

ITS Executive Steering Committee (ITESC)

Agenda and Materials
January 17, 2006



Preparing people to lead extraordinary lives

Agenda

- PSS Overview (Kevin)
 - PSS Reporting
 - Demo of PSS
 - Demo of PSS Reports via WebFocus
 - Review Projects
- LUC/LUMC Scorecard Addition (Susan)
- Next Steps
 - Calendar and Timing



What is Project Status System?

- Developed prior to PS implementation
- Catalog of work requests for systems applications
- Little use until after PS implementation
 - Limited Historical use
 - COMPLETED and CANCELLED
- Recent re-emphasis on use by ITS staff



Data collected in PSS?

- Identifies type of work request
 - On-Going
 - Interface
 - Upgrade
 - Report
- Lists status
 - In-progress
 - On Hold
 - Pending
 - Complete
 - Cancelled
- Assign project id used for development tracking PSS#
- Lists requestor and requestor department
- IS contact
- Contains project description
- Milestones
- Task Log



PSS Caveats

- Built to replace spreadsheet with intent to be used for project management.
- Used as a catalog of work requests
- COMPLETED and CANCELLED data is incomplete
- Department names change or multiple names for single Department.
- Priorities not updated in PSS
- Data input was cumbersome
- No “Date Entered” field
- Definitions of terms not clearly defined



How do I access it?

- ITS Home page

<http://www.luc.edu/its/index.shtml>

- Select “Status Current Projects”

<https://data.luc.edu/planning/university/projects/index.html>



How does a work request get generated?

- System Request Form (preferred method)
- Email
- Telephone call
- Follow up by ITS area expert for additional info





**Information Systems
 Service Request**

**Service Request
 Form Sample**

+			
Date:		Requestor:	
Requestor Department:		Requestor UVID:	
Requestor Reference #:		Requestor UVID:	
Requestor Priority:		Project Type:	SERVICE REQUEST
Project Description			
-			

1. Scope of Project

2. Project deliverables and Requested Completion Date
(if request is for a report please list intended users of the report)

3. Project Justification Summary

4. Project Approvals

Requestor		Department Manager

How is work prioritized?

- Initial priority collected as H, M, L
- Meet with requestor department
- Assign available resources
- Priorities in PSS rarely updated



What reports are available

- REPORT button in PSS not operational
- REPORT button will be tied to WebFocus Dashboard
- PSS can be used to view a particular project
- WebFocus Dashboard currently has 3 reports
 - PSS Information Report
 - PSS Statistics – By Department
 - PSS Status Graph – By Department
- <https://webreports.luc.edu> (details in ppt)



Demo and Review the data in reports

- Login to PSS
- Review pages
- Login to PSS Webfocus Dashboard
- Run reports for review
- Copies of reports will be provided as of Friday 01/12/2007



Information Services

Project Status System

This system allows viewing the current status of a project.



LOGON

To Enter - click on the Logon Button!

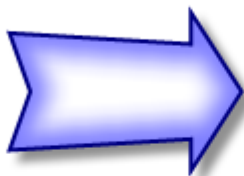
webmaster@luc.edu
December 15, 2003



Chicago's Jesuit University

**LOYOLA
UNIVERSITY
CHICAGO**

UPDATE and ADD are active
for ITS users



Welcome
Kevin Smith

To the Project Status System

Update Add View Reports Exit

**Note: Exiting the Project Status System will not log you out.
To ensure that you are logged out, close your browser after exiting.**

webmaster@luc.edu
January 11, 2007



Chicago's Jesuit University

**LOYOLA
UNIVERSITY
CHICAGO**

Project Status System

Project Selection

Search for Projects	
Search by Project Identification:	<input type="text"/>
Search by Reference Number:	<input type="text"/>
Search by Requestor:	<input type="text"/>
Search by Department:	Any <input type="button" value="v"/>
Search by Requestor Priority:	None <input type="button" value="v"/>
Search by Project Type:	NONE <input type="button" value="v"/>

Submit

Return

Note! If Submitted without selecting any fields, the search will return all available projects and could affect the wait time!



Project Status System

Update Function

Project Identification: 356

Requestor Reference:

Requestor:

tkelly4

Requestor UVID:

tkelly4

Requestor Department:

Human Resources

Requestor Priority:

Medium

Requestor Phone:

56175

Project Description:

Project to provide the retired Loyola Faculty/Staff with the following benefits upon request:
 1) Loyola University Photo ID
 2) Library privileges
 3) Loyola network access with UVID

I.S. Priority:

None

Project Status:

In-Progress

Project Type:

SERVICE REQUEST

I.S. Group:

Application Services

I.S. Contact:

Peter W. Prina

I.S Contact Phone:

8-3586

Date Requested:

06-07-2006

Date Approved:

Date Started:

Date Completed:

Date UAT:

Date Production:

Deliverable Log

Due Date	Assigned To	Completion Date	Description
06-23-2006	Peter Prina	06-22-2006	Draft Project Proposal doc completed.
06-23-2006	Peter Prina	06-22-2006	Draft Project Definition doc completed.



Welcome to Loyola University's WebFOCUS Launch Page

[WebFOCUS Documentation](#)

[Managed Reporting Logon\(For Report Writers\)](#)

[Dashboard Logon Page*\(For Report Viewers\)](#)

* To simplify dashboard navigation users will login to the "General Dashboard View" and then click on the "Views" link in the upper right. This will show users only the group sites to which they have access.

Select



Managed Reporting sign on :

User ID:

Password:





Please Click "Views" above to choose your group site.



Click VIEWS to
get pop up
window

Select






When requesting a report, please allow 15 - 30 seconds for the report to complete.

Available Reports



Output



-  PSS PROJECT INFORMATION REPORT
-  PSS STATISTICS - BY DEPARTMENT
-  PSS STATUS GRAPH - BY DEPARTMENT






Left Mouse click provides
Menu
Select RUN

When requesting a report, please allow 15 - 30 seconds for the report to complete.

Available Reports

Output

-  PSS PROJECT INFORMATION REPORT
-  PSS STATISTICS - BY DEPARTMENT
-  PSS STATUS GRAPH - BY DEPARTMENT

LOYOLA UNIVERSITY CHICAGO

PROJECT INFORMATION REPORT

SELECT DEPARTMENT

ALL
Admissions
Any
Auxiliary Services
Campus Card Office
Campus Recreation

(For multiple project department selections hold down the CTRL key)

SELECT PROJECT STATUS

ALL
Cancelled
Complete
In-Progress
On Hold
Pending

Use Ctrl key to multi select

(For multiple project status selections hold down the CTRL key)

SELECT PROJECT TYPE

ALL
DATABASE
GAP
INTERFACE
NEW
NONE

(For multiple project type selections hold down the CTRL key)

SELECT IS CONTACT

ALL
Bethany Snyder
Brian Kinne
Charlotte Pullen
Cheryl Heckel
Conrad Vanek

(For multiple I.S. contact selections hold down the CTRL key)

SELECT PROJECT REQUESTOR

ALL
Bruce Montes
Cheryl Heckel
Cheryl Heckle
Circe Developers

(For multiple project requestor selections hold down the CTRL key)

Run Report

Clear Form



When requesting a report, please allow 15 - 30 seconds for the report to complete.

Available Reports




Output



- ☰ PSS PROJECT INFORMATION REPORT
- ☰ PSS STATISTICS - BY DEPARTMENT
- ☰ PSS STATUS GRAPH - BY DEPARTMENT

File Download [X]

 Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: WFServlet.xls
File type: Microsoft Excel Worksheet
From: webreports.luc.edu




Would you like to open the file or save it to your computer?

Always ask before opening this type of file

When requesting a report, please allow 15 - 30 seconds for the report to complete.

Available Reports

Output

-  PSS PROJECT INFORMATION REPORT
-  PSS STATISTICS - BY DEPARTMENT
-  PSS STATUS GRAPH - BY DEPARTMENT

	A	B	C	D	E	F	G
1	PROJECT STATUS SYSTEM						
2	PSS PROJECT INFORMATION REPORT						
3	#nnnnn						
4	REQUESTING DEPARTMENT	TYPE	STATUS	PROJECT ID	REQUESTOR REFERENCE	REQUESTOR	PROJECT DESCRIPTION
5	Admissions	GAP	Cancelled	26	LUC_AD07	wrothen	"LOYOLA COMPUTES A "LOYOLA GPA" FOR TRANSFER APPLICANT USE IN MAKING DECISIONS ABOUT WHETHER OR NOT TO ADMIT THE TRANSFER APPLICANT. PEOPLESOF DOES NOT DELIVER FUNCTIONALITY THAT REPLICATES THE COMPUTATION OF THIS GPA."
6	Admissions	GAP	Complete	7	LUC_AD07	wrothen	Gap: Loyola computes a "Loyola GPA" for transfer applicants for use making decisions about whether or not to admit the transfer applicant. PeopleSoft does not deliver functionality that replicates the computation of GPA.
7	Admissions	ON-GOING	In-Progress	344		dfiles	Facilitate Admit-M to PeopleSoft interface for Law School admission
8	Admissions	SERVICE REQUEST	Complete	100	SAXXXXXXX	kdagget	Add foreign institutions to PeopleSoft.
9	Any	NEW	Cancelled	392		Parking Admin	Parking administration would like the resident student parking lottery capture the LID in order to pre-populate a table (as the commuter app does). The form is currently on www.luc.edu without access to a c require moving to a coldfusion server and updating in cf code using authentication.
10	Any	NONE	Cancelled	185			
11	Any	NONE	Complete	313	WebMar4	rkraft	March 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design. Part 4
12	Any	NONE	Complete	310	WebMar3	rkraft	March 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design. Part 2
13	Any	SERVICE REQUEST	Cancelled	269		jnorwoo	Transfer credits that have been entered into LOCUS have been disappearing. Determine how this is happening.
14	Any	SERVICE REQUEST	Complete	299	Web2-Feb	rkraft	February 2006 - Web Dev changes to Web pages, ownership, groups, other changes that affect Web content and design. - PART 2
15	Any	SERVICE REQUEST	Complete	303	Web-March	rkraft	March 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design.
16	Any	SERVICE REQUEST	Complete	334	WebApr-3	rkraft	April 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design, beginning April 20, 2006
17	Any	SERVICE REQUEST	Complete	330	WebApril	rkraft	April 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design. April 1 through April 1
18	Any	SERVICE REQUEST	Complete	308	WebMar2	rkraft	March 2006 - Web Dev changes to Web pages, ownership, groups, changes that affect Web content and design. Part 2
19	Any	SERVICE REQUEST	Complete	290	Web-Feb06	rkraft	February 2006 - Web Dev changes to Web pages, ownership, groups, other changes that affect Web content and design.

When requesting a report, please allow 15 - 30 seconds for the report to complete.

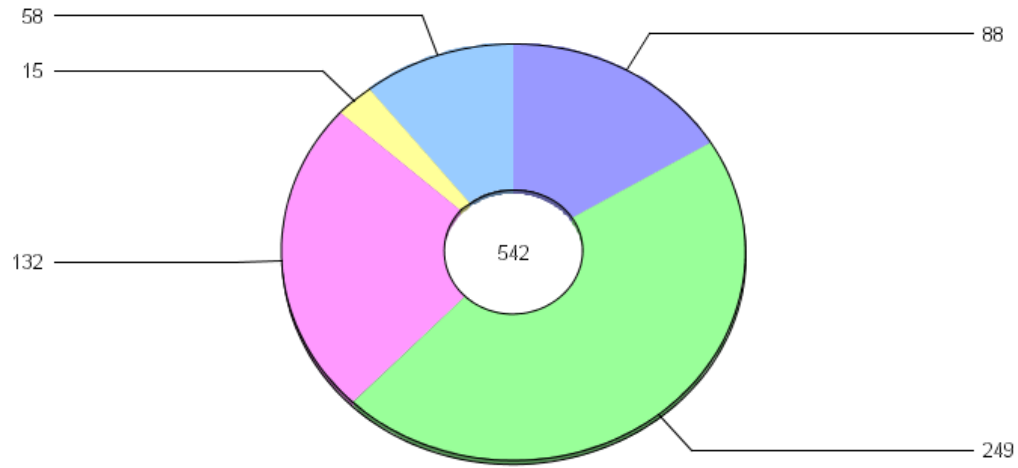
Available Reports



Output



- PSS PROJECT INFORMATION REPORT
- PSS STATISTICS - BY DEPARTMENT
- PSS STATUS GRAPH - BY DEPARTMENT



DEPARTMENT

- Cancelled
- Complete
- In-Progress
- On Hold
- Pending

When requesting a report, please allow 15 - 30 seconds for the report to complete.

Available Reports



Output

-  PSS PROJECT INFORMATION REPORT
-  PSS STATISTICS - BY DEPARTMENT
-  PSS STATUS GRAPH - BY DEPARTMENT

	A	B	C	D	E	F	G	H	I	J	K	L	M	
1		PROJECT STATUS												
2		Cancelled	Complete	In-Progress	On Hold	Pending	TOTAL							
3	DEPARTMENT													
4	Admissions	1	2	1			4							
5	Any	3	11				14							
6	Auxiliary Services			2	1	1	4							
7	Campus Card Office	2	1	1		1	5							
8	Campus Recreation		2	1			3							
9	College Of A&S - LSC			2			2							
10	Controller					1	1							
11	Development	34					34							
12	Development & Donor Services	4	18	4	3	8	37							
13	Development:Dev & Donor Svces	1	2				3							
14	Enrollment Management		1	1			2							
15	Evoke					1	1							
16	Finance-Office Of Vp-Cfo	4	14	5		3	26							
17	Financial Assistance	8	19	16			43							
18	Financial Systems		4	2		1	7							
19	Grad & Prof Enrollment Mgmt		1			1	2							
20	Graduate School		1				1							
21	Human Resources	1	2	1		1	5							
22	Human Resources:Compensation			1		1	2							
23	Human Resources:Office Of VP			1			1							
24	Info Services:Computer Oper		1				1							
25	Info Services:Financial Sys					1	1							
26	Info Services:Office Of VP			1			1							
27	Info Services:Software	3	6	1	1		11							
28	Info Services:Student Info Sys		14	6	3		23							
29	Info Services:Univ Business Sy	1					1							
30	Information Services	5	56	37	2	1	101							
31	International Affairs		1				1							
32	International Studies					1	1							
33	Jesuit Community		2				2							
34	Library Systems			1			1							
35	Loyola Univ Museum Of Art					1	1							
36	Mathematics And Statistics		1				1							
37	Mission & Ministry-Offic Of VP		1				1							
38	Nursing: Graduate Programs				1		1							
39	Office Of The Rector	7	16	4		4	31							

Draft

LUC/LUMC Administrative Services Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Financial System/General Ledger			
People System			
Student Systems			
SSOM Employee Self-service			
Intercampus Connectivity (network)			More seamless online directory, website links to one another, improvements to GroupWise mailing lists
Intercampus Videoconferencing			Lake Shore, Water Tower, Maywood, Rome, Beijing
Imaging Solution			
Pre-Award Research			
Space Management Systems			
Learning Management System			
Credit Card Processing			
LDAP Authentication			Improved ability to share resources collaboratively

Next Steps

- Sub-Committees meet early/mid January
- ITESC meets late January to finalize/approve prioritization
- ITESC meets every other month (January, March, May, July) to monitor process
 - Allows for targeting particular areas to move on
 - Initial reports from sub-committees

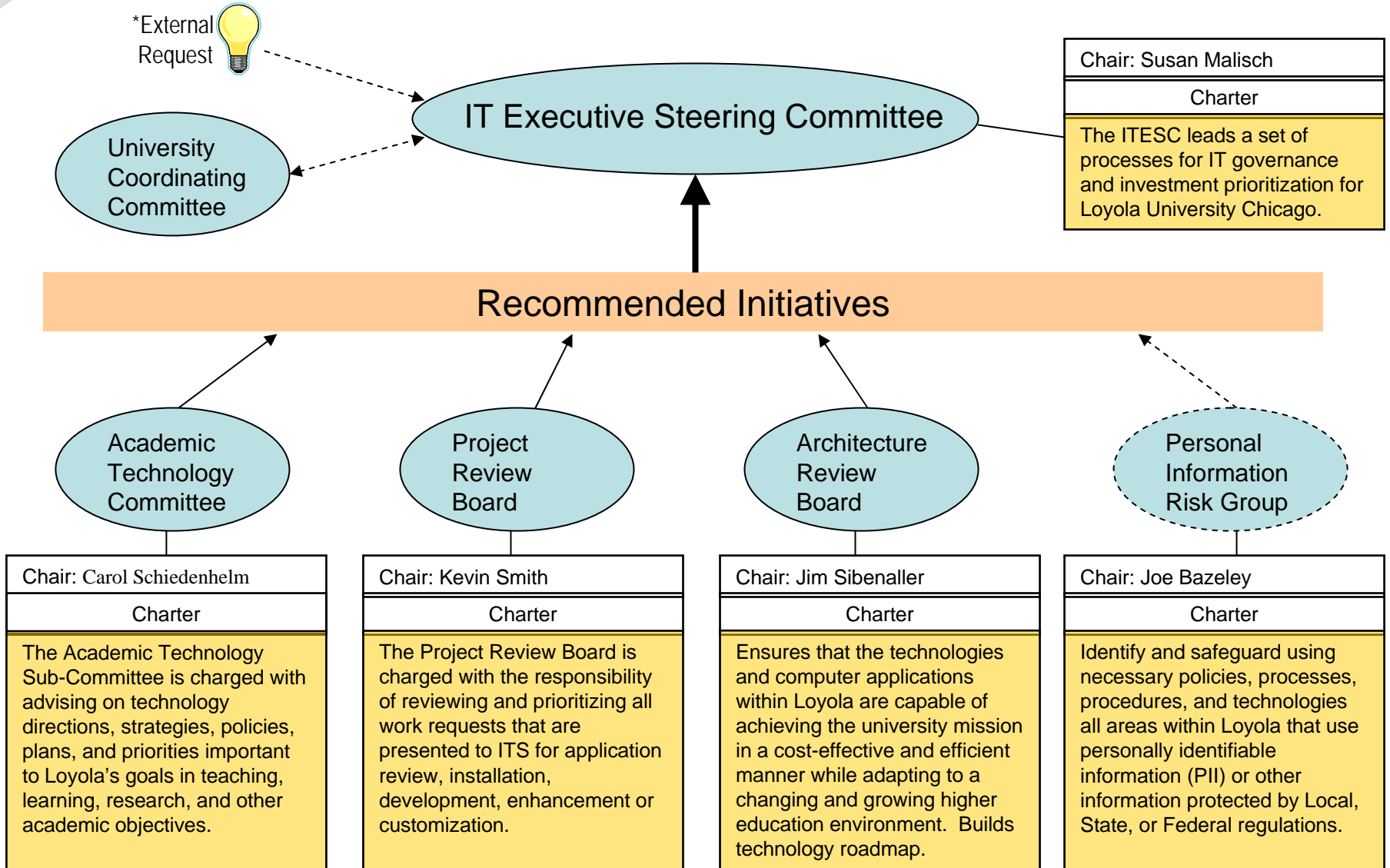
Supplemental Material



Preparing people to lead extraordinary lives

Draft

Committee Structure & Inputs



Draft

IT Executive Steering Committee

Chair: Susan Malisch

Meeting Frequency: Initially Monthly → Transitioning to Quarterly

Function/Area	Member
Academic Affairs	John Frendreis
Academic Affairs	John Pelissero
Advancement	Jon Heintzelman
Facilities	Phil Kosiba

Function/Area	Member
Finance	Bill Laird
Human Resources	Tom Kelly
Student Affairs	Fr. Richard Salmi
ITS	Jim Sibenaller

Charter: The Information Technology Steering Committee (ITESC) leads a set of processes for IT governance and investment prioritization for Loyola University Chicago. These processes should be timely, transparent, and clearly aligned with the university's goals and strategies.

Draft

Academic Technology Committee

Chair: Carol Schiedenhelm

Schools
Arts & Sciences
Business
Continuing & Professional Studies
Education
Graduate School
Law
Medicine
Nursing
Pastoral Studies
Social Work

Academic Support
Library
Research
ITS (2)
<i>Fr. Salmi reviewing meaningful way to involve students</i>

Charter: The Academic Technology Sub-Committee is charged with advising on technology directions, strategies, policies, plans, and priorities important to Loyola's goals in teaching, learning, research, and other academic objectives.

Draft

Project Review Board

Chair: Kevin Smith

Function/Area	Member
Academic Advising	Lisa Kerr
Academic Affairs	John Pelissero
Admissions	April Hanson
Advancement	Stacie Hughes
Financial Aid	Eric Weems

Function/Area	Member
Registration & Records	Clare Korinek
Student Financials	John Campbell
Student Affairs	Warren Hale
Financial Systems	Andrea Sabitsana
Graduate Admissions	Paul Roberts

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.

Draft

Architecture Review Board

Chair: Jim Sibenaller

Function/Area	Member
Application Development	Larry Adams
Application Integration	Walt Slazyk
Business Intelligence	Jose Martinez
Database Mgmt	Charlotte Pullen
Desktop Services	Matt Riolo
Web Development	Cheryl Heckel

Function/Area	Member
Information Security	Joe Bazeley
Network Services	Dave Wieczorek
Systems Maintenance	Paul Kott
Computer Science	Konstantin Laufer
<i>Registration and Records, LMS SME, LUMC invited guests as topically appropriate</i>	

Charter: The Architecture Review Board will ensure that the technologies and computer applications within Loyola are capable of achieving the university mission in a cost-effective and efficient manner while adapting to a changing and growing higher education environment. This group is responsible for building the technology roadmap from current state to future state.

Draft

Personal Information Risk Group

Chair: Joe Bazeley

Function/Area	Member
Academic Affairs	Clare Korinek
Academic Affairs	Tim O'Connell
Academic Affairs	Eric Pittenger
Advancement	Stacey Hughes
Finance	Laura Bulgarelli
Finance	John Campbell
Finance	Becky Gomez
Finance	Bethany Gryfakis
Finance	Sandra Letrich
Finance	Benjie Loanzon

Function/Area	Member
Finance	Tim McGuriman
Finance	Cory O'Brien
Finance	Brian Slavinskask
Finance	Kathleen Steinfels
Finance	Dina Zilber
Human Resources	Carol McCormack
Human Resources	Carolyn Wright
Information Technology	Larry Adams
Rome - *Informed Only	Christine Marciasini or ?
Wellness Center	Diane Asaro
SMART	Sue Kilby

Charter: The Personal Information Risk Group is charged with identifying all areas within Loyola that use personally identifiable information (PII) or other information protected by Local, State, or Federal regulations, and ensuring that the necessary policies, processes, procedures, and technologies are in place so that those areas can appropriately safeguard that information.

FY07 Q3-Q4 Plan of Record

- What we already know:
 - Online Card Office Replacement
 - Enterprise Document Imaging
 - Intercampus Videoconferencing
 - Indonesia Project
 - Plasma Screen Pilot
 - Personal Information Risk Group
 - Data Center Buildout and Move
 - Conference Services?

