

Loyola University Chicago

ITS Major Initiatives – FY22 Q3-Q4

<p>Academic and Faculty Support</p> <ul style="list-style-type: none"> • LOCUS Enhancements (2) • Customer Relationship Management Pilot for MNSON • Stritch School of Medicine Portfolio (8) • Review and Evaluate Proposed Research Administration Solutions • Faculty Administration Re-Architecture Strategy- FARS (8) 	<p>Administrative Initiatives</p> <ul style="list-style-type: none"> • COVID-19 Related Projects (6) • Lawson/ Kronos Enhancements (1) • Space and Asset Mgmt System – Phase III (Archibus) • Automate HSC Parking/ ID processes • Data Governance & Integrity • Alumni Giving & Engagement (Graduway) • Commencement 2022 Survey • Financial Reporting Security (FRS) • Compliance Governance via Learning Hub • Course & Curriculum Mgmt. (Courseleaf) 	<p>Student Technology Support</p> <ul style="list-style-type: none"> • EAB Navigate Phase II • LDE Student Experience Lifecycle (PeopleGrove Mentoring: Main Hub, Sub Hubs for SSOM, SSW, Parkinson, MNSON) • Mental Health App for Students • Athletics Compliance System Replacement • Financial Aid Award Letter Processes – Aid Year 2023
<p>Infrastructure</p> <ul style="list-style-type: none"> • Campus Construction Initiatives (8) • Information Security Program (3) • IT Disaster Recovery (5) • LDE Foundation: Collaboration and Security (2) 	<p>Continuous Service Development</p> <ul style="list-style-type: none"> • Advancement CRM RFP • LDE Transformation: Digital Assistant/ Chatbots (4) • LDE Consumable Experience (Portal Pilot) • Business Intelligence/ Data Warehouse (7) • Enterprise Content Management (4) • Learning Analytics – Phase 3 • Travel Mgmt. Implementation (Egencia) 	<p>Research Computing Services</p> <ul style="list-style-type: none"> • Define Technology Services Supporting Research • Inclusion of electrocardiogram (ECG) waveforms in clinical repository • Use of ED note in Predictive Models for Admissions to CCU • ICR Research DB Server Replacement • CTSA/ITM Leaf Application Development and Testing • Innovations in clinical natural language processing (cNLP)



“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



Preparing people to lead extraordinary lives

ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (2)	Sponsor: Rita Vazquez, Robyn Mallett 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) Completed upgrade of technical middleware (PeopleTools) from 8.57.23 to 8.57.24 for security vulnerabilities. 2) Completed customization of Financial Aid Ratings Components. 3) New interfaces for Faculty 180 implementation. 4) Completed Navigation Collection Changes for Student Financials. 5) Changes for HEERF4 Implemented. 6) Financial Aid Starting Lineup for Aid Year (2022 – 2023) – this is an ongoing PSS, but certain elements are completed in production.			
Next Steps: 1) PeopleTools Upgrade 8.58. 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. 8) Deployment of HighPoint CX (Campus Experience). 9) Extend the Use of LOCUS for SSOM Students as the Main Entry Point for Emergency Contact and Local/Permanent Addresses.			

LDE Consumable Experience: School-based CRM Slate Pilot for MNSON	Sponsor: Karen Berg Project Manager: Heather Chester		Health	
			Prior	Current
Institutional Impact: MNSON and the Parkinson School are piloting a CRM 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) Obtained separate Slate instance for the pilot. 2) Obtained approval from UMC on new URL going forward. 3) Held demo with U of Texas, MD Anderson, who is also implementing a school-based CRM with Slate. Finalized vendor selection with industry leader, Underscore, and are in the final stages of signing the contract. 4) SoN review, clean-up and centralization of external organization data is in progress.				
Next Steps: 1) Expand agreement to include Arrupe in the pilot. Sign Underscore contract. 2) Complete Slate pre-training for ITS team for management of the system.				

Stritch School of Medicine Portfolio (8)	Sponsor: Greg Gruener Project Manager: Dawn Fitzgerald	Health	
		Prior	Current
Institutional Impact: Provide technical project services to SSOM to enable process improvements and efficiencies.			
Recent Activity: Reviewed SSOM project portfolio in February. Completed projects: Retire Crystal Reports for HSC HSC Key Request Form. SSOM is piloting student mentoring with soft launch of PeopleGrove hub. Requirements for the admissions replacement are finalized, RFI required to validate committee workflow and rubric "must haves", RFP to follow. Evaluation forms & workflow being updated for Patient Centered Medicine, Clinical Performance/Entrustable Professional Activity and Mechanisms of Human Disease.			
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: Began consolidation of research/grant data sources to provide improved reporting capabilities for the Provost Office as an interim step.			
Next Steps: 1) Determine project timing. 2) Identify the project manager. 3) Document the requirements; issue RFP.			

ACADEMIC AND FACULTY SUPPORT, cont'd

Digital Badging Solution	Sponsor: John Gurnak Project Manager: Florence Yun	Health	
		Prior	Current
<p>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.</p>			
<p>Recent Activity: 1) Working group conducted research by attending a March webinar on creating and implementing an alternative degree program on campus using micro-credentials, badges & stackable credentials, as well as reaching out to peer institutions to understand how they handle badges & micro-credentials.</p>			
<p>Next Steps: 1) Sponsor is presenting in April to Dean's Council with a project overview and to gauge interest and support from the academic units. 2) The working group expects to provide the ITESC with an update from the April meeting and the Provost's recommended approach to proceed. 3) With leadership support, possible next step would be a pilot project – targeted candidate for the pilot is QSB Executive Education program.</p>			
Faculty Administration Re-Architecture Strategy–FARS (5)	Sponsor: Badia Ahad Project Manager: Warren Francis	Health	
		Prior	Current
<p>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.</p>			
<p>Recent Activity: 1) Faculty Salary Planning (FSP) will not meet deliverable date due to resource constraints and technology challenges. 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 end of July 2022. Clients will continue to use the existing HSC FSP and Lakeside FSP applications. 2) OIE completed the import of the faculty roster into F180. Eilene Edejer is taking over for Brian Erdman for the implementation of F180. 3) The team participated in several meetings to discuss streamlining the faculty onboarding process for full-time and part-time faculty.</p>			
<p>Next Steps: 1) OIE to complete Digital Measures data into F180 by May 2022. 2) Continue FSP development and start UAT during the summer. The goal is to have the system completed by the end of July. 3) Complete development and testing of the faculty contract system with a target go live for summer semester contracts in Mid-April. 4) Continue to develop and enhance faculty onboarding procedures.</p>			

ADMINISTRATIVE INITIATIVES

COVID-19 Related Projects (6)	Sponsor: Multiple Project Manager: Multiple	Health	
		Prior	Current
<p>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.</p>			
<p>Recent Activity: COVID-19 Emergency Response Management moved to normal campus operational status, includes:</p> <ul style="list-style-type: none"> • Loyola Health App Updates • Business Intelligence Dashboard Additions and Data Model Enhancements (vaccines & compliance related) • Booster Shot Uploads and Compliance • Exemption, Re-Entry & Surveillance Testing for Spring Semester • Flu Vaccination Tracking and Compliancy • Developed the “Random Surveillance Testing” sampling routines and processes which randomly select students faculty and staff detected on campus, for inclusion in the list of “encouraged” to test 			
<p>Next Steps: Each project is being managed and reported to the appropriate stakeholders. Please contact ITS for specifics on any individual effort.</p>			
Lawson/Kronos Enhancements (1)	Sponsor: Danielle Hanson, Becky Gomez Klein Project Manager: Mary Bunker	Health	
		Prior	Current
<p>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.</p>			
<p>Recent Activity: 1) Multiple upgrades for the Kronos development environment and the Lawson database and portal environments to remediate Log4j vulnerabilities and to apply other upgrades/patches. 5) Required year-end finance, HR, and BSI TaxFactory patches were installed in both Lawson environments. 6) Multiple Web Application Sphere patches, along with log file replacements, were applied to both Lawson environments to remediate Log4j vulnerabilities. 7) Develop employee feed for Egencia Travel Management project.</p>			
<p>Next Steps: 1) Complete testing for Total Compensation Statements and implement in Lawson production environment. 2) Continue with fully automating the purging of job and report history in Lawson. 3) Upgrade the Kronos production environment to version 8.1.11. 4) Upgrade the Lawson production Ming.le version to 2021.12. 5) Upgrade the Lawson production database to Oracle version 19c. 6) Develop automated process to import WorkBright data into the Lawson system for newly hired employees. 7) Sync the Lawson user security data between the Pre-Production and Production environments.</p>			
Space and Asset Management – Phase III (Archibus)	Sponsor: Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current
<p>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.</p>			
<p>Recent Activity: 1) Energy Management, Compliance, Mobile Enablement - Phase III is now in progress. Facilities is verifying the solution design needed for this final phase of the project. 2) Facilities ordered iPad mobile devices that will be needed for this phase of the project.</p>			
<p>Next Steps: 1) JLL to start building the solution design based on the feedback from Facilities. 2) Facilities will validate various IOS management solutions recommended by the vendor.</p>			
Alumni Giving and Engagement (Graduway)	Sponsor: Megan Karwacki Project Manager: Mary Bunker	Health	
		New	Current
<p>Institutional Impact: Increase ability to manage giving and engagement by partnering with Graduway in time for Giving Day. Graduway allows a simple process for alumni volunteer ambassadors to engage with their peers and adds gamification through the use of donor leaderboards and matching challenges. Reductions in reporting time are expected, allowing for final results to be shared nearly immediately at the close of a campaign.</p>			
<p>Recent Activity: 1) Information Security and PCI Compliance review completed. 2) Set up of CNAME and whitelisted IP addresses completed. 3) TouchNet agreement amended to include Graduway. 4) Setup of Graduway integration with TouchNet completed for Test and Production environments. 5) Application testing completed by Alumni Relations. 6) Payment testing completed by Treasury. 7) Campaigns moved into live mode on Wednesday, March 16.</p>			
<p>Next Steps: 1) Campaign solicitations to begin March 21. 2) Close out project.</p>			

ADMINISTRATIVE INITIATIVES, cont'd

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 in January with LUC functional stakeholders, LUMC Parking, and LUMC Payroll to re-establish project goals and identify alternate opportunities for process improvement. 2) Stakeholders suggested improving a report that LUC HSC departments receive from LUMC that lists LUC "non-colleague" accounts in Workday. ITS met with MNSON to discuss ways to improve this report.			
Next Steps: 1) Meet with partners from Stritch, Parkinson, Faculty Admin, and HR to discuss improvements to Workday users report. 2) Compile requested changes to report and share with LUMC Payroll.			
Data Governance and Integrity	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin, Margaret Callahan Project Manager: Tony Vavarutos	Health Prior 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 and enable efficient operations.			
Recent Activity: Significant steps have been taken to grow this program including: 1) Hired a data governance manager. 2) Assessment of consultant deliverables and best practices research. 3) Connecting with peer institutions with data governance programs. 4) Developing "common data definitions" through use of internal data dictionary. 5) Data Governance & Integrity Steering Committee (DGISC) planning. 6) Data dictionary vendor research and assessments. 7) Approval of the working DGISC charter and membership at the February 2022 ITESC meeting.			
Next Steps: 1) Set up quarterly Data Governance Committee meetings. 2) Implement data correction and ongoing data quality controls. 3) Prepare monthly summaries for the Executive sponsors.			
Compliance Governance via the Learning Hub	Sponsor: Teresa Krafcisin Project Manager: Warren Francis	Health New Current	
Institutional Impact: Provide a portal to monitor Federal compliance requirements at an institutional level and also to generate a robust report from Risk Matrix standpoint that will identify areas at risk or concern.			
Recent Activity: 1) Development was completed in February. During user acceptance testing (UAT), the sponsor requested some additional enhancements.			
Next Steps: 1) Complete the additional sponsor enhancements by March 25. 2) Complete UAT target go live in April.			
Course Catalog and Curriculum Software (CourseLeaf)	Sponsor: Robyn Mallett Project Manager: Florence Yun, Ashley Walcott	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: Finalization of contract underway; implementation planning expected to begin in April.			
Next Steps: 1) Finalize contract. 2) Project kickoff.			
Financial Reporting Security (FRS)	Sponsor: Rebecca Gomez Klein Project Manager: Jocelyn Ong	Health New Current	
Institutional Impact: Combining multiple security tables into a single database will help Finance maintain consistent reporting and accessibility across departments, and it will streamline maintenance.			
Recent Activity: 1) The team completed development and provided a demo of the system to the client. 2) Production data is being copied into development environment so that the client can start user acceptance testing.			
Next Steps: 1) Complete user acceptance testing. 2) Target go live in April.			
Commencement 2022 Survey	Sponsor: Margaret DiMarco Project Manager: Warren Francis	Health New Complete	
Institutional Impact: The Commencement Team in the Provost's Office has requested updates for Commencement 2022. This will allow the team to collect up-to-date survey responses from students.			
Next Steps: The application was updated and tested on March 16. The project is complete.			

STUDENT TECHNOLOGY SUPPORT

EAB Navigate Phase II	Sponsor: Paul Roberts Project Manager: Ashley Walcott	Health	
		Prior	Current
<p>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 Navigate into LOCUS.</p>			
<p>Recent Activity: 1) One-Click Registration – ITS continuing to investigate technical issues impacting communication gateway between Navigate and LOCUS. 2) Advising Notes Interface to LOCUS – In progress, technical team researching vendor’s recommended method for exporting data from Navigate. 3) Arrupe College – In progress; vendor working on loading Arrupe data into test environment; Student Academic Services working with Arrupe College on requirements and initial configuration for their care unit. 4) Progress Reports – ITS assisting with business process analysis of existing progress reporting tools to inform implementation of this feature in Navigate.</p> <p>Utilization Metrics – FY22 Q3 (1/1/22-3/15/22):</p> <ul style="list-style-type: none"> • 7,715 advising notes entered into Navigate • 11,215 communications sent from within Navigate, including: <ul style="list-style-type: none"> ○ 9,965 emails sent to 4,369 students ○ 1,250 text messages sent to 1,025 students • 3,501 appointments scheduled from within Navigate • 3,239 unique students logged into the Navigate Student platform 			
<p>Next Steps: 1) One-Click Registration – Address technical issues and optimization of gateway infrastructure. 2) Complete technical work on Advising Notes Interface and Arrupe College expansion.</p>			

LDE Student Experience Lifecycle: PeopleGrove Mentoring	Sponsor: Paul Roberts, Karen Paceiro, Susan Malisch Project Manager: Ashley Walcott		Health	
			Prior	Current
<p>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.</p>				
<p>Recent Activity: 1) LoyolaLinked (Central Hub) rollout currently on hold, per executive sponsors. Functional leads and leadership engaging in research and discussions regarding wider strategy for deployment as well as staffing needs to support the platform. ETA for rollout Fall 2022. 2) Project team contracted with a graphic designer to create marketing materials to use for wide student launch; asset toolkit delivered in March. 3) LoyolaLinked: Stritch School of Medicine hub completed its “soft launch” in January 2022; currently preparing for wide launch in April 2022. 4) School of Social Work hub in progress; preparing for start of two-week implementation engagement with PeopleGrove on March 29. 5) Project team engaging in planning conversations with Parkinson School; possible rollout Fall 2022. 6) Discussion at Council of Deans to share staffing requirements and confirm commitment to move forward.</p>				
<p>Next Steps: 1) Full launch of Stritch hub to alumni and students in April. 2) Secure funding for resources/possible SFPT review. 3) Finalize strategy and rollout plan for Central Hub. Finalize staffing plan for Central Hub and recruit hub admin. 4) Implement Social Work hub and prepare for soft launch. 5) Finalize timeline for Parkinson Hub and schedule implementation engagement with PeopleGrove.</p>				

Mental Health App for Students	Sponsor: Joan Holden Project Manager: Dawn Fitzgerald	Health	
		New	Current
<p>Institutional Impact: Concern for the mental health for college students is at an all-time high. This project to identify the best mental health app for students is a joint project goal of the SGLC and the Wellness Center .</p>			
<p>Recent Activity: 1) Following product demos held in 2022 Q2, Headspace was selected as the student mental health app with approval from the Wellness Center. 2) Closeout meeting for Mental Health App evaluation project held Feb 18 with SGLC and Wellness Center.</p>			
<p>Next Steps: 1) SGLC to put together proposal for approval, funding and sponsorship. 2) SGLC will submit a project request to ITS for implementation.</p>			

STUDENT TECHNOLOGY SUPPORT, cont'd

Financial Aid Award Letter Processes – Aid Year 2023	Sponsor: Paul Roberts Project Manager: Caroline Mwangi, Ivan Siap	Health	
		New	Current
<p>Institutional Impact: Each Financial Aid Awarding year, Financial Aid office has a set of recurrent operations that are used to process continuing and incoming students data. These processes include ISIR loads, related checklist processing, packaging, and award letters. The group of custom batch programs, which help to facilitate Award letter processing, are known at Loyola as the "Starting Line Up." These ensure that implemented changes are well understood, tested, and accounted for in our institution's processing logic, and in the various external data interfaces.</p>			
<p>Recent Activity: 1) Support for HEERF4 (Higher Education Emergency Relief Fund) processing. Created & tested LOCUS VIEW of HEERF4-eligible students for processing. 2) FAPKGCMP process support. This customized baseline process was debugged, a workaround identified, developed, tested & implemented. A long term solution was also identified and is currently awaiting UAT sign-off. 3) Revisions for existing Navigation Collections and addition of 2023 Aid Year. Navigation collections provide groupings of Financial Aid contents stored in the portal registry.</p>			
<p>Next Steps: Continue to monitor the performance of the various award Letter processes.</p>			

Athletics Compliance System Replacement	Sponsor: Steve Watson Project Manager: Jim Sibenaller, Dawn Fitzgerald	Health	
		New	Current
<p>Institutional Impact: Enhance the current workflows and processes within Athletics while ensuring compliance with the NCAA for all sports programs and athletes.</p>			
<p>Recent Activity: Met with the Athletics Business Office & Compliance departments to assess possible solutions to replace Jump Forward due to non-disclosure of security practices. Identified the ARMS software as the best solution. Reviewed the agreement with the new vendor and executed the new contract.</p>			
<p>Next Steps: Assess integration needs and implement the solution.</p>			

INFRASTRUCTURE

Campus Construction Initiatives(8)	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) The Lewis Towers HVAC project is complete, all staff moved back to their original locations. 2) HSC Parkinson school staff and faculty are now occupying their new office suite in Cuneo.		
Next Steps: 1) Assist with technology connectivity for Roots Health Bar. 2) HSC Campus Safety – Awaiting construction permit approval from Cook County. 3) Move staff of IJB to new office locations 4th floor of Lewis Towers – awaiting furniture arrival. 4) A medical teaching lab will be constructed in the LL of HSC Cuneo, awaiting final drawings for ITS review. 5) HSC Wellness center build out 4 th floor of Cuneo - awaiting construction permit from County.		
Information Security Program (3)	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: <u>Awareness</u> – Working with supervisors for completions of Fall 2021 General Security Awareness training. Spring 2022 awareness training is underway. New hire training and Phishing training for all faculty and staff continues. "High risk" departments now receiving training by request. Awareness program remains completely remote. Regular newsletter along with a quarterly HIPAA newsletter being distributed. Content delivered to all faculty/staff/students to reinforce security awareness due to current international climate. Phish testing for February completed. <u>Compliance</u> – PII efforts have resumed with 9 departments in progress or complete. 2022 PCI-DSS semi-annual segmentation testing is complete. Research on using Zoom and Teams for HIPAA related usage is near complete. Review of roles and permissions for ITS internal systems near complete. Review of student access to LSA underway. <u>Risk Reduction</u> – 3 rd party risk assessment treatments have been prioritized. SCAP software and Vulnerability management systems (Agent-based Nessus Scanning) treatments underway. Policy reviews for streamlining and consistency continues.		
Next Steps: 1) Ongoing security awareness and phishing assessments. 2) Continue server hardening and PII Program. 3) Promote Last Pass. 5) Implement Risk Assessment treatments.		
IT Disaster Recovery (5)	Sponsor: Margaret Callahan, Tom Kelly, Susan Malisch Project Manager: Jim Sibenaller	Health
		Prior Current
Institutional Impact: Timely restoration of key University technology services in the event of disaster or severe outage.		
Recent Activity: The DR program for 2022 will be deferred until after the annual Deloitte audit of financial systems. Likely start July 2022.		
Next Steps: 1) Establish current state of the program. 2) Launch 2022 review process. 3) Test all systems/applications.		
LDE Foundation: Mobile Device Management (MDM)	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: ARB presentation completed in February. It was recommended to the ARB that at this time we pause the MDM (Mobile Device Management) pilot project. There is a very low adoption rate within higher-ed and finding the right balance between the goal of securing University resources while still allowing faculty and staff to use personal devices effectively for work has proven to be elusive. The impact of the enhanced security on usability seems to outweigh the benefits at this point. As the technology in this area continues to evolve and more institutions start to explore the MDM landscape, we expect a more elegant solution will become available.		
Next Steps: Share recommendation with the ITESC for further discussion and agreement.		

CONTINUOUS SERVICE DEVELOPMENT

Advancement CRM RFP	Sponsor: Susan Malisch, Karen Paciero Project Manager: Warren Francis	Health Prior Current
<p>Institutional Impact: Zuri Group is leading 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.</p>		
<p>Recent Activity: 1) Contract finalized. 2) Kicked-off engagement with Zuri Group. 3) Coalescing documents requested by Zuri Group. 4) Survey distributed to stakeholders to complete so team can aggregate key requirements. 5) Conducting interviews between Zuri and key stakeholders.</p>		
<p>Next Steps: 1) Aggregate survey responses. 2) Complete interviews. 3) Draft RFP. 4) Send RFP to selected vendors.</p>		
LDE Transformation: Digital Assistant / Chatbots (4)	Sponsor: Susan Malisch Project Manager: Xiomara Franco	Health Prior Current
<p>Institutional Impact: Increase administrative efficiencies and improve service to students, faculty and staff using Digital Assistants or "Chatbots". Answers to most frequently asked questions are self-service & available 24/7.</p>		
<p>Recent Activity: Began executive summary reporting effort with IntraSee. Engaged departments in initial Content and Rating Governance discussion to explain the involvement that will be required of functional users as we continue.</p>		
<p>Utilization Metrics:</p> <ul style="list-style-type: none"> • From 9,640 conversations in Q2 to 10,117 conversations in Q3 with peak utilization occurring in Aug 2021 as students prepared to return to campus. • Users mainly access the Chatbot (LUie) from LOCUS (32.74%), luc.edu (26.72%) and the Bursar website (13.85%) • With over 430 questions across a variety of topics, the most popular content areas have been Health & Well-being, Student Grades and Financials. • Release 21.0.3 Applied and Tested 		
<p>Next Steps: 1) Work with IntraSee for the development of executive summary updates. 2) Promote expansion of ChatBot to other business partners (ITS will be presenting with IntraSee at HEUG in March). 3) New release of chatbot software to be applied in Q3. 4) Continue testing the Thumbs Up and Thumbs Down feedback feature, which should be visible by all users. 5) Deploy to a Broader Student Population in LOCUS (currently only rolled out in LOCUS to UGRD Students). 6.) Confirm the DSP questions are applicable to all career based student populations.</p>		
LDE Consumable Experience: ITS Portal Pilot	Sponsor: Jim Sibenaller Project Manager: Rejoice Jebamalaidass, Jon Fischer	Health Prior Current
<p>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.</p>		
<p>Recent Activity: Team reviewed the existing technology landscape and selected two vendors (Akumina and LiveTiles) for demo purposes. Based on demonstrations the team has chosen Akumina to pilot and validate the portal features and functionalities.</p>		
<p>Next Steps: 1) Finalize licensing for the pilot period. 2) Engage the ITS Portal Functional User Group for initial requirements discussion.</p>		
Travel Mgmt. Implementation (Egencia)	Sponsor: Teresa Krafcisin Project Manager: Mary Bunker	Health Prior Current
<p>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.</p>		
<p>Recent Activity: 1) Weekly meetings continued through February 1, 2022. 2) HR feed tested and moved to Production environment to begin daily transmissions on Feb 14. 3) List of domains, URL's and servers to be "Whitelisted" configured and completed by Server Ops team. 4) Egencia website configuration completed. 5) Email to 'pilot program' participants sent on March 1. 6) User training completed March 8.</p>		
<p>Next Steps: 1) Monitor the transmission process. 2) Production support and enhancements.</p>		

CONTINUOUS SERVICE DEVELOPMENT, cont'd

Business Intelligence / Data Warehouse (7)	Sponsor: Margaret Callahan, Wayne Magdziarz, Susan Malisch Project Manager: Tony Vavarutosos	Health		
		Prior	Current	
<p>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.</p>				
<p>Recent Activity:</p> <ul style="list-style-type: none"> Completed the "Commencement report" which lists all graduates for this year's Commencement. It is being used by the Provost Office and Events planning staff to plan the various phases of this year's events. Academic Program Revenue to Expense (LUC RtE) Version 3.5 is complete and validated by Finance. Access and training was provided to the Finance team. Power BI data models were developed specifically for Arrupe College which allow them to track student attendance and student graduation rates (including whether or not a student transferred to a 4 year college) Continued the development of Phase 3 of the LMS Learning Analytics initiative, during which LMS data models are developed to be consumed by the Provost Office, Deans, Program Heads and other Academic Leadership. See COVID-19 status for related business intelligence updates. 				
<p>Next Steps: 1) Continue support of Shield IL related issues with testing and compliancy. 2) Complete the HR Metrics data model. 3) Complete Phase 3 Learning Analytics framework. 4) Develop new Cabinet Operations Dashboard for Summer 2022 and Fall 2022 Enrollment for both cabinet members and school deans.</p>				
LDE Foundation: Identity and Access Management (IAM) Enhancements	Sponsor: Susan Malisch Project Manager: Jeffrey Apa		Health	
		Prior		Current
<p>Institutional Impact: Improvements to Loyola's 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 should 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.</p>				
<p>Recent Activity: 1) Presented project update to the Architecture Review Board (ARB) in February 2022. 2) Developed Key Performance Indicators (KPIs) to track the successfulness of a new solution. 3) Team completed preparations regarding campus partner interviews and presentations.</p>				
<p>Next Steps: 1). Engage with campus partners to collect business use cases and provide a project update. 2) Complete RFP draft and distribute final version to vendors.</p>				
Enterprise Content Management (4)	Sponsor: Susan Malisch Project Manager: Mary Bunker	Health		
		Prior	Current	
<p>Institutional Impact: Improve/streamline student services & interdepartmental process efficiency while reducing paper.</p>				
<p>Recent Activity: 1) Completed projects: HEERF Phase 4, RR workflow overview 2) Active projects include: Wellness Center – COVID 19 Immunizations, AP Check Requisition Single invoice to TCMS workflow, and DocFinity Upgrade/MFA, HSC - Faculty Admin, Repository for Storing and Accessing Grant Related Documentation for ORS 3) Infrastructure enhancements include: correcting CAP authorization issue for Autostore.</p>				
<p>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.</p>				

RESEARCH COMPUTING SERVICES

Define Technology Services Supporting Research	Principle Investigator: Susan Malisch Assigned: Ron Price	Health	New	Current
<p>Institutional Impact: The goal of these efforts is to define the assortment of technologies and related services that should be provided under the umbrella of research computing services. A range of activities will be conducted to identify needed research computing resources, operational processes, policies, and procedures.</p>				
<p>Recent Activity: 1) Meetings with ITS ITRS team to review and align RCS website content. 2) Revised RCS website to include information on Loyola's clinical natural language processing (cNLP) services. 3) Met (introductory discussion) with select research core members with computational needs. 4) Participated in the Loyola/Baker Tilly (BT) research data security advisory review. 5) Developed a proposal to report RCS quarterly activity metrics.</p>				
<p>Next Steps: 1) Support implementation of recommendations that emerge from BT advisory review. 2) Finalize activity metrics and revise RCS website. 3) Develop open-source software strategy and support services for research environments. 4) Meet with computational biologists/informaticist. 5) Work with VPR/ORS to help define future needs.</p>				
Inclusion of electrocardiogram (ECG) waveforms in clinical repository	Principle Investigator: Dr. Kathy Bobay (PARKS) Assigned: Steven Birch	Health	Prior	Current
<p>Institutional Impact: This project significantly expands the range of clinical data that will be available to clinical researchers. Electrocardiogram (ECG or EKG) data are traditionally difficult to acquire and analyze as they are often stored in quasi-proprietary vendor formats. A collaboration of Parkinson Health Informatics faculty and the ITS Informatics and Clinical Research (ICR) team led to development of process that can be utilized to perform large-scale analysis of these data. This resource allows researchers to be more competitive in some research funding processes.</p>				
<p>Recent Activity: 1) LUHS and GE Medical completed transfer of historical ECG files from 1986 through March 2022 to LUC. 2) Research team conducted initial meetings, post data transfer, to determine candidate data fields for automatic extraction and analysis. 3) ICR team architected a new "ECG Data Pipeline" to perform mass extract targeted deidentified data. 4) Developed strategy to link data through the Clinical Research Database (CRDB).</p>				
<p>Next Steps: 1) Complete configuration and testing of "ECG Data Pipeline". 2) Review extracted data samples with research team. 3) Review available narrative fields to determine if any should be analyzed with cNLP. 4) Initiate first full pipeline analysis.</p>				
Use of ED notes in Predictive Models for Admissions to CCU	Principle Investigator: Drs. S. Tootooni, K.Bobay (PARKS) Assigned: Various ICR staff	Health	New	Current
<p>Institutional Impact: This project utilizes cNAE/cNIE technologies (or traditional NLP technologies) in the assessment of Emergency Department (ED) "chief complaints" for use in models that predict admissions to critical care units. Project goals are (in no specific order): 1) Map ED chief complaints from free text to a structured table. 2) Assess use of cNAE/cNIE technologies in development and implementation of real-time predictive clinical models. 3) Develop model(s) for early prediction of admission to ICU using structured and unstructured (chief complaint) ED data. 4) Assist in test/debug of cNAE/cNIE applications (e.g., engines and utilities).</p>				
<p>Recent Activity: 1) Held demonstration and training sessions for PI and research team. 2) Provided required API access-keys for all users. 3) Provided access to the production cNLP engines at https://cnlp.luc.edu.</p>				
<p>Next Steps: Follow-up with PI to determine if any assistance or follow-up support is required at current time.</p>				
ICR Research DB Server Replacement	Principle Investigator: Ron Price Assigned: Steven Birch	Health	New	Current
<p>Institutional Impact: This infrastructure project replaces two legacy research database servers that have reached hardware "End of Life" support. New/Replacement servers provide additional performance and storage capacities.</p>				
<p>Recent Activity: 1) Inventoried existing servers and associated software, and installed and configured all associated software. 5) Initial test data migration performed. 6) Teams configured backups in the new environments.</p>				
<p>Next Steps: 1) Plan final migration. 2) Decommission legacy servers.</p>				

RESEARCH COMPUTING SERVICES, cont'd

CTSA/ITM Leaf Application Development and Testing	Principle Investigator: Dr. Kathy Bobay (PARKS) Assigned: Ron Price, Steven Birch	Health	
		Prior	Current
<p>Institutional Impact: This project is part of an on-going effort funded via a CTSA award through the University of Chicago's Institution for Translational Medicine (ITM). The goal of the project is to create an OMOP-based clinical data repository that can be accessed via an open-source patient cohort discovery tool (LEAF) developed by the University of Washington. The LEAF application operates in a "federated" manner allowing researchers across the ITM to discover patient cohorts across participating institutions. Beyond Loyola, current ITM participating institutions with LEAF installations includes the University of Chicago and RUSH. This is a long-term development effort, and the LEAF is not expected to be operational before sometime late in CY2022. LEAF data will be fully de-identified.</p>			
<p>Recent Activity: 1) University of Chicago, RUSH and Loyola complete basic federated query testing using synthetic data. 2) Loyola supports development of the required OMOP database schemas and the associated mapping of OMOP "concepts". 3) Informatics and LEAF/OMOP workgroups meet every two weeks. 4) LUC received first set of "redlines" relating to the ITM MOU (data sharing) agreement.</p>			
<p>Next Steps: 1) Continued ITM Informatic/LEAF workgroup meetings. 2) Support completion on ITM MOU. 3) Plan required identity and authentication needs associated with the federated LEAF instances. 4) Begin discussions with ORS and IRB relating to any concerns or needs with the overall LEAF implementation.</p>			

Innovations in clinical natural language processing (cNLP)	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price, Jason Boyda	Health	
		Prior	Current
<p>Institutional Impact: Electronic health record (EHR) narrative notes contain rich data about patient care and comprise approximately 80% of the EHR's content. These data are difficult to access and analyze without tedious and costly manual chart reviews. These new clinical natural language processing (cNLP) and clinical inference engines eliminate the barriers of previous cNLP products, namely the lack of near real-time performance and the need for extensive hardware and technical expertise. These innovations can be used in real-time, and in a wide range of use cases including, but not limited to, the following: care coordination/population health; quality improvement; clinical decision support; and research. cNLP technologies are:</p> <ol style="list-style-type: none"> 1. Clinical Natural Language Processing Analytics Engine (cNAE) 2. Clinical Natural Language Processing Inference Engine (cNIE) 			
<p>Recent Activity: 1) Established internal "production" and "development" cNAE/cNIE engines at https://cnlp.luc.edu; 2) Conducted a Department of Medicine "Grand Rounds" demonstrating the cNAE; 3) Conducted background presentations on the cNAE/cNIE to new PARKS faculty and students; 4) Began development of a graphic user interface (GUI) application for the developed command line utility programs; 5) Developed a benchmarking and "stress testing" utility that has conducted more than 700M cNLP analyses; and 6) Received acceptance of an application to conduct a cNAE/cNIE workshop at the AMIA 2022 Clinical Informatics Meeting to be held in Houston on May 24th, 2022.</p>			
<p>Next Steps: 1) Continue work on the GUI-based cNAE/cNIE "Toolbox" application; 2) Roll-out GUI application to MNSON and PARKS select faculty for evaluation and feedback; 3) Plan and conduct an internal "mock" AMIA workshop session scheduled April 13; 4) Complete development of AMIA workshop materials (e.g., PPT, website, engines, etc.); and 5) Continue to work with ORS/Technology Transfer to develop future licensing strategies.</p>			