Message from the CIO

As I reflected on TTU IT activities and accomplishments in 2006, I realized that the current TTU climate is one of positive energy and collaboration. I sincerely thank the TTU community for your contributions, suggestions, and assistance as the TTU IT Division works to provide needed IT services and support to the campus. In this issue, we have highlighted a few accomplishments from 2006, as well as 2006 Hot Topics. Happy New Year – here’s to an equally productive 2007!

-Sam Segran

Associate Vice President for IT and Chief Information Officer

The Year in Review

Looking back on our accomplishments and milestones, 2006 was a productive year for the TTU IT Division in response to the needs of our customers. The division focused on TTU community collaborations, continuously improving service quality, infrastructure improvements, and educational programming. Below are a few highlights for each TTU IT area:

Office of the CIO

- Received the Lubbock Chamber of Commerce Business of the Month Award for the Safe Computing Practices Campaign
- Received the Lubbock Chamber of Commerce Cyber Presence Award for the Safe Computing Practices Campaign
- Delivered 67 TTU presentations to 15,809 participants
- Participated in International, New, Transfer, and Graduate student orientations, Mentor Tech, Staff and Faculty orientations, University Day, and Residence Life resource fair
- Hosted DELL, Microsoft, Symantec, and MathWorks training events, personal Web space and Blogging roundtable, and our second copyright roundtable
- Published 7 educational bulletins

High Performance Computing Center

- Worked with 35 researchers on advanced computing needs
- Installed a new research community cluster, in collaboration with Physics and Chemistry
- Put the first parallel file system into production (Lustre software running on “Hrothgar”)
- Actively participated in local, regional and national computing grid projects, such as TIGRE, SURA, Techgrid, Condor, and SAS
- Led an instructional program in Bioinformatics

IT Help Central

- Assisted School of Law, Rawls College of Business, High Tech, and Computer Science in migrating to TechMail
- TOSM deployed a secure access method to the mainframe system; ITHC assisted migrating 2135 customers to help them take advantage of the secure system
- In collaboration with Housing and Residence Life, successfully implemented on-site Residence Hall Support
- During a Dell battery recall, coordinated laptop battery replacements for the TTU community

Institutional Research and Information Management

- Received the Texas Association of Institutional Research (TAIR) Best Practice Award for Fall 2005 Fact Sheet
- Awarded TAIR Conference for 2009
- Wrote 31 new TechReports and modified 48 existing reports
- Processed over 350 course inventory updates and 140 degree audit changes and modifications

Technology Assessment

- Conducted IT-related purchase reviews and assistance for departments on major purchases
- Conducted one IT Services Review for a major TTU college and initiated the process for two more in 2007
- Research and analysis for major TTU initiatives
- FC Power Management
- Digital Signage
- Disability Software
- Electronic/Online Voting
- Social Networking
- Electronic Whiteboards
- Multi-function devices

Technology Support

- The computer systems in the ATLC and remote public computer labs saw over 357,000 total logons.
- Provided 223 short courses or custom classes for a total of 450 instructional hours
- Completed 10 major programming projects and supported 59 TTU applications
- Assisted with 35 divisional or departmental web sites.
- Developed Web Content Management System training curriculum and provided training for 121 University web content managers and contributors.
- Hosted the TTU main web site, www.ttu.edu, which received 10.4 million visits per year, or about one visit every 2.5 seconds

Telecommunications Services

- Network design and installation for 5 new major building construction projects
- Expanded our current E-mail system processing and storage capacity
- Installed 109 wireless access points and put into production
- Completed 964 installation projects, that included 4,852 new data outlets (270% increase) and 663,000 feet of cable
- Upgraded and replaced 6,130 ports of existing network infrastructure
- Continued to improve security: blocked 32,358,996 network attacks; eliminated 987,530 viruses before delivery to e-mail systems; resolved 3,979 on-campus security incidents
- Experienced continued growth in electronic mail demand:
  - Processed 424,000,000 Internet messages
  - Delivered 367,000,000 messages to TechMail mailboxes
  - Classified 288,000,000 messages as spam
  - Removed 400,000 viruses from attachments
  - Delivered 2,242 hours of video conferencing classes and meetings
- Managed growing network traffic:
  - Internet/Internet2 – transported 531,017,484,777,689 bytes of data;
  - Campus network – transported 249,584,360,313,814 bytes of data; and
  - Residence hall network – transported 162,085,228,157,345 bytes of data.

Looking to the Future
**Year in Review: Hot Topics**

**Personal Web Spaces & Blogging**

Personal Web spaces are a forum for communicating and posting ideas, photographs, videos, and other multimedia. Blogging is an online dynamic collection of one's thoughts, opinions, selected links, and personal information. Predators, potential employers, educators, attorneys, and law enforcement officials use these forums to collect data on individuals. Before using a personal Web space, you should read and understand the privacy policies and feature options. Know how to protect your information by limiting the personal information you post and by using available security features from the service.

**Recommended Practices:**
- Be as anonymous as possible;
- Protect your profile information;
- Carefully monitor your contact list;
- Scrutinize third party information sharing;
- Avoid in-person meetings;
- Be aware; potential employers search; and
- Think before posting photos.

**SPAM Management**

Unwanted, unsolicited electronic mail (SPAM) has become an international problem. The Federal Trade Commission estimates that 65% of all electronic mail transactions are SPAM. Unlike private corporations that censor incoming e-mail, the TTU Office of the CIO has elected to honor academic freedom and filter SPAM into a “Junk E-mail” folder for each individual to review. Tagging SPAM in your inbox is an ongoing, daily activity.

In addition to directing “suspect” e-mail to your “Junk E-mail” folder, the IT Division also takes the following actions to reduce malicious SPAM:
- State-of-the-art virus protection systems are running in concert with the TechMail systems. Attachments containing destructive files are quarantined and deleted. You will still receive the electronic mail, but it no longer will contain the malicious attachment.
- The TechMail systems block attachments in certain formats that are conducive to viruses and worms. Some examples include: .exe; .com; .csr; and .pif.

**Illegal Music Downloading**

On-line piracy is increasing as people use the Internet to distribute digital audio files illegally (e.g., using MP3 or WAV format). The Recording Industry Association of America (RIAA) monitors the Internet daily and scans for sites that contain unauthorized music. The RIAA is a private, non-profit corporation whose member companies produce, manufacture, and distribute approximately 90% of all legitimately recorded music in the U.S.

The Division of Student Affairs and the Information Technology Division are working together to provide access to legal music downloading services for TTU students. Please visit [http://www.ttu.edu/legalmusic](http://www.ttu.edu/legalmusic) to access the site.

**Protect Your Children Online**

On January 25, 2007, Texas Attorney General Greg Abbott and the Cyber Crimes Unit presented a Town Hall Meeting on Cyber Safety. The TTU Office of the CIO received permission to share their educational multimedia materials with the TTU community. You may access these materials at [http://safecomputing.ttu.edu/ttu/events/](http://safecomputing.ttu.edu/ttu/events/).

**Data “Custodians” Practices**

The Texas Administrative Code (TAC) defines those who are responsible for implementing owner-defined controls and access to information resources as “custodians.” Recently, the media has reported several high profile instances where safe computing practices could have prevented the compromise or loss of confidential data.

The TTU IT Division details custodians’ responsibilities in the IT Security Policies at [www.infotech.ttu.edu/security](http://www.infotech.ttu.edu/security). Highlights of their responsibilities include the following:
- Maintain information resources with controls specified by the owner(s), including virtual and physical access controls;
- Implement change management procedures and maintain appropriate business continuity plans;
- Perform periodic risk assessments of production systems; and
- Monitor, investigate, and report security incidents in coordination with information security staff.

For the last two years, the TTU System, TTU, and TTUHSC have been working on a plan to remove the use of Social Security Number as a primary identifier for university business. As such, departments should prepare for a transition and avoid creating any departmental databases or applications that collect social security numbers.

For questions concerning data management and security please contact IT Help Central at (806) 742-HELP (4357). For additional Safe Computing Practices information, please visit [http://safecomputing.ttu.edu](http://safecomputing.ttu.edu).

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**Laws and Texas Tech Policies:**  
[http://www.itts.ttu.edu/documentation/laws](http://www.itts.ttu.edu/documentation/laws)

Past copies of TTU IT Division Bulletins may be found online at [http://www.infotech.ttu.edu/itbulletin](http://www.infotech.ttu.edu/itbulletin)  
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