

ITS Executive Steering Committee (ITESC)

Agenda and Materials
September 3, 2009



Preparing people to lead extraordinary lives

Agenda

- Grant Funding for Technology – B. Sellers/K. Fust
- ITESC Committee Changes – S. Malisch
- Sub-Committee Reports
 - Academic Technology Committee – B. Montes
 - Data Governance Committee – C. Vanek
 - Project Review Board – K. Smith
 - Information Security Advisory Council – L. Lauger
 - Architecture Review Board – J. Sibenaller
- FY11 ITS Budget Planning – S. Malisch
- ITESC Meeting Schedule

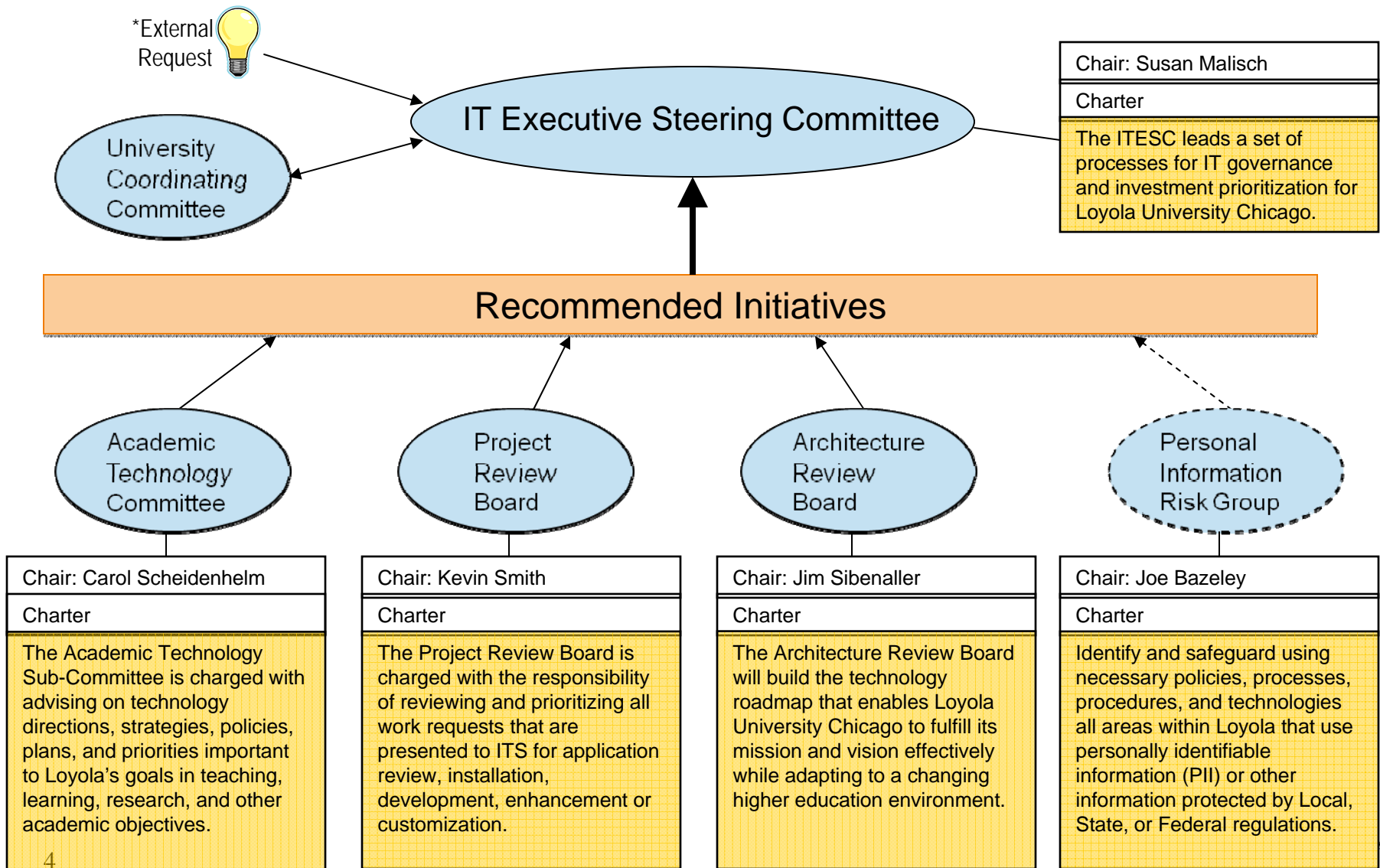


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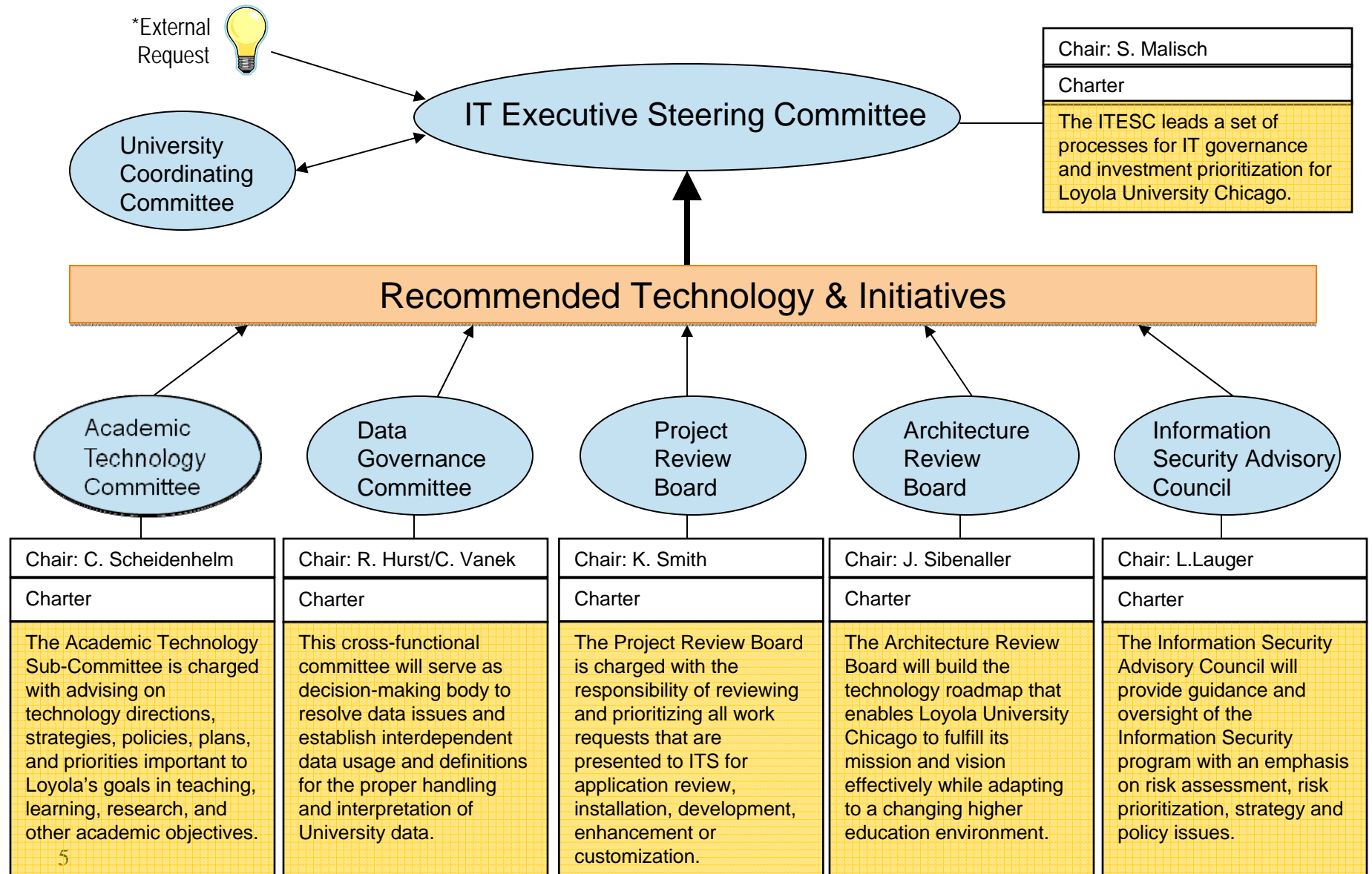
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ITESC “Past”



ITESC “Proposed”



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Highlights from 2008-09

- i>clicker adopted as centrally-supported classroom response system
 - Currently @10 units have been checked out from Media Services (checked out online with bar codes on all systems)
 - Several departments have purchased their own i>clicker systems.
 - LUC bookstores selling for \$35.25 (used \$26.50)
 - Rep was on campus in August for training.
- Recommendation to purchase Blackboard Community System
 - 20 communities
 - 6 new
 - 9 converted from non-courses
 - 5 testing organizations
- Investigation of expanded digital media for academic use.
 - iTunes University pilot this fall with hopeful rollout in spring 2010.

Confirmed Membership 2009-10

Member:	Unit:	Alternate:
Cheney, Scott	Graduate student rep.	
Daily, Eileen	Institute of Pastoral Studies	Diane Maloney
Deatherage, Janet	School of Cont. & Prof. Studies	
Ensminger, Dave	School of Education	Leanne Kallemeyn
Faught, James	School of Law	Mike Lonero
Horowitz, Jessica	Graduate School & ORS	Bill Sellers
Jackson, David	Undergraduate student rep.	
Malliaris, Mary	School of Business Admin.	Nenad Jukic
Massanari, Adrienne	School of Communication	
Montes, Bruce	Information Tech. Services	Jack Corliss
Pankratz, David	College of Arts and Sciences	William Honig
Parsi, Kayhan	Bioethics	Bob Johnson
Pekovitch, Robert	Undergraduate student rep.	
Price, Ron	Stritch School of Medicine	Amy Hoyt
Ryan, Kathy	Information Tech. Services	
Scheidenhelm, Carol (chair)	Academic Affairs	Terry Moy
Seal, Robert	University Libraries	Chulin Meng
	School of Nursing	
	School of Social Work	

FY 2010 Priorities

- HLC requirement for verification of online student identity
 - Steps LUC can take
- Definitions of online and hybrid courses
- Articulation of Blackboard policies and procedures
- Copyright (ongoing)
- Electronic course evaluations (ongoing)
- Streaming media (ongoing)
 - Update of possibilities available because of iTunes University implementation.
- Others TBD by committee



Issues

- Need to get into writing the policies that govern Bb procedures.
 - Work with ATS and LTA

Challenges

- Establishing guidelines for copyright at LUC
 - Need to coordinate several campus agencies and standardize web content
- Confusion caused by lack of standard definition:
 - What constitutes an online course?
 - This, too, will require input from a variety of campus departments and units

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Data Governance Committee (DGC) Creation

Status: **Green** and on-time

Deliverables from Planning Team:

- Project Strategy
- Charter
- Roles and Responsibilities
- Recommended Membership List
- (Pending) Baseline Data Definitions List

Data Governance Framing

Charter

- This cross-functional committee will serve as decision-making body to resolve data issues and establish interdependent data usage and definitions for the proper handling and interpretation of University data.
 - To provide data definitions and policies which are consistent, uniform, and accurate for reporting and analyses.
 - To provide a framework which ensures data are captured accurately and consistently to maximize clarity of common usage allowing management to make informed, shared, and timely decisions.
- Proposed Membership: Key members identified and other data experts selected when needed by the committee.
- Frequency of meetings: TBD by committee

DGC Proposed Membership

Function/Area	Member
Institutional Research	Rick Hurst (Co-Chair)
Data Architecture (ITS)	Conrad Vanek (Co-Chair)
Student Financials	Tom Catania
Finance	Becky Gomez
Registration & Records	Clare Korinek
Human Resources	Carol McCormack
Enterprise Databases (ITS)	Charlotte Pullen
Enrollment Management	Tim Heuer

DGC Requests & Proposals

- 5th Sub-committee of the ITESC
 - Approval
- Proposed Membership List
 - Additions/Approval
 - Notifications

DGC Creation Project PSS# 981 is complete with approval of these requests.



DGC Future Activities

- Committee Kickoff Meeting with Proposed Members
- Establish and Approve Baseline Data Definitions
- Develop data dictionary for use by the Data Warehouse/Business Intelligence Program



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Project Review Board

Chair: Kevin Smith

Function/Area	Member
Registration & Records	Clare Korinek
Enrollment Management	Tim Heuer *
Advancement	Stacie Hughes
Financial Aid	Eric Weems

Function/Area	Member
Student Financials	John Campbell
Student Affairs	Cliff Golz *
Financial Systems	Andrea Sabitsana
Graduate Admissions	Paul Roberts

* New members

Charter: The Project Review Board (PRB) is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization. This includes but is not limited to the Student Information Systems.

PRB Activities

- Meeting monthly to review project requests
- Review NEW and CHANGED projects
- Update PSS and communicate to requestor
PRB discussion/determination after session
- Prepare project priorities list for ITESC semi annual process (assign A,B,C,M)



How is Work Reviewed/Prioritized?

- Initial priority collected as H, M, L from requestor
- Prior to PRB a discussion with requestor department for additional info is held
- ITS assesses T-Shirt project size
 - XS (5 days), SM (6-30 days), MED (31 – 60 days), LARGE (61-125 days), XLARGE (>125 days)
- PRB team discusses value of project as requested
- Alternatives are posed as appropriate
- Review common needs to determine if the project should include wider/lesser scope
- Priorities in PSS updated after discussion



How Does a Work Request Get Generated?

- **System Request Form** (preferred method)
(LUC Home -> Technology -> Project Central -> SIC System Service Request Form)
- Email
- Telephone call
- Follow up by ITS area expert for additional info
- Request entered into PSS
- Project request reviewed by PRB



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ISAC Current State

- Completed activities (last 120 days)
 - Kicked off ISAC with a meeting on August 4th
 - *Included an overview of existing Information Security Program as well as an outline and discussion of Advisory Council objectives*

MEMBERSHIP		
Department/Area	Primary	Alternate
<i>ITS – Information Security</i>	Leilani Lauger (Chair)	
<i>Academic Affairs</i>	John Connolly	Francesca Pirovano
<i>Advancement</i>	Ron Iwanski	
<i>Finance</i>	Cory O’Brien	
<i>Financial Assistance</i>	Tad Verdun	Eric Weems
<i>Human Resources</i>	Carol Mc Cormack	Mike Capulong
<i>ITS - Infrastructure</i>	Dave Wieczorek	Jeff Apa
<i>ITS - Applications</i>	Cheryl Heckel	Charlotte Pullen
<i>Registration & Records</i>	Diane Hullinger	Eric Pittenger
<i>Risk Management</i>	Stephen Ham	Sue Bodin
<i>Student/Judicial Affairs</i>	Jeremy Inabinet	Tim Love
<i>Ex-Officio</i>	Jim Sibenaller	



ISAC Objectives

- Information Security Advisory Council (ISAC)
 - Broad focus on Information Security and Risk Management
 - Provide guidance and oversight of Information Security program with emphasis on:
 - Risk assessment process and risk prioritization
 - Strategy
 - Policy
 - Ensure policies and program are sufficient to meet legal, regulatory and contractual requirements
 - Monitor and evaluate the effectiveness of the University Information Security Program
 - Serve as an advocate for the Information Security program



Information Security - Goals and Objectives

- **Maintain confidentiality, integrity, and availability of information**
 - Prevent compromise of Loyola Protected and Sensitive Data
 - Protect the integrity of critical systems
 - Monitor for intrusion and misuse of systems
 - Maintain the availability of systems required by students, faculty and staff
- **Protect Loyola's reputation**
 - Maintain compliance with regulations (PCI, FERPA, HIPPA, PIPA), laws, and contractual agreements
 - Protect the confidentiality of student, parent, faculty and staff personal information
 - Limit liability
- **Provide a safe computing environment**
 - Inform the Loyola community of protective measures to take against existing and upcoming security threats
 - Provide technology that mitigates the risks of security threats
- **Provide guidance on risk management and information security issues**
 - Provide assistance and consultation on information security and risk management issues
 - Facilitate and coordinate security audits and assessments of information technology infrastructure
 - Provide reasonable assurance that security objectives are being achieved

ISAC Future State

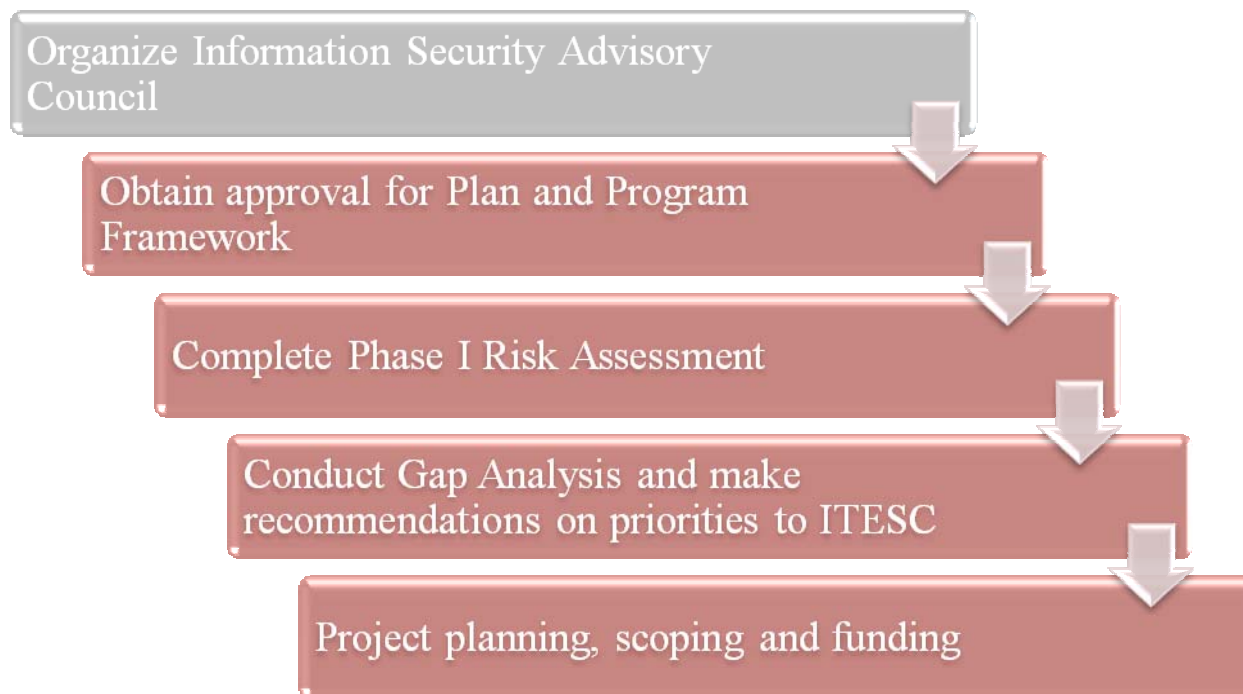
- Future activities

- Next meeting to be held September 17th

- Discussion topics include

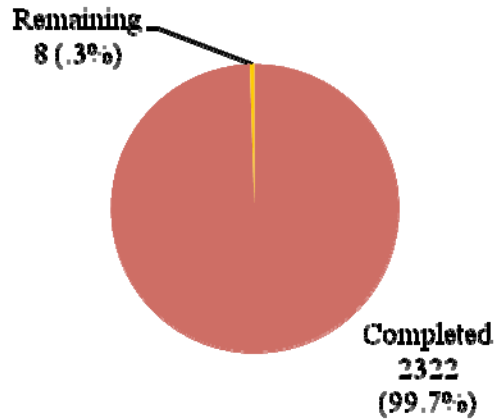
- Future of PII Scanning and the role of the Data Stewards

- Approval of Program Framework and Risk Assessment Approach



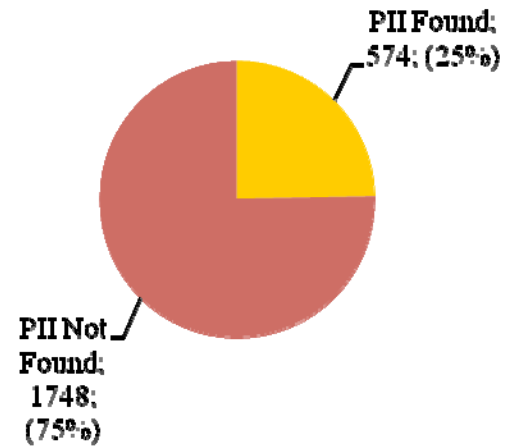
PII Status

Loyola PC's To Be Scanned (Non-Lab)



PC Counts	Count	Pct
Total to be Scanned	2330	
Completed	2322	99.66%
Remaining	8	0.34%

PII Identification



PC Counts	Count	Pct
Total Scanned	2322	
PII Found	574	25%
PII Not Found	1748	75%

- 2 departments remaining
- Expecting completion end of September



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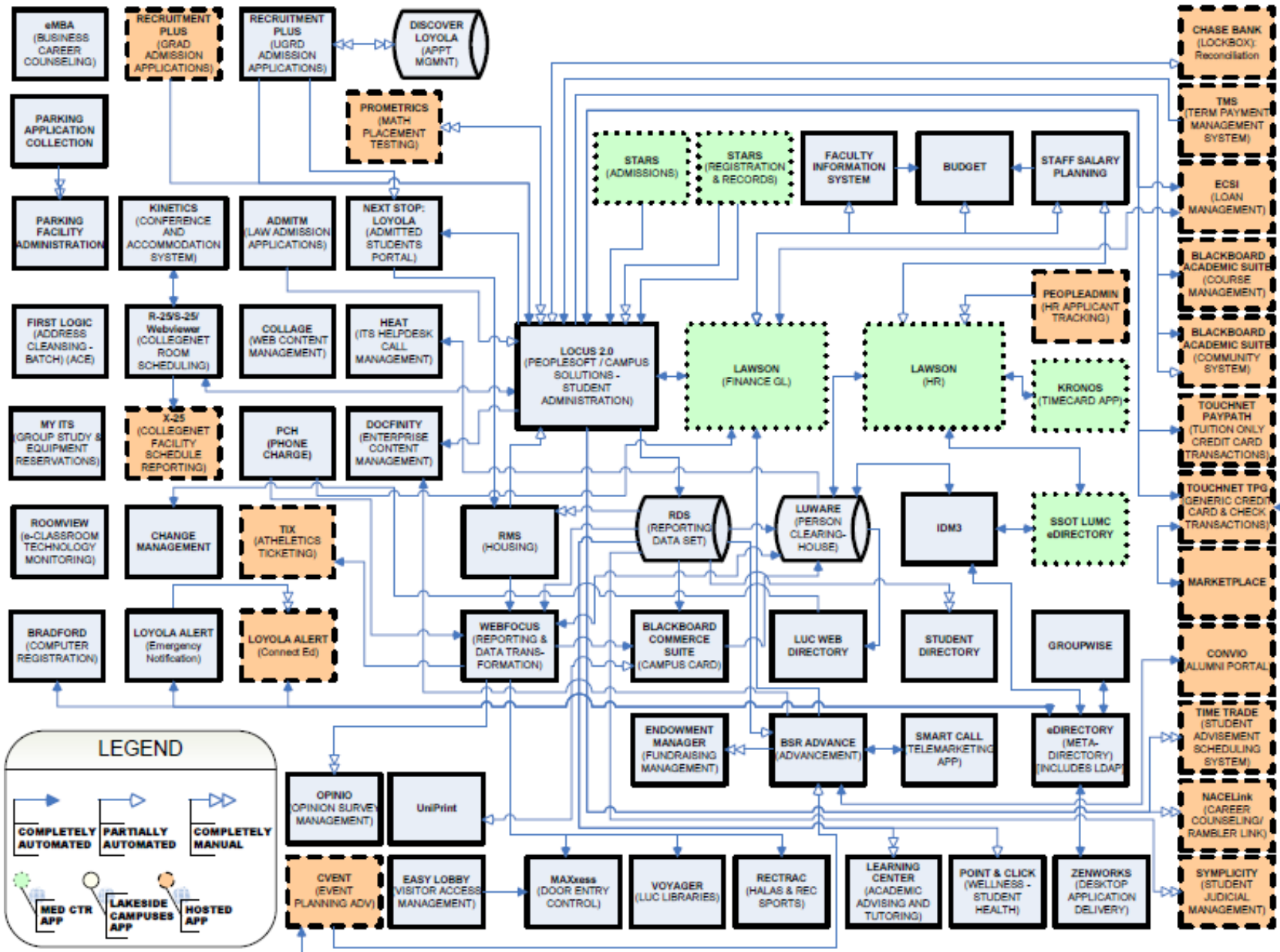


ARB Current State

- Completed activities (last 120 days)
 - Technology inventory gathered (*over 350 items*)
 - *Technology Current State* diagram updated/defined
 - EA process flow established
 - *Strategic Roadmap for Technology* completed
 - Consulted technology assessment committees

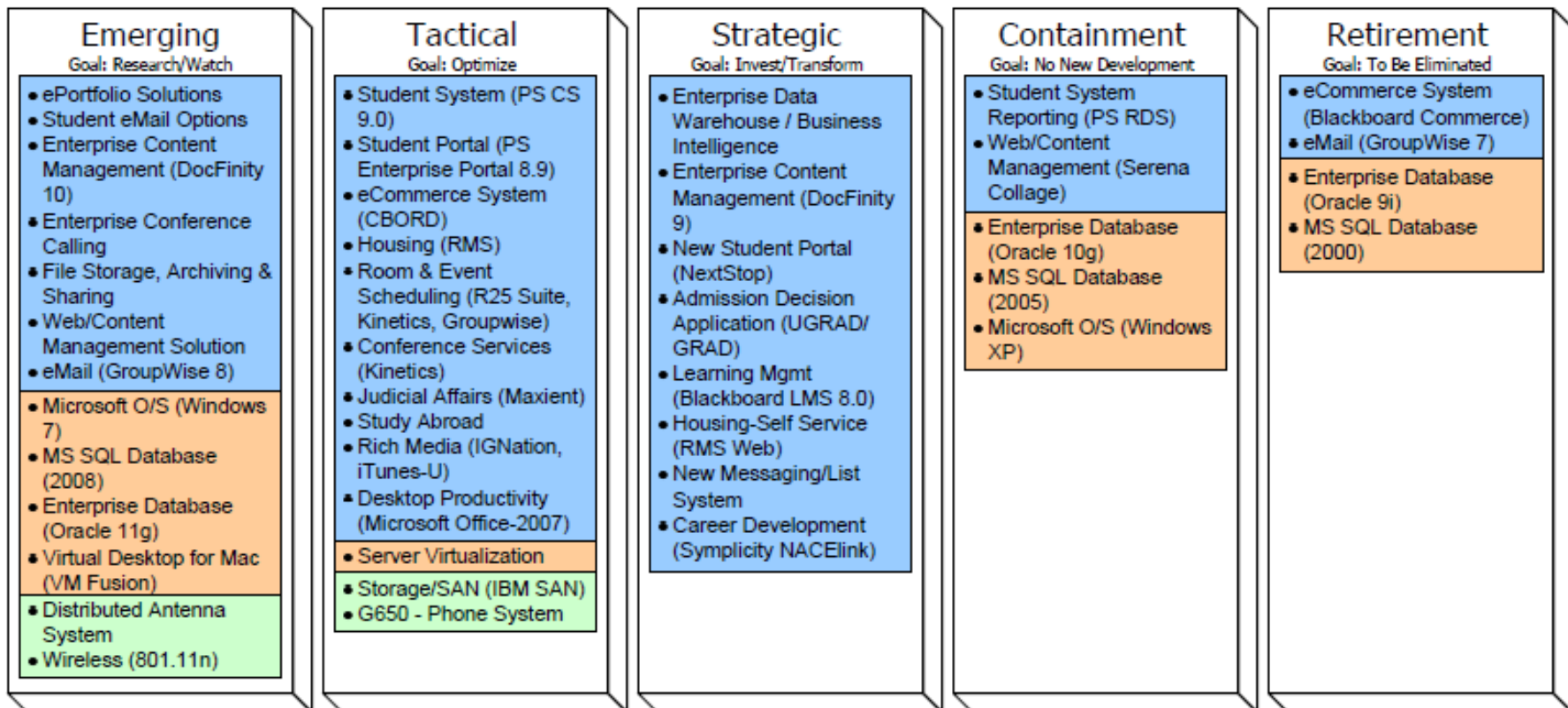


Loyola Enterprise Application Data Relationships – 08/01/2009



LUC Technology Strategy - A Roadmap for Change

Wednesday, July 29, 2009



Solution

Software

Hardware

ARB Current State

- Current activities
 - Re-work and improvements to the EA toolkit/templates
 - Complete inventory of active/needed assessment committees
 - Re-establish regular committee meetings (9/16 scheduled)



EA Committees

- **Architecture Review Board - ARB**
 - *Charter*: Provide technology direction
 - *Process*: Validate technology recommendations
 - *Action*: Present major technology changes to the ITESC
 - *Members*: Senior ITS Management

Chair	Jim Sibenaller
Function/Area	Member
CIO	Susan Malisch
Infrastructure	Dan Vonder Heide
Systems	Kevin Smith
Teaching/Media	Bruce Montes
Process (<i>future</i>)	Tom Mathewson



EA Committees

- **Technology Assessment Committee – TAC**
 - *Charter*: Provide technology recommendations
 - *Process*: Research entity for technology
 - *Action*: Present technology needs to the ARB
 - *Members*: Open - Staff, Faculty, Students
Sponsored by an ARB Member
 - **Structure**

Chair	TBD
Function/Area	Member
Discipline 1	Member 1
Discipline 2	Member 2
...	...
Discipline N	Member N
Architecture Consultant (optional)	Jim Sibenaller



TAC Example

- **Web/Content Management Replacement (Serena)**
 - *Charter*: Provide recommendations for the replacement of the current content management systems Serena Collage

– Structure

Chair	Bob Kraft
Function/Area	Member
Campus Safety	Tim Cunningham
Career Services	Maureen Smith
Computer Science	George Thiruvathukal
Information Technology Services	Patricia Trinco
Learning Technologies, Office of the Provost	Sarah Brittain
School of Education	Marie Rosin-Dittmar
School of Law	Mike Lonero
Student Development	Joseph Earley
University Libraries	Fred Barnhart
University Marketing & Communication (UMC)	Christopher Abplanalp
University Marketing & Communication (UMC)	John Drevs
University Marketing & Communication (UMC)	Patrick Kelly
University Marketing & Communication (UMC)	Lenzlee Ruiz
Architecture Consultant	Jim Sibenaller

ARB Future State

- Future activities
 1. Complete/upgrade enterprise architecture toolkit & templates
 - Assessment & scoring tools
 - ITS service inventory
 - Alignment path to LUC 2009-2015 strategy
 - Establish best practices/trending resource for the TAC's
 2. Define *Technology Future State* diagram
 - Focus on “Core” technologies
 - Functional groupings/views
 - Drill down/levels capability
 - Process views
 3. Complete inventory of active/needed TAC's
 - Establish process for identification
 - Create TAC “log”
 4. Ongoing TAC Assessments & ITESC presentations



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FY10 ITESC Schedule

- July 23, 2009 - Thursday, 1:30-3:30 PM
 - Prioritization Results/Finalize POR
 - Audit Briefing
 - Technology Roadmap
 - FY11 Technology-Related Budget Planning
- September 3, 2009 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - FY11 Budget Submissions Review
 - FY11 Budget Input from Subcommittees
- October 15, 2009 - Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - LUMC Update
- November 19, 2009 - Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - Review Scorecard/Process
- December 15, 2009 - Tuesday, 1:30-3:30 PM
 - Subcommittee Reports
 - Project Portfolio Prioritization
- January 21, 2010 - Thursday, 1:30-3:30 PM
 - Prioritization Results/Finalize POR
- March 4, 2010 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
- April 15, 2010 - Wednesday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - LUMC Update
- May 27, 2010 - Thursday, 1:30-3:30 PM
 - Project Portfolio Prioritization