

ITS Executive Steering Committee (ITESC)

Agenda and Materials
September 24, 2013



Agenda

- Start of School Debrief
 - Susan Malisch & ITS Directors
- Wireless/Mobile Credit Card Processing
 - Cory O'Brien
- Information Security Awareness Plan & Policies
 - Jim Sibenaller
- Space Mgmt Needs Analysis
 - Kana Wibbenmeyer, Lydia Kuhr
- Prioritization Process
 - Susan Malisch & Jim Sibenaller



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**Systems Implementation and Consulting
Service Request**

Date:	8/23/2013		
Requestor Department:	Treasurer's Office	Requestor:	Cory O'Brien
Requestor Reference #:		Requestor UVID:	cobrien
Requestor Priority:	High	Project Type:	SERVICE REQUEST
Project Description			
<p>Researching and selecting the most secure wireless/cell credit card processing device for University wide usage, while also considering cost, PCI Compliance, and University resources.</p>			

1. **Scope of Project**

Researching and selecting the most secure wireless/cell credit card processing device. Insuring the credit card information cannot be stolen via the wireless/cell transmission and/or the credit card device. This will also include changing of University policies and procedures related to credit card and ITS security policies.

2. **Project deliverables and Requested Completion Date**
(if request is for a report, please list intended users of the report)

Choose a secure wireless/cell credit card device and any peripherals that are required to process credit card transactions. Update University policies and procedures related to credit card and ITS security. The project to begin in October 2013 after the completion of the 2013 PCI Audit and be completed by January 31, 2014.

3. **Project Justification Summary**

The following departments have requested wireless devices to be used at various seminars, events, or conferences:

- Advancement- Special Events, Alumni Relations, Annual Giving, Gift Processing
- Athletics
- LUMA
- Institute of Environmental Sustainability (formerly CUERP)- Farmers Market
- Family Business Center
- Loyola Limited- Chainlinks

A standard credit card terminal needs an analog phone line and an electrical outlet. A wireless device does not need a phone line or an electrical outlet. At these seminars, events, or conferences there is not

a phone line or an electrical outlet to plug a credit card terminal into.

This would increase revenue for departments and more donations for Advancement.

4. Project Approvals


Requestor


Department Manager



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Information Security Awareness

- Awareness program constructed based on:
 - best practice standards(SANS/NIST)
 - PCI compliance guidelines
 - practical peer university implementations
- Contains: 13 components
 - 8 high impact, 4 medium, 1 low
- Reviewed & Approved by ISAC
- Requesting to survey departments to identify gaps and risks so that content can be properly focused



Information Security Compliance

- Payment Card Industry (PCI) link to security awareness
- Requirement 12.6.2: *Verify that the security awareness program requires personnel to acknowledge, in writing or electronically, at least annually that they have read and understand the information security policy.*
- Discussion on how best to satisfy the tracking and measurement part of this item



Enterprise/University Policies

POLICIES - DRAFTS	MAIN PURPOSE	CREATED
Access Control Policy	Discusses how users access computers and systems both electronically and physically.	09/22/09
ITS Antivirus Policy	All computers using the Loyola network may be required to use antivirus software depending on their operating system.	09/05/08
Computer Security Standard	Establishes standards for the base configurations of University computers. Effective implementation of this standard will minimize security incidents involving University resources.	01/24/11
Incident Response Plan	Defines, in specific terms, what constitutes an incident and provides a step-by-step process that should be followed when an incident occurs.	06/23/08
Incident Response Plan Appendix	Describes processes for specific incident types.	06/23/08
Password Standards	Ensures that all electronic devices are secured by a password of a certain complexity, and that more sensitive devices have more complicated passwords.	04/20/07
Security Policy	Overarching policy that establishes the University's approach to information security, procedures that will help identify and prevent compromises of information security around the University's computing, networking, telephony and information resources and creates a secure baseline standard for the University's information resources.	06/16/08
Wireless Access Point Policy	Faculty, Staff, Students, and Guests are prohibited from attaching any device operating as a wireless access point or router in any University building.	07/13/05

ITS Internal Standards & Policies

POLICIES - DRAFTS	MAIN PURPOSE	CREATED
Log Management Standard	To identify the specific requirements that information systems must meet in order to generate appropriate audit logs.	10/06/11
Network Firewall Standard	To establish a uniform set of standards for implementing and maintaining established network firewall policies.	09/04/08
Router and Switch Standard	Internal required minimal security configuration for all routers and switches connecting to a production network.	09/12/11
Server Security Standard	Internal Establishes standards for the base configuration of servers.	08/04/11
Vulnerability Assessment Policy	This is an internal policy that grants authorization to appropriate members of the Information Security Team to conduct audits.	09/30/08
Security Awareness Policy ⁸	Outlines how Information Security awareness materials will be provided to the Loyola community.	07/30/08

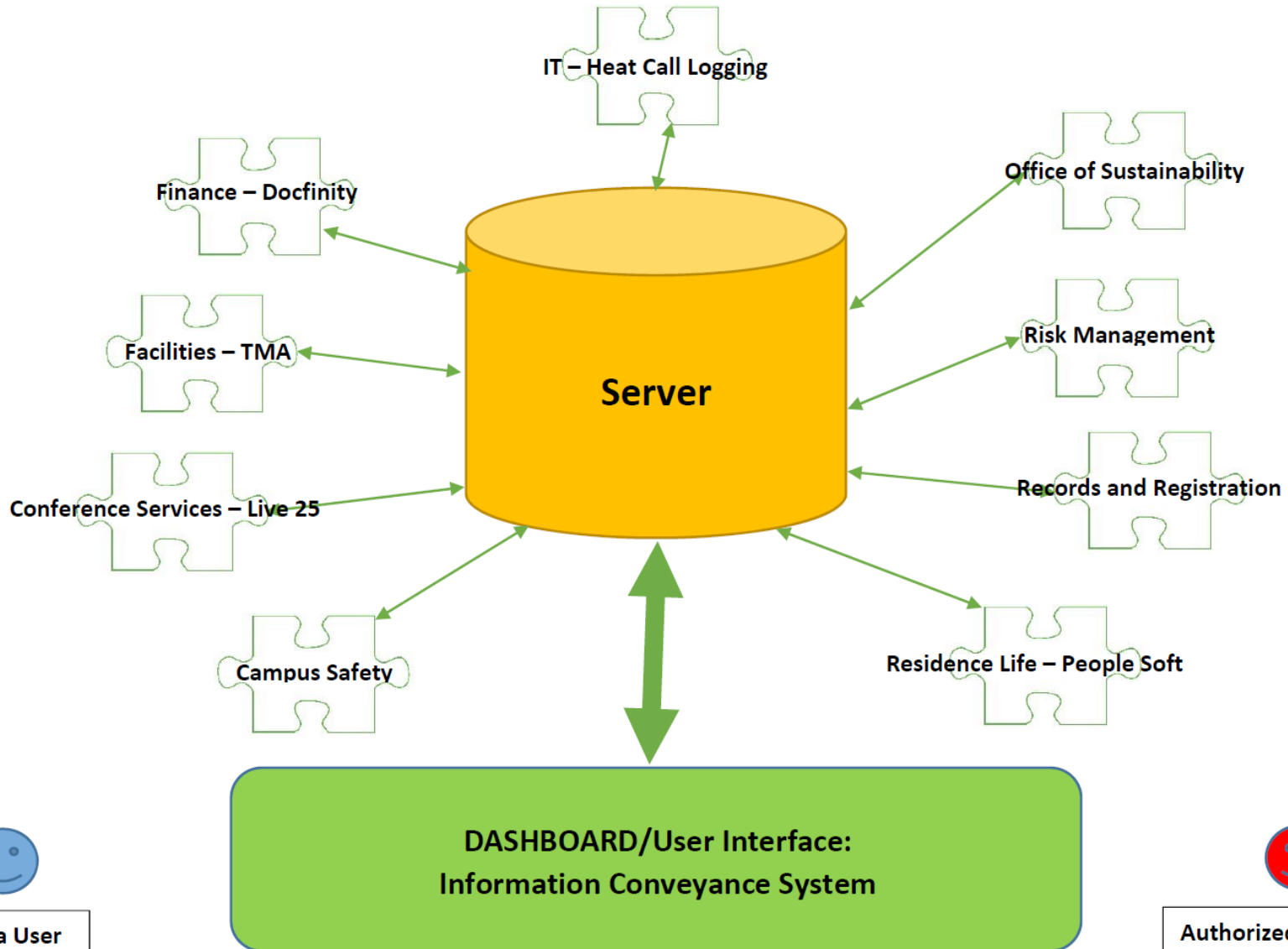
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Space Asset Management System (SAM)

Purpose: Interactive and efficient information retrieval system



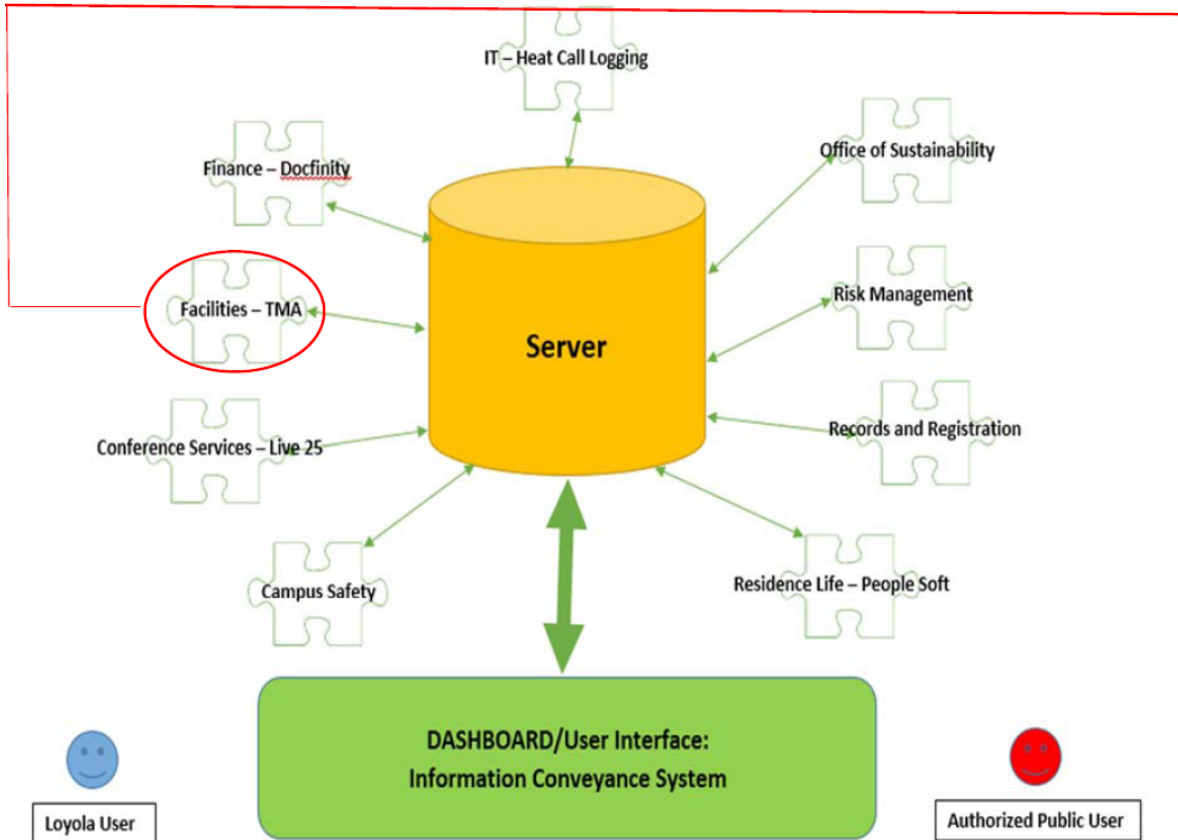
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Loyola User



Authorized Public User

Space Asset Management System (SAM)

Purpose: Interactive and efficient information retrieval system



FACILITIES DEPARTMENT DATA:	
Project Life Cycle	
Design Phase	Project Conception
	Programming
	Project Mobilization
	Schematic Design
	Design Development
Construction	Construction Documents
	Permitting
	Bidding
	Construction
	City of Chicago Inspections
	Substantial Completion
	Post-Construction Activities
	Occupancy
Occupancy	Building Turnover
	Occupancy
	Operations & Maintenance
	Campus Infrastructure

Space Asset Management System (SAM)

Purpose: Interactive and efficient information retrieval system

PROJECT TIMELINE

August 2013

1. Life Cycle of a Building & Story Board Project

October 2013

2. Business Analyst Assistance & Interviews w/Committee Members

March 2014

4. Needs Assessment

May 2014

5. Presentation to ITESC

Loyola University of Chicago
 SAM Committee - Facilities Interview
Life Cycle of a Building

Line #	Phase	Task	Deliverables	Information	Document Type	File Location	Provider	User
1	Project Conception	Needs	Decision to Build	Purpose of project (ie. Need more student housing, classroom space ...)	E-mail correspondence & Word Doc/pdf files	Assoc. VP Facilities Files	President/Fr. Garanzini	Facilities,SCB
2	Project Conception	Community Relations	Building information (ie. Purpose and type of structure, dorm or academic building)	How project will impact community, potential foot & car traffic,	E-mail correspondence & Word Doc/pdf files	Project Manager's files & Community Relations Dept. Files	CR/Jennifer Clark	Alderman, CDOT
3	Project Conception	Aldermanic Support	Letter of intent	Letter outlining purpose of new project development	Word Doc	Community Relations Dept. Files	CR/Jennifer Clark	Facilities, Architect
4	Project Conception	Project Meetings	Project Goals	LEED Certification Goal	E-mail correspondence & Word Doc/pdf & hard copy files	Project Manager's Files	CPCM	Presidents Office, Facilities, Architect
5	Project Conception	Project Meetings	Meeting Minutes	Project Updates	Word Doc & hard copy files	Project Manager's Files	CPCM	Presidents Office, Facilities
6	Project Conception	Project Meetings	Conceptual Drawings	Preliminary Project Drawings	Drawings (pdf, dwg & hard copy files)	Facilities P Drive/Docfinity	Architect	Presidents Office, Facilities, User Groups
7	Project Conception	Project Meetings	"Internal Conceptual Budget"	Cost to build building based on conceptual drawings	Excel Spreadsheet	Project Manager's Files	CPCM & Finance	Presidents Office, Facilities
8	Project Conception	Schedule	Project Start/End Date	Start/End Date	E-mail correspondence & Word Doc/pdf files	Project Manager's Files	CPCM	Presidents Office, Facilities, Finance, Architect
9	Project Conception	Selection of Design Team	Architect Selection	Company designing the building	E-mail correspondence & Word Doc/pdf files	Assoc. VP Facilities/Project Manager Files	President/Fr. Garanzini	Presidents Office, Facilities
10	Project Conception	Business Management	Capital Account Creation	Finance Department issues PO & Account Number	E-mail correspondence & New Accounting Unit Request Form	Buiness Manager Files	CPCM	Facilities & Finance
11								
12	Programming	Program Study	Narrative/Basis of Design	Record document outlining project purpose	E-mail correspondence & Word Doc/pdf files & hard copy doc's	Project Manager's Files	Architect	Presidents Office, Facilities, Finance, Architect
13	Programming	Program Study	Programatic Design Drawings	MEP Trade Drawings	Drawings (pdf, dwg & hard copy files)	Project Manager's Files	Architect	Presidents Office, Facilities, Architect
14								
16	Project Mobilization	Contracting	General Counsel Negotiation	Initial terms, zoning, easements, etc.	E-mail correspondence & Word Doc/pdf files & hard copy doc's	General Counsel Dept	General Counsel	General Counsel, Facilities, Architect
17	Project Mobilization	Selection of Construction Team	General Contractor Selection	company responsible for construction coordination	E-mail correspondence & Word Doc/pdf files & hard copy doc's	Assoc. VP Facilities/Project Manager Files	CPCM	Presidents Office, Facilities
18	Project Mobilization	Contracting	Contract w/Architect (Decision on AIA Doc to be used)	Itemized A&E Budget	AIA Document (pdf & hard copy)	Project Manager's Files	CPCM	Facilities, General Counsel, Risk Mngmt., Finance, Architect
19	Project Mobilization	Aldermanic Support	Approval Letter	Green light to move project forward	pdf & hard copy files	Community Relations Dept. Files	Public Relations/Jennifer Clark	Facilities & Community Relations
20	Project Mobilization	Lake Front Protection Organization	Approval Letter	Green light to move project forward	pdf & hard copy files	Community Relations Dept. Files	Public Relations/Jennifer Clark	Facilities, Community Relations



Preparing people to lead extraordinary lives

SAMPLE Project Summary Sheet - School of Nursing

Project Name	School of Nursing
Campus	Health Sciences Campus (HSC) - Maywood, IL
Accounting Unit (Activity)	660525
Project Description	
Scope of Work	See Scope of Work Tab
Building Name	Marcella Niehoff School of Nursing (MNSON) Building
Property Address	2160 South First Avenue, Building 125
Service Address	Maywood, IL 60153
PIN numbers for building	15-23-100-009-0000; 15-23-300-010
Building Rendering	File location - P Drive
Project Contacts:	
LUC/LUMC Project Manager	Dan DeYoung, ALA, MSCE (LUMC)
Architectural Firm & Consultants	SCB (Architect) KJWW (Engineer Consultant)
Construction Management	Power Construction Company
Budget Information	
Total Project Cost	\$26,300,000
AIA A133 (2009) Contract Sum - CM	\$21,098,036
AIA B151 (1997) Contract Sum - Arch	\$1,941,533
Budget Breakdown per Division	See Budget per Discipline Tab
Project Schedule - Milestones	See OAC Meeting Minutes
Project Timeline	
Date Purchased	N/A
Start Date - Design	12/17/2008 (HOK-terminated) 3/23/2010 (SCB)
Start Date - Construction	7/10/2011 (utility reloc.) 7/18/11 (excavation)
Substantial Completion	7/18/2012
In Service Date	Monday, August 13, 2012
Certificate of Occupancy	7/17/2012 (Temp) - 10/18/12 (Final)
Space Related Information:	
Building Type - Academic / Resident Life / Office / Rental	Academic and Office Space
SF Based on Room Type per floor & total w/in building	
Room Type	
# of dorm rooms	N/A
# of office rooms	38 offices + 7 office cubicles
# of classrooms/lecture halls	4 classrooms + 1 lecture hall
Total Floors	4 above grade + LL
4th Floor SF	10,467
3rd Floor SF	10,467
2nd Floor SF	10,467
1st Floor SF	14,435
Basement	13,033
Total Building SF	58,869

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Prioritization Process

- Goals:
 - Streamline/simplify the process
 - Focus on what can be accomplished during the period
 - Maintain focus of ITS resources being directed by University Leadership
 - No addition of complexity of deliverables



Prioritization Process

- Process Steps:

Twice annually, subcommittees submit their needs/prioritization

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graph LR; A[Twice annually, subcommittees submit their needs/prioritization] --> B[ITS Leadership will review and creates draft enterprise prioritization based on resource availability and perceived value/impact]; B --> C[ITESC will review, adjust and approve the draft enterprise prioritization during the ITESC meeting];
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ITS Leadership will review and creates draft enterprise prioritization based on resource availability and perceived value/impact

ITESC will review, adjust and approve the draft enterprise prioritization during the ITESC meeting

2013 ITESC Schedule

Jan. 24, 2013 – (via email)

- Project Portfolio Prioritization Results

Mar. 7, 2013 - Thursday, 1:30-3:30 PM

- BCDR Update
- DWBI Update/Demo
- Change Management Update

Apr. 25 2013 - Thursday, 1:30-3:30 PM

- Technology Briefing

Jun. 20, 2013 - Thursday, 3:00-4:30 PM

- Project Portfolio Prioritization
- eMail Update
- Sakai Update
- “Panic Button” Analysis

Jul. 25, 2013 - Thursday, 1:30-3:30 PM

- Project Portfolio Prioritization Results
- “Near Complete” Project Updates

Sep. 24, 2013 - Thursday, 1:30-3:30 PM

- Subcommittee Reports
- Major Projects Status Reviews

Oct. 24, 2013 - Thursday, 1:30-3:30 PM

- ATC Update
- BI Dashboard Demo
- BCDR Update
- Major Projects Status Reviews

Dec. 12, 2013 - Thursday, 1:30-3:30 PM

- Project Portfolio Prioritization