



# **DoIT Operations**

## **Monthly Report**

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# July 2020

Published August 14, 2020



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## DoIT OPERATIONS: Applications Infrastructure Services SERVICE AVAILABILITY

### Rolling 12 months

Service	Target	August %	September %	October %	November %	December %	January %	February %	* March %	April %	May %	June %	July %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★ 89.24	★ 90.06	★ 96.18	100.00
Enterprise Content Management (ECM)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	★ 97.56	99.96	100.00	100.00	★ 97.78	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	99.88	99.83	100.00	100.00	100.00	100.00	100.00	100.00	★ 93.30	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95	99.91	100.00	99.90	100.00
My UW	99.00%	100.00	99.19	99.95	100.00	100.00	100.00	99.91	99.78	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	★ 99.71	100.00	100.00	100.00	99.97	100.00	99.98	100.00	100.00
Shared Web Hosting	99.00%	99.88	99.78	100.00	99.55	100.00	99.98	★ 98.72	★ 83.37	99.93	★ 97.21	99.33	100.00
Wisc Web	99.00%	99.88	99.78	100.00	99.55	100.00	99.98	★ 97.55	★ 75.41	99.82	100.00	★ 94.99	99.99

#### Target Colors

★ Below Target    ■ Above Target

#### NOTES:

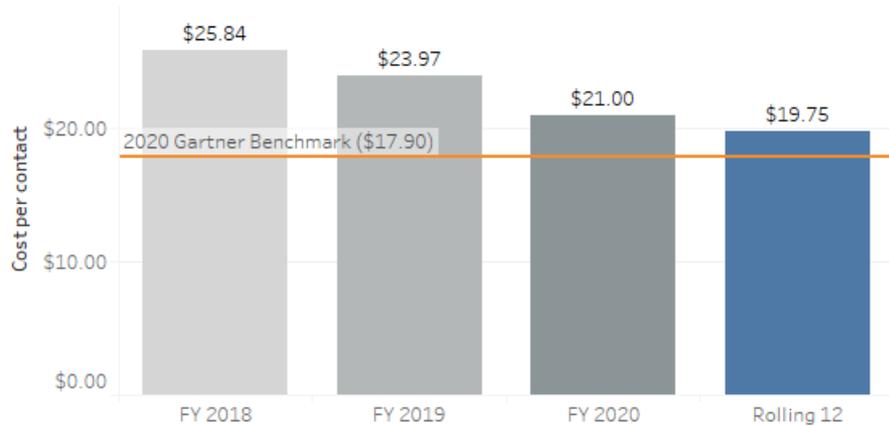
\*To more closely align Service Availability reporting with WiscIT reporting, planned outages will not be included in SA calculations beginning in March FY2020. Historical data will still include planned outages.



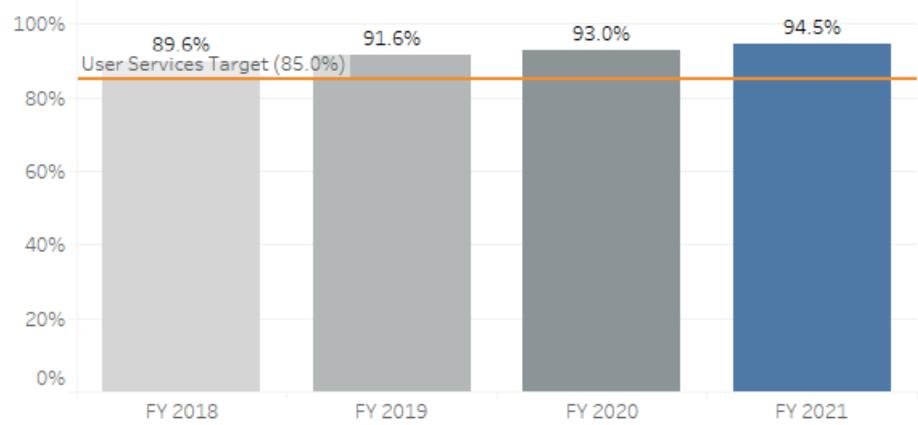
This visualization was created by DoIT in the Department of User Services.

# DoIT OPERATIONS: US-HELP DESK OVERVIEW

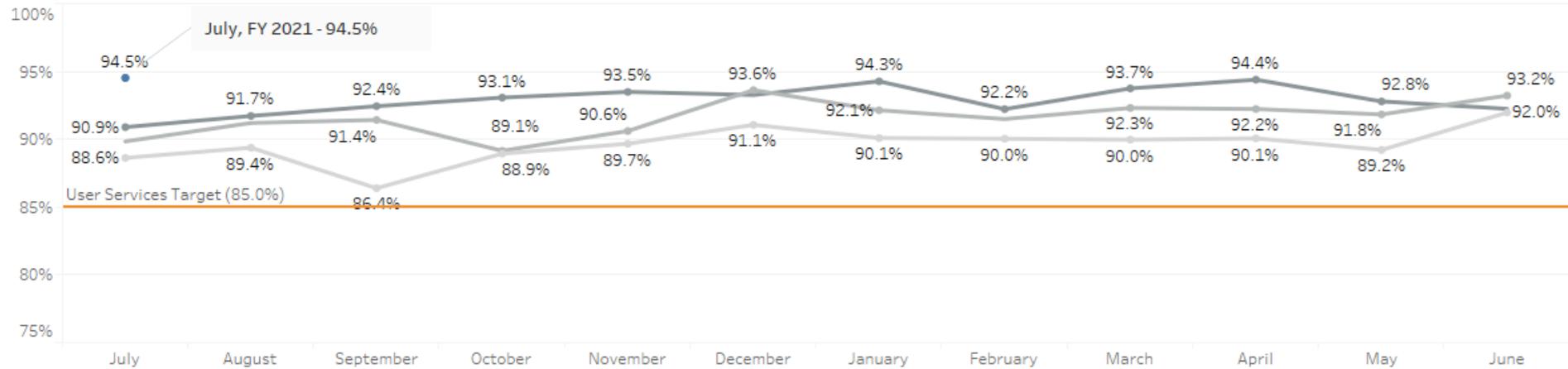
## Cost per Contact



## \* Customer Satisfaction



## Customer Satisfaction

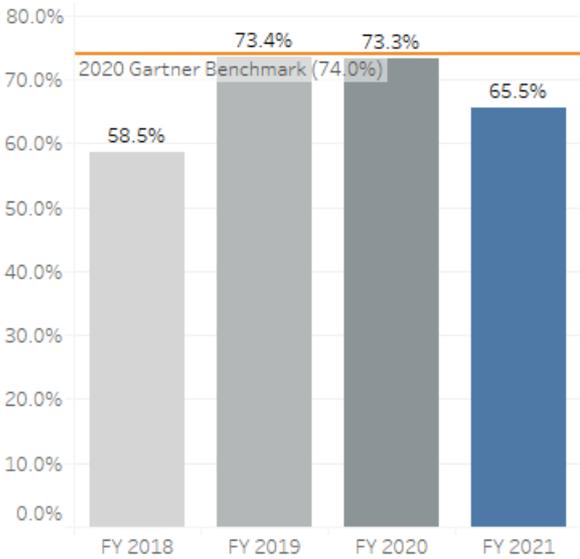


NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"  
 \*HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.  
 Gartner 2019 Benchmark Cost Per Contact is \$16.30.

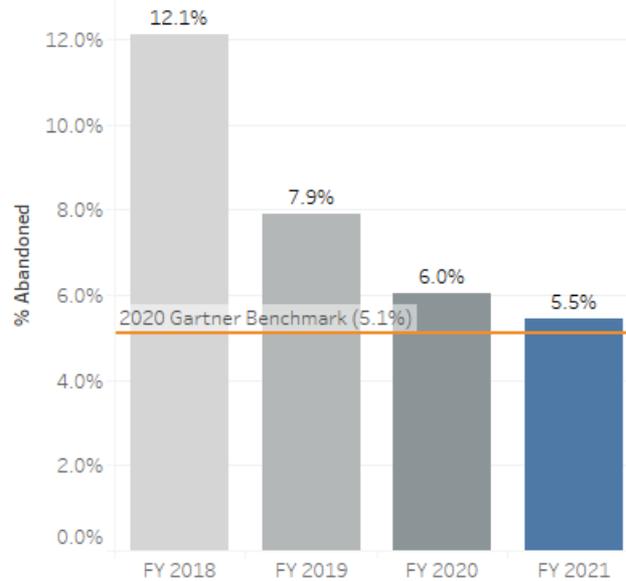


This visualization was created by DoIT in the Department of User Services.

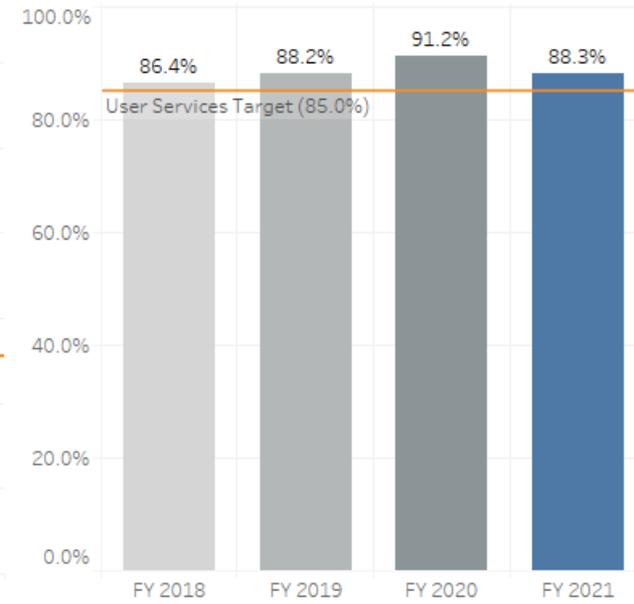
### \*Help Desk Average First Contact Resolution



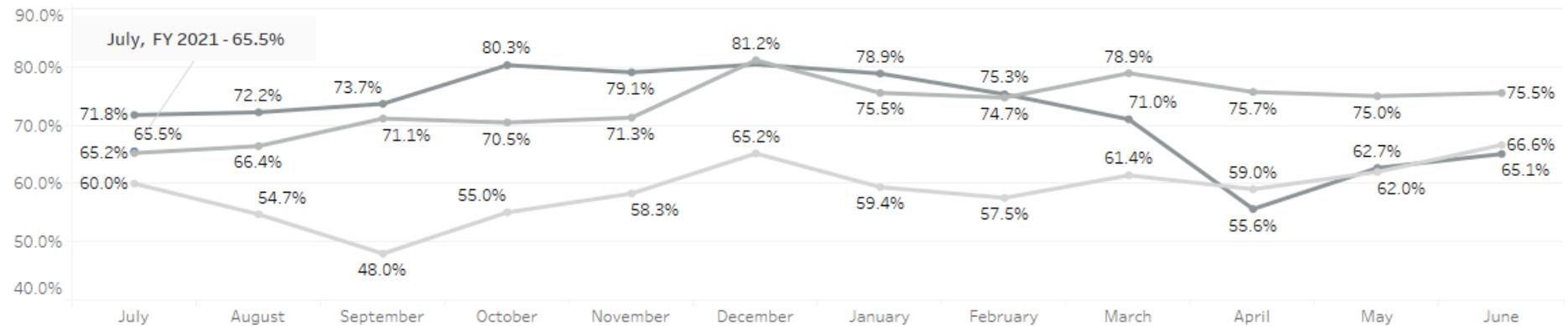
### Help Desk Abandonment Rate



### \*\*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.

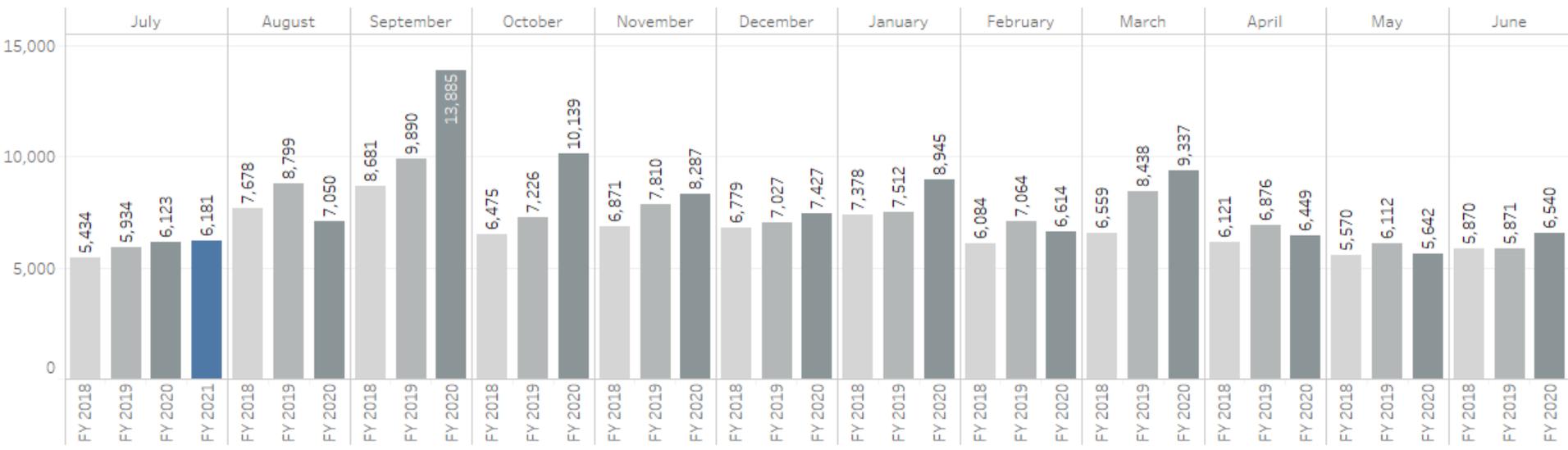


## \* Help Desk Resolution Rates for Top 10 Supported-Services

July	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
Multi-factor Authentication (MFA)	939	15.2%	901	96.0%
Office 365	765	12.4%	632	★ 82.6%
NetID Account Management	515	8.3%	438	85.0%
REFERRALS	490	7.9%	462	94.3%
Course Search and Enroll App	267	4.3%	234	87.6%
Learn@UW - Canvas Madison	239	3.9%	199	★ 83.3%
MyUW Madison	179	2.9%	166	92.7%
PERSONAL SOFTWARE SUPPORT	166	2.7%	155	93.4%
Software	157	2.5%	94	★ 59.9%
BadgIRT (Security)	136	2.2%	109	★ 80.1%

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)

# DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

## Help Desk Resolution Rates for PCS Services During July

July	All Incidents	% of Incidents	HD Resolved	* HD % Resolved	*** First Contact Resolution Rate	** Customer Satisfaction
Office 365	765	81.0%	632	★ 82.6%	★ 63.8%	99.2%
UW-Madison Box	78	8.3%	45	★ 57.7%		95.2%
UW-Madison Google Apps	50	5.3%	41	★ 82.0%		100.0%
WisList	40	4.2%	20	★ 50.0%		
Qualtrics	12	1.3%	11	91.7%	100.0%	

User Services Target:  
HD % Resolution

Below 85.0% ★  
At or above 85.0%

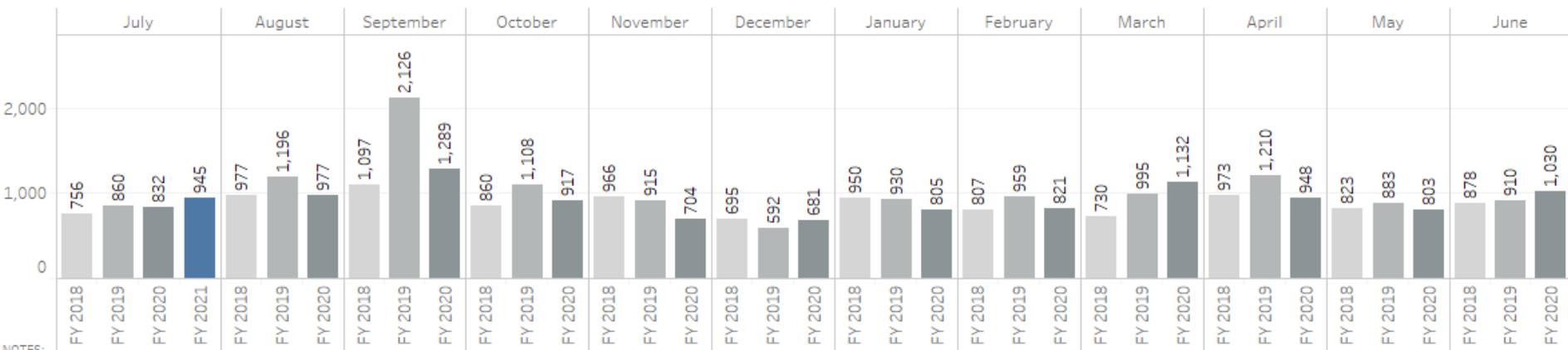
2020 Gartner Benchmark:  
First Contact Resolution

Below 74.0% ★  
Above 74.0%

User Services Target:  
Customer Satisfaction

At or above 85.0%

## 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?" - 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.

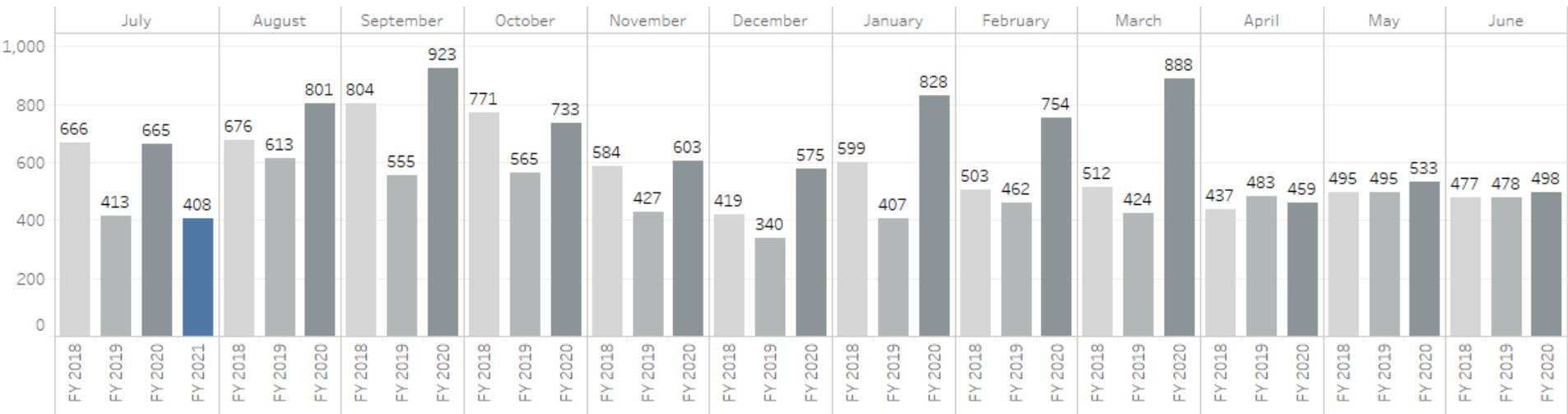
\*\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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



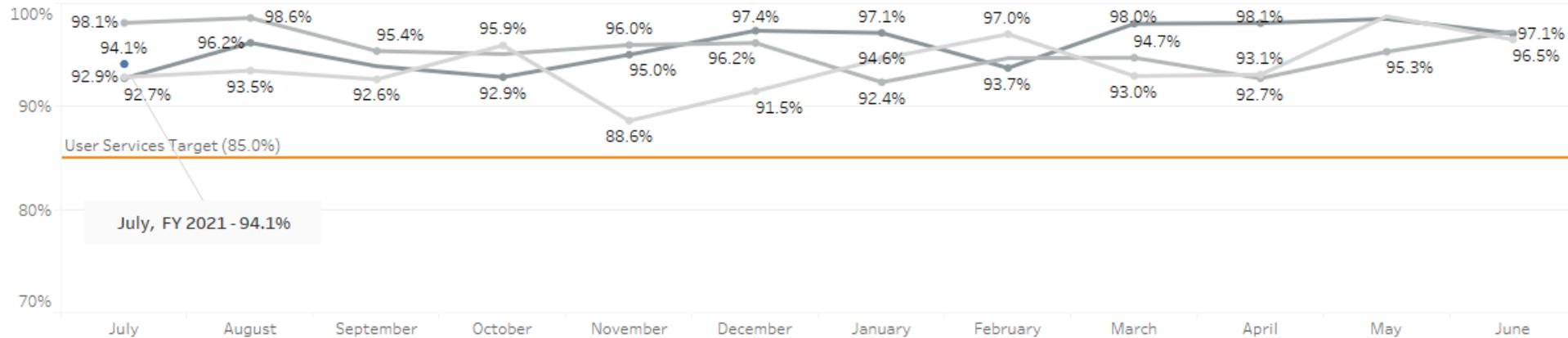
This visualization was created by DoIT in the Department of User Services.

# 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

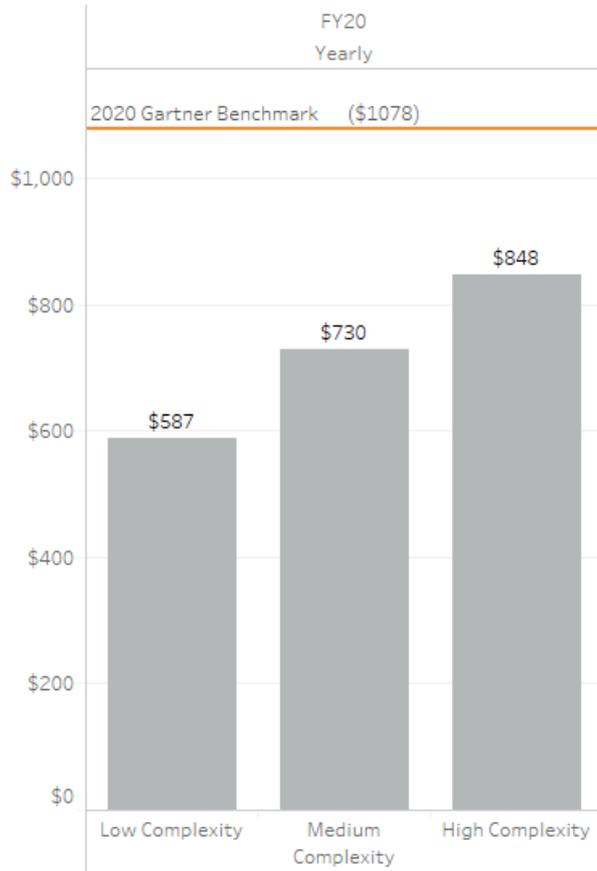
HDI has changed their measure of Customer Satisfaction sufficiently to warrant transitioning away from that benchmark. Until a suitable benchmark can be located and evaluated, we have set a User Services target.



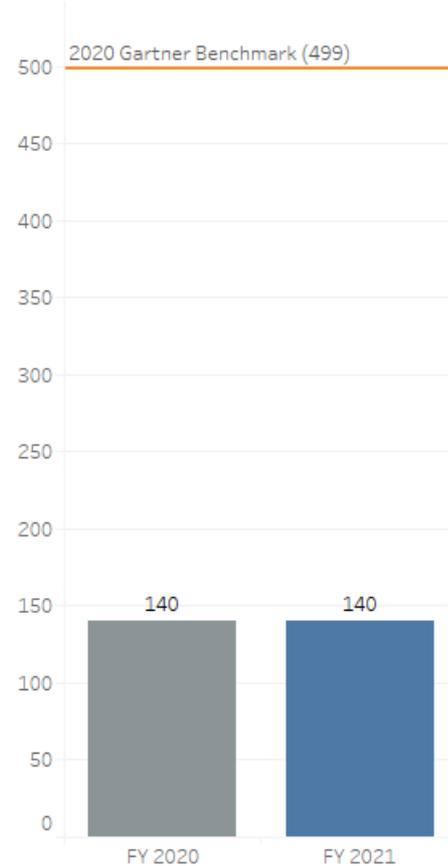
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

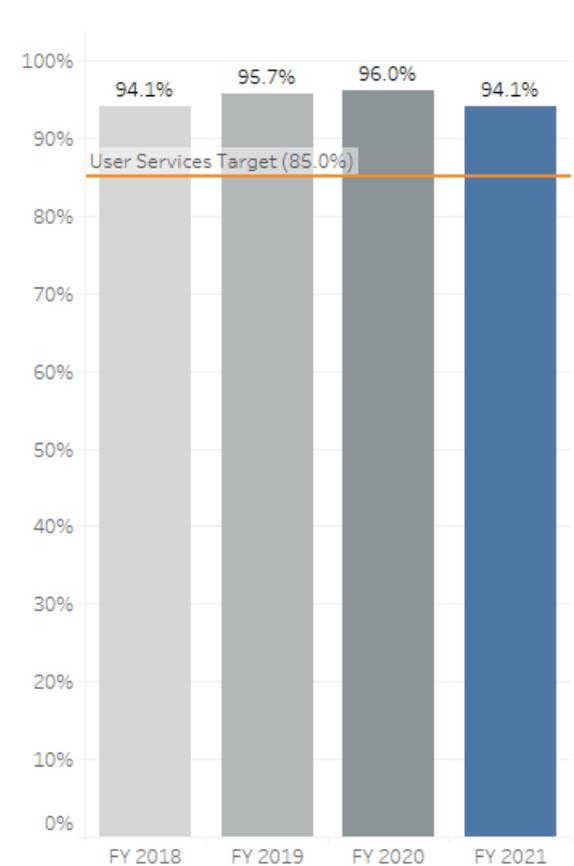
### \* Cost Per Endpoint



### \*\* 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).

\*FY20 will be used due to a six-month minimum to capture the 2020 Gartner benchmark.

\*\*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?"

Until a suitable benchmark can be located and evaluated, we have set a User Services target.

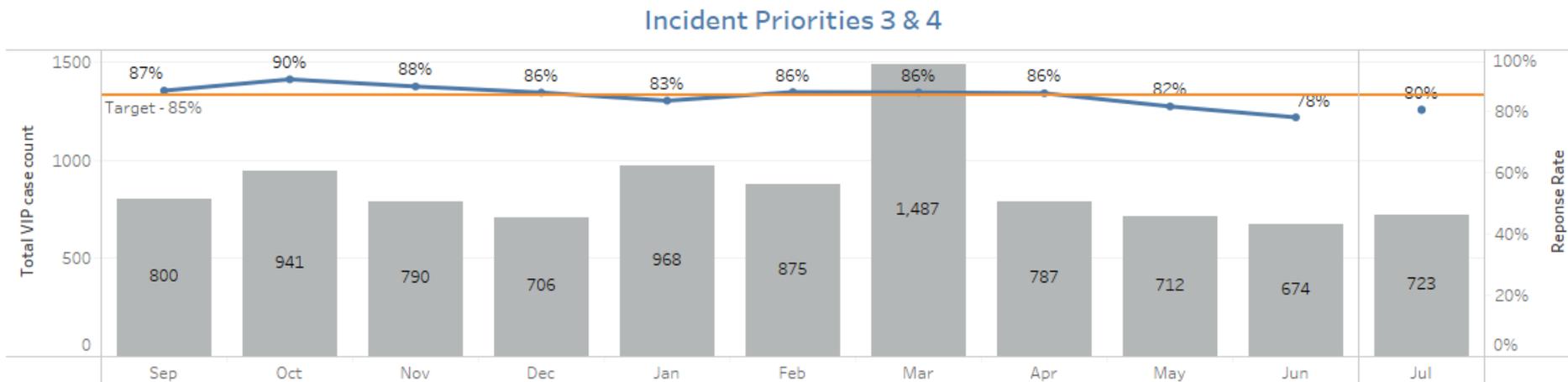
2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity.



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



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 SERVICE AVAILABILITY

Rolling 12 months

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



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## DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	May %	June %	July %	Network	Target	May %	June %	July %	Network	Target	May %	June %	July %
Upham Woods	99.900%	★ 99.888	★ 99.763	★ 97.905	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	99.991	99.992
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	★ 99.679	UWC Marathon Co.	99.900%	100.000	99.991	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	99.997	99.991	★ 99.787
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	99.987	100.000	UWC Marshfield Wood Co.	99.900%	100.000	99.991	100.000
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	99.997
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%	★ 99.872	99.969	100.000	UWC Sheboygan	99.900%	100.000	★ 99.158	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	99.991	100.000	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	99.991	99.979					

### 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

		20-May	20-Jun	20-Jul
<b>UW-Madison campus</b>	Avg (Gb/sec)	4.6	4.4	4.2
	Max (Gb/sec)	16.2	14.3	15.7
	Min (Gb/sec)	1.5	1.4	1.3
	% of full capacity (100Gbps)	4.6	4.4	4.2
<b>UW-Madison research</b>	Avg (Gb/sec)	21.3	18.5	16.4
	Max (Gb/sec)	67.8	100.0	78.8
	Min (Gb/sec)	6.8	4.5	6.7
	% of full capacity (100Gbps)	21.3	18.5	16.4
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	3.3	4.0	4.8
	Max (Gb/sec)	6.6	7.9	9.1
	Min (Gb/sec)	0.0	0.0	0.0
	% of full capacity (20Gbps)	16.5	20.0	24.0

### OUT

		20-May	20-Jun	20-Jul
<b>UW-Madison campus</b>	Avg (Gb/sec)	2.30	2.30	2.30
	Max (Gb/sec)	8.00	6.90	6.70
	Min (Gb/sec)	0.87	1.00	1.10
	% of full capacity (100Gbps)	2.30	2.30	2.30
<b>UW-Madison research</b>	Avg (Gb/sec)	21.60	18.80	20.60
	Max (Gb/sec)	60.20	59.90	60.20
	Min (Gb/sec)	6.80	3.60	6.00
	% of full capacity (100Gbps)	21.60	18.80	20.60
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	4.00	3.60	3.90
	Max (Gb/sec)	7.40	6.60	7.60
	Min (Gb/sec)	0.00	0.00	0.00
	% of full capacity (20Gbps)	20.00	18.00	19.50

-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 DoIT in the Department of User Services.

## DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1 Total Controllers: 8 Total APs: 4466		Target	September	October	November	December	January	February	March	April	May	June	July
		Access Points Avg. Uptime per Day	99.50%	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%	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	56.61	
Airwave 2 Total Controllers: 8 Total APs: 4622		Target	September	October	November	December	January	February	March	April	May	June	July
		Access Points Avg. Uptime per Day	99.50%	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%	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	34.48	
Airwave 3 Total Controllers: 4 Total APs: 2092		Target	September	October	November	December	January	February	March	April	May	June	July
		Access Points Avg Uptime per Day	99.50%					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%	100.00%
Avg Number of APs Down per Day							6.61	1.59	1.52	14.50	5.65	9.77	9.29

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.



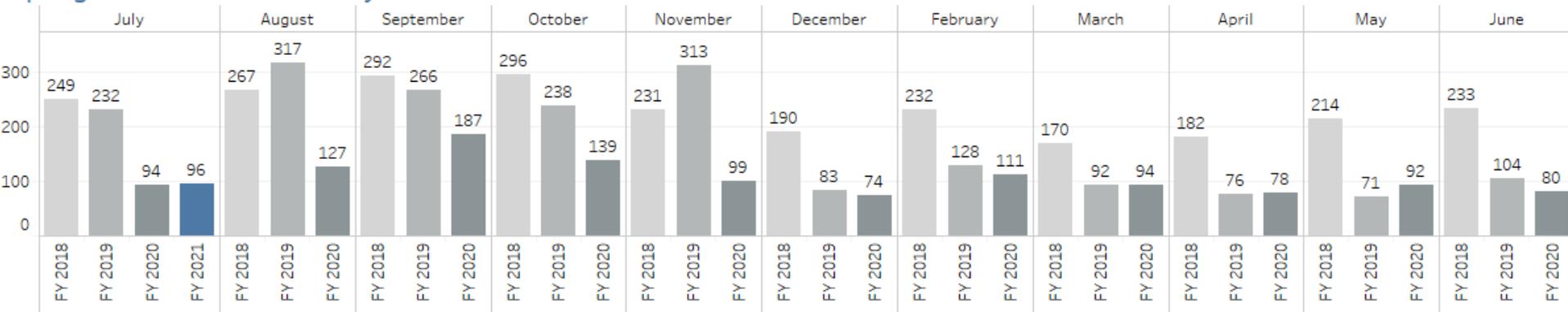
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

### Four Months Incident Summary by Subcategory

		April	May	June	July
Campus Network	AANTS	1	7	4	8
	Bandwidth Threshold Alar..	8	5	1	
	Firewall/Content ID		1	1	
	Firewall/Install		17		
	Firewall/Problem	7			1
	Firewall/Rules		4	2	4
	Port Error Threshold Alarm	1	3		
	Request/Data Jack/Activa..	1		4	6
	Request/Data Jack/Install..	1		1	1
	Request/DHCP	2	2	4	1
	Request/DNS/Hostmaster				1
	Request/DNS/Network Se..	4	5	15	20
	Request/Equipment Insta..				1
	Request/Hardware	1	3	4	5
	Request/IP Allocation	16	16	13	23
	Request/New Installation..	1	2		
	VPN	18			
	Wired Network Issue	7	8	6	5
Wireless	2	3	5	2	
Campus Network Housing	Device Registration HAP			1	
	Device Registration non-H..				1
	Latency or Packet Drop		1		
Departmental VPN	Submit Incident	7			
	Submit Incident			1	
VPN	Client Issue			3	1
	Submit Incident		12	14	16
Others		1	3	1	
<b>Grand Total</b>		<b>78</b>	<b>92</b>	<b>80</b>	<b>96</b>

### 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

Rolling 12 months

Service	Target	August %	September %	October %	November %	December %	January %	February %	March %	April %	May %*	June %	July %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.870	99.386	100.000	100.000	100.000
Campus Card Access	99.500%	99.908	99.678	100.000	99.589	★97.749	100.000	★98.904	100.000	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	99.989	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	99.966	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 (Cypress)	98.000%	98.123	★96.224	99.377	99.726	98.925	★97.233	★96.244	100.000	99.921	99.921	100.000	99.664
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★97.258	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★95.616	100.000	100.000	100.000	★98.132
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	99.973
WisclT (Cherwell)	99.500%	★97.774	99.863	★99.018	99.689	100.000	★97.320	100.000	100.000	100.000	100.000	99.944	99.630

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	360	111	120.0	279.0
Linux	99.950	99.980	424	122	141.3	268.0

### Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(8.20%)
DoIT internal customers	2	(6.56%)
DoIT - Microsoft SQL Server Hosting	3	(3.37%)
Cybersecurity - Privileged Account Management	4	(1.53%)
UWPD	5	(1.40%)
SFS	6	(1.38%)
HRS	7	(0.70%)
Learn@UW	8	(0.40%)
Imaging	9	(0.40%)
Grad School	10	(0.33%)

### Top Customers By Server Count

Cybersecurity	1	(89 Servers)
SFS, HRS	2	(85 Servers)
Identity and Access Management	3	(55 Servers)
Student Information System	4	(39 Servers)
Database Aggregation (FASTAR)	5	(35 Servers)
SysNet	6	(26 Servers)
Office 365	7	(25 Servers)
Imaging	8	(24 Servers)
Network Services	9	(21 Servers)
AIS - Web Platform Services	10	(20 Servers)
DoIT Service Management	11	(20 Servers)
Wisconsin Historical Society	12	(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	April	May	June	July
Potential Vulnerability	1	14	12	3	14
	2	6	1	3	
	3	22	8	64	7
	4			89	1
Vulnerability	1	5	2	3	5
	2	80	62	5	134
	3	556	1,654	260	1,698
	4	1,323	1,846	403	1,190
	5	54	20	189	217
Vulnerability or Potential Vulnerability	3	4		6	374
	4	53	1	22	58
	5			6	15
<b>Grand Total</b>		<b>2,117</b>	<b>3,606</b>	<b>1,053</b>	<b>3,713</b>

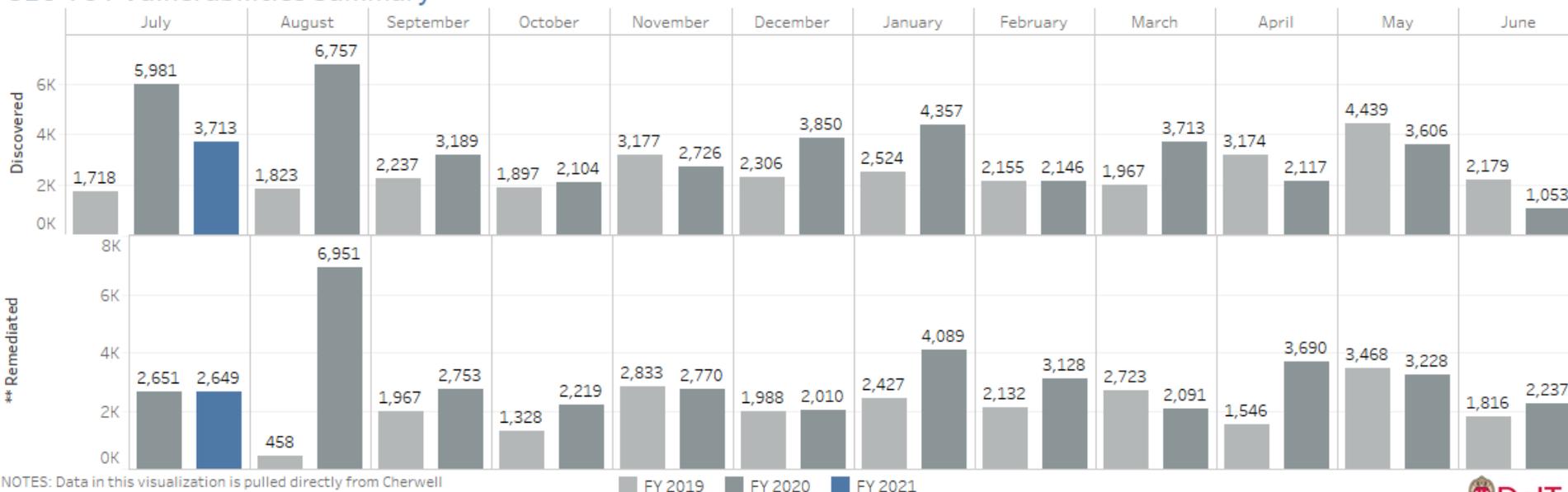
\* Active & Urgent Vulnerabilities

82

Remaining From July

25

### 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



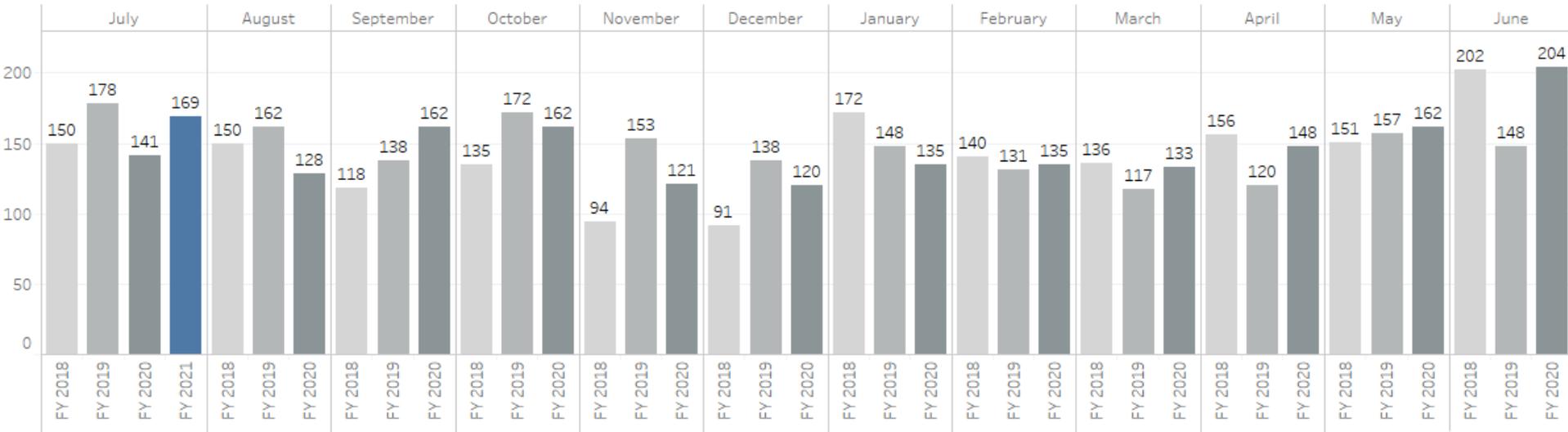
This visualization was created by DoIT in the Department of User Services.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \* Four Months Network Problem Summary

Technical Service	April	May	June	July
Boreas	8	12	11	11
Campus Network	70	100	86	77
MUFN	3	2	4	2
Northern Tier	2	4	1	5
UW SysNET	9	11	11	15
<b>Grand Total</b>	<b>92</b>	<b>129</b>	<b>113</b>	<b>110</b>

### SEO YOY Outage Summary

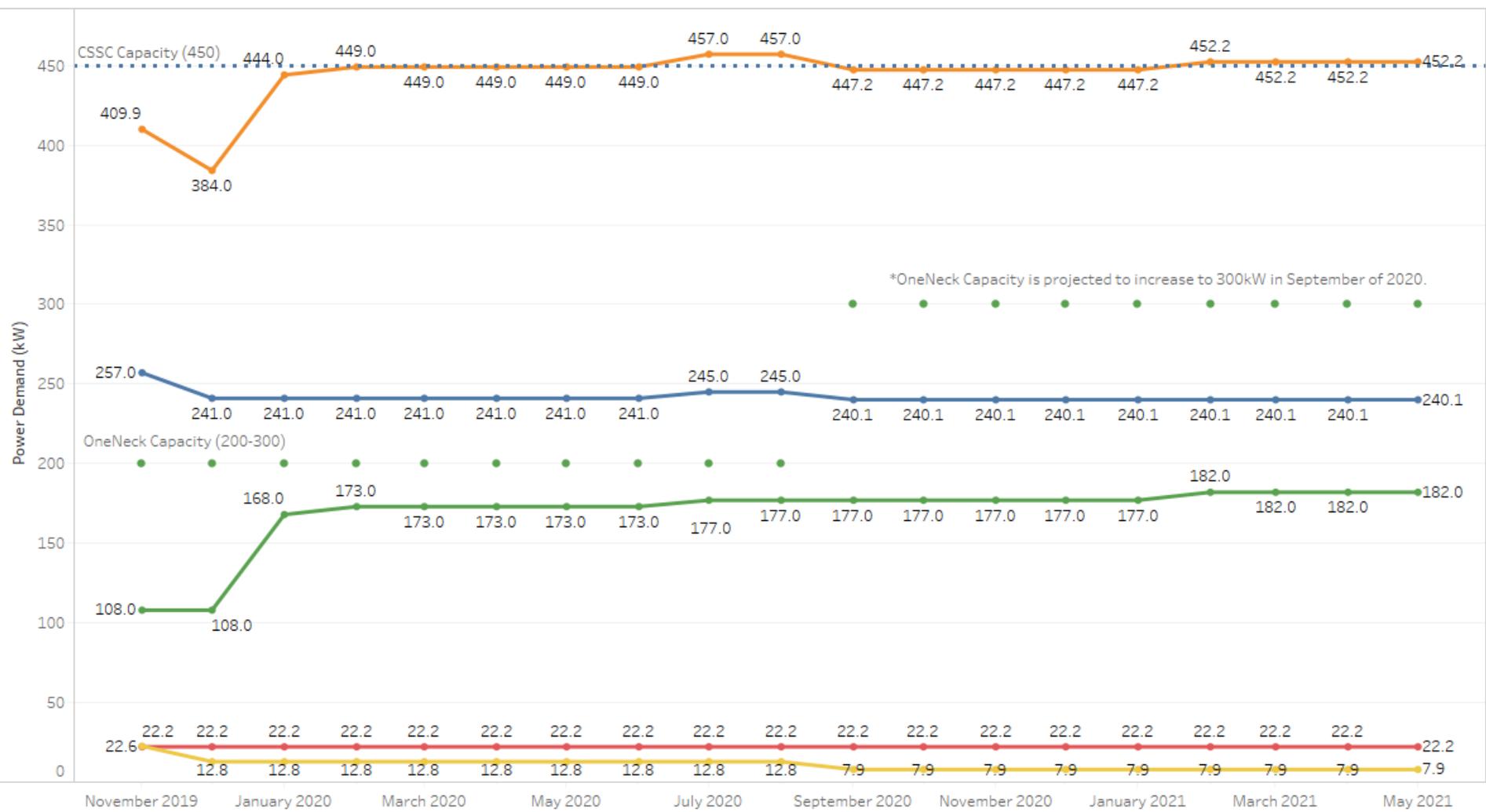


\*If blank, zero problems were reported.



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

# Data Center Power Demand Forecast



-OneNeck footprint is trending up as WIPAC (IceCube) continues its evacuation of 222 W. Washington and we shift more of our mission-critical systems Site A to OneNeck.  
 -CSSC footprint is trending up significantly due to research storage, CyberSecurity Elastic servers, and updates to Select Agent and other infrastructure.  
 -WARF is being evacuated through attrition.  
 -MFCB will slightly decline as we propose to move Select Agent Site B from MFCB to OneNeck, pending Network Services design.

This visualization was created by the Department of User Services.



## DOIT OPERATIONS- DIGITAL PUBLISHING & PRINTING SERVICES

■ FY 2019  
■ FY 2020  
■ FY 2021

### DPPS Rework Information

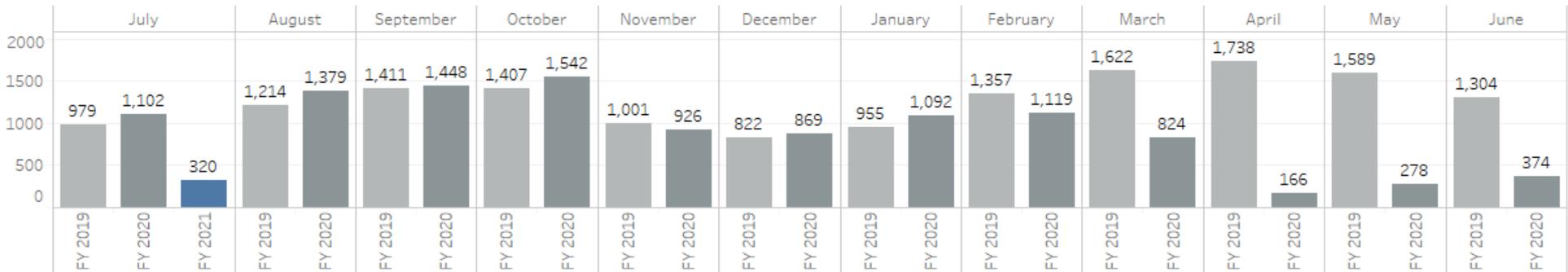
★ Exceeds 0.10%      ■ At or Below 0.10%

	Total Rework	Cost of Rework	Average Rework
February	2	\$630.64	★ 1.00%
March	0	\$0.00	0.00%
April	0	\$0.00	0.00%
May	0	\$0.00	0.00%
June	0	\$0.00	0.00%
July	0	\$0.00	0.00%

### Total Sales



### Total Jobs



### Average On-Time Percentage by Stream

★ Below 99.90%      ■ At or Above 99.90%

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

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

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

	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Notes:	
<b>Kaltura Mediaspace</b>	Incidents Resolved by Help Desk	159	79	16	30	24	-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	55	25	15	23	24	-Kaltura:
	Average Play Time (mins)	14	15	14	11	10	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	10,406	16,211	4,013	6,715	6,264	Time Played: Total amount of time all Kaltura media assets were played during the month
	Number of Plays	472,373	900,311	239,758	325,427	379,200	Avg. Play Time: Time played divided by number of plays
	Storage Utilized (TB)	72	77	78	80	82	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)	6,875,629	13,144,567	3,390,500	3,513,483	3,919,185	
	Total Media Assets	121,802	138,139	141,950	148,407	154,243	
<b>Turnitin</b>	Incidents Resolved by Help Desk	0	0	0	1	4	-Turnitin:
	Incidents Resolved by Learn@UW Madison	0	1	0	1	0	Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
	Active Classes	130	144	127	107	140	Active Instructors: Like active classes-the number of unique instructors associated with active classes
	Active Instructors	96	149	160	89	187	Student Accounts: The total number of student accounts as of end date (cumulative)
	Instructor Accounts	1,478	1,817	1,939	1,995	2,046	Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
	Student Accounts	18,470	20,728	21,984	21,793	18,702	Submissions: Typically text documents in .doc, .pdf, other wordprocessing formats, or plain text
	Submissions	22,444	35,314	15,987	5,890	8,368	
							-ACAR (Advanced Content Authoring and Reporting):
<b>ACAR</b>	Incidents Resolved by Help Desk	5	2	2	2	1	Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
	Incidents Resolved by Learn@UW Madison	12	10	11	26	17	Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
	New Pressbooks this Month	9	5	8	12	16	User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)
	New Storyline 360 Modules this Month	6	2	0	1	1	
	Total Pressbooks	449	454	462	474	490	
	Total Storyline 360 Modules	176	178	178	179	180	
<b>Canvas</b>	Unique Users	5,215	5,262	5,300	5,445	5,463	
	Incidents Resolved by Help Desk	343	274	212	244	209	-Canvas:
	Incidents Resolved by Learn@UW Madison	222	173	156	150	200	Active Course: A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor
	Active For-Credit Courses	3,808	3,841	3,844	792	904	Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
	Active Training Courses	398	402		447	472	Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)
	Unique Instructors	5,292	5,397	5,402	1,480	1,554	
	Unique Students	39,199	38,932	38,940	14,094	14,169	

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

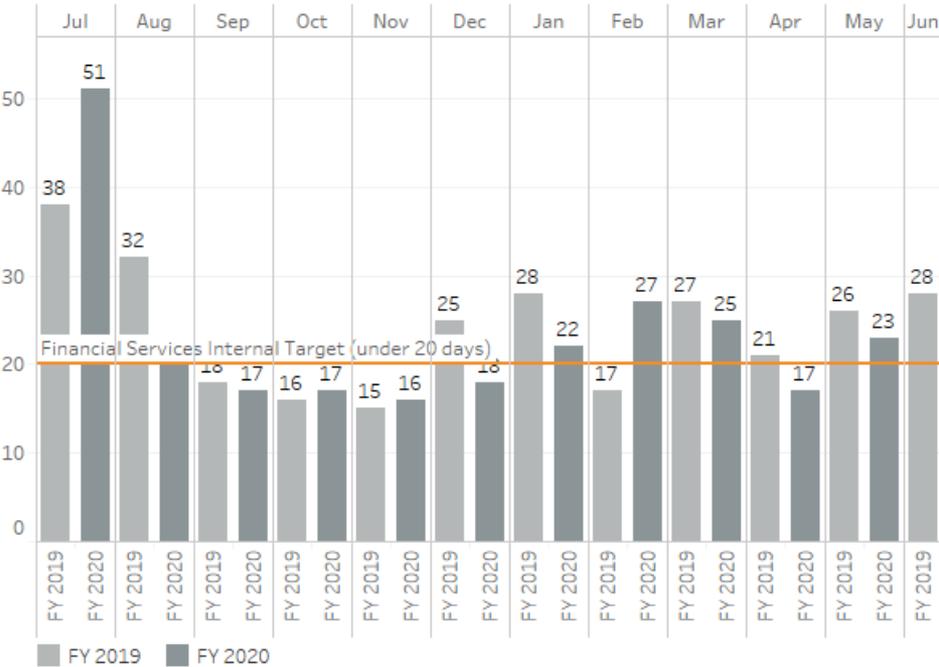
	Mar-20	Apr-20	May-20	Spring-20	Jun-20	Jul-20		
Atomic Assessments	Incidents Resolved by Help Desk	0	0	0		0	0	Notes:  -Atomic Assessments: Active Course: Course with Atomic Assessments assignments that have been accessed in date range Instructors: Users with "instructors" role, which may include some 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	39	32	28		18	27	
	Active Courses	27	27	27		11	7	
	Instructors	403	403	403		63	19	
	Unique Students	2,132	2,164	1,119		444	219	
* Top Hat	Incidents Resolved by Help Desk	0	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	0	
	Active Courses				163			
	Unique Students				12,450			
	Unique Instructors				228			
AEFIS	Incidents Resolved by Help Desk	4	13		18	24	7	-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	33	
	Attendance at all Workshops				149			
	Dept Admins Removed				0			
	DESL Usage				2			
	New Dept Admins Added				0			
	Q&A Workshops				11	20	33	
	Syllabi usage				286			
	Total completed evaluations				105,020			
	Training Workshops				15	24	7	

# 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

	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	

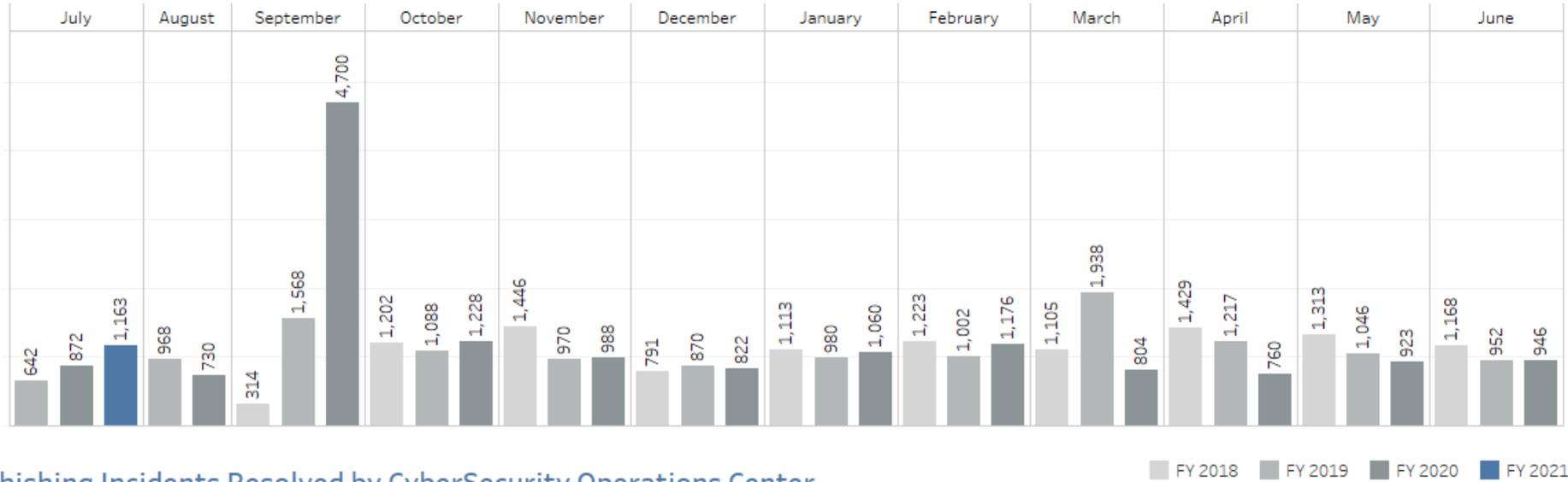
If blank, data is currently unavailable.



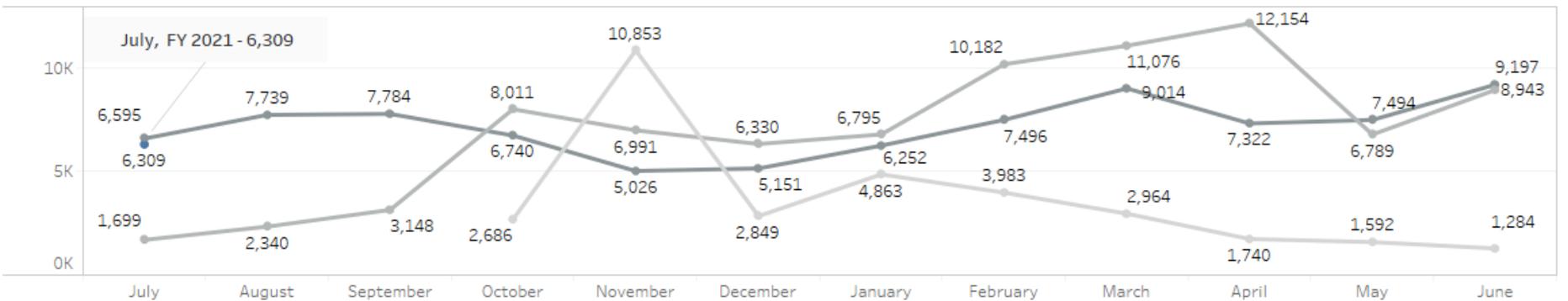
This visualization was created by DoIT in the Department of User Services.

# 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.

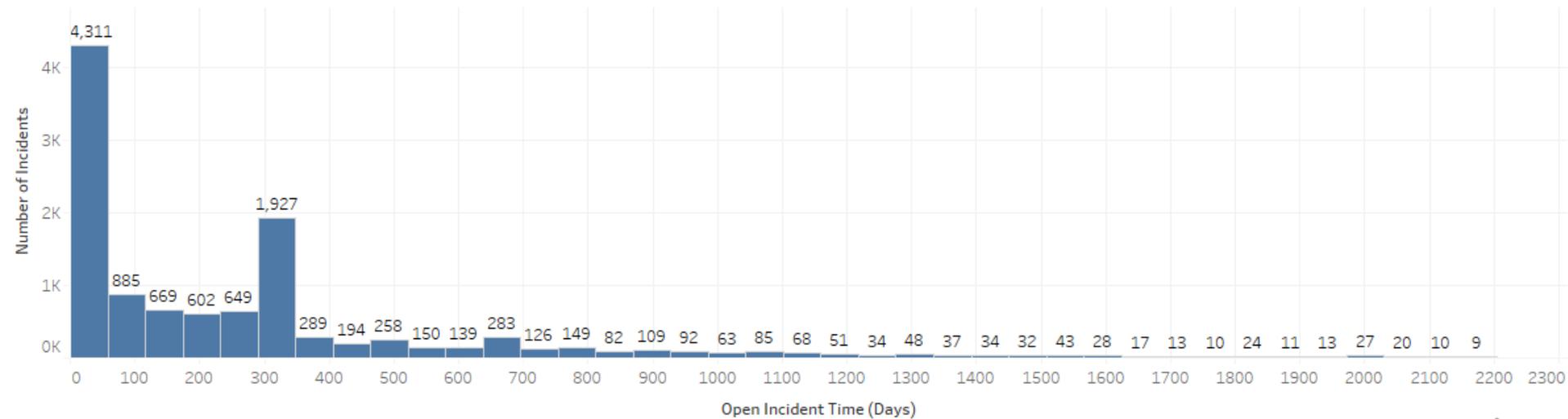
# DoIT INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 08/03/2020

## Age of Open Incidents by Department

	Less Than 2 Days Old	Open Tickets > 2 Days and < 2 Weeks Old	Greater Than 2 Weeks Old	Greater Than 1 Month Old
AIS	50	225	226	141
Cybersecurity	276	1,369	2,238	2,077
NS		207	473	405
SEO	76	126	500	453
US	122	793	3,341	3,207
Other	5	192	1,928	1,867
<b>Total</b>	<b>529</b>	<b>2,912</b>	<b>8,706</b>	<b>8,150</b>

## Total Open Incidents by Age (days)



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

## Metrics Report Monthly Updates

**Multiple slides-** Updates to accomodate FY2021, including alteration of color legend.

**DS SLA-** Swapped case totals and "success rate" from lines to bars and vice versa. Updated to include SLA target.

**NS Wireless Access Points-** Updated Access Points Uptime per day target.

## 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.

**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).



## 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.

## 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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