ITU Overview

What We Do: The Information Technology Unit (ITU) provides information technology resources, systems, services, tools, and training to the university community.

The ITU’s mission is to advance the university’s strategic goals, support learning, enable scholarly endeavors, and improve institutional management by effectively leveraging the resources of the ITU’s divisions.

The ITU is organized into the following groups:

- Instructional Technology
- IT Security and Project Management
- Technology Systems

Resources:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time Employees</td>
<td>235</td>
</tr>
<tr>
<td>Part-time Employees</td>
<td>203</td>
</tr>
<tr>
<td>Student Wages</td>
<td>167</td>
</tr>
<tr>
<td>Wages</td>
<td>36</td>
</tr>
<tr>
<td>Budget</td>
<td>$40.9M</td>
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</tbody>
</table>

Services: ITU services are listed and detailed in the IT Service Catalog at itservices.gmu.edu

Support: 703-993-8870 or support@gmu.edu

Key Metrics

Business Applications

- Banner Users: 40,000+
- Imaging (Documents): 5,700,000
- Document Management (Docushare) Users: 480
- Business Intelligence Reports: 1,000+
- Research Grant Reports (COEUS): 500
- Web Content Management
  - Commonspot Sites: 40
  - WordPress Sites: 155

Computer and Software Resources

- Computer Lab Logins Total: 191,500
- Computer Lab Logins Unique Users: 154,150
- Collaborative Learning Hub Users (CLUB): 6,768
- Student Technology Assistance and Resource Lab Users (STAR): 13,548
- Virtual Computing Lab Users: 3,410
- Virtual Computing Lab Reservations: 32,640

Email

- Total Email Messages: 2,408,688,404
- Total Threat Messages Filtered: 2,301,775,069
- % of Emails Caught as SPAM: 95.6%
- Office 365 Email Accounts
  - Active Student Mailboxes: 44,316
  - Active Employee Mailboxes: 8,843
Infrastructure

Wireless Devices 34,690
% Increase of Devices from FY13 55%
Miles of Network Fiber 1,184.5
Total Endpoints 12,000+

Patriot Computers

2013-2014 Sales $4.0M
Personal Transactions 16,000
Departmental Transactions 5,600

Customer Support Services

Support Requests/Incidents Opened 57,170
Incidents Closed 57,029
Support Center Calls 48,294
First Call Resolution Rate 80%

Teaching and Learning

Blackboard Courses Sites Hosted 7,395
% of All Courses Using Blackboard 57%
IT Workshops/Training Sessions 408
Video Enhanced Courses Supported 81
Online Courses Supported 99
Videoconferencing & Telepresence Sessions 1,853
Classrooms 219
Arlington 39
Fairfax 160
Loudoun 5
Prince William 15
Technology Enhanced Classrooms 186
% of All Classrooms 85%

Last updated: November 2014