

Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	John Pelissero	Absent	HSD	Fr. Dennis Yesalonia	In Attendance
Academic Affairs	David Prasse	Absent	Operations/HR	Tom Kelly	In Attendance
Advancement	Steve Bergfeld	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance
Facilities	Kana Wibbenmeyer	Absent	ITS	Jim Sibenaller	In Attendance
Finance	Bill Laird	Absent	Student Development	Rob Kelly	In Attendance
Finance	Andrea Sabitsana	In Attendance	UMC	Kelly Shannon	In Attendance
Guests: Gregg Pritchett, Don Vonder Heide, Ann Simmons, Nancy Merz, Charlotte Pullen, Pauline McKinney, Kevin Smith, and Carol Scheidenhelm					

Welcome, Meeting Purpose & Agenda

The meeting commenced at 1:34 p.m. Susan advised the committee this is the first paperless meeting and going forward provided the committee agrees, they will continue paperless. The minutes from the September 24th meeting were approved as written. Susan asked Jim the status of the Security Awareness survey. Jim advised he was waiting for feedback from Rick Hurst but will follow up again and then will send on to Kelly. Susan also mentioned the Security Polices will be presented at the next cabinet meeting.

Academic Technology Committee update – Carol Scheidenhelm

Carol reported their committee has new membership and their first meeting was discussing the charge and mission of the committee. The committee is utilizing Adobe Connect with a standard URL for consistency for their meetings going forward. It proved to be the right connectivity for the HSD members and one member dialed in from the Bahamas!

Carol gave a brief report about the topics the committee discussed.

Video Repository Pilot – There are 3 systems being piloted with about 6 volunteers for each system. Currently the Panapto pilot is underway. Kaltura is the 2nd vendor and that pilot will begin in the last week of October and Sharestream in mid November.

Lecture Capture – Faculty are responding fairly well to Panapto. The video capture is clear however the audio needs to be adjusted based on the class size or room. It is not a tool for larger events but works well for smaller lectures in a format that can be consumed for the online classroom audience. The largest so far has been 100 people.

Adobe Connect Survey – The survey will be sent to license holders asking for their feedback on how it works. Nursing and Bio Ethics have a substantial amount of users, Carol was not sure how many other SSOM departments utilize Adobe Connect. The ATC committee will help promote the survey.

Clicker technology – The iClicker is being replaced by a new technology and ATC will help move that pilot forward.

Eduroam – Carol advised a faculty member was inquiring about this service and wondered if LUC has it available. Bruce mentioned it was something worth looking in to.

Atomic Learning – Bruce advised this is a service that has an extensive training library for over 1000+ programs. It is a tutorial format and you can use it when you need it, do not have to wait for a physical class via LUC or seek outside training. Bruce confirmed ITS will be rolling this out soon.

Outlook – Dan confirmed he will give a tutorial to the ATC committee of the new Lync video feature that is housed via Outlook. Lync is a good way to have a live feed for smaller meetings.

Carol also reported the committee had questions regarding

- Policies concerning social media and archives, where are they kept and how long are kept for? Jim advised there aren't any internal policies regarding social media.
- Data Steward – Faculty do not understand this process. Jim advised a new version of identity finder is in place which runs behind the scenes. If a file is found the faculty will need to determine if it can be shredded, the file may be a false positive in which case it does not have to be shredded. Yuan Liu can be contacted with questions if more help is needed.
- Clarity on common policies and procedures that deal with technology at the university level. Departments that create their own do not want to be in conflict with what has already been governed.

Carol mentioned there was a specific concern with a DVD that worked prior to the install of Windows 7. Bruce said he would pass that along to Joe Brunner. Palm Court and San Francisco Hall are having concerns with their audio/visual connectivity. This led to a discussion around who owns which spaces. Bruce is currently taking inventory of equipment and collecting current ownership. Susan did confirm we own and support classroom space, however during off hours and weekends ownership transitions to Campus Reservations.

Business Continuity/Disaster Recovery – Ann Simmons

Ann reported that over last several months they have had significant progress since the last review and have been looking at key systems, how they are all connected taking an inventory of the interconnectedness. The BCDR group has also been researching best practices of other Higher-Ed institutions and other corporate entities.

They have concluded that currently LUC fairly resilient set up. There are two failover devices located on campus and off. We've also named the LUC systems after a DNS domain name system format. Even though the fail over plan is to the WTC there was no way to know this. It was through the failovers that the deficiency was found. The BCDR team has invested in CPO tracker, a hosted web tool that allows the storage of the BCDR plan. CPO tracker's CEO is visiting in November to provide training November.

The BCDR team has decided the plan will follow a worst case scenario in which Dumbach Hall has had a complete or extended outage. While there are plenty scenarios, Dumbach is the primary data center, the core of the LSC as it houses all of connectivity cables beginning at the outside source through to rest of campus. Mundelein also has a bulk of cabling for the south end of campus. Dumbach can fail over to WTC, however if Dumbach is no longer functioning, there will be no service at the LSC. The question is, how can we keep the LSC a functional working environment. The WTC data center is lower level of CLC and supports all of WTC and connectivity to both LSC and HSD campuses. Ann also mentioned that the HSD has done a good job of their DR plan. Their team has just begun their BC and Gregg will be their point person.

Ann went on to review the key definitions, highest priority processes, recovery time objectives and next steps. The BCDR with input from the ITESC has previously ranked which systems are priority in a day 1 phase 1 grouping. It has been determined this is not a realistic approach, the research among other schools is a 96 hour turnaround time before systems are functional. Ann will change the format to a tiered process, as there is a funding piece and it does help with the individual departmental plans. Steve suggested to push alumni donor relations to a tier 3. The BCDR team has also reached out to vendors to obtain their DR plans.

Dan explained that he utilized the new construction to be sure that conduits were placed all around campus to create a better infrastructure. As everything on the north end is connected to Dumbach, these conduits will facilitate the upgrade of those building to also be housed at Mundelein as well. The ITESC will have the opportunity to decide which buildings should be upgraded.

Kevin explained while production grade servers will allow the user, in the event of a failover, an uninterrupted experience, a smaller server is still functional but will have a slight delay in response time with data loss while waiting for the system to be reinstated.

The phone system is currently under construction and if the Dumbach were to fail, there wouldn't be any landline communication. Dan has researched different solutions and one would be to move a processor to Mundelein which would help with costs. There was a lengthy discussion around what should be done with the phone system since a call center would need to be in place to facilitate communication, Loyola alert is one method of communication but it is an opt in service so it's possible that there will members of the LUC community that will not be notified. Andrea suggested to revise the BCDR budget and propose it to the BRT meeting in November.

Demo of the new Student Financial Aid Portfolio – Nancy Merz, Pauline McKinney and Charlotte Pullen

Pauline explained the student portfolio provides one source of truth from Locus, webfocus and other systems. The student will now be able to get their financial aid information that will include awards, loans, the final cost of their education, projected costs if they change majors which may increase or decrease their work load, among other useful information regarding their four year experience. Provides the student with a story and how the University has been a significant part in their success. The system has the capacity to be modified in the event something should be added or tweaked. Nancy, FA Director, is excited about this new system and is grateful for its creation.

Meeting Wrap-Up

The dates for ITESC 2014 are on hold as Susan is proposing to reduce from 8 to 6 meetings. Due to prioritization, a meeting in June or December will be included.

December 12 meeting main agenda item is portfolio prioritization.

Meeting concluded at 3:30 p.m.

ACTION ITEMS

Jim will connect with UMC regarding awareness survey upon the response from Rick Hurst.

Susan will present the Enterprise/University policies to the Cabinet.

Respectively submitted by;

Sondra Heine