

# ITS Executive Steering Committee (ITESC)

Agenda and Materials  
February 25, 2010



*Preparing people to lead extraordinary lives*

# Agenda

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- Tuition Payment Plan Demo
  - T. Catania, J. Campbell, M. Dayton
- ITESC Prioritization Results - S. Malisch
- ISAC Risk Assessment Program Review - L. Lauger
- ECM Progress Report - J. Sibenaller
- Gmail Update – D. Vonder Heide
- Proposed Revisions to Quarterly Reporting - S. Malisch



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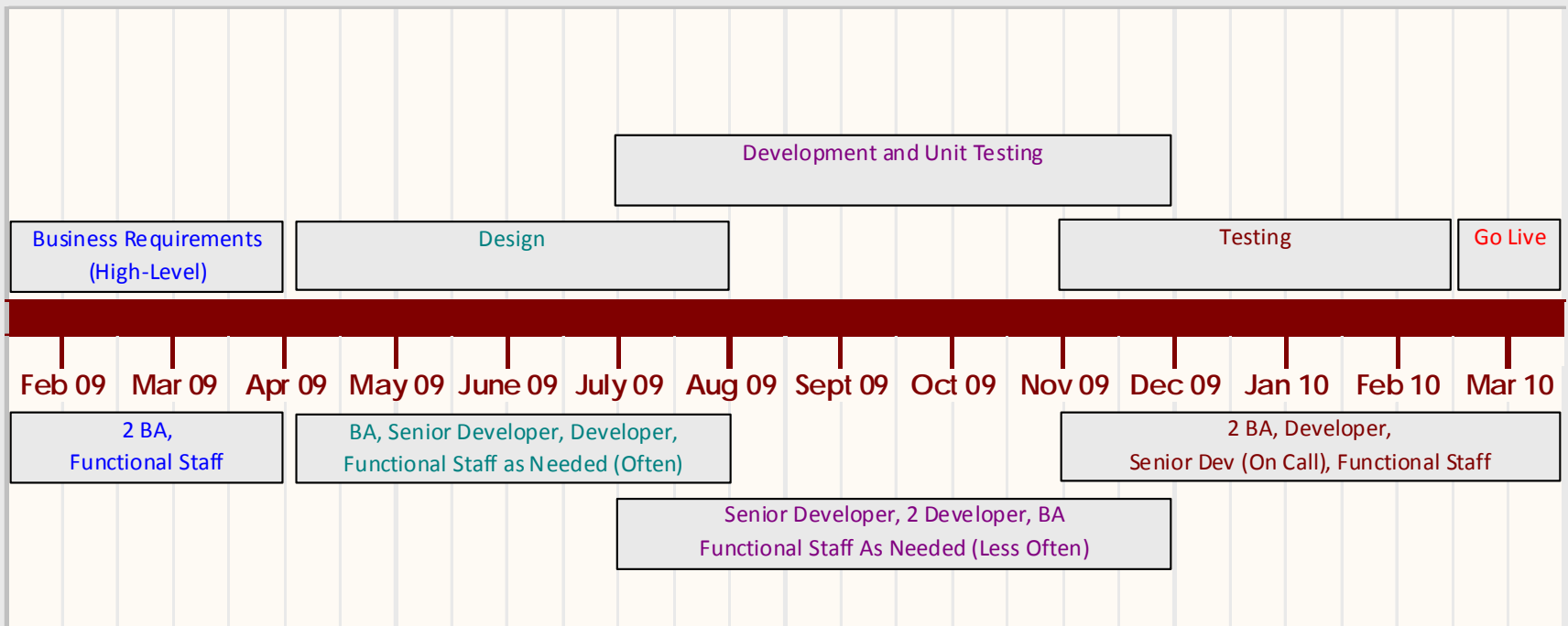
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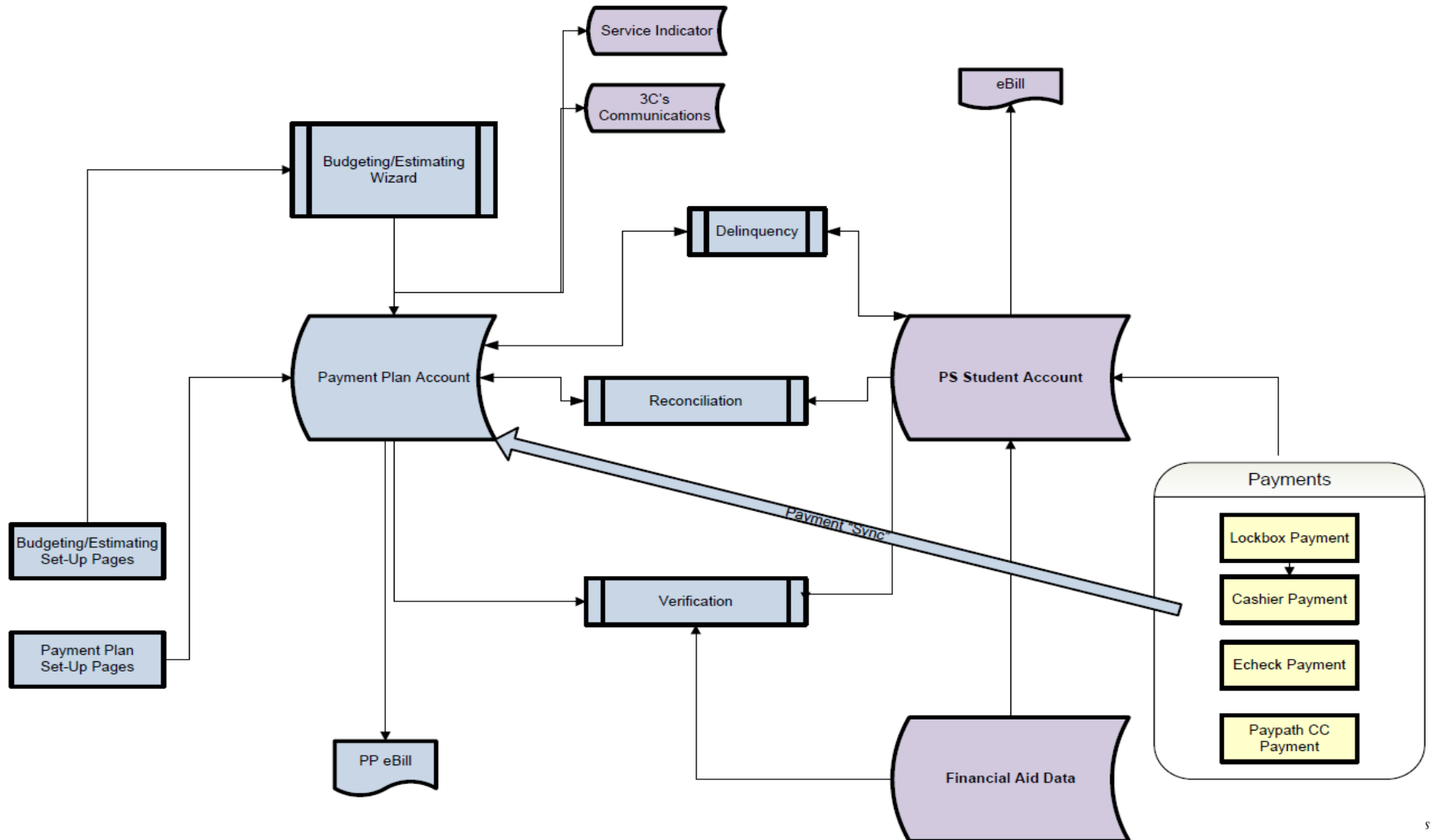
# Payment Plan Customization Time Line

## Payment Plan Customization - Resource Timeline



# High Level Plan

## Payment Plan Project – High Level



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# FY10 Q3-Q4 Prioritization Results


Prioritized Ranking by Function								Current		Prior	
Project	AA	Adv	Fac	Fin	HR	SA	ITS	Score	Rank	Rank	Movement
LOCUS Enhancements (6)	1	1	1	1	1	1	1	210	1	1	+0
RMS Student Web Functionality	4	3	3	5	2	2	3	195	2	6	+4
Campus Card System Replacement	27	2	2	2	4	8	2	170	3	4	+1
Enterprise Content Management (13)	5	16	5	4	6	11	8	162	4	5	+1
Business Intelligence/Data Warehouse (7)	6	15	7	6	7	9	7	160	5	7	+2
Retention Dashboard	8	9	8	7	8	10	9	158	6	---	New
Admitted Students Portal Enhancements	3	8	4	15	3	23	4	157	7	---	New
Tuition Benefit Automation	7	5	10	12	5	12	10	156	8	8	+0
Tuition Payment Plans	18	4	6	3	12	17	5	152	9	15	+6
Advising "Wave A" Project & Process Changes	2	23	13	10	17	16	11	125	10	---	New
Support for Eportfolio Pilot & Assessment	14	14	11	26	9	3	23	117	11	11	+0
Integration of LUMC persons into LUWare	24	18	15	13	11	19	6	111	12	---	New
Faculty Salary Planning	16	11	12	9	19	21	19	110	13	---	New
Enhancements to the Budget Application System	17	10	9	8	18	26	20	109	14	---	New
SSOM Financial Aid Awards into PeopleSoft	20	17	14	11	10	15	21	109	14	---	New
Implement iTunes-U for LMS	11	6	23	17	23	5	25	107	16	18	+2
Electronic Based Study Abroad	12	7	22	19	24	14	16	103	17	19	+2
Loyola Alert - Phase II	23	19	16	21	14	13	14	97	18	---	New
Move GPEM R+ Application In-House	9	25	20	14	15	22	15	97	18	---	New
Immunization Registration Reporting	19	22	18	20	20	4	22	92	20	16	-4
Student Email and Communication Options	10	13	25	23	22	6	26	92	20	26	+6
Parking Permit Purchases Integration to PeopleSoft	25	21	17	16	13	18	17	90	22	14	-8
Electronic Outbound Transcripts Feasibility	13	20	21	24	25	20	12	82	23	---	New
Upay Site for "Seat" Deposits	22	24	19	22	16	24	13	77	24	---	New
Comcast Cable TV Contracts	21	26	24	25	26	7	18	70	25	---	New
Cell Phone Coverage Improvements	26	12	26	18	21	25	24	65	26	24	-2
Research Data Center	15							16	27	---	New


# ITS Major Initiatives Calendar

ITS Major Initiatives Calendar (as of 12/16/09)

Project/Program	Targeted Start Month (MM/YYYY)	Targeted Finish Month (MM/YYYY)	Status	Change	FY10						FY11									
					2009						2010									
					Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Grad/Rome Merge Process Redesign	---	---	Cancelled																	
LOCUS Student System for SSOM	11/2008	07/2009	Complete																	
Upgrade UPass Application to Include Student Pictures	05/2009	07/2009	Complete																	
Wireless Expansion	07/2006	08/2009	Complete																	
Messaging and Information Lists	01/2008	08/2009	Complete																	
Blackboard Community System Implementation	07/2009	09/2009	Complete																	
Remote Electronic Classroom Management	05/2007	09/2009	Complete																	
Online Applications (Ugrad/Grad)	04/2009	10/2009	Complete																	
Immunization Registration & Reporting	11/2008	01/2010	Active	Yes																
Implement iTunes-U for LMS	04/2009	02/2010	Active																	
Online Client Service Training Program	10/2008	02/2010	Active	Yes																
Campus Card System Replacement	10/2007	02/2010	Active																	
Admitted Students Portal Enhancements	09/2009	03/2010	Active	Yes																
Emergency Response Website	01/2009	03/2010	Active																	
Tuition Payment Plan	01/2009	03/2010	Active																	
Cell Phone Coverage Improvements	09/2008	03/2010	Active	Yes																
RMS Student Web Functionality	10/2007	03/2010	Active	Yes																
Tuition Benefit Automation	05/2007	03/2010	Active	Yes																
Student Email and Communication Options	09/2009	05/2010	Active																	
Support for ePortfolio Pilot & Assessment	06/2009	05/2010	Active	Yes																
ECM/Imaging Implementation (13)	03/2009	05/2010	Active	Yes																
Parking Permit Purchases Integration to PeopleSoft	12/2009	06/2010	Active	Yes																
LOCUS Enhancements (6)	06/2007	03/2010	Active	Yes																
Business Intelligence/Data Warehouse (7)	08/2008	03/2010	Active	Yes																
Security Initiatives	09/2006	12/2010	Active	Yes																
Campus Construction Initiatives (15)	01/2007	02/2011	Active	Yes																
Electronic Based Study Abroad	05/2009	TBD	Pending																	
Enhancements to the Budget Application System	08/2009	01/2010	Active	New																
SSOM Financial Aid Awards into PeopleSoft	10/2009	01/2010	Active	New																
Integration of LUMC persons into LUWare	10/2009	02/2010	Active	New																
Faculty Salary Planning	11/2009	02/2010	Active	New																
Electronic Outbound Transcripts Feasibility	09/2009	03/2010	Pending	New																
Research Data Center	11/2007	04/2010	Active	New																
Comcast Cable TV Contracts	07/2009	05/2010	Active	New																
Loyola Alert - Phase II	10/2009	06/2010	Pending	New																
Retention Dashboard	11/2009	06/2010	Active	New																
Advising "Wave A" Project & Process Changes	09/2009	TBD	Active	New																

 - Completion date is not firm and will most likely extend into FY11 Q1-Q2

 - Activity completed/in progress/planned

 - Timing of the project is TBD



# LUC ITS Rings of Excellence

## Major Initiatives, FY10 Q3-Q4

### Academic and Faculty Support

- ▶ LOCUS Enhancements (6)
- ▶ Support for ePortfolio Pilot and Assessment
- ▶ Retention Dashboard
- ▶ Upay Site for "Seat" Deposits
- ▶ Advising "Wave A" Projects
- ▶ Electronic Outbound Transcripts Feasibility

### Administrative Initiatives

- ▶ Immunization Registration Reporting
- ▶ Electronic Based Study Abroad
- ▶ SSOM Financial Aid Awards into Peoplesoft
- ▶ Faculty Salary Planning
- ▶ Enhancements to the Budget Application System

### Student Technology Support

- ▶ Admitted Students Portal Enhancements
- ▶ RMS Student Web Functionality
- ▶ Tuition Benefit Automation
- ▶ Tuition Payment Plan
- ▶ Student Email & Communication Options
- ▶ Comcast Cable TV Contracts

### Infrastructure

- ▶ Campus Card System Replacement
- ▶ Campus Construction Initiatives (15)
- ▶ Security Initiatives (ISAC & Audit)
- ▶ Research Data Center
- ▶ Cell Phone Coverage Improvements
- ▶ Loyola Alert - Phase II
- ▶ Move GPEM R+ Application In-House

### Continuous Service Development

- ▶ Parking Permit Purchases Integration to PeopleSoft
- ▶ ECM/Imaging Implementation (13)
- ▶ Business Intelligence/Data Warehouse (7)
- ▶ Implement iTunes-U for LMS
- ▶ Integration of LUMC persons into LUWare

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# Charter and Mission Statement

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## *Charter*

The Information Security Advisory Council will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.

## *Mission Statement*

The mission of the Information Security Advisory Council is to assist management in securing University information assets, regardless of format, by providing guidance and oversight in the creation of an information security and risk management program. This includes directing security strategy, deciding on project priorities, recommending security policies and procedures, and ensuring compliance to applicable laws, regulations and contractual requirements, as well as monitoring the effectiveness of the information security program, and serving as an advocate of the information security program.

# Security Risk Assessment

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- Approach
  - Identify and prioritize information security risks using a two phase approach
    - Phase I – High level risk assessment using ISO 27002 Standard as a basis and primarily ITS resources and the resources of the ISAC
    - Phase II – Broader, deeper risk assessment including interviews with staff and faculty data owners
  - UIISO would conduct initial gap analysis, report findings, and make risk recommendations
  - ISAC will review and modify recommendations as appropriate, rank the priorities, and make recommendations for the final project proposal to go to the ITESC



# Security Risk Assessment

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- Scope
  - Phase I of the Risk Assessment process would compare the controls in the ISO 27002 standard to Loyola's existing ITS environment
    - Existing systems not managed by ITS would be out of scope (Phase II)
  - An evaluation would be made of the applicability of each control to the environment
    - Not all controls will be 100% applicable
  - Controls requiring in-depth evaluation may be out of scope (Phase II)
    - The UISO's ability to evaluate and place a risk rating on certain controls would require a project with a medium to large scope. These items are recommended for consideration in a Phase II Risk Assessment.
- The ISAC is seeking approval of this scope statement from the ITESC



# Information Technology Standards

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- Standards
  - ISO 27000
    - Information Security standards published jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).
  - ITIL
    - Information Technology Infrastructure Library (ITIL) – standards for managing IT infrastructure, development and operations, including Information Security.
  - COBIT
    - Control Objectives for Information and related Technology (COBIT) - framework for IT controls and governance
  - FISMA/NIST
    - Federal Information Security Management Act of 2002 / National Institute of Standards and Technology – FISMA dictates what government organizations must do to secure their systems, while NIST provides the underlying standards and security requirements



# ISO 27002 Standard

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- UISO has recommended adopting the ISO 27002 security standard
  - Strategic
  - Security-centric
  - International standard for an international university
- Higher Ed Context
  - Other universities making use of this standard include:
    - Georgetown University
    - Northwestern
    - Georgia State University (achieved official ISO certification with their Financial Aid department)
    - Indiana University
    - University of Virginia
    - University of Iowa
    - University of North Carolina



# Security Risk Assessment Example

Clause #	Clause Title	Category #	Category Title	Control			Control Description Long	Control Applicability	Risk Evaluation	Risk	Risk	Risk	Risk	Remediation Effort / Project Sizing
				Probability	Impact	Score				Rank				
5	Security Policy	5.1	Information Security Policy	5.1.1	Information Security Policy Document	An information security policy document should be approved by management, and published and communicated to all employees and relevant external parties.	Applicable	The policy should be amended to include the implementation guidance, including a definition of security, a statement of management intent and support, a framework (risk management) for implementing controls, and roles and responsibilities.	2	2	4		Small	
6	Organization of information security	6.1	Internal Organization	6.1.5	Confidentiality agreements	Requirements for confidentiality or non-disclosure agreements reflecting the organization's needs for the protection of information should be identified and regularly reviewed.	Applicable	A policy stipulating requirements for the use of confidentiality and non-disclosure agreements does not currently exist and should be created.	2	4	6		Small	
7	Asset management	7.1	Responsibility for assets	7.1.3	Acceptable use of assets	Rules for the acceptable use of information and assets associated with information processing facilities should be identified, documented, and implemented.	Applicable	The University has an existing Acceptable Use Policy that meets the suggested guidelines.	4	4	8		Medium	
7	Asset management	7.2	Information Classification	7.2.1	Classification guidelines	Information should be classified in terms of its value, legal requirements, sensitivity, and criticality to the organization.	Applicable	The University has existing Information Classification policies that meet the guidelines. These policies should be revised to reflect new standards.						
8	Human resources security	8.2	During employment	8.2.2	Information security awareness, education, and training	All employees of the organization and, where relevant, contractors and third party users should receive appropriate awareness training and regular updates in organizational policies and procedures, as relevant for their job function.	Applicable	The University should create a formal Information Security Awareness, Education and Training program.						



# Security Risk Assessment Examples

		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

Project Sizing Matrix					
			Method 1		Method 2
T-Shirt Sizing	Size	Relative Terms	Hours Min	Hours Max	Est. Hours
X-Small	< 5 Days	Up to 1 week	11	40	11-40
Small	5-30 Days	Up to 6 weeks	41	240	41-250
Medium	31-60 Days	Up to 12 weeks	241	480	251-500
Large	61-120 Days	Up to 24 weeks	481	960	501-1000
X-Large	>120 Days	Over 24 weeks	961	~	1000+

# Encryption at LUMC

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- Should computers at LUMC containing University data (Nursing, Stritch) be encrypted?
- Currently only Advancement is using encryption, but there is currently no support for it
  - When computers are replaced for Advancement staff, they are being replaced unencrypted



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# ECM Progress Report

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- 6 different groups live
  - Enrollment Ops
  - Financial Aid
  - Advancement (Chase Donor Deposits)
  - Undergrad Admissions
  - GPEM
  - ITS (Digital Media Services)
- Over 400 users
- Where processes are modified & metrics obtained we are achieving process improvements of **80%** on average
- Over 5000 hours saved annually



# ECM Current Initiatives

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- 5 active initiatives – overall health is **lime**
  - Advising - **green**
  - Registration & Records (x4) - **lime**
  - Accounts Payable - **yellow**
  - Child Law (Back Scanning) - **lime**
  - Version 10 Upgrade – **green**
  
- 16 groups are pending



# ECM Program Review

Probable Version	Program Status	Current State	Effort	Departments / Projects	Comment
9	Complete	Live	L	Financial Aid	Live - Feb 2009
9	Complete	Live	L	Enrollment Ops	Live - Feb 2009
9	Complete	Live	S	Advancement - Part 1	Live - Jul 2009
9	Complete	Live	M	Undergrad Admissions	Live - Aug 2009
9	Complete	Live	M	GPEM	Live - Oct 2009
9	Complete	Live	XS	ITS Media Services (Info Commons)	Live - Nov 2009
10	Active	Analysis	S	Child Law (back-scanning)	Waiting on decisions from Child Law
9	Active	Analysis	L	Reg. & Records (x4)	Had to split into 4 distinct phases, Live dates begin in late Q1/early Q2
9	Active	Analysis	M	Advising + Schools	Live date expected in Q2
10	Active	Analysis	XL	Version 10	Decision on the timing for this will effect the remaining program planning
10	Active	Analysis	XL	Accounts Payable	Requirements from Brian S. require V10 for implementation, live date deferred
10	Pending	Waiting on ITS	L	Purchasing	Needs to follow A/P due to tight integration of paperwork
10	Pending	Waiting on ITS	XL	A/P- LUMC	They have expressed a desire to mirror LUC A/P, not happy with MHC
10	Pending	Waiting on ITS	S	Disability Support Services	Good Candidate for initial V10 deployment
10	Pending	Waiting on ITS	M	Advancement - Part 2	Stacey H. is ready to go and has followed up with Ray
10	Pending	Waiting on ITS	S	Special Events	Will go with Advancement P2
10	Pending	Waiting on ITS	XL	Human Resources	Tom K. has asked multiple times to be moved up on the priority list
10	Pending	Waiting on ITS	L	Finance/Treasury	Cory O. want this as soon as possible, Conversations with Eric J.
10	Pending	Waiting on ITS	M	Office of International Programs	Need per John P.
10	Pending	Waiting on ITS	S	Conference Services	Met with Judy S. regarding needs
10	Pending	Waiting on ITS	S	Provost Office	Need per John P.
10	Pending	Need Documented	S	Wellness Center	Contacted by department
10	Pending	Need Documented	S	Fine Arts	Contacted by department
10	Pending	Need Documented	S	School of Social Work	Contacted by department
10	Pending	Need Documented	M	Athletics	On original plan
10	Pending	Need Documented	M	Student Affairs	On original plan
10	Pending	Need Documented	S	Bursar's Office	On original plan, need to eliminate off-site CD creation

Legend:

Live
Active
Waiting
Need

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# Quarterly Reporting Scenarios

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- Continue with electronic quarterly status reports
- Quarterly status plus 1 annual meeting with functional areas
- Semi-annual status plus 1 annual meeting with functional areas
- Semi-annual status plus 2 annual meetings with functional areas



# FY10 ITESC Schedule

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- 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 16, 2009 - Tuesday, 1:30-3:30 PM
  - LUHS/LUMC Update
  - Student Email Review
  - Project Portfolio Prioritization
- February 25, 2010 - Thursday, 1:30-3:30 PM
  - Payment Plan Demo
  - Prioritization Results/Finalize POR
  - ISAC Risk Assessment Update
  - ECM Update
  - Gmail Update
- April 15, 2010 - Wednesday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews
  - LUMC Update
- May 27, 2010 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization