ANNUAL ASSESSMENT REPORT AND STRATEGIC PLANNING UPDATE
Year: 2004

Area or Unit Name: INFORMATION TECHNOLOGY DIVISION
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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.
- Added walk-in support for Residence Halls
- Established remote student computer lab in the library main floor as a joint project with the Library
- Established remote student computer lab in the Student Union Building basement as a joint project with Student Affairs
- ePrint system implemented for all ATLC labs
- Delivered 186 Shortcourses with over 1,000 participants
- Scheduled and delivered 152 online classes with 4216 hours of ITV operation
- In a collaborative pilot project with Microsoft, enabled Windows Messaging services through Live Communication Services 2003 (only major Higher Ed), resulting in a case study which was published nationally
- Conducted 4 MS training sessions, 2 Dell Roadmap sessions, new student orientations, and 12 IS1100 sessions

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.
- Assisted SACS reaffirmation team with SACS visit and created and managed SACS Web site
- Major rewrite of THECB Report
- Created the Dashboard for the President
- Major applications brought into production for ORS, Traffic and Parking, RaiderPCMart and TTU President’s Office (TTU ornaments)
- Converted all major production systems to eRaider web authentication
- In preparation for the new branding campaign, worked to redesign TTU website. Also started work with colleges and departments to redesign their websites
- Consolidated email services for 9 out of 11 colleges and discussions are underway for transition of one more college

Goal 3: Technology Infrastructure: Supply a reliable, state-of-the-art information technology infrastructure.
- Brought up high performance computing Data Grid and tested connections between TTU and UVA / UT
- Modified eRaider for HSC – deployed web and domain authentication
- eRaider enhanced to provide automatic account disabling and deletion
- Consolidated TTU network into a single, cohesive network
- Enabled Blackberry communication for approved licensed users
- Tightened security on the network
- Upgraded TechMail to latest, most secure version of Exchange

Goal 4: Support Research and Economic Development: Support research, service, economic development, and service in rural areas.
- Formed Grid Users Group (GUG) to bring together researchers who utilize grid computing technologies
- In collaboration with the Ralls College of Business, SAS/connect Grid implemented for research in data mining – SAS national press release
- Recipient of 500K TEF grant from Governor for TIGRE project in association with HiPCAT grant of 2.5 million
- Added Advanced Computing Support as a resource for researchers

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

- Developed Quality Assurance area within IT Help Central for continued excellence in customer service
- Provided consulting and managed the RFP process for the selection committee of the classroom scheduling project
- Provided consulting services for Course Management system
- Provided consulting services for Content Management system
- IT OPs revised and posted
- Completed TTU IT Security Policies
- Initiated the Safe Computing Campaign, a major computer user safety awareness campaign
- Established business continuity / disaster recovery plan
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.

- Cyber attacks continued to remain a major threat to academic computing. The IT Division continues to promote initiatives to counter this threat. The Office of the CIO launched a major Safe Computing Campaign aimed at keeping the TTU user community safe through proactive education and information. The Office also published IT Security Policies and revised OPs. Further, network and email consolidations have greatly enhanced the ability to apply IT security in a consistent and unified way.

- The Information Technology Division continues to play a strategic role in the LEARN (Lonestar Education and Research Network). This collaboration between 33 institutions of higher educations has the goal of providing high-speed data connectivity for research, teaching, health care, and public service to Texas.

- The Information Technology Division has continued to enhance relationships among TTU departmental IT Staff and staff of the IT Division. A number of technology roundtables and information briefing sessions by key vendor partners were facilitated by the IT Division for the campus IT staff. The attendance at these events has increased from the traditional 20-25 attendees to over 60+ attendees.

- In order to reduce the use of SSNs by departments on websites and to enhance the protection of the University community from identity theft, the Information Technology Division has assisted other departments in converting online web applications to use the eRaider system rather than customized systems based on SSNs.

- The deployment of Tipping Point security devices on the University’s network has helped to increase network security immensely. This protects the University community from the daily barrage of worm, virus and hacker attacks.

- The deployment of a two layer anti-spam system has helped to reduce the barrage of e-mail spam. The consolidation of mail servers at TTU has helped to provide this anti-spam protection to more of the TTU community.
Section 4. Strategic Planning Update.

There is no strategic plan update for the current year.

Commentary:
The IT Division strategic plan will be updated during the fall of 2005.

Implementation Plan: