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Loyola Marymount University’s strategic plan, “Forming Leaders who Transform the World,” presents a vibrant vision for the future of LMU and offers a roadmap for how LMU might evolve and grow to realize these ambitious goals. The ITS Strategic Plan, completed in June of 2013, sets out technology-related objectives and strategies that support university objectives outlined in “Forming Leaders who Transform the World.” In Fiscal Year 2014, Information Technology Services contributed to the actualization of some specific objectives within LMU’s strategic plan.

LMU’s strategic plan calls for “Excellence in Transformative Undergraduate Education.” One of the action items articulated is for faculty to “leverage appropriate technologies to enhance the effectiveness of educational programs.” With this in mind, in the Academic Year 2013-2014, Information Technology Services continued to partner with faculty to introduce and expand services that enrich the experience of faculty and students at LMU. Throughout the year, the Academic Technology Team worked to equip 100% of registrar-scheduled rooms with classroom capture capabilities, reaching its goal this summer. This means that in any of these spaces a professor could elect to record the lecture, which would then be automatically made available to students on MYLMU Connect. A second major accomplishment was LMU faculty and students’ growing adoption of Kaltura, LMU’s video distribution service (i.e. a private YouTube). The use of this service grew at an astounding rate. The Academic Technology team’s partnership with the William H. Hannon Library librarians yielded a more accessible and holistic approach to providing LMU students support with both technology-related and library-related questions or issues. The partnership also provided support to the new First-Year Seminars, where writing instructors partner with LMU faculty to deliver a rigorous initial academic experience to freshmen. All of these accomplishments were initiated in the IT Strategic Plan, and all help LMU in providing “Excellence in Undergraduate Education.”
The final theme of the university strategic plan, “Promoting Competitiveness and Accountability,” focuses on excellence and accountability and calls LMU to “high standards of operational excellence.” In the Fall of 2013, the Human Resources department went live with a Self-Service Benefits Enrollment system that increases data quality by eliminating duplicate data entry, drastically reduces the amount of paper required to fulfill the benefits enrollment process, and provides employees with real-time results. A relatively new team within Information Technology Services, the Business Analyst team, worked closely with Career Development Services to re-implement the Career Services system based on a thorough business process analysis and improvement exercise.

This accomplishment also directly supports the call to “strengthen support for students’ post-baccalaureate success,” found in the “Excellence in Transformative Undergraduate Education” theme. Finally, the ITS Project Management Office supported the School of Education as it increased its portfolio of high-quality online and hybrid courses, which is a key aspect of the School of Education’s strategic plan.

All of these accomplishments have been made possible by strong partnerships between Information Technology Services and faculty, staff and students. This collaboration will continue to develop ways in which technology helps to create and sustain superior learning experiences for LMU’s students.
INTEGRATION OF CLASSROOM IT AND A/V SUPPORT
On a daily basis, LMU faculty use classroom capture, WebEX conferencing, Kaltura video storage, and many other technologies in classrooms across campus. To provide faculty and their students with the best learning environment possible, a classroom’s audio/visual components must work seamlessly with information technology. It is with this goal in mind that, in February 2014, the Classroom Management Office (CMO) combined with Academic Creative Services and the lab support team to create a new department within ITS called Classroom & Creative Services. This team is now responsible for providing design, maintenance, and support of learning spaces and consultation on all audio/visual systems on campus.

SOFTWARE VIRTUALIZATION
Infrastructure Services and Academic Technology Services collaborated to create and deploy software virtualization, allowing students to access LMU-owned, Windows-based software titles. This reduces dependence on physical labs throughout the University and allows for location-independent access to necessary software. A pilot program with 40 students accessing SPSS statistical software was highly successful in Spring 2014.

MYLMU CONNECT UPGRADE
MYLMU Connect is the backbone of LMU’s Instructional Technology infrastructure. In summer 2014, it was transitioned from an internally hosted server to the cloud, a service provided by Blackboard, which powers MYLMU Connect. The environment is stable in the latest version of the software, with additional components for Content Management, ePortfolios, and Community Engagement scheduled to be added in FY 2015. The transition to the cloud ensures availability during emergencies and will save the University approximately $200,000 in storage and personnel.

MYLMU CONNECT USAGE TRENDS

<table>
<thead>
<tr>
<th>FY 2013</th>
<th>FY 2014</th>
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<tbody>
<tr>
<td>46%</td>
<td>51%</td>
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Percentage of all University courses using MYLMU Connect
ACADEMIC TECHNOLOGY SERVICES

LIBRARY COLLABORATION

In an effort to improve the support services that enhance the mission and goals of the University and its academic units, the librarians in the William H. Hannon Library worked with the Instructional Technologists and Classroom & Creative Services to develop information literacy modules. These modules are now integrated into the new First-Year Seminars through MYLMU Connect.

Library collaboration continued at the beginning of the Spring 2014 semester, when the Student Help Desk moved from its home in the lower level of the Von der Ahe building to a more visible, student-friendly location on level two of the Library. The Student Help Desk and the Library combined a number of services at this new location, now called Tech on 2, to better serve students’ technical support needs.

ONLINE VIDEO DISTRIBUTION AND STORAGE

To improve the consistency of video distribution and storage at LMU, ITS expanded Kaltura to a site license for video content on campus. All students, faculty, and staff can access Kaltura through both MYLMU Connect and the Kaltura portal. Users are able to embed and share their videos, post private videos, and store large collections for an extended period of time. Faculty can use Kaltura to create video assignments directly within MYLMU Connect.

KALTURA SNAPSHOT 2014

17,153 ASSETS UPLOADED

1.5 TB STORAGE USED

150,234 INDIVIDUAL VIEWS

3,188 HOURS VIEWED
INFRASTRUCTURE, INFORMATION SECURITY AND COMPLIANCE

CAMPUS-WIDE WIRELESS ENHANCEMENT

After an explosion of device usage increased demand for wireless access on campus, FY 2014 brought several major successes. An upgrade to the core of LMU’s network provided a new standard of wireless service on campus. Strategic placement of access points across campus was also targeted: each classroom now contains at least one dedicated wireless access point; and the expansion is ongoing.

In FY 2014, access points for wireless A/B/G/N were installed in Doheny, Hannon, Huesman, Rains, and Sullivan residence halls, increasing the number of campus access points to 1,382, almost doubling the 750 access points that were on campus in Fall 2009. Wireless access points will continue to be installed and upgraded, and the number of campus access points will cross the 1,500 mark over the next few years.

In FY 2015, Infrastructure Services plans to increase wireless coverage in public spaces, such as Alumni Mall and the main atrium of University Hall.

WIRELESS INTERNET IN STUDENT RESIDENCES

- Wireless a/b/g in hallways
- Wireless a/b/g/n in rooms
- Wireless a/b/g/n in hallways

Fall 2009

Fall 2010

Fall 2011

Fall 2012

Fall 2013

Fall 2014
INFRASTRUCTURE, INFORMATION SECURITY AND COMPLIANCE

DATA CENTER UPGRADE, REDUNDANCY, AND CONSOLIDATION

To increase redundancy between primary data centers and make more efficient use of University resources, Infrastructure Services and Facilities Management began a project to consolidate three on-campus data centers into one. The newly updated data center will take advantage of the most efficient, environmentally friendly technology and provide excellent uptime for the University computing environment.

The two decommissioned data centers will no longer need to have their HVAC, power, and mechanical infrastructure maintained or upgraded, providing significant savings to the University.

EMERGENCY BACKUP AT THE UNIVERSITY OF SAN FRANCISCO

ITS strengthened its emergency backup partnership with the University of San Francisco (USF) by installing a blade server chassis and new storage appliance. This new equipment allows for future growth and expansion, while reducing the footprint in USF’s data center.

In case of an emergency or extended outage in Los Angeles, seven services are currently being replicated at USF: Oracle eBiz, Banner (student information system), Microsoft Exchange (Faculty and Staff email), Microsoft Active Directory, DNS, and an emergency web page and chat server. For FY 2015, a number of services are being evaluated for addition to the USF backup, including NolijWeb and a tapeless backup strategy, which would allow for instant recovery of virtual services.

COMPLIANCE WITH INFORMATION SECURITY BEST PRACTICES

The Information Security team took the first steps toward ISO 27001 certification by kicking off an assessment of LMU’s Information Security Program. ISO 27001 is a set of Information Security standards that require compliance with rigorous leading practices. Certification assures constituents that those best practices and recommendations have been followed. The certification process is rigorous and is expected to finish in Spring 2016. Upon completion, LMU will be one of the first universities with ISO 27001 certification.
ONECARD SYSTEM MIGRATION
OneCards are essential items on the LMU campus, used for building and office access, library checkout, commerce, and more. The Enterprise Applications and Software team partnered with the Business Services Office to migrate the supporting technology from a Unix platform to a Windows platform during FY 2014. The new platform went live on March 3, 2014, and has created more distributed and redundant support.

HUMAN RESOURCES EMPLOYEE SELF-SERVICE IMPLEMENTATION
With nearly 2,000 faculty and staff at LMU, enrolling employees in benefits was a painstaking process for Human Resources. The Enterprise Applications and Software team worked with HR to eliminate the cumbersome paper application and create an online self-service portal for employee benefits in FY 2014. With a go-live date just before the HR benefits open enrollment period in Fall 2013, all LMU faculty and staff began to use the new online system.

UNIVERSITY RELATIONS ADVANCE UPGRADE
In order to help University Relations deepen its relationships with LMU alumni and donors, ITS migrated the department to a newer version of Ellucian Advance software. The upgraded software allows users to access the system, including its reporting features, via a web browser. The software upgrade went live on August 5, 2013, and the University Relations staff continues to develop additional reports that will help University Relations meet their fundraising goals.
PLANNING AND ARCHITECTURE

As part of a recent ITS departmental reorganization, a Planning and Architecture group was created, whose mission is to ensure that high-quality, highly sustainable technology solutions are implemented and maintained.

HELPING RETAIN STUDENTS WITH FIRST YEAR EXPERIENCE

First Year Experience (FYE) plays an important role in helping students successfully transition to college life, providing support, programming, and resources for students throughout their first year. In order to identify and reduce concerns about student retention, ITS worked with FYE to understand the manual processes that were taking away from their time with the students.

ITS helped FYE reimagine their manual processes and optimize their workflow. This change in operations allowed FYE to focus on the students rather than their processes.

CONTINUED COLLABORATION WITH DECISION SUPPORT

In collaboration with the Office of Academic Planning and Effectiveness, ITS developed the first phase of a Faculty Data Mart and Data Warehouse, allowing the creation of dashboards and reports that will provide strategic and operational information to decision makers across the University.

In addition, a new reporting service for Banner, Daily Data Service (DDS), was built in the Decision Support Environment (DSE). This service gives users the information they need to do their jobs effectively, improves processes and performance across key business areas, and replaces some of the functionality previously made available by the SunGard Operation Data Store (ODS). The replacement of ODS is a major cost saving for LMU.
PLANNING AND ARCHITECTURE

UNIVERSITY-WIDE REPORTING SOLUTION
To achieve the goal of a university-wide reporting solution, an assessment of the reporting needs of Human Resources, Payroll, and the Controller’s Office is underway. Identifying these needs will help provide the strategy for a university-wide reporting solution.

STUDENT WORKER PROGRAM MIGRATED TO SERVICENOW
The Student Worker Program provides valuable services to the University while providing its participants with tuition and housing assistance. The Student Worker Program came to ITS seeking a solution that could help them with scheduling, staff coordination, and communication.

ServiceNow, the service management software also used within ITS, was the solution chosen. With more efficient management of the program’s administrative workload, the student workers have more time to devote to their core mission.

PROJECT MANAGEMENT AND GOVERNANCE
For the first year, the University Technology Council (UTC) reviewed all discretionary budget requests. This process was the culmination of a major upgrade in portfolio management and ITS governance practices. It allows for strategic technology decisions to be recommended and prioritized by a group of individuals representing the various divisions on campus. The net result is an increase in transparency and buy-in across the University. In FY 2014, the UTC evaluated 14 projects for a Summer 2014 kickoff, accepting 13 and deferring one.

As part of an initiative to collaborate with academic departments, the ITS Project Management Office partnered with the School of Education. ITS offered project management services for this SOE-driven initiative with the objective of improving high-quality online and hybrid courses.

PROJECT MANAGEMENT SNAPSHOT

<table>
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<th></th>
<th>IN PROGRESS</th>
<th>SCHEDULED IN FY 2014</th>
<th>DEFERRED TO FY 2015</th>
<th>TOTAL</th>
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<td>2</td>
<td>5</td>
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<tr>
<td>In progress from FY 2013</td>
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<td>27</td>
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<tr>
<td>Requested in FY 2014</td>
<td></td>
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</tr>
<tr>
<td>Total</td>
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<td>30</td>
<td>4</td>
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</table>
INTERNAL OPERATIONS & STAFFING

A FAREWELL TO ALMA STACY

After 33 years of service, longtime ITS Administrative Coordinator Alma Stacy retired from LMU on April 1, 2014. Alma was an essential part of the department from the days of Computing Services through to the present.

As a testament to Alma’s impact on ITS, a new award was created in her honor. The campus community will be able to nominate ITS employees for this award.

NEW TEAM MEMBERS

A number of new faces joined ITS in 2014:

Peter Alison, Technology Support Specialist, SCSE
Carol Bargabus, System Analyst
Joe Boragno, Classroom Support Specialist
Adam Brown, Technology Support Specialist, CFA
Kristine Bunikiewicz, Project Manager
Joshua Hege, Business Analyst/QA
Sheilah Jones, Instructional Technologist, BCLA
Matt Kenchington, Technology Support Specialist, SFTV
Marina Kostel, Data Warehouse Analyst
Allison Leggett, Administrative Coordinator
Ian McGlaze, Classroom Support Specialist
Lynn Mitchell-Parrish, Asset Management Specialist
Kevin Norwood, Service Desk Specialist
Gerlie Salazar, E-Business Analyst
Christian Swan, Network Engineer
Erica Tartt, Senior Instructional Designer

LIVING THE MISSION

Several teams within ITS engaged in service opportunities during FY 2014. The Enterprise Applications team spent an afternoon at the St. Joseph Center, washing, scrubbing, and mopping.
BY THE NUMBERS: COMMUNICATIONS AND CUSTOMER SERVICE

COMMUNICATIONS AND OUTREACH
Communication and outreach became more of a focus for ITS in FY 2014. The hiring of a part-time Graduate Assistant allowed for an improvement of ITS communications practice. Along with the creation and implementation of a communications strategy (including social media), the ITS website was refreshed, and ITS print communications, such as the Annual Report and Strategic Plan, were upgraded with a new look and feel.

CUSTOMER SERVICE
Using the service management system, ServiceNow, ITS tracks all requests for support—walk-ins, emails, and phone calls. As a whole, ITS responded to over 19,874 incidents in FY 2014.

The Client Services team, which includes both the frontline Help Desk and Field Services, took in just under 10,000 of those incidents. Based on the customer responses to incident closure surveys, overall satisfaction on these requests is over 96%.

Tech on 2, formerly the Student Help Desk, manages much of the technology within the Library, as well as providing front-line technical support for the student body. In FY 2014, Tech on 2 worked with over 1,000 students and repaired over 150 student computers.
CONFERENCES AND TRAINING

CONFERENCES
• AJCU Conference on Information Technology Management (CITM)
• Blackboard World
• CaliBug: California Blackboard User Group
• Cisco Live
• CUE (Computer Using Educators) Conference
• EDUCAUSE National Conference
• EDUCAUSE Connect
• EDUCAUSE Information Security Professionals Conference
• EduSoCal
• Enterprise Data World
• Gartner Enterprise Information and MDM summit
• New Media Consortium Summer Conference
• Project Summit and Business Analyst World
• Project World
• Software Testing: Analysis & Review
• SXSW Education
• TDWI Solution Summit: Master Data Management, Quality and Governance
• TDWI World Conferences
• SEI Architecture Technology User Network

TRAINING
• Absolut Management Training
• Data Domain Training
• Relational Database Design, Tools and Techniques
• SANS Security Essentials Bootcamp
• SEI - Documenting Software Architectures
• SEI - Software Architecture Design & Analysis
• Splunk Administrator Training

GROUP ASSOCIATIONS
• AJCU Conference on Information Technology Management
• EDUCAUSE
• EDUCAUSE Center for Applied Research
• EDUCAUSE Learning Initiative
• EduSoCal: Southern California Educational Technology Conference
• Lions Pride Toastmasters
• Los Angeles Oracle User Group
• New Media Consortium (NMC): Sparking Innovative Learning and Creativity
• Quality Matters: A National Benchmark for Online Courses
• Southern California Banner Interest Group