



DoIT Operations Monthly Report

August 2020

Published November 3, 2020



DoIT Operations Report Table of Contents

Applications Infrastructure Services	page 1
User Services	page 2-8
Enterprise Business Systems	page 9
Network Services	page 10-12
Systems Engineering & Operations	page 13-19
Academic Technology	page 20-21
Financial Services	page 22
Cybersecurity	page 23
DoIT Incident Aging Report	page 24
Monthly Updates	page 25
Technical Notes	page 26-28

DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Rolling 12 months

Service	Target	December %	January %	February %	March %	April %	May %	June %	July %	August %
API Manager	99.00%	100.00	100.00	100.00	100.00	★ 89.24	★ 90.06	★ 96.18	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	100.00	★ 97.56	99.96	100.00	100.00	★ 97.78	100.00	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	★ 93.30	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	99.95	99.91	100.00	99.90	100.00	100.00
My UW	99.00%	100.00	100.00	99.91	99.78	100.00	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	99.97	100.00	99.98	100.00	100.00	100.00
Shared Web Hosting	99.00%	100.00	99.98	★ 98.72	★ 83.37	99.93	★ 97.21	99.33	100.00	100.00
Wisc Web	99.00%	100.00	99.98	★ 97.55	★ 75.41	99.82	100.00	★ 94.99	99.99	99.91

Target Colors
 ★ Below Target Above Target

NOTES:

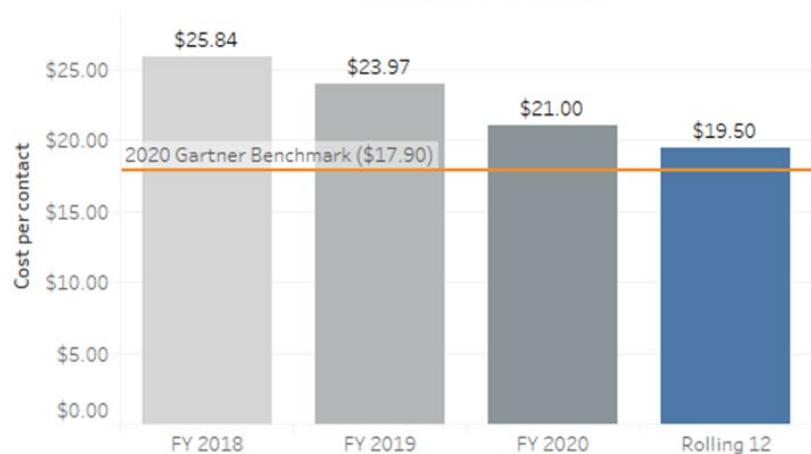
*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



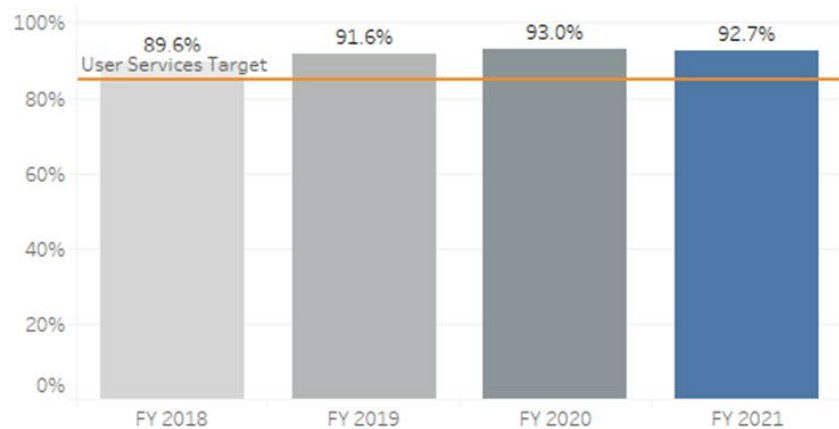
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-HELP DESK OVERVIEW

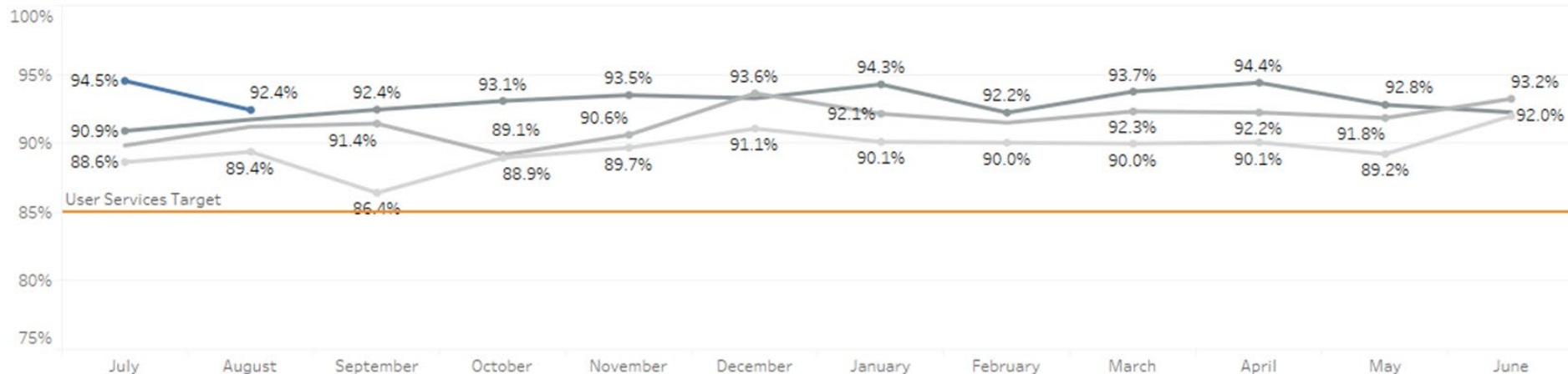
Cost per Contact



* 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.

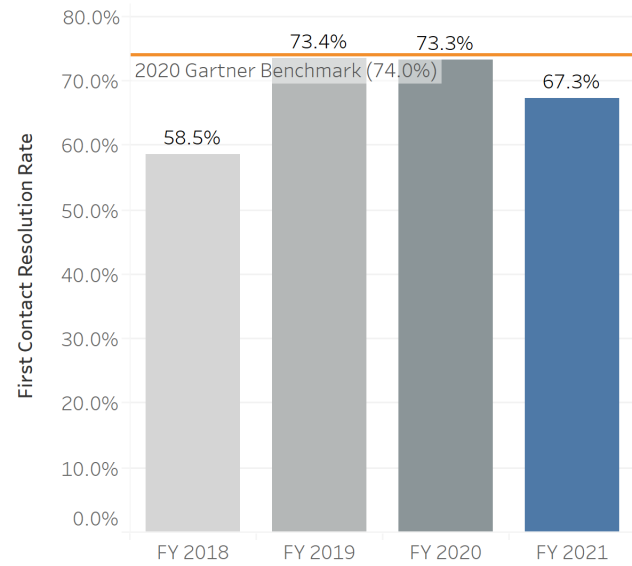
Gartner 2019 Benchmark Cost Per Contact is \$16.30.



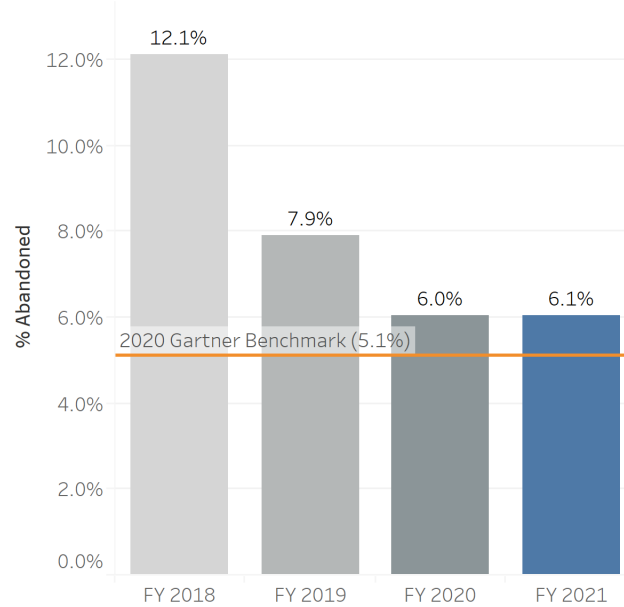
This visualization was created by DoIT in the Department of User ..



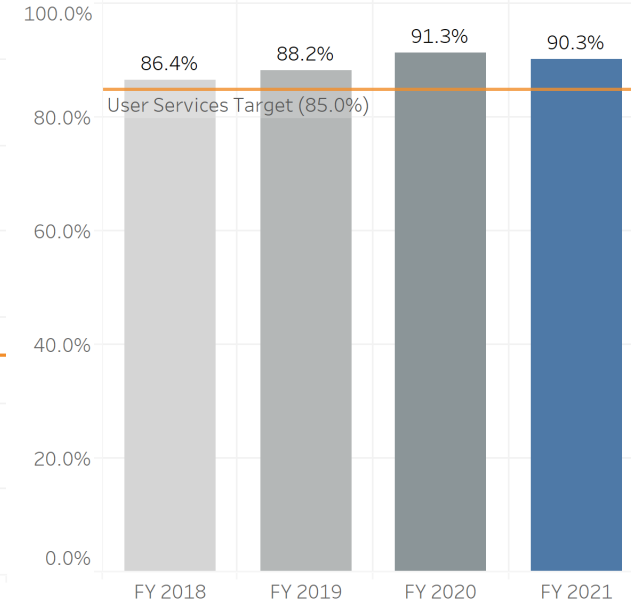
*Help Desk Average First Contact Resolution



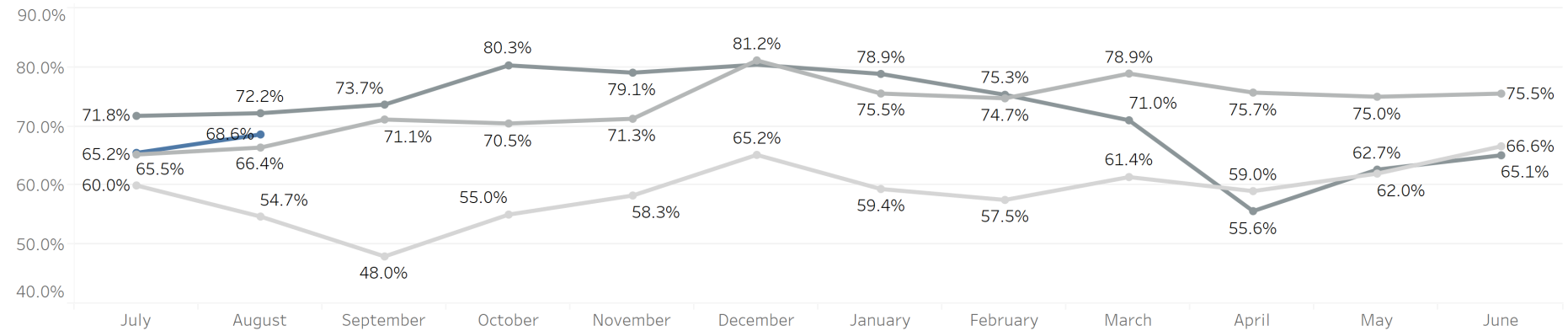
Help Desk Abandonment Rate



**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

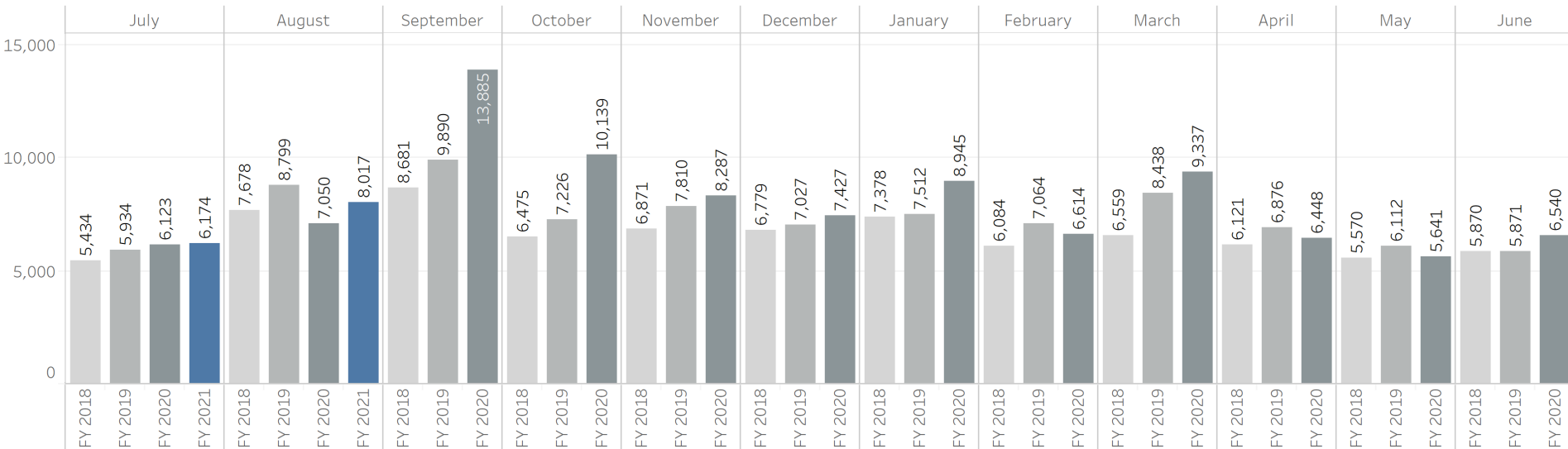
August

	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
Multi-factor Authentication (MFA)	1,414	17.6%	1,347	95.3%
Office 365	723	9.0%	634	87.7%
NetID Account Management	685	8.5%	649	94.7%
REFERRALS	639	8.0%	608	95.1%
Learn@UW - Canvas Madison	523	6.5%	412	★ 78.8%
Course Search and Enroll App	290	3.6%	250	86.2%
Campus Network Housing	262	3.3%	200	★ 76.3%
MyUW Madison	198	2.5%	179	90.4%
Campus Network	185	2.3%	101	★ 54.6%
PERSONAL SOFTWARE SUPPORT	176	2.2%	170	96.6%

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)



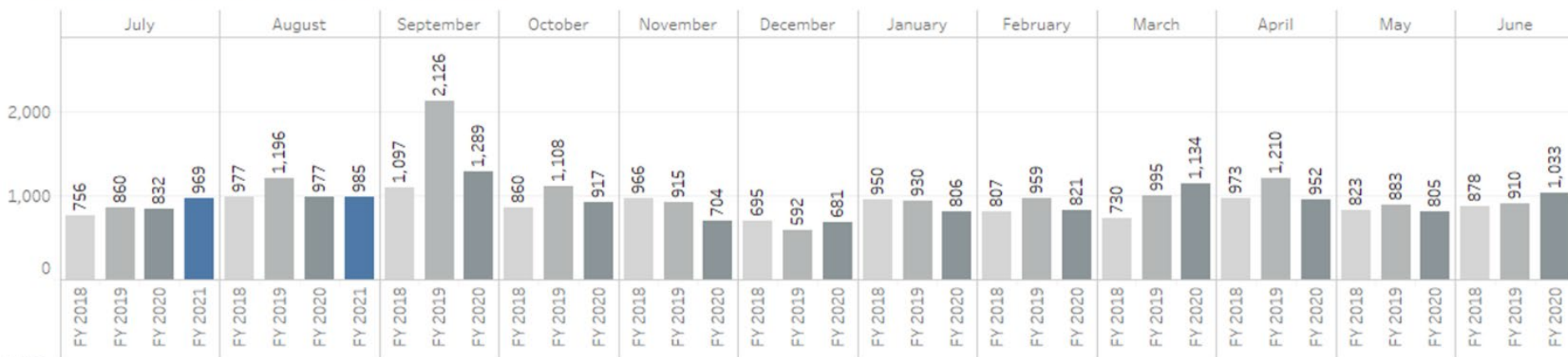
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

Help Desk Resolution Rates for PCS Services During August

	All Incidents	% of Incidents	HD Resolved	* HD % Resolved	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	723	73.4%	668	92.4%	★ 63.6%	89.4%	User Services Target: HD % Resolution <div>Below 85.0% ★</div> <div>At or above 85.0%</div>
UW-Madison Box	52	5.3%	45	86.5%		★ 67.9%	
UW-Madison Google Apps	96	9.7%	79	★ 82.3%	★ 50.0%	95.7%	2020 Gartner Benchmark: First Contact Resolution <div>Below 74.0% ★</div>
WisconsinList	29	2.9%	24	★ 82.8%		90.5%	
Qualtrics	22	2.2%	22	100.0%		85.7%	User Services Target: Customer Satisfaction <div>Below 85.0% ★</div> <div>At or above 85.0%</div>
Cloud Fax	18	1.8%	8	★ 44.4%	★ 25.0%		
UW-Madison Zoom	45	4.6%	27	★ 60.0%			

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.

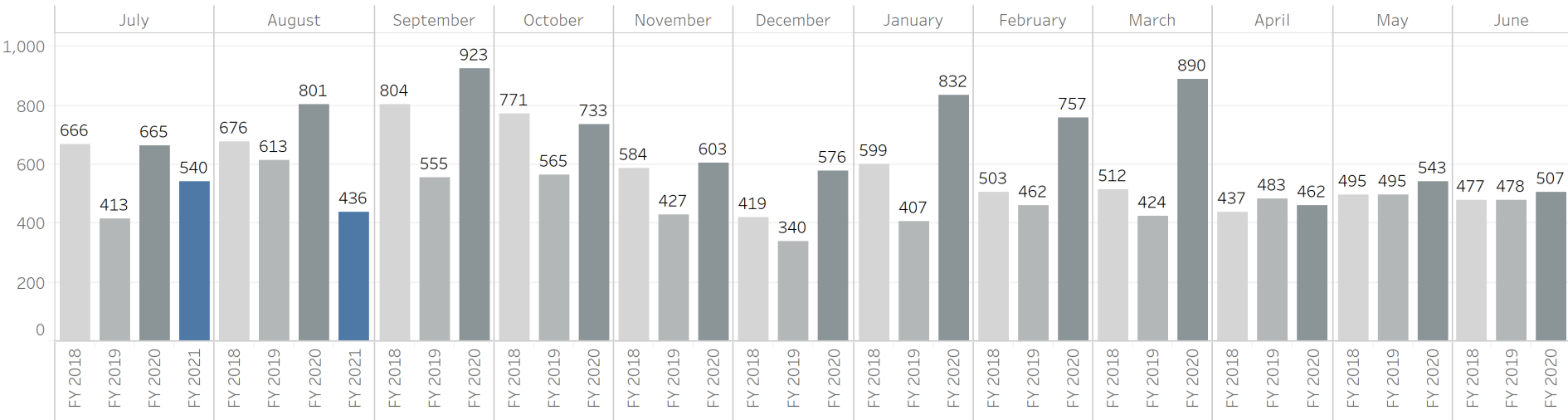
*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



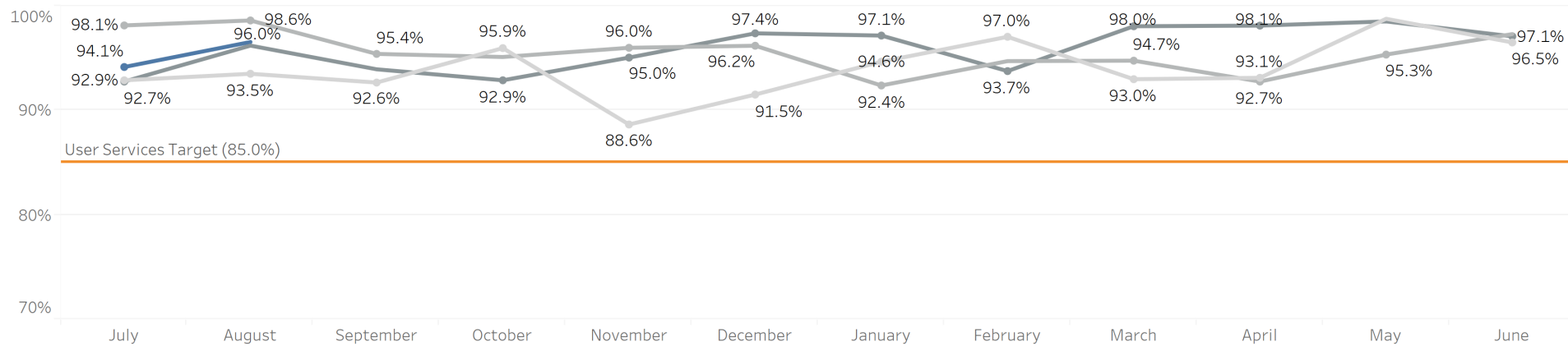
This visualization was created by DoIT in the Department of User Services.

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

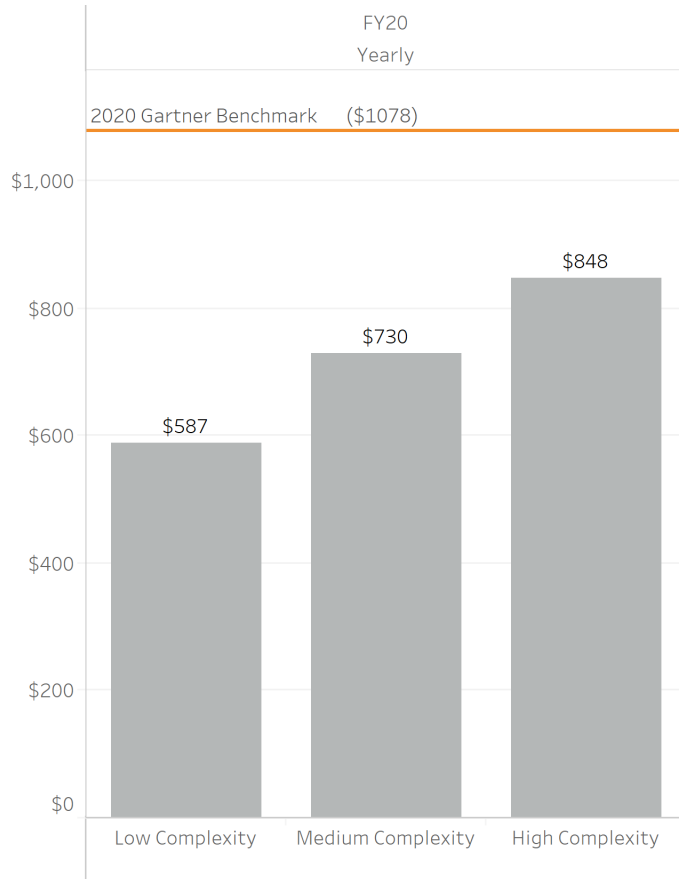
HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.



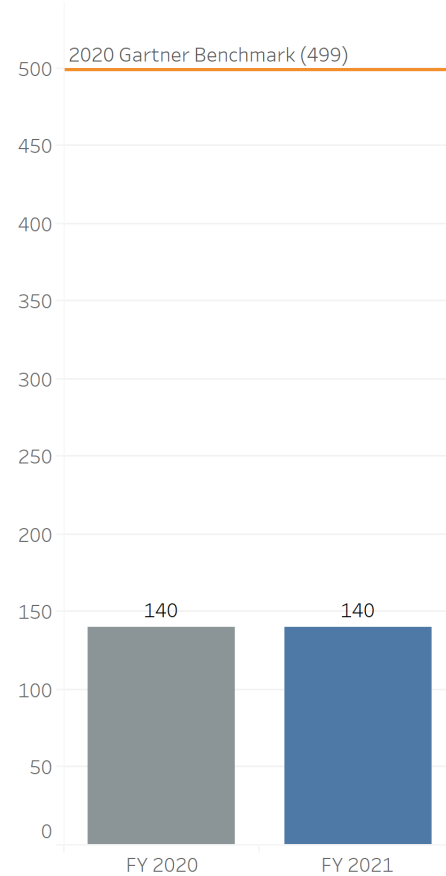
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

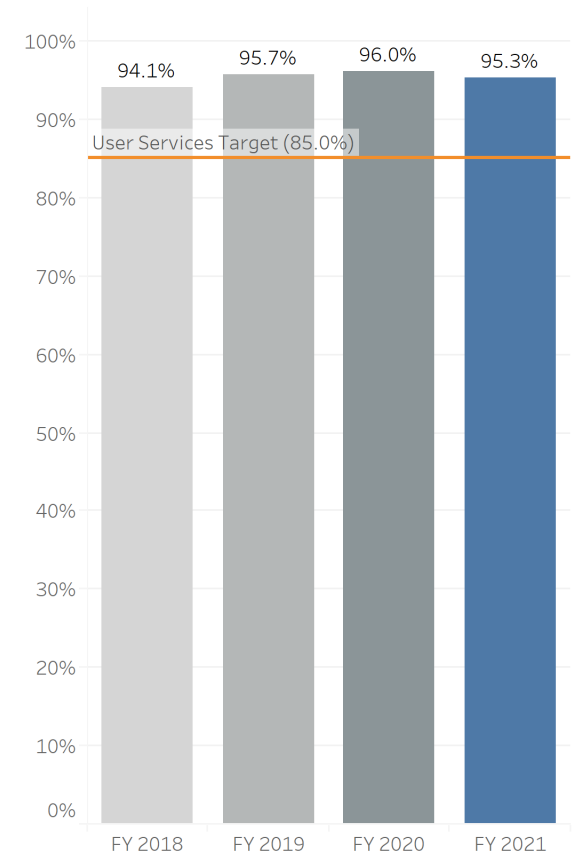
* Cost Per Endpoint



** 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).

*FY20 will be used due to a six-month minimum to capture the 2020 Gartner benchmark.

**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?"

Until a suitable benchmark can be located and evaluated, we have set a User Services target.

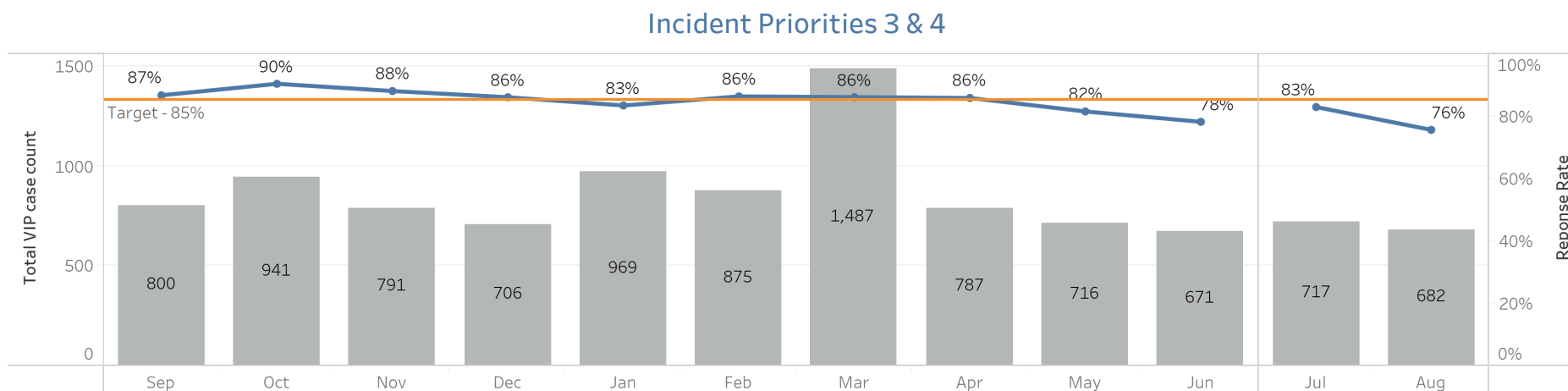
2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity.



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 SERVICE AVAILABILITY

Rolling 12 months

Service	Target	September %	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %
HRS	99.000%	★ 88.610	100.000	99.963	★ 98.562	100.000	99.603	100.000	99.313	100.000	★ 98.935	100.000	100.000
SFS	99.000%	100.000	99.564	100.000	99.943	99.918	99.968	99.941	99.989	99.464	100.000	100.000	100.000
SIS	99.000%	99.895	99.874	100.000	99.893	99.594	100.000	100.000	99.998	100.000	100.000	100.000	99.953
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	★ 98.253	★ 98.356	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	100.000	100.000	99.452	★ 97.984	★ 97.260	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	★ 98.904	★ 98.904	★ 98.904	100.000	100.000	100.000	100.000	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	June %	July %	August %	Network	Target	June %	July %	August %	Network	Target	June %	July %	August %
Upham Woods	99.900%	★ 99.763	★ 97.905	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	99.991	99.992	100.000
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	★ 99.679	100.000	UWC Marathon Co.	99.900%	99.991	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%	99.991	★ 99.787	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	99.987	100.000	100.000	UWC Marshfield Wood Co.	99.900%	99.991	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	99.997	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%	99.969	100.000	★ 97.623	UWC Sheboygan	99.900%	★ 99.158	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	99.991	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%	99.991	99.979	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.



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		20-Jun	20-Jul	20-Aug
UW–Madison campus	Avg (Gb/sec)	4.4	4.2	5.2
	Max (Gb/sec)	14.3	15.7	32.4
	Min (Gb/sec)	1.4	1.3	1.6
	% of full capacity (100Gbps)	4.4	4.2	5.2
UW–Madison research	Avg (Gb/sec)	18.5	16.4	13.5
	Max (Gb/sec)	100.0	78.8	30.8
	Min (Gb/sec)	4.5	6.7	5.5
	% of full capacity (100Gbps)	18.5	16.4	13.5
Internet Exchange (MadIX)	Avg (Gb/sec)	4.0	4.8	5.5
	Max (Gb/sec)	7.9	9.1	11.7
	Min (Gb/sec)	0.0	0.0	0.5
	% of full capacity (20Gbps)	20.0	24.0	27.5

OUT

		20-Jun	20-Jul	20-Aug
UW–Madison campus	Avg (Gb/sec)	2.30	2.30	2.30
	Max (Gb/sec)	6.90	6.70	6.80
	Min (Gb/sec)	1.00	1.10	1.00
	% of full capacity (100Gbps)	2.30	2.30	2.30
UW–Madison research	Avg (Gb/sec)	18.80	20.60	22.60
	Max (Gb/sec)	59.90	60.20	61.20
	Min (Gb/sec)	3.60	6.00	5.90
	% of full capacity (100Gbps)	18.80	20.60	22.60
Internet Exchange (MadIX)	Avg (Gb/sec)	3.60	3.90	5.90
	Max (Gb/sec)	6.60	7.60	11.70
	Min (Gb/sec)	0.00	0.00	1.70
	% of full capacity (20Gbps)	18.00	19.50	29.50

-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	Total Controllers: 8 Total APs: 4291		Target	October	November	December	January	February	March	April	May	June	July	August
Access Points Avg. Uptime per Day	99.50%		99.50%	99.44%	99.75%	99.89%	99.81%	99.73%	99.73%	99.48%	99.16%	99.14%	99.20%	98.97%
Avg. AW1-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				47.00	28.93	31.58	23.87	26.55	26.52	41.23	53.65	56.27	56.61	76.42
Airwave 2	Total Controllers: 8 Total APs: 4676		Target	October	November	December	January	February	March	April	May	June	July	August
Access Points Avg, Uptime per Day	99.50%		99.50%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%	99.83%	99.45%	99.37%	99.71%
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				20.00	37.79	11.23	16.90	7.97	19.42	21.57	46.71	33.27	34.48	27.42
Airwave 3	Total Controllers: 4 Total APs: 2553		Target	October	November	December	January	February	March	April	May	June	July	August
Access Points Avg Uptime per Day	99.50%		99.50%				99.95%	99.95%	99.95%	99.93%	99.84%	99.79%	99.81%	99.77%
Avg. AW3-Controller Uptime per Day	100.00%		100.00%				100.00%	100.00%	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%
Avg Number of APs Down per Day							6.61	1.59	1.52	14.50	5.65	9.77	9.29	25.81

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.



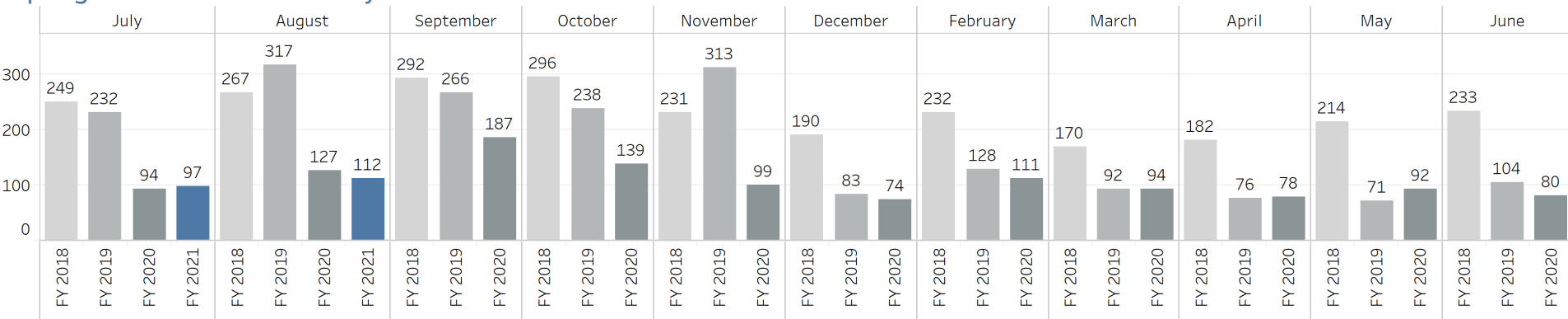
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

		May	June	July	August
Campus Network	AANTS	7	4	8	5
	Bandwidth Threshold Alarm	5	1		2
	Firewall/Content ID	1	1		
	Firewall/Install	17			
	Firewall/Problem			1	
	Firewall/Rules	4	2	4	1
	Port Error Threshold Alarm	3			
	Request/Data Jack/Activation		4	6	6
	Request/Data Jack/Installation		1	1	1
	Request/DHCP	2	4	1	2
	Request/DNS/Hostmaster			1	1
	Request/DNS/Network Services	5	15	20	15
	Request/Equipment Installation			1	
	Request/Hardware	3	4	5	7
	Request/IP Allocation	16	13	23	24
	Request/New Installation (wired/wireless)	2			
	Wired Network Issue	8	6	5	2
	Wireless	3	5	3	6
	Wireless Device Registration				2
Campus Network Housing	Device Registration HAP		1		21
	Device Registration non-HAP			1	
	Latency or Packet Drop	1			
	Submit Incident		1		
VPN	Client Issue		3	1	1
	Submit Incident	12	14	16	14
Others		3	1		3
Grand Total		92	80	97	113

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

Rolling 12 months

Service	Target	September %	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	99.870	99.386	100.000	100.000	100.000	99.615
Campus Card Access	99.500%	99.678	100.000	99.589	★97.749	100.000	★98.904	100.000	100.000	100.000	100.000	100.000	99.617
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.989	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	99.966	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 (Cypress)	98.000%	★96.224	99.377	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921	100.000	99.664	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★97.258	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	★95.616	100.000	100.000	100.000	★98.132	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	99.973	100.000
WiscIT (Cherwell)	99.500%	99.863	★99.018	99.689	100.000	★97.320	100.000	100.000	100.000	100.000	99.944	99.630	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: 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	99.990	361	81	120.3	279.0
Linux	99.950	99.990	427	123	142.3	268.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(8.14%)
DoIT Internal Customers	2	(5.51%)
DoIT - Microsoft SQL Server Hosting	3	(3.30%)
SFS	4	(1.80%)
UWPD	5	(1.32%)
Cybersecurity - Privileged Account Management	6	(1.06%)
DoIT - Service Management	7	(1.03%)
Prospective Customer Support	8	(0.92%)
WHS	9	(0.49%)
HRS	10	(0.41%)

Top Customers By Server Count

SFS, HRS	1	(85 Servers)
Cybersecurity	2	(81 Servers)
Identity and Access Management	3	(54 Servers)
DoIT Web Platform Services	4	(45 Servers)
Student Information System	5	(39 Servers)
Database Aggregation (FASTAR)	6	(31 Servers)
SysNet	7	(26 Servers)
Office 365	8	(24 Servers)
Imaging	9	(24 Servers)
DoIT Service Management	10	(20 Servers)
Wisconsin Historical Society	11	(20 Servers)
Network Services	12	(20 Servers)

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

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	May	June	July	August
Potential Vulnerability	1	12	3	14	1
	2	1	3		3
	3	8	64	7	9
	4		89	1	1
Vulnerability	1	2	3	4	9
	2	62	5	134	28
	3	1,654	260	1,695	746
	4	1,844	402	1,182	1,029
	5	20	189	216	245
Vulnerability or Potential Vulnerability	3		6	372	5
	4	1	22	58	2
	5		6	15	3
Grand Total		3,604	1,052	3,698	2,081

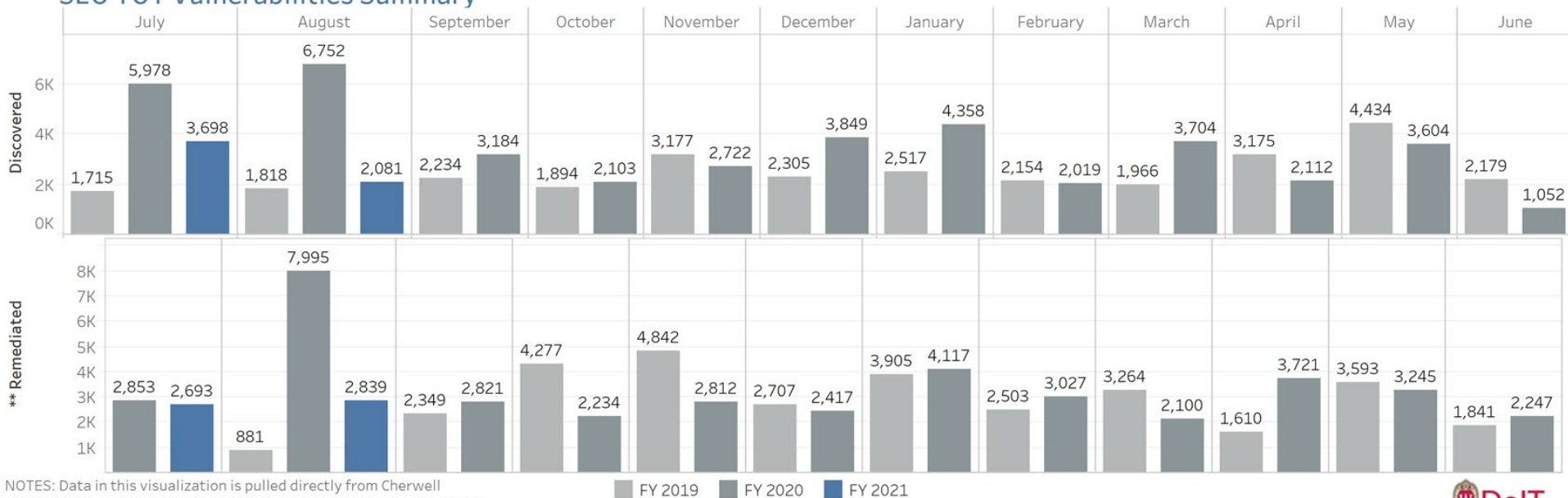
* Active & Urgent Vulnerabilities

108

Remaining From August

3

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

■ FY 2019 ■ FY 2020 ■ FY 2021



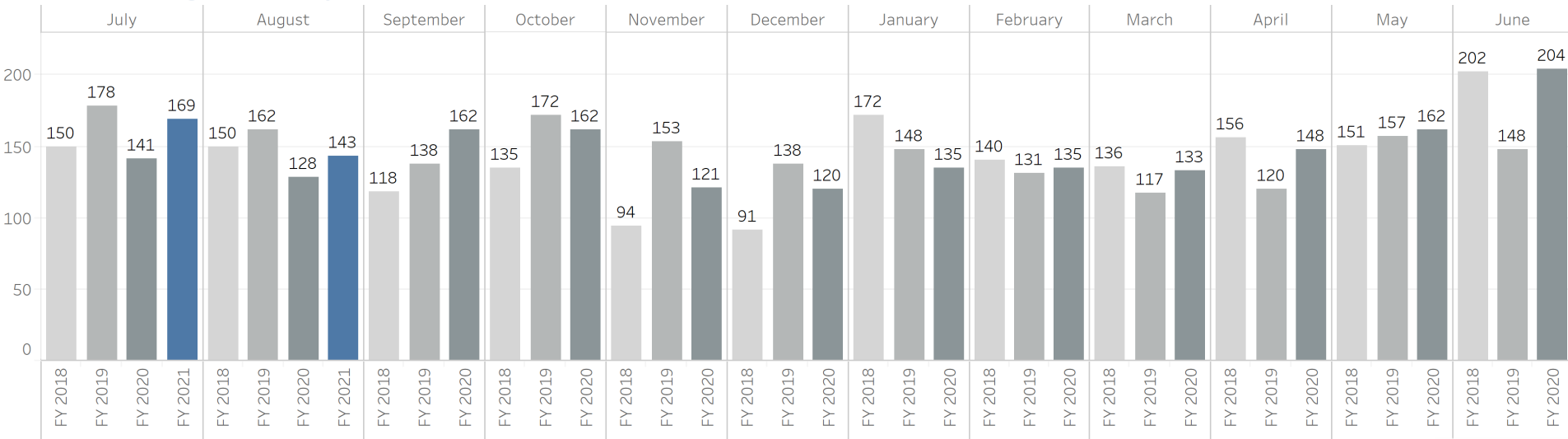
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Months Network Problem Summary

Technical Service	May	June	July	August
Boreas	12	11	11	12
Campus Network	100	86	77	108
MUFN	2	4	2	5
Northern Tier	4	1	5	1
UW SysNET	11	11	15	14
Grand Total	129	113	110	140

SEO YOY Outage Summary

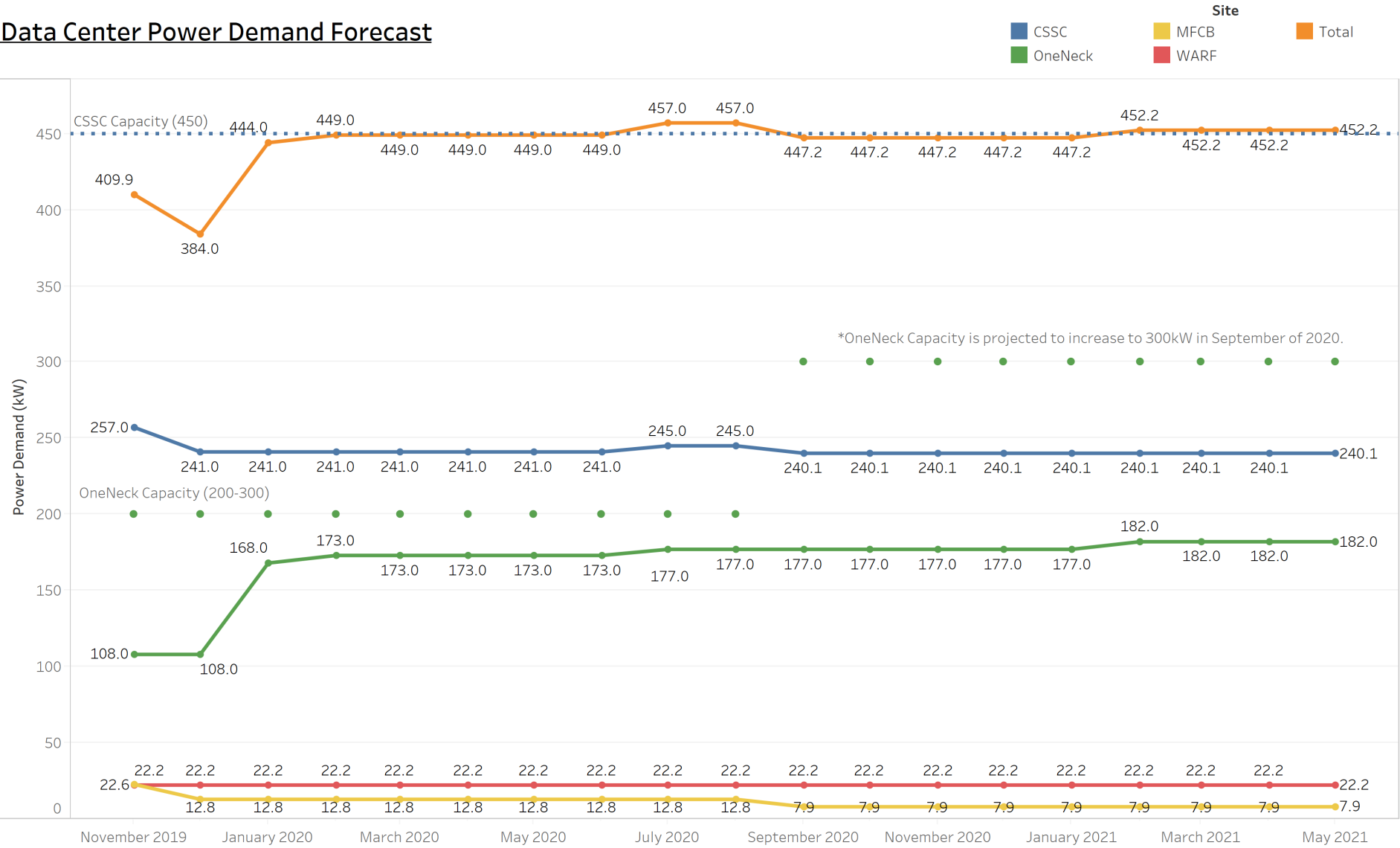


*If blank, zero problems were reported.

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



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- DIGITAL PUBLISHING & PRINTING SERVICES

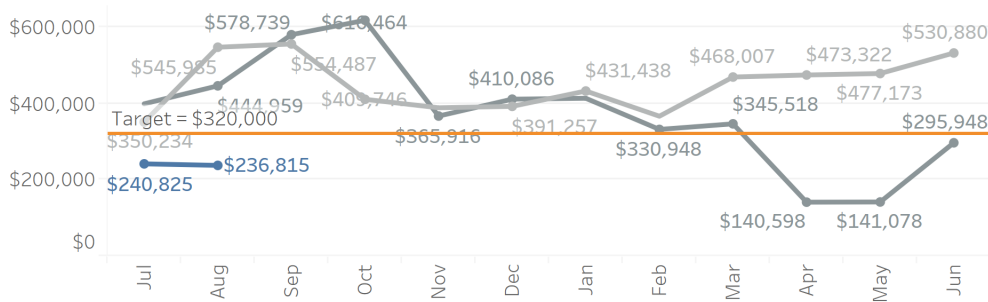
FY 2019
FY 2020
FY 2021

DPPS Rework Information

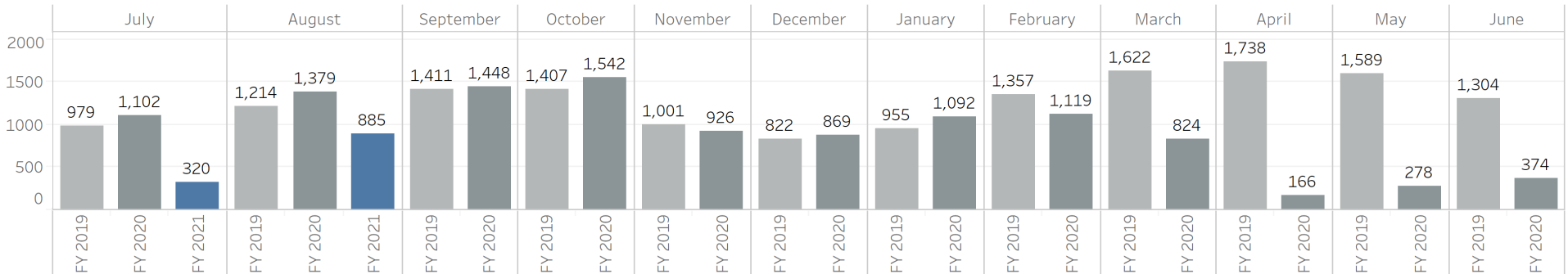
At or Below 0.10% ★

	Total Rework	Cost of Rework	Average Rework
March	0	\$0.00	★ 0.00%
April	0	\$0.00	0.00%
May	0	\$0.00	0.00%
June	0	\$0.00	0.00%
July	0	\$0.00	0.00%
August	0	\$0.00	0.00%

Total Sales



Total Jobs



Average On-Time Percentage by Stream

★ Below 99.90% At or Above 99.90%

	February	March	April	May	June	July	August
Contract	★96.43%	100.00%	★ 95.24%	100.00%	★95.65%	100.00%	100.00%
Digital Black	★99.01%	100.00%	100.00%	100.00%	★97.56%	100.00%	★ 92.09%
Digital Color	★99.43%	★98.77%	★ 96.43%	★ 93.55%	★95.76%	100.00%	★ 94.87%
Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Large Format	★98.77%	★97.65%	100.00%	★ 0.00%	★85.71%	100.00%	★ 97.69%
Offset Print	★99.17%	★91.36%	100.00%	★ 92.68%	★97.14%	100.00%	★ 94.55%
School of Human Ecology ..	100.00%	100.00%	100.00%	★98.53%	100.00%	100.00%	100.00%
WEBCRD	100.00%	100.00%	100.00%	★ 0.00%	★ 0.00%	100.00%	100.00%
WSB DPC	100.00%	★98.95%	100.00%	★90.63%	★ 0.00%	100.00%	★97.84%

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





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

Kaltura Mediaspace

	Mar-20	Apr-20	May-20	Jun-20	Jul-20	20-Aug
Incidents Resolved by Help Desk	159	79	16	30	24	100
Incidents Resolved by Learn@UW Madison	55	25	15	23	24	45
Average Play Time (mins)	14	15	14	11	10	0
New Media Assets	10,406	16,211	4,013	6,715	6,264	8,993
Number of Plays	472,373	900,311	239,758	325,427	379,200	238,773
Storage Utilized (TB)	72	77	78	80	82	85
Time Played (mins)	6,875,629	13,144,567	3,390,500	3,513,483	3,919,185	1,656,188
Total Media Assets	121,802	138,139	141,950	148,407	154,243	163,051

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	0	0	0	1	4	1
Incidents Resolved by Learn@UW Madison	0	1	0	1	0	0
Active Classes	130	144	127	107	140	368
Active Instructors	96	149	160	89	187	417
Instructor Accounts	1,478	1,817	1,939	1,995	2,046	2,237
Student Accounts	18,470	20,728	21,984	21,793	18,702	18,794
Submissions	22,444	35,314	15,987	5,890	8,368	2,985

-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	5	2	2	2	1	2
Incidents Resolved by Learn@UW Madison	12	10	11	26	17	18
New Pressbooks this Month	9	5	8	12	16	20
New Storyline 360 Modules this Month	6	2	0	1	1	0
Total Pressbooks	449	454	462	474	490	510
Total Storyline 360 Modules	176	178	178	179	180	180
Unique Users	5,215	5,262	5,300	5,445	5,463	7,211

-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	343	274	212	244	209	442
Incidents Resolved by Learn@UW Madison	222	173	156	150	200	256
Active For-Credit Courses	3,808	3,841	3,844	792	904	910
Active Training Courses	398	402		447	472	552
Unique Instructors	5,292	5,397	5,402	1,480	1,554	1,591
Unique Students	39,199	38,932	38,940	14,094	14,169	14,112

-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)



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

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

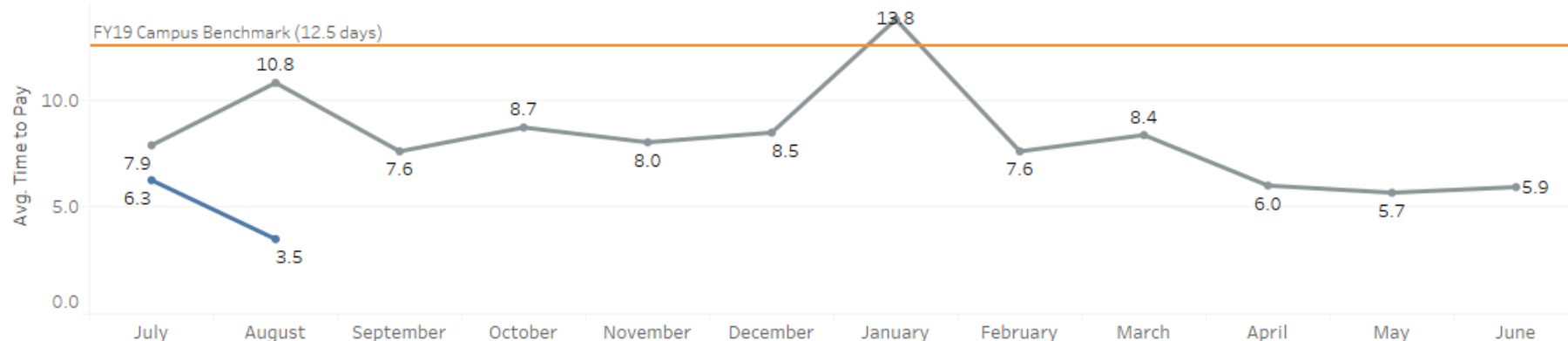
Notes:

		Spring 20..	May-20	Jun-20	Jul-20	Aug-20	Summer 2..	
Atomic Assessments	Incidents Resolved by Help Desk		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		28	18	27	9		
	Active Courses		27	11	7			
	Instructors		403	63	19			
	Unique Students		1,119	444	219			
* Top Hat	Incidents Resolved by Help Desk		0	0	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		0	0	0		1	
	Active Courses		163				31	
	Unique Students		12,450				1,365	
	Unique Instructors		228				52	
AEFIS	Incidents Resolved by Help Desk		18	24	7	6		-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
	Incidents Resolved by Learn@UW Madison		87	20	33	40		
	Attendance at all Workshops		149					
	Dept Admins Removed		0					
	DESL Usage		2					
	New Dept Admins Added		0					
	Q&A Workshops		11	20	33			
	Syllabi usage		286					
	Total completed evaluations		105,020					
	Training Workshops		15	24	7			

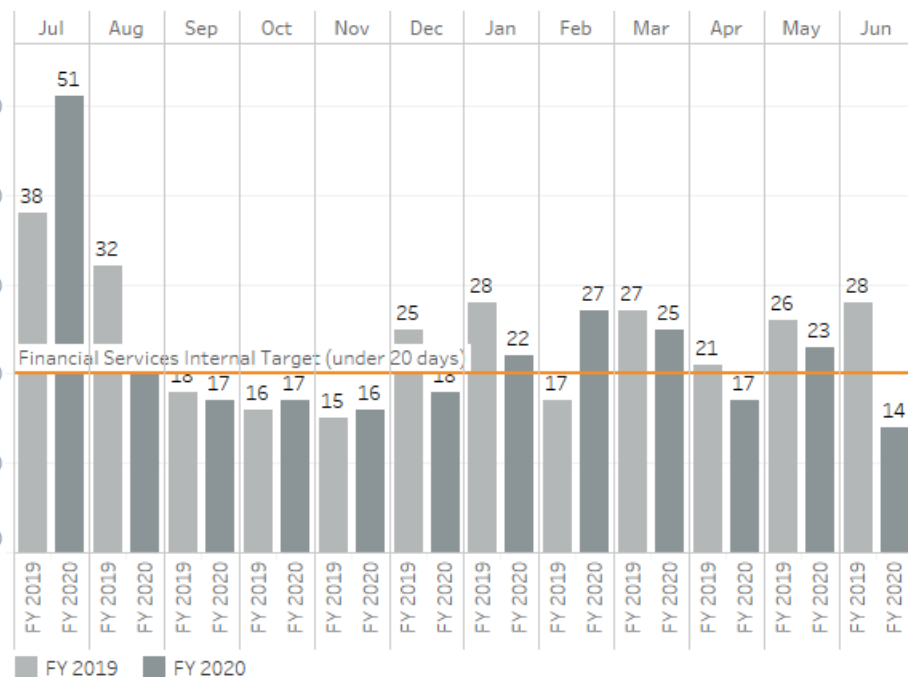
*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.

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
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	7
May	7	5
June	5	5

If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

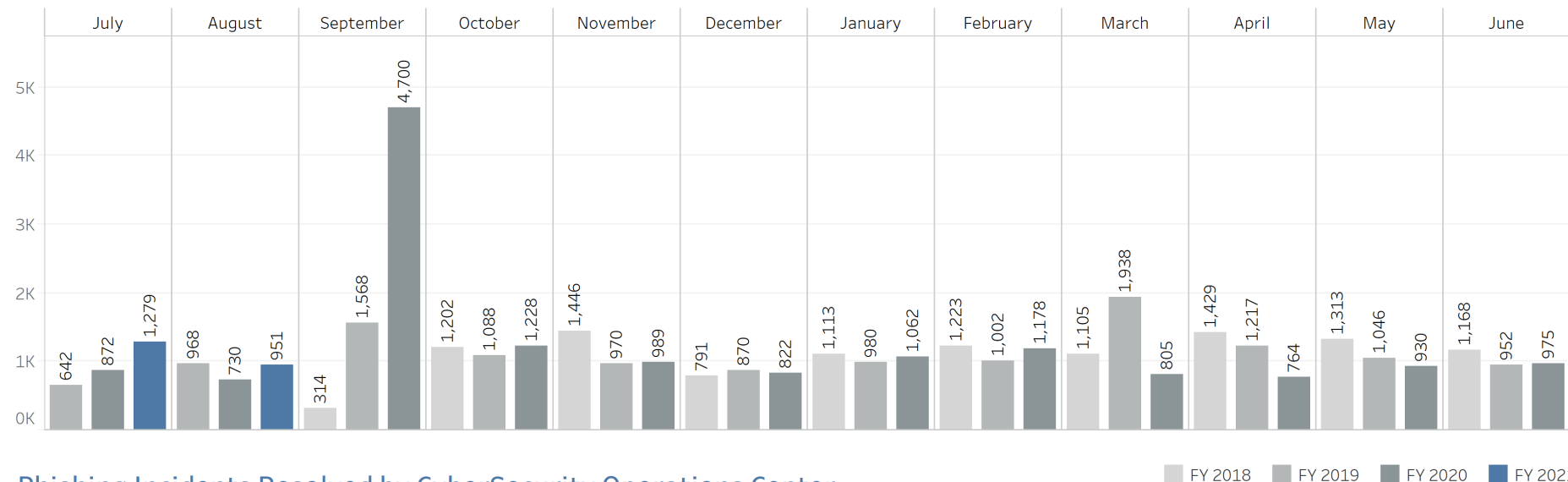
	FY 2019	FY 2020
July	53	53
August		22
September	27	21
October	23	21
November	15	19
December	62	35
January	30	26
February	23	29
March	29	31
April	27	24
May	33	28
June	33	19

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

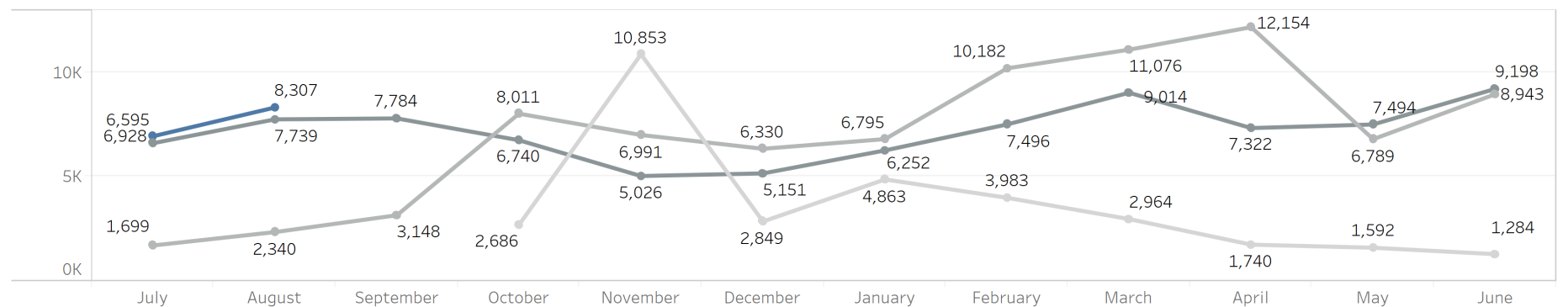


DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

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.



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

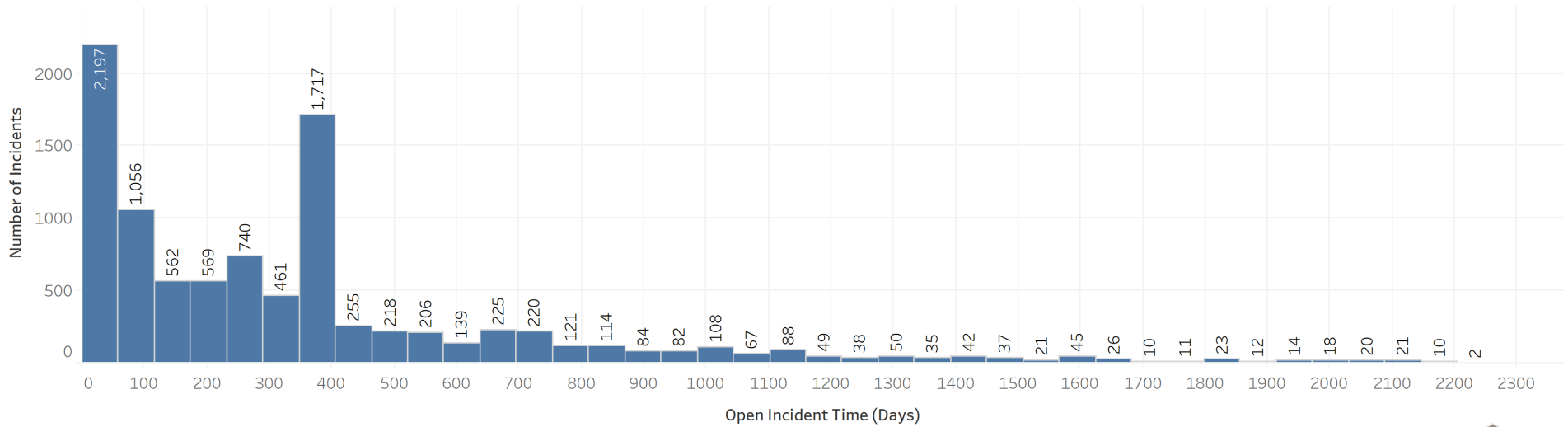
DoIT INCIDENT AGING REPORT

09/03/2020

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		364	270	136
Cybersecurity		259	2,301	2,164
NS		298	607	414
SEO		87	592	535
US		508	3,229	3,090
Other		160	1,761	1,698
Total		1,676	8,760	8,037

Total Open Incidents by Age (days)



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

Metrics Report Monthly Updates

There are no new updates in the Core report this month.

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).



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

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 instruct..



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

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES

WiscIT Teams in Each Department

AIS

Active Directory, ADI-IA Student Data Integration, ADI-Internal Apps, ADI-Web and Mobile Solutions, ECRT, ECS-Equipment Checkouts, IAM, Manifest Grouping Email, Manifest-Grouping, Manifest-Grouping Email, MiddleWare, Middleware Temp, Multi-Factor Authentication, MyUW, NetID-AcctAdmin, NetID-Login, Server Certificate Service, Shared Tools, Shared Web Hosting, UW Digital ID, UW KnowledgeBase, WiscWeb CMS, WiscWeb CMS Developers

Cybersecurity

Security, Security Incident, Security-Authorize, Security-BADGIRT, Security-CSOC Review, Security-Dept, Security-GRC, Security-HRS Attestation, Security-IT Access, Security-OCIS, Security-Tools

NS

NS-App Admins, NS-Apps AANTS, NS-Campus, 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

SEO

DRMT-All, DRMT-Data Tools, DRMT-Database, DRMT-DBA, DRMT-Enterprise Tools, DRMT-InfoAccess, DRMT-Tools, SA-SE, SA-Virtualization, SE, SE-AD, SE-AIX, SE-Audit, SE-BuckyBackup Support, SE-Critical Infrastructure, SE-DSA, SE-Linux, SE-OSX, SE-Solaris, SE-Storage Team, SE-Virtualization, SE-Windows, SEO-Dept, SEO-Firewall, SEO-Mainframe, SNCC-Network, SNCC-NTN-ND, SNCC-SysNet, SNCC-Sysops, SNCC-Systems Management

US

KB Site Helpdesk, Logistics, O365 Technical/Functional, PCS-Dept, PCS-o365 Service Delivery, PCS-Shared Hosting, SA-RaDS, 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 SMPH Support, US-Help Desk Tools, US-Help Desk UW C/EX Support, US-Help Desks UW CEOEL Support, US-Infolabs Kiosks, US-Metrics and Data, US-PM, US-PM Apple, US-PM Dell, US-PM Hardware, US-PM Mathat&StatsPKGS, US-PM Software, US-Repair Billing, US-Repair Hardware, US-Repair Internal, US-Repair Parts, US-Repair Pickup (333ECM), US-Repair Pickup (Comp Sci), US-Repair Pickup (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk ..



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