

Information Technology Services



LOYOLA
UNIVERSITY CHICAGO

FY16 Annual Summary

July 2016

FY16 FACTS

Data Centers & Networks

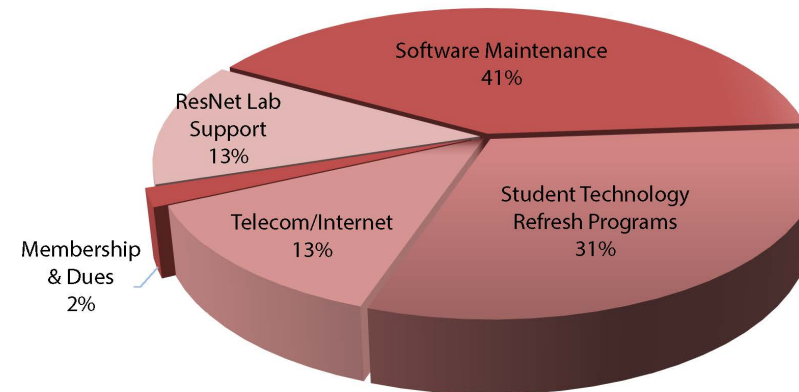
Loyola's Lakeside data centers house 750 devices including servers, appliances, and equipment:

- ▶ Over 620 Terabytes of online storage
- ▶ 80+ physical enterprise class servers and over 365 virtual servers
- ▶ 2,600 wireless access points covering 95% of Loyola's buildings
- ▶ 43,000 devices registered on the wireless network
- ▶ 3.5 Gig connection for internet bandwidth
- ▶ 10,695 student devices connecting to e-mail
- ▶ 200 Terabytes of e-mail storage

Other Facts

- ▶ 21 presentations were delivered by ITS staff members at leading technology and higher education venues
- ▶ 2 staff members awarded the LUC Commitment to Excellence Award
- ▶ 1 staff member nominated for Staff Member of the Year and 1 staff member awarded "Outstanding Campus Partner" by Student Development Division
- ▶ eCampus news identified ITRS "Academic Tech Tips" as one of their Top 10 in Higher Education blogs <http://www.ecampusnews.com/top-news/higher-ed-blogs-277/>

FY16 TECHNOLOGY FEE ALLOCATIONS



TECHNOLOGY SCORECARDS

An annual technology assessment based on the strategic categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index						Total Change (since FY07)
	FY12	FY13	FY14	FY15	FY16	FY15-16 Change	
Academic & Faculty Support Scorecard	3.9	3.8	3.8	3.8	3.9	3%	24%
Administrative Technology Scorecard	4.1	3.9	3.9	3.9	3.8	-2%	8%
Student Technology Scorecard	4.3	4.4	4.7	4.8	4.7	-2%	19%
Infrastructure Scorecard	3.6	3.6	3.7	3.8	3.7	-1%	19%
Continuous Service Improvement Scorecard	3.9	3.9	3.8	3.9	3.9	1%	41%
Governance & Funding Scorecard	4.0	3.9	3.9	3.9	3.9	-1%	31%
Average Annual Score	4.0	3.9	4.0	4.0	4.0	-1%	25%
Year to Year Improvement	1%	-1%	2%	0%	-1%		

As of December 2015

FY17 & BEYOND MAJOR INITIATIVES - FY17 Q1-Q2

Academic and Faculty Support

- LOCUS Enhancements (6)
- Access Control & Security - Maxxess (2)
- Faculty Information System Suite Enhancements
- Online Exam Proctoring Solutions - Pilot

Administrative Initiatives

- Online Performance Management System
- Lawson/Kronos Enhancements (3)
- Advancement Systems (6)
- Oracle 12C Database Upgrade (Required for PS Upgrade)
- Campus Labs – Extracts and Related Components
- LCFS Technology Needs for EMR, HIPAA, and PCI

Infrastructure

- Campus Construction Initiatives (6)
- Information Security Program (7)
- LUHS/LUC/HSD Technology Program (4)
- IT Disaster Recovery (12)
- Phone System Replacement

Student Technology Support

- Mental Health Act – Student Optional Disclosure
- Scholarship Management for Advancement
- Redevelop the Here For You Mobile Application for the Wellness Center
- Move Student Refunds from LOCUS to Lawson

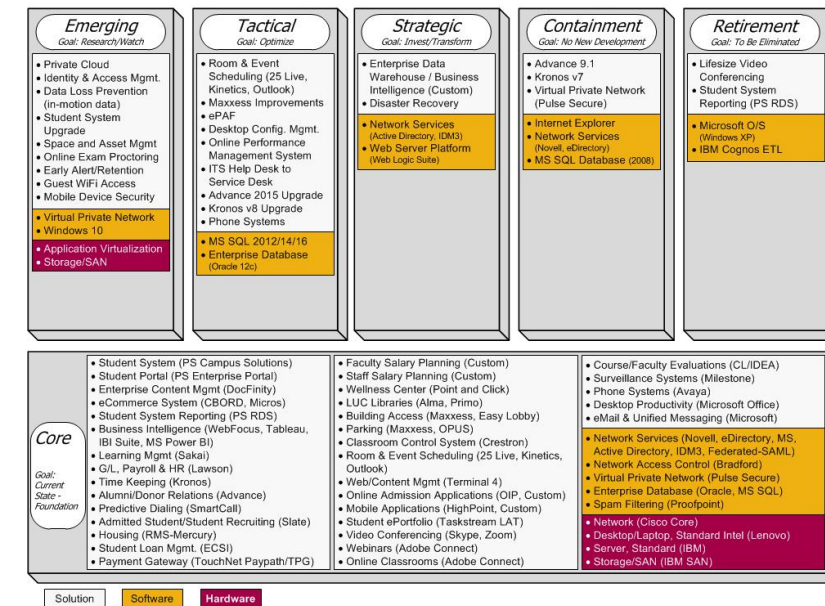
Continuous Service Development

- Business Intelligence/Data Warehouse (5)
- Enterprise Content Management (4)
- Biology Lab Research Positions Application and Tracking
- ITS Help Desk to Service Desk
- Establish ZOOM Technology for Conferencing

Initiatives under development include:

- ▶ Transition Help Desk to Service Desk model with new ITS Service Catalog
- ▶ Establish Zoom video conferencing as LUC's new video conferencing standard
- ▶ Provide a Part Time Stipend assignments application for HSD, cloned from Lakeside Faculty Administrations version of the application
- ▶ Develop an Online Performance Review Process
- ▶ Move Advancement reporting to Advance Data Warehouse (ADW)
- ▶ Incorporate Sakai data into the Enterprise Data Warehouse (EDW)
- ▶ Offer Self-service guest wireless access
 - ✓ Advancement (Ellucian)
 - ✓ TimeKeeping (Kronos)
 - ✓ Lakeside phone systems
 - ✓ Student Portal and Student System (Oracle)

LUC Technology Strategy - A Roadmap for Change



Run ...ongoing operations

Sample Service Volumes

- Daily**
- ▶ 1,100,000 e-mails received
 - ▶ 3,000 faculty/staff devices synched to e-mail
 - ▶ 11,800 logins to LOCUS
 - ▶ 6,250 total printed pages
 - ▶ 31,200 visits to luc.edu
- Weekly**
- ▶ 750 Help Desk tickets
 - ▶ 620 checkouts from Media Lab
 - ▶ 50 classroom support calls
 - ▶ 100 Loyola Secure Access sessions
 - ▶ 150 Atomic Learning tutorials viewed
- Monthly**
- ▶ 460,000 Campus Card Transactions
 - ▶ 363,000 logins to Sakai (+118%)
 - ▶ 156,000 computer lab logins
 - ▶ 240 courses using lecture capture
 - ▶ 320 new videos to the video repository
- Annually**
- ▶ 330 million network attacks blocked
 - ▶ 267,900 visits to mobile LOCUS
 - ▶ 4.2 million Campus Card transactions
 - ▶ 511,000 Business Intelligence reports run

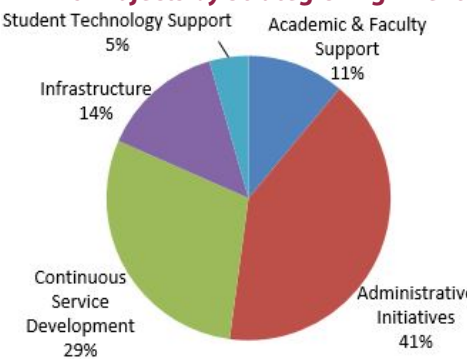
Enterprise Highlights

- ▶ 6,300 workstations with approximately 27% available for student use
- ▶ 300 technology-equipped classroom spaces
- ▶ T4 (Web Content Management System) has over 50,000 pages utilizing 91,000 files (shtml, pdf, jpg, etc.)
- ▶ 430 faculty/staff machines migrated from LUHS to LUC

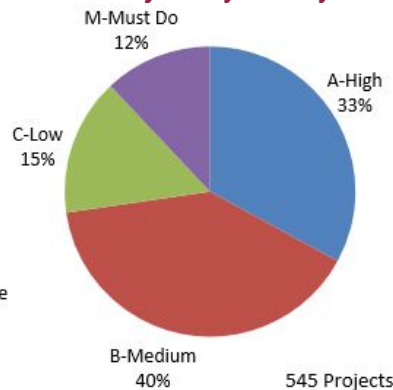
Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 515 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown 35% since FY13.

FY16 Projects by Strategic Alignment



FY16 Projects by Priority



Strategic Category	FY16 Q1-Q2 Completed Projects	FY16 Q3-Q4 Completed Projects	FY16 Total Projects	FY16 % of Total
Academic & Faculty Support	4	5	9	7%
Administrative Initiatives	30	23	53	42%
Continuous Service Development	16	16	32	26%
Infrastructure	15	7	22	18%
Student Technology Support	6	3	9	7%
Total	71	54	125	100%

Grow ...information systems and services to optimize performance

Campus Security

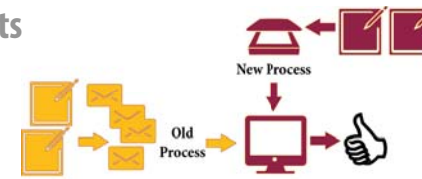
There are over 700 security cameras deployed campus-wide to promote and support campus safety. The camera management application benefited from an upgrade to the hardware and software application. In addition, efficiencies introduced in the storage environment results in 50% space savings for archived footage allowing the University to extend the number of days that footage is available.

PARCS - Parking System Replacement

The outdated parking management system including gates, payment kiosks, and parking office terminals were replaced. This improved the interaction needed with the parking permit system, AIMS, and the campus card system, CBORD. This has resulted in a 35% increase in revenue from new parking permits in the first three months of operation, as well as the reduction of lost revenue with tighter access controls. Additional benefits include improved reporting ability for revenue tracking and the reduction in the frequency to service the payment kiosks.

Curriculum Change Requests

The review and approval process for curriculum change requests that are submitted to the College of Arts and Sciences (CAS) Academic Council was streamlined by enabling more efficient communication and collaboration. Annually, over 500 requests were submitted as Word documents via email and posted to a website where comments, versioning, and approval status was not easily managed. Utilizing existing technology in our electronic document management solution, DocFinity, allows for improved control and visibility of these aspects of the submission and review process.



Other Highlights

- ▶ Implemented a tutor tracking system for use by the tutoring center in the Academic Support Center. This provides the ability to schedule a student or groups for tutoring, tracks participation and progress and provides for regular communication with students using these services.
- ▶ Replaced the course evaluation system with web-based IDEA from Campus Labs. This provides additional functionality and improved results reporting. Faculty will receive their results within days of the end of the evaluation period versus weeks/months.
- ▶ Moved the math placement process via the ALEKS application to a proctored test.
- ▶ The Finance and Human Resource system, Infor/Lawson, that supports administrative processing was upgraded to Version 10 in early May. The new version offers an improved user interface, a work collaboration space, more robust security, and solves a long-standing browser independence issue.
- ▶ The Loyola Alert system was expanded to accommodate broader scenarios related to emergencies and business continuity. The alerting system can now send urgent messages to University leaders and stores a new list to include Residence Life departmental cell phones; it also allows all Loyola Alert participants to define more than two phone numbers for notification (students can include parents or guardians).

Transform ...new technologies and processes that fundamentally promote change

Anytime Anywhere Access

I am a...



Loyola's technology architecture strategy supports

- Schedules which are 24/7 in nature (Anytime)
- An LUC Community which is mobile (Anywhere)
- Straightforward and appropriate access to systems (Access)

Students/Faculty/Staff/Alums/Friends...

"Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way."

Regardless of where I am, I can:

- **Collaborate** with students, faculty and staff via meetings or 1:1 (video conference, share files and research data securely)
- **Complete** business with Loyola (apply to Loyola, schedule a visit, sign up for events, register for classes, view grades, pay my bill, donate, etc.)
- **Conduct** self-service activities (reset my password, reserve a meeting space or digital media equipment, access reporting, etc.)
- **Connect** to my Loyola services without intervention from any device

FY16 projects that promote and support Loyola's Anytime Anywhere Access technology direction include;

- ▶ Self Service password reset
- ▶ Streamlined remote secure access via Loyola Secure Access
- ▶ Easier network registration for devices via Bradford Network Access Control
- ▶ Secure file sharing for private data or large files via email with Loyola Secure Transfer
- ▶ Transition to 802.1x wireless network to automate device identification and improve security
- ▶ Added Web App Firewall (WAF) to protect web applications from common attacks



Student Technology Innovations

- ▶ The Office for International Programs introduced an electronic course approval process so students can complete an online form describing the foreign course they wish to take for Loyola credit. The request is routed electronically for review and approval reducing the approval time for students from weeks to days.
- ▶ Assessing Clinical Ethics Skills (ACES) was developed for the Neiswanger Institute for Bioethics in Loyola's Health Sciences Division to provide training on how to rate the skills of clinical ethics consultants in simulated ethics cases consultations with patients or family members. One application is used in Graduate courses offered by the Institute, and the other is available for use by ethics committee members, clinical ethics consultants, and health professionals from other institutions throughout the U.S. A sample demonstration of ACES can be accessed here: <https://lucapps.luc.edu/clinicaethicsdemo/>.