The TTU IT Division 2009 Year in Review

The TTU IT Division had another productive and positive year, in large part due to cooperation and collaboration with the TTU community. While the year brought many challenges, we also experienced milestones and successes in each area. Here are some of the major accomplishments from each area:

Application Development & Support

- Worked with Rawls College of Business in integrating Citrix Application with the University's eRaider sign-in security system.
- Assisted Communications & Marketing and the Division of Enrollment Management and Student Affairs with the rollout of Mobile.Edu - the TTU mobile computing service delivery project.
- Released 17 new applications for the University in 2009 – a record year!
- Continued to support 93 applications previously written for TTU.
- Converted 85 applications to integrate with the Banner systems, including 58 applications that required eRaider authentication.

High Performance Computing

- Installed a new 250 KVA UPS at HPCC computer facility in the Experimental Sciences Building, bringing the total to 400 KVA UPS and increasing the available power capacity by 167%.
- Installed new high performance computing cluster, Grendel, which is ranked at 175 in the “Top 500 Supercomputers In The World.” Among academic institutions on this list, TTU is ranked 2nd in the Big 12 and 10th in the United States.
- Assisted TTU researchers in obtaining $12 million of research grant funding.
- Partnered with Petroleum Engineering on donation of licenses for Schlumberger’s Petrel/Eclipse software valued at $42.5 million.
- Assisted Chemistry in securing a $500,000 NSF grant for a new computing cluster.

Institutional Research & Information Management

- Wrote over 120 new student and HR reports in Cognos.
- Built and maintained the student modules within the ODS database and Cognos for report writers at TTU and TTUHSC.
- Conducted more than 20 training sessions for users of Cognos, CAPP, and others.
- Hosted the annual conference for Texas Association of Institutional Research (TAIR).
- Processed more than 300 special requests for customers on and off campus.
- Conducted more than 20 surveys of students, faculty, and staff for on-campus customers.
- Submitted more than 30 reports to state and federal government entities.

IT Help Central

- Created 901 knowledge base solutions and 1,372 technical web pages.
- Posted 7,080 TechAnnounce messages (an increase of 8.9% from 2008).
- Posted 587 announcements to TechEvents.
- Processed 2,882 customer satisfaction surveys. (See graph for satisfaction levels.)
- Created 57,060 help tickets (12% increase from 2008) and handled 160,368 technical assistance calls.
- Residence Hall Support assisted 1,259 customers and serviced 206 student systems.

Technology Support

- Technology Support-managed computing facilities saw 392,000 system logons (2.5% increase from 2008) and 1,142,790 printed pages (an increase of 20% from 2008).
- Taught 204 technology ShortCourses, instructing 971 students, staff, and faculty.
- Supported 30 University websites and worked with Communications & Marketing to enhance TTU web pages.
- Monitored and managed the main TTU website; 10.3 million unique visitors explored the site, an increase of 116% from 2008.
- Reorganized TTU server management group that is responsible for TTU production applications, such as BlackBoard, Lyris, and CBT.

Telecommunication Services

- Upgraded 654 wireless access points.
- Completed 484 FastTrack network installation projects for the TTU community.
- Installed 1,356 data and 302 voice outlets consuming 200,835 linear feet of cable.
- TTUnet experienced the following network traffic in 2009:
  - Internet - 717,399,440,110,982 bytes (652 TB)
  - Internet2 - 122,824,404,708,560 bytes (111 TB).
- TechMail servers processed 170 million mail messages:
  - Daily average of 465,000 delivered messages.
  - Daily average of 31 million rejected spam messages from the Internet.
- Using the storage capacity saved from judicious spam management efforts, mailbox size was increased to 1 gigabyte (from 100 MB) for all faculty, staff, and students.

Message from the CIO

Welcome back to another spring semester full of opportunities and activities. As is typical for this time of year, we take a moment to review the previous year as we plan for the new one. This issue is dedicated to sharing the TTU IT Division highlights from 2009, including a synopsis of our Safe Computing Practices Campaign efforts. Our success is largely contingent on the collaboration and cooperation with TTU areas and units, as noted in our Partnership Spotlight; please accept our appreciation for your continued partnership.

-Sam Segran
Associate Vice President for IT and Chief Information Officer
• Hosted 193 audio conference calls, 345 video conference classes and meetings, and verified 19 distance education sites.
• IT Security Team detected and blocked 88,675 attacks, responded to 61 security incidents, conducted weekly scans of 10,000 servers, workstations, and network devices with our vulnerability management system, and scanned 152 websites for application vulnerabilities.

Safe Computing Practices Campaign
Since 2005, the TTU Office of the CIO has offered programs and events to raise awareness about safe computing practices to TTU and the area community. In 2009, we reached a record number of students, staff, faculty, and area citizens. Highlights from 2009 activity:

• Provided orientation presentations, guest lectures, roundtables, and vendor-oriented programs to 17,332 faculty, staff, students, and parents.
• Reached 11,022 people through our community workshops and presentations.
• Published 11 educational bulletins, posted 12 Do You Know About (DYKA) TechAnnounce messages, and sent 5 security alerts to the TTU and Lubbock communities.
• IT Division hosted 2 Shred Day events to encourage the TTU community to safely dispose of printed confidential data with the help of area vendors. Participating vendors shredded a total of 30,950 pounds, representing 1,420 boxes of paper from 76 TTU departments.

Partnership Spotlight for 2009 Projects
The TTU IT Division thanks our major partners who helped ensure the success of 2009 projects.

Texas Tech Internal Partners
• Chemistry & Biochemistry Department (HPC)
• Communications & Marketing (TTU website & TechAlert)
• Division of Enrollment Management & Student Affairs (Mobile. Edu)
• Office of Planning & Assessment (TracDat, Digital Measures)
• Procurement Services (Dell partnership & accessibility)
• Physics Department (work related to Large Hadron Collider)
• School of Law (Sonic Foundry MediaSite)
• Student Disability Services (Website accessibility)
• TLTC (BlackBoard)
• IT Staff from TTU System, TTUHSC, and ASU

External Partners
• Apple
• BlackBoard (WebCT, TechAlert, and Mobile.Edu)
• Dell
• High Performance Computing Across Texas (HiPCAT)
• Lonestar Education and Research Network (LEARN)
• Microsoft
• National Science Foundation
• NICE
• Schlumberger
• SkillSoft
• Sonic Foundry
• Symantec
• Texas Association for Institutional Research (TAIR)
• Texas Department of Information Resources

Our goal is to empower people with the knowledge and tools to reduce computing security threats.