# ITS Executive Steering Committee (ITESC)

Agenda and Materials
Sep 13, 2012

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES · LOYOLA UNIVERSITY CHICAGO

# Agenda

- **Parking Administration Recommendation**
  - E. Racz, S. Camargo, M. Raymond

- Tech Fee Review
  - A. Prokic-Kostic

- PII Program Modification
  - J. Pardonek

- ECM Prioritization
  - J. Sibenaller

- Cloud Policy Update
  - J. Sibenaller

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# Agenda

- Current System

- Objective

- Vendor Selection Process

- Proposed System

- Cost-Benefit Analysis

- Next Steps / Q&A

# Current System

- Two campus locations (LSC and WTC) are currently managed by 5 in-house databases and 20 spreadsheets.

- Not all Parking Office employees have access to all parking data which can lead to poor and slow customer service.

- The various spreadsheets and databases do not integrate with each other, all the searches and manipulation are manual and extremely time-consuming – e.g. it took one week to analyze officer ticket counts.

- The multiple places make it challenging to maintain accuracy which leads to inaccurate information, lost ticket revenues and poor customer service.
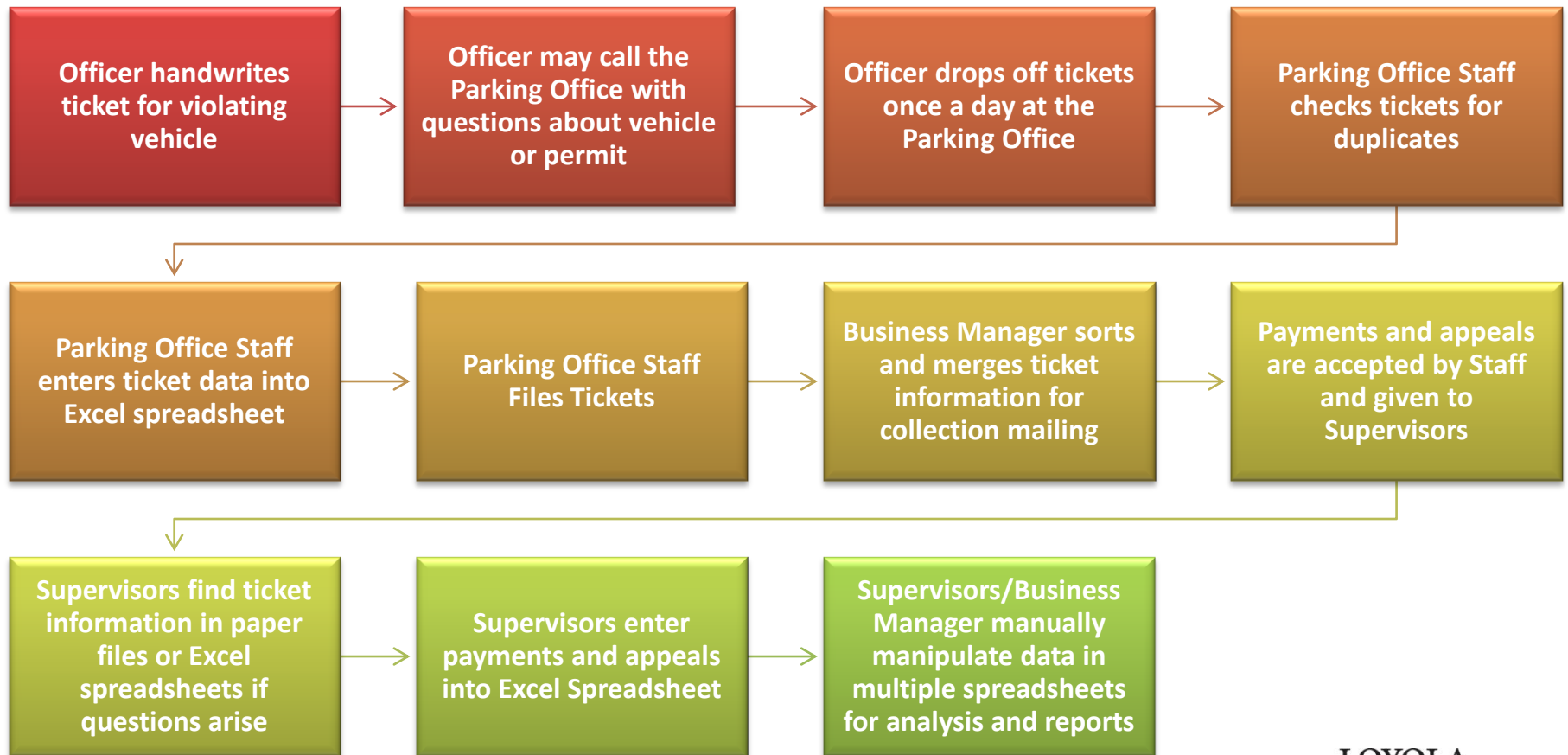
# Current System

- Campus Police Officers manually write tickets on ticket pads and have no access to parking permit holder information.

- Officers are not able to take photos of the violating vehicle to support the ticket.

- Violators cannot view, appeal or pay their parking ticket online, they must come to the Parking Office to do so.

- All parking tickets are manually entered and manipulated in a spreadsheet which is a burdensome process with a greater risk of error.

- Parking ticket collection letters are sent out once a month by manually sorting and merging the data.

# Current Ticketing Process

**Officer handwrites ticket for violating vehicle** → **Officer may call the Parking Office with questions about vehicle or permit** → **Officer drops off tickets once a day at the Parking Office** → **Parking Office Staff checks tickets for duplicates**

**Parking Office Staff enters ticket data into Excel spreadsheet** → **Parking Office Staff Files Tickets** → **Business Manager sorts and merges ticket information for collection mailing** → **Payments and appeals are accepted by Staff and given to Supervisors**

**Supervisors find ticket information in paper files or Excel spreadsheets if questions arise** → **Supervisors enter payments and appeals into Excel Spreadsheet** → **Supervisors/Business Manager manually manipulate data in multiple spreadsheets for analysis and reports**

*Average time for each parking ticket: 25 minutes (1,400 tickets = 583 hours annually or 2 hours per day)*

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# Objective

To purchase, implement and integrate a Parking Management System to strengthen efficiency, accuracy and customer service while generating sufficient net gain from increased parking ticket collections to cover the annual software support fees.

Parking management is becoming more complex, which demonstrates the need to have one central database for permit and ticket management.

# Vendor Selection Process

- Initial project funding approved and capital budget established. Started to work with IT Project Management Office.

- RFI was sent to 8 potential vendors.

- RFP was sent to 3 potential vendors.

- Vendor presentations for T2 Flex and EDC AIMS; 15 Loyola representatives attended from multiple university departments.

- D&B report was analyzed by Campus Services Controller.

- Multiple reference checks with other universities: both vendor-provided references and cold calls.

- Request for Best and Final Offer from both vendors.

- Side-by-side comparison and cost analysis completed.

# Best Practices and Trends

- Improve ability to serve all stakeholders on campus by matching technology in the current university climate.

- Out of the 47 universities reviewed the majority of them have a Parking Management System in place.

# Best Practices and Trends

Examples of universities using a Parking Management System:

- Boston College
- University of Chicago
- DePaul University
- Carnegie Mellon University
- Case Western Reserve University
- George Washington University
- Illinois Institute of Technology
- Tulane University
- Marquette University
- Loyola Marymount University
- University of Illinois at Chicago
- Western Illinois University
- University of Wisconsin Whitewater

# Proposed System

- Fully integrate permit and ticket data in one location with access for all Parking Office Employees and Campus Safety.

- Integrate with other Loyola software, such as LOCUS, Parking Maxxess, Lawson and Touchnet resulting in reduced IT infrastructure.

- Automated updates, no manual entry errors.

- Comprehensive financial, ticket and permit reporting with custom and ad-hoc reporting ability.

- Email/export reports, assign specific reports based on access levels.

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# Proposed System

- Handheld ticket writers with cameras.

- All updated permit and VIP parking information available to Officers.

- Online permit registration and wait lists. Permit sales website login can LDAP authenticate.

- Online ticket management, appeals and payments.

- Departments can purchase and print visitor parking online.

- Permit and lot management to allow or prevent overselling.

# Proposed System

**We are proposing the purchase of the EDC AIMS – Automated Issuance/Management System**

| | EDC AIMS | T2 Flex |
|---|---|---|
| Total Score | 107 | 99 |
| Total First Year Cost | $95,910 | $118,214 |
| Annual Support Fee | No annual increase | 5% annual increase |
| Reference Checks | All positive | Multiple red flags |

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# Cost-Benefit Analysis
## Monetary Benefits

- Annual software fee will be financed from higher ticket collection revenue as a result of increased collection rates.

- Universities reported that "rates have greatly increased" and "collection rate has improved dramatically". Cornell University reported a 90% collection rate for tickets written.

- Loyola University FY'12: 1,400 parking tickets issued, 33% collection rate.
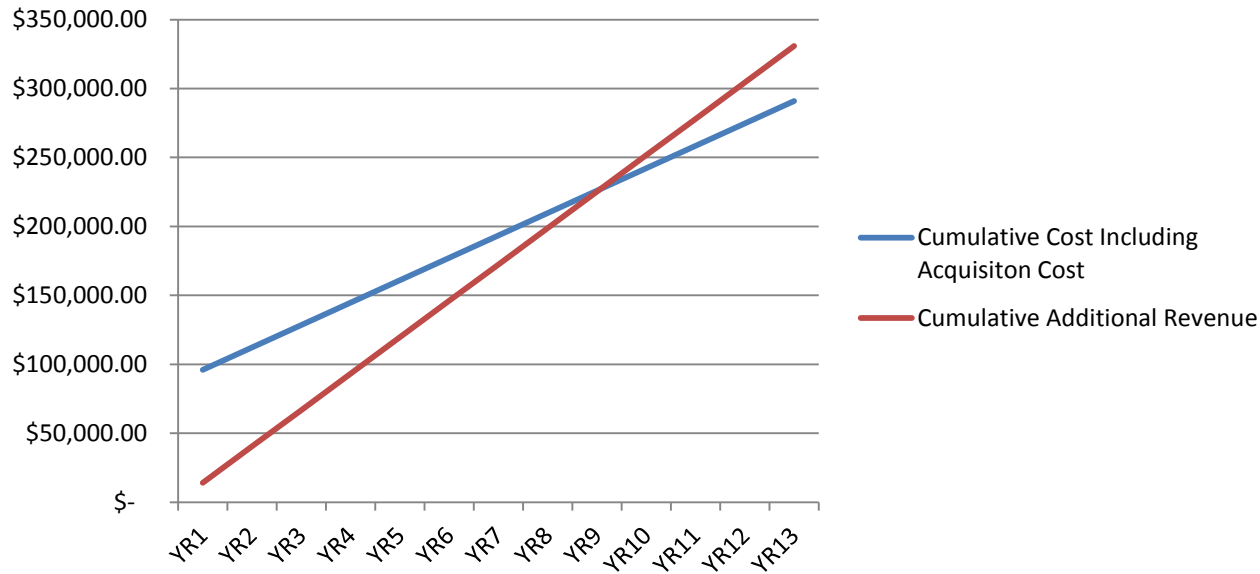
# Cost-Benefit Analysis
## Monetary Benefits

## Current "Modest" Approach

| | FY'12 | YR1 | YR2 | YR3 | YR4 | YR5 |
|---|---|---|---|---|---|---|
| Collection Rate | 33% | 50% | 65% | 65% | 65% | 65% |
| Ticket Collection Revenue | $ 27,277 | $ 41,291 | $ 53,678 | $ 53,678 | $ 53,678 | $ 53,678 |
| | | | | | | |
| Additional Ticket Collection Revenue | | $ 14,014 | $ 26,401 | $ 26,401 | $ 26,401 | $ 26,401 |
| Annual Support Fee | | $ 10,500 | $ 16,250 | $ 16,250 | $ 16,250 | $ 16,250 |
| Net Gain | | $ 3,514 | $ 10,151 | $ 10,151 | $ 10,151 | $ 10,151 |
| | | | | | | |
| Acquisition Cost * | | $ 85,410.00 | | | | |
| *Acquisition Cost is approved and funded from Parking Capital Reserves. | | | | | | |

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# Cost-Benefit Analysis
## Monetary Benefits

## Current "Modest" Approach



Legend:
- Cumulative Cost Including Acquisiton Cost
- Cumulative Additional Revenue

# Cost-Benefit Analysis
## Monetary Benefits

## Optional "Aggressive" Approach

| | FY'12 | YR1 | YR2 | YR3 | YR4 | YR5 |
|---|---|---|---|---|---|---|
| Collection Rate | 33% | 60% | 80% | 80% | 80% | 80% |
| Ticket Collection Revenue | $ 27,277 | $ 49,549 | $ 66,065 | $ 66,065 | $ 66,065 | $ 66,065 |
| | | | | | | |
| Additional Ticket Collection Revenue | | $ 22,272 | $ 38,789 | $ 38,789 | $ 38,789 | $ 38,789 |
| Annual Support Fee | | $ 10,500 | $ 16,250 | $ 16,250 | $ 16,250 | $ 16,250 |
| Net Gain | | $ 11,772 | $ 22,539 | $ 22,539 | $ 22,539 | $ 22,539 |
| | | | | | | |
| Acquisition Cost * | | $ 85,410.00 | | | | |
| *Acquisition Cost is approved and funded from Parking Capital Reserves. | | | | | | |

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# Cost-Benefit Analysis
## Monetary Benefits

Optional "Aggressive" Approach
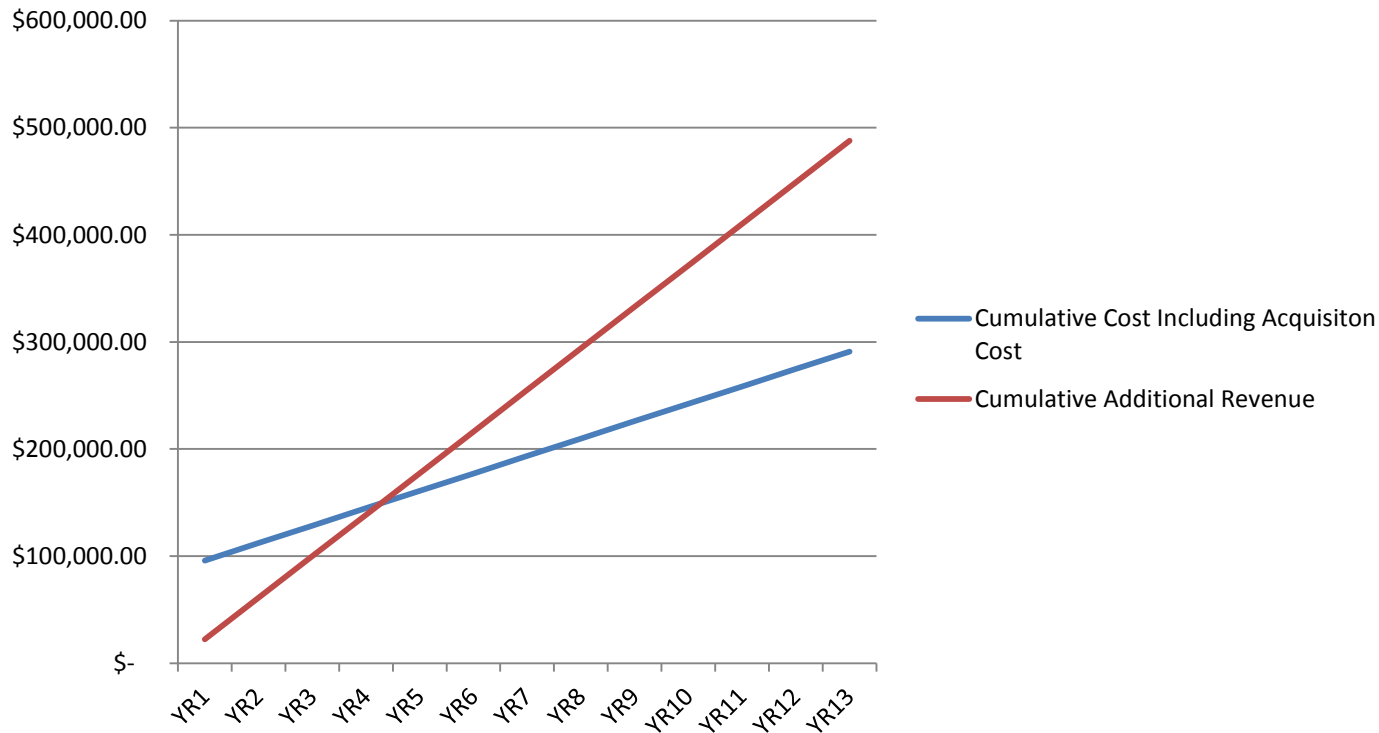
# Cost-Benefit Analysis
## Non-Monetary Benefits

**Better Customer Service**

## 1) Customer Response Time

Current System – minimum 10 minutes.

New System – 2-5 minutes.

*105 minutes per day saved.*

## 2) Data Accessibility

Current System – up to 24-48 hours response time.

New System – 5 minutes response time.

*No wait time to customer.*

## 3) Complete and Accurate Information

Current System – often data is incomplete or inaccurate resulting in customer dissatisfaction.

New System – reduce errors with up-to-date information in one location.

*Decreased customer dissatisfaction.*

# Cost-Benefit Analysis
## Non-Monetary Benefits

**Increased Efficiency**

## 1) Central Database

Current System – multiple data locations and manual data entry are time consuming.

New System – increase efficiency with the central database, uniform procedures and online training tools.

*10 hours per month saved.*

## 2) Improved Task Delegation

Current System – not all employees are able to complete all office tasks.

New System – all employees will be able to issue Car Pool Permits

and other exceptions.

*60 minutes per day saved.*

# Cost-Benefit Analysis
## Non-Monetary Benefits

**Superior Parking Ticket Management**

## 1) Automated and Faster Process

Current System – manual and time consuming, high inaccuracy rate.

New System – ticket information is automatically uploaded between handhelds and database.

*45 minutes per day saved.*

## 2) Improved Ticket Database Management

Current System – 2 staff hours per day are needed for ticket management. Additional hours each month are required for reporting.

New System – 2-5 minutes

*50 minutes per day saved.*
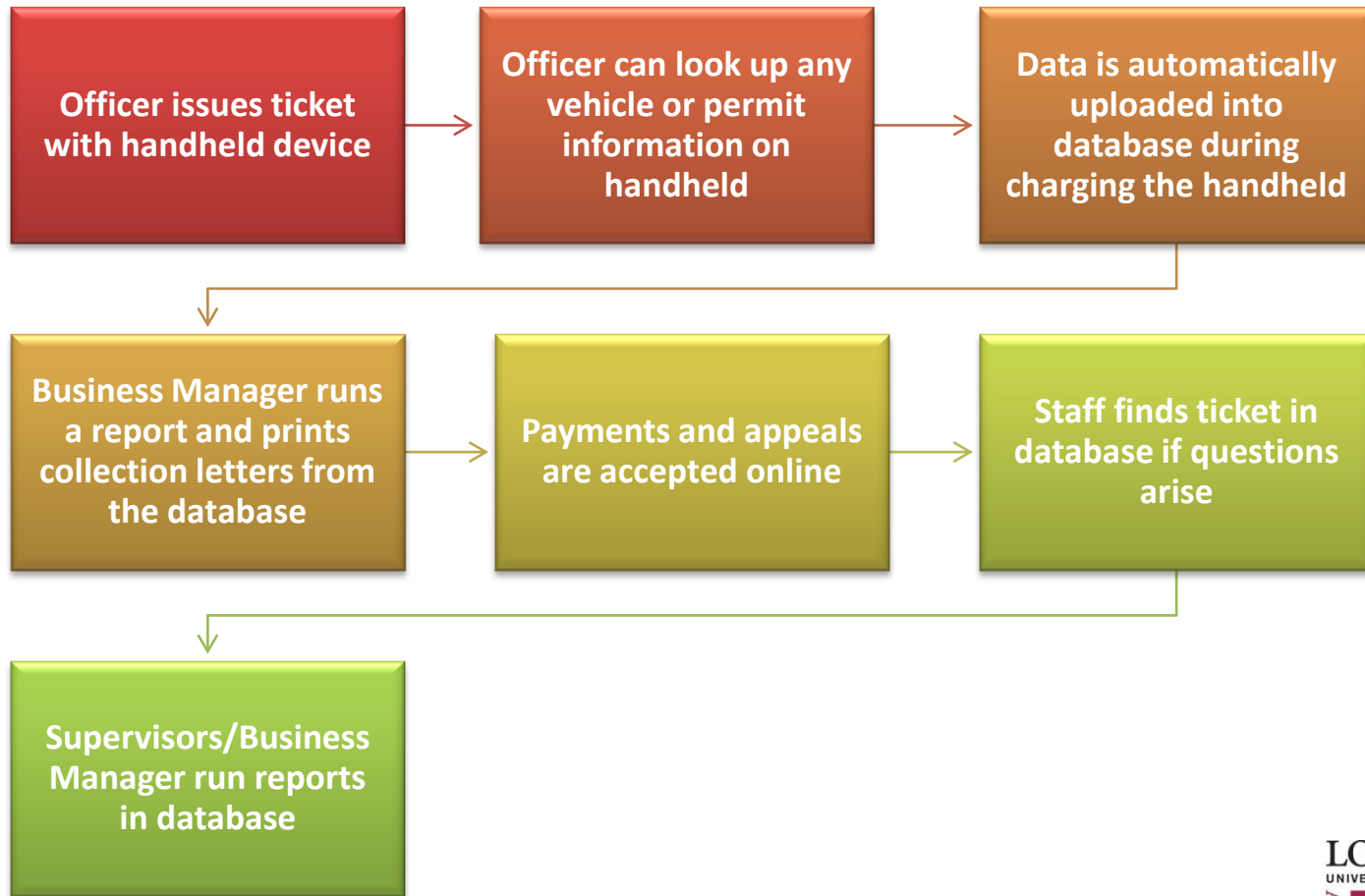
## 3) Advanced Collection Process

Current System – manual, time consuming, chance for inaccuracy.

New System – letters are generated in the database by a simple click of pulling a report for violators for a certain time frame.

*Eliminate incidence of errors. 60 minutes per month saved.*

# Proposed Ticketing Process



**Officer issues ticket with handheld device** → **Officer can look up any vehicle or permit information on handheld** → **Data is automatically uploaded into database during charging the handheld**

**Business Manager runs a report and prints collection letters from the database** → **Payments and appeals are accepted online** → **Staff finds ticket in database if questions arise**

**Supervisors/Business Manager run reports in database**

*Average time for each parking ticket: 5 minutes (1,400 tickets = 116 hours annually or 25 minutes per day)*

# Cross-departmental Benefits

- "Campus Safety is often in a situation where a car simply needs to be moved or relocated. This could involve giving a ticket, but often is simply a "move the car now please" situation… it would be helpful to have a way around this/override so that in a "move the car now" situation an officer could find the owner and contact them quickly."

- "It was said that notes could be added to the individual tickets… I could see this being helpful in specific situations (possibly explaining warnings, past interactions, notes that a specific person is often loading or unloading in a specific locations, etc.)"

- "Thanks again for inviting us to the meeting. I think we are going in the right direction here."

# Next Steps

- Contract negotiations.

- Identify implementation timeline & dependencies.

  - Summer 2013 implementation

- Create roll-out work group for implementation, integration and testing.

- Review Parking Operations business processes; revise as needed.

- Update office manuals and parking website.

- Train Parking Office staff.

- Work with UMC to notify the Loyola Community.

- Carefully monitor new system post-live date.

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# FY12 Technology Fee Breakdown

| FY12 Revenue | $2,750,000 | 100% |
|---|---|---|
| Total Spent | $2,943,000 | |

| FY12 Allocations | Amount | % of Total |
|---|---|---|
| ResNet Lab Support | $368,000 | 13% |
| Telecomm/Internet | $250,000 | 9% |
| Membership & Dues | $85,000 | 3% |
| Software Maintenance | $955,000 | 35% |
| Student Technology Refresh Programs | $900,000 | 33% |
| Planned Capital Projects | $385,000 | 14% |
| Tech. Fee Carry Over/Overage | -$193,000 | -7% |



FY12 Technology Fee Breakdown

- Software Maintenance 35%
- Student Technology Refresh Programs 33%
- Membership & Dues 3%
- Telecomm/Internet 9%
- ResNet Lab Support 13%
- Planned Capital Projects 14%
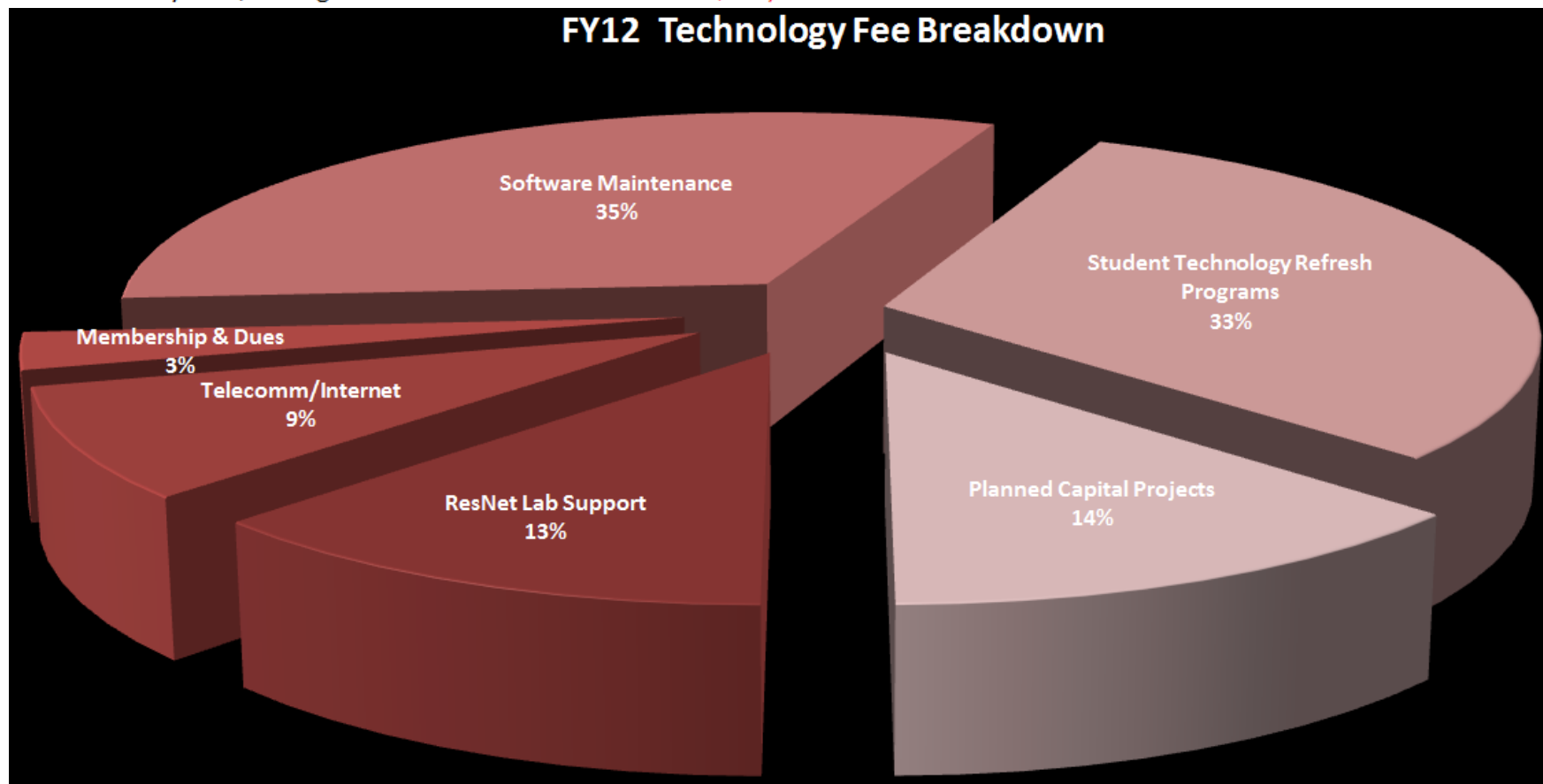
# FY10-FY14 Projected Technology Fee Breakdown

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Projected Revenue** | $2,700,000 | 100% | $2,770,000 | 100% | $2,750,000 | 100% | $2,770,000 | 100% | $2,770,000 | 100% |
| **Total Spent/Need** | $1,700,000 | 63% | $2,755,000 | 99% | $2,943,000 | 107% | $3,025,700 | 109% | $3,045,649 | 110% |

| **Projected Spend** | **FY10** | **% of Total** | **FY11** | **% of Total** | **FY12** | **% of Total** | **FY13 Estimate** | **% of Total** | **FY14 Estimate** | **% of Total** |
|---|---|---|---|---|---|---|---|---|---|---|
| ResNet/Lab Support | $109,000 | 4% | $185,000 | 7% | $368,000 | 13% | $385,000 | 14% | $400,000 | 14% |
| Telecomm | $250,000 | 9% | $155,000 | 6% | $250,000 | 9% | $250,000 | 9% | $250,000 | 9% |
| Membership & Dues | $25,000 | 1% | $90,000 | 3% | $85,000 | 3% | $103,000 | 4% | $110,000 | 4% |
| Maintenance | $321,000 | 12% | $830,000 | 30% | $955,000 | 35% | $1,115,000 | 40% | $1,265,649 | 46% |
| Student Technology Refresh Programs | $850,000 | 31% | $1,240,000 | 45% | $900,000 | 33% | $1,020,000 | 37% | $1,020,000 | 37% |
| Capital Purchases | $145,000 | 5% | $255,000 | 9% | $385,000 | 14% | $152,700 | 6% | $0 | 0% |
| Tech. Fee Carry Over/Overage | $1,000,000 | 37% | $15,000 | 1% | -$193,000 | -7% | -$255,700 | -9% | -$275,649 | -10% |
| Remaining Carry Over Balance | $1,000,000 | | $1,015,000 | | $822,000 | | $566,300 | | $290,651 | |



FY10-FY14 Projected Technology Fee Budget Breakdown
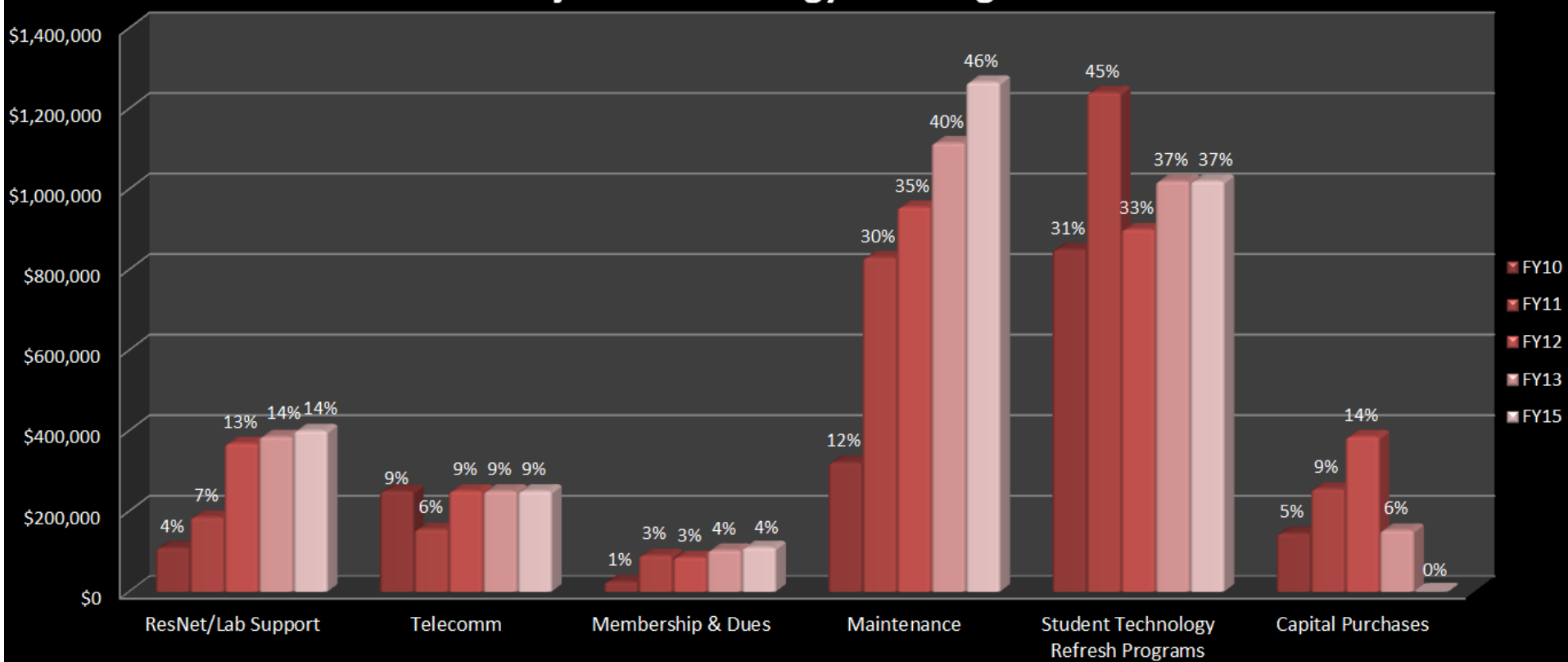
# Operating Increases-ResNet/Lab Support

- Extended Help Desk Hours of Operation (nights & weekends)

- Information Commons-Extended Hours

- Expansion of the Digital Media Lab Equipment Loan Programs Supported by Students

- Standard 4% Annual Student Salary Increase

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# Operating Increases/Additions to Maintenance

- Standard Annual Maintenance Increase 5%-7%
- Addition of new initiatives, for example:

| Description | FY12 | FY13 | FY14 |
|---|---|---|---|
| Adobe Connect General License | $12,000 | $24,000 | $50,000 |
| Sakai-Course Management System | $0 | $55,000 | $125,000 |
| TaskStream (E-Portfolio Solution) | $49,500 | $99,000 | $198,000 |
| Neustar (Common Short Code-Text Messaging LUC) | $0 | $13,000 | $13,000 |
| New Initiatives Total | $61,500 | $191,000 | $386,000 |
| New Initiatives- Annual Increase | | $129,500 | $195,000 |

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# Technology Fee Summary

- LUC Technology Fee in Place - Fully Allocated
- Rome Technology Fee in Place –

  Balance $35,000
- Implement/Add SSOM Technology Fee

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# Criteria Used to Determine Tech. Fee Expense

| Service/Support/Learning for Students | |
|---|---|
| **Description** | **Percentage** |
| None | **0%** |
| Partial | **25%** |
| Shared | **50%** |
| Substantial/ Primary | **75%** |
| Complete/Full | **100%** |

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# Technology Fee Category Definitions

- <u>Service</u>: Recognizable by students as a service offering

  i.e. Internet/Password Management/E-mail/ResNet


- <u>Support</u>: Required to provide a service or meet institutional requirements

  i.e. Network Connectivity/Device Encryption/Servers/

  Storage


- <u>Learning</u>: Directly related to classroom activity or academic record

  i.e. Student Information System/Learning Mngmt. S

  (grades/classes/schedules/e-portfolio)

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# PII Program Summary

| PII Compliance Status | Current | Expired | Total | In Review |
|---|---|---|---|---|
| # Departments | 30 | 32 | 62 | 18 |
| PII Complete Information | Scan #1 | | | |
| # Identity Finder Computers | 3037 | | | |
| # Reported Computers Scanned | 1124 | | 37.01% | |
| Computers Encrypted | 940 | | 83.63% | |
| PII Found | 189 | | 16.81% | |
| PII Left On Device | 2 | | 0.18% | |

Problem:

– Scanning results not coming in a timely manner

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# PII Program Changes

Process Improvements:

- Upgrade of Identity Finder to version 6.0

- Automatic background execution of scanning from an ITS central console.

- Only notify Data Stewards of computers that contain PII.

  - This will eliminate the need for the Data Stewards to visit every PC.

- Management needs to be recommitted to the program.

# PII Program Improvements

**Results:**

- ISAC approved process changes

- More effective use of technology

- More effective use of data stewards time

- Complete 1 scan for all departments in 2012

**Future:**

- 2013 and beyond – multiple automated scans based on PII found/risks

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# ECM Status

- In year 3 of 5 year plan
- 27 departments live
- 48 deployments
- Repository - 3M documents
- 753 document types
- 900 faculty and staff have access
- 72% average process improvement on key metrics
- 6900+ hours of annual effort savings (3.5 FTE equivalent)
- $47,000+ of annual cost reductions (operational costs only)

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# 2012 ITESC Schedule

**Jun. 7, 2012 - Thursday, 1:30-3:30 PM**
- Support for VHS Formats
- IT Strategic Direction
  - "Anytime Anywhere Access"
  - Demos within Strategic Direction
- Project Portfolio Prioritization

**Jul. 26, 2012 - Thursday, 1:30-3:30 PM**
- Student Development Software
- Enterprise Email Recommendation
- Box Implementation & Cloud Storage Policy Proposal
- Project Portfolio Prioritization Results
- Guest Access and Public Wireless
- Start of School Items/Technology Freeze Period

**Sept. 13, 2012 - Thursday, 1:30-3:30 PM**
- Parking Administration Recommendation
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- PII Program Modification
- ECM Prioritization
- Cloud Policy Update

**Oct. 25, 2012 - Thursday, 1:30-3:30 PM**
- ATC Updates
- Subcommittee Reports
- Major Projects Status Reviews

**Dec. 11, 2012 - Tuesday, 1:30-3:30 PM**
- Technology Scorecards
- Project Portfolio Prioritization