

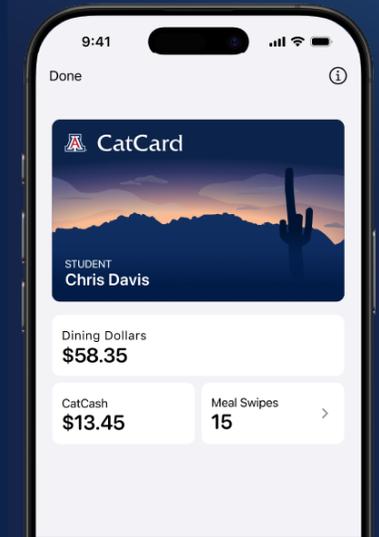
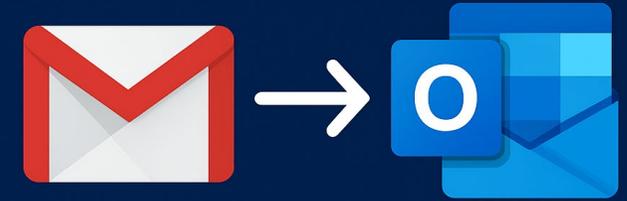


IT Update: Spring 2026

Elliott Cheu
Chief Information Officer

Major IT Initiatives

- Student, retiree and alumni email transition to Outlook
- SafeCats app
- Mobile CatCard
- Unified support process
- Information security awareness training
- Email security enhancements

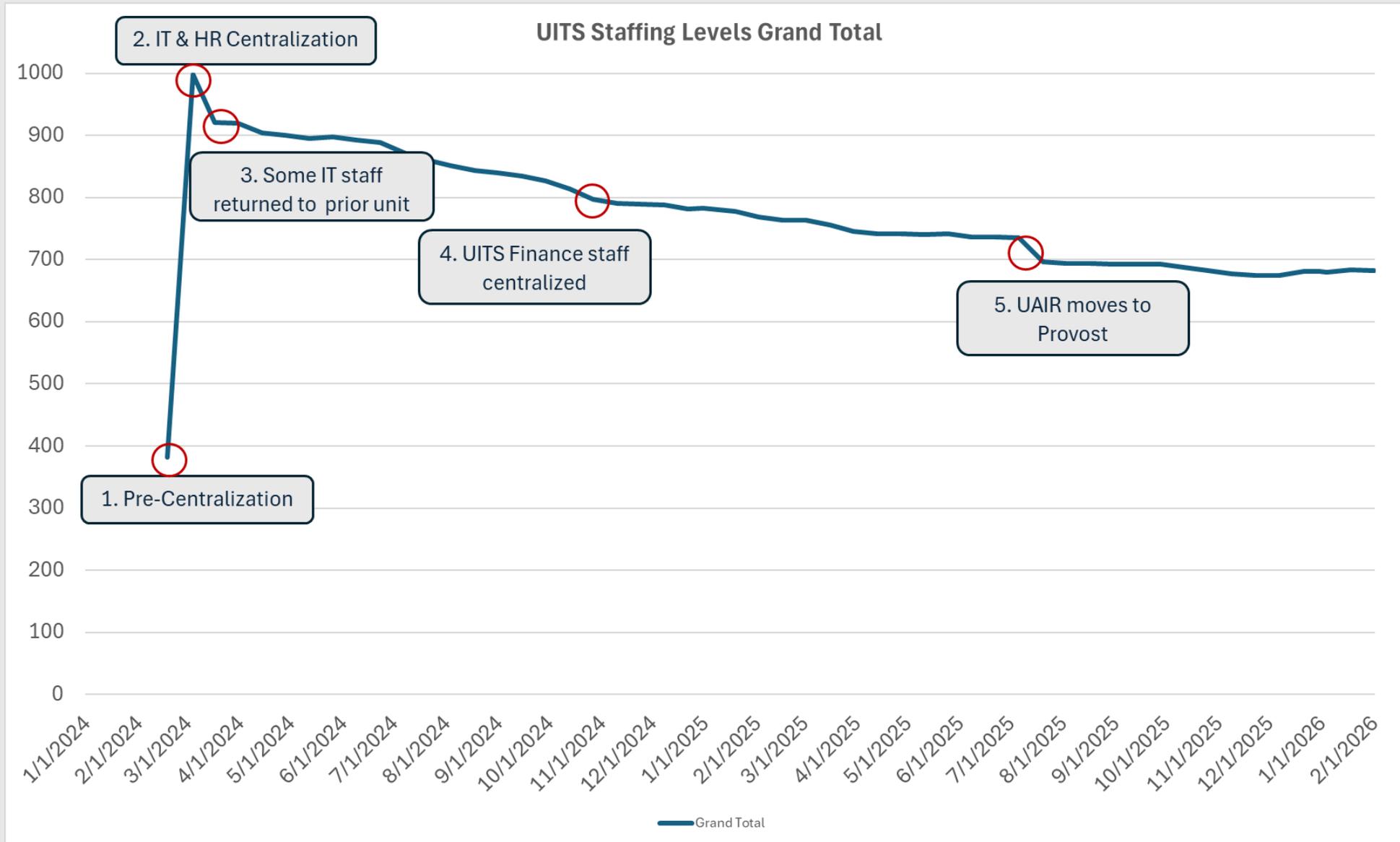


IT Restructure Highlights

- Consolidated IT support, infrastructure, web services and classroom technology functions into central enterprise teams.
- Implemented a more robust support model to improve service and provide continuity.
 - Previously, some units had 1–2 dedicated IT staff; now support is team-based.
- Expanded use of single ticketing system and common workflows
 - More visibility into trends and establishes new baseline



IT Staffing Journey 2024-2026



IT Support Service Offerings

24/7 Support Center:

Provides around-the-clock technical answers and assistance with campus IT services (e.g. password resets, login issues, NetID).

New Enterprise Support:

Provides dedicated IT support teams for staff and faculty in colleges and departments.

Instructional Technology Services:

(Formerly Classroom Technology Services) supports instructional and classroom spaces.

New Specialized IT Services:

Partners with college and departmental leadership to serve their unique, mission-driven technology needs.



24/7 Support Center Volume Increases; Satisfaction Remains Consistent

Year	Interactions Calls, Chats, and Tech Zone	Satisfaction Rating	Phishing Reports
2025	113,443	4.78 / 5.00	12,025
2024	98,140	4.78 / 5.00	9,487
2023	96,825	4.77 / 5.00	8,738

This data reflects a campus-wide view of IT support. We recognize that individual experiences may not always align with what the metrics show.

If you or your colleagues are encountering technical support challenges, please contact us so we can address them.

Information Security Improvements

- Annual Mandatory Information Security Awareness Training
 - **100%**: full-time employees
 - **65%**: DCCs
- **100%** compliance achieved for Annual Risk Management Audit Process.
- **93%** of networks and **46%** of university endpoints are now centrally secured, patched and monitored.



Future Focus

- Continue onboarding units to shared systems.
- Expand endpoint management enrollment.
- Improve reporting and visibility.
- Use consolidated data to continue making improvements in IT support.



For Technical Support and Assistance

24/7 Support Center

247.arizona.edu



Phone

(520) 626-TECH



Chat



Online



In Person

Tech Zones

Instructional Technology Services

its.arizona.edu

Support phone numbers are displayed in classrooms and instructional spaces.

The university's Support Service teams are led by:
Michael Medina, Executive Director, Support Services



University Information
Technology Services