

# its Information Technology Services

**CIO : Computing Services : Communications Network Services : Information Assurance**

Information Technology Services is responsible for the University of New Mexico's enterprise computer and networking systems architecture, operations and security used by students, staff, and faculty.

- < ITS supports, secures, monitors and manages the UNM voice and data networks, computer and storage resources.
- < ITS manages computing environments such as WebCT, Portal, computer pods, software for departmental purchase, hardware maintenance, surveying, course evaluation and test scoring.
- < ITS supports Banner applications such as Student Admissions, Registration, Financial Aid, Human Resources, Payroll, and Finance, as well as Hyperion reporting, Degree Audit and other Banner-related applications.
- < ITS enables UNM NetID authenticated access to the systems above, as well as email, Calendar, Web services and the Internet.

## Mission



The mission of ITS is to provide leadership for the effective use of information technologies to achieve the University of New Mexico's vision and mission in education, research, and public service, and to support the effective management and administration of those functions.

### ITS Web Sites:

[cio.unm.edu](http://cio.unm.edu)  
[its.unm.edu](http://its.unm.edu)  
[fastinfo.unm.edu](http://fastinfo.unm.edu)  
[my.unm.edu](http://my.unm.edu)

## Fiscal Year 2008 Overview

### % Change from FY2007

<b>Campus Computing Facilities</b>	5%	Seven Pods and 11 classrooms with 503 Windows & Mac computers available for student use.
<b>Client Assists</b>	12%	FastInfo (Web service): 432,237; Walk-in, telephone contacts: 112,731.
<b>NetIDs</b>	0.2%	69,948 computer / email accounts for individuals and groups – slight increase over 2007.
<b>Servers</b>	19%	398 server-class units now support additional Banner functions, email, web and calendar processing.
<b>Email</b>	-8%	Email is up 119% over 5 years, but is down as more spam is filtered, and chat and voice are increasing.
<b>National Network Bandwidth Usage</b>	30%	Traffic increased overall on Internet 1, Internet 2 and National Lambda Rail national networks to 921 Mbps (Megabits per second) to/from UNM.
<b>UNM Web Hits</b>	15%	1.4 million avg daily hits to unm.edu sites as more information and services are delivered via the Web.
<b>Disk Space</b>	22%	Increased total disk space to from 78 to 93 terabytes for Banner, email, WebCT and academic use.
<b>Software Sales</b>	-	~21 site-license/volume contracts for Microsoft, Adobe, SAS and other products sold to departments only at ~65% savings over Bookstore pricing, 84% average savings over suggested retail.
<b>Admin Business Functions</b>	7%	49 functions supported across Finance, Student, Financial Aid, Payroll, Budget and other applications.
<b>Scanning</b>	3%	Scanning for surveys and questionnaires is declining due to online tools, but test score scanning rose 10%.
<b>Voice Network</b>	2%	20,394 phone lines, with Pearl Hall, Centennial Hall and the expansion of Voice over IP.
<b>ITS Staff</b>	-16%	204 after the completion of Project LINK, down from 243
<b>Equipment Recycle</b>	-	65 ITS Apple & Windows computers and printers were recycled for use in UNM Departments.

Source: 2008 Annual Report, Office of the Chief Information Officer (CIO)