

University-wide Security Training Compliance

18 / 31

Number of departments above **90%** security compliance YTD

39%

Increase of training compliance from FY18 to FY19



GetProtected



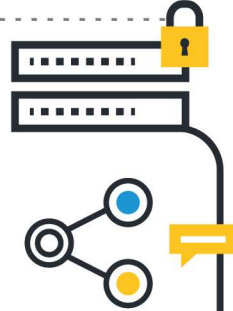
82

Security Reviews Completed in Q4
More than **60%** of the total YTD number (136)



2,425,897,798

Security Operations Events from the Secureworks Portal



Vulnerability Management



751

RiskSense Network Vulnerability Score (out of 850)

Workday



26,367

Active Workday Accounts YTD

Network

11,000

Network Wireless APs

>10

Petabytes per day transmitted

60,000

Unique wireless users per day

9.4 million

Calls processed YTD

Identity & Access Management

9.6 million

Active IAM accounts (unique individuals using Salesforce, PeopleSoft, Foundation, Athletics, and EdPlus)



CrowdStrike

22,809

Crowdstrike Endpoints Monitored as of June 2019



UTO by the numbers

FY19 Q4



ASU Mobile App

78,000 YTD

Unique users who have downloaded the ASU Mobile App YTD

1.9 million

Push notifications sent through the ASU Mobile App CMS in Q4



Innovation Collaboratory



ASU participants in the 3 workstreams YTD:

- 66 Digital Fluency
- 79 Next-Generation Learning Environments
- 122 Student Success



Cloud Acceleration

240,000+

Monthly AWS EC2 machine instance hours operating back-office services and applications in the cloud YTD

376

Infrastructure and application pipelines executing on the central orchestration platform YTD

30 Terabytes

Data backups diverted from on-prem storage infrastructure into the public cloud YTD

My ASU

5,493,373

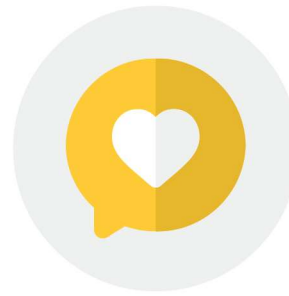
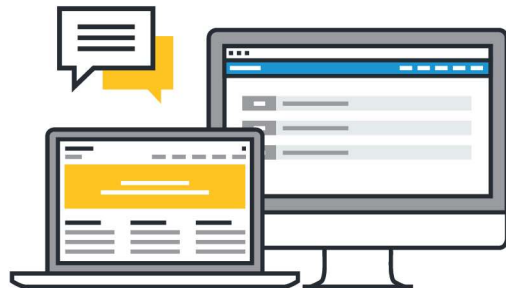
Staff Landing Page Views YTD

109,193,657

Student Landing Page Views YTD

4,638,061 YTD

Faculty Landing Page Views YTD



Culture

63%

UTO staff actively engaged in culture-building activities



Experience Center



4.72 / 5

Call satisfaction rate, with a **10.2%** customer response rate to the post-call survey for FY19



591,115

Call volume for FY19 a **6% increase** from FY18 to FY19



~30,000

Deskside ticket volume YTD



Service Transformation



41,027

Zoom Meeting Minutes a **55% increase** from Q3



47,906

Slack Daily Messages (Peak) a **52% increase** from Q3

Blackboard to Canvas Migration

26,404

Expanded ASU courses live and in dev in Canvas, including training courses and organizations YTD

2,469

Faculty trained by the UTO team for the Canvas migration YTD

