### 2. ITS FY10 Administrative Technology Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Processing</td>
<td>Green 5</td>
<td>Citrix access via VPN, more secure, PCI compliant.</td>
<td>Adding credit card acceptance is controlled by a well-defined, easy-to-use process; PCI compliant.</td>
</tr>
<tr>
<td>Academic Affairs</td>
<td>Yellow 4.5</td>
<td>Advancement/SmartCall applications current with updates; hardware refreshed; databases all updated to 10g; internal audit results pending.</td>
<td>ITS provides advice on development and technologies with ADV team. Comprehensive system with required functionality. New acquisition and integration discussions occur proactively.</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>Yellow 3.5</td>
<td>Next Stop Loyola added in FY08; new staff in place; gradual plug-in applications brought in-house will streamline integration. Statistical data is maintained in disparate applications and some reporting is manual.</td>
<td>Operations and data are managed in totally integrated systems with workflow process in place (limited support provided by ITS).</td>
</tr>
<tr>
<td>Enterprise Content Right</td>
<td>Green 4</td>
<td>Roll-out in progress. Multiple functional areas are live. ROI value is meeting expectations.</td>
<td>Enterprise strategy in place and leveraged where appropriate.</td>
</tr>
<tr>
<td>Budget Application</td>
<td>Yellow 4.5</td>
<td>Budget application is functional with no material change. Opportunities exist to automate and improve integration in budget submission processes.</td>
<td>Fully integrated single system, web-based with user-friendly front end.</td>
</tr>
<tr>
<td>Facility Info System</td>
<td>Green 5</td>
<td>Multiple systems and processes are difficult for requestors to navigate. Areas controlled by local groups who don’t use any of our existing systems. Space is tight. R25 Web viewer needs to be LDAP enabled.</td>
<td>Single source of truth for facility information and fully integrated with related systems.</td>
</tr>
<tr>
<td>Event and Room Scheduling</td>
<td>Red 2</td>
<td>Card system is integrated to access control to all buildings. Centralized monitoring/alerting, and processes to integrate and automate related systems. System is secure and compliant.</td>
<td>Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.</td>
</tr>
<tr>
<td>Building Access</td>
<td>Red 2 New</td>
<td>Maxaccess application is not housed in enterprise data center. Internal audit results pending.</td>
<td>Card system is integrated to access control to all buildings. Centralized monitoring/alerting, and processes to integrate and automate related systems. System is secure and compliant.</td>
</tr>
<tr>
<td>Parking Access</td>
<td>Green 4</td>
<td>Completed parking system upgrade, some support concerns from RevCom, dedicated ITS liaison.</td>
<td>Parking system is integrated to access control to all garages. Centralized monitoring/alerting. System is secure and compliant.</td>
</tr>
<tr>
<td>Salary Planning</td>
<td>Green 5</td>
<td></td>
<td>System provides web-based interface, integrated tools, and workflow capability.</td>
</tr>
</tbody>
</table>

**Overall** Green 3.9