

Run ... ongoing operations

Sample Service Volumes

Daily

- ▶ 800,000 E-Mails Received
- ▶ 4,500 logins to Blackboard
- ▶ 290 views of Ignation videos
- ▶ 270 media equipment checkouts

Monthly

- ▶ 115,000 computer lab logins
- ▶ 2,300 group study room reservations made online
- ▶ 100 software downloads from TechConnect

Weekly

- ▶ 700 support calls generated
- ▶ 250 students checkout a laptop from the Information Commons
- ▶ 50 classroom support calls

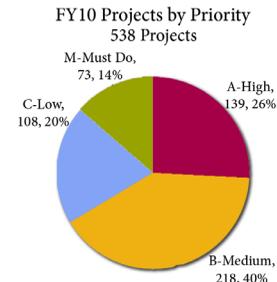
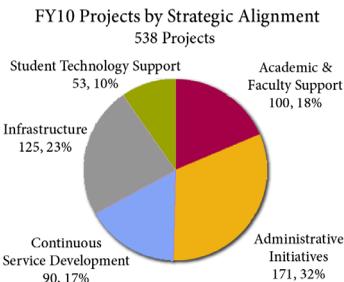
Annually

- ▶ 1,500 events supported
- ▶ 1.7 million logins to Blackboard
- ▶ 36,000 support calls processed (up 2% from FY'09)
- ▶ 500 posters printed in Digital Media Lab

Portfolio Summary

The Information Technology Executive Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged approximately 140 projects since 2007. Project turnover rates average 40%, with remaining projects rolling over to the next planning period.

Strategic Category	FY10 Q1-Q2 Completed Projects	FY10 Q3-Q4 Completed Projects	FY10 Total Projects	FY10 % of Total
Academic & Faculty Support	26	30	56	22%
Administrative Initiatives	37	49	86	34%
Continuous Service Development	25	15	40	16%
Infrastructure	20	34	54	21%
Student Technology Support	9	9	18	7%
	117	137	254	100%



Infrastructure Highlights

- ▶ An 850 square foot research data center facility was designed and constructed to meet the demanding requirements of research technologies. With a governance committee convening this fall, early tenants into the space are expected to include Computer Science and Chemistry.
- ▶ Wireless expansion continued on campus. By the start of the fall semester all residence halls, with the exception of St. Louis (slated to come off line in the near future) will have full wireless capabilities.
- ▶ The storage of PII and subsequent risk to exposure has been reduced by 60% compared to FY09. Data stewards report only 10% storage of PII as compared to 25% last year.
- ▶ The percentage of computers that are encrypted has improved by 11%. Data stewards report, 63% of PC's in departments are encrypted as compared to 56% last year.

Grow ... information systems and services to optimize performance

Campus Card Transaction System

The Blackboard Campus Card Transaction System was replaced in December, 2009 with the CBORD CSGold transaction system. The transition was smooth with the cut-over taking place during the Winter break when no students were on campus. This project:

- ▶ Updated over 100 campus card readers including vending machine readers, cashier machines, and cash stations.
- ▶ Provides LUC with a modern and scalable campus card system.
- ▶ New for FY11: Use Campus Card for purchases at select restaurants near campus!



Enterprise Content Management (ECM)

A five-year ECM program commenced to move paper-based forms and processes to electronically format to capture, manage, store, and deliver information, documents and forms. Program results include process improvements and efficiencies, increased records security, improved collaboration and information access, and overall operational savings.

Program Achievements:

- ▶ DocFinity is live in eight departments across the institution with over 425 active users
- ▶ Documents are available three days earlier in the process for administrative review of student applications and financial aid packaging
- ▶ Faster response times for transcript processing
- ▶ Single click student document access through LOCUS student system
- ▶ 80% average process improvement on key metrics
- ▶ Over 5,000 hours of work/effort and \$35,000 of maintenance saved annually
- ▶ New rollouts planned in Accounts Payable, Advancement, Registration & Records, Office of International Programs, Services for Students with Disabilities and Conference Services



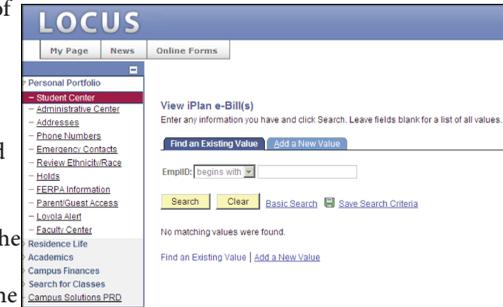
Other Highlights

- ▶ Stritch School of Medicine student's biographical, financial aid processing, and billing were migrated into the LOCUS Student Information System. As a result, all 2009-2010 Stritch Financial Aid award packages were processed along with the University's, and includes student invoicing of tuition-owed in the University's eBill billing-cycle. Other features include 24/7 access to student financial data, parent/guest access to student data, and the ability to make a tuition payment via credit card online. Completion of this initiative streamlined operations and improved information sharing across campuses.
- ▶ In March 2010 Loyola went live with student self service housing applications replacing a paper-based application. In addition to the improved service to students in applying for housing they are able to make their deposits via a credit card online as well. Student self service room assignment capability will be trialed in February 2011.
- ▶ An identity management solution between LUMC and LUC has been established to share electronic resources and applications between the two entities.
- ▶ Implemented a Retention Dashboard with enhanced reporting for the 'Council on Student Success' retention efforts.

Transform ... new technologies and processes that fundamentally promote change

Tuition Payment Plan

Loyola designed and developed a new tuition payment plan program, iPlan, which went live in March moving this service in-house from a vendor solution. By June we had approximately 1,000 families enrolled in an iPlan. This is nearly a 10% increase in the amount of families who had an installment plan with our vendor at this time last year. The university charges a smaller enrollment fee for annual and term plans than the vendor charged. This represents a savings for our families and the fees generated go directly to the university in support of the program. New capabilities for our families include a plan wizard providing an easy to use step by step method to build payment plans with much greater flexibility in adjusting those plans. This innovative solution will be presented in FY11 at a number of conferences.



Online Undergraduate and Graduate Applications

Designed and developed on-line admission application systems for UGRAD and GRAD which allows students to submit their applications to the University electronically. We have had 32,000 unique UGRAD applicants and 9,000 unique GRAD applicants use the system. Of those applicants, 20,000 UGRADs and 5,000 GRADs completed applications in Fall 2010, and another 1,200 UGRADs completed in Spring 2010. The systems serve nearly all of the University's programs. The system allows applicants to complete their applications over multiple sessions and provides for convenient electronic submission of letters of recommendation from recommenders. Enrollment Management was able to terminate contracts with two separate vendors as a result of this development, realizing significant savings.



Data Warehouse

An enterprise data warehouse technology assessment was completed recommending a "hybrid" model be used to architect the data warehouse. A hybrid solution combines tools and knowledge from a vendor along with LUC tools and design. An RFP was sent to vendors in June 2010 with a selection to follow later this year. A new subcommittee of the IT Executive Steering Committee, Data Governance, was successfully launched; this group is charged with recommending, creating, and maintaining a uniform set of data definitions and policies for university data and its usage. This committee's work is essential in the creation of an enterprise data warehouse.

FY10 FACTS

Data Centers

Loyola's two data centers house over 440 devices including servers, appliances, and equipment including:

- ▶ Over 74 Terabytes of online storage
- ▶ Nearly 130 physical enterprise class servers and over 180 virtual servers
- ▶ Connectivity for over 1,050 wireless access points
- ▶ Over 37 miles of copper and 18 miles of fiber running within the Lakeshore campus data center
- ▶ Phone systems with over 4,060 active telephone connections (25% fewer phone connections from FY'09)
- ▶ Implemented IBM's SAN Volume Controller (SVC) which improved data-base performance by 30% and streamlined storage management

Other Facts

- ▶ 24 presentations delivered by ITS staff members at many leading technology and higher education venues, including Educause, Camp IT Conferences, AJCU CITM, SLATE, ACUTA
- ▶ Four articles or case studies published that feature technology related initiatives at Loyola
- ▶ 250 technology-equipped classrooms and 50 conference spaces
- ▶ 1.3 million logins to public workstations
- ▶ 1,500 events supported
- ▶ 4,000 workstations with over 25% available for student use
- ▶ 250 video conference events and 25 live stream events
- ▶ 130 technology training sessions for faculty and staff

TECHNOLOGY SCORECARDS

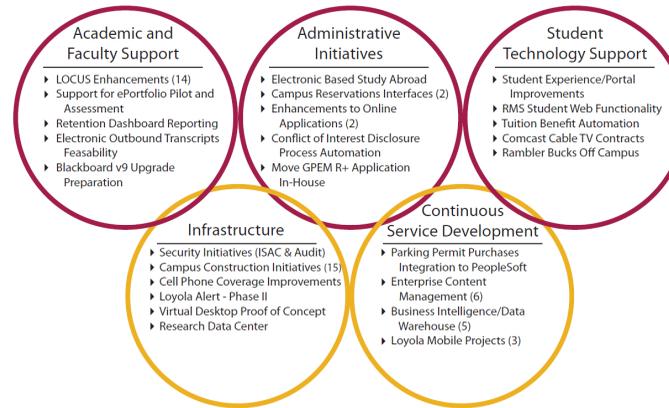
An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index					
	FY07	FY08	FY09	FY10	FY09-10 Change	Total Change
Academic & Faculty Support Scorecard	3.0	3.3	3.7	3.9	6%	23%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	8%	9%
Student Technology Scorecard	3.4	3.5	4.0	4.4	9%	22%
Infrastructure Scorecard	3.0	3.1	3.4	3.6	7%	17%
Continuous Service Improvement Scorecard	2.2	2.6	3.0	3.5	14%	38%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	9%	31%
Average Annual Score	3.0	3.2	3.5	3.9	9%	24%
Year to Year Improvement	--	8%	9%	9%		

FY11 & BEYOND

MAJOR INITIATIVES

FY11 Q1-Q2



Initiatives under development include:

- ▶ Develop Mobile capability for LMS, LOCUS and University
- ▶ Open a new Digital Media Lab at the Water Tower Campus
- ▶ Support analysis and product selection for student and faculty ePortfolios
- ▶ Proof of Concept Desktop Virtualization Project
- ▶ Implement federated identity management to share login credentials with other entities
- ▶ Replace Content Management System for university web pages
- ▶ Design and deploy technology infrastructure for the Rome Center, Woodstock Retreat and Ecology Campus, and the Cuneo Campus

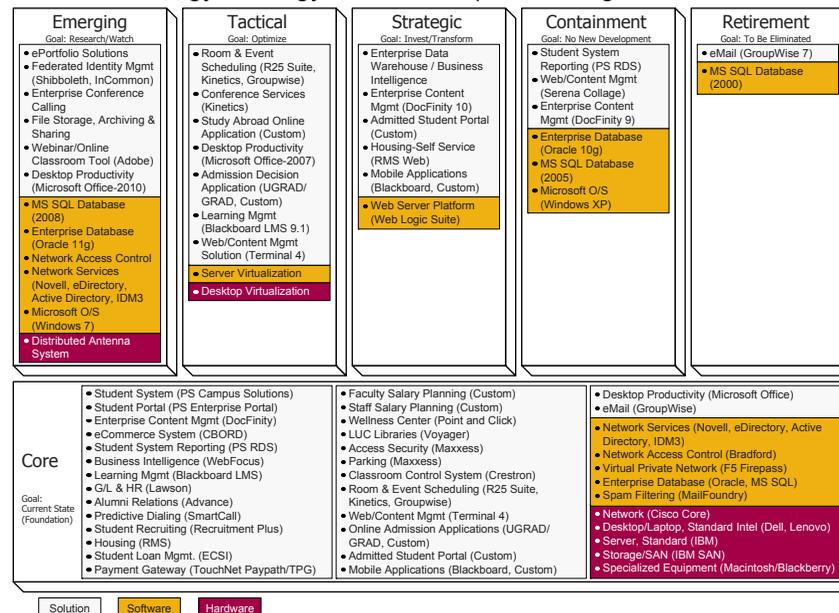
Information Technology Services



FY10 Summary

LUC Technology Strategy - A Roadmap for Change

August 31, 2010



For more information visit: luc.edu/its/gov_home.shtml

