**ONE IT STRATEGIC PLAN**

**2022 UPDATE**

*University of North Dakota*

**HELP DESK TICKETS**

- 18,444 tickets were created this year
- 89.38% 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!)

**BLOCKED ATTEMPTS IN 2022**

- 6,058,856 phishing/scam emails
- 42,803 malware emails

**UIT Tech Support Tickets Resolved Within 24 Hours**

<table>
<thead>
<tr>
<th>Year</th>
<th>Clicked</th>
<th>Not Clicked</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>92%</td>
<td>87.60%</td>
</tr>
<tr>
<td>2020</td>
<td>93%</td>
<td>88.54%</td>
</tr>
<tr>
<td>2021</td>
<td>84%</td>
<td>89.38%</td>
</tr>
<tr>
<td>2022</td>
<td>89%</td>
<td>89%</td>
</tr>
</tbody>
</table>

**National Average**