ANNUAL ASSESSMENT REPORT
AND
STRATEGIC PLANNING UPDATE
Year: 2008

Area or Unit Name: INFORMATION TECHNOLOGY DIVISION
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Mail Stop: 2008

Section 1. Goals and Accomplishments

Goal 1: Access and Technology: Create a technology-enriched environment for learning that is both effective as an aid in supporting the experiences of teaching and learning and is instructive by reflecting the technology environment graduates will work in after leaving TTU.

- Continued to provide support and coordination for First Generation/President's Leadership Scholarship Program.
- Provided conferencing services for over 522 audio conference calls and more than 3,100 academic/business video conferences, in addition to, completing 13 distance education end-site certifications and upgrading the ATLC and TLTC conferencing environment.
- Conducted 213 technology short courses and custom training resulting in over 460 instructional hours to 1,627 students, faculty, and staff.
- Piloted Digital Signage platform for University departments for displaying dynamic information on public large format displays.
- Hosted educational sessions to raise faculty and staff awareness about available computing technology and security practices.
- Dramatically increased the catalog of computer-based training modules on a variety of IT and IT-related topics at no cost for students, faculty, and staff.
- Conducted on-going technology assessments to identify new technology and recommend products and services, as well as, administer IT procurement reviews.

Goal 2: Integrated IT Environment: Deliver information and services in an integrated environment that fosters an open, collaborative, and unifying culture and provides ubiquitous access to needed information.

- Completed implementation of Numara Footprints, a new service management system, and migrated approximately 1,300 Knowledge Base solutions from the legacy system to facilitate Level 0 customer self-service and departmental IT use of service management system.
- Continued to review web content management system for Texas Tech University as part of a system-wide identity campaign to improve internal and external communications.
- Consulted with several departments to improve application and server security.
- Provided over 10,000 personnel hours to ConnecTech project, including the creating the TTU course inventory in Banner for 6,000 courses and over 1,900 prerequisites; and developing more than 100 Cognos student reports.
- Converted over 67% of existing degree audits to CAPP and provided several group/individual training sessions and workshops for academic advisors and campus user groups, including training related to Tech Reports and course evaluations.

Goal 3: Technology Infrastructure: Supply a reliable, state-of-the art information technology infrastructure.

- Enhanced the TTU network infrastructure by installing/upgrading 275 edge switches, 116 wireless access points, University VPN service, and access network devices in virtually every building on campus.
- Funded high performance computing infrastructure upgrade with the purchase of high performance computing cluster, Grendel, which is currently ranked 288 in the world’s Top 500 Super Computers.
- Upgraded TechMail to Exchange 2007 with enhanced capabilities, which resulted in successfully rejecting 150 million spam messages and classifying an additional 28 million mail messages as spam before delivering 275 million legitimate emails to users’ inbox.
- Revised TTU identity/account management system by implementing Shibboleth identity provider for TTU.EDU, adding Banner to the identity management system, and updating the eRaider web sign-in to provide applications with Banner IDs.

Goal 4: Support Research and Economic Development: Support research, service, economic development, and service in rural areas.

- Secured $20,000 grant funding from Microsoft to port NWChem to the windows cluster environment; high performance computing researchers brought in more than $4 million in grant money in 2008 and over $12 million overall.
- Collaborated with the TTU Physics Department and Fermilab to transfer 72 Terabytes of high-energy physics data in support of the Large Hadron Collider startup program.
- Developed grid software for the statewide TIGRE project, which was adopted by SURAggrid for several grid installations.
- Provided more than 14 million high performance computing CPU hours to TTU researchers.
Provided several presentations and lecture to national organizations and conferences.
Participated in regional business and economic development events
Supplied training and information to regional private and public entities.
Continued to manage TechGrid, which utilizes unused compute cycles for research data analysis.

Goal 5: IT Management Strategy: Manage IT as a strategic resource.

- Safe Computing Initiative promoted computing security best practices by publishing 14 Do You Know educational bulletins, sending out security alerts to the TTU and Lubbock communities, and shredded almost 18,000 lbs during the April and October Shred Days.
- Negotiated reciprocal emergency web hosting arrangement with University of Nebraska at Lincoln and University of Houston as part of the IT Disaster Recovery Program.
- Improved overall IT security posture for TTU by conducting business impact analyses, performing risk assessments and security reviews, as well as, contracting with external consultants for needed services.
- Implemented a vulnerability management system to conduct weekly security scans of 10,000 servers, workstations, and network devices, which resulted in the detection and blocking of 168,603 attacks to the TTU network environment and the remediation of 662 Level 4 (critical) and Level 5 (urgent) security vulnerabilities.
- Renegotiated the Dell Premier, Microsoft Campus Agreement, SkillSoft, AdAstra contracts, and other site licenses for the University for the next fiscal year resulting in millions in cost savings to the University.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
INFORMATION TECHNOLOGY DIVISION

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
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Section 3b. Qualitative Information.

- Internal Collaboration: A number of collaborative efforts have helped foster better relationships between the IT Division and the departments on campus that has included faculty, researchers, and departmental IT staff. While IT administration recognizes the power and strength of collaboration, however, we are also aware of the obligations of protecting the Institution’s infrastructure as needed.

- External Collaboration: External collaboration has included activities with the TTU System IT, TTUHSC IT, ASU IT, Big 12 CIO group, Educause, Texas State CIOs (through LEARN), ITCHE, HIPCAT, DIR, major vendors, Lubbock Chamber of Commerce, etc.

- Security: TTU IT infrastructure has been strengthened in terms of physical infrastructure, policies, and procedures. The Texas Tech Office of Audit Services conducts periodic annual audits of IT areas and helps provide an unbiased perspective on the IT operations. IT Administration also completed an external engagement to conduct a business impact analysis and review of our IT Security Program as part of the Texas Administrative Code requirement. Obtaining and nurturing the support of key TTU community is an ongoing initiative that is being achieved primarily through the efforts of user security awareness training, which is a key part of the IT Safe Computing Practices campaign.

- The Safe Computing Practices campaign reached a large number of campus users and the Lubbock community in FY 2008. Managed by the TTU Office of the CIO, this campaign is intended to raise the user awareness and knowledge of safe computing practices in a hostile technology environment through the dissemination of informational material and educational events on and off campus.

- Over the last few years, a significant amount of effort (both political and IT work) was expended to consolidate mail servers at TTU. Accounts from all major email systems have been consolidated into TTU.edu mail, resulting in significant cost savings to the University and a strengthened security posture through the central management of the servers. Work continues to migrate domain users to the TTU domain.

- Collaborated with various departments and institutions on the development and implementation of operating policies and procedures, including PCI-DSS, the FTC’s Red Flag Rules, and enterprise-wide IT project management program.

- We are continuing to work with Marketing & Communications, TTU System, and TTUHSC IT to transition the university’s web environment to a more integrated web environment that is based on the re-branding of Texas Tech. Input for this activity is also solicited through the TTU Web Advisory Committee, which consist of members appointed by the Deans, VP, and area leaders and chaired by the CIO and his staff.

- IT Division staff completed the integration of the classroom scheduling software, AdAstra, with the ERP Banner system. This software is used by the Provost Area and colleges for scheduling of classrooms for classes.

- Technology roundtables continue to play a major role in enhancing relationships among all IT staff at TTU. Roundtables allow greater collaboration and communication between IT Division staff and other IT staff at TTU and allow all staff to interact with vendors in a common setting.
Commentary:
The IT Division delivers critical IT services to customers with high expectations in an increasingly hostile technology environment. Based on our strategic initiatives and our outcome assessment of our actions over the past year, we have again done very well in meeting our objectives. The IT Division strategic plan is aligned with the University’s strategic initiatives.

Implementation Plan:
We will continue educating the University community about Safe Computing Practices. The IT Division will also make all efforts to safeguard University data and delivery key IT services securely. We will continue our communications with departments that manage critical information resources so that they manage them in accordance with IT Security Policies. It will take the combined efforts of all IT staff, within the IT Division and in all TTU departments, to protect University data. IT Division staff through the strategic plans in their individual areas are already involved in activities that lead to the support and achievement of the University's strategic initiatives.