

# YSU ITS Metrics for Tod Hall Leaders

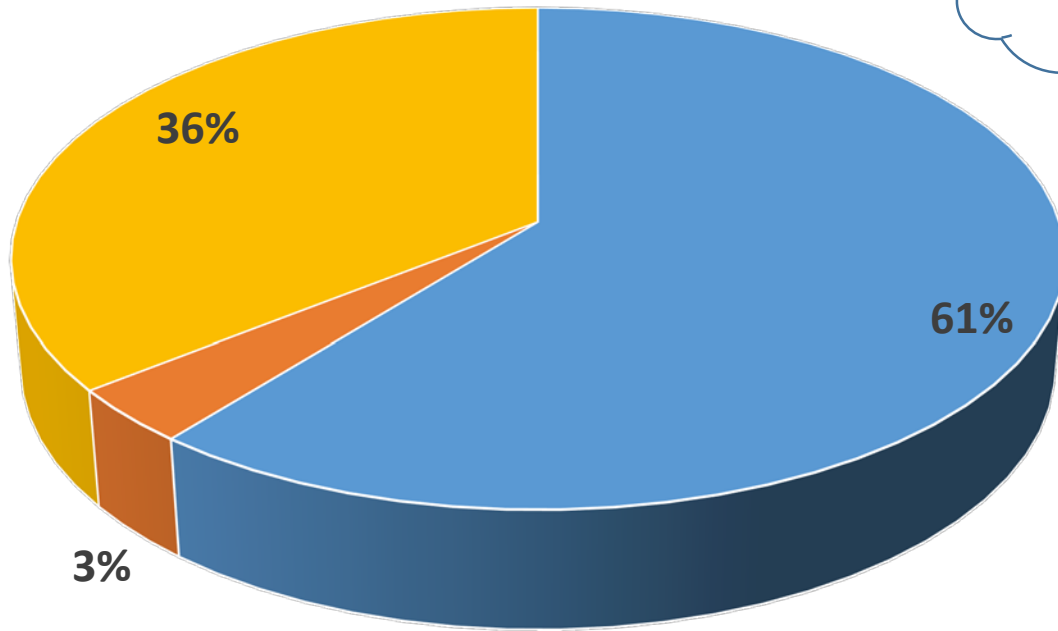
*November 4, 2016*



INTERIM CHIEF INFORMATION OFFICER  
JIM YUKECH

2000

% of Workstations

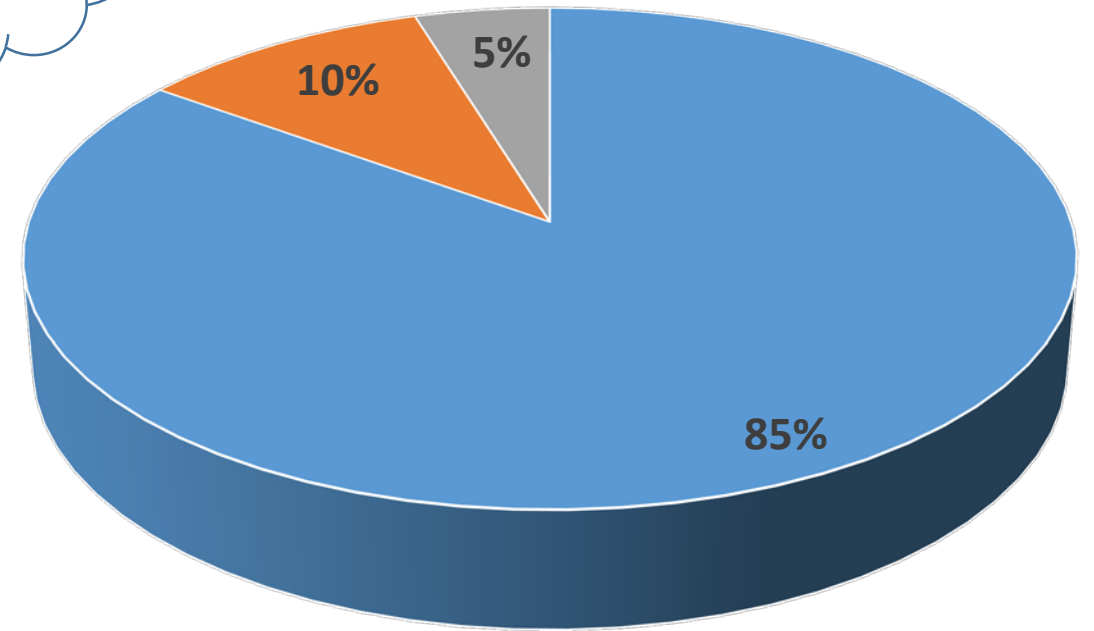


Approx. 2,800 Total Workstations

■ Windows ■ Apple ■ ~~Unmanaged Units~~ ■ Terminals

2016

% of Workstations



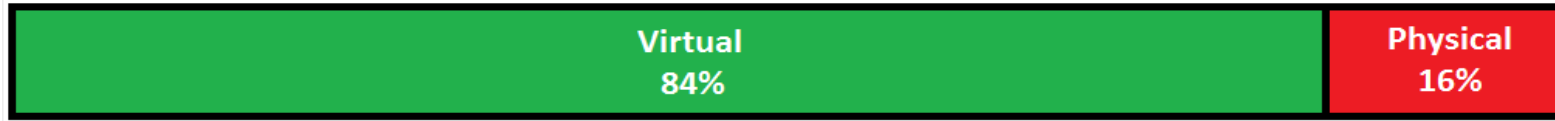
Approx. 4,800 Total Workstations

■ Windows ■ Apple ■ Unmanaged Units ■ ~~Terminals~~

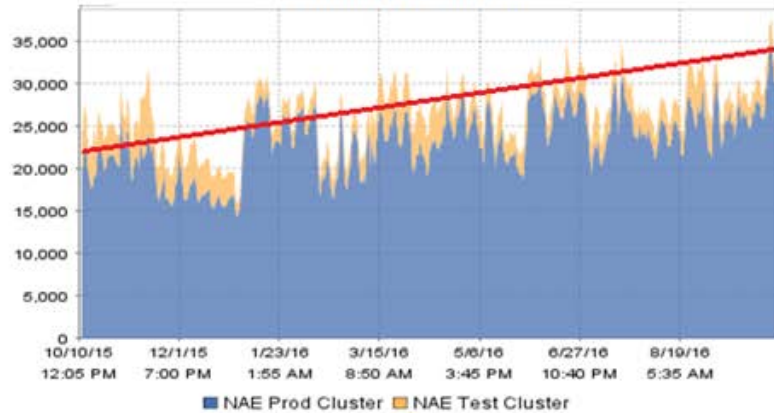
> 70% growth

# Server Compute Consumed

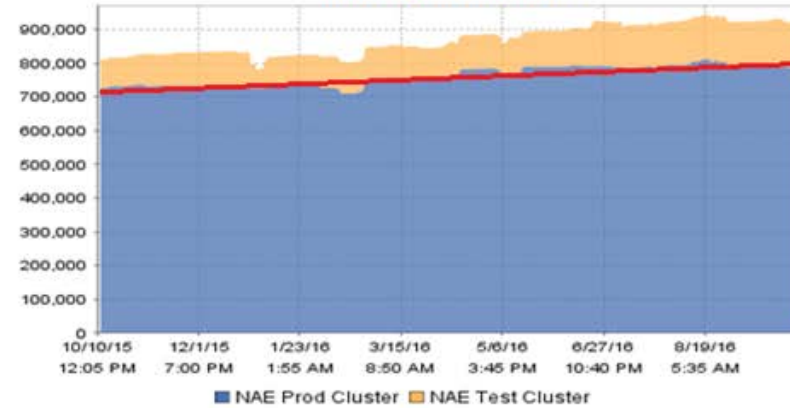
Server Breakdown:



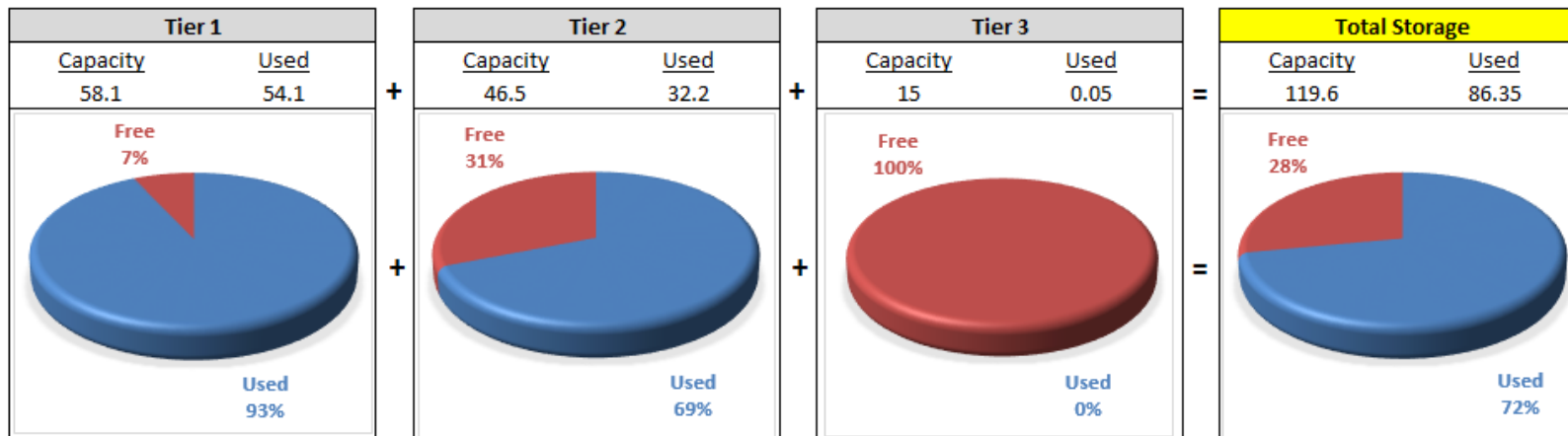
CPU (MHz) over one year:



RAM (MB) over one year:



Data Storage (TB):





# Enhanced Print Management




- 2010: Students limited to 500 imprints per semester
- 2015: reduce devices by half over 3 years, reduce color imprints to less than 10%

## Executive summary

For the period of Nov 1, 2015 to Nov 1, 2016.

General Statistics	
Days in period:	366
Active Users:	15,124
Active Printers:	350
Total Pages:	6,823,730
Total Sheets:	6,131,180
Total Jobs:	1,181,512
Pages per day:	18,644
Sheets per day:	16,751

Top Printers	Pages	%/Total
...aag Library 4th Floor Lab - Printer 1	391,598	5.74%
hhsprint\Cushwa3161P2	352,607	5.17%
wcbaprint\WCBA 1108 P1	302,300	4.43%
hhsprint\Cushwa3161P1	251,923	3.69%
stemprint\Moser2380P3	250,078	3.66%
bcoeprint\BCOE1309P1	193,990	2.84%
classprint\DEBH250P1	165,318	2.42%
hhsprint\Cushwa2161P1	141,738	2.08%
adminprint01\AthleticsLab-P1	130,461	1.91%
hhsprint\Cushwa2044P1	128,274	1.88%

Environmental Impact		
	Trees Consumed	76.16 trees
	CO2 Produced	27,590.3 kg
	Equivalent Bulb Hours	1,737,167.7 hours

Color Composition	Pages	%/Total
Grayscale:	5,466,103	80.10%
Color:	1,357,627	19.90%

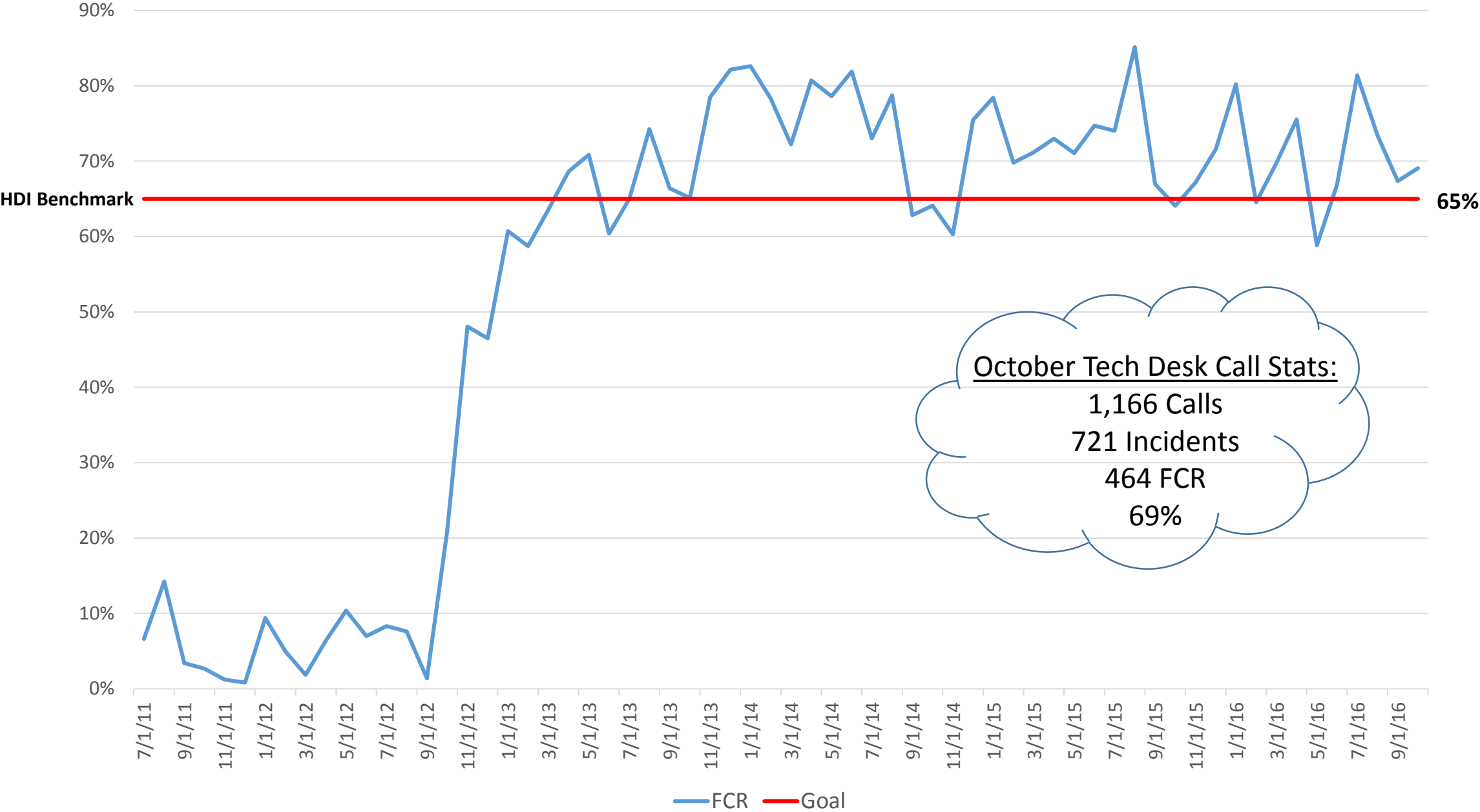
Duplex Composition	Pages	%/Total
Duplex:	1,480,158	21.69%
Simplex:	5,343,709	78.31%

Top Users	Pages	%/Total
brwidomski (Barbara R Widomski)	53,461	0.78%
eacongdon (Eleanor A Congdon)	47,438	0.70%
plhoyson (Patricia McLean Hoyson)	41,513	0.61%
salisko (Susan A Lisko)	34,248	0.50%
psstanovcak (Patricia S Stanovcak)	30,826	0.45%
ljcutter (Lisa J Cutter)	30,376	0.45%
alroby (Amanda L Roby)	29,929	0.44%
porwell (Patrice Orwell)	28,474	0.42%
cmshields (cmshields@ysu.edu)	22,973	0.34%
kaserroka (Kim Serroka)	22,273	0.33%

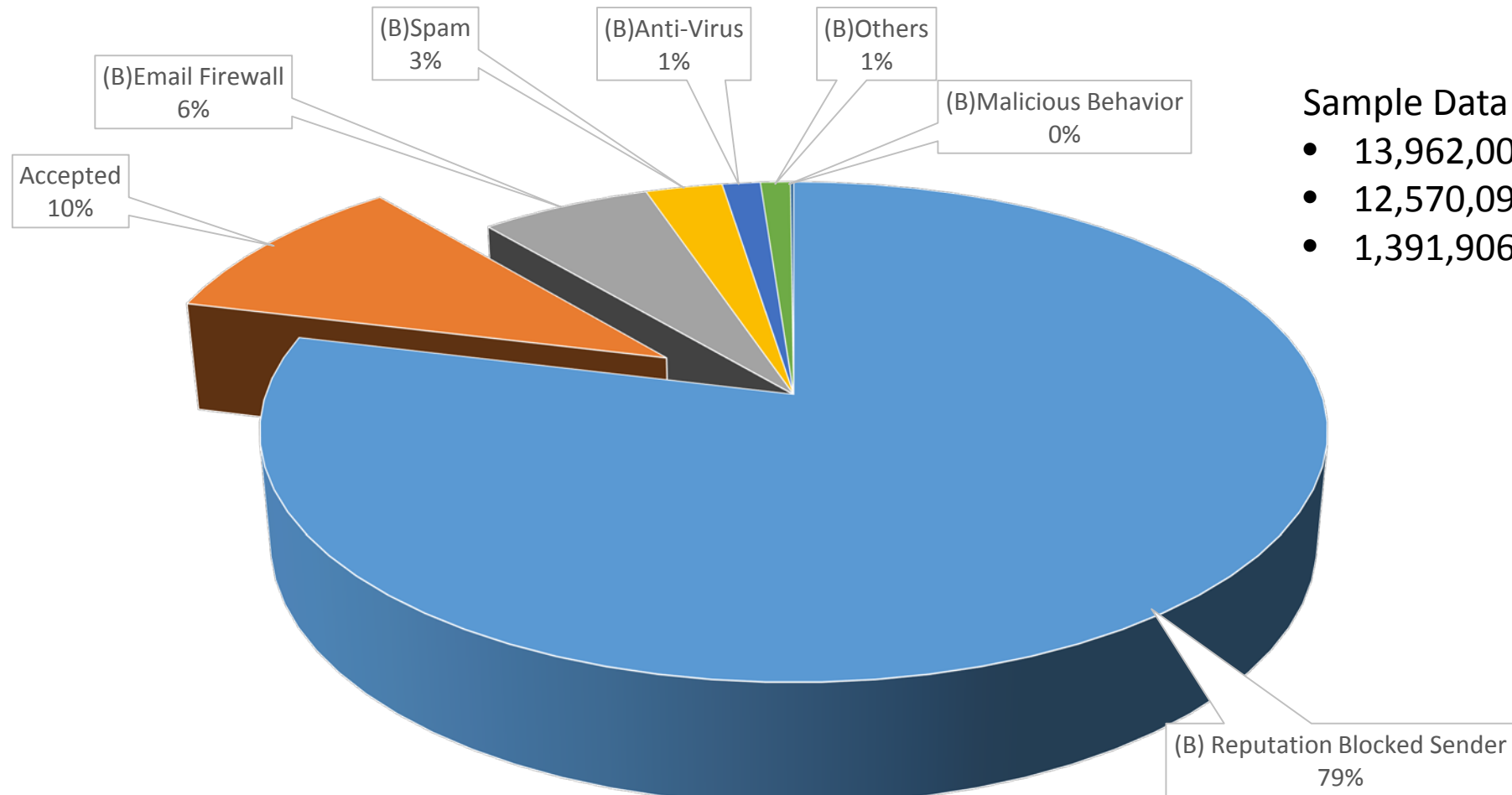
Top Printer Groups	Pages
<div># of Printers Managed (ComDoc) = 120 (10%) Networked = 350 (29%) Direct Attached = 730+ (61%) Total = 1,200+ <b>Goal: Cut in half in 3 years</b></div>	



# Tech Desk First Call Resolution



# IT Security: E-Mail Filtering & Blocking



Sample Data Oct 1 – Oct 31

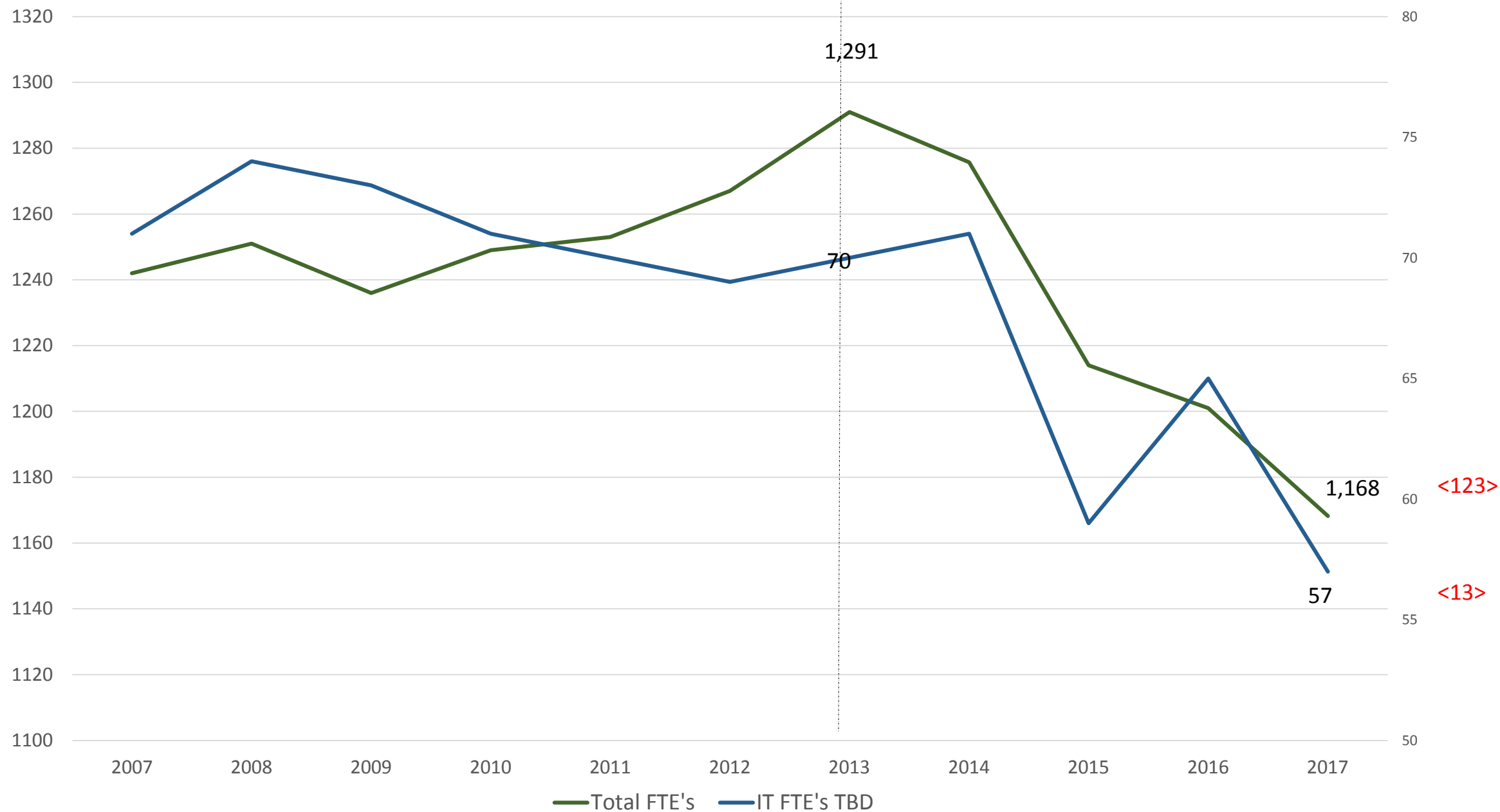
- 13,962,002 Total messages
- 12,570,096 Did not reach user
- 1,391,906 messages delivered

(B) – Indicates blocked message per rule

■ (B) Reputation Blocked Sender   ■ Accepted   ■ (B) Email Firewall   ■ (B) Spam   ■ (B) Anti-Virus   ■ (B) Others   ■ (B) Malicious Behavior

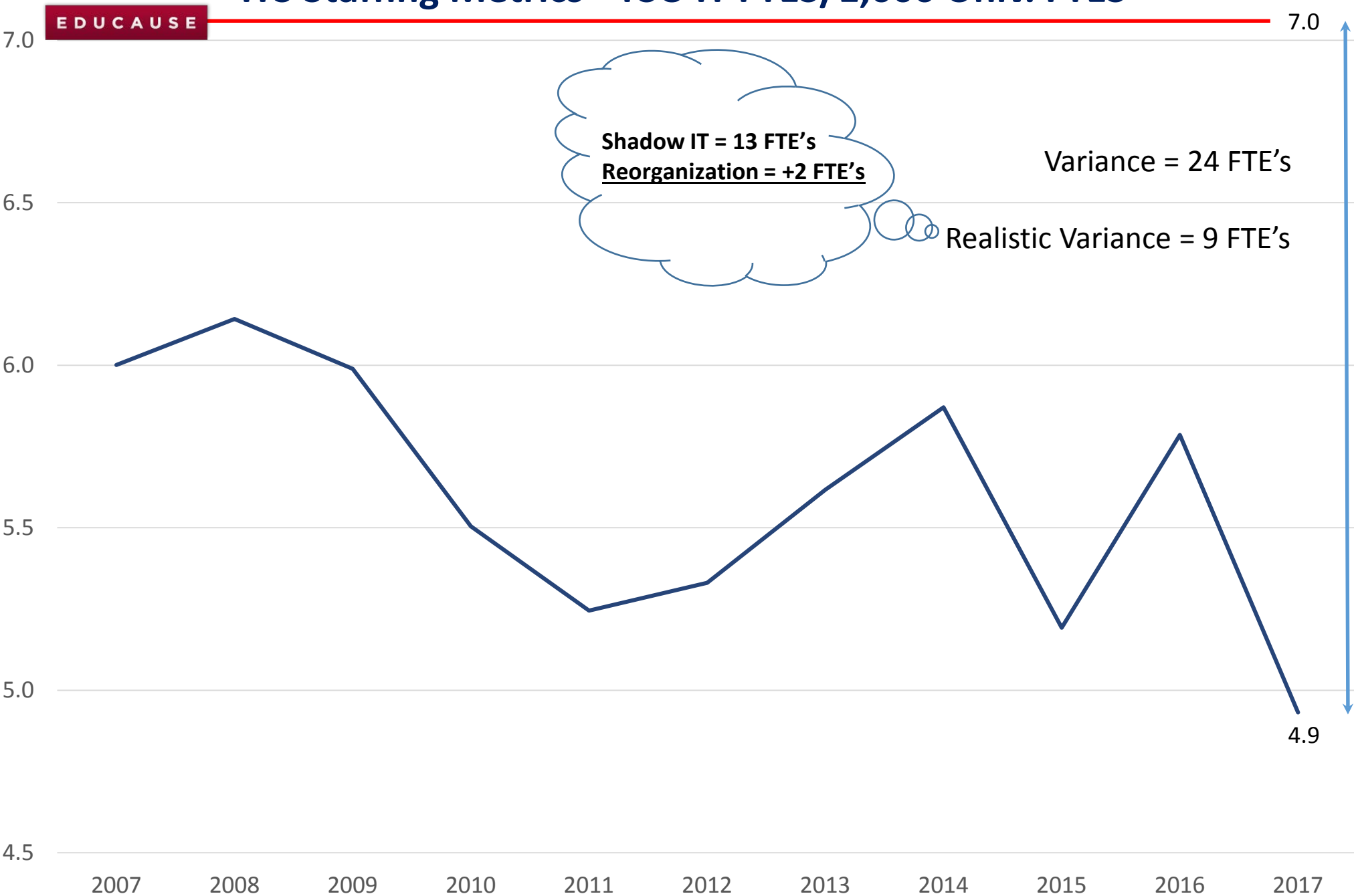


# ITS Staffing Metrics - FTE Trends



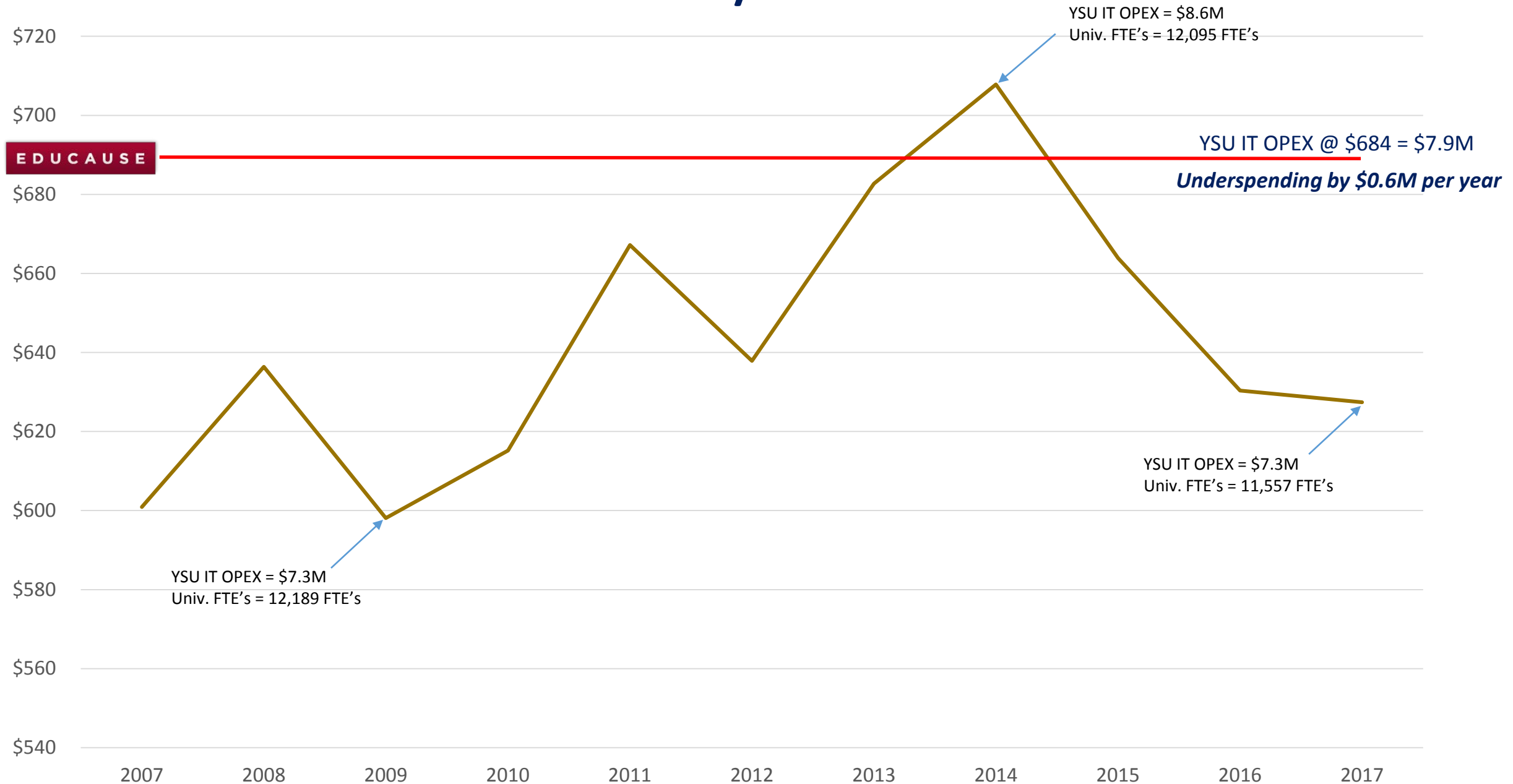


# ITS Staffing Metrics - YSU IT FTES/1,000 Univ. FTES





# YSU IT OPEX / Univ. FTEs



# IT Metrics “Coming Soon”:

- **Project Management Office (PMO): requires PMO software implementation, under evaluation – potentially, ITSM module**
  - # Projects on-time and under budget
  - Project Satisfaction (a combination of Customer Satisfaction (CSAT) and on-time and under budget)
- **IT Service Level Agreements (SLA’s): requires ITSM software update - in progress**
  - New employee onboarding (i.e. PC and phone installed within 10 days of accepting offer)
  - Incident ticket response time (i.e. Sev1 – 15 mins, Sev2 – 1 hour, etc.)
- **Network Uptime (not including scheduled downtime): requires network monitoring software - in progress**
- **Customer Satisfaction (CSAT): requires ITSM software update - in progress**
  - Should sample overall CSAT for one-fourth of all Tech Desk tickets