

ITS Executive Steering Committee (ITESC)

Agenda and Materials – October 25, 2018



Agenda

Preferred Names & Pronouns

- B. Montes, W. Rodriguez

ITESC Committees

- S. Malisch

Loyola Digital Experience

- S. Malisch, D. Vonder Heide, J. Sibenaller

Voice Recognition - Parlance

- D. Vonder Heide

Information Security Improvements – Progress Update

- J. Sibenaller

Disaster Recovery

- J. Sibenaller

Preferred Names & Pronouns

- **Background**
 - **Faculty Requests**
 - **Student Requests**
 - **Staff Requests**

- **Activities**
 - **ITS – Sources of Names at LUC**
 - **ITS – Systems of Display**
 - **Student Development**
 - **Other References**

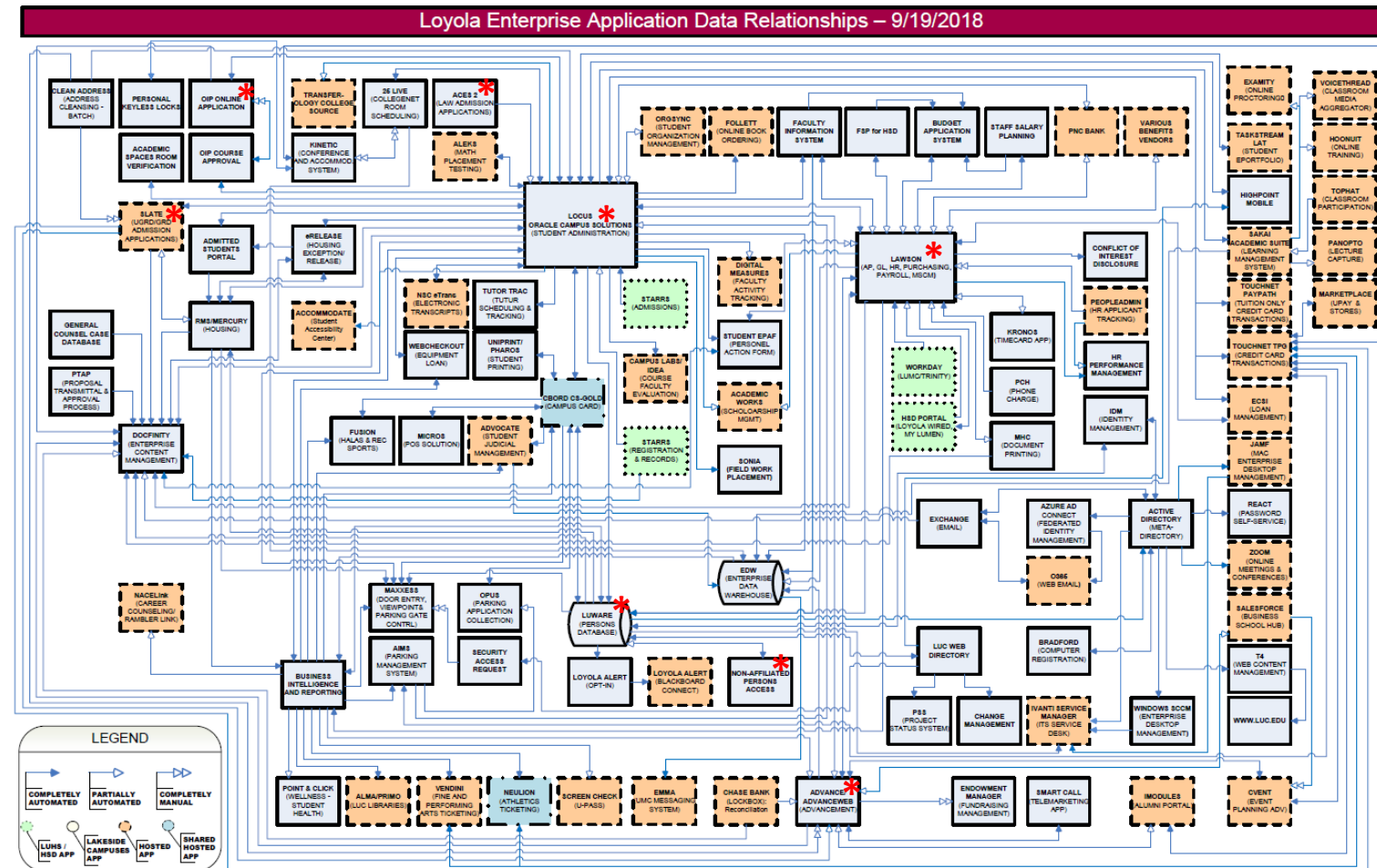
Preferred Names & Pronouns

Name Sources (Primary Name Entry Source - Origin)

- SLATE (Students)
 - Feeds: Locus, Advance
- LAWSON (Employee)
 - Feeds: LOCUS, LUWare, Kronos?
- NAP (Contactors/Faculty/etc)
 - Feeds: LOCUS (Manual)
- LOCUS (quick admit and other schools)
 - New faculty directly in LOCUS (Manually)
 - NAPS directly in LOCUS
 - Feeds: ETC...
- MCAS/LSAC (Med/Law school)
 - Law Feeds: LOCUS
 - MedFeeds: LOCUS
- ADVANCE
 - Feeds: EDW/ADW
- Study Abroad for OIP
 - Feeds: LOCUS

LUWARE

- Two-Way: Web Directory
- Feeds: IDM
- *** Additional Feeds Marked on flow



Loyola Confidential Information – DO NOT DISTRIBUTE

Preferred Names & Pronouns

Places to Change Name:

- LWD (directory)
 - User changeable for preferred
 - Only available for permanent faculty/staff
 - Cheryl and Charlotte
- LOCUS
 - Legal name requires RegRec Form
 - Considering Self-Service for Preferred Name
 - Larry & Charlotte
- LAWSON
 - Legal name requires HR Form
 - John
- ADVANCE
 - Change but does not flow
 - John
- EMAIL (Display name)
 - Change but functionality turned off
 - Jeff
- Sakai (Not a change system)
 - Tim

Other References

<https://www.uwrf.edu/Registrar/CurrentStudents/AcademicPoliciesandRecords/PreferredNamePolicy.cfm>

The screenshot displays the University of Wisconsin-River Falls website. The header includes the university logo and navigation icons for Resources, Quick Links, Giving, Translate, and Search. A secondary navigation bar lists Academics, Admissions, Campus Life, Athletics, and About UWRF. The main content area is titled "Preferred Name Policy" and includes a brief introduction, a section on "Preferred First and Middle Name Background", a "Policy" section, and a "Frequently Asked Questions" section with 12 expandable questions.

UNIVERSITY OF WISCONSIN River Falls

RESOURCES FOR QUICK LINKS GIVING TRANSLATE SEARCH

Academics Admissions Campus Life Athletics About UWRF

UWRF > Registrar > Current Students > Academic Policies and Records

Academic Policies and Records

- Academic Merit
- Academic Suspension Appeal
- Grades, Grade Reports, and GPA
- Major, Minor, Advisor, Catalog Year Changes
- Medical Withdrawal
- Name Change Policy
- Preferred Name Policy**
- Second Degree Policy
- Unofficial Withdrawal
- Withdrawal from the University

Preferred Name Policy

The University of Wisconsin-River Falls will begin implementation of the Preferred Name Policy in September 2017. The goal of the Preferred Name Policy is a consistent preferred name experience across university systems and use of one's preferred name wherever a legal name is not absolutely necessary. The university's infrastructure is multi-faceted and complex so there are still some systems where the implementation of preferred name will be forthcoming.

Preferred First and Middle Name Background

The preferred first and/or middle name policy allows students to indicate their preferred first and/or middle name to the university community regardless of whether they have legally changed their name.

Policy

The university recognizes that many of its students may use names other than their legal names to identify themselves. It is the policy of the University of Wisconsin-River Falls that any student may choose to identify themselves within the university community with a preferred first and/or middle name that differs from their legal name. As long as the use of the preferred first and/or middle name is not for the purpose of misrepresentation, it will appear instead of the person's legal name in university related systems and documents except where the use of the legal name is required by university business or legal need.

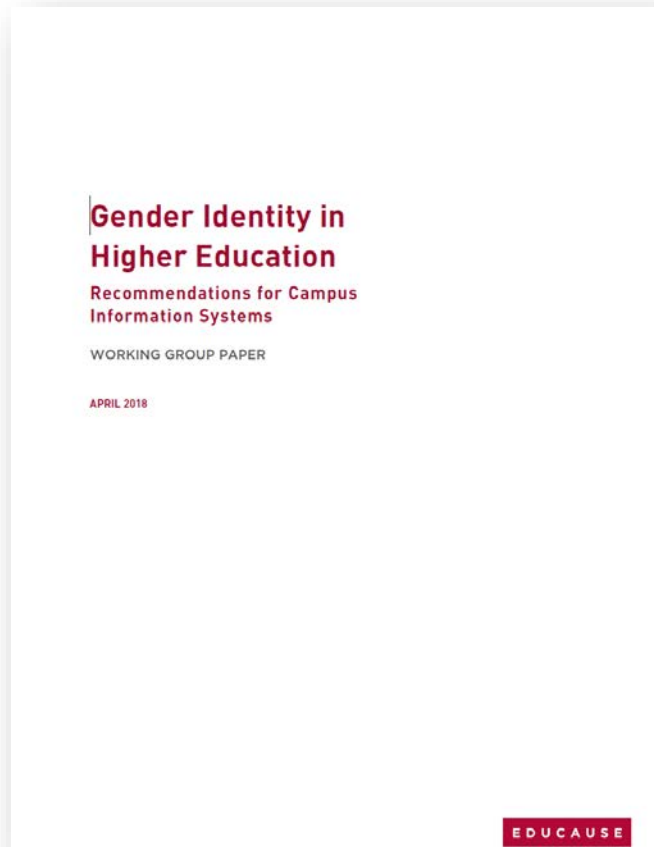
Frequently Asked Questions

- + How do I set a preferred name?
- + Do I have to enter a preferred name?
- + Can I use my preferred name for everything at the university?
- + Who has access to my legal and preferred names?
- + When will my preferred name show up on my class roster?
- + Will my preferred name appear in the UWRF Directory?
- + How long will it take for my preferred name to start appearing in campus systems?
- + How many times may I change my preferred name?
- + May I change my preferred name to whatever I want?
- + What happens if someone enters an inappropriate preferred name?
- + How do I delete my preferred name?



Other References

<https://library.educause.edu/resources/2018/4/gender-identity-in-higher-education>



The screenshot shows the Educause website interface. At the top, there is a navigation bar with the Educause logo and links for Home, EDUCAUSE Review, Library, Events, Members, .EDU, My Profile, and Logout. Below the navigation bar is a search bar and a menu with categories: RESEARCH AND PUBLICATIONS, CONFERENCES AND EVENTS, CAREER DEVELOPMENT, FOCUS AREAS AND INITIATIVES, CONNECT AND CONTRIBUTE, and ABOUT EDUCAUSE. A banner for RescueIT is visible. The main content area features the article title "Gender Identity in Higher Education: Recommendations for Campus Information Systems" with an ECAR tag. Below the title, it lists the date (Monday, April 9, 2018), the authors (Lawrence Borgione, Jeff Elliott, Steven Hahn, Michael Hart, Ellen Jetto, Barron Koralesky, Criss Laidlaw, Sandy Pearson, Ravi Ravishanker, Richard Skeel, Eunice Wells), the source (EDUCAUSE Center for Analysis and Research (ECAR)), and the collection (EDUCAUSE Working Group). The abstract is displayed, followed by a "SHARE" section with social media icons and a "SHARE WITH COLLEAGUES" section with a "GENERATE LINK" button. At the bottom, there is a "DOWNLOAD RESOURCES" section with a "Download PDF" button and a "Laserfiche" logo.

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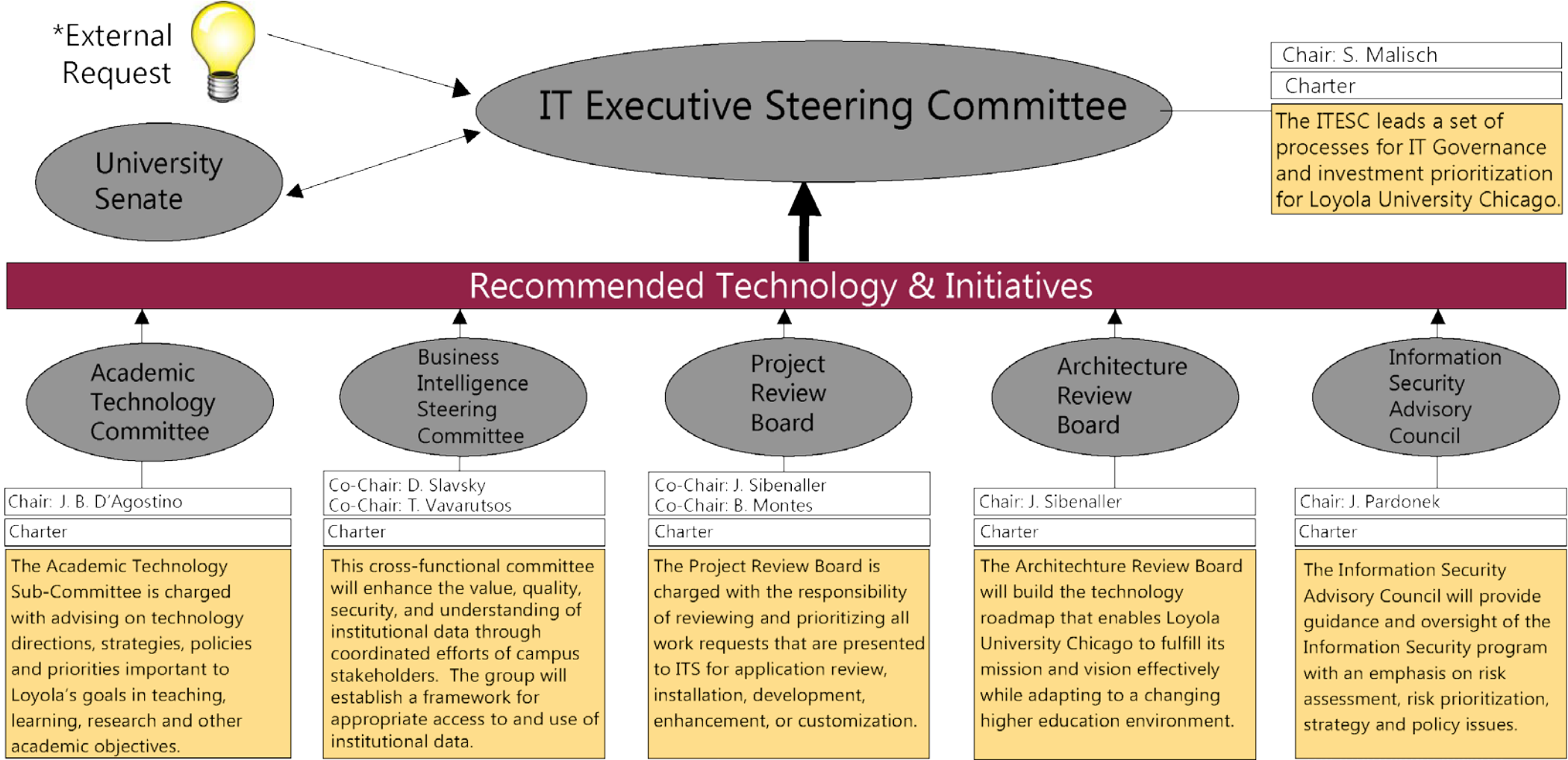
Information Security Improvements – Progress Update

- J. Sibenaller

Disaster Recovery

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Information Technology Steering Committee Structure



Information Technology Executive Steering Committee

Chair – Susan Malisch

Area	Member
Administrative Services	Tom Kelly
Advancement	Jamie Orsini
Enrollment Management and Student Success	Paul Roberts
Facilities	Kana Henning
Finance	Teresa Krafcisin Wayne Magdziarz
Acting Provost	Margaret Callahan
Provost Office Representatives	David Slavsky
Human Resources	Winifred Williams Danielle Hanson
ITS	Jim Sibenaller
Student Development	Jane Neufeld
University Marketing and Communications	Jeremy Langford

Academic Technology Committee

Chair – Jo Beth D'Agostino

School/Area	Member	Alternate
Academic Affairs	Matthew Thibeau	Terry Moy
Bioethics	Kayhan Parsi	Bob Johnson
CAS – Science	Holly Dimtropoulous	Robert McNees
CAS – Social Science	Dana Garbarski	Maribeth Rezey
CAS – Humanities	Kyle Roberts	David Dennis
Grad School & ORS	Jessica Horowitz	
ITS – Academic	Bruce Montes	Tim Walker
ITS – Infrastructure	Dan Vonder Heide	Jeff Apa
Institute of Environmental Science		
Office of Online Learning		

School/Area	Member	Alternate
Quinlan School of Business	Fred Kaefer	Nenad Jukic
SCOMM	Jamason Chen	Aaron Greer
SCPS	Kelly Barry	Jeanne Widen
SOE	Seungho Moon	Eilene Edejer
Law School	James Faught	Mike Lonero
Law School – Online	Barbara Youngberg	
SON	Holly O'Connor	Stacey Zurek
SOWK	Michael Dentato	Johnathan Singer
SSOM	Amy Hoyt	Susan Crowell
Libraries	Hong Ma	Margaret Heller



Business Intelligence Steering Committee

Co-Chairs – David Slavsky and Tony Vavarutsos

School/Area	Member
Academic Advising and Services*	Shawna Cooper-Gibson
Advancement	Michael Halverson
College of Arts & Sciences, Chair Biology*	Jim Cheverud
Enrollment Management	Tim Heuer
Finance	Becky Gomez Ben Smigielski
Health Sciences Division	Ron Price
Human Resources	Danielle Hanson
Information Technology Services	Bruce Montes
Office of Institutional Effectiveness	Ping Tsui
Quinlan School of Business*	Kevin Stevens
Registration and Records	Kris Daggett

*Rotating Positions - will be reviewed periodically and will be staffed based on relevant knowledge of data, insight, or expertise that may be helpful to advance current priorities.

Project Review Board

Co-Chairs – Jim Sibenaller and Bruce Montes

Area	Member	Alternate
Academic Advising Services	Shawna Cooper-Gibson	Betsi Burns
Advancement	Michael Halverson	Matt Johnson
Enrollment Management	Tim Heuer	
Facilities	Peter Schlecht	Hamlet Gonzalez
Financial Systems	Rebecca Gomez	Tracy Snowberger
Human Resources	Danielle Hanson	
Marketing & Communications	John Drevs	
Provost Office	TBD	
Registration & Records	Kris Daggett	
Student Development	Shannon Howes	Jeff Terpstra
Student Financials	John Campbell	
TBD	<i>Project Sponsors as needed</i>	

Architecture Review Board

Chair – Jim Sibenaller

Area	Member
ITS - Chief Information Officer	Susan Malisch
ITS - Academic & Data Services	Bruce Montes
ITS - Enterprise Systems Services	Jim Sibenaller
ITS - Infrastructure Systems Services	Dan Vonder Heide

Information Security Council

Chair – Jim Pardonek

Area	Member	Alternate
Advancement	Michael Halverson	TBD
Finance	Cory O'Brien	TBD
Financial Aid	TBD	
Human Resources	Carol Mc Cormack	TBD
ITS – Infrastructure	Dave Wieczorek	TBD
ITS – Applications	Cheryl Heckel	Charlotte Pullen
ITS – Security Office	Cai Wang	None
Registration and Records	Diane Hullinger	TBD
Risk Management	Sue Bodin	TBD
Health Sciences Division	Ron Price	TBD
Library	Hong Ma	Margaret Heller
Ex-Officio	Jim Sibenaller	None

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I am a...



Loyola's technology architecture strategy supports

- Schedules which are 24/7 in nature (Anytime)
- An LUC Community which is mobile (Anywhere)
- Straightforward and appropriate access to systems (Access)

Students/Faculty/Staff/Alums/Friends...

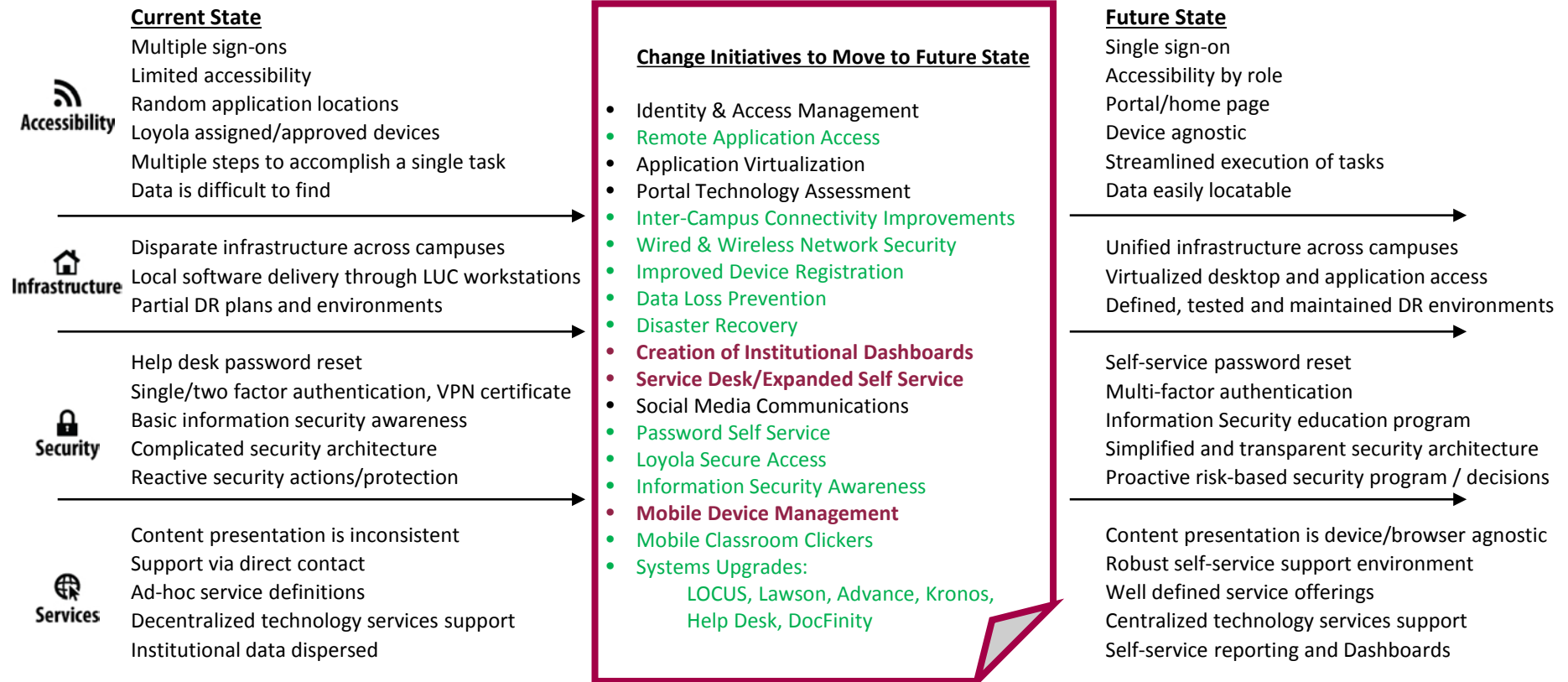
"Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way."

Regardless of where I am, I can:

- **Collaborate** with students, faculty and staff via meetings or 1:1 (video conference, share files and research data securely)
- **Complete** business with Loyola (apply to Loyola, schedule a visit, sign up for events, register for classes, view grades, pay my bill, donate, etc.)
- **Conduct** self-service activities (reset my password, reserve a meeting space or digital media equipment, access reporting, etc.)
- **Connect** to my Loyola services without intervention from any device



Sunset the Anytime Anywhere Access Strategy



Loyola's technology architecture strategy supports

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Students/Faculty/Staff/Alums/Friends...

"Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way."

Developing the next ITS Strategic Direction

Loyola Digital Experience “LDE”: Three Themes

1. (Foundational): Delivering the Next Best Experience for Students, Faculty and Staff

- Architecture and Infrastructure
- Identity and Access Management
- Security
- Single Sign On



Microsoft and E5 Bundle

2. (Transformational): Data, Dashboards, Digitization, Innovation

- Data Warehouse; Business Intelligence
- Decision Support Systems
- Internet of Things (administrative)
- Artificial Intelligence, Machine Learning, Augmented/Virtual Reality (academic)

3. (Consumable Experience): “Simple, Secure, Seamless”

- Combining old stuff; Exploiting new stuff -> Enabling better experiences
- Self-service
- Device independent
- Virtualization/Cloud
- Anytime Anywhere Access
- “Virtual Portal”

❖ Subject to adjustment based on priorities of next strategic plan



Microsoft & E5 Bundle Content

Data Loss Prevention Capabilities*

ADVANCED REPORTING

- SUSPICIOUS ACTIVITY ALERTS
- ACTIVITY MONITORING AND REPORTING
- FOCUSED RECOMMENDATIONS

CLOUD APPLICATION SECURITY

- PROTECTION FOR CLOUD-BASED APPS
- IDENTIFY USAGE PATTERNS
- THREAT IDENTIFICATION

CONDITIONAL ACCESS

- LOCATION AND RISK-BASED ACCESS
- DEVICE-BASED ACCESS
- APPLICATION-BASED ACCESS

DATA CLASSIFICATION

- AUTOMATE DOCUMENT CLASSIFICATION
- LABEL BASED ON SENSITIVITY
- AUTOMATE DOCUMENT PROTECTION

DOCUMENT TRACKING

- MONITOR DATA ACCESS PATTERNS
- MONITOR SHARING ACTIVITIES
- REVOKE ACCESS TO DATA/DOCUMENTS

PERSISTENT DATA PROTECTION

- ENCRYPT DATA
- DEFINE USAGE RIGHTS
- PROTECTION STAYS WITH DATA

*Boxes represent unique DLP product capabilities

Microsoft & E5 Bundle Content

Additional Benefits Include*

APPLICATION ACCESS

- SINGLE-SIGN FOR ON-PREMISE APP
- SINGLE-SIGN ON FOR CLOUD APPS
- CENTRALIZED ACCESS MANAGEMENT

MOBILE DEVICE MANAGEMENT

- PROTECT DEVICES AND DATA
- DEPLOY APPLICATIONS
- ENFORCE COMPLIANCE

MULTI-FACTOR AUTH

- MULTIPLE VERIFICATION OPTIONS
- ON-PREMISE AND CLOUD BASED APPS
- TRUSTED IP ADDRESS RANGES

PASSWORD SELF-SERVICE

- MULTIPLE AUTHENTICATION METHODS
- POLICIES FOR RETIREES AND ALUMNI
- ENFORCED REGISTRATION

PRIVILEGED ACCESS CONTROLS

- MONITOR ADMINISTRATOR ACCESS
- ON-DEMAND ADMIN RIGHTS
- ADMIN ACCESS WORKFLOW

THREAT PROTECTION

- ENHANCED EMAIL PROTECTION
- REMEDIATION RECOMMENDATIONS
- WORKSTATION BEHAVIOR ANALYSIS

*Each color represents a unique E5 product

Microsoft & E5 Bundle Budget

		Funding Amount	Operating Need
New Request	Enterprise Mobility + Security - E5 (8,000 users/licenses)		\$250,000
FY18 Capital Planned (Reallocation of new operating received in FY19)	Data Loss Prevention	\$40,000	\$210,000
	Mobile Device Management	\$15,000	\$195,000
		\$55,000	
FY19 ITS Budget	Tech Fee	\$97,500	\$97,500
Technology to Turn Off (Reallocation of Existing ITS Operating)	Proofpoint	\$65,626	\$31,874
	RSA Authentication Manager (for LSA)	\$8,198	\$23,676
	React-Password Self Service	\$17,591	\$6,085
		\$91,415	
FY19 ITS Budget	ITS Operating (Amount to Absorb)	\$6,085	\$0



Microsoft & E5 Bundle Proposal

draft - project timeline for E5 licensing - draft

project:	2018			2019												2020												
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	
Azure Multi-Factor Authentication and Conditional Access	plan	pilot			deployment (opt in)			D2																				
Azure Information Protection and Azure Data Loss Prevention				planning			pilot		deployment																			
Exchange Online Migration	planning			pilot					deployment																			
Azure Password Self-service								planning		pilot		deployment				parallel operations												
Intune (Mobile Device Management)												planning		pilot		deployment												
Azure Privileged Identity Management															planning		pilot		deployment									
Exchange Online Protection and Advanced Threat Protection (email gateway)																planning			deployment									
O365 Application Portal (single sign-on)																	planning				pilot		deployment					

Migration to Exchange Online - Assessment

Deployed May, 2013

- Faculty/Staff: On-Premise Exchange – 10,120 Accounts
- Students: Exchange Online – 53,700 Accounts

Current Hardware

- Refresh Cost - \$260,000
- Cost Avoidance in 2019

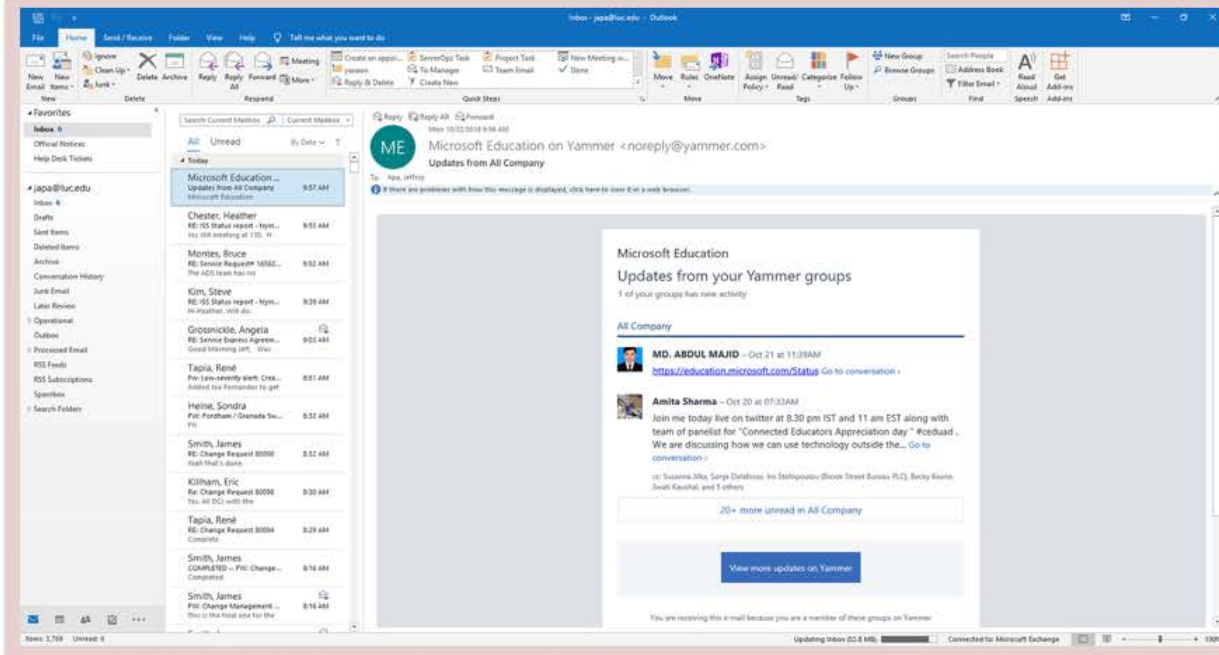


Benefits of Moving to Exchange Online

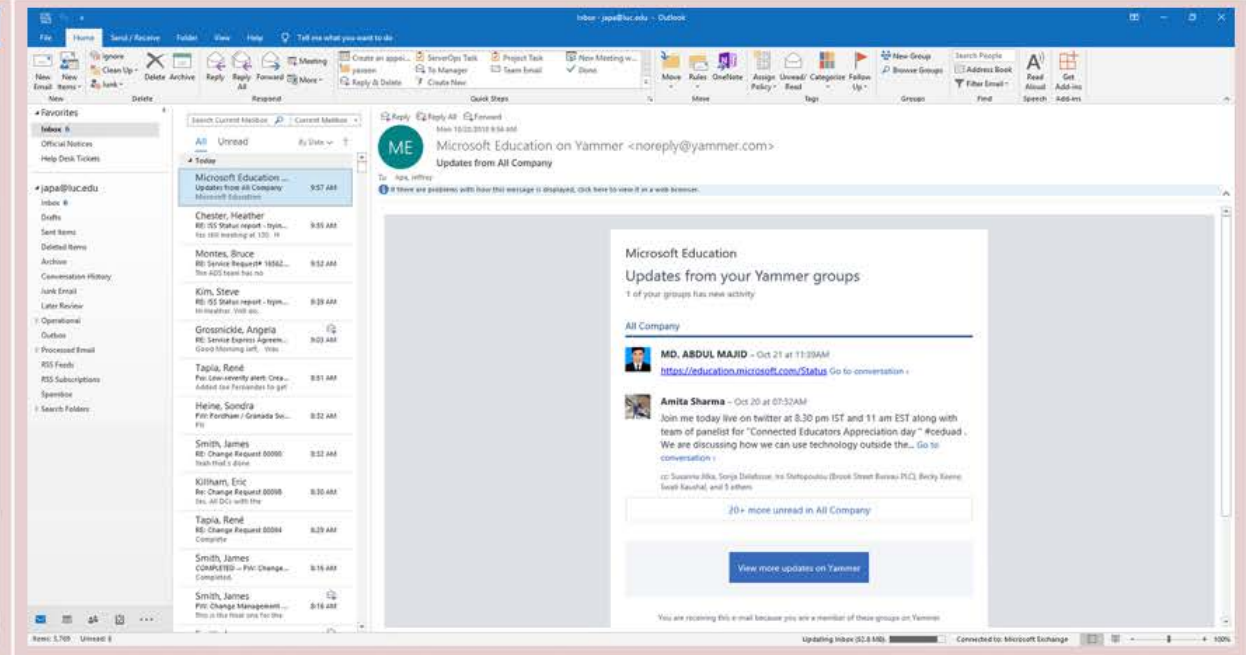
- 100 GB Mailbox
- Unlimited Online Email Archiving
- Improved Web Interface / Functionality
- Direct Integration with OneDrive
- Integrated DLP
- GDPR, HIPAA and FERPA Compliant, plus Others

Migration to Exchange Online - Assessment

Exchange On-Premise



Exchange Office 365



Migration to Exchange Online - Assessment

Exchange On-Premise

The screenshot shows the Outlook Web App interface for Exchange On-Premise. The left sidebar contains navigation options like 'New mail', 'Inbox 2440', 'Drafts', 'ITS Calendar', 'Deleted Items 411', 'Junk Email', and 'Notes [2167]'. The main content area displays a list of email conversations, with the selected one from 'Olmo, Enrique' showing details such as 'Where: Occurs every Monday, Tuesday, and Wednesday from 12:00 AM to 12:00 AM effective Mon 11/18/2016 and Wed 11/21/2016'. The interface is clean and functional, typical of an on-premise deployment.

Exchange Office 365

The screenshot shows the Outlook interface for Exchange Office 365. The left sidebar includes 'New message', 'Favorites', 'Inbox', 'Official Notices', 'Help Desk Tickets 3', 'Add favorite', 'Folders', 'Inbox', 'Junk Email 4', 'Drafts 1', 'Sent Items', 'Deleted Items 9', 'Archive', 'Conversation History', 'Later Review', 'Operational', 'Processed Email', 'Box Messages', 'EDU/Room Stats', 'Exchange Health Reports', 'Help Desk Notifications', and 'Help Desk Tickets 3'. The main content area displays a list of email conversations, with the selected one from 'Microsoft Education on Yammer' showing details such as 'Updates from All Company' and 'Microsoft Education on Yammer'. The interface is more modern and integrated with Office 365 services.

Migration to Exchange Online - Assessment

Pilot Group Migrated to Exchange Online (Email Team)

- Outlook Desktop Client Updated Automatically to Exchange Online
- Voicemail Requires 2nd Number to Access Voicemail
- Mobile Devices – Accounts Need to be Reestablished

Next Assessment Steps Include:

- Work With Outside Vendor for Voicemail Solution
 - Next 30 Days
- Larger Infrastructure Support Services Test Group
 - Next 60 Days
- Bring Findings to ITESC, Cabinet, Deans
 - January 2019
- All ITS Test Group and Friends of ITS
 - Begin Pilot Phase



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Voice Recognition Update

- Parlance is an Interactive Voice Integration (IVI) System
- Offload 50-75% of routine requests from the switchboard
- Answer all calls within 2 rings and connects callers in less than 16 seconds
- Provide a consistent and professional caller experience 24x7
- Experience at the Law School
- Timeline for deployment
- Cost



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Information Security Improvements

Scope	Improvement	Oct 2018 Status	Action
Identified High Risk Areas	Mandatory Information Security Training - High Risk Areas	Active	Phase 1 Complete - HR Active - Finance, ITS, Enrollment Ops, Student Dev Pending - Provost Office/Reg & Rec
			Phase 2 Scheduling - HR
All Faculty & Staff (partial for Students)	Increased Information Security Awareness	Active	<ul style="list-style-type: none"> • 3 Security & Donuts sessions held, remote campuses pending. • NCSAM Posters distributed across campuses. • October Information Security Newsletter to be distributed with "phishing" post-its. • "Student Table" sessions scheduled - Shark visit!!
	Mandatory Information Security Training - All Faculty-Staff	Active	Training assigned & active for 2300 full & part time faculty & staff, 35% complete.
	Phish Testing via Social Engineering	Planned (After Thanksgiving)	Execute phishing campaigns consisting of both focused and random attack vectors.
	Secure How-To Instructions	Active (Setup & Design)	Review the University Web-Site and make sensitive "how-to" instructions not available to the public.
Enterprise Technology Changes	Multi-Factor Authentication	Active (Planning Phase)	Enable multi-factor authentication for critical applications, beginning with those that are public facing (available via the internet).
	Data Loss Prevention	Planned (After MFA)	Implement Data Loss Prevention (DLP) services which will monitor/prevent protected and sensitive information movements within and transfer outside of Loyola's network.
	Loyola Secure Access Security Improvements	Planned (Nov/Dec 2018)	Improve the security of the Loyola Secure Access, Loyola's virtual private network or VPN, a) Require routine PIN changes, b) Modify 2-factor requirements eliminating the use of email as an option.
TBD/Advanced Improvements	Remove Auto-Forwarding Email Option	Considering	Turn off the ability for users to auto forward emails.
	Restrict PC Administrative Rights	Considering	Restrict the administrative rights on Loyola computers so that infectious software cannot be installed by users. This will require all software to be installed by Information Technology Services only.

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Disaster Recovery

Technology and Enterprise Business Systems	Recovery Time Objective	Status	Last Review Date
Enterprise Database Services (Oracle)	Tier 1 (1-5 days)	Annual Review	10/5/2017
Enterprise Database Services (SQL)	Tier 1 (1-5 days)	Doc Approval	10/4/2018
Network Services (AD)	Tier 1 (1-5 days)	New DR Plan	
Network Services (Core)	Tier 1 (1-5 days)	New DR Plan	
Network Services (DNS)	Tier 1 (1-5 days)	Annual Review	7/11/2017
Network Services (VPN)	Tier 1 (1-5 days)	Doc Approval	10/24/2018
Learning Mgmt (Sakai LMS)	Tier 1 (1-5 days)	New Vendor Engagement Plan	
Payment Gateway (TouchNet Paypath/TPG)	Tier 1 (1-5 days)	New Vendor Engagement Plan	
Student Recruiting (SLATE)	Tier 1 (1-5 days)	New Vendor Engagement Plan	
Zoom	Tier 1 (1-5 days)	New Vendor Engagement Plan	
Email and Voice Mail Systems (Exchange)	Tier 1 (1-5 days)	Annual Review	10/10/2017
Enterprise Data Warehouse (EDW/ETL)	Tier 1 (1-5 days)	Annual Review	9/5/2017
Enterprise Database Services (WebFocus)	Tier 1 (1-5 days)	Annual Review	7/24/2017
HR, Finance, Payroll (Infor/Lawson)	Tier 1 (1-5 days)	Doc Approval	10/19/2018
LUC.edu Website	Tier 1 (1-5 days)	Annual Review	10/12/2017
Student System (PS Campus Solutions), including Portal	Tier 1 (1-5 days)	Annual Review	10/31/2017
Remote Campus Phone and Voice Mail Systems	Tier 1 (1-5 days)	New DR Plan	
Timekeeping, Payroll Feed (Kronos)	Tier 1 (1-5 days)	Doc Approval	10/19/2018
Web Site Maintenance (T4)	Tier 1 (1-5 days)	Doc Approval	10/16/2018
eCommerce System (CBORD)	Tier 1 (1-5 days)	Remove Tier 1	
Campus Safety Dispatch & Reporting (ARMS)	Tier 1 (1-5 days)	New Tier 1	

Legend: Mandatory Cloud LUC Hosted Discussion

2018 ITESC Schedule

February 6, 2018 - Tuesday, 1:00-3:00 PM

- BCDR – Program Restart
- General Data Protection Regulation
- Workday
- BI
- Student System Upgrade
- Technology Changes for Spring 2018

May 1, 2018 - Tuesday, 1:00-3:00 PM

- GDPR Project Update
- Information Security Program Overview
- ITS Dashboard Pilot

June 20, 2018 - Wednesday, 1:30-3:30 PM

- Disaster Recovery – Tier 1
- Project Portfolio Prioritization

August 14, 2018 - Tuesday, 1:00-3:00 PM

- ITESC Committees
- Information Security Improvements

October 25, 2018 - Tuesday, 1:00-3:00 PM

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December 10, 2018 - Monday, 10:00-12:00 PM

- Project Portfolio Prioritization