



DoIT Operations Monthly Report

June 2021

Published July 30, 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.



DoIT Operations Report Table of Contents

| | |
|--------------------------------------|------------|
| Applications Infrastructure Services | page 1-3 |
| User Services | page 4-10 |
| Enterprise Business Systems | page 11 |
| Network Services | page 12-14 |
| Systems Engineering & Operations | page 15-22 |
| Academic Technology | page 23-24 |
| Financial Services | page 25 |
| Cybersecurity | page 26 |
| DoIT Incident Aging Report | Page 27 |
| Monthly Updates | page 28 |
| Technical Notes | page 29-31 |

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

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

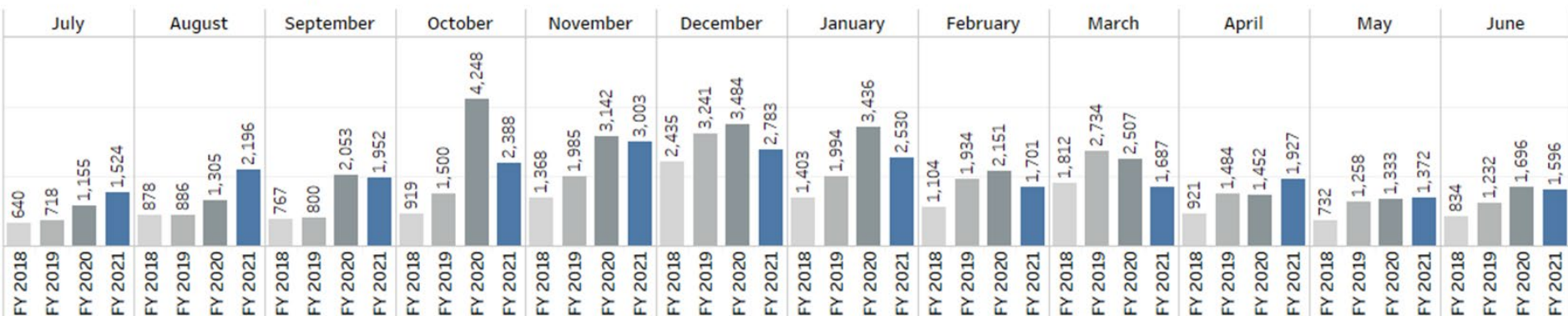
Target Colors
 ★ Below Target ■ Above Target

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During June

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | *** First Contact Resolution Rate | ** Customer Satisfaction | |
|-----------------------------------|---------------|----------------|-------------------------|----------------|-------------------|-----------------------------------|--------------------------|--|
| Multi-Factor Authentication (MFA) | 709 | 33.2% | 698 | 662 | 94.8% | 91.8% | 94.6% | IAM Target: HD % Resolution ■ At or above 85.0% |
| NetID Account Management | 826 | 38.7% | 820 | 748 | 91.2% | 84.3% | 90.8% | 2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0% |
| All IAM Incidents | 2,102 | 100.0% | 1,566 | 1,457 | 92.9% | 86.8% | 92.9% | 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 June

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | *** First Contact Resolution Rate | ** Customer Satisfaction |
|---------------------|---------------|----------------|-------------------------|----------------|-------------------|-----------------------------------|--------------------------|
| KnowledgeBase (KB) | 63 | 5.1% | 1 | | | | |
| MyUW Madison/System | 182 | 14.6% | 159 | 146 | 91.8% | 85.7% | ★82.4% |
| Shared Tools | 17 | 1.4% | 17 | 1 | ★5.9% | 100.0% | |
| Web Hosting | 95 | 7.6% | 5 | 3 | 60.0% | 100.0% | |
| WiscWeb | 48 | 3.9% | 45 | 20 | ★44.4% | 100.0% | 100.0% |

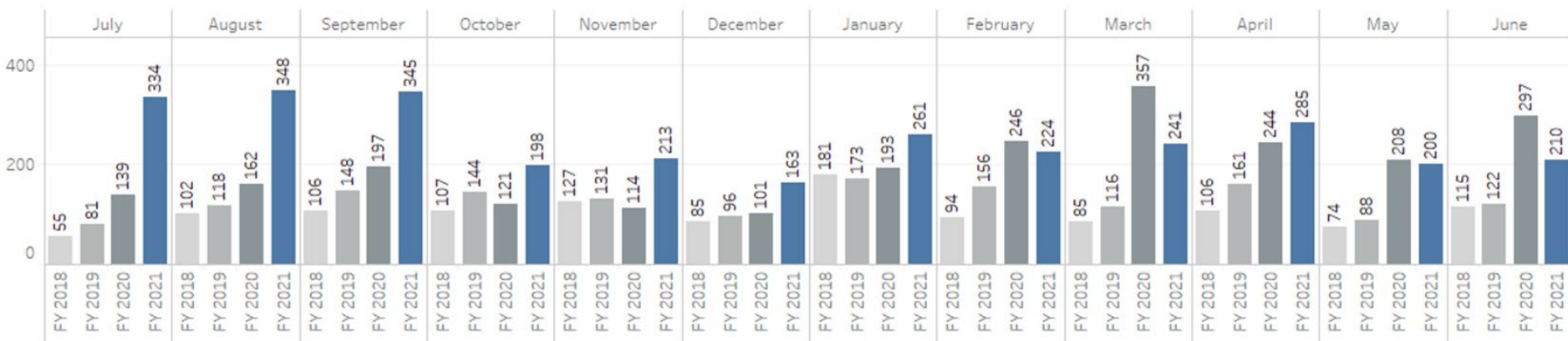
AIS-WPS Targets:
HD % Resolution by Service

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%
■ Below 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

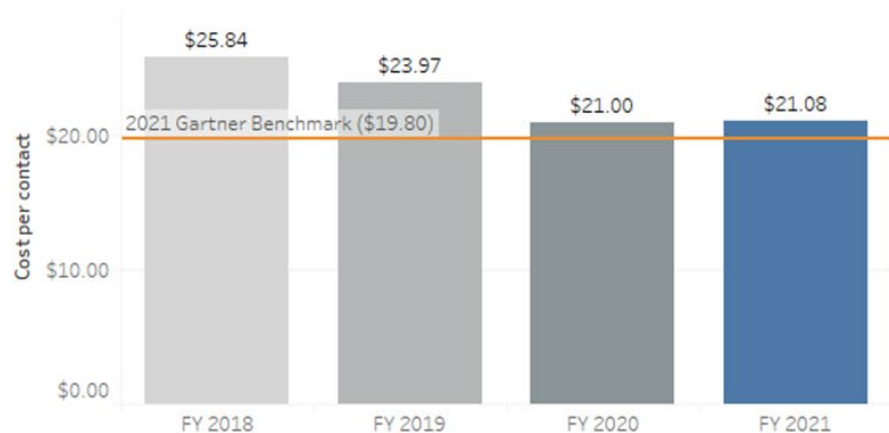
**Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

*** 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%

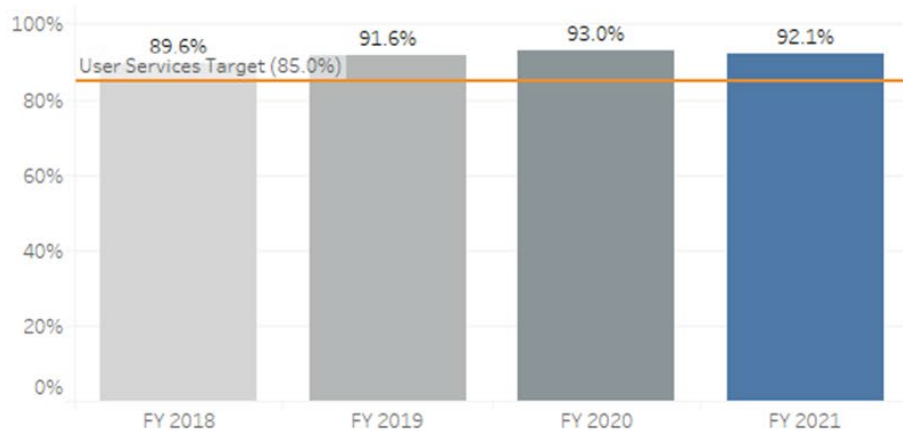


DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

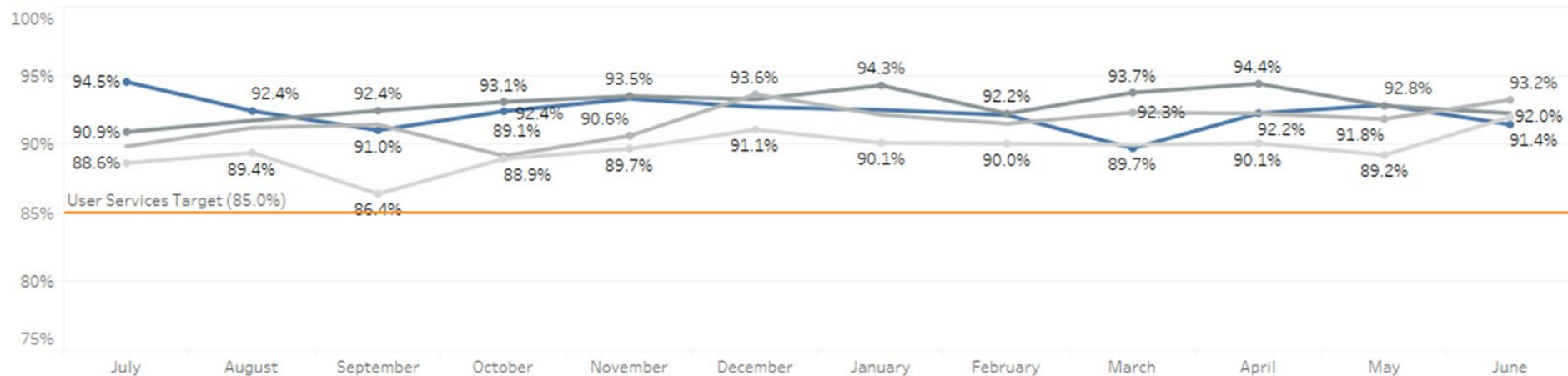
* Cost per Contact



Customer Satisfaction

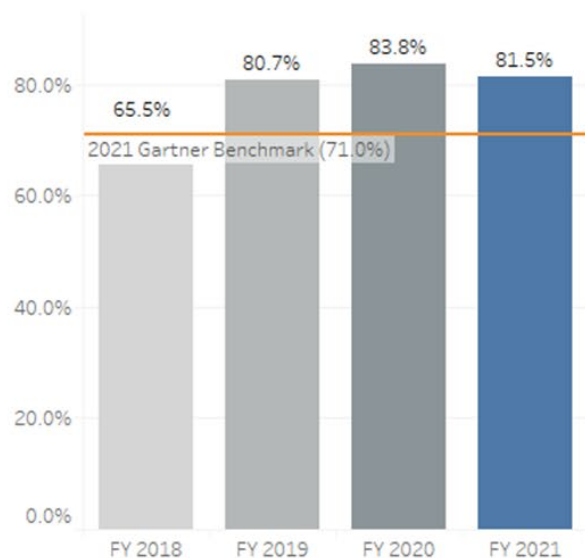


Customer Satisfaction

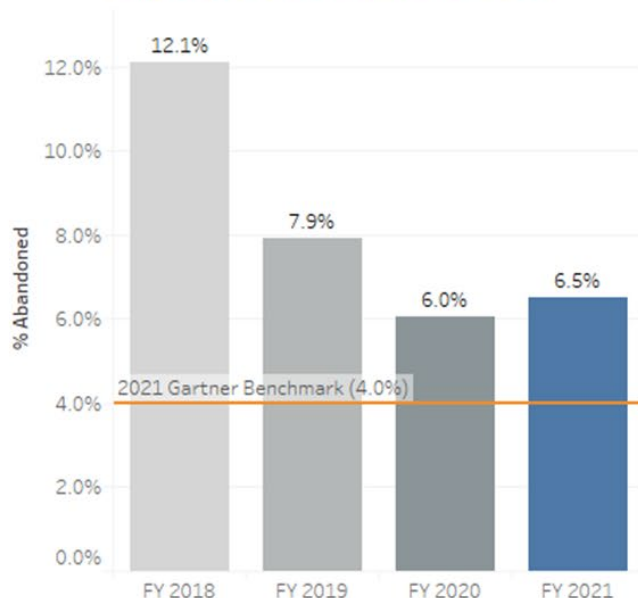


NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 *Gartner 2019 Benchmark Cost Per Contact is \$16.30. Gartner 2020 Benchmark Cost Per Contact is \$17.90.

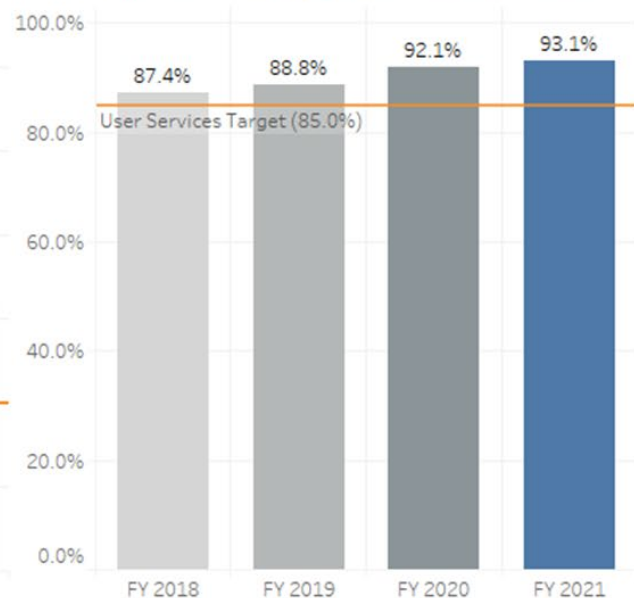
*Help Desk Average First Contact Resolution



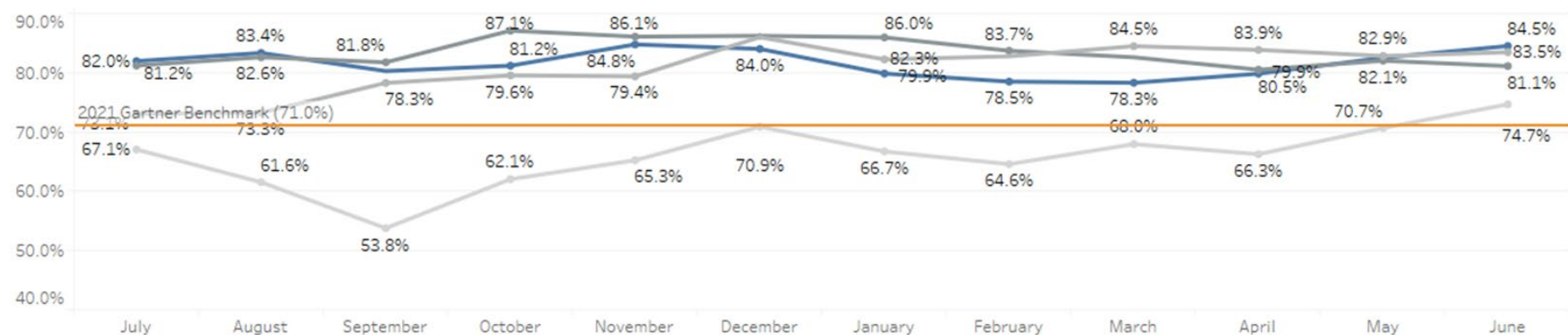
Help Desk Abandonment Rate



**Help Desk Average Resolution Rate



Help Desk 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.

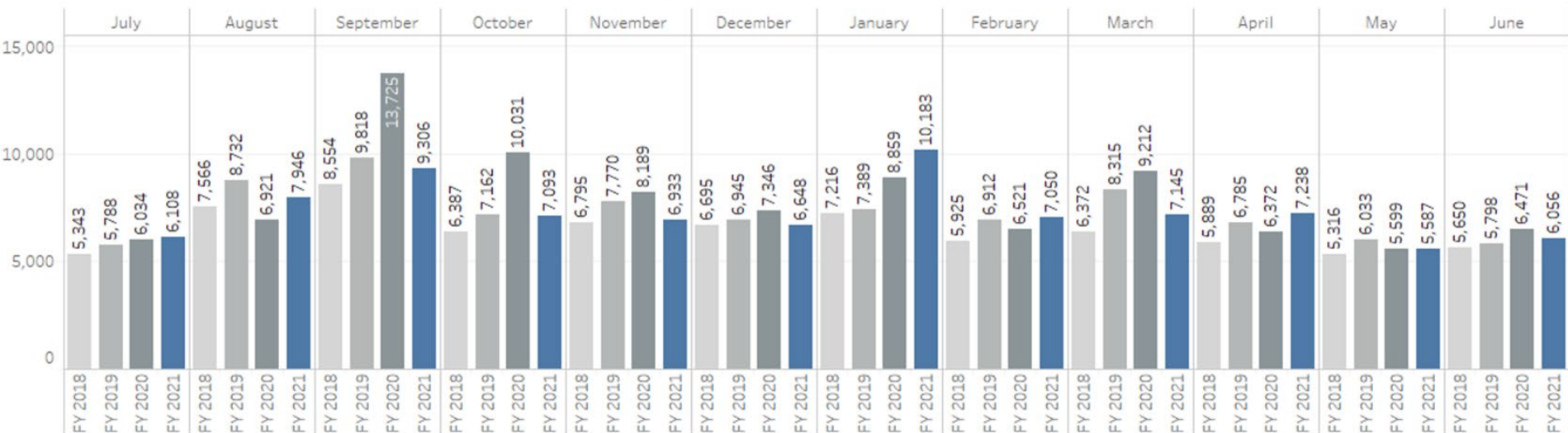
Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%. Gartner 2020 Benchmark Abandonment Rate is 5.1% and First Contact Resolution is 74.0%.

HELP DESK RESOLUTION RATES FOR TOP 10 SUPPORTED SERVICES IN JUNE

| | HD created | % of Total cases created | HD Resolved | ** HD % Resolved |
|---|------------|--------------------------|-------------|------------------|
| Office 365 | 1,191 | 5.8% | 1,075 | 90.3% |
| NetID Account Management | 820 | 3.9% | 748 | 91.2% |
| Multi-factor Authentication (MFA) | 698 | 3.4% | 662 | 94.8% |
| Referrals | 441 | 2.1% | 424 | 96.1% |
| Learn@UW - Canvas Madison | 193 | 1.1% | 160 | ★82.9% |
| Course Search and Enrollment App | 170 | 0.8% | 150 | 88.2% |
| Incident Response and Investigations, BadgIRT | 165 | 0.8% | 137 | ★83.0% |
| Help Desk Support, Unsupported Service | 140 | 0.7% | 131 | 93.6% |
| MyUW Madison | 136 | 0.7% | 123 | 90.4% |
| UW-Madison Zoom | 131 | 0.8% | 111 | ★84.7% |

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

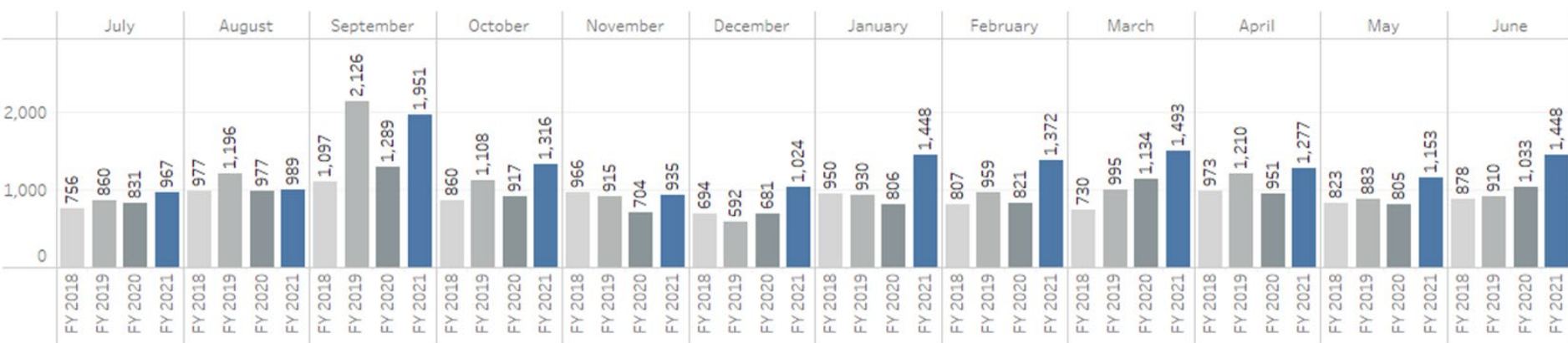
**Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

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

Resolution Rates for PCS Services During June

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | *** First Contact Resolution Rate | ** Customer Satisfaction | |
|------------------------|---------------|----------------|-------------------------|----------------|-------------------|-----------------------------------|--------------------------|---|
| Office 365 | 1,212 | 77.2% | 1,191 | 1,075 | 90.3% | 81.9% | 95.1% | User Services Target: HD% Resolution ■ At or above 85.0% ■ Below 85.0% ★ |
| UW-Madison Zoom | 175 | 11.1% | 131 | 111 | ★84.7% | 84.1% | 88.2% | |
| UW-Madison Box | 77 | 4.9% | 54 | 46 | 85.2% | 79.2% | 95.2% | 2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0% ■ Below 71.0% ★ |
| UW-Madison Google Apps | 71 | 4.5% | 62 | 53 | 85.5% | 87.5% | 85.7% | |
| Qualtrics | 28 | 1.8% | 10 | 10 | 100.0% | ★50.0% | ★42.9% | User Services Target: Customer Satisfaction ■ At or above 85.0% ■ Below 85.0% ★ |
| CloudFax | 7 | 0.4% | 6 | 5 | 85.7% | 100.0% | 85.7% | |

PCS Services Annual Help Desk Contacts



NOTES:

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

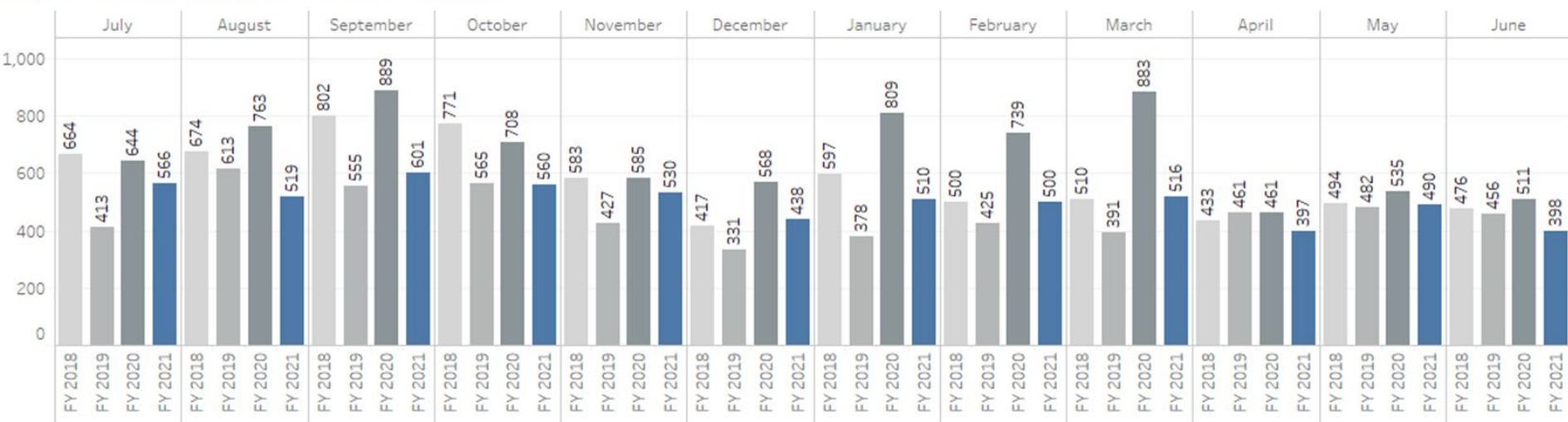
**Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

*** 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%

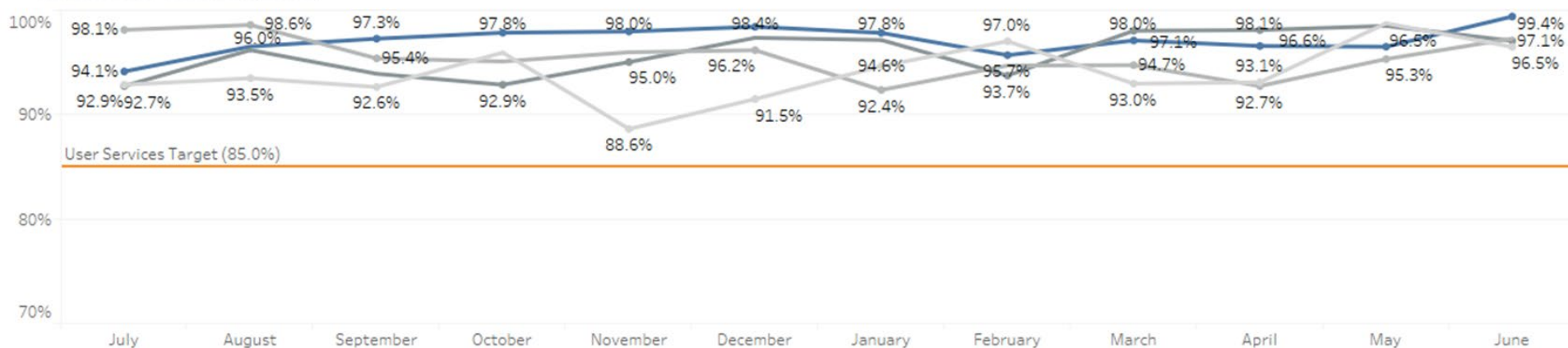


DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

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?"

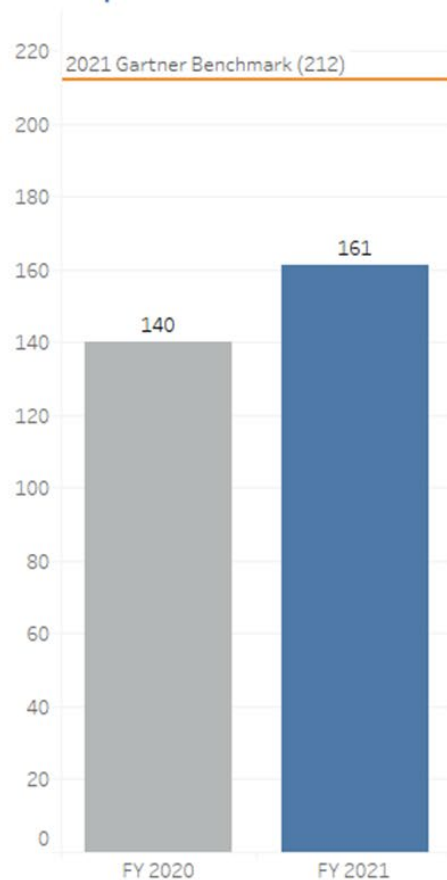
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

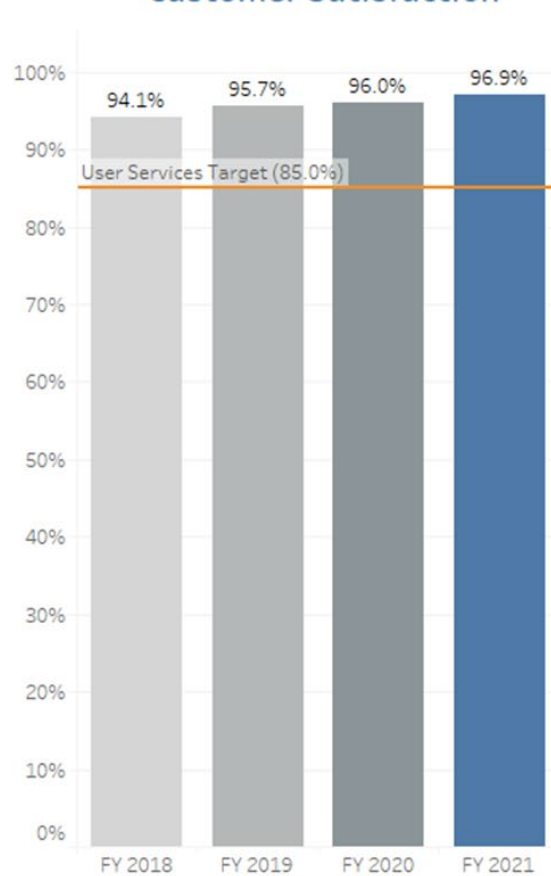
* Cost Per Endpoint



** 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.

**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



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 | July % | August % | September % | October % | November % | December % | January % | February % | March % | April % | May % | June % |
|---------------------|---------|---------|----------|-------------|-----------|------------|------------|-----------|------------|---------|---------|---------|---------|
| HRS | 99.000% | 100.000 | 100.000 | ★91.271 | ★96.013 | 100.000 | 100.000 | ★97.050 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| SFS | 99.000% | 100.000 | 100.000 | 100.000 | 100.000 | 99.799 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 99.988 |
| SIS | 99.000% | 100.000 | 99.953 | 100.000 | 100.000 | 100.000 | 100.000 | 99.933 | 100.000 | 100.000 | 99.935 | 99.906 | 100.000 |
| 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 | 100.000 | 99.572 | ★96.076 | 100.000 | 100.000 |

Target Colors

★ Below Target ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

| Service | Target | April % | May % | June % | Service | Target | April % | May % | June % | Service | Target | April % | May % | June % |
|-----------------------|---------|---------|---------|---------|----------------------|---------|---------|---------|---------|-------------------------|---------|---------|---------|---------|
| 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 | 100.000 |
| 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 | 100.000 |
| UW La Crosse | 99.900% | 100.000 | 100.000 | 100.000 | UW Superior | 99.900% | 100.000 | ★98.774 | 100.000 | UWC Richland | 99.900% | 100.000 | 100.000 | 100.000 |
| 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% | 100.000 | 99.972 | 99.941 | 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% | 99.921 | 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 | 100.000 | 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

| | | Apr-21 | May-21 | Jun-21 |
|----------------------------------|------------------------------|--------|--------|--------|
| UW-Madison campus | Avg (Gb/sec) | 8.00 | 5.30 | 11.10 |
| | Max (Gb/sec) | 10.90 | 22.40 | 32.40 |
| | Min (Gb/sec) | 1.80 | 1.30 | 3.60 |
| | % of full capacity (100Gbps) | 8.00 | 5.30 | 11.10 |
| UW-Madison research | Avg (Gb/sec) | 15.40 | 16.40 | 16.50 |
| | Max (Gb/sec) | 61.90 | 51.10 | 66.90 |
| | Min (Gb/sec) | 6.10 | 6.10 | 2.10 |
| | % of full capacity (100Gbps) | 15.40 | 16.40 | 16.50 |
| Internet Exchange (MadIX) | Avg (Gb/sec) | 7.30 | 5.40 | 10.50 |
| | Max (Gb/sec) | 16.00 | 11.60 | 17.10 |
| | Min (Gb/sec) | 0.40 | 0.00 | 0.00 |
| | % of full capacity (20Gbps) | 36.50 | 27.00 | 52.50 |

OUT

| | | Apr-21 | May-21 | Jun-21 |
|----------------------------------|------------------------------|--------|--------|--------|
| UW-Madison campus | Avg (Gb/sec) | 3.90 | 3.30 | 5.20 |
| | Max (Gb/sec) | 10.50 | 8.00 | 46.50 |
| | Min (Gb/sec) | 1.50 | 1.20 | 2.00 |
| | % of full capacity (100Gbps) | 3.90 | 3.30 | 5.20 |
| UW-Madison research | Avg (Gb/sec) | 19.50 | 25.80 | 31.30 |
| | Max (Gb/sec) | 60.20 | 59.90 | 60.40 |
| | Min (Gb/sec) | 4.60 | 4.20 | 1.80 |
| | % of full capacity (100Gbps) | 19.50 | 25.80 | 31.30 |
| Internet Exchange (MadIX) | Avg (Gb/sec) | 5.40 | 3.60 | 9.10 |
| | Max (Gb/sec) | 11.40 | 6.60 | 16.30 |
| | Min (Gb/sec) | 1.80 | 0.00 | 0.00 |
| | % of full capacity (20Gbps) | 27.00 | 18.00 | 45.50 |

-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.



DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1 Total Controllers: 8 Total APs: 1601

| | Target | July | August | September | October | November | December | January | February | March | April | May | June |
|----------------------------|---------|---------|---------|-----------|---------|----------|----------|---------|----------|---------|---------|---------|---------|
| Avg. AW1-AP Uptime | 99.500 | ★99.199 | ★98.966 | ★98.562 | ★98.508 | ★98.466 | ★98.553 | ★98.591 | ★98.649 | ★98.675 | ★98.634 | ★98.276 | ★98.503 |
| Avg. AW1-Controller Uptime | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★99.932 | 100.000 | 100.000 | 100.000 | ★99.515 | ★99.995 | 100.000 |

Avg. AW1-Down AP

56.61 76.42 89.10 88.65 77.53 80.84 71.48 67.25 63.55 60.33 48.16 60.67

Airwave 2 Total Controllers: 8 Total APs: 9278

| | Target | July | August | September | October | November | December | January | February | March | April | May | June |
|----------------------------|---------|---------|--------|-----------|---------|----------|----------|---------|----------|---------|---------|---------|---------|
| Avg. AW2-AP Uptime | 99.500 | ★99.373 | 99.707 | 99.844 | 99.796 | 99.767 | 99.659 | 99.675 | 99.828 | 99.869 | 99.882 | 99.820 | 99.696 |
| Avg. AW2-Controller Uptime | 100.000 | 99.998 | 99.997 | ★99.992 | 100.000 | ★99.995 | ★99.992 | ★99.991 | 100.000 | ★99.986 | 100.000 | 100.000 | 100.000 |

Avg. AW2-Down AP

34.5 27.4 14.1 15.9 29.6 28.6 53.3 8.4 8.2 5.2 10.8 152.5

Airwave 3 Total Controllers: 4 Total APs: 3974

| | Target | July | August | September | October | November | December | January | February | March | April | May | June |
|----------------------------|---------|---------|---------|-----------|---------|----------|----------|---------|----------|---------|--------|---------|---------|
| Avg. AW3-AP Uptime | 99.500 | 99.814 | 99.769 | 99.640 | 99.697 | 99.803 | 99.844 | 99.874 | 99.860 | 99.912 | 99.934 | ★96.984 | 99.818 |
| Avg. AW3-Controller Uptime | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★99.988 | 100.000 | 100.000 | 99.998 | 100.000 | ★99.958 |

Avg. AW3-DownAP

9.29 25.81 15.77 18.94 11.50 12.13 18.65 12.39 6.97 6.13 9.84 84.80

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%

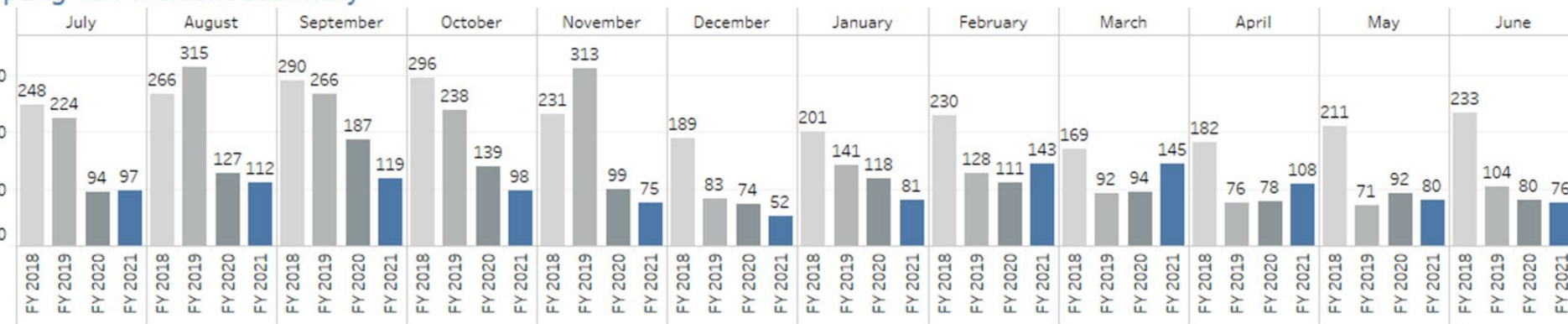


DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

| | March | April | May | June |
|---|------------|------------|-----------|-----------|
| Campus Network | | | | |
| AANTS | 5 | 3 | 7 | 2 |
| Bandwidth Threshold Alarm | 4 | 5 | 1 | 2 |
| Firewall/Content ID | | | 2 | |
| Firewall/Problem | 3 | 1 | 2 | 1 |
| Firewall/Rules | 4 | 2 | | 1 |
| Port Error Threshold Alarm | 1 | | 2 | |
| Request/Data Jack/Activation | 1 | | 1 | 4 |
| Request/Data Jack/Installation | 2 | 1 | 1 | |
| Request/DHCP | 4 | 4 | 3 | 3 |
| Request/DNS/Hostmaster | 4 | 1 | | |
| Request/DNS/Network Services | 28 | 22 | 19 | 14 |
| Request/Equipment Installation | 1 | 1 | 1 | 1 |
| Request/Hardware | 5 | 5 | 2 | 4 |
| Request/IP Allocation | 17 | 26 | 12 | 17 |
| Request/New Installation (wired/wireless) | | | | 1 |
| Wired Network Issue | 6 | 8 | 2 | 4 |
| Wireless | 18 | 13 | 5 | 5 |
| Wireless Device Registration | 1 | 2 | | 2 |
| Campus Network Housing | | | | |
| Device Registration HAP | 11 | 2 | 1 | 2 |
| HAP Reset | 1 | | | |
| Latency or Packet Drop | 1 | | 1 | 1 |
| VPN | | | | |
| Client Issue | 6 | 4 | 1 | |
| Submit Incident | 16 | 7 | 15 | 6 |
| eduroam | | | | |
| Submit Incident | | | | 1 |
| Others | | | | |
| Submit Incident | 6 | 1 | 2 | 4 |
| Remote Deskto.. | | | | |
| Submit Incident | | | | 1 |
| Grand Total | 145 | 108 | 80 | 76 |

OpEng YOY 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 | July % | August % | September % | October % | November % | December % | January % | February % | March % | April % | May % | June % |
|---|---------|---------|----------|-------------|-----------|------------|------------|-----------|------------|---------|---------|---------|---------|
| Bucky Backup | 99.000% | 100.000 | 99.615 | ★95.769 | ★98.329 | 99.188 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| Campus Card Access | 99.500% | 100.000 | 99.617 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| Campus Computing Infrastructure | 99.500% | 100.000 | 100.000 | 100.000 | 100.000 | ★99.477 | 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% | 99.664 | 100.000 | 100.000 | 100.000 | 99.799 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 99.940 |
| 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% | ★98.132 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★99.293 | 100.000 | 100.000 | 100.000 | 100.000 |
| Video Monitoring System | 99.900% | 99.973 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 99.960 | 100.000 | 100.000 | 100.000 | ★99.772 | 100.000 |
| WisclT (Cherwell) | 99.500% | 99.630 | 100.000 | 100.000 | ★86.962 | 100.000 | ★99.375 | 100.000 | 99.851 | 99.579 | ★98.951 | 99.854 | 99.931 |

Target Colors
 ★ Below Target Above Target

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

| June FY21 | SLA % Availability | Availability % of Total Time | Number of Servers Managed | Customer Requests | Servers per FTE | Gartner 2021 Median Servers/FTE |
|-----------|--------------------|------------------------------|---------------------------|-------------------|-----------------|---------------------------------|
| Windows | 99.950 | 99.990 | 351 | 44 | 156.0 | 293.0 |
| Linux | 99.950 | 99.990 | 417 | 130 | 166.8 | 234.0 |

Top Customers By Percentage of Labor Hours

| | Rank | % of Total |
|-------------------------------------|------|------------|
| DoIT - Public Cloud Service | 1 | 19.4% |
| DoIT Internal Customers | 2 | 12.4% |
| DoIT - Microsoft SQL Server Hosting | 3 | 5.3% |
| Psaas | 4 | 3.1% |
| HRS | 5 | 2.8% |
| UWPD | 6 | 1.6% |
| SFS | 7 | 0.8% |
| DoIT Enterprise Storage | 7 | 0.8% |
| ODMAS | 7 | 0.8% |
| UW Survey Center | 10 | 0.7% |

Top Customers By Server Count

| | Rank | # of Servers |
|--------------------------------|------|--------------|
| SFS, HRS | 1 | 82 |
| Cybersecurity | 2 | 78 |
| Identity and Access Management | 3 | 55 |
| Student Informatio System | 4 | 39 |
| DoIT Web Platform Services | 5 | 34 |
| Wisconsin Historical Society | 6 | 29 |
| Imaging | 7 | 25 |
| Office 365 | 8 | 24 |
| Database Aggregation | 9 | 21 |
| DoIT Service Management | 10 | 20 |

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

| Type | Severity | March | April | May | June |
|--|----------|-------|-------|-------|-------|
| Potential Vulnerability | 1 | | 4 | 8 | 7 |
| | 2 | | 2 | 1 | 1 |
| | 3 | 10 | 11 | 28 | 31 |
| | 4 | 2 | | 1 | 4 |
| | 5 | | 3 | | |
| Vulnerability | 1 | 7 | 7 | 9 | 41 |
| | 2 | 37 | 91 | 72 | 740 |
| | 3 | 2,630 | 1,757 | 1,811 | 1,849 |
| | 4 | 1,927 | 1,668 | 716 | 840 |
| | 5 | 514 | 326 | 636 | 893 |
| Vulnerability or Potential Vulnerability | 2 | | | 3 | 1 |
| | 3 | 6 | 52 | 20 | 20 |
| | 4 | 6 | 60 | 9 | 6 |
| | 5 | | 1 | 9 | 2 |
| Grand Total | | 5,139 | 3,982 | 3,323 | 4,435 |

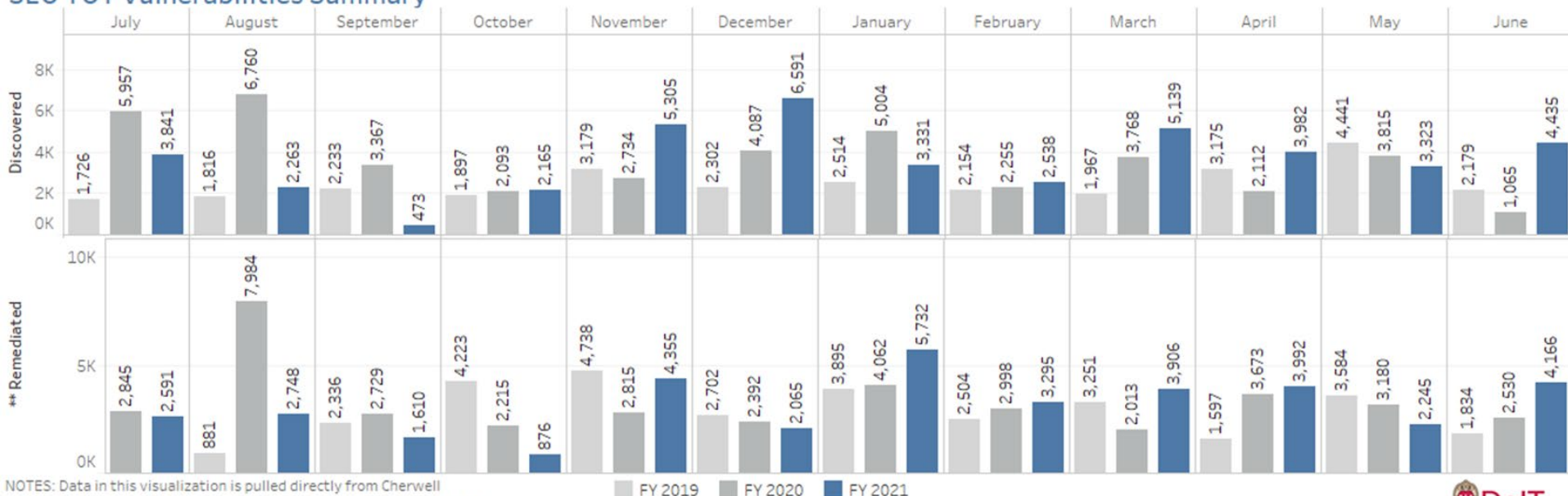
* Active & Urgent Vulnerabilities

157

Remaining From June

9

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.

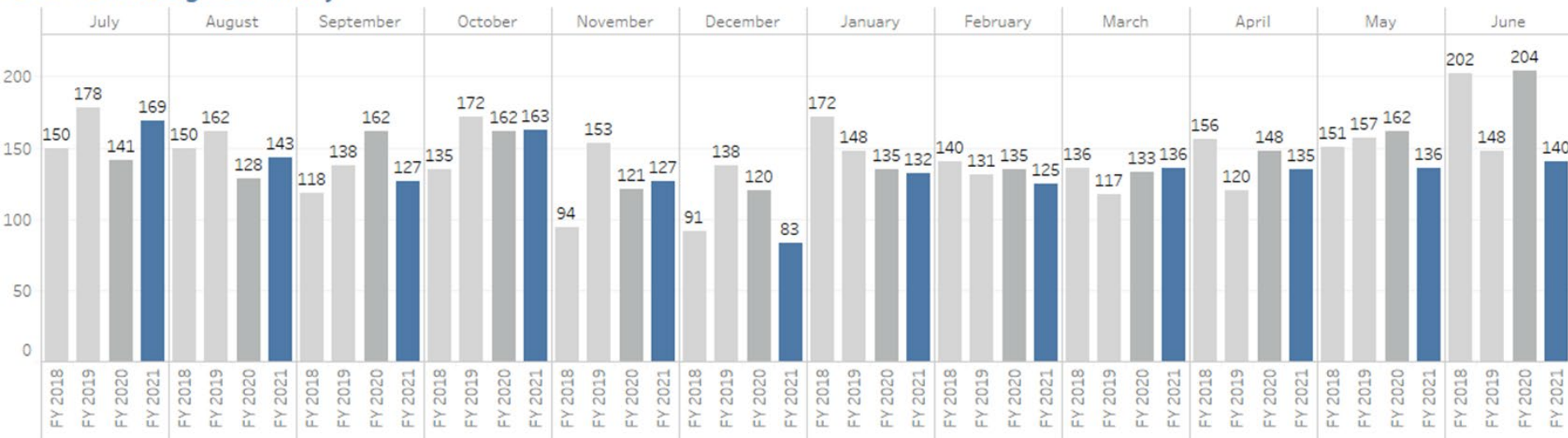
**Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Month SNCC Problems Worked Summary

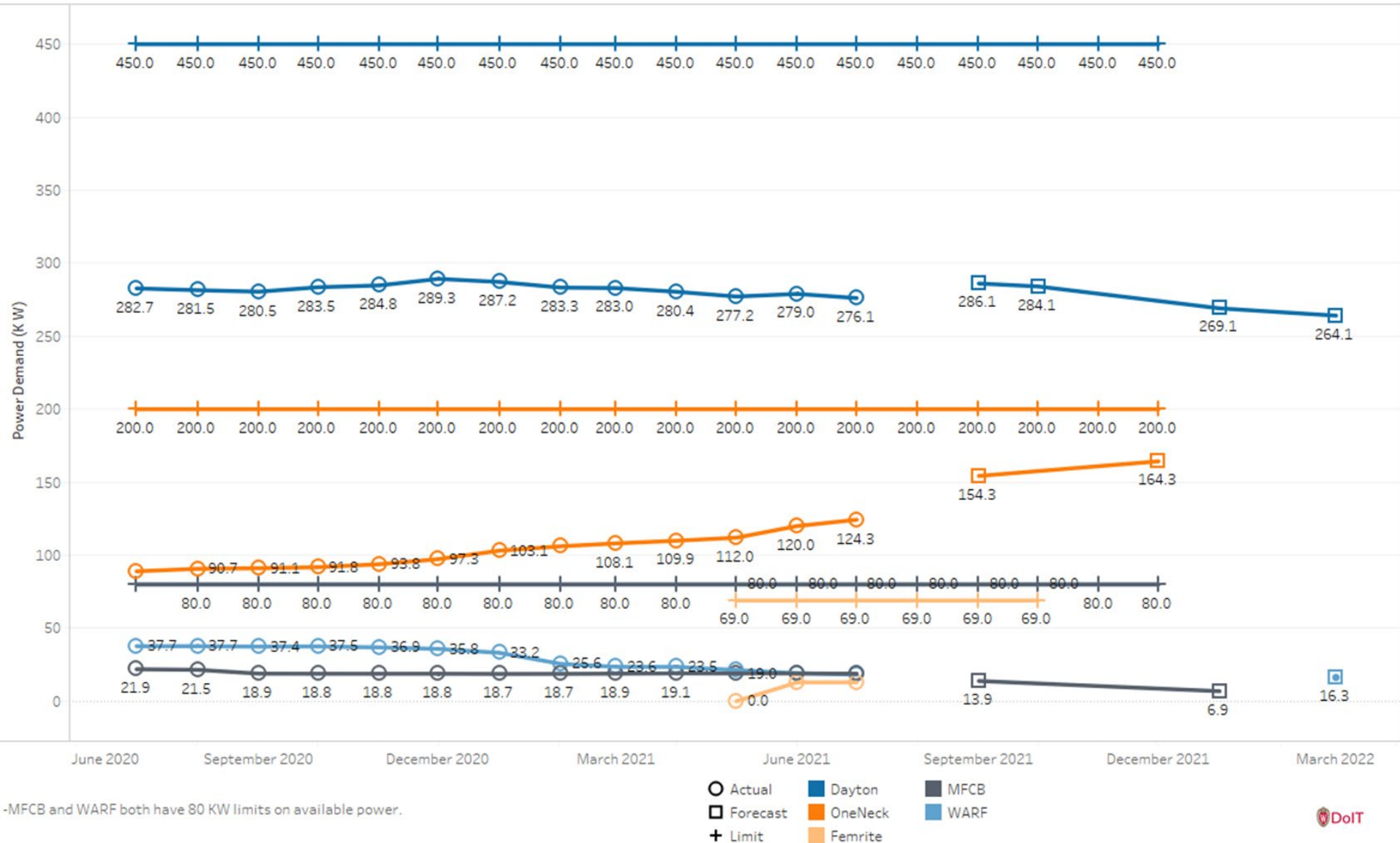
| | March | April | May | June |
|-------------------------------|------------|------------|------------|------------|
| Boreas | 6 | 5 | 9 | 12 |
| Campus Network | 88 | 105 | 93 | 124 |
| MUFN | 4 | 5 | 6 | 5 |
| Northern Tier | | | 1 | 3 |
| UW SysNET | 16 | 18 | 26 | 21 |
| Other DoIT Technical Services | 47 | 57 | 42 | 39 |
| Grand Total | 161 | 190 | 177 | 204 |

SEO YOY Outage Summary

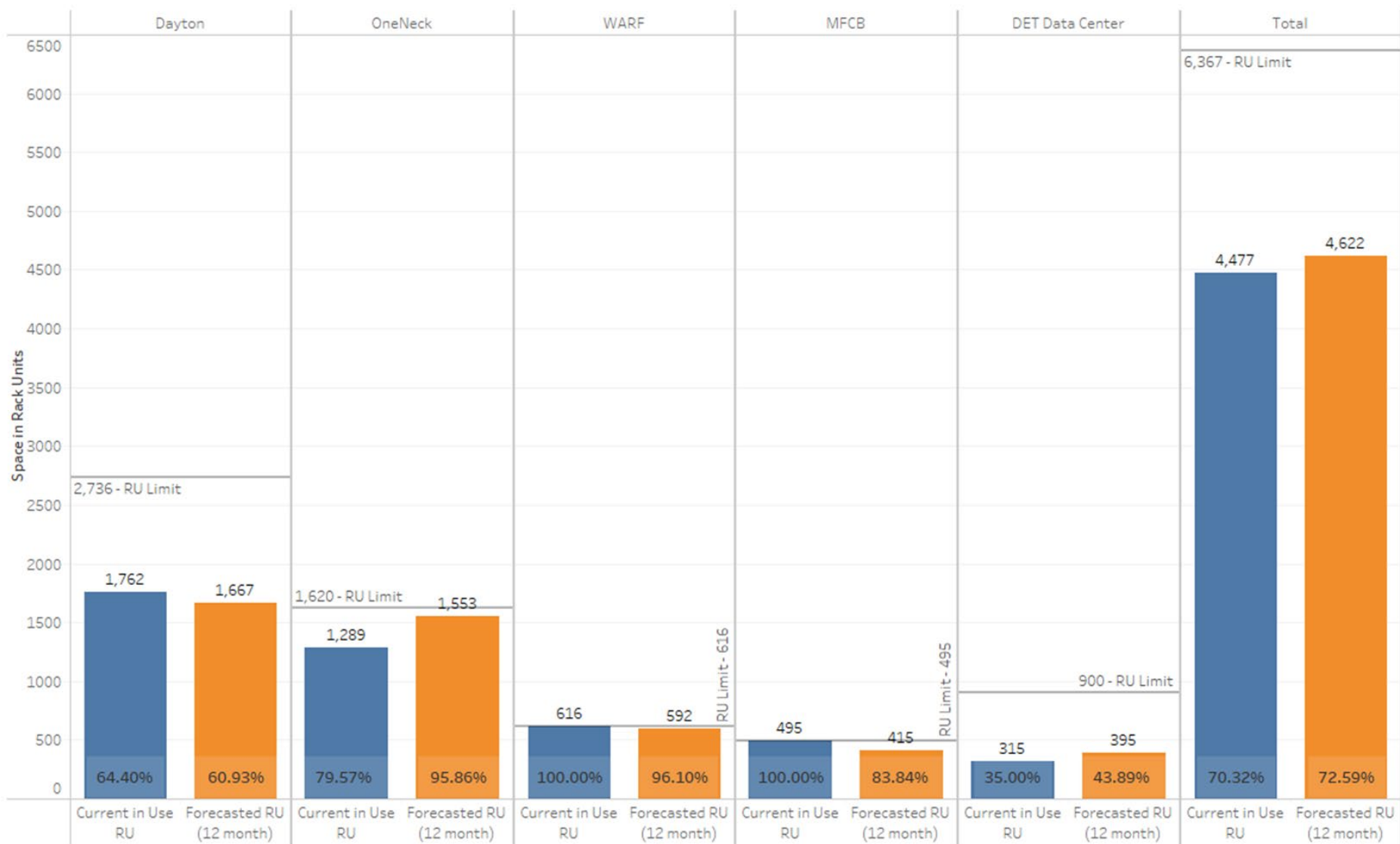


*If blank, zero problems required SNCC management. Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



Current and Forecasted Space Usage per Data Center

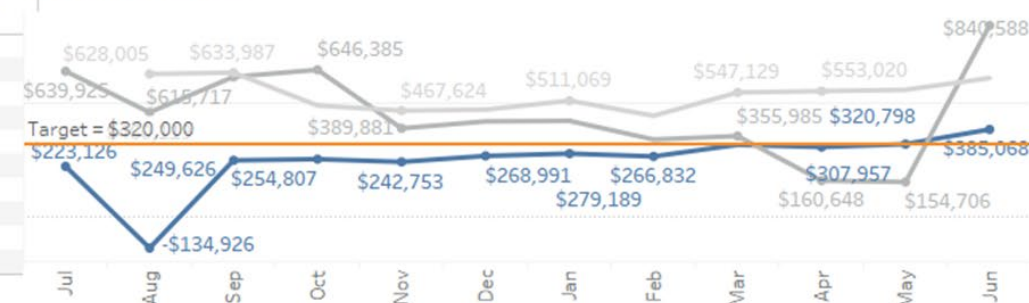
DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

DPPS Rework Information

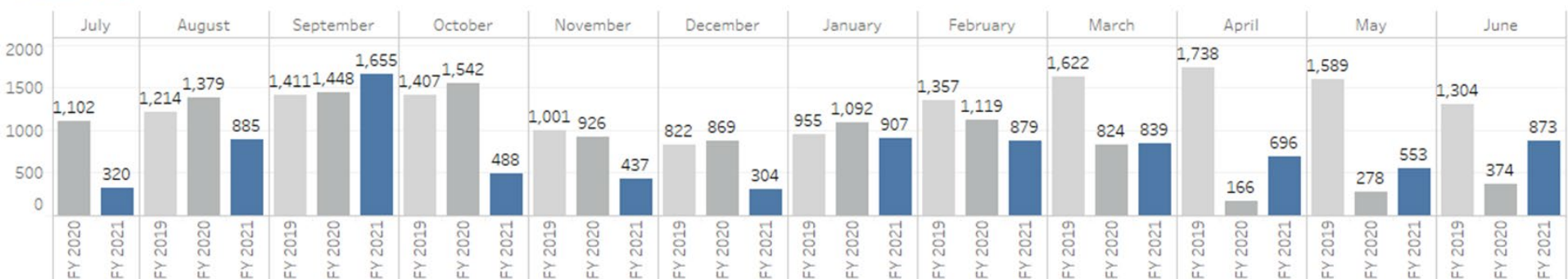
| | Total Rework | Cost of Rework | Average Rework |
|-----------|--------------|----------------|----------------|
| September | 0 | \$0.00 | 0.00% |
| October | 0 | \$0.00 | 0.00% |
| November | 0 | \$0.00 | 0.00% |
| December | 0 | \$0.00 | 0.00% |
| January | 0 | \$0.00 | 0.00% |
| February | 0 | \$0.00 | 0.00% |
| March | 0 | \$0.00 | 0.00% |
| April | 0 | \$0.00 | 0.00% |
| May | 0 | \$0.00 | 0.00% |
| June | 0 | \$0.00 | 0.00% |

■ At or Below 0.10%

* Total Revenue



Total Jobs



Average On-Time Percentage by Stream

| | September | October | November | December | January | February | March | April | May | June |
|-----------------------------|-----------|---------|----------|----------|---------|----------|---------|---------|---------|---------|
| Contract | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | ★91.17% |
| Digital Black | ★96.92% | ★94.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | ★93.10% | 100.00% | 100.00% |
| Digital Color | ★93.67% | ★93.96% | ★99.40% | ★99.40% | 99.97% | 99.93% | ★97.88% | ★92.70% | ★98.55% | ★95.67% |
| Extension DPC | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | ★96.96% | ★98.00% | 100.00% | 100.00% | 100.00% |
| Large Format | ★95.80% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Offset Print | ★93.84% | ★96.96% | ★94.25% | ★95.25% | ★99.76% | ★99.13% | 100.00% | ★93.80% | ★94.23% | 100.00% |
| School of Human Ecology DPC | ★99.01% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| WEBCRD ** | 100.00% | 100.00% | | | | | | | | |
| WSB DPC | ★96.77% | 100.00% | 100.00% | 100.00% | ★96.12% | ★98.80% | ★98.59% | 100.00% | 100.00% | 100.00% |

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

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

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

Kaltura Mediaspace

| | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 |
|--|------------|------------|------------|-----------|-----------|
| Incidents Resolved by Help Desk | 61 | 28 | 41 | 23 | 15 |
| Incidents Resolved by Learn@UW Madison | 18 | 14 | 10 | 6 | 5 |
| Average Play Time (mins) | 14 | 14 | 15 | 15 | 11 |
| Contributors | 2,608 | 3,108 | 4,606 | 1,318 | 760 |
| Duration of uploaded media | 574,977 | 564,260 | 511,163 | 99,100 | 84,087 |
| New Media Assets | 17,270 | 17,669 | 17,787 | 4,079 | 3,808 |
| Number of Plays | 1,167,275 | 1,218,224 | 976,527 | 237,813 | 231,034 |
| Storage Utilized (TB) | 144 | 152 | 160 | 160 | 161 |
| Time Played (mins) | 16,483,376 | 17,559,131 | 14,565,501 | 3,560,117 | 2,618,012 |
| Total Media Assets | 296,785 | 313,988 | 331,909 | 334,417 | 338,174 |
| Unique viewers | 26,862 | 25,758 | 24,211 | 14,127 | 7,067 |

Turnitin

| | | | | | |
|--|--------|--------|--------|--------|--------|
| Incidents Resolved by Help Desk | 0 | 0 | 2 | 3 | 1 |
| Incidents Resolved by Learn@UW Madison | 3 | 1 | 1 | 0 | 1 |
| Active Classes | 458 | 561 | 578 | 528 | 160 |
| Active Instructors | 619 | 779 | 859 | 784 | 222 |
| Instructor Accounts | 2,931 | 3,001 | 3,049 | 3,080 | 3,122 |
| Student Accounts | 31,985 | 30,978 | 31,823 | 30,330 | 27,687 |
| Submissions | 30,726 | 44,460 | 42,819 | 14,642 | 4,335 |

ACAR

| | | | | | |
|--|-------|-------|-------|-------|-------|
| Incidents Resolved by Help Desk | 1 | 1 | 0 | 0 | 0 |
| Incidents Resolved by Learn@UW Madison | 2 | 4 | 5 | 4 | 10 |
| New Pressbooks this Month | 3 | 5 | 3 | 7 | 1 |
| New Storyline 360 Modules this Month | 2 | 0 | 0 | 1 | 2 |
| Total Pressbooks | 542 | 547 | 550 | 557 | 558 |
| Total Storyline 360 Modules | 191 | 191 | 191 | 192 | 194 |
| Unique Users | 9,089 | 9,163 | 9,358 | 9,462 | 9,550 |

Canvas

| | | | | | |
|--|--------|--------|--------|--------|--------|
| Incidents Resolved by Help Desk | 269 | 324 | 151 | 135 | 165 |
| Incidents Resolved by Learn@UW Madison | 110 | 101 | 72 | 78 | 64 |
| Active For-Credit Courses | 3,822 | 3,871 | 3,889 | 3,884 | 863 |
| Active Training Courses | 648 | 659 | 664 | 693 | 703 |
| Unique Instructors | 5,194 | 5,294 | 5,362 | 5,355 | 1,385 |
| Unique Students | 40,390 | 40,374 | 40,310 | 40,310 | 12,125 |

Atomic Assessments

| | | | | | |
|--|---|-------|-------|-------|-----|
| Incidents Resolved by Help Desk | 3 | 3 | 0 | 0 | 0 |
| Incidents Resolved by Learn@UW Madison | 1 | 6 | 2 | 0 | 0 |
| Active Courses | | | | 31 | 23 |
| Instructors | | 379 | 285 | 173 | 45 |
| Unique Students | | 3,409 | 2,566 | 1,559 | 403 |

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 assets this month

Contributors: Persons uploading assets 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 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

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 unforeseen usage will be updated in the January report.

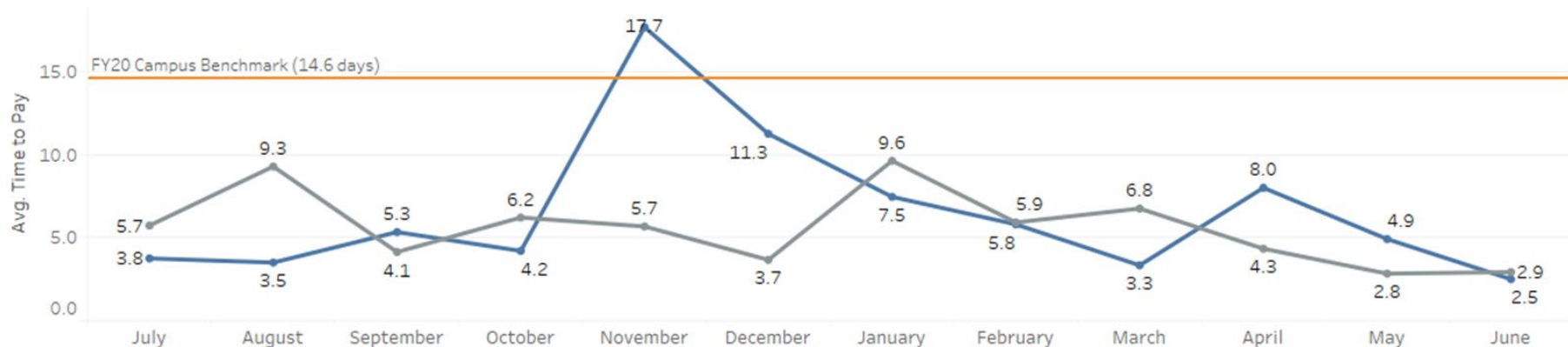
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT

| | | Mar-21 | Apr-21 | May-21 | Spring-21 | Jun-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 | | 0 | Student: Students with Top Hat licenses enrolled in an "active course" |
| | Incidents Resolved by Help Desk | 1 | 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 | 63 | 62 | 45 | 244 | 26 | <u>Assessment Evaluation Feedback & Intervention System (AEFIS)</u> : CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation |
| | Incidents Resolved by Help Desk | 6 | 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). |
| | Total exams | 31,405 | 24,632 | 18,821 | | | |
| Honorlock | Unique students | 13,453 | 11,803 | 12,152 | | | |
| | Total courses | 187 | 159 | 150 | | | |
| | Support tickets closed by Help Desk | 5 | 1 | 3 | | | |
| | Support tickets closed by Learn@UW-Madison | 5 | 0 | 2 | | | |
| | Exams per student | 2 | 2 | 2 | | | |
| LEAD | Total instructor views | 78 | 43 | 28 | | 0 | <u>Engage eText</u> : electronic textbook provided by a publisher that students have access to during their UW student experience |
| | Support tickets closed by Help Desk | | | | 0 | | Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text |
| | Instructor views of "Grades by Page Views" visualization | 24 | 12 | 9 | | 0 | Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students) |
| | Instructor views of "Page Views by Date and Hour" visualization | 21 | 11 | 8 | | 0 | Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT |
| | Instructor views of "Page Views by Activity Type" visualization | 12 | 10 | 4 | | 0 | Departments: Number of departments that have a course using an eText and/or DLT |
| | Instructor views of "Home Page" visualization | 21 | 10 | 7 | | 0 | Courses: Number of courses using an eText and/or DLT |
| | Support tickets closed by Learn@UW-Madison | | | | 0 | | Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools) |
| Engage eText | % of students opted out | | | | 1 | | 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 |
| | Course sections | | | | 175 | | % of students opting out: Percentage of enrolled students that choose not to use a digital text or tool |
| | Courses | | | | | | |
| | Departments | | | | 48 | | |
| | Schools / Colleges | | | | 7 | | |
| | Student enrollment | | | | 16,735 | | |
| | Unique instructor combos | | | | 141 | | |

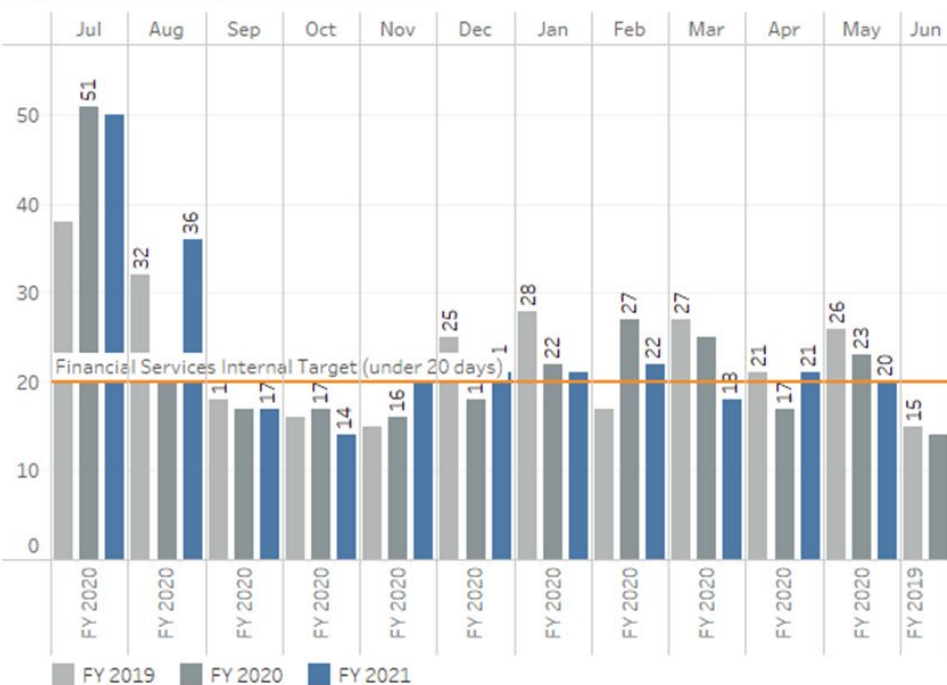
*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.

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 | |

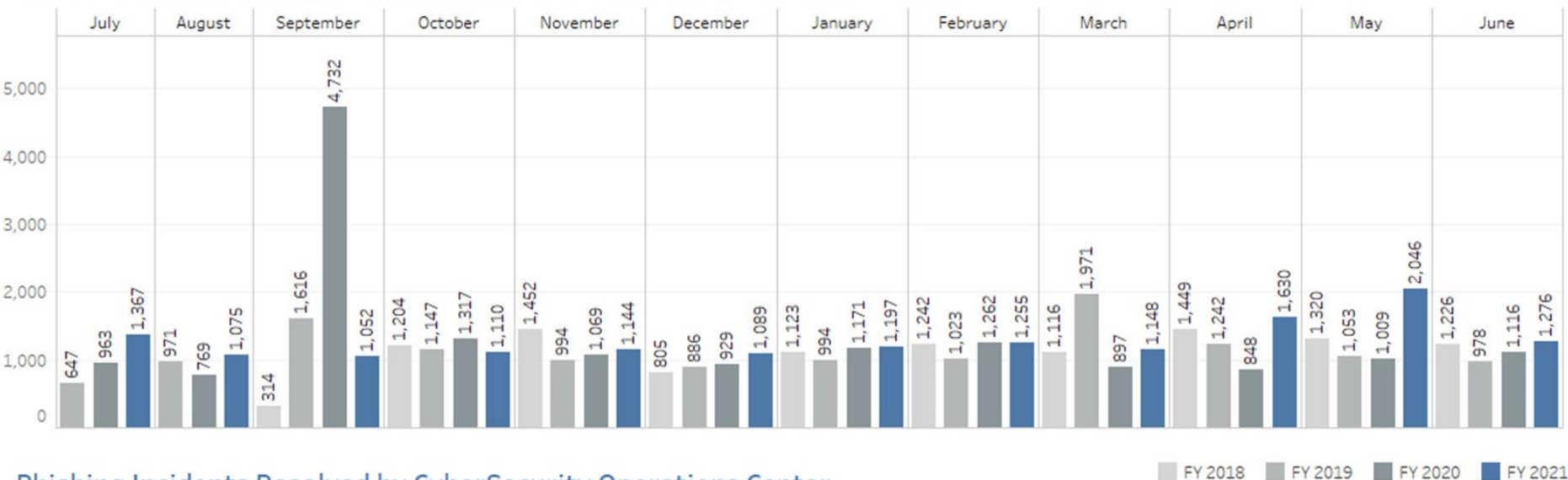
If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

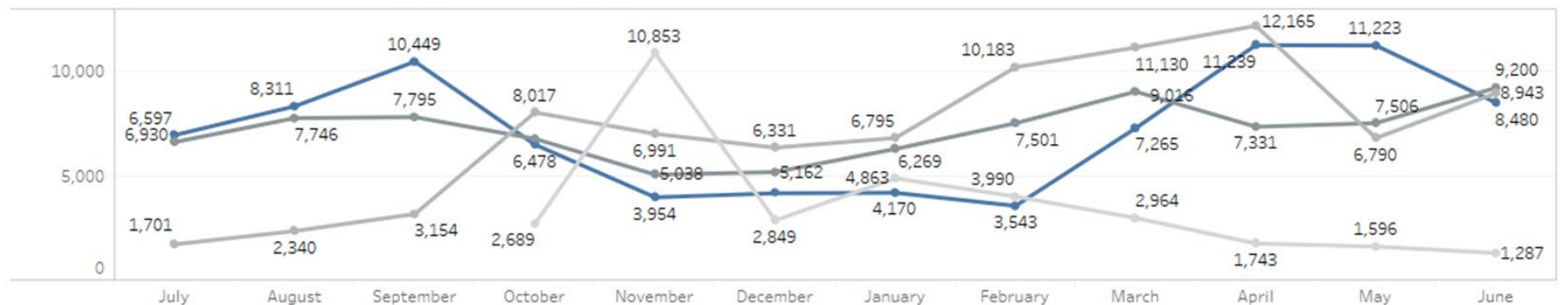
| | FY 2019 | FY 2020 | FY 2021 |
|-----------|---------|---------|---------|
| July | 53 | 53 | 55 |
| August | 39 | 22 | 39 |
| September | 27 | 21 | 20 |
| October | 23 | 21 | 14 |
| November | 15 | 19 | 20 |
| December | 62 | 35 | 23 |
| January | 30 | 26 | 22 |
| February | 23 | 29 | 22 |
| March | 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)



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.

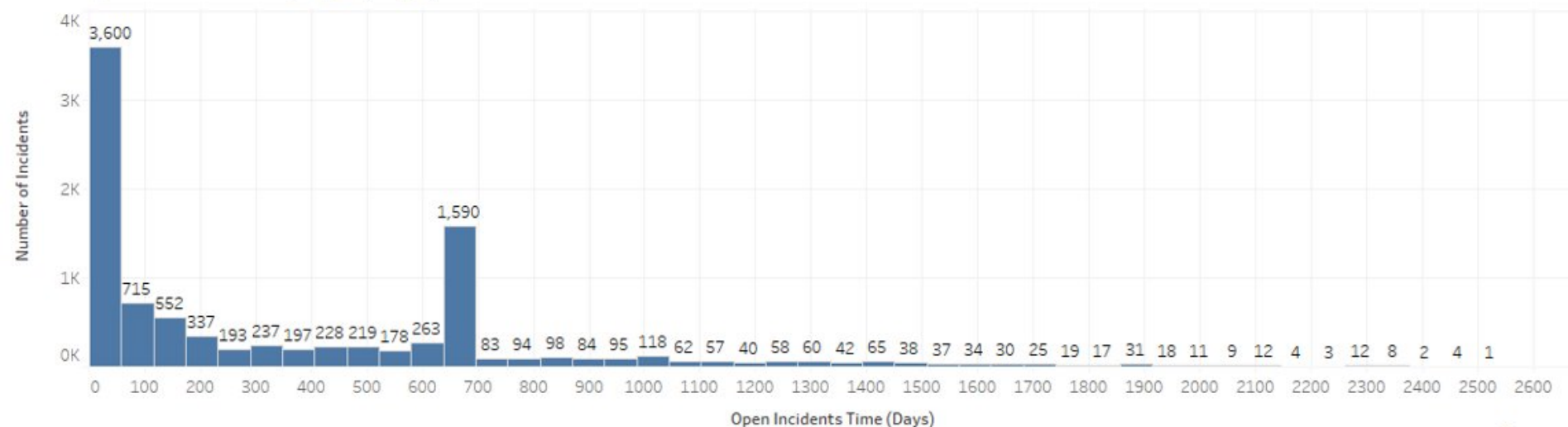
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 07/06/2021

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 | 12 | 136 | 255 | 193 |
| AT | | 12 | 165 | 152 |
| CTO | | | 2 | 2 |
| Cybersecurity | 174 | 1,017 | 511 | 297 |
| DoIT Communications | | 4 | 3 | 3 |
| DoIT HR | | 5 | 402 | 397 |
| EBS | | 2 | 246 | 243 |
| FS | | | 350 | 350 |
| Non-DoIT teams | | 9 | 129 | 122 |
| NS | 1 | 140 | 381 | 323 |
| PMO | | | | |
| SEO | 45 | 148 | 241 | 183 |
| US | 64 | 562 | 4,441 | 4,179 |
| UW Service Center | | | 20 | 20 |
| UWSS | | | | |
| Other | | 10 | 93 | 86 |
| Grand Total | 296 | 2,045 | 7,239 | 6,550 |

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

[Data Center Space Usage Forecast](#) - Added page with current and forecasted space usage at DoIT utilized data centers.

[Project Management Office](#) - PMO metrics have been temporarily removed and are currently under revision.

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 | EPCS | 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 | O365 Feature Requests | O365 Service Delivery | O365 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

Data Center Space:

Current In Use RU - Total Rack Units of space used by installed equipment in the reporting month.

Forecasted (12-Month) RU - Total Rack Units of space anticipated to be in use 12 months from reporting month. Forecasted RU % calculated against current RU Limit.

RU Limit - Physical/contractual maximum limit of total Rack Units to house equipment.

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.