



Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Daniel Macaluso	Absent	Provost Office Representatives	David Slavsky	Absent
	Michael Halverson	Delegate			
Enrollment Management & Student Success	Paul Roberts	Attended	HR	Winifred Williams	Attended
					Danielle Hanson
Facilities	Kana Henning	Absent	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz	Absent	ITS	Jim Sibenaller	Attended
	Teresa Krafcisin	Attended			Bruce Montes
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Margaret Callahan	Attended	UMC	Jeremy Langford	Attended
Guest – Peter Schlect					

Welcome, Meeting Purpose & Agenda

The minutes from the February 27, 2019 meeting were approved as written. The agenda for April 30, 2019 includes an update from Facilities about the Integrated Workplace Management System, information on Governance Sub Committees – Academic Technology Committee and Information Security Advisory Council, and status report on Loyola Digital Experience.

Integrated Workplace Management System (IWMS) – Peter Schlect

Peter advised the first phase of the IWMS implementation will begin soon. Archibus has retained JLL to assist with the implementation and is in the process of assembling a team that will work with LUC ITS, Finance, and Facilities staff. Phase I will take approximately 18 months and includes identifying office space by square feet, and occupancy via UVID and assets. Susan asked if JLL has provided a timeline of when they are going to need the support of each division. Peter advised one is expected within the next week. Tom Kelly asked if the assets will be tracked by dollar amount or what is specific to the room. Jim explained it would be dependent on what would be the best practice and could be done either way. This can be discussed and determined by the project team or at a future ITESC meeting.

The annual conference for Archibus is being held this week and members from ITS and Facilities are attending to learn more about the product.

Academic Technology Committee (ATC) – Bruce Montes

The ATC is a Sub-Committee of the ITESC and is charged with advising on technology directions, strategies, policies, plans, and priorities important to Loyola's goals in teaching, learning, research, and other academic objectives. Jo Beth D'Agostino serves as chair. The ATC reconvened in Fall 2018 with new membership. Accomplishments this year included a review of the committee's role in the IT Governance Process, feedback and support for the Sakai 12 upgrade, shared project updates across schools and departments, determined the support needs of technology for faculty, and completed a fall academic project prioritization for inclusion in the larger ITESC Portfolio Prioritization exercise. Among the Spring 2019 initiatives included support for a new strategic plan for the Office of Online Learning, SSOM and Libraries, UMC and SOC collaborations around integrating virtual reality, accessibility support for faculty to test materials,. In FY20, the ATC plans to review the future needs of the Learning Management System functionality and tools, offer input and support for learning analytics, assess the role of training in relation to digital certificates and badges and continue with project prioritization.

Tom Kelly advised student accessibility has become a top priority. Bruce confirmed he is the point-person for ITS and student facing efforts are being spearheaded by Shawna Cooper-Gibson.

Information Security Advisory Council (ISAC) – Jim Sibenaller

ISAC is a Sub-Committee of the ITESC and provides guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues. Jim provided an update on the security awareness training. All staff and FT faculty received targeted training in both the Fall & Spring semesters; in addition, six departments that handle high-risk data and information were provided additional training. Communications and reminder timing are being reviewed and will begin again in Fall 2019. Phishing assessments were added in Spring 2019. The results of the Phishing were well below the national average at an 11% click rate. ISAC is evaluating a new training tool that will serve as a repository for all required training and will extend to adjunct faculty and students as either self-service or part of the new student orientations. ISAC will continue using "Phinn", the Shark mascot, to spread Cyber Awareness through in person events such as the student career fair, using a table presence in Damen Student Center at scheduled intervals and targeted appropriate special requests.



Loyola Digital Experience Foundation Program(LDE) – Jim Sibenaller and Susan Malisch

Work on the “Foundational” theme has commenced with the migration of Microsoft Exchange email to the cloud-based Office365 solution. Migration of ITS and UMC staff was completed in April and those moves occurred without disruption. A few Mac to PC issues that have been resolved or are in process of resolution. Beginning in May, full migration of LUC Faculty and Staff will run through July. Theresa asked about .pst files, Jim explained those will have to be a separate and manual migration; someone from the team can help with getting those files moved. Immediately following the email migration, work will begin on Last Pass password self-service and mobile device management. The completion of the nine projects scheduled in LDE Foundation is targeted for August 2020. Detailed timeline of projects is in today’s materials and the ITESC One Drive folder

Communication of this migration and additional projects will be ongoing and through various channels. FAQ’s will be available on the ITS Website and via the ITS Service Desk Knowledge Articles.

ITS Project Portfolio Preparation – Susan Malisch

In June, the ITESC will complete the FY20 Q1-Q2 Project Portfolio Prioritization. In advance of this exercise, Susan reported it is taking shape as significant portfolio with an increase in larger projects noting an influx of improvement projects requested by Student Academic Services. A few other highlights mentioned include:

The analysis for using Preferred Names is completed; ITS is able to modify existing systems without a requirement for additional funding. That project is on target for completion for Fall 2019. The associated Preferred Names Policy is already in draft form.

There is a placeholder for Finance as they are in the final stages of deciding on an Expense Management System that will automate travel and expense reconciliation currently completed via an Adobe form.

The Office of Experiential Learning is in discussions to determine a possible replacement for Taskstream, the current E-Portfolio solution.

Student Communication – Jeremy Langford

Jeremy advised Student Communications is another top priority and requested feedback from the ITESC. Bruce responded that the Council of Student Success created a subgroup to explore this matter and they have recently submitted findings taken from student surveys, and assessments of the landscape for student communication technologies. There is a need to form some governance structure and process for messaging and where that would fit. The future includes looking at AI enabled technologies a chatbot (“digital assistant”) 24/7 service will be piloted at Loyola. Personalization is an important characteristic of a new communication strategy. Paul reminded the ITESC this was an audit finding from Baker Tilly and assured Jeremy, Shawna will include UMC going forward on related initiatives.

Next meeting – Thursday, June 20, 2019 – 1:30-3:30 – GC 213 | LT 1704 | and via Zoom tele/video conference.

Respectfully submitted,
Sondra Heine