

Run ...ongoing operations

Sample Service Volumes

- Daily**
- ▶ 600,000 E-Mails Received
 - ▶ 3,100 mobile devices sync to e-mail
 - ▶ 11,600 logins to LOCUS
 - ▶ 5480 total printed pages (-23%)
 - ▶ 36,500 total visits to LUC.edu
- Weekly**
- ▶ 975 support calls generated (+16%)
 - ▶ 100 checkouts of a laptop from the Information Commons
 - ▶ 585 classroom support calls
 - ▶ 560 VPN sessions
- Monthly**
- ▶ 27,700 computer lab logins
 - ▶ 2,100 online group study room reservations
 - ▶ 830 software downloads from TechConnect
 - ▶ 295,000 visits to LUC.edu from mobile devices
- Annually**
- ▶ 1.8 million logins to LMS
 - ▶ 39,540 support calls processed (+16%)
 - ▶ 945 special events supported
 - ▶ 92 million network attacks blocked

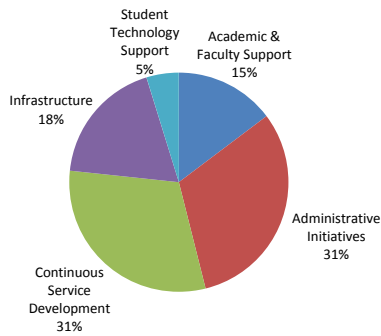
Infrastructure Highlights

- ▶ 6,200 workstations with approximately 29% available for student use
- ▶ 300 technology-equipped classrooms and 50 conference spaces
- ▶ 575 digital surveillance cameras deployed campus-wide

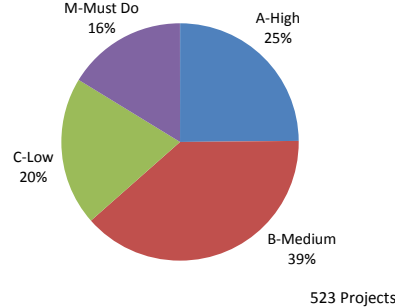
Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 515 projects annually for the past five years. The ITS project portfolio size (effort of projects) has grown 24% since FY12.

FY14 Projects by Strategic Alignment



FY14 Projects by Priority



Strategic Category	FY14 Q1-Q2	FY14 Q3-Q4	FY14	FY14
	Completed Projects	Completed Projects	Total Projects	Percent of Total
Academic & Faculty Support	10	11	21	14%
Administrative Initiatives	21	26	47	32%
Continuous Service Development	24	12	36	24%
Infrastructure	25	14	39	27%
Student Technology Support	2	2	4	3%
	82	65	147	100%

Grow ... information systems and services to optimize performance

On-Demand Technology Training, Atomic Learning

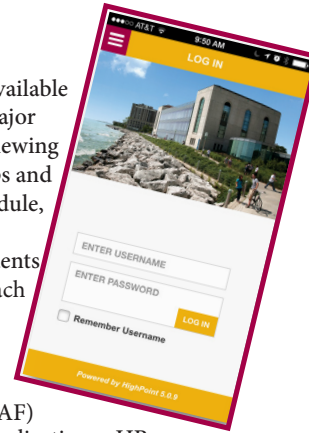
Atomic Learning, an on-demand, just in time technology training solution rolled out. This hosted system provides short, packaged videos about multiple technologies and soft skills for individuals to consume in a curriculum or ad-hoc format and allows students, faculty, and staff the ability to learn many technologies such as the Microsoft Office or Adobe Creative suites. The system provides tracking for the individuals so that they can track and measure their progress.



- The system:
- ▶ Easy to use and accessible anywhere, anytime, from any web-capable device.
 - ▶ Provides access to over 65,000 technical topics.
 - ▶ Fully-integrated with Loyola's Learning Management System (Sakai).
 - ▶ Provides students, faculty, staff, with full-control of what technologies they want to learn.
 - ▶ Atomic learning can be accessed at: atomiclearning.com/login/luc

Student System Mobile Access

The Loyola University Chicago mobile application available in the Apple and Android app stores underwent a major update in June. Newer features for faculty include viewing their teaching schedule, class rosters, student lookups and viewing their advisees. Students can view their schedule, grades, to-do lists, holds, financials, aid awards and campus maps. One popular new feature is that students can agree to share their individual schedules with each other.



Other Highlights

Created an electronic Performance Action Form (ePAF) process to simplify and streamline student worker applications. HR processes over 1,200 PAFs at the start and end of terms for students. ePAF processing for staff will be added in the future.

Health Sciences Division email moved from Novell GroupWise to the University's Microsoft Exchange platform. Calendaring and Address Book functionality was integrated between LUC, LUHS and Trinity Health.

Microsoft's Unified Messaging platform replaced our existing Audix voicemail solution.

- ▶ Lakeside users can now receive and listen to voice mail messages directly from their email mailbox
- ▶ A conference calling solution has been added that serves up to 20 participants and includes both on-campus dialing and an 800 number to lower participant's costs.
- ▶ Increases the ease of video and conference calling
- ▶ Over 3,000 voice mail boxes were migrated

The Lawson and Kronos applications were successfully migrated from a LUMC/Trinity supported infrastructure to a University supported environment. The cutovers were executed as planned with no serious post go-live issues.

Transform ... new technologies and processes that fundamentally promote change

Video Repository, Loyola Media

A new video repository cloud-based solution was implemented. The new system named "Loyola Media," replaced the Ignation system. Powered by Kaltura Media Solutions, Loyola Media provides students, faculty, and staff with a fully-accessible repository for storing and sharing video. The system is integrated with the learning management system, Sakai, and fully supports video operations from mobile devices. Loyola Media can be found at: media.luc.edu



As part of the move to the new LoyolaMedia system ITS:

- ▶ Migrated over 4,500 videos to the new system, comprising over 3TB of storage.
- ▶ Established a "mobile-ready" environment for production and consumption of video.
- ▶ Worked with UMC to re-brand Loyola's digital media platform and services for the Loyola community.
- ▶ Positioned the technology infrastructure to support anytime, anywhere

Business Intelligence (BI)/Analytics

The EDW (Enterprise Data Warehouse) went live with student data from LOCUS and Faculty Instructional Activity (FIA) information enhancing user accessibility to current and historical data enabling trending and forecast styles of reporting. The BI environment was enhanced with the upgrade of the WebFocus (WF) to version 8 and the addition of Tableau data analysis tools that improve overall self service capabilities. New BI created for FIA, Student Indebtedness, Mid-Term Grade Alerts, Ad Hoc dashboard for Registration & Records, Advancement analytics with 12 reports. Consolidation and migration of old RDS (Reporting Data System) reports in progress with RDS retirement eminent.

Anytime Anywhere Access

The ability for students, faculty and staff to fulfill their relationship with Loyola from wherever they are in a simple and secure way, continues to develop and progress. This multi-year, multi-layer strategy continues to move forward as depicted below:



Completed	Future Direction
Cloud based storage - Box	Eduroam federated network access
Improved mobile presence - Highpoint Mobile	VPN Replacement
Addition of web-based and self-service applications	Password Management Upgrade
Campus wireless expansion - HSD, Gentile	Private cloud based storage - SharePoint
Broader and stronger security controls	Identity & Access Management Strategy
Online Learning - Atomic Learning	Desktop Virtualization
Loyola Media - Kaltura	Bring Your Own Devices

In FY15 an in-depth strategy will be developed to complete the integration of the technologies required to fulfill the Anytime Anywhere Access experience for the users of Loyola technology services.

FY14 FACTS

Data Centers & Networks

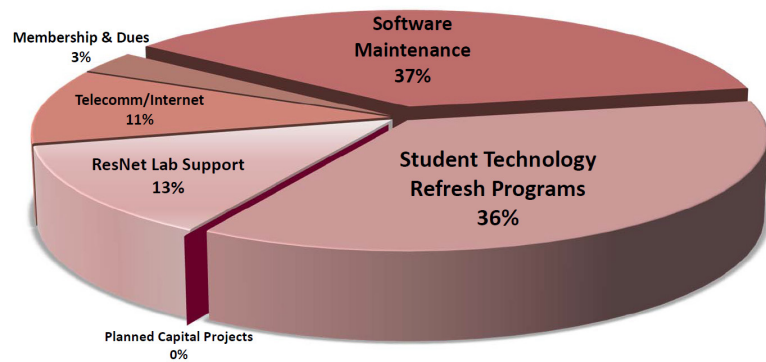
Loyola's two data centers house nearly 730 devices including servers, appliances, and equipment:

- ▶ Over 550 Terabytes of online storage (10% increase over FY12)
- ▶ 180 physical enterprise class servers and over 374 virtual servers
- ▶ 2,100 wireless access points covering 95% of Loyola's buildings
- ▶ 17,000 devices registered on the wireless network
- ▶ 1.350 Gig connection for internet bandwidth
- ▶ 18,515 Student Devices Connecting to Sync to E-Mail
- ▶ 28 Terabytes of Security Surveillance Storage

Other Facts

- ▶ 35 presentations were delivered by ITS staff members at leading technology and higher education venues
- ▶ 2 Staff Members awarded the LUC Commitment to Excellence Award
- ▶ ITS actively participated in LUC & Me Mentors and the AJCU Mentor Program
- ▶ 3.9 million documents stored in docfinity
- ▶ 20 deployments of ECM technologies were completed, 9 of which were in new departments. These included Capital Planning, UMC, Student Development, Facilities, Conference Services, Parking & Transportation, Office of the CIO, General Counsel and the School of Social Work.

FY14 TECHNOLOGY FEE ALLOCATIONS



TECHNOLOGY SCORECARDS

An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index						
	FY10	FY11	FY12	FY13	FY14	FY13-14 Change	Total Change (since FY07)
Academic & Faculty Support Scorecard	3.8	3.9	3.9	3.8	3.8	0%	22%
Administrative Technology Scorecard	3.9	4.1	4.1	3.9	3.9	0%	11%
Student Technology Scorecard	4.4	4.4	4.3	4.4	4.7	7%	20%
Infrastructure Scorecard	3.6	3.5	3.6	3.6	3.7	2%	19%
Continuous Service Improvement Scorecard	3.7	3.8	3.9	3.9	3.8	-2%	40%
Governance & Funding Scorecard	3.9	3.9	4.0	3.9	3.9	1%	31%
Average Annual Score	3.9	4.0	4.0	3.9	4.0	1%	23%
Year to Year Improvement	8%	2%	0%	-1%	1%		

FY15 & BEYOND

MAJOR INITIATIVES - FY15 Q1-Q2

Academic and Faculty Support

- Locus Enhancements (5)
- Maxxess (5)
- Electronic Outbound Transcript Feasibility

Administrative Initiatives

- Database for Key and Lock Info
- RMS Mercury Upgrade
- Online Performance Management System
- 25Live Decentralized Scheduling for Multi-Purpose Rooms
- Website to Self Identify a Disability and Protected Veteran Status
- Prospect Management Data Mart with Self Select
- Lawson - Retirement Vendor Switch

Infrastructure

- Campus Construction Initiatives (12)
- Information Security Program (5)
- LUHS/LUC/HSD Technology Program (4)
- IT Disaster Recovery (14)

Student Technology Support

- On-Demand Technology & Skills Training
- Locus to Outlook Interface for Course Schedules
- Alumni Email Accounts for Life

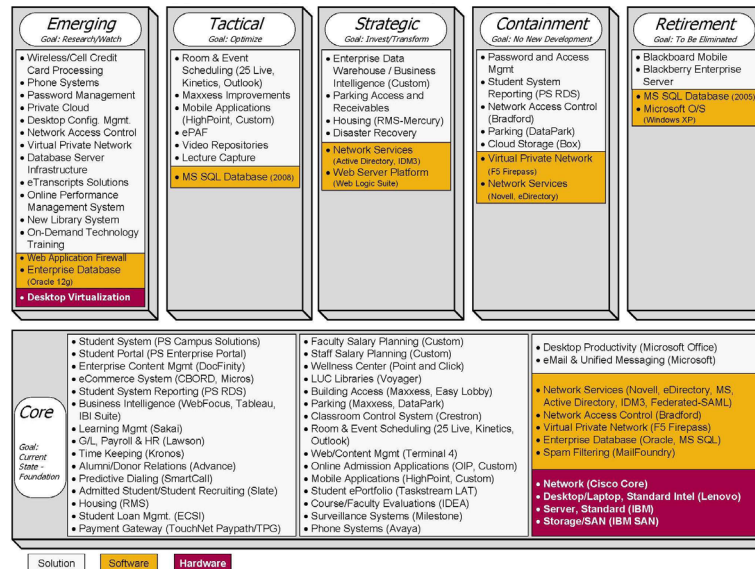
Continuous Service Development

- Business Intelligence/Data Warehouse (2)
- Enterprise Content Management (5)
- Parking Permit Management and Enforcement
- Parking Access and Receivables Control System - Replacement
- Motor Vehicle Records Check Authorization

Initiatives under development include:

- ▶ Expand Anytime Anywhere Access capabilities
- ▶ Continue Disaster Recovery provisions for Tier 1 services
- ▶ Expand support for online course/degree offerings including lecture capture and video repository solutions
- ▶ Create Prospect Data Mart with self-service capability for Advancement team
- ▶ Select and install security architecture improvements including new solutions for VPN, web application firewall, password management and data loss prevention
- ▶ Provide electronic outbound transcripts
- ▶ Deploy SharePoint platform for file access and collaboration

LUC Technology Strategy - A Roadmap for Change



July 31, 2014

For more information visit: luc.edu/its/gov_home.shtml

Information Technology Services



FY14 Summary

LOYOLA UNIVERSITY CHICAGO

July 2014