

AJCU CITM 2009 Benchmarking Data - Shared Services Section

Question 9 - Security Audit

Institution Name	Recent Audit Scope	Provider	Satisfied With Current Service	Re-Use of Current Service	Comments/Special Requirements
Boston College	None recently completed. No demand for services exists.				
Canisius College	Select servers for security holes.	xDefenders	Yes	Yes	
College of the Holy Cross	Just main web farm.	Security Metrics	Yes	Yes	
Creighton University	Vulnerability assessment and penetration test of centrally managed administrative and distributed departmental systems.	Continuum Worldwide	Yes	Yes	
Fairfield University	Intrusion detection; Policy review; Review of practices and procedures.	SunGard Availability Services	No	No	SunGard Availability, as opposed to SunGard Higher Ed, is trying to break into the HE security audit market. However, their solutions are based on continued service dependency on the audit firm and the hiring of additional CSO staff. In addition to the recent audit scope, the audit involved a team of 3 people who interviewed staff and review policies for 3 days. The practices and policy statements were then measured against industry standards in the absence of any higher education benchmarks.
Gonzaga University	System scans on a variety of systems.	Via NWACC	Yes	Yes	This was a consortial arrangement via the Northwest Academic Computing Consortium. A variety of servers and workstations throughout campus were scanned for vulnerabilities and open ports and services.
John Carroll University	Baseline with external and internal parameters.	FusionStorm	Yes	Yes	Baseline with external and internal parameters.
Loyola Marymount University	None recently completed. Demand for services exists.				Would like more information on a group security audit.
Loyola University Chicago	The scope changes from year to year; the last audit included penetration testing and identification of rogue access points.	Berbee/CDW	Yes	Yes	Will depend on requirements. Planning security audit for FY09 and looking at alternative vendors.
Loyola University New Orleans	External scan of network	Global Data Systems	Yes	Yes	Network is scanned from external source to identify security risks and concerns.
Marquette University	External penetration test of all systems housed in IT Services Data Center.	Exeed Security	Yes	Yes	
Regis University	Vulnerabilities and operational audit.	Moran Technology Consulting	Yes	Yes	
Rockhurst University	None recently completed. No demand for services exists.				
Santa Clara University	None recently completed. Demand for services exists.				Web vulnerability scanning (considering Cenxic - they're right across the street). Would like more information on a group security audit.
University of Detroit Mercy	None recently completed. Demand for services exists.				External and internal testing. Would like more information on a group security audit.
University of San Francisco	We had an assessment done of our maturity based upon ISO 27001.	Protiviti	Yes	Yes	It would be good to do again on some schedule to track our progress.
University of Scranton	Financial Systems	Grant Thornton	Yes	No	Generally satisfied with the quality of service, though some have voiced dissatisfaction.

Quick Facts:

- 12 of 17, 71%, of institutions recently performed a 3rd party security audit
- 11 of the 12, 92%, were satisfied with their service provider
- Amongst survey participants none, 0%, utilized the same service provider
- Similarities such as baseline assessments, vulnerability and penetration testing exists amongst multiple institutions
- At least 3 institutions are interested in discussing the possibility of a standard/multi-institution audit

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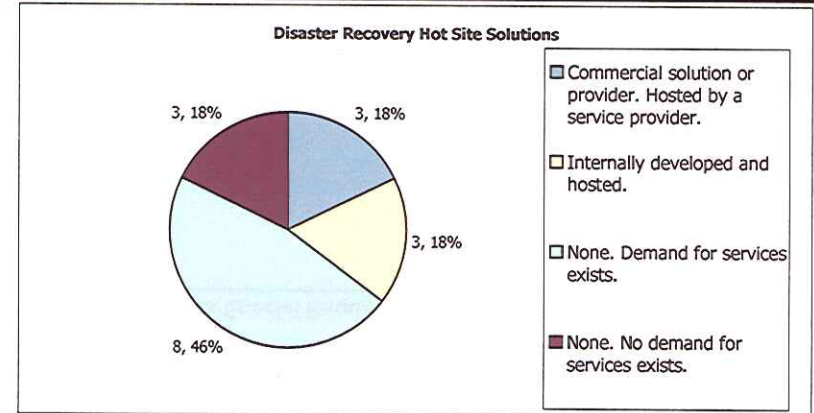
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Question 10 - Disaster Recovery Hot Site

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted by a service provider.		IBM BCRS	Yes	2011	Cold site.
Canisius College	Internally developed and hosted.	Yes				
College of the Holy Cross	None. No demand for services exists.					
Creighton University	None. No demand for services exists.					
Fairfield University	Commercial solution or provider. Hosted by a service provider.		Remote site, out of region. Hosted by SunGard Availability Services.	Yes	2011	
Gonzaga University	None. Demand for services exists.					
John Carroll University	None. Demand for services exists.					
Loyola Marymount University	Internally developed and hosted.	No				
Loyola University Chicago	Internally developed and hosted.	Yes				
Loyola University New Orleans	Commercial solution or provider. Hosted by a service provider.		SubGard DRS	Yes	2014	
Marquette University	None. No demand for services exists.					
Regis University	None. Demand for services exists.					
Rockhurst University	None. Demand for services exists.					
Santa Clara University	None. Demand for services exists.					
University of Detroit Mercy	None. Demand for services exists.					
University of San Francisco	None. Demand for services exists.					
University of Scranton	None. Demand for services exists.					

Quick Facts:

- Only 6 of 17, 35%, of institutions have a disaster recovery site
- 3 of the 6, 50%, have a commercial solution in place versus an internally developed solution
- 8 of the 11, 73%, who do not have a disaster recovery site are in need of such services



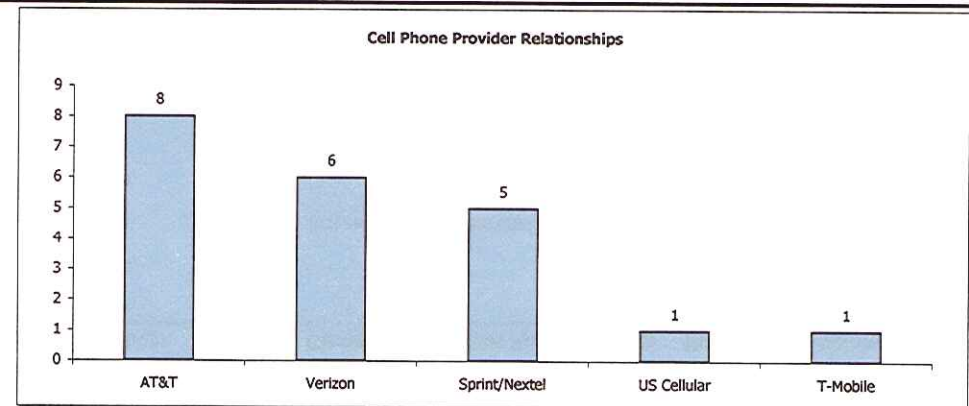
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Question 11 - Cell Phone Vendor Relationships

Institution Name	Vendor Relationship	Satisfied With Current Service	Faculty/Staff Discount	Student Discount	Group Purchase/Relationship
Boston College	None established				No - I do not wish to participate
Canisius College	Verizon, AT&T	Yes	Yes	Yes	Yes - I would like more information
College of the Holy Cross	Primarily AT&T but all major providers are used.	Yes	Yes	Yes	Yes - I would like more information
Creighton University	Verizon	Yes	Yes	Yes	No - I do not wish to participate
Fairfield University	Sprint/Nextel, AT&T	Yes	Yes	No	Yes - I would like more information
Gonzaga University	AT&T, Verizon	Yes	Yes	Yes	Yes - I would like more information
John Carroll University	Verizon	Yes	Yes	No	Yes - I would like more information
Loyola Marymount University	Sprint/Nextel, AT&T	Yes	Yes	Yes	No - I do not wish to participate
Loyola University Chicago	AT&T	No	Yes	Yes	Yes - I would like more information
Loyola University New Orleans	AT&T, Verizon	Yes	Yes	Yes	Yes - I would like more information
Marquette University	Sprint/Nextel & US Cellular	Yes	Yes	Yes	No - I do not wish to participate
Regis University	T-Mobile	Yes	Yes	No	No - I do not wish to participate
Rockhurst University	AT&T	Yes	Yes	Yes	Yes - I would like more information
Santa Clara University	None established				Yes - I would like more information
University of Detroit Mercy	Sprint/Nextel	Yes	Yes	Yes	Yes - I would like more information
University of San Francisco	None established				Yes - I would like more information
University of Scranton	Verizon Wireless resale; Sprint/Nextel resale	Yes	Yes	Yes	No - I do not wish to participate

Quick Facts:

- 14 of 17, 82%, of institutions have an established cell phone vendor relationship
- 8 of the 14, 57%, have multiple relationships established
- 100% have established faculty/staff discounts, 79% have student discounts
- 8 of the 14, 57%, utilize AT&T as a solution
- 6 of the 14, 43%, utilize Verizon as a solution
- 5 of the 14, 36%, utilize Sprint/Nextel as a solution
- 5 different solutions/organizations are represented
- 11 of 17, 65%, of institutions would like more information regarding a multi-institution cell phone vendor relationship



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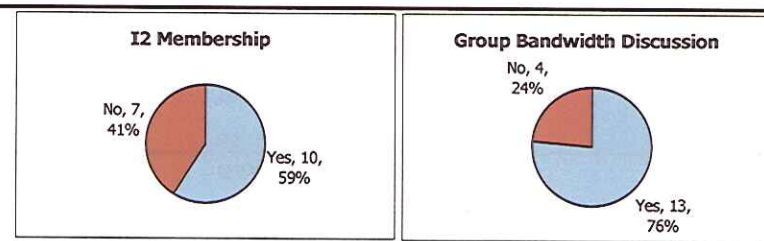
Question 12 - Internet Bandwidth & Internet2

Institution Name	Primary Provider	Secondary Provider	Tertiary Provider	Bandwidth (Mbits)	I2 Member	Bandwidth (Mbits)	Comments/Special Requirements	Group Purchase/Relationship
Boston College	RCN	Sprint	Internet 1 bandwidth through the Nox	600	Yes	100		Yes - I would like more information
Canisius College	Nysernet/Level 3	Cogent		145	Yes	25		Yes - I would like more information
College of the Holy Cross	Cogent	Charter Communications		1000	No		Just negotiated a great deal with Cogent.	No - I do not wish to participate
Creighton University	Cox Communication	UNL		200	Yes	100		Yes - I would like more information
Fairfield University	Students: Lightpath (a division of Cablevision)	Faculty/Staff: CEN (CT Education Network)		200	No	100	We participate in I2 via the CEN, a statewide network, and the Univ. of Connecticut. The 100 Mbps via the CEN transparently provides access to both Internet 1 & 2 services.	No - I do not wish to participate
Gonzaga University	Time Warner	180 Networks		155	No			Yes - I would like more information
John Carroll University	OarNet	OneCommunity		200	Yes	5		Yes - I would like more information
Loyola Marymount University	LosNettos Consortium			1000	Yes	1000		No - I do not wish to participate
Loyola University Chicago	ICN	AT&T	Internet2	200	Yes	1000		Yes - I would like more information
Loyola University New Orleans	Paetec			200	No			Yes - I would like more information
Marquette University	I1 -Time Warner Telecom, I2 - Wiscnet			800	Yes	100		Yes - I would like more information
Regis University	Level 3	Qwest		100	No			Yes - I would like more information
Rockhurst University	MORENet			20	Yes		I2 connectivity provided as part of the MOREnet consortium. We currently have no applications using or requesting access.	No - I do not wish to participate
Santa Clara University	Verizon Business			500	No		Work to create second physical campus entrance just beginning.	Yes - I would like more information
University of Detroit Mercy	Merit			80	No			Yes - I would like more information
University of San Francisco	CENIC	AT&T		250	Yes	250	We have one 250 mbps pipe. Our provider, CENIC, routes traffic over either commodity or I2 depending upon the destination. Theoretically traffic of either type could consume the whole pipe.	Yes - I would like more information
University of Scranton	Level 3	Cogent		50	Yes	30	We are the Northeast PA I2 aggregator.	Yes - I would like more information

Quick Facts:

- 11 of 17, 65%, of institutions have multiple internet providers, 20+ different providers are being utilized
- 10 of 17, 59%, of institutions are members of Internet2
- 3 institutions have established relationships with Cogent Communications, 3 with Level 3, 2 with AT&T and 2 with Time Warner
- 13 of 17, 76%, of institutions would like more information regarding a group bandwidth discussion/purchase

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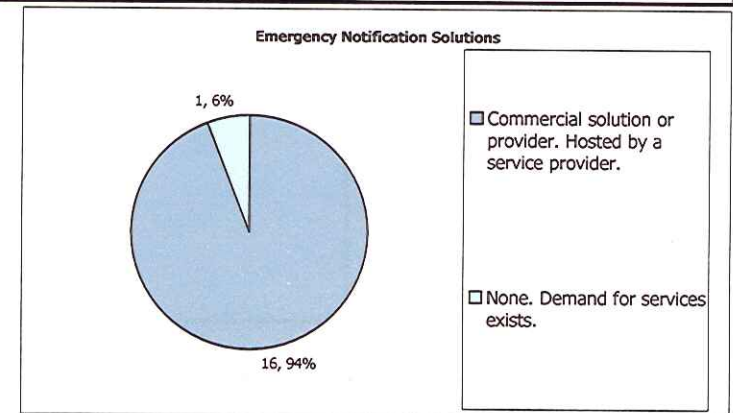
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Question 13 - Emergency Notification to Mobile Devices

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted by a service provider.		Rave Wireless	Yes	2010	
Canisius College	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2010	Slower total calling time than we would like.
College of the Holy Cross	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2012	
Creighton University	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2010	
Fairfield University	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2011	
Gonzaga University	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2009	
John Carroll University	Commercial solution or provider. Hosted by a service provider.		E2Campus	Yes	2010	
Loyola Marymount University	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes		
Loyola University Chicago	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2010	
Loyola University New Orleans	Commercial solution or provider. Hosted by a service provider.		GroupCast	Yes	2011	
Marquette University	Commercial solution or provider. Hosted by a service provider.		Jyngle	No	2025	
Regis University	Commercial solution or provider. Hosted by a service provider.		Rave Wireless	Yes	2009	Yes, we don't want to license all students, faculty and staff because many never set foot on a Regis campus.
Rockhurst University	Commercial solution or provider. Hosted by a service provider.		TextCaster	Yes	2010	Also provides reverse 911 and email service.
Santa Clara University	Commercial solution or provider. Hosted by a service provider.		Blackboard Connect (formerly Connect-ED)	Yes	2010	
University of Detroit Mercy	Commercial solution or provider. Hosted by a service provider.		Codespear	No		
University of San Francisco	None. Demand for services exists.					
University of Scranton	Commercial solution or provider. Hosted by a service provider.		WENS	No		

Quick Facts:

- 16 of 17, 94%, of institutions provide emergency notification services
- 8 of the 16, 50%, utilize Blackboard Connect as the solution
- 8 different solutions/organizations are being utilized
- 2 institutions utilize the Rave Wireless solution



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Question 14 - Upcoming Shared Services Opportunities

Institution Name	Sharing Opportunities?	Other Shared Services Opportunities			
		Idea 1	Idea 2	Idea 3	Idea 4
Boston College	Yes				
Canisius College	No				
College of the Holy Cross	No				
Creighton University	No				
Fairfield University	No				
Gonzaga University	No				
John Carroll University	Yes	ERP management	Blackboard hosting	Service desk/IT Help desk	Procurement
Loyola Marymount University	No				
Loyola University Chicago	Yes	Remote File Access/Sharing	Single Shared Data Center Location		
Loyola University New Orleans	Yes				
Marquette University	Yes	Digital Content Hosting	I1 Bandwidth	Telecom Costs	Hot Site Sharing
Regis University	Yes	Hosting Services			
Rockhurst University	No				
Santa Clara University	Yes	NFC cell phone-based authentication/access/ID			
University of Detroit Mercy	No				
University of San Francisco	Yes	Open source course management system development and support.	Cloud-based storage/backup services		
University of Scranton	Yes	Shared purchasing of goods/services	Helpdesk	Shared intelligence	

Quick Facts:

- 9 of 17, 53%, believe there are other services to be shared amongst institutions
- 7 of 17, 41%, of institutions provided 17 shared services ideas for consideration
- Shared/group purchasing and procurement, hosting services and helpdesk are common themes

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Question 15 - Core Software Information

Institution Name	Campus Portal	ePortfolio	Course Management System	Student Information System	CMS-SIS Integration
Boston College	Oracle (10.1.4)		Blackboard Vista (4.2.3)	Home-Grown	Partial
Canisius College		TaskStream	ANGEL	Banner (7.x)	Yes
College of the Holy Cross		Mahara (In development)	Moodle (1.9)	PeopleSoft (9.x)	Yes
Creighton University	CampusEAI (currently implementing)		ANGEL	Banner	Partial
Fairfield University	Luminis (3.x)	CTDLC's e-Portfolio (4.5)	ANGEL (7.3)	Banner (7.x)	Yes
Gonzaga University			Blackboard (6.x)	Banner (7.x moving to 8.1 summer 2009)	Yes
John Carroll University		Blackboard (8.0.375.0)	Blackboard (8.0.375.0)	Banner (7.5)	Partial
Loyola Marymount University	Oracle		Blackboard (7.x)	Banner (7.x)	Yes
Loyola University Chicago	PeopleSoft (8.9)		Blackboard (8.0.26)	PeopleSoft (9.x)	Partial
Loyola University New Orleans	SCT - WebFor products (1.2)		Blackboard (7.2)	SCT Plus (1.14)	Partial
Marquette University			Desire2Learn (8.3.1)	PeopleSoft (9.x)	Yes
Regis University	Microsoft SharePoint (MOSS 2007)		ANGEL (7.3)	Datatel Colleague (18.x)	Yes
Rockhurst University	CampusEAI (myCampus - beta)	LiveText (C1)	WebCT (8.x)	Banner (7.x)	Partial
Santa Clara University	PeopleSoft Enterprise (8.9)		ANGEL (7.3)	PeopleSoft (8.9)	Partial
University of Detroit Mercy	Luminis (4.0.2)		Blackboard (8.x)	Banner (7.4)	No
University of San Francisco	Luminis (3.3)	TaskStream (N/A-SaaS)	Blackboard (8.3)	Banner (7.4)	Yes
University of Scranton	Luminis (3.x)		Blackboard	Banner	Yes

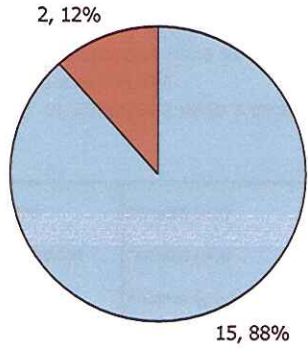
Quick Facts:

- 12 of 17, 71%, of institutions have a campus portal solution in place
 - Four of which are Luminis
- 6 of 17, 35%, of institutions have an ePortfolio solution in place
 - Two of which are Task Stream
- 15 of 17, 88%, of institutions utilize a Blackboard product for course management
 - Blackboard LMS, WebCT/Vista and ANGEL (recently acquired) define the Blackboard product family
 - Desire2learn and Moodle are the other two systems
- 10 of 17, 58%, of institutions utilize Banner for their student information system
- 16 of 17, 94%, of institutions have some form of integration between their CMS and SIS

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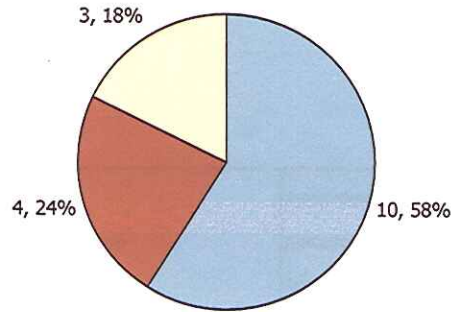
Question 15 - Core Software Information - CMS-SIS Charts

Course Management Systems



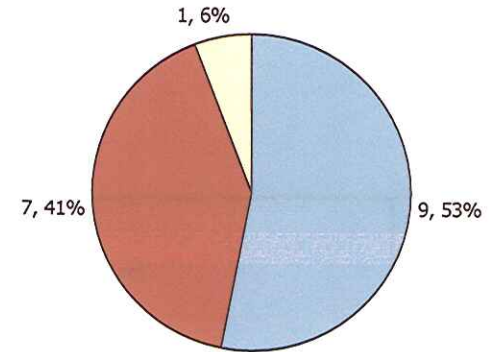
Blackboard Product Other

Student Information Systems



Banner PeopleSoft Other

CMS-SIS Integration



Yes Partial No