DoIT Operations
Monthly Report

December 2020

Published January 20, 2021

DoIT Operations Report
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DoIT OPERATIONS: Applications Infrastracture Services SERVICE AVAILABILITY

Last 12 months

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
API Manager	99.00%	100.00	100.00	100.00	★89.24	★90.06	★96.18	100.00	100.00	100.00	100.00	★97.38	100.00
Enterprise Content Management (ECM)	99.00%	100.00	★97.56	99.96	100.00	100.00	★97.78	100.00	100.00	★98.76	★73.25	100.00	99.86
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	★93.30	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	99.95	99.91	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	99.91	99.78	100.00	100.00	100.00	100.00	100.00	99.58	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	99.97	100.00	99.98	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Shared Web Hosting	99.00%	99.98	★98.72	★83.37	99.93	★97.21	99.33	100.00	100.00	100.00	100.00	100.00	99.96
Wisc Web	99.00%	99.98	★97.55	★75.41	99.82	100.00	★94.99	99.99	99.91	100.00	★98.69	99.93	100.00

Target Colors
★ ■ Below Target   ■ Above Target

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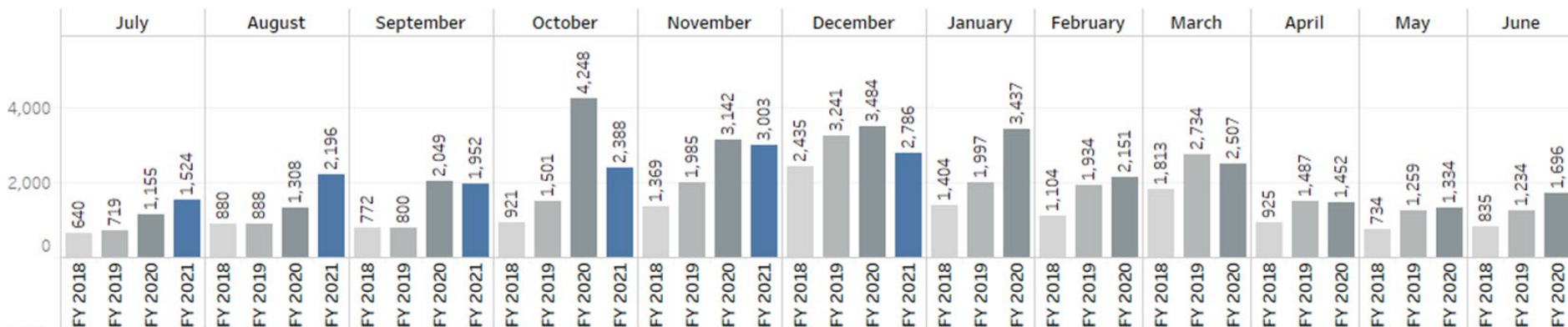
DoIT

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

DoIT OPERATIONS: IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Multi-factor Authentication (MFA)	979	26.7%	965	920	94.0%	92.9%	95.3%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	1,793	48.8%	1,768	1,720	95.9%	87.4%	93.7%	2020 Gartner Benchmark: First Contact Resolution ■ Above 74.0%
All IAM Incidents	3,673	100.0%	2,786	2,677	94.9%	89.2%	94.7%	IAM Target: Customer Satisfaction ■ At or above 85.0%

IAM Services Annual Help Desk Contacts

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2018	640	880	772	921	1,369	2,435	1,404	1,104	1,813	925	734	835
FY 2019	719	888	800	1,501	1,985	3,241	1,997	1,934	2,734	1,487	1,259	1,234
FY 2020	1,155	1,308	2,049	4,248	3,142	3,484	3,437	2,151	2,507	1,452	1,334	1,696
FY 2021	1,524	2,196	1,952	2,388	3,003	2,786						

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: AIS-Web Platform Services

Help Desk Resolution Rates for WPS Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
MyUW Madison/System	99	30.6%	98	89	90.8%	87.5%	★ 84.1%
UW Madison Knowledgebase (KB)	47	14.5%					
Web Hosting	112	34.6%	4	1	25.0%	100.0%	100.0%
WiscWeb	66	20.4%	61	32	52.5%	★ 50.0%	91.3%

AIS-WPS Targets:
HD % Resolution by Service

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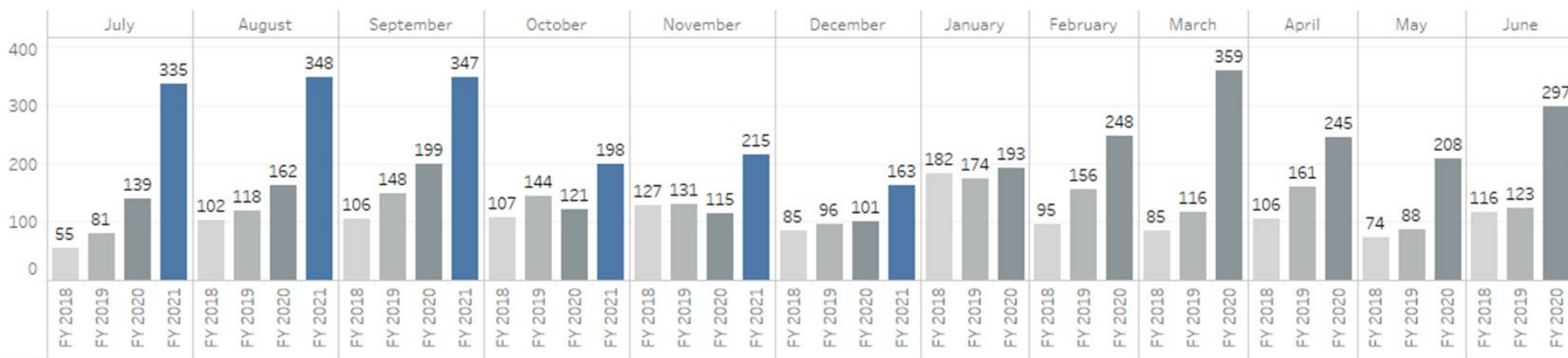Web Hosting - 5%
WiscWeb - 45%

2020 Gartner Benchmark:
First Contact Resolution
- ■ Below 74.0% ★
- ■ Above 74.0%

WPS Services Target:
Customer Satisfaction
- ■ At or above 85.0%
- ■ Below 85.0% ★

WPS Services Annual Help Desk Contacts

July: FY 2018: 55, FY 2019: 81, FY 2020: 139, FY 2021: 335
August: FY 2018: 102, FY 2019: 118, FY 2020: 162, FY 2021: 348
September: FY 2018: 106, FY 2019: 148, FY 2020: 199, FY 2021: 347
October: FY 2018: 107, FY 2019: 144, FY 2020: 121, FY 2021: 198
November: FY 2018: 127, FY 2019: 131, FY 2020: 115, FY 2021: 215
December: FY 2018: 85, FY 2019: 96, FY 2020: 101, FY 2021: 163
January: FY 2018: 182, FY 2019: 174, FY 2020: 193
February: FY 2018: 95, FY 2019: 156, FY 2020: 248
March: FY 2018: 85, FY 2019: 116, FY 2020: 359
April: FY 2018: 106, FY 2019: 161, FY 2020: 245
May: FY 2018: 74, FY 2019: 88, FY 2020: 208
June: FY 2018: 116, FY 2019: 123, FY 2020: 297

NOTES:
*Resolution Percentage = incidents resolved by the Help Desk rather than being escalated to a specific service team
**Survey respondents rate satifaction 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.
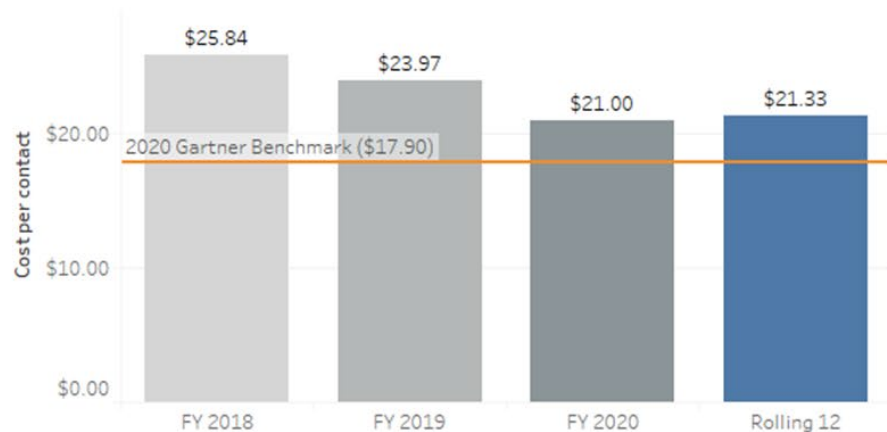*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.
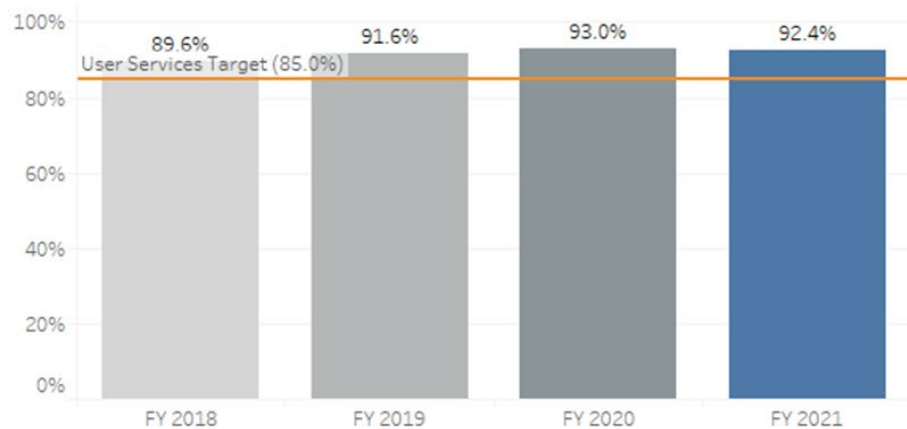
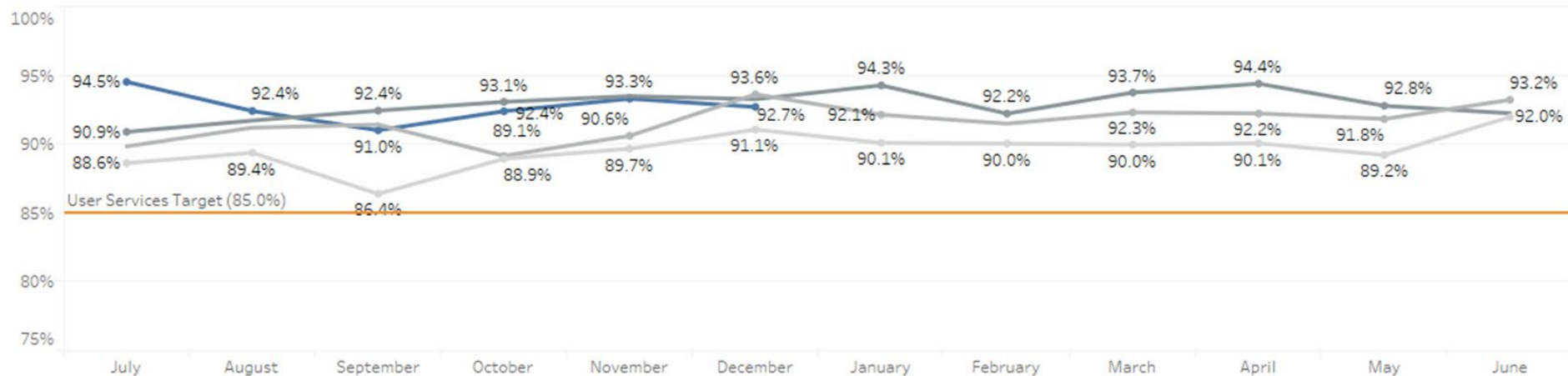This visualization was created by DoIT in the Department of User Services.

*Help Desk Average First Contact Resolution

First Contact Resolution Rate

2020 Gartner Benchmark (74.0%)

- FY 2018: 65.4%
- FY 2019: 80.7%
- FY 2020: 83.7%
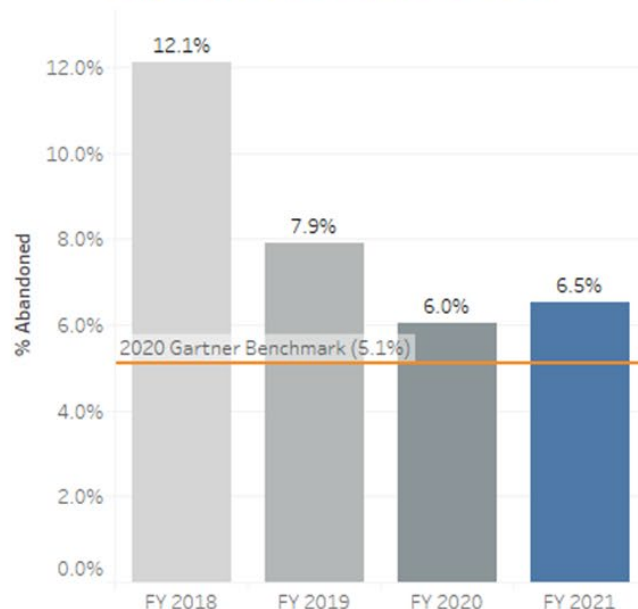- FY 2021: 82.9%
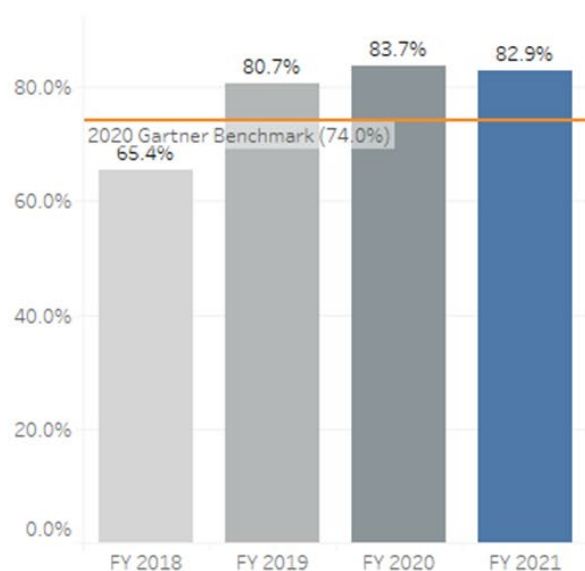
Help Desk Abandonment Rate

% Abandoned

2020 Gartner Benchmark (5.1%)

- FY 2018: 12.1%
- FY 2019: 7.9%
- FY 2020: 6.0%
- FY 2021: 6.5%

**Help Desk Average Resolution Rate

User Services Target (85.0%)

- FY 2018: 86.4%
- FY 2019: 88.2%
- FY 2020: 91.4%
- FY 2021: 91.5%
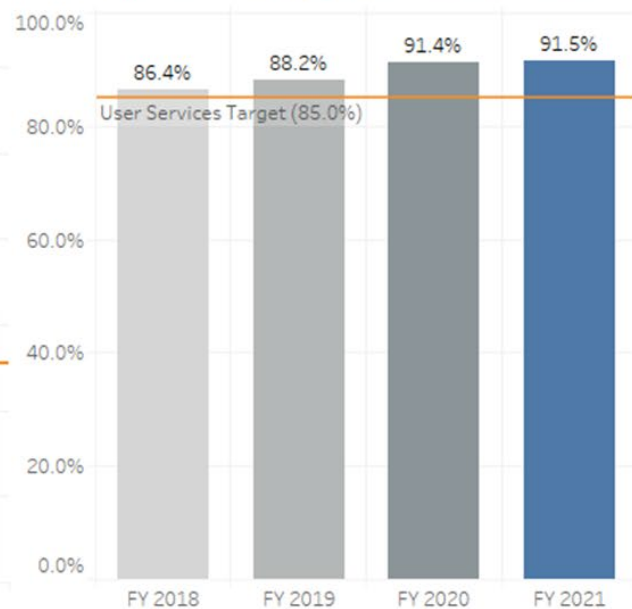
Help Desk YOY First Contact Resolution

2020 Gartner Benchmark (74.0%)

	July	August	September	October	November	December	January	February	March	April	May	June
	82.0%	83.4%	81.7%	87.0%	86.1%	86.2%	86.0%	83.7%	84.6%	83.8%	82.8%	83.5%
	81.3%	82.6%		81.4%	84.9%	86.0%	82.3%	82.8%	82.6%	80.5%	82.0%	81.1%
	73.0%	73.3%	78.3%	79.5%	79.4%				67.8%		70.1%	74.4%
	67.1%	61.4%	53.8%	62.0%	65.2%	70.8%	66.6%	64.5%		66.2%		

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.

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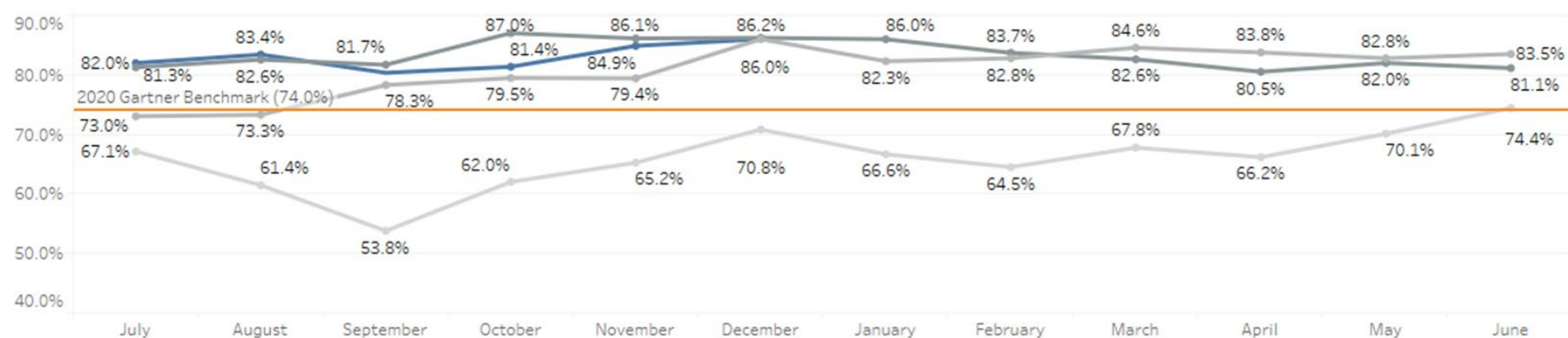# Help Desk Resolution Rates for Top 10 Supported-Services in December

	Incidents Created by HD	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	1,768	26.3%	1,702	96.3%
Multi-factor Authentication (MFA)	965	14.4%	909	94.2%
Office 365	663	9.9%	576	86.9%
Referrals	477	7.1%	461	96.6%
Course Search and Enrollment App, Course Search and Enroll App	320	4.8%	257	★ 80.3%
Learn@UW - Canvas Madison	254	3.8%	183	★ 72.0%
UW-Madison Zoom	189	2.8%	166	87.8%
VoIP	102	1.5%	74	★ 72.5%
Personal Software Support	101	1.5%	95	94.1%
MyUW Madison	90	1.3%	75	★ 83.3%

User Services Target: HD % Resolution

★ ■ Below 85.0%   ■ At or above 85.0%

* Help Desk Annual Contacts
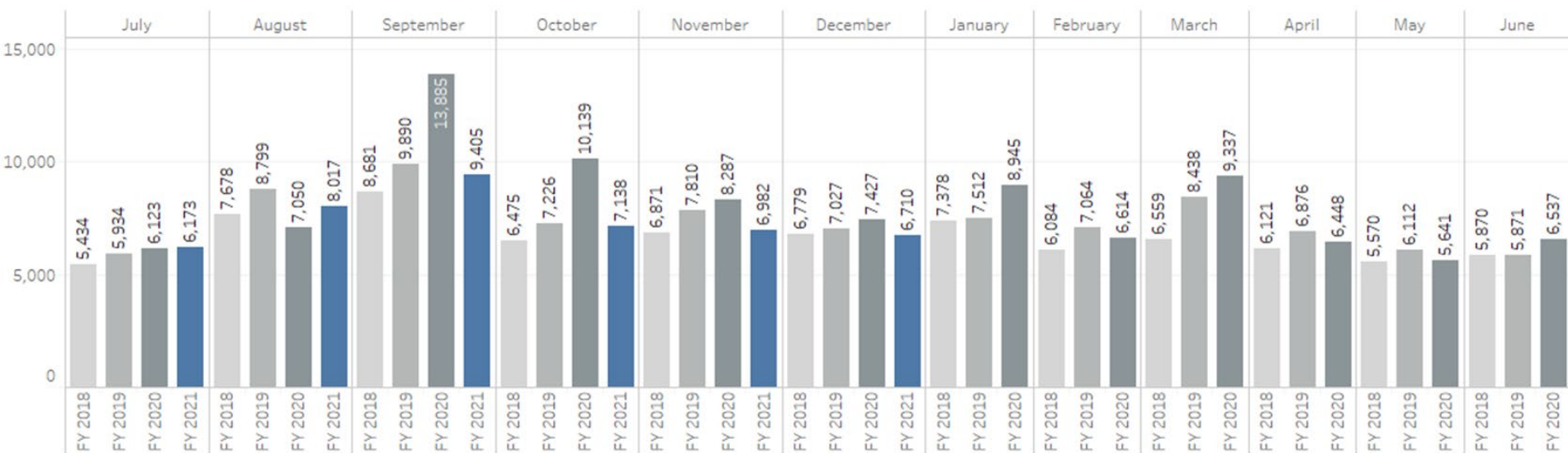
NOTES: * Walk-in incidents are included for only FY20 to reflect the Walk-in & Help Desk merger
**Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

This visualization was created by DoIT in the Department of User Services.
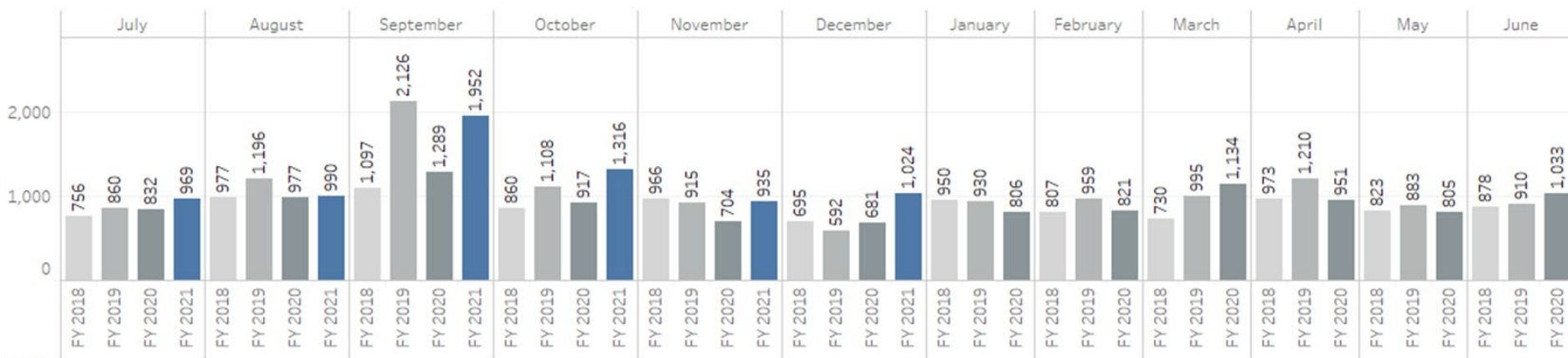
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DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

Resolution Rates for PCS Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	682	60.2%	663	586	86.9%	78.1%	91.8%
UW-Madison Zoom	245	21.6%	189	167	87.8%	★ 68.9%	92.9%
UW-Madison Google Apps	68	6.0%	63	53	★ 79.4%	86.7%	96.4%
UW-Madison Box	67	5.9%	53	40	★ 75.5%	★ 64.3%	95.2%
WiscList	38	3.4%	31	20	★ 61.3%	91.7%	100.0%
Qualtrics	27	2.4%	19	17	★ 84.2%	★ 71.4%	90.5%
Cloud Fax	6	0.5%	6	5	★ 83.3%		

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

2020 Gartner Benchmark:
First Contact Resolution
■ Below 74.0% ★
■ Above 74.0%

User Services Target:
Customer Satisfaction
■ At or above 85.0%

PCS Services Annual Help Desk Contacts

NOTES:
*Resolution Percentage = incidents resolved by the Help Dest 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

User Services Target (85.0%)
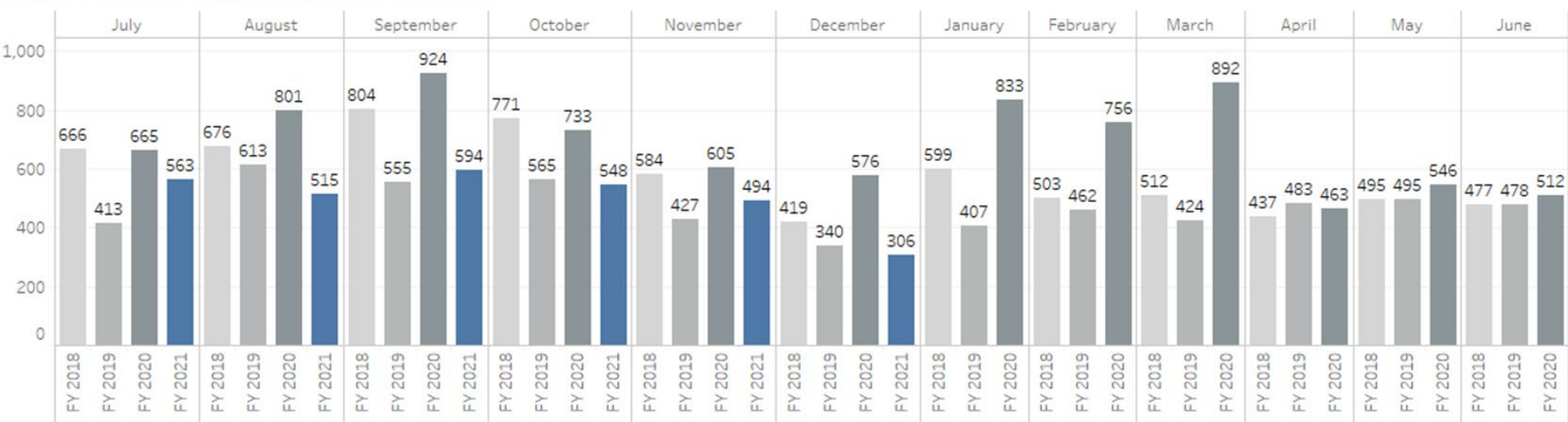
NOTES: Departmental Support Annual Contacts represent cases resolved by DS teams.
Survey respondents rate satisfaction on a 7 point scale in response to: " We value your opinion. How was your experience with us?"
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor 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.
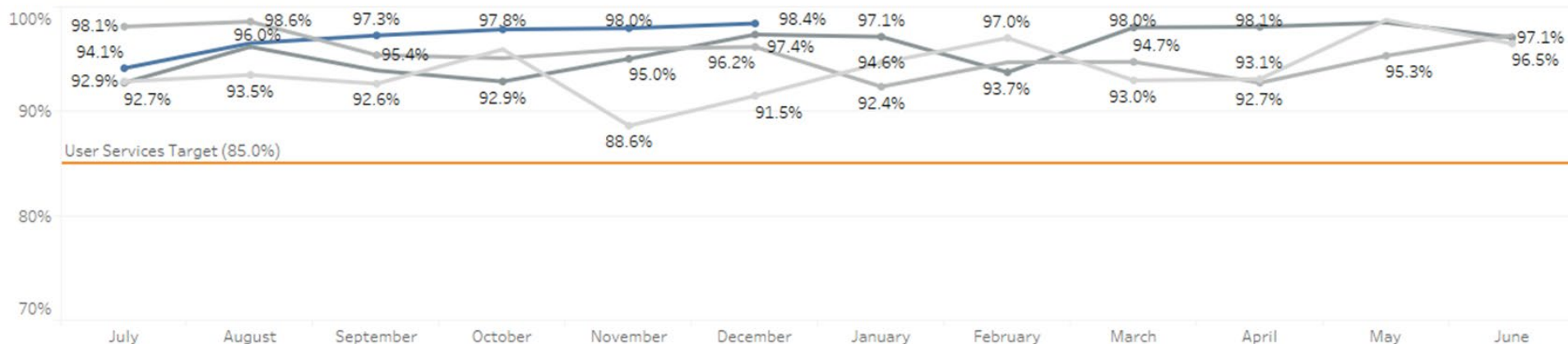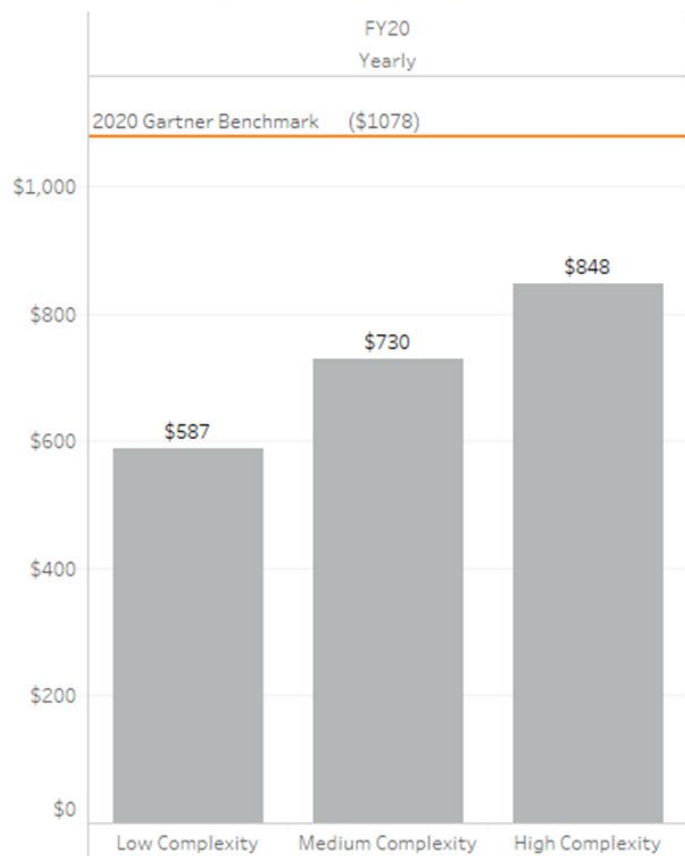
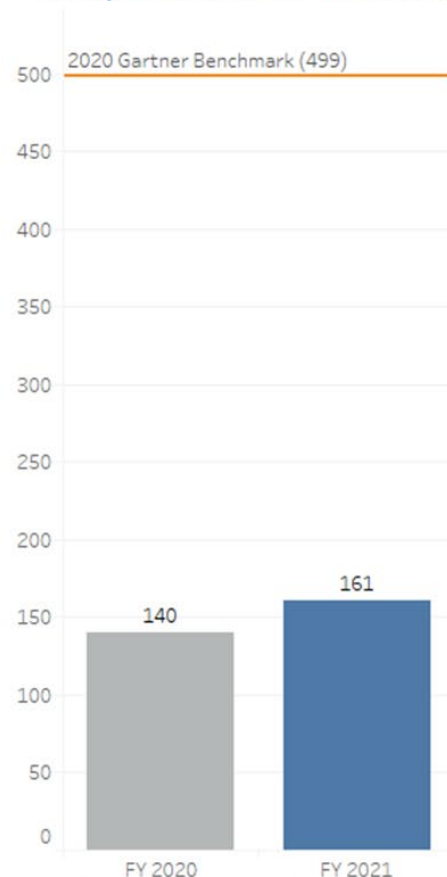This visualization was created by DoIT in the Department of User Services.
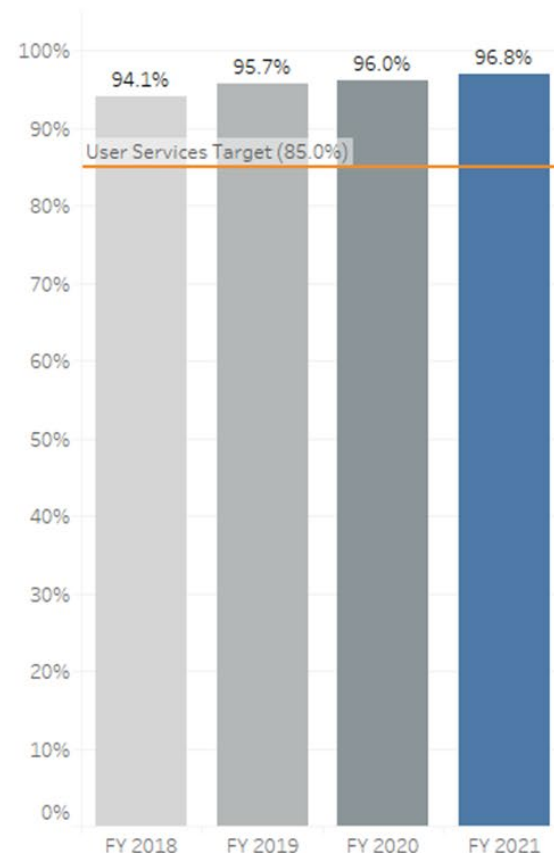
DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

* Cost Per Endpoint

FY20
Yearly

2020 Gartner Benchmark   ($1078)

$1,000

$848

$730

$587

$800

$600

$400

$200

$0

Low Complexity   Medium Complexity   High Complexity

** Endpoints Per Technician

2020 Gartner Benchmark (499)

500

450

400

350

300

250

200

150

140

161

100

50

0

FY 2020   FY 2021

*** Customer Satisfaction

100%

94.1%   95.7%   96.0%   96.8%

90%

User Services Target (85.0%)

80%

70%

60%

50%

40%

30%

20%

10%

0%

FY 2018   FY 2019   FY 2020   FY 2021

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. Updated December 2020.

***Survey respondents rate satifaction 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.

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

SLA = One hour acknowledgement

Legend:
- Response rate
- Total VIP Incidents

Last 12 months

Incident Priorities 1 & 2

Month	Response rate	Total VIP Incidents
Jan	100%	7
Feb	100%	10
Mar	77%	22
Apr	93%	15
May	100%	9
Jun	93%	14
Jul	77%	13
Aug	100%	4
Sep	83%	12
Oct	83%	12
Nov	92%	13
Dec	94%	16

Target - 95%

Incident Priorities 3 & 4

Month	Response rate	Total VIP case count
Jan	83%	969
Feb	87%	875
Mar	86%	1,488
Apr	86%	788
May	82%	716
Jun	78%	670
Jul	83%	720
Aug	78%	683
Sep	76%	836
Oct	83%	736
Nov	87%	629
Dec	84%	545

Target - 85%
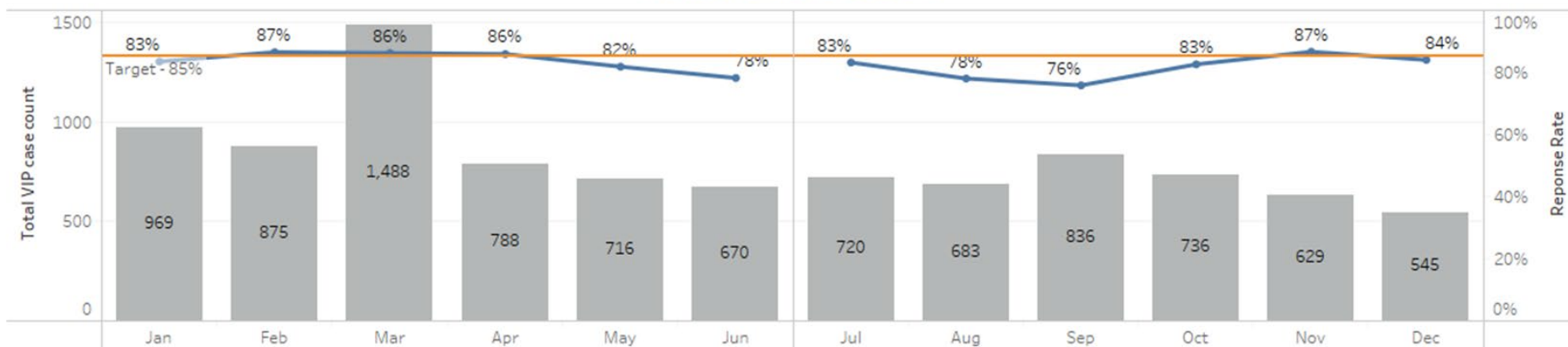
Included incidents fall under a Departmental Support SLA of one hour response time and are owned or resolved by a DS team or created, owned, and resolved by HDL2 working on Departmental Support cases. All services and categories are included. Priority definitions included in Technical Notes.

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
HRS	99.000%	100.000	99.603	100.000	99.313	100.000	★98.935	100.000	100.000	★91.271	★96.013	100.000	100.000
SFS	99.000%	99.918	99.968	99.941	99.989	99.464	100.000	100.000	100.000	100.000	100.000	99.799	100.000
SIS	99.000%	99.594	100.000	100.000	99.998	100.000	100.000	100.000	99.953	100.000	100.000	100.000	100.000
Informatica (FASTAR)	99.000%	★98.356	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	★97.260	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%	★98.904	★98.904	100.000	100.000	100.000	100.000	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	October %	November %	December %
Upham Woods	99.900%	99.922	★98.059	100.000
UW Colleges Extension	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	99.970	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000
UW Madison	99.900%	99.970	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	99.970	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000

Network	Target	October %	November %	December %
UW Platteville	99.900%	100.000	100.000	100.000
UW River Falls	99.900%	99.970	100.000	100.000
UW Stevens Point	99.900%	99.970	100.000	100.000
UW Stout	99.900%	99.970	100.000	100.000
UW Superior	99.900%	99.970	100.000	100.000
UW Whitewater	99.900%	100.000	100.000	100.000
UWC Baraboo Sauk Co.	99.900%	★99.480	100.000	100.000
UWC Barron Co.	99.900%	99.970	100.000	100.000
UWC Fond du Lac	99.900%	100.000	100.000	100.000
UWC Fox Valley	99.900%	100.000	100.000	100.000

Network	Target	October %	November %	December %
UWC Manitowoc	99.900%	100.000	100.000	100.000
UWC Marathon Co.	99.900%	99.970	100.000	100.000
UWC Marinette	99.900%	99.970	100.000	100.000
UWC Marshfield Wood Co.	99.900%	99.961	100.000	100.000
UWC Richland	99.900%	100.000	100.000	100.000
UWC Rock Co.	99.900%	99.970	100.000	100.000
UWC Sheboygan	99.900%	100.000	100.000	100.000
UWC Washington Co.	99.900%	100.000	100.000	100.000
UWC Waukesha	99.900%	99.970	100.000	100.000

Target Colors

★ ■ Below Target   ■ Above Target

-Availability is for wired (not wi-fi) connectivity at each instituation. 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.

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DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		20-Oct	20-Nov	20-Dec
UW–Madison campus	Avg (Gb/sec)	7.70	7.60	5.00
	Max (Gb/sec)	17.50	16.30	16.30
	Min (Gb/sec)	1.90	1.70	1.10
	% of full capacity (100Gbps)	7.70	7.60	5.00
UW–Madison research	Avg (Gb/sec)	13.60	16.20	16.60
	Max (Gb/sec)	60.30	90.30	65.40
	Min (Gb/sec)	4.90	6.20	6.80
	% of full capacity (100Gbps)	13.60	16.20	16.60
Internet Exchange (MadIX)	Avg (Gb/sec)	6.10	6.90	6.00
	Max (Gb/sec)	11.90	13.40	11.80
	Min (Gb/sec)	0.00	0.00	0.00
	% of full capacity (20Gbps)	30.50	34.50	30.00

OUT

		20-Oct	20-Nov	20-Dec
UW–Madison campus	Avg (Gb/sec)	2.50	2.50	2.40
	Max (Gb/sec)	14.70	14.20	10.00
	Min (Gb/sec)	1.10	0.91	0.97
	% of full capacity (100Gbps)	2.50	2.50	2.40
UW–Madison research	Avg (Gb/sec)	16.30	15.90	13.50
	Max (Gb/sec)	54.00	60.20	38.50
	Min (Gb/sec)	4.70	4.50	4.40
	% of full capacity (100Gbps)	16.30	15.90	13.50
Internet Exchange (MadIX)	Avg (Gb/sec)	6.60	6.60	3.60
	Max (Gb/sec)	10.70	10.50	6.40
	Min (Gb/sec)	0.00	0.00	0.00
	% of full capacity (20Gbps)	33.00	33.00	18.00

-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

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: 4211

	Target	January	February	March	April	May	June	July	August	September	October	November	December
Access Points Avg. Uptime per Day	99.50%	99.81%	99.73%	99.73%	★ 99.48%	★ 99.16%	★ 99.14%	★ 99.20%	★98.97%	★ 98.56%	★98.51%	★ 98.47%	★ 98.55%
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%	★99.94%
Avg. Number of APs Down per Day		23.87	26.55	26.52	41.23	53.65	56.27	56.61	76.42	89.10	88.65	77.53	80.84

Airwave 2 — Total Controllers: 8, Total APs: 4684

	Target	January	February	March	April	May	June	July	August	September	October	November	December
Access Points Avg, Uptime per Day	99.50%	99.92%	99.96%	99.92%	99.92%	99.83%	★99.45%	★ 99.37%	99.71%	99.84%	99.80%	99.77%	99.66%
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		16.90	7.97	19.42	21.57	46.71	33.27	34.48	27.42	14.10	15.87	29.60	28.61

Airwave 3 — Total Controllers: 4, Total APs: 2796

	Target	January	February	March	April	May	June	July	August	September	October	November	December
Access Points Avg Uptime Per Day	99.50%	99.95%	99.95%	99.95%	99.93%	99.84%	99.79%	99.81%	99.77%	99.64%	99.70%	99.80%	99.84%
Avg. AW3-Controller Uptime per Day	100.00%	★99.99%	100.00%	100.00%	100.00%	★99.61%	★ 99.98%	100.00%	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	5.65	9.77	9.29	25.81	15.77	18.94	11.50	12.13

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:
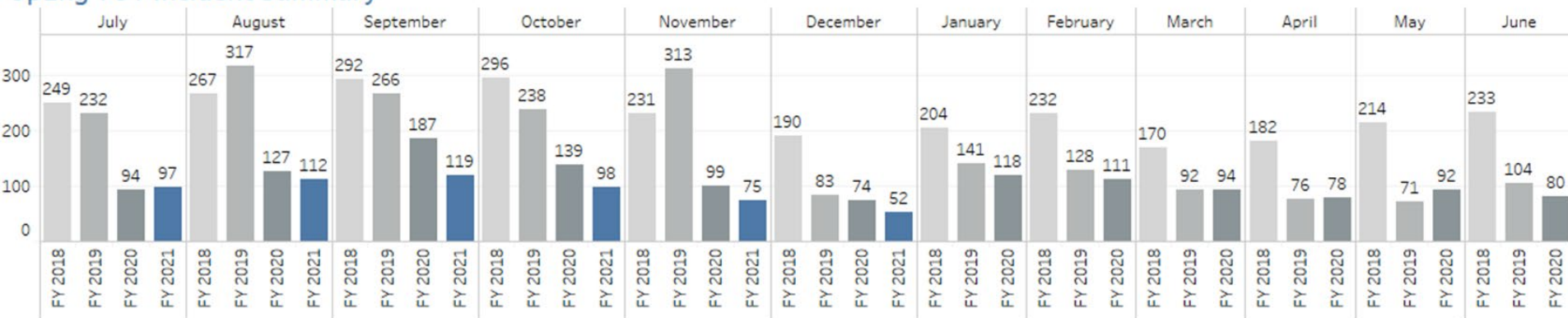■ At 100.0%%
■ Below 100.0% ★

DoIT

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

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

		September	October	November	December
Campus Network	AANTS	4	2	5	2
	Bandwidth Threshold Alarm	1	3	3	5
	Firewall/Install				1
	Firewall/Problem	2	5	1	1
	Firewall/Rules	2	1	5	1
	Port Error Threshold Alarm	1	1	2	2
	Request/Data Jack/Activation	1	2	2	2
	Request/DHCP	4	3		3
	Request/DNS/Hostmaster	1	3		1
	Request/DNS/Network Services	5	16	10	4
	Request/Equipment Installation	1	1	1	
	Request/Hardware	4	2	3	
	Request/IP Allocation	35	19	14	10
	Video			1	
	Wired Network Issue	8	12	3	8
	Wireless	14	9	9	4
	Wireless Device Registration	1	1		
Campus Network Ho..	Device Registration HAP	18	6	4	
	HAP Reset	1	1	1	1
	Latency or Packet Drop	1		3	
VPN	Client Issue	1		2	2
	Submit Incident	11	9	3	2
eduroam	Submit Incident		1	1	
	Troubleshooting			1	1
Others		3	1	1	2
Grand Total		119	98	75	52

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

Last 12 months

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
Bucky Backup	99.000%	100.000	100.000	99.870	99.386	100.000	100.000	100.000	99.615	★95.769	★98.329	99.188	100.000
Campus Card Access	99.500%	100.000	★98.904	100.000	100.000	100.000	100.000	100.000	99.617	100.000	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	99.989	100.000	100.000	100.000	100.000	100.000	★99.477	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 (Cypress)	98.000%	★97.233	★96.244	100.000	99.921	99.921	100.000	99.664	100.000	100.000	100.000	99.799	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	★97.258	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	★95.616	100.000	100.000	100.000	★98.132	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	99.973	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	★97.320	100.000	100.000	100.000	100.000	99.944	99.630	100.000	100.000	★86.962	100.000	★99.375

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	99.970	338	88	112.7	279.0
Linux	99.950	99.990	443	151	147.7	268.0

Top Customers By Percentage of Labor Hours

	Rank	% of Total
DoIT - Public Cloud Service	1	16.00%
DoIT Internal Customers	2	10.60%
DoIT - Microsoft SQL Server Hosting	3	8.90%
HRS	5	3.40%
UWPD	4	3.60%
SFS	6	1.60%
Globus	7	1.30%
Union	8	1.20%
Assest Management	9	1.10%
Safer Badger	10	0.70%

Top Customers By Server Count

	Rank	# of Servers
Cybersecurity	1	84
SFS, HRS	2	77
Identity and Access Management	3	54
DoIT Web Platform Services	4	42
Student Information System	5	38
SysNet	6	37
Database Aggregation (FASTAR)	7	25
Imaging	7	25
Office 365	9	24
Wisconsin Historical Society	10	21

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

DoIT

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

| Type	Severity	September	October	November	December
Potential Vulnerability	1	1	1	2	2
	2	6	4	1	
	3	17	33	38	4
	4	1		1	8
	5				1
Vulnerability	1	13	76	13	8
	2	4	145	113	88
	3	115	584	2,026	3,088
	4	141	1,027	2,485	1,968
	5	89	126	539	1,437
Vulnerability or Potential Vulnerability	2			2	
	3	8	7	4	3
	4	2	7	9	1
	5	3		1	1
Grand Total		400	2,010	5,234	6,609

*Active & Urgent Vulnerabilities

108

Remaining From December

2

SEO YOY Vulnerabilities Summary
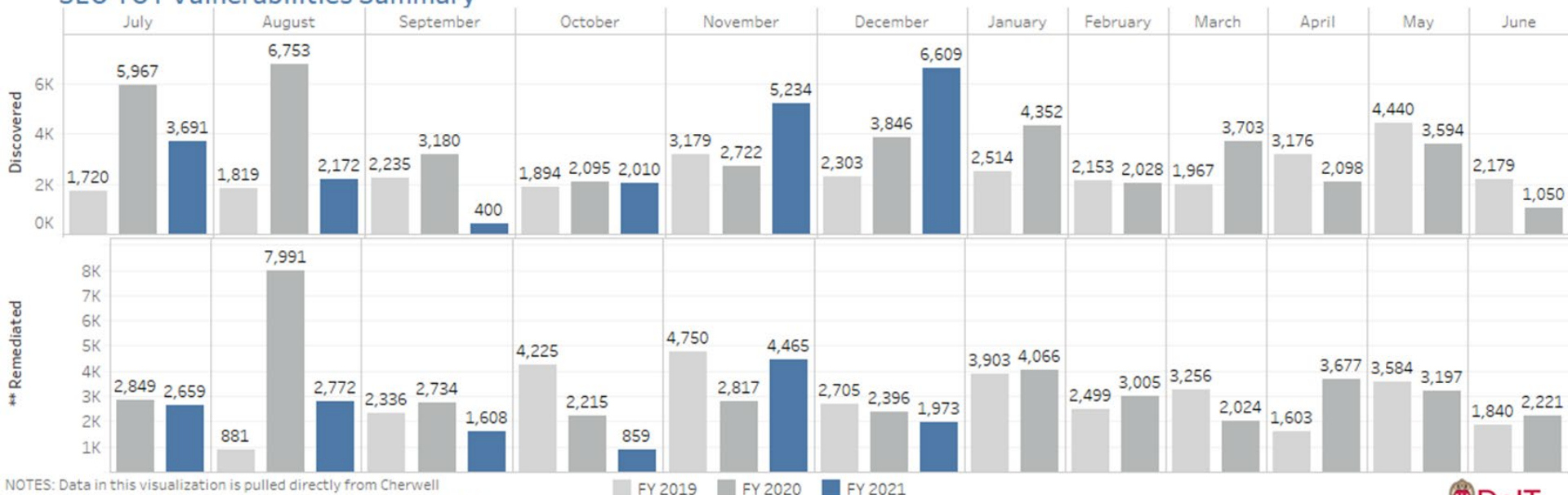
NOTES: Data in this visualization is pulled directly from Cherwell
* Refers to the number of active vulnerabilities with a severity of 4 or 5.
**Remediated data is currently not available prior to August 2018

Legend: 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

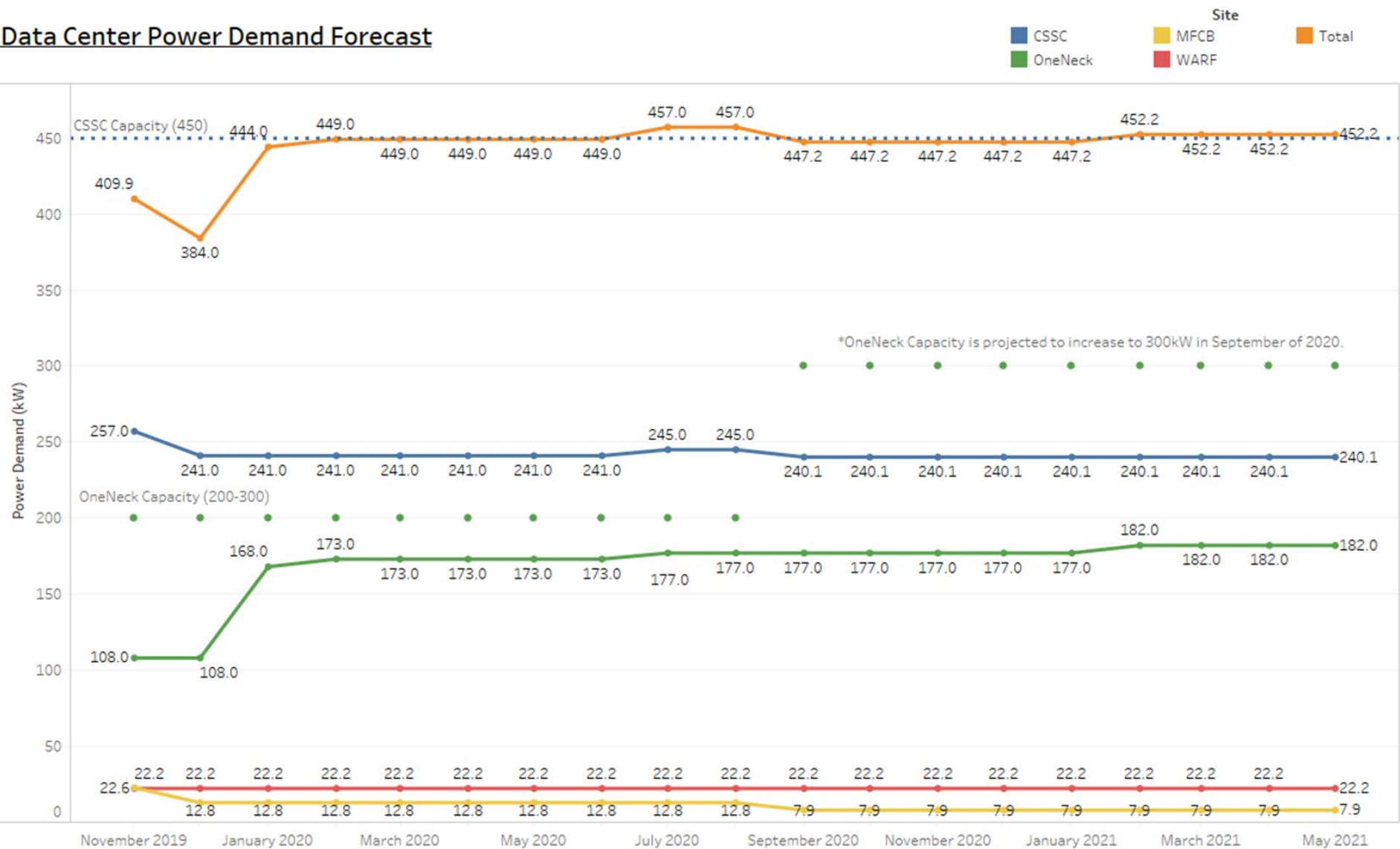| Technical Service	September	October	November	December
Boreas	6	7	13	2
Campus Network	79	71	96	119
MUFN	1	4	5	3
Northern Tier	1	1	3	
UW SysNET	8	15	15	10
Grand Total	95	98	132	134

SEO YOY Outage Summary
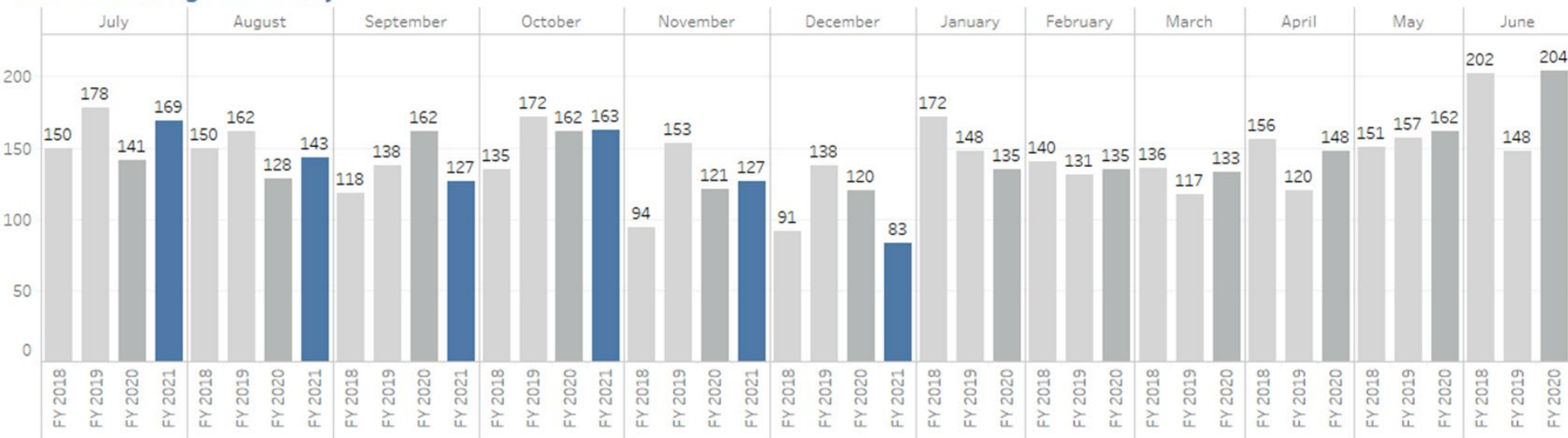
*If blank, zero problems were reported.

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.

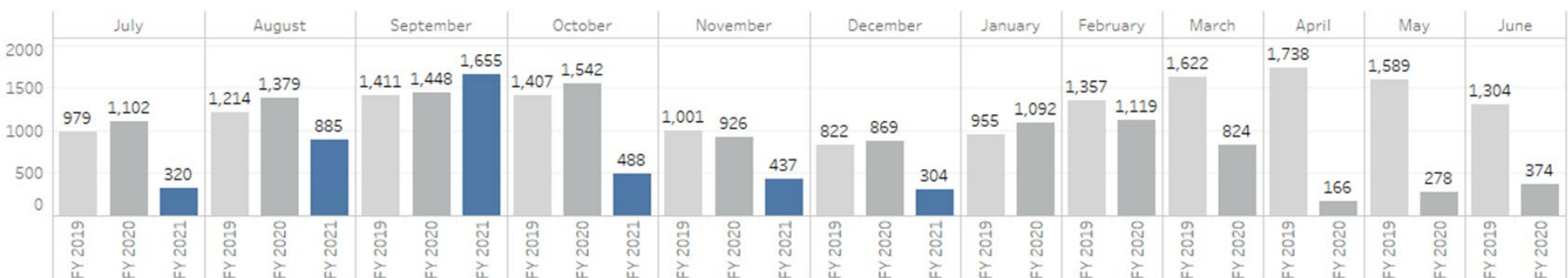# DOIT OPERATIONS- DIGITAL PUBLISHING & PRINTING SERVICES

DPPS Rework Information

■ At or Below 0.10%

	Total Rework	Cost of Rework	Average Rework
June	1	$2.33	0.00%
July	5	$2,035.30	0.00%
August	3	$1,904.56	0.00%
September	2	$1,505.20	0.00%
October	1	$148.68	0.00%
November	2	$60.00	0.00%
December	1	$84.49	0.00%

Total Revenue

Legend: FY 2019, FY 2020, FY 2021

Data points: $628,005 $633,987 $646,385 $471,827 $511,069 $547,129 $553,020 $840,588 $616,717 $389,881 $355,985 $422,505 $340,866 $160,648 $154,706 $228,126 Target = $320,000 $249,626 $242,753 $268,991 ($134,926)

Total Jobs

Average On-Time Percentage by Stream

★■ Below 99.90%   ■ At or Above 99.90%

	May	June	July	August	September	October	November	December
Contract	100.00%	★ 95.65%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Digital Black	100.00%	★ 97.56%	100.00%	★ 92.09%	★ 96.92%	★ 94.00%	100.00%	100.00%
Digital Color	★ 93.55%	★ 95.76%	100.00%	★ 94.87%	★ 93.67%	★ 93.96%	★ 99.40%	★ 99.40%
Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Large Format	★ 0.00%	★ 85.71%	100.00%	★ 97.69%	★ 95.80%	100.00%	100.00%	100.00%
Offset Print	★ 92.68%	★ 97.14%	100.00%	★ 94.55%	★ 93.84%	★ 96.96%	★ 94.25%	★ 95.25%
School of Human Ecology DPC	★ 98.53%	100.00%	100.00%	100.00%	★ 99.01%	100.00%	100.00%	100.00%
WEBCRD *	★ 0.00%	★ 0.00%	100.00%	100.00%	100.00%	100.00%		
WSB DPC	★ 90.63%	★ 0.00%	100.00%	★ 97.84%	★ 96.77%	100.00%	100.00%	100.00%

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

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

●DoIT

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

		Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Kaltura Mediaspace	Incidents Resolved by Help Desk	100	146	62	36	25
	Incidents Resolved by Learn@UW Madison	45	41	18	22	21
	Average Play Time (mins)	7	12	13	14	15
	Contributors			3,244	3,744	7,195
	Duration of uploaded media			304,308	249,786	2,617,780
	New Media Assets	8,993	19,437	16,481	14,395	59,736
	Number of Plays	238,773	1,535,005	1,404,686	1,127,236	617,645
	Storage Utilized (TB)	85	92	98	102	132
	Time Played (mins)	1,656,188	18,167,594	18,658,422	15,889,960	9,197,828
	Total Media Assets	163,051	180,086	196,291	210,776	270,515
	Unique viewers			29,537	27,740	24,687
Turnitin	Incidents Resolved by Help Desk	1	4	2	1	3
	Incidents Resolved by Learn@UW Madison	0	0	2	1	0
	Active Classes	368	533	599	581	628
	Active Instructors	417	615	812	863	963
	Instructor Accounts	2,237	2,423	2,580	2,670	2,751
	Student Accounts	18,794	26,134	28,836	30,053	31,002
	Submissions	2,985	29,475	50,541	43,242	38,894
ACAR	Incidents Resolved by Help Desk	2	1	0	2	0
	Incidents Resolved by Learn@UW Madison	18	13	7	3	9
	New Pressbooks this Month	20	5	9	9	2
	New Storyline 360 Modules this Month	0	4	0	0	4
	Total Pressbooks	510	515	524	533	535
	Total Storyline 360 Modules	180	184	184	184	188
	Unique Users	7,211	7,954	8,242	8,271	8,302
Canvas	Incidents Resolved by Help Desk	442	647	270	171	195
	Incidents Resolved by Learn@UW Madison	256	221	126	97	128
	Active For-Credit Courses	910	3,878	3,945	3,964	3,957
	Active Training Courses	552	573	590	591	607
	Unique Instructors	1,591	5,431	5,566	5,668	5,665
	Unique Students	14,112	42,399	42,520	42,421	42,165
Atomic Assessments	Incidents Resolved by Help Desk	0	3	4	0	2
	Incidents Resolved by Learn@UW Madison	9	10	9	1	4
	Active Courses		63	59		47
	Instructors		400	390		360
	Unique Students		3,487	3,533		1,884

Notes:

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
Unique Viewers: Students, most often
Duration of uploaded media: length (minutes) of new video assests this month
Contributors: Persons uploading assests to Kaltura - most often instructors.
-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
-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

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 wordprocesing formats, or plain text

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
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)

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 unforseen usage will be updated in the January report.

DoIT

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

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

		Sep-20	Oct-20	Nov-20	Dec-20	Fall 2020
*Top Hat	Unique Students					2,516
	Incidents Resolved by Learn@UW Madison	0	0	0	0	0
	Incidents Resolved by Help Desk	3	0	0	0	3
	Active Courses					35
	Unique Instructors					100
AEFIS	Incidents Resolved by Learn@UW Madison	54	128	140	127	
	Incidents Resolved by Help Desk	2	9	20	54	
Honorlock	Total exams	28,818	15,652	32,471	35,123	143,400
	Unique students	12,666	4,639	16,192	17,480	21,324
	Total courses	196	39	219	250	345
	Support tickets closed by Help Desk	36	16	6	5	
	Support tickets closed by Learn@UW–Ma...	9	20	10	4	
	Exams per student	2	3	2	2	7
LEAD	Total instructor views	74	164	79	16	
	Support tickets closed by Help Desk					0
	Instructor views of "Grades by Page View...	26	44	22	5	
	Instructor views of "Page Views by Date ..	24	51	25	5	
	Instructor views of "Page Views by Activi...	13	33	19	4	
	Instructor views of "Home Page" visualiz...	11	36	13	2	
	Support tickets closed by Learn@UW–Ma...					3
Engage eText	% of students opted out					1
	Course sections					178
	Courses					84
	Departments					35
	Schools / Colleges					7
	Student enrollment					18,780
	Unique instructor combos					130

Notes:

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"

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

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 Honolock to proctor exams.
Exams per student: Mean number of exams taken per student among students who use Honolock for their course(s).

Engage eText: electronic textbook provided by a publisher that students have access to during their UW student experience
Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text
Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
Departments: Number of departments that have a course using an eText and/or DLT
Courses: Number of courses using an eText and/or DLT
Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
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
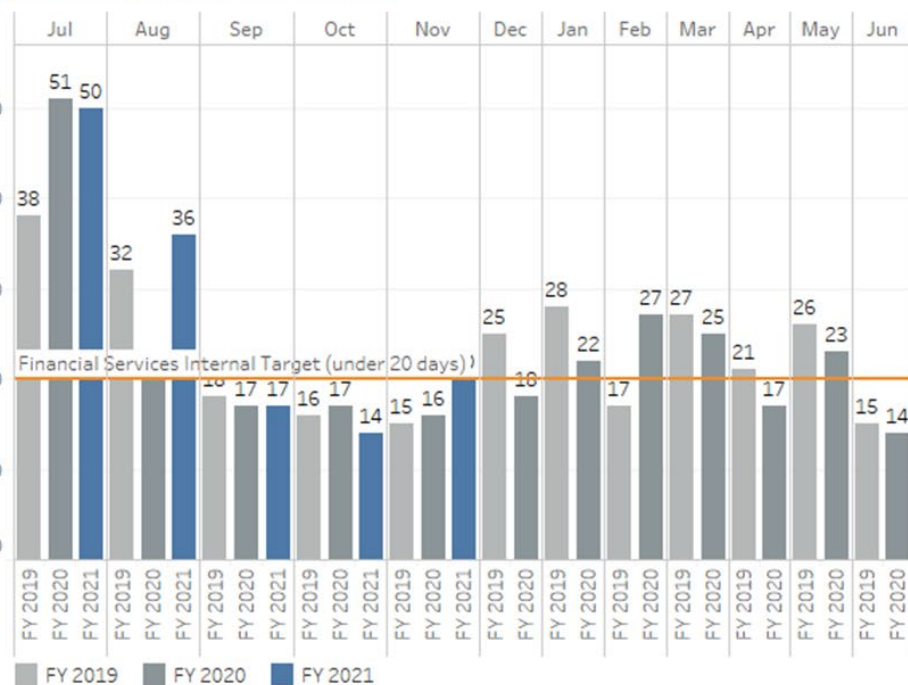% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool

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

DoIT

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

DoIT OPERATIONS: FINANCIAL SERVICES
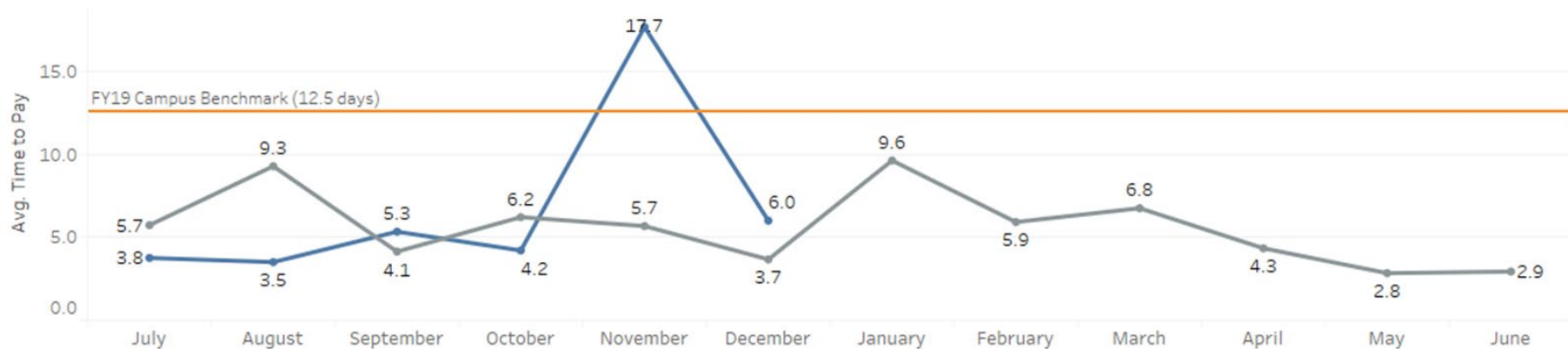
Average Number of Days to Pay: e-Reimbursement

FY19 Campus Benchmark (12.5 days)

Data points: July 3.8, 5.7; August 9.3, 3.5; September 5.3, 4.1; October 6.2, 4.2; November 17.7, 5.7; December 6.0, 3.7; January 9.6; February 5.9; March 6.8; April 4.3; May 2.8; June 2.9

Days from SFS Close to CBS Close

Financial Services Internal Target (under 20 days)

Legend: FY 2019, FY 2020, FY 2021

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	
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

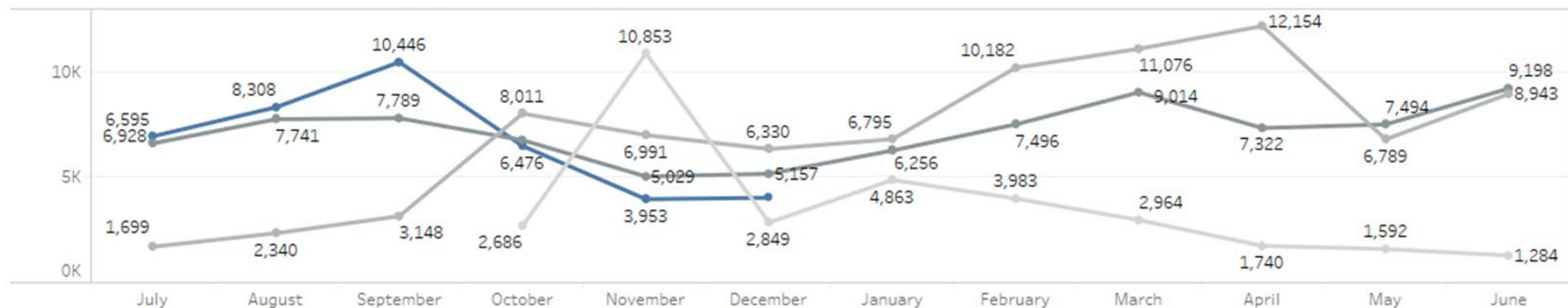|	FY 2019	FY 2020	FY 2021
July	53	53	55
August	39	22	39
September	27	21	20
October	23	21	14
November	15	19	20
December	62	35	
January	30	26	
February	23	29	
March	29	31	
April	27	24	
May	33	28	
June	20	19	

DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)

Legend: FY 2018, FY 2019, FY 2020, FY 2021

Month	FY 2018	FY 2019	FY 2020	FY 2021
July	642	879		1,304
August	968	732		1,020
September	314	1,568	4,710	978
October	1,202	1,090	1,247	1,071
November	1,446	970	1,003	1,042
December	791	872	837	959
January	1,113	980	1,072	
February	1,223	1,005	1,187	
March	1,105	1,945	814	
April	1,429	1,218	769	
May	1,313	1,046	932	
June	1,168	955	988	
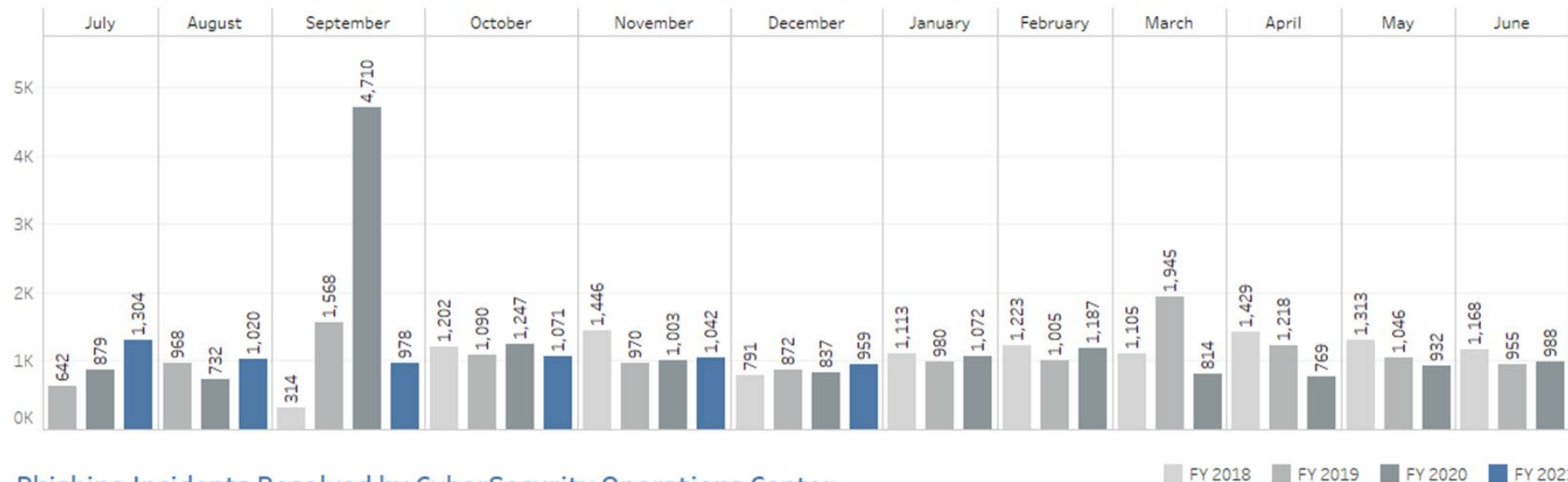
Phishing Incidents Resolved by CyberSecurity Operations Center

Month	Values
July	6,595; 6,928; 1,699
August	8,308; 7,741; 2,340
September	10,446; 7,789; 3,148
October	8,011; 6,476; 2,686
November	10,853; 6,991; 5,029; 3,953
December	6,330; 5,157; 2,849
January	6,795; 6,256; 4,863
February	10,182; 7,496; 3,983
March	11,076; 9,014; 2,964
April	12,154; 7,322; 1,740
May	7,494; 6,789; 1,592
June	9,198; 8,943; 1,284

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

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	25	530	597	371
Cybersecurity	171	627	2,281	2,183
NS	1	160	694	589
SEO	83	195	301	251
US	74	615	3,669	3,467
Other	8	212	1,569	1,468
Total	362	2,339	9,111	8,329

Total Open Incidents by Age (days)

This visualization was created by DoIT in the Department of User Services.
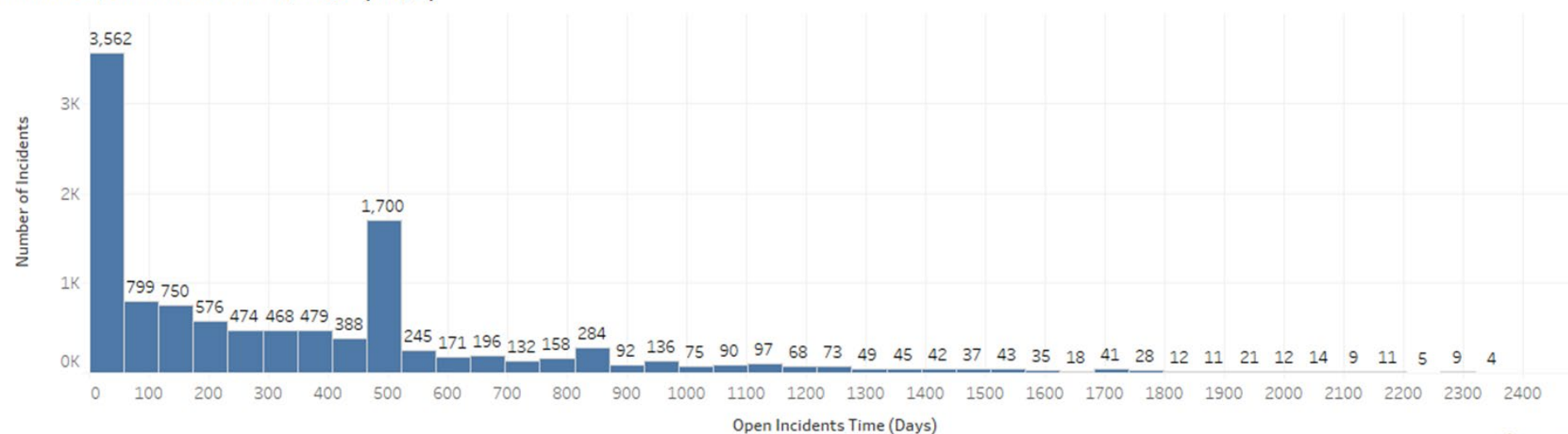
Metrics Report Monthly Updates

Financial Services - Update to Average Time to Pay graph to align with definition in technical notes.

DoIT OPERATIONS: TECHNICAL NOTES

HD: Walk-in created incidents are considered Help Desk incidents begining 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.

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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.

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES

Incidents in the 'Greater Than 1 Month Old' column are also included in the 'Greater Than 2 Weeks Old' column.

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

Other
All remaining DoIT WiscIT teams that are not included in the above lists.