



# **DoIT Operations Monthly Report**

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## **June 2020**

Published July 15, 2020



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## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

Service	Target	FY 2020											
		July %	August %	September %	October %	November %	December %	January %	February %	March* %	April %	May %	June %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 89.24	★ 90.06	★ 96.18
Enterprise Content Management (ECM)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 97.56	99.96	100.00	100.00	★ 97.78
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	99.88	99.83	100.00	100.00	100.00	100.00	100.00	100.00	★ 93.30	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95	99.91	100.00	99.90
My UW	99.00%	★ 95.64	100.00	99.19	99.95	100.00	100.00	100.00	99.91	99.78	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	★ 99.71	100.00	100.00	100.00	99.97	100.00	99.98	100.00
Shared Web Hosting	99.00%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 98.72	★ 83.37	99.93	★ 97.21	99.33
Wisc Web	99.00%	★ 96.00	99.88	99.78	100.00	99.55	100.00	99.98	★ 97.55	★ 75.41	99.82	100.00	★ 94.99

### Target Colors

★ Below Target    Above Target

### NOTES:

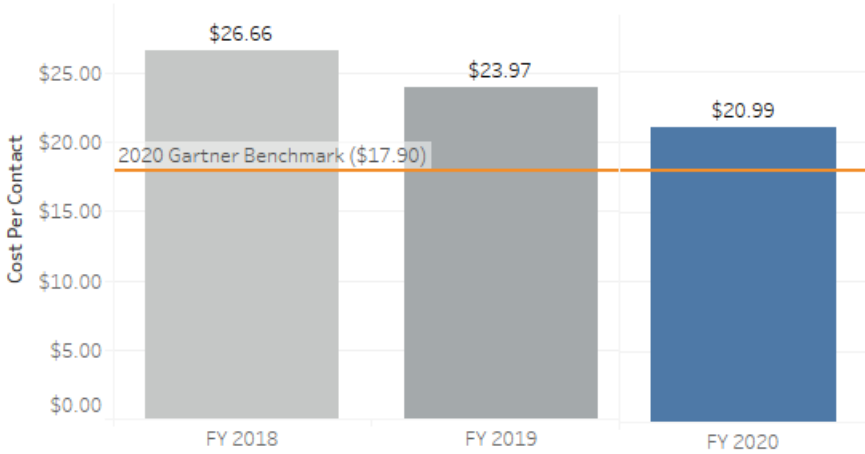
\*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



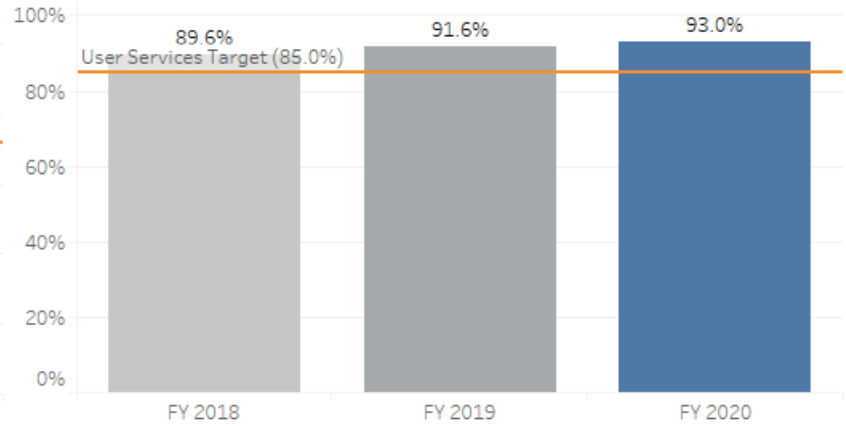
This visualization was created by DoIT in the Department of User Services.

# DoIT OPERATIONS: US-HELP DESK OVERVIEW

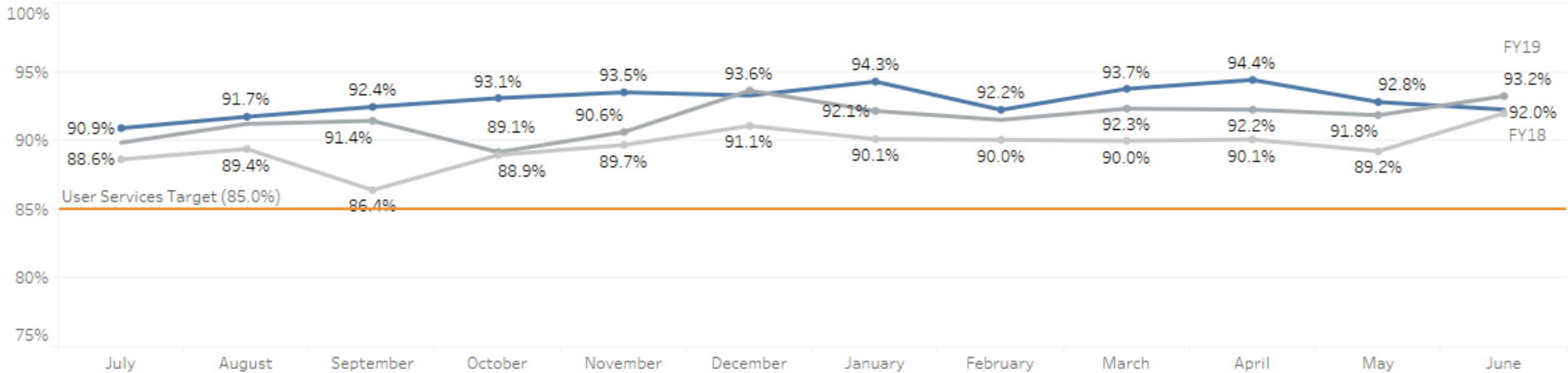
## Cost per Contact



## \* 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?"

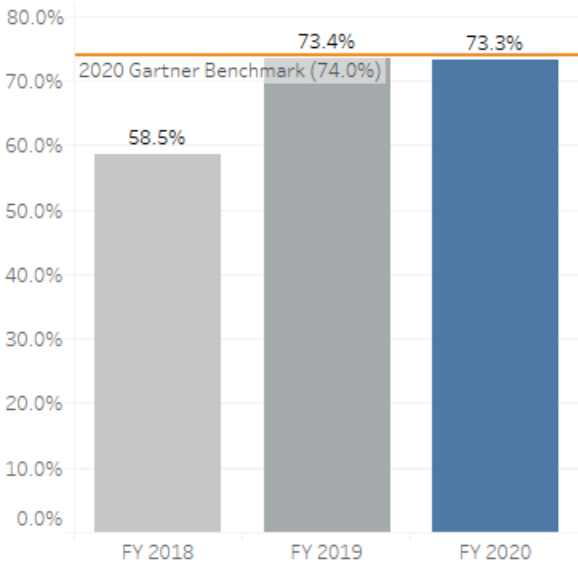
\*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

Gartner 2019 Benchmark Cost Per Contact is \$16.30.

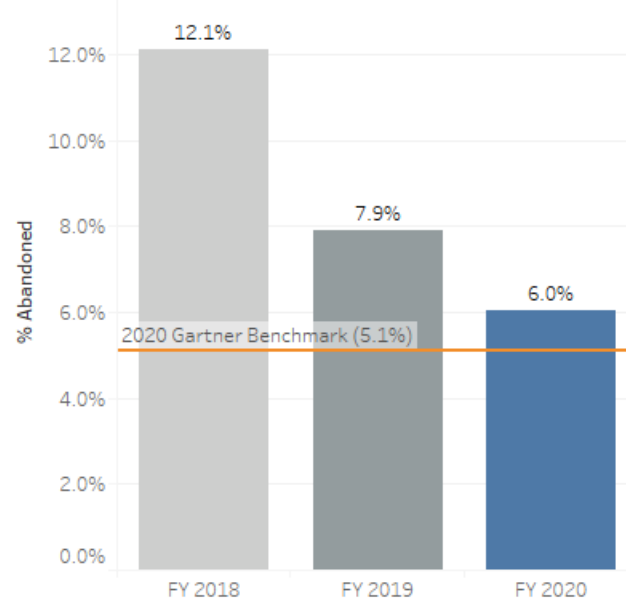


This visualization was created by DoIT in the Department of User Services.

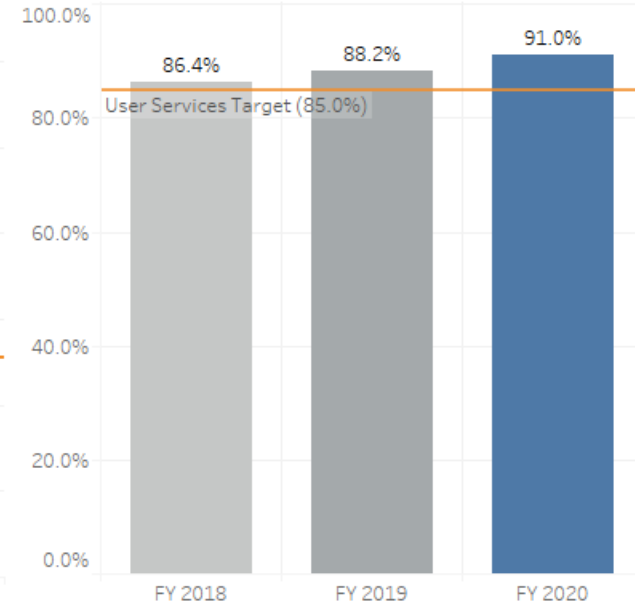
### \*Help Desk Average First Contact Resolution



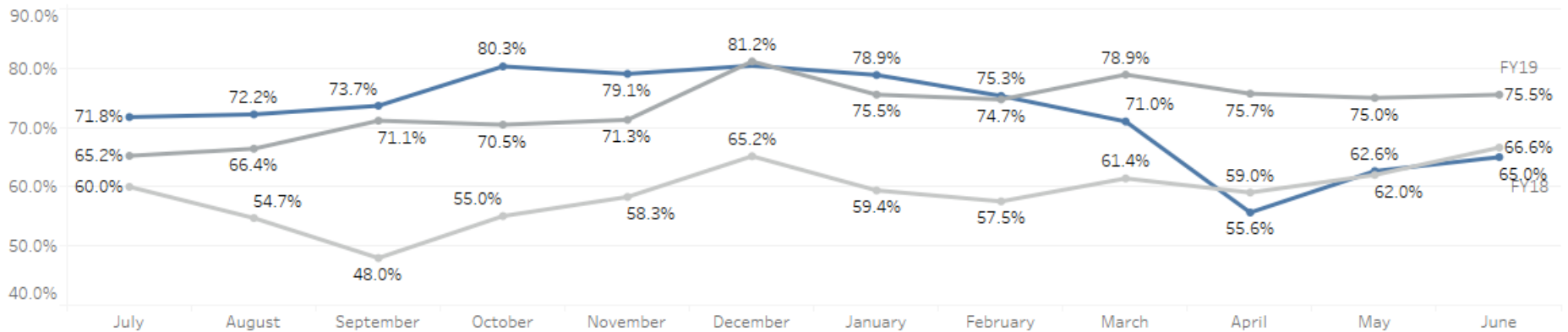
### Help Desk Abandonment Rate



### \*\*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%.



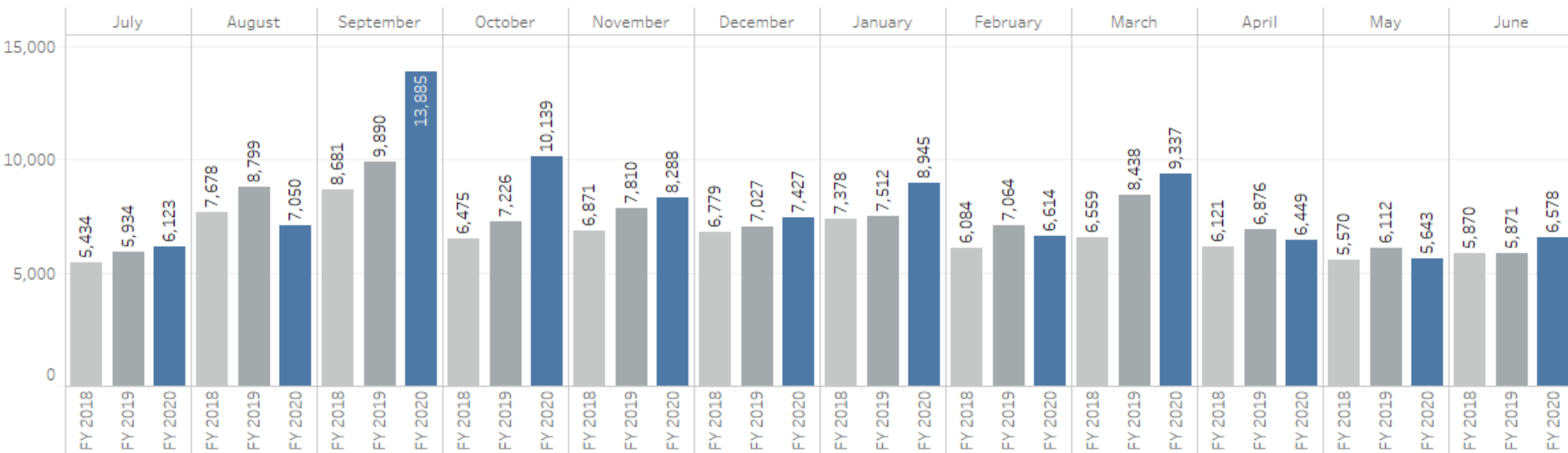
This visualization was created by DoIT in the Department of User Services.

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

June	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
Multi-factor Authentication (MFA)	841	12.8%	800	95.1%
NetID Account Management	766	11.6%	693	90.5%
Office 365	723	11.0%	596	★ 82.4%
REFERRALS	483	7.3%	452	93.6%
BadgIRT (Security)	368	5.6%	206	★ 56.0%
Learn@UW - Canvas Madison	284	4.3%	213	★ 75.0%
UW-Madison Box	165	2.5%	110	★ 66.7%
Course Search and Enroll App	154	2.3%	127	★ 82.5%
MyUW Madison	150	2.3%	123	★ 82.0%
PERSONAL SOFTWARE SUPPORT	147	2.2%	134	91.2%

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

## 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)



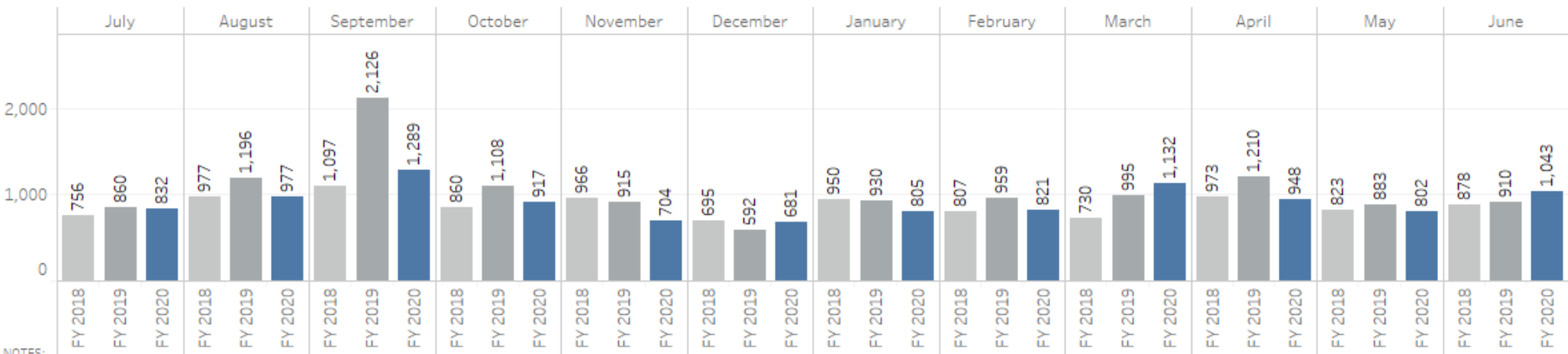
This visualization was created by DoIT in the Department of User Services.

# DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

## Help Desk Resolution Rates for PCS Services During June

June	All Incidents	% of Incidents	HD Resolved	* HD % Resolved	*** First Contact Resolution Rate	** Customer Satisfaction	
Office 365	723	69.3%	596	★ 82.4%	★ 67.2%	85.9%	User Services Target: HD % Resolution Below 85.0% ★
UW-Madison Box	165	15.8%	110	★ 66.7%		100.0%	
WisList	59	5.7%	40	★ 67.8%		98.0%	2020 Gartner Benchmark: First Contact Resolution Below 74.0% ★
UW-Madison Google Apps	74	7.1%	57	★ 77.0%		91.4%	User Services Target: Customer Satisfaction At or above 85.0%
Qualtrics	22	2.1%	17	★ 77.3%			

## 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?" - HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

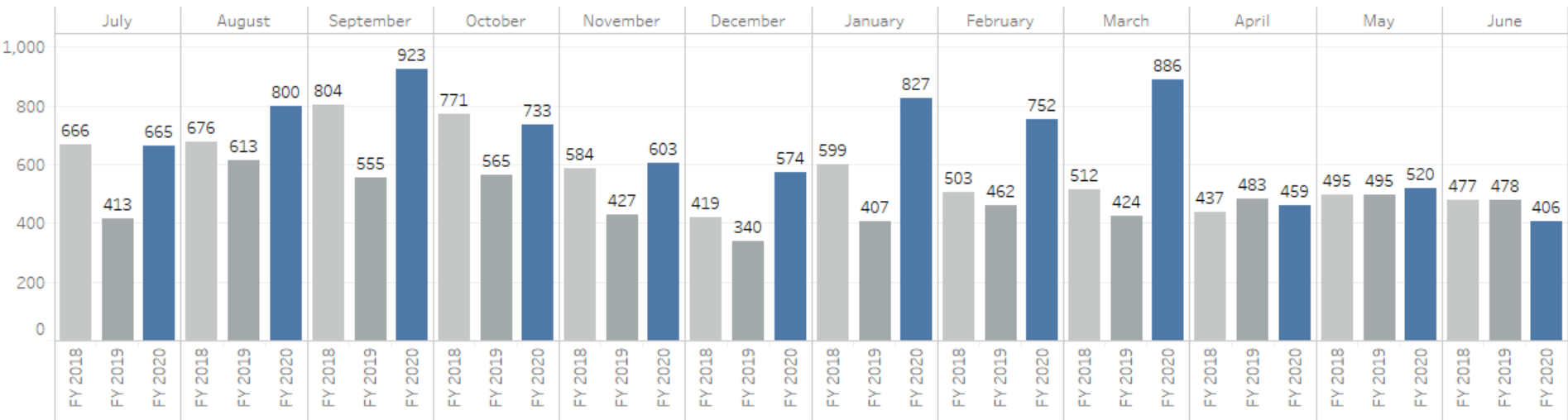
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



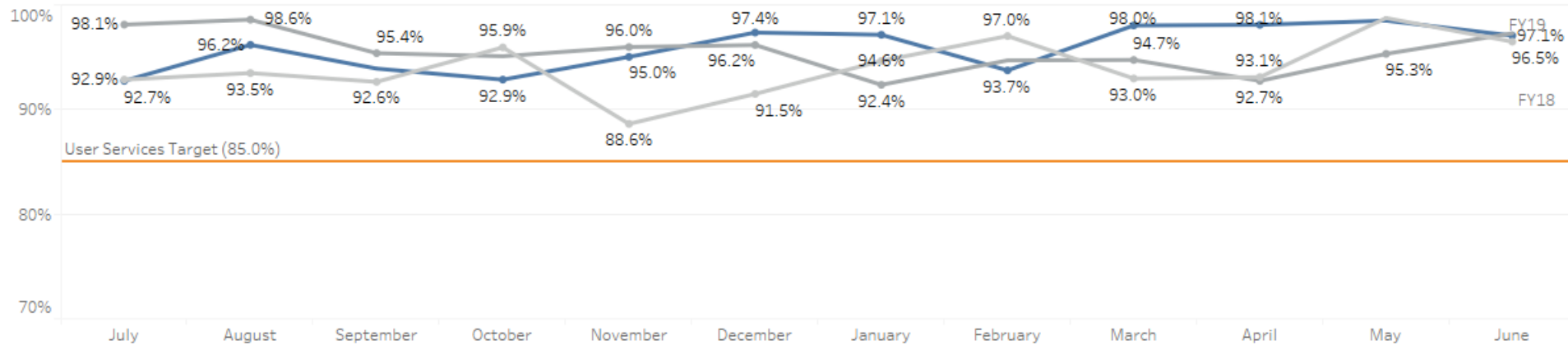
This visualization was created by DoIT in the Department of User Services.

# DoIT OPERATIONS: US-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

HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.



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

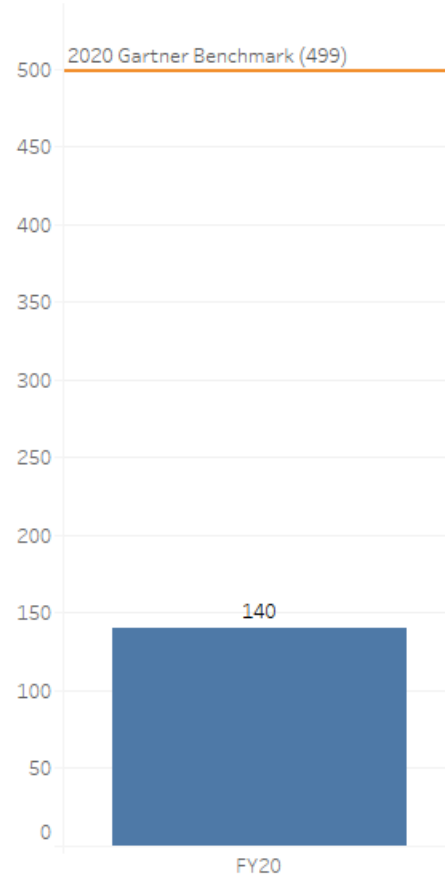


## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

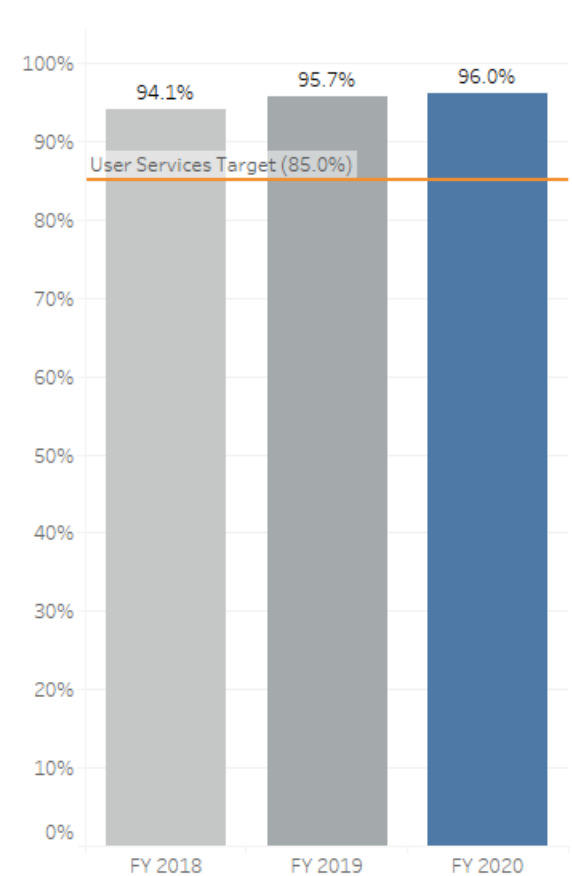
### Cost Per Endpoint



### \* 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?"

HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.

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 DoIT in the Department of User Services.

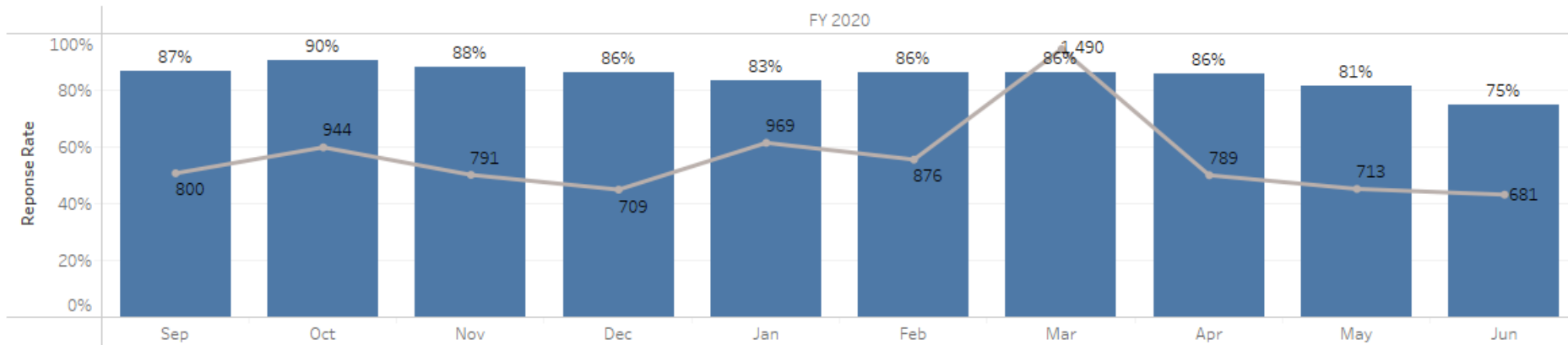
# DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

## Incident Priorities 1 & 2



## Incident Priorities 3 & 4



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.



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

## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

### EBS Selected Service Availability

Service	Target	FY 2020											
		July %	Q1 August %	September %	October %	Q2 November %	December %	January %	Q3 February %	March %	April * %	Q4 May %	June %
HRS	99.000%	100.000	100.000	★88.610	100.000	99.963	★98.562	100.000	99.603	100.000	99.313	100.000	★98.935
SFS	99.000%	100.000	100.000	100.000	99.564	100.000	99.943	99.918	99.968	99.941	99.989	99.464	100.000
SIS	99.000%	★96.002	100.000	99.895	99.874	100.000	99.893	99.594	100.000	100.000	99.998	100.000	100.000
Informatica (FASTAR)	99.000%	100.000	100.000	100.000	100.000	100.000	★98.253	★98.356	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	100.000	100.000	100.000	100.000	99.452	★97.984	★97.260	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	100.000	★98.904	★98.904	★98.904	100.000	100.000	100.000	100.000

**Target Colors**  
★  Below Target   
 Above Target

**NOTES:**

\*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



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		
		April %	May %	June %			April %	May %	June %			April %	May %	June %
Upham Woods	99.900%	★ 99.856	★ 99.888	★ 99.763	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	99.991
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	99.991
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%	★ 99.956	99.997	99.991
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	99.987	UWC Marshfield Wood Co.	99.900%	100.000	100.000	99.991
UW Health	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 La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.950	★ 99.872	99.969	UWC Sheboygan	99.900%	100.000	100.000	★ 99.158
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	99.991	UWC Washington Co.	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	100.000	100.000	UWC Waukesha	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	99.991					

### 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

### OUT

		20-Apr	20-May	20-Jun
<b>UW-Madison campus</b>	Avg (Gb/sec)	4.8	4.6	4.4
	Max (Gb/sec)	24.1	16.2	14.3
	Min (Gb/sec)	1.6	1.5	1.4
	% of full capacity (100Gbps)	4.8	4.6	4.4
<b>UW-Madison research</b>	Avg (Gb/sec)	20.1	21.3	18.5
	Max (Gb/sec)	68.9	67.8	100.0
	Min (Gb/sec)	3.5	6.8	4.5
	% of full capacity (100Gbps)	20.1	21.3	18.5
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	4.9	3.3	4.0
	Max (Gb/sec)	9.6	6.6	7.9
	Min (Gb/sec)	0.3	0.0	0.0
	% of full capacity (20Gbps)	24.5	16.5	20.0

		20-Apr	20-May	20-Jun
<b>UW-Madison campus</b>	Avg (Gb/sec)	3.10	2.30	2.30
	Max (Gb/sec)	13.30	8.00	6.90
	Min (Gb/sec)	1.00	0.87	1.00
	% of full capacity (100Gbps)	3.10	2.30	2.30
<b>UW-Madison research</b>	Avg (Gb/sec)	17.50	21.60	18.80
	Max (Gb/sec)	60.50	60.20	59.90
	Min (Gb/sec)	4.00	6.80	3.60
	% of full capacity (100Gbps)	17.50	21.60	18.80
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	9.90	4.00	3.60
	Max (Gb/sec)	20.30	7.40	6.60
	Min (Gb/sec)	2.40	0.00	0.00
	% of full capacity (20Gbps)	49.50	20.00	18.00

-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 DoIT in the Department of User Services.

## DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1	Total Controllers: 8 Total APs: 4516	Target	FY 2020									
			September	October	November	December	January	February	March	April	May	June
Access Points Avg. Uptime per Day	100.00		98.65%	99.44%	99.75%	99.89%	99.81%	99.73%	99.73%	99.48%	99.16%	99.14%
Avg. AW1-Controller Uptime per Day	100.00		100.00%	100.00%	100.00%	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	26.52	41.23	53.65	56.27
Airwave 2	Total Controllers: 8 Total APs: 4660	Target	FY 2020									
			September	October	November	December	January	February	March	April	May	June
Access Points Avg, Uptime per Day	100.00		99.85%	99.88%	99.95%	99.98%	99.92%	99.96%	99.92%	99.92%	99.83%	99.45%
Avg. AW2-Controller Uptime per Day	100.00		100.00%	100.00%	100.00%	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	19.42	21.57	46.71	33.27
Airwave 3	Total Controllers: 4 Total APs: 1886	Target	FY 2020									
			September	October	November	December	January	February	March	April	May	June
Access Points Avg Uptime per Day	100.00						99.95%	99.95%	99.95%	99.93%	99.84%	99.79%
Avg. AW3-Controller Uptime per Day	100.00						100.00%	100.00%	100.00%	100.00%	99.65%	100.00%
Avg Number of APs Down per Day							6.61	1.59	1.52	14.50	5.65	9.77

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.



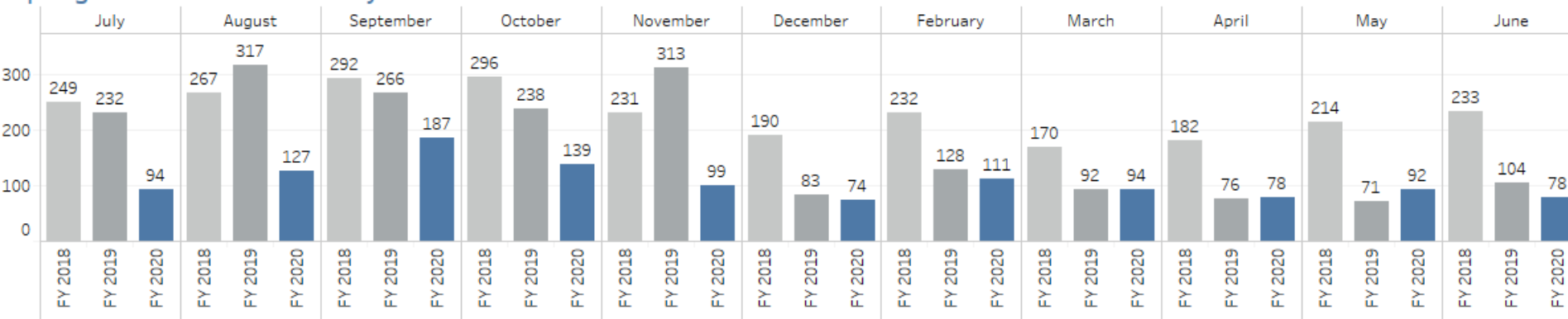
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## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

		FY 2020			
		March	April	May	June
<b>Campus Network</b>	AANTS	3	1	7	4
	Bandwidth Threshold Alar..	1	8	5	1
	Firewall/Content ID			1	1
	Firewall/Install			17	
	Firewall/Problem	1	7		
	Firewall/Rules	3		4	2
	Port Error Threshold Alarm	1	1	3	
	Request/Data Jack/Activa..	2	1		4
	Request/Data Jack/Install..	2	1		
	Request/DHCP		2	2	4
	Request/DNS/Network Se..	8	4	5	15
	Request/Equipment Insta..	1			
	Request/Hardware	4	1	3	4
	Request/IP Allocation	19	16	16	13
	Request/New Installation..		1	2	
	VPN	27	18		
	Wired Network Issue	3	7	8	6
Wireless	3	2	3	5	
Wireless Device Registrat..	1				
<b>Campus Network Housing</b>	Device Registration HAP	1			1
	Latency or Packet Drop			1	
	Submit Incident				1
<b>Departmental VPN</b>	Submit Incident	10	7		
<b>VPN</b>	Client Issue				2
	Submit Incident			12	14
<b>Others</b>		4	1	3	1
<b>Grand Total</b>		94	78	92	78

### 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 %	January %	February %	March %	April %	* May %	June %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.870	99.386	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	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	99.989	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	99.966	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 (Cypress)	98.000%	99.982	98.123	★96.224	99.377	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★97.258	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★95.616	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	100.000	100.000	100.000	100.000
WisclT (Cherwell)	99.500%	99.959	★97.774	99.863	★99.018	99.689	100.000	★97.320	100.000	100.000	100.000	100.000	99.944

Target Colors  
★ Below Target    ■ Above Target

**NOTES:**

\*To more closely align Service Availability reporting with WisclT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



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



## DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner 2020 Average Servers/FTE
Windows	99.950	99.990	392	100	130.7	279.0
Linux	99.950	99.990	418	121	139.3	268.0

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(7.75%)
Enrollment Management (SIS)	2	(2.87%)
DoIT internal customers	3	(2.66%)
DoIT - Microsoft SQL Server Hosting	4	(2.15%)
HRS	5	(2.13%)
DoIT - Report Distribution	6	(1.61%)
SFS	7	(0.81%)
DoIT - Identity and Access Management	8	(0.66%)
DoIT - Service Management	9	(0.63%)
Cybersecurity - Security Information and Event Management	10	(0.59%)

### Top Customers By Server Count

SFS, HRS	1	(81 Servers)
Cybersecurity	2	(76 Servers)
Identity and Access Management	3	(55 Servers)
Student Information System	4	(39 Servers)
Database Aggregation (FASTAR)	5	(36 Servers)
Learn@UW	6	(33 Servers)
AIS - Web Platform Services	7	(28 Servers)
Office 365	8	(25 Servers)
Imaging	9	(24 Servers)
Network Services	10	(21 Servers)

# DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

## Four Months Vulnerability Summary

Type	Severity	FY 2020			
		March	April	May	June
Potential Vulnerability	1	8	13	12	4
	2	11	6	1	3
	3	26	22	8	64
	4				89
	5	1			
Vulnerability	1	11	5	2	3
	2	53	79	62	6
	3	1,107	554	1,656	262
	4	1,822	1,321	1,847	403
	5	674	54	20	189
Vulnerability or Potential Vulnerability	3		4		6
	4		53	1	22
	5				6
<b>Grand Total</b>		<b>3,713</b>	<b>2,111</b>	<b>3,609</b>	<b>1,057</b>

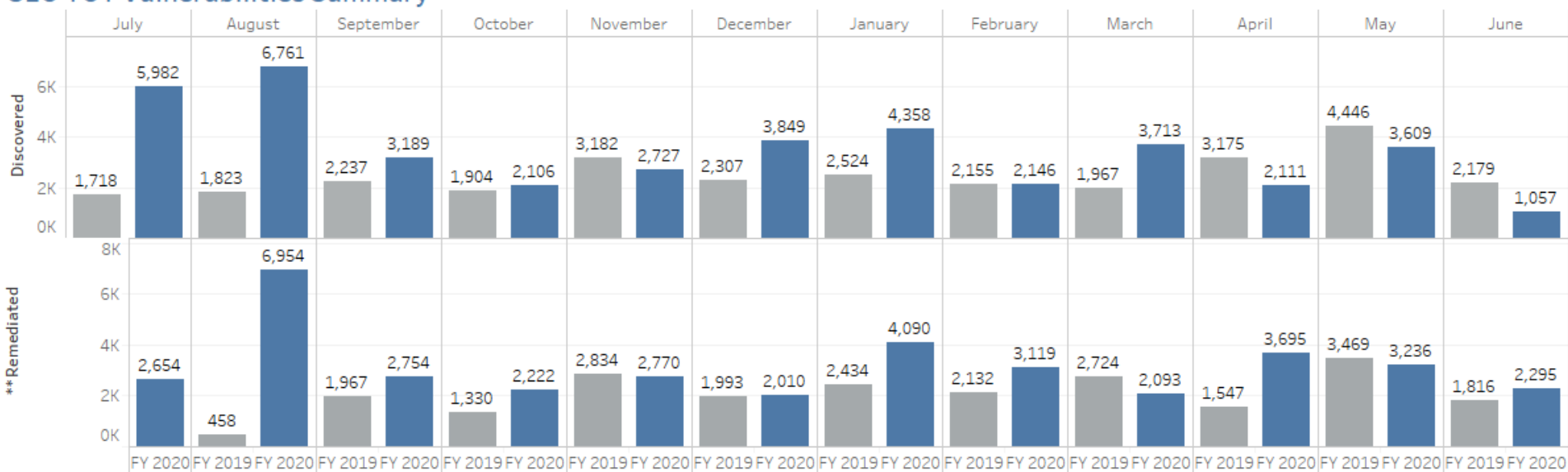
\*Active & Urgent Vulnerabilities

90

Remaining From June

11

## 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



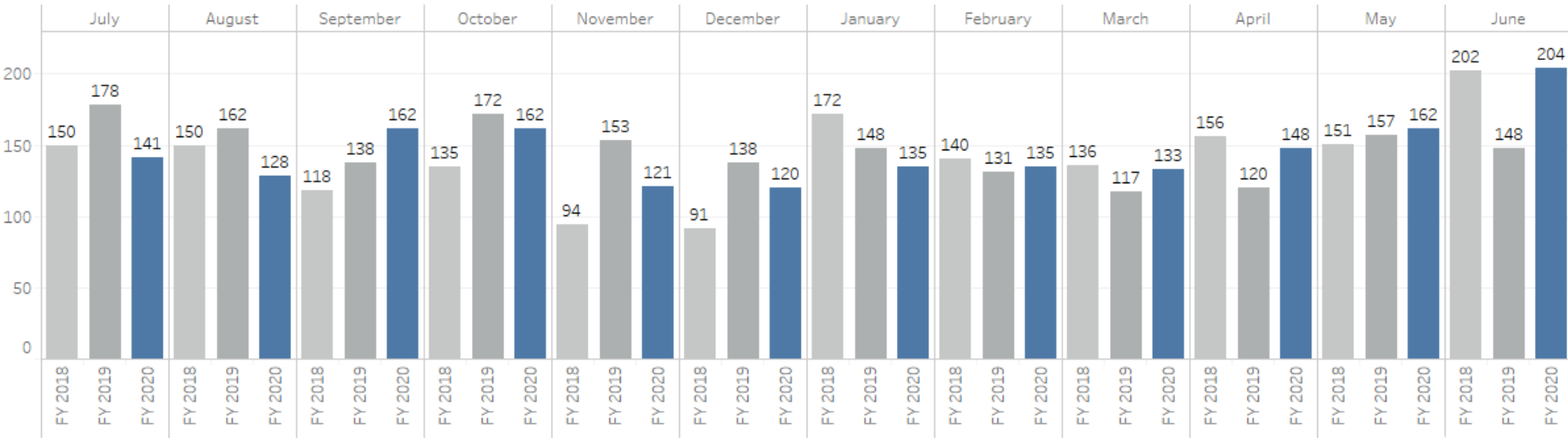
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Months Network Problem Summary

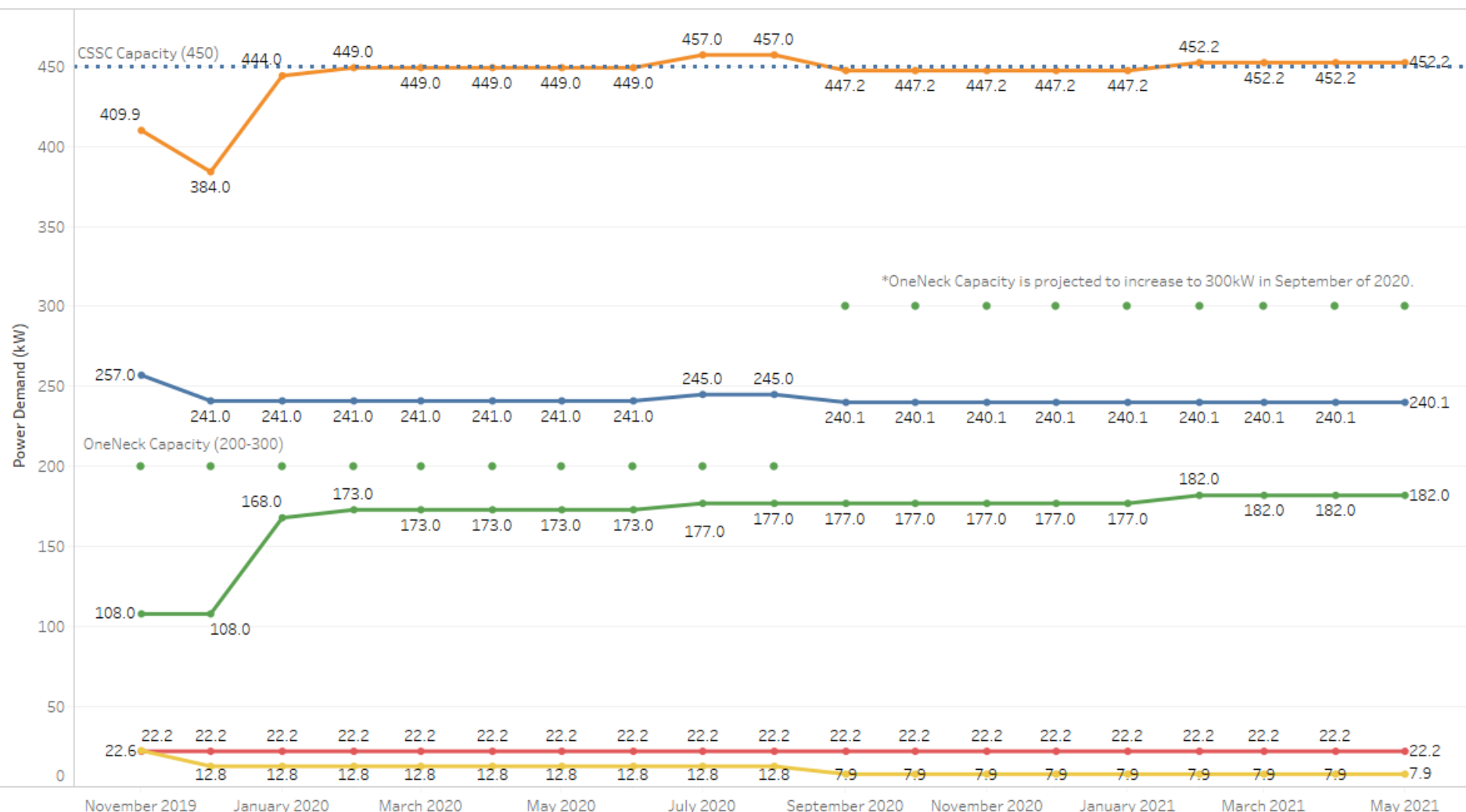
Technical Service	FY 2020			
	March	April	May	June
Boreas	7	8	12	11
Campus Network	89	70	100	86
MUFN	1	3	2	4
Northern Tier	2	2	4	1
UW SysNET	16	9	11	11
<b>Grand Total</b>	<b>115</b>	<b>92</b>	<b>129</b>	<b>113</b>

### SEO YOY Outage Summary



\*If blank, zero problems were reported.

# 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- DIGITAL PUBLISHING & PRINTING SERVICES

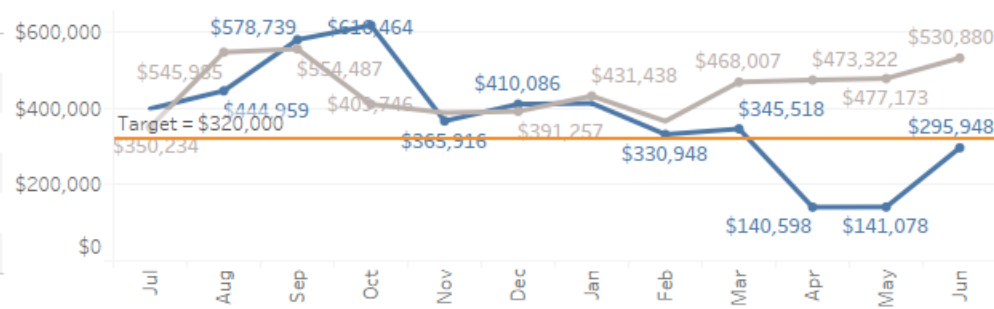
FY 2019  
FY 2020

## DPPS Rework Information

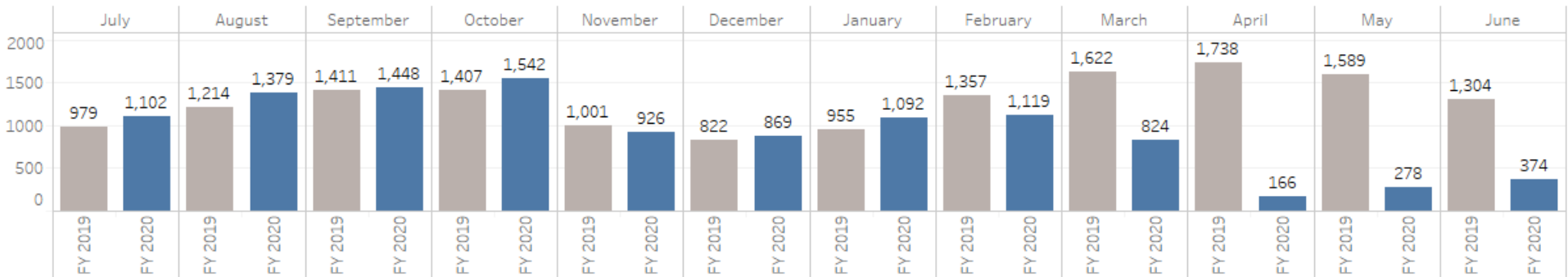
★ Exceeds 0.10%    ■ At or Below 0.10%

Month	Total Rework	Cost of Rework	Average Rework
January	7	\$655.00	★ 1.00%
February	2	\$630.64	0.00%
March	0	\$0.00	0.00%
April	0	\$0.00	0.00%
May	0	\$0.00	0.00%
June	0	\$0.00	0.00%

## Total Sales



## Total Jobs



## Average On-Time Percentage by Stream

★ Below 99.90%    ■ At or Above 99.90%

Stream	January	February	March	April	May	June
Contract	100.00%	★ 96.43%	100.00%	★ 95.24%	100.00%	★ 95.65%
Digital Black	★ 97.00%	★ 99.01%	100.00%	100.00%	100.00%	★ 97.56%
Digital Color	100.00%	★ 99.43%	★ 98.77%	★ 96.43%	★ 93.55%	★ 95.76%
Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Large Format	★ 96.00%	★ 98.77%	★ 97.65%	100.00%	★ 0.00%	★ 85.71%
Offset Print	100.00%	★ 99.17%	★ 91.36%	100.00%	★ 92.68%	★ 97.14%
School of Human Ecology ..	100.00%	100.00%	100.00%	100.00%	★ 98.53%	100.00%
WEBCRD	★ 98.00%	100.00%	100.00%	100.00%	★ 0.00%	★ 0.00%
WSB DPC	100.00%	100.00%	★ 98.95%	100.00%	★ 90.63%	★ 0.00%

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



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

	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Notes:	
<b>Kaltura Mediaspace</b>	Incidents Resolved by Help Desk	11	159	79	16	30	-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.
	Incidents Resolved by Learn@UW Madison	13	55	25	15	23	
	Average Play Time (mins)	12	14	15	14	11	-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
	New Media Assets	3,346	10,406	16,211	4,013	6,715	Time Played: Total amount of time all Kaltura media assets were played during the month
	Number of Plays	276,751	472,373	900,311	239,758	325,427	Avg. Play Time: Time played divided by number of plays
	Storage Utilized (TB)	68	72	77	78	80	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
	Time Played (mins)	3,475,383	6,875,629	13,144,567	3,390,500	3,513,483	
	Total Media Assets	112,096	121,802	138,139	141,950	148,407	
<b>Turnitin</b>	Incidents Resolved by Help Desk	0	0	0	0	1	-Turnitin: Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
	Incidents Resolved by Learn@UW Madison	4	0	1	0	1	Active Instructors: Like active classes-the number of unique instructors associated with active classes
	Active Classes	174	130	144	127	107	Student Accounts: The total number of student accounts as of end date (cumulative)
	Active Instructors	61	96	149	160	89	Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
	Instructor Accounts	1,208	1,478	1,817	1,939	1,995	Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Student Accounts	19,108	18,470	20,728	21,984	21,793	-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
	Submissions	24,618	22,444	35,314	15,987	5,890	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)
<b>ACAR</b>	Incidents Resolved by Help Desk	4	5	2	2	2	
	Incidents Resolved by Learn@UW Madison	15	12	10	11	26	
	New Pressbooks this Month	10	9	5	8	12	
	New Storyline 360 Modules this Month	6	6	2	0	1	
	Total Pressbooks	440	449	454	462	474	
	Total Storyline 360 Modules	170	176	178	178	179	
	Unique Users	5,143	5,215	5,262	5,300	5,445	
<b>Canvas</b>	Incidents Resolved by Help Desk	182	343	274	212	244	-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
	Incidents Resolved by Learn@UW Madison	94	222	173	156	150	Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
	Active For-Credit Courses	3,404	3,808	3,841	3,844	792	Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
	Active Training Courses	375	398	402		447	
	Unique Instructors	4,786	5,292	5,397	5,402	1,480	
	Unique Students	38,482	39,199	38,932	38,940	14,094	

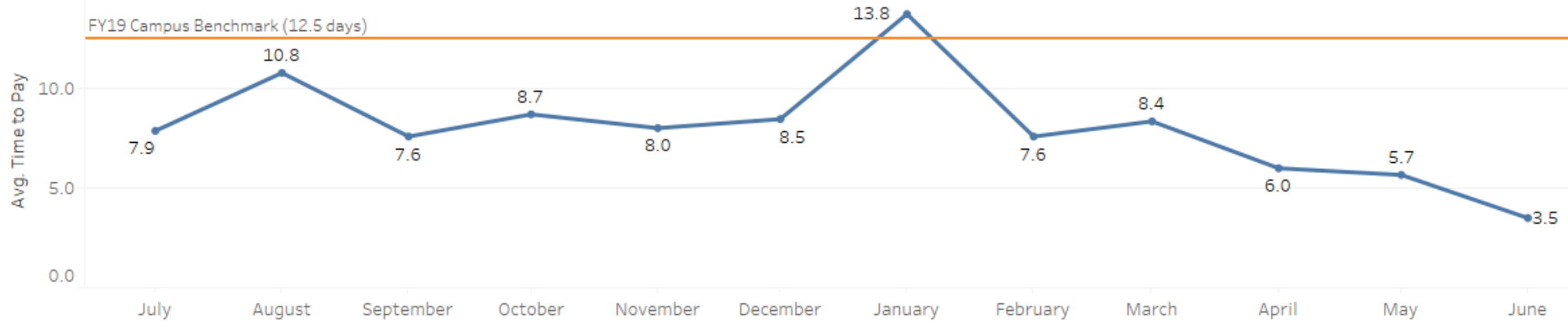
## DoIT OPERATIONS: ACADEMIC TECHNOLOGY-LEARN@UW USAGE & SUPPORT

	Feb-20	Mar-20	Apr-20	May-20	Spring-20	Jun-20	
Atomic Assessments	Incidents Resolved by Help Desk	0	0	0	0	0	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.
	Incidents Resolved by Learn@UW Madison	27	39	32	28	18	
	Active Courses	24	27	27	27	11	
	Instructors	335	403	403	403	63	
	Unique Students	1,835	2,132	2,164	1,119	444	
* Top Hat	Incidents Resolved by Help Desk		0	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					163	
	Unique Students					12,450	
	Unique Instructors					228	
AEFIS	Incidents Resolved by Help Desk		4	13	18	24	-Assessment Evaluation Feedback & Intervention System (AEFIS): 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		36	107	87	20	
	Attendance at all Workshops					149	
	Dept Admins Removed					0	
	DESL Usage					2	
	New Dept Admins Added					0	
	Q&A Workshops					11	
	Syllabi usage					286	
	Total completed evaluations					105,020	
	Training Workshops					15	

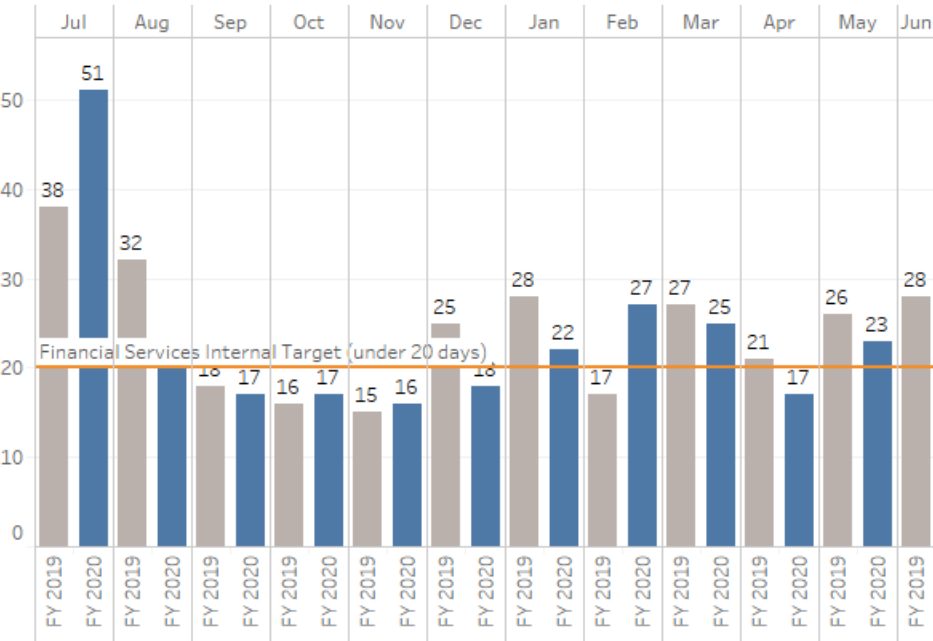
# DoIT OPERATIONS: FINANCIAL SERVICES

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	2
March	2	6
April	6	7
May	7	5
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	29
March	29	31
April	27	24
May	33	28
June	33	

If blank, data is currently unavailable.

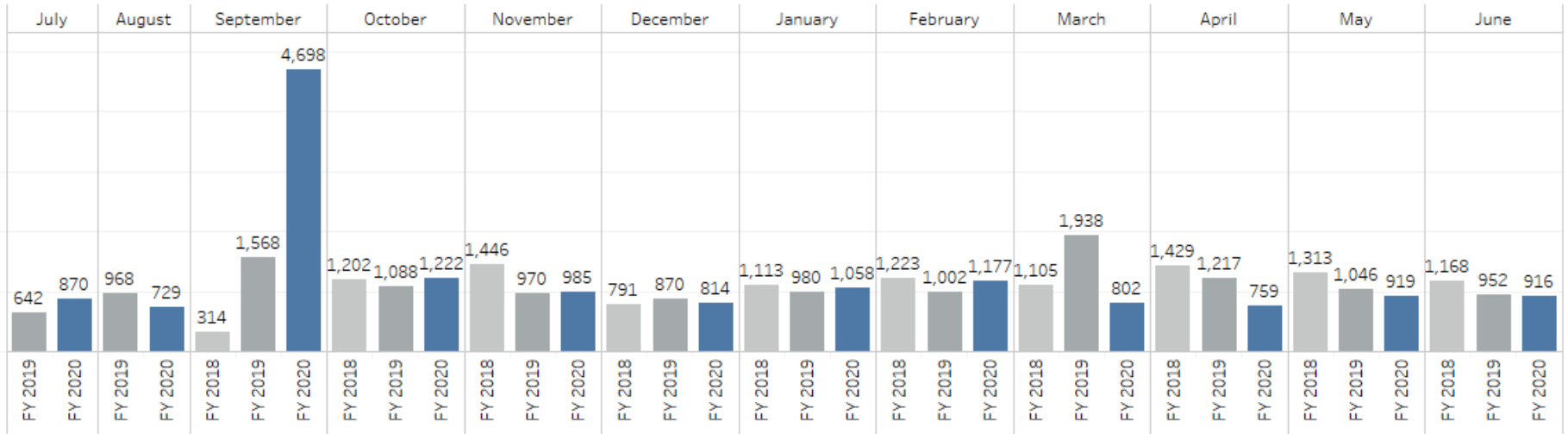


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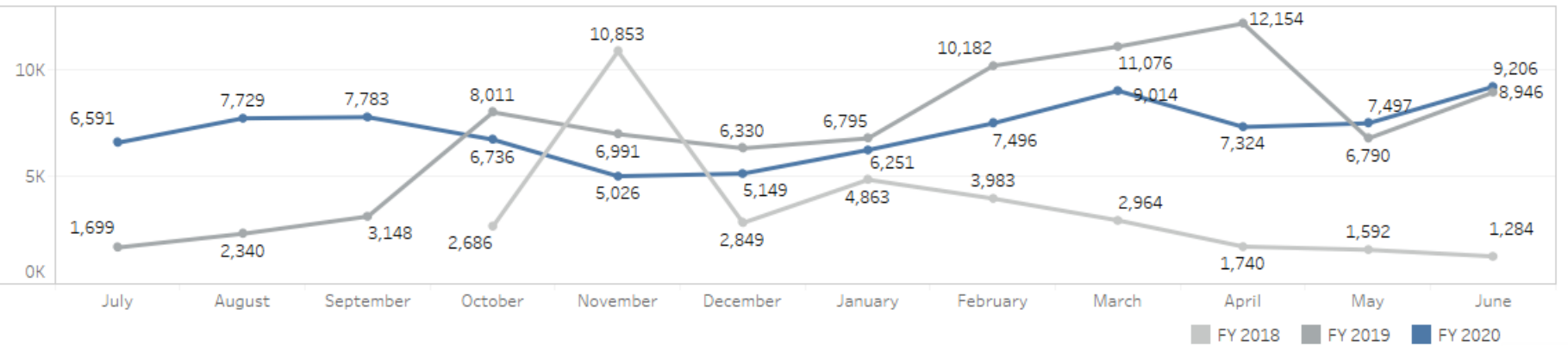


# DoIT OPERATIONS: CYBERSECURITY-CYBERSECURITY OPERATIONS CENTER

## 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.



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

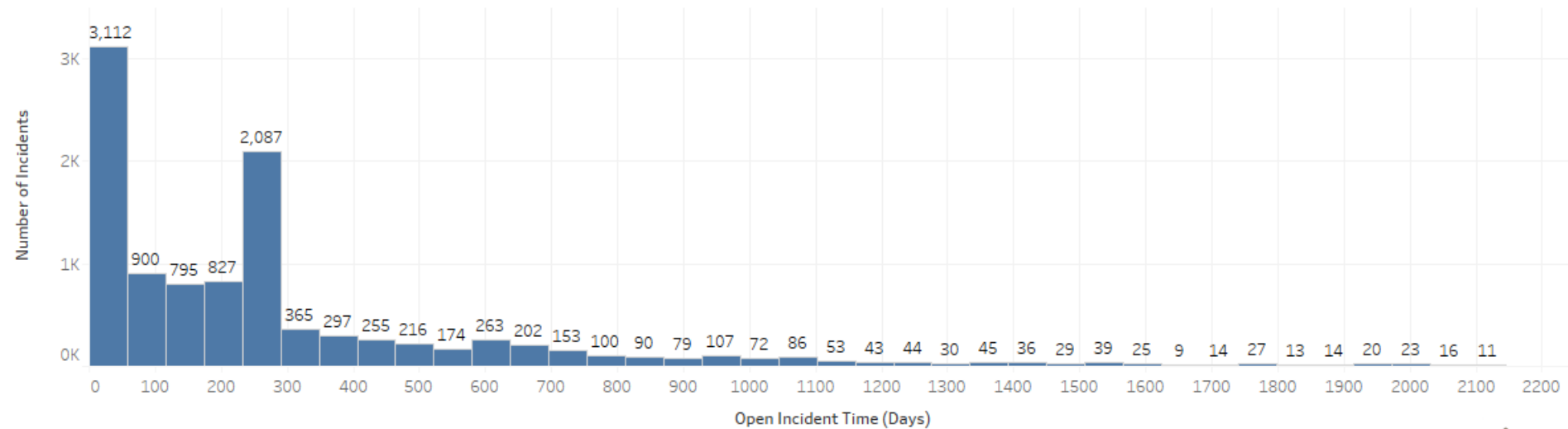
# DoIT INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 06/30/2020

## Age of FY20 Open Incidents by Department

	Less Than 2 Days Old	Greater Than 2 Days, Less Than 2 Weeks Old	Greater Than 2 Weeks Old	Greater Than 1 Month Old
AIS	58	285	465	314
Cybersecurity	42	184	1,438	1,231
NS	37	93	355	293
SEO	10	55	651	597
US	189	536	2,838	2,682
Other	29	112	882	780
<b>Total</b>	<b>365</b>	<b>1,265</b>	<b>6,629</b>	<b>5,897</b>

## Total Open Incidents by Age (days)



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

## Metrics Report Monthly Updates

**DPPS operations report-** Added DPPS report for breakdown of sales and jobs since FY19, and past six months of stream and on-time breakdowns.

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

**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.

**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).

### 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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## 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.

## DoIT INCIDENT AGING REPORT - TECHNICAL NOTES

Incidents in the 'Greater Than 1 Month Old' column are also included in the 'Greater Than 2 Weeks Old' column.

### WiscIT Teams in Each Department

#### AIS

Active Directory, ADI-IA Student Data Integration, ADI-Internal Apps, ADI-Web and Mobile Solutions, ECRT, ECS-Equipment Checkouts, IAM, Manifest Grouping Email, Manifest-Grouping, Manifest-Grouping Email, MiddleWare, Middleware Temp, Multi-Factor Authentication, MyUW, NetID-AcctAdmin, NetID-Login, Server Certificate Service, Shared Tools, Shared Web Hosting, UW Digital ID, UW KnowledgeBase, WiscWeb CMS, WiscWeb CMS Developers

#### Cybersecurity

Security, Security Incident, Security-Authorize, Security-BADGIRT, Security-CSOC Review, Security-Dept, Security-GRC, Security-HRS Attestation, Security-IT Access, Security-OCIS, Security-Tools

#### NS

NS-App Admins, NS-Apps AANTS, NS-Campus, 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

#### SEO

DRMT-All, DRMT-Data Tools, DRMT-Database, DRMT-DBA, DRMT-Enterprise Tools, DRMT-InfoAccess, DRMT-Tools, SA-SE, SA-Virtualization, SE, SE-AD, SE-AIX, SE-Audit, SE-BuckyBackup Support, SE-Critical Infrastructure, SE-DSA, SE-Linux, SE-OSX, SE-Solaris, SE-Storage Team, SE-Virtualization, SE-Windows, SEO-Dept, SEO-Firewall, SEO-Mainframe, SNCC-Network, SNCC-NTN-ND, SNCC-SysNet, SNCC-Sysops, SNCC-Systems Management

#### US

KB Site Helpdesk, Logistics, O365 Technical/Functional, PCS-Dept, PCS-o365 Service Delivery, PCS-Shared Hosting, SA-RaDS, 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 SMPH Support, US-Help Desk Tools, US-Help Desk UW C/EX Support, US-Help Desks UW CEOEL Support, US-Infolabs Kiosks, US-Metrics and Data, US-PM, US-PM Apple, US-PM Dell, US-PM Hardware, US-PM Mathat&StatsPKGS, US-PM Software, US-Repair Billing, US-Repair Hardware, US-Repair Internal, US-Repair Parts, US-Repair Pickup (333ECM), US-Repair Pickup (Comp Sci), US-Repair Pickup (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk (HSLC), US-Repair Printer, US-Repair Software, US-Service Desk

#### Other

All remaining DoIT WiscIT teams that are not included in the above lists.



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