

# its Information Technology Services

## CIO : Computing Services : Communications Network Services

Information Technology Services under Barney Maccabe, Interim CIO, is responsible for the University of New Mexico's enterprise computer and networking systems used by students, staff, and faculty.

- < ITS supports, monitors and manages the UNM voice and data networks, computer and storage resources.
- < ITS supports and manages computing environments and services such as WebCT, Portal, computer pods, departmental software purchasing, hardware maintenance, course evaluation and test scoring.
- < ITS supports Banner applications such as Student Admissions, Registration, Financial Aid, Human Resources, Payroll, and Finance, as well as Hyperion reporting, Degree Audit and other non-Banner applications.
- < ITS provides and manages UNM NetID authenticated access to the systems above, as well as email, Web services and Internet.

### Mission



The mission of ITS is to provide leadership for the effective use of information technologies to achieve the University of New Mexico's vision and mission in education, research, and public service, and to support the effective management and administration of those functions.

### ITS Web Sites:

[cio.unm.edu](http://cio.unm.edu)  
[its.unm.edu](http://its.unm.edu)  
[fastinfo.unm.edu](http://fastinfo.unm.edu)  
[my.unm.edu](http://my.unm.edu)

## ITS Statistical Overview for Fiscal Year 2007

### % Change from FY2006

Campus Computing Facilities	10%	Seven Pods and 11 classrooms (481 Windows & Mac computers) with Journalism added in 07.
ITS Support Ctr Client Assists	168%	FastInfo (Web service): 395,282; Walk-in, telephone contacts: 93,588.
NetIDs	8%	69,835 computer / email accounts for individuals and groups.
Servers	30%	335 server-class units infrastructure supporting Banner, email, web and calendar processing.
Mail Messages/Day	20%	1,533,000,000/year, 200,000 average/day into UNM (additional 4,000,000 spam/day removed).
UNM's National Network Bandwidth Usage	52%	ITS manages UNM's volume of outbound plus inbound traffic of 706 Mbps (Megabits per second) to/from Internet 1, Internet 2 and National Lambda Rail national networks.
UNM Web Hits	11%	1,202,000 average daily hits to the unm.edu sites on the primary infrastructure.
Disk Space	45%	Increased total disk space to 76 terabytes. 61 TB used in FY07.
Software Sales to Departments	14%	Increased revenue from 21 site-license/volume contracts for Microsoft, Adobe, SAS and other software at >50% savings over Bookstore, ~80% savings over suggested retail to UNM Depts.
Admin Business Functions	12%	46 functions supported across Finance, Student, Financial Aid, Payroll and other applications.
Scanning	-10%	460,000 pages scanned for test scoring, faculty evaluations, surveys, questionnaires.
Voice Network	10%	20,000 phone lines, with the addition of the Richardson Hospital Pavillion.
Staff	-13%	243, down from 280, including regular, Project LINK, student, term and temp staff.

Source: 2007 Annual Report, Office of the Chief Information Officer (CIO)