

149,250 Help Desk client support contacts (phone, walk-in, and email) in FY 2017

# UFIT

Supporting Teaching and Learning  
Research, Innovation, and Collaboration

2,015 supercomputing customers supported in FY 2017

HiPerGator

INNOVATION HUB  
AT THE UNIVERSITY OF FLORIDA

Enabled entrepreneurship at Florida's Innovation Hub with a wall plate network, wireless, and VoIP services.

The number of times in FY 2017 a malicious attack was attempted to a computer on the UF network:  
100,904,874

133,827 Unique Guest Wi-Fi Logons at UF in FY 2017

Rationalized the Voice over Internet Protocol (VoIP) services for Main Campus and UFHealth

Welcomed 1,923 participants (face-2-face, online, live webinars) to IT Training in FY 2017

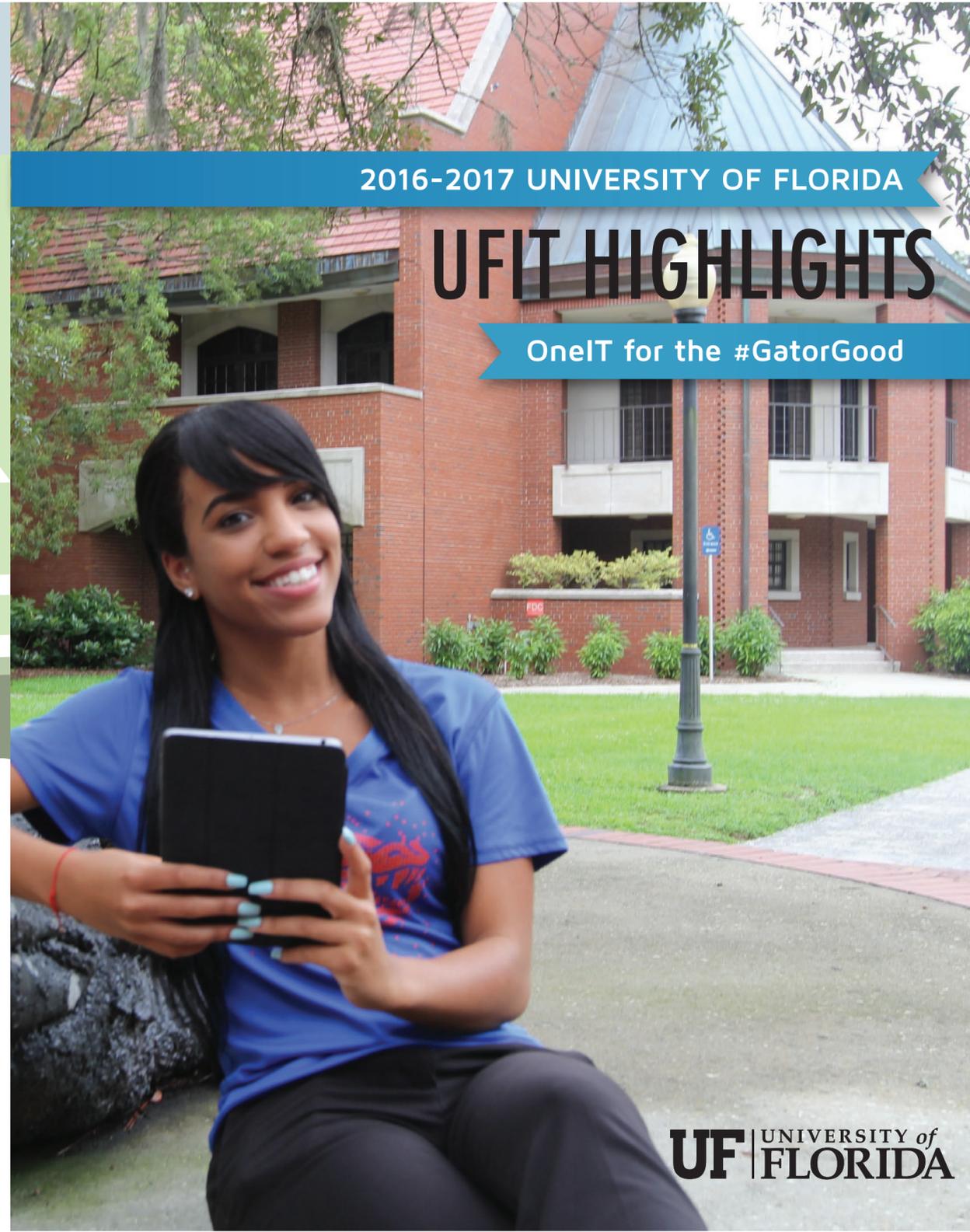
UFHealth  
UNIVERSITY OF FLORIDA HEALTH

Crucial to developing and delivering exceptional IT services for UF are the ongoing partnerships with campus units and with state and national organizations. These partnerships also support the university's mission by rationalizing IT and reducing costs. Dynamic collaboration leads to new ideas for IT service delivery and can help UF get into the top-ten.

More information about UFIT's efforts to support the university's teaching and learning and research environment will be available in the **2016-2017 Contributions Report**. In the meantime, please do not hesitate to contact me if you have any suggestions for ways we can support faculty innovation at UF.

Go Gators!

Elias G. Eldayrie  
Vice President & CIO  
@Eldayrie



2016-2017 UNIVERSITY OF FLORIDA

## UFIT HIGHLIGHTS

OneIT for the #GatorGood

UF UNIVERSITY of FLORIDA

# Faculty Support

ADVANCING UF TO THE FOREFRONT OF TEACHING AND RESEARCH

## Improved Classroom Technologies

Installed 200 digital document cameras in Registrar- and UFIT-managed classrooms to expand instructors' teaching and learning options, and completed full renovations of Larsen Hall 310, Weimer Hall 2050 and 2056, and Turlington Hall 2319.

## Empowered Research

Provided support to 209 principal investigators (PIs) with active investments in HiPerGator, enabling their research and global impact.

## Grew the UFApps Service

Added 42 applications to the UFApps service this year, increasing software options available 24/7 to more than 130 applications.

## Increased Connectivity Options

Expanded the EDUROAM Wi-Fi network to include campus outliers like Gainesville Regional Airport, minimizing downtime for faculty who travel on university business.



**Marco Salemi, Ph.D.**  
Professor  
Department of Pathology,  
Immunology and Laboratory Medicine

"We are studying, among other things, the Zika virus, Haiti's Cholera epidemic, and the spread of HIV in South Africa. Quite simply put, without the HiPerGator service and support from UF's Research Computing staff, we could not conduct any of the research that we are doing."

# Student Support

ENABLING ACADEMIC SUCCESS IN A SECURE COMPUTING ENVIRONMENT

## Expanded Mobile Printing Options

Added 16 additional mobile print locations around campus (bringing the total to 30), making it easier for students to print their assignments and projects no matter their location or major field of study.

## Enabled 24/7 Online Learning

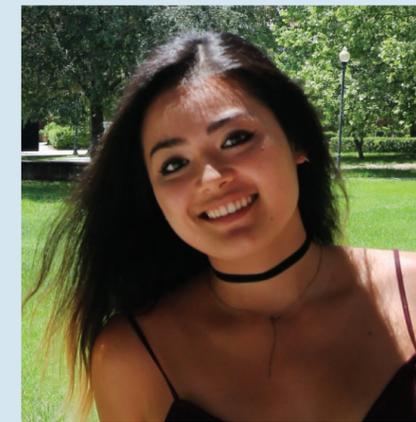
Delivered 7,573 courses via UF's e-Learning system in Fall 2016-Spring 2017, for a total of 14,282 course sections. The e-Learning course management system makes online learning possible for undergraduate, graduate, professional, distance, and UF Online degree-seeking students.

## Improved Wi-Fi Coverage

Installed 657 new wireless access points this year, improving outdoor coverage and boosting signals in the most popular gathering spots on campus.

## Launched Additional Mobile Apps for Student Services

Enhanced the ONE.UF portal with [Degree Audit](#) and [Unofficial Transcript](#) services. In less than a year, students have self-conducted 116,093 degree audits and viewed 222,708 unofficial transcripts.



**Tananchanok (Lily) Jantarachota**  
Sophomore  
Major: Architecture

"UFApps is very useful because it gives students the opportunity to use programs like AutoCAD, Photoshop, and Rhino; which are all extremely crucial to my architecture major, especially when it comes to building the perfect portfolio. Providing these apps also helps students who don't have the financial means to buy them access the right tools for success."

# Staff Support

PROVIDING ROBUST, RELIABLE, AND TRUSTED IT ADMINISTRATIVE SERVICES

## Increased Campus ADA/EIT Compliance

Captioned and transcribed 1,291 videos totaling more than 279 hours' worth of course material, in support of EIT compliance.

## Kept UF Networks, Data Safe

Blocked 5,907,846,215 malicious emails from the UF Network, protecting the university's reputation and data.

## Connected UF With the World

Installed 2,443 network ports, keeping UF staff and their devices connected to campus and to colleagues around the globe.

## Modernized Systems

Invested more than 46,000 hours of staff time for the COMPASS Program, in support of the comprehensive project to modernize UF student information systems.



**Matt Pendleton**  
Associate Director, IT  
Division of Student Affairs

"The Division of Student Affairs is committed to creating IT services that are innovative and business-driven. The UFSA and UFIT IT Rationalization project enables us to utilize university-provided IT services while still maintaining a customized level of service to our customers. We're excited for this partnership with UFIT."