

# ITS Executive Steering Committee (ITESC)

Agenda and Materials

Mar 7, 2013



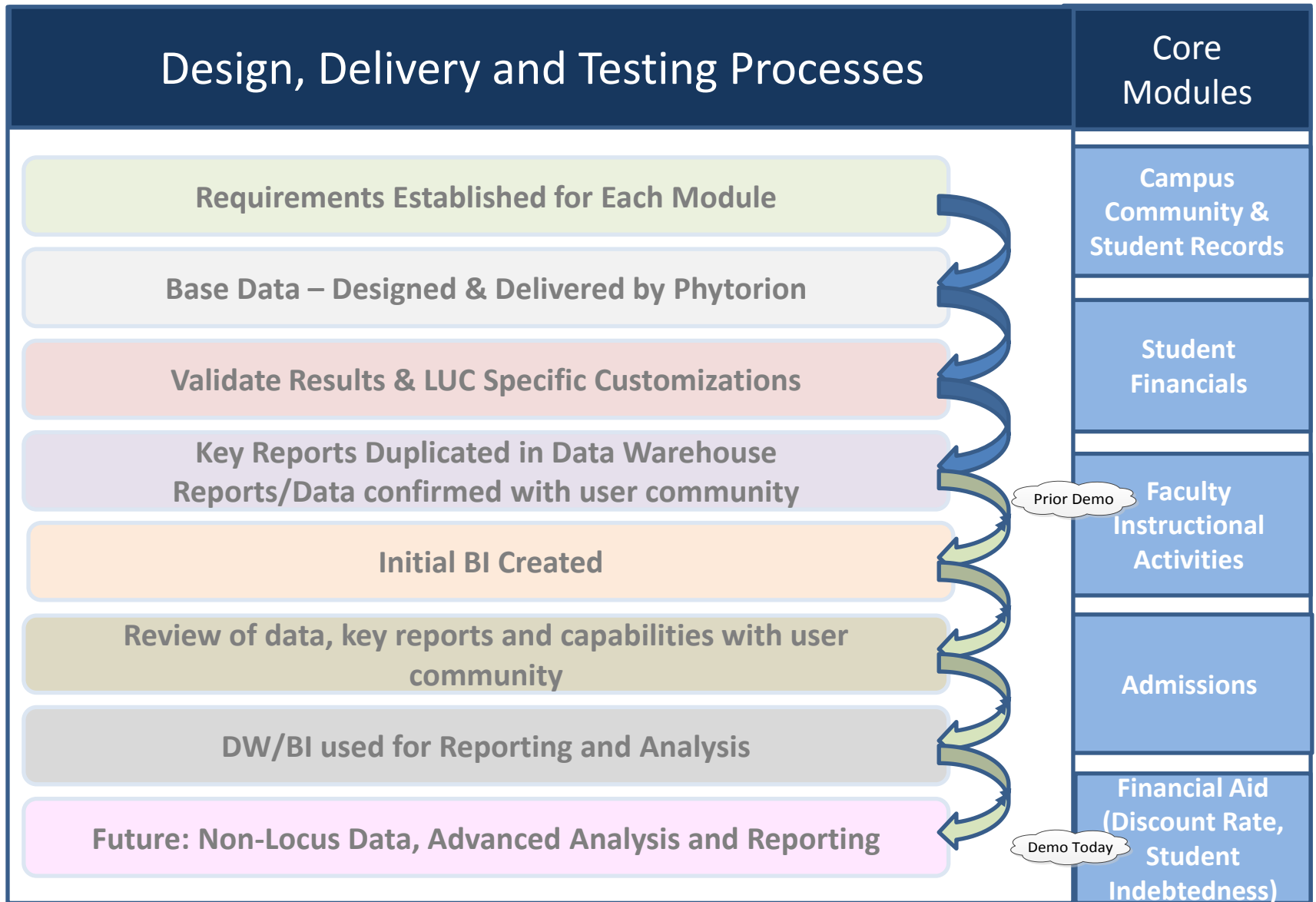
# Agenda

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- Data Warehouse/Business Intelligence Program Review
  - *ITS:*
    - P. McKinney, E. Olmo, C. Pullen, A. Simmons, K. Smith, C. Vanek
  - *Functional Experts:*
    - T. Catania, C. Coughlin, L. Fortuna, R. Hurst, D. Prasse
- Business Continuity/Disaster Recovery Update
  - D. Vonder Heide, A. Simmons
- Change Management Process
  - J. Sibenaller



# Data Warehouse/Business Intelligence



# DW/BI: Demo

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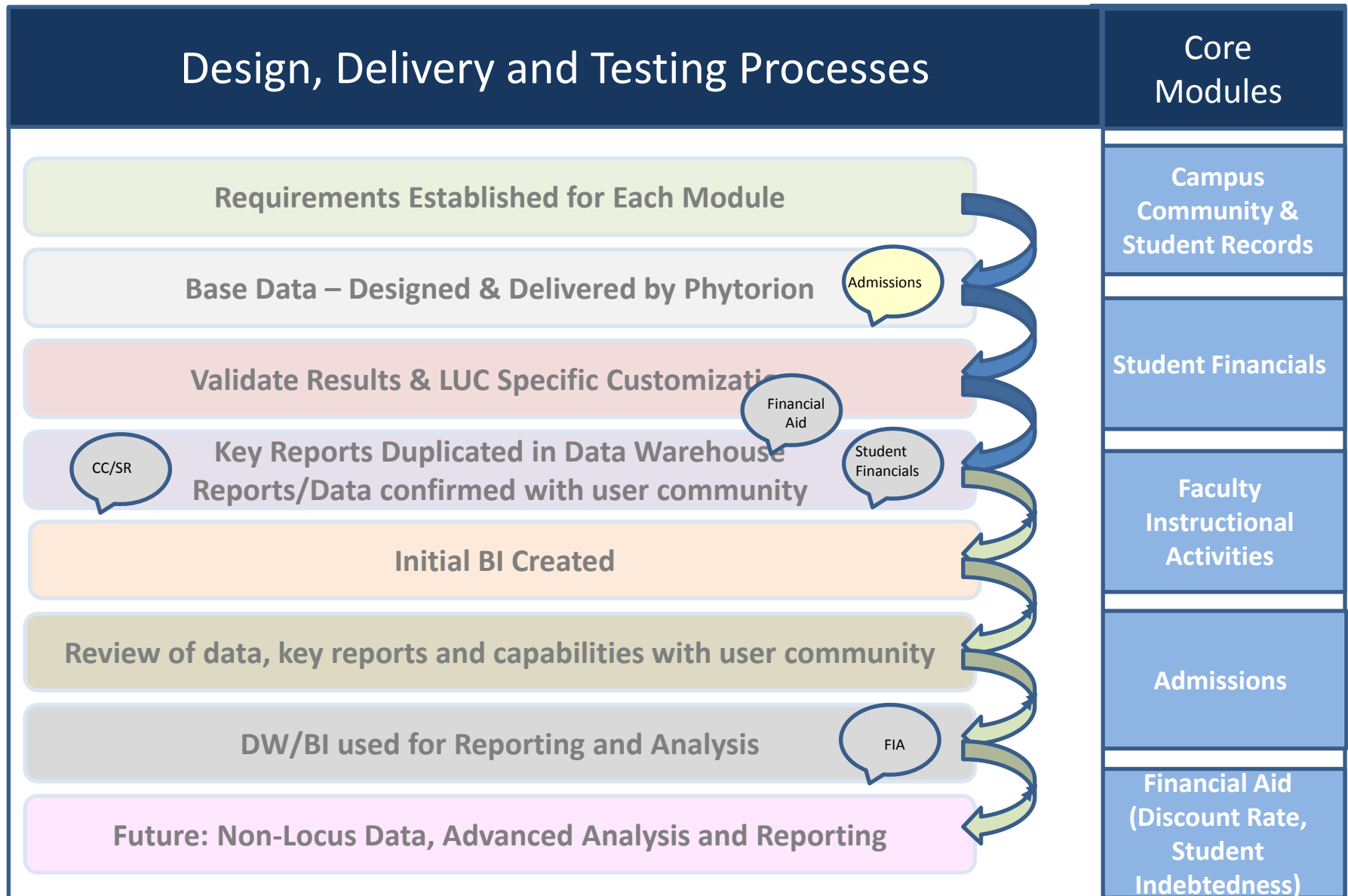
Demo Today

**Financial Aid  
(Discount Rate, Student  
Indebtedness)**

Demo Today

**Department of Res Life  
(Executive Dashboard)**

# Data Warehouse/Business Intelligence



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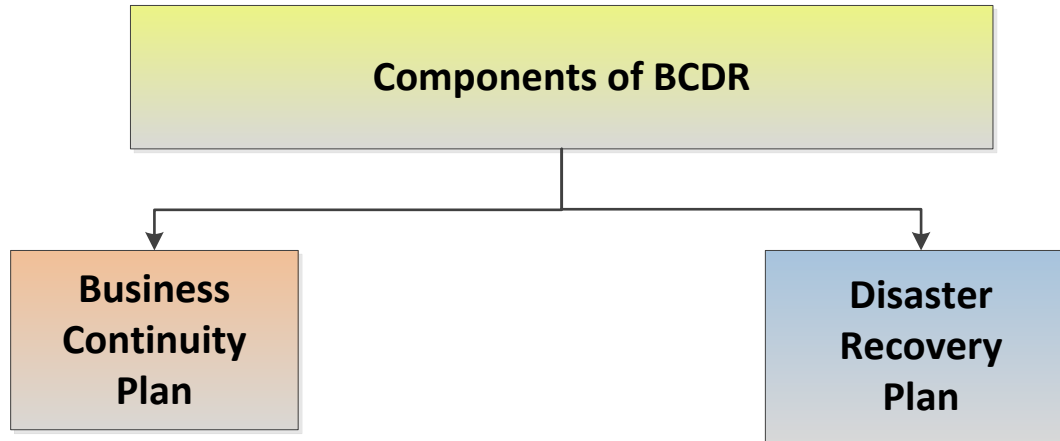
# Three Related University Efforts

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# BCDR - What does it mean to IT?

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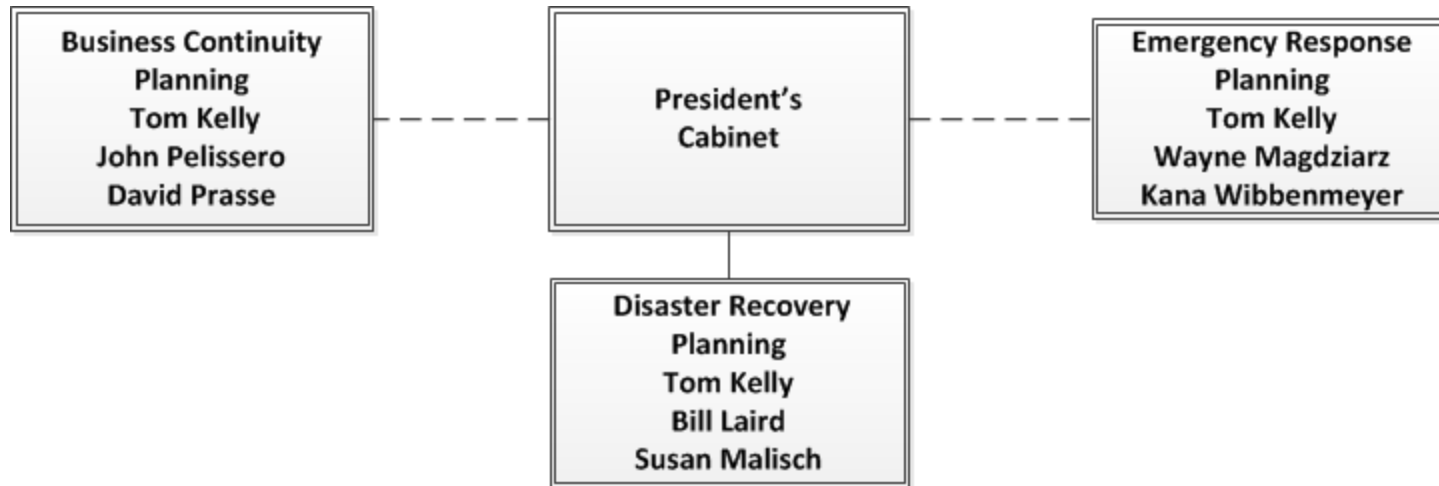


- **Disaster Recovery Plan**. Steps taken to restore computer infrastructure and applications, including internal and external network connections. Use of alternate resources for hardware, software, data and networks.
- **Business Continuity Plan**: Steps taken to restore alternative business processes in the event that the automated processes or business infrastructures are unavailable. Employment of workaround and/or manual procedures and alternative resources. May include: relocation of personnel, availability of remote support services and network connections, contingent office/teaching space

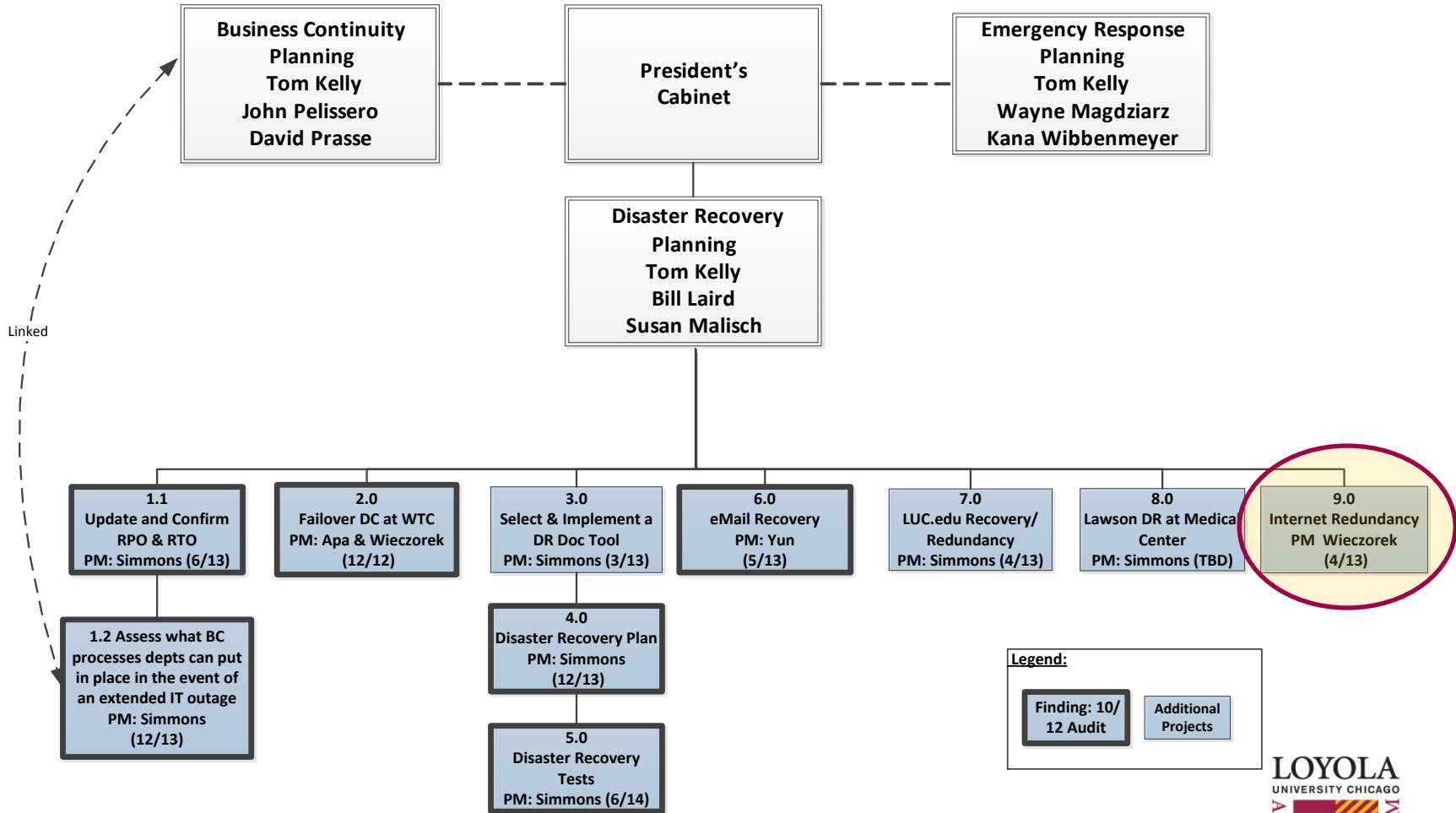


# BCDR Program

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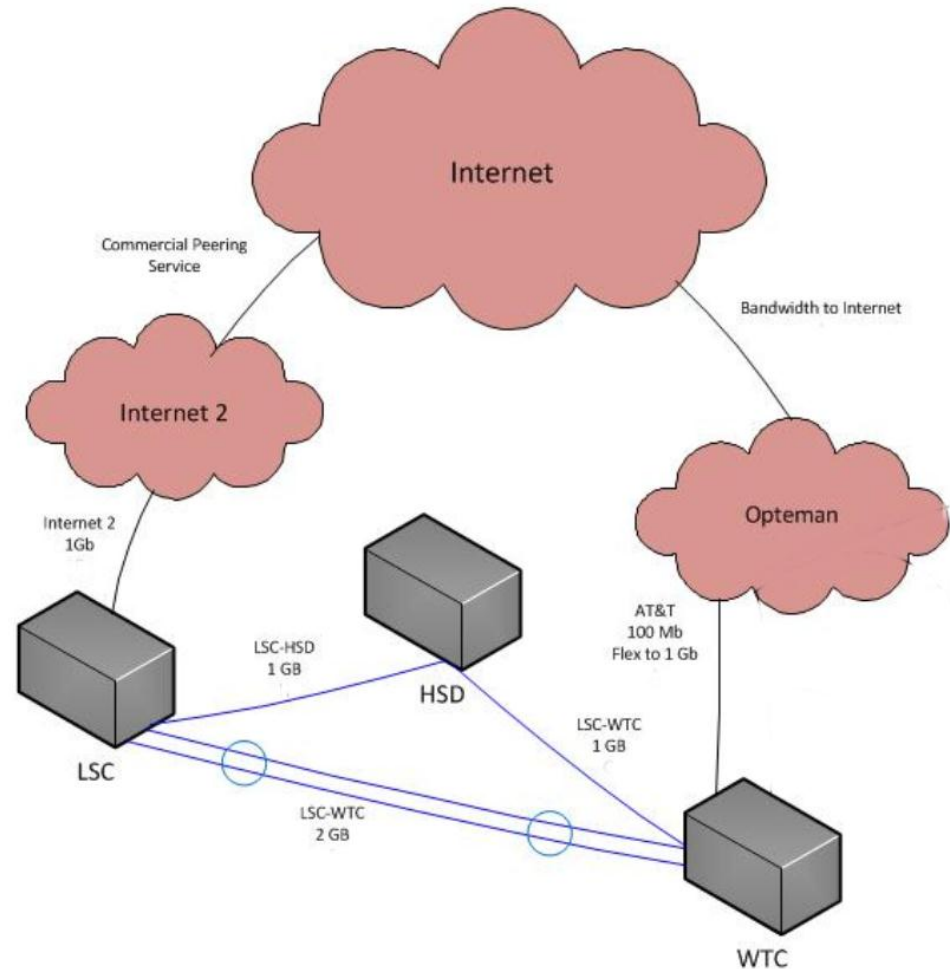


# BCDR Program

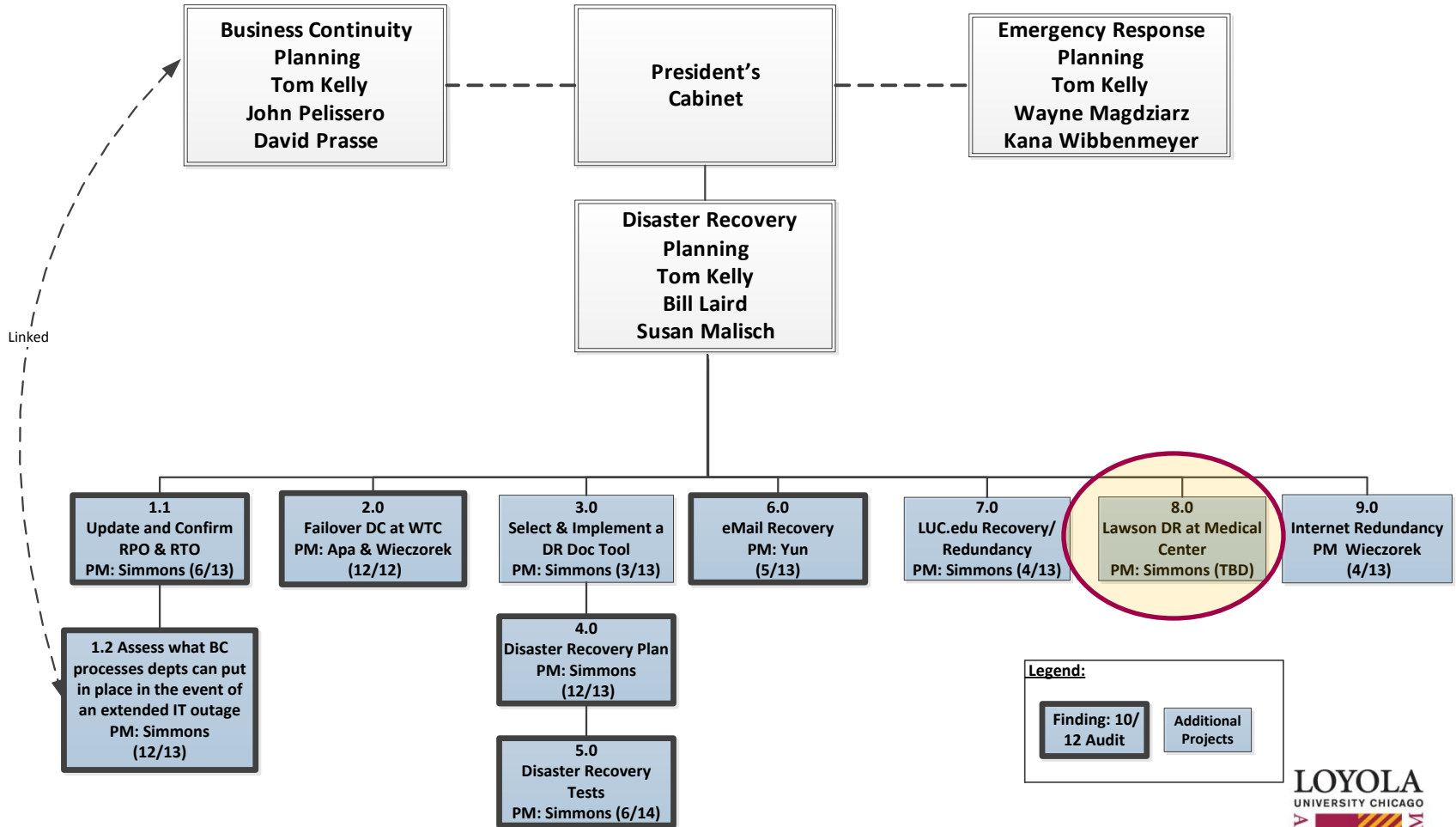


# Program - Internet Redundancy

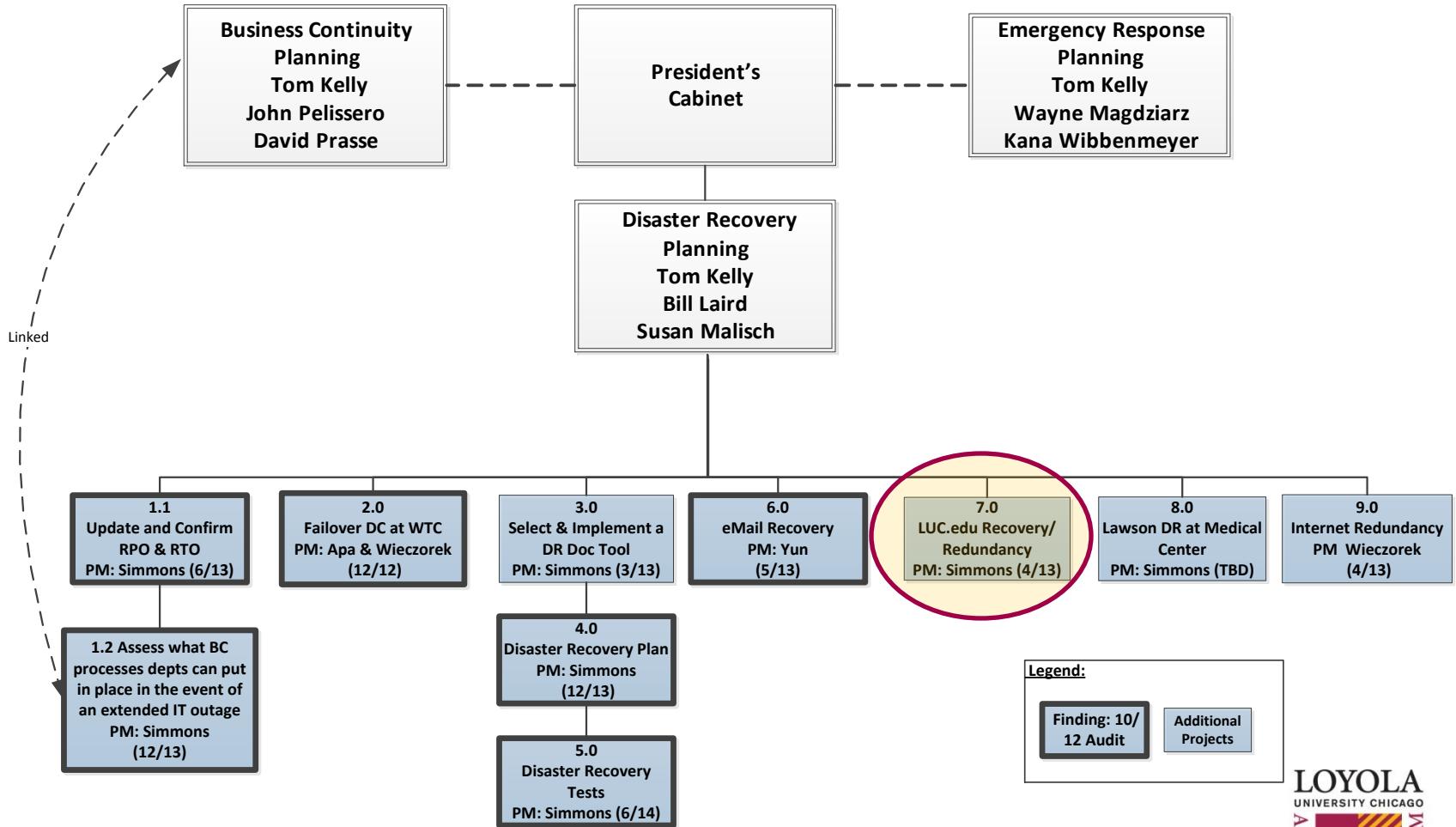
Internet redundancy and failover for the LS, WTC and School of Nursing (HSD) in the event of a circuit failure in the public network.



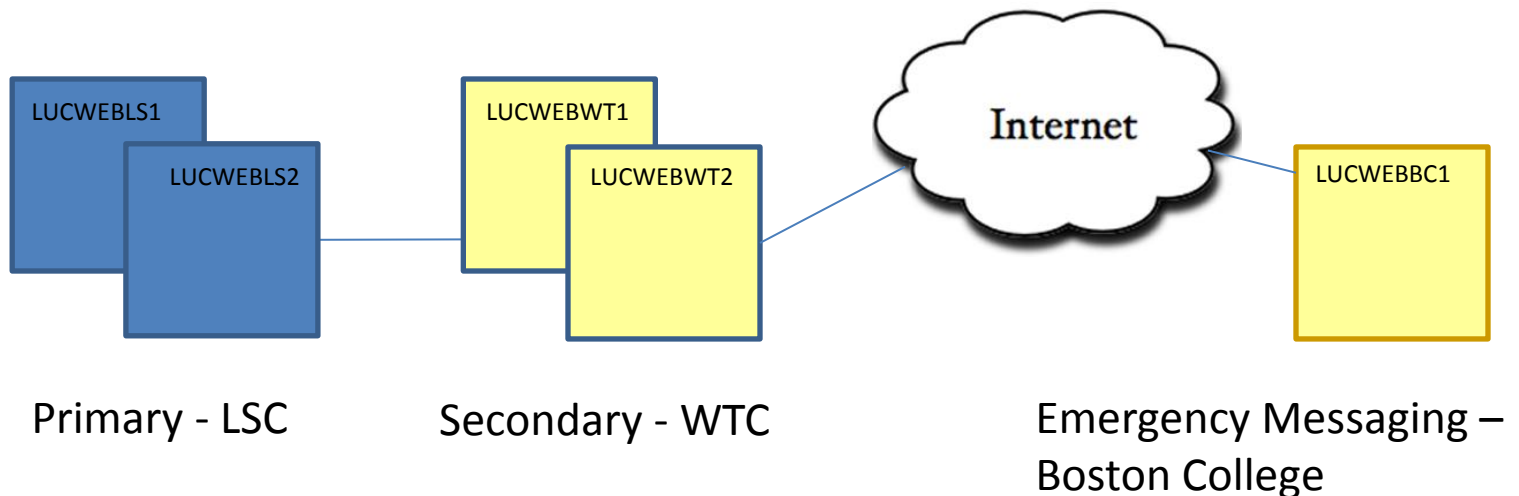
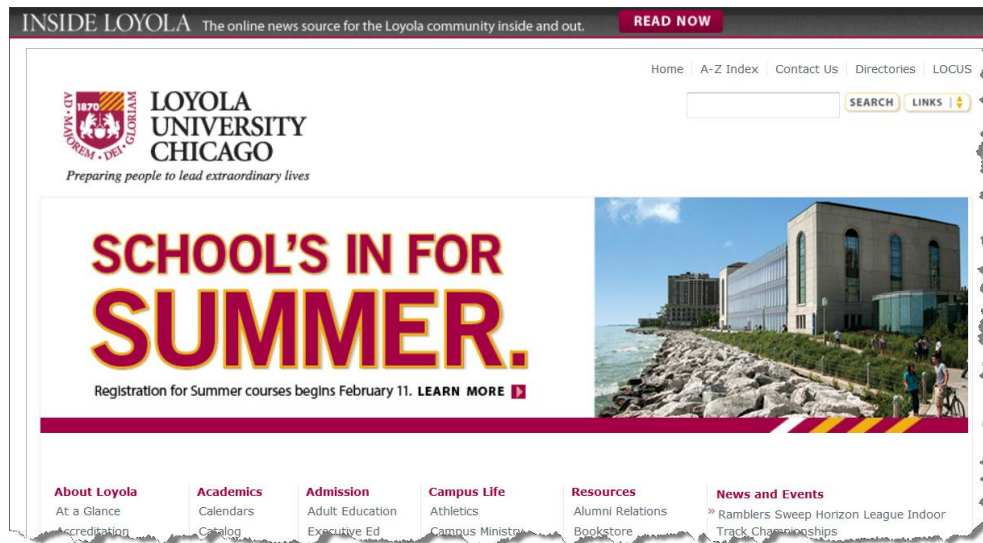
# BCDR Program



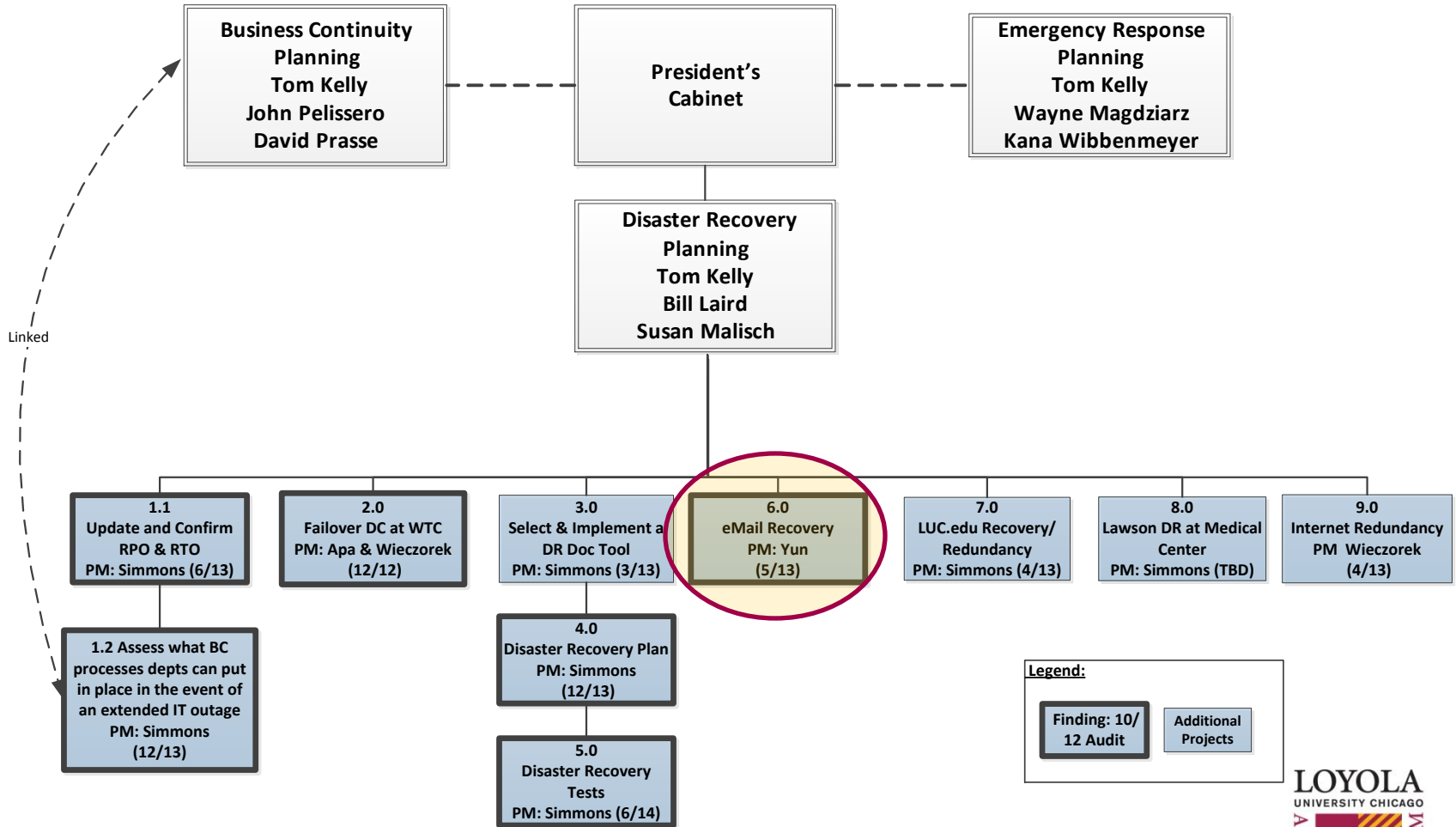
# BCDR Program



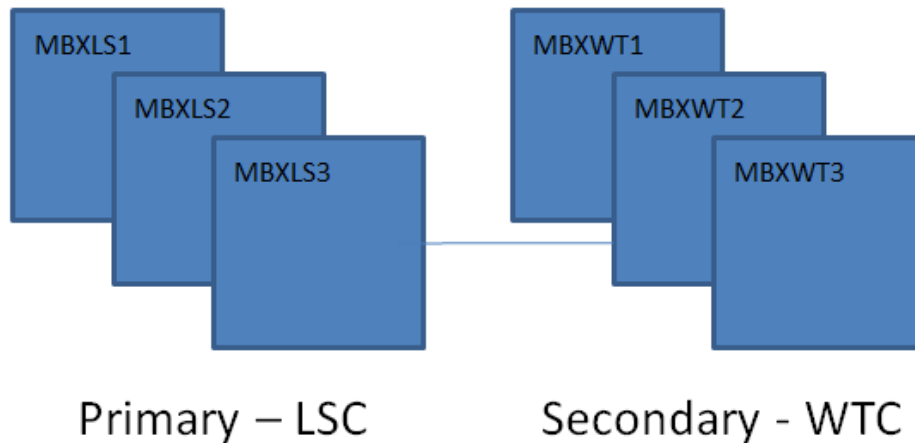
# Program – luc.edu Recovery



# BCDR Program

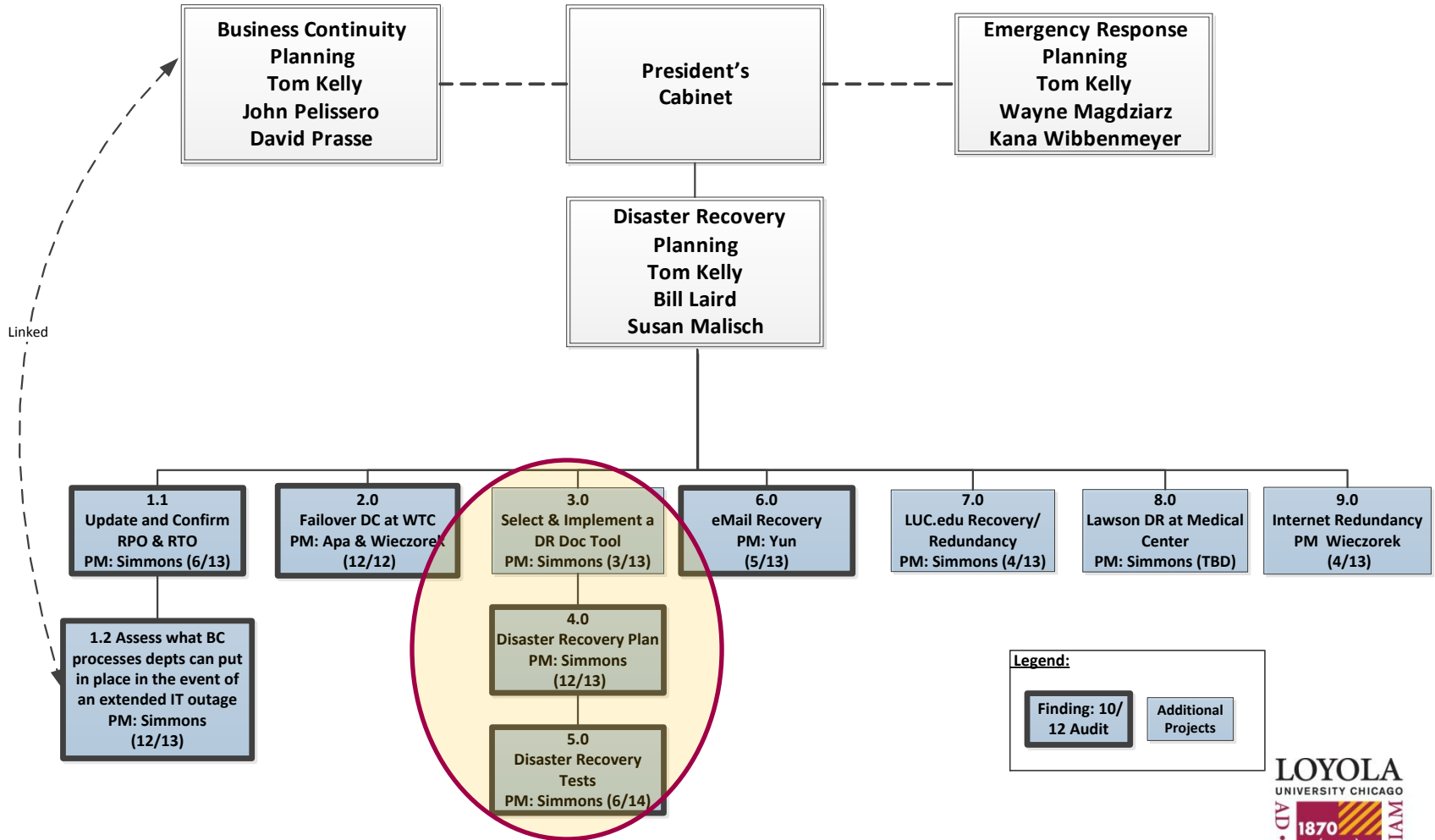


# Program – Email Redundancy





# BCDR Program



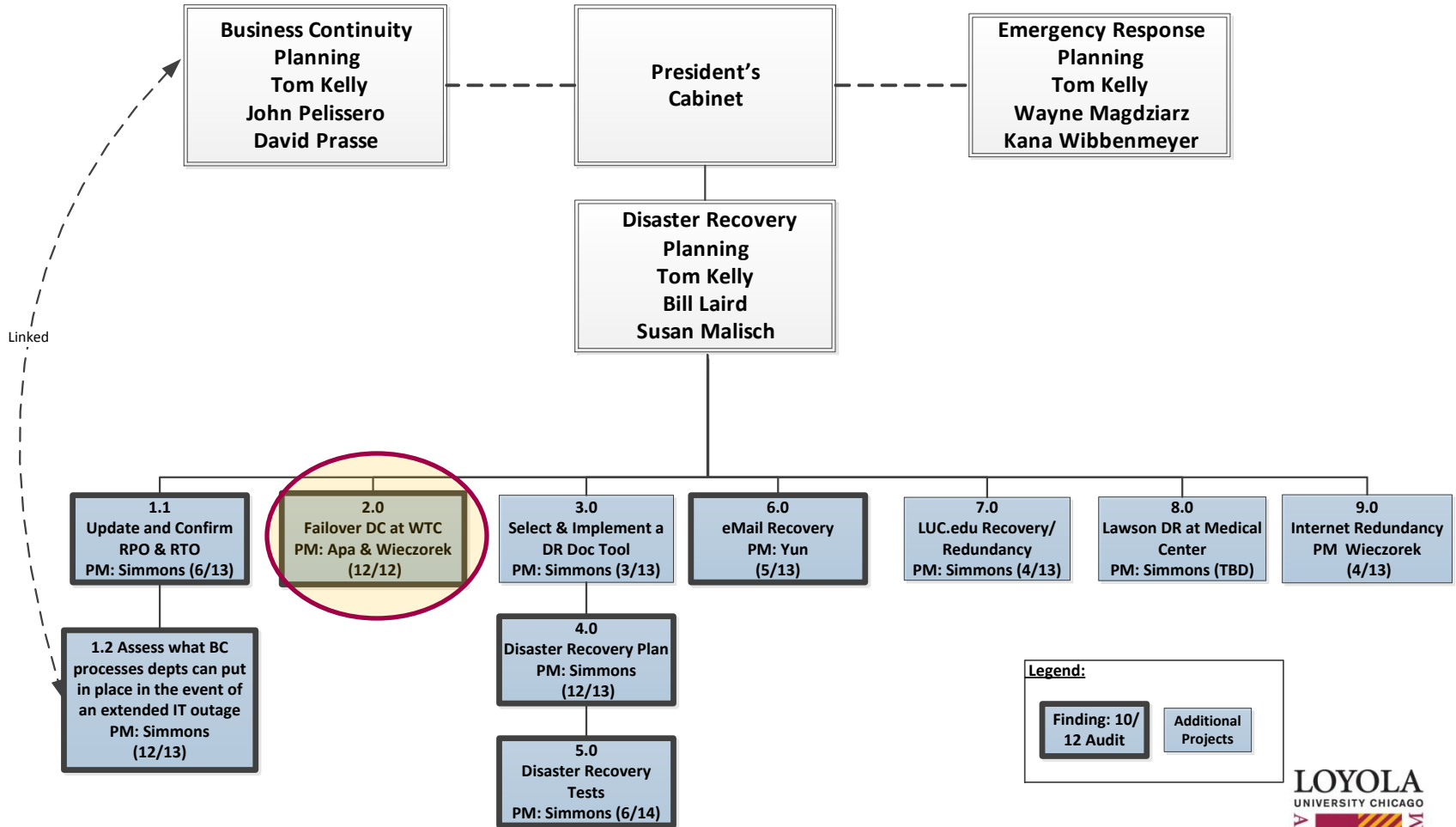
# Program – Tool / Plan / Test

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- 3 Vendors Reviewed
- Document Management v. Incident Response
- Requires Business Continuity Planning at the Department Level



# BCDR Program

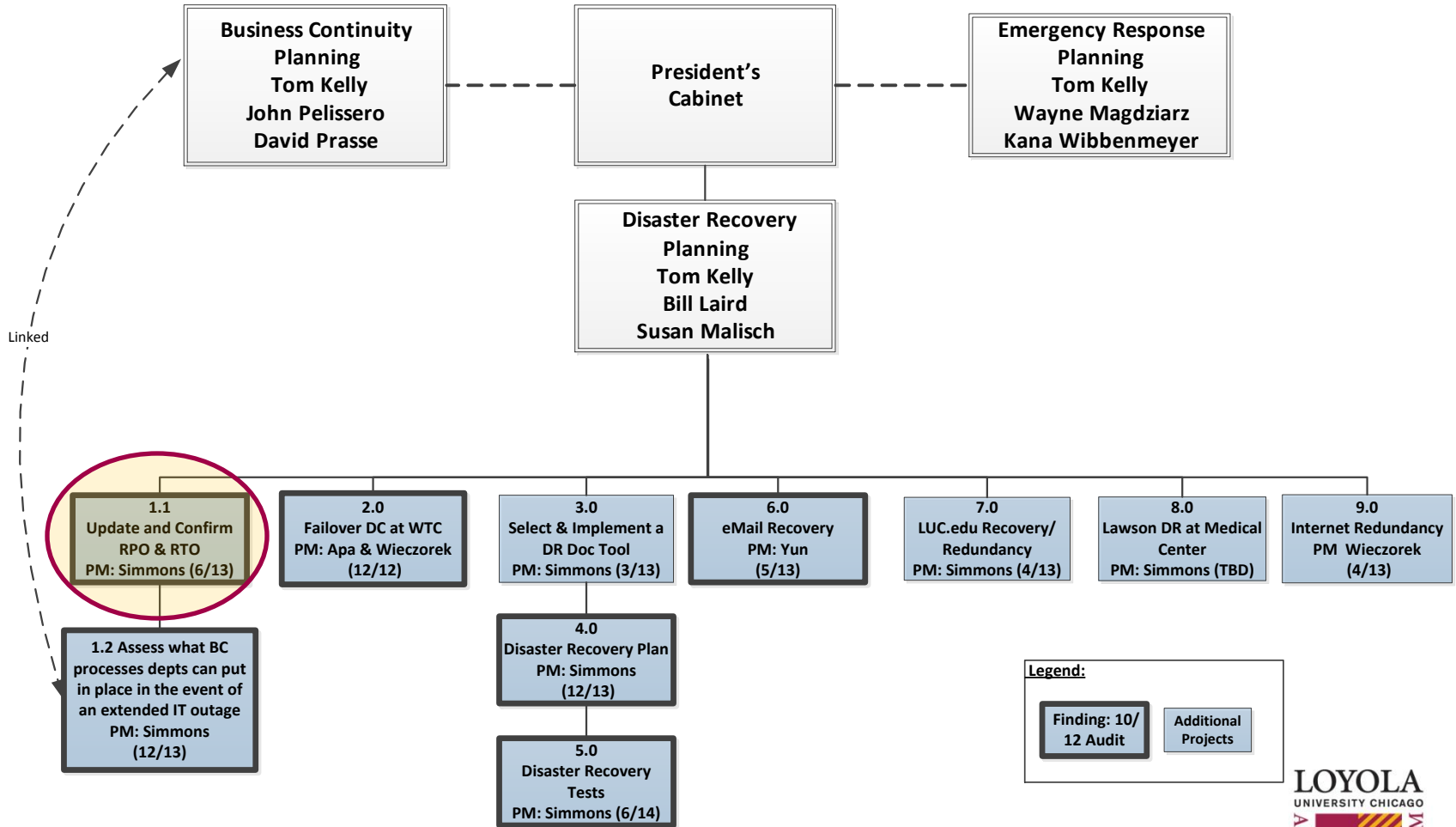


# Program – Failover Data Center at WTC

- 1600 sq feet
- 150 KVA UPS
- Two Commercial Feeds
- Emergency Generator
- Dual Circuits to Racks
- Two CRAH Units
- Sprinkler w/ FM200
- Water Detection
- One EPO w/ Bypass

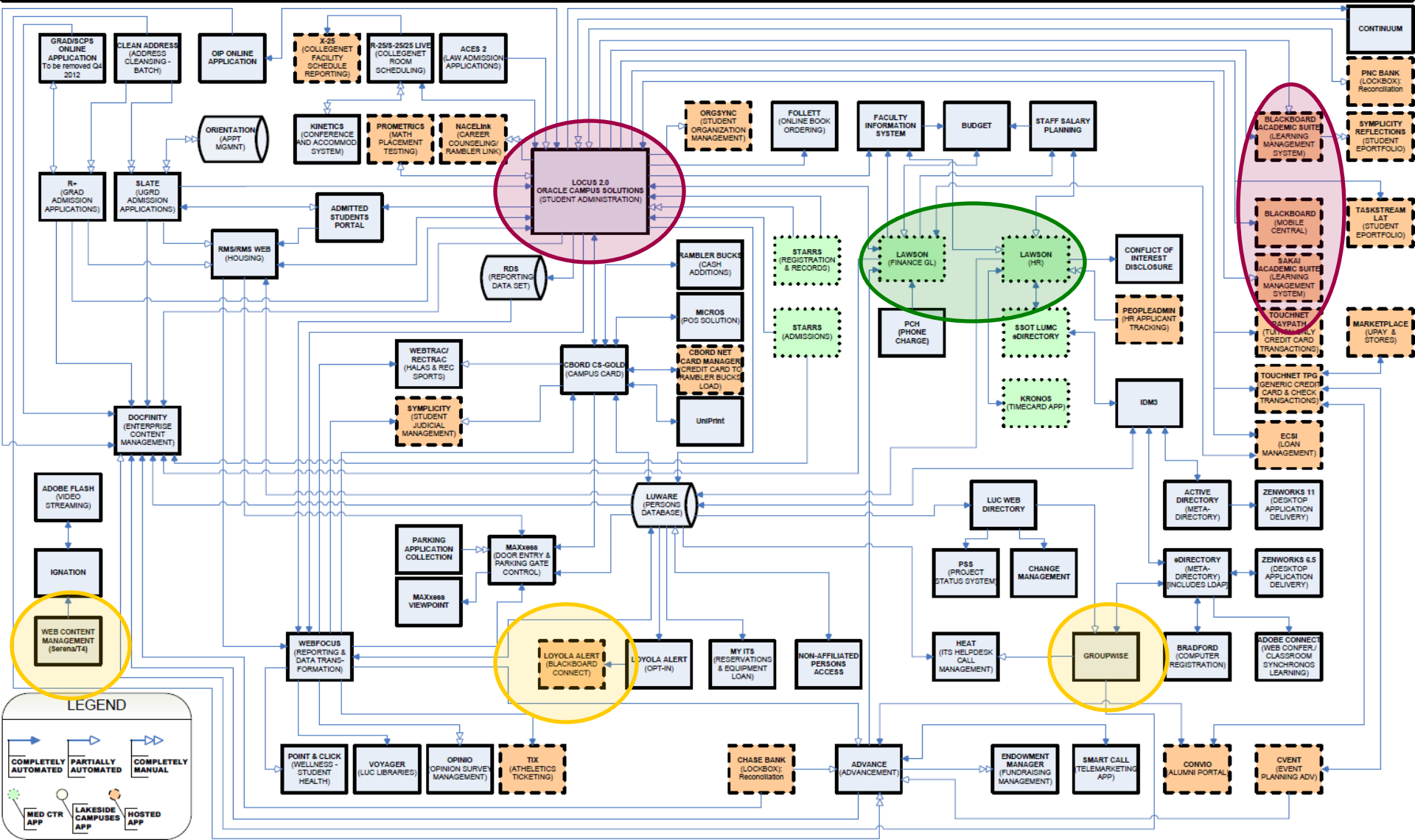


# BCDR Program



# Enterprise Application Diagram

Loyola Enterprise Application Data Relationships – 10/15/2012



# Program – RPO's and RTO's

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## Recovery Point Objectives

The RPO represents how much lost data will be acceptable to users. If the systems supporting your business processes were to fail, could the data be recovered by re-entry, by re-scanning, etc? If the data cannot be recovered, how much of a loss is acceptable? Simply stated: “How much data can a department re-create or re-enter?”

## Recovery Time Objectives

The RTO is defined as how much time you are able to work without having access to an application. If access to the network and your applications were to be down when you came into work, what manual processes could be used and how long are you able to work without support of these applications?



# Program – Recovery Point Objectives

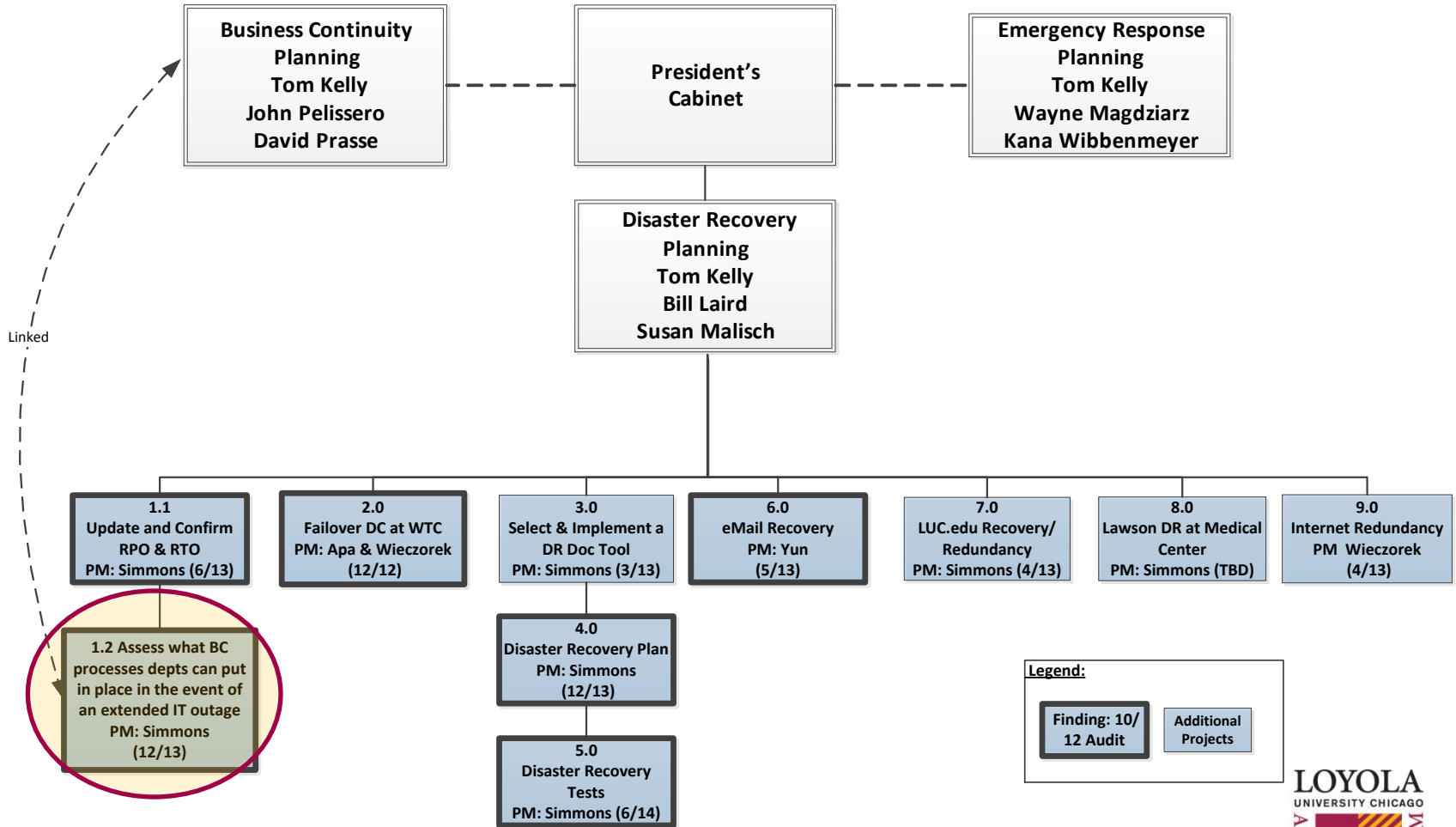
Business Systems	Rank	1-6 hrs	6-12 hrs	1 Day	2 Days	1 Week	No Opinion
1-Network Services (Core, DNS, AD, VPN)	M						
2-Storage Services (SAN)	M						
3-Enterprise Database Services (Oracle, SQL)	M						
4-eMail (GroupWise)	1	3	2	0	1	0	0
7-Student System (PS Campus Solutions), including Portal	2	3	1	1	0	0	1
5-LUC.edu Website	3	2	1	0	2	0	1
17-Payment Gateway (TouchNet Paypath/TPG)	4	2	0	2	0	1	1
15-eCommerce System (CBORD)	4	0	3	1	1	0	1
11-Lawson Financials	6	1	1	1	1	1	1
9-Lawson HR (payroll)	7	1	0	2	1	1	1
8-Lawson HR (people info)	8	1	0	1	2	1	1
6-Learning Mgmt (Sakai LMS), including Adobe Connect	8	2	0	1	0	0	3
10-Phone and Voice Mail Systems (Avaya)	8	1	0	2	0	2	1
18-Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)	8	1	0	1	2	1	1
12-Student Recruiting (SLATE)	12	1	1	0	1	1	2
14-Building Access (Maxxess, Easy Lobby)	13	0	0	3	0	2	1
19-Surveillance Systems (Milestone)	13	1	1	0	0	2	2
24-Student System Reporting (PS RDS)	15	0	1	1	1	1	2
32-LUC Libraries (Voyager)	16	1	0	0	1	1	3
13-Alumni/Donor Relations (Advance)	16	0	0	1	2	1	2
20-Student Loan Mgmt. (ECSI)	18	0	1	0	1	1	3
23-Enterprise Content Mgmt (DocFinity)	18	0	0	0	3	1	2
16-Housing (RMS)	18	0	0	0	3	1	2
33-Predictive Dialing (SmartCall)	21	0	0	0	2	2	2
22-Wellness Center (Point and Click)	22	0	0	0	2	1	3
25-Faculty Salary Planning (Custom)	22	0	0	0	1	3	2
26-Staff Salary Planning (Custom)	22	0	0	0	1	3	2
30-Mobile Applications (Blackboard, Custom)	22	0	0	0	2	1	3
27-Parking (Maxxess, DataPark)	26	0	0	1	0	1	4
28-Admitted Student Portal (Custom)	26	0	0	1	0	1	4
31-Classroom Control System (Crestron)	26	0	0	1	0	1	4
21-Student ePortfolio (Taskstream LAT)	29	0	0	0	1	1	4
29-Course/Faculty Evaluations (Snap, Opinio)	29	0	0	0	1	1	4
35-Micros (ID/credit card processing for CBORD)	29	0	0	1	0	0	0
34-Kronos	32	0	0	0	1	0	0



# Program – Recovery Time Objectives

Business Systems	Rank	1 Day- Critical	1 Day- Phase 2	2 Days- 1 Week	1 Week or Greater	No Opinion
1-Network Services (Core, DNS, AD, VPN)	M					
2-Storage Services (SAN)	M					
3-Enterprise Database Services (Oracle, SQL)	M					
5-LUC.edu Website	1	4	0	2	0	0
4-eMail (GroupWise)	2	3	2	1	0	0
7-Student System (PS Campus Solutions), including Portal	3	3	1	0	0	2
6-Learning Mgmt (Sakai LMS), including Adobe Connect	4	2	1	1	0	2
8-Lawson HR (people info)	5	2	0	2	0	2
9-Lawson HR (payroll)	5	2	0	2	0	2
11-Lawson Financials	7	2	0	1	1	2
10-Phone and Voice Mail Systems (Avaya)	8	0	3	3	0	0
15-eCommerce System (CBORD)	9	0	4	0	0	2
14-Building Access (Maxxess, Easy Lobby)	10	0	2	2	1	1
24-Student System Reporting (PS RDS)	10	1	0	2	1	2
17-Payment Gateway (TouchNet Paypath/TPG)	12	0	2	1	1	2
13-Alumni/Donor Relations (Advance)	13	0	1	2	2	1
12-Student Recruiting (SLATE)	14	0	1	2	1	2
18-Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)	14	0	1	2	1	2
20-Student Loan Mgmt. (ECSI)	16	0	1	1	2	2
27-Parking (Maxxess, DataPark)	16	0	1	1	2	2
28-Admitted Student Portal (Custom)	16	0	1	1	2	2
31-Classroom Control System (Crestron)	19	0	1	0	3	2
30-Mobile Applications (Blackboard, Custom)	19	0	0	4	0	2
19-Surveillance Systems (Milestone)	19	0	1	0	3	2
16-Housing (RMS)	22	0	0	3	1	2
22-Wellness Center (Point and Click)	22	0	0	3	1	2
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32-LUC Libraries (Voyager)	22	0	0	3	1	2
33-Predictive Dialing (SmartCall)	26	0	0	1	4	1
35-Micros (ID/credit card processing for CBORD)	27	0	1	0	0	0
21-Student ePortfolio (Taskstream LAT)	27	0	0	1	3	2
29-Course/Faculty Evaluations (Snap, Opinion)	27	0	0	1	3	2
25-Faculty Salary Planning (Custom)	30	0	0	0	4	2
26-Staff Salary Planning (Custom)	30	0	0	0	4	2
34-Kronos	32	0	0	1	0	0

# BCDR Program



# Time Line

ID	Task Name	Q4 12			Q1 13			Q2 13			Q3 13			Q4 13			Q1 14			Q2 14		
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1	1.1 Confirm/Update RPO and RTO																					
2	1.2 Assess BC process in event of IT outage																					
3	2.0 Failover data center to WTC																					
4	3.0 Select and Implement DR Doc tool																					
5	4.0 Develop DR Plan																					
6	5.0 Test DR Plan																					
7	6.0 eMail Recovery DR Test																					
8	7.0 LUC.edu Recovery/Redundancy Test																					
9	8.0 Lawson DR at Medical Center (TBD)																					
10	9.0 Internet Redundancy																					



# Other Discussion Items

- Are we comfortable with leveraging multi-campus configuration without a tertiary/remote location? Do we need to have a cold option identified?
- What additional vendor relationships do we need to have in place in the event that larger failure requires expedited delivery of servers/parts? Who?



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# Change Mgmt - Defined

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- Change Management - the process of requesting, developing, approving, and implementing a planned or unplanned change within the ITS infrastructure.
- Twice a week meetings (15 mins)
- The purpose of this process:
  - manage changes to the IT infrastructure to enable ITS staff members and clients to plan accordingly
  - identify dependencies where one change may impact other areas
  - reduce the impact of changes on other tasks/projects
  - promote communication and collaboration
  - share knowledge with the University Help Desk
  - enable a smooth beginning for each start of semester
  - minimize the likelihood of outages
  - maintain compliance to applicable regulations



# Change Items by Type

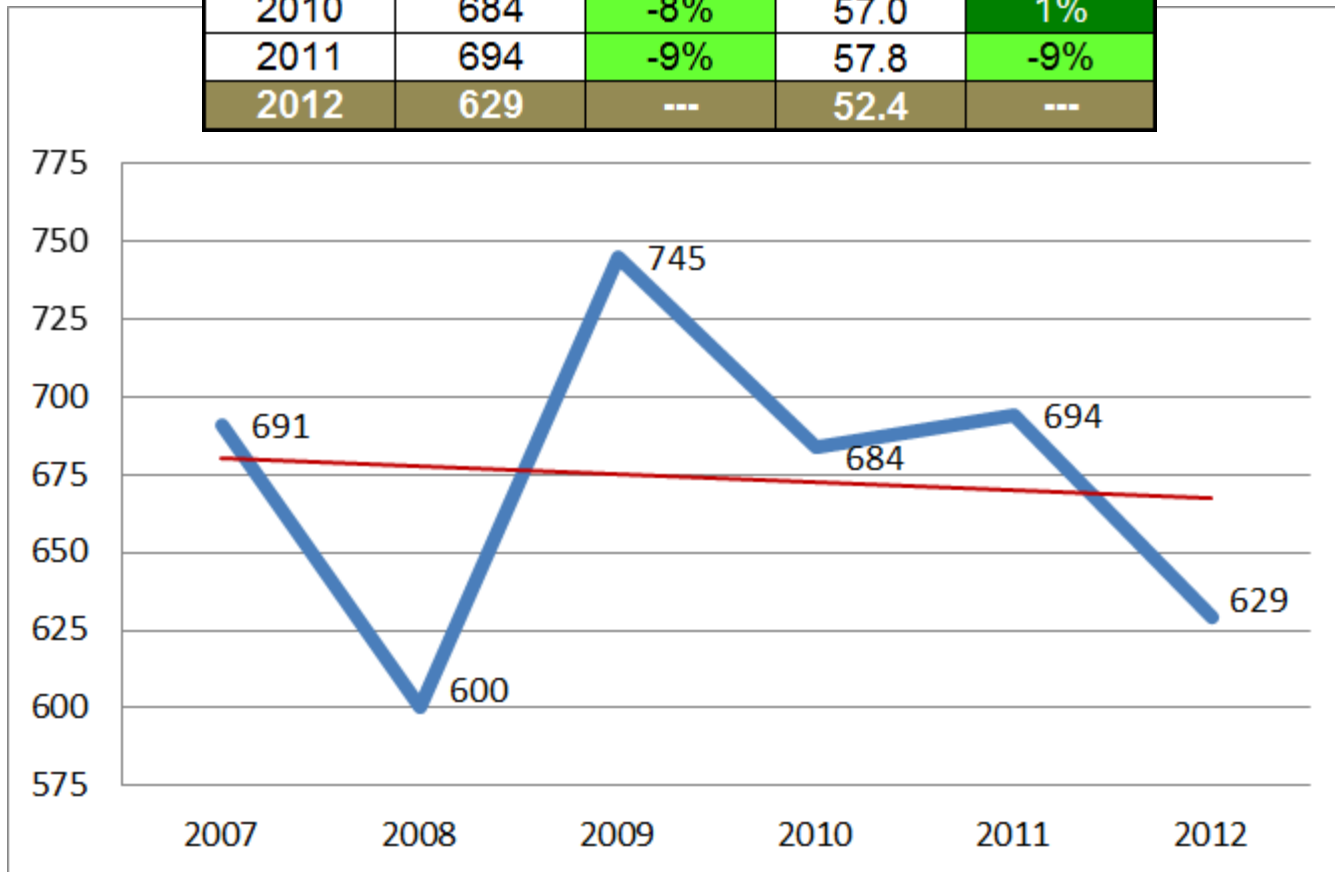
**Change Mgmt Items Submitted by Type - YTD**

YYYY/MM	Normal	Prior Period	Urgent	Prior Period	Emergency	Prior Period
2007	59%	15%	31%	-7%	11%	-8%
2008	56%	18%	38%	-15%	7%	-3%
2009	68%	6%	27%	-4%	5%	-2%
2010	68%	6%	27%	-4%	4%	-1%
2011	73%	1%	22%	1%	5%	-2%
2012	74%	---	23%	---	3%	---



# Change Items - Totals

YYYY	Total	Prior Period	Monthly Avg	Year to Year Chg
2007	691	-9%	57.6	-13%
2008	600	5%	50.0	24%
2009	745	-16%	62.1	-8%
2010	684	-8%	57.0	1%
2011	694	-9%	57.8	-9%
2012	629	---	52.4	---





# 2013 ITESC Schedule

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## **Jan. 24, 2013 – (email)**

- Project Portfolio Prioritization Results

## **Mar. 7, 2013 - Thursday, 1:30-3:30 PM**

- BCDR Update
- DWBI Update/Demo
- Change Management Update

## **Apr. 25 2013 - Thursday, 1:30-3:30 PM**

- Technology Scorecards
- Subcommittee Reports
- Major Projects Status Reviews

## **Jun. 13, 2013 - Thursday, 1:30-3:30 PM**

- Subcommittee Reports
- Major Projects Status Reviews
- Project Portfolio Prioritization

## **Jul. 25, 2013 - Thursday, 1:30-3:30 PM**

- Subcommittee Reports
- Major Projects Status Reviews
- Project Portfolio Prioritization Results

## **Sep. 12, 2013 - Thursday, 1:30-3:30 PM**

- Subcommittee Reports
- Major Projects Status Reviews

## **Oct. 24, 2013 - Thursday, 1:30-3:30 PM**

- Subcommittee Reports
- Major Projects Status Reviews

## **Dec. 12, 2013 - Thursday, 1:30-3:30 PM**

- Project Portfolio Prioritization