

# Information & Technology Services Highlights 2022

## General facts

### IT professionals

2021: 233  
2022: 252

### Budget

*maintenance &  
development*

2021: € 37.7 mln  
2022: € 41.4 mln

*investment*

2021: € 7 mln  
2022: € 7 mln

## IT facilities

### Handled IT Support and service requests

2021: 69,285  
2022: 67,071

### Manuals website

[www.manuals.uu.nl](http://www.manuals.uu.nl)

2021: 508,026 page views  
2022: 388,177 page views

### IT Academy for employees of Utrecht University

[website IT Academy](http://website.ITAcademy)

*training programmes*

2021: 96

2022: 169

*participants*

2021: 359

2022: 307

### Highest number of devices using UU's Wi-Fi on one day

2021: 14,700

2022: 18,800

### Records in UU's data warehouse

2021: 802,000,000  
2022: 863,000,000

### IT service requests via WhatsApp

[IT Servicedesk](https://www.whatsapp.com/channel/0029:16100000000000000000)

2021: 8,392  
2022: 6,009

### Stored data

2021: 7,704 TB

2022: 9,660 TB

## Highlights IT for research

### Research data stored in Yoda

[Yoda website](https://yoda.uu.nl)

2021: 1,773 TB  
2022: 2,763 TB

### Visitors of the research data management website

[uu.nl/rdm](https://uu.nl/rdm)

2021: 66,644 visitors  
2022: 61,611 visitors

### Workshops on research data management

2021: 44

2022: 42 (24 + 18 custom)

## Highlights IT for education

### Blackboard

*average amount of logins / month*

2021: 395,604

2022: 366,271

### E-assessments

2021: 86% / total tests taken

2022: 81% / total tests taken

### Online lectures (Videoplatform)

2021: 1,633,908 views

2022: 1,154,928 views

### MyUU app for students

2021: 41,094 users

2022: 74,437 unique devices

### Page views Student Portal

[students.uu.nl/myuu](https://students.uu.nl/myuu)

*page views*

2021: 209,541 (NL); 11,004 (EN)

2022: 207,814 (NL); 34,056 (EN)