



TEXAS TECH UNIVERSITY

Information Technology Division™

IT Division Briefing

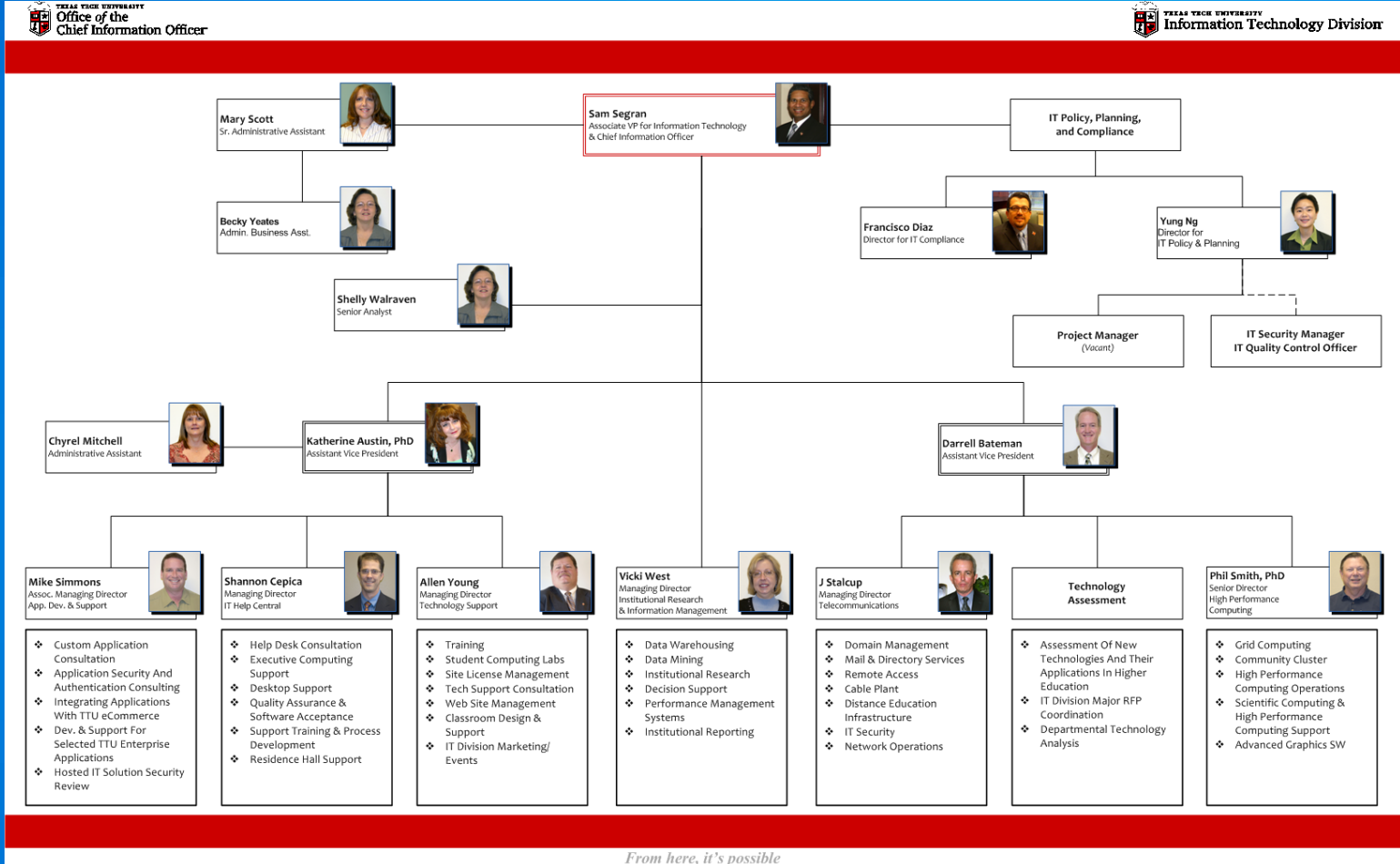
From here, it's possible





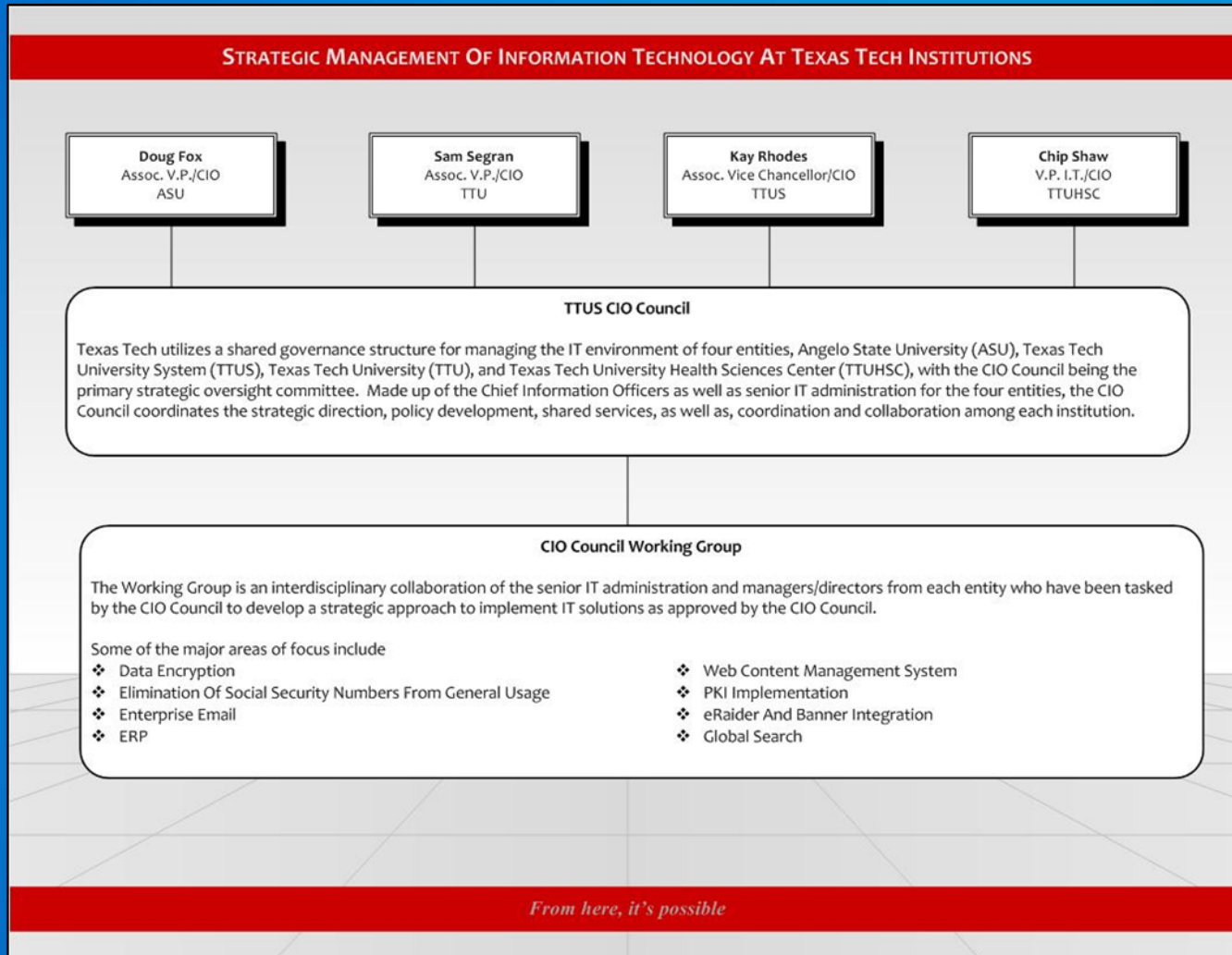
TEXAS TECH UNIVERSITY Information Technology Division™

TTU IT Division





❖ Texas Tech CIO Council





TEXAS TECH UNIVERSITY

Information Technology Division™

❖ State Of Texas

❖ DIR

❖ THECB

❖ SAO

❖ LBB

❖ TASSCC



TEXAS TECH UNIVERSITY

Information Technology Division™

❖ Standing Committees

- ❖ IT Advisory Committee
- ❖ CIO Council
- ❖ Grid Users Group
- ❖ IT Security Committee
- ❖ TTU Web Advisory Committee
- ❖ Safe Computing Committee



TEXAS TECH UNIVERSITY

Information Technology Division™

❖ External Liaisons

- ❖ LEARN
- ❖ ITCHE
- ❖ Educause
- ❖ Internet2/NLR
- ❖ Big 12 CIO Group
- ❖ Federal
 - ❖ DMCA
 - ❖ FBI, ...
- ❖ Other



TEXAS TECH UNIVERSITY

Information Technology Division™

❖ IT Strategic Plan

❖ Mapped To TTU Initiatives

❖ IT Division Goals

❖ IT Division Accomplishments



2009 Major Accomplishments

TTU Office of the CIO – Strategic Partners on Key Projects



 Purchasing Department

 Student Disability Services

 Office of the President & TTU Alumni Association
(laptop program)

 Communications & Marketing

 Office of Planning & Assessment

TTU Office of the CIO – Strategic Partners on Key Projects



- IT Management From TTUS, TTUHSC, and ASU
- Apple, Dell, Microsoft, SkillSoft, Sonic Foundry, Symantec, Cisco, AT&T, and BlackBoard
- Schlumberger
- Division of Enrollment Management and Student Affairs



TTU Office of the CIO –Major Events & Staff Achievements



TTU Office of the CIO - Safe Computing Initiative (12)

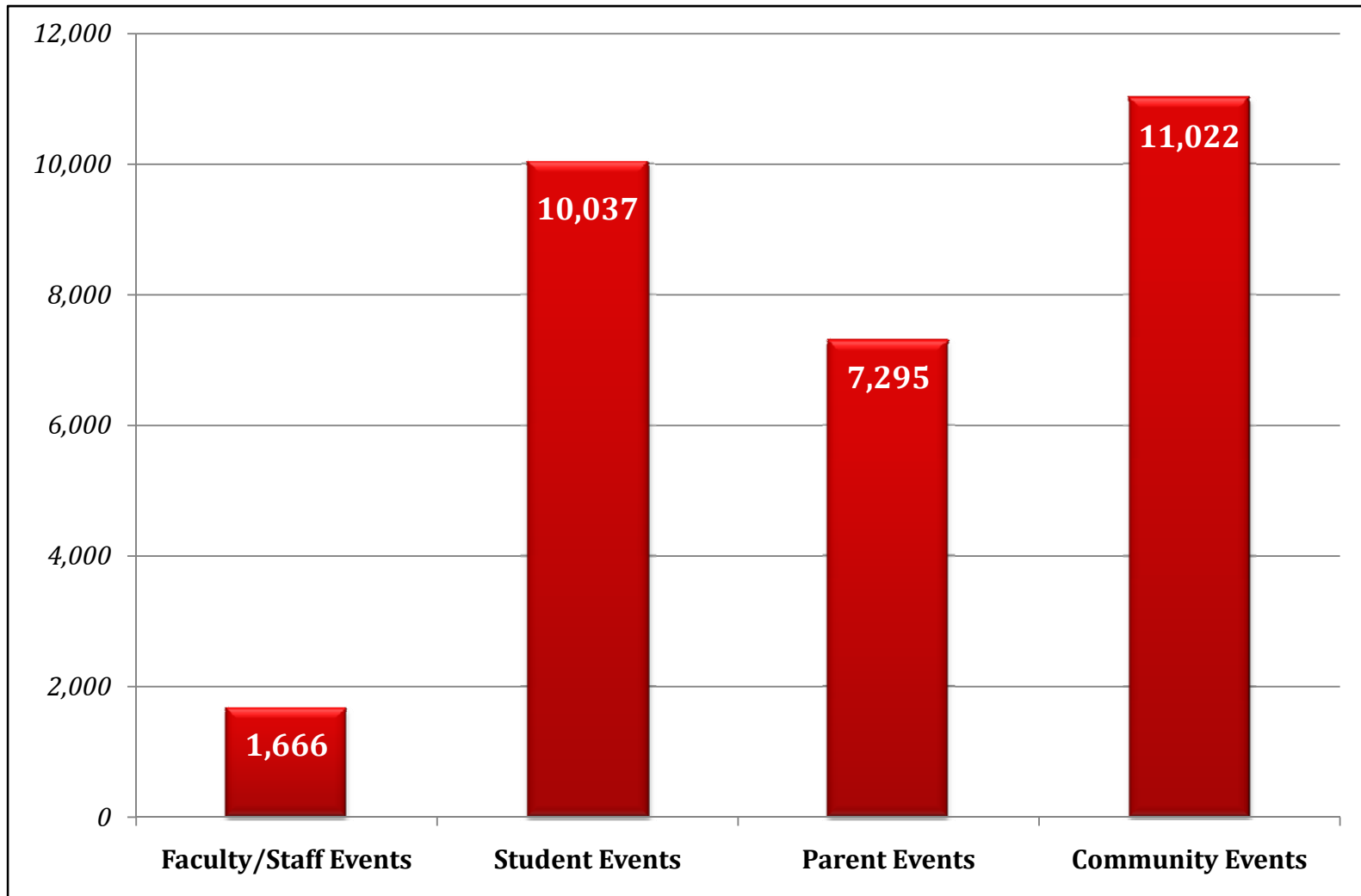


- Published 11 educational bulletins
- Posted 12 DYKA
- Sent 5 security alerts to TTU and Lubbock area communities
- Organized 2 Shred Days
- Total vulnerable systems decreased 94%
 - Vulnerable systems decreased 2 years to 2 weeks

TTU Office of the CIO – Total Educational Event Attendance



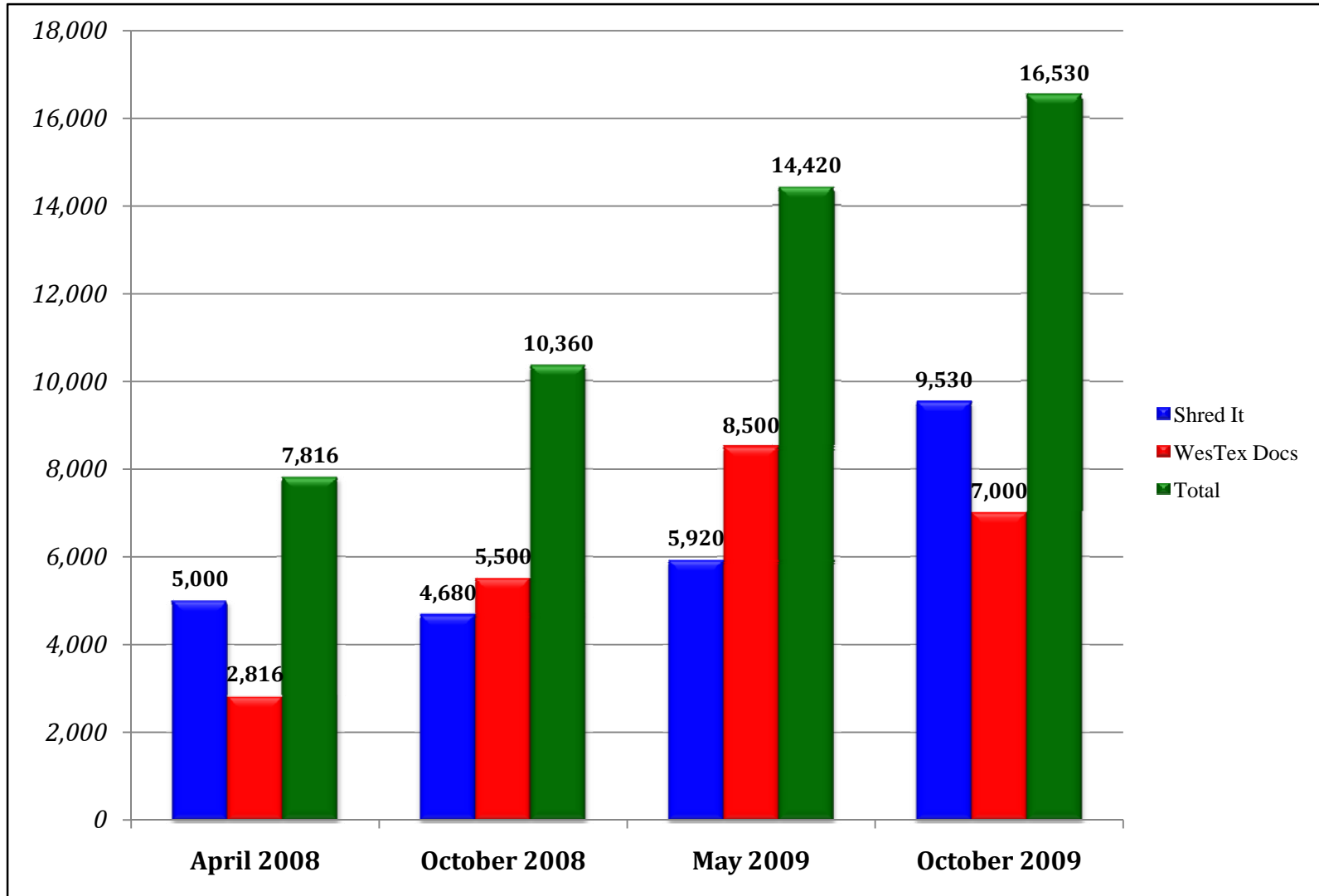
Attendees @ 2009 Educational Events - 30,020





“Shred Day” Volume

Volume (in lbs.)





Application Development and Support (7)

- † Assisted Division of EM & SA by programming mobile apps for iPhone - Phase 1

- † Released 17 new applications and/or solutions for the University - a few examples:
 - † Ad Astra Schedule

 - † TracDAT Project

 - † Digital Measures

- † Red Raider Orientation Registration Application

- † Converted 85 major applications to integrate with Banner systems, including secure authentication with eRaider



High Performance Computing Center (9)

- ‡ Grendel -175/500 (#2 in Big 12, #10 in US academic institutions)
- ‡ Collaborated with Petroleum Engineering on donation of licenses for Schlumberger's Petrel/Eclipse software valued at \$42.5 million
- ‡ Provided more than 19 million CPU hours to TTU researchers
- ‡ Transferred more than 1.4 terabytes per day of Hadron Collider data from CERN to TTU for analysis on HPCC resources by TTU researchers
- ‡ Hosted HiPCAT Conference



Institutional Research and Information Management (17)

- ‡ Conducted 20 Cognos training sessions for TTU faculty and staff
- ‡ Completed conversion of Degree Audit programs from On-Course to CAPP
- ‡ Provided support for Enrollment Management Strategic Planning Committee and TTU Responsibility Centered Management Initiative
- ‡ Reporting:
 - ‡ 300 special reports
 - ‡ 20 TTU surveys
 - ‡ 30 federal and state reports
- ‡ Hosted TAIR Conference



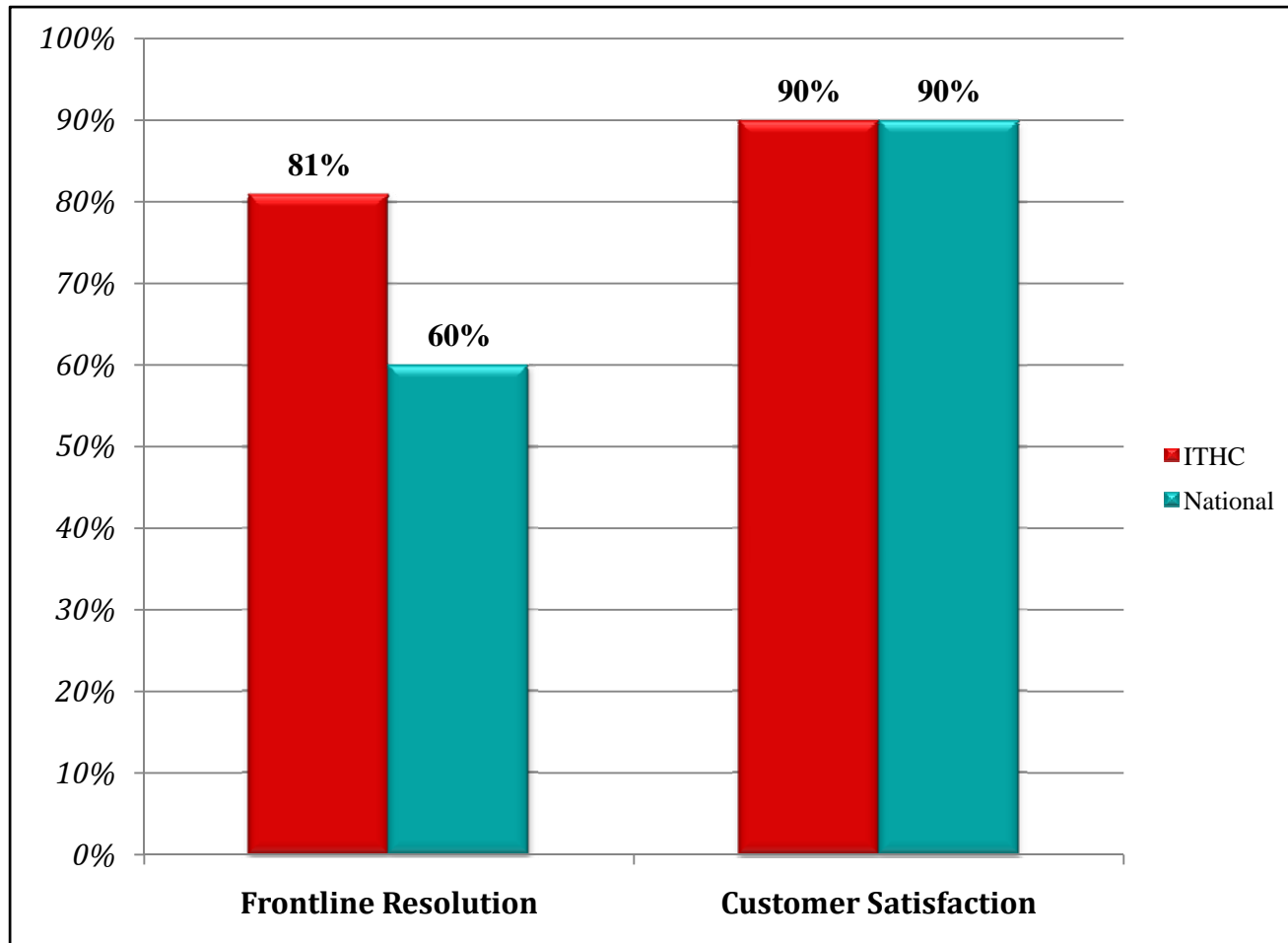
IT Help Central (56)

- T** Resolved 1,259 residence hall trouble tickets
- T** Resolved 57,060 technical issues - a 12% increase over the prior year
- T** Received 160,368 support calls
- T** Posted 7,080 announcements through TechAnnounce - an increase of 8.9% over the prior year
- T** Reviewed 587 event postings through TechEvents

IT Help Central Frontline Resolution and Customer Satisfaction



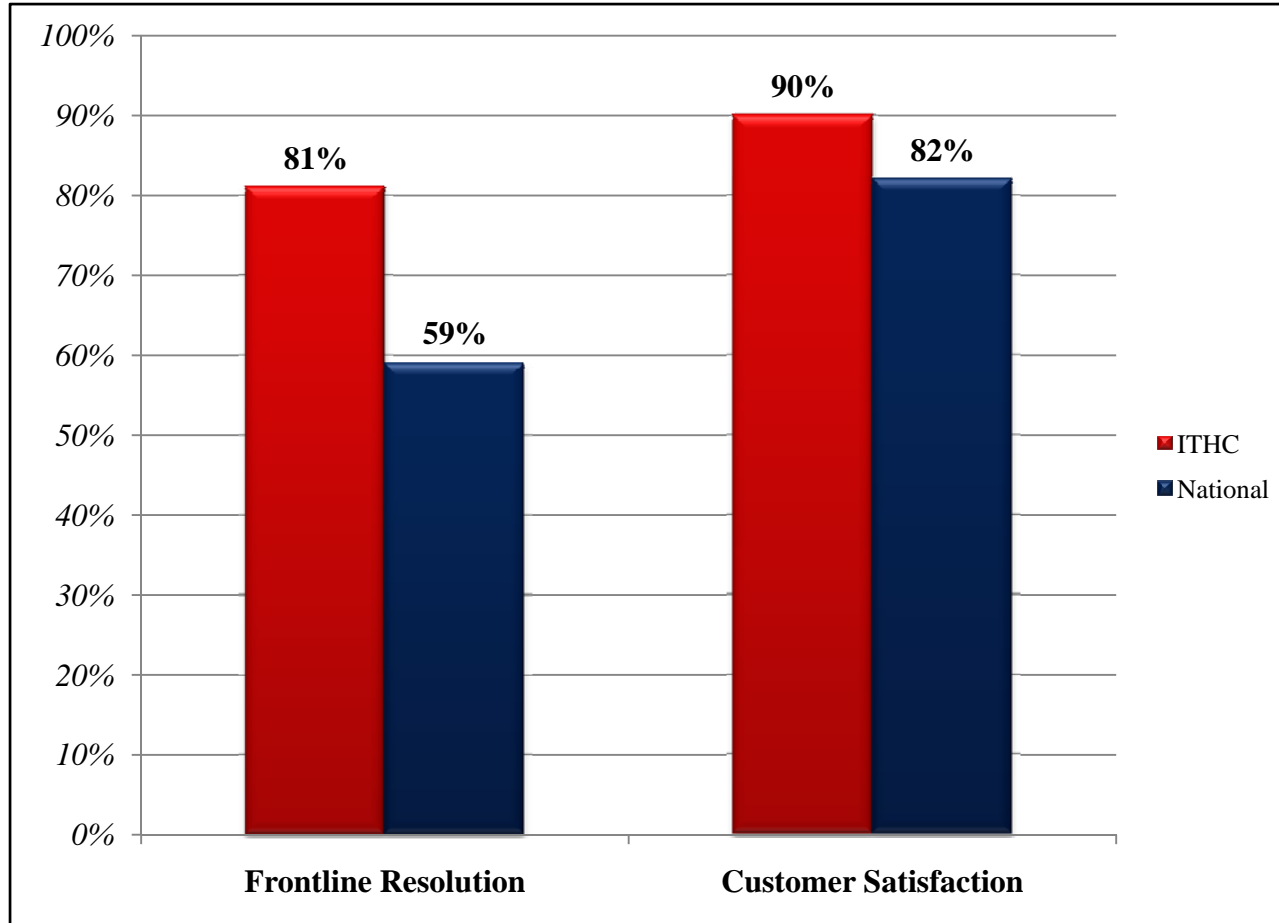
ITHC Help Desk Rate vs. National Industry Average



IT Help Central Frontline Resolution and Customer Satisfaction



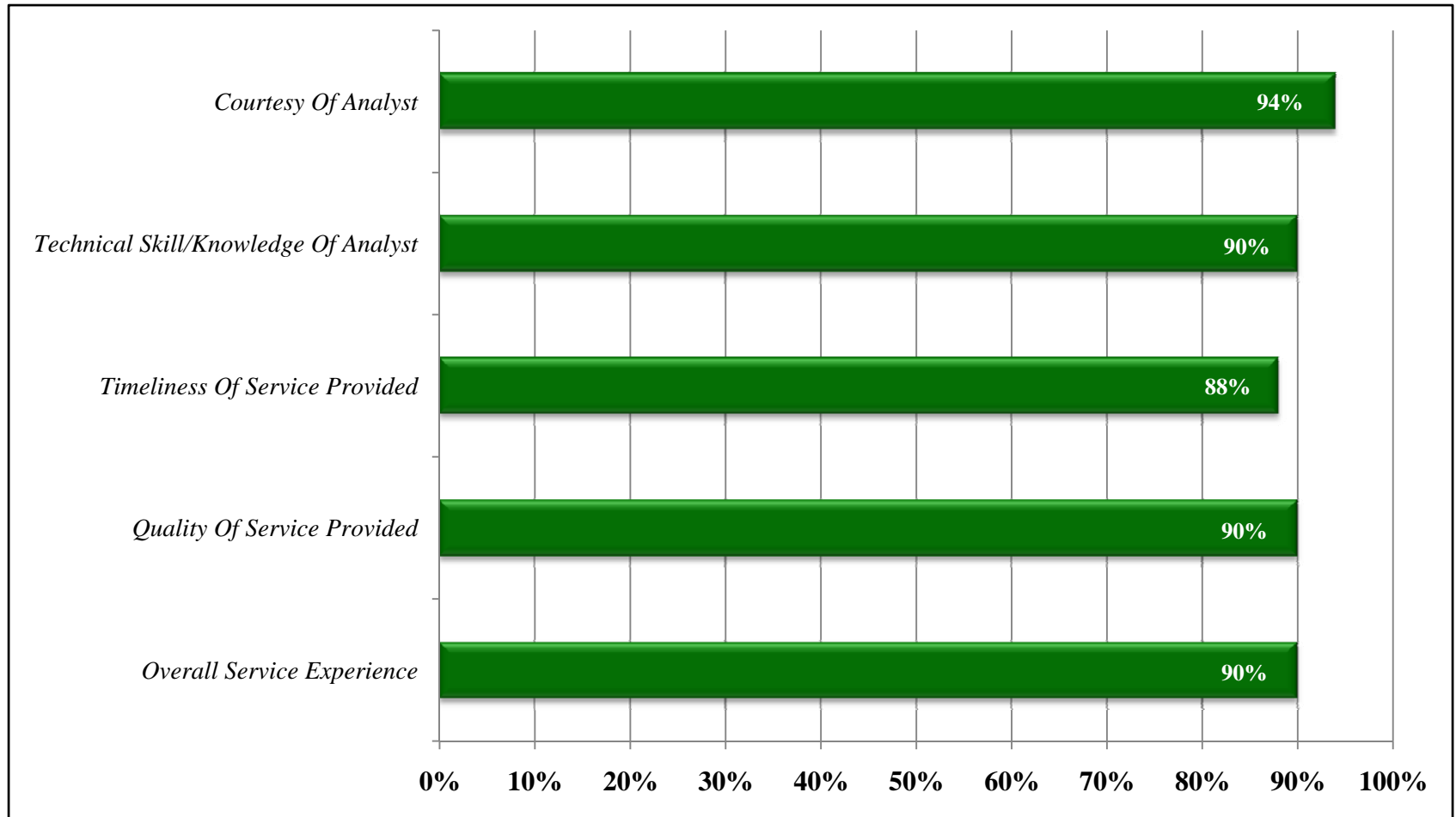
ITHC Help Desk Rate vs. National Higher Education Average



IT Help Central Customer Survey Results



Percentage Of Positive Service Assessment





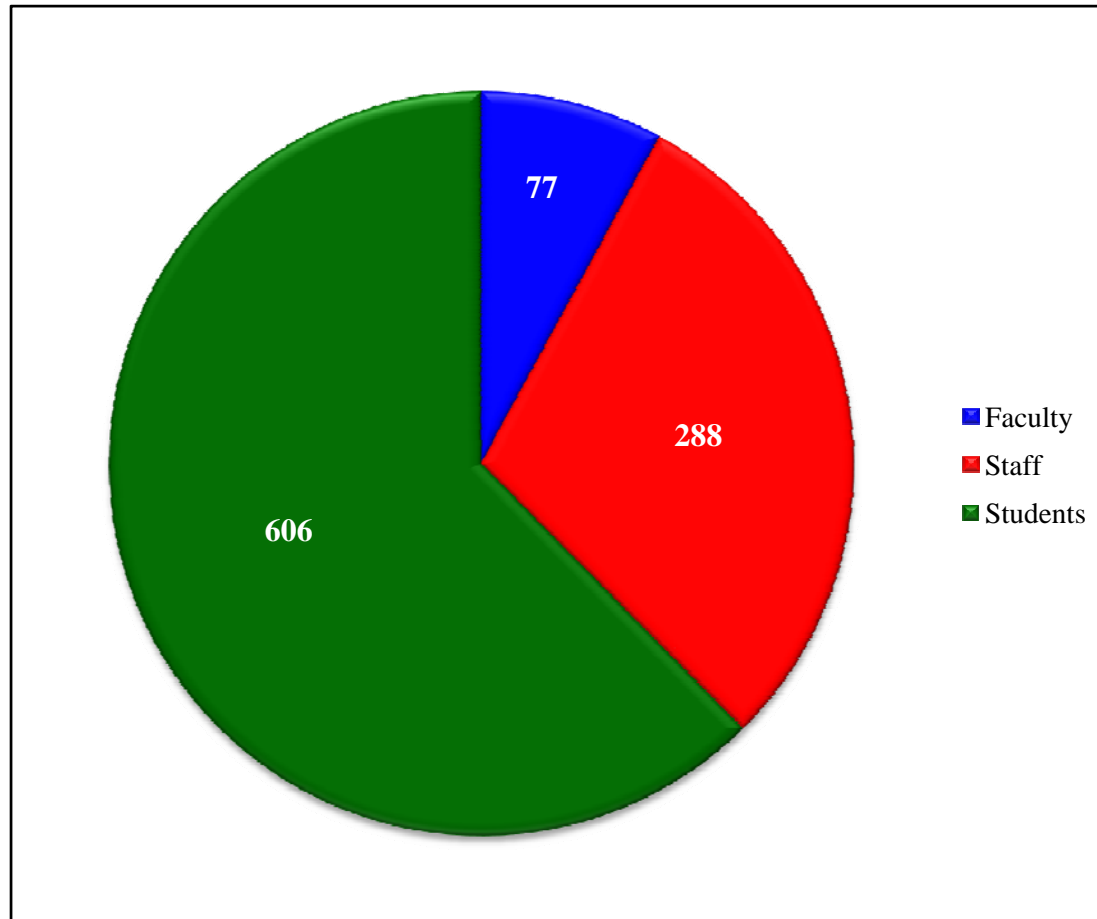
Technology Support – Activity (13)

- ‡ Students printed 1,142,790 pages in the ATLC and remote labs during this period, a 20% increase over previous years
- ‡ Managed and provided support to over 30 different websites;
- ‡ During January - October, unique visitors to TTU.EDU
 - ‡ Increased by 116% over the same period last year
 - ‡ Changed from 4.75 million to 10.3 million visits
 - ‡ 24.4 million total page views during that time period

Technology Support – Shortcourse Participation



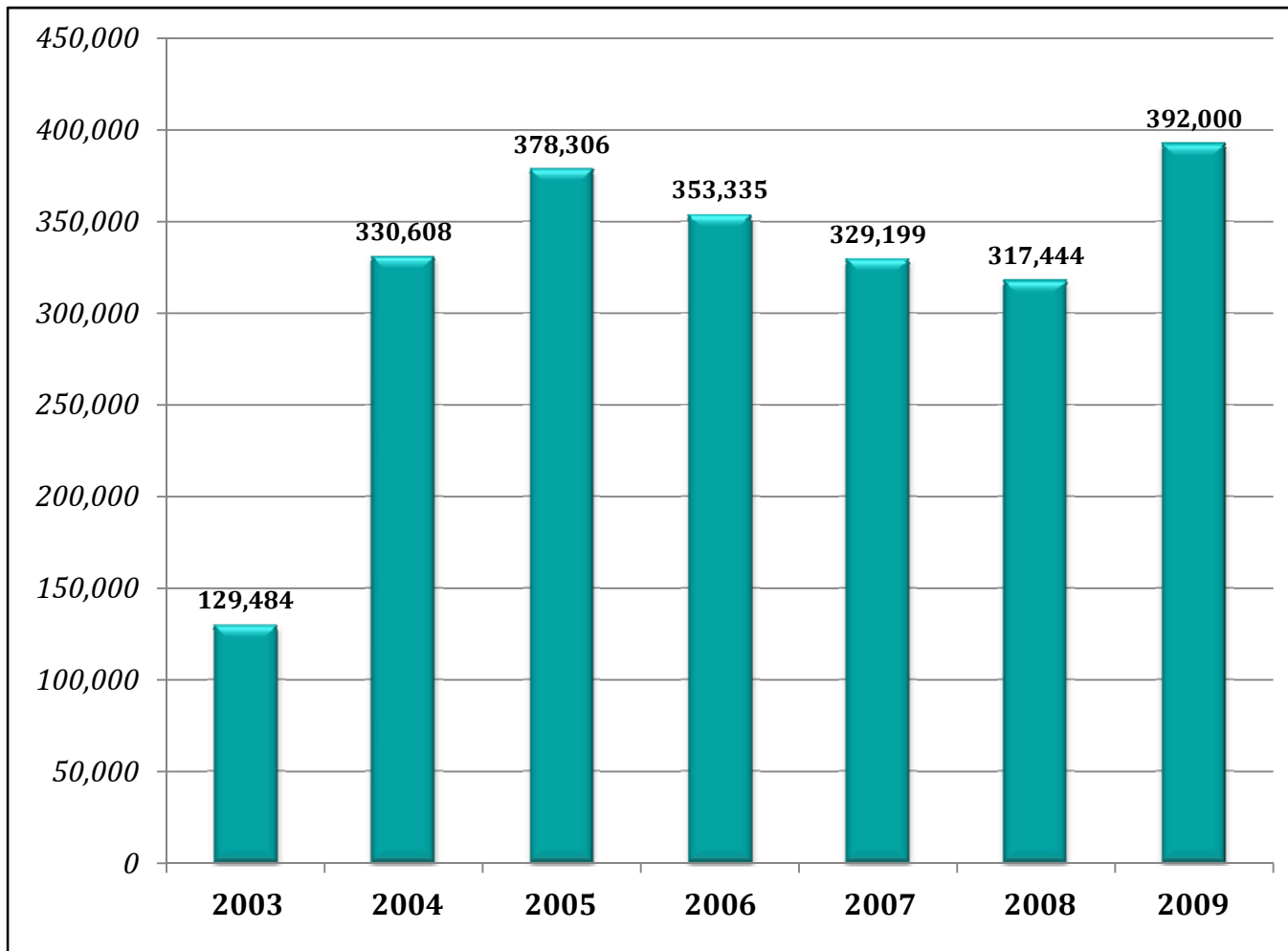
Participation





Technology Support – Computing Facility Usage

ATLC Lab Logins



Telecommunications – Activity (46)



T Installations

- T** Installed 21 new and upgraded 654 wireless access points
- T** Completed 484 FastTrack installation projects
- T** Completed 38 special network project installations
- T** 1356 data and 302 voice outlets (200,835 linear feet of cable - **38 miles**)
- T** Hosted 193 audio conference calls and monitored 345+ video conferencing classes and meetings



T Internet:

717,399,440,110,892 Bytes

T Internet2:

122,824,404,708,560 Bytes