



DoIT Operations

Monthly Report

January 2022

Published February 25, 2022

GARTNER BENCHMARKS

Benchmark	2020 (Mean)	2021 (Median)
Abadonment Rate	5.1%	4%
Cost per Contact	\$17.90	\$19.80
Cost per Endpoint	\$1,078	\$1,193
Endpoints per Technician	499	212
First Contact Resoultion Rate	74%	71%
Linux Servers per FTE	268.0	234.0
Windows Servers per FTE	279.0	293.0

Icons used in this report:



Factors influencing data this month; As identified and provided by data owners.



Notes defining and providing context to the data.



NOTE: Help Desk Gartner benchmarks are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks are for Small Environments (<13K total computing devices) from 2021 and 2022; 2020 used the overall average, and Solutions Engineering Gartner benchmarks are using the overall median.

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	100.00	100.00	100.00	100.00
Confluence Wiki	99.00%	99.79	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	100.00	100.00	100.00	99.46	100.00	100.00	★95.57	99.88	99.08	100.00	★98.19
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.76	100.00	100.00
Gitlab Repository Services	99.00%	99.96	100.00	100.00	100.00	99.56	100.00	100.00	100.00	100.00	100.00	100.00	100.00
JIRA Issue Tracking	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	99.88	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	99.99	100.00	100.00	★92.66	100.00	100.00	100.00	100.00
Shared Web Hosting	99.00%	99.94	100.00	100.00	100.00	★98.69	100.00	99.75	100.00	100.00	100.00	100.00	100.00
Wisc Web	99.00%	100.00	99.66	100.00	99.90	99.57	100.00	99.93	100.00	100.00	★90.76	100.00	100.00

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During January

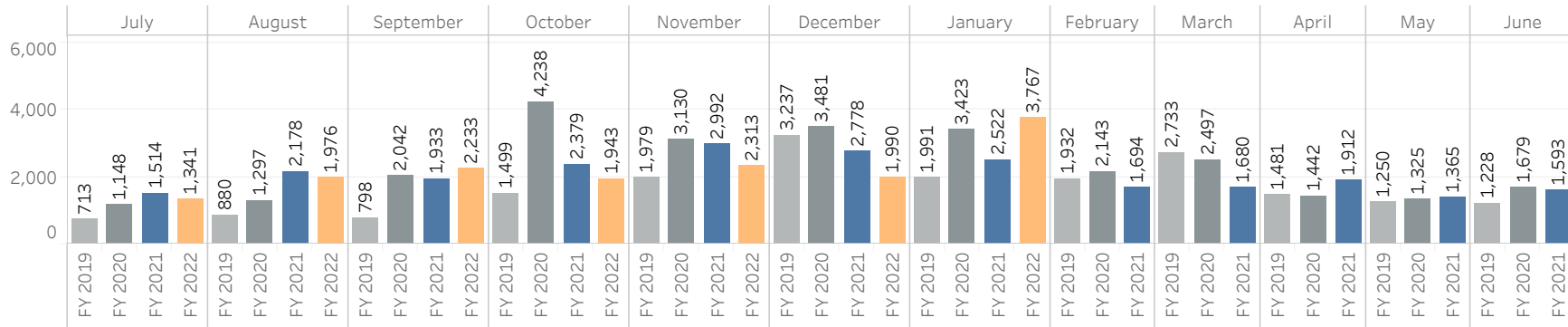
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	1,581	33.0%	1,569	1,527	96.6%	91.6%	95.8%
NetID Account Management	2,198	45.9%	2,161	1,847	★ 84.8%	91.6%	96.7%
All IAM Incidents	4,783	100.0%	3,763	3,399	89.6%	91.2%	96.3%

IAM Target:
 HD % Resolution
 ★ Below 85.0%
 ■ At or above 85.0%

2021 Gartner Benchmark:
 First Contact Resolution
 ■ Above 71.0%

IAM Target:
 Customer Satisfaction
 ■ At or above 85.0%

IAM Services Annual Help Desk Contacts



NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** 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.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

Help Desk Resolution Rates for WPS Services During January

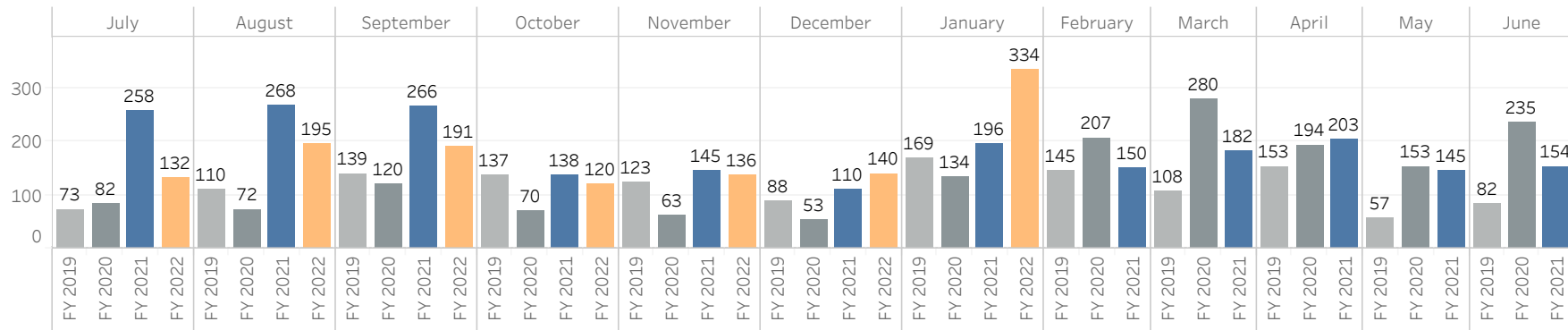
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	37	2.3%	3	1	33.3%		
MyUW Madison/System	284	18.0%	275	219	★79.6%	89.0%	94.6%
Shared Tools	17	1.1%	16	3	18.8%		100.0%
Web Hosting	168	10.6%	8	7	87.5%	★50.0%	
WiscWeb	52	3.3%	48	17	★35.4%	★66.7%	100.0%

AIS-WPS Targets:
 HD % Resolution by Service
 MyUW Madison/System - 85%
 Shared Tools - 15%
 UW Madison Knowledgebase - 10%
 Web Hosting - 5%
 WiscWeb - 45%

2021 Gartner Benchmark:
 First Contact Resolution
 ★ Below 71.0%
 ■ Above 71.0%

WPS Services Target:
 Customer Satisfaction
 ■ At or above 85.0%

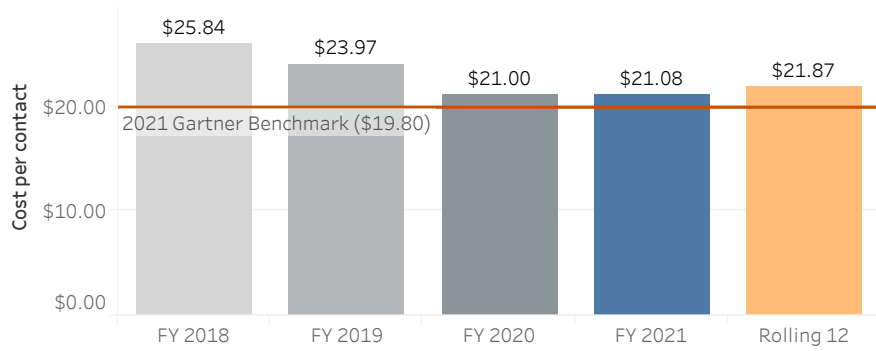
WPS Services Annual Help Desk Contacts



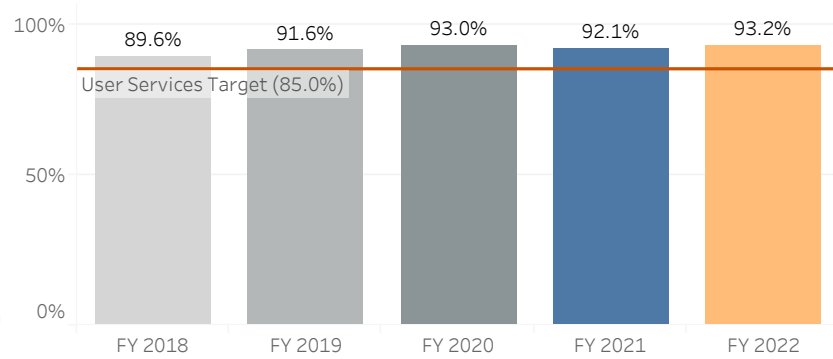
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

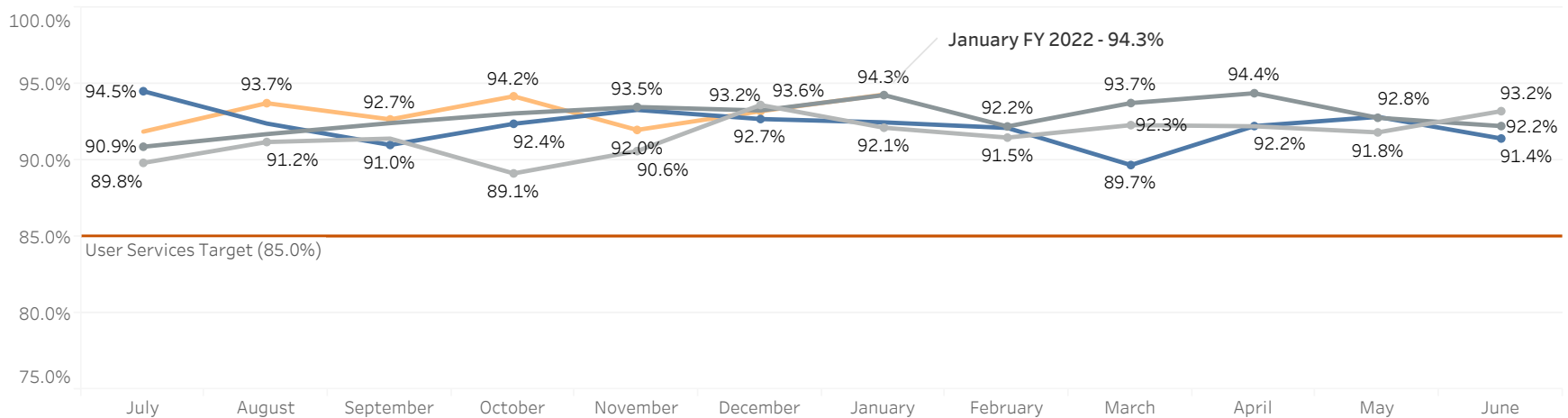
***Cost per Contact**



Customer Satisfaction

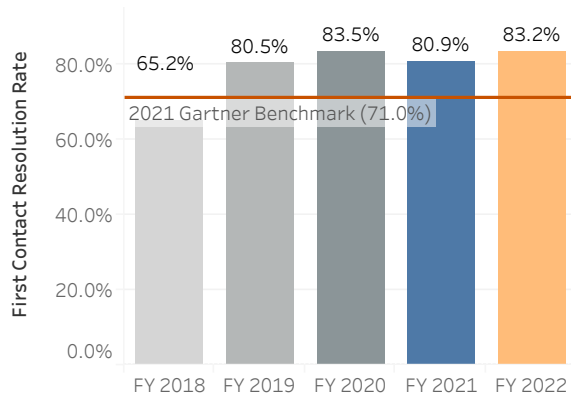


Customer Satisfaction

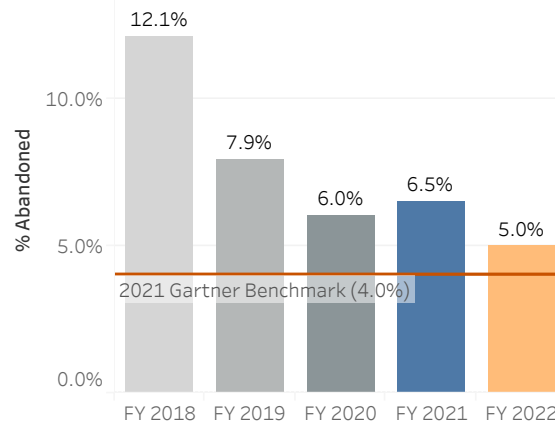


NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 *A Gartner inquiry confirmed the Help Desk Cost per Contact is accurate, dropping from \$19.80 in 2021 to \$15.30 in 2022. The 25/75 percentile for this benchmark is \$13.30/\$38.30. Per Gartner: "It isn't unusual to see volatility year to year especially at the "number of contact" band level as the sample sizes are smaller than they are at the total database level. Volatility is also driven by the fact that we don't necessarily look at the same clients each year. Our database is built from companies we have worked with either on a consulting basis or those who have used our comparison tools."

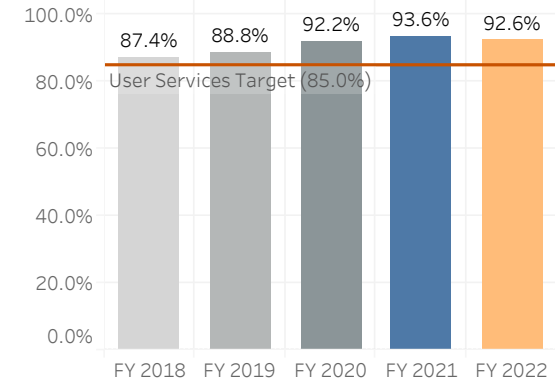
*Help Desk Average First Contact Resolution



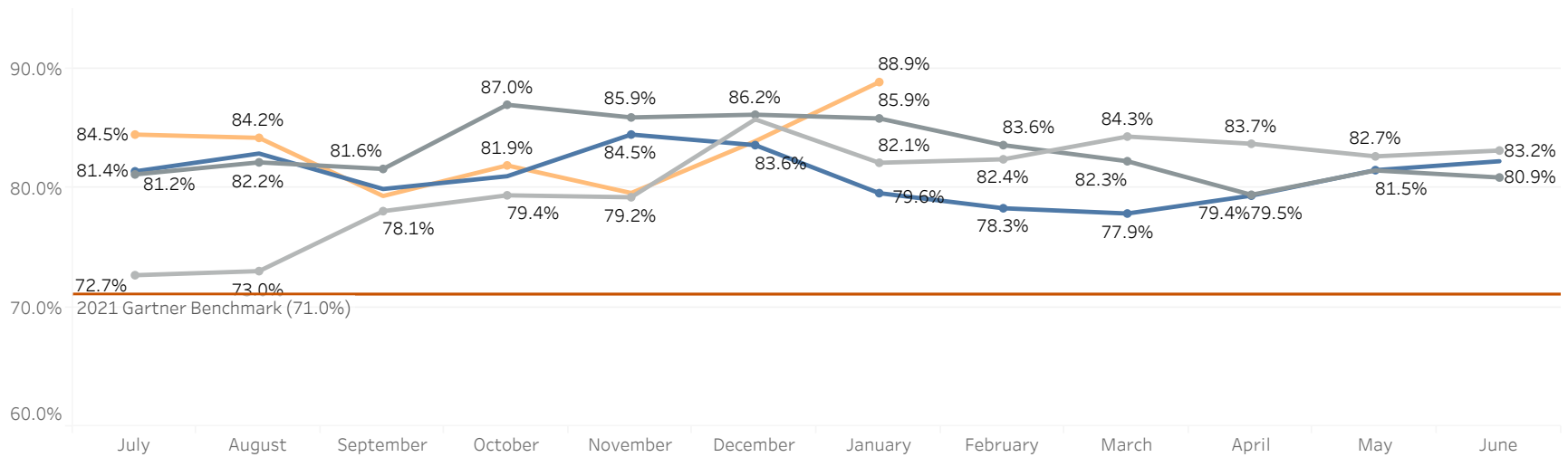
Help Desk Abandonment Rate



**Help Desk Average Resolution Rate



Help Desk 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.

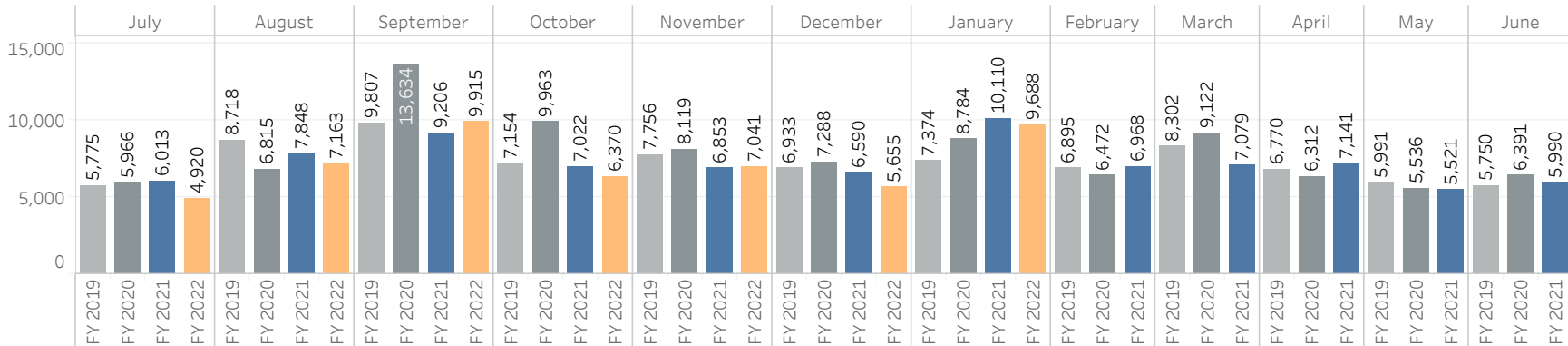
HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN JANUARY

	Incidents Created by HD	% of Total Incidents created	HD Resolved	* HD % Resolution
NetID Account Management	2,161	8.6%	1,847	★84.8%
Multi-factor Authentication (MFA)	1,569	6.2%	1,527	96.6%
Incident Response and Investigations, BadgIRT	1,325	5.2%	1,292	97.5%
Office 365	689	2.7%	551	★79.0%
Referrals	549	2.2%	498	90.0%
Learn@UW - Canvas Madison	314	1.3%	226	★72.0%
MyUW Madison	255	1.0%	202	★79.2%
Hardware Checkout	230	0.9%	208	87.8%
Personal Software Support	174	0.7%	171	94.3%
Course Search and Enrollment App	151	0.6%	116	★76.8%

User Services Target: HD % Resolution

★ Below 85.0% ■ At or above 85.0%

Help Desk Annual Contacts



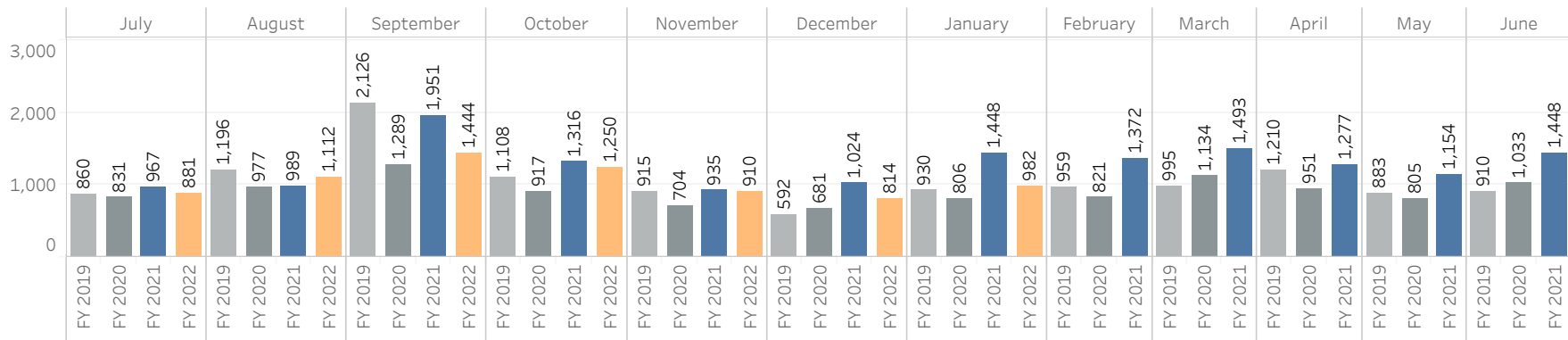
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

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

Help Desk Resolution Rates for PCS Services During January

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Office 365	701	62.8%	689	551	★79.0%	80.9%	93.8%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0%
UW-Madison Google Apps	95	8.5%	85	59	★68.2%	91.7%	90.5%	
UW-Madison Zoom	188	16.8%	119	91	★76.5%	87.5%	89.5%	
UW-Madison Box	103	9.2%	72	49	★68.1%	73.7%	★42.9%	User Services Target: Customer Satisfaction ■ ★ Below 85.0% ■ At or above 85.0%
Qualtrics	20	1.8%	17	12	★70.6%	80.0%	100.0%	
CloudFax, General	10	0.9%	8	7	87.5%			

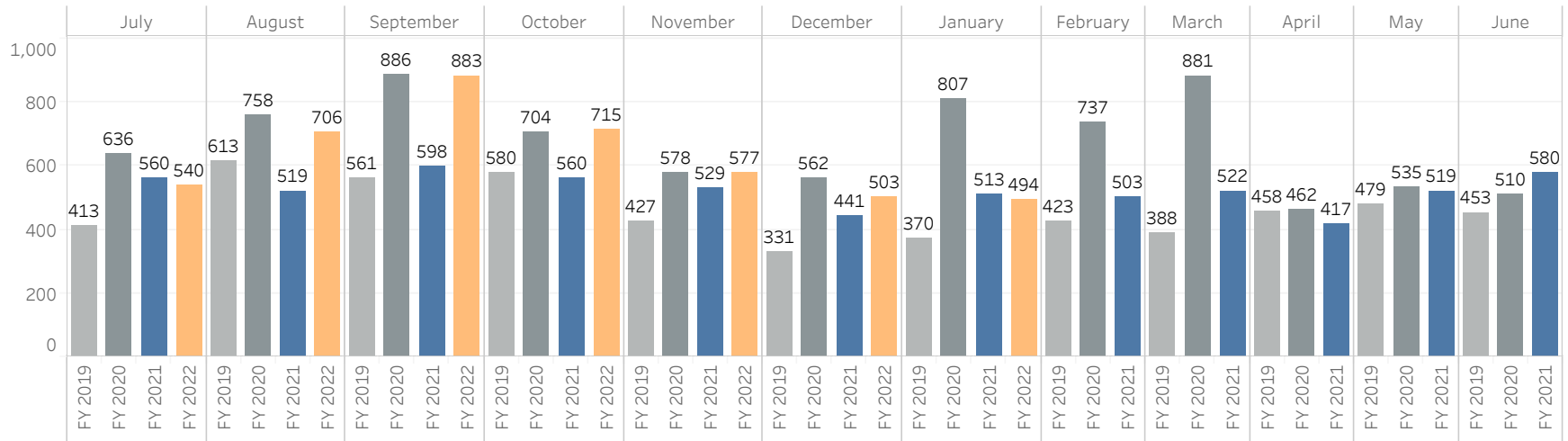
PCS Services Annual Help Desk Contacts



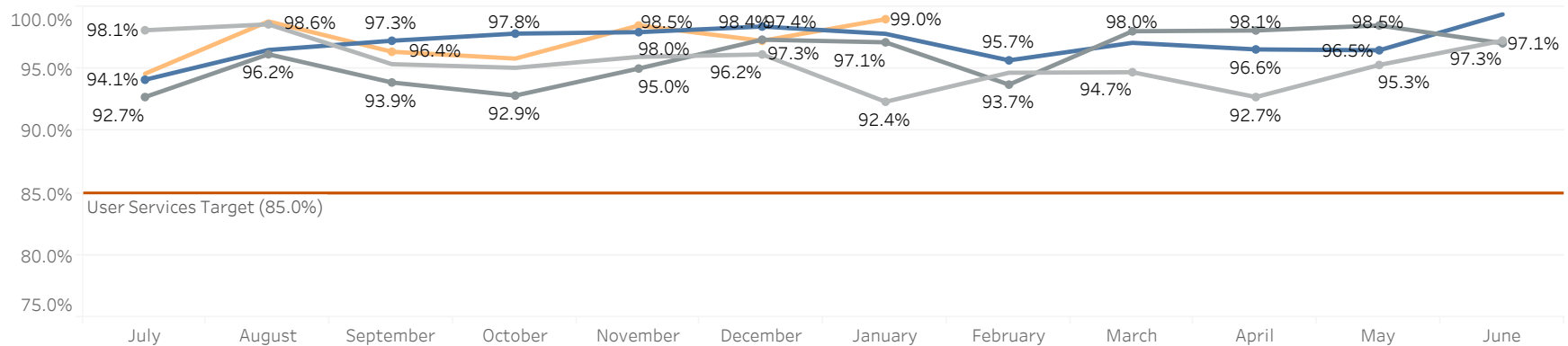
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
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 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts



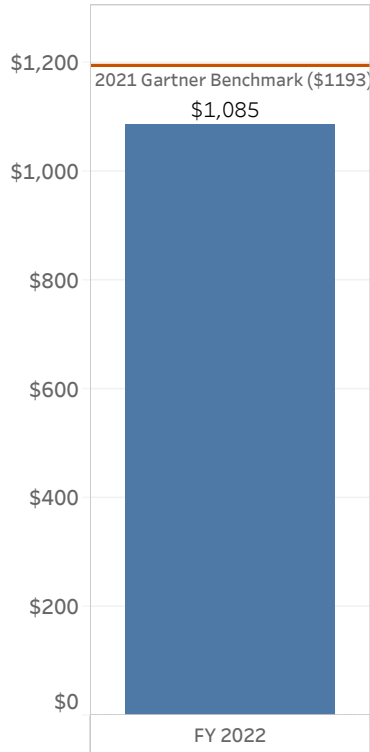
Customer Satisfaction



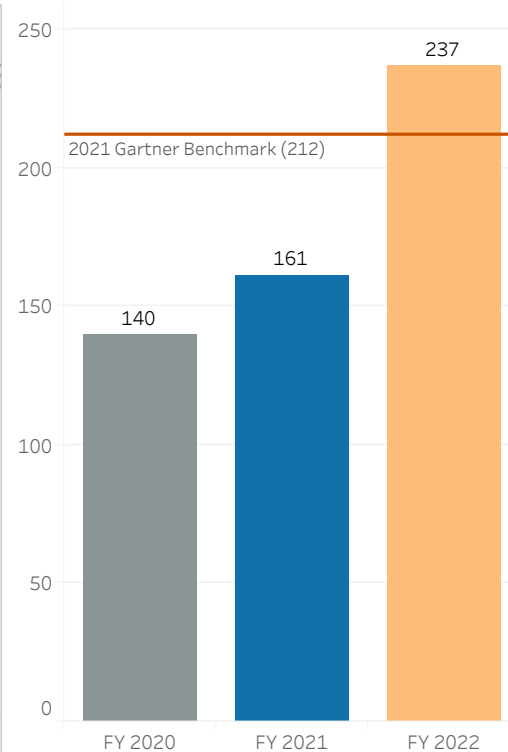
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams. Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?' 7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied"

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

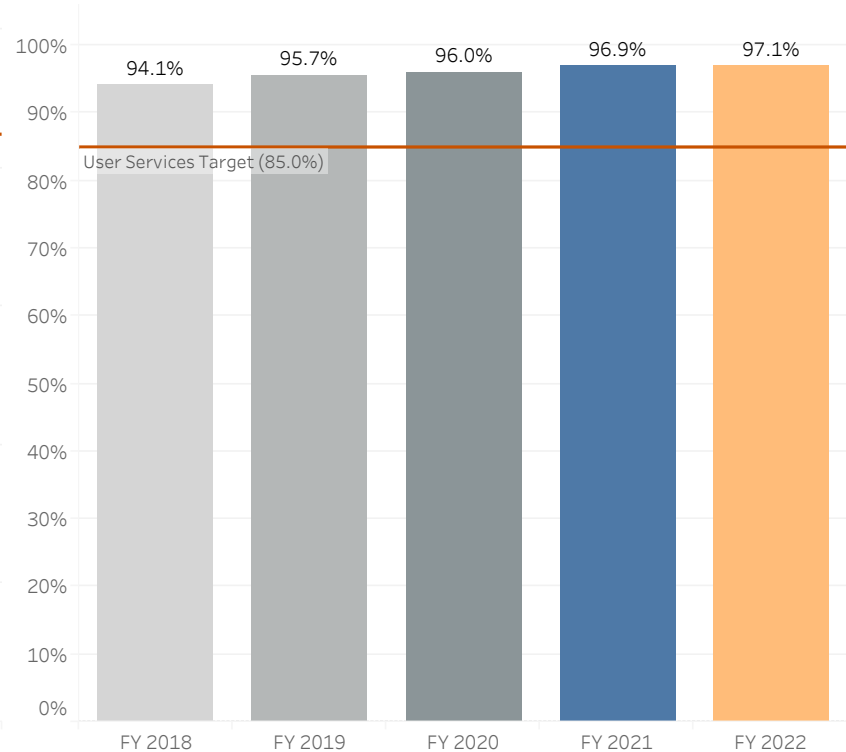
***Cost Per Endpoint**



****Endpoints Per Technician**



*****Customer Satisfaction**



NOTES: *Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software and external services which we have not as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated. Updates will be processed annually.

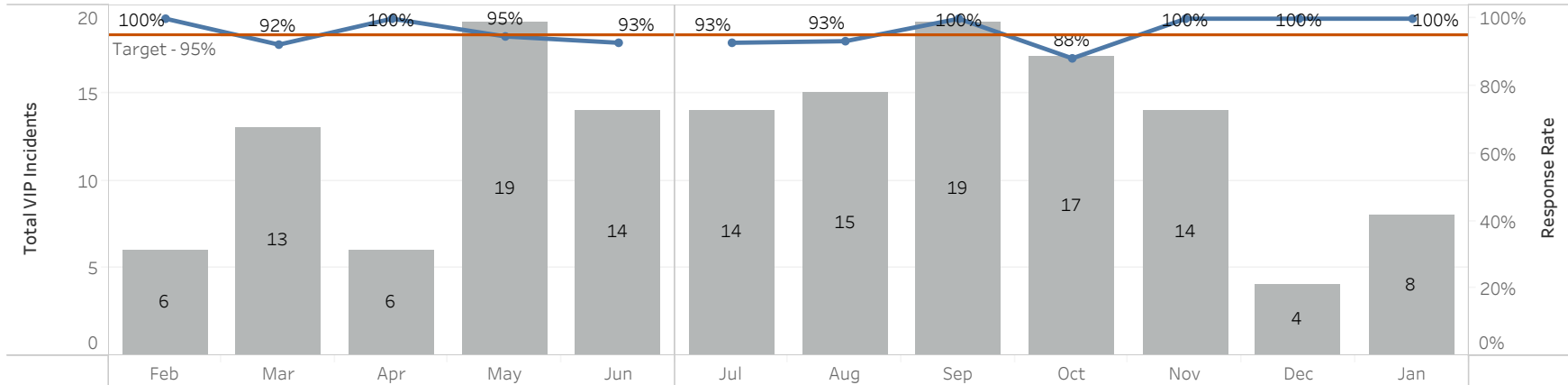
**DS Endpoints per technician calculation updated to better align with Gartner definitions for FY2022. Previous years values retained for historical reference. Gartner benchmark includes mobile devices (eg. smartphones), and has not been adjusted to account for our lack of mobile device management. Updated calculation redefines technician as a person rather than based on hours worked, and adds 1/4 of Infolab computers as managed endpoints. Calculation updated twice annually. Updated August 2021.

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

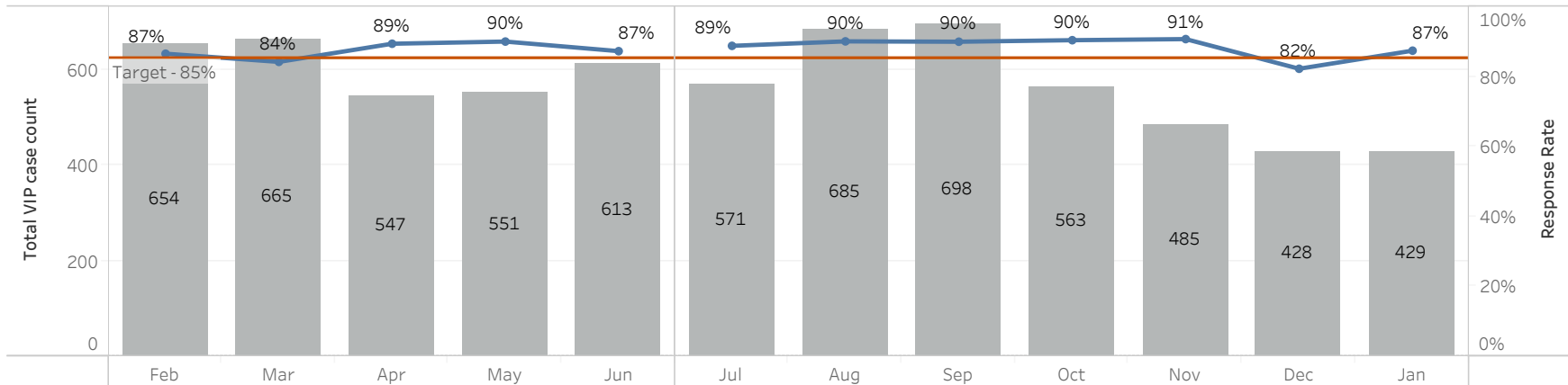
DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

Incident Priorities 1 & 2



Incident Priorities 3 & 4



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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %
HRS	99.000%	100.000	100.000	100.000	100.000	100.000	99.980	100.000	99.420	★ 87.960	★ 96.670	99.870	100.000
SFS	99.000%	100.000	100.000	100.000	100.000	99.990	99.990	99.930	100.000	100.000	100.000	99.770	100.000
SIS	99.000%	100.000	100.000	99.940	99.910	100.000	99.770	100.000	100.000	100.000	★ 81.720	100.000	99.900
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	99.570	★ 96.080	100.000	100.000	100.000	100.000	99.720	100.000	100.000	★ 98.970	100.000

Target Colors
■ ★ Below Target
■ Above Target



DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Nov %	Dec %	Jan %	Service	Target	Nov %	Dec %	Jan %	Service	Target	Nov %	Dec %	Jan %
UW Colleges Extension	99.900%	100.000	100.000	99.930	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	99.971	100.000	99.988
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	99.993
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	99.988
UW Health	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	99.991
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	99.956
UW Madison	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	99.972
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	99.988	UWC Sheboygan	99.900%	99.960	100.000	99.991
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	99.993	UWC Washington Co.	99.900%	99.950	100.000	99.993
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	99.991	UWC Waukesha	99.900%	100.000	100.000	99.993
					UWC Fox Valley	99.900%	★ 99.235	100.000	99.991					

Target Colors

★ Below Target

■ Above Target



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		IN					OUT		
		Nov-21	Dec-21	Jan-22			Nov-21	Dec-21	Jan-22
UW-Madison campus	Avg (Gb/sec)	11.9	10.4	8.1	UW-Madison campus	Avg (Gb/sec)	5.00	4.80	5.30
	Max (Gb/sec)	27.7	37.1	33.2		Max (Gb/sec)	10.40	14.20	15.60
	Min (Gb/sec)	2.2	0.0	1.4		Min (Gb/sec)	1.90	0.00	1.40
	% of full capacity (200Gbps)	6.0	0.1	0.0		% of full capacity (200Gbps)	2.50	0.02	0.03
UW-Madison research	Avg (Gb/sec)	28.1	25.7	20.2	UW-Madison research	Avg (Gb/sec)	19.30	22.20	14.20
	Max (Gb/sec)	115.4	109.5	107.6		Max (Gb/sec)	50.60	60.40	49.20
	Min (Gb/sec)	5.8	0.0	5.2		Min (Gb/sec)	6.90	0.00	4.10
	% of full capacity (200Gbps)	14.1	0.1	0.1		% of full capacity (200Gbps)	9.65	0.11	0.07
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3	Internet Exchange (MadIX)	Avg (Gb/sec)	1.20	1.10	0.90
	Max (Gb/sec)	1.6	3.6	1.7		Max (Gb/sec)	3.50	6.50	3.20
	Min (Gb/sec)	0.0	0.0	0.0		Min (Gb/sec)	0.18	0.20	0.14
	% of full capacity (20Gbps)	1.5	0.0	0.0		% of full capacity (20Gbps)	6.00	0.06	0.04



NOTES: Average (mean) network usage includes night and weekend readings of typically much lower traffic. Averages for UW-Madison Campus Internet Access and UW-Madison internet Exchange will likely be lower in summer months than they are during the academic year. 95th percentile usage is a more common industry standard than avg/max/min for measuring utilization; Network Services is working on providing that measure as well in future reports. A peering exchange, such as the Madison Internet Exchange, enables networks to interconnect directly to each other and exchange IP (Internet) traffic. Peering is the exchange between two independent networks for the benefit of both networks. The target for WAN speeds is a capacity threshold instead of a specified speed to maintain. When 95th percentile speeds reach about 45-55% of capacity, there is an engineering exploration to determine the cause of increased usage and whether increased capacity is warranted.

DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1

Total Controllers: 4
Total APs: 446

	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Avg. AW1-AP Uptime	99.500	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080	★98.602	★98.707	★98.764	★98.800
Avg. AW1-Controller Uptime	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		67.25	63.55	60.33	48.16	60.67	28.84	21.29	61.13	19.42	13.47	10.81	11.48

Airwave 2

Total Controllers: 9
Total APs: 8895

	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Avg. AW2-AP Uptime	99.500	99.828	99.869	99.882	99.820	99.696	★96.845	99.839	99.508	★98.894	99.970	99.893	99.891
Avg. AW2-Controller Uptime	100.000	100.000	★99.986	100.000	100.000	100.000	100.000	100.000	★96.117	100.000	100.000	★99.987	100.000
Avg. AW2-Down AP		8.43	8.23	5.20	10.81	152.53	59.68	41.48	521.97	55.90	3.17	7.55	7.55

Airwave 3

Total Controllers: 8
Total APs: 7724

	Target	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Avg. AW3-AP Uptime	99.500	99.860	99.912	99.934	★96.984	99.818	99.764	99.763	★96.124	99.873	99.860	99.848	99.844
Avg. AW3-Controller Uptime	100.000	100.000	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965	100.000	100.000	★99.985	100.000
Avg. AW3-DownAP		12.4	7.0	6.1	9.8	84.8	11.1	38.2	590.8	7.1	11.2	8.9	11.8

Access Point Benchmark:

★ Below 99.5% ■ At or above 99.5%

Controller Uptime Benchmark:

★ Below 100.0% ■ At 100.0%



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

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	100.000	99.720	100.000	100.000	100.000	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.960	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	99.940	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 96.230	100.000	100.000	100.000	100.000
Storage	99.900%	★ 99.290	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	★ 99.770	100.000	100.000	100.000	100.000	★ 97.180	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.850	99.580	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000	99.830	99.890	★ 99.250	★ 94.910

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For January, FY 2022

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2021 Gartner Average: Servers/FTE
Windows	99.95	99.99	356	63	284.8	299.0
Linux	99.95	99.99	436	128	174.4	231.0

Top Consumers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	24.90%
DoIT internal customers	2	9.20%
DoIT - Microsoft SQL Server Hosting	3	8.30%
HRS	4	1.80%
SFS	4	1.80%
Building Automation	6	1.40%
WHS	6	1.40%
Russell Labs	8	1.20%
WiscIT	8	1.20%
UWPD Building Access Management	10	1.10%
IT Asset Management	10	1.10%

Top Consumers By Server Count

Identity and Access Management	1	94
Cybersecurity	2	78
SFS, HRS	2	78
Student Information System	4	39
PSaaS (PeopleSoft as a Service)	5	33
DoIT Web Platform Services	6	32
Wisconsin Historical Society	7	30
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	21



DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	October	November	December	January
Confirmed Vulnerability	1	5	2	2	1
	2	62	148	109	31
	3	1,982	1,467	1,048	1,030
	4	675	917	1,308	1,045
	5	317	72	453	438
Needs investigation	3	5	5	7	9
	4	38			3
	5		1	2	39
Potential Vulnerability	2	4	2		
	3	9	303	71	12
	4	135	6	322	10
Grand Total		3,232	2,923	3,322	2,618

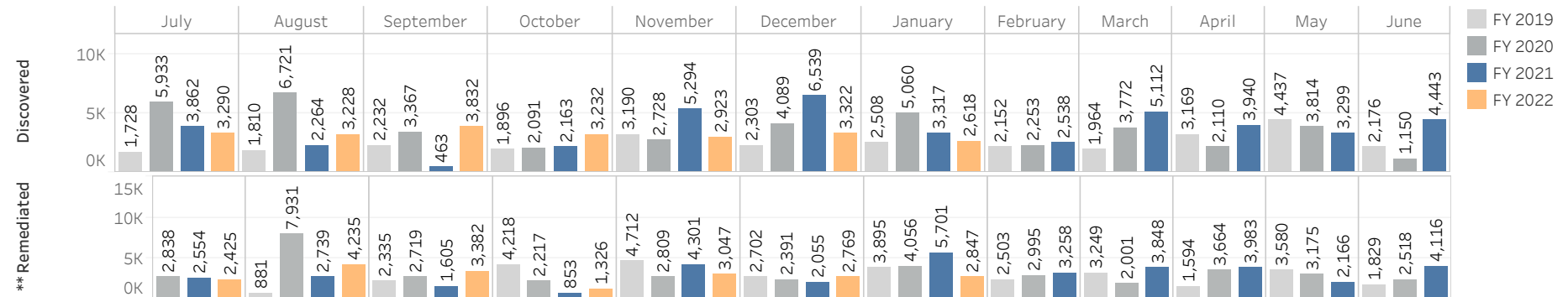
*Active & Urgent Vulnerabilities

185

Remaining From January

16

SEO Vulnerabilities Summary



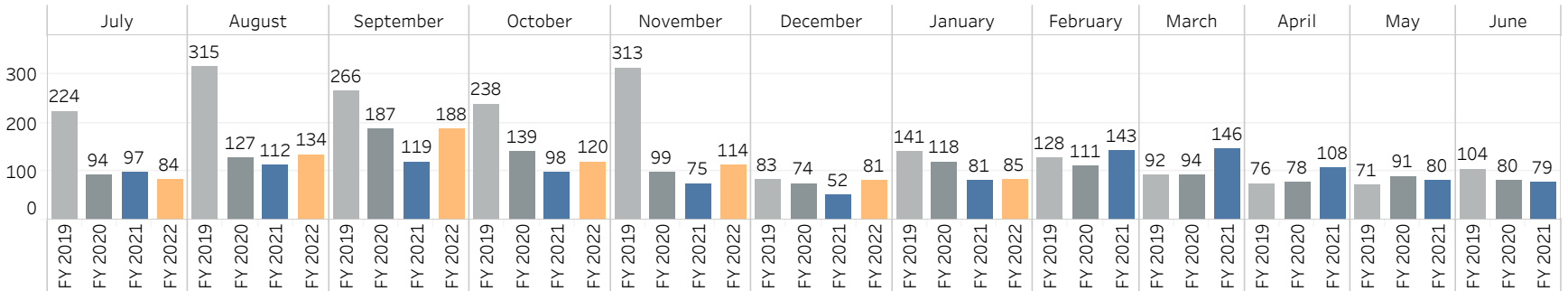
NOTES: Data in this visualization is pulled directly from Cherwell
 * Refers to the number of active vulnerabilities with a severity of 4 or 5.
 **Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Month Incident Summary by Subcategory

		October	November	December	January
Campus Network	AANTS	1	14	2	8
	Bandwidth Threshold Alarm			2	10
	Firewall/Content ID		1	1	1
	Firewall/Install			1	
	Firewall/Problem	3	3	2	2
	Firewall/Rules	2	3	2	
	Monitoring (INTERNAL)			1	
	Port Error Threshold Alarm		1		1
	Request/Data Jack/Activation	5	1		1
	Request/Data Jack/Installation	1		1	
	Request/DHCP	4	2	1	
	Request/DNS/Network Services	19	32	13	19
	Request/Equipment Installation		1		
	Request/Hardware	1	2	1	2
	Request/IP Allocation	26	20	19	12
	Request/New Installation (wired/wireless)		1		1
	Wired Network Issue	9	5	5	3
Wireless	10	10	8	6	
Campus Network Housing	Device Registration HAP	11			3
	Device Registration non-HAP	1	1	1	3
	HAP Reset	1			
	Submit Incident	4	4		
VPN	Client Issue	2			
	Submit Incident	15	8	11	10
eduroam	Feedback	1	17	17	2
	Setup	1			
	Submit Incident	4	5	1	1
Others	Troubleshooting			3	2
			1	3	
Grand Total		121	131	98	87

OpEng Incident Summary



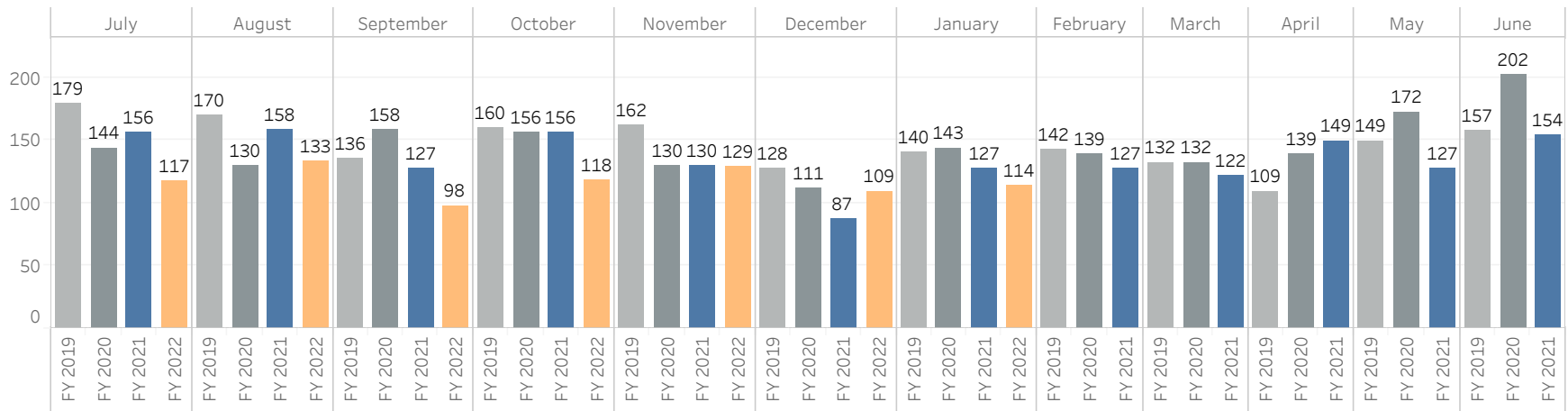
NOTES: Incident counts are pulled directly from WisCIT (Powered by Cherwell) as incidents touched by the OpEng Team

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	October	November	December	January
Boreas	6	7	5	3
Campus Network	100	67	99	103
MUFN	2	3	2	1
Northern Tier	4	3	3	3
UW SysNET	10	11	16	13
Other DoIT Technical Services	53	36	63	51
Grand Total	175	127	188	174

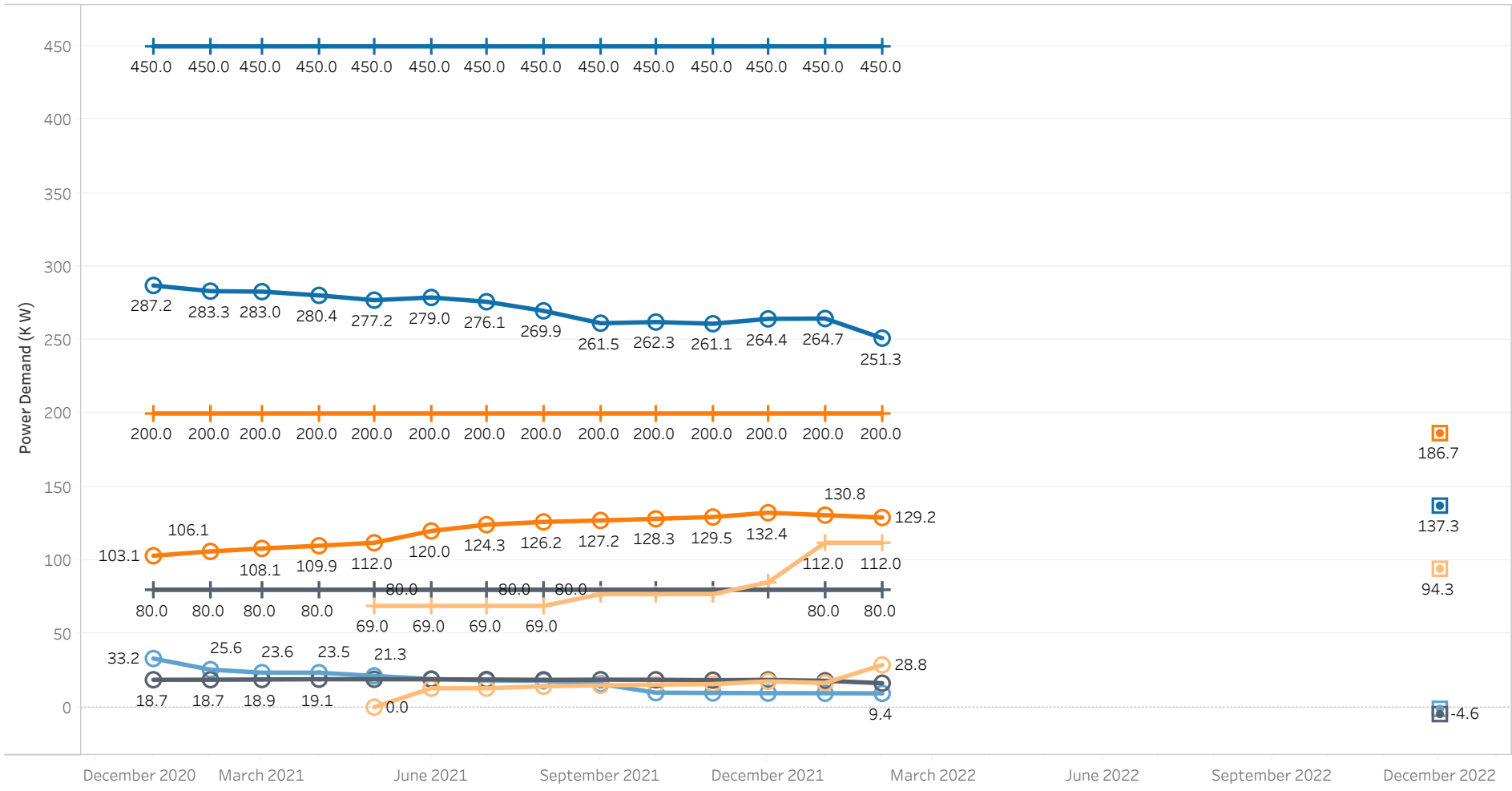
SEO Outage Summary



*If blank, zero problems required SNCC management.

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

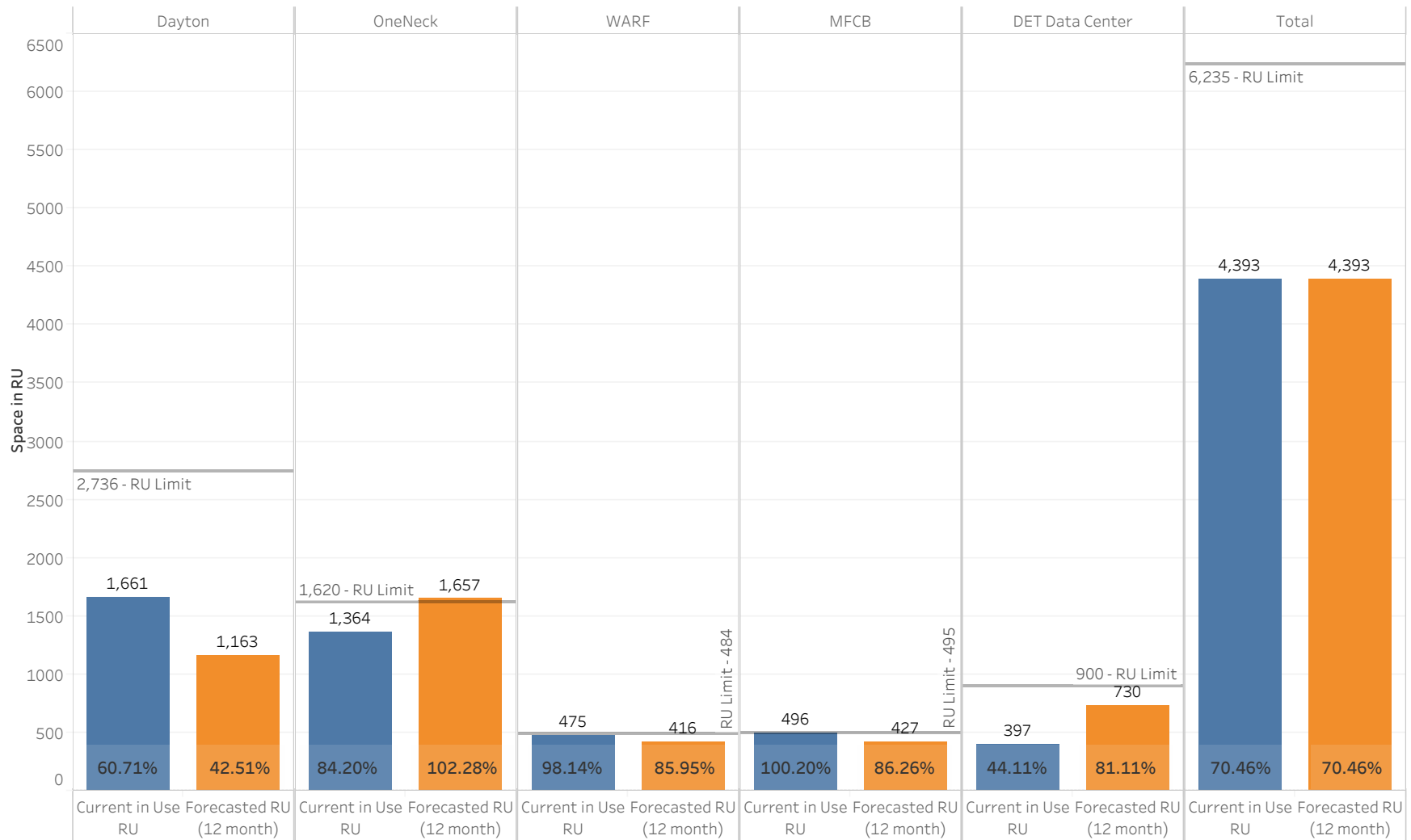
DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



○ Actual □ Forecast + Limit ■ Dayton ■ OneNeck ■ Femrite ■ MFCB ■ WARF

ⓘ 📄 -MFCB and WARF both have 80 KW limits on available power.

DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



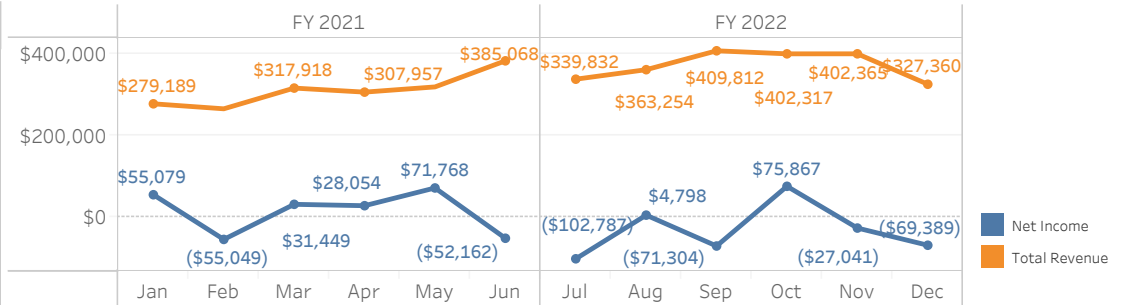
RU = Rack Units
 Usage and one year forecast at the conclusion of January, FY 2022.
 RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

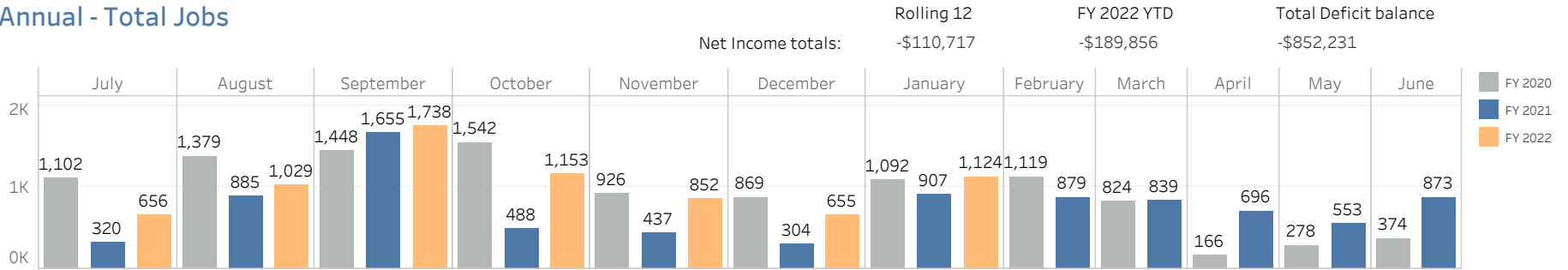
Rework Information

*Revenue and Net Income Last 12 Months

	Total Job Reruns	Total Cost Reruns	Average Real Rework
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0
January	0	0	0



Annual - Total Jobs



Average On-Time Percentage by Stream

★ Below 99.90% ■ At or Above 99.90%

	August	September	October	November	December	January
B - WSB DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
F - Offset Print	★94.50%	★95.60%	★95.96%	★95.00%	★91.35%	★90.19%
J - Digital Color	★96.55%	★96.40%	★94.37%	99.96%	100.00%	★94.96%
K - Contract	★96.20%	★97.20%	★91.70%	100.00%	100.00%	100.00%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



*Due to lag in obtaining Net Income and Deficit balance data, values displayed are as of the beginning of January, FY 2022

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



	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Notes:	
Kaltura	Incidents Resolved by Help Desk	11	45	23	34	14	24	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
	Incidents Resolved by Learn@UW Madison	11	17	11	6	10	9	
	Average Play Time (mins)	7		16	17	20	10	
	Contributors	636	1,562	1,632	2,300	1,709	1,099	
	Duration of uploaded media (minutes)	46,585	223,966	246,844	245,070	124,676	119,381	
	New Media Assets	2,407	7,166	7,289	7,793	4,946	3,770	
	Number of Plays	135,328	579,529	609,008	537,317	387,066	205,810	
	Storage Utilized (TB)	163	170	178	185	188	191	
	Time Played (mins)	999,966	5,998,479	9,454,990	9,371,876	7,615,473	2,071,235	
	Total Media Assets	343,747	350,905	358,307	366,217	371,098	374,636	
Unique viewers	6,726	25,287	25,074	24,563	21,104	15,308		
Turnitin	Incidents Resolved by Help Desk	1	2	1	2	7	1	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
	Incidents Resolved by Learn@UW Madison	0	2	0	0	0	0	
	Active Classes	344	653	679	668	775	663	
	Active Instructors	396	729	890	909	775	573	
	Instructor Accounts	3,224	3,425	3,567	3,619	3,705	3,874	
	Student Accounts	22,290	29,009	32,509	31,587	31,953	32,121	
	Submissions	2,502	23,921	50,594	46,723	43,490	4,437	
ACAR	Incidents Resolved by Help Desk	0	2	1	1	0	0	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)
	Incidents Resolved by Learn@UW Madison	3	9	2	0	2	0	
	New Pressbooks this Month	2	2	0	4	2	8	
	New Storyline 360 Modules this Month	0	0	1	0	0	0	
	Total Pressbooks	559	561	561	565	567	575	
	Total Storyline 360 Modules	194	188	190	190	190	190	
Unique Users	9,663	11,396	11,495	11,552	11,679	12,547		
Canvas	Incidents Resolved by Help Desk	217	437	158	140	151	262	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)
	Incidents Resolved by Learn@UW Madison	69	109	46	67	50	72	
	Active For-Credit Courses	964	4,019	4,096	4,120	4,116	3,686	Atomic Assessments Active Course: Course with Atomic Assessments assignments that have been accessed in date range Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforeseen usage will be updated in the January report.
	Active Training Courses	734	751	753	757	772	772	
	Unique Instructors	1,482	5,456	5,592	5,676	5,713	5,072	
	Unique Students	12,282	44,523	44,606	44,514	44,207	41,309	
Atomic Assessments	Incidents Resolved by Help Desk	0	7	1	0	1	0	
	Incidents Resolved by Learn@UW Madison	0	3	6	3	1	0	
	Active Courses	81	60	63	51	50	45	
	Instructors	57	339	476	425	385	192	
	Unique Students	509	3,051	4,283	3,828	3,461	1,729	



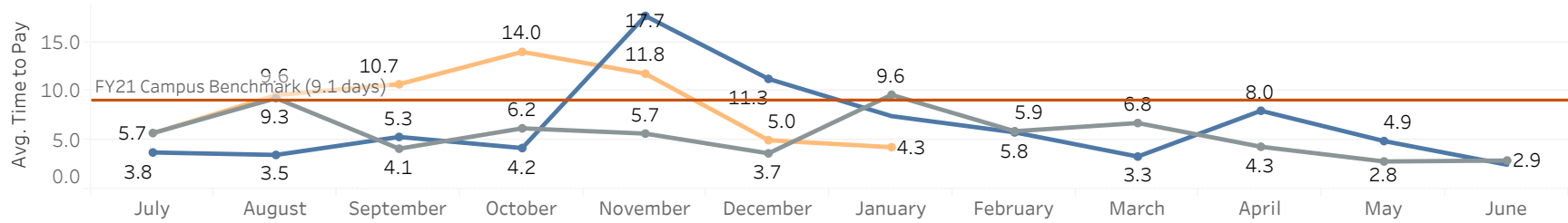
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT



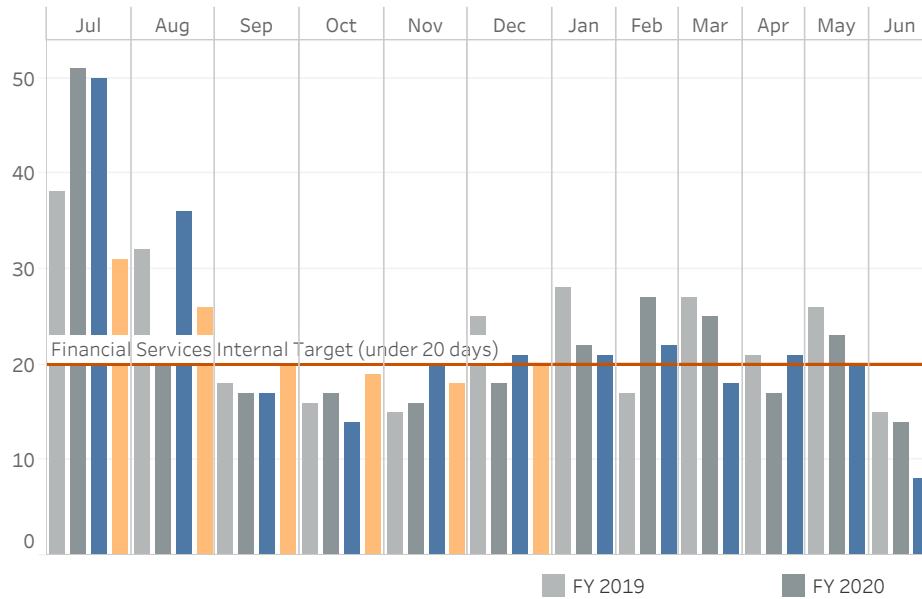
		Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Fall-21	Jan-22	Notes:
Top Hat	Active Courses						95		Top Hat Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students
	Incidents Resolved by Learn@UW Madison						2		Student: Students with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Help Desk						3		Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Unique Instructors						215		
	Unique Students						9,528		
AEFIS	Incidents Resolved by Learn@UW Madison	30	47	34	63	102	276	52	Assessment Evaluation Feedback & Intervention System (AEFIS): CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
	Incidents Resolved by Help Desk	13	7	6	9	49	71	3	
	Total completed evaluations						135,462		DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level
	DESL Usage						5		Honorlock:
	Training Workshops						7		Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams.
	Q&A Workshops						5		Total courses: number of courses using Honorlock to proctor exams.
	Attendance at all Workshops						64		Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
Honorlock	DESL technical workshops						2		
	Exams per student	2	2	3	2	2		1	Engage eText: electronic textbook provided by a publisher that students have access to during their UW student experience
	Support tickets closed by Help Desk	0	2	6	1	6		2	Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text
	Support tickets closed by Learn@UW-Madison	1	1	1	1	0		0	Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
	Total courses	35	56	95	102	137		44	Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
	Total exams	1,905	6,215	21,423	13,015	19,424		1,114	Departments: Number of departments that have a course using an eText and/or DLT
LEAD	Unique students	1,269	2,796	7,663	7,363	8,557		976	Courses: Number of courses using an eText and/or DLT
	Instructor views of "Grades by Page Views" visualization	1	9	10	8	0		10	Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
	Instructor views of "Home Page" visualization	2	20	16	11	7		9	Unique instructor combos: Number of unique instructors plus number of unique teams of instructors in team-taught courses using a digital text and/or tool
	Instructor views of "Page Views by Activity Type" visualization	1	7	6	6	0		7	% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool
	Instructor views of "Page Views by Date and Hour" visualization	0	20	16	14	3		11	
	Support tickets closed by Help Desk	0	0	0	0	0		0	
	Support tickets closed by Learn@UW-Madison	0	0	0	0	0		0	
Total instructor views	4	56	48	39	10		37		
Engage eText	% of students opted out							1	*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.
	Course sections							227	
	Courses							91	
	Departments							44	
	Schools / Colleges							6	
	Student enrollment							20,770	
	Unique instructor combos							105	

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

July	15	2	5	4
August	7	2	3	2
September	9	4	3	1
October	7	4	0	1
November	0	3	0	0
December	37	17	2	1
January	2	4	1	
February	6	2	0	
March	2	6	3	
April	6	7	1	
May	7	5	5	
June	5	5	34	

*Days from SFS Close to Management Report Completion

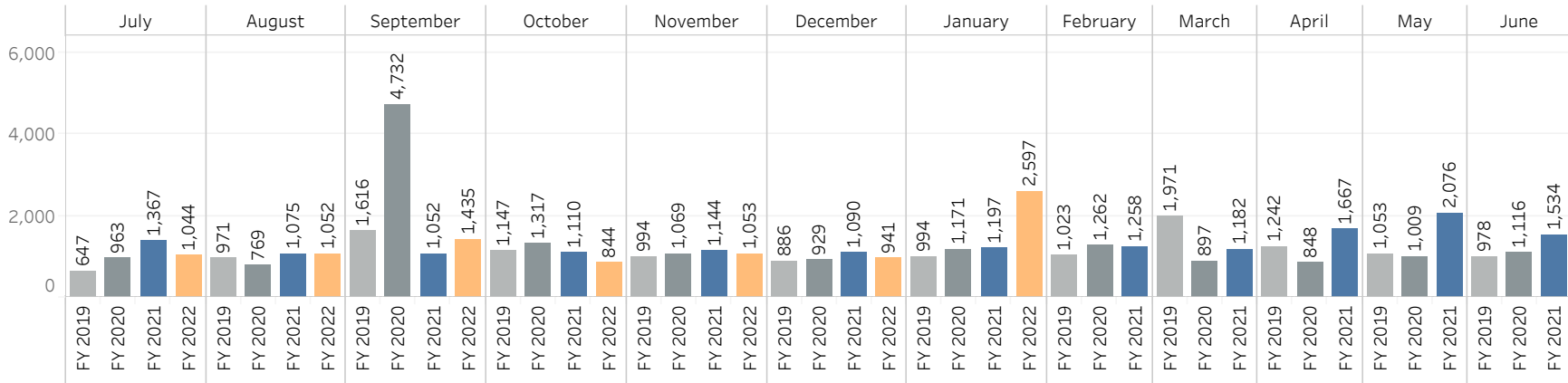
July	53	53	55	35
August	39	22	39	28
September	27	21	20	23
October	23	21	14	20
November	15	19	20	18
December	62	35	23	21
January	30	26	22	
February	23	29	22	
March	29	31	21	
April	27	24	22	
May	33	28	25	
June	20	19	42	



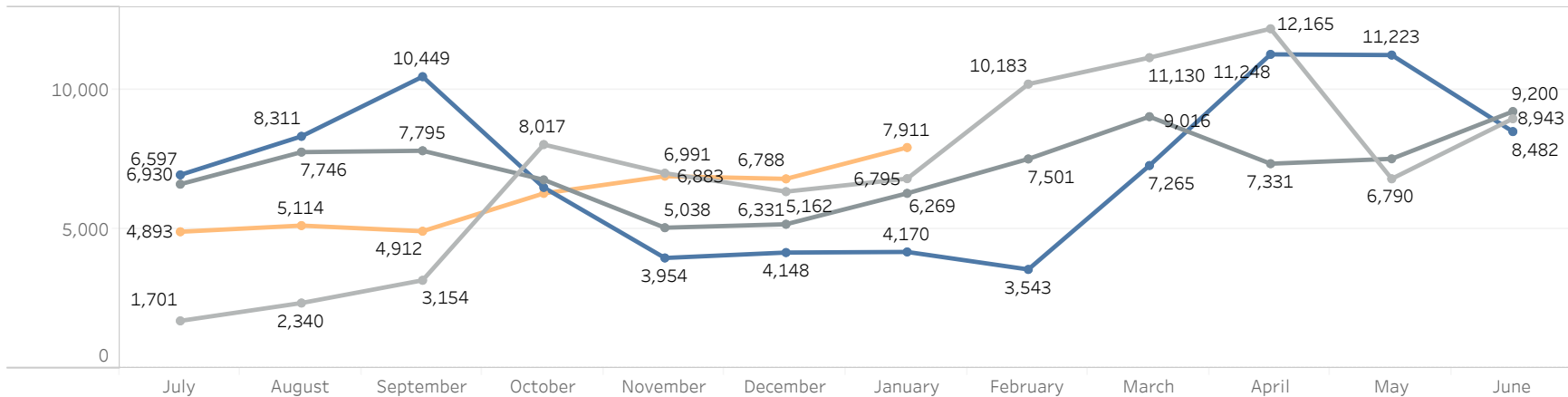
*If blank, data is currently unavailable.

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)

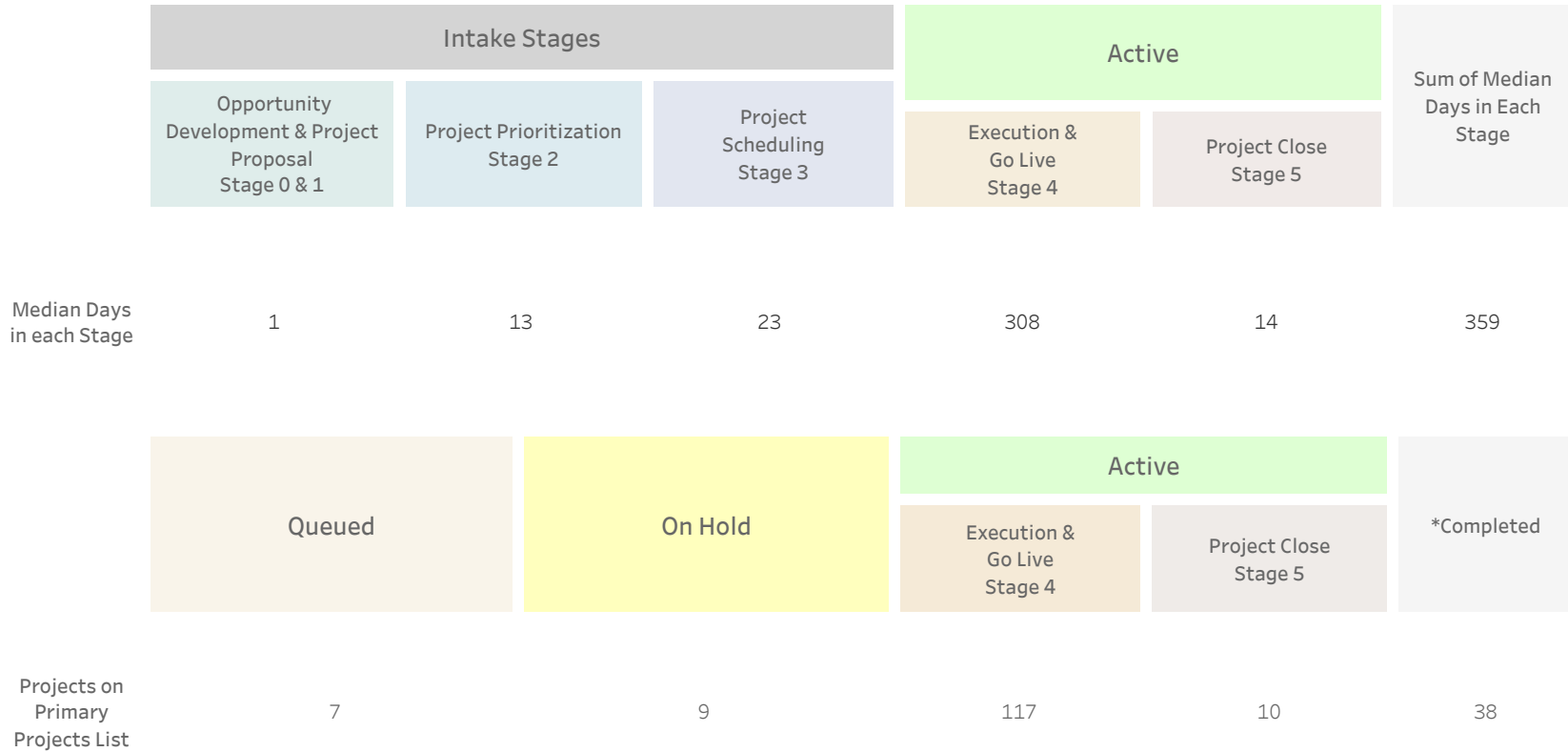


Phishing Incidents Resolved by CyberSecurity Operations Center



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

DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS



Metrics are from the start of the DoIT Portfolio Process launch in July 2020 and only include projects that started with stage 1. This data does not include departmental fast track projects.

*Projects completed since January 2021.

Values as of the conclusion of January FY 2022.

<https://go.wisc.edu/doiit-project-portfolio>

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

Service Name	Department	FY 2022		
		Q1	Q2	Q3
AANTS	NS	P	P	
Campus Active Directory	AIS	P	P	
Campus Video Security	SEO	P	P	P
Canvas	AT	P	P	
CBS	EBS	P	P	
CCAS - Campus Card Access System	SEO	P	P	P
Cisco Contact Center	NS	P	P	
Cisco Voice Mail	NS	P	P	
Critical Infrastructure Active Directory	AIS	P	P	
DNS	NS	P	P	
DoIT Gitlab Repository Services	AIS	P	P	
ECRT (Effort Reporting)	AIS	P	P	
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	
Enterprise Content Management Service (ECMS)	AIS	P	P	
FASTAR - MILER	EBS	P	P	
Housing Administration Applications	EBS	P	P	
HRS - Human Resource System	EBS	P	P	
IAM Reverse Proxy	AIS	P	P	
Informatica (FASTAR)	EBS	P	P	
Life-Safety Building Environmental Control and Fire Alarm Monitoring	SEO	P	P	P
Madison Reverse Proxy	AIS	P	P	
Manifest	AIS	P	P	
NetID Account Management	AIS	P	P	
NetID IdP	AIS	P	P	
NetID Kerberos	AIS	P	P	

Service Name	Department	FY 2022		
		Q1	Q2	Q3
NetID Multi-Factor Authentication (MFA)	AIS	P	P	
NetID Radius	AIS	P	P	
OneBadger	EBS		P	
PCI-Infrastructure	SEO	P	P	P
PeopleSoft as a Service (PSaaS)	EBS	P	P	
PRISM	EBS	P	P	
SA-Infrastructure	SEO	P	P	P
Scholarships@UW-Madison	EBS	F*	P*	
Security Event Management	CS	P	P	
SFS - Shared Financial System	EBS	P	P	
Shared Drive - File Storage	SEO	P	P	
SIS - Student Information System	EBS	P	P	
SOAR Reservation System	AIS	P	P	
SOLAR	EBS	P	P	
System Active Directory	AIS	P	P	
UDS LDAP	AIS	P	P	
UW System Proxy IdP	AIS	P	P	
UWBI (Business Intelligence)	EBS	P	P	
UWP1 Service	EBS	P	P	
UWPDR Service	AIS	P	P	
Web Hosting	AIS	P	P	
WiscIT	US	P	P	
Wisconsin Federation (WAYF)	AIS	P	P	

Pass (P)
 Fail (F)



NOTES: * Indicates services in the End of Service Life (EoSL) state that are not yet fully decommissioned.
 **Completion rate represents the percent of services operated by DoIT that contain high risk data and have audit records attached per quarter.
 Q1 = July 1 - Sept 30, Q2 = Oct 1 - Dec 31, Q3 = Jan 1 - Mar 31, Q4 = Apr 1 - June 30
 Contents reflect DoIT operated Technical Services in the CMDB marked as High Risk at the end of January FY 2022. Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.
Pass (P) - Backups are occurring at least every 28 days, and a test restore can be demonstrated every 90 days.
Fail (F) - Backups are NOT confirmed to be occurring at least every 28 days, and/or a test restore CANNOT be demonstrated to have been done every 90 days.

	FY 2022		
	Q1	Q2	Q3
**Completion rate	100%	100%	10%

DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 02/08/2022

Age of Open Incidents by Department

	Less Than 2 Days	Between 2 Days and 2 Weeks	Between 2 Weeks and 1 Month	Between 1 Month and 1 Year	Greater than 1 Year
AIS	93	449	117	37	3
AT	6	20	5	24	6
CTO					
Cybersecurity	427	104	31	51	3
DoIT Communications	5	2			
DoIT HR	1	5	4	52	
EBS		6	4		
FS	1	3			
Non-DoIT teams	2	25	20	60	
NS	42	116	52	117	48
PMO					
SEO	20	62	28	23	2
US	369	1,475	229	323	158
Other		6	2	1	
Grand Total	966	2,273	492	688	220

Total Open Incidents by Age (days)



New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days.

DoIT Operations Report Monthly Updates

AIS Service Availability - Confluence Wiki, JIRA Issue Tracking, and Gitlab Repository Services have been added to AIS Service Availability

EBS Service Availability - Informatica has been removed from EBS Service Availability

DPPS Metrics - Historical Total Revenue has been removed and replaced with Revenue and Net Income, last 12 months. Net Income totals have been added as Rolling 12, FY2022 YTD, and Total Deficit Balance. The Net Income and Deficit Balance data will be one month behind due to a lag in obtaining that data.

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES - WISCIT TEAMS PER DEPARTMENT

Department	
AIS	Active Directory ADI-Apps for Registrar ADI-IA Student Data Integration ADI-Internal Apps ADI-Web and Mobile Solutions AIS-Dept ECMS ECRT ECS-Equipment Checkouts EIS-Dept IAM Manifest Grouping Email Manifest-Grouping Manifest-Grouping Email MiddleWare Middleware Temp Multi-Factor Authentication MyUW MyUW-Admin MyUW-Advisor View MyUW-Feedback MyUW-Infrastructure NetID-AcctAdmin NetID-Login NetID-Login (Radius) NetID-Login-Radius Server Certificate Service Shared Hosting Shared Tools Shared Web Hosting Student Apps-Other UDS Identity Management UDS Identity Reconciliation UW Digital ID UW KnowledgeBase Web Accessibility Web Accessibility Testing Tools WiscWeb CMS WiscWeb CMS Developers WiscWeb CMS Review WPS-Client Engagement
AT	Academic Systems-Linux AcademicSystems AcademicSystems-LIRA Advising Gateway AT-Dept AT-LS-MUMAA AT-TRAD Blackboard Collaborate Course Guide Course Proposal Course Resources Course Search and Enroll - Student Services Curricular Hub Digital Accessibility Digital Media Center Kaltura-UWSA Learn@UW Utility Learn@UW Utility-Technical Learn@UW-Madison Learning Technology Consultations Lecture Capture Service Life-Long Learners LinkedIn Learning LS LSS Team LTDE LTG HelpDesk LUWMAD-Collaboration LUWMAD-ContentAuth LUWMAD-LAA LUWMAD-LMS LUWMAD-Media LUWMAD-MediaDelivery Moodle OUA - Academic Systems PTE Support Streaming Media
CTO	Electronic Lab Notebooks
Cybersecurity	LastPass Qualys Scan Security Security Incident Security-Authorize Security-BADGIRT Security-CSOC Review Security-Dept Security-GRC Security-HRS Attestation Security-IT Access Security-OCIS Security-PAM Security-Tools
DoIT Communications	CIO-Dept Communications Communications-Dept COO-Dept DoITfeedbk DoITwebpages
DoIT HR	DoIT HR Assistants DoIT HR Director DoIT HR HRS DoIT HR In Progress DoIT HR Payroll and Benefits DoIT HR Staff
EBS	ADI EA Budget ADI-Budget ADI-Collaborative ADI-Dept ADI-Employee Apps ADI-Financial Services ADI-HRIS-Infrastructure ADI-Mainframe ADI-Student Apps DRMT-All DRMT-Data Tools DRMT-Database DRMT-DBA DRMT-Enterprise Tools DRMT-InfoAccess DRMT-Tools EPCS ERP Admin FASTAR DBA HR Apps-General HRS DBA Hyperion Deactivation InfoAccess Interactive Reporting Resource 25 Shared Financial DBA Shared Financial Sys Shared Financial Sys Batch SIS SIS-Admissions SIS-CampusCmmunity SIS-Finances SIS-Registrar
FS	CBS/STAR Onboarding Common Bus Sys DoIT Property Control e-Reimbursement Financial-Purchasing FS-Accounting FS-Dept FS-STAR
Non-DoIT teams	AIMS Help Desk CAVR-Campus and Visitor Relations Eloqua Health Sci Learning Housing HSLC PFP-Parent and Family Program PI Financial Tool RO-Student Center and CS&E Student and Faculty Center Tableau UW-Madison Communications Wisc.edu/Alerts.wisc.edu WiscAlerts (Tech)
NS	Network Svcs-Invtry NS-App Admins NS-Apps AANTS NS-Campus NS-Cisco-Webex NS-Dept NS-Field Services NS-Field Services-Voice NS-Firewall NS-Layer 4 NS-OpEng NS-OpEng-Monitoring NS-PCI NS-Video NS-Voice NS-Voice-Cellular NS-Voice-Cisco NS-Voice-EUC NS-Voice-Legacy NS-WAN SA-NS
PMO	ADI-PMO
SEO	ASE-Virtualization CAB CampusNetworkServers CAS-Report Distribution CAS-UW Digital ID CAS-UW Digital ID (Certificates) CAS-UW Digital ID (MFA) CCI-Virtualization Change Mgr Config Mgr Critical Infrastructure CSSC Building Maintenance DC Access DC Team DC Team-NoInstallDecomm DoIT Digital Publishing & Printing Event Mgr (Monitoring) Hostmaster HRS Time Clocks ITSM Team Mainframe Job Scheduling Mainframe Job Scheduling-UWSA PCI Hosting Public Cloud Report Distribution SA-SE SA-Virtualization SE SE-AD SE-AIX SE-Audit SE-BuckyBackupSupport SE-Critical Infrastructure SE-Database SE-DSA SE-Linux SE-OSX SE-Solaris SE-Storage Team SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SysNet SNCC-Sysops SNCC-Systems Management
US	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics 0365 Feature Requests 0365 Service Delivery 0365 Technical/Functional PC Recycling PCS-Dept PCS-Shared Hosting Point of Sale Qualtrics Survey RaDS Repair Internal SA-RaDS Service Discovery Tech Store Tech Store L2 Tech Store Sys Dev US-Dept US-DS US-DS Andover US-DS Application Support US-DS Big Fix US-DS Desktop Bascom US-DS Desktop Contract US-DS Desktop DEM US-DS Desktop DoIT US-DS Desktop RSO US-DS Desktop UCOMM-UMARK US-DS Desktop WGNHS US-DS EMS US-DS Endpoint Management US-DS GDS Student US-DS Kiosks US-DS Office 365 OSC US-DS Operations US-DS PCI US-DS SAS US-DS SEAM US-DS Select Agent Labs US-DS Service Leads US-DS SOAR US-Help Desk US-Help Desk ALF/PAF US-Help Desk Closure US-Help Desk Development US-Help Desk EAST US-Help Desk EAST DS US-Help Desk Email US-Help Desk Email Test US-Help Desk HDQA US-Help Desk Internal US-Help Desk Operations US-Help Desk Service Changes US-Help Desk SMPH Support US-Help Desk Tools US-Help Desk UW C/EX Support US-Help Desk UW CEOEL Support US-Infolabs Kiosks US-Metrics and Data US-PM US-PM Apple US-PM Dell US-PM Hardware US-PM Math&StatsPKGS US-PM Software US-Repair Billing US-Repair Hardware US-Repair Internal US-Repair Parts US-Repair Pickup (333 ECM) US-Repair Pickup (Comp Sci) US-Repair Pickup (HSLC) US-Repair Printer US-Repair Software US-Service Desk UW Madison PCI UW-Madison Box UW-Madison Google Apps WiscChat WiscIT Governance WiscIT Reporting WiscIT Requests WiscIT Student Leads WiscIT Team WiscIT Test WiscList-Admin WiscMail WiscMail/WiscCal Zoom
UW Service Center UWSS	Bus Svc-MDS Bus Svc-Purchasing Madison Benefits Services Madison Benefits Services - Counseling Madison Benefits Services - Processing UWSS Service Delivery BN UWSS Service Delivery HR UWSS Service Delivery PY
Other	All remaining WiscIT Teams owning aging incidents

DoIT OPERATIONS: TECHNICAL NOTES

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

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

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

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

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

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

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

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...

Project Management Office - Portfolio Metrics Definitions

Queued: Project is scheduled with a future start date.

On Hold: Project was active but work has been paused.

Stage Zero - Opportunity Development: Engagement with an Enterprise Architect.

Stage One - Proposed/Intake: Project submission to the intake process; includes days in stage zero technical review.

Stage Two - Prioritization: Project prioritization to determine Now, Next, Later or Never category.

Stage Three - Scheduling: Projects with multiple DoIT units involved present at a scheduling team meeting to identify needed talent and available capacity.

Stage Four - Project Go Live: Project completes a go live preparation checklist with a peer review process.

Stage Five - Project Closure: Project closes the project by completing a closure preparation checklist with a peer review process.

Total Days in Intake: Total number of days project is in stages zero through three.

Total Days in Process: Total number of days project is in all six stages of the Project Portfolio Process.