ITS Executive Steering Committee (ITESC)

Agenda and Materials
February 17, 2011

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

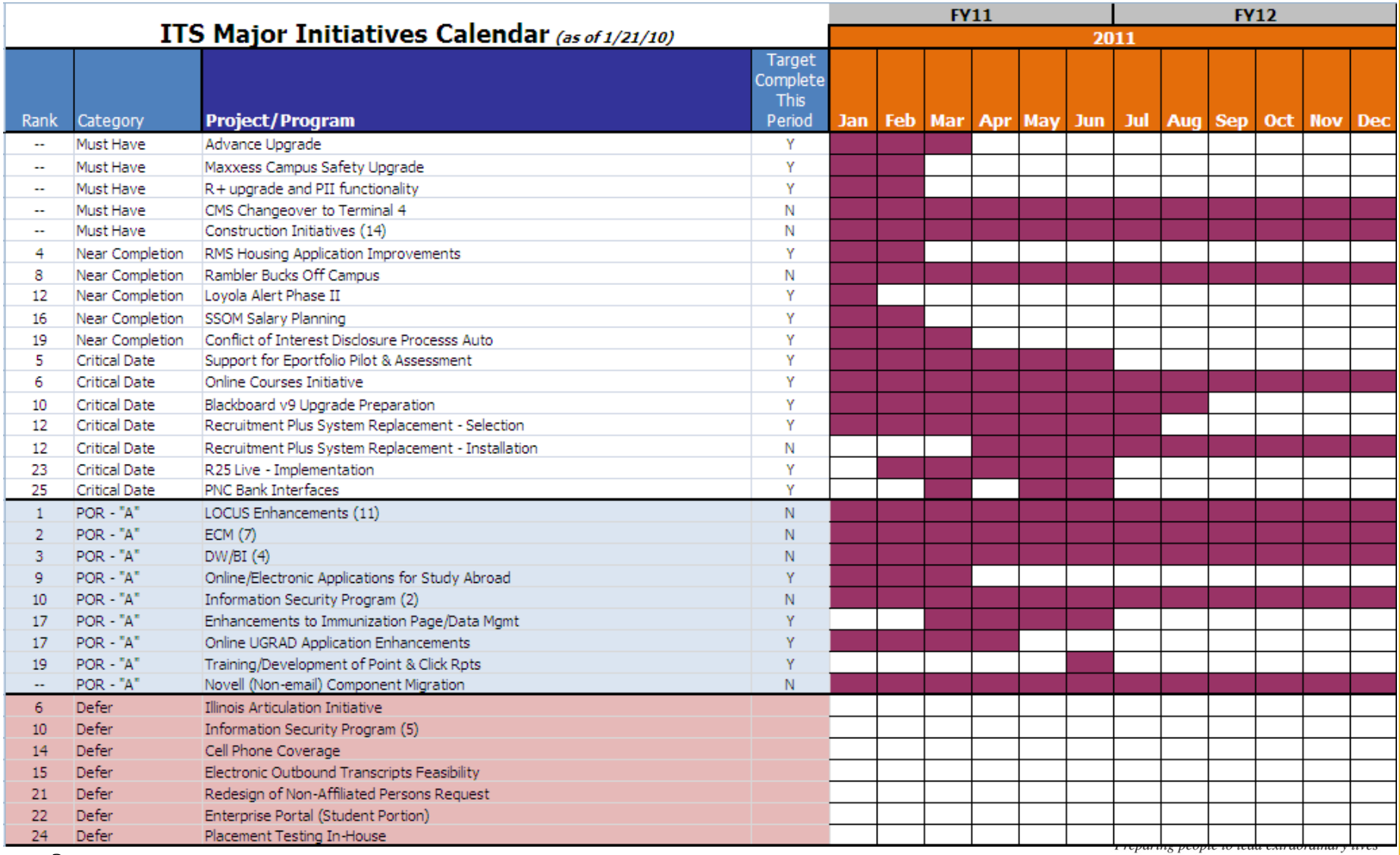
Agenda

- Project Review Board Update
  - K. Smith
- Cellular Contracts and Support
  - D. Vonder Heide
- Technology Briefing
  - S. Malisch

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

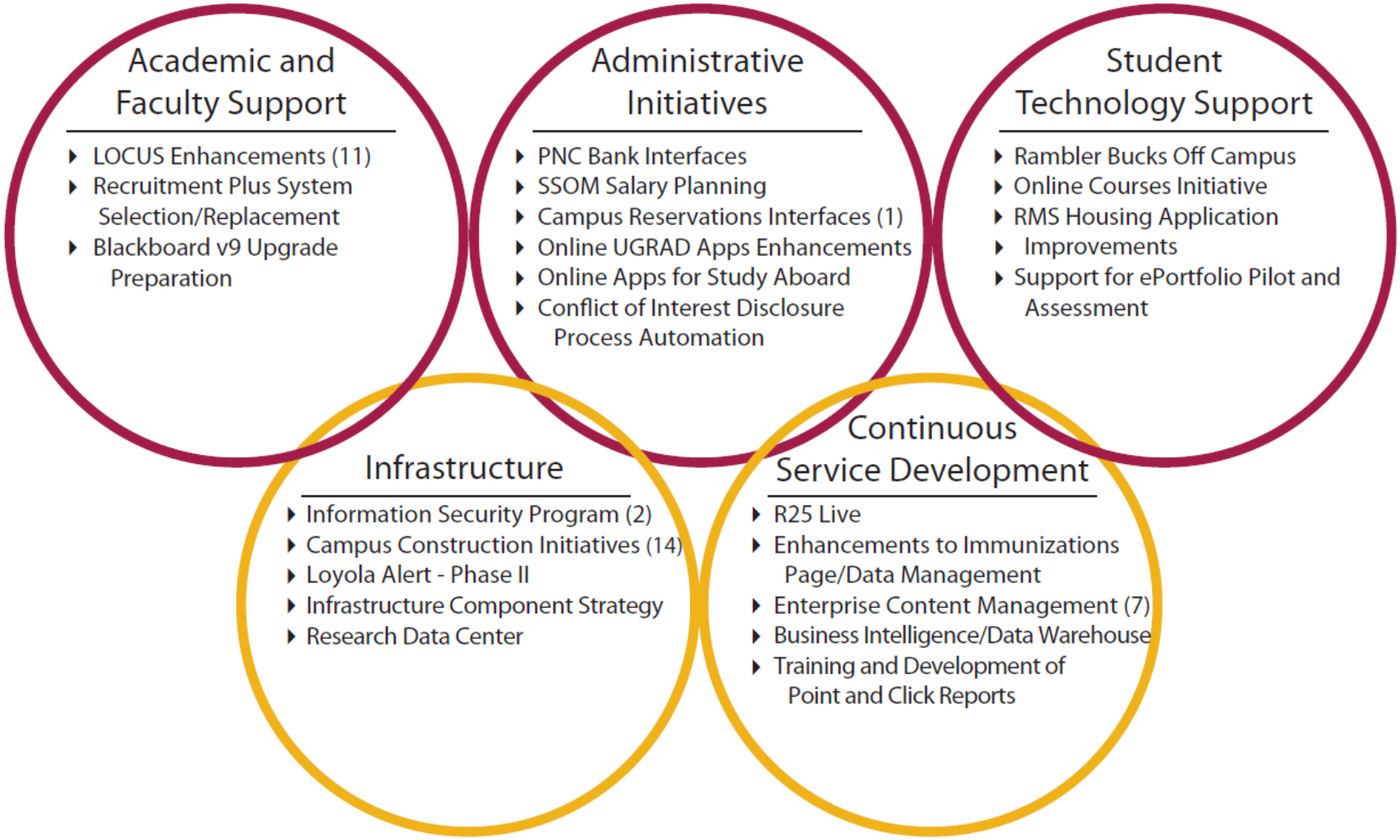
ITS Major Initiatives Calendar



ITS Major Initiatives Calendar *(as of 1/21/10)*

Rank	Category	Project/Program	Target Complete This Period	FY11 2011 Jan	Feb	Mar	Apr	May	Jun	FY12 2011 Jul	Aug	Sep	Oct	Nov	Dec
--	Must Have	Advance Upgrade	Y	■	■	■									
--	Must Have	Maxxess Campus Safety Upgrade	Y	■	■										
--	Must Have	R+ upgrade and PII functionality	Y	■	■										
--	Must Have	CMS Changeover to Terminal 4	N	■	■	■	■	■	■	■	■	■	■	■	■
--	Must Have	Construction Initiatives (14)	N	■	■	■	■	■	■	■	■	■	■	■	■
4	Near Completion	RMS Housing Application Improvements	Y	■	■										
8	Near Completion	Rambler Bucks Off Campus	N	■	■	■	■	■	■	■	■	■	■	■	■
12	Near Completion	Loyola Alert Phase II	Y	■											
16	Near Completion	SSOM Salary Planning	Y	■	■										
19	Near Completion	Conflict of Interest Disclosure Processs Auto	Y	■	■	■									
5	Critical Date	Support for Eportfolio Pilot & Assessment	Y	■	■	■	■	■	■						
6	Critical Date	Online Courses Initiative	Y	■	■	■	■	■	■	■	■	■	■	■	■
10	Critical Date	Blackboard v9 Upgrade Preparation	Y	■	■	■	■	■	■	■	■				
12	Critical Date	Recruitment Plus System Replacement - Selection	Y	■	■	■	■	■	■	■					
12	Critical Date	Recruitment Plus System Replacement - Installation	N				■	■	■	■	■	■	■	■	■
23	Critical Date	R25 Live - Implementation	Y		■	■	■	■	■						
25	Critical Date	PNC Bank Interfaces	Y			■		■	■						
1	POR - "A"	LOCUS Enhancements (11)	N	■	■	■	■	■	■	■	■	■	■	■	■
2	POR - "A"	ECM (7)	N	■	■	■	■	■	■	■	■	■	■	■	■
3	POR - "A"	DW/BI (4)	N	■	■	■	■	■	■	■	■	■	■	■	■
9	POR - "A"	Online/Electronic Applications for Study Abroad	Y	■	■	■									
10	POR - "A"	Information Security Program (2)	N	■	■	■	■	■	■	■	■	■	■	■	■
17	POR - "A"	Enhancements to Immunization Page/Data Mgmt	Y			■	■	■	■						
17	POR - "A"	Online UGRAD Application Enhancements	Y	■	■	■	■								
19	POR - "A"	Training/Development of Point & Click Rpts	Y						■						
--	POR - "A"	Novell (Non-email) Component Migration	N	■	■	■	■	■	■	■	■	■	■	■	■
6	Defer	Illinois Articulation Initiative													
10	Defer	Information Security Program (5)													
14	Defer	Cell Phone Coverage													
15	Defer	Electronic Outbound Transcripts Feasibility													
21	Defer	Redesign of Non-Affiliated Persons Request													
22	Defer	Enterprise Portal (Student Portion)													
24	Defer	Placement Testing In-House													

LUC ITS Rings of Excellence
Major Initiatives, FY11 Q3-Q4



Project Review Board

Chair: Kevin Smith

Function/Area	Member
Registration & Records	Clare Korinek
Enrollment Management	Tim Heuer
Advancement	Stacie Hughes
Financial Aid	Eric Weems
Marketing & Comm.	John Drevs

Function/Area	Member
Student Financials	John Campbell
Student Development	Cliff Golz
Financial Systems	Rebecca Gomez
Graduate Admissions	Paul Roberts

Charter: The Project Review Board (PRB) is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization. This includes but is not limited to the Student Information Systems.

Agenda

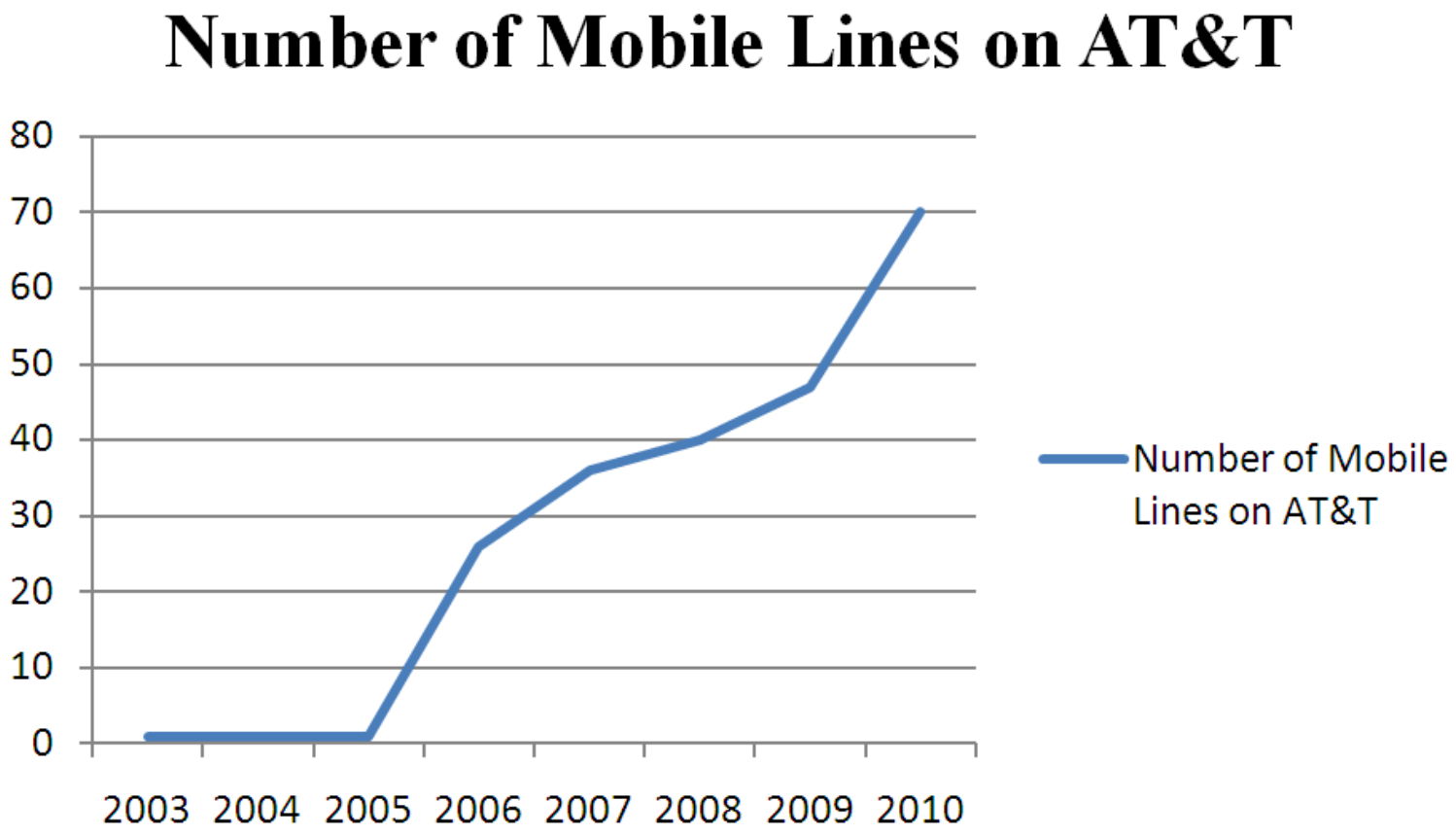
- Project Review Board Update
  - K. Smith
- Cellular Contracts and Support
  - D. Vonder Heide
- Technology Briefing
  - S. Malisch

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Cellular Contracts and Support

- Current Environment



LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM
Preparing people to lead extraordinary lives

Cellular Contracts and Support

- Recent Inquires
  - Athletics
  - Residence Life
- Other Contracts
  - Purchasing for Conference Services (Verizon)
  - Security (Sprint)
  - IRU's and Other Contracts
- Current ITS Support Activity
- Other Institutions
- Policy / Guidelines / Centralization

LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM
Preparing people to lead extraordinary lives

Agenda

- Project Review Board Update
  - K. Smith
- Cellular Contracts and Support
  - D. Vonder Heide
- Technology Briefing
  - S. Malisch

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

FY11 Technology Briefing

January 2011

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Loyola Confidential Material. Do not distribute.

Industry Issues and Priorities

January 2011

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Loyola Confidential Material. Do not distribute.

Overall Industry Issues and Priorities

- Resources
  - Educause
    - ELI Horizon Report
    - ECAR Study of Undergraduate Students and IT
    - Core Data Service
    - Listservs
  - Gartner
    - Magic Quandrants
    - Hype Cycles
    - Specialized Analysts and Reports
  - Other
    - AJCU; peer and aspirational comparisons
    - The Campus Computing Project
    - CDW-G 21st Century Campus Report
    - Campus Technology
    - Chronicle of Higher Education

LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM
Preparing people to lead extraordinary lives

Figure 2. Higher Education CIO Institutional/Business Priorities, 2010 and 2013

Ranking	2010	Change	2009	2008	2013
Improving business processes	1	⇔	1	1	3
Increasing the use of information/analytics	2	⇔	2	3	6
Cutting institution costs	3	⇔	3	10	8
Attracting and retaining new customers (students, partnerships and research)	4	⇑	5	2	2
Creating new products or services (innovation)	5	⇑	7	5	7
Improving institution workforce effectiveness	6	⇓	4	9	4
Managing institution change initiatives	7	⇑	8	6	1
Creating new sources of competitive advantage (new capabilities)	8	⇑	9	8	5
Consolidating business operations	9	⇑	*	*	*
Expanding into new markets or geographies	10	⇑	*	*	10
Targeting customers and markets more effectively	*	⇓	6	4	*
Expanding current customer relationships	*	⇓	10	7	*
Managing your environmental impact (green IT and carbon footprint)	*		*	*	9

*Reflects that the priority was not ranked in the top 10.
The top three priorities are highlighted in yellow and demonstrate consistency in 2009 and 2010 and some anticipated changes in 2013.

Source: Gartner CIO Survey, November 2010

Figure 4. Higher Education CIO Technologies: Ranking of CIO Technologies Selected as One of Their Top Five Priorities in 2010

Ranking	2010	Change	2009	2008
Servers and storage technologies (including virtualization)	1	⇔	1	3
Cloud computing	2	⇑		
Networking, voice and data communications (includes VoIP)	3	⇑	4	1
Mobility	4	⇑		
Social computing (Web 2.0 technologies)	5	⇑	8	*
Security technologies (access control, authentication, etc.)	6	⇓	5	5
Business intelligence (BI) applications (analysis and mining)	7	⇓	2	6
Data storage and management	8	⇑		
Technical infrastructure management and development (IT management)	9	⇓	6	4
Service-oriented applications and architecture (SOA and SOBA)	10	⇑	*	10
Enterprise applications (ERP, supply chain, CRM, etc.)		⇓	3	2
Collaboration technologies		⇓	7	7
Legacy application modernization, upgrade or replacement		⇓	9	9
Document management		⇓	10	8

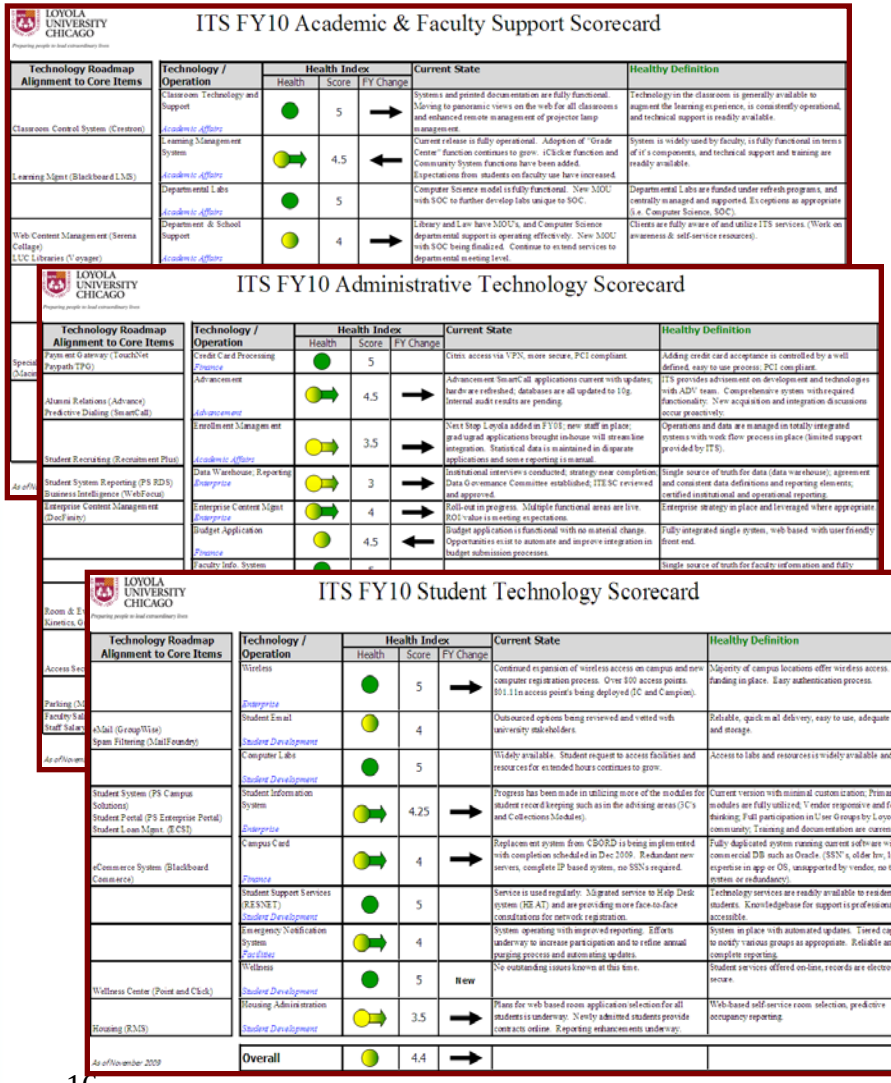
*Reflects that the priority was not ranked in the top 10.
The top three technology priorities highlighted in yellow provide insights on how CIOs can generate new sources of value for the institution.

Source: Gartner CIO Survey, November 2010

EDUCAUSE 2010 Top 10 IT Issues

Relevant Initiatives at Loyola:
1. Leverage Technology Fee; Prioritization; Incr. Outsourcing
2. Expanding use of SIS modules; Increased integration
3. Action phases of security program; PII/PCI stable
4. Distance Learning Initiative; iTunes; Clickers; FOT
5. Novell migration; Federated model
6. Consulting with CDW to mature plan
6. Prioritization increased importance; Committees; PMO
7. Tech Briefings; Conference Engagement; Governance
8. Mobile access; open source strategy
9. Tools include scorecards, roadmap, TAC's; more to do
10. Internet2; Federated Identity; Mobile; Policies

FY10 LUC Technology Scorecards



LOYOLA UNIVERSITY CHICAGO

ITS FY10 Academic & Faculty Support Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
Classroom Control System (Crestron)	Classroom Technology and Support *Academic Affairs*		5	→	Systems and printed documentation are fully functional. Moving to panoramic views on the web for all classrooms and enhanced remote management of projector lamp management.	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 *Academic Affairs*		4.5	←	Current release is fully operational. Adoption of "Grade Center" function continues to grow. iClicker function and Community System functions have been added. Expectations from students on faculty use have increased.	System is widely used by faculty; is fully functional in terms of it's components, and technical support and training are readily available.
	Departmental Labs *Academic Affairs*		5		Computer Science model is fully functional. New MOU with SOC to further develop labs unique to SOC.	Departmental Labs are funded under refresh programs, and centrally managed and supported. Exceptions as appropriate (i.e. Computer Science, SOC).
Web Content Management (Serena Collage) LUC Libraries (Voyager)	Department & School Support *Academic Affairs*		4	→	Library and Law have MOU's, and Computer Science departmental support is operating effectively. New MOU with SOC being finalized. Continue to extend services to departmental meeting level.	Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources).

LOYOLA UNIVERSITY CHICAGO

ITS FY10 Administrative Technology Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
Payment Gateway (TouchNet Paypath TPG)	Credit Card Processing *Finance*		5		Citrix access via VPN, more secure, PCI compliant.	Adding credit card acceptance is controlled by a well defined, easy to use process. PCI compliant.
Alumni Relations (Advance) Predictive Dialing (SmartCall)	Advancement *Advancement*		4.5	→	Advancement SmartCall applications current with updates; hardware refreshed; databases are all updated to 10g. Internal audit results are pending.	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)	Enrollment Management *Academic Affairs*		3.5	→	Next Step Loyola added in FY08; new staff in place; grad/grad applications brought in-house will streamline integration. Statistical data is maintained in disparate applications and some reporting is manual.	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 *Enterprise*		3	→	Institutional interviews conducted; strategy near completion; Data Governance Committee established; ITESC reviewed and approved.	Single source of truth for data (data warehouse); agreement and consistent data definitions and reporting elements; certified institutional and operational reporting.
Enterprise Content Mgmnt (DocFinity)	Enterprise Content Mgmnt *Enterprise*		4	→	Roll-out in progress. Multiple functional areas are live. ROI value is meeting expectations.	Enterprise strategy in place and leveraged where appropriate
	Budget Application *Finance*		4.5	←	Budget application is functional with no material change. Opportunities exist to automate and improve integration in budget submission processes.	Fully integrated single system, web based with user friendly front end.
	Faculty Info. System					Single source of truth for faculty information and fully

LOYOLA UNIVERSITY CHICAGO

ITS FY10 Student Technology Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
	Wireless *Enterprise*		5	→	Continued expansion of wireless access on campus and new computer registration process. Over 800 access points. 801.11n access point's being deployed (IC and Campion).	Majority of campus locations offer wireless access. Refresh funding in place. Easy authentication process.
eMail (GroupWise) Spam Filtering (MailFoundry)	Student Email *Student Development*		4		Outsourced options being reviewed and vetted with university stakeholders.	Reliable, quick mail delivery, easy to use, adequate retention and storage.
	Computer Labs *Student Development*		5		Widely available. Student request to access facilities and resources for extended hours continues to grow.	Access to labs and resources is widely available and reliable.
Student System (PS Campus Solutions) Student Portal (PS Enterprise Portal) Student Loan Mgmt. (ECSI)	Student Information System *Enterprise*		4.25	→	Progress has been made in utilizing more of the modules for student record keeping such as in the advising areas (IC's and Collections Modules).	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.
eCommerce System (Blackboard Commerce)	Campus Card *Finance*		4	→	Replacement system from CBORD is being implemented with completion scheduled in Dec 2009. Redundant new servers, complete IP based system, no SSN's required.	Fully duplicated system running current software with commercial DB such as Oracle. (SSN's, older hw, little expertise in app or OS, unsupported by vendor, no test system or redundancy).
	Student Support Services (RESNET) *Student Development*		5		Service is used regularly. Migrated service to Help Desk system (HEAT) and are providing more face-to-face consultations for network registration.	Technology services are readily available to resident hall students. Knowledgebase for support is professional and accessible.
	Emergency Notification System *Facilities*		4		System operating with improved reporting. Efforts underway to increase participation and to refine annual purging process and automating updates.	System in place with automated updates. Tiered capability to notify various groups as appropriate. Reliable and complete reporting.
Wellness Center (Point and Click)	Wellness *Student Development*		5	New	No outstanding issues known at this time.	Student services offered on-line, records are electronic and secure.
Housing (RMS)	Housing Administration *Student Development*		3.5	→	Plans for web based room application/selection for all students is underway. Newly admitted students provide contracts online. Reporting enhancements underway.	Web-based self-service room selection, predictive occupancy reporting.
As of November 2009	Overall		4.4	→		

LOYOLA UNIVERSITY CHICAGO

ITS FY10 Infrastructure Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
Network (Cisco Core) Network Access Control (Bradford)	Network: - Inter-campus - Internet - Internal campus *Enterprise*		4.5	←	Heightened demand of internet may require bandwidth increases in FY11.	Adequate bandwidth with failover capabilities. Self-healing capabilities.
Network Services (Novell, eDirectory, DNS)	Identity Management *Human Resources*		2.5	←	LDAP and IDM solution with single id/password for all systems in place for LUC. Completed initial phase for shared identity (login id) management enabling LUC/LUMC to "share" user ids and passwords, preventing the creation of duplicate ids. Current project underway is required to improve access to shared services and collaboration tools.	Matrix built; Provisioning tools and processes are established, enabled and measured.
	Voice/Telecom *Enterprise*		4	→	G650's being deployed to south end of campus to support Mundelein, Coffey, Sullivan. WTC upgrade being reviewed and possibly tied to WTC data center upgrade.	Latest standards-based offerings from provider. Expansion and upgrade options.

LOYOLA UNIVERSITY CHICAGO

ITS FY10 Continuous Service Improvement Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
	Technology Service and Support (Help Desk) *Enterprise*		4	→	System implemented and being used by clients. Additional end-user awareness and report capabilities needed. Internal process opportunities.	Full function web-based tracking and reporting system with self-service capabilities.
			4		Hours of operation extended, but demand for expanded support hours from students and faculty and staff (video events) continues.	Extended hour support as appropriate for defined client groups and systems.
	Skill sets, professional development *ITS*		4	→	Development plans are in place to improve needed skills and competencies. Succession plans being updated for key roles. Skillset overlap (coverage) is limited.	Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and executed.
	Project Management *ITS*		4		Process continues to mature. Improvements identified via internal ITS survey.	Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
	Research & Development		2.5	→	R&D efforts improved in Media Services. Dedicated R&D resources/roles do not exist across ITS. New enterprise architecture processes are nine to drive change.	ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.

LOYOLA UNIVERSITY CHICAGO

ITS FY10 Governance & Funding Scorecard

Technology Roadmap Alignment to Core Items	Technology / Operation	Health	Score	FY Change	Current State	Healthy Definition
	Technology Strategy *Enterprise*		4	→	Technology review and acquisition process created.	An information technology review process defines and aligns core technology selections.
	Institutional Impact *Enterprise*		4		Project priorities being vetted at the sub-committees and ITESC level. Business cases and benefits developed for strategic projects.	Business cases are developed, prioritized, and really used to make IT investment decisions.
	Enterprise Architecture *Enterprise*		3	→	Technology Roadmap established. ARB reconfigured and operational.	Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
	Budgeting *Enterprise*		4		ITS budgeting process is consistent and remains collaborative with the functional areas. Student Technology Fee implemented in FY 10.	Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets.
	Technology Investments *Enterprise*		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 *Enterprise*		4.5	→	Partnership with purchasing continues to be effective. The technology fee has created an innovative way to fund IT initiatives. Grant research has been initiated.	Technology procurement is standardized and strategically aligned and leveraged (Procard and grant process exceptions). Refresh programs in place for core technologies.
	Vendor Partnerships *Enterprise*		4.5	→	AJCU shared services efforts continue. Regular reviews of major contracts have proven effective.	Strategic relationships with IT vendors have been fully established and leveraged.
	Contract Management *Enterprise*		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 *Enterprise*		3		Project prioritization continues to drive resource placement. Opportunities to take next steps with resource planning exist.	Labor resources are focused on adding new value while running current operations.
As of November 2009	Overall		3.9	→		

Targeted Technology Trends

January 2011

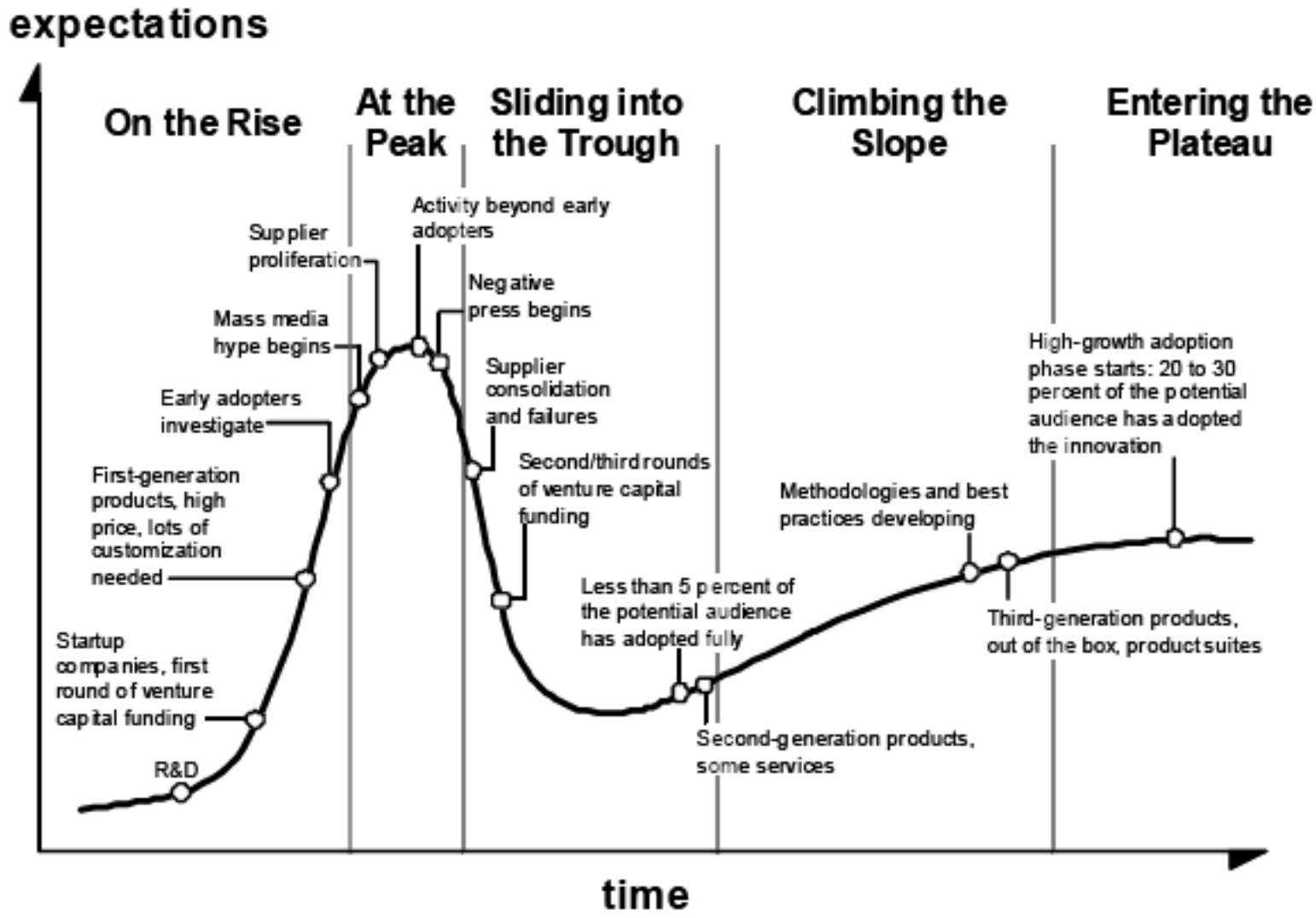
Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Loyola Confidential Material. Do not distribute.

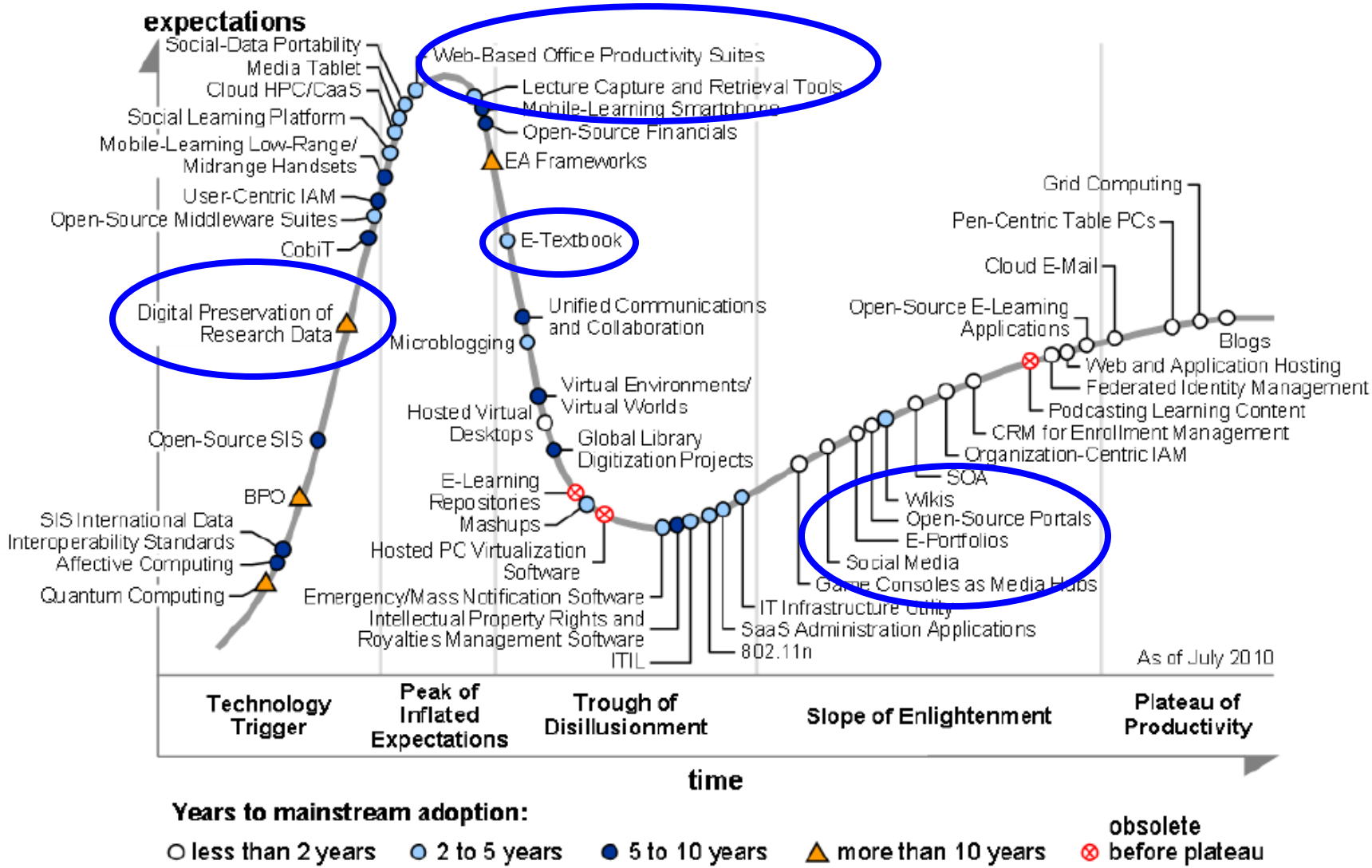
Technology Maturity: Gartner Hype Cycles



Source: Gartner (July 2009)

2010 Gartner Hype Cycle for Education

Figure 1. Hype Cycle for Education, 2010



Source: Gartner (July 2010)

Campus Computing 2010

Response for ALL University Classifications

Single Most Important IT Issue for Private Universities:

1. Network & Data Security (17.8%)
2. Supporting Online/Distance Education (15.6%)
3. Financing Replacement of Aging IT (13.3%)

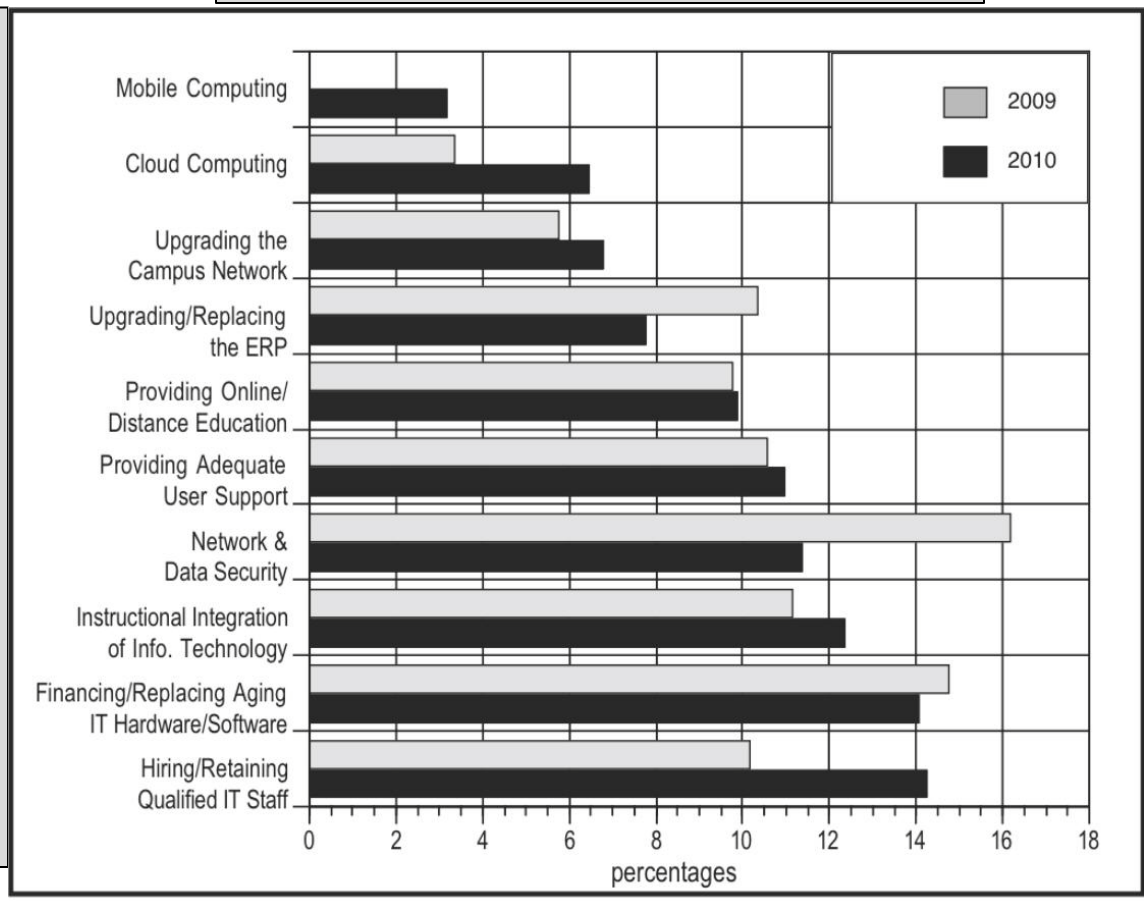


Figure 2: Single Most Important IT Issue, 2009 vs. 2010 (percentages)

Source: Campus Computing Survey 2010

Emergency Notification Services

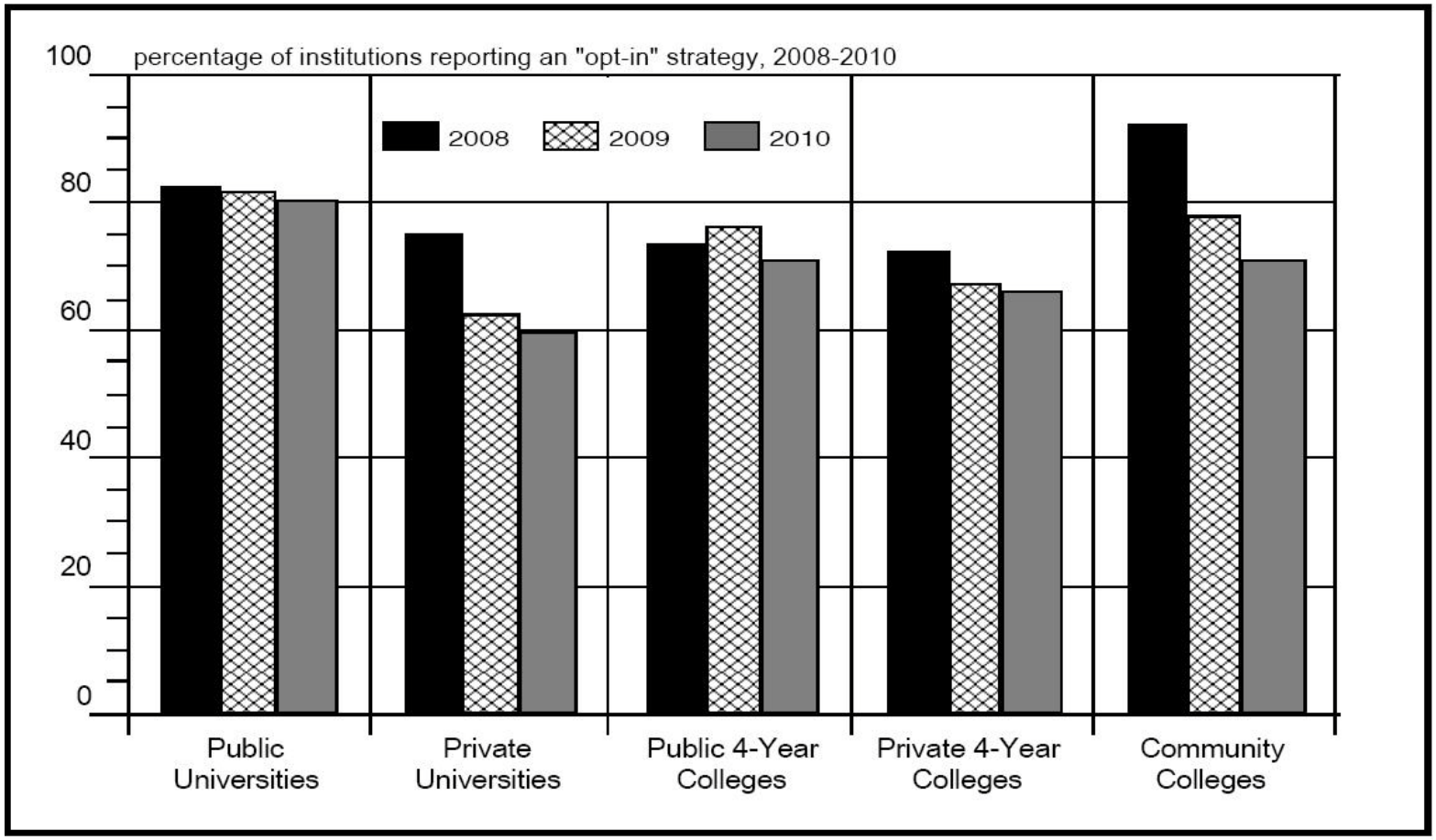


Figure 9: Opt-In (Voluntary) Registration Policy for Emergency Notification Services (percentages by sector, 2008-2010)

Source: Campus Computing Survey 2010

Learning Management Systems (LMS)

- Across sectors in Fall 2010, Blackboard ranges 47.8 % - 68.8% market share
- Open Source LMS's (Moodle and Sakai) now account for a fifth (21%) of campus standard LMS's (up from 13.3% in 2008)
- Blackboard's share of the higher ed. LMS market continues to decline
- Almost three-fourths (73.4 percent) report their institutions are "reviewing options for the campus standard LMS" in response to budget pressures

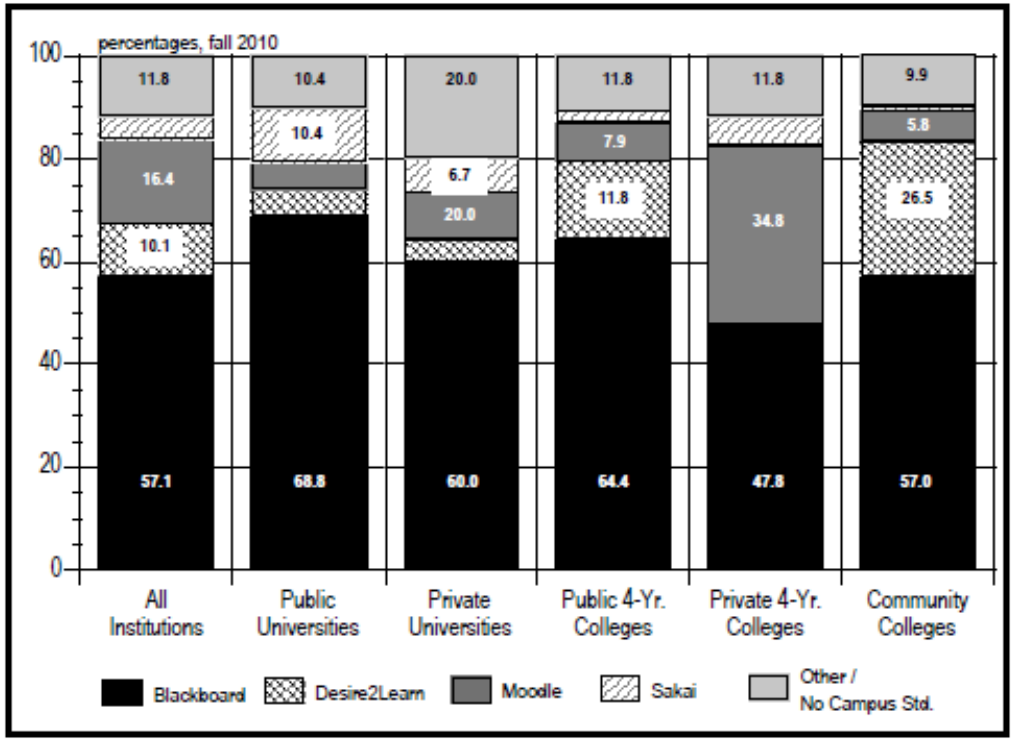


Figure 16: Campus LMS Providers, 2010 (percentages for campuses reporting a "single product campus-wide LMS standard," by sector).

Source: Campus Computing Survey 2010

LMS Utilization

- Usage does not indicate depth of deployment , how many features, how much functionality used
- "80/20 rule"; activity to functionality

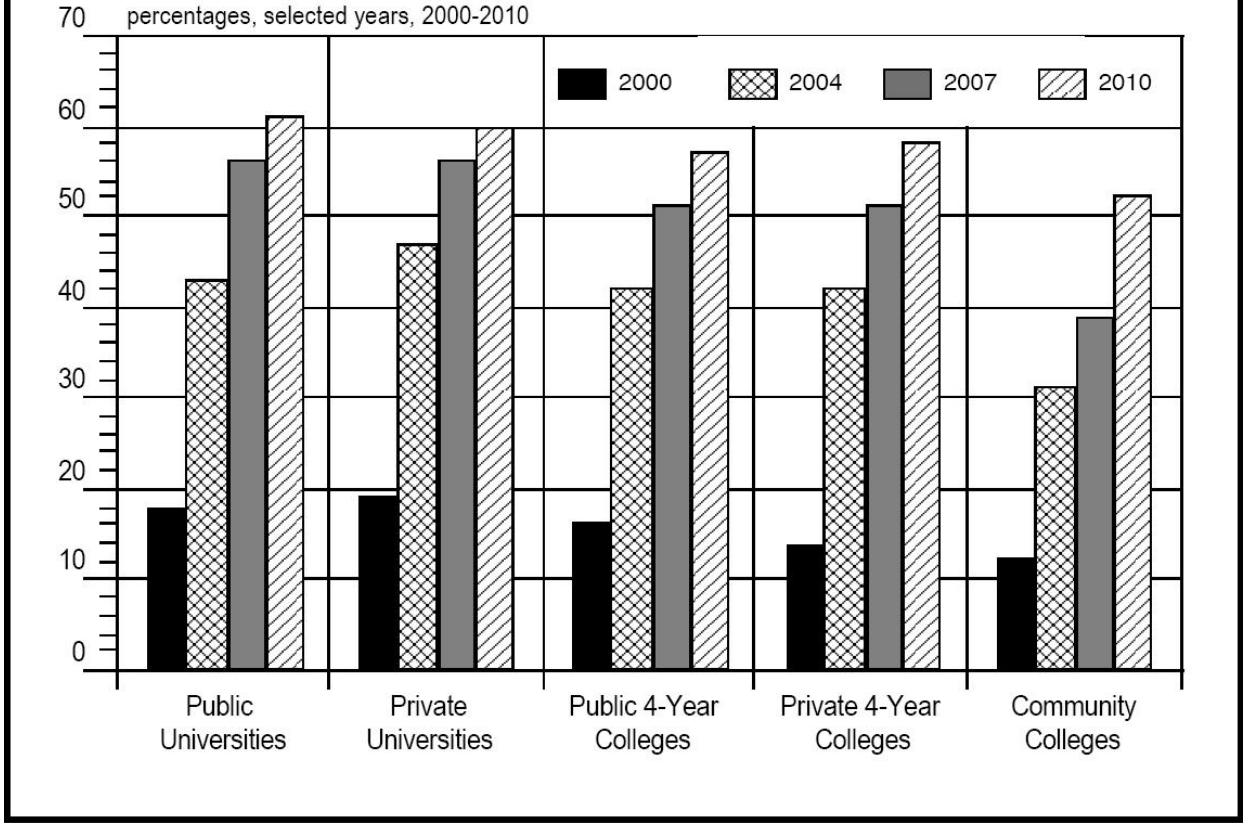


Figure 15: Rising Use of CMS/LMS in Instruction (percentage of courses using the CMS/LMS, by sector, selected years 2000-2010)

Source: Campus Computing Survey 2010

Mobile Applications

- Over 70% respondents "agree/strongly agree" that mobile (LMS) apps are important to enhance instructional services/campus resources.
- Mobile apps viewed as new campus portal
- Blackboard is early entry vendor
- According to Student Monitor 2010 survey of undergrads, students increasingly expect their universities to provide the kinds of "app-based" resources and services they enjoy as consumers

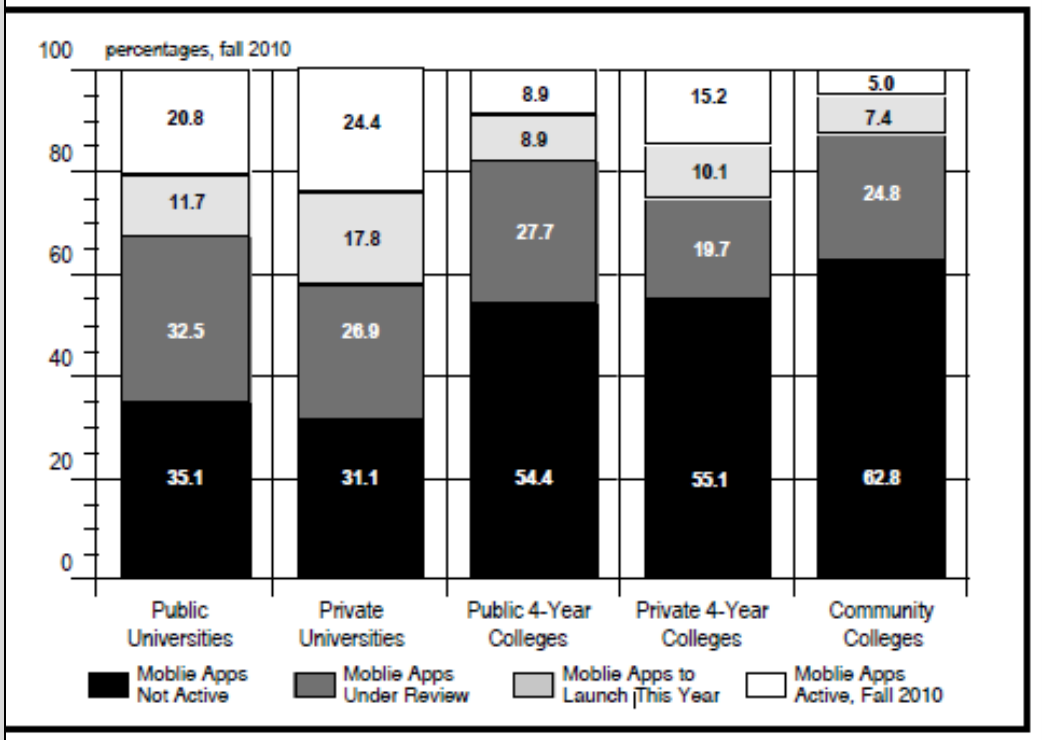


Figure 20: Mobile App Deployment (percentages by sector, fall 2010)

Source: Campus Computing Survey 2010

ePortfolios

- Attention and traction growing in recent years as part of the increased campus discussions about assessment and student outcomes.
- LUC pilot of eSymplicity last two years.
- Selection of enterprise solution scheduled for March 2011.
- Rollout planned for Summer 2011.

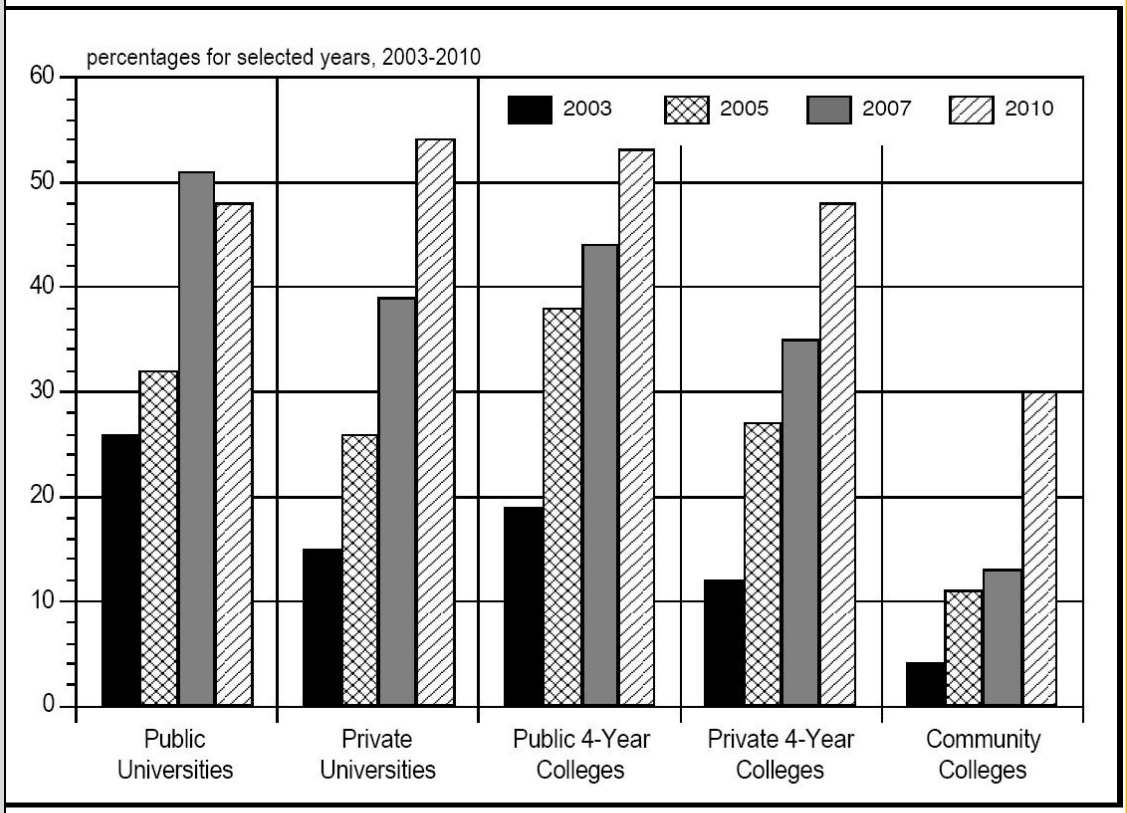


Figure 32: ePortfolio Resources Are Available on the Campus Portal (percentages by sector, 2005-2009)

Source: Campus Computing Survey 2010

Web 2.0 Tools (Social Media)

Beyond Facebook and YouTube adoption is slower.

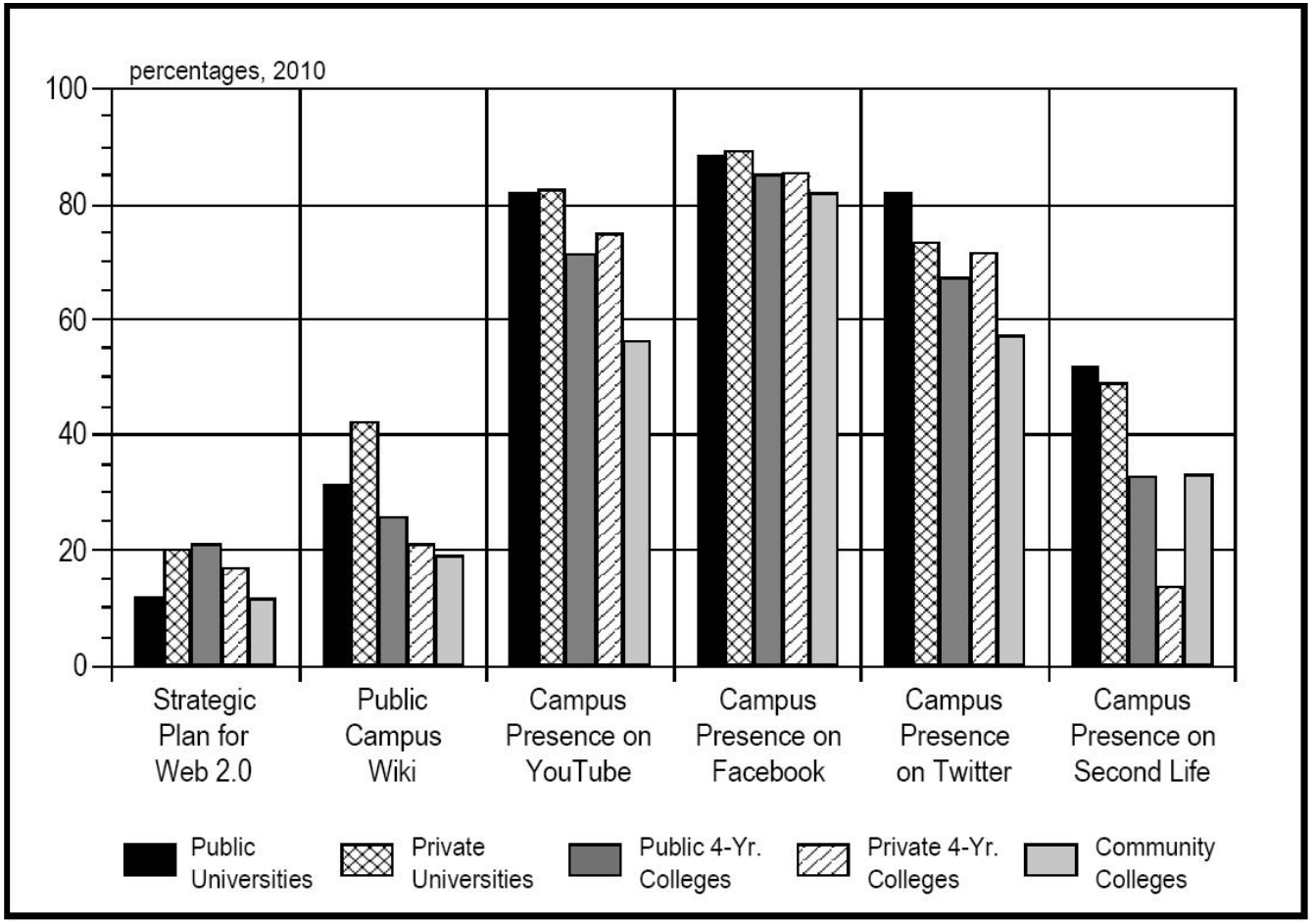
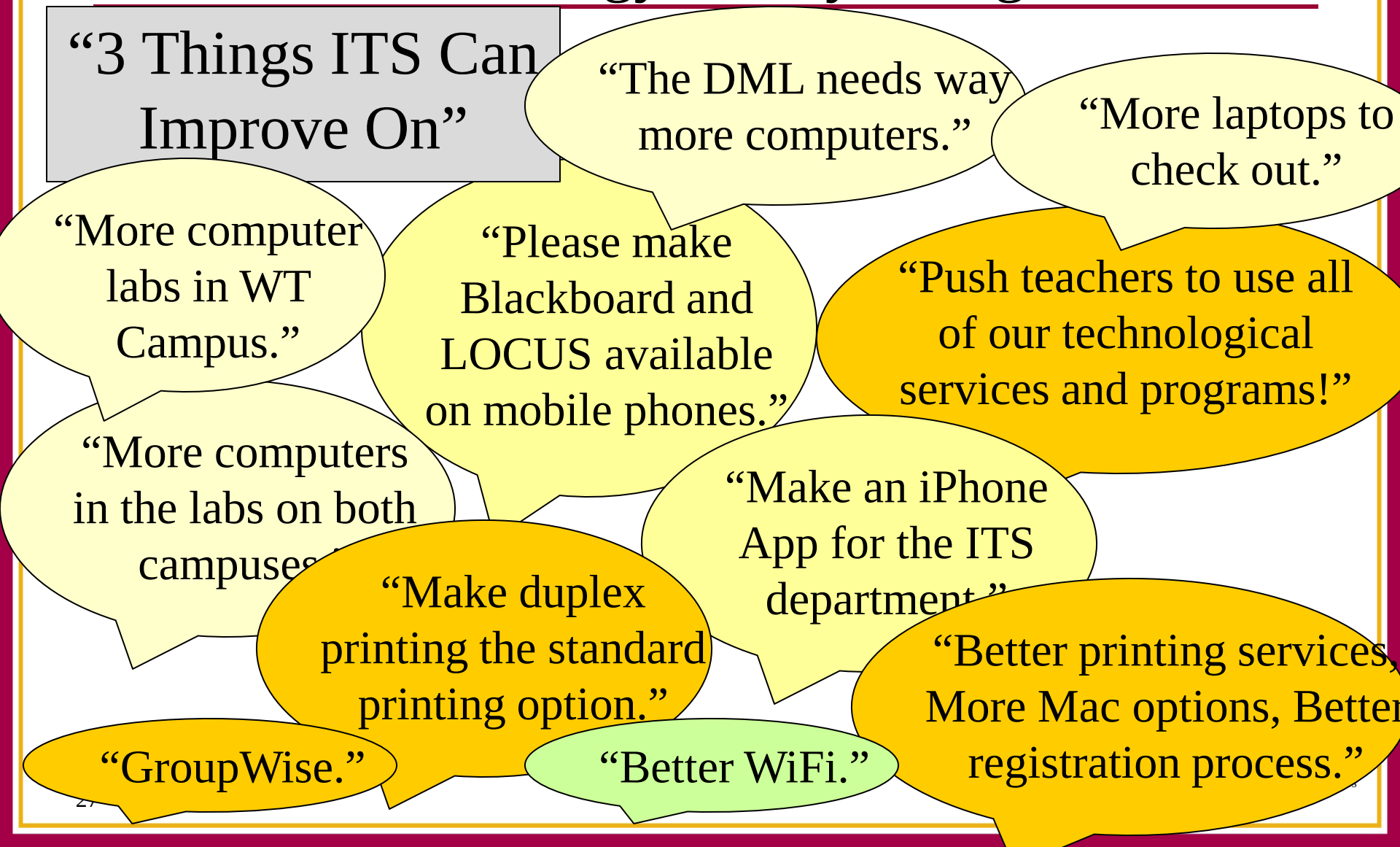


Figure 33: Web 2.0 Activities (percentages by sector, fall 2010)

Source: Campus Computing Survey 2010

What Did Loyola Students Say?

Student Technology Survey – August 2010



ECAR Study of Undergraduate Students and IT, 2010

ECAR STUDENT STUDY TRENDS, 2007–2010

- Ownership of an Internet-capable handheld device increased (51% in 2009, 63% in 2010).
- For owners of an Internet-capable handheld device, daily use of the Internet with that device increased (29% in 2009, 43% in 2010).
- Daily use of text messaging increased (53% in 2008, 66% in 2009, 73% in 2010).
- Daily use of instant messaging decreased (48% in 2007, 33% in 2008, 28% in 2009, 24% in 2010).
- Daily use of social networking websites increased (49% in 2007, 57% in 2008, 61% in 2009, 59% in 2010).
- Students enrolled in at least one entirely online course increased (15% in 2008, 20% in 2010).
- Daily use of course or learning management systems increased (21% in 2008, 23% in 2009, 35% in 2010).

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Observations

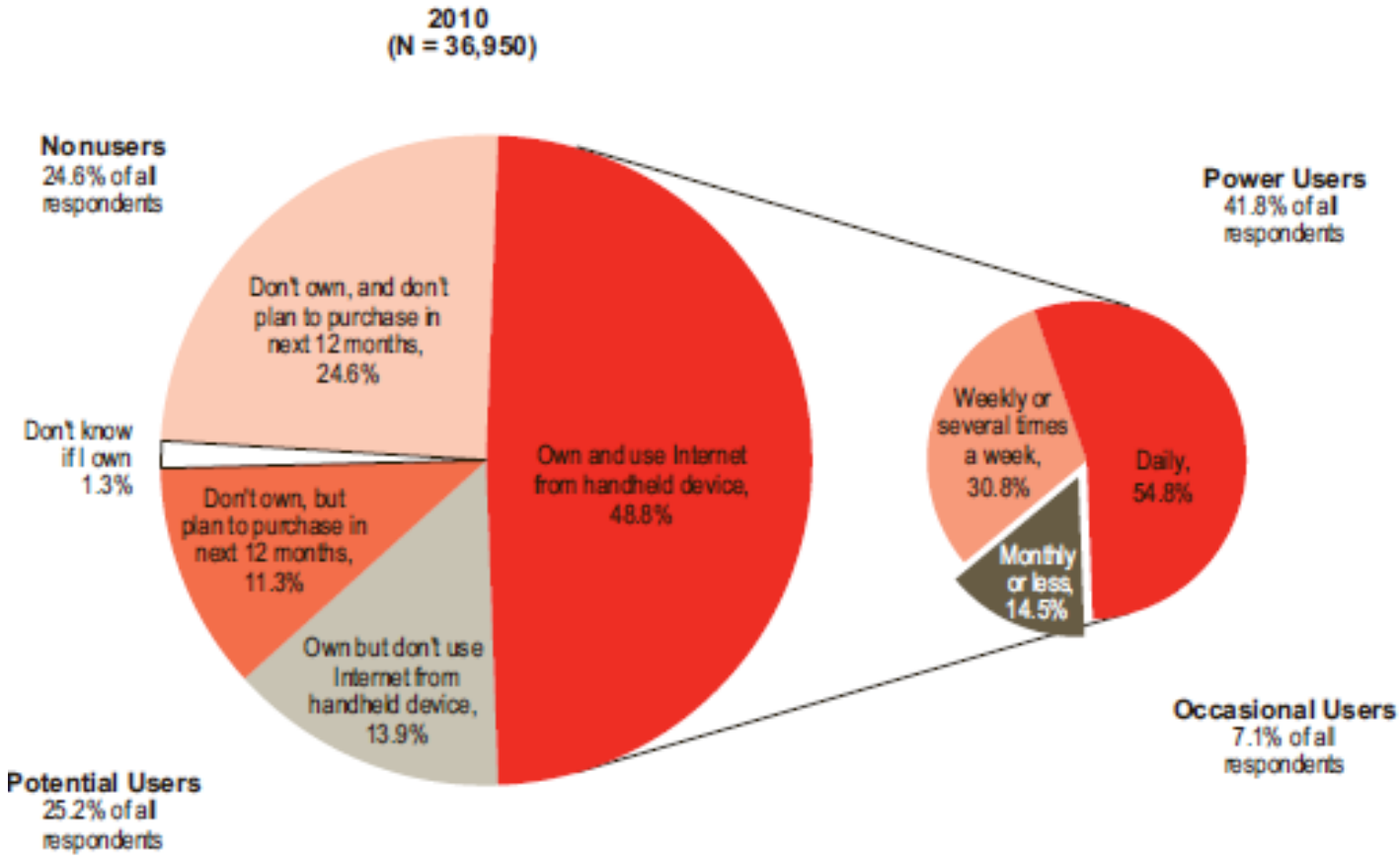
ECAR Study of Undergraduate Students and Information Technology, 2010

1. Web-based technologies' use in courses has arrived.
2. Mobile web use is growing.
3. Instructors continue to need training in effective use of technology.
4. Students also need training in technology.
5. With more online courses, IT services need to be reliable.

LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM
Preparing people to lead extraordinary lives

Mobile Device Use

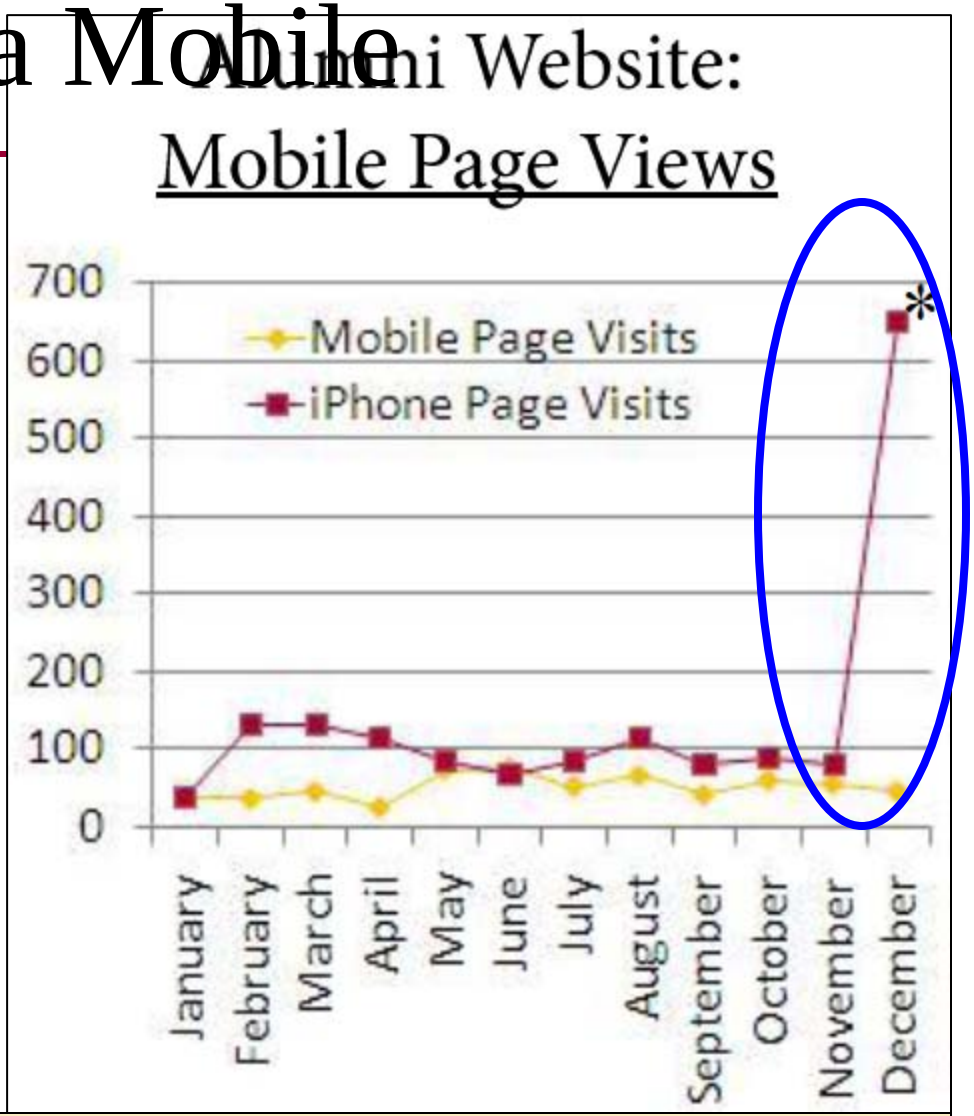
ECAR Study of Undergraduate Students and Information Technology, 2010



Preparing people to lead extraordinary lives

Loyola Mobile

- Over 3,500 iPhone downloads since Fall 2010
- Over 16,000 information requests to the student system for grades, holds, and schedules
- AND….



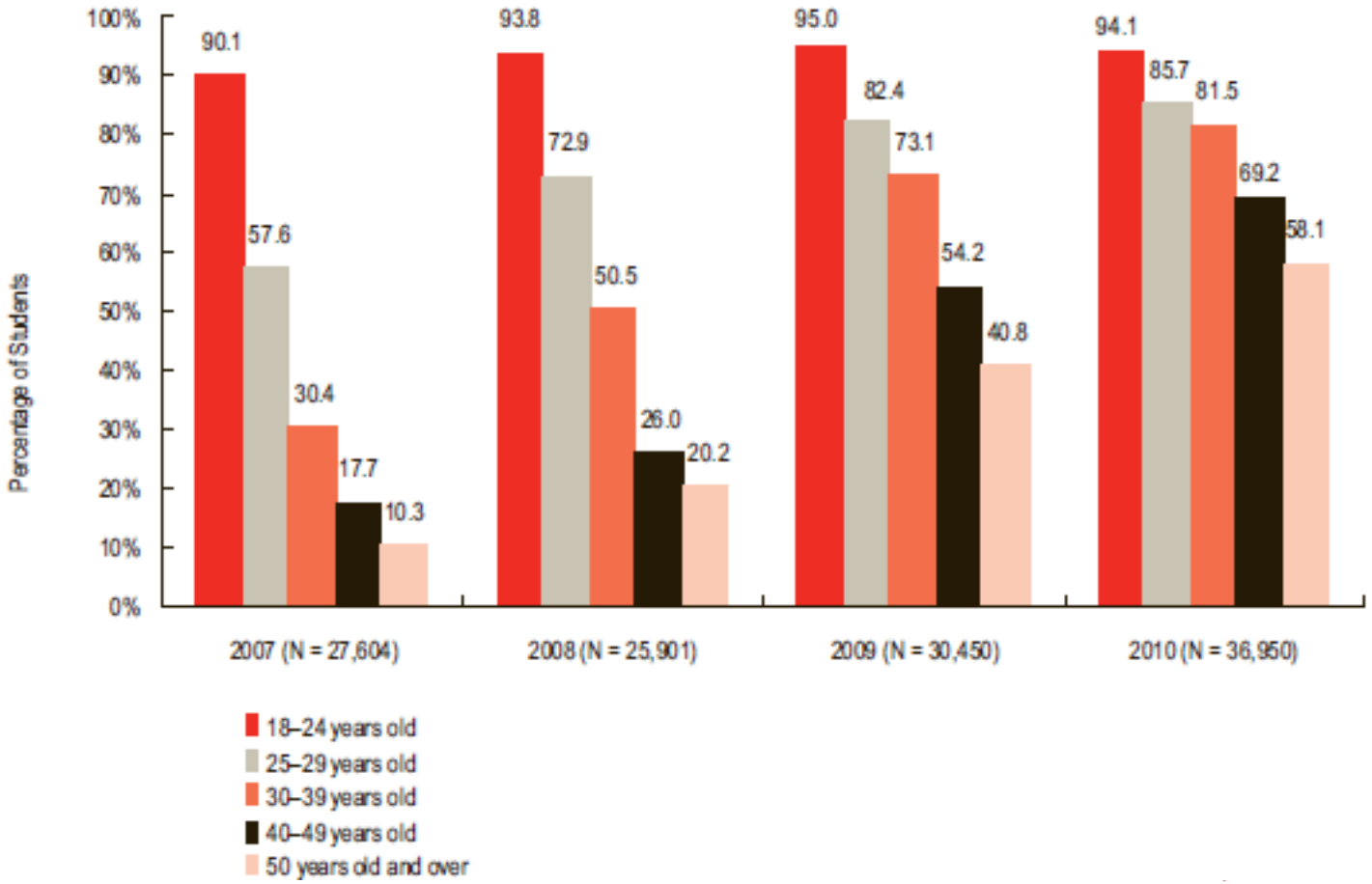
* With the creation of a Loyola University Chicago iPhone app in 2010 and the inclusion of the Alumni Association shortcut, our iPhone pages saw a significant traffic boost.

Source: LUC Alumni Association 2010 Summary Report

Social Networking Use

ECAR Study of Undergraduate Students and Information Technology, 2010

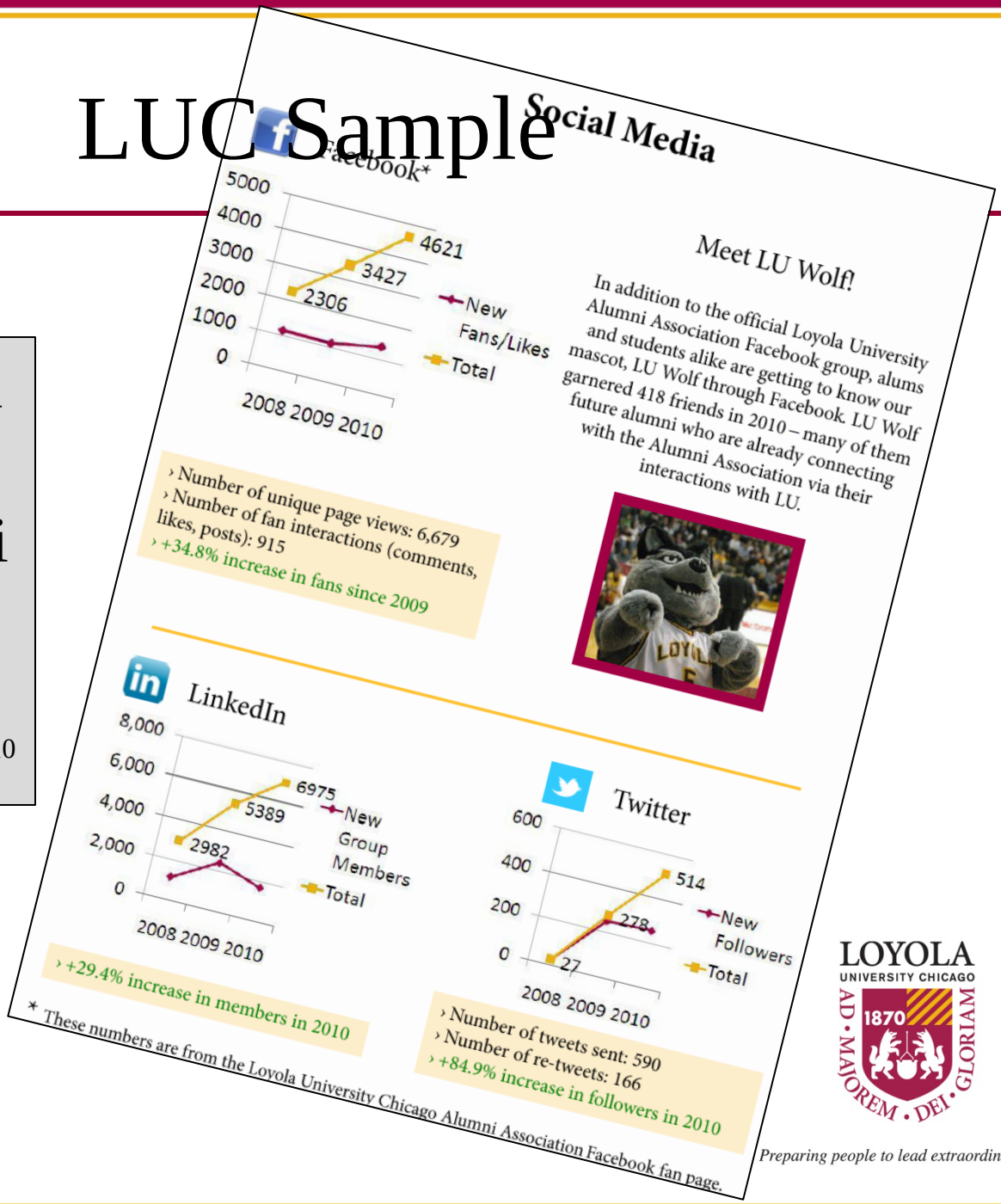
Figure 1-3. Percentage of Students Who Have Used Social Networking Websites, by Age, 2007 to 2010



LUC Sample

Rapid growth in examples of engaging alumni using Social Media tools

Source: LUC Alumni Association 2010 Summary Report



LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

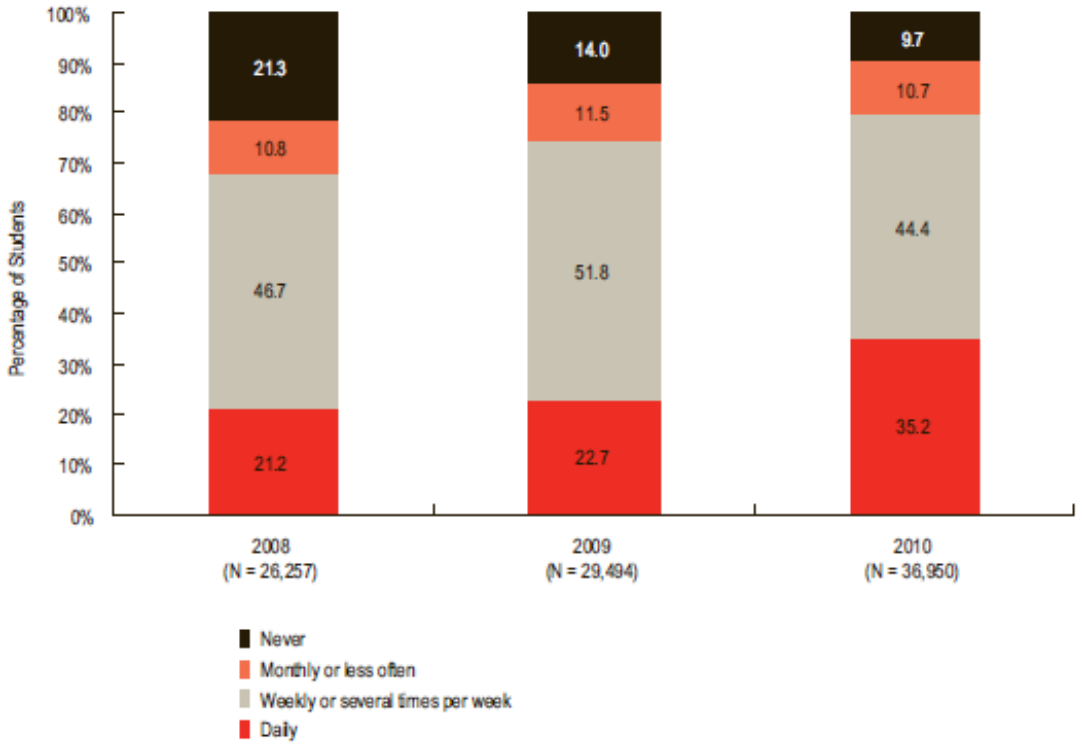
Use of Technology in Coursework

ECAR Study of Undergraduate Students and Information Technology, 2010

Table 6-1. Core Technologies Used in Courses the Quarter/Semester of the Survey, by Class Standing and Overall

	Seniors (N = 15,586)	Freshmen (N = 12,408)	Students from Two-Year Institutions (N = 4,559)	All Students (N = 36,950)*
Used by Many Students				
College/university library website	73.4%	68.7%	59.6%	69.7%
Presentation software (PowerPoint, etc.)	75.0%	61.9%	52.6%	66.8%
Course or learning management system	70.9%	61.5%	61.4%	66.5%
Spreadsheets (Excel, etc.)	52.0%	38.2%	36.5%	44.9%

Figure 6-4. Change in Use of Course Management System from 2008 to 2010



LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Use of Technology in Coursework

ECAR Study of Undergraduate Students and Information Technology, 2010

Convenience is leading factor in using technology in coursework over Student Engagement, Learning, and Workplace Preparedness

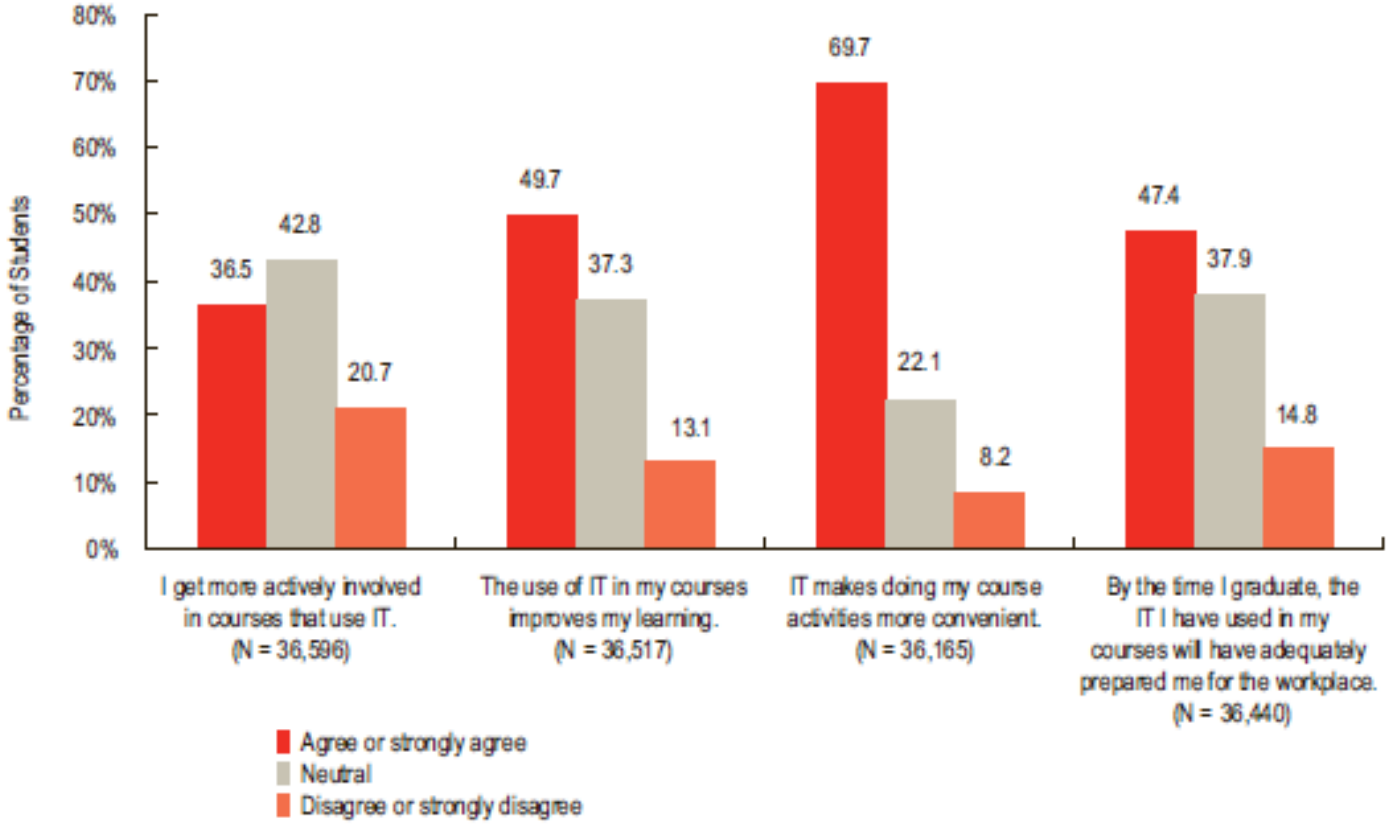


Figure 6-14. Student Perceptions about IT in Courses

LUC Technology Strategy - A Roadmap for Change

September 13, 2010

Emerging
Goal: Research/Watch

- ePortfolio Solutions
- Federated Identity Mgmt (Shibboleth, InCommon)
- Enterprise Conference Calling
- File Storage
- File & eMail Archiving
- File Sharing & Remote File Access
- Online Learning Programs
- Webinar/Online Classroom Tool (Adobe)
- Desktop Productivity (Microsoft Office-2010)
- eFax Solutions
- Antivirus Tools/Virus Protection
- Virtual Private Network
- eMail & Communication Solutions
- Learning Management Alternatives

- eTranscripts Solutions
- Personal Website/Portal (Orion Replacement)

- MS SQL Database (2008)
- Enterprise Database (Oracle 11g)
- Network Access Control
- Network Services (Novell, eDirectory, Active Directory, IDM3
- Microsoft O/S (Windows 7)

- Distributed Antenna System

Tactical
Goal: Optimize

- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Conference Services (Kinetics)
- Study Abroad Online Application (Custom)
- Desktop Productivity (Microsoft Office-2007)
- Admission Decision Application (UGRAD/ GRAD, Custom)
- Learning Mgmt (Blackboard LMS 9.1)
- Web/Content Mgmt Solution (Terminal 4)

- Server Virtualization

- Desktop Virtualization

Strategic
Goal: Invest/Transform

- Enterprise Data Warehouse / Business Intelligence
- Enterprise Content Mgmt (DocFinity 10)
- Admitted Student Portal (Custom)
- Housing-Self Service (RMS Web)
- Mobile Applications (Blackboard, Custom)

- Web Server Platform (Web Logic Suite)

Containment
Goal: No New Development

- Student System Reporting (PS RDS)
- Web/Content Mgmt (Serena Collage)
- Enterprise Content Mgmt (DocFinity 9)

- Enterprise Database (Oracle 10g)
- MS SQL Database (2005)
- Microsoft O/S (Windows XP)
- Virtual Private Network (F5 Firepass)

Retirement
Goal: To Be Eliminated

- eMail (GroupWise 7)

- MS SQL Database (2000)

Core
Goal: Current State Foundation

- Student System (PS Campus Solutions)
- Student Portal (PS Enterprise Portal)
- Enterprise Content Mgmt (DocFinity)
- eCommerce System (CBORD)
- Student System Reporting (PS RDS)
- Business Intelligence (WebFocus)
- Learning Mgmt (Blackboard LMS)
- G/L & HR (Lawson)
- Alumni Relations (Advance)
- Predictive Dialing (SmartCall)
- Student Recruiting (Recruitment Plus)
- Housing (RMS)
- Student Loan Mgmt. (ECSI)
- Payment Gateway (TouchNet Paypath/TPG)

- Faculty Salary Planning (Custom)
- Staff Salary Planning (Custom)
- Wellness Center (Point and Click)
- LUC Libraries (Voyager)
- Access Security (Maxxess)
- Parking (Maxxess)
- Classroom Control System (Crestron)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Web/Content Mgmt (Terminal 4)
- Online Admission Applications (UGRAD/ GRAD, Custom)
- Admitted Student Portal (Custom)
- Mobile Applications (Blackboard, Custom)

- Desktop Productivity (Microsoft Office)
- eMail (GroupWise)

- Network Services (Novell, eDirectory, Active Directory, IDM3)
- Network Access Control (Bradford)
- Virtual Private Network (F5 Firepass)
- Enterprise Database (Oracle, MS SQL)
- Spam Filtering (MailFoundry)

- Network (Cisco Core)
- Desktop/Laptop, Standard Intel (Dell, Lenovo)
- Server, Standard (IBM)
- Storage/SAN (IBM SAN)
- Specialized Equipment (Macintosh/Blackberry)

Solution | Software | Hardware

Significant Technology Changes Underway at LUC

1. Learning Outcomes and Assessment (ePortfolio)
2. Enrollment Management (Recruitment Plus Replacement)
3. Online Classroom Tool (Adobe Connect)
4. Infrastructure Components (Novell Product Replacements)
5. Web Content Management (Terminal 4)
6. Data Warehouse/Business Intelligence Tools (IBI Analytics Packages)

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Budget and Strategic Investments

January 2011

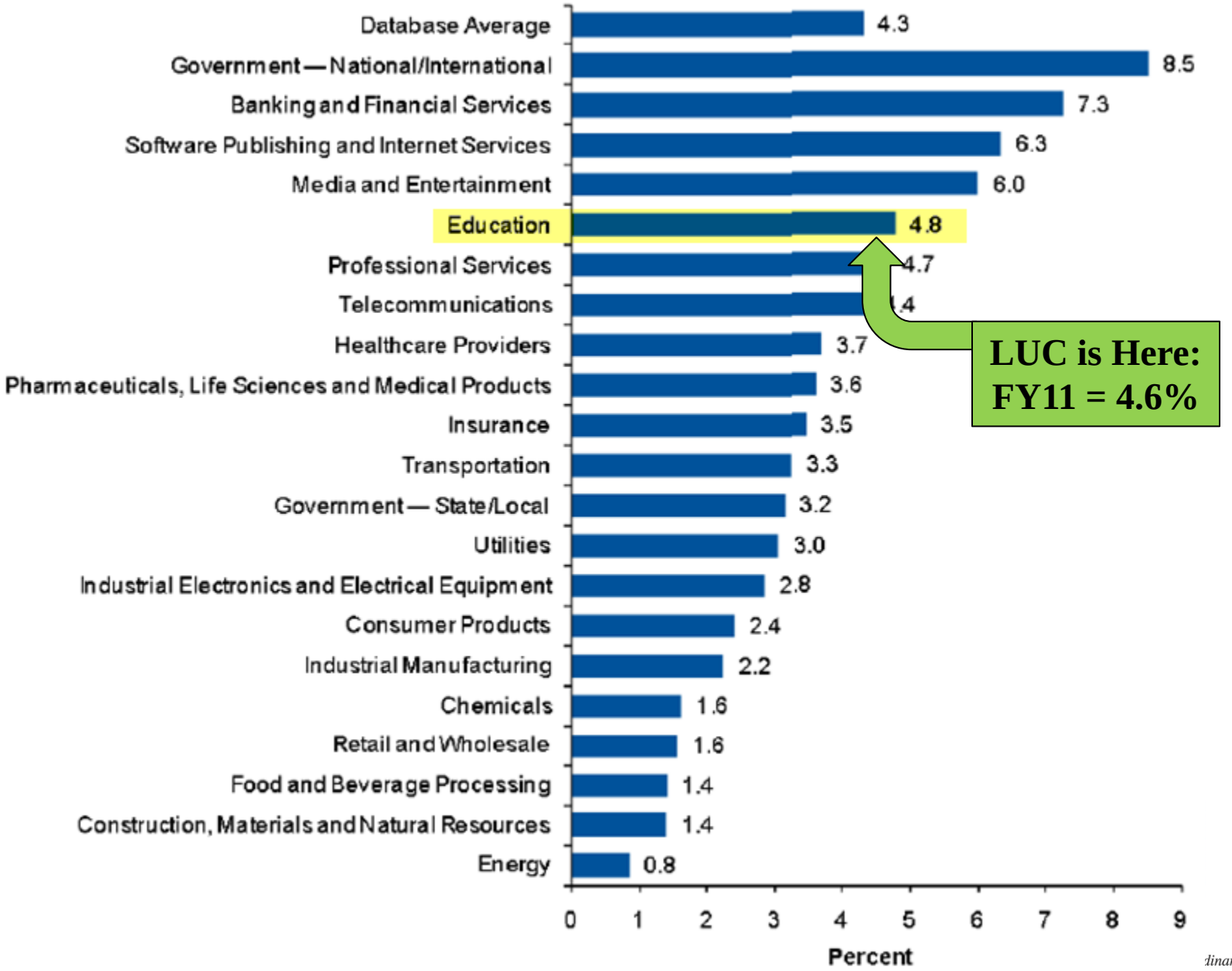
Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Loyola Confidential Material. Do not distribute.

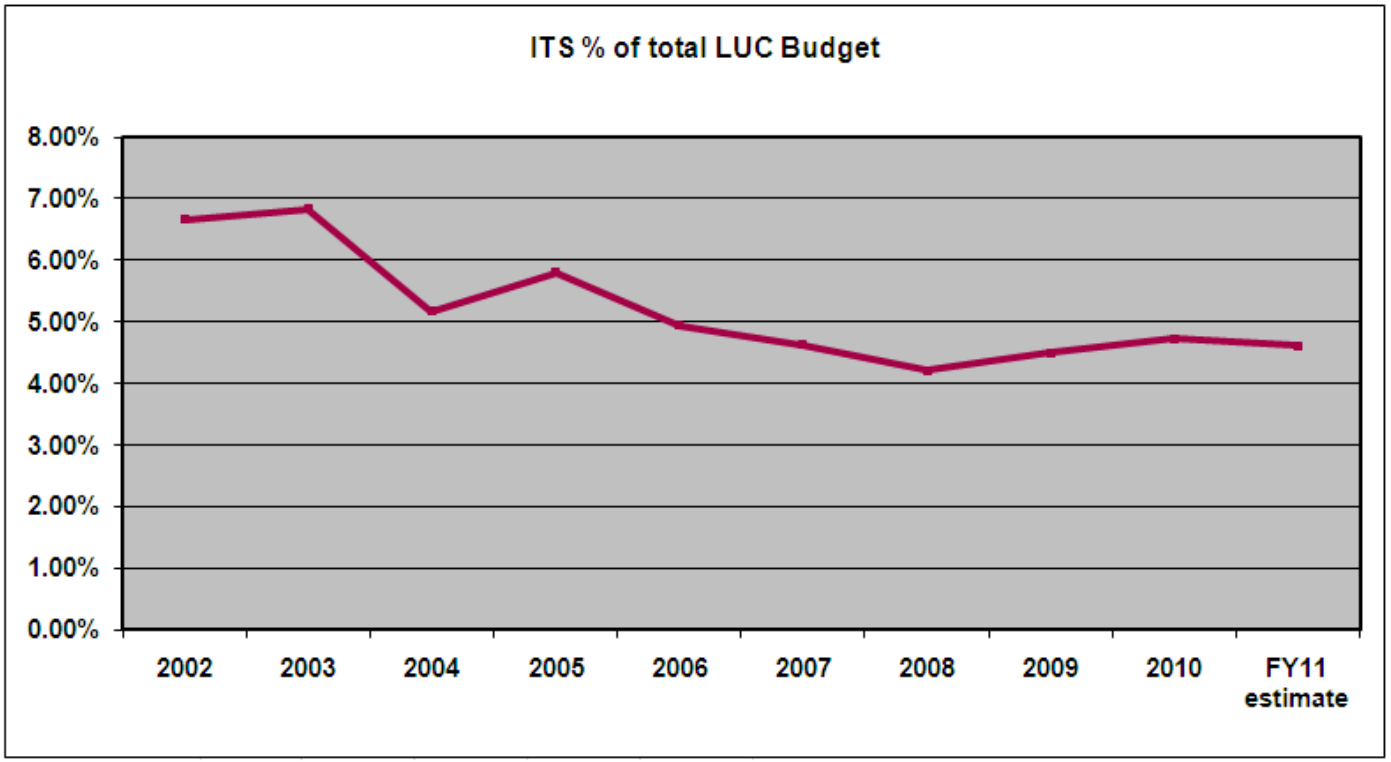
Figure 8. IT Spending as a Percent of Operating Expense, by Industry, 2010



Source: Gartner ITKMD (January 2011)

LUC ITS Budget Benchmarking

	2002	2003	2004	2005	2006	2007	2008	2009	2010	FY11 estimate
LUC Expense Budget	$154.8	$144.5	$142.2	$163.8	$208.0	$249.7	$297.5	$313.8	$327.4	$343.2
ITS BUDGET	$10.3	$9.9	$7.3	$9.5	$10.3	$11.5	$12.5	$14.1	$15.5	$15.8
ITS as % of LUC	6.65%	6.83%	5.16%	5.80%	4.94%	4.62%	4.21%	4.49%	4.72%	4.60%



Note: ITS Budget Includes $2.7 million revenue from the Technology Fee

OLA
TY CHICAGO
DEI GLORIAM
ead extraordinary lives

CIO IT budgets vary by industry and geography

Industry	2011 CIO IT budget change		Percentage of responses		
	Weighted	Unweighted	Increasing	No change	Decreasing
Consumer, retail, media	+2.3%	+5.5%	47%	38%	15%
Education	+0.6%	+0.9%	29%	52%	19%
Energy and commodities	-2.9%	+3.7%	37%	40%	23%
Financial services	+1.0%	+3.9%	44%	42%	14%
Government	+1.0%	+1.2%	28%	51%	21%
Healthcare	+1.0%	+2.9%	38%	49%	13%
Manufacturing	+3.7%	+4.9%	51%	33%	16%
Professional services	+1.0%	+4.4%	42%	44%	14%
Telecom and technology	-0.1%	+4.1%	36%	47%	17%
Transportation and wholesale	+5.2%	+7.1%	46%	42%	12%
Utilities	-2.9%	+5.5%	44%	47%	9%
Geography					
North America	+2.0%	+3.3%	41%	45%	14%
Europe, Middle East and Africa	-0.3%	+3.8%	40%	44%	16%

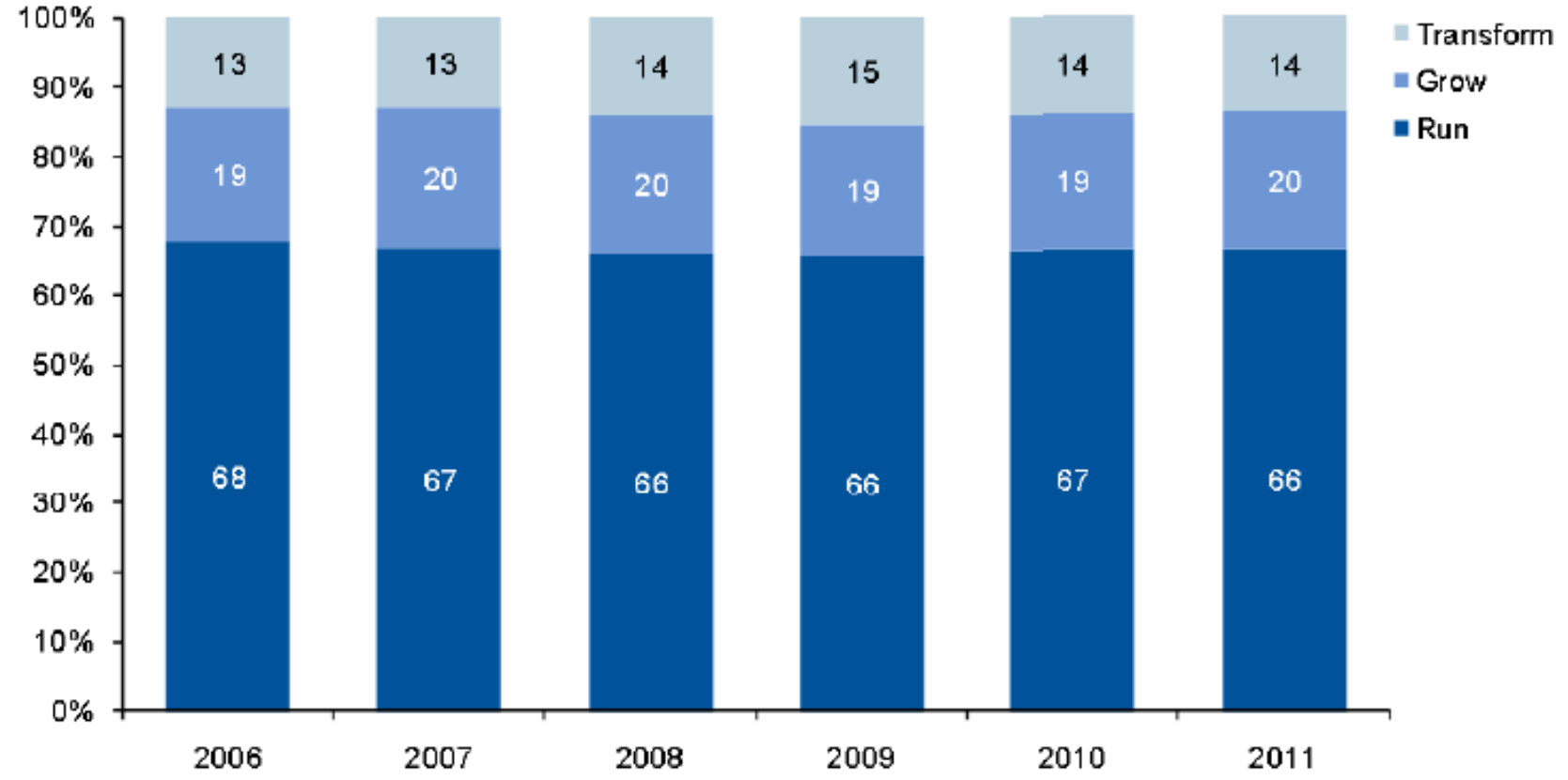
- Weighted CIO IT budget changes incorporate the size of the budget into the overall figure.
- Unweighted CIO IT budget changes are the average of each company regardless of budget size.

LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

IT Budget by Major Activity

Figure 26. IT Spending to Run, Grow and Transform the Business, 2006-2011

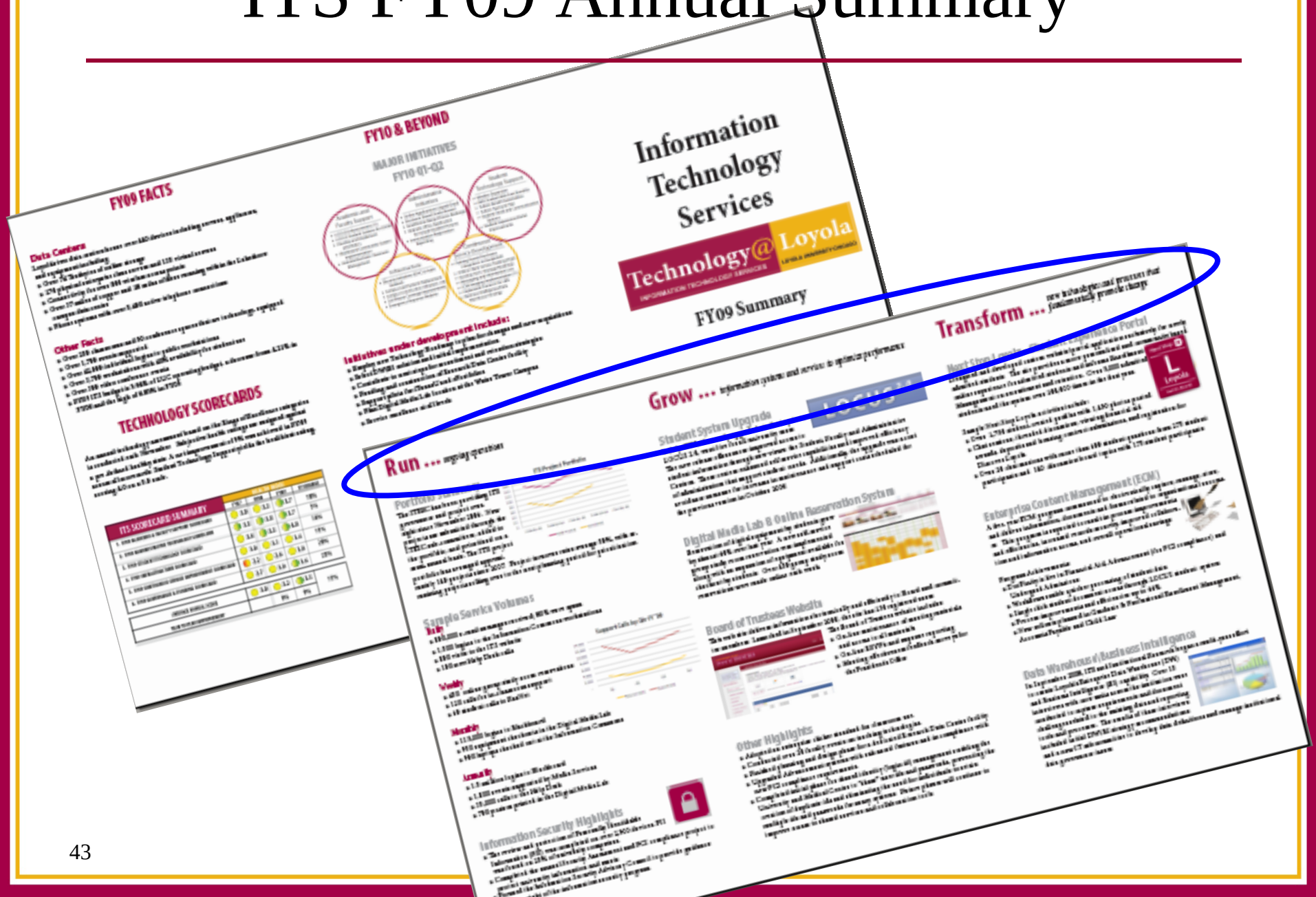


Source: Gartner ITKMD (January 2011)

Table 3. Run-, Grow- and Transform-the-Business IT Spending, by Industry, 2010

Industry	Run	Grow	Transform
Education	76%	14%	10%

ITS FY09 Annual Summary



“Game Changers”

1. Electronic document management projects (ECM) (LUC SP Strategy 1,5)
   - 12 Areas Live in 2010, 17 total
   - Average 75% process improvement on key user metrics
   - 10+ areas scheduled for 2011
   - Featured Case Study with Fujitsu targeted for Spring 2011
2. Expand Mobile Access to Student Services (LUC SP Strategy 5)
   - LUC Featured Case Study in EDUCAUSE Quarterly Review Spring 2011
3. Data Warehousing/Business Intelligence (LUC SP Strategy 1,2)
   - 1st Deliverable Faculty Workload; Summer 2011
4. Enterprise ePortfolio Selection (LUC SP Strategy 1)
   - Target Summer 2011 Availability
5. Summer Online 2011 (LUC SP Strategy 4,5)
   - 15 faculty trained; 15 courses; Evaluate next steps
6. Build and Promote Research Data Center Services (LUC SP Strategy 3,6)
   - Governance Committee established; Funding and Services TBD

LOYOLA UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM
Preparing people to lead extraordinary lives

Strategic Planning/Investment Opportunities

- IT security
- IT disaster plans
- Open Source LMS; long-term strategy
- IT financial plan for investing and supporting research computing needs
- Student portal services/university portal services
- Email and document archiving for eDiscovery requirements
- Role of cellular and smart phones in the larger campus IT plan
- Cloud Computing
- Network redesign
- Online/distance education strategy
- Assisting faculty in integrating technology into instruction
- Remote access and file sharing
- Expansion of self service and browser-based access to information

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

FY11-FY12 ITESC Schedule

- February 17, 2011 - Thursday, 1:30-3:30 PM
  - Project Review Board Update
  - Student Portal
  - Cellular Contracts & Support
  - Technology Briefing
- April 7, 2011 - Thursday, 1:30-3:30 PM
  - System Proposal - ePortfolio & Assessment
  - System Proposal - Recruitment CRM
- May 26, 2011 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization
  - Major Projects Status Reviews
  - Subcommittee Reports
- 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
  - Major Projects Status Reviews
- November 10, 2011 - Thursday, 1:30-3:30 PM
  - Technology Briefing & Scorecards
  - LUMC Update
  - Project Portfolio Prioritization
- January 5, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results
  - Major Projects Status Reviews