# ITS Executive Steering Committee (ITESC)

Agenda and Materials – June 18th, 2020

**Technology@Loyola**
INFORMATION TECHNOLOGY AND SERVICES  |  LOYOLA UNIVERSITY CHICAGO

# Agenda

COVID-19 Maintenance Renewal Savings
- S. Malisch

Fluid Development
- S. Malisch

Enterprise Learning Hub
- J. Sibenaller

Project Portfolio Prioritization
- S. Malisch, J. Sibenaller

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# ITS COVID-19 Maintenance Renewal Savings

## Annual Maintenance

| Vendor | Original Invoice/Quote | Revised Invoice/Quote | Savings | Discount |
|---|---|---|---|---|
| HighPoint Technology Solutions | $20,819.62 | $20,213.22 | ($606.40) | 2.91% |
| Micro Focus Software | $78,206.80 | $68,497.20 | ($9,709.60) | 12.42% |
| LabStats | $12,450.00 | $11,928.00 | ($522.00) | 4.19% |
| Longsight (Sakai) | $106,000.00 | $101,500.00 | ($4,500.00) | 4.25% |
| Ivanti | $10,766.19 | $10,458.58 | ($307.61) | 2.86% |
| Apporto | $51,000.00 | $40,800.00 | ($10,200.00) | 20.00% |
| Oracle Peoplesoft Licenses | $334,327.44 | $273,577.95 | ($60,749.49) | 18.17% |
| iModules | $83,815.00 | $75,570.00 | ($8,245.00) | 9.84% |
| Poppulo | $27,360.00 | $25,080.00 | ($2,280.00) | 8.33% |
| Gartner for Technical Professionals (GTP) | $60,700.00 | $58,684.00 | ($2,016.00) | 3.32% |
| Microsoft Premium Support | $74,160.00 | $70,890.00 | ($3,270.00) | 4.41% |
| **Total** | $859,605.05 | $757,198.95 | ($102,406.10) | 11.91% |
| **Average Savings** | | | | 8.24% |

## Professional Services

| Vendor | Original Services Quote | Revised Services Quote | Savings | Discount |
|---|---|---|---|---|
| Kronos Upgrade Services | $38,345.00 | $23,062.50 | ($15,282.50) | 39.86% |

**Total Savings** ($117,688.60)

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# Student System: Fluid Deployment Current Timeline

**Current Deployment Timeline:**

- Migrate all Fluid projects and configurations to PA91PRE/CS92PRE by Monday, June 15
- User Acceptance Testing in PRE – Monday, June 15 through Friday, July 31 (with a final approval for go live by Thursday, July 30). During this time, PRE will not be refreshed. Also, the PRE environment has the current PeopleTools 8.57.14 patch.
- **Upgrade PT 8.57.14 to PRD on Sunday, July 12** (during the 5 am – 9 am maintenance window). Downtime during the patch upgrade.
- **Complete all Fluid projects and configuration in PRD on Monday, August 3 during the business day. No downtime.** Enable Fluid by the end of the business day.

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# Student System: Fluid Deployment Revised Timeline

**Contingency Scenario II – Re-scope Fluid deployment to include Portal decommissioning**

- **Option A:**  Deploy during Spring break 2021 (March 8-13).
  **Pros:** Full student experience;
  **Cons:**  Mid-semester cutover, shortly before fall registration (April 19).

- Fluid Steering Committee along with Patrick Green, John Campbell and Erin Moriarity met on 6/17/2020.
- Reviewed series of contingency plans and timelines.  Concerns:
  - Amount of change and uncertainty with fall semester; offering students some consistency
  - Advisors will be registering students during the scheduled UAT testing period and are already feeling overwhelmed.  They will also be training and testing EAB Navigate during this same time period.
  - Student experience would likely be positive; perception of increased costs

- Group will continue to meet bi-weekly be plan Portal decommissioning and update traning materials for LOCUS.

- Background technical work will proceed to upgrade to PUM Image 18 by end of CY 2020 (we are four versions behind); this will include bug fixes for Fluid and possibly additional Fluid funcationality.

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# LOCUS Portal/Student Homepage

# Fluid Student Homepage

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# Enterprise Learning Hub

**Goal:** Provide a single source landing page or "hub" for all training and administrative tasks to improve user experience and foster an improved learning environment.

**Scope:** Faculty & Staff

**Budget:** $100K (FY21 Capital)

**Analysis Completed:**
- Best practice and University usage researched
- 50+ requirements identified
- Created short list of vendors (3)
  - Saba, Cornerstone, SAP Litmos
  - Attended Product Demos

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# Enterprise Learning Hub

**Modification:** Per the April ITESC discussion, ITS met with Student Development and Human Resources to discuss the project. Group determined that students would benefit from a similar product and learning experience.

**Costs:**

| SAP Litmos | Annual cost | Implementation | Year 1 | Year 2 | Year 3 | 3 year total |
|---|---|---|---|---|---|---|
| Entire Enterprise (22,000) | $220,320 | N/A | $220,320 | $220,320 | $220,320 | $660,960 |
| Enterprise Student (17,000) | $220,320 | N/A | $220,320 | $220,320 | $220,320 | $660,960 |
| Enterprise Faculty/staff (5,000) | $112,000 | N/A | $112,000 | $112,000 | $112,000 | $336,000 |
| | | | | | | |
| **CornerStone** | **Annual cost** | **Implementation** | **Year 1** | **Year 2** | **Year 3** | **3 year total** |
| Entire Enterprise (22,000) | $175,500 | $90,000 | $265,500 | $175,500 | $175,500 | $706,500 |
| Enterprise Student (17,000) | $110,500 | $90,000 | $200,500 | $110,500 | $110,500 | $511,500 |
| Enterprise Faculty/staff (5,000) | $65,000 | $90,000 | $155,000 | $65,000 | $65,000 | $375,000 |
| | | | | | | |
| **SABA** | **Annual cost** | **Implementation** | **Year 1** | **Year 2** | **Year 3** | **3 year total** |
| Entire Enterprise (22,000) | $175,500 | $90,000 | $265,500 | $175,500 | $175,500 | $706,500 |
| Enterprise Student (17,000) | $110,500 | $90,000 | $200,500 | $110,500 | $110,500 | $511,500 |
| Enterprise Faculty/staff (5,000) | $65,000 | $90,000 | $155,000 | $65,000 | $65,000 | $375,000 |

**Concern:** High solution costs and the acquisition of Saba by Cornerstone make a cloud solution not financially feasible.

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# Enterprise Learning Hub

Recommendation:

1. Validate the ability to build an Enterprise Learning Hub (ELH) in-house
   - Code re-use
   - Complexity
   - Timing
   - Staffing (need a java developer)
2. Roll-out the ELH functionality in an iterative fashion
3. Prioritize HR, Title IX & Security Awareness in the initial release
   - Goal is Fall 2020
4. Add student training and compliance tasks as iterations
5. Future phases to include non-disclosure, policy reviews, etc.

Costs: Utilize the $100K capital line to fund a java developer consultant

Action: Seeking approval from the ITESC to move forward as recommended.

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# Agenda

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**Project Portfolio Prioritization**
  • **S. Malisch, J. Sibenaller**

# Plan of Record Tracking

| POR Activity | Total Count | T-Shirt Sizing Breakdown | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | X-Large | Large | Medium | Small | X-Small |
| Original FY20 Q3-Q4 POR | 184 | 19 | 36 | 86 | 41 | 2 |
| Revised FY20 Q3-Q4 POR | 184 | 19 | 38 | 84 | 41 | 2 |
| New Projects Started | 73 | 8 | 13 | 27 | 22 | 3 |
| Final FY20 Q3-Q4 POR | 257 | 27 | 51 | 111 | 63 | 5 |
| Completed Projects | (46) | 3 | 11 | 15 | 15 | 2 |
| Forecasted Completed Projects | (14) | 1 | 1 | 7 | 5 | 0 |
| Duplicate / Canceled | (9) | 1 | 1 | 6 | 1 | 0 |
| Rollover Projects | 188 | 22 | 38 | 83 | 42 | 3 |
| New Projects not Started | 2 | 0 | 2 | 0 | 0 | 0 |
| FY21 Q1-Q2 POR (Draft) | 190 | 22 | 40 | 83 | 42 | 3 |
| Net Change | 6 | 3 | 4 | (3) | 1 | 1 |

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# Project Sizing Trend

**Portfolio Counts**

| T-Shirt Sizing | Work Effort | FY16 Q3-Q4 | FY17 Q1-Q2 | FY17 Q3-Q4 | FY18 Q1-Q2 | FY18 Q3-Q4 | FY19 Q1-Q2 | FY19 Q3-Q4 | FY20 Q1-Q2 | FY20 Q3-Q4 | FY21 Q1-Q2 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| TBD | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X-Small | < 5 Days | 6 | 4 | 4 | 2 | 1 | 1 | 4 | 3 | 2 | 3 |
| Small | 5-30 Days | 45 | 49 | 48 | 36 | 31 | 40 | 50 | 45 | 41 | 42 |
| Medium | 31-60 Days | 80 | 94 | 98 | 96 | 92 | 94 | 96 | 97 | 86 | 83 |
| Large | 61-120 Days | 37 | 36 | 37 | 34 | 36 | 31 | 35 | 34 | 36 | 40 |
| X-Large | >120 Days | 15 | 17 | 20 | 15 | 15 | 11 | 18 | 22 | 19 | 22 |
| | Portfolio | 183 | 200 | 207 | 183 | 175 | 177 | 203 | 201 | 184 | 190 |
| | Completed | 48 | 57 | 54 | 44 | 58 | 55 | 49 | 77 | 60 | |



ITS Project Portfolio
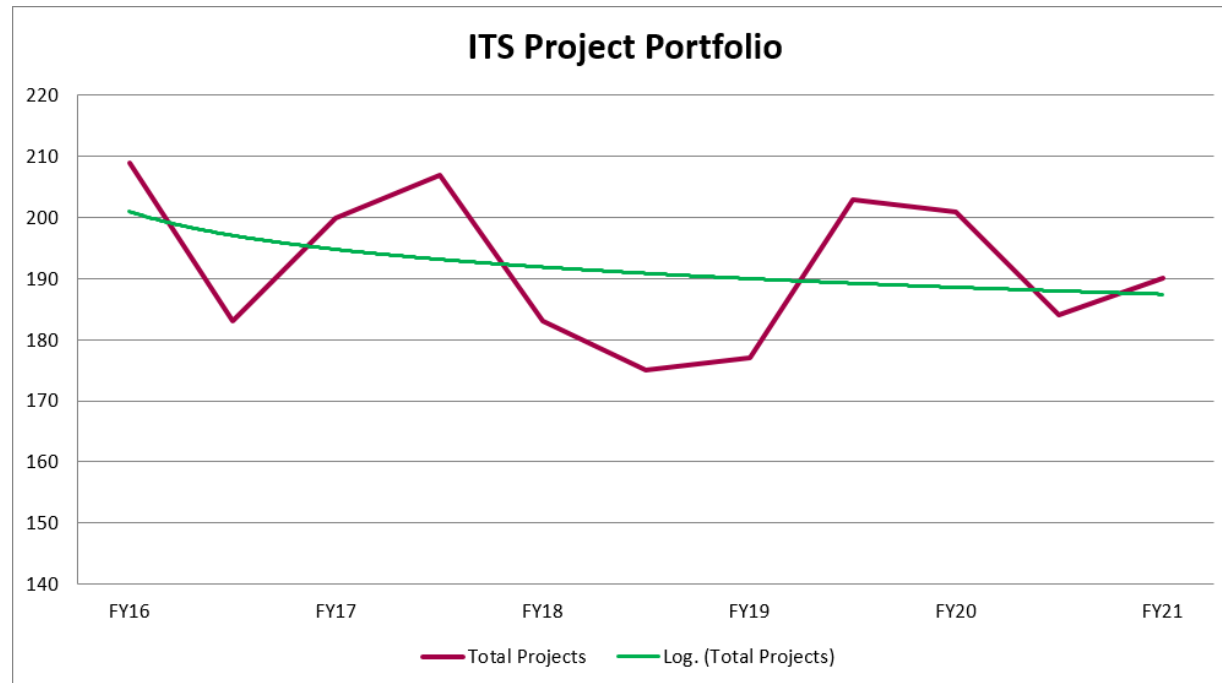
| | Avg. | Min | Max | This Period |
|---|---|---|---|---|
| Portfolio | 190 | 175 | 207 | 190 |

# Completed Project Forecast

**Portfolio Completion Pct**
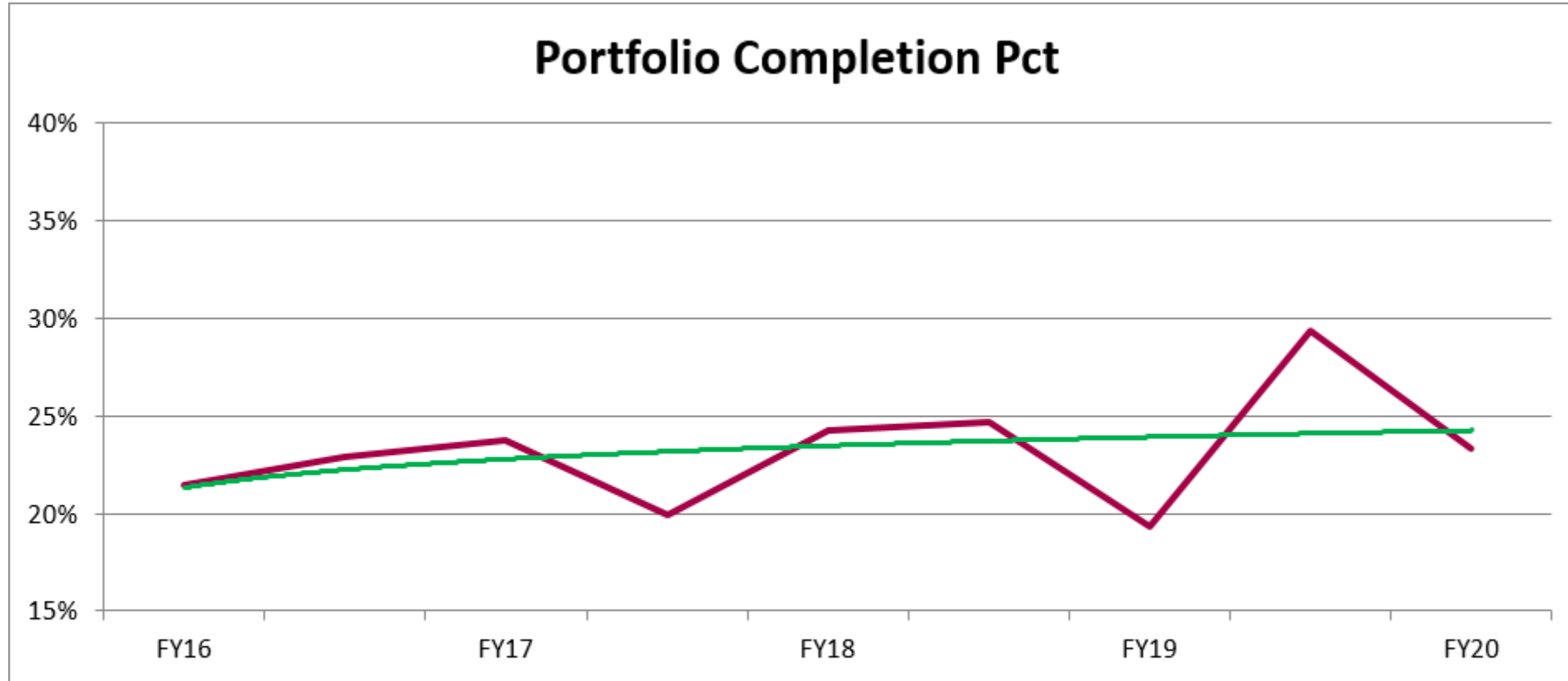


60 projects forecast completed this period

| | Avg. | Min | Max | This Period |
|---|---|---|---|---|
| Completed Pct. | 24% | 19% | 29% | 23% (forecasted) |

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# Capacity Estimates

| T-Shirt Sizing | Work Effort | Initial Project Count* | Project Effort** (FTE) |
|---|---|---|---|
| TBD | TBD | 0 | 0.0 |
| X-Small | < 5 Days | 3 | 0.1 |
| Small | 5-30 Days | 42 | 3.8 |
| Medium | 31-60 Days | 83 | 16.0 |
| Large | 61-120 Days | 40 | 15.4 |
| X-Large | >120 Days | 22 | 24.4 |
| | Total | 190 | 59.6 |

\* snapshot as of 6/5/20
does not include HSC ISD

\*\* most likely scenario

| ITS Capacity/Resource Calculations (FTE) | |
|---|---|
| Full Time | 101.0 |
| Part Time | 1.3 |
| Annual Total | 102.3 |

| | Est. Effort Allocation | Est. Time Allocation | Most Likely Estimate Gap |
|---|---|---|---|
| Admin. | 26.1 | 26% | 47% |
| Support | 44.6 | 44% | |
| Project | 31.5 | 31% | |
| Total | 102.3 | 100% | |



**FY21 Q1-Q2 Estimated Resource Gap**

| | Capacity | Needs |
|---|---|---|
| Max Estimate | 31.5 | 81.1 |
| Most Likely Estimate | 31.5 (~47%) | 59.6 |
| Median Estimate | 31.5 | 57.2 |
| Min Estimate | 31.5 | 33.4 |

Capacity / Needs

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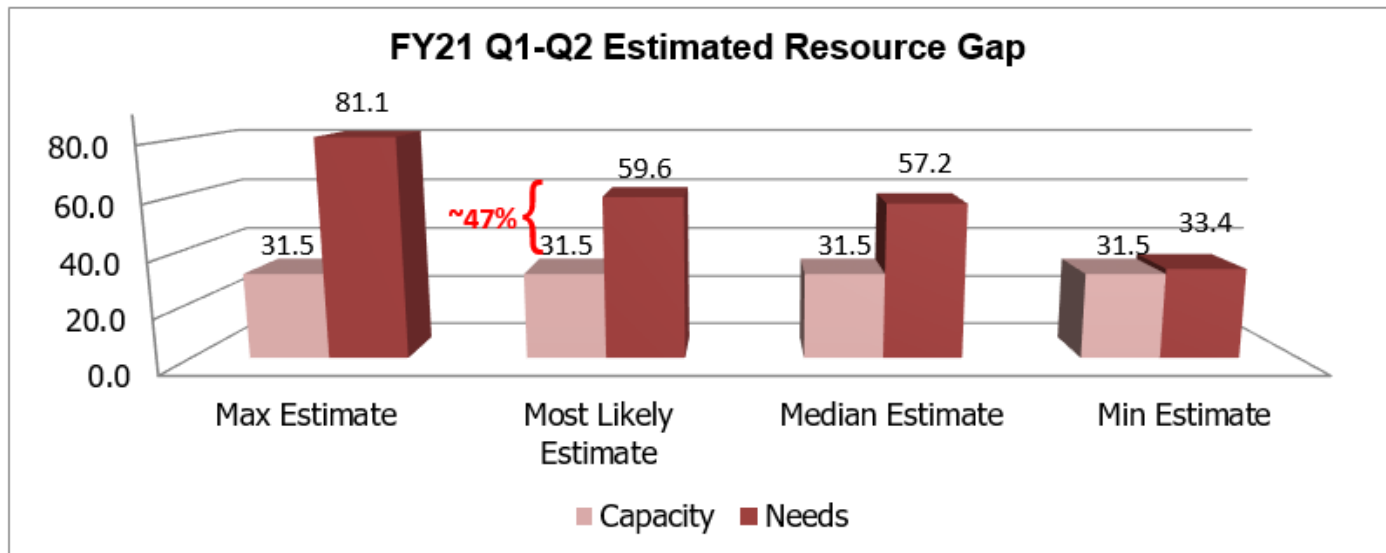
# Portfolio Growth Details

| | FY17 Q1-Q2 | FY17 Q3-Q4 | FY18 Q1-Q2 | FY18 Q3-Q4 | FY19 Q1-Q2 | FY19 Q3-Q4 | FY20 Q1-Q2 | FY20 Q3-Q4 | FY21 Q1-Q2 | 5 Year Avg |
|---|---|---|---|---|---|---|---|---|---|---|
| Portfolio Count | 200 | 207 | 183 | 175 | 177 | 203 | 201 | 184 | 190 | 191 |
| Portfolio Growth | 9% | 4% | -12% | -4% | 1% | 15% | -1% | -8% | 3% | |
| Most Likely Work Effort | 55.3 | 59.7 | 51.5 | 51.0 | 45.8 | 56.5 | 60.3 | 55.2 | 59.6 | 55.0 |
| Most Likely Work Effort Growth | 13% | 7% | -16% | -1% | -11% | 19% | 6% | -9% | 7% | |
| ITS Project Capacity | 32.2 | 31.5 | 31.5 | 31.5 | 31.0 | 30.4 | 31.7 | 32.1 | 31.5 | 31.5 |
| ITS Project Capacity Growth | -20% | -2% | 0% | 0% | -2% | -2% | 4% | 5% | -1% | |
| Estimated Resource Gap | 42% | 47% | 39% | 38% | 32% | 46% | 47% | 42% | 47% | 43% |



ITS Project Portfolio Resource Gap



ITS Project Portfolio Resource Gap
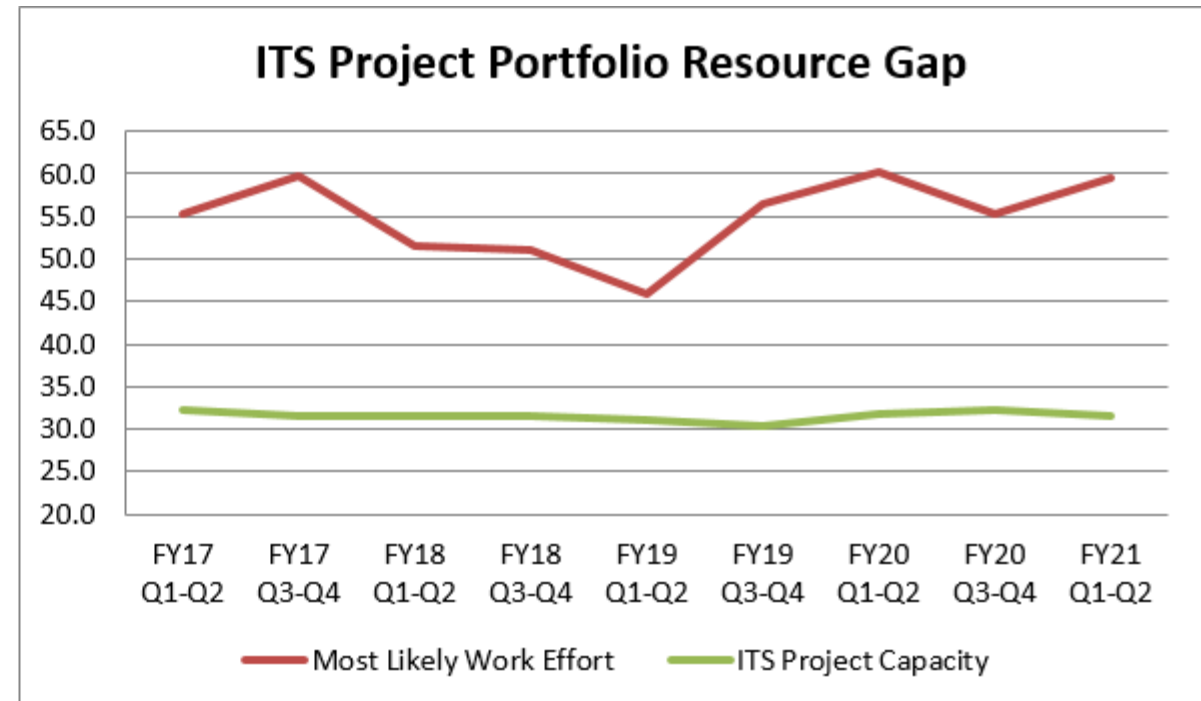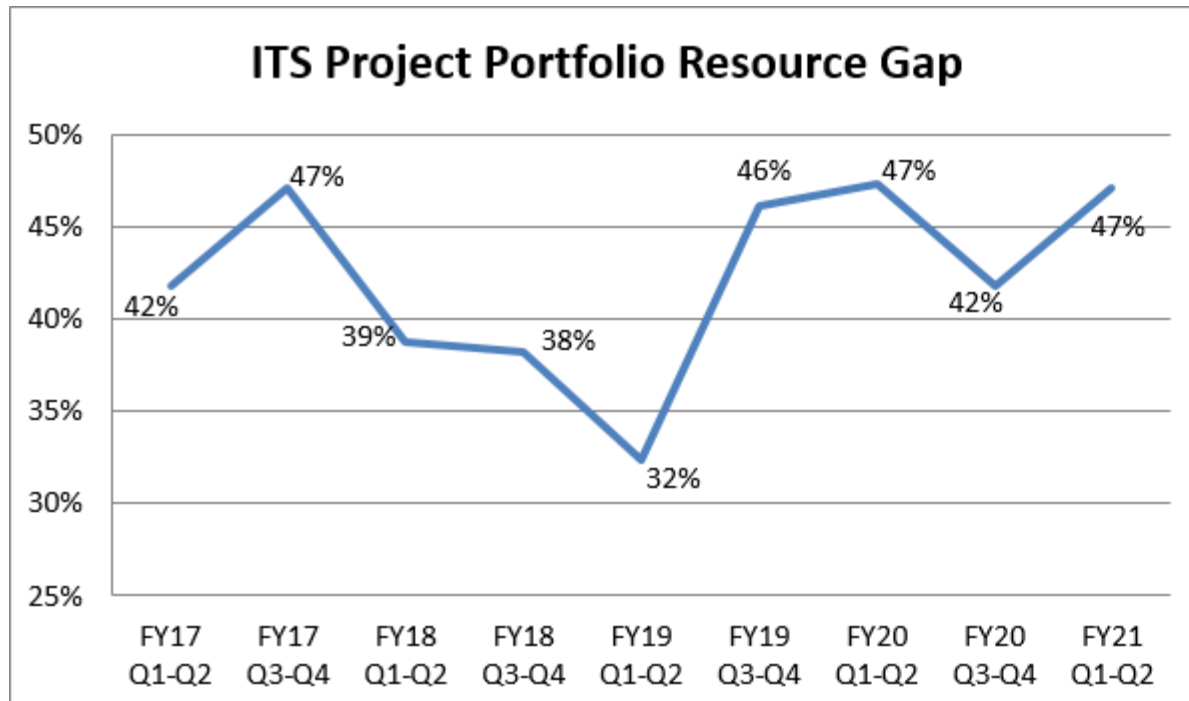
# ITS Project Portfolio Impact

## Portfolio Strategic Breakdown - History

| Period | Run | Grow | Transform |
|---|---|---|---|
| FY17 Q1-Q4 | 76% | 15% | 8% |
| FY18 Q1-Q2 | 75% | 17% | 8% |
| FY18 Q3-Q4 | 74% | 18% | 8% |
| FY19 Q1-Q2 | 76% | 17% | 7% |
| FY19 Q3-Q4 | 76% | 16% | 8% |
| FY20 Q1-Q2 | 77% | 15% | 8% |
| FY20 Q3-Q4 | 76% | 16% | 8% |
| FY21 Q1-Q2 | 76% | 15% | 9% |
| Best Practice 2019 - HE | 80% | 14% | 6% |
| Best Practice 2018 - HE | 76% | 18% | 6% |
| Best Practice 2017 - HE | 75% | 17% | 8% |
| Best Practice 2016 - HE | 73% | 16% | 11% |
| Best Practice 2015 - HE | 77% | 13% | 10% |

■ Run  ■ Grow  ■ Transform
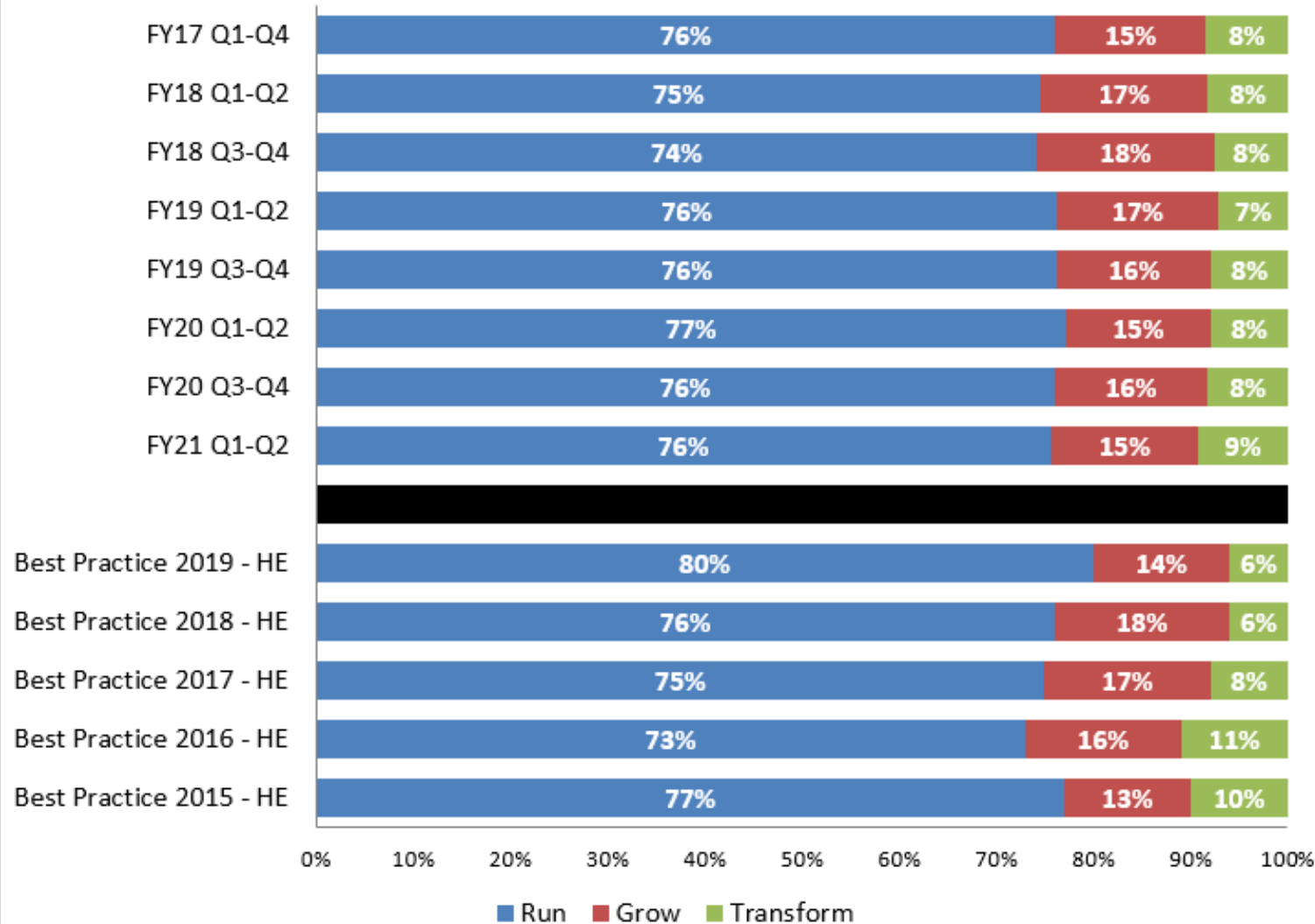
Run – Ongoing operations

Grow – Information systems and services to optimize performance

Transform – New technologies and processes that fundamentally promote change

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# FY21 Q1-Q2 ITS Pre-Approved/Established Projects

| Priority | Row Nbr | Program Group | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|---|---|---|---|---|---|---|
| | 1-4 | **LOCUS Enhancements (4)** | **XLarge** | **Active** | **TBD** | **Enterprise/Multiple** |
| A | 1 | Rollout of WHAT-IF Report for Students, Faculty, and Advisors | Medium | On Hold | TBD | Academic Advising and Services |
| A | 2 | Rollout of Advising Notes Feature in LOCUS | Medium | On Hold | TBD | Academic Advising and Services |
| A | 3 | Advisor Assignment - re-design of batch process | Large | Active | Q1 FY21 | Academic Advising and Services |
| A | 4 | Financial Aid Award Letter Processes - Aid Year 2021 | Large | Active | Q4 FY21 | Financial Assistance |
| | 5-10 | **Information Security Program (6)** | **XLarge** | **Active** | **Q1 FY22** | **Enterprise/Multiple** |
| A | 5 | High Security Lab Environment/Security Operations Center | Medium | Pending | Q3 FY21 | Information Technology Services |
| A | 6 | Broaden Use of SIEM Technologies | Large | Active | Q3 FY21 | Information Technology Services |
| A | 7 | Security - Securing How-To Instructions Across the University | Medium | Active | Q1 FY22 | Information Technology Services |
| A | 8 | 2020 Security Assessment | Medium | Pending | Q2 FY21 | Information Technology Services |
| A | 9 | Data Center Firewalls | Large | Pending | Q2 FY21 | Information Technology Services |
| A | 10 | Full Security Review of Student Clinical Placement On-boarding Processes | Medium | Pending | Q1 FY21 | School of Nursing |
| | 11-16 | **IT Disaster Recovery (6)** | **XLarge** | **Active** | **Q2 FY21** | **Enterprise/Multiple** |
| A | 11 | Disaster Recovery Planning | Large | Active | Q2 FY21 | Information Technology Services |
| A | 12 | Network Disaster Recovery / Redundant ATT Circuit | Medium | Active | Q1 FY21 | Information Technology Services |
| A | 13 | Disaster Recovery - TouchNet Paypath/TPG | Small | Active | Q1 FY21 | Information Technology Services |
| A | 14 | Business Continuity for Departmental Staff | XLarge | Active | Q2 FY21 | Information Technology Services |
| A | 15 | Network Services (Core) Disaster Recovery Plan | Medium | Active | Q1 FY21 | Information Technology Services |
| A | 16 | 2020 Disaster Recovery Program Plan Reviews and Testing | Large | On Hold | Q2 FY21 | Information Technology Services |
| | 17-21 | **Enterprise Content Management (5)** | **Large** | **Active** | **TBD** | **Enterprise/Multiple** |
| A | 17 | ECM - Electronic Document Retention | Large | On Hold | TBD | Information Technology Services |
| A | 18 | Accounts Payable to Treasury/Cash Management - Foreign Invoices | Small | Pending | TBD | Accounts Payable |
| A | 19 | HSC - Faculty Admin | Medium | On Hold | Q2 FY21 | Faculty Administration |
| A | 20 | DocFinity webforms/automated workflows that perform transactions in LOCUS | Large | Pending | TBD | Registration & Records |
| A | 21 | TCMS - Non-Repetitive EFT Workflow Updates - Phase 4 | Small | Active | Q1 FY21 | Treasurer |

# FY21 Q1-Q2 ITS Pre-Approved/Established Projects

| Priority | Row Nbr | Program Group | Rank | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|---|---|---|---|---|---|---|---|
| | 22-34 | **Business Intelligence/Data Warehouse Program (13)** | **Rank** | **XLarge** | **Active** | **TBD** | **Enterprise/Multiple** |
| A | 22 | Cabinet Dashboard | 1 | Medium | Active | Q4 FY20 | Office of The President |
| A | 23 | Tracking and reporting for the CARES funds | 2 | Medium | Active | Q1 FY21 | Finance-Office of SVP-CFO |
| A | 24 | Enterprise wide lists for UMC communications | 3 | Large | Active | Q1 FY21 | Marketing Services |
| A | 25 | ITS Metrics Dashboard During COVID-19 Pandemic | 4 | Medium | Active | Q4 FY20 | Information Technology Services |
| A | 26 | Revenue to Expense Model - Version 3.0 | 5 | Xlarge | Active | Q2 FY21 | Finance-Office of SVP-CFO |
| A | 27 | Develop an HR BI Dashboard | 6 | Xlarge | Active | Q1 FY21 | Human Resources: Office of VP |
| A | 28 | Revenue to Expense Model - Version 4.0 | 7 | Xlarge | Active | Q2 FY21 | Finance-Office of SVP-CFO |
| A | 29 | Map WebCheckout Data into EDW | 8 | Medium | Active | Q1 FY21 | Enterprise |
| A | 30 | Student Profile - Power BI | 9 | Large | Active | Q2 FY21 | Student Development - Office of VP |
| A | 31 | Financial Aid Suite of Power BI Dashboards | 10 | Xlarge | Active | Q1 FY21 | Financial Aid Office |
| A | 32 | BI for Student Finance | 11 | XLarge | On Hold | TBD | Finance-Office of SVP-CFO |
| B | 33 | ITS Dashboard - Area Metrics | 12 | Large | Active | Q2 FY21 | Information Technology Services |
| B | 34 | ITS Annual Summary Dashboard | 13 | Large | On Hold | TBD | Information Technology Services |
| | 35-40 | **Lawson/Kronos Enhancements (6)** | | **XLarge** | **Active** | **TBD** | **Enterprise/Multiple** |
| A | 35 | Multi-Factor Authentication for Lawson & ESS outside LUC firewall | | Medium | In Progress | Q1 FY21 | Financial Systems |
| A | 36 | ESS Life Events - Benefits | | Medium | In Progress | Q1 FY21 | Human Resources |
| A | 37 | ESS Federal Tax Change | | Small | Pending | TBD | Human Resources |
| A | 38 | PNC Paid Check File and Paid Check File Images Open Check Data Processing | | Small | Pending | Q1 FY21 | Financial Systems |
| A | 39 | Upgrade Kronos Workforce Central to version 8.1.6 | | XLarge | Pending | Q2 FY21 | Payroll Services |
| A | 40 | Changes for 2021 HR Open Enrollment in Lawson | | Large | Pending | Q2 FY21 | Human Resources: System & Process |

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# FY21 Q1-Q2 ITS COVID-19 Projects

| Priority | Row Nbr | Program Group | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|---|---|---|---|---|---|---|
| | **41-50** | **COVID-19 Related Projects (12)** | **XLarge** | **Active** | **Q2 FY21** | **Enterprise/Multiple** |
| A | 41 | COVID-19 Emergency Response Governance | XLarge | Active | Q2 FY21 | Office of The President |
| A | 42 | Cabinet Dashboard | Medium | Active | Q4 FY20 | Office of The President |
| A | 43 | ITS Metrics Dashboard During COVID-19 Pandemic | Medium | Active | Q4 FY20 | Information Technology Services |
| M | 44 | CARES Student Workflow | Small | Active | Q4 FY20 | Office of The Bursar |
| A | 23 | Tracking and reporting for the CARES funds | Medium | Active | Q1 FY21 | Finance-Office of VP-CFO |
| A | 45 | Make onboarding process for new hires entirely electronic | Medium | Pending | Q1 FY21 | Human Resources: System & Process |
| A | 46 | LCFS -Electronic Consent Forms - COVID-19 | Medium | Active | Q1 FY21 | Loyola Community and Family Services |
| A | 47 | GPEM-LOCUS Interface re-design | Medium | Active | Q1 FY21 | Grad & Prof Enrollment Mgmt |
| A | 24 | Enterprise wide lists for UMC communications | Large | Active | Q1 FY21 | University Marketing and Communications |
| A | 48 | Wellness Center Telehealth Services Informed Consent Form | Small | Complete | Q4 FY20 | Wellness Center |
| B | 49 | Residence Life-Online Roommate Agreements | Small | Active | Q1 FY21 | Residence Life |
| B | 50 | Point-n-Click (PNC) Update for Respiratory Symptoms Template | XSmall | Complete | Q4 FY20 | Wellness Center |

**COVID-19 projects represents**

- 3.5 FTE total (effort)
- 11% of the ITS project capacity
- 6% of the FY21 Q1-Q2 portfolio

**COVID-19 support represents**

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

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# FY21 Q1-Q2 ITS Project Prioritization Worksheet

| Tab | Row Nbr | Program Group | Proposed Ranking | Prior ITESC Ranking | PRB Ranking | Prioir ATC Ranking | T-Shirt Sizing | Status | Est. Compl. (FY-QTR) | Primary Customer |
|---|---|---|---|---|---|---|---|---|---|---|
| | | **LDE Foundation: Collaboration and Security (8)** | | | | | **XLarge** | **Active** | **TBD** | **Information Technology Services** |
| Priority A | 51 | LDE Delivery Program | | | | | XLarge | Active | Q2 FY21 | Information Technology Services |
| Priority A | 52 | Azure Information Protection & Data Loss Prevention POC Project | | | | | XLarge | Active | Q2 FY21 | Information Technology Services |
| Priority A | 53 | Enterprise Mobility Management | | | | | Medium | Active | Q2 FY21 | Information Technology Services |
| Priority A | 54 | 2 Factor Authentication | **1** | 1 | 1 | --- | Medium | Active | Q2 FY21 | Information Technology Services |
| Priority A | 55 | Azure Password Self-Service | | | | | Large | Pending | Q1 FY21 | Information Technology Services |
| Priority A | 56 | Azure Privileged Identity Management | | | | | Medium | Pending | TBD | Information Technology Services |
| Priority A | 57 | Exchange Online Protection & Advanced Threat Protection | | | | | Large | Pending | Q1 FY21 | Information Technology Services |
| Priority A | 58 | O365 Application Portal (Single Sign-On) | | | | | XLarge | Pending | TBD | Information Technology Services |
| Priority A | 59 | Planning and Implement Course Schedule Builder+Solutions (EAB Navigate) | **2** | 2 | 2 | --- | XLarge | Active | Q1 FY21 | Academic Advising and Services |
| Priority A | 60 | Learning Portfolio Implementation (Digication) | **3** | 6 | 5 | 1 | Large | Active | Q1 FY21 | Center for Experiential Learning |
| | | **LDE Transformation: Digital Assistant/Chatbots** | | | | | **Large** | **Pending** | **TBD** | **Enterprise/Multiple** |
| Priority A | 61 | ChatBot Production Infrastructure Deployment | | | | | Small | Pending | TBD | Information Technology Services |
| Priority A | 62 | Chatbot Setup Enhancements | | | | | Small | Pending | TBD | Information Technology Services |
| Priority A | 63 | Deploy the Digital Assistant/Chatbot within Human Resources | **4** | --- | 7 | --- | Medium | Pending | TBD | Human Resources |
| Priority A | 64 | Placeholder - Chatbot for Financial Assistance | | | | | Medium | Pending | TBD | Financial Assistance |
| Priority A | 65 | Placeholder - Chatbot Expansion for ITS Service Desk | | | | | Small | Pending | TBD | Information Technology Services |
| Priority A | 66 | Placeholder - Chatbot for Academic Advising | | | | | Medium | Pending | TBD | Sullivan Center for Student Services |
| Priority A | 67 | Enterprise Learning Hub | **5** | 12 | 10 | --- | Large | Active | Q1 FY21 | Enterprise/Multiple |
| | | **HSC Technology Discovery & Alignment** | | | | | **XLarge** | **Active** | **TBD** | **Information Technology Services** |
| Priority A | 68 | Create Application Relationship Diagram for HSC Systems | **6** | --- | 11 | --- | Large | Active | Q1 FY21 | Information Technology Services |
| Priority A | 69 | Identify One Loyola View of Applications | | | | | Large | Pending | TBD | Information Technology Services |
| Priority A | 70 | Define Technology Services Supporting Research | | | | | Large | Pending | TBD | Information Technology Services |

# FY21 Q1-Q2 ITS Project Prioritization Worksheet

| Tab | Row Nbr | Program Group | Proposed Ranking | Prior ITESC Ranking | PRB Ranking | Prioir ATC Ranking | T-Shirt Sizing | Status | Est. Compl. (FY-QTR) | Primary Customer |
|-----|---------|---------------|------------------|---------------------|-------------|--------------------|----------------|--------|----------------------|------------------|
| Priority A | 71 | Everfi - Student Mental Health Training and Awareness | 7 | --- | 9 | --- | Small | Pending | TBD | Wellness Center |
| Priority A | 72 | Replacement of ECSI SALNet (Flywire) | 8 | 8 | 6 | --- | Large | On Hold | Q1 FY21 | Office of The Bursar |
| Priority A | 73 | Space and Asset Management - Phase 2 Implementation | 9 | 3 | 4 | --- | XLarge | Pending | TBD | Facilities-Office of VP |
| | | **Advancement/Development** | | | | | **Large** | **Active** | **TBD** | **Advancement/Development** |
| Priority A | 74 | Gift Agreement Workflow | | | | | Medium | Hold | Q1 FY21 | Advancement/Development |
| Priority A | 75 | Student Status Updates for Advancement | 10 | 10 | 8 | --- | Medium | Active | Q1 FY21 | Advancement/Development |
| Priority A | 76 | Recreate the Bio Data Feed from iModules to Advance | | | | | Medium | Pending | TBD | Advancement/Development |
| Priority A | 77 | Replace System for Gift Receipting Process | | | | | Large | Pending | TBD | Advancement/Development |
| Priority A | 78 | LOCUS Fluid Page Rollouts | 11 | 5 | 3 | --- | XLarge | Active | Q1 FY21 | Registration & Records |
| Priority A | 79 | QSB Student Mentoring Software Pilot (PeopleGrove) | 12 | 14 | 12 | --- | Medium | Active | Q1 FY21 | Quinlan School of Business |
| Priority A | 80 | Travel & Expense Management Technology Solution | 13 | 13 | 13 | | Large | Pending | TBD | Controller |
| Priority A | 81 | Customer Relationship Management (CRM) system evaluation for SON | 14 | --- | 19 | --- | Large | Active | Q1 FY21 | School of Nursing |
| Priority A | 82 | RMS to CS Gold Meal Plan Interface Changes - 2020-2021 | 15 | --- | 14 (tie) | --- | Medium | Active | Q1 FY21 | Campus Card Office |
| Priority A | 83 | Campus Labs Engage Integration | 16 | --- | 16 | --- | Medium | Active | Q1 FY21 | Provost Office |
| Priority A | 84 | Automate HSC Parking/ID Processes for LUC students | 17 | 17 | 17 | --- | Medium | Active | Q1 FY21 | School of Nursing |
| Priority A | 85 | T4 Sitemanager Upgrade | 18 | 19 | 14 (tie) | --- | Medium | Active | Q1 FY21 | Information Technology Services |
| Priority A | 86 | CVENT Registration for Commencement 2020 | 19 | 18 | 18 | --- | Medium | On Hold | Q1 FY21 | Special Events |
| Priority A | 87 | CVENT Registration for the Climate Change Conference 2020 | 20 | 16 | 20 | --- | Medium | On Hold | TBD | Institute of Environmental Sustainability |
| --- | --- | Validation of Interfolio as a Campus Wide Faculty Review/Administration Solution | --- | --- | --- | --- | TBD | Pending | TBD | Provost Office |

# 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**
- TBD

**September 29, 2020 - Tuesday, 1:00-3:00 PM**
- TBD

**December 8, 2020 - Tuesday, 1:00-3:00 PM**
- Project Portfolio Prioritization

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