

**Attendees:**

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Academic Affairs	David Prasse	Absent	HSD	Steve Bergfeld	Attended
	Patrick Boyle	Absent	President's Office	Tom Kelly	Attended
			HR	Winifred Williams	Absent
Advancement	Fr. Justin Daffron	Attended	ITS/Facilitator	Susan Malisch	Attended
Facilities	Kana Henning	Attended	ITS	Jim Sibenaller	Attended
Finance	Rob Munson	Attended	Student Development	Jane Neufeld	Attended
Finance	Andrea Sabitsana	Absent	UMC	Kelly Shannon	Attended
Guests: Dan Vonder Heide					

**Welcome, Meeting Purpose & Agenda**

The minutes from the December 15, 2015 meeting were approved as written. The agenda for March 29, 2016 includes Space Management Needs Analysis findings, Phone System Replacement, and Information Security Update. Time did not allow for a BCDR update or the LUC Workday Migration Update. BCDR will be deferred until the May 18, 2016 meeting.

**Space Management Needs Analysis**

Kana Henning presented the findings and recommendation of the recent space management needs analysis. Kana has been looking for a good way to have a single source of data for university buildings, their occupants, square footage, changes, upgrades, etc, that are on the Lake Shore, Water Tower and Health Sciences Campuses. Kana and Jim engaged BRG Workplace Management Consultants to conduct a needs analysis. There were three days of interviews across Facilities, Provost's Office, Student Development, Finance and ITS to determine benefits from a solution. Kana showed in Sponsored Program Accounting (SPA), an Excel Spreadsheet is updated manually to keep track of space. SPA uses this information to report to the Federal Government for grants and research funding. Kana also suggested that planning efforts are inhibited by the inability to provide the correct information when someone asks for information regarding any space on campus. BRG found there was not a good workflow and sharing between departments. BRG, using a 0-5 scale for maturity, found LUC at 2.3. They also found the processes in place to be at 1.7 vs. 4.0. Kana provided the five options BRG recommend in order to move forward with a more effective and efficient Integrated Workspace Management System (IWMS). Kana recommended Option 3, IWMS for Space and Indirect Cost Recovery Survey. This option will fulfill the needs of a central data repository, automated integrations, streamlined reporting, graphical interface, energy management reporting, improved processes, accurate reporting for research and grant funding and completing the ICR survey more efficiently. Kana detailed the cash flow model and explained the long term results the IWMS will have on the departments effected by this new system. The ITESC was in favor of moving this forward to the BRT for review and approval.

**Phone System Replacement**

Dan gave a presentation on replacing the existing phone system. He described the current phone system, originally installed in 1988. Dan provided the size and scope of telephone lines, physical telephone, emergency phones, outbound and switchboard calls, and voicemail messages, demonstrating the phone system features are still widely used by the LUC community. The current maintenance contract for the phone system expires June 2017 and Loyola needs to provision for extending the life or the existing solution or replacing the phone system. There was a formal Technology Assessment Committee (TAC) comprised of staff from ITS, Bursar, and the Law School that put together requirements and weighted those requirements against three vendors that provide telephony solutions; Avaya, Cisco, and Microsoft. Dan also provided the data from Gartner in regards to Cisco and Microsoft, and also what our peer schools are doing. Ultimately, continuing our relationship with Avaya and moving toward the VoIP migration would be a practical solution and less strain on budgets and resources. The presentation today was purely informational and Dan will return to the May 18, 2016 meeting with refined budget implications, a recommendation and proposed timeline for the options he presented.

### **Information Security Update**

Jim gave an overview of the PII program established to protect personal identities of the LUC community along with university information assets. The scanning of the Academic unit computers is done once a year and the Administrative units twice a year. Currently there are Data Steward(s), within each department who are responsible for coordinating the scan, inventorying the PC's, reviewing the results with the faculty or staff and returning the form provided. Historically there have been issues with the Data Stewards including, turnover, non-responsive or slow to respond, missing dates, lack of support from their department, refusal of their faculty or staff to allow them to review the results and less than accurate and thorough reporting. In the end, 20% of the departments are late in scanning and submitting reports. Jim also provided results of a current survey of the Data Stewards to get a pulse on ease/difficulty, level of appreciation, and their understating of being a Data Steward. The common theme among the comments they provided was negative in regards to why the scans are even done. The University Information Security Office (UIISO), is recommending a few options for improvement of the program. They include a complete program reboot, inviting the Data Stewards to a "think tank", and to work towards improving the inventory/asset management system. David Prasse was in favor of the reboot due to the turnover across the University. Jim also advised the ITESC that Information Security Awareness program aka "Loyola Aware" is also experiencing low participation rates. Jim explained they communicate the availability of the videos via campus-wide marketing, UIISO Newsletter and website, and UIISO social media channels. There has also been targeted marketing at faculty/staff meetings, ISAC meetings, security and donut sessions at LSC and WTC, emails and flyers. Jim asked for feedback and suggestions on how to make Security Awareness part of University culture. Susan suggested to bring the program before a Dean's Council meeting and Cabinet. Prepare a "Why Security Awareness is Important" and provide visual examples of what can happen if a threat penetrates the environment.

### **Disaster Recovery Update – Deferred to May 18, 2016**

**LUHS Workday Migration – LUC Process Analysis – time did not allow for this update.**

### **Agenda for May 18, 2016**

- Telephone System Replacement
- Disaster Recovery update
- Tech Briefing or other project(s)

Respectively submitted by;  
Sondra Heine