Message from the CIO

Together with the campus community, the TTU IT Division had another busy and productive year. As is customary, we dedicate the first bulletin of each calendar year to reviewing most of the major activities and milestones that support Texas Tech University’s strategic initiatives. The metrics below also help us track our continuous quality improvement in services. The summary of metrics from IT Help Central indicates an overall increase in quality of service coupled with higher operational efficiency. Information technology is a strategic tool important to University goals and initiatives and we appreciate your partnership as we support the institution.

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

TTU ITHC Help Desk Rates vs. National Higher Education

- Responded to 2,916 help requests by website year
- Facilitated 7,762 TechAnnounce posting submissions.
- Provided walk-up support to 1,628 customers.

Technology Support

- The computer systems in the ATLC and remote public computer labs had over 310,105 total logins for the year.
- Students printed 1,240,011 pages in the ATLC and remote labs during this period.
- Collaborated with Academic Support & Facilities Resources and Space Planning & Administration to upgrade five general use classrooms to “Smart” rooms for instruction.
- Provided a total of 240 computer training courses, for a total of 480 instructional hours.
- Trained 1,311 individuals, including 45 faculty (3%), 374 staff members (29%), and 892 students (68%).
- Managed 11 University-wide site license agreements, including: AutoCAD, CBT, CSLG & ESL, EON, GIS, JAWS, Maple, Symantec, SAS, SPSS, and Microsoft.
- Assisted the Staff Senate, Faculty Senate, Student Government Association, and TTU Law School Student Bar Association in the successful completion of on-line elections using the eBallot system.
- Provided direct support and guidance including training, support for video, and template design for over 30 University websites.

Telecommunications Services

- Collaborated with TOSM to provide support services for major networking upgrades to Data Center infrastructure.
- Doubled Internet bandwidth from 310 Mbps to 622 Mbps.
- Expanded bandwidth for Hill Country sites (expanded Fredericksburg Hub, doubled bandwidth).
- Established network presence for TTU College of Architecture at El Paso Community College.
- Helped customers with 463 FastTrack network project requests.
- Assisted various departments by providing over 6,100 TTU guest accounts for their events.

Application Development and Support

- Maintained 79 applications for the University community.
- Completed 47 projects to enhance or provide new solutions for the University.
- Worked with TTU areas and units to place proper eRaider authentication on applications and products.
- Advised campus programmers regarding application security and best practices for code management and development.

High Performance Computing Center

- Deployed new cluster Hrothgar with 9,024 cores. The previous cluster had 3,984 total cores. With 7,680 cores Hrothgar is ranked #110 on the world’s TOP500 supercomputers list (TTU ranks #3 in the Big 12, #11 in US academic institutions, #35 in academic institutions worldwide).
- Provided more than 28 million CPU hours to TTU researchers.
- Assisted HPC researchers in bringing in more than $4 million in grant money for the year and more than $12 million overall.
- Helped Chemistry with purchasing and installing a new HPC cluster.
- Helped Physics add 240TB of storage.
- Alan Sill, Ph.D., was appointed as Vice President for Standards in the international Open Grid Forum organization.
- Hosted International Grid Trust Federation meeting and Open Grid Forum symposium on security technologies for grid and cloud computing.

IT Help Central

- Customer Satisfaction Levels (Fiscal Year 2010):
  - Processed 2,805 customer satisfaction surveys; personally contacted over 8% of these customers following the survey receipt.
  - Response rate rose 0.3% (from 6.1% to 6.4%).
  - Percentage of positive rate rose 2.5% (from 88.8% to 91.3%).
- Configured, organized, and distributed First Generation Laptop Program for 49 Students Fall ‘10.
- Assisted with 1,176 residence hall related issues.
- Assisted customers with 248 systems through drop-off services.
- Provided support to 510 student residents during Spring 2010 and Fall 2010 residence hall move-in days.
- Total calls handled: 137,631.
- Created 51,588 help tickets (customer requests for assistance).
- Responded to 7,869 e-mail help requests.

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Office of the Chief Information Officer

In addition to events hosted for the TTU community, TTU students and parents, and the Lubbock Community, the TTU IT Division hosted the Symposium on Authentication Technologies for Research and Education in conjunction with the 5th Anniversary International Grid Trust Federation and The Americas Grid Policy Management Authority Meeting and 12th TAGPMA Face-to-Face Meeting.

Safe Computing Initiative

- Published 10 educational bulletins as part of the “Do You Know About Series”.
- Posted 19 “Do You Know About” TechAnnounce messages.
- Organized two Shred Days, one in April as part of Data Clean-Up Week and one in October as part of TTU Cyber Security Awareness Week.

Contributions by: Katherine Austin Beltz, Ph.D., James Abbott, Ph.D., Jeff Barrington, Darrell Bateman, Pulin Bhatt, Shannon Cepica, Kevin Crockett, Scott Hall, Michael Horton, Alvin Mills, Yung Ng, Brittany Payne, Ashley Raymond, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Kent Towns, Britta Tye, Laura Webb, and Allen Young.

Safe Computing Practices Committee: Sam Segran, Katherine Austin Beltz, Ph.D., Jeff Barrington, Darrell Bateman, Pulin Bhatt, Shannon Cepica, Paco Diaz, Scott Hall, Mark Holwerda, Michael Horton, Danny Mar, Alvin Mills, Yung Ng, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.

Web Refresh Project

- Collaborated with Communications & Marketing to carry out Project Web Refresh initiatives including assisting with website usability testing, revamping the A-Z site index, updating the web templates with the Double T, and the campus map.
- Rebuilt the TTU Campus Map from the ground up to utilize Google mapping technology and to be more user-friendly and interactive.
- Improved website analytics tracking to provide more accurate results and have been working to expand the tracking to all university sites to better aid departments in website decision-making.

Partnership Spotlight for 2010 Projects

The TTU IT Division thanks all our major partners who helped ensure the success of 2010 projects. A sampling of these partners and projects are listed below:

- Chemistry & Biochemistry Department (HPC)
- Communications & Marketing (TTU Web Refresh & TechAlert)
- Division of Enrollment Management & Student Affairs (Mobile.Edu)
- Institutional Diversity and Outreach (Minority Faculty Database)
- Office of Planning & Assessment (HB2504 Compliance & Ad Astra)
- Procurement Services (eCommerce, Dell partnership, & accessibility)
- Physics Department (HPC)
- Student Disability Services (Website accessibility)
- TLTC (BlackBoard)
- Vice President for Research (Time and Effort compliance)
- IT Staff from TTU System, TTUHSC, and ASU
- University College (College IT review)