ITS Executive Steering Committee (ITESC)

Agenda and Materials
February 12, 2009

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES　　LOYOLA UNIVERSITY CHICAGO

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Agenda

- Ignatian/iTunes/Podcasting Strategy
- Blackboard Transaction/Community System Enterprise Impact Review
- Clicker Recommendation
- Security Review
  - PII Project Update
  - PIRG Future
- Upcoming ITESC Meeting Schedule

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Rich Media@Loyola

- Blackboard
- Ignation
- Web

And ... iTunes-U?

Objectives

- Current Offerings
- Strengths
- Challenges
- iTunes-U?

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Current Environment

⊟ Video   ⊞ Podcasts   ⊞ Blogs   ♀ Wiki

Public

Private

Semi-Private

CMS Web
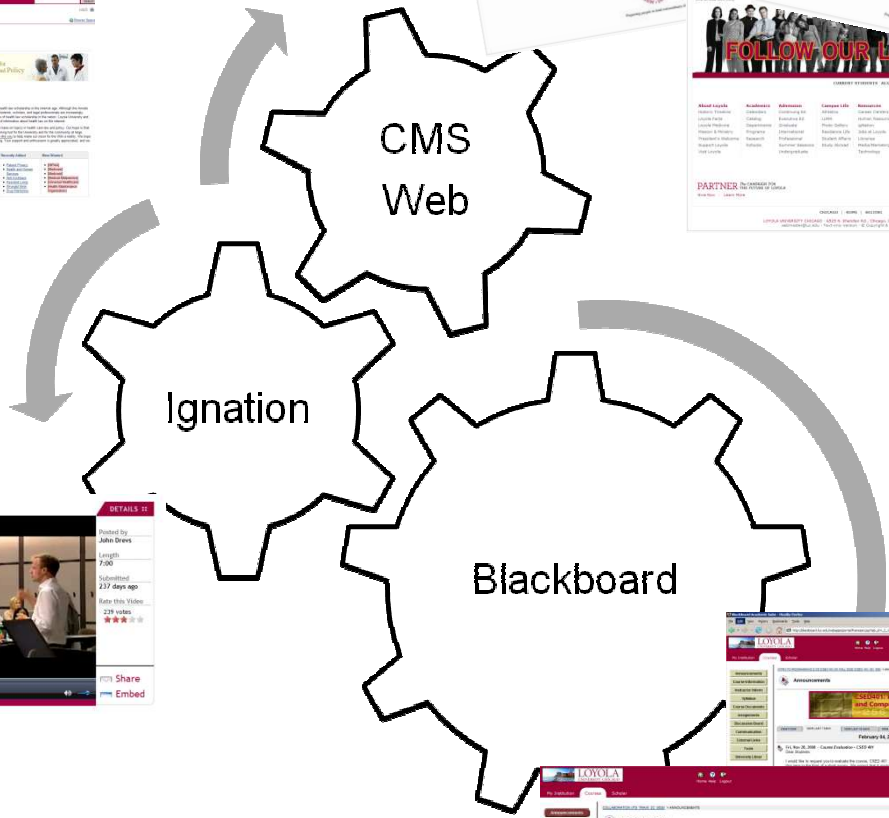
Ignation

Blackboard

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Some Strengths

Blackboard

- Private
- Student-Centered
- Faculty Resource
- Course Content
- Integration
- Collaboration

Ignation
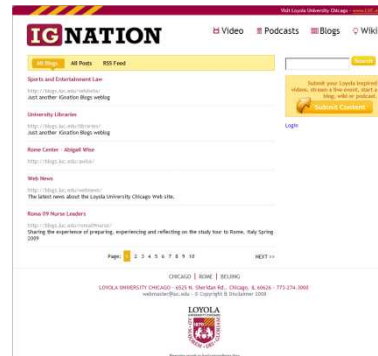
- Semi-Private
- Community-Centered
- Student-Faculty-Staff Resource
- Community Content
- Engagement
- Collaboration
- Ahead of other Institutions

Web

- Public
- Public-Centered
- Public Resource
- Targeted Messages
- Consistency

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Some Challenges

Blackboard

- Incorporating new collaborative technologies
- Cost to manage large chunks of rich content

Ignation
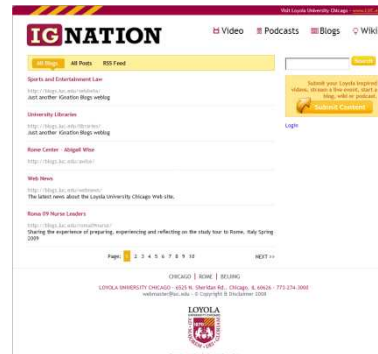
- Process to manage large blocks of content
- Vetting process

Web

- End user submitting content
- Customized content

iTunes-U

iTunes-U
Some Benefits

- Integration with personal technologies
- Comfortable interface for end user
- Can mix with existing environment
- Public, private, or both
- Vendor support interface and infrastructure
- Can customize for Loyola brand
- Another resource choice for faculty & staff

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iTunes-U
Some challenges

- **Managing the public messages**
- **Specific branding options**
- **Public vs. private choices**
- **Managing multiple resource options**
- **Not a solution for Blogs and Wikis**

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iTunes-U
Some Other AJCU Schools

- **Santa Clara University**
- **Seattle University**
- **University of San Francisco**
- **Georgetown**
- **St. Louis University**
- **Boston College**
- **Loyola Marymount**
- **Loyola University New Orleans**

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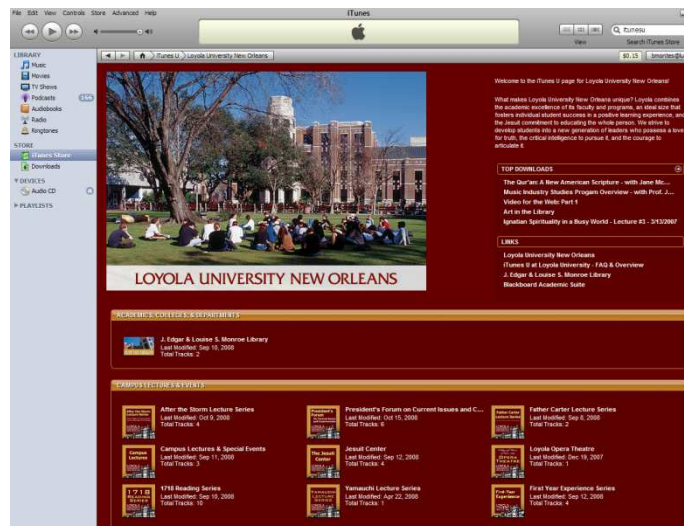
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iTunes-U @ Loyola?

Loyola Servers

Apple Servers

Blackboard Servers

Loyola Web
Public

Ignation

iTunes-U

Semi-Private

Linked

Blackboard
Private

General Public

Loyola Community

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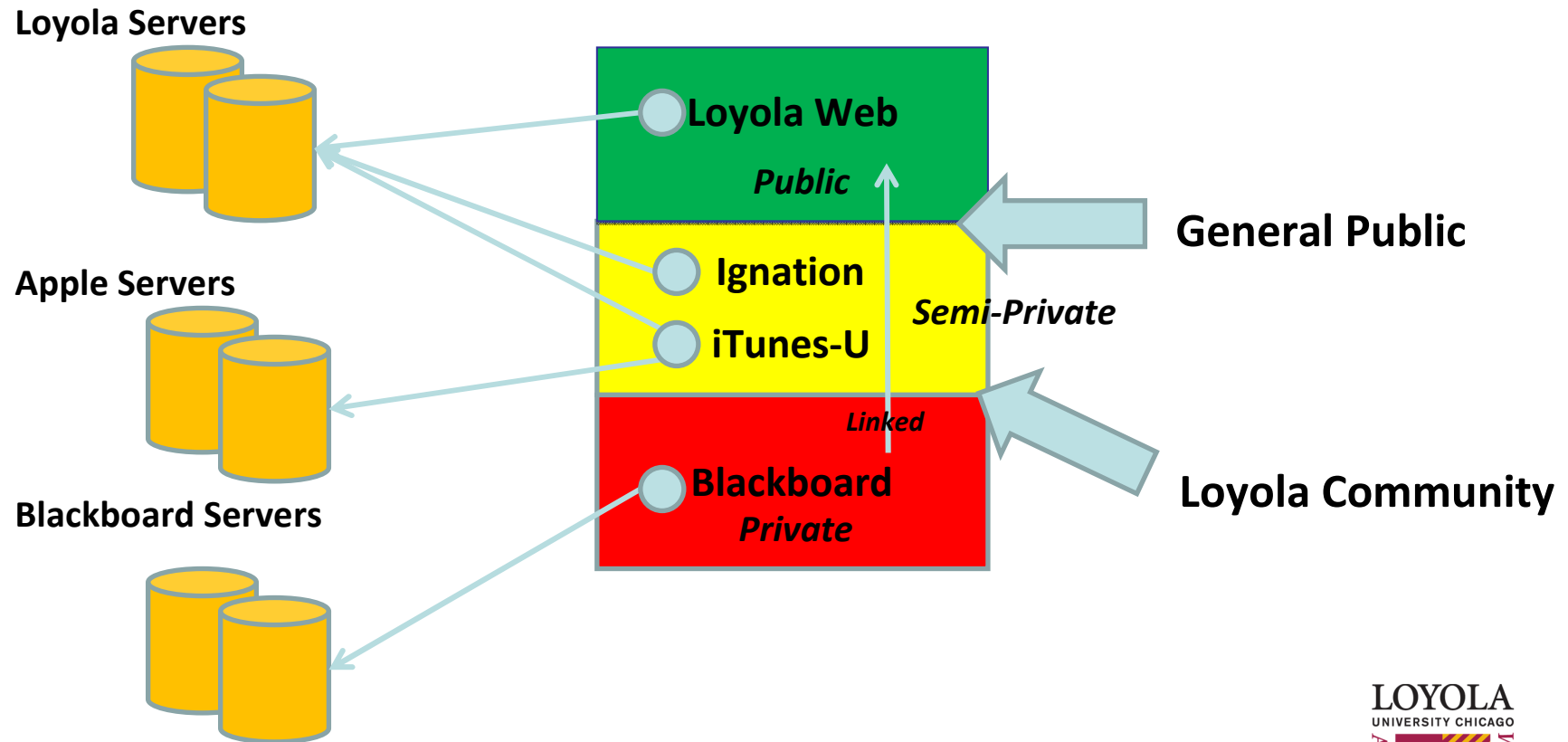
iTunes-U
Moving Forward?
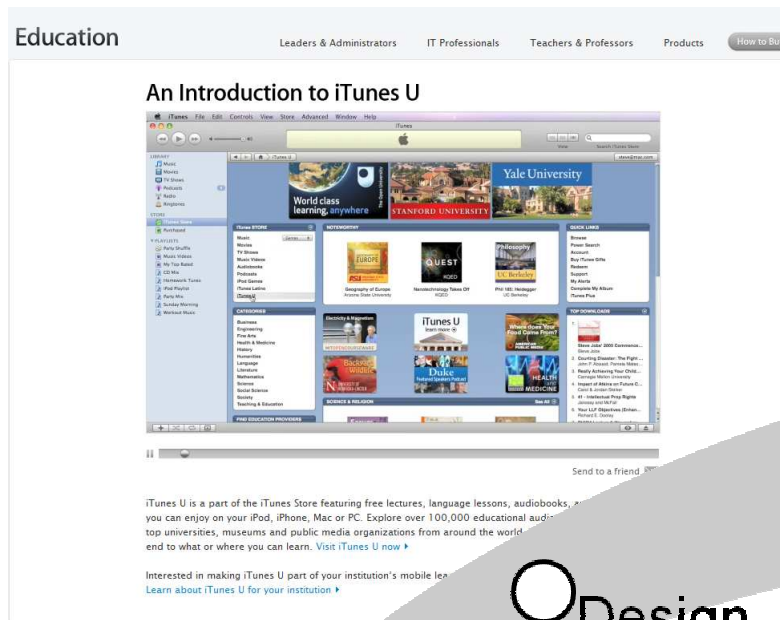
- Complete Agreement
- Design
  - Public Structure
  - Private Structure
- Interfaces
  - Blackboard
  - Ignation

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Current State - Health

- <u>Yellow</u>, moving back to Orange?
- Project is very late
  - 10/31 ➡ 12/31 ➡ 3/31
- Commitment level is inconsistent
  - Data Stewards
  - Management
- High Level of Follow-up Required
- Many PC's are not "current"
  - Causing delays

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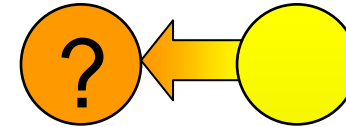
Current State – Summary

Loyola PC's To Be Scanned (Non-Lab)

Remaining, 943, 36%
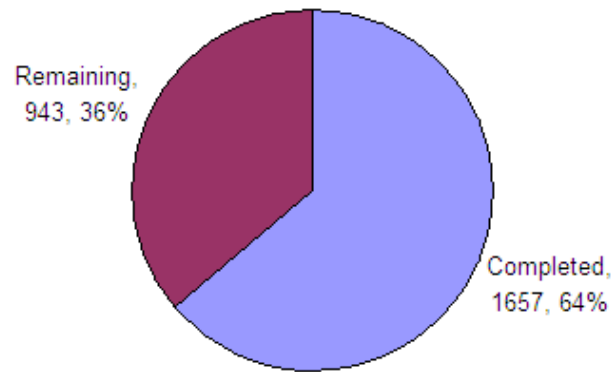
Completed, 1657, 64%

Data as of 2/9/09   2600 Computers

PII Identification

PII Found, 561, 34%

PII Not Found, 1096, 66%
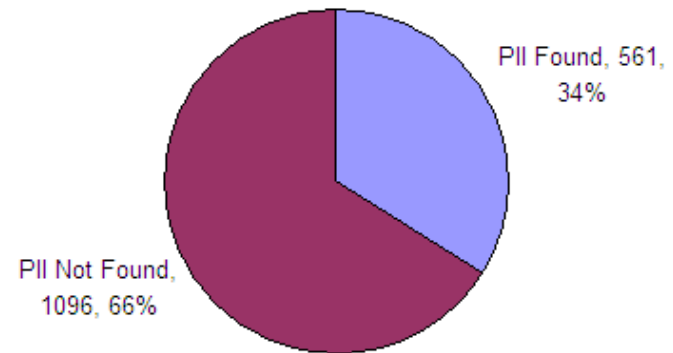
Data as of 2/9/09   1657 Computers

PC Counts	Count	Pct
Total to be Scanned	2600	
Completed	1657	64%
Remaining	943	36%

PC Counts	Count	Pct
Total Scanned	1657	
PII Found	561	34%
PII Not Found	1096	66%

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Current State – Details

PII Details

PC's with Other PII, 178, 29%

PCs with Credit Card #'s, 78, 13%
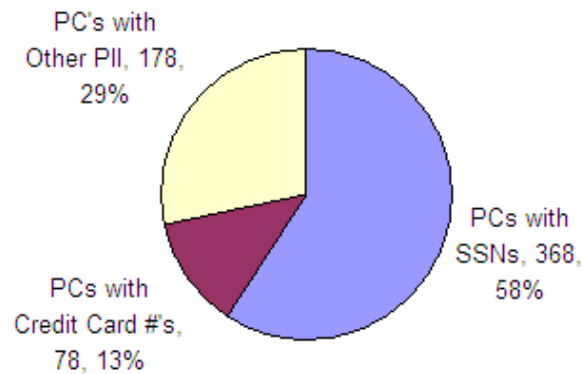
PCs with SSNs, 368, 58%

Data as of 2/9/09 — 561 PII Types
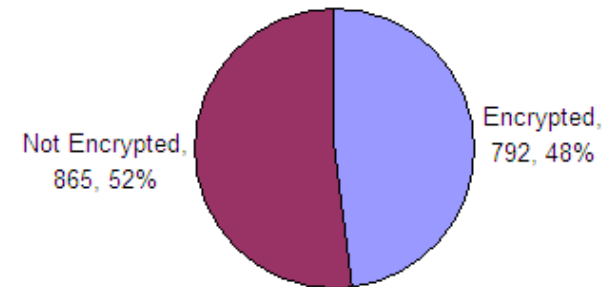
PC Counts	Count	Pct
Total PC's with PII Found	561 *	
PCs with SSNs	368	59%
PCs with Credit Card #'s	78	13%
PC's with Other PII	178	29%

*some PC's had multiple types of PII

Encryption Details

Not Encrypted, 865, 52%

Encrypted, 792, 48%

Data as of 2/9/09 — 1657 Computers

PC Counts	Count	Pct
Total PC's with PII Found	1657	
Encrypted	792	48%
Not Encrypted	865	52%

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Current State – Data Stewards

- **Data Sheets**
  - 34 received, need 23 more sheets (about 1000 PC's)
- **Discrepancy Ratio**
  - At 26%, 431 line items to review
- **Varying levels of:**
  - Awareness and Engagement
  - Management Support
  - Responsiveness
  - Ability
- **Comments from Data Stewards**

Current to Future State - Concerns

- Management Support/Sponsorship
- Data Steward Effort/Workload
- Availability of Staff for Reviews
- Responsiveness/Timing
    - Currently waiting on 40 of 75 data stewards for deliverables
- Accuracy of Data Returned
- Mixed Messages/Inconsistent Training

Future State / Changes

- **Encrypt all workstations and laptops**
  - Convert existing licenses to new Enterprise product
    - Centralized key management improves support and recovery
    - Additional features to be rolled out in the future include the ability to encrypt USB drives and individual files
  - Costs
    - Need to acquire 1600 additional licenses
    - Cost for additional licenses is $9.40 *less* per license due to current market conditions and additional AJCU volume discount
    - *Existing budget supports additional costs*

Future State

- **Data Steward Role**
  - Encryption is currently a minor part of the Data Steward role
  - Data Stewards will still need to:
    - Identify PII via conversations with users and use of tools such as Spider
    - Educate their departments about policies governing PII
      - The policies apply to both *paper* and *electronic* data

- **Management Sponsorship**
  - Need re-affirmation from Deans and Department Heads of commitment to program

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Future State

- **Retraining**
  - Retraining would be conducted before next review period
  - Increase focus on role in risk management and protecting institutional and personal data

- **Completeness and Accuracy**
  - What is the risk tolerance level?
  - What does less than 100% completeness and accuracy mean?

- **Timing**
  - Need to validate the review schedule

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Future of PIRG

- **Information Security Advisory Council**
  - Broader focus on Information Security and Risk Management
  - Provide guidance and oversight to LUC's Information Security program with emphasis on:
    - Risk assessment process and risk prioritization
    - Strategy
    - Policy
  - Ensure policies and program are sufficient to meet applicable legal, regulatory and contractual requirements
  - Monitor and evaluate the effectiveness of LUC's Information Security program
  - Serve as an advocate for LUC's information security program

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Future of PIRG

- Proposed Composition of Council (ideal size 10-12)

Department	Representative
ITS	Leilani Lauger (Chair), Jeff Apa
Academic Affairs	Tim O'Connell
Financial Assistance	Amanda Fijal
Registration & Records	Kris Daggett
Student Affairs	Jeremy Inabinet
Advancement	Ron Iwanski
Finance	Cory O'Brien
Risk Management	Sue Bodin
Legal	Margareth Schubert
Human Resources	Carol Mc Cormack
Faculty	e.g. Faculty Council, FAUPC, Graduate School of Business, Law, Others?

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FY09 ITESC Schedule

- July 23, 2008 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR

- September 3, 2008 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - FY10 Budget Submissions Review
  - FY10 Budget Input from Subcommittees

- October 15, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - LUMC Update

- November 19, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - Review Scorecard/Process

- December 19, 2008 - Tuesday, 1:30-3:30 PM
  - Project Portfolio Prioritization

- January 8, 2009 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR

- February 12, 2009 - Thursday, 1:30-3:30 PM
  - Ignatian/iTunes/Podcasting Strategy
  - Blackboard Trans Server/Community System Enterprise Impact Review
  - Clicker Recommendation
  - PII Update/PIRG Future

- April 1, 2009 - Wednesday, 1:30-3:30 PM
  - SSOM LOCUS SIS Implementation
  - ECM Project Update
  - Google Mail for Students
  - DW/BI Strategy

- April 30, 2009 - Thursday, 1:30-3:30 PM
  - LUMC Update
  - Major Projects Status Reviews

- June 11, 2009 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Project Portfolio Prioritization