

Loyola University Chicago

ITS Major Initiatives – FY21 Q1-Q2

Academic and Faculty Support

- LOCUS Enhancements (4)
- Customer Relationship Management (CRM) System evaluation for SON
- Faculty Review / Administration Solution (Interfolio)
- LUC Dynamic Faculty Database
- Review and Evaluate Proposed Research Administration Solutions

Administrative Initiatives

- COVID-19 Related Projects (12)
- Lawson/Kronos Enhancements (5)
- Advancement/Development Projects (4)
- Space and Asset Mgmt System - Phase II
- T4 Sitemanager Upgrade

Student Technology Support

- EAB Navigate Phase II
- LOCUS Fluid Page Rollouts
- Learning Portfolio Implementation (Digitation Phase II)
- Sakai v20 Upgrade

Infrastructure

- Campus Construction Initiatives (8)
- Information Security Program (6)
- IT Disaster Recovery (6)
- LDE Foundation: Collaboration and Security (8)
- Paciolan Athletic Ticketing Replacement for Neulion
- Replacement of LUC's Storage Area Network

Continuous Service Development

- Business Intelligence/Data Warehouse (13)
- Enterprise Content Management (5)
- LDE Transformation: Digital Assistant/ Chatbots (6)
- HSC Technology Discovery & Alignment



"Loyola Digital Experience"

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Health Legend

Green – On Target, No Risk
Lime – On Target, Minimal Risk, Minor Concerns, Under Control
Yellow – Target in Jeopardy, Risks Being Managed, Unknowns Exist
Orange – Slightly Off Target, Several Risks or Unknowns
Red – Off Target, High Risk, Multiple Concerns



Preparing people to lead extraordinary lives

ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (4)	Sponsor: Paul Roberts, Rita Vazquez Project Manager: Larry Adams, Dawn Fitzgerald	Health	
		Prior	Current
Institutional Impact: Enhancements that improve service or increase efficiency for student and faculty services offered via the Student System (LOCUS).			
Recent Activity: 1) 2832-FA 2020 Loans/Disbursements (completed). 2) 2973-Student Attributes updates for Reg & Recs (completed). 3) 3046 – Implement Paper Transcripts with Parchment (completed). 4) 3078-FA Post-Regs Patch (completed).			
Next Steps: 1) 2873-LOCUS FERPA Training (pending). 2) 2826-FA Letters with CommGen (on hold). 3) 2478-Immunization Self-Service enhancements (on hold). 4) 3017-Improve GPED Admissions interface (in progress).			

Customer Relationship Management (CRM) system evaluation for SON	Sponsor: Karen Berg Project Manager: Mary Bunker	Health	
		Prior	Current
Institutional Impact: The School of Nursing (SON) seeks a centralized CRM system that will increase efficiency of access to their current partnership information, provide process automation features and data analytics to support engagement strategies.			
Recent Activity: 1) Demos to users of CRM and mentoring platforms completed: Salesforce on 10/28, Sonia on 11/20 and PeopleGrove on 12/16. 2) Initial requirements analysis performed and gap analysis format documented. 3) Met with functional users at MNSON and Parkinson to debrief about demos on 12/17. 4) Meeting scheduled on 1/26 to determine whether to go ahead with an RFP.			
Next Steps: 1) Meet regarding RFP for CRM System. 2) Create scope document. 3) Gather detailed requirements.			

Faculty Review/ Administration Solution (Interfolio)	Sponsor: Badia Ahad Project Manager: Warren Francis	Health	
		Prior	Current
Institutional Impact: Loyola is looking for a single solution that all of LUC can use to handle all Faculty Administration needs. This solution will reduce the current labor intensive processes with common automated solutions that are shared across LUC campuses.			
Recent Activity: 1) The team had conducted several detailed Discovery session meetings to see how Interfolio could be implemented at LUC. The Discovery sessions determined that the Faculty Activity Reporting module and the Review Promotion and Tenure modules would be a good fit for LUC on both campuses. The service also confirmed that Interfolio could automate many of the current manual processes. 2) Ron Price provided the team a demonstration of FIS applications at HSC. 3) Development on the Faculty Contract system is underway. Anne Reuland will provide additional data to the development team so that testing can start in the coming weeks.			
Next Steps: 1) Start the Review Promotion and Tenure project. 2) Finalize the internal future state analysis of current systems. 3) Start testing the Faculty Contracts application by mid-February. Go-live is scheduled for April 1. 4) Determine future applications for Faculty Admin.			

LUC Dynamic Faculty Database	Sponsor: David Slavsky Project Manager: Tony Vavarutsos	Health	
		New	Current
Institutional Impact: To facilitate greater efficiency and effectiveness in how the Office of Institutional Effectiveness (OIE) and Faculty Administration use faculty data.			
Recent Activity: A new database system was created with links to various systems such as Lawson, FIS, LOCUS, and the EDW. New data views were created according to OIE specifications to handle the complex joins between different systems that are currently done in SPSS. OIE mapping tables were also created as well as data views to identify new records that need to be added to the mapping tables. OIE staff were given full access to this database system.			
Next Steps: N/A - Project is closed.			

ACADEMIC AND FACULTY SUPPORT, cont'd

Review and Evaluate Proposed Research Administration Solutions	Sponsor: Sonny Singh Project Manager: Jim Sibenaller	Health	
		New	Current
<p>Institutional Impact: Implementing an Electronic Research Administration (ERA) system will increase efficiency, security, and ease-of-use, as well as to align university processes with those of their research sponsors.</p>			
<p>Recent Activity: Dr. Singh is working on a comprehensive business plan and budget for the product. Scheduled a call with Gartner to understand the industry trends related to research administration technology and process.</p>			
<p>Next Steps: 1) Conduct the meeting with Gartner. 2) Document requirements in preparation for RFP.</p>			

Digital Badging Solution	Sponsor: John Gurnak Project Manager: Florence Yun	Health	
		New	Current
<p>Institutional Impact: Digital badges and micro-credentials are an innovative way to expand the credentialing landscape. They provide evidence that learners can demonstrate specific skills. Digital badges/micro-credentials serve as a symbol and credential to recognize student achievements and competencies (both academic and non-academic) as well as faculty and staff professional development and other internal compliance trainings.</p>			
<p>Recent Activity: Gathering stakeholders' product requirements to identify product solutions that meet the University's needs. Extending invitation to selected vendors to conduct product presentations in late January.</p>			
<p>Next Steps: 1) Hold vendor presentations. 2) Gather feedback from stakeholders. 3) Complete RFI/RFQ/RFP process. 4) Finalize contract. 5) Kick-off vendor engagement. 6) Draft project implementation plan based on the project deliverables, the efforts, and the needed resources. 7) Complete project deliverables.</p>			

ADMINISTRATIVE INITIATIVES

COVID-19 Related Projects (12)	Sponsor: Danielle Hanson Project Manager: Jesse Goodman	Health	
		Prior	Current
<p>Institutional Impact: Eliminate the reliance on the manual process for completing new hire paperwork and inputting information in HR systems. Convenient and easy to use system for employees and reduced data redundancy and increased integrity in employee data for Human Resources.</p>			
<p>Recent Activity: (PSS 2987- Make onboarding process for new hires entirely electronic) 1) Loyola participated in a benchmarking meeting with Covenant College to help evaluate the Workbright application as an onboarding solution. 2) Workbright provided two demos: one for the project team, and one for the entire HRIS team. 3) BSI Team documented initial interface requirements. 4) The project team held an API scoping call with Workbright to explore the possibilities of building interfaces between Workbright and Lawson, Docifinity, and the ePAF system.</p>			
<p>Next Steps: 1) ITS to meet internally to map out the interface requirements needed to utilize the Workbright API and provide automation of some tasks. 2) ITS and UISO will meet with Workbright to perform a security review. 3) Work with Workbright on SOW and contract. 4) ITS and HR to launch phase I of the project in early May, including digitization of the new hire packet process via Workbright. 5) ITS to develop the interfaces and API as phase II of the project.</p>			
Lawson/Kronos Enhancements (5)	Sponsor: Danielle Hanson, Becky Gomez Project Manager: Mary Bunker	Health	
		Prior	On Hold
<p>Institutional Impact: Ongoing improvement projects for Enterprise resource planning (ERP) software which includes Budgeting and Planning, HR, Payroll, Accounting, Grant Management, Supply Chain and Expense Management.</p>			
<p>Recent Activity: 1) New ADFS and Multi-Factor Authentication (MFA) implemented with Lawson & new Employee Self-Service (ESS) portal in Production environment. 2) Direct Deposit & W-4 Employee Self-Service enhancements implemented in production. 3) MHC's Document Self-Service upgraded to version 5.3 in production. 4) Development for Life Events employee self-service & user test cases in progress in PRE environment. 5) Payroll & unemployment tax compliance project implemented in Production environment. 6) Kronos Workforce Central upgraded to version 8.1.7 complete and implemented in Production environment. 7) Automated the Human Resources benefits interface and payroll bi-weekly and monthly deduction files transmission process using SSIS. 8) Moved Lawson Ming.le Pre-Production database to new SQL server and updated Ming.le version. 9) Retired Lawson Mobile Supply Chain Management application and replaced with Canon Intellitrac application. 10) Implemented Ceridian Payroll Tax compliance in Pre-Prod and Prod.</p>			
<p>Next Steps: 1) Test Life Events functionality in Lawson Pre-Production environment. 2) Continue with phase II of Human Resources benefits interface automation process using SSIS. 3) Implement in-house solution for total compensation statements. 4) Facilitate move of Lawson Ming.le production database to newer SQL server, update Ming.le version support database move, and implement LDAP signing changes. 5) Upgrade BSI TaxFactory application in Lawson to version 11. 6) Implement Egencia, the new travel management system and integrate with Lawson.</p>			
Advancement/ Development Projects (3)	Sponsor: Michael Halverson Project Manager: Enrique Olmo	Health	
		Prior	On Hold
<p>Institutional Impact: Update student and parent population that LUC may contact for University messaging, taking current enrollment status and service indicators into account.</p>			
<p>Recent Activity: No updates to report – Project work on Gift Agreement Workflow and recreating bio data feed from iModules to Advance on hold.</p>			
<p>Next Steps: Project is on hold until further notice.</p>			

ADMINISTRATIVE INITIATIVES, cont'd

Space and Asset Management – Phase II	Sponsor: Kana Henning Project Manager: Warren Francis	Health	
		Prior	On Hold
Institutional Impact: Provide a real-time single source of truth for all space inventory and utilization data at LUC. The new system will become the planning tool for building programming, space assignments, and campus development.			
Recent Activity: 1) The project team had a meeting with Archibus to discuss the project timeline and future meetings.			
Next Steps: 1) Immersion and Solution design is scheduled for the week of January 11. 2) LUC team to identify resources that would be helpful in planning this implementation.			

T4 Sitemanager Upgrade	Sponsor: John Dreves Project Manager: Robert Kraft	Health	
		Prior	Current
Institutional Impact: The T4 Sitemanager upgrade will improve web publishing functionality to serve the existing Loyola online community and to enhance UMC outreach to prospective students.			
Recent Activity: Team worked with Server team, DBA and T4 vendor to build a new T4 system in development for testing. Team is closely working with T4 vendor to resolve few pending issues before starting testing.			
Next Steps: 1) Resolve pending issues. 2) After setting up the development environment, coordinate with UMC to start UAT testing. After testing, plan upgrade for production T4 system.			

STUDENT TECHNOLOGY SUPPORT

Enterprise Learning Hub	Sponsor: Susan Malisch, Winifred Williams Project Manager: Rejoice Jebamalaiddass	Health	
		Prior	Current
Institutional Impact: Provide a “portal” to consolidate training & compliance requirements in single location.			
<p>Recent Activity: Completed Phase II requirements of the project and have pushed new features to production on 14-Jan-2021. The new features are as below.</p> <ul style="list-style-type: none"> Administrators will be able to schedule reminder emails. Users will be able to Search courses offered by various vendors. 			
<p>Next Steps: Work with Security Team and Controller to build following new features in the Learning Hub.</p> <ul style="list-style-type: none"> Add Security Policy document into Learning Hub for users to sign Add new function to track/audit compliance tasks for University. This feature is requested by Controller. 			
EAB Navigate Phase II	Sponsor: Sheila McMullan (prior Patrick Green, Rita Vazquez) Project Manager: Michelle Dayton	Health	
		Prior	Current
Institutional Impact: Navigate is a student success platform that enhances communications between advisor and student and provides tools for academic planning. Later phases may allow direct enrollment from the Navigate academic planning module into LOCUS.			
Recent Activity: Phase II Planning discussions are ongoing. Orienting new Program Sponsor (S. McMullan), new Program Owner (L.Manzano), & new Functional Sys Admin (TBD). Have planned selected elements of Phase II.			
Next Steps: 1) Navigate Student Study Buddies - Jan. 2) New Advising Units – dependent on Sys Admin. 3) Registration pilot – dependent on EAB development – Summer or Fall.			
LOCUS Fluid Page Rollouts	Sponsor: Paul Roberts, Susan Malisch, Rita Vazquez Project Manager: Michelle Dayton	Health	
		Prior	Current
Institutional Impact: Improve services and features for students and other academic units in the student system.			
Recent Activity: ITS development/testing 90% complete in non-prod environments – including Portal retirement. Setting up environment for User Acceptance Testing (UAT).			
Next Steps: 1) Functional team UAT – Jan/Feb. 2) Track and resolve issues. 3) Execute Go Live Plan for Mar 6-8. 4) Continue plan for training materials. 5) Post Go-Live Issue tracking/resolution - Mar. 6) Plan Class Management Fluid rollout for Fall 2021 as a separate project.			
Sakai v20 Upgrade	Sponsor: Jo Beth D'Agostino Project Manager: Florence Yun	Health	
		Prior	Current
Institutional Impact: Upgrade positions Loyola to maintain a secure, viable, and healthy learning management system (LMS), and one that provides faculty and student access to more contemporary features which will bring Loyola up to the current community standard and the ability to leverage future development as well as increased security.			
Recent Activity: Upgraded Sakai Production and Test Environments to v20. Conducted two (2) Faculty Forums and four (4) “What’s New in Sakai” training sessions, Completed revisions to Sakai documentation, and completed data mapping adjustments to the EDW and updates to project documentation.			
Next Steps: 1) Complete project close-out activities.			

INFRASTRUCTURE

Campus Construction Initiatives(8)	Sponsor: Kana Henning Project Manager: Various NIS Staff	Health	
		Prior	Current
Institutional Impact: Ensure planning, oversight & installation of appropriate technology for LUC construction projects.			
Recent Activity: 1) ITRS created a time lapse construction video for JFRC, submitted to facilities PM. 2) ITRS created a time lapse construction video for Francis, submitted to facilities PM. 3) Cudahy Science - Completed the installation and activation of all network technologies within new renovation. Occupants were moved back.			
Next Steps: 1) Francis Hall - activate necessary data and phone connections as requested by to be identified occupants. 2) Assist with technology connectivity for Roots Health Bar. 3) Lewis Towers - HVAC work awaiting direction to move departments back after construction completes. 4) Budget creation & bidding process for new telephone system at HSC.			

Information Security Program (6)	Sponsor: Susan Malisch Project Manager: Jim Pardonek	Health	
		Prior	Current
Institutional Impact: Continue risk mitigation and management associated with the confidentiality, integrity and availability of University protected and sensitive information.			
Recent Activity:			
<ul style="list-style-type: none"> • Fall 2020 General Security Awareness training experienced delays due to additional COVID-19 stresses on faculty and staff. Deadline extended to 12/31/20. New hire training continues. • Phishing training for all faculty and staff as well as targeted “high risk” departments continues. • Awareness program is completely remote. Regular newsletter content and additional video content using the Phish mascot, Phinn, with topics geared toward remote work. • PII compliance efforts for 2020 remain on hold and may not resume until 2021. Program may be limited to a single scan for all departments depending on staffing and return to on-campus operations. A few departments that maintained on-campus presence were completed. • Annual network segmentation and server penetration completed. PCI-DSS compliance efforts for 2020 completed. • 2020 3rd party risk assessment project is underway with a targeted completion of January 2021. • Supporting student success during COVID-19, processing requests for student access to secure resources with 576 Student Workers and Researchers having access. <p>See also LDE: Collaboration and Security Program in Infrastructure for additional Information Security initiatives.</p>			
Next Steps: 1) Continue security awareness and phishing assessments. 2) Complete implementation of DLP. 3) Promote Last Pass. 4) Monitor vulnerability remediation efforts. 5) Evaluate the Risk Assessment			

IT Disaster Recovery (6)	Sponsor: Norberto Grzywacz, Tom Kelly, Susan Malisch Project Manager: Jim Sibenaller	Health	
		Prior	Current
Institutional Impact: Timely restoration of key University technology services in the event of disaster or severe outage.			
Recent Activity: The DR program for 2020 is on hold. The 2021 program will be launched during Q1 of 2021.			
Next Steps: 1) Establish the current state of the program. 2) Launch the 2021 review process. 3) Test all systems/applications.			

INFRASTRUCTURE, cont'd

LDE Foundation: Collaboration & Security (8)	Sponsor: Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide	Health	
		Prior	Current
<p>Institutional Impact: Strengthen information security and collaboration tools. The LDE Foundation program positions Loyola to deliver contemporary technology solutions in teaching & learning, University operations, & user experience.</p>			
<p>Recent Activity: 1) Deployed MFA for Lawson in October. 2) Deployed Password Reset Self-Service in December. Cancelled ReAct contract, saving the university money. Part 2 of the project scope being confirmed now. 3) Deployed Privileged Identity Management (PIM) for escalated access to specific IT resources. 4) Deployed Data Loss Prevention (DLP) in November (soft launch). Held information sessions and partnered with departments on communications across the institution. Preparing for full launch in February 2021. 5) Multi-Factor Authentication (MFA) enablement for various applications continues. LDE Sponsors prioritizing next set of applications to have MFA applied at log-in. 6) MFA being enabled for Sakai kickoff held. Targeting February implementation. 7) MFA being enabled for Transamerica kickoff held. Targeting January implementation. 8) MFA being enabled for Sakai kickoff held. Targeting February implementation. 9) MFA being enabled for LOCUS kickoff held. Confirming technical requirements. 10) MFA being enabled for Secure File Transfer. Configuration and testing underway. Targeting March implementation. 11) Mobile Device Management (MDM) completed additional pilots, researched better ways to solidify the user experience, and understand how user's contacts could be affected. Ready to present findings to MGC.</p>			
<p>Next Steps: 1) Complete next set of MFA Application Enablement's. 2) Obtain requirements and scheduling for additional applications to be enabled with MFA. 3) Deploy DLP (full launch) in February. 4) Determine Go / No-Go MDM approach based on other instructions and pilot feedback.</p>			
Paciolan Athletic Ticketing Replacement for Neulion	Sponsor: Steve Watson Project Manager: Florence Yun	Health	
		Prior	Current
<p>Institutional Impact: By migrating to Paciolan, Athletics is projecting over \$200,000 net cash flow over 5 years, due to running our partnership with them coterminous with our multi-media rights agreement with Learfield IMG College. Paciolan is the industry leader in college ticketing, and their platform will provide Loyola the best opportunity for revenue generation, cost savings, and integration with existing Athletics platforms (i.e., website, mobile app.)</p>			
<p>Recent Activity: Contract negotiations between LUC and Paciolan are at an impasse, and we are too far apart on many essential issues to continue with further discussions. We are changing direction and will pursue looking into an alternative ticketing solution platform. Updating project documentation to reflect changes and completing necessary activities to prepare for partnership with the new vendor.</p>			
<p>Next Steps: 1) Capture "current" state and assess functional and technical requirements to identify ticketing solution. 2) Reach out to alternative ticketing solution vendor to gather information. 3) Complete RFI/RFQ/RFP process. 4) Finalize contract. 5) Kick-off vendor engagement. 6) Draft project implementation plan based on the project deliverables, the efforts, and the needed resources. 7) Complete project deliverables.</p>			
Replacement of LUC's Storage Area Network	Sponsor: Susan Malisch Project Manager: Rene Tapia	Health	
		Prior	Current
<p>Institutional Impact: Loyola's Storage Area Network (SAN) is used to house critical data at both LSC and WTC. Key systems require high performance and highly redundant storage to operate correctly; this includes databases for applications such as Locus and Lawson. As Loyola's storage ages, the current SANs were purchased in 2013, performance can become a bottleneck for newer applications and/or larger datasets. Additionally, the physical hardware becomes more prone to failure, increasing the risk of downtime. To ensure the backend storage infrastructure can meet the performance, capacity and availability needs for the University, the current Storage Area Network (SAN) needs to be replaced.</p>			
<p>Recent Activity: 1) Worked with PureStorage on a revised Statement of Work. 2) Submitted Statement of Work for approval. 3) Obtained a revised quote from CDWG. 4) Status revised to Lime as substantial issues were encountered with the CDWG Statement of Work and had to engage the vendor directly.</p>			
<p>Next Steps: 1) Submit final quotes to Finance. 2) Review and sign a Statement of Work with PureStorage for the installation of the new SAN. 3) Install and configure the new SAN.</p>			

CONTINUOUS SERVICE DEVELOPMENT

Business Intelligence / Data Warehouse (13)	Sponsor: Norberto Grzywacz, Wayne Magdziarz, Susan Malisch Project Manager: Tony Vavarutsos	Health	
		Prior	Current
<p>Institutional Impact: Inform planning and strategic decisions at Loyola with new visualizations, reporting and data analyses using enterprise data that is more easily accessible and consumable.</p>			
<p>Recent Activity:</p> <ul style="list-style-type: none"> • COVID-19 Projects Include: <ol style="list-style-type: none"> 1. Created “COVID-19 Cases Internal” solution with dashboards and reports that analyze the results of our diagnostic tests and compares them with the results of the communities around our campuses. 2. Created the public facing dashboard of the COVID-19 testing results from our testing programs. 3. Continued support and development the dashboard to monitor performance of key technology and support functions including usage statistics of our LMS systems (Sakai, Panopto, Zoom) and Service Desk incidents and service requests. 4. Created the “Contact Tracing” Power BI application which allows Contact Tracing team to lookup important demographic and other information as required. 5. Created numerous new Poppulo “tags” to aid UMC in communication campaigns. Refreshed daily. 6. Create Power BI solutions to be used by UMC staff to create their own ad-hoc lists of students, faculty and staff based on many filters applicable to each category, e.g. “a list of MATH Majors of the Spring term. 7. Created process to generate the “patient” rosters to be used by Shield IL COVID-19 testing system. • Academic Program Revenue to Expense (LUC RtE) Version 4 is complete; this is a <u>major new version</u> of our Revenue to Expense application which performs analyses based on Academic Plan (Major/Minor) data. • Developed “Cabinet Dashboard for Spring Enrollment” PBI solution for Spring 2021 key metrics. Refreshed hourly. Recent additions included enrollment data comparisons to Last Year and Two Years ago by: Calendar Day, Enrollment Days and Days from Start of School, as well as new views of JTerm and QSB quarter enrollments. • Developed process to download Poppulo data from the source system into our EDW. This will allow us to develop reports and analyses of UMC email campaigns like: email open rates, top clicked links, who was sent what, etc. • At the request from the Finance/Logistics committee, a data model was created to track and report the disbursement of the CARES funds and associated student applications. Recent development adds “Post Spring” data analyses to the solution. • Learning Analytics: Completed Phase 2: Instructors can see data for all classes they taught during all previous Terms. Phase 3: completed development for using the LOCUS, Sakai, Panopto and Zoom data sources; currently developing the visual analyses of these data. • Spring 2021 Enrollment tracking: Multiple data models are refreshed for Spring 2021 enrollments: YoY Enrollment by Term, Current Student Enrollment Tracking, YoY Cohort Enrollment by Term. • Work continues on the “HR Metrics” data model per HR’s request and guidance. 			
<p>Next Steps: 1) Continue development of Shield IL test reports and compliancy. 2) Complete Poppulo data analytics. 3) Complete the HR Metrics data model. 4) Complete Phase 3 Learning Analytics framework. 5) Continue development of projects in queue including “Endowment and Scholarship Analyses”, “Class Section Planning” and others.</p>			

Enterprise Content Management (5)	Sponsor: Susan Malisch Project Manager: Mary Bunker	Health	
		Prior	Current
<p>Institutional Impact: Improve/streamline student services & interdepartmental process efficiency while reducing paper.</p>			
<p>Recent Activity: 1) Completed projects: AP Expense Reimbursements Multiple Accounts & Interface Update, School of Education. and School of Social Work – Academic Advising went live. 2) Active projects include: Gift Agreement Process, BES Professional Development, Accounts Payable - Check Req Pay Processing API, College of Arts and Sciences – Academic Council, Accounts Payable – Workflow Upgrades, and Contract Repository for Enrollment Management. 3) Infrastructure enhancements include: in the process of upgrading DocFinity to v11.7.X.</p>			
<p>Next Steps: 1) Obtain User Acceptance Testing sign-off on active projects. 2) Finalize projects in QA environment to move them into Production. 3) Review ECM project requests and set priorities on new projects.</p>			

CONTINUOUS SERVICE DEVELOPMENT, cont'd

LDE Transformation: Digital Assistant / Chatbots (6)	Sponsor: Susan Malisch Project Manager: Dawn Fitzgerald, Jim Sibenaller	Health	
		Prior	Current
<p>Institutional Impact: This pilot is expected to result in staff/administrative work reduction/efficiencies and improved service to students, faculty and staff. Digital Assistants (aka "Chatbots") use Artificial Intelligence and Machine Learning to expand online services.</p>			
<p>Recent Activity: Non-authenticated version of chatbot has been deployed on limited departmental web pages. Content for COVID and Return To Campus has been added.</p>			
<p>Next Steps: 1) Establish governance processes for content. 2) Expand to other sites/departments with expanded content. 3) Incorporate into new Fluid LOCUS pages.</p>			

Automate HSC Parking/ID processes for LUC Students	Sponsor: Annie McCormack Project Manager: Ashley Walcott	Health	
		Prior	Current
<p>Institutional Impact: Changes to Trinity systems (Workday) require a change in processing to automate HSC student IDs/Parking permits. This impacts Nursing and Parkinson students - and, potentially, SSOM students.</p>			
<p>Recent Activity: 1) ITS team met to define next steps: engage Trinity IT for assistance with technical system analysis; complete analysis of current business process; identify other business and technical resources needed.</p>			
<p>Next Steps: 1) Identify and engage technical resources at LUHS and/or Trinity for assistance with systems analysis. 2) Resume conversations with project stakeholders and technical resources regarding current and future state of parking/badging process.</p>			

RESEARCH COMPUTING SERVICES

PCORI CAPriCORN 2020	Principle Investigator: Dr. Frances Weaver Assigned: Ron Price	Health	
		Prior	Current
<p>Institutional Impact: The PCORI-funded CAPriCORN clinical data research networks (CDRN) establishes an infrastructure utilized to conduct of Comparative Effectiveness Research (CER) with a particular focus on patient-centered and patient-reported outcomes (PRO).</p>			
<p>Recent Activity: 1) Reviewed new PCOR V6.0 data model. 2) Updated datamart queries and loaded revised data for: providers, demographics, encounters, enrollments, active medications, cohorts, conditions, death, death cause, diagnoses, immunizations, labs, medication administration and microbiology.</p>			
<p>Next Steps: 1) Complete updates and load for general & clinical observations, prescribing, procedures, vitals and lab history tables. 2) Submit data to national coordinating center (NCC at Duke) for validation & certification by 1/29/2021.</p>			

NIH Clinical and Translational Science Awards (CTSA) Activity	Principle Investigator: Dr. Elaine Morrato Assigned: Susan Zelisko	Health	
		Prior	Current
<p>Institutional Impact: A large-scale clinical data repository and end-user application project (LEAF) that seeks to allow our clinical researchers the ability to locate potential patient study cohorts at peer-institutions across the Chicago area. Goal of the project are to increase clinical research (including prospective trials) among the Chicago CTSA institutions.</p>			
<p>Recent Activity:</p> <ul style="list-style-type: none"> • LEAF application (Test Instance): 1) link user interface (UI) SAML authentication with LUC sign-on service. 2) Loaded synthetic testing data. 3) Released test LEAF application to select users. • OMOP Clinical Data Repository (CDR): 1) concept mapping completed for data model PCOR V5.3. 2) Extract, transfer and load (ETL) processes generated for clinical lab information. 			
<p>Next Steps:</p> <ul style="list-style-type: none"> • LEAF Application: 1) group is processing ITM/LEAF license renewal. 2) Review need for diagnosis "grouper" function with group reviewing Loyola's grouper methodology and disease definitions. • OMOP CDR: 1) reviewing proposed updates for PCOR V6.0 data model and related requirements for concept additional mappings. 			

Advanced Informatics and Analytics (Natural Language Processing, Imaging)	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price, Dan Valdez	Health	
		Prior	Current
<p>Institutional Impact: Assists healthcare professionals in their use and evaluation of advanced healthcare informatics technologies related to automated computable phenotyping and clinical natural language processing (cNLP).</p>			
<p>Recent Activity:</p> <ul style="list-style-type: none"> • Clinical NLP Analytics Engine (cNAE) Project: 1) cNAE approved for provisional patent application. 2) Development of a Knowledge Map (KM) builder process that integrates into the existing KM generator process. 3) Completed draft of PART 1 (cNAE) of clinical researcher user manual. • Clinical NLP Inference Engine (cNIE) Project: 1) cNIE approved for provisional patent application. 2) Begin design of an end-user clinical rule builder application. 3) Designed and tested phenotype rules for limited number of conditions (e.g., pancreatic cancer, COVID-19, etc.). 4) Began clinical-end user manual development. • REDCap Project: Implemented external REDCap environment with multi-factor authentication (MFA). 			
<p>Next Steps:</p> <ul style="list-style-type: none"> • cNAE/cNIE: 1) review additional KM compilations. 2) Finish draft of PART 2 (cNIE) user-manual. 3) Process provisional patents. 4) Create basic "User Guide" documentation. 5) Develop multi-platform installation scripts. 6) Plan larger communication strategy. • REDcap: 1) complete ServiceDesk access request form and process. 			

RESEARCH COMPUTING SERVICES, cont'd

COVID-19	Principle Investigator: Dr. Frances Weaver Assigned: Susan Zelisko, Steven Birch	Health	
		Prior	Current
<p>Institutional Impact: The objective of these projects is to facilitate the study of patients at Loyola University Medical Center presenting with suspected COVID-19. Clinical data is collected in order to facilitate future health outcomes research investigations for patients treated for COVID-19.</p>			
<p>Recent Activity: CTSA N3C National Data Enclave. 1) Reviewed protocol to assess patient cohort criteria. 2) Designed and generated query logic and supporting extract-transform-load (ETL) processes. 3) Installed and debugged required data transformation application. 4) Transferred data from 3/2020 - 12/2020 with first submission to NIH data enclave on 12/22/2020.</p>			
<p>Next Steps: Continue weekly transfer of patient cohort information to the NIH data enclave from period of 1/2021 until the term of the award period.</p>			

Center for Health Outcomes and Informatics Research (CHOIR)	Principle Investigator: Dr. Elaine Morrato Assigned: Jason Boyda, Ron Price	Health	
		Prior	Current
<p>Institutional Impact: These projects are to significantly expand the range of clinical data that are available to clinical or health outcomes researchers.</p>			
<p>Recent Activity:</p> <ul style="list-style-type: none"> Chronic Kidney Disease (CKD) Smartphone Application Project: 1) Completed development of mobile device application (version 0.9) on 11/20/2020. 2) Second faculty (Public Health and Informatics) demonstration presentation on 12/8/2020. Electrocardiogram (ECG) Clinical Data Repository Project: 1) discussion of requirements and data availability of LUHS EKG/ECG data (2.4M GE MUSE files). 2) Received quote from GE Medical for one-time data extract with provision for incremental updates. 			
<p>Next Steps:</p> <ul style="list-style-type: none"> CKD Smartphone App: 1) follow ups to update symptom lists and educational materials. 2) Complete minor reporting features for version 1.0 release. 3) Release application to pilot group of 14 patients in CYQ1. ECG Data repository: 1) Complete master IRB protocol (Drs. Bobay/Akbilgic/Aubert). 2) Review final data specifications. 3) Review final quotes. 4) Finalize funding. 			