

# FY19 FACTS

## Data Centers & Networks

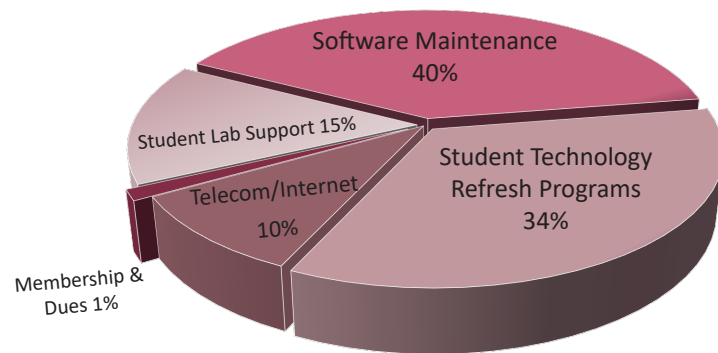
Loyola's Lakeside data centers house 400 devices including servers, appliances, and equipment:

- ▶ 800+ Terabytes of online storage; 200+ Terabytes of e-mail storage; 24+ Petabyte (PB) cloud storage for O365
- ▶ 90 physical enterprise class servers and over 350 virtual servers
- ▶ 2,700 wireless access points covering 95% of Loyola's buildings
- ▶ 63,000 devices registered on the wireless network
- ▶ 17 GB combined internet bandwidth (10.5 LSC, 3 WTC, .5 HSC, 3 IPTV Streaming)
- ▶ On average students bring 4.5 enabled devices to campus

## Other Facts

- ▶ 10 presentations were delivered by ITS staff members at leading technology and higher education venues
- ▶ 6 ITS Staff members taught as adjunct faculty for Loyola and elsewhere
- ▶ 4 ITS Staff members taught Emerge classes
- ▶ 2 ITS Staff member completed Graduate Degrees
- ▶ 1 ITS Staff member received Commitment to Excellence Award

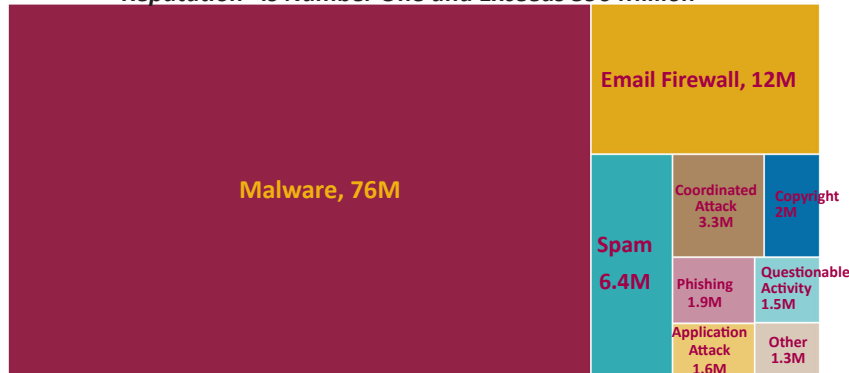
## FY19 Technology Fee Allocations



## Top 10 Information Security Threats Blocked in Millions

FY'19

"Reputation" is Number One and Exceeds 590 Million



# FY20 & BEYOND

## MAJOR INITIATIVES - FY20 Q1-Q2

### Academic & Faculty Support

- LOCUS Enhancements (7)
- Sakai 12 Upgrade
- Faculty Info System - Modifications for Collective Bargaining Agreement
- Emergency Contact in RMS/Mercury using Person Flags
- Course Evaluation Replacement
- JIT Faculty Training for Online Teaching
- Follett Integration with Sakai
- OIP Application Replacement for Study Abroad
- CVENT Support for Climate Change Conference

### Student Technology Support

- LOCUS Fluid Page Rollouts
- Preferred Name for Students - Implementation
- Writing Placement Infrastructure
- Student Conduct & Concerns System - Maxient
- Career Services Software Replacement - Handshake
- Learning Portfolio Review
- QSB Student Mentoring Software Pilot - People Grove
- Streamline/Simplify Financial Aid Processes (2)
- Course Schedule Builder

### Administrative Initiatives

- Lawson/Kronos Enhancements (5)
- Replacement for ECSI SALNet
- Travel & Expense Management Technology Solution
- Board of Trustees SharePoint Portal
- Benefit Plan Termination Date Modification
- Space & Asset Management System - Phase 1



### Infrastructure

- Campus Constructive Initiatives (8)
- Information Security Program (12)
- IT Disaster Recovery (9)
- Mac OS Computer Management Application
- LDE Foundation: Collaboration & Security (5)

### Enterprise Learning Hub

- Enterprise Learning Hub

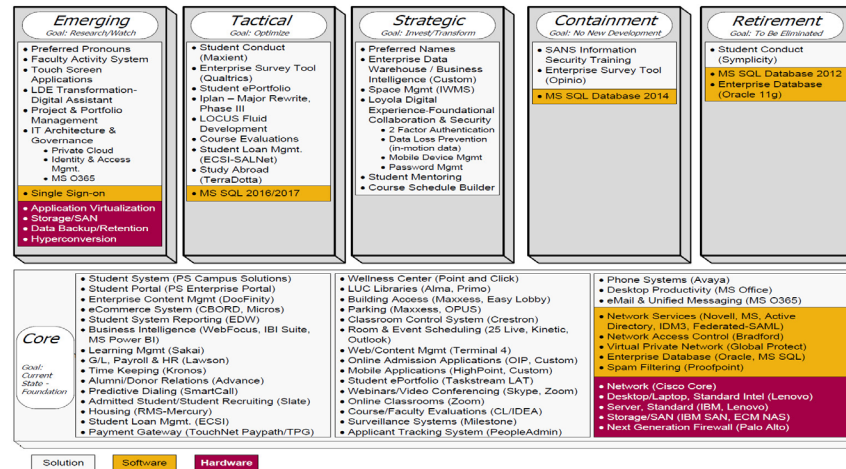
### Continuous Service Development

- Business Intelligence/Data Warehouse (11)
- Enterprise Content Management (7)
- Secure Submission of W-9 Form for Accounts Payable
- Proto-Call for After Hours Mental Health Services
- LDE Transformation: Enterprise Digital Assistant Pilot

## Initiatives under development include:

- ▶ Replace the Office of International Programs administration systems (Terra Dotta)
- ▶ Modernize the Board of Trustees collaboration website (Sharepoint)
- ▶ Enhance Career Services Relationships & Placements (Handshake)
- ▶ Pilot an Alumni/Student Mentoring Platform (PeopleGrove)
- ▶ Improve the speed of Financial Aid Verifications (Inceptia)
- ▶ Conduct Pilots for digital assistants and application virtualization
- ▶ Put in-place new cloud-based "Course Evaluation System" (SmartEvals)
- ▶ Adopt enterprise survey tool with cloud-based solution (Qualtrics)
- ▶ Transform Student Course Schedule Builder and Advising processes (EAB Navigate)
- ▶ Offer self-service training for Faculty to move courses online on short notice to support Business Continuity planning

## LUC Technology Strategy - A Roadmap for Change



# Information Technology Services

Technology@Loyola  
INFORMATION TECHNOLOGY SERVICES | LOYOLA UNIVERSITY CHICAGO

## FY19 Summary

LOYOLA  
UNIVERSITY CHICAGO

July 2019

# Run...

ongoing operations

## Sample Service Volumes

### Daily

- ▶ 1,246,100 e-mails received
- ▶ 15,500 student accesses to email from a mobile device
- ▶ 13,950 logins to LOCUS
- ▶ 4,995 total printed pages in Student Labs
- ▶ 30,000 visits to luc.edu, 37% from mobile devices

### Weekly

- ▶ 685 Service Desk tickets
- ▶ 440 checkouts from Media Lab
- ▶ 25 classroom support calls
- ▶ 835 Loyola Secure Access sessions
- ▶ 90 Learning tutorials viewed

### Monthly

- ▶ 200 Sakai support calls
- ▶ 27,000 computer lab logins
- ▶ 900 new lecture capture recordings
- ▶ 80 new poster requests from Media Lab

### Annually

- ▶ 402.9M network attacks blocked
- ▶ 201,480 visits to mobile LOCUS
- ▶ 347,000 BI Operational reports runs

## Enterprise Highlights

- ▶ 310 technology-equipped classroom spaces
- ▶ 1,400 Operational Report users
- ▶ 1,440 Student lab and Classroom PC's upgraded to Windows 10
- ▶ 4,595 Faculty and Staff PC's upgraded to Windows 10

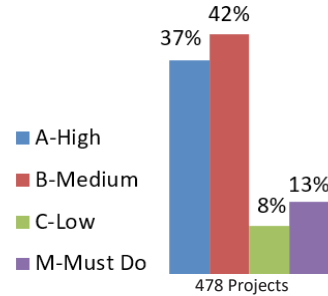
## Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) provides ITS governance and project oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio averages over 500 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown over 25% over the prior 5 years.

### FY19 Projects by Strategic Alignment



### FY19 Projects by Priority



Strategic Category	FY19 Q1-Q2 Completed Projects	FY19 Q3-Q4 Completed Projects	FY19 Total Projects	FY19 % of Total
Academic & Faculty Support	7	5	12	11%
Administrative Initiatives	21	25	46	43%
Continuous Service Development	16	6	22	21%
Infrastructure	11	8	19	18%
Student Technology Support	3	5	8	7%
	<b>58</b>	<b>49</b>	<b>107</b>	<b>100%</b>

# Grow...

information systems and services to optimize performance

## Preferred Names

The ability to designate a preferred name was made available for current students, faculty, and staff in our Student System, LOCUS. An individual's preferred name will be used on class and grade rosters, as the display name in email, and will be displayed in several other campus systems except when the legal name is required by law, policy, or business needs. Details about use of the preferred name, instructions for how to enter a preferred name in LOCUS, and a link to the full policy can be found on the Preferred Name FAQ webpage at <https://www.luc.edu/regrec/preferred-name-FAQ.shtml>.

## iPlan

The University's student tuition payment plan platform, iPlan, underwent a series of major enhancements. The functionality is used by more than 4,000 students annually with \$79M budgeted within the plans. The average annual payment plan is around \$22K. If a student makes payments instead of borrowing, their interest savings over 4 years could exceed \$20K. Enhancements completed include improvements to the budget wizard, reconciliation process, and payment sync, as well as query updates and security role changes. For more information please visit the iPlan product website at <https://www.luc.edu/bursar/iPlan.shtml>.

## Revenue to Expense Modeling

Loyola has developed a data model for evaluating the financial health of academic units and programs by comparing actual revenue generated to actual expenses incurred in the operation of the academic unit. Version 1 of the "Revenue to Expense Data Model" (RTE) helped measure and track academic revenue and expenses of academic units. This version provides; "drill-down" capability to look at data for a school, program, course, instructor, and student level. Version 2.0, added functionality for additional revenue streams (e.g. gift and endowment revenue) and additional expenses (e.g. funded gift and endowment funded scholarships). Rollout of Version 2.5 of the RTE model includes JFRC data, and development of Version 3.0 includes revenue by academic plan.

## Key Highlights

- ▶ Upgraded the Learning Management System (Sakai) to version 12. Includes accessibility enhancements, and improved Lessons, Assignments, and Testing Tools.
- ▶ Developed application for Secure Submission of W-9 Form for Accounts Payable.
- ▶ Added an Interactive Voice Response (IVR-Parlance) system to auto-answer and route incoming calls to the University switchboard. This enables the University to provide 24/7/365 day switchboard coverage. On average the switchboard receives 320 calls per day.
- ▶ Launched the Self-Service Portal allowing customers to log a request or report a problem to the ITS Service Desk directly through Loyola's website. On average 460 of 3,600 calls (or 13%) are logged through the portal each month.
- ▶ Completed a capital project replacing end-of-life Maxxess Hardware card readers and backend infrastructure which provides access to over 630 doors on the Lakeside campuses.
- ▶ Migrated Campus Recreation from RecTrac to Fusion to manage the Halas Rec Center. This change has improved the department's operations, security of information and service to students. The software also offers easy administration and expanded mobile and self-service options for students and Rec Center guests.

# Transform...

new technologies and processes that fundamentally promote change

## Loyola Digital Experience

Loyola Digital Experience, or "LDE", officially launched as the technology direction to support the next University Strategic Plan. The stated direction includes three themes:



- 1) Foundational
- 2) Transformational
- 3) Consumable Experience

The first program launched in FY19. The program, "LDE Foundation: Collaboration and Security", includes ten distinct projects that are intended to build a strong foundation of underlying technology to strengthen our information security posture and introduce more seamless and modern collaboration tools. Targeted completion of this program is FY21.

### "LDE" Collaboration and Security Program

Feature	Solution	Target Date
E-Mail to the Cloud	Exchange Online	FY20 Q1
Password Management Repository	Last Pass	FY20 Q2
Data Monitoring & Data Loss Prevention	Azure DLP	FY20 Q3
Multi-Factor Authentication	Azure MFA	FY20 Q4
Password Self-Service	Azure Password Self-Service	FY20 Q4
Mobile Device Management	Intune	FY20Q4
Privileged Access Management	Azure Privileged IDM	FY20 Q4
Single Sign-On Portal	O365 Application Portal	FY21 Q1
Email SPAM Filtering	Advanced Threat Protection	FY21 Q1

Several initiatives are also underway in "LDE Transformation", including further progress and maturity of our use of Business Intelligence, dashboards and visualizations in institutional decision-making, and a digital assistant pilot to leverage Machine Learning in several service hubs.

## Learning Analytics - Phase I and Phase II

Created a three-phased approach to assist Loyola's faculty and administrators with interpreting course data to improve student engagement and learning outcomes. Phase I included 1:1 faculty consultations with a Learning Design Engineer for using the Sakai statistics tool. Phase II began building a model for learning data, joining data from different systems, and creating dynamic reports.

### Total Enrollment by Term

