IT Division Briefing

From here, it’s possible
Texas Tech CIO Council

Texas Tech utilizes a shared governance structure for managing the IT environment of four entities, Angelo State University (ASU), Texas Tech University System (TTUS), Texas Tech University (TTU), and Texas Tech University Health Sciences Center (TTUHSC), with the CIO Council being the primary strategic oversight committee. Made up of the Chief Information Officers as well as senior IT administration for the four entities, the CIO Council coordinates the strategic direction, policy development, shared services, as well as coordination and collaboration among each institution.

CIO Council Working Group

The Working Group is an interdisciplinary collaboration of the senior IT administration and managers/directors from each entity who have been tasked by the CIO Council to develop a strategic approach to implement IT solutions as approved by the CIO Council.

Some of the major areas of focus include:
- Data Encryption
- Elimination Of Social Security Numbers From General Usage
- Enterprise Email
- ERP
- Web Content Management System
- PKI Implementation
- eT Raider And Banner Integration
- Global Search

From here, it’s possible
State Of Texas
- DIR
- THECB
- SAO
- LBB
- TASSCC
Standing Committees
- IT Advisory Committee
- CIO Council
- Grid Users Group
- IT Security Committee
- TTU Web Advisory Committee
- Safe Computing Committee
External Liaisons
- LEARN
- ITCHE
- Educause
- Internet2/NLR
- Big 12 CIO Group
- Federal
  - DMCA
  - FBI, ...
- Other
❖ IT Strategic Plan
  ❖ Mapped To TTU Initiatives
  ❖ IT Division Goals
  ❖ IT Division Accomplishments
2009 Major Accomplishments
Purchasing Department

Student Disability Services

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

Communications & Marketing

Office of Planning & Assessment
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
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

- Faculty/Staff Events: 1,666
- Student Events: 10,037
- Parent Events: 7,295
- Community Events: 11,022
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
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
Resolved 1,259 residence hall trouble tickets

Resolved 57,060 technical issues - a 12% increase over the prior year

Received 160,368 support calls

Posted 7,080 announcements through TechAnnounce - an increase of 8.9% over the prior year

Reviewed 587 event postings through TechEvents
IT Help Central Frontline Resolution and Customer Satisfaction

ITHC Help Desk Rate vs. National Industry Average

Frontline Resolution
- ITHC: 81%
- National: 60%

Customer Satisfaction
- ITHC: 90%
- National: 90%
ITHC Help Desk Rate vs. National Higher Education Average

- Frontline Resolution:
  - ITHC: 81%
  - National: 59%

- Customer Satisfaction:
  - ITHC: 90%
  - National: 82%
IT Help Central Customer Survey Results

Percentage Of Positive Service Assessment

- Courtesy Of Analyst: 94%
- Technical Skill/Knowledge Of Analyst: 90%
- Timeliness Of Service Provided: 88%
- Quality Of Service Provided: 90%
- Overall Service Experience: 90%
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

- Faculty: 77
- Staff: 288
- Students: 606
Technology Support – Computing Facility Usage

ATLC Lab Logins

- 2003: 129,484
- 2004: 330,608
- 2005: 378,306
- 2006: 353,335
- 2007: 329,199
- 2008: 317,444
- 2009: 392,000
Installs 21 new and upgraded 654 wireless access points
Completed 484 FastTrack installation projects
Completed 38 special network project installations
1,356 data and 302 voice outlets (200,835 linear feet of cable - 38 miles)
Hosted 193 audio conference calls and monitored 345+ video conferencing classes and meetings
Internet:  
717,399,440,110,892 Bytes

Internet2:  
122,824,404,708,560 Bytes