Loyola University Chicago
ITS Major Initiatives – FY22 Q1-Q2

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"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

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Preparing people to lead extraordinary lives

ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (5)	Sponsor: Paul Roberts, Rita Vazquez Project Manager: Xiomara Franco, 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) Upgrade of technical middleware (PeopleTools) from 8.57.18 to 8.57.21 for security vulnerabilities completed. 2) Immunization Compliance Report – completed. 3) FLUID Student Majors/Minors Page – completed. 4) Financial Aid Loans and Disbursements 2021.

Next Steps: 1) PeopleTools Upgrade 8.58 or 8.59 – Summer 2022. 2) Continued PeopleSoft Maintenance for Oracle Security Patches, WebLogic, Financial Aid Rules and Regulations. 3) GPEM Admissions interface (Phase 2 in progress). 4) COVID Immunization Module Display Only Status (In Progress). 5) Catalog and Curriculum Management (in progress). 6) Financial Aid Loans and Disbursements 2022. 7) Continued FLUID Enhancement/Testing.

LDE Consumable Experience: School-based CRM Slate Pilot for SON	Sponsor: Karen Berg Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: MNSON and the Parkinson School have expressed interest in purchasing CRM solutions for communication and data management with employers, research sites, students and other constituents. An enterprise CRM platform offers a consistent experience and creates a single platform with which the University can capture, share and report on participation and engagement. This is a pilot 'proof of concept' implementation of Slate's CRM module.

Recent Activity: 1) ITS, ESRR, and Technolutions met to discuss a separate database for the MNSON CRM solution. 2) Technolutions sent ITS the documentation needed to determine resources and training needed to move forward. The team will evaluate resources availability to determine if we need professional services to assist.

Next Steps: 1) Sign and purchase a new instance of Slate to implement the CRM solution. 2) Discuss implementation plan with Sponsor and determine resource availability.

Stritch School of Medicine Portfolio (4)	Sponsor: Greg Gruener Project Manager: Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: Provide technical project services to SSOM to enable process improvements and efficiencies.

Recent Activity: Reviewed SSOM project portfolio in July & September. Multiple projects completed; Family Medicine Clinical Performance Evaluations, Faculty Citation Search, Medical Student Performance Evaluation Bottom Line Formulas & SSOM Graduation Retirement Audit. The Continuing Medical Education Tracking solution went partially live in July; will go fully live with Trinity payment workflow in September. SSOM will implement enterprise mentoring using PeopleGrove in October. Admissions replacement options are under review with first look at SLATE as option.

Next Steps: 1) Continue active projects. 2) Begin data integration into data warehouse & create initial BI dashboards.

Review and Evaluate Proposed Research Administration Solutions	Sponsor: Dr. Sonny Singh Project Manager: Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: A single Electronic Research Administration (ERA) system will increase efficiency, security and ease-of-use, as well as consolidate two legacy, custom-developed platforms that no longer meet our needs.

Recent Activity: Dr. Singh presented the business needs for an enterprise ERA to the Information Technology Executive Steering Committee. The information was well received, project under review by senior management.

Next Steps: 1) Document the business requirements and technology needs in preparation for RFP.

Review and Evaluate Proposed Grant Funding System	Sponsor: Dr, Sonny Singh Project Manager: Jeffrey Apa	Health	
		Prior	Complete

Institutional Impact: Implement a software platform (InfoReady) to manage internal pilot/seed grant funding competitions across all campuses.

Recent Activity: 1) Project was completed on 07/02/2021.

Next Steps: Project has been completed.

ACADEMIC AND FACULTY SUPPORT, cont'd

Digital Badging Solution	Sponsor: John Gurnak Project Manager: Florence Yun	Health	
		Prior	Current

Institutional Impact: Digital badges and micro-credentials are increasingly used to recognize non-degree professional development competencies. They provide evidence that learners can demonstrate specific skills. Digital badges/micro-credentials will increase the competitive value and recognition of non-degree based credentials offered by Loyola.

Recent Activity: Met with Gartner in August to discuss landscape. The working group is finalizing RFP which will be sent to the three selected service providers when the project is formally endorsed by leadership. Plans are to contact peer institutions to understand how other schools handle badges and micro-credentials. Met in September with Executive Education to discuss their plans to use digital badging for a new program starting in January 2022. Based on Executive Education's timeline, it is questionable if a university digital badging solution will be selected in time.

Next Steps: 1) Present overview to ITESC and obtain approval to confirm next steps.

Course Catalog and Curriculum Software	Sponsor: Robyn Mallett Project Manager: Florence Yun	Health	
		Prior	Current

Institutional Impact. This solution enables LUC to create a university-wide catalog for course offerings, degree/program requirements, learning outcomes, and academic policies for all or most schools, that is updated, published, and archived on a regular schedule. Additionally, it provides a platform for electronic curriculum review/approval workflow that retains a full history of changes that are tracked, eliminating the use of paper/pdf forms.

Recent Activity: RFP vendor response scores aggregated, and the top 2 scoring service providers, CourseLeaf & Digarc, participated in online vendor demo presentations, distributed survey to collect feedback from participants, aggregated survey responses, held peer institutional call. Drafting of the product recommendation report in progress.

Next Steps: 1) Present recommendations to Sponsor, ATC, and ITESC to obtain approval. 2) Finalize contract. 3) Kick-off vendor engagement. 4) Draft project implementation plan. 5) Complete project deliverables.

Faculty Administration Re-Architecture Strategy–FARS (5)	Sponsor: Badia Ahad Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: Support One Loyola with a single Faculty review and administration system. This system will interact with all other third party systems and create a single method to interact with backend systems.

Recent Activity: 1) The Faculty Online contracts went into production on September 1, 2021. 2) Faculty Salary Planning (FSP) will not meet deliverable date due to resource constraints. The team will now use this time to resolve existing issues and improve the quality of the application and the deliverables. The go-live date is postponed to the end of March 2022. Clients will continue to use the existing HSC FSP and Lakeside FSP applications. 3) Interfolio is currently importing the Digital Measures data into F180. 4) The team met with the College of New Jersey to understand their processes for implementing F180.

Next Steps: 1) Validate the F180 interfolio data once the data is loaded. 2) Identify resources that will validate the F180 data. 3) Continue FSP development and start UAT by end of January 2022.

ADMINISTRATIVE INITIATIVES

COVID-19 Related Projects (5)	Sponsor: Multiple Project Manager: Multiple	Health	
		Prior	Current

Institutional Impact: This group of projects is driven and prioritized by requirements to open campus, manage compliance, enable teaching, learning and working continuity, and automate business processes.

Recent Activity: Currently Active COVID-19 Projects:
- COVID-19 Emergency Response Management
- Tracking and reporting for the CARES funds
- WorkBright New Hire Onboarding Module implementation
- Loyola Health App
- LOCUS Immunizations Module – Add COVID-19

Next Steps: Each project is being managed and reported to the appropriate stakeholders. Please contact ITS for specifics on any individual effort.

Lawson/Kronos Enhancements (2)	Sponsor: Danielle Hanson, Becky Gomez Project Manager: Mary Bunker	Health	
		Prior	Current

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.

Recent Activity: 1) Further automation and improvements to HR outbound interfaces. 2) BSI Tax Factory upgraded to version 11.0e in PROD environment. 3) Unit and user acceptance testing of changes to Lawson Total Compensation Statement program completed. 4) LUC logo added to pay stubs in Employee Self-Service. 5) Unit and user acceptance testing of Life Events functionality in progress. 6) Lawson Ming.le upgrade and database move planning completed.

Next Steps: 1) Finish testing Life Events functionality and implement in production. 2) Implement in-house solution for Total Compensation Statements. 3) Remediate security vulnerabilities from Kronos penetration test. 4) Continue with fully automating existing HR outbound interface and purging of job and report history in Lawson.

Space and Asset Management – Phase II	Sponsor: Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current

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 Archibus Workplace Management system is now in production. Team is finalizing the LUC user population that will have access to log into the system.

Next Steps: 1) Update the user population to log into the Archibus Workplace system. 2) Begin closeout procedures. 3) Team to meet with JLL to determine Phase III implementation plans.

Automate HSC Parking/ID processes	Sponsor: Annie McCormack Project Manager: Ashley Walcott	Health	
		Prior	Current

Institutional Impact: Changes to Trinity systems (Workday) require a change in processing to automate HSC student/faculty/staff IDs/Parking permits. This impacts MNSON, SSOM, and Parkinson.

Recent Activity: 1) Met with technical resource at Trinity IT to explain our goals; he recommended we submit a Business Design Document (project request) to Trinity IT to formally request their assistance with building automated interfaces between LUC and LUMC systems. 2) Met with project functional stakeholders to provide status and review draft of Business Design Document. 3) Sent Business Design Document back to Trinity IT to request assistance with routing to correct recipient.

Next Steps: 1) Follow up on status of project request submission to Trinity IT. 2) Engage with Trinity IT to begin project planning/analysis.

ADMINISTRATIVE INITIATIVES, cont'd

Data Governance and Integrity	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin, Margaret Callahan Project Manager: Tony Vavarutsos	Health	
		New	Current

Institutional Impact: This project will address data integrity issues that exist within and across systems. Data needs to be validated and controlled so that sources of truth are defined and obvious. Good, clean data will enhance the ability to service students more effectively.

Recent Activity: Initiated the effort and began the analysis to define data governance and policies as well as data sources, cleanup and ongoing integrity of data.

Next Steps: 1) Define the make-up of the Data Governance Committee. 2) Implement data correction and ongoing data quality controls. 3) Prepare a summary for the Information Technology Executive Steering Committee.

Arrupe Commencement Data Collection	Sponsor: Margaret DiMarco Project Manager:	Health	
		New	Complete

Institutional Impact: This web platform consolidated data and acts as a single source of truth for administrators. This application helps to improve the current process and have a well streamlined process in data collection.

Recent Activity: Application went live in two phases. The commencement application for all departments except Arrupe College went live early March and application changes related to Arrupe College went live on June 30, 2021.

Next Steps: Initial project complete. The team is gathering requirements for changes for next year's commencement.

Dispatch & Incident Tracking Upgrades (ARMS) 2020	Sponsor: Tim Cunningham Project Manager: Ivan Siap	Health	
		New	Current

Institutional Impact: Required upgrade of ARMS, theTier One application used by Campus Safety for dispatching and reporting of all safety incidents on LSC/WTC campuses and within the neighboring reporting area.

Recent Activity: Upgraded to ARMS 2020 and new app servers are part of the upgrade. The upgrade also required a re-install of LEA Data Software, Thick Client installation in 70 PCs, 10 laptops, & 10 dispatch/high priority PCs.

Next Steps: Finalize ARMS 2020 Disaster Recovery Approach. Continue maintenance support.

STUDENT TECHNOLOGY SUPPORT

EAB Navigate Phase II	Sponsor: Paul Roberts (prior Sheila McMullan) 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: 1) Registration Pilot – Summer pilot paused due to technical issue identified by advising team; EAB has resolved issue and team is planning a new pilot for Spring 2022 registration in November. 2) Academic Planning Rollout – Advising team has built out remaining major templates; on track to use functionality in all UNIV 101 sections in October. 3) Advising Notes Interface to LOCUS – In progress, development mostly complete. 4) Tutoring Center – Implemented with assistance from EAB; completed by target date of July 31. 5) Arrupe College – In progress; team working with EAB to understand technical impacts of Arrupe-to-Loyola students.

Utilization Metrics – FY22 Q1 (7/1/21-9/22/21):

- 10,152 advising notes entered into Navigate
- 4,726 communications sent from within Navigate, including:
  - 4,621 emails sent to 2,805 students
  - 105 text messages sent to 63 students
- 2,248 appointments scheduled from within Navigate
- 3,601 unique students logged into the Navigate Student platform

Next Steps: 1) Registration Pilot – Complete testing and conduct pilot. 2) Complete technical work on Advising Notes Interface and Arrupe College expansion. 3) Determine next steps for implementing Athletics functionality. 4) Assess Navigate's metrics/reporting capabilities. 5) Begin analysis for data export to Loyola's Enterprise Data Warehouse.

LDE Consumable Experience: Student Mentoring (PeopleGrove)	Sponsor: Paul Roberts, Susan Malisch (prior Kevin Stevens) Project Manager: Dave Kessler	Health	
		Prior	Current

Institutional Impact: An enterprise-wide solution for managing various mentoring programs ensures consistent user experiences for mentors and mentees, facilitates opportunities for mentoring across disciplines, and improves engagement, educational and professional outcomes for students, alumni, faculty, and staff.

Recent Activity: 1) Build out the enterprise solution consisting of one main hub for all students and alumni, connected with several school-specific hubs. 2) Stritch School of Medicine hub built and configured in August; soft launch planned for October in coordination with main hub rollout. 3) Planning underway for implementation of the main hub that will be managed by Career Services and Alumni Relations; project kickoff scheduled for late September. 4) Quinlan School of Business's pilot instance of PeopleGrove, "Loyola Mentors," to be rebranded and converted into a school hub on the enterprise cluster. Recommended name is "LoyolaLinked".

Next Steps: 1) Build and configure LoyolaLinked (main hub) – scheduled completion early October. 2) Conduct "soft launches" of LoyolaLinked and Stritch hub. 3) Follow with wide launches of LoyolaLinked and Stritch hub. 4) Begin planning additional school hub implementations: Parkinson School, School of Social Work in queue.

Enterprise Learning Hub - Phases 3 & 4	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin Project Manager: Rejoice Jebamalaidass	Health	
		Prior	Current

Institutional Impact: Provide a "portal" to consolidate training & compliance requirements in single location.

Recent Activity: 1) Completed development and User Acceptance Testing to include new training from Get Inclusive in the Learning Hub for Title IX Department. 2) Expanding development to encompass tracking of audit-related university compliance tasks.

Next Steps: 1) Complete Track/Audit University compliance tasks.

Enterprise Texting (Cadence)	Sponsor: Jeremy Langford, Susan Malisch Project Manager: Jim Sibenaller	Health	
		New	Complete

Institutional Impact: Add this alternate communication channel to Loyola constituents, primarily students and Alumni, that enables quick information sharing, follow-up and task reminders.

Recent Activity: Acquired the enterprise texting platform, Cadence, from Mongoose Research Inc. Configured and enabled the product in July to enable student texting for vaccine requirements prior to start of semester. UMC is established as the product owner and will establish the governance processes for ongoing use by departments such as Student Development, Advancement & Donor Relations Student Academic Services, Athletics and Human Resources.

Next Steps: Product deployed, project complete.

INFRASTRUCTURE

Campus Construction Initiatives(9)	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) Honors Department moved into Francis. 2) CMF staff moved back to the LL of CTRE. 3) Lewis Towers HVAC work - Departments relocated from the 6th and 8th moved back into their respective locations. Provost, SoC, IPS, CAS moved into temporary swing space. 4) Parkinson School – Reviewed voice, data, and wireless connection points.

Next Steps: 1) Assist with technology connectivity for Roots Health Bar. 2) Lewis Towers HVAC work – Move departments back to respective offices. 3) Parkinson School – Monitor construction and respond as needed. 4) HSC Campus Safety – Review new office space for voice, network & wireless connectivity including Cuneo main entrance.

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:
Awareness - Preparations for Fall 2021 General Security Awareness training is complete. New hire training continues. Phishing training for all faculty and staff continues. "High risk" departments now being done by request. Awareness program remains completely remote. Regular newsletter content along with a quarterly HIPAA newsletter being distributed. Activities for National Cyber Security Awareness Month underway.
Compliance – PII efforts continue with on campus departments. Program resumes in the fall and will be limited to a single scan for all departments depending on RTC operations. 2021 PCI-DSS compliance are 80% complete.
Risk Reduction – 3rd party risk assessment treatments have been identified and are being prioritized with SCAP software and Vulnerability management systems treatments underway. Increased minimum password length to 12 characters as of 7/1/2021. Completed host checking on Loyola Secure Access to ensure firewall & antivirus is running.

Next Steps: 1) Continue security awareness and phishing assessments. 2) Continue adding applications to MFA. 3) Monitor performance of DLP. 4) Promote Last Pass. 5) Begin implementing Risk Assessment treatments.

IT Disaster Recovery (5)	Sponsor: Margaret Callahan, Tom Kelly, Susan Malisch Project Manager: Jim Sibenaller	Health	
		On -hold	On-hold

Institutional Impact: Timely restoration of key University technology services in the event of disaster or severe outage.

Recent Activity: The DR program for 2021 remains on hold. The 2021 program will be re-launched in Q3-Q4 2021.

Next Steps: 1) Establish current state of the program. 2) Launch 2021 review process. 3) Test all systems/applications.

LDE Foundation: Mobile Device Management	Sponsor: Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide		Health	
			Prior	Current

Institutional Impact: Strengthen information security and collaboration tools related to the use of mobile devices to access LUC electronic resources and data.

Recent Activity: 1) Implemented 2 additional pilot groups for Mobile Device Management (MDM).

Next Steps: 1) Obtain approval from Architecture Review Board for MDM to move forward with university-wide deployment, and re-engage Mobile Governance Committee (MGC).

INFRASTRUCTURE, cont'd

LDE Foundation: Identity and Access Management Enhancements	Sponsor: Susan Malisch Project Manager: Jeffrey Apa		Health	
			Prior	Current

Institutional Impact: Improvements to Loyola's Identity Management (IAM) System are required to expand automated access management to applications and services across the environment. As roles within the University change and evolve, our IAM system needs to be flexible enough to transition a person's access with minimal administrative intervention and without disruption. Once complete, application access will automatically transition as an individual's role changes, minimizing unauthorized access risk and improving productivity.

Recent Activity: 1) Completed current system documentation and collection of use cases. 2) Completed a review of vendor options and vetted with Gartner. 3) Drafted a recommendation for Loyola's IAM infrastructure.

Next Steps: 1) Present recommendation to the Architecture Review Board (ARB) in October.

Replacement of LUC's Storage Area Network	Sponsor: Susan Malisch Project Manager: Jeff Apa	Health	
		Prior	Complete

Institutional Impact: The current Storage Area Network (SAN) needs to be replaced. 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. The current SANs were purchased in 2013 and needs to be replaced to maintain performance and the risk of downtime due to physical hardware failure.

Recent Activity: 1) Final servers were successfully migrated on 06/30/2021. 2) Legacy IBM Storage Area Network (SAN) was decommissioned.

Next Steps: Project Complete.

CONTINUOUS SERVICE DEVELOPMENT

Advancement CRM RFP	Sponsor: Susan Malisch and Karen Paciero Project Manager: Warren Francis	Health	
		New	**Current**

Institutional Impact: Loyola is looking for a consulting partner in the alumni advancement system market to lead an RFP process coordinated between ITS and Advancement. A new system will provide contemporary functionality and enhanced relationships with the Loyola Alumni community. The new system will also help Advancement as they prepare for a new capital campaign.

Recent Activity: 1) The team recommended Zuri Group as their implementation partner. The team met with Executive Sponsors the week of October 4.

Next Steps: 1) Request Best and Final Offer. 2) Contract review and negotiation.

LDE Transformation: Digital Assistant / Chatbots (8)	Sponsor: Susan Malisch Project Manager: Dawn Fitzgerald, Jim Sibenaller	Health	
		Prior	**Current**

Institutional Impact: Recognize administrative work reduction/efficiencies and improve service to students, faculty and staff using Digital Assistants (aka "Chatbots).

Recent Activity: Wellness Center and Financial Aid added. New icon with slideout prompt on selected web pages and LOCUS homepages and LUC.EDU homepage.

Next Steps: 1) Work with IntraSee on development of executive summary updates. 2) Promote expansion of ChatBot to other business partners, including Human Resources. 3) New release of chatbot software in July/-August. 4) Thumbs Up and Thumbs down feedback by user based on response received. 5) Deploy to a Broader Student Population in LOCUS, currently only rolled out in LOCUS to UGRD Students.

LDE Consumable Experience: ITS Portal Pilot	Sponsor: Jim Sibenaller Project Manager: Jim Sibenaller	Health	
		New	**Current**

Institutional Impact: This pilot is expected to validate features and functionality for a Loyola-wide portal experience, where content is tailored to each student, faculty, or staff.

Recent Activity: 1) Identified three vendors for the ITS pilot (MangoApps, Unily, Path/Campus). 2) Conducted initial vendor discussions. 3) Placed project on temporary hold due to resource constraints in Server Operations and Enterprise Architect teams.

Next Steps: 1) Re-engage project in November. 2) Review proposed vendors and determine pilot order.

Business Intelligence / Data Warehouse (7)	Sponsor: Margaret Callahan, Wayne Magdziarz, Susan Malisch Project Manager: Tony Vavarutsos	Health	
		Prior	**Current**

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.

Recent Activity:
- COVID-19 Projects:
  - Developed numerous data models and dashboards for tracking vaccination card uploads and vaccination exemption lists, vaccination rates, texting and communications, public positivity rate dashboard updates, IDPH interfaces, and testing compliancy, for students, faculty and staff.
  - Created an active cases dashboard by school, academic department, program, course, class section and instructor for all Deans to monitor their schools
- Completed "Cabinet Dashboard for Fall Enrollment for Deans" PBI solution for Fall 2021 key enrollment metrics.
- Academic Program Revenue to Expense (LUC RtE) Version 4 is complete and validated by the Finance department. Started deploying the data model to Deans.
- Developed a Power BI training course that anyone can complete in Sakai.

Next Steps: 1) Continue support of Shield related issues with testing and compliancy. 2) Extend the functionality of the Class Section Planning project to include additional courses and classes beyond the CORE classes. 3) Complete the HR Metrics idata model. 4) Complete Phase 3 Learning Analytics framework. 5) Continue development of projects in queue including "Anti-Racism Initiative Dashboard" and others.

CONTINUOUS SERVICE DEVELOPMENT, cont'd

Enterprise Content Management (4)	Sponsor: Susan Malisch Project Manager: Mary Bunker	Health	
		Prior	Current

Institutional Impact: Improve/streamline student services & interdepartmental process efficiency while reducing paper.

Recent Activity: 1) Completed projects: Contract Repository for Enrollment Management, AP Workflow Updates (for Check Requisition - Single Invoice), Accounts Payable - Check Req Pay Processing API, Financial Aid – Veteran Affairs Workflow Updates, and Contract Repository for Enrollment Management went live. 2) Active projects include: AP Check Requisition Single Invoice to Financial Aid workflow, HEERF Phase 3, RR workflow overview, and Wellness Center – COVID 19 Immunizations. 3) Infrastructure enhancements include: fixed issues with importers post-upgrade; seemed there were server cluster communication issues

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. 4) Implement process to purge deleted documents regularly.

Travel Mgmt. Services (Egencia) (2)	Sponsor: Teresa Krafcisin Project Manager: Mary Bunker	Health	
		Prior	Current

Institutional Impact: Improve travel management costs and provide travelers with professional service by dedicated agents. By integrating the travel management with LUC Financial systems University will improve accounting and purchasing processes related to travel.

Recent Activity: 1) Contract negotiations in progress and pending settlement of specified terms. 2) Single Sign-On requirements reviewed by BSI Team. 3) SOC2 (System and Organization Controls) report and Attestation of Compliance (AOC) document requested for review.

Next Steps: 1) Complete security review and finalize Egencia contract. 2) Project kick-off. 3) Requirements gathering and development of employee interface from Lawson. 4) Implement with pilot group.

Athletic Ticketing Replacement for Neulion (AudienceView)	Sponsor: Steve Watson Project Manager: Florence Yun	Health	
		Prior	Current

Institutional Impact: By partnering with AudienceView, we can obtain streamlined support from ITS and the service provider by leveraging its current use by the Department of Fine and Performing Arts.

Recent Activity: AudienceView went live in July, and Athletics began processing season ticket renewals. Completed the data extraction file configuration and worked on the final pieces of automating the student data file extraction.

Next Steps: 1) Complete automation of the data extraction import into AudienceView, 2). Complete configuration, testing, and placement of the new scanners. 3) Complete project close-out activities.

HSC WebCheckout Organization Center	Sponsor: Dan Vonder Heide Project Manager: Nick Liberatore	Health	
		New	Complete

Institutional Impact: This project will empower the HSC staff to easily manage technology resources, equipment circulation processes, and alleviate a lot of manual/spreadsheet/email communications for loans. This will expand equipment loan availability under "One Loyola" to be more consistent across campuses.

Recent Activity: Project completed and went live on August 9th, 2021, just before the start of the undergraduate academic year.

Next Steps: While the project implementation has completed, ongoing steps with budget and equipment purchases to help continue to unify availability and offerings of resources across the 3 campuses, collaborating with HSC staff where applicable to help share knowledge and assist with growth during first year of use.

RESEARCH COMPUTING SERVICES

Natural Language Processing (NLP) to Enhance Computable Phenotyping	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: This project assists healthcare professionals in their use and evaluation of advanced healthcare informatics technologies related to automated computable phenotyping & clinical natural language processing (cNLP).

Recent Activity: Continued work with PARKS/MNSON faculty (Oosterhouse, Bobay, Toontooni) on a range of natural language processing (NLP) projects that include: 1) assessment of concordance of end-of-life (EOL) activities with prior planning, discussions, and directives. 2) Assessment and analysis of a 500 note Primary Care Provider (PCP) encounter dataset to locate elements of social determinant of health (SDoH) data. 3) Produced or updated knowledge maps (KMs) for SDoH, ICU encounters (Mimic-based), narrative sections, and modifiers. Provided Dr. Oosterhouse access to the clinical concept mapper and rule builder applications to begin initial delirium phenotype rule building.

Next Steps: 1) Assist faculty (Toontooni - PARKS) with cNLP project that attempts to utilize Emergency Department (ED) notes (chief complaint component) to predict direct admission to an intensive care unit (ICU). 2) Assist faculty (Bobay – MNSON/PARKS) with PCP note review and analysis. 3) Assist faculty (Oosterhouse – MNSON) for clinical phenotype rule building.

HashMap technology to support high-performance NLP	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact. The purpose of this project is to continue to extend the institution's NLP efforts through creation of an advanced near real-time NLP engine that can be utilized to implement new processes such as clinical risk modeling, clinical decision support alerts, automated phenotyping and other activities that require near real-time NLP. Beyond the NLP analysis component, the proposed engine will be constructed in such a manner that other attributes can be stored and evaluated at run-time.

Recent Activity: 1) Completed submission of provisional patent covering cNAE/cNIE technologies. 2) Completed "PART 1" (cNAE) and "PART 2" (cNIE) of a basic user's guide (192 pages). 3) Continued development of version 1.0 of clinical inference rule builder and interactive concept mapper applications. 4) Numerous continuous refinements (detection of negation, modifier, and anti-mapper terms) to cNAE and cNIE technologies. 5) Completed cNLP performance studies using sub-sets (1,000 notes) of the MIMIC-III reference dataset. 6) Developed initial cNAE/cNIE "boilerplate" presentation materials.

Next Steps: 1) Develop final materials for comping Fall CHOIR presentations that cover cNAE/cNIE technologies. 2) Add information on cNAE/cNIE to the Research Computing Services (RCS) website. 3) Begin second user manual covering advanced topics such as formation of complex inference rules and direct use of cNAE/cNIE technologies through python and R. 4) Provide cNAE/cNIE training to targeted health informatics faculty.

PCORI CAPriCORN 2020 Refresh	Principle Investigator: Dr. Frances Weaver Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: The goal of the PCORI-funded CAPriCORN clinical data research networks (CDRN) is to establish an infrastructure that can be utilized to conduct of Comparative Effectiveness Research (CER) with a particular focus on patient-centered and patient-reported outcomes (PRO).

Recent Activity: 1) Completed July 2021 PCORI data mart refresh. 2) Achieved certification of PCORI data mart by National PCORI team located at Duke University. 3) Continued participation in the NIH N3C COVID-19 cohort project. 4) Completed required update of local PopMedNet client software.

Next Steps: 1) Refresh data mart with CY21-Q3 data by October 25, 2021. 2) Review potential data mart changes (migration to data model v6.1) targeted for the January 2022 refresh.

Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM	Principle Investigator: Dr. Elaine Morrato Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: A large-scale clinical data repository and supporting end-user application project (LEAF) that seeks to allow our clinical researcher the ability to locate potential patient study cohorts at peer-institutions near Chicago. The goal is to increase clinical research (includes prospective trials) among the Chicago CTSA institutions.

Recent Activity: 1) Working with Dr. Kathy Bobay (PARKS) completed the Informatics Core materials required for the ITM/CTSA renewal application. 2) Completed "end-to-end" testing of LEAF development environments with U. of Chicago's ITM/CTSA Informatics group. 3) Continued work with ITM LEAF Workgroup to develop an OMOP "concept" grouper framework. 4) Performed a LEAF demonstration session with the development environment.

Next Steps: 1) Assist in review of draft ITM MOU required for LEAF application and data (deidentified) sharing. 2) Continued multi-site (U. of Chicago, RUSH and Loyola) LEAF infrastructure testing. 3) Develop internal LEAF user access approval and tracking processes.