UTO by the numbers

FY19 Q3
**Development, Mobility and Smart Cities**

- **1.6M** Push Notifications Sent via ASU Mobile App
- **60K** Unique Users on the ASU Mobile App
- **87M** My ASU Total Student Page Views

**Securing our Community**

- **9,400,000** Identity & Access Management Active Accounts (unique individuals that utilize Salesforce, PeopleSoft, Foundation, Athletics and ASU ED Plus)
- **755** Network Security RiskSense score, **exceeding** Fiscal Year goal of 750

**Cloud Acceleration Team Project**

- **39** Parallel Work Streams
- **51** Product Teams
- **24** Core Systems Engineers

The Cloud Acceleration Team is executing in 39 parallel work streams to transition back office applications and operational infrastructure to the public cloud. 24 Core Systems Engineers have been embedded into 51 product teams, each built to force-multiply team members and technology to deliver business value with agility.

**Digital Learning Spaces**

- **64%** Digital Learning Spaces
- 173 digital vs. 268 analog rooms represents a **20% increase** in digital over FY18 on all campuses.

**Accessibility**

- **5,000** Key ASU Web Pages Actively Scanned for A11y Compliance (WCAG 2.1 A and AA conformance)

**Experience Center & Learning Spaces (YTD)**

- **31,579** Number of Chats Received Q1-Q3 FY19
  - **23% increase** over same period FY18
- **152,215** Calls Received Q1-Q3 with **10% increase** over same period FY18

**Experience Center Customer Overall Satisfaction**

- **94%**

**Culture Workstreams**

- **14** Programs Launched YTD with **1920 Participants** to instill an Intentional, Appreciative and Inclusive Culture

**Engagement and Consulting Services**

- **35** Services Defined for New Service Catalog
  - In response to overwhelming requests at the 2018 Emerge conference, the UTO defined and prepared services in Q3 for a Q4 release.

- **18,765** Number of Assets Assigned to ASU Departments from the Central Service-Now IT Asset Inventory System

**GDPR**

- **150** Data Discovery Gaps Closed as of 3/19 (60%)

**Noteworthy Milestones**

- ASU.edu cookie consent implemented
- GDPR language updated in University Standard Terms and Conditions
Strategic Implementation

30%
Agile Projects Running.
The remaining 46% run Hybrid and 24% run Waterfall.

Blockchain

2 Pilots
- Digital Prep
- Reverse Transcript Community Colleges

3 Deliverables
- First phases of Whitepaper
- Universal Trust Network
- UL Data Model

Service Transformation YTD

85 Slack Workspaces
14,493 Zoom Enterprise Users
1 Product Retired
22,980 ServiceNow Dev Updates

Data Stewardship, Augmented Analytics and BI

176,676 Analytics Portal Page Views
5,504 Total Reports Available in Analytics Portal
44,007 Total Corda Dashboard Hits

Proactive Email Protection

32,009,701 Email messages processed
1,346,068 Spam messages prevented
20,455 Malicious URLs prevented
2,576 Malicious attachments prevented
689 Known viruses prevented
276 Malicious URL visits prevented