Information Technology Services Update
Business Affairs Committee
October 13, 2023

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Agenda

1. ITS Background
2. By the Numbers
3. Supporting Student Success
4. Supporting Research & Applied Learning
5. Cybersecurity
6. Facilitating Change
7. Closing

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ITS Background

Information Technology Services is committed to providing a technologically progressive environment for students, faculty, and staff. We are dedicated to lead, collaborate, and support UNCW stakeholders with cost effective services that promote the mission of our university.

ITS Leadership Team

- **Dr. Sharyne A. Miller**
  Chief Information Officer

- **Dali Hiltebeitel**
  Associate Director of IT Client Experience

- **Jarrett Piner**
  Director IT Project Management Office

- **Lauren Brunell**
  Assistant Director of Networking

- **Parker Moran**
  Director of Networking, IT Operations & Research

- **Patty Thompson**
  IT Resource Business Officer

- **Paul Qualle**
  Director of Enterprise Systems Support

- **Robb Mann**
  Integrated Educational Technologies Manager

- **Steve Perry**
  IT Assessment, Policy & Governance Officer

- **VACANT**
  Director of Information Security
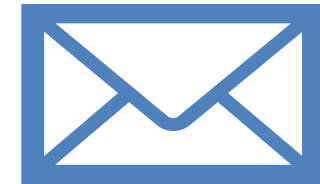
By the Numbers – Campus Snapshot
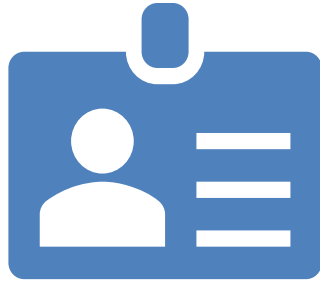
57,792

UNCW Accounts Managed

13,294

Managed Assets (computers, printers, servers, etc.)

12.6 Million

Inbound Emails sent to UNCW Accounts (30-day period)

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By the Numbers – Network Services
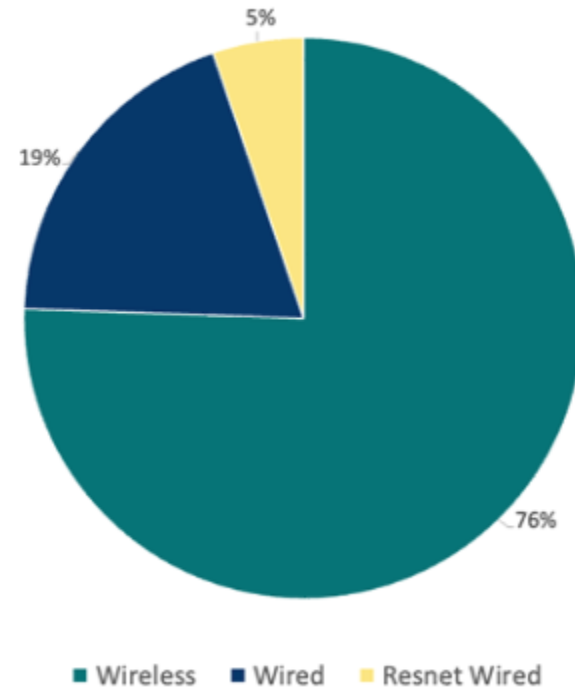
250,118
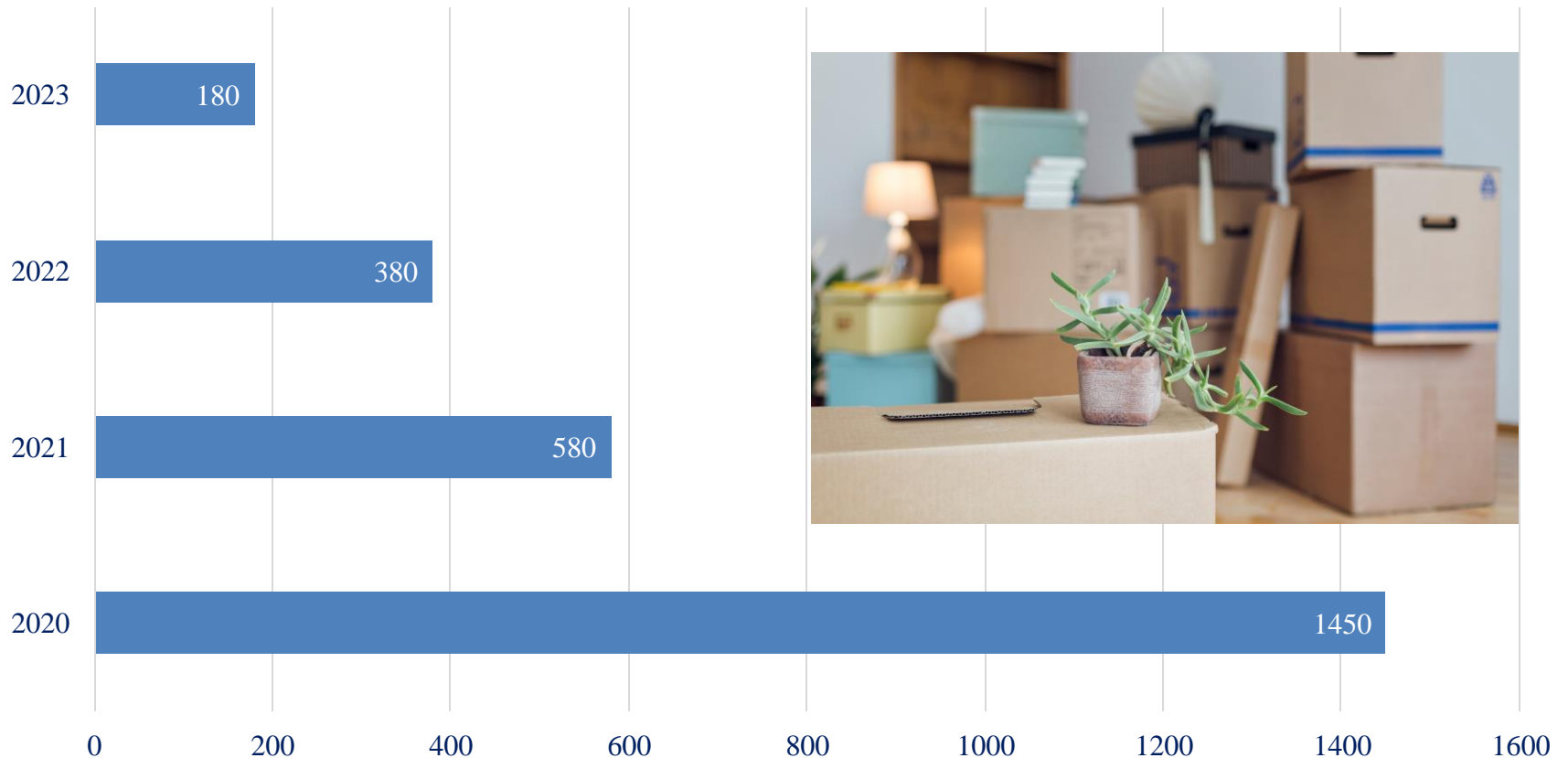Connected Devices

3,902
BYOD/IoT Devices

1.82 Petabytes
Traffic Generated Since Move-In
(That's the equivalent of near 1 million movies streamed)

Network Traffic (Move In - Sept. 19th)

- 5%
- 19%
- 76%

Legend: ■ Wireless ■ Wired ■ Resnet Wired

By the Numbers – TAC Services

Move-in Weekend Support Tickets

Year	Tickets
2023	180
2022	380
2021	580
2020	1450

(x-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600)

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By the Numbers –TAC Services

Ticket Trend Comparison Between 2019-20 and 2022-23 Academic Years

■ 2019-20   ■ 2022-23

	SERVICE CATALOG	PHONE	WALK-IN	CHAT	TAC VMAIL
2019-20	12111	6000	5500	2000	400
2022-23	7000	4000	2500	5750	800

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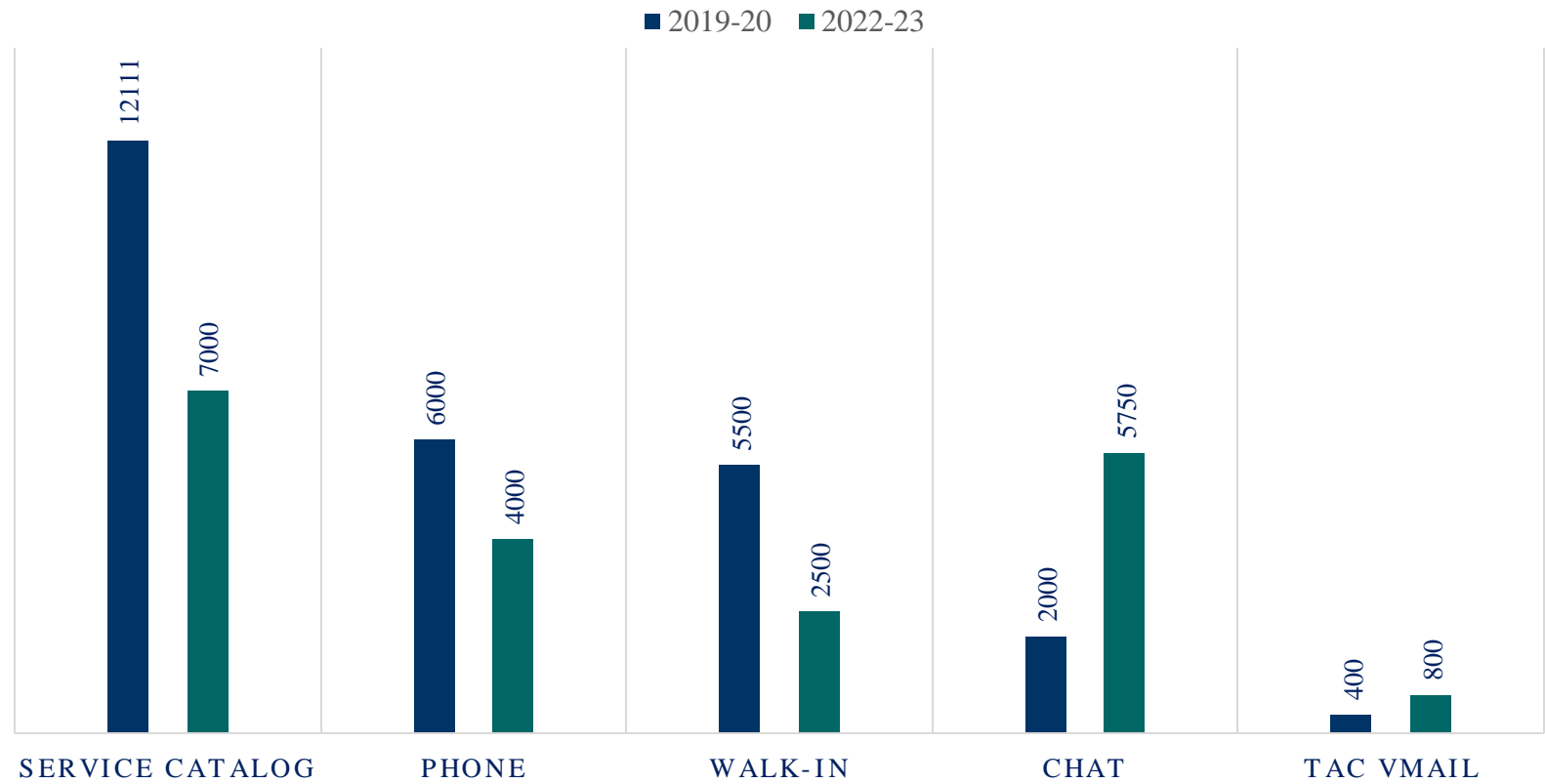
Supporting Student Success

Supporting Student Success – Integrated Educational Technologies

- Supporting the instructional technology in 297 general instructional classrooms and labs

- 213 of the rooms within the Classroom Technology Assistance Program

43% of these classrooms are Hyflex spaces, allowing students to learn in any modality

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Supporting Research & Applied Learning

UNCW / NCSU High-Performance Computing Partnership

- Allows UNCW researchers access to 1.5M CPU hours of HPC resources for $16K/year

- CMS has invested in additional nodes for priority access

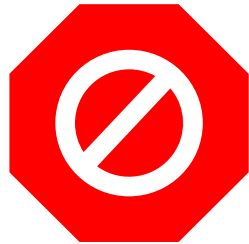- Cost to provide HPC on campus would be in the millions *(Equipment, power, staff)*

20 faculty members and their students have already enrolled

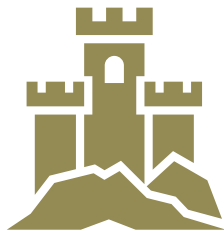Multiple departments have submitted an NSF grant proposal ($1.5M) to add resources

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Cybersecurity – Snapshot

Spam and Phishing Attempts
- **7.9 Million** – Emails Blocked Automatically (30-day period)

- **291.2 Million** – Inbound IP Connections Blocked (93.9M within US; 197.4M outside US)

Microsoft Security Score
- Rated significantly higher than similarly-sized organizations

- We must continue to evolve and improve

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Facilitating Change

Website Redesign

Insights Dashboard

Classroom Infrastructure

VOIP

DUO

- IT & Data Governance

- Data Modernization – Enterprise Data Warehouse

- Network Refresh

- IT Strategic Plan

Questions   Thank You