



# DolT Operations Monthly Report

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## December 2019

Published January 17, 2020



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## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Service1	Target1	FY 2020					
		July	August	September	October	November	December
		%	%	%	%	%	%
API Manager	99.000%	100.000	100.000	100.000	100.000	100.000	100.000
Enterprise Content Management (ECM)	99.000%	100.000	100.000	100.000	100.000	100.000	100.000
Enterprise Service Bus (ESB)	99.000%	100.000	100.000	99.877	99.826	100.000	100.000
IAM	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.925
Knowledgebase (KB)	99.000%	100.000	100.000	100.000	100.000	100.000	100.000
My UW	99.000%	★ 95.639	100.000	99.189	99.950	100.000	100.000
NetID Login	99.900%	100.000	100.000	100.000	100.000	★ 99.705	100.000
One Time Password (UW Digital ID)	99.000%	100.000	★ 97.514	100.000	99.995	99.726	100.000
Server Certificates (UW Digital ID)	99.000%	100.000	100.000	100.000	100.000	99.726	★ 98.656
Shared Web Hosting	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000
Wisc Web	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000

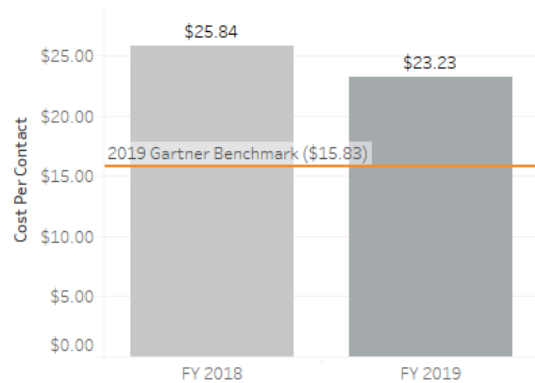
Target Colors  
 ★ Below Target    Above Target



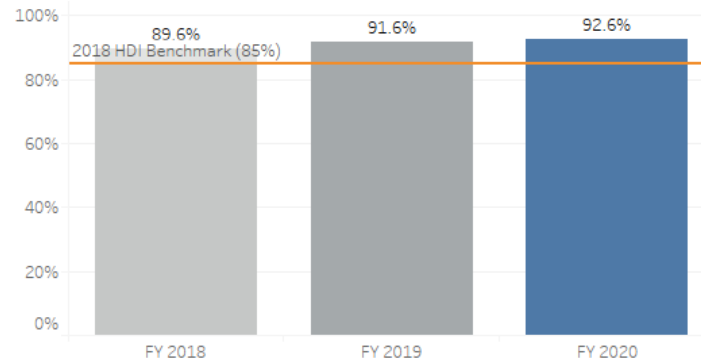
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-HELP DESK OVERVIEW

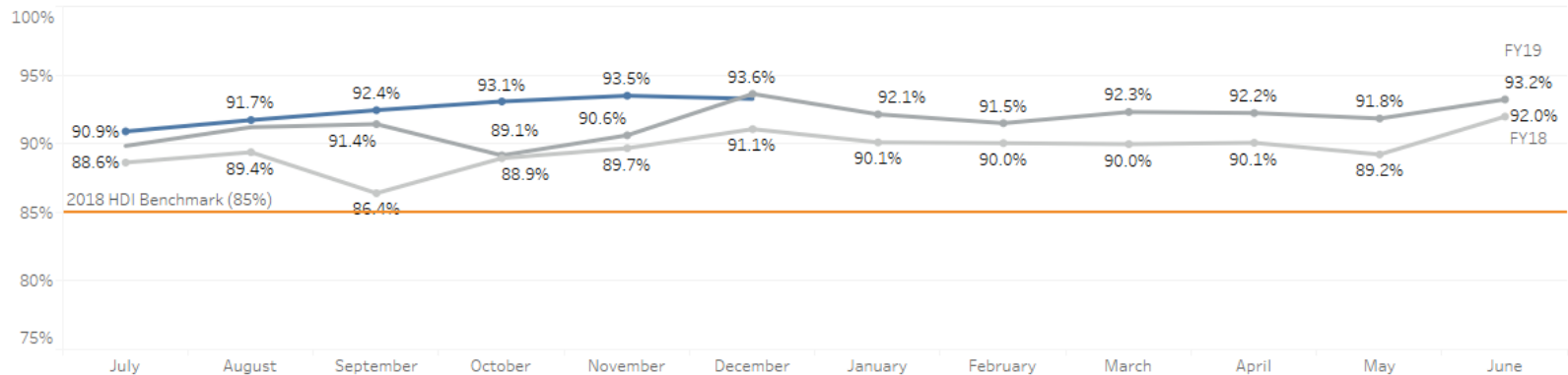
\*Cost per Contact



\*\*Customer Satisfaction



### Customer Satisfaction



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

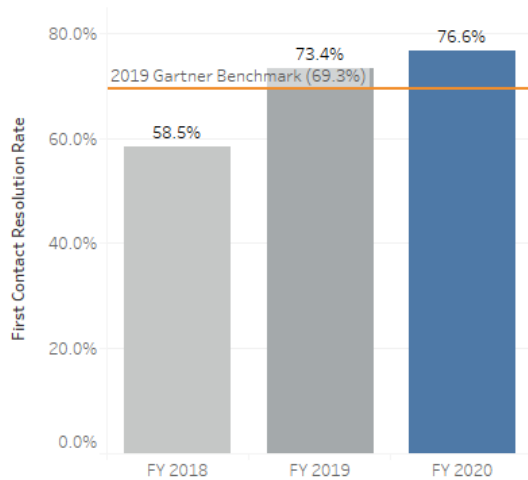
\* FY19 will be used due to a six-month minimum to capture the 2019 Gartner benchmark.

\*\*2018 HDI Benchmark will be used until the release of the 2019 numbers.

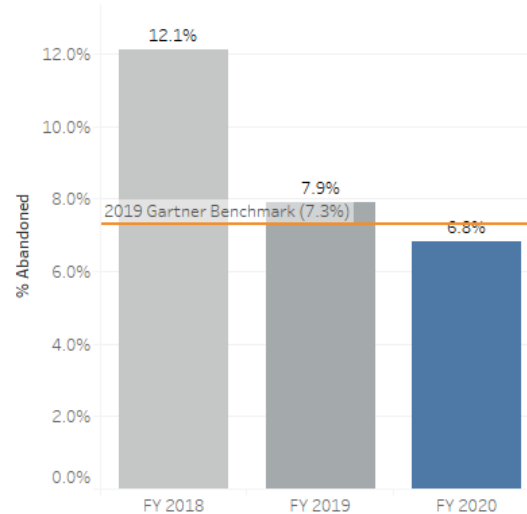


This visualization was created by the Department of User Services.

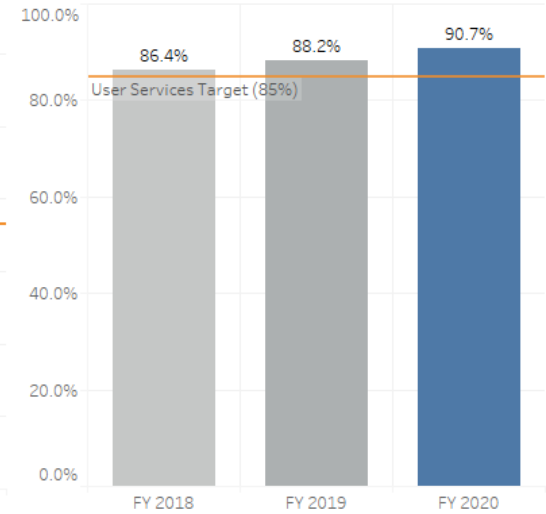
**\*Help Desk Average First Contact Resolution**



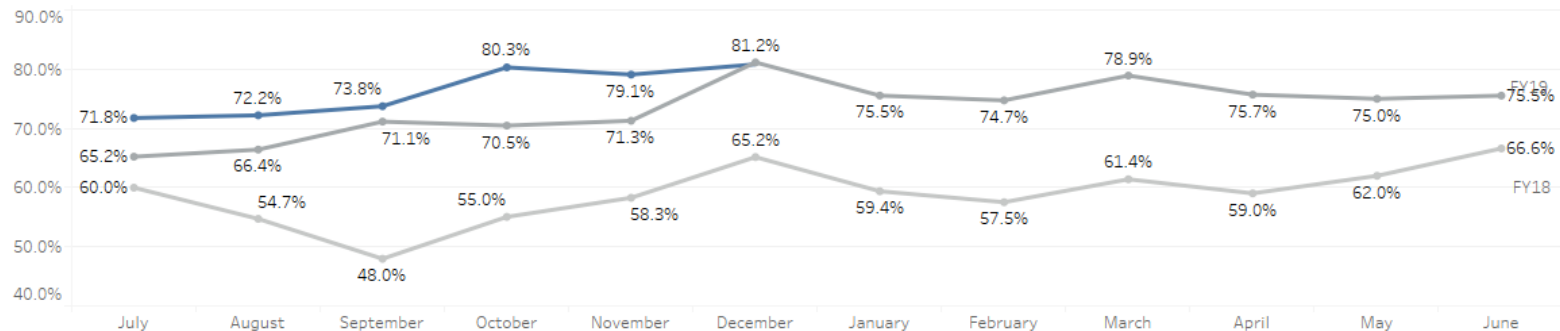
**Help Desk Abandonment Rate**



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



**Help Desk YOY First Contact Resolution**



NOTES: \*First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.

\*\*Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.



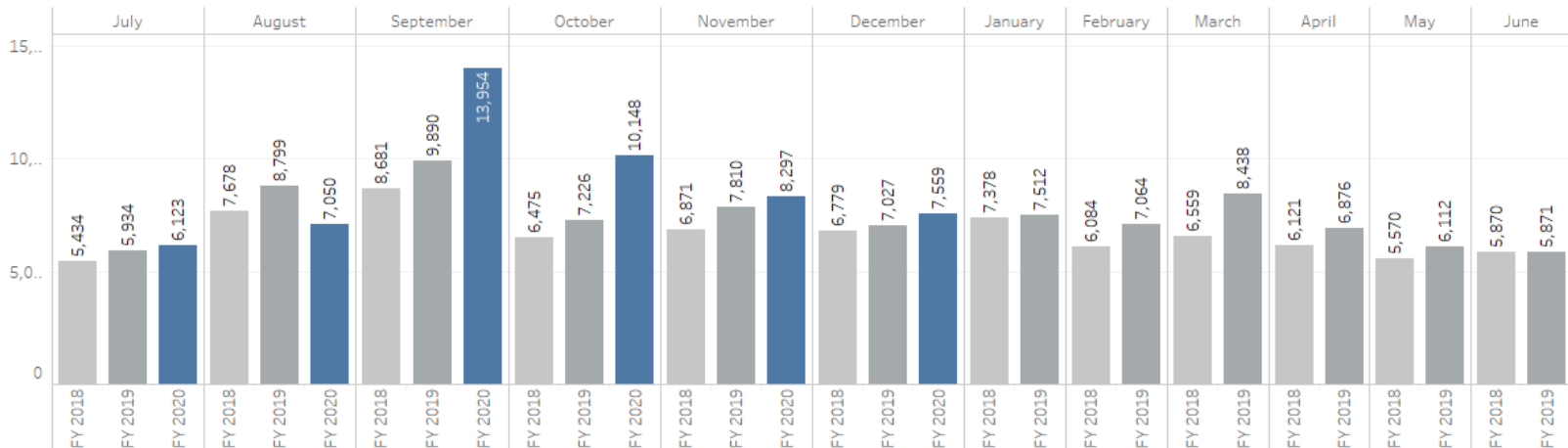
This visualization was created by DoIT in the Department of User Services.

### \* Help Desk Resolution Rates for Top 10 Supported-Services

December	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	2,272	30.1%	2,199	96.8%
Multi-factor Authentication (MFA)	1,269	16.8%	1,245	98.1%
Office 365	591	7.8%	549	92.9%
BadgIRT (Security)	468	6.2%	357	★ 76.3%
REFERRALS	394	5.2%	385	97.7%
Learn@UW - Canvas Madison	193	2.6%	151	★ 78.2%
VoIP	154	2.0%	109	★ 70.8%
PERSONAL SOFTWARE SUPPORT	147	1.9%	138	93.9%
Campus Network	117	1.5%	62	★ 53.0%
Software	110	1.5%	67	★ 60.9%

User Services Target: HD % Resolution  
 ★ At or above 85%    Below 85%

### Help Desk Annual Contacts



NOTES: \* Walk-in incidents are included for only FY20 to reflect the Walk-in & Help Desk merger

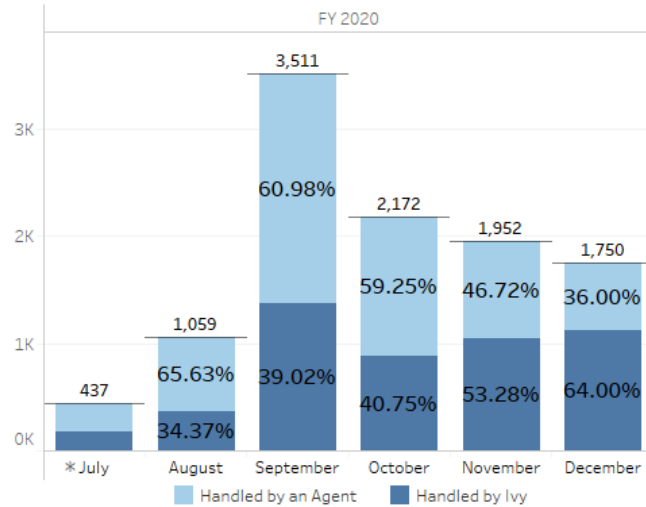
\*\*Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)



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

## DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

### Number of Chat Contacts



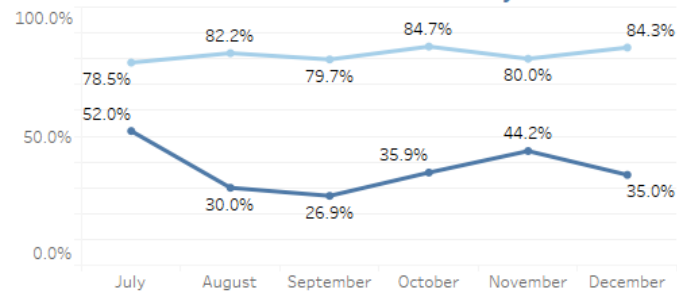
Hi there! I'm Bucky.

Average Ivy Chat Duration:  
24.32 Mins

### Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	6,748	62.01%
NetID issues	2,020	18.56%
MyUW (Student Center, Faculty Center, etc.)	731	6.72%
Office 365	512	4.71%
Learn@UW	274	2.52%
Departmental VIP Support	204	1.87%
Windows	129	1.19%
Macintosh	127	1.17%
Administrative Systems (SIS, e-Reimbursement, etc.)	80	0.74%
Product Info or Order Lookup	57	0.52%

### Customer Satisfaction with Ivy Chats



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.

NOTES: Ivy allows users to rate their conversations with both the AI and agents on a 5 point scale in response to: "How would you rate the quality of the interaction you just had with us?"

\*Ivy went live on July 19th



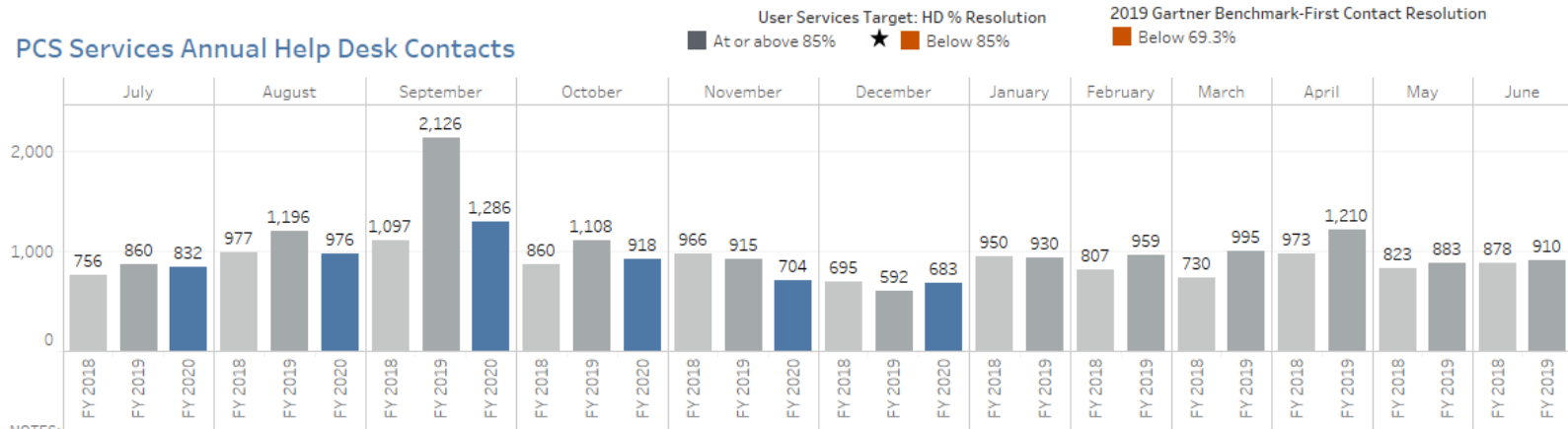
This visualization was created by DoIT in the Department of User Services.

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

### Help Desk Resolution Rates for PCS Services During December

December	All Incidents	% of Incidents	* HD % Resolved	HD Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	591	86.5%	92.9%	549	★ 60.5%	87.0%
UW-Madison Box	34	5.0%	85.3%	29	★ 60.9%	95.2%
WisList	20	2.9%	90.0%	18		100.0%
UW-Madison Google Apps	24	3.5%	★ 79.2%	19		100.0%
Qualtrics	14	2.0%	★ 71.4%	10		81.0%

### PCS Services Annual Help Desk Contacts



#### NOTES:

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

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

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

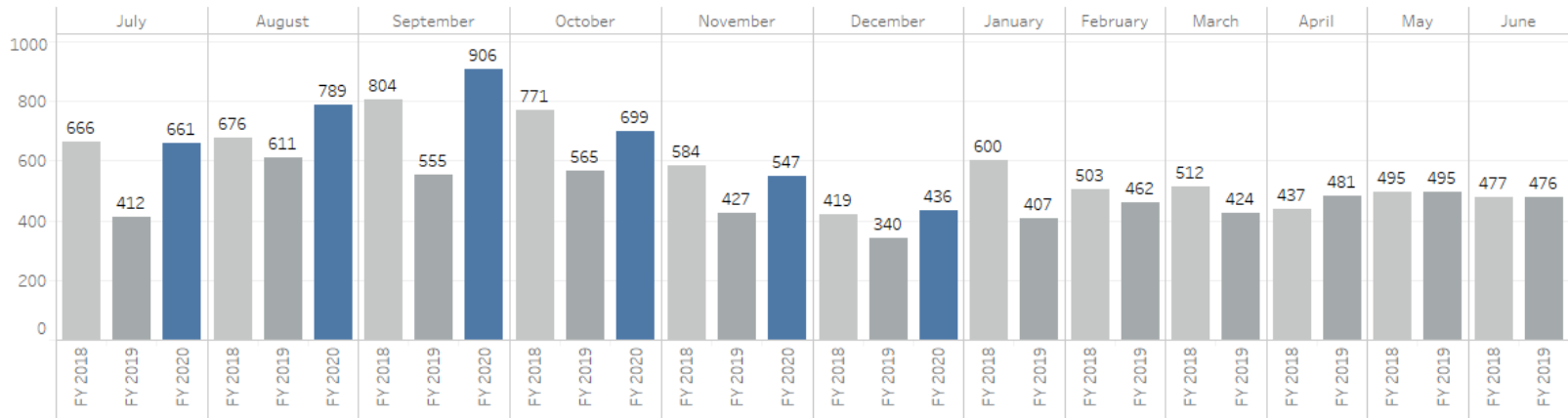


This visualization was created by the Department of User Services.

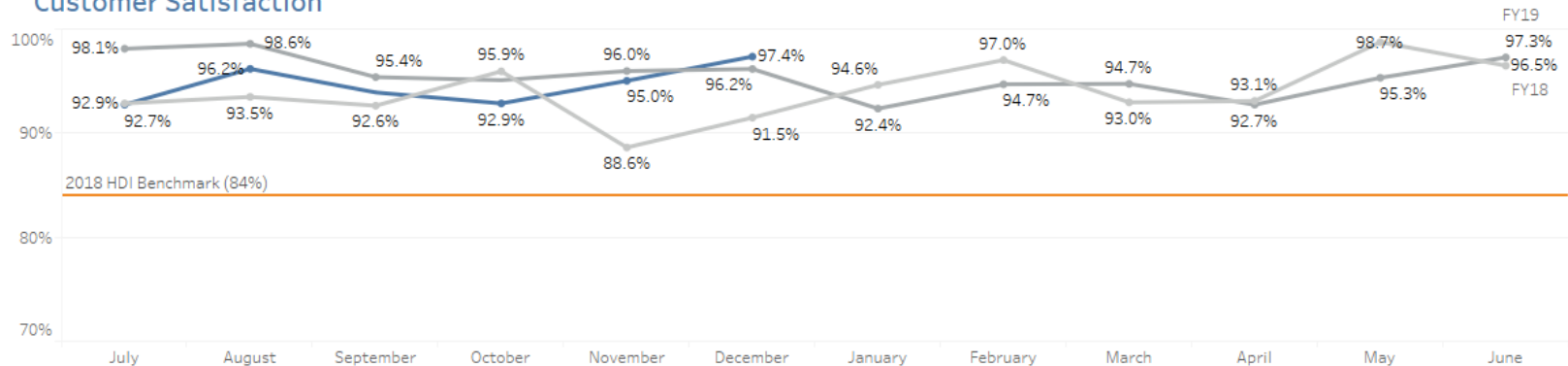


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

### Departmental Support Annual Contacts



### Customer Satisfaction



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

7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

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

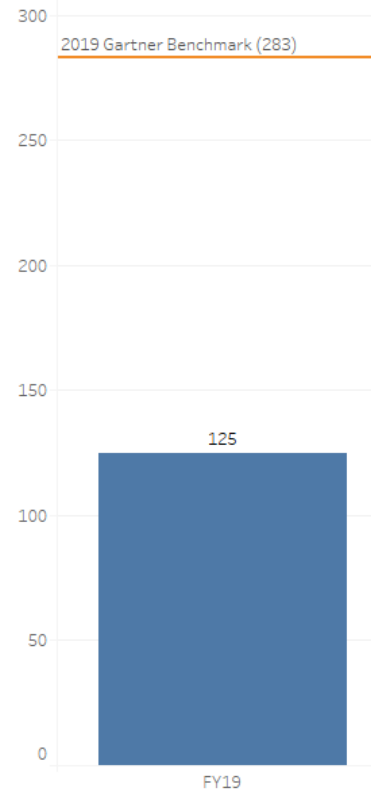


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

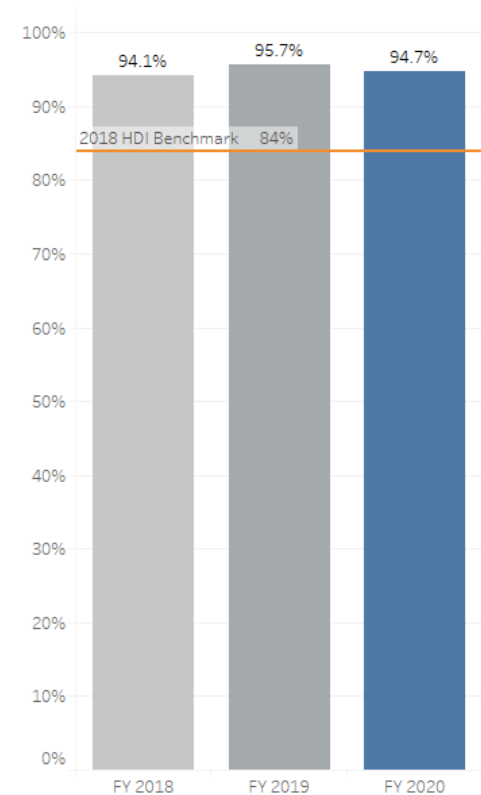
\* Cost Per Endpoint



Endpoints Per Technician




\*\* Customer Satisfaction



Notes: \* FY19 will be used due to a six-month minimum to capture the 2019 Gartner benchmark.

The price per endpoint calculation uses representative contracts to demonstrate the the cost for low, medium, and high complexity for support contract customers (where complexity is a composite of factors such as diversity of supported models, geographic dispersion and scope of supported services).

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

This visualization was created by the Department of User Services. 

## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Availability		FY 2020					
Service	Target	July	Q1 August	September	October	Q2 November	December
		%	%	%	%	%	%
HRS	99.000%	100.000	100.000	★ 88.610	100.000	99.963	★ 98.562
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943
SIS	99.000%	★ 96.002	100.000	99.895	99.874	100.000	99.893
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.253
UWBI (OBIEE)	98.000%	100.000	100.000	100.000	100.000	99.452	★ 97.984
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.904

Target Colors  
 ★ Below Target    Above Target



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

## DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	FY 2020			Network	Target	FY 2020			Network	Target	FY 2020		
		October %	November %	December %			October %	November %	December %			October %	November %	December %
Upham Woods	99.900%	★ 99.523	99.937	★ 99.777	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Colleges Extension	99.900%	100.000	★ 99.839	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 Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	★ 99.693	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Online	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.953	100.000	★ 99.817	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	99.949	99.987	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	★ 98.241	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fox Valley	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000

Target Colors  
 ★ Below Target    ■ Above Target

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



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

## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN		19-Oct	19-Nov	19-Dec	OUT		19-Oct	19-Nov	19-Dec
UW-Madison campus	Avg (Gb/sec)	9.80	9.20	7.80	UW-Madison campus	Avg (Gb/sec)	3.60	2.70	2.30
	Max (Gb/sec)	22.20	28.60	29.70		Max (Gb/sec)	10.70	6.10	8.70
	Min (Gb/sec)	1.60	1.30	1.00		Min (Gb/sec)	1.10	1.00	0.96
	% of full capacity (100Gbps)	9.80	9.20	7.80		% of full capacity (100Gbps)	3.60	2.70	2.30
UW-Madison research	Avg (Gb/sec)	27.80	29.10	25.80	UW-Madison research	Avg (Gb/sec)	24.50	17.40	26.90
	Max (Gb/sec)	66.30	60.80	72.40		Max (Gb/sec)	76.70	42.20	69.40
	Min (Gb/sec)	8.80	6.50	11.40		Min (Gb/sec)	7.20	6.50	6.40
	% of full capacity (100Gbps)	27.80	29.10	25.80		% of full capacity (100Gbps)	24.50	17.40	26.90
Internet Exchange (MadIX)	Avg (Gb/sec)	5.30	4.40	4.70	Internet Exchange (MadIX)	Avg (Gb/sec)	6.40	5.20	9.20
	Max (Gb/sec)	14.10	8.30	9.60		Max (Gb/sec)	12.90	9.10	21.20
	Min (Gb/sec)	0.55	0.00	0.65		Min (Gb/sec)	2.80	0.00	2.50
	% of full capacity (20Gbps)	26.50	22.00	23.50		% of full capacity (20Gbps)	32.00	26.00	46.00

-Average (mean) network usage includes night and weekend readings of typically much lower traffic. Averages for UW-Madison Campus Internet Access and UW-Madison internet Exchange will likely be lower in summer months than they are during the academic year.

-95th percentile usage is a more common industry standard than avg/max/min for measuring utilization; Network Services is working on providing that measure as well in future reports.

A peering exchange, such as the Madison Internet Exchange, enables networks to interconnect directly to each other and exchange IP (Internet) traffic. Peering is the exchange between two independent networks for the benefit of both networks.

-The target for WAN speeds is a capacity threshold instead of a specified speed to maintain. When 95th percentile speeds reach about 45-55% of capacity, there is an engineering exploration to determine the cause of increased usage and whether increased capacity is warranted.



This visualization was created by the Department of User Services.

## DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

### Airwave 1

	Target	FY 2020			
		September	October	November	December
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%
Avg. AW1-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		86.57	47.00	28.93	31.58

### Airwave 2

	Target	FY 2020			
		September	October	November	December
Access Points Avg. Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%
Avg. AW2-Controller Uptime per Day	100.00	100.00%	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day		36.17	20.00	37.79	11.23



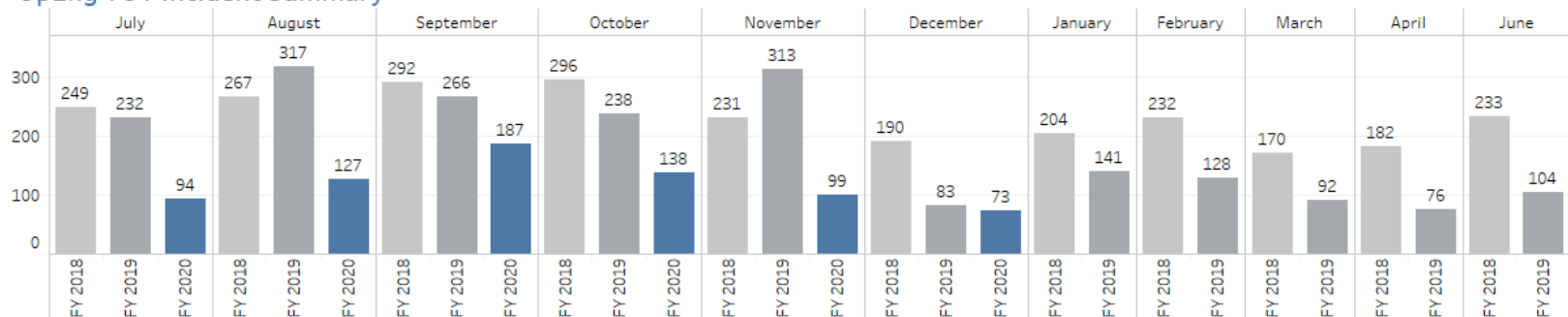
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

Category	Subcategory	FY 2020			
		September	October	November	December
Campus Network	AANTS	9	15	4	11
	Bandwidth Threshold Alarm	1			2
	Firewall/Content ID				2
	Firewall/Problem	6	2		1
	Firewall/Rules	2	5	4	5
	Monitoring (INTERNAL)				1
	Port Error Threshold Alarm	2	4	1	1
	Request/Data Jack/Activation	4	2	3	1
	Request/Data Jack/Installation	1	1		
	Request/DHCP	6	8	7	3
	Request/DNS/Hostmaster	5		2	2
	Request/DNS/Network Services	9	15	6	6
	Request/Equipment Installation	2		5	
	Request/Hardware	8	8	7	6
	Request/IP Allocation	24	18	17	7
	Request/New Installation (wired/wireless)	1	1	1	
	VPN	12	11	6	3
	Wired Network Issue	9	9	8	2
	Wireless	19	17	10	5
	Wireless Device Registration	3	1	1	
Campus Network Housing	Device Registration HAP	49	15	11	11
	Device Registration non-HAP				2
	HAP Reset	3	3	1	
Departmental VPN	Submit Incident	1			
	Submit Incident	9	3	3	1
	Submit Incident	1		2	1
	Submit Incident	1			
Software	Other (Standard)	1			
VoIP	Feedback	1			
Grand Total		188	138	99	73

### OpEng YOY Incident Summary



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

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



## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target	FY 2020					
		July %	August %	September %	October %	November %	December %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589	★ 97.749
Campus Computing Infrastructure	99.500%	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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution (Cypress)	98.000%	99.982	98.123	★ 96.224	99.377	99.726	98.925
Select Agent	99.900%	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
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.959	★ 97.774	99.863	★ 99.018	99.689	100.000

Target Colors  
 ★ Below Target    Above Target



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



## DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

December

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner Average Servers/FTE
Windows	99.950	★ 99.602	389	88	129.7	279.0
Linux	99.950	99.985	419	87	139.7	268.0

■ At or Above Target ★ Below Target

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.24%)
Enrollment Management (SIS)	2	(4.39%)
HRS	3	(2.48%)
DoIT - Report Distribution	4	(2.13%)
DoIT - Identity and Access Management	6	(1.28%)
DoIT - Service Management	7	(1.18%)
DoIT - Enterprise Storage	8	(1.09%)
DoIT - Microsoft SQL Server Hosting	5	(1.46%)
Cybersecurity - Security Information and Event Management	9	(0.97%)
SFS	10	(0.91%)

### Top Customers By Server Count

SFS, HRS	1	(83 Servers)
Cybersecurity	2	(79 Servers)
AIS - Web Platform Services	3	(78 Servers)
Identity and Access Management	4	(60 Servers)
Learn@UW	5	(47 Servers)
Student Information System	6	(40 Servers)
Database Aggregation (FASTAR)	7	(27 Servers)
Office 365	8	(26 Servers)
Network Services	9	(21 Servers)
Campus Active Directory	10	(21 Servers)



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

## DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

### Four Months Vulnerability Summary

Type	Severity	FY 2020			
		September	October	November	December
Potential Vulnerability	1	4	2	10	22
	2	2			
	3	13	12	9	9
	4				1
	5	1		1	
Vulnerability	1	1	177	5	3
	2	114	17	54	204
	3	633	706	1,112	2,127
	4	2,201	853	1,136	1,023
	5	58	275	319	367
Vulnerability or Potential Vulnerability	3		1		
	4		61	2	
	5	3	6		12
Grand Total		3,030	2,110	2,648	3,768

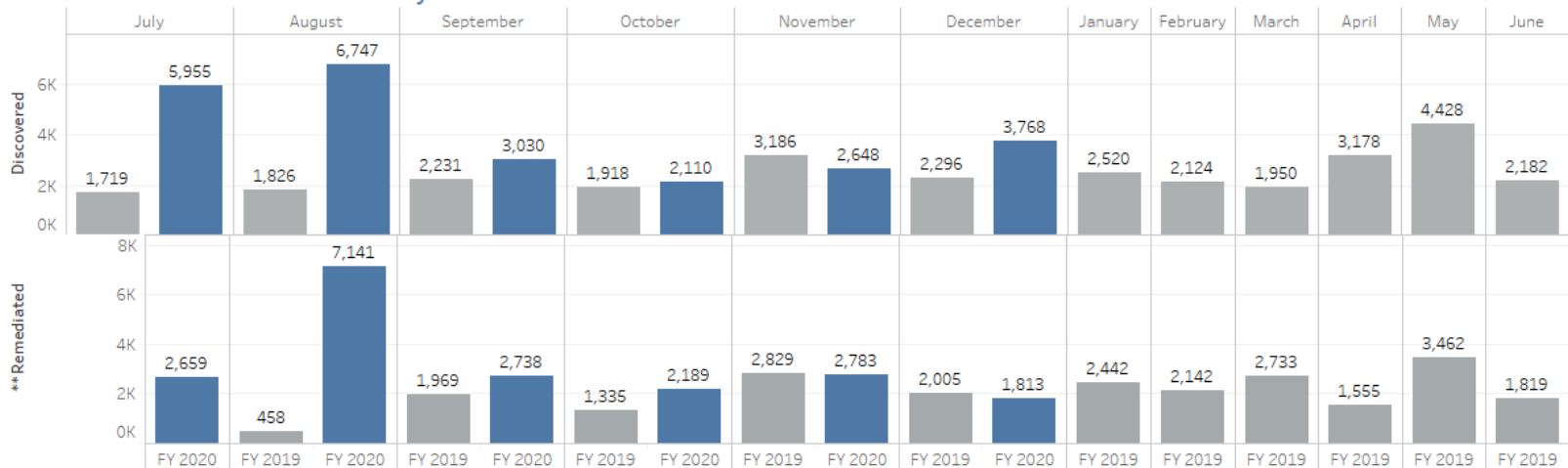
\*Active & Urgent Vulnerabilities

56

Remaining From December

14

### SEO YOY Vulnerabilities Summary



NOTES: Data in this visualization is pulled directly from Cherwell

Remediated data is currently not available prior to August 2018

\* refers to the number of active vulnerabilities with a severity of 4 or 5.



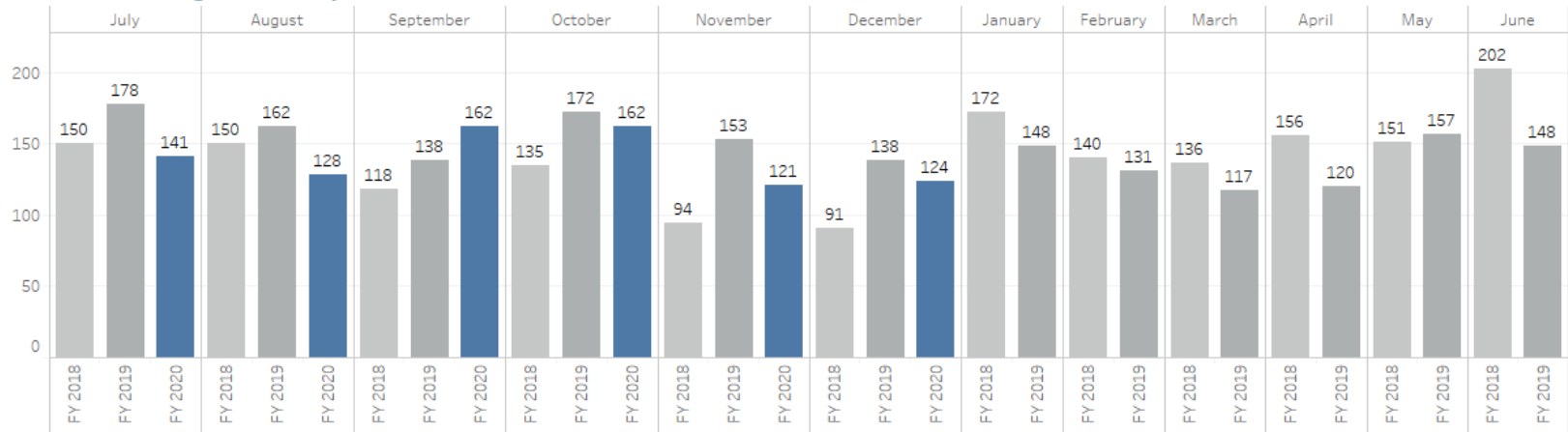
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### Four Months Network Problem Summary

Category	FY 2020				
	August	September	October	November	December
Boreas	14	10	12	14	7
Campus Network	69	85	83	64	58
MUFN	1	5	1	1	2
Northern Tier	6		4		3
UW SysNET	14	10	8	10	11
Grand Total	104	110	108	89	81

### SEO YOY Outage Summary

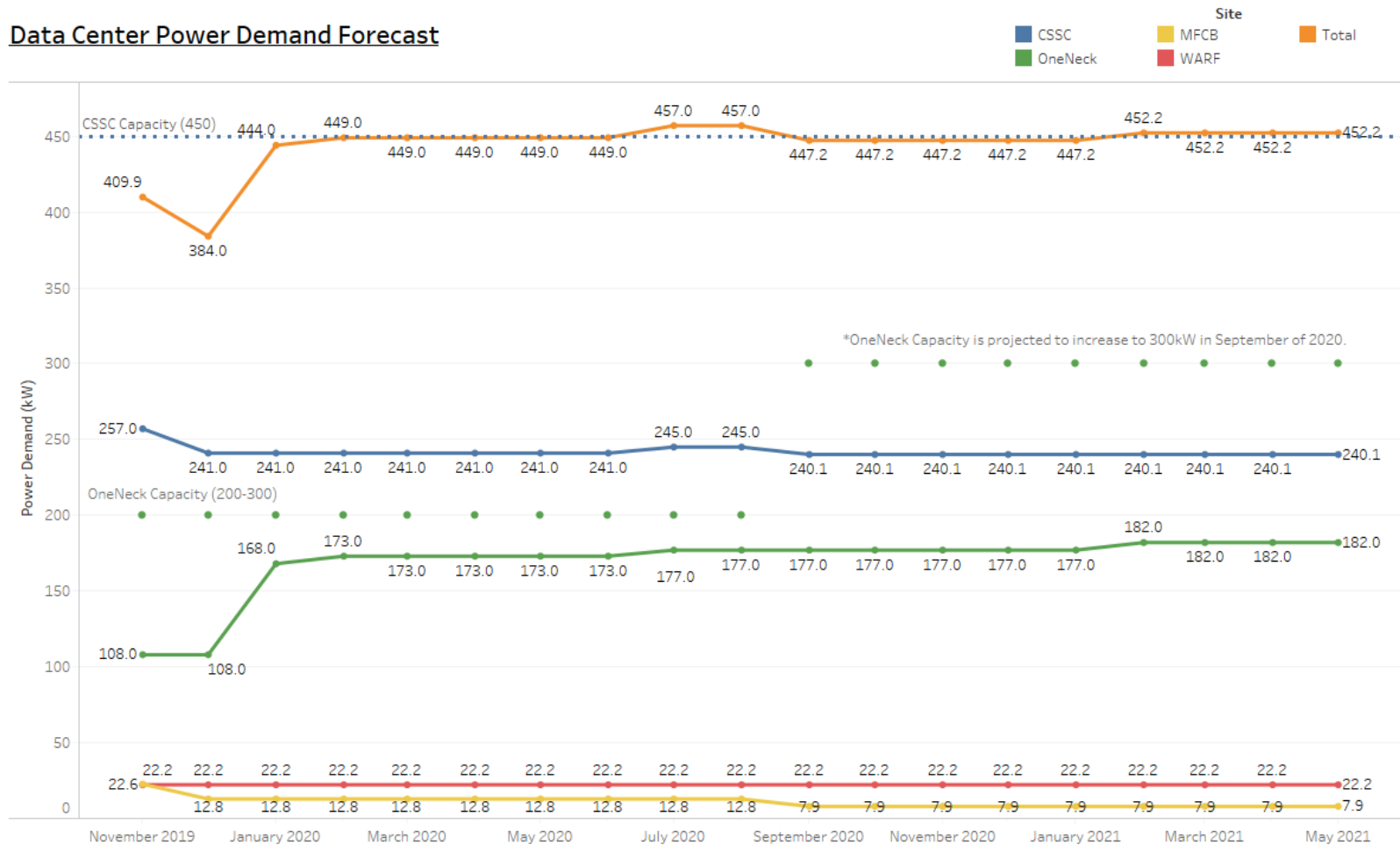


If blank, zero problems were reported.



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

## Data Center Power Demand Forecast



-OneNeck footprint is trending up as WIPAC (IceCube) continues its evacuation of 222 W. Washington and we shift more of our mission-critical systems Site A to OneNeck.

-CSSC footprint is trending up significantly due to research storage, CyberSecurity Elastic servers, and updates to Select Agent and other infrastructure.

-WARF is being evacuated through attrition.

-MFCB will slightly decline as we propose to move Select Agent Site B from MFCB to OneNeck, pending Network Services design.



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

		FY 2020		
		October	November	December
Kaltura Mediaspace	Storage Utilized (TB)	62	64	65
	New Media Assets	4,738	3,469	2,395
	Number of Plays	317,010	248,227	165,446
	Time Played (mins)	3,998,262	3,691,305	2,830,186
	Total Media Assets	101,524	104,885	107,228
	Average Play Time (mins)	13	15	17
	Incidents Resolved by Help Desk	24	17	11
	Incidents Resolved by Learn@UW Madison	7	8	7
Turnitin	Active Classes	116	108	79
	Student Accounts	11,316	13,603	15,430
	Instructor Accounts	645	717	808
	Submissions	21,962	16,121	8,810
	Active Instructors	108	125	107
	Incidents Resolved by Help Desk	0	2	2
	Incidents Resolved by Learn@UW Madison	2	4	10
ACAR	Total Pressbooks	418	420	427
	New Pressbooks this Month	6	2	7
	Unique Users	4,077	4,099	4,111
	Total Storyline 360 Modules	143	163	164
	New Storyline 360 Modules this Month	6	20	1
	Incidents Resolved by Help Desk	0	1	1
	Incidents Resolved by Learn@UW Madison	10	9	7
Canvas	Active For-Credit Courses		3,602	3,605
	Active Training Courses		341	339
	Unique Students		41,750	41,699
	Unique Instructors		5,011	5,039
	Incidents Resolved by Help Desk	157	148	153
	Incidents Resolved by Learn@UW Madison	94	100	81

### Notes:

-Learn@UW: A suite of centrally-supported technologies for instructional usage; used by instructors and/or students. Learn@UW includes the services reported and other learning technologies.

### -Kaltura:

Media Asset: An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image

Time Played: Total amount of time all Kaltura media assets were played during the month

Avg. Play Time: Time played divided by number of plays

Note- Total media assets for current month does not equal total media assets from previous month plus new media assets in current month because some user have deleted assets in the meantime

### -Turnitin:

Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month

Active Instructors: Like active classes-the number of unique instructors associated with active classes

Student Accounts: The total number of student accounts as of end date (cumulative)

Instructor Accounts: The total number of instructor accounts as of end date (cumulative)

Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text

### -ACAR (Advanced Content Authoring and Reporting):

Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance

Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu

User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)

### -Canvas:

Active Course: A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor

Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)

Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)



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

	Semester Fall 2019
Atomic Assessments	Active Courses 27
	Instructors 338
	Unique Students 2,193
Top Hat	Active Courses 176
	Unique Students 13,097
	Unique Instructors 247
AEFIS	Attendance at all workshops 89
	Dept Admins Removed 23
	New Dept Admins added 30
	Q&A Workshops 8
	Training Workshops 10
Atomic Assessments	October November December
	Incidents Resolved by Help Desk 0 0 0
Top Hat	Incidents Resolved by Learn@UW Madison 40 45 27
	Incidents Resolved by Help Desk 1 0 0
AEFIS	Incidents Resolved by Learn@UW Madison 1 0 0
	Incidents Resolved by Help Desk 0 0 0
	Incidents Resolved by Learn@UW Madison 40 45 27

### Notes:

#### -Atomic Assessments:

Active Course: Course with Atomic Assessments assignments that have been accessed in date range

Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other

Numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforeseen usage will be updated in the January report.

#### -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

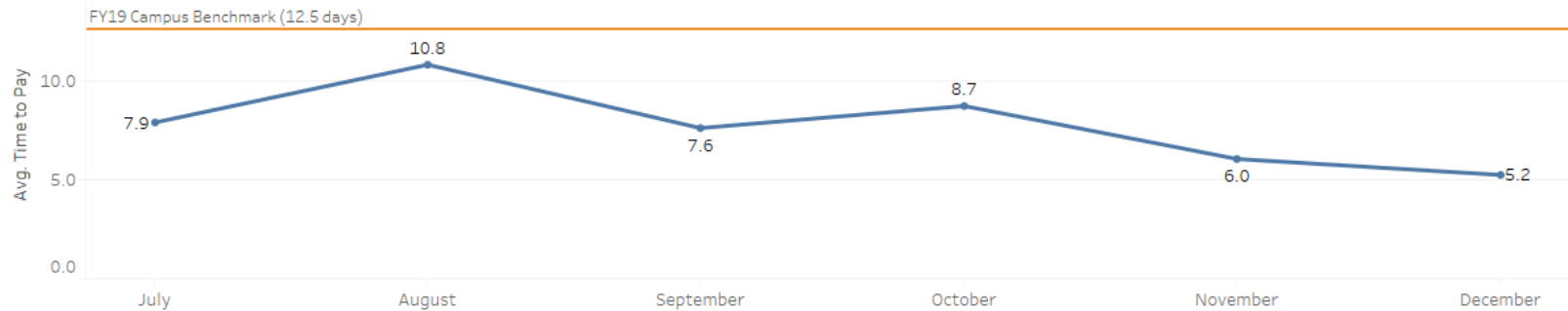


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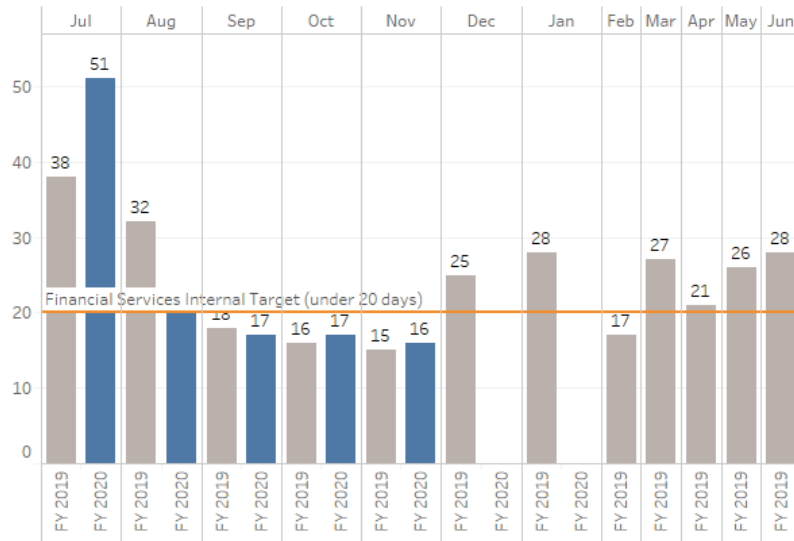
## DoIT OPERATIONS: FINANCIAL SERVICES

FY 2019  
FY 2020

### Average Number of Days to Pay: e-Reimbursement



### Days from SFS Close to CBS Close



### Days from CBS Close to Management Report Completion

	FY 2019	FY 2020
July	15	
August		2
September	9	4
October	7	
November	0	3
December		
January	2	
February	6	
March	2	
April	6	
May	7	
June	5	

### Days from SFS Close to Management Report Completion

	FY 2019	FY 2020
July	53	
August		22
September	27	21
October	23	
November	15	19
December		
January	30	
February	23	
March	29	
April	27	
May	33	
June	33	

If blank, data is currently unavailable.

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## Metrics Report Monthly Updates

**Academic Technology:** Metric added for Assessment Evaluation Feedback & Intervention System (AEFIS)

**Financial Services:** New Dashboard with the following metrics:

1. Average number of Days to Pay: E-reimbursement
2. Days from SFS Close to CBS Close
3. Days from CBS Close to Management Report
4. Days from SFS Close to Management Report



## 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

**SEO-Service Availability:** New services were added in March & April 2019

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

### Financial Services:

**Average number of Days to Pay: E-reimbursement:** Length of time, in days, from point that the requests enter the Financial Services queue to reimbursement payment to the employee.

Note: this is a metric measured by campus, so we are using campus average as a point of comparison.

**Days from SFS Close to CBS Close** is the amount of days from Campus Financial close to DoIT CBS close.

**Days from CBS Close to Management Report** is the amount of days from DoIT CBS close to the DoIT Manager Report finalization.

**Days from SFS Close to Management Report** is the amount of days from Campus Financial close to the DoIT Manager Report finalization.

### 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.



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