

# Run ... ongoing operations

## Sample Service Volumes

### Daily

- ▶ 700,000 E-Mails Received
- ▶ 6,600 logins to Blackboard (+20%)
- ▶ 900 mobile devices sync to e-mail
- ▶ 300 media equipment checkouts (+46%)

### Monthly

- ▶ 75,000 computer lab logins (+7%)
- ▶ 3,800 online group study room reservations (+27%)
- ▶ 450 software downloads from TechConnect (+349%)

### Weekly

- ▶ 725 support calls generated (+20%)
- ▶ 1,300 checkouts of a laptop from the Information Commons (+337%)
- ▶ 100 classroom support calls
- ▶ 14,000 visits to Loyola's home page from iPhones and iPads

### Annually

- ▶ 1.6 million logins to LMS
- ▶ 34,000 support calls processed (+13%)
- ▶ 1,200 events supported
- ▶ 30 faculty & 2,500 students use iClicker each semester

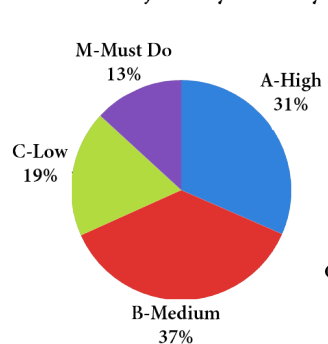
## Infrastructure Highlights

- ▶ 4,100 workstations with over 30% (1,250) available for student use
- ▶ 250 technology-equipped classrooms and 40 conference spaces
- ▶ Migration to Windows 7 (60%) and Office 2010 (100%) complete
- ▶ Over 550 digital surveillance cameras deployed campus-wide

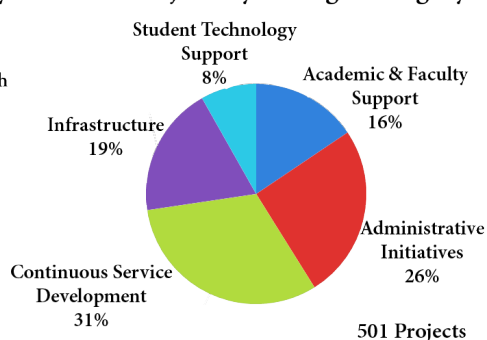
## Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 500 projects annually for the past three years. The ITS project portfolio size (effort of projects) has grown 20% since 2007.

FY12 Projects by Priority



FY12 Projects by Strategic Category



Strategic Category	FY12 Q1-Q2 Completed Projects	FY12 Q3-Q4 Completed Projects	FY12 Total Projects	FY12 Percent of Total
Academic & Faculty Support	20	8	28	17%
Administrative Initiatives	19	19	38	23%
Continuous Service Development	30	26	56	34%
Infrastructure	19	13	32	19%
Student Technology Support	4	8	12	7%
	92	74	166	100%

# Grow ... information systems and services to optimize performance

## Self-Service

Several new self-service features have been added to simplify and enhance the student experience:

- ▶ Students can enter "Internship Learning Agreements" directly in the student portal for instructor review and approval
- ▶ Students can use self-service to manage FERPA blocks on their student records
- ▶ Prospective and Current Students now have the ability to view Undergrad Academic Requirements on-line via the LOCUS portal
- ▶ Waitlisting capability has been added to LOCUS for the School of Communications and the School of Business
- ▶ Students can now pre-certify their personal computers to use LUC's network, prior to arriving on campus
- ▶ Residence Life Cinema provides on-the-go or on-demand movie selection
- ▶ Automated residence life housing exemption/release process

## Enterprise Content Management (ECM)

The program is now in year 3 of a 5 year effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms. Program results are sustained and include: process improvements and efficiencies, increased records security, improved collaboration and information access and an overall operations savings

▶ In FY12 Loyola was recognized for its ECM implementations and was awarded the 2012 Carl E Nelson Best Practices Award from the Association for Information and Image Management (AIIM). The award recognizes excellence in information management

- ▶ New roll-outs are planned in for Human Resources, Accounts Payable, Treasury, Registration and Records, Bursar, LUMA, Facilities, Provost's Office, and Finance
- ▶ Version 10 conversion efforts are underway and planned for FY13

**ECM Stats**

- 26 departments live
- 900 active users
- 2.9M documents stored
- 925 document types
- 72% process improvement
- 6,800 hours saved annually (3.4 FTE)
- \$47,000 saved annually

## Other Highlights

- ▶ Expanded outreach to Loyola community through establishment of "ITS Tech Day" conference. This event features presentations by Loyola faculty, students, and staff about technology initiatives on and off campus
- ▶ New online registration/application process for the Office of International Programs and for study abroad programs
- ▶ Automatic assignment of advisors in the student system
- ▶ New mobile application designed and developed to support Residence Life and facilitated easy and efficient check-in and check-out processes
- ▶ Printable rosters which include student pictures made available to faculty via the LOCUS system
- ▶ Created a Total Student Indebteness report for use by Financial Aid counselors when providing financial aid advising and exit/graduation interviews

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

## DW/BI

The Enterprise data warehouse project is nearing completion of its first phase deliverables expected by calendar year end 2012. This baseline phase of the data warehouse project will contain university data centered on students and faculty. Student records, campus community, student financials, financial aid and admissions will be available for analysis along with instructional activity information for faculty. The business intelligence reporting for Faculty Instructional Activity was completed and shared with university administration and will be utilizing the data warehouse data in production in late fall 2012.

## Health Sciences Division

A number of activities were initiated and implemented as the result of Loyola University's sale of the Loyola University Health System (LUHS) to Trinity Health:

- ▶ Established Information Services Content Review Team and program office to oversee and coordinate information technology migrations and shared services
- ▶ Established a program governance process for project prioritization, review and approval, and defined specific projects to evaluate and separate technologies or manage shared service arrangements

- ▶ Galante Information Commons opened in the School of Nursing building at HSD
- ▶ Completed projects included:

- (1) Incorporated the University's wireless system, secure internet access and authentication technologies in the newly opened MNSON building
- (2) Initiated a phased plan for desktop management and support
- (3) Improved triage/coordination between the LUHS and University help desks
- (4) Completed ECM for the HSD HR and SSOM Registrar
- (5) Completed risk assessments for both PCI and the HSD Vault application



## Technology for Online Courses & JTERM

ITS partnered with the Provost's office and other administrative areas to deliver 14 condensed and intensive two-week session courses during the JTERM. Six of the courses were delivered fully online. ITS supported the training of faculty to prepare to teach the courses and provided online and on-campus support for students and faculty during the two week sessions. Approximately 280 students took advantage of the JTERM sessions.

The program for preparing faculty to teach online doubled its offering of training workshops and courses with over 26 new courses added for the summer of 2012. The Blackboard and Adobe Connect systems were used extensively to deliver courses. Proctoring of online exams was piloted in the first summer session of 2012.

# FY12 FACTS

## Data Centers & Networks

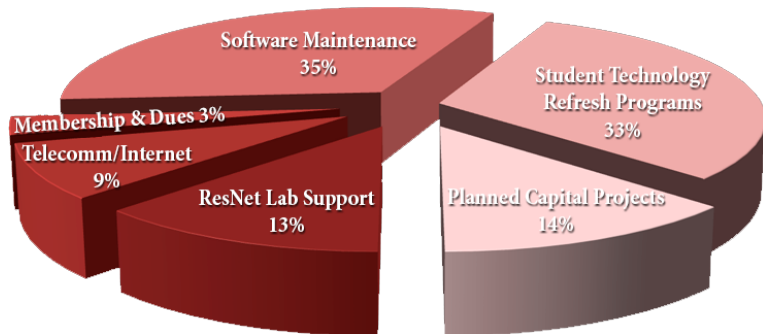
Loyola's two data centers house over 550 devices including servers, appliances, and equipment:

- ▶ Over 430 Terabytes of online storage (360% increase over FY11)
- ▶ Nearly 160 physical enterprise class servers and over 230 virtual servers
- ▶ Over 1,500 wireless access points covering 90% of Loyola's buildings
- ▶ Over 23,300 devices registered on the wireless network
- ▶ 1.2 Gig connection for internet bandwidth

## Other Facts

- ▶ 225 technology training sessions delivered for Loyola faculty and staff
- ▶ 45 presentations delivered by ITS staff members and 28 presentations at many leading technology and higher education venues
- ▶ Two publications authored by ITS Staff; Admitted Student Portal featured as a case study in the book, "The Social Organization"
- ▶ Three awards: "Carl E Nelson Best Practices Award" from AIIM; "The Dean's List: Must-Read Higher Education Technology Blogs" from EdTech; and "High Achievement in MS Information Technology Student Award from LUC Computer Science"

## FY12 Technology Fee Allocations



# TECHNOLOGY SCORECARDS

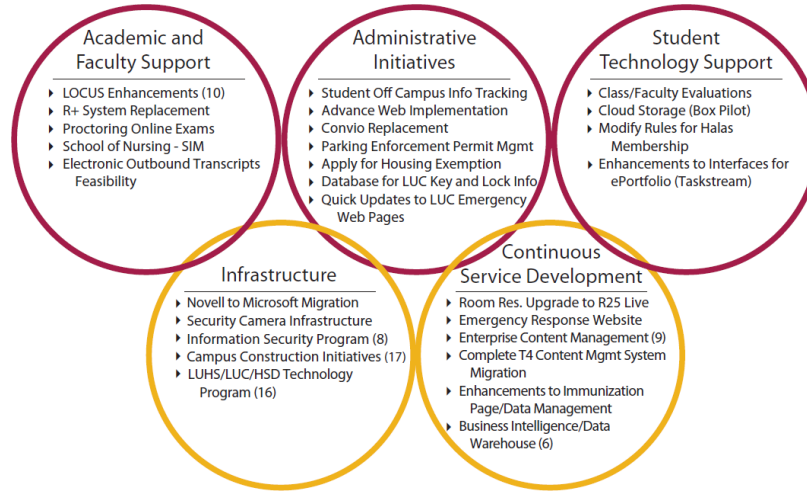
An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index							
	FY07	FY08	FY09	FY10	FY11	FY12	FY11-12 Change	Total Change
Academic & Faculty Support Scorecard	3.0	3.3	3.5	3.8	3.9	3.9	0%	23%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	4.1	4.1	0%	15%
Student Technology Scorecard	4.1	3.9	4.3	4.5	4.5	4.3	-4%	8%
Infrastructure Scorecard	3.0	3.1	3.3	3.6	3.5	3.6	3%	15%
Continuous Service Improvement Scorecard	2.3	2.8	3.4	3.7	3.8	3.9	1%	41%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	3.9	4.0	1%	32%
<b>Average Annual Score</b>	<b>3.1</b>	<b>3.3</b>	<b>3.6</b>	<b>3.9</b>	<b>4.0</b>	<b>4.0</b>	<b>0%</b>	<b>22%</b>
<b>Year to Year Improvement</b>	--	6%	8%	8%	2%	0%		

As of November 2011

# FY13 & BEYOND

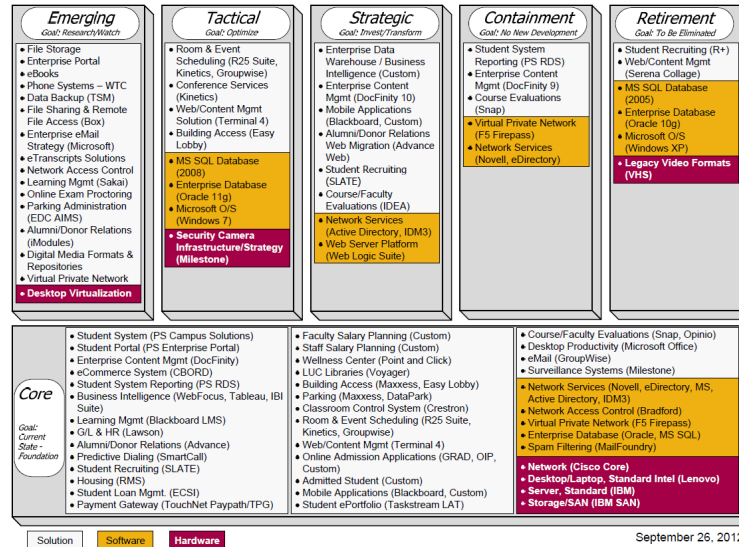
## MAJOR INITIATIVES - FY13 Q1-Q2



## Initiatives under development include:

- ▶ Introduce "Anytime, Anywhere Access" technology strategy
- ▶ Develop technology competency roadmaps for students, faculty, and staff
- ▶ Implement cloud-based storage for all students, faculty and staff
- ▶ Migrate learning management system to open source
- ▶ Implement enterprise wide class/faculty evaluation system
- ▶ View course articulations online for transfer decisions
- ▶ Move from GroupWise to Microsoft Exchange/Outlook
- ▶ Relocate new data center within the Water Tower Campus
- ▶ Establish BCDR plan for the institution
- ▶ Expand availability of lecture capture

## LUC Technology Strategy - A Roadmap for Change



For more information visit: [luc.edu/its/gov\\_home.shtml](http://luc.edu/its/gov_home.shtml)

# Information Technology Services



## FY12 Summary

# LOYOLA UNIVERSITY CHICAGO

July 2012