



# **DoIT Operations Monthly Report**

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## **April 2020**

Published May 15, 2020



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## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Service	Target	FY 2020									
		July %	August %	September %	October %	November %	December %	January %	February %	* March %	April %
API Manager	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 89.24
Enterprise Content Management (ECM)	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 97.56	99.96	100.00
Enterprise Service Bus (ESB)	99.000%	100.00	100.00	99.88	99.83	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95	99.91
My UW	99.000%	★ 95.64	100.00	99.19	99.95	100.00	100.00	100.00	99.91	99.78	100.00
NetID Login	99.900%	100.00	100.00	100.00	100.00	★ 99.71	100.00	100.00	100.00	99.97	100.00
Shared Web Hosting	99.000%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 98.72	★ 83.37	99.93
Wisc Web	99.000%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 97.55	★ 75.41	99.82

Target Colors  
 ★ Below Target    Above Target

### NOTES:

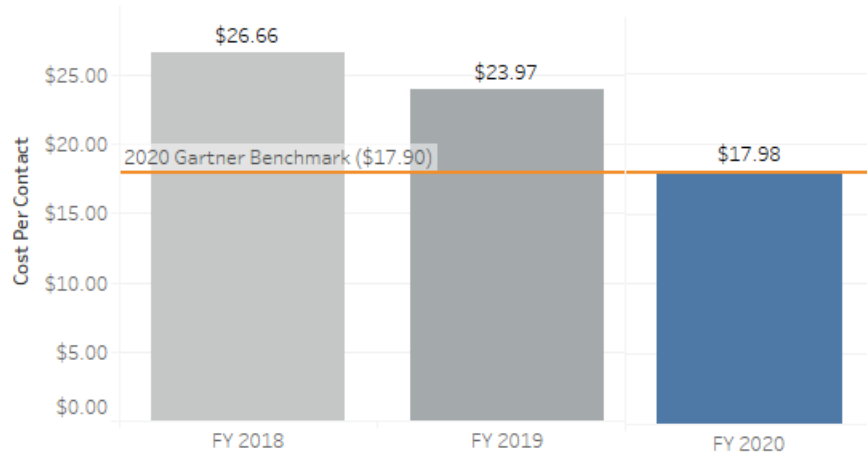
\*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



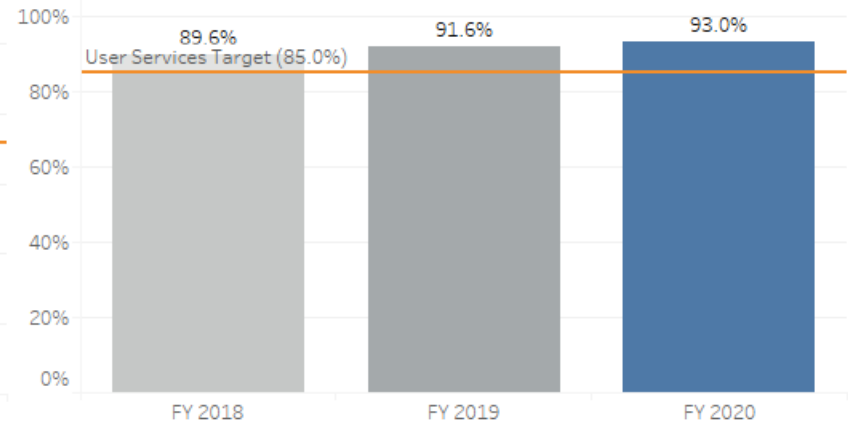
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-HELP DESK OVERVIEW

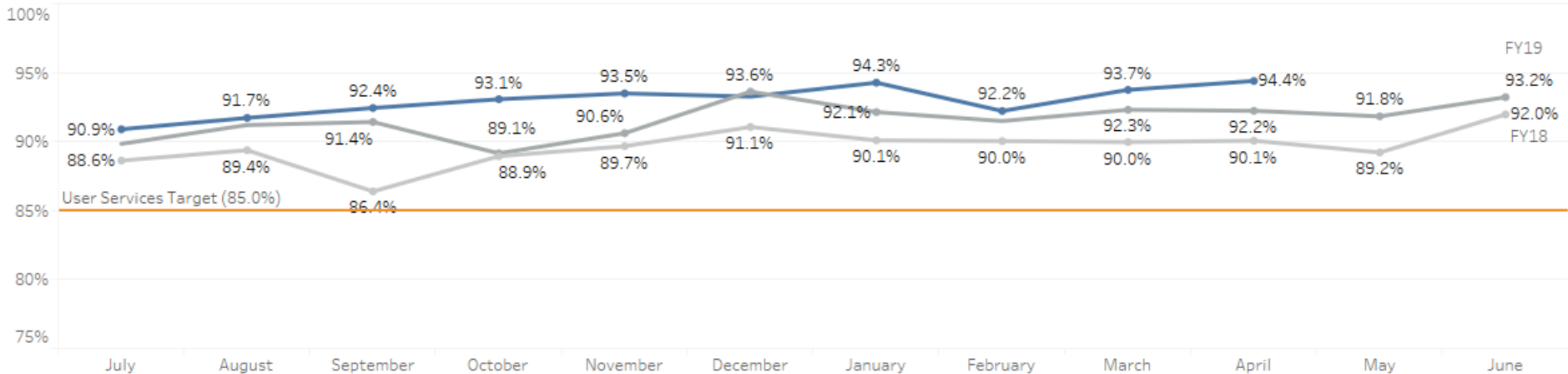
### Cost per Contact



### \* 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?"

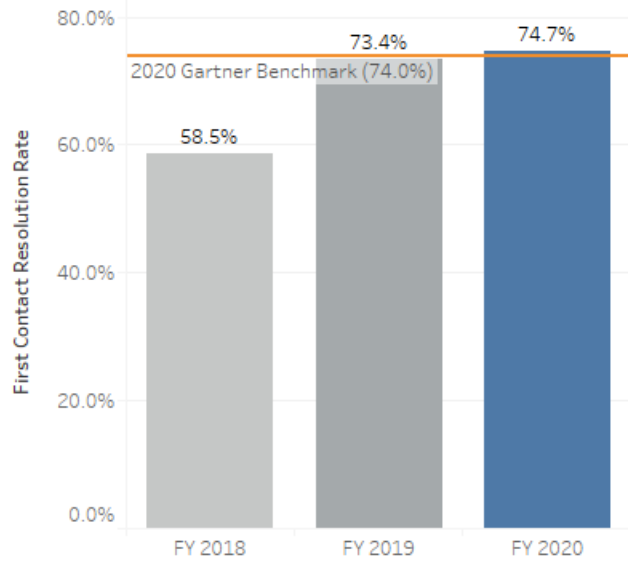
\*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

Gartner 2019 Benchmark Cost Per Contact is \$16.30.

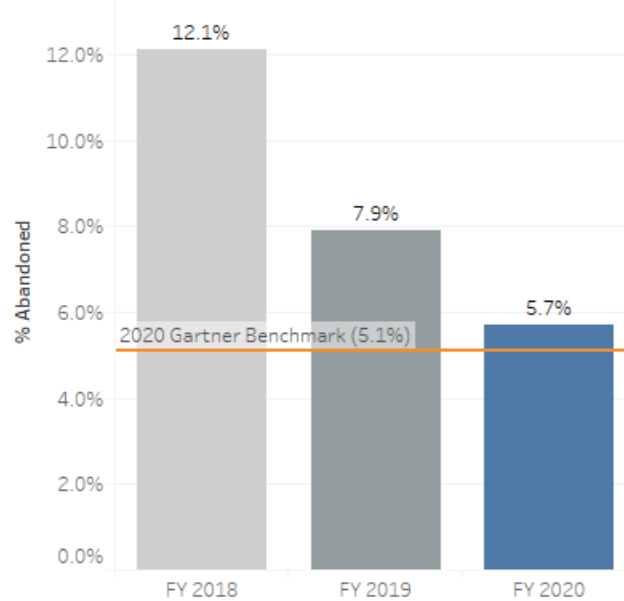


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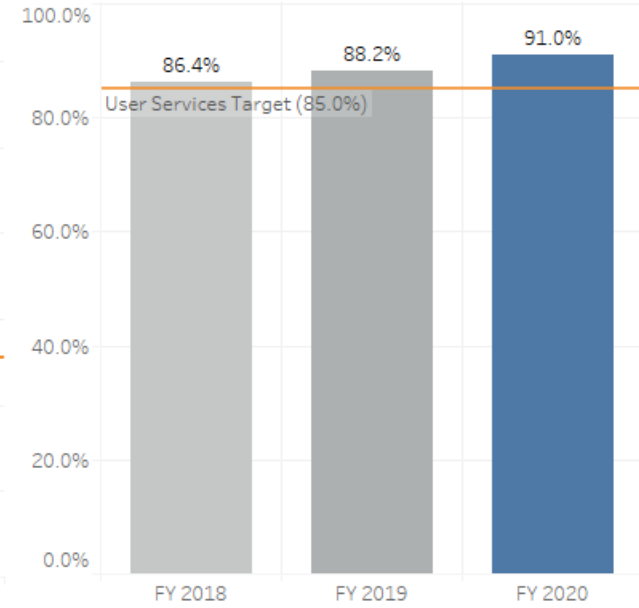
**\*Help Desk Average First Contact Resolution**



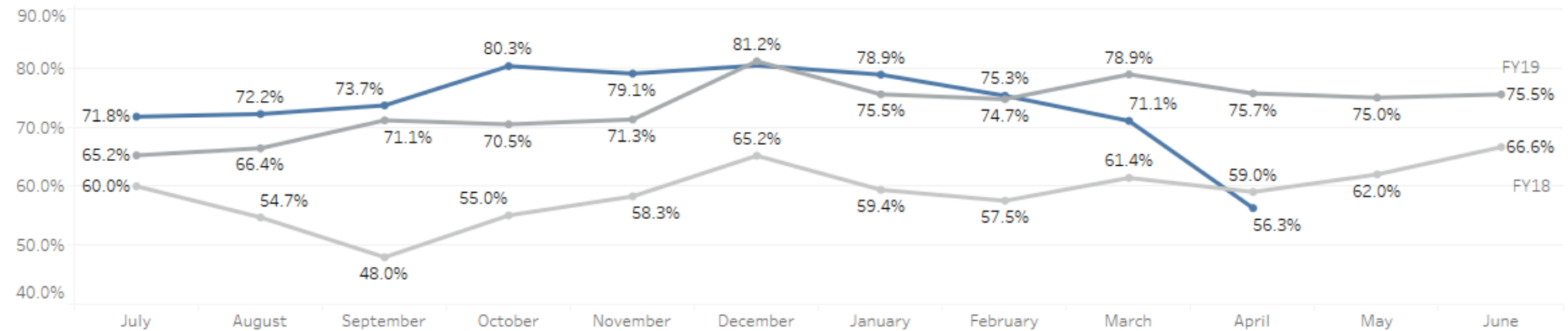
**Help Desk Abandonment Rate**



**\*\*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%.

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





## \* Help Desk Resolution Rates for Top 10 Supported-Services

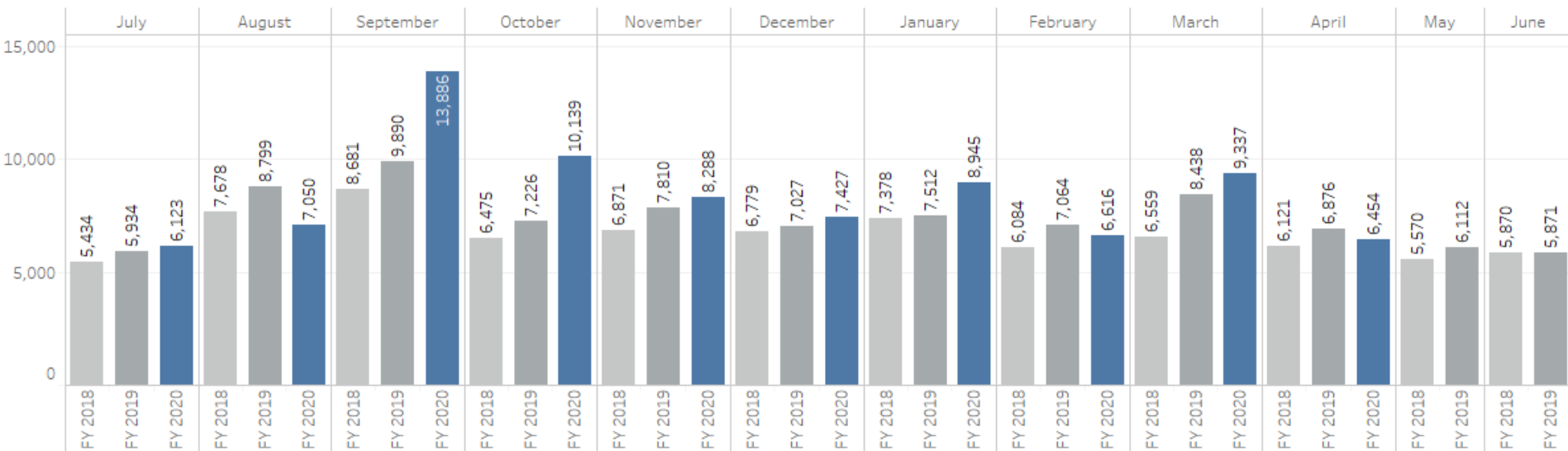
April	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	884	13.7%	801	90.6%
Office 365	789	12.2%	680	86.2%
Multi-factor Authentication (MFA)	494	7.7%	467	94.5%
REFERRALS	410	6.4%	377	92.0%
Learn@UW - Canvas Madison	333	5.2%	276	★ 82.9%
Course Search and Enroll App	263	4.1%	214	★ 81.4%
PERSONAL SOFTWARE SUPPORT	248	3.8%	228	91.9%
BadgIRT (Security)	221	3.4%	168	★ 76.0%
Campus Network	173	2.7%	105	★ 60.7%
VoIP	147	2.3%	104	★ 70.7%

User Services Target: HD % Resolution

■ At or above 85.0%

★ Below 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)

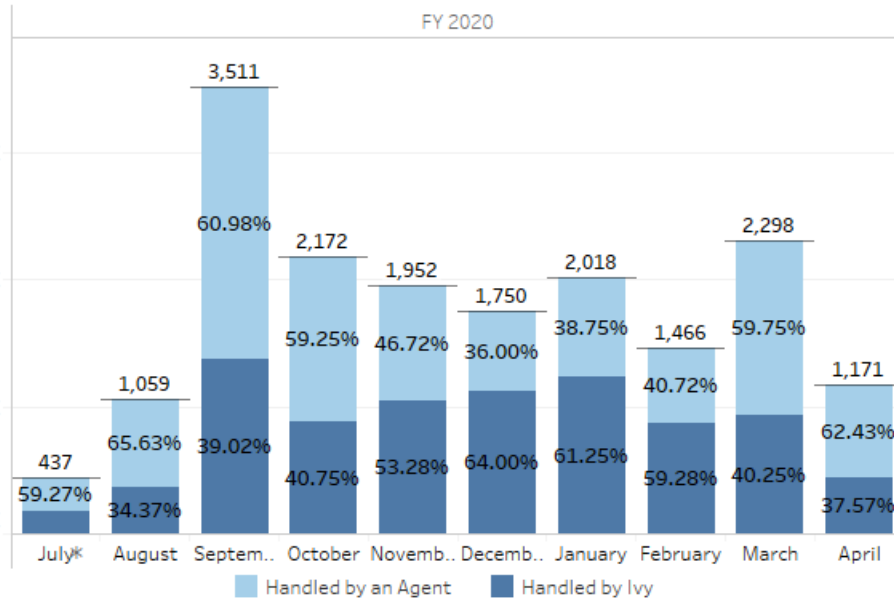


This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

### Number of Chat Contacts

FY 2020



Hi there! I'm Bucky.

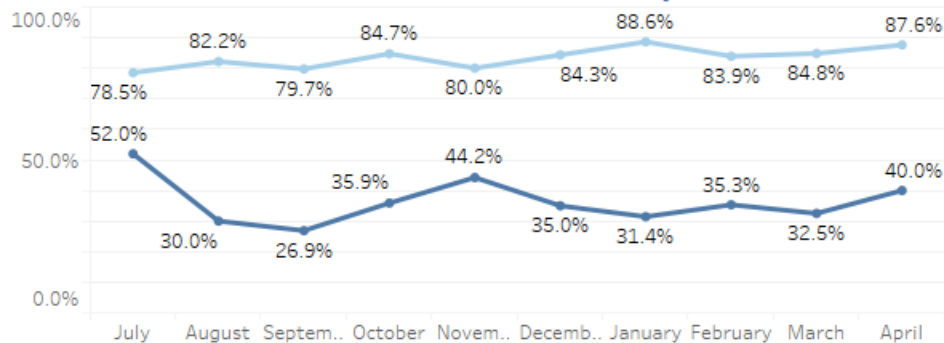
Average Ivy Chat Duration:  
24.12 Mins

Ivy usage has been discontinued by the Help Desk as of 4/30/2020

### Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	11,474	64.33%
NetID issues	2,829	15.86%
MyUW (Student Center, Faculty Center, etc.)	1,204	6.75%
Office 365	747	4.19%
Learn@UW	509	2.85%
Departmental VIP Support	401	2.25%
Macintosh	219	1.23%
Windows	207	1.16%
Administrative Systems (SIS, e-Reimbursement, etc.)	150	0.84%
Product Info or Order Lookup	95	0.53%

### Customer Satisfaction with Ivy Chats



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.

NOTES: Ivy allows users to rate their conversations with both the AI and agents on a 5 point scale in response to: "How would you rate the quality of the interaction you just had with us?"

\*Ivy went live on July 19th



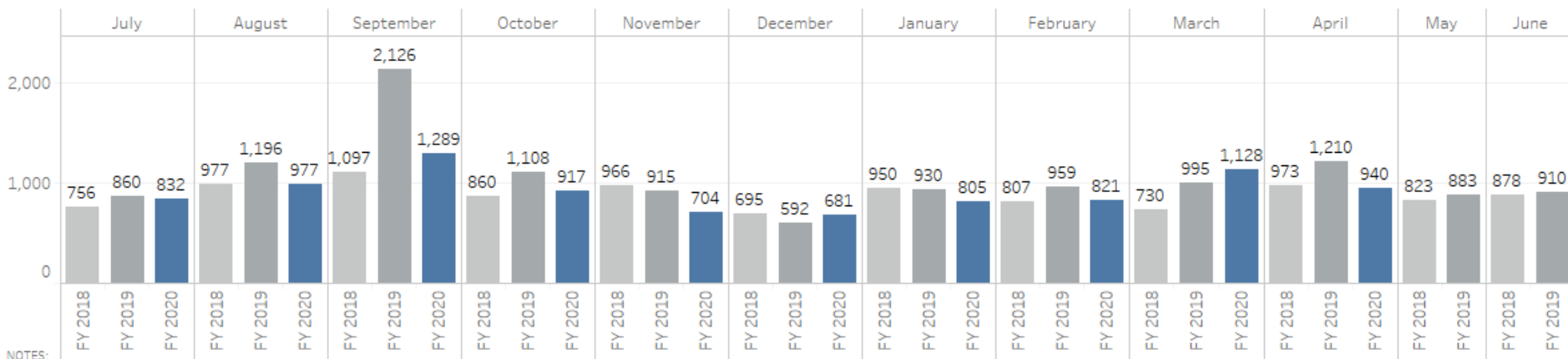
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

### Help Desk Resolution Rates for PCS Services During April

April	All Incidents	% of Incidents	* HD % Resolved	HD Resolved	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	789	83.9%	86.2%	680	★ 67.1%	87.0%	User Services Target: HD % Resolution ■ At or above 85.0% ■ Below 85.0% ★
UW-Madison Box	63	6.7%	★ 74.6%	47		95.2%	
WisList	38	4.0%	★ 71.1%	27		100.0%	2020 Gartner Benchmark: First Contact Resolution ■ Below 74.0% ★
UW-Madison Google Apps	34	3.6%	91.2%	31		100.0%	
Qualtrics	16	1.7%	93.8%	15	★ 59.5%	★ 81.0%	User Services Target: Customer Satisfaction ■ At or above 85.0% ■ Below 85.0% ★

### 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?" - HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

\*\*\* 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.

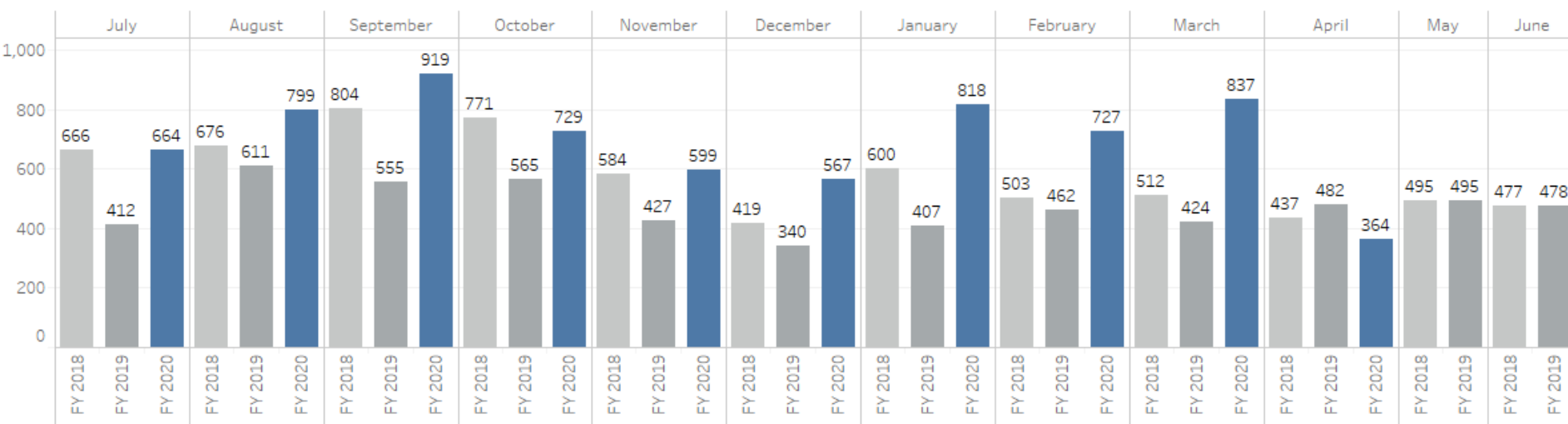


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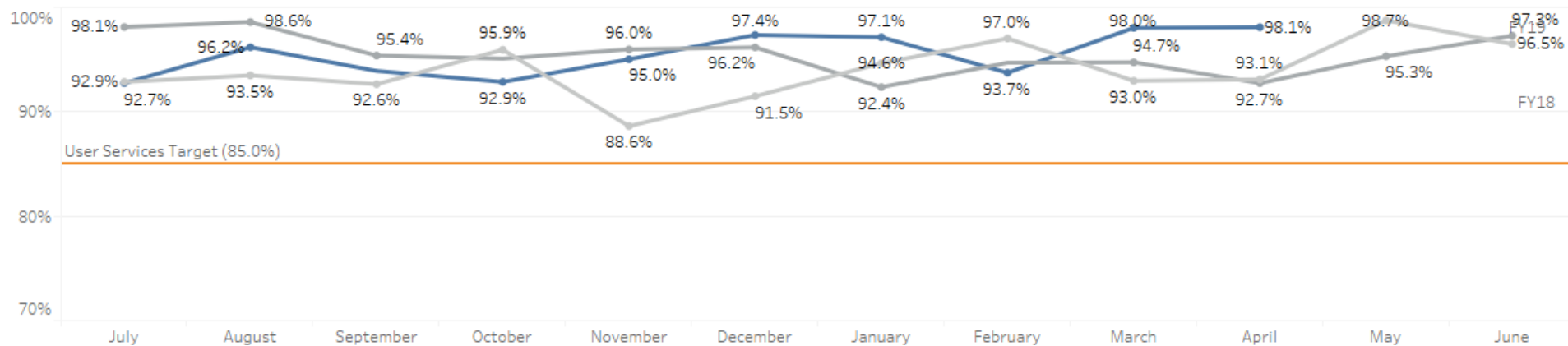


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

### 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

HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

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

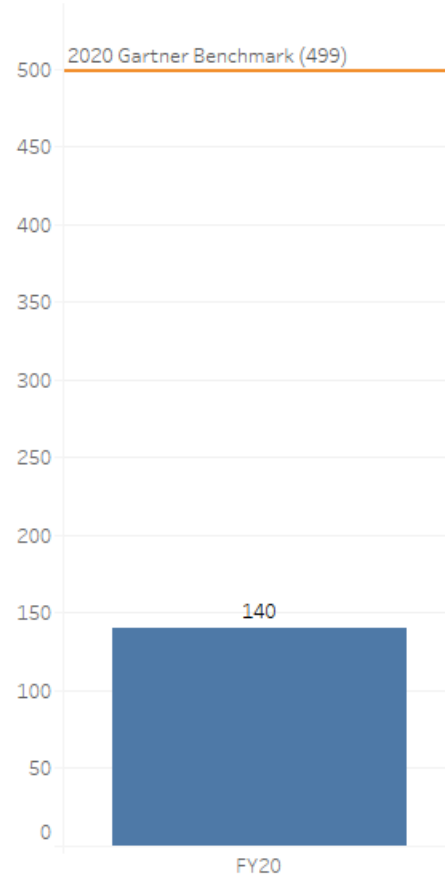


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

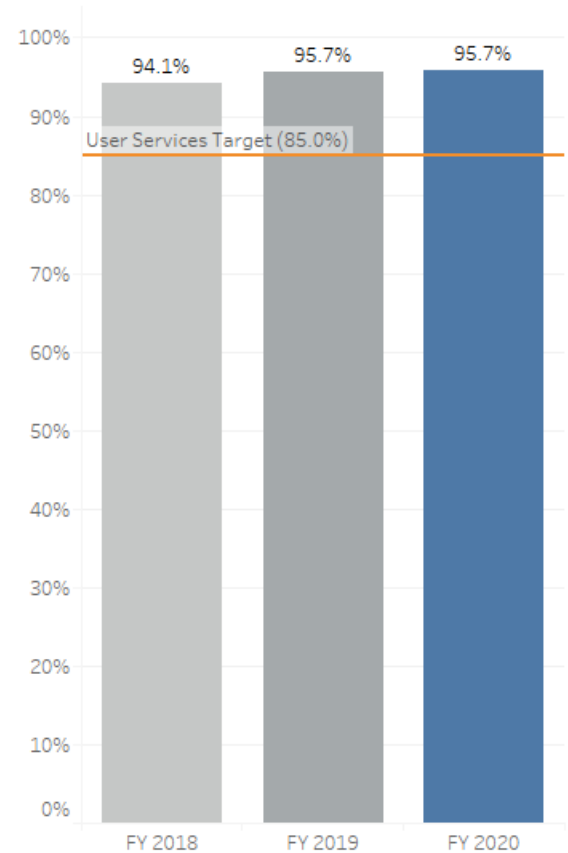
### Cost Per Endpoint



### \* Endpoints Per Technician



### \*\* Customer Satisfaction



The price per endpoint calculation uses representative contracts to demonstrate the 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).

\*2020 Gartner Benchmarks include printers. We are exploring the ramifications for our reporting methods. 2019 Gartner benchmark was 283 Endpoints per Technician.

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

HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

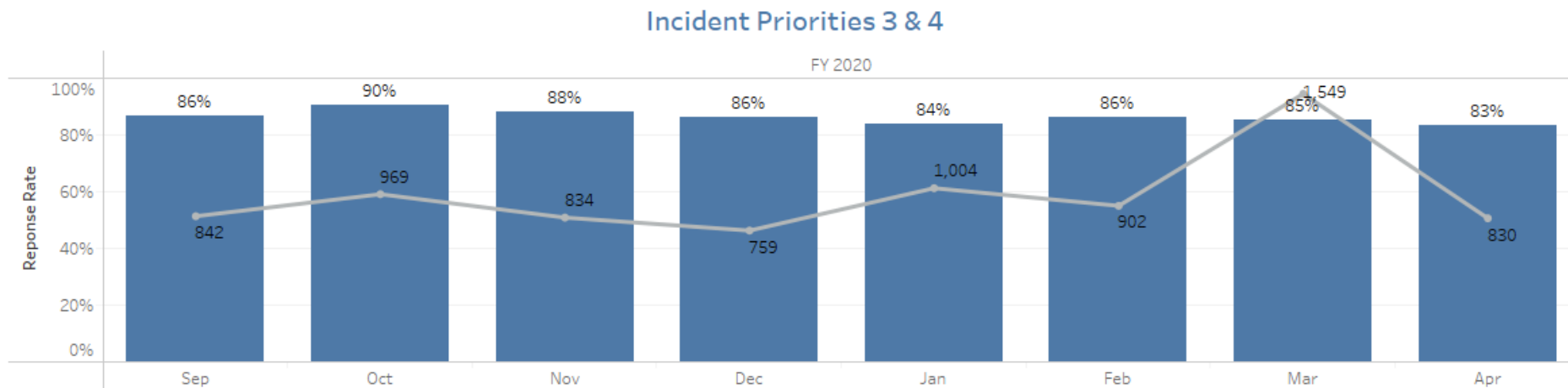
2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity.

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



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

SLA = One hour acknowledgement



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.



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

## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

### EBS Selected Service Availability

Service	Target	FY 2020									
		July	Q1 August	September	October	Q2 November	December	January	Q3 February	March	* Q4 April
		%	%	%	%	%	%	%	%	%	%
HRS	99.000%	100.000	100.000	★ 88.610	100.000	99.963	★ 98.562	100.000	99.603	100.000	99.313
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943	99.918	99.968	99.941	99.989
SIS	99.000%	★ 96.002	100.000	99.895	99.874	100.000	99.893	99.594	100.000	100.000	99.998
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.253	★ 98.356	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	100.000	100.000	100.000	100.000	99.452	★ 97.984	★ 97.260	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.904	★ 98.904	★ 98.904	100.000	100.000

#### 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.



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

## DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	FY 2020			Network	Target	FY 2020			Network	Target	FY 2020		
		February %	March %	April %			February %	March %	April %			February %	March %	April %
Upham Woods	99.900%	99.986	100.000	★ 99.856	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%	★ 99.573	★ 99.798	99.956
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	100.000	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	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.981	100.000	99.950	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	100.000	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%	100.000	100.000	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

■ Above Target ★ Below 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.



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

## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

### IN

		20-Feb	20-Mar	20-Apr
UW-Madison campus	Avg (Gb/sec)	9.50	6.90	4.80
	Max (Gb/sec)	23.80	22.00	24.10
	Min (Gb/sec)	1.80	1.40	1.60
	% of full capacity (100Gbps)	9.50	6.90	4.80
UW-Madison research	Avg (Gb/sec)	19.20	17.70	20.10
	Max (Gb/sec)	66.20	56.20	68.90
	Min (Gb/sec)	7.40	5.90	3.50
	% of full capacity (100Gbps)	19.20	17.70	20.10
Internet Exchange (MadIX)	Avg (Gb/sec)	5.00	4.30	4.90
	Max (Gb/sec)	11.10	7.80	9.60
	Min (Gb/sec)	1.50	0.00	0.35
	% of full capacity (20Gbps)	25.00	21.50	24.50

### OUT

		20-Feb	20-Mar	20-Apr
UW-Madison campus	Avg (Gb/sec)	2.70	2.50	3.10
	Max (Gb/sec)	7.00	6.80	13.30
	Min (Gb/sec)	1.10	0.57	1.00
	% of full capacity (100Gbps)	2.70	2.50	3.10
UW-Madison research	Avg (Gb/sec)	30.90	18.70	17.50
	Max (Gb/sec)	61.00	60.00	60.50
	Min (Gb/sec)	8.50	4.10	4.00
	% of full capacity (100Gbps)	30.90	18.70	17.50
Internet Exchange (MadIX)	Avg (Gb/sec)	7.50	6.60	9.90
	Max (Gb/sec)	20.50	10.80	20.30
	Min (Gb/sec)	2.20	0.00	2.40
	% of full capacity (20Gbps)	37.50	33.00	49.50

-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.



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

## DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1		FY 2020							
	Target	September	October	November	December	January	February	March	April
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%	99.81%	99.73%	99.73%	99.48%
Avg. AW1-Controller Uptime per Day	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	1	86.57	47.00	28.93	31.58	23.87	26.55	26.52	41.23
Airwave 2		FY 2020							
	Target	September	October	November	December	January	February	March	April
Access Points Avg. Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%
Avg. AW2-Controller Uptime per Day	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	1	36.17	20.00	37.79	11.23	16.90	7.97	19.42	21.57
Airwave 3		FY 2020							
	Target	September	October	November	December	January	February	March	April
Access Points Avg Uptime per Day	100.00					99.95%	99.95%	99.95%	99.93%
Avg. AW3-Controller Uptime per Day	100.00					100.00%	100.00%	100.00%	100.00%
Avg Number of APs Down per Day						6.61	1.59	1.52	14.50

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.



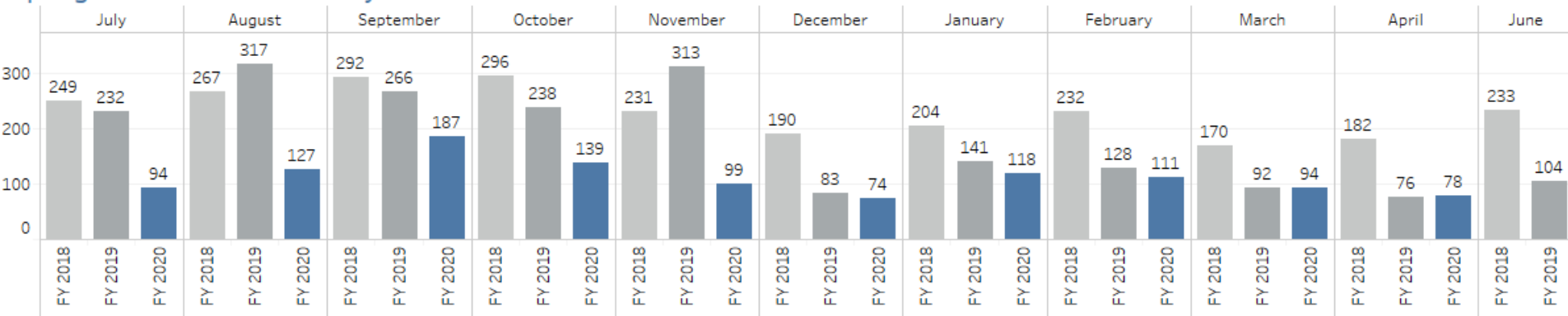
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

		FY 2020			
Category (group)	Exclude Subcategory	January	February	March	April
Campus Network	AANTS	12	12	3	1
	Bandwidth Threshold Alar..	4	2	1	8
	Firewall/Content ID		1		
	Firewall/Problem	3	1	1	7
	Firewall/Rules	3	2	3	
	Port Error Threshold Alarm	1	1	1	1
	Request/Data Jack/Activa..	1	4	2	1
	Request/Data Jack/Install..			2	1
	Request/DHCP	4	4		2
	Request/DNS/Hostmaster	1	2		
	Request/DNS/Network Se..	11	7	8	4
	Request/Equipment Insta..	1		1	
	Request/Hardware	4	1	4	1
	Request/IP Allocation	32	23	19	16
	Request/New Installation..				1
	VPN	6	6	27	18
	Wired Network Issue	13	16	3	7
	Wireless	8	12	3	2
	Wireless Device Registrat..			1	
Campus Network Housing	Device Registration HAP	5	9	1	
	HAP Reset	1			
	Submit Incident		1		
Departmental VPN	Submit Incident	3	2	10	7
	eduroam		1		
Others		5	4	4	1
Grand Total		118	111	94	78

### OpEng YOY Incident Summary



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

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



## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target	FY 2020									
		July %	August %	September %	October %	November %	December %	January %	February %	* March %	April %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.870	99.386
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589	★ 97.749	100.000	★ 98.904	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966	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
Report Distribution (Cypress)	98.000%	99.982	98.123	★ 96.224	99.377	99.726	98.925	★ 97.233	★ 96.244	100.000	99.921
Select Agent	99.900%	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	100.000	100.000	100.000	100.000	100.000	100.000	★ 95.616	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
WisclT (Cherwell)	99.500%	99.959	★ 97.774	99.863	★ 99.018	99.689	100.000	★ 97.320	100.000	100.000	100.000

Target Colors  
 ★ Below Target    Above Target

### NOTES:

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



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

## DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2020 Average Servers/FTE
Windows	99.950	★ 99.870	380	90	126.7	279.0
Linux	99.950	99.990	415	122	138.3	268.0

SLA Availability Target

■ At or Above Target

★ ■ Below Target

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.71%)
Enrollment Management (SIS)	2	(2.78%)
HRS	3	(2.27%)
DoIT internal customers	4	(2.05%)
DoIT - Report Distribution	5	(1.99%)
DoIT - Microsoft SQL Server Hosting	6	(1.89%)
DoIT - Identity and Access Management	7	(0.80%)
DoIT - Service Management	8	(0.75%)
SFS	9	(0.75%)
Cybersecurity - Security Information and Event Management	10	(0.71%)
DoIT - Enterprise Storage	11	(0.66%)

### Top Customers By Server Count

Cybersecurity	1	(77 Servers)
SFS, HRS	2	(76 Servers)
Identity and Access Management	3	(54 Servers)
Learn@UW	4	(45 Servers)
AIS - Web Platform Services	5	(43 Servers)
Student Information System	6	(39 Servers)
Database Aggregation (FASTAR)	7	(31 Servers)
Office 365	8	(25 Servers)
Wisconsin Historical Society	9	(22 Servers)
Network Services	10	(21 Servers)
Service Management	11	(20 Servers)

## DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

### Four Months Vulnerability Summary

Type	Severity	FY 2020			
		January	February	March	April
Potential Vulnerability	1	10	10	8	13
	2		7	11	6
	3	25	15	26	21
	5			1	
Vulnerability	1	3	6	11	6
	2	124	69	53	79
	3	1,600	584	1,106	553
	4	1,676	1,031	1,798	1,305
	5	836	402	674	54
Vulnerability or Potential Vulnerability	3	11	1		4
	4	61	12		53
	5	10	4		
Grand Total		4,356	2,141	3,688	2,094

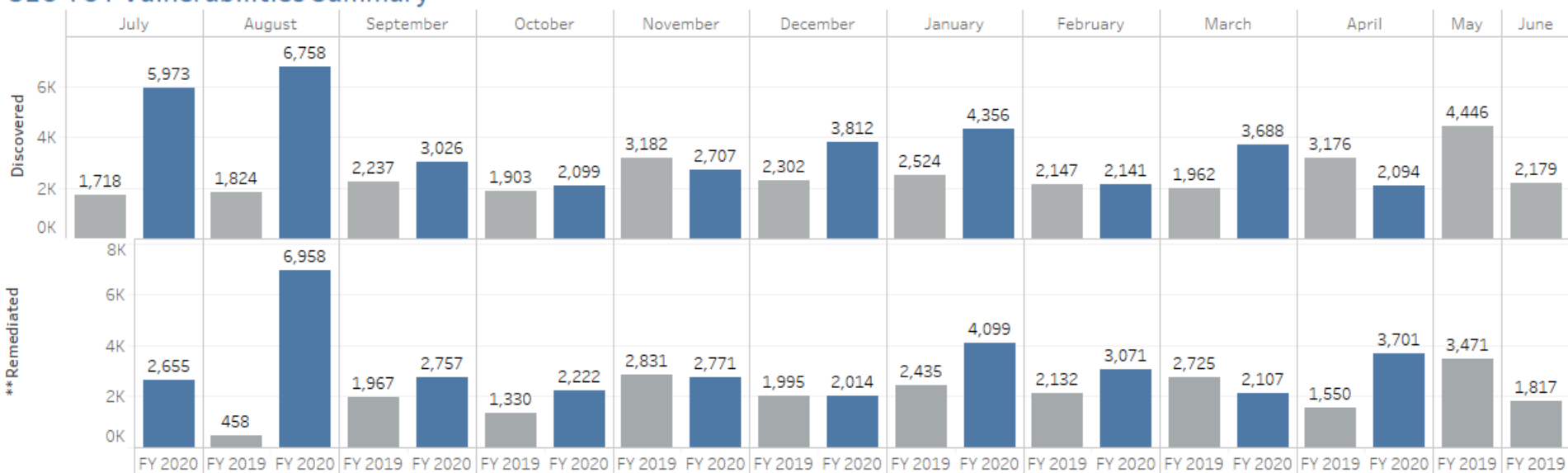
\*Active & Urgent Vulnerabilities

62

Remaining From April

22

### 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



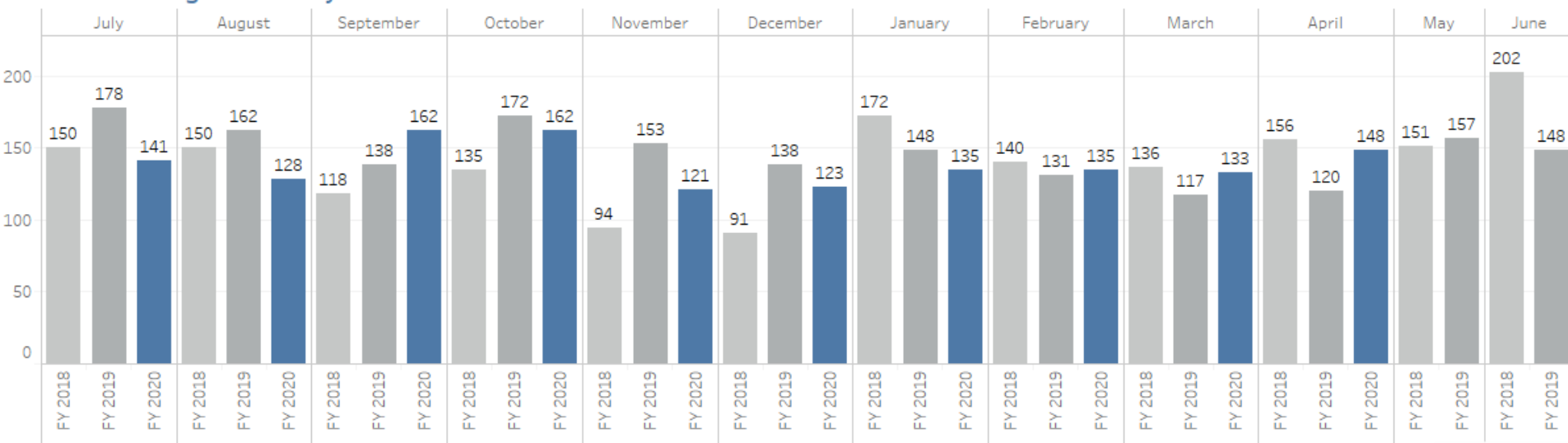
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Months Network Problem Summary

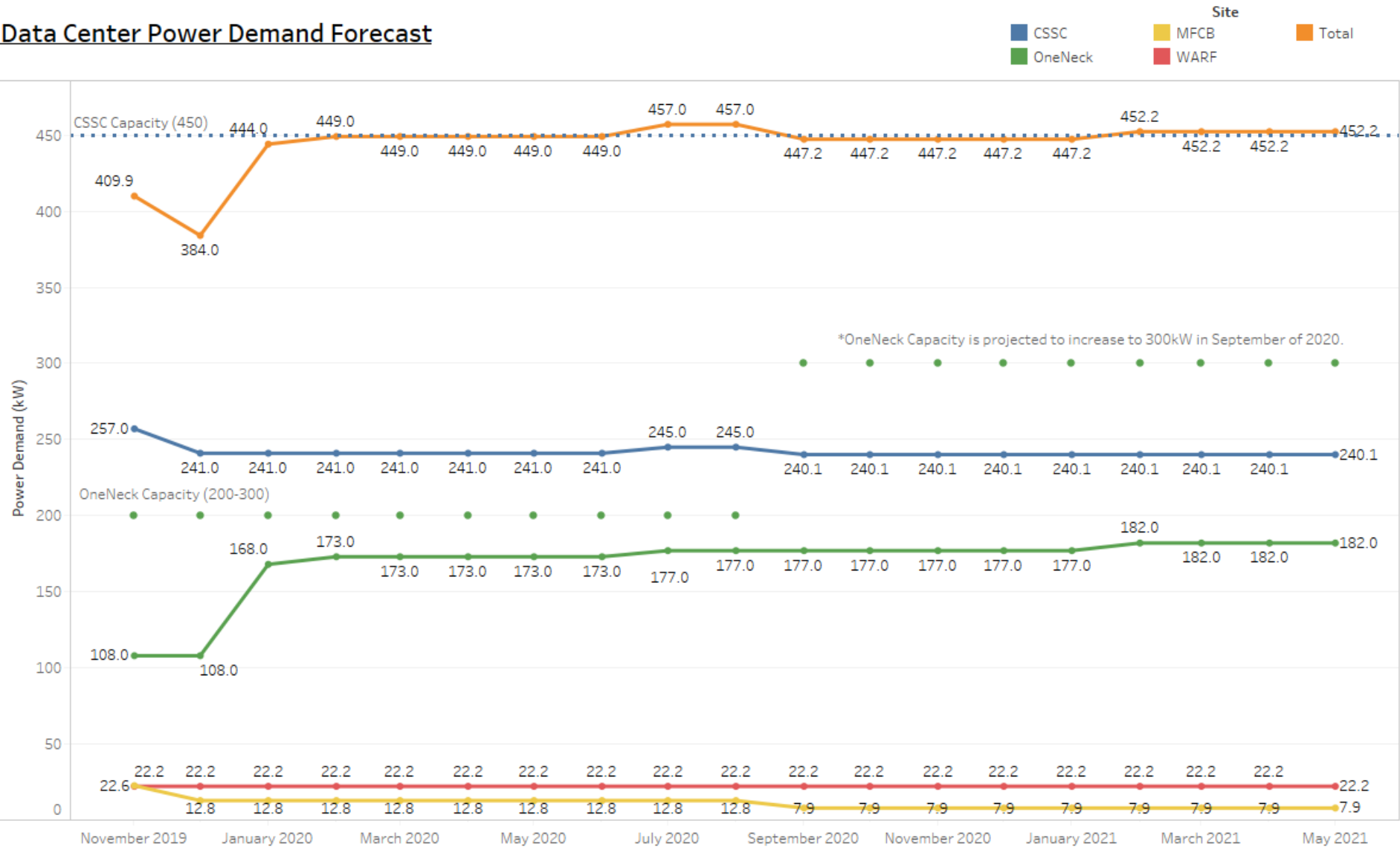
Technical Service	FY 2020			
	January	February	March	April
Boreas	13	10	7	8
Campus Network	85	73	89	70
MUFN	2	4	1	3
Northern Tier		2	2	2
UW SysNET	10	18	16	9
<b>Grand Total</b>	<b>110</b>	<b>107</b>	<b>115</b>	<b>92</b>

### SEO YOY Outage Summary



\*If blank, zero problems were reported.

Data Center Power Demand Forecast



-OneNeck footprint is trending up as WIPAC (IceCube) continues its evacuation of 222 W. Washington and we shift more of our mission-critical systems Site A to OneNeck.  
-CSSC footprint is trending up significantly due to research storage, CyberSecurity Elastic servers, and updates to Select Agent and other infrastructure.  
-WARF is being evacuated through attrition.  
-MFCB will slightly decline as we propose to move Select Agent Site B from MFCB to OneNeck, pending Network Services design.



This visualization was created by the Department of User Services.

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

### Kaltura Mediaspace

	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
Incidents Resolved by Help Desk	11	23	11	159	79
Incidents Resolved by Learn@UW Madison	7	30	13	55	25
Average Play Time (mins)	17	9	12	14	15
New Media Assets	2,395	1,973	3,346	10,406	16,211
Number of Plays	165,446	161,925	276,751	472,373	900,311
Storage Utilized (TB)	65	65	68	72	77
Time Played (mins)	2,830,186	1,414,142	3,475,383	6,875,629	13,144,567
Total Media Assets	107,228	108,954	112,096	121,802	138,139

Notes:

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

-Kaltura:

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

Time Played: Total amount of time all Kaltura media assets were played during the month

Avg. Play Time: Time played divided by number of plays

Note- 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

### Turnitin

Incidents Resolved by Help Desk	2	0	0	0	0
Incidents Resolved by Learn@UW Madison	10	1	4	0	1
Active Classes	79	90	174	130	144
Active Instructors	107	21	61	96	149
Instructor Accounts	808	1,076	1,208	1,478	1,817
Student Accounts	15,430	17,071	19,108	18,470	20,728
Submissions	8,810	4,484	24,618	22,444	35,314

-Turnitin:

Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month

Active Instructors: Like active classes-the number of unique instructors associated with active classes

Student Accounts: The total number of student accounts as of end date (cumulative)

Instructor Accounts: The total number of instructor accounts as of end date (cumulative)

Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text

### ACAR

Incidents Resolved by Help Desk	1	0	4	5	2
Incidents Resolved by Learn@UW Madison	7	12	15	12	10
New Pressbooks this Month	7	3	10	9	5
New Storyline 360 Modules this Month	1	0	6	6	2
Total Pressbooks	427	430	440	449	454
Total Storyline 360 Modules	164	164	170	176	178
Unique Users	4,111	4,909	5,143	5,215	5,262

-ACAR (Advanced Content Authoring and Reporting):

Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance

Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu

User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)

### Canvas

Incidents Resolved by Help Desk	153	366	182	343	274
Incidents Resolved by Learn@UW Madison	81	192	94	222	173
Active For-Credit Courses	3,605	3,239	3,404	3,808	3,841
Active Training Courses	339	370	375	398	402
Unique Instructors	5,039	4,483	4,786	5,292	5,397
Unique Students	41,699	38,332	38,482	39,199	38,932

-Canvas:

Active Course: A canvas shell is created for every course offered at UW-Madison.

"Active" Canvas courses are those manually activated by an instructor

Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)

Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)

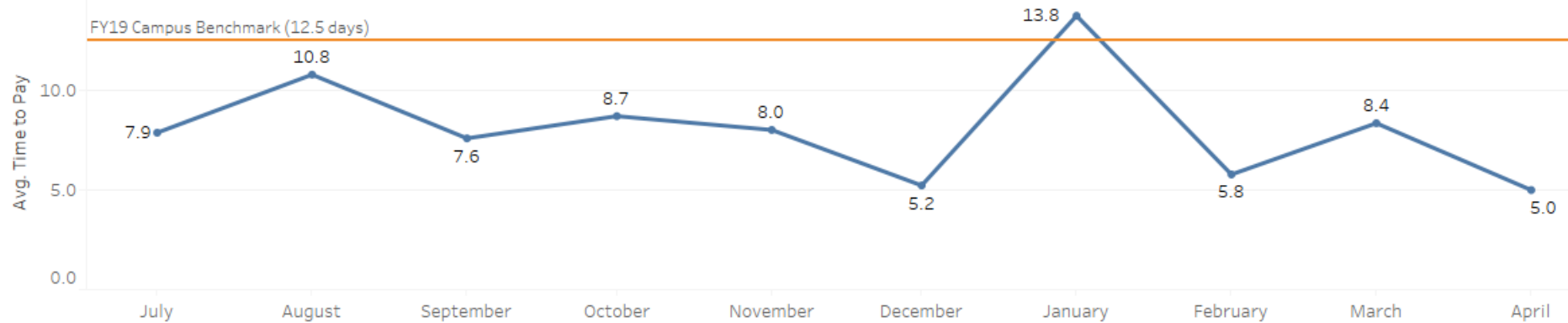
## DoIT OPERATIONS: ACADEMIC TECHNOLOGY-LEARN@UW USAGE & SUPPORT

		Dec-19	Fall 2019	Jan-20	Feb-20	Mar-20	Apr-20	Notes:
Atomic Assessments	Incidents Resolved by Help Desk	0		0	0	0	0	-Atomic Assessments: Active Course: Course with Atomic Assessments assignments that have been accessed in date range 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	27		10	27	39	32	
	Active Courses		27	24	24	27	27	
	Instructors		338	335	335	403	403	
	Unique Students		2,193	1,691	1,835	2,132	2,164	
* Top Hat	Incidents Resolved by Help Desk		1			0	0	-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		1			1	0	
	Active Courses		176					
	Unique Students		13,097					
	Unique Instructors		247					
AEFIS	Incidents Resolved by Help Desk		33			4	13	-Assessment Evaluation Feedback & Intervention System (AEFIS): CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level  *As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.
	Incidents Resolved by Learn@UW Madison		259			36	107	
	Attendance at all Workshops		89					
	Dept Admins Removed		23					
	New Dept Admins Added		30					
	Q&A Workshops		8					
	Training Workshops		10					

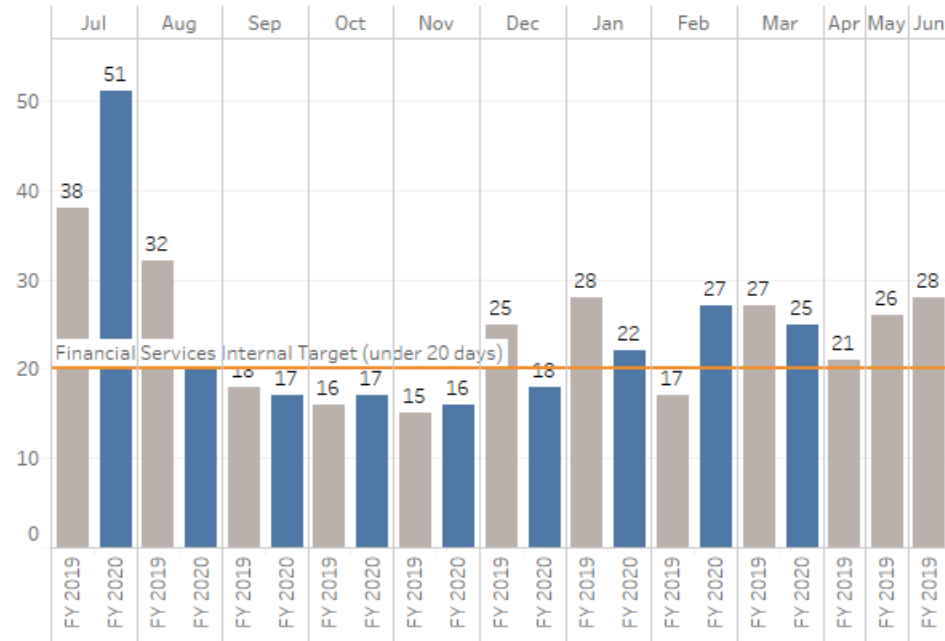
## DoIT OPERATIONS: FINANCIAL SERVICES

FY 2019  
FY 2020

### 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
July	15	2
August		2
September	9	4
October	7	4
November	0	3
December	37	17
January	2	4
February	6	2
March	2	6
April	6	
May	7	
June	5	

If blank, data is currently unavailable.

### Days from SFS Close to Management Report Completion

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

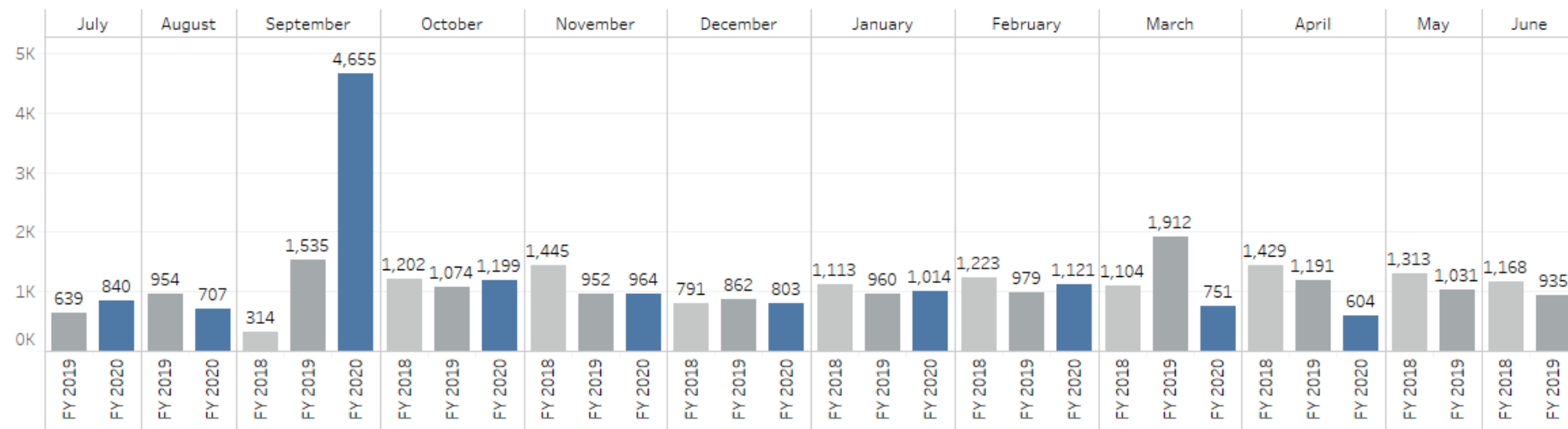


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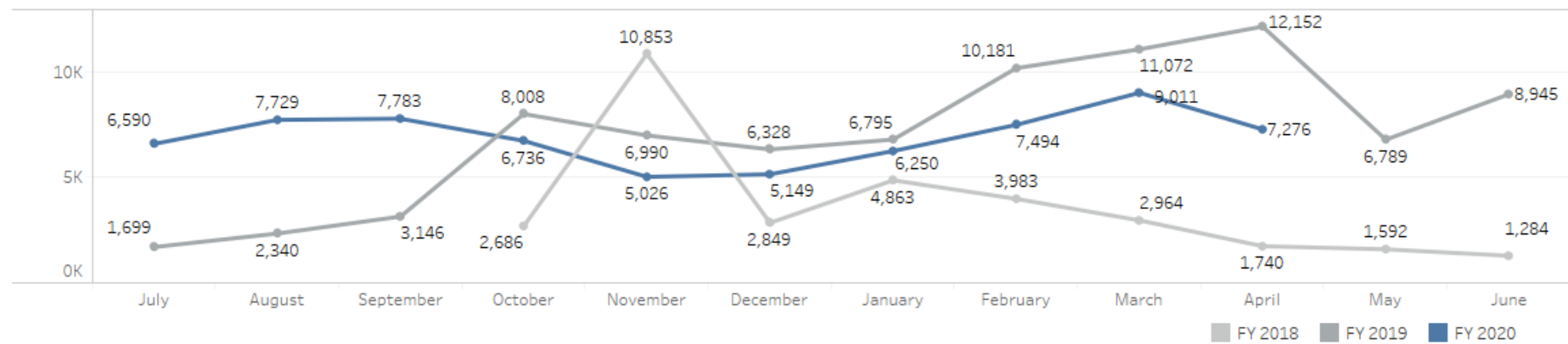


## DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

### 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](mailto:abuse@wisc.edu).



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

## Metrics Report Monthly Updates

**HD Overview, DS Overview and DS Metrics, PCS Overview-** HDI has changed their methodology for measuring Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

## 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.

**SEO-Service Availability:** New services were added in March & April 2019

**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).

### 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.