Major Initiatives for the Year:

1. **Policy & Guidelines:**
   
   a. **Messaging to Groups** – The policy was approved by Loyola Conference in October 2013. It was developed to address the need to efficiently and effectively manage the electronic communications that are delivered to groups (lists) within the University. Guidelines for list ownership, list membership (voluntary, involuntary), communication channels (voice mail, e-mail, SMS, portal) and the approval process for content to be distributed are all addressed within the policy. To submit a message for distribution to a University group, please visit the following portal page: Click Resources > Technology > Our Services > Special Services > Messaging to Groups (https://inside.loyola.edu/site/techservices/lists/Mass%20Communications%20Request/AllItems.aspx)

   b. **Data Classification Addendum to the Information Security Policy** – The addendum contains additional policy and guidelines for classifying data elements based on their confidentiality requirements, and for classifying data collections and information systems based on their confidentiality, integrity and availability requirements. The addendum was added and an inventory of all University systems containing personally identifiable information (PII) was started. [http://www.loyola.edu/~media/department/technologyservices/documents/policies/dataclassificationpolicy.ashx](http://www.loyola.edu/~media/department/technologyservices/documents/policies/dataclassificationpolicy.ashx)

2. **Technology Project Portfolio:**

   For the second year in a row, the technology project request process was aligned with the annual capital budget cycle. Together, Technology Services and Facilities used the Capital Budget Formation process to evaluate each proposal based upon the ROI the project would bring to the University or its alignment with University goals. The project scorecard was modified this year to look for projects that provided opportunities for cost savings or revenue generation in alignment with the New Way of Proceeding initiative. A desirability rating was calculated for each project and was used to determine the rankings. The desirability score (used to prioritize projects within the three established classes of approved projects: 1-Quick Win; 2-Large/Strategic; 3-Nice to have) is derived via a ratio of Cost/Benefit (weighted by TSAC), Risk/Reward, and Risk Exposure (Risk/Cost).
a. New this year was the process of using the subcommittees of TSAC to score the proposals. This provided the opportunity for increased transparency into the project selection and ranking process for each subcommittee. Once ranked, proposals were submitted for final approval to TSAC then the President’s Cabinet for funding approval.

<table>
<thead>
<tr>
<th>DIVISION/DEPT.</th>
<th>DESCRIPTION</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Development</td>
<td>Maxient Data Management</td>
<td>$12,500</td>
</tr>
<tr>
<td>Student Development/Disability Support Services Business &amp; Finance/Events</td>
<td>Scoreboard Closed Captioning</td>
<td>$12,500</td>
</tr>
<tr>
<td>Student Development/Athletics</td>
<td>ARMS- recruitment, team mgt., compliance, operations, reporting</td>
<td>$22,500</td>
</tr>
<tr>
<td>Advancement &amp; Enrollment Management</td>
<td>Academic Works – Scholarship Management</td>
<td>$18,500</td>
</tr>
<tr>
<td>Advancement</td>
<td>Phonathon system upgrade</td>
<td>$50,000</td>
</tr>
<tr>
<td>Academic Affairs/SSBM</td>
<td>Recruiter CRM</td>
<td>$12,500</td>
</tr>
</tbody>
</table>

b. Technology project requests not requiring capital funding can be submitted throughout the year. The Change Advisory Board evaluates each for potential impact prior to submission into the portfolio.

c. A caution from the CIO was given regarding divisions/departments that bypass the published process and procure technology solutions without assistance from Technology Services. Risks include: duplication of software already licensed by Loyola, data privacy, compliance (FERPA, PCI-DSS, ADA), satisfactory service level agreements and an exit strategy.

d. The Project Management Office (PMO) delivered a master Gantt chart for all FY15 projects.

e. The PMO published a monthly newsletter, “PMO Post It,” which provided a status of all University technology projects.

f. The PMO reported in FY14: 26 university projects completed (65%), one project placed on hold and 13 extended into FY15. For a detailed accounting of the FY14 portfolio, please visit [insert URL].

3. **Smart Printing (Managed Print & Copier Solution)** – Konica Minolta has been selected to provide the outsourced solution. Over 300 personal and departmental printers/copiers with ~110 multi-function devices strategically located around the four Loyola campuses will be replaced. Legacy printers and copiers are being replaced with Konica Minolta multi-function devices (print, scan, copy, fax) that operate at a fraction of the cost and are managed by the vendor. During the migration, each department is interviewed to determine their usage patterns, volume and annual spend each year. All faculty, staff and students will have access to these devices by submitting their print jobs via a print request or email request (if using a mobile device). Print jobs are processed by providing their login credentials or swiping their Loyola ID card once the user has authenticated to the multi-function device. Employee printing is charged to the respective department GL and students to their Evergreen Print Allocation account. The project was paused in May to enable the vendor to address outstanding technical issues then resumed in mid-June.

4. **Data Security** – Several initiatives focusing on end-user awareness and securing personal computing devices were kicked off during the year to better manage our data loss risk.

   a. **Virtual Desktop Interface (VDI)** – Virtual desktops enable the entire end user desktop session to run from the Data Center, keeping all restricted data within the confines of this
highly protected environment. This negates the need for data to travel across the campus network, potentially being “sniffed,” and be stored on a local C: drive or USB drive. This enables the University to keep its data in one secure location—the Data Center. A pilot was run using VDI for multiple-use cases including remote access users, SAS and the Writing Center.

b. **Hard Drive Encryption**—All desktop and laptop computer hard drives were encrypted over the past year to prevent the loss of data if the device was lost or stolen.

c. **Cyber Security Awareness**—Internet threats, such as Phishing attempts, malware and virus examples, have increased. The Committee was made aware of the threats throughout the year in order to raise awareness on behalf of our user populations to prevent inadvertent data loss and blacklisting of the University email system. Informational security videos for end users were made available on the Technology Services Security website.

d. **Password Self Service**—A new utility was introduced. All new Loyola users are encouraged to sign up for it, so they can reset their personal password without assistance from the Help Desk.

e. **Next Generation Client Computing Environment**—A roadmap was presented for future access to University systems by end users wanting to bring their own devices (BYOD) as well as Loyola-owned computers.

f. **Windows and Mac computers** are in the process of receiving additional software to further protect them from malware and unauthorized access. Staff and admin computers will receive the software changes first with faculty computers being addressed later.

5. **Lync Loyola**—This project is designed to replace the aging University PBXs that serve our telephone system. Since telephones are a critical infrastructure service, Technology Services has carefully selected Microsoft Lync 2013 software—a solution that is scalable, secure and reliable. A year-long pilot of the software and telephone handsets was executed in 2013-14 when many bugs were worked out. The staff developed a phased implementation plan for the entire University which spans the coming three years.

6. **Paperless University**—The Records office worked with the Paperless Team to develop online smart forms for graduation application, grade submissions and mid-term grade deficiency reporting.

7. **iGoForth II: Mobile Fire**

The second annual mobile app development contest for students was a success. Four teams competed for cash prizes and bragging rights. The winning app was called “Fitness & Aquatic Center (FAC) Tracker” which gives the mobile user the ability to check on usage volume in the FAC before going in for a workout. Information on club sports, intramurals, group exercise and FAC hours of operation are also available. The second place team created LoGo (Loyola on the Go), an app that provides safety information such as street smarts, on-campus safety tips, alcohol and drug safety and sexual misconduct.

http://www.loyola.edu/department/technologyservices/igoforth.aspx
Subcommittees:

**Academic Technology Committee (ATC)** – The annual report for this Committee was submitted by Louise Finn.

**Accessibility Task Force (ATF)** – The annual report for this Committee was submitted by Marcia Wiedefeld.

**Administrative CORE Team (ACT)** – The annual report for this Committee was submitted by Dave Skica.

Major Initiatives for the Coming Year:

1. Technology Accessibility Policy
2. Moodle Course Retention Policy
3. Continued Data Loss Risk Management
4. Faculty Technology Grant program enhancements
5. Moodle Metrics

Committee Membership & Meetings:

**Academic Affairs**
Ilona McGuiness
Deb Herman
Lorie Holtgrave
Rita Steiner

**Business and Finance**
Facilities
Helen Schneider
Jillian Edelen
Patrick Kelley
Sam LaMagia
Jennifer Wood

Finance
Jare Allocco Allen
Michael Mansfield
Van Pham

Tech Services
Becky Kelley
Helen Aberle
Elena Bozylinski
Scott Sax
Jessica Smith
David Skica
Jason Youngers
Louise Finn
Business and Finance (cont’d.)
Patrick Donohue
Rich Sigler
Steven Fox
Tom Podles
Tracy McMahon
Sal Lenzo

LNDL
Charles Lockwood
Barbara Preece

Office of Executive VP
Administration
Joan Flynn
Michael LaFave
Kathleen Parnell
Jennifer Rowley
Advancement
Ian Webster
Jennifer Martinez
Matthew Brancheau
Enrollment Management
Amy Filardo
Mark Lindenmeyer
Student Development
Megan Rowe
Marcia Wiedefeld

Faculty
W. Ethan Duckworth
Suzanne Keilson
Sara Magee
Monica Phelps
Alison Papadakis
Jeremy Schwartz
Jinghua Wangling

Staff
Josephine Munoz
Brandon Larche

Students
David Fox (2014)

The Committee met for an hour and a half each month throughout the semester – September, October, November, January, February, March, April and May. The CIO set the agenda each month and produced
the meeting minutes. All Committee documents are maintained on the TSAC Team site, and this report will be available on that site as well.