Message from the CIO
The past year demonstrates that Texas Tech University continues to succeed and thrive! From the accomplishment of the Vision & Traditions Campaign, to the University’s 90th birthday, to another record spring enrollment, it is an exciting time to be a part of the Red Raider community. Throughout 2012, the Information Technology Division collaborated with many campus partners to support institutional strategic goals. We devote the first bulletin of the year to reviewing a select list of our divisional and departmental accomplishments and milestones. Our metrics guide our continuous quality improvement in services, as well as identify areas that need additional resources. We appreciate your partnership and support as we continue to provide information resources and services. Thank you for your commitment to excellence and congratulations on being a part of this exciting time as a Red Raider!

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

TTU IT Division/Office of the CIO
In 2012, the TTU IT Division and the Office of the CIO collaborated with numerous campus groups on projects for the University. The IT Division thanks its partners who help ensure the success of these many projects. Last year, some of our key partners were:

- Office of the Provost
- VP for Research
- VP for Institutional Diversity, Equity & Community Engagement
- VP for Administration & Finance
- Graduate School
- College of Education
- College of Media & Communication
- Office of Communications & Marketing
- Faculty Senate, Staff Senate, and Student Government Association
- Texas Tech University System, Angelo State University, and Texas Tech University Health Sciences Center IT groups.

The TTU IT Division engaged in campus and community outreach and education about TTU IT Services, Cyber Security, and other critical IT topics:

- Participated in 59 parent and/or student informational sessions to over 18,500 new or current students and their parents.
- Hosted 32 faculty/staff events on security, online reputation management, cyber security awareness, ethics, and briefings by strategic corporate partners to over 1,600 Texas Tech employees.
- Provided outreach to over 16,000 people in the Lubbock area community by bringing IT topics to events including Lubbock Chamber of Commerce Business Expo, Osher Life-Long Learning series, South Plains Tech Prep Career Expo, and the Back-to-School Fiesta hosted by the Division of Institutional Diversity, Equity & Community Engagement.

Application Development & Support
- Maintained 99 applications for the University community.
- Enhanced 44 existing applications to improve functionality and/or security.
- Completed 15 special programming projects for the University.
- Completed 13 application security projects.
- Produced 28 new Cognos student reports and enhanced another 159 existing reports.

IT Help Central
- Processed a total of 118,173 requests for assistance.
- Assisted in 1,748 Residence Hall support issues.
- Assisted 1,073 students during the Residence Hall move-in days in Spring 2012 and Fall 2012.
- Provided walk-up support for 2,000 customers.
- Responded to 9,604 email assistance requests.
- Provided assistance for 3,051 requests via the IT Help Central website.
- Facilitated 9,099 TechAnnounce posting submissions.
- Managed the Campus Digital Signage system with displays located in 12 buildings, including new locations in the Xcel Building, Gordon Hall, and the Communications & Marketing area of the Administration building.
- Continued to see Positive Service Assessments well above industry standards:

Technology Support
- Managed 14 major University-wide software licenses, including: Auto CAD, SkillSoft CBT, Confluence Wiki, GIS, JAWS, Lyris, Maple, Media Site, MATLAB, SAS, SPSS, Symantec, Blackboard, and Microsoft.
- Collaborated with the College of Media & Communication on a new 32-seat computer lab in the MCOM building.
- Evaluated application and desktop virtualization, and virtualized SPSS for the campus.
Telecommunications Services

• Added 468 new access points, including 139 in the new residence hall, Talkington Hall.
• Installed 851,856 linear feet of cable, over 160 miles!
• Added an additional 5,923 data outlets.
• TTUnet traffic for the year:
  » Internet - 2,391,397,899,423,550 bytes (2.124 petabytes)
  » Internet2 - 469,728,839,558,700 bytes (0.417 petabytes)
• TechMail servers processed 130 million email messages.
• Certified 12 distance education sites and provided services for 1,841 for-credit instructional hours.
• Converted 106 departments to Unified Communications and added 2,683 customers to Enterprise Voice over IP service.
• Lync services under Unified Communications delivered:
  » 9 million instant messages.
  » 4 million minutes of audio.
  » 39,000 minutes of video communications.
  » 11,000 application sharing sessions.
  » 28,000 conference calls.
• Detected and blocked 1,327,703 attacks, responded to 139 security incidents, and assisted with the remediation of 967 server and 158 web application vulnerabilities.
• Internet capacity trend:

High Performance Computing Center

• Consisting of 7,680 cores, Hrothgar is ranked #414 on the TOP500 supercomputer list (#3 in Big 12, #21 in US academic institutions, #88 in academic institutions worldwide).
• Deployed 2 new clusters, expanded the community cluster, and added an additional 99 TB of storage.
• Provided over 92 million core computing hours to TTU researchers.
• Provided over 1 petabyte of high-speed storage.
• Assisted with grant proposals totaling $6.7 million.
• Computing power trend:

Contributions by: Katherine Austin Beltz, Ph.D., James Abbot, Ph.D., Jeff Barrington, Darrell Bateman, Shannon Cepica, Kevin Crockett, Scott Hall, Yung Ng, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Kent Towns, Britta Tye, Laura Webb, Kristen Witherspoon, and Allen Young.

Safe Computing Practices Committee: Sam Segran, Katherine Austin Beltz, Ph.D., Jeff Barrington, Darrell Bateman, Shannon Cepica, Scott Hall, Danny Mar, Ron Nail, Yung Ng, Randall Osborne, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division staff.