Division of Information Technology (DoIT)
2014 UMBC Strategic Planning Retreat

DoIT by the Numbers
- 1,840,000,000 MB of storage, 590 TB non-research
- 109,200,000 Emails sent by UMBC mail servers
- 32,995,179 myUMBC page views
- 11,700,000 SSNs deleted or secured on campus computers
- 5,625,939 myUMBC logins
- 385,536 FAQ page views
- 24,350 Wired data ports
- 12,576 Phone calls to Tech Support Center (TSC)
- 5,642 Clickers owned and used by students in UMBC classes
- 4,200 Computers in Active Directory (AD)
- 3,068 Blackboard course sections activated by instructors
- 2,380 AV service transactions (deliveries, loans, etc.)
- 214 Subscribers to Digital Storytelling email list
- 105 PT DoIT student employees
- 75 FT DoIT staff (30+ alumni)

Growth and Change in Server Infrastructure
- Physical: 226, 205, 193, 126
- Virtual: 79, 127, 187, 240

Instructors Use IT Effectively?
- Based on the 2013 annual Educause study, Undergraduates and IT, which surveyed approximately 1.6 million students at 251 colleges & universities (including UMBC), and yielded 113,035 respondents.

Resolved Request Tracker (RT) Tickets

FY14 Business Systems Effort

Peak Daily WiFi Connections

A Strategic Plan For Advancing Excellence
According to the annual Educause study, Undergraduates and IT, students value checking grades more than any other function in a learning management system (LMS) like Blackboard.