

ONE IT STRATEGIC PLAN

2022 UPDATE

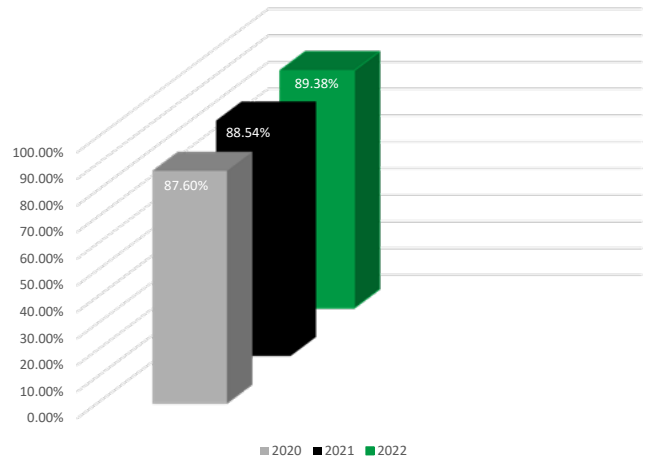


HELP DESK TICKETS

18,444 tickets were created this year

89.38% tickets resolved within 24 hours

UIT Tech Support Tickets Resolved Within 24 Hours



MY UND APP

MyUND won gold for best app at the 10th Annual Education Digital Marketing Awards!
 It was also nominated for Best Design and Integration at the National Educause Conference!

NISTLER FUN FACTS

1,956 Number of phone & data jacks installed

37 Miles in cable installed
 (That's the same distance from Grand Forks to Larimore!)



UNIVERSITY OF NORTH DAKOTA

BLOCKED ATTEMPTS IN 2022
6,058,856 phishing/scam emails
42,803 malware emails

89%

of those who received phishing emails did not "take the bait"

