Run ... *ongoing operations*

Sample Service Volumes

Daily
- ▶ 800,000 E-Mails Received
- ▶ 5,500 logins to Blackboard
- ▶ 300 mobile devices sync to e-mail
- ▶ 200 media equipment checkouts

Monthly
- ▶ 70,000 computer lab logins
- ▶ 3,000 online group study room reservations
- ▶ 100 software downloads from TechConnect

Weekly
- ▶ 600 support calls generated
- ▶ 300 students checkout a laptop from the Information Commons
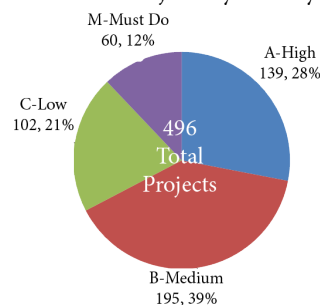- ▶ 100 classroom support calls

Annually
- ▶ 2 million logins to Blackboard (up 15%)
- ▶ 30,000 support calls processed
- ▶ 1,600 events supported
- ▶ 30 Faculty & 2,500 students use iClicker each semester
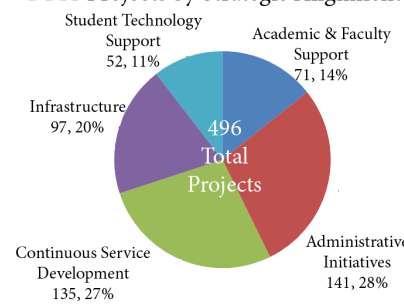
Portfolio Summary

The Information Technology Executive Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 475 projects annually since 2007. Project turnover rates average 40%, with remaining projects rolling over to the next planning period.

Strategic Category	FY11 Q1-Q2 Completed Projects	FY11 Q3-Q4 Completed Projects	FY11 Total Completed	FY11 Percent of Total
Academic & Faculty Support	15	14	29	13%
Administrative Initiatives	26	30	56	24%
Continuous Service Development	39	38	77	33%
Infrastructure	26	18	44	19%
Student Technology Support	16	8	24	10%
	122	108	230	100%

FY11 Projects by Priority

- M-Must Do 60, 12%
- A-High 139, 28%
- C-Low 102, 21%
- B-Medium 195, 39%
- 496 Total Projects

FY11 Projects by Strategic Alignment

- Student Technology Support 52, 11%
- Academic & Faculty Support 71, 14%
- Infrastructure 97, 20%
- Continuous Service Development 135, 27%
- Administrative Initiatives 141, 28%
- 496 Total Projects

Infrastructure Highlights

- ▶ The storage of unencrypted personally identifiable information (PII) and subsequent risk to exposure has been reduced by 85% compared to FY10. Data stewards report only 1.4% storage of PII as compared to 9.7% last year.
- ▶ Several special projects at some of LUC's remote campus locations were completed to update and expand technology capacity:
  - Opened John Felice Rome Center (JFRC) Information Commons
  - Added wireless connectivity and Internet access at the Loyola University Retreat and Ecology Campus (LUREC)
  - Added internet connectivity and improvements to the phone system at LUC's Cuneo Campus in Vernon Hills

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

Self-Service

Several new self-service features have been added to simplify and enhance the student experience:
- ▶ Change My Major is a new link within the student portal, LOCUS. Undergraduate students are now able to add/drop/change their major or minor through self-service. This new capability has received over 5,100 plan changes from over 2,200 unique students in the first six months.
- ▶ Outside vendors such as Subway, Five Guy's, and Red Mango have been enabled to securely accept Rambler bucks as payment for transactions, benefitting students as well as faculty and staff.
- ▶ In conjunction with the Residence Life staff, we have provided continuing students the ability to re-apply for housing, select rooms and roommates through a self-service web interface.
- ▶ Commuter students can now apply online for on-campus parking and have the charges automatically applied to their student account. The online application is pre-populated with needed student info and automatically checks eligibility.

Enterprise Content Management (ECM)

The program is now in year three of a five year effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms. Program results are sustained and include: process improvements and efficiencies, increased records security, improved collaboration and information access and an overall operations savings.
- ▶ Key deployments for FY11 included Accounts Payable, Treasury Endowments, Hub/Shared Services, Child Law, School of Communication, School of Education & the Graduate School.
- ▶ New roll-outs are planned in Human Resources, School of Business, Graduate School of Nursing and added functionality planned for Accounts Payable and Registration and Records.
- ▶ Version 10 conversion efforts are underway and planned for FY12.

ECM Stats docfinity
- 18 departments live
- 575 active users
- 2.5M documents stored
- 675 document types
- 75% process improvement
- 5,600 hours saved annually (2.8 FTE)
- $47,000 saved annually

Other Highlights

- ▶ Opened a new Digital Media Lab at the Water Tower campus during the fall term. The 21-seat workspace offers one-on-one training for media creation and specialized equipment for use and checkout. This lab is visited by over 250 students per day.
- ▶ The Blackboard Learning Management System was upgraded to the most current version for the summer courses. The new version is more "student centered" and offers faculty the ability to use built-in social media tools such as blogs and wikis within the learning system.
- ▶ A site survey of cellular services indicated improved signal strength at the Lake Shore campus. This was in comparison to a similar survey completed in 2008. This is attributed to network optimization, upgraded cell sites around campus, and improved quality of new mobile devices.
- ▶ Paper forms used to apply for tuition benefits have been retired as the process of identifying faculty/staff and/or dependents eligibility for the benefit has been automated.

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

Loyola Mobile

Beginning with the fall term, a new suite of three mobile applications was developed and deployed:
- ▶ "Mobile Central" provides open access to information such as campus maps, news, events, and directories. There have been over 4,300 downloads of the application since the Fall of 2010.
- ▶ "Mobile Learn" provides mobile access to courses through the learning management system, Blackboard.
- ▶ "Mobile Locus" allows students to login and access their grades, schedules, and holds from their mobile device. Over 4,900 (30%) of Loyola's students have used Mobile Locus in the last academic year.
- ▶ Loyola's mobile application and development process was featured in the Educause Quarterly publication for Higher Education in March 2011. http://www.educause.edu/EDUCAUSE+Quarterly/EDUCAUSEQuarterlyMagazineVolum/LoyolaUniversityChicagoTheresa/225854

DW/BI

The enterprise data warehouse (DW) project which commenced in 2010 continues to make progress. Achievements include: completion of the RFP process, selection of a DW vendor to assist in designing and building our baseline enterprise DW. Requirements gathering sessions with many organizations across the university were completed, DW hardware was purchased and installed along with several new and enhanced business intelligence(BI) tools. The first pre-production use of the DW will be centered on Faculty Workload information and is scheduled to be delivered in October 2011 with production following a prove-in/testing period. The baseline data warehouse is targeted for final verification in April of 2012.

Electronic Portfolios

CENTER FOR EXPERIENTIAL LEARNING
FIND YOUR DIRECTION
EPORTFOLIO

The research and selection of an ePortfolio and assessment solution, TaskStream, was completed. This solution provides a learning record that includes actual evidence of achievement for students, and an assessment tool for the university. The new system is planned for an initial pilot during the summer semester. UNIV101 and several other courses including assessment by five academic units planned for Fall 2011.

Online Courses

As part of a pilot for online course offering, developed and implemented a new technology infrastructure, training program, website, www.luc.edu/online , and support process for online teaching and learning. A cohort of fifteen faculty were selected to develop these online courses. Faculty attended structured workshops to receive training and support in online pedagogy and technology tools required to develop and deliver online courses. This initiative was one of the first programs to result from the July 2010 report from the Task Force on New Educational Initiatives. Twelve of the fifteen courses were filled to enrollment capacity (19) for the term.
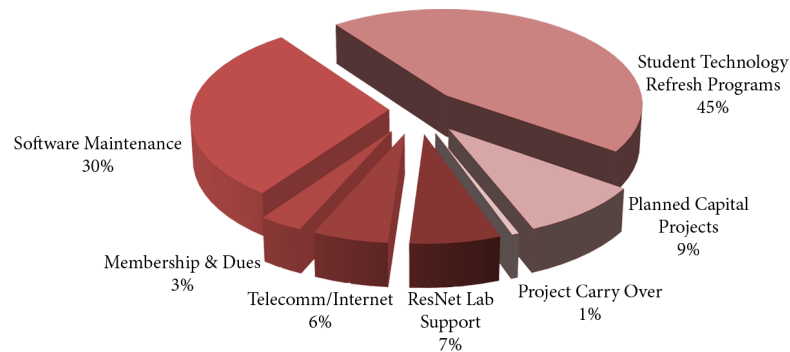
FY11 FACTS

Data Centers

Loyola's two data centers house over 550 devices including servers, appliances, and equipment including:

► Over 120 Terabytes of online storage
► Nearly 160 physical enterprise class servers and over 230 virtual servers
► Over 1,200 wireless access points covering 90% of Loyola's buildings
► Over 23,300 devices registered on the wireless network
► 1.2 Gig connection for internet bandwidth

Other Facts

► 4,100 workstations with over 25% available for student use (1,400)
► 260 technology-equipped classrooms and 50 conference spaces
► 200 technology training sessions for faculty and staff
► 40 presentations delivered by ITS staff members at many leading technology and higher education venues
► Eight articles or case studies that feature technology at Loyola
► Two awards: "Partnership Award" from Loyola's United Student Government Association and "CIO of the Year" awarded by the Executives' Club of Chicago and the Association of Information Technology Professionals

FY11 Technology Fee Allocations

- Student Technology Refresh Programs 45%
- Software Maintenance 30%
- Membership & Dues 3%
- Telecomm/Internet 6%
- ResNet Lab Support 7%
- Project Carry Over 1%
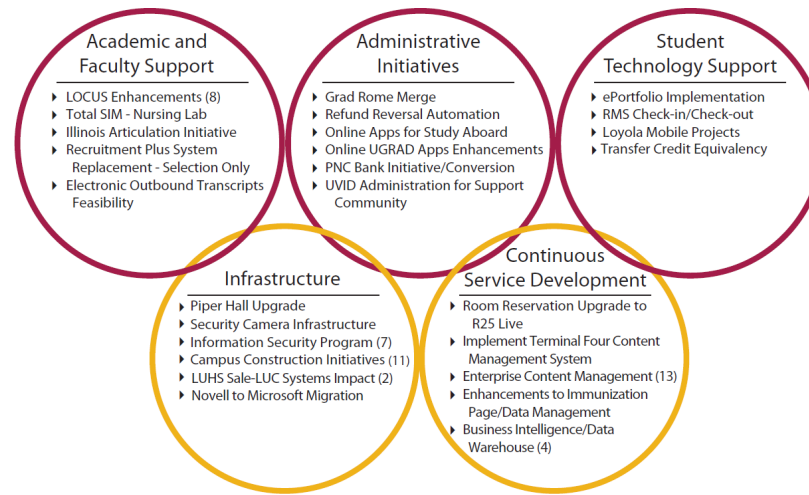- Planned Capital Projects 9%

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 to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index						
	FY07	FY08	FY09	FY10	FY11	FY10-11 Change	Total Change
Academic & Faculty Support Scorecard	3.0	3.3	3.7	3.9	4.0	2%	24%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	4.1	7%	15%
Student Technology Scorecard	3.4	3.5	4.0	4.4	4.4	0%	23%
Infrastructure Scorecard	3.0	3.1	3.4	3.6	3.5	-4%	14%
Continuous Service Improvement Scorecard	2.2	2.6	3.0	3.5	3.6	3%	40%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	3.9	1%	32%
Average Annual Score	3.0	3.2	3.5	3.9	3.9	2%	25%
Year to Year Improvement	--	8%	9%	9%	2%		

As of November 2010

FY12 & BEYOND

MAJOR INITIATIVES - FY12 Q1-Q2

Academic and Faculty Support
► LOCUS Enhancements (8)
► Total SIM - Nursing Lab
► Illinois Articulation Initiative
► Recruitment Plus System Replacement - Selection Only
► Electronic Outbound Transcripts Feasibility

Administrative Initiatives
► Grad Rome Merge
► Refund Reversal Automation
► Online Apps for Study Aboard
► Online UGRAD Apps Enhancements
► PNC Bank Initiative/Conversion
► UVID Administration for Support Community

Student Technology Support
► ePortfolio Implementation
► RMS Check-in/Check-out
► Loyola Mobile Projects
► Transfer Credit Equivalency

Infrastructure
► Piper Hall Upgrade
► Security Camera Infrastructure
► Information Security Program (7)
► Campus Construction Initiatives (11)
► LUHS Sale-LUC Systems Impact (2)
► Novell to Microsoft Migration

Continuous Service Development
► Room Reservation Upgrade to R25 Live
► Implement Terminal Four Content Management System
► Enterprise Content Management (13)
► Enhancements to Immunization Page/Data Management
► Business Intelligence/Data Warehouse (4)
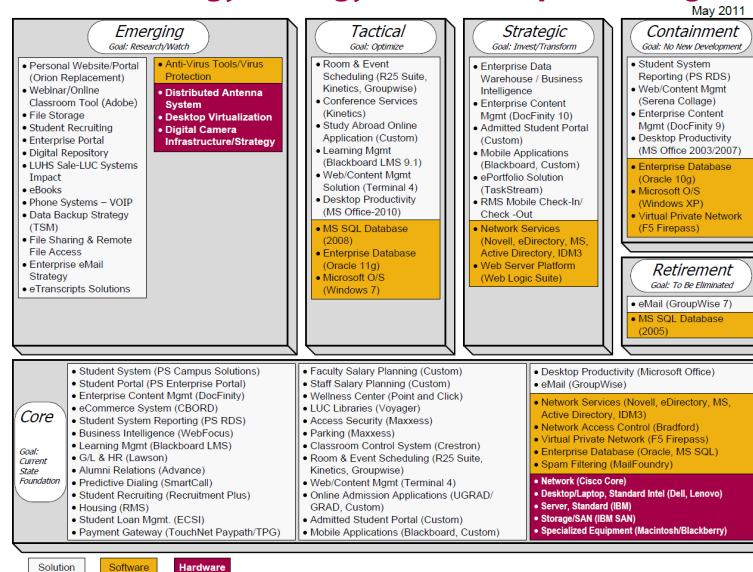
Initiatives under development include:

► Develop new operational structure with SSOM and LUMC shared services
► Deliver first phases of data warehouse
► Assess plan for e-books
► Develop strategy for social media and next phases of Loyola mobile
► Replace Student Recruitment System
► Pilot open source alternatives for Learning Management System (LMS)
► Migrate all PC desktops file/print services from Novell to a Microsoft platform
► Update PC's to Windows 7 and Microsoft Office 2010

LUC Technology Strategy - A Roadmap for Change

May 2011

Emerging — *Goal: Research/Watch*
- Personal Website/Portal (Orion Replacement)
- Webinar/Online Classroom Tool (Adobe)
- File Storage
- Student Recruiting
- Enterprise Portal
- Digital Repository
- LUHS Sale-LUC Systems Impact
- eBooks
- Phone Systems – VOIP
- Data Backup Strategy (TSM)
- File Sharing & Remote File Access
- Enterprise eMail Strategy
- eTranscripts Solutions
- Anti-Virus Tools/Virus Protection
- Distributed Antenna System
- Desktop Virtualization
- Digital Camera Infrastructure/Strategy

Tactical — *Goal: Optimize*
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Conference Services (Kinetics)
- Study Abroad Online Application (Custom)
- Learning Mgmt (Blackboard LMS 9.1)
- Web/Content Mgmt Solution (Terminal 4)
- Desktop Productivity (MS Office-2010)
- MS SQL Database (2008)
- Enterprise Database (Oracle 11g)
- Microsoft O/S (Windows 7)

Strategic — *Goal: Invest/Transform*
- Enterprise Data Warehouse / Business Intelligence
- Enterprise Content Mgmt (DocFinity 10)
- Admitted Student Portal (Custom)
- Mobile Applications (Blackboard, Custom)
- ePortfolio Solution (TaskStream)
- RMS Mobile Check-In/Check-Out
- Network Services (Novell, eDirectory, MS, Active Directory, IDM3)
- Web Server Platform (Web Logic Suite)

Containment — *Goal: No New Development*
- Student System Reporting (PS RDS)
- Web/Content Mgmt (Serena Collage)
- Enterprise Content Mgmt (DocFinity 9)
- Desktop Productivity (MS Office 2003/2007)
- Enterprise Database (Oracle 10g)
- Microsoft O/S (Windows XP)
- Virtual Private Network (F5 Firepass)

Retirement — *Goal: To Be Eliminated*
- eMail (GroupWise 7)
- MS SQL Database (2005)

Core — *Goal: Current State Foundation*
- Student System (PS Campus Solutions)
- Student Portal (PS Enterprise Portal)
- Enterprise Content Mgmt (DocFinity)
- eCommerce System (CBORD)
- 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)
- Payment Gateway (TouchNet Paypath/TPG)
- Faculty Salary Planning (Custom)
- Staff Salary Planning (Custom)
- Wellness Center (Point and Click)
- LUC Libraries (Voyager)
- Access Security (Maxxess)
- Parking (Maxxess)
- Classroom Control System (Crestron)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Web/Content Mgmt (Terminal 4)
- Online Admission Applications (UGRAD/GRAD, Custom)
- Admitted Student Portal (Custom)
- Mobile Applications (Blackboard, Custom)
- Desktop Productivity (Microsoft Office)
- eMail (GroupWise)
- Network Services (Novell, eDirectory, MS, Active Directory, IDM3)
- Network Access Control (Bradford)
- Virtual Private Network (F5 Firepass)
- Enterprise Database (Oracle, MS SQL)
- Spam Filtering (MailFoundry)
- Network (Cisco Core)
- Desktop/Laptop, Standard Intel (Dell, Lenovo)
- Server, Standard (IBM)
- Storage/SAN (IBM SAN)
- Specialized Equipment (Macintosh/Blackberry)

Solution | Software | Hardware

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

Information Technology Services

Technology@Loyola
INFORMATION TECHNOLOGY SERVICES
LOYOLA UNIVERSITY CHICAGO

FY11 Summary

LOYOLA
UNIVERSITY CHICAGO

July 2011