ITS Executive Steering Committee (ITESC)

Agenda and Materials
September 14, 2007

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

LOYOLA
UNIVERSITY CHICAGO
1870
AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Agenda

- Student System Upgrade Overview – Clare Korinek, Kevin Smith
- ITS Policy, Standards, Guidelines – Jim
- Prioritization Results Discussion
- FY09/FY10 Capital Projects – Susan

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Agenda

- Student System Upgrade Overview – Clare Korinek, Kevin Smith
- ITS Policy, Standards, Guidelines – Jim
- Prioritization Results Discussion
- FY09/FY10 Capital Projects – Susan

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

ITS Policy, Standard, and Guideline Governance

Policies, Standards and Guidelines

The table represents working definitions and associated governance for policies, standards and guidelines created by or in conjunction with Information Technology Services, its related systems or corresponding infrastructure.

Type	Definition	Creation	Approval	Distribution	Support	Governance
Policy (Examples: PIRG, password config., password reset web privacy)	Plan of action to guide decisions and actions affecting IT and its customers. Specific parameters and consequences are established. Will likely reference established standards or guidelines.	Created by a work-group of interested parties. The customer and subject matter experts must be involved.	Approval Steps: 1) Working Group* 2) ITS Directors 3) Executive or Leadership Sponsor 4) IT Executive Steering Committee 5) General Counsel 6) University Coordinating Committee 7) University Cabinet**	Published via luc.edu as approved by UMC. Training and awareness established in conjunction with affected departments and Human Resources where applicable.	The IT infrastructure covered by policies and its related standards will be properly supported by ITS as agreed upon with the customer.	Metrics, monitoring and consequences of non-compliance are established.
Standard (Examples: Databases, O/S, equipment recommendation)	A specific model, parameters, limits, or criterion established to govern a specific product or its acquisition.	Created by a work-group of interested parties. Subject matter expertise must be represented.	Approval Steps: 1) Working Group* 2) Mgmt Sponsor 3) ITS Directors 4) VP ITS/CIO 5) IT Executive Steering Committee** 6) University Cabinet**	Published via luc.edu as approved by UMC, distributed via email, or rolled out via ITS management. Training and awareness recommended.	The IT infrastructure covered by standards will be properly supported by ITS as agreed upon with the customer.	Metrics, monitoring and consequences of non-compliance are established.
Guideline (Examples: Cell provider, 3rd party software)	Plan of action to guide decisions and actions affecting an effort to create a level of uniformity.	Created by a work-group of interested parties. Subject matter expertise must be represented.	Approval Steps: 1) Working Group* 2) Mgmt Sponsor 3) ITS Directors 4) VP ITS/CIO	Published via luc.edu as approved by UMC, distributed via email, or rolled out via ITS management. Training and awareness recommended.	The IT infrastructure covered by guidelines will be supported by ITS to the best of their ability.	No specific metrics or monitoring in place.

*Third party review may be requested if desired.
** As Required.

Agenda

- Student System Upgrade Overview – Clare Korinek, Kevin Smith
- ITS Policy, Standards, Guidelines – Jim
- Prioritization Results Discussion
- FY09/FY10 Capital Projects – Susan

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Executive Summary

- It's difficult to prioritize cross-functionally
- We need "parent/child" groupings for related projects…
  - To acknowledge dependencies
  - But they may have differing priorities
  - Task to PRB
- "Institutional impact" statements need improvement
- Despite first-pass challenges, we do have some clear priorities
  - Vetting process confirms that, for the most part, "A" projects have been correctly identified

LOYOLA UNIVERSITY CHICAGO 1870 AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

High-level Priorities

1. Student System Upgrade
2. Credit Card Processing
3. LOCUS Enhancements
4. Construction projects
5. Security projects
6. “Housing/Scheduling” projects

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Short-Term Project Delivery Goals

- "A" Projects (Highest Priority)
  - Due dates committed and actively tracked
  - Subject to periodic reviews by the ITESC
- "B" Projects (Medium Priority)
  - Due dates may be set but are soft
- "C" Projects (Low Priority)
  - Could be worked as time/resources available, but no commitments on delivery dates

Long-Term Prioritization Goals

- Begin T-shirt sizing projects
- Take next steps with resource capacity estimates
- Require “Institutional impact” statements; quantify where possible
- Ongoing review of “new/unplanned” projects
- Capture adjustments to the process

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Agenda

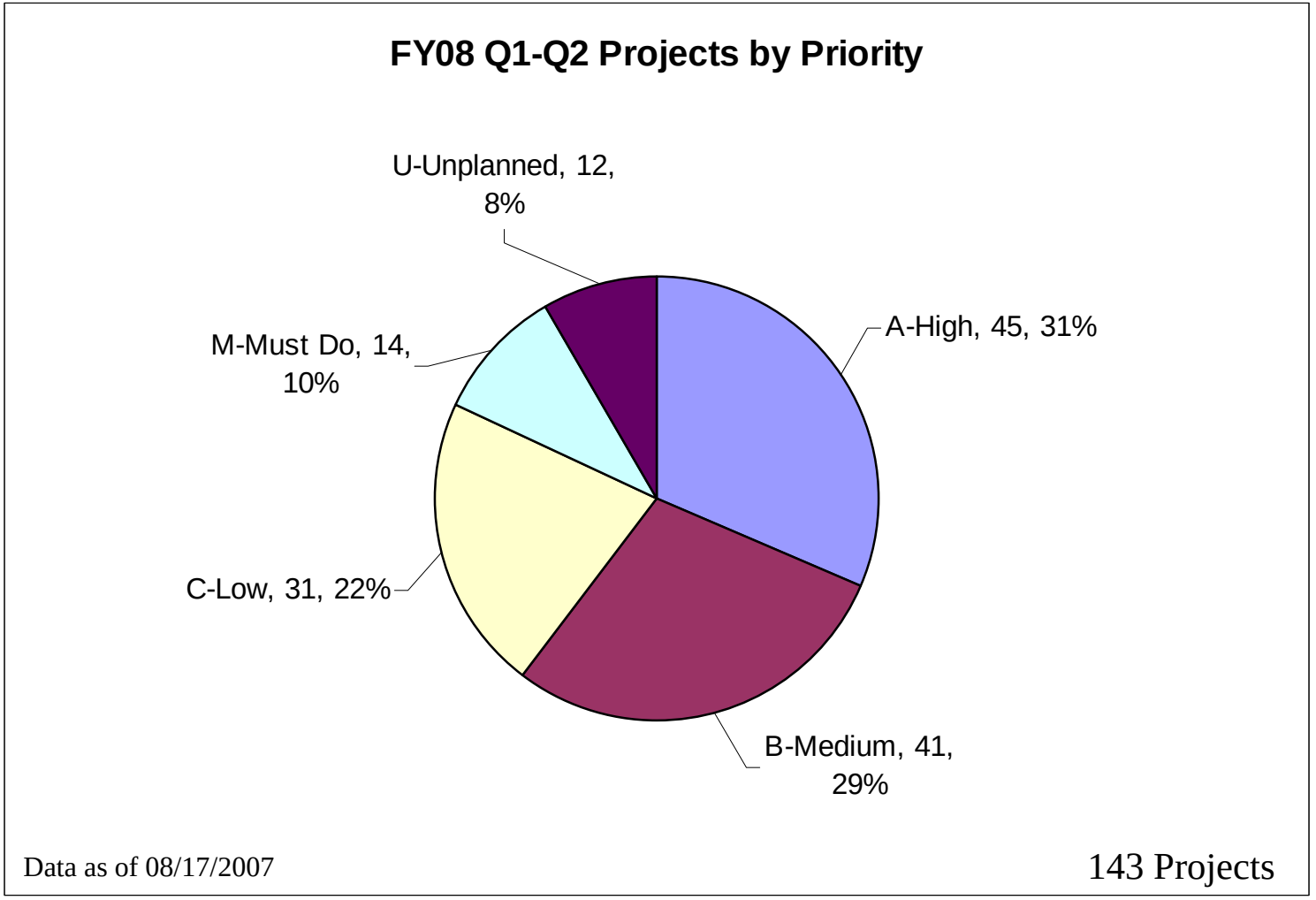
- Student System Upgrade Overview – Clare Korinek, Kevin Smith
- ITS Policy, Standards, Guidelines – Jim
- Prioritization Results Discussion
- FY09/FY10 Capital Projects – Susan

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Backup Slides

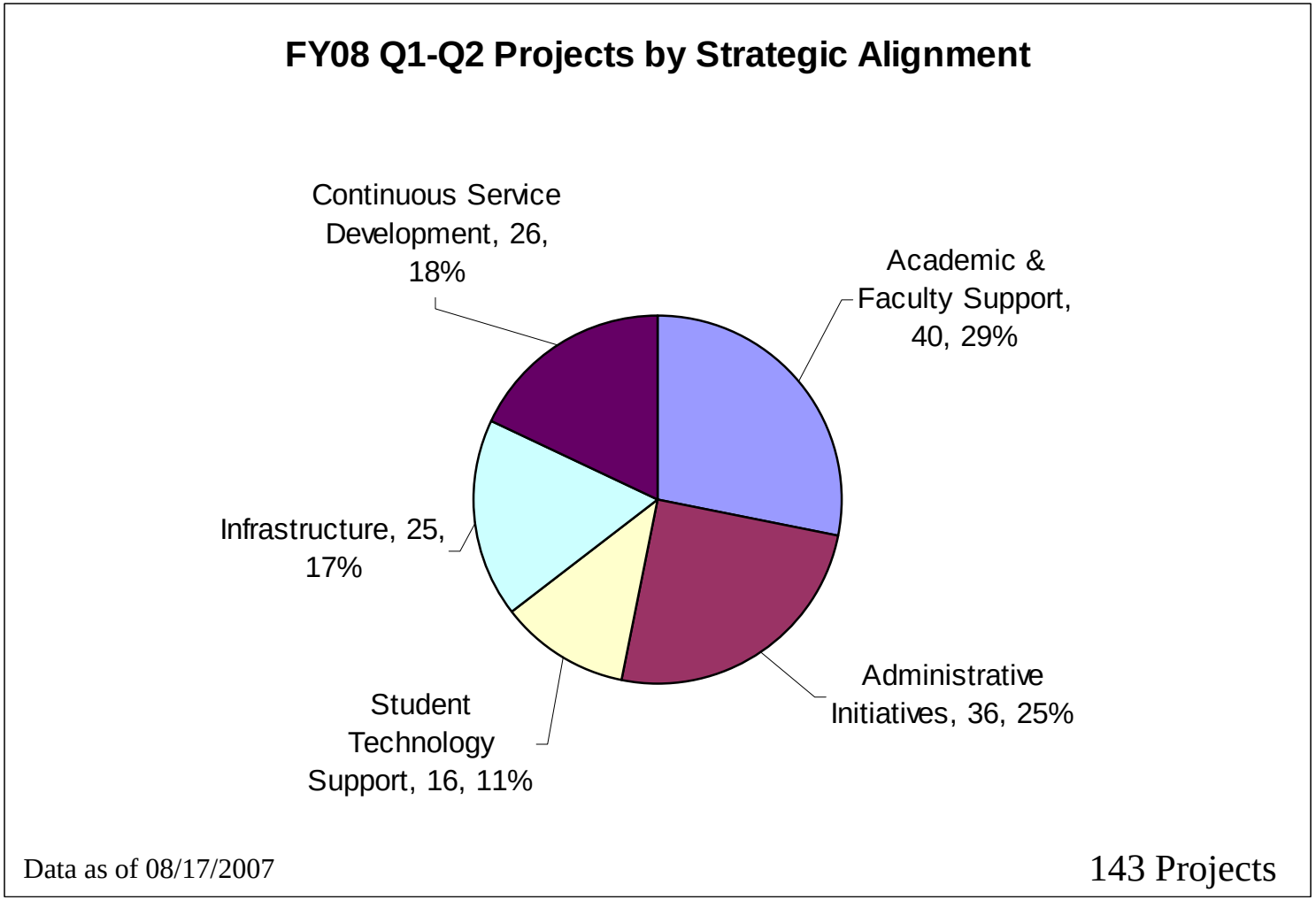
ITS Projects by Priority



LOYOLA UNIVERSITY CHICAGO 1870 AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

ITS Projects by Strategic Alignment



LOYOLA UNIVERSITY CHICAGO 1870 AD · MAJOREM · DEI · GLORIAM

Preparing people to lead extraordinary lives

Qualifying Characteristics

1. Enhances Learning/Supports Teaching & Research Initiatives
2. Advances Student's Positive Experience at LUC/Increases Retention
3. Improves Service
4. Improves Efficiency or Effectiveness
5. Reduces Risk of Failure/Improves Security
6. Has Strong Sponsorship (Owner Commitment & Funding)
7. Client Community is Ready to Use
8. Technology Complies with LUC Standards and Integrates Well
9. Project is Clearly Defined and Benefits are Measurable

ITS Capacity Estimates

	ATC	INF	SIC	PAQS	CIO Office	TOTAL
HC-Full Time	18	25	30	6	4	83
HC-Part Time	0.64	0.64	0.53	-	-	1.81
Hours	36,348	49,998	59,534	11,700	7,800	165,380
Staff %	28%	20%	22%	25%	25%	23%
Staff Hours	10,018	10,095	13,330	2,875	1,950	38,266
Support %	60%	60%	37%	17%	59%	49%
Support Hours	21,627	29,809	22,158	2,045	4,583	80,222
Project %	13%	20%	40%	58%	16%	28%
Project Hours	4,703	10,095	24,046	6,780	1,268	46891

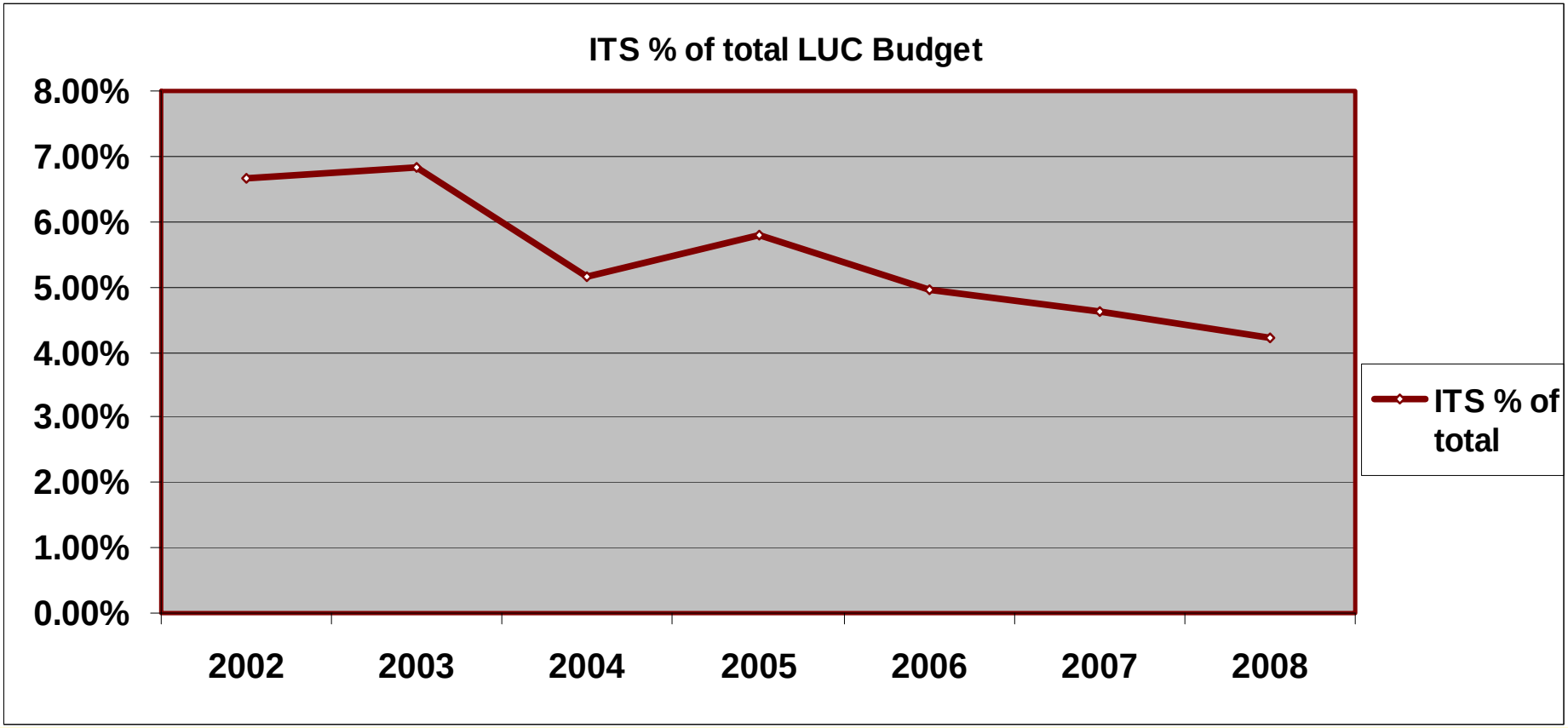
STAFF = Vacation, Sick, Management of Staff, Staff Meetings, Training, Conferences etc.
SUPPORT = Operational/Ongoing Work and Services, Maintenance, Troubleshooting, Bug Fixing
PROJECT = Targeted effort with fixed scope and time

Data as of 08/17/2007

ITS Budget Benchmarking

budget reflected in millions

	2002	2003	2004	2005	2006	2007	2008
LUC BUDGET	$154.8	$144.5	$142.2	$163.8	$208.0	$249.7	$297.6
ITS BUDGET	$10.3	$9.9	$7.3	$9.5	$10.3	$11.5	$12.5
ITS as % of LUC	6.65%	6.83%	5.16%	5.80%	4.94%	4.62%	4.21%



Range of Centralized IT Budgets as a Percentage of Institution Operating Budget (E&G)

Institutional Type	Typical Range	Mean
Research/Doctoral	3%-6.5%	4.2%
Masters	4%-7.5%	5.2%
Bachelor's Degree	4%-7%	5.1%
Community Colleges	5%-7.5%	7%

Next Meeting Agenda

- Student System Project Review
  - Clare Korinek and Kevin Smith
- Review and Discuss Combined Prioritization Results

LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives