



# **DoIT Operations**

## **Monthly Report**

---

# September 2021

Published October 20, 2021

# GARTNER BENCHMARKS

Gartner benchmarks have been updated on multiple pages from 2020 values to 2021 values. Gartner has changed their methodology to reporting median values, rather than mean values.

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), and Solutions Engineering Gartner benchmarks are using the overall median.

## DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
API Manager	99.00%	100.00	★97.38	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94
Enterprise Content Management (ECM)	99.00%	★73.26	100.00	99.86	100.00	100.00	100.00	100.00	100.00	99.46	100.00	100.00	★95.57
Enterprise Service Bus (ESB)	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	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	99.88	100.00	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00	99.99	100.00	100.00	★92.66
Shared Web Hosting	99.00%	100.00	100.00	99.96	★98.07	99.94	100.00	100.00	100.00	★98.69	100.00	99.75	100.00
Wisc Web	99.00%	★98.69	99.93	100.00	100.00	100.00	99.66	100.00	99.90	99.57	100.00	99.93	100.00

Target Colors

★ Below Target    Above Target



# DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

## Help Desk Resolution Rates for IAM Services During September

January

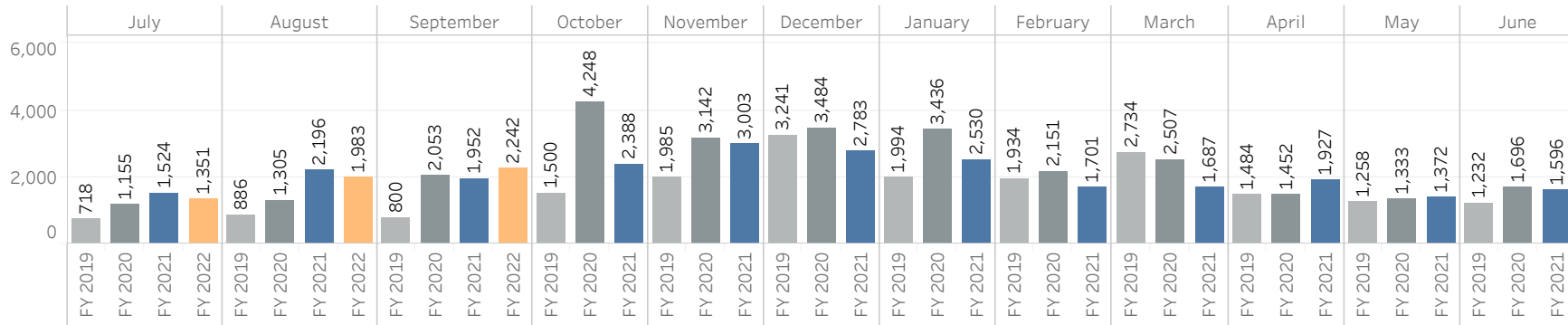
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	***First Contact Resolution Rate	**Customer Satisfaction
Multi-Factor Authentication (MFA)	1,520	39.2%	1,512	1,319	87.2%	91.7%	98.2%
NetID Account Management	694	17.9%	638	529	★82.9%	85.1%	93.8%
All IAM Incidents	3,856	100.0%	2,213	1,886	85.9%	89.8%	97.2%

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: \*Resolution Percentage = incidents resolved by the Help Dest rather than being escalated to a specific service team  
 \*\*Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'  
 \*\*\* 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. Gartner 2020 Benchmark First Contact Resolution is 74.0%.

# DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

## Help Desk Resolution Rates for WPS Services During September

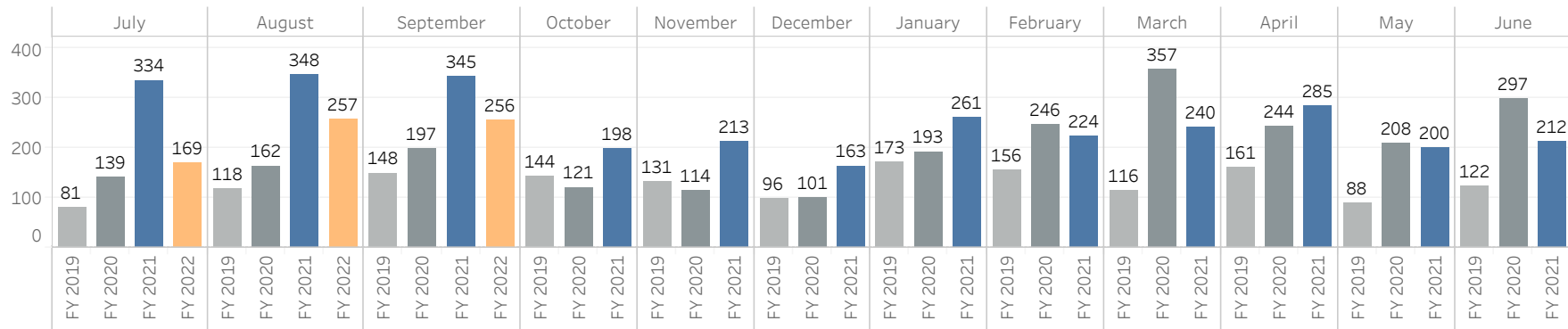
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction
KnowledgeBase (KB)	45	2.2%	5	1	20.0%		100.0%
MyUW Madison/System	216	10.7%	195	149	★76.4%	86.7%	92.9%
Shared Tools	21	1.0%	17				100.0%
Web Hosting	100	4.9%	3				
WiscWeb	55	2.7%	53	10	★18.9%	★33.3%	★78.6%

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  
 ★ Below 85.0%  
 ■ At or above 85.0%

## WPS Services Annual Help Desk Contacts



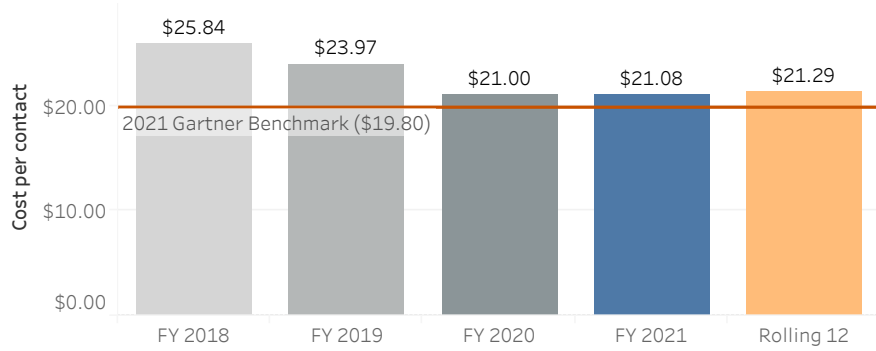
**i** HD Resolution rates are impacted by the new aging ticket process implemented on 9/20/21. This new process may need to be considered in updating incident criteria for the Ops Report.



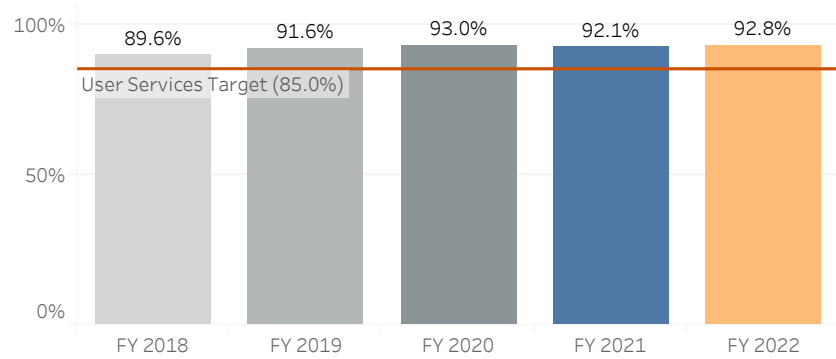
NOTES: \*Resolution Percentage = incidents resolved by the Help Dest rather than being escalated to a specific service team  
 \*\*Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'  
 \*\*\* First Contact Resolution has been 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. Gartner 2020 Benchmark First Contact Resolution is 74.0%

## DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

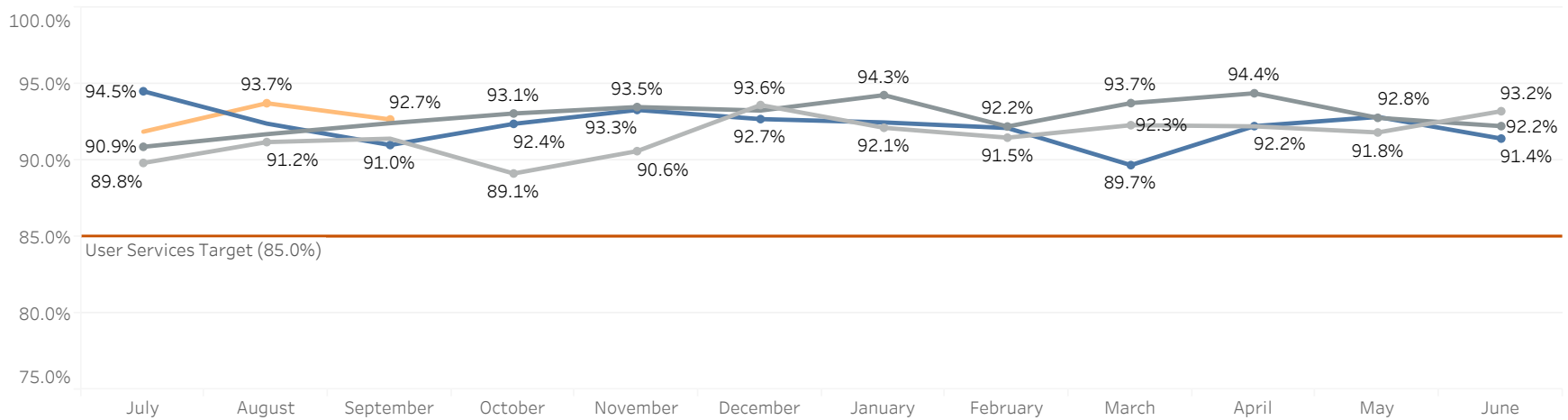
**\*Cost per Contact**



**Customer Satisfaction**

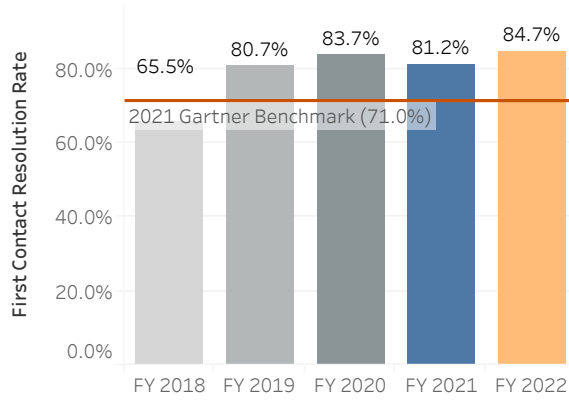


**Customer Satisfaction**

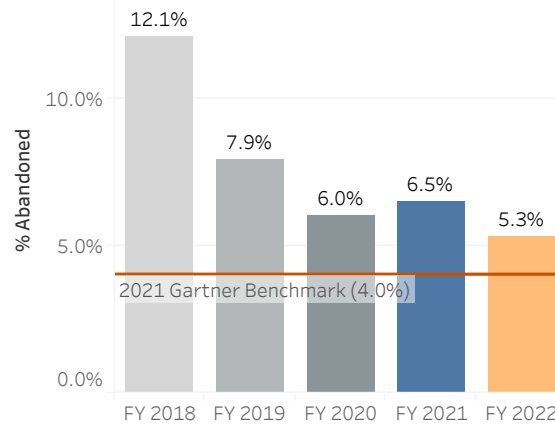


NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"  
 \*Gartner 2019 Benchmark Center Cost per Contract is \$16.30. Gartner 2020 Benchmark Cost Per Contract is \$17.90.

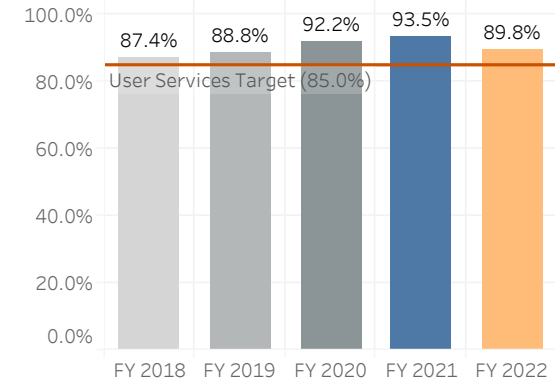
### \*Help Desk Average First Contact Resolution



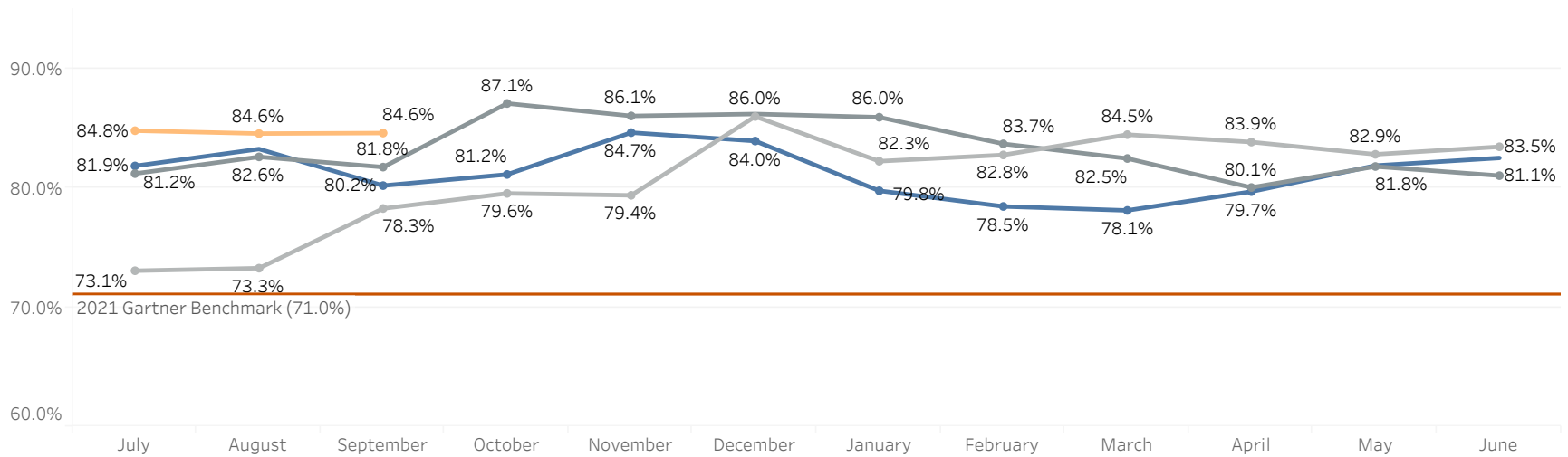
### Help Desk Abandonment Rate



### \*\*Help Desk Average Resolution Rate



### Help Desk First Contact Resolution



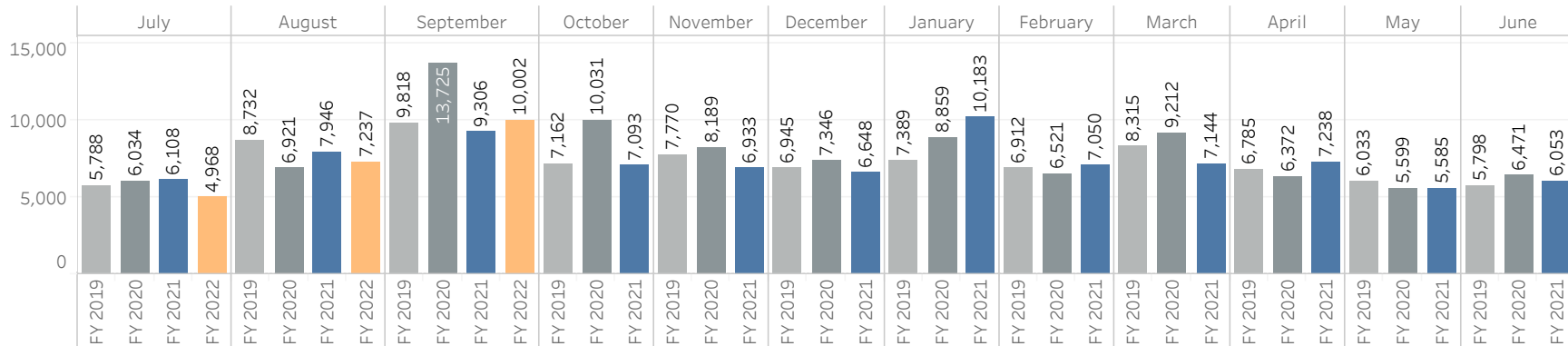
NOTES: "\*\*First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.  
 \*\*Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.  
 Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%. Gartner 2020 Benchmark Abandonment Rate is 5.1% and First Contact Resolution is 74.0%."

## HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN SEPTEMBER

	Number of Records	% of Total cases created	HD Resolved	HD % Resolved
Multi-factor Authentication (MFA)	1,512	7.0%	1,319	87.2%
Office 365	1,117	5.2%	799	★71.5%
Referrals	873	4.1%	780	89.3%
NetID Account Management	638	3.2%	529	★82.9%
Incident Response and Investigations, BadgIRT	600	2.8%	422	★70.3%
Wireless (UWNet), CAMPUS NETWORK	600	2.8%	517	86.2%
Learn@UW - Canvas Madison	510	2.6%	383	★75.1%
Hardware Checkout	391	1.8%	383	98.0%
Campus Network Housing	286	1.3%	201	★70.3%
Help Desk Support, Unsupported Service	260	1.3%	251	96.5%

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

## Help Desk Annual Contacts



**i** \*Several factors contributed to the lower resolution rates for the Help Desk in September including high case volume due to the beginning of the academic year, resumption of projects such as basic authentication, the campus wireless outage, and a security event that required disabling over 300 NetIDs.

**📄** NOTES: \*Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger  
 \*\*Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

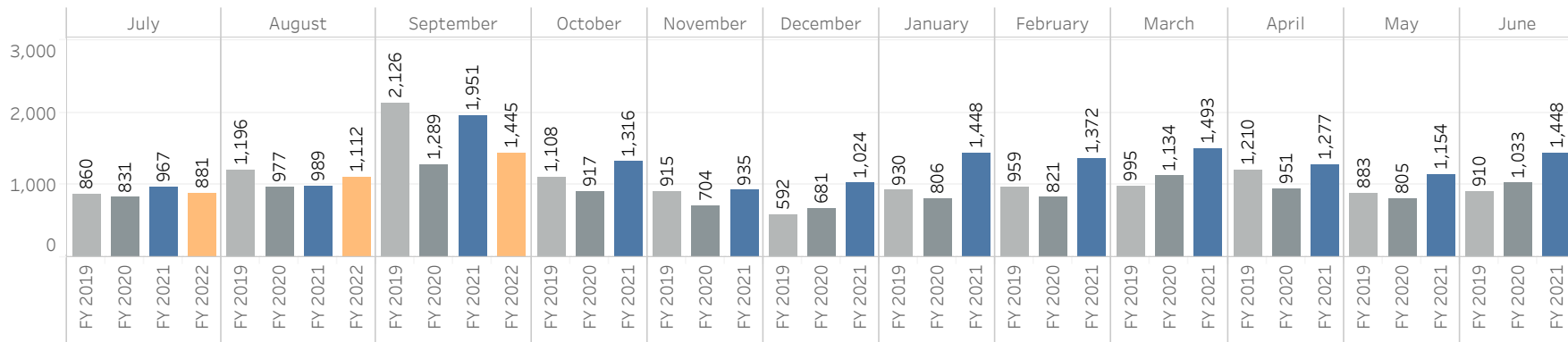


# DoIT OPERATIONS: USER SERVICES - PRODUCTIVITY AND COLLABORATIVE SOLUTIONS SERVICES OVERVIEW

## Help Desk Resolution Rates for PCS Services During September

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	1,130	71.0%	1,117	799	★71.5%	85.4%	91.3%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0%
UW-Madison Google Apps	142	8.9%	129	99	★76.7%	93.1%	90.3%	
UW-Madison Zoom	183	11.5%	118	82	★69.5%	87.1%	91.6%	
UW-Madison Box	101	6.3%	68	36	★52.9%	78.6%	90.5%	User Services Target: Customer Satisfaction ■ At or above 85.0%
Qualtrics	23	1.4%	13	8	★61.5%	100.0%	86.8%	
CloudFax, General	13	0.8%	10	4	★40.0%		91.8%	

## PCS Services Annual Help Desk Contacts



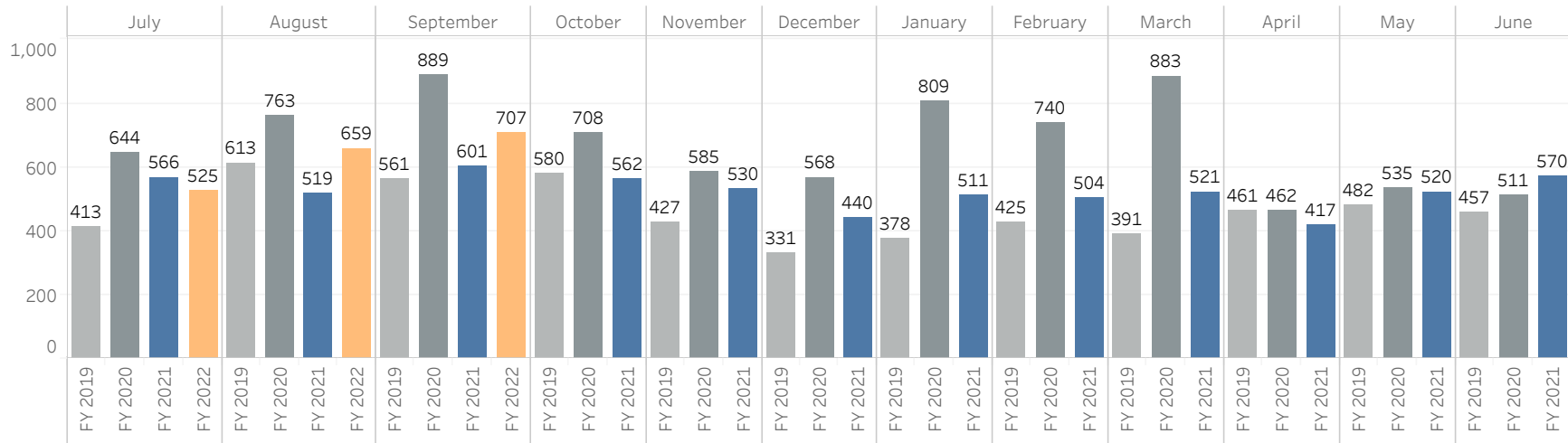
**i** In addition to high case volume, resumption of projects such as basic authentication, and the campus wireless outage, the Help Desk changed its resolution process to use the new WiscIT auto resolve process of 14 days, replacing their previous manual 7 day closure process.



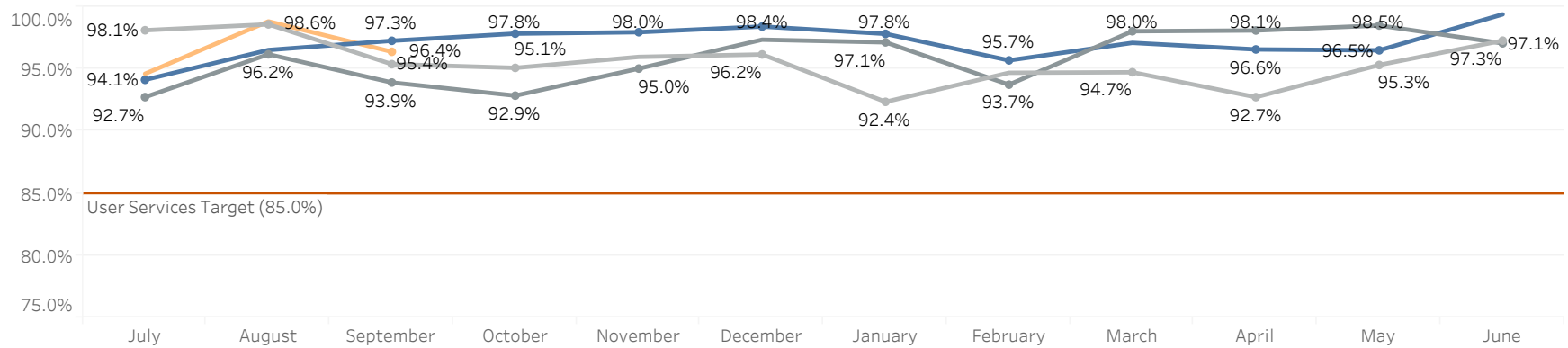
**NOTES:** \*Resolution Percentage = incidents resolved by the Help Dest rather than being escalated to a specific service team  
 \*\*Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'  
 \*\*\* First Contact Resolution has 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. Gartner 2020 Benchmark First Contact Resolution is 74.0%

# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

## Departmental Support - Annual Contacts



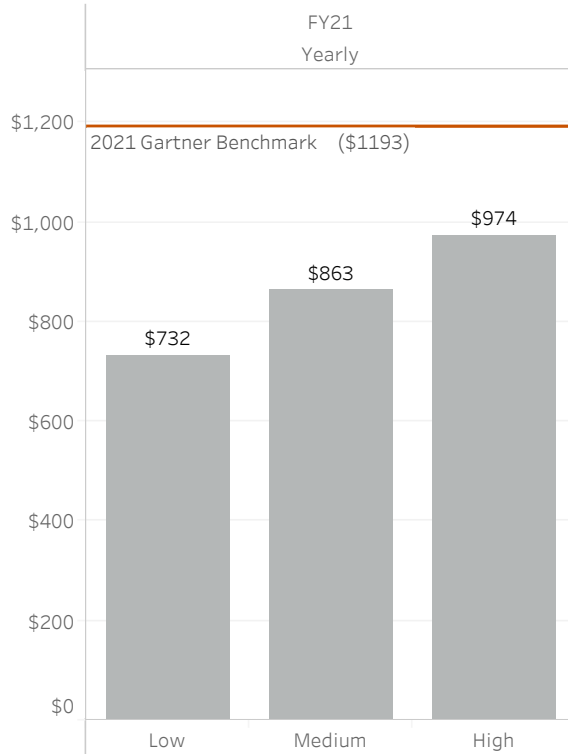
## Customer Satisfaction



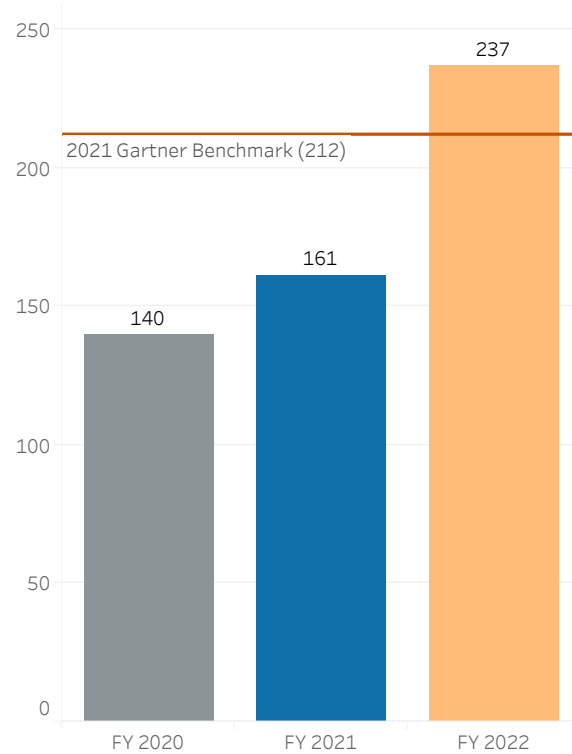
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams. Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?' 7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor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

## DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

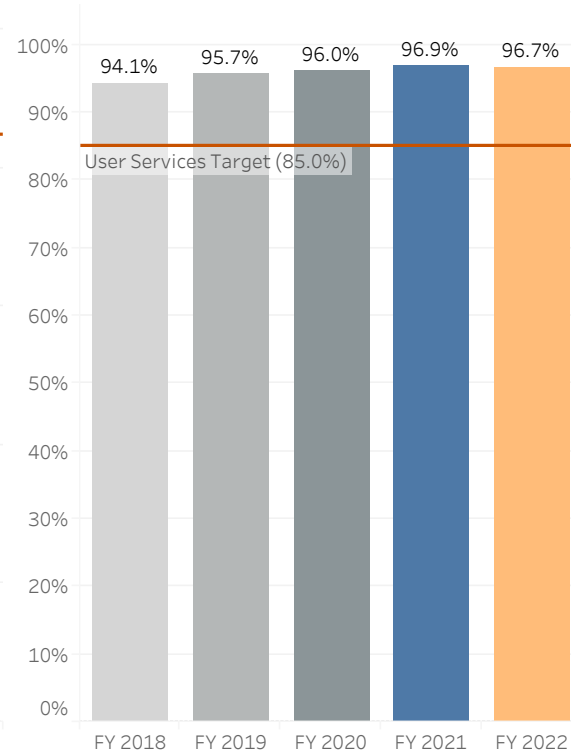
**\*Cost Per Endpoint**



**\*\*Endpoints Per Technician**



**\*\*\*Customer Satisfaction**

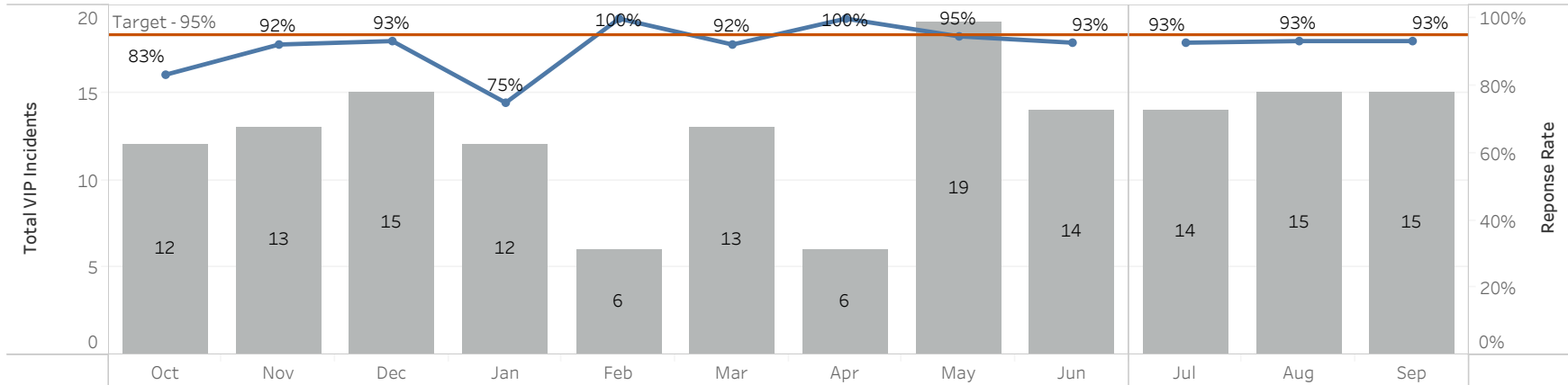


NOTES: The cost per endpoint calculation uses representative contracts to demonstrate the cost for low, medium, and high complexity for support contract customers (where complexity is a composite of factors such as diversity of supported models, geographic dispersion and scope of supported services).  
 \*2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity. 2020 Cost Per Endpoint Benchmark was \$1078, and our complexity levels for FY20 were \$587.41 for low complexity, \$730 for medium complexity and \$848 for high complexity. Past years did not include division tax, which has been added for the FY21 calculation. Updated July 2021 with final FY21 data.  
 \*\*DS Endpoints per technician calculation updated to better align with Gartner definitions. 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. 2019 Gartner benchmark was 283 Endpoints per Technician. Previously published 2020 value (499) was overall average. The 2020 average for Small Environments was 406. 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?'

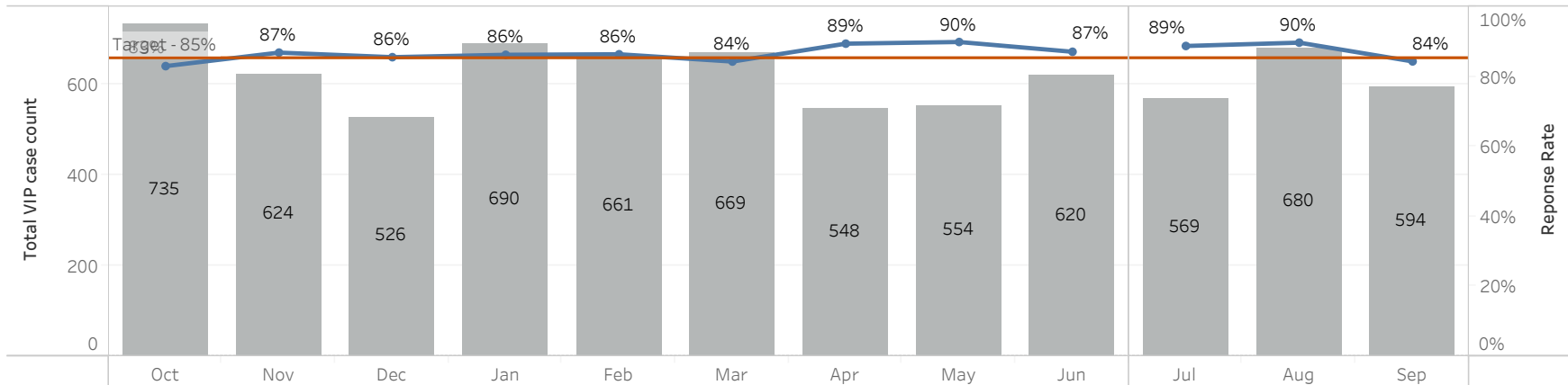
# DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

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	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
HRS	99.000%	★ 96.010	100.000	100.000	★ 97.050	100.000	100.000	100.000	100.000	100.000	99.980	100.000	99.420
SFS	99.000%	100.000	99.800	100.000	100.000	100.000	100.000	100.000	100.000	99.990	99.990	99.930	100.000
SIS	99.000%	100.000	100.000	100.000	99.930	100.000	100.000	99.940	99.910	100.000	99.770	100.000	100.000
Informatica	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
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	100.000	100.000	100.000	100.000	99.570	★ 96.080	100.000	100.000	100.000	100.000	99.720

Target Colors  
■ ★ Below Target  
■ Above Target



## DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Jul %	Aug %	Sep %	Service	Target	Jul %	Aug %	Sep %	Service	Target	Jul %	Aug %	Sep %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	★ 95.971	100.000	100.000
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	100.000
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	100.000
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%	99.991	100.000	100.000
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%	99.983	100.000	100.000
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	99.931
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	99.987	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	★ 99.063	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	99.935	100.000					

### Target Colors

★ Below Target

■ Above Target



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

## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		<b>IN</b>					<b>OUT</b>		
		* Jul-21	Aug-21	Sep-21			* Jul-21	Aug-21	Sep-21
<b>UW-Madison campus</b>	Avg (Gb/sec)	3.40	5.00	10.20	<b>UW-Madison campus</b>	Avg (Gb/sec)	2.30	3.30	5.10
	Max (Gb/sec)	19.50	19.40	26.80		Max (Gb/sec)	14.30	24.80	72.60
	Min (Gb/sec)	0.58	1.30	1.70		Min (Gb/sec)	0.64	1.30	1.60
	% of full capacity (200Gbps)	1.70	2.50	5.10		% of full capacity (200Gbps)	1.15	1.65	2.55
<b>UW-Madison research</b>	Avg (Gb/sec)	11.10	13.90	17.00	<b>UW-Madison research</b>	Avg (Gb/sec)	11.30	22.30	19.30
	Max (Gb/sec)	52.90	61.30	57.20		Max (Gb/sec)	54.70	66.60	60.70
	Min (Gb/sec)	0.15	0.00	4.80		Min (Gb/sec)	0.73	0.29	2.50
	% of full capacity (200Gbps)	5.55	6.95	8.50		% of full capacity (200Gbps)	5.65	11.15	9.65
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	7.10	1.30	0.33	<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	4.90	1.30	1.50
	Max (Gb/sec)	14.50	4.40	1.00		Max (Gb/sec)	10.10	1.50	8.60
	Min (Gb/sec)	0.37	0.28	0.28		Min (Gb/sec)	1.70	0.14	0.23
	% of full capacity (20Gbps)	35.50	6.50	1.64		% of full capacity (20Gbps)	24.50	6.50	7.50



NOTES: \*Network Service completed a UW-Madison campus and research network upgrade as of July 2021, increasing capacity from 100 Gbps to 200 Gbps.

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: 8  
Total APs: 1198

	Target	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Avg. AW1-AP Uptime	99.500	★98.508	★98.466	★98.553	★98.591	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080
Avg. AW1-Controller Uptime	100.000	100.000	100.000	★99.932	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		88.65	77.53	80.84	71.48	67.25	63.55	60.33	48.16	60.67	28.84	21.29	61.13

### Airwave 2

Total Controllers: 8  
Total APs: 7225

	Target	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Avg. AW2-AP Uptime	99.500	99.796	99.767	99.659	99.675	99.828	99.869	99.882	99.820	99.696	★96.845	99.839	99.508
Avg. AW2-Controller Uptime	100.000	100.000	★99.995	★99.992	★99.991	100.000	★99.986	100.000	100.000	100.000	100.000	100.000	★96.117
Avg. AW2-Down AP		15.87	29.60	28.61	53.29	8.43	8.23	5.20	10.81	152.53	59.68	41.48	521.97

### Airwave 3

Total Controllers: 4  
Total APs: 7341


	Target	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Avg. AW3-AP Uptime	99.500	99.697	99.803	99.844	99.874	99.860	99.912	99.934	★96.984	99.818	99.764	99.763	★96.124
Avg. AW3-Controller Uptime	100.000	100.000	100.000	100.000	★99.988	100.000	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965
Avg. AW3-DownAP		18.9	11.5	12.1	18.6	12.4	7.0	6.1	9.8	84.8	11.1	38.2	590.8


#### Access Point Benchmark:

■ ★ Below 99.5%    
 ■ At or above 99.5%

#### Controller Uptime Benchmark:

■ ★ Below 100.0%    
 ■ At 100.0%

 Controller reboots and removals during Wireless outages in September had significant impact.

 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.

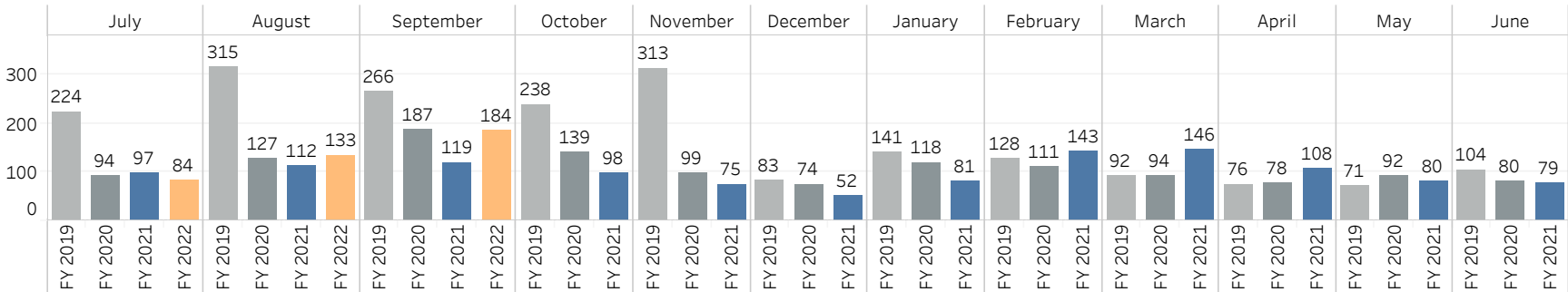


## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Month Incident Summary by Subcategory

		June	July	August	September
<b>Campus Network</b>	AANTS	2	6	2	6
	Bandwidth Threshold Alarm	2		2	
	Firewall/Content ID			1	1
	Firewall/Problem	1	1	2	
	Firewall/Rules	1	5	3	6
	Request/Data Jack/Activation	4	6	3	5
	Request/Data Jack/Installation		1	1	
	Request/DHCP	3		1	1
	Request/DNS/Hostmaster		2		
	Request/DNS/Network Services	14	18	14	20
	Request/Equipment Installation	1		5	
	Request/Hardware	5		3	2
	Request/IP Allocation	18	26	32	19
	Request/New Installation (wired/wireless)	1			1
	Wired Network Issue	4		11	7
	Wireless	5	8	7	42
Wireless Device Registration	2			6	
<b>Campus Network Housing</b>	Device Registration HAP	2		9	43
	Device Registration non-HAP			2	3
	HAP Reset			1	1
	Latency or Packet Drop	1			
	Submit Incident			1	1
<b>VPN</b>	Client Issue		1	1	1
	Submit Incident	6	6	30	16
<b>eduroam</b>	Setup				1
	Submit Incident	1	1		1
	Troubleshooting				1
<b>Others</b>		6	3	2	
<b>Remote Desktop Service</b>	Submit Incident	1			
<b>Grand Total</b>		<b>80</b>	<b>84</b>	<b>133</b>	<b>184</b>

### OpEng Incident Summary



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

## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
Bucky Backup	99.000%	★ 98.330	99.190	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	100.000	100.000	100.000	100.000	99.720	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	★ 99.480	100.000	100.000	100.000	100.000	100.000	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	99.800	100.000	100.000	100.000	100.000	100.000	100.000	99.940	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 96.230
Storage	99.900%	100.000	100.000	100.000	100.000	★ 99.290	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	99.960	100.000	100.000	100.000	★ 99.770	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	★ 86.960	100.000	★ 99.380	100.000	99.850	99.580	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000

**Target Colors**

★ Below Target    
 ■ Above Target



# DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For September, FY 2022

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	2021 Gartner Average: Servers/FTE
Windows	99.95	99.99	348	55	278.4	293.0
Linux	99.95	99.99	421	131	168.4	234.0

## Top Customers By Percentage of Labor Hours

<b>DoIT - Public Cloud Service</b>	1	33.20%
<b>DoIT - Microsoft SQL Server Hosting</b>	2	11.60%
<b>DoIT internal customers</b>	3	8.90%
<b>HRS</b>	4	2.80%
<b>Russell Labs</b>	5	2.10%
<b>Globus</b>	6	2.00%
<b>PSaaS</b>	7	1.10%
<b>Wisconsin Public Media</b>	8	1.00%
<b>UWPD</b>	9	0.80%
<b>SFS</b>	10	0.60%
<b>DoIT Service Management</b>	10	0.60%

## Top Customers By Server Count

<b>Identity and Access Management</b>	1	89
<b>SFS, HRS</b>	2	78
<b>Cybersecurity</b>	2	78
<b>Student Information System</b>	4	39
<b>DoIT Web Platform Services</b>	5	33
<b>Wisconsin Historical Society</b>	6	29
<b>Imaging</b>	7	25
<b>Office 365</b>	8	24
<b>Database Aggregation (FASTAR)</b>	9	21
<b>DoIT Service Management</b>	10	20



# DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

## Four Months Vulnerability Summary

Type	Severity	June	July	August	September
Confirmed Vulnerability	1	41	49	8	18
	2	743	95	1,071	78
	3	1,870	626	723	1,645
	4	839	844	1,247	1,316
	5	891	596	161	734
Needs investigation	2	1			
	3	21	19	5	
	4	6	66	1	9
	5	2	8	2	6
Potential Vulnerability	1	7	3		
	2	1	1	1	1
	3	32	581	23	18
	4	22	403	3	12
<b>Grand Total</b>		<b>4,476</b>	<b>3,291</b>	<b>3,245</b>	<b>3,837</b>

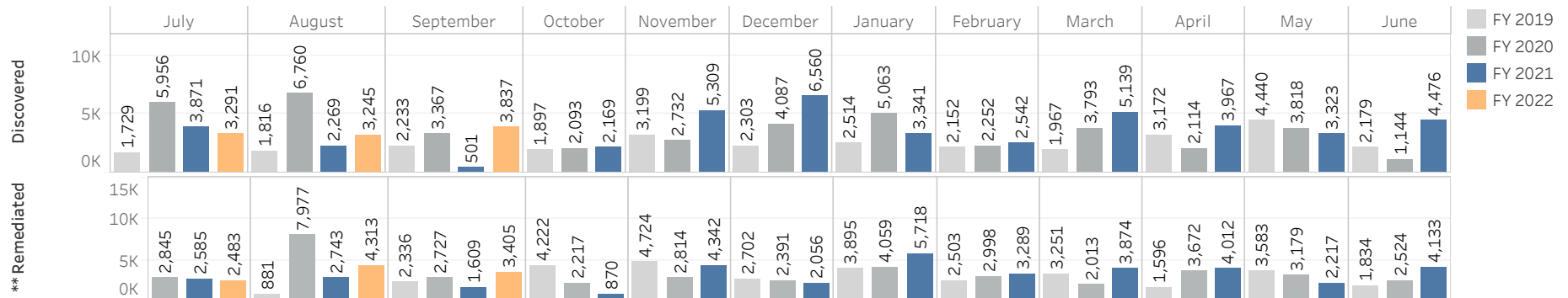
\*Active & Urgent Vulnerabilities

212

Remaining From September

18

## SEO Vulnerabilities Summary



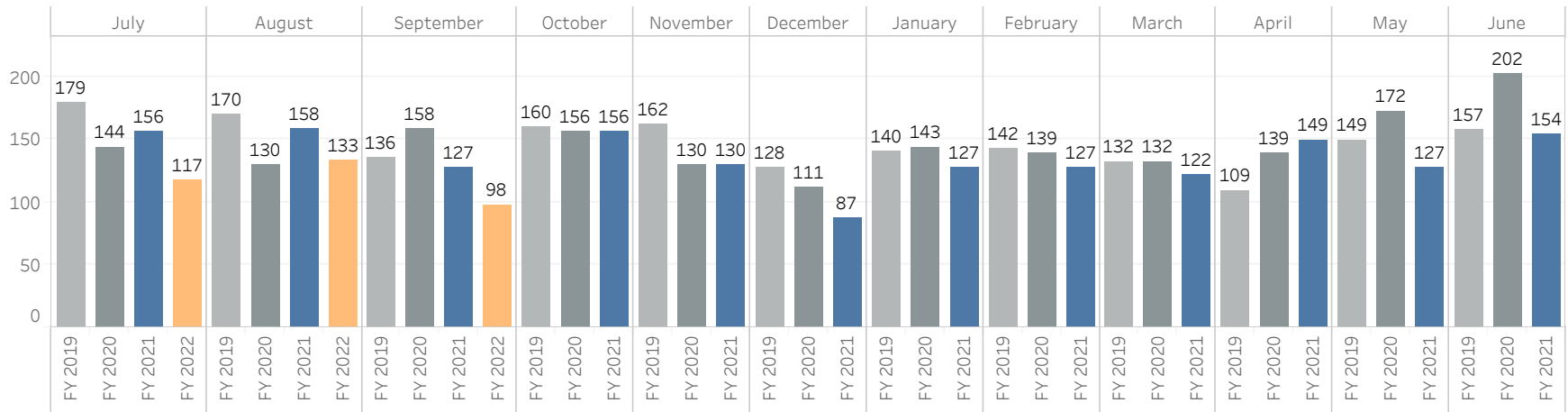
NOTES: Data in this visualization is pulled directly from Cherwell  
 \* Refers to the number of active vulnerabilities with a severity of 4 or 5.  
 \*\* Remediated data is currently not available prior to August 2018

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \*Four Month SNCC Problems Worked Summary

	June	July	August	September
<b>Boreas</b>	10	4	11	7
<b>Campus Network</b>	123	107	163	123
<b>MUFN</b>	5	6	7	3
<b>Northern Tier</b>	3	3	4	4
<b>UW SysNET</b>	24	13	31	12
<b>Other DoIT Technical Services</b>	39	36	85	60
<b>Grand Total</b>	<b>204</b>	<b>169</b>	<b>301</b>	<b>209</b>

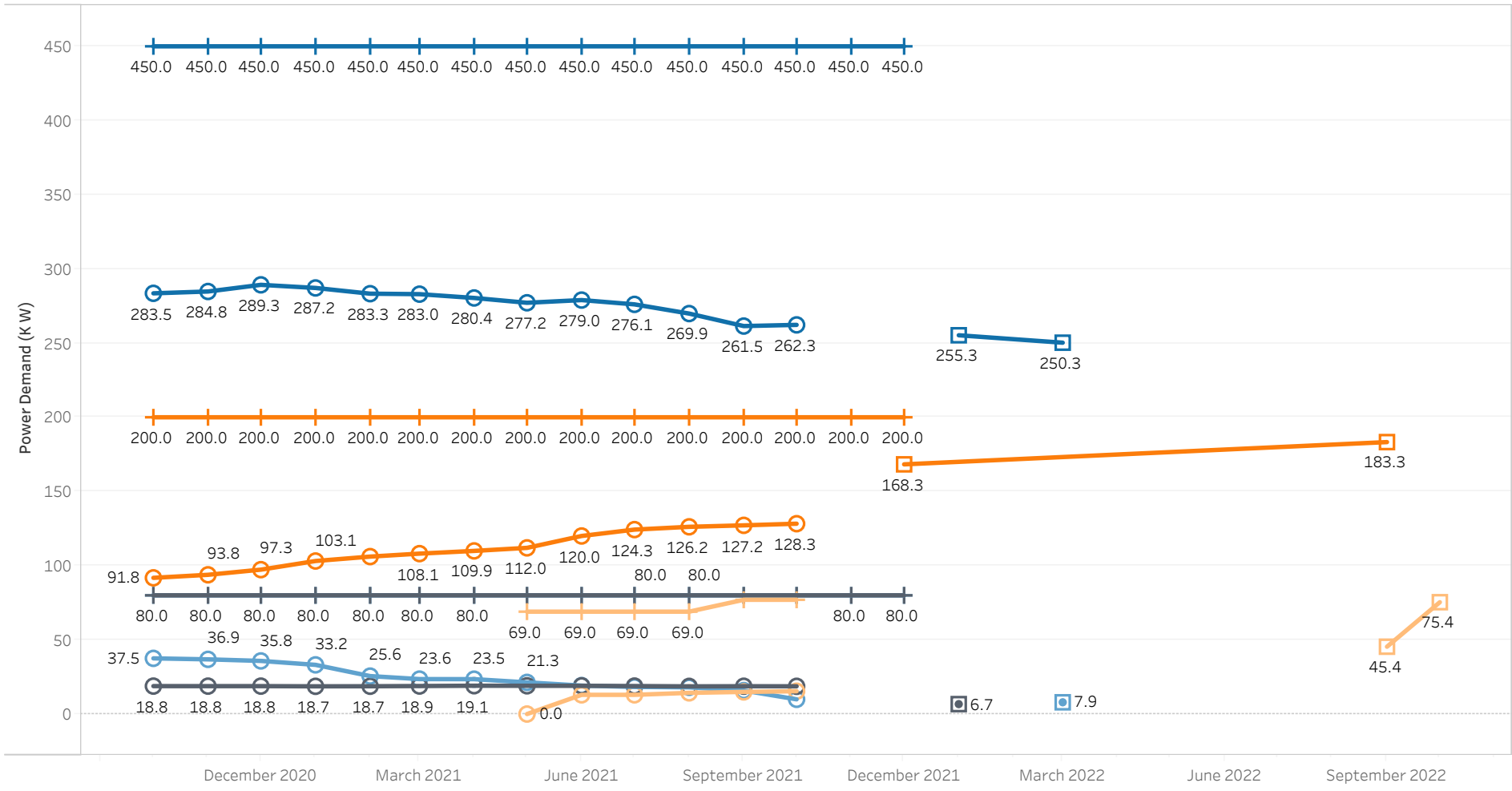
### SEO Outage Summary



\*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.

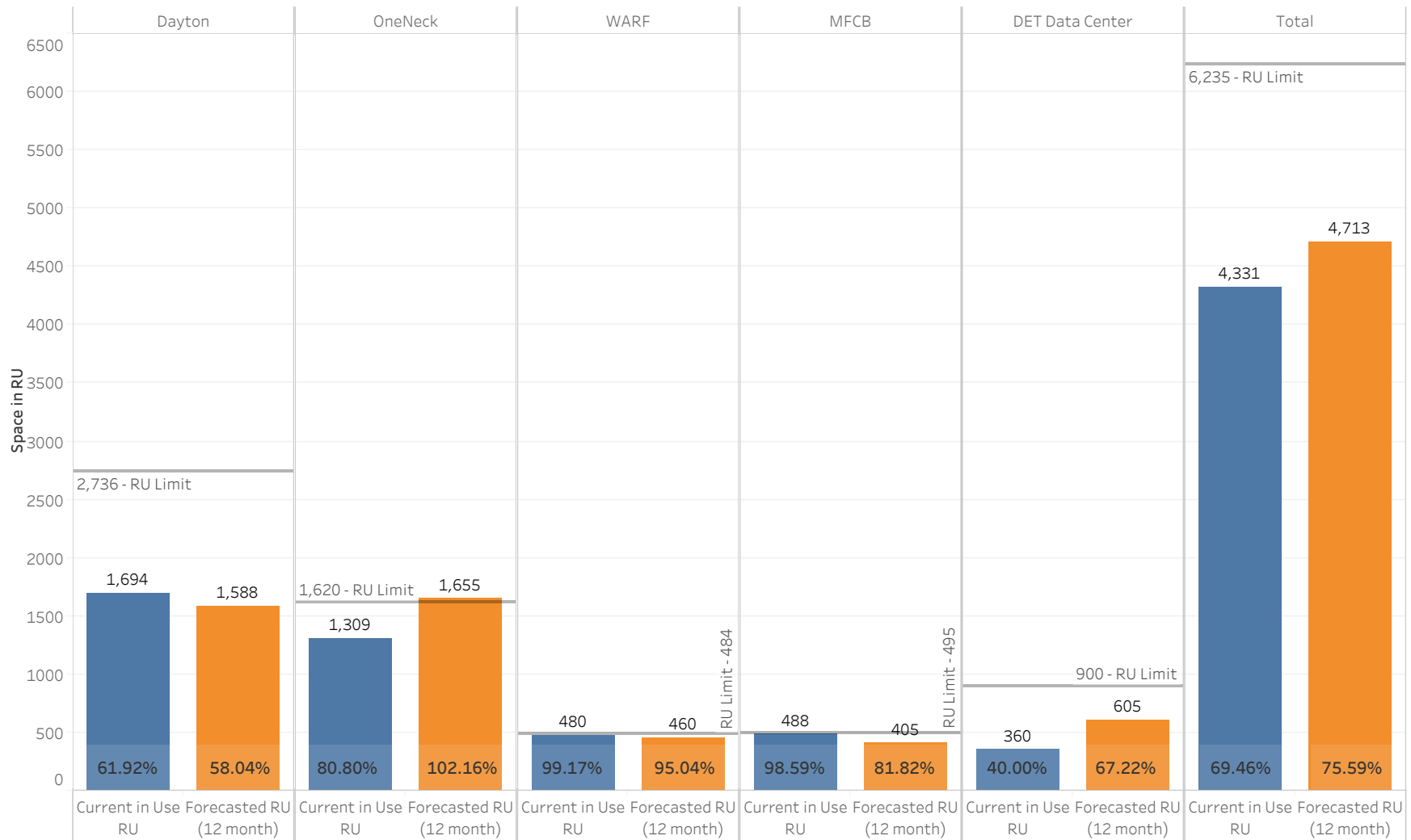
## DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



○ 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



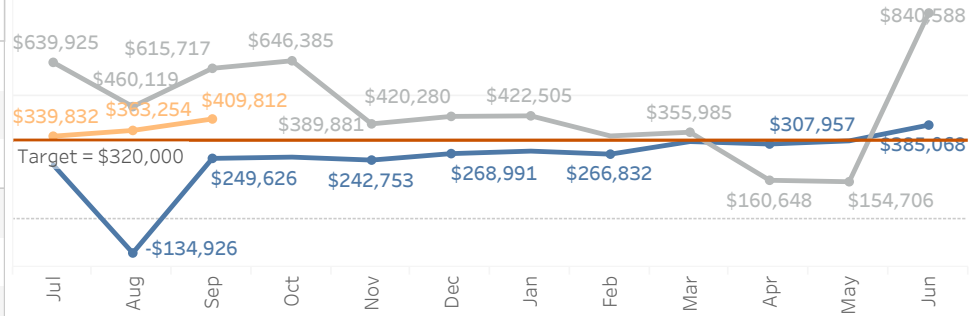
RU = Rack Units  
 Usage and one year forecast at the conclusion of September, FY 2022.  
 RU Limits are current values.

## DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

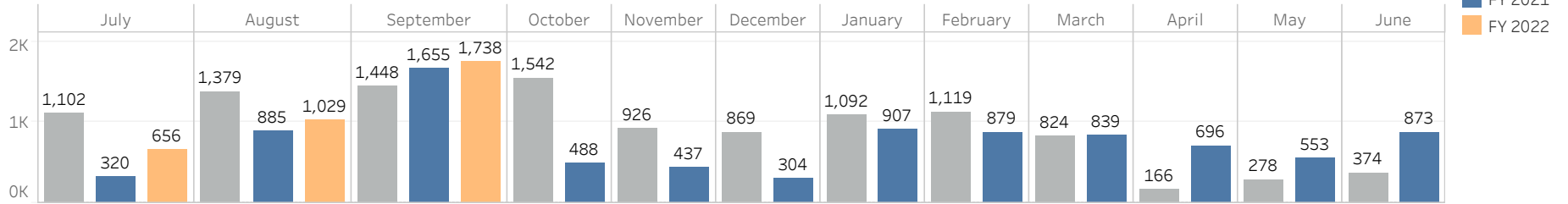
### DPPS Rework Information

### \*DPPS - Historical - Total Revenue

	Total Job Reruns	Total Cost Reruns	Average Real Rework
April	0	0	0
May	0	0	0
June	0	0	0
July	0	0	0
August	0	0	0
September	0	0	0



### DPPS - Annual - Total Jobs



### Average On-Time Percentage by Stream

★ Below 99.90%      ■ At or Above 99.90%

	April	May	June	July	August	September
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	★93.80%	★94.23%	100.00%	★92.30%	★94.50%	★95.60%
J - Digital Color	★92.70%	★98.55%	★95.67%	★97.90%	★96.55%	★96.40%
K - Contract	100.00%	100.00%	★91.17%	★96.42%	★96.20%	★97.20%
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	★93.10%	100.00%	100.00%	100.00%	100.00%	100.00%



\* Total Revenue adjusted in June FY20 and August FY21 by +/- \$385K



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



	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Notes:	
<b>Kaltura</b>	Incidents Resolved by Help Desk	23	15	10	11	45	<b>Kaltura</b> <b>Media Asset:</b> An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image <b>Time Played:</b> Total amount of time all Kaltura media assets were played during the month <b>Avg. Play Time:</b> Time played divided by number of plays <b>Unique Viewers:</b> Students, most often <b>Duration of uploaded media:</b> length (minutes) of new video assets this month <b>Contributors:</b> 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	6	5	5	11	17	
	Average Play Time (mins)	15	11	11	7	10	
	Contributors	1,318	760	754	636	1,562	
	Duration of uploaded media (minutes)	99,100	84,087	61,877	46,585	223,966	
	New Media Assets	4,079	3,808	3,225	2,407	7,166	
	Number of Plays	237,813	231,034	215,461	135,328	579,529	
	Storage Utilized (TB)	160	161	162	163	170	
	Time Played (mins)	3,560,117	2,618,012	2,404,480	999,966	5,998,479	
	Total Media Assets	334,417	338,174	341,496	343,747	350,905	
Unique viewers	14,127	7,067	5,497	6,726	25,287		
<b>Turnitin</b>	Incidents Resolved by Help Desk	3	1	3	1	2	<b>Turnitin</b> <b>Active Classes:</b> The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month <b>Active Instructors:</b> Like active classes-the number of unique instructors associated with active classes <b>Student Accounts:</b> The total number of student accounts as of end date (cumulative) <b>Instructor Accounts:</b> The total number of instructor accounts as of end date (cumulative) <b>Submissions:</b> Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Incidents Resolved by Learn@UW Madison	0	1	1	0	2	
	Active Classes	528	160	162	344	653	
	Active Instructors	784	222	210	396	729	
	Instructor Accounts	3,080	3,122	3,142	3,224	3,425	
	Student Accounts	30,330	27,687	23,903	22,290	29,009	
	Submissions	14,642	4,335	8,970	2,502	23,921	<b>ACAR (Advanced Content Authoring and Reporting)</b> <b>Pressbooks:</b> Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance <b>Storyline 360:</b> Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu <b>User:</b> Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)
<b>ACAR</b>	Incidents Resolved by Help Desk	0	0	0	0	2	
	Incidents Resolved by Learn@UW Madison	4	10	7	3	9	
	New Pressbooks this Month	7	1	0	2	2	
	New Storyline 360 Modules this Month	1	2	0	0	0	
	Total Pressbooks	557	558	558	559	561	
	Total Storyline 360 Modules	192	194	194	194	188	
Unique Users	9,462	9,550	9,594	9,663	11,396	<b>Canvas</b> <b>Active Course:</b> A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor <b>Student:</b> Any user enrolled in the canvas course with the "student" role (not instructors or admins) <b>Instructor:</b> Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)	
<b>Canvas</b>	Incidents Resolved by Help Desk	135	165	105	217	437	
	Incidents Resolved by Learn@UW Madison	78	64	46	69	109	
	Active For-Credit Courses	3,884	863	960	964	4,019	<b>Atomic Assessments</b> <b>Active Course:</b> Course with Atomic Assessments assignments that have been accessed in date range <b>Instructors:</b> 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	693	703	717	734	751	
	Unique Instructors	5,355	1,385	1,464	1,482	5,456	
	Unique Students	40,310	12,125	12,308	12,282	44,523	
<b>Atomic Assessments</b>	Incidents Resolved by Help Desk	0	0	0	0	7	
	Incidents Resolved by Learn@UW Madison	0	0	0	0	3	
	Active Courses	31	23	28	81	60	
	Instructors	173	45	41	57	339	
	Unique Students	1,559	403	367	509	3,051	



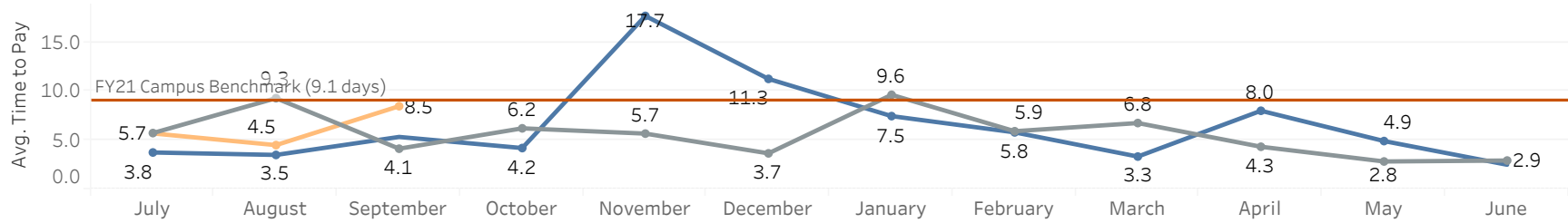
## DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT



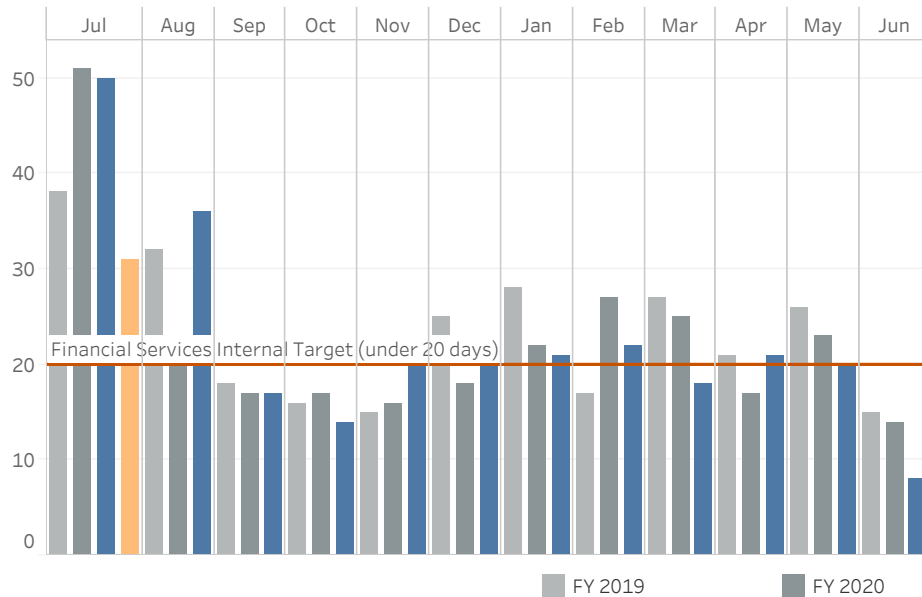
		Spring 2021	Jun-21	Jul-21	Aug-21	Sep-21	Notes:
<b>Top Hat</b>	Active Courses						<b>Top Hat</b> Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students Student: Students with Top Hat licenses enrolled in an "active course" Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Learn@UW Madison		0				
	Incidents Resolved by Help Desk		0				
	Unique Instructors						
	Unique Students						
<b>AEFIS</b>	Incidents Resolved by Learn@UW Madison	66	3		13	7	<b>Assessment Evaluation Feedback &amp; Intervention System (AEFIS):</b> 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  <b>Honorlock:</b> Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams. Total courses: number of courses using Honorlock to proctor exams. Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).  <b>Engage eText:</b> 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
	Incidents Resolved by Help Desk						
	Total completed evaluations	89,972					
	Syllabi usage	212					
	DESL Usage	8					
	Training Workshops	7					
	Q&A Workshops	6					
	Attendance at all Workshops	8					
<b>Honorlock</b>	Exams per student				1,905		
	Support tickets closed by Help Desk				35		
	Support tickets closed by Learn@UW-Madison			2	0	2	
	Total courses				2		
	Total exams				1,269		
	Unique students	0					
<b>LEAD</b>	Instructor views of "Grades by Page Views" visualization		0	1	2	20	
	Instructor views of "Home Page" visualization			0	1	1	
	Instructor views of "Page Views by Activity Type" visualization		0	0	1	9	
	Instructor views of "Page Views by Date and Hour" visualization		0	0	1	7	
	Support tickets closed by Help Desk		0	3	4	56	
	Support tickets closed by Learn@UW-Madison	0		0	0	0	
	Total instructor views		0	2	0	20	
<b>Engage eText</b>	% of students opted out	141					*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.
	Course sections						
	Courses	48					
	Departments	7					
	Schools / Colleges	16,735					
	Student enrollment	0		0	0	0	
	Unique instructor combos	175					

# 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	
September	9	4	3	
October	7	4	0	
November	0	3	0	
December	37	17	2	
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

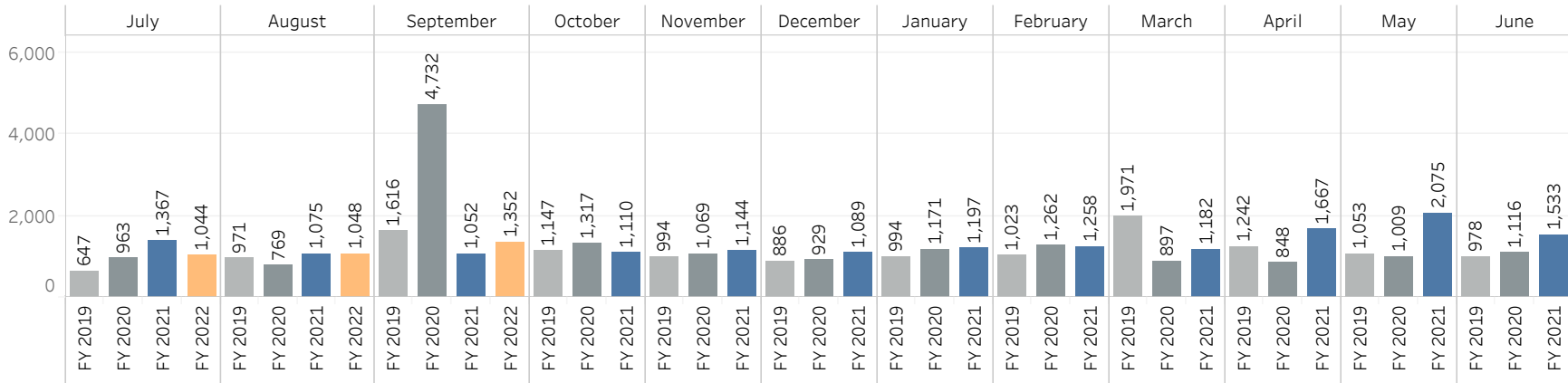
July	53	53	55	35
August	39	22	39	
September	27	21	20	
October	23	21	14	
November	15	19	20	
December	62	35	23	
January	30	26	22	
February	23	29	22	
March	29	31	21	
April	27	24	22	
May	33	28	25	
June	20	19	42	



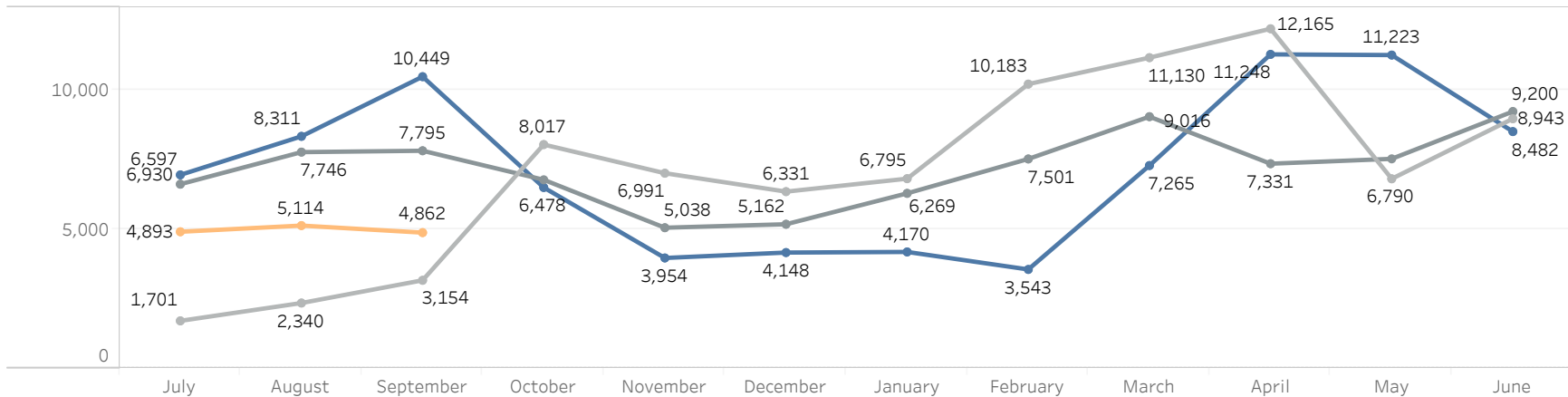
\*If blank, data is currently unavailable.

## 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](mailto:abuse@wisc.edu).

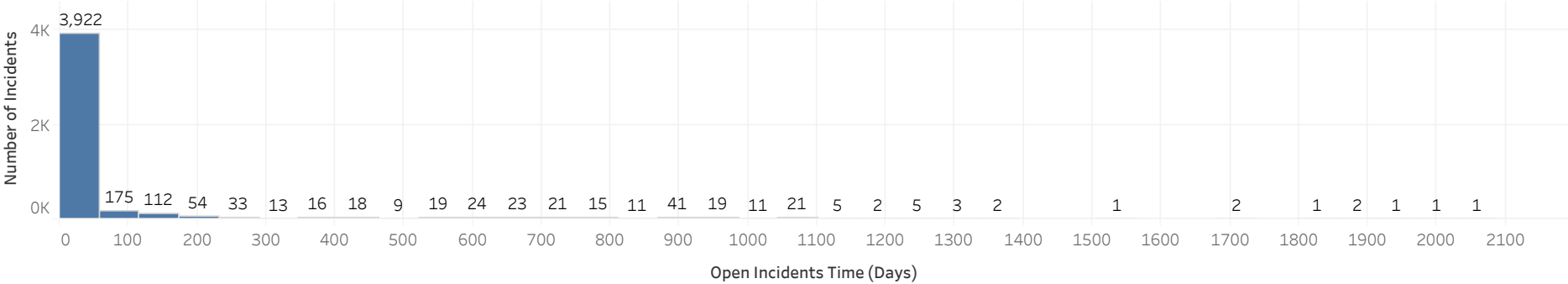
# DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 10/04/2021

## 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	55	315	107	133	2
AT		39	10	16	6
CTO					
Cybersecurity	109	420	29	45	3
DoIT Communications		13			
DoIT HR		9	5	13	
EBS		1	2		1
FS					
Non-DoIT teams	1	6	3	1	
NS	1	257	63	249	90
PMO					
SEO	6	76	13	16	
US	68	1,566	386	277	167
Other		2		2	
<b>Grand Total</b>	<b>240</b>	<b>2,704</b>	<b>618</b>	<b>752</b>	<b>269</b>

## Total Open Incidents by Age (days)



**i** User Services has 167 incidents greater than one year old. 145 of these cases are personal hardware never picked up from the Tech Store repair service.

**📄** 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

**DoIT Incident Aging Report** - 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. Added 'Greater Than 1 Year Old', 'Between 2 Weeks and 1 Month Old', and 'Between 1 Month and 1 Year Old' columns. Removed 'Greater Than 2 Weeks Old' and 'Greater Than 1 Month Old' columns. Removed UW Service Center and UWSS cases from display.

## 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).

**Project Portfolio Process Stage Definitions: 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



## 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.