ITS Executive Steering Committee (ITESC)

Agenda and Materials – April 28th, 2020

Agenda

COVID-19 Summary
- **S. Malisch, J. Sibenaller**

LDE Foundation: Collaboration & Security - Revised Schedule
- S. Malisch, J. Sibenaller

Short-Term Technology Planning & Decisions
- S. Malisch, ITESC Members

Mid/Long-Term Technology Planning & Decisions
- S. Malisch, J. Sibenaller

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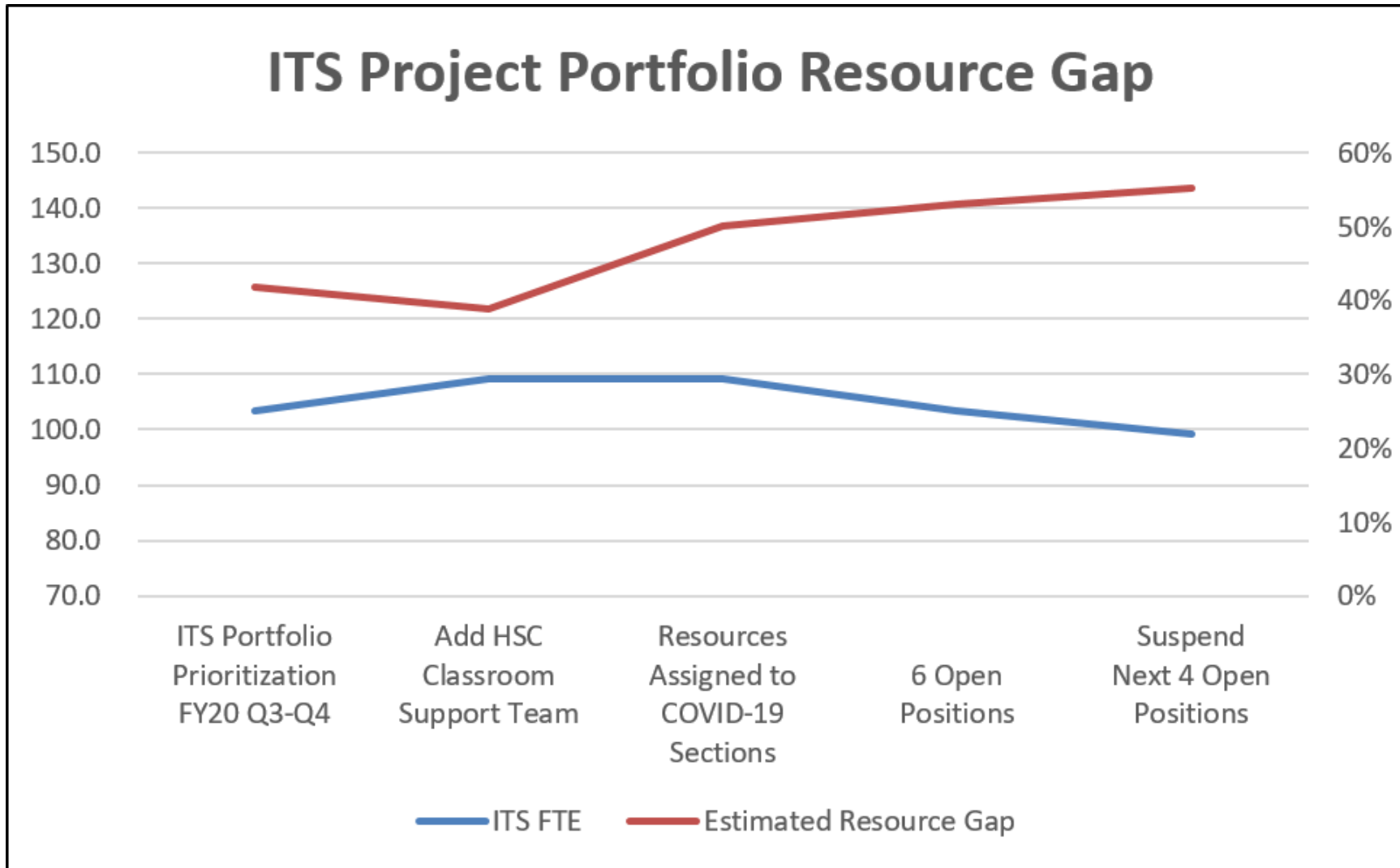
COVID-19 Financial Impact

Technology Item	Spend
40-50 Webcams, Headsets, and USB Microphones	$1,650
1000 Sakai Users/2TB Additional Storage	$7,950
193 Mobile Wireless Hotspots	$35,750
174 Loaner Laptops (Arrupe pre-buy)	$154,350
3,000 Zoom Licenses/Capacity Increase	$2,700
15,000 VPN Licenses	$8,000
Total	**$210,400**

As of April 27, 2020

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COVID-19 Resource Impact

	ITS Portfolio Prioritization FY20 Q3-Q4	Add HSC Classroom Support Team	Resources Assigned to COVID-19 Sections	6 Open Positions	Suspend Next 4 Open Positions
Portfolio Count	184	184	184	184	184
Most Likely Work Effort	55.2	55.2	55.2	55.2	55.2
ITS Project Capacity	32.1	33.7	27.6	26.0	24.8
ITS Project Capacity Growth	1%	5%	-22%	-6%	-5%
ITS FTE	103.3	109.3	109.3	103.3	99.3
Estimated Resource Gap	42%	39%	50%	53%	55%

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COVID-19 Resource Impact

ITS Project Portfolio Resource Gap

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COVID-19 Technology Priorities

- ACWG
  - Training & support activities for Academic Continuity
  - Labster
  - Apporto
  - Hybrid classroom configuration
- Wellness Center - tele-counseling e-consent forms/workflow process
- Loyola Community & Family Services - e-consent forms/workflow process
- Residence Life - online roommate/workflow process
- CARES Award Policy Committee - student application process
- Technology Research
  - 2-way texting
  - Communications platforms
  - Contact tracing
- Cabinet Operations Dashboard

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LDE - Revised Schedule

Loyola Digital Experience - Foundation Timeline - 04/15/2020

	2019												2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Azure Privileged Identity Management												planning			pilot		deployment							
Exchange Online Protection and Advanced Threat Protection(email gateway)												planning				deployment								
Azure Password Self-service											planning			pilot							deploy			
Azure Information Protection and Azure Data Loss Prevention		planning												pilot		deployment								
Azure Multi-Factor Authentication	planning				pilot				deployment															
Intune(Mobile Device Management)						Policy Review	planning							pilot			deployment							
Azure Multi-Factor Authentication Application Enablement (Lawson, LOCUS, Sakai, etc)																			phased deployment					
LDE Portal															on hold		pilot		deployment					
Exchange Online (POC) - COMPLETE	COMPLETE																							
Exchange Online Migration - COMPLETE			COMPLETE																					
LastPass Password Management							COMPLETE																	

LDE – Multi-Factor Details

Loyola Digital Experience - MFA Activation Schedule

	2020									
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**
Faculty	Opt-In		Scheduled				Verification & Follow-up		Fall Back	Required
Staff	Opt-In		Scheduled				Verification & Follow-up		Fall back	Required
Students	Opt-In					Scheduled			Fall back	Required

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Mobile Device Access Policy

- Need to safeguard Loyola data on mobile devices
- Protects any intellectual property
- Ensures devices and data within are secured properly
- Guarantees secure password and up to date operating systems
- Risk reduction for the University

- Baker Tilly audit finding

- Personal data is not accessed or affected in any way

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Mid/Long-Term Technology Planning & Decisions
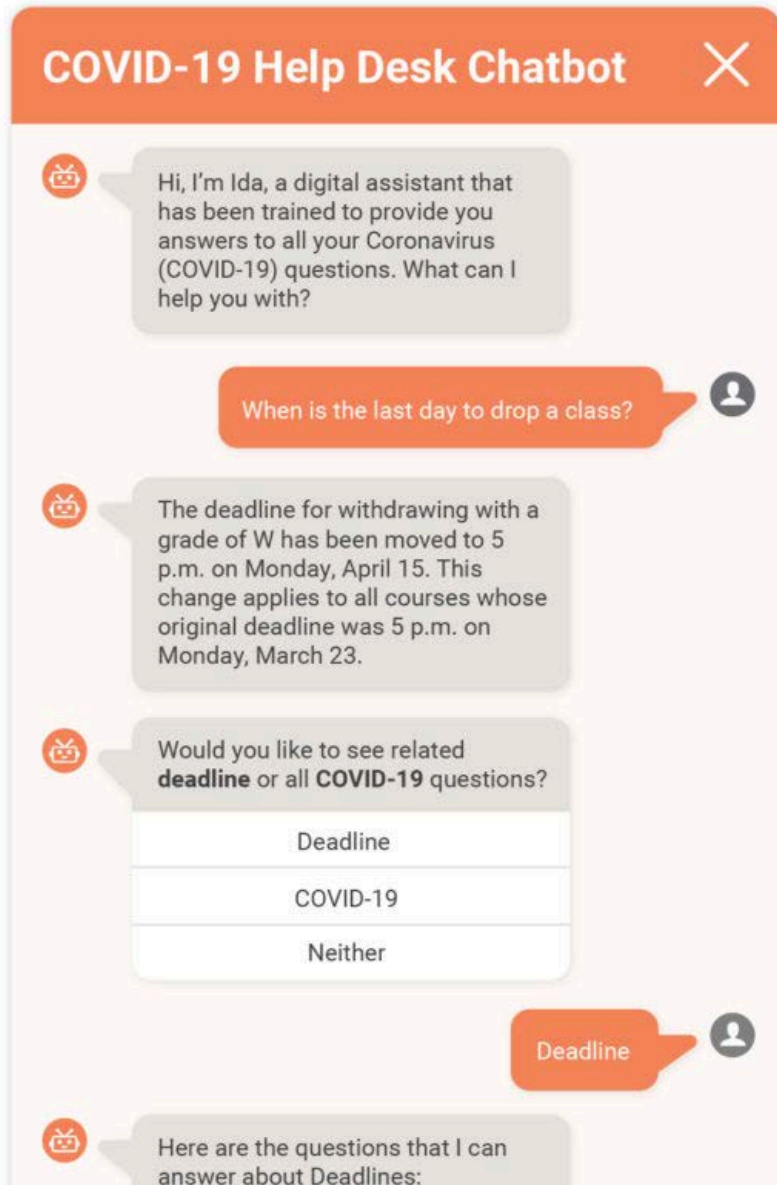- S. Malisch, J. Sibenaller

Short Term Technology Planning & Decisions

Technology	Capital Funded (Committed)	Operating Funded	New Operating Unfunded	Tech Fee Funded	Year 1 Cost	Ongoing Operating Costs
Storage Area Network (SAN)	$400,000	$80,000			$400,000	$80,000
Enterprise Learning Hub (Faculty/Staff)	$100,000	$20,000			$100,000	$20,000
Campus Fiber for Disaster Recovery (Phase 2 of 2)	$75,000				$75,000	$0
Kronos Upgrade to v8.1.6 (Services) **$40K OR**						
Kronos Workforce Ready[2] **$142,000**			$142,000		$142,000	$58,000 [1]
Virtual Desktop Applications (Apporto)				$41,000	$41,000	$41,000
Enterprise Digital Assistant/Chatbot (Intrasee)				$87,000	$87,000	$87,000
Totals	**$575,000**	**$100,000**	**$142,000**	**$128,000**	**$845,000**	**$286,000**
Funded	$575,000	$100,000		$128,000	$703,000	$228,000
Unfunded			$142,000		$142,000	$58,000

[1] *additional maintenance needed ($165K total)*

[2] cloud based application

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12

Digital Assistant Overview

COVID-19 Help Desk Chatbot

Hi, I'm Ida, a digital assistant that has been trained to provide you answers to all your Coronavirus (COVID-19) questions. What can I help you with?

When is the last day to drop a class?

The deadline for withdrawing with a grade of W has been moved to 5 p.m. on Monday, April 15. This change applies to all courses whose original deadline was 5 p.m. on Monday, March 23.

Would you like to see related **deadline** or all **COVID-19** questions?

- Deadline
- COVID-19
- Neither

Deadline

Here are the questions that I can answer about Deadlines:

IntraSee **ORACLE**
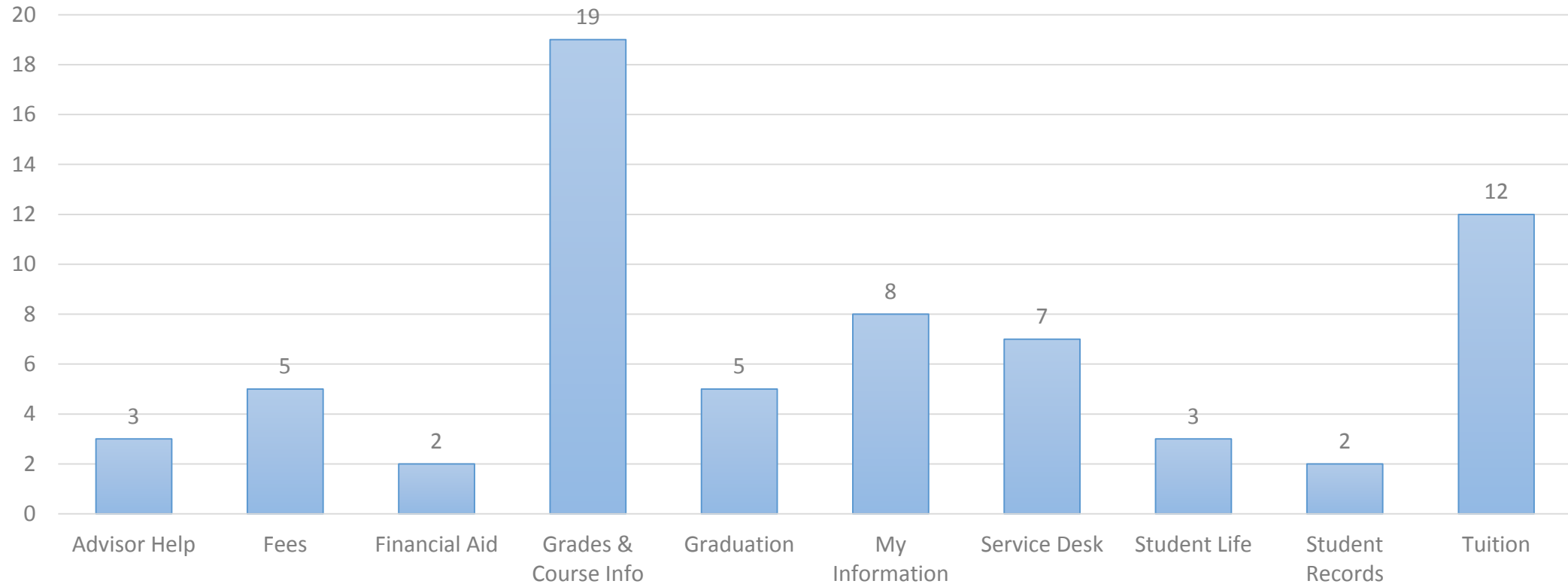
- Enterprise grade digital assistant
- Scalable to thousands of questions
- Authenticated and non-authenticated chats
- Pre-built catalog to choose from
- Ability to add questions, answers and topics
- Conversational satisfaction surveys
- Enterprise adapters and integrations such as PeopleSoft
- Role-specific answers
- Mobile responsive
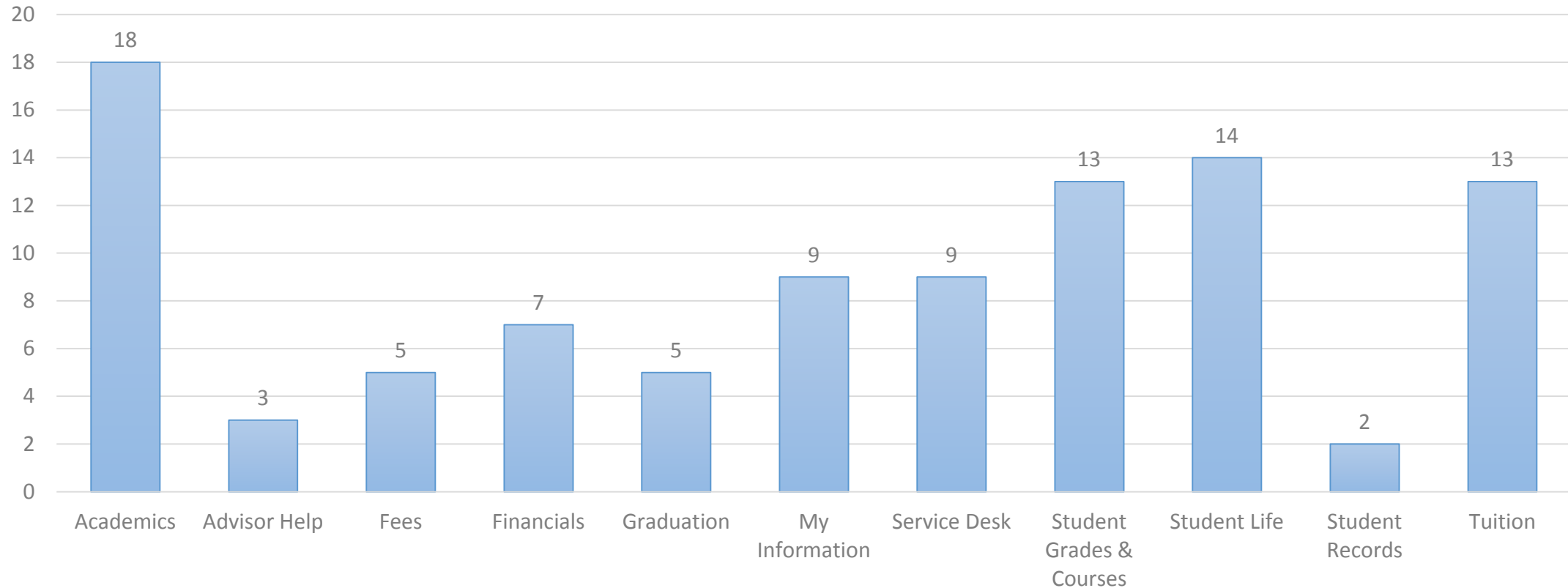- Automated deployment and testing
- Continual training and improvement

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Digital Assistant Pilot – Phase 1

66 Unique Questions

70% Success Rate

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Digital Assistant Pilot – Phase 2

98 Unique Questions

Category	Value
Academics	18
Advisor Help	3
Fees	5
Financials	7
Graduation	5
My Information	9
Service Desk	9
Student Grades & Courses	13
Student Life	14
Student Records	2
Tuition	13

87% Success Rate

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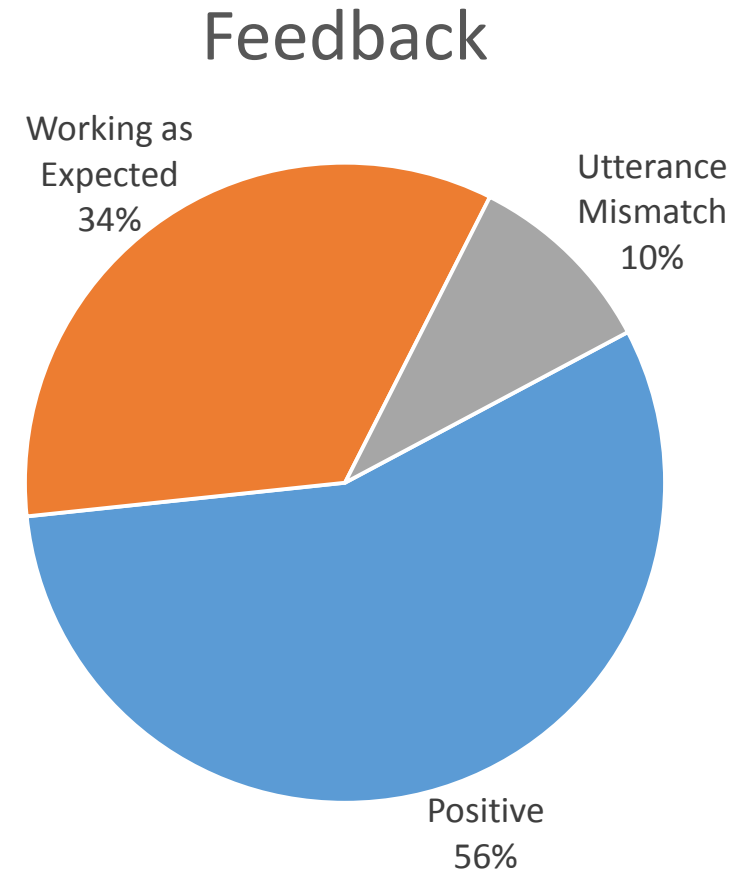# Digital Assistant – Phase 1-2 Usage

- 50 users to start

- Rose to 1,000+ over 2 months

- All undergrads (14k) in February

- 1,122 LUie Sessions

Session Breakdown

Advisor 2%

Student, My Info 32%

Student, FAQ 36%

Buildings 9%

General Help 21%

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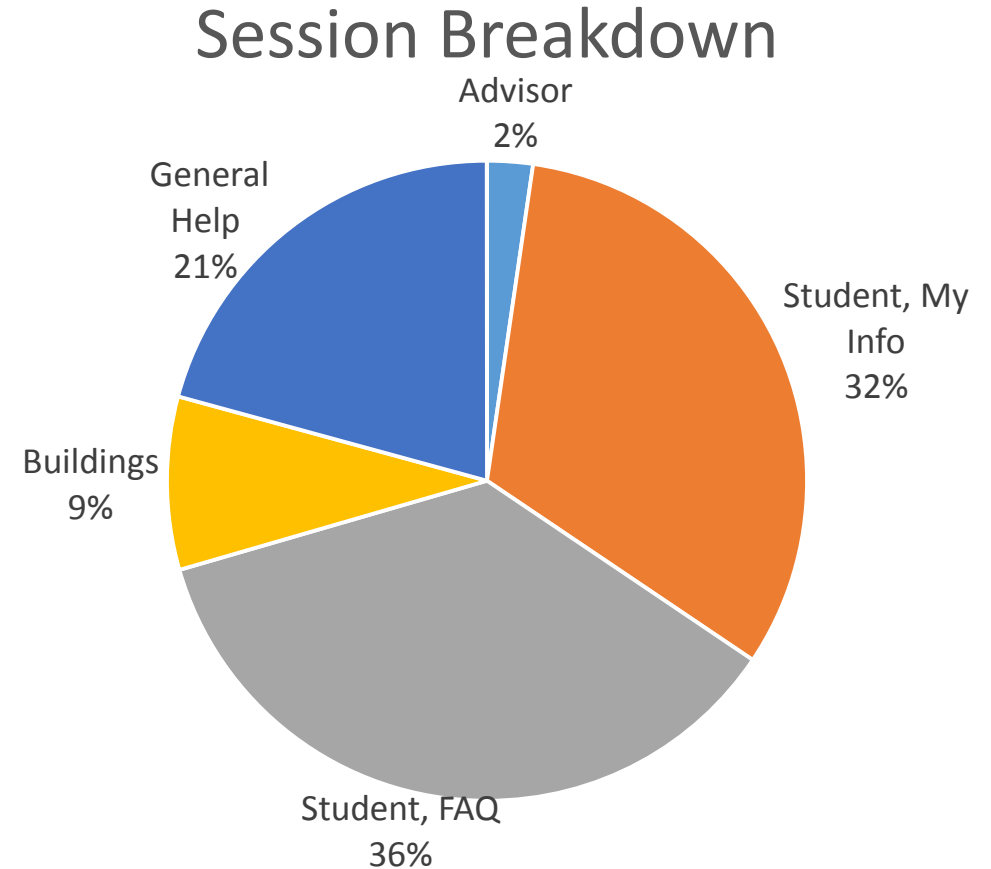
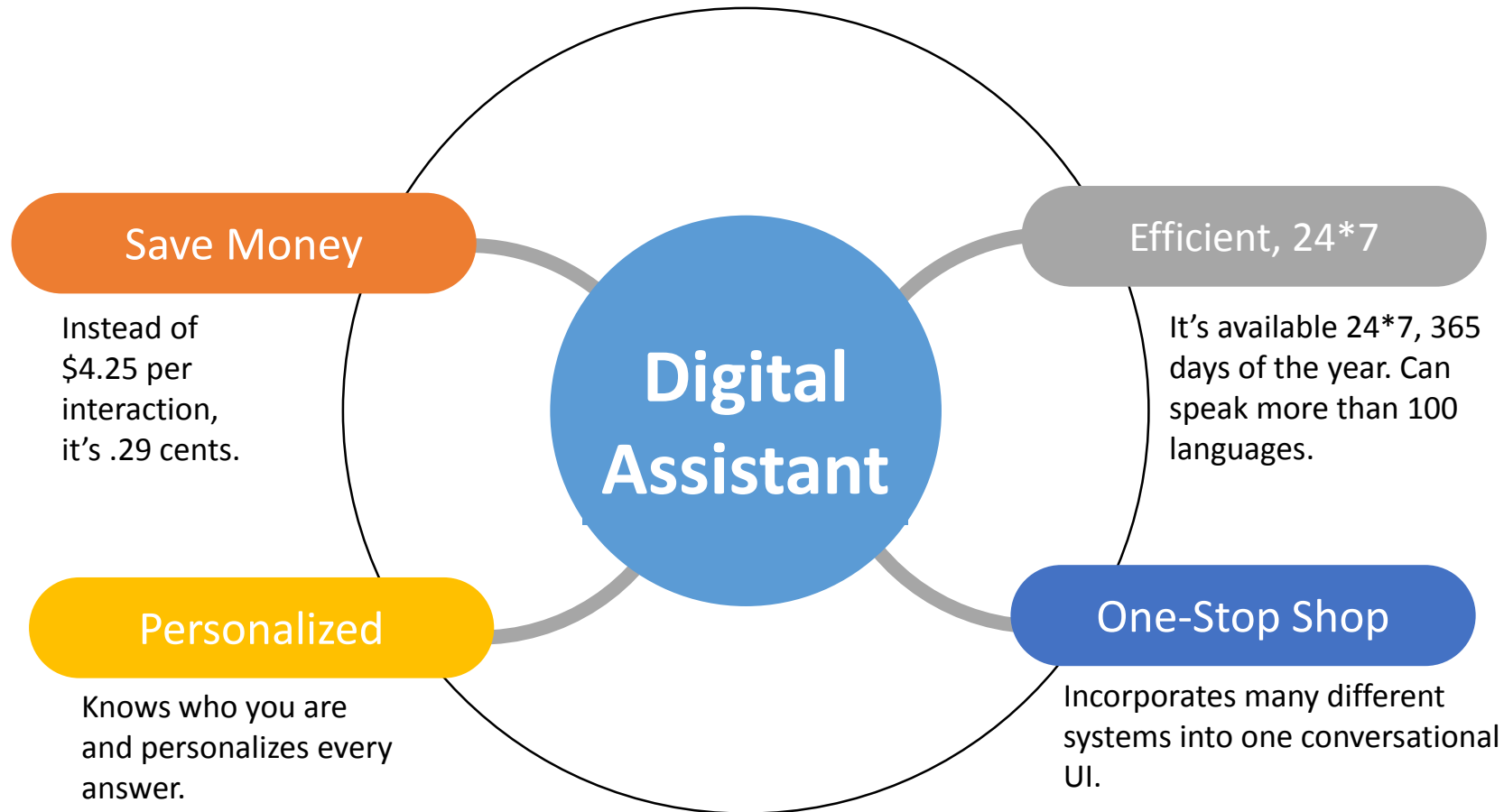# Digital Assistant - Feedback

- Ask the pilot users for feedback

  (up to once a day)

- 9% of sessions provided some feedback

- Only 4 were negative

Feedback

Working as Expected
34%

Utterance Mismatch
10%

Positive
56%

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Digital Assistant Institutional Value

Improve user satisfaction, reduce operating costs

Digital Assistant

Save Money

Instead of $4.25 per interaction, it's .29 cents.

Personalized

Knows who you are and personalizes every answer.

Efficient, 24*7

It's available 24*7, 365 days of the year. Can speak more than 100 languages.

One-Stop Shop

Incorporates many different systems into one conversational UI.

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Health Sciences Campus Partner Projects

HSC Partner Projects

- Application Technology Inventory & Diagramming
- Velos – Clinical Trial Administration
- CME – Continuing Medical Education
- Student Parking Interface to LUHS
- Call Tracking for Nursing
- CRM for Nursing
- Financial Assistance Office - File Import (DocFinity)
- Faculty Admin - Back Scanning (DocFinity)
- Student Complex/Conference Services Scheduling Consolidation

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Mid/Long-Term Priorities

Funding Exists/Funding Placeholder Reserved		Not Funded/No Funding Reserved
Security Improvements		Business process automations for onboarding
• Data center firewalls part 2	$410K	Outsourcing of monthly tax filings
• Mobile threat protection	$200K	Faculty Information System Architecture
• 3rd party info. security assessment	$100K	Infor/Lawson Fit Gap and Replacement
• Nessus (internal scanning)	$50K	
• Signature-less Anti-malware	$200K	
• Point to Point Encryption	$65K	
Loyola Digital Experience		
• Identity & Access Management	$400K	
HSC Phone System	$440K	
Mobile enablement for Student System (Fluid)	$200K	

2020 ITESC Schedule

March 3rd, 2020 - Tuesday, 1:00-3:00 PM – Cancelled due to COVID-19 Move Online
- ITESC Committees
- Calendar View of Major Rollouts
- Student Communications
- HSC Phone System

April 28, 2020 - Tuesday, 1:00-3:00 PM
- COVID-19 Summary
- LDE Foundation: Collaboration & Security - Revised Schedule
- Short-Term Technology Planning & Decisions
- Mid/Long-Term Technology Planning & Decisions

June 18, 2020 - Thursday, 1:00-3:00 PM
- Project Portfolio Prioritization

August 13, 2020 – Thursday, 1:00-3:00 PM
- TBD

September 29, 2020 - Tuesday, 1:00-3:00 PM
- TBD

December 8, 2020 - Tuesday, 1:00-3:00 PM
- Project Portfolio Prioritization