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Information Technology & CIO:
Brian D. Voss

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Security & Policy Office: John Borne
Human & Financial Resources Office: Susan T. Crochet
Communications & Planning Office: Sheri J. Thompson
ITS Faculty Liaison: Randall P. Hall, Professor of Chemistry
LOUIS: Sara Zimmerman, Executive Director
LONI: Donald Vandal, Executive Director

Information Technology Services:
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   Pamela S. Nicole, Director Faculty Technology Center
   Michael P. Smith, Director Technical Services
   Stacey B. Morales, Director Customer Service

University Information Systems:
   Cynthia M. Hadden, Deputy CIO
   David Alexander, Director IS Architecture
   Michael P. Colyar, Director Systems Programming
   Robin R. Ethridge, Director Portal Technologies
   Eric R. Kemp, Director Application Development
   Douglas A. Pacas, Director Financial Information Systems
   Byron D. Honore, Director Enrollment Information Systems

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# MOMENTUM

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Dear Colleagues:

I am again pleased to present Information Technology Services’ (ITS) Annual Report, this one detailing accomplishments realized in 2010. While 2010 was another difficult year due to State budgetary constraints and their impact on LSU, there were some notable accomplishments achieved by ITS and the LSU campus.

In August 2010 LSU received a nearly $2M grant from the National Science Foundation for a proposal jointly developed by ITS and the CCT to provide pervasive access to high-speed connectivity to researchers across campus, enabling the pursuit of new avenues of discovery. The BIPAS project (standing for Bifurcated Infrastructure Promoting the Advance of Science) represents the opportunity to move LSU’s “best-practices” level data network to levels seen only at elite national labs and but a handful of institutions in the US. Project work has been going on ‘behind the walls’ for the last part of 2010, but will begin to be visible to researchers shortly in 2011.

While many of the Flagship IT Strategy (FITS) initiatives have been delayed by budget challenges faced by our institution, progress continues in advancing and sustaining the key FITS action items – IT Governance being most noteworthy. Working in concert with the LSU Faculty Senate and its Executive Council, an Information Technology Governance structure was established this year. The LSU IT Governance structure consists of three councils: Teaching & Learning, Infrastructure & Support and Research Enablement. Each of the councils met in late 2010 to review the 2006-published FITS, to provide community review and updating of this important document. Revisions are in process now, and a

“We continue to seek to strategically advance IT at LSU, to improve services, and reduce costs.”

Brian Voss
Photo courtesy of K. Duffy, Information Technology Services.
FITS (2011) will be published shortly. Institutions around the country have expressed interest in how our structure was developed and implemented, making LSU quite visible in higher education IT circles.

Students have been and remain one of the strongest partners in building a high-quality IT environment at LSU; one that benefits not only the students but also faculty and staff as well. One of the flagship IT elements is the Information Commons in Middleton Library, established nearly five years ago. This past year, with vision from Student Government leadership and through an investment of funding from the Student Technology Fee, ITS and Middleton Library implemented the Collaborate Learning Spaces project, significantly enhancing the ability of students to work in groups of all sizes to advance their learning with IT enablement. The changes included more than just physical spaces in Middleton – licensing for the provision of Adobe Connect collaborative software was also funded and the impacts will extend across campus in the months and years ahead.

Significant progress was made in enriching the student life and learning experience through university information systems. CATS – the program initiated through Academic Affairs to track and assist student progress towards degree completion – saw the success of its pilot testing and went into production for the first year students entering in the fall of 2010. In addition, myProxy was developed and produced in 2010, which enables students to invite their parents or spouse to gain system access for specific purposes including paying fee bills on the student’s behalf. Advances to Moodle, LSU’s learning management system continued under the advisement of the faculty-led Moodle Development Advisory Council; LSU remains one of the largest and most noted Moodle installations not only in the US, but in the world.

As one year ends and another begins, we continue to seek to strategically advance IT at LSU, to improve services, and reduce costs. The latter is critical in these times of budget crisis and concern, as these savings can prevent reductions or elimination of high-value IT services and can even potentially help us continue advance of IT infrastructure in accordance with the FITS. In the year ahead, we will see the completion of the BIPAS implementation and other upgrades designed to continue to advance our campus network toward what will be needed of an elite university in not only 2011, but 2015. We will be improving electronic mail service provided to institutional constituents (faculty and staff), and do so in a way that not only increases needed capabilities (larger in-boxes!) but cuts costs; look for a “cloud-based” solution, similar to how student email is handled (i.e., not on campus). The new myLSU portal, which will eventually replace PAWS, will be released, ushering in a new phase of robust communications and information sharing for the campus. And we will all begin the process of determining our pathway to new university/enterprise information systems, which will serve the campus for a generation to come. It promises to be an exciting, if challenging year!

Thank you for taking a few moments to read this report. We hope it sparks a bit of pride in what LSU has achieved in information technology.

Sincerely,

[Signature]

Vice Chancellor for Information Technology & Chief Information Officer
Nationally Speaking

Voss, Brian D.
- Enterprise Information and Technology Web Seminar
- Strategic Insights from Louisiana CIOs. ACUTA Winter Seminar
- Internet2 Architecture & Operations Advisory Committee (elected, term through 2010)
- HEISC Community Update. EDUCAUSE Annual Conference
- The CIO: Plumber or Strategist. EDUCAUSE Annual Conference
- Leveraging Community Resources for Securing Small and Mid-sized Institutions. EDUCAUSE Annual Conference
- Higher Education Information Security Council
- REN-ISAC Executive Advisory Group, deputy chair
- SURA IT Steering Committee

Borne, John
- Helping Secure the Internet with DNSSEC, EDUCAUSE Quarterly, September 2010

Childs, Melody
- Adopting & Implementing an Open-Source Course Management System: Piecing Together the Puzzle for Optimal Success, EDUCAUSE Annual Conference
- Mobile Learning, EDUCAUSE Southwest Regional Conference
- Member, Evolving Technologies Committee, EDUCAUSE
- Cloudy Weather Ahead: Managing Budget Reductions through Outsourced or Cloud-Sourced Services
- ACUTA Winter Seminar

Crochet, Susan
- Practical Approaches to PD in an Economic Downturn. EDUCAUSE Annual Conference

Graves, Aaron
- BIPAS: Expanding a Research Network. Internet2

Hadden, Cynthia
- Chair, 2010 EDUCAUSE Enterprise Information and Technology Conference Program Committee. The 2010 conference comprised the CIOs and Enterprise IT: Tackling the Tough Issues Seminar Series that included two web seminars and four face-to-face events.
- EDUCAUSE 2011 Program Committee
- 2010 CISD Conference Program Committee

Handal, Jeffrey
- Expanding a Research Network. Internet2

Hopkins, Allie
- Helping Secure the Internet with DNSSEC, EDUCAUSE Quarterly, September 2010

McNitt, Brady
- Information Technology Services at LSU. ACUTA 39th Annual Conference

Nicolle, Pam
- Adopting & Implementing an Open-Source Course Management System: Piecing Together the Puzzle for Optimal Success, EDUCAUSE Annual Conference

Stevens, Marcy
- COSUGI PreConference: Customizing E-Library. Presenter

Stigall, Lisa
- COSUGI PreConference: Customizing E-Library. Presenter

Thompson, Sheri
- Social Media Part I, EDUCAUSE IT Communicators Coffee Shop
- Reviewer. EDUCAUSE Quarterly
The Advancing Network

LSU received a nearly $2 million grant from the National Science Foundation (NSF) in July. The grant, entitled BIPAS – Bifurcated Infrastructure Promoting the Advance of Science: Revitalizing LSU’s Data Network Infrastructure, will enhance the university’s high-speed data communication network, better enabling it to handle very large amounts of data flow critical to researchers across a variety of disciplines. The grant was part of the NSF’s Advanced Research Infrastructure (ARI) program which has seen augmented funding from the American Recovery & Reinvestment Act.

With the NSF funding, LSU extends the benefits of its very high-speed research connectivity from the Louisiana Optical Network Initiative (LONI) and national cyber-backbones (like Internet2) deep into the campus infrastructure that serve research labs and classrooms. Additionally, LSU will be able to provide on-demand increases in connectivity in response to future classroom and research needs. The grant means that buildings will have 10 gig connectivity and 1 gig at the desktop.

LSU had already made significant investments in upgrading the core campus network infrastructure through its recently completed Network 2010 initiative, providing an infrastructure matching that of its national flagship research peers. This new infusion of federal grant monies will take LSU’s research-supporting network infrastructure to a level of capability available only at the most elite research labs and institutions in the world.
UIS

Academic Systems Advances

The next phase of the Comprehensive Academic Tracking System (CATS) was implemented in Fall 2010. This phase included the addition to track ALL incoming freshmen in the degree seeking programs at the university. Immediate plans for the project are to expand tracking transfer students.

In the summer of 2010, the undergraduate admissions recruiting software was replaced by another 3rd party service (Hobsons Connect) to track and send correspondence to all prospective and admitted students. The Graduate School admissions processes were replaced by a 3rd party service (Hobsons Apply Yourself) to handle all correspondence and admissions processing in the Fall 2010.

Keeping in line with the university’s academic departmental changes, the College of Arts and Sciences and the College of Basic Sciences names were changed to the College of Humanities and Social Sciences and the College of Science. Enhancements have been made to the student records system to allow an increased volume of high school students to dual enroll in college math courses. UIS extended the course offering process to allow functionality on mobile devices.

Business Systems Advances

Several exciting aspects of the university’s new Human Resource system (HRS) were rolled out in 2010. Employees are able to use PAWS to see their current and historical employment forms, change their federal and state tax withholding, and manage information on relatives working at LSU. New web-enabled features allow for the management of employee demographics, deducts, benefits, balances, education, attachments and supervisory information. Employment forms processing for Student Workers, Graduate Assistants and Transients were introduced within this web-enabled application, boasting such features as workflow routing/approval and attachment processing. In addition, the new online employee data sheet and electronic documents were added to HRS in 2010.

Real Time F&A - Enhancements have been made to the university’s General Ledger system so that the posting of Indirect Cost accounting now occurs on a per-ledger entry basis, rather than at month end.

e-Payables - Enhancements have been made to the University’s Accounts Payable system so that payments can be made to vendor credit cards and bank accounts via Bank of America’s e-Payables system. The university is able to receive significant savings through rebates of payments made through this program.

In addition to the PAWS Financial “Reporting Tools” application, the updated reporting tools provided by InfoSys2010 have enabled the new “Reports-to-Geaux” PAWS feature which delivers data and reports to campus units that previously utilized the mainframe-based Query Management Facility (QMF) and SAS IntrNet software. By migrating and consolidating data and report delivery to this new environment, ITS has saved the University money in reduced software licensing costs and has extended the processing capabilities of its legacy systems by moving computing cycles to a distributed environment.

UIS implemented IBM’s InfoSphere Replication Server or QREP for short. QREP is a technology which securely replicates data stored on mainframe systems in near real-time to other more accessible platforms such as Linux-based databases. The implementation of QREP will provide up-to-the-minute data for use by both the Reporting Tools and Business Process Modeling (Metastorm BPM) initiatives.

The Zeus load balancer is in full production now allowing automatic failover and load balancing to mitigate heavy transaction loads and server failures.
Web Services Advances

In 2010 LSU was selected to receive a CampusEAI Consortium grant for implementation services for their myCampus portal solution powered by LifeRay. Representatives from Athletics, the Center for Academic Success, Communications and University Relations, Finance and Administrative Services, Information Technology Services, Student Enrollment Management, Student Government, and Undergraduate Admissions were invited to participate on a campus-wide ad hoc Portal Development & Deployment committee to recommend content for the portal and to advise on the most effective way to roll the portal out to the campus community. Members of this committee and additional faculty and students were invited to participate in a pilot of the new software, which is currently underway.

As part of the new portal project, the University will be introducing a new campus-wide calendaring solution. This solution will enable the sharing of University events across calendars utilizing standard publication technologies, including the ability to export events to personal calendar tools and the integration of calendar events into other software solutions.

Since its rollout in April 2009, the LSU WCMS now supports 27 published sites, with another 30 in various stages of development.

myProxy

myProxy is an exciting new ITS initiative introduced to the LSU community in November. Through myProxy, PAWS users are able to invite others to act on their behalf. They can extend permissions to a variety of their personal online applications such as Billing Statement, Feebills, and Tax Documents. Invitations can be sent to both PAWS and non-PAWS users. For individuals with no PAWS account, they can register their identity with CommunityLSU, a newly created secure application designed to support myProxy.

The project started as a “simple” request from the University’s Bursar to allow for the ability of parents to be able to pay on children’s accounts. For years, Bursar Operations has been receiving ad-hoc requests by parents to pay bills by credit card. In addition, there have been reports of students giving parents their ID and password to sign onto PAWS to complete their registration. Through myProxy and CommunityLSU, these challenges have been overcome. myProxy provides a full-featured environment by which PAWS users and their designees can securely conduct business with the university.

myProxy can be found under the “Personal Preferences” category of PAWS desktops. Many new PAWS applications are planned to be enabled and permissions granted through myProxy in upcoming months, so stay tuned for expansion in this development in 2011.
Mid-year cut annualized
Hobsons Connect (undergraduate admissions)
13 new multimedia classrooms
Hobsons Apply Yourself (graduate admissions)
START program relocates to Middleton
IT Collaborative Spaces
LONI provides network support to Super Computing Conference
IT Governance Councils meet to review FITS
BIPAS Work
QREP
myProxy released
New ITS Web site

JULY  AUGUST  SEPTEMBER  OCTOBER  NOVEMBER  DECEMBER
In October, the newly formed Faculty Senate IT Governance Council reviewed the 2006 Flagship Information Technology Strategy (FITS). Their efforts resulted in FITS (2011) which will be published in 2011. FITS (2011) maintains the original ten recommendations focusing on infrastructure, accessibility, support, funding, security and business continuity, teaching and learning, research, information systems, the student experience, and communications and governance.

Beyond the original, FITS (2011) provides for the continuation of FITS services and infrastructure that were established and enhanced during the past five years as well as for a number of new items resulting from changing conditions and technologies. FITS (2011) calls for a few new services for the campus and makes some significant changes to the enterprise information systems strategies for the University. Some new action items featured in FITS (2011) are listed below.

- Action Item 4.05 The University should restructure the Student Technology Fee’s oversight so that investments can be part of a long-term strategy.
- Action Item 5.01 ITS should establish a standard schedule for external audit of the University’s IT security infrastructure, policies and practices.
- Action Item 7.07 The FTC should have a satellite location (e.g., Patrick Taylor Hall or other location) so that faculty have improved opportunity to avail themselves of FTC services unhindered by distance.
- Action Item 7.08 The University should establish and support robust mechanisms for course content capture.
- Action Item 8.01 The University must work to replace its mission-critical enterprise systems and move toward an ERP solution. The University should conduct a needs assessment and gap analysis as well as establish a timetable for the migration.
- Action Item 8.08 ITS should leverage available off-the-shelf systems including open source and vended systems.
Faculty Senate IT Governance Advisory Council

Teaching & Learning Council
Lawrence Rouse (chair) – Coastal Studies
William Grimes – Music
Joseph Legoria – Accounting
Sarah Liggett – English
Lu Peng – Electrical & Computer Engineering
Kresimir Rupnik – Chemistry

Infrastructure & Support Council
Andrew Christie (chair) – Accounting
Jennifer Jolly – Educational Theory, Policy & Practice
Anne Osborne – Mass Communication
Suresh Rai – Electrical & Computer Engineering
Bruce Sharky – Landscape Architecture

Research Enablement Council
Barbara Dutrow (chair) – Geology & Geophysics
Alice Daugherty – LSU Libraries
Susan Dumais – Sociology
Juana Moreno – Physics & Astronomy
David Senior – Veterinary Medicine
Philip Tebbutt – Interior Design
LOUIS: The Louisiana Library Network

LOUIS is a partnership with Academic Libraries, State and Private Library, Museums and Archives. With a centralized support staff of seven, commonly referred to as “LOUIS” and located on the LSU campus, LOUIS combines the collective resources to produce a dynamic library consortium. It provides information technology solutions to consortium members in a cloud computing environment: an integrated library system (ILS), a digital library, interlibrary loan, electronic scholarly resources, consulting, authentication, training, communication, and operational support. Established in 1992 by LALINC, LOUIS has 47 members and receives approximately $3 million annually in grants and membership fees to support consortium activity.

SirsiDynix Symphony

This locally hosted and managed enterprise integrated library system (ILS) includes: e-Library, a searchable catalog with a mobile interface; Workflows, a Java based staff client; StaffWeb, a web-based staff client; and Web2, a unified catalog. LOUIS is a strategic partner with SirsiDynix. This service saves the state $6 million annually.

LOUISiana Digital Library on OCLC CONTENTdm

The LOUISiana Digital Library (LDL) is an online collection of digital materials. Its purpose is to make unique historical treasures from the institution’s archives, libraries, museums, and other repositories in the state electronically accessible to anyone. This service saves the state nearly $4 million annually.

LOUIS Funding Since 1992

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Total: $6,522,833 | $3,692,469 | $36,410,733 | $36,410,733 | $151,544,908
Atlas ILLiad Interlibrary Loan
The ILLiad Resource Sharing Management software is available for libraries to manage the borrowing and lending of library materials. This service saves the state $1 million annually.

Electronic Scholarly Resources
LOUIS negotiates and licenses statewide purchases for electronic scholarly resources (books, journals, abstracts and indexes) on behalf of public and private universities and colleges in the state of Louisiana. To enhance discovery of electronic scholarly resources, LOUIS has additional services that include electronic government documents from MARCIVE, EBSCO Publishing AtoZMARC, LinkSource OpenURL link resolver, and Google Scholar, and SirsiDynix e-Library. These resources and services save the state nearly $8 million annually.

Create Customized Services for LOUIS Libraries as Needed
LOUIS staff members, who collectively have 120 years of experience with LOUIS, have a deep level of knowledge related to the services supported. This knowledge allows LOUIS to provide custom services needed by members instead of having the vendor provide the customization at cost. This service saves the state nearly $1.5 million annually.

LONI
LONI served as a critical State resource by providing services in the midst of the Gulf Oil Spill crisis. Responding immediately to the oil spill, LONI quickly became a key component in efforts to track the impact of the spill. LONI provided the NOAA team with access to high-speed, high-bandwidth networking connections so they could share and transfer critical data quickly. Because there is no central NOAA office in Louisiana, the response teams would otherwise have been forced to use commodity internet connections to transfer data to NOAA’s main office in Washington, DC. LONI’s connection to the national Internet 2 high-speed network allowed officials to respond faster than if they relied on regular-speed public network connections.

LSU researchers also utilized storm surge research using LONI resources which incorporated deposit and transport of oil into the predictions. Complex models designed to perform this research, which involve data sets too large to run on standard office computers, utilized the high-capacity computational resources available through LONI. LONI also sponsored several small grants to researchers to demonstrate the use of high performance computing resources in analyzing and responding to the oil spill disaster.

The Louisiana Optical Network has become an integral part of the technology infrastructure for Louisiana postsecondary education which provides services and connectivity to the community on a seamless and continuous basis at costs that are significantly lower than institutions were paying previously. The operation of LONI by well-trained and dedicated staff at LSU has become a benchmark for high-performance and cost effectiveness. The LONI network can serve as a model of how collaboration and technology can be employed to provide an unprecedented level of services to institutions, students, researchers, faculty, and many other areas of State need.
• 94.7% of LSU student users (29,202 of 30,824) are enrolled in at least one course section that is active in Moodle.

• 66.1% of faculty members currently teaching a course (1,435 of 2,172) are actively using Moodle.

• 70.9% of undergraduate course offerings are active in Moodle. 23.4% of graduate level course offerings are in use.

• 51.7% of all course sections offered at LSU and LSU Law School are actively being used in Moodle.

• 28,191 unique student users have logged in to Moodle during September, 2010.

Data as of October, 2010
Supporting IT

Installed 11 Collaborative spaces in Middleton Library where students can share technology and meet in a semi-private space to collaborate.

- Installed two Presentation Practice rooms where students can use multimedia presentation hardware and software to rehearse and record presentations.

2010 Tech Talks
- IPControl (October 2010)
- Microsoft Campus Licensing Agreement (September 2010)
- Software Development for iOS4 and the Ipad file (August 2010)
- Dell Technology Updates (July 2010)
- Louisiana Dell Account Team 2010 document
- Microsoft Technology Updates (June 2010): Windows 7 and Office 2010
- Scott Thompson’s blog on Vibrant Learning Experiences file

- Spring IT Forum 2010
- Apple Technology Summary
- AVATAR and LOs file
- iPad in Education: http://www.apple.com/education/ipad/
- iPhone Development (March 2010)
- iPhone Developer Resources
- Disaster Recovery (March 2010)
- Security Memo document
- Server Justification and DR FAQ document
- Creating a DR Plan PDF document
- Eduroam (February 2010)

2010 Faculty Technology Center
- The FTC sponsored an Open House, two Tech Talks, a Coffee Talk, four MediaTalks, a Webinar, and a Technology Share Fair. The FTC offered 123 general and 33 customized workshops serving 624 people.
Funding Sources FY09-10
$31,224,540

- Fee Generated: $13,154,713
- State: $11,153,131
- Sponsored: $4,018,978
- Tech Fee: $2,897,717
Expenditures FY09-10
$31,224,540

- ITS Staff
  $15,587,472
- Operating
  $8,899,522
- Campus Telecom Infrastructure
  $2,409,566
- Enterprise Environment & Software Licensing
  $2,062,886
- Hardware / Equipment
  $2,035,965
- Facility Services
  $229,128

- Salary & Benefits
- Supplies, software, maintenance, travel for ITS; Campus cellular charges; LOUIS subscriptions
- Payments to OTM for internet bandwidth, telephone trunks and lines
- Hardware and software maintenance for mainframe environment and other central campus infrastructure
- Campus network equipment, servers, network switches for work orders
- Cable locates, voice and data trouble ticket charges, generator maintenance