

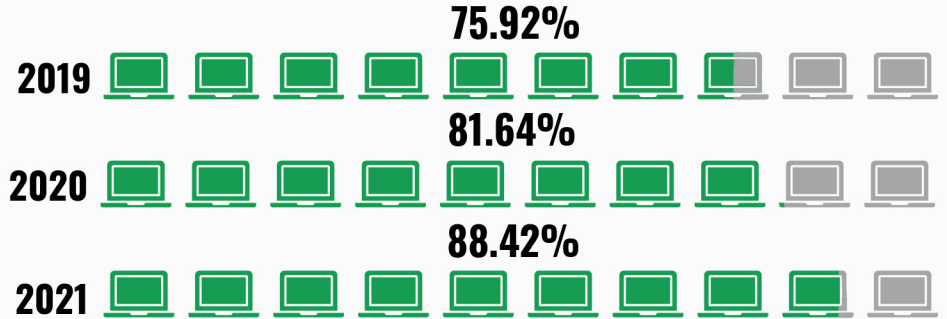
ONE IT STRATEGIC PLAN 2021 UPDATE

HELP DESK TICKETS

16,631

tickets were created this year

% of **Tech Support** issues resolved on the initial contact



16

UND branded, fully equipped **recording studios** were implemented across campus.

IT RELATED PROJECTS

46

active projects as of December 2021

52

projects were **completed** in 2021

NETWORK COST

\$1.6 Million

and counting spent on network upgrades in 2021



UNIVERSITY OF NORTH DAKOTA

BLOCKED ATTEMPTS IN 2021

3,461,087
 PHISHING/SCAM EMAILS

37,555
 MALWARE EMAILS

PHISHING CAMPAIGN "Don't Take the Bait"

