Section 1. Goals and Accomplishments

Goal 1: Communication Infrastructure: Supply a highly reliable, effective, modern communications infrastructure
- Maintained a very-high availability network with no increase in operational staff
- Substantially completed the wireless Ethernet project; supplying wireless access to all academic areas and high-traffic student areas
- Upgraded the LAN in Business Administration; replaced obsolete equipment and cabling
- Deployed multicast routing technology across the network to enhance multimedia and lab management applications
- Implemented a separate monitoring network to insure operational management of backbone devices during general interruptions

Goal 2: Network Security and Strategic Assets: Provide a fully integrated, secure data and video network for Texas Tech University.
- Worked with other departments to use eRaider web sign-in on web applications in lieu of local collection of usernames & passwords
- Implemented a sophisticated network Intrusion Prevention System, thereby, reducing the exposure of computing systems to network based attacks
- Provide an enterprise-wide Windows domain structure for client authentication, and successfully integrated several colleges and departments into the domain
- Successfully deployed a secure wireless network based on the 802.1x security standard
- Implemented rogue Network Access Point detection for the wireless network
- Increased firewall restrictions to limit network attack methods
- Initiated a formal security incident reporting policy and procedure
- Developed network security policies for review and adoption as part of the IT Security Policies
- Implemented security auditing and forensic services

Goal 3: Cable Plant: Design and install high-quality cable plants and communications facilities.
- All phone & data cabling is installed to the same industry standards to insure utmost utility and flexibility of the cable plant
- Provide a Design & Installation group capable of handling all University data and video needs
- Telecommunications maintains an accurate database of all communications cabling and the devices that are connected
- Telecommunications installs all communications facilities in major and renovation projects
- Developed and specified 1000Mbps cabling and equipment requirements

Goal 4: Videoconferencing: Provide state-of-the-art, cost-effective video services.
- Video Services group provides centralized coordination, scheduling, and delivery of interactive video for TTU instructional, research, and business needs
- Developed and implemented an ITV end-site approval program for distance
Developed and implemented a distance education class scheduling request method

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

- Deployed methods for mobile customers to access TechMail inbox, calendars, and contacts from cellular phones and PDAs
- Assisting in the evaluation of SSL/VPN technology for remote Library access
- Evaluating IP Telephony and Voice-over-IP with integrated voice mail to TechMail
- Working with Microsoft's Customer Advisory Committee for development of Real Time Communications applications
- Researching and evaluating identity management solutions
- Researching and evaluating Public Key Infrastructure (PKI) solutions for digital signatures and encryption methods
- Evaluated multicast routing methods
- Assisted with the evaluation and design of the System Management Services deployment

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

- Maintaining and updating an enterprise-wide metadirectory system to deliver directory information to a variety of application platforms and operating systems
- Maintaining an enterprise-level Windows domain system integrated with the eRaider Account Management System
- Provide centralized online IP address management applications
- Provide TechMail e-mail, calendaring, meeting, and instant messaging services to faculty, students, and staff
- Implemented TTU Instant Messaging based on Microsoft's Live Communications Services as an upgrade to the Exchange Instant Messaging service
- Maintained reliable DNS, DHCP, WINS, LDAP, and AD network services for the entire network
- Upgraded TechMail from Exchange 2000 to Exchange 2003 and increased disk storage
- Provide eRaider web sign-in authentication method for secure and transparent access to web applications
- Upgraded the eRaider Account Management System database to SQL 2000

**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 account services online
- Provide remote dial-up services to TTUnet and the Internet
- Delivered several presentations on security to various conferences
- Assisted in the implementation of the Library's pay-for-print system and Housing & Dining's point-of-sale system
- The FastTrack order entry system eliminated the paperwork required for one-half of all installation projects
- Provide video and audio conferencing 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
- Assigned communications research and development projects to staff members to increase their expertise in new technologies
- Cross-trained technical staff to expand their knowledge-base and increase their team skills
- Sent the Security Manager to the SAN Security Conference
- Sent the Director to the RSA Security Conference
- The staff participated in several Microsoft sponsored training sessions
- Microsoft Consulting Services was retained to provide instruction and assistance in the Live Communications Server deployment
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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<tbody>
<tr>
<td><strong>Customer Satisfaction</strong></td>
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<tr>
<td>Were you provided an opportunity to define your project needs? (%)</td>
<td>93</td>
<td>93</td>
<td>93</td>
<td>91</td>
<td>95</td>
<td>91</td>
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<tr>
<td>Was the project completed in a timely manner? (%)</td>
<td>73</td>
<td>83</td>
<td>91</td>
<td>88</td>
<td>89</td>
<td>76</td>
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<td>Was the project completed within the estimated budget? (%)</td>
<td>92</td>
<td>95</td>
<td>92</td>
<td>90</td>
<td>93</td>
<td>92</td>
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<td>Were the installers polite and courteous? (%)</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>93</td>
<td>96</td>
<td>96</td>
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<td>Was the installation performed in a neat an orderly manner? (%)</td>
<td>95</td>
<td>94</td>
<td>93</td>
<td>90</td>
<td>94</td>
<td>95</td>
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<tr>
<td>Were all your questions answered satisfactorily? (%)</td>
<td>93</td>
<td>96</td>
<td>93</td>
<td>91</td>
<td>95</td>
<td>92</td>
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Section 3b. Qualitative Information.

- A Customer Satisfaction questionnaire has been included with every network installation project description sent out by Telecommunications to provide customers with a means to communicate their opinion of an installation project directly to management. The same questionnaire is included whether the job involves 1 outlet or 1000 outlets. It has been observed that the vast majority of returned questionnaires are for small projects, not large construction projects.

- With the implementation of the FastTrack Order System, customers have come to expect a shorter period of time required to complete a network installation project. While the order system eliminates the paperwork and reduces the estimate/approval time, it is a challenge to shorten the installation time given the current staff levels. Feedback through the questionnaire indicates an issue with responding to small jobs that needs to be addressed.

- Video Services delivered thousands of class hours of distance learning education over the videoconferencing network. Their success has resulted in requests to increase the number of locations directly managed by the group.

- It has been observed that many areas have successfully migrated their Windows computing environment into the University's centrally managed domain and reduced their overall support costs and issues.

- Several colleges and areas have converted their constituents to using the TechMail e-mail system in lieu of operating a separate system. This has enhanced the useability of the faculty and staff while reducing overall operating and maintenance costs.
Section 4. Strategic Planning Update.

There is no strategic plan update for the current year.

Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.