WISCONSIN
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

March 2020
Published April 15, 2020

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DoIT Operations Report
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March 2020

DoIT OPERATIONS: Applications Infrastracture Services SERVICE AVAILABILITY

Service	Target1	FY 2020 July %	August %	September %	October %	November %	December %	January %	February %	*March %
API Manager	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 97.56	99.96
Enterprise Service Bus (ESB)	99.000%	100.00	100.00	99.88	99.83	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.000%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95
My UW	99.000%	★95.64	100.00	99.19	99.95	100.00	100.00	100.00	99.91	99.78
NetID Login	99.900%	100.00	100.00	100.00	100.00	★ 99.71	100.00	100.00	100.00	99.97
Shared Web Hosting	99.000%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 98.72	★ 83.37
Wisc Web	99.000%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 97.55	★ 75.41

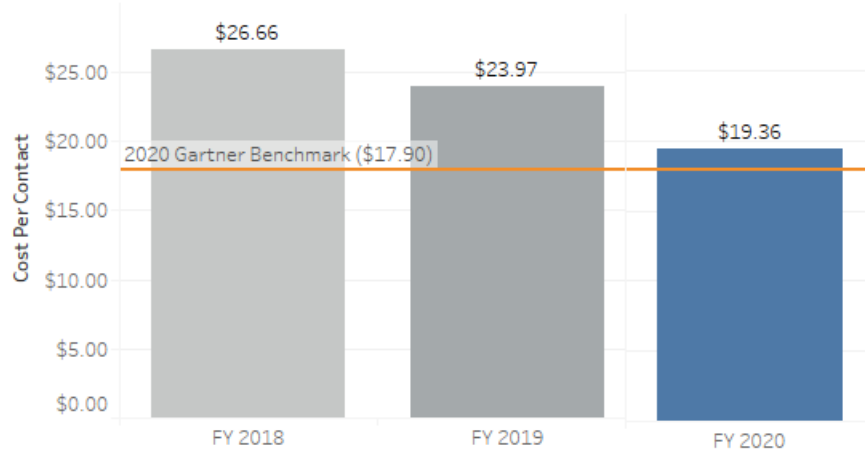**Target Colors**
★ ■ Below Target   ■ Above Target

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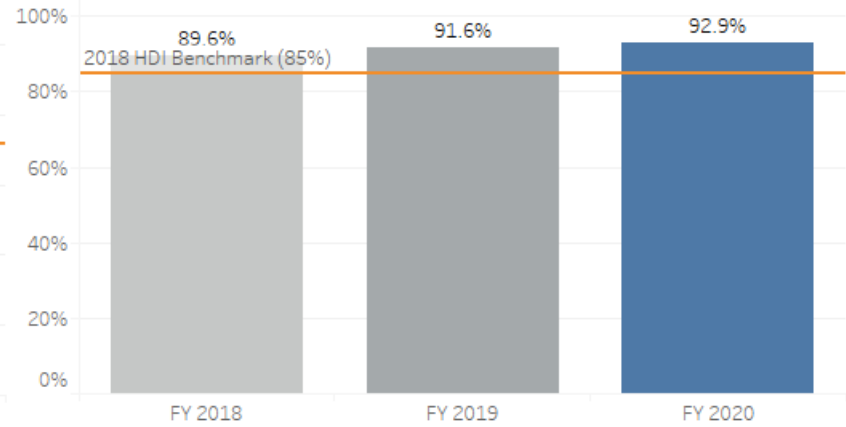
DoIT OPERATIONS: US-HELP DESK OVERVIEW

Cost per Contact

$26.66 — FY 2018
$23.97 — FY 2019
$19.36 — FY 2020

2020 Gartner Benchmark ($17.90)

Cost Per Contact (y-axis): $25.00, $20.00, $15.00, $10.00, $5.00, $0.00

* Customer Satisfaction

89.6% — FY 2018
91.6% — FY 2019
92.9% — FY 2020

2018 HDI Benchmark (85%)

y-axis: 100%, 80%, 60%, 40%, 20%, 0%

Customer Satisfaction

FY19 line:
July 90.9%, August 91.7%, September 92.4%, October 93.1%, November 93.5%, December 93.6%, January 94.3%, February 92.2%, March 93.7%

FY18 line:
88.6%, 89.4%, 91.4%, 89.1%, 90.6%, 91.1%, 92.1%, 92.2%, 92.3%, 92.2%, 91.8%, 93.2%, 92.0%

Lower line values:
86.4%, 88.9%, 89.7%, 90.1%, 90.0%, 90.0%, 90.1%, 89.2%

2018 HDI Benchmark (85%)

y-axis: 100%, 95%, 90%, 85%, 80%, 75%

x-axis: July, August, September, October, November, December, January, February, March, April, May, June

NOTES: Survey respondents rate satifaction on a 7 point scale in response to: *" We value your opinion. How was your experience with us?"*
*HDI did not publish a 2019 Benchmark for Customer Satisfaction. We may need to transition to a User Services defined target until a viable replacement benchmark is located.
Gartner 2019 Benchmark Cost Per Contact is $16.30.

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

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*Help Desk Average First Contact Resolution
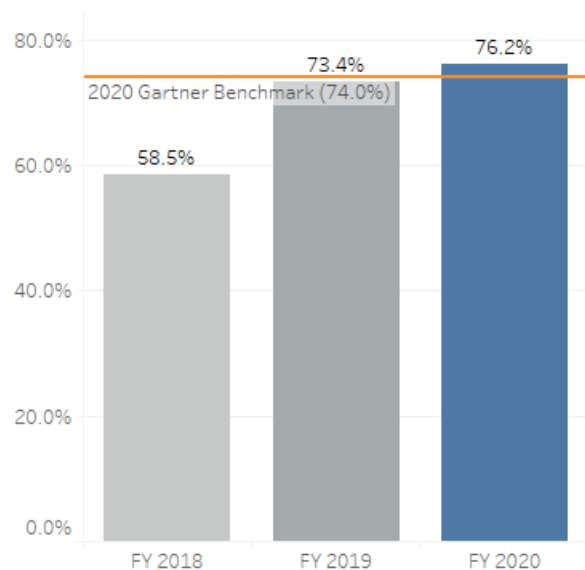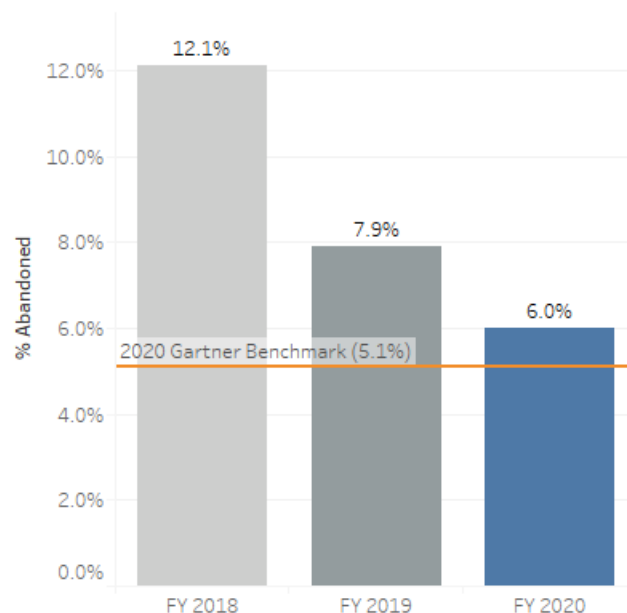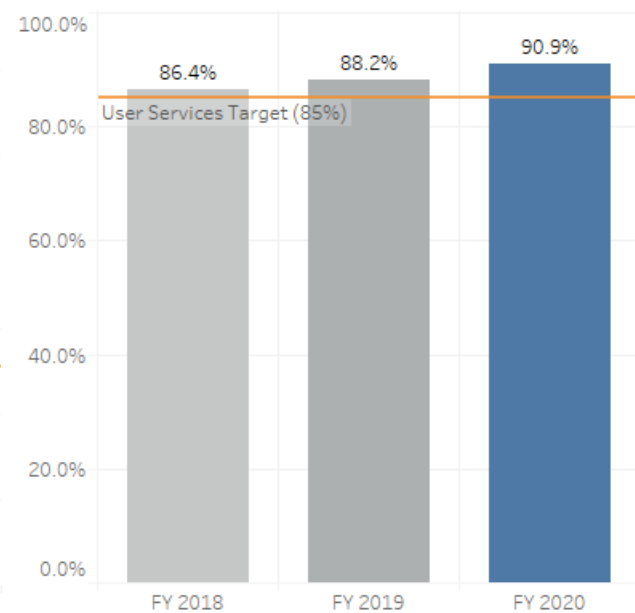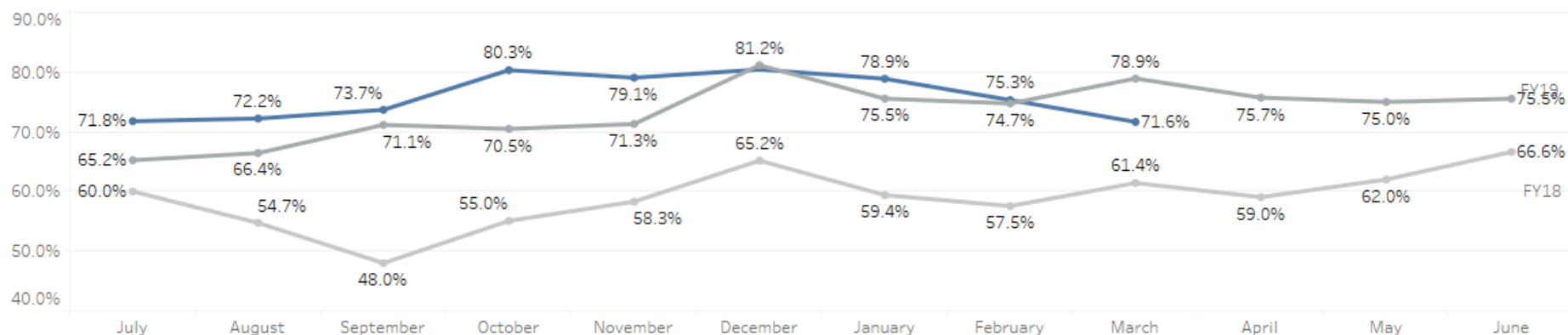

2020 Gartner Benchmark (74.0%)

FY 2018: 58.5%
FY 2019: 73.4%
FY 2020: 76.2%

Help Desk Abandonment Rate

2020 Gartner Benchmark (5.1%)

FY 2018: 12.1%
FY 2019: 7.9%
FY 2020: 6.0%

**Help Desk Average Resolution Rate

User Services Target (85%)

FY 2018: 86.4%
FY 2019: 88.2%
FY 2020: 90.9%

Help Desk YOY First Contact Resolution

	July	August	September	October	November	December	January	February	March	April	May	June
FY20 (blue)	71.8%	72.2%	73.7%	80.3%	79.1%	81.2%	78.9%	74.7%	71.6%			
FY19 (dark gray)	65.2%	66.4%	71.1%	70.5%	71.3%	65.2%	75.5%	75.3%	78.9%	75.7%	75.0%	75.5%
FY18 (light gray)	60.0%	54.7%	48.0%	55.0%	58.3%		59.4%	57.5%	61.4%	59.0%	62.0%	66.6%

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%.

DoIT

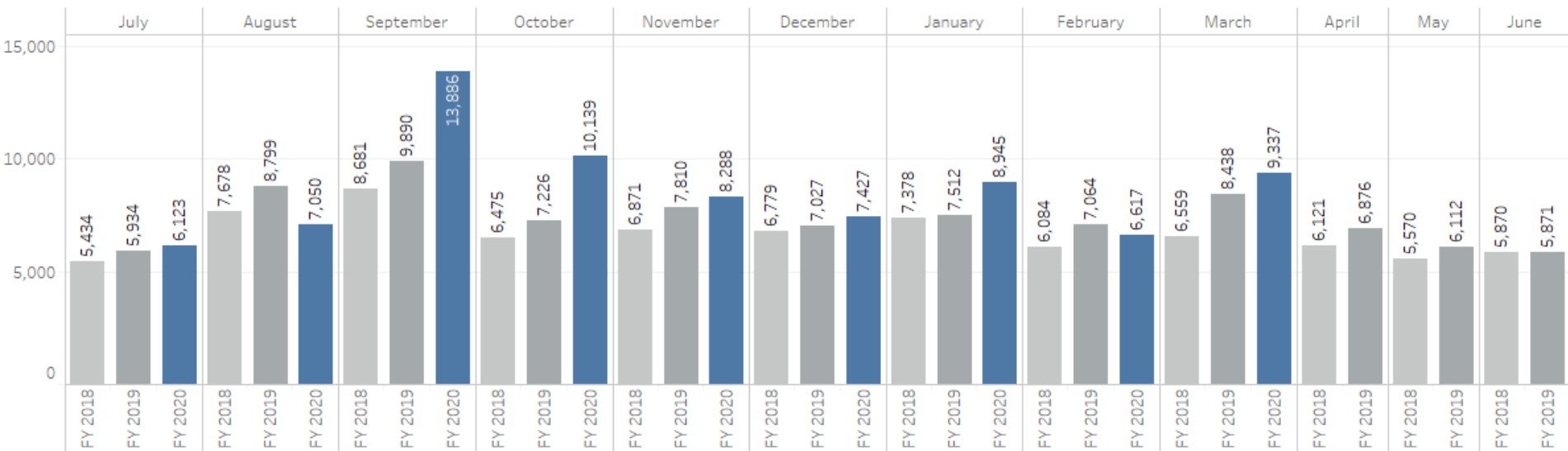This visualization was created by DoIT in the Department of User Services.

*Help Desk Resolution Rates for Top 10 Supported-Services

March

	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	1,577	16.9%	1,412	89.5%
Office 365	946	10.1%	866	91.5%
Multi-factor Authentication (MFA)	818	8.8%	800	97.8%
REFERRALS	501	5.4%	476	95.0%
Software	434	4.6%	327	★ 75.3%
VoIP	422	4.5%	266	★ 63.0%
Learn@UW - Canvas Madison	406	4.3%	331	★ 81.5%
Campus Network	404	4.3%	312	★ 77.2%
BadgIRT (Security)	243	2.6%	206	★ 84.8%
MyUW Madison	224	2.4%	194	86.6%

User Services Target: HD % Resolution
■ At or above 85%   ★ ■ Below 85%

Help Desk Annual Contacts

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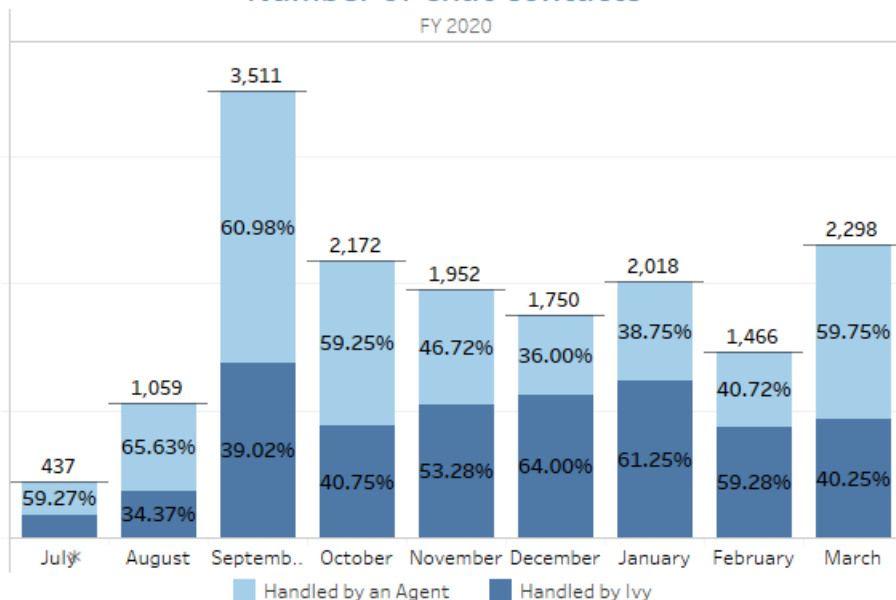
DoIT

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

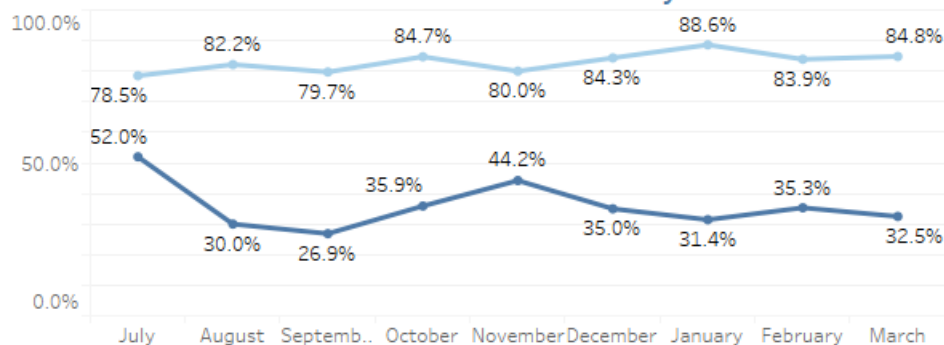# DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

Number of Chat Contacts

FY 2020

	July*	August	September	October	November	December	January	February	March
Total	437	1,059	3,511	2,172	1,952	1,750	2,018	1,466	2,298
Handled by an Agent	59.27%	65.63%	60.98%	59.25%	46.72%	36.00%	38.75%	40.72%	59.75%
Handled by Ivy		34.37%	39.02%	40.75%	53.28%	64.00%	61.25%	59.28%	40.25%

Legend: Handled by an Agent / Handled by Ivy

Hi there! I'm Bucky.

Average Ivy Chat Duration: 23.53 Mins

Customer Satisfaction with Ivy Chats

	July	August	September	October	November	December	January	February	March
(upper line)	78.5%	82.2%	79.7%	84.7%	80.0%	84.3%	88.6%	83.9%	84.8%
(lower line)	52.0%	30.0%	26.9%	35.9%	44.2%	35.0%	31.4%	35.3%	32.5%

Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	10,790	64.75%
NetID issues	2,674	16.05%
MyUW (Student Center, Faculty Center, etc.)	1,087	6.52%
Office 365	673	4.04%
Learn@UW	463	2.78%
Departmental VIP Support	373	2.24%
Macintosh	197	1.18%
Windows	190	1.14%
Administrative Systems (SIS, e-Reimbursement, etc.)	126	0.76%
Product Info or Order Lookup	91	0.55%

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

NOTES: Ivy allows users to rate their conversations with both the AI and agents on a 5 point scale in response to: "How would you rate the quality of the interaction you just had with us?"
*Ivy went live on July 19th

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

DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

Help Desk Resolution Rates for PCS Services During March

March	All Incidents	% of Incidents	* HD % Resolved	HD Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	946	83.9%	91.5%	866	★68.7%	87.0%
UW-Madison Box	72	6.4%	★ 73.6%	53		95.2%
WiscList	41	3.6%	★ 80.5%	33		100.0%
UW-Madison Google Apps	54	4.8%	★ 79.6%	43		100.0%
Qualtrics	14	1.2%	92.9%	13		★ 81.0%

User Services Target: HD % Resolution
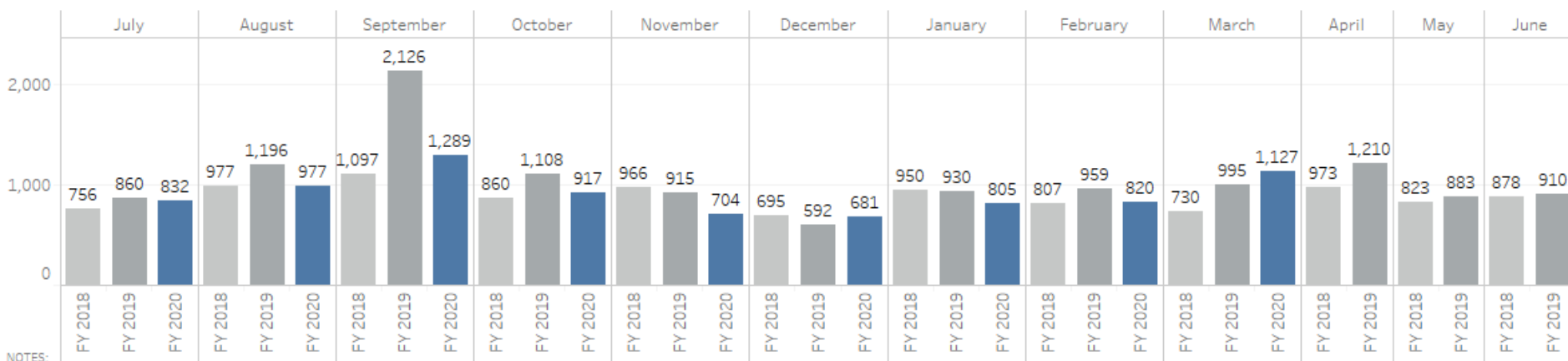- At or above 85%
- ★ Below 85% ★ Below 74%

2020 Gartner Benchmark-First Contact Resolution

2018 HDI Customer Satisfaction Benchmark
- At or above 85%
- ★ Below 85%

PCS Services Annual Help Desk Contacts

Month	FY 2018	FY 2019	FY 2020
July	756	860	832
August	977	1,196	977
September	1,097	2,126	1,289
October	860	1,108	917
November	966	915	704
December	695	592	681
January	950	930	805
February	807	959	820
March	730	995	1,127
April	973	1,210	
May	823	883	
June	878	910	

NOTES:

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

**Survey respondents rate satifaction on a 7 point scale in response to: " We value your opinion. How was your experience with us?" - HDI did not publish a 2019 Benchmark for Customer Satisfaction. We may need to transition to a User Services defined target until a viable replacement benchmark is located.

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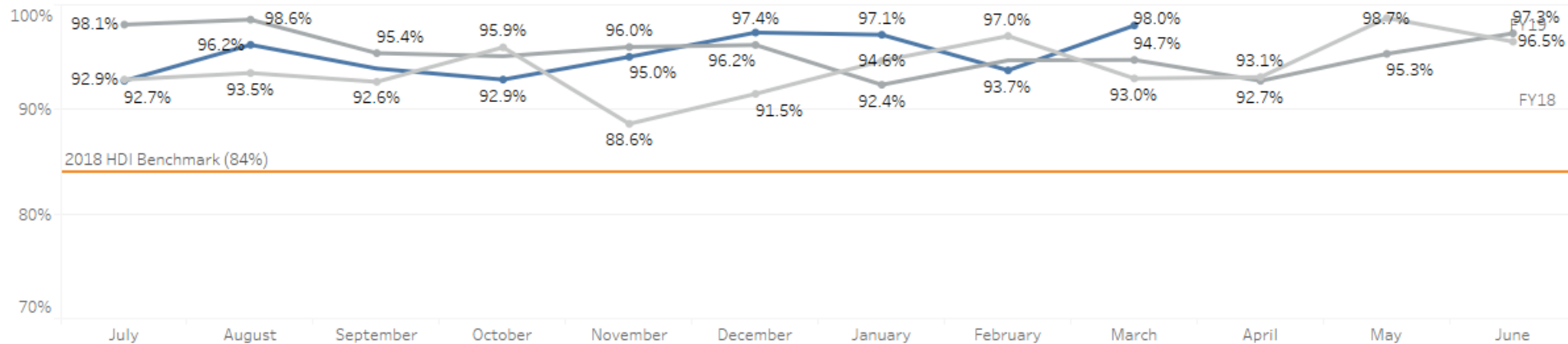
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support Annual Contacts

Customer Satisfaction

2018 HDI Benchmark (84%)
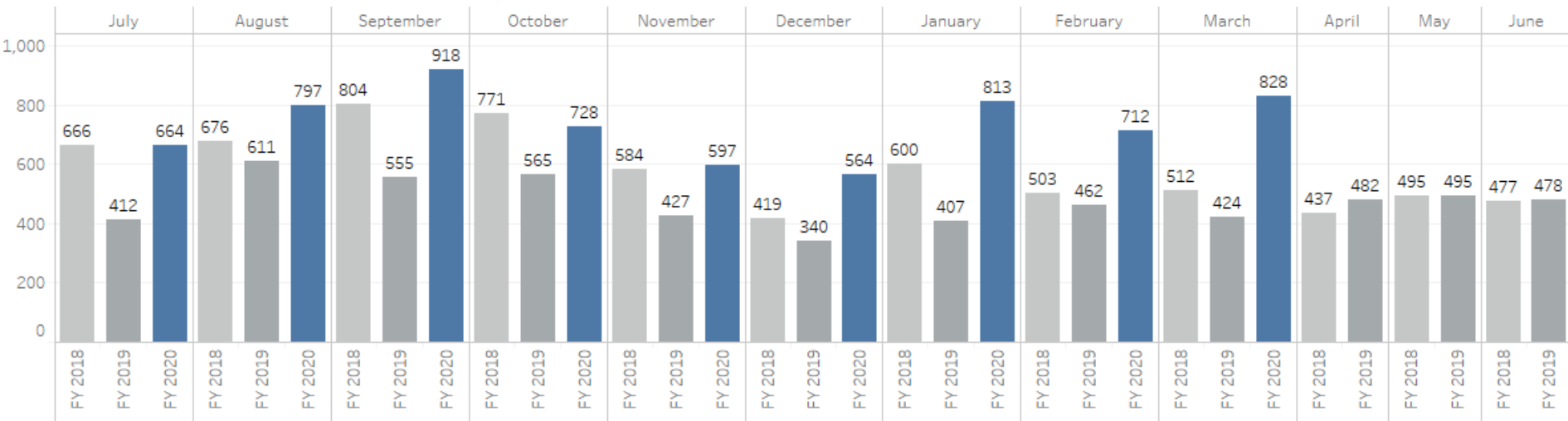
NOTES: Departmental Support Annual Contacts represent cases resolved by DS teams.
Survey respondents rate satifaction on a 7 point scale in response to: " *We value your opinion. How was your experience with us?"*
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied
HDI did not publish a 2019 Benchmark for Customer Satisfaction. We may need to transition to a User Services defined target until a viable replacement benchmark is located.
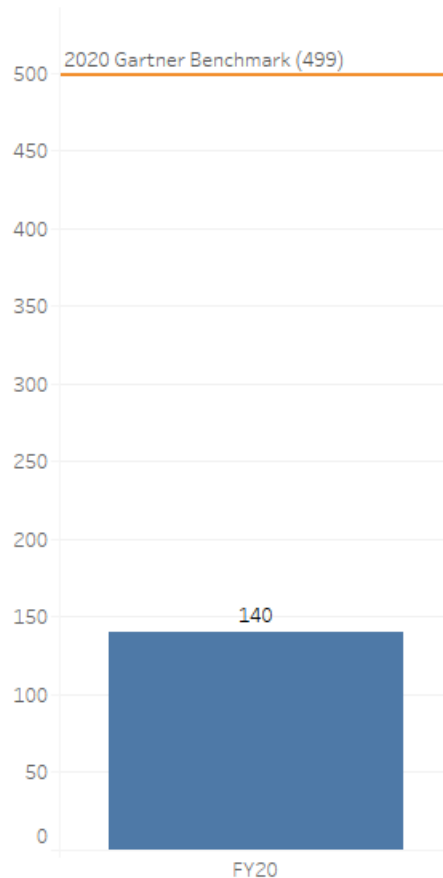
This visualization was created by DoIT in the Department of User Services.
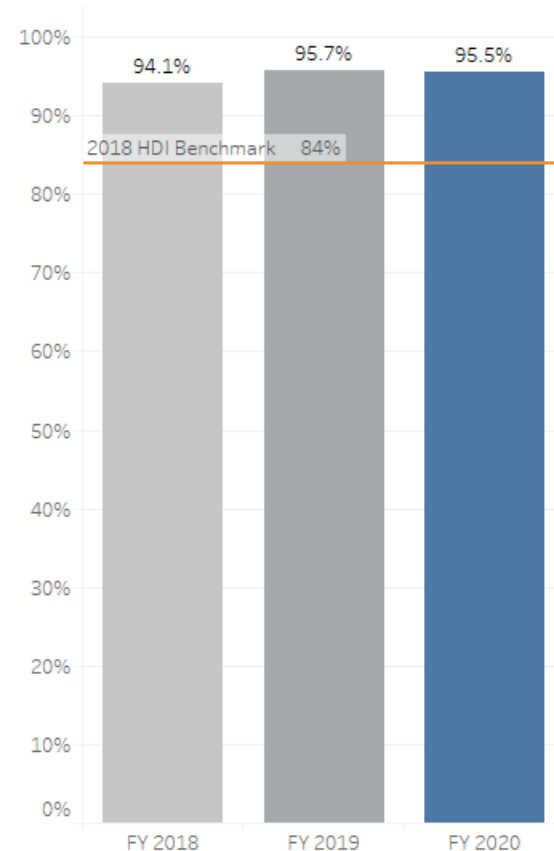
DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

Cost Per Endpoint

FY20
Yearly

2020 Gartner Benchmark $1078

$1,000

$848

$800
$730

$600
$587

$400

$200

$0
Low Complexity | Medium Complexity | High Complexity

* Endpoints Per Technician

2020 Gartner Benchmark (499)

500

450

400

350

300

250

200

150
140

100

50

0
FY20

** Customer Satisfaction

100%
94.1%   95.7%   95.5%

90%

2018 HDI Benchmark   84%
80%

70%

60%

50%

40%

30%

20%

10%

0%
FY 2018 | FY 2019 | FY 2020

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

*2020 Gartner Benchmarks include printers. We are exploring the ramifications for our reporting methods. 2019 Gartner benchmark was 283 Endpoints per Technician.

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

HDI did not publish a 2019 Benchmark for Customer Satisfaction. We may need to transition to a User Services defined target until a viable replacement benchmark is located.

2019 Cost Per Endpoint Benchmark was $988 and our complexity levels for FY19 were $587 for low complexity, $783 for medium complexity, and $977 for high complexity.
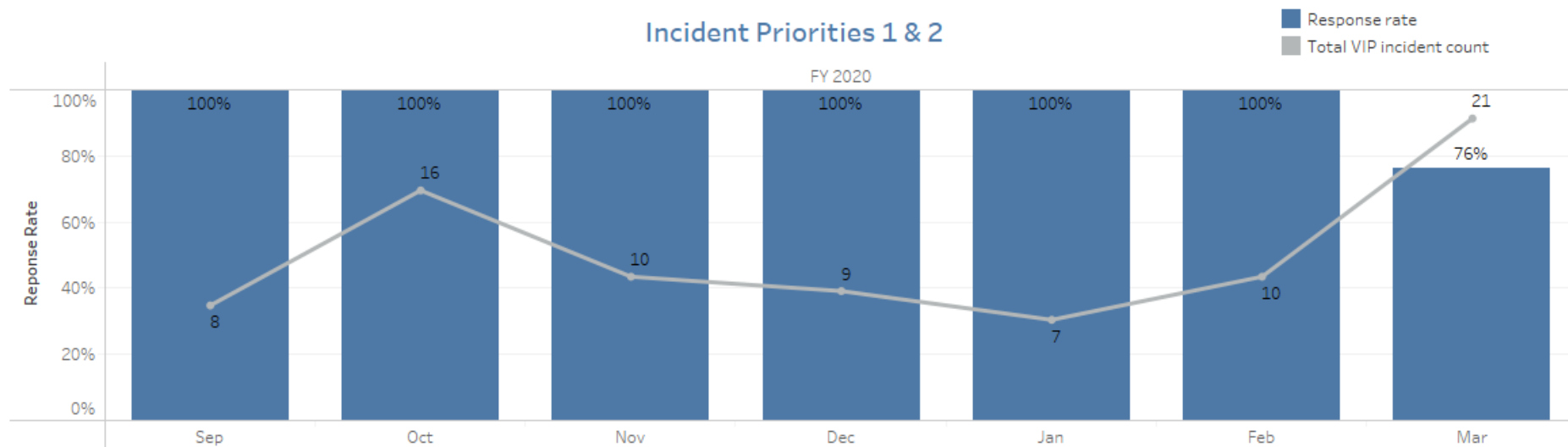
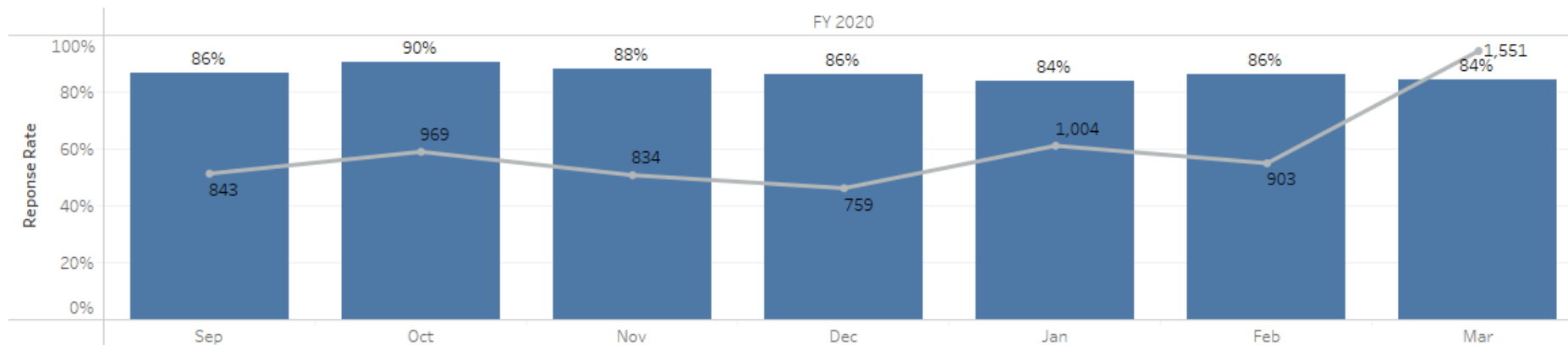This visualization was created by DoIT in the Department of User Services.

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

SLA = One hour acknowledgement

Incident Priorities 1 & 2

Legend:
- ■ Response rate
- ■ Total VIP incident count

FY 2020

	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Response rate	100%	100%	100%	100%	100%	100%	76%
Total VIP incident count	8	16	10	9	7	10	21

Incident Priorities 3 & 4

FY 2020

	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Response rate	86%	90%	88%	86%	84%	86%	84%
Total VIP incident count	843	969	834	759	1,004	903	1,551

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

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Availability

Service	Target	Q1 July %	August %	September %	Q2 October %	November %	December %	January %	Q3 February %	* March %
						FY 2020				
HRS	99.000%	100.000	100.000	★ 88.610	100.000	99.963	★ 98.562	100.000	99.603	100.000
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943	99.918	99.968	99.941
SIS	99.000%	★ 96.002	100.000	99.895	99.874	100.000	99.893	99.594	100.000	100.000
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.253	★ 98.356	100.000	100.000
UWBI (OBIEE)	98.000%	100.000	100.000	100.000	100.000	99.452	★ 97.984	★ 97.260	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.904	★ 98.904	★98.904	100.000

Target Colors

★ ■ Below Target   ■ Above Target

NOTES:

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

DoIT

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

DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	FY 2020 January %	February %	March %	Network	Target	FY 2020 January %	February %	March %	Network	Target	FY 2020 January %	February %	March %
Upham Woods	99.900%	100.000	99.986	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Colleges Extension	99.900%	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 Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	★ 99.573	★ 99.798
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	99.981	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%		100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors
■ Above Target ★ ■ Below Target

-Availability is for wired (not wi-fi) connectivity at each instituation. Availability calculated as total uptime / total time per month. Wide Area Network is considered down when completely disconnected from the system (i.e. both routers down at 4-year schools, the single router down at 2-year schools). Any planned outages are included in the calculations, sometimes making availability appear below commercial standards of 99.9% or 99.99% uptime.
-The 99.9% SLA rate with UW System is for unplanned outages; the figures in this table include all outages – planned or unplanned. SLA faults here (highlighted in RED) may not actually be an SLA agreement fault.

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

UW–Madison campus		20-Jan	20-Feb	20-Mar
	Avg (Gb/sec)	6.60	9.50	6.90
	Max (Gb/sec)	18.20	23.80	22.00
	Min (Gb/sec)	0.00	1.80	1.40
	% of full capacity (100Gbps)	6.60	9.50	6.90
UW–Madison research	Avg (Gb/sec)	27.20	19.20	17.70
	Max (Gb/sec)	61.20	66.20	56.20
	Min (Gb/sec)	7.90	7.40	5.90
	% of full capacity (100Gbps)	27.20	19.20	17.70
Internet Exchange (MadIX)	Avg (Gb/sec)	4.90	5.00	4.30
	Max (Gb/sec)	13.40	11.10	7.80
	Min (Gb/sec)	0.34	1.50	0.00
	% of full capacity (20Gbps)	24.50	25.00	21.50

OUT

UW–Madison campus		20-Jan	20-Feb	20-Mar
	Avg (Gb/sec)	6.60	2.70	2.50
	Max (Gb/sec)	97.40	7.00	6.80
	Min (Gb/sec)	0.00	1.10	0.57
	% of full capacity (100Gbps)	6.60	2.70	0.03
UW–Madison research	Avg (Gb/sec)	32.90	30.90	18.70
	Max (Gb/sec)	63.90	61.00	60.00
	Min (Gb/sec)	8.20	8.50	4.10
	% of full capacity (100Gbps)	32.90	30.90	18.70
Internet Exchange (MadIX)	Avg (Gb/sec)	7.30	7.50	6.60
	Max (Gb/sec)	21.10	20.50	10.80
	Min (Gb/sec)	2.60	2.20	0.00
	% of full capacity (20Gbps)	36.50	37.50	33.00

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

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

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

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

DoIT

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

DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1

	Target	FY 2020 September	October	November	December	January	February	March
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%	99.81%	99.73%	99.73%
Avg. AW1-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		86.57	47.00	28.93	31.58	23.87	26.55	26.52

Airwave 2

	Target	FY 2020 September	October	November	December	January	February	March
Access Points Avg, Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%
Avg. AW2-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Avg, Number of APs Down per Day		36.17	20.00	37.79	11.23	16.90	7.97	19.42

Airwave 3

	Target	FY 2020 September	October	November	December	January	February	March
Access Points Avg Uptime per Day	100.00					99.95%	99.95%	99.95%
Avg. AW3-Controller Uptime per Day	100.00					100.00%	100.00%	100.00%
Avg Number of APs Down per Day						6.61	1.59	1.52

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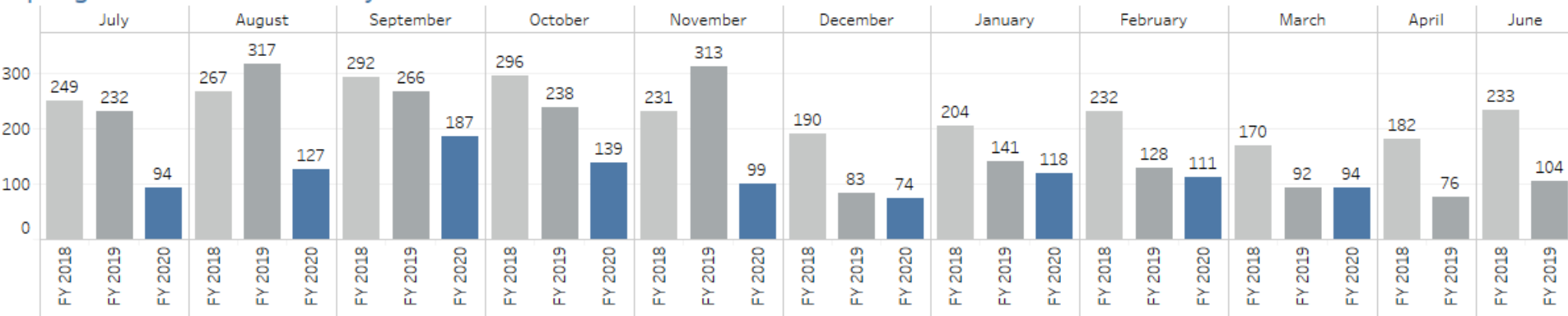
This visualization was created by DoIT in the Department of User Services.

DoIT

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

Category	Subcategory	FY 2020			
		December	January	February	March
Campus Network	AANTS	11	12	12	3
	Bandwidth Threshold Alarm	2	4	2	1
	Firewall/Content ID	2		1	
	Firewall/Problem	1	3	1	1
	Firewall/Rules	5	3	2	3
	Monitoring (INTERNAL)	1			
	Port Error Threshold Alarm	1	1	1	1
	Request/Data Jack/Activation	1	1	4	2
	Request/Data Jack/Installation				2
	Request/DHCP	3	4	4	
	Request/DNS/Hostmaster	2	1	2	
	Request/DNS/Network Services	6	11	7	8
	Request/Equipment Installation		1	1	1
	Request/Hardware	6	4	1	4
	Request/IP Allocation	7	32	23	19
	VPN	3	6	6	27
	Wired Network Issue	3	13	16	3
	Wireless	5	8	12	3
	Wireless Device Registration				1
Campus Network Housing	Device Registration HAP	11	5	9	1
	Device Registration non-HAP	2			
	HAP Reset		1		
	Submit Incident			1	
Departmental VPN	Submit Incident	1	3	2	10
eduroam	Submit Incident	1		1	
Manifest	Request Services		1		1
	Submit Incident				1
	Troubleshooting		1		
Multi-factor Authentication (MFA)	Mobile Device - Push Issue			1	
Network Drive	Access Issue			1	
Software	Installation (Standard)				1
	Other (Standard)			1	1
Suspicious Activity Report	Quarantined		1		
UW MADISON KNOWLEDGEBASE (KB)	Submit Incident		1		
UW-Madison Box	Submit Incident			1	
Windows Server	Submit Incident		1		
Grand Total		74	118	111	94

OpEng YOY Incident Summary

Month	FY 2018	FY 2019	FY 2020
July	249	232	94
August	267	317	127
September	292	266	187
October	296	238	139
November	231	313	99
December	190	83	74
January	204	141	118
February	232	128	111
March	170	92	94
April	182	76	
June	233	104	

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

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

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

		FY 2020								
Service	Target1	July %	August %	September %	October %	November %	December %	January %	February %	* March %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.870
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589	★ 97.749	100.000	★ 98.904	100.000
Campus Computing Infrastructure	99.500%	100.000	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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966	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
Report Distribution (Cypress)	98.000%	99.982	98.123	★ 96.224	99.377	99.726	98.925	★ 97.233	★ 96.244	100.000
Select Agent	99.900%	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	100.000	100.000	★ 95.616
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.959	★ 97.774	99.863	★ 99.018	99.689	100.000	★ 97.320	100.000	100.000

Target Colors

★ ■ Below Target　　■ Above Target

NOTES:

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

DoIT

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

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

March

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2020 Average Servers/FTE
Windows	99.950	99.980	375	103	125.0	279.0
Linux	99.950	99.980	418	117	139.3	268.0

■ At or Above Target

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.60%)
Enrollment Management (SIS)	2	(2.97%)
HRS	3	(2.35%)
DoIT - Report Distribution	4	(2.14%)
DoIT - Microsoft SQL Server Hosting	5	(1.76%)
DoIT - Identity and Access Management	6	(0.88%)
DoIT - Service Management	7	(0.82%)
DoIT - Enterprise Storage	10	(0.72%)
SFS	9	(0.76%)
Cybersecurity - Security Information and Event Management	8	(0.78%)

Top Customers By Server Count

Cybersecurity	1	(78 Servers)
SFS, HRS	2	(77 Servers)
AIS - Web Platform Services	3	(77 Servers)
Learn@UW	4	(45 Servers)
Student Information System	5	(40 Servers)
Database Aggregation (FASTAR)	6	(27 Servers)
Office 365	7	(25 Servers)
Wisconsin Historical Society	8	(22 Servers)
Network Services	9	(21 Servers)
Identity and Access Management	10	(21 Servers)

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

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	FY 2020			
		December	January	February	March
Potential Vulnerability	1	22	10	10	8
	2			7	11
	3	9	25	15	25
	4	1			
	5				1
Vulnerability	1	3	3	6	11
	2	204	124	69	53
	3	2,133	1,602	584	1,105
	4	1,058	1,676	1,031	1,350
	5	369	836	402	1,116
Vulnerability or Potential Vulnerability	3		11	1	
	4		61	12	
	5	10	10	4	
Grand Total		3,809	4,358	2,141	3,680

*Active & Urgent Vulnerabilities

54

Remaining From March

7

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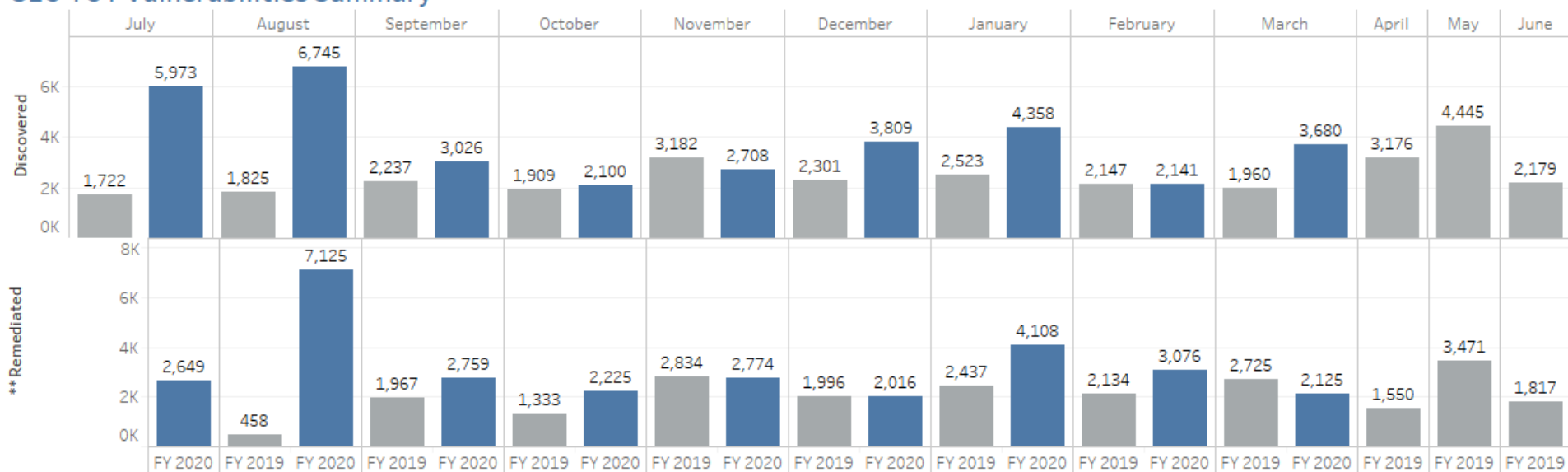
NOTES: Data in this visualization is pulled directly from Cherwell
* Refers to the number of active vulnerabilities with a severity of 4 or 5.
**Remediated data is currently not available prior to August 2018

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

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Months Network Problem Summary

Technical Service	FY 2020			
	December	January	February	March
Boreas	7	13	10	7
Campus Network	54	85	73	88
MUFN	2	2	4	1
Northern Tier	3		2	2
UW SysNET	14	10	18	16
Grand Total	80	110	107	114

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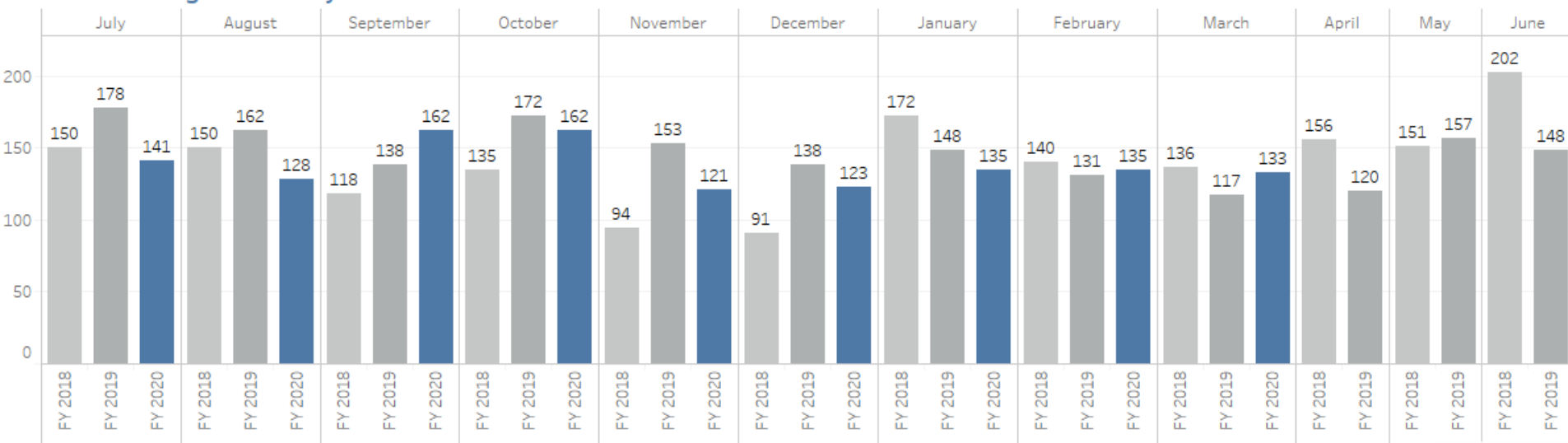
*If blank, zero problems were reported.

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

W DoIT

Data Center Power Demand Forecast
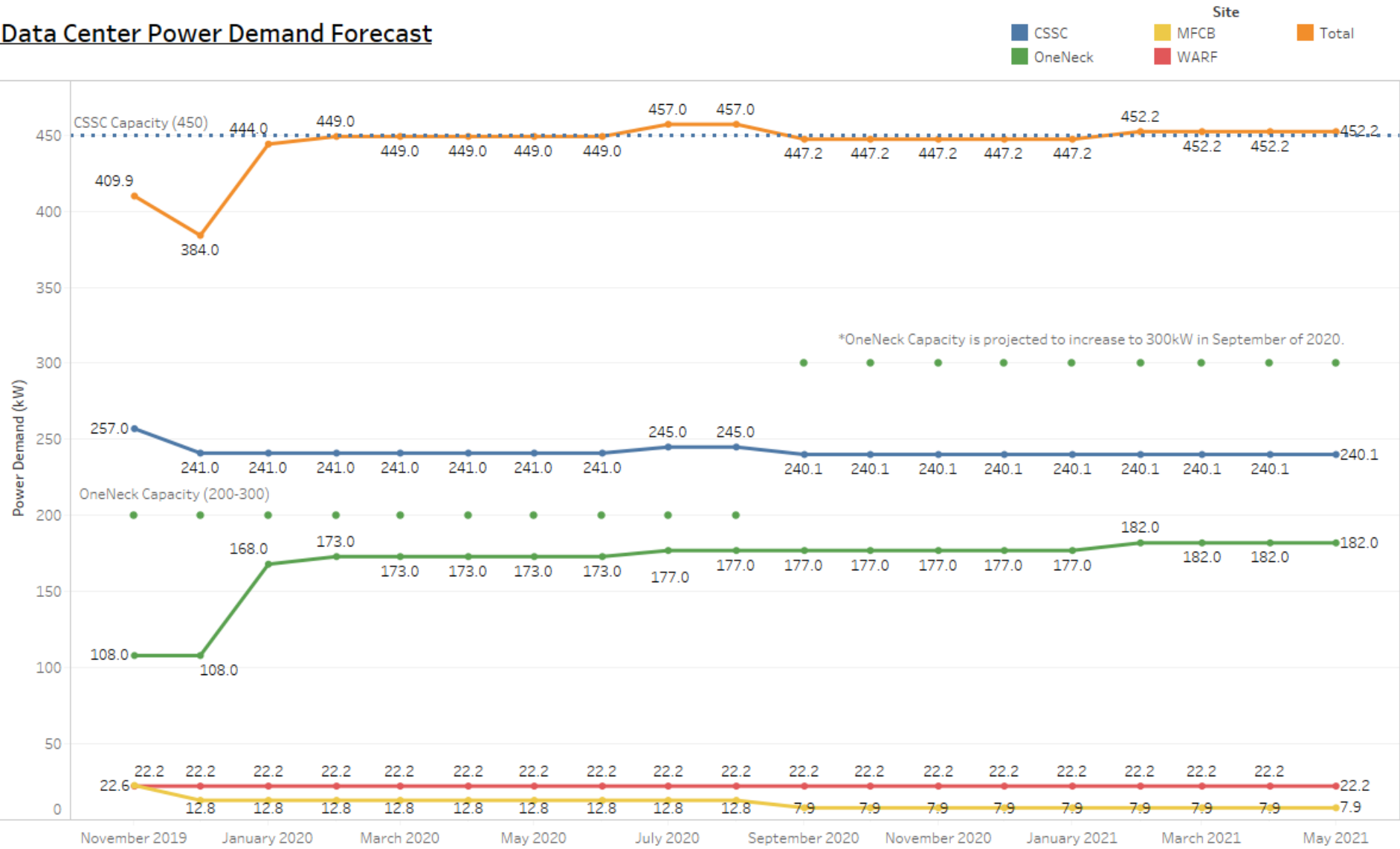
		Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Kaltura Mediaspace	Incidents Resolved by Help Desk	17	11	23	11	159
	Incidents Resolved by Learn@UW Madison	8	7	30	13	55
	Average Play Time (mins)	15	17	9	12	14
	New Media Assets	3,469	2,395	1,973	3,346	10,406
	Number of Plays	248,227	165,446	161,925	276,751	472,373
	Storage Utilized (TB)	64	65	65	68	72
	Time Played (mins)	3,691,305	2,830,186	1,414,142	3,475,383	6,875,629
	Total Media Assets	104,885	107,228	108,954	112,096	121,802
Turnitin	Incidents Resolved by Help Desk	2	2	0	0	0
	Incidents Resolved by Learn@UW Madison	4	10	1	4	0
	Active Classes	108	79	90	174	130
	Active Instructors	125	107	21	61	96
	Instructor Accounts	717	808	1,076	1,208	1,478
	Student Accounts	13,603	15,430	17,071	19,108	18,470
	Submissions	16,121	8,810	4,484	24,618	22,444
ACAR	Incidents Resolved by Help Desk	1	1	0	4	5
	Incidents Resolved by Learn@UW Madison	9	7	12	15	12
	New Pressbooks this Month	2	7	3	10	9
	New Storyline 360 Modules this Month	20	1	0	6	6
	Total Pressbooks	420	427	430	440	449
	Total Storyline 360 Modules	163	164	164	170	176
	Unique Users	4,099	4,111	4,909	5,143	5,215
Canvas	Incidents Resolved by Help Desk	148	153	366	182	343
	Incidents Resolved by Learn@UW Madison	100	81	192	94	222
	Active For-Credit Courses	3,602	3,605	3,239	3,404	3,808
	Active Training Courses	341	339	370	375	398
	Unique Instructors	5,011	5,039	4,483	4,786	5,292
	Unique Students	41,750	41,699	38,332	38,482	39,199

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

-Kaltura:
Media Asset: An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image
Time Played: Total amount of time all Kaltura media assets were played during the month
Avg. Play Time: Time played divided by number of plays
Note- Total media assets for current month does not equal total media assets from previous month plus total media assets in current month because some user have deleted assets in the meantime

-Turnitin:
Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
Active Instructors: Like active classes-the number of unique instructors associated with active classes
Student Accounts: The total number of student accounts as of end date (cumulative)
Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
Submissions: Typically text documents in .doc, .pdf, other wordprocesing formats, or plain text

-ACAR (Advanced Content Authoring and Reporting):
Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)

-Canvas:
Active Course: A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor
Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
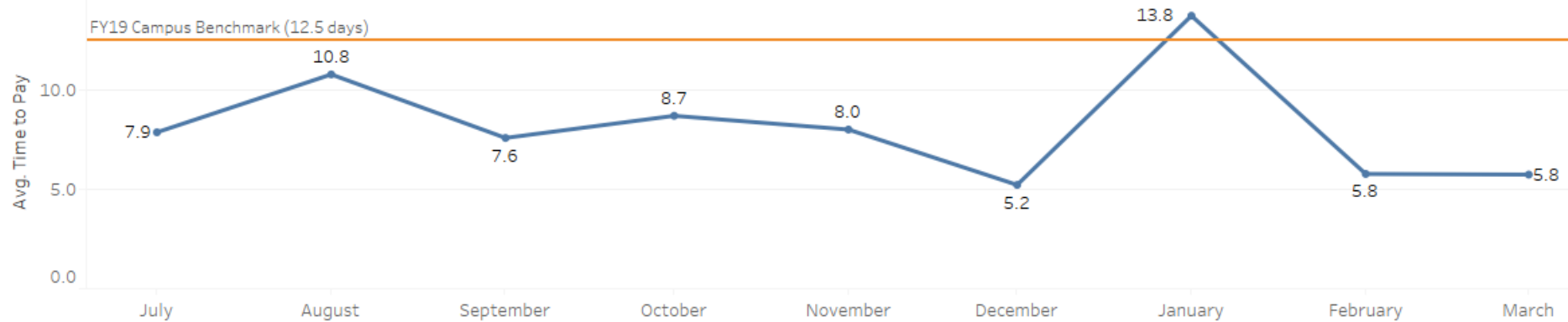
DoIT

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

		Nov-19	Dec-19	Fall 2019	Jan-20	Feb-20	Mar-20
Atomic Assessments	Incidents Resolved by Help Desk	0	0		0	0	0
	Incidents Resolved by Learn@UW Madison	45	27		10	27	39
	Active Courses			27	24	24	27
	Instructors			338	335	335	403
	Unique Students			2,193	1,691	1,835	2,132
＊ Top Hat	Incidents Resolved by Help Desk			1			0
	Incidents Resolved by Learn@UW Madison			1			1
	Active Courses			176			
	Unique Students			13,097			
	Unique Instructors			247			
AEFIS	Incidents Resolved by Help Desk			33			4
	Incidents Resolved by Learn@UW Madison			259			36
	Atendance at all Workshops			89			
	Dept Admins Removed			23			
	New Dept Admins Added			30			
	Q&A Workshops			8			
	Training Workshops			10			

Notes:

-Atomic Assessments:
Active Course: Course with Atomic Assessments assignments that have been accessed in date range
Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other
Numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforseen usage will be updated in the January report.

-Top Hat:
Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students
Student: Students with Top Hat licenses enrolled in an "active course"
Instructor: Instructors with Top Hat licenses enrolled in an "active course"

-Assessment Evaluation Feedback & Intervention System (AEFIS):
CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level

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

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

21 of 25

FY 2019
FY 2020

Average Number of Days to Pay: e-Reimbursement

FY19 Campus Benchmark (12.5 days)

Avg. Time to Pay

13.8

10.8

7.9

7.6

8.7

8.0

5.2

5.8

5.8

| | July | August | September | October | November | December | January | February | March |

Days from SFS Close to CBS Close

Financial Services Internal Target (under 20 days)

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |

FY 2019 / FY 2020 values:
- Jul: 38 / 51
- Aug: 32 / 20
- Sep: 18 / 17
- Oct: 16 / 17
- Nov: 15 / 16
- Dec: 25 / 18
- Jan: 28 / 22
- Feb: 17 / 27
- Mar: 27
- Apr: 21
- May: 26
- Jun: 28
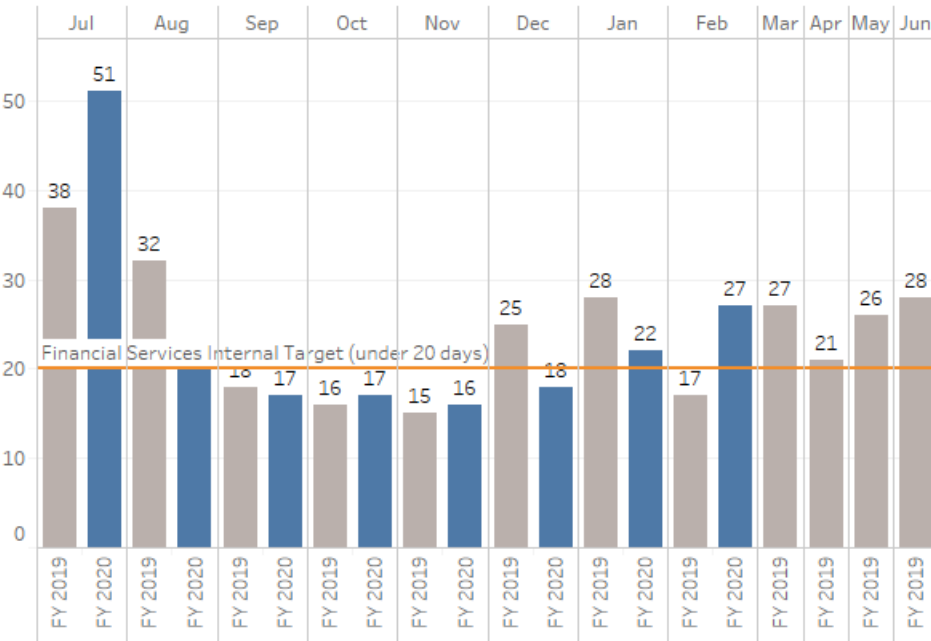
Days from CBS Close to Management Report Completion

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

If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

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

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

DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

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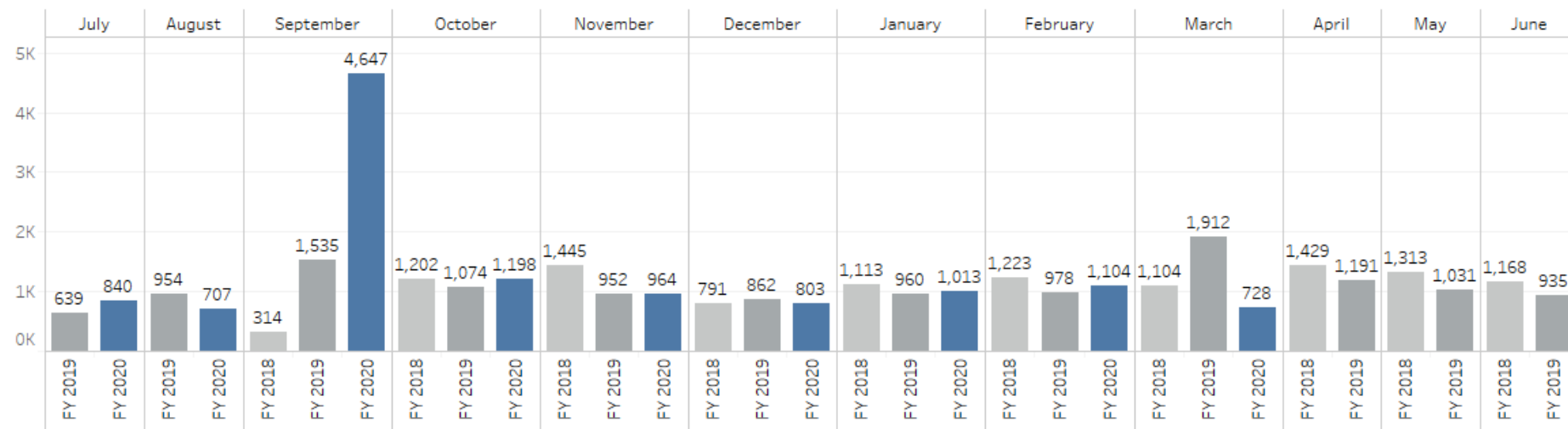
Phishing Incidents Resolved by CyberSecurity Operations Center

FY 2018   FY 2019   FY 2020
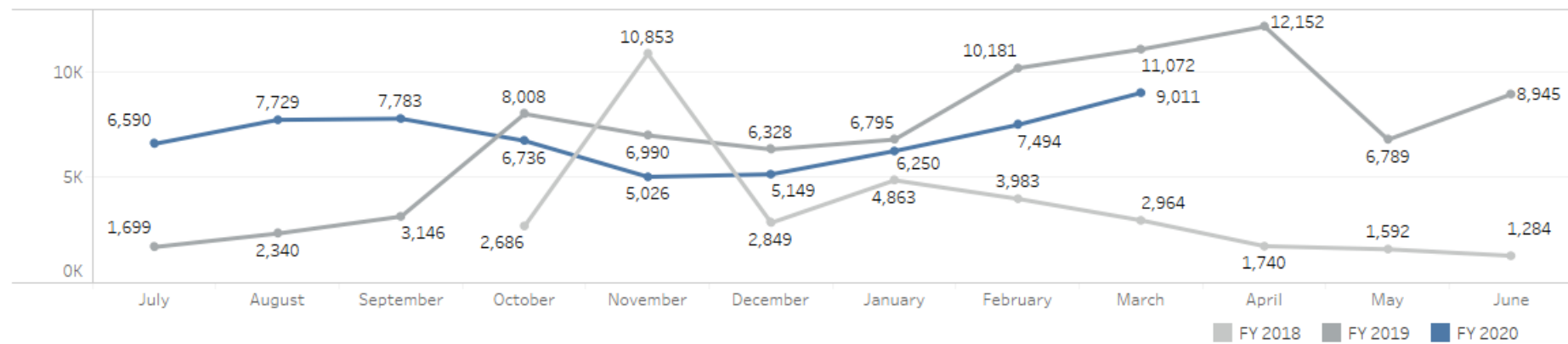
Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

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

Metrics Report Monthly Updates

Departmental Support SLA Response Rate: In order to better capture an image of DS services, a new Service-Level Agreement dashboard has been implemented.

Cybersecurity Operations Center: A dashboard breaking down Cybersecurity Operations Center (CSOC) Incident resolutions by phishing and without phishing has been created.

Service Availability (EBS, AIS, & SEO): To more closely align Service Availabilty reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.

NS WAN Service Availability: Removed UWC-Online from table as this service had been discontinued.

DoIT

This visualization was created by the Department of User Services.

DoIT OPERATIONS: TECHNICAL NOTES

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

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

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

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

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

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

SEO-Service Availability: New services were added in March &April 2019

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

Financial Services:

Average number of Days to Pay: E-reimbursement: Length of time, in days, from point that the requests enter the Financial Services queue to reimbursement payment to the employee. Note: this is a metric measured by campus, so we are using campus average as a point of comparison.

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

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

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

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

Category Definitions

NetID Account Management: Password resets and NetID change requests
Office 365: Support for @wisc.edu email and Microsoft Apps
UW C/EX Support: Any incident from a Colleges or Extensions user
Referrals: Unsupported services referred to other departments
General Departmental Support: Incidents from departmentally supported users
BadgIRT: Incidents regarding security disabled accounts
Point of Sale (Tech Store): Any incident regarding the Tech Store
Campus Network: Connectivity issues to UW-Net and device registration
Learn@UW - Canvas Madison: Support to UW-Madison students & staff with Canvas
Multi-Factor Authentication (MFA): Support to UW-Madison students, faculty, and staff with the MFA
Learn@UW: A suite of centrally-supported technologies for instructional usage; used by instructors and/or students. Learn@UW includes the services reported on the previous page and other learning technologies.

DoIT