

Loyola University Chicago

ITS Major Initiatives – FY19 Q1-Q2

Academic & Faculty Support

- LOCUS Enhancements (6)
- Evaluate SONIA Field Management Software
- PROLaw Scholars Network Application and Database
- Hybrid On-line ABSN Degree Program
- Examity Integration with Sakai

Student Technology Support

- LOCUS Fluid Page Rollouts
- Upgrade Campus Card System

Administrative Initiatives

- Lawson/Kronos Enhancements (11)
- Advancement Systems (2)
- Space and Asset Management System Search and Implementation
- Transition 25Live to the Cloud
- iPlan - Major Re-write
- Quinlan CRM
- Online Performance Management System - Phase 2

Infrastructure

- Campus Constructive Initiatives (4)
- Information Security Program
- LUHS/LUC/HSD Technology Program (2)
- IT Disaster Recovery (9)

Continuous Service Development

- Business Intelligence/Data Warehouse (7)
- Enterprise Content Management (3)
- Secure Documents for Financial Aid



"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



ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (6)	Sponsor: Academic Affairs – Margaret Callahan Project Manager: Larry Adams & Charlotte Pullen	Health	
		Prior	Current
Institutional Impact: Continued enhancements to the Student System set of modules (LOCUS) that address the central student and faculty needs for Loyola.			
Recent Activity: Two Fin Aid-related projects (2635-J-Term Tuition Benefits; 2605-Award Letter AY2019) – Completed. Three of four Advising-related projects (2691-What-If Report; 2692-Advising Notes; 2693-My Planner) are nearing deployment ready. Student Engagement & Persistence Pilot (2584) was initiative from last Fall – Cancelled.			
Next Steps: Deploy requested Advising tools.			

SONIA Field Management Software	Sponsor: School of Social Work – Dean Menon Project Manager:	Health	
		Prior	Current
Institutional Impact: Improve functionality for field placement for 250 Social Work students per year; Evaluate needs for other schools for internships, service learning, etc.			
Recent Activity: Completed; extract of data on 12/13/18, production software on 12/19/18, website on 1/2/19.			
Next Steps: Document and establish maintenance. Plan evaluation process for other schools, as appropriate.			

Hybrid On-Line ABSN Degree Program	Sponsor: School of Nursing – Vicki Keough Project Manager: Larry Adams	Health	
		Prior	Completed
Institutional Impact: Expansion of Nursing Accelerated BSN program to Hybrid (online theory and in person clinical) with Orbis Education, as partners.			
Recent Activity: Extract of data for online testing service complete and in production.			
Next Steps: None. Project closed as of 10/2018.			

Examity Integration with Sakai	Sponsor: Provost Office – JoBeth D'Agostino Project Manager: Florence Yun	Health	
		Prior	Completed
Institutional Impact: Enhance the integrity of LUC's online programs with an online exam proctoring solution, and improve Loyola's position to meet future accreditation requirements.			
Recent Activity: Tested and completed the integration of Examity into the Sakai production environment; developed training modules and documentation to support instructors teaching and for students enrolled in online courses that will utilize the service.			
Next Steps: None. Completed.			

PROLAW Scholars Network Application and Database	Sponsor: School of Law – William Loris Project Manager: Cheryl Heckel	Health	
		Prior	Completed
Institutional Impact: Provide a website for potential students and donors to review the PROLAW program and see the real impact of our alumni. Potential donors, governments, international organizations, peace-keeping missions and non-governmental organizations can contact the alumni directly furthering the mission of PROLAW.			
Recent Activity: This application was completed and deployed to production on September 20, 2018			
Next Steps: None. Completed.			

ADMINISTRATIVE INITIATIVES

Lawson/Kronos Enhancements (6)	Sponsor: Human Resources – Danielle Hanson / Finance – Becky Gomez Project Manager: John Schleibinger & Mary Bunker	Health	
		Prior	Current
Institutional Impact: : Recognize improvements and plan changes for Enterprise resource planning (ERP) software which includes Budgeting and Planning, HR, Payroll, Accounting, Grant Management, Supply Chain and Expense Management.			
Recent Activity: Related to the HR Benefits projects for 2019, testing of the modifications to Blue Cross Blue Shield census file program in Lawson is complete. Requirements gathering & analysis, development and testing complete on the following Lawson HR interface files: TransAmerica 403(b) census and base hour's files, MyBenefitExpress election and payroll deduction files and BenefitWallet HRA & HSA payroll deduction file. All Lawson program modifications to HR benefits interface files for 2019 deployed to production. Modifications required by vendor to the Hyatt census file program deployed to Lawson production. Changes for the HR Annual and New Hire Enrollment screens were deployed to production on 10/31/2018. Analysis of the Reliance Critical Illness and Voluntary Group Accident census file requirement changes completed and awaiting HR feedback.			
Next Steps: 1) Complete requirements, testing and development for the Reliance Critical Illness and Voluntary Group Accident census file. 2) Gather lessons learned for HR benefits projects. 3) Close out HR benefits projects.			

Advancement Systems (2)	Sponsor: Advancement – Jamie Orsini Project Manager: John Schleibinger	Health	
		Prior	Current
Institutional Impact: Improvements for alumni, donor, prospect, and events management systems to better support fundraising goals.			
Recent Activity: Data Loader Parent/Student Load – currently testing the child module. Phonathon physical move to new location, Centennial Forum Student Union building. Development & Training completed for the new Ruffalo-Noel-Levitz call processing software.			
Next Steps: 1) Phonathon System go-live on January 14. 2) Finalize downstream data analysis. 3) Parent Loader next steps creating and testing the spouse module.			

Space and Asset Management – System Search and Implementation	Sponsor: Facilities – Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current
Institutional Impact: A space asset management system would be the single source of truth for all space utilization at the University. The space inventory system would be updated as spaces are renovated or modified, ensuring accurate data collection at the time that information about space is needed. The new system would become the planning tool for building programming, space assignments, and campus development.			
Recent Activity: The group selected Archibus as their Integrated Work Management System (IWMS) in January. After the contract is signed, system implementation will follow.			
Next Steps: 1) Contract negotiations. 2) Phase 1 system implementation.			

iPlan - Major Re-write	Sponsor: Bursar – John Campbell Project Manager: Larry Adams/Michelle Dayton/John McGivney	Health	
		Prior	Current
Institutional Impact: Package potential improvements for installment tuition payment plan used by many LUC students and families.			
Recent Activity: Three project groupings identified: 1) Reconciliation processes. 2) Student-facing budget wizard improvements. 3) Miscellaneous - TBD.			
Next Steps: Deployment of second project grouping – Budget Wizard improvements. Evaluate third project grouping.			

ADMINISTRATIVE INITIATIVES

Transition 25Live to Cloud	Sponsor: Kris Daggett / Dawn Collins Project Manager: Larry Adams / Warren Francis	Health	
		Prior	Current
Institutional Impact: Required project: Vendor (CollegeNet) is forcing all customers to move to cloud model (SAAS) by 12/31/2018.			
Recent Activity: Negotiation of the contract complete. Started the implementation planning. Vendor agreed to a longer time frame.			
Next Steps: Testing with vendor SaaS test site. Plan for March 2019 go-live date.			

OIP Study Abroad Application via Slate	Sponsor: Paul Roberts Project Manager: Warren Francis	Health	
		Prior	Current
Institutional Impact: Support goal for Enrollment Management to increase JFRC enrollment. Managing recruitment, application, and admission via Slate is consistent with other University admission processes. OIP will work with Enrollment Systems, Research & Reporting (ESRR) and ITS to switch this application to Slate from current in-house Study Abroad Application. This will include new interfaces between Slate and LOCUS. It is undetermined if OIP will manage post-admission students in Slate or LOCUS. That decision will impact the requirements of interface development.			
Recent Activity: The team participated in several meetings with key stakeholders to identify priorities. LUC, OIP, and JFRC continue to work on implementing Slate for the JFRC. Identified list of issues that must be addressed to meet go-live with Slate for JFRC.			
Next Steps: 1) Resolve identified issues for Slate to support JFRC. 2) Design and build interface between Slate and OIP student application.			

Online Performance Management System Phase II	Sponsor: Human Resources – Winifred Williams Project Manager: Cheryl Heckel	Health	
		Prior	Cancelled
Institutional Impact: Improvements the performance management form and process to provide a better tool for assessment of employee performance.			
Recent Activity: This project has been cancelled.			
Next Steps: None. Project Cancelled.			

Quinlan CRM	Sponsor: Quinlan School of Business Project Manager: John Schleibinger / Warren Francis	Health	
		Prior	Completed
Institutional Impact: This solution will improve the management of relationships with outside entities maintained by the Business Leadership Hub in QSB. The Business Leadership Hub needs a customer relationship management system (CRM) for the current four centers that make up the Hub as well as the capacity to expand as new centers may come on line in the future. The CRM project would include selecting an appropriate vendor for the Hub's needs, integrating a current database into the new system as well as various data from an array of spreadsheets.			
Recent Activity: Worked with the implementation vendor to get the Quinlan site setup. The vendor recently finished importing their data from ACT. Quinlan participated in a closeout meeting with the vendor.			
Next Steps: Soft launch with new system on January 14.			

STUDENT TECHNOLOGY SUPPORT

LOCUS Fluid Page Rollouts	Sponsor: Academic Affairs – Rita Vazquez, Paul Roberts Project Manager: Larry Adams & Charlotte Pullen	Health	
		Prior	Current
Institutional Impact: The recent upgrade to the student system offers many new features to better enable student support offices and easier and more customized navigation for students. It also will allow Loyola to adopt features selectively as it meets our needs rather than being required to adopt features with each new release.			
Recent Activity: Monthly meetings in place. Governance team established. Image 10 implemented.			
Next Steps: 1) Plan subsequent projects with functional project management team and new PSS. 2) PeopleTools upgrade to 8.55.27 targeted for 03/31/19. Plan for quarterly image releases – Image 13 (get current) scheduled for 06/23/19. 3) Evaluate long term strategy for iHub. 4) Learn capability and roll-out new functionality, as appropriate. 5) Defer automated testing tool to mid-2019.			

Upgrade Campus Card System	Sponsor: Campus Safety – Tom Murray Project Manager: Jamie Herrera	Health	
		Prior	Current
Institutional Impact: Due to proprietary use, age, and the availability to stock and maintain equipment the card reader infrastructure must be refreshed with standards based hardware that will enable non-proprietary cards to be used with this system.			
Recent Activity: Infrastructure hardware including 29 controllers, 118 panels and 216 card readers were refreshed in the following buildings over the fall semester and winter break – Messina, Santa Clara, De Nobili, LeMoyne, 6317 Facilities, Canisius, 6 West Campus Safety office, Georgetown, Marquette North, Damen, Gentile, Doyle, Sherry Hall, 20-24, Spring Hill, Seattle, Xavier, Corboy, Granada, Fordham, Information Commons, Granville Security Outpost, Simpson, Crown Center, Cudahy, Coffey, Mertz.			
Next Steps: The remaining buildings are scheduled to be completed over the spring semester – Sullivan, Flanner Hall, Burrowes, Maguire, Main Parking Structure, Loyola Hall, Marquette South, Life Sciences, Lewis Towers, Lawson Lot, IES, BVM, Baumhart, Madonna, Fine Arts, Dumbach, and the Clare (SoC).			

INFRASTRUCTURE

IT Disaster Recovery (9)	Sponsor: Enterprise Project – Margaret Callahan/Tom Kelly/Wayne Magdziarz/Susan Malisch Project Manager: Joanne Kinner	Health	
		Prior	Current
Institutional Impact: Timely restoration of prioritized University technology services in the event of a disaster or severe outage.			
Recent Activity: There are now a total of 24 systems listed as Tier 1 as some systems were split out into individual plans. We started 2019 with eight plans current, 11 new plans under construction and five plans past due.			
Next Steps: 1) Continue the review process for existing plans in 2019. 2) Finish new plans. 3) Test all systems/applications by the end of the year. 4) Publish Disaster Recovery Program Reporting 5) Complete Business Continuity planning.			
LUHS/LUC/HSD Technology Program (2)	Sponsor: Enterprise Project – Margaret Callahan/Tom Kelly/Susan Malisch Project Manager: Dan Vonder Heide	Health	
		Prior	Current
Institutional Impact: Migration of HSD buildings to LUC network; continues separation of services from LUMC while keeping opportunities for collaboration as appropriate across entities.			
Recent Activity: LUC Network connections for the remaining Informatics team workstations have been set up. The remaining five workstations will migrate to the LUC network by 1/18/19. 2) Quotes were requested for the backend network infrastructure to support server connections.			
Next Steps: 1) Work with Informatics to migrate HSC servers and other resources off the LUHS network and onto the LUC network infrastructure.			
Campus Construction Initiatives (4)	Sponsor: Facilities – Kana Henning Project Manager: Various NIS Staff	Health	
		Prior	Current
Institutional Impact: Plan, oversight and installation of appropriate technology for various construction projects managed by Facilities.			
Recent Activity: 1) Phonathon moved to CFSU. 2) Math personnel moved to CFSU and BVM. 3) SSWD move complete. 4) Prepared voice and data connectivity in four cubicles for Archdiocese personnel. 5) Prepared voice and data connection for Inigo personnel on the 9 th floor of Lewis Towers. 6) Finalized technology requirements for new JFRC residence hall and Chapel and installed a camera to view construction progress.			
Next Steps: 1) Review drawing for St. Joseph residence hall and submit technology budget. 2) Monitor the construction of Alfie practice facility and prepare technology purchases for processing. 3) Monitor the construction of JFRC buildings.			
Information Security Program (6)	Sponsor: Enterprise Project – Susan Malisch Project Manager: Jim Pardonek	Health	
		Prior	Current
Institutional Impact: Mitigate risk associated with the confidentiality, integrity and availability of university protected and sensitive information.			
Recent Activity: Overall program health remains Lime; several operational tasks such as vulnerability remediation continue to contain risks and have missed deadlines. General Security Awareness participation for the fall semester was at 100% due to policy changes required compliance. Awareness events increased in frequency along with increased participation in National Cybersecurity Awareness Month events in October. Mandatory HIPAA training completed at 100%. PII compliance efforts for 2018 completed on time with expansion to LUREC and Cuneo under discussion. Data Loss Prevention Technology Advisory Committee completed and proposed solution. Security improvements that were recommended based on past incidents are well underway with many of the treatments complete. PCI-DSS annual assessment completed. GDPR support effort continuing.			
Next Steps: 1) Continue with Phase 2 security awareness, begin 2019 PII and PCI activities. 2) Begin the implementation of Data Loss Prevention, Multi-Factor Authentication, and Last Pass projects.			

CONTINUOUS SERVICE DEVELOPMENT

Business Intelligence/Data Warehouse (7)	Sponsor: Enterprise Project – Margaret Callahan/Wayne Magdziarz/Susan Malisch Project Manager: Tony Vavarutos/Florence Yun	Health	
		Prior	Current
Institutional Impact: Improve access, availability, reporting and data analyses for enterprise data coming from many disparate sources (such as LOCUS, SAKAI, Slate) to inform planning and strategic decisions at Loyola.			
Recent Activity:			
<ol style="list-style-type: none"> 1) In collaboration with OIE and Finance, the “Academic Program Revenue to Expense” (LUC RtE) data model was developed. The RtE core team completed training and data model reviews for all Business Managers and Deans of all schools. 2) Phase 2 development for LUC RtE is in progress with the objective being to implement the enhancement requests received during our training sessions with the Deans. 3) Meeting with the BISC committee to prioritize BI projects. 4) Data pull of Advocate (Judiciary) data into EDW, complete. 5) Data pull of Panopto data into EDW, complete. 6) Data pull of Sakai production data into EDW, complete. 7) Completed development of interface of Loyola data into Emma (email campaign system). 8) In collaboration with OIE, a process and a data interface were developed to automate the data submission for the State of Illinois ILDS program. The project is in testing phase. 9) Clearing House report as per NSC specs is complete. The data is now automatically generated (4 times per term) and uploaded automatically. 10) Work continues with Advancement on the “Parent data” load project which loads the data of parents of the incoming fall class, into Advancement. 11) Data model was developed for Student Development (DSD) department. It includes key academic data that they track for their student services. Training of key members was completed. 12) Multiple Power BI data models were developed, deployed and refreshed for the Fall to Spring enrollment period. These include, Year over Year Enrollment, Current student Enrollment Tracking, Mid Term Grades with Alerts and Loyola Orientations tracking. 13) Work continues on multiple Power BI projects for the Bursar Office. 14) Work continues on Power BI project sponsored by Finance centered on the Student Indebtedness initiative. 15) Work continues on developing dashboards for ITS usage: ITS Annual Summary Dashboard and Information Technology Scorecards. 			
Next Steps: 1) Retire RDS and WebFOCUS 7.6 system at end of December. 2) Brand BI at Loyola technologies to facilitate university adoption. 3) Promote usage of the Power BI platform to end users and departments. 4) Work on developing the numerous BI project requests in queue (currently twelve “small” and 7 “large” project requests).			

ECM/Imaging (DocFinity) Implementation (3)	Sponsor: Enterprise Project – Susan Malisch Project Manager: John Schleibinger	Health	
		Prior	Current
Institutional Impact: Improve/streamline student services and interdepartmental process efficiency while also reducing paper usage.			
Recent Activity: The following implementations went live during the period: 1) DocFinity upgrade from 11.2.2 to version 11.3.2, Contracts Enhancements. 2) Active projects include BES Professional Development, HR Check Requisition Workflow Update, Alma/AP Phase 1, TCMS to AP workflow update, and Data Transfer Consent (GDPR).			
Next Steps: Meet go-live dates for current projects.			

Secure Documents for Financial Aid	Sponsor: Paul Roberts Project Manager: Cheryl Heckel	Health	
		Prior	Completed
Institutional Impact: Create a secure method for students to upload financial documents to Loyola to better protect confidential information by providing a site that will allow students and their parents or guardians to upload documents securely. This will also streamline the process of indexing and interfacing the documents directly into DocFinity.			
Recent Activity: Application was completed and deployed to production in October 2018.			
Next Steps: None. Completed.			