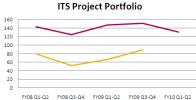# Run ... *ongoing operations*

Portfolio Summary

The ITESC has been providing ITS governance and project oversight since November 2006. New projects are submitted through the ITESC sub-committees, added to the portfolio, and prioritized on a semi-annual basis. The ITS project portfolio has averaged approximately 140 projects since 2007. Project turnover rates average 50%, with remaining projects rolling over to the next planning period for prioritization.

ITS Project Portfolio

A line chart showing Total Projects and Completed across FY08 Q1-Q2, FY08 Q3-Q4, FY09 Q1-Q2, FY09 Q3-Q4, FY10 Q1-Q2, with y-axis from 0 to 160.

Sample Service Volumes

Daily
- ▶ 800,000 e-mail messages received; 80% were spam
- ▶ 1,500 logins to the Information Commons workstations
- ▶ 800 visits to the ITS website
- ▶ 100 new Help Desk calls

Weekly
- ▶ 450 online group study room reservations
- ▶ 120 calls for in-classroom support
- ▶ 60 student calls to ResNet

Support Calls by Qtr FY´09

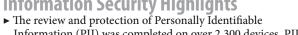A line chart showing Password Calls and Support Calls across Q1, Q2, Q3, Q4, with y-axis from 0 to 14,000.

Monthly
- ▶ 115,000 logins to Blackboard
- ▶ 950 equipment checkouts in the Digital Media Lab
- ▶ 900 laptops checked out at the Information Commons

Annually
- ▶ 1.5 million logins to Blackboard
- ▶ 1,800 events supported by Media Services
- ▶ 35,000 calls to the Help Desk
- ▶ 700 posters printed in the Digital Media Lab

Information Security Highlights

- ▶ The review and protection of Personally Identifiable Information (PII) was completed on over 2,300 devices. PII was found on 25% of university computers.
- ▶ Completed the annual Security Assessment and PCI compliance project to protect university information and assets.
- ▶ Formed the Information Security Advisory Council to provide guidance and oversight of the information security program.

Grow ... *information systems and services to optimize performance*

Student System Upgrade

In July 2008, the newly upgraded student system, LOCUS 2.0, went live for all university users. The new release offers more improved access to student information through new views: the Student, Faculty and Administrative Centers. These centers enhanced self service capabilities and improved efficiency of administrators that support student needs. Additionally, the upgrade was a cost avoidance measure for increases in maintenance and support costs scheduled for the previous version in October 2008.

Digital Media Lab & Online Reservation System

Reservation of digital equipment by students grew by almost 60% over last year. A new self-service group study room reservation was implemented along with an expansion of equipment available for checkout by students. Over 450 group study room reservations were made online each week.

Board of Trustees Website

This web site delivers information electronically and efficiently to Board and committee members. Launched in September 2008, the site has 130 registered users.

The Board of Trustees website includes:
- ▶ On-line maintenance of meeting materials and access to all materials
- ▶ On-line RSVP's and expense reporting
- ▶ Meeting effectiveness feedback surveys for the President's Office

Other Highlights

- ▶ Adopted an enterprise clicker standard for classroom use.
- ▶ Conducted over 20 faculty events on teaching technologies.
- ▶ Finished planning and design phase for a dedicated Research Data Center facility.
- ▶ Upgraded Advancement systems with enhanced features and in compliance with new PCI compliance requirements.
- ▶ Completed initial phase for shared identity (login id) management enabling the University and Medical Center to "share" user ids and passwords, preventing the creation of duplicate ids and eliminating the need for individuals to retain multiple ids and passwords for many systems. Future phases will continue to improve access to shared services and collaboration tools.

Transform ... *new technologies and processes that fundamentally promote change*

Next Stop Loyola - Student Experience Portal

Designed and developed custom website/portal application exclusively for newly admitted students. The site provides a more personalized and community based online experience for admitted students and informs Enrollment Management on recruitment and retention. Over 5,000 admitted students used the system over 100,000 times in the first year.

Sample Next Stop Loyola activities include:
- ▶ Over 1,750 student-created profiles with 1,450 photos posted
- ▶ Chat sessions, threaded discussions, viewing financial aid awards, deposits and housing contract submissions, and registration for Discover Loyola
- ▶ Over 20 chat sessions with more than 600 student questions from 275 student participants and 140 discussion board topics with 175 student participants

Enterprise Content Management (ECM)

A five-year ECM program commenced to electronically capture, manage, store, and deliver information, documents and forms related to organizational processes. This program is expected to result in process improvements and efficiencies, increased records security, improved collaboration and information access, and overall operational savings.

Program Achievements:
- ▶ DocFinity is live in Financial Aid, Advancement (for PCI compliance) and Undergrad Admissions
- ▶ Workflows enable quicker processing of student data
- ▶ Single click student document access through LOCUS student system
- ▶ Process improvements and efficiencies up to 66%
- ▶ New rollouts planned in Graduate & Professional Enrollment Management, Accounts Payable and Child Law

Data Warehouse\Business Intelligence

In September 2008, ITS and Institutional Research began a multi-year effort to create Loyola's Enterprise Data Warehouse (DW) and Business Intelligence (BI) capability. Over 15 interviews with core units across the institution were conducted to capture requirements and document challenges related to the existing data and reporting tools and processes. The results of these int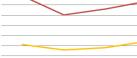erviews included initial DW/BI strategy recommendations and a new IT subcommittee to develop data definitions and manage institutional data governance issues.

FY09 FACTS

Data Centers

Loyola's two data centers house over 440 devices including servers, appliances, and equipment including:

▶ Over 74 Terabytes of online storage
▶ 170 physical enterprise class servers and 135 virtual servers
▶ Connectivity for over 800 wireless access points
▶ Over 37 miles of copper and 18 miles of fiber running within the Lakeshore campus data center
▶ Phone systems with over 5,400 active telephone connections

Other Facts

▶ Over 250 classrooms and 50 conference spaces that are technology-equipped
▶ Over 1,700 events supported
▶ Over 42,000 individual logins to public workstations
▶ Over 3,700 workstations with 40% availability for student use
▶ Over 300 video conference events
▶ FY09 ITS budget is 3.94% of LUC operating budget, a decrease from 4.21% in FY08 and the high of 6.83% in FY03

TECHNOLOGY SCORECARDS

An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state. A net improvement of 9% was achieved in FY09 across all scorecards. Student Technology Support yields the healthiest rating, scoring 4.0 on a 5.0 scale.

ITS SCORECARD SUMMARY	HEALTH INDEX			
	FY07	FY08	FY09	FY CHANGE
1. FY09 ACADEMIC & FACULTY SUPPORT SCORECARD	3.0	3.3	3.7	18%
2. FY09 ADMINISTRATIVE TECHNOLOGY SCORECARD	3.5	3.8	3.7	5%
3. FY09 STUDENT TECHNOLOGY SCORECARD	3.4	3.5	4.0	14%
4. FY09 INFRASTRUCTURE SCORECARD	3.0	3.1	3.4	11%
5. FY09 CONTINUOUS SERVICE IMPROVEMENT SCORECARD	2.2	2.6	3.0	28%
6. FY09 GOVERNANCE & FUNDING SCORECARD	2.7	3.0	3.6	25%
AVERAGE ANNUAL SCORE	3.0	3.2	3.5	17%
YEAR TO YEAR IMPROVEMENT		8%	9%	

FY10 & BEYOND

MAJOR INITIATIVES
FY10 Q1-Q2

Academic and Faculty Support
▶ LOCUS Enhancements (11)
▶ LOCUS Student Systems for SSOM
▶ Develop and Implement ePortfolio's
▶ Blackboard Community System Implementation
▶ Remote Electonic Classroom Management

Administrative Initiatives
▶ Online Applications (Ugrad/Grad)
▶ Electronic Based Study Abroad
▶ Grad/Rome Merge Process Redesign
▶ Upgrade UPass Application to Include Student Pictures
▶ Immunization Registration Reporting

Student Technology Support
▶ Wireless Expansion
▶ RMS Student Web Functionality
▶ Tuition Benefit Automation
▶ Tuition Payment Plan
▶ Student Email and Communication Options
▶ Student Experience/Portal Improvements

Infrastructure
▶ Security Initiatives (ISAC & Audit Related)
▶ Campus Card System Replacement
▶ Campus Construction Initiatives (18)
▶ Cell Phone Coverage Improvements
▶ Emergency Response Website

Continuous Service Development
▶ Parking Permit Purchases Integration to PeopleSoft
▶ Online Client Service Training Prgm
▶ Develop Tech. Strategy/Roadmap
▶ Messaging and Information Lists
▶ ECM/Imaging Implementation (11)
▶ Implement iTunes-U for LMS
▶ Business Intelligence/Data Warehouse Strategy
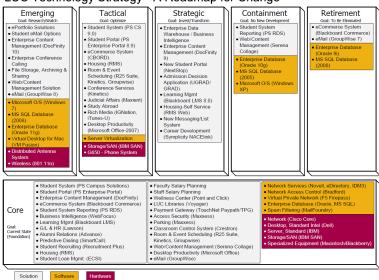
Initiatives under development include:

▶ Employ new Technology Roadmap to plan for changes and new acquisitions
▶ Select DW/BI solution and initial implementation
▶ Contribute to next steps for recruitment and retention strategies
▶ Funding and construction of Research Data Center facility
▶ Support pilots for iTunesU and ePortfolios
▶ Plan Digital Media Lab location at the Water Tower Campus
▶ Service excellence at all levels

LUC Technology Strategy - A Roadmap for Change

Emerging	Tactical	Strategic	Containment	Retirement
Goal: Research/Watch	Goal: Optimize	Goal: Invest/Transform	Goal: No New Development	Goal: To be Eliminated
• ePortfolio Solutions • Student eMail Options • Enterprise Content Management (DocFinity 10) • Enterprise Conference Calling • File Storage, Archiving & Sharing • Web/Content Management Solution • eMail (GroupWise 8) • Microsoft O/S (Windows 7) • MS SQL Database (2008) • Enterprise Database (Oracle 11g) • Virtual Desktop for Mac (VM Fusion) • Distributed Antenna System • Wireless (801.11n)	• Student System (PS CS 9.0) • Student Portal (PS Enterprise Portal 8.9) • eCommerce System (CBORD) • Housing (RMS) • Room & Event Scheduling (R25 Suite, Kinetics, Groupwise) • Conference Services (Kinetics) • Judicial Affairs (Maxient) • Study Abroad • Rich Media (IGNation, iTunes-U) • Desktop Productivity (Microsoft Office-2007) • Server Virtualization • Storage/SAN (IBM SAN) • G650 - Phone System	• Enterprise Data Warehouse / Business Intelligence • Enterprise Content Management (DocFinity 9) • New Student Portal (NextStop) • Admission Decision Application (UGRAD/GRAD) • Learning Mgmt (Blackboard LMS 8.0) • Housing-Self Service (RMS Web) • New Messaging/List System • Career Development (Symplicity NACElink)	• Student System Reporting (PS RDS) • Web/Content Management (Serena Collage) • Enterprise Database (Oracle 10g) • MS SQL Database (2005) • Microsoft O/S (Windows XP)	• eCommerce System (Blackboard Commerce) • eMail (GroupWise 7) • Enterprise Database (Oracle 9i) • MS SQL Database (2000)

Core			
Goal: Current State (Foundation)	• Student System (PS Campus Solutions) • Student Portal (PS Enterprise Portal) • Enterprise Content Management (DocFinity) • eCommerce System (Blackboard Commerce) • Student System Reporting (PS RDS) • Business Intelligence (WebFocus) • Learning Mgmt (Blackboard LMS) • G/L & HR (Lawson) • Alumni Relations (Advance) • Predictive Dialing (SmartCall) • Student Recruiting (Recruitment Plus) • Housing (RMS) • Student Loan Mgmt. (ECSI)	• Faculty Salary Planning • Staff Salary Planning • Wellness Center (Point and Click) • LUC Libraries (Voyager) • Payment Gateway (TouchNet Paypath/TPG) • Access Security (Maxxess) • Parking (Maxxess) • Classroom Control System (Crestron) • Room & Event Scheduling (R25 Suite, Kinetics, Groupwise) • Web/Content Management (Serena Collage) • Desktop Productivity (Microsoft Office) • eMail (GroupWise)	• Network Services (Novell, eDirectory, IDM3) • Network Access Control (Bradford) • Virtual Private Network (F5 Firepass) • Enterprise Database (Oracle, MS SQL) • Spam Filtering (MailFoundry) • Network (Cisco Core) • Desktop, Standard Intel (Dell) • Server, Standard (IBM) • Storage/SAN (IBM SAN) • Specialized Equipment (Macintosh/Blackberry)

Solution | Software | Hardware

Information Technology Services

Technology@Loyola
INFORMATION TECHNOLOGY SERVICES — LOYOLA UNIVERSITY CHICAGO

FY09 Summary

LOYOLA
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For more information visit: luc.edu/its/gov_home.shtml