Remote Working is Working

What ITS is doing:
• Supporting Working from Home
• Supporting Teaching and Learning from Home
• Understanding issues and Concerns
## Supporting Collaborations

<table>
<thead>
<tr>
<th></th>
<th>Webex</th>
<th>Zoom</th>
<th>Microsoft Teams</th>
<th>Google Meet</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>23,487</td>
<td>7,056</td>
<td>901</td>
<td>907</td>
<td>32,711</td>
</tr>
<tr>
<td></td>
<td>(263% up)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unique Hosts</td>
<td>4,660</td>
<td>2,092</td>
<td>-</td>
<td>-</td>
<td>6,752</td>
</tr>
<tr>
<td></td>
<td>(150% up)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants</td>
<td>107,201</td>
<td>45,983</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>(556% up)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting Minutes</td>
<td>902,418</td>
<td>1,656,739</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>3,752,035</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(people- minutes)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Meeting Length</td>
<td>35 minutes</td>
<td>-</td>
<td>-</td>
<td>43 minutes</td>
<td>-</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls</td>
<td>-</td>
<td>-</td>
<td>1,737</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

*Supporting Collaborations and meeting statistics.*
Supporting Users

ServiceNow

• IT support requests – 4,605
  • March 23 – today (6% increase)

• Knowledge articles
  • 30 articles
  • 13,258 reviews

Websites

• Remote Work Website
Here is what you’re using

• Top Applications by logins (last 7 days) – log-ins
  • Canvas – 170,538
  • G Suite (CyMail) – 73,010
  • Office 365 – 55,900
  • CyBox – 39,569
  • Workday – 33,914
  • VPN – 33,786
  • Webex – 13,225
  • AccessPlus – 12,237
Microsoft Office 365: (last 7 days)

• Microsoft Teams
  • Active Users - 5,666
  • Messages – 114,900 (31% increase)

• Email Activity
  • 6,500,000 messages (25% increase)
  • Largest increase in received messages (2,285,856 on 3/30/20 alone)
How can we help?

- Evaluating responses from Staff survey
- Mining all Service Now Tickets for potential ‘Knowledge base Articles’
- Solution Center is ‘Open’ – Virtually
- Continuing to respond to feedback (whatever the mechanism)