



DoIT Operations

Monthly Report

April 2021

Published May 28, 2021

GARTNER BENCHMARKS

Gartner benchmarks have been updated on multiple pages from 2020 values to 2021 values. Gartner has changed their methodology to reporting median values, rather than mean values.

Benchmark	2020 (Mean)	2021 (Median)
Abandonment Rate	5.1 %	4%
Cost per Contact	\$17.90	\$19.80
Cost per Endpoint	\$1078	\$1193
Endpoints per Technician	499	212
First Contact Resolution Rate	74%	71%
Linux Servers per FTE	268.0	234.0
Windows Servers per FTE	279.0	293.0

NOTE: Help Desk Gartner benchmarks are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks are for Small Environments (<13K total computing devices), and Solutions Engineering Gartner benchmarks are using the overall median.



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DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	April %
API Manager	99.00%	★90.06	★96.18	100.00	100.00	100.00	100.00	★97.38	100.00	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	★97.78	100.00	100.00	★98.76	★73.26	100.00	99.86	100.00	100.00	100.00	100.00
Enterprise Service Bus (ESB)	99.00%	★93.30	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	100.00	99.58	100.00	100.00	100.00	100.00	100.00	100.00	99.88
NetID Login	99.90%	99.98	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00
Shared Web Hosting	99.00%	★97.21	99.33	100.00	100.00	100.00	100.00	100.00	99.96	★98.07	99.94	100.00	100.00
Wisc Web	99.00%	100.00	★94.99	99.99	99.91	100.00	★98.69	99.93	100.00	100.00	100.00	99.66	100.00

Target Colors
 ★ Below Target ■ Above Target

NOTES:

*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.

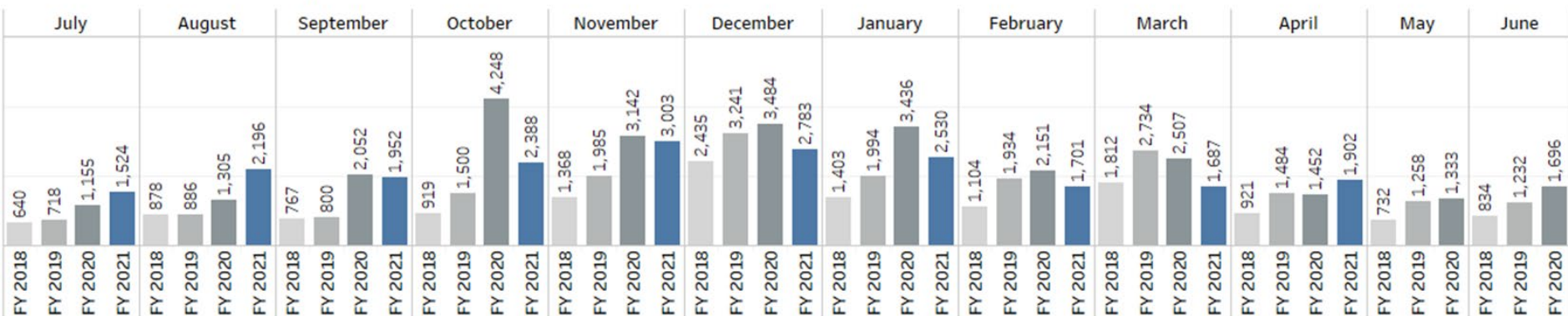


DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During April

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Multi-Factor Authentication (MFA)	577	23.4%	566	539	95.2%	93.8%	94.4%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	1,167	47.3%	1,151	1,053	91.5%	86.6%	92.9%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0%
All IAM Incidents	2,481	100.0%	1,918	1,763	91.9%	84.7%	93.5%	IAM Target: Customer Satisfaction ■ At or above 85.0%

IAM Services Annual Help Desk Contacts



NOTES:

*Resolution Percentage = incidents resolved by the Help Desk rather than being escalated to a specific service team

**Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.

Gartner 2020 Benchmark First Contact Resolution is 74.0%.

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

Help Desk Resolution Rates for WPS Services During April

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
KnowledgeBase (KB)	99	6.1%	69	5	★7.2%		
MyUW Madison/System	260	16.0%	242	192	★79.3%	89.3%	93.1%
Shared Tools	17	1.0%	14	2	★14.3%		100.0%
Web Hosting	118	7.3%	1	1	100.0%	100.0%	
WiscWeb	39	2.4%	39	10	★25.6%	100.0%	

AIS-WPS Targets:
HD % Resolution by Service

MyUW Madison/ System - 85%
Shared Tools - 15%
UW Madison Knowledgebase - 10%
Web Hosting - 5%
WiscWeb - 45%

2021 Gartner Benchmark:
First Contact Resolution

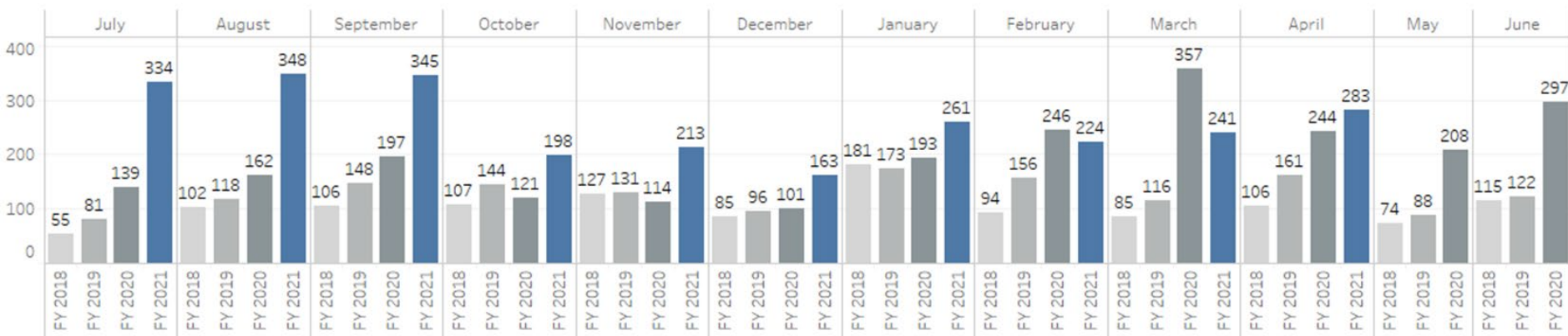
■ Above 71.0%

■ Below 71.0% ★

WPS Services Target:
Customer Satisfaction

■ At or above 85.0%

WPS Services Annual Help Desk Contacts



NOTES:

*Resolution Percentage = incidents resolved by the Help Desk rather than being escalated to a specific service team

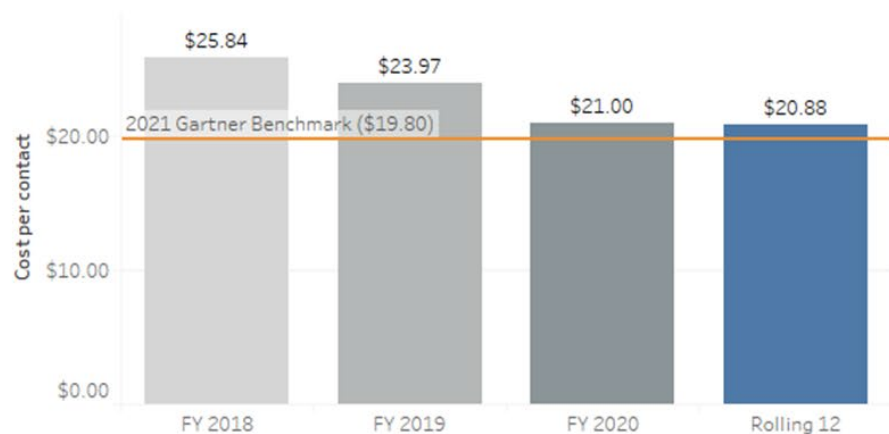
**Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month. Gartner 2020 Benchmark First Contact Resolution is 74.0%

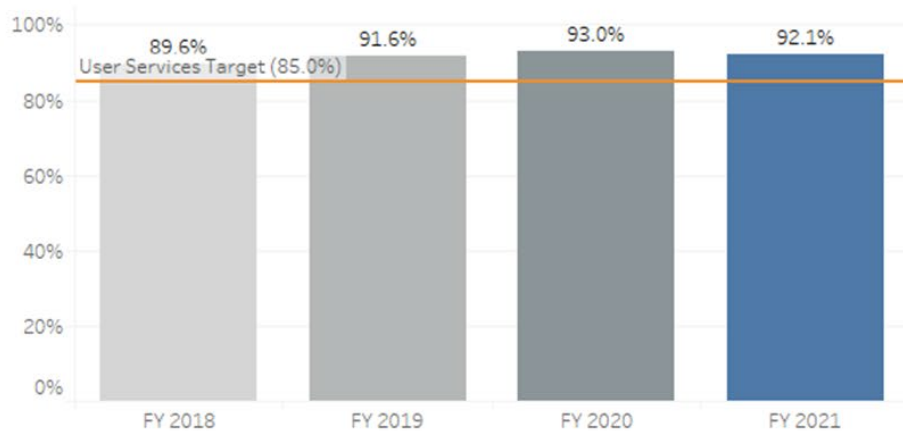


DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

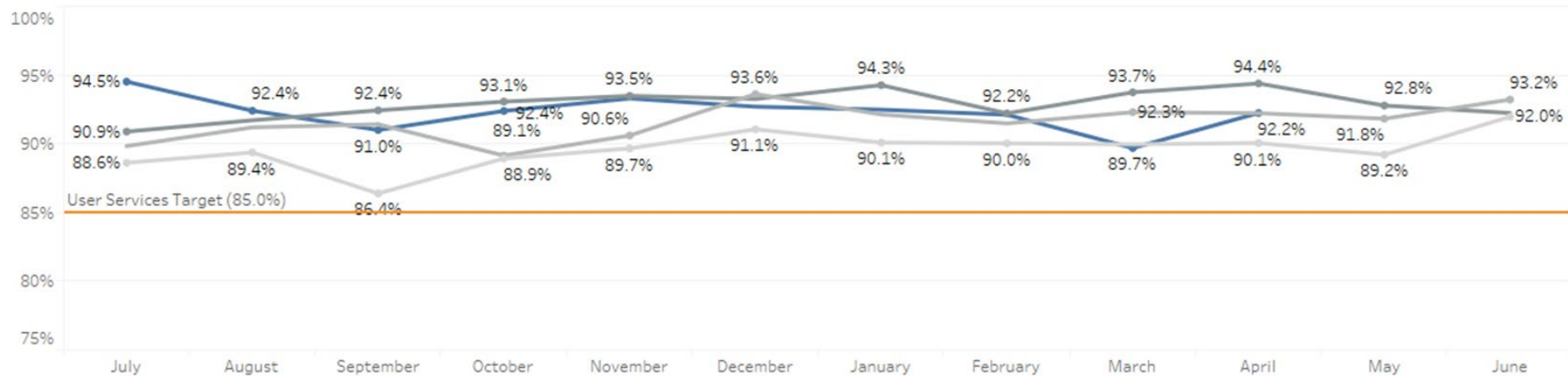
* Cost per Contact



Customer Satisfaction

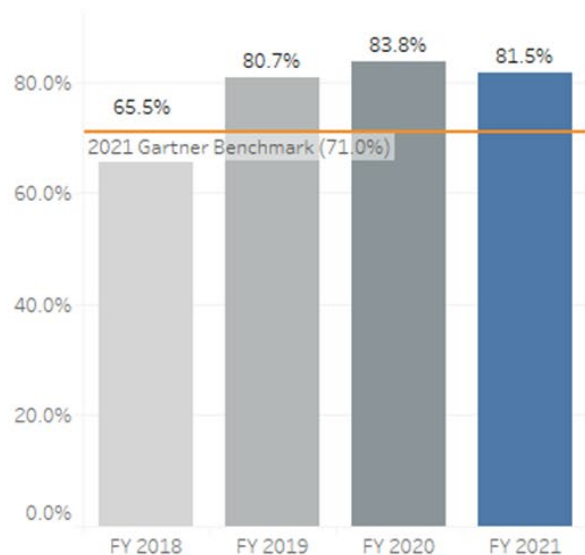


Customer Satisfaction

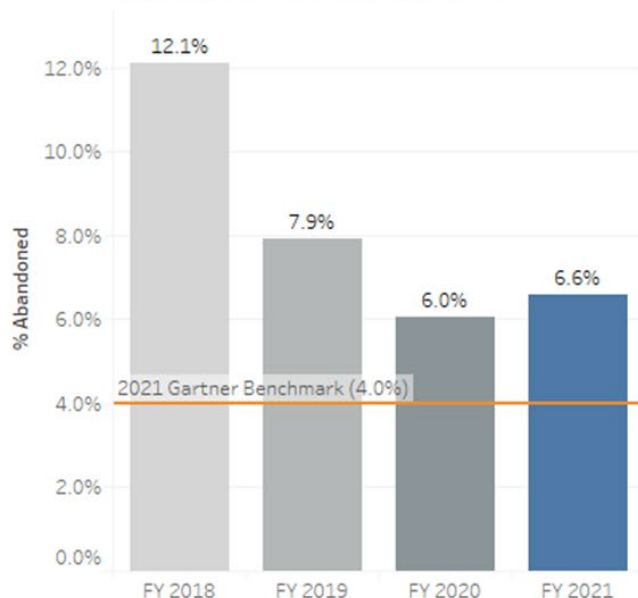


NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 *Gartner 2019 Benchmark Cost Per Contact is \$16.30. Gartner 2020 Benchmark Cost Per Contact is \$17.90.

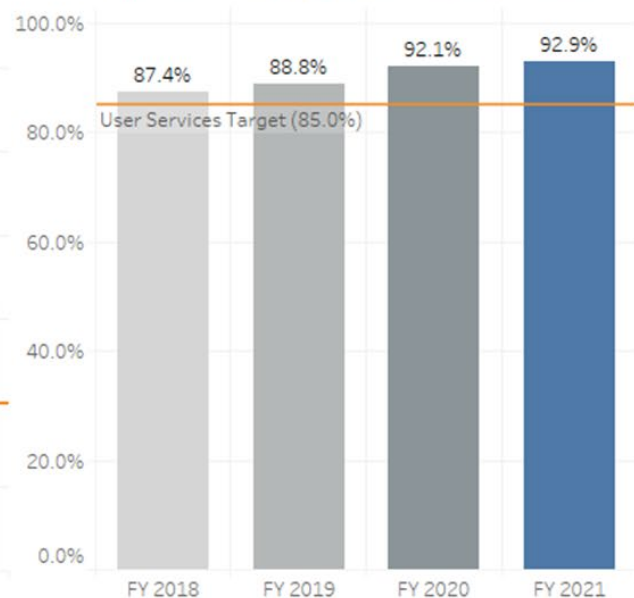
***Help Desk Average First Contact Resolution**



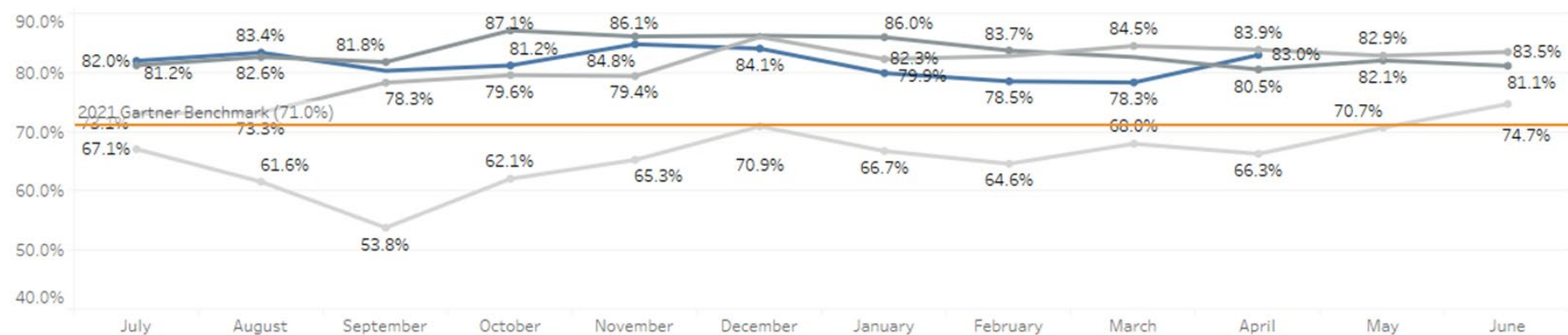
Help Desk Abandonment Rate



****Help Desk Average Resolution Rate**



Help Desk YOY First Contact Resolution



NOTES: *First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.

**Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.

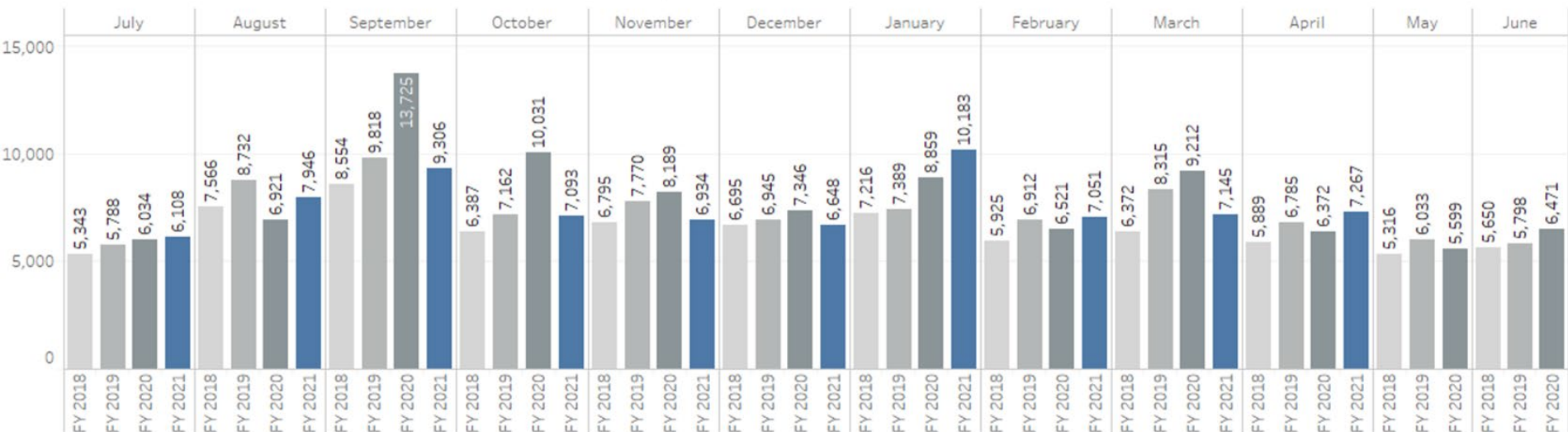
Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%. Gartner 2020 Benchmark Abandonment Rate is 5.1% and First Contact Resolution is 74.0%.

HELP DESK RESOLUTION RATES FOR TOP 10 SUPPORTED SERVICES IN APRIL

	HD created	% of Total cases created	HD Resolved	** HD % Resolved
NetID Account Management	1,151	4.7%	1,053	91.5%
Office 365	888	3.7%	754	★84.9%
Multi-factor Authentication (MFA)	566	2.3%	539	95.2%
Referrals	479	2.0%	430	89.8%
Course Search and Enrollment App	428	1.8%	382	89.3%
Incident Response and Investigations, BadgIRT	347	1.4%	312	89.9%
Safer Badgers, General	306	1.3%	291	95.1%
MyUW Madison	216	0.9%	167	★77.3%
UW-Madison Zoom	207	1.1%	159	★76.8%
Learn@UW - Canvas Madison	168	0.9%	123	★73.2%

User Services Target: HD % Resolution
 ★ Below 85.0% ■ At or above 85.0%

* Help Desk Annual Contacts



NOTES: * Walk-in incidents are included for only FY20 to reflect the Walk-in & Help Desk merger

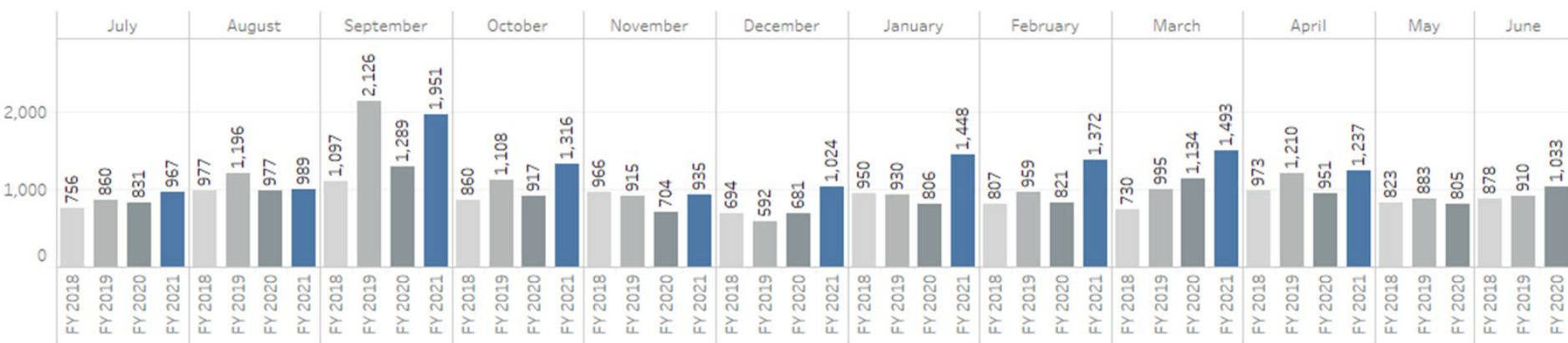
**Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

DoIT OPERATIONS: USER SERVICES - PRODUCTIVITY AND COLLABORATIVE SOLUTIONS SERVICES OVERVIEW

Resolution Rates for PCS Services During April

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	912	66.3%	888	754	★84.9%	76.9%	87.4%	User Services Target: HD% Resolution ■ At or above 85.0% ■ Below 85.0% ★
UW-Madison Zoom	275	20.0%	207	159	★76.8%	80.8%	93.1%	
UW-Madison Google Apps	81	5.9%	75	59	★78.7%	★65.2%	92.9%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0% ■ Below 71.0% ★
UW-Madison Box	66	4.8%	46	29	★63.0%	84.6%	95.2%	
Qualtrics	26	1.9%	8	8	100.0%	★50.0%	100.0%	User Services Target: Customer Satisfaction ■ At or above 85.0%
Cloud Fax	16	1.2%	13	8	★61.5%	100.0%	100.0%	

PCS Services Annual Help Desk Contacts



NOTES:

*Resolution Percentage = incidents resolved by the Help Desk rather than being escalated to a specific service team

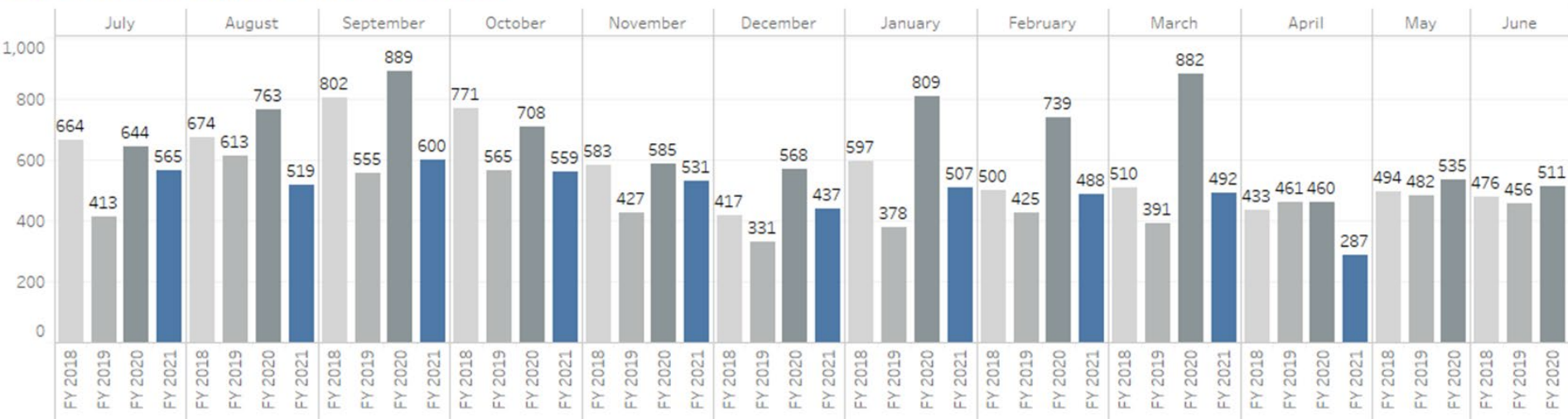
**Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month. Gartner 2020 Benchmark First Contact Resolution is 74.0%

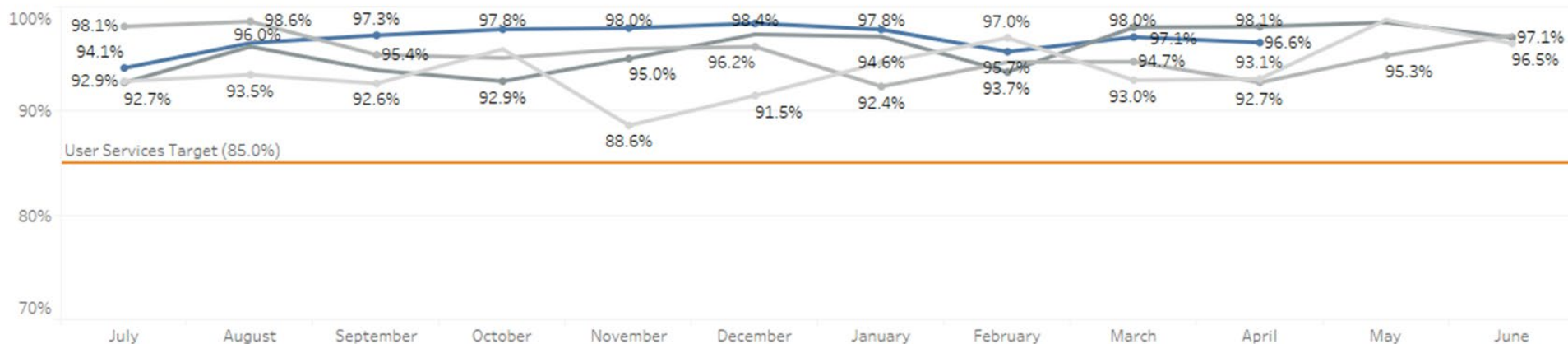


DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts



Customer Satisfaction



NOTES: Departmental Support Annual Contacts represent cases resolved by DS teams.

Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

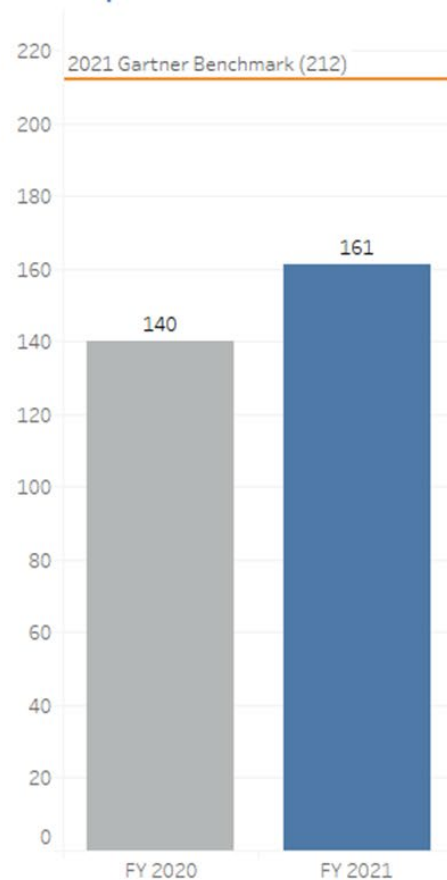
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

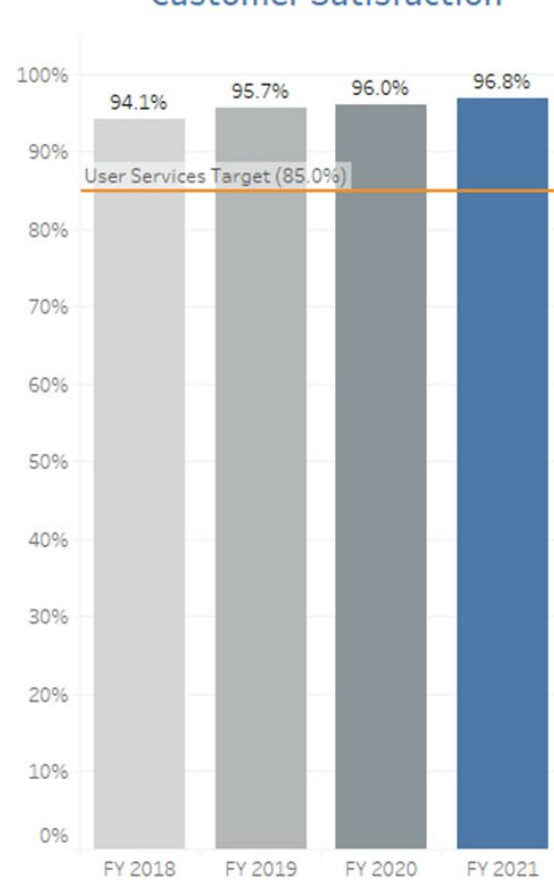
* Cost Per Endpoint



** Endpoints Per Technician



*** Customer Satisfaction



The price per endpoint calculation uses representative contracts to demonstrate the cost for low, medium, and high complexity for support contract customers (where complexity is a composite of factors such as diversity of supported models, geographic dispersion and scope of supported services).

*2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity. 2020 Cost Per Endpoint Benchmark was \$1078, and our complexity levels for FY20 were \$587.41 for low complexity, \$730 for medium complexity and \$848 for high complexity. Past years did not include division tax, which has been added for the FY21 calculation.

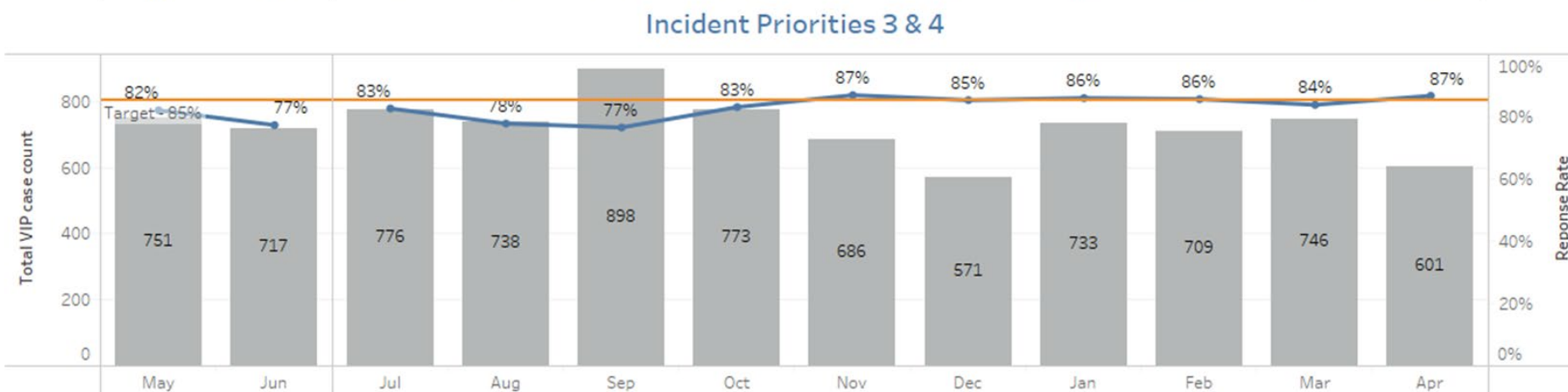
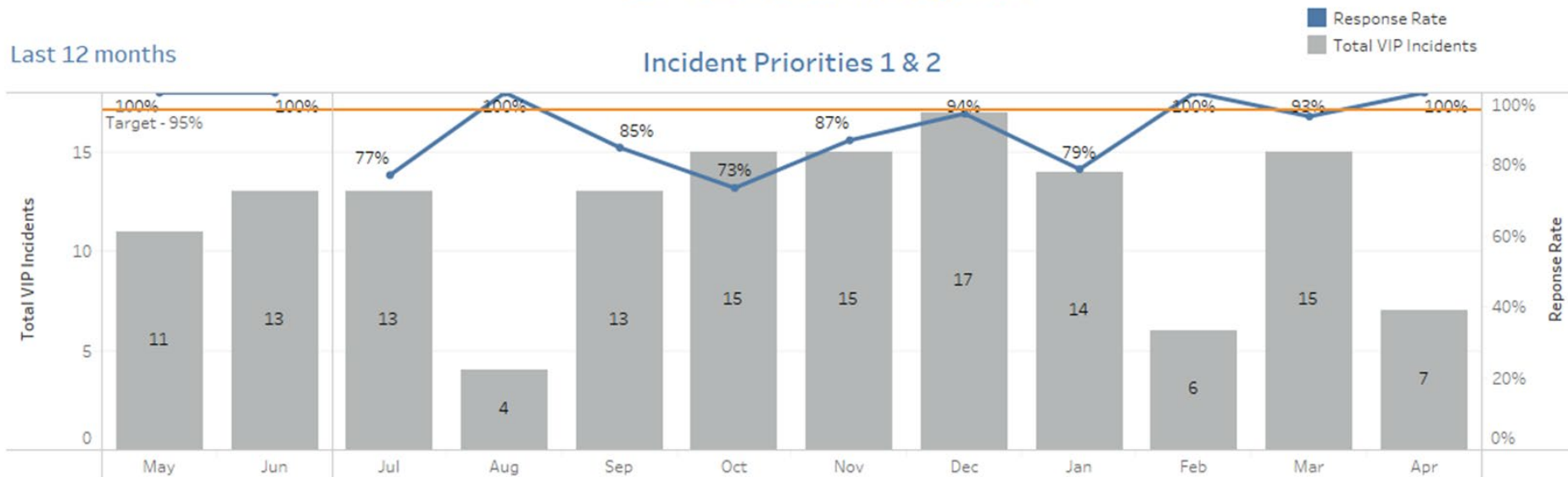
**2020/2021 Gartner Benchmarks include printers. Our data does not include printers. 2019 Gartner benchmark was 283 Endpoints per Technician. Previously published 2020 value (499) was overall average. The 2020 average for Small Environments was 406. Updated December 2020.

***Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

Last 12 months



Included incidents fall under a Departmental Support SLA of one hour response time and are owned or resolved by a DS team or created, owned, and resolved by HDL2 working on Departmental Support cases. All services and categories are included. Priority definitions included in Technical Notes.

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	April %
HRS	99.000%	100.000	★98.935	100.000	100.000	★91.271	★96.013	100.000	100.000	★97.050	100.000	100.000	100.000
SFS	99.000%	99.464	100.000	100.000	100.000	100.000	100.000	99.799	100.000	100.000	100.000	100.000	100.000
SIS	99.000%	100.000	100.000	100.000	99.953	100.000	100.000	100.000	100.000	99.933	100.000	100.000	99.935
Informatica	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.572	★96.076

Target Colors
 ★ Below Target ■ Above Target

NOTES:

*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.





DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	February %	March %	April %	Service	Target	February %	March %	April %	Service	Target	February %	March %	April %
*Upham Woods	99.900%	★98.512			UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	99.990	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	99.990	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	99.991	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	99.921	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	★99.802	99.990	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors

★ Below Target ■ Above Target

-Availability is for wired (not wi-fi) connectivity at each institution. Availability calculated as total uptime / total time per month. Wide Area Network is considered down when completely disconnected from the system (i.e. both routers down at 4-year schools, the single router down at 2-year schools). Any planned outages are included in the calculations, sometimes making availability appear below commercial standards of 99.9% or 99.99% uptime.

-The 99.9% SLA rate with UW System is for unplanned outages; the figures in this table include all outages – planned or unplanned. SLA faults here (highlighted in RED) may not actually be an SLA agreement fault.

*As of March FY21, Upham Woods is a UW-Madison campus connection and we will no longer be monitoring availability here after April FY21.

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		21-Feb	21-Mar	21-Apr
UW-Madison campus	Avg (Gb/sec)	8.2	8.1	8.0
	Max (Gb/sec)	22.9	24.5	10.9
	Min (Gb/sec)	1.9	1.9	1.8
	% of full capacity (100Gbps)	8.2	8.1	8.0
UW-Madison research	Avg (Gb/sec)	27.2	14.1	15.4
	Max (Gb/sec)	100.0	48.0	61.9
	Min (Gb/sec)	5.7	5.0	6.1
	% of full capacity (100Gbps)	27.2	14.1	15.4
Internet Exchange (MadIX)	Avg (Gb/sec)	7.5	7.9	7.3
	Max (Gb/sec)	14.2	15.3	16.0
	Min (Gb/sec)	0.0	0.5	0.4
	% of full capacity (20Gbps)	37.5	39.5	36.5

OUT

		21-Feb	21-Mar	21-Apr
UW-Madison campus	Avg (Gb/sec)	4.30	4.10	3.90
	Max (Gb/sec)	46.50	14.10	10.50
	Min (Gb/sec)	1.40	1.40	1.50
	% of full capacity (100Gbps)	4.30	4.10	3.90
UW-Madison research	Avg (Gb/sec)	31.20	13.50	19.50
	Max (Gb/sec)	61.20	48.70	60.20
	Min (Gb/sec)	9.20	3.20	4.60
	% of full capacity (100Gbps)	31.20	13.50	19.50
Internet Exchange (MadIX)	Avg (Gb/sec)	4.70	5.40	5.40
	Max (Gb/sec)	8.80	10.30	11.40
	Min (Gb/sec)	0.00	1.90	1.80
	% of full capacity (20Gbps)	23.50	27.00	27.00

-Average (mean) network usage includes night and weekend readings of typically much lower traffic. Averages for UW-Madison Campus Internet Access and UW-Madison internet Exchange will likely be lower in summer months than they are during the academic year.

-95th percentile usage is a more common industry standard than avg/max/min for measuring utilization; Network Services is working on providing that measure as well in future reports.

A peering exchange, such as the Madison Internet Exchange, enables networks to interconnect directly to each other and exchange IP (Internet) traffic. Peering is the exchange between two independent networks for the benefit of both networks.

-The target for WAN speeds is a capacity threshold instead of a specified speed to maintain. When 95th percentile speeds reach about 45-55% of capacity, there is an engineering exploration to determine the cause of increased usage and whether increased capacity is warranted.



DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1 <div>Total Controllers: 8 Total APs: 2478</div>		Target	May	June	July	August	September	October	November	December	January	February	March	April
Access Points Avg. Uptime per Day		99.50%	★99.16%	★99.14%	★99.20%	★98.97%	★98.56%	★98.51%	★98.47%	★98.55%	★98.59%	★98.65%	★98.67%	★98.63%
Avg. AW1-Controller Uptime per Day		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	★99.94%	100.00%	100.00%	100.00%	★99.53%
Avg. Number of APs Down per Day			53.65	56.27	56.61	76.42	89.10	88.65	77.53	80.84	71.48	67.25	63.55	60.33
Airwave 2 <div>Total Controllers: 8 Total APs: 6962</div>		Target	May	June	July	August	September	October	November	December	January	February	March	April
Access Points Avg, Uptime per Day		99.50%	99.83%	★99.45%	★99.37%	99.71%	99.84%	99.80%	99.77%	99.66%	99.67%	99.83%	99.87%	99.88%
Avg. AW2-Controller Uptime per Day		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Avg, Number of APs Down per Day			46.71	33.27	34.48	27.42	14.10	15.87	29.60	28.61	53.29	8.43	8.23	5.20
Airwave 3 <div>Total Controllers: 4 Total APs: 3978</div>		Target	May	June	July	August	September	October	November	December	January	February	March	April
Access Points Avg Uptime Per Day		99.50%	99.84%	99.79%	99.81%	99.77%	99.64%	99.70%	99.80%	99.84%	99.87%	99.86%	99.91%	99.93%
Avg. AW3-Controller Uptime per Day		100.00%	★99.61%	★99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	★99.99%	100.00%	100.00%	100.00%
Avg Number of APs Down per Day			5.65	9.77	9.29	25.81	15.77	18.94	11.50	12.13	18.65	12.39	6.97	6.13

Airwave is the HPE/Aruba network management platform, offering visibility into wired and wireless networks, specifically designed with mobile devices in mind. It enables proactive monitoring of the health and performance of wireless networks and scales to 4000 devices per instance.

Access Points Benchmark:

■ At or above 99.5%
★ ■ Below 99.5%

Controller Uptime Benchmark:

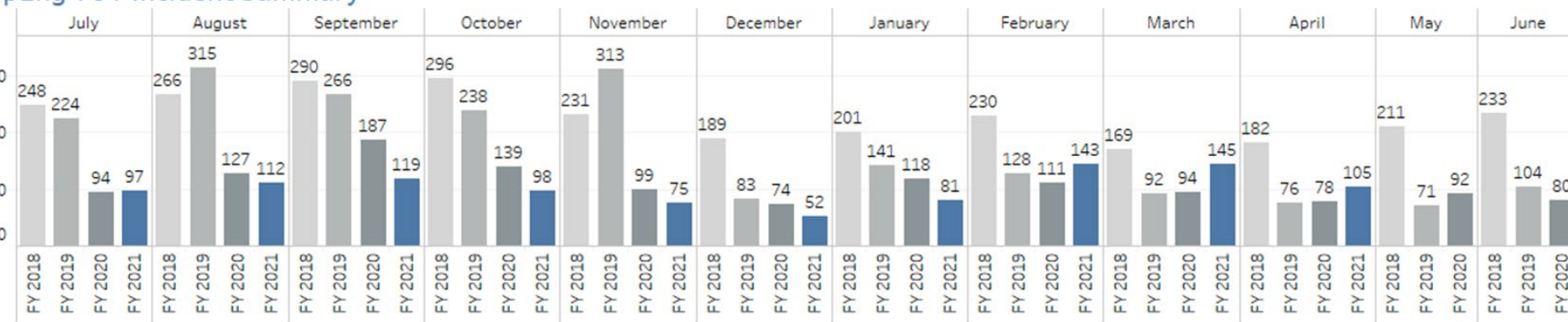
■ At 100.0%
★ ■ Below 100.0%

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

	January	February	March	April
Campus Network				
AANTS	4	2	5	3
Bandwidth Threshold Alarm	2	10	4	5
Firewall/Content ID		2		
Firewall/Install	1			
Firewall/Problem	2		3	1
Firewall/Rules		1	4	2
Port Error Threshold Alarm			1	
Request/Data Jack/Activation	2	1	1	
Request/Data Jack/Installation		1	2	1
Request/DHCP		2	4	4
Request/DNS/Hostmaster	2	1	4	1
Request/DNS/Network Services	20	15	28	22
Request/Equipment Installation		1	1	1
Request/Hardware	5	10	5	5
Request/IP Allocation	10	25	17	26
Wired Network Issue	2	6	6	7
Wireless	10	6	18	12
Wireless Device Registration		1	1	2
Campus Network Housing				
Device Registration HAP	9	8	11	2
HAP Reset			1	
Latency or Packet Drop			1	
Submit Incident		2		
VPN				
Client Issue	2	9	6	4
Submit Incident	8	37	16	6
eduroam				
Submit Incident		1		
Others				
	2	2	6	1
Grand Total	81	143	145	105

OpEng YOY Incident Summary



NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	April %
Bucky Backup	99.000%	100.000	100.000	100.000	99.615	★95.769	★98.329	99.188	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	99.617	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	99.989	100.000	100.000	100.000	100.000	100.000	★99.477	100.000	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	99.921	100.000	99.664	100.000	100.000	100.000	99.799	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	★97.258	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	★98.132	100.000	100.000	100.000	100.000	100.000	100.000	★99.293	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	99.973	100.000	100.000	100.000	100.000	100.000	99.960	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	100.000	99.944	99.630	100.000	100.000	★86.962	100.000	★99.375	100.000	99.851	99.579	★98.951

Target Colors
 ★ Below Target Above Target

NOTES:

*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2021 Median Servers/FTE
Windows	99.950	99.980	346	67	153.8	293.0
Linux	99.950	99.990	415	106	166.0	234.0

Top Customers By Percentage of Labor Hours

	Rank	% of Total
DoIT - Public Cloud Service	1	22.6%
DoIT internal customers	2	9.5%
DoIT - Microsoft SQL Server Hosting	3	5.9%
UWPD	4	3.7%
Asset Management	5	3.1%
HRS	6	2.0%
WHS	7	1.4%
Grad School	8	1.3%
Russell Labs	9	1.2%
Psaas	10	1.1%

Top Customers By Server Count

	Rank	# of Servers
Cybersecurity	1	83
SFS, HRS	2	78
Identity and Access Management	3	54
Student Information System	4	38
DoIT Web Platform Services	5	36
Wisconsin Historical Society	6	28
Imaging	7	25
Office 365	8	24
DoIT Service Management	9	20
Database Aggregation (FASTAR)	10	19

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	January	February	March	April
Potential Vulnerability	1		5		4
	2				2
	3	13	23	10	11
	4	8		2	
	5				3
Vulnerability	1	6	49	6	7
	2	122	55	37	76
	3	880	488	2,606	1,755
	4	1,473	1,354	1,919	1,682
	5	770	509	512	329
Vulnerability or Potential Vulnerability	2				
	3	8	3	6	51
	4	48	10	9	61
	5		5		1
Grand Total		3,328	2,501	5,107	3,982

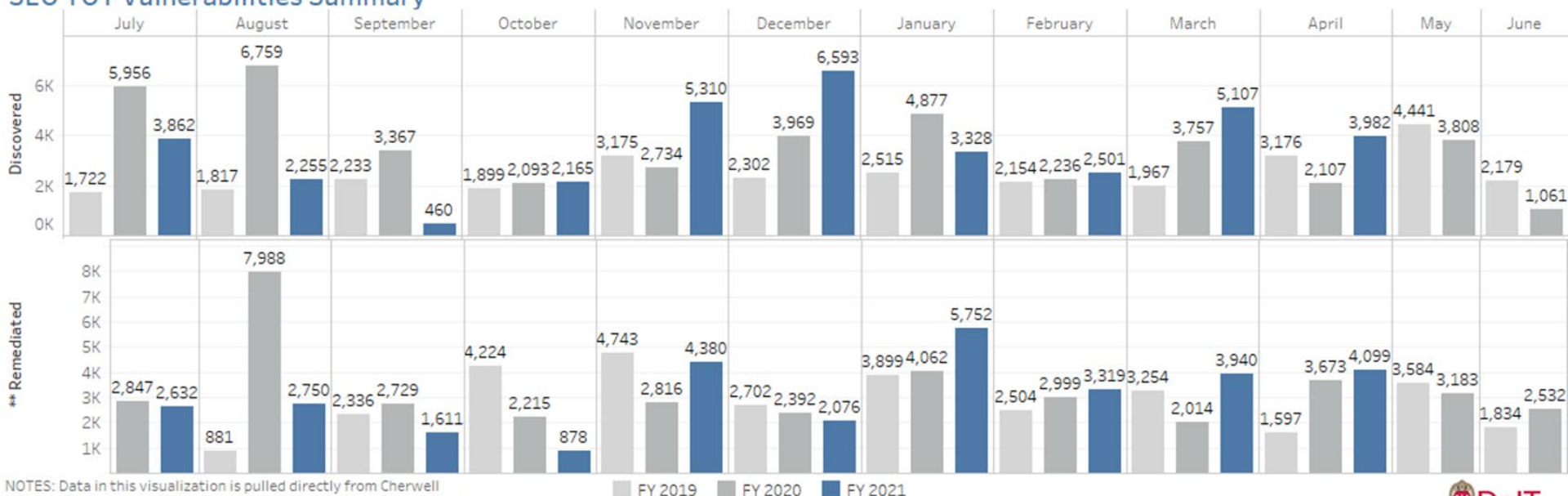
* Active & Urgent Vulnerabilities

155

Remaining From April

21

SEO YOY Vulnerabilities Summary



NOTES: Data in this visualization is pulled directly from Cherwell

* Refers to the number of active vulnerabilities with a severity of 4 or 5.

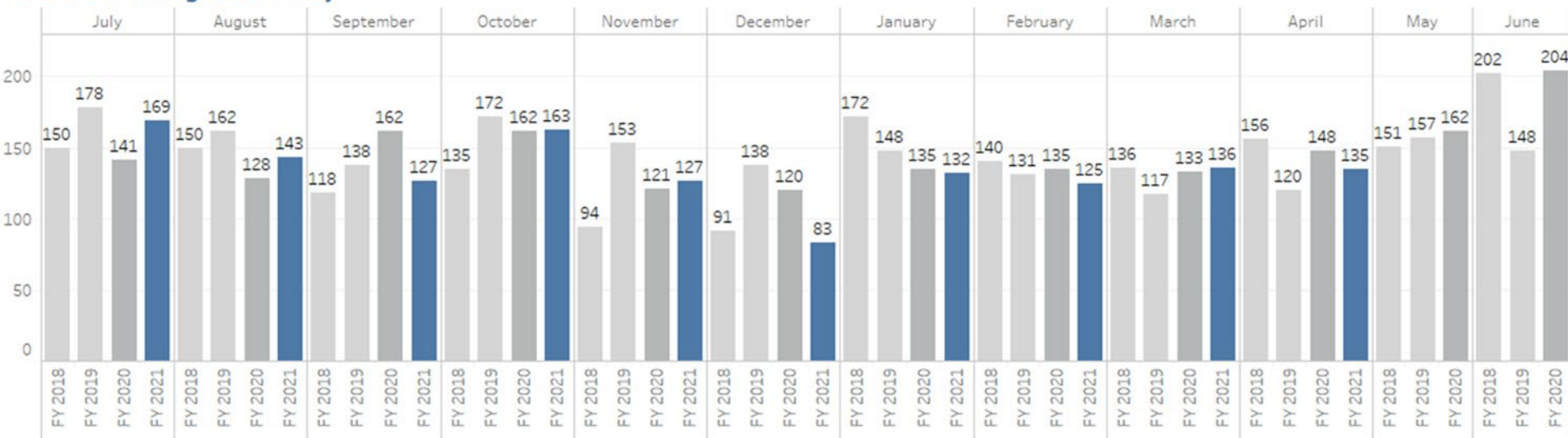
**Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Month SNCC Problems Worked Summary

	January	February	March	April
Boreas	7	6	6	5
Campus Network	81	78	88	105
MUFN	6	6	4	5
Northern Tier		3		
UW SysNET	23	14	16	18
Other DoIT Technical Services	55	59	47	57
Grand Total	172	166	161	190

SEO YOY Outage Summary

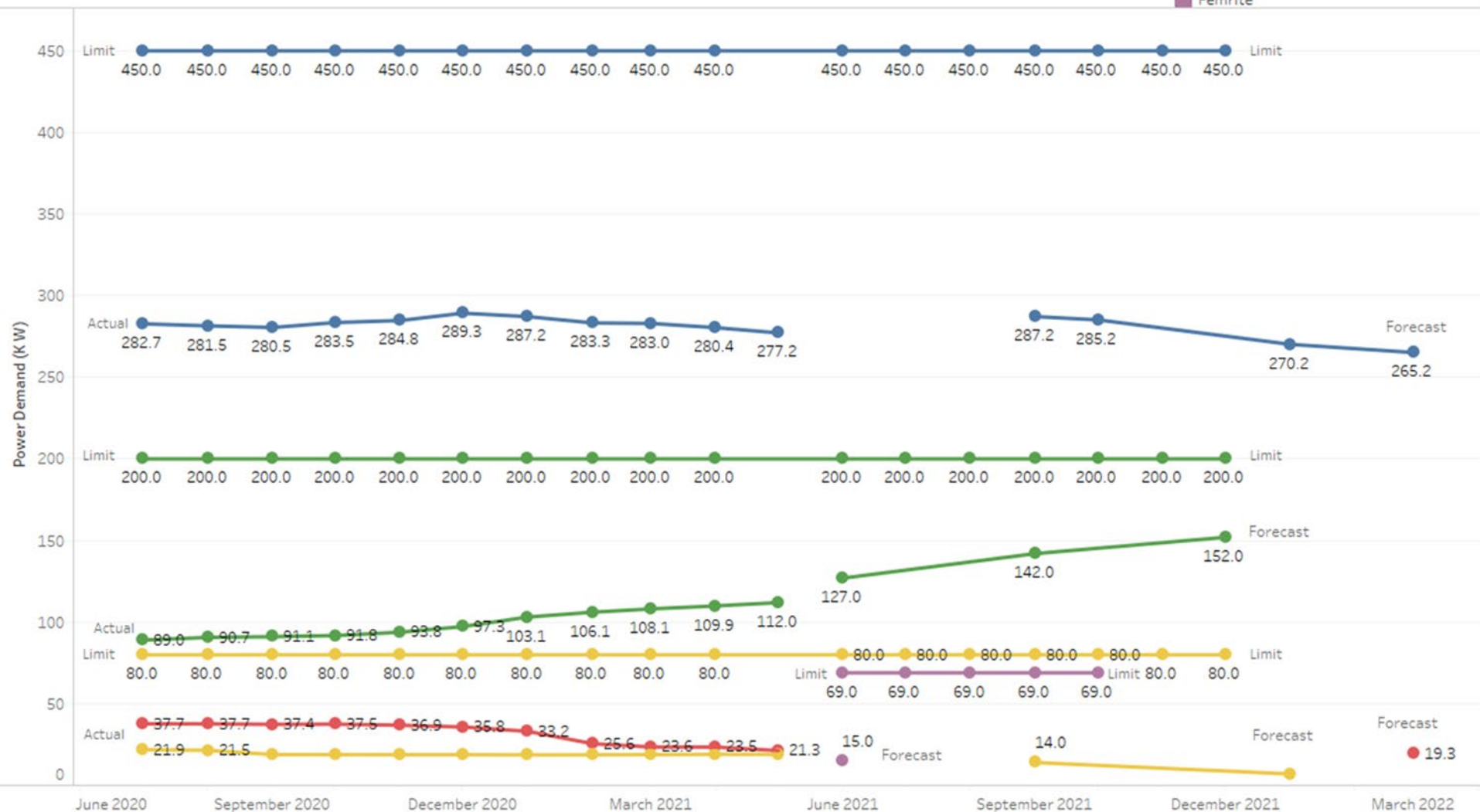


*If blank, zero problems required SNCC management. Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.



DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

Dayton
OneNeck
Femrite
MFCB
WARF



-MFCB and WARF both have 80 kW limits on available power.

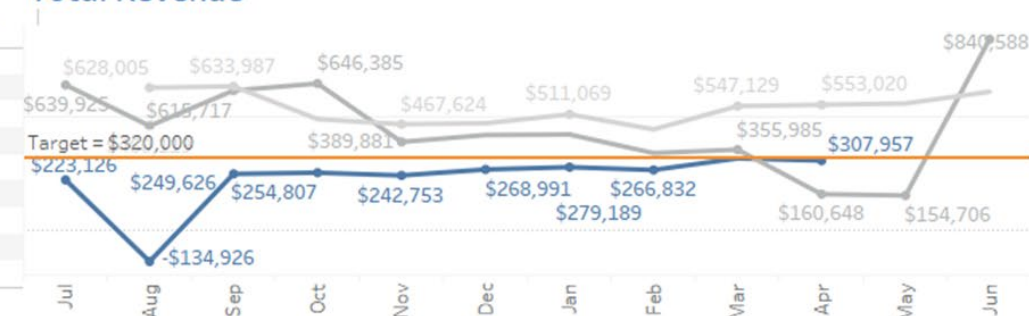


DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

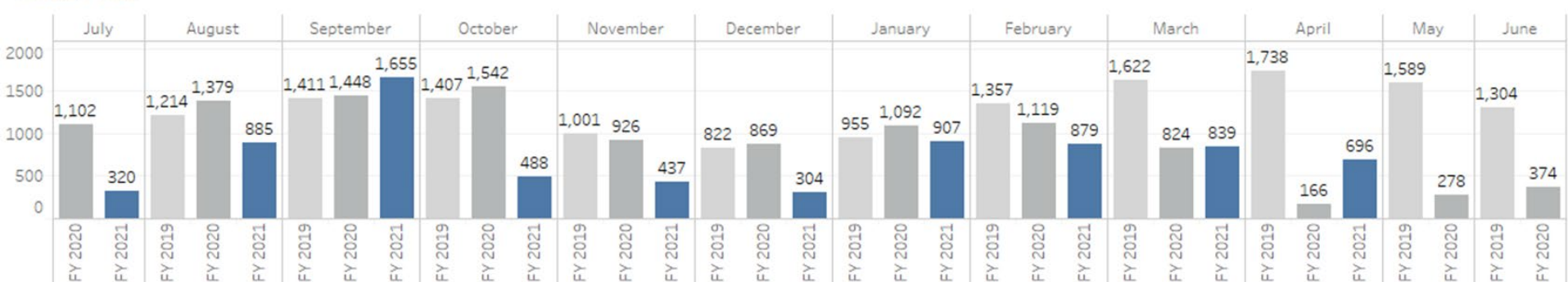
DPPS Rework Information

	Total Rework	Cost of Rework	Average Rework
August	0	\$0.00	0.00%
September	0	\$0.00	0.00%
October	0	\$0.00	0.00%
November	0	\$0.00	0.00%
December	0	\$0.00	0.00%
January	0	\$0.00	0.00%
February	0	\$0.00	0.00%
March	0	\$0.00	0.00%
April	0	\$0.00	0.00%

* Total Revenue



Total Jobs



Average On-Time Percentage by Stream

	September	October	November	December	January	February	March	April
Contract	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Digital Black	★96.92%	★94.00%	100.00%	100.00%	100.00%	100.00%	100.00%	★93.10%
Digital Color	★93.67%	★93.96%	★99.40%	★99.40%	99.97%	99.93%	★97.88%	★92.70%
Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	★96.96%	★98.00%	100.00%
Large Format	★95.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Offset Print	★93.84%	★96.96%	★94.25%	★95.25%	★99.76%	★99.13%	100.00%	★93.80%
School of Human Ecology DPC	★99.01%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
WEBCRD **	100.00%	100.00%						
WSB DPC	★96.77%	100.00%	100.00%	100.00%	★96.12%	★98.80%	★98.59%	100.00%

* Total Revenue adjusted in June FY20 and August FY21 by +/- \$385K

** NOTE: As of November 2020, WEBCRD has been consolidated into WSB DPC.

DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT

		Dec-20	Jan-21	Feb-21	21-Mar	21-Apr	Notes:
Kaltura Mediaspace	Incidents Resolved by Help Desk	25	45	61	28	41	<u>Kaltura</u> Media Asset: An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image
	Incidents Resolved by Learn@UW Madison	21	21	18	14	10	Time Played: Total amount of time all Kaltura media assets were played during the month
	Average Play Time (mins)	15					Avg. Play Time: Time played divided by number of plays
	Contributors	7,195					Unique Viewers: Students, most often
	Duration of uploaded media	2,617,780					Duration of uploaded media: length (minutes) of new video assets this month
	New Media Assets	59,736					Contributors: Persons uploading assets to Kaltura - most often instructors.
	Number of Plays	617,645					-Total media assets for current month does not equal total media assets from previous month plus new media assets in current month because some user have deleted assets in the meantime
	Storage Utilized (TB)	132					-Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers
	Time Played (mins)	9,197,828					<u>Turnitin</u>
	Total Media Assets	270,515					Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
Turnitin	Unique viewers	24,687					Active Instructors: Like active classes-the number of unique instructors associated with active classes
	Incidents Resolved by Help Desk	3	1	0	0	2	Student Accounts: The total number of student accounts as of end date (cumulative)
	Incidents Resolved by Learn@UW Madison	0	3	3	1	1	Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
	Active Classes	628	471	458	561	578	Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Active Instructors	963	449	619	779	859	ACAR (Advanced Content Authoring and Reporting)
	Instructor Accounts	2,751	2,835	2,931	3,001	3,049	Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
	Student Accounts	31,002	31,224	31,985	30,978	31,823	Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
ACAR	Submissions	38,894	2,425	30,726	44,460	42,819	User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)
	Incidents Resolved by Help Desk	0	1	1	1	0	<u>Canvas</u>
	Incidents Resolved by Learn@UW Madison	9	8	2	4	5	Active Course: A canvas shell is created for every course offered at UW-Madison.
	New Pressbooks this Month	2	4	3	5	3	"Active" Canvas courses are those manually activated by an instructor
	New Storyline 360 Modules this Month	4	1	2	0	0	Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
	Total Pressbooks	535	539	542	547	550	Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
	Total Storyline 360 Modules	188	189	191	191	191	<u>Atomic Assessments</u>
Canvas	Unique Users	8,302	8,898	9,089	9,163	9,358	Active Course: Course with Atomic Assessments assignments that have been accessed in date range
	Incidents Resolved by Help Desk	195	418	269	324	151	Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforeseen usage will be updated in the January report.
	Incidents Resolved by Learn@UW Madison	128	166	110	101	72	
	Active For-Credit Courses	3,957	3,710	3,822	3,871	3,889	
	Active Training Courses	607	640	648	659	664	
	Unique Instructors	5,665	5,009	5,194	5,294	5,362	
	Unique Students	42,165	40,351	40,390	40,374	40,310	
Atomic Assessments	Incidents Resolved by Help Desk	2	0	3	3	0	
	Incidents Resolved by Learn@UW Madison	4	2	1	6	2	
	Active Courses	47					
	Instructors	360			379	285	
	Unique Students	1,884			3,409	2,566	

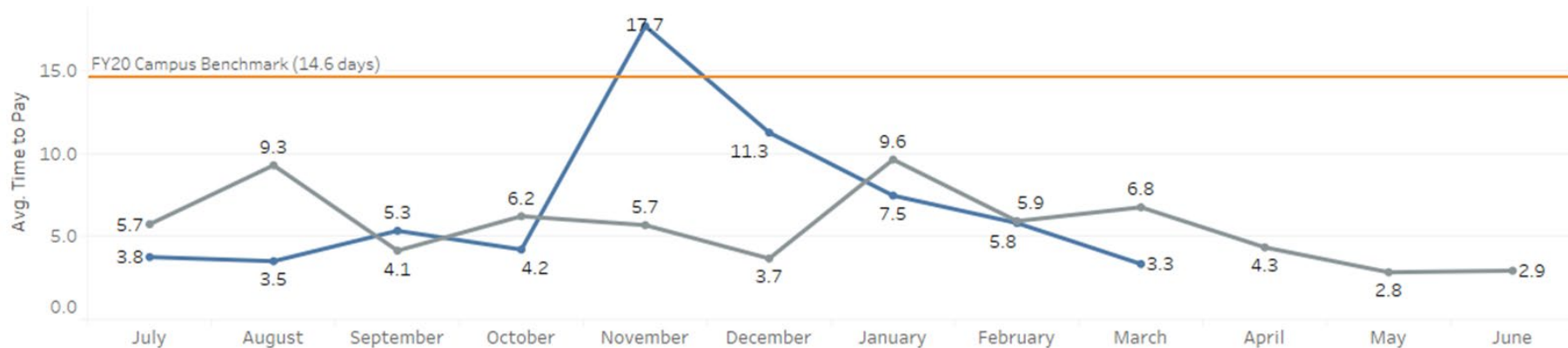
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT

		Dec-20	Fall 2020	Jan-21	Feb-21	21-Mar	21-Apr	
*Top Hat	Unique Students		2,516					Top Hat Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students Student: Students with Top Hat licenses enrolled in an "active course" Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Learn@UW Madison	0	0	0	0	0	0	
	Incidents Resolved by Help Desk	0	3	1	0	1	0	
	Active Courses		35					Assessment Evaluation Feedback & Intervention System (AEFIS): CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
	Unique Instructors		100					DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level
AEFIS	Incidents Resolved by Learn@UW Madison	127		44	30	63	62	
	Incidents Resolved by Help Desk	54		5	10	6	31	
Honorlock	Total exams	35,123	143,400	1,509				Honorlock: Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams. Total courses: number of courses using Honorlock to proctor exams. Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
	Unique students	17,480	21,324	1,271				
	Total courses	250	345	62				
	Support tickets closed by Help Desk	5		11			1	
	Support tickets closed by Learn@UW-Madison	4		1			0	
LEAD	Exams per student	2	7	1				
	Total instructor views	16		14	135	78	43	Engage eText: electronic textbook provided by a publisher that students have access to during their UW student experience
	Support tickets closed by Help Desk		0					Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text
	Instructor views of "Grades by Page Views" visualization	5		3	28	24	12	Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
	Instructor views of "Page Views by Date and Hour" visualization	5		4	44	21	11	Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
	Instructor views of "Page Views by Activity Type" visualization	4		2	24	12	10	Departments: Number of departments that have a course using an eText and/or DLT
	Instructor views of "Home Page" visualization	2		5	39	21	10	Courses: Number of courses using an eText and/or DLT
Engage eText	Support tickets closed by Learn@UW-Madison		3					Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
	% of students opted out		1					Unique instructor combos: Number of unique instructors plus number of unique teams of instructors in team-taught courses using a digital text and/or tool
	Course sections		178					% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool
	Courses		84					
	Departments		35					
	Schools / Colleges		7					
	Student enrollment		18,780					
	Unique instructor combos		130					

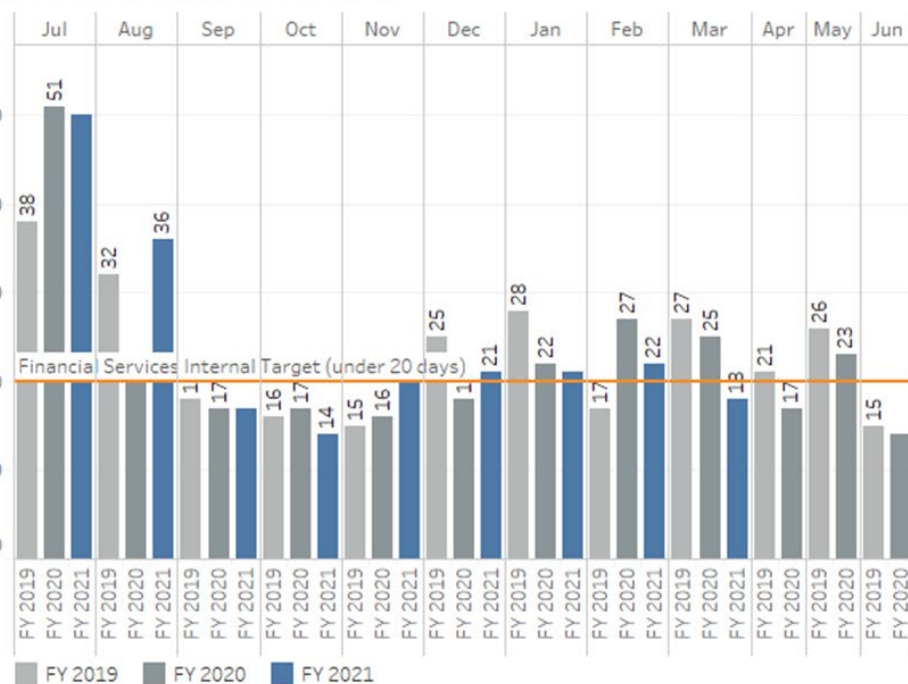
*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement



Days from SFS Close to CBS Close



Days from CBS Close to Management Report Completion

	FY 2019	FY 2020	FY 2021
July	15	2	5
August	7	2	3
September	9	4	3
October	7	4	0
November	0	3	0
December	37	17	0
January	2	4	1
February	6	2	0
March	2	6	3
April	6	7	
May	7	5	
June	5	5	

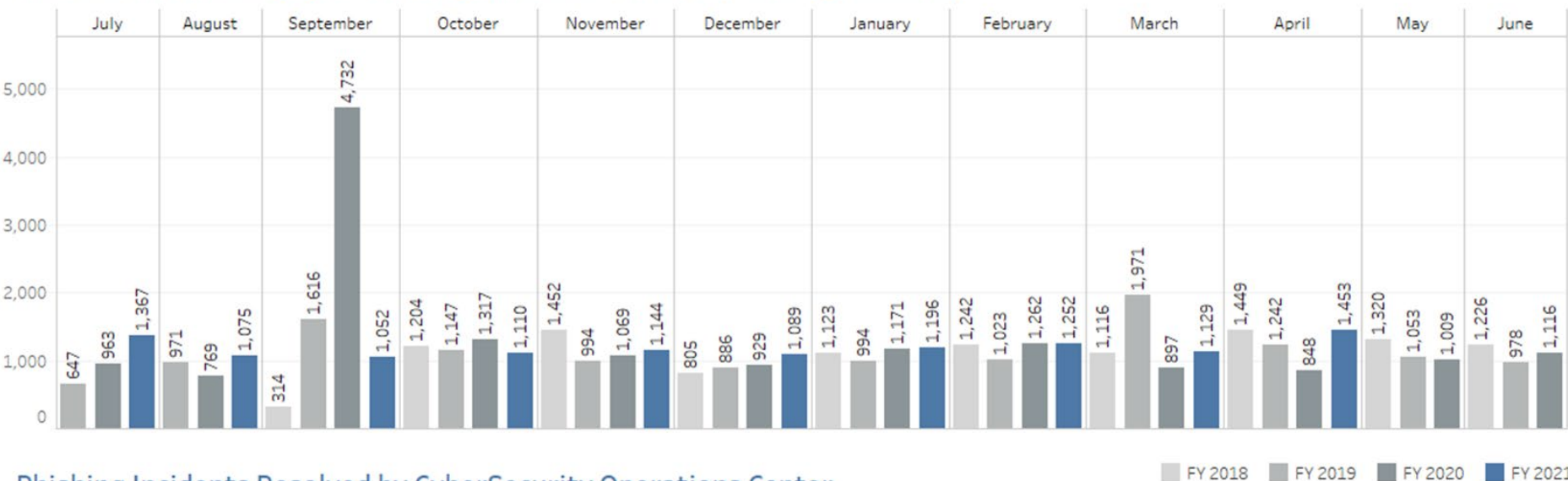
If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

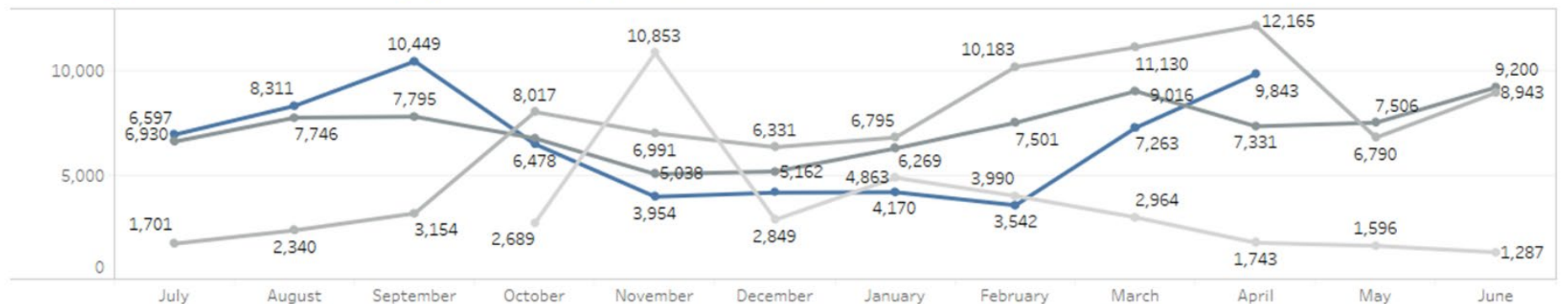
	FY 2019	FY 2020	FY 2021
July	53	53	55
August	39	22	39
September	27	21	20
October	23	21	14
November	15	19	20
December	62	35	23
January	30	26	22
February	23	29	22
March	29	31	21
April	27	24	
May	33	28	
June	20	19	

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)



Phishing Incidents Resolved by CyberSecurity Operations Center



Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.



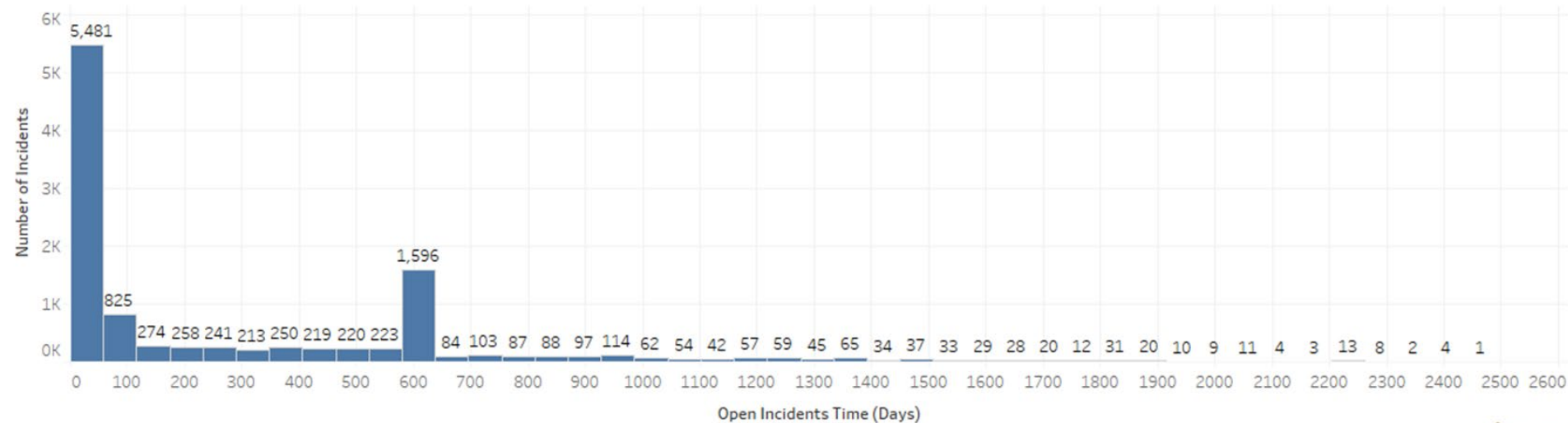
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 05/03/2021

Age of Open Incidents by Department

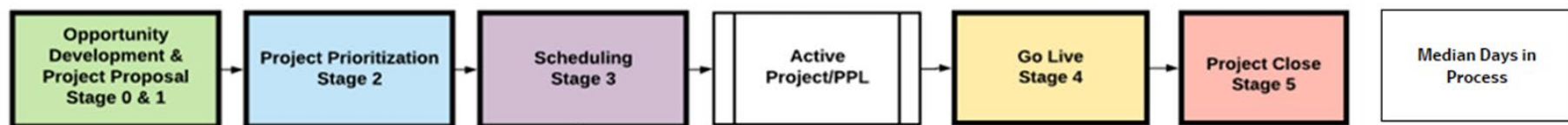
	Less Than 2 Days Old	Open Tickets > 2 Days and < 2 Weeks Old	Greater Than 2 Weeks Old	Greater Than 1 Month Old
AIS	18	146	548	388
AT		19	157	148
CTO		1	2	2
Cybersecurity	489	2,071	310	219
DoIT Communic..	2	5	4	4
DoIT HR		8	351	346
EBS		1	231	226
FS		1	350	349
Non-DoIT teams		11	101	98
NS	3	95	282	244
PMO				
SEO	24	115	148	122
US	69	1,037	4,228	4,007
UW Service Cen..			21	21
UWSS				
Other	1	138	79	78
Grand Total	606	3,648	6,812	6,252

Total Open Incidents by Age (days)



DoIT OPERATIONS: PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

Project Portfolio Stages



Median days in
each stage as
of

Intake Stages

May, 3, 2021

0

0

1

74

14

84

Number of Active Projects

84

* Number of Completed Projects

13

*Completed projects are projects that have been completed since January 2021. One of the completed projects is a Fast Track project. Fast Track projects are smaller projects that are prioritized by each DoIT department and therefore bypass stage 3 Scheduling. May 2021 report will separate out Fast Track projects into separate median statistics.

DoIT Operations Report Monthly Updates

DoIT Aging Incident - Updates to department grouping to include additional units.

SNCC - Update to reporting methodology to count problems that required SNCC interaction in a month, rather than the number of new problems created. Added "Other DoIT Technical Services" grouping to include other problems SNCC manages.

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES - WISCIT TEAMS PER DEPARTMENT

Department

Active Directory	ADI-Apps for Registrar	ADI-IA Student Data Integration	ADI-Internal Apps	ADI-Web and Mobile Solutions	AIS-Dept	ECMS	ECRT	ECS-Equipment Checkouts	EIS-Dept	IAM
Manifest Grouping Email	Manifest-Grouping	Manifest-Grouping Email	MiddleWare	Middleware Temp	Multi-Factor Authentication	MyUW	MyUW-Admin	MyUW-Advisor View	MyUW-Feedback	
MyUW-Infrastructure	NetID-AcctAdmin	NetID-Login	NetID-Login (Radius)	NetID-Login-Radius	Server Certificate Service	Shared Hosting	Shared Tools	Shared Web Hosting	Student Apps-Other	
UDS Identity Management	UDS Identity Reconciliation	UW Digital ID	UW KnowledgeBase	Web Accessibility	Web Accessibility Testing Tools	WiscWeb CMS	WiscWeb CMS Developers			
WiscWeb CMS Review	WPS-Client Engagement									
Academic Systems-Linux	AcademicSystems	AcademicSystems-LIRA	Advising Gateway	AT-Dept	AT-LS-MUMAA	AT-TRAD	Blackboard Collaborate	Course Guide	Course Proposal	Course Resources
Course Search and Enroll - Student Services	Curricular Hub	Digital Accessibility	Digital Media Center	Kaltura-UWSA	Learn@UW Utility	Learn@UW Utility-Technical	Learn@UW-Madison			
Learning Technology Consultations	Lecture Capture Service	Life-Long Learners	LinkedIn Learning	LS LSS Team	LTDE	LTG HelpDesk	LUWMAD-Collaboration	LUWMAD-ContentAuth	LUWMAD-LAA	
LUWMAD-LMS	LUWMAD-Media	LUWMAD-MediaDelivery	Moodle	OUA - Academic Systems	PTE Support	Streaming Media				
Electronic Lab Notebooks										
LastPass	Qualys Scan	Security	Security Incident	Security-Authorize	Security-BADGIRT	Security-CSOC Review	Security-Dept	Security-GRC	Security-HRS Attestation	Security-IT Access
Security-OCIS	Security-PAM	Security-Tools								
CIO-Dept	Communications	Communications-Dept	COO-Dept	DoITfeedbk	DoITwebpages					
DoIT HR Assistants	DoIT HR Director	DoIT HR HRS	DoIT HR In Progress	DoIT HR Payroll and Benefits	DoIT HR Staff					
ADI EA Budget	ADI-Budget	ADI-Collaborative	ADI-Dept	ADI-Employee Apps	ADI-Financial Services	ADI-HRIS-Infrastructure	ADI-Mainframe	ADI-Student Apps	DRMT-All	DRMT-Data Tools
DRMT-Database	DRMT-DBA	DRMT-Enterprise Tools	DRMT-InfoAccess	DRMT-Tools	EPCS	ERP Admin	FASTAR DBA	HR Apps-General	HRS DBA	Hyperion Deactivation
InfoAccess	Interactive Reporting	Resource 25	Shared Financial DBA	Shared Financial Sys	Shared Financial Sys Batch	SIS	SIS-Admissions	SIS-CampusCmmunity	SIS-Finances	SIS-Registrar
CBS/STAR Onboarding	Common Bus Sys	DoIT Property Control	e-Reimbursement	Financial-Purchasing	FS-Accounting	FS-Dept	FS-STAR			
AIMS Help Desk	CAVR-Campus and Visitor Relations	Eloqua	Health Sci Learning	Housing	HSLC	PFP-Parent and Family Program	PI Financial Tool	RO-Student Center and CS&E		
Student and Faculty Center	Tableau	UW-Madison Communications	Wisc.edu/Alerts.wisc.edu	WiscAlerts (Tech)						
Network Svcs-Invtry	NS-App Admins	NS-Apps AANTS	NS-Campus	NS-Cisco-Webex	NS-Dept	NS-Field Services	NS-Field Services-Voice	NS-Firewall	NS-Layer 4	NS-OpEng
NS-OpEng-Monitoring	NS-PCI	NS-Video	NS-Voice	NS-Voice-Cellular	NS-Voice-Cisco	NS-Voice-EUC	NS-Voice-Legacy	NS-WAN	SA-NS	
ASE-Virtualization	CAB	CampusNetworkServers	CAS-Report Distribution	CAS-UW Digital ID	CAS-UW Digital ID (Certificates)	CAS-UW Digital ID (MFA)	CCI-Virtualization	Change Mgr	Config Mgr	
Critical Infrastructure	CSSC Building Maintenance	DC Access	DC Team	DC Team-NoInstallDecomm	DoIT Digital Publishing & Printing	Event Mgr (Monitoring)	Hostmaster	HRS Time Clocks		
ITSM Team	Mainframe Job Scheduling	Mainframe Job Scheduling-UWSA	PCI Hosting	Public Cloud	Report Distribution	SA-SE	SA-Virtualization	SE	SE-AD	SE-AIX
SE-Audit	SE-BuckyBackup Support	SE-Critical Infrastructure	SE-Database	SE-DSA	SE-Linux	SE-OSX	SE-Solaris	SE-Storage Team	SE-Virtualization	SE-Windows
SEO-Dept	SEO-Firewall	SEO-Mainframe	SharedDrive	SNCC-Network	SNCC-NTN-ND	SNCC-SysNet	SNCC-Sysops	SNCC-Systems Management		
Doodle Support	GoPrint	InfoLabs Support	KB Site Helpdesk	Logistics	O365 Feature Requests	O365 Service Delivery	O365 Technical/Functional	PC Recycling	PCS-Dept	PCS-Shared Hosting
Point of Sale	Qualtrics Survey	RaDS Repair Internal	SA-RaDS	Service Discovery	Tech Store	Tech Store L2	Tech Store Sys Dev	US-Dept	US-DS	US-DS Andover
US-DS Application Support	US-DS Big Fix	US-DS Desktop Bascom	US-DS Desktop Contract	US-DS Desktop DEM	US-DS Desktop DoIT	US-DS Desktop RSO	US-DS Desktop UCOMM-UMARK	US-DS Desktop WGNHS	US-DS EMS	
US-DS Endpoint Management	US-DS GDS Student	US-DS Kiosks	US-DS Office 365 OSC	US-DS Operations	US-DS PCI	US-DS SAS	US-DS SEAM	US-DS Select Agent Labs	US-DS Service Leads	
US-DS SOAR	US-Help Desk	US-Help Desk ALF/PAF	US-Help Desk Closure	US-Help Desk Development	US-Help Desk EAST	US-Help Desk EAST DS	US-Help Desk Email	US-Help Desk Email Test		
US-Help Desk HDQA	US-Help Desk Internal	US-Help Desk Operations	US-Help Desk Service Changes	US-Help Desk SMPH Support	US-Help Desk Tools	US-Help Desk UW C/EX Support				
US-Help Desk UW CEOEL Support	US-Infolabs Kiosks	US-Metrics and Data	US-PM	US-PM Apple	US-PM Dell	US-PM Hardware	US-PM Math&StatsPKGS	US-PM Software	US-Repair Billing	
US-Repair Hardware	US-Repair Internal	US-Repair Parts	US-Repair Pickup (333 ECM)	US-Repair Pickup (Comp Sci)	US-Repair Pickup (HSLC)	US-Repair Printer	US-Repair Software	US-Service Desk		
UW Madison PCI	UW-Madison Box	UW-Madison Google Apps	WiscChat	WiscIT Governance	WiscIT Reporting	WiscIT Requests	WiscIT Student Leads	WiscIT Team	WiscIT Test	WiscList-Admin
WiscMail	WiscMail/WiscCal	Zoom								
Bus Svc-MDS	Bus Svc-Purchasing	Madison Benefits Services	Madison Benefits Services - Counseling	Madison Benefits Services - Processing						
UWSS Service Delivery BN	UWSS Service Delivery HR	UWSS Service Delivery PY								
All remaining WiscIT Teams owning aging incidents										

DoIT OPERATIONS: TECHNICAL NOTES

HD: Walk-in created incidents are considered Help Desk incidents beginning in FY20 due to the merger between former Tech Store (Service Desk) and the Help Desk that began on July 1st, 2019.

HD-Overview: Cost per contact FY19 will be used due to a six month minimum to calculate the gartner benchmark. 2018 HDI Benchmarks will be used until the release of 2019 numbers.

HD-Benchmark Details: First Contact Resolution for Help Desk User Services has been defined as an incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.

HD-Ivy: All chats are first handled by the AI, Ivy. If the AI is unable to answer a question or a user requests to speak to an agent, then the chat will be handed off to an available agent. If an agent is not available an email incident is created from the chat and sent to the Help Desk email queue. The color indicates where the chat ended; either with an agent or with the AI.

DS-Overview: Total number of endpoints that have been verified via IBM BigFix: within the past 45 days as of 11/5/2019

DS-SLA Response Rate: Priority matrix obtained from WiscIT. In Priority 1 cases, an entire department is unable to perform duties and there is no workaround available. Priority 2 cases involve one or multiple users being unable to perform duties without a workaround, or an entire department only able to perform partial duties. Priority 3 cases include an entire department or any number of its users being able to perform duties with a workaround, or one or multiple users being able to only perform partial duties. Priority 4 cases are for deferred cases or monitoring / tracking.

Active & Urgent Vulnerabilities: Number of active vulnerabilities with a severity of 4 or 5

Financial Services:

Average number of Days to Pay: E-reimbursement: Length of time, in days, from point that the requests enter the Financial Services queue to reimbursement payment to the employee. Note: this is a metric measured by campus, so we are using campus average as a point of comparison.

Days from SFS Close to CBS Close is the amount of days from Campus Financial close to DoIT CBS close.

Days from CBS Close to Management Report is the amount of days from DoIT CBS close to the DoIT Manager Report finalization.

Days from SFS Close to Management Report is the amount of days from Campus Financial close to the DoIT Manager Report finalization.

Cybersecurity-Cybersecurity Operation Center: Includes the following categories with noted exclusions: Compromised Credentials; Copyright (excl. Campus Network Housing subcategories); CSOC; DNS Block Request; Duo Fraud; e-Discovery; Investigation (excl. Missing Person); Phishing; Suspicious Activity Report (excl. Shadowserver).

Project Portfolio Process Stage Definitions: *Stage Zero- Opportunity Development:* Engagement with an Enterprise Architect. *Stage One- Proposed/Intake:* Project submission to the Intake process; includes days in stage zero technical review. *Stage Two- Prioritization:* Project prioritization to determine Now, Next, Later or Never category. *Stage Three- Scheduling:* Projects with multiple DoIT units involved present at a Scheduling Team meeting to identify needed talent and available capacity. *Stage Four- Project Go Live :* Project completes a go live preparation checklist with a peer review process. *Stage Five- Project Closure:* Project closes the project by completing a closure preparation checklist with a peer review process. *Total Days in Intake:* Total number of days project is in Stages Zero through Three. *Total Days in Process:* Total number of days project is in all six stages of the Project Portfolio Process



DoIT OPERATIONS: TECHNICAL NOTES

Digital Publishing and Printing Services definitions

Rework: Work that needs to be reprinted due to operator error or miscommunication from internal staff.

Average Rework percentage: Derived percentage of total jobs requiring rework.

Sales: Monthly revenue from sale of print and print related projects.

Jobs: Total number print and print related projects per month.

Average on-time percentage by stream: Percentage of projects per production category completed by customer negotiated deadline.

Category Definitions

NetID Account Management: Password resets and NetID change requests

Office 365: Support for @wisc.edu email and Microsoft Apps

UW C/EX Support: Any incident from a Colleges or Extensions user

Referrals: Unsupported services referred to other departments

General Departmental Support: Incidents from departmentally supported users

BadgIRT: Incidents regarding security disabled accounts

Point of Sale (Tech Store): Any incident regarding the Tech Store

Campus Network: Connectivity issues to UW-Net and device registration

Learn@UW - Canvas Madison: Support to UW-Madison students & staff with Canvas

Multi-Factor Authentication (MFA): Support to UW-Madison students, faculty, and staff with the MFA

Learn@UW: A suite of centrally-supported technologies for instructional usage; used by instructors and/or students. Learn@UW includes the services reported on the previous page and other learning technologies.



This visualization was created by DoIT in the Department of User Services.