



# **DoIT Operations Monthly Report**

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February 2020

Published March 13, 2020



**DoIT Operations Report  
Table of Contents**

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Applications Infrastructure Services	page 1
User Services	page 2-8
Enterprise Business Systems	page 9
Network Services	page 10-12
Systems Engineering & Operations	page 13-18
Academic Technology	page 19-20
Financial Services	page 21
Monthly Updates	page 22
Technical Notes	page 23

## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

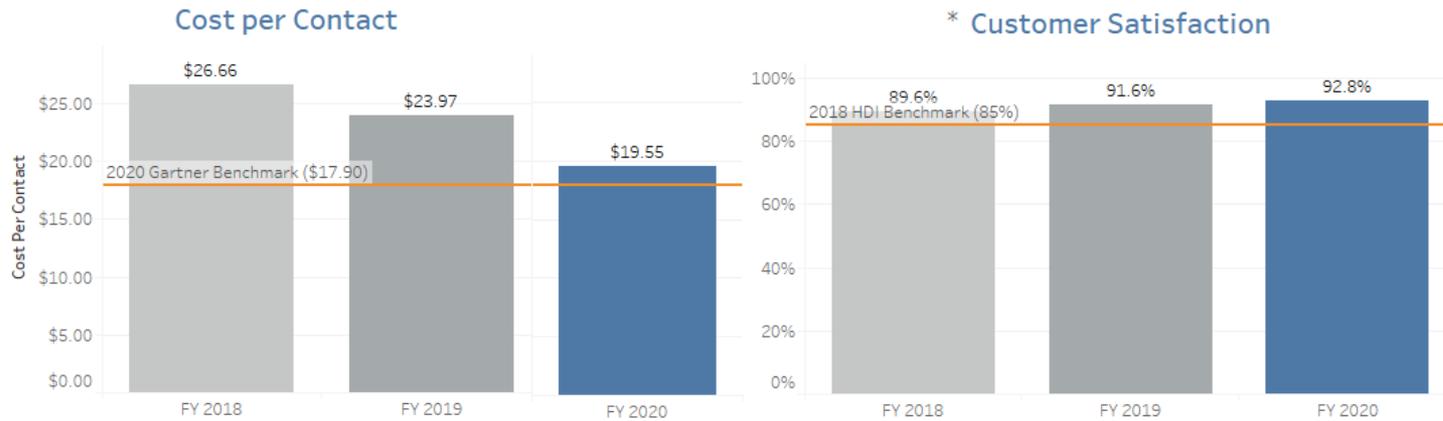
Service	Target1	FY 2020							
		July %	August %	September %	October %	November %	December %	January %	February %
API Manager	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Enterprise Content Management (ECM)	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 97.555
Enterprise Service Bus (ESB)	99.000%	100.000	100.000	99.877	99.826	100.000	100.000	100.000	100.000
Knowledgebase (KB)	99.000%	100.000	100.000	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	100.000	99.906
NetID Login	99.900%	100.000	100.000	100.000	100.000	★ 99.705	100.000	100.000	100.000
Shared Web Hosting	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000	99.975	★ 98.716
Wisc Web	99.000%	★ 96.002	99.879	99.781	100.000	99.550	100.000	99.975	★ 97.548

Target Colors  
★ Below Target    ■ Above Target

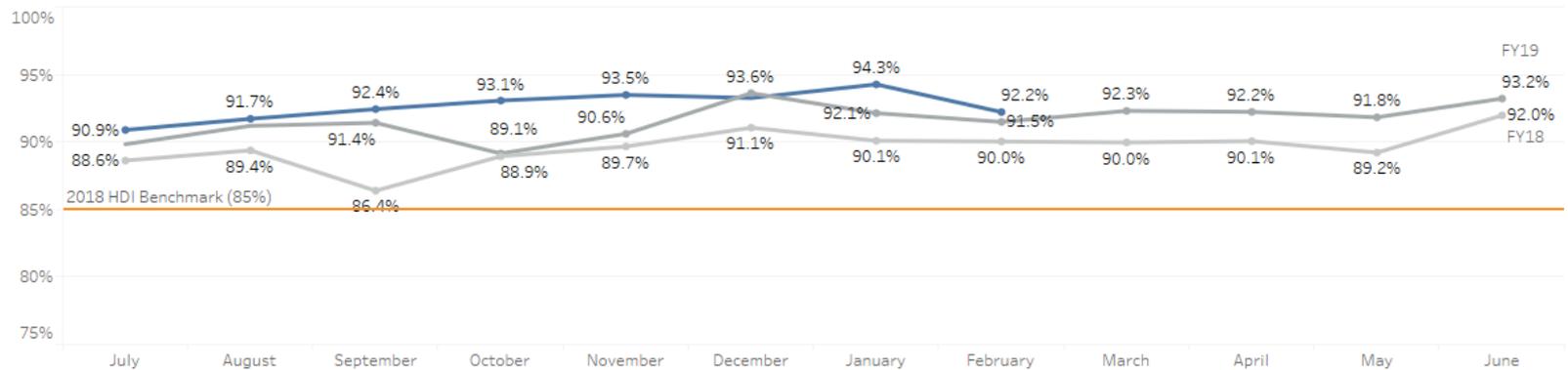


This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-HELP DESK OVERVIEW



### 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?"

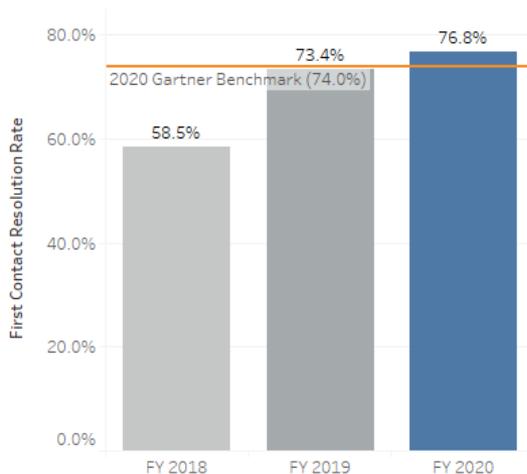
\*2018 HDI Benchmark will be used until the release of the 2019 numbers.

Gartner 2019 Benchmark Cost Per Contact is \$16.30.

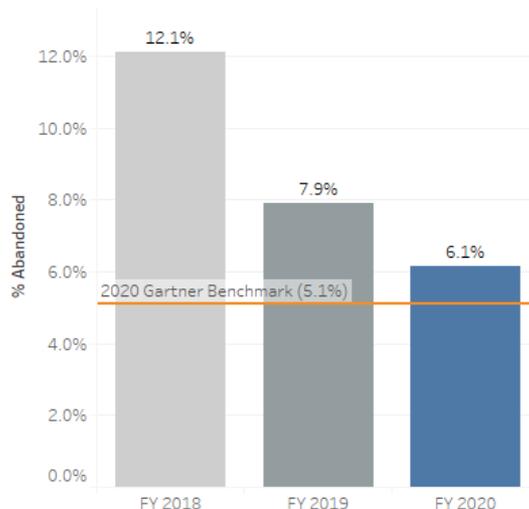


This visualization was created by the Department of User Services.

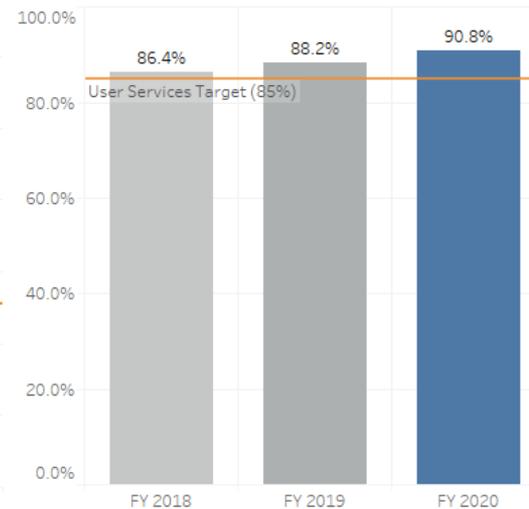
**\*Help Desk Average First Contact Resolution**



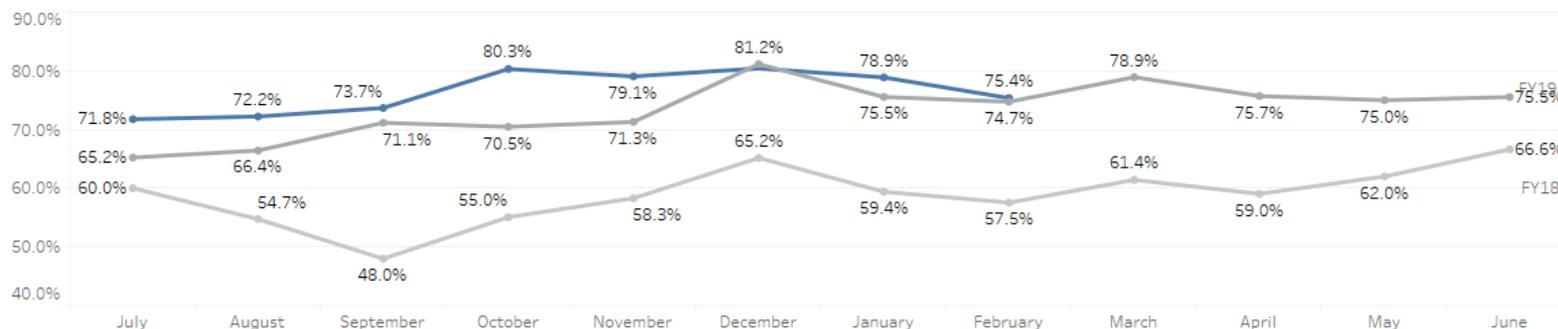
**Help Desk Abandonment Rate**



**\*\*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.

Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%.



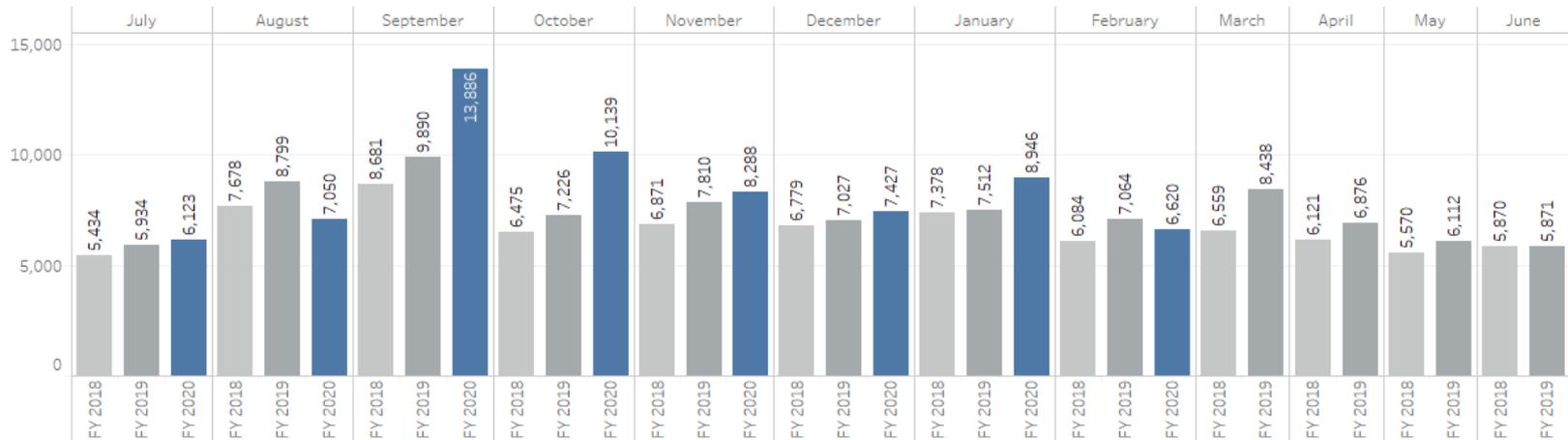
This visualization was created by DoIT in the Department of User Services.

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

February	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	1,201	18.1%	1,131	94.2%
Multi-factor Authentication (MFA)	879	13.3%	846	96.2%
Office 365	632	9.5%	568	89.9%
REFERRALS	438	6.6%	417	95.2%
BadgIRT (Security)	390	5.9%	319	★ 81.8%
Campus Network	235	3.5%	122	★ 51.9%
Learn@UW - Canvas Madison	234	3.5%	178	★ 76.1%
PERSONAL SOFTWARE SUPPORT	192	2.9%	179	93.2%
VoIP	165	2.5%	101	★ 61.2%
MyUW Madison	164	2.5%	145	88.4%

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

## Help Desk Annual Contacts



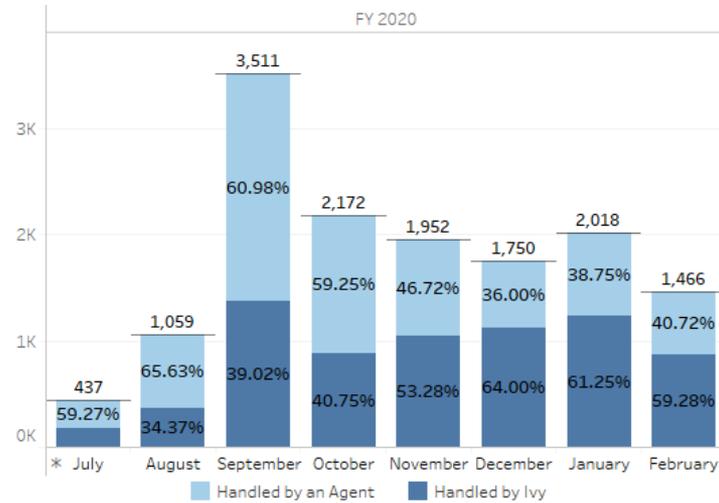
NOTES: \* Walk-in incidents are included for only FY20 to reflect the Walk-in & Help Desk merger  
 \*\*Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)

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



## DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

### Number of Chat Contacts



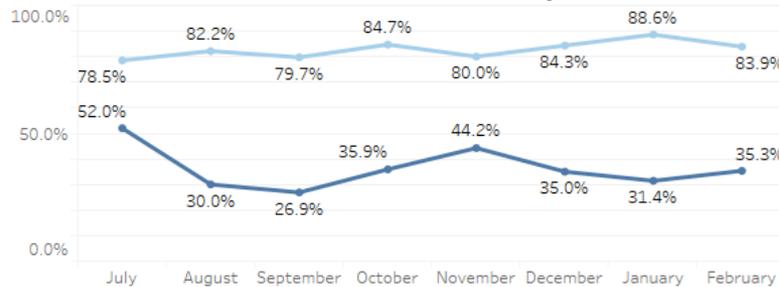
Hi there! I'm Bucky.

Average Ivy Chat Duration:  
22.99 Mins

### Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	9,352	65.10%
NetID issues	2,397	16.69%
MyUW (Student Center, Faculty Center, etc.)	905	6.30%
Office 365	594	4.13%
Learn@UW	355	2.47%
Departmental VIP Support	267	1.86%
Windows	158	1.10%
Macintosh	155	1.08%
Administrative Systems (SIS, e-Reimbursement, etc.)	108	0.75%
Product Info or Order Lookup	75	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



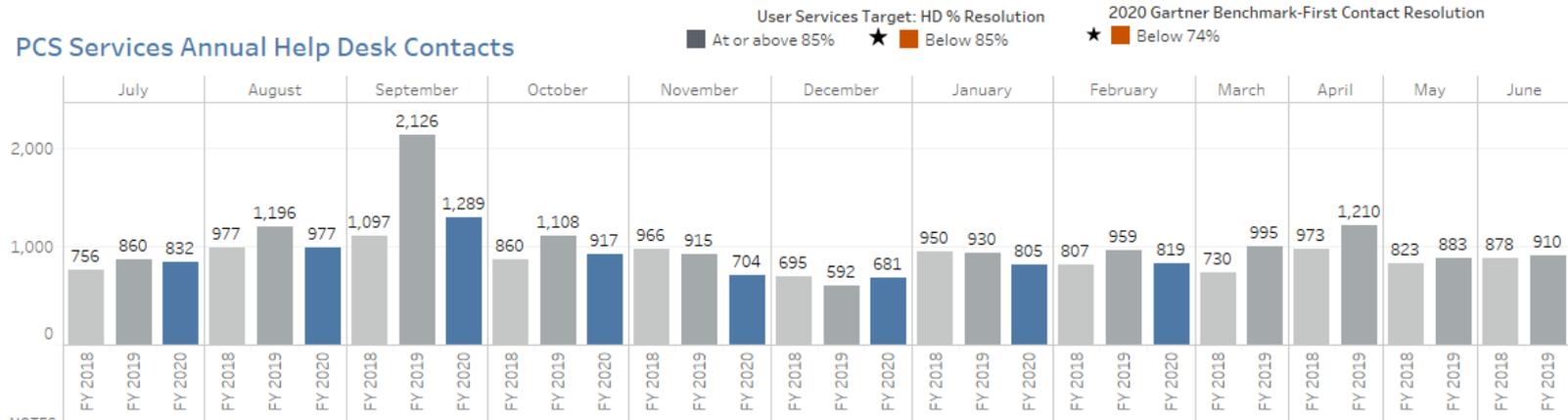
This visualization was created by DoIT in the Department of User Services.

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

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

February	All Incidents	% of Incidents	* HD % Resolved	HD Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	632	77.2%	89.9%	568	★ 66.8%	87.0%
UW-Madison Box	106	12.9%	★ 66.0%	70	★ 46.4%	95.2%
WisList	36	4.4%	88.9%	32		100.0%
UW-Madison Google Apps	21	2.6%	★ 81.0%	17	★ 64.5%	100.0%
Qualtrics	24	2.9%	87.5%	21		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?"

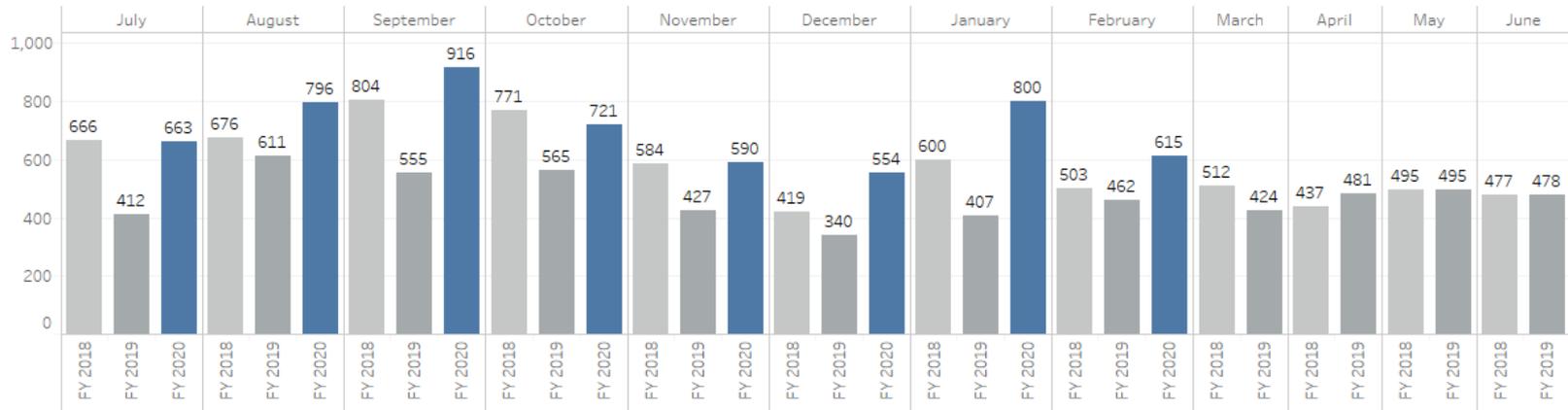
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



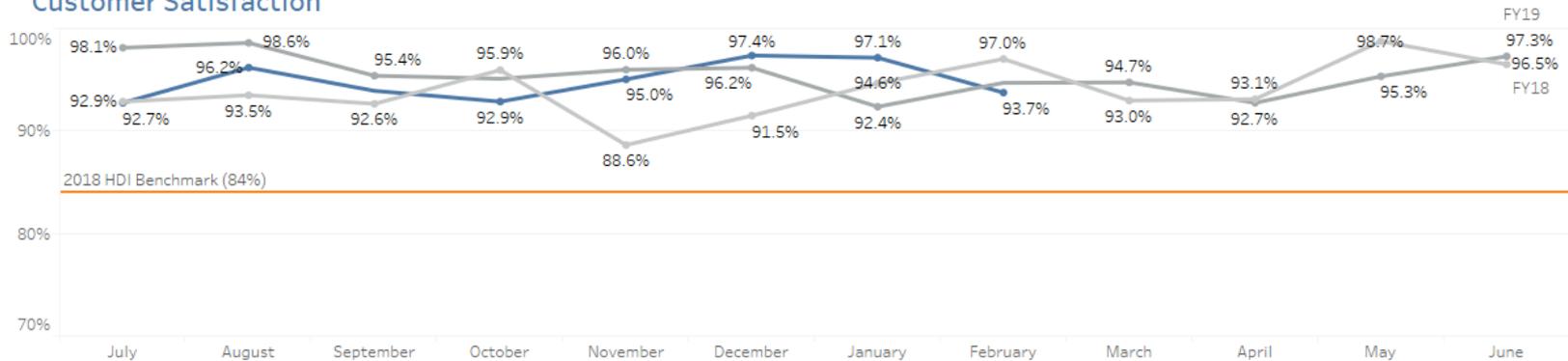
This visualization was created by the Department of User Services.

## 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.

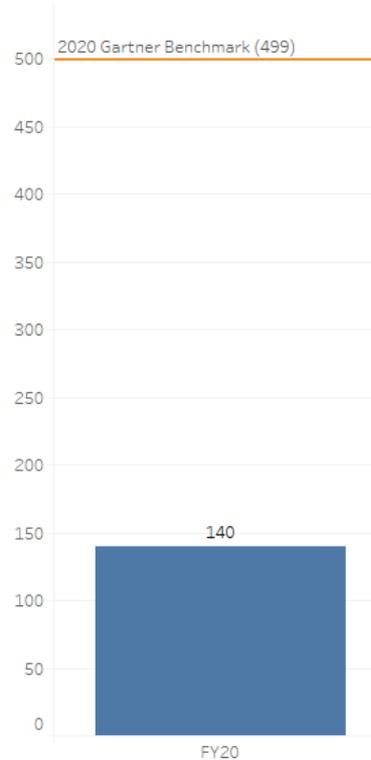


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

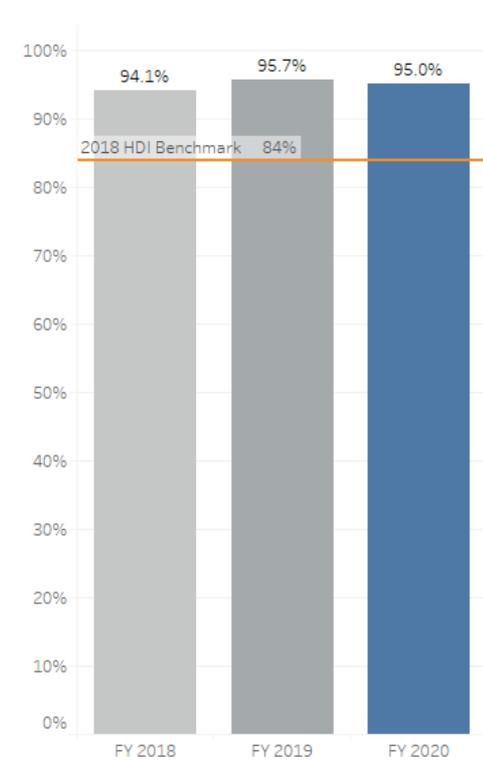
### Cost Per Endpoint



### \* Endpoints Per Technician



### \*\* Customer Satisfaction



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).

\*2020 Gartner Benchmarks include printers. We are exploring the ramifications for our reporting methods. 2019 Gartner benchmark was 283 Endpoints per Technician.

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

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.

This visualization was created by the Department of User Services. 

## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Availability		FY 2020								
		July	Q1	September	October	Q2	December	Q3	February	
Service	Target	%	August %	%	%	%	%	%	%	%
HRS	99.000%	100.000	100.000	★ 88.610	100.000	99.963	★ 98.562	100.000	99.603	
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943	99.918	99.968	
SIS	99.000%	★ 96.002	100.000	99.895	99.874	100.000	99.893	99.594	100.000	
Informatca (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.253	★ 98.356	100.000	
UWBI (OBIEE)	98.000%	100.000	100.000	100.000	100.000	99.452	★ 97.984	★ 97.260	100.000	
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	★ 98.904	★ 98.904	★ 98.904	

★   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		
		December %	January %	February %			December %	January %	February %			December %	January %	February %
Upham Woods	99.900%	★ 99.777	100.000	99.986	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	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 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%	100.000	100.000	★ 99.573
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		
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%	★ 99.817	100.000	99.981	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%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%			100.000	UWC Washington Co.	99.900%	100.000	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.

\*UWC-Online is no longer in service as of February 2020.



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

## DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN		19-Dec	20-Jan	20-Feb	OUT		19-Dec	20-Jan	20-Feb
<b>UW-Madison campus</b>	Avg (Gb/sec)	7.80	6.60	9.50	<b>UW-Madison campus</b>	Avg (Gb/sec)	2.30	6.60	2.70
	Max (Gb/sec)	29.70	18.20	23.80		Max (Gb/sec)	8.70	97.40	7.00
	Min (Gb/sec)	1.00	0.00	1.80		Min (Gb/sec)	0.96	0.00	1.10
	% of full capacity (100Gbps)	7.80	6.60	9.50		% of full capacity (100Gbps)	2.30	6.60	2.70
<b>UW-Madison research</b>	Avg (Gb/sec)	25.80	27.20	19.20	<b>UW-Madison research</b>	Avg (Gb/sec)	26.90	32.90	30.90
	Max (Gb/sec)	72.40	61.20	66.20		Max (Gb/sec)	69.40	63.90	61.00
	Min (Gb/sec)	11.40	7.90	7.40		Min (Gb/sec)	6.40	8.20	8.50
	% of full capacity (100Gbps)	25.80	27.20	19.20		% of full capacity (100Gbps)	26.90	32.90	30.90
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	4.70	4.90	5.00	<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	9.20	7.30	7.50
	Max (Gb/sec)	9.60	13.40	11.10		Max (Gb/sec)	21.20	21.10	20.50
	Min (Gb/sec)	0.65	0.34	1.50		Min (Gb/sec)	2.50	2.60	2.20
	% of full capacity (20Gbps)	23.50	24.50	25.00		% of full capacity (20Gbps)	46.00	36.50	37.50

-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		FY 2020					
Target		September	October	November	December	January	February
Access Points Avg. Uptime per Day	100.00	98.65%	99.44%	99.75%	99.89%	99.81%	99.73%
Avg. AW1-Controller Uptime per Day	100.00	100.00%	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	23.87	26.55
Airwave 2		FY 2020					
Target		September	October	November	December	January	February
Access Points Avg. Uptime per Day	100.00	99.85%	99.88%	99.95%	99.98%	99.92%	99.96%
Avg. AW2-Controller Uptime per Day	100.00	100.00%	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	16.90	7.97
Airwave 3		FY 2020					
Target		September	October	November	December	January	February
Access Points Avg Uptime per Day	100.00					99.95%	99.95%
Avg. AW3-Controller Uptime per Day	100.00					100.00%	100.00%
Avg Number of APs Down per Day						6.61	1.59



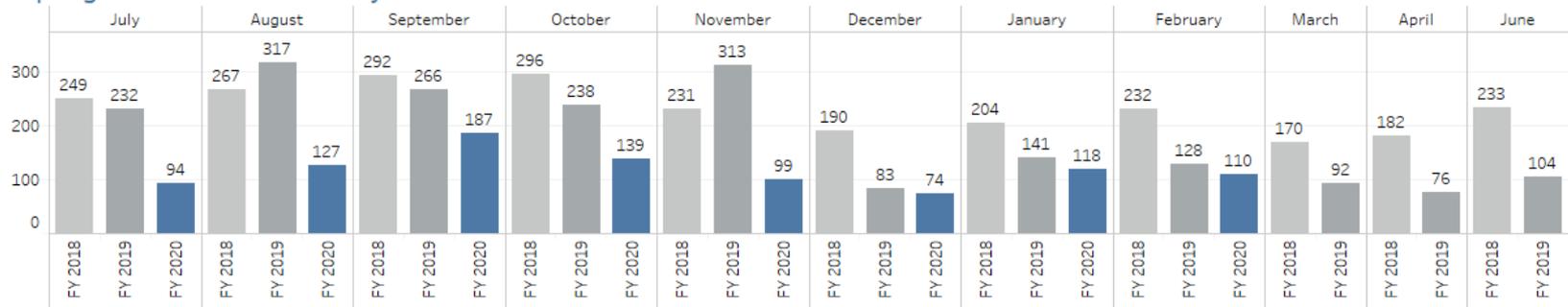
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## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

Category	Subcategory	FY 2020			
		November	December	January	February
Campus Network	AANTS	4	11	12	12
	Bandwidth Threshold Alarm		4	4	2
	Firewall/Content ID		1	1	1
	Firewall/Problem		1	3	2
	Firewall/Rules	4	5	3	2
	Monitoring (INTERNAL)		1	1	1
	Port Error Threshold Alarm		1	1	4
	Request/Data Jack/Activation	1	1	4	4
	Request/DHCP	1	2	1	2
	Request/DNS/Hostmaster	2	6	11	7
	Request/DNS/Network Services	2	6	1	1
	Request/Equipment Installation	1	1	4	1
	Request/Hardware	1	5	1	1
	Request/IP Allocation	17	7	32	23
	Request/New Installation (wired/wireless)	1	1	1	1
	VPN	1	1	6	5
	Wired Network Issue	10	5	16	16
	Wireless	1	1	8	12
	Wireless Device Registration				
	Campus Network Housing	Device Registration HAP	11	11	5
Device Registration non-HAP			2		
HAP Reset		1		1	
Submit Incident					1
Departmental VPN	Submit Incident	3	1	3	2
	Submit Incident	2	1		1
eduroam	Request Services			1	
	Troubleshooting			1	
Manifest	Mobile Device - Push Issue				1
	Access Issue				1
Network Drive	Other (Standard)				1
	Quarantined			1	
Software	Suspicious Activity Report			1	
	UW-MADISON KNOWLEDGEBASE (KB)				1
UW-Madison Box	Submit Incident				1
	Submit Incident				1
Windows Server	Submit Incident				1
	Submit Incident				1
Grand Total		99	74	118	110

### OpEng YOY Incident Summary



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


  
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## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target1	FY 2020							
		July %	August %	September %	October %	November %	December %	January %	February %
Bucky Backup	99.000%	99.735	100.000	100.000	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	100.000	★ 98.904
Campus Computing Infrastructure	99.500%	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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	99.966	100.000	100.000
PCI	99.500%	100.000	100.000	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	★ 97.233	★ 96.244
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	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	★ 97.320	100.000

Target Colors  
★ Below Target     Above Target



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## DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

February

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2019 Average Servers/FTE
Windows	99.950	99.990	380	75	126.7	279.0
Linux	99.950	99.990	422	110	140.7	268.0

■ At or Above Target

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.50%)
Enrollment Management (SIS)	2	(3.25%)
HRS	3	(2.36%)
DoIT - Report Distribution	4	(2.28%)
DoIT - Microsoft SQL Server Hosting	5	(1.72%)
DoIT - Identity and Access Management	6	(0.99%)
DoIT - Service Management	7	(0.93%)
DoIT - Enterprise Storage	8	(0.80%)
SFS	9	(0.78%)
Cybersecurity - Security Information and Event Management	10	(0.77%)

### Top Customers By Server Count

SFS, HRS	1	(83 Servers)
Cybersecurity	2	(78 Servers)
AIS - Web Platform Services	3	(77 Servers)
Learn@UW	4	(47 Servers)
Student Information System	5	(40 Servers)
Database Aggregation (FASTAR)	6	(27 Servers)
Office 365	7	(25 Servers)
Network Services	8	(21 Servers)
Identity and Access Management	9	(21 Servers)
Imaging	10	(20 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			
		November	December	January	February
Potential Vulnerability	1	10	22	10	9
	2				8
	3	12	9	25	16
	4		1		
	5	1			
Vulnerability	1	5	3	2	6
	2	54	204	124	66
	3	1,110	2,125	1,594	578
	4	1,134	1,022	1,643	978
	5	319	369	833	385
Vulnerability or Potential Vulnerability	3			11	1
	4	2		61	12
	5		10	10	4
<b>Grand Total</b>		<b>2,647</b>	<b>3,765</b>	<b>4,313</b>	<b>2,063</b>

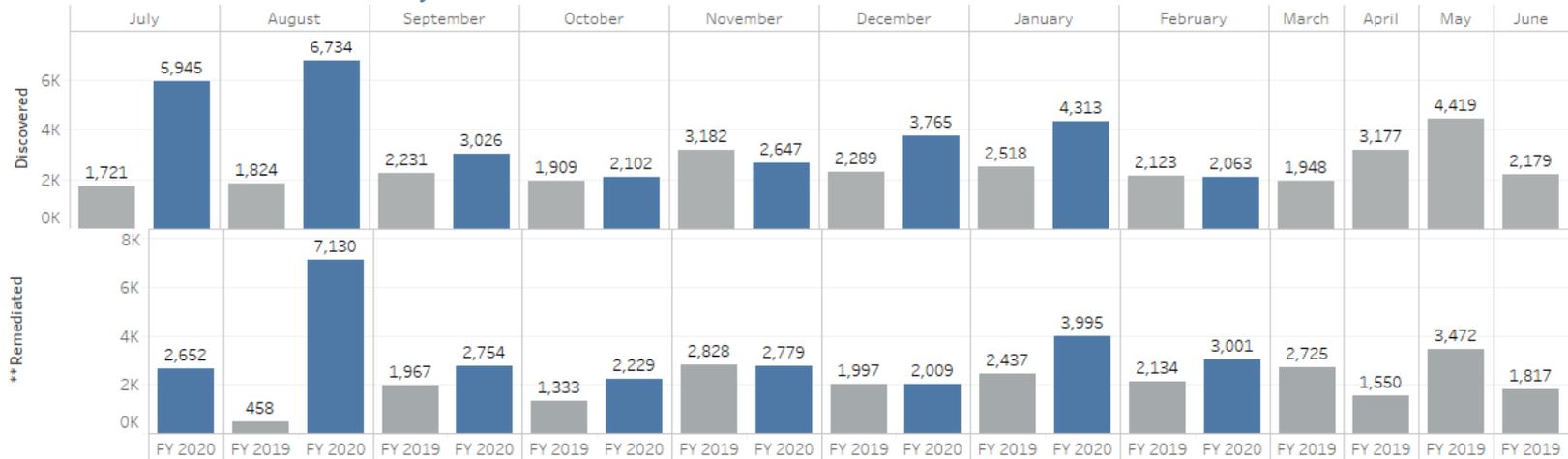
\* Active & Urgent Vulnerabilities

67

Remaining From February

15

### SEO YOY 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



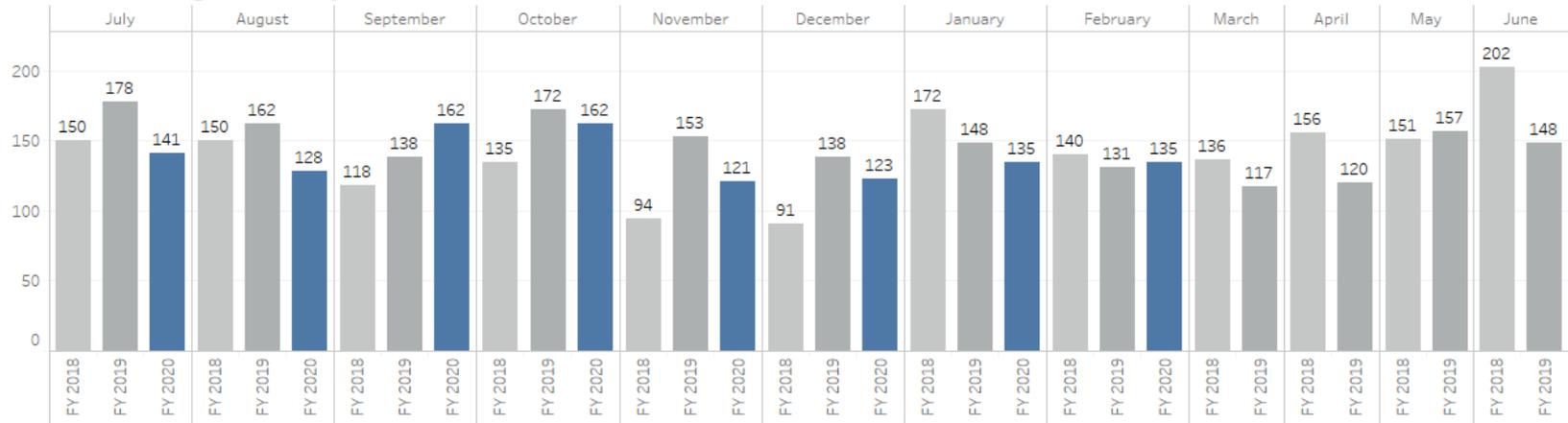
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Months Network Problem Summary

Technical Service	FY 2020			
	November	December	January	February
Boreas	15	7	13	10
Campus Network	64	54	85	73
MUFN	1	2	2	4
Northern Tier		3		2
UW SysNET	10	14	10	18
<b>Grand Total</b>	<b>90</b>	<b>80</b>	<b>110</b>	<b>107</b>

### SEO YOY Outage Summary



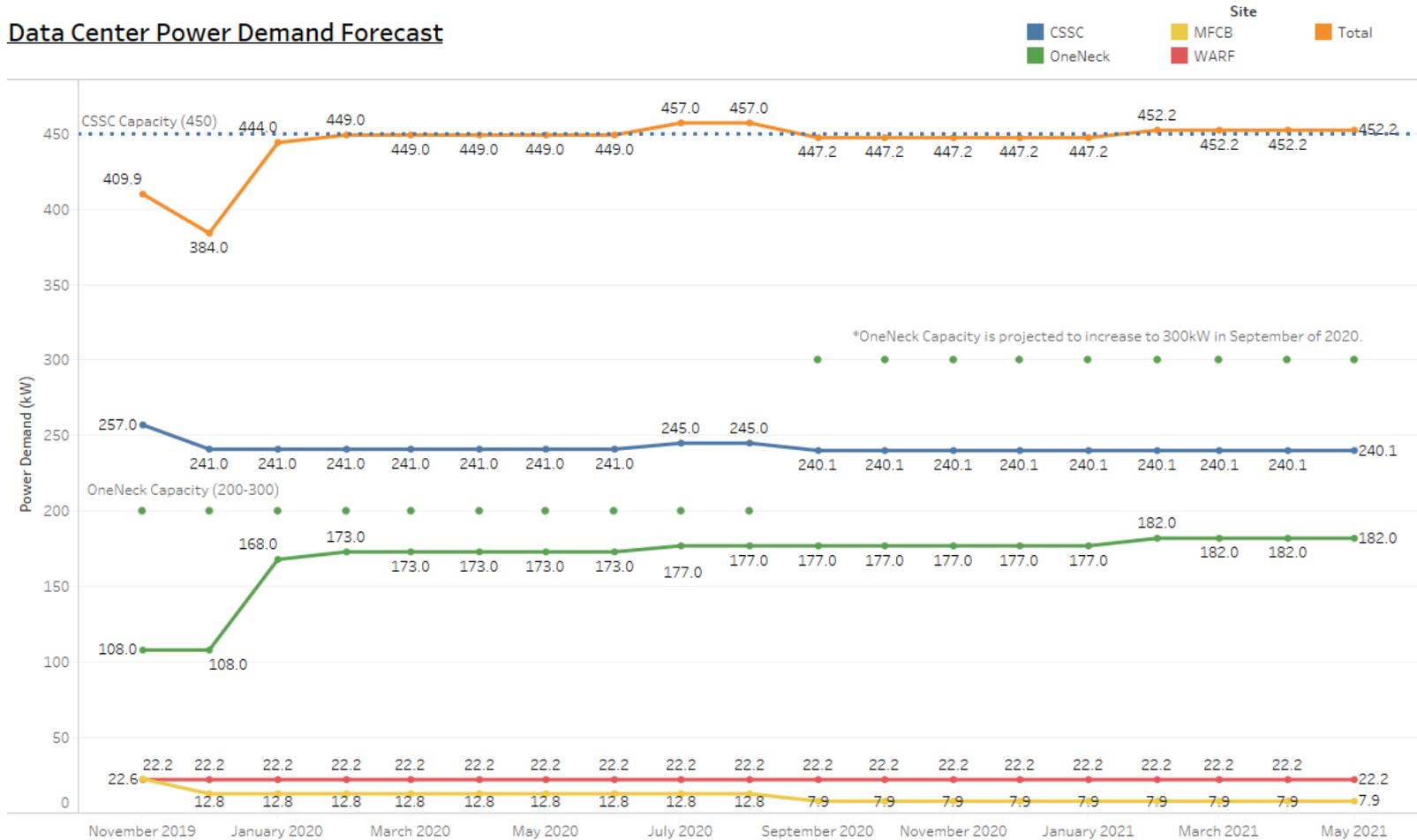
Network problem classification methodology updated to reflect Technical Service classifications, enabled 1/10/2020, and retroactively populated as of 3/2/2020. Previous report utilized Problem Category for classification, which was disabled as of 1/10/2020.

\*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.



This visualization was created by the Department of User Services.

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

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	
Kaltura Mediaspace	Incidents Resolved by Help Desk	24	17	11	23	11
	Incidents Resolved by Learn@UW Madison	7	8	7	30	13
	Average Play Time (mins)	13	15	17	9	12
	New Media Assets	4,738	3,469	2,395	1,973	3,346
	Number of Plays	317,010	248,227	165,446	161,925	276,751
	Storage Utilized (TB)	62	64	65	65	68
	Time Played (mins)	3,998,262	3,691,305	2,830,186	1,414,142	3,475,383
<b>Total Media Assets</b>	<b>101,524</b>	<b>104,885</b>	<b>107,228</b>	<b>108,954</b>	<b>112,096</b>	
Turnitin	Active Classes	116	108	79	90	174
	Active Instructors	108	125	107	21	61
	Instructor Accounts	645	717	808	1,076	1,208
	Student Accounts	11,316	13,603	15,430	17,071	19,108
	Submissions	21,962	16,121	8,810	4,484	24,618
	Incidents Resolved by Help Desk	0	2	2	0	0
	Incidents Resolved by Learn@UW Madison	2	4	10	1	4
ACAR	Incidents Resolved by Help Desk	0	1	1	0	4
	Incidents Resolved by Learn@UW Madison	10	9	7	12	15
	New Pressbooks this Month	6	2	7	3	10
	New Storyline 360 Modules this Month	6	20	1	0	6
	Total Pressbooks	418	420	427	430	440
	Total Storyline 360 Modules	143	163	164	164	170
	Unique Users	4,077	4,099	4,111	4,909	5,143
Canvas	Incidents Resolved by Help Desk	157	148	153	366	182
	Incidents Resolved by Learn@UW Madison	94	100	81	192	94
	Active For-Credit Courses		3,602	3,605	3,239	3,404
	Active Training Courses		341	339	370	375
	Unique Instructors		5,011	5,039	4,483	4,786
	Unique Students		41,750	41,699	38,332	38,482

**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

	Oct-19	Nov-19	Dec-19	Fall 20..	Jan-20	Feb-20	Notes:	
<b>Atomic Assessments</b>	Incidents Resolved by Help Desk	0	0	0	0	0	-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.	
	Incidents Resolved by Learn@UW Madison	40	45	27	10	27		
	Active Courses				27	24		24
	Instructors				338	335		335
	Unique Students				2,193	1,691		1,835
<b>* Top Hat</b>	Incidents Resolved by Help Desk	1	0	0	0		-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	1	0	0	0			
	Active Courses				176			
	Unique Students				13,097			
	Unique Instructors				247			
<b>AEFIS</b>	Incidents Resolved by Help Desk	0	0	0		1	-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  *As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.	
	Incidents Resolved by Learn@UW Madison	40	45	27		74		
	Attendance at all Workshops				89			
	Dept Admins Removed				23			
	New Dept Admins Added				30			
	Q&A Workshops				8			
	Training Workshops				10			



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

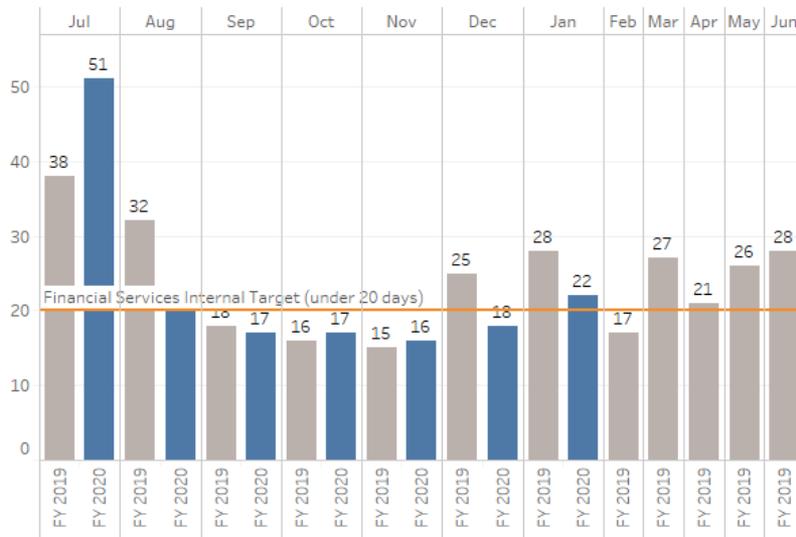
## DoIT OPERATIONS: FINANCIAL SERVICES

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

### Days from SFS Close to Management Report Completion

	FY 2019	FY 2020
July	53	53
August		22
September	27	21
October	23	21
November	15	19
December	62	35
January	30	26
February	23	
March	29	
April	27	
May	33	
June	33	

If blank, data is currently unavailable.



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

## Metrics Report Monthly Updates

**S&NCC Network Problem Summary:** Updated to utilize Technical Service classification, replacing Problem Category as of 1/10/2020.

**Departmental Support Cost Per Endpoint:** 2020 Gartner Benchmark added with FY20 projections.

**Departmental Support Endpoints per Technician:** 2020 Gartner Benchmark added. Gartner's new definition includes printers. We are exploring the ramifications for our reporting methods to ensure accurate comparisons.



This visualization was created by the Department of User Services.

## 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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