Did you know..

FordhamIT

Manages over 650 individual rules across 21 firewalls

Supports 246 physical servers

Supports 467 virtual servers

Protects Fordham from 490 cyber attacks every minute

Serves 3 campuses and 8 satellite locations

Supports 7,491 handsets and 908 mobile devices

Assisted with 280 faculty lecture recordings, which were viewed by 1,860 people

Held 254 faculty/staff training sessions with 1,124 participants

Supports 135 Enterprise and 15 Departmental applications

Supports www.Fordham.edu, which has 33 million unique page views per year

Manages 324 terabytes of storage monthly

Is managing 57 major Business initiatives this year

IT Customer Care
Calls received (2012): 36,096
Average Speed of Answer (ASA): 9sec
Percent calls answered: 96.43%

Emails received (2012): 10,350

Tickets created (2012): 28,000
(includes tickets created from phone calls, emails, and walk-ins)

Network
An expansive and integrated network that includes:
- 900 WAPs
- 2 Data Centers
- 15,000 wired ports
- 50 miles of network
- 375 network switches
- 3,800 digital voice telephones

Staffing
111:1 student-to-IT-staff ratio
5:1 fulltime faculty-to-IT-staff ratio
1/3 of IT staff hold advanced degrees

Academic Support
- 20 teaching labs
- 53 online classes
- 270 smart classrooms
- 83 video conference sites
- 20,000 open lab visits per year

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