ITS Overview

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

The ITS’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 ITS groups.

ITS is organized into the following groups:

- Academic Strategies
- Business Operations
- Enterprise Applications
- Enterprise Infrastructure
- IT Security
- Learning Support Services
- Strategy, Portfolio, and Process Management

Resources:

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<table>
<thead>
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<tbody>
<tr>
<td>Full-time Employees</td>
<td>233</td>
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<tr>
<td>Part-time Employees</td>
<td>175</td>
</tr>
<tr>
<td>Student Wages</td>
<td>145</td>
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<tr>
<td>Wages</td>
<td>30</td>
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Budget: $41.9M

Services: ITS 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): 6,289,542
- Document Management (Docushare) Users: 484
- Distinct MicroStrategy Users: 885
  - % Increase of Users from FY15: 104%
- Scheduled Business Intelligence Reports Delivered: 10,000+
- Web Content Management
  - Commonspot Sites: 30
  - WordPress Sites: 235

Computer and Software Resources

- Computer Lab Logins Total: 104,301
- Computer Lab Logins Unique Users: 84,622
- Collaborative Learning Hub Users (CLUB): 7,967
- Student Technology Assistance and Resource Lab Users (STAR): 10,047
- Virtual Computing Lab Users: 3,771
- Virtual Computing Lab Reservations: 37,664

Customer Support Services

- Support Requests/Incidents Opened: 76,972
- Incidents Closed: 76,938
- Support Center Calls: 47,923
- First Call Resolution Rate: 83%
Email

- Total Email Messages: 1,198,071,600
- Total Threat Messages Filtered: 1,087,550,991
- % of Emails Caught as SPAM: 92%
- Office 365 Email Accounts:
  - Active Student Mailboxes: 44,619
  - Active Employee Mailboxes: 7,667

Infrastructure

- Wireless Devices: 38,696
- % Increase of Devices from FY14: 11.5%
- Miles of Network Fiber: 1,207.7
- Wired Devices: 58,719

Patriot Computers

- Annual Sales: $3.8M
- Personal Transactions: 16,000
- Departmental Transactions: 5,600

Teaching and Learning

- Blackboard Courses Sites Hosted: 8,174
- % of All Courses Using Blackboard: 66%
- IT Workshops/Training Sessions: 323
- Video Enhanced Courses Supported: 106
- Online Courses Supported: 123
- Videoconferencing & Telepresence Sessions: 1,499
- Classrooms:
  - Arlington: 39
  - Fairfax: 160
  - Loudoun: 5
  - Prince William: 15
- Technology Enhanced Classrooms: 186
- % of All Classrooms: 85%

Last Updated: August 2015