DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

March 2022

Published April 18, 2022

GARTNER BENCHMARKS

Benchmark	2020 (Mean)	2021 (Median)
Abandonment 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 Resolution 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.
2022 Gartner benchmarks are under review to include in the report.

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

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

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	813	25.0%	811	711	87.7%	92.2%	96.5%
NetID Account Management	1,272	39.1%	1,258	983	★77.5%	87.8%	96.0%
All IAM Incidents	3,233	100.0%	2,112	1,717	★81.1%	89.1%	95.7%

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
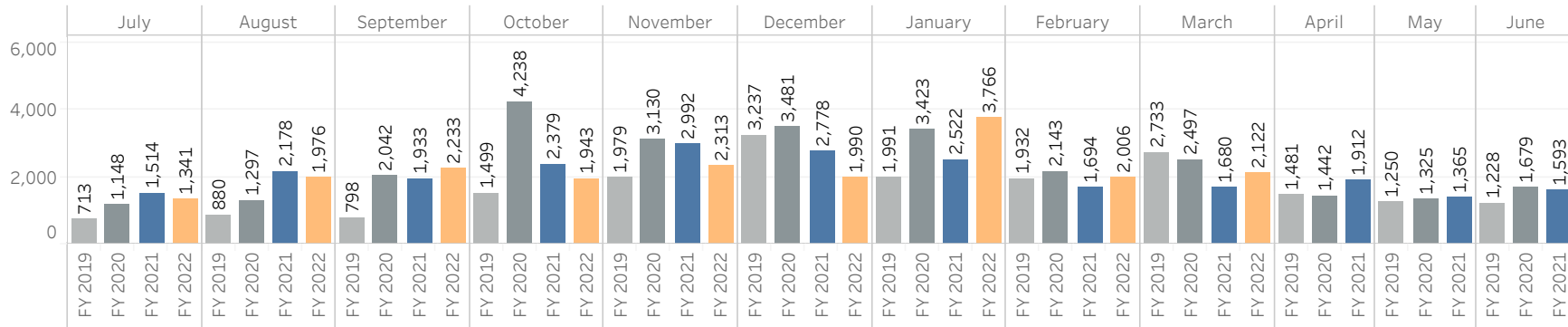
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.
*** Survey respondents rate satifaction 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 March

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	41	3.0%	4	2	50.0%	100.0%	100.0%
MyUW Madison/System	165	12.2%	159	116	★72.3%	89.3%	98.8%
Shared Tools	11	0.8%	11	2	18.2%		100.0%
Web Hosting	153	11.3%	3	1	33.3%		
WiscWeb	49	3.6%	40	12	★30.0%	100.0%	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
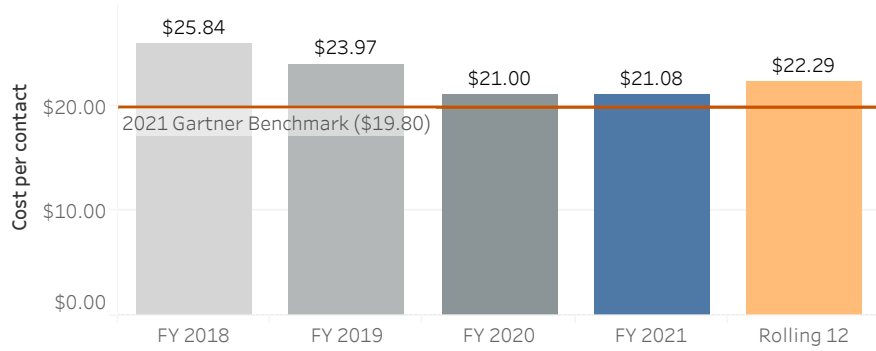At or above 85.0%

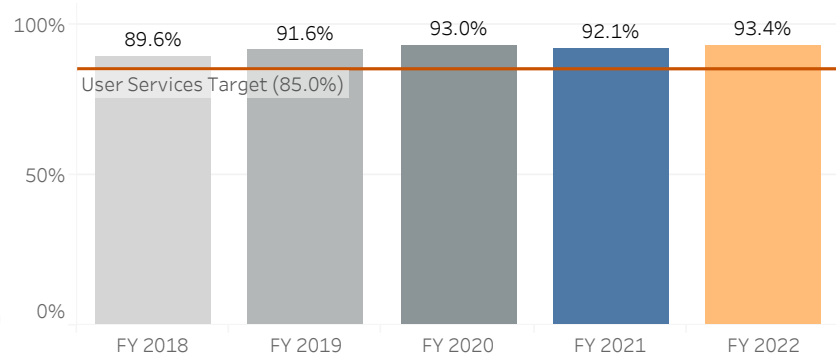## WPS Services Annual Help Desk Contacts
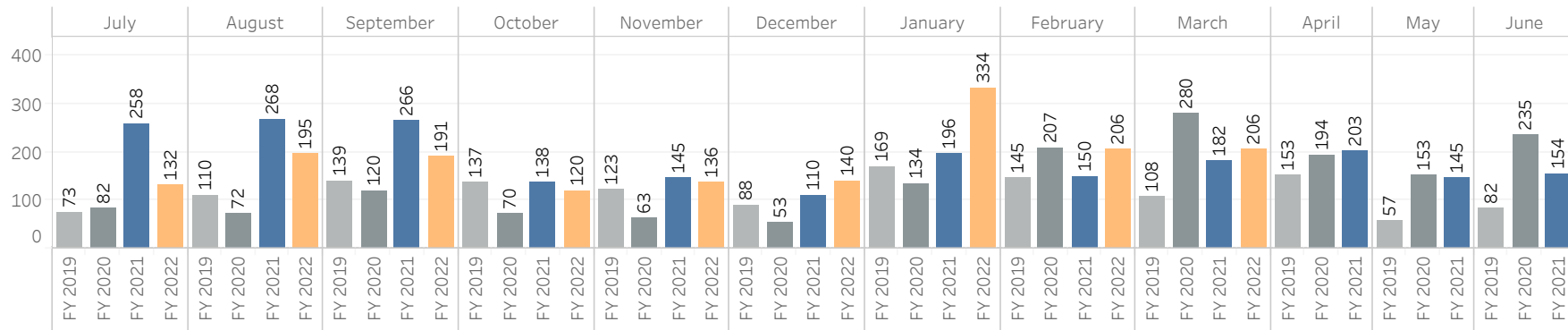
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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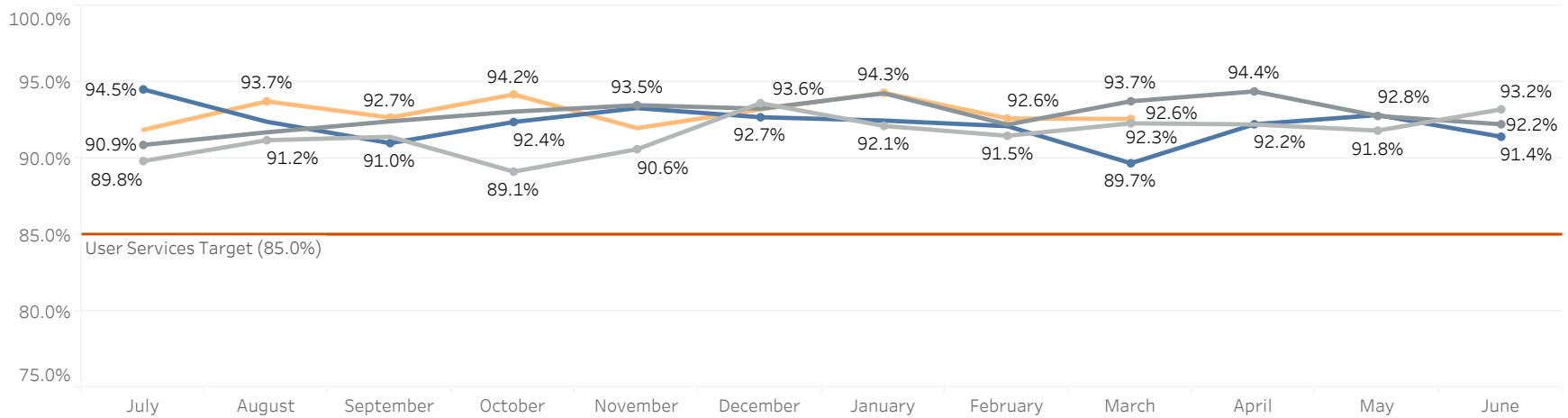
DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

Cost per Contact

- FY 2018: $25.84
- FY 2019: $23.97
- FY 2020: $21.00
- FY 2021: $21.08
- Rolling 12: $22.29

2021 Gartner Benchmark ($19.80)

Customer Satisfaction

- FY 2018: 89.6%
- FY 2019: 91.6%
- FY 2020: 93.0%
- FY 2021: 92.1%
- FY 2022: 93.4%

User Services Target (85.0%)

Customer Satisfaction

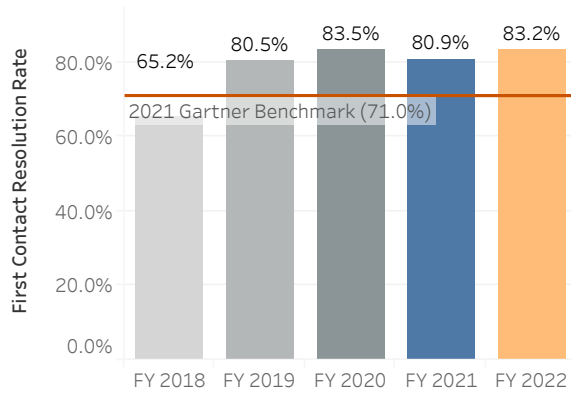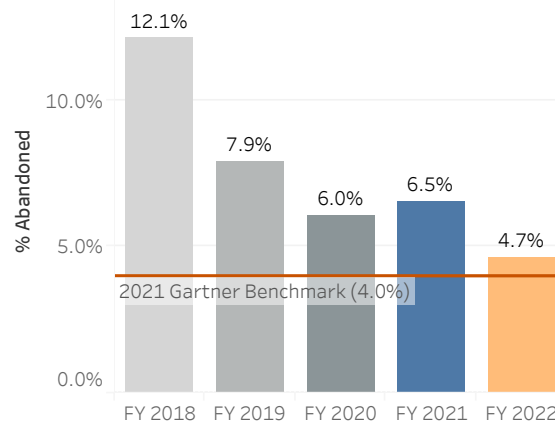|	July	August	September	October	November	December	January	February	March	April	May	June
	94.5%	93.7%	92.7%	94.2%	93.5%	93.6%	94.3%	92.6%	93.7%	94.4%	92.8%	93.2%
	90.9%	91.2%	91.0%	92.4%	90.6%	92.7%	92.1%	91.5%	92.6%	92.2%	91.8%	92.2%
	89.8%			89.1%					89.7%			91.4%

User Services Target (85.0%)

NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
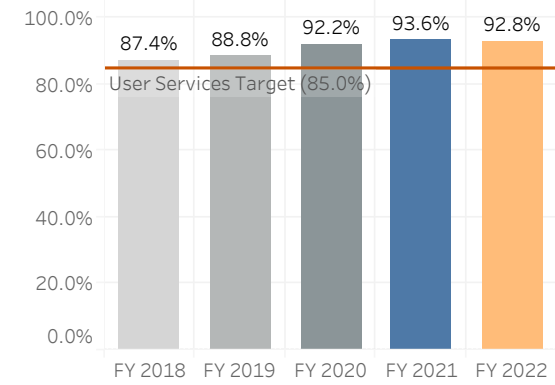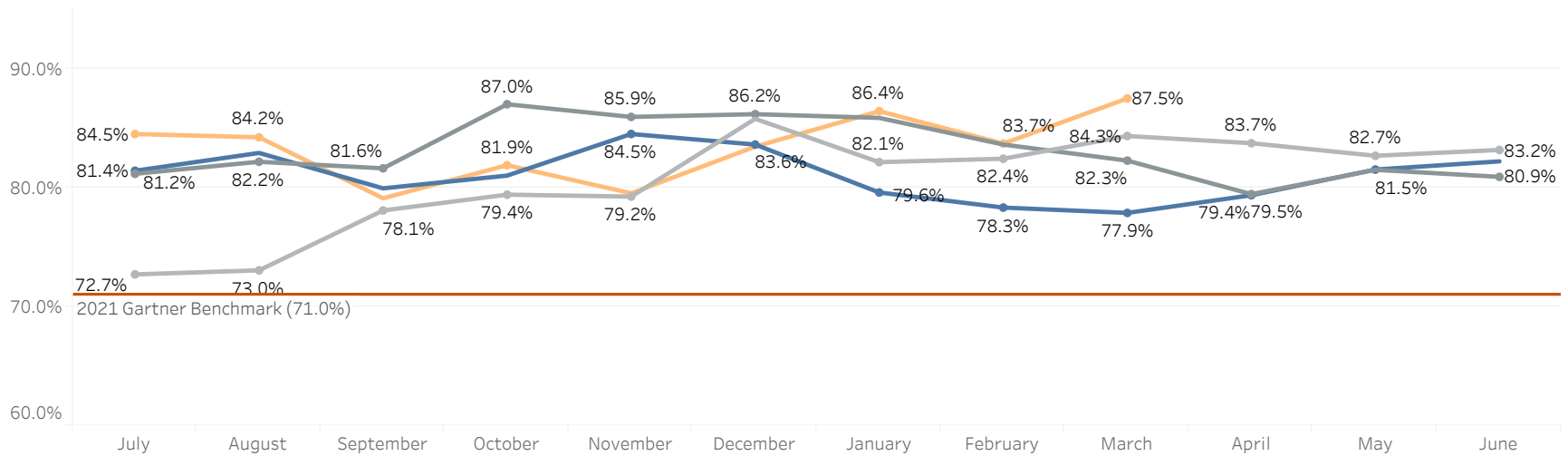
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*Help Desk Average First Contact Resolution

First Contact Resolution Rate

- FY 2018: 65.2%
- FY 2019: 80.5%
- FY 2020: 83.5%
- FY 2021: 80.9%
- FY 2022: 83.2%

2021 Gartner Benchmark (71.0%)

Help Desk Abandonment Rate

% Abandoned

- FY 2018: 12.1%
- FY 2019: 7.9%
- FY 2020: 6.0%
- FY 2021: 6.5%
- FY 2022: 4.7%

2021 Gartner Benchmark (4.0%)

**Help Desk Average Resolution Rate

- FY 2018: 87.4%
- FY 2019: 88.8%
- FY 2020: 92.2%
- FY 2021: 93.6%
- FY 2022: 92.8%

User Services Target (85.0%)

Help Desk First Contact Resolution

Month	Values
July	84.5%, 81.4%, 81.2%, 72.7%
August	84.2%, 82.2%, 73.0%
September	81.6%, 78.1%
October	87.0%, 81.9%, 79.4%
November	85.9%, 84.5%, 79.2%
December	86.2%, 83.6%
January	86.4%, 82.1%, 79.6%
February	83.7%, 82.4%, 78.3%
March	87.5%, 84.3%, 82.3%, 77.9%
April	83.7%, 79.4%, 79.5%
May	82.7%, 81.5%
June	83.2%, 80.9%

2021 Gartner Benchmark (71.0%)

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 MARCH

|	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
NetID Account Management	1,258	6.0%	983	★77.5%	87.8%
Multi-factor Authentication (MFA)	811	3.8%	711	87.7%	92.2%
Office 365	575	2.8%	412	★71.5%	91.4%
Referrals	506	2.4%	432	★84.6%	83.4%
Learn@UW - Canvas Madison	193	1.1%	132	★68.4%	★71.0%
Personal Software Support	154	0.7%	142	90.9%	91.4%
MyUW Madison	146	0.7%	108	★73.3%	93.0%
DoIT Departmental Support, Software	122	0.7%	62	★50.8%	88.5%
VoIP	110	2.2%	72	★65.5%	82.1%
Help Desk Support, Unsupported Service	96	0.5%	84	★84.4%	74.4%

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

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

Help Desk Annual Contacts
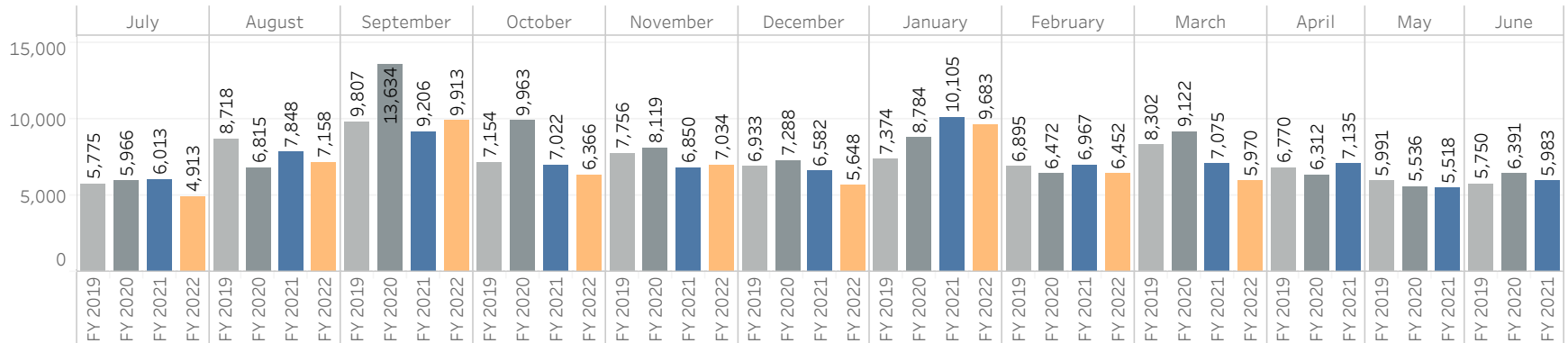
NetID Account Management & Learn@UW- Canvas Madison: fell below the goal due to Life Long Learner customers calling in with either login issues, issues due to multiple NetIDs, and/or enrollment issues. Help Desk staff engaged with L3 staff to start improving the support process.
Referrals: dipped slightly below target but does not raise concern as those cases do not require further customer support.
DoIT Departmental Support--Software & VoIP: dropped below target because most cases require escalation as part of normal protocol, therefore not raising a concern.
Help Desk Unsupported Services: dropped below target likely because neither staff nor the autoresolution process did not resolve tickets prior to the date sampled.
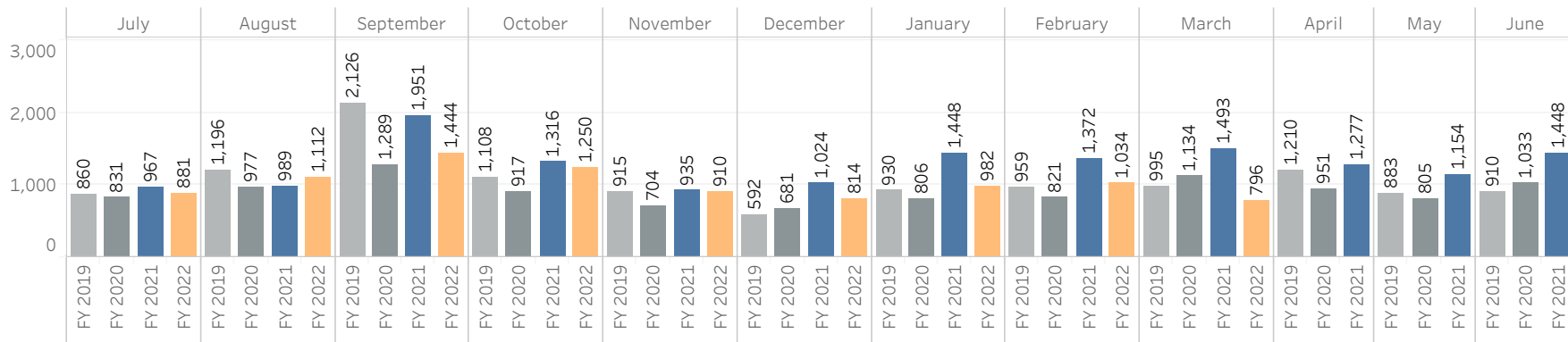
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at, this metric may be blank if no phone incidents were reported for that service during the previous month.
Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

Help Desk Resolution Rates for PCS Services During March

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Office 365	586	63.6%	575	412	★71.5%	83.4%	93.9%
UW-Madison Google Apps	62	6.7%	54	35	★64.8%	90.9%	★75.0%
UW-Madison Zoom	137	14.9%	88	63	★71.6%	76.7%	91.2%
UW-Madison Box	80	8.7%	56	39	★69.6%	91.7%	92.9%
Qualtrics	44	4.8%	23	19	★82.6%	80.0%	★78.6%
CloudFax, General	12	1.3%	6	5	★83.3%		100.0%

User Services Target: HD% Resolution
★ Below 85.0%

2021 Gartner Benchmark: First Contact Resolution
■ Above 71.0%

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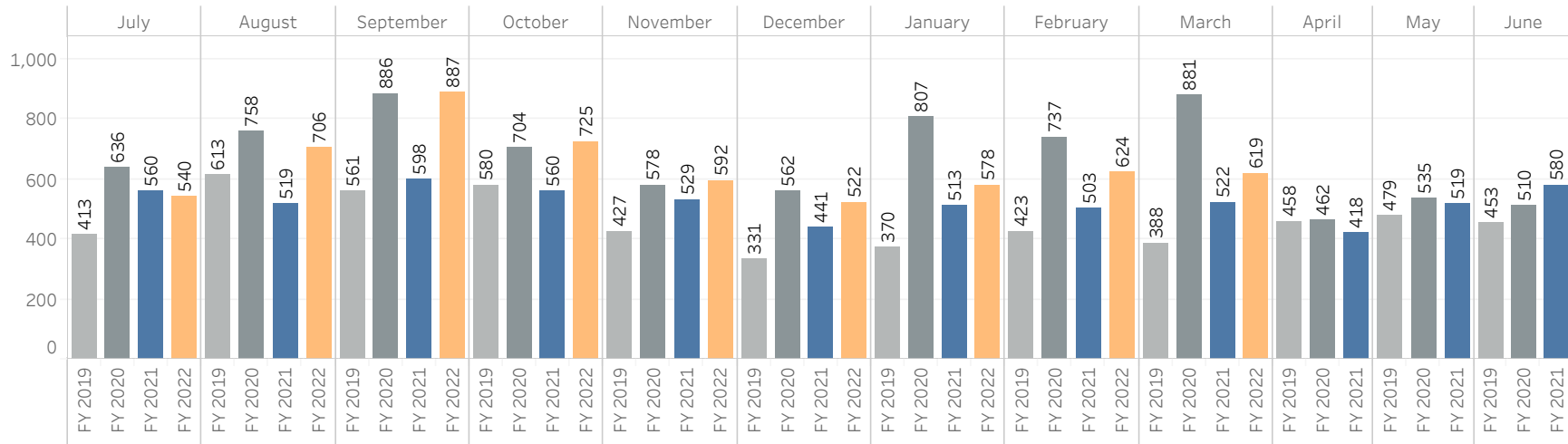■ At or above 85.0%

PCS Services Annual Help Desk Contacts

Both Qualtrics and Google had low CSAT survey responses with one negative response each. This caused a missed CSAT target for the month of March for both of these services

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 satifaction 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

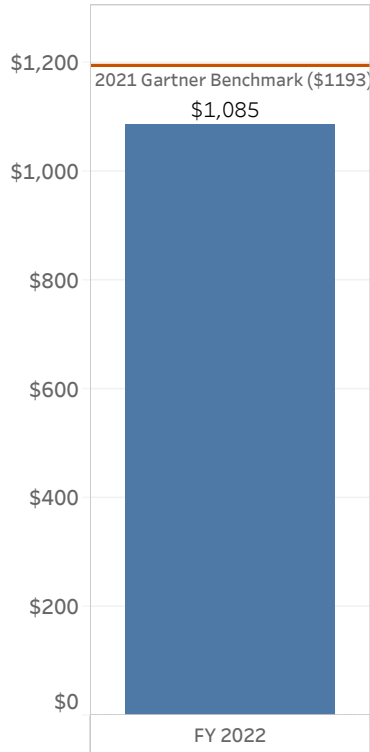|	July	August	September	October	November	December	January	February	March	April	May	June
FY 2019	413	613	561	580	427	331	370	423	388	458	479	453
FY 2020	636	758	886	704	578	562	807	737	881	462	535	510
FY 2021	560	519	598	560	529	441	513	503	522	418	519	580
FY 2022	540	706	887	725	592	522	578	624	619			

Y-axis: 0, 200, 400, 600, 800, 1,000

Customer Satisfaction

98.1%, 94.1%, 92.7% (July)
98.6%, 96.2% (August)
97.3%, 93.9% (September)
97.8%, 92.9% (October)
98.4%, 97.4%, 98.0%, 95.0% (November/December)
96.2% (December)
99.0%, 97.1%, 92.4% (January)
95.7%, 98.9%, 93.7% (February)
98.0%, 97.1%, 94.7% (March)
98.1%, 96.6%, 92.7% (April)
98.5%, 96.5%, 95.3% (May)
97.3%, 97.1% (June)

User Services Target (85.0%)

Y-axis: 75.0%, 80.0%, 85.0%, 90.0%, 95.0%, 100.0%

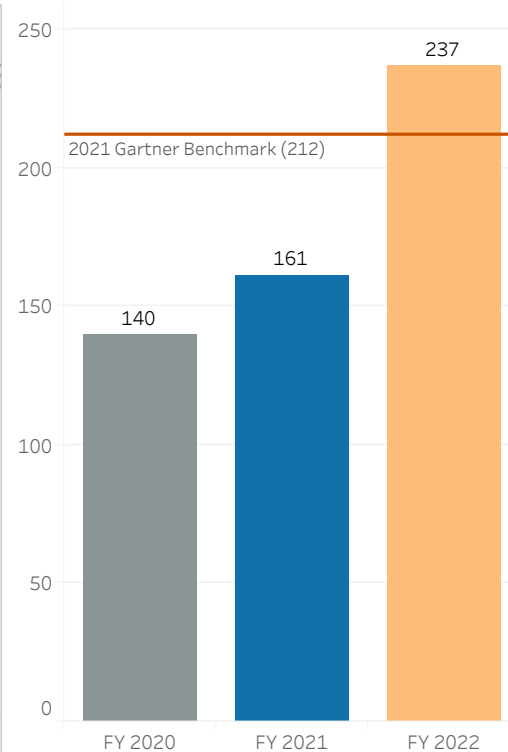X-axis: July, August, September, October, November, December, January, February, March, April, May, June

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

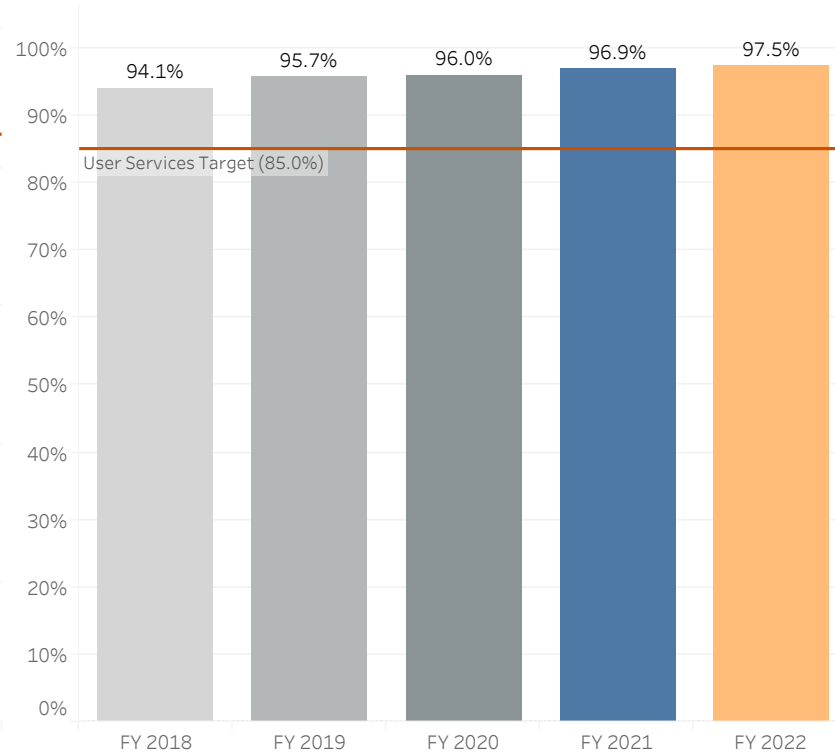# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*Cost Per Endpoint

2021 Gartner Benchmark ($1193)

$1,085

FY 2022

**Endpoints Per Technician

237

2021 Gartner Benchmark (212)

161

140

FY 2020 FY 2021 FY 2022

***Customer Satisfaction

94.1%	95.7%	96.0%	96.9%	97.5%

User Services Target (85.0%)

FY 2018 FY 2019 FY 2020 FY 2021 FY 2022

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?'

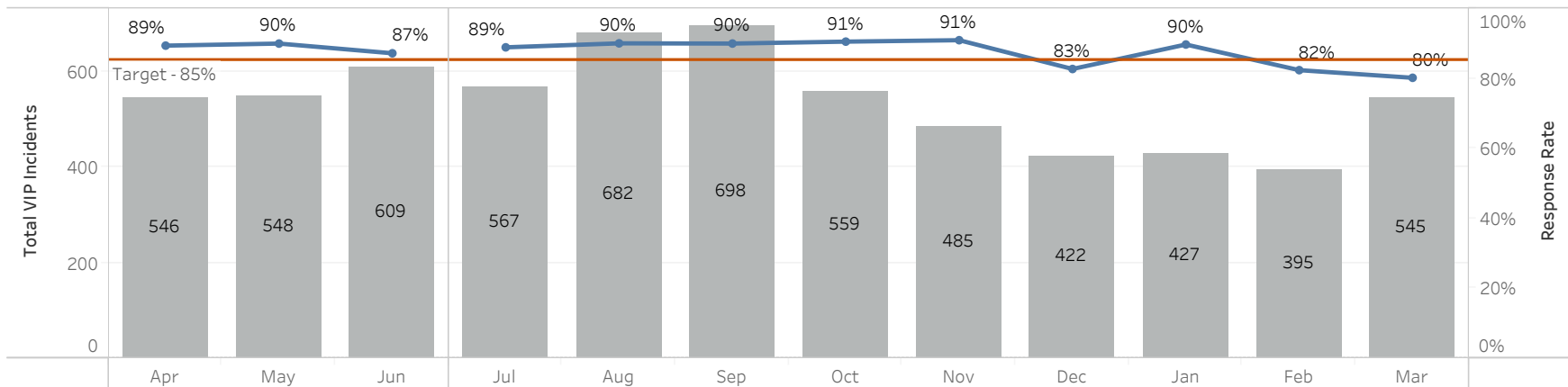# DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE
SLA = One hour acknowledgement

Incident Priorities 1 & 2

Target - 95%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Response Rate	100%	95%	93%	93%	93%	100%	88%	100%	100%	100%	100%	92%
Total VIP Incidents	6	19	14	14	15	19	17	14	4	7	9	13

Incident Priorities 3 & 4

Target - 85%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Response Rate	89%	90%	87%	89%	90%	90%	91%	91%	83%	90%	82%	80%
Total VIP Incidents	546	548	609	567	682	698	559	485	422	427	395	545
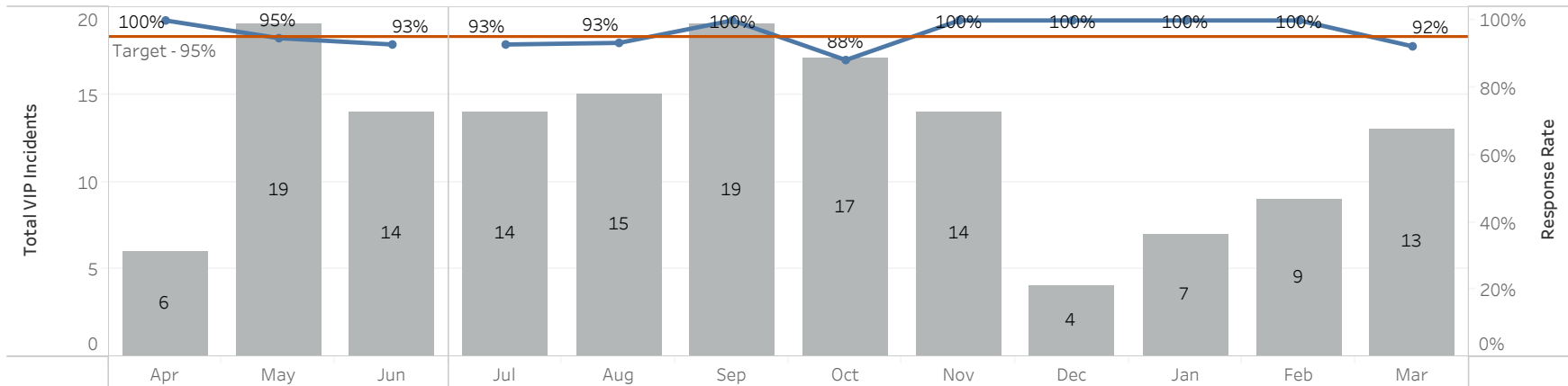
NOTES: Included incidents fall under a Departmental Support SLA of one hour response time and are owned or resolved by a DS team or created, owned, and resolved by HDL2 working on Departmental Support cases. All services and categories are included. Priority definitions included in Technical Notes.

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %
HRS	99.000%	100.000	100.000	100.000	99.980	100.000	99.420	★ 87.960	★ 96.670	99.870	100.000	100.000	100.000
SFS	99.000%	100.000	100.000	99.990	99.990	99.930	100.000	100.000	100.000	99.770	100.000	100.000	100.000
SIS	99.000%	99.940	99.910	100.000	99.770	100.000	100.000	100.000	★ 81.720	100.000	99.900	100.000	★ 97.410
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%	★ 96.080	100.000	100.000	100.000	100.000	99.720	100.000	100.000	★ 98.970	100.000	99.690	100.000

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Jan %	Feb %	Mar %
UW Colleges Extension	99.900%	99.930	100.000	99.983
UW Eau Claire	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	99.977
UW Oshkosh	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000

Service	Target	Jan %	Feb %	Mar %
UW Platteville	99.900%	100.000	100.000	100.000
UW River Falls	99.900%	100.000	100.000	100.000
UW Stevens Point	99.900%	100.000	100.000	100.000
UW Stout	99.900%	100.000	100.000	100.000
UW Superior	99.900%	100.000	100.000	100.000
UW Whitewater	99.900%	100.000	100.000	100.000
UWC Baraboo Sauk Co.	99.900%	99.988	100.000	100.000
UWC Barron Co.	99.900%	99.993	100.000	100.000
UWC Fond du Lac	99.900%	99.991	100.000	100.000
UWC Fox Valley	99.900%	99.991	100.000	100.000

Service	Target	Jan %	Feb %	Mar %
UWC Manitowoc	99.900%	99.988	100.000	100.000
UWC Marathon Co.	99.900%	99.993	100.000	100.000
UWC Marinette	99.900%	99.988	100.000	100.000
UWC Marshfield Wood Co.	99.900%	99.991	100.000	100.000
UWC Richland	99.900%	99.956	100.000	100.000
UWC Rock Co.	99.900%	99.972	100.000	100.000
UWC Sheboygan	99.900%	99.991	100.000	100.000
UWC Washington Co.	99.900%	99.993	100.000	99.961
UWC Waukesha	99.900%	99.993	100.000	99.956

Target Colors

■ Above Target

Spring code upgrades. The primary control plane unexpectedly rebooted on the Milwaukee mx10003. A JTAC case was opened last fall, they gave us a fix that worked in the lab, but did not work in production. Entities with down times made the decision to be single homed with no redundancy.

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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

UW–Madison campus		Jan-22	Feb-22	Mar-22
	Avg (Gb/sec)	8.1	13.2	11.2
	Max (Gb/sec)	33.2	33.3	31.2
	Min (Gb/sec)	1.4	2.7	1.8
	% of full capacity (200Gbps)	0.0	0.1	0.1
UW–Madison research	Avg (Gb/sec)	20.2	23.8	22.1
	Max (Gb/sec)	107.6	100.2	107.6
	Min (Gb/sec)	5.2	3.0	6.5
	% of full capacity (200Gbps)	0.1	0.1	0.1
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3
	Max (Gb/sec)	1.7	1.7	1.8
	Min (Gb/sec)	0.0	0.0	0.0
	% of full capacity (20Gbps)	0.0	0.0	0.0

OUT

UW–Madison campus		Jan-22	Feb-22	Mar-22
	Avg (Gb/sec)	5.30	5.80	5.50
	Max (Gb/sec)	15.60	17.90	12.00
	Min (Gb/sec)	1.40	1.90	1.80
	% of full capacity (200Gbps)	0.03	0.03	0.03
UW–Madison research	Avg (Gb/sec)	14.20	12.00	18.80
	Max (Gb/sec)	49.20	68.10	64.50
	Min (Gb/sec)	4.10	1.90	3.70
	% of full capacity (200Gbps)	0.07	0.06	0.09
Internet Exchange (MadIX)	Avg (Gb/sec)	0.90	1.70	1.30
	Max (Gb/sec)	3.20	8.60	5.00
	Min (Gb/sec)	0.14	0.24	0.23
	% of full capacity (20Gbps)	0.04	0.09	0.07

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: 496

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Avg. AW1-AP Uptime	99.500	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080	★98.602	★98.707	★98.764	★98.800	★99.000	★99.370
Avg. AW1-Controller Uptime	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		60.33	48.16	60.67	28.84	21.29	61.13	19.42	13.47	10.81	11.48	6.46	6.16

Airwave 2
Total Controllers: 9
Total APs: 8987

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Avg. AW2-AP Uptime	99.500	99.882	99.820	99.696	★96.845	99.839	99.508	★98.894	99.970	99.893	99.891	99.885	99.845
Avg. AW2-Controller Uptime	100.000	100.000	100.000	100.000	100.000	100.000	★96.117	100.000	100.000	★99.987	100.000	100.000	100.000
Avg. AW2-Down AP		5.20	10.81	152.53	59.68	41.48	521.97	55.90	3.17	7.55	7.55	5.89	50.87

Airwave 3
Total Controllers: 8
Total APs: 7806

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Avg. AW3-AP Uptime	99.500	99.934	★96.984	99.818	99.764	99.763	★96.124	99.873	99.860	99.848	99.844	99.872	99.786
Avg. AW3-Controller Uptime	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965	100.000	100.000	★99.985	100.000	100.000	100.000
Avg. AW3-DownAP		6.1	9.8	84.8	11.1	38.2	590.8	7.1	11.2	8.9	11.8	5.6	19.8

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	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %
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	99.720	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 97.960
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	99.960	100.000	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	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	99.940	100.000	100.000	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	★ 96.230	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	★ 99.770	100.000	100.000	100.000	100.000	★ 97.180	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000	99.830	99.890	★ 99.250	★ 94.910	★ 92.880	99.550

Target Colors

■ ★ Below Target   ■ Above Target

ⓘ

Card Access: A NAT firewall change caused all Andover and Lenel workstations to become inaccessible.

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For March, 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	315	51	180.0	299.0
Linux	99.95	99.99	438	57	146.0	231.0

Top Consumers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	21.70%
DoIT internal customers	2	8.30%
DoIT - Microsoft SQL Server Hosting	3	6.90%
IT Asset Management	4	3.60%
UWPD Building Automation	5	1.80%
Grad School	6	1.50%
Biochemistry	7	1.20%
MILER	8	1.10%
Tableau	8	1.10%
UWPD Central Security Video	8	1.10%
UWPD Building Access Management	8	1.10%

Top Consumers By Server Count

Cybersecurity	1	78
SFS, HRS	2	77
Identity and Access Management	3	49
Student Information System	4	39
PSaaS (PeopleSoft as a Service)	5	38
DoIT Web Platform Services	6	32
Wisconsin Historical Society	7	29
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	21

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

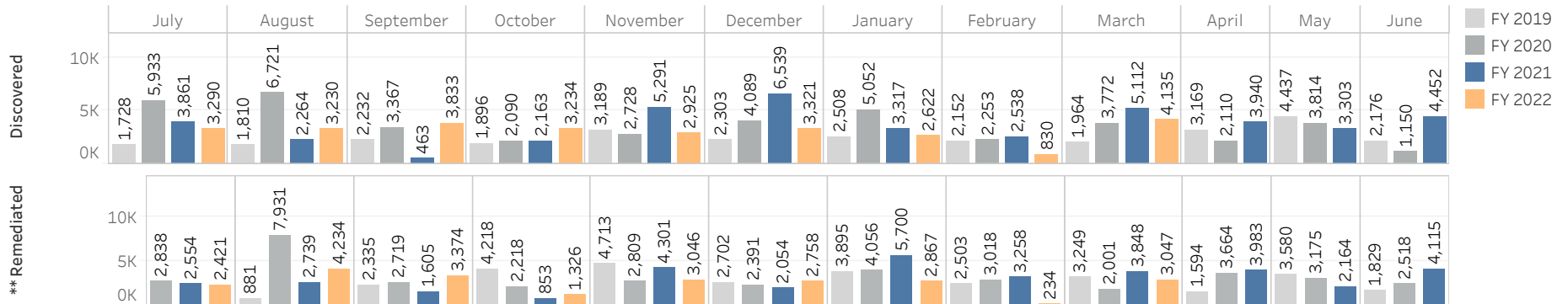| Type	Severity	December	January	February	March
Confirmed Vulnerability	1	2	1	2	
	2	107	31	6	28
	3	1,050	1,033	546	739
	4	1,308	1,045	173	2,645
	5	453	437	29	696
Needs investigation	3	7	9	4	4
	4	309	7	1	18
	5	2	40	66	5
Potential Vulnerability	3	71	12	1	
	4	12	7	1	
	5			1	
Grand Total		3,321	2,622	830	4,135

*Active & Urgent Vulnerabilities

255

Remaining From March

6

SEO Vulnerabilities Summary

An issue was discovered with the Qualys WiscIT integration that caused February 2022's numbers to be underreported. The issue has been resolved with the March 2022 numbers.

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

|		December	January	February	March
Campus Network	AANTS	2	8	7	8
	Bandwidth Threshold Alarm	2	10	22	1
	Firewall/Content ID	1	1		
	Firewall/Install	1			
	Firewall/Problem	2	2		2
	Firewall/Rules	2		2	3
	Monitoring (INTERNAL)	1			1
	Port Error Threshold Alarm		1	2	
	Request/Data Jack/Activation		1	1	1
	Request/Data Jack/Installation	1			
	Request/DHCP	1		1	1
	Request/DNS/Network Services	13	19	24	17
	Request/Equipment Installation			8	1
	Request/Hardware	1	2	2	1
	Request/IP Allocation	19	12	13	15
	Request/New Installation (wired/wireless)		1	1	1
	Wired Network Issue	5	3	2	5
	Wireless	8	6	15	9
Campus Network Housing	Device Registration HAP	3	3	2	4
	Device Registration non-HAP	1	4	1	1
	Submit Incident			2	
VPN	Client Issue				1
	Submit Incident	11	10	4	7
eduroam	Feedback	17	2	4	14
	Submit Incident	1	1	1	
	Troubleshooting	3			
Others		3	2	2	3
Grand Total		98	88	116	96

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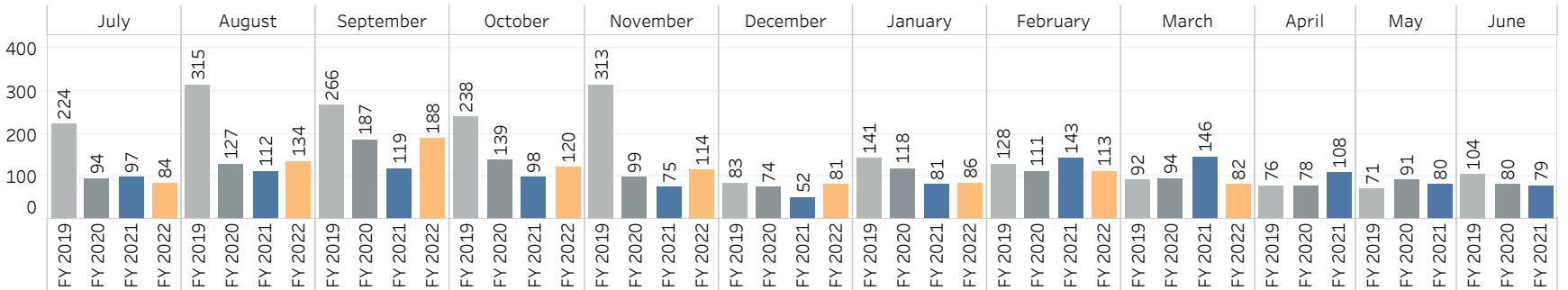
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

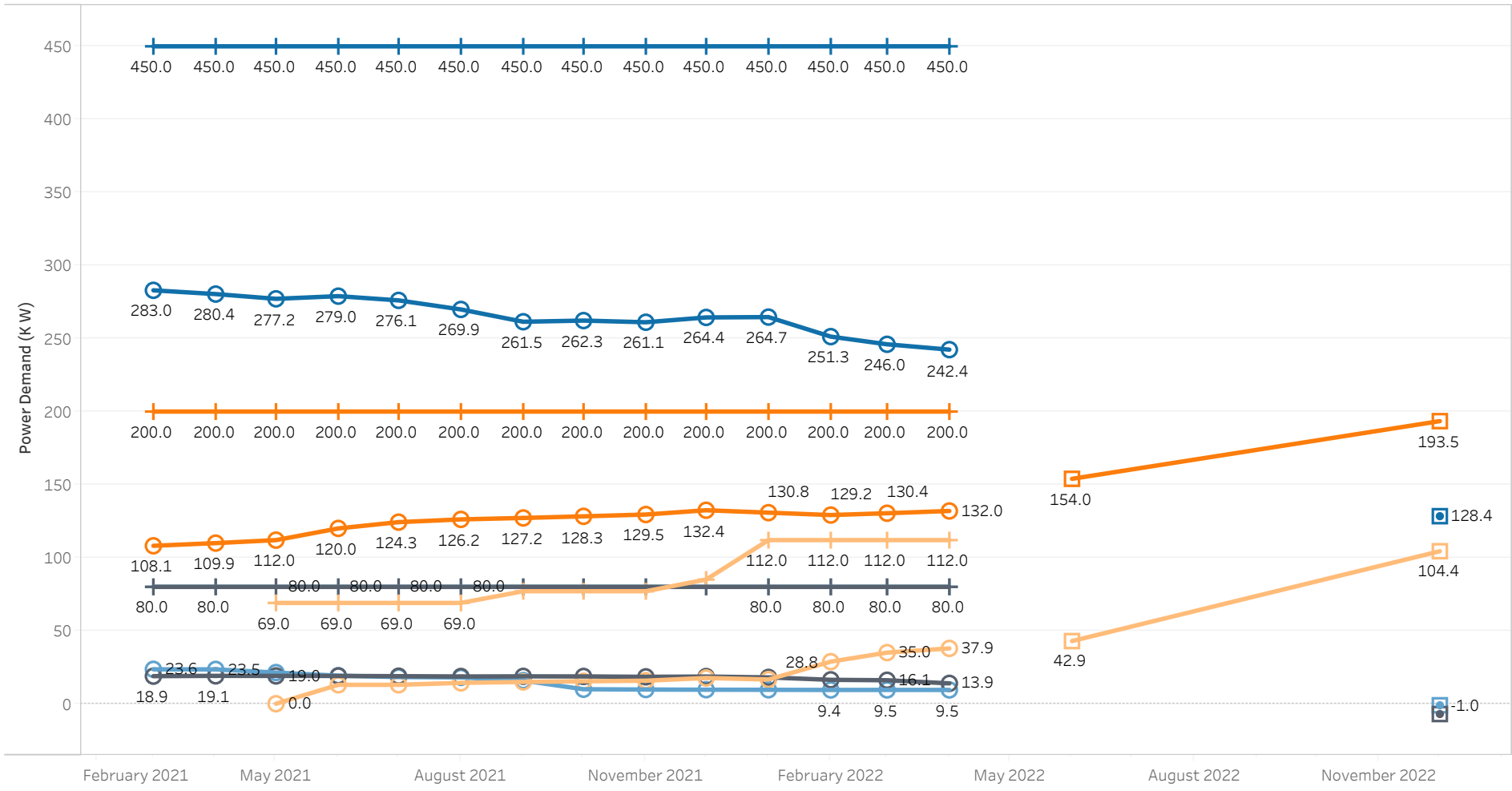|	December	January	February	March
Boreas	5	3	7	5
Campus Network	99	103	95	96
MUFN	2	1	1	
Northern Tier	3	3		
UW SysNET	16	13	10	16
Other DoIT Technical Services	63	51	32	50
Grand Total	**188**	**174**	**145**	**167**

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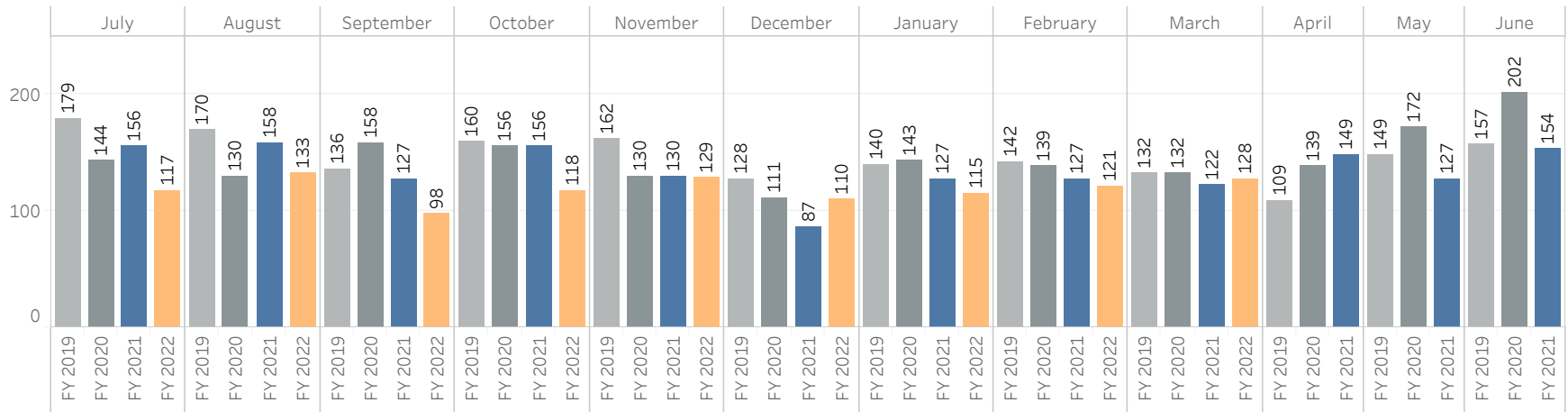
*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

Power Demand (K W)

Dayton Limit: 450.0 (constant across all months)

Dayton Actual: 283.0, 280.4, 277.2, 279.0, 276.1, 269.9, 261.5, 262.3, 261.1, 264.4, 264.7, 251.3, 246.0, 242.4

OneNeck Limit: 200.0 (constant across all months)

OneNeck Actual: 108.1, 109.9, 112.0, 120.0, 124.3, 126.2, 127.2, 128.3, 129.5, 132.4, 130.8, 129.2, 130.4, 132.0

OneNeck Forecast: 154.0, 193.5

MFCB: 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0

Femrite: 69.0, 69.0, 69.0, 69.0, 112.0, 112.0, 112.0, 112.0

Femrite Forecast: 42.9, 104.4

Femrite Actual lower: 0.0, 28.8, 35.0, 37.9

Dayton/WARF forecast: 128.4

MFCB / WARF: 18.9, 19.1, 23.6, 23.5, 19.0, 16.1, 13.9, 9.4, 9.5, 9.5

Forecast low: -1.0

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

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

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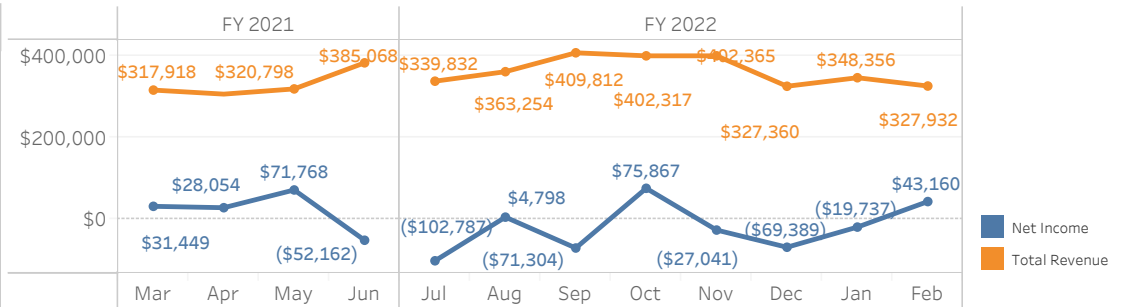# DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST
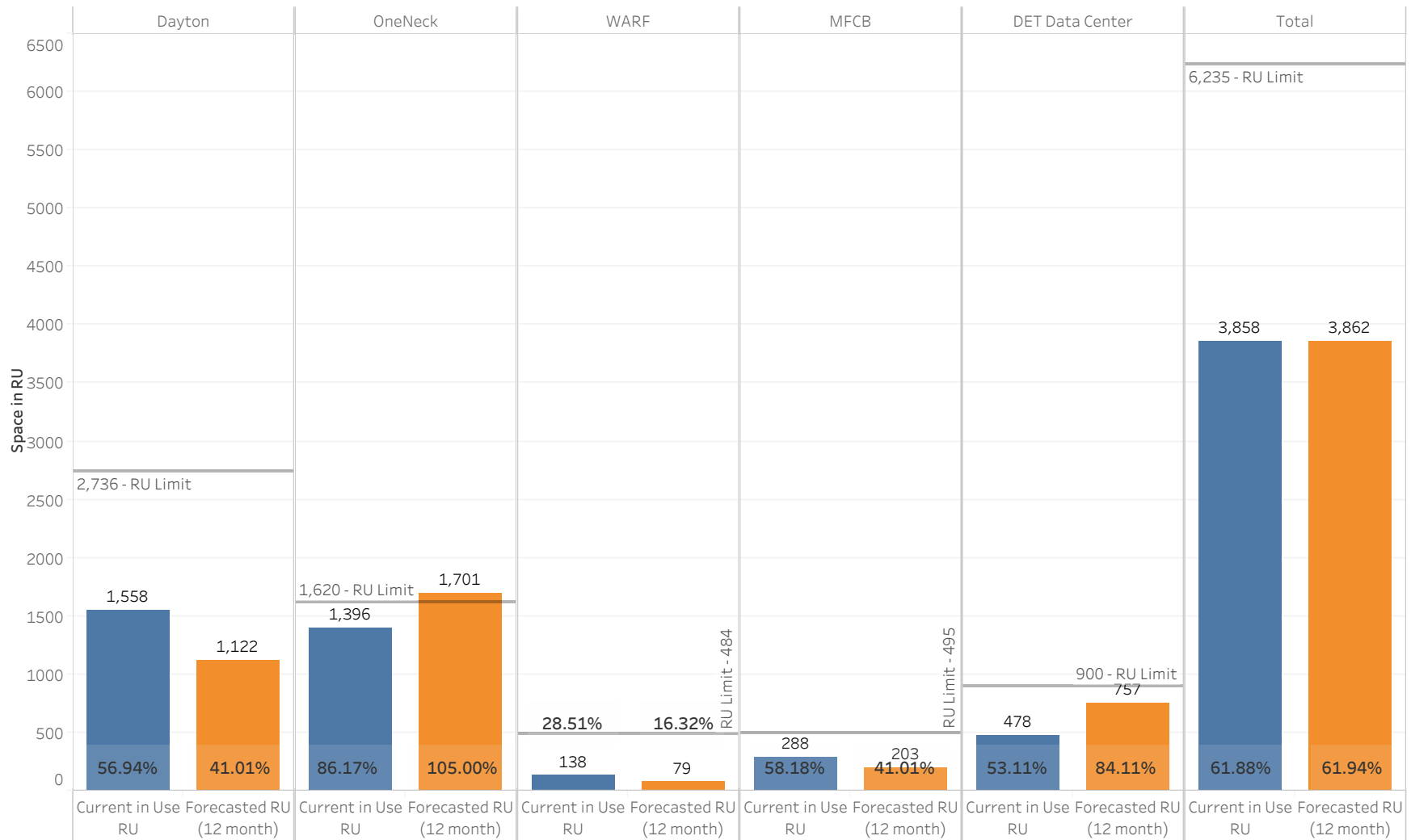
RU = Rack Units
Usage and one year forecast at the conclusion of March, FY 2022.
RU Limits are current values.

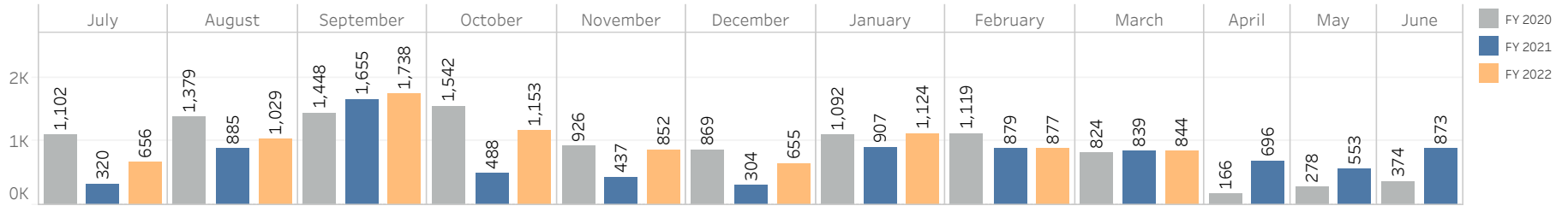# DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

Rework Information

	Total Job Reruns	Total Cost Reruns	Average Real Rework
October	0	0	0
November	0	0	0
December	0	0	0
January	0	0	0
February	1	0	0
March	1	0	0

*Revenue and Net Income Last 12 Months

FY 2021: $317,918 $320,798 $385,068
FY 2022: $339,832 $363,254 $409,812 $402,317 $402,365 $327,360 $348,356 $327,932

Net Income FY 2021: $31,449 $28,054 $71,768 ($52,162)
Net Income FY 2022: ($102,787) ($71,304) $4,798 ($27,041) $75,867 ($69,389) ($19,737) $43,160

Legend: Net Income (blue), Total Revenue (orange)

	Rolling 12	FY 2022 YTD	Total Deficit balance
Net Income totals:	-$87,324	-$166,433	-$828,808

Annual - Total Jobs

Legend: FY 2020 (gray), FY 2021 (blue), FY 2022 (orange)

Month	FY 2020	FY 2021	FY 2022
July	1,102	320	656
August	1,379	885	1,029
September	1,448	1,655	1,738
October	1,542	488	1,153
November	926	437	852
December	869	304	655
January	1,092	907	1,124
February	1,119	879	877
March	824	839	844
April	166	696	
May	278	553	
June	374	873	

Average On-Time Percentage by Stream

Legend: ★ Below 99.90%   At or Above 99.90%

	October	November	December	January	February	March
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	★95.96%	★95.00%	★91.35%	★90.19%	★94.20%	★95.20%
J - Digital Color	★94.37%	99.96%	100.00%	★94.96%	★92.19%	★93.05%
K - Contract	★91.70%	100.00%	100.00%	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 March, FY 2022

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

		Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar 22
Kaltura	Incidents Resolved by Help Desk	23	34	14	24	25	21
	Incidents Resolved by Learn@UW Madison	11	6	10	9	11	3
	Average Play Time (mins)	16	17	20	10	16	18
	Contributors	1,632	2,300	1,709	1,099	1,269	1,208
	Duration of uploaded media (minutes)	246,844	245,070	124,676	119,381	266,941	262,710
	New Media Assets	7,289	7,793	4,946	3,770	6,702	6,051
	Number of Plays	609,008	537,317	387,066	205,810	490,415	423,120
	Storage Utilized (TB)	178	185	188	191	198	206
	Time Played (mins)	9,454,990	9,371,876	7,615,473	2,071,235	7,964,175	7,764,817
	Total Media Assets	358,307	366,217	371,098	374,636	381,051	387,400
	Unique viewers	25,074	24,563	21,104	15,308	20,606	20,181
Turnitin	Incidents Resolved by Help Desk	1	2	7	1	0	1
	Incidents Resolved by Learn@UW Madison	0	0	0	0	2	1
	Active Classes	679	668	775	663	628	787
	Active Instructors	890	909	775	573	698	876
	Instructor Accounts	3,567	3,619	3,705	3,874	3,978	3,736
	Student Accounts	32,509	31,587	31,953	32,121	32,606	29,978
	Submissions	50,594	46,723	43,490	4,437	39,660	172,459
ACAR	Incidents Resolved by Help Desk	1	1	0	0	1	0
	Incidents Resolved by Learn@UW Madison	2	0	2	0	7	4
	New Pressbooks this Month	0	4	2	8	6	11
	New Storyline 360 Modules this Month	1	0	0	0	0	2
	Total Pressbooks	561	565	567	575	581	592
	Total Storyline 360 Modules	190	190	190	190	190	192
	Unique Users	11,495	11,552	11,679	12,547	12,786	12,814
Canvas	Incidents Resolved by Help Desk	158	140	151	262	220	173
	Incidents Resolved by Learn@UW Madison	46	67	50	72	49	60
	Active For-Credit Courses	4,096	4,120	4,116	3,686	3,786	3,848
	Active Training Courses	753	757	772	772	781	790
	Unique Instructors	5,592	5,676	5,713	5,072	5,260	5,374
	Unique Students	44,606	44,514	44,207	41,309	41,455	41,457
Atomic Assessments	Incidents Resolved by Help Desk	1	0	1	0	2	1
	Incidents Resolved by Learn@UW Madison	6	3	1	0	4	3
	Active Courses	63	51	50	45	56	52
	Instructors	476	425	385	192	464	321
	Unique Students	4,283	3,828	3,461	1,729	4,180	2,887

Notes:

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 assests this month
Contributors: Persons uploading assests to Kaltura - most often instructors.
-Total media assets for current month does not equal total media assets from previous month plus new media assets in current month because some user have deleted assets in the meantime
-Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers

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

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

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

Atomic Assessments
Active Course: Course with Atomic Assessments assignments that have been accessed in date range
Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforseen usage will be updated in the January report.
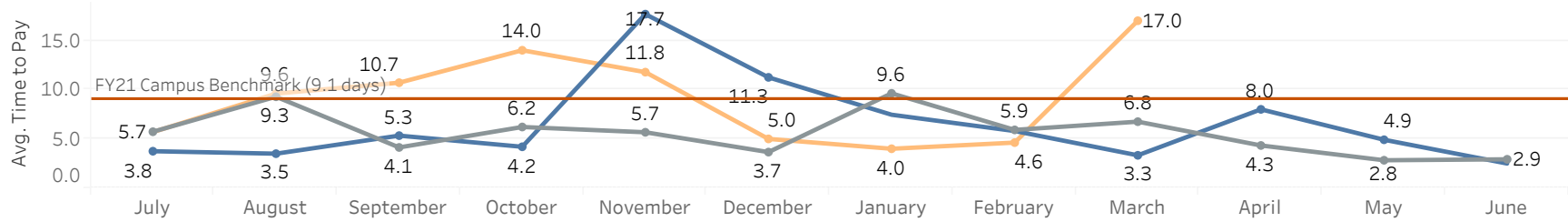
		Oct-21	Nov-21	Dec-21	Fall-21	Jan-22	Feb-22	Mar 22
Top Hat	Active Courses				95			
	Incidents Resolved by Learn@UW Madison				2			
	Incidents Resolved by Help Desk				3			
	Unique Instructors				215			
	Unique Students				9,528			
AEFIS	Incidents Resolved by Learn@UW Madison	34	63	102	276	52	31	39
	Incidents Resolved by Help Desk	6	9	49	71	3	1	6
	Total completed evaluations				135,462			
	DESL Usage				5			
	Training Workshops				7			
	Q&A Workshops				5			
	Attendance at all Workshops				64			
	DESL technical workshops				2			
Honorlock	Exams per student	3	2	2		1	2	2
	Support tickets closed by Help Desk	6	1	6		2	6	5
	Support tickets closed by Learn@UW–Madison	1	1	0		0	0	1
	Total courses	95	102	137		44	61	99
	Total exams	21,423	13,015	19,424		1,114	14,148	15,497
	Unique students	7,663	7,363	8,557		976	6,496	7,571
LEAD	Instructor views of "Grades by Page Views" visualization	10	8	0		7	3	5
	Instructor views of "Home Page" visualization	16	11	7		9	17	4
	Instructor views of "Page Views by Activity Type" visualization	6	6	0		8	1	1
	Instructor views of "Page Views by Date and Hour" visualization	16	14	3		13	9	7
	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	48	39	10		37	30	17
Engage eText	% of students opted out				1			
	Course sections				227			
	Courses				91			
	Departments				44			
	Schools / Colleges				6			
	Student enrollment				20,770			
	Unique instructor combos				105			

Notes:

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

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

Honorlock:
Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams.
Total courses: number of courses using Honolock to proctor exams.
Exams per student: Mean number of exams taken per student among students who use Honolock for their course(s).

Engage eText: electronic textbook provided by a publisher that students have access to during their UW student experience
Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text
Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
Departments: Number of departments that have a course using an eText and/or DLT
Courses: Number of courses using an eText and/or DLT
Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
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
% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool

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

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement

FY21 Campus Benchmark (9.1 days)

Avg. Time to Pay

Values by month (July–June):
- 5.7, 3.8
- 9.6, 9.3, 3.5
- 10.7, 5.3, 4.1
- 14.0, 6.2, 4.2
- 17.7, 11.8, 5.7
- 11.3, 5.0, 3.7
- 9.6, 4.0
- 5.9, 4.6
- 17.0, 6.8, 3.3
- 8.0, 4.3
- 4.9, 2.8
- 2.9

*Days from SFS Close to CBS Close

Financial Services Internal Target (under 20 days)
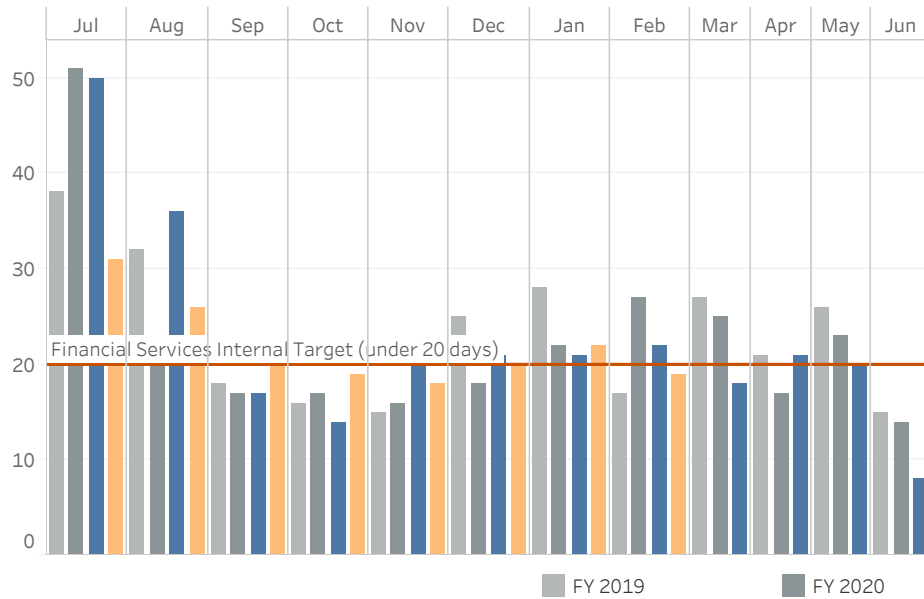
*Days from CBS Close to Management Report Completion

| Month			
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	1
March	2	6	3	
April	6	7	1	
May	7	5	5	
June	5	5	34	

FY 2019   FY 2020   FY 2021   FY 2022

*If blank, data is currently unavailable.

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)
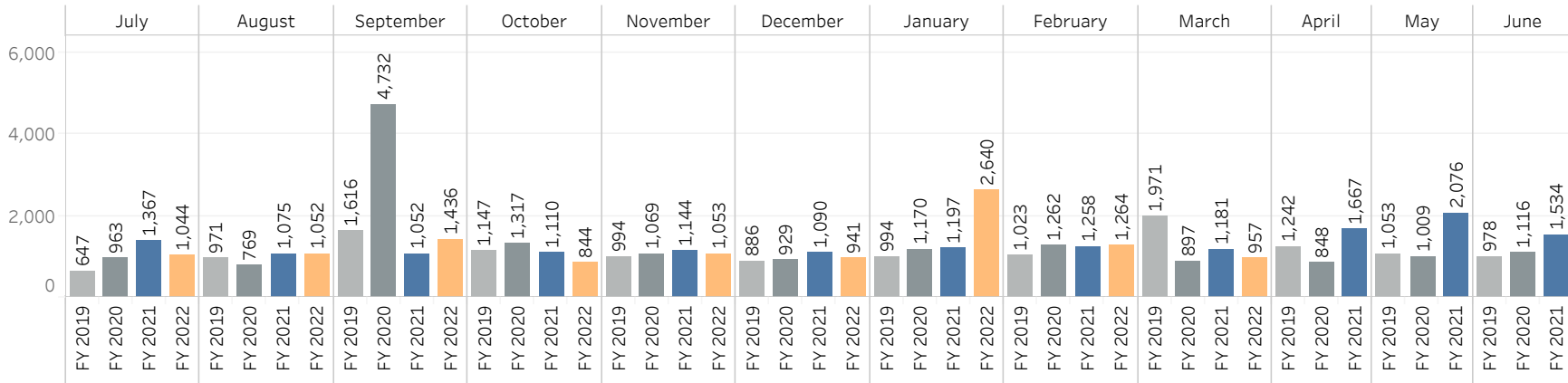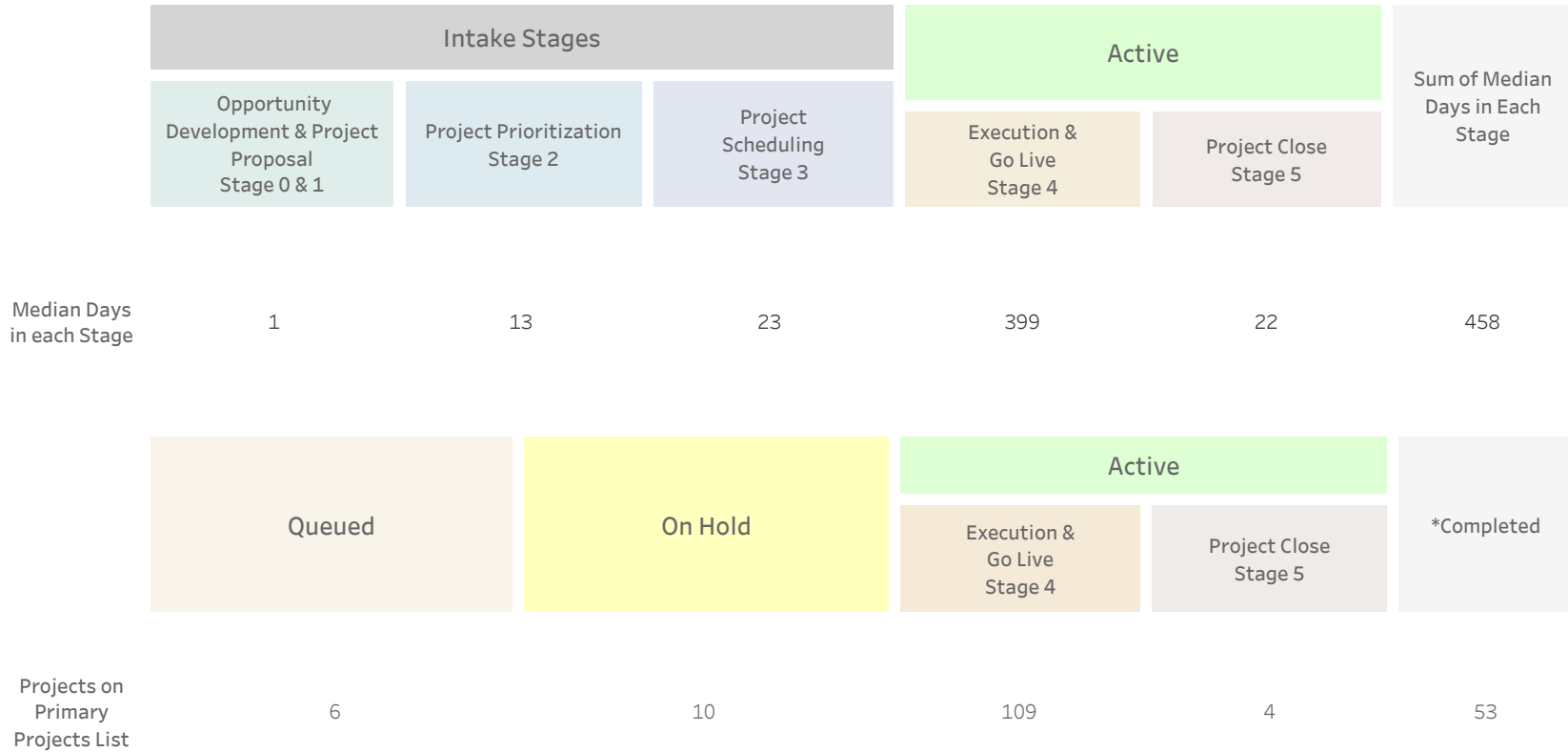

Phishing Incidents Resolved by CyberSecurity Operations Center
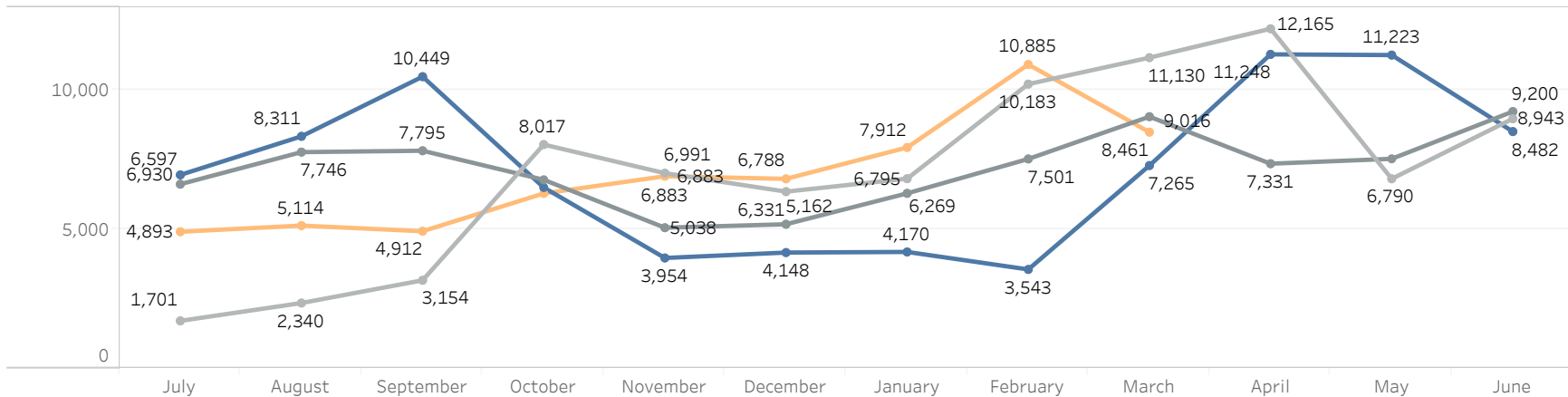
Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

Intake Stages			Active		Sum of Median Days in Each Stage
Opportunity Development & Project Proposal Stage 0 & 1	Project Prioritization Stage 2	Project Scheduling Stage 3	Execution & Go Live Stage 4	Project Close Stage 5	

Median Days in each Stage

1	13	23	399	22	458

Queued	On Hold	Active		*Completed
		Execution & Go Live Stage 4	Project Close Stage 5	

Projects on Primary Projects List

6	10	109	4	53

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 March FY 2022.

Out of the 113 Active Projects, 9 projects are considered major.

https://go.wisc.edu/doit-project-portfolio

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

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

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

Overall Pass Fail

■ Pass (P) ■ Fail (F)

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

NOTES: * Indicates services in the End of Service Life (EoSL) state that are not yet fully decommissioned.
** Service has a High Risk Data flag set to "Yes-Vendor" - this service contains high-risk data, but is outside of UW control due to being vendor-managed and not included in completion rate
*** 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 March 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.

DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 04/05/2022

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	87	340	97	37	6
AT	10	13	3	35	6
CTO					
Cybersecurity	998	558	33	42	4
DoIT Communications	13				
DoIT HR	2	5	8	73	
EBS	1	2			
FS		1	2		
Non-DoIT teams	4	20	8	112	
NS	68	65	32	107	45
PMO					
SEO	35	65	6	19	5
US	295	913	428	273	155
Other	3	7	4	1	
Grand Total	**1,516**	**1,989**	**621**	**699**	**221**

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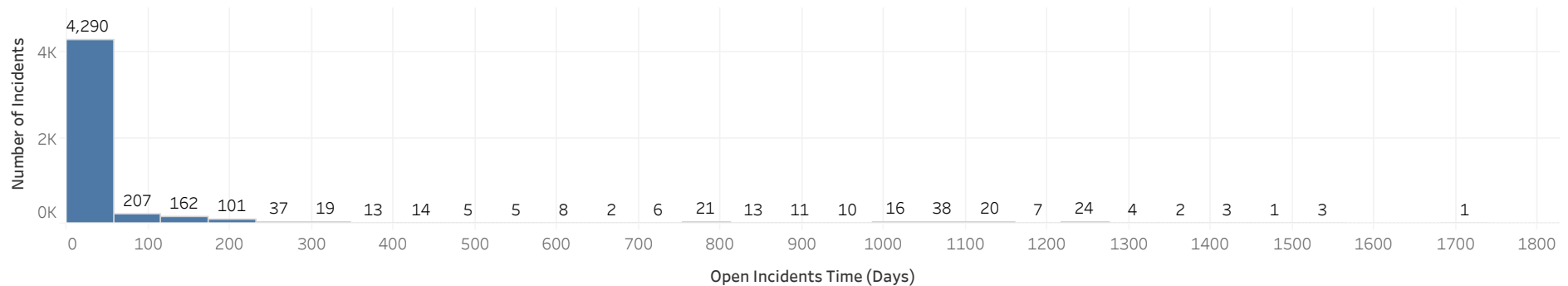
New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days.

DoIT Operations Report Monthly Updates

There are no new updates to the report this month.

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

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-BuckyBackup Support 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 O365 Feature Requests O365 Service Delivery O365 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
Bus Svc-MDS Bus Svc-Purchasing Madison Benefits Services Madison Benefits Services - Counseling Madison Benefits Services - Processing

UWSS
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 begining in FY20 due to the merger between former Tech Store (Service Desk) and the Help Desk that began on July 1st, 2019.

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

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

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

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

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

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.
Major Projects: Major projects include Board of Regent reportable projects, campus wide impact, significant use of resources/talent, crisis response. Major projects follow all stages of the portfolio process.