Message from the CIO

Happy New Year! As is customary, we will dedicate our first Bulletin of the new calendar year to highlighting selected performance metrics for the IT Division from FY17, in support of institutional goals and strategic priorities. In December 2017, at our annual Year in Review, we also launched the TTU Office of the CIO Excellence in IT Innovation Award. This award was created to recognize TTU areas and departments that have demonstrated exemplar innovative and/or highly successful technology-based service implementations. For FY 2018 awards, we will begin taking nominations in the summer. Again, we thank you for your continued collaboration and partnership as we work together to serve the TTU Community.

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

FY 2017 Excellence in IT Innovation Award

TTU Operations Division Planning Initiative

TTU Advising Retention Tools

TTU Parking Services Vehicle Identification System

TTU Athletics Teamworks Implementation

IT Division Projects & Cybersecurity Initiatives

Major IT Projects Completion & Progress

268 Major IT Projects Completed

65 Major IT Projects In Progress

28 Web Refresh Projects Completed

Published 9 IT Bulletins

Sent 8 IT Alerts to TTU and Lubbock Community

Sent 15 IT Educational Messages to TTU Community

Posted 26 IT Educational Messages via social media
IT Division Events

Attendees At IT Events

- Faculty/Staff: 9,864
- Student: 1,901
- Parent: 10,884
- Community: 12,594

Application Development & Support Projects

- MAINTAINED
  - Applications for University Community: 143
- PROJECTS IN PROGRESS
  - Enhance or Provide New Solutions for University: 27
- PROJECTS COMPLETED
  - Enhance or Provide New Solutions for University: 40
- NEW REPORTS
  - Student Cognos Reports: 16
- ENHANCED REPORTS
  - Student Cognos Reports: 193

High Performance Computing Center

HPC CPU Hours Provided To Researchers in FY 2017 (in millions of hours)

- Irediger: 71
- Lonestar 4/5: 31.5
- Other HPCC Clusters: 7.3
- Stand-alone Community Cluster: 6.2
- Grid: 14
- Quanah: 0.2

Primary HPC Cluster Compute Capabilities And User Accounts

Added new cluster, Quanah, to HPCC resource
- Knowledge Base
  - Created/edited 3,176 custom solutions

- Social Media
  - Facebook: 38 Posts, 405 Likes
  - Twitter: 327 Tweets, 418 Followers

- Campus Communications
  - 9,092 TechAnnounce postings
  - 188 directed emails

---

**Shortcourse Attendees**

- FY 2017
- 15 Students
- 332 Faculty
- 475 Total Attendees

---

**Web Services**

- 286 OmniUpdate Sites
- 28 Sites Migrated To OmniUpdate
- 153 Sites Converted To Latest Template
- 27 Sites Launched Into Production

---

**Printouts in ATLC & Remote Labs**

- FY 2017
- 90,799 Lab Logins

---

**Technology Support**

- ITHC Support Requests
- Customer Satisfaction
- Frontline Resolution
- ITHC Service Assessment - FY 2017
- Quality Of Service Provided
- Courtesy Of Analyst
- Technical Skills/Knowledge Of Analyst
- Timeliness Of Service Provided

---

**IT Help Central**

- 1,746 Helpdesk Help
- 45,427 Website Help
- 186 WebMail Help
- 2,219 MathLab Help
- 122 Turnitin Help
- 46 Chat Requests
- 1,766 Email, ITHCentral@bct.edu