



DoIT Operations

Monthly Report

January 2020

Published February 14, 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 13-18
Academic Technology	page 19-20
Financial Services	page 21
Monthly Updates	page 22
Technical Notes	page 23

DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

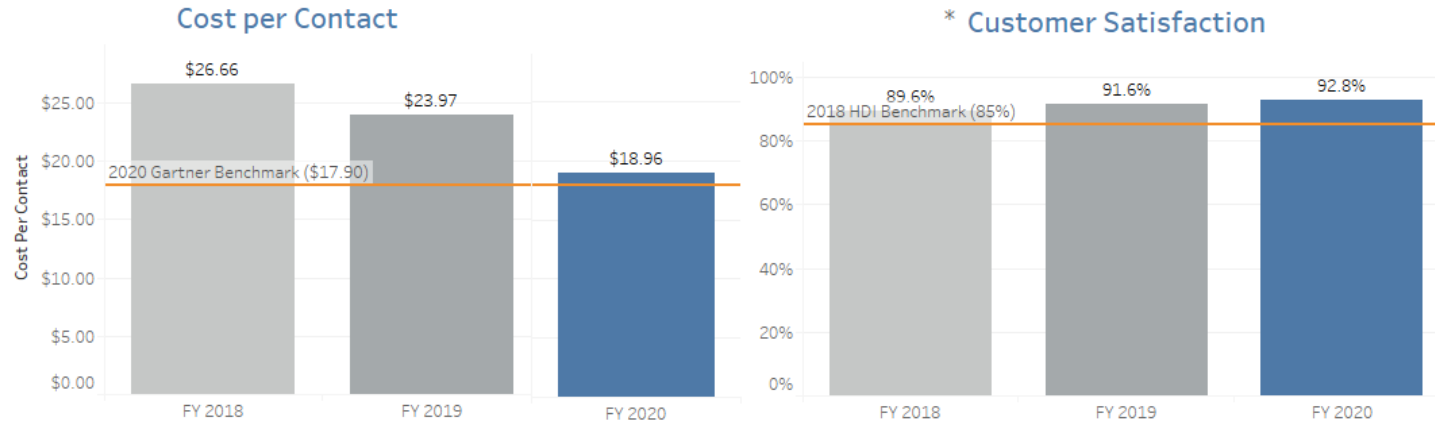
Service1	Target1	July %	August %	September %	FY 2020 October %	November %	December %	January %
API Manager	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Enterprise Content Management (ECM)	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Enterprise Service Bus (ESB)	99.000%	100.000	100.000	99.877	99.826	100.000	100.000	100.000
Knowledgebase (KB)	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
My UW	99.000%	★ 95.639	100.000	99.189	99.950	100.000	100.000	100.000
NetID Login	99.900%	100.000	100.000	100.000	100.000	★ 99.705	100.000	100.000
Shared Web Hosting	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000	99.975
Wisc Web	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000	99.975

Target Colors
 ★ Below Target Above Target

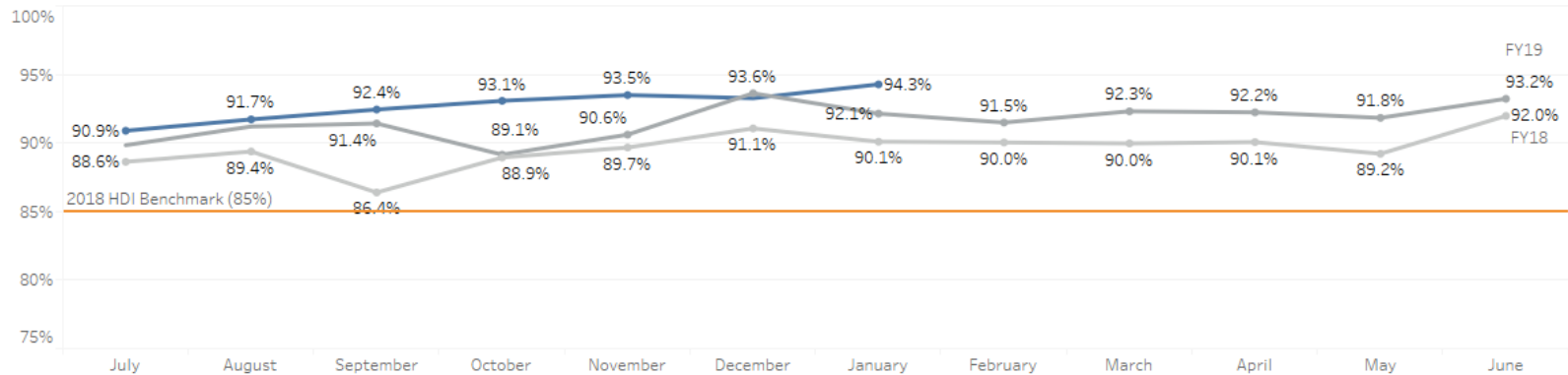


This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-HELP DESK OVERVIEW



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?"

*2018 HDI Benchmark will be used until the release of the 2019 numbers.

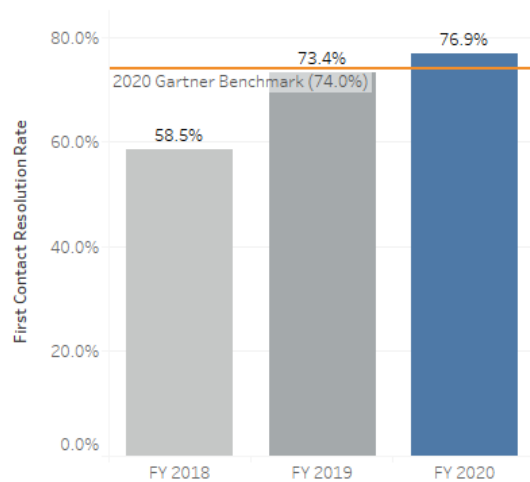
Gartner 2019 Benchmark Cost Per Contact is \$16.30.



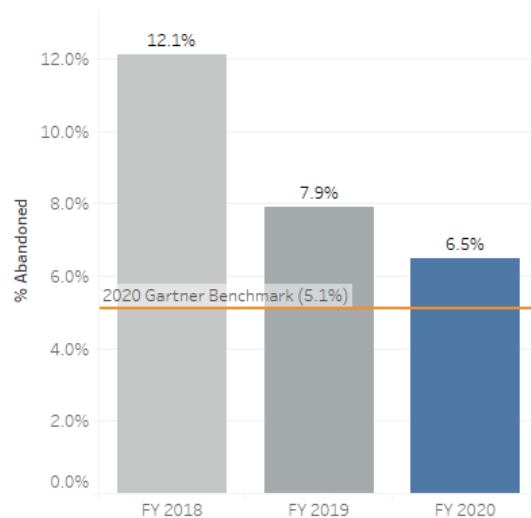
This visualization was created by the Department of User Services.



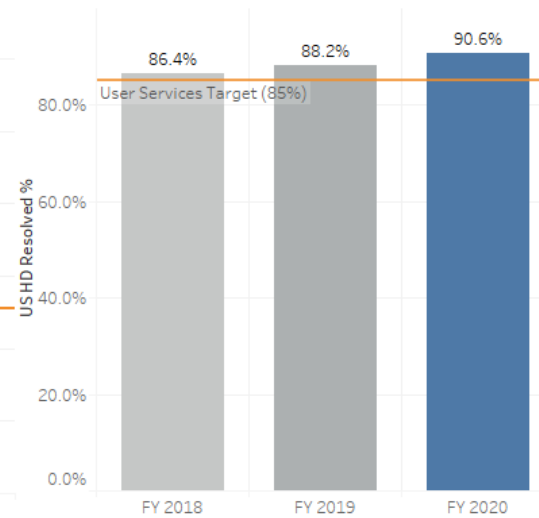
***Help Desk Average First Contact Resolution**



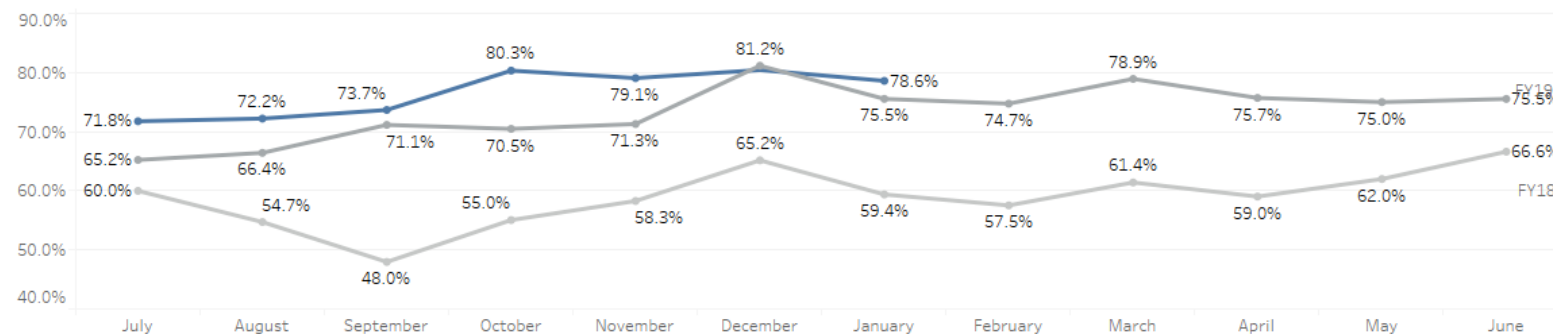
Help Desk Abandonment Rate



****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.

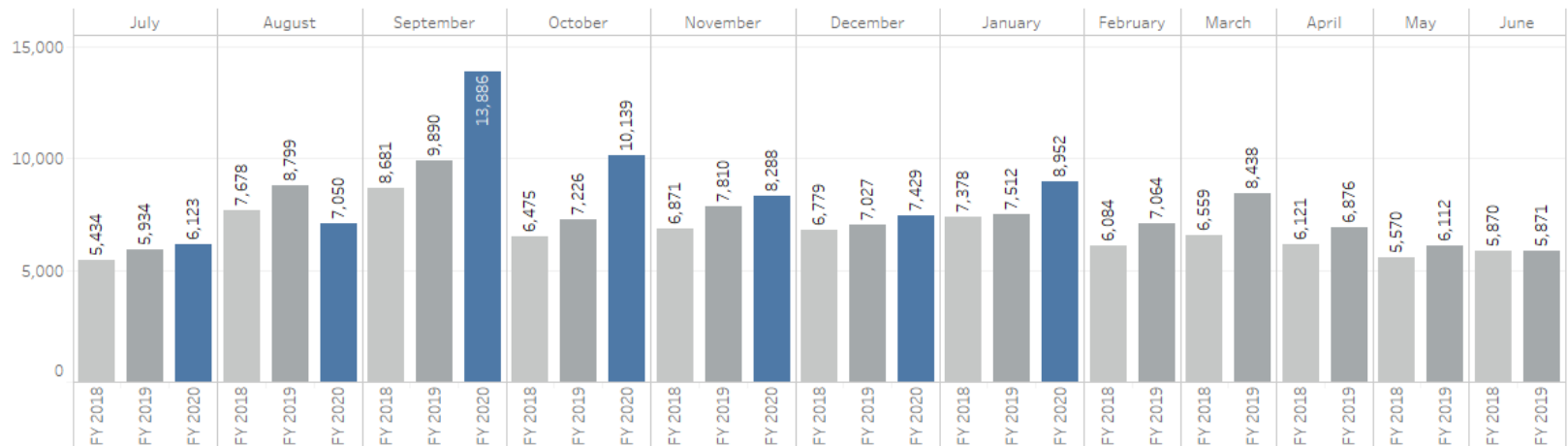
* Help Desk Resolution Rates for Top 10 Supported-Services

January	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
Multi-factor Authentication (MFA)	1,727	19.3%	1,670	96.7%
NetID Account Management	1,600	17.9%	1,437	89.8%
Office 365	623	7.0%	539	86.5%
REFERRALS	540	6.0%	501	92.8%
BadgIRT (Security)	518	5.8%	452	87.3%
Learn@UW - Canvas Madison	483	5.4%	363	★ 75.2%
Course Search and Enroll App	280	3.1%	211	★ 75.4%
Campus Network	233	2.6%	117	★ 50.2%
VoIP	189	2.1%	117	★ 61.9%
PERSONAL SOFTWARE SUPPORT	188	2.1%	178	94.7%

User Services Target: HD % Resolution

■ At or above 85% ★ Below 85%

Help Desk Annual Contacts



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

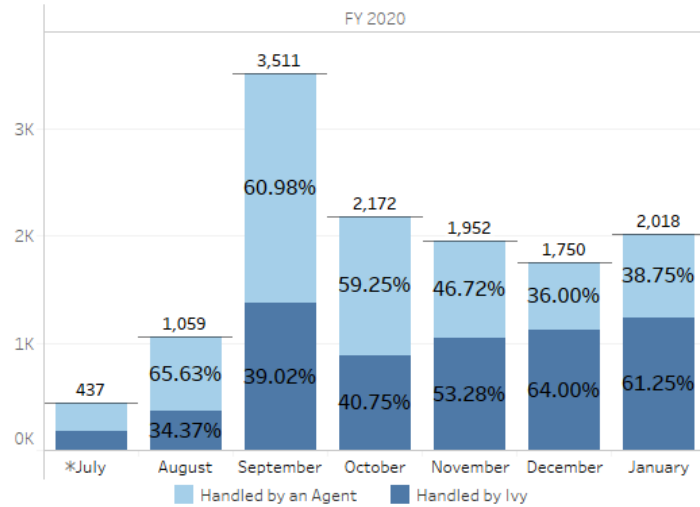
**Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)



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

DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

Number of Chat Contacts



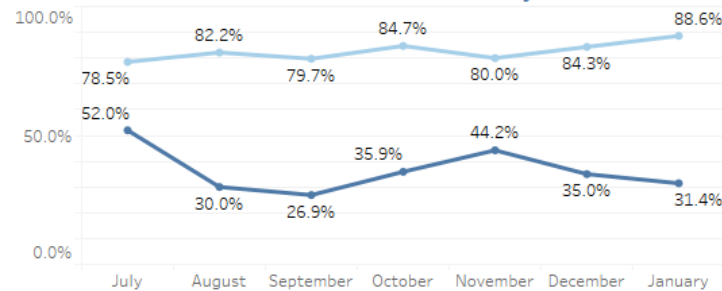
Hi there! I'm Bucky.

Average Ivy Chat Duration:
23.54 Mins

Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	8,253	63.97%
NetID issues	2,247	17.42%
MyUW (Student Center, Faculty Center, etc.)	835	6.47%
Office 365	557	4.32%
Learn@UW	328	2.54%
Departmental VIP Support	236	1.83%
Windows	144	1.12%
Macintosh	143	1.11%
Administrative Systems (SIS, e-Reimbursement, etc.)	97	0.75%
Product Info or Order Lookup	61	0.47%

Customer Satisfaction with Ivy Chats



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

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

*Ivy went live on July 19th



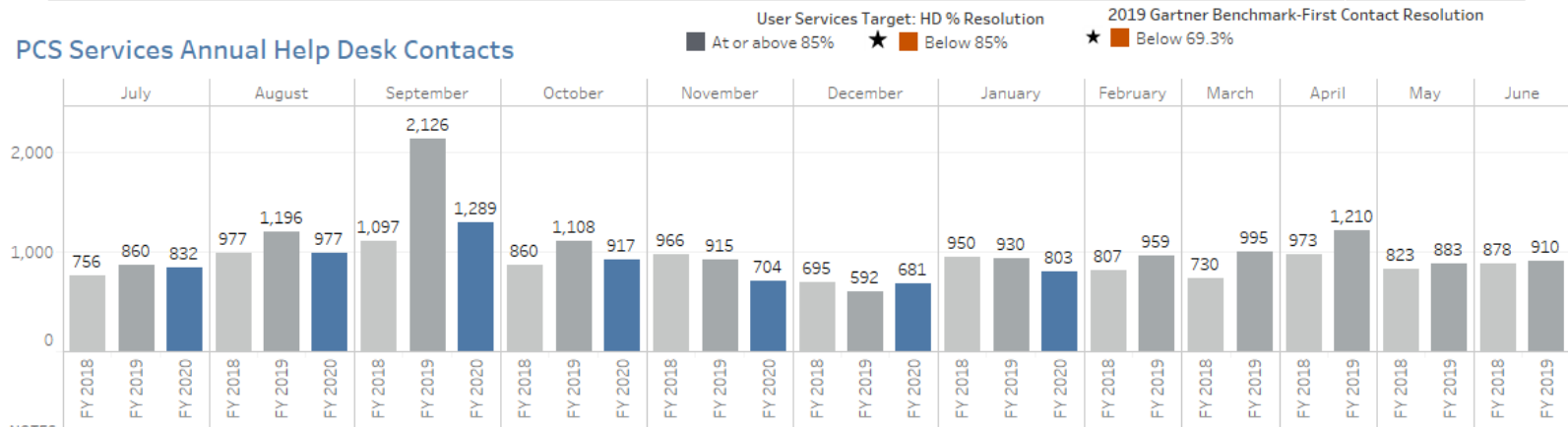
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

Help Desk Resolution Rates for PCS Services During January

January	All Incidents	% of Incidents	* HD % Resolved	HD Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	623	77.6%	86.5%	539	★ 67.8%	87.0%
UW-Madison Box	73	9.1%	★ 71.2%	52		95.2%
WisList	50	6.2%	★ 70.0%	35		100.0%
UW-Madison Google Apps	32	4.0%	93.8%	30		100.0%
Qualtrics	25	3.1%	96.0%	24		81.0%

PCS Services Annual Help Desk Contacts



NOTES:

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

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

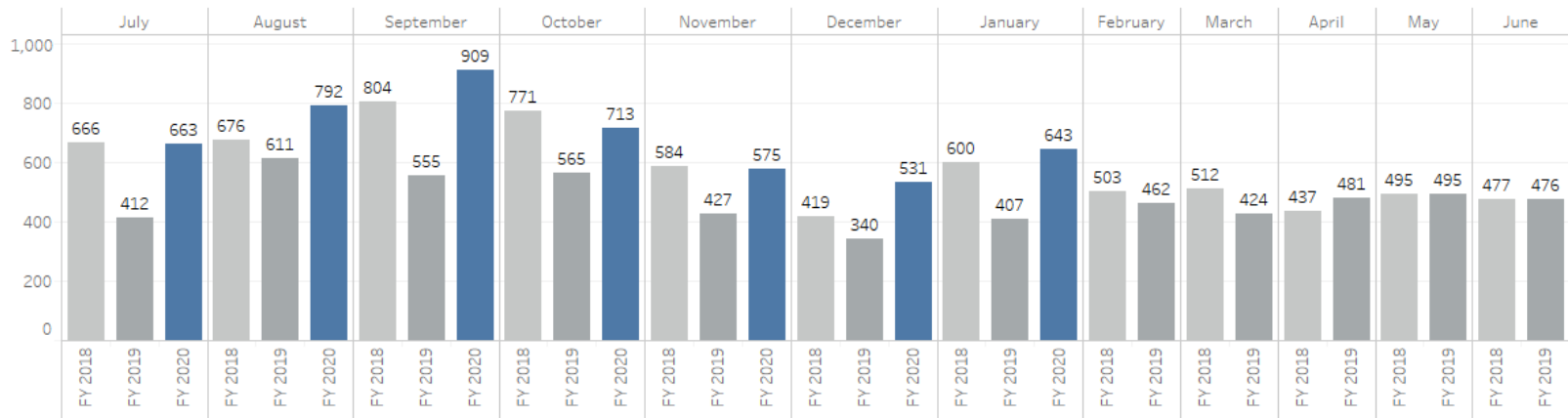
*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



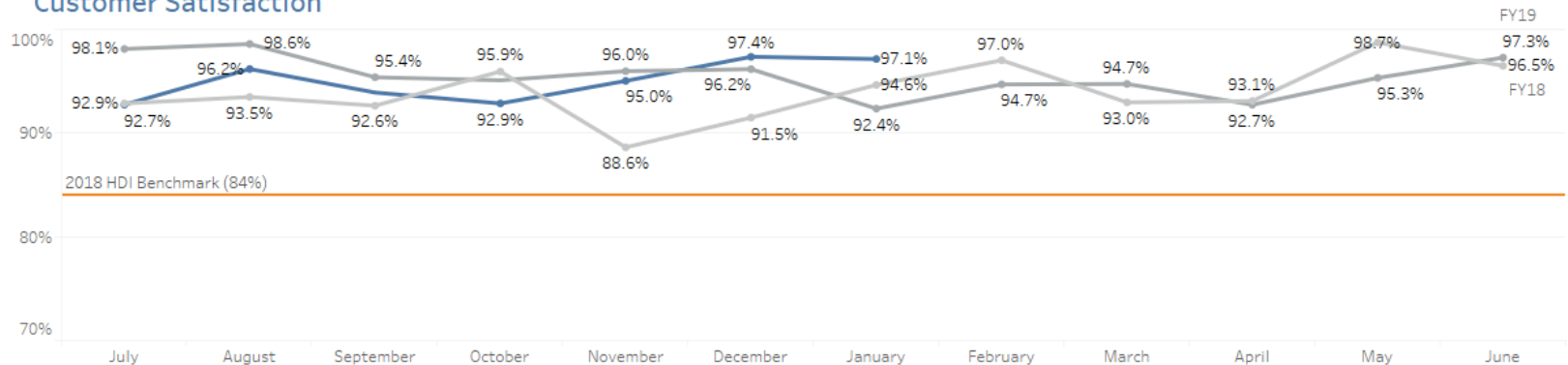
This visualization was created by the Department of User Services.

DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support Annual Contacts



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?"

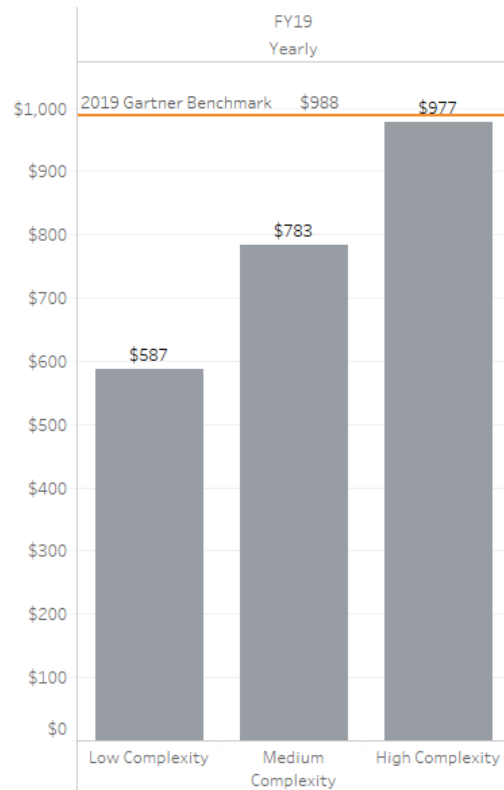
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

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

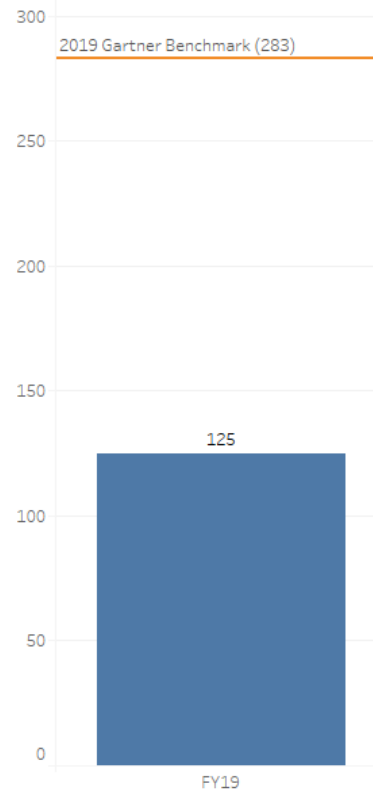


DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

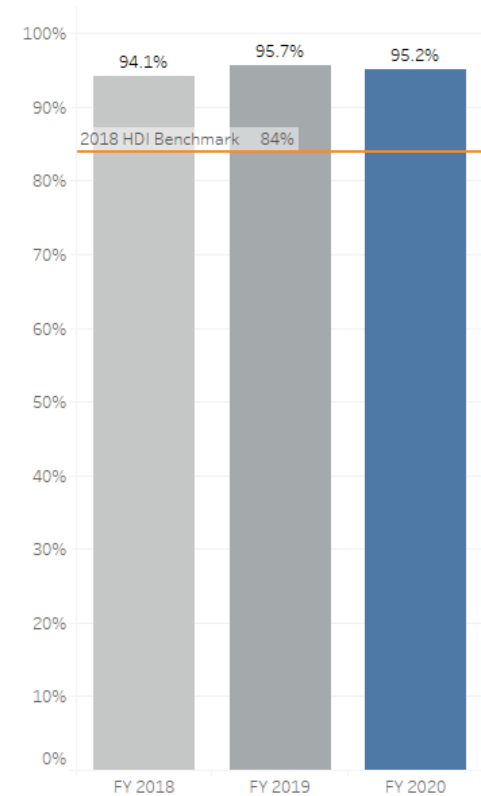
* Cost Per Endpoint



Endpoints Per Technician




** Customer Satisfaction



Notes: * FY19 will be used due to a six-month minimum to capture the 2019 Gartner benchmark.

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

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

This visualization was created by the Department of User Services. 

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Availability

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

Target Colors
 ★ Below Target Above Target



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

DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network1	Target1	FY 2020			Network1	Target1	FY 2020			Network1	Target1	FY 2020		
		November %	December %	January %			November %	December %	January %			November %	December %	January %
Upham Woods	99.900%	99.937	★99.777	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Colleges Extension	99.900%	★99.839	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	* UWC Online	99.900%	100.000	100.000	
UW La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	★99.817	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	99.987	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 Washington Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fox Valley	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000

Target Colors
 ★ Below Target ■ Above Target

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

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

*UWC-Online is no longer in service as of February 2020.



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

	19-Nov	19-Dec	20-Jan
UW-Madison campus Avg (Gb/sec)	9.20	7.80	6.60
Max (Gb/sec)	28.60	29.70	18.20
Min (Gb/sec)	1.30	1.00	0.00
% of full capacity (100Gbps)	9.20	7.80	6.60
UW-Madison research Avg (Gb/sec)	29.10	25.80	27.20
Max (Gb/sec)	60.80	72.40	61.20
Min (Gb/sec)	6.50	11.40	7.90
% of full capacity (100Gbps)	29.10	25.80	27.20
Internet Exchange (MadIX) Avg (Gb/sec)	4.40	4.70	4.90
Max (Gb/sec)	8.30	9.60	13.40
Min (Gb/sec)	0.00	0.65	0.34
% of full capacity (20Gbps)	22.00	23.50	24.50

OUT

	19-Nov	19-Dec	20-Jan
UW-Madison campus Avg (Gb/sec)	2.70	2.30	6.60
Max (Gb/sec)	6.10	8.70	97.40
Min (Gb/sec)	1.00	0.96	0.00
% of full capacity (100Gbps)	2.70	2.30	6.60
UW-Madison research Avg (Gb/sec)	17.40	26.90	32.90
Max (Gb/sec)	42.20	69.40	63.90
Min (Gb/sec)	6.50	6.40	8.20
% of full capacity (100Gbps)	17.40	26.90	32.90
Internet Exchange (MadIX) Avg (Gb/sec)	5.20	9.20	7.30
Max (Gb/sec)	9.10	21.20	21.10
Min (Gb/sec)	0.00	2.50	2.60
% of full capacity (20Gbps)	26.00	46.00	36.50

-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 the Department of User Services.

DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1		FY 2020				
	Target	September	October	November	December	January
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%	99.81%
Avg. AW1-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		86.57	47.00	28.93	31.58	23.87
Airwave 2		FY 2020				
	Target	September	October	November	December	January
Access Points Avg. Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%	99.98%
Avg. AW2-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		36.17	20.00	37.79	11.23	11.23
Airwave 3		FY 2020				
	Target	September	October	November	December	January
Access Points Avg Uptime per Day	100.00					99.89%
Avg. AW3-Controller Uptime per Day	100.00					100.00%
Avg Number of APs Down per Day						31.58



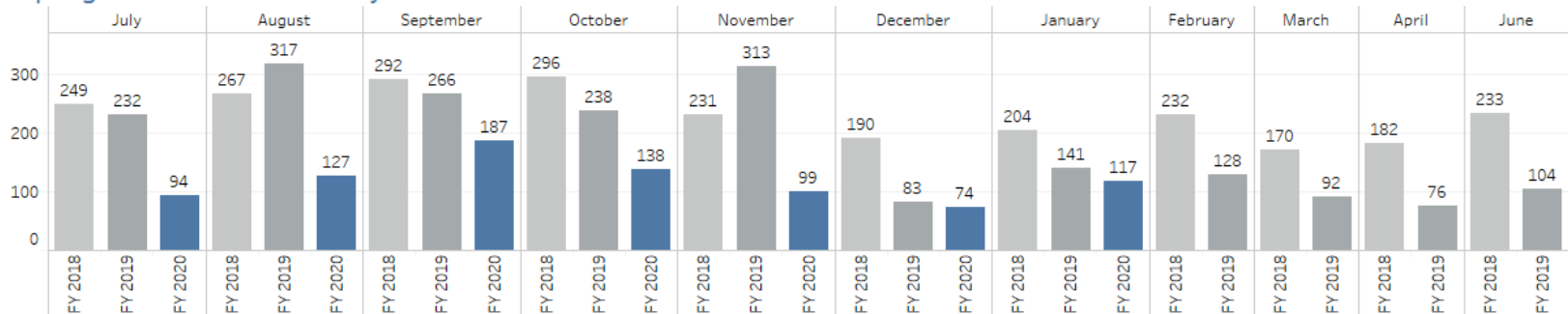
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

Category	Subcategory	FY 2020			
		October	November	December	January
Campus Network	AANTS	15	4	11	12
	Bandwidth Threshold Alarm			2	4
	Firewall/Content ID			2	
	Firewall/Problem	2		1	3
	Firewall/Rules	5	4	5	3
	Monitoring (INTERNAL)			1	
	Port Error Threshold Alarm	4	1	1	1
	Request/Data Jack/Activation	2	3	1	1
	Request/Data Jack/Installation	1			
	Request/DHCP	8	7	3	4
	Request/DNS/Hostmaster		2	2	1
	Request/DNS/Network Services	15	6	6	11
	Request/Equipment Installation		4		1
	Request/Hardware	8	4	6	4
	Request/IP Allocation	18	17	7	32
	Request/New Installation (wired/wireless)	1	1		
	VPN	11	6	3	6
	Wired Network Issue	9	6	6	13
	Wireless	17	10	5	8
	Wireless Device Registration	1			
Campus Network Housing	Device Registration HAP	15	11	11	5
	Device Registration non-HAP			2	
	HAP Reset	3	1		1
Departmental VPN	Submit Incident	3	6	1	3
eduroam	Submit Incident		2	1	
Manifest	Request Services				1
	Troubleshooting				1
Suspicious Activity Report	Quarantined				1
Windows Server	Submit Incident				1
Grand Total		138	99	74	117

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

Service1	Target1	July %	August %	September %	FY 2020 October %	November %	December %	January %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589	97.749	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution (Cypress)	98.000%	99.982	98.123	★ 96.224	99.377	99.726	98.925	★ 97.233
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.959	★ 97.774	99.863	★ 99.018	99.689	100.000	★ 97.320

Target Colors
 ★ Below Target Above Target



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

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

January

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2019 Average Servers/FTE
Windows	99.950	99.990	373	134	124.3	279.0
Linux	99.950	99.978	421	115	140.3	268.0

■ At or Above Target

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.05%)
Enrollment Management (SIS)	2	(3.59%)
HRS	3	(2.46%)
DoIT - Report Distribution	4	(2.18%)
DoIT - Microsoft SQL Server Hosting	5	(1.63%)
DoIT - Identity and Access Management	6	(1.05%)
DoIT - Service Management	7	(1.01%)
DoIT - Enterprise Storage	8	(0.90%)
SFS	9	(0.81%)
Cybersecurity - Security Information and Event Management	10	(0.78%)

Top Customers By Server Count

Cybersecurity	1	(77 Servers)
AIS - Web Platform Services	2	(77 Servers)
SFS, HRS	3	(73 Servers)
Learn@UW	4	(47 Servers)
Student Information System	5	(42 Servers)
Database Aggregation (FASTAR)	6	(27 Servers)
Office 365	7	(26 Servers)
Network Services	8	(21 Servers)
Campus Active Directory	9	(20 Servers)
Identity and Access Management	10	(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	FY 2020			
		October	November	December	January
Potential Vulnerability	1	2	10	22	10
	3	12	11	9	24
	4			1	
	5		1		
Vulnerability	1	177	5	3	2
	2	17	54	204	124
	3	705	1,110	2,125	1,594
	4	852	1,134	1,022	1,644
	5	275	319	367	830
Vulnerability or Potential Vulnerability	3	1			11
	4	60	2		61
	5	6		12	11
Grand Total		2,107	2,646	3,765	4,311

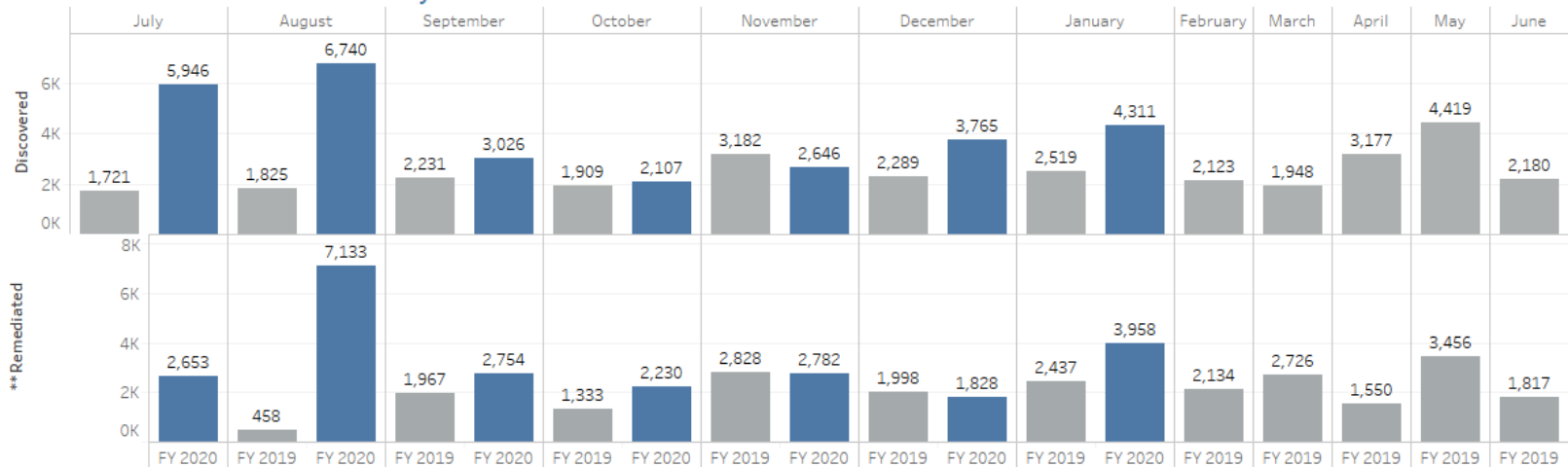
* Active & Urgent Vulnerabilities

84

Remaining From January

36

SEO YOY Vulnerabilities Summary



NOTES: Data in this visualization is pulled directly from Cherwell

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

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



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

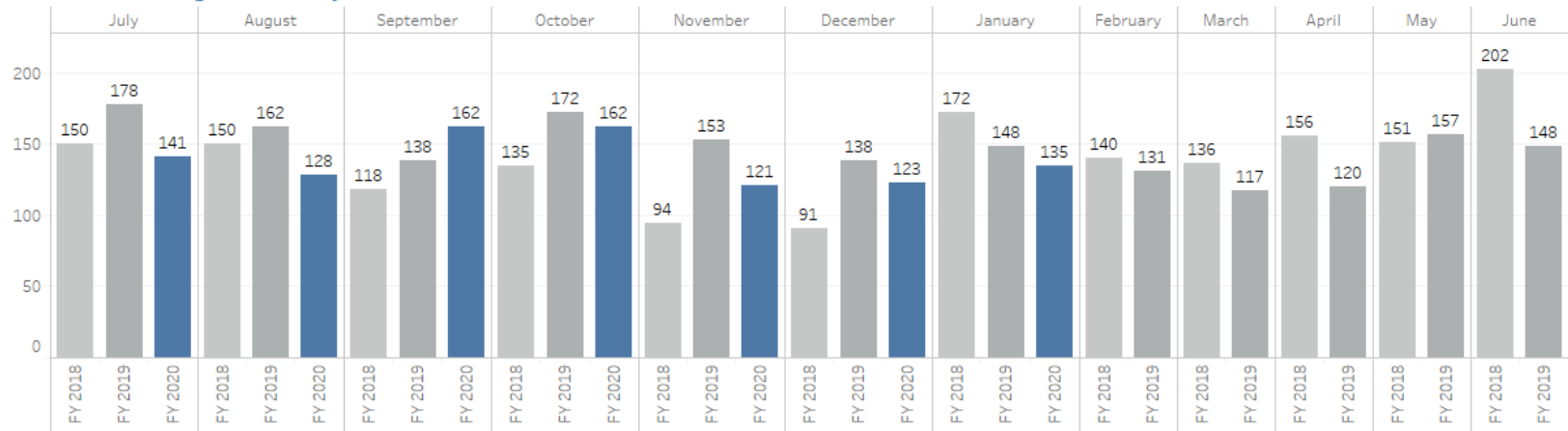


DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Months Network Problem Summary

Category	FY 2020			
	October	November	December	January
Boreas	12	14	7	4
Campus Network	83	64	58	20
MUFN	1	1	2	1
Northern Tier	4		3	
UW SysNET	8	10	11	6
Grand Total	108	89	81	31

SEO YOY Outage Summary

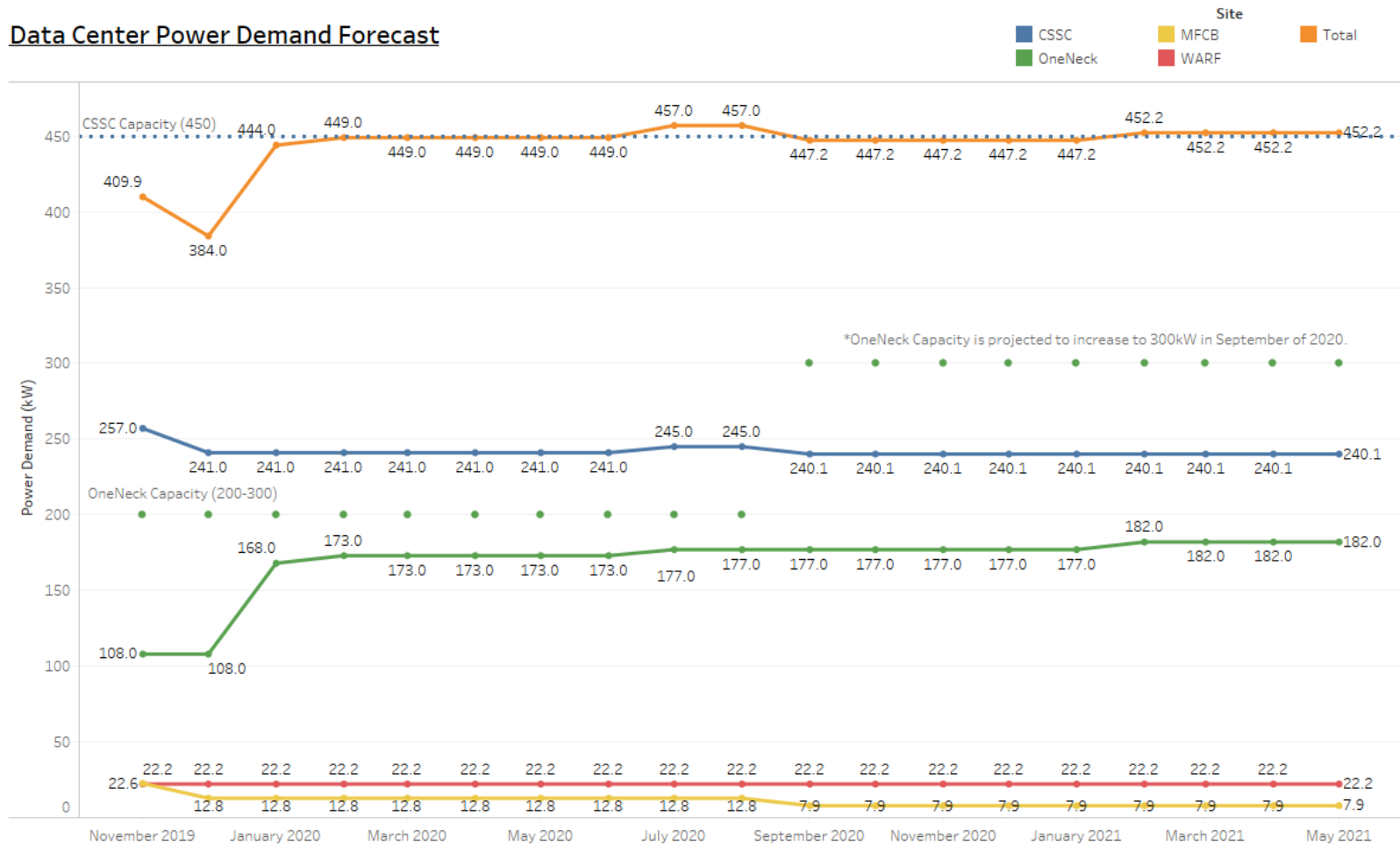


*If blank, zero problems were reported.



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: ACADEMIC TECHNOLOGY-LEARN@UW USAGE & SUPPORT

		Oct-19	Nov-19	Dec-19	Jan-20
Kaltura Mediaspace	Incidents Resolved by Help Desk	24	17	11	23
	Incidents Resolved by Learn@UW Madison	7	8	7	30
	Average Play Time (mins)	13	15	17	9
	New Media Assets	4,738	3,469	2,395	1,973
	Number of Plays	317,010	248,227	165,446	161,925
	Storage Utilized (TB)	62	64	65	65
	Time Played (mins)	3,998,262	3,691,305	2,830,186	1,414,142
Turnitin	Total Media Assets	101,524	104,885	107,228	108,954
	Active Classes	116	108	79	90
	Active Instructors	108	125	107	21
	Instructor Accounts	645	717	808	1,076
	Student Accounts	11,316	13,603	15,430	17,071
	Submissions	21,962	16,121	8,810	4,484
	Incidents Resolved by Help Desk	0	2	2	0
ACAR	Incidents Resolved by Learn@UW Madison	2	4	10	1
	Incidents Resolved by Help Desk	0	1	1	0
	Incidents Resolved by Learn@UW Madison	10	9	7	12
	New Pressbooks this Month	6	2	7	3
	New Storyline 360 Modules this Month	6	20	1	0
	Total Pressbooks	418	420	427	430
	Total Storyline 360 Modules	143	163	164	164
Canvas	Unique Users	4,077	4,099	4,111	4,909
	Incidents Resolved by Help Desk	157	148	153	366
	Incidents Resolved by Learn@UW Madison	94	100	81	192
	Active For-Credit Courses		3,602	3,605	3,239
	Active Training Courses		341	339	370
	Unique Instructors		5,011	5,039	4,483
	Unique Students		41,750	41,699	38,332

-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:

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 (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..



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

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

		Oct-19	Nov-19	Dec-19	Fall 2019	Jan-20	Notes:
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	40	45	27		10	
	Active Courses				27	24	
	Instructors				338	335	
	Unique Students				2,193	1,691	
Top Hat	Incidents Resolved by Help Desk	1	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	1	0	0		0	
	Active Courses				176		
	Unique Students				13,097		
	Unique Instructors				247		
AEFIS	Incidents Resolved by Help Desk	0	0	0		1	-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	40	45	27		74	
	Attendance at all Workshops				89		
	Dept Admins Removed				23		
	New Dept Admins Added				30		
	Q&A Workshops				8		
	Training Workshops				10		

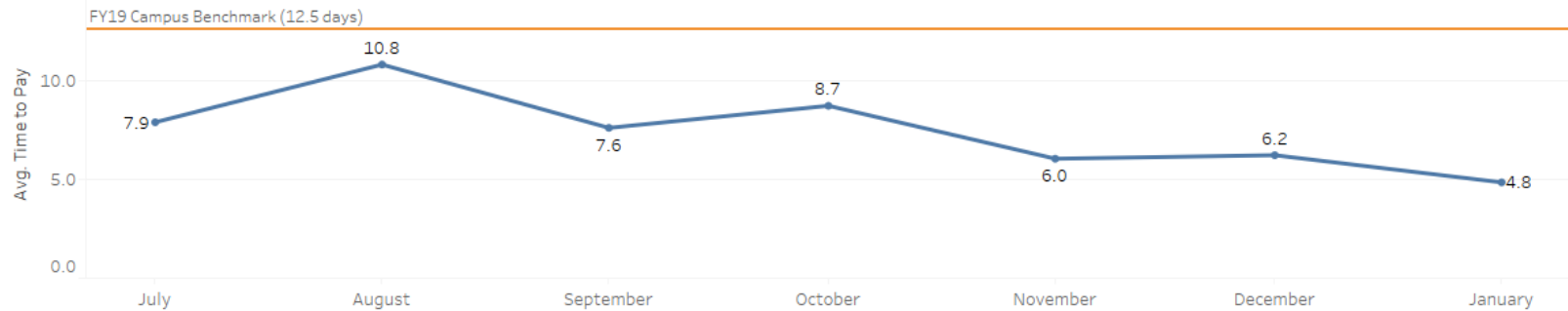


This visualization was created by DoIT in the Department of User Services.

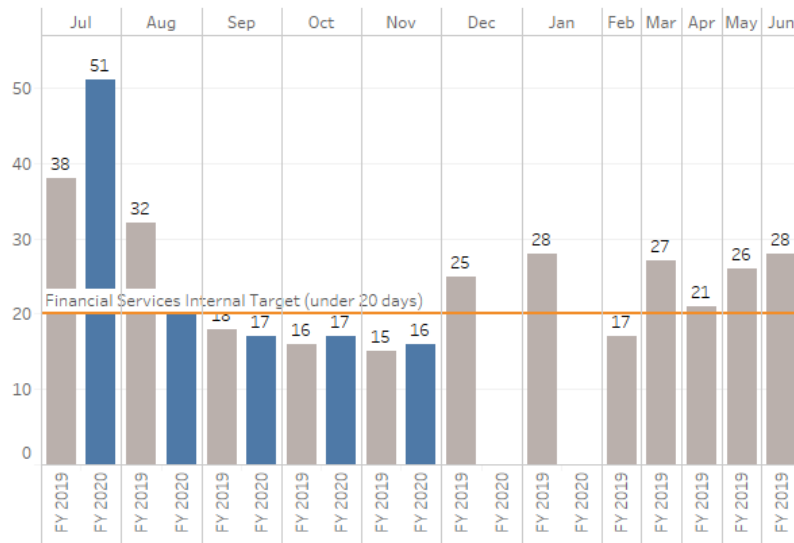
DoIT OPERATIONS: FINANCIAL SERVICES

FY 2019
FY 2020

Average Number of Days to Pay: e-Reimbursement



Days from SFS Close to CBS Close



Days from CBS Close to Management Report Completion

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

If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

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



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

Metrics Report Monthly Updates

Help Desk Metrics: Gartner 2020 Benchmarks have been added:

1. Cost per Contact
2. First Contact Resolution
3. Abandonment Rate



This visualization was created by the Department of User Services.

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

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.

Category Definitions

NetID Account Management: Password resets and NetID change requests

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

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

Referrals: Unsupported services referred to other departments

General Departmental Support: Incidents from departmentally supported users

BadgIRT: Incidents regarding security disabled accounts

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

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

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

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

Learn@UW: A suite of centrally-supported technologies for instructional usage; used by instructors and/or students.

Learn@UW includes the services reported on the previous page and other learning technologies.



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