

ITS Major Initiatives - FY17 Q1-Q2

Academic and Faculty Support

- LOCUS Enhancements (6)
- Access Control & Security - Maxxess (2)
- Faculty Information System Suite Enhancements
- Online Exam Proctoring Solutions - Pilot

Infrastructure

- Campus Construction Initiatives (6)
- Information Security Program (7)
- LUHS/LUC/HSD Technology Program (4)
- IT Disaster Recovery (12)
- Phone System Replacement

Administrative Initiatives

- Online Performance Management System
- Lawson/Kronos Enhancements (3)
- Advancement Systems (6)
- Oracle 12C Database Upgrade (Required for PS Upgrade)
- Campus Labs – Extracts and Related Components
- LCFS Technology Needs for EMR, HIPAA, and PCI

Student Technology Support

- Mental Health Act – Student Optional Disclosure
- Scholarship Management for Advancement
- Redevelop the *Here For You* Mobile Application for the Wellness Center
- Move Student Refunds from LOCUS to Lawson

Continuous Service Development

- Business Intelligence/Data Warehouse (5)
- Enterprise Content Management (4)
- Biology Lab Research Positions - Application and Tracking
- ITS Help Desk to Service Desk
- Establish ZOOM Technology for Conferencing



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Academic and Faculty Support					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
LOCUS Enhancements (5) (PSS #'s 2383,2393,2403,2407, 2410)	Academic Affairs (Pelissero)	Adams, Pullen	Green	Green	<p>Recent Activity: 2383 Aid Year 2017 Award Letter - complete; 2395 Engaged Learning enhancements – added function for org contacts and comments; 2403 Aid Year 2017 – Loans/Disbursements/Misc. – most changes complete; 2407 – Student Data Collection – completed minor changes for 2016-17; 2410 – Student Refunds – in progress – Requirements complete.</p> <p>Next Steps: 2395 Engaged Learning - enhance new Org process; 2403 Aid Year 2017 – Loans/Disbursements/Misc. – MAP Grant and Loan Processing changes expected; Evaluating Return to Title IV process; 2410 – Student Refunds – Development in process, followed by testing and conversion.</p>
Maxxess (PSS #'s 2081, 2082, 2339)	Tom Kelly	Heckel	Green	Green	<p>Recent Activity: PSS 2081 & 2082 on hold; PSS 2339 – Upgrade Maxxess software: 1) Completed. 2) Requested and received a quote from Maxxess for onsite training for Campus Safety and ITS technical support staff.</p> <p>Next Steps: 1) Schedule onsite training on the Maxxess system. 2) Schedule meeting with client to discuss on hold projects and other potential projects.</p>
Faculty Information System (FIS) Suite Enhancements (PSS 2309)	Academic Affairs (Prasse Reuland)	Heckel	Green	Green	<p>Recent Activity: Completed enhancements to the FIS Core and SBM modules and deployed to production.</p> <p>Next Steps: Work with client to complete enhancements to the SSM module, and redevelop the FSP module.</p>
Online Exam Proctor Solution Pilot	Academic Affairs (D'Agostino / Dysart)	Yun	Green	Green	<p>Recent Activity: 1) Drafted proposal to re-request project funding from the Provost based on the current budget constraints. 2) Preparing for meeting with the Provost to confirm support for the project, as a result of the recent leadership changes in the Provost Office. 3) Obtained revised contract from vendor that reflects pilot starting in Spring 2017.</p> <p>Next Steps: 1) Obtain funding and project support from the Provost, 2) Complete contract negotiations. 3) Identify pilot participants. 4) Prepare for pilot.</p>
Clicker Pilot	Academic Technology Committee	Jarrin (PMO), Walker	Green	Green	<p>Recent Activity: 1) ATC recommended continuation with Top Hat as the institutional solution. 2) Completed the contract renewal on 8/23. 3) Core team conducted a lessons learned exercise on 9/7. 4) As of 9/9, there are 23 courses and 1,405 students using Top Hat for Fall 2016.</p> <p>Next Steps: This pilot project will be officially closed on 9/12 as Top Hat transitions from pilot to production.</p>



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Administrative Initiatives					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Lawson Program (7)	Finance (Gomez) HR (Hanson)	Schleibinger	Green	Lime	Recent Activity: 1) Progressing on HR interfaces requirements, analysis and development for Employment Verification, Pension, Disability Leave, Health Insurance, HSD Flu Shot Compliance and 457B plans. Timelines are very tight, need to manage resource constraints, escalated to senior management. 2) LUC members now invited and attending various Workday implementation meetings. Trinity project managers and liaisons assigned to LUC to ensure all process needs are met. Several breakout groups created. Go live is set for 12/25/2016. Next Steps: 1) Complete the above HR interfaces in the desired Go-live dates. 2) Follow-up with Trinity on Workday migration decisions/design.
Kronos Upgrade	Finance (Gomez)	Bunker	New	Green	Recent Activity: 1) Workforce Central upgrade to version 8 has been initiated and project plan completed. The scope of work includes adding new mobile functionality for managers. 2) Preparation of the new production environment for testing in progress. 3) Interface modification in progress. Next Steps: 1) User acceptance, interface and clock testing. 2) Training for System Administrators and Payroll Personnel and Managers (for mobile functionality).
Online Performance Management System (PSS 1955)	HR (Williams)	Heckel	Green	Lime	Recent Activity: 1) Coding of the application is in progress. 2) Continued to work with client on remaining details in the technical requirements. 3) Development progress delayed due to staffing changes. Next Steps: 1) Receive final approval of the technical requirements. 2) Continue coding of the application.
Advancement Systems	Advancement (Orsini)	Schleibinger	Yellow	Yellow	Recent Activity: 1) Proof of Concept project to upgrade the Advance system to 2015 was completed with only minor issues/adjustments needed. 2) Reporting Gap analysis completed, reporting approach to use the ADW/WebFocus approved, project will run parallel to the upgrade activities, no dependencies. 3) Currently working on reactivating the Grad Merge interfaces. 4) Designing approach to incorporate the use of Advance Data Loader for student degrees. 5) Architecture Design of future state software, hardware and future support started. 6) Recommendations, skill need and updated duration for Upgrade due in September. 7) Researching and Resolving Production issues as needed. 8) LUHS has communicated their intent to move Blackbaud CRM and not upgrade the new Advance version. Live date is Fall 2017. Will continue to engage LUHS regarding system and data needs. Next Steps: 1) Restart the Grad Merger interfaces. 2) Complete the degree Advance Data Loader process. 3) Start of the Advance upgrade project. 4) Monitor LUHS needs in reference to Blackbaud CRM.



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Administrative Initiatives cont.

Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues Milestones
LCFS Technology Needs for EMR, HIPAA, & PCI	Provost Office (Prasse)	Adams (McGiveny)	New	Green	Recent Activity: 1) Review Electronic Medical Records system specs/needs for Loyola Community and Family Services Center. 2) Implemented Titanium EMR. 3) Implemented credit card procedures. 4) Review of fax and video needs. Next Steps: 1) Implement protected fax/printer environment. 2) Determine appropriate HIPAA compliancy video broadcast/recording and storage product for training.
Early Alert Referral System (PSS 2421)	Provost Office (Tampke)	Yun (Adams)	New	Green	Recent Activity: 1) RFP sent to 5 vendors; four vendors submitted a proposal response. 2) Committee reviewed vendor RFP proposals and scored vendor responses. 3) Meeting held to review aggregate RFP committee scores. 4) Committee narrowed to three vendors, site visits are planned, and targeted for late-October / early November to hold product presentations. 5) Activities to schedule vendor presentations and site visits are underway. Next Steps: 1) Hold vendor site visits demos. 2) Schedule ITS presentation of current/possible in house functionality.
Campus Labs – Extracts and Related Components	Provost Office (Prasse)	Adams	New	Complete	Recent Activity: 1) IDEA course evaluation integrated into Campus Labs platform and extract re-written. 2) Modified extracts and staging tables for flexibility in organizational rollup structures. 3) Modified timing of extracts to improve survey administration. Next Steps: Complete.
Database for LUC Key and Lock info (PSS 1628)	Campus Safety (Murray)	Heckel	Green	Complete	Recent Activity: 1) Application is being used by the Locksmiths in production. 2) Clarified requirements for an important enhancement to track Key Rings provided to Campus Safety officers and key staff. Next Steps: 1) Complete Key Ring functionality.



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Student Technology Support					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Mental Health Act – Student Optional Disclosure	Wellness Center (Neufeld)	Heckel	New	Green	Recent Activity: Met with clients to obtain requirements. Began development of the online self-service form to collect contact information from students. Next Steps: Complete coding of form, and share with clients for their review.
Student Immunizations – Revised State Law (PSS 2469)	Wellness Center (Neufeld)	Adams (Dodaro)	New	Lime	Recent Activity: (NOTE: Not on POR new state law passed July 21 st , 2016) 1) Review of state regulation and current functionality. 2) Determine appropriate plan of action. Next Steps: 1) Gauge impact on students. 2) Approve implementation timeline. 3) Design & develop modifications and re-configurations. 4) Test. 5) Plan deployment.
Move student refunds from LOCUS to Lawson	Bursar (Campbell)	Adams (Kessler)	New	Green	Recent Activity: 1) Documentation of current processes. 2) Approvals of re-designed process – refund (DDP or check) created in Campus Solutions. 3) Complete Requirements Document. 4) Engaged MMC for check printing modification. Next Steps: 1) Development of software and reports. 2) MHC Check printing modification. 3) Testing. 4) Deployment of solution and removal of current PS processes (will retire with Campus Solutions 9.2).
Redevelop the Here For You Mobile App	Wellness Center (Asaro)	Heckel	New	Complete	Recent Activity: Application redevelopment was completed and the mobile app was deployed to the Google and Apple stores. Next Steps: None. COMPLETED
Scholarship Management Advancement	Enrollment Mgmt & Advancement (Roberts) & (Orsini)	Adams (McGiveny)	New	Complete	Recent Activity: 1) Review of vendor products and selection of AcademicWorks. 2) Input of endowed scholarship data. 3) Configuration of hosted product. 4) Developed production extract of students. Next Steps: COMPLETED 1) Functional team to expand usage to all outside scholarship opportunities. 2) Future possibility to incorporate SSOM. 3) Train and incorporate into departmental web sites.
Infrastructure					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
BCDR Program (IT Disaster Recovery Component) Definition of Terms: DR = Disaster Recovery	Enterprise Project (Pelissero/Kelly/Munson/Malisch)	Vonder Heide	Orange	Orange	Recent Activity: 1) Next set of projects are on HOLD due to budget constraints.. Operating expense funding has not been approved for FY16/17. 2) The annual audit process to review and update the DR plans is active and underway. This is an ongoing process. Next Steps: 1) Await decision on operating expense funding. 2) Keep DR plans current.



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Infrastructure, cont.					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Phone System Replacement (PSS-2135)	Enterprise Project (Malisch)	Yun	Green	Green	<p>Recent Activity: 1) Notified selected vendor for the phone system upgrade project. 2) Held meetings with vendor to finalize requirements. 3) Review and approval of the implementation vendor SOW is underway.</p> <p>Next Steps: 1) Obtain sign-off for vendor engagement. 2) Kickoff implementation planning</p>
LUHS/LUC/HSD Technology Program (4) (PSS 1570)	Enterprise Project (Callahan/Kelly/Malisch)	Vonder Heide	Lime	Green	<p>Recent Activity: Moves for faculty/staff in SSOM, Cancer Center and CTRE to LUC network are completed (except Informatics group and about 20 LUC/HSD faculty/staff residing in LUHS buildings). 215 “sit down” and Call Lab PCs were moved to LUC network. SSOM/CTRE classroom/conference room network migrations expected to complete in early Oct. Continued work on first research server move to HSD, migration of all servers is a multi-month project.</p> <p>Next Steps: 1) Complete the SSOM/CTRE classroom/conference room migrations. 2) Complete migration of LUC/HSD faculty/staff in LUHS buildings.</p>
Campus Construction Initiatives (4)	Facilities (Henning)	Various NIS staff	Green	Green	<p>Recent Activity: 1) CFSU and Flanner Hall remodeling complete. 2) Hoyne Field renovation complete. 3) Submitted camera placement costs for Cuneo.</p> <p>Next Steps: 1) Monitor the installation of the video streaming capability at Hoyne. 2) Monitor the construction progress at Cuneo.</p>
Information Security Program (7)	Enterprise Project (Malisch)	Pardonek	Lime	Lime	<p>Recent Activity: Overall program health remains Lime; several projects and operational tasks contain risks and have missed deadlines. 1) Security Awareness participation is below expectations. Reviewing methods of mandatory compliance tracking. Improvement plans to be delivered to ITESC in Q1 FY17. Policy Review for new hires at 84%. 2) IT Risk Assessment projects are under risk due to lack of response for inventory requests from several ITS areas. 3) 2015 annual security assessment remediation has all high and critical findings closed. Proposed remediation schedules in place for medium findings. 2016 annual security assessment remediation in process with 13% of findings completed. 4) PII compliance efforts for 2016 shows improvement with 2 scan per year departments completing first scan on time. Web pages for end users near complete. 5) Web Application Firewall (WAF) continues implementation with four applications in blocking mode and two applications in transparent mode. 6) PII program for HSD is moving forward. Program is currently in the inventory phase. 7) New secure, self-service wireless networks rolled out to all campuses. Retirement of legacy Wi-Fi scheduled for end Q2 FY17. 8) Annual PCI-DSS attestation efforts on track. PCI Penetration testing completed, evidence and documentation collection is 90% complete.</p> <p>Next Steps: 1) Continue with security awareness, PII and PCI activities. 2) Increase effort to improve on Risk Assessment results. 3) Continue to expand WAF use.</p>



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Continuous Service Development					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Business Intelligence/Data Warehouse (5) (PSS #s 979, 2053, 2433) Definition of Terms: <ul style="list-style-type: none"> • EDW=Enterprise Data Warehouse • BI = Business Intelligence • Power BI= a complete Business Intelligence platform developed by Microsoft (powerbi.com) 	Provost (Pelissero)	Vavarutsos	Green	Green	Recent Activity: 1) WebFOCUS Web Reports conversion nearly complete, going live with the new system end of October using EDW and retiring the RDS as data source. 2) Combined data from LOCUS and Slate to provide the data necessary for self-service analysis of the Discover Loyola Orientation sessions. This model was extensively used by the Advising and Finance teams. 3) Enhanced metrics for tracking the new freshmen students that took the ALEKS test as part of their orientation as well as enrollments by class for the Fall 2016 term. 4) Proof of concept developed for Plan 2020 metrics for the first year. 5) Work is nearly complete on automating the gathering of data for Clearing House report as well as generating the output by NSC specs. 6) Work continues automating the extraction of Sakai data into the EDW. 7) The Classroom Utilization report can now be executed on demand. 8) A PowerBI training class specific to PowerPivot functionality in Excel, was developed and offered by the BI team. This class was attended by 54 staff (28 non-ITS, 26 ITS) over 14 2-hour class sessions. Feedback very positive. 9) Collaboration on the development of the reports used by the various Advancement Divisions. 10) Collaborating with IR to use EDW as data source for their current and future data requirements. Next Steps: 1) UMC messaging application conversion to WebFOCUS 8. 2) Continue work with Reg & Rec to support their initiatives. 3) Combine student retention metrics with Sakai data. 3) Enhancements to Core Classes analytics and develop additional models for specific student groups (e.g. Honors). 4) Develop new reports for Performance Reviews system built by ITS. 6) Work with IR to create data for submission to Illinois Longitudinal Data System.
ECM/Imaging Implementation (4)	Enterprise Project (Malisch)	Schleibinger	Green	Green	Recent Activity: 1) The following implementations went live during the period: General Counsel, HR Benefits Phase 2, Institute of Pastoral Studies, Human Resources - LUERP Reels and Discs, and School of Nursing - Phase 1. 2) Active projects include: Records Retention, New Doc Types for treasury, Treasury eforms for Terminal Inspections, HR/SPA Workflow, Student Refund Checks, LUMA Special Exhibits, SSOM Student Affairs, HR LUERP-New Docs and HR ePAF document separation. 3) A web session was held on DocFinity eforms as a follow-up to the user group. Next Steps: 1) Complete Go-lives' for projects in-flight. 2) Webex on DocFinity email functionality. 3) Review latest patch for upgrade timing.
LYNX Mass Notification and Panic Alarms	Campus Safety	Kim	Green	Green	Recent Activity: 1) Keyboard Panic Alarms installed at Schreiber Center offices, Bursar's/Cashier areas at LSC/WTC, and IES/BVM offices. Next Steps: Schedule testing and piloting of mass notification system.



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Continuous Service Development cont.					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
12C Database Upgrade (PSS 2330)	Enterprise Project (Malisch)	Pullen	Green	Green	Recent Activity: 1) Applied the April and July Critical Patch Updates (CPU). 2) Enhanced Disaster Recovery strategy with new DNS names for the LUCPRD and Advancement database servers. Next Steps: 1) Upgrades to 12C planned for the following applications/services: Kronos Enterprise Data Warehouse, RMS, Advancement. 5) Apply October Oracle CPU security patch on all 12c database servers, and all existing 12c databases.
IT Help Desk to Service Desk	Enterprise (Montes)	Jarrin/Stillwell	Green	Green	Recent Activity: 1) Drafted the LUC HEAT Service Catalog with consultant on 6/24. 2) Team attended the HEAT Cloud Workshops from 6/21 to 6/24. 3) Provided campus, building, room, etc. information to HEAT Software on 7/5. 4) Completed building the LUC HEAT Service Catalog on 7/12. 5) Opened a new project, PSS-2456, as we will need to infrastructure changes for this project (PSS-2415). 6) LUC and HEAT Software teams continue working on the VPN Tunnel configuration due to complete by 9/9. Next Steps: 1) Verify connectivity from LUC and HEAT Software no later than 9/14. 2) Define LUC HEAT incident, problem, escalation, VIP notifications, secure incidents, et. al. by 9/21. 3) Perform configuration of Modules and System. 4) Perform integration: email, upload of system reference data, et. al.
Establish ZOOM Technology for Conferencing	Enterprise (Montes)	Belyankin	Green	Green	Recent Activity: An enterprise license for ZOOM conferencing was obtained at the end of June to replace LifeSize as a large group/committee meeting conferencing solution. Instructions to assist users in selecting the right system based on their conferencing needs is available here: http://www.luc.edu/itrs/audiovideoconferencing/ . Two user training sessions were offered to administrative schedulers prior to the start of school, with additional sessions offered in September and October, (dates are posted on the ITRS calendar). Next Steps: Close-out project.
Biology Lab Research Positions – Application and Tracking (PSS 2327)	Academic Affairs (Prasse, Lodolce)	Heckel	Green	Complete	Recent Activity: Application was completed and deployed to production. It is currently being used by students and the Biology department. Next Steps: None.

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