CIO: 
Brian T. Nichols

Office of the CIO:
Human & Financial Resources Officer: Susan T. Crochet
Communications & Planning Officer: Sheri J. Thompson
LOUIS: Sara Zimmerman, Executive Director
LONI: Donald Vandal, Executive Director

Information Technology Services:
User Support & Student IT Enablement:
Pam Nicolle, Executive Director
Michael P. Smith, Director, Technical Services
Stacey B. Morales, Director, Customer Service

University Information Systems:
Cynthia M. Hadden, Deputy CIO
David Alexander, Associate Director, IS Architecture
Frank O'Quinn, Associate Director, Systems Programming
Stephen Heyward, Assistant Director, Distributed Systems and Technology Administration
Robin R. Ethridge, Director, Portal Technologies and Technology Administration
Douglas A. Pacas, Director, Financial Information Systems
Byron D. Honore, Director, Enrollment Information Systems

University Networking & Infrastructure and High Performance Computing:
Ric Simmons, Deputy CIO
Sean G. Robbins, Director, Network Engineering
Terry Doub, Director, Network Operations
Samuel P. White, Director, High Performance Computing

Information Security & Risk:
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Photos Courtesy of Kevin Duffy, ITS
Dear Colleagues:

I am pleased to present the 2013 edition of Momentum the Annual Report for Information Technology Services. Momentum delineates the progress Information Technology Services (ITS) has made in advancing the mission of LSU by delivering a robust and reliable IT infrastructure and first-rate set of services. As in previous years, fiscal constraints and evolving leadership remain environmental factors that are not without impact. Despite these challenges, ITS continues to succeed.

In terms of our infrastructure, ITS has been busy upgrading its network hardware, including providing additional 10G capacity for building connectivity and the replacement of over 600 wireless access points with 802.11n capability. ITS migrated its telephone system to the latest platform and implemented a new internet backup solution.

Additionally, ITS continued to provide a stellar support environment. The Help Desk responded to over 41K incidents and 22K telephone calls. The Faculty Technology Center offered 99 workshops and seminars for faculty, staff and student technology needs. We were able to expand our training offering through a campus-wide Lynda Campus contract.

Throughout the year, there was significant progress in our efforts to create administrative efficiencies. We implemented a new document management solution and a new integration framework for the sharing of data between internal and external systems. ITS rolled-out Geaux Shop, LSU’s new eProcurement in July.

Significant progress was made with regard to the University’s strategy for modernizing its enterprise information systems. After assessment of evolving technologies and input from the campus constituencies, it was determined to pursue software as a service. A request for information was distributed for vendor response at the close of 2013.

ITS works to meet the academic needs of the campus community. Over the last year we made LSUOnline a reality, enabling students to remotely complete a master’s degree online only. ITS implemented the various back-end processes necessary to enable collaborative endeavors with Baton Rouge Community College (Bridge Program) and LSU-Shreveport.

Super Mike II, LSU’s newest supercomputer, went into production, providing LSU researchers with access to 200 Teraflops of supercomputing power. ITS partnered with the Center for Computation and Technology (CCT) to provide a new Petabyte high performance storage system to support the supercomputing infrastructure.

ITS held three signature events including the HPC Users Symposium, Torchbearer Award Ceremony and TechPawLooza. The HPC Users Symposium featured a series of invited talks and poster sessions discussing research using HPC systems. The Symposium was a joint effort with the LSU Center for Computation & Technology (CCT) and the Louisiana Optical Network Initiative (LONI) and held June 12-13. TechPawLooza was the technology share fair that ran in October and featured displays highlighting technology use across campus. The Torchbearer Awards, held in December, honored Joel Tohline, alumni professor of physics and director of the Center for Computation and Technology and Melanie Verret Thornton from the Office of Undergraduate Admissions and Student Aid for their contributions to IT advancement campuswide.

The year ahead will bring additional opportunities for advancement. Expect to see a new version of the Flagship Information Technology Strategy (FITS) to guide future progress. We shall also see headway made in our replacement of legacy enterprise systems and continuing investment in infrastructure upgrades. Additionally, ITS will partner with the CCT to acquire and install another supercomputer, Super MIC with a Petabyte of computational performance. Super MIC will be LSU’s addition to the NSF’s national cyberinfrastructure, Extreme Science and Engineering Discovery Environment (XSEDE).

Sincerely,

Brian T. Nichols
Chief Information Officer
Callender, Craig
- Awarded GIAC Security Leadership Certification (GSLC), November 2013

Ethridge, Buddy
- Participated in Portland, OR Moodle Moot, August 2013 Panel entitled 'The LMS of Tomorrow: What does the Future Hold?'
- Presented at New Orleans Moodle Moot, November 2013 Presentation, “FERPA, ADA, and Other Scary Acronyms”

Esmail, Hala
- Presented at 2013 EDUCAUSE Learning Initiative (ELI) Annual Meeting, “Making Your Online Course Student Friendly”
- Presented at Spring 2013 Teacher Candidate Mini-Conference (LSU), “Technology in the Classroom: Top ‘Must-Have’ Tools”
- Presentation at LSUA at the Joint meeting, Associated of LA Faculty Senates, American Association of University Professors, and LA Statewide Colleagues Collaborative, “Website Creation and Social Media Tools: A Primer for Academic Professionals and their Organization.”
- Presented at Portland Moodle Moot 2013
- Presented at Fall 2013 Teacher Candidate Mini-Conference (LSU), “Technology in the Classroom: Top ‘Must-Have’ Tools”
- Presented at New Orleans Moodle Moot 2013

Fazely, Michael
- Presented “IPv6: A campus Implementation,” at the 42nd Annual ACUTA Conference in April of 2013
- Presented on the Frey Datacenter Network and Storage Upgrade at the at the 42nd Annual ACUTA Conference in April of 2013

Gill, Robert
- Presented on the Frey Datacenter Network and Storage Upgrade at the at the 42nd Annual ACUTA Conference in April of 2013

Hadden, Cynthia
- EDUCAUSE Connect Event Planning Committee
- EDUCAUSE Southeast Regional Conference Planning Committee

Handal, Jeffry
- Presented “IPv6: A campus Implementation,” at the 42nd Annual ACUTA Conference in April of 2013

Huval, James
- Awarded GIAC Certified Enterprise Defender (GCED), December 2013

Le, Quang
- Awarded GIAC Certified Penetration Tester (GPEN), May 2013

McManus, Barbara
- Presented at Center for Academic Success sponsored workshop “Increasing Student Engagement in Large Classes: Teaching and Learning Strategies that Work!” on June 4, 2013. Presentation offered an overview of instructional technology support provided to faculty by ITS. Approximately 75 instructors in attendance.

Morales, Stacey

Nicolle, Pam
- EDUCAUSE – ELI 2014 Annual Meeting Program Committee
- EDUCAUSE – ELI Annual Meeting Proposal Reviewer
- Learning and Teaching Collaborative, LSU, Chair
- University Review and Assessment Council, Panel Chair
- Western Interstate Commission for Higher Education Annual Conference Program Proposal Reviewer

Peak, Jason
- Presented at the Portland OR Moodle Moot, August 2013, Development Sharefest
- Presented at the New Orleans Moodle Moot, November 2013, From the Ground Up, Getting Started with Moodle Development

Rabalais, Holly
- Awarded GIAC Security Essentials Certification (GSEC), December 2013

Russo, Robert
- Presented at the Portland OR Moodle Moot, August 2013, Development Sharefest
- Presented at the Portland OR Moodle Moot, August 2013, Forking Moodle
- Presented at the Portland OR Moodle Moot, August 2013, Taming the Moodle Gradebook
- Presented at the New Orleans Moodle Moot, November 2013, The (Potential) Future of the Moodle Gradebook
- Presented at the New Orleans Moodle Moot, November 2013, Development Sharefest

Thompson, Sheri
- CampusEAI Consortium myCampus Product Development Committee Co-chair
- EDUCAUSE West/Southwest Regional Planning Committee
- EDUCAUSE Connect Event Planning Committee Ambassador
- EDUCAUSE Quarterly Reviewer
ITS held its third annual TechPawLooza on October 9, 2013 in the LSU Student Union’s Royal Cotillion Ballroom. TechPawLooza is an annual share fair where vendors, faculty and campus departments can share technology and application of technology. This year 22 vendors and 12 campus units participated. Over 700 campus community members attended.

TechPawLooza is a fabulous day at LSU devoted to connecting with LSU students, faculty, and staff in order to celebrate and acknowledge the abundance of technology being utilized at Louisiana State University, for academia, for student support and retention, for technology support, and for engaging the education community. Lives are immensely affected by the wonderful technologies we employ in our social and academic pursuits at the flagship university of Louisiana. This year’s goal was to allow the campus to Inspire! Explore! and Innovate! more and more about the latest technologies with one another in an informal setting.

Information Technology Services is composed of people who value the community in which we work and live. ITS maintains a committee, called PACE, dedicated to promoting and coordinating opportunities for ITS employees and their families to contribute their time and/or money to notable causes. ITS participated in the following community events in 2013:

- LSU Geaux Red Event (American Heart Association)
- LSU Staff Senate Quarters for Clovers
- LSU Geaux Green Event (Habitat for Humanity)
- LSU Geaux Big
- Magnolia Baptist Church
- Spice Drive (promoting healthy meals for the needy)
- Capital Area CASA Association Casa for CASA Annual Playhouse fundraiser
- Susan G Koman Race for the Cure
- Donations to Companion Animal Alliance
- Capital Area United Way
- Pat’s Coats for Kids
- Toys for Tots
Projects Completed in 2013

Medicat
• Helped facilitate the full implementation of the new Medicat software package for the Student Health Center. Integrations are in place from Medicat to the university’s enterprise data.

LSU Online
• Implemented processes to allow students to achieve a master degree totally online. This initiative allows LSU to extend its reach beyond Baton Rouge and adding to its long history of academic excellence by offering innovative master’s degree programs online. Additional integrations were added throughout the year with ProctorU to allow for exam proctoring and also with Auxiliary Services for students to acquire Tiger Cards.

myProxy Lab School Billing Payments
• Implemented a new process within myProxy so that parents of Lab School students are now able to view student charges and issue payments by credit card or bank draft.

LSU Geaux Shop
• Competitive online catalog shopping via the university’s new eProcurement solution, LSU Geaux Shop, is now live in production utilizing integrations to the university’s enterprise data.

Tiger Bridge Program
• Implemented processes for the Office of Enrollment Management for the joint program between LSU and Baton Rouge Community College that will benefit incoming students and help both institutions achieve the educational collaboration encouraged by the LA GRAD Act.

LSUS Collaboration
• Implemented process for the Office of the University Registrar to allow LSU-Shreveport students to take LSU courses while attending LSU-Shreveport.

Business Process Management/K2
• Migrated the Metastorm Activity Based Costing (ABC) system to a new K2 BPM solution while also building out a new Faculty Credentials process. In addition, partnered with Financial Systems Services to implement a new process to enable assignment of permits to the new university parking garage.

Camel Integration Framework
• Implemented a new integration framework for the sharing of data between both internal and external systems.

UG Admissions Auto Admit
• Modified the current undergraduate admissions application along with the auto admit process with the Office of Enrollment Management. New modifications have resulted with approximately 1,300 more students admitted via the auto admit program in October 2013 as compared to October 2012.

Document Management/Nolij
• Implemented a new document management system, Nolij, for the Office of Enrollment Management, Office of the University Registrar and the Graduate School, which allows paperless processing to increase office efficiency. In addition, partnered with Financial Systems Services to migrate Accounting Services off an older document scanning solution over to Nolij while shutting down the old system in the process.

Grade Exclusion
• Implemented processes to allow students to request an exclusion of a course to be counted in their LSU and cumulative GPA in which they received a ‘D’ or ‘F’.

New LSU First Claims Administrator
• Implemented a new processes to establish webTPA as the university’s new LSU First health claims administrator, including integration of new/existing enrollee demographics, plans and payments.

Disaster Recovery Exercise
• Participated in the yearly Disaster Recovery exercise to help ensure critical business systems are recoverable in the most timely and efficient manner.

Web site hosting
• 26 new or redesigned websites went live in 2013.

In Progress
• Additional LSU Online processes will be completed by January 2014 to allow students to receive a Post Baccalaureate Certificate in Construction Management.
• Identification of proposed way forward toward enterprise system modernization.
• Several new software packages have been chosen by the university and are in the process of being implemented. Integrations to each of these packages with the university’s enterprise data are currently in development in support of each initiative:
  • A new Asset Management system from AssetWorks with an implementation planned by July 2014.
  • A new Housing Management system from StarRez with an implementation planned by July 2014.
• Several academic course and event scheduling pilots utilizing new software from Ad Astra are currently in progress and expected to lead towards an implementation during 2014.
LSU Information Technology Services continues to make progress toward the goals set forth by its community-driven Flagship Information Technology Strategy (FITS). The current version of FITS was published in 2011.

**FITS Recommendation I: Provide a solid foundation of IT infrastructure at LSU that is modern and kept up-to-date:**
- Updated VLAB software and licensing
- For public access labs, updated and added capacity to VDI infrastructure
- Maintained and supported 188 multimedia classrooms as well as discipline specific rooms
- Completed renovations of Williams 102 & 103 lecture halls
- Completed lifecycle replacement project for 53 multimedia classrooms
- Added Teamviewer software in 188 multimedia classrooms
- Completed the upgrade of the Frey Data Center, which increased network performance, resiliency and capacity.
- Upgraded all network core switches, which provided increased and optimized switching performance and additional 10G capacity for building connectivity
- Completed the implementation of a new internet backup solution providing high availability and increased bandwidth to the LSU campus.
- Increased the fiber footprint throughout the campus with the goal of connecting all departments via fiber cable versus copper cable
- Completed a migration of the Avaya telephone system to the latest platform.
- Completed renovations of Williams 102 & 103 lecture halls
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- Completed a migration of the Avaya telephone system to the latest platform.

**FITS Recommendation II: Increase the accessibility of IT infrastructure and services to the LSU community.**
- Upgraded TigerBytes II
- Installed a new storage environment as well as a new virtual server system which enables customers to store data in a safe and secure environment and reduce purchase costs of server hardware
- Completed the replacement of over 600 legacy wireless access points with the latest 802.11n capable wireless access points as part of Network 2015.
- Implemented two perfSONAR nodes to provide better network performance measurements to not only ITS staff but the entire LSU community.

**FITS Recommendation III: Provide a robust, multi-tiered support enterprise to meet the varying levels and specific needs of the LSU community.**
- 41,079 Incidents reported to the Help Desk
- Upgraded Bomgar Remote Support hosted software solution to an enterprise on-site local appliance, with added functionality and features for remote desktop support
- Deployed Lynda Campus in March 2013. Lynda Campus provides online application software and business concepts training on over 100,000 different tutorials. Over 6000 students, faculty and staff have logged in to use the service
- Provided a comprehensive portfolio of training tutorials and workshops for the High Performance Computing community at LSU and LONI users throughout the state of Louisiana. Training tutorials and workshops were provided weekly throughout the semester at LSU on specific HPC technology.
- Held its second annual user symposium which consisted of a series of invited speakers and a poster session discussing research using HPC systems.
- Continued a series of training sessions entitled, “Boot Camps.” These technical sessions provide customers with information regarding networking and infrastructure issues.

**FITS Recommendation IV: Leverage LSU’s existing IT investments, and expend funding resources in the most responsible and efficient manner**
- Institutional e-mail outsourced to
- Provisioning for Kaltura media streaming and the Echo 360 lecture capture solution pilot have come about through both STF and ITS funding means.
- Upgraded our Bomgar Remote Support hosted software solution to an enterprise on-site local appliance, with added functionality and features for remote desktop support.

**FITS Recommendation V: Secure LSU’s IT infrastructure, safeguard the integrity of LSU’s information resources and the privacy of its user community, and ensure the continuity of LSU’s IT infrastructure and information repositories in the face of possible disaster scenarios.**
- Developed a custom backup audit service to thoroughly detect and report vulnerabilities related to database and file backups for USS applications such as GROK, Tigerware, Footprints, Training website, Printing and Vlab
- USS Upgraded to SQL Server 2012 and virtualized all database servers
- Installed a new storage environment as well as a new virtual server system which enables customers to store data in a safe and secure environment and reduce purchase costs of server hardware.
- Developed new policy pending University approval designed to ensure the retention of important e-mail
• Records.
  • Developing plan to consolidate and replace hardware per disaster recovery plan.
  • Conducted annual Disaster Recovery exercise to ensure critical business systems are recoverable.

FITS Recommendation VI: Provide robust and plentiful IT resources to enable research at LSU.
  • HPC put into production the newest cluster, SuperMike-II. This new cluster provides a peak performance computing capacity of approximately 146 CPU Tflops via Intel Sandy Bridge 2.6GHz processors, and 66 double-precision floating point GPU Tflops via nVidia M2090 GPUs.
  • HPC put into production a one Petabyte high-performance storage system for its HPC clusters.
  • The Viz Lab was moved from Middleton to the Frey building to provide better access to HPC support personnel, and provide a better classroom environment for visualization courses.

FITS Recommendation VII: Provide robust and plentiful IT resources to enable faculty teaching and student learning at LSU.
  • Roll-out of features and support for LSUOnline including specialized myLSU portal and Moodle instance
  • Completed Moodle 2.5.1 upgrade
  • Deployed Kaltura as a Moodle plugin for use in all courses across all Moodle instances.
  • Worked with LSUOnline to assist faculty in using more media resources in their online courses both through consultation and video production assistance.

FITS Recommendation VIII: Provide sound information systems featuring a rich set of applications and tools that address the increasing need for more effective and efficient institutional processes and provide for advanced academic analytics at LSU.
  • Determined that Software-as-a-Service (SaaS) would be the best course of action for an enterprise systems replacement.
  • Ended the year with a Request for Information from ERP providers offering Software-as-a-Service.
  • Worked with LSU Student Health Center to integrate new Medicat software system with university’s enterprise data.
  • Roll-out of LSU Geaux Shop, LSU’s new eProcurement solution.
  • Implemented new document management system, Nolij

FITS Recommendation IX: Support LSU student use of IT, not only as a tool in their learning, but to enrich their life experiences at LSU
  • UNI working to provide increased WiFi capabilities to support large group

FITS Recommendation X: Provide IT advisory and communication 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
  • Works with the Moodle Development Advisory Committee and the Faculty Senate Executive Committee to ensure faculty input and oversight in regard to Moodle development
  • Rolled out redesign of ITS Web sites
  • Met with IT Governance Council to ensure outside perspective on ITS plans.
Year in Review

- VizLab relocated to Frey
- Implemented two perfSONAR nodes to provide better network performance measurement
- Completed the replacement of over 600 legacy wireless access points with the latest 802.11n capable wireless access points as part of Network 2015
- Upgrade of the Frey Data Center
- Super Mike II put into production
- Integrated Medcat software package for the Student Health Center
- LSUOnline master degree processes completed.
- Disaster Recovery Exercise
- Completed new internet backup solution
- Implemented myProxy Lab School Billing Payments
- Completed a migration of the Avaya telephone system to the latest platform
- New storage and virtual server systems rolled out
- HPC 2nd Annual User Symposium
- Upgraded all network core switches
- Footprint Upgrade 11.5.1
<table>
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<tr>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
<th>OCTOBER</th>
<th>NOVEMBER</th>
<th>DECEMBER</th>
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<tr>
<td>• Petabyte high-performance storage system</td>
<td>• Renovated Williams 102 &amp; 103</td>
<td>• Lifecycle replacement of 53 multimedia classrooms</td>
<td>• TechPawLooza</td>
<td>• Implemented a new document management system, Nolij</td>
<td>• Bomgar upgraded</td>
</tr>
<tr>
<td>• TigerBytes II upgrade completed July</td>
<td>• Re-imaging of 188 multi-classroom computers</td>
<td>• Roll out of Tiger Bridge Program</td>
<td>• UG Admissions Auto Admit Modifications</td>
<td>• Implemented Grade Exclusion</td>
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</tr>
<tr>
<td>• LSU Geaux Shop went live</td>
<td>• LSUS cross enrollment</td>
<td>• Labstats Upgrade</td>
<td></td>
<td>• New LSU First Claims Administrator</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>• Footprints upgrade 11.6</td>
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The LONI network has operated for FY2012-13 in a reliable, robust and secure manner in providing its participating institutions and constituents with one of the most advanced optical networks in the country, along with powerful distributed supercomputer resources available to the academic and research community. The LONI network also experienced significant progress and further development through the course of FY2012-13.

FY12-13 saw significant change in network operations for campuses, particularly with respect to commodity internet service usage, subscription rates and prices. The new services collectively provide the LONI network and community substantially greater bandwidth accessibility and at considerably improved prices. Simultaneous to the deployment of the new service, LONI staff engaged in a rigorous and detailed analysis of bandwidth usage by each campus and circuit on the network for the period January 1, 2012 to May 1, 2012 in order to gauge actual usage and demand trends. These activities continued into the new fiscal year, FY2012-13, with the ultimate goal being to increase service and reduce the charges for service for the campuses.

As a result of the analysis, the LONI staff formulated recommendations for the Management Council and the Board of Regents within a framework of campus usage rates based on service level standards defined and measured as follows:

- The “95th Percentile” level of service, an industry standard billing method based on actual usage of bandwidth, but which disregards the highest 5% of usage (“bandwidth peaking forgiveness”).
- The “Multiple Provider Guarantee” level, which recognizes that a strong guarantee of service availability and reliability results from having multiple redundant providers, but requires additional service subscription levels on behalf of the network community. For purposes of the recommendations the Multiple Provider Guarantee (MPG) level is 20% above the 95th Percentile level.

From the analysis of usage by campuses and their circuits, it was determined that:

- Less than 20% of the campuses/circuits were utilizing less bandwidth than their current subscription rate
- There was a large number (approximately 43%) that were utilizing about the same amount as their current subscription level
- There was, likewise, a relatively large number (approximately 38%) that were using more than their subscription rate. This group of campuses includes a significant number of the larger bandwidth users (larger campuses).

Overall, while total network subscription was, at the time, at about 3.4 Gigabits of service, the 95th Percentile level of subscription in total was 5.8G and the MPG level of service in total was about 7G of service. While it was anticipated that a doubling of service subscription on the part of the entire network community could easily result in a drop in the current bandwidth charge of $40/Mbps to at least $20/Mbps, it was clear from the above findings that the individual campus impacts would vary. The following recommendations on charges were formulated and submitted for consideration:

- For campuses selecting the MPG level of service the rates applicable were as follows:
- For campuses selecting the 95th Percentile level or less the rate will be a set $20/Mbps.

<table>
<thead>
<tr>
<th>Minimum – 249 Mbps</th>
<th>$18/Mbps</th>
<th>The first 249 Mbps are charged at $18/Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>250 Mbps – 499 Mbps</td>
<td>$16/Mbps</td>
<td>The next 249 Mbps are charged at $16/Mbps</td>
</tr>
<tr>
<td>500 Mbps – 999 Mbps</td>
<td>$14/Mbps</td>
<td>The next 499 Mbps are charged at $14/Mbps</td>
</tr>
<tr>
<td>1000 Mbps +</td>
<td>$12/Mbps</td>
<td>1 Gbps and over are charged at $12/Mbps</td>
</tr>
</tbody>
</table>

These above recommendations were submitted and considered by the Management Council at a specially called meeting on August 15, 2012. The Council unanimously approved the recommendations and forwarded them to Commissioner Purcell and the Board of Regents for their consideration. The LONI Management Council leadership presented the recommendations to the Technology Committee of the Board of Regents at its meeting of August 22, 2012 and the recommendations were endorsed and approved by the Board of Regents at its meeting later that day.

The implementation of the new usage and charges began in September, 2012, after extensive consultations with campuses regarding their levels of service, charges and options. The resulting new levels of service realized by the overall community ended up being very close to the
projections of impact used when the recommendations were made to the Management Council. The level of service provided to campuses overall settled at a 7.4G demand level, which based upon the new charge rate structure, generated approximately $1,550,000 for FY2012-13, almost exactly what had been projected when formulating the recommendations.

There were a considerable number of new, modified, expanded and improved network configurations and connections to LONI instituted by the postsecondary education community through the course of FY2012-13. Major changes in LONI network configurations and connections:

- Commissioned the Southern University System with a private WAN
- Commissioned redundant peering with Southern University – Shreveport
- Activated a backup Internet connection for LSU HSC New Orleans
- Commissioned LCTCS Private WAN for SunGard’s Hosted Service
- Commissioned Deglado’s redundant WAN
- Moved connections for LTC Winnfield, LTC Ferriday and LTC Bastrop Airport
- Upgraded LTC Greensburg connection
- Added Fletcher Technical Community College – Schriever
- Moved LSU at LaTech DRC Internet to Shreveport
- Moved LPB’s Lafayette Transmitter connection to a new building
- Decommissioned P5 routers at ULL, SUBR and LaTech
- Upgraded LSUA to a 100Mbps connection
- Upgraded SUNO to a 250Mbps connection
- Added McNeese Dorms to LONI
- Added BoR in Claiborne at 30Mbps
- Moved BoR Compressed Video to LSU
- Added Internet for LSU DR at ISB
- Placed PBRC disaster recovery at LSU
- Upgraded PBRC to 47Mbps
- Placed Tulane disaster recovery at LSU
- Moved the demarc for NSU in Shreveport
- Upgraded Nunez Community College to a 50Mbps connection
- Upgraded BPCC to a 100Mbps connection
- Relocated LTC Westside and Northwest campuses
- Upgraded LTC Avoyelles to 10Mbps
- Added NTCC Ozone Park at 10Mbps
- Moved the demarc for LTC Sullivan
- Regional WAN redesigns completed in the Lafayette, Baton Rouge and New Orleans areas
- Added IPv6 to LSUHSC
- Established a peering relationship with MissON, the new Mississippi university network
- Added Xavier University to the network
- Added WAN VLAN between LCRC and Tulane
- High Definition Video (in conjunction with the LA-Sigma project) bids solicited with expectation of award in July, 2013
ITS hosted its third annual Torchbearer Award for Leadership in IT Advancement awards ceremony on December 2. The Torchbearer Award for Leadership in IT Advancement recognizes a student, staff or faculty member who has greatly assisted ITS in successfully deploying a new service or resource during the previous year. Nominated by a staff member in ITS, these individuals' efforts on our behalf have greatly improved the IT environment for the entire campus. This year, two individuals received this recognition.

Recipient: Joel Tohline

Joel Tohline, alumni professor of physics and director of the Center for Computation and Technology is a 2013 Torchbearer Award for Leadership in IT Advancement winner. He has been instrumental in provisioning supercomputers for campus research, from Super Mike in 2002 to Super Mike II a decade later, and played an integral part in facilitating early discussions regarding the need to upgrade our legacy information systems through his efforts as the first FITS chair of the Information Systems Task Force. Dr. Tohline has been the first name on countless IT related committees over the years. As director of the Center for Computation and Technology, he partnered with ITS to rethink the way in which high performance computers were built and supported and moved HPC Tier 1 support back to ITS. Over the last year, he led the purchase and deployment of Super Mike II, LSU’s newest super computer resource. He is currently working with ITS UNI to provide and deploy storage to research faculty campus-wide. This provision of research storage will be a first step in meeting the storage mandates of funding agencies like the National Science Foundation.

Recipient: Melanie Verret Thornton

Melanie Verret Thornton in the Office of Undergraduate Admissions and Student Aid is our second recipient of the 2013 Torchbearer Award for Leadership in IT Advancement. Ms. Thornton has spent the majority of the last year implementing Nolij – a third party document imaging application used by multiple campus departments. She was an integral part of the project from inception to completion. Not only has she been instrumental in helping ITS implement Nolij in the Office of Undergraduate Admissions and Student Aid, she has also aided the Graduate School and the Office of the University Registrar departments with their implementations. She is a hard worker and in addition to implementing Nolij, she also helps keep other undergraduate admissions IT projects on task. While she was working on Nolij earlier this year, she assisted with the development of the BRCC Bridge program. She is always courteous, helpful, knowledgeable, and available 24x7 to ensure that IT and the business processes in Undergraduate Admissions and Financial Aid Offices are in alignment. According to her nominators she “really sees both the big picture and the details of the LSU IT system when working jointly on ITS/Enrollment Management projects.”
41,079 Incidents reported to the Help Desk
- 22,392 Calls received
- 95% call answer rate
- 90% of our customers are satisfied or very satisfied with their service.

GROK: Statistics: (Jan 2013 – December 2013)
- 1,774,497 article views
- New articles created 502
- Articles Updated 16,286
- # of unique editors – 59
- # of unique visitors 1,780,391

Faculty Technology Center (FTC):
Offered workshops and webinars for LSU faculty, staff, and students. Workshops include: Adobe Connect, Moodle Express (webinar), Engaging Students with PowerPoint, Excel 2010- The Basics, Moodle Basics and Beyond, Moodle Express, Moodle Gradebook, Moodle- Beyond Multiple Choice Questions, Moodle-Expanded Features, Engaging Your Students With Moodle Discussion Forums, Using Moodle for Assignments: File Submissions or Online Journal, Moodle Collaborative Features, TurnItIn, Using Clickers with Turning Point 5, and Using Clickers as a Teaching Tool.
- Number of workshops: 99
- Number of attendees: 266

Offered customized departmental/group workshops for LSU faculty, staff, and students.
- Number of workshops: 54
- Number of attendees: 403

Documented service/help provided into the Footprints system.
- Number of Footprints ticket closed by FTC staff: 1,789

The FTC sponsored/hosted Tech Talks, Coffee Talks, Webinars, and Technology Share Fair.
- Coffee Talk: 1
- Tech Talk: 2
- GTA Webinars: 8
- Webinar Viewing with Follow-up Discussion: 6
- TechPawLooza 2013
- Distance Learning Week 2013

Clicker support
Number of instructors using clickers:
- Spring 2013: 65
- Summer 2013: 14
- Fall 2013: 108

Number of courses (sections):
- Spring 2013: 128
- Summer 2013: 19
- Fall 2013: 207

Number of students (may be duplicated):
- Spring 2013: 12,243
- Summer 2013: 1,034
- Fall 2013: 15,831

Most popular GROK article: #5252 Connect to Secure Wireless: LSU Overview” with 57,216 views

Most popular TigerWare download: Microsoft Office 2013 Professional Plus

Bo Campbell Auditorium
- Hosted 24 class meetings per week for the Fall Semester
- Hosted 24 class meetings per week for the Spring Semester
- Hosted 16 Orientation sessions
- Hosted 3 Graduation ceremonies
- Hosted 11 class Review sessions
- Hosted 20 class Examinations
- Hosted 5 Campus Tours/Honor College/Biology Boot Camp/Bayou Fest
- Hosted 38 Sports related activities
- Completed a Life Cycle replacement for the ceiling mounted speakers and stage podium equipment (June 2013).

Moodle

Moodle Statistics (Fall 2013):
Undergrad course sections
- Created in Moodle: 3425
- Offered at LSU: 3425
- Active in Moodle: 2831

Graduate course sections
- Created in Moodle: 1395
- Offered at LSU: 2079
- Active in Moodle: 598

Instructors
- Active Moodle Instructors: 1639
- LSU Instructors: 2036

Undergraduate Students
- Undergrads in active courses: 26296
- Undergrads at LSU: 26459
For twenty-one years, LOUIS: The Louisiana Library Network has served as the foundation on which Louisiana academic libraries support research, teaching and learning. Diminished funding for higher education has made LOUIS more important than ever.

LOUIS, a collaboration among Louisiana’s academic libraries, was established in 1992 to provide equal access to library services and information resources to all publically funded academic libraries; to maximize the purchasing power of the consortium; and to save money and share expertise in support of research, teaching and learning on each campus. LOUIS is governed by the Louisiana Academic Library Information Network Consortium (LALINC) Executive Board, which is made up of the Deans and Directors of the LOUIS member libraries.

As the Board looks towards the future, two task forces were implemented this past year: a Strategic Planning Task Force and a Membership Fee Task Force. Defining the future needs of the consortium and developing a sustainable funding model is core to the continued existence of the consortium as membership fees increase while state funding decreases.

- The Strategic Planning Task Force proposed, and the Board approved the LALINC 3-5 Year Strategic Plan. It was based upon input gathered in meetings of stakeholders held across the state. A link to the plan is at the bottom of this overview.
- The Membership Fee Task Force proposed, and the Board approved a new membership fee structure which will be phased in over a 3 year period starting July 2013. The new fee structure distributes costs equitably among the consortium members.
- Objective 2.1 of the Strategic Plan is to develop a business plan. LOUIS will work with the LSU School of Business to develop the business plan.

LOUIS was successful in licensing, maintaining and supporting the following services and activities:
- SirsiDynix Symphony, the library staff client and the electronic catalog
- SirsiDynix Web2, the union catalog
- SirsiDynix e-Library, the user interface
- OCLC Atlas ILLiad, the inter-library loan system
- OCLC CONTENTdm, the digital library system
- LinkSource and A-to-Z, the URL resolver and title list for LOUIS resources
- EBSCO Discovery Service (EDS)
- Credo Literati, information literacy – a joint collaboration with the State Library of LA
- EZproxy authentication technology
- 68 Scholarly Electronic Resources (academic journals, full-text and abstracting services, citation databases, etc.) for the consortium via 12 providers
- 29 Scholarly Electronic Resources (academic journals, full-text and abstracting services, citation databases, etc.) for “mini” groups via 29 providers – an increase of 25% from last FY
- WordPress webpage software
- Numara FootPrints incident reporting and Knowledge Base software
- Communicated with members using email, listservs, and social networking tools such as Twitter, Facebook, YouTube and the LOUIS website
- Hosted the 20th LOUIS Users Conference (LUC)

Activities and major highlights in support of services from this past year include:
- Added 32 new collections to the LOUISiana Digital Library
- Circulated over 897,000+ million items through Symphony WorkFlows
- Closed 1170 incidents in FootPrints
- Completed 8 site visits
- Completed 183,488 interlibrary loan requests
- Completed annual review and update of LOUIS Knowledgebase
- Conducted 3 training sessions
- Continued to add to Footprints Knowledgebase which now has 600+ documents
- Coordinated purchase and installation of ILLiad add-on for all SirsiDynix Symphony sites that use ILLiad
- Created a Reports Working Group to discuss reporting needs related to statistics from Symphony
• Customized ILLiad pages
• Enhanced Big Brother server monitoring system
• Enhanced the newly redesigned LOUIS website
• Facilitated 7 training sessions
• Facilitated LDL Strategic Plan
• Facilitated Membership Fee Task Force
• Facilitated the addition of 32,225 new items to the LOUISiana Digital Library
• Had one LOUIS staff member participate on EBSCO Academic Advisory Board
• Had two staff members become API certified
• Had two staff members on the 2013 COSUGI Executive Board
• Hired two new librarians
• Hosted 35th and 36th System Administrator Meeting
• Hosted and attended SirsiDynix API training including international attendees
• Hosted North and South ILLiad Users Group Meeting
• Hosted the 20th annual LOUIS Users Conference (LUC)
• Hosted the LOUIS Boot Camp for System Administrators
• Identified process for customization of MARC files for EBSCO e-Books
• Implemented and hosted North and South Symphony User Group Meetings
• Implemented enhancements to MARC file processing with MARCIVE
• Implemented improved SirsiDynix upgrade scripts for upgrades and service pack installs
• Implemented Learning with LOUIS
• Implemented new and enhanced Symphony functionality
• Implemented 58 custom processes and database cleanup projects saving libraries over $73k
• Implemented RDA toolkit for members
• Implemented the LOUIS Person-In-Charge (PIC) list for LOUIS staff
• Implemented upgrades to SirsiDynix Symphony systems on Beta, Training and Production servers
• Implemented website redesign to meet the needs addressed in the strategic plan discussions
• Loaded, on average, 85,000 A-to-Z records each month for sites using the LOUIS EZproxy MARC service
• Maintained all administrative content (documentation, partners, databases, software, financial)
• Moved 65% of contract and license renewals to September 1 to create a buffer between fiscal year start (July 1) and actual availability of budget funds from membership fee payments
• Negotiated OCLC hosted EZproxy pricing for members
• Negotiated pricing for SirsiDynix MobileCirc with plans to purchase following Beta testing
• Negotiated new pricing and terms for 5 year SirsiDynix contract reducing uplift by 4% each year
• Negotiated pricing for RDA conversion options from 2 vendors (MARCIVE, SirsiDynix)
• Negotiated and Renewed 68 e-resources
• Negotiated twenty-nine (6 new) mini-consortiums for electronic resources purchased on behalf of subsets of LOUIS member libraries saving millions via discounts. This is a 25% increase in minis and more are expected in coming years.
• Provided results for 1.3 million searches in Symphony e-Library
• Provided results for 130+ million searches in EDS
• Worked with EBSCO to fine-tune synchronization of data between Symphony and EDS
• Worked with MARCIVE to make LOUIS government document files RDA compliant
• Worked with SirsiDynix staff to enhance their Service Pack installation tools to work in the LOUIS environment
Funding Sources FY 12-13
$32,580,789

- Fee Generated: $17,644,443 (28%)
- State: $9,129,565 (12%)
- Tech Fee: $3,934,791 (6%)
- Sponsored: $1,871,990 (1%)

Total: $32,580,789
Expenditures FY 12-13
$32,580,789

Salary & Benefits $14,115,449
Operating $11,171,687
Capital $3,027,878
OTM $2,616,037
Institutional $1,410,093
Facility Services $240,645

- Salary & Benefits
- Supplies, software, maintenance, training 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