

UTO by the Numbers

FY20 Q4



ASU University
Technology Office
Arizona State University

Remote Resilience Edition

Q4 and the end of fiscal year 2020, like the quarter before it, was in many ways defined by the sudden shift to remote modalities that swept the university, nation and world. **However, from the crisis came effective, innovative solutions and a dedication to a new reality**, one in which learners, more than ever, needed to be supported by technology. This By the Numbers report illustrates the collective efforts of UTO to provide essential services for those learners, and indeed the entire ASU community of students, faculty and staff.



193,098,082 ↑

Zoom meeting minutes in Q4;
248% increase from Q3

"Zoom has been extremely helpful for being able to discuss topics and have regular lectures with the professor."

links.asu.edu/zoomminutes

569,934 ↑

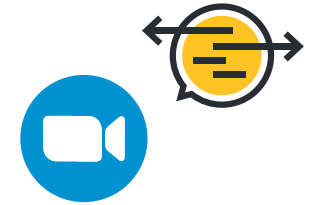
Zoom sessions (classes, meetings, webinars); **221% increase from Q3**

"I am generally an anxious presenter, so presenting online through Zoom helped me feel more at ease than I might have with an in-person presentation."

links.asu.edu/remotehumanity

95% ↑

Enterprise privacy compliance gaps closed;
8% increase from Q3



20,642 ↑

Slack active daily users;
60% increase from Q3

"Our Slack community has been an uplifting place to go when you need to speak with others who know exactly what you are experiencing."

links.asu.edu/slackusers

186,000

Slack daily messages

"It's instrumental in helping us build the sense of belonging for our admitted students."

links.asu.edu/slackmessages

80,789

Visits to UTO-created Remote Teaching and Learning web pages

273,465

Identities created this quarter



112,343 ↑

Total number of unique authenticated ASU Mobile App users since it launched in April 2018; **9% increase from Q3**

7,605,214 ↑

Total number of push messages sent through the ASU Mobile App since launch; **19% increase from Q3**

143 ↑

Culture Weavers participating in the Community of Practice; **1% increase from Q3**

links.asu.edu/remoteculture

226,202 ↑

UTO website visits; **3% increase from Q3**



163,508

UTO website unique visits



119,470 ↑

Experience Center Calls handled in Q4; **1% increase from Q3**

199,385 ↑

Total Analytics Portal visits (The Analytics Portal provides access to web based reports and analytics tools.); **26% increase from Q3**

53,805,486,907

Total number of "events of interest" flagged via our threat intelligence Secureworks service in Q4

3,068 ↑

Email messages that triggered a sensitive data alert (FERPA, HIPAA, GLBA, PCI, SSN); **45% increase from Q3**

20,039 ↑

Experience Center calls handled about COVID-19 and the remote modality; **96% increase from Q3 and a total of 150,622 Q4 calls**

1,348,609 ↑

ASU One Number calls; **1069% increase from Q3**



11.3 million ↑

Total identities created for all time; **5% increase from Q3**



775

Number of endpoint threats prevented

6,560 ↑

Total lifetime Analytics Portal users (The Analytics Portal provides access to web-based reports and analytic tools.); **9% increase from Q3**

9 ↑

Smart challenge workshops completed through the CIC (ASU Cloud Innovation Center, Powered by AWS) in Q4; **80% increase from Q3**

2,446 ↑

Course workspaces in Slack;
30% increase from Q3

"Easy login access, a mobile app and customizable channels for conversations made Slack appealing."

links.asu.edu/slackfaculty



28 Events & 180 Participants, including 4 Enterprise Activities

"Giving Back to the Community" events and participants in Q4

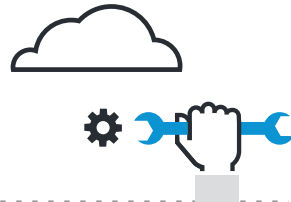
links.asu.edu/utogirlswhocodeonline



24 ↑

Remote Resilience silver linings playbook stories in Q4;
140% increase from Q3

uto.asu.edu/remote-resilience



23,376

Laptops/desktops protected year-to-date via CrowdStrike Endpoint Protection since spring 2019 launch

6 events & 1,529 participants

UTO-produced events and participants in Q4

links.asu.edu/aprilinnov8

231 ↑

'Pay It Forward' Certificates of Appreciation awarded in Q4;
560% increase from Q3



Q4 Security Operations

