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

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)

Customer Satisfaction
Scale of 1-5

4.85 Resolution Provided by IT
4.9 Customer Service/Professionalism
W&M IT By The Numbers

Security
July 2022- Dec 2022

Average # per day of incoming email messages

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>103,683</td>
</tr>
<tr>
<td>Malware</td>
<td>42</td>
</tr>
<tr>
<td>Phish</td>
<td>4,443</td>
</tr>
<tr>
<td>Spam</td>
<td>5,950</td>
</tr>
<tr>
<td>Edge protected</td>
<td>629,643</td>
</tr>
<tr>
<td>Rule protected</td>
<td>4,648</td>
</tr>
</tbody>
</table>

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
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)

**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

**210 TB** NAS Storage
**200 TB** Off-site Backup Storage
**450** On-premise servers
# W&M IT By The Numbers

## Infrastructure

**July 2022 - Dec 2022**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Buildings with WIFI Coverage</td>
<td>100%</td>
</tr>
<tr>
<td>Managed Switch Ports</td>
<td>51,231</td>
</tr>
</tbody>
</table>

### Top 5 Applications

- Zoom
- YouTube
- Google Services
- Netflix
- TikTok

## Application Administration

**July 2022 - Dec 2022**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salesforce</td>
<td>68</td>
</tr>
<tr>
<td>Total Programs</td>
<td>2,838</td>
</tr>
<tr>
<td>Migrated to Cloud</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Course Evaluation OnBoard</td>
<td></td>
</tr>
<tr>
<td>Microsoft Teams</td>
<td>87</td>
</tr>
<tr>
<td>Teams Created</td>
<td>87</td>
</tr>
</tbody>
</table>

### Blackboard

- Unique Logins in Last 180 days: 14,252
- Number of Courses: 12,038

### ID Cards

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Readers</td>
<td>1,541</td>
</tr>
<tr>
<td>Locations</td>
<td>1,099</td>
</tr>
<tr>
<td>Active Patrons</td>
<td>46,489</td>
</tr>
</tbody>
</table>

### Project Highlights

- Phase 2 Gmail Migration
- Law School LMS Migration
- SPARCS
Thank you!

WILLIAM & MARY

INFORMATION TECHNOLOGY