

ITS Executive Steering Committee (ITESC)

Agenda and Materials – December 8th, 2020



Agenda

Student Experience Technology Strategy

- S. Malisch

Project Portfolio Prioritization

- S. Malisch, J. Sibenaller

Student Experience Technology Strategy

- Many stakeholders for Student Experience across lifecycle
- Lack an overall strategy and place for strategic discussion and transitions across lifecycle; lacks student involvement in a sustainable way
- Priorities to focus on aspects of student experience have surfaced in draft of strategic plan
- Opportunity:
 - Identify “ownership”
 - Engage students and cross-functional stakeholders
 - Develop long-term, multi-year strategic initiative with “lifecycle” view
 - Prioritize business process and workflow change/improvements as appropriate
 - Create measurable goals

Does Your Institution Sell Courses, Credentials or Education Experiences?

The Experience Economy:
Shift From Products to Services to Experiences



Course

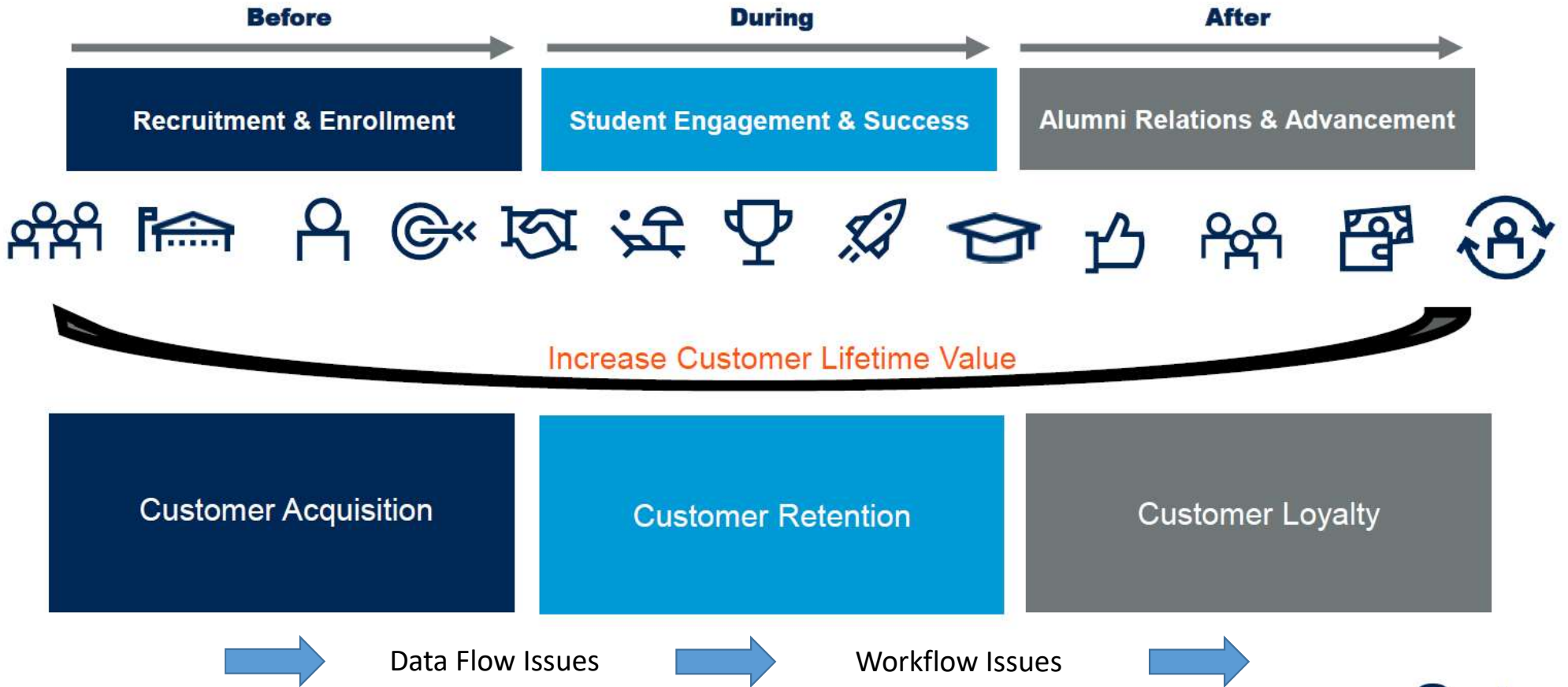


Credential



Education Experience

Student Lifecycle

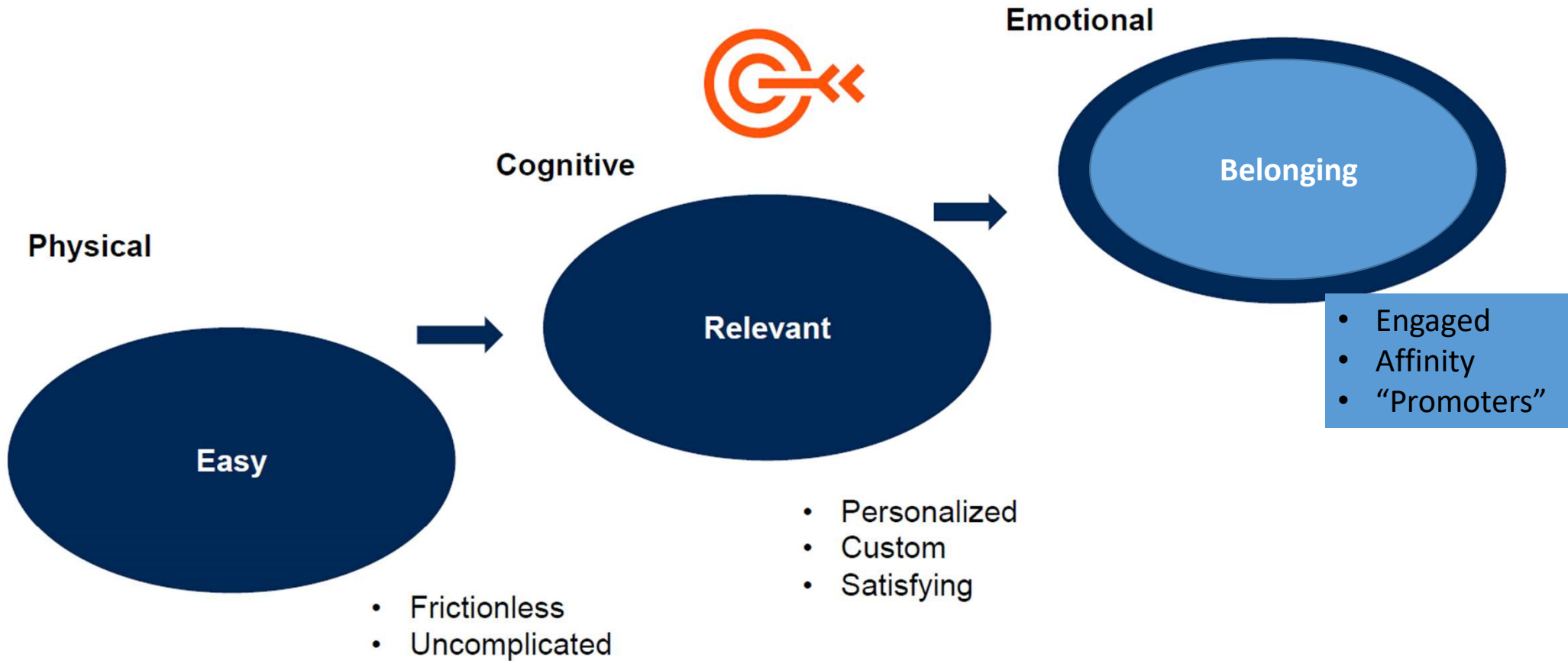


The Student Experience



The **totality of the interaction** a student has with their educational institution, from interest and recruitment through graduation and engagement as an alumnus.

Student Experience Objectives

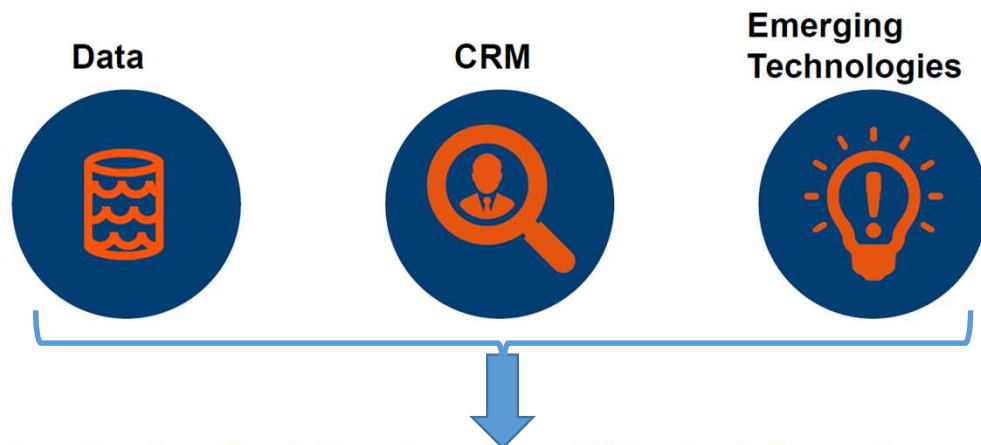


Technology Components of Student Experience

- CRM is not a single technology; it is an institutional strategy
- Many stakeholders – include student views and cross-functional teams
- Can be iterative and incremental
- Start with frictionless; advance to personalized; strive for engaged



Three Key Components



Technologies Enabling Improved Student Experience



- Enterprise Class CRM Platforms
- Purpose Built Tools for Recruit, Engagement & Advancement



- Data Hubs
- Master Data Management
- Customer Data Platforms

Emerging Technologies



Student Experience Technology Strategy

Opportunities to impact lifecycle of the student experience are emerging in the Enduring Values in the *DRAFT* strategic plan (examples):

I. Care for the Whole Person

Priority 3: Create opportunities that foster a sense of community, promote an inclusive campus climate, and contribute to the wellbeing of all Ramblers.

Priority 4: Recruit, engage, retain, and support students to help them achieve success academically as well as in their lives after graduation.

II. Extraordinary Academics and Research

Priority 1: Bolster student success through agile and exceptional learning experiences, academic development and support, culminating in career readiness.

Priority 7: Create an ecosystem of meaningful experiences for alumni to develop a long-lasting relationship with Loyola, including continued education, mentoring, networking, volunteering, and sharing their talents with our community.

III. Community-centered Engagement

Priority 4: Empower every Rambler with the knowledge and skills to serve and participate within their own communities utilizing social, economic, racial, and environmental justice strategies.

IV. Global Connections and Partnerships

Priority 2: Promote international connections to enhance teaching and research by faculty to advance innovative solutions to global challenges.

V. Operational Excellence

Priority 4: Strengthen physical, research, technological, and new business infrastructures and human resources to support our mission.

Priority 6: Develop high impact marketing and communication programs to elevate Loyola's brand and support student, faculty, and staff recruitment.

Possible Next Steps

- Broaden conversation
- Recommend to approach student experience technology strategy across lifecycle more intentionally
- Schedule Gartner higher education analyst and/or other experts for more focused discussion on Student Experience Technology Strategy
- Review fit for an over-arching student experience goal in strategic plan that pulls together the separate priorities
- Identify a separate institutional commitment and initiative to bring together stakeholders to advance student experience technology strategy

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Project Portfolio Prioritization

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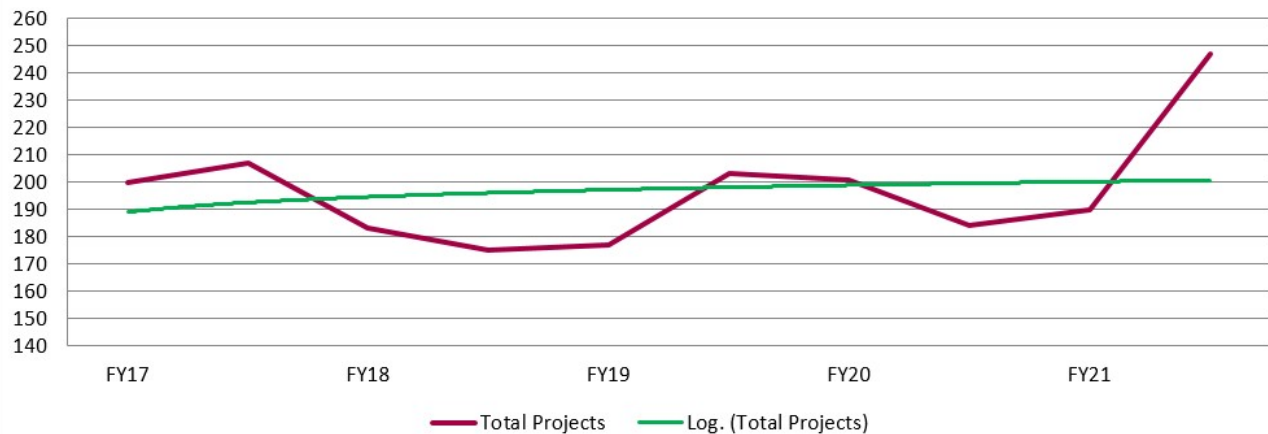
Plan of Record Tracking

POR Activity	Total Count	T-Shirt Sizing Breakdown						
		XX-Large	X-Large	Large	Medium	Small	X-Small	XX-Small
Original FY21 Q1-Q2 POR	190	0	22	40	83	42	3	0
Revised FY21 Q1-Q2 POR	190	7	17	40	82	41	3	0
New Projects Started	139	6	8	14	41	44	10	16
Final FY21 Q1-Q2 POR	329	13	25	54	123	85	13	16
Completed Projects	(87)	0	4	15	20	27	6	15
Forecasted Completed Projects	(31)	0	4	2	12	9	3	1
Duplicate / Canceled	(8)	0	1	2	5	0	0	0
Rollover Projects	203	13	16	35	86	49	4	0
New Projects not Started	44	5	2	11	7	13	1	5
FY21 Q3-Q4 POR (Draft)	247	18	18	46	93	62	5	5
Net Change	57	18	(4)	6	10	20	2	5

Project Sizing Trend

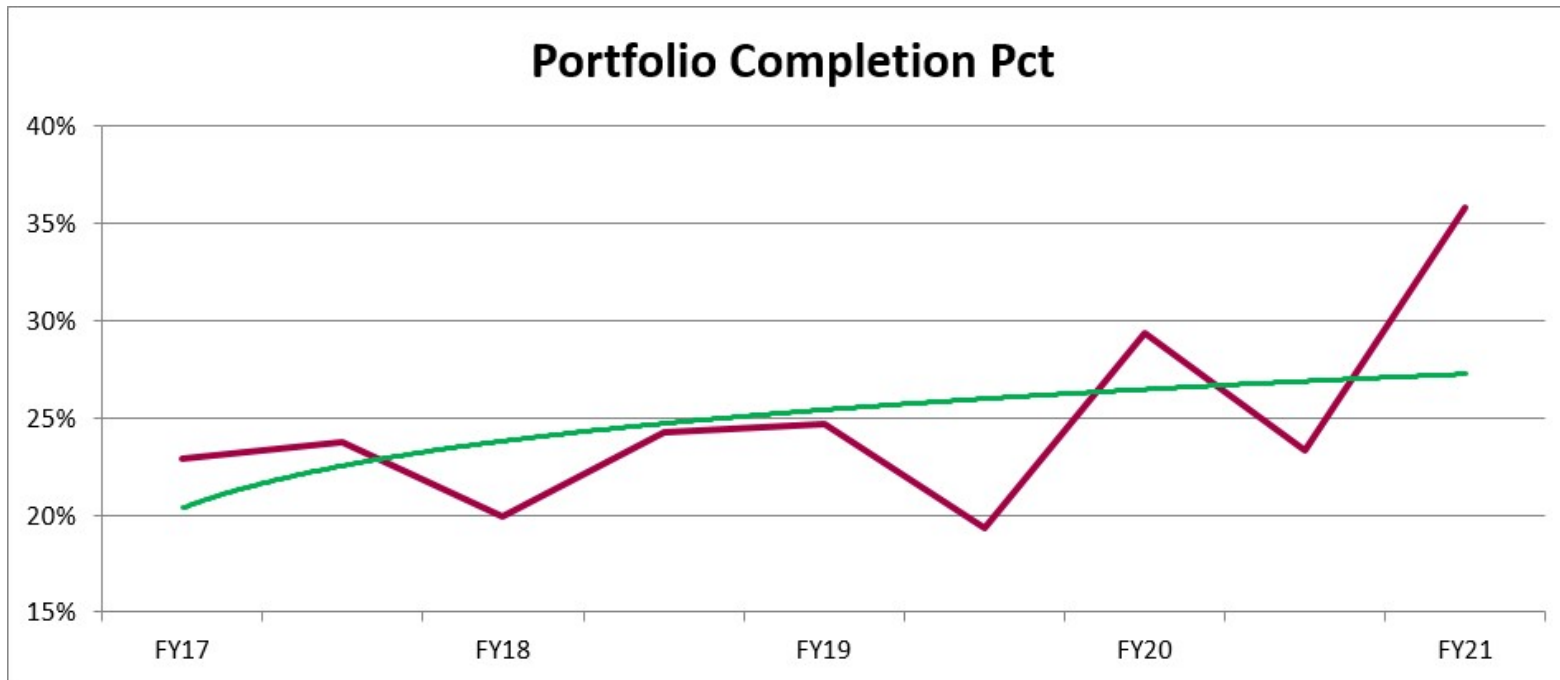
Portfolio Counts		FY17	FY17	FY18	FY18	FY19	FY19	FY20	FY20	FY21	FY21
T-Shirt Sizing	Work Effort	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4
XX-Small	< 3 Days	0	0	0	0	0	0	0	0	0	5
X-Small	3-5 Days	4	4	2	1	1	4	3	2	3	5
Small	5-30 Days	49	48	36	31	40	50	45	41	42	62
Medium	31-60 Days	94	98	96	92	94	96	97	86	83	93
Large	61-120 Days	36	37	34	36	31	35	34	36	40	46
X-Large	121-180 Days	17	20	15	15	11	18	22	19	22	18
XX-Large	>180 Days	0	0	0	0	0	0	0	0	0	18
Portfolio		200	207	183	175	177	203	201	184	190	247
Completed		57	54	44	58	55	49	77	60	118	

ITS Project Portfolio



	Avg.	Min	Max	This Period
Portfolio	197	175	247	247

Completed Project Forecast



87 project complete

31 projects forecast to be complete

118 total completed this period

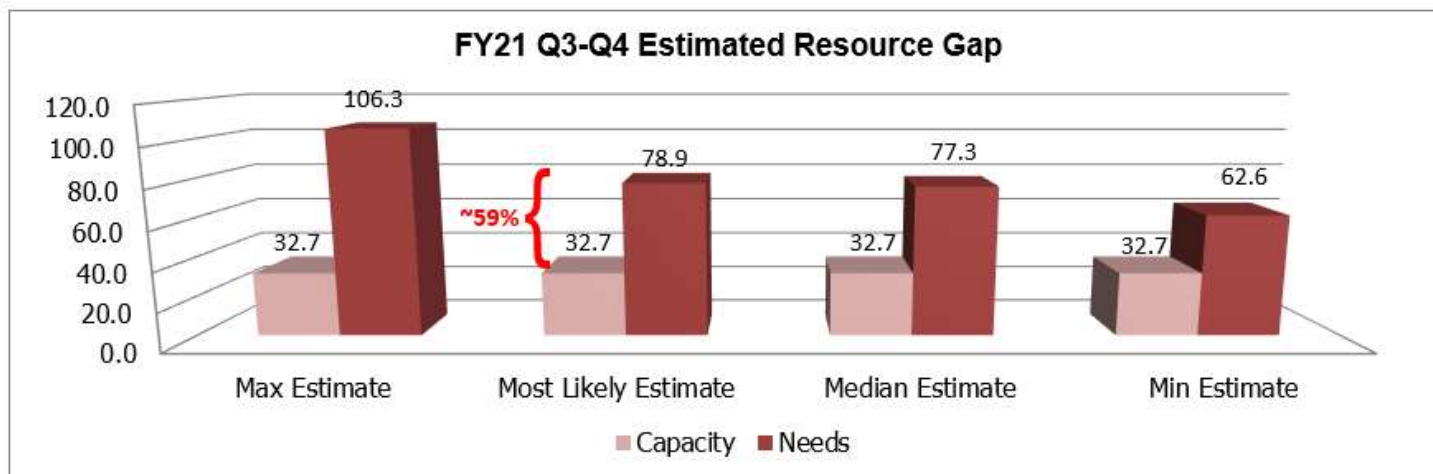
	Avg.	Min	Max	This Period
Completed Pct.	24%	19%	36%	36% (forecasted)

Capacity Estimates

T-Shirt Sizing	Work Effort	Initial Project Count*	Project Effort** (FTE)	ITS Capacity/Resource Calculations (FTE)			Est. Effort Allocation	Est. Time Allocation	Most Likely Estimate Gap
XX-Small	< 3 Days	5	0.02	Full Time	114.0	Admin.	26.2	23%	59%
X-Small	3-5 Days	5	0.1	Part time	2.1	Support	47.4	41%	
Small	5-30 Days	62	5.5	Total FTE	<u>116.1</u>	COVID-19 Support	9.8	8%	
Medium	31-60 Days	93	17.9			Research	5.8	5%	
Large	61-120 Days	46	17.7			Projects	26.8	23%	
X-Large	121-180 Days	18	10.8			Total	116.1	100%	
XX-Large	>180 Days	18	26.9						
Total		247	78.9						

* snapshot as of 12/6/2020

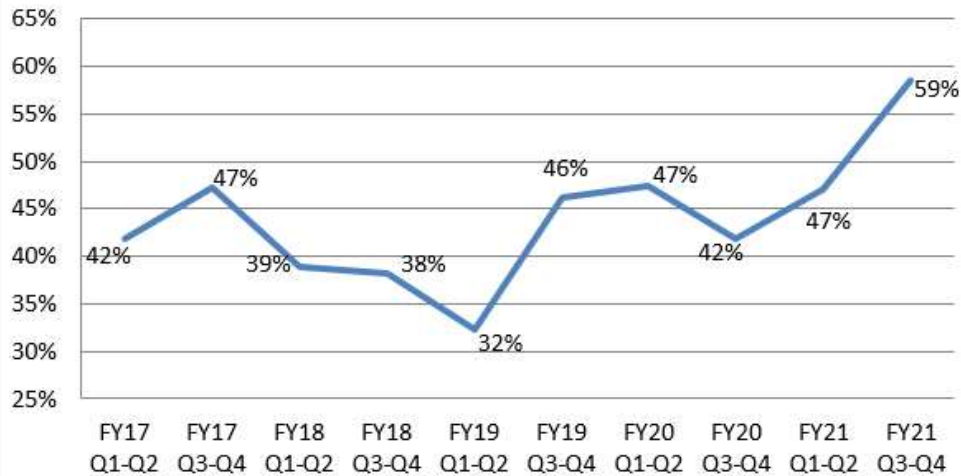
** most likely scenario



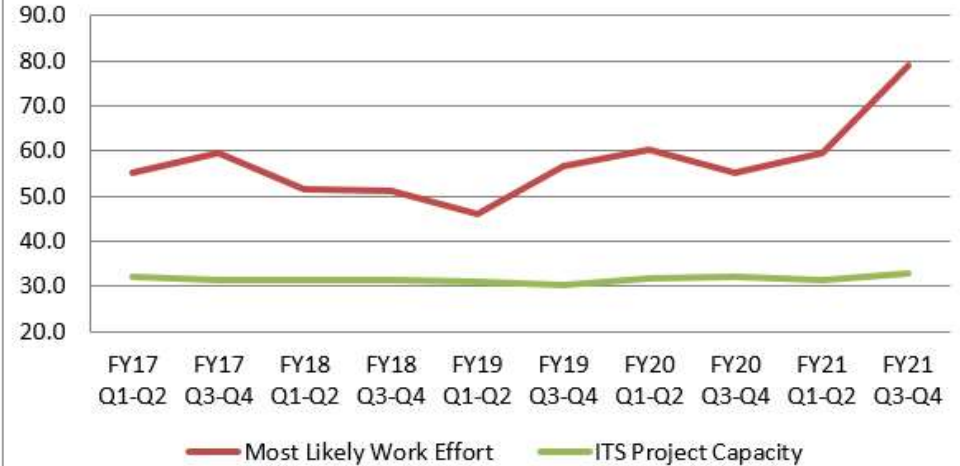
Portfolio Growth Details

	FY17	FY17	FY18	FY18	FY19	FY19	FY20	FY20	FY21	FY21	5 Year
	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Avg
Portfolio Count	200	207	183	175	177	203	201	184	190	247	197
Portfolio Growth	9%	4%	-12%	-4%	1%	15%	-1%	-8%	3%	30%	
Most Likely Work Effort	55.3	59.7	51.5	51.0	45.8	56.5	60.3	55.2	59.6	78.9	57.4
Most Likely Work Effort Growth	13%	7%	-16%	-1%	-11%	19%	6%	-9%	-1%	30%	
ITS Project Capacity	32.2	31.5	31.5	31.5	31.0	30.4	31.7	32.1	31.5	32.7	31.6
ITS Project Capacity Growth	-20%	-2%	0%	0%	-2%	-2%	4%	1%	-2%	4%	
Estimated Resource Gap	42%	47%	39%	38%	32%	46%	47%	42%	47%	59%	45%

ITS Project Portfolio Resource Gap

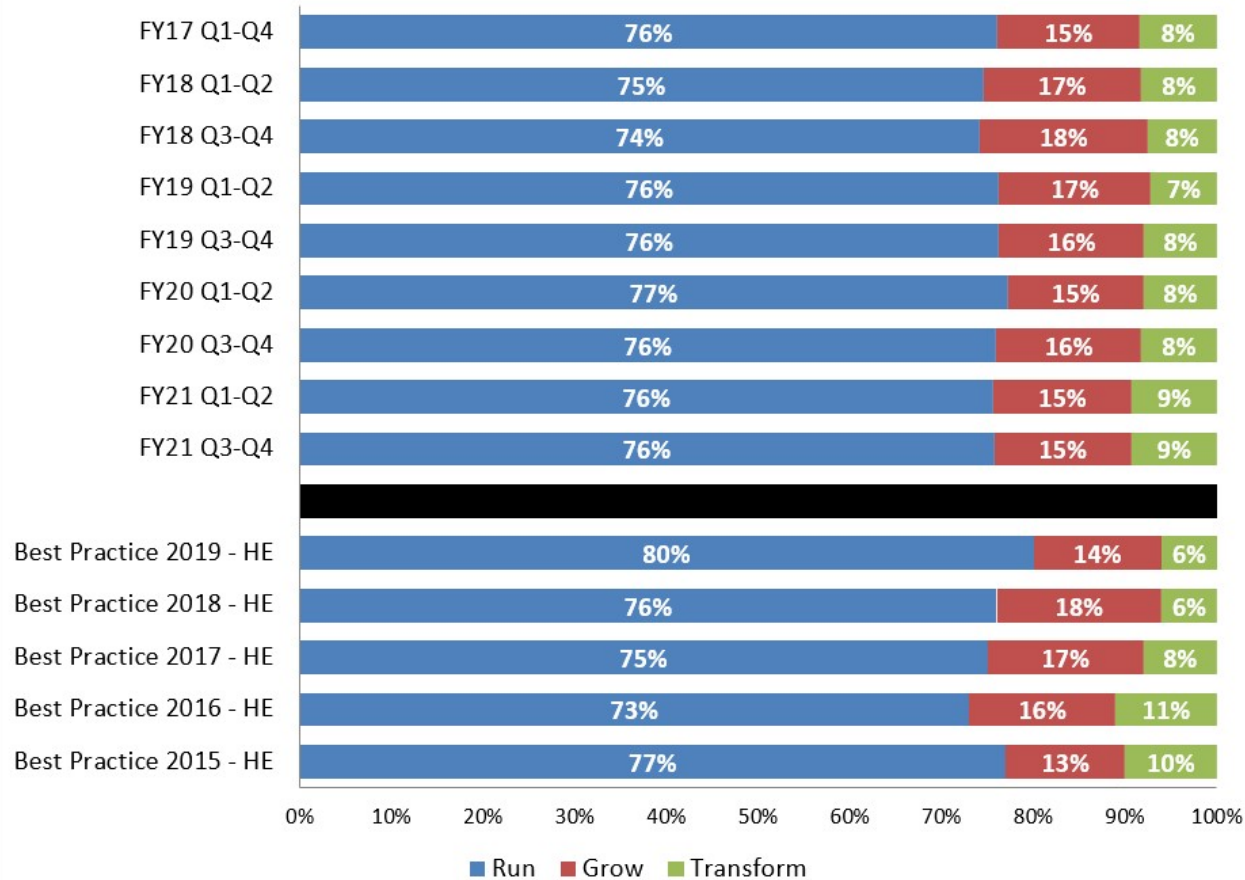


ITS Project Portfolio Resource Gap



ITS Project Portfolio Impact

Portfolio Strategic Breakdown - History



Run – Ongoing operations

Grow – Information systems and services to optimize performance

Transform – New technologies and processes that fundamentally promote change

FY21 Q3-Q4 ITS Pre-Approved/Established Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
	1-8	LOCUS Enhancements (8)	Large	Active	TBD	Enterprise/Multiple
A	1	Rollout of WHAT-IF Report for Students, Faculty, and Advisors	Medium	Hold	TBD	Academic Advising and Services
A	2	Rollout of Advising Notes Feature in LOCUS	Medium	Hold	TBD	Academic Advising and Services
A	3	Financial Aid - Loans/ Disbursements 2020-21 Aid Year	Large	Active	Q4 FY21	Financial Assistance
A	4	LOCUS immunizations module - Modify compliance tracking / enhance reporting	Medium	Pending	Q4 FY21	Wellness Center
A	5	Upgrade PayPath Credit Card Payment Software in LOCUS	Small	Active	Q3 FY21	Treasurer
A	6	Financial Aid Award Letter Processes - Aid Year 2022	Medium	Active	Q4 FY21	Financial Assistance
A	7	Writing Placement Assessment (Sakai Project) two-way interface with LOCUS	Medium	Pending	Q4 FY21	Sullivan Center for Student Services
A	8	Foreign Language Placement (Emersion) two-way interface with LOCUS	Medium	Pending	Q4 FY21	Sullivan Center for Student Services
	9-16	Information Security Program (8)	XXLarge	Active	Q2 FY22	Enterprise/Multiple
A	9	High Security Lab Environment/Security Operations Center	Medium	Active	Q3 FY21	Information Technology Services
A	10	Broaden Use of SIEM Technologies	Large	Active	Q3 FY21	Information Technology Services
A	11	Security - Securing How-To Instructions Across the University	Medium	Active	Q1 FY22	Information Technology Services
A	12	Data Center Firewalls	XXLarge	Active	Q2 FY22	Information Technology Services
A	13	2020 Risk Assessment	Large	Active	Q3 FY21	Information Technology Services
A	14	SCAP Deployment	XLarge	Active	Q4 FY21	Information Technology Services
A	15	2021 Security Assessment	Medium	Pending	Q2 FY22	Information Technology Services
A	16	2021 Phishing Assessment	XXLarge	Pending	Q2 FY22	Information Technology Services
	17-22	IT Disaster Recovery (6)	XXLarge	Active	Q2 FY22	Enterprise/Multiple
A	17	Disaster Recovery Planning	Large	Active	Q2 FY22	Information Technology Services
A	18	Network Disaster Recovery / Redundant ATT Circuit	Medium	Active	Q3 FY21	Information Technology Services
A	19	Disaster Recovery - TouchNet Paypath/TPG	Small	Active	Q3 FY21	Information Technology Services
A	20	Business Continuity for Departmental Staff	XXLarge	Active	Q2 FY22	Information Technology Services
A	21	Network Services (Core) Disaster Recovery Plan	Medium	Active	Q3 FY21	Information Technology Services
A	22	2021 DR Plan Review & Testing	Large	Pending	Q2 FY22	Information Technology Services

FY21 Q3-Q4 ITS Pre-Approved/Established Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
	23-26	Enterprise Content Management (4)	Large	Pending	TBD	Enterprise/Multiple
A	23	ECM - Electronic Document Retention	Large	Hold	TBD	Information Technology Services
A	24	Accounts Payable to Treasury/Cash Management - Foreign Invoices	Small	Pending	TBD	Accounts Payable
A	25	HSC - Faculty Admin	Medium	Hold	Q3 FY21	Faculty Administration
A	26	DocFinity webforms/automated workflows that perform transactions in LOCUS	Large	Pending	TBD	Registration & Records
	27-33	Business Intelligence/Data Warehouse Program (7)	XXLarge	Active	TBD	Enterprise/Multiple
A	27	Student Profile - Power BI	Large	Hold	Q3 FY21	Student Development - Office of VP
A	28	BI for Student Finance	XLarge	Hold	TBD	Finance-Office of VP-CFO
A	29	Revenue to Expense Model - Version 3	XLarge	Active	Q3 FY21	Finance-Office of VP-CFO
A	30	Develop an HR BI Dashboard, starting with key reports and metrics	XLarge	Active	Q3 FY21	Human Resources
A	31	Revenue to Expense Model - Version 4	XLarge	Active	Q3 FY21	Finance-Office of VP-CFO
A	32	Financial Aid Suite of Power BI Dashboards	XLarge	Hold	Q4 FY21	Financial Assistance
A	33	Learning Analytics - Phase 3	Medium	Active	Q3 FY21	Information Technology Services
	34-36	Lawson/Kronos Enhancements (3)	Medium	Active	Q3 FY21	Enterprise/Multiple
A	34	ESS Life Events - Benefits	Medium	Active	Q3 FY21	Human Resources
A	35	PNC Paid Check File and Paid Check File Images Open Check Data Processing	Small	Pending	Q3 FY21	Financial Systems
A	36	Implement MHC Document Express Form 1099-NEC module	Small	Pending	Q3 FY21	Financial Systems

FY21 Q3-Q4 ITS COVID-19 Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
	37-44	COVID-19 Related Projects (8)	XXLarge	Active	Q3 FY21	Enterprise/Multiple
A	37	COVID-19 Emergency Response Management	XXLarge	Active	Q3 FY21	Office of The President
A	38	Make onboarding process for new hires entirely electronic	Medium	Active	Q3 FY21	Human Resources: System & Process
A	39	ITS Metrics Dashboard During COVID-19 Pandemic	Medium	Active	Q3 FY21	Information Technology Services
A	40	GPEM-LOCUS Interface re-design	Large	Active	Q3 FY21	Grad & Prof Enrollment Mgmt
A	41	Tracking and reporting for the CARES funds	Medium	Active	Q3 FY21	Controller
A	42	COVID-19 Case Reporting	Large	Active	Q3 FY21	Wellness Center
A	43	Access Point Data	Medium	Active	Q3 FY21	Facilities-Office of VP
A	44	SHIELD Testing - Enrollment Processing and Analytics	XLarge	Active	Q3 FY21	Facilities-Office of VP

COVID-19 projects represents

- 3.6 FTE total (effort)
- 11% of the ITS project capacity
- 5% of the FY21 Q3-Q4 portfolio

COVID-19 support represents

- 9.8 FTE total (effort)
- 22% of the ITS support capacity

FY21 Q3-Q4 ITS Ranked Separately Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer					
Ranked Separately	A 45-48	Research Computing Services (9)	XXLarge	Active	Q2 FY22	Health Sciences/LUHS					
	B 77-81										
	A 45						Use of N-gram/HashMap technology to support high-performance NLP	XXLarge	Active	Q2 FY22	School of Nursing
	A 46						PCORI CAPriCORN 2020	XXLarge	Active	Q2 FY22	Public Health Sciences
	A 47						OMOP	XXLarge	Active	Q2 FY22	Public Health Sciences
	A 48						Use of Natural Language Processing (NLP) to Enhance Computable Phenotyping	XXLarge	Active	Q2 FY22	School of Nursing
	B 77						Smartphone App for Patients with Chronic Kidney Disease	Large	Active	Q4 FY21	Public Health Sciences
	B 78						Retrospective review of ultrasound and imaging guidelines for malignancy ri	Small	Active	Q2 FY22	Radiology
	B 79						LDS and DID Data Sets for Clinical Informatics Research (CRDB)	Medium	Active	Q2 FY22	Strategy & Innovation Office
	B 80						PCOR - COVID-related infrastructure award enhancement	Medium	Active	Q2 FY22	Public Health Sciences
B 81	Beaumont CRDB	Medium	Active	Q2 FY22	Strategy & Innovation Office						
Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer					
Ranked Separately	A 49-52	Stritch School of Medicine (14)	XXLarge	Active	TBD	Stritch School of Medicine					
	B 95-103										
	C-104										
	A 49						Create Application Relationship Diagram for HSC Systems	Large	Active	Q3 FY21	Information Technology Services
	A 50						Replace Admissions System	XXLarge	Pending	Q3 FY22	Student Affairs - Admissions SSOM
	A 51						SSOM Admissions Reporting	Small	Pending	TBD	Student Affairs - Admissions SSOM
	A 52						Exam Administration	XSmall	Active	Q3 FY21	Medical Education
	B 95						Continuing Medical Education Tracking	Large	Active	Q3 FY21	SSOM Administration
	B 96						New student evaluation form for SubInternship (SubI)	Small	Pending	Q3 FY21	Allergy/Immunology/Rheumatology
	B 97						HSC Portal Applications - LUHS Audit	Medium	Active	Q4 FY21	Information Technology Services
	B 98						Course/Clerkship Evaluation - Email notifications	Small	Pending	Q3 FY21	Educational Affairs, SSOM
	B 99						Radiology Curriculum Updates	Small	Pending	Q3 FY21	Radiology
	B 100						Lecture Email Reminders	Small	TBD	TBD	Educational Affairs, SSOM
	B 101						Integration of HSC Room Scheduler with 25Live	Medium	Active	Q4 FY21	Facilities-Office of VP
B 102	Application Access Rights	Large	TBD	TBD	Student Affairs SSOM						
B 103	Stritch Peer Support Network (SPSN)	Large	TBD	TBD	Student Affairs SSOM						
C 104	Global Health Honors	Small	Pending	Q3 FY21	Family Medicine						

Draft FY21 Q3-Q4 ITS Project Prioritization Worksheet

Draft

Tab	Row Nbr	Program Group	Proposed Ranking	Prior ITESC Ranking (Revised)	PRB Ranking	Prior ATC Ranking	T-Shirt Sizing	Status	Est. Compl. (FY-QTR)	Primary Customer
	53-59	LDE Foundation: Collaboration and Security (7)	1	1	1	---	XXLarge	Active	TBD	Information Technology Services
Priority A	53	Azure Information Protection & Data Loss Prevention POC Project					XLarge	Active	Q4 FY21	Information Technology Services
Priority A	54	Enterprise Mobility Management					Medium	Active	Q3 FY21	Information Technology Services
Priority A	55	LDE Delivery Program					XLarge	Active	Q3 FY21	Information Technology Services
Priority A	56	2 Factor Authentication					Large	Active	Q4 FY21	Information Technology Services
Priority A	57	Azure Password Self-Service					Large	Active	Q2 FY21	Information Technology Services
Priority A	58	Azure Privileged Identity Management					Medium	Pending	TBD	Information Technology Services
Priority A	59	LDE Digital Experience: O365 Application Portal Pilot					XXLarge	Pending	TBD	Information Technology Services
	60-66	FARS (7)	2	6	2	---	XXLarge	Pending	TBD	Enterprise/Multiple
Priority A	60	Faculty Administration Re-Architecture Strategy-FARS					XXLarge	Active	TBD	Provost's Office
Priority A	61	LUC Dynamic Faculty Database					XLarge	Active	Q3 FY21	Provost's Office
Priority A	62	Faculty Salary Planning					Large	Pending	TBD	Provost's Office
Priority A	63	Faculty Online Contracts					Medium	Active	Q3 FY21	Provost's Office
Priority A	64	FARS phase II requirements and future state design					Large	Active	Q3 FY21	Provost's Office
Priority A	65	Interfolio Review, Promotion, and Tenure Implementation					Large	Pending	Q4 FY21	Provost's Office
Priority A	66	Faculty Activity Reporting (replaces digital measures)					XLarge	Pending	TBD	Provost's Office
Priority A	67	LOCUS - Fluid deployment and Portal de-commissioning	3	5	3	---	XLarge	Active	Q3 FY21	Registration & Records
Priority A	68	EAB Navigate - Phase 2	4	2	4	---	Large	Pending	Q1 FY22	Academic Advising and Services

Draft

FY21 Q3-Q4 ITS Project Prioritization Worksheet

Draft

Tab	Row Nbr	Program Group	Proposed Ranking	Prior ITESC Ranking (Revised)	PRB Ranking	Prior ATC Ranking	T-Shirt Sizing	Status	Est. Compl. (FY-QTR)	Primary Customer
Priority A		LDE Transformation: Digital Assistant/Chatbots (5)	5	3	6	---	XLarge	Active	TBD	Enterprise/Multiple
Priority A	69	Chatbot Setup Enhancements					Small	Active	Q3 FY21	Information Technology Services
Priority A	70	Chatbot - Covid and Spring Return to Campus					Medium	Active	Q3 FY21	University Marketing and Communication
Priority A	71	Placeholder - Chatbot Expansion for ITS Service Desk					Small	Pending	TBD	Information Technology Services
Priority A	72	Chatbot - Enrollment Systems					Medium	Pending	TBD	Enrollment Systems
Priority A	73	Chatbot - Student Development					Medium	Pending	TBD	Student Development - Office of VP
Priority A	74	Placeholder - Chatbot for Financial Assistance					Medium	Pending	TBD	Financial Assistance
Priority A	75	Placeholder - Chatbot for Academic Advising					Medium	Pending	TBD	Sullivan Center for Student Services
Priority A	76	Deploy the Digital Assistant/Chatbot within Human Resources					Medium	Pending	TBD	Human Resources
Priority A	77	Replace Storage Area Network (SAN) for Critical Data					6	15	7	---
Priority A	78	Enterprise Learning Hub - Phase 2	7	Slowed (5)	8	---	Large	Active	Q3 FY21	Enterprise/Multiple
		Travel Mgmt Services (2)	8	Deferred (13)	5	---	XLarge	Pending	TBD	Finance/Controller
Priority A	79	Travel Mgmt Company - Egencia					Large	Pending	Q4 FY21	Financial Systems
Priority A	80	Travel & Expense Management Technology Solution					Large	Pending	TBD	Controller's Office
Priority A	81	Review and Evaluate Proposed Research Administration Solutions	9	18	9	---	XXLarge	Active	Q3 FY22	Provost's Office
Priority A	82	Pacolan Athletic Ticketing Replacement for Neulion	10	17	13	---	Large	Active	TBD	Athletics
Priority A	83	Collaboratory - Community Engagement Software	11	---	10	---	Medium	Pending	Q1 FY21	Provost's Office
Priority A	84	Implementation of Paper Transcript Request Process	12	9	11	---	Medium	Active	Q3 FY21	Registration & Records
Priority A	85	Space and Asset Management - Phase 2 Implementation	13	Deferred (9)	12	---	XXLarge	Active	Q4 FY21	Facilities-Office of VP
Priority A	86	Conference Services RFP - Replacement for Kinetic	14	Slowed (---)	14	---	Large	Active	Q3 FY21	Conference Services
Priority A	87	Evaluate various platforms for QSB to deliver virtual events	15	---	15	---	Medium	Active	Q3 FY21	Quinlan School of Business-Exec Ed.

FY21 Q3-Q4 ITS Project Prioritization Worksheet

Tab	Row Nbr	Program Group	Proposed Ranking	Prior ITESC Ranking (Revised)	PRB Ranking	Prior ATC Ranking	T-Shirt Sizing	Status	Est. Compl. (FY-QTR)	Primary Customer
		Advancement/Development (3)	16	19	16	---	Large	Pending	TBD	Advancement/Development
Priority A	88	Gift Agreement Workflow					Medium	Hold	Q3 FY21	Advancement/Development
Priority A	89	Recreate the Bio Data Feed from iModules to Advance					Medium	Hold	TBD	Advancement/Development
Priority A	90	Replace System for Gift Receipting Process					Large	Pending	TBD	Advancement/Development
Priority A	91	Automate HSC Parking/ID Processes for LUC students	17	Slowed (17)	17	---	Medium	Active	Q3 FY21	School of Nursing
Priority A	92	PeopleGrove - Enhancement to the Alumni load process	18	---	20	---	Small	Active	Q3 FY21	Quinlan School of Business
Priority A	93	Customer Relationship Management (CRM) system evaluation for SON	19	14	19	---	Large	Active	Q3 FY21	School of Nursing
Priority A	33	Learning Analytics - Phase 3	20	Slowed (---)	18	---	Medium	Active	Q3 FY21	Provost's Office
Priority A	94	Replacement of ECSI SALNet (Flywire)	21	Slowed (8)	21	---	Large	Hold	TBD	Office of The Bursar
Priority A	95	T4 Sitemanager Upgrade	22	20	22	---	Medium	Active	Q3 FY21	Information Technology Services
		ECM (4)	No Ranking due to COVID-19	---	---	---	Large	Pending	TBD	
Priority A	23	ECM - Electronic Document Retention					Large	Hold	TBD	Information Technology Services
Priority A	24	Accounts Payable to Treasury/Cash Management - Foreign Invoices					Small	Pending	TBD	Accounts Payable
Priority A	25	HSC - Faculty Admin					Medium	Hold	Q3 FY21	Faculty Administration
Priority A	26	DocFinity webforms/automated workflows that perform transactions in LOCUS					Large	Pending	TBD	Registration & Records

2020 ITESC Schedule

March 3rd, 2020 - Tuesday, 1:00-3:00 PM – Cancelled due to COVID-19 Move Online

- ITESC Committees
- Calendar View of Major Rollouts
- Student Communications
- HSC Phone System

April 28, 2020 - Tuesday, 1:00-3:00 PM

- COVID-19 Summary
- LDE Foundation: Collaboration & Security - Revised Schedule
- Short-Term Technology Planning & Decisions
- Mid/Long-Term Technology Planning & Decisions

June 18, 2020 - Thursday, 1:00-3:00 PM

- COVID-19 Maintenance Savings
- Fluid Development
- Enterprise learning Hub
- Project Portfolio Prioritization

August 13, 2020 – Thursday, 1:00-3:00 PM

- Start of School Update
- EAB Student Success Platform
- Loyola Digital Experience Schedule Progress
- Faculty Administration Re-architecture Strategy
- ITS Portfolio Prioritization Review

October 22, 2020 - Tuesday, 1:00-3:00 PM

- Loyola Digital Experience (LDE)
- Adjustments to Portfolio

December 8, 2020 - Tuesday, 1:00-3:00 PM

- Student Experience Technology Strategy
- Project Portfolio Prioritization