

Information Technology Services

FY25 Technology Report

July 2024



LOYOLA
UNIVERSITY CHICAGO

Message From the CIO

Dear Loyola Community,

It is my pleasure to present the 2024-2025 annual report of the Information Technology Services (ITS) organization. This report highlights the achievements of the past year, while introducing the future ITS initiatives that aid in advancing the mission and vision of Loyola University Chicago.

The past year was marked by a significant transition within ITS, including changes in staffing and the organization strategic direction. However, ITS remained dedicated to responding to the technological needs and expectations of our students, faculty, and staff. These efforts reflect our commitment to providing excellent service and support to our university community.

In the upcoming year, ITS will continue to pursue excellence and innovation in information technology. Guided by our new mission statement, new vision statement, and newly identified strategic opportunities, ITS is focused on the continued improvement of the technological resources and services that support our community. This effort will include projects and initiatives designed to enhance the educational opportunities available to our students, while promoting efficiency and inspiring innovation among the faculty and staff.

To support our efforts, we have also restructured our organization to better align our resources and capabilities with our goals and needs. The new organization consists of six service-based departments: Enterprise Systems, Information Security Compliance, Infrastructure Services, IT Service Management, Research & Analytics Services, and Technology Support Services. Each department has a clear scope and function and collaborates with other divisions and units across the university to deliver effective and efficient IT services and solutions.

Finally, past achievements and future opportunities would not have been possible without the dedication, creativity, and collaboration of our ITS staff, who worked tirelessly to deliver excellent service and support to our community. I would also like to thank the University leadership, faculty, staff, and students for their trust, feedback, and engagement with ITS. We value your input and suggestions, and we look forward to collaborating with you to advance the technological capabilities and culture at Loyola University Chicago.

Please take a moment to read the report. We welcome your comments and questions, and we invite you to contact us at ITSservicedesk@luc.edu.

Thank you for your continued support and collaboration.

Sincerely,

LeRoy Butler, PhD

Vice President for Information Technology, Chief Information Officer

Loyola University Chicago

ITS Mission & Vision

The Information Technology Services (ITS) mission and vision statements have been revised to promote greater alignment with the overall strategic direction of Loyola University Chicago. The new ITS mission statement reaffirms ITS commitment to delivering effective technology solutions to the institution.

In addition, the updated ITS vision statement articulates the university aspirations to create equitable, transformative, and sustainable technology environments for all members of its community. The revisions to the mission and vision statements ensure that the ITS organization purpose, values, and goals are relevant and aligned to Loyola University Chicago strategic goals.

Our Mission

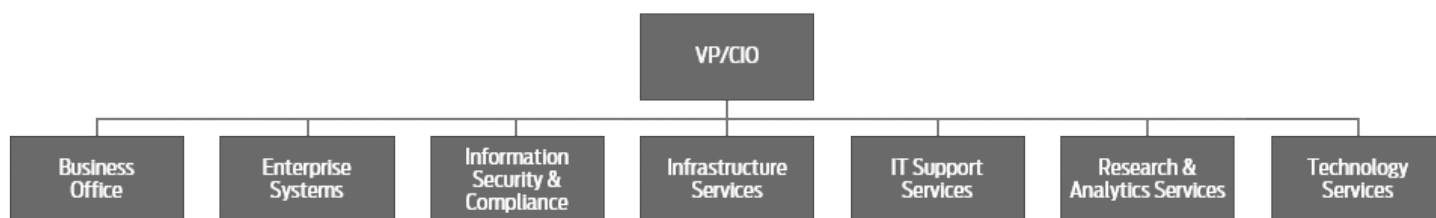
We support the Loyola University Chicago mission by delivering effective technology solutions, coupled with unparalleled services, to enhance educational experiences and promote operational excellence in our community.

Our Vision

Information Technology Services creates equitable, transformative, and sustainable technology environments guided by Jesuit values that advance learning, teaching, research, and collaboration throughout the university.

Org Chart Changes

Information Technology Services (ITS) is actively establishing a new organizational structure to support the effective management and use of technology resources. The new structure will foster collaboration, innovation, and agility across departments and teams within ITS, which will enable better alignment of technology initiatives with the university's strategic goals. By restructuring the division and defining clearer roles and responsibilities, ITS will improve response times to technology needs and initiatives, while fostering better communication, decision-making, and resource allocation. Moreover, the proposed restructuring will transform ITS into a more responsive, customer-oriented, and value-driven IT organization.



Department Introductions

Enterprise Systems

Enterprise Systems is comprised of several teams, including Student Systems, Business Systems Integrations, Database and Middleware. Collectively these teams provide systems and applications support for the university's administrative functions, such as student systems, faculty systems, human resources systems, financial systems, and customer relationship management (CRM) systems.

Research & Analytic Services



Research & Analytic Services (RAS) offers a range of services to meet the data governance, quality, integration, and management needs of the institution. These services include high-performance computing, software development, informatics consulting, management of large data sets, as well as advanced analytics and content development for publications and grant applications.

Infrastructure Services

The Infrastructure Services department is the technical backbone of the University, dedicated to ensuring the stability, security, and efficiency of Loyola's IT infrastructure. Comprised of three core units—Server and Data Center Operations, Network Services, and Identity Management—this department plays a pivotal role in supporting the technology needs of the entire organization.



Business Office



The Business Office provides essential support for all budgetary and financial matters of the department. The team administers the procurement processes for ITS equipment, software maintenance, and consulting services and oversees contract management.

Department Introductions, cont'd.

Technology Services



Technology Services is comprised of professional teams such as Business and Enterprise Architecture, Application Solutions, and the Project Management Office. These teams leverage a wide variety of specialized functions to enhance Loyola's technological capabilities, implement innovative solutions, optimize the end-user experience, and empower business units to strategically become more effective and efficient in their daily operations.

IT Support Services

IT Support Services is comprised of several teams, including the Service Desk, Desktop Support, Classroom Services, Digital Media Services, and Instructional Technology & Research Support. The Service Desk handles immediate technical inquiries, while Desktop Services maintains and troubleshoots individual workstations and portable devices. Classroom Services manages audio-visual systems for instructional and multipurpose spaces. Digital Media Services oversees walk-in labs and provides media production, equipment loans, and poster printing services. Instructional Technology & Research Support administers teaching and learning applications for online and hybrid courses as well as provides elevated instructional innovation services for Health Sciences. Collectively, these teams provide essential front-line support to students, faculty, and staff, ensuring reliable and effective technology across the university.

Information Security & Compliance

Information Security and Compliance (ISC) plays a crucial role in protecting Loyola's information assets. ISC services include the development and implementation of the information security strategy and oversight of our information security program. We also handle and respond to security incidents, conduct analysis, and perform regular vulnerability assessments and penetration testing to identify weaknesses. Additionally, ISC ensures compliance with regulations and standards (e.g., GDPR, HIPAA) and conducts risk assessments and audits to ensure we remain compliant. Lastly, we coordinates Security Awareness and Training programs to ensure the university community understands and supports a secure Loyola.

New Governance Structure

An inclusive, collaborative governance structure is an essential part of technology management at Loyola University Chicago. Governance provides guidance and support for the management of technology throughout its lifecycle here at the University. In addition, an effective governance structure also fosters transparency in the planning, implementation and evaluation of technology resources and services.

While the current governance model has served the University well since 2006, a revised structure is needed to help meet the upcoming needs of Loyola. To do so, five Advisory Groups will be established which align with the major areas of focus in the University's technology environment.

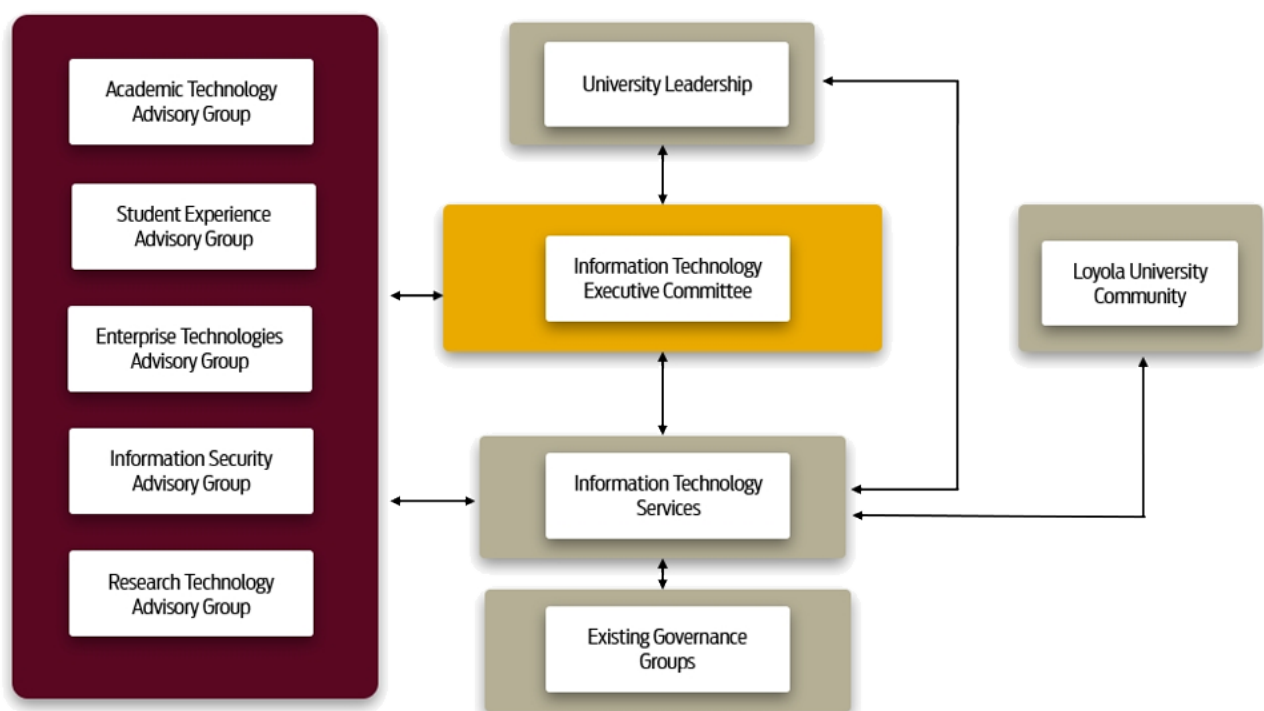
-Academic Technology Advisory Group: Advises on technology directions, strategies, policies, and priorities important to Loyola's technology goals in teaching, learning, scholarship, and other academic objectives.

-Student Experience Advisory Group: Focuses on improving resources, processes, and support to enhance the overall student experience when engaging the University's technology environment.

-Enterprise Technologies Advisory Group: Provides guidance in developing and supporting core enterprise systems and infrastructure technologies (along with investing in these resources).

-Information Security Advisory Group: Provides guidance and oversight of the information security program with emphasis on risk assessment, risk prioritization, strategy and policy issues.

-Research Technology Advisory Group: Provides strategic direction in developing and maintaining technology resources that support the University's research endeavors.



Strategic Initiatives

As we look toward the future, Information Technology Services (ITS) is committed to enhancing our technological capabilities, improving user experience, and aligning our IT resources with the university's goals. These initiatives aim to foster innovation, support academic and administrative functions, and keep the university at the forefront of technology integration in higher education. These strategic initiatives reflect our commitment to advancing Loyola University Chicago's technological landscape to meet the current and future needs of our academic and administrative communities.

Updating Technology Governance

Effective technology governance is crucial for accountability, transparency, and compliance. ITS will work with the university to develop a modern governance framework that meets the university's strategic, tactical, and operational technological needs. This framework will establish clear policies and procedures for managing technology resources and investments, ensuring effective decision-making and evaluation of new initiatives.

Last Year's Efforts:

- **Institutional Data Governance (IDG):** ITS partnered with the Provost's Office of Institutional Effectiveness (OIE) establishment an Institutional Data Governance framework including supporting technologies and processes.

Upcoming Efforts:

- **Advisory Groups:** Five Advisory Groups will be established which align with the major areas of focus in the University's technology environment in an support of effective governance structure also fosters transparency in the planning, implementation and evaluation of technology resources and services.

Strategic Initiatives, cont'd.

Enhancing the Loyola Technology Experience

We already have a strong portfolio of technology resources and services, and we seek to make these resources more accessible. By improving interoperability and creating user-friendly interfaces and platforms, our goal is to create a seamless technology environment for students, faculty, and staff.

Last Year's Efforts:

-Simple Syllabus Adoption: In collaboration with the Provost's Office, ITS is launching Simple Syllabus, a new platform designed to streamline the upload and archiving of course syllabi. This initiative, beginning in the Fall 2024 academic term, is a key component of Loyola's broader HLC reaccreditation efforts.

-Laptop-Centric Refresh Model: The University is transitioning from a traditional desktop workstation to a laptop-centric refresh model. As faculty/staff workstations reach the end of their lifecycle, they will be replaced with a laptop, a single docking station, two monitors for office use, a keyboard, and a mouse. This shift supports greater flexibility and mobility while maintaining a fully equipped office setup.

-PeopleSoft Environment Improvements: In 2024, we overhauled the application tier of our PeopleSoft environment, resulting in a higher performing experience for students, faculty, and staff.

Upcoming Efforts:

-Transition to TeamDynamix: Starting Fall 2024, ITS will implement TeamDynamix to replace our current IT ticketing system. Key benefits include a streamlined Service Catalog, enhanced user experience, improved efficiency with automated workflows, and scalability for future growth.

-Media Asset Management: In 2025, ITS will launch a Media Asset Management (MAM) solution to centralize multimedia asset management for select production teams, providing a single, organized source for media files, tagging, and collaboration. This system will enhance efficiency, streamline workflows, and improve media organization and access across the university's teams.

-HSC Phone System: Will implement a new cloud-based phone system at the Health Sciences Campus by early 2025.

-Reduce Phishing Emails: Focusing on risk reduction, we will research additional methods to reduce phishing emails and compromised accounts.

Strategic Initiatives, cont'd.

Developing an Enterprise IT Architecture Plan

A comprehensive enterprise architecture plan is vital for aligning technology with the university's strategic priorities. ITS will develop a roadmap encompassing enterprise technology, systems, data, and business processes, with the goal of enhancing operational efficiency and supporting the evolving technology needs of the university community.

Last Year's Efforts:

-Operational Data Management: Creation of a long-term vision and strategy for operational data management and the performance of advanced analytics. Resources for this new strategy are referred to as operational "Data Analytics and Management Infrastructure" (DAMI).

-Internet-of-Things (IoT) Audits: The objective of this audit was to evaluate the security practices implemented on a sample of high risk IoT systems and validate they are following Loyola's policies, procedures, and industry leading security practices. Further objectives were to assess Loyola's IoT governance, including the definition of IoT systems, policies, and roles and responsibilities, and validate that the security practices implemented on a sample of IoT systems follow any Loyola policies, practices, plans, and industry leading security practices.

Upcoming Efforts:

-Identity Access Management (IAM): Loyola's current Identity and Access Management System, in place since 2006, manages over 60,000 accounts but has notable limitations. It is difficult to update, requires manual intervention, and lacks efficient role management. To address these issues, Loyola will transition to a new cloud-based system in early 2025, which will improve automation, service, and security.

-Firewalls: Infrastructure Services assumed management of Loyola's firewall environment and continues to work with the Information Security and Compliance team regarding their operation and policies. In 2025, Infrastructure Services and Information Security and Compliance will be collaborating to redesign the University's firewall environment to reduce both complexity and operational expense.

Strategic Initiatives, cont'd.

Updating Mission-Critical Enterprise IT Resources

Many mission-critical technology resources are nearing the end of their useful life. ITS will develop a roadmap and execute plans to replace these resources, ensuring uninterrupted support for the university's academic and administrative functions.

Last Year's Efforts:

-Rome Center Infrastructure: Updated core infrastructure at the John Felice Rome Center campus. Added physical resources to all virtualization clusters at Loyola to accommodate future growth.

-CrowdStrike Implementation: ISC implemented an Endpoint Detection and Response solution from CrowdStrike. This software is designed to detect behavioral anomalies in workstations and servers and prevent zero-day attacks.

-Print Management: The implementation of PrinterLogic is nearly complete and will deliver a more streamlined printing experience for end users. The cloud portal will simplify the user experience of printer management and offer improved insights into printer utilization.

Upcoming Efforts:

-Windows 11 Migration: We will develop a new Windows 11 image for Faculty/Staff and begin testing its compatibility with existing Loyola applications and deployments. Based on these tests, Windows 11 will be extended to other image versions, including labs, e-classrooms, and kiosks.

-Terminal Four CMS Cloud Migration: Terminal Four, Loyola's Web Content Management System, manages content for luc.edu. Migrating to Terminal Four's cloud platform will allow the vendor to handle hosting, monitoring, security patching, and upgrades, enabling Loyola to concentrate on content management support. This migration, targeted for completion in December 2025, will also reduce publishing latency and introduce new features like the program finder to enhance content management.

-WorkForce Ready Cloud Implementation: UKG's WorkForce Central (Kronos) Time and Attendance platform is sunsetting with support ending after December 2025. WorkForce Ready is UKG's cloud platform replacing WorkForce Central. Loyola will convert to WorkForce Ready Cloud in February 2025.

Strategic Initiatives, cont'd.

Updating Mission-Critical Enterprise IT Resources, cont'd.

Upcoming Efforts, cont'd:

-Enterprise Resource Planning (ERP) Transformation Readiness: Moran Technology Consulting (MTC) partnered with Loyola to assess readiness for transforming the Enterprise Resource Planning (ERP) ecosystem, including HR, Payroll, Finance, and Student Information. In July and August 2024, MTC conducted 35 executive interviews and stakeholder workshops with participants from various university departments. MTC presented ERP roadmap with scenarios and recommendations to Loyola's executive leadership in September 2024.

-Enterprise Research Administration (ERA) System: Office of Research Services and ITS will partner to begin implementing Cayuse, a new cloud-based ERA system that encompasses 10 application modules across multiple functional areas.

-WebFOCUS: Finance and ITS are collaborating on a significant project to retire WebFOCUS through a transition of more than 750 reports to Microsoft Server Reporting Services (SSRS). This migration aims to enhance reporting capabilities, streamline processes, and improve data accessibility across departments. Upon successful completion of this initiative the institution will have more efficient and user-friendly reporting solution.

ITS Special Updates

University Service Recognition

Each year, Loyola honors a select group of University staff for their exceptional contributions, dedication to high-quality services, and exemplary performance. This year, Nick Jones, an ITS Business Analyst, was named Loyola's Staff Member of the Year. Nick was recognized for his outstanding work as a member of the Business Intelligence (BI) and Data Analytics team.



Strengthening Our Commitment to Diversity, Equity, & Inclusion

Over the past year, ITS has reinvigorated our DEI committee, aligning with university-wide initiatives for greater impact. Diversity, Equity, and Inclusion are crucial for fostering respect, innovation, and a sense of belonging. These principles not only align with our values but also enhance our effectiveness and service delivery.

In the next year, our DEI committee will focus on several key initiatives. We'll introduce staff DEI training, integrate DEI activities into our events, and set up feedback mechanisms. We'll also start an ITS book club to encourage DEI discussions. Our aim is to create an inclusive ITS environment that embodies Loyola University Chicago's values and improves the experience for our community.

ITS Earns Greener Electronics Award in Partnership with the School of Sustainability and Facilities

Loyola University Chicago has been recognized as a 2024 EPEAT Purchaser Award winner, celebrating its leadership in sustainable electronics procurement. The award is given by the Global Electronics Council, a non-profit organization that manages the EPEAT program. This program, launched in 2002 through a grant from the U.S. Environmental Protection Agency, plays a crucial role in promoting sustainable practices in electronics procurement. It allows us to efficiently address the lifecycle impacts of the electronics we purchase, including computers, displays, imaging equipment, and servers.



This recognition is a testament to the dedicated efforts of the collaborative efforts across the School of Environmental Sustainability, Facilities and Information Technology Services with diligent documentation efforts as part of the application submission process.

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