UTO by the numbers
FY19 Q1-Q2
ASU Mobile App
In partnership with the Provost office and EOSS, the ASU Mobile App was relaunched in August. The launch was designed for recurring engagement, and for students to receive information in a contemporary manner through push notifications, not email.

- 50,000 Unique Users
- ~450,000 Push Notifications
- 7,500,000 Hits to Home Screen

Information Security Reviews
- 105 Information Security Reviews completed, 19% increase from 2017
- 40 Security Contract Reviews, 65% decrease from 2017 as PO are being utilized

Super Soc
- 6 Active discussions with potential customer - State, CIO K-12, NAU, U of A, and two Community Colleges

Information Security
- 2 ISO Policies
- 18 ISO Standards

Advancing Individual and Organizational Development
- 52% of all UTO full time employees actively contributed to UTO culture transformation
- 14% of UTO participated in Culture Designers Workshops and Culture Weavers Community of Practice
- 38% of UTO participate in Culture Workstreams
- 600+ participants in Engage, an all UTO Community Event

Experience Desk
- 538,062 Calls received in 2018, a 7% increase over 2017, and a 32% increase over 2015
- 94% Customer overall satisfaction. For 2015 we had a 92% satisfaction rate.
- 109,350 Chats received in 2018, a 25% increase over 2017, 63% increase over 2015

UTO Satisfaction Surveys
- 12,768 Total surveys sent in last 30 days
- 1,203 Responses
- 4.85 of 5 Satisfaction score 30-day average
- 4.8 of 5 Satisfaction score last six months

Digital Portfolios
- 120,054 Total Students
- 175,421 Total Portfolios Created at ASU
- 4,413 Total Faculty
- 6,647 Total Alumni
Identity Management Modernization

8.7 Million
unique individuals that utilize Salesforce, PeopleSoft, Foundation, Athletics and ASU Ed Plus

GDPR

51 Department Gaps Closed
145 Systems in Scope
175 Systems Surveys Completed
155 Department Gaps Identified

SOC Security Operation Center

567,807,659 Daily Total Events
21,294,071 Daily Security Events
3,107,322 Daily Correlated Events

25% IT Governance Plan Complexity Reduction

1.76 billion Attacks prevented, a 22% increase over 2017