

FY21 BY THE NUMBERS

2,186,391

Total ITS Website
Page Views



20%

ITS Website
Views From Mobile

1,069,152

ITS Website
Knowledgebase Views

2,438

MicroStrategy Users



2,300

Wireless
Access Points

2,762

Citrix Virtual Lab (CVL)
Unique Users

26,267

CVL
Total Sessions



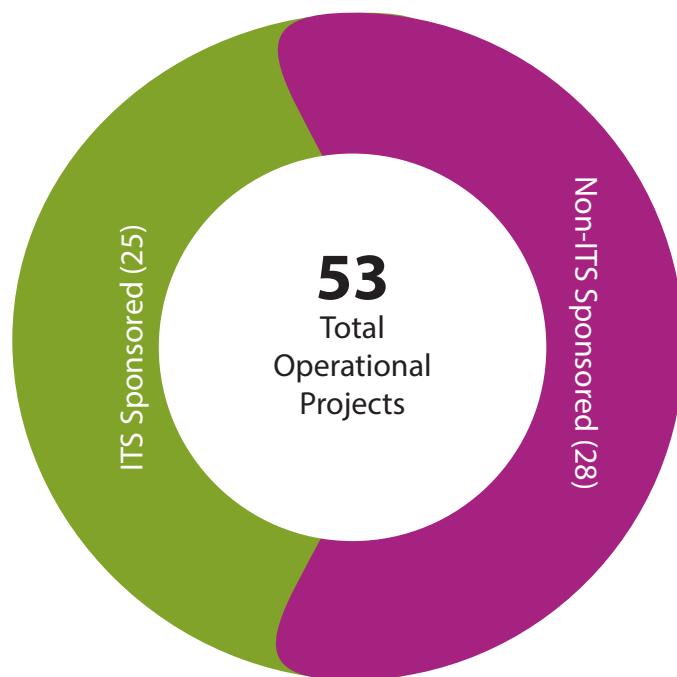
1,014,376

Avaya Calls



8,379

Dynamic
Forms Used



STRATEGIC/
CAPITAL

MANDATES/
MAINTENANCE



TDX: First
Call Resolution

72,182

107,074

TDX: Total Tickets
Submitted

25,168

Mobile Mason
Users (Devices)



4,444

Mobile Mason Avg.
Monthly Users



1,547

Banner Users

38% **FY21 increase**



58,515

Support Center
Calls Answered

210,262

MS Teams
Meetings



5,887,450

MS Teams
Messages

298,334

MS Teams
Sessions

1,174

MS Teams
Spaces



856,339

Total Zoom
Meetings

3,616,293

Zoom Meeting
Hours

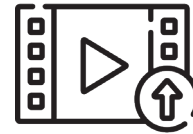
4,336%



152%

3,402,007

Kaltura Video
Plays



246,977

Kaltura Video
Uploads



210%



1,310,205,471

Inbound Email Messages

1,218,597,045
MESSAGES REJECTED



34%



774

Servers

VIRTUAL

204

NON-VIRTUAL

570

114

TB of
OneDrive
Storage

36,500,000

Total
OneDrive
Files



341%



4,575

BI Individual
Reports

643,553

BI Reports Delivered

Bb

6,059,862

Graded Bb
Submissions

46,662

Bb
Users

254,976

Collaborate
Sessions