

## Appendix 4: Selected ITSD Metrics for 2011-2012

Unit/Service	FY 11	FY12
<b>Application Services</b>		
<i>Web Services</i>		
Requests for Service	853	859
Requests Completed	688	754
Departments Served	42	
Visits to UMB home page	8.7M	9.8M
Visits to UMB Mobile Site	198,100	208,600
Visitor Countries	206	206
Visits to IT Home Page	1.2M	2.2M
<i>Enterprise Applications/Projects</i>		
PS Training Sessions	77	89
Attendees	381	342
<b>Client Services</b>		
Service Desk Tickets	28,789	29,234
<b>Educational Technology</b>		
<i>Training/Instructional Support</i>		
Faculty/Staff Workshop registration	1,369	2,243
ITC Client Support	5,254	5,279
Users ITC Rooms	18,571	39,900
Blogs		722
Blackboard Courses	271 online/686 web-enhanced	320 online/1000 web-enhanced
<i>Labs</i>		
Visits to UMass Boston Labs	New system developed for lab counts in FY 12	33,625
Visits to Graduate Research Center		15,062
Class hours in Labs		8,496
<i>Digital Learning Studio</i>		
Hits on iTunes U courses	6,101	172,363
Camtasia Views	3,614	9,066
Wikis/Users	485/3,294	613/7,111
<b>Media Services</b>		

Equipment Loans	14,757	15,512
Special Events Supported	472	669
<b>Communications &amp; Infrastructure</b>		
<i>Video Production Center</i>		
Events Recorded and Supported	48	62
Video Views on BrightCove	NA	8,064
Hours of Classroom Capture	412	1420
Video Conference/Skype/WebEx	NA	176
<b>Synchronous Conferencing Support Team</b>		
In-Session Direct Support/Training	11,740	13,800
<b>Telecom</b>		
Blackberries/Cell phones/iPhones	160/85/70	94/42/172
<b>Network and Systems</b>		
Wireless AP's/Peak users	110/NA	187/2500
Xyθος Users	1251	1495
<b>Security</b>		
Computers on Enterprise Policy Orchestrator (EPO)	1400	2700