WISCONSIN
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

May 2020

Published June 15, 2020

DoIT Operations Report
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May 2020

DoIT OPERATIONS: Applications Infrastracture Services SERVICE AVAILABILITY

Service	Target	FY 2020 July %	August %	September %	October %	November %	December %	January %	February %	March * %	April %	May %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 89.24	★ 90.06
Enterprise Content Management (ECM)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 97.56	99.96	100.00	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	99.88	99.83	100.00	100.00	100.00	100.00	100.00	100.00	★ 93.30
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95	99.91	100.00
My UW	99.00%	★ 95.64	100.00	99.19	99.95	100.00	100.00	100.00	99.91	99.78	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	★ 99.71	100.00	100.00	100.00	99.97	100.00	99.98
Shared Web Hosting	99.00%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 98.72	★ 83.37	99.93	★ 97.21
Wisc Web	99.00%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 97.55	★ 75.41	99.82	100.00

Target Colors

★ Below Target Above Target

NOTES:

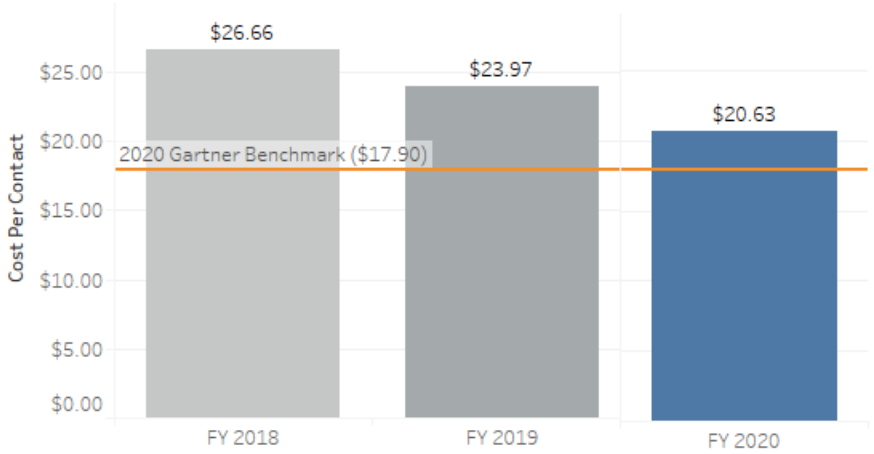
*To more closely align Service Availabilty reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.

DoIT

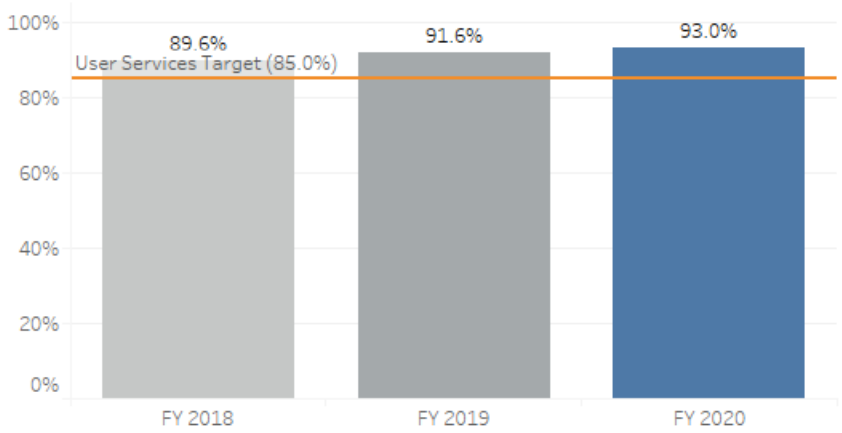
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-HELP DESK OVERVIEW

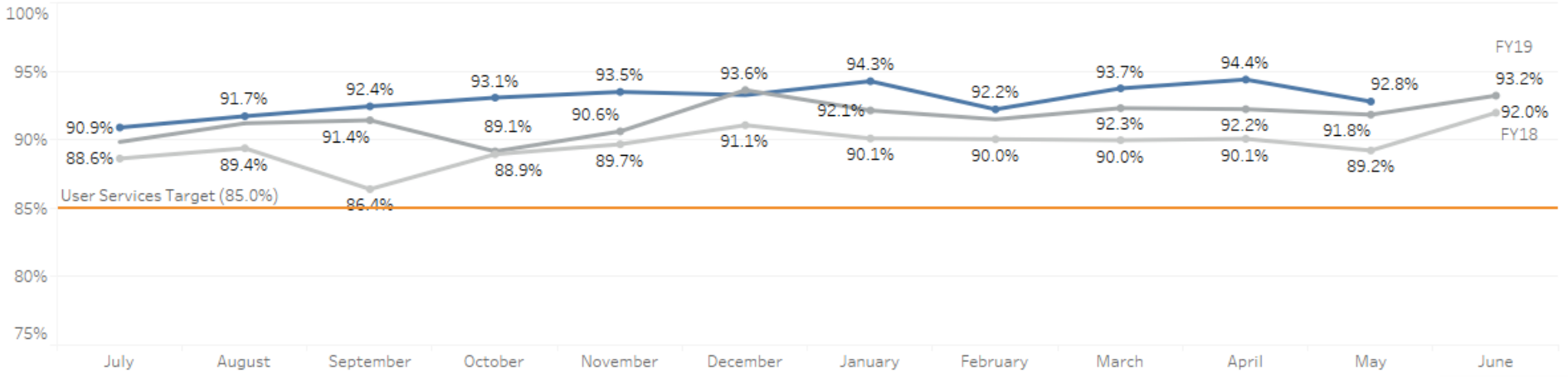
Cost per Contact



* Customer Satisfaction



Customer Satisfaction



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

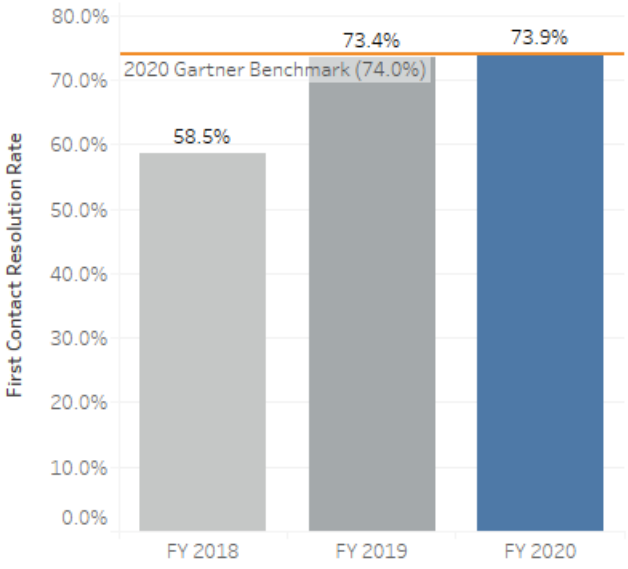
*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

Gartner 2019 Benchmark Cost Per Contact is $16.30.

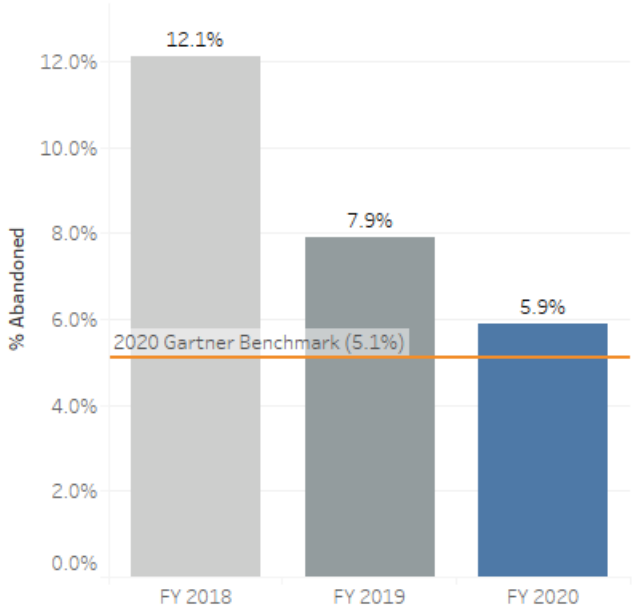
DoIT

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

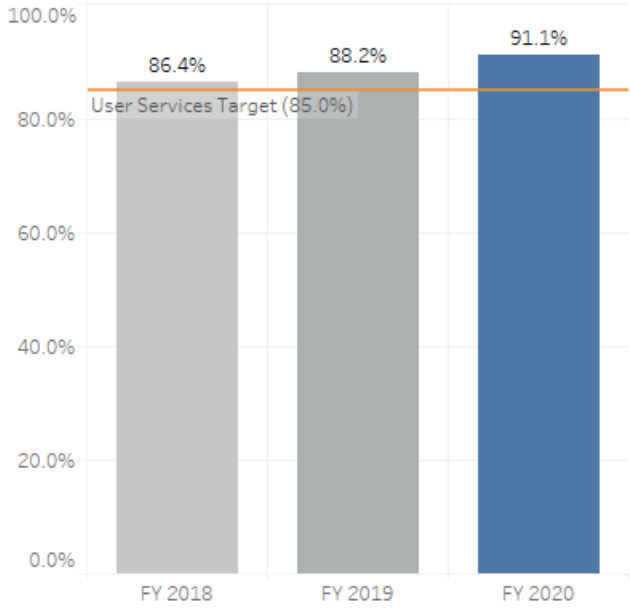
*Help Desk Average First Contact Resolution



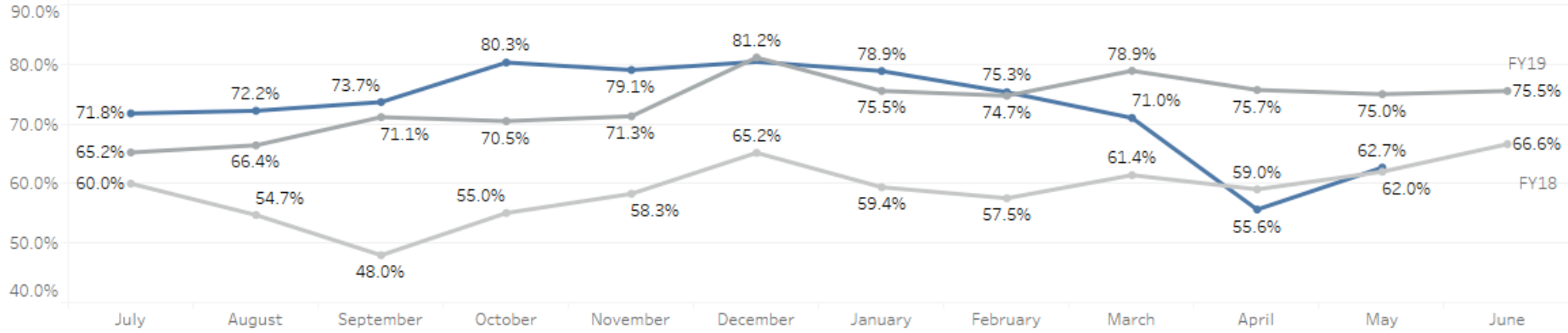
Help Desk Abandonment Rate



**Help Desk Average Resolution Rate



Help Desk YOY First Contact Resolution



NOTES: *First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.
**Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.
Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%.

DoIT

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

* Help Desk Resolution Rates for Top 10 Supported-Services

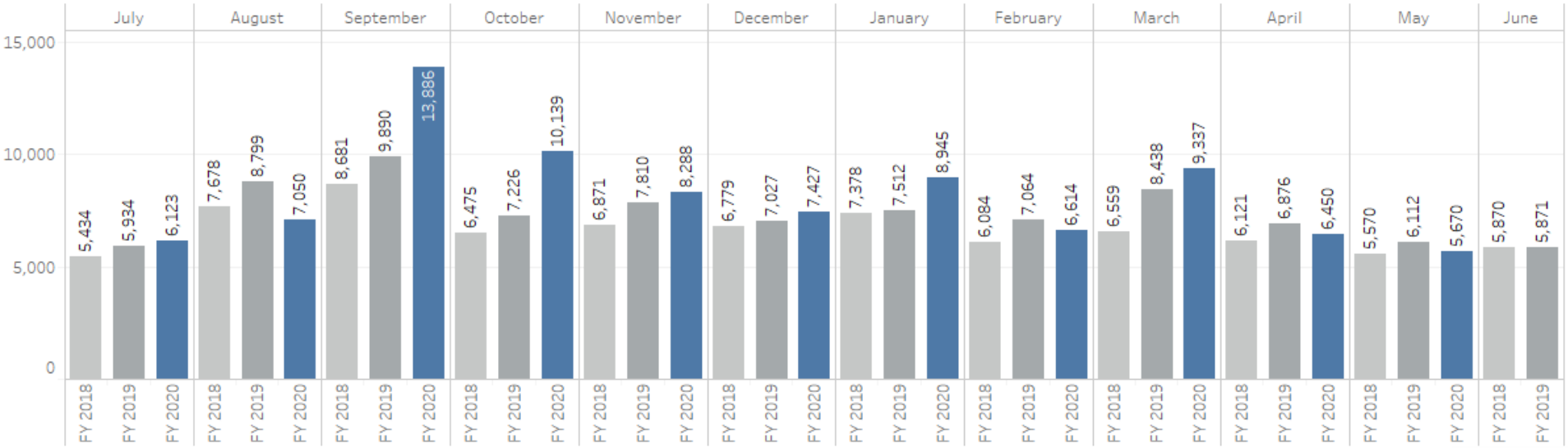
May

	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	685	12.1%	613	89.5%
Office 365	668	11.8%	560	★ 83.8%
Multi-factor Authentication (MFA)	564	9.9%	539	95.6%
REFERRALS	393	6.9%	364	92.6%
VOICE SERVICES TAR (TELEPHON..	351	6.2%	201	★ 57.3%
Learn@UW - Canvas Madison	256	4.5%	195	★ 76.2%
BadgIRT (Security)	200	3.5%	165	★ 82.5%
PERSONAL SOFTWARE SUPPORT	168	3.0%	147	87.5%
Course Search and Enroll App	140	2.5%	101	★ 72.1%
Software	117	2.1%	81	★ 69.2%

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)

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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 May

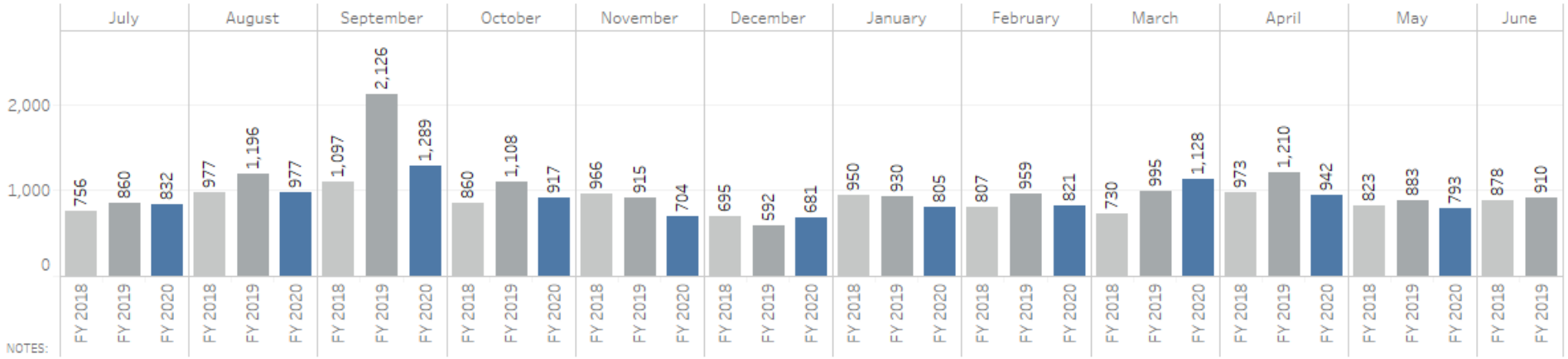
May	All Incidents	% of Incidents	HD Resolved	* HD % Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	668	84.2%	560	★ 83.8%	★ 68.3%	87.0%
UW-Madison Box	42	5.3%	29	★ 69.0%	★ 59.1%	95.2%
WiscList	40	5.0%	34	85.0%	★ 50.0%	100.0%
UW-Madison Google Apps	33	4.2%	20	★ 60.6%		100.0%
Qualtrics	10	1.3%	8	★ 80.0%		★ 81.0%

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

2020 Gartner Benchmark:
First Contact Resolution
Below 74.0% ★

User Services Target:
Customer Satisfaction
Below 85.0% ★
At or above 85.0%

PCS Services Annual Help Desk Contacts



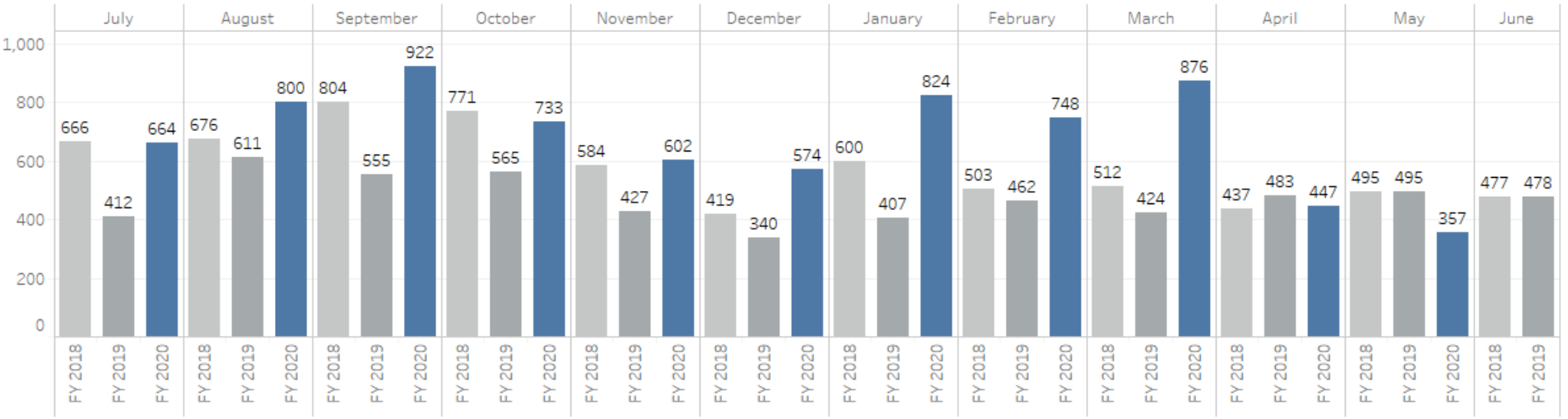
NOTES:
*Resolution Percentage = incidents resolved by the Help Dest rather than being escalated to a specific service team
**Survey respondents rate satifaction on a 7 point scale in response to: *"We value your opinion. How was your experience with us?"* - HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.
*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.

DoIT

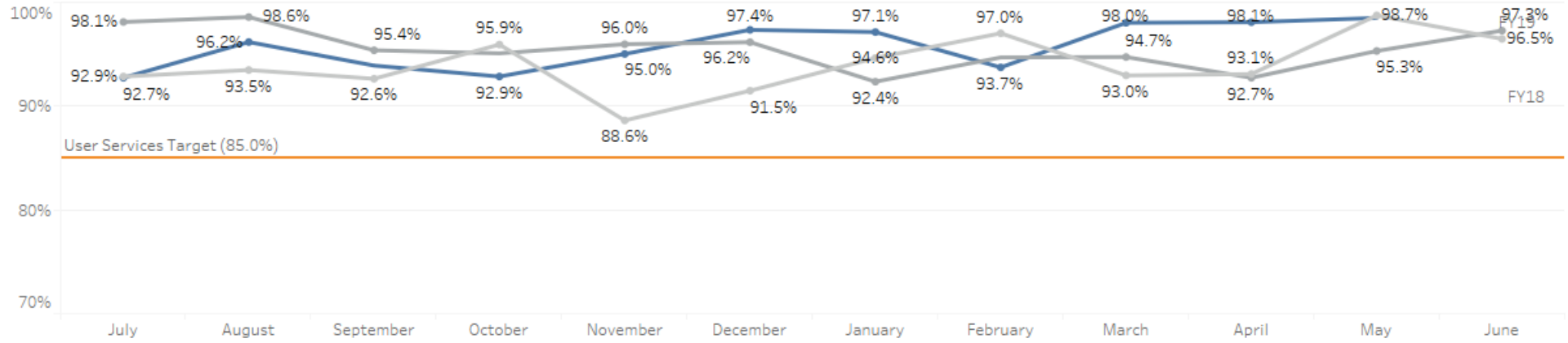
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support Annual Contacts



Customer Satisfaction



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 has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

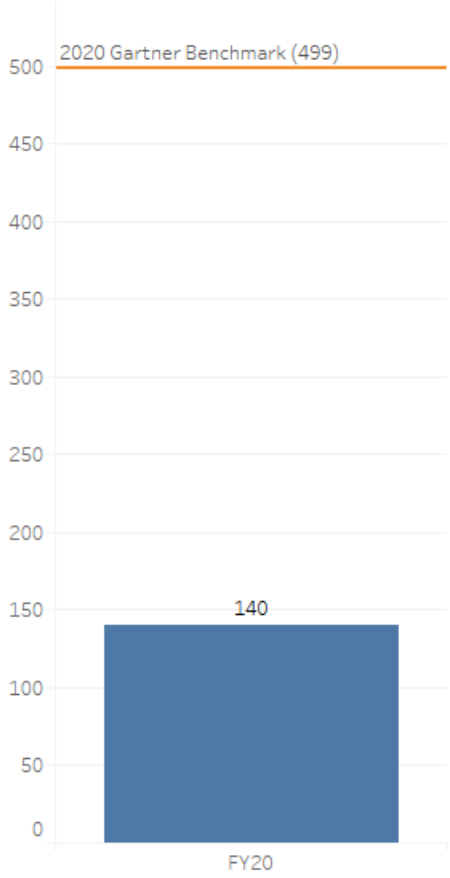
DoIT

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

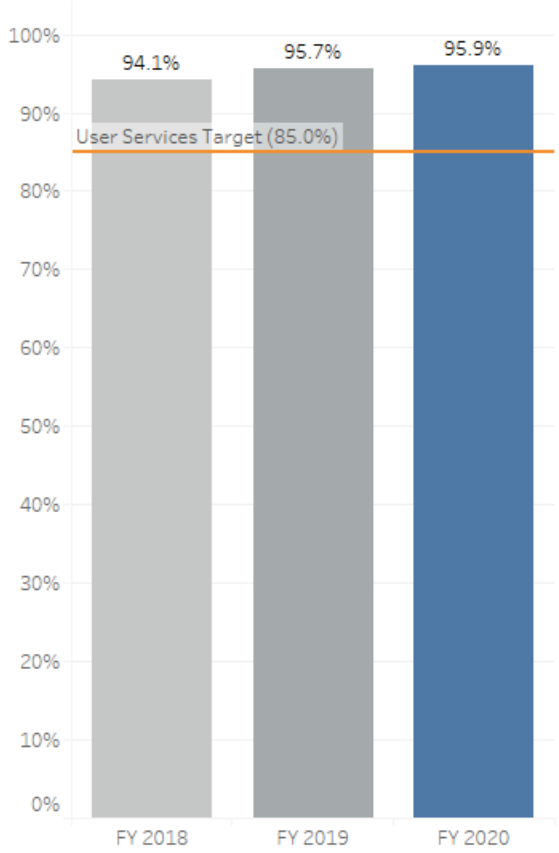
DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

Cost Per Endpoint

* Endpoints Per Technician



** Customer Satisfaction



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 has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

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.

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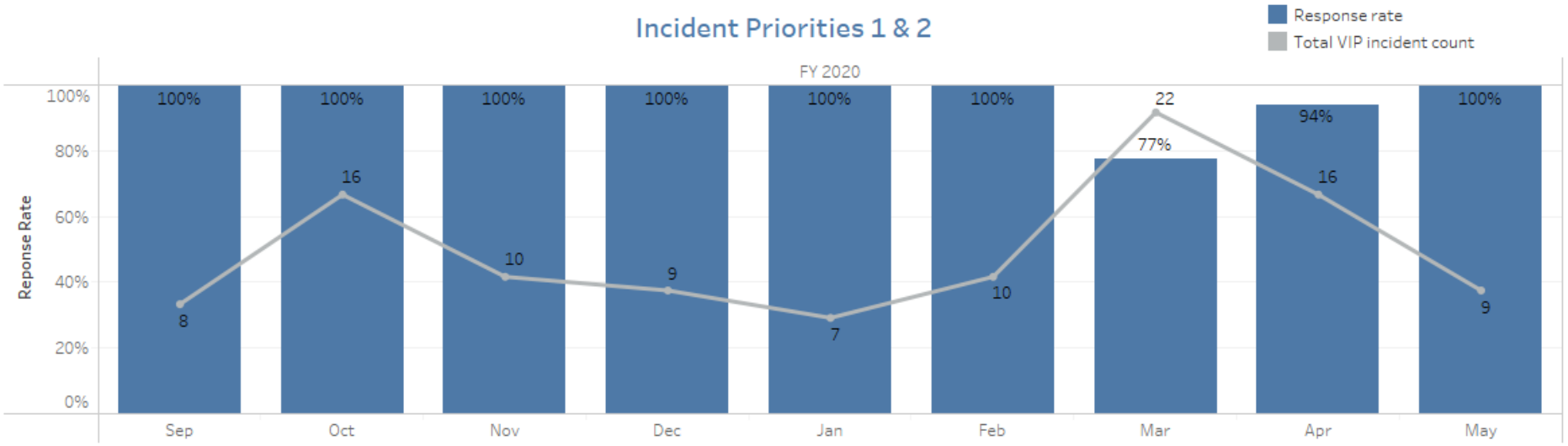
This visualization was created by DoIT in the Department of User Services.

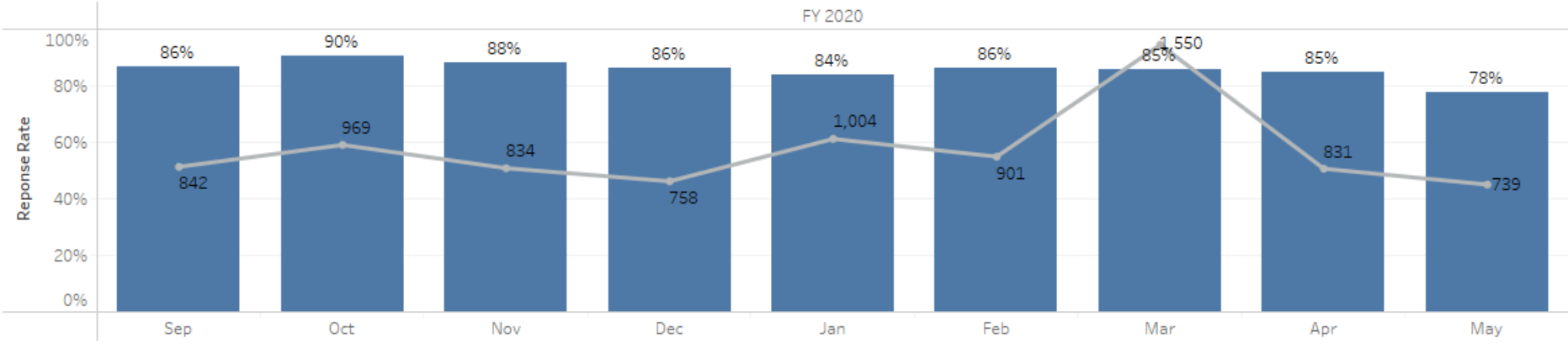
DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

Incident Priorities 1 & 2



Incident Priorities 3 & 4



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

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Avilability

		FY 2020										
		Q1			Q2			Q3			Q4	
Service	Target	July %	August %	September %	October %	November %	December %	January %	February %	March * %	April %	May %
HRS	99.000%	100.000	100.000	★ 88.610	100.000	99.963	★ 98.562	100.000	99.603	100.000	99.313	100.000
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943	99.918	99.968	99.941	99.989	99.454
SIS	99.000%	★ 96.002	100.000	99.895	99.874	100.000	99.893	99.594	100.000	100.000	99.998	100.000
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.253	★ 98.356	100.000	100.000	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	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	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: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	FY 2020 March %	FY 2020 April %	FY 2020 May %
Upham Woods	99.900%	100.000	★ 99.856	★ 99.888
UW Colleges Extension	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000

Network	Target	FY 2020 March %	FY 2020 April %	FY 2020 May %
UW Platteville	99.900%	100.000	100.000	100.000
UW River Falls	99.900%	100.000	100.000	100.000
UW Stevens Point	99.900%	100.000	100.000	100.000
UW Stout	99.900%	100.000	100.000	100.000
UW Superior	99.900%	100.000	100.000	100.000
UW Whitewater	99.900%	100.000	100.000	100.000
UWC Baraboo Sauk Co.	99.900%	100.000	99.950	★ 99.872
UWC Barron Co.	99.900%	100.000	100.000	100.000
UWC Fond du Lac	99.900%	100.000	100.000	100.000
UWC Fox Valley	99.900%	100.000	100.000	100.000

Network	Target	FY 2020 March %	FY 2020 April %	FY 2020 May %
UWC Manitowoc	99.900%	100.000	100.000	100.000
UWC Marathon Co.	99.900%	100.000	100.000	100.000
UWC Marinette	99.900%	★ 99.798	99.956	99.997
UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UWC Richland	99.900%	100.000	100.000	100.000
UWC Rock Co.	99.900%	100.000	100.000	100.000
UWC Sheboygan	99.900%	100.000	100.000	100.000
UWC Washington Co.	99.900%	100.000	100.000	100.000
UWC Waukesha	99.900%	100.000	100.000	100.000

Target Colors

★ Below Target Above Target

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

DoIT

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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		20-Mar	20-Apr	20-May
UW–Madison campus	Avg (Gb/sec)	6.90	4.80	4.60
	Max (Gb/sec)	22.00	24.10	16.20
	Min (Gb/sec)	1.40	1.60	1.50
	% of full capacity (100Gbps)	6.90	4.80	4.60
UW–Madison research	Avg (Gb/sec)	17.70	20.10	21.30
	Max (Gb/sec)	56.20	68.90	67.80
	Min (Gb/sec)	5.90	3.50	6.80
	% of full capacity (100Gbps)	17.70	20.10	21.30
Internet Exchange (MadIX)	Avg (Gb/sec)	4.30	4.90	3.30
	Max (Gb/sec)	7.80	9.60	6.60
	Min (Gb/sec)	0.00	0.35	0.00
	% of full capacity (20Gbps)	21.50	24.50	16.50

OUT

		20-Mar	20-Apr	20-May
UW–Madison campus	Avg (Gb/sec)	2.50	3.10	2.30
	Max (Gb/sec)	6.80	13.30	8.00
	Min (Gb/sec)	0.57	1.00	0.87
	% of full capacity (100Gbps)	2.50	3.10	2.30
UW–Madison research	Avg (Gb/sec)	18.70	17.50	21.60
	Max (Gb/sec)	60.00	60.50	60.20
	Min (Gb/sec)	4.10	4.00	6.80
	% of full capacity (100Gbps)	18.70	17.50	21.60
Internet Exchange (MadIX)	Avg (Gb/sec)	6.60	9.90	4.00
	Max (Gb/sec)	10.80	20.30	7.40
	Min (Gb/sec)	0.00	2.40	0.00
	% of full capacity (20Gbps)	33.00	49.50	20.00

-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	April	May
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%	99.81%	99.73%	99.73%	99.48%	99.16%
Avg. AW1-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		86.57	47.00	28.93	31.58	23.87	26.55	26.52	41.23	53.65

Airwave 2

	Target	FY 2020 September	October	November	December	January	February	March	April	May
Access Points Avg, Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%	99.83%
Avg. AW2-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Avg, Number of APs Down per Day		36.17	20.00	37.79	11.23	16.90	7.97	19.42	21.57	46.71

Airwave 3

	Target	FY 2020 September	October	November	December	January	February	March	April	May
Access Points Avg Uptime per Day	100.00					99.95%	99.95%	99.95%	99.93%	99.84%
Avg. AW3-Controller Uptime per Day	100.00					100.00%	100.00%	100.00%	100.00%	99.65%
Avg Number of APs Down per Day						6.61	1.59	1.52	14.50	5.65

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.

DoIT

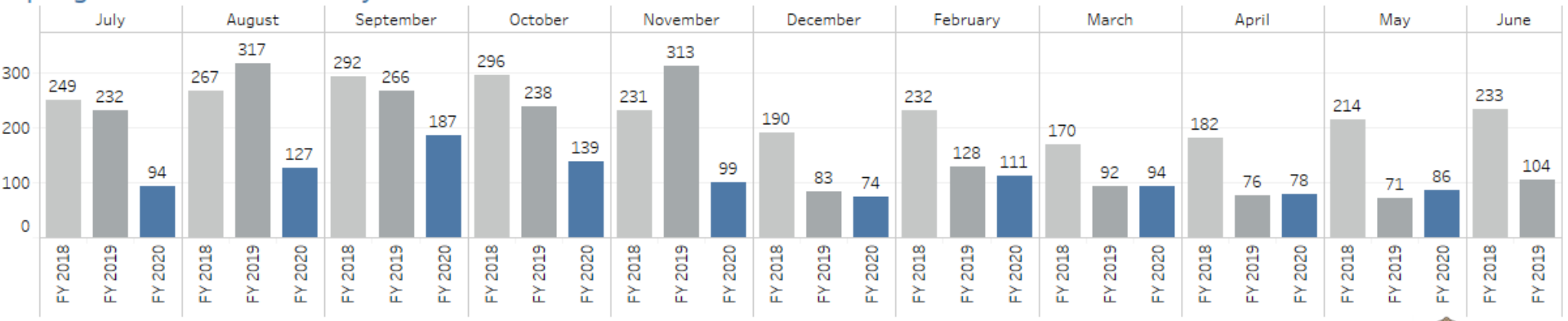
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

Category (group)	Exclude Subcategory	FY 2020 February	March	April	May
Campus Network	AANTS	12	3	1	6
	Bandwidth Threshold Alar..	2	1	8	5
	Firewall/Content ID	1			1
	Firewall/Install				17
	Firewall/Problem	1	1	7	
	Firewall/Rules	2	3		3
	Port Error Threshold Alarm	1	1	1	3
	Request/Data Jack/Activa..	4	2	1	
	Request/Data Jack/Install..		2	1	
	Request/DHCP	4		2	2
	Request/DNS/Hostmaster	2			
	Request/DNS/Network Se..	7	8	4	5
	Request/Equipment Insta..		1		
	Request/Hardware	1	4	1	3
	Request/IP Allocation	23	19	16	16
	Request/New Installation..			1	2
	VPN	6	27	18	
	Wired Network Issue	17	3	7	7
	Wireless	12	3	2	3
	Wireless Device Registrat..		1		
Campus Network Housing	Device Registration HAP	9	1		
	Latency or Packet Drop				1
	Submit Incident	1			
Departmental VPN	Submit Incident	2	10	7	
VPN	Submit Incident				10
eduroam	Submit Incident	1			
Others		3	4	1	2
Grand Total		111	94	78	86

OpEng YOY Incident Summary



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

DoIT

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

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target	FY 2020 July %	August %	September %	October %	November %	December %	January %	February %	March %	* April %	May %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.870	99.386	100.000
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589	★97.749	100.000	★98.904	100.000	100.000	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	100.000	99.989
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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966	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
Report Distribution (Cypress)	98.000%	99.982	98.123	★96.224	99.377	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★97.258
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★95.616	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	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	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

	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	380	108	126.7	279.0
Linux	99.950	99.990	408	119	136.0	268.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.78%)
Enrollment Management (SIS)	2	(2.59%)
HRS	4	(2.17%)
DoIT internal customers	3	(2.37%)
DoIT - Report Distribution	6	(1.85%)
DoIT - Microsoft SQL Server Hosting	5	(1.99%)
DoIT - Identity and Access Management	8	(0.75%)
DoIT - Service Management	9	(0.70%)
SFS	7	(0.79%)
Cybersecurity - Security Information and Event Management	10	(0.66%)

Top Customers By Server Count

SFS, HRS	1	(81 Servers)
Cybersecurity	2	(77 Servers)
Identity and Access Management	3	(55 Servers)
AIS - Web Platform Services	4	(43 Servers)
Student Information System	5	(39 Servers)
Learn@UW	6	(36 Servers)
Database Aggregation (FASTAR)	7	(31 Servers)
Office 365	8	(25 Servers)
Imaging	9	(24 Servers)
Network Services	10	(21 Servers)

DoIT

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 February	March	April	May
Potential Vulnerability	1	10	8	13	12
	2	7	11	6	1
	3	15	26	21	8
	4	2			
	5		1		
Vulnerability	1	5	11	5	2
	2	69	53	79	53
	3	584	1,106	552	1,616
	4	1,029	1,798	1,305	1,716
	5	402	674	54	20
Vulnerability or Potential Vulnerability	3	1		4	
	4	12		53	1
	5	4			
Grand Total		2,140	3,688	2,092	3,429

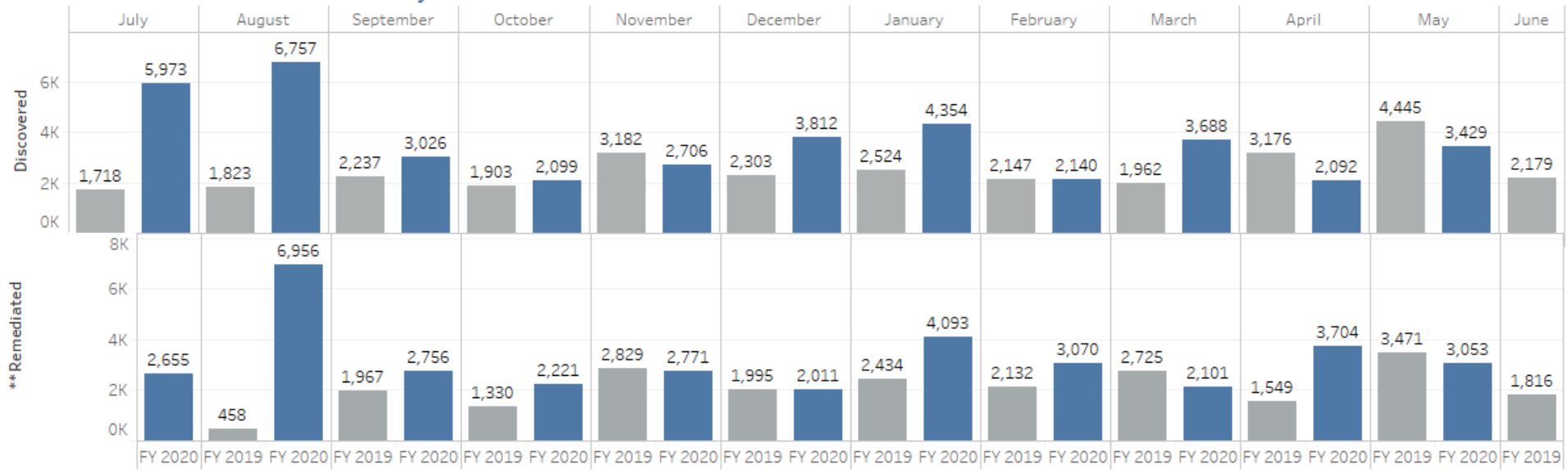
*Active & Urgent Vulnerabilities

100

Remaining From May

10

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

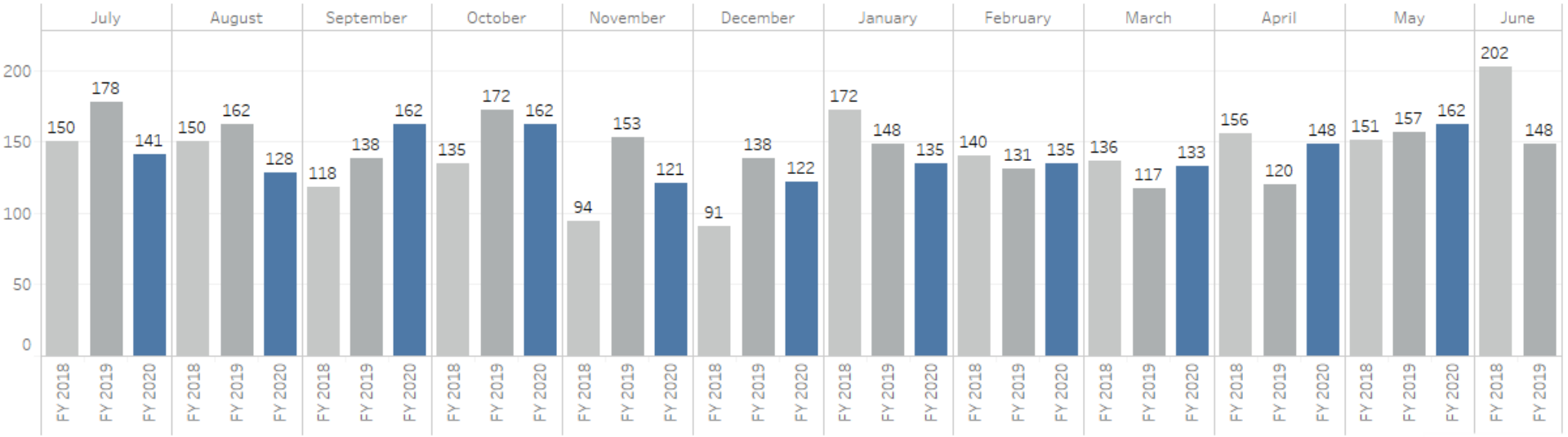
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Months Network Problem Summary

	FY 2020			
Technical Service	February	March	April	May
Boreas	10	7	8	12
Campus Network	73	89	70	100
MUFN	4	1	3	2
Northern Tier	2	2	2	4
UW SysNET	18	16	9	11
Grand Total	**107**	**115**	**92**	**129**

SEO YOY Outage Summary

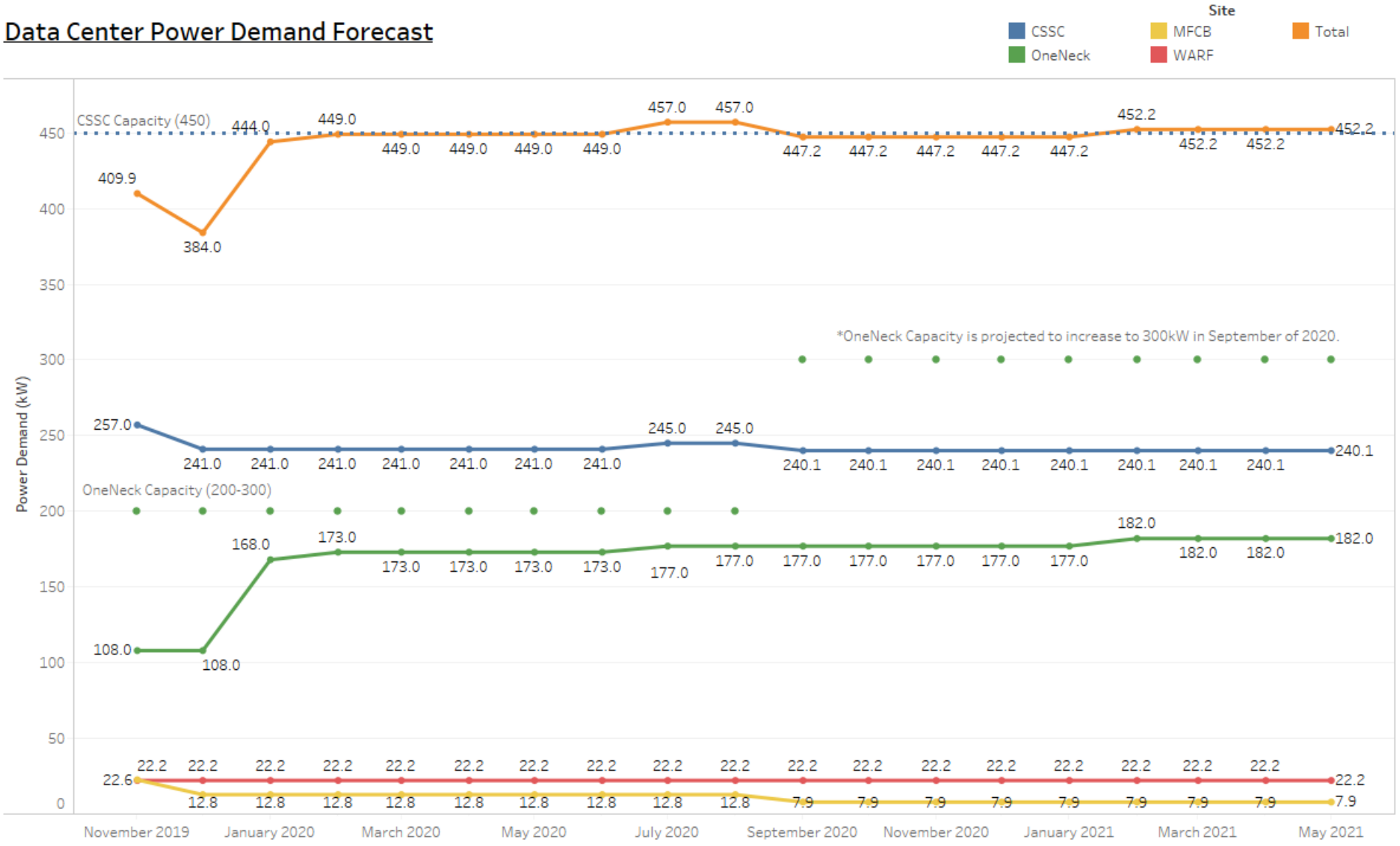


*If blank, zero problems were reported.

DoIT

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

Data Center Power Demand Forecast



-OneNeck footprint is trending up as WIPAC (IceCube) continues its evacuation of 222 W. Washington and we shift more of our mission-critical systems Site A to OneNeck.
-CSSC footprint is trending up significantly due to research storage, CyberSecurity Elastic servers, and updates to Select Agent and other infrastructure.
-WARF is being evacuated through attrition.
-MFCB will slightly decline as we propose to move Select Agent Site B from MFCB to OneNeck, pending Network Services design.

DoIT

This visualization was created by the Department of User Services.

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

		Jan-20	Feb-20	Mar-20	Apr-20	May-20
Kaltura Mediaspace	Incidents Resolved by Help Desk	23	11	159	79	16
	Incidents Resolved by Learn@UW Madison	30	13	55	25	15
	Average Play Time (mins)	9	12	14	15	14
	New Media Assets	1,973	3,346	10,406	16,211	4,013
	Number of Plays	161,925	276,751	472,373	900,311	239,758
	Storage Utilized (TB)	65	68	72	77	78
	Time Played (mins)	1,414,142	3,475,383	6,875,629	13,144,567	3,390,500
	Total Media Assets	108,954	112,096	121,802	138,139	141,950
Turnitin	Incidents Resolved by Help Desk	0	0	0	0	0
	Incidents Resolved by Learn@UW Madison	1	4	0	1	0
	Active Classes	90	174	130	144	127
	Active Instructors	21	61	96	149	160
	Instructor Accounts	1,076	1,208	1,478	1,817	1,939
	Student Accounts	17,071	19,108	18,470	20,728	21,984
	Submissions	4,484	24,618	22,444	35,314	15,987
ACAR	Incidents Resolved by Help Desk	0	4	5	2	2
	Incidents Resolved by Learn@UW Madison	12	15	12	10	11
	New Pressbooks this Month	3	10	9	5	8
	New Storyline 360 Modules this Month	0	6	6	2	0
	Total Pressbooks	430	440	449	454	462
	Total Storyline 360 Modules	164	170	176	178	178
	Unique Users	4,909	5,143	5,215	5,262	5,300
Canvas	Incidents Resolved by Help Desk	366	182	343	274	212
	Incidents Resolved by Learn@UW Madison	192	94	222	173	156
	Active For-Credit Courses	3,239	3,404	3,808	3,841	3,844
	Active Training Courses	370	375	398	402	
	Unique Instructors	4,483	4,786	5,292	5,397	5,402
	Unique Students	38,332	38,482	39,199	38,932	38,940

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 new media assets in current month because some user have deleted assets in the meantime

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

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

		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Spring-20
Atomic Assessments	Incidents Resolved by Help Desk	0	0	0	0	0	
	Incidents Resolved by Learn@UW Madison	10	27	39	32	28	
	Active Courses	24	24	27	27	27	
	Instructors	335	335	403	403	403	
	Unique Students	1,691	1,835	2,132	2,164	1,119	
* Top Hat	Incidents Resolved by Help Desk			0	0	0	
	Incidents Resolved by Learn@UW Madison			1	0	0	
	Active Courses						163
	Unique Students						12,450
	Unique Instructors						228
AEFIS	Incidents Resolved by Help Desk			4	13		18
	Incidents Resolved by Learn@UW Madison			36	107		87
	Atendance at all Workshops						149
	Dept Admins Removed						0
	DESL Usage						2
	New Dept Admins Added						0
	Q&A Workshops						11
	Syllabi usage						286
	Total completed evaluations						105,020
	Training Workshops						15

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):
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.

DoIT

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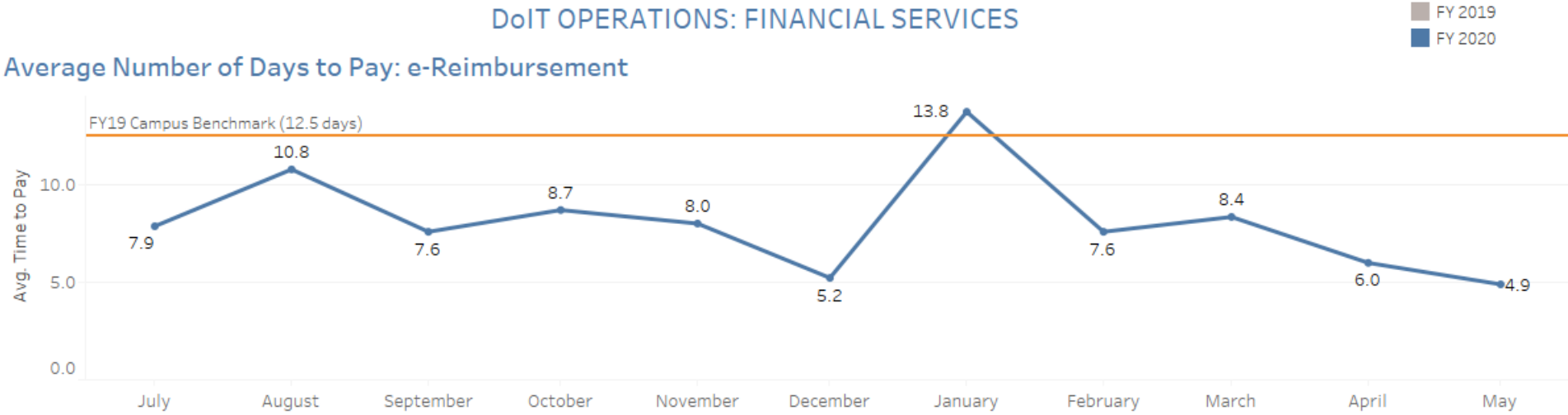
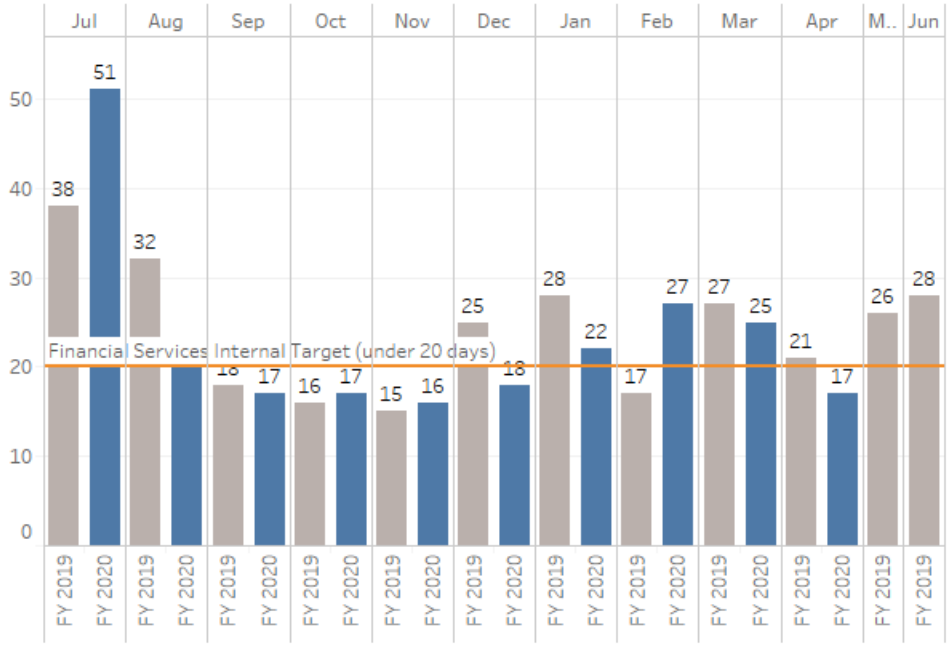
DoIT OPERATIONS: FINANCIAL SERVICES

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
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	6
April	6	7
May	7	
June	5	

If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

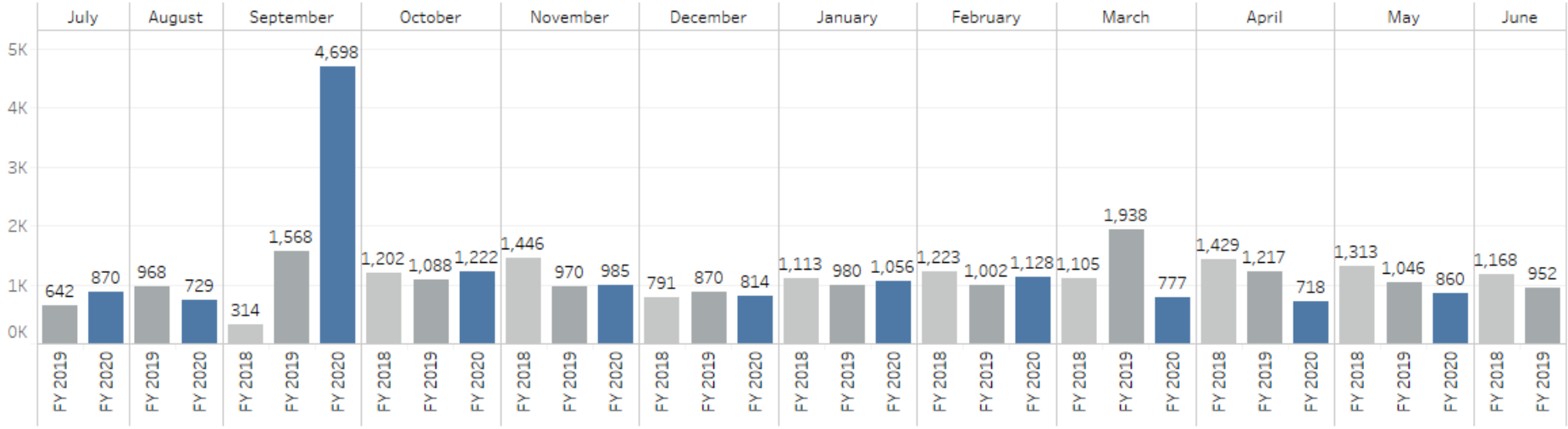
	FY 2019	FY 2020
July	53	53
August		22
September	27	21
October	23	21
November	15	19
December	62	35
January	30	26
February	23	29
March	29	31
April	27	24
May	33	
June	33	

DoIT

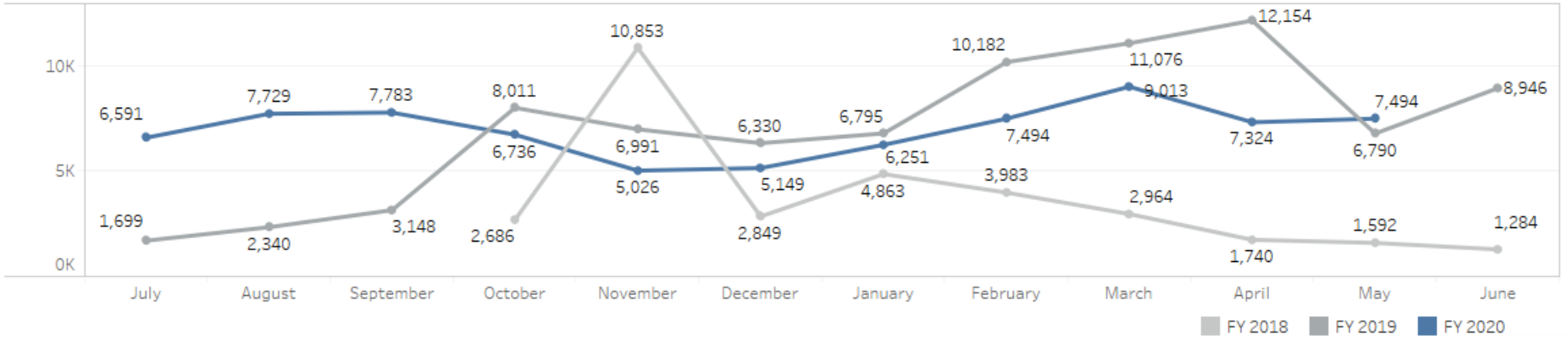
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)



Phishing Incidents Resolved by CyberSecurity Operations Center



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

DoIT

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

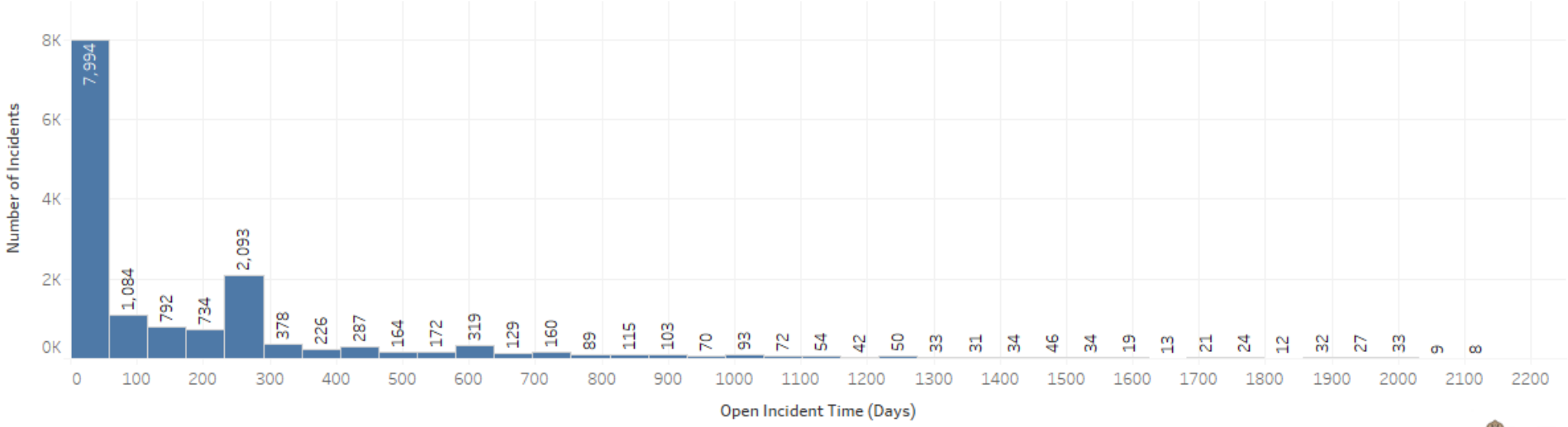
DoIT INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 05/31/2020

Age of FY20 Open Incidents by Department

	Less Than 2 Days Old	Greater Than 2 Days, Less Than 2 Weeks Old	Greater Than 2 Weeks Old	Greater Than 1 Month Old
AIS	38	169	371	278
Cybersecurity	278	238	5,864	4,547
NS			377	328
SEO	74	223	802	597
US	137	635	2,701	2,567
Other	5	96	799	720
Total	532	1,585	10,914	9,037

Total Open Incidents by Age (days)



DoIT

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

Metrics Report Monthly Updates

DoIT Incident Aging report- Added Incident Aging report for breakdown of open incidents by age and owning department.
Department groupings are derived from WiscIT team naming conventions and validation where possible. The current groupings are likely incomplete, and identified WiscIT teams grouped by department are included as additional technical notes.

DoIT OPERATIONS: TECHNICAL NOTES

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

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

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

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

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

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

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

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

Financial Services:

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

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

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

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

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

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

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DoIT INCIDENT AGING REPORT - TECHNICAL NOTES

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

WiscIT Teams in Each Department

AIS

Active Directory, ADI-IA Student Data Integration, ADI-Internal Apps, ADI-Web and Mobile Solutions, ECRT, ECS-Equipment Checkouts, IAM, Manifest Grouping Email, Manifest-Grouping, Manifest-Grouping Email, MiddleWare, Middleware Temp, Multi-Factor Authentication, MyUW, NetID-AcctAdmin, NetID-Login, Server Certificate Service, Shared Tools, Shared Web Hosting, UW Digital ID, UW KnowledgeBase, WiscWeb CMS, WiscWeb CMS Developers

Cybersecurity

Security, Security Incident, Security-Authorize, Security-BADGIRT, Security-CSOC Review, Security-Dept, Security-GRC, Security-HRS Attestation, Security-IT Access, Security-OCIS, Security-Tools

NS

NS-App Admins, NS-Apps AANTS, NS-Campus, NS-Dept, NS-Field Services, NS-Field Services-Voice, NS-Firewall, NS-Layer 4, NS-OpEng, NS-OpEng-Monitoring, NS-PCI, NS-Video, NS-Voice, NS-Voice-Cellular, NS-Voice-Cisco, NS-Voice-EUC, NS-Voice-Legacy, NS-WAN, SA-NS

SEO

DRMT-All, DRMT-Data Tools, DRMT-Database, DRMT-DBA, DRMT-Enterprise Tools, DRMT-InfoAccess, DRMT-Tools, SA-SE, SA-Virtualization, SE, SE-AD, SE-AIX, SE-Audit, SE-BuckyBackup Support, SE-Critical Infrastructure, SE-DSA, SE-Linux, SE-OSX, SE-Solaris, SE-Storage Team, SE-Virtualization, SE-Windows, SEO-Dept, SEO-Firewall, SEO-Mainframe, SNCC-Network, SNCC-NTN-ND, SNCC-SysNet, SNCC-Sysops, SNCC-Systems Management

US

KB Site Helpdesk, Logistics, O365 Technical/Functional, PCS-Dept, PCS-o365 Service Delivery, PCS-Shared Hosting, SA-RaDS, US-Dept, US-DS, US-DS Andover, US-DS Application Support, US-DS Big Fix, US-DS Desktop Bascom, US-DS Desktop Contract, US-DS Desktop DEM, US-DS Desktop DoIT, US-DS Desktop RSO, US-DS Desktop UCOMM-UMARK, US-DS Desktop WGNHS, US-DS EMS, US-DS Endpoint Management, US-DS GDS Student, US-DS Kiosks, US-DS Office 365 OSC, US-DS Operations, US-DS PCI, US-DS SAS, US-DS SEAM, US-DS Select Agent Labs, US-DS Service Leads, US-DS SOAR, US-Help Desk, US-Help Desk ALF/PAF, US-Help Desk Closure, US-Help Desk Development, US-Help Desk EAST, US-Help Desk EAST DS, US-Help Desk Email, US-Help Desk Email Test, US-Help Desk HDQA, US-Help Desk Internal, US-Help Desk Operations, US-Help Desk SMPH Support, US-Help Desk Tools, US-Help Desk UW C/EX Support, US-Help Desks UW CEOEL Support, US-Infolabs Kiosks, US-Metrics and Data, US-PM, US-PM Apple, US-PM Dell, US-PM Hardware, US-PM Mathat&StatsPKGS, US-PM Software, US-Repair Billing, US-Repair Hardware, US-Repair Internal, US-Repair Parts, US-Repair Pickup (333ECM), US-Repair Pickup (Comp Sci), US-Repair Pickup (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk

Other

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

DoIT

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