Information Technology (IT) Mission
* Leading the University by providing efficient and smart user-oriented IT environment

Goals
* Smart: Present innovative and smart IT development direction
* Open: Implementation of open information environment for creative knowledge community
* Convergence: Providing a platform-based IT environment for improving IT operational efficiency
* Integration: Responding to environmental changes through organization/operation/system/infrastructure upgrade

Vision
“IT Excellence through Seamless Transformation”

Organization

Main informatization divisions and main roles
* Office of IS&T: Overall control with informatization in SNU
* Other divisions: Control other informatization depending on each divisions’ roles
2018’ Budget
* Whole Budget for information 9.56Billion(KRW):
  Budget of IS&T 7.38Billion(KRW), Others 2.18Billion(KRW)

IT Staff
* Total IT Staff 49 personnel: IS&T 39 personnel, Other divisions 10 personnel
* Including corporated workforce, outsourced staff, administrative staff, working scholarship students are carrying out other informatization roles

IS&T Location
* Gwanak Campus Headquarters: Bldg.# 102 (Tel: 02-880-8282)
* Yeongeon Campus Branch Office: General Practice Bldg. B1F (Tel: 02-880-8282)

The Facts in 2017
Information System
* Administration Information System
  ○ program: 381 unit tasks, 3,154 menus
  ○ maintenance: 2,514 (452 added, 2,062 revised functions)
* Electronic Document System
  ○ generated 876,353 documents
  ○ generated 670,000 documents for decision-making connected with administration and research administration system
* Mail System
  ○ 199,923 email accounts, 48.7TB service capacity
* Portal System
  ○ users: 115,027
  ○ 87 social networks (Blogs and communities)
  ○ 41 affiliates, 80 services SSO(Single Sign-On) connected
* Homepage
  ○ 2,131 homepages (including 61 homepages which using SNUPAL*)
  ※ SNUPAL: Homepage building platform
* Library Automation System (managed by the SNU Library)
  ○ 5,263,086 bibliographic databases
  ○ created 949,472 digital library contents
* e-learning system (managed by SNU IS&T and the Center for Teaching and Learning)
  ○ eTL(e-Teaching & Learning) system: 7,777 courses used among 15,214 offered courses (51%)
  ○ SNUON(SNU Open educationN): 17,004 course registration (students 13,502, professors 1,171, staff 314, others 2,017)
Information Infrastructure

* Campus Network
  ○ 138,179m optical cable (119,560m Single-Mode, 18,673m Multi Mode) connects 223 buildings on the SNU campus with wired networks
  ○ 9Gbps Internet bandwidth (KT, LG U+ 4Gbps each, SK Broadband 1Gbps)
  ○ 10Gbps dedicated connection to KREONET (Korea Research Environment Open Network)
  ○ 1Gbps dedicated connection to KOREN (Korea advanced REsearch Network)
  ○ About 6,290 wireless access points in 188 buildings
  ○ 1,720 wired network switches (L3: 32, L2: 1,688) which manage back-bone and bandwidth
  ○ 60,954 IP Addresses and 4,196 Domains

* System
  ○ 122 Servers (9 servers for mainstay, 5 portal, 2 SSO, 22 e-mail, 57 hosting, 10 backup, 17 others)

* Hosting
  ○ 256 server-hosting server (57 real servers, 199 virtual servers)
  ○ 262 affiliates use (67% of all affiliates, web-hosting: 176, server-hosting: 113, co-location: 32)
  ○ 478 web-sites
  ○ 711 of accepted servers (server-hosting: 172, co-location: 539)

* IT Service Center
  ○ 45,434 help desk requests (Calls[34,319], Remote Access[5,281], Q&A Bulletin Board[1,471], Customer visits[3,169], Staff member visits[1,194])

* IS&T PC Labs
  ○ Facilities: 318 Seats, 296 desktops, 10 Printers, 4 Scanners, 3 VOD Editing Machines, 3 3D-Printer, 2 Mac PC
  ○ Open 24 Hours: I-Space (60 Seats)
  ○ Open 16 Hours (07:00 ~ 23:00): Lecture Rooms (70 Seats), General PC Labs (181 Seats)
  ○ Open when it’s reserved: 3D-Printer room (6 Seats, Reservation Required)

* IS&T Equipment Rental
  ○ Inventory: 86 laptops (Gwanak Campus 71, Yeongeon Campus 15), 2 camcoders (Gwanak Campus 0, Yeongeon Campus 2)

* Software License
  ○ 13 kinds of campus-licensed software programs are provided (MS Windows, MS Office, Hancom Office, V3, SPSS, SAS, Matlab etc.)

Information Security

* 923 cyber attacks were handled (viruses, hacking, spam e-mails, personal information disclosure etc.)
* Distribution of PC Integration Security Solution
* Running 20 types and 45 pieces of security equipments
Main Projects
Office of Information System and Technology

Information planning development Project
* Development project of interactive user support service (Chatbot) with new technology (AI)

Supporting IT Projects in University
* Standardization of management of IT Projects for other institution in University
* Enhance IT governance through systematic support using IT project Management Guide

Improvement of IT Services
* Strengthen online administration (paperless) and extend mobile-based services to prevent user inconvenience and waste of control
* Redevelopment of aged portal system to enhance scheduling functions (academic calendar), and UI improvement
* Web UI improvement of academic administrative system

IT equipment and service management
* Maintenance of Information system related 373 items including HW and SW
* Managing five kinds of outsourcing companies, Managing Servers, Maintenance administration system, Managing campus network and servers, Security control, IT Service Center.

Purchasing Campus Licence SW
* Renewal 10 kinds of SW and distribute to SNU members
* Improve software copyright awareness of SNU members

Internet Service
* Contract and management of Internet lines in campus
* Increase Internet speed ((9Gbps→10Gbps), support dedicated (2.2Gbps) bandwidth

Improvement of Campus Network Infrastructure
* Replacement of wireless repeater with 1.7Gbps or higher and 5GHz support equipment (about 400 units)
* IP auto allocation (DHCP) server redundancy configuration and power supply switch (PoE) expansion
Operate Cyber Security Center
* Operate year round Integrated Security Control through specialized security company
* Managing optimized information security systems such as monitoring of information security system, operating security system policy, training to prevent cyber infringement

Reinforcement of IT Security Inspection and Guidance
* Inspection of personal information protection and information security
* Operation of information protection training
* Operation of information security simulation training

IT System Vulnerability Inspection
* Operate vulnerability inspection and check the current condition of IT systems for 2 or 3 target departments in every month
* Provide IT security consulting service for request departments

Enhancement Personal Information Protection
* Make self-inspection compulsory using Web-site of personal information exposure inspection system
* Inspection on system using personal information in accordance with Personal Information Protection Law
* Detecting personal information exposure and block using web-firewall

Reinforcement IT Security Infrastructure
* Install firewall in Cloud PC system to prevent illegal intrusion and harmful traffic
* By License extension(70G→100G) of integrated log management system, enables collecting and analyzing mass events, strengthening security control

Maintenance and operation of e-Learning services
* e-Learning systems (eTL, SNUON) management
* Improve infrastructure to provide reliable service

Center for Teaching and Learning

e-Learning system stabilization
* Management of studios and equipments that for development and operation of e-learning contents
* Support various types of e-learning lectures such as flipped and blended learning
SNU Library

**Operation Academic Information System**
- Operation and improvement of integrated research solution for academic resources (Primo)
- Integrated maintenance in central libraries (Old and new)

**Establishing and Servicing of Digital Contents**
- Establishment of S-Space system for dissertation
- Making VOD for main academic events and strengthening video contents collection management system
- Collection and preservation of SNU historical pictures, operation as a digital photo museum

**Establishment of Book management system using RFID**
- Establish a RFID Book Management system in the preservation library in Suwon
- Maintenance and operation of RFID system

**Establishment of Creative Media center operation platform**
- Conduct user education to utilize Creative Media Studio
- Establishment of multimedia editing zone for various media contents pro-

Bureau of Facilities Management

**Facilities Management Information System**
- Securing self-inspection and management system for facility safety management
- Establishment DB information of underground utilities and development

Office of Research Affairs

**Research Administration Management System**
- Enhancement of Integrated Research Administration Management System (SRnD) and improvement of user satisfaction