# FY2016 FACTS & FIGURES

Information Technology Services (ITS) provides information technology resources, systems, services, tools, and training to the university community. We aim to advance the university’s strategic goals, support learning, enable scholarly endeavors, and improve institutional management by effectively leveraging the resources of ITS groups.

## ITS Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Statistic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365</td>
<td>25,129</td>
<td>Office 365 accounts</td>
</tr>
<tr>
<td>Lynda.com</td>
<td>19,969</td>
<td>Courses viewed</td>
</tr>
<tr>
<td>Lynda.com users</td>
<td>7,576</td>
<td></td>
</tr>
<tr>
<td>Banner users</td>
<td>~50,000</td>
<td></td>
</tr>
<tr>
<td>MicroStrategy users</td>
<td>789</td>
<td></td>
</tr>
<tr>
<td>INB</td>
<td>93,304</td>
<td>BI reports delivered</td>
</tr>
<tr>
<td>myMASON</td>
<td>34,748</td>
<td>Avg. monthly users</td>
</tr>
<tr>
<td>PatriotTech annual sales</td>
<td>$4,305,105</td>
<td></td>
</tr>
<tr>
<td>Inbound email messages</td>
<td>1,080,000,000</td>
<td></td>
</tr>
<tr>
<td>Bb</td>
<td>31,415</td>
<td>Avg. monthly users</td>
</tr>
<tr>
<td>Bb</td>
<td>21,176</td>
<td>Avg. monthly mobile users</td>
</tr>
<tr>
<td>Wireless access points</td>
<td>3,520</td>
<td></td>
</tr>
<tr>
<td>Servers</td>
<td>483</td>
<td></td>
</tr>
<tr>
<td>Servers</td>
<td>270</td>
<td>Virtual</td>
</tr>
<tr>
<td>Servers</td>
<td>213</td>
<td>Non-virtual</td>
</tr>
</tbody>
</table>
Lab Usage

- **110,966** Computer lab logins
- **6,388** Collaborative Learning Hub users
- **14,086** STAR lab users
- **4,354** Virtual Computing Lab (VCL) users

ITS Support

- **235** classrooms supported
- **83%** Technology enhanced classrooms
- **151** Buildings
- **885** Unique Smart Data users
- **16,034** Collaborate Web sessions
- **8,174** Blackboard courses
- **1,407** Videoconferencing & Telepresence events
- **2,474** Videoconferencing & Telepresence hours
- **42,384** Support Center calls
- **45,682** VCL reservations

November 2016