



W&M Information Technology
Mid-Year Report
July 2022 – December 2022



WILLIAM & MARY
INFORMATION TECHNOLOGY
By The Numbers

COMMUNICATION TOOLS

Video Conferencing
Phones
Email
TV

SECURITY

Protection & Prevention
Identity Management
Secure Networks
Accounts
Access

PROCESS MANAGEMENT

Collaboration System
Consulting Services
Automation & Integration

INFRASTRUCTURE

Server Management
Storage Drives
Wired Network
WiFi

ENTERPRISE APPLICATIONS

Banner
Blackboard
Microsoft O365
Salesforce

HARDWARE

Laptops & Desktops
Computers Accessories
PAC Labs
Printers



WILLIAM & MARY
INFORMATION TECHNOLOGY

STRATEGY

Strategic Planning
Portfolio Management
Communications
Governance

ACADEMIC SUPPORT

Learning Management System
Classroom Technology
Research Computing
Labs & Podiums

DATA

Business Intelligence
Institutional Research
Data Discovery
Reporting

PROJECT MANAGEMENT

Planning
Development
Implementation

BUSINESS

Human Resources
Procurement
Budget

SOFTWARE

Distribution & Development
Desktop Imaging
Licensing

W&M IT By The Numbers

Support Tickets

July 2022- Dec 2022

19,554 Total Support Tickets

Top Categories

of Tickets

2,947 Enterprise Applications

1,357 Hardware & Accessories

728 Password

692 Desktop Software

671 Campus Account

Top Systems

of Tickets

806 Banner

681 O365

580 Blackboard

560 Exchange

440 Salesforce

Customer Satisfaction

Scale of 1-5

4.85

Resolution Provided by IT

4.9

Customer Service/Professionalism

Business Office

July 2022- Dec 2022

\$4,595,602.14 Overall IT Spend

154

Credit card transactions

560

IT approvals in Cherwell

250

Requisitions created

386

Invoices paid

1,644

IT approvals for campus

224

Completed purchase orders

1,100 IT approvals in buyW&M

25 HR transactions for IT personnel

41 Work orders submitted to facilities (mostly for heat and AC)

W&M IT By The Numbers

Security

July 2022- Dec 2022

Average # **per day** of incoming email messages

Good: **103,683**

Spam: **5,950**

Malware: **42**

Edge protected: **629,643**

Phish: **4,443**

Rule protected: **4,648**

748,409 Total

Research Computing

July 2022- Dec 2022

Over **43 million**

Core-hours used in computational research projects

Over **100**

Active researchers (faculty, staff and students)

23

Publications in calendar year 2022
(which acknowledged Research Computing)

W&M IT By The Numbers

Business Intelligence

July 2022- Dec 2022

Applications

182

Total

29

Avg Accessed/Day

28min

Avg Duration

Refreshes

342

Application Refresh Tasks

2,380

Refreshes/Day

1min

Avg Refresh Duration

Top 5 BI Applications

1. Budget Detail
2. General Student
3. Course Schedule
4. Labor and Benefits Distribution
5. Budget Detail History

Institutional Research

Aug 2022 – Jan 2023

100 Projects Completed
+26 In Progress

Top 5 Guidebook & Ranking Reports

1. Common Data Set
2. CGS/GRE Graduate Enrollment and Admission
3. College Board
4. Princeton Review
5. Military Friendly Schools

Top 4 Compliance Report Entities

IPEDS
SCHEV
NSF
NCES/DOE

Most Frequently Requested Data

1. STEM: Enrollment and Degrees
2. Diversity, Equity, and Inclusion: People of Color, Pell, First Generation

W&M IT By The Numbers

Institutional Research, cont'd

Top 7 Campus Units Supported & Informed

1. Provost's Office
2. COO/Finance/Budget
3. Strategic Initiatives & Public Affairs
4. Marketing/Communications
5. Admission
6. Diversity & Inclusion
7. Charles Center

Top 5 High-Profile Reports

1. DEI Dashboard
2. Annual Deans Diversity Report on Degrees for A&S
3. University Economic Impact Study Data Support
4. Huron Faculty Research Study Data Support
5. Students and Faculty Diversity Dashboard: W&M vs National

Classrooms

July 2022- Dec 2022

209 Total Classrooms

165

Rooms with Projectors

260

Webcams

(including equipment awaiting delivery)

171

Rooms with Screens

188

Annotatable monitors

(including equipment awaiting delivery)

194

Document Cameras

(including equipment awaiting delivery)

W&M IT By The Numbers

Systems Integrations

July 2022- Dec 2022

10,555

DocuSign Forms
Completed

1,457

Electronic Journal
Vouchers

Specific system integrations

- 6** Chrome River Integrations
- 2** PyraMed (Student Health)
- 3** United Health (Student Health Insurance)

System Design & Architecture

July 2022- Dec 2022

Annual Growth

2.3 Million

Metrics/Data Points
Collected Every 30s
(110% growth)

4,700

Source Code
Repositories
(57% growth)

150

Peak AWS Servers
(85% growth)

210 TB

NAS Storage

200 TB

Off-site Backup Storage

450

On-premise servers

Moved to AWS

35

Dedicated Servers

150

Application Instances

2,500

Databases (on-premise and in
cloud)

4

Major systems
(Virtual Desktops, Cascade,
Banner, DegreeWorks) moved
to AWS with **0** unscheduled
downtime

W&M IT By The Numbers

Infrastructure

July 2022- Dec 2022

100%

Academic Buildings with
WIFI Coverage

2,923

Access Points

51,231

Managed Switch Ports

2,173

Phone Extensions
Migrated to Teams
Calls

Top 5 Applications

Zoom
YouTube
Google Services
Netflix
TikTok

897

Managed Switches

Application Administration

July 2022- Dec 2022

Salesforce

68

Total Programs

2,838

Total In Progress
Applications

2,509

Total Submitted
applications

Blackboard

14,252

Unique Logins in Last 180 days

12,038

Number of Courses

Migrated to Cloud

2

Blue Course Evaluation
OnBoard

Microsoft Teams

87

Teams Created

ID Cards

1,541

Card Readers

1,099

Locations

46,489

Active Patrons

3 Project Highlights

Phase 2 Gmail Migration
Law School LMS Migration
SPARCS

Thank you!

WILLIAM & MARY

**INFORMATION
TECHNOLOGY**

