

ITS Executive Steering Committee (ITESC)

Agenda and Materials
July 15, 2007



Preparing people to lead extraordinary lives

Agenda

- Sub-Committee Recommendations for FY08 Q1-Q2 Plan of Record
 - Academic Technology Committee – Carol
 - Project Review Board – Kevin
 - Architecture Review Board – Jim
 - Personal Information Risk Group – Jim
- Review FY07 POR status and FY08 POR draft
- Proposed FY08 Calendar



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ATC Framing

- Charter: Advising on technology directions, strategies, policies, plans and priorities for LUC's teaching, learning, research goals.
- Monthly meetings began in February
- Current State
 - Accomplishments
 - Proposed Blackboard archiving policy; approved by ITESC
 - Good, better, best purchase recommendations updated
 - Active work
 - Identified and prioritized campus teaching with technology issues
 - Formed subcommittees to investigate the issues
 - Meeting monthly in a computer lab to review technologies



Procedures

- Each representative has had the opportunity to share the issues and concerns for educational technology from her/his respective academic unit.
- Based on unit reports, committee established and prioritized list of academic issues
- Established wiki for collaboration on these issues
 - Committee members facilitate discussion on the various topics, including setting goals, outcomes and deadlines
- Based on investigations, make recommendations to ITESC for appropriate action



Prioritization Summary

for FY08, Q1-Q2

Active Projects and Rationale

- [Learning Spaces](#)
 - [Electronic Course Evaluations](#)
 - [Hardware and Software Recommendations](#)
 - [Emergency Communication](#)
- Investigate potential classroom configurations because of remodeling and renovation projects
 - Several units looking at online evals for efficiency and accountability
 - Need for current information re: supported technologies.
 - Disaster planning



Secondary Projects

for FY08, Q1-Q2

- Pedagogical concerns
- Role of Library
- Digital Media
- Copyright Charges
- Incorporating appropriate tech. into current culture
- Changing view of library “space”
- Interest and need for podcasting and media
- Growing need for copyrighted materials; subsequent charges



Q3-Q4 Priorities

- Course Management Systems
- Clickers
- Campus Communication
- Review Bb and investigate other systems
- Invite vendors and work toward campus standard
- Provide RSS feeds for campus services



ATC Future Activities

- What are the short-term plans?
 - Develop goals, projected outcomes and timelines for each identified issue, as outlined above.
- Long-term direction and plans
 - Investigate and experiment with new technologies and make recommendations about how they might be pursued for our campus teaching and research interests.



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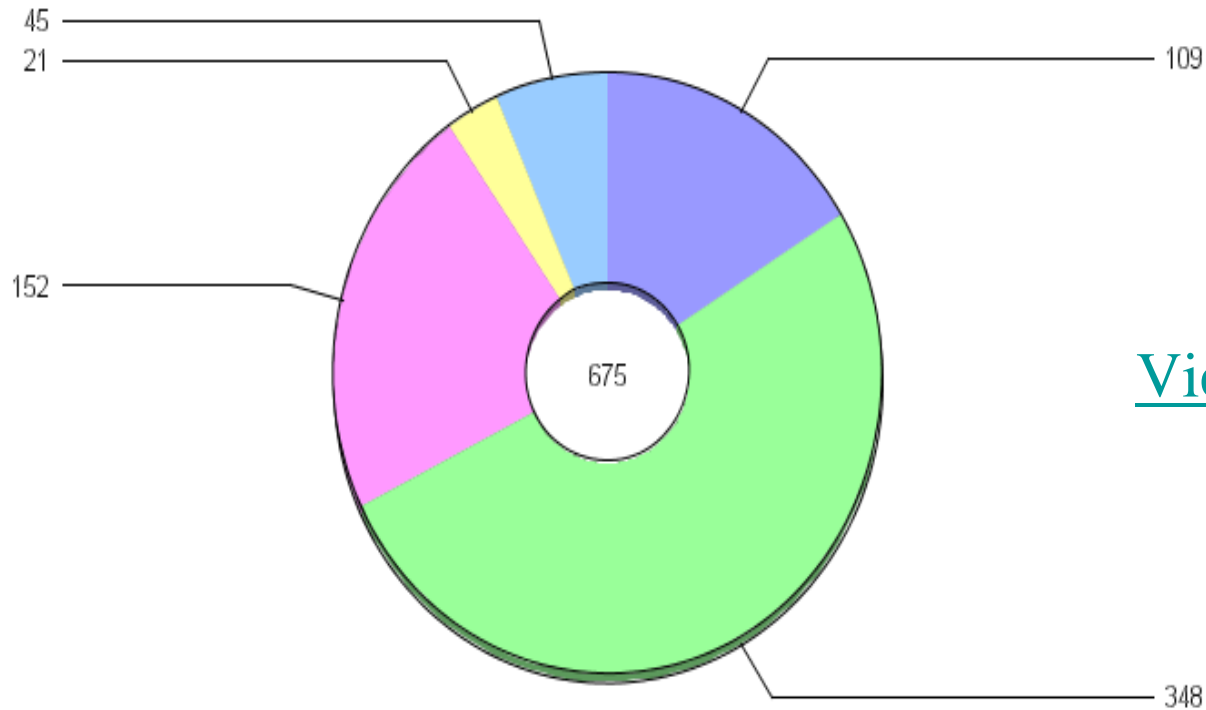
Project Review Board

- PRB Committee has remained as constituted by the ITESC
 - Membership – K. Smith, A. Sabitsana, J. Campbell, S. Hughes, W. Hale, E. Weems, C. Korinek, J. Pelissero, P. Roberts, A. Hansen
 - Purpose - Review project requests
 - Goals - Understand work plan and make priority calls as necessary
- Initial task for the PRB was to review available project information and processes
 - System Request Form
 - PSS
 - WebFocus Reports
- Monthly meetings with first meeting on Feb. 9, 2007
 - Four meetings to date
 - Alternate meeting locations between LSC and WTC
 - Provided PSS reports with specific content for each meeting
 - Order to review projects: In-progress H, Pending/On Hold H, In-progress M,L
 - Agreed that On-Going projects would show as Low priority and not be reviewed by PRB
- Current State
 - Completed first pass review of all projects; adjusted priorities or state
 - Agreed that In-Progress list of projects is correct



Prioritization Summary

as of July 2007



[View by Department.xls](#)

Project Status

Cancelled Complete In-Progress On Hold Pending



Highlighted Projects

PSS #	Description
325	Advancement BSR/SmartCall Upgrade
635	Upgrade Advancement databases to 10g
464	Housing RMS upgrade to version 5.3
474	R25 application Upgrade
428	BB Community System for Rambler Bucks installation
667	LOCUS student admin upgrade to 9.0
570	LOCUS Portal upgrade to ver 8.9
672	Student System reporting upgrade (OBIEE/Analytics)
312	Wellness Center (EMR)
523	Maxxess Parking app SSN removal
423	BB - Campus Card SSN removal
656	Continuum phase II enhancements
196	Federal Work Study
320	Graduation Self-Service
319	Grade Change via workflow
588	Entrance control for Gentile Center
268	TimeTrade for additional centers in Sullivan
658	Provisioning for Non-Affiliated Persons (NAP)
657	Tuition Benefit automation
675	Implementation of STAT source code control for SA

In-Progress

Pending

On-Hold



PRB Future Activities

- What are the short term plans?
 - Each area to provide individual priorities to aid in project assignment
 - Continue to review new project requests
- Next 120 days
 - Provide enhancements to PSS tool
 - Add creation date
 - Add department numbers
 - Add S/M/L estimator
 - Add three Production dates
 - Initial request
 - Agreed upon
 - Actual
 - Create reports utilizing new PSS fields
 - Link PSS to WebFocus reports
- Long term direction and plans
 - Spend time on vetting new requests
 - Monitor progress of In-progress; adjust as necessary
 - Use/refine S/M/L estimator



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ARB Framing

- **Committee modifications, changes/additions**
 - Konstantin Läufer took a leave of absence starting 5/15/07
- **Charter**
 - The Architecture Review Board will build the technology roadmap that enables Loyola University Chicago to fulfill its mission and vision effectively while adapting to a changing higher education environment.
- **Frequency of meetings/meetings to date**
 - First meeting was 2/27/07
 - 8 to date not counting sub-committee work
- **Current State**
 - 15 enterprise architecture (EA) base principles defined
 - Sub-team working on communication plan



Prioritization Summary

for FY08, Q1-Q2

Active projects

- Creation of EA base principles & usage plan
- Assemble an effective communication plan for the EA program
- Create the Common Requirements Vision deliverable

Deferred projects

- None

ARB Requests & Proposals

- Description
 - Create the Common Requirements Vision (CRV) deliverable
- Business Owner/Sponsor
 - Susan Malisch/ITESC
- Business Benefit/Impact
 - The CRV is a critical deliverable of the EA program that links technology principles and standards with the institution's strategy and operational goals.
- Costs (Project & Operational)
 - All project costs being incurred are internal (effort)
 - Estimated effort for a non ARB staff member is 12-16 hours over the next 3-4 months
- Scheduling/Timing
 - Beginning Q1 FY08
- Requested ITESC Action
 - Support in obtaining the necessary involvement for 1-2 faculty and 1-2 staff members to assist with the creation of the deliverable. Work to include ARB meeting attendance and sub-committee work to identify, document and verify environmental trends, institutional strategies and the functional requirements of the university.

ARB Future Activities

- **What are the short term plans?**
 - Finalize the principle creation and action plan and present to the ITESC
 - Complete the communication program for EA
 - Begin the Creation of the Common Requirements Vision (CRV) deliverable
- **Next 120 days**
 - Finalize and activate EA Base Principles – Jul 2007
 - Initiate “external” communication – Jul 2007⇒ Ongoing
 - Initiate CRV creation activities – Jul/Aug 2007
- **Long term direction and plans**
 - Completion and approval of the CRV and supporting EA Base Principles
 - Begin the inventory of technology artifacts
 - Expand the EA Base Principles and use (initial EA models)
- **Timeline > 120 days**
 - Completion of the CRV – Q2 FY08
 - Approval of the CRV and EA Base Principles by the ITESC – Q2 FY08
 - Initiate the technology inventory process – Q2 FY08



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PIRG Framing

- **Committee modifications, changes/additions**
 - Ron Price added as an optional attendee starting 4/12/07
- **Charter**
 - Identify & protect personally identifiable information (PII)
- **Frequency of meetings/meetings to date**
 - First meeting was 9/29/06
 - 7 to date not counting sub-committee work
- **Current State**
 - 8 policies identified and approved through the ITESC and General Counsel with only minimal changes
 - Sub-team working on training, roll-out and awareness
 - ITS preparing tools for installation



Prioritization Summary

for FY08, Q1-Q2

Active projects

- Finalize policy approval via the Cabinet & UCC
- Create training & awareness materials
- Prepare for PII tool install & pilot
- Prepare for disk encryption install & pilot

Deferred projects

- Clean desk policy
- Email retention policy

PIRG Requests & Proposals

- Description
 - Establish the compliance lead role within departments
- Business Owner/Sponsor
 - LUC Cabinet & Executive Committee
- Business Benefit/Impact
 - Identify & protect personally identifiable information (PII)
- Costs (Project & Operational)
 - All project costs being incurred are internal (effort)
 - Estimated effort is 20 hours annually (two scans annually plus reporting)
- Scheduling/Timing
 - Beginning Q2 FY08
- Requested ITESC Action
 - Support in obtaining the necessary capacity and commitment for the compliance lead role to exist in each department
 - Assist in identifying the definition of “department” and the corresponding number of compliance leads



PIRG Requests & Proposals

- Description
 - PII identification software - SPIDER
- Business Owner/Sponsor
 - LUC Cabinet & Executive Committee
- Business Benefit/Impact
 - Identification of personally identifiable information (PII)
- Costs (Project & Operational)
 - All project costs being incurred are internal (effort)
 - Total tool cost is \$0, open source via Cornell
- Scheduling/Timing
 - Beginning Q1 FY08
- Requested ITESC Action
 - Support the deployment of SPIDER as it relates to the role of the compliance lead in identifying PII data and the corresponding classification and protection of that data



PIRG Requests & Proposals

- Description
 - Disk encryption software, SafeGuard Easy from (Also utilized at SFU)
- Business Owner/Sponsor
 - LUC Cabinet & Executive Committee
- Business Benefit/Impact
 - Protection of personally identifiable information (PII) classified as Loyola Protected or Loyola Sensitive
- Costs (Project & Operational)
 - Software cost is \$36,000 (450 licenses at \$80 each)
 - Installation Services is \$6,600
 - Annual Maintenance is \$7,200
 - All other project costs incurred are internal (effort)
- Scheduling/Timing
 - Q2 FY08
- Requested ITESC Action
 - Support the deployment of SafeGuard Easy as it relates to the role of the compliance lead in protecting PII data



PIRG Future Activities

- **What are the short term plans?**
 - Receive Cabinet & UCC policy approval
 - Complete training and awareness materials
 - Sullivan Center Pilot for PII identification and disk encryption
 - Begin execution of the roll-out plan to protect PII data
- **Next 120 days**
 - ITS tool validation – Aug 2007
 - Initiate Sullivan Center pilot – Sep 2007
 - Initiate remaining university departments – Oct-Dec 2007
- **Long term direction and plans**
 - Identify the future make-up of PIRG
 - Information Risk Management Team
 - Information Security/Compliance Council
- **Timeline > 120 days**
 - Completion of the PII identification and disk encryption tool rollout – Q2 FY08
 - PII statistics and policy compliance data to be reported to the ITESC – Q2 FY08
 - Definition of the “Future PIRG” to be presented to the ITESC – Q2 FY08

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LUC ITS Plan of Record

FY07: Q3-Q4

Academic and Faculty Support

- LOCUS Enhancements:
 - Support R&R to fully implement Transfer Credit and course articulation rules (Q4, PSS212,343,477,521)
 - Online access for Alumni transcripts (Q3, PSS191)
 - Account Summary to use account term; more accurate accounting (Q3, PSS315) Deferred to SA 9.0
 - Federal Work Study enhancement that tracks earnings and installs warning alert system (Q4+, PSS196)
 - Implement Student Refund check reconciliation process
 - Grade Change process (Q4, PSS319)
 - Self Service Apply for Graduation (Q4+, PSS320)
 - Financial Aid "Bottom Line" summary available to Self-service (Q4, PSS78)
 - Review Graduate Repeat Rules, GPA Calc (Q4, PSS479)
 - Develop a batch process to assign/unassign Undergraduate advisors to students based on pre-defined rules. (Q3, PSS544)
 - Implement changes to Self-service View My Advisors in LOCUS as accessed by students. Advisor role should be displayed to differentiate different academic advisors, faculty advisors, and school advisors. (Q3, PSS545)
 - Load AP/MDT test results to LOCUS, post to student records, in an automated (timely) fashion to assist Admissions Advisement. (Q4, PSS439)
 - Law School Blind Grading - complete outstanding requirements of self-service access to Anonymous Grade ID, reporting for faculty post-grading, and interface to computerized testing vendor (Q3, PSS581)
- LOCUS interface: Federal work study information from HR/Payroll (Q4+, PSS196)
- Upgrade R25 (Q4, PSS474)

Academic and Faculty Support, cont'd

- Develop requirements w/ Academic Affairs for Piloting Sakai (CMS) (Q4+)
- Tech support for Indonesia Project with School of Education
- Build plan and timeline proposal for In-sourced Blackboard Learning System
- Develop (with Academic Affairs) New Design for Learning Spaces (Q4+)
- Evaluate and Recommend Media Storage and Streaming Environments (Q4)
- Pilot Crestron RoomView 7.0 - Remote Management Software (Q3+)
- Complete acquisition and implementation of TeamSpot Collaboration Software (Q3+)
- Recommendation for Storage Expansion - Faculty / Staff (Q4)
- BCDR – Complete LOCUS failover capability LSC/WTC (Q3, PSS417)

Student Technology Support

- DMCA Awareness Campaign (Q4)
- Recommendation for Storage Expansion – Students (Q4)
- Wellness Electronic Medical Records Planning (Q4, PSS312)
- Wireless Expansion (Q3)
 - Work with AA/SA to prioritize survey results and build budget
- Improve use of lab “real estate” for technology awareness/availability (Q4)
- LOCUS Enhancement: Upgrade PeopleTools for SA from 8.21 to 8.22 (Q4, PSS456)

LUC ITS Plan of Record

FY07 : Q3-Q4

Administrative Initiatives

- Enterprise Imaging Strategy (Q3+)
- Complete Digital Signage Pilot; Target Next Steps (Q3+)
- LDAP Authentication w/ LUMC – “Single Source of Truth” and streamline authentication (Q4+)
- Blackberry Extended Pilot Program (Q3+)
- Schedule Upgrade BSR to new release (Q4+, PSS325)
- Schedule Upgrade SmartCall to new release (Q4+, PSS339)
- Online Card Office Replacement (Q4, PSS428)
 - Support In-House for Rambler Bucks
- Blackboard Campus Card - switch from SSN to LID as the primary key within the Blackboard database (Q4+, PSS423)
- Implement TouchNet's MarketPlace suite; use for accepting credit card payments (Q4, PSS556)
- Formalize credit card processing process
 - Use in LUC web pages; Conferences; Grad school Apply Yourself (PSS397); Admissions (PSS398, 307); LUMA (PSS391)

Infrastructure Services

- BCDR Avian Flu Preparedness Plan (Q4+)
- Telephone Switch Relocation (Q4)
 - Identify technology replacement strategy & preliminary budget
- Data Center Design, Planning and Construction (Q4+)
- Intra-campus Videoconferencing Upgrade (Q4)
- Assessing ISP connectivity and Bandwidth Increase (Q3)

Infrastructure Services, cont'd

- Construction Initiatives:
 - Info. Commons - Infrastructure Design & Budgeting (Q3)
 - The Clare - Infrastructure Design and Budgeting (Q3+)
 - Mundelein – Infrastructure Design & Implementation (Q3-Q4)
 - Marquette Hall - new Hall (Q4+)
 - Santa Clara Remodeling (Q3+)
 - New Athletic Field (Q3)
- Daylight Savings Time Updates (Q3)
- Plan and Schedule for Oracle 10G upgrade (Q4)

Continuous Service Development

- Phased Implementations: (Q3-Q4+)
 - Project Management Methodology
 - Quality Assurance Work Group and Methodology
 - Gate Review Formalization
 - Change Management, Phase II
- Cross Training & Succession Plans Developed (Q4)
- Personal Information Risk Group (PIRG) (Q4)
- Launch remaining sub-committees of the IT Executive Steering Committee (Q3)
 - Architecture Review Board
 - Project Review Board
 - Academic Technology Committee
- Call Tracking System Implementation (Q4)
- Redesign ITS Website Presence (Q4)
- Add technology “dashboard” metrics to ITS website (Q4+)
- Review Internal Escalation Process (Q4)
- Review Electronic Records Retention (Q4)

LUC ITS Plan of Record

FY08: Q1-Q2

Academic and Faculty Support

- Addition of 30 Electronic Classrooms
- Classroom Technology Remote Management
- Deliver Blackboard Workshops w/Academic Affairs
- Determine SIS reporting strategy
- Determine New Design for Learning Spaces w/AA
- Develop requirements for Piloting Sakai w/AA
- Develop Rich Media Offerings (Podcasting, Blog/Wiki, Video Streaming)
- LOCUS Enhancements:
 - Convert Trans999 courses to LUC courses
 - Federal Work Study project
 - Grade Change process
 - Upgrade PeopleTools for SA from 8.21 to 8.22
 - Support R&R to fully implement Transfer Credit and course articulation rules
 - Self Service Apply for Graduation
 - Load AP/MDT test results to LOCUS, post to student records, in an automated (timely) fashion to assist Admissions Advisement
- Expansion of Sullivan Ctr Scheduling Solution
- Implementation of Storage Expansion for Faculty / Staff
- Faculty Orientation and FOT Workshops
- Phase II enhancements to SCPS *Continuum* web site

Academic and Faculty Support, cont'd

- Load Previous Education to LOCUS from Grad R-Plus
- Peoplesoft Server Hardware Upgrade
- Info. Commons Planning & Support Model w/Library
- Assess long-term strategy for LMS
- Upgrade R25
- Offer Digital Media Clinics & Seminars
- Provisioning for Non-affiliated persons (NAP)
- Re-tool classroom technology instruction and provide training
- BCDR - Locus failover capability LSC/WTC

Student Technology Support

- Student Print from Anywhere
- Evaluate and Recommend Media Storage and Streaming Environments
- Support for Apple/Mac Platforms
- Improve use of lab "real estate" for technology awareness/availability
- Recommendation for Storage Expansion – Students
- RMS Housing application upgrade
- RMS Housing Student Web Self Service
- Wellness Electronic Medical Records

LUC ITS Plan of Record

FY08: Q1-Q2

Student Technology Support, cont'd

- Wireless Expansion for Residence Halls
 - Fordham, Regis, Mertz
- Wireless Expansion for Academic Areas
 - Life Sciences and Flanner Hall
- LOCUS Enhancements:
 - Correcting unpaid balance on Self-Service "Make A Payment" page
- Allow students to add Rambler Bucks and charge to student account in LOCUS
- Digital Music Lab Image
- Lab Machine Background Messaging

Administrative Initiatives

- Cost Containment & Reduction
 - Implement local and long distance contracts
 - Combine DS1 Services into a coterminous agreement
 - Evaluate Desktop Support contract
- Formalize credit card processing process
 - Use in LUC web pages; Conferences; Grad school Apply Yourself; Rambler Bucks; Admissions; LUMA
- Blackboard Campus Card - switch from SSN to LID as the primary key within the Blackboard database
- Enterprise Imaging Strategy
- LDAP Authentication w/ LUMC - "Single Source of Truth" and streamline authentication

Administrative Initiatives, cont'd

- Provide Technical Training Workshops
- Staff Orientation "Loyola 101"
- Provide technical support for Parking services in the transition to LIDS from SSNs in MAXxess
- Upgrade BSR/SmartCall to new release
- Online Card Office Replacement
 - Support In-House for Rambler Bucks
- LOCUS Enhancements:
 - Requested Rooms report over time by department
 - Recording Student Withdrawal reasons in LOCUS
 - Recording Student Dismissal reasons in LOCUS
- Conference Services - determine and assist in meeting software needs beyond R25/RMS capabilities
- Allow credit cards to pay for parking fines (MarketPlace)
- Enhancements to Commuter Student Parking Application

Infrastructure Services

- WTC Data Center Assessment
- Dumbach Project
 - Data Center Construction; LSC Plant Cabling Plan and Budget; Migrate LSC Telephone Switch to Dumbach; Upgrade LSC Telephone Switch to IP Enabled

LUC ITS Plan of Record

FY08: Q1-Q2

Infrastructure Services, cont'd

- Improve Spam Detection
- Groupwise 7 Client Rollout
- Patching Policies and Metrics for OS Patch Management
- Plan and Schedule for Oracle 10G upgrade
- Upgrade to MarketPlace 4.0
- ISP Upgrades at LSC and WTC
- BCDR
 - Web Presence at WTC & LSC
 - GroupWise Redesign to provide improved system resiliency in the event of an outage
- Emergency Notification, AlertNow
- Construction Initiatives:
 - Info. Commons - Infrastructure Design & Budgeting
 - The Clare - Infrastructure Design and Budgeting
 - Mundelein – Infrastructure Design & Implementation
 - Marquette Hall - new Hall
 - Santa Clara Remodeling
 - New Athletic Field
 - Loyola Residence (JR)
 - LT 4th and 5th Floor, Aramark
 - Halas Remodeling

Continuous Service Development






- Boston College Web Presence at LUC
- Phase II of Call Tracking System Implementation
- Continue conversion of LUC web pages to CMS

Continuous Service Development, cont'd

- Create a PeopleSoft Process Scheduler for Windows on Win2003
- Bradford Implementation (replacement for NetReg)
- Intra-campus Videoconferencing Upgrades
- On-Demand Reporting for Call Tracking and Dashboard Systems
- **LOCUS Campus Solutions 9.0 upgrade**
- Long-Term Security Strategy
- Phased Process Improvement Implementations in:
 - Change Management, Gate Review Formalization, Quality Assurance, Enterprise Architecture Principles & Models
- PII Policy Implementation
- Reformat pages in FIS Modules 1&2 to match updated pages in the Faculty Development module
- Rome Center Support (desktop, network, services, Skype)
- Provide integrated logon for all FIS modules
- Install STAT Source & Change Management SW
- FY08 Cross Training & Succession Plans
- **Upgrade the LOCUS Portal to release 8.9**
- **IVR for Law School**
- New Technology Testing (Vista, Office 2007, Share Point)
- Alumni Machine Library Database Access Policy

Blackboard Pricing Overview

Loyola University Chicago Pricing Summary

Product Description	Product ID	Qty.	Units	List Price	One Time Price Reduction	Net Price
ASP ADDL SERVICE UNIT*	CP/ASPADDS VCUNIT 	14	MO	\$2,858.33	0	\$40,016.62
LEARNING SYSTEM -RNWL	CP/LSRNWL 	9	MO	\$4,958.33	0	\$44,624.97
ASP ADDL STORAGE TO 500GB*	CP/ASPADDS T500GB 	14	MO	\$2,500.00	<-\$17,500.00>	\$17,500.00
COMPLEX HOST MGR ASP SVC**	CP/ASPCHM	6	MO	\$5,000.00	0	\$30,000.00
ASP BUSINESS CONT LVL 2	CP/ASPBCLV L2	1	YR	\$30,000.00	0	\$30,000.00
BUSINESS CONTINUITY ASP SETUP	CP/ASPBCSET UP	1	EA	\$15,000.00	<-\$5,000.00>	\$10,000.00
LS ASP SVC HE -RNWL	CP/LSASPRI WL 	9	MO	\$4,008.33	0	\$36,074.97
TEST ENVIRONMENT ASP SVC -RNWL	CP/ASPTEST NWL 	9	MO	\$1,083.33	0	\$9,749.97
TOTAL						\$217,966.53

*: The Initial Term for these additional services shall be from 5/1/07 – 6/30/08

** : The Initial Term for the Complex Hosting Manager ASP Service shall be from 7/1/07 – 12/31/07

***: The Initial Term for the ASP Business Continuity shall be from 7/1/07 – 6/30/08

Background Information

- Out of ~520 schools hosted, Loyola is in top 50-100 customers.
- Current redundancy model includes multiple power sources, ISP providers, standby equipment.
- Their pandemic plan includes “follow-the-sun” shifts running from Washington DC, India and Amsterdam
- Main data centers are 10-12 miles apart in VA, but have third location in Amsterdam. Third site, 20 miles away, targeted in VA.
- BC offering available for 2+ years. About 10 clients subscribe. No incidents to date where service would kick-in.
- Consulted with DePaul, Loyola New Orleans, and Santa Clara.

Original Business Continuity Terms

	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Customization & Configuration
Level 2 Service	24 hours	12 hours	Fully Backed Up

- Recovery Time Objective (RTO) is defined as the time it takes from Blackboard being notified of the loss of the business function of the primary site to activation of the Business Continuity Service.
- Recovery Point Objective (RPO) is defined as the specific point-in-time that the data was backed up and can be recovered.
- Customization is limited to any customizations made to Customer's Hosted Software for which Customer has notified Blackboard and has given Blackboard the permission to backup and store. Similarly, configuration is limited to any and all hardware and software configuration files that Customer has given Blackboard the permission to backup and store (in the case of Customer-hosted primary site).
- In addition to the above Service Guarantees, Blackboard may make available at Customer's request, a detailed data backup time and date report.
- Blackboard will also perform a disaster recovery test once a year at a time coordinated with Customer in order to ensure the readiness of the Business Continuity Service.

Service Credit:

If Blackboard fails to meet the RTO and RPO service guarantee time frames, Blackboard will issue service credits to Customer to be applied against future Blackboard ASP service fees. In order to receive any service credit, Customer must notify Blackboard within seven (7) days from the time Customer becomes eligible to receive a service credit. Failure to comply with this requirement will forfeit Customer's right to receive a service credit. Service credits are issued as followed:

<u>Length of Unavailability</u>	<u>Service Credit*</u>
Up to 12 hours beyond the guaranteed RTO and/or RPO	50% of annual Business Continuity service fees credited
Between 12 to 24 hours beyond the guaranteed RTO and/or RPO	75% of annual Business Continuity service fees credited
Above 24 hours beyond the guaranteed RTO and/or RPO	100% of annual Business continuity service fees credited

*All Service Credit shall be applied to the next period's ASP fees.

*Total Business Continuity Service Credit in any term is limited to the full amount of the annual Business Continuity service fees.

Revised Business Continuity Terms

Service Credit:

If Blackboard fails to meet the RTO and RPO service guarantee time frames, Blackboard will issue service credits to Customer to be applied against future Blackboard ASP service fees. In order to receive any service credit, Customer must notify Blackboard within seven (7) days from the time Customer becomes eligible to receive a service credit. Failure to comply with this requirement will forfeit Customer's right to receive a service credit. Service credits are issued as followed:

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Between 12 to 24 hours beyond the guaranteed RTO and/or RPO	75% of annual Business Continuity service fees credited
Between 24 and 14 days beyond the guaranteed RTO and/or RPO	100% of annual Business Continuity service fees credited
Above 14 days beyond the guaranteed RTO and/or RPO	200% of annual Business Continuity services fees credited

*All Service Credit shall be applied to the next period's ASP fees.

*Total Business Continuity Service Credit in any term is limited to the two times the full amount of the annual Business Continuity service fees.



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COMPLEX HOST MGR ASP SVC**	CP/ASPCHM	6	MO	\$5,000.00	0	\$30,000.00
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BUSINESS CONTINUITY ASP SETUP	CP/ASPBCSET UP	1	EA	\$15,000.00	<-\$5,000.00>	\$10,000.00
LS ASP SVC HE -RNWL	CP/LSASPRN WL	9	MO	\$4,008.33	0	\$36,074.97
TEST ENVIRONMENT ASP SVC -RNWL	CP/ASPTESTR NWL	9	MO	\$1,083.33	0	\$9,749.97
TOTAL						\$217,966.53

*: The Initial Term for these additional services shall be from 5/1/07 – 6/30/08

**: The Initial Term for the Complex Hosting Manager ASP Service shall be from 7/1/07 – 12/31/07

***: The Initial Term for the ASP Business Continuity shall be from 7/1/07 – 6/30/08

+\$22,500

Agenda

- Sub-Committee Recommendations for FY08 Q1-Q2 Plan of Record
 - Academic Technology Committee – Carol
 - Project Review Board – Kevin
 - Architecture Review Board – Jim
 - Personal Information Risk Group – Jim
- Review FY07 POR status and FY08 POR draft
- **Proposed FY08 Calendar**



FY08 Proposed Schedule

- July
 - Finalize POR build
- August
 - LUMC Quarterly
 - FY09 budget input from subcommittees
- September
 - FY09 budget submissions review
- October
- November
 - LUMC Quarterly
 - Review scorecard/process
- December
 - Review/approve subcommittee plans

- January
 - Finalize POR build
- February
 - LUMC Quarterly
- March
 - FY09 budget 2nd round project review
 - Review input from subcommittees
- April
 - FY09 budget final revisions
- May
 - LUMC Quarterly
- June
 - Review/approve subcommittee plans

FY08 Meeting Dates

- Friday, August 17, 2007
- Friday, September 14, 2007
- Friday, October 19, 2007
- Friday, November 16, 2007
- Friday, December 28, 2007
- Friday, January 18, 2008
- Friday, February 15, 2008
- Friday, March 21, 2008
- April, May, June TBD

