



DoIT Operations

Monthly Report

November 2021

Published December 14, 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	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	100.00	100.00
Enterprise Content Management (ECM)	99.00%	99.86	100.00	100.00	100.00	100.00	100.00	99.46	100.00	100.00	★95.57	99.88	99.08
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	99.76
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	100.00	99.88	100.00	100.00	100.00	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	99.99	100.00	100.00	100.00	100.00	99.99	100.00	100.00	★92.66	100.00	100.00
Shared Web Hosting	99.00%	99.96	★98.07	99.94	100.00	100.00	100.00	★98.69	100.00	99.75	100.00	100.00	100.00
Wisc Web	99.00%	100.00	100.00	100.00	99.66	100.00	99.90	99.57	100.00	99.93	100.00	100.00	★90.76

Target Colors

★ Below Target
 ■ Above Target



*For WiscWeb: We experienced one issue on 11/29 where certain sites were having trouble publishing edits, but no live sites ever went down during this time. We posted a degraded service outage simply to increase awareness of the issue. Without this outage, service availability would be 100% for the month. Related to outage #13438



DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During November

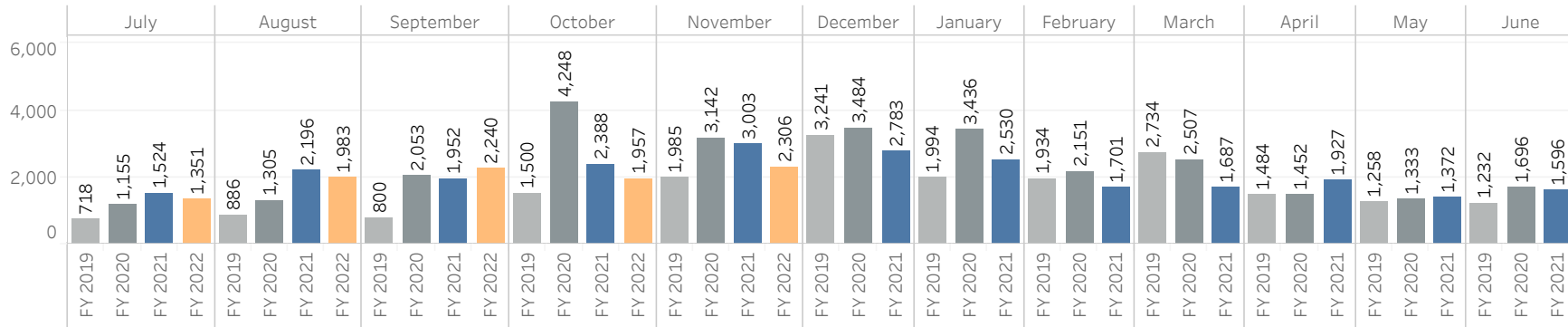
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	994	22.9%	982	880	89.1%	92.9%	95.0%
NetID Account Management	1,249	28.7%	1,225	987	★80.1%	87.6%	96.5%
All IAM Incidents	4,319	100.0%	2,296	1,932	★83.6%	90.0%	95.0%

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. Gartner 2020 Benchmark First Contact Resolution is 74.0%.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

Help Desk Resolution Rates for WPS Services During November

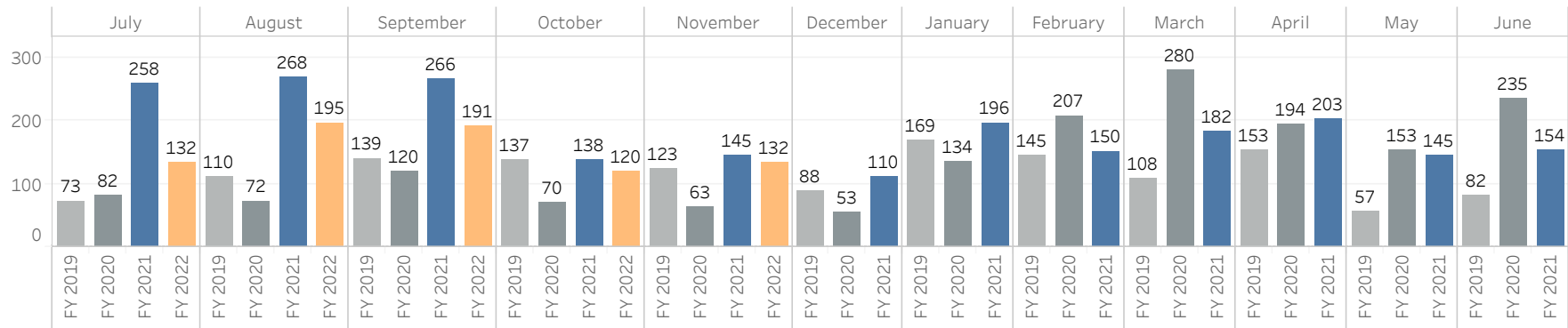
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	57	4.5%	2	1	50.0%		
MyUW Madison/System	109	8.6%	102	79	★73.5%	82.1%	★73.8%
Shared Tools	24	1.9%	23	1	★4.3%		
Web Hosting	77	6.1%	2				
WiscWeb	26	2.1%	26	10	★38.5%	★50.0%	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
 ★ Below 85.0%
 ■ At or above 85.0%

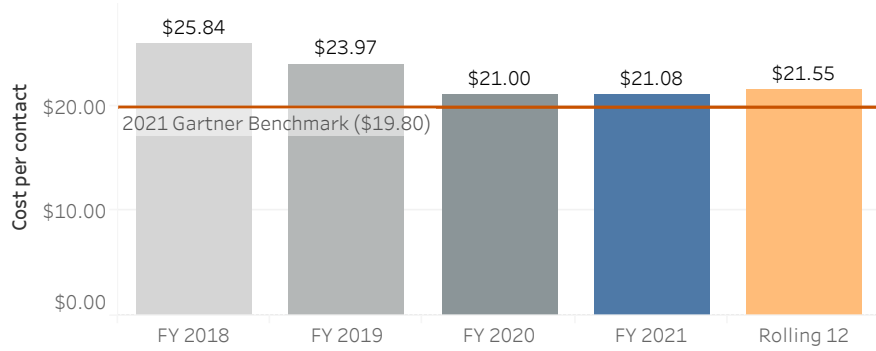
WPS Services Annual Help Desk Contacts



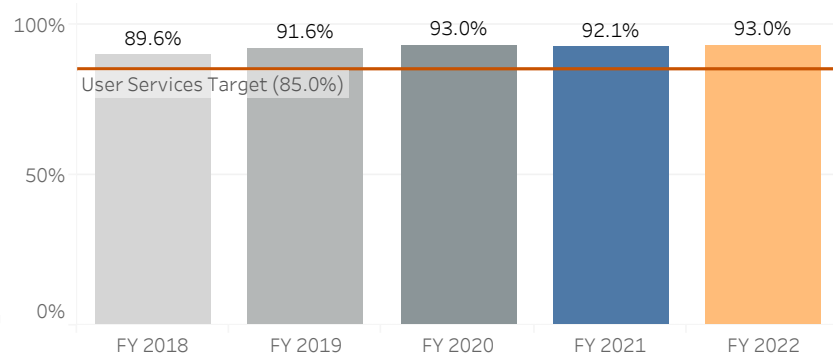
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month. Gartner 2020 Benchmark First Contact Resolution is 74.0%.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

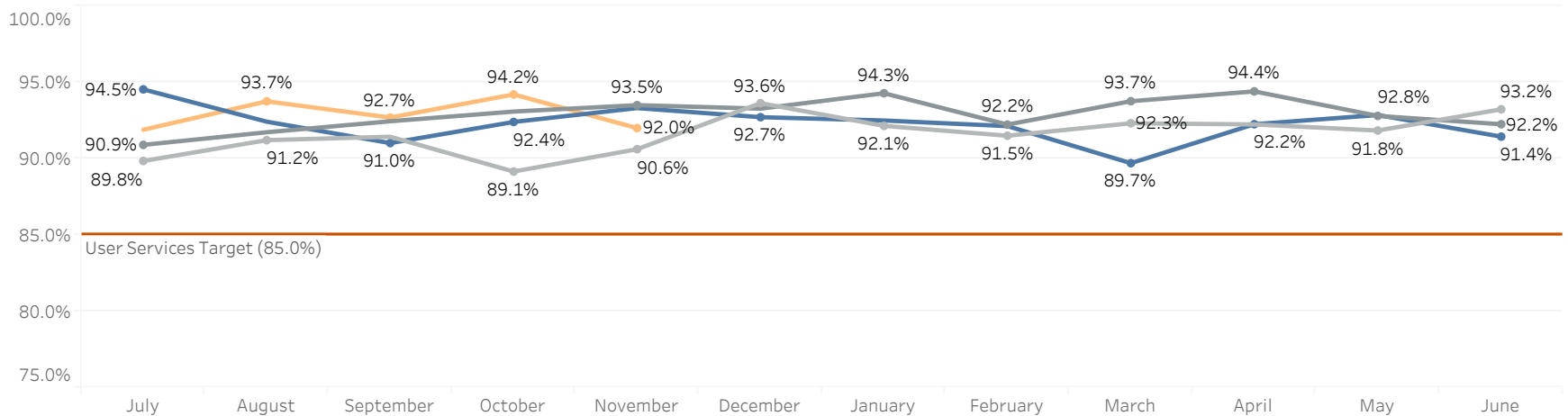
***Cost per Contact**



Customer Satisfaction

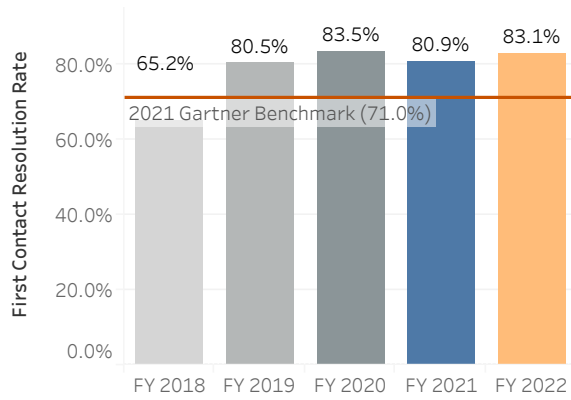


Customer Satisfaction

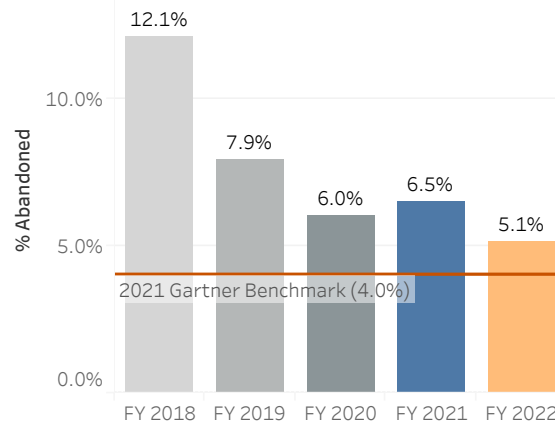


NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 *Gartner 2019 Benchmark Center Cost per Contract is \$16.30. Gartner 2020 Benchmark Cost Per Contract is \$17.90.

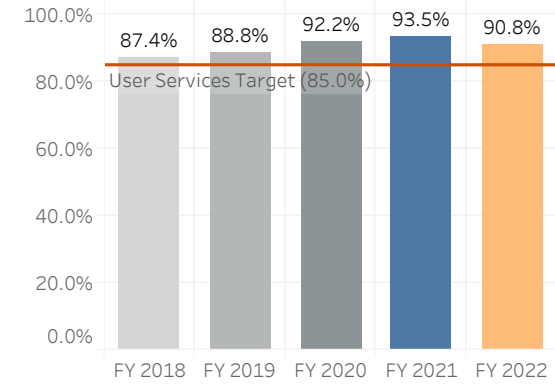
*Help Desk Average First Contact Resolution



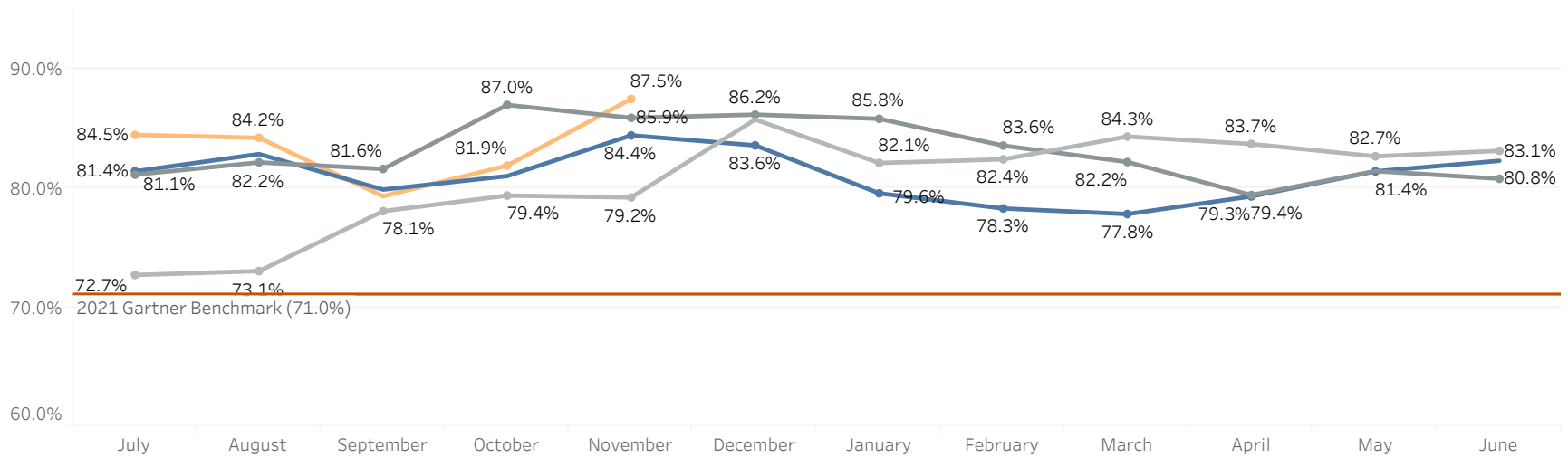
Help Desk Abandonment Rate



**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%."

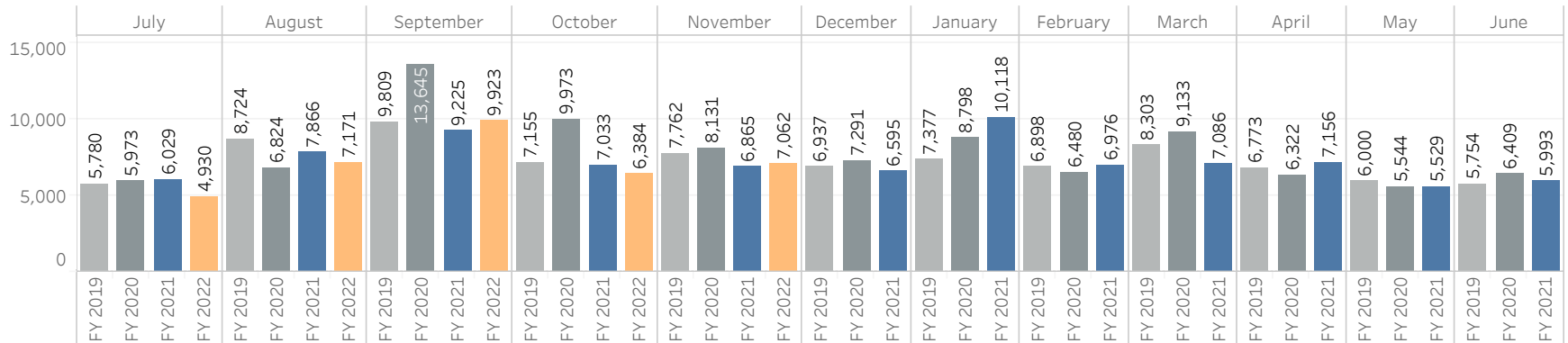
HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN NOVEMBER

	Incidents Created by HD	% of Total Incidents created	HD Resolved	* HD % Resolution
NetID Account Management	1,225	6.0%	987	★80.1%
Multi-factor Authentication (MFA)	982	4.8%	880	89.1%
Course Search and Enrollment App	799	3.8%	389	★48.7%
Office 365	662	3.2%	505	★76.3%
Referrals	509	2.5%	424	★82.3%
Learn@UW - Canvas Madison	183	1.0%	117	★63.9%
Incident Response and Investigations, BadgIRT	167	0.8%	137	★82.0%
Hardware Checkout	165	0.8%	170	99.4%
Personal Software Support	135	0.7%	127	88.9%
VoIP	127	2.0%	61	★47.2%

User Services Target: HD % Resolution

★ Below 85.0% ■ At or above 85.0%

Help Desk Annual Contacts



i A significant NetID activation issue on 11/2 depressed the overall resolution rate for the month, and outages drove down Course Search and Enroll and Office 365 HD resolution rates. Referrals increased last month due to directing HRS questions directly to UWSS. We will review our process for resolving those tickets. Learn@UW fell slightly below target and does not present a concern at this time as no major issue drove the decrease. BadgIRT saw an increase in copyright infringement and compromised credentials cases which required escalation. VoIP fell below target due to the volume of equipment setups and other cases that require VoIP technologists.



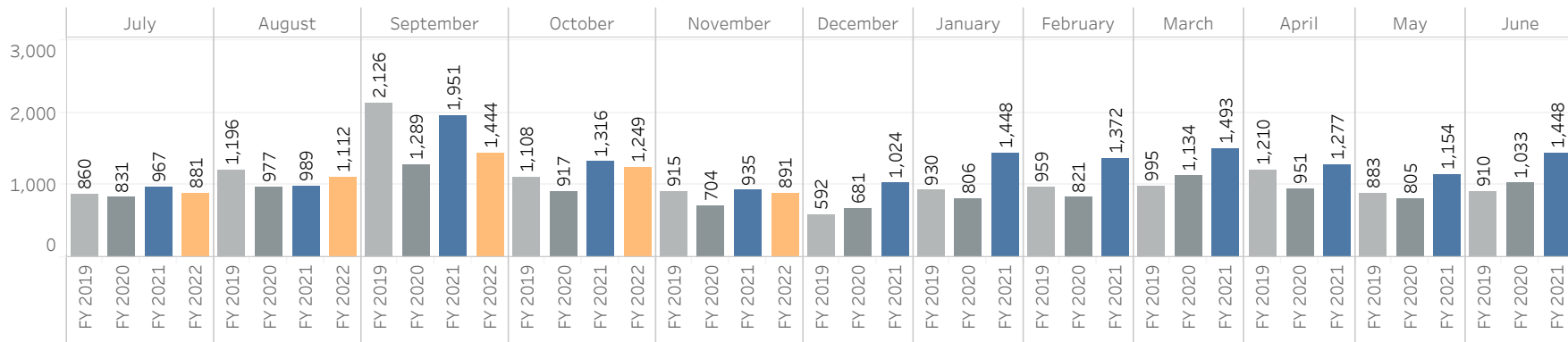
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

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

Help Desk Resolution Rates for PCS Services During November

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Office 365	672	63.8%	662	505	★76.3%	81.5%	93.8%	2021 Gartner Benchmark: First Contact Resolution ■ Above 71.0%
UW-Madison Google Apps	70	6.6%	64	32	★50.0%	92.3%	96.8%	
UW-Madison Zoom	121	11.5%	79	56	★70.9%	87.0%	85.7%	
UW-Madison Box	110	10.4%	67	41	★61.2%	93.8%	97.1%	User Services Target: Customer Satisfaction ■ At or above 85.0%
Qualtrics	54	5.1%	19	18	94.7%	91.7%	100.0%	
CloudFax, General	26	2.5%	16	6	★37.5%			

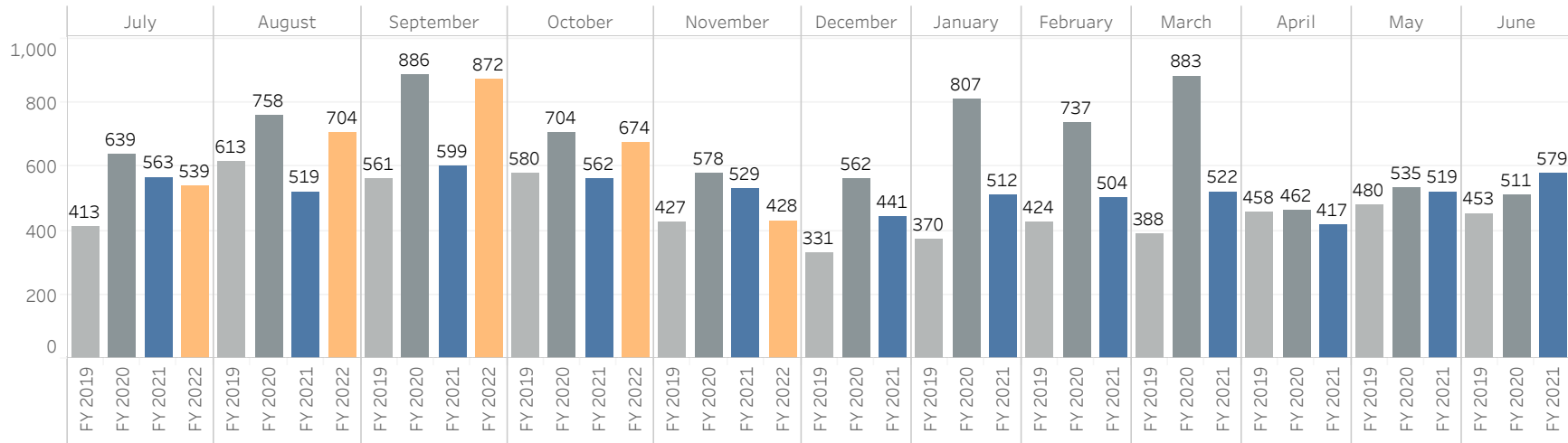
PCS Services Annual Help Desk Contacts



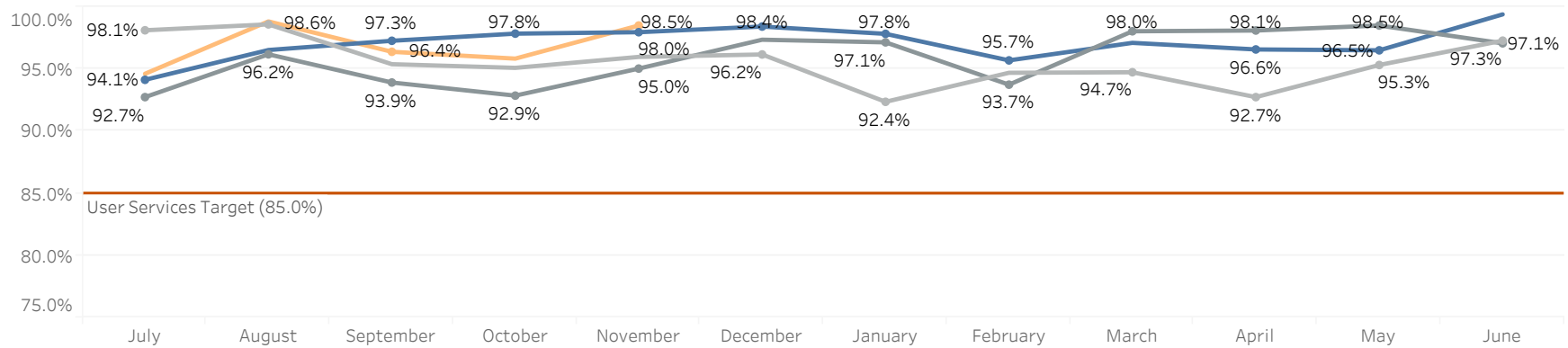
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents 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%.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts



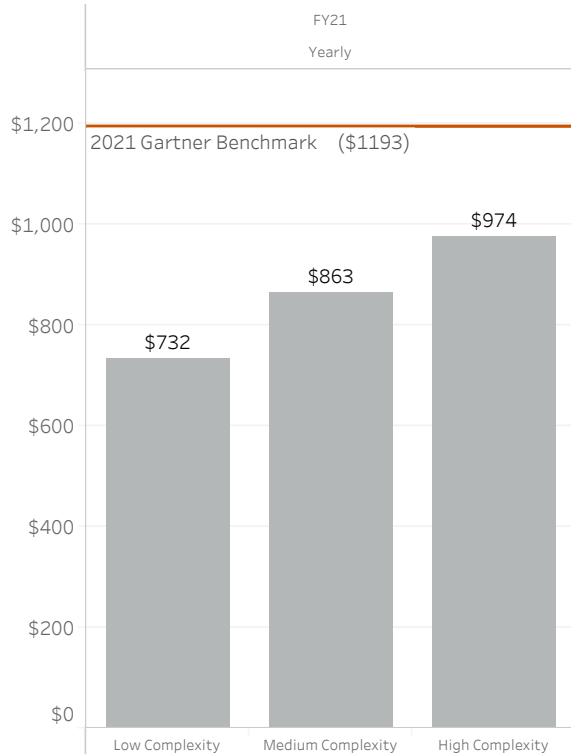
Customer Satisfaction



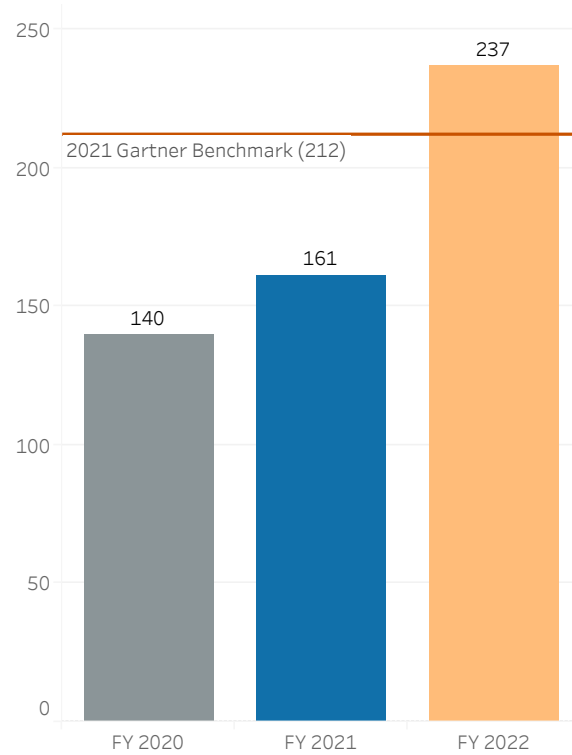
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams. Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?' 7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor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

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

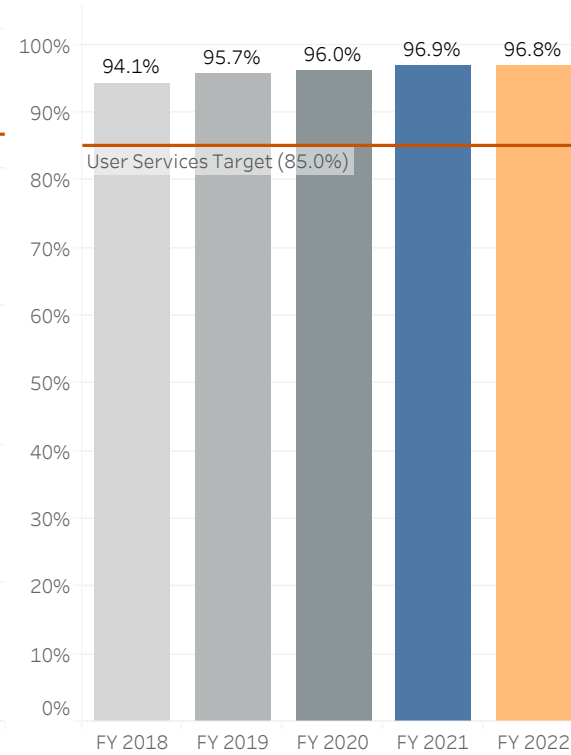
***Cost Per Endpoint**



****Endpoints Per Technician**



*****Customer Satisfaction**

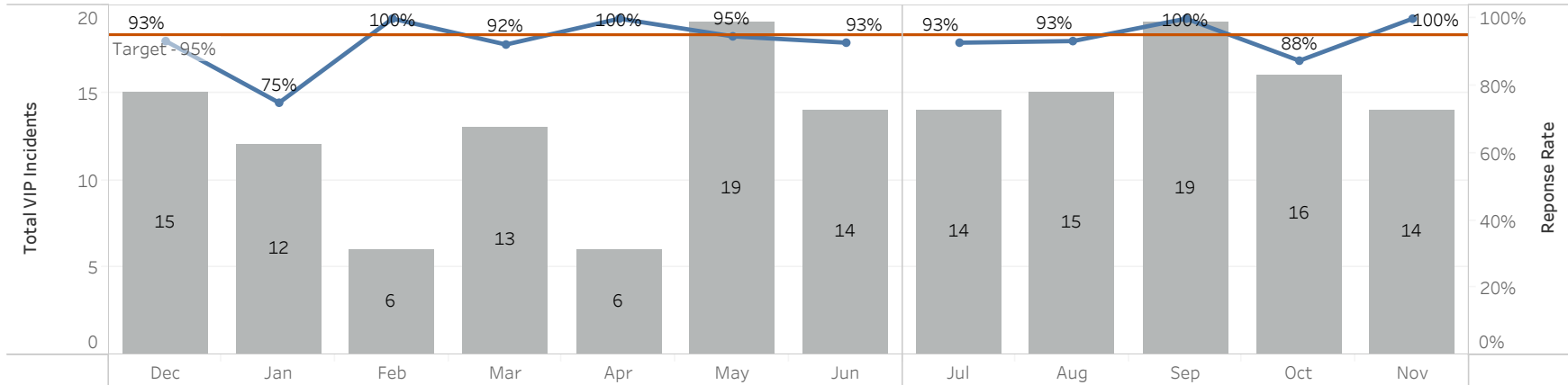


NOTES: The cost per endpoint calculation uses representative contracts to demonstrate the cost for low, medium, and high complexity for support contract customers (where complexity is a composite of factors such as diversity of supported models, geographic dispersion and scope of supported services).
 *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. Calculation updated twice annually. Most recently 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. Calculation updated twice annually. Updated August 2021.
 ***Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

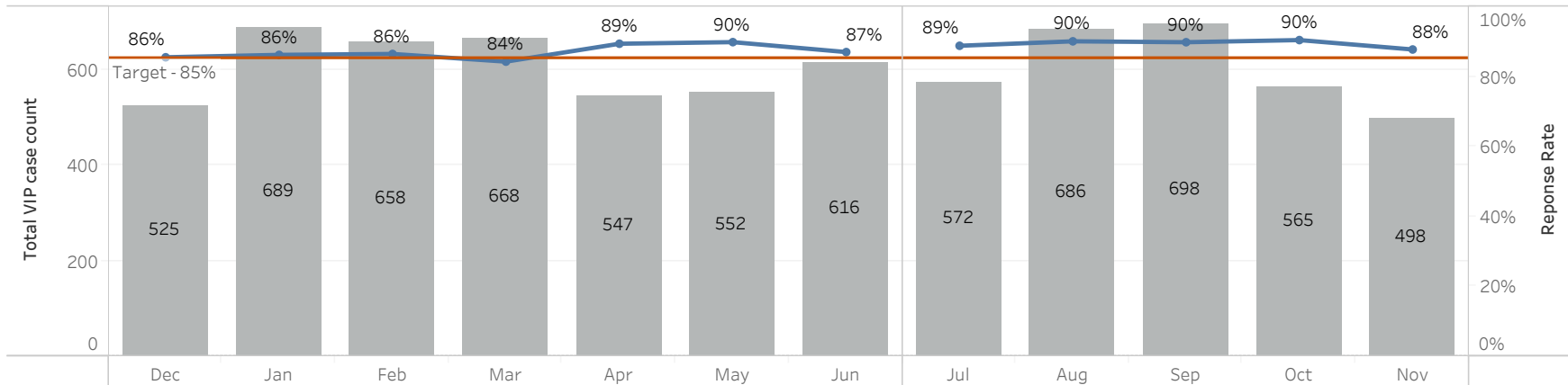
DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

Incident Priorities 1 & 2



Incident Priorities 3 & 4



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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
HRS	99.000%	100.000	★ 97.050	100.000	100.000	100.000	100.000	100.000	99.980	100.000	99.420	★ 87.960	★ 96.670
SFS	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	99.990	99.990	99.930	100.000	100.000	100.000
SIS	99.000%	100.000	99.930	100.000	100.000	99.940	99.910	100.000	99.770	100.000	100.000	100.000	★ 81.720
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	99.570	★ 96.080	100.000	100.000	100.000	100.000	99.720	100.000	100.000

Target Colors
■ ★ Below Target ■ Above Target




DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Sep %	Oct %	Nov %	Service	Target	Sep %	Oct %	Nov %	Service	Target	Sep %	Oct %	Nov %
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%	100.000	100.000	99.971
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%	100.000	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%	100.000	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%	99.931	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.987	100.000	100.000	UWC Sheboygan	99.900%	100.000	100.000	99.960
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	99.950
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	100.000	★ 99.235					

Target Colors

★ Below Target

■ Above Target

 Hardware failure at UW-Green Bay | Fox Valley caused us to miss our availability SLA for this location



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		IN					OUT		
		Sep-21	Oct-21	Nov-21			Sep-21	Oct-21	Nov-21
UW-Madison campus	Avg (Gb/sec)	10.2	11.2	11.9	UW-Madison campus	Avg (Gb/sec)	5.10	8.90	5.00
	Max (Gb/sec)	26.8	27.6	27.7		Max (Gb/sec)	72.60	70.40	10.40
	Min (Gb/sec)	1.7	2.3	2.2		Min (Gb/sec)	1.60	1.80	1.90
	% of full capacity (200Gbps)	5.1	5.6	6.0		% of full capacity (200Gbps)	2.55	4.45	2.50
UW-Madison research	Avg (Gb/sec)	17.0	33.5	28.1	UW-Madison research	Avg (Gb/sec)	19.30	23.00	19.30
	Max (Gb/sec)	57.2	128.9	115.4		Max (Gb/sec)	60.70	64.10	50.60
	Min (Gb/sec)	4.8	8.4	5.8		Min (Gb/sec)	2.50	7.10	6.90
	% of full capacity (200Gbps)	8.5	16.8	14.1		% of full capacity (200Gbps)	9.65	11.50	9.65
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3	Internet Exchange (MadIX)	Avg (Gb/sec)	1.50	1.20	1.20
	Max (Gb/sec)	1.0	3.7	1.6		Max (Gb/sec)	8.60	3.50	3.50
	Min (Gb/sec)	0.3	0.0	0.0		Min (Gb/sec)	0.23	0.26	0.18
	% of full capacity (20Gbps)	1.6	1.6	1.5		% of full capacity (20Gbps)	7.50	6.00	6.00



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: 8
Total APs: 1198

	Target	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Avg. AW1-AP Uptime	99.500	★98.553	★98.591	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080	★98.602	★98.707
Avg. AW1-Controller Uptime	100.000	★99.932	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		80.84	71.48	67.25	63.55	60.33	48.16	60.67	28.84	21.29	61.13	19.42	13.47

Airwave 2

Total Controllers: 8
Total APs: 7225

	Target	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Avg. AW2-AP Uptime	99.500	99.659	99.675	99.828	99.869	99.882	99.820	99.696	★96.845	99.839	99.508	★98.894	99.970
Avg. AW2-Controller Uptime	100.000	★99.992	★99.991	100.000	★99.986	100.000	100.000	100.000	100.000	100.000	★96.117	100.000	100.000
Avg. AW2-Down AP		28.61	53.29	8.43	8.23	5.20	10.81	152.53	59.68	41.48	521.97	55.90	3.17

Airwave 3

Total Controllers: 4
Total APs: 7341

	Target	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Avg. AW3-AP Uptime	99.500	99.844	99.874	99.860	99.912	99.934	★96.984	99.818	99.764	99.763	★96.124	99.873	99.860
Avg. AW3-Controller Uptime	100.000	100.000	★99.988	100.000	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965	100.000	100.000
Avg. AW3-DownAP		12.1	18.6	12.4	7.0	6.1	9.8	84.8	11.1	38.2	590.8	7.1	11.2

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	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.720	100.000	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.960	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	99.940	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 96.230	100.000	100.000
Storage	99.900%	100.000	100.000	★ 99.290	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	99.960	100.000	100.000	100.000	★ 99.770	100.000	100.000	100.000	100.000	★ 97.180	100.000
WiscIT (Cherwell)	99.500%	★ 99.380	100.000	99.850	99.580	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000	99.830	99.890

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For November, 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	99.97	351	34	280.8	293.0
Linux	99.95	99.98	438	179	175.2	234.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	17.10%
DoIT internal customers	2	6.80%
DoIT - Microsoft SQL Server Hosting	3	6.00%
SFS	4	4.70%
Globus	5	4.20%
BOREAS Net	5	1.30%
PSaaS	7	1.10%
FP&M	8	0.80%
Wisconsin Education Career Access Network	8	0.80%
SIS	8	0.80%

Top Customers By Server Count

Identity and Access Management	1	89
SFS, HRS	2	78
Cybersecurity	2	78
Student Information System	4	39
DoIT Web Platform Services	5	32
Wisconsin Historical Society	6	29
PSaaS (PeopleSoft as a Service)	6	29
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	20



DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	August	September	October	November
Confirmed Vulnerability	1	8	18	3	2
	2	1,069	78	62	150
	3	721	1,642	1,977	1,760
	4	1,249	1,314	669	913
	5	161	734	317	71
Needs investigation	3	5		5	5
	4	1	9	37	
	5	2	6		1
Potential Vulnerability	2	1	1	4	2
	3	26	18	8	5
	4	3	12	133	5
Grand Total		3,246	3,832	3,215	2,914

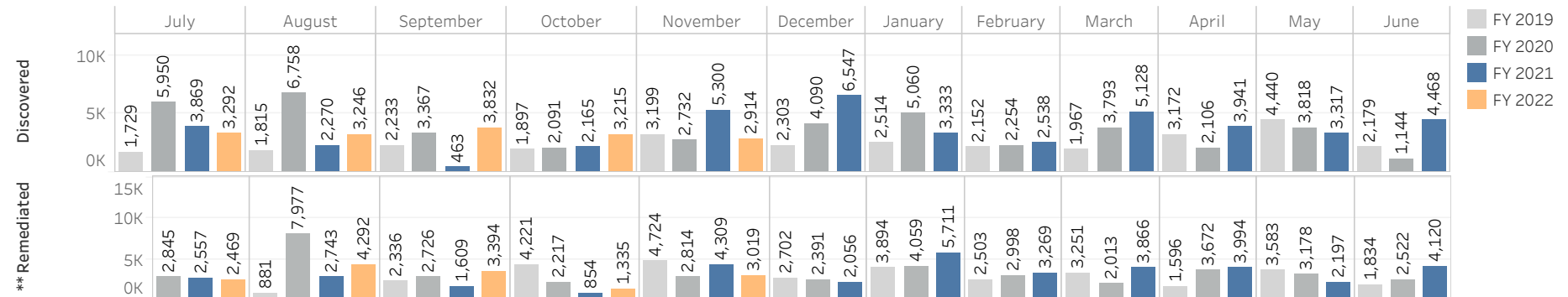
*Active & Urgent Vulnerabilities

205

Remaining From November

1

SEO Vulnerabilities Summary



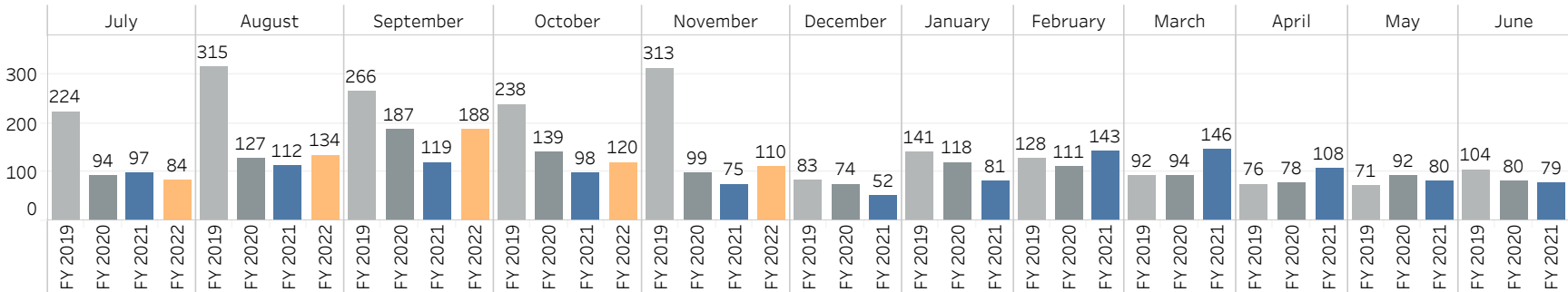
NOTES: Data in this visualization is pulled directly from Cherwell
 * Refers to the number of active vulnerabilities with a severity of 4 or 5.
 **Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Month Incident Summary by Subcategory

		August	September	October	November
Campus Network	AANTS	2	6	1	13
	Bandwidth Threshold Alarm	2			
	Firewall/Content ID	1	1		1
	Firewall/Problem	2		3	3
	Firewall/Rules	4	6	2	3
	Port Error Threshold Alarm				1
	Request/Data Jack/Activation	3	6	5	1
	Request/Data Jack/Installation	1		1	
	Request/DHCP	1	1	4	2
	Request/DNS/Hostmaster		1		
	Request/DNS/Network Services	14	20	19	31
	Request/Equipment Installation	5			1
	Request/Hardware	3	2	1	2
	Request/IP Allocation	32	19	26	20
	Request/New Installation (wired/wireless)		1		1
	Wired Network Issue	11	8	9	5
	Wireless	7	43	10	9
Wireless Device Registration		6			
Campus Network Housing	Device Registration HAP	9	43	11	3
	Device Registration non-HAP	2	3	1	
	HAP Reset	1	1	1	
	Submit Incident	1	1	4	
VPN	Client Issue	1	1	2	
	Submit Incident	30	16	15	8
eduroam	Feedback			1	17
	Setup		1	1	
	Submit Incident		1	4	5
Others	Troubleshooting		1		
		2			1
Grand Total		134	188	121	127

OpEng Incident Summary



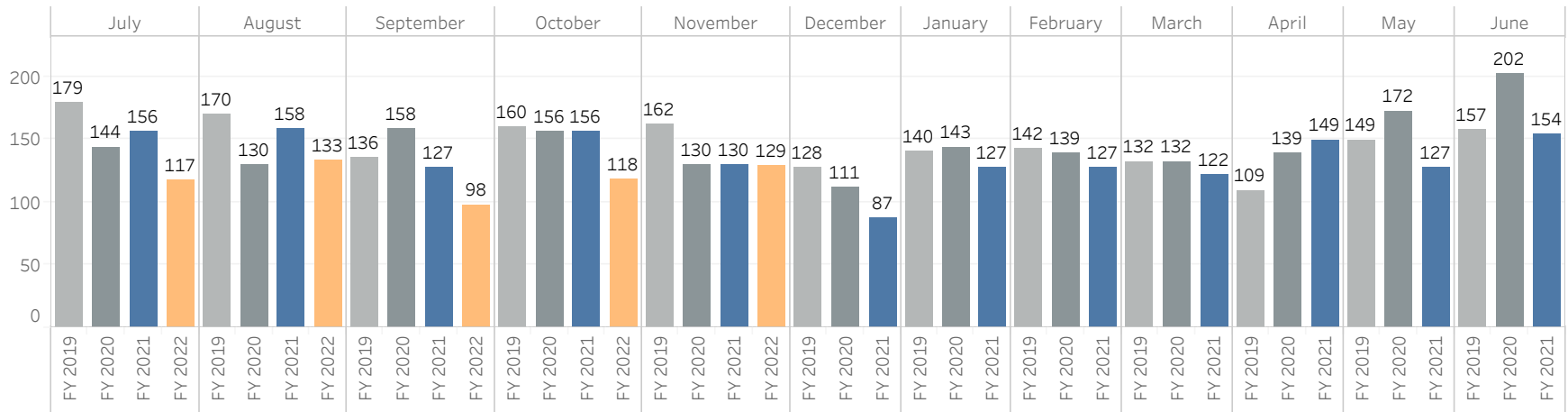
NOTES: Incident counts are pulled directly from WisCIT (Powered by Cherwell) as incidents touched by the OpEng Team

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	August	September	October	November
Boreas	11	7	6	7
Campus Network	161	123	100	67
MUFN	7	3	2	3
Northern Tier	4	4	4	3
UW SysNET	31	12	10	11
Other DoIT Technical Services	87	60	53	36
Grand Total	301	209	175	127

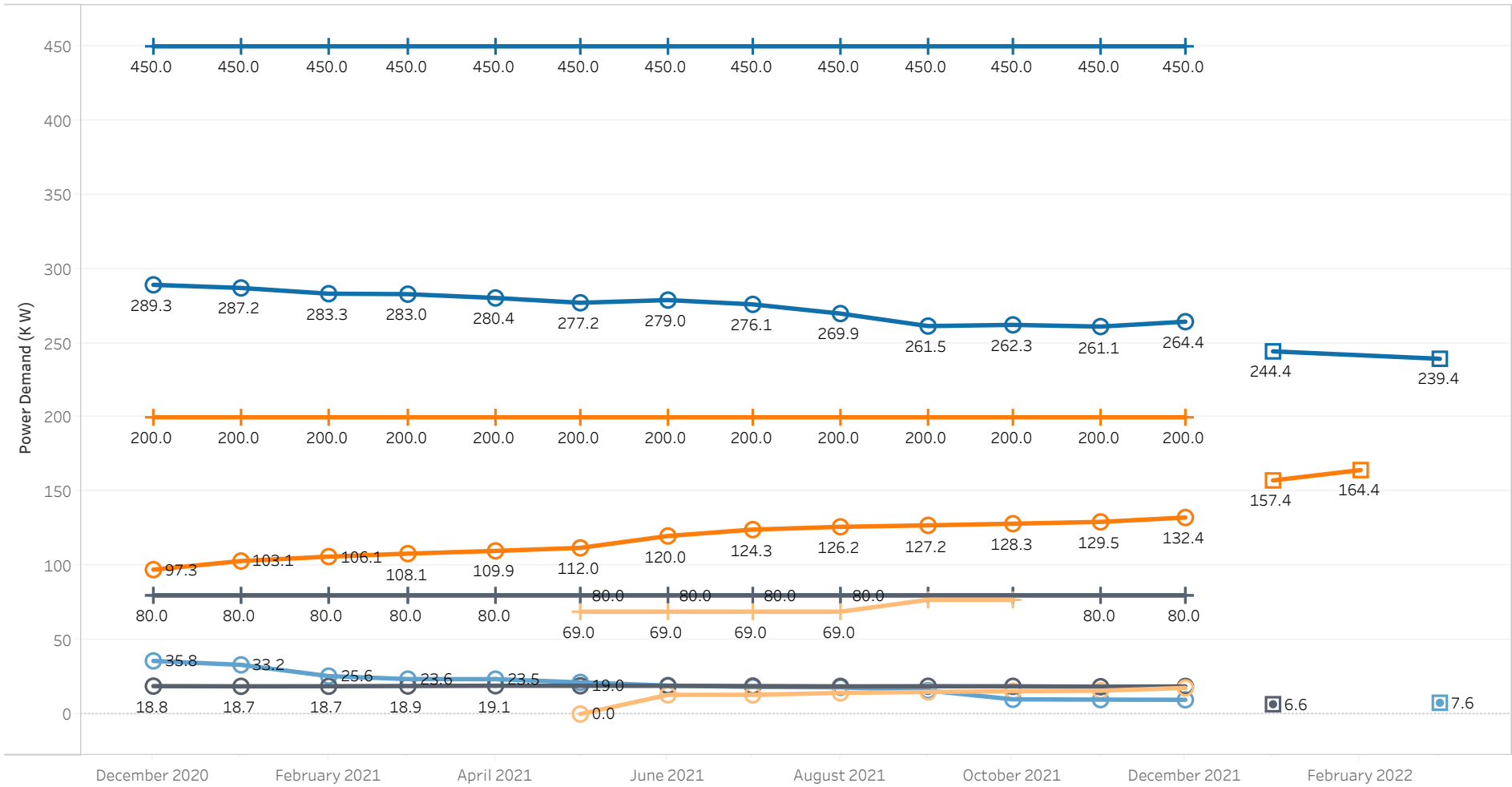
SEO Outage Summary



*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

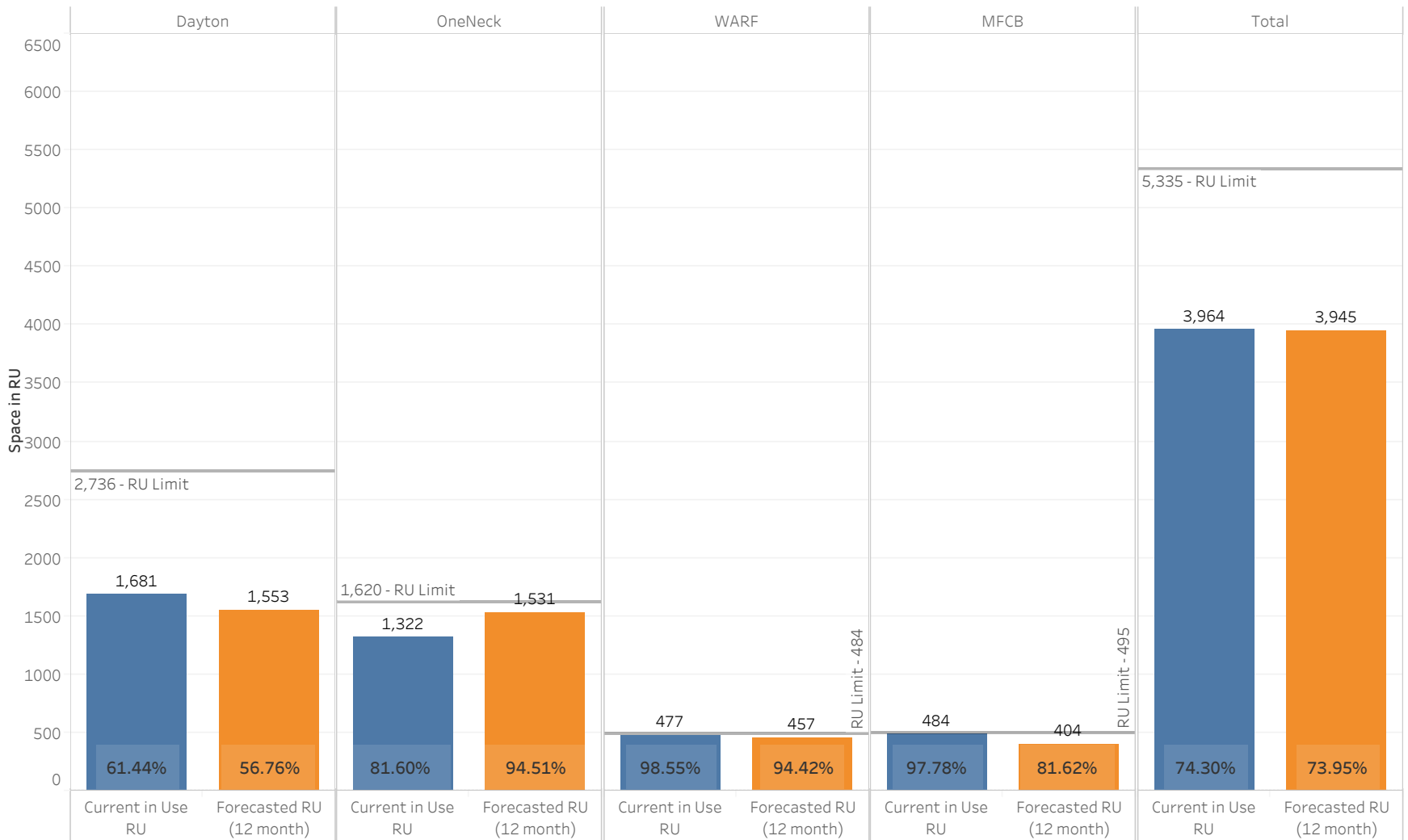
■ MFCB

■ WARF



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

DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



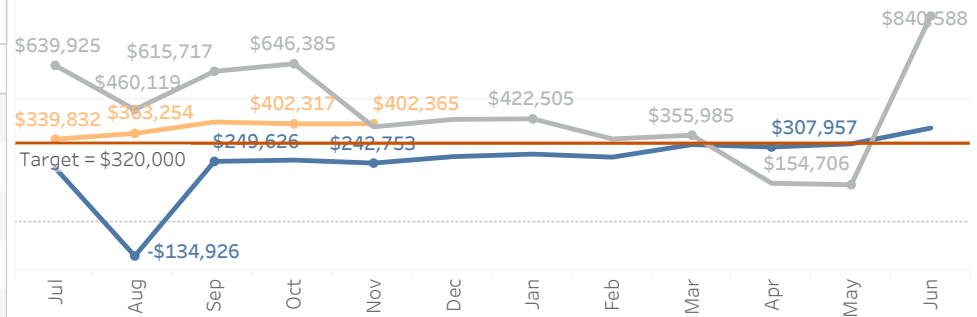
RU = Rack Units
 Usage and one year forecast at the conclusion of November, FY 2022.
 RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

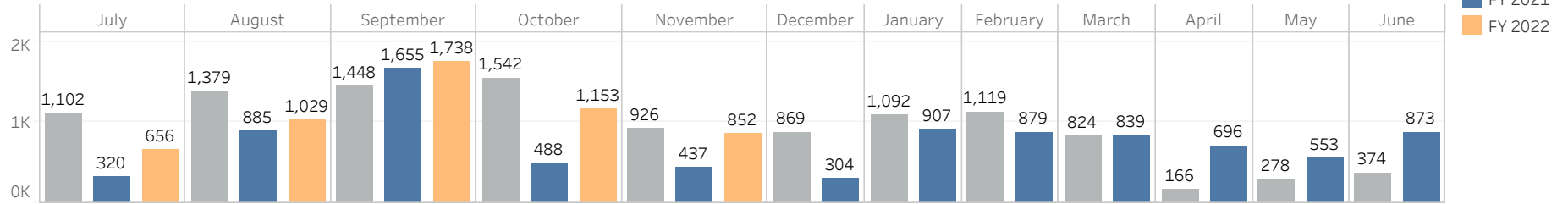
DPPS Rework Information

	Total Job Reruns	Total Cost Reruns	Average Real Rework
June	0	0	0
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0

*DPPS - Historical - Total Revenue



DPPS - Annual - Total Jobs



Average On-Time Percentage by Stream

	June	July	August	September	October	November
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	100.00%	★92.30%	★94.50%	★95.60%	★95.96%	★95.00%
J - Digital Color	★95.67%	★97.90%	★96.55%	★96.40%	★94.37%	99.96%
K - Contract	★91.17%	★96.42%	★96.20%	★97.20%	★91.70%	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%



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

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



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov 21	
Kaltura	Incidents Resolved by Help Desk	15	10	11	45	23	34
	Incidents Resolved by Learn@UW Madison	5	5	11	17	11	6
	Average Play Time (mins)	11	11	7	10	16	17
	Contributors	760	754	636	1,562	1,632	2,300
	Duration of uploaded media (minutes)	84,087	61,877	46,585	223,966	246,844	245,070
	New Media Assets	3,808	3,225	2,407	7,166	7,289	7,793
	Number of Plays	231,034	215,461	135,328	579,529	609,008	537,317
	Storage Utilized (TB)	161	162	163	170	178	185
	Time Played (mins)	2,618,012	2,404,480	999,966	5,998,479	9,454,990	9,371,876
	Total Media Assets	338,174	341,496	343,747	350,905	358,307	366,217
Unique viewers	7,067	5,497	6,726	25,287	25,074	24,563	
Turnitin	Incidents Resolved by Help Desk	1	3	1	2	1	2
	Incidents Resolved by Learn@UW Madison	1	1	0	2	0	0
	Active Classes	160	162	344	653	679	668
	Active Instructors	222	210	396	729	890	909
	Instructor Accounts	3,122	3,142	3,224	3,425	3,567	3,619
	Student Accounts	27,687	23,903	22,290	29,009	32,509	31,587
	Submissions	4,335	8,970	2,502	23,921	50,594	46,723
ACAR	Incidents Resolved by Help Desk	0	0	0	2	1	1
	Incidents Resolved by Learn@UW Madison	10	7	3	9	2	0
	New Pressbooks this Month	1	0	2	2	0	4
	New Storyline 360 Modules this Month	2	0	0	0	1	0
	Total Pressbooks	558	558	559	561	561	565
	Total Storyline 360 Modules	194	194	194	188	190	190
Unique Users	9,550	9,594	9,663	11,396	11,495	11,552	
Canvas	Incidents Resolved by Help Desk	165	105	217	437	158	140
	Incidents Resolved by Learn@UW Madison	64	46	69	109	46	67
	Active For-Credit Courses	863	960	964	4,019	4,096	4,120
	Active Training Courses	703	717	734	751	753	757
	Unique Instructors	1,385	1,464	1,482	5,456	5,592	5,676
	Unique Students	12,125	12,308	12,282	44,523	44,606	44,514
Atomic Assessments	Incidents Resolved by Help Desk	0	0	0	7	1	0
	Incidents Resolved by Learn@UW Madison	0	0	0	3	6	3
	Active Courses	23	28	81	60	63	51
	Instructors	45	41	57	339	476	425
	Unique Students	403	367	509	3,051	4,283	3,828

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 assets this month

Contributors: Persons uploading assets to Kaltura - most often instructors.

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

-Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers

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)

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.



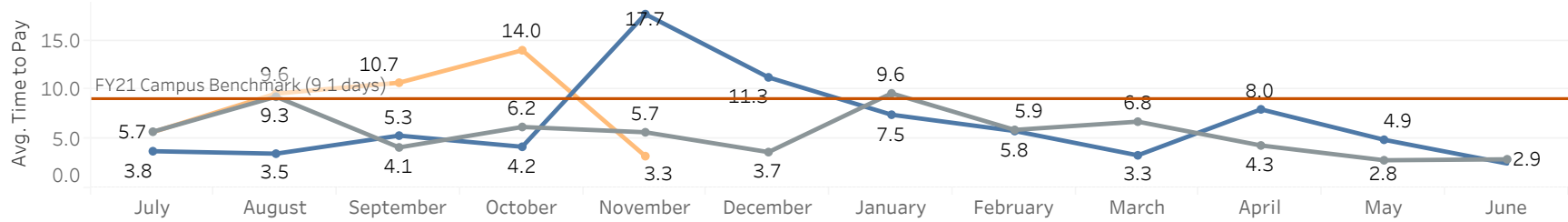
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT



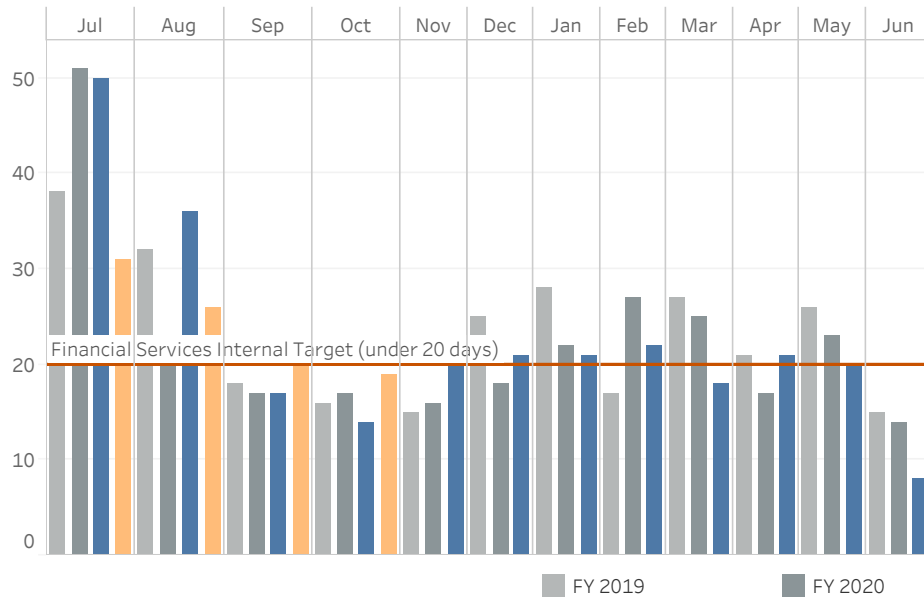
		Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Notes:
Top Hat	Active Courses							Top Hat Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students Student: Students with Top Hat licenses enrolled in an "active course" Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Learn@UW Madison	0						
	Incidents Resolved by Help Desk	0						
	Unique Instructors							
	Unique Students							
AEFIS	Incidents Resolved by Learn@UW Madison	26		30	47	34	63	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 Honorlock to proctor exams. Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
	Incidents Resolved by Help Desk	3		13	7	6	9	
	Total completed evaluations							
	Syllabi usage							
	DESL Usage							
	Training Workshops							
	Q&A Workshops							
	Attendance at all Workshops							
DESL technical workshops								
Honorlock	Exams per student	2	2	2	2	3	2	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
	Support tickets closed by Help Desk	1	2	0	2	6	1	
	Support tickets closed by Learn@UW-Madison	0	0	1	1	1	1	
	Total courses	53	44	35	56	95	102	
	Total exams	3,166	3,069	1,905	6,215	21,423	13,015	
	Unique students	1,447	1,409	1,269	2,796	7,663	7,363	
LEAD	Instructor views of "Grades by Page Views" visualization	0	0	1	9	10	8	
	Instructor views of "Home Page" visualization	0	1	2	20	16	11	
	Instructor views of "Page Views by Activity Type" visualization	0	0	1	7	6	6	
	Instructor views of "Page Views by Date and Hour" visualization	0	2	0	20	16	14	
	Support tickets closed by Help Desk		0	0	0	0	0	
	Support tickets closed by Learn@UW-Madison		0	0	0	0	0	
	Total instructor views	0	3	4	56	48	39	
Engage eText	% of students opted out							*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.
	Course sections							
	Courses							
	Departments							
	Schools / Colleges							
	Student enrollment							
Unique instructor combos								

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement



*Days from SFS Close to CBS Close



*Days from CBS Close to Management Report Completion

July	15	2	5	4
August	7	2	3	2
September	9	4	3	1
October	7	4	0	1
November	0	3	0	
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

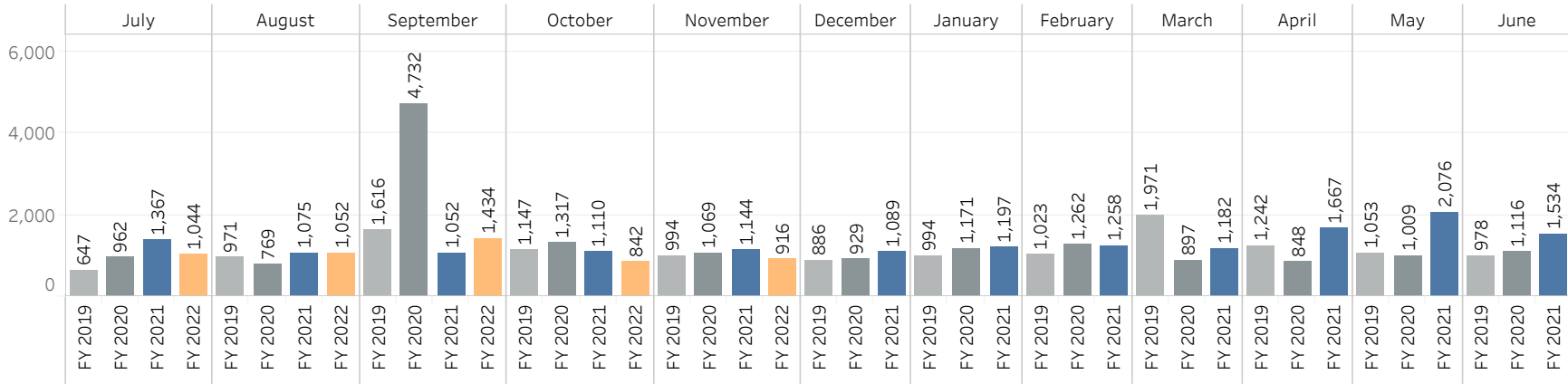
July	53	53	55	35
August	39	22	39	28
September	27	21	20	23
October	23	21	14	20
November	15	19	20	
December	62	35	23	
January	30	26	22	
February	23	29	22	
March	29	31	21	
April	27	24	22	
May	33	28	25	
June	20	19	42	



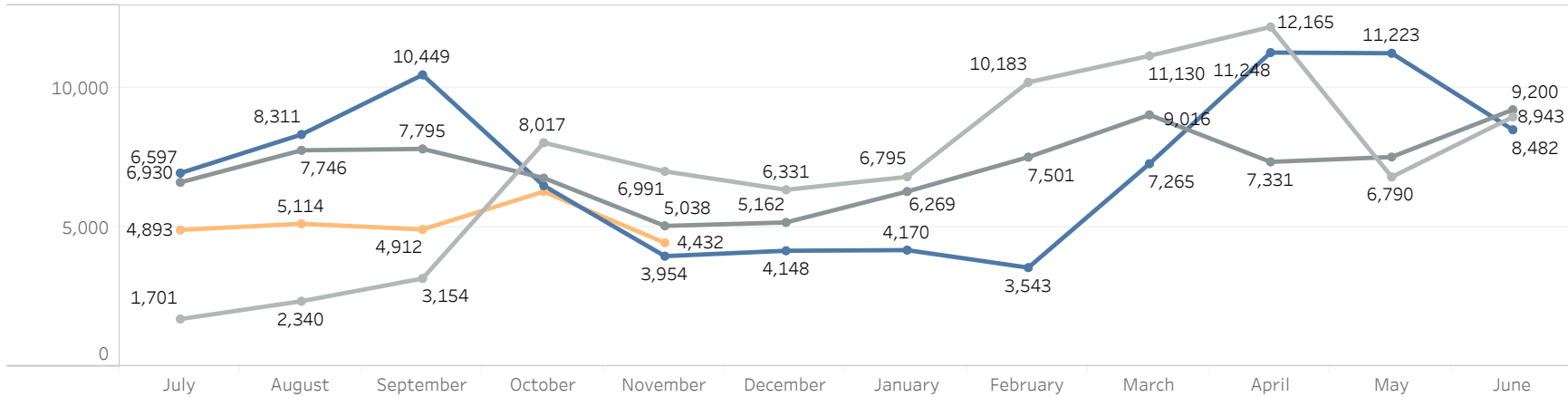
*If blank, data is currently unavailable.

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.

DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

	Intake Stages			Active		
	Opportunity Development & Project Proposal Stage 0 & 1	Project Prioritization Stage 2	Project Scheduling Stage 3	Execution & Go Live Stage 4	Project Close Stage 5	Sum of Median Days in Each Stage
Median Days in each Stage	1	1	7	267	10	286
	Queued		On Hold	Active		
				Execution & Go Live Stage 4	Project Close Stage 5	*Completed
Projects on Primary Projects List	9		11	113	8	34



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 November FY 2022.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

Service Name	Department	FY 2022		Service Name	Department	FY 2022	
		Q1	Q2			Q1	Q2
AANTS	NS	P		NetID Kerberos	AIS	P	
Campus Active Directory	AIS	P		NetID Multi-Factor Authentication (MFA)	AIS	P	
Campus Video Security	SEO	P	P	NetID Radius	AIS	P	
Canvas	AT	P		PCI-Infrastructure	SEO	P	P
CBS	EBS	P		PeopleSoft as a Service (PSaaS)	EBS	P	
CCAS - Campus Card Access System	SEO	P	P	PRISM	EBS	P	
Cisco Contact Center	NS	P	P	SA-Infrastructure	SEO	P	P
Cisco Voice Mail	NS	P	P	Scholarships@UW-Madison	EBS	F*	
Critical Infrastructure Active Directory	AIS	P		Security Event Management	CS	P	
DNS	NS	P		SFS - Shared Financial System	EBS	P	
DoIT Gitlab Repository Services	AIS	P		Shared Drive - File Storage	SEO	P	
ECRT (Effort Reporting)	AIS	P		SIS - Student Information System	EBS	P	P
Electronic Report Distribution and Printing (Cypress)	SEO	P		SOAR Reservation System	AIS	P	P
Enterprise Content Management Service (ECMS)	AIS	P	P	SOLAR	EBS	P	
FASTAR - MILER	EBS	P		System Active Directory	AIS	P	
Housing Administration Applications	EBS	P		UDS LDAP	AIS	P	
HRS - Human Resource System	EBS	P		UW System Proxy IdP	AIS	P	
IAM Reverse Proxy	AIS	P		UWBI (Business Intelligence)	EBS	P	P
Informatica (FASTAR)	EBS	P		UWP1 Service	EBS	P	
Life-Safety Building Environmental Control and Fire Alarm Monitoring	SEO	P	P	UWPDR Service	AIS	P	
Madison Reverse Proxy	AIS	P		Web Hosting	AIS	P	
Manifest	AIS	P		WisclT	US	P	P
NetID Account Management	AIS	P		Wisconsin Federation (WAYF)	AIS	P	
NetID IdP	AIS	P		WiSH - Wisconsin Scholarship Hub	EBS	P	F

Pass (P)
 Fail (F)



NOTES: * Indicates services in the End of Service Life (EoS) state that are not yet fully decommissioned.
 **completion rate represents the percent of DoIT Operated High Risk Data containing services that 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 November FY 2022.
 Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.

	FY 2022	
	Q1	Q2
**Completion rate	100%	25%

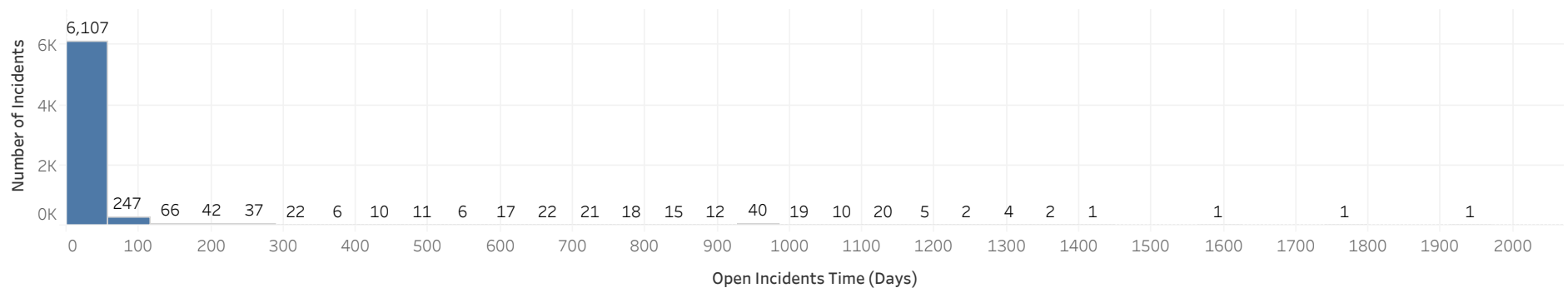
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 12/01/2021

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	75	505	299	38	3
AT	5	18	12	23	6
CTO					
Cybersecurity	1,100	1,781	68	51	3
DoIT Communications	2	15	1		
DoIT HR	1	3	5	36	
EBS		1	2		
FS					
Non-DoIT teams	3	14	8	22	
NS	35	110	47	143	64
PMO					
SEO	37	25	36	32	
US	274	1,183	233	277	164
Other		2	2	1	
Grand Total	1,532	3,657	713	623	240

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

DoIT High Risk Data - A new page is added this month for DoIT High Risk Data. This displays DoIT operated Technical Services in the CMDB marked as having High Risk data and the state of any attached Backup / Recovery audit records. Deactivated/decommissioned services are not included

Project Management Office - PMO metrics have been adjusted and added back to the report this month. The PMO metrics display PMO portfolio metrics for project stages and totals.

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.