Happy New Year and welcome back to the spring 2009 semester! As is customary, we devote our first bulletin of the year to reviewing highlights from the previous year. We appreciate the support, input, and participation from the TTU Community – our success is your success. Thank you for a successful 2008 and here’s to another year of working together to provide IT resources and services in support of the teaching and research mission in a secure and friendly environment at Texas Tech University!

- Sam Segran
  Associate Vice President for IT and Chief Information Officer

The Year In Review: 2008 Highlights

Last year was a positive and productive year for the TTU IT Division. We share our accomplishments and highlights with the TTU Community in gratitude for the many partnerships and collaborations that contributed to each success.

Office of the Chief Information Officer

- Strategic Collaborations
  - Negotiated reciprocal emergency web hosting with University of Nebraska at Lincoln and University of Houston;
  - Selected and implemented software solutions to improve Institutional SACS reporting and data collection in partnership with the Office of Assessment and Strategic Planning;
  - Worked with the Office of the President to provide technical resources for the NCAA Self Study Team;
  - Collaborated with TTUS, TTUHSC, and ASU senior IT administrators on a state mandated enterprise-wide project management program;
  - In conjunction with the TTU System IT area and the Office of Academic Facilities (Provost Area), deployed the new classroom scheduling system (AdAstra);
  - Assisted Communications & Marketing with the redesign of TTU.EDU web entry portals;
  - Funded and built a new High Performance Computing facility in the Experimental Science Building to support TTU researchers;
  - Renegotiated the Dell Premier, Microsoft Campus Agreement, and Symantec, and WebCT contracts;
  - Completed an external risk assessment by Beck Disaster Recovery, Inc., which covered business continuity planning, data center procedures, and Texas Administrative Code compliance;
  - Engaged external security consultant (IBM ISS) to evaluate the TTU network, TTU servers, and major TTU web applications; and
  - Assisted the Teaching, Learning, and Technology Center with the campus migration to BlackBoard Campus Edition, our course management software.

- Orientations And Events
  - In addition to long-standing campus events with Microsoft, Dell, and Symantec, we welcomed Apple to this series of TTU educational events; and
  - Reached 25,000 people through various educational events and correspondence:

<table>
<thead>
<tr>
<th>Audience</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/staff</td>
<td>3048</td>
</tr>
<tr>
<td>Students</td>
<td>9127</td>
</tr>
<tr>
<td>Parents</td>
<td>5279</td>
</tr>
<tr>
<td>Lubbock area citizens</td>
<td>9696</td>
</tr>
<tr>
<td>TOTAL</td>
<td>25,150</td>
</tr>
</tbody>
</table>

- Safe Computing Practices Initiative
  - Published 9 educational IT bulletins and 17 “Do You Know About” messages;
  - Alerted the TTU community about 30 IT security threats; 4 of these messages were also distributed to the Lubbock area community; and
  - Hosted two Shred Day events in April and October (as part of Data Clean-Up Week and IT Security Awareness Week, respectively); shredded approximately 9 tons of paper (7,816 lbs. in April; 10,180 lbs. in October).

Application Development and Support

- Assisted departmental programmers with converting 86 applications to use eRaider authentication instead of SSN and other methods that were in use;
- Responded to 718 customer application support issues;
- Completed 74 software application feature enhancements for TTU customers;
- Developed 12 new applications for TTU areas and departments; and
- Managed 79 applications for the University community.

High Performance Computing

- Specified and acquired Grendel, the latest HPC super computer (ranked 289 on the international top 500 supercomputer list); and
- Assisted TTU researchers with obtaining $4 million in grant funding;
- Received a $20,000 grant from Microsoft to convert a parallel computing application to the Windows cluster environment;
- Delivered 14 million CPU (central processing unit) hours to TTU researchers;
- Assisted Physics researchers in transferring a massive amount of data (72 Terabytes); and
- Developed grid software that was adopted by a national grid association.

Institutional Research and Information Management

- Converted the TTU course inventory (approximately 6,000 courses) to the new Banner student information system;
- Contributed 10,000 hours of staff time to the Banner implementation;
- Converted 67% of existing degree audits to CAPP, the new degree audit system in Banner, ahead of schedule;
- Provided support for the TTU SACS task force, including the re-design and analysis of the “senior online assessment tool”; and
- Processed 300 special reports, conducted 16 TTU surveys, and submitted 30 federal and state reports.

Looking to the Future

Information Technology Division | Bulletin

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- Sam Segran
  Associate Vice President for IT and Chief Information Officer
**Safe Computing Tips:**

### New Year’s Safe Computing Resolutions for the TTU Community

A review of TTU departmental and area IT security vulnerabilities from last year suggests that the TTU community could improve our IT security posture with the following practices:

- Do not provide any information or respond to “phishing” attempts (email messages that solicit your information, including passwords);
- Set your computer to automatically update the operating system with any released patches;
- Keep the most updated version of Symantec Anti-Virus software installed and running on your desktop;
- Before providing personally identifiable information such as your name, email address, or home address, carefully scrutinize any website;
- For business transactions, make sure the website is secure and you trust the vendor; and
- Guard your identity online, whether in email, web forms, blogs, or personal web spaces – assume that you have no privacy!

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**Safe Computing Practices Committee:** Sam Segran, Katherine Austin, Ph.D., Darrell Batesman, Pulin Bhatt, Shannon Cepica, Scott Hall, Mark Holwerda, Michael Horton, Danny Mat, Alvin Mills, Yung Ng, Mike Simmons, J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.