ITS Executive Steering Committee (ITESC)

Agenda and Materials
September 11, 2008

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES · LOYOLA UNIVERSITY CHICAGO

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Agenda

- Personal Information Risk Group Update - Joe Bazeley

- Project Review Board – Kevin Smith

- Academic Technology Committee Update - Carol Scheidenhelm

- Blackboard Sourcing and Blackboard Community System Solution - All

- FY10 Budget Submissions Draft Review

- FY09 Meeting Schedule

Personal Information Risk Group

Chair: Joe Bazeley

Function/Area	Member
Academic Affairs	Tim O'Connell
Academic Affairs	Eric Pittenger
Advancement	Stacey Hughes
Finance	Laura Bulgarelli (needs replacement)
Finance	John Campbell
Finance	Becky Gomez
Finance	Bethany Gryfakis
Finance	Benjie Loanzon (needs replacement)
Finance	Tim McGuriman
Finance	Cory O'Brien

Function/Area	Member
Finance	Brian Slavinskas
Finance	Kathleen Steinfels
Human Resources	Carol McCormack
Human Resources	Carolyn Wright
ITS	Larry Adams
ITS (ex officio)	Susan Malisch
ITS	Jim Sibenaller
Rome - *Informed Only	Christine Marciasini
Wellness Center	Diane Asaro
SMART (Guest)	Sue Kilby
LUMC (Guest)	Ron Price

Charter: The Personal Information Risk Group is charged with identifying all areas within Loyola that use personally identifiable information (PII) or other information protected by Local, State, or Federal regulations, and ensuring that the necessary policies, processes, procedures, and technologies are in place so that those areas can appropriately safeguard that information.

PII Protection: Current Status

- Percent complete by phase

Phase	Percent Complete
0 – ITS	100%
1 – Sullivan	90%
2 – High-risk areas	50%
3 – Rest of the University	25%

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PII Protection: Current Status

- Data steward training
  - Complete for 87 of 90 data stewards
  - Last training Friday @ LUMC for Advancement for 3 remaining stewards
- Following up with data stewards to obtain completed forms or established completion dates

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PII Protection Timeline

- ## Primary goal

  - All workstations and laptops will be scanned, and encrypted if necessary, in FY09Q2.

- ## Secondary goal

  - Budget is available to purchase encryption licenses for all workstations and laptops. Purchase licenses so they are available in April for the next "sweep".

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Future of PIRG

- Complete PII Protection rollout – FY09Q2
- Backfill ISO position – FY09Q3
- Recast PIRG as 2 new security groups – FY09Q3
  - High-level, non-technical group
  - Hands-on, technical group to evaluate security

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Project Review Board

Chair: Kevin Smith

Function/Area	Member
Academic Affairs	John Pelissero
Admissions	Vacant
Advancement	Stacey Hughes
Financial Aid	Eric Weems

Function/Area	Member
Registration & Records	Clare Korinek
Student Financials	John Campbell
Student Affairs	Warren Hale
Financial Systems	Andrea Sabitsana
Graduate Admissions	Paul Roberts

Charter: The Project Review Board (PRB) is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization. This includes but is not limited to the Student Information Systems.

Academic Technology Committee

Chair: Carol Scheidenhelm

Schools
Arts & Sciences: David Pankratz
Business: Mary Malliaris
Continuing & Professional Studies: Janet Deatherage
Education: David Ensminger
Graduate School: Jessica Horowitz
Law: James Faught
Medicine: Ron Price
Nursing: Terry Moy
Pastoral Studies: Eileen Daily

Academic Support
Social Work: Michael Kelly
Library: Robert Seal
Research: William Sellers
ITS (2): Bruce Montes, Kathy Ryan
Students (2): pending

Charter: The Academic Technology Sub-Committee 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.

ATC 2008-09 Initiatives

- Online course evaluations
- Classroom response system
- Copyright implications for online materials
- Online media
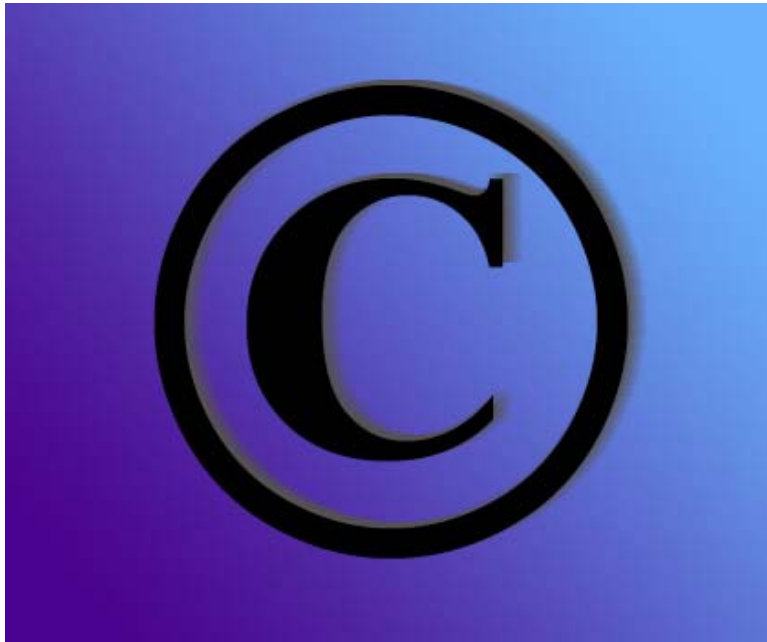- Campus mission-vision for online content development

Classroom Response Systems

- Faculty presentations: spring 2008
- Need for more robust demonstrations of all the features
  - Vendors being invited for fall
- Hope to have recommendation for campus-standard system by end of fall term

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Copyright for Online Content

- Identified need for clear explanation of LUC policy for course copyright
  - Confusion among faculty, particularly re: digital copyright
- Working with LUC Libraries and LTA
- Pamphlet being put together for January distribution

- Working with Legal to guarantee accuracy

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Online media

- Continued exploration into resources needed for delivery of online content

Campus Vision for Online

- University definition of what determines an online course

- Unit standards for online courses

- Needs analysis for:
  - Resources
  - Technologies for online and traditional courses

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Online Teacher Course Evaluations

- Online teacher course evaluations
  - Two pilots run in 2007-08
  - Recommendation from IT for SNAP
  - No money in budget for implementation
    - One-time fee of $5000. would provide needed licensing
  - Recognized need for moving TCEs online
    - ATC committee to investigate pedagogical and practical aspects of rate of return when TCEs are online

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Academic Technology Committee | FrontPage

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2008-09 Schedule:

At the August meeting, the committee agreed to designate the **4th. Thursday** of each month from **noon to 2:00 PM** as the meeting date and time. Meetings will rotate between the Lake Shore Campus and Water Tower Campus. Members are reminded to send the name of their appointed alternate to Carol.

Potential Future topics:

Vendor demonstrations of clickers
Loyola's IT Roadmap (September--Dan Vonder Heide_
Web and media resources available for faculty October--Terry Moy)
University vision for and definition of online courses
University-supplied software
Video Conferencing
Web Conferencing
How to effectively determine resources faculty need

Recent Activity | SideBar

Agendas and Minutes
Unit Priorities

Clickers
Copyright Charges
Course Management Systems
Digital Media
Electronic Course Evals
Hardware and Software
Learning Spaces
Online Courses
Pedagogical concerns
Role of Library
Research Concerns

Topic Reports
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Blackboard Sourcing Models

Recommendation: Remain with outsourcing model
Rationale: 1) soft costs of planning/executing migration and building internal expertise not accounted for in cost savings. 2) CHM service is immediate when issues arise; LUC would rely on single FTE to build this troubleshooting and support expertise. 3) ASP environment is stable; Prior performance issues have been addressed. 4) Value-add customized support functions are provided in-house in current model. 5) Fewer sunk costs if we move to new platform/open source in future.

Service	ASP (Outsourced)					In-House (In-sourced)				
	FY'09	FY'10	FY11	FY12	FY10-FY12 Total	FY'09	FY'10	FY11	FY12	FY10-FY12 Total
Total without Blackboard Supplemental BCDR	$ 276,429	$ 294,545	$ 313,832	$ 334,402	$ 942,780	$ -	$ 540,460	$ 296,177	$ 309,407	$ 1,146,044
Total with Blackboard Supplemental BCDR	$ 276,429	$ 339,545	$ 358,832	$ 379,402	$ 1,077,780	$ -	$ 540,460	$ 296,177	$ 309,407	$ 1,146,044
Budget Variance (ASP vs. In-House, without Blackboard Supplemental BCDR)	$ 276,429	$ (245,915)	$ 17,655	$ 24,996	$ (203,264)	$ (276,429)	$ 245,915	$ (17,655)	$ (24,996)	$ 203,264
Budget Variance (ASP vs. In-House, with Blackboard Supplemental BCDR)	$ 276,429	$ (200,915)	$ 62,655	$ 69,996	$ (68,264)	$ (276,429)	$ 200,915	$ (62,655)	$ (69,996)	$ 68,264

Assumptions & Notes

1)5% Annual Increase on Blackboard License Fees

2)7% Annual Increase on Blackboard Hosting Costs

3)Fixed Cost for Blackboard Supplemental BCDR

4)Blackboard will support VMWare otherwise 30K more needed in Loyola Hardware FY10

5)* Currently not using Blackboard Supplemental BCDR Services

6)Blackboard BCDR Services include 6-hour recovery to hot site

7)Blackboard Supplemental BCDR Services include real-time failover

8)Loyola BCDR Services include real-time failover

9)Blackboard will charge same license fee for LUC BCDR system

Blackboard Community System

- Added Features/Functions
    - Extends course management system (CMS) capabilities beyond "registered" courses to other online communities (i.e. workgroups, councils, committees, departments, etc.)
    - Customizable by entity
    - Simple central access
    - Portal qualities, including linkage to Student Information System
    - Can link transaction system with CMS
- Options for Developing Similar Solution

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FY10 ITS New Budget Requests - Capital

			FUTURE MAINTENANCE		
			FY10 CAPITAL PROJECTS		
Category	Item Description	Sponsoring Department	Pri	Capital/ One Time **FY10 ALL COSTS**	Future Operating/ Ongoing Costs FY11/12	Notes

Category	Item Description	Sponsoring Department	Pri	Capital/ One Time FY10 ALL COSTS	Future Operating/ Ongoing Costs FY11/12	Notes
Infrastructure	Tape Drive Expansion	Enterprise	A	$236,000	$20,000	Current lease complete - New $6500 per month
	SAN/Disk Expansion	Enterprise	A	$40,600	$2,600	3 Disk Enclosures at $6K each, and then 5 - 300 GB disk drives and 5 - 750GB disk drives ($20K total for drives alone) Total budget estimate of $38K.
	Improve cellular service for campus	Enterprise	B	$180,000	$0	Coverage needs to improve campus wide
New Initiatives	IPTV Funding	Student Affairs	B	$230,000	$30,000	Contract Up 8/2010; costs on this line reflect assumption that some of the recurring costs for a new cable TV service will be offset by current Comcast costs
Refresh	Adv/LOCUS Server Refresh	Enterprise	A	$198,000	$18,000	LSC - Avatar: Olive, Elm1 & Evergreen1/ WTC - Daishi: Acorn1; Can existing FY09 dollars in PS project line offset some of this cost?

FY10 SUMMARY:

3	Total for A Projects	All	A	$	474,600	$	40,600
2	Total for B Projects	All	B	$	410,000	$	30,000
5				$	884,600	$	70,600

FY10 ITS New Budget Requests - Operating

			FY10 OPERATING COSTS		
Category	Item Description	Sponsoring Department	Pri	FY10 OPERATING TOTAL	Notes
Infrastructure	SAN Storage Mgmt SW for Students, Faculty, Staff	Enterprise	A	$8,000	This product will enable use to quick provision and deprovision Network User folders without the need to manually create user folders as we do now. The cost annual added to our Novell ALA.
	Bandwidth Increases	Enterprise	A	$50,000	Up to 200 mg per campus (Portion covered from ResNet)
Mandatory	Cable TV for Clare Classrooms	Academic Affairs	M	$10,800	Submitted by T. Winckowski
	ST. Bernard Software Maintenance Increase - GW Backup	Enterprise	M	$10,000	Additional dollars to planned budget see 845 estimates
	Cisco Maintenance Increases	Enterprise	M	$25,000	Maintenance
	Mailfoundry LSC+WTC (appliance for SPAM detection)	Enterprise	M	$14,700	Planning Funds in FY09-added 5% increase for FY10 (100845-6401)
	VM Software Maintenance	Enterprise	M	$8,200	Maintenance
	UPS Maintenance	Enterprise	M	$45,000	Maintenance
	Oracle Secure Backup	ITS	M	$4,505	Absorbed from capital in FY08-maintenance part of planning funds in FY09-added 5% increase for FY10 (100845-6401)
	Information Builders:Resource Analyzer for Webfocus	ITS	M	$2,494	Planning Funds in FY09-added 5% increase for FY10 (100845-6401)
	Information Builders: Web Open Portal Interface	ITS	M	$1,400	Maintenance
	Incremental Maintenance Increases and Telecomm	ITS	M	$65,000	In the process of reducing the cost of maintenance estimates
	Annual Maintenance for Digital Signage Players (Subscription Service)	UMC	M	$0	Need to check with UMC if they have a place holder for the service in their budget
New Initiatives	Blackboard Community System or equivalent solution	Academic Affairs	A	$50,000	Per Year (28K currently in Transaction System for Community Sys) (Also check bandwidth & disk); item most likely coming out pending work group recommendation (keep outsourcing)
	Course Evaluation Tool	Academic Affairs	B	$10,000	$5,000 Ongoing Operating; $5,000 One time cost
Refresh	LOCUS replacement servers	Enterprise	A	$0	Incremental funding for refresh targeted at $265K. Finance to confirm. Additional funds will need to be identified for future years to cover asset growth and new initiatives.
Security	Penetration Testing Tool - CORE IMPACT Essential	Security	B	$10,500	Provides us the ability to actively mitigate a system's discovered vulnerabilities. Note: Annual Subscription Only
FTE Requests	PM FTE	ITS	B	$102,400	1 FTE($80K) + 28% benefits

FY10 SUMMARY:					
4	Total for A Projects	All	A	$	108,000
2	Total for B Projects	All	B	$	20,500
11	Total for M Projects	All	M	$	187,098
17				$	315,598

FY10 ITS New Budget Requests - Assumptions

Draft

FY10 Assumptions/Considerations

Category	Item Description	Sponsoring Department	Pri	FY10 ASSUMPTIONS TOTAL	Notes
New Initiatives	Business Intelligence Solution	Academic Affairs	A	$400,000	Funds previously set aside, ~$400K. Confirm with Finance.
	Electronic Transcripts	Academic Affairs	A	$0	May be provided by ECM solution?
	SSOM Peoplesoft integration	Finance	A	$100,000	Funds previously set aside, $100K. Confirm with Finance.
	Application to replace TMS Tuition Payment Plan	Finance	A	$0	Costs in Bursar's budget? Confirm with Finance.
	AA Address Cleansing (QAS) to replace First Logic	Academic Affairs	B	$0	AA or ITS for initial purchase?
	Scheduling System (replace TimeTrade)	Academic Affairs	B	$30,000	AA or ITS for initial purchase? $25k one time; $5k ongoing cost
	Live Streaming FTE	Academic Affairs	C	$0	1 FTE($50K) + 28% benefits. Not addressed for now, volume increases may require a future FTE.
Security	PCI DSS	Finance	A	$180,000	Funds previously set aside, $180K. Confirm with Finance.
Refresh	Refresh Programs: Wireless, Information Commons and Digital Signage	Enterprise	A	$241,000	Incremental funding for refresh targeted at $265K. Confirm with Finance. Additional funds will need to be identified for future years to cover asset growth and new initiatives.

FY10 SUMMARY:					
6	Total for A Projects	All	A	$	921,000
2	Total for B Projects	All	B	$	30,000
1	Total for C Projects	All	C	$	-
9				$	951,000

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FY10 ITS New Budget Items - Absorbed Costs

FY10 Absorbed Costs

Category	Item Description	Sponsoring Department	Pri	FY10 ABSORBED TOTAL	Notes
Infrastructure	Deepfreeze License	Enterprise	A	$1,835	We have 1000 and will likely need to add another 100 or 200. April 2007 we ordered 1000 with a 2 year maintenance renewal. The cost was $6.60 per license and it was a 35% maintenance cost for 2 years.
	Blackboard Archive Storage	Enterprise	B	$3,500	Needed for archiving
	Net Equalizer	Enterprise	B	$16,400	Can IPS box do this??
	Additional BES licenses	Enterprise	B	$5,000	To cover demand ($5k to be absorbed from 860)
	Low end server for Web Content Mgmt System Test environment	Enterprise	B	$0	A test system is needed for this system
	Add windows servers (ETL: WF app)	ITS	B	$0	Cougar and Moriarty for RDS web focus
Mandatory	Atlassian	Enterprise	M	$1,700	Maintenance: Infrastructure for New Initiatives Capital
	PowerStream	Enterprise	M	$1,025	FY10 cost estimated based on FY08 (100845-6401)
	Admin Studio for Zen Works-Packaging Tool	ITS	M	$1,575	Added 5% increase for FY10 (100845-6401)
	PARLANCE (maintenance for IVR in Law School)	Law School	M	$3,780	Added 5% increase for FY10 (100845-6401)
New Initiatives	Remote File Access and Sharing	Enterprise	A	$15,000	All faculty, staff, students. ($2500)
Refresh	Replacement server for GSB/SBA website	Academic Affairs	A	$0	Absorb in refresh program
Security	Application Scanning Tool - Appscan(IBM)	Security	A	$16,380	To give us the capability to begin automated security testing of web applications and provide detailed information about the ways in which a website could be exploited and possibly compromised so that we can improve the code.
	Web Application Firewalls - Modsecurity	Security	A	$12,000	Open source tool in combination with network taps to better protect our web applications from attack. The tool will monitor traffic to websites and identify which is harmful and which is not. Based upon that, the application can take various actions including blocking the attacker or simply discarding the harmful input.

FY10 SUMMARY:

5	Total for A Projects	All	A	$	45,215
5	Total for B Projects	All	B	$	24,900
4	Total for M Projects	All	M	$	8,080
14				$	78,195

Transitioning Capital Requests to Maintenance

- **<u>Today:</u>** Technology-related capital line items may occur in department or ITS budget. Ongoing maintenance and contract management is handled inconsistently - sometimes remaining with department and sometimes transitioning to ITS.

- **<u>Proposed:</u>** Technology-related capital line items may occur in department or ITS budgets, and we would consistently transition the project to maintenance by moving the ongoing maintenance line to ITS, along with full copies of the technology contracts resident in ITS.

- **<u>Results:</u>** Supports LUC's direction to centralize these efforts; Improved accuracy in benchmarking IT spending; Better support of contract management and awareness of what licensing and relationships already exists.

"A Vision of Students Today"

Technology Fees: Today

- LUC has no "technology fee"; ResNet fee used to fund resident student technology services
  - Resident Students: $65/semester
  - Non-Resident Students: no charge
- RESNET fees fund:
  - RESNET student support services (~$100K)
  - Network maintenance and refresh costs for residence halls (~$100K)
  - A portion of the internet access (~$200K)

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Student Technology Services Today

- Over the past five years, LUC has expanded technology services for <u>all</u> students to include:
  - Increased lab availability
  - More specialized software, equipment and tools
  - Information Commons facility
  - Wireless access across ~2/3 of Lakeside campuses
  - Increased network (internet) bandwidth
  - Resnet services (~45/55 split between off-campus and on-campus service calls)
- **<u>Recommendation:</u>** Move to a consistent technology fee for all students to fund and refresh student technology, student experience, and classroom-related programs.

Technology Fees: Survey

Draft

Schools with Technology Fees	Faculty & Staff	Students	Technology Fee Per Semester	
Le Moyne College	300(f)	3,600	$50	
Saint Joseph's University	1,249	7,700	$50	
Saint Louis University	920(f)	11,000	$50	
Loyola Marymount University	2,240	8,972	$65	
University of Detroit Mercy	295(f)	5,600	$70	
Fordham University	650 (f)	14,448	$100	
Gonzaga University	996	6,736	$105	
Creighton University	2,879	6,992	$106	
Canisius College	217(f)	2,604	$113	
Loyola College in Maryland	900	6,100	$150	
Xavier University	294(f)	6,666	$200	
Rockhurst University	300(f)	3000	$250	
University of Denver	998(f)	10,482	$48	
Saint Louis University	920(f)	11,000	$50	
Loyola Marymount University	2,240	8,972	$65	
Tulane University	3,700	10,519	$60	
American University	1,022 (f)	11,224	$95	
Fordham University	650(f)	14,448	$100	
Creighton University	2,879	6,992	$106	
Catholic University of America	714(f)	6,440	$110	
John Carroll University	290(f)	4,050	$175	
Xavier University	294(f)	6,666	$200	
New York University	15,286	50,917	$75	
University of Notre Dame	964(f)	11,603	$125	
Carnegie Mellon University	4,000	10,031	$150	
Case Western Reserve University	5,501	10,163	$215	

			Technology Fee Per Semester	
Current LUC Resnet Fee		3,100	$65	$201,500
Potential LUC Technology Fee				
AJCU Avg.		15,500	$109	$1,690,792
Peer Avg.		15,500	$101	$1,563,950
Asiprational Avg.		15,500	$141	$2,189,375
Total Avg.		15,500	$111	$1,718,712
Scenario 5		15,500	$65	$1,007,500
Scenario 6		15,500	$85	$1,317,500
Scenario 7		15,500	$125	$1,937,500

	Number of Schools	Percent of Total
AJCU Schools		
With Technology Fees	12	55%
Without Technology Fees (incl LUC)	10	45%
Total Analyzed	22	100%
Average Fee per Semester	**$109**	
Fees range from $50 to $250 per semester.		
7 of 12 schools had fees of $100 or more.		
2 add'l schools have ResNet fee		

	Number of Schools	Percent of Total
Peer Schools		
With Technology Fees	10	56%
Without Technology Fees	8	44%
Total Analyzed	18	100%
Average Fee per Semester	**$101**	
Fees range from $48 to $200 per semester.		
5 of 10 schools had fees of $100 or more.		

	Number of Schools	Percent of Total
Aspirational Schools		
With Technology Fees	4	44%
Without Technology Fees	5	56%
Total Analyzed	9	100%
Average Fee per Semester	**$141**	
Fees range from $75 to $215 per semester.		
3 of 4 schools had fees of $125 or more.		
1 add'l school has ResNet fee		

	Number of Schools	Percent of Total
Total Respondents		
Total Schools with Technology Fees	26	53%
Total Schools without Technology Fees	23	47%
Total Analyzed	49	100%
Average Fee per Semester	**$111**	
8 of 26 schools had fees of $125 or more.		
4 of those 8 were $200 or more.		
5 schools were increasing or reinstating fees		

FY09 ITESC Schedule

- July 24, 2008 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR
  - Student System Upgrade Report
  - BOT Website Report
  - Enterprise Arch Update
- September 11, 2008 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - FY10 Budget Submissions Review
  - FY10 Budget Input from Subcommittees
- October 16, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - LUMC Update
- November 20, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - Review Scorecard/Process
  - Project Portfolio Prioritization

- January 8, 2009 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR
- February 12 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
- March 26 - Thursday, 1:30-3:30 PM
  - LUMC Update
- April 30 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
- June 11 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Project Portfolio Prioritization