

# ITS Executive Steering Committee (ITESC)

Agenda and Materials – February 24, 2022



# Agenda

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## HIPAA Compliant Teleconferencing

- J. Sibenaller

## Major Project Updates

- S. Malisch, D. Fitzgerald, J. Sibenaller

## Fake Job Phishing/Email for Life

- S. Malisch, J. Sibenaller

## Disaster Recovery Tiers

- J. Sibenaller

# HIPAA Compliant Teleconferencing

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## Scope

- Determine the HIPAA compliance impact of sharing private health information during online collaboration sessions/meetings

## Concerns

- Pre and post-pandemic, the use of online meeting technology for healthcare purposes would require us to sign a Business Associates Agreement (BAA) with providers (like Zoom & Microsoft)
  - **We believe...**  
**Signing a BAA would make us a covered entity & require compliance with the HIPAA Security Rule (XL enterprise undertaking, additional costs involved)**
- Ease of enforcement of compliance with HIPAA rules during pandemic
  - When does this expire? What happens when it does?
  - What are the covered entity status impacts?

# Interviews Performed / Summary Results

Department / School	Contact	Is Zoom or Teams being used?	Is PHI being shared?
Stritch School of Medicine	Sam J. Marzo, MD	Personally uses Zoom, Trinity Health uses Teams	Clinical issues get mentioned in a broad way (Nothing specific to an individual patient or specific medical record is discussed)
Marcella Niehoff Nursing School	Lorna Finnegan, PhD	Proviso Township High Schools District 209 required that the Loyola School of Nursing use Teams as opposed to Zoom	No
Stritch School of Medicine	Gregory Gruener, MD	Zoom is predominantly being used (Teams is usually used in the case of admissions for elective students)	No
Stritch School of Medicine	Meharvan Singh, PhD	Zoom is used for patient visits, in addition for research discussion (At times, video conferences will occur via Webex)	Yes
Psychology	Markeda Newell, PhD	GoReact (HIPAA compliant cloud services) is used for video editing feedback in the video	Yes
School of Social Work	Goutham M. Menon, PhD	Zoom	Yes
Wellness Center	Joan Holden, DNP David DeBoer, PhD	Zoom	Yes
Community and Family Services	Richard Renfro, PhD	Zoom	Yes
Parkinson School of Health Sciences and Public Health	Elaine Morrato, DrPH	Zoom, Trinity Health uses Teams	Yes

# HIPAA Compliant Teleconferencing

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## Next Steps

- Discuss and validate options with OGC related to covered entity status and agreements
- Determine any product changes regarding BAA agreements
- Identify appropriate product direction
  - Zoom, Teams, or both
- Provide product recommendation to HIPAA Compliance Officer, Provost & CIO
- Communicate actions to the ITESC

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# Student Mentoring - PeopleGrove

Student Mentoring (PeopleGrove)	Sponsor: Paul Roberts, Susan Malisch Project Manager: Ashley Walcott	Health	
		Prior	Current

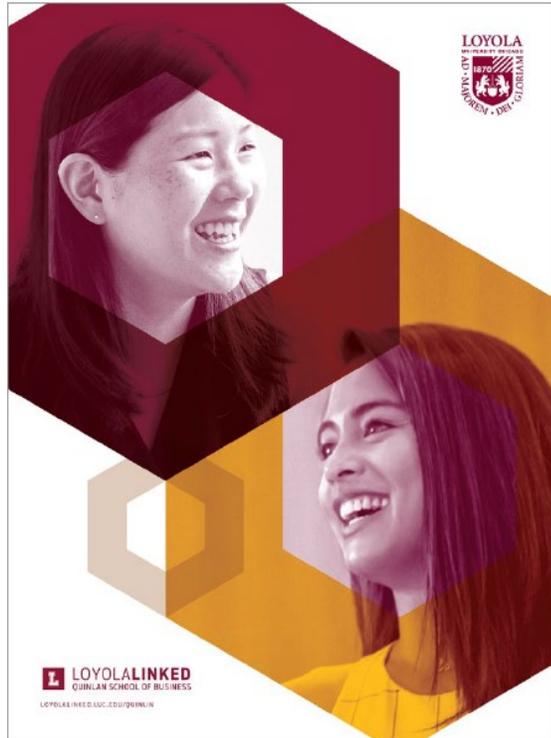
## Recent Activity

- *LoyolaLinked* is ready for full launch to alumni – platform has been configured and alumni data has been loaded into the database. Student data load has been tested and is ready for activation.
- Career Services leading engagement with a freelance consultant to prepare marketing materials for student launch. Final product will be a 'toolkit' that allows for reuse of assets for multiple campaigns.
- Initial list of reporting metrics demonstrating growth and impact of the platform submitted to PeopleGrove for reporting development assistance.
- Project team submitted recommendation to executive sponsors to hire a full-time platform administrator to lead Central Hub operations and liaise with school hub admins. This level of staffing is necessary to position the platform for growth.
- *LoyolaLinked:Stritch School of Medicine* soft-launch completed January 2022. Full-launch planning in progress.
- School of Social Work and Parkinson School Pre-Implementation Onboarding / Planning meetings held with ITS Jan/Feb. Implementation timeline planning in progress.

## Next Steps

- Finalize University-wide strategy for *LoyolaLinked*, including decisions on staffing and student recruitment.
- Proceed with launch to all Loyola alumni.
- Complete marketing materials and finalize communication plan for student launch.
- Proceed with launch to all Loyola students following alumni adoption.

# Student Mentoring – sample artwork



# Faculty Administration Architecture Strategy(FARS)

Faculty Administration Re-Architecture Strategy–FARS

Sponsor: Badia Ahad  
Project Manager: Warren Francis

Health

Prior

Current

## Recent Activity

### F180

- Data validation for Digital Measures data conversion completed. Data issues identified during validation to be corrected by OIE.
- Course files uploaded for configuration by OIE, DWBI and Student Systems teams.
- Finalize faculty rosters for upload.

### Merit Letter Creation

- Project completed December 2021 for all faculty.

### Online Contracts

- Contract templates completed and in use for full time and part time faculty at HSC and LSC.

### FSP

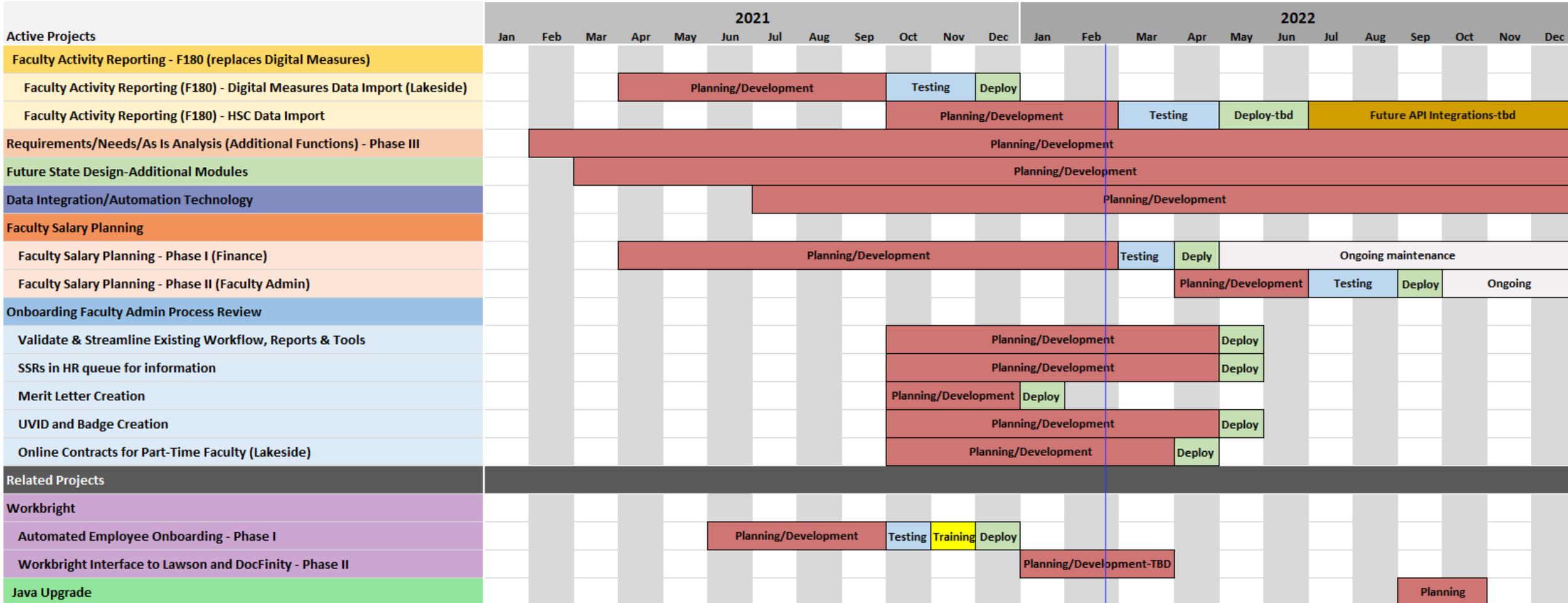
- Phase I development for Finance completed. Testing in progress with go live scheduled for beginning of April.
- Phase II development for Faculty and Finance use will begin in May with a go live scheduled by September.

### Faculty Onboarding

- Current state documentation completed and shared with Faculty Admin.
- Future state design in progress.

# Faculty Administration Architecture Strategy(FARS)

## Faculty Administration Re-Architecture Strategy Timeline - 02/18/2022



# School Based CRM Pilot

School Based CRM Slate Pilot for SON

Sponsor: Lorna Finnegan, Karen Berg  
Project Manager: Heather Chester

Health

Prior

Current

## Recent Activity

- Slate (Technolutions) Student Success Platform License Purchase completed February 2022
- UnderScore consulting selected as implementation services vendor
  - Evaluated two Slate consulting vendors for implementation services: RNL and UnderScore
  - Customer Reference Site call held with University of Texas for UnderScore

## Next Steps

- Complete Slate database / infrastructure setup with Technolutions
- Schedule training for Slate captains (ITS) and functional admins (SON)
- Begin SON clinical site data review / cleanup
- Finalize UnderScore contract

# Advancement CRM RFP

Advancement CRM RFP	Sponsor: Karen Paciero, Susan Malisch Project Manager: Florence Yun	Health	
		Prior	Current

## Recent Activity

- Zuri Group awarded bid as RFP and implementation consulting vendor – contract signed Jan 2022
- RFP project team kick-off held Feb 2nd
  - Project SharePoint site created
  - Information Gathering documents in progress including stakeholder survey
  - Stakeholder Interviews planning in progress

## Next Steps

- Schedule stakeholder interviews beginning March 1
- Complete RFP requirements from stakeholder interviews and surveys feedback
- First Executive Sponsor report out to be scheduled 3rd week of March

# Data Governance & Integrity

Data Governance and Integrity	Sponsors: Margaret Callahan, Teresa Krafcisin, Susan Malisch, Winifred Williams Project Managers: Brian Erdman, Jasmina Hoscheit	Health	
		Prior	Current

## Recent Activity

- Hired the Data Governance Manager, Jasmina Hoscheit
- Assessed consultant deliverables
- Conducted best practices research & connected with peer institutions with data governance programs
- Developing “common data definitions” through use of internal data dictionary
- Data Governance & Integrity Steering Committee (DGISC) planning

## Next Steps

- Finalize and launch the DGISC
- Cleansing of biographical and contact information
  - phone numbers, local address, date of birth
- Creation of a data dictionary
- Institute regular Sponsor communications/meetings

# Data Governance & Integrity Steering Committee

Function/Area	Member	Alternate	Key Source Systems	Data Type
Office of Institutional Effectiveness	Brian Erdman (Co-Chair)			
Data Governance	Jasmina Hoscheit (Co-Chair)			
Enrollment & Student Success	Tim Heuer		Slate	New Students
Registration & Records	Rita Vazquez	Susan Ries	LOCUS	Students & Academics/FERPA
Alumni & Giving	Charles Van Hecke	Matt Johnson	Advance	Alumni & Donors
Human Resources	Danielle Hanson		Lawson, PeopleAdmin	Employees
Faculty Administration	Michelle Same	Michelle Pencyla	Faculty Information System(s) Interfolio	Faculty
Office of Institutional Effectiveness	Eilene Edejer			IPEDS
Schools	Anthony Deldin	Siobhan Cafferty	LOCUS, Lawson, Sakai	School
Finance	Tracy Snowberger	Becky Gomez-Klein	Lawson	Financial
Information Technology Services	Tony Vavarutos	Jim Sibenaller	Enterprise Data Warehouse	Enterprise
	Xiomara Franco		LUWARE, LOCUS	Identity
	Jim Pardonek	Chris Campbell	Non-Associated Persons	Sponsored Guests
	Rejoice Jebamalaidass		Online Directory	Demographics
	Jon Fischer	Eric Killham	Active Directory, UVID/email	Identity/Email

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The Data Governance and Integrity (DGI) Steering Committee **provides on-going cross-functional expertise and guidance for data-driven decision-making at Loyola.** This cross-functional committee will enhance the understanding and quality of institutional data through coordinated efforts of campus stakeholders. In addition, this group will **establish a framework for appropriate access to, use of, and accountability of, institutional data.**

This committee seeks to:

- Ensure that University decision makers have the data they need, and information is presented consistently across units and schools, through resources such as shared data definitions.
- Increase data governance and integrity collaboration across the University, to help establish business processes, standards, strategies, and direction through drafting and recommending policies to the DGI executive sponsors .
- Develop initiatives with information security considerations for appropriate access, use, storage, and publication of data.
- Define department and individual contributor responsibilities for the management and accountability of university data.
- Encourage data governance and data integrity transparency to remove barriers for data-driven decision-making.
- Establish appropriate training, support, and knowledge-sharing opportunities for the broader user communities.
- Foster buy-in and promote data governance, data quality improvements, consistent data application, and documentation of business process within their areas.
- Envision and communicate the long-term value of the DGI program.
- Develop a shared understanding of the roles and responsibilities for various units and to develop the concept of a “common data model”.

Steering Committee members will serve as stewards and champions of the management of data to help us move toward optimized data governance and integrity maturity model. The Steering Committee has the additional responsibility of monitoring and assessing the DGI program periodically to evaluate progress or areas in need of improvement.

# Student Experience Lifecycle

Student Experience Lifecycle	Sponsors: Susan Malisch, TBD Project Manager: TBD	Health	
		Prior	Current

## Recent Activity

- Piloted brainstorm/working session conducted with ITS staff
- Discussions with Margaret, Keith, Karen

## Next Steps

- Expand working sessions to Cabinet/Deans meeting, students, and targeted areas including the Provost Office, Student Development and Alumni Relations
- Compile feedback; identify themes
- Assess opportunities and review possible use of UX consultant (user experience, prioritization, best practices, and metrics) and formation of a steering committee to prioritize, delegate and advance initiatives

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# Fake Job Phishing/Email for Life

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## Phishing attack began Feb 7th

- 700,000 emails generated
  - 575,000 blocked by our intrusion prevention systems
  - 125,000 delivered
- Emails came from 133 compromised Loyola accounts
- 1,300 service desk tickets reporting phishing
  - 5 students clicked the link/fell for the phish
- Phishing poster seen on campus

## Compromised account specifics (133 total)

- Accounts were either reported to us by Microsoft or identified by ITS
- Passwords on these accounts were scrambled (stops the account from sending emails)
- Of these accounts
  - 113 alumni, no MFA (older accounts)
  - 19 active students with MFA
  - 1 active staff with MFA

# Fake Job Phishing/Email for Life

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## Continue to...

- **Communicate phishing scams** on social media, web sites, email “blast” where appropriate
- **Disable any compromised account identified**
- **Enable MFA for older accounts** before re-allowing access
- Contact the 20 MFA enabled accounts for **retraining on "push notifications"**, add as a future awareness course

# Fake Job Phishing/Email for Life

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## Recommendations

- Reset passwords on old accounts
  - Currently, any alumni accounts that are not signed up for email for life are kept active for 2 years following graduation, then disabled.
  - Any accounts that have a password change date prior to 7/1/2021 and no MFA should have their password reset. This totals 4800 accounts.
- Notify users of weak passwords, then reset
  - A recent 3<sup>rd</sup> party penetration test identified more than 19,000 accounts that have “simple” 12 character passwords that use standard English words and/or easy or obvious character insertion or number sequencing.
  - We will send a courtesy email to any email for life accounts that are in the weak password list along with accounts that have had no activity for 1+ years, recommending that they change their password. Following a 2 week period, any account that has not had a password reset by the due date will have their password reset by ITS.
- Improve weak password notification at reset
  - Research improving the banned password list to increase password complexity scoring.
- Student information security awareness
  - Create required training/knowledge sharing for students.
  - Options include registration, orientation, Loyola 101 curriculum, future registration blocks etc.

# Fake Job Phishing/Email for Life

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## Effects of Recommendations

- Alumni - Email for life accounts that are disabled, or passwords reset will **need to call** the Service Desk for assistance.
- Alumni - Email for life accounts that are forwarded (to Gmail, for example) will not be affected unless the user attempts to directly log in to their Loyola Outlook account.
- Service Desk - This may create some **additional calls to the Service Desk**, but it better addresses the risk and is far less work than the amount of time that the Service Desk spends responding to the phishing tickets.
- Students – **Required awareness training** will receive mixed acceptance, additional work

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# Disaster Recovery

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## Context

- Systems are recovered in 3 tiers
  - Tier 1 – Immediate, 1-5 days (after required networks, storage, databases & authentication are available)
  - Tier 2 – 6-10 days
  - Tier 3 – 10+ days
- Tiers were defined by the ITESC
- Plans are reviewed annually and tested if substantial changes were made
  - Testing is a real application failover and involves departments/schools as required to validate
  - Plans for cloud apps differ from in-house apps but are also required
- All systems must be tested least once every 3 years

## Current State

- Plans were updated/testing executed in 2019 and a few in early 2020 pre-pandemic
- Process was paused due to the pandemic
- HSC application have their own plan(s)/process

## Goals

- Validate systems in Tier 1
- Discuss eliminating Tier 3
- Restart the existing process
- Add HSC recovery plans into the exiting DR program

# Disaster Recovery Tiers - Current

Technology / System	Recovery
Enterprise Database Services (Oracle)	Tier 1 (1-5 days)
Enterprise Database Services (SQL)	Tier 1 (1-5 days)
Network Services (AD)	Tier 1 (1-5 days)
Network Services (Core)	Tier 1 (1-5 days)
Network Services (DNS)	Tier 1 (1-5 days)
Network Services (Inter Campus Communication)	Tier 1 (1-5 days)
Network Services (Internet)	Tier 1 (1-5 days)
Network Services (Intra Campus Communication)	Tier 1 (1-5 days)
Network Services (VPN)	Tier 1 (1-5 days)
University Website (LUC.edu)	Tier 1 (1-5 days)
Email and Voice Mail Systems (Exchange)	Tier 1 (1-5 days)
Student System, including Portal (PS Campus Solutions)	Tier 1 (1-5 days)
Learning Management System (Sakai)	Tier 1 (1-5 days)
Online Meetings & Conferences (Zoom)	Tier 1 (1-5 days)
HR, Finance, Payroll (Infor/Lawson)	Tier 1 (1-5 days)
Timekeeping, Payroll Feed (Kronos)	Tier 1 (1-5 days)
LUREC Phone and Voice Mail Systems	Tier 1 (1-5 days)
Water Tower Campus Phone and Voice Mail Systems	Tier 1 (1-5 days)
Enterprise Data Warehouse (EDW/ETL/BI)	Tier 1 (1-5 days)
Payment Gateway (TouchNet Paypath/TPG)	Tier 1 (1-5 days)
Student Recruiting (SLATE)	Tier 1 (1-5 days)
Campus Safety Dispatch & Reporting (ARMS)	Tier 1 (1-5 days)
Operational Reporting Services (WebFOCUS)	Tier 1 (1-5 days)
Web Site Maintenance (T4)	Tier 1 (1-5 days)

Technology / System	Recovery
Admitted Student Portal (Custom)	Tier 2 (6-10 days)
Classroom Control System (Crestron)	Tier 2 (6-10 days)
eCommerce System (CBORD)	Tier 2 (6-10 days)
Enterprise Content Mgmt (DocFinity)	Tier 2 (6-10 days)
Housing (RMS)	Tier 2 (6-10 days)
LUC Libraries (Alma-Primo)	Tier 2 (6-10 days)
Mobile Applications (HighPoint, Custom)	Tier 2 (6-10 days)
Parking (Maxxess, Opus)	Tier 2 (6-10 days)
Room & Event Scheduling (R25 Suite, Kinetics, Outlook)	Tier 2 (6-10 days)
Student Loan Mgmt. (ECSI)	Tier 2 (6-10 days)
Surveillance Systems (Milestone)	Tier 2 (6-10 days)
Wellness Center (Point and Click)	Tier 2 (6-10 days)
Alumni/Donor Relations (Advance)	Tier 3 (> 10 days)
Course/Faculty Evaluations (Snap, Opinio, Qualtrics)	Tier 3 (> 10 days)
Faculty Salary Planning (Custom)	Tier 3 (> 10 days)
Predictive Dialing (SmartCall)	Tier 3 (> 10 days)
Staff Salary Planning (Custom)	Tier 3 (> 10 days)
Student ePortfolio (Digication)	Tier 3 (> 10 days)

Legend
Mandatory: Infrastructure that must be recovered first
Green: LUC Hosted Applications/Systems
Orange: Cloud Hosted Applications/Systems

# Disaster Recovery Tiers – New Systems to Consider

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<i><b>New Major System not in a Recovery Tier</b></i>	<i><b>Suggested Tier</b></i>
EAB Navigate-Student Success	1
Cadence-Enterprise Texting	1
Health App-Health & Safety	1 now, 2 post pandemic
PeopleGrove-Mentoring	No Tier
Interfolio-Faculty Administration	No Tier
Enterprise Learning Hub	No Tier
<i><b>Planned Major System not in a Recovery Tier</b></i>	<i><b>Suggested Tier</b></i>
SSOM Admissions	1
Advance CRM Replacement	2
School Based CRM	No Tier
Egencia-Travel Management	No Tier

# 2022 ITESC Schedule

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## **February 24, 2022 - Thursday, 1:00 PM-3:00 PM**

- HIPAA Compliant Teleconferencing
- Major Project Updates
- Fake Job Phishing/Email for Life
- Disaster Recovery Tiers

## **April 28, 2022 - Thursday, 1:00 PM-3:00 PM**

- TBD

## **June 21, 2022 - Tuesday, 1:00 PM-3:00 PM**

- Project Portfolio Prioritization

## **August 18, 2022 - Thursday, 1:00 PM-3:00 PM**

- TBD

## **October 20, 2022 - Thursday, 1:00 PM-3:00 PM**

- TBD

## **December 13, 2022 - Tuesday, 10:00 AM-12:00 PM**

- Project Portfolio Prioritization