Major Initiatives for the Year:

1. The draft Information Technology Accessibility policy was received from the Academic Technology Committee and discussed, edited and prepared for submission to the Cabinet. Upon consultation with Susan Donovan it was first routed to legal counsel for review and recommendations.

2. Technology Services Guiding Principles – non-technical in nature, they were published in order to communicate our goals as we work with our Loyola colleagues;
   a. To focus on improving the customer experience in keeping with the Jesuit values we aspire to embody;
   b. To connect with our customers by always associating our work with the mission of Loyola and the success of our students;
   c. To communicate with one voice in terms that are easily understood by all and to engage our customers for feedback and input into our overall performance.

3. Technology Services –Business Process Office was created to expand upon the work started in the Paperless University project under the direction of Pete Farrell and Helen Aberle. Business process analysis is a methodology of examining the major business processes within or across any division or department(s) to determine the pain points, bottlenecks, choke points and overall inefficiencies within the process. Next, a new process is designed that streamlines the routing of the work, utilizing automation, electronic workflows and work queues to create a more efficient operational process. The NWOP initiatives called for a reduction in costs and BPA is a great tool to achieve this. This team can visit any department and work with them to streamline their business processes.

4. Technology Project Portfolio
   a. For the third 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 further modified this year to look for projects that provided opportunities for cost savings or revenue generation in alignment with University strategic goals and NWOP initiatives. 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).
b. The practice of using the subcommittees of TSAC to score the proposals was continued this year. 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 in the spring.

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Division</th>
<th>FY 2016 Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiter CRM-Image Now Project</td>
<td>Enrollment Management</td>
<td>$30,000</td>
</tr>
<tr>
<td>Catalogue Publishing System</td>
<td>Academic Affairs</td>
<td>$0</td>
</tr>
<tr>
<td>Implementation of Electronic Submission for BRT Dossier</td>
<td>Academic Affairs</td>
<td>$0</td>
</tr>
<tr>
<td>Ongoing funding for faculty with extra computational needs</td>
<td>Academic Affairs / Business &amp; Finance</td>
<td>$30,000</td>
</tr>
<tr>
<td>Paperless University - UG Financial Aid</td>
<td>Enrollment Management</td>
<td>$12,500</td>
</tr>
<tr>
<td>TV Studio Equipment Upgrade</td>
<td>Academic Affairs</td>
<td>$20,000</td>
</tr>
<tr>
<td>iModules Assessment and Review</td>
<td>Advancement</td>
<td>$80,000</td>
</tr>
<tr>
<td>Contract Management Solution</td>
<td>Business &amp; Finance</td>
<td>$70,000</td>
</tr>
<tr>
<td>VoIP Public Safety Integration</td>
<td>Administration</td>
<td>$20,000</td>
</tr>
<tr>
<td>StarRez Mobile App</td>
<td>Student Development</td>
<td>$5,000</td>
</tr>
<tr>
<td><strong>Total University Technology Capital Project Portfolio for FY16</strong></td>
<td></td>
<td><strong>$267,500</strong></td>
</tr>
</tbody>
</table>

*Funding was provided by the Records Office
**The funding request was postponed for one year, although a solution was pursued.

c. 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.

d. The Project Management Office (PMO) delivered a master Gantt chart for all FY15 projects, however we faced many challenges with shifting priorities and resource allocation constraints, causing projects to be placed on hold or postponed until FY16.

e. A project slotting system was introduced in order to provide a visual aid in planning resource assignments to projects over the course of a year.

f. The PMO published a monthly newsletter, “PMO Post It,” which provided a status of all University technology projects. Distribution of the newsletter included the Cabinet, TSAC, ATC and the CORE committees.

g. The PMO reported in FY15: 14 university projects completed (33%), 8 projects were placed on hold, 6 removed and 11 extended into FY16.

h. Please note: divisions/departments that bypass the published process and procure technology solutions without assistance from Technology Services are introducing risk
to the University which include: duplication of software already licensed by Loyola, data privacy, compliance (FERPA, PCI-DSS, ADA), satisfactory service level agreements and an exit strategy.

i. **Smart Printing** – the project continued throughout the academic year and wrapped up at the end of summer 2015. All faculty, students and staff are now able to use the system. The University is already seeing a significant savings in print/copy costs in using the new devices. Departmental chargebacks have been automated and detailed monthly GL reports are available online. More info is available here; [http://www.loyola.edu/department/technologyservices/services/printingcopying](http://www.loyola.edu/department/technologyservices/services/printingcopying)

j. **LND Library**

   a. Introduced a new tool called Curriculum Builder which provides faculty with the ability to upload documents to their Moodle course site. Usage metrics are available and a “Lib Guide” was created to provide “how to” instructions for faculty.
   
   b. Smart Printing was introduced in the Library with the ability for Loyola students and staff to card swipe for printing/copying.
   
   c. Through a collaborative effort between the Library and Technology Services, a Technology Plan for the Library, 2015-2019 was developed over the spring semester.

k. **Lync Loyola** – This project is designed to replace the aging University PBXs that serve our telephone system. A phased implementation plan for the entire University which spans three years kicked off. Technology services piloted the new phones and Voice Over IP (VOIP) system over the fall months. A pilot group of 50 end users received and tested the phones providing feedback to the project team during the winter and spring. During the summer months, 1040 phones were placed in offices for faculty and staff. In August, 430 phones were migrated to the new VOIP system. The remaining group will be migrated in October. This will complete Phase 1. Phase 2 & 3 will included emergency phones, conference and classrooms, elevators, etc. More info is available here; [http://www.loyola.edu/department/technologyservices/services/lync](http://www.loyola.edu/department/technologyservices/services/lync)
I. Loyola Website Updates

   a. Marcomm introduced Loyola Today, a new feature within the Inside Loyola portal that provides Campus Notes and Announcements. It was developed as a replacement for Newshound.
   b. Marcomm kicked off a year-long project in the spring to audit the University web pages to optimize the search engine and perform accessibility enhancements. Content owners are involved and additional usability enhancements are being implemented.

Subcommittees:

   Academic Technology Committee (ATC)
   The annual report for this Committee was submitted by Ethan Duckworth & Louise Finn.

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

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

Major Initiatives for the Coming Year:

1. Continue Data Loss Risk Management & Cyber security Awareness
2. Technology Accessibility Policy
3. Project Portfolio Management
Committee Membership & Meetings:

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

**Business and Finance**
*Facilities*
Helen Schneider  
Jillian Edelen  
Patrick Kelley  
Sam LaMachia  
Jennifer Wood
*Finance*
Jare Allocco Allen  
Michael Mansfield
*Tech Services*
Helen Aberle

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

**LNDL**
Barbara Preece  
Charles Lockwood  
Danielle Wren Johnson

**Faculty**
W. Ethan Duckworth  
Sara Magee  
Jeremy Schwartz  
Jinghua Wangling  
David Marcovitz  
George Hall

**Staff**
Josephine Munoz  
Brandon Larche

**Students**
Dylan Johnson ‘15
The Committee met for an hour and a half each month throughout the semester. The CIO set the agenda and produced the meeting minutes. Subcommittee updates were received each month as a part of the meeting. All committee documents are maintained on the TSAC team site, and this report will be available on that site as well.