KU Information Technology is a strategic partner supporting the academic and research missions of the University. We use our technical knowledge and expertise to identify solutions that address our customers’ needs and accelerate their success.

From data to voice, email to video, to web-based academic and administrative systems, software and virus protection, we deliver technology tools that support learning, scholarship, research and creative endeavor.

While much of our focus has shifted to supporting KU’s Bold Aspirations strategic plan and Changing for Excellence initiatives, we are balancing those efforts with the everyday needs of our campus customers. The facts and figures inside provide a small glimpse of the scope of our work.
**CUSTOMER SUPPORT**

- **Average Support Tickets Resolved per Month**
  - Aug. 1, 2011 - May 1, 2012: 2,551
  - July 1, 2011 - May 1, 2012: 2,551
  - Spring 2012 semester: 1,481

- **Total Customers Supported**
  - 30,521

- **Supported Lab Computers**
  - 850

- **Supported Workstations**
  - 1,080

- **Supported Print Devices**
  - 427

- **Wireless Access Points**
  - 1,200+

**TRAINING**

- **People Registered for Workshops**
  - 1,481

- **Number of Topics Covered**
  - 46

**PROJECTS**

- **Projects Completed FY2012**
  - 347

- **Bold Aspirations Projects FY2013**
  - 46

- **Current Active Projects**
  - 190

- **Changing for Excellence Projects FY2013**
  - 29

**OUR INFRASTRUCTURE**

- **Unique Network Devices FY2012**
  - 92,457

- **Phone Lines**
  - 8,461

- **Voice Mailboxes**
  - 5,412

- **Total Servers**
  - 1,000+

- **Virtual Servers**
  - 350+

- **Servers Centrally Managed by KU IT**
  - 700+

- **Feet of Fiber Optic Cable Installed FY2012**
  - 4,600

- **Calls Made per Day at KU**
  - 5,120

**OUR STAFF**

- **Full-time Employees**
  - 182

- **Student Employees**
  - 85

- **Combined Years of Service**
  - 1,921+

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2. July 1, 2011 - May 1, 2012
3. Spring 2012 semester