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Since my arrival on campus in the summer of 2006, I have been witness to astounding growth related and unrelated to technology. The William H. Hannon Library, the new Life Sciences Building, changes to the core curriculum, and the introduction of the four-unit curriculum are all significant changes implemented with a common goal of increasing the already-excellent quality and rigor of the academic and intellectual life at LMU.

The champions of those ideas, from conception to actualization, shared the restlessness and drive to make Loyola Marymount University a “better version of itself.” Upon first hearing this phrase in a convocation address by Fr. Lawton, the 14th president of LMU, I did not fully “grok” the sentiment. Over the past half-decade, though, I have learned and experienced what this feels like. And the staff of Information Technology Services not only collectively manifests this restlessness but also informs and adds to it in many ways. When I recently polled my leadership team about the values driving the staff of ITS, each person explicitly indicated that some form of this restlessness is a common thread woven through our team.

The results of this healthy restlessness and drive to serve and improve are found in many of the accomplishments during Fiscal Year 2015. The Network Services team implemented two 10 GB fiber-optic links (incidentally putting LMU in league with high-research universities) out of a desire to both provide a quintessential current technology experience at LMU and to future-proof the university. The Academic Technology team has developed and nurtured partnerships with faculty from across many academic departments to imagine and implement new and updated learning spaces on campus. Countless people and teams across the Westchester and Loyola Law School campuses were driven by the notion that the Loyola Law School’s students, faculty, and staff would benefit from migrating to a new student information system. As I was personally involved in each of these projects, I can attest to a shared restlessness between the stakeholders in these projects, leadership within ITS, and most importantly, staff on the front line, from whom many of these ideas truly originated.

Knowing how this annual report reflects accomplishments borne of an authentic desire to improve the LMU experience for the broad range of technology stakeholders at LMU, I could not be more delighted to share this year’s annual report.

As always, thank you for your support.

Patrick Frontiera
Vice President,
Information Technology Services
Classroom Upgrades

This fiscal year, Classroom and Creative Services worked with constituents across the University to upgrade 23 classrooms and bring 15 new innovative, active learning classrooms to LMU. The College of Communications and Fine Arts (in Foley 210), Seaver College of Science and Engineering (in Life Sciences Building), and the College of Business Administration (in Hilton 304) are now home to updated, flexible classroom spaces. In addition, new active learning furniture has been installed in nine general purpose classrooms in University Hall. These spaces are now easier to arrange for group work, class discussions, presentations, and more. Furniture was chosen using student and faculty feedback gathered from the Information Technology Services Survey and Classroom Furniture Showcase.

All 110 general purpose classrooms also received upgraded computers, reducing login times from four minutes to under one.

“The flexibility in Foley 210 to arrange and re-arrange spaces for dialogue and creative work enhanced the explorations about epistemology that our graduate students were having in preparation for their masters research projects.”
– Debra Linesch, Professor, Family & Marital Therapy

“The work [ITS] did on upgrading Hilton 304 was first rate. The state of the art technology installed is making an important contribution to providing our students with a robust learning environment.”
– Richard M. Stafford, Director, Executive MBA Program
School of Education
Online Excellence Initiative

The Information Technology Services Project Management Office partnered with faculty and staff in the School of Education to implement processes and technologies to ensure that existing and new online courses are delivered at the level of quality that students have come to expect in traditionally delivered courses. This success evidences the Project Management Office’s capacity to affect positive change in non-traditional academic technology initiatives.

Video Capabilities

Academic Technology Services expanded Classroom Capture (Echo360) to 108 spaces on campus, allowing faculty to record their classes for later review. In Academic Year 2012-13, this capability was only available in 17 spaces. Academic Technology Services also implemented a more seamless integration between Kaltura (LMU’s private YouTube-like service) and MYLMU Connect (Blackboard), making it easier for faculty to import video content into their MYLMU courses.

Echo 360 in 2015

- 22 Faculty certified via SOE eDesign training
- 13 SOE courses and/or online modules completed and formally peer-reviewed
- 9 SOE courses and/or online modules completed and informally peer-reviewed

Echo 360 in 2012-13: 487 recordings, 3705 views

1596 RECORDINGS

17,690 VIEWS
10 GB Student Network

The ITS Network Services team, in collaboration with the Los Nettos Consortium (LMU's Internet service provider), implemented a new 10 GB optical student network, and are currently implementing the same capacity for the faculty and staff path to the internet. This network provides 10 times more bandwidth than was previously available, and puts LMU at the leading edge of colleges and universities.

Box Enterprise Cloud Storage

Information Technology Services implemented Box to enable where-you-are and what-you-use collaboration for LMU's faculty and staff. Box was chosen after a comprehensive selection process that included focus group conversations with faculty and staff. After going live in December 2014, Box already has been adopted by nearly 1500 faculty and staff. By January 2016, Box will replace all departmental (G:\) and personal (F:\) networked drives on campus.

“Box has allowed our department to collaborate at a higher level and with other colleagues from around the university and externally.”
– Trevor Wiseman, Associate Director of Resident Services
Wireless Authentication

In FY 2015, the Network Services team implemented Aruba ClearPass, a new wireless authentication and management tool with excellent security and auditing features. ClearPass has streamlined the network login process, a key feature as students, faculty, and staff connect multiple, diverse devices to the network. ClearPass has also simplified guest wireless access and made the connection process more user friendly.

Internet2 Membership

LMU joined Internet2, a consortium of over 250 international institutions who create and collaborate via innovative technologies. Membership in Internet2 has resulted in significant savings on LMU's Box contract, and the University joining eduroam, which gives members secure wireless network access at institutions across the globe, using their home institution's credentials.

Cloud-enabling Infrastructure

Information Technology Services implemented and expanded application infrastructure that allows for more real-time integration between systems, whether they are on-premise or hosted in the cloud. The Decision Support team implemented Talend, which provides leading edge ETL tools and will enable the university to ultimately leverage “Big Data.”

Implementing the new StarRez REST API feature, together with Banner Event Publisher, allowed ITS to replace a daily batch load of a massive student demographic file with a targeted integration that sends only changes, captured in real time. A newly committed student can now be provisioned in StarRez within 10 minutes, compared to as much as a day and a half with the old interface.

Secondary Outbound Path

The Network Services team worked with the Los Nettos Consortium to implement a secondary path to the Internet. Critical web services now have a geographically-redundant link to the internet, adding resiliency and redundancy to LMU's network. Each path acts as a failover to the other, so internal or external disruptions to internet service will be easier to remediate.
Athletics ticket sales management

The Athletics Ticket Sales implemented a new ticketing system to promote online ticket sales, summer camp registration and provide CRM and marketing capabilities. The new system has proven easy to use, has increased individual and season ticket sales, improved marketing opportunities and reporting capabilities as well as automated reconciliation. Students, Faculty and Staff can swipe their OneCards to attend events and community members can buy tickets online.

- 34% increase in percentage of total Men's Basketball Game Day ticket revenue via internet sales
- 18% increase in percentage of total athletics ticket revenue via internet sales
- $21,672 annual revenue savings in Summer Camp registration

“The new ticketing system has been a game changer for us. Our previous system essentially allowed us to sell tickets via walk up to our box office and/or by phone and that was about it. Since we’ve implemented the TicketsWest system we have gone from a fulfillment house to a full fledged sales office. In doing so we have seen an increase in both revenue and efficiency. It has allowed to do a better job of marketing and selling our programs and has helped us increase our customer service. Additionally, we have been able to extend this resource to the College of Fine Arts which has allowed them to sell their events online for the first time, saving time and resources for them. Working on this project with ITS was an extremely positive experience. Josh, Kristine, and Matt were diligent and professional and we could not have done this without them.”

– Jason Hanchar, Assistant Athletic Director, External Business Development & Sport Properties
Continuing student relationship management for first year experience

Under the guidance of the CRM Phase Two Steering Committee, Information Technology Services and First Year Experience implemented an “early warning system” that enables the First Year Experience office to quickly identify students who may need outreach or support. The system facilitates communication and collaboration with groups across campus that, together, ensure that LMU’s students are effectively supported.

CRM for graduate admissions

Information Technology Services partnered with Graduate Admissions to implement a new Admissions application in conjunction with a Constituent Resource Management application, the latter of which will facilitate engaged communications with graduate programs’ prospects and applicants. Active, engaged management of prospect and applicant relationships are in alignment with theme two of the University’s strategic plan—strengthening and developing impactful graduate and professional programs.

Banner security implementation

The Information Security team and the Office of the Registrar lead a migration to a new role and class-based implementation of Banner Security. This new security implementation within Banner enables a much more robust way of providing access to appropriate users of the Banner application.

FacilitCAD

Along with Facilities Management, ITS implemented a space management tool called FacilitCAD. Facilities Management’s use of this tool means that, for the first time, LMU has a “single source of truth” for storing and retrieving space-related data. This technology proved indispensable in empowering the Space Planning Task Force to make recommendations to the Provost about imminent space re-allocation initiatives.

E-business suite migration

The E-Business Suite was migrated from a legacy server that was costly to maintain and is being de-supported to a new virtual server. This migration was the result of careful planning, implementation, and testing by the programmers, analysts, database administrators, systems engineers, and application users. The performance of the application has also increased with the new platform.

Symplicity upgrade for career and professional development

Information Technology Services partnered with Career and Professional Development to re-implement Symplicity, the software application that enables Career and Professional Development’s business processes. The software implementation followed on a successful business process re-engineering engagement between CPD and Information Technology Services’ Planning and Architecture group.
System integrations and shared services

Over twelve different departments across LMU and the Loyola Law School have been working together to migrate the Loyola Law School to the campus-wide Banner student information system. A major milestone was reached in July 2015 when Loyola Law School students used the new course registration system to successful enroll for Fall 2015 classes. This event was the culmination of the implementation of all major Banner modules (Student Accounts, Financial Aid, General Person, Student) for the Loyola Law School campus and significant regression testing efforts on the Westchester campus.

Concurrent with the Loyola Law School Banner implementation, Information Technology Services at LMU has been working with ITD at the Loyola Law School to implement a shared services approach to more efficiently provide IT Services to faculty, staff, and students at the Loyola Law School. On June 1st, accountability for Help Desk and Desktop Support services formally transitioned to ITS. Additional transitions are scheduled to occur over the summer and through the fall semester.

“Transitioning to Banner is already alleviating the burdens and risks of maintaining our student data in an obsolete system. It has also catalyzed partnerships between law school and university student services departments. Being in a well-supported and well-maintained data system, and collaborating with our Westchester colleagues who are savvy and experienced Banner users, will enable us to provide continued excellent service to our faculty, students, and colleagues on the Albany campus.”

– Priya Sridharan, Associate Dean for Student Affairs, Loyola Law School
• AJCU Conference of Information Technology Management
• Bb Transact
• Bb World
• BoxWorks
• Broadcast Education Association
• Business Analyst World
• CCNA
• Cisco Training
• CiscoLive Conference
• Communication Skills for Women
• Convergence (MS Dynamics) 2015
• CRM Upgrade Training
• CRMUG Summit
• Computer Users in Education
• Data Domain training
• Directors of Educational Technology/California Higher Education
• Educause
• Educause Learning Initiative
• Ellucian Live! 2015
• Emerging Technology Conference
• Evisions Ellucian Pre-Conference
• Extron Certification
• Graph Data Modeling
• HP Academic Summit

• InfoComm
• Inspire (Nolij) 2015
• Internet2 2014 Technology Exchange
• Intro to APEX training
• ITIL Training
• Java SE 7 Programming
• Los Nettos Cisco Transport Planner training
• MS Dynamics CRM Black Belt Training
• NAB
• New Media Consortium
• NonSQL Now Conference
• OHUG Global Conference 2014
• Online Learning Conference
• ProjectWorld
• R12.x Extend Oracle Applications: Building OA Framework Applications Ed 1
• Red Hat Summit
• Southern California CDO Executive Summit
• Talend Training
• TDWI Executive Forum
• TouchNet ComTEC 2014
• UC Berkeley - CIO Institute
• VDI Seminar
• VMware 5.5 training
• Women in Technology Summit
• Workforce Vision Conference