Message from the CIO

Our institution continues to grow and march toward our strategic goals and initiatives. Information Technology has been partnering with the campus community to support and facilitate those institutional goals. As is customary, we dedicate the first bulletin of each calendar year to reviewing a select list of our major activities and milestones. Our metrics also help us guide our continuous quality improvement in services, as well as identify areas that need additional resources. We appreciate your partnership as we support the institution with information resources and services. Happy New Year!

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

IT Division

- Our Safe Computing Practices Initiative published 9 educational IT bulletins, posted 25 “Do You Know About” TechAnnounce messages, sent 6 security alerts to the TTU and Lubbock communities, and shredded over 117,730 lbs during the May and October Shred Days to promote information resource security and best practices.
- Hosted over 34,000 attendees at various TTU and IT Division educational events.
- Facilitated the remediation of over 460 individual vulnerable systems and workstations.
- Collaborated with Texas higher education and other institutions through the Lonestar Education And Research Network (LEARN) organization to lay the foundation for increased, cost-efficient bandwidth capabilities for Texas Tech.

Office of the CIO

Collaborated with over 30 strategic partners, completing 44 projects (31 major and 14 web refresh).

Application Development & Support

- Maintained 90 application projects and enhanced 47 applications for the University.
- Assisted with 45 security and 11 special projects.
- Developed 36 new Cognos reports and modified 67 Cognos reports.

Partnership Highlight

The TTU IT Division thanks our many partners who helped ensure the success of our projects. The partnerships change year-by-year; a sampling of our 2011 major partners are listed below:

- Office of the Provost
- VP for Research
- VP for Institutional Diversity, Equity, and Community Engagement
- VP for Administration & Finance
- Graduate School
- College of Education
- Human Resources
- Emergency Management
- Office of Communications & Marketing
- Rawls College of Business
- Faculty Senate, Staff Senate & Student Government Association
- Texas Tech System, ASU, and TTUHSC IT areas
High Performance Computing Center
• With 9,024 cores, Hrothgar is ranked #254 on the TOP500 super computers list (#2 in Big 12, #17 in US academic institutions, #53 in academic institutions worldwide).
• Provided more than 92 million CPU hours to TTU researchers (up 64 million hours from 2010).
• Provided over a petabyte of high-speed storage.
• Assisted with grant proposals totaling an annual amount of $6.5 million in 2011.

IT Help Central
• Handled 131,072 support calls with Tier 1 support, receiving 94% overall customer satisfaction.
• Resolved 1,083 residence hall-related issues, serviced 275 drop-off requests, and resolved 656 technology issues during residence hall move-in periods.
• Classroom Technology Services (new team) supported 11 general purpose classrooms, and installed 10 digital signage systems.
• Processed 6,178 TechAnnounces and 760 event messages.
• Established HDI West Texas chapter (IT service and technical support membership association), hosting their Higher Ed Forum.
• Implemented AskIT, a new customer self-service portal.

Technology Support
• Conducted 216 training sessions to 980 students, faculty, and staff.
• Provided webmaster support, guidance, and training; managed 30 university websites. Key TTU websites attracted over 14 million unique visitors.

Contributions by: Katherine Austin Beltz, Ph.D., James Abbott, Ph.D., Jeff Barrington, Darrell Bateman, Pulin Bhatt, Shannon Cepica, Kevin Crockett, Scott Hall, Yung Ng, 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, Danny Mar, Yung Ng, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.

Telecommunications
• Installed 529,000 – almost 100 miles – linear feet of cable.
• Installed 78 new wireless access points.
• Developed Unified Communications strategy, including VOIP and began deploying to departments.
• TechMail servers processed 235 million email messages.
• Intrusion prevention systems detected and blocked 761,086 network attacks, while the Security Operations Team responded to 263 security incidents (less than half the number of security incidents in 2010).
• Processed 303 network installation projects, that resulted in the installation of 4,797 data outlets (3,700 more than in 2010) and 138 voice outlets.
• Increased commodity Internet bandwidth from 622 Mbps to 2.6 Gbps, and research Internet bandwidth from 622 Mbps to 5 Gbps, with plans to further increase bandwidth in 2012.
• Network traffic
  o Internet, 1,563,283,803,480,690 bytes (1.388 petabytes)
  o Internet, 233,848,712,420,229 bytes (0.207 petabytes)

High Performance Compute Capabilities

Bandwidth Capabilities

Scan the barcode to view IT Bulletins online
www.infotech.ttu.edu/itbulletin