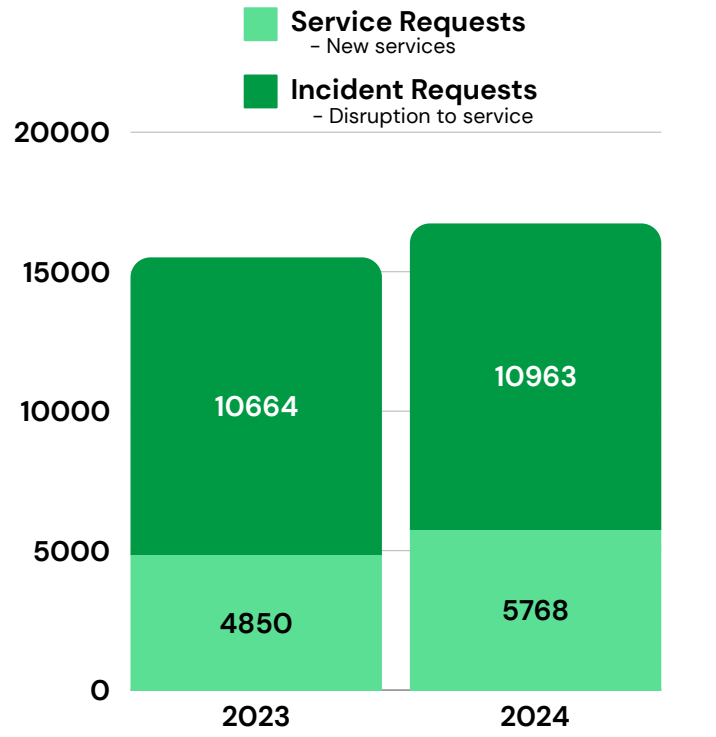


# HELP DESK

**16,731**  
tickets created as of Nov 2024



increase in tickets by 8% due to higher enrollment & new services offered by UIT

**59%**  
tickets resolved within a day

**40%**  
reduction of ticket resolution time by refining processes

# UND NETX

Elevating Connectivity

Partnered with Boldyn, a managed service provider offering:

Comprehensive wired & wireless network throughout all UND buildings including residential halls

onsite support 24/7/365 & network operating center

significant cost savings to the University

Futureproof for 5G & other emerging technologies

# RESIDENTIAL HALLS

Upgraded the wireless network to enhance student experiences & support academic success.

**14,405** devices in resident halls

**5.51** devices/student ratio

**120%** increase in access points

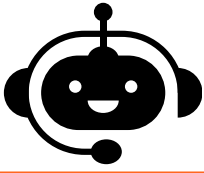


## TALK TO THE HAWK

UIT's AI Chatbot for all things tech support!

**729** Users Helped

since launching the first public beta in August 2024.



## student employees

**41**

Working for UIT helps students gain hands-on IT experience, develop technical & teamwork skills, & build a strong foundation for future careers.

**Phishing/Scam Emails Blocked**  
208,022 (6,839 per day)

## PHISHING CAMPAIGN IN 2024

**Malware Emails Blocked**  
1,501 (49 per day)



**91.4%**  
"Didn't take the bait"

# VEVOX

Enhancing Student Engagement

**Empower:** Faculty & Staff to conduct online service & polls

**Cost-friendly:** Reduce the cost for students

**Versatile:** Perfect for teaching, meetings, & presentations

**Integrated Support:** Seamlessly connects with Blackboard & Powerpoint

SUPPORT PROVIDED TO OVER

**140**

campus hybrid/ online events & meetings

- State of the University
- 18:83
- Faculty & Staff Town Halls
- Student & Family Town Halls
- University Councils
- VP Searches