



**Attendees:**

Area	Name	Status	Area	Name	Status
Academic Affairs	Chris Wiseman	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance
Academic Affairs	John Pelissero	In Attendance	ITS	Jim Sibenaller	In Attendance
Advancement	Jon Heintzelman	In Attendance	Student Affairs	Rob Kelly	Absent
Facilities	Phil Kosiba	In Attendance	<b>Guests:</b>		
Finance	Bill Laird	In Attendance	LUMC/LUHS	Art Krumrey	In Attendance
Human Resources	Tom Kelly	In Attendance	ITS	Dan Vonder Heide	In Attendance
			ITS	Bruce Montes	In Attendance

**Welcome, Meeting Purpose & Agenda**

The meeting commenced at 1:40 PM with a review of the agenda and introduction of guests. The minutes from the November 19<sup>th</sup> meeting were reviewed and approved as written.

**Plan of Record Review/Prioritization Assignment**

Modifications were made to streamline the prioritization process at the request of the committee. Application development projects are now pre-ranked by the PRB and their responses submitted to the ITESC as input. Additionally, a single page prioritization sheet is being piloted for ease of use. Feedback was requested on these revisions to the process. Susan reviewed the project list and noted several B/C priority projects that might merit consideration for prioritization. A conversation specifically occurred regarding the Council of Regents website project and redirecting resources to this effort. *Task: Susan to take to Fr. Garanzini and Wayne Magdziarz for feedback.* Susan reviewed the portfolio numbers. The FY10 Q1-Q2 portfolio grew to 278, with 117 items being completed; both of which are the highest numbers since portfolio tracking began three years ago. The current Plan of Record for ITS FY10 Q3-Q4 is comprised of 151 projects, tracking in line with our average over the same three years. Additionally, the portfolio distribution across the five strategic categories remains consistent with past trending as well.

**LUHS/LUMC Update**

Art gave a short presentation with handout regarding LUHS/LUMC technology highlights for 2009. Major deliverables included the addition of patient scheduling, physician billing and capitated managed care in Epic. A patient portal called MYLoyolaSelect was rolled out to primary care with 2,000 current users and 10,000 planned. Electronic prescribing is about 50% complete and will also continue into the next calendar year, including the next phase for Medicare Part D. The Lawson 9.0 upgrade is essentially complete with one minor enhancement remaining. The Board of Director's dashboard was rolled out as well as the pharmacy automation which includes robot-assisted packaging.

Some noted challenges included physician acceptance of the patient portal, and theLDAP synchronization project between LUMC & LUC. LUMC has in place funding freezes that have affected the replacement of workstations; they are currently on a "capital vacation" with minimal expenditures except for some small capital amounts on emergency items. Effects of workforce reductions and mandatory time off continue to be managed, and there are some delays with the dashboard development and reporting on consolidation efforts.

Art reported on numerous projects in-progress including medication reconciliation improvements with standardization of instructions, creation of a physician referral portal, and Medicare Part D electronic prescribing. Other active projects include improved printed and pdf records for attorneys, Lawson improvements, absence management, an employee server outside of the firewall, and year-end activities. LUHS is a certified stroke care hospital, and they are up for recertification. Neurologists are piloting robot devices to conduct remote consultations; initial funding is for six robots. Bill added that effort certification (a compliance issue related to academic vs. clinical rates) and a review of shared services are important projects as well. Art agreed these items should be factored into their plan.

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In 2010, LUHS will ensure it is using a qualified electronic health record in a “meaningful way” to qualify for some government incentives; improve clinical decision support and quality management within Epic and make inpatient clinical documentation improvements. Art also plans to revamp IT governance to broaden its focus beyond Epic. Several projects are pending funding: a GI lab system; specialist billing into Epic; medication bar coding & bedside lab label printing; Kronos upgrade & staff scheduling; transplant system/Epic Module.

#### **Student Email Review**

Dan reviewed the results from key stakeholder meetings on campus and also with a number of other universities. An options chart summarized requirements and specific capabilities of each option. The recommendation is to initiate negotiations with Google regarding Gmail services. The 2009 Casey Green Study also supports this trend and recommendation. Over the last several years, universities are increasingly getting out of the email business using services such as Gmail and Microsoft Live. We migrated students from an open source solution to GroupWise a few years ago but outsourced services have matured and become an increasingly popular solution for student email in higher education. Currently, LUC has about 20,000 student email addresses with about 11% of students forwarding their email. There are few complaints from students, however, we are considering this move to remain competitive with services offered by comparable institutions. Items noted as potential concerns included future costs (free now, what about later?), and the inability to see if someone opened a particular email. The next steps are to begin a contract review with General Counsel, finalize due diligence on internal system changes, identify an implementer and define the deployment schedule. There is potential for Fall launch, but details are still being researched. Approval was given to move forward with Google Mail as a solution for student email. *Task: Susan will bring recommendation to the Cabinet for discussion and agreement after final due diligence is completed.*

#### **ITS Support of Off Hours and Weekend Activities**

John summarized a topic from the last Dean’s Council meeting regarding some challenges in getting ITS support for after-hours and weekend events. The conversation with the Deans expanded to other general support and technology needs (mostly at WTC). A similar issue arose from students the next day in a Council on Student Success meeting regarding technology needs for student meetings. The Deans agreed that a premium payment should be applied to after-hour activities. Susan related that four staff members support all classrooms, media services, and special events. The number of electronic spaces has increased by over 50% since 2007, with nearly 225 e-classrooms and nearly 45 conference spaces; while the staff to support these spaces has remained unchanged for the past four years. A headcount has been requested in past budget years to manage this growth, however, the request has gone unfunded each year due to other higher priority items taking precedence. ITS has completed a reorganization this month within the Academic Technology Services area which repurposed an existing headcount to increase the group size to five. The position was recently posted.

Bruce also reviewed the staffing and support model by day/time of day and listed several improvements in progress including the addition of more student help and expanding equipment availability. Chris suggested setting clear expectations for after hours and non-classroom events. The new FTE will work on both campuses and focus specifically on events to start, then they will be added into the classroom support model. This will also allow for more flexibility to move someone to assist with support over the weekend or after-hours where needed. *Task: Susan to provide an update at Dean’s Council once a solution is in place (suggested middle to end of semester). Task: Follow-up with Rob Kelly regarding specific needs and expectations of students.*

The meeting adjourned at 3:40 pm.