


FY23 & BEYOND

Major Initiatives FY23 Q1 - Q2

Academic and Faculty Support <ul style="list-style-type: none"> LOCUS Enhancements (2) Customer Relationship Management System Pilot with SLATE Stritch School of Medicine Admissions System Replacement Faculty Administration Re-Architecture Strategy-FARS (8) Review and Evaluate Proposed Research Administration Solutions TAMS Evaluation and Implementation 	Administrative Initiatives <ul style="list-style-type: none"> COVID-19 Related Projects (1) Lawson/Kronos Enhancements (4) Course and Curriculum Mgmt (CourseLeaf) Energy Management, Compliance, Mobile Enablement - Phase III (Archibus) Data Governance & Integrity Academic Program Plan Auto Discontinuation Process Implement Single Conflict of Interest Platform for University 	Student Technology Support <ul style="list-style-type: none"> EAB Navigate Phase II LDE Student Experience Lifecycle (PeopleGrove Mentoring: Main Hub, Sub Hubs for SSOM, SSW, Parkinson, MNSON) Financial Aid Award Letter Processes - Aid Year 2023 State Immunization Module Migration - LOCUS to Health App Tuition Insurance Enhancements Implementation of Mobile Check-in for Wellness
Infrastructure <ul style="list-style-type: none"> Information Security Program (6) IT Disaster Recovery (5) Identity and Access Management Enhancements iParc Reader Replacement - Chip and Pin 	Continuous Service Development <ul style="list-style-type: none"> Advancement CRM Replacement LDE Transformation: Digital Assistant/Chatbots (4) LDE Consumable Experience (Portal Pilot) Business Intelligence/Data Warehouse (9) Enterprise Content Management (6) Graduate Student Progress System Assessment / Replacement 	Research Computing Services <ul style="list-style-type: none"> HashMap technology to support high-performance NLP PCORI CAPRICORN 2020 Refresh Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM Natural Language Processing (NLP) to Enhance Computable Phenotyping

Information Technology Services

FY22 Summary

Initiatives Under Development

- » Expand LUie chatbot to improve faculty / staff self-service with HR and Finance
- » Planning for expanded clinical data repositories
- » Planning for implementation on an "Electronic Research Administration" (ERA) platform
- » Assess and identify a solution for a unified Enterprise Research Administration platform
- » Implement a new cloud-based Admissions system for the Stritch School of Medicine
- » Collaborate with Arrupe and School of Nursing to develop a CRM platform using SLATE
- » Build out a course and curriculum management system to simplify course identification and registration processes
- » Finalize vendor selection, contract negotiation and begin implementation of new identity and access technology
- » Begin working on a student experience and mobile engagement strategy

LUC Technology Strategy - A Roadmap for Change

Emerging <i>Goal: Research/Watch</i>	Tactical <i>Goal: Optimize</i>	Strategic <i>Goal: Invest/Transform</i>	Containment <i>Goal: No New Development</i>	Retirement <i>Goal: To Be Eliminated</i>
<ul style="list-style-type: none"> Mobile Platform Strategy School-Based CRM Pilot Work Modality Tech Digital Badging Esports Cloud Strategy Loyola Portal Research Administration Identity & Access Mgmt Wellness Mobile App Exam Proctoring Standardization of Application Integration Endpoint Detect & Resp Grad. Student Progress Computer Admin Rights Single Sign-on Desktop as a Service Server Containerization 	<ul style="list-style-type: none"> MS SQL Serv. Reporting Enterprise Learning Hub (Custom) HR Onboarding (Workbright) Room Scheduling MS Teams Point & Click Mobile Check-In SSOM Admissions MNSON Teaching Assignment Mgmt MS SQL Upgrades 2019 Oracle Upgrades 18c, 19c 	<ul style="list-style-type: none"> Advancement CRM Faculty Administration Re-architecture (Interfolio, Custom) Space Mgmt Phase III (Archibus) Data Governance & Integrity Student Experience <ul style="list-style-type: none"> LDE Transformation Digital Assistant (Oracle/Intrasee) Student Success Phase II (EAB Navigate) Catalog & Curriculum Mgmt (CourseLeaf) Student Mentoring (People Grove) 	<ul style="list-style-type: none"> Cold Fusion Faculty Information/Faculty Master Web Focus MS SQL Database 2016 Oracle 12c R2 	<ul style="list-style-type: none"> LUHS App Retirement/Transition MS SQL Database 2012/2014
Core <i>Goal: Current State - Foundation</i>	<ul style="list-style-type: none"> Student System (PS Campus Solutions) Admitted Student/Student Recruiting (Slate) Admission Applications (TerraDotta, Custom) Student Mentoring (PeopleGrove) Student Success (EAB Navigate) Student Loan Mgmt. (ECSI) Student ePortfolio (Digication) Learning Mgmt (Sakai) Student System Reporting (EDW) Business Intelligence (WebFocus, IBI Suite, MS Power BI) Applicant Tracking System (PeopleAdmin) G/L, Payroll & HR (Infor-Lawson) Time Keeping (UKG-Kronos) Alumni/Donor Relations (Advance) Predictive Dialing (RNL-Telemarketing) Housing (RMS-Mercury) 	<ul style="list-style-type: none"> Course/Faculty Evaluations (SmartEvals) eCommerce System (CBORD, Micros) Payment Gateway (TouchNet Paypath/TPG) Wellness Center (Point and Click) LUC Libraries (Alma, Primo) Building Access (Maxxess, Easy Lobby) Surveillance Systems (Milestone) Parking (iParc, OPUS) Classroom Control System (Crestron) Webinars/Video Conferencing (MS Teams, Zoom) Online Classrooms (Zoom) Room & Event Scheduling (25 Live, Kinetic, Outlook) Enterprise Content Mgmt (DocFinity) Web/Content Mgmt (Terminal 4) Mobile Applications (HighPoint, Custom) 	<ul style="list-style-type: none"> Phone Systems (Avaya) Desktop Productivity (MS Office) eMail & Unified Messaging (MS O365) Communication Platforms (Emma, Poppulo, MailChimp, Cadence) Network Services (Novell, MS, Active Directory, IDM3, Federated-SAML) Network Access Control (Bradford) Virtual Private Network (Global Protect) Enterprise Database (Oracle, MS SQL) Spam Filtering (MS) Network (Cisco Core) Desktop/Laptop, Standard Intel (Lenovo) Server, Standard (IBM, Lenovo) Storage/SAN (Pure Storage SAN, ECM NAS) Next Generation Firewall (Palo Alto) 	
Solution	Software	Hardware		

July 2022



Preparing people to lead extraordinary lives

RUN: Ongoing Operations

Sample Service Volumes

Daily

- » 560,000 emails received
- » 24,400 students, faculty, staff access email from a mobile device
- » 24,400 Logins to LOCUS
- » 1,300+ printed pages in Student Labs

Weekly

- » 1,000 Service Desk Tickets
- » 95 checkouts from Media Lab
- » 58 classroom support calls
- » 4,100 Loyola Secure Access sessions
- » 1,100 Loyola Secure Transfer sessions
- » 80 learning tutorials viewed

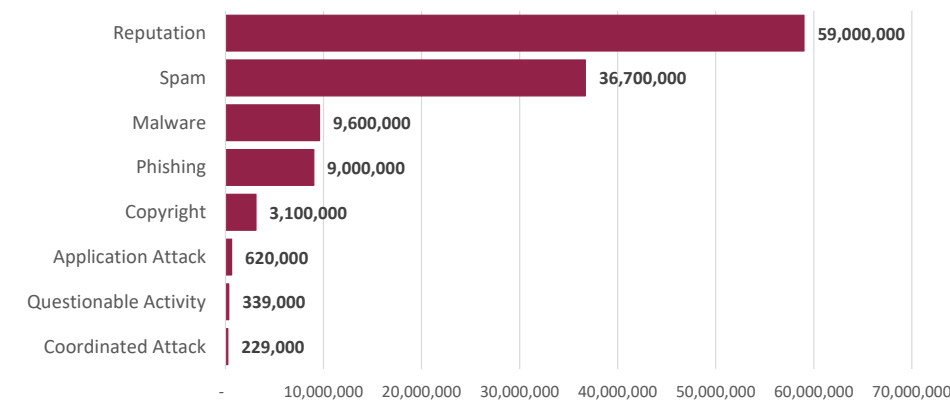
Monthly

- » 510 Sakai support calls
- » 9,700 computer lab logins
- » 1,700 new lecture capture recordings
- » 910 posters printed

Annually

- » 315,000 BI Operational reports run
- » 16,600 appointments scheduled through EAB Navigate

FY22 Information Security Top Threats Blocked



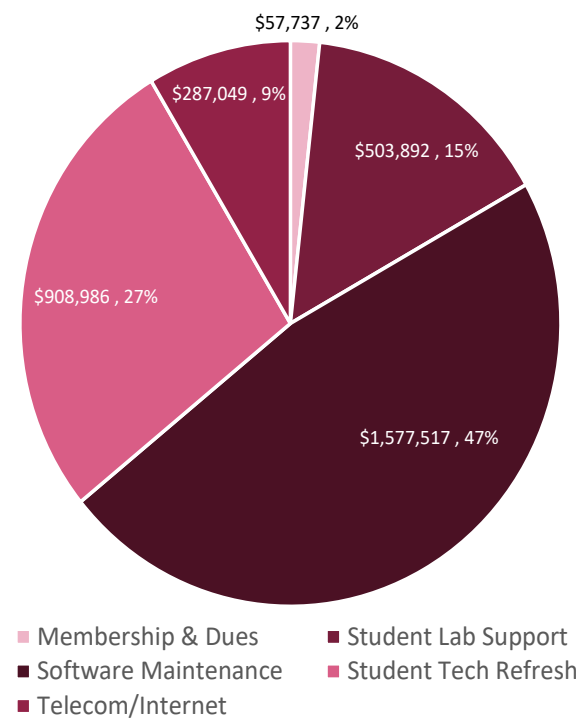
Data Centers & Networks

- » The Lakeside data centers house 850 devices including servers, appliances & equipment
- » 600 Terabytes of online storage; 31.33 Petabyte (PB) cloud storage for O365
- » 410+ physical enterprise class servers and 430+ virtual servers
- » 67,300 devices registered on the wireless network
- » 16 GB combined internet bandwidth (10 LSC, 5 WTC, 1 HSC)

Enterprise Highlights

- » 380 technology-equipped classroom spaces
- » 750 Operational Report users
- » 40 PCs upgraded to Windows 10 during FY22. No remaining PCs on Windows 7
- » 6,066 total PCs on Windows 10 at the closing of FY22

FY22 Tech Fee Spend

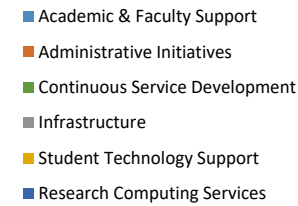


GROW: Information Systems & Services to Optimize Performance

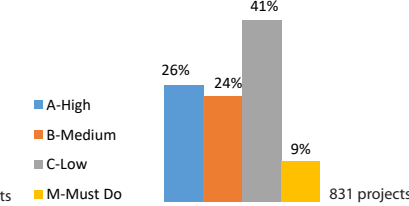
Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio has averaged over 580 projects annually for the past 5 years. The ITS project portfolio size (effort of projects) has also grown over 25% as compared to the prior 5 years.

FY22 Projects by Strategic Alignment



FY22 Projects by Priority



Strategic Category	FY22 Q1-Q2 Completed Projects	FY22 Q3-Q4 Completed Projects	FY22 Total Projects	FY22 % of Total
Academic & Faculty Support	22	22	44	10%
Administrative Initiatives	37	28	65	15%
Continuous Service Development	27	12	39	9%
Infrastructure	7	9	16	4%
Student Technology Support	5	3	8	2%
Research Computing Services	112	143	255	60%
Total	210	217	427	100%

Key Highlights

- » Implemented Cadence for enterprise texting of Loyola Constituents
- » Expanded the Health App in support of HSC Flu Shot and COVID-19 booster requirements
- » Extended EAB Navigate's Academic Planning to all UNIV 101 sections and implemented Navigate Staff to the Tutoring Center
- » Implemented GetInclusive as the new HR compliance and Title IX training vendor in the Learning Hub
- » Launched Egencia as the new University Travel Management platform
- » Increased Luie chatbot presence across LUC website home pages adding content for Residence Life and expanding content for Office of the Bursar, ITS and Admissions
- » Piloted WorkBright for Human Resources automation and workflow processes for onboarding paperwork
- » Revamped and launched the Data Governance & Integrity Steering Committee
- » Completed Phase 2 of the Archibus Facilities Management platform
- » Migrated Athletics ticketing processing from Neulion to Audienceview

Informatics and Clinical Research Activity

- » 260 IRB Informatics Projects Completed
- » Over 1,500 projects using REDCap with nearly 2,400 users
- » Over 700 Cohort Analyses using Clinical Research Database (CRDB)
- » Conducted national workshop on clinical natural research processing
- » Successful data mart refreshes completed for PCORI/CAPriCORN (3), NIH N3C COVID-19 (52)

TRANSFORM: New Technologies & Processes that Fundamentally Promote Change

Advancement CRM

The University is planning on a major systems replacement of its advancement and alumni relations technology. The current systems have served Loyola well and while reliable are quickly becoming outdated and lack some needed functionality. Loyola will complete a full assessment and begin implementation of a modern and best of breed technology to support advancement events, giving campaigns and donor relation activities. The complete initiative from analysis thru implementation is expected to take approximately 2 years.



SSOM Admissions Replacement

The Stritch School of Medicine will be replacing its in-house built admissions systems with a robust and comprehensive cloud based application to process all incoming medical student applications. The new application will be fully support by the AAMC and must be able to integrate seamlessly with AMCAS data to maximize use of admissions-related data. The new system should also provide interview management capabilities which are flexible for all medical schools and result in a robust data set that integrates into the enterprise data warehouse.

AMP ENTERPRISE SOFTWARE FOR ADMISSIONS MANAGEMENT AND DATA ANALYTICS

POWERED BY ZAP SOLUTIONS



Student Mentoring

ITS will partner with Advancement to create a new mentorship program for students. The intent is to design and implement a community for mentored learning for our students and alumni. This better positions our Loyola Community to develop their talents and share their unique gifts to the world. Multiple Schools and various Affinity Groups will be engaged during the process.

