Section 1. Goals and Accomplishments

Goal 1: Communication Infrastructure: Supply a highly reliable, effective, modern communications infrastructure

- Maintained a very-high availability network
- Increased the presence of wireless Ethernet access
- Replaced aging edge network switches with up-to-date equipment

Goal 2: Network Security and Strategic Assets: Provide a fully integrated, secure data and video network for Texas Tech University.

- TTU IT Security policies were reviewed and modified to address the evolving security needs of the University
- Strong password enforcement was continued with no known compromised password incidents
- Maintained regular vulnerability test and reporting for all mission-critical systems in the Computer Center and the ATLC
- Provided vulnerability testing and remediation service for all University departmental servers
- Continued to work with TTU departments on PCI-DSS compliance efforts

Goal 3: Cable Plant: Design and install high-quality cable plants and communications facilities.

- Designed and installed the cabling and communications network for several major FP&C building construction projects
- Worked with several departments to provide very-high speed local area networks over existing cable plant
- Worked with several departments to provide unique wireless network solutions

Goal 4: Conferencing: Provide state-of-the-art, cost-effective audio, video, and data conferencing services.

- Successfully scheduled and provided hundreds of hours of distance education classes
- Use of the audio conferencing and bridging service continued to expand
- Deployed Office Communications Server to address the need for on-premise, cost effective "webinar" services

Goal 5: Technology Evaluation: Research, assess, and develop communications technologies and approaches.

- Partnered with LEARN to determine the best way to deliver research network connectivity to other Texas institutions and Internet2
- Participated as a member of the Microsoft Unified Communications Advisory Group to insure TTU has input in the future of MS instant messaging, web conferencing, audio & video product development
- Evaluated a managed PKI solution for digital certificates from Verisign
- Evaluating a unified communications strategy

Goal 6: Information Services: Deliver advanced network information services.

- Maintained and enterprise-wide metadirectory system to deliver information to a variety of application platforms
- Maintained an enterprise-wide Windows domain system intergrated with the eRaider Account Management System
- Provided a comprehensive network account management system
- Provided IP address and name management for TTU
- Provided the University's enterprise e-mail system
- Provide the University's instant messaging, audio, video, and data collaboration system
- Provided single sign-on authentication for Windows domain and web applications using eRaider accounts

Goal 7: Customer Services: Promote and enhance customer services to the campus community.
- Provide the eRaider Account Management System to allow customers to maintain their network account services and Active Directory information
- Provide the online FastTrack order entry system to speed and streamline customer work orders
- Provide the online Network Special Project request form for customers to easily submit specialized project requests
- Provide audio/video conferencing services to all students, faculty and staff
- Provide data collaboration and chat services to all students, faculty and staff

Goal 8: Staff development: Continually improve the expertise and professionalism of the staff.

- Supported efforts on the part of staff to obtain degrees in job-related disciplines
- The staff participated in several management and leadership workshops available through TTU
- Specialized security training was provided for staff where needed
- Assigned communications projects to staff members to increase their knowledge base and expertise
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
TELECOMMUNICATIONS

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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<tr>
<td>Survey Results</td>
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<td>Were you provided an opportunity to define your project needs? (%)</td>
<td>95</td>
<td>91</td>
<td>90</td>
<td>94</td>
<td>95</td>
<td>92</td>
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<td>Was the project completed in a timely manner? (%)</td>
<td>89</td>
<td>76</td>
<td>83</td>
<td>89</td>
<td>95</td>
<td>91</td>
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<td>Was the project completed within the estimated budget? (%)</td>
<td>93</td>
<td>92</td>
<td>89</td>
<td>92</td>
<td>94</td>
<td>93</td>
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<td>Were the installers polite and courteous? (%)</td>
<td>96</td>
<td>96</td>
<td>97</td>
<td>97</td>
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<td>96</td>
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<td>Was the installation performed in a neat and orderly manner? (%)</td>
<td>94</td>
<td>95</td>
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<td>Were all your questions answered satisfactorily? (%)</td>
<td>95</td>
<td>92</td>
<td>94</td>
<td>93</td>
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Section 3b. Qualitative Information.

- A Customer Satisfaction questionnaire is included with every network installation project to give customers a means to provide feedback. The feedback received has been valuable in determining that changes within the department have had a positive result.
- Continued integration of Windows-based workstations and servers into a common IT domain will make it possible to deliver more benefits to the customer in areas of software distribution, customer assistance, lower cost of ownership, and security.
- Several audits and assessments have been performed on network, security, installation, and messaging services provided by Telecommunications Services. The conclusions have been very favorable.
- Security risk assessments have been performed by third-party consultants and penetration testing companies. Results and recommendations were used to shape security activities and policy updates.
Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.