

# ITS Executive Steering Committee (ITESC)

Agenda and Materials  
August 26, 2010



*Preparing people to lead extraordinary lives*

# Agenda

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- Data Warehouse/Business Intelligence Vendor Recommendation & Approval
  - K. Smith, R. Hurst & P. Prina
- Information Security Advisory Council Program Recommendations & Approval
  - J. Sibenaller, E. Decker
- Academic Technology Committee FY11 Agenda
  - C. Scheidenhelm
- Research Data Center
  - D. Vonder Heide



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# Current State - Summary

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- Green, program and RFP process is on track
- PSS# 979 DW/BI Program – On track
- PSS# 980 RFP – RFP sent to vendors, responses analyzed and scored, vendor recommended pending due diligence
- PSS# 981 Data Governance Committee – Completed
- PSS# 982 Initial Project Selection – TBD



# From May 2010 - Progress

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- ✓ Submit RFP to selected vendors
- ✓ Evaluate RFP responses and select vendor
- Determine initial project selection:
  - **Course Enrollment Management (Faculty Information)**



# Project Timeline

Milestone	Status
Project approval at June '09 ITESC	Complete
Define and Launch Program	Launched June 09
PSS# 981 Program Management and Data Governance Group a) Develop Charter/Missions b) Membership Selection	Complete Complete
PSS# 980 Enterprise DW/BI Requirements a) Develop RFP b) Vendor Response c) Evaluate Vendor Responses d) Strategy Decision	Complete Complete Complete Preliminary
PSS# 981 Initial Project Selection	TBD



# RFP Timeline

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## RFP Timeline

Milestone	Date
Send RFP to selected vendors	6/1/2010
Vendor RFP submission deadline	6/25/2010
Vendor selection and notification	8/31/2010
Begin vendor engagement	TBD



# RFP Assessment

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- Vendors
  - Started with 8 vendors: 3 dropped out, 2 were eliminated
  - Reviewed the RFPs for iStrategy, Oracle, and Phytorion
- Scored the RFPs based on:
  - Ability to meet requirements
  - Used requirement weighting for Critical, Required, and Nice to Have requirements
  - IR analyzed and summarized the results





# RFP Scoring

	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
			Prina	Conrad	Charlotte	Kevin	Rick	Prina	Conrad	Charlotte	Kevin	Rick	Prina	Conrad	Charlotte
			iStrategy	iStrategy	iStrategy	iStrategy	iStrategy	Oracle	Oracle	Oracle	Oracle	Oracle	Phytorion	Phytorion	Phytorion
3	Requirement	Req Typ	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score
4	Data warehousing infrastructure w/ multidimensional analysis and data	C	4	4	4	3	4	3	4	3	3	3	3	4	4
5	Replace existing data infrastructure for decision making	R	3	3	3	3	3	3	3	3	3	4	2	4	3
6	Streamline operations and processes	R	3	3	3	3	4	4	4	3	4	3	2	4	3
7	University Metrics and KPI	N	4	3	4	3	4	5	3	4	4	5	4	3	4
8	Institution/custom metrics defined, maintained, and the impact of releases	N	3	3	3	3	4	3	3	3	4	3	3	3	3
9	Analytics for exploration and analysis of data	R	3	3	3	3	3	3	3	3	4	3	4	4	4
10	Analysis for new and meaningful trends	R	4	3	3	3	3	3	3	3	3	3	2	3	3
11	Identify anomalies and perform add'l analysis	R	4	3	3	3	3	3	3	3	3	3	3	3	3
12	Automate repeatable decisions w/in business processes	R	3	3	2	4	3	4	4	3	4	4	2	3	2
13	Specific analytics for higher-education	R	4	3	3	4	3	4	4	3	4	3	4	4	3
14	Complexity and effort for scaling non-included functionality	C	3	3	3	2	2	3	3	3	3	2	4	3	3
15	Preservation of LUC modifications upon vendor upgrades or enhancements	R	3	2	3	3	4	2	3	3	3	4	3	4	4
16	Process for adapting future Oracle Campus Solutions releases	R	4	3	3	3	4	3	3	4	3	3	2	2	3
17	Process for adapting future vendor supplied interface releases	R	3	2	2	2	3	3	3	2	2	2	2	3	3
18	Process for adapting future LUC supplied interface releases	R	3	3	0	2	3	2	3	2	3	3	2	3	3
19	Functional areas delivered with the solution	R	3	3	3	2	3	2	3	3	2	3	2	4	3
20	The ability to authenticate using LDAP	N	3	2	1	3	3	4	4	4	4	4	3	3	3
21	The ability to administer security for data access	N	3	3	1	2	3	4	4	4	4	3	4	3	4
22	The ability to administer security of users/roles	N	3	4	3	2	3	4	3	4	4	2	4	4	4
23	Minimum hardware and recommended hardware	R	4	3	4	3	4	1	3	2	3	3	2	3	3
24	Source hardware directly from supplier	N	4	3	3	0	3	1	3	2	0	0	0	3	0
25	Hardware sourced directly from vendor	N	3	3	3	0	3	1	3	2	0	0	0	3	0
26	Identification of non-standard LUC hardware	N	2	2	0	0	3	1	3	2	0	0	0	3	0
27	VMWare utilization and expected performance	N	3	2	4	2	1	3	3	2	3	2	0	3	0
28	Core Database and Business Intelligence Tools	C	3	2	1	2	3	2	3	1	2	2	3	3	3
29	Standard Business System Integration	C	3	2	2	2	2	2	3	3	3	3	2	3	3

# Phytorion

- Highest Scoring Vendor
  - Highest score on “Critical” requirements
- Lower Cost
  - Lower initial cost enables LUC to extend beyond the student system and implement faster
  - Uses our existing toolset: Oracle, Cognos, WebFocus

## Requirement Response Scoring (Scale 1-5)

ITEM & SECTION WEIGHTED	iStrategy	Oracle	Phytorion
Critical	2.81	2.80	3.39
Nice	2.85	2.98	2.70
Required	3.04	3.06	3.06
<b>Total</b>	<b>2.93</b>	<b>2.95</b>	<b>3.11</b>

Out of 120 requirements

# Next Steps

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- Complete due diligence with Phytorion and IBI
- Full RFP analysis w/ pricing
- Contract review
- Determine initial implementation:
  - **Course Enrollment Management (Faculty Information)**



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# Security Risk Assessment

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- **Goal:** Create an information security program from a risk based perspective.
- Approach
  - Identify standard - ISO 27002
  - Risk ranking / gap analysis
  - ISAC review & prioritization
  - Security Program recommendation to the ITESC

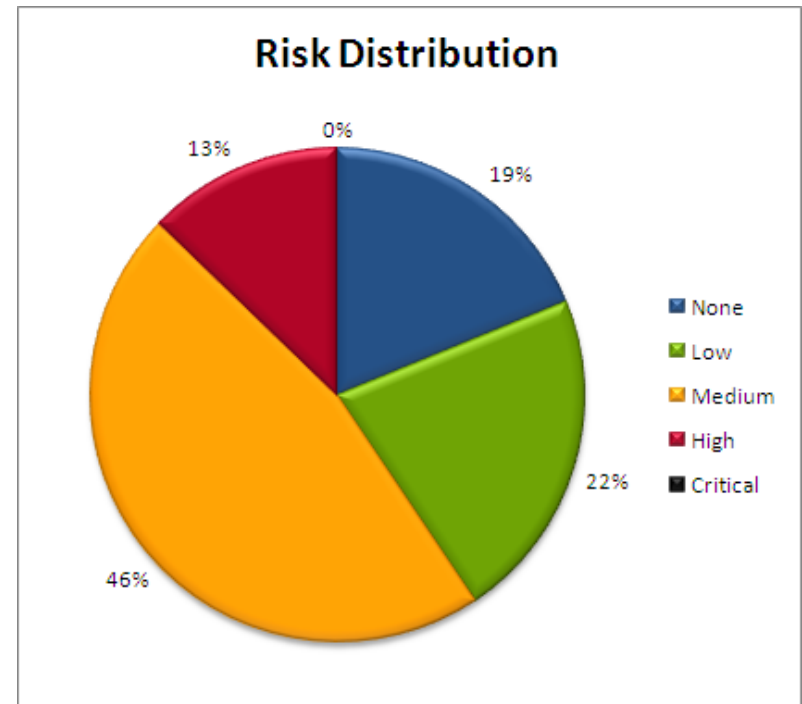
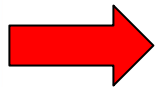


# Security Risk Assessment

- 133 items reviewed

		Risk Matrix				
		1	2	3	4	5
Likelihood						
Impact		Unlikely	Low	Medium	High	Occurs Regularly
1	Very Low	2	3	4	5	6
2	Low	3	4	5	6	7
3	Medium	4	5	6	7	8
4	High	5	6	7	8	9
5	Very High	6	7	8	9	10

Risk Level	# Risks	% Risks
Critical	0	0.0%
High	17	12.8%
Medium	62	46.6%
Low	29	21.8%
None	25	18.8%



# Security Prioritization & Scoring

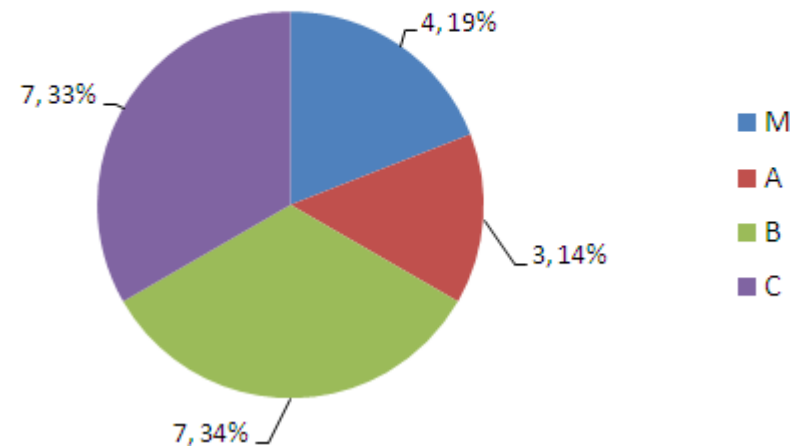
Project Info	Prioritized Ranking by Function											Rankings		
Project	CM	CH	CO	DW	DH	JI	FP	LL	RR	RI	TV	Score	Rank	Priority
Annual PII Audit & Review														M
Annual PCI Compliance														M
Annual Security Assessment														M
LOCUS Security Audit (Deloitte)														M
Enterprise Disk Encryption														A
Protection of Data Exchange	4	1	2	2	3		1	1	4	4	10	298	1	A
Online Information Protection	3	6	3	5			3	3	3	9	3	281	2	A
Improved Malware Defenses	2	4	6	9	6	8	4	2	9	8	4	279	3	A
Data Leak Prevention	1	10	4	15	4		2	9	10	3	6	266	4	B
Validate Data Input		2	8	1	2			5	8	6		265	5	B
Record Retention	10	8	1	4	8	7	7	11	5	14	2	264	6	B
Network Security Management	6	15	5	6		5	8	12	2	5	5	261	7	B
Information Security Awareness	11	3	9	11		4	5	4	12	2		258	8	B
Information Security Responsibilities	5	9	7	13		2	6	10	11	1	9	257	9	B
Improved Account Termination Process	7	11	10	3	1	1		8	13	13	8	255	10	B
Formalized Asset Management		14	16	10	5	3		13	6	15	1	236	11	C
Security Program for Non Standard Systems		5	14	14				7	7	12		227	12	C
Remote Access Assessment	9	12	13	12	7	6		14	14	11		221	13	C
Network Segmentation Strategy		7	15	8				6	16	16		218	14	C
Disaster Recovery & Business Continuity Planning	8	16	12	17	9		9	17	1	17	7	217	15	C
Sanitation of Test Data		13	11	16	10	9	10	15	15	10		210	16	C
Time Synchronization Improvements		17	17	7		10		16	17	7		206	17	C

*Active Projects*

# Information Security Program Proposal

- Multi year plan
  - Detail report available
  - Strategic approach to information security
  - Focus on reducing university risk
- ISAC will drive the efforts under UIISO direction
  - Iterative deliverables
  - Constraints: Resource Availability, Skills, Budget...
  - All budget requests (if any) will come separately
  - ITESC will be updated on progress
- Requesting ITESC approval

Information Security Program -  
Priority Breakdown





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# Academic Technologies Committee

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- 2010-11 Priorities
  - Copyright policy
  - ePortfolio solution
  - Digital repository
  - Online teaching guidelines
  - Technology updates



# Copyright Redux

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- Revival and restructure of ATC workgroup to help define LUC copyright policy
  - Currently, no one is updating or claiming the pages at: <http://www.luc.edu/copyright/>
- Additionally, the intellectual properties policies need clarification concerning online materials and courses



# ePortfolio Solutions

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- Need for more dynamic solution for
  - Student personal/professional portfolios
  - Department/unit/university assessment portfolios
- ATC to help garner faculty, student and administrative participation in selection of appropriate solution for recommendation to ITESC (by March/April 2011).
- Implementation by July 1, 2011
- Price Tag: @\$100,000 for campus-wide solution



# Digital Repository

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- University libraries would like ATC to help determine:
  - Based on models from other institutions, what function would this serve at LUC?
    - What types of objects might be usefully digitized?
    - How might this be used?



# Online Guidelines

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- Need for a campus-wide definition for online courses
  - Issue raised by ATC members from School of Social Work
- ATC to investigate issue and present information to ITESC for consideration



# Technology Updates

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**ATC role: to assist in raising awareness and use of**

- Online/blended classroom tools
  - Wimba
  - Adobe Connect
  - Classroom capture
  - Mobile Learn
- Google (Bboogle) pilot
- Blackboard upgrade to 9.1
  - Fall introductory sessions
  - Spring training
  - May implementation



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# FY11-FY12 ITESC Schedule

- August 26, 2010 - Thursday, 1:30-3:30 PM
  - DW/BI Program Vendor Recommendation
  - ISAC Information Program Recommendation
  - ATC Subcommittee FY11 Agenda
  - Research Data Center (Deferred)
- October 7, 2010 - Thursday, 1:30-3:30 PM
  - Research Data Center
  - Subcommittee Reports
  - FY12 Budget Submissions Review
  - Major Projects Status Reviews
- November 18, 2010 - Thursday, 1:30-3:30 PM
  - LUMC Update
  - Technology Briefing & Scorecards
  - Project Portfolio Prioritization
- January 5, 2011 - Wednesday, 1:30-3:30 PM
  - Subcommittee Reports
  - Project Portfolio Prioritization Results
- February 17, 2011 - Thursday, 1:30-3:30 PM
  - LUMC Update
  - Major Projects Status Reviews
- March 31, 2011 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
- May 26, 2010 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization
- July 7, 2011 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results
  - LUMC Update
- August 11, 2011 – Thursday, 1:30-3:30 PM
  - FY13 Budget Input from Subcommittees
- September 22, 2011 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
- November 10, 2011 - Thursday, 1:30-3:30 PM
  - Technology Briefing & Scorecards
  - LUMC Update