UTO by the numbers

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
- **7,500,000** Hits to Home Screen
- **~450,000** Push Notifications

Information Security
- **2** ISO Policies
- **18** ISO Standards

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

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

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

Advancing Individual and Organizational Development
- **52%** of all UTO full time employees actively contributed to UTO culture transformation
- **38%** of UTO participate in Culture Workstreams
- **14%** of UTO participated in Culture Designers Workshops and Culture Weavers Community of Practice
- **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
- **109,350** Chats received in 2018, a **25% increase** over 2017, and a **32% increase** over 2015
- **4.85 of 5** Satisfaction score 30-day average
- **4.8 of 5** Satisfaction score last six months
- **52%** of all UTO full time employees actively contributed to UTO culture transformation

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
- **1.76 billion** Attacks prevented, a **22% increase** over 2017

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UTO Satisfaction Surveys
- **12,768** Total surveys sent in last 30 days
- **1,203** Responses
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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

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