DoIT Operations
Monthly Report

November 2019
Published December 10th, 2019

DoIT OPERATIONS: AIS SERVICE AVAILABILITY

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

Target Colors
★ ■ Below Target   ■ Above Target

DoIT OPERATIONS: US-HELP DESK OVERVIEW

*Cost per Contact
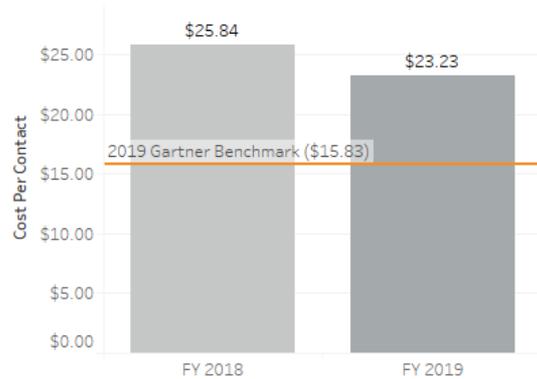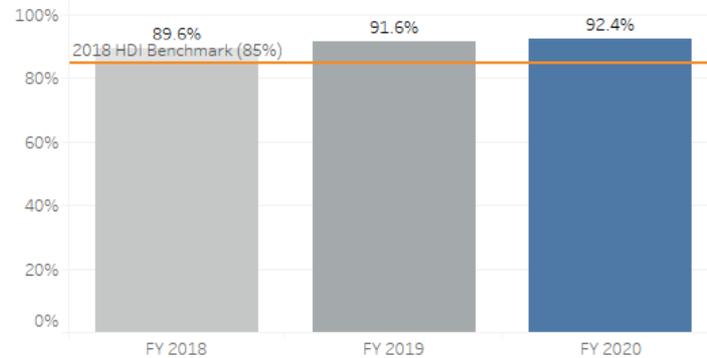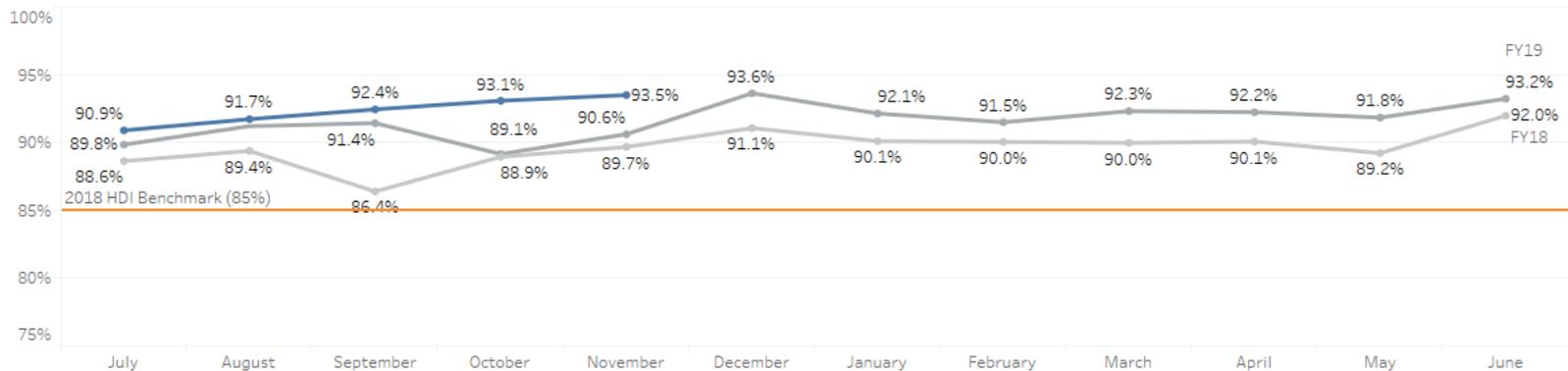
- $25.84 — FY 2018
- $23.23 — FY 2019
- 2019 Gartner Benchmark ($15.83)

**Customer Satisfaction

- 89.6% — FY 2018
- 91.6% — FY 2019
- 92.4% — FY 2020
- 2018 HDI Benchmark (85%)

Customer Satisfaction

FY19: 90.9%, 91.7%, 92.4%, 93.1%, 93.5%, 93.6%, 92.1%, 91.5%, 92.3%, 92.2%, 91.8%, 93.2%

FY18: 89.8%, 88.6%, 89.4%, 91.4%, 86.4%, 89.1%, 88.9%, 90.6%, 89.7%, 91.1%, 90.1%, 90.0%, 90.0%, 90.1%, 89.2%, 92.0%

2018 HDI Benchmark (85%)

July, August, September, October, November, December, January, February, March, April, May, June

NOTES: Survey respondents rate satifaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
* FY19 will be used due to a six-month minimum to capture the 2019 Gartner benchmark.
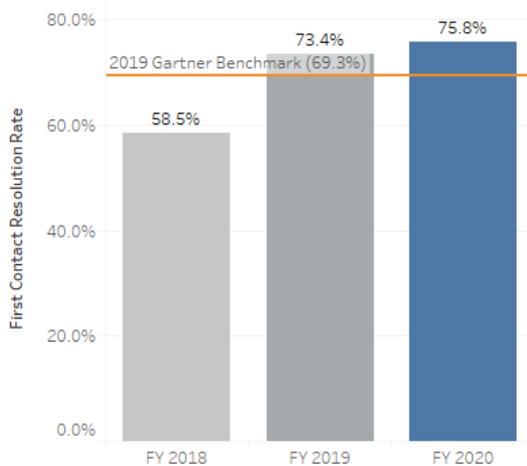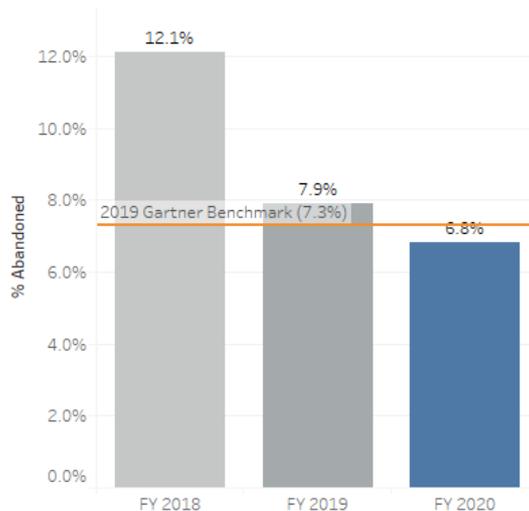**2018 HDI Benchmark will be used until the release of the 2019 numbers.

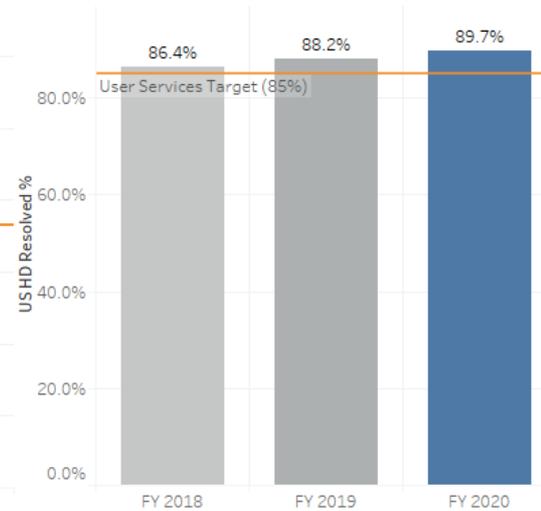This visualization was created by the Department of User Services.
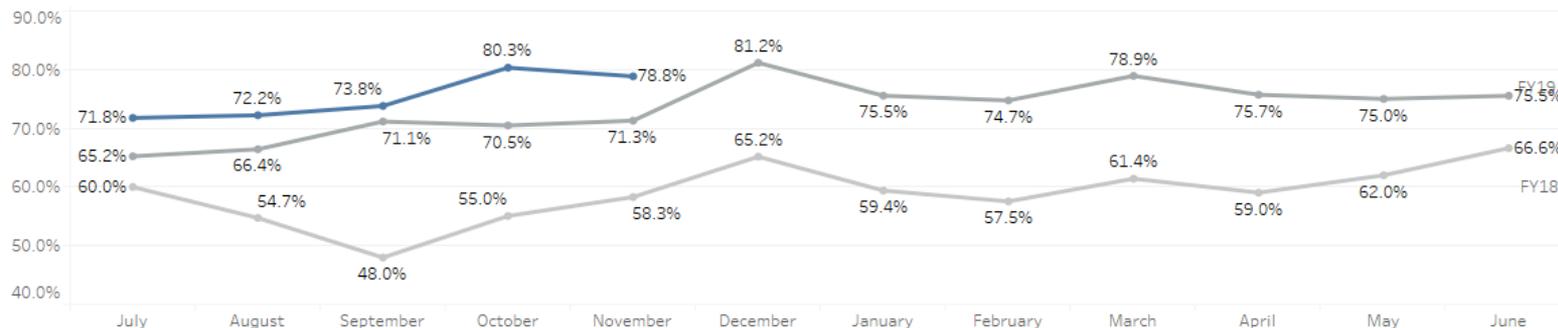
*Help Desk Average First Contact Resolution

First Contact Resolution Rate

- 58.5% — FY 2018
- 73.4% — FY 2019
- 75.8% — FY 2020

2019 Gartner Benchmark (69.3%)

Help Desk Abandonment Rate

% Abandoned

- 12.1% — FY 2018
- 7.9% — FY 2019
- 6.8% — FY 2020

2019 Gartner Benchmark (7.3%)

**Help Desk Average Resolution Rate

USHD Resolved %

- 86.4% — FY 2018
- 88.2% — FY 2019
- 89.7% — FY 2020

User Services Target (85%)

Help Desk YOY First Contact Resolution

FY19 line:
- July 71.8%
- August 72.2%
- September 73.8%
- October 80.3%
- November 78.8%
- December 81.2%
- January 75.5%
- February 74.7%
- March 78.9%
- April 75.7%
- May 75.0%
- June 75.5%

Middle line:
- July 65.2%
- August 66.4%
- September 71.1%
- October 70.5%
- November 71.3%
- December 65.2%
- January 59.4%
- February 57.5%
- March 61.4%
- April 59.0%
- May 62.0%
- June 66.6%

FY18 line:
- July 60.0%
- August 54.7%
- September 48.0%
- October 55.0%
- November 58.3%

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.
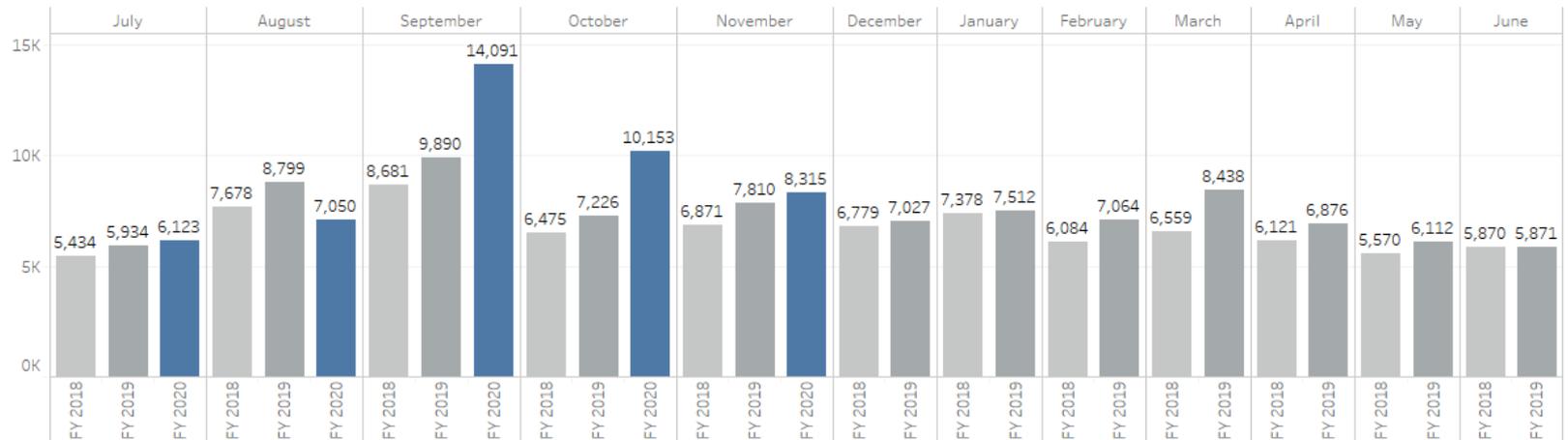
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*Help Desk Resolution Rates for Top 10 Supported-Services

November

	All Incidents	% of Incidents	HD Resolved	** HD % Resolved
NetID Account Management	1,613	19.4%	1,481	91.8%
Multi-factor Authentication (MFA)	1,445	17.4%	1,368	94.7%
BadgIRT (Security)	747	9.0%	483	★ 64.7%
Office 365	549	6.6%	451	82.1%
REFERRALS	527	6.3%	509	96.6%
Course Search and Enroll App	495	6.0%	432	87.3%
Learn@UW - Canvas Madison	200	2.4%	143	71.5%
PERSONAL SOFTWARE SUPPORT	194	2.3%	175	90.2%
Campus Network	185	2.2%	85	★ 45.9%
VoIP	169	2.0%	101	★ 59.8%

2019 Gartner Benchmark- First Contact Resolution
★ ■ Below 69.3%   ■ At or above 69.3%

Help Desk Annual Contacts

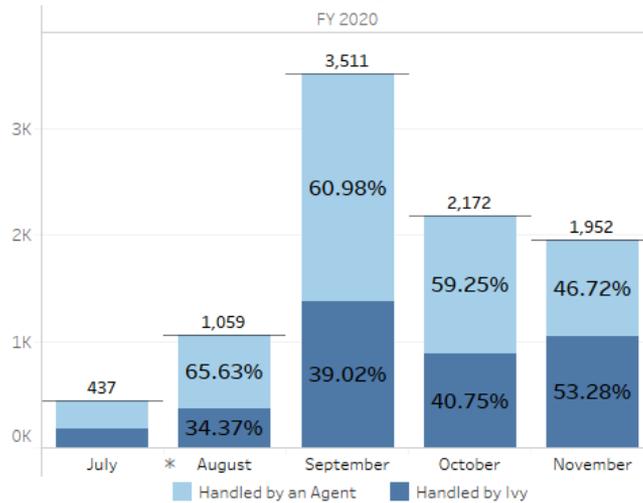| | July | | | August | | | September | | | October | | | November | | | December | | January | | February | | March | | April | | May | | June |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5,434 | 5,934 | 6,123 | 7,678 | 8,799 | 7,050 | 8,681 | 9,890 | 14,091 | 6,475 | 7,226 | 10,153 | 6,871 | 7,810 | 8,315 | 6,779 | 7,027 | 7,378 | 7,512 | 6,084 | 7,064 | 6,559 | 8,438 | 6,121 | 6,876 | 5,570 | 6,112 | 5,870 | 5,871 |

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)

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

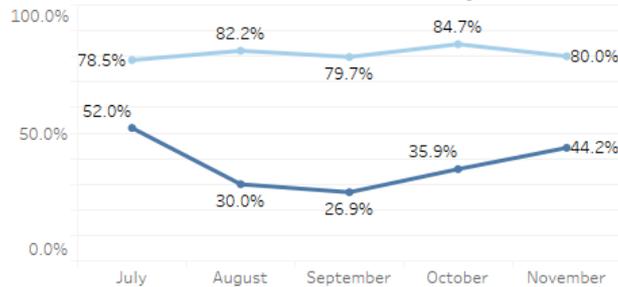# DoIT OPERATIONS: US-HELP DESK IVY SUMMARY

Number of Chat Contacts

FY 2020

Month	Total	Handled by an Agent	Handled by Ivy
July	437		
August *	1,059	65.63%	34.37%
September	3,511	60.98%	39.02%
October	2,172	59.25%	40.75%
November	1,952	46.72%	53.28%

Legend: Handled by an Agent, Handled by Ivy

Hi there! I'm Bucky.

Average Ivy Chat Duration: **25.58** Mins

Customer Satisfaction with Ivy Chats

Month	Upper line	Lower line
July	78.5%	52.0%
August	82.2%	30.0%
September	79.7%	26.9%
October	84.7%	35.9%
November	80.0%	44.2%

Top User Identified Services Ivy is Asked About

Service	Number of Chats	% of Total Chats
Other	5,457	59.76%
NetID issues	1,776	19.45%
MyUW (Student Center, Faculty Center, etc.)	661	7.24%
Office 365	461	5.05%
Learn@UW	249	2.73%
Departmental VIP Support	177	1.94%
Windows	116	1.27%
Macintosh	113	1.24%
Administrative Systems (SIS, e-Reimbursement, etc.)	70	0.77%
Product Info or Order Lookup	52	0.57%

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

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# DoIT OPERATIONS: US-PRODUCTIVITY AND COLLABORATION SERVICES OVERVIEW

*Help Desk Resolution Rates for PCS Services During November

November	All Incidents	% of Incidents	** HD % Resolved	HD Resolved	First Contact Resolution Rate	*** Customer Satisfaction
Office 365	549.0	78.43%	82.1%	451.0	★66.2%	91.9%
UW-Madison Box	75.0	10.71%	74.7%	56.0	★51.9%	95.2%
WiscList	42.0	6.00%	69.0%	29.0	★ 48.8%	100.0%
UW-Madison Google Apps	23.0	3.29%	73.9%	17.0	★ 68.7%	100.0%
Qualtrics	11.0	1.57%	72.7%	8.0	★ 60.4%	85.7%

2019 Gartner Benchmark-First Contact Resolution
★ ■ Below 69.3%   ■ At or above 69.3%

PCS Services Annual Help Desk Contacts
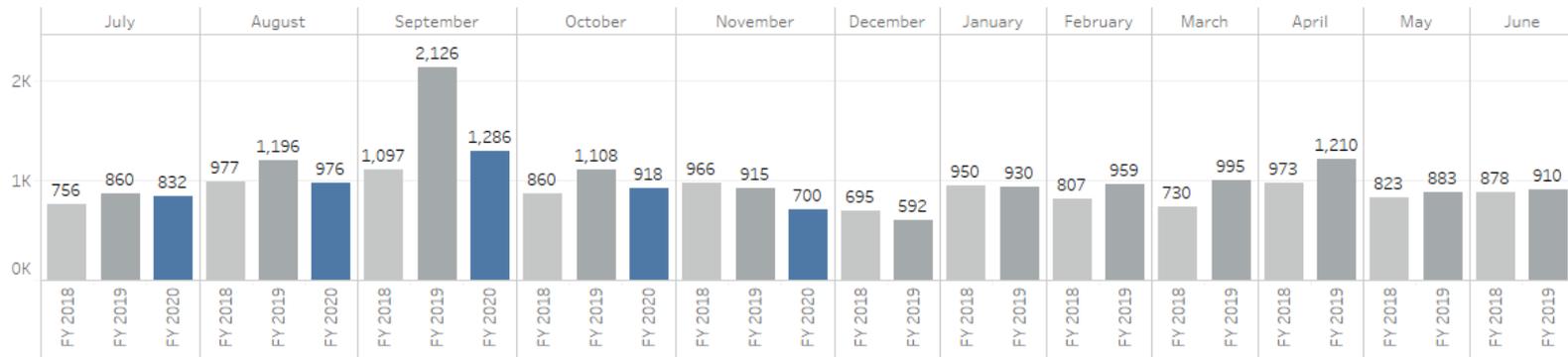
NOTES: *Walk-in incidents are included for only FY20 to reflect the Walk-in & Help Desk merger
**Resolution Percentage = incidents resolved by tier 1 or tier 2 support (instead of escalating to a specific service team)
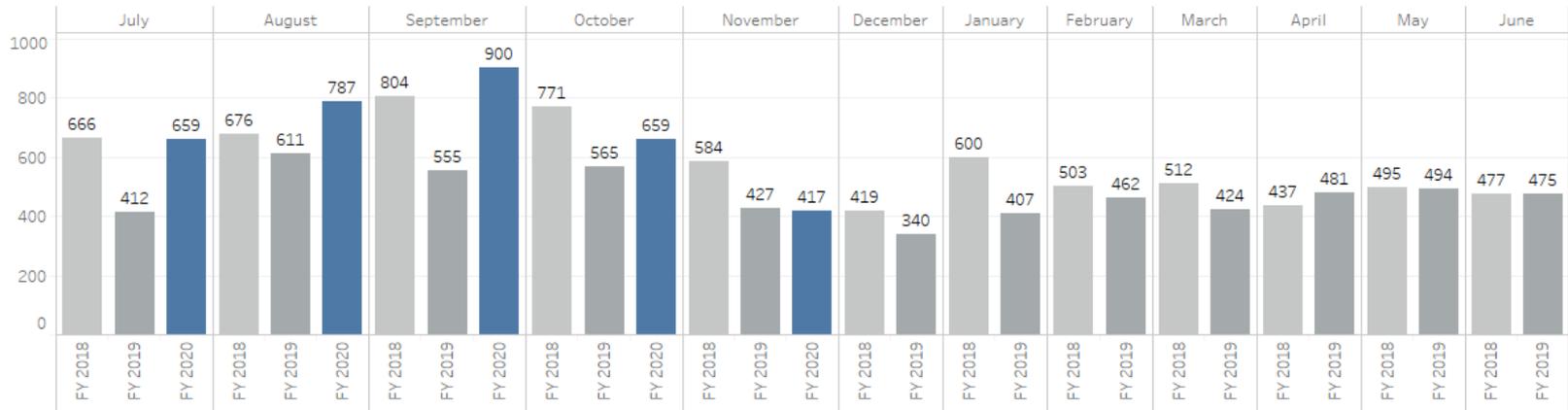***Survey respondents rate satifaction on a 7 point scale in response to: " We value your opinion. How was your experience with us?"
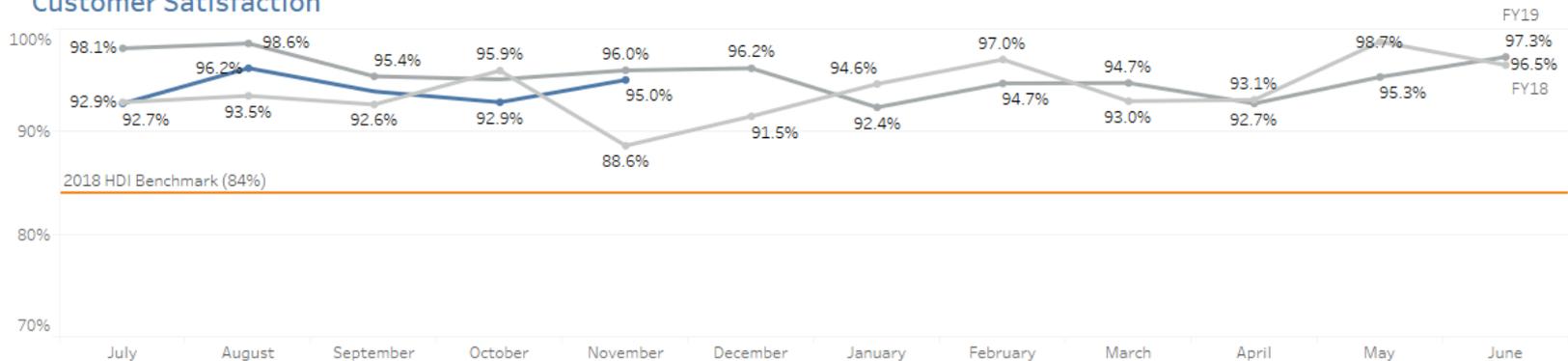
W DoIT

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DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support Annual Contacts

Customer Satisfaction

NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: " We value your opinion. How was your experience with us?"
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied

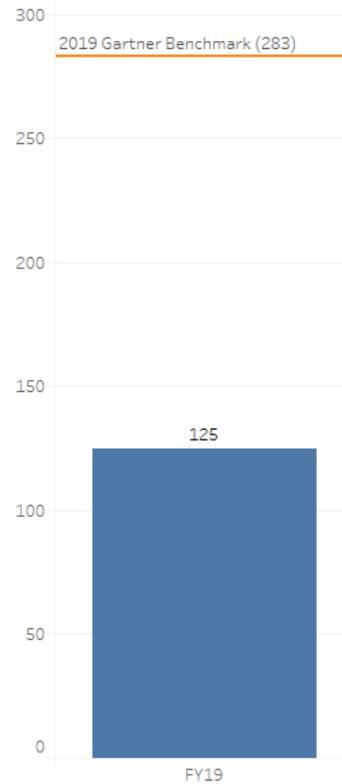This visualization was created by DoIT in the Department of User Services.

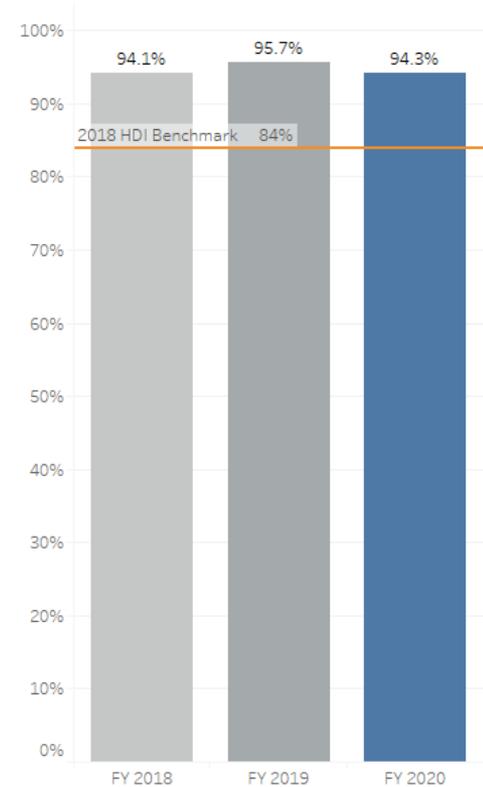DoIT OPERATIONS: US-DEPARTMENTAL SUPPORT METRICS

* Cost Per Endpoint

Endpoints Per Technician

** Customer Satisfaction

Notes: * FY19 will be used due to a six-month minimum to capture the 2019 Gartner benchmark.
 The price per endpoint calculation uses representative contracts to demonstrate the the cost for low, medium, and high complexity for support contract customers.
** Survey respondents rate satifaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

This visualization was created by the Department of User Services.

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS OVERVIEW

EBS Selected Service Avilability

Service	Target	FY 2019 Q4 April %	May %	June %	FY 2020 Q1 July %	August %	September %	Q2 October %	November %
HRS	99.000%	★ 98.002	100.000	★ 96.379	100.000	100.000	★ 88.610	100.000	99.963
HRS (Batch)	99.000%								
SFS	99.000%	100.000	100.000	99.710	100.000	100.000	100.000	99.564	100.000
SIS	99.000%	99.954	100.000	★ 98.934	★96.002	100.000	99.895	99.874	100.000
Informatica (FASTAR)	99.000%	100.000	99.320	100.000	100.000	100.000	100.000	100.000	100.000
UWBI (OBIEE)	98.000%	99.730	100.000	★97.354	100.000	100.000	100.000	100.000	99.452
Workload Automation	99.000%	100.000	100.000	99.950	100.000	100.000	100.000	100.000	100.000

Target Colors

★ ■ Below Target   ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES-WAN SERVICE AVAILABILITY

Network	Target	FY 2020 September %	October %	November %	Network	Target	FY 2020 Septemb.. %	October %	November %	Network	Target	FY 2020 Septem.. %	October %	Novemb.. %
Upham Woods	99.900%	100.000	★ 99.523	99.937	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	★ 99.839	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	★ 99.566	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	★ 99.693	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Online	99.900%	★ 99.441	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	★ 99.827	99.953	100.000	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	99.949	99.987
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Fond dul Lac	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	★ 98.241	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 instituation. 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.

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DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

UW–Madison campus		19-Sep	19-Oct	19-Nov
	Avg (Gb/sec)	8.90	9.80	9.20
	Max (Gb/sec)	39.10	22.20	28.60
	Min (Gb/sec)	1.60	1.60	1.30
	% of full capacity (100Gbps)	8.90	9.80	9.20
UW–Madison research	Avg (Gb/sec)	32.40	27.80	29.10
	Max (Gb/sec)	74.40	66.30	60.80
	Min (Gb/sec)	5.30	8.80	6.50
	% of full capacity (100Gbps)	32.40	27.80	29.10
Internet Exchange (MadIX)	Avg (Gb/sec)	4.40	5.30	4.40
	Max (Gb/sec)	8.40	14.10	8.30
	Min (Gb/sec)	0.00	0.55	0.00
	% of full capacity (20Gbps)	22.00	26.50	22.00

OUT

UW–Madison campus		19-Sep	19-Oct	19-Nov
	Avg (Gb/sec)	8.90	9.80	9.20
	Max (Gb/sec)	39.10	22.20	28.60
	Min (Gb/sec)	1.60	1.60	1.30
	% of full capacity (100Gbps)	8.90	9.80	9.20
UW–Madison research	Avg (Gb/sec)	32.40	27.80	29.10
	Max (Gb/sec)	74.40	66.30	60.80
	Min (Gb/sec)	5.30	8.80	6.50
	% of full capacity (100Gbps)	32.40	27.80	29.10
Internet Exchange (MadIX)	Avg (Gb/sec)	4.40	5.30	4.40
	Max (Gb/sec)	8.40	14.10	8.30
	Min (Gb/sec)	0.00	0.55	0.00
	% of full capacity (20Gbps)	22.00	26.50	22.00

-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.

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DoIT OPERATIONS: NETWORK SERVICES-WIRELESS ACCESS POINTS

Airwave 1

	Targets	FY 2020		
		Septemb..	October	November
Access Points Avg. Uptime per Day	TBD	98.65%	99.44%	99.75%
Avg. AW1-Controller Uptime per Day	TBD	100.00%	100.00%	100.00%
Avg. Number of APs Down per Day	TBD	86.57	47.00	28.93

Airwave 2

	Targets	FY 2020		
		Septem..	October	Novemb..
Access Points Avg, Uptime per Day	TBD	99.85%	99.88%	99.95%
Avg. AW2-Controller Uptime per Day	TBD	100.00%	100.00%	100.00%
Avg, Number of APs Down per Day	TBD	36.17	20.00	37.79

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Months Incident Summary by Subcategory

Category	Subcategory	FY 2020			
		August	September	October	November
Campus Network	AANTS	9	9	15	4
	Bandwidth Threshold Alarm		1		
	Firewall/Problem	1	6	2	
	Firewall/Rules	10	2	5	4
	Port Error Threshold Alarm	2	2	4	1
	Request/Data Jack/Activation	4	4	2	3
	Request/Data Jack/Installation	2	1	1	
	Request/DHCP	1	6	8	7
	Request/DNS/Hostmaster	2	5		2
	Request/DNS/Network Services	13	9	15	6
	Request/Equipment Installation	1	2		5
	Request/Hardware	3	8	8	7
	Request/IP Allocation	24	24	18	17
	Request/New Installation (wired/wireless)	2	1	1	
	VPN	2	12	11	6
	Wired Network Issue	8	9	9	8
	Wireless	9	19	17	10
	Wireless Device Registration	1	3	1	1
Campus Network Housing	Device Registration HAP	19	49	15	10
	HAP Reset	8	3	3	1
	Submit Incident	1	1		
Departmental VPN	Submit Incident	2	9	3	3
eduroam	Setup	2			
	Submit Incident	1	1		2
Software	Other (Standard)		1		
VoIP	Feedback		1		
Grand Total		127	188	138	97

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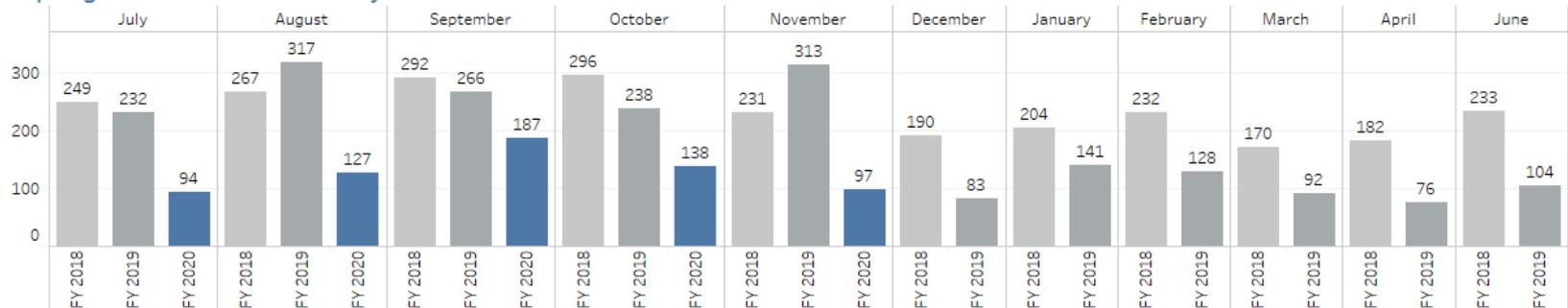
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team

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 %
Bucky Backup	99.000%	99.735	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	99.909	99.908	99.678	100.000	99.589
Campus Computing Infrastructure	99.500%	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
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	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
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	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
WiscIT (Cherwell)	99.500%	99.959	★ 97.774	99.863	★ 99.018	99.689

Target Colors
★ ■ Below Target   ■ Above Target

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

November

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	Gartner Average Servers/FTE
Windows	99.950	★ 99.193	397	117	132.3	63.3
Linux	99.950	99.981	411	146	164.4	47.4

■ At or Above Target   ■ Below Target

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	(6.94%)
Enrollment Management (SIS)	2	(5.25%)
HRS	3	(2.42%)
DoIT - Report Distribution	4	(2.13%)
DoIT - Identity and Access Management	5	(1.52%)
DoIT - Service Management	6	(1.30%)
DoIT - Enterprise Storage	7	(1.29%)
DoIT - Microsoft SQL Server Hosting	8	(1.23%)
Cybersecurity - Security Information and Event Management	9	(1.10%)
SFS	10	(0.98%)

Top Customers By Server Count

Cybersecurity	1	(80 Servers)
AIS - Web Platform Services	2	(78 Servers)
SFS, HRS	3	(70 Servers)
Identity and Access Management	4	(60 Servers)
Learn@UW	5	(47 Servers)
Student Information System	6	(44 Servers)
Database Aggregation (FASTAR)	7	(27 Servers)
Office 365	8	(26 Servers)
Network Services	9	(21 Servers)
Campus Active Directory	10	(21 Servers)

ⓦ DoIT

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			
		August	September	October	November
Potential Vulnerability	1	3	4	2	10
	2	38	2		
	3	49	13	12	7
	5		1		1
Vulnerability	1	1	1	177	5
	2	303	114	17	54
	3	3,277	636	709	1,116
	4	1,521	2,201	850	1,134
	5	1,547	58	275	318
Vulnerability or Potential Vulnerability	3			1	
	4	5		61	2
	5	2	3	6	
Grand Total		6,746	3,033	2,110	2,647

*Active & Urgent Vulnerabilities

45

Remaining From October

14

SEO YOY Vulnerabilities Summary

Discovered:
- July: FY 2019 1,719 / FY 2020 5,953
- August: FY 2019 1,827 / FY 2020 6,746
- September: FY 2019 2,231 / FY 2020 3,033
- October: FY 2019 1,917 / FY 2020 2,110
- November: FY 2019 3,186 / FY 2020 2,647
- December: FY 2019 2,296
- January: FY 2019 2,520
- February: FY 2019 2,124
- March: FY 2019 1,950
- April: FY 2019 3,178
- May: FY 2019 4,429
- June: FY 2019 2,182

**Remediated:
- July: FY 2020 2,660 / FY 2019 458
- August: FY 2020 7,143
- September: FY 2019 1,969 / FY 2020 2,740
- October: FY 2019 1,336 / FY 2020 2,194
- November: FY 2019 2,830 / FY 2020 2,481
- December: FY 2019 2,005
- January: FY 2019 2,443
- February: FY 2019 2,142
- March: FY 2019 2,733
- April: FY 2019 1,556
- May: FY 2019 3,452
- June: FY 2019 1,819

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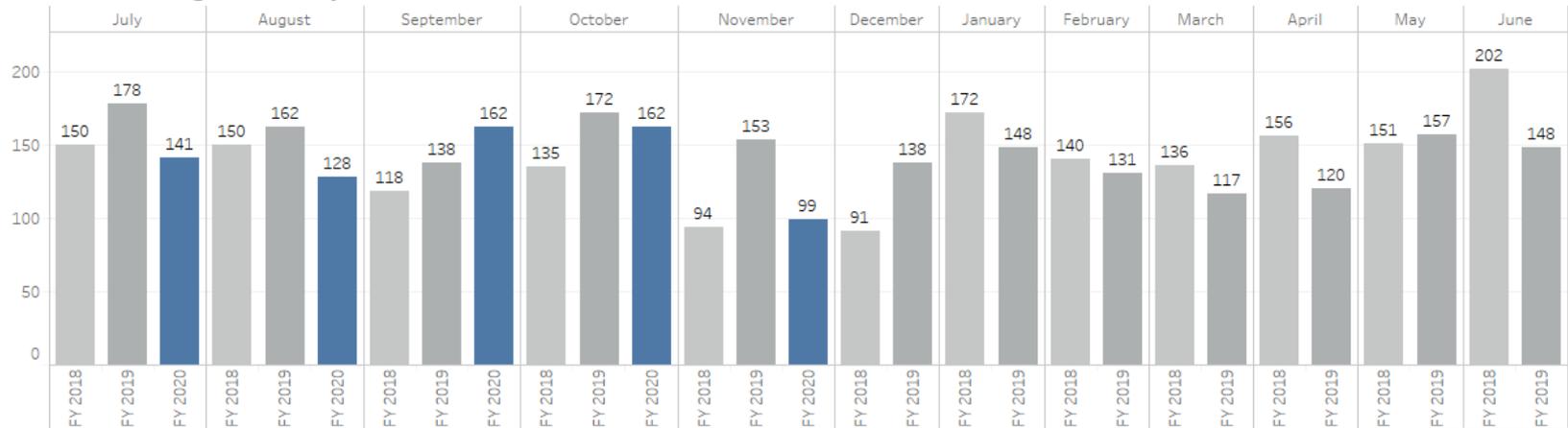
DoIT

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

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER
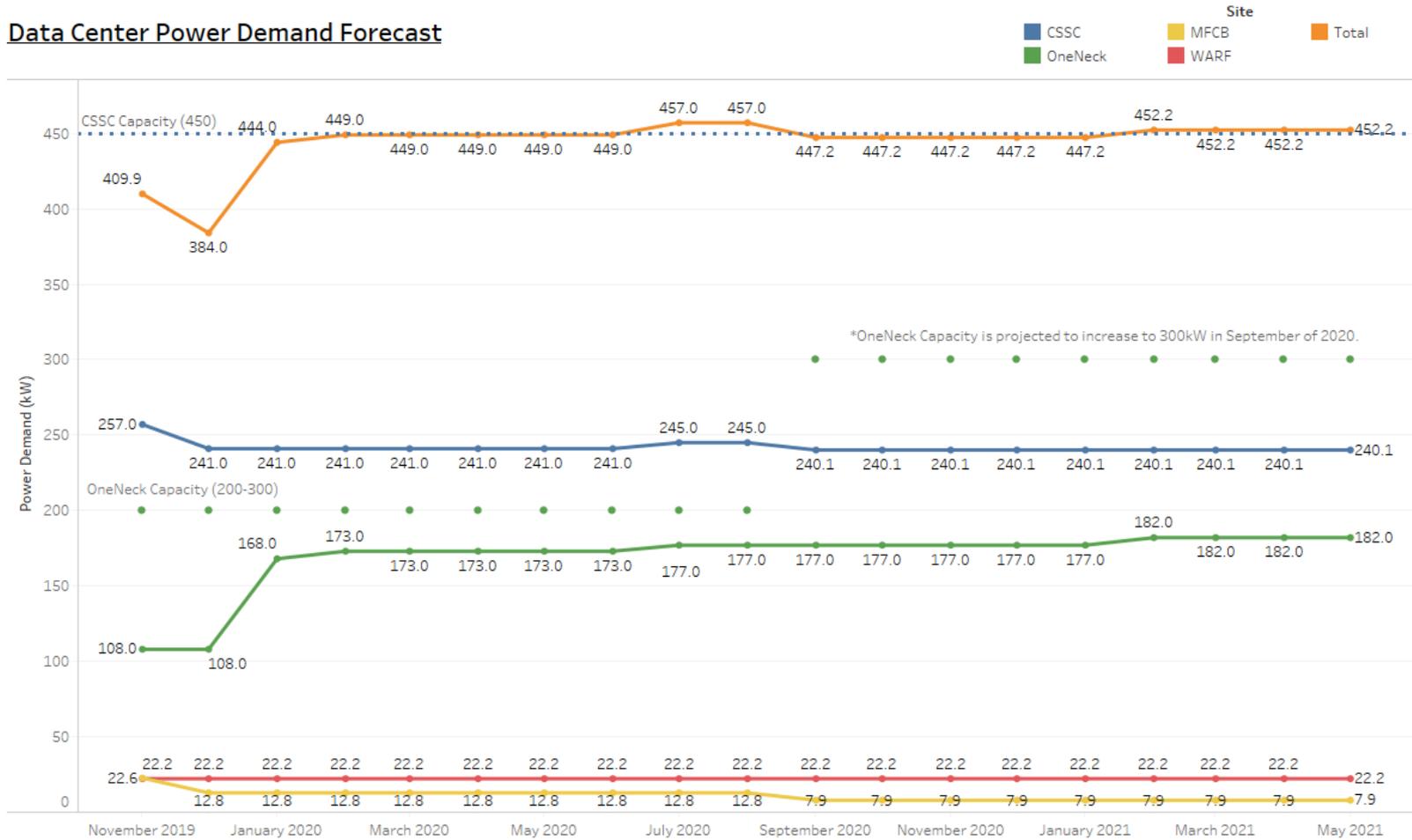
Four Months Network Problem Summary

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

SEO YOY Outage Summary

Data Center Power Demand Forecast

This visualization was created by the Department of User Services.

-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.

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

		FY 2020	
		October	November
Kaltura Mediaspace	Storage Utilized (TB)	62	64
	New Media Assets	4,738	3,469
	Number of Plays	317,010	248,227
	Time Played (mins)	3,998,262	3,691,305
	Total Media Assets	101,524	104,885
	Average Play Time (mins)	13	15
	Incidents Resolved by Help Desk	24	17
	Incidents Resolved by Learn@UW Madison	7	8
Turnitin	Active Classes	116	108
	Student Accounts	11,316	13,603
	Instructor Accounts	645	717
	Submissions	21,962	16,121
	Active Instructors	108	125
	Incidents Resolved by Help Desk	0	2
	Incidents Resolved by Learn@UW Madison	2	4
ACAR	Total Pressbooks	418	420
	New Pressbooks this Month	6	2
	Unique Users	4,077	4,099
	Total Storyline 360 Modules	143	163
	New Storyline 360 Modules this Month	6	20
	Incidents Resolved by Help Desk	0	1
	Incidents Resolved by Learn@UW Madison	10	9
Atomic Assessments	Incidents Resolved by Help Desk	0	0
	Incidents Resolved by Learn@UW Madison	40	7
Canvas	Incidents Resolved by Help Desk	157	148
	Incidents Resolved by Learn@UW Madison	94	100
Top Hat	Incidents Resolved by Help Desk	1	0
	Incidents Resolved by Learn@UW Madison	1	0

Notes:
-Learn@UW: A suite of entrally-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.

-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 November does not equal total media assets from October plus new media assets in November 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 wordprocesing 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)

	Semester Fall 2019
Atomic Assessments	
Active Courses	27
Instructors	338
Unique Students	2,137
Canvas	
Active For-Credit Courses	3,602
Active Training Courses	341
Unique Students	41,750
Unique Instructors	5,011
Top Hat	
Active Courses	176
Unique Students	13,097
Unique Instructors	247

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

-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)

-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"

DoIT

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

Metrics Report Monthly Updates

1. **Network Services - Wireless Access Points**: Access points average uptime per day added for Network Services.

2. **User Services Departmental Support Metrics**: Added a new dashboard outlining Cost Per Endpoint, Endpoints Per Technician, and Customer Satisfaction for Departmental Support.

3. **Learn@ UW Usage and Support**: Added Learn@UW usage and support by service page for Academic Technology.

This visualization was created by the Department of User Services. **WDoIT**

DoIT OPERATIONS: TECHNICAL NOTES

HD: Walk-in created incidents are considered Help Desk incidents begining 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

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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