W&M Information Technology
Mid-Year Report
July 2021 – December 2021
W&M IT By The Numbers

Support Tickets
July 2021- Dec 2021

19,023 Total Support Tickets

Top Categories

<table>
<thead>
<tr>
<th>Category</th>
<th># of Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Applications</td>
<td>3,739</td>
</tr>
<tr>
<td>Hardware &amp; Accessories</td>
<td>1,596</td>
</tr>
<tr>
<td>Desktop Software</td>
<td>1,507</td>
</tr>
<tr>
<td>Campus Account</td>
<td>846</td>
</tr>
<tr>
<td>Password</td>
<td>839</td>
</tr>
</tbody>
</table>

Top Systems

<table>
<thead>
<tr>
<th>Category</th>
<th># of Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner</td>
<td>753</td>
</tr>
<tr>
<td>O365</td>
<td>725</td>
</tr>
<tr>
<td>Blackboard</td>
<td>707</td>
</tr>
<tr>
<td>Exchange</td>
<td>478</td>
</tr>
<tr>
<td>Salesforce</td>
<td>433</td>
</tr>
</tbody>
</table>

Customer Satisfaction

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution Provided by IT</td>
<td>4.84</td>
</tr>
<tr>
<td>Customer Service/Professionalism</td>
<td>4.74</td>
</tr>
</tbody>
</table>

Business Office
July 2021- Dec 2021

$2,294,533.71 Overall IT Spend

- $2,038,526.04 ETF allocation
- $491,051.00 Grant award to HPC
- 330 Meetings scheduled for senior leadership
- 176 SPCC transactions
- 1,644 IT approvals for campus
- 290 Completed purchase orders
- 992 Requisitions reviewed in buyW&M
- 25 HR transactions for IT personnel
- 26 Work orders submitted to facilities (mostly for heat and AC)
W&M IT By The Numbers

Security
July 2021 - Dec 2021

Average # per day of incoming email messages

- Good: 86,613
- Malware: 47
- Phish: 3,469
- Spam: 6,532
- Edge protected: 161,518
- Rule protected: 1,182

357,210 Total

Research Computing
July 2021 - Dec 2021

- Over 11 million Core-hours used in computational research projects
- Over 100 Active researchers (faculty, staff and students)
- 25 Publications in calendar year 2021 (which acknowledged Research Computing)
W&M IT By The Numbers

Business Intelligence
July 2021 - Dec 2021

**Applications**
- Total: 161
- Avg accessed/day: 35

**Refreshes**
- Application refresh tasks: 212
- Refreshes/day: 2,103

**Top 5 BI Applications**
1. Budget Detail
2. Indexes
3. Budget Detail History
4. Course Schedule
5. Enrollment Fact Book

Institutional Research
Aug 2021 – Jan 2022

**109 projects completed**

**Top 4 Compliance Report Entities**
- IPEDS
- SCHEV
- NSF
- NCES/DOE

**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

**Most Frequently Requested Data**
- Student Outcome Measures (Retention/Graduation)
- Student Credit Hours, Faculty Teaching Load
- STEM
- Diversity, Equity, and Inclusion
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. Admission
5. University Advancement
6. Charles Center
7. Diversity & Inclusion

Top 5 High-Profile Reports
1. Annual Deans Diversity Report on Degrees for A&S
2. Benchmark study on instructional cost by discipline: National & Custom Peers
3. A&S Instructional Workload 10-Year Change
4. Students and Faculty Diversity Dashboard: W&M vs National
5. DEI Dashboard

Classrooms
July 2021- Dec 2021

- Total Classrooms: 209
- Rooms with Projectors: 165
- Rooms with Screens: 171
- Annotatable monitors (including equipment awaiting delivery): 188
- Webcams (including equipment awaiting delivery): 260
- Document Cameras (including equipment awaiting delivery): 194
W&M IT By The Numbers

**Systems Integrations**
July 2021- Dec 2021

- **100+** Active integrations
- **300+** Jobs to support data integrations and administrative process automation

**Specific systems**
- 10 BuyW&M (Procurement)
- 8 Blackbaud (Advancement)
- 4 Cardinal HCM (Finance)
- 3 Signature Authority (Finance)
- 1 DocuSign Remote Work Agreement (HR)
- 1 GivePulse (Office of Community Engagement)

**System Design & Architecture**
July 2021- Dec 2021

- **Containers**
  - 1,200
  - ~30 container hosts
- **Physical Servers**
  - 30 servers
  - 18 ESXi hosts on premise
- **Virtual Machines**
  - 475 on-premise
  - 70 AWS (Cloud)
- **Automated tests & deployments per business day**
  - 50+
- **Data points collected every 30 seconds**
  - 1.1 Million
- **Project source code repositories**
  - 3,000
- **Total managed storage**
  - ~500 TB
  - 230 TB NAS storage
  - 200 TB off-site backup storage
  - 40 TB AWS storage (cloud)
  - 40 TB on-premise virtual machines
- **July 2021 - Dec 2021**
W&M IT By The Numbers

**Infrastructure**
**July 2021 - Dec 2021**

100%  
Academic buildings with WIFI coverage

43,069  
Managed switch ports

**Top 5 Applications**
Zoom  
YouTube  
Google Services  
Netflix  
TikTok

2,839  
Access points

2,700  
Phones

864  
Managed switches

**Application Administration**
**July 2021 - Dec 2021**

**Cornerstone Training**
13,314  
Unique Logins
595  
Check-ins

**ID Cards**
1,541  
Card readers
1,070  
Locations
44,203  
Active Patrons

**Blackboard**
14,262  
Unique logins in last 180 days
1,442  
Number of courses

**Gmail Migration**
Over 11,000  
Accounts migrated
10,641  
O365 Accounts created

**Twilio**
17,814  
Text Messages Sent
4,761  
Text Message Responses

**Wordpress**
Migrated blogs.wm.edu to pages.wm.edu
159 sites on the new platform and growing
Thank you!