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.

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

STAFF
1 Senior Network Analyst
2 Network Analysts

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

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

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

STAFF
1 Manager
2 Programmer Analysts
**SERVICENOW DEV & ACCESS CONTROL**

- **STAFF**
  - 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**

- **STAFF**
  - 1 Classroom Tech Coordinator
  - 1 Classroom Support Tech

**CLASSROOM TECH SUPPORT & 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**

- **STAFF**
  - 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**

- **STAFF**
  - 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

- Tech Equipped Classrooms: 159
- Servers Managed: 425
- Virtual Desktops & Virtual Resources Launched (weekly connections): 3,937
- Network Devices Managed: 1,859
- Active Wired Network Connections: 5,078
- Incidents, Request Items, & Problems Submitted and Processed: 35,905
- Overall System Accounts: 101,717
  - Active: 60,299
  - Inactive: 41,418
- Emails Incoming to Faculty/Staff: 60,505,649
  - Total: 53,357,399
  - Blocked Spam Emails: 11.8%
  - Accepted Emails: 88.2%
## Fall 2018 by College Level

- Undergraduate: 28% (10,206)
- Graduate: 72%

## Enrollment by College

<table>
<thead>
<tr>
<th>College</th>
<th>Fall 2014</th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts and Sciences (CAS)</td>
<td>1,390</td>
<td>1,475</td>
<td>1,533</td>
<td>1,532</td>
<td>1,524</td>
</tr>
<tr>
<td>College of Education and Psychology (CEP)</td>
<td>1,195</td>
<td>1,196</td>
<td>1,129</td>
<td>1,330</td>
<td>1,340</td>
</tr>
<tr>
<td>College of Engineering (COE)</td>
<td>712</td>
<td>883</td>
<td>958</td>
<td>1,014</td>
<td>986</td>
</tr>
<tr>
<td>College of Nursing and Health Sciences (CNHS)</td>
<td>2,111</td>
<td>2,210</td>
<td>2,446</td>
<td>2,586</td>
<td>2,627</td>
</tr>
<tr>
<td>Fish College of Pharmacy (FCOP)</td>
<td>0</td>
<td>82</td>
<td>188</td>
<td>263</td>
<td>323</td>
</tr>
<tr>
<td>School College of Business (SCOB)</td>
<td>2,151</td>
<td>2,255</td>
<td>2,645</td>
<td>2,696</td>
<td>2,572</td>
</tr>
<tr>
<td>UT Tyler - No college affiliation</td>
<td>501</td>
<td>525</td>
<td>812</td>
<td>978</td>
<td>807</td>
</tr>
<tr>
<td>University College (UCOL)</td>
<td>0</td>
<td>158</td>
<td>24</td>
<td>3</td>
<td>27</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,086</strong></td>
<td><strong>8,784</strong></td>
<td><strong>9,835</strong></td>
<td><strong>10,402</strong></td>
<td><strong>10,206</strong></td>
</tr>
</tbody>
</table>

[uttyler.edu/factbook](http://uttyler.edu/factbook)
All vendors that host or access University Data must be pre-approved by the Information Security Office prior to use.

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

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.

**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.

**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.

**Coming Soon - TECH Touch - USC 118 - See and Try Device Options in person.**

Various devices will be set up for preview and test drives.
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
- Appsian 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!
TECHNOLOGY and Information Analysis