

ITS Executive Steering Committee (ITESC)

Agenda and Materials
November 18, 2010



Preparing people to lead extraordinary lives

Agenda

- FY11 Technology Scorecards
 - S. Malisch
- BCDR Assessment and Review
 - S. Malisch
- Project Portfolio Prioritization
 - J. Sibenaller
- Copier Security
 - L. Lauger



ITS FY11 Academic & Faculty Support Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
Classroom Control System (Crestron)	Classroom Technology and Support <i>Academic Affairs</i>		4.5	←	Systems functional and most documentation including website with panoramic views of spaces is available. Remote management capabilities being enhanced. New remote site classroom locations are not on standard. The need for additional classroom capture has increased.	Technology in the classroom is generally available to augment the learning experience, is consistently operational, and technical support is readily available.
Learning Mgmt (Blackboard LMS)	Learning Management System <i>Academic Affairs</i>		5	→	Current System fully functional and integrated with other systems. Support and training website available for students and faculty. Community system continues usage grew to over 100 organizations. Mobile access launched in fall term.	System is widely used by faculty, is fully functional in terms of it's components, and technical support, training, and integration are readily available.
	Departmental Labs <i>Academic Affairs</i>		4	←	Computer Science, SoC and Fine Arts (Macs) now centrally supported. Physics and Psychology purchased machines to setup lab and teaching environments for their exclusive use.	Departmental Labs are funded under refresh programs, and centrally managed and supported. Exceptions as appropriate (i.e. Computer Science, SOC).
Web/Content Mgmt (Terminal 4) LUC Libraries (Voyager)	Dept. & School Support <i>Academic Affairs</i>		4		Web Content Management System replacement selected; contract negotiations in progress. All schools appear to be steady state.	Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources).
	Advising <i>Academic Affairs</i>		2.5		Advisors are using more of LOCUS to record comments. New advising reports for retention have been developed; interim grades and comments by faculty in queue; automated assignments near completion.	Process takes advantage of technology tools; monitoring and alerting are automated; student satisfaction ratings are good.
Specialized Equipment (Macintosh/Blackberry)	Accessibility of Specialized Technology <i>Academic Affairs</i>		4.75	→	Enterprise solutions put in place to support GroupWise email on non-Blackberry devices. WTC Digital Media Lab opened.	Facility and technical services are; widely available, staffed with hardware, software, and support resources to meet the student demands. Funding plan for IC technology refresh, update, and replacement has been developed.
	Research Support Services/Research Computing <i>Academic Affairs</i>		3.5	→	Multiple survey tools are now available. Qualitative software support and training has improved and ATC needs to prioritize license allocations for statistical software.	Support and consultation on statistical computing and resources is readily available.
			4	→	Phase 1 of Research Data Center (RDC) construction complete with infrastructure to support 6-8 server cabinets. Governance committee established. Policies and procedures being developed.	A research computing environment is offered and supported centrally.
			3.5	→	RAMS application dropped. Research Services maintains homegrown application, PTAPS. ITS supports PTAPS infrastructure and database environments. Built a DB development environment and DB backup routines for production. All development by grad students goes thru testing and change mgmt process. A development app server is still needed.	Systems to facilitate collaboration, capture expertise, and report on research is available. (Measure adoption.)
Overall			4.0	→		

As of November 2010

ITS FY11 Administrative Technology Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
Payment Gateway (TouchNet Paypath/TPG)	Credit Card Processing <i>Finance</i>		5		Citrix access via VPN, more secure, PCI compliant. Growing MarketPlace needs are met.	Adding credit card acceptance is controlled by a well defined, easy to use process; PCI compliant.
Alumni Relations (Advance) Predictive Dialing (SmartCall)	Advancement <i>Advancement</i>		5	➔	Current steady state system is meeting client's needs. Upgrades are planned for Spring 2011. Internal audit still outstanding. Convio may be considered for replacement.	ITS provides advisement on development and technologies with ADV team. Comprehensive system with required functionality. New acquisition and integration discussions occur proactively.
Student Recruiting (Recruitment Plus) Online Admission Applications (UGRAD GRAD, Custom) Admitted Student Portal (Custom)	Enrollment Management <i>Academic Affairs</i>		4	➔	Ugrad/Grad online apps are now in-house and document handling is integrated with DocFinity; DW/BI will provide more integrated data and reporting. Search for Rplus replacement commencing.	Operations and data are managed in totally integrated systems with work flow process in place (limited support provided by ITS).
Student System Reporting (PS RDS) Business Intelligence (WebFocus)	Data Warehouse; Reporting <i>Enterprise</i>		3		DW RFP completed and vendor was selected; contract negotiations in progress. Selected additional BI tools in support of the DW/BI project.	Single source of truth for data (data warehouse); agreement and consistent data definitions and reporting elements; certified institutional and operational reporting.
Enterprise Content Management (DocFinity)	Enterprise Content Mgmt <i>Enterprise</i>		3.5	➡	Two years into the program, 10+ departments live, 450+ users. Version 10 (new) is critical to future success. Resource constraints have caused significant implementation delays.	Enterprise strategy in place, leveraged where appropriate, needs being met in a timely fashion.
	Budget Application <i>Finance</i>		4.5		Completed client requested enhancements for BAS application for FY12.	Fully integrated single system, web based with user friendly front end.
	Faculty Info. System <i>Academic Affairs</i>		5			Single source of truth for faculty information and fully integrated with related systems.
Room & Event Scheduling (R25 Suite, Kinetics, GroupWise)	Event and Room Scheduling <i>Finance</i>		2.5	➔	R25 WebViewer is LDAP enabled for Faculty/Staff. Investigating 25Live to replace current system. WebViewer performance enhancements have been implemented. Multiple systems, processes, and room control are difficult to navigate. Space is tight. Audit of process in progress.	Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.
Access Security (Maxxess)	Building Access <i>Facilities</i>		4	➔	Maxxess application hardware is now housed in the enterprise data center and the database now interfaces with Res Life and Campus Card offices. Alerts and reports are being sent to the application system admin. Internal audit results pending.	Card system is integrated to access control to all buildings. Centralized monitoring/alerting, and processes to integrate and automate related systems. System is secure and compliant.
Parking (Maxxess)	Parking Access <i>Facilities</i>		4		Completed Parking MAXxess upgrade; now compatible with Campus Safety. Developing plans to upgrade database from MS SQL 2005 and move to MS SQL Enterprise DB server.	Parking system is integrated to access control to all garages. Centralized monitoring/alerting. System is secure and compliant.
Faculty Salary Planning (Custom) Staff Salary Planning (Custom)	Salary Planning <i>Finance</i>		5			System provides web-based interface, integrated tools, workflow capability.
Overall			4.1	➔		

As of November 2010

ITS FY11 Student Technology Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
	Wireless <i>Enterprise</i>		5		Campus wireless expanded with nearly 85% coverage. Over 1200 access points. Remaining areas to cover include portions of Granada, LT, 10 East, 6317, and St. Louis Hall.	Majority of campus locations offer wireless access. Refresh funding in place. Easy authentication process.
eMail (GroupWise) Spam Filtering (MailFoundry)	Student Email <i>Student Development</i>		4.25	→	eMail storage for all students upgraded from 100 MB to 1 GB. Move to Gmail on hold; requires significant interface rework.	Reliable, quick mail delivery, easy to use, adequate retention and storage.
	Computer Labs & Digital Media Services <i>Student Development</i>		5		Widely available. Pilot program for Virtual desktops and Windows 7 in labs. Plans to expand both pilots next semester.	Access to labs and resources is widely available and reliable.
			4.5	New	Multiple Media Labs are now available at the LSC and WTC. Equipment inventory for student checkout increased. A fully-functional checkout system is implemented across campuses. Specialized training modules are being developed.	Specialty Technology equipment and services are readily available to students paying a technology fee. Access to wide variety of hardware and software is available. Technology training courses are available.
Student System (PS Campus Solutions) Student Portal (PS Enterprise Portal) Student Loan Mgmt. (ECSI)	Student Information System <i>Enterprise</i>		4.5	→	Several groups across University using comments/checklists/communications. Bolt-on for installment plan provides Student Financials upgrade to students and families. Continual enhancements to self service capabilities.	Current version with minimal customization; Primary modules are fully utilized; Vendor responsive and forward thinking; Full participation in User Groups by Loyola user community; Training and documentation are current.
Mobile Applications (Blackboard, Custom)	Mobile Applications <i>Enterprise</i>		4	New	Three mobile systems are available with multiple applications. Mobile Central acts as springboard for public, authenticated, and learning system apps. Full device support requires additional attention.	Mobile applications are available and fully functional for all end users on supported devices. Users are aware of application availability and content is current.
eCommerce System (CBORD)	Campus Card <i>Finance</i>		4.5	→	New CBORD system implemented with updated, redundant hardware. Meal plan interface rewritten and integrated into the student system. Administration capabilities greatly enhanced.	Fully redundant system running current software with commercial DB such as Oracle.
	Student Support Services (RESNET) <i>Student Development</i>		5		ResNet is now a subgroup within the ITS Help Desk. Cross trained staff support a wider range of clients from one service. Knowledgebase requires additional maturity, and hours of operation under review for larger online class environment.	Technology services are readily available to students paying a technology fee. Knowledgebase for support is professional and accessible.
	Emergency Notification System <i>Facilities</i>		4		Implemented annual purging process and automated updates to Blackboard. Reports have been enhanced and currently in review state.	System in place with automated updates. Tiered capability to notify various groups as appropriate. Reliable and complete reporting.
Wellness Center (Point and Click)	Wellness <i>Student Development</i>		4	←	Wellness Center requesting assistance with more integration with SIS and systems administration resources. Functional expert needs to be identified.	Student services offered on-line, records are electronic and secure. Appropriate level of integration with other University systems.
Housing (RMS)	Housing Administration <i>Student Development</i>		4	→	Completed online contracts for all students. Continue with web based selection. Rptng enhancements underway.	Web-based self-service room selection, predictive occupancy reporting.
Overall			4.4	---		

As of November 2010

ITS FY11 Infrastructure Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
Network (Cisco Core) Network Access Control (Bradford)	Network: - Inter-campus - Internet - Internal campus <i>Enterprise</i>		4.5		Reconfiguration of Loyola's Internet routes has increased I2 utilization to 40% of our bandwidth (70% peak). Efforts continue to segment the network and limit single points of failure. Currently assessing connectivity options for JFRC and LUREC.	Adequate bandwidth with failover capabilities. Self-healing capabilities.
Network Services (Novell, eDirectory, Active Directory, IDM3)	Identity Management <i>Human Resources</i>		3	→	We activated all LUMC ID's in our directory structure to allow LUMC employees access to LUC resources. In a separate initiative Active Directory was added to our environment and integrated via IDM3 along with eDirectory. Loyola is better positioned to leverage products which require an Active Directory infrastructure. Federated identity structure put in place to allow for LU signon to Federated systems outside LLC	Matrix built; Provisioning tools and processes are established, enabled and measured.
	Voice/Telecom <i>Enterprise</i>		3.75	←	New hardware (G650) deployed to south end of campus to support Mundelein, Coffey, Sullivan. 90% of LSC complete. WTC upgrade being reviewed and possibly tied to WTC data center	Latest standards-based offerings from provider. Expansion and upgrade options.
Server, Standard (IBM) Storage/SAN (IBM SAN) Enterprise Database (Oracle, MS SQL)	Enterprise Environments: - Servers, Applications - Databases, Interfaces <i>Enterprise</i>		3.75	→	SVC has been implemented, resulting in improved management and SAN performance. Opsview, a new monitoring tool, provides for better alerting and performance trending across Loyola's infrastructure.	Centrally-managed, secure, robust backup/restore capabilities. Consistently documented, well-trained staff and well-established dev./maint. Procedures. Systems are monitored automatically and have threshold alerting.
	BCDR <i>Enterprise</i>		2.5	←	Consulting engagement started to develop baseline of current systems recovery. This will be followed by a business impact review by ITESC; updates are needed to critical systems and recovery times.	BCDR plan in place and tested on an annual basis. Failover plans for core business systems.
	Security & Compliance <i>Enterprise</i>		3.75	→	Information security program created by the ISAC approved by the ITESC; prioritized multi-year effort defined; projects commence Jan 2011. Annual PCI & PII compliance processes established and effective. Policy updates pending.	Comprehensive security pgm; policies & procedures governing infrastructure security; automated methods to audit compliance. Demonstrates adherence and/or due diligence to regulations governing Universities.
Desktop, Standard Intel (Dell) Desktop Productivity (Microsoft Office)	Desktop <i>Enterprise</i>		3.25	←	ZEN10 Upgrade completed and available on Windows 7 pilot. Microsoft products being assessed for replacement of Novell suite of services. Long-term platform decisions need to be made.	Stable OS with all virus updates and OS critical patches and updates. Standard images.
	Data Center & Campus Technology Facilities <i>Enterprise</i>		3.5		WTC data center pending long-term plan for renovation or move from 7th floor of 25EP to alternate location (possibly basement of 25EP). Target FY12.	Up-to-date, secure, environmentally-managed, redundancy, failover capabilities.
Overall			3.5	←		

As of November 2010

ITS FY11 Continuous Service Improvement Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
	Technology Service and Support (Help Desk)		4		Tracking system is current and functional. Knowledge database needs additional improvements. Reporting for IT management is consistently delivered. Considering IT Service Management	Functional web-based tracking and reporting system with self-service capabilities.
	<i>Enterprise</i>		4.5	➔	Hours of operation have been extended and further review to support online course initiatives under investigation for summer 2011.	Extended hour support as appropriate for defined client groups and systems.
	Skill sets, professional development <i>ITS</i>		4		Development plans are in place to improve needed skills and competencies. Skills advancement is progressing but somewhat challenging given resource limitations.	Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and executed.
	Project Management <i>ITS</i>		4		Process is stable, minor enhancements are identified to continue the process maturity and sustain success.	Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
	Research & Development <i>ITS</i>		3	➔	Technology research activities are initiated via enterprise architecture and the technology roadmap. 20+ areas being investigated for improvement. Resource constraints impact	ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
	Change Management <i>ITS</i>		3.5		Change process remains effective. Weekly & monthly metrics available. System enhancements pending. Need to review discipline related to production-level changes.	A formal and managed process is in place to implement and communicate changes to the technology environment.
Virtual Private Network (F5 Firepass)	Remote Access <i>Enterprise</i>		3		Product is stable but being retired, replacement solution being researched.	Full suite of tools/access available remotely with appropriate security enforced.
	International Enterprise Support <i>Academic Affairs</i>		3		Provided initial installation support for Cuneo and Woodstock locations; renovations for Rome. Developing long-term support strategy for locations.	Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in relation to the business need.
Overall			3.6	➔		

As of November 2010

ITS FY11 Governance & Funding Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index			Current State	Healthy Definition
		Health	Score	FY Change		
	Technology Strategy <i>Enterprise</i>		4		Multiple technology assessment committees active in alignment with the roadmap/strategy.	An information technology review process defines and aligns core technology selections.
	Institutional Impact <i>Enterprise</i>		4.25		Project priorities being vetted at the sub-committees and ITESC level. Business cases and benefits developed for strategic projects. Data Governance committee added.	Business cases are developed, prioritized, and really used to make IT investment decisions.
	Enterprise Architecture <i>Enterprise</i>		3.5		Technology inventory established, new tool acquired to manage technology relationships and meta data. Drill down diagramming is planned.	Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
	Budgeting <i>Enterprise</i>		4.25		ITS budgeting process is consistent and remains collaborative with the functional areas. Student Technology Fee being utilized effectively.	Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets.
	Technology Investments <i>Enterprise</i>		4		ITS investments consistently vetted at the ITESC and subcommittees.	IT investments are rationalized and considered from an enterprise or cross functional perspective.
	Technology Procurement <i>Enterprise</i>		4.5		Technology acquisition process remains consistent. Grant opportunity research continues.	Technology procurement is standardized and strategically aligned and leveraged (Procard and grant process exceptions). Refresh programs in place for core technologies.
	Vendor Partnerships <i>Enterprise</i>		4.5		Positive vendor relationships have been sustained and effective vendor management is occurring.	Strategic relationships with IT vendors have been fully established and leveraged.
	Contract Management <i>Enterprise</i>		4		Contract management process is stable and consistent. All ITS technology contracts being scanned and organized electronically.	Processes and accountabilities for managing IT contracts are clear and effective.
	Resource Utilization <i>Enterprise</i>		2.5		Project prioritization continues to drive resource placement. Potential to impact service and delivery in mobile, ECM, and satellites. Proposed resolution with selective headcount increase.	Labor resources are focused on adding new value while running current operations.
Overall			3.9			

As of November 2010

ITS FY11 LUC Technology Scorecard - Comparison

ITS Scorecard Summary	Health Index						
	FY07	FY08	FY09	FY10	FY11	FY10-11 Change	Total Change
Academic & Faculty Support Scorecard	3.0	3.3	3.7	3.9	4.0	2%	24%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	4.1	7%	15%
Student Technology Scorecard	3.4	3.5	4.0	4.4	4.4	0%	23%
Infrastructure Scorecard	3.0	3.1	3.4	3.6	3.5	-4%	14%
Continuous Service Improvement Scorecard	2.2	2.6	3.0	3.5	3.6	3%	40%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	3.9	1%	32%
Average Annual Score	3.0	3.2	3.5	3.9	3.9	2%	25%
Year to Year Improvement	--	8%	9%	9%	2%		

As of November 2010

ITS FY11 Administrative Technology Scorecard

Technology / Operation	Health Index						Current State	Healthy Definition
	FY07	FY08	FY09	FY10	FY11	FY Change		
Credit Card Processing <i>Finance</i>							Citrix access via VPN, more secure, PCI compliant. Growing MarketPlace needs are met.	Adding credit card acceptance is controlled by a well defined, easy to use process; PCI compliant.
Advancement <i>Advancement</i>						➔	Current steady state system is meeting client's needs. Upgrades are planned for Spring 2011. Internal audit still outstanding. Convio may be considered for replacement.	ITS provides advisement on development and technologies with ADV team. Comprehensive system with required functionality. New acquisition and integration discussions occur proactively.
Enrollment Management <i>Academic Affairs</i>						➔	Ugrad/Grad online apps are now in-house and document handling is integrated with DocFinity; DW/BI will provide more integrated data and reporting. Search for Rplus replacement commencing.	Operations and data are managed in totally integrated systems with work flow process in place (limited support provided by ITS).
Data Warehouse; Reporting <i>Enterprise</i>	n/a	n/a					DW RFP completed and vendor was selected; contract negotiations in progress. Selected additional BI tools in support of the DW/BI project.	Single source of truth for data (data warehouse); agreement and consistent data definitions and reporting elements; certified institutional and operational reporting.
Enterprise Content Mgmt <i>Enterprise</i>						➔	Two years into the program, 10+ departments live, 450+ users. Version 10 (new) is critical to future success. Resource constraints have caused significant	Enterprise strategy in place, leveraged where appropriate, needs being met in a timely fashion.
Budget Application <i>Finance</i>							Completed client requested enhancements for BAS application for FY12.	Fully integrated single system, web based with user friendly front end.
Faculty Info. System <i>Academic Affairs</i>								Single source of truth for faculty information and fully integrated with related systems.
Event and Room Scheduling <i>Finance</i>						➔	R25 WebViewer is LDAP enabled for Faculty/Staff. Investigating 25Live to replace current system. WebViewer performance enhancements have been implemented. Multiple systems, processes, and room control are difficult to	Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.
Building Access <i>Facilities</i>	n/a	n/a	n/a			➔	Maxxess application hardware is now housed in the enterprise data center and the database now interfaces with Res Life and Campus Card offices. Alerts and reports are being sent to the application system admin. Internal audit results pending.	Card system is integrated to access control to all buildings. Centralized monitoring/alerting, and processes to integrate and automate related systems. System is secure and compliant.
Parking Access <i>Facilities</i>	n/a	n/a					Completed Parking MAXxess upgrade; now compatible with Campus Safety. Developing plans to upgrade database from MS SQL 2005 and move to MS SQL Enterprise DB server.	Parking system is integrated to access control to all garages. Centralized monitoring/alerting. System is secure and compliant.
Salary Planning <i>Finance</i>								System provides web-based interface, integrated tools, workflow capability.

Overall						➔
	3.5	3.8	3.5	3.9	4.1	
<i>As of November 2010</i>	Pct Chg.	7%	-6%	8%	7%	10%

ITS FY11 Student Technology Scorecard

Technology / Operation	Health Index						Current State	Healthy Definition
	FY07	FY08	FY09	FY10	FY11	FY Change		
Wireless <i>Enterprise</i>							Campus wireless expanded with nearly 85% coverage. Over 1200 access points. Remaining areas to cover include portions of Granada, LT, 10 East, 6317, and St. Louis Hall.	Majority of campus locations offer wireless access. Refresh funding in place. Easy authentication process.
Student Email <i>Student Development</i>							eMail storage for all students upgraded from 100 MB to 1 GB. Move to Gmail on hold; requires significant interface rework.	Reliable, quick mail delivery, easy to use, adequate retention and storage.
Computer Labs & Digital Media Services							Widely available. Pilot program for Virtual desktops and Windows 7 in labs. Plans to expand both pilots next semester.	Access to labs and resources is widely available and reliable.
<i>Student Development</i>	n/a	n/a	n/a	n/a		New	Multiple Media Labs are now available at the LSC and WTC. Equipment inventory for student checkout increased. A fully-functional checkout system is implemented across campuses. Specialized training modules are being developed.	Specialty Technology equipment and services are readily available to students paying a technology fee. Access to a wide variety of hardware and software is available. Technology training courses are available.
Student Information System <i>Enterprise</i>							Several groups across University using comments/checklists/ communications. Bolt-on for installation plan provides Student Financials upgrade to students and families. Continual enhancements to self service capabilities.	Current version with minimal customization; Primary modules are fully utilized; Vendor responsive and forward thinking; Full participation in User Groups by Loyola user community; Training and documentation are current.
Mobile Applications <i>Enterprise</i>	n/a	n/a	n/a	n/a		New	Three mobile systems are available with multiple applications. Mobile Central acts as springboard for public, authenticated, and learning system apps. Full device support requires additional attention.	Mobile applications are available and fully functional for all end users on supported devices. Users are aware of application availability and content is current.
Campus Card <i>Finance</i>							New CBORD system implemented with updated, redundant hardware. Meal plan interface rewritten and integrated into the student system. Administration capabilities greatly enhanced.	Fully redundant system running current software with commercial DB such as Oracle.
Student Support Services (RESNET) <i>Student Development</i>							ResNet is now a subgroup within the ITS Help Desk. Cross trained staff support a wider range of clients from one service. Knowledgebase requires additional maturity, and hours of operation under review for larger online class environment.	Technology services are readily available to students paying a technology fee. Knowledgebase for support is professional and accessible.
Emergency Notification System <i>Facilities</i>	n/a						Implemented annual purging process and automated updates to Blackboard. Reports have been enhanced and currently in review state.	System in place with automated updates. Tiered capability to notify various groups as appropriate. Reliable and complete reporting.
Wellness <i>Student Development</i>	n/a	n/a	n/a				Wellness Center requesting assistance with more integration with SIS and systems administration resources. Functional expert needs to be identified.	Student services offered on-line, records are electronic and secure. Appropriate level of integration with other University
Housing Administration <i>Student Development</i>							Completed online contracts for all students. Continue with web based selection. Rpting enhancements underway.	Web-based self-service room selection, predictive occupancy reporting.

Overall						---
	3.4	3.5	4.0	4.4	4.4	
As of November 2010	Pct Chg.	2%	13%	9%	0%	24%

ITS FY11 Infrastructure Scorecard

Technology / Operation	Health Index						Current State	Healthy Definition
	FY07	FY08	FY09	FY10	FY11	FY Change		
Network: Inter/Internal Campus & Internet Enterprise							Reconfiguration of Loyola's Internet routes has increased I2 utilization to 40% of our bandwidth (70% peak). Efforts continue to segment the network and limit single points of failure. Currently assessing connectivity options for JFRC and LUREC.	Adequate bandwidth with failover capabilities. Self-healing capabilities.
Identity Management Human Resources							We activated all LUMC ID's in our directory structure to allow LUMC employees access to LUC resources. In a separate initiative Active Directory was added to our environment and integrated via IDM3 along with eDirectory. Loyola is better positioned to leverage products which require an Active Directory infrastructure. Federated identity structure put in place to allow for	Matrix built; Provisioning tools and processes are established, enabled and measured.
Voice/Telecom Enterprise							New hardware (G650) deployed to south end of campus to support Mundelein, Coffey, Sullivan. 90% of LSC complete. WTC upgrade being reviewed and possibly tied to WTC data center upgrade.	Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Environments: - Servers, Applications - Databases, Interfaces Enterprise							SVC has been implemented, resulting in improved management and SAN performance. Opsview, a new monitoring tool, provides for better alerting and performance trending across Loyola's infrastructure.	Centrally-managed, secure, robust backup/restore capabilities. Consistently documented, well-trained staff and well-established dev./maint. Procedures. Systems are monitored automatically and have threshold alerting.
BCDR Enterprise							Consulting engagement started to develop baseline of current systems recovery. This will be followed by a business impact review by ITESC; updates are needed to critical systems and recovery times.	BCDR plan in place and tested on an annual basis. Failover plans for core business systems.
Security & Compliance Enterprise							Information security program created by the ISAC approved by the ITESC; prioritized multi-year effort defined; projects commence Jan 2011. Annual PCI & PII compliance processes established and effective. Policy updates pending.	Comprehensive security pgm; policies & procedures governing infrastructure security; automated methods to audit compliance. Demonstrates adherence and/or due diligence to regulations governing Universities.
Desktop Enterprise							ZEN10 Upgrade completed and available on Windows 7 pilot. Microsoft products being assessed for replacement of Novell suite of services. Long-term platform decisions need to be made.	Stable OS with all virus updates and OS critical patches and updates. Standard images.
Data Center & Campus Technology Facilities Enterprise							WTC data center pending long-term plan for renovation or move from 7th floor of 25EP to alternate location (possibly basement of 25EP). Target FY12.	Up-to-date, secure, environmentally-managed, redundancy, failover capabilities.

Overall						
	3.0	3.1	3.4	3.6	3.5	
As of November 2010	Pct Chg.	4%	7%	7%	-4%	18%

ITS FY11 Continuous Service Improvement Scorecard

Technology / Operation	Health Index						Current State	Healthy Definition
	FY07	FY08	FY09	FY10	FY11	FY Change		
Technology Service and Support (Help Desk)							Tracking system is current and functional. Knowledge database needs additional improvements. Reporting for IT management is consistently delivered. Considering IT Service Management (ITSM) initiatives.	Functional web-based tracking and reporting system with self-service capabilities.
<i>Enterprise</i>							Hours of operation have been extended and further review to support online course initiatives under investigation for summer 2011.	Extended hour support as appropriate for defined client groups and systems.
Skill sets, professional development <i>ITS</i>							Development plans are in place to improve needed skills and competencies. Skills advancement is progressing but somewhat challenging given resource limitations.	Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and executed.
Project Management <i>ITS</i>							Process is stable, minor enhancements are identified to continue the process maturity and sustain success.	Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
Research & Development <i>ITS</i>							Technology research activities are initiated via enterprise architecture and the technology roadmap. 20+ areas being investigated for improvement. Resource constraints impact progress.	ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
Change Management <i>ITS</i>							Change process remains effective. Weekly & monthly metrics available. System enhancements pending. Need to review discipline related to production-level changes.	A formal and managed process is in place to implement and communicate changes to the technology environment.
Remote Access <i>Enterprise</i>	n/a						Product is stable but being retired, replacement solution being researched.	Full suite of tools/access available remotely with appropriate security enforced.
International Enterprise Support <i>Academic Affairs</i>	n/a						Provided initial installation support for Cuneo and Woodstock locations; renovations for Rome. Developing long-term support strategy for locations.	Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in relation to the business need.

Overall						
	2.2	2.6	3.0	3.5	3.6	
<i>As of November 2010</i>	Pct Chg.	17%	13%	14%	3%	44%

ITS FY11 Governance & Funding Scorecard

Technology / Operation	Health Index						Current State	Healthy Definition
	FY07	FY08	FY09	FY10	FY11	FY Change		
Technology Strategy <i>Enterprise</i>							Multiple technology assessment committees active in alignment with the roadmap/strategy.	An information technology review process defines and aligns core technology selections.
Institutional Impact <i>Enterprise</i>							Project priorities being vetted at the sub-committees and ITESC level. Business cases and benefits developed for strategic projects. Data Governance committee added.	Business cases are developed, prioritized, and really used to make IT investment decisions.
Enterprise Architecture <i>Enterprise</i>							Technology inventory established, new tool acquired to manage technology relationships and meta data. Drill down diagramming is planned.	Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
Budgeting <i>Enterprise</i>							ITS budgeting process is consistent and remains collaborative with the functional areas. Student Technology Fee being utilized effectively.	Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets.
Technology Investments <i>Enterprise</i>							ITS investments consistently vetted at the ITESC and subcommittees.	IT investments are rationalized and considered from an enterprise or cross functional perspective.
Technology Procurement <i>Enterprise</i>							Technology acquisition process remains consistent. Grant opportunity research continues.	Technology procurement is standardized and strategically aligned and leveraged (Procard and grant process exceptions). Refresh programs in place for core technologies.
Vendor Partnerships <i>Enterprise</i>							Positive vendor relationships have been sustained and effective vendor management is occurring.	Strategic relationships with IT vendors have been fully established and leveraged.
Contract Management <i>Enterprise</i>							Contract management process is stable and consistent. All ITS technology contracts being scanned and organized electronically.	Processes and accountabilities for managing IT contracts are clear and effective.
Resource Utilization <i>Enterprise</i>							Project prioritization continues to drive resource placement. Potential to impact service and delivery in mobile, ECM, and satellites. Proposed resolution with selective headcount increase.	Labor resources are focused on adding new value while running current operations.

Overall						
	2.7	3.0	3.6	3.9	3.9	
<i>As of November 2010</i>	Pct Chg.	11%	16%	9%	1%	35%

Agenda

- FY11 Technology Scorecards
 - S. Malisch
- **BCDR Assessment and Review**
 - S. Malisch
- Project Portfolio Prioritization
 - J. Sibenaller
- Copier Security
 - L. Lauger



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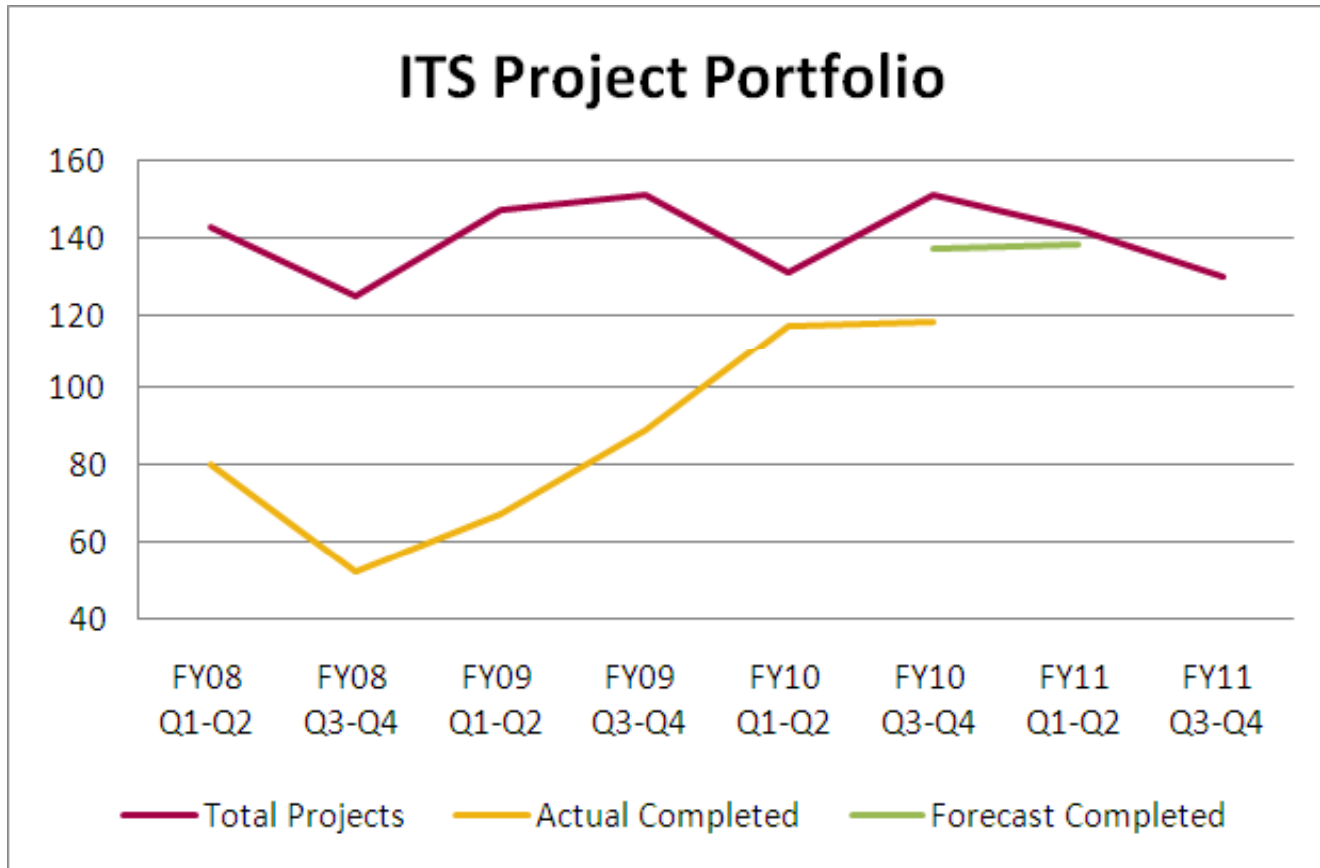


FY11 Q1-Q2 POR Tracking

POR Activity	Total Count	T-Shirt Sizing Breakdown				
		X-Large	Large	Medium	Small	X-Small
Original FY11 Q1-Q2 POR	142	9	29	65	35	4
New Projects Started	111	13	11	38	24	25
Revised FY11 Q1-Q2 POR	253	22	40	103	59	29
Completed Projects	(92)	2	16	32	25	17
Forecasted Completed Projects	(46)	1	7	19	11	8
Duplicate/ Canceled	(12)	1	1	5	4	1
Rollover Projects	103	18	16	47	19	3
New Projects not Started	27	0	3	14	9	1
FY11 Q3-Q4 POR (Draft)	130	18	19	61	28	4



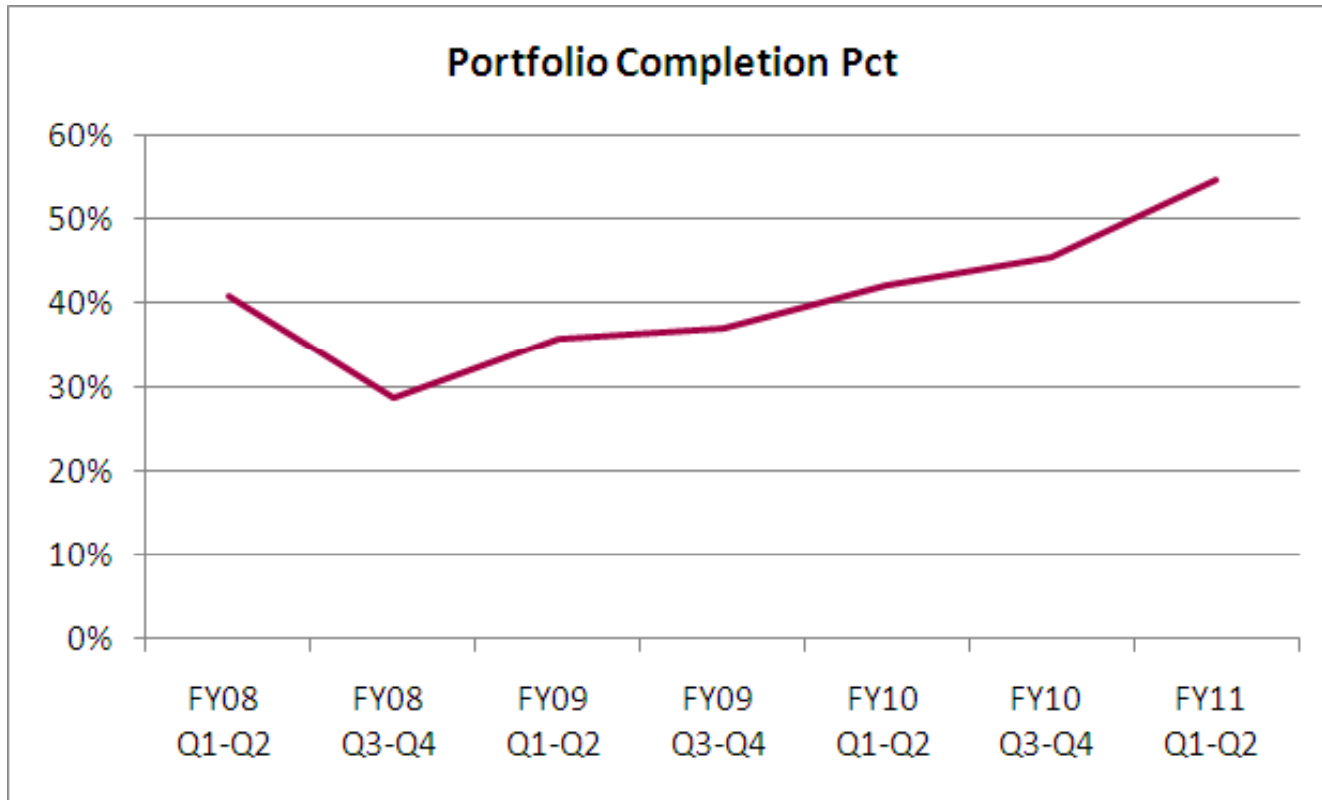
ITS Project Portfolio Comparison



	Avg.	Min	Max	This Period
Portfolio	140	125	151	130
Completed	94	52	118	138 (forecasted)



FY11 Q1-Q2 Completed Project Forecast



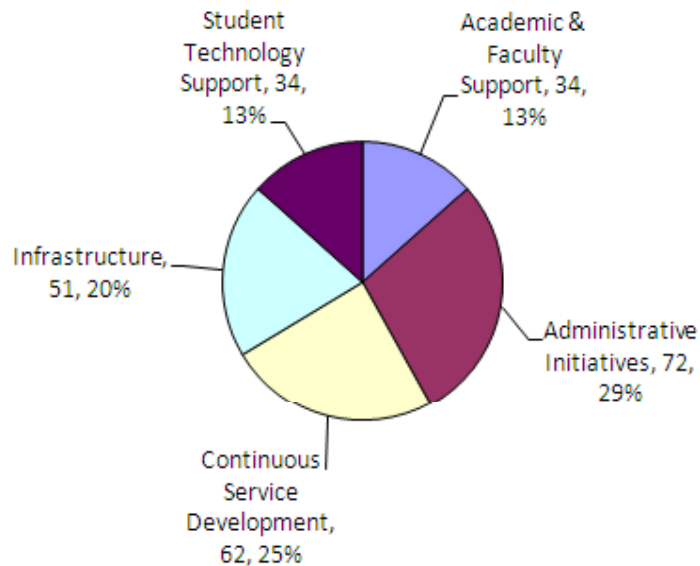
138 projects
forecast
completed

	Avg.	Min	Max	This Period
Completed Pct.	38%	29%	45%	55% (forecasted)



FY11 Q1-Q2 Completed Projects(Forecast)

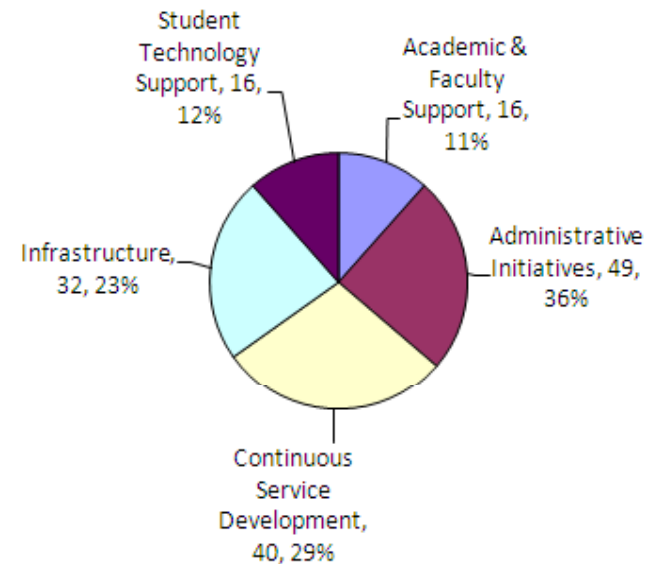
FY11 Q1-Q2 Projects by Strategic Alignment



Data as of 11/17/2010

253 Projects

FY11 Q1-Q2 Completed Projects by Strategic Alignment



Forecasted Data as of 11/17/2010

138 Projects

Strategic Category	Completed Count	Completed Percent	Portfolio Percent	Net Difference
Academic & Faculty Support	16	12%	13%	-2%
Administrative Initiatives	34	25%	28%	-4%
Continuous Service Development	40	29%	25%	4%
Infrastructure	32	23%	20%	3%
Student Technology Support	16	12%	13%	-2%
	138			

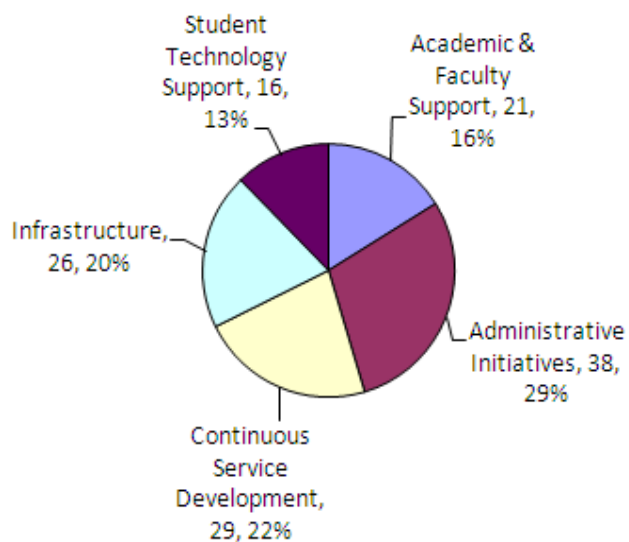


Preparing people to lead extraordinary lives

Draft

FY11 Q3-Q4 Plan of Record

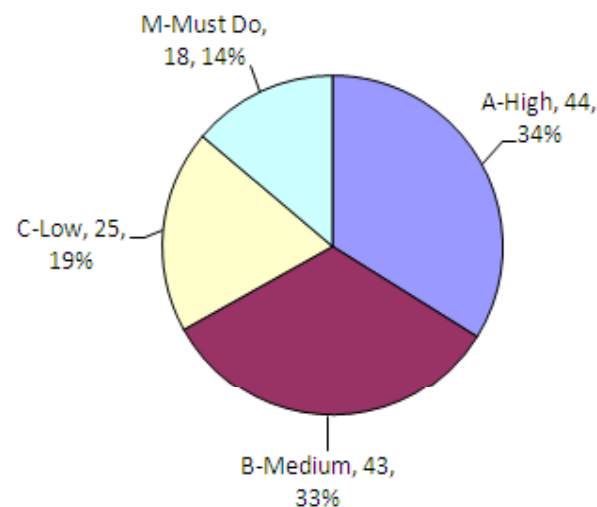
FY11 Q3-Q4 Projects by Strategic Alignment (Draft)



Data as of 11/17/2010

130 Projects

FY11 Q3-Q4 Projects by Priority (Draft)



Data as of 11/17/2010

130 Projects

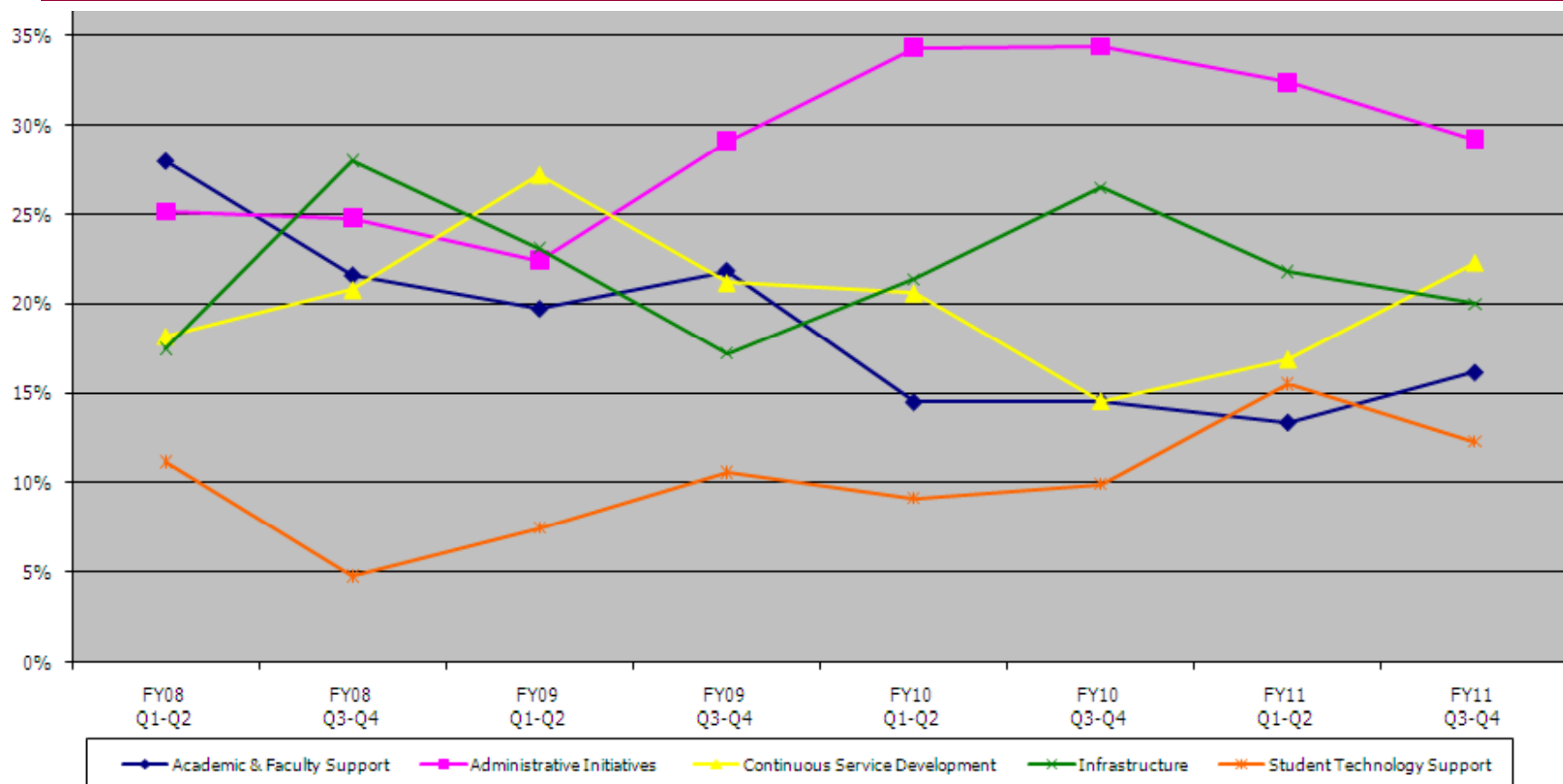
Strategic Alignment	Count
Academic & Faculty Support	21
Administrative Initiatives	38
Continuous Service Development	29
Infrastructure	26
Student Technology Support	16
	<hr/>
	130

Priority	Count
A-High	44
B-Medium	43
C-Low	25
M-Must Do	18
	<hr/>
	130



Preparing people to lead extraordinary lives

ITS Project Portfolio Changes



Strategic Alignment	FY08	FY08	FY09	FY09	FY10	FY10	FY11	FY11	Prior Period Change	Average
	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4		
Academic & Faculty Support	28%	22%	20%	22%	15%	15%	13%	16%	3%	20%
Administrative Initiatives	25%	25%	22%	29%	34%	34%	32%	29%	-3%	28%
Continuous Service Development	18%	21%	27%	21%	21%	15%	17%	22%	5%	20%
Infrastructure	17%	28%	23%	17%	21%	26%	22%	20%	-2%	22%
Student Technology Support	11%	5%	7%	11%	9%	10%	15%	12%	-3%	9%
	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%

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FY11-FY12 ITESC Schedule

- August 26, 2010 - Thursday, 1:30-3:30 PM
 - DW/BI Program Vendor Recommendation
 - ISAC Information Program Recommendation
 - ATC Subcommittee FY11 Agenda
 - Research Data Center
- October 7, 2010 - Thursday, 1:30-3:30 PM
 - Global Initiatives Task Force
 - Technology Fee Overview
 - Enterprise Architecture / ARB
 - Research Data Center
 - Functional Meetings
- November 18, 2010 - Thursday, 1:30-3:30 PM
 - Technology Scorecards
 - BCDR Update
 - Project Portfolio Prioritization
 - Copier Security
- January 5, 2011 - Wednesday, 1:30-3:30 PM
 - LUMC Update
 - Subcommittee Reports
 - Project Portfolio Prioritization Results
- February 17, 2011 - Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
- March 31, 2011 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
- May 26, 2010 - Thursday, 1:30-3:30 PM
 - Project Portfolio Prioritization
- July 7, 2011 - Thursday, 1:30-3:30 PM
 - Project Portfolio Prioritization Results
 - LUMC Update
- August 11, 2011 – Thursday, 1:30-3:30 PM
 - FY13 Budget Input from Subcommittees
- September 22, 2011 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
- November 10, 2011 - Thursday, 1:30-3:30 PM
 - Technology Briefing & Scorecards
 - LUMC Update