



Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Karen Paciero	Attended	Provost Office Representatives	David Slavsky	Attended
Enrollment Management & Student Success	Paul Roberts	Attended	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Attended	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz Teresa Krafcsin	Attended Attended	ITS	Jim Sibenaller	Attended
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Norberto Grzywacz	Attended	UMC	Jeremy Langford	Attended
Executive Vice Provost	Sheila McMullan	Attended	School of Nursing	Lorna Finnegan	Absent

Welcome, Meeting Purpose & Agenda

The minutes from the February 25th meeting were approved as written. The agenda for April 22nd includes a discussion on Enterprise Texting and an overview of Major Initiative next steps highlighting PeopleGrove Mentoring, CRM Platform, Data Integrity/Cleanup and Information Security. Also on the agenda is an ITESC Governance Review and a discussion on planning for future investments.

Enterprise Texting – S. Malisch & J. Sibenaller

Jim began by explaining the institutional need for an enterprise texting tool and how ITS went about researching options currently available. After reviewing our existing products and new products recommended by other schools, we were able to narrow our search down to two vendors, Signal Vine and Cadence-Mongoose. Once it was narrowed down to two options, we were able to take a closer look at all of the features each vendor offers. While both options are recommended for Higher Education use, Cadence has a better user interface, dedicated support and a large Jesuit customer presence. Based on rough estimates, it appears Signal Vine would be almost double in cost. ITS is recommending moving forward with Cadence-Mongoose for an enterprise texting tool. There were some questions regarding features of the Cadence-Mongoose enterprise texting tool. Paul asked whether there were any features we wanted that were not included in the product. Jim confirmed that for where we are now, the product will be sufficient, however, as we mature, Cadence-Mongoose offers a sister product we could add on if we choose to expand our capabilities. Jeremy shared that Cadence-Mongoose's customer service is what gives them a competitive edge over other vendors- each customer gets assigned their own person for questions/support. Karen and Jim will touch base separately to discuss gift capabilities through the texting tool. Jim confirmed with the group that we will need to identify a governance group to establish an owner and texting policy. ITESC approved moving forward with a 3-year contract with Cadence-Mongoose for an enterprise texting tool.

Next steps include establishing governance, identifying a product owner and oversight committee for policy and process.

Major Initiative Next Steps – S. Malisch & J. Sibenaller

PeopleGrove Mentoring- Susan explained the progress made with PeopleGrove since our last meeting. Dean Kevin Stevens presented on the Quinlan School of Business' pilot progress with PeopleGrove at a Council of Deans meeting. After further discussion with PeopleGrove, it was determined that the best option for Loyola would be a multi-hub configuration where each hub could accommodate a different constituent group. Our next step is to identify the main hub administrator who would be able to take ownership at the top level. At other schools, this responsibility is typically sourced from Career Services or Alumni Relations. Beneath the cluster admin would be the hub admins, who would have control over the school/unit experience for their area. This is the recommended architecture for the best results and to be able to aggregate engagement data consistently to inform Alumni Relations/Advancement.

CRM Platform- Susan briefed the group on where we are in the CRM platform search. There are distinct needs identified at the school level and also for Advancement to revisit the current platform through an RFP process. Data integration is a for these decisions. In order to determine next steps we have to consider short-term and long-term needs. Karen had concerns regarding finding an enterprise CRM solution that would also satisfy all the needs within Advancement. Susan confirmed that the school-based CRM may not be the same platform chosen for Advancement, however, we'd like to offer an enterprise solution at the school level to support data flows and data integrity that would flow to an Advancement solution. ITS will continue to research options and bring updates to the group at the next Steering Committee meeting.

Data Integrity/ Cleanup- Jim provided the group with an update on our data integrity/ cleanup progress since we last met. Jim and Tony Vavarutsos have identified a PM and a data governance subject matter expert to aid in our efforts to improve our data integrity. Both the PM and data governance subject matter expert are coming off of implementing data governance programs. They are set to start the first week of May.

Information Security- Jim gave an overview of the implementation of information security improvements over the past few fiscal years. We incurred a brief pause in information security efforts due to COVID-19, but efforts are back on track. In



2015, a 3rd party assessment of our risk ranked us at a 10.4 and we are currently at 19.66 showing consistent improvement. The scale is 1-25, most universities rank in the teens. We intend to continue planning for improvements by eliminating high risks and make them medium risks/more acceptable. The next planned changes to continue improvement are three: 1) Data Loss Prevention (DLP) by May 18 and 2) 12 character password length and 3) LSA Firewall and Anti-Virus Checking (Host Integrity Checking), both by July 1. Norberto raised some concerns with the timeline for 12 character password and Host Integrity Checking. Faculty are not on contract over the summer, so therefore, they may miss the message regarding the changes they will need to make. After discussing options, it was agreed to leave the timeline where it is, but get messaging out as soon as possible to alert faculty while they are still on contract that these changes will be taking place before their return for the fall semester.

ITESC Governance Review - S. Malisch

Susan opened the conversation by reviewing members of the ITESC. Susan will connect with Lorna and confirm whether or not Lorna will continue to serve as the Dean representative on the steering committee. Upcoming changes include Student Development being represented by the new VP, TBD. David Slavsky plans to leave the OIE on June 30, Brian Erdman will represent OIE on the ITESC as interim. Susan and Jim will connect offline to discuss whether or not HSC needs representation on the ITESC.

No edits were recommended for the ATC.

David explained that he believes the BISC has accomplished what they were initially charged with. Power BI has been thoroughly incorporated throughout Loyola, and David believes it is time to shift efforts towards data governance. Susan agreed this conversation should be taken offline for further discussion.

PRB struggles with attendance, the group confirmed the best way to encourage folks to begin attending when possible is to send a message including supervisors that stresses the importance of attendance and identifying a delegate when necessary.

Planning for Future Investments – S. Malisch

Susan briefed the group on upcoming ITS investments. Due to time constraints, a full discussion was deferred for a future meeting. Very rough estimates for upcoming major initiatives were provided with approximate FY impact. In regards to time, budget and resources, we need to prioritize and plan for these investments. A more thorough review will be added to a future agenda.

Next meeting – Thursday, June 17, 2021 – 10:00am -12:00pm –Via Zoom tele/video conference.

Respectfully submitted,

Megan Youngs



IT Executive Steering Committee Meeting Minutes
April 22, 2021
