UIT BY THE NUMBERS

SERVICE MONITORING

- Devices monitored: 23,000 (2019 YTD as of October 31)
- Historical data logged and stored: 90TB (2019 YTD as of October 31)
- Campus events indexed per second: 35,000 (2019 YTD as of October 31)

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: 370+TB (as of October 2019)
- 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) *business models vary 2019: 75
- Help tickets resolved (UIT and ITS) 2019: 69,000+

INFORMATION SECURITY

- Phishing emails removed: 10,000+ (In the past year: 297,960 In the past 30 days: 37,483 As of February 2021)
- 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

*FIGURES ARE APPROXIMATE