

Loyola University Chicago

ITS Major Initiatives – FY21 Q3-Q4

<p>Academic and Faculty Support</p> <ul style="list-style-type: none"> • LOCUS Enhancements (8) • Customer Relationship Management System Evaluation for SON • Faculty Review/ Administration Solution (Interfolio) (7) • Implementation of Paper Transcript Request Process • Stritch School of Medicine Portfolio (14) • Review and Evaluate Proposed Research Administration Solutions 	<p>Administrative Initiatives</p> <ul style="list-style-type: none"> • COVID-19 Related Projects (8) • Lawson/ Kronos Enhancements (3) • Advancement/ Development (3) • Space and Asset Mgmt System – Phase II • Web Content Upgrade (T4 Sitemanager) • Automate HSC Parking/ ID processes • Conf. Services RFP (Kinetic Replacement) • QSB Virtual Event Platform Evaluation • Replacement of ECSI SALNet (Flywire) • Community Engagement (Collaboratory) 	<p>Student Technology Support</p> <ul style="list-style-type: none"> • EAB Navigate Phase II • LOCUS Fluid Deployment • Enhancement to the Alumni Load Process (PeopleGrove) • Enterprise Learning Hub – Phases 2 & 3
<p>Infrastructure</p> <ul style="list-style-type: none"> • Campus Construction Initiatives (9) • Information Security Program (8) • IT Disaster Recovery (6) • LDE Foundation: Collaboration and Security (7) • Replacement of LUC’s Storage Area Network 	<p>Continuous Service Development</p> <ul style="list-style-type: none"> • Business Intelligence/Data Warehouse (7) • Enterprise Content Management (4) • LDE Transformation: Digital Assistant/ Chatbots (8) • Learning Analytics – Phase 3 • Travel Mgmt. Services (Egencia) (2) • Ticketing System – (Neulion/ Vendini Replacement) (2) 	<p>Research Computing Services</p> <ul style="list-style-type: none"> • Natural Language processing (NLP) to Enhance Computable Phenotyping • HashMap technology to support high-performance NLP • PCORI CAPriCORN 2020 Refresh • Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM • Document Process for Charging Resources to Grants • External REDCap 3rd Party Access



“Loyola Digital Experience”

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Health Legend

Green – On Target, No Risk
Lime – On Target, Minimal Risk, Minor Concerns, Under Control
Yellow – Target in Jeopardy, Risks Being Managed, Unknowns Exist
Orange – Slightly Off Target, Several Risks or Unknowns
Red – Off Target, High Risk, Multiple Concerns



Preparing people to lead extraordinary lives

ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (8)	Sponsor: Paul Roberts, Rita Vazquez Project Manager: Larry Adams, Dawn Fitzgerald	Health	
		Prior	Current
<p>Institutional Impact: Enhancements that improve service or increase efficiency for student and faculty services offered via the Student System (LOCUS).</p>			
<p>Recent Activity: 1) LOCUS Fluid Deployment (see below) - complete. 2) Upgrade of technical middleware (PeopleTools) from 8.57.18 to 8.57.20 for security vulnerabilities completed; 8.57.21 scheduled for 6/6/2021.</p>			
<p>Next Steps: 1) 2873-LOCUS FERPA Training (pending). 2) 2826-FA Letters with CommGen (on hold). 3) 2478-Immunization Self-Service enhancements (on hold). 4) 3017-Improve GPEM Admissions interface (Phase 2 in progress).</p>			
School Based CRM Pilot with Slate	Sponsor: Karen Berg Project Manager: Mary Bunker	Health	
		Prior	Current
<p>Institutional Impact: A number of schools including MNSON and the Parkinson School have expressed interest in purchasing CRM solutions for communication and data management with employers, research sites, students and other constituents. An enterprise CRM platform offers consistent experience and creates a single platform with which the University can capture, share and report on participation and engagement. The two schools have agreed to participate in a pilot 'proof of concept' implementation of Slate's CRM module.</p>			
<p>Recent Activity: 1) Received CRM requirements from K. Berg and Team. Those requirements were forwarded to Slate in preparation for a demo on June 9, 2021. 2) Participated in a Slate demo with K. Berg from (MNSON) and C. Stewart (Parkinson School).</p>			
<p>Next Steps: 1) Scheduled meeting with Tim Heuer to determine implementation of a CRM solution at the school level.</p>			
Faculty Review/ Administration Solution (Interfolio) (7)	Sponsor: Badia Ahad Project Manager: Warren Francis	Health	
		Prior	Current
<p>Institutional Impact: Loyola is looking for a single solution that all of LUC can use to handle all Faculty Administration needs. This solution will reduce the current labor intensive processes with common automated solutions that are shared across LUC campuses.</p>			
<p>Recent Activity: 1) Review, Promotion, and Tenure project is now in production. 2) The team participated with the Provost Office to prioritize and plan future development. 3) Phase I of Faculty contracts is also in production. Started Phase II of faculty contracts for the part-time faculty. 4) Faculty Salary planning is underway. The team is gathering requirements for that development.</p>			
<p>Next Steps: 1) Continued work on current projects. 2) Identify and prioritize future provost office projects.</p>			
Stritch School of Medicine Portfolio (7)	Sponsor: Greg Gruener Project Manager: Jim Sibenaller	Health	
		Prior	Current
<p>Institutional Impact: Provide technical project services to SSOM to enable process improvements and efficiencies.</p>			
<p>Recent Activity: Reviewed the SSOM project portfolio in May. Three projects were completed; Family Medicine Clinical Performance Evaluation, a new student evaluation form for SubInternship (SubI), Adjustments to Exam Administration and Online Search for LUC Faculty Citations. Testing for the Continuing Medical Education Tracking solution is wrapping up and will go live in July. New BI dashboard projects will be created for academics and admissions. SSOM will also be next to implement the enterprise mentoring solution, PeopleGrove.</p>			
<p>Next Steps: Continue to look at other longer term initiatives such as Room Scheduler Integration with 25Live and Admissions Systems replacement.</p>			

ACADEMIC AND FACULTY SUPPORT, cont'd

Review and Evaluate Proposed Research Administration Solutions	Sponsor: Dr. Sonny Singh Project Manager: Jim Sibenaller	Health	
		Prior	Current
Institutional Impact: Implementing an Electronic Research Administration (ERA) system will increase efficiency, security, and ease-of-use, as well as to align university processes with those of their research sponsors.			
Recent Activity: Dr. Singh is working on a comprehensive business plan and budget for the product.			
Next Steps: 1) Document requirements in preparation for RFP.			

Review and Evaluate Proposed Grant Funding System	Sponsor: Dr, Sonny Singh Project Manager: Jeffrey Apa	Health	
		New	Current
Institutional Impact: Implementing a software platform to manage internal pilot/seed grant funding competitions across all three campuses			
Recent Activity: 1) Reviewed InfoReady contract and provided feedback to Office of Research Services. 2) Attended an InfoReady / LUC Kickoff Call. 3) Configured and tested single sign-on for InfoReady.			
Next Steps: 1) Respond to requests as needed.			

Digital Badging Solution	Sponsor: John Gurnak Project Manager: Florence Yun	Health	
		Prior	Current
Institutional Impact: Digital badges and micro-credentials are an innovative way to expand the credentialing landscape. They provide evidence that learners can demonstrate specific skills. Digital badges/micro-credentials will increase the competitive value and recognition in the marketplace of non-degree based credentials offered by Loyola.			
Recent Activity: Drafting of RFP in progress and expected to go out in July to the three selected service providers. Working group to meet in summer to review proposals and score RFPs to provide a recommendation to ITESC.			
Next Steps: 1) Complete the RFP process. 2) Present recommendations to ITESC and obtain approval. 3) Finalize contract. 4) Kick-off vendor engagement. 5) Draft project implementation plan based on the project deliverables, the efforts, and the needed resources. 6) Complete project deliverables.			

Course Catalog and Curriculum Software	Sponsor: Robyn Mallett Project Manager: Florence Yun	Health	
		Prior	Current
Institutional Impact. A catalog and curriculum management system would enable LUC to create a university-wide catalog that encompasses information concerning course offerings, degree/program requirements, learning outcomes, and academic policies for students in all or most schools, updated, published, and archived on a regular schedule. Additionally, this would provide a platform for electronic curriculum review/approval workflow that will retain a full history of changes that can be easily tracked, eliminating the use of paper/pdf forms.			
Recent Activity: RFP prepared and sent out to the three selected service providers. Preparations underway for the proposal review and scoring to occur in late June as well as vendor presentation in July and provide a recommendation to ITESC.			
Next Steps: 1) Complete RFP process. 2) Present recommendations to ITESC and obtain approval. 3) Finalize contract. 4) Kick-off vendor engagement. 5) Draft project implementation plan based on the project deliverables, the efforts, and the needed resources. 6) Complete project deliverables.			

ADMINISTRATIVE INITIATIVES

COVID-19 Related Projects (8)	Sponsor: Danielle Hanson Project Manager: Jesse Goodman	Health	
		Prior	Current
<p>Institutional Impact: Eliminate the reliance on the manual process for completing new hire paperwork and inputting information in HR systems. Provides for a convenient and easy to use system for employees and reduced data redundancy and increased integrity in employee data for Human Resources.</p>			
<p>Recent Activity: (PSS 2987- Make onboarding process for new hires entirely electronic) 1) Loyola signed an agreement with Workbright on 4/30/2021 to implement their new hire onboarding module. 2) Included in the terms of the agreement were provisions for Workbright to enhance their software for multi-factor authentication (MFA) for new hires. 3) Development has been completed by Workbright on the online new hire forms and MFA. 4) Training and a handoff for testing of the new online forms and authentication is scheduled for 6/24/2021.</p>			
<p>Next Steps: 1) Testing of the online forms & MFA functionality. 2) Log and resolve any issues. 3) Deploy to production.</p>			
Lawson/Kronos Enhancements (3)	Sponsor: Danielle Hanson, Becky Gomez Project Manager: Mary Bunker	Health	
		Prior	Current
<p>Institutional Impact: Ongoing improvement projects for Enterprise resource planning (ERP) software which includes Budgeting and Planning, HR, Payroll, Accounting, Grant Management, Supply Chain and Expense Management.</p>			
<p>Recent Activity: 1) Automated the Human Resources benefits interfaces via SSIS in progress. 2) Upgraded BSI Tax Factory to version 11 in PROD environment. 3) Applied Fix Pack 18 to the IBM Web Application Sphere to remediate multiple security vulnerabilities. 4) Applied patch to Kronos to ensure continued compatibility with Apple iOS push notifications. 5) Applied multiple changes to the Kronos database to improve performance and increase memory to recommended level. 6) Modified Kronos interface run times & server settings to improve performance and logging.</p>			
<p>Next Steps: 1) Finish testing Life Events functionality. 2) Continue development of benefits interface automation process using SSIS. 3) Implement in-house solution for Total Compensation Statements. 4) Facilitate move of Lawson Ming.le database to newer version of Ming.le & SQL server, and implement LDAP signing changes. 5) Retire Lawson Smart Office 6) Apply Fix pack 19 to the IBM Web Application Sphere to remediate security vulnerabilities.</p>			
Advancement/ Development Projects (3)	Sponsor: Michael Halverson Project Manager: Enrique Olmo	Health	
		Prior	Current
<p>Institutional Impact: Update student and parent population that LUC may contact for University messaging, taking current enrollment status and service indicators into account.</p>			
<p>Recent Activity: File transmission and staging table population modules have been completed.</p>			
<p>Next Steps: 1) Stored procedure data processing node completion. 2) Testing. 3) Production migration.</p>			
Space and Asset Management – Phase II	Sponsor: Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current
<p>Institutional Impact: Provide a real-time single source of truth for all space inventory and utilization data at LUC. The new system will become the planning tool for building programming, space assignments, and campus development.</p>			
<p>Recent Activity: 1) Solution design sessions completed. 2) Performed user acceptance (UAT) testing in June.</p>			
<p>Next Steps: 1) Complete UAT testing. 2) JLL to resolve any UAT errors by end of June. 3) Sign-off on solution design and start user training by mid-July.</p>			

ADMINISTRATIVE INITIATIVES, cont'd

Web Content Upgrade (T4 Sitemanager)	Sponsor: John Drevs Project Manager: Robert Kraft	Health	
		Prior	Complete
Institutional Impact: The T4 Sitemanager upgrade will improve web publishing functionality to serve the existing Loyola online community and to enhance UMC outreach to prospective students.			
Recent Activity: Team completed the upgrade on 04/27/2021 without any issues.			
Next Steps: This project is complete.			

Automate HSC Parking/ID processes	Sponsor: Annie McCormack Project Manager: Ashley Walcott	Health	
		Prior	Current
Institutional Impact: Changes to Trinity systems (Workday) require a change in processing to automate HSC student/faculty/staff IDs/Parking permits. This impacts MNSON, SSOM, and Parkinson.			
Recent Activity: 1) Met with functional leads from MNSON and LUC Financial Systems to reset project goals. Scope now includes improvements for parking and badging process for HSC students, faculty, and staff. 2) Requested Trinity IT resource to assist with Workday interface analysis.3) Current state process analysis with functional SMEs.			
Next Steps: 1) Engage technical resource at Trinity for assistance with systems analysis. 2) Continue current state process analysis and documentation.			

Conf. Services RFP – (Kinetic Replacement)	Sponsor: Dawn Collins Project Manager: Ashley Wolcott, Caroline Mwangi	Health	
		Prior	Current
Institutional Impact: Conference Services provides a source of revenue for the University during "normal" times. Kinetic Kx has been used since 2006. New solutions can provide updated functionality & enhance revenue generation.			
Recent Activity: Selected to stay with current vendor - Kinetic.			
Next Steps: 1) Transition to new implementation project. 2) Close out RFP project.			

QSB Virtual Event Platform Evaluation	Sponsor: Carolyn Ogrey Project Manager: Jesse Goodman	Health	
		Prior	Current
Institutional Impact. QSB selected vFairs to hold their signature events virtually or in an in-person / virtual hybrid mode. This platform will allow QSB to showcase their event sponsors, allow for sponsor interaction and advertisement as well as attendee networking.			
Recent Activity: 1) vFairs selected for the Leading For Good event that took place on May 7, 2021. 2) ITS and QSB project teams participated in a multi-week implementation leading up to the event day. 3) vFairs went live on May 7, 2021 and the Leading for Good event was successfully executed as a 100% virtual event. 4) The project team completed a post-event survey and the BSI team led a post-mortem meeting to evaluate vFairs for future use.			
Next Steps: 1) QSB to consider vFairs for other signature events throughout the year with ITS serving as a technical resource as necessary. 2) Meet with vFairs customer success representative to provide overall project feedback. 3) Special Events will consider vFairs as an option for Founders' Dinner which takes place during Opus Prize Week.			

Replacement of ECSI SALNet (Flywire)	Sponsor: John Campbell Project Manager: Michelle Dayton, Larry Adams	Health	
		Prior	Current
Institutional Impact: ECSI is sunsetting the existing SALNet application and a replacement is needed. ECSI houses all delinquent tuition accounts 9 months after the student leaves Loyola. Annually, we receive approximately \$2.5M in collection payments.			
Recent Activity: No change in past quarter. Project has been on-hold due to resource constraints and the easing of the sunsetting deadline by ECSI.			
Next Steps: 1) Project Sponsor John C. would like to re-start project in Sept/Oct 2021. 2) Finalize project scope. 3) Negotiate contract. 4) Implementation.			

STUDENT TECHNOLOGY SUPPORT

EAB Navigate Phase II	Sponsor: Sheila McMullan (prior Patrick Green, Rita Vazquez) Project Manager: Michelle Dayton	Health	
		Prior	Current
Institutional Impact: Navigate is a student success platform that enhances communications between advisor and student and provides tools for academic planning. Later phases may allow direct enrollment from the Navigate academic planning module into LOCUS.			
Recent Activity: Registration pilot – successful kickoff during week of May 24; will continue thru summer.			
Next Steps: 1) New Advising Units – dependent on Sys Admin. 2) Transition to new project manager.			

LOCUS Fluid Deployment	Sponsor: Paul Roberts, Susan Malisch, Rita Vazquez Project Manager: Michelle Dayton	Health	
		Prior	Current
Institutional Impact: Improve services and features for students and other academic units in the student system.			
Recent Activity: Successful implementation on March 7-8. Post-Go Live Issues resolved. Successful registration week (April 19 – 23).			
Next Steps: 1) Close out project.			

Enhancement to the Alumni Load Process (PeopleGrove)	Sponsor: Kevin Stevens Project Manager: Dave Kessler	Health	
		Prior	Current
Institutional Impact: Based on the Quinlan experience with PeopleGrove mentoring platform, adjustments to the Alumni load process will facilitate expansion to other schools/units.			
Recent Activity: 1) Go Live completed.			
Next Steps: 1) Close out project.			

Enterprise Learning Hub - Phases 2 & 3	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin Project Manager: Rejoice Jebamalaiddass	Health	
		Prior	Current
Institutional Impact: Provide a “portal” to consolidate training & compliance requirements in single location.			
Recent Activity: Expanding development to encompass tracking of audit related university compliance tasks,			
Next Steps: 1) Complete Track/Audit University compliance tasks. 2) Setup new training requirement w/ Title IX Dept.			

INFRASTRUCTURE

Campus Construction Initiatives(9)	Sponsor: Kana Henning Project Manager: Various NIS Staff	Health	
		Prior	Current
Institutional Impact: Ensure planning, oversight & installation of appropriate technology for LUC construction projects.			
Recent Activity: 1). The Parkinson school remodeling of Cuneo 4th floor has started, computers and staff were relocated to accommodate the construction zone.			
Next Steps: 1) Francis Hall – Honors department move-in. 2) Assist with technology connectivity for Roots Health Bar. 3) Lewis Towers - HVAC work - departments relocated from the 6th and 8th floor are moving back to their respective locations in June. 4) CMF staff scheduled to return in mid-June to the LL of CTRE after flooding damage was repaired. 6) Parkinson school – review voice, data, and wireless connection points and monitor the construction progress.			
Information Security Program (8)	Sponsor: Susan Malisch Project Manager: Jim Pardonek	Health	
		Prior	Current
Institutional Impact: Continue risk mitigation and management associated with the confidentiality, integrity and availability of University protected and sensitive information.			
Recent Activity: 1) Fall 2020 General Security Awareness training is near complete with ~100 faculty and staff needing to complete training. PT Faculty dropped from program due to issues with completing the training timely. Due to COVID-19 stresses on faculty and staff, account lockouts were suspended. New hire training continues. 2) 2021 PCI-DSS compliance efforts, penetration testing and application assessments are underway. 3) Elimination of password expiration & increase minimum password length to 12 characters scheduled for 7/1/2021. 4) Host checking on Loyola Secure Access scheduled for 7/1/2021 to ensure firewall and antivirus is running.			
Next Steps: 1) Continue security awareness and phishing assessments. 2) Continue PCI Compliance efforts.			
IT Disaster Recovery (6)	Sponsor: Margaret Callahan, Tom Kelly, Susan Malisch Project Manager: Jim Sibenaller	Health	
		Prior	Current
Institutional Impact: Timely restoration of key University technology services in the event of disaster or severe outage.			
Recent Activity: The DR program for 2021 remains on-hold. The 2021 program will be re-launched during Q3 of 2021.			
Next Steps: 1) Establish the current state of the program. 2) Launch the 2021 review process. 3) Test all systems/applications.			
LDE Foundation: Collaboration & Security (7)	Sponsor: Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide	Health	
		Prior	Current
Institutional Impact: Strengthen information security and collaboration tools. The LDE Foundation program positions Loyola to deliver contemporary technology solutions in teaching & learning, University operations, & user experience.			
Recent Activity: 1) Completed Data Loss Prevention Go live 5/18 with almost no Service Desk impact. Transitioned ownership to ISAC. 2) Created an updated HigherEd landscape of AJCU schools implementing Mobile Device Management (MDM). Scheduled additional pilot groups to be enrolled over the summer.			
Next Steps: 1) Launched MDM pilot's and provide update to Mobile Governance Committee (MGC) and Project Review Board (PRB).			

INFRASTRUCTURE, cont'd

Replacement of LUC's Storage Area Network	Sponsor: Susan Malisch Project Manager: Rene Tapia	Health	
		Prior	Current
<p>Institutional Impact: To ensure the backend storage infrastructure can meet the performance, capacity and availability needs for the University, the current Storage Area Network (SAN) needs to be replaced. Loyola's Storage Area Network (SAN) is used to house critical data at both LSC and WTC. Key systems require high performance and highly redundant storage to operate correctly; this includes databases for applications such as Locus and Lawson. The current SANs were purchased in 2013 and needs to be replaced to maintain performance and the risk of downtime due to physical hardware failure.</p>			
<p>Recent Activity: 1) Completed all pre-check health assessments. 2) Migrated all test and development systems using SAN storage. 3) Migrated all LOCUS application servers. 5) Obtained approval and scheduled migration of production database servers.</p>			
<p>Next Steps: 1) Migrate final servers, scheduled completion end of June. 2) Decommission legacy IBM SAN equipment.</p>			

Identity and Access Management Enhancements	Sponsor: Susan Malisch Project Manager: Jeffrey Apa	Health	
		New	Current
<p>Institutional Impact: Improvements to Loyola's Identity Management System are required to expand automated access management to applications and services across the environment. As roles within the University change and evolve, our Identity and Access Management system needs to be flexible enough to transition a person's access with minimal administrative intervention and without disruption. Once complete, application access will automatically transition as an individual's role changes, minimizing unauthorized access risk and improving productivity.</p>			
<p>Recent Activity: 1) Assembled the Identity and Access Management team and kicked off the project. 2) Began documenting Loyola's current Identity Management system and use cases. 3) Met with Gartner and possible vendors to discuss solutions to enhance Loyola's Identity posture.</p>			
<p>Next Steps: 1) Complete system documentation and collection of use cases. 2) Complete a review of vendor options. 3) Draft a recommendation for Loyola's Identity and Access Management infrastructure.</p>			

CONTINUOUS SERVICE DEVELOPMENT

Business Intelligence / Data Warehouse (7)	Sponsor: Margaret Callahan, Wayne Magdziarz, Susan Malisch Project Manager: Tony Vavarutsos	Health	
		Prior	Current
<p>Institutional Impact: Inform planning and strategic decisions at Loyola with new visualizations, reporting and data analyses using enterprise data that is more easily accessible and consumable.</p>			
<p>Recent Activity: 1) Completed “Deans Cabinet Dashboard for Fall Enrollment” PBI solution for Fall 2021 key metrics. Refreshed hourly. Recent additions include: budget vs actual analyses, enrollment data comparisons to Last Year and Two Years ago by Calendar Day, Enrollment Days and Days from Start of School, as well as new views of Summer term enrollments compared against budget credit-hours-generated. 2) Completed an update to the Classroom Utilization Matrix Power BI Report per the Registrar’s request. It includes a new class “date and time” grid to plan for the largest expected incoming class of Fall 2021. 3) Academic Program Revenue to Expense (LUC RfE) Version 4 is complete; this is a <u>major new version</u> of our Revenue to Expense application which performs analyses based on Academic Plan (Major/Minor) data. A plan is being developed to distribute and review with the Deans. Finance is reviewing before it is widely published. 4) Completed version 1 of the “Class Section Planning”, a Power BI Solution to view predicted enrollments based off of student academic level, CORE needs and budgeted or actual new incoming students. This version automates previous manual processes and specifically evaluates the student Core Class requirements as well as the number of class sections (over/under) scheduled to address these needs. 5) Learning Analytics: Started Phase 3: complete development using the LOCUS, Sakai, Panopto and Zoom data sources; provide analytics & dashboards for Provost/Deans/Program directors/Academic Departments in addition to the instructor views.</p>			
<p>Next Steps: 1) Extend the functionality of the Class Section Planning project to include additional courses and classes beyond the CORE classes. 2) Complete the HR Metrics data model. 3) Complete Phase 3 Learning Analytics framework. 4) Continue development of projects in queue including “Anti-Racism Initiative Dashboard” and others. 5) Continue support of Shield related issues with testing and compliancy.</p>			

Enterprise Content Management (4)	Sponsor: Susan Malisch Project Manager: Mary Bunker	Health	
		Prior	Current
<p>Institutional Impact: Improve/streamline student services & interdepartmental process efficiency while reducing paper.</p>			
<p>Recent Activity: 1) Completed projects: Upgrade of DocFinity application to version 11.7.1, Contract Repository for Enrollment Management, AP Workflow Updates (for Check Requisition - Single Invoice), Accounts Payable - Check Req Pay Processing API, and Contract Repository for Enrollment Management went live. 2) Active projects include: Gift Agreement Process, BES Professional Development, Financial Aid – Veteran Affairs Workflow Updates, and Wellness Center – COVID 19 Immunizations. 3) Infrastructure enhancements include: fixed issues with importers post-upgrade; seemed there were server cluster communication issues.</p>			
<p>Next Steps: 1) Obtain User Acceptance Testing sign-off on active projects. 2) Finalize projects in QA environment to move them into Production. 3) Review ECM project requests and set priorities on new projects.</p>			

LDE Transformation: Digital Assistant / Chatbots (8)	Sponsor: Susan Malisch Project Manager: Dawn Fitzgerald, Jim Sibenaller	Health	
		Prior	Current
<p>Institutional Impact: This pilot is expected to result in staff/administrative work reduction/efficiencies and improved service to students, faculty and staff. Digital Assistants (aka “Chatbots”) use Artificial Intelligence and Machine Learning to expand online services.</p>			
<p>Recent Activity: Wellness Center and Financial Aid added. New icon with slideout prompt on selected web pages and LOCUS homepages and LUC.EDU homepage.</p>			
<p>Next Steps: 1) Develop regular executive summary updates. 2) Revisit pilot sites – ITS, Bursar, Residence Life. 3) Adding more ITS team members. 4) New release of chatbot software in July/-August.</p>			

CONTINUOUS SERVICE DEVELOPMENT, cont'd

Travel Mgmt. Services (Egencia) (2)	Sponsor: Teresa Krafcisin Project Manager: Mary Bunker	Health	
		Prior	Current
<p>Institutional Impact: Improve travel management costs and provide travelers with professional service by dedicated agents. By integrating the travel management with LUC Financial systems University will improve accounting and purchasing processes related to travel.</p>			
<p>Recent Activity: 1) Committee selected Egencia as the Travel Management vendor. 2) Finance and ITS met to review Egencia contract. Contract review and negotiations in progress. 3) Roll-out to be scheduled in the Fall to pilot group.</p>			
<p>Next Steps: 1) Finalize and sign Egencia contract. 2) Project kick-off and requirements gathering. 3) Implement the new travel management system and integrate with Lawson.</p>			

Ticketing System – (NeuLion/Vendini Replacement) (2)	Sponsor: Steve Watson Project Manager: Florence Yun	Health	
		Prior	Current
<p>Institutional Impact: By partnering with AudienceView, we can obtain streamlined support from ITS and the service provider by leveraging its current use by the Department of Fine and Performing Arts.</p>			
<p>Recent Activity: Completed Neulion sunset activities which included final data extraction. Contract finalized, and implementation engagement kicked off in April. The team collaborating with AudienceView to complete configuration of the system for a Target Go-Live in July. Marketplace store to process season-ticket deposits during the interim period between mid-March until AudienceView is fully operational is in place.</p>			
<p>Next Steps: 1) Complete data import of Neulion data and data configuration. 2) Establish TouchNet connection. 3) Configure website to interface with AudienceView. 4) Configure SSO. 5) Configure SFTP. 6) Perform QA testing. 7) Obtain Sponsor sign-off. 8) Move system online.</p>			

RESEARCH COMPUTING SERVICES

Natural Language Processing (NLP) to Enhance Computable Phenotyping	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact: This project assists healthcare professionals in their use and evaluation of advanced healthcare informatics technologies related to automated computable phenotyping & clinical natural language processing (cNLP).</p>			
<p>Recent Activity: 1) Continued work with MNSON faculty (Drs. Oosterhouse and Bobay) on natural language processing (NLP) of clinical notes relating to disease classifiers or computable phenotypes of delirium (funded project), COVID-19 (demonstration project), Crohn's disease, pancreatic cancer, transient ischemic attack (TIA), pulmonary embolism (PE) and lung cancer. 2) Peer-reviewed manuscript (Dr. Oosterhouse, lead author) on detection of delirium through NLP accepted by the Journal of Computers, Informatics and Nursing (CIN). 3) Updated project plan for development of a social determinants of health (SDoH) knowledge map. 4) Created PCP note dataset for SDoH validation studies by summer intern.</p>			
<p>Next Steps: 1) Assist faculty (Dr. Bobay) and summer intern (Maya Rao) with PCP note review and analysis. 2) Develop final NLP validation plan for candidate SDoH knowledge map.</p>			

HashMap technology to support high-performance NLP	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact. The purpose of this project is to continue to extend the institution's NLP efforts through creation of an advanced near real-time NLP engine that can be utilized to implement new processes such as clinical risk modeling, clinical decision support alerts, automated phenotyping and other activities that require near real-time NLP. Beyond the NLP analysis component, the proposed engine will be constructed in such a manner that other attributes can be stored and evaluated at run-time. It is anticipated that collections of CUIs or CUIs along with other associated data may be considered a wide array of activities.</p>			
<p>Recent Activity: 1) Completed review of first draft of provisional patent for the clinical natural language processing analytics engine (cNAE) and the clinical natural language processing inference engine (cNIE). 2) Completed "PART 1" (cNAE) and "PART 2" (cNIE) of a basic user's guide (currently at 160 pages). 3) Continued development of version 1.0 of a web-based clinical inference rule builder application. 4) Continued development of version 1.0 of a web-based clinical concept mapper (NLP) application. 5) Numerous refinements (detection of negation and modifier terms) to cNAE and cNIE technologies. 6) Began application performance studies using sub-sets (1,000 notes) of the MIMIC-III reference dataset.</p>			
<p>Next Steps: 1) Complete review of second provisional patent draft. 2) Begin targeted NLP scoring (execution and F-scoring) of MIMIC-III reference data. 3) Finish draft of user-manual – several appendices and final reviews remain. 4) Develop and test multi-platform installation scripts. 5) Plan larger communication strategy to internal and external audiences relating to development of cNAE and cNIE technologies.</p>			

PCORI CAPriCORN 2020 Refresh	Principle Investigator: Dr. Frances Weaver Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact: The goal of the PCORI-funded CAPriCORN clinical data research networks (CDRN) is to establish an infrastructure that be utilized to conduct of Comparative Effectiveness Research (CER) with a particular focus on patient-centered and patient-reported outcomes (PRO).</p>			
<p>Recent Activity: 1) Implemented PCOR V6.0 of the common data model. 2) Completed April 2021 PCORI data mart refresh. 3) Achieved certification of PCORI data mart by National PCORI team located at Duke University.</p>			
<p>Next Steps: 1) Refresh data mart with CY21-Q2 data by July 30, 2021. 2) Update local PopMedNet client software by July 30, 2021. 3) Review potential data mart changes targeted for the October 2021 refresh.</p>			

RESEARCH COMPUTING SERVICES, cont'd

Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM	Principle Investigator: Dr. Elaine Morrato Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact: This is a large-scale clinical data repository and supporting end-user application project (LEAF) that seeks to allow our clinical researcher the ability to locate potential patient study cohorts at peer-institutions across the Chicago area. Goal of the project are to increase clinical research (including prospective trials) among the Chicago CTSA institutions.</p>			
<p>Recent Activity: 1) Updated LEAF (patient cohort discovery tool linked to OMOP repository) with synthetic testing data. 2) Established luc.edu SSL certificate for external web site. 3) Assisted with required application security reviews. 4) Established required external firewall rules. 5) Began initial "end-to-end" testing of LEAF development environment with U. of Chicago's ITM/CTSA Informatics group. 6) Worked with Dr. Kathy Bobay (PARKS) to complete Informatics core materials required for ITM/CTSA renewal application.</p>			
<p>Next Steps: 1) Assist in completing Loyola materials for ITM/CTSA renewal with deadline of July 15, 2021. 2) Assist in review of proposed ITM MOU required for LEAF application and data sharing. 3) Continued multi-site (U. of Chicago, RUSH and Loyola) LEAF infrastructure testing. 4) Develop internal LEAF user access approval and tracking processes.</p>			

Document Process for Charging Resources to Grants	Principle Investigator: Laura Lindley Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact: The goal of this class of projects is to review and streamline operational processes that institutional research.</p>			
<p>Recent Activity: 1) Process re-engineering workgroup last met on April 28, 2021; 2) Existing pre/post-award grant processes reviewed and documented; 3) Cross-campus collaboration workflow-ups were reviewed and documented; 4) Review and documentation of existing effort certification processes, including cross-campus efforts, were completed.</p>			
<p>Next Steps: 1) Next steps to complete recommendations for revisions to current processes and/or finalize new processes to be determined (TBD).</p>			

External REDCap 3 rd Party Access	Principle Investigator: Dr. Meharvan Singh Assigned: Ron Price	Health	
		Prior	Complete
<p>Institutional Impact. This project extends the capabilities of the existing REDCap environments to facilitate clinical research. A new REDCap instance serves as a platform to support multi-center clinical research trials.</p>			
<p>Recent Activity: 1) External REDCap site operational with 44 user accounts and 21 projects as of June 2, 2021.</p>			
<p>Next Steps: Close project.</p>			