



W&M Information Technology
Mid-Year Report
July 2021 – December 2021



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 2021- Dec 2021

19,023 Total Support Tickets

Top Categories

of Tickets

3,739 Enterprise Applications

1,596 Hardware & Accessories

1,507 Desktop Software

846 Campus Account

839 Password

Top Systems

of Tickets

753 Banner

725 O365

707 Blackboard

478 Exchange

433 Salesforce

Customer Satisfaction

Scale of 1-5

4.84

Resolution Provided by IT

4.74

Customer Service/Professionalism

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

992 Requisitions reviewed in buyW&M

25 HR transactions for IT personnel

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

176

SPCC transactions

1,644

IT approvals for campus

290

Completed purchase orders

W&M IT By The Numbers

Security

July 2021- Dec 2021

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

Good: **86,613**

Spam: **6,532**

Malware: **47**

Edge protected: **161,518**

Phish: **3,469**

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

161

Total

35

Avg accessed/day

32min

Avg duration

Refreshes

212

Application refresh tasks

2,103

Refreshes/day

1m14s

Avg refresh duration

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

209 Total Classrooms

165
Rooms with Projectors

171
Rooms with Screens

188
Annotatable monitors
(including equipment awaiting delivery)

260
Webcams
(including equipment awaiting delivery)

194
Document Cameras
(including equipment awaiting delivery)

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

50+

Automated tests & deployments per business day

Physical Servers

30 servers

18 ESXi hosts on premise

1.1 Million

Data points collected every 30 seconds

Virtual Machines

475 on-premise

70 AWS (Cloud)

3,000

Project source code repositories

~500 TB total managed storage

230 TB NAS storage

200 TB off-site backup storage

40 TB AWS storage (cloud)

40 TB on-premise virtual machines

W&M IT By The Numbers

Infrastructure

July 2021- Dec 2021

100%

Academic buildings with
WIFI coverage

2,839

Access points

43,069

Managed switch ports

2,700

Phones

Top 5 Applications

Zoom

YouTube

Google Services

Netflix

TikTok

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

Gmail Migration

Over 11,000

Accounts migrated

10,641

O365 Accounts created

Blackboard

14,262

Unique logins in last 180 days

1,442

Number of courses

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!

WILLIAM & MARY

**INFORMATION
TECHNOLOGY**

