



Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	Chris Wiseman	Absent	Guests:		
Academic Affairs	John Pelissero	In Attendance	Facilities	Kana Wibbenmeyer	In Attendance
Advancement	Jon Heintzelman	In Attendance	Student Develop.	Jack McLean	In Attendance
Facilities	Phil Kosiba	Absent, Sent Proxy	Bursar's Office	John Campbell	In Attendance
Finance	Bill Laird	Absent	Finance	Tom Catania	In Attendance
Human Resources	Tom Kelly	In Attendance	ITS	Kevin Smith	In Attendance
ITS/Facilitator	Susan Malisch	In Attendance	ITS	Michelle Dayton	In Attendance
ITS	Jim Sibenaller	In Attendance	ITS	Dan Vonder Heide	In Attendance
Student Develop.	Rob Kelly	Absent, Sent Proxy	ITS	Leilani Lauger	In Attendance

Welcome, Meeting Purpose & Agenda

The meeting commenced at 1:35 PM with a review of the agenda and introduction of guests. The minutes from the December 16th meeting were reviewed and approved as written.

Tuition Payment Plan Demo

The tuition payment plan functionality was originally outsourced to TMS in 2004. The Bursar's office and ITS partnered in designing and building a new payment plan functionality directly within PeopleSoft to address some customer service issues, ongoing concerns regarding the ability for families to understand their plans and significant delays in data updates. The result will be an improvement for the students in fee reductions and an additional cash flow item by accepting the fees ourselves versus TMS. About \$41M flows through the system. The initiative has taken approximately one year from concept to implementation. One of the primary goals was an intuitive interface, practical use for administrators, and flexible functionality for users. The go-live date is scheduled for 3/17. Michelle reviewed the project timeline, flow of information and integration with current PeopleSoft modules/processes. Tom demoed the estimating wizard; the administrator sees similar pages but also has update access to make adjustments. An FTE will be added to work with students and handle phone calls.

ITESC Prioritization Results

Susan reviewed the prioritization results, the portfolio calendar view and Rings of Excellence summary. She noted to the group the three programs with multiple projects underway: Locus Enhancements, ECM and DW/BI. She also mentioned that the Research Data Center is currently scheduled to come online in April. We will need some process and policies in place to govern the use of this space.

ITS ISAC Risk Assessment Program Review

The focus of the group has evolved from PII specific to a broader strategic approach for information security concerns. A risk-based approach utilizing the ISO 27002 standards has been recommended by the ISAC. A risk assessment in a phased method is being conducted. Phase 1 is a high level review of security controls which will result in a gap analysis and initial scoring and ranking of actionable recommendations. Phase 2 will identify specific projects to potentially undertake and will be brought to the ITESC for approval. The goal is to create a multiyear plan for an information security program. *Task: Leilani to inventory items that are out of scope for review.*

Leilani believes Phase I will be completed near the end of March and security project recommendations should be prepared in April/May. The group approved the approach.

Encryption of LUMC devices with LUC data on them was also discussed. The members in attendance confirmed that the need to protect LUC data on LUMC devices remained. Specifics need to be documented as how to get support for those

devices when they get replaced/upgraded. *Task: Follow-up with Karen Alexander, Art Krumrey and Ron Price to address this. Task: Determine the risk for Stritch based on data stored on those machines.*

ECM Progress Report

Six areas went live with ECM in the past year. These include Enrollment Operations, Financial Aid, Advancement (Chase Donor Deposits), Undergrad Admission, GPEM and Digital Media Services (part of ITS). In total over 400 users have access to the DocFinity system. Where processes are modified and metrics obtained process improvements are 80% on average and resulting in over 5000 hours of effort saved annually. Currently, there are five active initiatives; Advising, Registration and Records, Accounts Payable, Child Law back-scanning and Version 10 upgrade planning. There are currently 16 other areas in queue. Several kickoff meetings are being planned and an internal program prioritization will need to be performed. The Version 10 upgrade is targeted for this summer.

Student Email Review

Several concerns have arisen regarding the Gmail implementation. Dan reported that Google has had some service outages over the past few months. The relationship that Google has with China is also a concern regarding censorship, with possible implications for The Beijing Center. The third item to note was the recent rollout of Google Buzz, which has functionality similar to that of Facebook and some related privacy issues. Internally, we have not started the contract review. Some administrative issues related to alumni emails have also surfaced. Specifically, the need to maintain an alias table between xx@luc.edu and xx@student.luc.edu will add some administrative overhead long term. We will also need resources to change some of our applications to recognize the appropriate email addressing scheme. Susan asked for concurrence to continue to review the situation and delay/defer taking the Gmail recommendation to the Cabinet. The group agreed on this approach.

Proposed Revisions to Quarterly Reporting

Susan checkpointed the value of the quarterly status reports and whether the old format of face-to-face functional meetings still served a purpose. The goal is to ensure that ITS was supporting everyone's needs appropriately and providing good service. A variety of options were discussed and it was determined that the need may vary by group and each member would indicate the number of meetings that were desirable for their area. *Task: Susan will put together a matrix of opportunities.*

The meeting adjourned at 3:15 pm.