Information technology is a critical enabling factor for the UA in achieving its teaching, research, and public service mission. There is no doubt that the reliance on technology in today’s times has grown to a level of sheer dependency. This institution, as with any educational institution, cannot complete its mission without technology. It is embedded in everything we do here: the collection and analysis of research, how we communicate with each other, the running of our foundational operations such as payroll and building environmental systems, the conveyance of pedagogy to bright young minds and students, and how we stay connected to our colleagues around the nation and the world. The differentiation comes with our ability to leverage technology in ways that are cutting edge and very strategic.

Connected Client Devices

**WIRED**
- active wired devices: on average 50,000 distinct MAC addresses on the campus
- wired data ports on the network: ~71,000 (total number of wired clients that we can potentially have without any further investment)
- networking devices: about 2,000 in the network and fully redundant 10G core, and 10G link to Phoenix
- traffic to Commodity Internet: 2.6Gb
- traffic to Internet 2 and NLR: 700Mb (both measured in April of 2012, at 95th percentile)

**WIRELESS**
- UA Main campus coverage: 92%
- Phoenix & Chandler Innovations coverage: 100%
- Number of APs: 6,900
- maximum number of concurrent wireless clients seen: 27,000
- average during school 2011–12: 25,000
- average during summer 2012: 5,000

**VOICE**
- average weekly number of calls: 220,000
- voice devices: ~19,000
- voice message boxes: ~8,500
## Arizona Board of Regents Centralization Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY11</th>
<th>FY12</th>
<th>Growth FY11–12</th>
<th>FY13 Goal</th>
<th>% of FY13 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of campus with centrally provided wireless connectivity</td>
<td>85%</td>
<td>92%</td>
<td>8%</td>
<td>100%</td>
<td>92%</td>
</tr>
<tr>
<td># calls into central IT support center</td>
<td>56,994</td>
<td>54,395</td>
<td>-5%</td>
<td>14,873</td>
<td>130%</td>
</tr>
<tr>
<td># online/email support requests to central IT support center</td>
<td>12,280</td>
<td>18,669</td>
<td>52%</td>
<td>13,380</td>
<td>140%</td>
</tr>
<tr>
<td># walk-in support requests at central IT support center</td>
<td>12,324</td>
<td>10,816</td>
<td>-12%</td>
<td>14,102</td>
<td>77%</td>
</tr>
<tr>
<td># university departments using centrally provided telephone and network services (measure represents # of departments not using central equipment)²</td>
<td>8</td>
<td>7</td>
<td>-13%</td>
<td>6</td>
<td>91%</td>
</tr>
</tbody>
</table>

### Implementation of a centralized, common email and calendaring system for faculty and staff

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY11</th>
<th>FY12</th>
<th>Growth FY11–12</th>
<th>FY13 Goal</th>
<th>% of FY13 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of campus with centrally provided wireless connectivity</td>
<td>43%</td>
<td>100%</td>
<td>133%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td># centrally hosted virtual servers for campus units</td>
<td>47</td>
<td>48</td>
<td>2%</td>
<td>45</td>
<td>107%</td>
</tr>
<tr>
<td># centrally owned and administered virtual servers</td>
<td>588</td>
<td>656</td>
<td>12%</td>
<td>682</td>
<td>96%</td>
</tr>
<tr>
<td># centrally hosted physical servers³</td>
<td>418</td>
<td>438</td>
<td>5%</td>
<td>585</td>
<td>75%</td>
</tr>
<tr>
<td># centrally hosted physical disk arrays³</td>
<td>19</td>
<td>19</td>
<td>0%</td>
<td>43%</td>
<td>44%</td>
</tr>
<tr>
<td>Implement centrally funded Microsoft Campus Desktop Enterprise Agreement for faculty and staff</td>
<td>—</td>
<td>100%</td>
<td>—</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td># centrally hosted enterprise level applications</td>
<td>30</td>
<td>32</td>
<td>7%</td>
<td>34</td>
<td>94%</td>
</tr>
<tr>
<td># centrally provided storage cycles available to HPC</td>
<td>117TB</td>
<td>472TB</td>
<td>303%</td>
<td>585</td>
<td>81%</td>
</tr>
<tr>
<td># centrally provided computing cycles available to HPC</td>
<td>20Tflops</td>
<td>43Tflops</td>
<td>115%</td>
<td>100</td>
<td>43%</td>
</tr>
</tbody>
</table>

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1. The increase in the online/email support requests resulted in the decreased call/walk-in support requests.
2. Negative growth in departments not centralized indicates progress towards goal. Centralization of portions of departments or floors of buildings is not counted.
3. This number should remain constant or decrease as servers are virtualized.

### Major Initiatives

**COMPLETED**
- Enterprise system replacement project for all major campus systems 2007–2012
  - UAccess Employee—HR/payroll/benefits
  - UAccess Student—student information systems
  - UAccess Financials—financial systems
  - UAccess Financials—implementation of business intelligence
- 24/7 IT Support Center for students, faculty, staff opens 2008
- Google Apps for Education implemented for 38K student email accounts 2009
- Staff security training mandatory campuswide 2010
- High-speed research network connection 2011
- Arizona Mobile app 2011
- Research Data Center opens 2012
- Microsoft Exchange servers implemented for 17K faculty, staff, and retiree email accounts 2012

**CURRENT AND FUTURE INITIATIVES**
- Development of new degree planning tools for students—Degree Search, Degree Tracker
- Consolidation of campus networks and 10G connection upgrades
- Classroom upgrades for classroom tech and podcasting

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Office of the Chief Information Officer
Research Computing

AZ–LIVE FY12 Metrics
3D virtual reality immersion lab
- Usage: 12 projects
- PI awards: $28.0M

RESEARCH DATA CENTER FY12 METRICS
- HPC systems %-use: 86%
- HPC system PIs: 118
- HPC PI awards: $30.1M

Student Computing Resources

STUDENT COMPUTING LABS
- total logins FY10–11: 118,135
- total logins FY11–12: 127,605
- individual users FY10–11: 17,930
- individual users FY11–12: 18,146
- open–access general computing labs: 6
- open–access multimedia labs: 3
- open–access labs reservable for instruction: 4
- additional labs reservable for instruction: 2

MULTIMEDIA GEAR CHECKOUT CENTER
- checkouts FY11–12: 3,542

Microsoft Software Licensing Programs

OVERALL RETAIL VALUE OF DOWNLOADED PRODUCTS FOR FY12
- Apple: $259,386 (CIO paid $50K)
- Microsoft: $830,328 (CIO paid $600K)

NUMBER OF DOWNLOADS
- Microsoft: 17,187
- Apple: 6,813

Online Learning

Instruction Mode     Fall ’09     Fall ’10     Fall ’11     Fall ’12
Fully Online        0          5          26          135
Hybrid (In–Person and Online) 0      56         98          109
Total classes*      7,102       7,570       7,203       7,654

*Includes: Colloquiums, Discussions, Independent Studies, Laboratories, Lectures, Seminars, Studios, and Workshops
UAccess Systems

<table>
<thead>
<tr>
<th>System</th>
<th>User Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total # Users</td>
</tr>
<tr>
<td>UAccess Analytics</td>
<td>4,312</td>
</tr>
<tr>
<td>UAccess Employee</td>
<td>42,460¹</td>
</tr>
<tr>
<td>UAccess Student</td>
<td>110,024¹</td>
</tr>
<tr>
<td>UAccess Financials</td>
<td>30,498²</td>
</tr>
<tr>
<td></td>
<td>3,998³</td>
</tr>
<tr>
<td></td>
<td>3,767⁴</td>
</tr>
<tr>
<td>UAccess Research</td>
<td>60⁵</td>
</tr>
<tr>
<td>UAccess Space (Archibus)</td>
<td>323</td>
</tr>
</tbody>
</table>

1 SA and HR self-service roles are not removed for students or employees, so that they continue to have access to their personal information, W–2s, grades, etc.
2 All access to Financials: includes non-restricted functions and specific business and administrative roles
3 Have created or modified a document since the go live
4 Accessed the system May 5 – July 5, 2012
5 200 user accounts loaded, still implementing