LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	John Pelissero	In Attendance	HSD	Fr. Dennis Yesalonia	In Attendance
Academic Affairs	David Prasse	In Attendance	Operations/HR	Tom Kelly	In Attendance
Advancement	Steve Bergfeld	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance
Facilities	Kana Wibbenmeyer	In Attendance	ITS	Dan Vonder Heide	In Attendance
Finance	Bill Laird	Absent	Student Development	Rob Kelly	In Attendance
Finance	Andrea Sabitsana	Absent	UMC	Kelly Shannon	In Attendance
Guests: Kevin Smith, Michelle Dayton, Ashley Walcott, Cheryl Heckel, and Jeff Apa.					

Welcome, Meeting Purpose & Agenda

The meeting commenced at 12:11 p.m. The meeting today focused on updates regarding the Lawson Transition, the Maxxess System and overview of the new voicemail, conference calling and messaging features that Outlook provides and finally a HSD email migration update. There were no actions items for follow up from the December 2013 meeting.

Lawson Transition Update – Michelle Dayton, Project Manager

Michelle advised a consultant from Infor visited LUC on two occasions and contributed to building both a Dev/Test and Production Lawson environment. During these visits, five major tasks were accomplished. They were; installation & configuration of web servers, application servers, Lawson Core Architecture and Lawson Portal application, as well as converted LUC users and set up LDAP security for Lawson (Active Directory instead of Novell). They also experienced some complications, with the Unix to Windows conversion, separating customized programs and reports used solely by LUMC and identifying LUC users to convert. Currently the functional application is in test and it will continue through March. Michelle feels their biggest challenge is the 75-100 interfaces that are also currently being tested. The team has identified three process issues;

1. Determine how to handle parking and fitness center deductions that are expensed to different companies.

2. LUC and LUMC staff or non-clinical faculty that charge a portion of their salary to the other company.

3. The LUMCP Faculty physicians that have both a clinical and academic appointment and may charge some of their salaries to LUC. Additionally, they receive LUC Benefits which are recorded to the LUC General Ledger.

Discussions about these issues are in progress on how to handle these situations after the databases are split. Goal is to have options documented and presented to decision-makers by mid-March.

Michelle identified their next steps as;

- ✓ Testing and issue resolution
- ✓ Refine cutover timing and go live tasks
- ✓ Three refreshes and one "mock go-live" scheduled
- ✓ BCDR planning and testing

Michelle advised she has a really great team in place and the transition is on schedule and the conversion will be complete and live by May 27th, however the Lawson Self Service tool is tentative for May. There will be improvements done on the back end after the go live date; however the end user will not be able to determine anything is happening. There are additional more robust servers in place that will improve the service for the end user.

Maxxess System Update – Ashley Walcott, Application Systems Analyst

Ashley explained the Maxxess System is the security system used by Campus Safety to keep track of faculty, staff and students as they enter locked or restricted areas on campus. The Fine Arts department had a manual system for granting access to their students and it was becoming timely and their records were inaccurate. The Fine Arts department asked for a better and more efficient way to assign (and un-assign) students to additional access levels for arts courses/activities. The Maxxess sytem was implemented for their area with the option to make additional improvements.

Ashley advised there were other issues identified across campus resulting in an inconsistent method of security measures. There are PIN pads that are not connected to Maxxess, which does not allow for campus safety to monitor the traffic. In addition to Fine Arts, there are other departments that process their security access manually. There is also the issue of too much security access for those who have had any changes, thus not needing the access they once had.

Maxxess System Update – Ashley Walcott, Application Systems Analyst

Ashley conveyed to the committee this is a good opportunity to continue researching a consistent solution to the security across campus. One recommendation was to implement a personalized PIN system with an auto generated PIN that is accessed via the web the individual can reset if necessary. Another recommendation was to modify the current PIN pads by adding new hardware vs. replacing completely. There was discussion that included the 275 levels of access that are not under a standardized naming format and while granting the basic level of access will have to remain in one place, the idea of decentralization by developing a web application for use by each department is an option. In addition, Maxxess and its capabilities is a major factor to the BCDR plan. The ITESC agreed this project will need to be added to the Plan of Record. Tom Kelly will be the sponsor and Kevin will get the requirements together and design an overall look and bring it back to the committee.

Overview of Unified Communication and Lync – Jeff Apa – Server Operations Manager

Jeff explained the current voicemail system, Audix will be turned off on March 17, 2014 and Unified Messaging will begin in its place. Unified messaging will convert the voice message left by the caller and translate it in to a text format that will show up in the user's inbox via email. The user has the option of playing back the message on the computer or phone. The voice message will look like an email but will have a phone number associated if the caller is not in the user's contacts. The phone will still show the red light if there is an unread message, it will go away once the message has been read via email. Unified messaging resides on the email server and will removed from the server 30 days after it has been deleted and purged from your inbox.

Jeff's next update was about Lync. Lync is a conference and web/video conferencing tool. You can set up conference call between internal and external clients without having to reserve or secure an external conference calling number and provided you and the other meeting participants have a webcam, it can be used for smaller groups for video conferencing. Jeff then provided a demo between the ITESC and members of his team to show the functionality of the video conferencing. Training is currently in place and happening. The ITS website has training demos and materials readily available, as well. Lync is accessible on your office or home PC/laptop and on mobile devices (phone or tablet) by installing the application. There was a suggestion to provide a demo to the Cabinet.

Update of HSD Email – Dan Vonder Heide – Director

The email migration of the HSD campus is scheduled for the weekend of March 28, 2014. On Monday, March 31, 2014 the HSD users will log in to Microsoft Outlook. The communication and training plan will be the same as when the migration took place at the Lakeside campus. There will be an additional "this applies to" in the communications depending on which user group each email is targeting. It was suggested that weekly messages would be helpful beginning on March 1st. Dan advised his team is currently at the HSD campus refreshing workstations. The feedback from faculty and staff has been positive and the refresh should be complete before the migration takes place. The LUHS migration will begin prior to HSD and take approximately 7-8 weeks for completion. In the meantime, there is a co-existing tool in place so both groups are still able to communicate via email. The LUHS migration should be completed by March 31st as well.

The subject of legal holds for staff and faculty that are both employed by HSD and LUHS was discussed as well as faculty who want to maintain their .edu email domain due and their archives. An agreement between the three entities is currently being discussed at length with key members and legal counsel.

Wrap Up

Susan asked Kana if she was ready to present her Space Assessment presentation. Kana agreed and gave a brief overview of the current state.

ACTION ITEMS

- Provide Demo of Lync to the Cabinet.

Respectively submitted by;
Sondra Heine