



**Attendees:**

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Damon Cates	Absent	Provost Office Representatives	Patrick Boyle David Slavsky	Attended Attended
Enrollment Management & Student Success	Paul Roberts	Attended	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Attended	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz Teresa Krafcsin	Attended Attended	ITS	Jim Sibenaller	Attended
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Margaret Callahan	Attended	UMC	Colleen Newquist	Absent

**Welcome, Meeting Purpose & Agenda**

The minutes from the December 12, 2017 meeting were approved as written. The agenda for February 6, 2018 includes Disaster Recover refresh/restart, the University's role in the General Data Protection Regulation (GDPR) and status reports on the Technology Changes for Spring 2018, Student System Upgrade, Business Intelligence and LUHS Upgrade to Workday.

**Disaster Recovery (DR) – Program Restart**

Jim Sibenaller advised the Disaster Recovery program will be restarted after being on hold due to funding and resource constraints. Jim explained the University priorities at the plan's inception was teaching our students and paying our employees. The DR program initially began in 2013 and at that time was focused on the Lakeside campuses; the Health Sciences Campus had a separate plan in place that was approved by Baker Tilly. The DR program at present leverages the data centers at LSC and WTC as failover sites, works in tandem with the Business Continuity plans and plans are documented in CPOTracker. The DR plan, recovery process and timing, is determined by Recovery Point Objectives (RPOs) – how much data can we lose, and Recovery Time Objectives (RTOs) – how much time can we be down. There are three fundamental (mandatory) services - network, storage and database services – are targeted to be up within 24 hours. The remaining technology solutions and their recovery time have been divided into 3 tiers:

- Tier 1 – 1-5 days
- Tier 2 – 6-10 days
- Tier 3 – 10+ days

The Tier 1 systems have current plans in place today. Next steps are as follows;

- Validate the current plan and fill in any gaps
- Budget adjustments
- Review CPO Tracker and consider a cloud recovery solution –
  - *Kana suggested reviewing the IWMS system for a DR component that may help with these efforts.*
- Finalize Tier 1 plans
- Assess Tier 2 & 3 and create plans and documentation

The remaining piece will be the Business Continuity (BC) portion of DR. BC is a University-wide initiative that will require a current assessment. Jim will have a recommended plan for review within the next 18 months in advance of an internal audit DR review in FY20.

Tom confirmed the academic units business continuity plans have a minimum of contact lists and simple templates that came from the tabletop exercises that have been conducted. There was a consensus with the turnover of Deans it would be best to revisit the current plans for all units. The committee also agreed a robust plan would be essential for Human Resources and Residence Life/Student Services.

**GDPR - General Data Protection Regulation**

The EU has approved a new regulation, GDPR, which takes effect as of May 25, 2018. The GDPR governs the collection, processing, use, and storage of personal data relating to any individuals in the EU, as well as EU citizens living abroad. Organizations must be able to demonstrate compliance upon request of EU or local authorities, or be subject to penalties. The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU. Organizations found non-compliant are subject to fines which can be in excess of \$20M. Based on extensive research Loyola will be using the ISACA (Information Systems Audit and Control Association) framework to plan for GDPR. There was a question from the ITESC on what is "personal data", Jim and Sue Bodin agreed the definition is broad but will include things such as captured IP addresses, photos, and phone numbers. Student grades have not been defined as in-scope or out-of-scope at this time. Patrick Boyle suggested reaching out to other higher education institutions located in the EU for their input. Jim agreed and did advise that conversations with peer schools are taking place. Vendors are required to be in compliance as well in order for us to do business with them. Susan mentioned LUC will consider outside consultation as the planning process moves forward depending on the level of effort required to complete.

This is a University-wide initiative that will require involvement of Risk Management, General Counsel, Human Resources, and Institutional Research. Jim's team has already engaged Sue Bodin and Pam Costas, and Patrick Boyle volunteered to assist from Provost's Office.

- *Susan will follow up with the GC, HR and IR in regards to their staff that will be the point of contact.*



#### **LUHS Upgrade to Workday– Jim Sibenaller**

Jim provided a summary of the status to date. Workday went live on 12/24/17 and ran their first payroll cycle on 1/12/18. Trinity reported a normal level of data errors and processing exceptions. Loyola is still experiencing reporting and data extract difficulties, accessing Workday remains problematic, and several operational items are in need of resolution. Finance, HR and ITS have been able to extract the data manually however, automation of these processes will require more time. Jim explained touchpoint meetings continued but the Trinity staff dedicated to LUC has been redeployed to another project. Wayne mentioned he thought the Trinity dedicated team was scheduled through February and requested a revised list of outstanding issues. A meeting including Wayne, Tom, Winifred, Margaret and Susan will be scheduled in early March. Jim will communicate the status to date by tomorrow, February 7, 2018.

#### **Business Intelligence Update – Kevin Smith and Susan Malisch**

Kevin reported the BISC (Business Intelligence Steering Committee) has met twice as a group. A data model for Net Tuition Revenue is currently in development with Finance and the Office of Institutional Effectiveness that will allow the Deans to better review the financial health of departments and programs. Dashboards for student development and enrollment management are in discussion and early development phases. Advancement projects will continue and they have begun to create their own reports.

#### **Student System Upgrade – Kevin Smith**

Kevin reported the LOCUS Upgrade will occur from Tuesday, March 6 –Friday, March 9, 2018 (Spring Break) and will be unavailable during this period. This will allow all tuition payments due March 5 to be completed. The user testing in the upgraded environment with a small group of functional users (Reg & Recs, FA, Bursar, ITS) has progressed well. Financial Aid has indicated they can work around the Go Live schedule for Award Packaging. The Bursar's Office is pleased with the adjusted schedule after Mar 6 payment deadline, and Reg & Recs has been exemplary with their testing effort and satisfied with our progress. The project is in a Green status as we have general agreement on the schedule from key users and all key technical issues are resolved.

#### **Technology Changes for Spring 2018**

Susan gave an overview of the spring technology changes that are underway. The faculty have been positive and responsive in reviewing their courses in Sakai. The move from Box to OneDrive has been seamless with 1.85 million files moved. Migration continues for staff on February 9, faculty on February 12 and students on March 16. All Box accounts after the completion will be set to a read only status through June 2018. Replacing Kaltura with Panopto as the single source for lecture capture and video repository will have a final export of files on February 9. Conversion will be complete by mid-April. Sakai will have Panopto visibility in Sakai by mid-May. The final major change is adopting Zoom as the online classroom video solution. The feedback from faculty has been positive and supportive of Zoom. These changes will be complete and in place for FY19.

#### **Mobile Governance Committee – Susan Malisch**

Susan reminded the ITESC of the Mobile Governance Committee (MGC), the primary goals, and upcoming meeting agenda for February. There were a few missing representatives. The MGC chaired by Dan Vonder Heide and Jim Sibenaller will include the following staff:

- Joanna Pappas – Provost's Office
- Becky Gomez – Finance
- Joan Stasiak – HR
- Hamlet Gonzalez – Facilities
- Jay Malcom – Athletics
- Michael Halverson – Advancement
- Deb Schmidt Rogers – Residence Life
- Rus Pasqual – HSC Representative

**Next meeting – Thursday, March 22, 2018 – 1:30-3:30 – GC West | LT 1704 | and via Zoom tele/video conference.**

Respectively submitted by;  
Sondra Heine