



# **DoIT Operations Monthly Report**

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## **July 2021**

Published August 19, 2021

## GARTNER BENCHMARKS

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

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

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



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## DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	August %	September %	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %
API Manager	99.00%	100.00	100.00	100.00	★97.38	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	★98.76	★73.26	100.00	99.86	100.00	100.00	100.00	100.00	100.00	99.46	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00
My UW	99.00%	100.00	99.58	100.00	100.00	100.00	100.00	100.00	100.00	99.88	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00	99.99	100.00
Shared Web Hosting	99.00%	100.00	100.00	100.00	100.00	99.96	★98.07	99.94	100.00	100.00	100.00	★98.69	100.00
Wisc Web	99.00%	99.91	100.00	★98.69	99.93	100.00	100.00	100.00	99.66	100.00	99.90	99.57	100.00

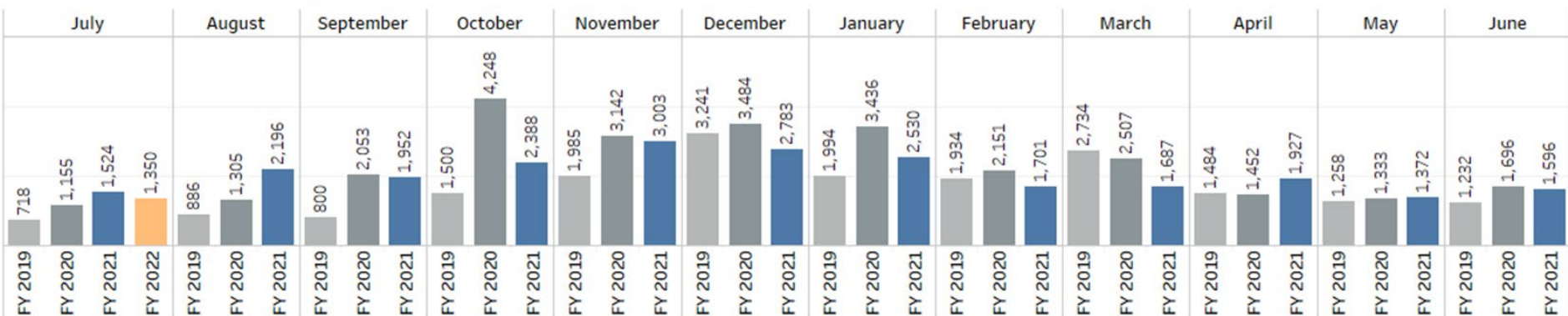
Target Colors  
 ★ Below Target    ■ Above Target

## DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

### Help Desk Resolution Rates for IAM Services During July

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Multi-Factor Authentication (MFA)	744	36.9%	741	714	96.4%	92.4%	97.1%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	553	27.4%	548	513	93.6%	86.2%	89.6%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0%
All IAM Incidents	2,008	100.0%	1,341	1,273	94.9%	89.2%	94.8%	IAM Target: Customer Satisfaction ■ At or above 85.0%

### IAM Services Annual Help Desk Contacts



#### NOTES:

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

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

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

Gartner 2020 Benchmark First Contact Resolution is 74.0%.

## DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

### Help Desk Resolution Rates for WPS Services During July

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
KnowledgeBase (KB)	78	7.5%	1				
MyUW Madison/System	115	11.0%	106	94	88.7%	86.8%	95.2%
Shared Tools	16	1.5%	16	3	18.8%		
Web Hosting	123	11.8%	7	1	14.3%		100.0%
WiscWeb	57	5.5%	56	30	53.6%	100.0%	97.1%

AIS-WPS Targets:  
HD % Resolution by Service

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

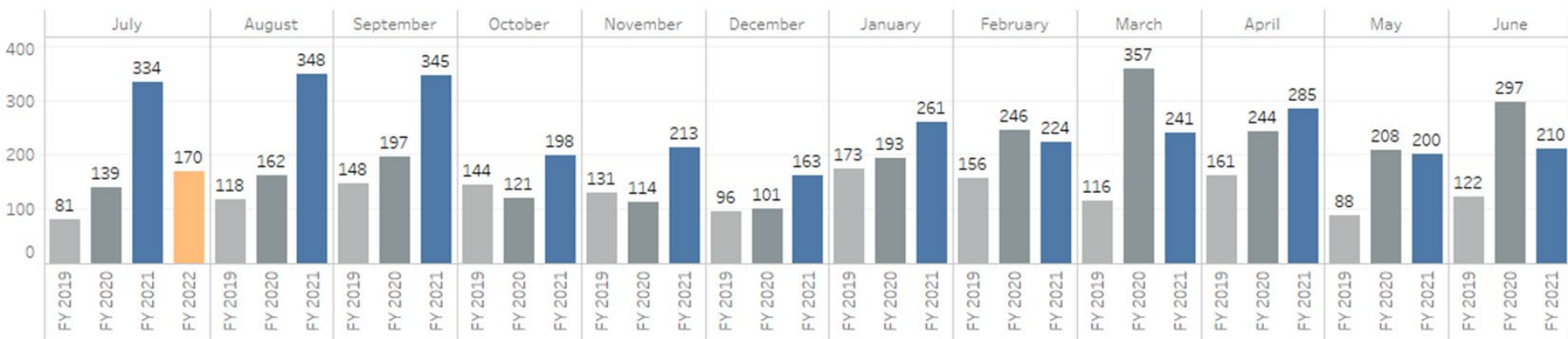
2021 Gartner Benchmark:  
First Contact Resolution

■ Above 71.0%

WPS Services Target:  
Customer Satisfaction

■ At or above 85.0%

### WPS Services Annual Help Desk Contacts



#### NOTES:

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

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

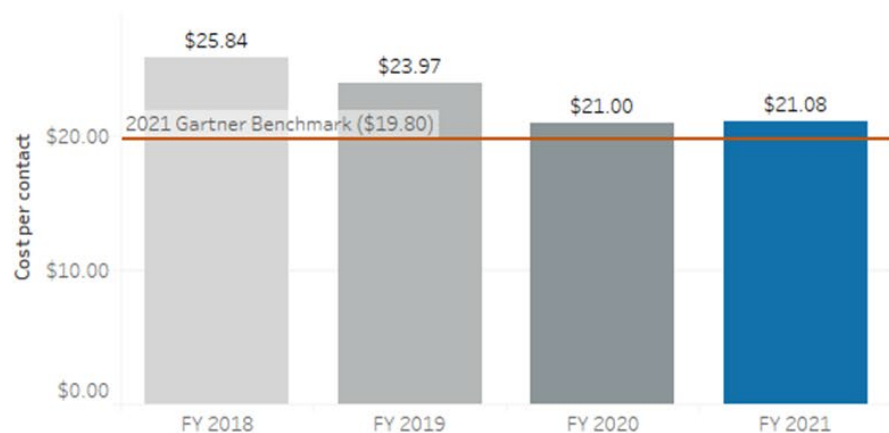
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



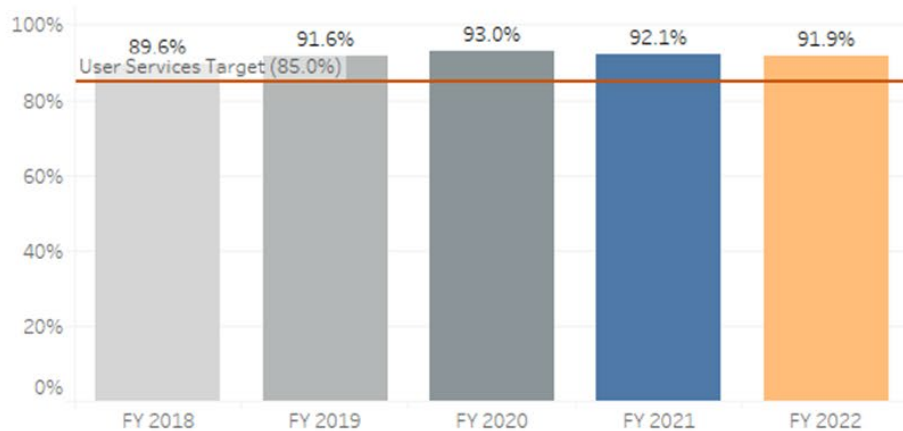


## DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

### \* Cost per Contact



### Customer Satisfaction

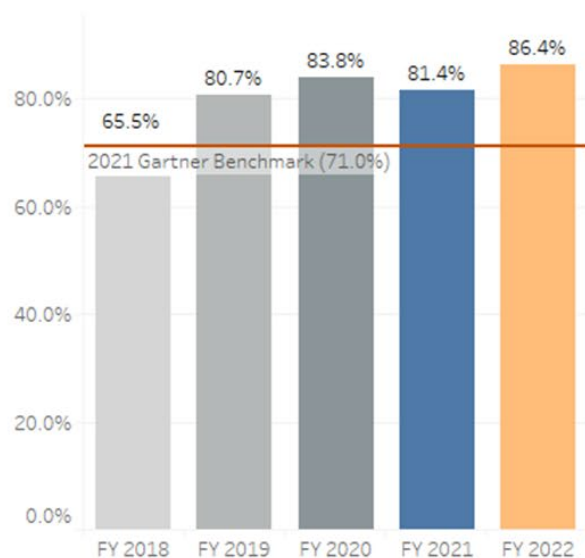


### Customer Satisfaction

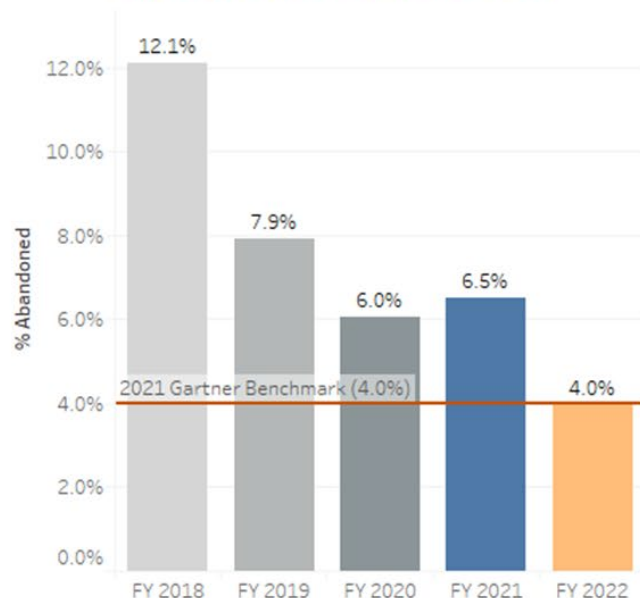


NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"  
 \*Gartner 2019 Benchmark Cost Per Contact is \$16.30. Gartner 2020 Benchmark Cost Per Contact is \$17.90.

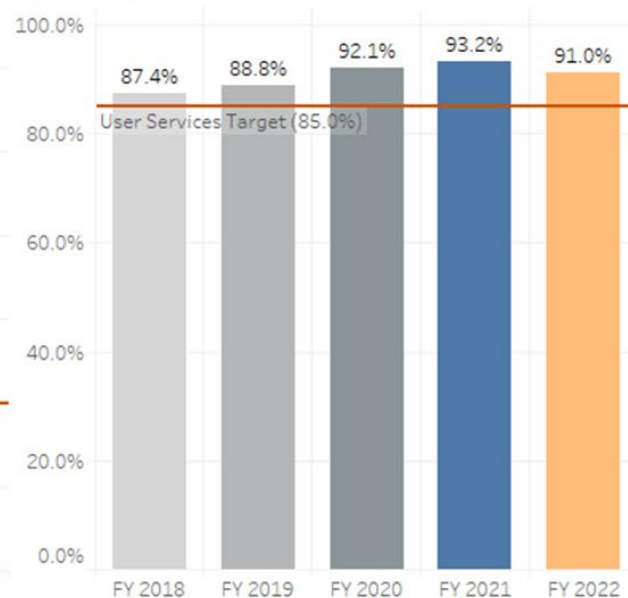
**\*Help Desk Average First Contact Resolution**



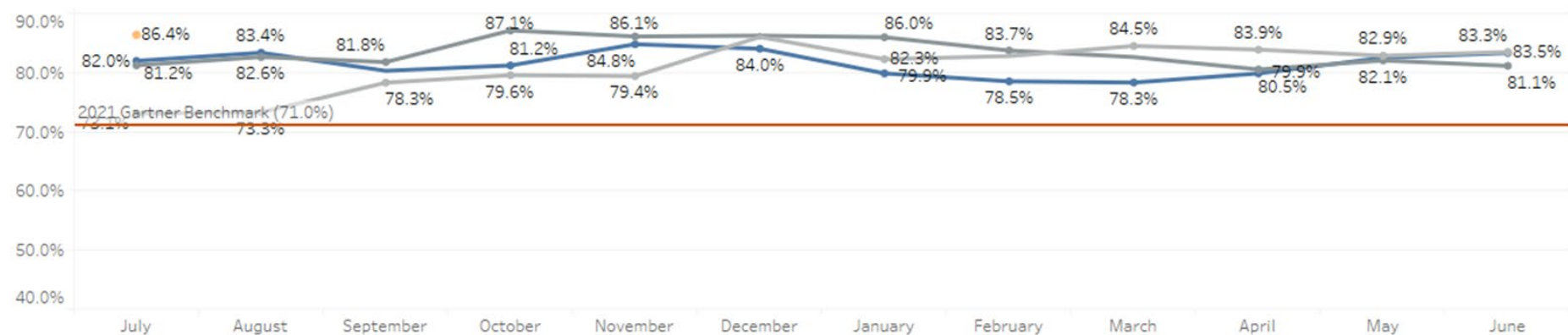
**Help Desk Abandonment Rate**



**\*\*Help Desk Average Resolution Rate**



**Help Desk First Contact Resolution**



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

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

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

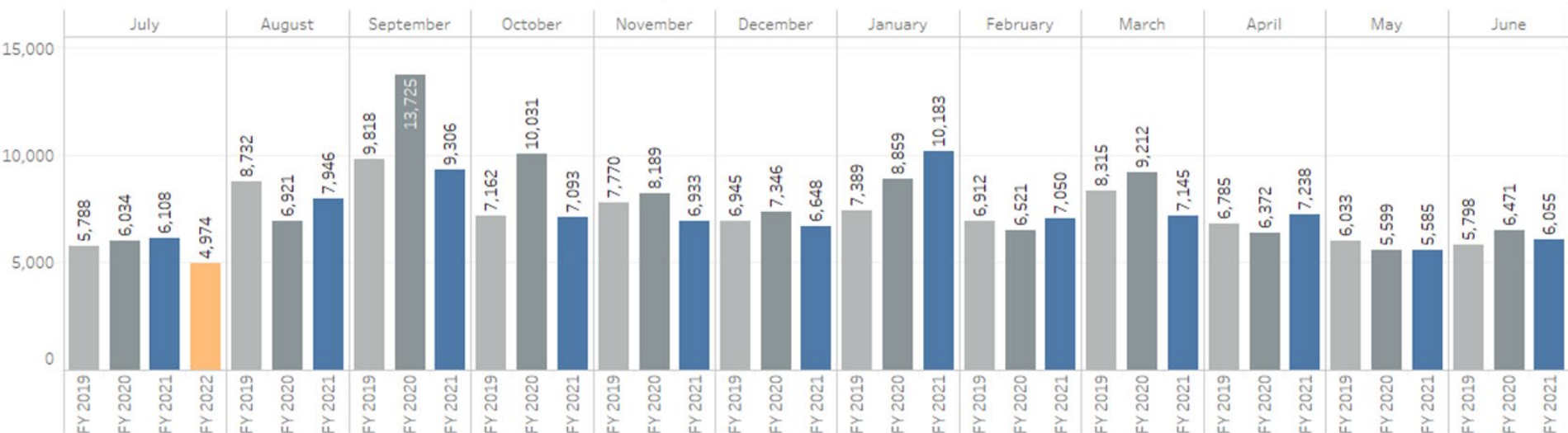


## HELP DESK RESOLUTION RATES FOR TOP 10 SUPPORTED SERVICES IN JULY

	HD created	% of Total cases created	HD Resolved	** HD % Resolved
Multi-factor Authentication (MFA)	939	4.0%	934	99.5%
Office 365	766	3.4%	730	95.3%
NetID Account Management	514	2.3%	522	101.6%
Referrals	491	2.1%	490	99.8%
Course Search and Enroll App	268	1.1%	251	93.7%
Learn@UW - Canvas Madison	239	1.7%	206	86.2%
MyUW Madison	178	0.8%	177	99.4%
Personal Software Support	165	0.7%	164	99.4%
DoIT Departmental Support, Software	159	0.8%	105	★66.0%
Incident Response and Investigations, BadgIRT	136	0.6%	120	88.2%

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

### \* Help Desk Annual Contacts



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

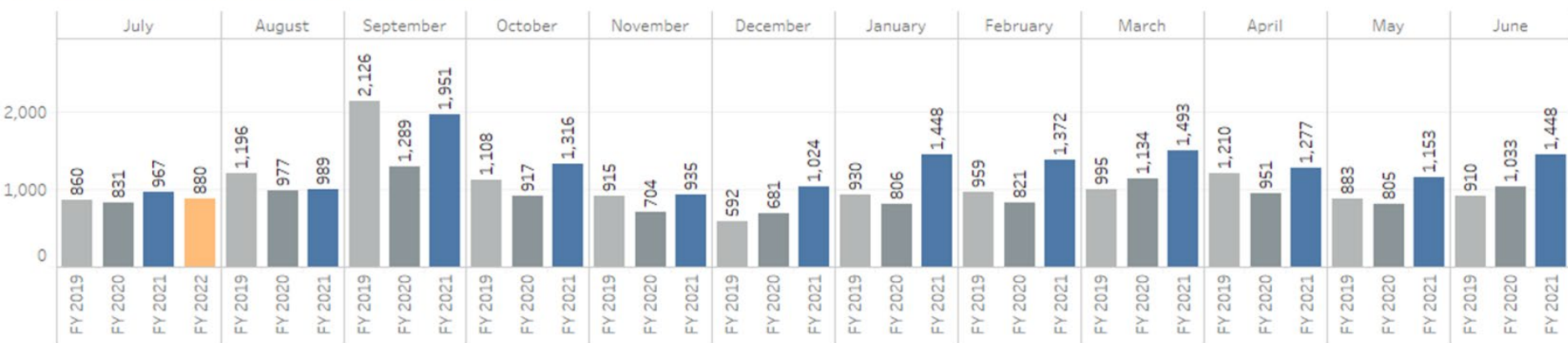
\*\*Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

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

### Resolution Rates for PCS Services During July

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	674	68.6%	664	589	88.7%	86.2%	88.7%	User Services Target: HD% Resolution ■ At or above 85.0% ■ Below 85.0% ★
UW-Madison Zoom	128	13.0%	87	75	86.2%	82.9%	95.7%	
UW-Madison Box	67	6.8%	47	37	★78.7%	92.9%	★71.4%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0% ■ Below 71.0% ★
UW-Madison Google Apps	54	5.5%	49	40	★81.6%	★53.8%	★77.1%	
Qualtrics	47	4.8%	33	29	87.9%	100.0%	★82.9%	User Services Target: Customer Satisfaction ■ At or above 85.0% ■ Below 85.0% ★
CloudFax	12	1.2%	7	5	★71.4%	★66.7%		

### PCS Services Annual Help Desk Contacts



#### NOTES:

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

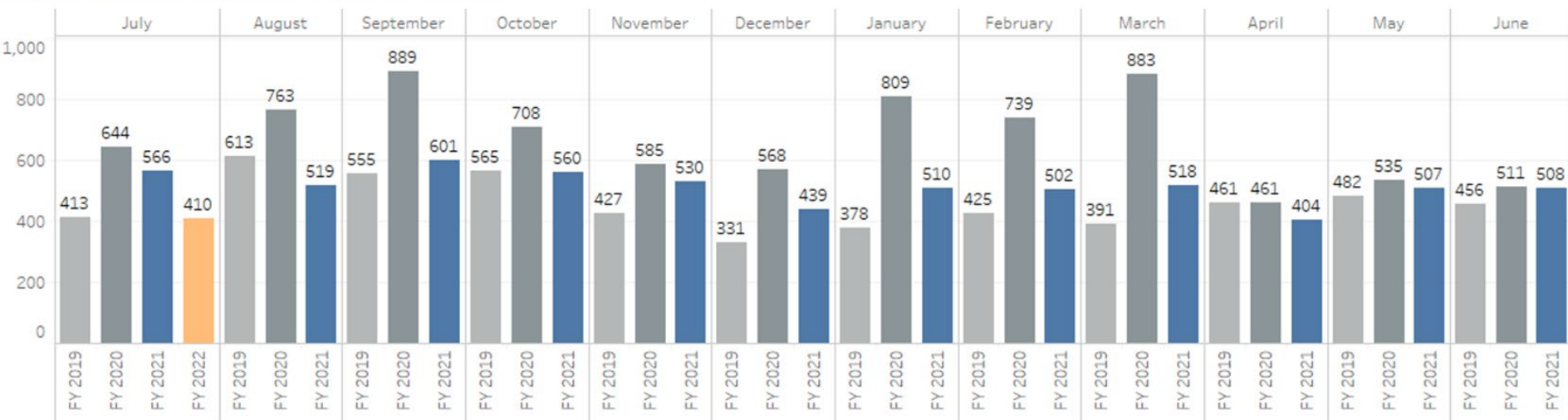
\*\*Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

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

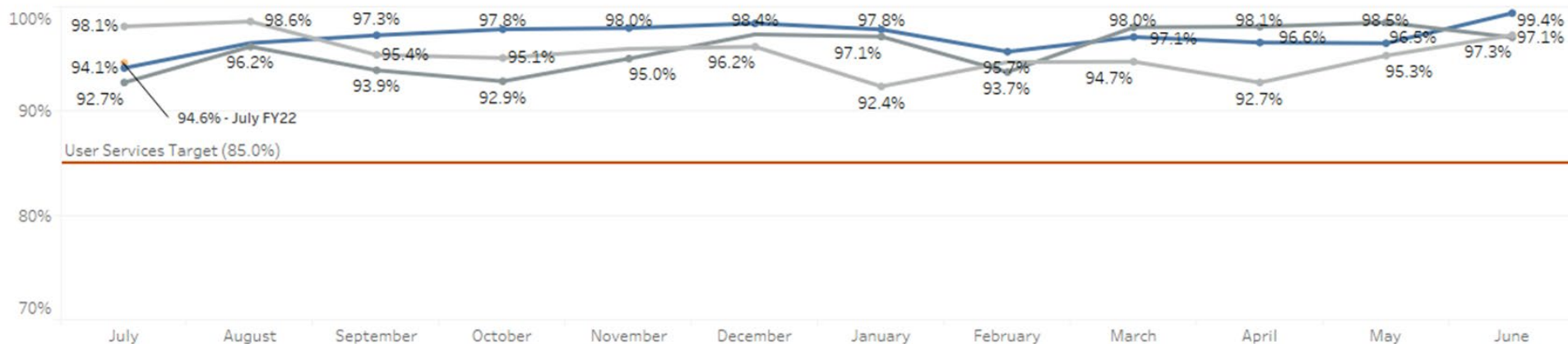


## DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

### Departmental Support - Annual Contacts



### Customer Satisfaction



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

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

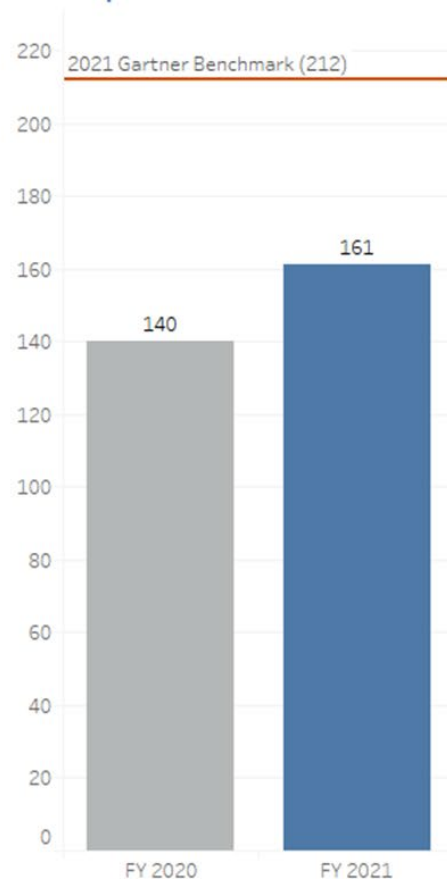
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

## DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

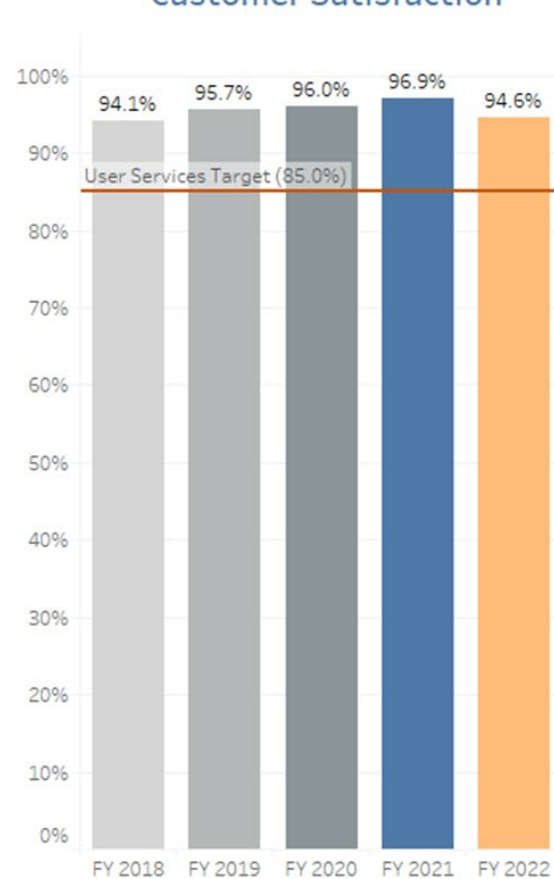
\* Cost Per Endpoint



\*\* Endpoints Per Technician



\*\*\* Customer Satisfaction



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

\*2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity. 2020 Cost Per Endpoint Benchmark was \$1078, and our complexity levels for FY20 were \$587.41 for low complexity, \$730 for medium complexity and \$848 for high complexity. Past years did not include division tax, which has been added for the FY21 calculation. Updated July 2021 with final FY21 data.

\*\*We are re-examining our methodology for calculating endpoints per technician. This metric has not been updated as a result. 2020/2021 Gartner Benchmarks include printers. Our data does not include printers. 2019 Gartner benchmark was 283 Endpoints per Technician. Previously published 2020 value (499) was overall average. The 2020 average for Small Environments was 406. Updated December 2020.

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



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

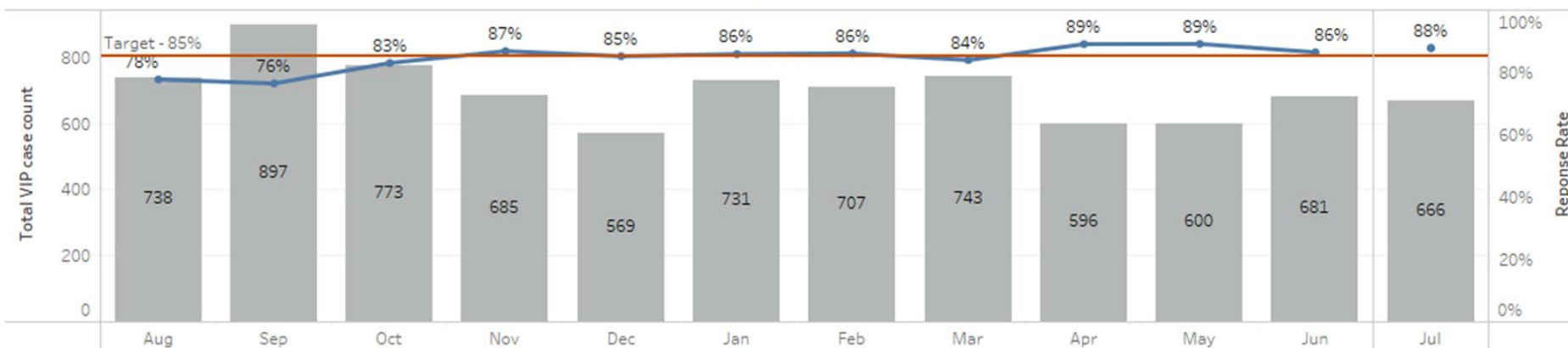
SLA = One hour acknowledgement

Last 12 months

Incident Priorities 1 & 2



Incident Priorities 3 & 4



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



## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	August %	September %	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %
HRS	99.000%	100.000	★91.271	★96.013	100.000	100.000	★97.050	100.000	100.000	100.000	100.000	100.000	99.978
SFS	99.000%	100.000	100.000	100.000	99.799	100.000	100.000	100.000	100.000	100.000	100.000	99.988	99.988
SIS	99.000%	99.953	100.000	100.000	100.000	100.000	99.933	100.000	100.000	99.935	99.906	100.000	99.767
Informatica	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.572	★96.076	100.000	100.000	100.000

Target Colors  
 ★ Below Target    Above Target

## DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	May %	June %	July %	Service	Target	May %	June %	July %	Service	Target	May %	June %	July %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	★95.971
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Green Bay	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 Health	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	99.991
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	★98.774	100.000	100.000	UWC Richland	99.900%	100.000	100.000	99.983
UW Madison	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 Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.972	99.941	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	★99.063	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors  
 ★ Below Target    ■ Above Target

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

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

## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

### IN

		May-21	Jun-21	*Jul-21
UW-Madison campus	Avg (Gb/sec)	5.30	11.10	3.40
	Max (Gb/sec)	22.40	32.40	19.50
	Min (Gb/sec)	1.30	3.60	0.58
	% of full capacity (200Gbps)	5.30	11.10	1.70
UW-Madison research	Avg (Gb/sec)	16.40	16.50	11.10
	Max (Gb/sec)	51.10	66.90	52.90
	Min (Gb/sec)	6.10	2.10	0.15
	% of full capacity (200Gbps)	16.40	16.50	5.55
Internet Exchange (MadIX)	Avg (Gb/sec)	5.40	10.50	7.10
	Max (Gb/sec)	11.60	17.10	14.50
	Min (Gb/sec)	0.00	0.00	0.37
	% of full capacity (20Gbps)	27.00	52.50	35.50

### OUT

		May-21	Jun-21	*Jul-21
UW-Madison campus	Avg (Gb/sec)	3.30	5.20	2.30
	Max (Gb/sec)	8.00	46.50	14.30
	Min (Gb/sec)	1.20	2.00	0.64
	% of full capacity (200Gbps)	3.30	5.20	1.15
UW-Madison research	Avg (Gb/sec)	25.80	31.30	11.30
	Max (Gb/sec)	59.90	60.40	54.70
	Min (Gb/sec)	4.20	1.80	0.73
	% of full capacity (200Gbps)	25.80	31.30	5.65
Internet Exchange (MadIX)	Avg (Gb/sec)	3.60	9.10	4.90
	Max (Gb/sec)	6.60	16.30	10.10
	Min (Gb/sec)	0.00	0.00	1.70
	% of full capacity (20Gbps)	18.00	45.50	24.50

\*Network Service completed a UW-Madison campus and research network upgrade as of July 2021, increasing capacity from 100 Gbps to 200 Gbps.

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

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

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

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





## DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

### Airwave 1 Total Controllers: 8 Total APs: 1218

	Target	August	September	October	November	December	January	February	March	April	May	June	July
Avg. AW1-AP Uptime	99.500	★98.966	★98.562	★98.508	★98.466	★98.553	★98.591	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743
Avg. AW1-Controller Uptime	100.000	100.000	100.000	100.000	100.000	★99.932	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000
Avg. AW1-Down AP		76.42	89.10	88.65	77.53	80.84	71.48	67.25	63.55	60.33	48.16	60.67	28.84

### Airwave 2 Total Controllers: 8 Total APs: 7949

	Target	August	September	October	November	December	January	February	March	April	May	June	July
Avg. AW2-AP Uptime	99.500	99.707	99.844	99.796	99.767	99.659	99.675	99.828	99.869	99.882	99.820	99.696	★96.845
Avg. AW2-Controller Uptime	100.000	99.997	★99.992	100.000	★99.995	★99.992	★99.991	100.000	★99.986	100.000	100.000	100.000	100.000
Avg. AW2-Down AP		27.4	14.1	15.9	29.6	28.6	53.3	8.4	8.2	5.2	10.8	152.5	59.7

### Airwave 3 Total Controllers: 4 Total APs: 6354

	Target	August	September	October	November	December	January	February	March	April	May	June	July
Avg. AW3-AP Uptime	99.500	99.769	99.640	99.697	99.803	99.844	99.874	99.860	99.912	99.934	★96.984	99.818	99.764
Avg. AW3-Controller Uptime	100.000	100.000	100.000	100.000	100.000	100.000	★99.988	100.000	100.000	99.998	100.000	★99.958	100.000
Avg. AW3-DownAP		25.81	15.77	18.94	11.50	12.13	18.65	12.39	6.97	6.13	9.84	84.80	11.10

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

#### Access Points Benchmark:

■ At or above 99.5%  
★ ■ Below 99.5%

#### Controller Uptime Benchmark:

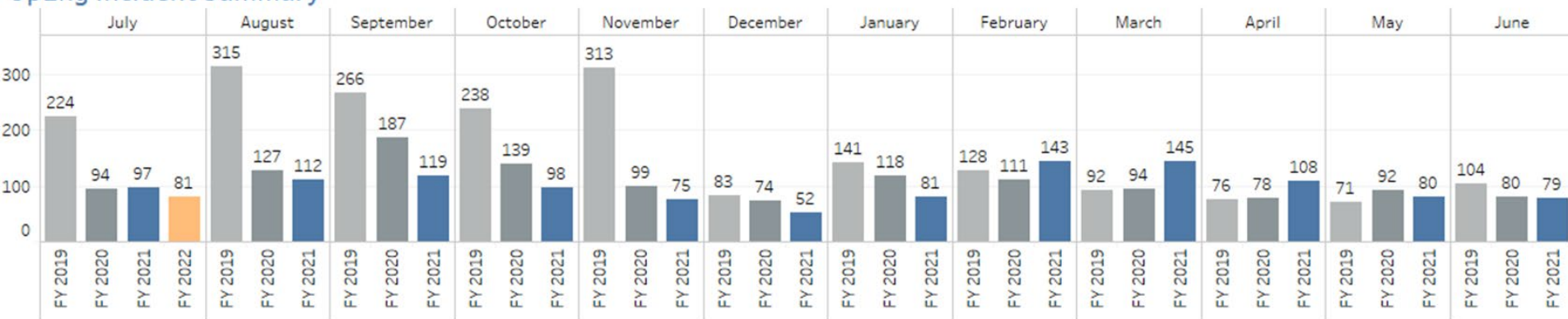
■ At 100.0%  
★ ■ Below 100.0%

## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

	April	May	June	July
<b>Campus Network</b>				
AANTS	3	7	2	6
Bandwidth Threshold Alarm	5	1	2	
Firewall/Content ID		2		
Firewall/Problem	1	2	1	1
Firewall/Rules	2		1	5
Port Error Threshold Alarm		2		
Request/Data Jack/Activation		1	4	6
Request/Data Jack/Installation	1	1		1
Request/DHCP	4	3	3	
Request/DNS/Hostmaster	1			2
Request/DNS/Network Services	22	19	14	18
Request/Equipment Installation	1	1	1	
Request/Hardware	5	2	5	
Request/IP Allocation	26	12	18	25
Request/New Installation (wired/wireless)			1	
Wired Network Issue	8	2	4	
Wireless	13	5	5	7
Wireless Device Registration	2		2	
<b>Campus Network..</b>				
Device Registration HAP	2	1	2	
Latency or Packet Drop		1	1	
<b>VPN</b>				
Client Issue	4	1		1
Submit Incident	7	15	6	6
<b>eduroam</b>				
Submit Incident			1	1
<b>Others</b>				
	1	2	6	2
<b>Remote Desкто..</b>				
Submit Incident			1	
<b>Grand Total</b>	<b>108</b>	<b>80</b>	<b>80</b>	<b>81</b>

### OpEng Incident Summary



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



## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	August %	September %	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %
Bucky Backup	99.000%	99.615	★95.769	★98.329	99.188	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	99.617	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.722
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	★99.477	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	99.799	100.000	100.000	100.000	100.000	100.000	100.000	99.940	100.000
Select Agent	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
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	★99.293	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	99.960	100.000	100.000	100.000	★99.772	100.000	100.000
WisclT (Cherwell)	99.500%	100.000	100.000	★86.962	100.000	★99.375	100.000	99.851	99.579	★98.951	99.854	99.931	★98.609

Target Colors  
 ★ Below Target    Above Target

## DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

July FY22	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2021 Median Servers/FTE
Windows	99.950	99.980	350	91	155.6	293.0
Linux	99.950	99.990	423	144	169.2	234.0

### Top Customers By Percentage of Labor Hours

	Rank	% of Total
DoIT - Public Cloud Service	1	29.7%
DoIT Internal Customers	2	7.5%
DoIT - Microsoft SQL Server Hosting	3	6.2%
HRS	4	2.0%
Russell Labs	4	2.0%
Grad School	6	1.0%
DoIT Enterprise Storage	6	1.0%
PSaaS	8	0.7%
WHS	8	0.7%
SFS	10	0.6%
UW Survey Center	10	0.6%

### Top Customers By Server Count

	Rank	# of Servers
SFS, HRS	1	82
Cybersecurity	2	78
Identity and Access Management	3	56
Student Information System	4	40
DoIT Web Platform Services	5	34
Wisconsin Historical Society	6	29
Imaging	7	25
Office 365	8	24
Database Aggregation (FASTAR)	9	21
DoIT Service Management	10	20

## DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

### Four Months Vulnerability Summary

Type	Severity	April	May	June	July
Confirmed Vulnerability	1	6	9	41	41
	2	91	72	739	85
	3	1,754	1,810	1,856	617
	4	1,656	709	839	836
	5	326	635	893	595
Needs Investigation	2		3	1	
	3	52	20	21	19
	4	60	9	6	66
	5	1	9	2	8
Potential Vulnerability	1	4	8	7	3
	2	2	1	1	1
	3	12	29	32	569
	4	6	8	22	403
	5	3			
Grand Total		3,973	3,322	4,460	3,243

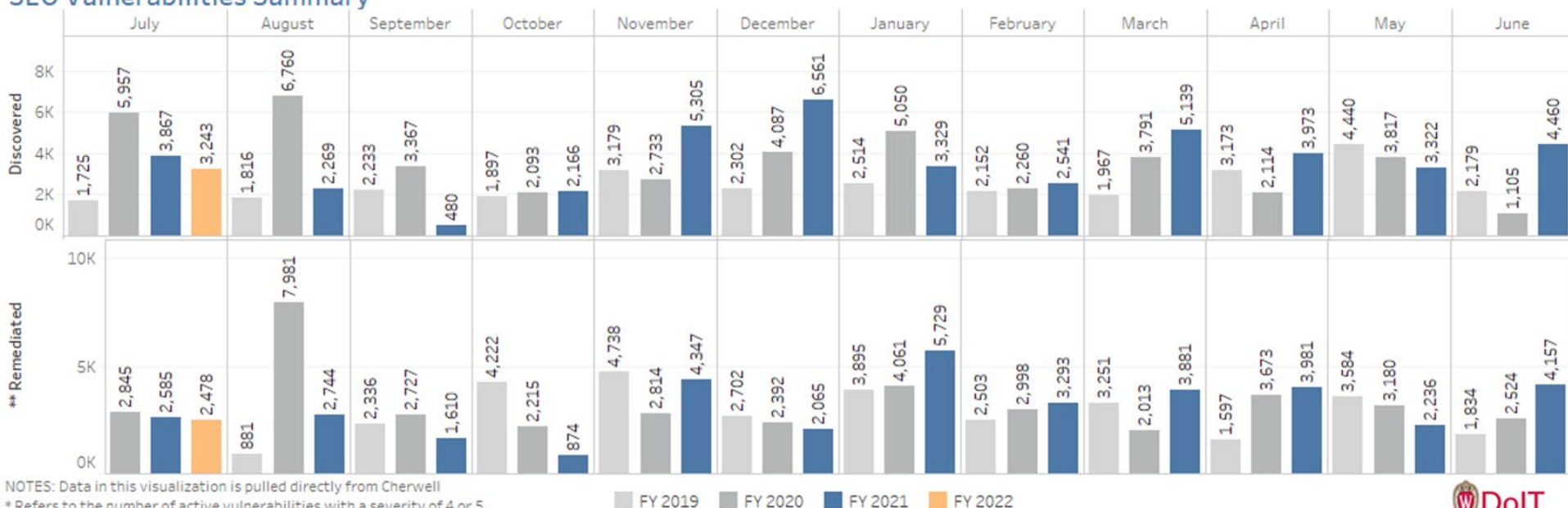
\* Active & Urgent Vulnerabilities

172

Remaining From July

10

### SEO 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 FY 2022

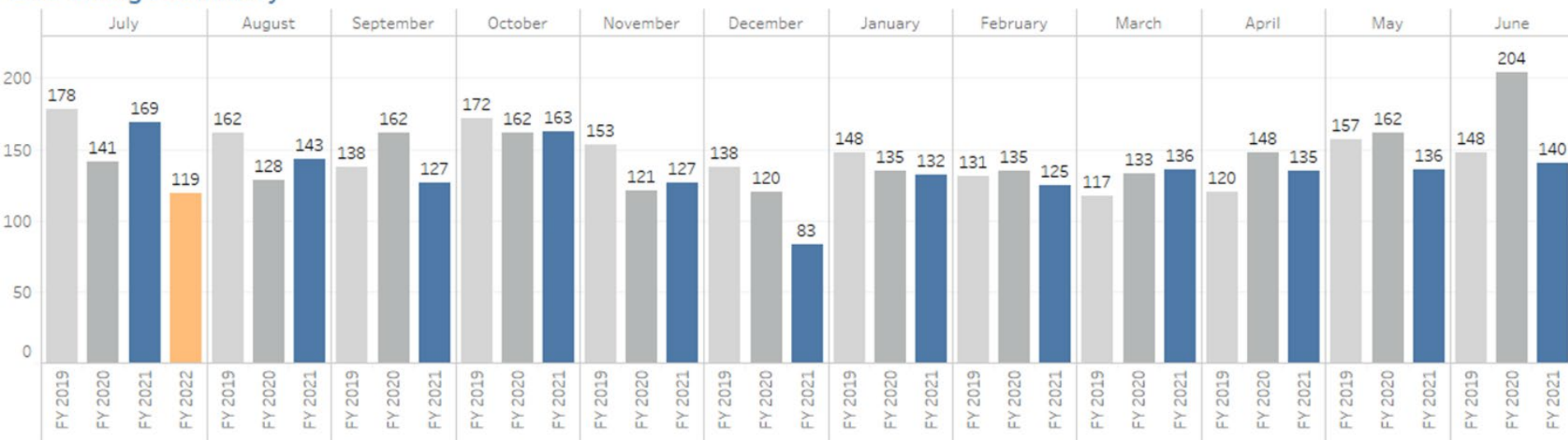


## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Month SNCC Problems Worked Summary

	April	May	June	July
Boreas	5	9	12	4
Campus Network	105	93	124	107
MUFN	5	6	5	6
Northern Tier		1	3	3
UW SysNET	18	26	21	13
Other DoIT Technical Services	57	42	39	36
<b>Grand Total</b>	<b>190</b>	<b>177</b>	<b>204</b>	<b>169</b>

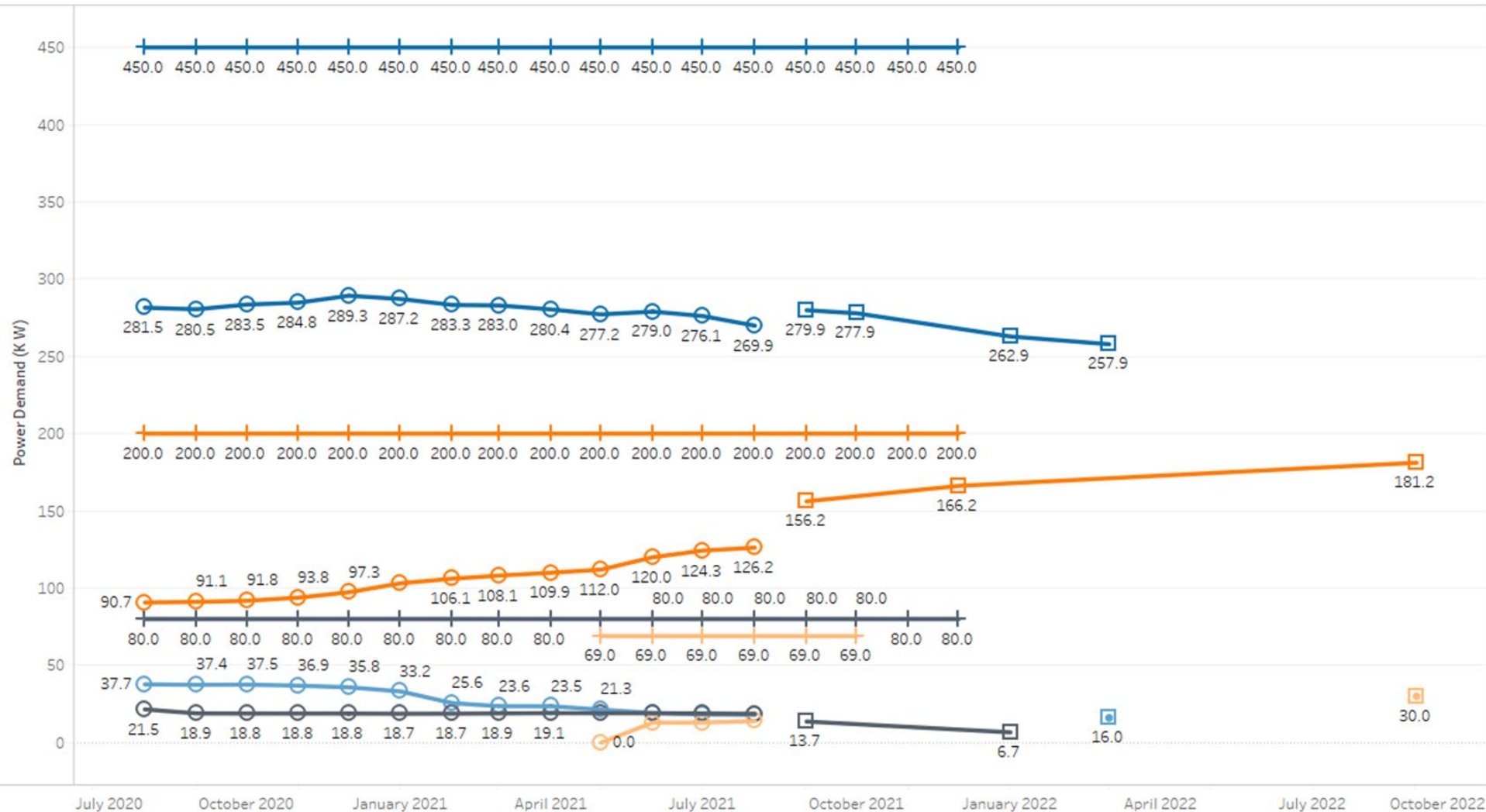
### SEO Outage Summary



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



## DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



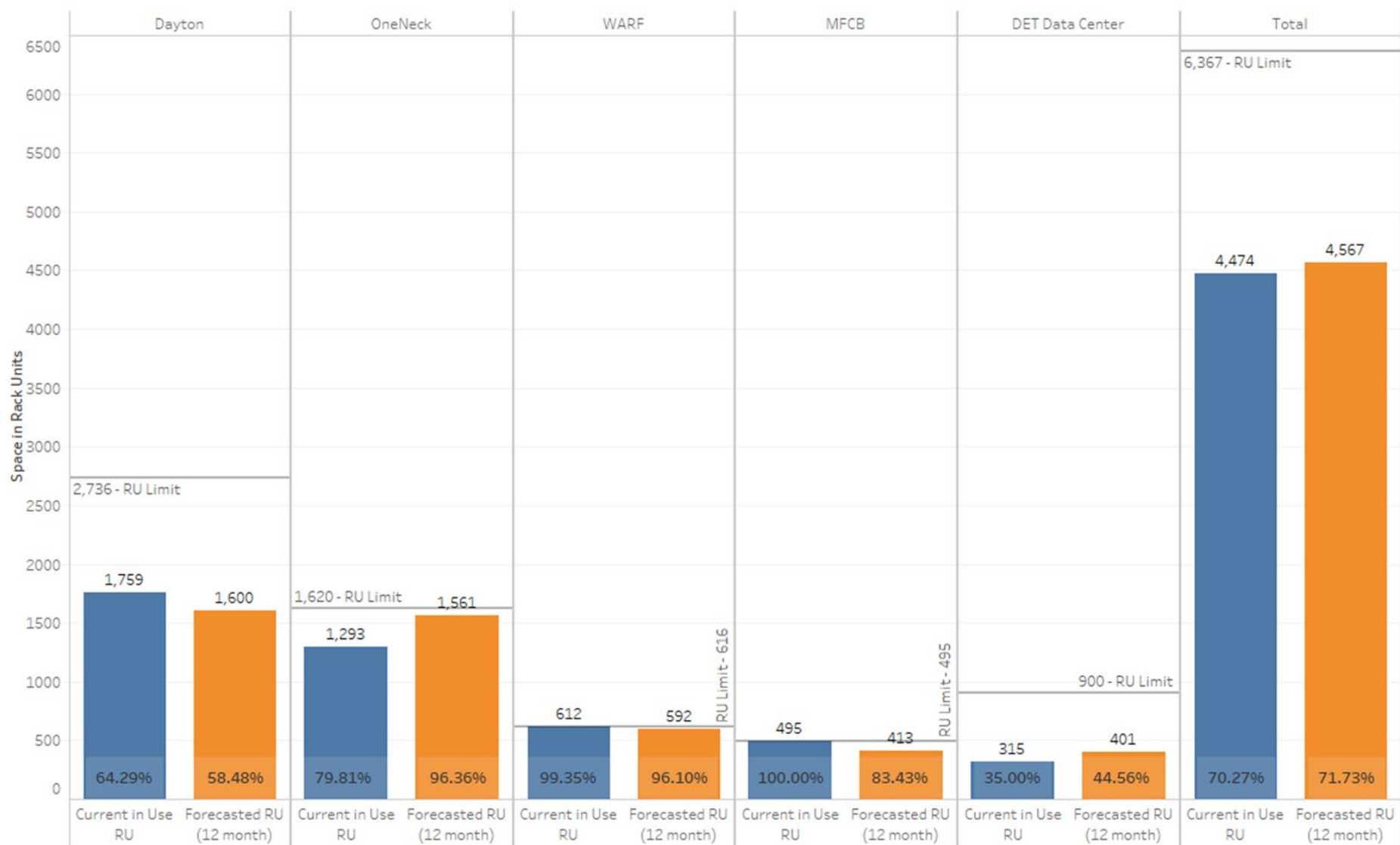
-MFCB and WARF both have 80 KW limits on available power.

- Actual
- Forecast
- + Limit
- Dayton
- OneNeck
- Femrite
- MFCB
- WARF





## DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



Current and Forecasted Space Usage per Data Center

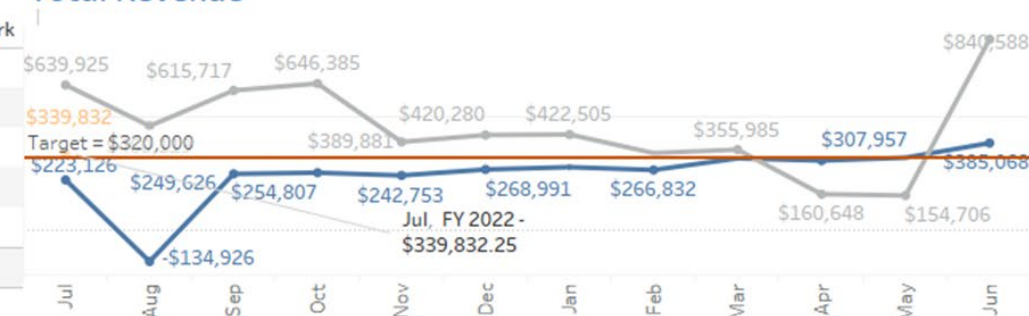
Current usage as of August 1, 2021. Forecast is for August 1st 2022.

## DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

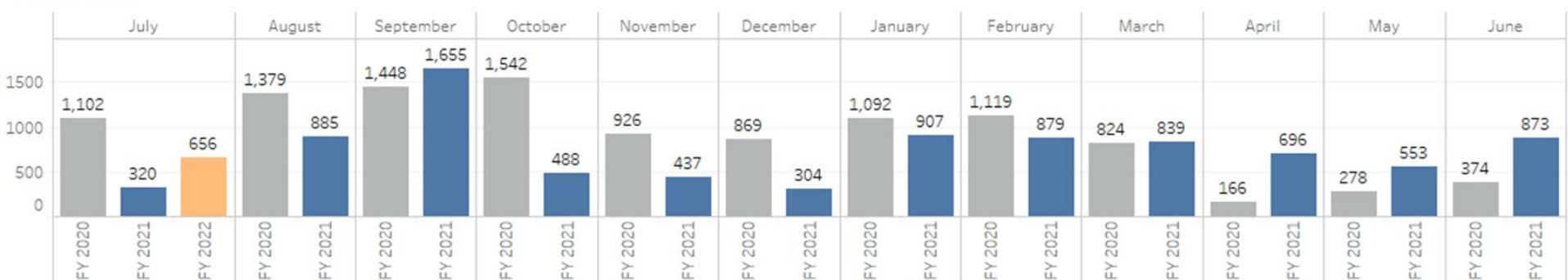
### DPPS Rework Information

	Total Job Reruns	Total Cost Reruns	Average Real Rework
February	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0
July	0	0	0

### \* Total Revenue



### Total Jobs



### Average On-Time Percentage by Stream

	February	March	April	May	June	July
B - WSB DPC	★98.80%	★98.59%	100.00%	100.00%	100.00%	100.00%
E - Extension DPC	★96.96%	★98.00%	100.00%	100.00%	100.00%	100.00%
F - Offset Print	★99.13%	100.00%	★93.80%	★94.23%	100.00%	★92.30%
J - Digital Color	99.93%	★97.88%	★92.70%	★98.55%	★95.67%	★97.90%
K - Contract	100.00%	100.00%	100.00%	100.00%	★91.17%	★96.42%
M - School of Human Ecology D..	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	★93.10%	100.00%	100.00%	100.00%

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

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

		Mar-21	Apr-21	May-21	Jun-21	Jul-21	Notes:
Kaltura Mediaspace	Incidents Resolved by Help Desk	28	41	23	15	10	<u>Kaltura</u> Media Asset: An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image
	Incidents Resolved by Learn@UW Madison	14	10	6	5	5	Time Played: Total amount of time all Kaltura media assets were played during the month
	Average Play Time (mins)	14	15	15	11	11	Avg. Play Time: Time played divided by number of plays
	Contributors	3,108	4,606	1,318	760	754	Unique Viewers: Students, most often
	Duration of uploaded media	564,260	511,163	99,100	84,087	61,877	Duration of uploaded media: length (minutes) of new video assets this month
	New Media Assets	17,669	17,787	4,079	3,808	3,225	Contributors: Persons uploading assets to Kaltura - most often instructors.
	Number of Plays	1,218,224	976,527	237,813	231,034	215,461	-Total media assets for current month does not equal total media assets from previous month plus new media assets in current month because some user have deleted assets in the meantime
	Storage Utilized (TB)	152	160	160	161	162	-Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers
	Time Played (mins)	17,559,131	14,565,501	3,560,117	2,618,012	2,404,480	<u>Turnitin</u>
	Total Media Assets	313,988	331,909	334,417	338,174	341,496	Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
	Unique viewers	25,758	24,211	14,127	7,067	5,497	Active Instructors: Like active classes-the number of unique instructors associated with active classes
Turnitin	Incidents Resolved by Help Desk	0	2	3	1	3	Student Accounts: The total number of student accounts as of end date (cumulative)
	Incidents Resolved by Learn@UW Madison	1	1	0	1	1	Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
	Active Classes	561	578	528	160	162	Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Active Instructors	779	859	784	222	210	ACAR (Advanced Content Authoring and Reporting)
	Instructor Accounts	3,001	3,049	3,080	3,122	3,142	Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
	Student Accounts	30,978	31,823	30,330	27,687	23,903	Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
	Submissions	44,460	42,819	14,642	4,335	8,970	User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)
ACAR	Incidents Resolved by Help Desk	1	0	0	0	0	<u>Canvas</u>
	Incidents Resolved by Learn@UW Madison	4	5	4	10	7	Active Course: A canvas shell is created for every course offered at UW-Madison.
	New Pressbooks this Month	5	3	7	1	0	"Active" Canvas courses are those manually activated by an instructor
	New Storyline 360 Modules this Month	0	0	1	2	0	Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
	Total Pressbooks	547	550	557	558	558	Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
	Total Storyline 360 Modules	191	191	192	194	194	<u>Atomic Assessments</u>
Canvas	Unique Users	9,163	9,358	9,462	9,550	9,594	Active Course: Course with Atomic Assessments assignments that have been accessed in date range
	Incidents Resolved by Help Desk	324	151	135	165	105	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	101	72	78	64	46	
	Active For-Credit Courses	3,871	3,889	3,884	863	960	
	Active Training Courses	659	664	693	703	717	
	Unique Instructors	5,294	5,362	5,355	1,385	1,464	
Atomic Assessments	Unique Students	40,374	40,310	40,310	12,125	12,308	
	Incidents Resolved by Help Desk	3	0	0	0	0	
	Incidents Resolved by Learn@UW Madison	6	2	0	0	0	
	Active Courses			31	23	28	
	Instructors	379	285	173	45	41	
	Unique Students	3,409	2,566	1,559	403	367	



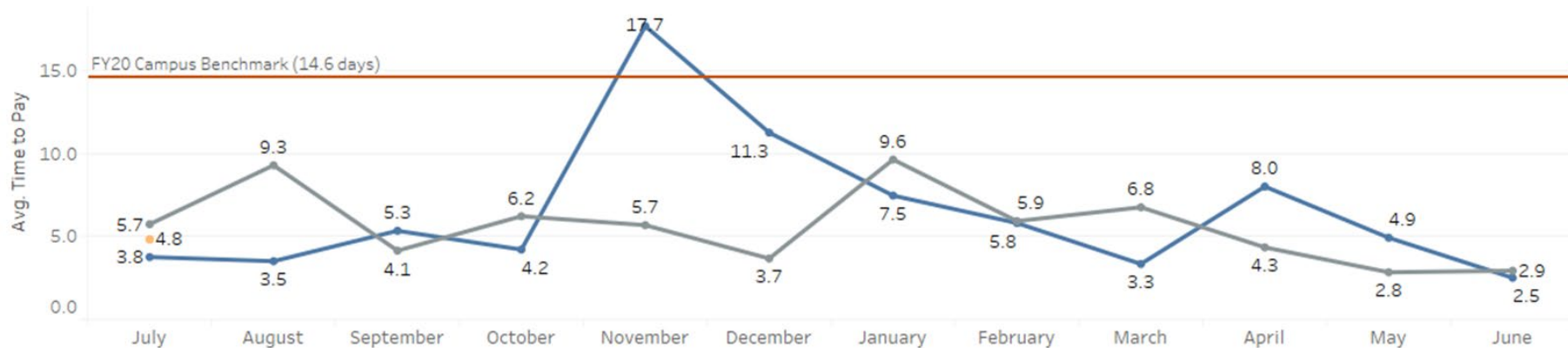
## DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT

		Apr-21	May-21	Spring-21	Jun-21	Jul-21	Notes:
* Top Hat	Unique Students		1,615				<u>Top Hat</u> Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students
	Incidents Resolved by Learn@UW Madison	0	0		0		Student: Students with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Help Desk	0	2		0		Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Active Courses		20				
	Unique Instructors		107				
AEFIS	Incidents Resolved by Learn@UW Madison	62	45	244	26		<u>Assessment Evaluation Feedback &amp; Intervention System (AEFIS):</u> CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
	Incidents Resolved by Help Desk	31	14	66	3		DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level
	Total completed evaluations			89,972			
	Syllabi usage			212			
	DESL Usage			8			
	Training Workshops			7			
	Q&A Workshops			6			<u>Honorlock:</u> Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams.
	DESL Technical workshops			8			Total courses: number of courses using Honorlock to proctor exams.
	Attendance at all Workshops			105			Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
Honorlock	Total exams	24,632	18,821				
	Unique students	11,803	12,152				
	Total courses	159	150				
	Support tickets closed by Help Desk	1	3		1	2	
	Support tickets closed by Learn@UW-Madison	0	2		0	0	
LEAD	Exams per student	2	2				<u>Engage eText:</u> electronic textbook provided by a publisher that students have access to during their UW student experience
	Total instructor views	43	28		0	3	<u>Digital learning tool (DLT):</u> publisher-bundled electronic tools (such as question sets) associated with a print or digital text
	Support tickets closed by Help Desk			0		0	Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
	Instructor views of "Grades by Page Views" visualization	12	9		0	0	Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
	Instructor views of "Page Views by Date and Hour" visualization	11	8		0	2	Departments: Number of departments that have a course using an eText and/or DLT
	Instructor views of "Page Views by Activity Type" visualization	10	4		0	0	Courses: Number of courses using an eText and/or DLT
	Instructor views of "Home Page" visualization	10	7		0	1	Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
	Support tickets closed by Learn@UW-Madison			0		0	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 opted out			1			% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool
Engage eText	Course sections			175			
	Courses						
	Departments			48			
	Schools / Colleges			7			
	Student enrollment			16,735			
	Unique instructor combos			141			

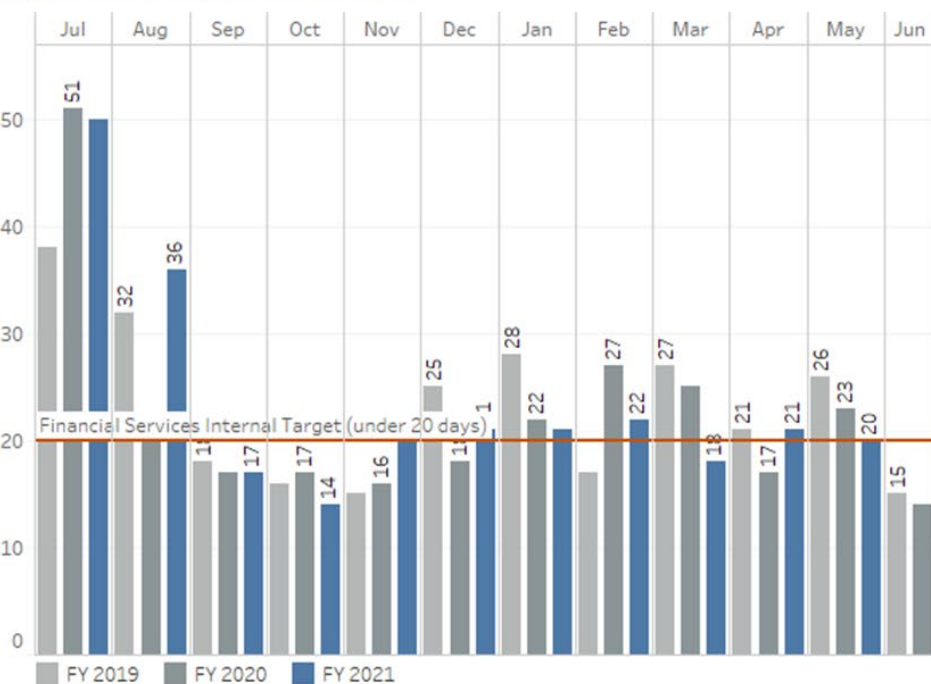
\*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.

## DoIT OPERATIONS: FINANCIAL SERVICES

### Average Number of Days to Pay: e-Reimbursement



### Days from SFS Close to CBS Close



### Days from CBS Close to Management Report Completion

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

If blank, data is currently unavailable.

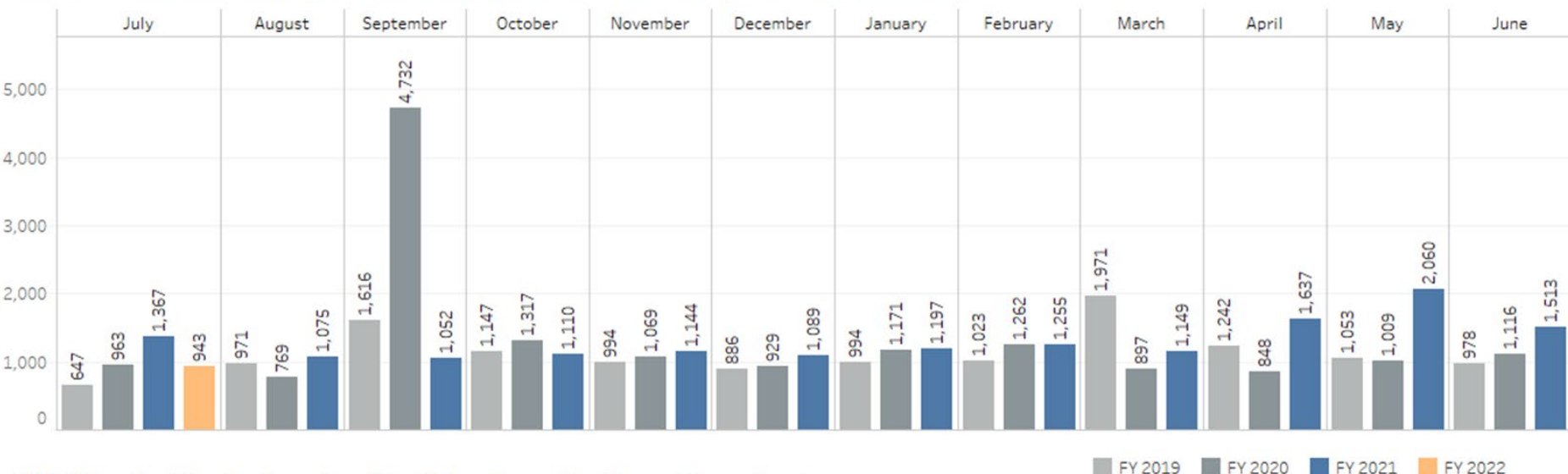
### Days from SFS Close to Management Report Completion

	FY 2019	FY 2020	FY 2021
July	53	53	55
August	39	22	39
September	27	21	20
October	23	21	14
November	15	19	20
December	62	35	23
January	30	26	22
February	23	29	22
March	29	31	21
April	27	24	22
May	33	28	25
June	20	19	



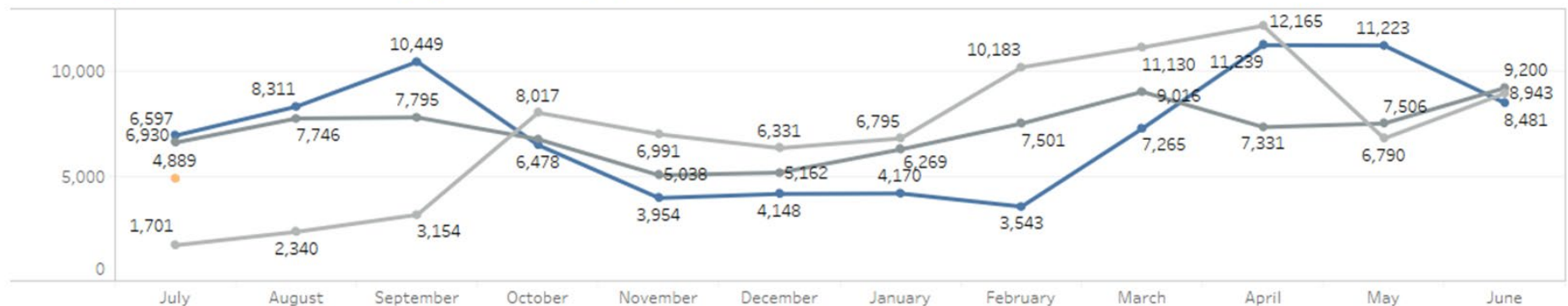
## DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

### Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)



■ FY 2019 ■ FY 2020 ■ FY 2021 ■ FY 2022

### Phishing Incidents Resolved by CyberSecurity Operations Center



Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to [abuse@wisc.edu](mailto:abuse@wisc.edu).

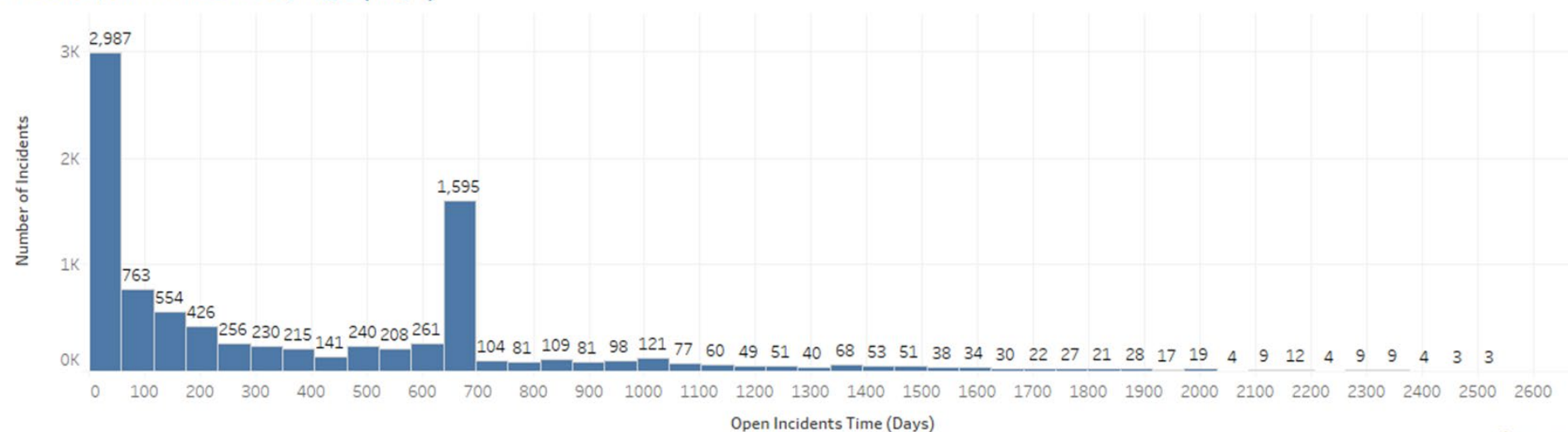
## DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 08/04/2021

### Age of Open Incidents by Department

	Less Than 2 Days Old	Open Tickets > 2 Days and < 2 Weeks Old	Greater Than 2 Weeks Old	* Greater Than 1 Month Old
AIS	53	265	291	219
AT	3	14	128	111
CTO			2	2
Cybersecurity	242	490	364	283
DoIT Communications	2	3	3	3
DoIT HR		2	418	405
EBS			253	251
FS			351	350
Non-DoIT teams	2	10	142	136
NS	51	111	383	328
PMO				
SEO	15	38	239	202
US	176	471	4,557	4,345
UW Service Center			20	20
UWSS				
Other	2	7	104	95
Grand Total	546	1,411	7,255	6,750

### Total Open Incidents by Age (days)



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

## DoIT Operations Report Monthly Updates

**FY22 Updates** - Due to space constraints, FY18 has been removed from Month over Month line and bar graphs, but retained in Year over Year line and bar graphs to improve readability.

**SEO Vulnerabilities** - Vulnerability type labels have been updated.

- Potential Vulnerability remains Potential Vulnerability
- Vulnerability is now Confirmed Vulnerability
- Vulnerability or Potential Vulnerability is now Needs Investigation



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

### Department

Active Directory	ADI-Apps for Registrar	ADI-IA Student Data Integration	ADI-Internal Apps	ADI-Web and Mobile Solutions	AIS-Dept	ECMS	ECRT	ECS-Equipment Checkouts	EIS-Dept	IAM
Manifest Grouping Email	Manifest-Grouping	Manifest-Grouping Email	MiddleWare	Middleware Temp	Multi-Factor Authentication	MyUW	MyUW-Admin	MyUW-Advisor View	MyUW-Feedback	
MyUW-Infrastructure	NetID-AcctAdmin	NetID-Login	NetID-Login (Radius)	NetID-Login-Radius	Server Certificate Service	Shared Hosting	Shared Tools	Shared Web Hosting	Student Apps-Other	
UDS Identity Management	UDS Identity Reconciliation	UW Digital ID	UW KnowledgeBase	Web Accessibility	Web Accessibility Testing Tools	WiscWeb CMS	WiscWeb CMS Developers			
WiscWeb CMS Review	WPS-Client Engagement									
Academic Systems-Linux	AcademicSystems	AcademicSystems-LIRA	Advising Gateway	AT-Dept	AT-LS-MUMAA	AT-TRAD	Blackboard Collaborate	Course Guide	Course Proposal	Course Resources
Course Search and Enroll - Student Services	Curricular Hub	Digital Accessibility	Digital Media Center	Kaltura-UWSA	Learn@UW Utility	Learn@UW Utility-Technical	Learn@UW-Madison			
Learning Technology Consultations	Lecture Capture Service	Life-Long Learners	LinkedIn Learning	LS LSS Team	LTDE	LTG HelpDesk	LUWMAD-Collaboration	LUWMAD-ContentAuth	LUWMAD-LAA	
LUWMAD-LMS	LUWMAD-Media	LUWMAD-MediaDelivery	Moodle	OUA - Academic Systems	PTE Support	Streaming Media				
Electronic Lab Notebooks										
LastPass	Qualys Scan	Security	Security Incident	Security-Authorize	Security-BADGIRT	Security-CSOC Review	Security-Dept	Security-GRC	Security-HRS Attestation	Security-IT Access
Security-OCIS	Security-PAM	Security-Tools								
CIO-Dept	Communications	Communications-Dept	COO-Dept	DoITfeedbk	DoITwebpages					
DoIT HR Assistants	DoIT HR Director	DoIT HR HRS	DoIT HR In Progress	DoIT HR Payroll and Benefits	DoIT HR Staff					
ADI EA Budget	ADI-Budget	ADI-Collaborative	ADI-Dept	ADI-Employee Apps	ADI-Financial Services	ADI-HRIS-Infrastructure	ADI-Mainframe	ADI-Student Apps	DRMT-All	DRMT-Data Tools
DRMT-Database	DRMT-DBA	DRMT-Enterprise Tools	DRMT-InfoAccess	DRMT-Tools	EPSCS	ERP Admin	FASTAR DBA	HR Apps-General	HRS DBA	Hyperion Deactivation
InfoAccess	Interactive Reporting	Resource 25	Shared Financial DBA	Shared Financial Sys	Shared Financial Sys Batch	SIS	SIS-Admissions	SIS-CampusCmmunity	SIS-Finances	SIS-Registrar
CBS/STAR Onboarding	Common Bus Sys	DoIT Property Control	e-Reimbursement	Financial-Purchasing	FS-Accounting	FS-Dept	FS-STAR			
AIMS Help Desk	CAVR-Campus and Visitor Relations	Eloqua	Health Sci Learning	Housing	HSLC	PFP-Parent and Family Program	PI Financial Tool	RO-Student Center and CS&E		
Student and Faculty Center	Tableau	UW-Madison Communications	Wisc.edu/Alerts.wisc.edu	WiscAlerts (Tech)						
Network Svcs-Invtry	NS-App Admins	NS-Apps AANTS	NS-Campus	NS-Cisco-Webex	NS-Dept	NS-Field Services	NS-Field Services-Voice	NS-Firewall	NS-Layer 4	NS-OpEng
NS-OpEng-Monitoring	NS-PCI	NS-Video	NS-Voice	NS-Voice-Cellular	NS-Voice-Cisco	NS-Voice-EUC	NS-Voice-Legacy	NS-WAN	SA-NS	
ASE-Virtualization	CAB	CampusNetworkServers	CAS-Report Distribution	CAS-UW Digital ID	CAS-UW Digital ID (Certificates)	CAS-UW Digital ID (MFA)	CCI-Virtualization	Change Mgr	Config Mgr	
Critical Infrastructure	CSSC Building Maintenance	DC Access	DC Team	DC Team-NoInstallDecomm	DoIT Digital Publishing & Printing	Event Mgr (Monitoring)	Hostmaster	HRS Time Clocks		
ITSM Team	Mainframe Job Scheduling	Mainframe Job Scheduling-UWSA	PCI Hosting	Public Cloud	Report Distribution	SA-SE	SA-Virtualization	SE	SE-AD	SE-AIX
SE-Audit	SE-BuckyBackup Support	SE-Critical Infrastructure	SE-Database	SE-DSA	SE-Linux	SE-OSX	SE-Solaris	SE-Storage Team	SE-Virtualization	SE-Windows
SEO-Dept	SEO-Firewall	SEO-Mainframe	SharedDrive	SNCC-Network	SNCC-NTN-ND	SNCC-SysNet	SNCC-Sysops	SNCC-Systems Management		
Doodle Support	GoPrint	InfoLabs Support	KB Site Helpdesk	Logistics	0365 Feature Requests	0365 Service Delivery	0365 Technical/Functional	PC Recycling	PCS-Dept	PCS-Shared Hosting
Point of Sale	Qualtrics Survey	RaDS Repair Internal	SA-RaDS	Service Discovery	Tech Store	Tech Store L2	Tech Store Sys Dev	US-Dept	US-DS	US-DS Andover
US-DS Application Support	US-DS Big Fix	US-DS Desktop Bascom	US-DS Desktop Contract	US-DS Desktop DEM	US-DS Desktop DoIT	US-DS Desktop RSO	US-DS Desktop UCOMM-UMARK	US-DS Desktop WGNHS	US-DS EMS	
US-DS Endpoint Management	US-DS GDS Student	US-DS Kiosks	US-DS Office 365 OSC	US-DS Operations	US-DS PCI	US-DS SAS	US-DS SEAM	US-DS Select Agent Labs	US-DS Service Leads	
US-DS SOAR	US-Help Desk	US-Help Desk ALF/PAF	US-Help Desk Closure	US-Help Desk Development	US-Help Desk EAST	US-Help Desk EAST DS	US-Help Desk Email	US-Help Desk Email Test		
US-Help Desk HDQA	US-Help Desk Internal	US-Help Desk Operations	US-Help Desk Service Changes	US-Help Desk SMPH Support	US-Help Desk Tools	US-Help Desk UW C/EX Support				
US-Help Desk UW CEOEL Support	US-Infolabs Kiosks	US-Metrics and Data	US-PM	US-PM Apple	US-PM Dell	US-PM Hardware	US-PM Math&StatsPKGS	US-PM Software	US-Repair Billing	
US-Repair Hardware	US-Repair Internal	US-Repair Parts	US-Repair Pickup (333 ECM)	US-Repair Pickup (Comp Sci)	US-Repair Pickup (HSLC)	US-Repair Printer	US-Repair Software	US-Service Desk		
UW Madison PCI	UW-Madison Box	UW-Madison Google Apps	WiscChat	WiscIT Governance	WiscIT Reporting	WiscIT Requests	WiscIT Student Leads	WiscIT Team	WiscIT Test	WiscList-Admin
WiscMail	WiscMail/WiscCal	Zoom								
Bus Svc-MDS	Bus Svc-Purchasing	Madison Benefits Services	Madison Benefits Services - Counseling	Madison Benefits Services - Processing						
UWSS Service Delivery BN	UWSS Service Delivery HR	UWSS Service Delivery PY								
All remaining WiscIT Teams owning aging incidents										



## DoIT OPERATIONS: TECHNICAL NOTES

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

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

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

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

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

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

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

**Financial Services:**

**Average number of Days to Pay: E-reimbursement:** Length of time, in days, from point that the requests enter the Financial Services queue to reimbursement payment to the employee.

Note: this is a metric measured by campus, so we are using campus average as a point of comparison.

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

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

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

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

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



## DoIT OPERATIONS: TECHNICAL NOTES

### Digital Publishing and Printing Services definitions

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

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

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

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

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

### Category Definitions

**NetID Account Management:** Password resets and NetID change requests

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

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

**Referrals:** Unsupported services referred to other departments

**General Departmental Support:** Incidents from departmentally supported users

**BadgIRT:** Incidents regarding security disabled accounts

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

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

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

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

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



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