



DoIT Operations Monthly Report

September 2020

Published November 03, 2020



DoIT Operations Report Table of Contents

Applications Infrastructure Services	page 1-2
User Services	page 3-9
Enterprise Business Systems	page 10
Network Services	page 11-13
Systems Engineering & Operations	page 14-20
Academic Technology	page 21-22
Financial Services	page 23
Cybersecurity	page 24
DoIT Incident Aging Report	page 25
Monthly Updates	page 26
Technical Notes	page 27-29

DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Rolling 12 months

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

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: AIS-Web Platform Services

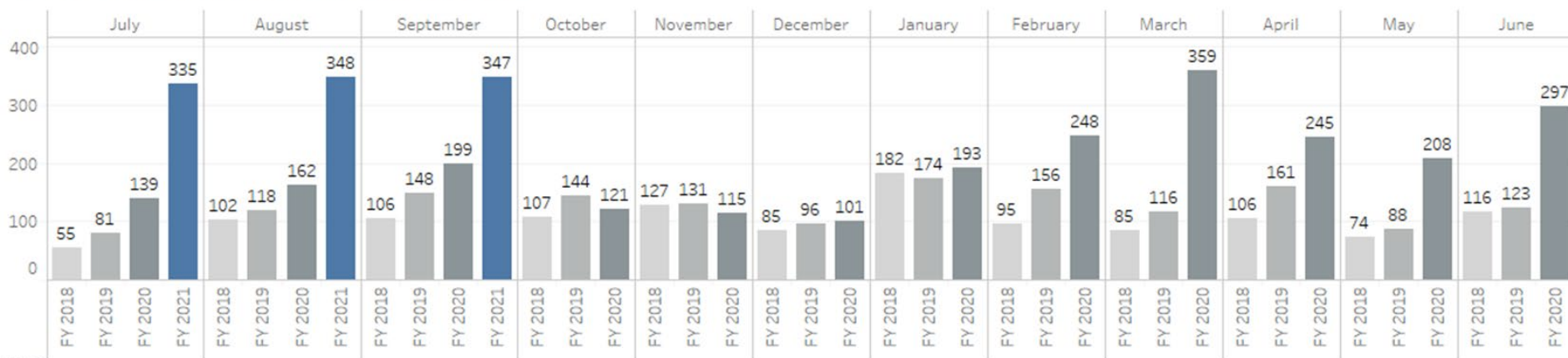
Resolution Rates for WPS Services

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	AIS-WPS Targets: HD % Resolution by Service
MyUW Madison/System	243	43.1%	239	190	★79.5%		91.0%	MyUW Madison/ System - 85%
Shared Tools	23	4.1%	1	1	100.0%		100.0%	Shared Tools - 15%
UW Madison Knowledgebase (KB)	42	7.4%	5	4	80.0%			UW Madison Knowledgebase - 10%
Web Hosting	151	26.8%	7	2	28.6%			Web Hosting - 5%
WiscWeb	105	18.6%	96	33	★34.4%	★ 44.4%	90.5%	WiscWeb - 45%

2020 Gartner Benchmark:
First Contact Resolution
Below 74.0% ★

AIS-WPS Target:
Customer Satisfaction
At or above 85.0%

WPS Services Annual Help Desk Contacts



NOTES:

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

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

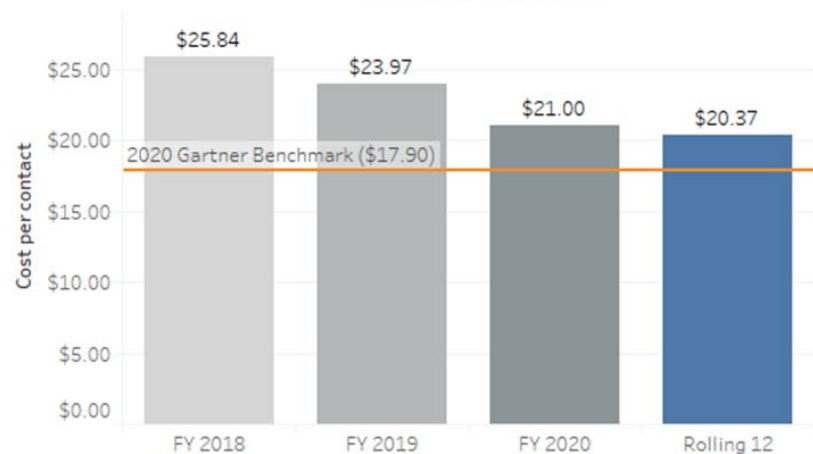
*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



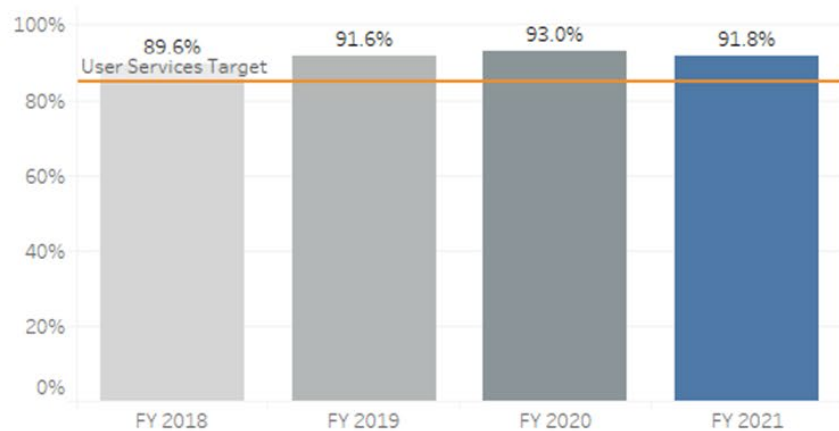
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: US-HELP DESK OVERVIEW

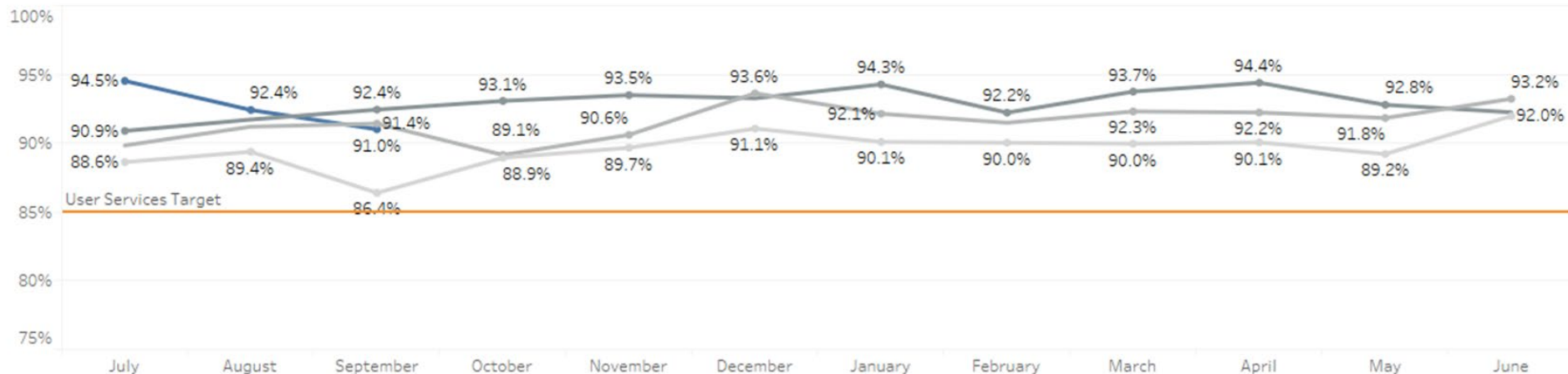
Cost per Contact



* 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?"

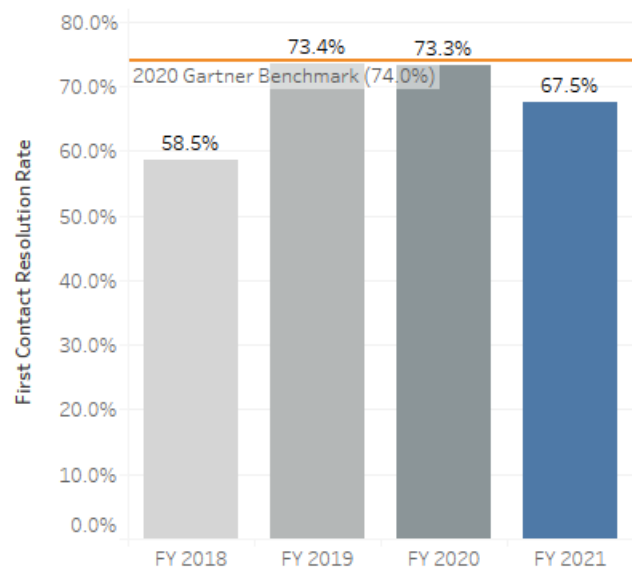
*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

Gartner 2019 Benchmark Cost Per Contact is \$16.30.

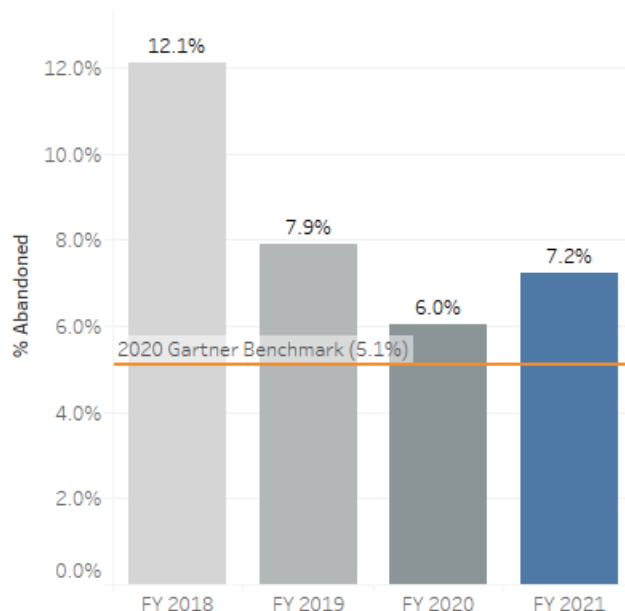


This visualization was created by DoIT in the Department of User Services.

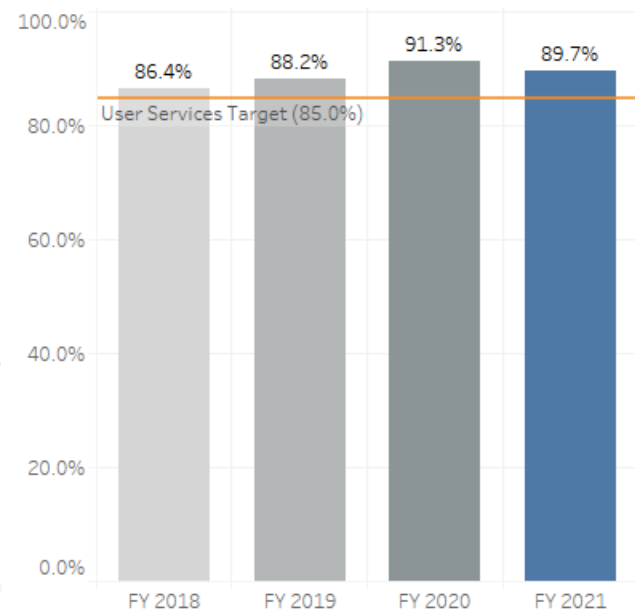
*Help Desk Average First Contact Resolution



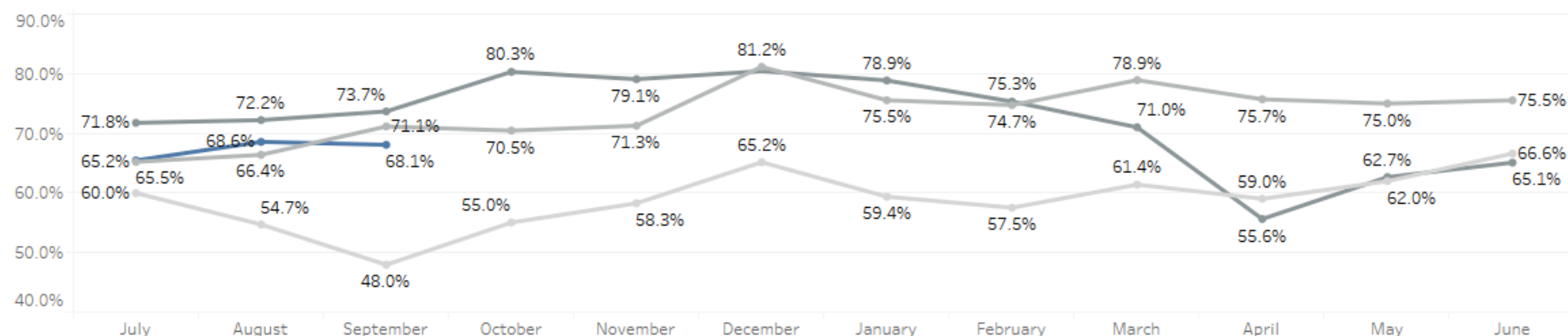
Help Desk Abandonment Rate



**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.





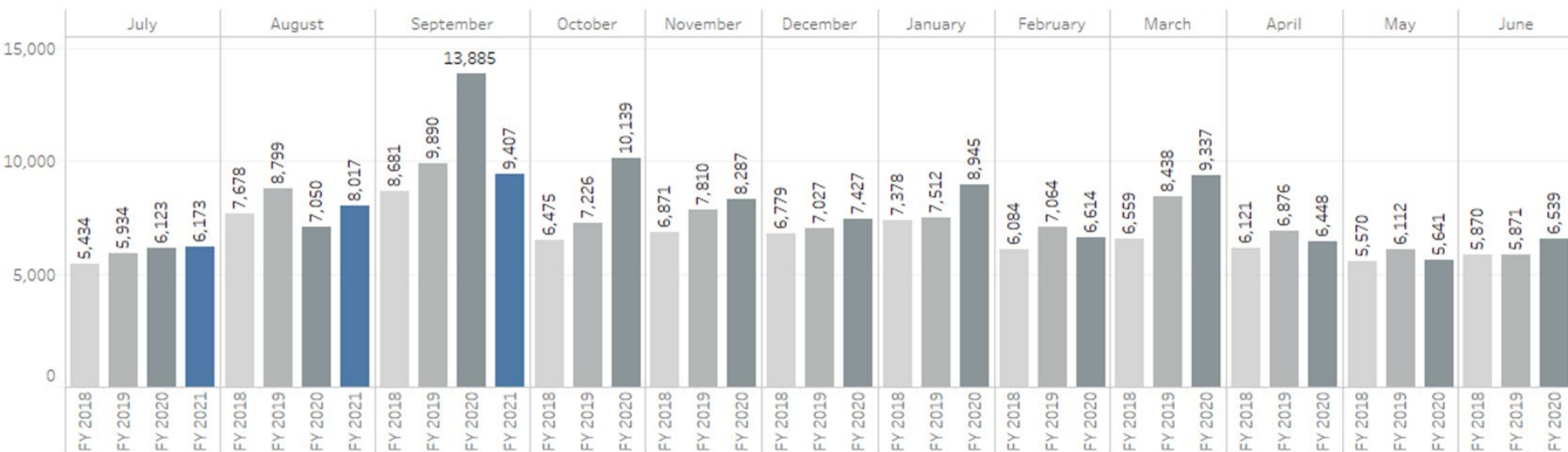
*Help Desk Resolution Rates for Top 10 Supported-Services in September

	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
Multi-Factor Authentication (MFA)	1,089	11.6%	1,025	94.1%
Office 365	898	9.5%	848	94.4%
NetID Account Management	770	8.2%	753	★ 66.6%
REFERRALS	768	8.2%	764	97.8%
UW-Madison Zoom	763	8.1%	510	99.5%
Learn@UW - Canvas Madison	738	7.8%	646	87.5%
PERSONAL SOFTWARE SUPPORT	249	2.6%	248	99.6%
MyUW Madison	217	2.3%	198	91.2%
Course Search & Enrollment App	197	2.1%	146	★ 74.1%
VoIP - Voice over IP	184	2.0%	120	★ 61.7%

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

Help Desk Resolution Rates for PCS Services During September

	All Incidents	% of Incidents	* HD Resolved	HD % Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	898	46.0%	848	94.4%	★ 60.2%	90.2%
UW-Madison Box	95	4.9%	82	86.3%		97.6%
WiscList	54	2.8%	50	92.6%		96.4%
UW-Madison Google Apps	97	5.0%	79	★ 81.4%	★ 65.0%	★ 83.7%
Qualtrics	31	1.6%	30	96.8%		85.7%
Cloud Fax	13	0.7%	6	★ 46.2%	100.0%	
UW-Madison Zoom	763	39.1%	510	★ 66.8%	★ 57.8%	

User Services Target:

HD % Resolution

Below 85.0% ★
At or above 85.0%

2020 Gartner Benchmark:

First Contact Resolution

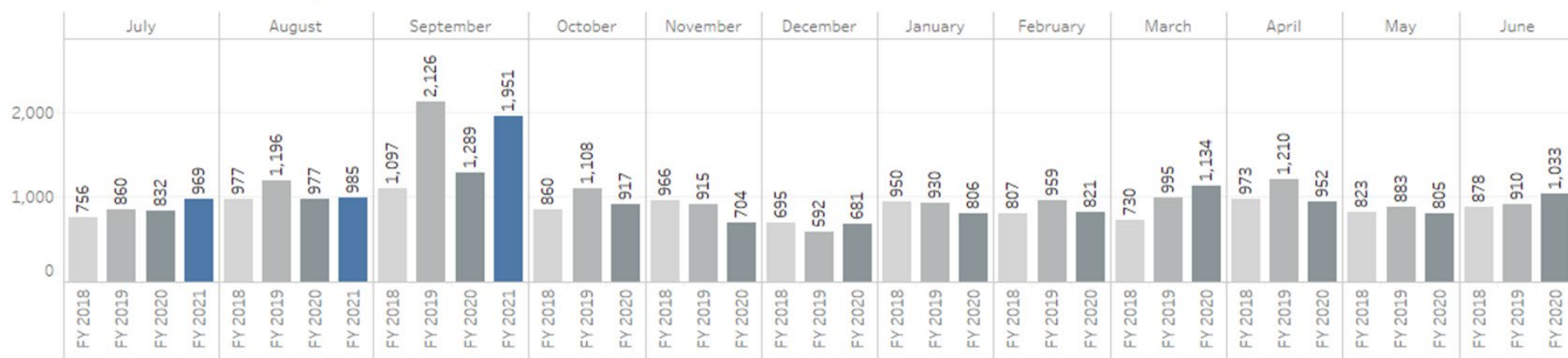
Below 74.0% ★

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 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.

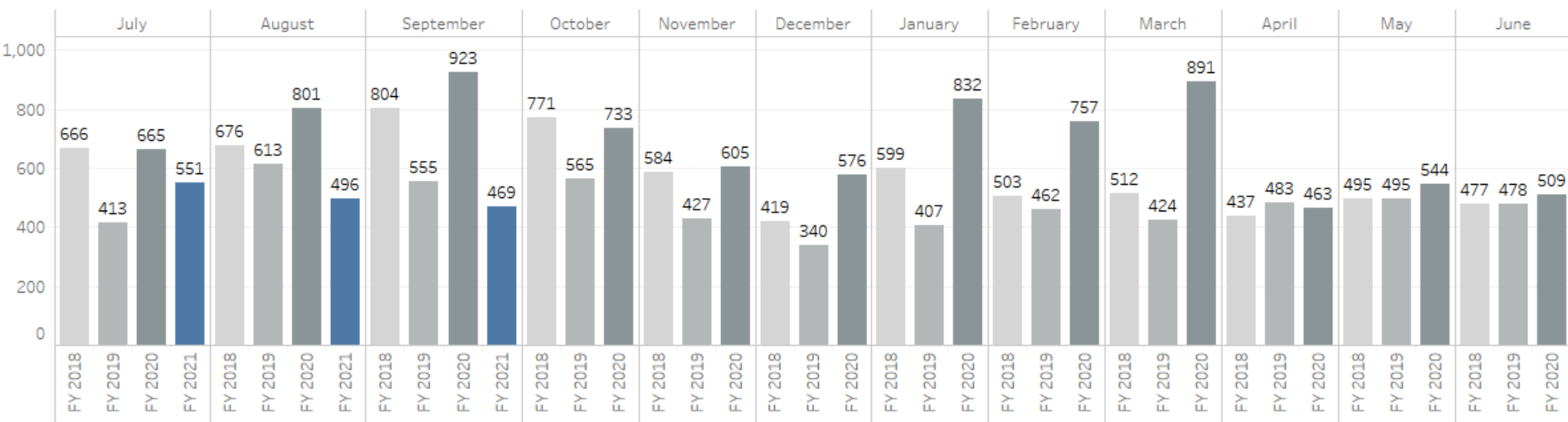
*** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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

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

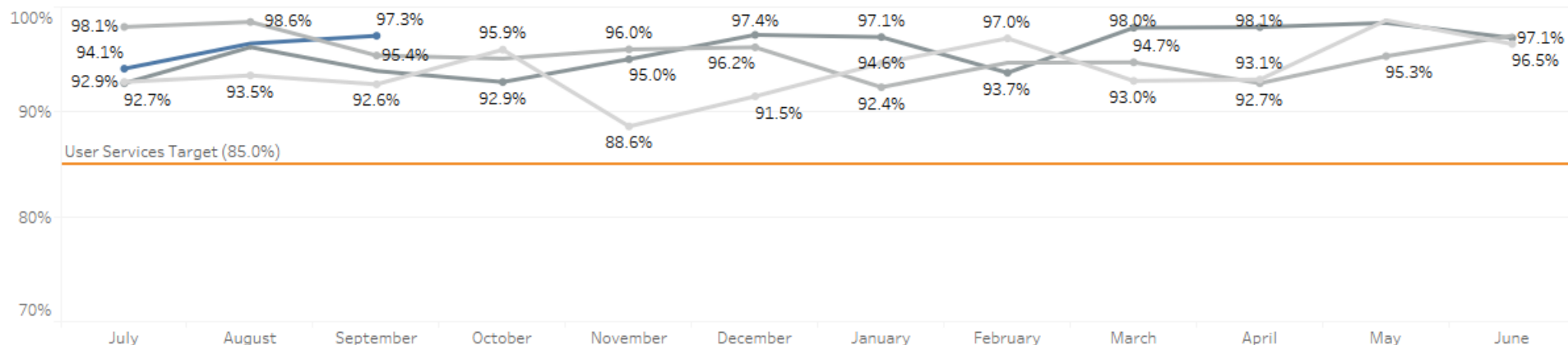


DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

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

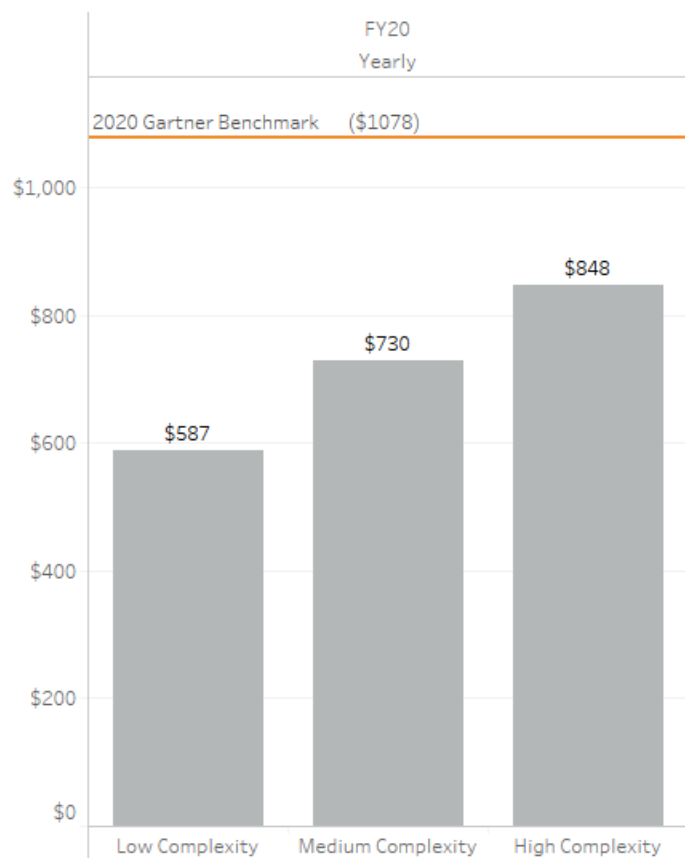
HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

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

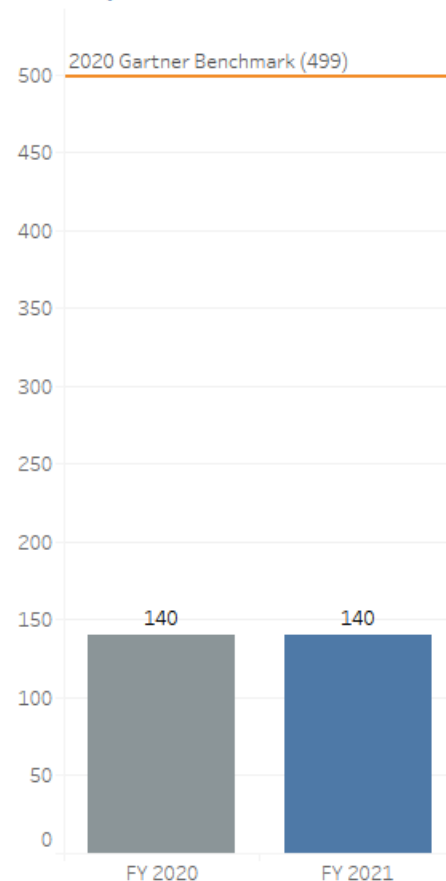


DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

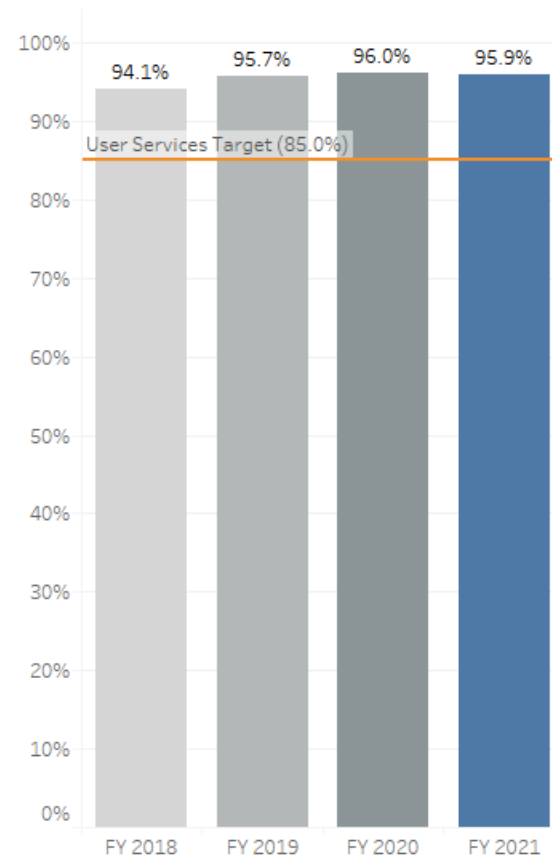
* Cost Per Endpoint



** 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.

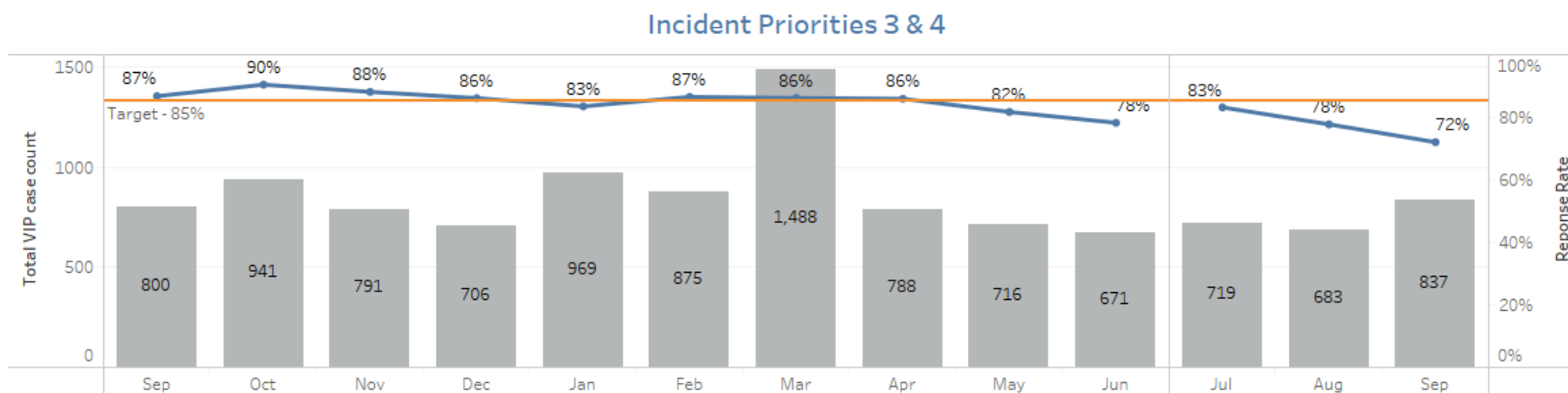
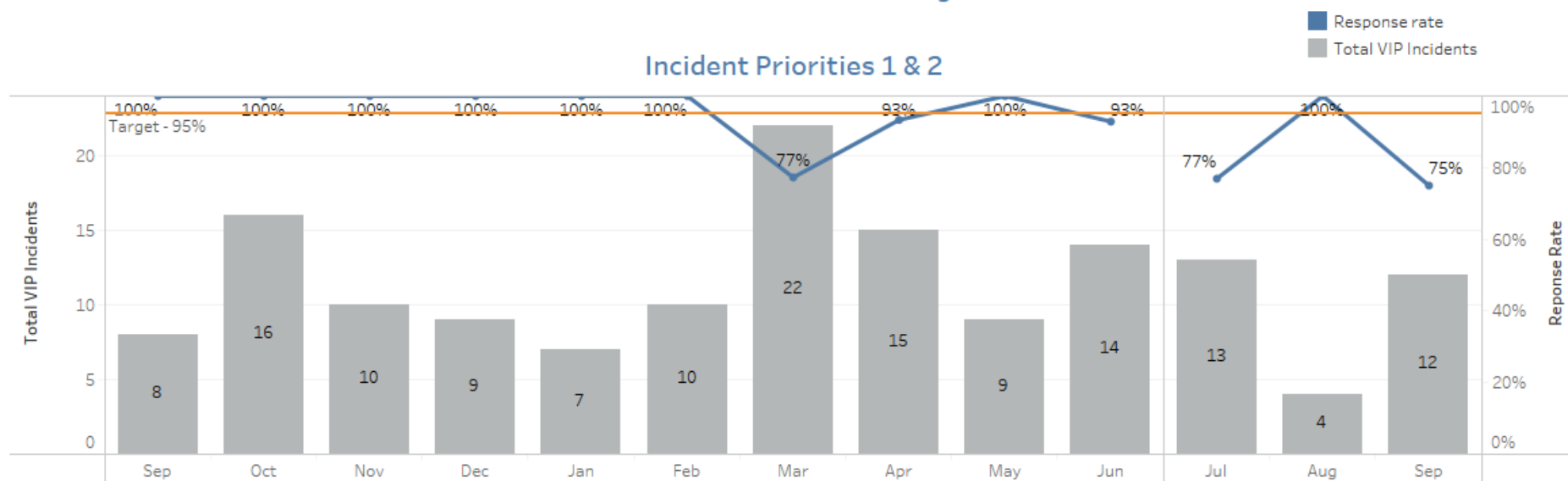


This visualization was created by DoIT in the Department of User Services.



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

SLA = One hour acknowledgement



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	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %	September %
HRS	99.000%	100.000	99.963	★ 98.562	100.000	99.603	100.000	99.313	100.000	★ 98.935	100.000	100.000	★ 91.271
SFS	99.000%	99.564	100.000	99.943	99.918	99.968	99.941	99.989	99.464	100.000	100.000	100.000	100.000
SIS	99.000%	99.874	100.000	99.893	99.594	100.000	100.000	99.998	100.000	100.000	100.000	99.953	100.000
Informatica (FASTAR)	99.000%	100.000	100.000	★ 98.253	★ 98.356	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	100.000	99.452	★ 97.984	★ 97.260	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	★ 98.904	★ 98.904	★ 98.904	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	July %	August %	September %	Network	Target	July %	August %	September %	Network	Target	July %	August %	September %
Upham Woods	99.900%	★ 97.905	100.000	99.949	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	99.992	100.000	100.000
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	★ 99.679	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%	★ 99.787	100.000	★ 99.393
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%	99.997	100.000	99.984
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	★ 97.623	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	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%	99.979	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-Jul	20-Aug	20-Sep
UW-Madison campus	Avg (Gb/sec)	4.20	5.20	7.90
	Max (Gb/sec)	15.70	32.40	19.70
	Min (Gb/sec)	1.30	1.60	1.90
	% of full capacity (100Gbps)	4.20	5.20	7.90
UW-Madison research	Avg (Gb/sec)	16.40	13.50	15.60
	Max (Gb/sec)	78.80	30.80	47.10
	Min (Gb/sec)	6.70	5.50	5.70
	% of full capacity (100Gbps)	16.40	13.50	15.60
Internet Exchange (MadIX)	Avg (Gb/sec)	4.80	5.50	6.20
	Max (Gb/sec)	9.10	11.70	12.90
	Min (Gb/sec)	0.00	0.50	0.50
	% of full capacity (20Gbps)	24.00	27.50	31.00

OUT

		20-Jul	20-Aug	20-Sep
UW-Madison campus	Avg (Gb/sec)	2.30	2.30	2.40
	Max (Gb/sec)	6.70	6.80	4.70
	Min (Gb/sec)	1.10	1.00	1.20
	% of full capacity (100Gbps)	2.30	2.30	2.40
UW-Madison research	Avg (Gb/sec)	20.60	22.60	17.90
	Max (Gb/sec)	60.20	61.20	60.30
	Min (Gb/sec)	6.00	5.90	5.40
	% of full capacity (100Gbps)	20.60	22.60	17.90
Internet Exchange (MadIX)	Avg (Gb/sec)	3.90	5.90	7.20
	Max (Gb/sec)	7.60	11.70	13.20
	Min (Gb/sec)	0.00	1.70	2.10
	% of full capacity (20Gbps)	19.50	29.50	36.00

-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: 4262

Airwave 1 <div>Total Controllers: 8 Total APs: 4262</div>		Target	October	November	December	January	February	March	April	May	June	July	August	September
Access Points Avg. Uptime per Day	99.50%	★99.44%	99.75%	99.89%	99.81%	99.73%	99.73%	★99.48%	★99.16%	★99.14%	★99.20%	★98.97%	★98.56%	
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		47.00	28.93	31.58	23.87	26.55	26.52	41.23	53.65	56.27	56.61	76.42	89.10	
Airwave 2 <div>Total Controllers: 8 Total APs: 4681</div>		Target	October	November	December	January	February	March	April	May	June	July	August	September
Access Points Avg, Uptime per Day	99.50%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%	99.83%	★99.45%	★99.37%	99.71%	99.84%	
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		20.00	37.79	11.23	16.90	7.97	19.42	21.57	46.71	33.27	34.48	27.42	14.10	
Airwave 3 <div>Total Controllers: 4 Total APs: 2616</div>		Target	October	November	December	January	February	March	April	May	June	July	August	September
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%	
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%	
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	

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 Target:

■ At or above 99.5%

■ Below 99.5% ★

Controller Uptime Target:

■ At 100.00%

■ Below 100.00% ★



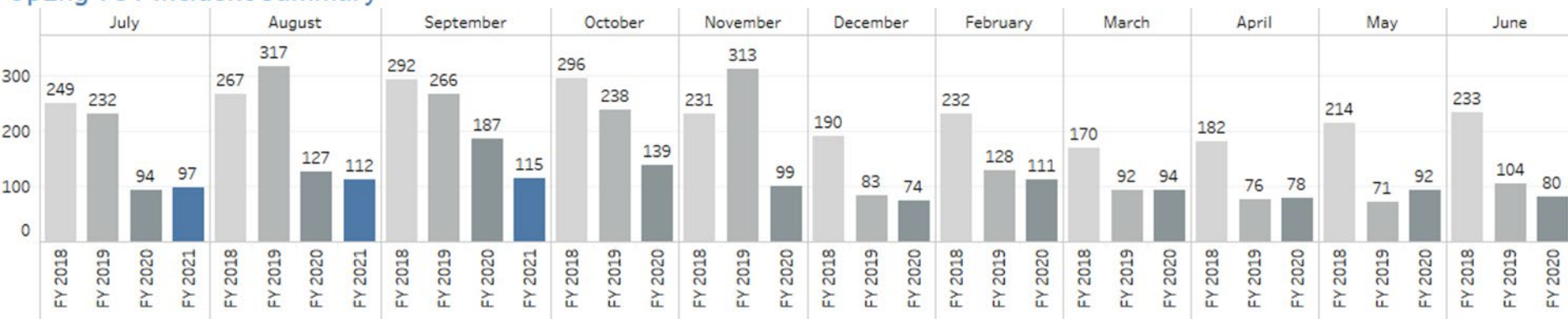
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

		June	July	August	September
Campus Network	AANTS	4	8	5	5
	Bandwidth Threshold Alarm	1		2	1
	Firewall/Content ID	1			
	Firewall/Problem		1		2
	Firewall/Rules	2	4	1	2
	Port Error Threshold Alarm				1
	Request/Data Jack/Activation	4	6	6	1
	Request/Data Jack/Installation	1	1	1	
	Request/DHCP	4	1	2	4
	Request/DNS/Hostmaster		1	1	1
	Request/DNS/Network Services	15	20	15	5
	Request/Equipment Installation		1		1
	Request/Hardware	4	5	7	4
	Request/IP Allocation	13	23	24	34
	Wired Network Issue	6	5	2	8
	Wireless	5	3	6	13
	Wireless Device Registration			2	1
Campus Network Housing	Device Registration HAP	1		21	17
	Device Registration non-HAP		1		
	HAP Reset				1
	Latency or Packet Drop				1
VPN	Submit Incident	1			
	Client Issue	3	1	1	1
Others	Submit Incident	14	16	14	10
		1		3	2
Grand Total		80	97	113	115

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	October %	November %	December %	January %	February %	March %	April %	May %	June %	July %	August %	September %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	99.870	99.386	100.000	100.000	100.000	99.615	★95.769
Campus Card Access	99.500%	100.000	99.589	★97.749	100.000	★98.904	100.000	100.000	100.000	100.000	100.000	99.617	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.989	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	99.966	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%	99.377	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921	100.000	99.664	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★97.258	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	★95.616	100.000	100.000	100.000	★98.132	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	99.973	100.000	100.000
WiscIT (Cherwell)	99.500%	★99.018	99.689	100.000	★97.320	100.000	100.000	100.000	100.000	99.944	99.630	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: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

	SLA % Availability	Sum of Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2020 Average Servers/FTE
Windows	99.950	99.990	344	78	114.7	279.0
Linux	99.950	99.990	439	154	146.3	268.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(8.14%)
DoIT Internal Customers	2	(5.51%)
DoIT - Microsoft SQL Server Hosting	3	(3.30%)
SFS	4	(1.80%)
UWPD	5	(1.32%)
Cybersecurity - Privileged Account Management	6	(1.06%)
DoIT - Service Management	7	(1.03%)
Prospective Customer Support	8	(0.92%)
WHS	9	(0.49%)
HRS	10	(0.41%)

Top Customers By Server Count

SFS, HRS	1	(85 Servers)
Cybersecurity	2	(81 Servers)
Identity and Access Management	3	(54 Servers)
DoIT Web Platform Services	4	(45 Servers)
Student Information System	5	(39 Servers)
Database Aggregation (FASTAR)	6	(31 Servers)
SysNet	7	(26 Servers)
Office 365	8	(24 Servers)
Imaging	9	(24 Servers)
DoIT Service Management	10	(20 Servers)
Wisconsin Historical Society	11	(20 Servers)
Network Services	12	(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	June	July	August	September
Potential Vulnerability	1	3	14	1	1
	2	3		3	6
	3	64	7	9	14
	4	89	1	1	1
Vulnerability	1	3	4	9	15
	2	5	134	28	9
	3	260	1,695	746	160
	4	402	1,182	1,029	98
	5	189	216	245	26
Vulnerability or Potential Vulnerability	3	6	372	5	3
	4	22	58	2	2
	5	6	15	3	1
Grand Total		1,052	3,698	2,081	336

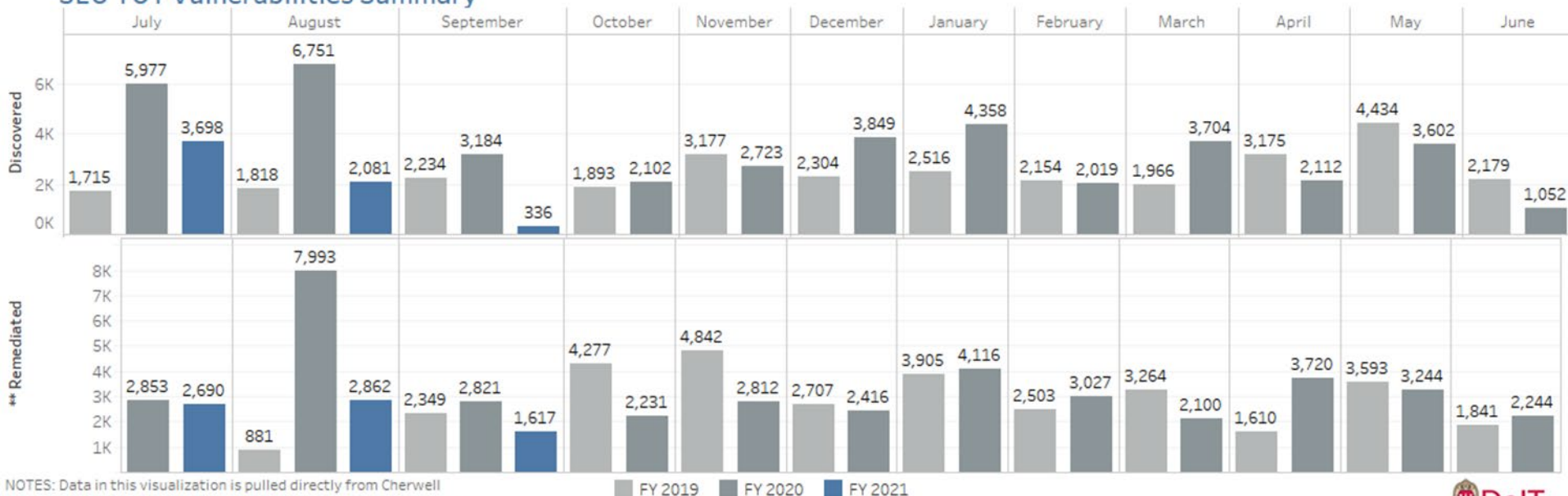
* Active & Urgent Vulnerabilities

100

Remaining From September

2

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



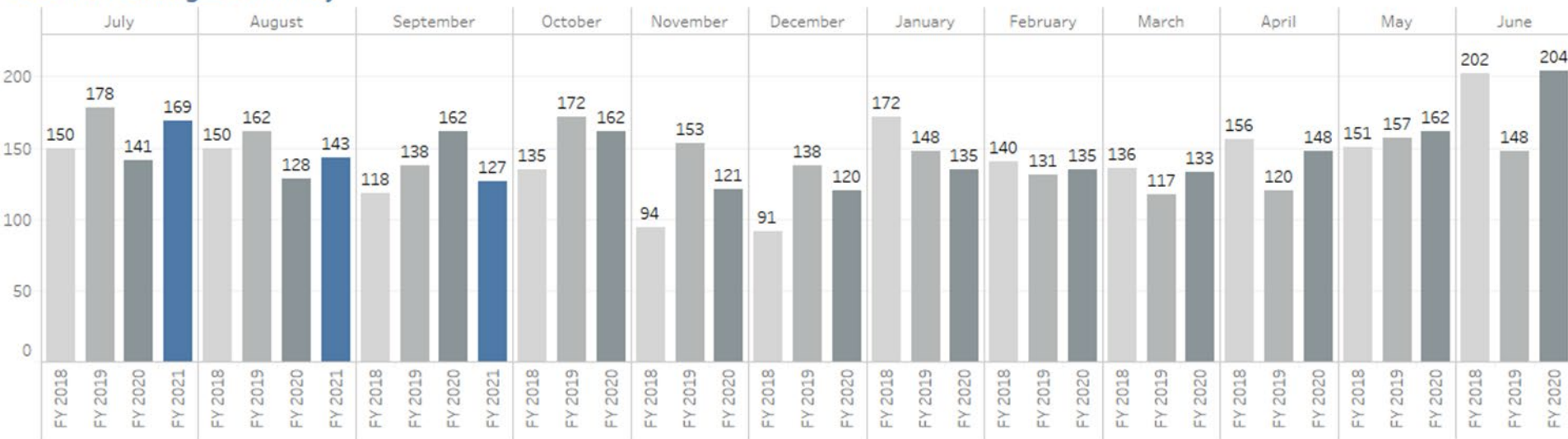
This visualization was created by DoIT in the Department of User Services.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

* Four Months Network Problem Summary

Technical Service	June	July	August	September
Boreas	11	11	12	4
Campus Network	86	77	108	28
MUFN	4	2	5	
Northern Tier	1	5	1	
UW SysNET	11	15	14	3
Grand Total	113	110	140	35

SEO YOY Outage Summary

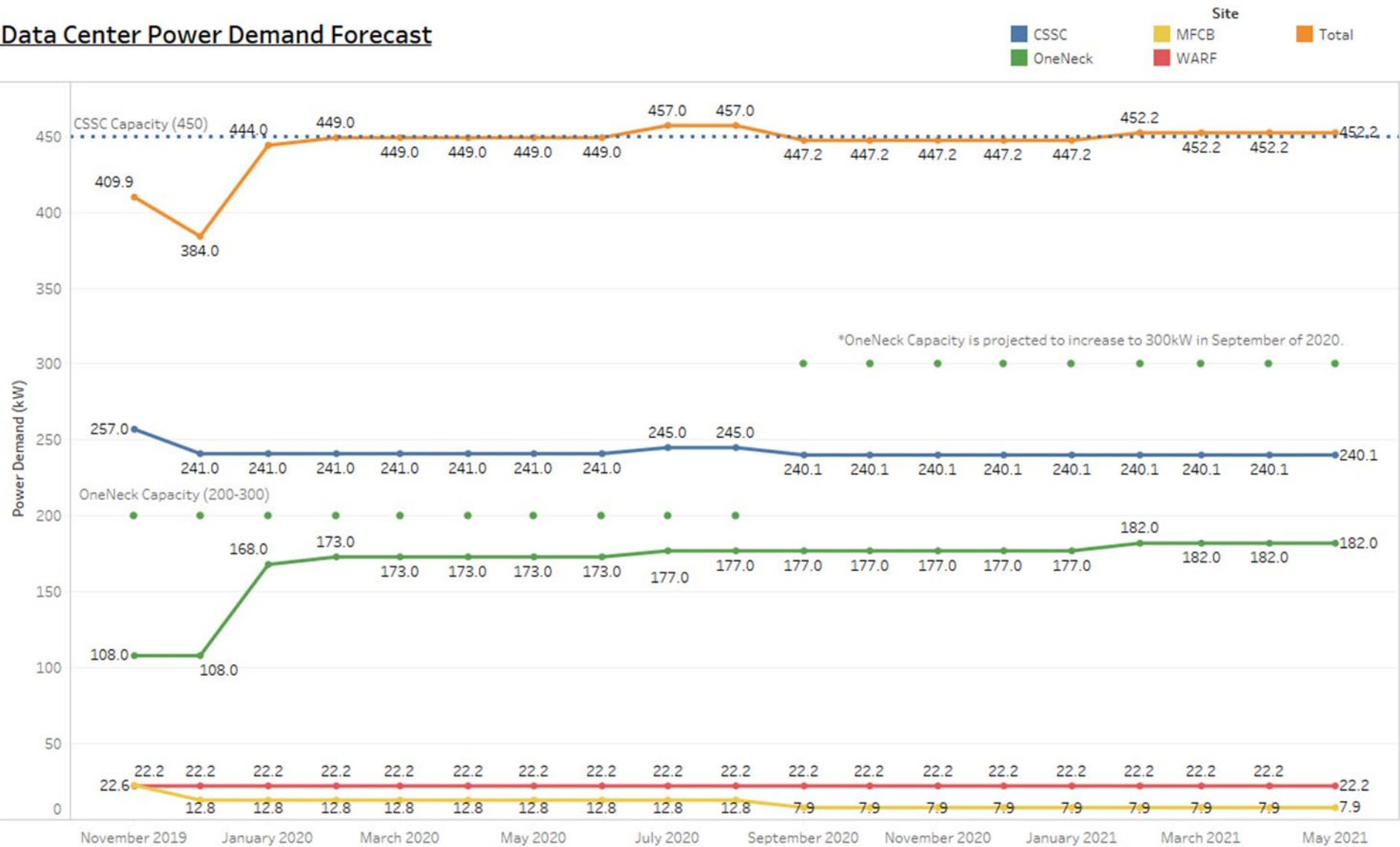


*If blank, zero problems were reported.

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

FY 2019
FY 2020
FY 2021

DPPS Rework Information

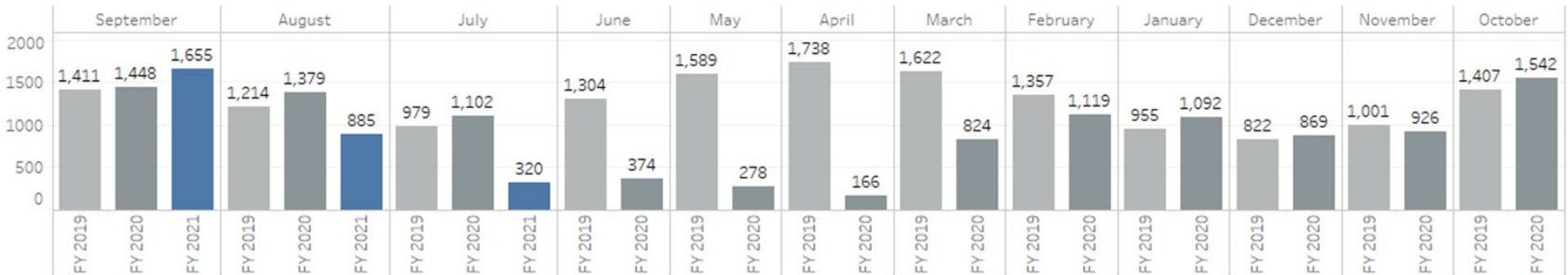
At or Below 0.10% ★

	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%

Total Sales



Total Jobs



Average On-Time Percentage by Stream

★ Below 99.90% At or Above 99.90%

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

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



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

		Apr-20	May-20	Jun-20	Jul-20	20-Aug	20-Sep	Notes:
Kaltura Mediaspace	Incidents Resolved by Help Desk	79	16	30	24	100	146	-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.
	Incidents Resolved by Learn@UW Madison	25	15	23	24	45	41	-Kaltura:
	Average Play Time (mins)	15	14	11	10	0		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
	New Media Assets	16,211	4,013	6,715	6,264	8,993	19,437	Time Played: Total amount of time all Kaltura media assets were played during the month
	Number of Plays	900,311	239,758	325,427	379,200	238,773	1,535,005	Avg. Play Time: Time played divided by number of plays
	Storage Utilized (TB)	77	78	80	82	85	92	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
	Time Played (mins)	13,144,567	3,390,500	3,513,483	3,919,185	1,656,188	18,167,594	
	Total Media Assets	138,139	141,950	148,407	154,243	163,051	180,086	
Turnitin	Incidents Resolved by Help Desk	0	0	1	4	1	4	-Turnitin:
	Incidents Resolved by Learn@UW Madison	1	0	1	0	0	0	Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
	Active Classes	144	127	107	140	368	533	Active Instructors: Like active classes-the number of unique instructors associated with active classes
	Active Instructors	149	160	89	187	417	615	Student Accounts: The total number of student accounts as of end date (cumulative)
	Instructor Accounts	1,817	1,939	1,995	2,046	2,237	2,423	Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
	Student Accounts	20,728	21,984	21,793	18,702	18,794	26,134	Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Submissions	35,314	15,987	5,890	8,368	2,985	29,475	
ACAR	Incidents Resolved by Help Desk	2	2	2	1	2	1	-ACAR (Advanced Content Authoring and Reporting):
	Incidents Resolved by Learn@UW Madison	10	11	26	17	18	13	Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
	New Pressbooks this Month	5	8	12	16	20	5	Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
	New Storyline 360 Modules this Month	2	0	1	1	0	4	User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)
	Total Pressbooks	454	462	474	490	510	515	
	Total Storyline 360 Modules	178	178	179	180	180	184	
	Unique Users	5,262	5,300	5,445	5,463	7,211	7,954	
Canvas	Incidents Resolved by Help Desk	274	212	244	209	442	647	-Canvas:
	Incidents Resolved by Learn@UW Madison	173	156	150	200	256	221	Active Course: A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor
	Active For-Credit Courses	3,841	3,844	792	904	910	3,878	Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
	Active Training Courses	402		447	472	552	573	Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
	Unique Instructors	5,397	5,402	1,480	1,554	1,591	5,431	
	Unique Students	38,932	38,940	14,094	14,169	14,112	42,399	

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

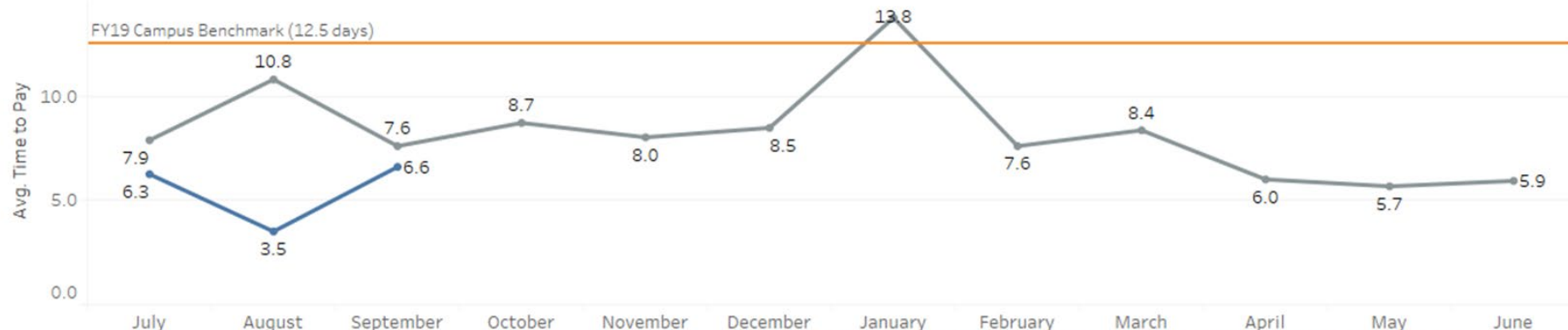
		May-20	Jun-20	Jul-20	Aug-20	Summer-20	Sep-20	Notes:
Atomic Assessments	Unique Students	1,119	444	219			3,487	-Atomic Assessments: Active Course: Course with Atomic Assessments assignments that have been accessed in date range
	Instructors	403	63	19			400	Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other
	Active Courses	27	11	7			63	Numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforeseen usage will be updated in the January report.
	Incidents Resolved by Learn@UW Madison	28	18	27	9		10	
	Incidents Resolved by Help Desk	0	0	0	0		3	
	Incidents Resolved by Help Desk	0	0	0		0	3	
* Top Hat	Incidents Resolved by Learn@UW Madison	0	0	0		1	0	
	Unique Students					1,365		-Top Hat: Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students
	Unique Instructors					52		Student: Students with Top Hat licenses enrolled in an "active course"
	Active Courses					31		Instructor: Instructors with Top Hat licenses enrolled in an "active course"
AEFIS	Incidents Resolved by Learn@UW Madison		20	33	40		54	
	Incidents Resolved by Help Desk		24	7	6		2	
	Training Workshops		24	7				
	Total completed evaluations							
	Syllabi usage							
	Q&A Workshops		20	33				-Assessment Evaluation Feedback & Intervention System (AEFIS):
	New Dept Admins Added							CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
	DESL Usage							DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level
	Dept Admins Removed							
	Attendance at all Workshops							

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

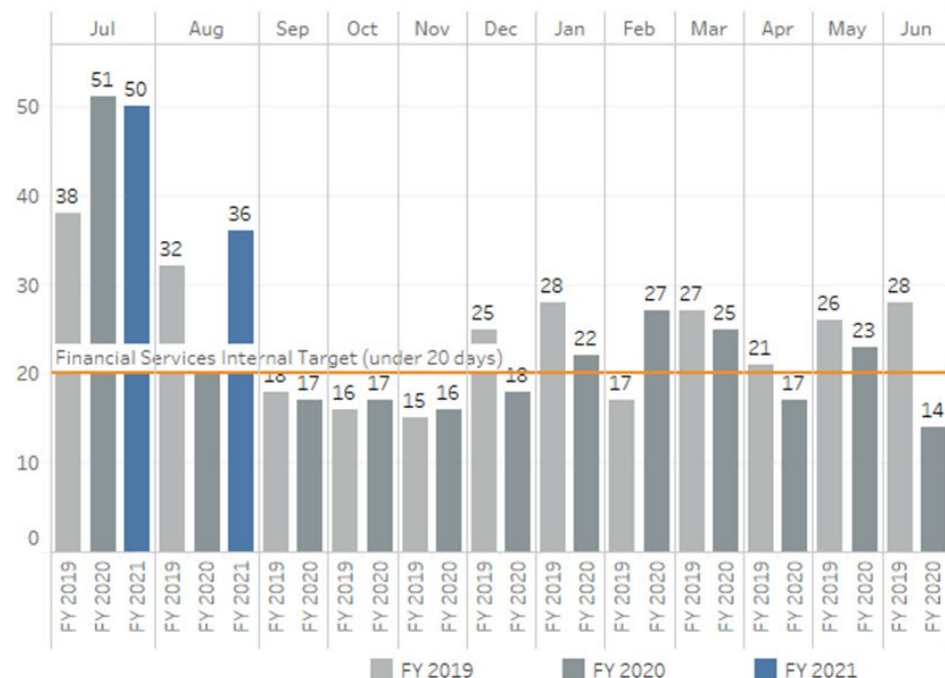
DoIT OPERATIONS: FINANCIAL SERVICES

FY 2020
FY 2021

Average Number of Days to Pay: e-Reimbursement



Days from SFS Close to CBS Close (2)



Days from CBS Close to Management Report Completion

	FY 2019	FY 2020	FY 2021
July	15	2	5
August		2	3
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	5	
June	5	5	

If blank, data is currently unavailable.

Days from SFS Close to Management Report Completion

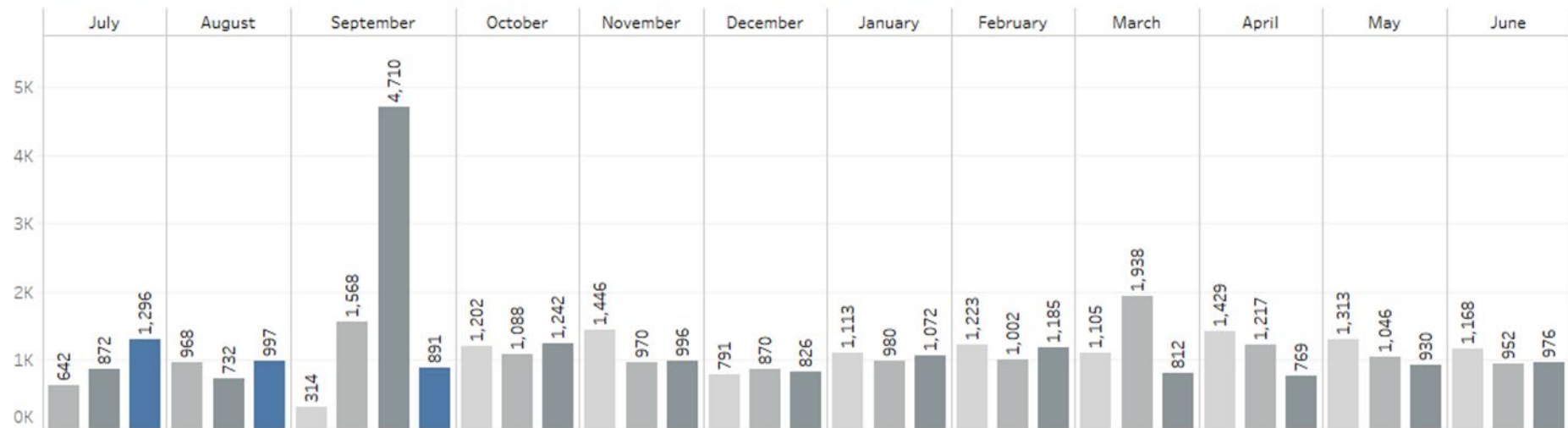
	FY 2019	FY 2020	FY 2021
July	53	53	55
August		22	39
September	27	21	
October	23	21	
November	15	19	
December	62	35	
January	30	26	
February	23	29	
March	29	31	
April	27	24	
May	33	28	
June	33	19	

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 FY 2021



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.

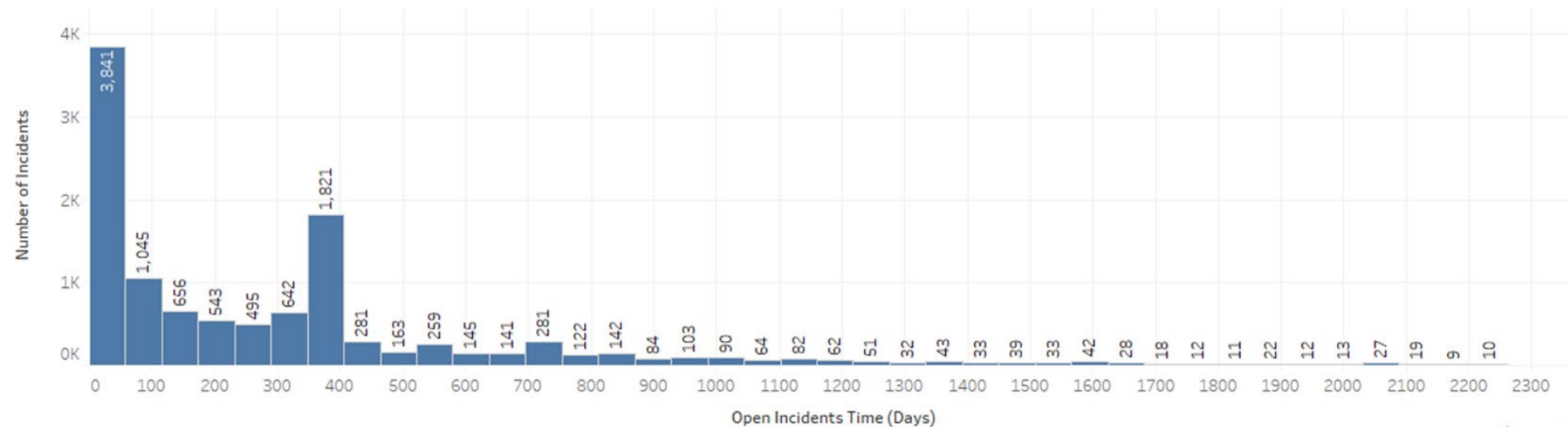
DoIT INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 10/02/2020

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	39	478	548	312
Cybersecurity	256	297	2,309	2,183
NS	36	213	622	539
SEO	39	76	596	567
US	230	1,001	3,441	3,170
Other	24	221	1,466	1,361
Total	624	2,286	8,982	8,132

Total Open Incidents by Age (days)



Metrics Report Monthly Updates

[AIS - Web Platform Services](#) - Added Help Desk resolution rates for WPS services monthly and WPS services annual Help Desk contacts on page 2.

DoIT OPERATIONS: TECHNICAL NOTES

AIS-WPS: Shared tools include DoIT Code Repository Services, Wiki, and Jira.

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.



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

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.