

Telephone upgrades will supply new products, technological advancements across university and medical center

Telephone switches will be upgraded in three sessions this summer, resulting in state of the art telephone technology with the lowest possible cost to Loyola. The upgrades, which will be performed during non-peak hours to accommodate a break in service, are scheduled for June 14 at the medical center, July 12 at the Lake Shore and Mallinckrodt campuses, and Aug. 9 at the Water Tower Campus.

Key information about the medical center telephone transition appears in the accompanying article on page 5; details about LSC/MCL and WTC procedures will appear in a future issue of *Loyola World*.

The September expiration of

the AT&T contract governing the leasing of telephone equipment throughout Loyola is the catalyst for the change. A new 60-month contract with Lucent (a new company formed from portions of AT&T's global business systems) upgrades Loyola from a G2 to a G3 platform, which includes several new products and technological advancements: extended audio conferencing, call park, and a platform to add future features like better integration of work station and telephone products, wireless communications, video conferencing and more.

The new contract with Lucent also will lead to a full upgrade of Loyola's voice mail system,

changing from the AUDIX system (which is no longer manufactured) to Lucent's new Intuity system. The AUDIX system remains in place until September, when the Intuity system will replace it. This new product offers several critical improvements over Loyola's existing AUDIX system, including a message manager and voice response technology.

"The technology behind our current telephone system is seven years old," noted Daniel M. Vonder Heide, director of telecommunications, department of information technologies. "In addition to reducing our lease payments, this change will afford Loyola the opportunity to

take advantage of recent advancements in technology.

"The new contract will not necessitate an overhaul of the telephone equipment used by most Loyolans," Vonder Heide said. "Subtle improvements are being planned to optimize the manner in which existing equipment works. Telecommunications will fully document any changes that affect the ways Loyolans use their equipment, and will provide any training required during the transition."

Short break in service

Two key phases will shape the campus transition sessions. A temporary "freeze period"—now in effect at all Chicago-area

See page 5
for LUMC
service plan

campuses—limits the ability to add, move or change telephone service. By restricting these types of system changes, telecommunications can identify and transfer existing telephone configurations to the new switches. The freeze period for each campus ends the date the switch is changed.

The second transition phase involves the actual change-over
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Award-winning novelist-priest to sign books at Loyola in June

WATER TOWER—Best-selling author Rev. Andrew M. Greeley will hold a special book-signing, featuring his latest novel, *White Smoke*, at Loyola's Wolf and Kettle coffee shop on Thursday, June 20, from 4:30-6 p.m. All Loyolans are invited to attend the reception to meet this influential priest and writer.

Copies of the hardcover book will be available to Loyolans at a discounted price of \$10 at Beck's Book Store (list price is \$24.95). Refreshments, including Wolf and Kettle specialty coffees, will be provided at the book-signing.

White Smoke, along with Father Greeley's *Religion as Poetry*, are the fall 1996 selection for Loyola President John J. Pideri's "Commonwealth Book Project," which joins Loyolans together in a common reading and discussion experience.

Father Greeley's latest book, which is being released in June, is a novel about a Papal election, accompanied by embezzlement,

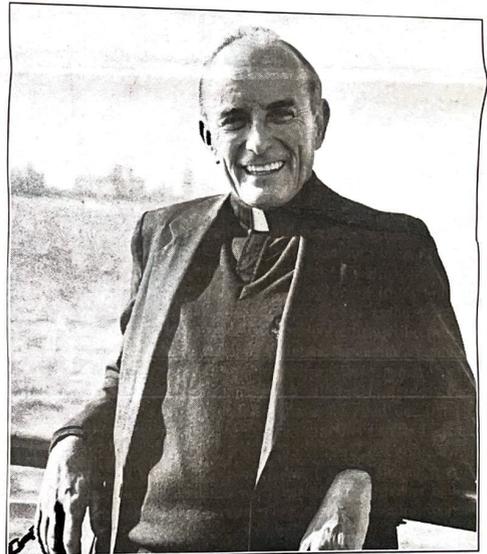
assassination, murder and love. According to Father Greeley's story line, the Catholic Church faces a serious crisis as cardinals, torn by internal conflict, gather in Rome to elect the next pope. A coalition of cardinals, led by Chicago Cardinal Sean Cronin and Bishop John Blackwood Ryan, favors a more moderate and pluralistic style of papal governance, but must contend with shadowy Vatican forces opposed to change and loss of power. A journalist threatens to expose a Vatican banking scandal—and a lone assassin stalks the Vatican with the mission of destroying the next pope as soon as the traditional white smoke issues from the cardinals' meeting room.

In conjunction with the publication of his novel, Father Greeley also is releasing a new survey of American Catholics, revealing their attitudes and preferences for the next pope. The poll was commissioned by Father Greeley and analyzed by

him and University of California Berkeley Professor Michael Hou. Respondents were asked their opinions on the popular election of bishops, ordination of women, ordination of married priests and the continuation of centralized decision-making in Rome. The Gallup Organization collected the data.

Father Greeley's Loyola visit is part of a national book tour during the month of June; his other local, Chicago stop is Borders Books and Music on Michigan Avenue.

Father Greeley is also a distinguished sociologist, newspaper columnist and theologian. In addition to contemporary fiction, he writes science fiction and mysteries, and has written more than 100 scholarly books. He is a professor of social sciences at the University of Arizona and the University of Chicago, and a research associate at the National Opinion Research Center at the University of Chicago.



Rev. Andrew M. Greeley will meet Loyolans and sign his new book at a special reception at the Wolf and Kettle on June 20.

Fall 1997 conference to explore quality of life for urban child

In partnership with the Chicago community, Loyola will sponsor a biennial symposium focusing on issues relating to the status of children. The tentative topic of the first conference, planned for fall 1997, is the quality of life for urban children. The Dr. Scholl Foundation has pledged funding for the first two symposia.

"The idea for the conference, which pools the strengths of a number of Loyola units, originated in the public relations department, which is cosponsoring the symposia with the Graduate School," explained Carol Harding, director of the symposium's

counseling psychology, director of Loyola's Center for Children, Families and Community, and chairperson of the conference planning committee. "The conference directly supports a key plank of our mission: 'Loyola values freedom of inquiry, the pursuit of truth and care for others, especially the young.'

"We're in an excellent, strategic position to serve as leader and convener of a national conference on the child," Harding continued. "Researchers from many Loyola departments and units can provide the depth and breadth of scholarship necessary to provide the symposium's

solid knowledge base, and Loyola's long-term, ongoing commitment to the metropolitan Chicago community places us in an excellent position to serve as 'translator' among researchers, policymakers and practitioners."

Each symposium will include several innovative components:

- A **daylong event** on a specific, timely and somewhat controversial topic, relevant across many scholarly and applied perspectives, featuring nationally prominent and diverse speakers, and an audience representative of researchers, scholars, professionals, students, practitioners, families and the

press.

- **Telecommunication** providing linkage among national and international gatherings of scholars, policymakers and practitioners.

- An extensive **media briefing** prior to the symposium, to

ensure current, timely and accurate transmission of knowledge to the public.

- An edited **scholarly collection**, published after each symposium, to aid further dissemination of information and

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Alternate service plan ready for implementation during medical center telephone change

MEDICAL CENTER—The telephone system change at the medical center is scheduled from midnight on Friday, June 14, until 6 a.m. on Saturday, June 15. During this time, the general telephone system will be unavailable. Alternate service, planned by telecommunications in conjunction with hospital administrators, will be available during the break in regular service. See the box accompanying this article for a list of working phone numbers to refer to during the transition.

Recognizing the immediacy of the life-saving work that occurs at the medical center and the role telecommunications can play in life and death situations, a group of hospital staff, led by Telephony Manager David Gabrovich, identified special telecommunications needs expected during the planned telephone system change. Other transition group members included Senior Administrative Assistant for Health Care Services Vic Scodius, Administrative Director of Medical/Psychiatry Sue Flores, Environmental Services Security Manager Lee Matthews, Environmental Services Security Investigator Sandy Cessna, Environmental Services Safety Manager Wally Jones and Senior Telecommunications Analyst Vickie Wang.

A core unit of departmental and security telephones, in the hospital and throughout the campus, will remain operational during the system change. These phones will run off the cancer center switch, which will not be affected by the upgrade. On the day of the change, backups to current phones will be marked with red cords to identify them as operational.

Ameritech will route key numbers—such as the main hospital telephone number and the emergency room telephone—to a temporary back-up number.

Security phones that are not working will be covered with tags and marked as "out of order."

All voice mail will be down during the system change, including extensions that begin with both 6- and 7-.

Computer dial-up numbers at the medical center will be out during the system change.

Telecommunications is working to ensure a seamless transition to the backup paging system that will be used during the system change. All affected services are expected to become fully functional prior to 6 a.m. June 15.

Beginning at 6 a.m. on June 15 and running through Wednesday, June 19, a special help desk will be available to solve medical center telephone problems and answer questions. This temporary service can be reached by dialing PHON

at the medical center will affect the quick dialing features of most telephone sets. Any pre-programmed speed dial or

abbreviated dial numbers will be erased from telephones' memories. After the system change is complete, users will need to

reprogram these numbers into their telephones.

Direct questions to Gabrovich at 8-2277, or via e-mail at

dgabrov; or to Director of Telecommunications Daniel Vonder Heide at 6-5764 or via e-mail to dvonder.

Telephone upgrades will supply technological advancements

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to the new switches. At each location, the change requires telephone service to be turned off for four to six hours. Back-up plans ensure that a core unit of telephones is available for emergency use at the medical center (plans are detailed in the accompanying article); 15

power failure phones will be available at LSC and WTC.

When the transition is complete, some telephone functions must be reprogrammed by individual users, including call forwarding and send all call functions, auto dial buttons and speed dial lists. Speaker phone lights may be flashing; reset by

hitting the select button, followed by the speaker button. Ordinary coverage, such as three rings before accessing voice mail, remain in place.

Telecommunication will provide additional details about the new Intuity voice mail system nearer to the September implementation of the system. Com-

mands used on AUDIX will work with the new system; additional training is available by contacting the LUMC or LSC telecommunications offices.

Direct questions about the telephone system transition to Vonder Heide at 6-5764 or by sending an e-mail message to dvonder.

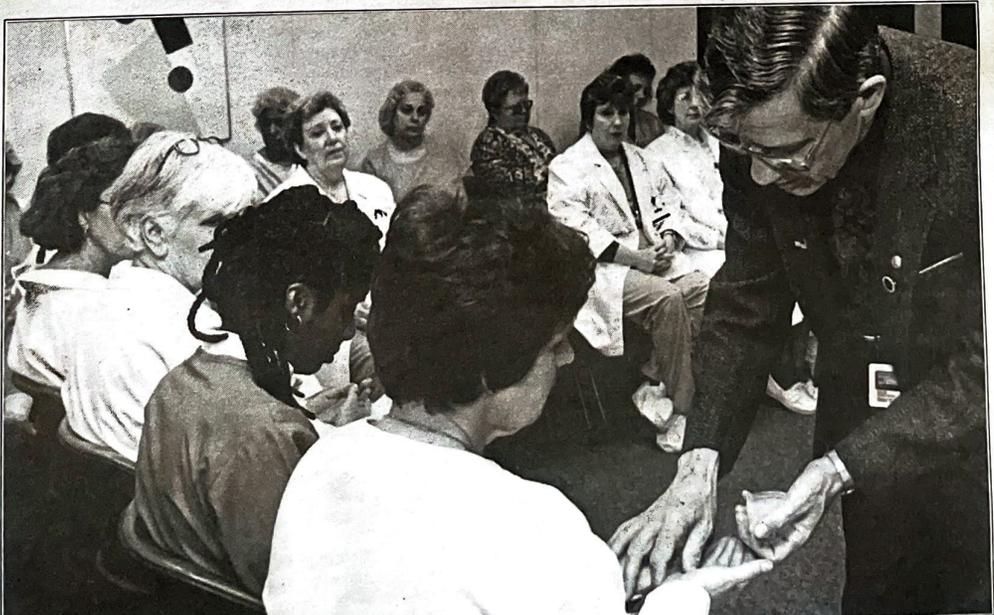
Back-up phones numbers available at LUMC

Back-up phone numbers have been created to cover a number of medical center departments during the telephone system switch from midnight to 6 a.m. on June 14. Use these numbers during this time frame; regular departmental numbers will again be operational at 6 a.m. on June 15.

2 ICU.....	7-2955
2 ICU.....	7-2924
2 ICU, West.....	7-2953
2 Interventional.....	7-2954
2 Labor & Delivery.....	7-2917
2 New Born Nursery.....	7-2921
2 North.....	7-2916
2 OR.....	7-2919
2 OR.....	7-2956
2 Post Partum.....	7-2918
2 Recovery.....	7-2920
2 West.....	7-2957
3 CCU.....	7-2915
3 Heart Transplant.....	7-2914
3 IMC.....	7-2925
3 MICU.....	7-2900
3 North/South.....	7-2959
3 West.....	7-2913
4 Burn Unit.....	7-2909
4 ICU, North.....	7-2911
4 ICU, South.....	7-2910
4 ICU, West.....	7-2912
4 Maternal Transport.....	7-2990

4 Peds ICU.....	7-2907
4 Peds ICU, East.....	7-2966
4 Peds, North.....	7-2906
4 Toddler Unit.....	7-2908
4 West.....	7-2967
5 IMC.....	7-2968
5 Neonatal.....	7-2905
5 Northeast.....	7-2969
5 South.....	7-2904
6 Bone Marrow.....	7-2903
6 Northeast.....	7-2971
6 Resident on call	
room 6603.....	7-2972
room 6604.....	7-2973
room 6609.....	7-2974
6 West.....	7-2902
7 South.....	7-2901
Admitting.....	7-2931
Aeromedical.....	7-2922
Blood Bank.....	7-2930
Cardiac Cath Lab.....	7-2991
Cardiac Cath Lab.....	7-2992
Chemistry, room 114.....	7-2978
Clin Labs, computer room 135.....	7-2979
ER Admitting.....	7-2958
ER Nursing Station.....	7-2927
ER Nursing Station.....	7-2928
ER Radiology.....	7-2923
ER Registration.....	7-2929
ER Registration.....	7-2970
ER Trauma Line.....	7-2975
ER Triage.....	7-2993

Food & Nutrition.....	7-2980
Home Care & Hospice Program.....	7-2981
Hospital Engineer.....	7-2982
Hospital entrance, Russo.....	7-3482
Hospital entrance, North.....	7-3994
Medical Records, In Patient.....	7-2983
Medical/Surgical Supplies	
& Central Processing.....	7-2984
Nuclear Medicine.....	7-2947
Nuclear Medicine.....	7-2949
OB on call	
room 1040.....	7-2976
room 1041.....	7-2977
paging (x68777).....	(708)409-1133
paging (x64899).....	7-2965
Pastoral Care.....	7-2985
Pharmacy, LL hospital.....	7-2926
Physician Answering Service.....	7-2934
Radiology, CT.....	7-2986
Radiology, Burke.....	7-2987
Radiology, file room.....	7-2994
Radiology, LL hospital.....	7-2946
Radiology, Special Procedures.....	7-2995
Renal Transplant.....	7-2996
Respiratory Care.....	7-2948
Security, control desk.....	7-2997
Security, ER.....	7-2933
Security, Forest Park.....	7-2932
Security, LL.....	7-2944
Specimen Processing, room 134.....	7-2988
Steam Plant.....	7-2989
Switchboard.....	7-5862



BLESSED FOR CARE—Chaplain David Corcoran, M.Ed., blessed the hands of medical center nurses at a ceremony during Nurses' Week last month.