ITS Executive Steering Committee (ITESC)

Agenda and Materials April 1, 2009





Agenda

- SSOM LOCUS Student System Implementation
- Student Email Strategy
- Enterprise Content Management (ECM) Implementation
- Annual PCI Compliance
- Upcoming ITESC Meeting Schedule



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SSOM LOCUS Agenda

- Project Scope
- Major Accomplishments
- Current Status and Health
- SSOM Student View
- What's Next



Project Scope

Migrate the SSOM students financial aid processing and student billing data into the LOCUS Student Information System and retire the proprietary modules in the LUMC environment by the start of the SSOM academic and fiscal year: July 2009

Major Accomplishments

Percent Completed by Milestone

Major Milestones	Percent Complete
SSOM students in LOCUS	100%
FA Awards from LOCUS	100%
Bursar and Student Billing	25%
Retire Legacy systems	0%

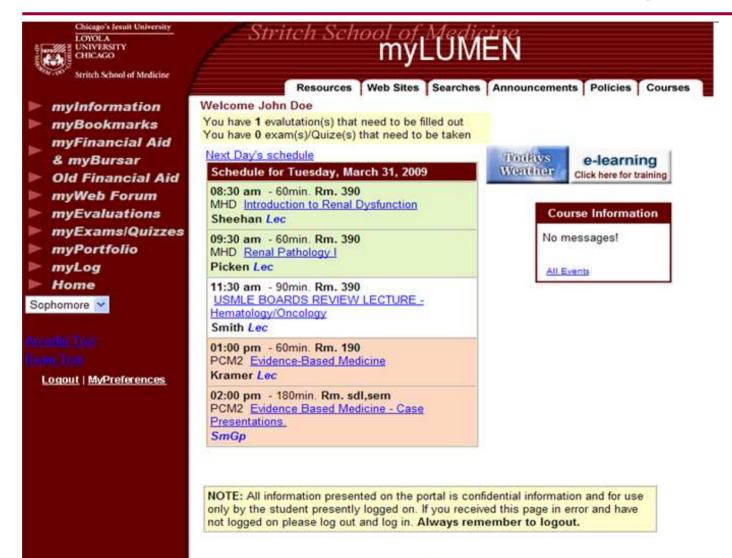


Current Status and Health

- Health: Green On Target, No Risk
- All SSOM student records in LOCUS
 - 570 current students
 - 350* Fall 2009 'candidate' students
 - 150 (approx) final candidate students
- Student FA Awards generated from LOCUS
- Student have access to LOCUS
 - Can view FA award information
 - Can view Bio/Demo information



SSOM Student Portal - myLumen





LOCUS Student Portal

LOCUS^{2.0}

Loyola Hom

Welcome to LOCUS

Universal ID:

Password:

Sign In

Please use your Loyola Universal ID and password to log in to LOCUS. This is the same ID and password you use to log in to Loyola's campus computers. If you do not have a Loyola Universal ID you can sign in as a Visitor.

 Maintain your password using the <u>Personal</u> Account Manager. (PAM)

Welcome to LOCUS 2008 (2.0)!

Loyola's PeopleSoft/LOCUS team takes great pleasure in welcoming you through this portal and into this newly renovated user friendly space.

Student, Faculty or Staff each have unique centers designed to provide a "one stop shopping experience" that will greatly enhance one's educational record keeping and support services experience.

Special Training. - Go to http://www.luc.edu/locustraining for a complete list of training opportunities.

If you have any questions or comments about the new upgrade or training schedule, please direct your inquiry via e-mail to locus@luc.edu.

LOCUS Help

- Sign-In Help
- How to Sign in as a Visitor
- · Frequently Asked Questions
- Performing a Class Search in LOCUS
- Enrolling for Classes in LOCUS
- Dropping & Swapping a Class
- Applying to Graduate
- · Requesting an Official Transcript
- · Special Instructions for Blackboard Users



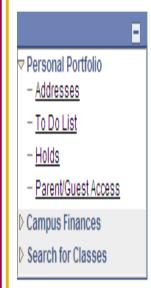
SSOM LOCUS View



LOYOLA'S ONLINE CONNECTION to UNIVERSITY SERVICES

LOYOLA UNIVERSITY CHICAGO · Information Services · 6525 N. Sheridan Road, Chicago, IL 60626 · locus@luc.edu

LOCUS Personal Portfolio View







LOCUS Personal Portfolio View

Addresses



Addresses

View, add, change or delete an address.

Address Type	Address	
Permanent	PO Box 54 Pomfret, CT 06258	edit
Local Off-Camp	134 S. Home Ave Oak Park, IL 60302	edit

ADD A NEW ADDRESS

Personal Information

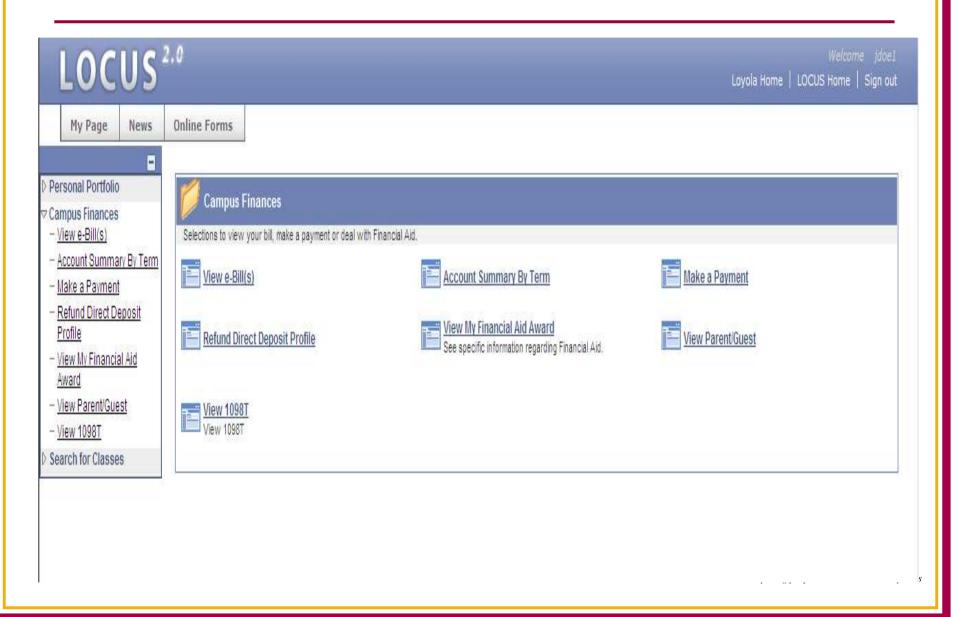
Addresses Names Phone Numbers Email Addresses Demographic Information

Personal Data Summary

Demographic Information

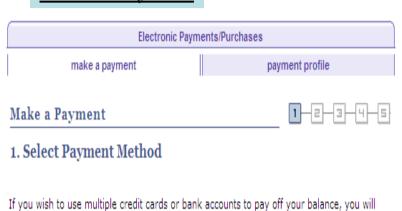
Demographic Information ID 00001266300 Gender Female Date of Birth 04/08/1983 Birth Country United States Birth State Marital Status Single Military Status **National Identification Number** Country National ID Type National ID United States Ethnicity Ethnic Group Description Primary WHITE White Citizenship Information Description Country Driver's License License # Country State Visa or Permit Data Type Country

LOCUS Campus Finances View



LOCUS Campus Finances View

Make a Payment



If you wish to use multiple credit cards or bank accounts to pay off your balance, you will need to submit multiple transactions. For credit card transactions, you will be directed to our credit card processing partner, Paypath. You will need to disable any pop-up blockers on your browser or allow pop-ups from https://paypath.touchnet.com/.

Pay By select Payment Method

CANCEL NEXT

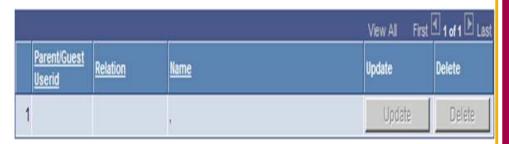
Account Summary By Term Electronic Payments/purchases

Make A Payment Payment Profile

Personal Data Summa 🔻 📎

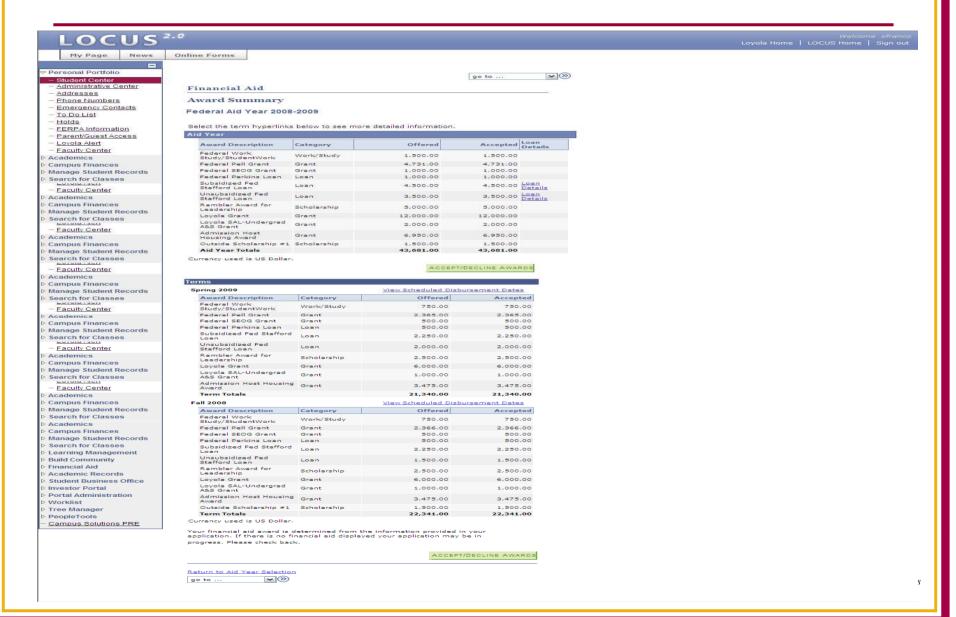
View Parent/Guest Access

Parent Guest Access provides you the capability to grant access to your financial account to others. These people will then receive the same monthly billing statement that you do on the same day. This access will also permit Loyola staff to discuss your financial account with those that have been granted permission.





View My Financial Aid Award Summary



View My Financial Aid Award Federal Aid Year 2008-2009



What's Next

- Student access to their financial billing data
 - Tuition fees and balance information
 - Financial Aid award history information
- Consolidate banking institution processes
- Retire systems and business processes that are replaced by LOCUS

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INFORMATION TECHNOLOGY SERVICES

ABOUT US

ACCESS 24/7

MYITS

E-MAIL AT LOYOLA

GroupWise Rules

Student e-mail (Int) pduction to GroupWise WebAccess 7)

SoupWise W. Jaccess 7 - Full Documentation

Policy regarding e-mail broadcasts

Rerouting your e-mail

Web based e-mail (Imap at Loyola)

Presentation to the ITESC

April 1, 2009

Presentation Purpose

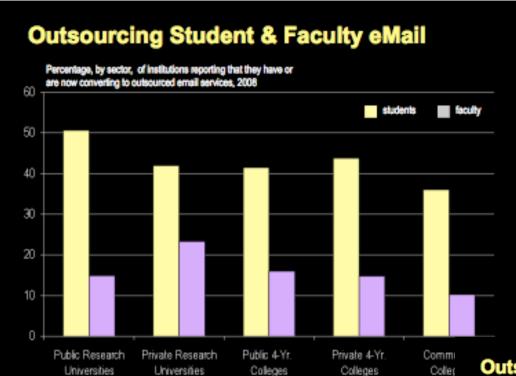
To begin a discussion regarding the future of student E-mail at Loyola.



Brief History

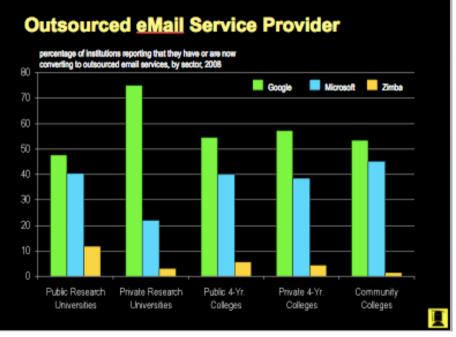
- Early Student E-Mail
- In 2000, offered students Cyrus Developed by Carnegie Mellon
- In 2005, looked at what other institutions were offering Northwestern talking with Google
- In 2006, Students Moved to GroupWise
- Today there is much activity in the E-Mail space





Casey Green - 2008 Campus Computing Survey

- 42% of Institutions Participating Have Migrated to Outsourced Mail
- •28% are Reviewing Options for Outsourcing Mail
- •Of Those Who Did Outsource, 57% Opted for Google



Who Are These Schools?



























Back on the Bandwagon

• Started looking at all the benefits of outsourcing to a provider like Google.

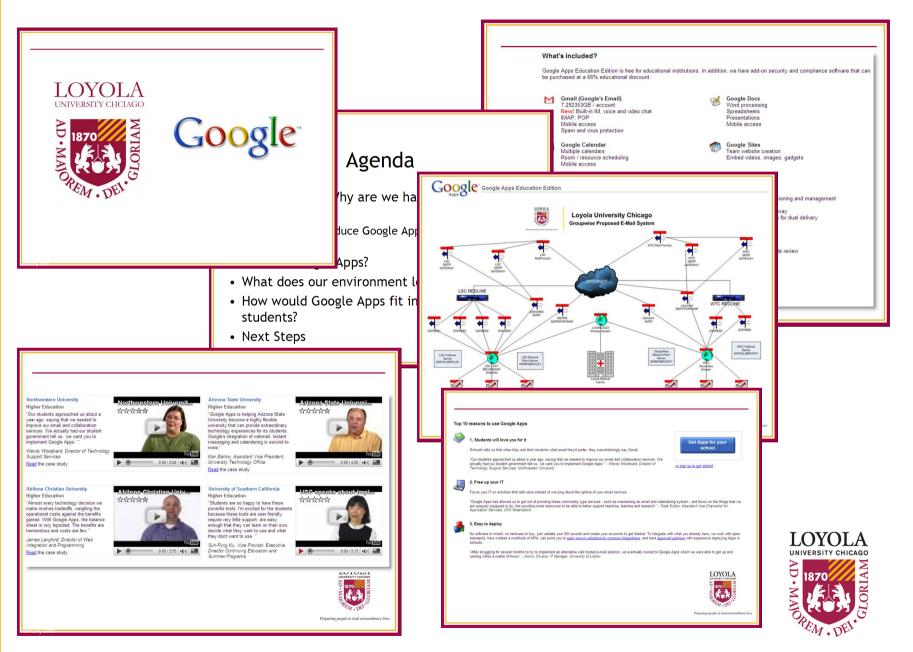
• We found these benefits:

	GroupWise	Google Apps		
Storage Space 100MB		Over 7GB (and growing!)		
Account Retention	180 days	Forever		
Collaboration Features	Calendaring Text IM	 Calendaring Text IM, Voice, and Video Chat Google Groups Google Docs 		
Mobility	BlackBerry Devices IMAP-enabled Devices	Any data-enabled wireless device via: Mobile Web Browser Mobile Application		
Hardware Maintenance and Support	Over 20 Servers and Appliances (including those that support faculty and staff)	None		
Student Familiarity	None upon entering the University	Most students come to the University with an already established email account with an outside provider: • 17% of students forward their mail to an outside provider • Majority of those forward to Gmail (27.5%)		

Began Socializing the Idea

- Talked with other schools
- Kicked it around internally
- Spoke with a few students
- Preliminary meeting with Father Salmi





What Would That Mean?

- Culture change
- Require students to forward all LUC mail to their personal account Many do that today.
- Students would be given an LUC address, but no mailbox Jane Doe would be jdoe@luc.edu. All messages would be forwarded Jane's Google, Hotmail, Yahoo, or whatever account she may have.
- Students would self-administer / Be accountable
- Alumni who want to stay connected could keep their forwarding address.



What are the Pro's & Con's?

Pro's

- Students don't have to maintain a university account
- Less daily ITS administrative overhead
- Eliminate student Post Office and storage maintenance/costs

Con's

- Lose ability to use calendaring with students within GroupWise *
- Lose ability for a sender to see if the recipient has opened an email sent *

* Same is true if we move to Google

Preparing people to lead extraordinary lives

Who's Doing This

- No one at the University level
- Some High Schools
- Boston College Starting Pilot



Next Steps

- Continue to Socialize Idea with Key Stakeholders:
 - Students
 - Faculty
 - ITESC
 - General Counsel
 - Student Affairs
 - Advancement / Alumni Relations
 - Provost Office
- Possible Pilot Group
- Continue Learn/Share With BC
- Possible Soft Roll-Out in the Fall



Discussion

- What concerns can you think of if we made a change to student email?
- What haven't we thought of?



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ECM Agenda

- ECM Project Overview
- Major Accomplishments
- Current Status
- Value/Metrics
- 2009 Timeline
- Constraints / Risks
- Future of ECM



ECM Project Overview

- Facilitate the implementation of the DocFinity software to support ECM through-out the University
- Convert data from the existing imaging applications
- Utilize DocFinity to augment and support processes available within the current departmental business application systems
- Identify opportunities to integrate DocFinity with current business application systems
- Review current business processes
 - Identify opportunities for improvement

Major Accomplishments

- February '09
 - Live in Financial Aid and Enrollment Operations
 - Re-designed scanning and indexing processes in Enrollment Operations
- March '09
 - Kicked-off activities in...
 - Advising (engagement with Moran)
 - Under Graduate Admissions (replace Imagio)
 - Advancement (address immediate PCI need)
 - Child Law (Back scanning)



Current Status

ECM Implementation					
Project	Functional Lead	Prior	Current	Remarks/Issues/Milestones	
OVERALL ECM PROGRAM HEALTH	John Pelissero	Lime	Lime	Recent Activity: All sub-projects have been started	
				Next Steps: 1) Developing plans and establishing time-lines for all sub-project activities, 2) Continuing to review options for expediting the Imagio data conversions.	
Program Components					
Financial Aid/Enrollment Operations PSS: 830	Amanda Fijal	Lime	Lime	Recent Activity: CY 2006 data conversion continues. Development of PeopleSoft integration continues; approx. 50% complete. OIT development of "hot key" screen scraping underway.	
				Next Steps: 1) Continue CY 2006 data conversion, 2) Continue development of integration with PeopleSoft. 3) Complete developmen of hot key "screen scraping" functionality.	
Undergraduate Admissions PSS: 924	Lori Greene	Green	Green	Recent Activity: Held project kick-off meeting. Next Steps: 1) Establish timelines for activities and tasks.	
Advancement (Compliance) PSS: 925	Stacy Hughes Cory O'Brien	Green	Green	Recent Activity: Held project kick-off meeting. Next Steps: 1) Establish timelines for activities and tasks.	
Child Law (Back-Scanning & Retrieval) PSS: 926	Bruce Boyer	Green	Green	Recent Activity: Awaiting feedback from Child Law to schedule follow-up activities.	
				Next Steps: 1) Schedule DocFinity demo, 2) Establish timelines for next steps.	
Academic Advising (Process Review) PSS: 927	Patrick Boyle, Justin Daffron	Green	Green	Recent Activity: Held Vision / Guidelines meeting with Moran and Sponsors. Initial Work Team meeting scheduled for 3/31.	
				Next Steps: 1) Hold initial Work Team Meeting, 2) Schedule additional Work Team Meetings.	

Value/Metrics

Financial Aid	Baseline Measurement (Imagio)	New Measurement (DocFinity)			
Enhanced document security	Unlimited FA access	Managed access to FA docs			
Faster/easier access to images - Integration w/ People Soft, Phase 1 - Student Files Faster/easier access to images - Integration w/ People Soft, Phase 2 - Documents	Imagio - Not Available Imagio - Not Available	Anticipated 50% improvement (based on current time to access docs of 2-3 mins) Anticipated 90% improvement (based on current time to access			
Enhanced annotation system Improved speed of visibility of received documents	Limited 3 days	docs of 2-3 mins) Based on user comments Anticipated 66% improvement			

Enrollment Operations	Baseline	New		
Enformment Operations	Measurement (Imagio)	Measurement (DocFinity)		
Improved and enhanced document scanning and indexing processes		Re-engineered process (utilizing		
	Duplication of indexing efforts	barcodes for scanning & eliminated		
		redundant indexing steps)		
Improved data integrity, preventing the storaging of incorrect indexing values	No	Yes, through automated workflow		
	INO	validation of indexes		
Processing of emails and attachments		Yes - Keeps documents electronic by		
	No	eliminating 2 processing steps		
		(printing & then scanning)		
Implementing scanning at WTC to eliminate mail transfer to LSC for scanning		Anticipated 75% improvement		
	4 Days	(Time that images are made available		
		to be viewed at LSC)		
Hot key screen scrapping from business system to faciliate indexing of documents	No	Yes - Improves timelines and		
	No	accuracy of indexing		
Improved Productivity Metrics / Reporting	Manual	Automated		

2009 Timeline

Department	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2010
Financial Aid	Live											
Financial Aid Improvements												
Advancement (PCI)		\Diamond										
Advising (Wave 1)		\Diamond										
SS & Hubs (Wave 2)												
Under Grad Admissions		\Diamond										
Child Law (Back-Scanning)		\Diamond										
Bursar (CDs)												
GPEM												
A/P												
Registration & Records												
Advancement (Full)												

Project Kick-off



Constraints / Risks

Constraints / Risks

- Resources
 - Small "focused" project team
 - Conflicts with other projects
- Data Conversion
 - Taking longer than anticipated

Mitigation Steps

- Resources
 - Focus on Resource Planning and Task Assignments
- Data Conversion
 - Reviewing our processes
 - Discussing options with vendors

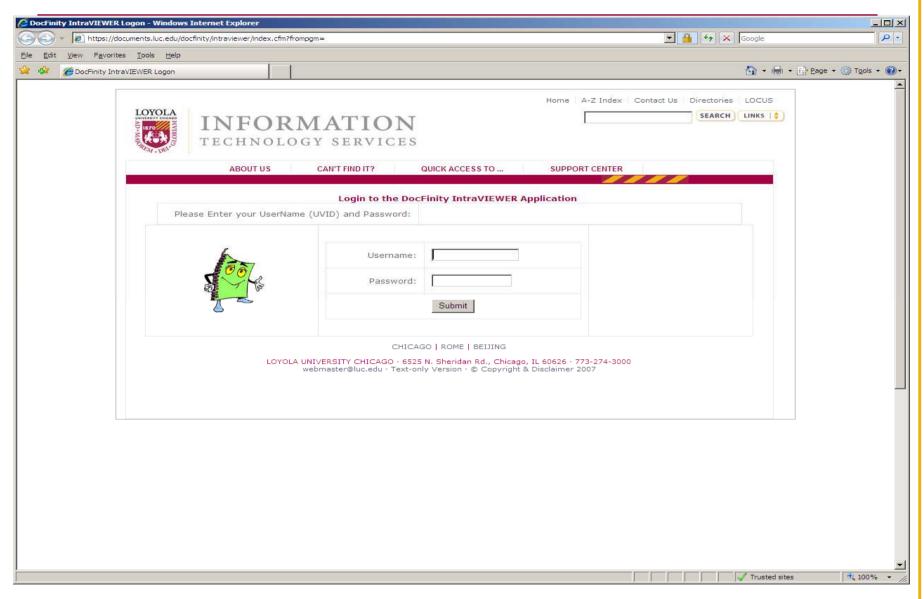


Future of ECM

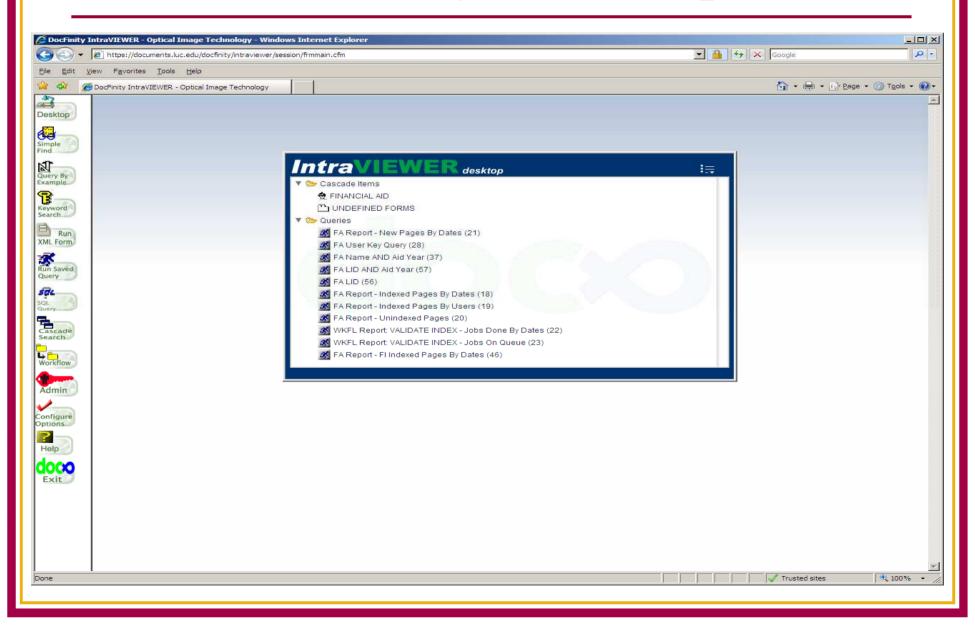
- Planned Implementations (2009)
 - Advancement (PCI)
 - Advising
 - SS & Hubs
 - Under Graduate Admissions
 - Child Law & Bursar
 - GPEM
 - -A/P
- Planned Implementations (2010)
 - Registration & Records
 - Advancement (Full)
 - System Shutdowns (Imagio, MHC & PV)
 - Kickoff of 6+ new areas



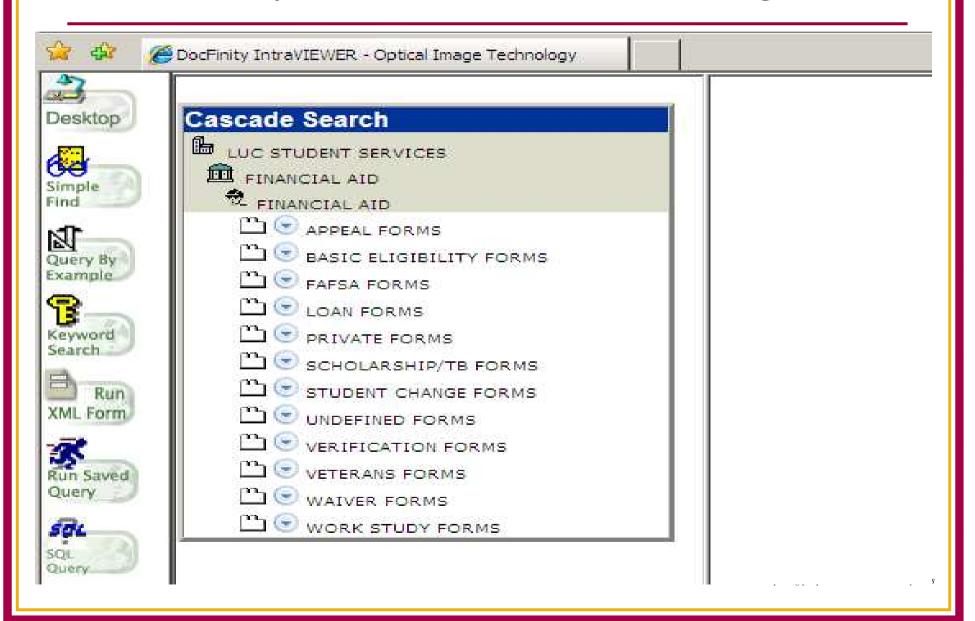
DocFinity - Login



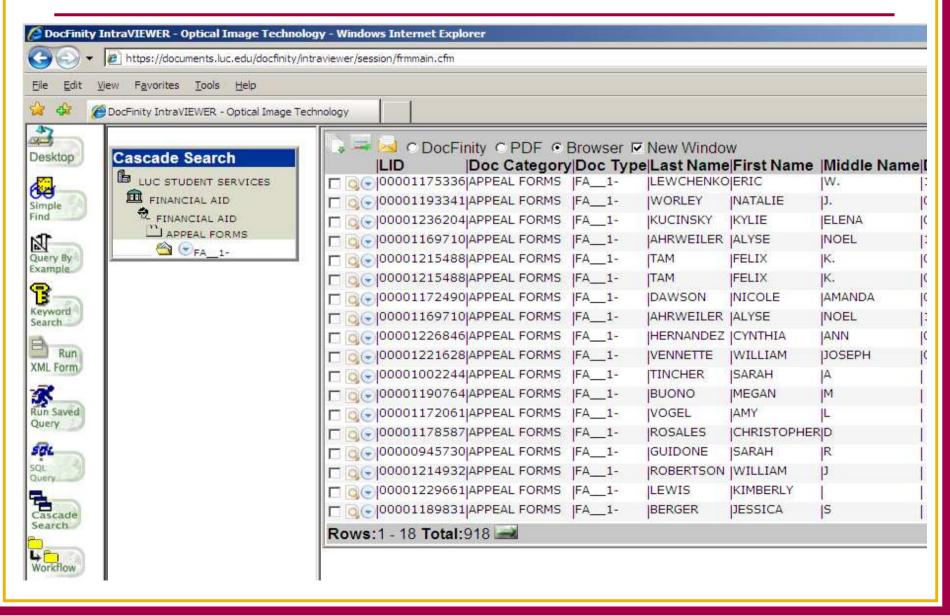
DocFinity - Desktop



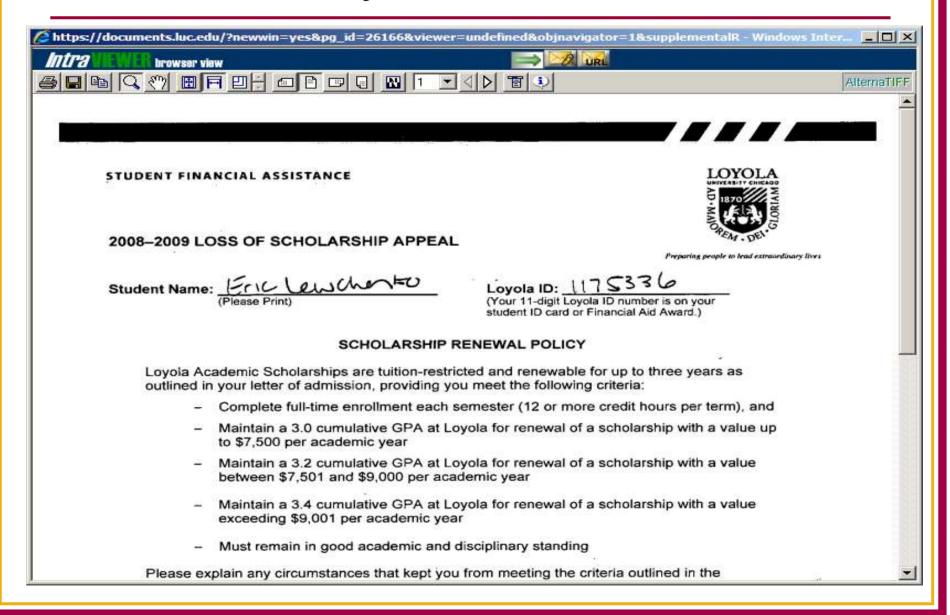
DocFinity – Financial Aid Categories



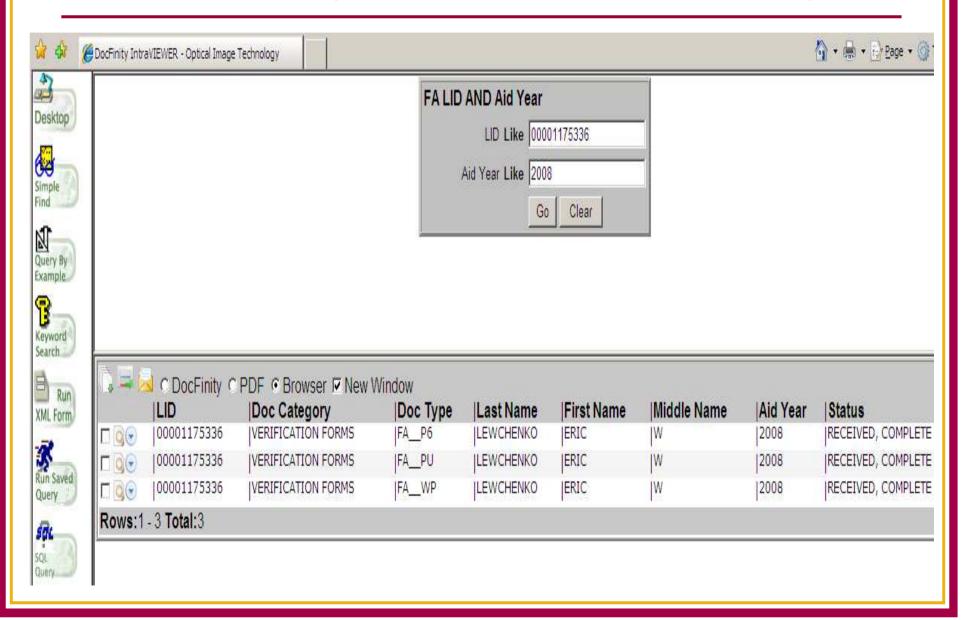
DocFinity – FA Appeal Forms



DocFinity – FA Document



DocFinity – Predefined Query



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Annual PCI Compliance

• PCI Compliance Validation

- Validation of PCI Compliance is required by the merchant bank.
- Joint effort between ITS and Cash Management.
- ITS T-Shirt estimate at "Medium", 30-60 days of effort.
- This effort will be required annually.

• Proposed Schedule 2009

- April Prepare PCI Survey
- May Send out PCI Survey and Discovery (Data Steward assist)
- June through August Training & Remediation (ITS "Freeze" recognized)
- September Testing and Validation
- GOAL: Complete by October 1, 2009



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FY09-FY10 ITESC Schedule

- 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
 - Student Email Strategy
 - ECM Project Update
 - Annual PCI Compliance
- April 30, 2009 Thursday, 1:30-3:30 PM
 - DW/BI Strategy
 - LUMC Update
 - Major Projects Status Reviews TBD
- June 11, 2009 Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - Project Portfolio Prioritization

- July 23, 2009 Thursday, 1:30-3:30 PM
 - Prioritization Results/Finalize POR
- September 3, 2009 Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - FY11 Budget Submissions Review
 - FY11 Budget Input from Subcommittees
- October 15, 2009 Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - LUMC Update
- November 19, 2009 Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - Review Scorecard/Process
- December 15, 2009 Tuesday, 1:30-3:30 PM
 - Project Portfolio Prioritization