



## **DoIT Operations Monthly Report**

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# October 2020

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## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Rolling 12 months

Service	Target	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	★89.24	★90.06	★96.18	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	100.00	100.00	★97.56	99.96	100.00	100.00	★97.78	100.00	100.00	★98.76	★73.25
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	★93.30	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	99.95	99.91	100.00	99.90	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	99.91	99.78	100.00	100.00	100.00	100.00	100.00	99.58	100.00
NetID Login	99.90%	★99.71	100.00	100.00	100.00	99.97	100.00	99.98	100.00	100.00	100.00	100.00	100.00
Shared Web Hosting	99.00%	99.55	100.00	99.98	★98.72	★83.37	99.93	★97.21	99.33	100.00	100.00	100.00	100.00
Wisc Web	99.00%	99.55	100.00	99.98	★97.55	★75.41	99.82	100.00	★94.99	99.99	99.91	100.00	★98.69

Target Colors

★ Below Target    Above Target

### NOTES:

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



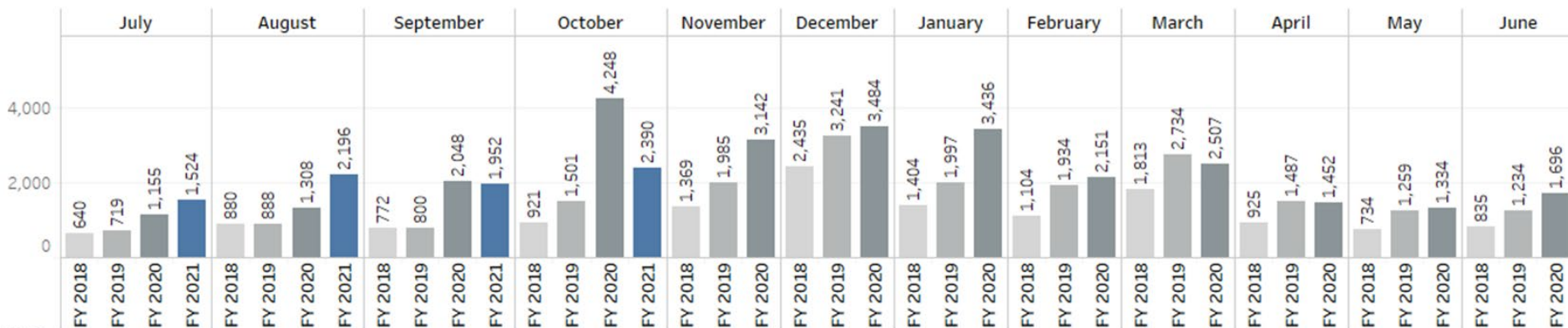
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: IAM SERVICES OVERVIEW

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

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Multi-factor Authentication (MFA)	837	27.7%	801	733	91.5%	94.3%	94.4%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	1,502	49.6%	1,462	1,268	86.7%	88.6%	96.8%	2020 Gartner Benchmark: First Contact Resolution ■ Above 74.0%
All IAM Incidents	3,027	100.0%	2,330	2,039	87.5%	90.7%	95.9%	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?" - 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.

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



## DoIT OPERATIONS: AIS-Web Platform Services

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

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
MyUW Madison/System	136	35.9%	134	111	★ 82.8%		★ 71.0%
Shared Tools	11	2.9%					
UW Madison Knowledgebase (KB)	54	14.2%					
Web Hosting	113	29.8%	3	1	33.3%	84.6%	100.0%
WiscWeb	65	17.2%	60	28	46.7%	★ 60.0%	★ 74.6%

AIS-WPS Targets:  
HD % Resolution by Service

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

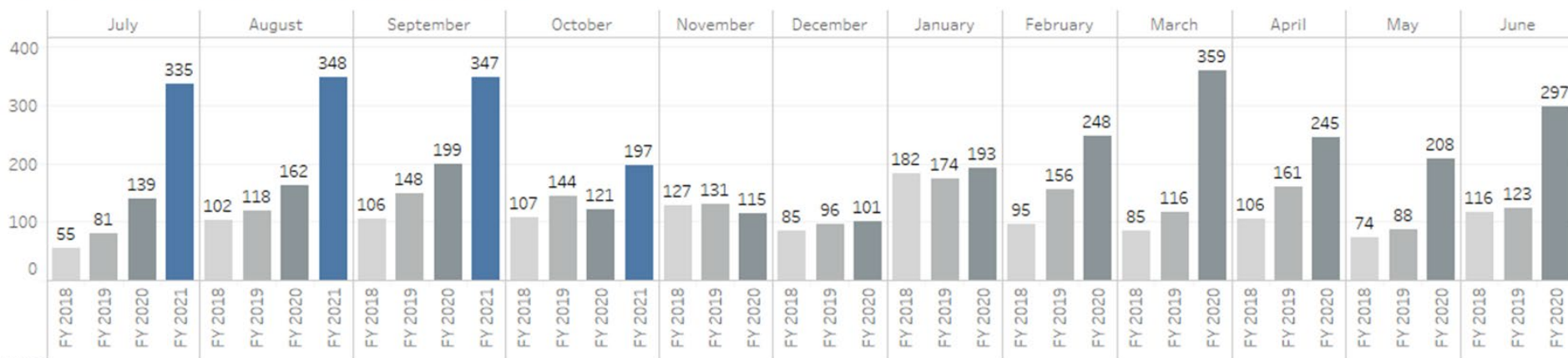
2020 Gartner Benchmark:  
First Contact Resolution

Below 74.0% ★  
Above 74.0% ■

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?" - 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.

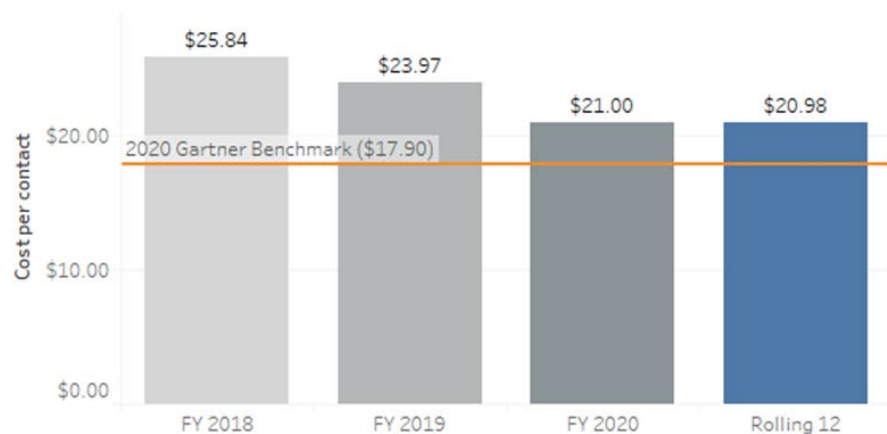
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



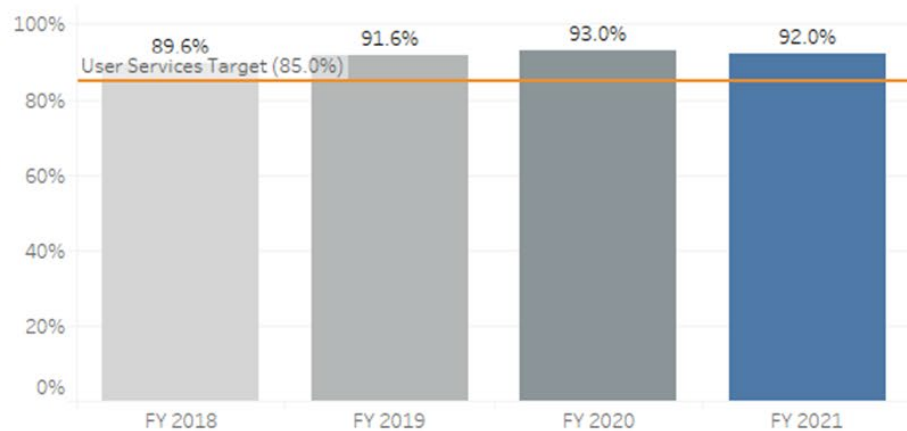
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-HELP DESK OVERVIEW

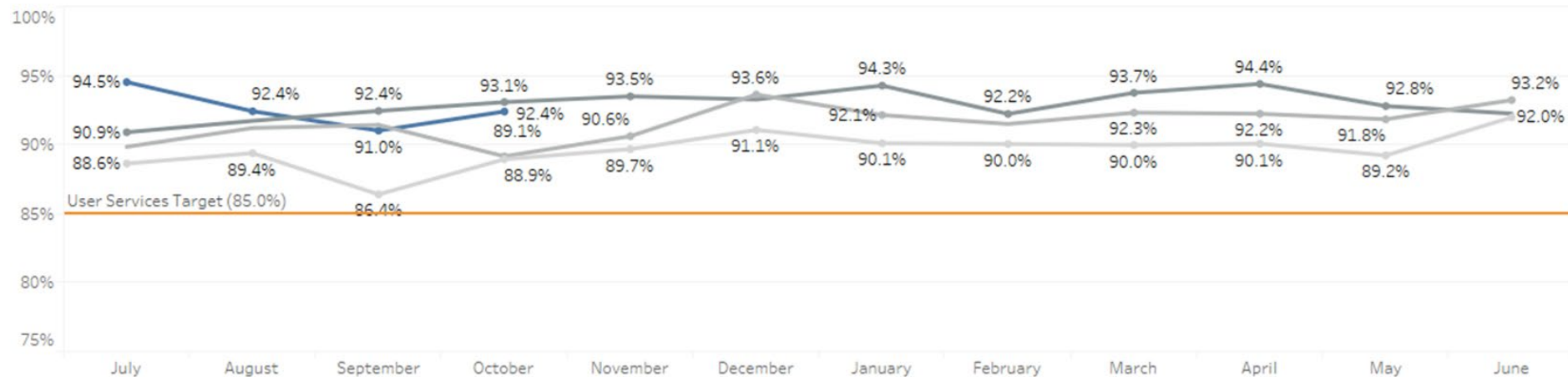
### Cost per Contact



### \* Customer Satisfaction



### Customer Satisfaction



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

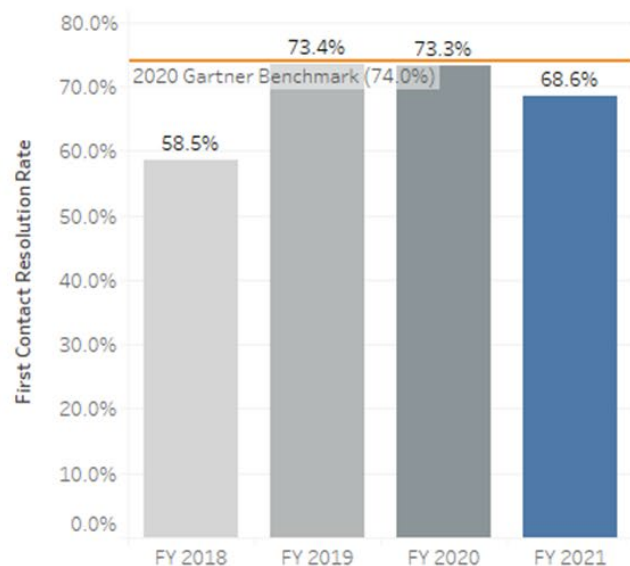
\*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

Gartner 2019 Benchmark Cost Per Contact is \$16.30.

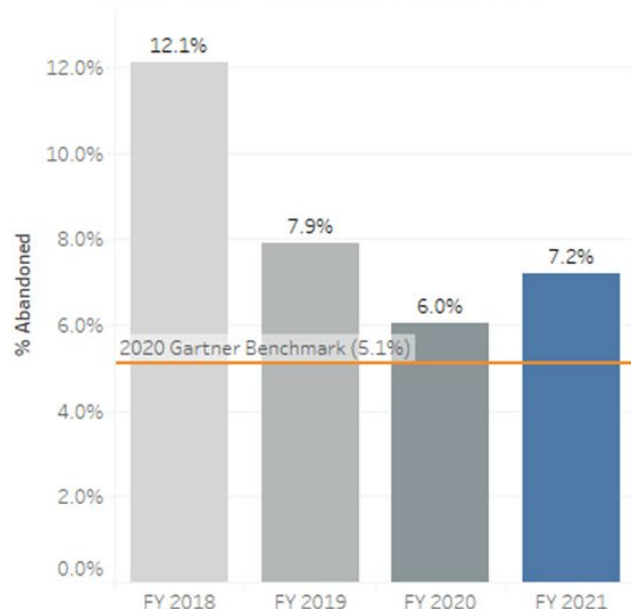


This visualization was created by DoIT in the Department of User Services.

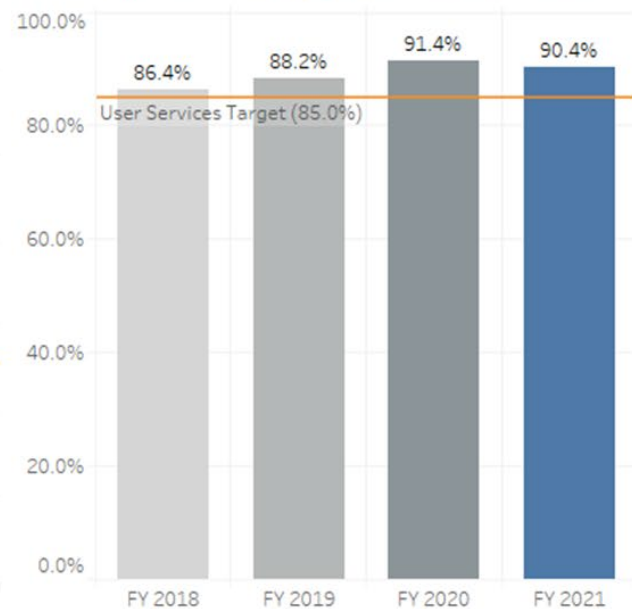
\*Help Desk Average First Contact Resolution



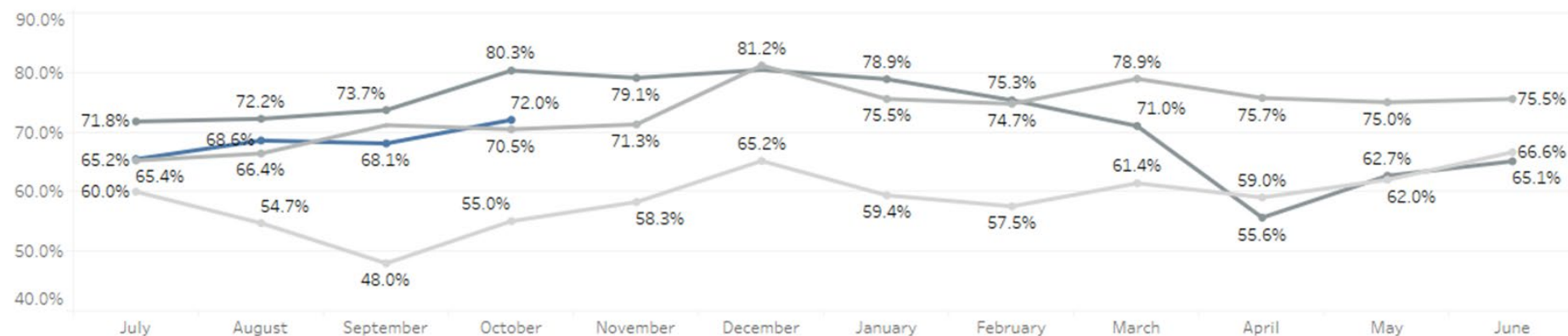
Help Desk Abandonment Rate



\*\*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%.

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

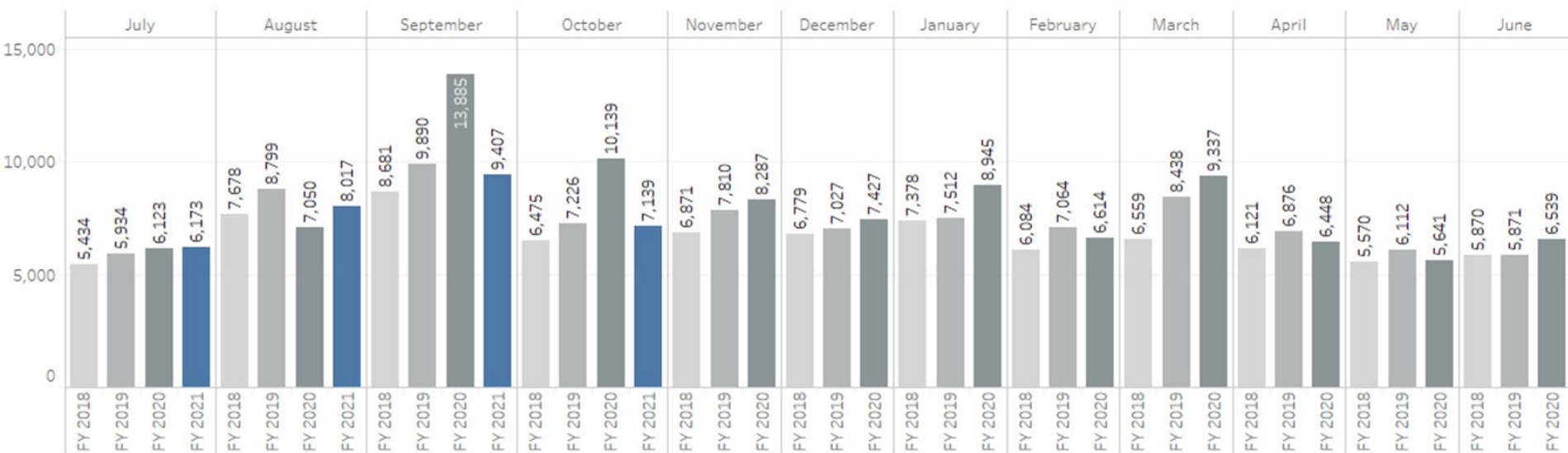


## Help Desk Resolution Rates for Top 10 Supported-Services in October

	Incidents Created by HD	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	1,483	20.8%	1,288	86.9%
Multi-factor Authentication (MFA)	836	11.7%	766	91.6%
Office 365	630	8.8%	536	85.1%
Referrals	579	8.1%	541	93.4%
UW-Madison Zoom	446	6.2%	337	★ 75.6%
Learn@UW - Canvas Madison	328	4.6%	247	★ 75.3%
Personal Software Support	176	2.5%	159	90.3%
DoIT Departmental Support, Software	128	1.8%	82	★ 64.1%
Help Desk Support, Unsupported Service	127	1.8%	114	89.8%
MyUW Madison	124	1.7%	105	★ 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)

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

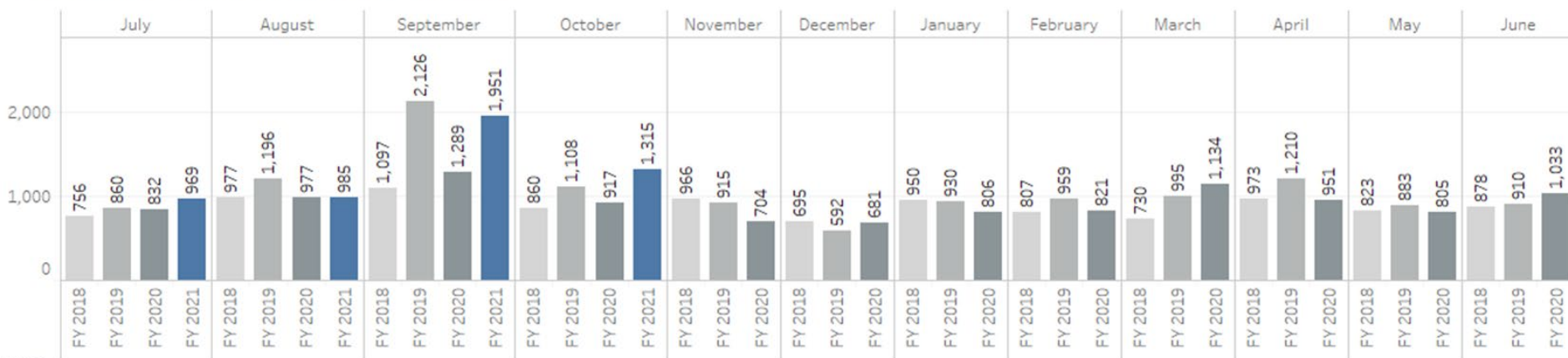


## DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

### Resolution Rates for PCS Services During October

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	642	44.0%	630	536	85.1%	76.1%	93.3%	User Services Target: HD% Resolution
UW-Madison Zoom	514	35.3%	446	337	★ 75.6%	83.9%	90.1%	■ At or above 85.0%
UW-Madison Box	113	7.8%	83	59	★ 71.1%	81.5%	★ 83.7%	■ Below 85.0% ★
UW-Madison Google Apps	82	5.6%	79	54	★ 68.4%	76.0%	90.0%	2020 Gartner Benchmark: First Contact Resolution
WisconsinList	62	4.3%	54	38	★ 70.4%	88.9%	100.0%	■ Below 74.0% ★
Qualtrics	36	2.5%	15	12	★ 80.0%	100.0%	100.0%	■ Above 74.0%
Cloud Fax	9	0.6%	8	4	★ 50.0%		100.0%	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 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?" - 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.

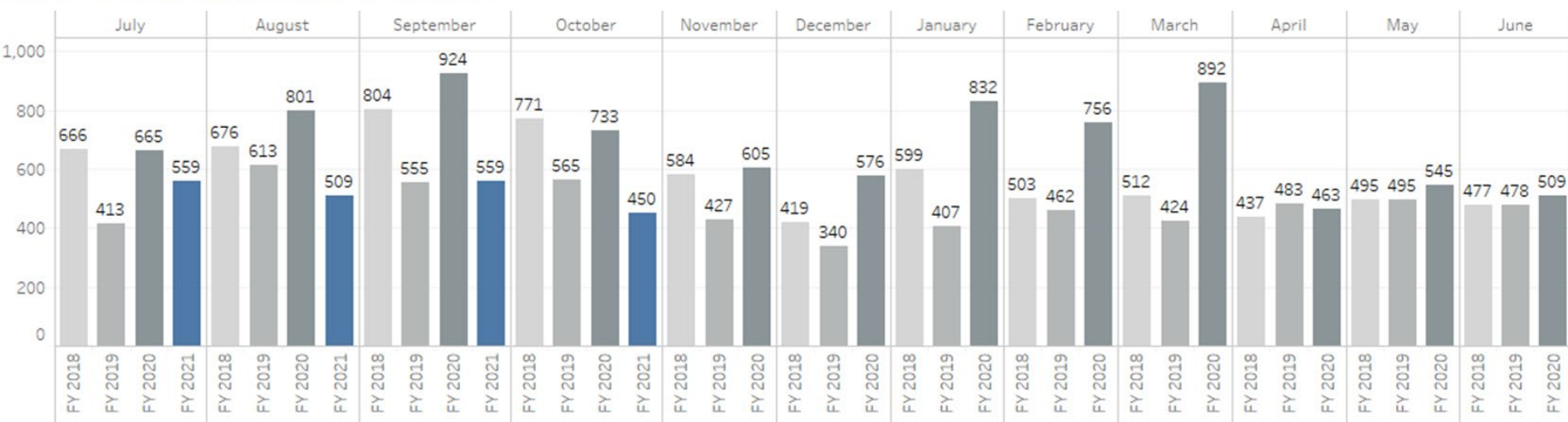
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



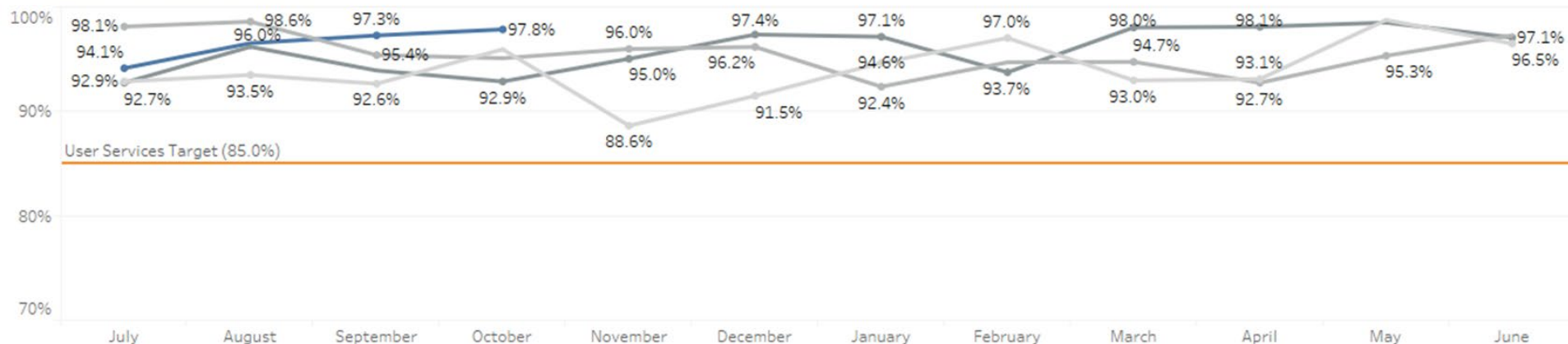
This visualization was created by DoIT in the Department of User Services.

## 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 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

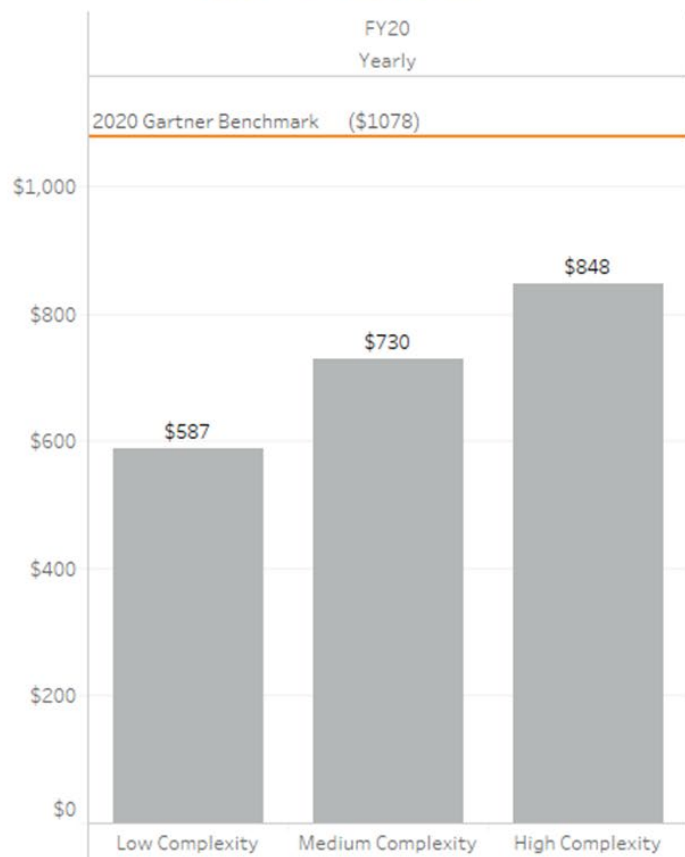
HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

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

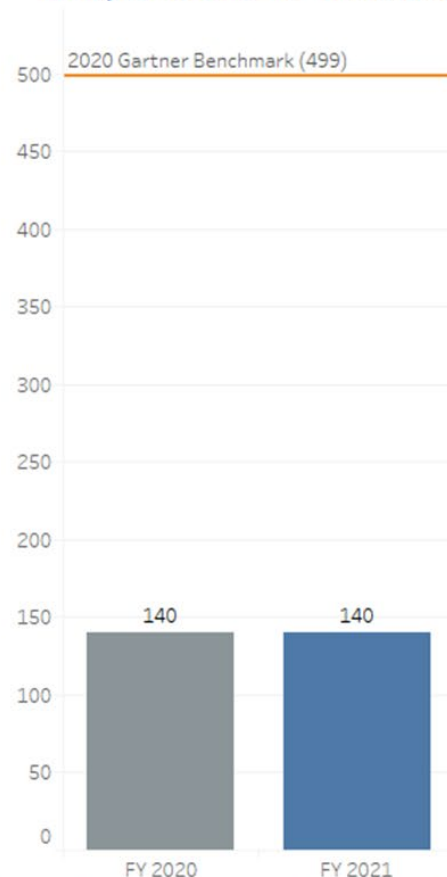


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

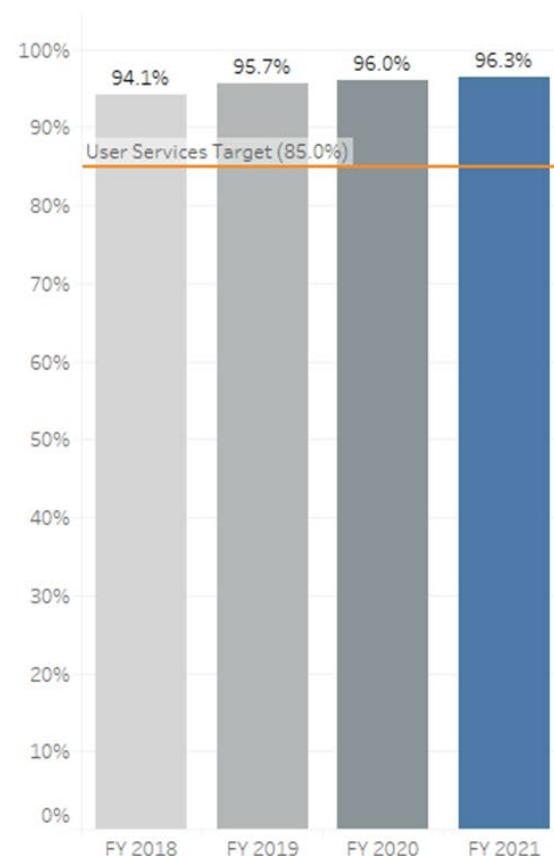
\* Cost Per Endpoint



\*\* 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).

\*FY20 will be used due to a six-month minimum to capture the 2020 Gartner benchmark.

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

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.

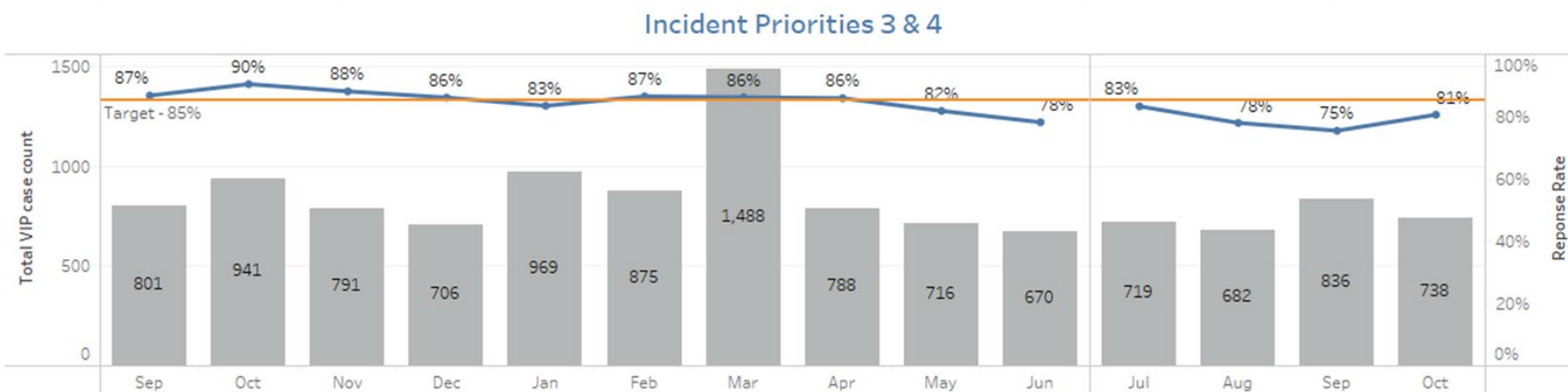


This visualization was created by DoIT in the Department of User Services.

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

SLA = One hour acknowledgement

Rolling 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.

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



## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Rolling 12 months

Service	Target	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %
HRS	99.000%	99.963	★ 98.562	100.000	99.603	100.000	99.313	100.000	★ 98.935	100.000	100.000	★ 91.271	★ 96.013
SFS	99.000%	100.000	99.943	99.918	99.968	99.941	99.989	99.464	100.000	100.000	100.000	100.000	100.000
SIS	99.000%	100.000	99.893	99.594	100.000	100.000	99.998	100.000	100.000	100.000	99.953	100.000	100.000
Informatica (FASTAR)	99.000%	100.000	★ 98.253	★ 98.356	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	99.452	★ 97.984	★ 97.260	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	★ 98.904	★ 98.904	★ 98.904	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000

Target Colors  
 ★ Below Target    ■ Above Target

### NOTES:

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



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

## DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	August %	September %	October %	Network	Target	August %	September %	October %	Network	Target	August %	September %	October %
Upham Woods	99.900%	100.000	99.949	99.922	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	99.970	UWC Marathon Co.	99.900%	100.000	100.000	99.970
UW Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	99.970	UWC Marinette	99.900%	100.000	★99.393	99.970
UW Green Bay	99.900%	100.000	100.000	99.970	UW Stout	99.900%	100.000	100.000	99.970	UWC Marshfield Wood Co.	99.900%	100.000	100.000	99.961
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	99.970	UWC Richland	99.900%	100.000	99.984	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	99.970
UW Madison	99.900%	100.000	100.000	99.970	UWC Baraboo Sauk Co.	99.900%	★97.623	100.000	★99.480	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	99.970	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	99.970	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	99.970
UW Parkside	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.

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



## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

### IN

		20-Aug	20-Sep	20-Oct
UW-Madison campus	Avg (Gb/sec)	5.20	7.90	7.70
	Max (Gb/sec)	32.40	19.70	17.50
	Min (Gb/sec)	1.60	1.90	1.90
	% of full capacity (100Gbps)	5.20	7.90	7.70
UW-Madison research	Avg (Gb/sec)	13.50	15.60	13.60
	Max (Gb/sec)	30.80	47.10	60.30
	Min (Gb/sec)	5.50	5.70	4.90
	% of full capacity (100Gbps)	13.50	15.60	13.60
Internet Exchange (MadIX)	Avg (Gb/sec)	5.50	6.20	6.10
	Max (Gb/sec)	11.70	12.90	11.90
	Min (Gb/sec)	0.50	0.50	0.00
	% of full capacity (20Gbps)	27.50	31.00	30.50

### OUT

		20-Aug	20-Sep	20-Oct
UW-Madison campus	Avg (Gb/sec)	2.30	2.40	2.50
	Max (Gb/sec)	6.80	4.70	14.70
	Min (Gb/sec)	1.00	1.20	1.10
	% of full capacity (100Gbps)	2.30	2.40	2.50
UW-Madison research	Avg (Gb/sec)	22.60	17.90	16.30
	Max (Gb/sec)	61.20	60.30	54.00
	Min (Gb/sec)	5.90	5.40	4.70
	% of full capacity (100Gbps)	22.60	17.90	16.30
Internet Exchange (MadIX)	Avg (Gb/sec)	5.90	7.20	6.60
	Max (Gb/sec)	11.70	13.20	10.70
	Min (Gb/sec)	1.70	2.10	0.00
	% of full capacity (20Gbps)	29.50	36.00	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.



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

## DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

### Airwave 1

Total Controllers: 8  
Total APs: 4291

	Target	November	December	January	February	March	April	May	June	July	August	September	October
Access Points Avg. Uptime per Day	99.50%	99.75%	99.89%	99.81%	99.73%	99.73%	★ 99.48%	★ 99.16%	★ 99.14%	★ 99.20%	★ 98.97%	★ 98.56%	★ 98.51%
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%	100.00%	100.00%	100.00%

Avg. Number of APs Down per Day		28.93	31.58	23.87	26.55	26.52	41.23	53.65	56.27	56.61	76.42	89.10	88.65
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### Airwave 2

Total Controllers: 8  
Total APs: 4676

	Target	November	December	January	February	March	April	May	June	July	August	September	October
Access Points Avg. Uptime per Day	99.50%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%	99.83%	★ 99.45%	★ 99.37%	99.71%	99.84%	99.80%
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%	100.00%	100.00%	100.00%

Avg. Number of APs Down per Day		37.79	11.23	16.90	7.97	19.42	21.57	46.71	33.27	34.48	27.42	14.10	15.87
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### Airwave 3

Total Controllers: 4  
Total APs: 2553

	Target	November	December	January	February	March	April	May	June	July	August	September	October
Access Points Avg Uptime Per Day	99.50%			99.95%	99.95%	99.95%	99.93%	99.84%	99.79%	99.81%	99.77%	99.64%	99.70%
Avg. AW3-Controller Uptime per Day	100.00%			★ 99.99%	100.00%	100.00%	100.00%	★ 99.61%	★ 99.98%	100.00%	100.00%	100.00%	100.00%

Avg Number of APs Down per Day				6.61	1.59	1.52	14.50	5.65	9.77	9.29	25.81	15.77	18.94
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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 100.00%

■ Below 100.00% ★



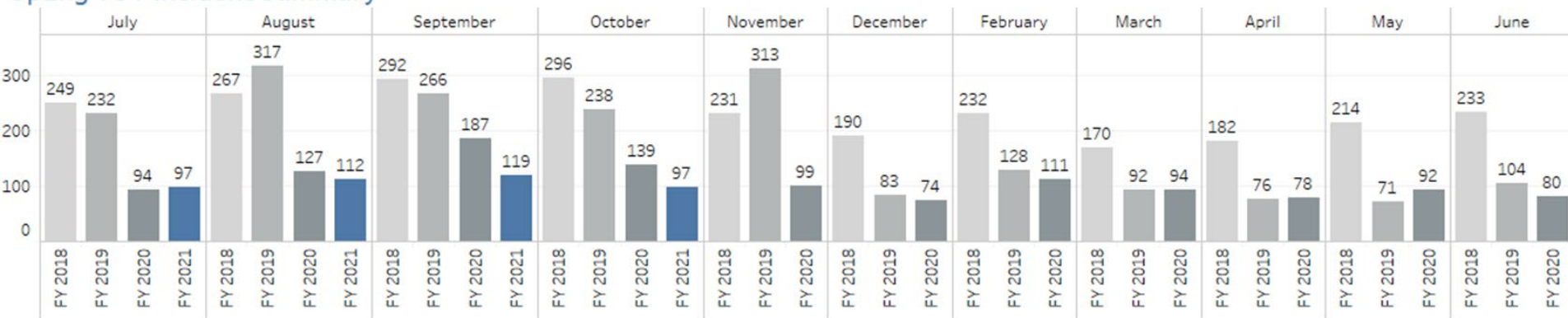
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

		July	August	September	October
Campus Network	AANTS	8	5	5	2
	Bandwidth Threshold Alarm		2	1	3
	Firewall/Problem	1		2	5
	Firewall/Rules	4	1	2	1
	Port Error Threshold Alarm			1	1
	Request/Data Jack/Activation	6	6	1	2
	Request/Data Jack/Installation	1	1		
	Request/DHCP	1	2	4	3
	Request/DNS/Hostmaster	1	1	1	3
	Request/DNS/Network Services	20	15	5	16
	Request/Equipment Installation	1		1	1
	Request/Hardware	5	7	4	2
	Request/IP Allocation	23	24	34	19
	Wired Network Issue	5	2	8	12
	Wireless	3	6	14	9
	Wireless Device Registration		2	1	1
Campus Network Housing	Device Registration HAP		21	18	5
	Device Registration non-HAP	1			
	HAP Reset			1	1
	Latency or Packet Drop			1	
VPN	Client Issue	1	1	1	
	Submit Incident	16	14	11	9
eduroam	Submit Incident				1
Others			3	3	1
Grand Total		97	113	119	97

### OpEng YOY Incident Summary



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

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



## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Rolling 12 months

Service	Target	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	99.870	99.386	100.000	100.000	100.000	99.615	★95.769	★98.329
Campus Card Access	99.500%	99.589	★97.749	100.000	★98.904	100.000	100.000	100.000	100.000	100.000	99.617	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	99.989	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	99.966	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 (Cypress)	98.000%	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921	100.000	99.664	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	★97.258	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	★95.616	100.000	100.000	100.000	★98.132	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.973	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.689	100.000	★97.320	100.000	100.000	100.000	100.000	99.944	99.630	100.000	100.000	★86.962

Target Colors  
 ★ Below Target    Above Target

### NOTES:

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

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	99.990	337	71	112.3	279.0
Linux	99.950	99.990	444	156	148.0	268.0

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(15.77%)
DoIT Internal Customers	2	(11.63%)
DoIT - Microsoft SQL Server Hosting	3	(4.47%)
UWPD	4	(2.23%)
SFS	5	(2.15%)
HRS	6	(1.72%)
Imaging	7	(1.10%)
Grad School	8	(1.07%)
Vulnerability Management	9	(0.78%)
WHS	10	(0.78%)
Prospective Customer Support	11	(0.54%)

### Top Customers By Server Count

Cybersecurity	1	(83 Servers)
SFS, HRS	2	(78 Servers)
Identity and Access Management	3	(54 Servers)
Student Information System	4	(38 Servers)
SysNet	5	(37 Servers)
Database Aggregation (FASTAR)	6	(25 Servers)
Imaging	7	(24 Servers)
Office 365	8	(24 Servers)
DoIT Web Platform Services	9	(22 Servers)
DoIT Service Management	10	(20 Servers)
Wisconsin Historical Society	11	(20 Servers)

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

## DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

### Four Months Vulnerability Summary

Type	Severity	July	August	September	October
Potential Vulnerability	1	14	1	1	3
	2		3	6	4
	3	7	8	16	32
	4	1	1	1	
Vulnerability	1	4	9	14	76
	2	134	28	6	146
	3	1,695	771	170	583
	4	1,182	828	147	966
	5	216	506	95	125
Vulnerability or Potential Vulnerability	3	371	5	8	6
	4	58	2	2	7
	5	15	3	3	
Grand Total		3,697	2,165	469	1,948

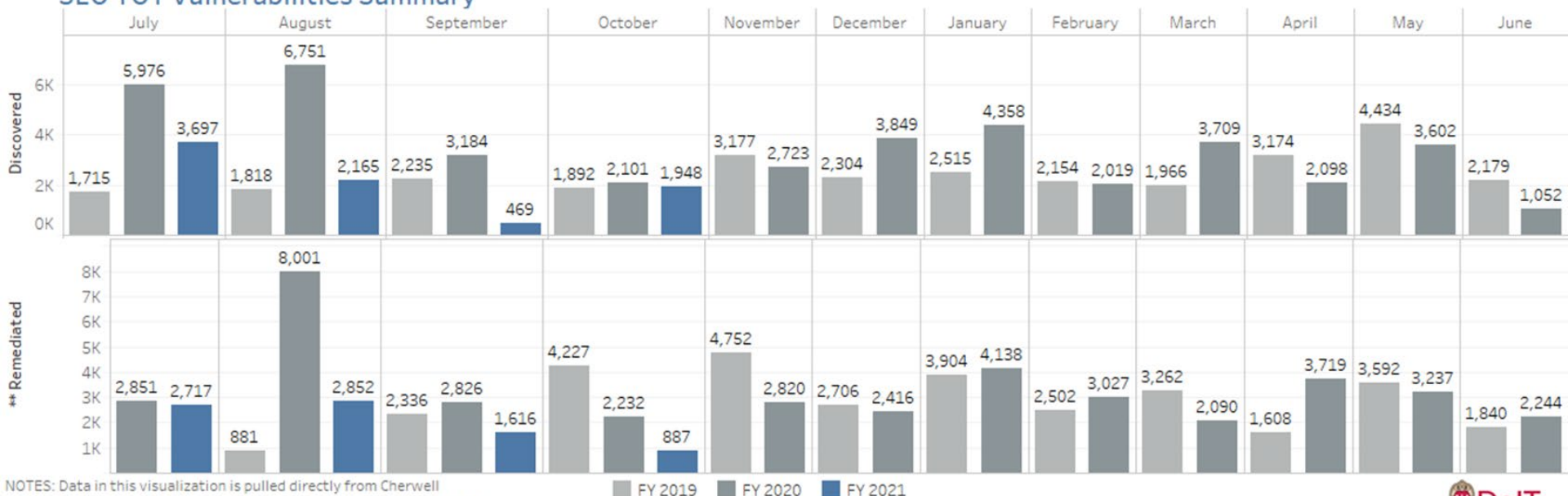
\* Active & Urgent Vulnerabilities

107

Remaining From October

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



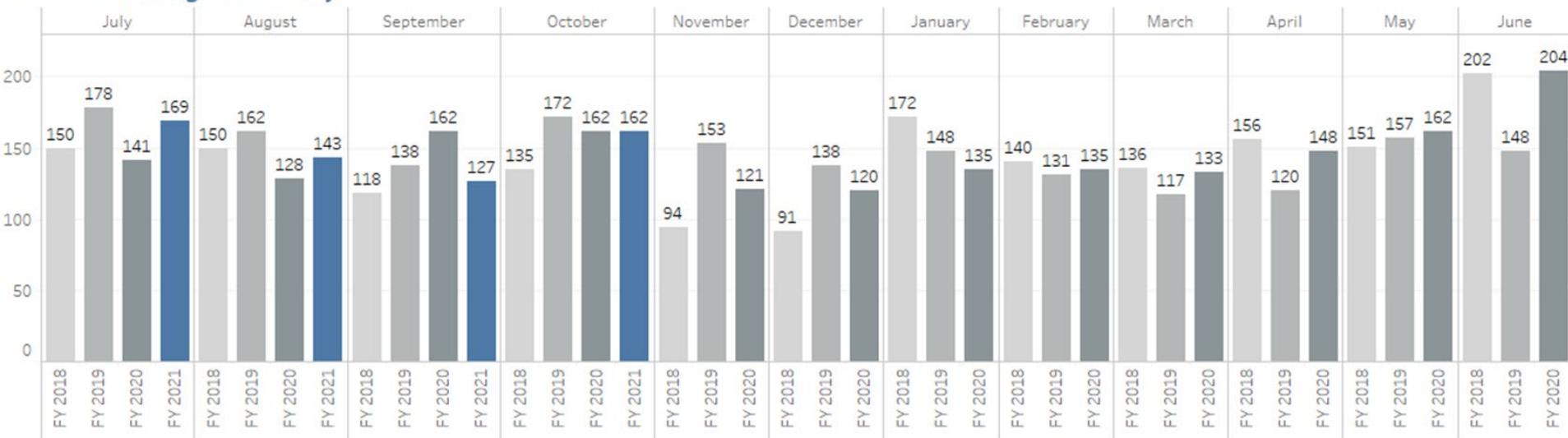
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Months Network Problem Summary

Technical Service	July	August	September	October
Boreas	11	12	6	8
Campus Network	77	107	79	71
MUFN	2	5	1	4
Northern Tier	5	1	1	1
UW SysNET	15	14	8	14
Grand Total	110	139	95	98

### SEO YOY Outage Summary

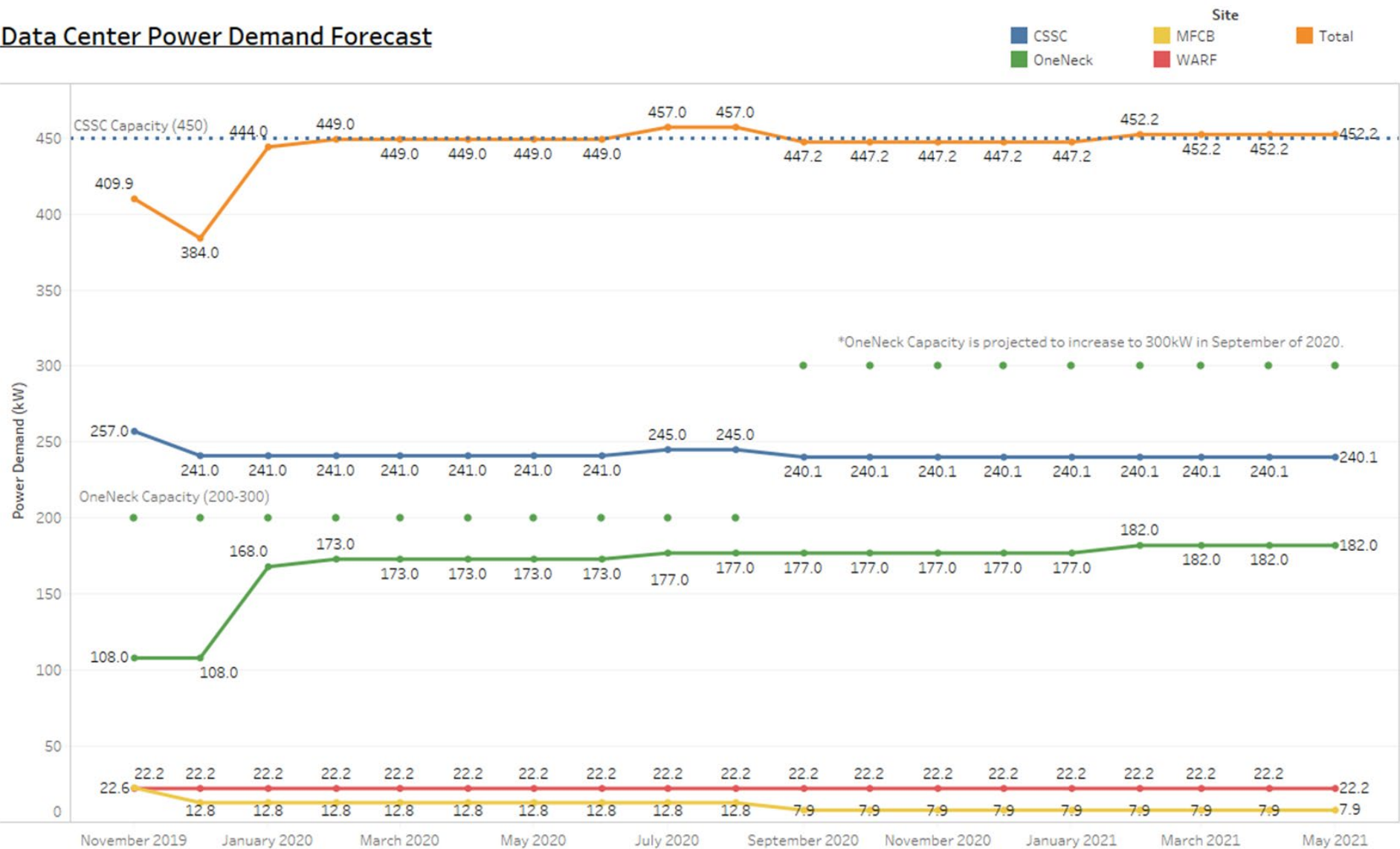


\*If blank, zero problems were reported.

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



Data Center Power Demand Forecast



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

This visualization was created by the Department of User Services.



## DOIT OPERATIONS- DIGITAL PUBLISHING & PRINTING SERVICES

### DPPS Rework Information

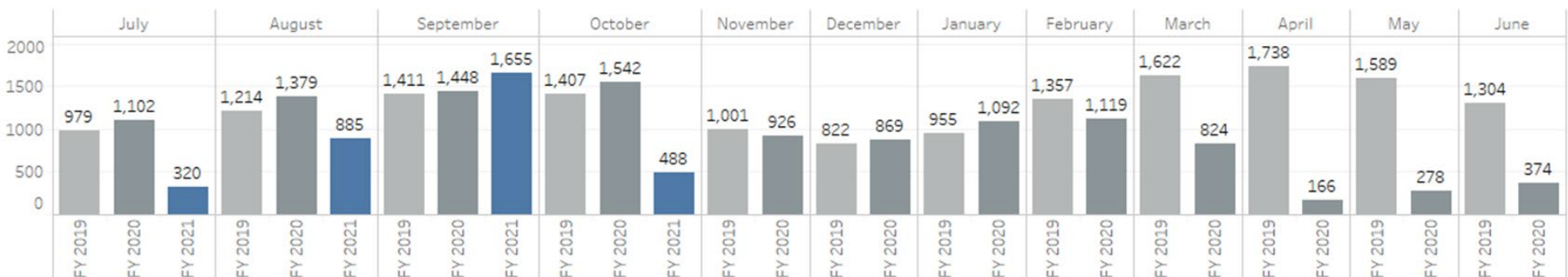
	Total Rework	Cost of Rework	Average Rework
April	0	\$0.00	0.00%
May	0	\$0.00	0.00%
June	0	\$0.00	0.00%
July	0	\$0.00	0.00%
August	0	\$0.00	0.00%
September	0	\$0.00	0.00%
October	0	\$0.00	0.00%

■ At or Below 0.10%

### Total Sales



### Total Jobs



### Average On-Time Percentage by Stream

★ Below 99.90% ■ At or Above 99.90%

	March	April	May	June	July	August	September	October
Contract	100.00%	★ 95.24%	100.00%	★ 95.65%	100.00%	100.00%	100.00%	100.00%
Digital Black	100.00%	100.00%	100.00%	★ 97.56%	100.00%	★ 92.09%	★ 96.92%	★ 94.00%
Digital Color	★ 98.77%	★ 96.43%	★ 93.55%	★ 95.76%	100.00%	★ 94.87%	★ 93.67%	★ 93.96%
Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Large Format	★ 97.65%	100.00%	★ 0.00%	★ 85.71%	100.00%	★ 97.69%	★ 95.80%	100.00%
Offset Print	★ 91.36%	100.00%	★ 92.68%	★ 97.14%	100.00%	★ 94.55%	★ 93.84%	★ 96.96%
School of Human Ecology DPC	100.00%	100.00%	★ 98.53%	100.00%	100.00%	100.00%	★ 99.01%	100.00%
WEBCRD	100.00%	100.00%	★ 0.00%	★ 0.00%	100.00%	100.00%	100.00%	100.00%
WSB DPC	★ 98.95%	100.00%	★ 90.63%	★ 0.00%	100.00%	★ 97.84%	★ 96.77%	100.00%

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



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

### Kaltura Mediaspace

	Jun-20	Jul-20	Aug-20	Sep-20	20-Oct
Incidents Resolved by Help Desk	30	24	100	146	62
Incidents Resolved by Learn@UW Madison	23	24	45	41	18
Average Play Time (mins)	11	10	0	0	1
Contributors					3,244
Duration of uploaded media					304,308
New Media Assets	6,715	6,264	8,993	19,437	16,481
Number of Plays	325,427	379,200	238,773	1,535,005	1,404,686
Storage Utilized (TB)	80	82	85	92	98
Time Played (mins)	3,513,483	3,919,185	1,656,188	18,167,594	18,658,422
Total Media Assets	148,407	154,243	163,051	180,086	196,291
Unique viewers					29,537

### Turnitin

Incidents Resolved by Help Desk	1	4	1	4	2
Incidents Resolved by Learn@UW Madison	1	0	0	0	2
Active Classes	107	140	368	533	599
Active Instructors	89	187	417	615	812
Instructor Accounts	1,995	2,046	2,237	2,423	2,580
Student Accounts	21,793	18,702	18,794	26,134	28,836
Submissions	5,890	8,368	2,985	29,475	50,541

### ACAR

Incidents Resolved by Help Desk	2	1	2	1	0
Incidents Resolved by Learn@UW Madison	26	17	18	13	7
New Pressbooks this Month	12	16	20	5	9
New Storyline 360 Modules this Month	1	1	0	4	0
Total Pressbooks	474	490	510	515	524
Total Storyline 360 Modules	179	180	180	184	184
Unique Users	5,445	5,463	7,211	7,954	8,242

### Canvas

Incidents Resolved by Help Desk	244	209	442	647	270
Incidents Resolved by Learn@UW Madison	150	200	256	221	126
Active For-Credit Courses	792	904	910	3,878	3,945
Active Training Courses	447	472	552	573	590
Unique Instructors	1,480	1,554	1,591	5,431	5,566
Unique Students	14,094	14,169	14,112	42,399	42,520

#### 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

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)



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

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

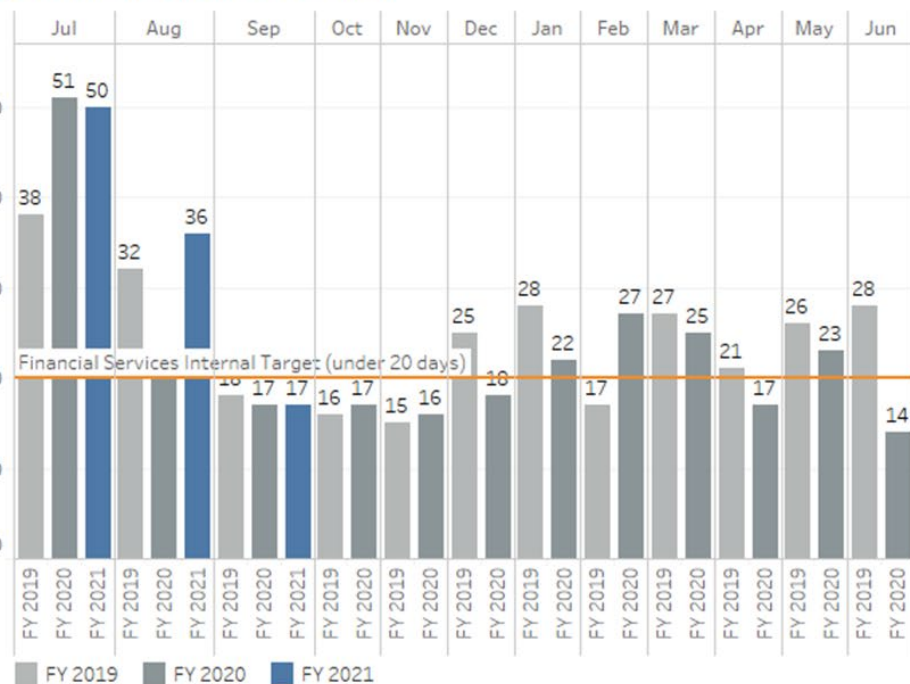
							Notes:
							<u>Atomic Assessments</u>
							Active Course: Course with Atomic Assessments assignments that have been accessed in date range
							Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other numbers for Atomic Assessments 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.
Atomic Assessments	Unique Students	Jun-20	Jul-20	20-Aug	Summer 20..	Sep-20	Oct-20
	Instructors	444	219			3,487	3,533
	Incidents Resolved by Learn@UW Madison	63	19			400	390
	Active Courses	18	27	9		10	9
	Incidents Resolved by Help Desk	11	7			63	59
* Top Hat	Unique Students	0	0	0		3	4
	Incidents Resolved by Learn@UW Madison	0	0		1,365		
	Active Courses	0	0		1	0	0
	Incidents Resolved by Help Desk	0	0		31		
	Unique Instructors	0	0		0	3	0
AEFIS	Incidents Resolved by Learn@UW Madison	20	33	40		54	128
	Incidents Resolved by Help Desk	24	7	6		2	9
	Total exams			1,568		28,818	15,652
Honorlock	Unique students			1,001		12,666	4,639
	Total courses			25		196	39
	Support tickets closed by Help Desk			94		36	16
	Support tickets closed by Learn@UW-Ma..			14		9	20
	Exams per student			2		2	3
							<u>Assessment Evaluation Feedback &amp; Intervention System (AEFIS):</u>
							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
							<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.
							Total courses: number of courses using Honorlock to proctor exams.
							Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
							*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		2	3
September	9	4	3
October	7	4	
November	0	3	
December	37	17	
January	2	4	
February	6	2	
March	2	6	
April	6	7	
May	7	5	
June	5	5	

### Days from SFS Close to Management Report Completion

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

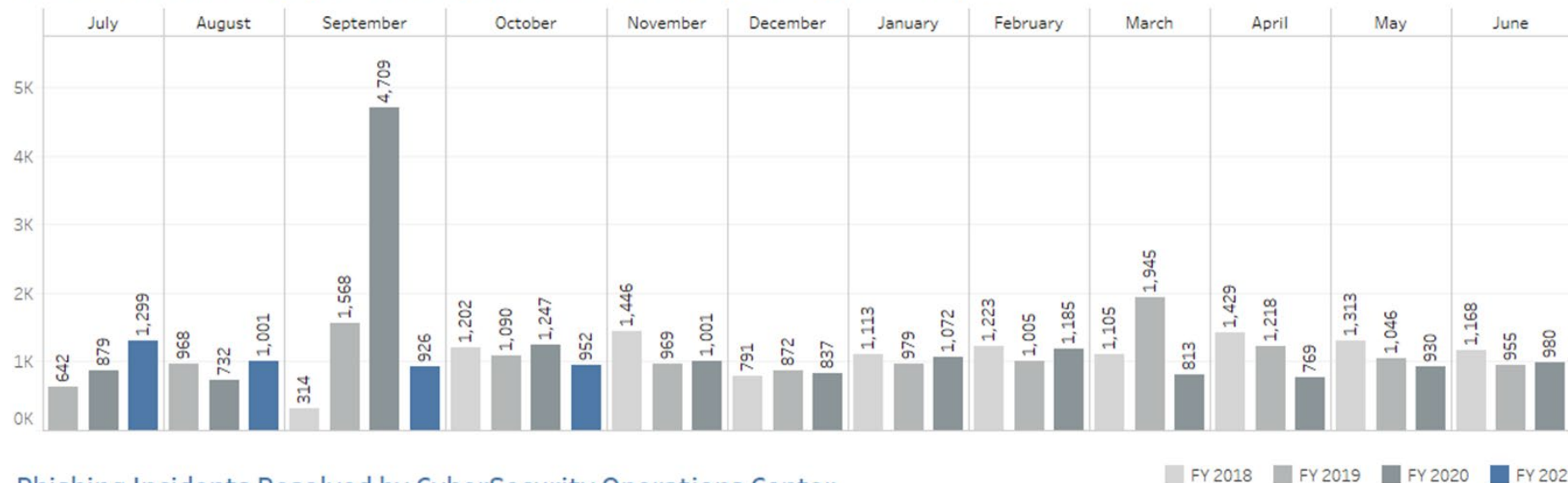
If blank, data is currently unavailable.

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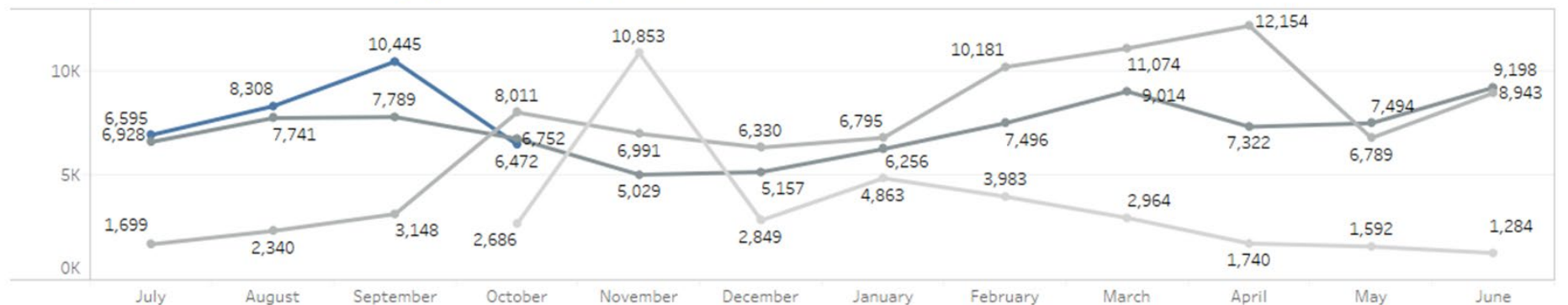


## DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

### 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.



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

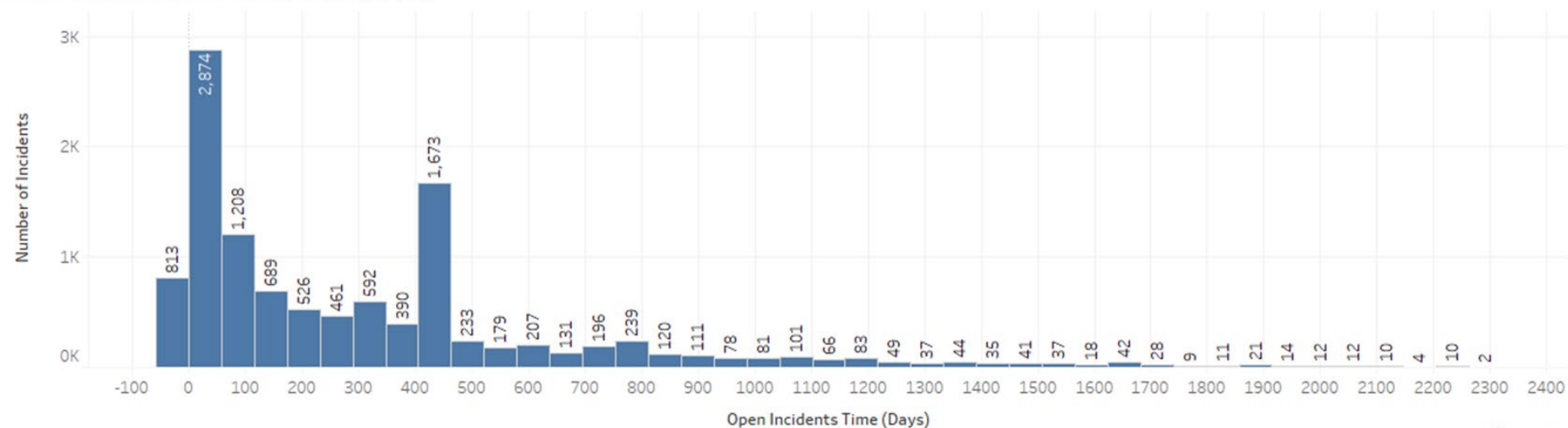
## DoIT INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 11/02/2020

### Age of FY20 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	63	297	809	630
Cybersecurity	263	237	2,326	2,219
NS	67	141	589	540
SEO	21	61	282	257
US	603	706	3,432	3,281
Other	53	202	1,489	1,415
Total	1,070	1,644	8,927	8,342

### Total Open Incidents by Age (days)



## Metrics Report Monthly Updates

**IAM Services Overview:** Help Desk resolution rates for IAM services monthly and IAM services annual Help Desk contacts

**AT - Learn@UW:**

- New Kaltura MediaSpace metrics were added - unique viewers, duration of uploaded media, and contributors
- Honorlock, a new Learn@UW Tool was added

## 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.

**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).



## 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.



## 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.



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