# Information Technology Services

Technology@Loyola
INFORMATION TECHNOLOGY SERVICES LOYOLA UNIVERSITY CHICAGO

## FY17 Summary

LOYOLA
UNIVERSITY CHICAGO

**July 2017**

# FY17 FACTS

### Data Centers & Networks

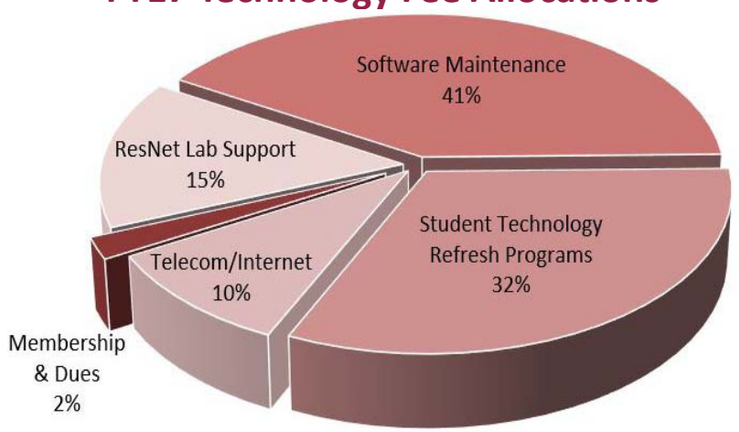
Loyola's Lakeside data centers house 787 devices including servers, appliances, and equipment:

- Over 806 Terabytes of online storage; 202 Terabytes of e-mail storage
- 90+ physical enterprise class servers and over 355 virtual servers
- 2,600 wireless access points covering 95% of Loyola's buildings
- 50,000 devices registered on the wireless network
- 3.5 GB combined internet bandwidth (2.5 LSC, .5 WTC, .5 HSC)
- 14,850 student devices connecting to e-mail

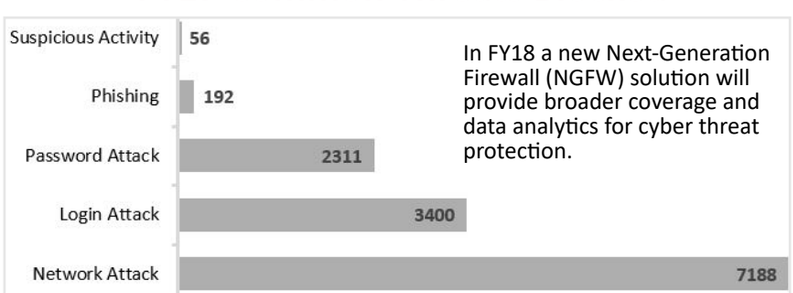
### Other Facts

- 8 presentations were delivered by ITS staff members at leading technology and higher education venues
- 5 ITS Staff members teach in adjunct positions for School of Education, Computer Science, Quinlan School of Business, School of Continuning And Professional Studies
- 4 ITS Staff teach Emerge classes on Information Security and Project Management
- IT Governance Case Study published by Educause

## FY17 Technology Fee Allocations




## Information Security
## FY17 Common Threats Blocked




In FY18 a new Next-Generation Firewall (NGFW) solution will provide broader coverage and data analytics for cyber threat protection.

# FY18 & BEYOND

## MAJOR INITIATIVES - FY18 Q1-Q2

**Academic and Faculty Support**
- LOCUS Enhancements (2)
- Online Exam Proctoring Solutions – Pilot
- Interface Data to LiveText from Sakai and LOCUS
- PROLAW Scholars Network Application and Database

**Administrative Initiatives**
- Online Performance Management System - Phase 2
- Lawson/Kronos Enhancements (12)
- Advancement Systems (4)
- Oracle 12C Database Upgrade
- Secure Communications for ePHI
- LCFS Technology Needs
- Marketplace/Touchnet Data Capture and Configuration

**Student Technology Support**
- PeopleTools/LOCUS Upgrade (7)
- Hybrid On-line ABSN Degree Program
- Graduate - Study Abroad Application and OIP Center

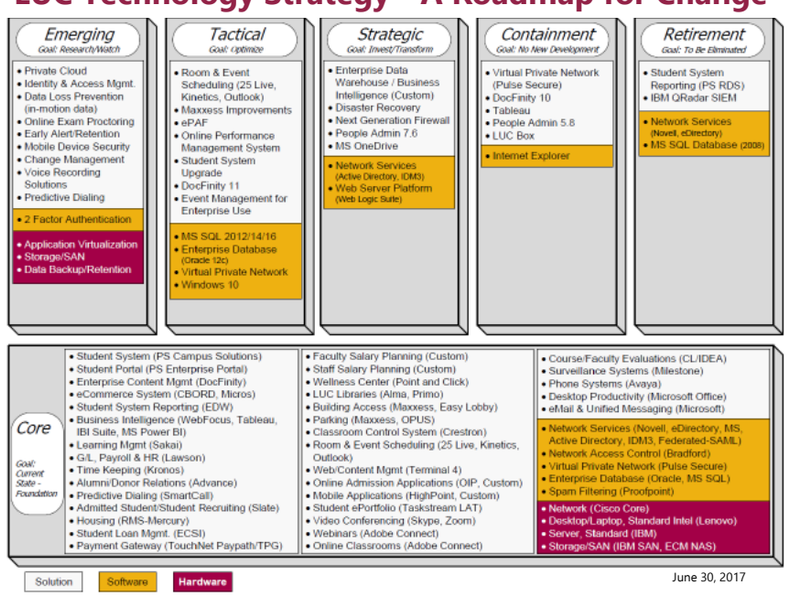
**Infrastructure**
- Campus Construction Initiatives (2)
- Information Security Program (9)
- LUHS/LUC/HSD Technology Program (2)
- IT Disaster Recovery (8)
- 2017 Classroom/Lab Image Deployment

**Continuous Service Development**
- Business Intelligence/Data Warehouse (2)
- Enterprise Content Management (5)
- Compliance Tracking Technology
- Campus Card: Upgrade Micros 9700 to Simphony

## Initiatives under development include:

- ► Complete significant technical upgrade to the student system
- ► Create BI Steering Committee and advance BI adoption
- ► Convert Advancement reporting to use the ADW
- ► Move from Cable TV to streaming services for students (3 GB Comcast)
- ► Transition from Box to OneDrive for Anytime Anywhere Access to files
- ► Migrate to Zoom Video Conferencing for classrooms and webinars
- ► Replace switchboard functions with IVR System
- ► Increase internet bandwidth to 14 GB (10.5 LSC, 3.0 WTC, .5 HSC)

## LUC Technology Strategy - A Roadmap for Change



# Run... ongoing operations

## Sample Service Volumes

### Daily
- 1,360,000 e-mails received
- 2,800 faculty/staff devices synched to e-mail
- 13,075 logins to LOCUS
- 5,475 total printed pages by Digital Media Services (-12%)
- 30,220 visits to luc.edu, 25% from mobile devices

### Monthly
- 190 Sakai support calls
- 29,000 computer lab logins
- 400 new lecture capture recordings
- 150 new videos to the video repository

### Weekly
- 355 Help Desk tickets
- 600 checkouts from Media Lab
- 40 classroom support calls
- 235 Loyola Secure Access sessions
- 180 Atomic Learning tutorials viewed

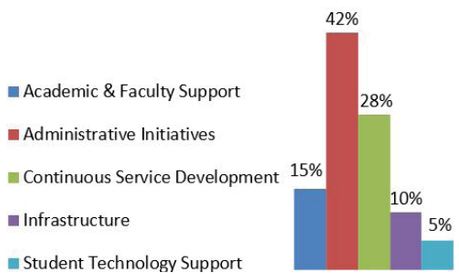
### Annually
- 245 million network attacks blocked
- 221,970 visits to mobile LOCUS
- 515,000 Business Intelligence reports run

## Enterprise Highlights
- 300 technology-equipped classroom spaces
- 1300 Business Intelligence users
- 700 Faculty and Staff PC's upgraded to Windows 10
- 700 Student lab and Classroom PC's upgraded to Windows 10

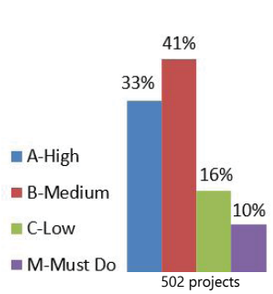
## Portfolio Summary

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 over 30% since FY13.

**FY17 Projects by Strategic Alignment**




**FY17 Projects by Priority**

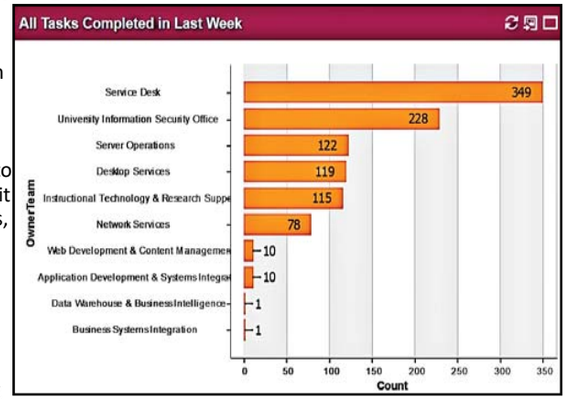



| Strategic Category | FY17 Q1-Q2 Completed Projects | FY17 Q3-Q4 Completed Projects | FY17 Total Projects | FY17 % of Total |
|---|---|---|---|---|
| Academic & Faculty Support | 8 | 14 | 22 | 19% |
| Administrative Initiatives | 24 | 27 | 51 | 44% |
| Continuous Service Development | 15 | 9 | 24 | 21% |
| Infrastructure | 11 | 4 | 15 | 13% |
| Student Technology Support | 3 | 2 | 5 | 4% |
| | **61** | **56** | **117** | **100%** |

# Grow... information systems and services to optimize performance

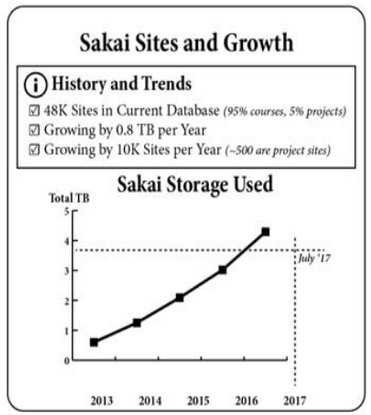
## Help Desk to Service Desk

In FY17, ITS began a transition from a Help Desk to a Service Desk model. An IT Service Desk is thought of as a broader term that is more strategic and cross organizational. In addition to managing service requests, it tracks and handles incidents, change tickets, outages and communications. The initial phase at Loyola included an upgrade of the helpdesk software and the development of a service catalog. The service catalog labels technology as "services", making it easier for clients to find what they need. ITS also expanded support calls from help tickets only to incidents and service requests and enables ITS to better rank and respond to requests, and allow for clearer automatic communication to requestors. As part of this phase of the project, a knowledge base was created which will position ITS to offer more self-service features in Phase II.




## Sakai Upgrade to Version 11

In May of 2017 Information Technology Services upgraded the learning management system, Sakai to the most currentversion, version 11. Thenew version provides clear navigation across all devices, increased functionality in the Lessons tool, and offers a new Gradebook tool, which functions much like an Excel spreadsheet. Many other enhancements have been added to version 11. Loyola's instance of Sakai holds over 48,000 course and project sites and has been growing by 10,000 sites and 1 TB of storage each year.

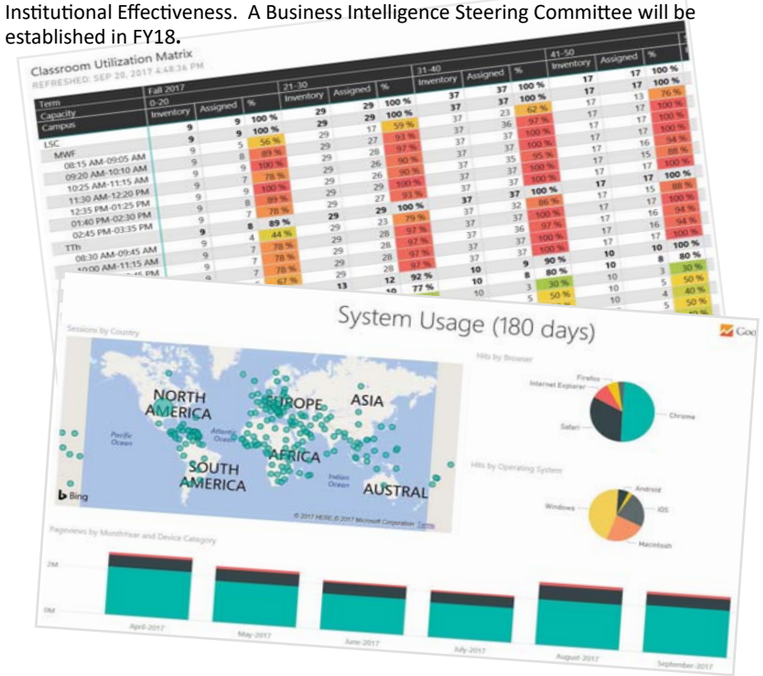



## Other Highlights
- Enhanced Taskstream integration for e-Portfolio and assessments to allow self-service of major/minors or specific classes. Added Federated UVID authentication to enable sign on to WebAssign for Math homework. Enhanced interfaces to LiveText for School of Education assessments replacing manual data entry.
- Added integration between LOCUS and PNC Bank to support e-check payments for students bypassing a third party vendor avoiding additional expense to the vendor.
- Created a student refund process within LOCUS that facilitates electronic check processing as well as paper checks when required. This was needed as the delivered support within LOCUS was being dropped.
- Worked with Student Development office to provide reduced CTA fares with UPASS for our undergraduate summer students. 730 students were able to take advantage of this new service.
- Established HIPAA governance processes and corresponding policies in support of Personal Health Information privacy.
- In cooperation with Internal audit, addressed 16 recommended improvements related to the HIPAA and IT process maturity assessments.

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

## Business Intelligence

BI integrates data from multiple data sources and provides information in a more dynamic and self-service way. Technology advances have improved processing times by 60% and build times for the Enterprise Data Warehouse (EDW) by 33%. Sakai and Lawson data have been added as data sources to the EDW. Eleven data models are in use in areas such as Advancement, College of Arts & Sciences and the Math department. Proof of concept visualizations such as student enrollment and retention data have been produced in collaboration with the Office of Institutional Effectiveness. A Business Intelligence Steering Committee will be established in FY18.




## Anytime Anywhere Access

Video Conferencing: Zoom has emerged as Loyola's official solution for group meetings. Zoom's reliability and ease of use has increased its adoption

anywhere anytime accessLUC

- Over 1,000 Loyola Faculty, Staff, and Students use Zoom
- Over 3,500 Zoom Meetings have taken place since May 2016

Self-Service Guest Wireless Access: Visitors to Loyola's campus can now gain wireless access via self-service for 8 hour time increments by providing an email address and mobile phone number. Eduroam is also available for visitors from participating institutions to use their home institution credentials to connect to the internet.

John Felice Rome Center: Improvements include a student alert system for international travel, consolidation of multiple student ID cards to a single card with a more streamlined issuing process, addition of wireless guest access, and longer connection times for student wifi sessions.

Refreshed 500 wireless access points with newer technology that supports faster throughput and a greater number of simultaneous users.