

**Quality and Performance Indicators
ITD Products, Services, and Support
Comparison Stats 1998 - 2005**

Service Description	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Eagle Email (mssg relayed to EU email services)						
Eagle Email					65,269,275	88,182,639
Learnlink (per year, any Internet mssgs relayed)					40,107,445	43,256,718
Other (e.g., Math/CS, GBS, SPH, etc)					31,336,602	36,571,033
Total All					136,713,322	169,010,390
Email disk usage: Emory (Eagle) inboxes and folders (approx)					910 GB	1,850GB
LearnLink						
Accounts (Active and inactive)		18,000	21,000	18,000	16,000	16,016
Active courses					398	402
Conferences				33,000	32,000	31,500
Peak concurrent users	576	800		1,300	1,600	1,700
Disk storage utilized		185 GB			179 GB	232GB
Email - Eagle and Learnlink combined (1)						
Message activity (Outbound [smtp.service.emory.edu] and inbound per week [emory.edu])		306,122	3,000,000	3,179,761		
Disk storage utilization (Inboxes and other) *Inboxes	*57.5 GB	176 GB		860 GB		
Blackboard						
Online courses (Active and inactive)	12	300	611	1,079	1,583	2,128
Online courses (Active in Fall 2004)				601	805	997
Online organizations (active and inactive)					35	73
Online organizations (active in Fall 2004)					22	60
Students participating in BB online courses			6,000	11,245	15,736	18,968
Instructors				1,031	1,331	1,768
Users (active and inactive)					48,834	62,318
Enrolled users				11,660	30,120	NA
Average hits (Per day)			10,000	15,301	34,142	28,199
Computing Center Training and Education						
ECIT Training (faculty/staff) *corrected 9/04		140	250	*451	525	535
ECIT Training (students) *corrected 9/04			700	*425	650	700
ECIT Seminars scheduled *corrected 9/04				*69	70	72
Cox academic classes/workshops scheduled				11	29	27
Cox room reservations for groups/organizations (Fall 2004 only)						751
Computing Centers/Kiosks on campus (ITD supported)						
Kiosks: iMacs				60+	60+	68
Computing Center at Cox Hall: PC/Mac desktops *corrected 9/04				*37	37	44
Computing Center at Cox Hall: PC/Mac laptops *corrected 9/04				*55	55	55
Language Center: PC/Mac *corrected 9/04				*15	15	15
7 Residence Halls: PC/Mac desktops				50+	50+	51
3 Graduate Student Labs: PC/Mac desktops				70+	70+	68
ECIT desktops/laptops: PC/Mac				50	50	88
Residential Lab Usage (yearly)					83,799	56,907
Cox gatecount (avg monthly)					15,326	15,927
Classroom Technologies Support						
Classrooms supported and maintained (Emory College only)	129	138	160	192	192	195
Technology-enhanced smart classrooms (Emory College only)	26	33	56	80	86	94
Technology-enhanced smart classrooms (ITD only)	2	2	5	5	7	9
Classroom/event requests filled	7,500	7,594	8,599	11,251	13,773	16,523
Classroom AV equipment usage				17,250	45,400	74,470
Videoconferencing/Streaming						
Support for class videoconferencing				147	139	223
Other/event videoconferences				45	30	77
International Videoconferences				15	16	9
Live streaming events (multi-day events counted as 1 event)	18	40		7	13	10
Satellite Conferences				18	16	9
Streaming disk storage usage [*thru June]	*21 GB	61 GB	120 GB	187 GB	255 GB	255GB
Streaming video accesses (avg per week)	1,000	2,000	3,919	9,045	13,162	14,255
Streaming developers (active)	35	87	102	104	188	216
Streaming disk storage growth					93 GB	100GB
Client Services Help Desk						
Support calls	53,000	51,548	54,000	61,520	66,981	65,000
Electronic Support Requests serviced	11,600	5,738	6,524		4,046	4,500
Software distribution: licenses	11,600	5,738	6,524		4,046	6,640
Emory Online CDs				4,386	6,649	9,500
Listserv						
Lists		480	754	1,110	1,260	1,610
Postings to Mailing Lists				709,501	619,060	913,754
Recipients				18,987,693	26,188,955	24,749,252
Online Pathway to University Students (OPUS)						

Visitors (Annually)			5,095,739			44,500,000
Average countries accessing OPUS	103,601					33
Average hits per day	103,601					121,917
Document Management						
Registered users	277	549	700	750	888	753
Scanning customers	5	7	10	12	17	18
Documents stored (in millions)		2.76	3.9	6.2	5.9	7.3
Online volume of documents (in Gigabytes)	118	128	164	253	189	391
R25 (Resource25) Event Management						
Scheduling accounts	26	34	38	58	77	83
Event Requesting accounts		158	171	197	329	1112
Customized Web Sites			5	9	13	16
Reservable Spaces for the customer areas	400	463	556	608	830	910
Event reservation Volume	83,782	95,932	101,753	112,302	136,330	143,492
Information Security Services						
Security incidents	31	64	238	499	884	442
Viruses/worms detected with gateway scanners					4,863,788	4,407,087
SPAM stats						
Pieces of mail received					55,247,258	124,434,263
Marked as spam					40,468,762	85,684,288
Account/password administration requests (faculty, staff, students)	1,169	1,420	1,539	1,677	2,182	1,224
Security Vulnerability Assessment customers [*11 months](2)		*29	39	49	60	60
Security Vulnerability Assessment scans completed						
[*11 months, **machines]		*155	292	**200	475	380
Groups served by regularly scheduled scans [monthly or quarterly]				20	29	12
Groups served on special, as requested basis					15	6
Account creates/deletes [*Deleted]		*4,000		15,000	*12,160	11,312
Data Center Production Stats						
University batch jobs run	474,762	488,250	444,205	424,860	426,377	387,875
Healthcare batch jobs run	798,570	975,403	813,075	800,810	815,997	759,228
Pages printed *est.	44,750,000	56,675,603	52,444,048	46,565,850	*43,287,482	33,891,588
University Goal: 99.50+						
CICS uptime	99.28	99.27	99.80	99.90	99.85	99.90
MVS uptime	99.72	99.72	99.80	99.90	99.85	99.90
PSOFT-HR Uptime			99.50	99.60	99.50	99.60
PSOFT-SA Uptime			99.50	99.60	99.60	99.60
EMC DISK CONFIG	99.93	99.93	99.90	99.90	99.95	99.50
Reports Delivered on Time			99.5+	99.8+	99.90	99.80
Healthcare Goal: 99.50+						
IDX Uptime	98.99	99.00	99.40	99.90	99.75	99.90
OCF Uptime	99.72	99.72	99.60	99.80	99.50	99.80
HealthQuest Uptime	99.53	99.48	99.70	99.90	99.90	99.50
HNA Lab Uptime	99.35	99.11	99.10	99.70	99.60	99.99
Radiology Lab Uptime	99.69	99.92	99.70	99.80	99.80	99.80
SP2 Uptime	99.80	99.95	99.90	99.90	99.90	99.90
CICS Uptime	99.58	99.48	99.80	99.90	99.90	99.80
EMC DISK CONFIG	99.93	99.96	99.90	99.90	99.95	99.99
Reports Delivered on Time	99.52		99.5+	99.8+	99.95	99.40

(1) FY 02-03 AR

(2) Previously named: Vulnerability Scanning Service (VSS)