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Week

## Message from the CIO

Amidst record high spring temperatures in West Texas, the IT Division is busily engaged in another hectic semester. Our campus hit a milestone with our lecture capture system—Mediasite—one million video views! For the last several years, we have been working to enhance our High Performance Computing services, and in this issue we provide an update on those activities. We will also launch a new technical application to manage access to IT resources, making the process more convenient for the TTU community. We also thank Sean Childers and the Operations Division for their partnership in another successful Shred Week. Go Tech!

—Sam Segrán, Associate Vice President for IT and Chief Information Officer



## Mediasite Milestone | One Million Views and Counting

Since 2010, Texas Tech has been using Mediasite to store and distribute educational videos. Mediasite videos include classroom capture, desktop recording, and is used increasingly to deliver video for distance courses, “flipped” learning on campus, staff training, and more.

Mediasite is integrated with eRaider sign-in, which allows administrators and educators to keep track of who is viewing the content, when, and how often.

Analytical tools built into the system also allow administrators to monitor the health and usage of the system; this shows that the Texas Tech Mediasite system has delivered over one million views of TTU-produced content to over 32,000 unique viewers. The system currently holds about 13,000 hours of content across 16,000 presentations, with more added every semester.

If you have questions about using Mediasite to deliver video to the campus community, please email [mediasite@ttu.edu](mailto:mediasite@ttu.edu) or call (806) 742-4357 (HELP).



## IT Resource Renewal Notifications



To better comply with TTU and state IT account management policies, Telecommunications implemented a new IT resource renewal system to manage special privileges and access to certain IT services, including PCI firewall requests and research/business partner eRaider accounts. Managers/department heads will receive occasional renewal notices to confirm that the special authorization granted to certain individuals for these services should be renewed for another year.

Additional information about this system:

- Renewal notices will originate from [renewals@ttu.edu](mailto:renewals@ttu.edu);

» Note: This is an unattended mailbox—please do not reply to messages sent from this address.

- Message subject is “Renewal Notification for <System Name>”;
- Message will contain a link to an eRaider-authenticated page where these special privileges may be renewed; and
- If the privileges are no longer needed, simply do not check the box beside the name of the individual currently assigned those privileges.

For any questions or additional information, please contact IT Help Central at (806) 742-4357 (HELP) or via email at [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu).



## High Performance Computing Center Updates

Over the past year, several changes have taken place at the High Performance Computing Center (HPCC) that we would like to share with the TTU community.

As many of you who use HPCC services may recall, we had a major power outage in January 2016 that caused the loss of HPCC services for several weeks. The power outage occurred during record inclement weather when there were no personnel on-site during the holidays, and subsequently a shutdown software script failed, and an emergency generator had not been provisioned for the HPCC. We also had the retirement of the previous Senior Director, as well as several key HPCC personnel. We had an aging, out of warranty, cluster that caused various operational issues.

In response to these and to meet other HPCC user community needs, we have made several important changes. Dr. Alan Sill has been appointed as the Senior Director of the High Performance Computing Center effective November 1st, 2016, after having been in the interim role since October 2015. Over the last year, we have accomplished a number of initiatives:

- Replacement and additional personnel hired:
  - » Two full time research associates to help HPCC customers
  - » One research assistant
  - » Four graduate assistants
- Created an HPCC Help Desk to assist with trouble ticket processing, software installations, and consulting;
- Purchased approximately 14 million core hours per year on LoneStar 5 at TACC;

- Coordinated with our storage vendor to upgrade the Lustre file storage system resulting in a significant performance improvement and a new support contract;
- Purchased and constructed a Research Data Repository in collaboration with the TTU Library so that NSF grant proposals by TTU researchers will be in compliance with the NSF data management plan requirement; and
- Purchased and installed new software enabling the more effective management, tracking, and utilization of the high performance computing clusters.

We appreciate your patience, understanding, and support through this year of significant changes, as we work to improve our HPCC services for TTU.

In addition to the above, the HPCC is currently working on the final testing stages of commissioning a new cluster, Quanah, that will more than double the total processing capability of HPCC. We are also working closely with the Operations area to explore options to purchase an emergency generator for the HPCC clusters.

Contact HPCC Support ([hpcsupport@ttu.edu](mailto:hpcsupport@ttu.edu)) for assistance with HPCC cluster or resources. For assistance with inclusion of funding for HPCC support in your grant proposals or with any follow-up questions that you may have, please contact Assistant Vice President for IT, Jeff Barrington ([jeff.barrington@ttu.edu](mailto:jeff.barrington@ttu.edu)) or the Senior Director of High Performance Computing, Dr. Alan Sill ([alan.sill@ttu.edu](mailto:alan.sill@ttu.edu)).



## Red Raider Shred Week

For the past several years, TTU Information Technology Division and TTU Operations Division have partnered to provide the TTU campus with affordable, on-campus document shredding—Red Raider Shred.

This year, our Shred Week initiative took place from March 6 to March 10. A grand total of 630 box pickups were completed, with an estimated weight of 10,000 pounds or 5 tons of paper.

A big Red Raider thank you to the Operations Division for collaborating with us, and providing this valuable service to the TTU community.

Call Red Raider Shred at (806) 742-8327 (TEAR) to schedule a pickup or regular service. For additional information and service details, please visit [www.depts.ttu.edu/services/redraidershred/](http://www.depts.ttu.edu/services/redraidershred/). Go Team, Go Tech, Go Green!

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