Mission and Vision Statements

Our Mission
The Office of Information Technology (OIT) is committed to student, faculty and staff success and advances in research, through collaboration and innovation.

Our staff is dedicated to providing outstanding service to the UTSA community.

Our Vision
To be a world class organization and a trusted partner in developing solutions that advance educational excellence and research at UTSA.
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Application Development and Support

- Provides development, implementation and operational support to students, faculty and staff with a focus on automating administrative processes and procedures as well as strengthening efficiencies in support of student success.

- Student Systems Support – programming and support for ASAP and Banner.

- Programming development in Java and .net creating applications such as transcript.utsa.edu, passphrase.utsa.edu and Day O.N.E onboarding for HR.


- Research Compliance Support.

- Database Administration Support.
Application Development and Support (cont’d)

- Application development and support for the UTSA Mobile and the UTSA Orientation Apps.

- Data Integration Services – Housing, BlackBoard, Digital Measures, Card Office, Library, Payment Systems, University Alerting System, PeopleSoft.

- Active Directory (myUTSA ID automated account management).
Communications Services

- 10Gb/s Internet/Internet2 connection to support commodity and research traffic.

- 40Gb/s campus network backbone comprised of over 850 network infrastructure devices providing 38,000 Gigabit Ethernet access ports.

- Campus wireless network comprised of over 1,600 Wireless access points supporting over 60,000 unique clients per month. Peaks of over 15,000 concurrent users daily.

- Over 5,400 telephones.

- Copper and fiber plant to support over 110 buildings across three campus locations.
System Infrastructure

- 3 Datacenters.
- Student Information (Banner) server infrastructure.
- Over 600 virtualized Windows and Linux servers supporting University services and departmental applications.
- Over 2 PB (Petabytes) of data storage for production data and backups.
- MyApps Application Virtualization environment offering approximately 80 applications.
Platform Application Services

- Active Directory services supporting approximately 87,000 active accounts.

- Departmental consulting and server application support.

- DNS and DHCP.

- Identity Management (Shibboleth, LDAP):
  - The primary Shibboleth environment processes over 6 million logins for services such as UTShare, student email, Library applications, and dozens of other crucial UTSA resources.
  - In the current month, this environment processed over 525,000 logins.
  - The Blackboard Shibboleth instance processed 900,000 logins during the current month.
  - This environment processes approximately 11 million Blackboard logins per year.
Microsoft Office 365 services:

- Exchange Online handles 10 million emails per month for approximately 6,000 faculty/staff users.
- Approximately 1,000 customers have utilized Skype for Business IM and/or conferencing. In the last month, our users sent 38,000 Skype instant messages.
- There are currently 4,200 users of Office Pro Plus installations.
- Over 800,000 files reside in our OneDrive for Business environment, utilizing 3.15 terabytes (TB) of storage.
- There are currently 350 SharePoint Online sites, containing a total of 472,000 documents.
Customer Service and Operations Support

- **Client Support (OITConnect):**
  - Serves as OIT’s initial customer intake channel for all IT requests.
  - Provides general IT application and desktop support for all campuses.
  - Handles telephone, email, web, walk-up Tier 1 technical support and customer service functions, and provides deskside and remote technical support.

- **Academic Support:**
  - Dedicated IT Premium Support to COLFA and COS.
  - Consists of OIT’s support liaisons assigned to all areas of the colleges.
  - Provides support to students, faculty and staff for hardware and software support, college computing lab maintenance and support, consultation services and InSight Indicator score improvement.
  - Serves as technology evangelists promoting OIT services as well as sharing college specific news and updates with OIT to further our understanding of the college’s IT needs.

- **Student Computing Services (StudentConnect):**
  - Offers student-dedicated services such as StudentConnect on all campuses (JPL, BB, and DT Library locations), Student Computing Lab resources, and student enterprise printing services.
  - Provides student-dedicated support at each StudentConnect / Student Computing Lab location through student walk-up and social media technical request support.
Customer Service and Operations Support (cont’d)

General Technical Support
Available Support Channels:
- Telephone x5555
- Email: oitconnect@utsa.edu
- Web: oitconnect.utsa.edu
- Chat: oitconnect.utsa.edu
- Walk-up: 2nd floor, Bosque Bldg.
- Emergency Afterhours Support

IT Call Center / Desktop Support
Tier 1 & 2 hardware & software support for students, faculty and staff.

College-Dedicated Support
Tier 2 dedicated support for:
- College of Science
- College of Liberal and Fine Arts

Support liaisons located within the college
Focused on specialized support:
- College specific customer service
- Improve college’s InSight scores
- Provide consultation services
- Issue Resolution / Request Fulfillment.

Student-Dedicated Support
Available Support Channels:
- Walk-up: JPL, BB, DT Library Computing Labs
- Support through social media: UTSA StudentConnect
  - Facebook
  - Twitter
  - Instagram
  - YouTube

Focused on student applications, computing lab resources, printing, and hardware support for students’ personal computing devices.
Learning Technologies

- **Classroom Technology Support** - Support, training, and software installations for general purpose classroom podium technology and audio visual technicians committed to providing top-tier service.

- **Special Event Technology** - Support and equipment for special events hosted on campus. Some restrictions apply.

- **Videoconferencing** - Videoconferencing facilities able to connect campus locations as well as remote sites with automated zoom cameras and push-to-talk microphones.

- **Interactive TV Classrooms** - ITV classrooms assist distance education needs with live transmission over a high definition videoconferencing connection.

- **Lecture Capture** - Support for recording presentations and classes with Skype for Business as well as in an ITV classroom.
Learning Technologies (cont’d)

- **Media Library Storage** - The Helix Media Library is provided for the management and delivery of UTSA media content. Access Helix at medialibrary.utsa.edu.

- **Media Conversion** - Media digitization and transfer services are available to faculty and staff for university-related purposes in accordance with copyright and fair use laws. Cassette tapes, CDs, VHS.

- **Audio Visual Technology Consulting, Design and Installation** – Planning, custom designing and installation of audio visual technology to enhance space needs.

- **Technology Training** – Student, faculty and staff workshops on OIT software and hardware as well as other valuable UTSA resources via our next gen learning space.
Enterprise Managed Customer Solutions

- **Software Licensing** – Support and guidance for University needed software to reduce and consolidate ongoing costs and maintain continuous license compliance.

- **Lab Imaging Support** – Custom image creation and support for computer labs and classrooms for students, faculty and staff.

- **Enterprise Ticketing System** – Available to University departments to track issues and requests by students, faculty and staff.

- **Managed Solutions** - Service and support for automated data retention and tracking, image deployment and notification technologies that increase productivity, workflow and safety.
video production group

- The OIT Video Production Group (VPG) supports UTSA with high quality, HD and 4K video production.

- Our mission, which is aligned with the mission of OIT and UTSA, is to provide support that enables student and faculty success in the classroom and beyond, and that documents and promotes advances in research at the University.

- During the fall 2016 semester, the VPG completed 59 unique video segments in support of 26 projects.

- The videos produced, were designed to engage students, faculty and staff and support online and research initiatives.
Video Production Group (cont’d)

Video Segments Produced-Fall 2016

- Online Support: 30%
- Student Engagement: 27%
- Faculty Engagement: 19%
- Community Engagement: 24%
Video Production Group (cont’d)

Video Support Projects-Fall 2016

- Online Support: 31%
- Student Support: 27%
- Faculty Support: 15%
- Community Support: 27%
Video Production Group (cont’d)

- **Student Engagement:** These projects directly impact our students. The videos in this category are designed to promote and inform students of services and programs available to them that enhance their educational experience.

- **Faculty Engagement:** The projects noted in this category have been requested by faculty or a department communications specialist to assist in the areas of teaching and learning.

- **Community Engagement:** The projects in this category impact the University community as a whole. The videos promote or inform the community of important programs and services.
Video Production Group (cont’d)

- The VPG offers support for online courses by producing introduction video modules for faculty. 18 video modules were produced in the fall of 2016.

- The VPG is actively seeking opportunities to promote advances in research at UTSA.
Online Learning

- The UTSA Office of Online Learning encourages and supports uses of learning technologies across the University.

Our goal is to promote teaching excellence and positive learning experiences, encourage greater student engagement and improve students’ academic success.
<table>
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<th>Specialty Teams</th>
<th>Instructional Design</th>
<th>Support and Training</th>
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<td></td>
<td>Helps faculty design and develop courses with best practices appropriate to ensure student academic success.</td>
<td>Assists faculty, staff and students, with the use of Blackboard, SoftChalk, and other supported learning tools.</td>
<td>Monitors Blackboard and related software to ensure performance and infrastructure.</td>
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<td></td>
<td>Provides faculty development opportunities for users of all levels.</td>
<td>Application configuration and testing for Blackboard features.</td>
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Services

- Blackboard Support and Administration
- Course Design and Development
- Workshops and Training
- UTSA Online Resources
Blackboard Support

- Blackboard technical support for students, faculty and staff via phone, walk-ins, appointments, email and tickets.
- Training for Blackboard features and ways they can be used in a course.
- Documentation of best practices on supported digital learning tools.
- Application and configuration of building blocks integrated with Blackboard Learn.
- Monitoring of course creation, cross-lists and linked courses, and enrollments in Blackboard.
- Compiles data for analysis related to online, hybrid, and web-enhanced courses.

**CHANNELS OF SUPPORT 2016**

- **Phone**: 42%
- **Walk-ins/ Appts.**: 27%
- **SCSM-SR**: 22%
- **SCSM-IR**: 1%
- **Emails**: 8%
Course Design and Development

- Builds hybrid and online courses.
- Online and hybrid academies.
- Instructional design and development consultations.
- Quality review and course accessibility guidance.
- Pedagogical uses of instructional technology, video, and other multimedia.
- Develops collaboration opportunities for technology enabled learning.

**AY 15-16 Numbers**

- 338 online/hybrid courses
- 430 sections
- 21,935 enrollments
- 34 courses fully developed
Workshops and Training

Faculty development opportunities on topics related to digital learning, online and hybrid learning best practices, and Blackboard Learn.

Formats include:

- Faculty Instructional Technology (FIT) Lab Coffee Breaks presented by faculty.
- Hands-on workshops.
- Virtual Workshops via Skype for Business.
- Fully Online training courses.

Facultysessions.utsa.edu
UTSA Online Resources

- Increase student awareness of online and hybrid courses.
- Drive growth in terms of student enrollment and satisfaction.
- Provide a list of online and hybrid courses per semester.
- Enhance students’ essential skills and technology needed to be successful in an online or hybrid course.
Research Computing Support Group (cont’d)

Our primary focus:

- Centrally managed HPC cluster
  - 86 Compute nodes, 1,656 CPU cores, 12.1 TB of RAM and dedicated GPU resources also available. We currently support 196 users.

- Visualization Lab
  - 14’ x 6’ high resolution visualization wall (115 Mega Pixels).
  - Includes several virtual reality devices, haptic feedback devices, and surgical simulators.
Research Computing Support Group (cont’d)

Support in the HPC environment includes:

- Application support – resolve application errors, answer questions such as what is the syntax/command to do “X”, etc.
- Assistance with compiling code to take advantage of a parallel computing environment.
- Troubleshooting to identify why user code may not be performing up to par or why it may be generating errors, etc.
Support in the Visualization Lab includes:

- Maintenance of the grid cluster that runs the Visualization Wall, the computers and peripherals used for VR, haptic feedback, simulators, etc.
- Development work on simulators such as the surgical simulator.
- Provision of tours and demonstrations for UTSA affiliates as well as ANY non-UTSA affiliated groups. (We have hosted 1,871 visitors since we started tracking in June, 2016. Visitors included many academic classes from UTSA, a delegation of Chinese dignitaries, UTRGV visitors (38), representatives from the City of San Antonio Chamber of Commerce and the City of San Antonio Economic Development Department).
Research Computing Support Group (cont’d)

Additional support:

- Ensuring that the hardware, operating systems, disk subsystems, security, etc. are up-to-date on the system.
- Assisting with developing grant proposals requiring any sort of computer technology – network, applications, server hardware, etc.
Research Computing Support Group (cont’d)

Improvements to research computing on campus:

➢ Many faculty have their own HPC clusters for which they provide their own support. We are always seeking opportunities to bring faculty into the centrally managed cluster to enable us to provide them top-tier support.
Research Computing Support Group (cont’d)

Future plans for expansion:

- Training, workshops, etc. – Many faculty and students are not familiar with HPC computing and in many cases are not experienced working in a Linux environment.
- Data Analytics (Big Data) – This is a very hot field right now – Infrastructure and support are needed to ensure its success.
Telecommunications

- Maintains data for the tracking of lines and provides frontline customer services for over 5,000 phone, fax, and telecom lines across all UTSA campuses.
- Processes IDT’s and handles frontline customer service calls for departmental billing issues.
- Processes purchases, travel, all billing for UTSA main line usage, and works with vendors for enterprise telecommunications to maintain telephone services to the University.
- Processes purchases, travel, and works with vendors for communications infrastructure to maintain infrastructure services to the University.
- Maintains record retention and file management for enterprise telecommunications.
- Posts all timesheets for 150 full-time OIT employees and 75 part-time OIT employees.
- Supports Business Office operations by answering phones, maintaining conference room calendars, submitting work control requests, and other back up where needed.
- Responsible for answering the main University phone lines during business hours.
Telecommunications (cont’d)

- Manages and mentors work study students who are completing studies while working as office support.
- Reconciles all enterprise telecom cost center accounts to the MFR.
- Co-chairs OIT Training Committee and serves as Subject Matter Expert (SME) for all OIT supported software services.
- Develops and conducts training for OIT supported software services.
- Maintains a schedule for 24/7, 365 day operational support services.
- Represents UTSA by presenting at conferences and seminars on a national level.
- Provides support for special events such as the OIT Spring Tech Conference.
- Assists with marketing and communications projects including editing and offering creative suggestions.
- Provides specialized expertise in support of all OIT telecommunications needs.
- 3.0 FTE’s
Business Office Administration

- Supports all financial processes including budget preparation, contracts, purchases, travel, file management, records retention and documentation for 17 distinctly different OIT departments.
- Provides the same support for the University’s Information Security department and all University OIT supported labs and classrooms.
- Supports all financial requirements for 57 cost centers including state and private grants.
- Reconciles all 57 cost centers to the MFR.
- Supports all human resource document processing and file upkeep for 150 full-time and 75 part-time employees. Students comprise 83% of the part-time employees.
- Supports all OIT Special Project requests within the department.
Business Office Administration (cont’d)

- Supports requests from other UTSA departments by providing highly specialized OIT technical expertise.
- Supports day-to-day business operations (i.e. organizing meetings/special events, scheduling for 3 conference rooms, access requests, work control requests, inventory/surplus control).
- Handles open records, survey and general information requests.
- Maintains the calendars for the OIT executives.
- Schedules meetings and handles correspondence for the OIT Faculty Advisory Committee (FAC).
- Provides back-up support to the OIT timekeeper for 150 full-time and 75 part-time employees.
- All support is provided 24/7, 365 days a year.
- 3.83 FTE’s
Customer Relations and Communications

➤ Communications

• Communicates with department and university-wide audiences about OIT initiatives and partnerships to foster student achievement in support of the Coordinated and Linked Approach to Student Success (CLASS).

• Creates, posts, edits, and maintains content and reports for over 800 web pages for all 17 OIT departments.

• Co-chairs, designs, revises and serves as SMEs for 10 to 12 official faculty and staff OIT end-user training courses per year.

• Supports requests from faculty and staff outside of OIT from the OIT ticketing system.

• Facilitates and engages in discussions with the OIT Faculty Advisory Committee (FAC) to garner feedback on IT projects and to support faculty research and student success initiatives (including CLASS).

• Publishes university-wide alerts and communication that support OIT’s 24/7 operations.

• Conducts and analyzes university-wide IT surveys and focus groups to raise awareness of products and services and provide top-tier support.
Customer Relations and Communications (cont’d)

- Marketing & Brand Ambassadors
  - Supports and produces highly technical communications, marketing, and documentation for all 17 OIT departments.
  - Manages OIT social media by posting messages, responding to customers, marketing products and services, and tracking analytics.
  - Outreach to the UTSA community by hosting OIT events and information tables.
  - Creates multimedia designs to support department and university-wide initiatives.
  - Maintains a high level of presence in support of UTSA OIT at the local, state, and national levels.
  - Collaborates with various stakeholders across the University to contribute to student success initiatives.
  - Manages grants and special projects to support OIT income-producing and research and student success initiatives (including CLASS).
  - Develops and maintains OIT strategic plan supporting the University’s Tier One goals.

- 5 FTE’s
Capabilities

- Cyber Threat Detection & Prevention
- Cyber Incident Response & Investigation
- Security Policy & Governance
- Contract Review
- Information Security Compliance
- Information Security Training & Awareness
Initiatives

➢ Elevates maturity in Security Strategic Plan
  • Leverage a framework for threat management.
  • Enhance value of risk assessments.
  • Improve InSight capabilities.
  • Enhance the ISA program.
  • Improve cyber security communications.

➢ Enhances maturity in TAC 202 Compliance
  – Collaborate with University stakeholders.
  – Elevate maturity to level 3.