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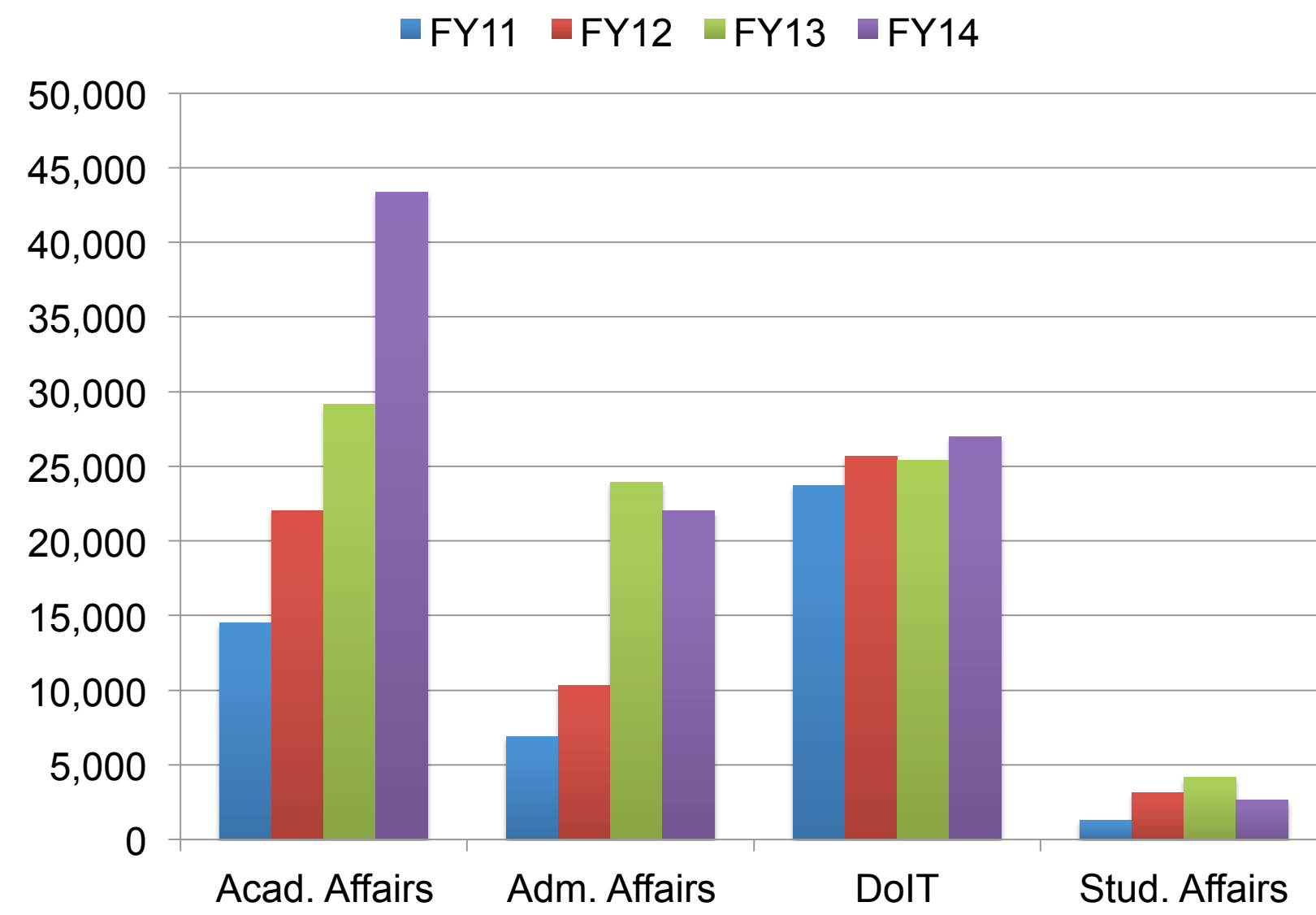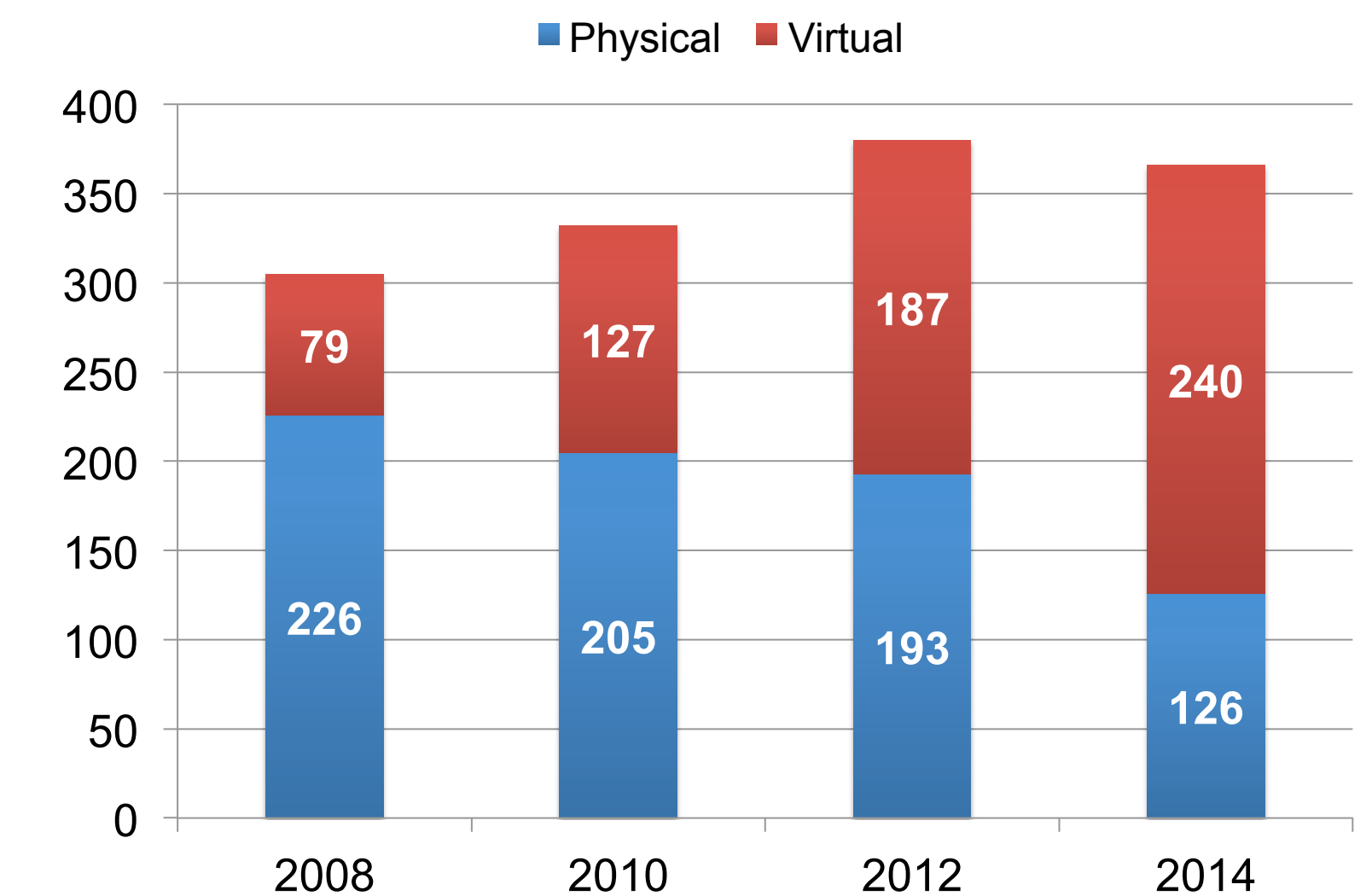## 2014 UMBC Strategic Planning Retreat

### Resolved Request Tracker (RT) Tickets
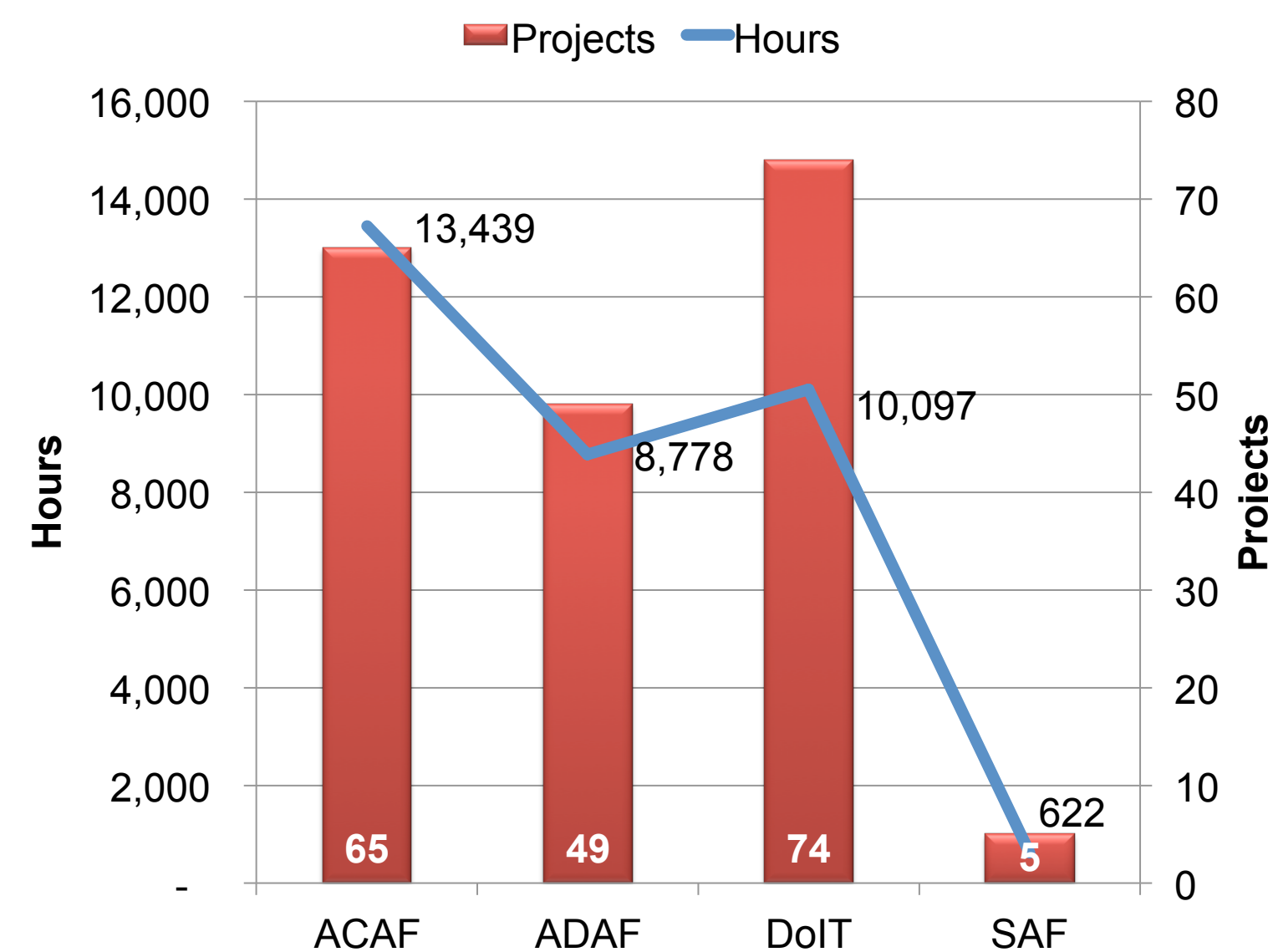
Legend: FY11, FY12, FY13, FY14



Bar chart categories: Acad. Affairs, Adm. Affairs, DoIT, Stud. Affairs (Y-axis 0 to 50,000)

### DoIT by the Numbers

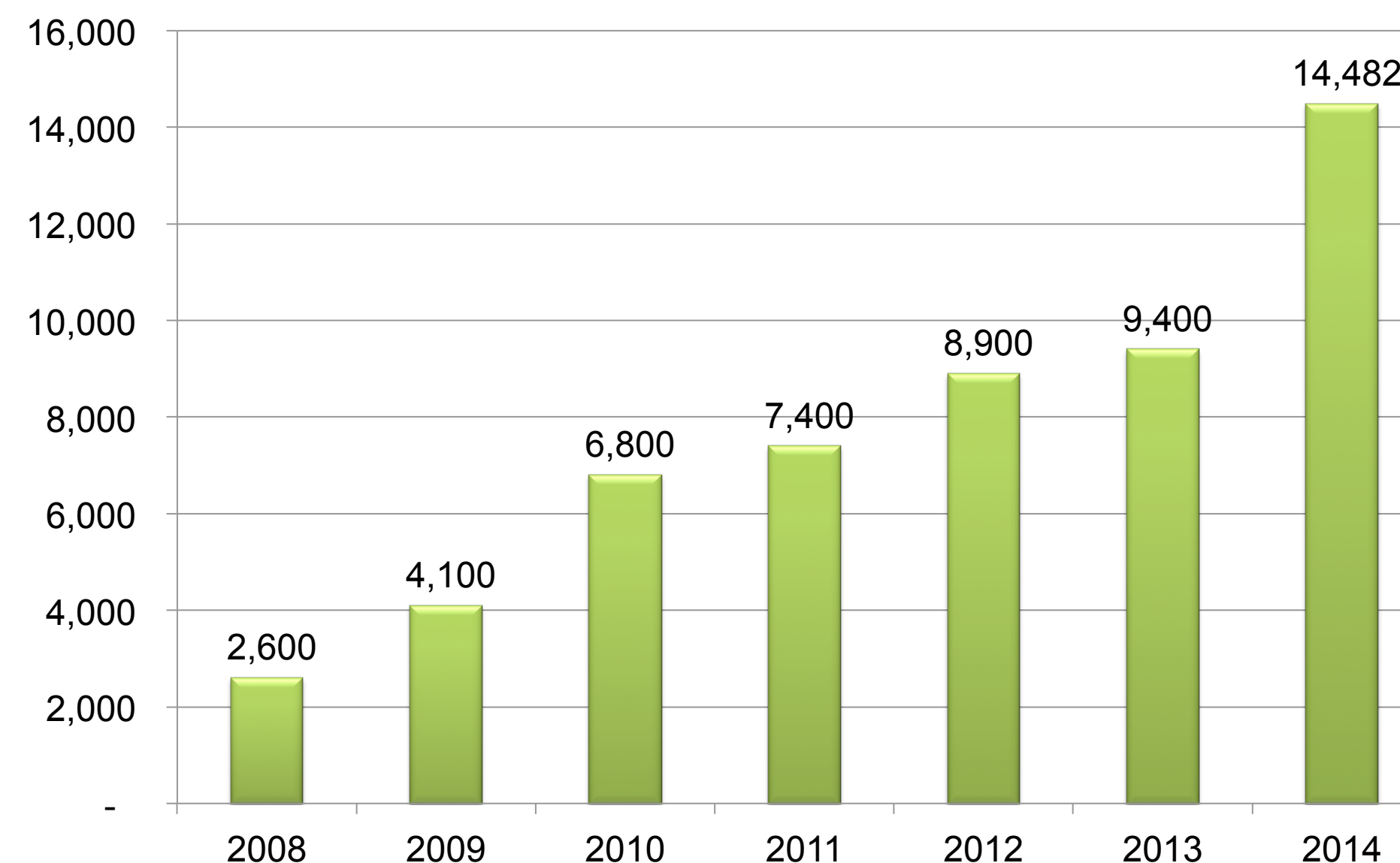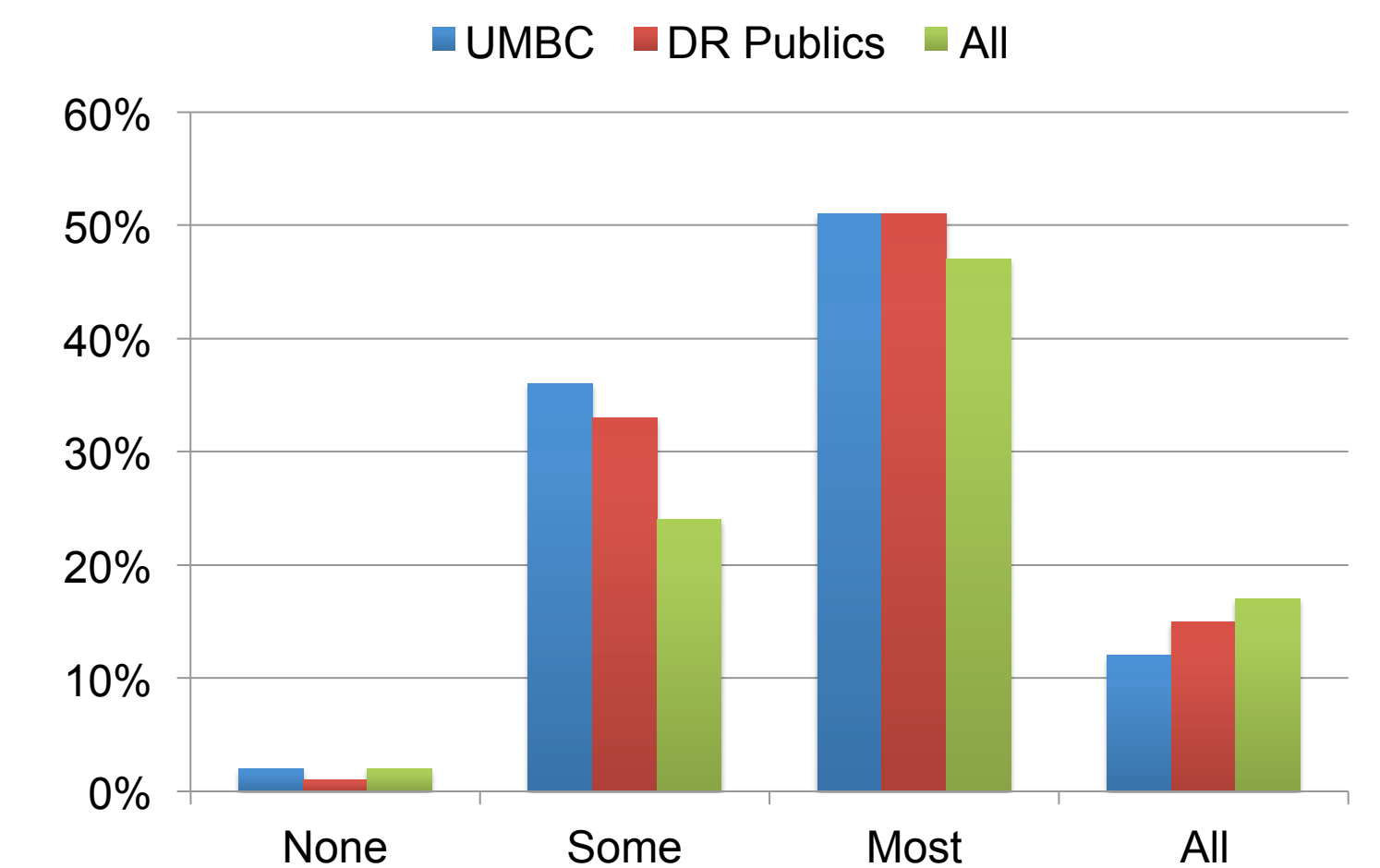| Number | Description |
|--------|-------------|
| 1,840,000,000 | MB of storage, 590 TB non-research |
| 109,200,000 | Emails sent by UMBC mail servers |
| 32,995,179 | *my*UMBC page views |
| 11,700,000 | SSNs deleted or secured on campus computers |
| 5,625,939 | *my*UMBC logins |
| 385,536 | FAQ 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

Legend: Physical, Virtual



| Year | Physical | Virtual |
|------|----------|---------|
| 2008 | 226 | 79 |
| 2010 | 205 | 127 |
| 2012 | 193 | 187 |
| 2014 | 126 | 240 |

### FY14 Business Systems Effort

Legend: Projects, Hours



Categories: ACAF (65, 13,439), ADAF (49, 8,778), DoIT (74, 10,097), SAF (5, 622)

### Peak Daily WiFi Connections



| Year | Connections |
|------|-------------|
| 2008 | 2,600 |
| 2009 | 4,100 |
| 2010 | 6,800 |
| 2011 | 7,400 |
| 2012 | 8,900 |
| 2013 | 9,400 |
| 2014 | 14,482 |

### Instructors Use IT Effectively?

Legend: UMBC, DR Publics, All


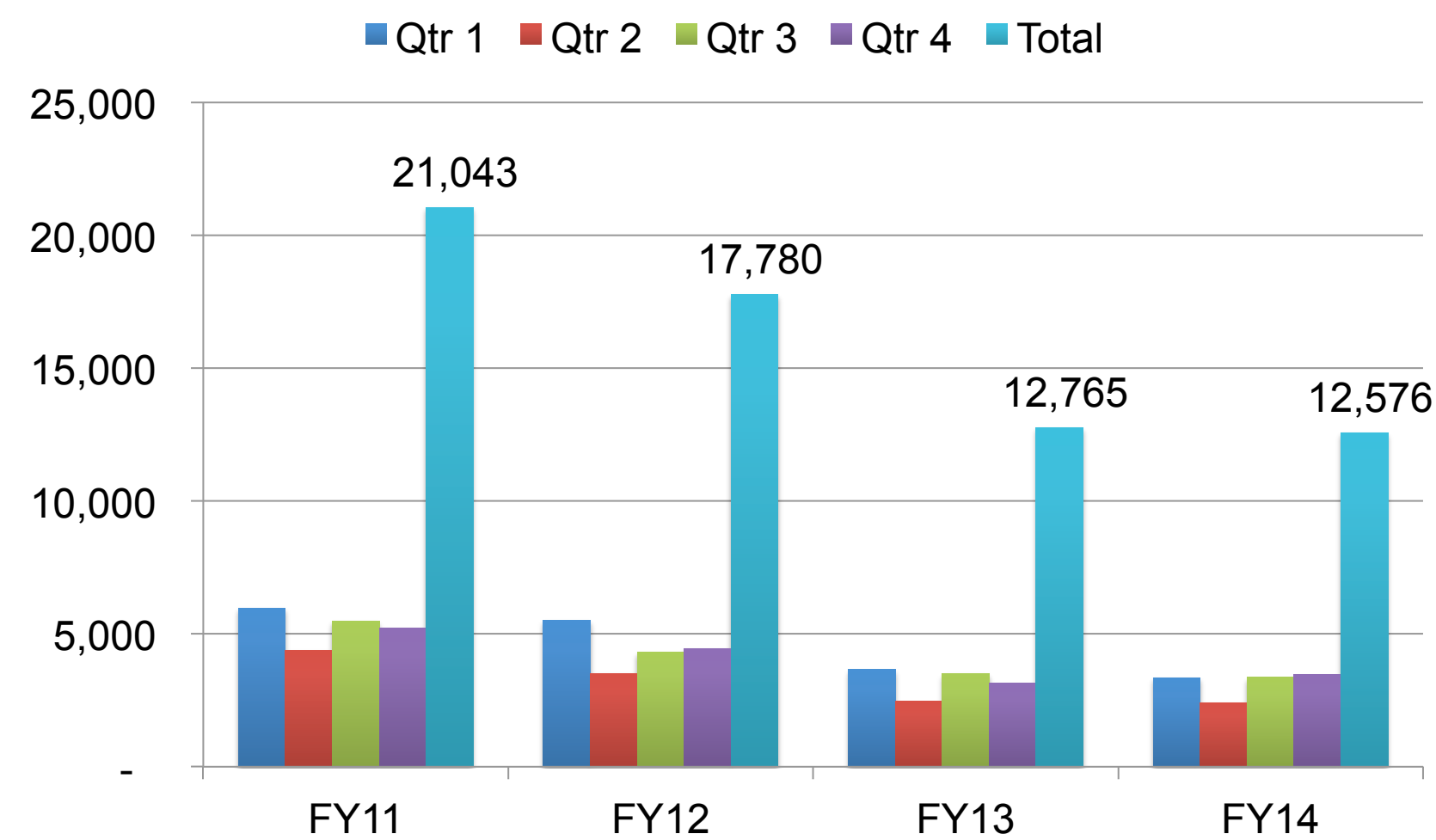
Categories: None, Some, Most, All (Y-axis 0% to 60%)

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.
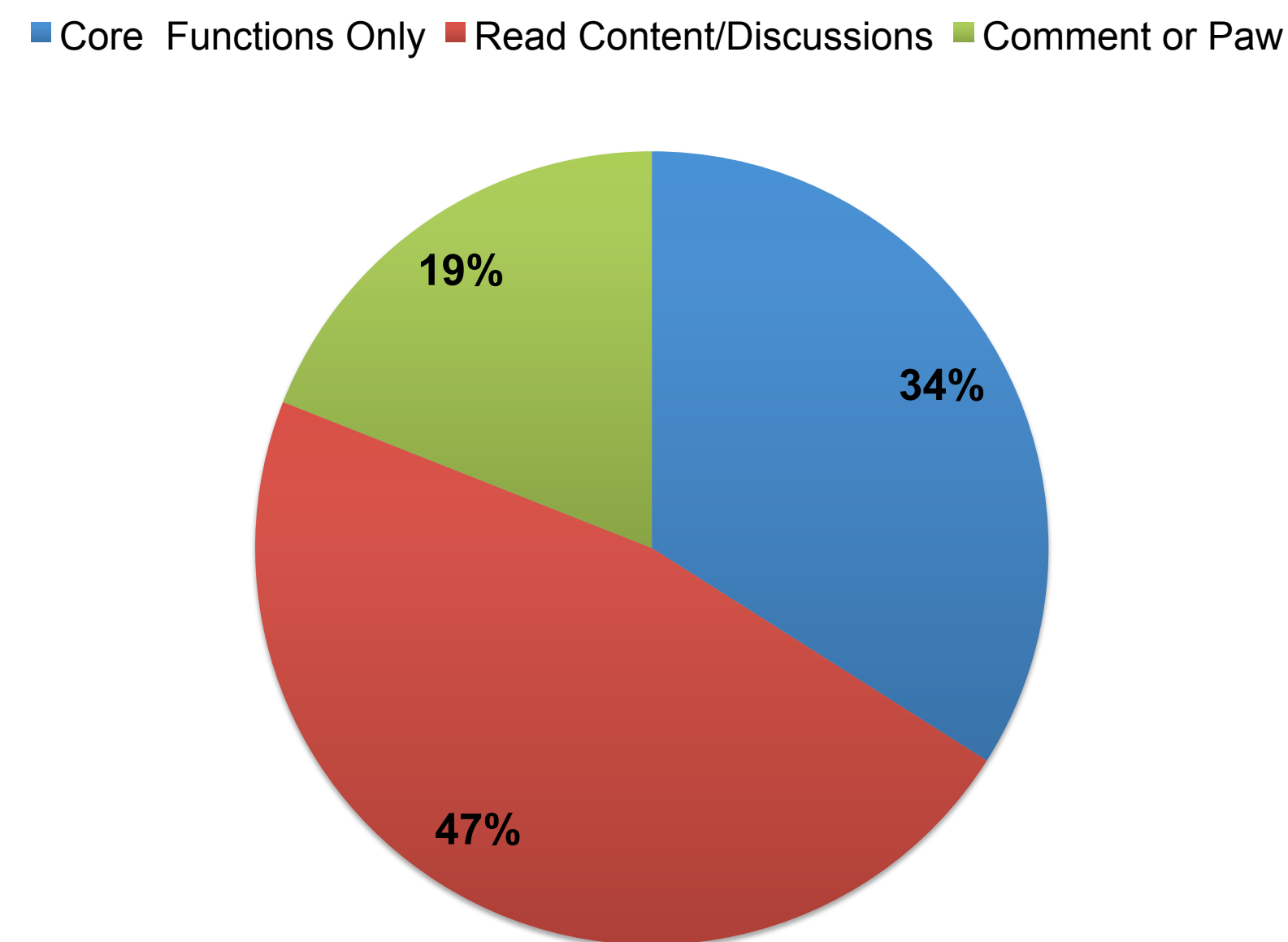
OUR UMBC

A Strategic Plan For Advancing Excellence

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

### Calls to Tech Support Center

Legend: Qtr 1, Qtr 2, Qtr 3, Qtr 4, Total

- FY11: Total 21,043
- FY12: Total 17,780
- FY13: Total 12,765
- FY14: Total 12,576

### Student Use of myUMBC

Legend: Core Functions Only, Read Content/Discussions, Comment or Paw

- 34%
- 47%
- 19%

### UMBC Bb & Student Activity – SP2014

Legend: Grade Center Not Used, Grade Center Used

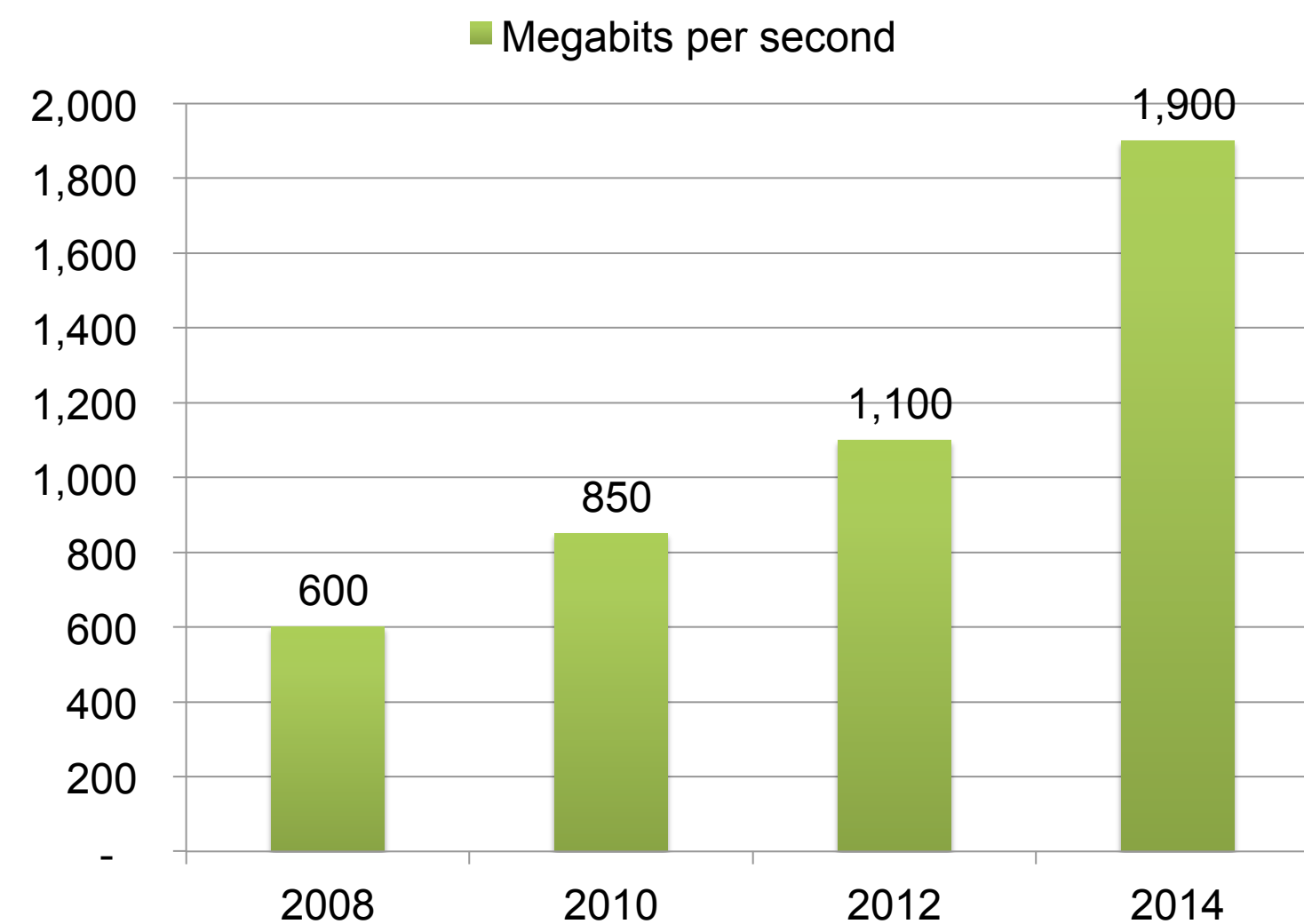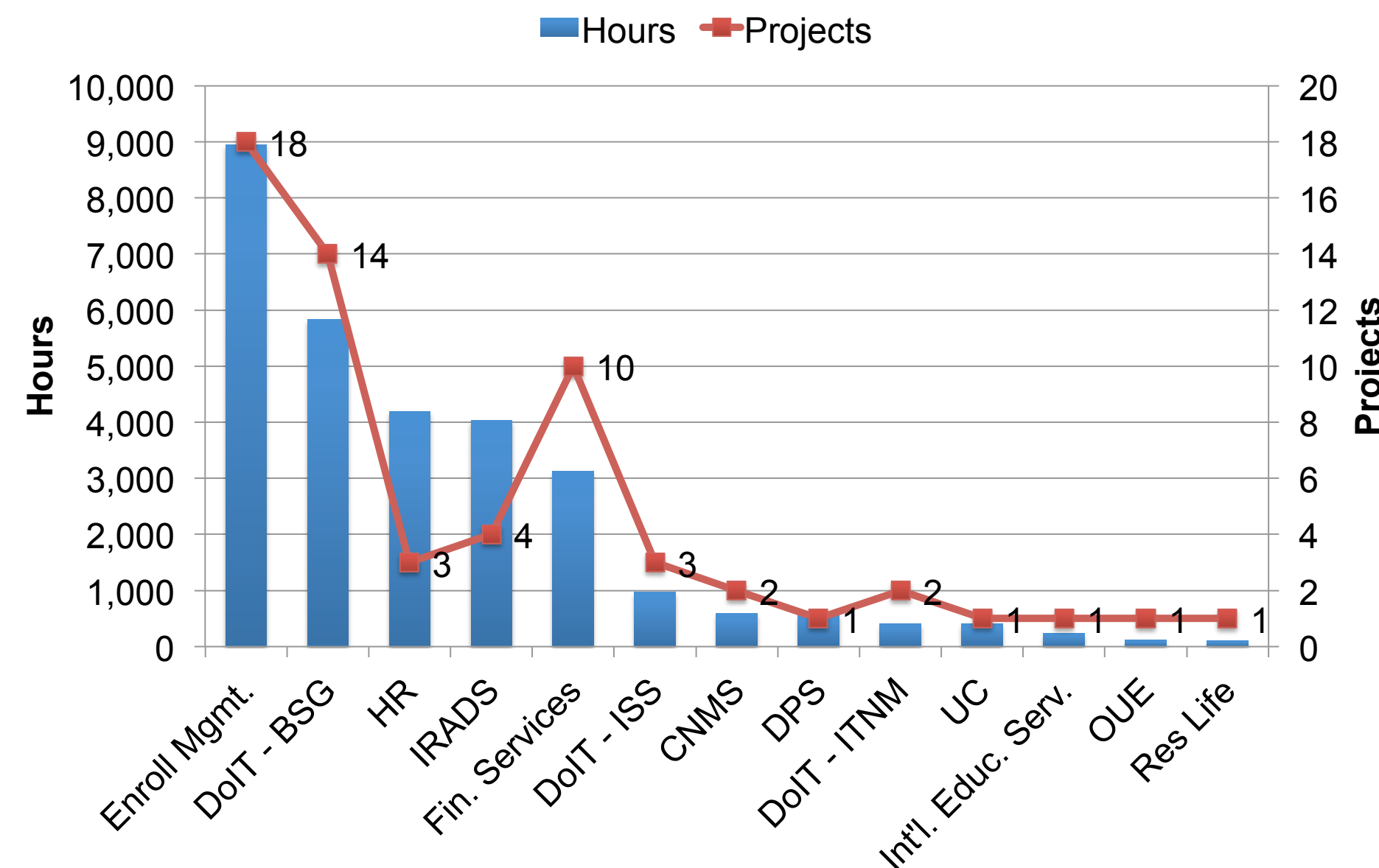| | Grade Center Not Used | Grade Center Used |
|---|---|---|
| Avg. Interactions | 44.5 | 290.3 |
| Avg. Logins | 10.4 | 50.1 |
| Avg. Minutes | 170.4 | 1,154.5 |
| Distinct Courses | 912 | 890 |
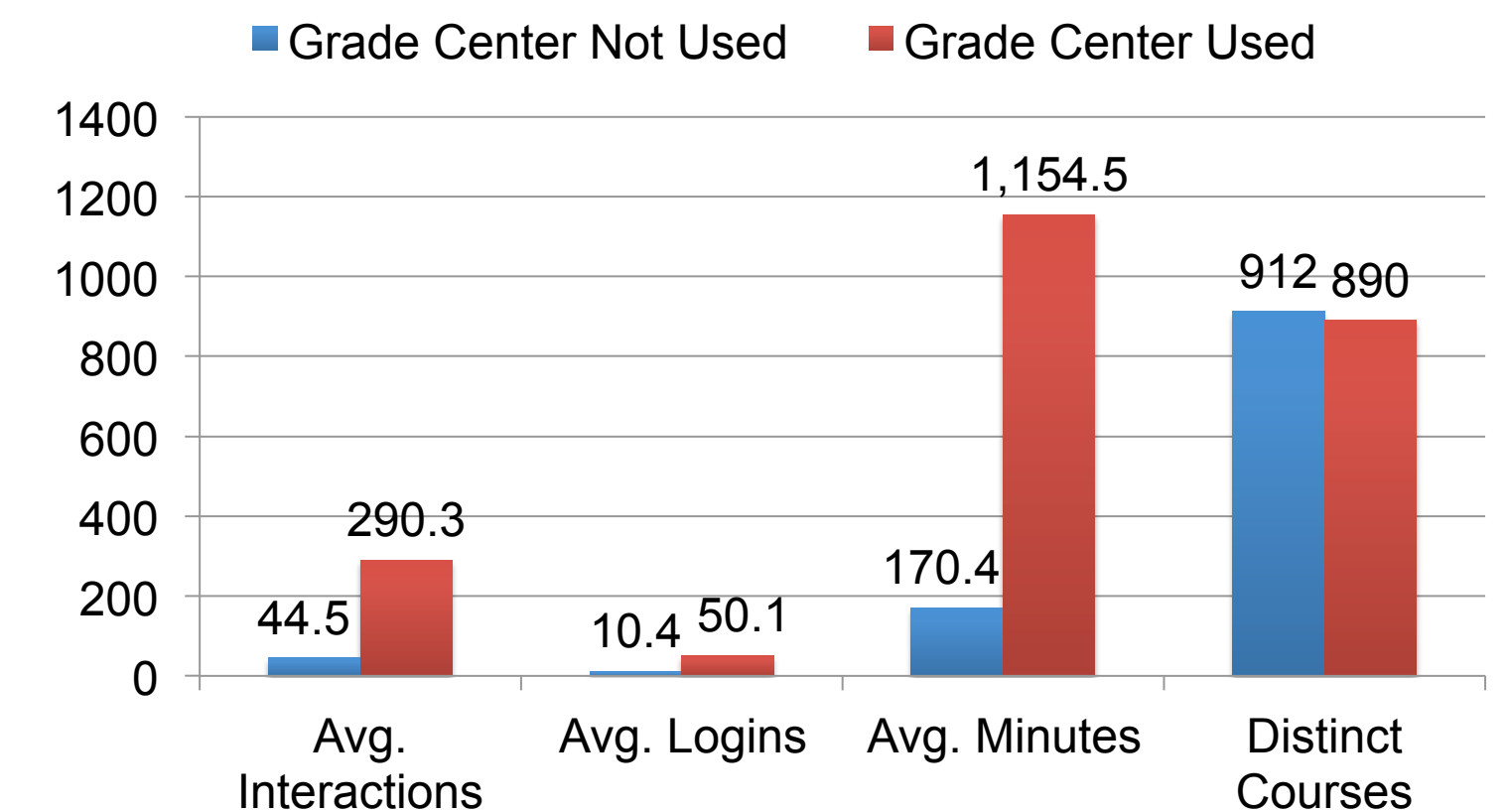
According to the annual Educause study, *Undergraduates and IT*, students value checking grades more than any other function in a learning management system (LMS) like Blackboard.

### Peak Daily Internet Usage

Legend: Megabits per second

- 2008: 600
- 2010: 850
- 2012: 1,100
- 2014: 1,900

### BSG Projects with 100+ hours

Legend: Hours, Projects

| | Projects |
|---|---|
| Enroll Mgmt. | 18 |
| DoIT - BSG | 14 |
| HR | 3 |
| IRADS | 4 |
| Fin. Services | 10 |
| DoIT - ISS | 3 |
| CNMS | 2 |
| DPS | 1 |
| DoIT - ITNM | 2 |
| UC | 1 |
| Int'l. Educ. Serv. | 1 |
| OUE | 1 |
| Res Life | 1 |

### Smart Class Rooms

- 2006: 46
- 2008: 65
- 2010: 69
- 2012: 82
- 2014: 89