

Information Technology Vital Statistics
Information Technology Services
Fall 2008 – version 2008-11-11

Applications	Specifics	Count
Student Information System (as of Sep 18, 2008)	Banner 7.4 – Banner Web (# of users)	7,709
	Banner 7.4 – Baseline (# of active users)	280
	Banner 7.3 – Pidms (# unique people)	333,548
	XAP Applications	269
E-mail System	Student – Exchange 2003 (# of users)	10,672
	Faculty/Staff – Exchange 2003	1,592
Web site – www.utm.edu Changed stats collection 2/2008	Pageviews 2/2008 – 9/2008 (8 months)	5,075,360
	External	59%
	Internal	42%
	Returning Visitors	84%
	New Visitor	16%
	Tennessee Visitors	89%
Library System	Innovative Interfaces (no counts avail)	----
	Reserves (moved to Blackboard)	991
	Hits to the reserves	23,867
Uniprint/CBORD – Skyhawk Card	2007-2008 – Printing in labs - total # jobs	195,253
	- total pages printed	675,557
CBORD	# of ports managed	133
Basis Lock System	# of locks managed	72
Video Streaming	Windows streamer <i>Version 9</i> (# of users)	78
	Darwin Streaming <i>Version 5.0.1.1</i>	
Online Learning	Macromedia BreezeLive and BreezePresentation <i>Version 5.0</i> (# of users)	98
	iTunesU Fall 2008 (# of academic courses)	25
	iTunesU Fall 2008 (# of non-academic)	23
	Apresso Fall 2008 (# of rooms)	4
	Fall 2008 (#of courses)	19
	Spring 2008 (# of courses)	14
	Wimba Voice Tools Fall 2008 (# of courses using)	24
# of Message 9/16/2008	1057	
Online Course Management System	Blackboard 7.1 (# of faculty – Fall 2008)	262
	Blackboard 7.1 (# of courses – Fall 2008)	831
	Blackboard Student Orientation Course accesses - spring 08/through Sep 08	682

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Imaging	Xtender Solutions <i>Version 7.2</i> (# of users) AX (Application Xtender) <i>Version 5.3</i> WX (Web Xtender) <i>Version 5.3</i> SX (Scan Xtender) <i>Version 5.3</i> <i>Documents Indexed as of Sep. 2008</i> <i>Total Pages Indexed as of Sep. 2008</i>	110 264,826 706,058
Portal – myUTMartin	CampusEAI/Oracle <i>Version 10g</i> 1 st login since August 1, 2008 Unique logins since inception	 1,104 16,910
Employee - Timekeeping	Kronos <i>Version 4.36</i> (# in system)	558
Credit Card Payments for Fall 2008 (Jul 1, 08 – Sep 19, 08)	Touchnet Payment Gateway <i>Version 4.7</i> (# credit card transactions -\$2.1M) Bill Payment Suite <i>Version 2.5</i> includes: - E-Bills (# bills loaded since 7/1/08) - E-Refunds(# of transactions- \$4.9M) - E-Checks (# of transactions-\$5.3M) XAP Payments (# of transactions-\$300)	 2753 23,650 2,404 1,406 10
Backups	Commvault Galaxy <i>Version Simpana 7.1</i> <i>Clients</i>	41
Calendar	Calcium <i>Version 3.7</i> (# on system)	72
Test Grading	ScanTools # of tests graded fall 2007 – summer 2008 # of course evaluations fall 2007– summer 2008	 2,105 1,879
Ancillary Systems	FileMaker <i>Version 5.0 – 9.0</i> # of databases utilized by # of departments	 487 23
Survey Systems	Dragon # of accounts # of surveys deployed in 2007	 11 222
Autodialer	# of unique messages (spring/fall 2008)	12
TXT messaging system	Students signed up(as of Sep 18, 2008) Faculty/staff signed up	 2,716 286

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Training sessions		
Instructional Technology Center	Faculty workshops- # of participants	17
	Walk-ins, one-on-one, etc. (8/2007-8/2008)	157
	Scheduled Training Classes (8/2007-8/2008) # of participants	300
	How to Teach Online – Course for Faculty 2008	30

Software Site License		
Microsoft Campus Agreement	Faculty/Staff	
	Work-at-home count (May 07 – Sept 16, 08)	
	- Office 2007	122
	- Office 2008	25
	- Vista Business	46
SPSS site license (new November 2007)	Faculty	10
	Staff	9
	Students	22

ITV		
Interactive Video Rooms	Location	Count
	Martin Classrooms (3 in Gooch, 1 in Humanities), Alumni Affairs, UT Online, Trio Study Lab, Crisp testing	8
	Knoxville	1
	Jackson (2 sites)	2
	Camden	2
	Selmer	1
	Paris	1
	Lake	1
	Covington	1
	McKenzie	1
	Prisons Morgan County, Tiptonville, Whiteville	3
	Hollow Rock-Bruceton	1
	Ripley	1
	Parsons for Spring 2009	1
TOTAL		24

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Network Information	Specifics	Count
Hardwired Ports-Managed by Campus Manager	10 megabits 100 megabits 1,000 megabits Open ports on banks – not live Total ports (Sept 2008)	12 6790 828 4831 12461
Campus Manager	Registered users (Sept 2008) Unregistered users (Sept 2008)	5517 2110
Network Switches	(Sept 2008)	214
Wiring	Cat 3 Cat5/5e Cat6/6e	296 4232 2523
Wireless	Access Points 802.11 b/g (Sept 2008) Buildings (plus the Quad)	331
T1's - Voice	Voice – Frontier (Full ISDN PRIs) Frontier (Partial ISDN PRI) Qwest (1+) (Full ISDN PRIs) Qwest (1+,0+) (Full ISDN PRI)	6 1 2 1
Video Network Connections	T1 ENA - K-12 Covington, McKenzie, Hollow Rock- Bruceston, Lake Co. T1 ConnecTEN - K-12 Benton Co., Henry Co. T1 TNII Selmer, Ripley, Jackson(2 sites), UTK, public internet T1 TN OIR prisons Whiteville, Tiptonville, Morgan Co. 100 meg ENA – K-12 DL Network	4 2 5 5 1
Data Network - UTK	100 megabit. (as December 08)	1
Data Network - Qwest	45 megabit (turn off in December 08)	1
Data Network - Charter Communications	50 megabit (as of December 2007)	1

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Hardware	Specifics	Count
Computers	Total Labs	725
	Total Residence Registered Student Computers	4,828
	For Faculty/Staff (including labs) <small>*acquisition date >12/20/2002</small>	2,884
Printers	For All – down adoption of MFD	574
Scanners	For All – down adoption of MFD	70
Multifunction Devices	For All	108
Physical Servers	Mixed use	61
Virtual Servers	Mixed use	63
# of items inventoried – 2008	Computers, switches, projectors, etc.	1,416
Cost - # of items inventoried – 2008	Computers, switches, projectors, etc.	\$4.2m

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Telephones	Specifics	Count
Analog Phones (Sept. 2008)	Administrative	1274
	Dorm/Apartment	1406
	Emergency	9
	Elevator	31
	Public	40
Digital Phones	NEC DTerms	213
	Virtual Line Appearances	65
Voice-over-IP phones	DTerm IP	6
	SP-20 softphones	2
	2-port QTelnet	0
	H.323	0
	16-port Tenor VoIP (services 11 analog)	0
	SIP phones	4
Wireless phones	Cordless Handset Dterms	7
TOTAL		3,057
7/1/07-6/30/08 # of phone calls	Dorms and Apartments total	317,273
	Average per day over 365 days	869

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COMPUTERS – General Purpose Labs			
(FOR STUDENT USE)		Location	Count
1	Martin	Humanities 117	22
2	Martin	University Center	40
3	Martin	Library 223	45
4	Martin	Library After-Hours	6
5	Martin	Gooch 212 (LRC) – used for teaching	34
6	Martin	Browning Dorm Lab	9
7	Martin	Ellington Dorm Lab	10
7	Selmer	Selmer – used for teaching	35
8	Ripley	Ripley-Library	8
9	Ripley	Ripley Lab – used for teaching	25
10 (New 2008)	Parsons	Parsons	NA
TOTAL			234
Ratio to Students -			

Classroom Technology		
	Location	Count
1	Martin	162
2	Jackson	NA
3	Selmer	7
4	Ripley	8
5	Parsons	NA
	Total	177

Classroom Technology Apresso (Echo 360)		
	Location	Count
1	College of Business 220 (moved from English)	1
2	EPS 317	1
3	Brehm 258	1
4	Gooch 228	1
	Total	4

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COMPUTERS – Departmental Labs/Special Use		
(FOR STUDENT USE)	Location	Count
1	Business Administration 25	24
2	Business Administration 124 – CS/MIS	11
3	Business Administration 227 – CS/MIS	40
4	Elam Center 3020 – HHP	4
5	Humanities 118 – English	24
6	Humanities 209 – Writing	6
7	Humanities 311 – Psychology	2
8	Humanities 313 – Psychology	12
9	Humanities 415 – Foreign Language	29
10	Humanities B103 – Math	4
11	Gooch 308 – Communications	18
12	Gooch 314 – Pacer	4
13	Gooch 321 – FCS	6
14	Gooch 325 (Synergy)	25
15	Honors Center	5
16	University Center – Info Desk	3
17	Fine Arts 146 – Graphic Design	17
18	Fine Arts 202 – Music	15
19	Brehm 233 – Biology	24
20	Clement 041 – Agriculture	25
21	EPS G1 – Engineering Instruments Lab	7
22	EPS G8 – Engineering Controls Lab	7
23	EPS 102/103 – Engineering	21
24	EPS 111 – Engineering	24
25	EPS 121 – Senior Research	6
26	EPS 125 – Electrical Lab	17
27	EPS 221 – GIS	16
28	EPS 224 – Physics	14
29	EPS 306 – Chemistry Lab	8
20	EPS 308 & 314 – Chemistry	7
31	EPS 318 – Chemistry	12
32	Library – Checkout Laptops	20
33	Library – Lobby OPAC	16
34	Library – 2 nd Floor OPAC	5
35	University Center – Game Room	7
36	Sociology 203	6
TOTAL		491
Ratio to Students		

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Software List 2008-2009

All GP Labs

Bloodshed Dev-C++
Compass 3.2
Collective Bargaining - Mgt
Geometer's Sketchpad 4.07
Gleim CPA Test Prep
Maple 11
Marketing Game
McAfee VirusScan 8.5
Microsoft Products
Office 2007
Access
Excel
InfoPath
PowerPoint
Publisher
Word
OneNote 2007
Visual C++ 9.0 Express
Visual Web Developer 2008
Express
Visual Studio 2005
Minitab 15
Nvu 1.0
Putty
R Software 2.7.1
SAS 9.1
Smithville 3.1
SPSS 16
SBI - Study Behavior Inventory 2.0
Adobe Reader 9
Internet Explorer 7
iTunes 7
Keyverify
Real Player 11
QuickTime 7.5
Window Media Player 11

Humanities 117

Kurzweil on 3 computers

BA227

QuickBooks Pro 2007
PeachTree Accounting
Vision 6

Gooch 325-Synergy

Vision 6

Gooch 212-LRC

Kidspiration 2.1
Inspiration 8

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New Computer Rotation	2005-2006	2006-2007	2007-2008?	2008-2009 Projected
Lab/Classroom 05-06 Dell Optiplex SX280 06-07 Dell Optiplex GX620 07-08 Dell Optiplex 745 08-09 Dell Optiplex 740	154	125	211	142
Projectors Replacements (5 year rotation)	27	11	4	3
Projectors New (to date for current year)	16	26	30	21
Total Projector Installs	43	37	34	24
Faculty Rotation Tablet PC 05-06 Gateway M275 06-07 Gateway M285-E 07-08 Gateway E155-C	73	65	81	0
Faculty Rotation Special PC	4	2	0	0
Faculty Rotation Basic Mac 05-06 Apple PowerBook 06-07 Apple MacBook 07-08 Apple MacBook	13	8	8	0
Faculty Rotation Special Mac	3	3	3	0
Total Faculty Rotation	93	78	92	0

	7/1/07-6/30/08	Since 7/1/08
New Multifunction Devices sold	10	4

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Residential Network Authorization Statistics as of October 2008	
Registered Devices	4828
Windows Devices	4332
Windows 2000	12
Windows XP	1998
Windows Vista	2322
Mac OS X	449
Linux	1
XBOX	38
Playstation	3
Other gaming devices	4

Service Request Tracking		
	Nov 2007-Oct 2008	
Area	Received	Completed
Helpdesk	8104	8079
Data and Video (TV / Networking)	124	109
Network Infrastructure (Wiring)	284	276
Voice Engineering (Telephone)	254	252
Copy, Print, Scan, Paper (Conv Copy)	814	810
Support Services (Repair)	2110	2073
Systems Administration and Security	1248	1024
Config/Install	612	598
Classroom Technology	290	214
	13,840	13,435

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Network Closets (Oct 2008)

#	Building
2	Administration building
1	Ag Greenhouse
2	Ag Pavilion
2	Alumni Gym
2	ATF
6	Brehm
2	Browning
3	Business Admin
1	Chancellor's Residence
1	Child Care
1	Chill Water
9	Clement
1	Communications
7	Cooper
3	Crisp
1	Dairy Barn
2	Elam
2	Ellington
7	EPS
3	Fieldhouse
2	Fine Arts
4	Gooch
1	Greenhouse
11	Grove (10 Boxes on side of building)
2	Hannings Lane
1	Henson House
3	Humanities
1	International House
3	Library
1	McCombs
1	Motorpool
1	Physical Plant
1	Power Plant
2	ROTC
1	Sociology
1	Stadium
1	Steam Plant
1	Student Health
1	Swine Research
1	Tennis (Moore House)
5	University Center
12	University Courts (11 boxes on side of buildings)
31	University Village
1	Warehouse
147	Total

** No UPS's other than the central server room.

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SPAM filter stats	Daily Averages					
	2003	2004	2005	2006	2007	2008
Blocked SPAM	3,620	43,261	61,740	180,842	304,723	577,532
Blocked viruses		1,656	1,013	236	542	41
Quarantined SPAM		648	604	5,620	4,940	2,133
Tagged but allowed		1,477	1,935	3,653	7,270	3,439
Allowed or "good" mail		9,188	18,490	26,263	27,764	25,228
TOTAL average incoming mail	3,620	56,230	83,782	216,614	345,239	608,373

Spyware Filter Stats	From Install Date of April 11, 2008 – Sept 16, 2008
Policy	1,157,552
Spyware Webpages	73,849
Spyware Downloads	0
Virus Downloads	115
Spyware Protocol	56,251
Total	1,287,767

TippingPoint IPS Stats	May 8, 2007 - November 8, 2007	Sept 1, 2007 - Aug 31, 2008
Vulnerability Exploits		5,807
Spyware Blocked	179,091	145,238
PHP Exploits Blocked	207,699	338,625
Virus Downloads		3,953
SQL Injection Blocks		62,951
Total	386,790	556,574

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Technology Fee Expenditures – 2007-2008

