

Information Technology Vital Statistics
Information Technology Services
Fall 2009 – version 2009-11-25

Applications	Specifics	Count
Student Information System	Banner 7.4 – Banner Web (# of users)	8,300
	Banner 7.4 – Baseline (# of active users)	270
	Banner 7.3 – Pidms (# unique people) (active within past 180 days) (rounded to nearest 10)	353,910
	XAP Applications, Total to Date	470
	XAP Applications, rcvd since 1/1/09	70
	XAP Applications, for Fall 09	60
	Total courses offered Fall 2009	1,050
	Total sections offered Fall 2009	2,310
	Total Enrolled Fall 2009	8,130
	In-house Jobs Scheduler: # of active jobs run yearly, monthly, weekly, daily: # of jobs that produce reports - (avg./month for last 4 months) Note: Many jobs run, but if have no data or nothing was processed just log that job is run.	723 2,818
E-mail System	Exchange Mail	1684
	Faculty/Staff	9462
	Student Organizations and forwarding	14,822
Web site – www.utm.edu Changed stats collection 2/2008	Google Apps (as of April 2009)	14,822
	Pageviews 1/2009 – 10/14/2008 (10 mo)	4,140,116
	External	61.5%
	Internal	38.5%
	Returning Visitors	84%
New Visitor	16%	
Tennessee Visitors	90%	
Library System	Innovative Interfaces (no counts avail)	----
	Reserves on Blackboard	?
Uniprint/CBORD – Skyhawk Card	2008-2009 – Printing in labs	
	- total # jobs	182,229
	- total pages printed	663,245
CBORD	# of ports managed	141
Basis Lock System	# of locks managed	74
Video Streaming	Windows streamer <i>Version 9</i> (# of users)	86
	Darwin Streaming <i>Version 5.0.1.1</i>	
Online Learning	Adobe Connect Pro (# of users)	141
	iTunesU Fall 2009 (# of academic courses)	38
	iTunesU Fall 2009 (# of non-academic)	23

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	Echo 360 Fall 2009 (# of rooms) Fall 2009 (#of courses) Spring 2009 (# of courses)	7 20 17
	Wimba Voice Tools Fall 2009 # of voice items in use	924
Video Network – DL rooms	Fall 2009 – 21 classes, 1 @ 3 sites, 28 sites Fall 2008 – 21 classes, 5 @ 3 sites, 1 @ 4 28 sites Fall 2007 – 25 classes, 3 @ 3, 28 sites Fall 2006 – 23 classes, 1 @ 3, 24 sites	28
	Meetings for Fall Semester 2009 9 UT Online 5 Academic Affairs 1 RCG 1 UT Press 1 CIS 3 ECCE 1 HR 4 Equity and Diversity 2 MTAS - CTAS 25 ITS 11 Alumni Affairs <hr/> 63 Total meetings Fall 2009	63
Online Course Management System	Blackboard 8.0 (# of faculty – Fall 2009) Blackboard 8.0 (# of courses – Fall 2009) Full time faculty Fall 2009 Full time faculty using Blackboard % full-time faculty using Blackboard Blackboard Student Orientation Course accesses – 1/1/2009-12/3/2009 Total course sections % Blackboard sections Blackboard Logins per day (1/2009-11/2009)	263 732 341 154 45% 4,867 2,310 11% 229
Mediasite Web Casting	2008 Events recorded 2008 Views 2009 Events recorded 2009 Views	10 470 11 990
Active Directory	AD Entries as of December 2009 Computer Objects Group Objects User Objects AD Accesses for November 2009 # of systems authenticating against AD	3337 503 15249 5
Storage	“Raw” Storage Area Network capacity	13 TB

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	<i># of databases utilized by # of departments</i>	468 22
Survey Systems	Dragon # of accounts # of surveys deployed (1/1/2009-11/30/2009)	36 471
Autodialer	# of unique messages (spring/fall 2009) – excluding Public Safety	9
TXT messaging system	Students active (as of Nov 2009) Faculty/staff active	3445 362

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Training sessions		
Instructional Technology Center	Faculty workshops- # of participants (occurred during Maymester for 2009)	7
	Walk-ins, one-on-one, etc. (8/2008-8/2009)	167
	Scheduled Training Classes (8/2008-8/2009) # of participants	311
	How to Teach Online – Course for Faculty 10/2008-10/2009	36

Software Site License		
Microsoft Campus Agreement (moved to UT Agreement for 09-10)	Faculty/Staff Work-at-home count (July 08-June09) - Office - Operating System	232 13
SPSS site license (new November 2007) Version 17	Faculty Staff Students	9 3 41

ITV		
Interactive Video Rooms	Location	Count
	Martin Classrooms (3 in Gooch, 1 in Humanities), Alumni Affairs, UT Online, Trio Study Lab, Crisp testing, Admin Conference	9
	Knoxville	1
	Jackson	1
	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	0	
	100 megabits	7444	
	1,000 megabits	3991	
	Open ports on banks – not live	4521	
	Total ports (Oct 2009)	12071	
Campus Manager	Registered Machines (Oct 2009)	6512	
	Unregistered Machines (Oct 2009)	857	
Network Switches	Oct 2009	222	
Wiring	Cat 3	296	
	Cat5/5e	5194	
	Cat6/6e	3149	
Wireless	Access Points 802.11 b/g (Aug 2009)	348	
	Buildings (plus the Quad)		
	Average connections per day 9/27-10/13/09	3078	
	Maximum connections for 9/27-10/13/09 *Can include multiple connections per day for same user	52324	
T1's - Voice	Voice – Frontier (Full ISDN PRIs)	6	
	Frontier (Partial ISDN PRI)	1	
	Qwest (1+) (Full ISDN PRIs)	2	
	Qwest (1+,0+) (Full ISDN PRI)	1	
Video Network Connections	ENA - K-12 @ 10mb Covington, McKenzie, Hollow Rock- Bruceston, Lake Co.	4	
	NeTN @ 8mb K-12 Benton Co., Henry Co.	2	
	UTM Centers Selmer, Ripley, Jackson, Parsons	4	
	UTK, public internet	2	
	OIR prisons Whiteville, Tiptonville, Morgan Co.	3	
	Data Network - Charter Comm	100 megabit (from 50 to 100 12/2009)	1
	Data Network - UTK	100 megabit	1
Data Network – AT&T provided by UT System	100 megabit (turned on October 2009)	1	

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Hardware	Specifics	Count
Computers	Total Labs	723
	Total Residence Registered Student Computers	4,828
	From Campus Manager-labs, faculty, staff (6/18/2009)	1,850
	For Faculty/Staff (including labs) *acquisition date >12/20/2003	3,385
Printers	For All – down adoption of MFD	539
	# of Pharoas prints	9
Scanners	For All – down adoption of MFD	66
Multifunction Devices	For All	97
Physical Servers	Mixed use	64
Virtual Servers	Mixed use	101
	2009 – 64 physical servers supporting ??? applications 2008 - 61 physical servers supporting 124 applications 2007 – 74 physical servers supporting 89 applications	
# of items inventoried – 2008	Computers, switches, projectors, etc.	1,356
Cost - # of items inventoried – 2008	Computers, switches, projectors, etc.	\$3.2m
# of computers with running multiple OS's		?
# of base computer images	Ghost Microsoft	?

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Telephones	Specifics	Count
Analog Phones (Sept. 2008)	Administrative Dorm/Apartment Emergency Elevator Public	1273 1406 9 31 40
Digital Phones	NEC DTerms Virtual Line Appearances	177 63
Voice-over-IP phones	DTerm IP SP-20 softphones 2-port QTelnet H.323 16-port Tenor VoIP (services 11 analog) SIP phones	10 4 0 0 0 4
Wireless phones	Cordless Handset Dterms	8
TOTAL		3,057
Telephone Counts 7/1/2008-6/30/2009		
# of phone calls (In and Out)	Dorms and Apartments total Average per day over 2 terms(30wk*5dy)	241,981 1,613
# of hours	Dorms/Apartments	24,254
# of phone calls	Faculty staff	1,903,119
# of hours	Faculty/staff	51,168
Incoming Totals Faculty/Staff/Students	Calls Hours	757,287 41091
Internal Calls	Calls Hours	898,011 13,187
800 Total	Calls Hours	130,773 7,124
Local Totals	Calls Hours	183,477 6,108
Long Distance Total	Calls Hours	175,552 7,901
Total Calls – In and Out bound	2005-2006 2006-2007 2007-2008 2008-2009	2,586,490 2,447,072 2,154,176 2,145,100

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COMPUTERS – General Purpose Labs			
(FOR STUDENT USE)		Location	Count
1	Martin	Library 24 hour	22
2	Martin	University Center	40
3	Martin	Library 223	42
4	Martin	Library After-Hours	10
5	Martin	Gooch 212 (LRC) – used for teaching	34
6	Martin	Browning Dorm Lab	10
7	Martin	Ellington Dorm Lab	4
8	Selmer	Selmer – Lab	21
9	Selmer	Selmer – Library	4
10	Ripley	Ripley-Lab	24
11	Ripley	Ripley - Library – used for teaching	13
12	Parsons	Parsons – Lab	24
13	Parsons	Parsons – Library	6
TOTAL			254
Ratio to Students – 32 students/computer (based on 8100 HC)			

Classroom Technology		
	Location	Count
1	Martin Fine Arts Closed	165
2	Jackson	NA
3	Selmer	7
4	Ripley	8
5	Parsons	12
Total		192

Classroom Technology Aproso (Echo 360)		
	Location	Count
1	College of Business 220	1
2	EPS 317	1
3	Brehm 258	1
4	Gooch 228	1
5	College of Business 36	1
6	Gooch 207	1
7	ITC Faculty Training Center	1
8	Student Success Center (coming FA 2009)	1
Total		8

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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	Clement 041 – Graphic Design	17
18	Clement 222b – 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
	EPS 226 – Physic lab II	9
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	15
33	Library – Lobby OPAC	16
34	Library – 2 nd Floor OPAC	5
35	University Center – Game Room	7
36	Sociology 203	6
TOTAL		495
Ratio to Students = 16 students/computer (8100 HC)		

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Software List 2009 - 2010	
All GP Labs	
Adobe Reader 9	SAS 9.2
Bloodshed Dev-C++	SBI - Study Behavior Inventory 2.0
Collective Bargaining - Mgt	Smithville 3.1
Compass 3.2.4	SPSS 17
Firefox 3.5.1	Real Player 11.1
Geometer's Sketchpad 4.07	Respondus Lockdown Browser
Gleim CPA Test Prep	Ultra VNC
Internet Explorer 8	Window Media Player 11
iTunes 8	Zoomtext 9.1
Keyverify	
LoggerPro 3.7	Library 24 hour
Maple 12	Kurzweil on 3 computers
Marketing Game	PeachTree Accounting
Matlab	Excel Tutor
McAfee VirusScan 8.5	
Microsoft Products	Gooch 212-LRC
Office 2007	Kidspiration 2.1
Access	Inspiration 8
Excel	
InfoPath	Humanities 209
PowerPoint	JAWS
Publisher	
Word	BA25
OneNote	PeachTree Accounting
Visual Basic 2008 Express	
Visual C++ 2008 Express	BA227
Visual Web Developer 2008 Express	Excel Tutor
Visual Studio 2008	
Minitab 15	
Netbeans IDE 6.7	
Nvu 1.0	
Opcat 3.1	
Putty	
QuickTime 7.6	
R Software 2.9.1	

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New Computer Rotation	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Lab/Classroom 05-06 Dell Optiplex SX280 06-07 Dell Optiplex GX620 07-08 Dell Optiplex 745 08-09 Dell Optiplex 740 09-10 HP DC5800 09-10 HPXW6600	154	125	211*	142	161
Projectors Replacements (5 year rotation)	27	11	11	4	3
Projectors New (to date for current year)	16	26	26	30	21
Total Projector Installs	43	37	37	34	24
Faculty Rotation Laptop Standard 08-09 Dell Latitude E6500 09-10 HP8530P Notebooks				43	44
Faculty Rotation Tablet PC 05-06 Gateway M275 06-07 Gateway M285-E 07-08 Gateway E155-C 08-09 Dell Tablet 09-10 HP 2730	73	65	81	4	5
Faculty Rotation Special PC	4	2	0	2	2
Faculty Rotation Basic Mac 05-06 Apple PowerBook 06-07 Apple MacBook 07-08 Apple MacBook 08-09 Apple MacBook Pro 09-10 Apple MacBook Pro	13	8	8	17	11
Faculty Rotation Special Mac	3	3	3	9	22
Total Faculty Rotation	93	78	92	75	84

Add Ripley lab and classrooms to rotation for 2010-2011 – lab and classroom 41 computers & projectors 9 2007-2008

	7/1/07-6/30/08	7/1/08-6/30/09
New Multifunction Devices sold	10	9

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Residential Network Authorization Statistics as of October 2009	
Registered Devices	4052
Windows Devices	3684
Windows 2000	1
Windows XP	1209
Windows Vista	2454
Windows 7	20
Mac OS X	282
Linux	3
XBOX	2
Other Devices	81

* Headcount Fall 2009 – 8,130

Service Request Tracking – Filemaker Stats		
	Nov 2008-Sep 2009 Change to fiscal year	
Area	Received	Completed
Helpdesk	7866	7849
Data and Video (TV / Networking)	71	63
Network Infrastructure (Wiring)	274	256
Voice Engineering (Telephone)	314	311
Copy, Print, Scan, Paper (Conv Copy)	531	528
Support Services (Repair)	1270	1234
Systems Administration and Security	613	481
Config/Install	543	522
Classroom Technology	263	239
Open less hours	11,745	11,483
Budget cuts		

Helpdesk		
	2008-2009	
Visits		
Emails (Nov 08-Oct 09)	472	
Calls (Oct 08-Sep 09)	28, 270	
Chats		
Total		
Dollars/contact (126,410,4.47)		

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Helpdesk - Telephone Stats				
	Total # of Calls Taken	Calls Taken 12:00am to 7:00am	Calls Answered 12:00am to 7:00am	Calls Taken 6:00am to 7:00am
Oct-08	2053	3	2	3
Nov-08	1501	3	2	2
Dec-08	1823	3	0	1
Jan-09	3342	12	10	12
Feb-09	1730	7	3	7
Mar-09	1728	6	2	2
Apr-09	1756	6	6	6
May-09	1787	0	0	0
Jun-09	2087	4	4	4
Jul-09	2425	6	6	6
Aug-09	4680	5	5	5
Sep-09	3358	5	5	5
Total	28270	57	43	50

Fall 2009 30-day hourly Avg	Average kbit/sec	Peek kbit/sec
Charter 50 meg	44,541	68,499
Greenlight 100 meg	38,915	88,307
WAN Total	83,362	150,080

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Network Closets (Oct 2009) ** No UPS's other than the central server room.

#	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
Rebuilding	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	Old National Guard (acquired in 2009)
1	Physical Plant
1	Power Plant
2	ROTC
1	Sociology
1	Stadium
1	Steam Plant
1	Student Health
3	Student Recreation (new in 2009-10)
1	Swine Research
1	Tennis (Moore House)
5	University Center
12	University Courts (11 boxes on side of buildings)
31	University Village
1	Warehouse
149	Total

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SPAM filter stats	Daily Averages						
	2003	2004	2005	2006	2007	2008	2009
Blocked SPAM	3,620	43,261	61,740	180,842	304,723	577,532	239,845
Blocked viruses		1,656	1,013	236	542	41	34
Quarantined SPAM		648	604	5,620	4,940	2,133	1,029
Tagged but allowed		1,477	1,935	3,653	7,270	3,439	1,931
Allowed or “good” mail		9,188	18,490	26,263	27,764	25,228	29,979
TOTAL average incoming mail	3,620	56,230	83,782	216,614	345,239	608,373	272,818

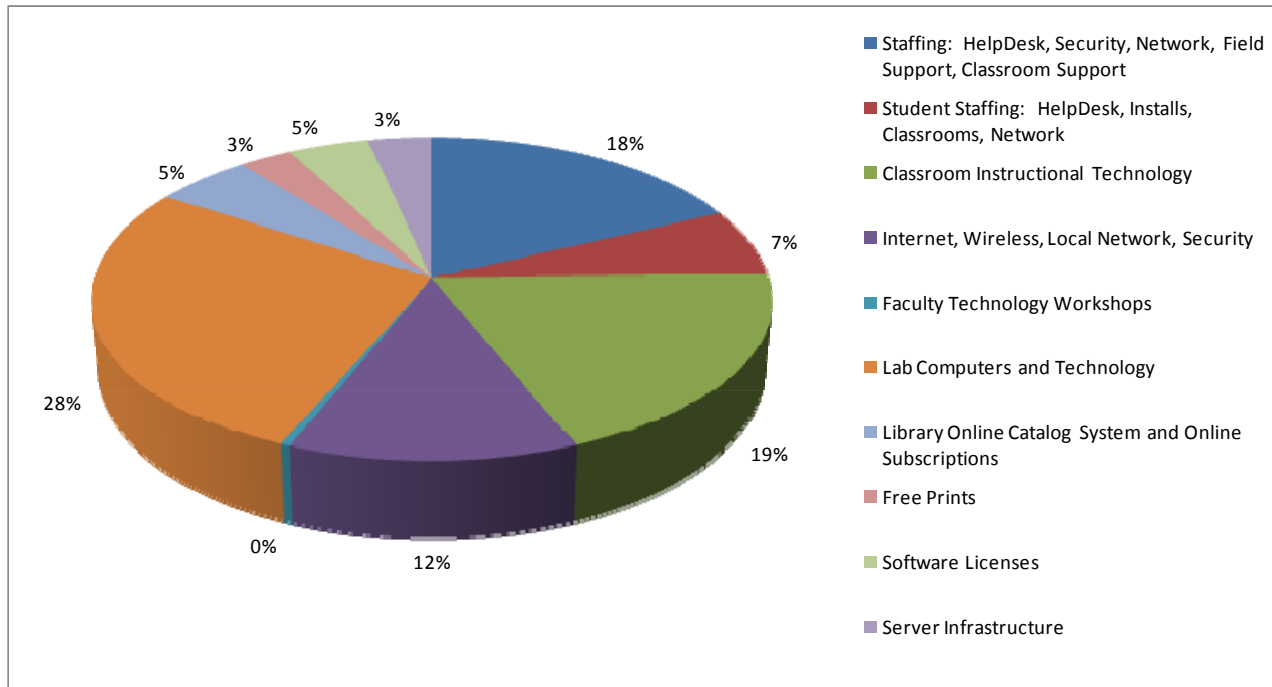
The 2009 figures are down because our student mail has transitioned to Google as of May 2009 and no longer passes through our spam filters unless the message is sent to the student’s old @utm.edu address for forwarding.

Spyware Filter Stats	From Install Date of April 11, 2008 – Sept 16, 2008	Feb. 2, 2009 – Aug. 1, 2009
Policy	1,157,552	
Spyware Webpages	73,849	4,168,071
Spyware Downloads	0	
Virus Downloads	115	
Spyware Protocol	56,251	
Ads and Pop-Ups		149,260
Total	1,287,767	

TippingPoint IPS Stats	May 8, 2007 - November 8, 2007	Sept 1, 2007 - Aug 31, 2008	Aug. 31, 2008 – Nov. 6, 2009
Vulnerability Exploits		5,807	3219
Spyware Blocked	179,091	145,238	434,096
PHP Exploits Blocked	207,699	338,625	145,065
Virus Downloads		3,953	36,888
SQL Injection Blocks		62,951	27,415
Total	386,790	556,574	696,683

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2008-2009 Expenditures – Technology Fee



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Lab Usage July 1, 2008 – June 30, 2009

<u>Lab</u>	<u>Computers</u>	<u>Logins</u>	<u>Users</u>	<u>Ave. Login Duration</u>	<u>Total Time Used</u>
Classroom Ag Headquarters	2	1077	25	1:02:00	1113:09:59
Classroom Brehm	4	2327	98	1:47:54	4185:07:29
Classroom Business	8	4958	168	2:08:47	10642:50:55
Classroom Elam	2	421	8	1:44:10	730:56:19
Classroom EPS	7	3354	63	1:29:37	5009:46:42
Classroom Fieldhouse	4	2171	34	1:22:22	2980:26:02
Classroom FinArts	1	45	3	0:41:11	30:53:28
Classroom Gooch	14	4679	246	1:20:11	6253:10:29
Classroom Holland McCombs	2	101	2	1:02:33	105:18:47
Classroom Hum	21	12700	231	1:47:19	22716:41:50
Classroom PowerPlant	1	63	7	1:01:09	64:13:29
Classroom Soc	3	1707	119	1:04:07	1824:11:27
Departmental - Brehm 233 - Biology	20	8299	704	1:49:07	15094:41:13
Departmental - Business 124 - CS/MIS	13	980	33	1:09:09	1129:28:32
Departmental - Business 227 - CS/MIS	41	16126	847	0:53:59	14510:36:38
Departmental - Business 25- CS/MIS	26	8878	623	0:56:15	8324:39:53
Departmental - Elam 3020 - HHP	3	622	86	0:36:14	375:45:54

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Departmental - EPS 102/103 - Eng	21	5853	186	1:13:42	7190:59:29
Departmental - EPS 111 - Eng	24	3919	234	0:48:28	3165:55:05
Departmental - EPS 125 - Eng Electrical Lab	16	2150	65	5:39:54	12179:52:22
Departmental - EPS 206 - Rock Lab 3 Year	5	396	1	7:34:47	3001:40:25
Departmental - EPS 221 - GIS	15	4785	4	1:22:45	6599:51:51
Departmental - EPS 224 - Physics	14	3674	2	2:25:21	8901:11:55
Departmental - EPS 228 - Geology 3 Year	2	215	2	18:29:56	3977:19:10
Departmental - EPS 318 - Chemistry	7	610	101	0:32:46	333:12:37
Departmental - Fine Arts 146 - Graphic Design	15	7569	3	1:52:55	14246:05:31
Departmental - Fine Arts 202 - Music	16	12963	191	0:34:29	7450:09:42
Departmental - Gooch 308 - Communications	17	6837	363	1:20:32	9177:13:27
Departmental - Gooch 321 - FCS	6	730	20	31:23:03	22910:36:35
Departmental - Gooch 325 - Synergy	25	12478	733	0:47:22	9851:03:34
Departmental - Holland McCombs - Honors Lab	5	1481	103	0:49:52	1231:06:44
Departmental - Hum 118 - English	24	13625	976	0:48:03	10912:09:49
Departmental - Hum 209 - Writing Lab	6	7329	795	0:27:55	3411:03:09
Departmental - Hum 311 - Psychology	13	4738	68	1:03:02	4977:48:49
Departmental - Hum 415 - Foreign Language	30	12465	3	1:52:13	23314:25:27
Departmental - Hum B103 - Math	2	1088	30	1:37:26	1766:58:04
Departmental - Sociology 203	6	1028	141	0:56:52	974:31:29

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General Access - Browning Lab	10	15788	778	0:39:54	10501:26:28
General Access - Gooch 212	34	22901	1817	0:50:49	19400:17:11
General Access - Library 223	42	56298	4413	0:37:17	34991:55:21
General Access - Library 24 Hour	22	19261	2870	0:42:03	13501:58:15
General Access - Library Coffee Shop	10	105	66	1:04:34	113:00:33
General Access - UC	40	73904	4315	0:35:04	43209:52:59
General Access - UC 2nd Floor Info Desk	3	1440	1	11:30:35	16574:20:19
General Access - UC Game Room	8	12548	1507	0:31:18	6545:53:06
General Access-Ellington Lab	4	213	28	0:56:47	201:37:04
Off Campus - Ripley Lab	24	909	1	3:21:51	3058:13:16
Off Campus - Ripley Library	13	3962	1	3:58:36	15756:07:09
Off Campus - Selmer Lab	21	33	5	0:34:57	19:13:32
Total	672	379803	6859	1:05:29	414539:09:59