Network

- Unique devices that access U networks on any given day: 76,000+
- Wireless access points as of January 2020: 8,000+
- Wired ports as of January 2020: 220,000

Research Computing

- Cores supported by UIT’s Center for High Performance Computing: 36,000+
- Core hours, with 4 million+ jobs run by 877 users in 300+ research groups: 200 MILLION+
- Storage, with 6 billion+ files and objects across home, group, scratch, and object spaces: 25PB

Downtown Data Center

- Square feet as of January 2020: 24,000+
- Megawatts the DDC can scale to if needed (current use is 1 Megawatt): 5
- Power Usage Effectiveness rating as of January 2020: 1.3

Storage and Servers

- Petabytes of storage used by UIT and Information Technology Services (ITS): 25+
- Physical servers, UIT and ITS: 800+
- Virtual servers, UIT and ITS: 4,000+

Infrastructure

- Feet of copper cable as of January 2019: 42 MILLION+
- Feet of fiber-optic cable as of January 2019: 38 MILLION+
- Phones in use on campus and hospitals/clinics as of December 2018: 26,000+

Online guide: bit.ly/uit-service-guide
UIT BY THE NUMBERS

SERVICE MONITORING
- Devices monitored: 23,000
  As of January 1, 2021
- Historical data logged and stored: 180TB
  As of January 1, 2021
- Campus events indexed per second: 80,000
  As of January 1, 2021

WEBSITES AND APPS
- OmniUpdate websites for U colleges, departments, and organizations: 200+
  Calendar year 2020
- Project interfaces across 8 cross-functional teams: 20
  Calendar year 2020
- Active web editors: 353
  Calendar year 2020

COMMUNICATION TECHNOLOGIES
- Box storage used as of October 2019: 370+TB
- UMail messages received over a 30-day period in January 2019: 60 MILLION
- Minutes captioned in Kaltura open source video platform FY2019: 48,000+

UIT AND ITS HELP DESKS
- Calls answered (UIT and ITS) 2019: 164,000+
- Average seconds to answer (29 UIT and 121 ITS) as of February 2021: 75
  *business models vary
- Help tickets resolved (UIT and ITS) 2019: 69,000+

INFORMATION SECURITY
- Phishing emails removed in the past year: 297,960
  In the past 30 days: 37,483
  As of February 2021: 10,000+
- Duo two-factor authentications in a typical 24-hour period: 160,000+
- Logins via Central Authentication Services (CAS) in a typical 24-hour period: 500,000

Online guide: bit.ly/uit-service-guide