Strategic Planning Open Forum

Information Technology Division
Dr. C. Van Wyatt, Vice President
March 26, 2009
Vision Statement

- The Information Technology Division strives to empower the University community to achieve its varied instructional, research, and business services objectives by:
  - Providing and sustaining robust information technology infrastructure resources.
  - Creating and support interactive, student-centered learning environments, effective management systems, and associated support services.
  - Assisting our clients in identifying and accessing relevant information resources and becoming discerning consumers of information.
Mission Statement

- The Information Technology Division’s mission is to provide effective leadership for selecting, applying, and managing critical information services that enhance Texas State’s teaching, research, student learning, and administrative activities.

- These technical and information resource services are provided to both campus and community users through staff and business processes that are both reliable and responsive to the needs of the community we serve.

- These services are delivered by the Division’s operating units (Alkek Library, Technology Resources, and Instructional Technologies Support).
Information Technology Division Goals

- **Provide information technology infrastructure** that meets the needs of the University to communicate both internally and externally and to connect with informational resources effectively, efficiently, ethically, and securely.

- **Acquire, develop, and provide access to information resources** that support the research, teaching, learning, and administrative needs of the University.

- **Enhance University research, teaching, and learning** by providing information resources, the application of technology, and the pursuit of progressive, collaborative initiatives driven by the University’s strategic plan.

- **Enable improved University administration** through effective information and technology management.

- **Provide support services** that meet the needs of students, faculty, staff, and the broader University community.

- **Develop and manage diverse IT Division organizational and human resources** to enable effective, efficient, and ethical support of the University’s information resource needs.
Strategic Initiatives Accomplishments
FY07-08

Infrastructure Enhancements

- Campus Network Upgrades
  - Deployed redundant fiber circuits and routers on network edge
  - Deployed new core switches expanding core bandwidth to 10gbs
  - Created redundant 1 gigabit network connections with RRHEC
  - Completed campus-wide outdoor and indoor wireless network
  - Re-engineered core campus data centers
    - Virtualized 80% of data center server environment (250+ servers)
    - Expanded and virtualized data center storage environment (100+ terabytes)
    - Completed other data center “Greening” initiatives.
      - Results: 1.5M+ KWH savings and reduction of 860 tons of CO2 annually!
  - Continued effort to move mission-critical departmental servers into centrally managed data centers
Strategic Initiatives Accomplishments FY07-08 (cont’d)

Enhanced Teaching and Learning Support

- Completed migration from Blackboard to TRACS (Sakai)
- Installed initial High Performance Computing (HPC) footprint
  - Instructional component: 12 nodes with 36 processors
  - Research component: 40 nodes with 320 processors
- Continued increase in variety of digital library resources
  - 300+ databases
  - 18,000+ e-Journals
  - 216,000+ e-Books
- Expanded student and faculty Information Literacy program activities
  - Taught 692 Information Literacy classes with 18,422 participants
- Opened 2 new open labs: McCoy Hall and Agriculture Building
- Began analog to digital upgrade of campus TV studios
- Continued Web / Hybrid course development and refresh projects
  - 4 programs; 44 courses
Strategic Initiatives Accomplishments FY07-08 (cont’d)

Administrative and User Support Enhancements

- Completed re-engineering of campus website
  - 254+ websites migrated
- Implemented one-stop Information Technology Assistance Center (ITAC)
  - Annually, 33,000+ calls; 5,000 remote support or chat sessions; 3,000 hardware repair requests; 1,900+ computer installations; 89% “First Call” Resolution!
  - Added no-cost laptop option to the campus Computer Refresh Program
- Deployed 400+ BRG clocks / text message boards to enhance campus-wide emergency notifications
- Significantly enhanced campus information security initiatives
  - Structured annual risk assessments
  - Identity Finder deployment
  - Comprehensive network monitoring
  - Penetration testing
Key Strategic Initiatives
Vision 2012

- Significantly expand central server farm and data storage capabilities
- Explore opportunities and implement efforts to improve how the existing library facilities are used to more fully support campus instructional and research activities
- Continue collaborative efforts to develop high quality hybrid distance education courses
- Complete upgrade of core administrative systems by implementing a new student information system
- Continue enhancements to our campus Information Security initiatives