


FY22 & BEYOND

Major Initiatives FY22 Q1 - Q2

Academic and Faculty Support <ul style="list-style-type: none"> LOCUS Enhancements (5) Customer Relationship Management System Evaluation for SON Stritch School of Medicine Portfolio (4) Review and Evaluate Proposed Research Administration Solutions Faculty Administration Re-Architecture Strategy-FARS (5) 	Administrative Initiatives <ul style="list-style-type: none"> COVID-19 Related Projects (5) Lawson/Kronos Enhancements (2) Space and Asset Mgmt System - Phase II Automate HSC parking/ID processes Replacement of ECSI SALNet (Flywire) Data Governance & Integrity Arrupe Commencement Data Collection Dispatch & Incident Tracking Upgrade (ARMS 2020) 	Student Technology Support <ul style="list-style-type: none"> EAB Navigate Phase II LOCUS Fluid Deployment Student Mentoring (PeopleGrove) Enterprise Learning Hub – Phases 3 & 4 Enterprise Texting (Cadence) Course Catalog and Curriculum Software
Infrastructure <ul style="list-style-type: none"> Campus Construction Initiatives (9) Information Security Program (6) IT Disaster Recovery (5) LDE Foundation: Collaboration and Security (2) Replacement of LUC's Storage Area Network 	Continuous Service Development <ul style="list-style-type: none"> Advancement CRM RFP LDE Transformation: Digital Assistant/Chatbots (6) LDE Consumable Experience (5) Business Intelligence/Data Warehouse (7) Enterprise Content Management (4) Learning Analytics - Phase 3 Travel Mgmt. Services (Egencia) (2) Athletic Ticketing replacement for Neulion (Audienceview) HSC WebCheckout Organization Center 	Research Computing Services <ul style="list-style-type: none"> Natural Language Processing (NLP) to Enhance Computable Phenotyping HashMap technology to support high-performance NLP PCORI CAPriCORN 2020 Refresh Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM

Initiatives Under Development

- Expand functionality of the Enterprise Learning Hub as central location for required University trainings & tracking compliance
- Select a University-wide Course Catalog and Curriculum Management System Solution
- Explore selection of a University-wide Digital Badging Solution
- Prioritize Student Experience Lifecycle initiatives, including:
 - Launch multi-year plan for Advancement CRM RFP to replace and modernize engagement and fundraising capabilities
 - Pilot a school-based CRM platform
 - Activate next phases of EAB Navigate to improve retention, student registration experience & advisor workflows
 - Leverage "LUie" Digital Assistant to improve self-service and provide 24/7 answers to questions online
 - Recast Steering Committee for Data Governance; Initiate data integrity and cleansing projects

LUC Technology Strategy - A Roadmap for Change

Emerging Goal: Research/Watch	Tactical Goal: Optimize	Strategic Goal: Invest/Transform	Containment Goal: No New Development	Retirement Goal: To Be Eliminated
<ul style="list-style-type: none"> Mobile Platform School-Based CRM Pilot Advancement CRM External Event Mgmt Touch Screen Applications Catalog & Curriculum Mgmt Digital Badging Esports Cloud Strategy Project & Portfolio Mgmt Loyola Portal Research Administration Identity & Access Mgmt. Data Governance Single Sign-on Desktop as a Service Server Containerization 	<ul style="list-style-type: none"> COVID-19 Technology (Custom) Immunization Tracking (Custom) HR Onboarding (Workbright) Room Scheduling Enterprise Learning Hub (Custom) Travel Mgmt (Egencia) MS Teams High Speed Security Cameras (Avigilon) MS SQL Upgrades 2019 Oracle Upgrades 18c, 19c Security Incident & Event Mgmt Upgrade (Logrhythm) 	<ul style="list-style-type: none"> Student Mentoring (People Grove) Faculty Administration Re-architecture (Interfolio, Custom) Space Mgmt Phase II (Archibus) LDE Foundational Collaboration & Security <ul style="list-style-type: none"> Mobile Device Mgmt LDE Transformation Digital Assistant (Oracle/Intrasee) Student Success Phase II (EAB Navigate) 	<ul style="list-style-type: none"> Confluence Wiki Faculty Information/ Faculty Master MS SQL Database 2016 	<ul style="list-style-type: none"> LUHS App Retirement/ Transition Skype for Business MS SQL Database 2014
Core Goal: Current State - Foundation <ul style="list-style-type: none"> Student System (PS Campus Solutions) Admitted Student/Student Recruiting (Slate) Admission Applications (TerraDotta, Custom) Student Portal (PS Enterprise Portal) Student Success (EAB Navigate) Student Loan Mgmt. (ECSI) Student ePortfolio (Digication) Learning Mgmt (Sakai) Student System Reporting (EDW) Business Intelligence (WebFocus, IBI Suite, MS Power BI) Applicant Tracking System (PeopleAdmin) G/L, Payroll & HR (Lawson) Time Keeping (Kronos) Alumni/Donor Relations (Advance) Predictive Dialing (RNL-Telemarketing) Housing (RMS-Mercury) Course/Faculty Evaluations (SmartEvals) eCommerce System (CBORD, Micros) Payment Gateway (TouchNet Paypath/TPG) Wellness Center (Point and Click) LUC Libraries (Alma, Primo) Building Access (Maxxess, Easy Lobby) Surveillance Systems (Milestone) Parking (iParc, OPUS) Classroom Control System (Crestron) Webinars/Video Conferencing (MS Teams, Zoom) Online Classrooms (Zoom) Room & Event Scheduling (25 Live, Kinetic, Outlook) Enterprise Content Mgmt (DocFinity) Web/Content Mgmt (Terminal 4) Mobile Applications (HighPoint, Custom) Phone Systems (Avaya) Desktop Productivity (MS Office) eMail & Unified Messaging (MS O365) Communication Platforms (Emma, Poppulo, MailChimp, Cadence) Network Services (Novell, MS, Active Directory, IDM3, Federated-SAML) Network Access Control (Bradford) Virtual Private Network (Global Protect) Enterprise Database (Oracle, MS SQL) Spam Filtering (MS) Network (Cisco Core) Desktop/Laptop, Standard Intel (Lenovo) Server, Standard (IBM, Lenovo) Storage/SAN (Pure Storage SAN, ECM NAS) Next Generation Firewall (Palo Alto) 				
Solution	Software	Hardware		

Information Technology Services

FY21 Summary

COVID-19 SERVICES

Health App

- 22,000 uploaded and approved vaccine cards
- 105,000 COVID test results processed
- 435,000 site visits to Loyola's Mobile Health app



Projects & Statistics

- Student Application and dashboard for CARES/HEERF II and HEERF III Awards
- UPass Opt-out application for Fall 2021
- E-Consent for for Loyola Community and Family Services
- Campus Card Photo Mailing Form
- Hyflex classrooms

7-Day Average Positivity Rate by Day & COVID-19 Diagnostic & Surveillance Tests by Day



July 2021



Preparing people to lead extraordinary lives

COVID-19 Project Support

July 1, 2020-Dec 31, 2020

- | | |
|---|--|
| COVID-19 Projects Represents: <ul style="list-style-type: none"> 3.6 FTE total (effort) 11% of ITS project capacity 5% of the FY21 Q3-Q4 portfolio | COVID-19 Support Represents: <ul style="list-style-type: none"> 9.8 FTE total (effort) 22% of ITS support capacity |
|---|--|

Jan 1, 2021-June 30, 2021

- | | |
|--|--|
| COVID-19 Projects Represents: <ul style="list-style-type: none"> 2.4 FTE total (effort) 7% of ITS project capacity | COVID-19 Support Represents: <ul style="list-style-type: none"> 4.9 FTE total (effort) 10% of ITS support capacity |
|--|--|

RUN: Ongoing Operations

Sample Service Volumes

Daily

- » 540,000 emails received
- » 24,000 students, faculty, staff access email from a mobile device
- » 22,000 Logins to LOCUS
- » 300 printed pages in Student Labs

Weekly

- » 850 Service Desk Tickets
- » 45 checkouts from Media Lab
- » 30 classroom support calls
- » 6,600 Loyola Secure Access sessions
- » 920 Loyola Secure Transfer sessions
- » 150 learning tutorials viewed (Hoonuit)

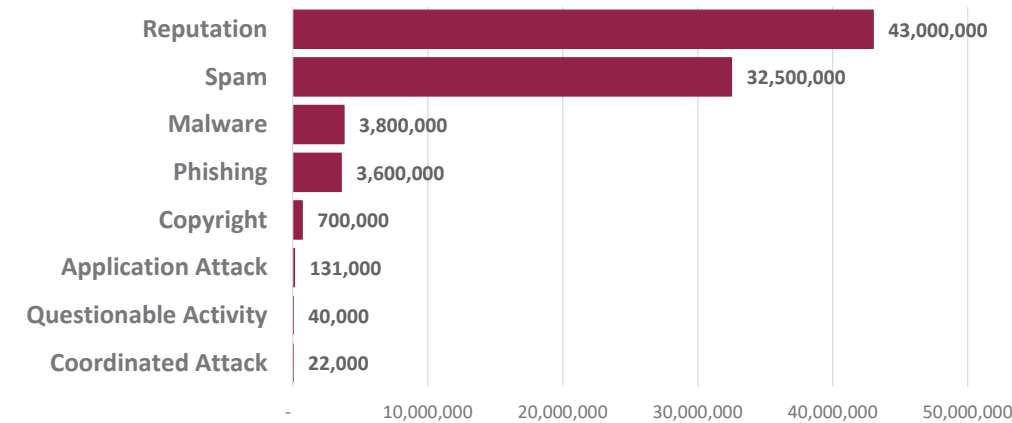
Monthly

- » 490 Sakai support calls
- » 1,200 computer lab logins
- » 4,300 new lecture capture recordings

Annually

- » 625 million network attacks blocked
- » 300,000 BI Operational reports run
- » 12,500 appointments scheduled through EAB Navigate

FY21 Information Security Top Threats Blocked

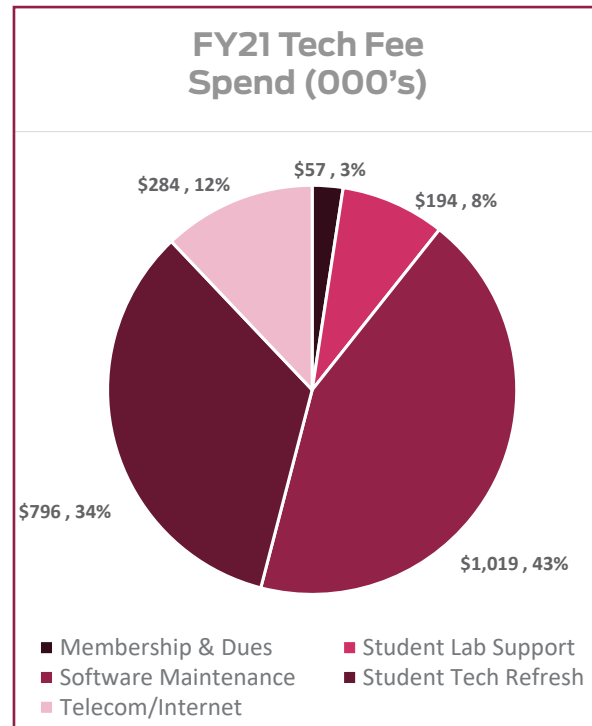


Data Centers & Networks

- » The Lakeside data centers house 880+ devices including servers, appliances & equipment
- » 600 Terabytes of online storage; 30.22 Petabyte (PB) cloud storage for O365
- » 300+ physical enterprise class servers and over 420 virtual servers
- » 2,900+ wireless access points covering % of Loyola's buildings
- » 65,400 devices registered on the wireless network
- » 16 GB combined internet bandwidth (10 LSC, 5 WTC, 1 HSC)

Enterprise Highlights

- » 375 technology-equipped classroom spaces
- » 1,000+ Operational Report users
- » 40% reduction in email phishing click rates
- » 640 PCs upgraded to Windows 10 during FY21. 122 PCs remain on Windows 7
- » 6,020 total PCs on Windows 10 at the closing of FY21

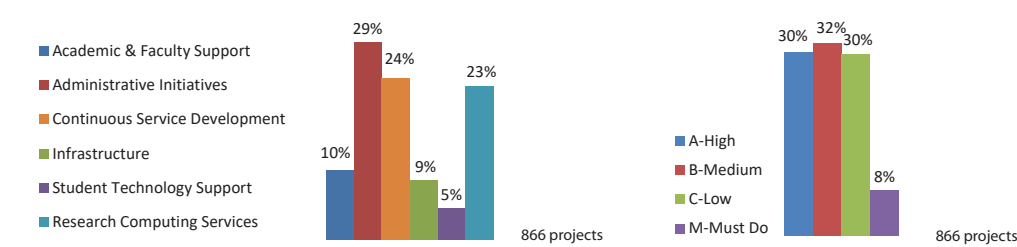


GROW: Information Systems & Services to Optimize Performance

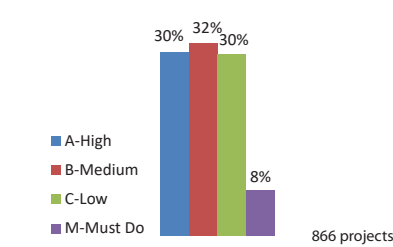
Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) provides ITS governance and portfolio oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio has averaged over 550 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown over 28% as compared to the prior 5 years.

FY21 Projects by Strategic Alignment



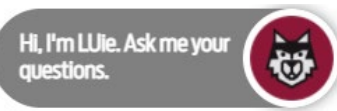
FY21 Projects by Priority



Strategic Category	FY21 Q1-Q2 Completed Projects	FY21 Q3-Q4 Completed Projects	FY21 Total Projects	FY21 % of Total
Academic & Faculty Support	21	23	44	12%
Administrative Initiatives	35	36	71	19%
Continuous Service Development	24	51	75	20%
Infrastructure	8	15	23	6%
Student Technology Support	9	8	17	5%
Research Computing Services	21	118	139	38%
Total	118	251	369	100%

Key Highlights

- » Enabled off-campus access to Lawson and Employee Self Service using Multi Factor Authentication
- » Implemented Direct Deposit and Federal Tax Withholding (W-4) Employee Self Service
- » Developed Commencement Data Collection Application
- » Implemented Ceridian Tax Filing Services for Payroll Tax Compliance
- » Rolled out AudienceView as the new ticketing platform for DFPA and Athletics
- » Expanded the equipment loan program to the Health Science Campus
- » Replaced Enterprise Storage with Pure Storage
- » Expanded academic advising and academic planning across schools with EAB Navigate
- » Completed Phase II Archibus: Space and Asset Management work request intake
- » Increased LUie chatbot presence across LUC website home pages adding content for Return to School, COVID, Wellness Center and Financial Aid in 2021.



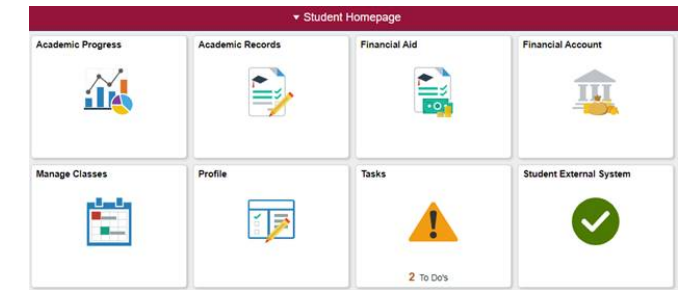
Informatics and Clinical Research Activity

- » 220 IRB Informatics Projects Completed
- » Over 1,200 projects using REDCap with nearly 2,000 users
- » Over 300 Cohort Analyses using Clinical Research Database (CRDB)
- » Successful data mart refreshes completed for PCORI, CAPriCORN, NIH N3C COVID-19
- » Provisional patent filed for Natural Language Processing (NLP) innovation (cNIE and cNAE)

TRANSFORM: New Technologies & Processes that Fundamentally Promote Change

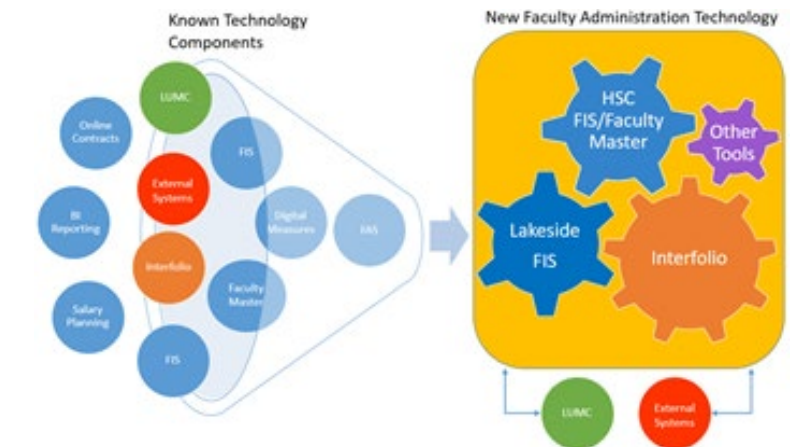
Student System (LOCUS) User Experience (Fluid)

The look and feel of the student system changed in Spring 2021 with the implementation of Fluid. All functionality in LOCUS remains the same, however the way you navigate to your pages is different. Instead of text-heavy menus, Homepages and Tiles are now featured. The upgraded version of LOCUS is modern, intuitive to use, and more mobile-friendly.



Faculty Administration Re-architecture Strategy (FARS)

The Faculty Administration Re-architecture Strategy (FARS) was conceptualized to create a more consistent and efficient set of faculty administration processes and technology solutions in alignment with a "One Loyola" thought process. Several cloud technologies from Interfolio were introduced in support of processes for review, promotion and tenure as well as for faculty activity reporting. Existing automated processes such as online contracts were also expanded so that they could be utilized across multiple schools.



Enterprise Learning Hub

The Enterprise Learning Hub was launched in Fall 2020 providing faculty and staff a portal experience for training and compliance within a single location. Annual HR, Title IX and Information Security trainings are managed via the Enterprise Learning Hub. Compliance Policy Governance, Office of Equity & Compliance training and Conflict of Interest will be added to the Enterprise Learning Hub portal in 2022.

Data Loss Prevention (DLP)

The Data Loss Prevention (DLP) program was established to provide safeguards for protected and sensitive data at the University. The technology deployed classifies University data and captures improper sharing of protected information outside of Loyola. Users are prompted to utilize secure alternates to share protected data or disallows the distribution altogether. The deployment of DLP technologies strengthens the university's data protection levels and reduces the risk of information loss.

