This report describes the achievements and activities of the Telecommunications and Networking Service (TNS) unit of Information Technology Services (ITS), from July 1, 2009, through June 30, 2010.

Despite continued slowness of the general economy and its effect upon budgets, demand continued for all forms of service provided by TNS. Meeting objectives of "projects" remained paramount, regardless of whether they were in direct response to service requests made by others within the University, or to meet initiatives undertaken within TNS to meet current and anticipated service needs. Within that was an increased focus throughout the year to improve internal processes, efficiencies, and work climate. Among the activities undertaken toward those ends, were structuring of a more broad-based TNS leadership team, further adoption of Information Technology Infrastructure Library (ITIL) concepts, final publication of the current TNS Strategic Plan, and other interactions contributing to increased communication and collaboration among those within, as well as outside of, the unit.

Among specific notable accomplishments during the year was the successful completion of the relocation of all TNS services utilized by the Lehigh Valley campus to a new campus location, a similar undertaking at Carlisle, and a variety of other campus-centered activities, at Hershey, Altoona, Erie, and many other campuses. At Mont Alto, the first of several purpose-built interactive video rooms needed for a multi-campus program by Outreach was put in place, as was the use of voice service akin to that at University Park (UP), using Voice-over-Internet-Protocol (VoIP).

Changes of a more general nature included the addition of a second Internet2 and commodity internet connection point in Philadelphia, complementing that which is in Pittsburgh; configuration changes to enable increased bandwidth, commensurate with an increase in bandwidth for residence hall students; and upgrades of intercampus connections in accordance with a previously developed multi-year plan.

Of a related nature, support was provided for development of proposals leveraging "stimulus" program funding for 1) advanced networking in support of high-performance computing needs, and 2) for general expansion of high-bandwidth services throughout the Commonwealth of Pennsylvania. The success of the latter capitalized upon the expertise of TNS' Director of Network Planning and Integration, whose role change to take leadership of the project at the end of the period, could provide broader benefit to the Commonwealth than otherwise may have occurred.

Through close coordination with Auxiliary and Business Services, a substantial annual cost reduction was realized, through the general discontinuation of wired phone services within residence halls at UP. Similar change at other campuses in future years is envisioned. Likewise, a similarly coordinated effort yielded improvements to the cable television (CATV) system at UP, with additional channels being added, many which are digital, and in High Definition...and all at a lower ongoing cost. It is with pride that we are able to continue to do more, with less.