



TECHNOLOGY

and Information Analysis

Over 2.5 quintillion bytes of data are created every single day, and it's only going to grow from there.

By 2020, it's estimated that 1.7MB of data will be created every second for every person on earth.

<https://www.domo.com/solution/data-never-sleeps-6>

Imagine what technology, devices, and systems we will need in the next 5 years...

2018
every
MINUTE
of
the
DAY

PRESENTED BY DOIMO

LINKEDIN

GAINS
120+
NEW PROFESSIONALS

SNAPCHAT

USERS SHARE
2,083,333
SNAPS

NETFLIX

USERS STREAM
97,222 HRS
OF VIDEO

GIPHY

SERVES UP
1,388,889
GIFS

THE WEATHER CHANNEL

RECEIVES
18,055,555
FORECAST REQUESTS

YOUTUBE

USERS WATCH
4,333,560
VIDEOS

TWITTER

USERS SEND
473,400
TWEETS

12,986,111
TEXTS SENT

SKYPE

USERS MAKE
176,220
CALLS

INSTAGRAM

USERS POST
49,380
PHOTOS

AMERICANS

USE
3,138,420 GB
OF INTERNET DATA

SPOTIFY

STREAMS OVER
750,000
SONGS

UBER

USERS TAKE
1,389
RIDES

VENMO

PROCESSES
\$68,493
PEER-TO-PEER
TRANSACTIONS

TINDER

USERS MATCH
6,940
TIMES

GOOGLE

CONDUCTS
3,877,140
SEARCHES

1.25 NEW
BITCOIN
ARE CREATED

REDDIT

RECEIVES
1,944
NEW COMMENTS

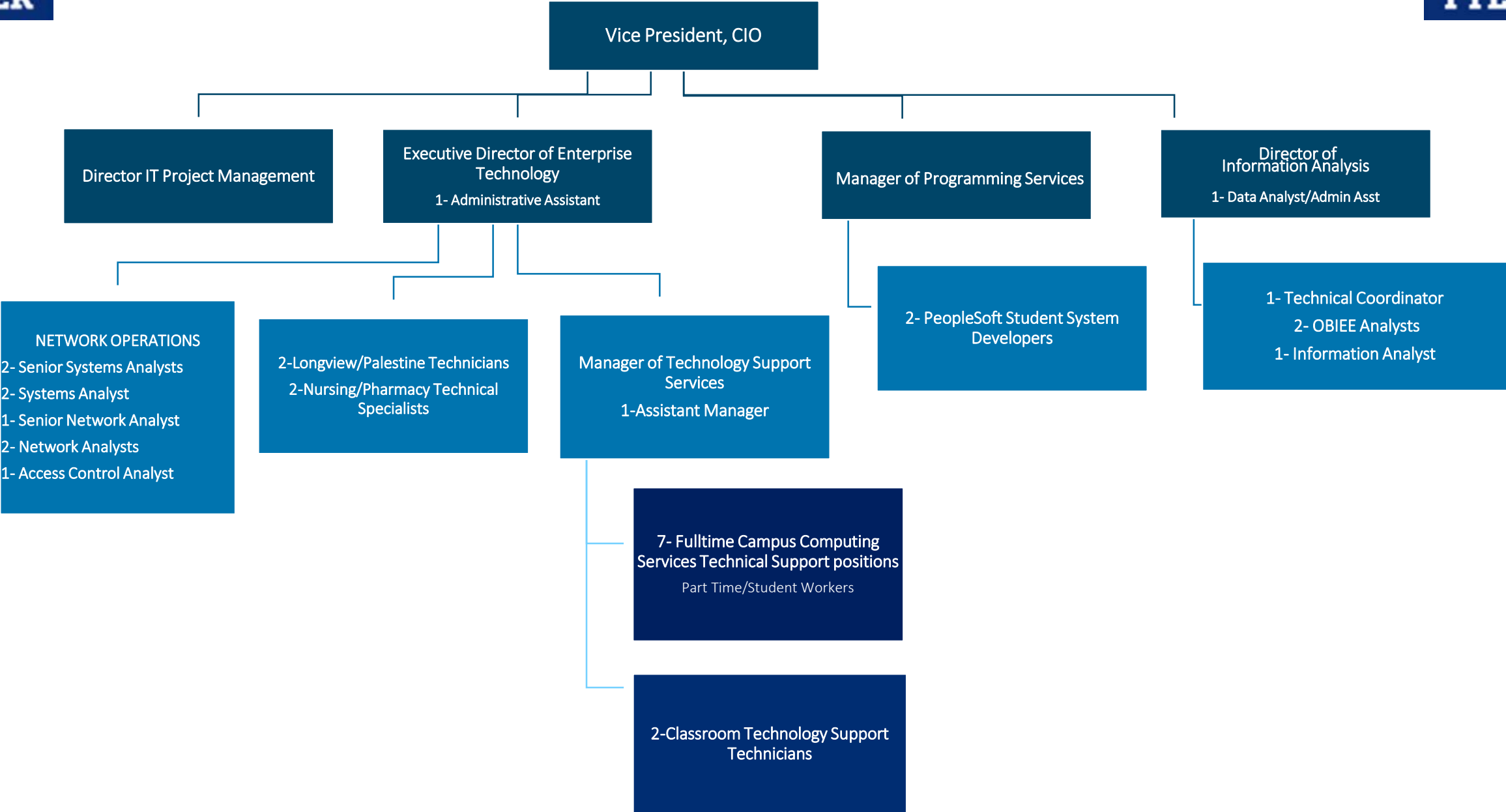
TUMBLR

USERS PUBLISH
79,740
POSTS

AMAZON

SHIPS
1,111
PACKAGES

Technology and Information Analysis Division



TEAMS

SYSTEMS ANALYSTS



STAFF

2 Senior Systems Analysts
2 Systems Analysts

Data Center & Server Operations

- Accounts
- Email
- Database Servers & Design
- Server Hosting
- Virtual Systems
- System Integration
- Cloud Services
- Enterprise Automation
- Identity Management
- Secure access to information systems and services

NETWORK ANALYSTS



STAFF

1 Senior Network Analyst
2 Network Analysts

Network Connectivity & Telecomm Systems

- Provide connectivity for wired and wireless devices
- Manage high-bandwidth, redundant links to the Internet for 24x7 access
- Design, install, maintain, and monitor all network components including:
 - on-campus copper and fiber optic cabling
 - network switches and routers
 - telephone systems

TECHNOLOGY SUPPORT SERVICES



STAFF

1 Manager | 1 Asst Manager
7 FT Staff | 10-20 PT Staff

Help Desk Support & Service

- Troubleshooting, repair, and maintenance of computer systems, hardware, and peripherals
- Password Reset
- Procure and install computer equipment and devices
- Image computers and lab systems
- Help Desk Tickets and ServiceNow development

PROGRAMMING SERVICES



STAFF

1 Manager
2 Programmer Analysts

Campus Solutions PeopleSoft Development

- Develop processes
- Create reports and queries as requested
- Troubleshoot errors in Campus Solutions
- Repair large amounts of data using SQL
- Maintain integrations to third-party systems
- Assist with general questions regarding Campus Solutions for Functional Areas

TEAMS

SERVICENOW DEV & ACCESS CONTROL



1 ServiceNow Developer
1 Access Control Analyst

DEVELOPS SERVICENOW & CS ACCESS CONTROL

- Develops and maintains ServiceNow environment
- Manages SN upgrades and enhancements, SN training.
- Grants and revokes access to UT Share and Campus Solutions
- Conducts review of users and confirms continued access with budget authorities

CLASSROOM TECHNOLOGY



1 Classroom Tech Coordinator
1 Classroom Support Tech

CLASSROOM TECH SUPPORT TECH TRAINING

- Support and Maintain Classroom & meeting room Technology. Design, install, and troubleshoot systems
- Conduct training sessions, develop documentation announcements, & training guides, Develop and deliver training for IT presentations, surveys and web content

PROJECT MANAGEMENT



1 Project Mgt Director

PLANNING, LEADERSHIP, & SUPPORT

- Provides planning, leadership, and support to deliver IT involved projects on time, on budget, and in scope.
- Serves as a primary contact with UT System Shared Services for our student information system (Campus Solutions) procedures, including bundles, patches, and performance issues.

INFORMATION ANALYSIS



1 Director | 2 BI Analysts | 1 Tech Coordinator |
1 Info Analyst | 1 Data Specialist

DATA COLLECTION & ANALYSIS

- Collects, organizes, maintains, analyzes and reports information about the university
- Provides research and data analysis to internal and external
- Factbooks , OBIEE, BI Dashboards
- Academic Unit Reports

QUICK FACTS



159

Tech Equipped Classrooms



425

Servers Managed



3,937

Virtual Desktops & Virtual Resources Launched (weekly connections)



1,859

Network Devices Managed



5,078

Active Wired Network Connections



35,905

Incidents, Request Items, & Problems Submitted and Processed



101,717

Overall System Accounts

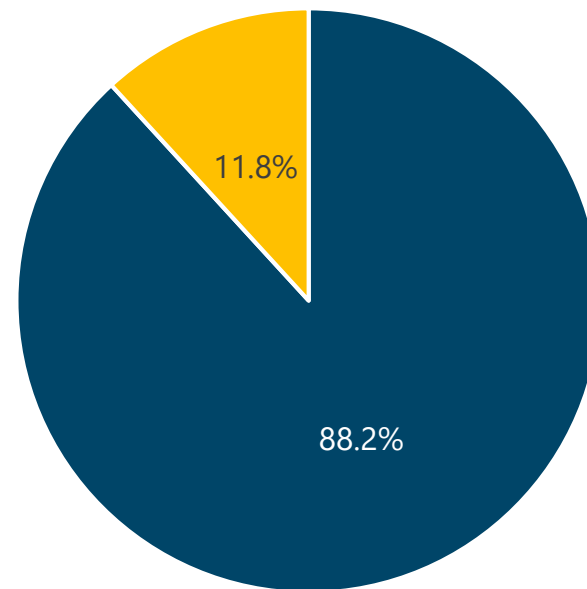
Active	60,299
Inactive	41,418



60,505,649

Total Emails Incoming to Faculty/Staff

Emails Incoming to Faculty/Staff



Blocked Spam Emails

53,357,399

Accepted Emails

7,148,250

Select a Pie:

Level

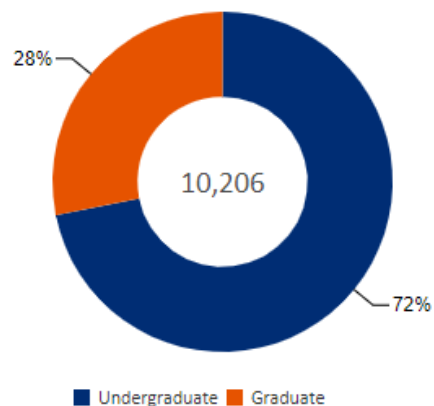
Geo Source

Age Range

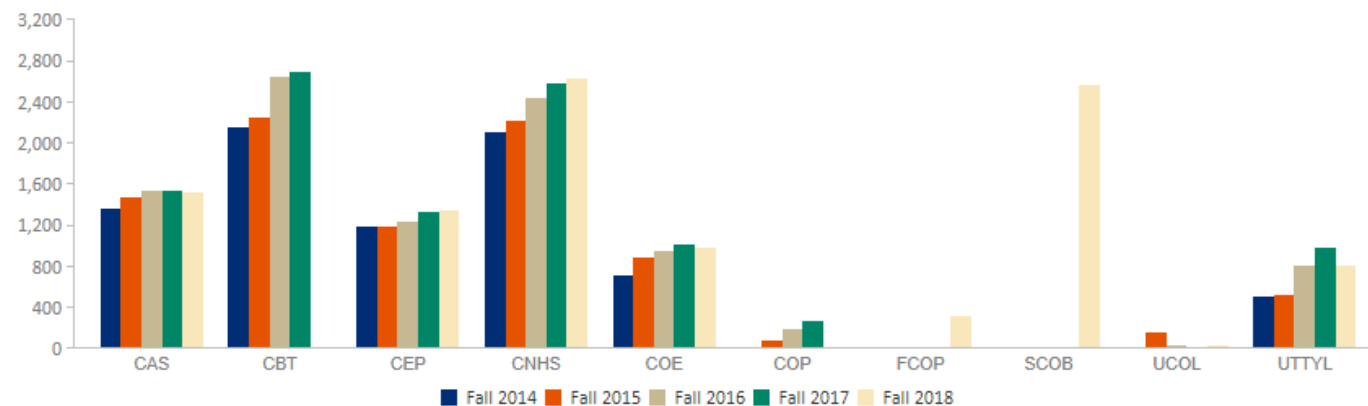
Gender

Ethnicity

Fall 2018 by College Level



Enrollment by College



Enrollment by College

College	Fall 2014	Fall 2015	Fall 2016	Fall 2017	Fall 2018
College of Arts and Sciences (CAS)	1,366	1,475	1,533	1,532	1,524
College of Education and Psychology (CEP)	1,195	1,196	1,229	1,330	1,340
College of Engineering (COE)	712	883	958	1,014	986
College of Nursing and Health Sciences (CNHS)	2,111	2,210	2,446	2,586	2,627
Fisch College of Pharmacy (FCOP)	0	82	188	263	323
Soules College of Business (SCOB)	2,151	2,255	2,645	2,696	2,572
UT Tyler - No college affiliation	501	525	812	978	807
University College (UCOL)	0	158	24	3	27
Total	8,036	8,784	9,835	10,402	10,206

WELCOME TO

HelpNow



My IT Requests

Login Required to view my requests



Services

Login Required to access our services



Technology Purchases

Login Required



Student Password Reset

Self-Service Password Reset



Employee Password Reset

Self-Service Password Reset



Facilities

Login Required to access facilities

[Chat with the IT Service Desk](#)

[Current Status](#)

[Planned Maintenance](#)

help.uttyler.edu

All Apps

Virtual

Websites

Recommended

Desktops

Help

Office Desktop

Office Online

Web Apps

Windows Apps



Access
Horizon

Open



Astra
Website

Open



Canvas
Website

Open



Desktop
Horizon

Open



DocuSign
Website

Open



DocuSign - Demo
Website

Open



Email
Website

Open



Excel
Horizon

Open



Excel Online
Website

Open



Help
Website

Open



ImageNow
Horizon

Open



Internet Explorer
Horizon

Open



Library Resources
Website

Open



myUTTyler
Website

Open



OBIEE
Website

Open



Office Hub
Website

Open



OneDrive
Website

Open



OneNote Online
Website

Open



one.uttyler.edu

TECHNOLOGY PURCHASES

IT reviews new computer requests and works with users to determine the best option for one primary computer (either a Desktop or Laptop) for each employee.

A low-cost tablet or iPad may also be utilized for travel and use during meetings if needed.

Grant approved systems are excluded but should meet supportability and security requirements.

Coming Soon - TECH Touch - USC 118 - See and Try Device Options in person. Various devices will be set up for preview and test drives.

TECHNOLOGY PURCHASING GUIDELINES



Hardware and software must be reviewed by IT before the purchase is made or the PO is created.



Employees should have only one primary computer with a full operating system, and, if necessary, one device running iOS, Android, or a Chromebook. *Requests for additional systems considered primary will require justification.*



Systems beyond economic repair, too old to receive security updates, and/or purchased without IT approval cannot be supported or connected to network.



All vendors that host or access University Data must be pre-approved by the Information Security Office prior to use.

PROJECTS

COMPLETED

- Tech Support moved to new location – RBN 3022
- DocuSign Implementation
- TouchNet
- Soules College Technology
- Data Center Electrical Upgrades
- Campus Solutions Upgraded 9.2
- CS PeopleTools Upgraded 8.55
- 15 Classroom Tech upgrades
- Network Closet Security Phase I
- EPM/OBIEE Security Rebuild
- Prelim Enrollment Dashboard
- Faculty Qualification/Workload & Course Eval Support

IN PROGRESS

- Windows 10 & Office 365 Upgrade
- PeopleMobile Phase I
- OneDrive Migration
- Disaster Recovery Storage
- CS PeopleTools Upgrade 8.55
- HEC new connectivity
- Predictive Analytics Project UTSYS
- State and Federal Fall Reporting
- New OS for Thin Clients
- Appian Security
- LERR Funding – Data Storage &
- Canvas Reporting Data Warehouse
- Server Replacements, New UPS
- ServiceNow Enhancements
- OBIA Upgrade

FUTURE

- PeopleMobile Phases 2-4
- Skype for Business to MS Teams
- ServiceNow Updates
- Training Onboarding Employees
- Fiber to Victory Village
- Network Closet Security Phase II
- CS Portal Upgrade to 9.1
- CS PeopleTools Upgrade 8.56
- UTShare Upgrade 9.2
- Upgrade 8 conference rooms A/V
- Data Governance & Dictionary
- Update Fact Book, CDS and annual reports
- Data Warehouse/BI/Analytics Projects
- ImageNow Upgrade



Improving Wireless Speed

We currently upgraded wireless and have latest technology in place. Could be external factors causing interference, distance from Access Point or wireless card on computer.

Email and Calendar split from Office 365

UT Tyler email is hosted on premise for better security and management controls so this is not currently part of the Microsoft Cloud integration. We are reviewing possible changes in the future.

Can Teams be structured to have students as regular members and not guests?

This is due to having separate domains for uttyler and uttyler.patriots.edu . We are currently in the process of unifying our domains but will require a future project for domain migration.



Zoom Audio Problems – Chipmunking

Audio distortion can be caused by many different components- microphones, audio drivers, OS issues, etc. Let us know where this occurs so we can troubleshoot and find the issue!

Slow Start-up/Operating System Loading

Many factors could cause this age of computer, health of system, let us take a look!

Lack of Classroom Technology Support

In the process of adding student workers to help with Classroom Technology Support.



Thank you!



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