

ITS Executive Steering Committee (ITESC)

Agenda and Materials – April 28, 2022



Agenda

Loyola Mobile Application Upgrade (HighPoint)

- D. Fitzgerald

Enterprise Reporting Tool Migration (WebFOCUS)

- A. Vavarutsos

Draft Plan for XXL Initiatives

- S. Malisch

Status of Mobile Device Management

- D. Vonder Heide

Review and Validation of Disaster Recovery Tiers

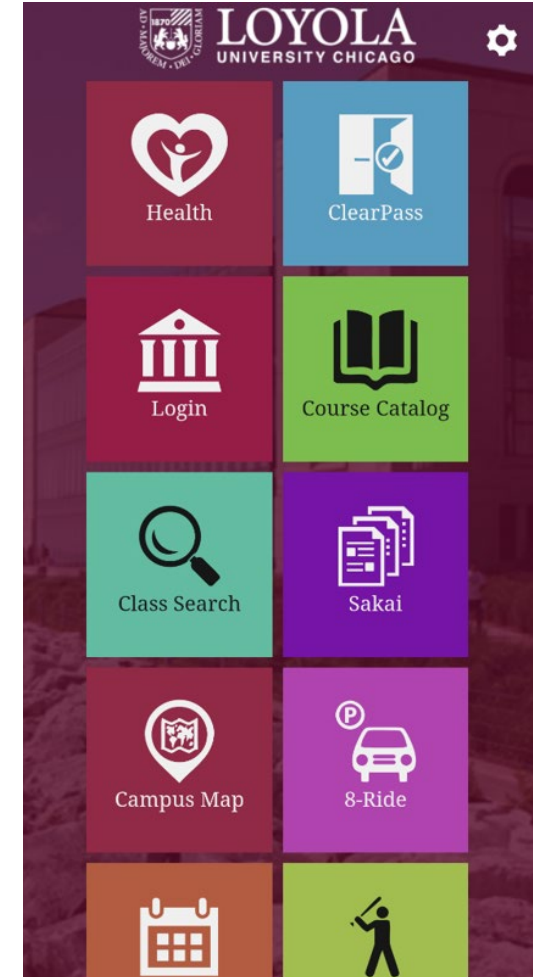
- J. Sibenaller

Why Are We Upgrading our Mobile App?

- HighPoint Mobile has reached its end of life and vendor will no longer support the HighPoint Mobile Platform after May 2022.
- Ongoing support for a HighPoint Mobile Platform is CX (Campus eXperience).
- The mobile app is an “orphan”. We should develop a long term mobile strategy with key campus stakeholders, and may need to consider an alternative mobile platform in the future.

LUC Mobile App Usage Stats

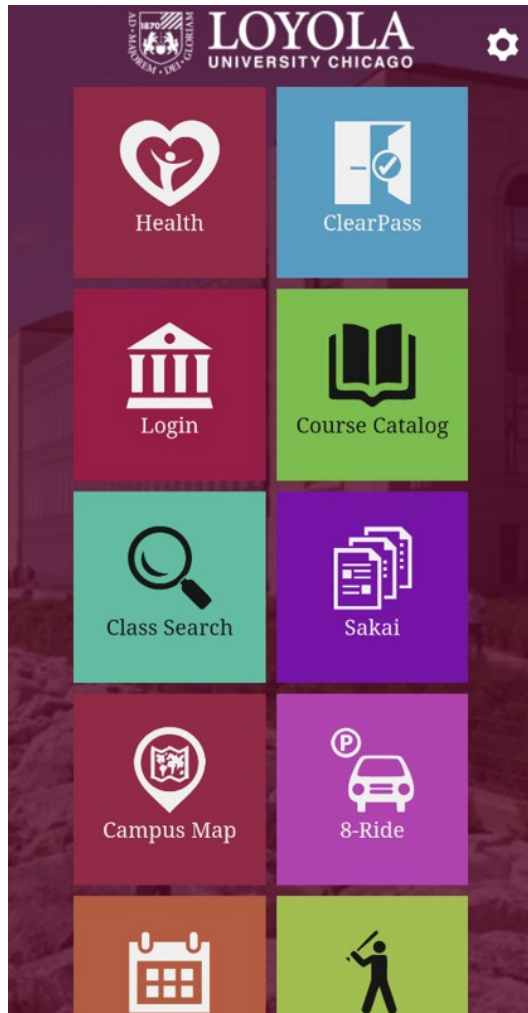
- Health App Usage Jan 1 – April 22, 2022
 - Total visits 1,002,570
 - Devices used to access Health App
 - **97.5% mobile devices (977,378 visits)**
 - 2.5% desktop
 - .1% tablet
- LOCUS Mobile App Usage FY20 was 157,000 visits*
- EAB Navigate App Usage
 - Average monthly visits 1,500 (~18,000 visits annually)
 - Expected to grow and rolling out to more student populations



⁴*Note: FY21 stats unavailable due to Google Analytics reporting issue

Current HighPoint Mobile Springboard

Mobile View

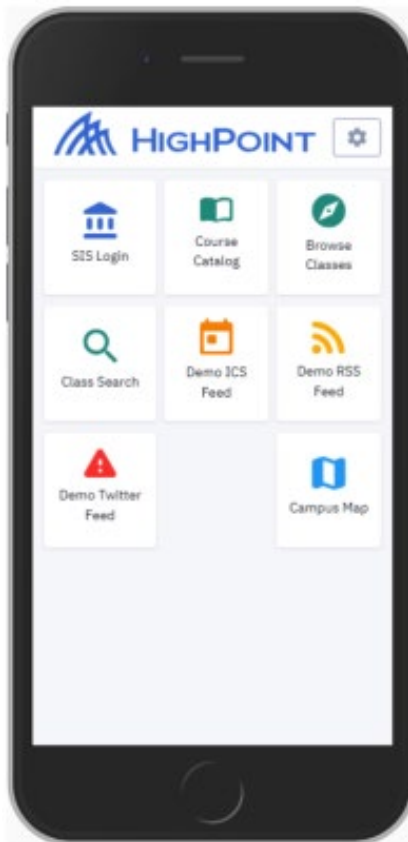


Desktop View

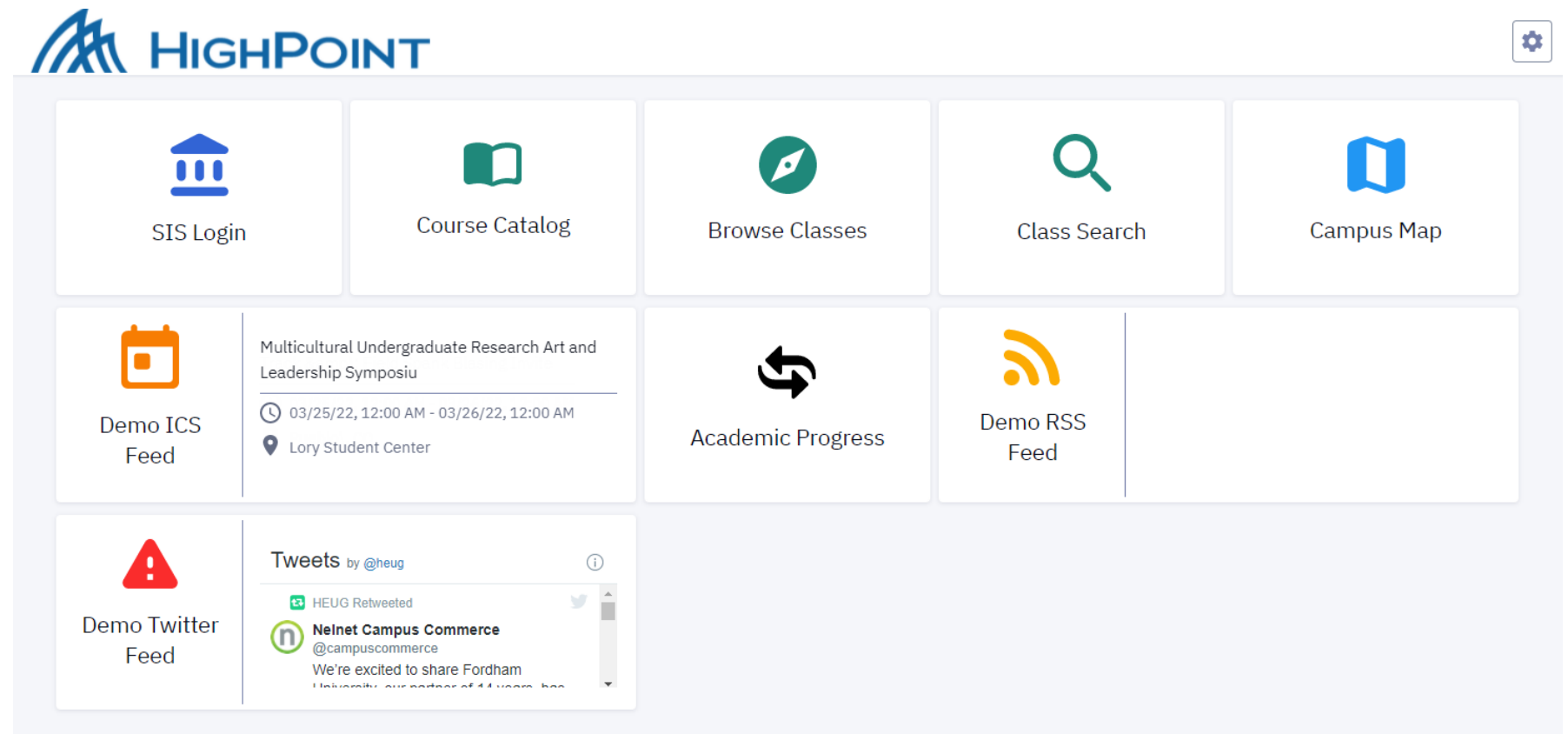


New HighPoint CX Springboard

Mobile View



Desktop View

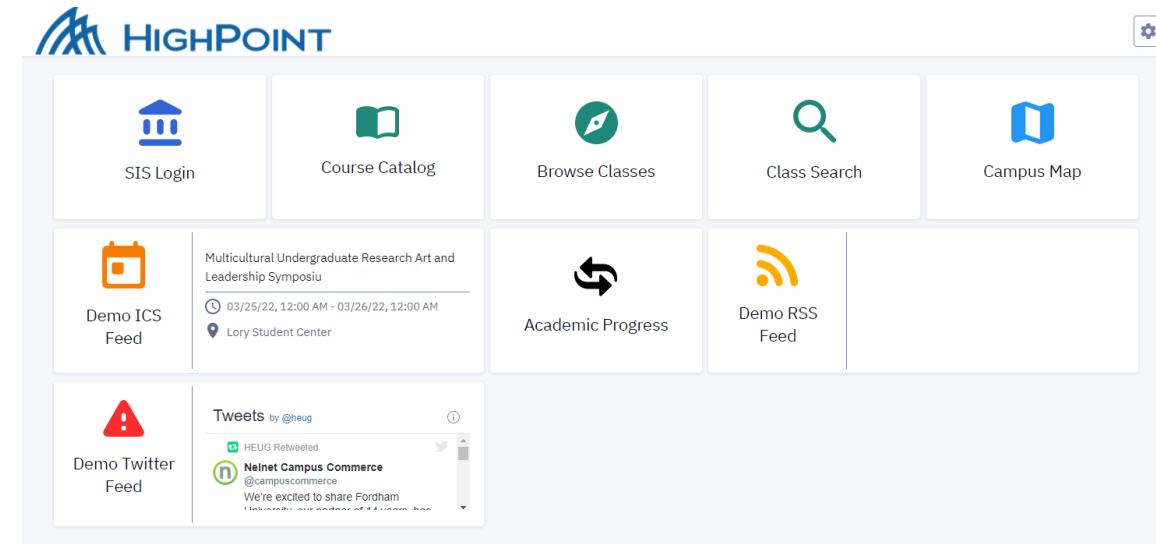
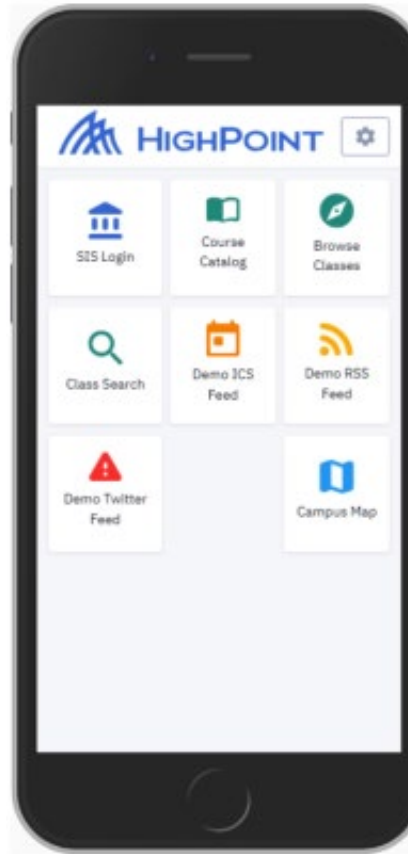


Functional Changes Between Current (Mobile) and New (CX)

Functionality	Current (Mobile)	New (CX)
Authenticated LOCUS Content	Customized HighPoint screens display selected LOCUS functionality (Grades, Schedule, Financial Aid, etc.)	Will not be deploying HighPoint screens. Users will have access to full LOCUS. Some Fluid screens ensure mobile-device usability.
Public LOCUS Content	Customized HighPoint screens display Class Search and Course Catalog.	Tiles open public Class Search and Course Catalog in our LOCUS instance ("Classic" style). (Phase II: Evaluate using CX or LOCUS Fluid pages for this content. Project pending to convert Class Search and Course Catalog to Fluid.)
Tiles for External Apps (Health App, Sakai, etc.)	Open app or mobile site.	No change.
Directory	HighPoint screens display directory data from [LWD (Loyola Web Directory)]	Deprecated in CX. HighPoint, project team evaluating options for recreating/hosting locally.
Events	HighPoint screens display events data from University Calendar.	Deprecated in CX. HighPoint, project team evaluating options for recreating/hosting locally.
Non-LOCUS Content	HighPoint Campus Map, HighPoint Friends (for sharing class schedule)	Will not be deploying.

CX Springboard – New Look and Feel

- Replaces the desktop and mobile app
- (Requires users to update the current app on their mobile devices.)
- All external links available today will continue to be available
- Some links will be removed or require further discussion
 - Events – deprecated
 - Directory – deprecated



HighPoint Mobile Upgrade Project Status

Completed

- PeopleSoft non-prod instance (SBX) has been upgraded with HighPoint CX
- UMC engaged to approve branding of new HighPoint CX Mobile App

In Progress

- Customize the Springboard to include all current external links and replace the current HighPoint Dashboard with the LOCUS Fluid Student HomePage:
 - Include all current external links
 - Replace the HighPoint Dashboard with the LOCUS Student Homepage
 - Brand the springboard with UMC provided images
- Test

Timeline

- Under development; dependencies on other planned projects
- Support officially ends for HighPoint Mobile May 31, 2022
- The vendor will extend our current support beyond May 31, 2022 provided we make progress to deploy CX before the end of the Summer 2022

Communication Plan

- Under development with UMC, may include:
 - Email blasts
 - Student newsletters
 - Social media
 - Use old mobile app server to post a static "please update your app" message

Agenda

Loyola Mobile Application Upgrade (HighPoint)

- D. Fitzgerald

Enterprise Reporting Tool Migration (WebFOCUS)

- A. Vavarutsos

Draft Plan for XXL Initiatives

- S. Malisch

Status of Mobile Device Management

- D. Vonder Heide

Review and Validation of Disaster Recovery Tiers

- J. Sibenaller

WebFOCUS Definition/Current State Usage

What is WebFOCUS?

- It is a web-based report authoring system.
- Originally owned and operated by IBI, bought by Tibco in 2020 (mainly for their customer base).
- In use at Loyola since 2004.



Loyola Usage

- It is our operational reporting system used to develop and deploy numerous “paper” reports consumed by all corporate and academic departments.
- Finance and Advancement have used this system to develop their own reports as well.

WebFOCUS Migration

Proposed action

- Migrate our WebFOCUS operational reports to Microsoft's SQL Server Reporting Services (SSRS) operational reports and Power BI data models/solutions.



Rationale/Experience

- Tibco has not added any significant features to the WebFOCUS product. Tibco's own solutions and reporting applications (at a significant higher cost) are being aggressively pushed to their client base.
- Technical support for WebFOCUS is basically non-existent. Most of the technical staff and account reps we used to work with in the past are no longer there.
- Under IBI, we were provided dedicated technical staff to assist with product upgrades (included in our maintenance agreement). When we tried to upgrade our version this past year, Tibco sent us an invoice charging us for this assistance.
- To engage Tibco's services requires new agreements of which they refuse to change/negotiate.
- SSRS is a Microsoft supported product integral to their product offerings, unlikely to be shelved and supported by their internal staff/experts.

Financial Impact: Costs & Duration

- Maintenance costs about \$45,000 - \$50,000 per year.
- We have an enterprise license agreement which ends in 2023. At that time Tibco would most likely move Loyola to per-user license model, possibly cloud, or one of their products.
- SSRS is included with our SQL Server Enterprise licensing agreement, and we are already licensed for Power BI Premium. **No additional operational costs** would be incurred.
- If we decide not to do the conversion, we could likely remain on this version for a period of time and with “limited” support (as it would fall out of “official” support soon).

Work Scope

- The BI team will partner and support our WebFOCUS clients during this conversion
- The BI Team would be responsible for conversion of ~200 reports:
 - 130 reports executed & accessed 10x or more in 2021
 - 70 reports accessed at least 5x or more in 2021
- The Finance team would be responsible for conversion of 100 reports
- The Advancement team would be responsible for conversion of 50 reports

Next Steps

- This is a longer conversion process expected to take about 18 months
- Likely timing - May 2022 – Nov 2023.
- Power BI solutions could replace many existing WebFOCUS operational reports. For example, the Academic Plan Enrollment data model could replace 16 different WebFOCUS reports at the present time.
- SSRS supports all reporting functionality we've used in WebFOCUS including "push" subscriptions.

Agenda

Loyola Mobile Application Upgrade (HighPoint)

- D. Fitzgerald

Enterprise Reporting Tool Migration (WebFOCUS)

- A. Vavarutsos

Draft Plan for XXL Initiatives

- S. Malisch

Status of Mobile Device Management

- D. Vonder Heide

Review and Validation of Disaster Recovery Tiers

- J. Sibenaller

XXL Enterprise Change Initiatives

Draft

XXL Enterprise Change Initiatives Delivery Timeline - 4/28/2022

Draft

Task/Milestone	FY22		FY23				FY24				FY25				FY26			
	01/2022	04/2022	07/2022	10/2022	01/2023	04/2023	07/2023	10/2023	01/2024	04/2024	07/2024	10/2024	01/2025	04/2025	07/2025	10/2025	01/2026	04/2026
<i>SSOM Admissions Replacement</i>	planning	proposal	configure	parallel run	deploy													
<i>Advancement CRM RFP/Implementation</i>	planning	proposal	configure			parallel run	deploy											
<i>Electronic Research Administration System</i>			planning	proposal	configure	pilot	deploy											
<i>ERP System (Lawson Upgrade)</i>				planning				proposal	configure	deploy								
<i>Student Experience Technology Strategy (PeopleGrove, EAB, CRM, LUie Chatbot, DGI)</i>	planning			iterative deployments														
<i>Student System Move to Cloud</i>								planning			proposal	configure				deploy		
<i>Security Placeholder</i>	planning	deploy	planning	deploy	planning	deploy	planning	deploy	planning	deploy	planning	deploy	planning	deploy	planning	deploy	planning	deploy
<i>Consulting</i>	consulting services																	
<i>Infrastructure</i>	iterative deployments																	
<i>PC Refresh-Request for Laptop Centric Model to accomodate alternative work modalities</i>	iterative deployments																	
<i>Build capacity for future HyFlex meetings and learning environment</i>	iterative deployments																	

Agenda

Loyola Mobile Application Upgrade (HighPoint)

- D. Fitzgerald

Enterprise Reporting Tool Migration (WebFOCUS)

- A. Vavarutsos

Draft Plan for XXL Initiatives

- S. Malisch

Status of Mobile Device Management

- D. Vonder Heide

Review and Validation of Disaster Recovery Tiers

- J. Sibenaller

Mobile Device Management (MDM)

Mobile Device Management Defined

Baker Tilly – Advisory Project (FY17)

- University Owned Devices vs Personal
- Full Device vs Applications
- Multiple Pilots (2019-2021)
- Pilot Results (Feedback)
 - Contact Issues
 - Giving Up Native Email and Calendar
 - Reduced Functionality (Cut & Paste, Screen Shots)
 - Entering a PIN Every 30 Minutes
 - Uncomfortable Giving Access
 - “Bad Actor” vs Proactive Tools

Mobile Device Management (MDM)

Landscape

- Universities Establishing Data Security Policy – Few w/ MDM
- AJCU – Fordham, SLU – Both with Limited Deployment
- Gartner
 - MDM More Prevalent in Certain Corporate Settings
 - Business Owned Device
 - BYOD More Difficult
 - Regardless of Approach – Communication is Key
- Web Access circumvents security settings

Next Steps

- Reset/Monitor
- Improved Guidelines and User Education

Agenda

Loyola Mobile Application Upgrade (HighPoint)

- D. Fitzgerald

Enterprise Reporting Tool Migration (WebFOCUS)

- A. Vavarutsos

Draft Plan for XXL Initiatives

- S. Malisch

Status of Mobile Device Management

- D. Vonder Heide

Review and Validation of Disaster Recovery Tiers

- J. Sibenaller

Disaster Recovery

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 in 2014
- 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
 - Last tests were 2018-2019

Current State

- Plans for Tier 1 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 & 2
- Discuss eliminating Tier 3
- Restart the existing process
- Add HSC recovery plans into the exiting DR program

Disaster Recovery Tiers – Current State

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

Disaster Recovery Tiers – Future State

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

Technology / System	Recovery	Order	Timing
Admitted Student Portal (Custom)	Tier 2	Tertiary	Days
Classroom Control System (Crestron)	Tier 2	Tertiary	Days
eCommerce System (CBORD)	Tier 2	Tertiary	Days
Enterprise Content Mgmt (DocFinity)	Tier 2	Tertiary	Days
Housing (RMS)	Tier 2	Tertiary	Days
LUC Libraries (Alma-Primo)	Tier 2	Tertiary	Days
Mobile Applications (HighPoint, Custom)	Tier 2	Tertiary	Days
Parking (Maxxess, Opus)	Tier 2	Tertiary	Days
Room & Event Scheduling (R25 Suite, Kinetics, Outlook)	Tier 2	Tertiary	Days
Student Loan Mgmt. (ECIS)	Tier 2	Tertiary	Days
Surveillance Systems (Milestone)	Tier 2	Tertiary	Days
Wellness Center (Point and Click)	Tier 2	Tertiary	Days

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

Disaster Recovery Tiers – New Systems to Consider

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

<i>Planned Major System not in a Recovery Tier</i>	<i>Suggested Tier</i>
SSOM Admissions	1 (depending on cycle)
CourseLeaf-Course/Curriculum Mgmt)	1 (depending on cycle)
Advance CRM Replacement	No Tier
School Based CRM	No Tier

Legend:

Green: LUC Hosted Applications/Systems
Orange: Cloud Hosted Applications/Systems

Disaster Recovery Wrap-Up

Actions

- Implement tier/timing changes
- Restart the existing process for plan validation
- Add HSC recovery plans into the existing DR program

2022 ITESC Schedule

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

- HighPoint Mobile Upgrade
- WebFOCUS Migration
- Large Initiative Scheduling
- Mobile Device Management
- Disaster Recovery Tiers

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