

# ITS Executive Steering Committee (ITESC)

Agenda and Materials  
February 7, 2008



*Preparing people to lead extraordinary lives*

# Agenda

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- Student Information System Upgrade:
  - Project Status Review
- Personal Information Risk Group:
  - Policy Roll-Out Report
- Governance/ITESC Website
- FY08 Meeting Schedule



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# Project Description/Scope

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## What are we upgrading?

- Student Administration 8.0 to Campus Solutions 9.0.
- Oracle Database 9i to 10g
- Peopletools from 8.21 to 8.48
- Portal/(LOCUS) 8.0 to 8.9
- Reporting Database from Student Administration 8.0 view to Campus Solutions 9.0 view



# Institutional Impact

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## Benefits to University

- Self-Service features for Students, Faculty and Staff are enhanced.
- LOCUS will be more richly featured.
- Increased flexibility in report formatting using BI (XML) Publisher.
- Remain on Supported Oracle Upgrade Path



# Status (Green, Yellow, Red)

	Prior	Current	Remarks
Student Records	Green	Green	
Student Financials	Yellow	Yellow	Self Service Account Summary Decision Needed. Required for Go-Live; no impact on testing progress
Financial Aid	Yellow	Green	Plan for implementing customizations for 2008-2009 academic year created.
Training	Green	Green	
Campus Community	Green	Green	
Graduate Enrollment Management	Green	Green	
Academic Advisement	Green	Green	
System Administration	Green	Green	
Reporting/Business Intelligence	Green	Green	
Database	Green	Green	
Security	Green	Green	

# Highlights for Past 90 Days

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- Student Center functionality has been assessed and approved by Directors in Administrative Areas
- UP2 preliminary testing of current and new functionality completed
- Financial Aid, Student Financials, Student Records and Campus Community teams reviewed SA8.0 customizations and determined timelines for implementation in the Campus Solutions 9.0 environment
- Database for UP4 environment upgraded to Oracle 10g
- Created Portal for Campus Solutions 9.0 environment
- Baseline Security setup completed for Student, Faculty and Staff roles.
- Financial Aid customizations for the 2007-2008 academic year successfully tested in the Campus Solutions 9.0 environment
- R+ Admissions Interface for Undergraduate, Graduate and Law converted for Campus Solutions Version 9.0
- System Administration team created UP3 environment as a technical update to gauge timing of conversion and document LUC procedures for Production Build

# Significant Events for Next 90 Days

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- Assess Services Center and Faculty Center functionality
- Review of Detailed Project Plan at February 12 Core Team Meeting
- Build Reporting Database for Campus Solutions 9.0. Target completion late March
- Functional Testing in UP4 environment during February to late March
- Create training plan for Students, Faculty and Staff and build training environment
- Gathering feedback from Students and Faculty through focus groups



# Key Dates

Events	Original Date	Current Date
Build Reporting Database	3/31/2008	3/31/2008
FA Starting Lineup Customizations completed and tested in the SA 8.0 environment	3/15/2008	3/15/2008
Testing of TouchNet/Paypath	Week of 2/11/2008	Week of 2/11/2008
Completion of UP2 Build and Testing	11/13/2007	2/18/2008
Completion of UP4 Build and Testing	1/31/2008	4/7/2008
Completion of UP5 Build and Testing	3/7/2008	5/1/2008
Final Acceptance Testing in Pre-Production Environment		6/17/2008
Campus Solutions 9.0 Go-Live	7/10/2008	7/10/2008

# Project Expenses to Date

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Memory and Disk - \$51,332

Reporting Database - \$32,600

ETL Tools - \$22,000

Technical Consulting Services - \$17,200



# Issues Log

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- Coordinate Web-Focus testing to include Standard and Ad-hoc Reporting with Student Administration 8.0 and Campus Solutions 9.0 environments
- R25 Reservation System may not have a Campus Solutions 9.0 Interface
- Self Service Account Summary – Evaluation and Decision
- Determine specific configuration information that is transferred during the upgrade to UPx environment
- Slow response times reported by functional testing staff; analysis and tuning required
- Consulting assistance required to implement Financial Aid customizations in Campus Solutions 9.0

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# PIRG Agenda

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- Current Status
- Responses to Policies
- Data Steward Departmental Breakdown & Scenarios
- Spider & Full Disk Encryption (FDE) Deployment
- Pilots & Roll-out
- Future of PIRG



# Project Information

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## Project Description/Scope Statement

- PIRG created 8 policies relating to identifying & protecting personally identifiable information (PII).

## Institutional Impact Statement

- Mitigate university level risk of improper PII exposure and use.



# Project Status

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- Policies routed to ITESC, President's Cabinet, SAUPC, and FAUPC for comments.
- Pilot of PII search tool and encryption software within ITS.
- Training for data stewards developed.
- Awareness efforts prepared.
- Overall Health: Yellow ●



# Project Health

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	Prior	Current	Remarks
<i>Overall Health</i>			<i>90 day delay – policy approval</i>
PII Identification Tool (Spider)			Ready
Disk Encryption Tool			Ready
Policy Approval			Delays from FAUPC
ITS Pilot			Tasks delayed
Sullivan Center Pilot			Tasks delayed
Training			Ready
Awareness			Ready
Campus Roll-out			Tasks delayed



# Policy Response – ITESC

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- Research encryption/security in GroupWise
- Verify number of encryption licenses
- Set up a pilot in Sullivan Center
- Ensure training available before rolling out encryption tool
- Ensure encryption tool compatible with self-service model
- Ensure training discusses effort required from data steward
- Verify processes not too labor intensive
- Investigate possibility of outsourcing training



# Policy Response – President’s Cabinet

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- Provide more detailed list of examples of Loyola Protected data for each regulation and standard listed.
- Expand description of regulations and standards, including fines and penalties.
- Create a FAQ.
- Ensure SSoM, NSoN and Credit Union are properly incorporated, [share with LUMC](#).
- Validate applicability in other LUC locations, like Rome, Beijing, California.



# Policy Response – Staff Affairs UPC

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- Create a Corporate Compliance Officer at each campus similar to the position at LUMC.
- Clarify how this would impact contract language, and how staff would know to incorporate this language into contracts they are considering.
- Ensure SSoM, NSoN and Credit Union are properly incorporated



# Policy Response – Faculty Affairs UPC

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- Remove all references of disciplinary action in the event of a violation. References should be in the Faculty Handbook, not every policy.
- More explicitly state the need for a university-wide policy.
- Explicitly state what types of information the scanning software will search for.
- All scanning must be done by ITS staff to ensure “professional privacy”.
- Develop and implement a university-wide education and training program for faculty and staff. This program should address the need for and approaches to ensuring the security of sensitive information.



# Departmental Breakdown

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- The following slides list how departments will be split, and the approximate number of individuals in each department.
- Splits were based on groups of individuals who reported to the same approver in Kronos.
- Some small departments (<15 people) were grouped with other small departments.



# Data Steward Breakdowns

Facilities – Grounds & Maintenance (LSC), Office of the VP	62	2
Grounds & Maintenance (WTC)	21	2
Campus Safety	68	2
School of Nursing	26	2
Advancement	60	2
Student Affairs – Wellness Center & Athletics	31	2
Student Affairs – All other Student Affairs departments	38	2
School of Continuing & Professional Studies	20	2
Finance – Office of the VP, Sponsored Program Accounting, Financial Planning, Controller	48	2
Finance – Business Services	35	2
Provost’s Office – Institutional Research, Registration & Records, Career Dev, GPEM	49	2
Provost’s Office – Academic Business Operations	37	2
Philosophy	36	2
Fine Arts	34	2

Chemistry	37	2
Psychology	37	2
History	42	2
English	49	2
Biology	50	2
Math & Statistics	29	2
Modern Languages	23	2
Communication	22	2
Political Science	21	2
Theology	28	2
<b>ITS</b>	<b>76</b>	<b>4</b>
<b>Library</b>	<b>99</b>	<b>4</b>
<b>School of Law</b>	<b>132</b>	<b>6</b>
<b>School of Social Work</b>	<b>83</b>	<b>4</b>
<b>School of Education</b>	<b>111</b>	<b>4</b>
<b>School of Business</b>	<b>122</b>	<b>6</b>

# Data Steward Breakdowns Cont.

<b>HR &amp; Public Affairs</b>	<b>40</b>	<b>2</b>
<b>Office of the President, General Counsel, Strategic Planning</b>	<b>16</b>	<b>2</b>
<b>International Affairs, Academic Affairs, Enrollment Operations</b>	<b>50</b>	<b>2</b>
<b>Institute for Pastoral Studies, Graduate School</b>	<b>27</b>	<b>2</b>
UMC	19	2
Mission & Ministry	9	2?
LUMA	12	2?
College of Arts & Science – Admin	16	2?
Research Services	10	2?
Sociology	17	2?
Physics	13	2?
Anthropology	11	2?
Criminal Justice	10	2?
Computer Science	10	2?
Classical Studies	10	2?
Natural Sciences	8	2?

# Data Steward Scenarios

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1. Using the previous lists, there would be 77 primary data stewards and 77 backups.
2. There are 18 departments with < 25 individuals which could be merged with another department. That would bring us to 59 primary data stewards and 59 backups.
3. Single consultant/FTE (40 wks).
4. Encrypt all, ad-hoc Spider, process only.





# Spider & FDE Deployment

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- Spider (tool used to locate social security numbers and credit card numbers) has been tested and is ready for distribution.
- Full Disk Encryption (FDE) software has been tested and is ready for distribution.
- Health: Green ●



# Current Activity - ITS Pilots

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- Spider tested within PAQS and then a subset of ITS.
- Spider currently being tested throughout all of ITS, scheduled completion 2/22.
- Full Disk Encryption (FDE) tested within PAQS and on the computer of a non-ITS user.
- Health: Lime ●



# Significant Events for Next 90 Days

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- Determine if policies can move forward as they are currently written, or if additional changes are needed due to comments received.
- Receive and act on feedback from ITESC on data steward selections.
- Pilot Spider and FDE in Sullivan (next slide).
- Begin awareness efforts for the whole University. (Health: Green ●)



# Sullivan Pilot

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- Contact departments in Sullivan to determine data stewards.
  - International Affairs, Academic Advising, Enrollment Operations (50)
  - Finance – Business Services (35)
- Train data stewards.
- Allow data stewards time to train their departments.
- Have data stewards use the Spider tool.
- Have ITS install FDE on Sullivan machines that need it.
- Health: Lime ●



# Beyond 90 Days

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- Correct any issues that are discovered through the Sullivan pilot.
- Repeat tasks from Sullivan pilot for the rest of the University.
  - Identify and train data stewards.
  - Data stewards train and scan department.
  - ITS installs encryption software as needed.
- Continue awareness efforts.



# Key Dates

Events	Original Date	Current Date
PII Identification Tool (Spider)	Dec 2007	Jan 2008
Disk Encryption Tool	Dec 2007	Dec 2007
Policy Approval	Dec 2007	Mar 2008
ITS Pilot	Dec 2007	Feb 2008
Sullivan Center Pilot	Jan 2008	Mar 2008
Training	Jan 2008	Mar 2008
Awareness	Jan 2008	Mar 2008
Campus Roll-out	Feb 2008	Q4 2008

# Project Expenses to Date

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- Disk Encryption Tool (1000 licenses)
  - \$60,000
- Consulting Services
  - \$2,500



# Background of PIRG

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- PIRG = Personal Information Risk Group.
- Originally founded to address the lack of policies and procedures concerning protecting personal information at Loyola.
- Membership has no faculty or students, and is not uniformly distributed between departments that routinely handle PII.





# Future of PIRG

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- Replace with two new security groups
  - High-level, non-technical group
    - To identify the need for security policies.
    - To vet and identify the impact.
    - To assist with the rollout and implementation.
    - To assist with University-wide awareness efforts.
  - Hands-on, technical group to evaluate security
    - To evaluate security processes, procedures, and technologies.
    - To create security standards and guidelines.



# Policy Group

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- High-level, not technical.
- Members should include:
  - Business units with access to a large amount of PII regarding faculty, staff, or students
  - Faculty representation (appointment(s) by FC?)
  - ITS members from SI&C and security teams, and from Architecture Review Board
  - University Marketing & Communication
  - Students appointed by USG
  - Others?



# Standards & Technology Group

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- Hands-on, technical focus.
- Members should include:
  - Areas with their own IT-oriented staff (library, law, advancement, computer science, UMC, others?)
  - ITS members – network, desktop, server, & security teams
  - Others?



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# Governance/ITESC Website

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- Available at: [http://www.luc.edu/its/gov\\_home.shtml](http://www.luc.edu/its/gov_home.shtml)
- Includes:
  - ITESC Committee & Sub-Committee Structures
  - Process and Policies
  - Agendas, Materials and Minutes
  - Scorecards and Strategic Planning Documents
- Site is publicly available except for...
  - ITESC Meeting Materials



these are password protected



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# FY08 Schedule

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- July
  - Finalize POR Build
- August
  - LUMC Tri-Annual
  - FY09 Budget Input from Subcommittees
- September
  - FY09 Budget Submissions Review
- October
- November
  - Review Scorecard/Process
- December
  - Subcommittee Reports
  - Project Portfolio Prioritization
  - LUMC Tri-Annual

- January 17th
  - Finalize POR Build
- February 7th
  - Student System Upgrade Review
  - PIRG Policy Report (Data Stewards, FAUPC, FDE)
- March 20th
  - ECM Briefing
  - LUMC Tri-Annual
  - Subcommittee Reports
- May 1<sup>st</sup>
  - Student System Upgrade Review
- June 12th
  - Subcommittee Reports
  - Project Portfolio Prioritization