ITS Executive Steering Committee (ITESC)

Agenda and Materials
Apr 25, 2012

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

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Agenda

- ISO Introduction
  - S. Malisch, Jim Pardonek
- RMS Housing Contract Release/Exemption Update
  - K. Smith
- Tech Fee Review
  - A. Prokic-Kostic
- ITS Resource Allocation
  - J. Sibenaller
- HSD Program Update
  - J. Sibenaller
- ITESC Membership
  - S. Malisch

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Career Overview – Jim Pardonek

- Assistant Director for Information Security and Assurance - Purdue University Calumet
  - 20 years in higher education
- Information Security experience
  - Certified Information Systems Security Professional
  - Information Security Officer – Purdue University Calumet
  - Networking Group responsible for campus security devices and monitoring
  - Certified Ethical Hacker/Certified Penetration Tester
- 12 years vendor experience in Chicago

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Initial Objectives

- Reconvene Information Security Advisory Committee (ISAC)
- Restart Approved Projects within the Information Security Program
- Review, Update and Approve Draft ITS Policies
- Renew Awareness Campaigns
- Sustain Information Security Operations
  - LOCUS User Security Administration
  - PII Data Review & Policy Compliance
  - PCI Annual Compliance
  - Annual Security Assessment/Penetration Testing
  - Daily Protection Reviews & Compliance
  - Partner with Lakeside & HSD Provosts

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INFORMATION TECHNOLOGY SERVICES

Project Definition

Project Identification			
Project Name:	**RMS Housing Contract Release / Exemption**	**Phase:**	Initiation
PSS #:	1700	**Date:**	February 27, 2012
Project Sponsor:	Romando Nash – Director of Residence Life	**Version:**	1.2
Project Manager:	Florence Yun - Information Technology Services		

Overview / Purpose

Briefly describe why Loyola is undertaking this project? Describe the business reasons for the project and / or the business issues that this project is planning to address.

There are two goals of the project:

- To provide an automated online process to collect, track & administer applications for release and exemptions
- To front-load housing and meal plan charges for eligible students

Currently the Department of Residence Life (DRL) manages ~1000 requests surrounding exemption from the residency requirement and/or release from a housing agreement via a manual paper process.

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Making Loyola HOME
DEPARTMENT OF RESIDENCE LIFE

REQUEST FOR RELEASE/ EXEMPTION FORM

Loyola University Chicago
Department of Residence Life
Phone | 773.508.3300
E-mail | res-life@luc.edu
Website | LUC.edu/reslife

1. Complete form and submit a statement on an attached sheet outlining the reasons for your request. All supporting documents MUST be included with this form for your request to be reviewed.
2. Submit the form and all documents to: Department of Residence Life, 1032 W. Sheridan Rd., Chicago, IL 60660; or fax to: 773.508.3311

Please review the online instructions found at http://www.luc.edu/reslife/resources/housing/forms for additional instructions regarding the Request for Release process.

Incomplete forms will not be accepted.

The Student Agreement is a legally binding contract and you are expected to honor the terms stated.

PLEASE PRINT OR TYPE

Name: _____ Loyola ID: _ _ _ _ _ _ _ _ _ _
Last First Middle Initial

Date of Birth: _____ Gender:_____ Assignment: _____ E-mail Address: _____

Permanent Address: _____
Street City State Zip

Cell Phone: _____ Permanent Phone: _____

At what address would you live if you are released?

_____
Street City State Zip

How many *semesters of college* have you completed at this time? Please circle one: 0 1 2 3 4 or more

I am applying for release/exemption for the following term(s). Please include the year for each term (i.e. 2012):

❑Fall Semester _____ ❑Spring Semester _____ ❑Summer Semester _____

RELEASE FROM THE HOUSING AGREEMENT: I am applying for a contract release or exemption for the following reason(s):

❑Enrollment Status (**Please Circle**: Graduating, Studying Abroad, Transferring, Withdrawing)
I certify that I have communicated this change in my status to my Academic Advisor _____ (Initial)

❑Financial Situation
I certify that I have communicated any changes to Financial Aid _____ (Initial)

❑Medical Health
I certify that I have met with the Services for Students with Disabilities Office _____ (Initial)

❑Other Circumstances
I understand my request will not be reviewed until after meeting with a member of the Residence Life Senior Staff
_____ (Initial)

Requests for Exemption
A Parent or Legal Guardian Must Sign Below and attach proper documentation for Exemption Requests

I certify that all information included in this packet is correct and that my student will be residing at the permanent address (below) which is in the Chicagoland area. For verification that I, or a family member, currently live at this address I have attached a photocopy of my/their Illinois issued Driver's License or other Identification Card and a utility bill from the residence.

I acknowledge that should my son/daughter be found to live at any residence other than the listed permanent address they will be placed on university probation and be fined for an amount equal to one year room and board.

_____ _____
Signature of Parent (Necessary for all students requesting to commute from home) Date

_____

Put this form and process On-line

Complex Decision Tree

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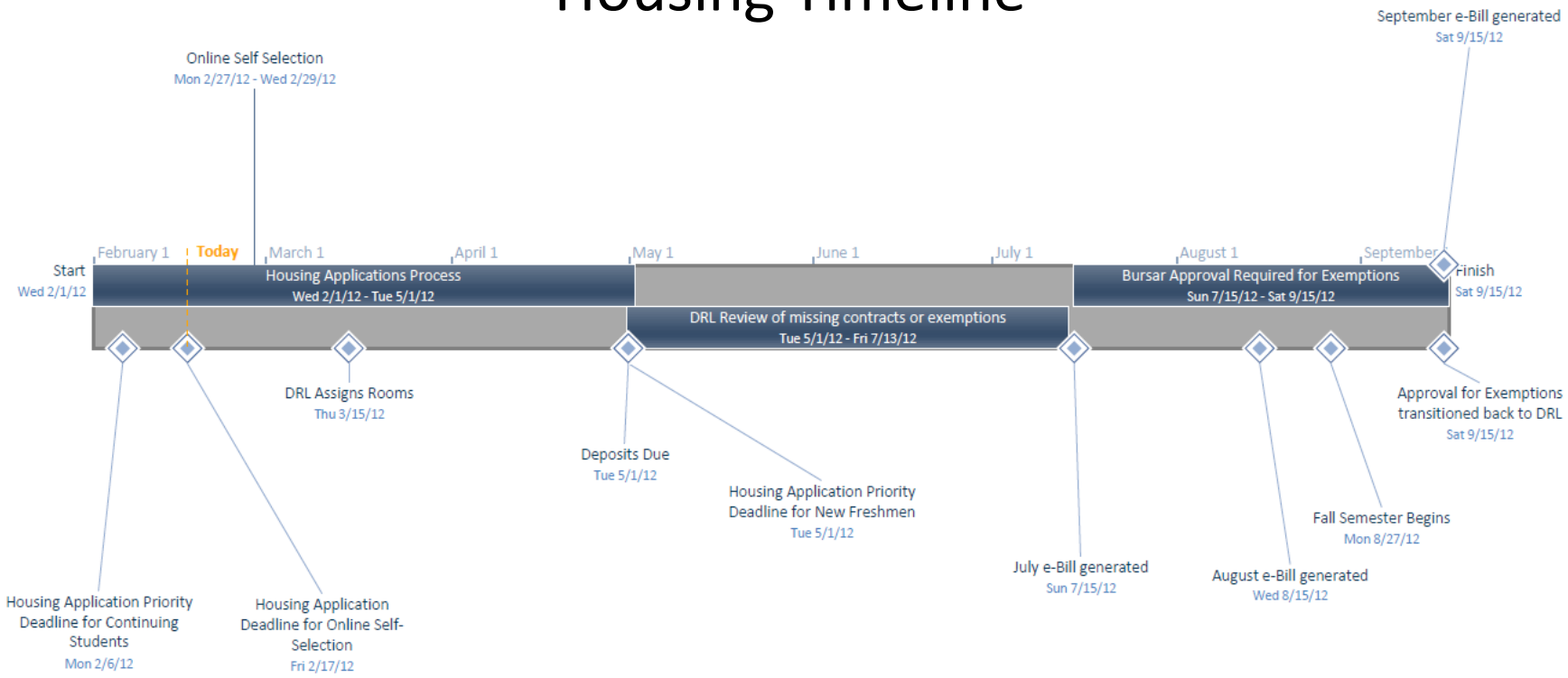
Housing Timeline



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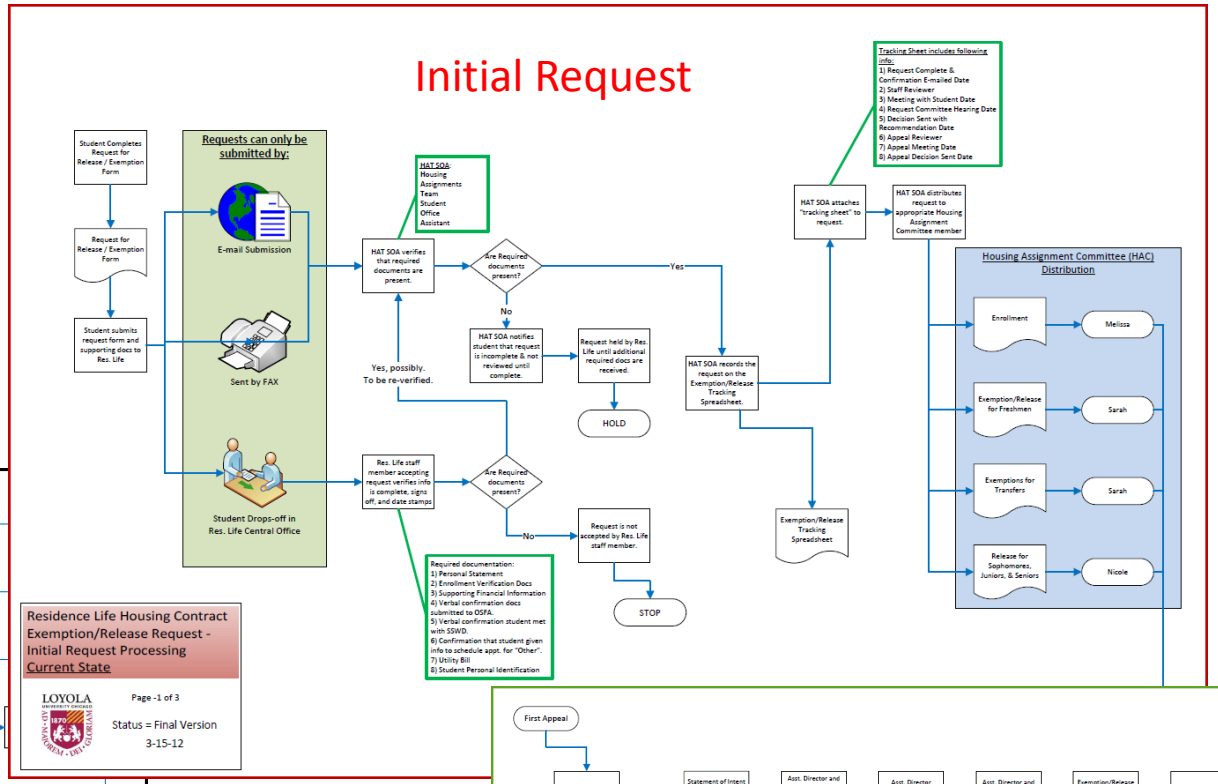
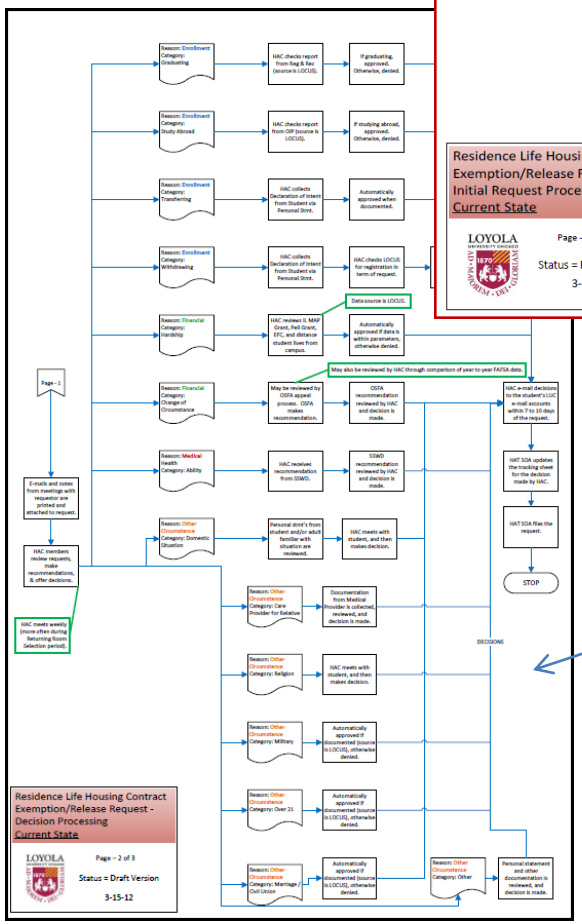
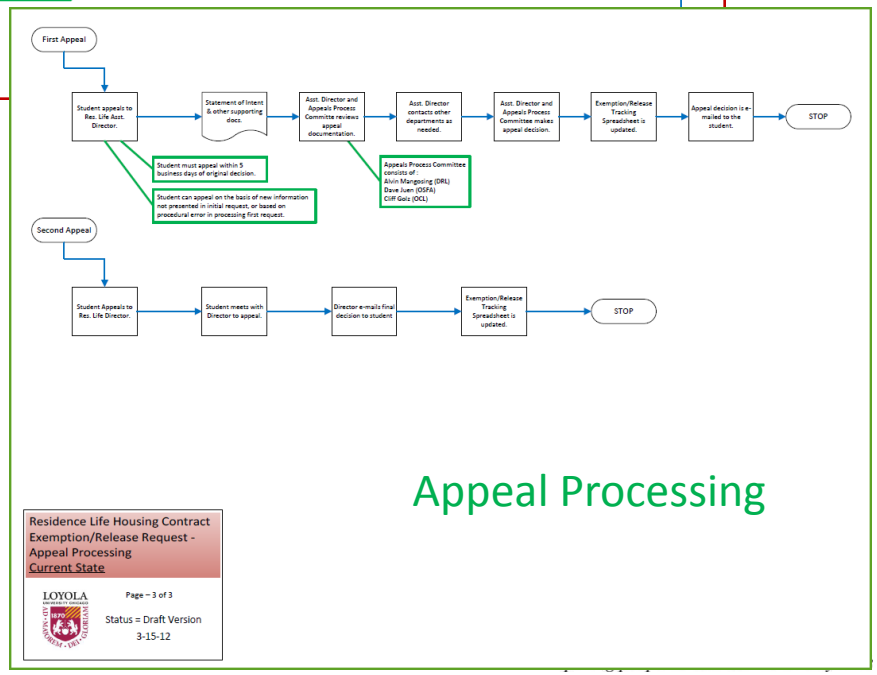
Process Flows

Current State





Decision Tree



Decision Tree
Auto Exemption

Note

PSS 1700 Request for Release/Exemption
Decision Tree
As of Mar 13, 2012

28 scenarios identified, 13 can be automated.

Reason	Category	Docs Needed	Process Not
ENROLLMENT STATUS Automatic/**total** **8/8**	**Graduating**	None	Check LOCUS for graduation application status. **Release**: If graduation status is "applied", approve automaticall form. **Exemption**: Same as release. Automatic approvals will be recorded in the same manner as ma **Follow-up required** to ensure that the student has actually grad
	Study Abroad	None	Check LOCUS for Study Abroad status. **Release:** If study abroad status is "Accepted" or "Approved", a out the full request form. **Exemption**: Same as release. **Follow-up required** to ensure that the student is studying abro
	Transferring	1. Personal statement 2. An additional document indicating their intent to transfer (optional)	Check LOCUS for registration data for the specified term. **Release**: If the student has not registered for classes, approve a student must fill out the entire form in either situation in order t **Exemption**: Same as release. **Follow-up required** to ensure that the student has actually tran
	Withdrawing	1. Personal statement	Check LOCUS for registration data for the specified term. Pull the exit interview data from LOCUS – not used for decision-making purposes, but inform academic advisor if the student applies for a release/exemption and no exit interview has occurred. **Release**: If the student has not registered for classes, approve automatically. Otherwise, deny automatically. The student must fill out the entire form in either situation in order to provide supporting documents. **Exemption**: Same as release.

Automatic Exemption Categories

From the Residency Requirements for Full-time Undergraduate Students

Exemption Category	Description	Technical Comments
Withdrawn	Withdrawn from Loyola – in LOCUS (generally) from UGRD Admissions Interface.	APPP_PROG_ACTION = 'WAPP' or 'WADM'
Non-degree seeking	Student is admitted as non-degree seeking in LOCUS from UGRD Admissions Interface.	AAP_ADMIT_TYPE = 'NON'
Visiting Student	Non-Loyola student in Rome, Beijing or other program in LOCUS from UGRD Admissions Interface.	AAP_ADMIT_TYPE = 'BV' or 'LV' or 'OV' or 'RV' or 'VV'
Veteran Status	Student is a veteran of military service in LOCUS from ISIR load.	VA_MATCH on PS_ISIR_CONTROL (LOCUS)
Marital Status	Student is Married in LOCUS from ISIR load.	MARITAL_STAT on PS_ISIR_STUDENT (LOCUS)
21 and Over	Student is 21 or over on the first day of class.	DOB has a few obvious cases of bad data. BIRTHDATE on PS_PERSON (LOCUS)
Years Out of High School	Student is 4 or more regular academic terms removed from HS (Fall, Spring, Fall, Spring) based on HS Graduation Year in Recruitment Plus.	Data is missing from a high percentage of admitted students.
Years Since Admission	HS Graduation Year is missing, but Admit Term for LUC implies 4 or more regular academic terms removed from HS. Based on Admit Term in LOCUS from UGRD Admissions Interface.	
Study Abroad	Student is in Rome or Beijing student group for the term start date in LOCUS.	May be a better source of data with OIP online application and OIP Center in LOCUS.
St. Joseph Program	Student is admitted to St. Joseph in LOCUS from UGRD Admissions Interface.	

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New Residency Requirements Dashboard

- Exemption-Release Request Status
  (Freshman, Non-Freshman tabs)
- Residency Requirement Report
  - Term Based parameter
  - Five Tabs (undergraduates)
    - All Results tab
    - Other four
  - 92 Data elements from source systems

Pending Requests

Freshman Request Decision	AO	Decision equal to 'Unknown' or 'Pending'	If any of these qualifiers are satisfied the record will appear on this tab.
Freshman Appeal Decision	AT	Decision equal to 'Unknown' or 'Pending'	
Non-Freshman Request Decision	AZ	Decision equal to 'Unknown' or 'Pending'	
Non-Freshman Appeal Decision	BE	Decision equal to 'Unknown' or 'Pending'	

Completed Requests – Approved

Freshman Request Decision	AO	Decision equal to 2'Approved'	If any of these qualifiers are satisfied the record will appear on this tab.
Freshman Appeal Decision	AT	Decision equal to 'Approved'	
Non-Freshman Request Decision	AZ	Decision equal to 'Approved'	
Non-Freshman Appeal Decision	BE	Decision equal to 'Approved'	

Completed Requests – Denied

Freshman Request Decision	AO	Decision equal to 'Denied' and Freshman Appeal Decision is blank	If any of these qualifiers are satisfied the record will appear on this tab.
Freshman Appeal Decision	AT	Decision equal to 'Denied'	
Non-Freshman Request Decision	AZ	Decision equal to 'Denied' and Non-Freshman Appeal Decision is blank	
Non-Freshman Appeal Decision	BE	Decision equal to 'Denied'	

Potential Non-Compliant Students

Age at Start of Term	C	Age less than 21	All of these qualifiers must be satisfied for the record to appear on this tab.
Age at 12/1	D	Age greater than 17	
Years Out of High School	E	Years less than 2	
Years Since Admission	F	Years less than 2	
Housing Application Type	J	Housing Application is blank	
Application Withdrawn	U	Flag not equal to 'Y'	
Learning Community Requested	AC	Request is blank	
Campus Bed Space	AG	Bed space is blank	
Freshman Request Decision	AO	Decision not equal to 'Approved' or 'Pending'	
Freshman Appeal Decision	AT	Decision not equal to 'Approved' or 'Pending'	
Non-Freshman Request Decision	AZ	Decision not equal to 'Approved' or 'Pending'	
Non-Freshman Appeal Decision	BE	Decision not equal to 'Approved' or 'Pending'	
VA Status	BJ	Status is blank	
Marital Status	BK	Status equal to 'Married'	
Study Abroad	BW	Flag not equal to 'Y'	
Effective Exemption	CD	Exemption is blank	

Residency Requirements Data Fields

Name	Previous Campus Building	Eligible to Enroll?
LID	Previous Campus Bed Space	Term
Age at Start of Term	Freshman Request Type	Term Withdraw Code
Age at 12/1	Freshman Request Completed Date	Term Withdraw Date
Years Out of High School	Freshman Request Reason	Career Number
Calculated Years Since Admission	Freshman Request Reviewer	Term Primary Program
Application Admit Term	Freshman Request Decision Date	Student Level
Housing Interest	Freshman Request Decision	Academic Load
Housing Deposit Date	Freshman Decision Reason	Term Credit Hours
Housing Application Type	Freshman Decision Notes	Study Abroad?
Housing Application Receive Date	Freshman Appeal Meeting Date	Discover Loyola Session
Housing Application Cancel Date	Freshman Appeal Decision Date	Discover Loyola Attended Date
Enrollment Deposit Date	Freshman Appeal Decision	Discover Loyola Attendant
Application Career	Non-Freshman Request Type	Permanent Phone
Application Academic Program	Non-Freshman Request Completed Date	Campus Email
Service Indicators Affecting Enrollment	Non-Freshman Request Reason	Home Email
Application Academic Level	Non-Freshman Request Reviewer	Effective Exemption
Admit Type	Non-Freshman Request Decision Date	Withdrawn Exemption
Student Type	Non-Freshman Request Decision	Non-Degree Exemption
Prior Application	Non-Freshman Decision Reason	Visiting Student Exemption
Application Withdrawn	Non-Freshman Decision Notes	Veteran Exemption
Local Address?	Non-Freshman Appeal Meeting Date	Marital Exemption
Approx. Local Distance from LSC	Non-Freshman Appeal Decision Date	Age Exemption
Approx. Local Distance from WTC	Non-Freshman Appeal Decision	Years Since HS Exemption
Permanent Address?	Last Term Enrolled	Years Since Admit Exemption
Approx. Permanent Distance from LSC	Last Regular Term Enrolled	Study Abroad Exemption
Approx. Permanent Distance from WTC	EFC	Program Exemption
Local and Permanent Address Match	Unmet Need	
Learning Community Requested	VA Status	
Campus Community	Marital Status	
Campus Building	Dependents	
Campus Room	ISIR Date Completed	
Campus Bed Space		

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PSS 1700 – RMS Housing Contract Release / Exemption
Project Health: is **Green** as the team continues to work diligently to complete project activities.

MEETINGS

- Technical Team meets weekly
- Functional & Technical meet weekly
- Executive Team meets Bi-Weekly

Under Construction

- Enhancements to Residency Reqs Report
  - Sources: RMS, LOCUS, R+, Orientation Check-in application
- Student Self Service Screen
- Housing Administration Screen
- Functional specs – meeting with multiple involved offices
- Updating of decision tree as needed
- Future integration with DocFinity

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Criteria Used to Determine Tech. Fee Expense

Service/Support/Learning for Students	
Description	**Percentage**
None	**0%**
Partial	**25%**
Shared	**50%**
Substantial/ Primary	**75%**
Complete/Full	**100%**

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Technology Fee Category Definitions

- Service: Recognizable by students as a service offering

  i.e. Internet/Password Management/E-mail/ResNet

- Support: Required to provide a service or meet institutional requirements

  i.e. Network Connectivity/Device Encryption/Servers/ Storage

- Learning: Directly related to classroom activity or academic record

  i.e. Student Information System/Learning Mngmt. System (grades/classes/schedules/e-portfolio)

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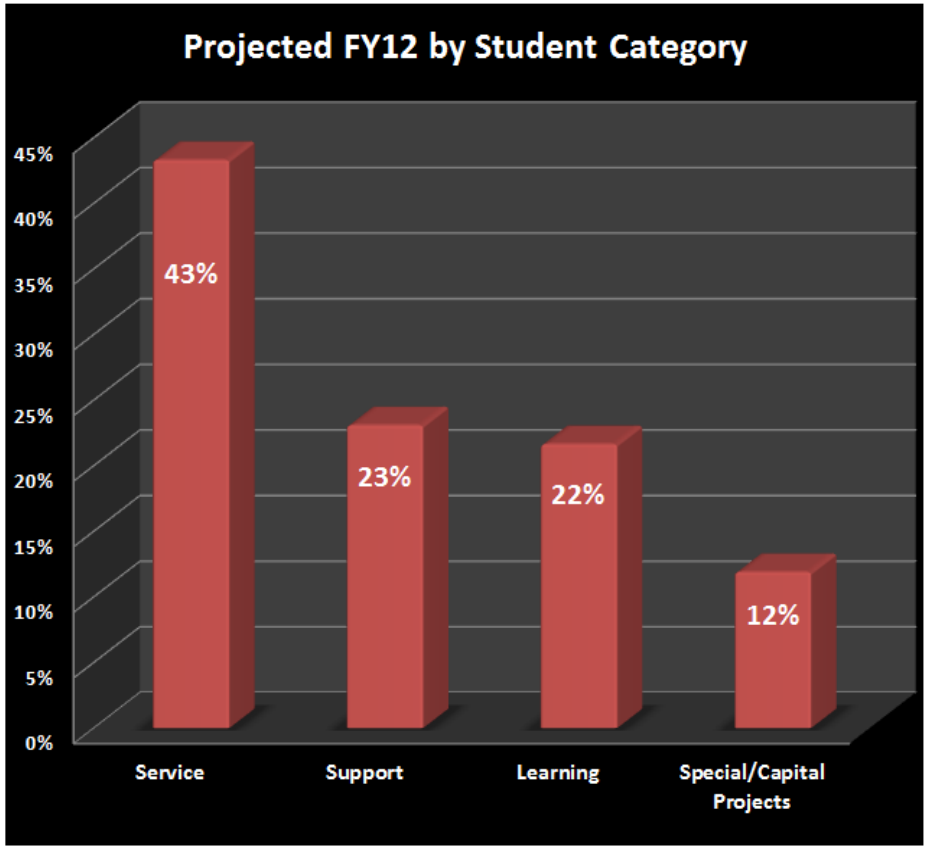
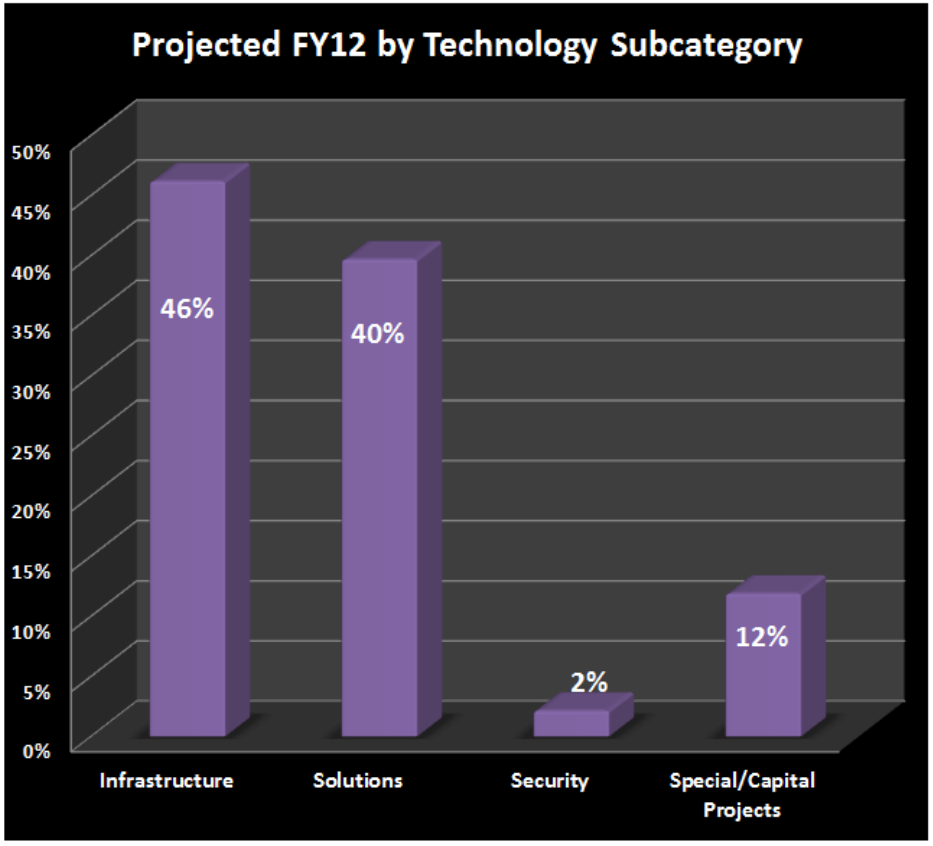
FY12 Projected Tech. Fee Category Breakdown

Student Category	Amount	% of Total
Service	$1,200,000	43%
Support	$640,000	23%
Learning	$600,000	22%
Special/Capital Projects	$330,000	12%
	$2,770,000	**100%**

Technology Subcategory	Amount	% of Total
Infrastructure	$1,280,000	46%
Solutions	$1,100,000	40%
Security	$60,000	2%
Special/Capital Projects	$330,000	12%
	$2,770,000	**100%**





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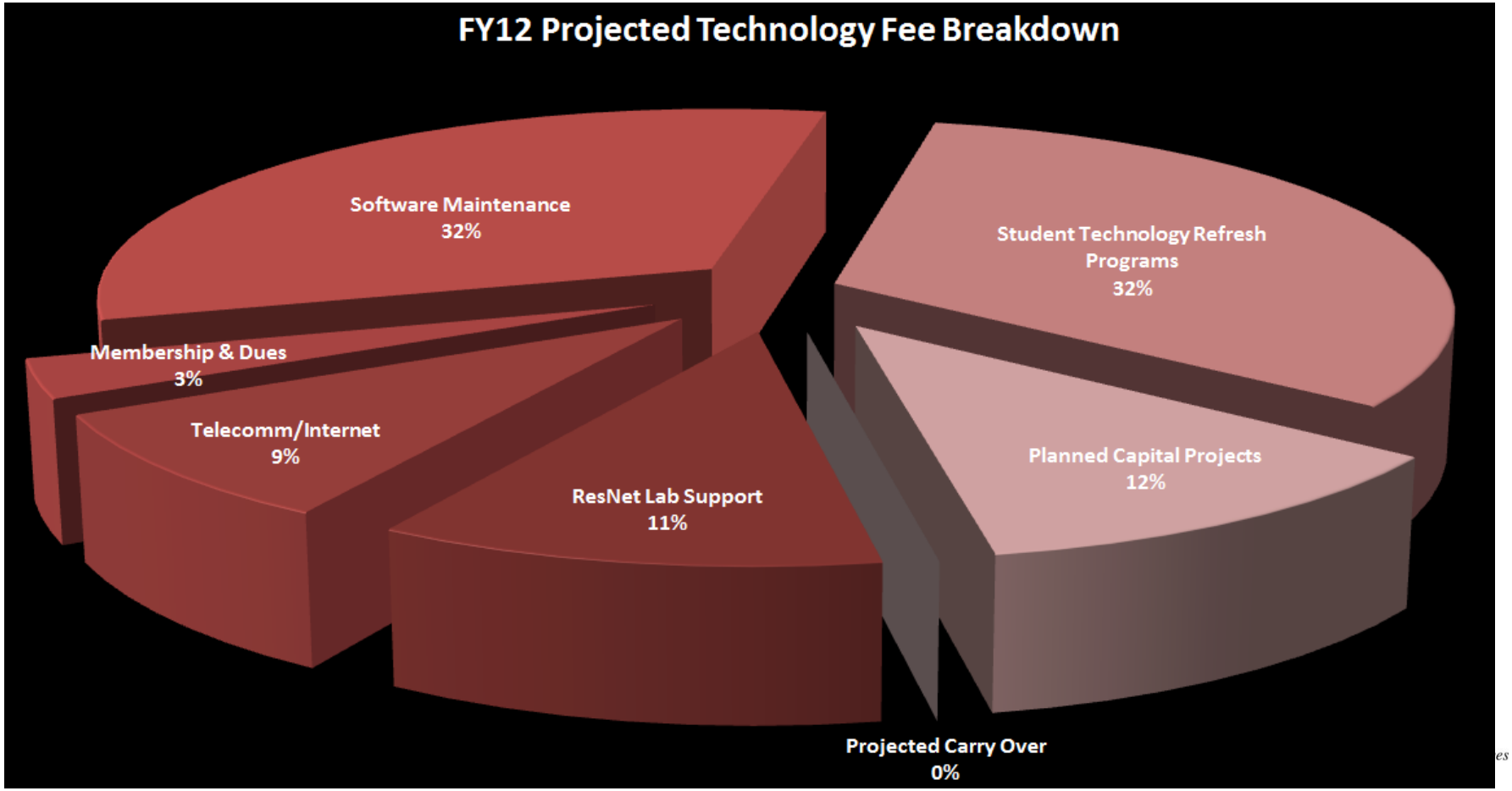
FY12 Projected Technology Fee Breakdown

	FY12 Revenue	$2,770,000	100%
FY12 Allocations		Amount	% of Total
ResNet Lab Support		$310,000	11%
Telecomm/Internet		$250,000	9%
Membership & Dues		$90,000	3%
Software Maintenance		$900,000	32%
Student Technology Refresh Programs		$890,000	32%
Planned Capital Projects		$330,000	12%
Projected Carry Over		$0	0%



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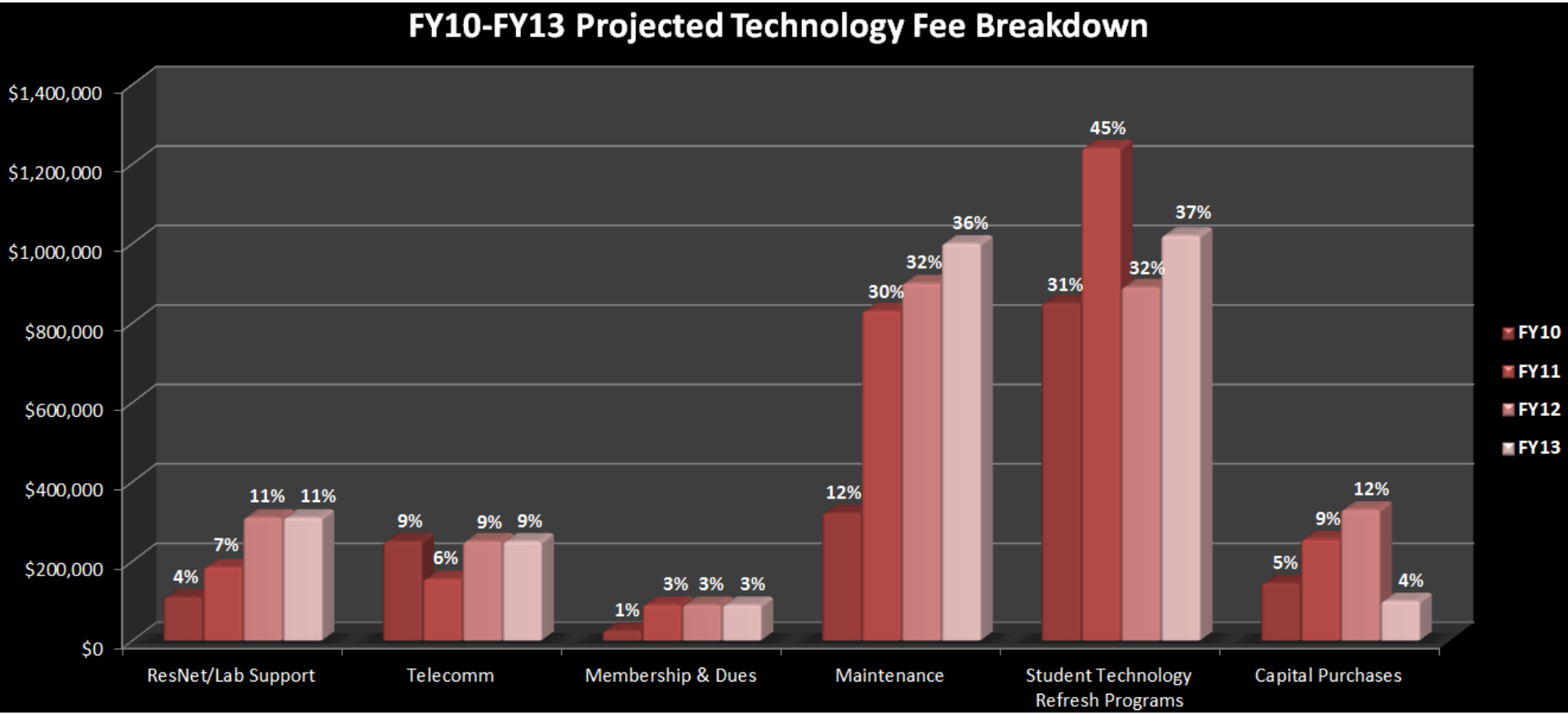
FY10-FY13 Projected Technology Fee Breakdown

Projected Revenue	$2,700,000	100%	$2,770,000	100%	$2,770,000	100%	$2,770,000	100%
Projected Spend	**FY10**	**% of Total**	**FY11**	**% of Total**	**FY12**	**% of Total**	**FY13**	**% of Total**
ResNet/Lab Support	$109,000	4%	$185,000	7%	$310,000	11%	$310,000	11%
Telecomm	$250,000	9%	$155,000	6%	$250,000	9%	$250,000	9%
Membership & Dues	$25,000	1%	$90,000	3%	$90,000	3%	$90,000	3%
Maintenance	$321,000	12%	$830,000	30%	$900,000	32%	$1,000,000	36%
Student Technology Refresh Programs	$850,000	31%	$1,240,000	45%	$890,000	32%	$1,020,000	37%
Capital Purchases	$145,000	5%	$255,000	9%	$330,000	12%	$100,000	4%
Tech. Fee Carry Over	$1,000,000	37%	$15,000	1%	$0	0%	$0	0%



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ITS Resources

- ITS resource allocation assessment in Q1 2012
- Changes realized:
  - Improved/streamlined support processes
  - Increased automation
  - Improved collaboration & partnering with clients
  - Highly stable infrastructure
- Results:
  - Less time spent on support
  - More time towards projects

	2008	2012	Net Change
Administration	23%	26%	2.5%
Support	49%	38%	(11.3%)
Projects	28%	37%	8.8%

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FY09 Resource Analysis

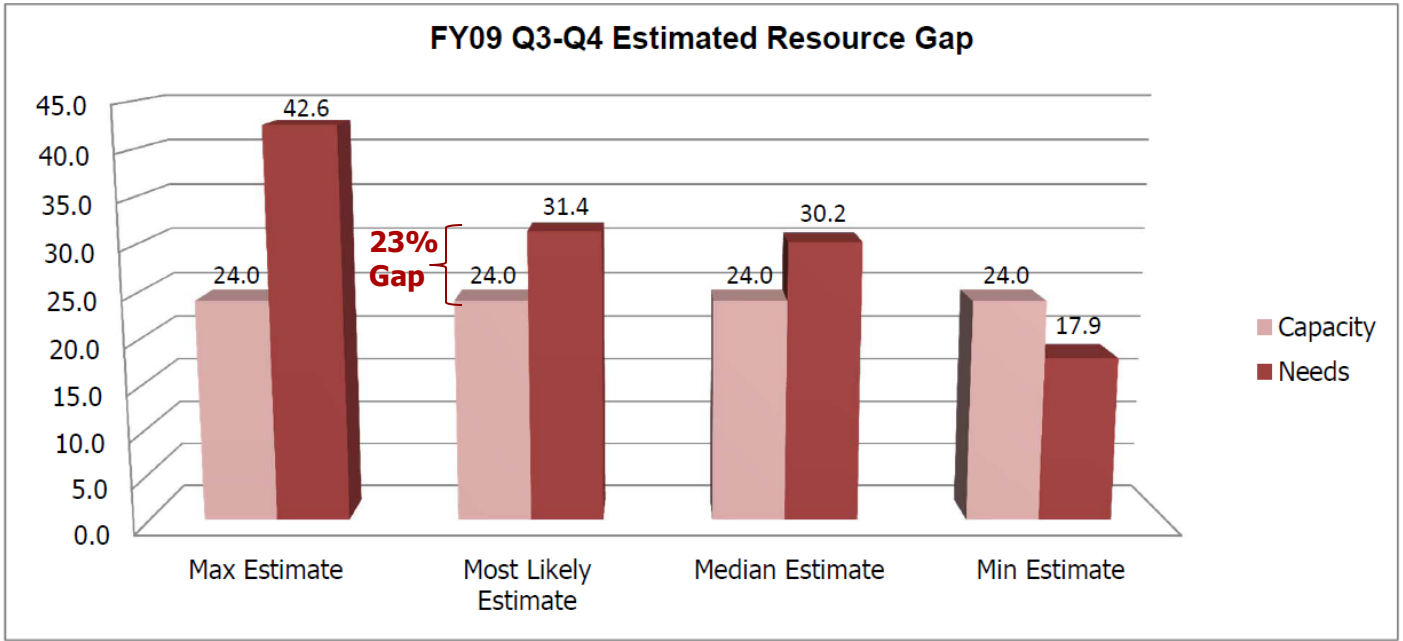
T-Shirt Sizing	Work Effort	Initial Project Count*	Project Effort** (FTE)
TBD	TBD	5	1.0
X-Small	< 5 Days	12	0.2
Small	5-30 Days	56	5.0
Medium	31-60 Days	44	8.5
Large	61-120 Days	29	11.2
X-Large	>120 Days	5	5.6
	Total	151	31.4

* *snapshot as of 01/06/09*

** *most likely scenario*

ITS Capacity/Resource Calculations (FTE)	
Full Time	83.0
Part Time	1.8
Annual Total	84.8

	Est. Effort Allocation	Est. Time Allocation
Admin.	19.6	23%
Support	41.1	49%
Project	24.0	28%
Total	84.8	100%



FY12 Resource Analysis

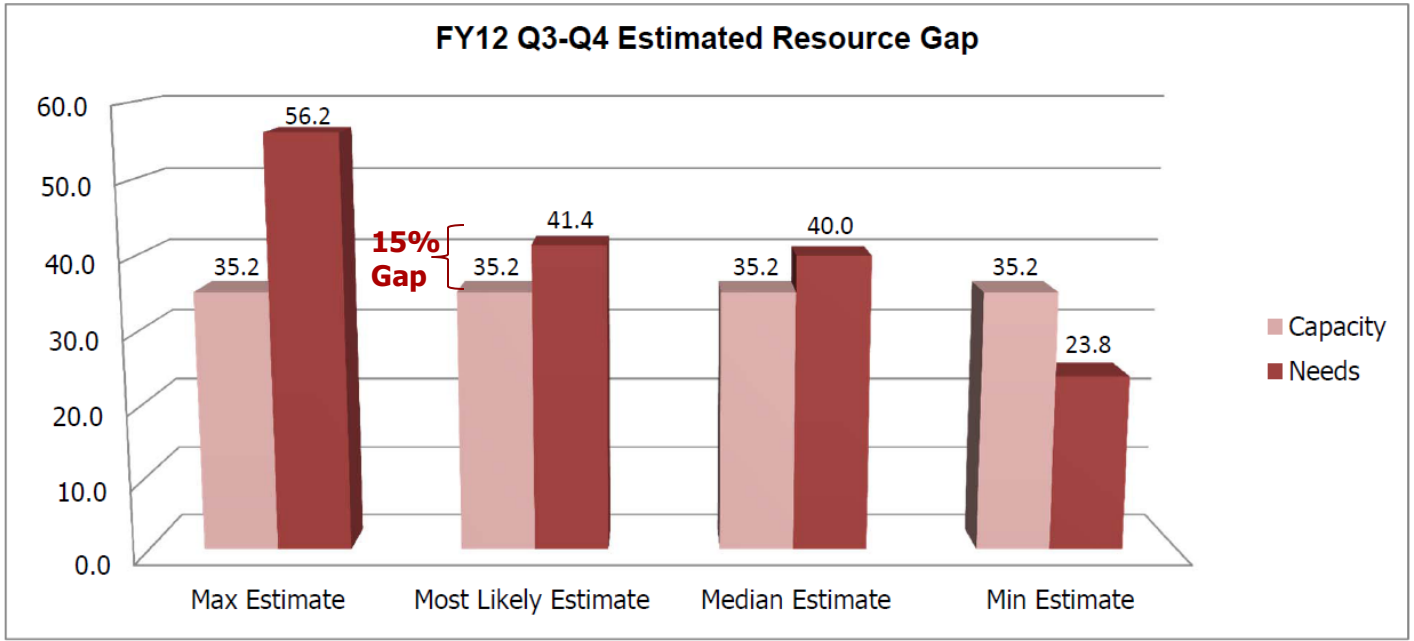
T-Shirt Sizing	Work Effort	Initial Project Count*	Project Effort** (FTE)
TBD	TBD	0	0.0
X-Small	< 5 Days	10	0.2
Small	5-30 Days	44	4.0
Medium	31-60 Days	74	14.2
Large	61-120 Days	31	11.9
X-Large	>120 Days	10	11.1
	Total	169	41.4

* *snapshot as of 12/15/11*

** *most likely scenario*

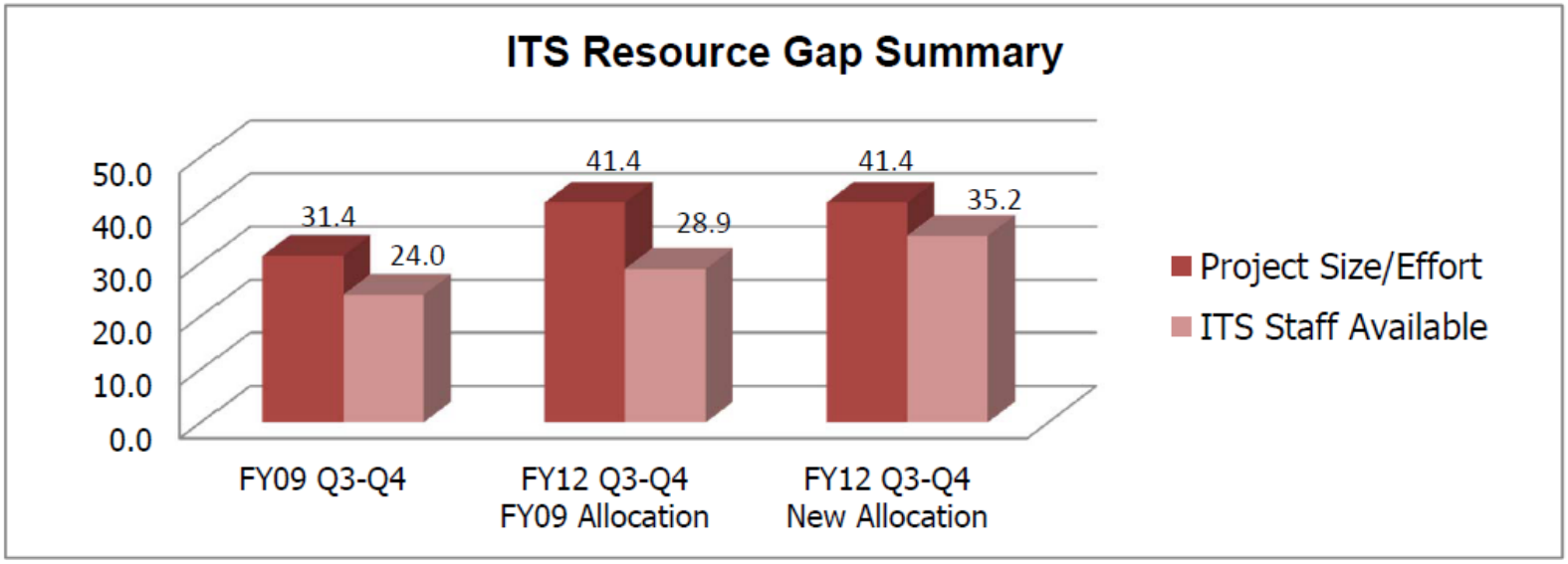
ITS Capacity/Resource Calculations (FTE)	
Full Time	93.0
Part Time	2.6
Annual Total	95.6

	Est. Effort Allocation	Est. Time Allocation	Net Change
Admin.	24.4	26%	3%
Support	36.0	38%	(11%)
Project	35.2	37%	9%
Total	95.6	100%	



Resource Summary

	FY09 Q3-Q4	FY12 Q3-Q4 (FY09 Allocation)	FY12 Q3-Q4 (New Allocation)
Project Size/Effort	31.4	41.4	41.4
ITS Staff Available	24.0	28.9	35.2
Staffing Gap	23.4%	30.1%	15.1%



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HSD Program Update

Near Term (2012)	Medium Term (2013)	Long Term (2013+)

• Program Scope and Governance for the LUHS/LUC/HSD Technology Program (1.0)
• Communications Subprogram:
  ○ Email and Associated Services (2.1)
  ○ Phone support strategy (2.2.1)
• Identity, Provisioning and Access Subprogram:
  ○ ID Provisioning for HSD (3.1)
  ○ System Access (LUC, HSD, Trinity) (3.2.1-3.2.4)
  ○ Firewall, IP Address range (3.3.1, 3.3.2)
  ○ Integration of Microsoft solution for HSD (3.4)
• HSD Desktop Requirement and Migration Subprogram (4.0)
• Applications Subprogram:
  ○ ECM for SSOM, HR and Nursing (5.1)
  ○ Advance Web including multi location support (5.7.1)
  ○ Integrated Badging (5.14)
• Security and Internal Control Subprogram:
  ○ PII (6.1), PCI (6.2), Encryption (6.3)
• Infrastructure Subprogram : Support for current construction projects (7.1)
• Support Services Subprogram (Help Desk, Desktop and Technology Standards/Disposals) (9.0)
• Nursing Evaluations Update and Redesign (10.0)
• Infrastructure and Technical Implementation: Future Web for SSOM and Nursing (11.0)
	• Communications Subprogram: LUC/HSD/LUHS Phone Services Implementation (2.2.2)
	• Identity and Provisioning Subprogram:
	  ○ Access to Statistical Software (3.2.5)
	  ○ Access for HSD to external Internet (3.3.4)
	• Applications Subprogram:
	  ○ eLearning, Compliance and HR Training for HSD (5.8)
	  ○ Salary Planning (5.9)
	  ○ Budgeting for HSD (5.10)
	  ○ Student Information System (5.12)
	  ○ Cross Organization Access to Applications (5.13)
	• Security and Internal Control Program:
	  ○ HIPAA (6.4)
	  ○ Third Party Security and Other Audit (6.5)
	• Infrastructure Subprogram : LT Optimal Building Structure (7.2)
	• Synchronization of IT Polices for LUC and HSD (12.0)
	
	* - Green items are active
		• Identity and Provisioning Subprogram: Long term IP strategy and implementation (3.3.3)
		• Applications Subprogram:
		  ○ Kronos (5.2)
		  ○ Marketplace (5.3)
		  ○ Lawson: Purchasing (5.4)
		  ○ Lawson: General Ledger (5.5)
		  ○ Lawson: Human Resources and Payroll (5.6)
		  ○ Advance (5.7.2, 5.7.3)
		  ○ Health Science Portal (5.11)
		• DRP/Business Continuity Subprogram: Integration of HSD and LUC Disaster Recovery Plan/Business Continuity Plan (8.0)

Agenda

- ISO Introduction
  - S. Malisch, Jim Pardonek
- RMS Housing Contract Release/Exemption Update
  - K. Smith
- Tech Fee Review
  - A. Prokic-Kostic
- ITS Resource Allocation
  - J. Sibenaller
- HSD Program Update
  - J. Sibenaller
- ITESC Membership
  - S. Malisch

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ITESC Membership

Area	Member
ITS/Chair	Susan Malisch
Academic Affairs	John Pelissero
Academic Affairs	Nancy Tuchman
Academic Affairs	Paul Gabriel
Advancement	Jon Heintzelman
Facilities	Kana Wibbenmeyer
Finance	Bill Laird
Finance	Andrea Sabitsana
Operations/HR	Tom Kelly
ITS	Jim Sibenaller
Student Develop.	Rob Kelly
UMC	Kelly Shannon

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FY12-FY13 ITESC Schedule

- Sept. 22, 2011 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - FY13 Budget Submissions
  - Upcoming Priorities
- Nov. 10, 2011 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports (ATC & ARB)
  - Technology Scorecards
  - Tech Fee Review
- Jan. 26, 2012 - Thursday, 1:30-3:30 PM
  - R+ Replacement
  - Student Dev. Tech Fee Request
  - Security Camera Update
  - Bus. Impact Analysis Status
  - Project Portfolio Prioritization Results
  - LUHS/LUC/HSD Program Status
- Mar. 8, 2012 - Thursday, 1:30-3:30 PM
  - HSD Program Progress
  - Security Surveillance (Camera) Policy
  - 2012 Technology Briefing
- Apr. 25, 2012 - Wednesday, 11:30 AM-1:30 PM
  - ISO Introduction
  - RMS Housing Contract Release/Exemption
  - Tech Fee Review
  - ITS Resource Allocation
  - HSD Program Update
  - ITESC Membership
- Jun. 7, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization
- Jul. 26, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results
- Sept. 13, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews
- Oct. 25, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews
- Dec. 11, 2012 - Tuesday, 1:30-3:30 PM
  - Technology Scorecards
  - Project Portfolio Prioritization