

**TO:** ALA Executive Board

**RE:** Information Technology Report

**BOARD REQUEST:** Information only

**CONTACTS:**

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**DATE:** November 15, 2022

**BACKGROUND:**

FY22 Large Projects Review  
ITAC Strategic Advisement  
New CITO 30-60-90 Day Outlook  
FY23 in Progress  
FY23 IT Staff Picture  
FY23+ Roadmap

# Information Technology

ALA Executive Board

November 15, 2022

## In this report...

- FY22 Large Projects Review
- ITAC Strategic Advisement
- New CITO 30-60-90 Day Outlook
- FY23 Projects in Progress
- FY23 IT Staff
- FY23+ Project Roadmap



# Information Technology Advisory Committee Work:






## **In Progress:**

- Review Committee Charge
- Participate in User Experience (UX) and User Interface (UI) design feedback activities for ALA.org redesign (November '23 launch)

## **Upcoming:**

- Advise strategy per outcomes of CITO 90-day analysis and recommendations

# FY22 Major Projects

Project Effort	Completed	Serves or Improves
 <p>Office 365 Multi-factor Authentication</p>	Sep '21	<ul style="list-style-type: none"> <li>• Best Practice for use of Office Productivity Tools</li> <li>• Improves Security Posture</li> </ul>
	Nov '21	<ul style="list-style-type: none"> <li>• Consolidated LMS Service Platforms</li> <li>• Improved, Consistent User Experience and Pricing with eCommerce platform and iMIS activity records</li> </ul>
 <p>Blog Cloud Migration</p>	May '22	<ul style="list-style-type: none"> <li>• Operational Efficiency with consolidation/cleanup and move to cloud services</li> </ul>
 <p>eStore Shopping Cart Phase II</p>	June '22	<ul style="list-style-type: none"> <li>• Moved eStore processing to a Cloud-Based solution</li> <li>• PCI Compliant service</li> </ul>
 <p>Membership System Upgrade</p>	Nov '22	<ul style="list-style-type: none"> <li>• Critical Business System upgrade with new web portals for Members, customers and staff (My.ALA.org)</li> <li>• Resolved Security Vulnerabilities</li> <li>• Improved password strength requirements</li> </ul>

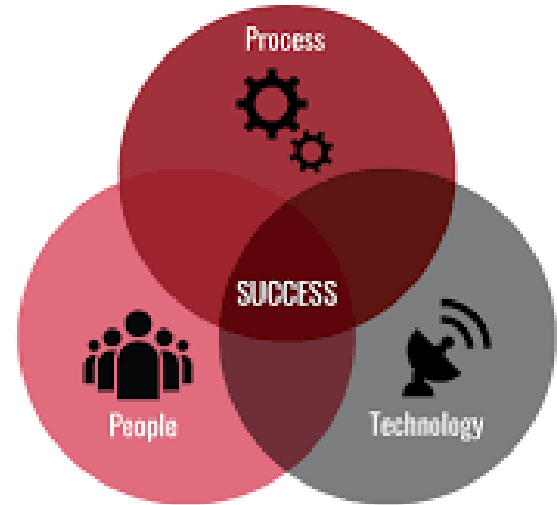
# Looking Forward...

## *New CITO - 30-60-90 Day Plan*

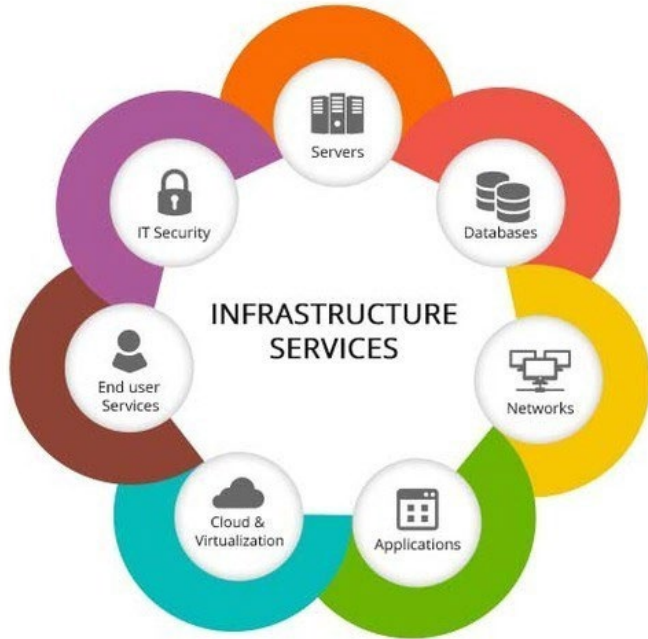
### ***Orientation and Reconnaissance =***

Understanding the people, process, and technology supporting all ALA functions, with iterations of more detail every 30 days.

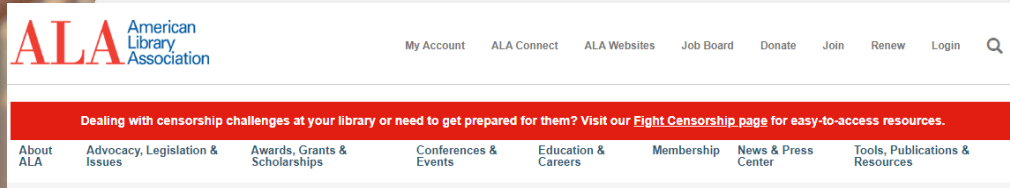
***Expected Outcome =*** A firm understanding of the full ALA technology scope and position, enabling the ability to act on high-priority items, plan for the future, and create organizational success.



# Framing the View of ALA IT



# FY23 In Progress...



1

## ALA.org Website Upgrade and Redesign

- Redesigned site planned for launch by end of November 2023
- Round 2 of Style Tiles delivered and reviewed (Templates and Styles for Content Presentation by Use Case)
- Drupal Content Types used to publish web content have been reviewed for relevancy and enhancements
- Usability Evaluation to gain member feedback In Progress
- A Content Inventory is underway to archive information on the current website based on new guidelines (Current Page Count = 37K) – Expected completion Feb '23



# FY23 In Progress...



2

## ALA Analytics

- Completed technical kickoff with Association Analytics
- Convening ALA cross-functional resources to enable data-driven decision making
- Defining analytics goals, rules of engagement and expected outcomes

# FY23 In Progress...



3

## Replace 100% of Chicago Staff Laptops

- Rollout is underway



4

## FY23 Budget Line-Item Review

- Map expenses to new reporting categories  
Hardware, Software, Technology Services, Professional Services
- Map planned capital expenses to prioritized project effort



5

## Improve Financial System Application Infrastructure

- Prophix Budgeting System move to the cloud
- Great Plains Version Upgrade

# FY23 Planned...



P1

## Cloud Infrastructure Assessment

- Move O365 Backups to Cloud (Q2 FY23)
- Feasibility Study for remaining Infrastructure



P2

## Expense Evaluation

- IT Services (e.g. ISP, Telephony, Infrastructure Management)
- Vendor Relationship Management (Chicago, ACRL Choice, PPA)



P3

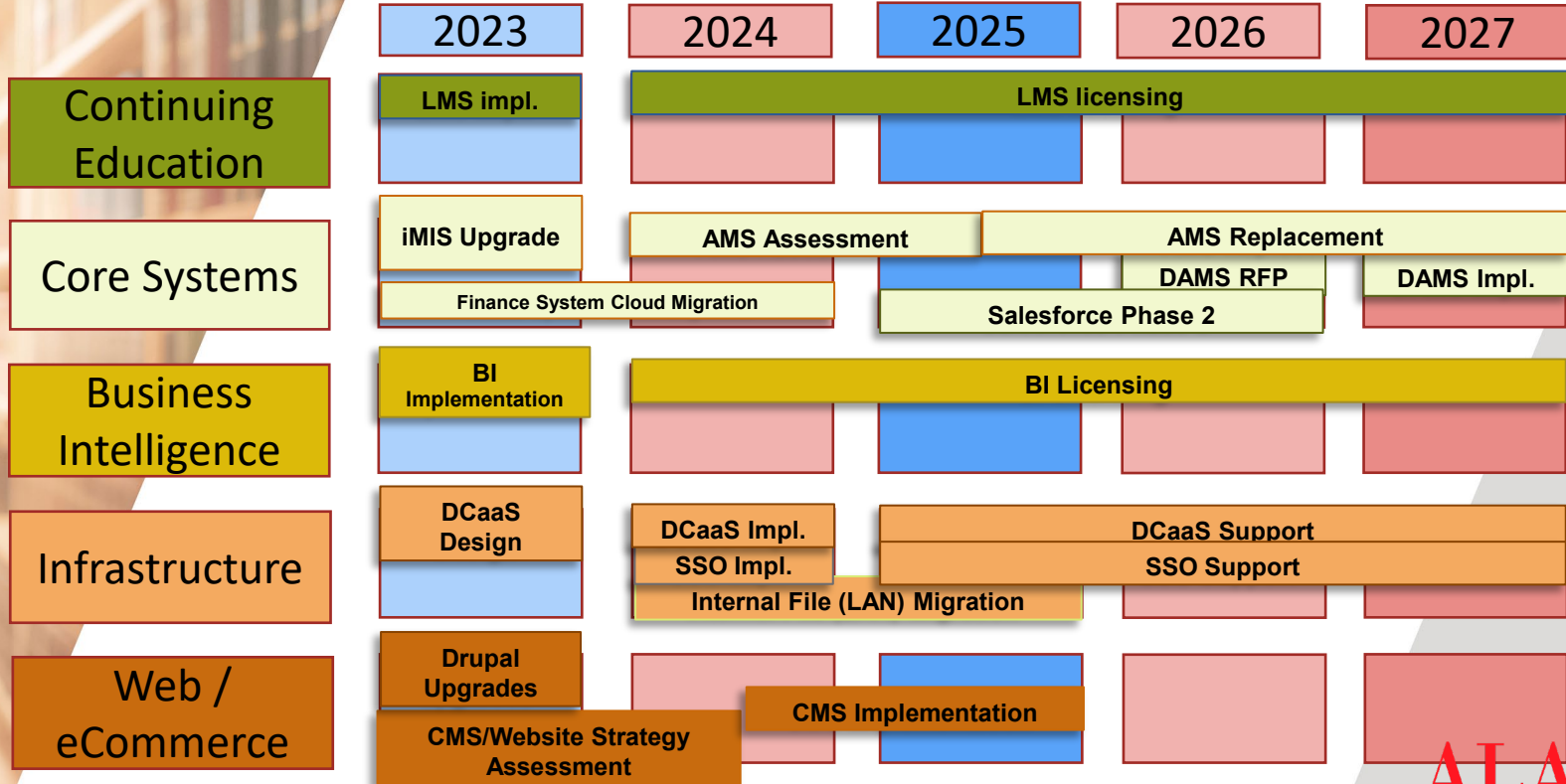
## Improve Financial System Application Infrastructure

- Invoice Processing Evaluation
- Financial System Replacement Evaluation

# FY23 IT Personnel

- 7 Active FTEs
  - Chief Information Technology Officer
  - Director
  - Deputy Director
  - eCommerce Project Manager
  - Data and Report Analyst
  - Technical Support Specialist
  - Training Specialist
- Adding as Budgeted in FY23
  - Business Analyst
  - Web Developer
- 9 Total FTEs FY23

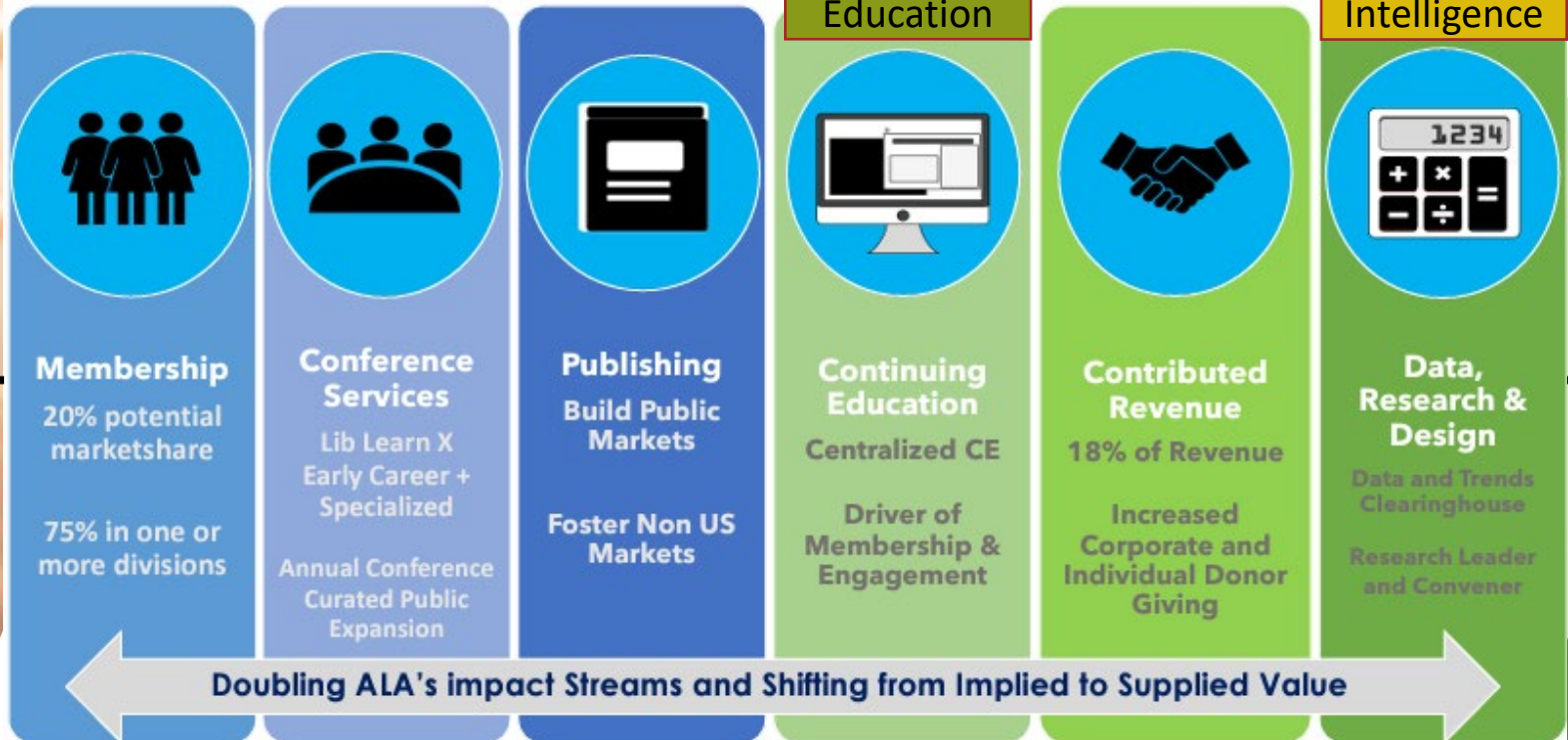
# Preliminary Technology Roadmap FY23-FY27



Core Systems

Infrastructure

Web /  
eCommerce



← Doubling ALA's impact Streams and Shifting from Implied to Supplied Value →






**Questions?**


The background features a blurred image of a library with rows of bookshelves. The scene is overlaid with large, abstract geometric shapes: a red triangle in the top-left corner, a grey triangle in the bottom-right corner, and a red triangle in the bottom-right corner. The text 'Supplemental Information' is centered in a bold, dark blue font.

# Supplemental Information



# Utilization Scorecard

 = Improvement, Positive, or Preferred Difference from Previous Year

 = Decrease or Unpreferred Difference from Previous Year

## TrackIt

9/1/2020 - 8/31/2021 (Last FY)  
Opened: 2,459 | Closed: 2,289 | Still Open: 170

9/1/2021 - 08/31/2022 (FY 2022)  
Opened: 2,275 | Closed: 2,182 | Open: 93



## ALA.org

9/1/2020 - 8/31/2021 (Last FY)  
Page Views: 18,577,412

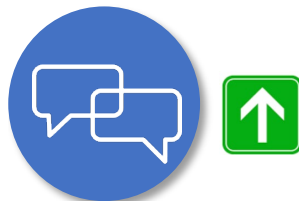
9/1/2021 - 08/31/2022 (FY 2022)  
Page Views: 17,340,989



## Connect

9/1/2020 - 8/31/2021 (Last FY)  
Posts Created: 35,164

9/1/2021 - 08/31/2022 (FY 2022)  
Posts Created: 47,824



## Dues & Donations & eStore

9/1/2020 - 8/31/2021 (Last FY)

Page Views: 2,025,113

9/1/2021 - 08/31/2022 (FY 2022)

Page Views: 1,870,049

*Note: Decrease in Page Views only and not meant to be interpreted as related to financial outcomes*



## KnowBe4

American Library Association

Phish-prone Level: 2.4%

Other Organizations

Phish-prone Level: 17.9%

# Uptime Report

Category	All of July	All of August	All of September	All of October	YTD Since June 1
Dues & Donations / EC	99.9978%	99.99%	99.96%	99.90%	99.97%
ALA Store / EE	99.9966%	99.9935%	99.99%	99.9963%	99.9936%
ALA.org / RW	99.9931%	99.96%	99.9954%	100%	99.9902%
ALA Connect	100%	99.9933%	99.9971%	100%	99.9968%
Network File Servers	100%	99.9993%	99.9914%	100%	99.9982%
Shibboleth / IDP	100%	100%	100%	100%	100%
iMIS	100%	100%	100%	100%	100%
Infrastructure (MP+Polk)	99.9975%	100%	100%	100%	99.9995%
Remote Access	99.9934%	99.98%	99.96%	99.9995%	99.99%
Salesforce	100%	100%	99.9977%	99.9933%	99.9918%
Web Applications (CS, Web0, Webse rv)	96.81%	98.36%	99.87%	99.79%	98.90%