

# Information Technology Services

## COVID-19 Projects & Statistics

- ▶ Tele-Counseling eConsent forms and workflow process for Wellness Center and Loyola Community & Family Services
- ▶ Student application and dashboard for CARES / HEERF Awards
- ▶ UPass Opt-Out application for Fall 2020
- ▶ Symptom Checker Mobile App and Dashboard and Contact Tracing Dashboard
- ▶ Teaching and Learning, Service Desk, and Cabinet Operations Dashboards
- ▶ Identify HyFlex classroom strategy
- ▶ Software acquisition & deployment: Labster, Sassafras, ProctorTrack
- ▶ Enterprise-wide distribution lists to support UMC communications
- ▶ 271 Webinar sessions supported with 15,807 total participants
- ▶ 624 Continuity Loans -loans included hotspots, laptops, webcams, headsets, mics
- ▶ 77 JFRC courses, and 4,834 general campus-based (HSC, LSC, WTC) courses moved to online in 10 days during the Spring 2020 semester
- ▶ 879 faculty attended 68 training sessions to prepare for online teaching
- ▶ Enabled cloud-based technical solutions to empower and support the COVID-19 Emergency Response Management team

## FY21 & Beyond

### Major Initiatives - FY21 Q1-Q2

#### Academic and Faculty Support

- LOCUS Enhancements (4)
- Customer Relationship Management (CRM) system evaluation for SON
- Validation of Interfolio as a Campus Wide Faculty Review/Administration Solution
- CVENT Registration for Commencement 2020
- CVENT Support for Climate Change Conference

#### Administrative Initiatives

- COVID-19 Related Projects
- Lawson/Kronos Enhancements (5)
- Replace ECSI SALNet (Flywire)
- Travel & Expense Management Technology Solution
- Advancement/Development Projects (4)
- Space and Asset Mgmt System - Phase II
- T4 Sitemanager Upgrade
- Enterprise Learning Hub

#### Student Technology Support

- Plan and Implement Course Schedule Builder+ Solution (EAB Navigate)
- LOCUS Fluid Page Rollouts
- Learning Portfolio Implementation (Digication)
- QSB Student Mentoring Software Pilot - (PeopleGrove)
- RMS to CS Gold Meal Plan Interface Changes - 2020-2021
- Campus Labs Engage integration
- Everfi - Student Mental Health Training and Awareness

#### Infrastructure

- Campus Construction Initiatives (8)
- Information Security Program (6)
- IT Disaster Recovery (6)
- LDE Foundation: Collaboration and Security (8)

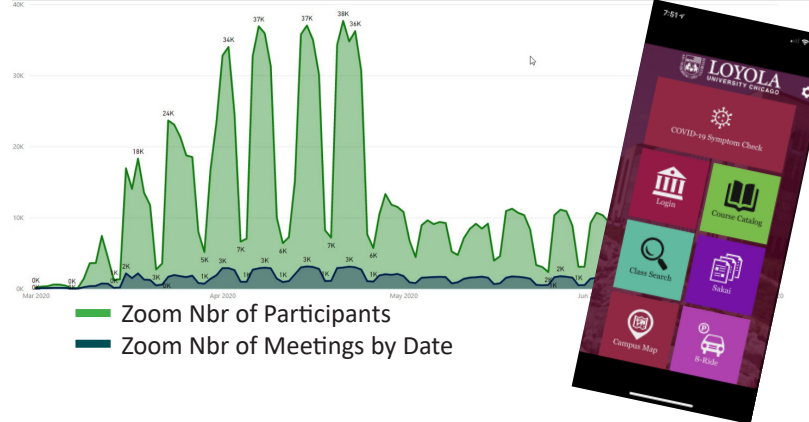


"Loyola Digital Experience"

#### Continuous Service Development

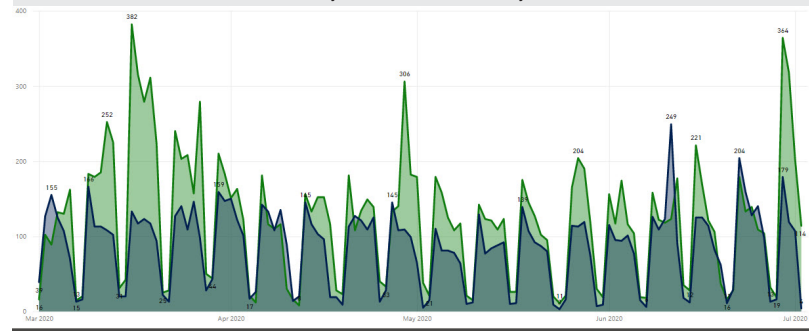
- Business Intelligence/Data Warehouse (13)
- Enterprise Content Management (5)
- Automate HSC parking/ID processes for LUC students
- LDE Transformation: Digital Assistant/Chatbots
- HSC Technology Discovery & Alignment

LMS Metrics Since COVID-19 Period Begun  
March 1, 2020 - June 30, 2020



Zoom Nbr of Participants  
Zoom Nbr of Meetings by Date

Incidents Since COVID-19 Period Begun  
March 1, 2020 - June 30, 2020



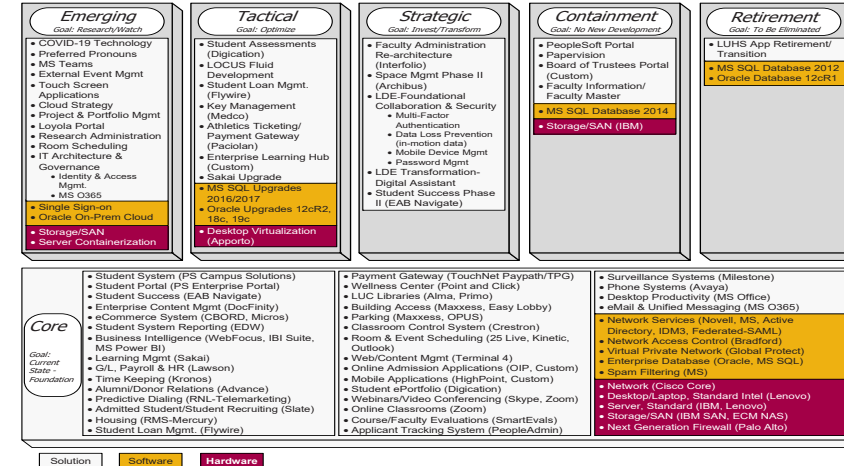
Nbr of Incidents and  
Nbr of Incidents Last Year



### Initiatives under development include:

- ▶ Adopt EAB Navigate to improve retention, student registration experience & advisor workflows
- ▶ Expand pilot usage of "LUie" Digital Assistant
- ▶ Modernize and improve mobile access to Student System with Fluid Implementation and Portal Decommission
- ▶ Launch an Enterprise Learning Hub as central location for required University trainings
- ▶ Enable off-campus access to Lawson and Employee Self Service with MFA
- ▶ Develop Accounts Payable Check Requisition web application
- ▶ Re-architect, modernize & streamline Faculty Information Systems under "One Loyola"
- ▶ Align services & support for SSOM & Informatics portfolios with existing ITS practices
- ▶ Replace Taskstream ePortfolio and Assessment solution with Digication
- ▶ Assess LUMC application portfolio to transition or retire these LUMC Shared Services
- ▶ Deploy, test, configure and train for HyFlex Classrooms (COVID project)

### LUC Technology Strategy - A Roadmap for Change



## FY20 Summary



July 2020

# Run...

ongoing operations

## Sample Service Volumes

- Daily**
- ▶ 1.2 million e-mails received
  - ▶ 23,000 student, faculty, staff accesses to email from a mobile device
  - ▶ 28,300 logins to LOCUS
  - ▶ 3,230 total printed pages in Student Labs
  - ▶ 32,000 visits to luc.edu, 31% from mobile devices
- Weekly**
- ▶ 900+ Service Desk tickets
  - ▶ 315 checkouts from Media Lab
  - ▶ 30+ classroom support calls
  - ▶ 3,100 Loyola Secure Access sessions
  - ▶ 675 Loyola Secure Transfer sessions
  - ▶ 195 Learning tutorials viewed
- Monthly**
- ▶ 270 Sakai support calls
  - ▶ 16,000 computer lab logins
  - ▶ 1,960 new lecture capture recordings
  - ▶ 50 new poster requests from Media Lab
- Annually**
- ▶ 350 million network attacks blocked
  - ▶ 157,000 visits to mobile LOCUS
  - ▶ 323,000 BI Operational reports run

## Enterprise Highlights

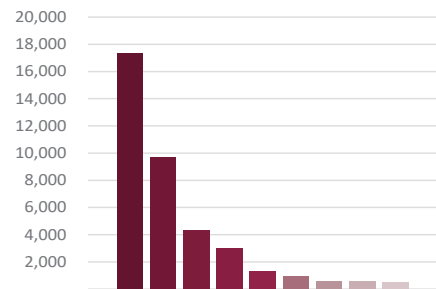
- ▶ 345 technology-equipped classroom spaces
- ▶ 1,100 Operational Report users
- ▶ 1,660 Student lab and Classroom PC's upgraded to Windows 10
- ▶ 5,150 Faculty and Staff PC's upgraded to Windows 10

## Data Centers & Networks

- ▶ Loyola's Lakeside data centers house 600 devices including servers, appliances, and equipment
- ▶ 850+ Terabytes of online storage; 200+ Terabytes of e-mail storage; 29+ Petabyte (PB) cloud storage for O365
- ▶ 90 physical enterprise class servers and over 350 virtual servers
- ▶ 2,850 wireless access points covering 95% of Loyola's buildings
- ▶ 36,000 devices registered on the wireless network
- ▶ 14 GB combined internet bandwidth (10.5 LSC, 3 WTC, .5 HSC)

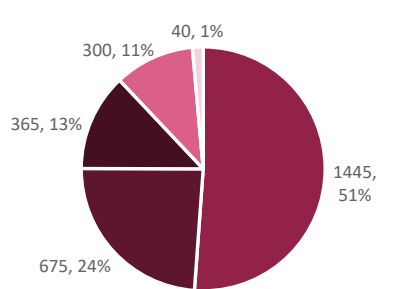
## FY20 Information Security Top 10 Threats Blocked (000's)

"Reputation" is Number One and Exceeds 310 Million



- Email Firewall
- Malware
- Spam
- Software Maintenance
- Student Tech Refresh
- Copyright
- Other
- Coord Attack
- Student Lab Support
- Telcom / Internet
- Phishing
- App Attack
- ? Activity
- Membership & Dues

## FY20 Tech Fee Spend (000's)



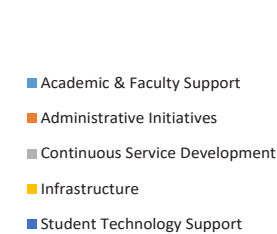
# Grow...

information systems and services to optimize performance

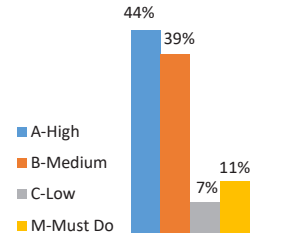
## Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio has averaged over 500 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown over 21% over the past 2 years.

### FY20 Projects by Strategic Alignment



### FY20 Projects by Priority



Strategic Category	FY20 Q1-Q2 Completed Projects	FY20 Q3-Q4 Completed Projects	FY20 Total Projects	FY20 % of Total
Academic & Faculty Support	11	4	15	11%
Administrative Initiatives	29	21	50	36%
Continuous Service Development	18	18	36	26%
Infrastructure	13	11	24	18%
Student Technology Support	6	6	12	9%
<b>Total</b>	<b>77</b>	<b>60</b>	<b>137</b>	<b>100%</b>

## Key Highlights

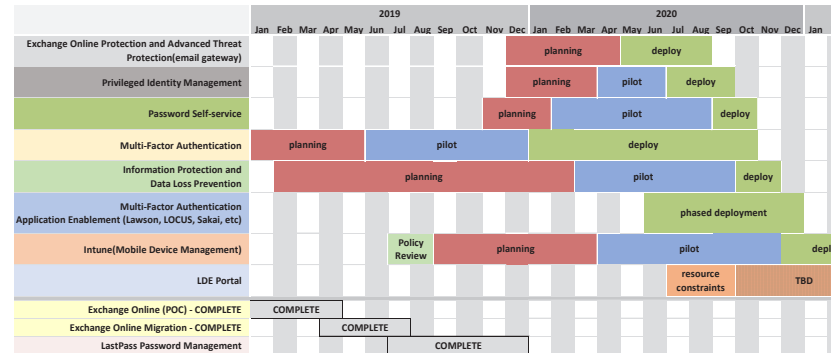
- ▶ Established an upgraded **Velos** environment as the clinical trials management system. This was to address a legacy, unsupported Velos instance that resided at LUMC.
- ▶ Acquired a site-wide subscription to the **Qualtrics'** Research core online survey platform.
- ▶ Introduced **Apporto**, a desktop virtualization service, to support remote access to certain licensed University applications from any location.
- ▶ Replaced OrgSync with **Campus Labs Engage (LUCommunity)** to support student organizations. OrgSync was acquired and sunset by Campus Labs.
- ▶ **Maxient** replaced Symplicity Accommodate for student judicial and Title IX activities on campus and replaces Advocate from Symplicity.
- ▶ **Digication** was selected to replace Taskstream as the software solution for student e-portfolios and enhanced assessment.
- ▶ Developed a new, more contemporary **Board of Trustees SharePoint Portal** design for the secure presentation of board documents and aids in sharing of news and events, and the coordination of the quarterly board and committee meeting cycles.
- ▶ Replaced a custom application with **Terra Dotta Study Abroad and International Student & Scholar Services** to improve the management, processing, tracking, compliance requirements and reporting of study abroad participants and international students and scholars at Loyola.
- ▶ Transition from IDEA (Campus Labs) to **SmartEvals (Gap Technologies)** for our course evaluation solution to improve and expand capabilities for course assessments. In the Fall 2020 semester, there was a 65% response rate which was a substantial improvement over all prior years using the new solution.

# Transform...

new technologies and processes that fundamentally promote change

## LDE: Foundation - Collaboration & Security Program

Major progress was made on the initial launch and rollout for Multi-Factor Authentication (MFA) to all University constituent groups. MFA protects the University by requiring two forms of online identification, thus reducing the risk of phished credentials being used for spam propagation and data loss due to intrusion into systems by password theft.



LUie Digital Assistant

## LUie Digital Assistant Pilot - Intrasee

LUie Digital Assistant piloted in academic year 2019-20. A Digital Assistant, also known as a predictive chatbot, is an automated program that simulates a conversation with the people who use it, typically over the internet. Supported by artificial intelligence it understands the meaning of what was typed. The pilot program included three areas of the University: ITS HelpDesk, Academic Advising and the Bursar Office. Phase 1 of the pilot resulted in a 70% Success Rate and

Phase 2 results improved further to a 87% Success Rate. Topics included Academics, Financial, Health & Well-being and Student Life. Expansion of the program is approved and planning is underway for new content and audience in 2020-21 to include guests, prospective students, parents, and interested parties with a guest digital assistant for publicly available information. This pilot project was nominated for a Peoplesoft Feature Innovator Award from Oracle in June 2020, and subsequently recognized in August 2020: [https://docs.oracle.com/cd/E52319\\_01/infportal/loyola\\_university\\_chicago.html](https://docs.oracle.com/cd/E52319_01/infportal/loyola_university_chicago.html)

## Student/Alumni Mentoring Platform Pilot - PeopleGrove

Quinlan School of Business (QSB) championed a pilot program using PeopleGrove to match current students with interested alumni for mentoring and networking. QSB's goal is to foster a robust alumni network and build meaningful relationships between current students and alumni managed by an online platform to support a 1:1 mentorship program for all QSB students. This project enables Loyola to build out mentoring networks where they are most needed, while simultaneously developing the institutional structure and expertise to expand to other schools in the future.

