

ITS Executive Steering Committee (ITESC)

Agenda and Materials
November 16, 2007



Preparing people to lead extraordinary lives











Agenda

- EDUCAUSE 2007 Top IT Issues
- 2007 LUC Technology Scorecard
- FY08, Q1-Q2 Plan of Record Review



EDUCAUSE 2007 Top IT Issues

Survey Results

2006 Survey Results	2007 Survey Results	2006 Survey Results	2007 Survey Results
Question 1: Need to Resolve for the Institution's Strategic Success		Question 3: What IT Leaders Spend Most Time On	
1. Security and Identity Management	1. Funding IT 	Business-Case Driven; Reallocation Efforts	
2. Funding IT	2. Security 	PIRG, Policies, Controls, & FY09 Programs	
3. Administrative/ERP/Information Systems	3. Administrative/ERP/Information Systems 	Student System/BSR Upgrades & Integrations	
4. Disaster Recovery/Business Continuity	4. Identity/Access Management 	IDM3 Implementation, Subsequent Phases	tion,
5. Faculty Development, Support, and Training	5. Disaster Recovery/Business Continuity 	Failover Redundancy for Core Systems	
6. Infrastructure	6. Faculty Development, Support, and Training 	Documentation, Media Lab, Extended Hrs.	ent/
7. Strategic Planning	7. Infrastructure 	Wireless Initiative; New Data Center	
8. Governance, Organization, and Leadership	8. Strategic Planning 	Capacity Planning; Architecture; Benchmarking	ness
9. E-Learning/Distributed Teaching and Learning	9. Course/Learning Management Systems 	Blackboard Performance & Faculty Workshops	
10. Web Systems and Services	10. Governance, Organization and Leadership 	Steering Committees; PMO; Training & Dev.	oms/

EDUCAUSE 2007 Top IT Issues

Survey Results

2006 Survey Results	2007 Survey Results	2006 Survey Results	2007 Survey Results
Question 2: Potential to Become More Significant		Question 4: Expenditure of Most Human and/or Financial Resources	
1. Security and Identity Management	1. Security	1. Administrative/ERP/Information Systems	1. Administrative/ERP/Information Systems
2. Funding IT	2. Identity/Access Management	2. Infrastructure	2. Infrastructure
3. Disaster Recovery/Business Continuity	3. Funding IT	3. Support Services/Service Delivery Models	3. Electronic Classrooms/Technology Buildings/Commons Facilities
4. Administrative/ERP/Information Systems	4. Disaster Recovery/Business Continuity	4. Security and Identity Management	4. Security
5. Portals	5. Administrative/ERP/Information Systems	5. Electronic Classrooms/Technology Buildings/Commons Facilities	5. Course/Learning Management Systems
6. Infrastructure	6. Faculty Development, Support, and Training	6. Web Systems and Services	6. Support Services/Service Delivery Models
7. (tie) Faculty Development, Support, and Training; Governance, Organization, and Leadership	7. Course/Learning Management Systems	7. Student Computing	7. Staffing/HR Management/Training
9. E-Learning/Distributed Teaching and Learning	8. Infrastructure	8. Instructional/Course Management Systems	8. Web Systems and Services
10. (tie) Emerging Technologies; Portfolio Development and Management	9. Portals	9. Staffing/HR Management/Training	9. Student Computing
	10. Web Systems and Services	10. Funding IT	10. E-Learning/Distributed Teaching and Learning

Higher Education Top 10 CIO Technology Priorities

CIO Technology Priorities

To what extent is each of the following a priority for you in 2007?

Security technologies	✓	Comprehensive program in early stages
Business intelligence applications	✓	Near-term direction; Need long-term strategy
Servers & storage technologies	✓	Improvements to student, faculty, staff storage
Networking, voice & data communication	✓	End-of-life plan for WTC
Collaboration technologies	✓	Videoconferencing, blogs, wikis, podcasting
Service oriented applications & architecture	✓	No activity
Technical infrastructure management	✓	Data center remediations proposed; monitoring
Enterprise applications	✓	Expand automation of interfaces; portal strategy
Legacy application modernization, upgrade	✓	Remove SSN's
Document management	✓	Determine LUC strategy

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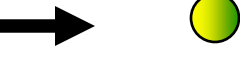

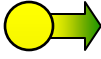
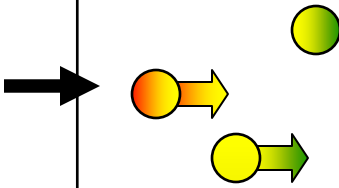
Gartner

Agenda











- EDUCAUSE 2007 Top IT Issues
- 2007 LUC Technology Scorecard
- FY08, Q1-Q2 Plan of Record Review









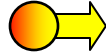




1. FY08 Academic & Faculty Support Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Classroom Technology and Support	Technology in the classroom is; unavailable, unreliable, and not well supported.		Technology in the classroom is generally available to augment the learning experience, is consistently operational, and technical support is readily available. (Improve capture and remote room monitor/management)
Learning Management System	System is not accepted by large portion of faculty, is inconsistent in its performance, and lacks technical support and training.		System is widely used by faculty, is fully functional in terms of it's components, and technical support and training are readily available.
Departmental Labs	FOR REVIEW: Inconsistent or nonexistent refresh funding, no standardized images, unmanaged and unsupported.		FOR REVIEW: All Departmental Labs are funded under refresh programs, and centrally managed and supported.
Department & School Support	School support is sporadic and ineffective or not given at all.		Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources)
Advising	NEW		NEW
Accessibility of Specialized Technology (e.g. Information Commons)	Facility lacks wide hours of availability and does not provide adequate resources to the students and staff.		Facility and technical services are; widely available, is staffed with hardware, software, and support resources to meet the student demands. (Develop funding plan for IC technology refresh, update, and replacement).
Research Support Services/Research Computing	Limited access to statistical computing and consulting resources. Research computing is self-supported departmentally. Administrative infrastructure doesn't exist.		Support and consultation on statistical computing and resources is readily available. A research computing environment is offered and supported centrally. Systems to facilitate collaboration, capture expertise, and report on research is available. (Measure adoption.)





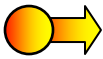



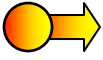





2. FY08 Administrative Technology Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Credit Card Processing	Every need for credit card acceptance is negotiated independently. →		Adding credit card acceptance is controlled by a well defined, easy to use process.
BSR Advance	ITS Developer and technology support is required for all operations. (infrastructure primarily). Absence of comprehensive system and authoritative source of info.		ITS provides advisement on development and technologies to ADV team. Comprehensive system with required functionality.
Enrollment Management	Statistical data is maintained in disparate applications and reporting is manual.		Operations and data are managed in totally integrated systems with work flow process in place. (limited support provided by ITS)
Registration	Each school has different processes for registration and record storage and data reporting mechanisms.	 ←	All schools use common R&R system and processes feeding into a data warehouse. Institutional reporting is done via the DW. (SSOM, Law, Rome)
Enterprise Content Management	No enterprise strategy. →		Enterprise strategy in place and leveraged where appropriate.
Budget Application	Multiple stand alone DBs requiring manual data entry and manual merge		Fully integrated single system, web based with user friendly front end.
Faculty Information System	Using manual processes and access DB to manage and track Faculty information		Single source of truth for faculty information and fully integrated with related systems
Event and Room Scheduling	Technology is missing or difficult to use for many or all types of event scheduling.		Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.
Maxxess	NEW		NEW
Salary Planning	Little or no system supporting salary planning or integration with People Systems.		System provides web-based interface, integrated tools, workflow capability. (More integration opportunities)


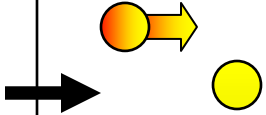






3. FY08 Student Technology Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Wireless	Limited access, unreliable, cumbersome registration process.		Majority of campus locations offer wireless access. Refresh funding planned. Easy authentication process.
Student Email	Unreliable, delayed delivery, short retention, small storage.		Reliable, quick mail delivery, easy to use, adequate retention and storage.
Computer Labs	Lab resources are limited, inconsistent in their availability and unsupported.		Access to labs and resources is widely available and reliable.
Student Information System	Out-dated version with extensive customization; Limited or no use of primary modules; Vendor not responsive and/or has poor planning; User Groups inactive or not relevant; Staff lack training and documentation is non-existent or not useful.		Current version with minimal customization; Primary modules are fully utilized; Vendor responsive and forward thinking; Full participation in User Groups by Loyola user community; Training and documentation are current.
Campus Card	Singular server/application running outdated software in a proprietary database. 		Fully duplicated system running current software with commercial DB such as Oracle. (SSN's, older hw, little expertise in app or OS, unsupported by vendor, no test system or redundancy)
Student Support Services (RESNET)	Limited access to technology support for resident students.		Technology services are readily available to resident hall students. Knowledgebase for support is professional and accessible.
Emergency Notification System	NEW: No method for notifying student and campus communities of emergencies. 		NEW: System in place. Tiered capability to notify various groups as appropriate.
Housing Administration	Room and meal-plan selection done manually; little reporting available.		Web-based self-service room selection, predictive occupancy reporting.



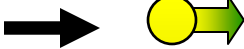







4. FY08 Infrastructure Scorecard

<u>Technology/Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Network: - Inter-campus - Internet - Internal campus	Insufficient bandwidth and no redundancy. Network failures, poor data rates.		Adequate bandwidth with failover capabilities. Self-healing capabilities.
Identity Management	No established tool or process in place.	 	Matrix built; Provisioning tools and processes are established, enabled and measured.
Voice/Telecom	Non compliant, non-standardized. and/or unsupported telephony platform.		Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Environments: - Server Environment - Server Monitoring and Management - Application Monitoring and Management -Databases -Interfaces	Characteristics include decentralized, departmentalized, unprotected, unsecure, undocumented, non-standardized. Little or no automation of outage s or performance issues. All systems operate with manual oversight.		Centrally-managed, secure, robust backup/restore capabilities. Consistently documented, well-trained staff and well-established dev./maint. Procedures. Systems are monitored automatically and have threshold alerting.
BCDR	Little planning in place for disaster planning. No redundancy in technology environment.	 	BCDR plan in place and tested on an annual basis. Failover plans for core business systems.
Security & Compliance	No security program established. No policies and procedures governing infrastructure security. Compliance issues with current regulations (DMCA, FERPA, HIPAA...)	  	Comprehensive security pgm; policies & procedures governing infrastructure security; automated methods to audit compliance. Demonstrates adherence and/or due diligence to regulations governing Universities.
Desktop	Unstable OS with no virus protection or vendor updates and patches.		Stable OS with all virus updates and OS critical patches and updates. Standard images.
Data Center & Campus Technology Facilities	Outdated, poor environmentals, lack of physical security & power/cooling redundancy.	 	Up-to-date, secure, environmentally-managed, redundancy, failover capabilities,

5. FY08 Continuous Service Improvement Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Technology Service and Support	Limited or no system in place with tracking, escalation, reporting, and web-based tools. Limited hours of support (e.g. M-F 9-5)		Full function web-based tracking and reporting system with self-service capabilities. Extended hour support as appropriate for defined client groups and systems.
Skill sets, professional development	Skills are for outdated technologies and no plans for making current.		Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and executed.
Project Management	Projects are run by individuals with no process guidelines in place.		Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
Research & Development	ITS has few, if any, resources committed to investigate new products, processes, or services,		ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
Change Management	Changes to the technology environment are made without formal process or communication.		A formal and managed process is in place to implement and communicate changes to the technology environment. (Reporting)
Remote Access	Productivity tools are not accessible from remote locations for faculty/staff.		Full suite of tools/access available remotely with appropriate security enforced.
International Enterprise Support	Access and support of university applications and resources from remote campuses such as Rome and Beijing is non-existent.		Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in retaliation to the business need.

FY08 Governance & Funding Scorecard

<u>Unhealthy</u>		<u>Healthy</u>
Technology procurement is “departmental option”. No standards. No funding for refresh/replacement.		Technology procurement is standardized and strategically aligned and leveraged (Procard and grant process exceptions). Refresh programs in place for core technologies.
Independent projects initiated in a silo mentality drive budget decisions		Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets
Labor resources are focused on keeping the current operations running		Labor resources are focused on adding new value while running current operations.
Enterprise wide or cross functional prioritization of IT investments (people and money) is limited		IT investments are rationalized and considered from an enterprise or cross functional perspective
Technology infrastructure is a by product of individual application investments		An information technology review process defines and aligns core technology selections
No central forum or related processes to coordinate and help guide overall IT architectural and technology investment decisions		Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
The “biggest, squeakiest wheel” gets the grease		Business cases are developed, prioritized, and really used to make IT investment decisions
Relationships with IT vendors are not leveraged across the enterprise		Strategic relationships with IT vendors have been fully established and leveraged
Lack of control and accountabilities around managing IT contracts results in an increase in spend		Processes and accountabilities for managing IT contracts are clear and effective

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FY08 Q1-Q2 Major Initiatives

Academic and Faculty Support

- ▶ Student System Upgrade & Reporting Strategy
- (3) ✓ LOCUS Enhancements (7)
- ▶ Scheduling System (R25) Upgrade
- ▶ LMS Strategic Planning
- ✓ Research Services Compliance Application

Administrative Initiatives

- ▶ Enterprise Imaging Strategy
- ✓ Upgrade Online Rambler Bucks Capabilities
- ✓ LDAP Authentication with LUMC
- ✓ Establish Credit Card Processing Guidelines and Projects
- ▶ Eliminate SSNs from Campus Card and Parking System

Student Technology Support

- ✓ Wireless Expansion
- ✓ Wellness Electronic Medical Records
- ✓ RMS Housing Application Improvements
- ▶ Information Commons
- ▶ Improve Computer Registration Process

Infrastructure

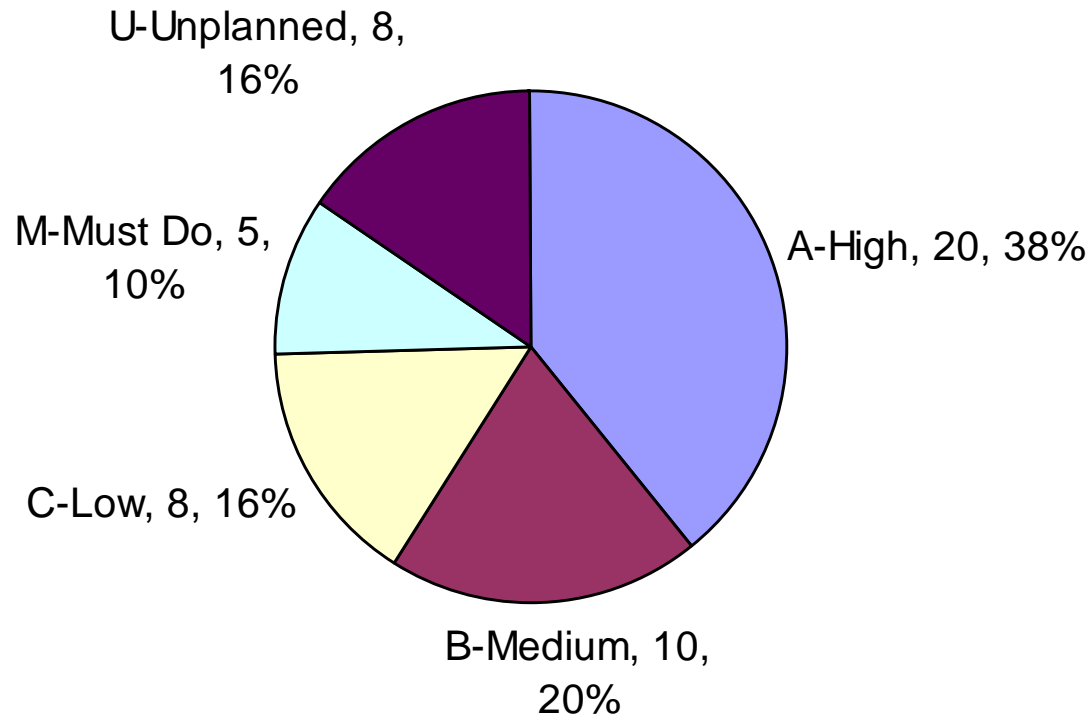
- ✓ Plan and Schedule Oracle Database Upgrades
- ▶ Remote Electronic Classroom Mgmt.
- (6) ✓ Campus Construction Initiatives (12)
- ▶ BCDR & Emergency Notification Projects
- ✓ Campus Card Platform Upgrade
- ▶ Dumbach Data Center

Continuous Service Development

- ▶ Security Projects (PIRG)
- ✓ STAT Change Mgmt Software
- ▶ Rome Ctr Technology Review
- ▶ Develop ITS Services Direction & Metrics
- ▶ Develop Rich Media Environments (Podcasting, Blog/Wiki Video Streaming)

FY08 Q1-Q2 Completed Projects

FY08 Q1-Q2 Completed Projects

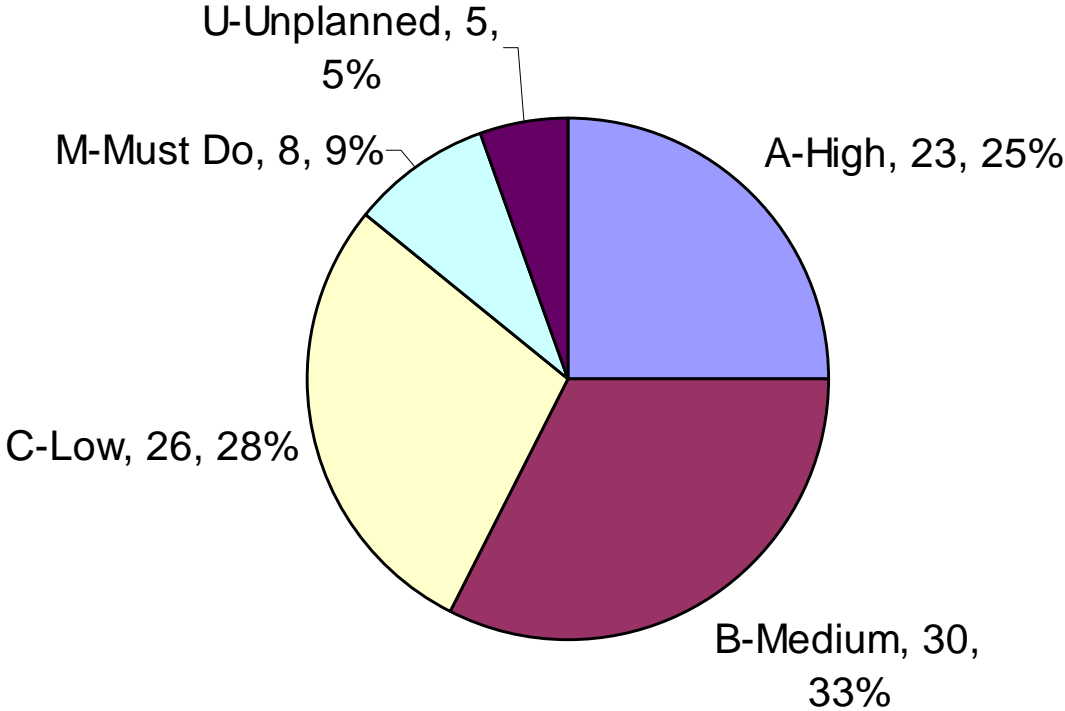


Data as of 11/15/2007

51 Projects

FY08 Q1-Q2 Remaining Projects

FY08 Q1-Q2 Remaining Projects

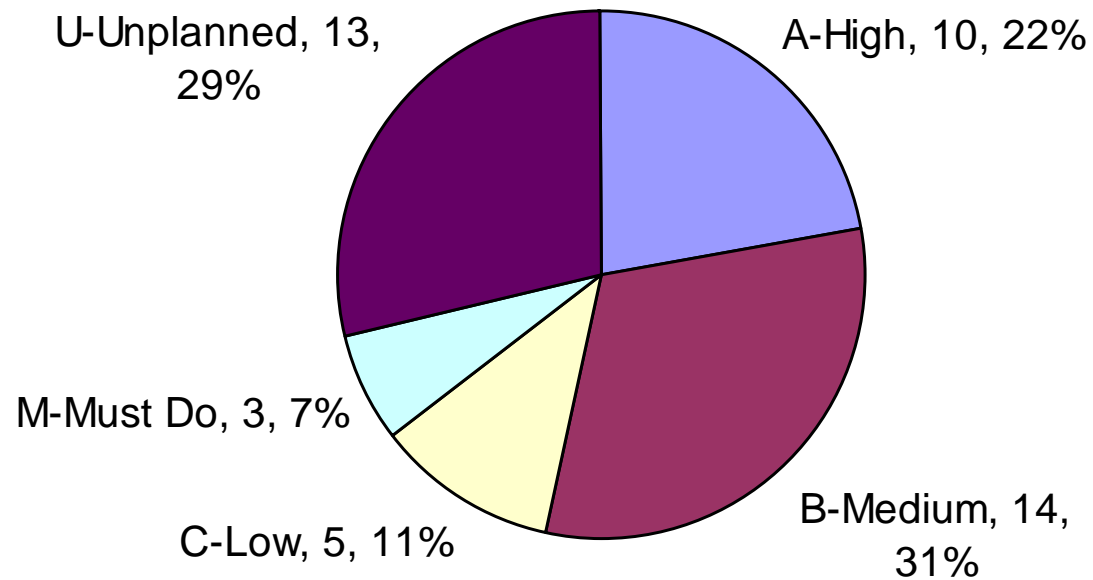


Data as of 11/15/2007

92 Projects

FY08 New Projects

FY08 New Projects



Data as of 11/15/2007

45 Projects