



**Attendees:**

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Karen Paciero	Attended	Provost Office Representatives	David Slavsky	Attended
Enrollment Management & Student Success	Paul Roberts	Absent	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Attended	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz	Attended	ITS	Jim Sibenaller Dawn Fitzgerald	Attended Attended
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Norberto Grzywacz	Attended	UMC	Jeremy Langford	Attended
Executive Vice Provost	Sheila McMullan	Attended	School of Nursing	Lorna Finnegan	Attended

**Welcome, Meeting Purpose & Agenda**

The minutes from the August 13<sup>th</sup> meeting were approved as written. The agenda for October 22<sup>nd</sup>, 2020 includes updates on major Loyola Digital Experience (LDE) projects including the Enterprise Learning Hub, EAB Navigate Phase II, MFA/Lawson ESS and Digital Assistant / Chatbot. Also on the agenda, planned adjustments for the portfolio to include the SSOM application portfolio and Informatics and Clinical Research. Finally, a discussion surrounding the recommendation of a new ITESC Sub-Committee to support research computing services will conclude the agenda.

**Loyola Digital Experience – Susan Malisch, Jim Sibenaller & Dawn Fitzgerald**

Susan reviewed the background, purpose and goals of LDE to re-frame the importance and intent behind some of these projects as several initiatives continue to make steady progress.

Since the ITESC last met, the Enterprise Learning Hub (ELH) effort on-track for a fall semester launch with some staff augmentation support. Dawn walked through what the (ELH) portal looks like and the features that will soon be available to all users. The pilot kicked off on Tuesday, Oct 20 which included HR as well as ITS staff members. The new portal will allow students, faculty and staff to see all their required trainings as well as view the status of the training in one location. ITS will continue to build out the ELH to improve and streamline the experience.

Dawn revisited the features of EAB Navigate Phase I for the group, including Navigate Staff and Navigate Student which included the launch of the mobile app and the Academic Planning pilot. Usage metrics since the launch include over 5,000 advising notes, 5,800 communications sent, 1,400 appointments scheduled and almost 3,100 unique student logins. Jane inquired how Student Development might be able to utilize EAB Navigate to further connect with the student demographic and Dawn reassured her that Phase II is where they will have the opportunity to really expand and include other areas of the University. Dawn and Paul are pleased with the initial numbers since the go-live in early August and Dawn will return with a breakdown of users by class.

Jim confirmed that enrollment in MFA is complete for students, faculty and staff, and there is a process in place for new community members to enroll. Absent adoption of MFA moving Infor Lawson outside of the firewall would not have been possible. With most employees working remotely, it allows access to Infor Lawson from home, including students who need to access paystubs. Also a new service, employees also have the ability to remotely update direct deposit information and make changes to their federal tax withholding information. Susan emphasized the importance of MFA to enable secure remote access to more services.

Jim shared the numbers for LUie, our digital assistant chatbot, after the conclusion of the pilot. LUie maintained a high success rate and positive feedback with over 200 conversations/month for over 250 personalized questions, 15 campus solutions questions and 3 campus solutions updates. In order to expand the use and content for LUie, Susan recommended pulling together a working group (with representatives from each department) to continue to expand the ways LUie can assist with up-to-date content and answers. The group agreed to target November for an inaugural meeting of this working group. Jane confirmed Student Development has content experts that would be able to work on writing content for LUie, Dawn recommended a project request be completed for Student Development to be added to this project.

**Adjustments to Portfolio – Susan Malisch & Jim Sibenaller**

Susan described the organizational changes made to fold in the Informatics & Clinical Research and Health Sciences technology teams to ITS. Some adjustments to the Capacity FTE planning are required to prepare for the Portfolio Prioritization in December. "Research" was added as an entirely new work type to accommodate work effort by the Informatics & Clinical Research (ICR) team. The T-shirt methodology for categorizing projects has also been amended to accommodate the smaller project efforts in ICR. The XS has been broken into XXS (1/2-2 days) and XS (3-5 days) and XL has been broken into XL (121-180 days) and XXL (>180 days) to make room for the much larger projects that span over the course of more than 6 months.



Finally, Susan shared a new Major Initiatives category, “Research Computing Services” as a place to capture the new ICR priorities. This would be accompanied by the possible addition of a new ITESC Sub-Committee, the Research Computing Services Council. A draft was shared and this committee structure and charge will be further vetted and developed with Sonny Singh, Vice Provost for Research.

Jim shared a draft of a new Change Calendar ITS is currently piloting. It allows for a full view of changes that are happening each week to develop a better understanding of what changes are being made, and how that affects other our community and other change dependencies. The significant amount of change being pushed out, partially related to COVID and remote work, prompted the creation of this new view. It will be used internally within ITS to manage change and may be considered to more broadly publish in the future.

**Next meeting – Tuesday, December 8, 2020 – 1:00-3:00 –Via Zoom tele/video conference.**

Respectfully submitted,  
Megan Youngs