2013 promises new challenges and opportunities. ITS, in collaboration with other campus entities, must continue to make progress to replace its legacy systems, deploy “big data” storage to the research faculty, upgrade the wireless network, initiate an institutional e-mail retention service, complete the LSU Geaux Shop e-procurement project, and invest in new backup technology for institutional data. ITS will also continue its Network 2015 efforts to lifecycle replace all of the campus’s network gear.

The biggest challenges ahead remain the continuation of business processes despite the retirement and loss of area experts coupled with the replacement of core institutional systems with ERP solutions.

Sincerely,
Brian T. Nichols
Chief Information Officer
Recognition continued

Razafindrakoto, Serge  
- H323 to SIP – The Evolution Has Begun. Presented at IAG  
- Presented at ACUTA 2012  
- Shaking up Traditional Training with Lynda.com. Presented at SAA 2012

Russo, Robert  
- What is the Moodle Gradebook? Presented at the West Coast Moodle 2012  
- A Tour of LSU's Open Source Offerings. Presented at the West  
  Coast Moodle 2012  
- Development Sharefoot Leader at the West Coast Moodle 2012  
- Program Committee Member, West Coast Moodle 2012

Shahidde, Sherwin  
- Getting Your Campus Ready for Change. Presented at the  
  CampusEAI Horizon Annual Conference  
- CampusEAI Consortium Portal Development Advisory Committee  
  Co-chair  
- MyLSU Link A QuickLaunch Navigation Alternative. Presented  
  at the CampusEAI Annual Conference

Simmons, Ric  
- ACUTA Vendor Liaison Committee Member  
- Internet2 IETF Steering Committee Chair

Sirman, Karen  
- A Gumbo of Education, Collaboration and Outreach at LSU.  
  Presented at ACUTA 2012  
- E. William Wischusen and Stephen Barr have made  
  significant contributions over the last few years.

Thompson, Shari  
- Getting Your Campus Ready for Change, Presented at the  
  CampusEAI Horizon Annual Conference  
- CampusEAI Consortium Portal Development Advisory Committee  
  Member  
- Moodle Link A QuickLaunch Navigation Alternative. Presented  
  at the CampusEAI Annual Conference

Yan, Le  
- HPC User Symposium. Organizer

Ziadah, Sam  
- LSU ITS TSP Bootcamp Presenter

Torchbearer Awards

ITS celebrated the efforts of LSU community members who have  
- supported technology advancement campus-wide and awarded its  
- Torchbearer Award for Leadership in IT Advancement for the second  
  year in a row on November 30. This year's recipients, Thomas E.  
  Rodgers, E. William Wischusen and Stephen Barr have made  
  significant contributions over the last few years.

Thomas E. Rodgers is recognized for working effectively among  
- all levels of administrative leadership on campus and leveraging  
  his array of interests, knowledge, and leadership skills into positive  
  actionable steps and direction for students at LSU. Over the last  
  few years, and through his leadership role in Student Government,  
  Thomas has demonstrated his interest in the integrated role that  
  technology plays in student success.  He has added his voice within  
  the Student Technology Fee Oversight and Moodle Development  
  Advisory Committee, and has demonstrated knowledgeable and  
  well-documented opinions.  He has a vision for how technology can  
  enhance the student academic experience on campus. Thomas has  
  been a champion of ITS, advocating on our behalf to the Reveille,  
  administration, and his fellow students. He advocated strongly on  
  the merits of the myLSU portal, selling it to Student Government  
  and providing valuable feedback throughout its development and  
  release.

E. William Wischusen, professor of biological sciences, receives  
- this award as his efforts and involvement have definitely had a  
  positive impact on our campus. Bill's enthusiasm and curiosity make  
  him an inspiring role model for life-long learners of all ages. Bill  
  is a faculty member who has strongly supported technology initiatives  
  which impact teaching and learning on our campus. Dedicated to  
  fostering student engagement in his classes, his desire to provide  
  students with opportunities to more fully participate in their  
  educational experience has led him to explore new technologies  
  for learning and teaching. In 2005, Wischusen chaired the faculty  
  committee that selected a student response system for use on  
  campus. He continues to be a leader in the use of this technology  
  to involve students and to promote active learning in the classroom.  
  In 2008, he served on the committee which selected Moodle as our  
  campus-wide course management system. He not only maintains  
  his own course sites, but he also provides resource sites to assist  
  his fellow faculty members and TAs in setting up their sites. An active  
  beta-tester for Moodle 2, Bill currently serves as a member of the  
  Moodle Development Advisory Committee (MDAC).

Stephen Barr, LSU Auxiliary Services director of retail development  
- and technology, has been a wonderful partner to ITS over the  
  years. Flexible and open to new ideas, Stephen played a key role in  
  advocating on our behalf for Payment Card Industry (PCI) compliance.  
  A keen proponent of IT security, he worked with ITS personnel to  
  ensure a smooth transition to the new standards we have in place  
  to protect our data that we transmit to vendors to secure payments,  
  something which benefits the entire campus community. In addition,  
  Stephen can always be counted on to include ITS early on in any  
  project he has in the works. His thoughtfulness in including us in  
  the planning stages has resulted in increased efficiencies and the  
  knowledge that his project will work well within our infrastructure.  
  Stephen is a diligent promoter of technology advancement with the  
  best interest of campus at heart.
GROK: Statistics: as of 12/6/12

43,077 Incidents reported to the Help Desk

- TechPawLooza 2012: Educate! Connect! Discover! March 14, 2012
- TechTalk: LSU PKI Service and Secunia Overview March 8, 2012
- # of Articles Updated – 27,325
- Total Article Count – 9,402
- 90% of our customers are satisfied or very satisfied with their service.
- 97% call answer rate
- 31,133 Calls received
- Women in Technology Careers (WITC) Panel Discussion & Networking for High School and LSU Students: 150 attendees
- Apple Configurator and Overview of Mountain Lion September 20, 2012
- Microsoft TigerWare 2010 Top 3
  1. Moodle 2
  2. Wireless at LSU
  3. Public Access Computer Labs

Moodle in 2012

Undergraduate sections
- Offered at LSU – 3,379
- Created in Moodle – 3,593
- Used for instruction – 2,663

Graduate course sections
- Offered at LSU – 2,170
- Created in Moodle – 1,308
- Used for instruction – 544

Instructors
- Active Moodle Instructors – 1,611
- LSU Instructors – 1,080

All students
- # of active courses – 27,487
- Students at LSU – 30,078

Undergraduate students
- # of active courses – 26,686
- Undergrads at LSU – 27,496

Number of workshops: 116
- Offered customized departmental/group workshops for LSU faculty, staff, and students.

Number of workshops: 62
- Offered assistance and support by phone, e-mail, walk-in, etc. (these are recorded in Footprints tickets).
- Offered individual and group consultations (these are recorded in Footprints tickets).
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-参加了 in organizing and participating in the Faculty Colloquium 2012
- Assisted in planning TechPawLooza (about 950 attendees)
- Participated in distance learning seminar with Dr. Holton for the distance learning initiative.
- Participated in and attended the Women in Technology event.

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FITS Recommendation I: Provide a solid foundation of IT and services to the LSU community.

- Improved the Virtual Lab (VLAB)
- TigerWare advancement
- GPAK advancement
- Multimedia classroom and public access lab
- Cell phone charging stations deployed
- Completed the AR project—a $2 million NSF grant which served to upgrade networks in research buildings. Research buildings were upgraded to 1 Gbps, and desktop connectivity was upgraded to 1 Gbps.
- Throughout the campus, network equipment no longer supported was upgraded to the most current version available.
- Completed a renovation of the Data Center which increased the power and cooling footprint.
- Increased Internet bandwidth via LONI, essentially tripling the bandwidth.
- Completed the migration of LSU faculty and staff from the Exchange 2003 email system to a hosted Microsoft Office 365 system. Mailbox sizes were increased from 1 GB to 25 GB.

FITS Recommendation II: Increase the accessibility of IT infrastructure and services to the LSU community.

- TigerByles II upgrade and virtualization
- ITPardus installed
- TigerWare improvements
- Distributed file system, and operating system tabs
- Expanded license for Lynda.com
- Kaltura
- Automated business processes through KO Blackboard
- Expanded Lynda.com training to entire campus
- TigerWare improvements
- tigerware improvements to the hardware management and system consoles.

FITS Recommendation III: Provide robust and plentiful IT resources to enable research at LSU.

- LSU recently installed the newest high performance computing (HPC) system for research and other projects.
- Provided support for faculty use of the Community Moodle server for research and other projects.
- LSU recently installed the newest high performance computing (HPC) system for research and other projects.
- HPC continues to work with researchers enabling the use of HPC infrastructure for research. Training classes are offered every semester (and video recorded) to researchers. These training classes teach researchers how to access the HPC resources available to conduct research.

FITS Recommendation IV: Leverage LSU’s existing IT infrastructure to meet the varying levels and specific needs of the LSU community.

- With CTT to leverage storage needs of institution along with the big data growth of the researchers in the new storage purchase.
- With CTT to purchase new SuperMikes2 supercomputer.
- With CTT on a replacement strategy for aging hardware and storage clusters used by researchers around the state to predict hurricane paths and conduct research.

FITS Recommendation V: Secure LSU’s IT infrastructure, safeguard the integrity of LSU’s information resources and the personal information of our students.

- Completed the Security Audit began in November 2011. Received a “Very Good” rating.
- Developed PS 06.30 (“Retention of Electronically Stored Information”) policy for review, aimed at ensuring the retention of important e-mail records according to schedules promulgated by the University Archivist.
- Partnered with LSU System Office to deploy new public key infrastructure to seven of the nine LSU campuses.
- TigerWare improvements
- TigerWare improvements
- tigerware improvements to the hardware management and system consoles.

FITS Recommendation VI: Provide robust and plentiful IT infrastructure and information repositories in the face of ever increasing need for more effective and efficient institutional services.

- Document Imaging and Workflow— Implemented a Document Imaging and Workflow solution for the Office of Undergraduate Admissions and Student Aid that will allow the department to electronically store and route an applicant’s admissions and financial aid documents submitted to the university in an efficient manner which will reduce overall document processing time which will lead to a faster admittance timeframe, minimize student record errors due to data entry mistakes, and provide a means of secure retaining documents.
- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- ITS recently upgraded the storage environment. We are working with key stakeholders on how to make this storage available to the campus.

FITS Recommendation VII: Provide robust and plentiful IT resources to enable faculty teaching and student learning at LSU.

- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation VIII: Provide sound information systems featuring a rich set of applications and tools that address the increasing number of research-intensive processes and provide for advanced academic analytics at LSU.

- Automated business processes through K2 Blackpearl
- Kaltura
- Partnered with LSU System Office to deploy new public key infrastructure to seven of the nine LSU campuses.
- TigerWare improvements
- tigerware improvements to the hardware management and system consoles.

FITS Recommendation IX Support LSU student use of IT, not only for their studies, but to enrich their life experience.

- Undergraduate admission self-service application—Implemented new process for the Office of Undergraduate Admissions to allow new students to withdraw their admissions application and related materials via their respective major via the myLSU portal.
- Assessment and Learning in Knowledge Spaces (ALEKS)— Implemented a new process to interface with a 3rd party vendor providing additional tools for students.
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation X Provide IT advisory and communications channels to ensure the continued involvement of the LSU community in the implementation of the Flagship IT Strategy and ongoing day-to-day provision of IT services on campus.

- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation XI: Ensure that the LSU community in the implementation of the Flagship IT Strategy is underway to integrate (in near-term) the university’s Accurates Payroll, General Ledger, Vendor Master and Identity Management applications to LSU GearShop, the university’s Procurement solution. Production implementation is anticipated late 2014.

- Footprints / Change Management Integration- Integration was performed between the GearShop and the AccuratePayroll application and LSU’s change management software, enabling greater detail and easier tracking of legacy updates requested by university clients.
- ITS recently upgraded the storage environment. We are working with key stakeholders on how to make this storage available to the campus.

FITS Recommendation XII: Support LSU student use of IT, not only for their studies, but to enrich their life experience.

- Undergraduate admission self-service application—Implemented new process for the Office of Undergraduate Admissions to allow new students to withdraw their admissions application and related materials via their respective major via the myLSU portal.
- Assessment and Learning in Knowledge Spaces (ALEKS)— Implemented a new process to interface with a 3rd party vendor providing additional tools for students.
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation XIII: Provide IT advisory and communications channels to ensure the continued involvement of the LSU community in the implementation of the Flagship IT Strategy and ongoing day-to-day provision of IT services on campus.

- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation XIV: Provide IT advisory and communications channels to ensure the continued involvement of the LSU community in the implementation of the Flagship IT Strategy and ongoing day-to-day provision of IT services on campus.

- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation XV: Provide IT advisory and communications channels to ensure the continued involvement of the LSU community in the implementation of the Flagship IT Strategy and ongoing day-to-day provision of IT services on campus.

- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.

FITS Recommendation XVI: Provide IT advisory and communications channels to ensure the continued involvement of the LSU community in the implementation of the Flagship IT Strategy and ongoing day-to-day provision of IT services on campus.

- New TSP portal released
- Faculty IT Governance Councils (Research Enablement & Technology) advised on storage needs prior to storage purchase and assisting with beta deployment
- As a result, a tool was developed for the Office of the University Registrar to create Ad Hoc reports to meet their operational needs.
- Deployed Moodle 2
- Completed a migration with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development.
- Worked to explore emerging technologies interfacing with LSU applications interface with Moodle.
Recently, the University organized two governance committees focused on financial and student administrative processes. The Financial/Student Project Advisory Committees will focus on assessing short term risks associated with the existing administrative information systems and ensure the short-term viability of these systems until they can be replaced.

Supporting Mission Critical Applications

Over the course of the year, UIS personnel maintained and enhanced mission critical processes that allow faculty to post grades and students to apply to the University, schedule classes, pay fees, add/drop courses and graduate successfully. In addition, they maintained and enhanced mission critical processes that support major cyclical activities in Human Resources and Financial applications, including federally-mandated tax reporting, fiscal and calendar year-end cycles and insurance open enrollment.

A task force of University administrative leaders was assembled in 2011 to look at replacing the University’s aging administrative information systems and ensure the short-term viability of these systems until they can be replaced.

Projects Completed in 2012

- Admission Enrollment Deposit - Implemented a new process that requires all admitted first time freshman students to indicate their intent to enroll by paying an enrollment deposit. This resulted in a more accurate forecast of the size of the class and allow the University to better allocate resources to meet the needs of the new students.
- Student Records Self Reporting - UIS developed a tool for the University Registrar to create Ad Hoc reports to meet their operational needs.
- Document Imaging and Workflow - Implemented a Document Imaging and Workflow solution for the Office of Undergraduate Admissions and Student Aid that will allow the departments to electronically store and route an applicant’s admissions and student records, minimize student record errors due to data entry mistakes, and provide a means of securely retaining documents.
- College realignment/Consolidation - In accordance with the LSU mandate to realign and consolidate specific colleges and departments, processes were modified to accommodate mandated changes within student, financial and employee applications.
- Undergraduate admission self service application - Implemented new processes for the Office of Undergraduate Admissions to allow students to withdraw their admissions application and/or change their intent to enroll by paying an enrollment deposit. This would result in a more accurate forecast of the size of the class and allow the University to better allocate resources to meet the needs of the new students.
- Admissions and Student Aid - UIS developed a tool for the University Registrar to create Ad Hoc reports to meet their operational needs.
- Assessment and Learning in Knowledge Spaces (ALEKS) - A new process to interface with a 3rd party vendor to minimize student record errors due to data entry mistakes, and provide a means of securely retaining documents.
- College realignment/Consolidation - In accordance with the LSU mandate to realign and consolidate specific colleges and departments, processes were modified to accommodate mandated changes within student, financial and employee applications.
- Undergraduate admission self service application - Implemented new processes for the Office of Undergraduate Admissions to allow students to withdraw their admissions application and/or change their intent to enroll by paying an enrollment deposit. This would result in a more accurate forecast of the size of the class and allow the University to better allocate resources to meet the needs of the new students.

Projects in Progress in 2012

- LSU Geaux Shop Integration - A large scale development project underway to integrate (in near-real time) the University’s Accounts Payable, General Ledger, Vendor Master and Identity Management applications to the University’s new procurement solution called LSU Geaux Shop. LSU Geaux Shop is built on SciQuest eProcurement service. Production implementation is anticipated for 2013.
- SciQuest eProcurement Service - Production implementation is anticipated for 2013.
- Footprints / Change Management Integration - Integration was performed between the Footprints Incident Management system and LSU’s change management software, enabling greater detail and easier tracking of legacy updates requested by university clients.
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- Footprints / Change Management Integration - Integration was performed between the Footprints Incident Management system and LSU’s change management software, enabling greater detail and easier tracking of legacy updates requested by university clients.
PAWS Retires

Following over two years of planning and campus input, PAWS retired as the LSU portal and was officially replaced with myLSU in May 2012. Developed in the late 1990s, PAWS marked a significant technological advancement within all of higher education. PAWS was recognized in 2000 with the EDUCAUSE Award for Exemplary Practices in Information Technology Solutions. A homegrown portal environment, PAWS served as the campus’s one stop shop for access to LSU resources for over 15 years. The new myLSU portal builds upon the previous success of PAWS but provides the necessary architectural advancements to accommodate the next generation of IT needs. The myLSU portal positions LSU to continue housing its new information systems within a secure, single point of access.

Advancing the Network UNI/HPC

ITS’s High Performance Computing (HPC) and University Networking and Infrastructure (UNI) divisions provide the infrastructure critical to the research, instructional, and administrative functions of the University. Over the last year, these two units have come to share the leadership of Ric Simmons, deputy chief information officer and executive director and continue to provide top-tier services to the campus.

Accomplished in 2012

- UNI: Completed the ARI project – a $2 million NSF grant which served to upgrade networks in research buildings. Research buildings were upgraded to 10 Gbps, and desktop connectivity was upgraded to 1 Gbps.
- UNI and HPC joined with CCT to leverage storage needs of the institution along with the “big data” needs of researchers in making a scalable storage purchase.
- HPC partnered with CCT to purchase new SuperMike II supercomputer. Super Mike was ranked #50 out of 500 of the fastest clusters in the world according to the Top500 organization.
- UNI, with the help of Facility Services, completed a renovation of the Data Center which increased the power and cooling footprint.
- UNI worked with LONI to increase the institution’s available Internet bandwidth, essentially tripling the bandwidth.
- UNI completed the migration of over 5,000 LSU faculty and staff e-mail accounts from the Exchange 2003 e-mail system to a hosted Microsoft Office 365 system, and increased mailbox sizes from 1 GByte to 25 GBytes.
- UNI participated in World IPv6 Day.
- UNI and HPC offered free training opportunities to the campus. UNI started its Boot Camp for Technical Support Professionals over the fall.

In the Works

- UNI is currently upgrading the campus wireless network from 802.11 a/b/g to INCLUDE 802.11n – the latest upgrade available. The migration will continue over the next year.
- UNI is working on Network 2015 – a five year lifecycle replacement strategy to upgrade network gear around the campus.
- HPC is working with CCT on a replacement strategy for aging high performance clusters used by researchers around the state to predict hurricane paths and conduct research.
- HPC continues to work with researchers enabling the use of HPC infrastructure for research.
- HPC is relocating the Visualization Lab from Middleton to Frey.