DoIT Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

December 2021

Published January 27, 2022

GARTNER BENCHMARKS

Gartner benchmarks have been updated on multiple pages from 2020 values to 2021 values. Gartner has changed their methodology to reporting median values, rather than mean values.

Benchmark	2020 (Mean)	2021 (Median)
Abadonment Rate	5.1%	4%
Cost per Contact	$17.90	$19.80
Cost per Endpoint	$1,078	$1,193
Endpoints per Technician	499	212
First Contact Resoultion Rate	74%	71%
Linux Servers per FTE	268.0	234.0
Windows Servers per FTE	279.0	293.0

Icons used in this report:

ⓘ Factors influencing data this month; As identified and provided by data owners.

📝 Notes defining and providing context to the data.

📝 NOTE: Help Desk Gartner benchmarks are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks are for Small Environments (<13K total computing devices), and Solutions Engineering Gartner benchmarks are using the overall median.

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

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

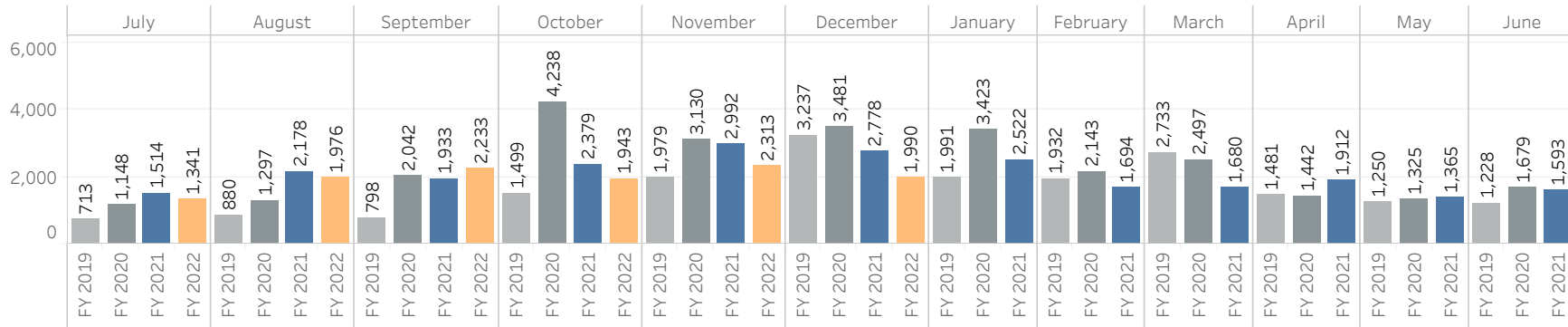**Target Colors**

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Multi-Factor Authentication (MFA)	1,200	36.7%	1,191	1,031	86.1%	90.1%	97.4%	**IAM Target: HD % Resolution** ■ At or above 85.0%
NetID Account Management	775	23.7%	760	685	89.2%	88.9%	92.3%	**2021 Gartner Benchmark: First Contact Resolution** ■ Above 71.0%
All IAM Incidents	3,242	100.0%	1,984	1,740	87.2%	89.4%	95.7%	**IAM Target: Customer Satisfaction** ■ At or above 85.0%

IAM Services Annual Help Desk Contacts

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

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES-WEB PLATFORM SERVICES OVERVIEW

## Help Desk Resolution Rates for WPS Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	36	3.5%	1				
MyUW Madison/System	116	11.2%	107	91	★84.1%	84.2%	88.1%
Shared Tools	19	1.8%	15	1	★6.7%		100.0%
Web Hosting	75	7.2%	2				
WiscWeb	37	3.6%	30	9	★30.0%	100.0%	95.2%

AIS-WPS Targets:
HD % Resolution by Service
MyUW Madison/System - 85%
Shared Tools - 15%
UW Madison Knowledgebase - 10%
Web Hosting - 5%
WiscWeb - 45%

2021 Gartner Benchmark:
First Contact Resolution
★ Below 71.0%
■ Above 71.0%

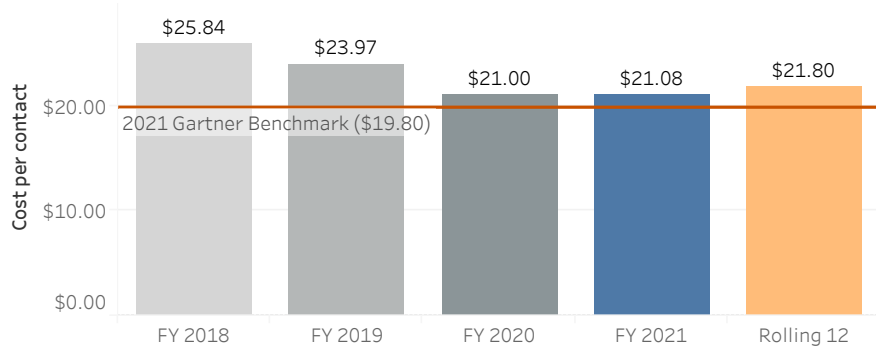**WPS Services Target:**
Customer Satisfaction
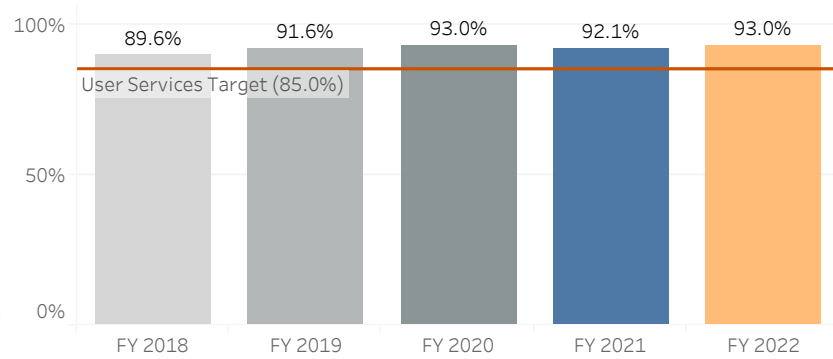■ At or above 85.0%

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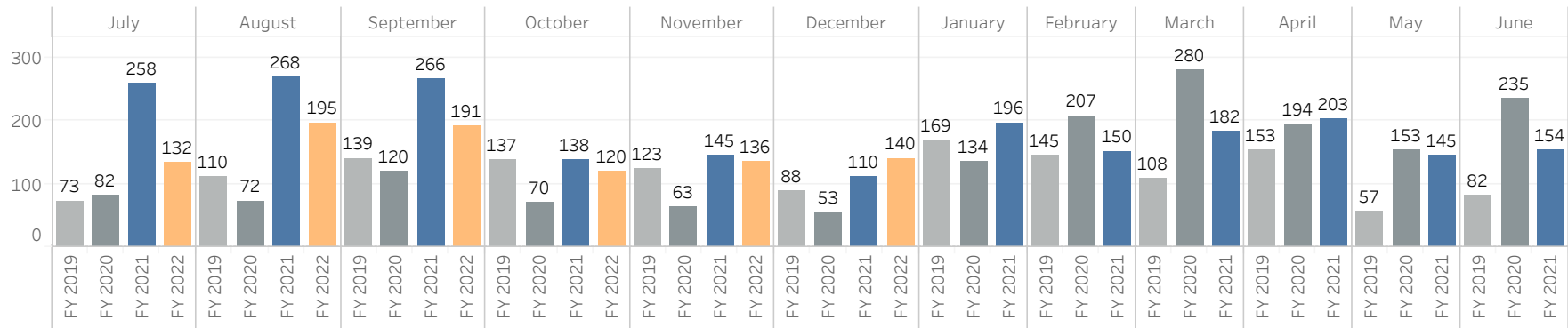
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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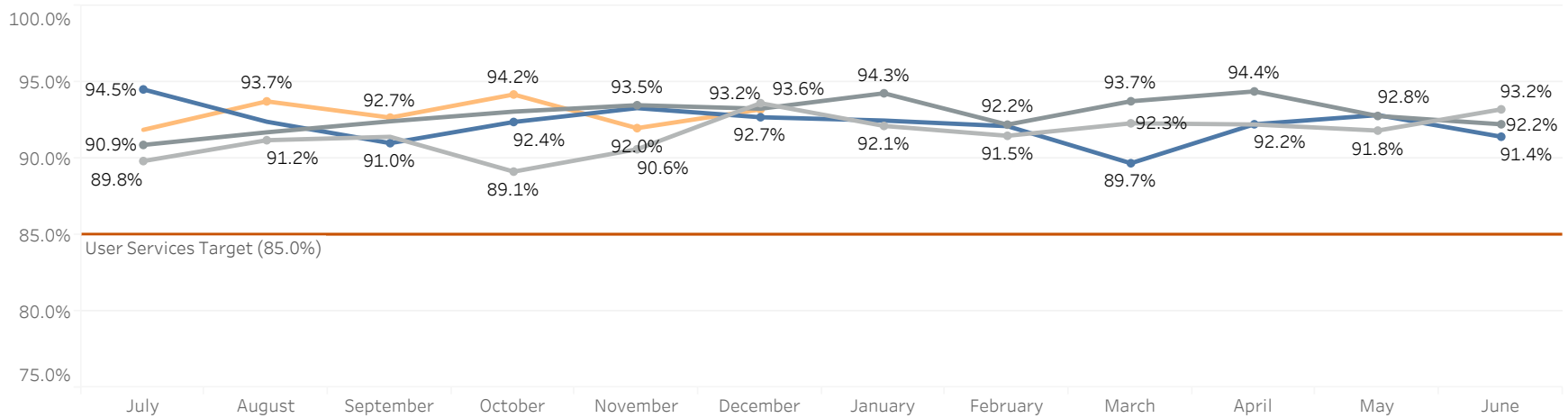
DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

*Cost per Contact

FY 2018	FY 2019	FY 2020	FY 2021	Rolling 12
$25.84	$23.97	$21.00	$21.08	$21.80

2021 Gartner Benchmark ($19.80)

Cost per contact

Customer Satisfaction

FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
89.6%	91.6%	93.0%	92.1%	93.0%

User Services Target (85.0%)

Customer Satisfaction

	July	August	September	October	November	December	January	February	March	April	May	June
	94.5%	93.7%	92.7%	94.2%	93.5%	93.2%	93.6%	94.3%		93.7%	94.4%	92.8%	93.2%
	90.9%	91.2%	91.0%	92.4%	92.0%	92.7%	92.1%	92.2%	92.3%	92.2%	91.8%	92.2%
	89.8%			89.1%	90.6%			91.5%	89.7%			91.4%

User Services Target (85.0%)
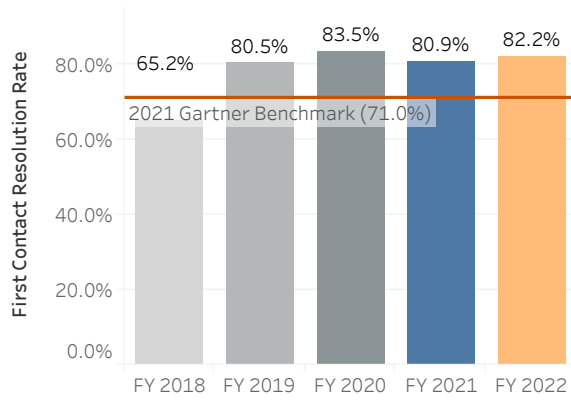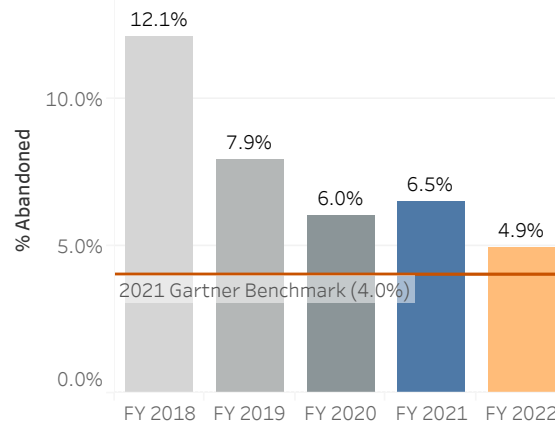
NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
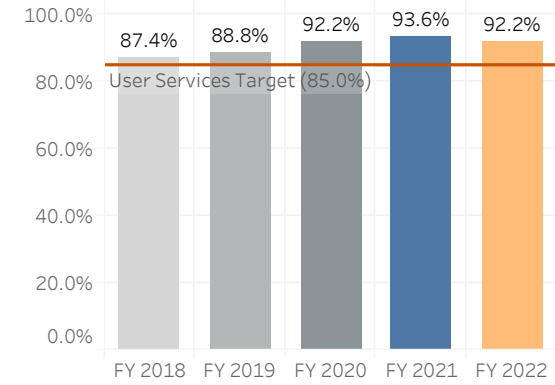*Gartner 2019 Benchmark Center Cost per Contractis $16.30. Gartner 2020 Benchmark Cost Per Contract is $17.90.
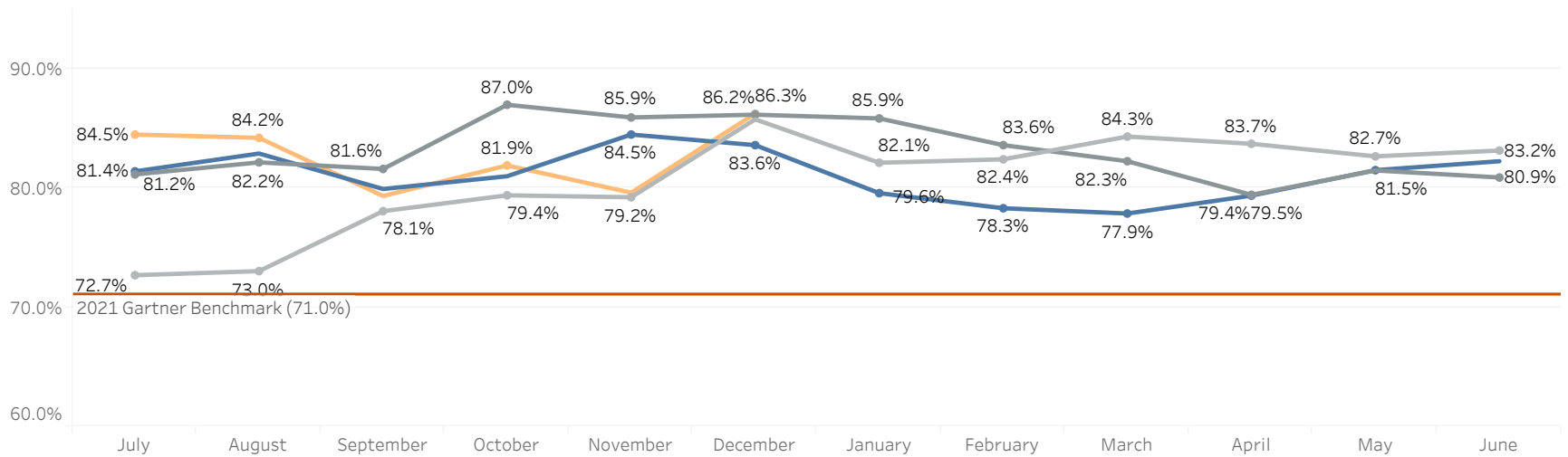
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*Help Desk Average First Contact Resolution

First Contact Resolution Rate

- FY 2018: 65.2%
- FY 2019: 80.5%
- FY 2020: 83.5%
- FY 2021: 80.9%
- FY 2022: 82.2%

2021 Gartner Benchmark (71.0%)

Help Desk Abandonment Rate

% Abandoned

- FY 2018: 12.1%
- FY 2019: 7.9%
- FY 2020: 6.0%
- FY 2021: 6.5%
- FY 2022: 4.9%

2021 Gartner Benchmark (4.0%)

**Help Desk Average Resolution Rate

- FY 2018: 87.4%
- FY 2019: 88.8%
- FY 2020: 92.2%
- FY 2021: 93.6%
- FY 2022: 92.2%

User Services Target (85.0%)

Help Desk First Contact Resolution

Month	Values
July	84.5%, 81.4%, 72.7%
August	84.2%, 82.2%, 73.0%
September	81.6%, 78.1%
October	87.0%, 81.9%, 79.4%
November	85.9%, 84.5%, 79.2%
December	86.2%, 86.3%, 83.6%
January	85.9%, 82.1%, 79.6%
February	83.6%, 82.4%, 78.3%
March	84.3%, 82.3%, 77.9%
April	83.7%, 79.4%, 79.5%
May	82.7%, 81.5%
June	83.2%, 80.9%

2021 Gartner Benchmark (71.0%)

NOTES: "*First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.

**Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.

Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%. Gartner 2020 Benchmark Abandonment Rate is 5.1% and First Contact Resolution is 74.0%."

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN DECEMBER

	Incidents Created by HD	% of Total Incidents created	HD Resolved	* HD % Resolution
Multi-factor Authentication (MFA)	1,191	6.5%	1,031	86.1%
NetID Account Management	760	4.2%	685	89.2%
Office 365	631	3.5%	537	★84.8%
Referrals	396	2.2%	370	92.9%
Hardware Checkout	235	1.3%	235	96.6%
Learn@UW - Canvas Madison	185	1.1%	136	★73.5%
Course Search and Enrollment App	174	0.9%	154	88.5%
Incident Response and Investigations, BadgIRT	160	0.9%	141	88.1%
Personal Software Support	118	0.7%	117	96.6%
VoIP	106	2.1%	56	★52.8%

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

Help Desk Annual Contacts
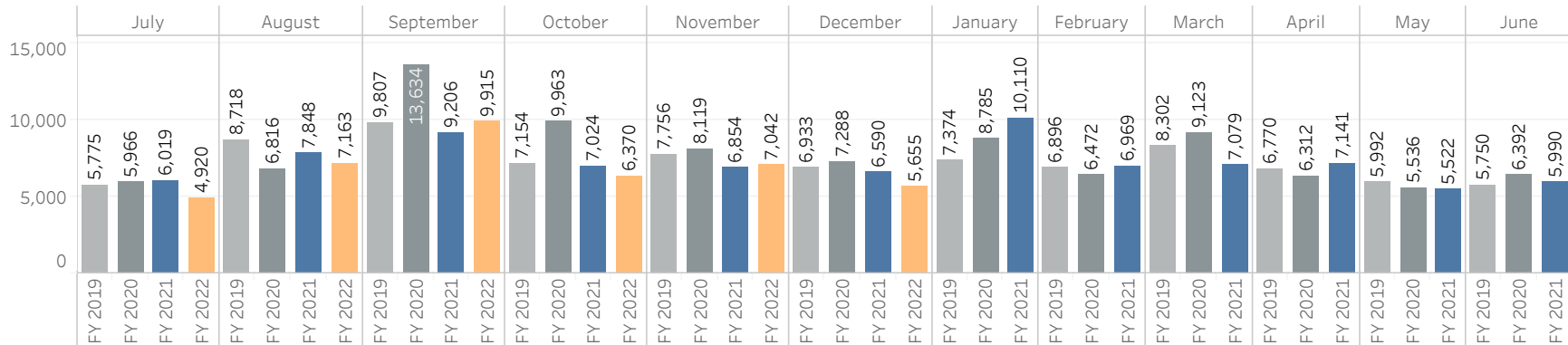
*Office 365: basic auth turn offs likely drove resolution rates lower Mid-December. We do not anticipate continued issues with Basic Auth turnoffs.
*Learn@UW-Canvas Madison: The last week of December fewer than normal FTEs were in office, likely leading to a lower resolution rate due to a decrease in higher skilled staff. We do not anticipate similar staffing trends moving forward.
*VoIP: No concern with the lower resolution rate as many of the requests were routine equipment requests, shared line changes, and referrals to forms.

NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger
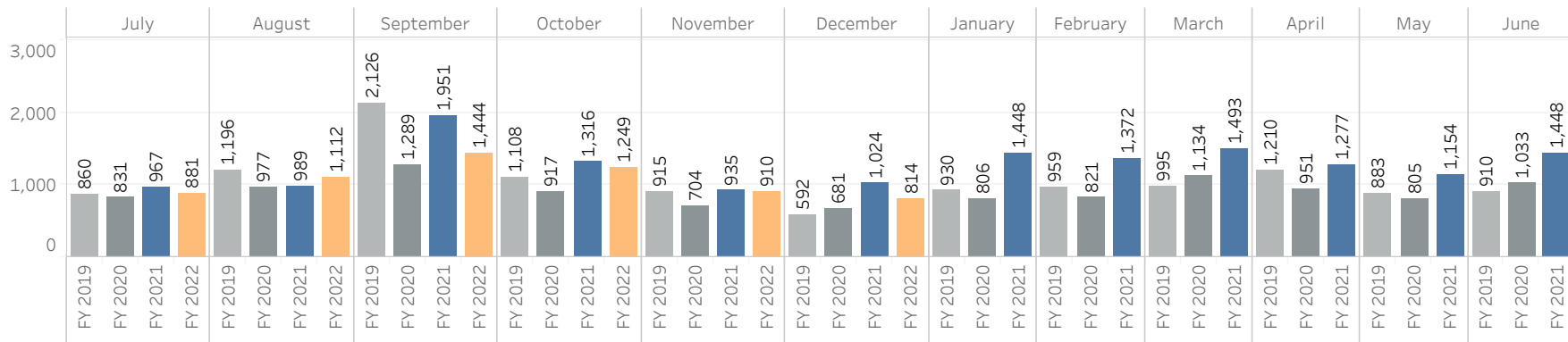
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DoIT OPERATIONS: USER SERVICES - PRODUCTIVITY AND COLLABORATIVE SOLUTIONS SERVICES OVERVIEW

Help Desk Resolution Rates for PCS Services During December

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Office 365	647	70.2%	631	537	★84.8%	79.3%	89.5%
UW-Madison Google Apps	81	8.8%	73	57	★78.1%	83.3%	★82.1%
UW-Madison Zoom	94	10.2%	60	53	88.3%	81.0%	85.7%
UW-Madison Box	71	7.7%	43	31	★72.1%	★68.8%	95.2%
Qualtrics	17	1.8%	7	5	★71.4%	100.0%	
CloudFax, General	11	1.2%	5	1	★20.0%		

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

2021 Gartner Benchmark: First Contact Resolution
★ Below 71.0%
■ Above 71.0%

User Services Target: Customer Satisfaction
★ Below 85.0%
■ At or above 85.0%

PCS Services Annual Help Desk Contacts

|	FY 2019	FY 2020	FY 2021	FY 2022
July	860	831	967	881
August	1,196	977	989	1,112
September	2,126	1,289	1,951	1,444
October	1,108	917	1,316	1,249
November	915	704	935	910
December	592	681	1,024	814
January	930	806	1,448	
February	959	821	1,372	
March	995	1,134	1,493	
April	1,210	951	1,277	
May	883	805	1,154	
June	910	1,033	1,448	

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

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts

Customer Satisfaction

User Services Target (85.0%)
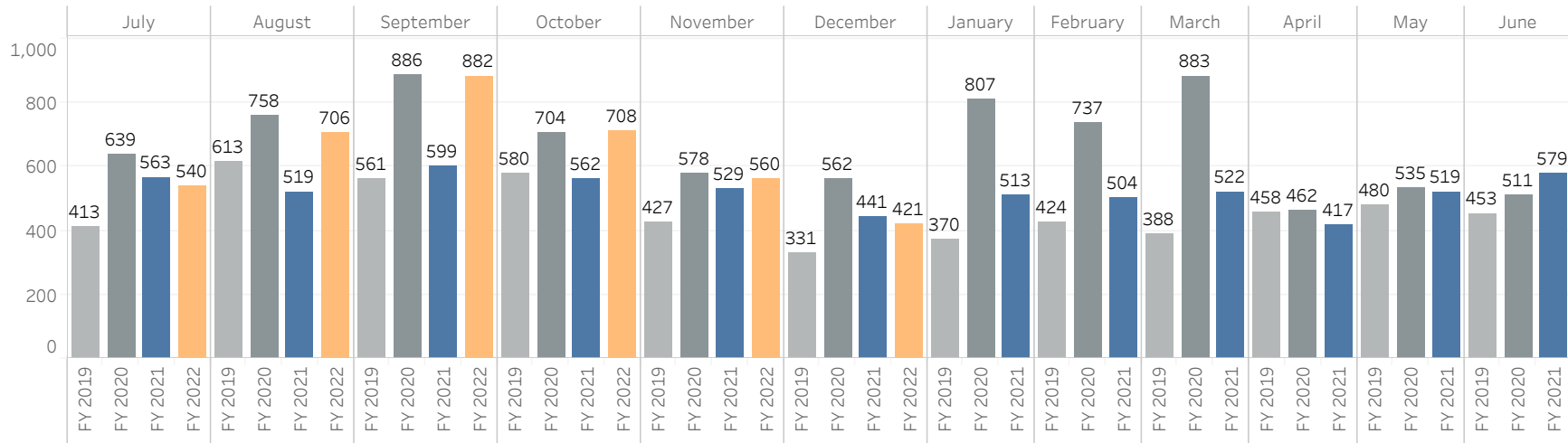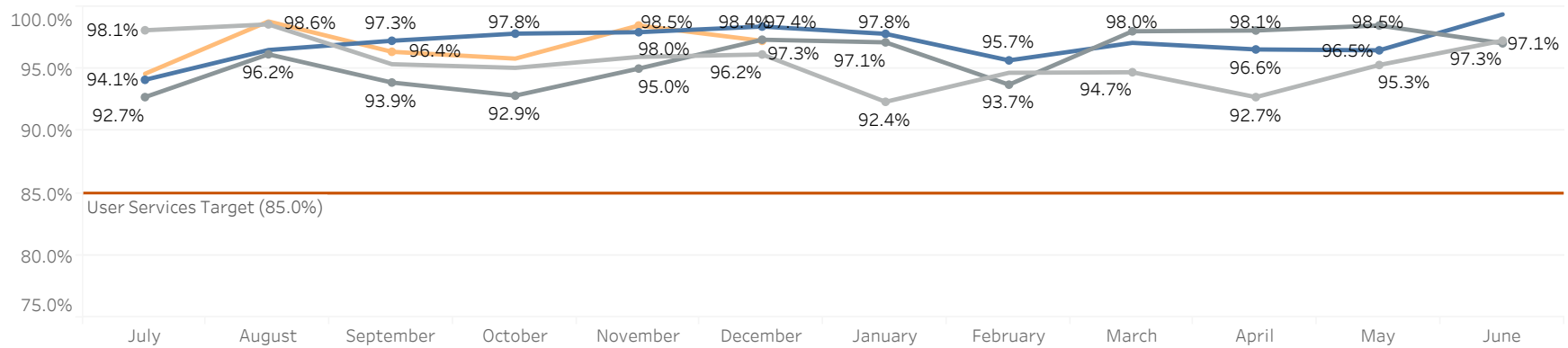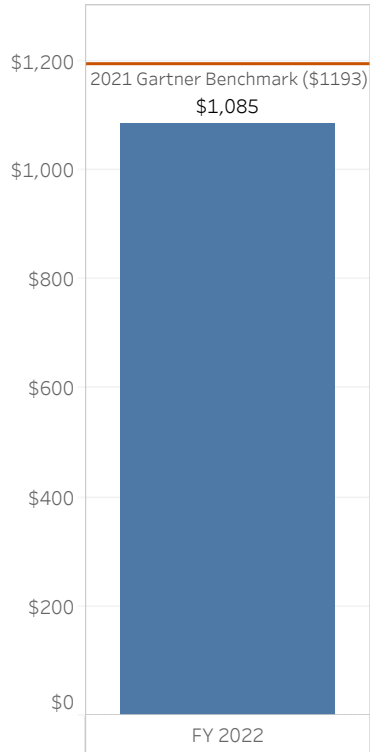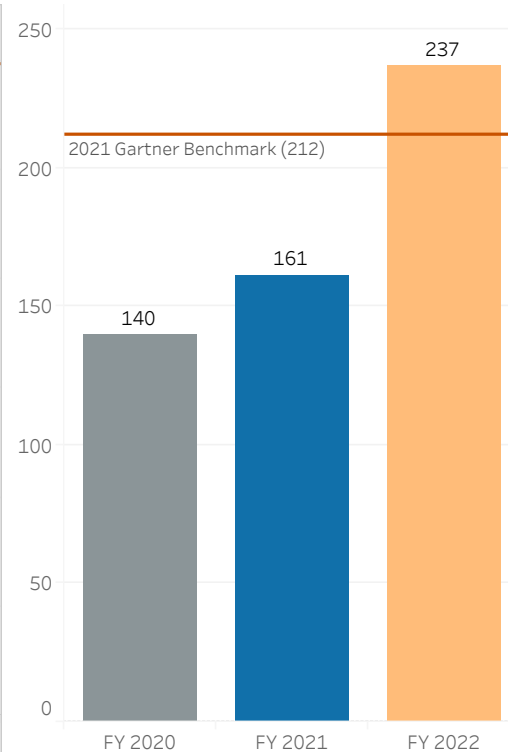
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams.
Survey respondents rate satifaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied"

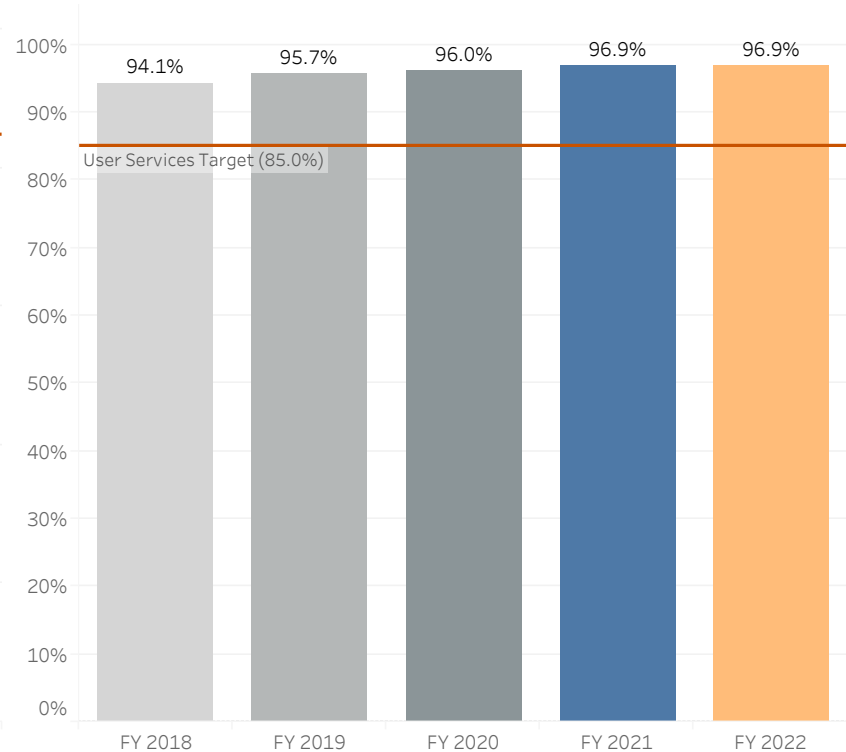# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*Cost Per Endpoint

2021 Gartner Benchmark ($1193)

$1,085

FY 2022

**Endpoints Per Technician

237

161

140

2021 Gartner Benchmark (212)

FY 2020   FY 2021   FY 2022

***Customer Satisfaction

94.1%	95.7%	96.0%	96.9%	96.9%

User Services Target (85.0%)

FY 2018   FY 2019   FY 2020   FY 2021   FY 2022

NOTES: *Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software and external services which we have not as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated. Updates will be processed annually.
**DS Endpoints per technician calculation updated to better align with Gartner definitions for FY2022. Previous years values retained for historical reference. Gartner benchmark includes mobile devices (eg. smartphones), and has not been adjusted to account for our lack of mobile device management. Updated calculation redefines technician as a person rather than based on hours worked, and adds 1/4 of Infolab computers as managed endpoints. 2019 Gartner benchmark was 283 Endpoints per Technician. Previously published 2020 value (499) was overall average. The 2020 average for Small Environments was 406. Calculation updated twice annually. Updated August 2021.
***Survey respondents rate satifaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE
SLA = One hour acknowledgement

Incident Priorities 1 & 2
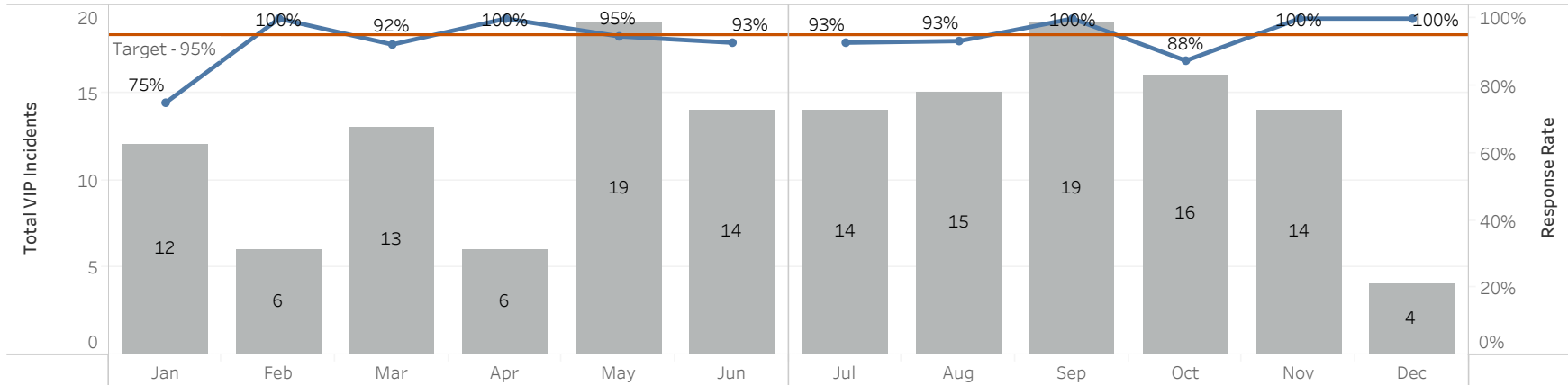
Incident Priorities 3 & 4
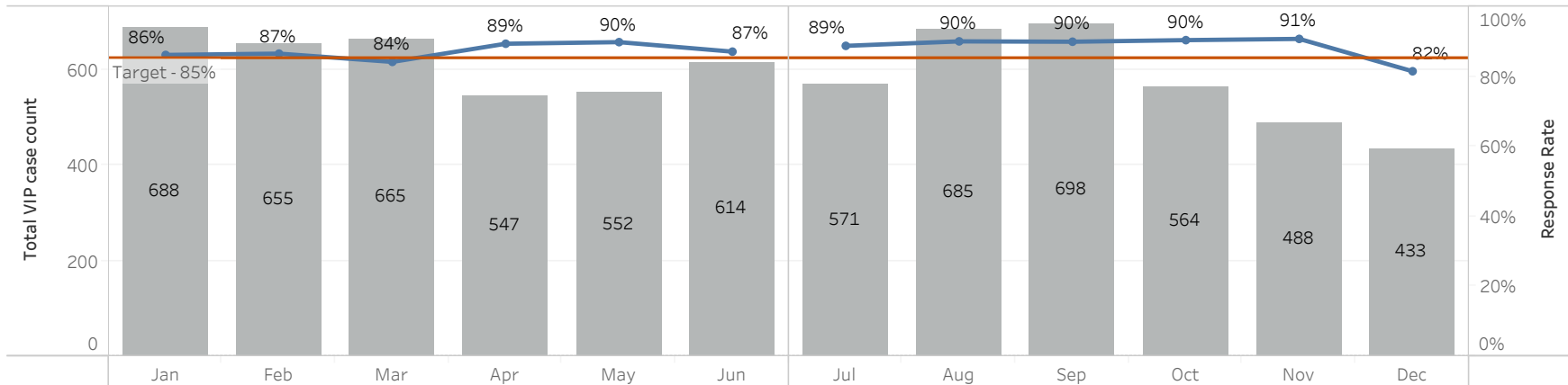
NOTES: Included incidents fall under a Departmental Support SLA of one hour response time and are owned or resolved by a DS team or created, owned, and resolved by HDL2 working on Departmental Support cases. All services and categories are included. Priority definitions included in Technical Notes.

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %
HRS	99.000%	★ 97.050	100.000	100.000	100.000	100.000	100.000	99.980	100.000	99.420	★ 87.960	★ 96.670	99.870
SFS	99.000%	100.000	100.000	100.000	100.000	100.000	99.990	99.990	99.930	100.000	100.000	100.000	99.770
SIS	99.000%	99.930	100.000	100.000	99.940	99.910	100.000	99.770	100.000	100.000	100.000	★ 81.720	100.000
Informatica	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	99.570	★ 96.080	100.000	100.000	100.000	100.000	99.720	100.000	100.000	★ 98.970

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Oct %	Nov %	Dec %	Service	Target	Oct %	Nov %	Dec %	Service	Target	Oct %	Nov %	Dec %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	99.971	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	99.960	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	99.950	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	★ 99.235	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.

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		Oct-21	Nov-21	Dec-21
UW–Madison campus	Avg (Gb/sec)	11.2	11.9	10.4
	Max (Gb/sec)	27.6	27.7	37.1
	Min (Gb/sec)	2.3	2.2	0.0
	% of full capacity (200Gbps)	5.6	6.0	0.1
UW–Madison research	Avg (Gb/sec)	33.5	28.1	25.7
	Max (Gb/sec)	128.9	115.4	109.5
	Min (Gb/sec)	8.4	5.8	0.0
	% of full capacity (200Gbps)	16.8	14.1	0.1
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3
	Max (Gb/sec)	3.7	1.6	3.6
	Min (Gb/sec)	0.0	0.0	0.0
	% of full capacity (20Gbps)	1.6	1.5	0.0

OUT

		Oct-21	Nov-21	Dec-21
UW–Madison campus	Avg (Gb/sec)	8.90	5.00	4.80
	Max (Gb/sec)	70.40	10.40	14.20
	Min (Gb/sec)	1.80	1.90	0.00
	% of full capacity (200Gbps)	4.45	2.50	0.02
UW–Madison research	Avg (Gb/sec)	23.00	19.30	22.20
	Max (Gb/sec)	64.10	50.60	60.40
	Min (Gb/sec)	7.10	6.90	0.00
	% of full capacity (200Gbps)	11.50	9.65	0.11
Internet Exchange (MadIX)	Avg (Gb/sec)	1.20	1.20	1.10
	Max (Gb/sec)	3.50	3.50	6.50
	Min (Gb/sec)	0.26	0.18	0.20
	% of full capacity (20Gbps)	6.00	6.00	0.06

NOTES: Average (mean) network usage includes night and weekend readings of typically much lower traffic. Averages for UW–Madison Campus Internet Access and UW–Madison internet Exchange will likely be lower in summer months than they are during the academic year.

95th percentile usage is a more common industry standard than avg/max/min for measuring utilization; Network Services is working on providing that measure as well in future reports.

A peering exchange, such as the Madison Internet Exchange, enables networks to interconnect directly to each other and exchange IP (Internet) traffic. Peering is the exchange between two independent networks for the benefit of both networks.

The target for WAN speeds is a capacity threshold instead of a specified speed to maintain. When 95th percentile speeds reach about 45-55% of capacity, there is an engineering exploration to determine the cause of increased usage and whether increased capacity is warranted.

DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1
Total Controllers: 8
Total APs: 1198

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. AW1-AP Uptime	99.500	★98.591	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080	★98.602	★98.707	★98.764
Avg. AW1-Controller Uptime	100.000	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		71.48	67.25	63.55	60.33	48.16	60.67	28.84	21.29	61.13	19.42	13.47	10.81

Airwave 2
Total Controllers: 8
Total APs: 7225

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. AW2-AP Uptime	99.500	99.675	99.828	99.869	99.882	99.820	99.696	★96.845	99.839	99.508	★98.894	99.970	99.893
Avg. AW2-Controller Uptime	100.000	★99.991	100.000	★99.986	100.000	100.000	100.000	100.000	100.000	★96.117	100.000	100.000	★99.987
Avg. AW2-Down AP		53.29	8.43	8.23	5.20	10.81	152.53	59.68	41.48	521.97	55.90	3.17	7.55

Airwave 3
Total Controllers: 4
Total APs: 7341

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. AW3-AP Uptime	99.500	99.874	99.860	99.912	99.934	★96.984	99.818	99.764	99.763	★96.124	99.873	99.860	99.848
Avg. AW3-Controller Uptime	100.000	★99.988	100.000	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965	100.000	100.000	★99.985
Avg. AW3-DownAP		18.6	12.4	7.0	6.1	9.8	84.8	11.1	38.2	590.8	7.1	11.2	8.9

Access Point Benchmark:
🟧 ★ Below 99.5%   ⬛ At or above 99.5%

Controller Uptime Benchmark:
🟧 ★ Below 100.0%   ⬛ At 100.0%

Airwave is the HPE/Aruba network management platform, offering visibility into wired and wireless networks, specifically designed with mobile devices in mind. It enables proactive monitoring of the health and performance of wireless networks and scales to 4000 devices per instance.

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	99.720	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	99.960	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	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	100.000	99.940	100.000	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 96.230	100.000	100.000	100.000
Storage	99.900%	100.000	★ 99.290	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	99.960	100.000	100.000	100.000	★ 99.770	100.000	100.000	100.000	100.000	★ 97.180	100.000	100.000
WiscIT (Cherwell)	99.500%	100.000	99.850	99.580	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000	99.830	99.890	★ 99.250

Target Colors

★ Below Target ■ Above Target

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For December, FY 2022

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	2021 Gartner Average: Servers/FTE
Windows	99.95	99.98	349	65	279.2	299.0
Linux	99.95	99.99	438	109	175.2	231.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	19.80%
DoIT - Microsoft SQL Server Hosting	2	9.40%
DoIT internal customers	3	7.20%
PSaaS (PeopleSoft as a Service)	4	3.40%
Globus	5	2.60%
HRS	6	2.30%
Building Automation	7	1.30%
IT Asset Management	8	1.20%
SFS	9	0.90%
Tableau	9	0.90%

Top Customers By Server Count

Identity and Access Management	1	96
Cybersecurity	2	78
SFS, HRS	3	72
Student Information System	4	39
PSaaS (PeopleSoft as a Service)	5	33
DoIT Web Platform Services	6	32
Wisconsin Historical Society	7	29
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	20

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

| Type	Severity	September	October	November	December
Confirmed Vulnerability	1	17	5	2	2
	2	79	63	150	98
	3	1,641	1,983	1,463	1,036
	4	1,311	675	917	1,286
	5	737	317	72	453
Needs investigation	3		5	5	7
	4	9	37		
	5	6		1	2
Potential Vulnerability	2	1	4	2	
	3	18	9	302	382
	4	12	135	6	6
Grand Total		3,831	3,233	2,920	3,272

*Active & Urgent Vulnerabilities

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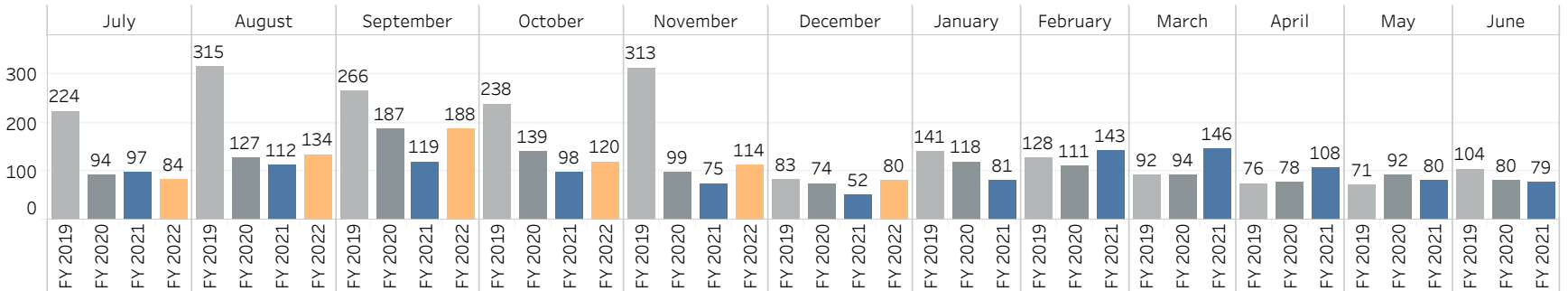**Remaining From December**

2

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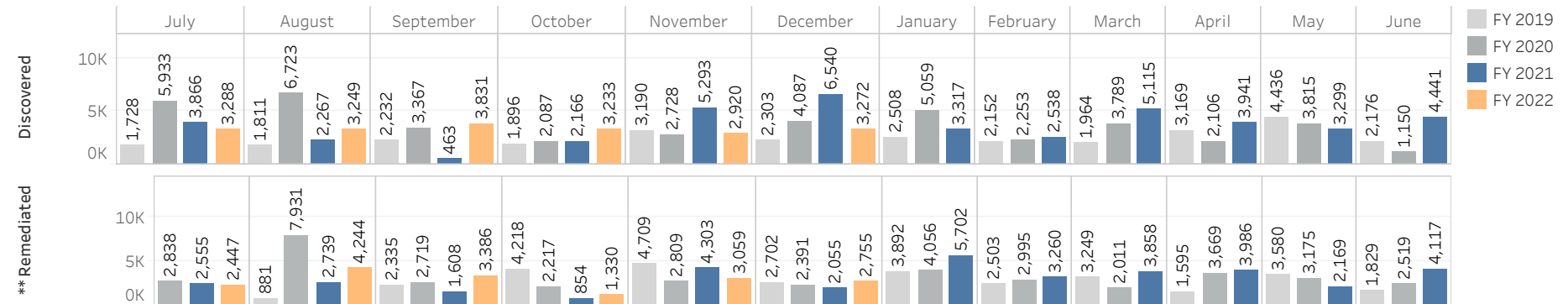
NOTES: Data in this visualization is pulled directly from Cherwell
* Refers to the number of active vulnerabilities with a severity of 4 or 5.
**Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Month Incident Summary by Subcategory

		September	October	November	December
Campus Network	AANTS	6	1	14	3
	Bandwidth Threshold Alarm				2
	Firewall/Content ID	1		1	1
	Firewall/Install				1
	Firewall/Problem		3	3	2
	Firewall/Rules	6	2	3	2
	Monitoring (INTERNAL)				1
	Port Error Threshold Alarm			1	
	Request/Data Jack/Activation	6	5	1	
	Request/Data Jack/Installation		1		1
	Request/DHCP	1	4	2	1
	Request/DNS/Hostmaster	1			
	Request/DNS/Network Services	20	19	32	13
	Request/Equipment Installation			1	
	Request/Hardware	2	1	2	1
	Request/IP Allocation	19	26	20	19
	Request/New Installation (wired/wireless)	1		1	
	Wired Network Issue	8	9	5	5
	Wireless	43	10	10	8
	Wireless Device Registration	6			
Campus Network Housing	Device Registration HAP	43	11	3	2
	Device Registration non-HAP	3	1	1	1
	HAP Reset	1	1		
	Submit Incident	1	4		
VPN	Client Issue	1	2		
	Submit Incident	16	15	8	11
eduroam	Feedback		1	17	17
	Setup		1		
	Submit Incident	1	4	5	1
	Troubleshooting	1			3
Others				1	2
Grand Total		**188**	**121**	**131**	**97**

OpEng Incident Summary

| July	August	September	October	November	December	January	February	March	April	May	June
224, 94, 97, 84	315, 127, 112, 134	266, 187, 119, 188	238, 139, 98, 120	313, 99, 75, 114	83, 74, 52, 80	141, 118, 81	128, 111, 143	92, 94, 146	76, 78, 108	71, 92, 80	104, 80, 79

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

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	September	October	November	December
Boreas	7	6	7	5
Campus Network	123	100	67	99
MUFN	3	2	3	2
Northern Tier	4	4	3	3
UW SysNET	12	10	11	16
Other DoIT Technical Services	60	53	36	63
Grand Total	**209**	**175**	**127**	**188**

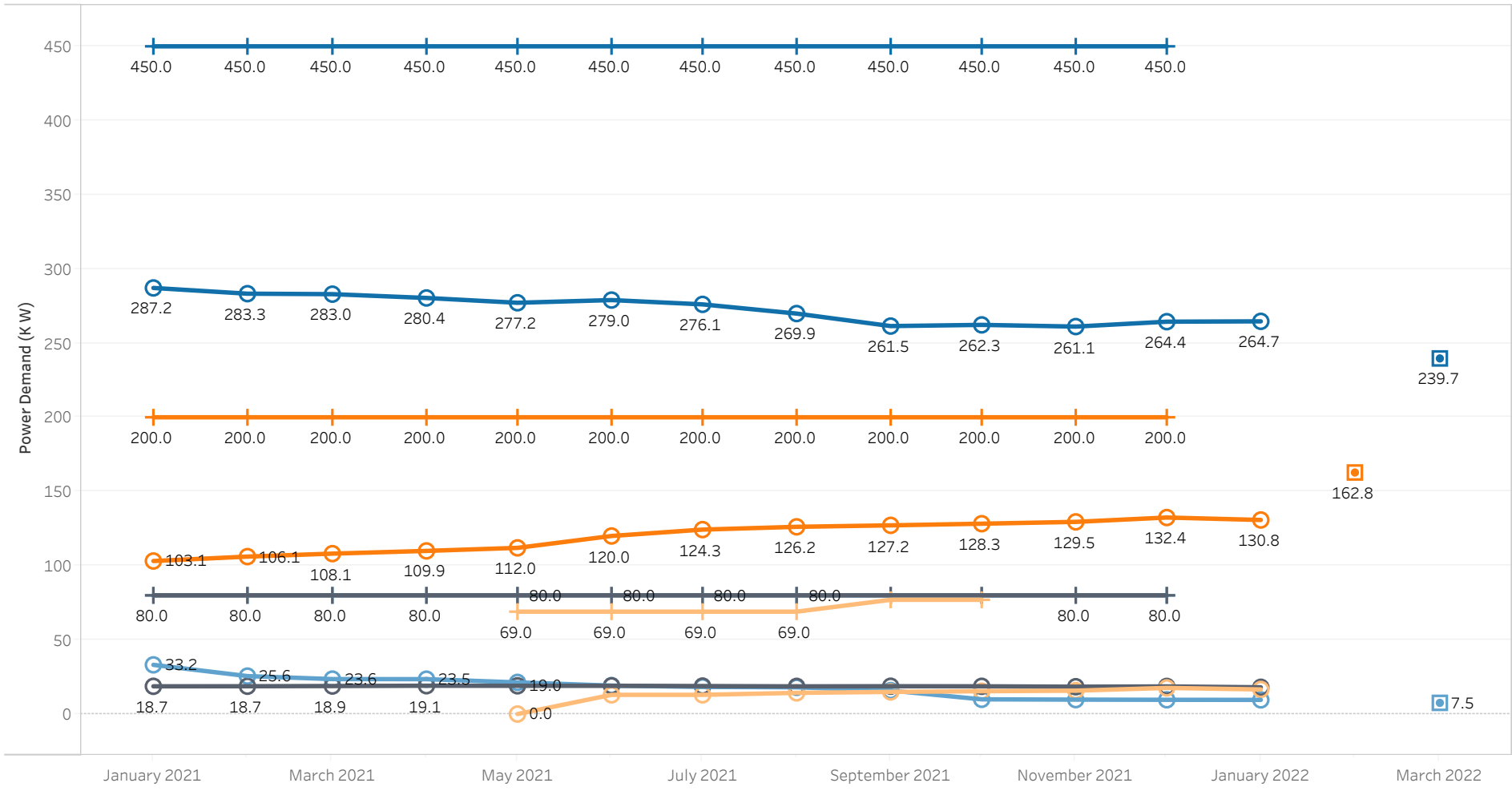## SEO Outage Summary
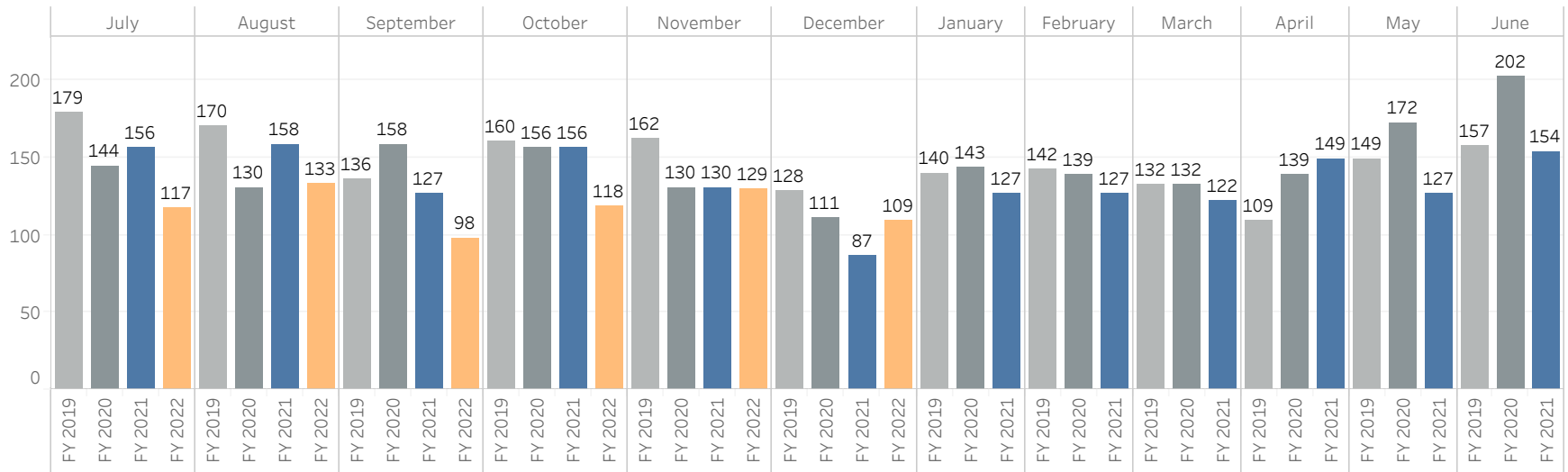
*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

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DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

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

DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST

Space in RU

	Dayton	OneNeck	WARF	MFCB	DET Data Center	Total
	2,736 - RU Limit	1,620 - RU Limit	RU Limit - 484	RU Limit - 495	900 - RU Limit	6,235 - RU Limit
Current in Use RU	1,701 (62.17%)	1,346 (83.09%)	477 (98.55%)	484 (97.78%)	391 (43.44%)	4,399 (70.55%)
Forecasted RU (12 month)	1,533 (56.03%)	1,502 (92.72%)	455 (94.01%)	436 (88.08%)	397 (44.11%)	4,323 (69.33%)
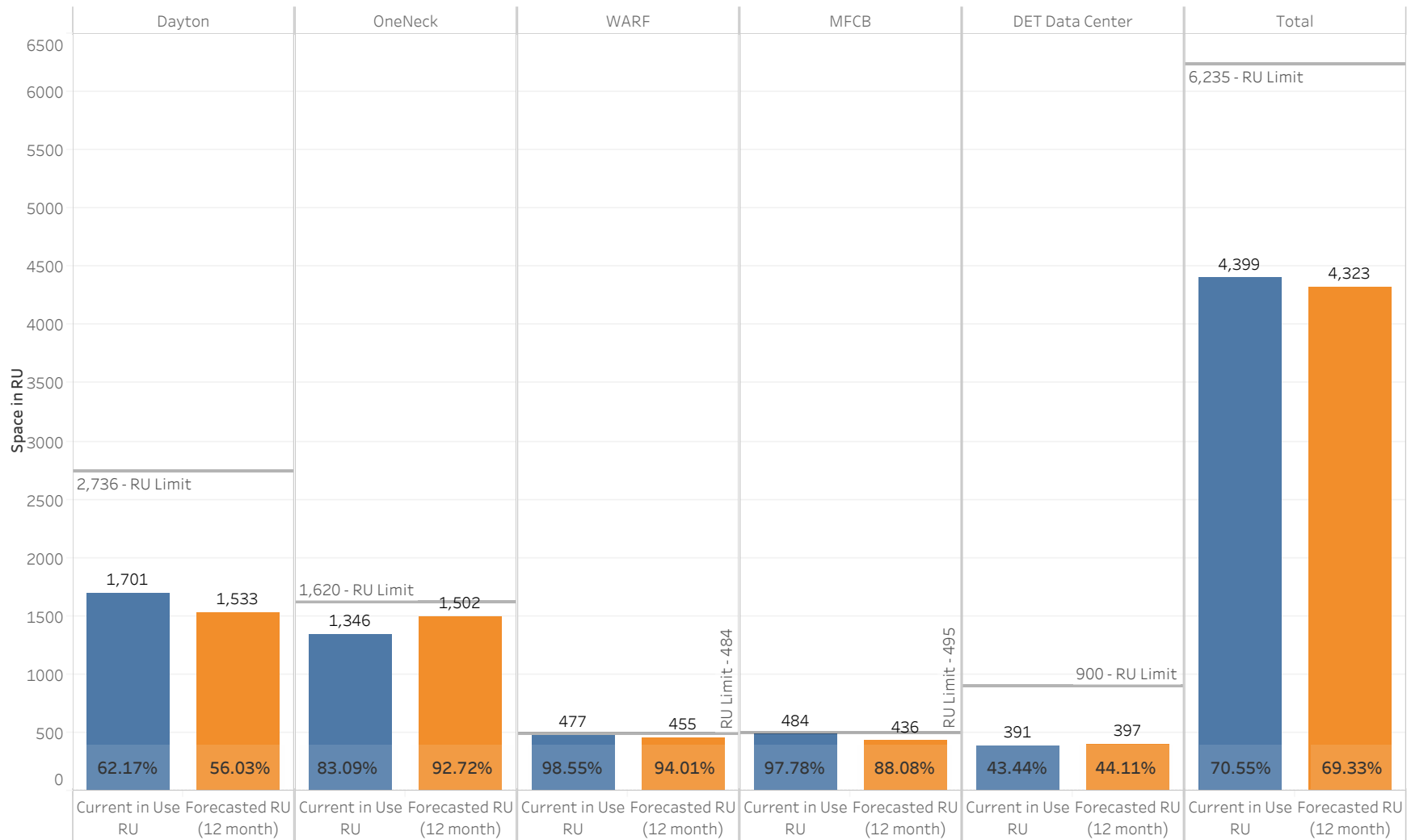
RU = Rack Units
Usage and one year forecast at the conclusion of December, FY 2022.
RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

DPPS Rework Information

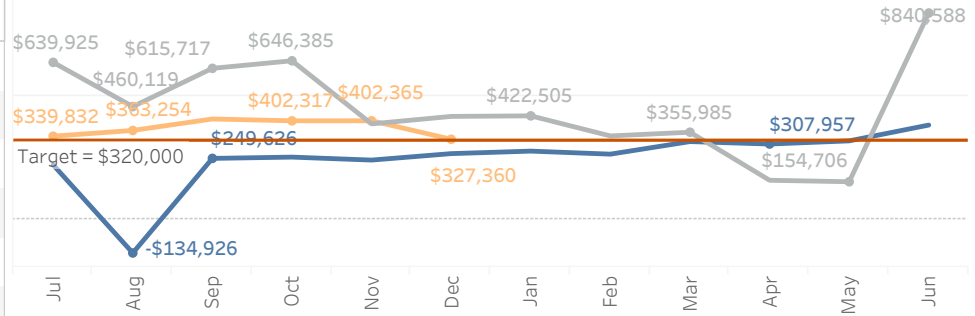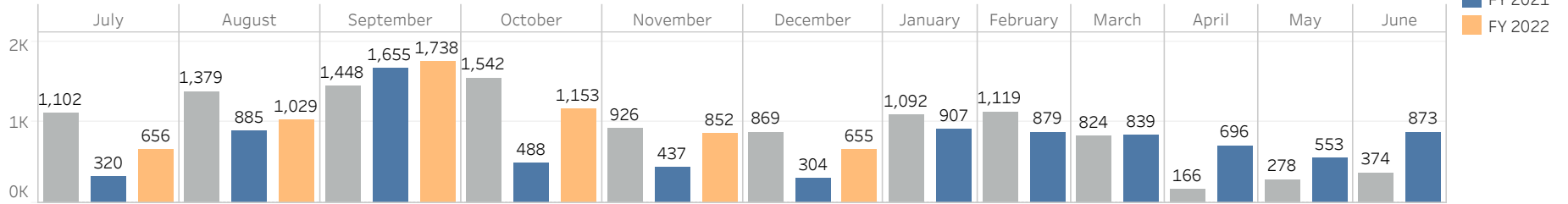|	Total Job Reruns	Total Cost Reruns	Average Real Rework
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0

*DPPS - Historical - Total Revenue

FY 2020, FY 2021, FY 2022 line chart with values: $639,925; $615,717; $646,385; $460,119; $422,505; $355,985; $840,588; $339,832; $363,254; $402,317; $402,365; $249,626; $327,360; $307,957; $154,706; -$134,926; Target = $320,000

DPPS - Annual - Total Jobs

Legend: FY 2020, FY 2021, FY 2022

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2020	1,102	1,379	1,448	1,542	926	869	1,092	1,119	824	166	278	374
FY 2021	320	885	1,655	488	437	304	907	879	839	696	553	873
FY 2022	656	1,029	1,738	1,153	852	655						

Average On-Time Percentage by Stream

★ Below 99.90%   ◼ At or Above 99.90%

	July	August	September	October	November	December
B - WSB DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
F - Offset Print	★92.30%	★94.50%	★95.60%	★95.96%	★95.00%	★91.35%
J - Digital Color	★97.90%	★96.55%	★96.40%	★94.37%	99.96%	100.00%
K - Contract	★96.42%	★96.20%	★97.20%	★91.70%	100.00%	100.00%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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

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

		Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Kaltura	Incidents Resolved by Help Desk	10	11	45	23	34	14
	Incidents Resolved by Learn@UW Madison	5	11	17	11	6	10
	Average Play Time (mins)	11	7		16	17	20
	Contributors	754	636	1,562	1,632	2,300	1,709
	Duration of uploaded media (minutes)	61,877	46,585	223,966	246,844	245,070	124,676
	New Media Assets	3,225	2,407	7,166	7,289	7,793	4,946
	Number of Plays	215,461	135,328	579,529	609,008	537,317	387,066
	Storage Utilized (TB)	162	163	170	178	185	188
	Time Played (mins)	2,404,480	999,966	5,998,479	9,454,990	9,371,876	7,615,473
	Total Media Assets	341,496	343,747	350,905	358,307	366,217	371,098
	Unique viewers	5,497	6,726	25,287	25,074	24,563	21,104
Turnitin	Incidents Resolved by Help Desk	3	1	2	1	2	7
	Incidents Resolved by Learn@UW Madison	1	0	2	0	0	0
	Active Classes	162	344	653	679	668	775
	Active Instructors	210	396	729	890	909	775
	Instructor Accounts	3,142	3,224	3,425	3,567	3,619	3,705
	Student Accounts	23,903	22,290	29,009	32,509	31,587	31,953
	Submissions	8,970	2,502	23,921	50,594	46,723	43,490
ACAR	Incidents Resolved by Help Desk	0	0	2	1	1	0
	Incidents Resolved by Learn@UW Madison	7	3	9	2	0	2
	New Pressbooks this Month	0	2	2	0	4	2
	New Storyline 360 Modules this Month	0	0	0	1	0	0
	Total Pressbooks	558	559	561	561	565	567
	Total Storyline 360 Modules	194	194	188	190	190	190
	Unique Users	9,594	9,663	11,396	11,495	11,552	11,679
Canvas	Incidents Resolved by Help Desk	105	217	437	158	140	151
	Incidents Resolved by Learn@UW Madison	46	69	109	46	67	50
	Active For-Credit Courses	960	964	4,019	4,096	4,120	4,116
	Active Training Courses	717	734	751	753	757	772
	Unique Instructors	1,464	1,482	5,456	5,592	5,676	5,713
	Unique Students	12,308	12,282	44,523	44,606	44,514	44,207
Atomic Assessments	Incidents Resolved by Help Desk	0	0	7	1	0	1
	Incidents Resolved by Learn@UW Madison	0	0	3	6	3	1
	Active Courses	28	81	60	63	51	50
	Instructors	41	57	339	476	425	385
	Unique Students	367	509	3,051	4,283	3,828	3,461

Notes:

Kaltura
Media Asset: An individual media item uploaded to Kaltura - most often this is a video or audio file, but it could also be an image
Time Played: Total amount of time all Kaltura media assets were played during the month
Avg. Play Time: Time played divided by number of plays
Unique Viewers: Students, most often
Duration of uploaded media: length (minutes) of new video assests this month
Contributors: Persons uploading assests to Kaltura - most often instructors.
-Total media assets for current month does not equal total media assets from previous month plus new media assets in current month because some user have deleted assets in the meantime
-Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers

Turnitin
Active Classes: The number of classes that had any activity (submissions, marks, assignment creation, new students, etc.) within the month
Active Instructors: Like active classes-the number of unique instructors associated with active classes
Student Accounts: The total number of student accounts as of end date (cumulative)
Instructor Accounts: The total number of instructor accounts as of end date (cumulative)
Submissions: Typically text documents in .doc, .pdf, other 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)

Canvas
Active Course: A canvas shell is created for every course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor
Student: Any user enrolled in the canvas course with the "student" role (not instructors or admins)
Instructor: Number of Canvas course enrollments with the "instructor" role (predominately actual course instructors, occasionally will include a course coordinator or support staff)

Atomic Assessments
Active Course: Course with Atomic Assessments assignments that have been accessed in date range
Instructors: Users with "instructors" role, which may include some number of course administrators, teaching assistants, or other numbers for Atomic Assessments are for Dec 1-23. No use of Atomic Assessments is anticipated Dec 24-31. Any unforseen usage will be updated in the January report.
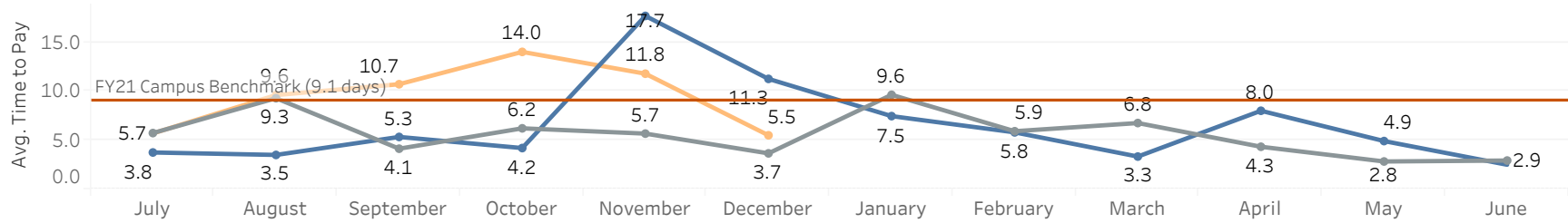
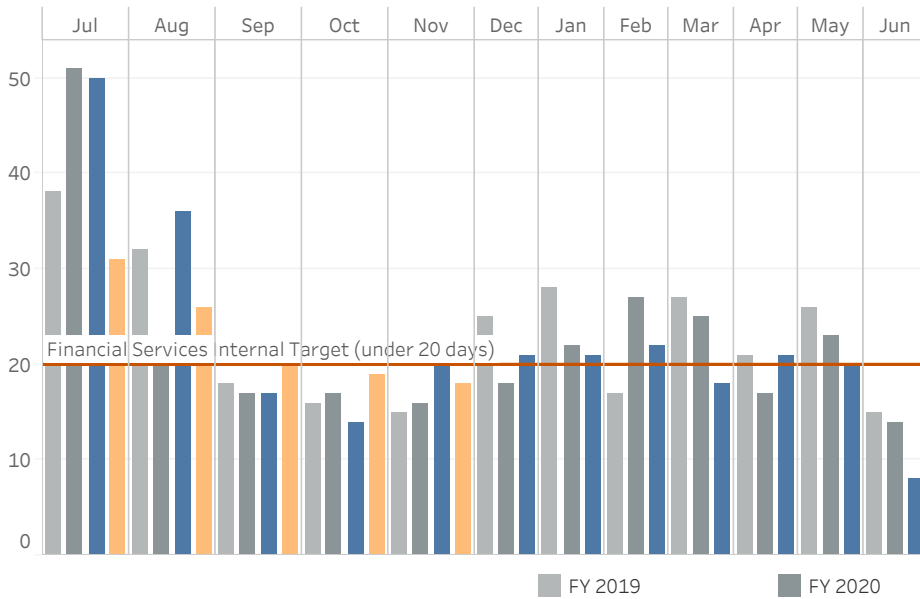# DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT

		Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Fall-21
Top Hat	Active Courses							95
	Incidents Resolved by Learn@UW Madison							2
	Incidents Resolved by Help Desk							3
	Unique Instructors							215
	Unique Students							9,528
AEFIS	Incidents Resolved by Learn@UW Madison		30	47	34	63	102	276
	Incidents Resolved by Help Desk		13	7	6	9	49	71
	Total completed evaluations							135,462
	DESL Usage							5
	Training Workshops							7
	Q&A Workshops							5
	Attendance at all Workshops							64
	DESL technical workshops							2
Honorlock	Exams per student	2	2	2	3	2	2	
	Support tickets closed by Help Desk	2	0	2	6	1	6	
	Support tickets closed by Learn@UW–Madison	0	1	1	1	1	0	
	Total courses	44	35	56	95	102	137	
	Total exams	3,069	1,905	6,215	21,423	13,015	19,424	
	Unique students	1,409	1,269	2,796	7,663	7,363	8,557	
LEAD	Instructor views of "Grades by Page Views" visualization	0	1	9	10	8	0	
	Instructor views of "Home Page" visualization	1	2	20	16	11	7	
	Instructor views of "Page Views by Activity Type" visualization	0	1	7	6	6	0	
	Instructor views of "Page Views by Date and Hour" visualization	2	0	20	16	14	3	
	Support tickets closed by Help Desk	0	0	0	0	0	0	
	Support tickets closed by Learn@UW–Madison	0	0	0	0	0	0	
	Total instructor views	3	4	56	48	39	10	
Engage eText	% of students opted out							1
	Course sections							227
	Courses							91
	Departments							44
	Schools / Colleges							6
	Student enrollment							20,770
	Unique instructor combos							105

Notes:

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"

Assessment Evaluation Feedback & Intervention System (AEFIS):
CE Response Rate: Percentage of all potential student respondents that submitted an AEFIS course evaluation
DESL Usage: Uses a direct evidence of student learning curriculum map at the program level and/or section level

Honorlock:
Total exams: total exams proctored via Honorlock. If a class of 30 students takes 1 exam, it's counted as 30 total exams.
Total courses: number of courses using Honolock to proctor exams.
Exams per student: Mean number of exams taken per student among students who use Honolock for their course(s).

Engage eText: electronic textbook provided by a publisher that students have access to during their UW student experience
Digital learning tool (DLT): publisher-bundled electronic tools (such as question sets) associated with a print or digital text
Student enrollment: Sum of student enrollment in all courses using an eText and/or Digital Learning Tool (not unique students)
Schools / Colleges: Number of schools and colleges that have a course using an eText and/or DLT
Departments: Number of departments that have a course using an eText and/or DLT
Courses: Number of courses using an eText and/or DLT
Course sections: Number of course sections using an eText and/or DLT (some courses have multiple sections using digital texts and tools)
Unique instructor combos: Number of unique instructors plus number of unique teams of instructors in team-taught courses using a digital text and/or tool
% of students opting out: Percentage of enrolled students that choose not to use a digital text or tool

*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement

FY21 Campus Benchmark (9.1 days)

Values shown on chart:
5.7, 3.8, 3.5, 9.6, 9.3, 10.7, 5.3, 4.1, 14.0, 6.2, 4.2, 17.7, 5.7, 11.8, 11.3, 5.5, 3.7, 9.6, 7.5, 5.9, 5.8, 6.8, 3.3, 8.0, 4.3, 4.9, 2.8, 2.9

*Days from SFS Close to CBS Close

Financial Services Internal Target (under 20 days)

*Days from CBS Close to Management Report Completion				
July	15	2	5	4
August	7	2	3	2
September	9	4	3	1
October	7	4	0	1
November	0	3	0	0
December	37	17	2	
January	2	4	1	
February	6	2	0	
March	2	6	3	
April	6	7	1	
May	7	5	5	
June	5	5	34	

*Days from SFS Close to Management Report Completion				
July	53	53	55	35
August	39	22	39	28
September	27	21	20	23
October	23	21	14	20
November	15	19	20	18
December	62	35	23	
January	30	26	22	
February	23	29	22	
March	29	31	21	
April	27	24	22	
May	33	28	25	
June	20	19	42	

Legend: ■ FY 2019   ■ FY 2020   ■ FY 2021   ■ FY 2022

*If blank, data is currently unavailable.
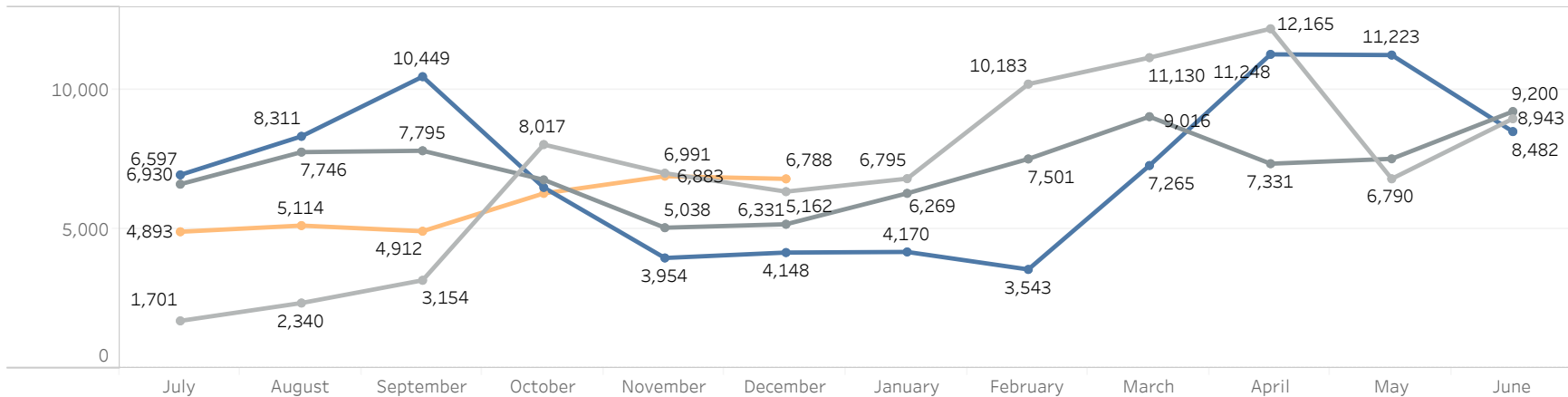
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DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)
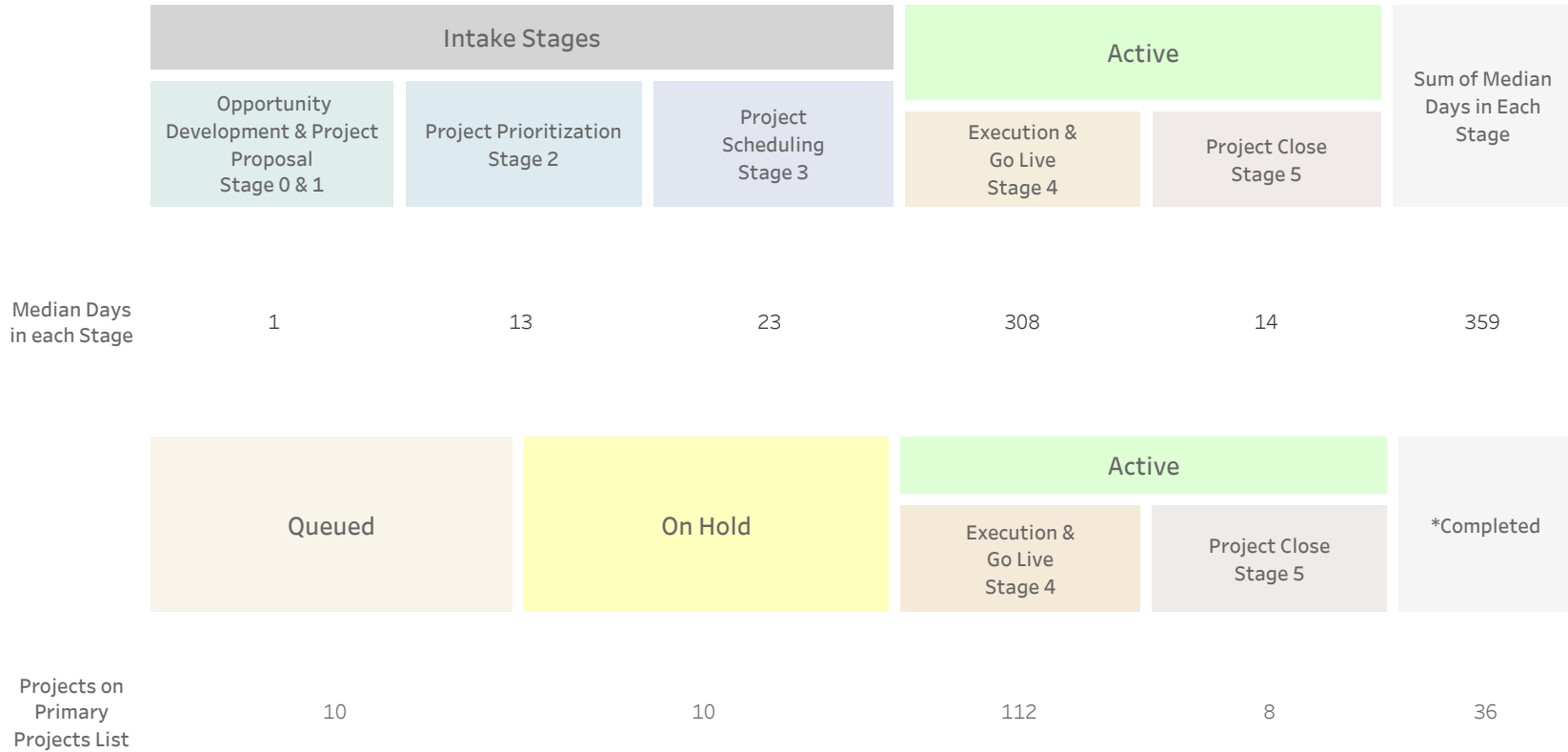
	July				August				September				October				November				December				January			February			March			April			May			June		
FY	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Value	647	963	1,367	1,044	971	769	1,075	1,052	1,616	4,732	1,052	1,434	1,147	1,317	1,110	844	994	1,069	1,144	1,052	886	929	1,090	885	994	1,171	1,197	1,023	1,262	1,258	1,971	897	1,182	1,242	848	1,667	1,053	1,009	2,076	978	1,116	1,534

Phishing Incidents Resolved by CyberSecurity Operations Center

Month	Series values
July	6,930; 6,597; 4,893; 1,701
August	8,311; 7,746; 5,114; 2,340
September	10,449; 7,795; 4,912; 3,154
October	8,017; 6,883; —
November	6,991; 5,038; 3,954
December	6,788; 6,331; 5,162; 4,148
January	6,795; 6,269; 4,170
February	7,501; 3,543
March	11,130; 9,016; 7,265
April	12,165; 11,248; 7,331
May	11,223; 10,183; 6,790
June	9,200; 8,943; 8,482

Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

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DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

	Intake Stages			Active		Sum of Median Days in Each Stage
	Opportunity Development & Project Proposal Stage 0 & 1	Project Prioritization Stage 2	Project Scheduling Stage 3	Execution & Go Live Stage 4	Project Close Stage 5	
Median Days in each Stage	1	13	23	308	14	359

	Queued	On Hold	Active		*Completed
			Execution & Go Live Stage 4	Project Close Stage 5	
Projects on Primary Projects List	10	10	112	8	36

Metrics are from the start of the DoIT Portfolio Process launch in July 2020 and only include projects that started with stage 1. This data does not include departmental fast track projects.

*Projects completed since January 2021.

Values as of the conclusion of December FY 2022.

https://go.wisc.edu/doit-project-portfolio

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

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

Overall Pass Fail

■ Pass (P)   ■ Fail (F)

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

NOTES: * Indicates services in the End of Service Life (EoSL) state that are not yet fully decommissioned.

**Completion rate represents the percent of services operated by DoIT that contain high risk data and have audit records attached per quarter.

Q1 = July 1 - Sept 30, Q2 = Oct 1 - Dec 31, Q3 = Jan 1 - Mar 31, Q4 = Apr 1 - June 30

Contents reflect DoIT operated Technical Services in the CMDB marked as High Risk at the end of December FY 2022. Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.

Pass (P) - Backups are occurring at least every 28 days, and a test restore can be demonstrated every 90 days.

Fail (F) - Backups are NOT confirmed to be occurring at least every 28 days, and/or a test restore CANNOT be demonstrated to have been done every 90 days.

DoIT OPERATIONS: INCIDENT AGING REPORT

Age of Open Incidents by Department

	Less Than 2 Days	Between 2 Days and 2 Weeks	Between 2 Weeks and 1 Month	Between 1 Month and 1 Year	Greater than 1 Year
AIS	61	354	87	36	3
AT	6	8	7	24	6
CTO					
Cybersecurity	197	120	69	55	3
DoIT Communications					
DoIT HR		2	4	45	
EBS		4	1		
FS		1	1		
Non-DoIT teams		10	9	42	
NS	58	86	89	173	55
PMO					
SEO	13	38	17	22	
US	898	971	228	269	160
Other		3	3		
Grand Total	**1,233**	**1,597**	**515**	**666**	**227**

Total Open Incidents by Age (days)
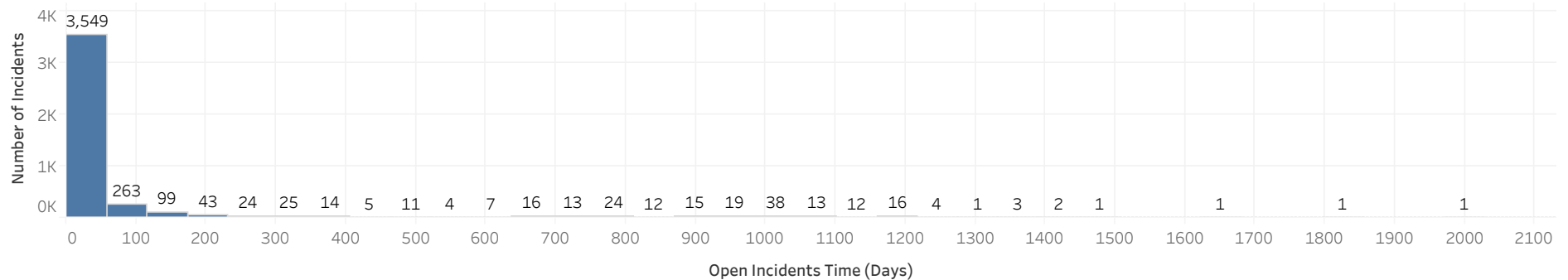
New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days.

DoIT Operations Report Monthly Updates

Departmental Support Metrics - Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software and external services which we have not as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated.

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES - WISCIT TEAMS PER DEPARTMENT

Department	
	Active Directory ADI-Apps for Registrar ADI-IA Student Data Integration ADI-Internal Apps ADI-Web and Mobile Solutions AIS-Dept ECMS ECRT ECS-Equipment Checkouts EIS-Dept IAM
AIS	Manifest Grouping Email Manifest-Grouping Manifest-Grouping Email MiddleWare Middleware Temp Multi-Factor Authentication MyUW MyUW-Admin MyUW-Advisor View MyUW-Feedback
	MyUW-Infrastructure NetID-AcctAdmin NetID-Login NetID-Login (Radius) NetID-Login-Radius Server Certificate Service Shared Hosting Shared Tools Shared Web Hosting Student Apps-Other
	UDS Identity Management UDS Identity Reconciliation UW Digital ID UW KnowledgeBase Web Accessibility Web Accessibility Testing Tools WiscWeb CMS WiscWeb CMS Developers
	WiscWeb CMS Review WPS-Client Engagement
	Academic Systems-Linux AcademicSystems AcademicSystems-LIRA Advising Gateway AT-Dept AT-LS-MUMAA AT-TRAD Blackboard Collaborate Course Guide Course Proposal Course Resources
AT	Course Search and Enroll - Student Services Curricular Hub Digital Accessibility Digital Media Center Kaltura-UWSA Learn@UW Utility Learn@UW Utility-Technical Learn@UW-Madison
	Learning Technology Consultations Lecture Capture Service Life-Long Learners LinkedIn Learning LS LSS Team LTDE LTG HelpDesk LUWMAD-Collaboration LUWMAD-ContentAuth LUWMAD-LAA
	LUWMAD-LMS LUWMAD-Media LUWMAD-MediaDelivery Moodle OUA - Academic Systems PTE Support Streaming Media
CTO	Electronic Lab Notebooks
Cybersecurity	LastPass Qualys Scan Security Security Incident Security-Authorize Security-BADGIRT Security-CSOC Review Security-Dept Security-GRC Security-HRS Attestation Security-IT Access
	Security-OCIS Security-PAM Security-Tools
DoIT Communications	CIO-Dept Communications Communications-Dept COO-Dept DoITfeedbk DoITwebpages
DoIT HR	DoIT HR Assistants DoIT HR Director DoIT HR HRS DoIT HR In Progress DoIT HR Payroll and Benefits DoIT HR Staff
	ADI EA Budget ADI-Budget ADI-Collaborative ADI-Dept ADI-Employee Apps ADI-Financial Services ADI-HRIS-Infrastructure ADI-Mainframe ADI-Student Apps DRMT-All DRMT-Data Tools
EBS	DRMT-Database DRMT-DBA DRMT-Enterprise Tools DRMT-InfoAccess DRMT-Tools EPCS ERP Admin FASTAR DBA HR Apps-General HRS DBA Hyperion Deactivation InfoAccess
	Interactive Reporting Resource 25 Shared Financial DBA Shared Financial Sys Shared Financial Sys Batch SIS SIS-Admissions SIS-CampusCmmunity SIS-Finances SIS-Registrar
FS	CBS/STAR Onboarding Common Bus Sys DoIT Property Control e-Reimbursement Financial-Purchasing FS-Accounting FS-Dept FS-STAR
Non-DoIT teams	AIMS Help Desk CAVR-Campus and Visitor Relations Eloqua Health Sci Learning Housing HSLC PFP-Parent and Family Program PI Financial Tool RO-Student Center and CS&E
	Student and Faculty Center Tableau UW-Madison Communications Wisc.edu/Alerts.wisc.edu WiscAlerts (Tech)
NS	Network Svcs-Invtry NS-App Admins NS-Apps AANTS NS-Campus NS-Cisco-Webex NS-Dept NS-Field Services NS-Field Services-Voice NS-Firewall NS-Layer 4 NS-OpEng NS-OpEng-Monitoring
	NS-PCI NS-Video NS-Voice NS-Voice-Cellular NS-Voice-Cisco NS-Voice-EUC NS-Voice-Legacy NS-WAN SA-NS
PMO	ADI-PMO
	ASE-Virtualization CAB CampusNetworkServers CAS-Report Distribution CAS-UW Digital ID CAS-UW Digital ID (Certificates) CAS-UW Digital ID (MFA) CCI-Virtualization Change Mgr Config Mgr
	Critical Infrastructure CSSC Building Maintenance DC Access DC Team DC Team-NoInstallDecomm DoIT Digital Publishing & Printing Event Mgr (Monitoring) Hostmaster HRS Time Clocks
SEO	ITSM Team Mainframe Job Scheduling Mainframe Job Scheduling-UWSA PCI Hosting Public Cloud Report Distribution SA-SE SA-Virtualization SE SE-AD SE-AIX SE-Audit
	SE-BuckyBackup Support SE-Critical Infrastructure SE-Database SE-DSA SE-Linux SE-OSX SE-Solaris SE-Storage Team SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe
	SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SysNet SNCC-Sysops SNCC-Systems Management
	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics O365 Feature Requests O365 Service Delivery O365 Technical/Functional PC Recycling PCS-Dept PCS-Shared Hosting
	Point of Sale Qualtrics Survey RaDS Repair Internal SA-RaDS Service Discovery Tech Store Tech Store L2 Tech Store Sys Dev US-Dept US-DS US-DS Andover US-DS Application Support
	US-DS Big Fix US-DS Desktop Bascom US-DS Desktop Contract US-DS Desktop DEM US-DS Desktop DoIT US-DS Desktop RSO US-DS Desktop UCOMM-UMARK US-DS Desktop WGNHS US-DS EMS
	US-DS Endpoint Management US-DS GDS Student US-DS Kiosks US-DS Office 365 OSC US-DS Operations US-DS PCI US-DS SAS US-DS SEAM US-DS Select Agent Labs US-DS Service Leads
US	US-DS SOAR US-Help Desk US-Help Desk ALF/PAF US-Help Desk Closure US-Help Desk Development US-Help Desk EAST US-Help Desk EAST DS US-Help Desk Email US-Help Desk Email Test
	US-Help Desk HDQA US-Help Desk Internal US-Help Desk Operations US-Help Desk Service Changes US-Help Desk SMPH Support US-Help Desk Tools US-Help Desk UW C/EX Support
	US-Help Desk UW CEOEL Support US-Infolabs Kiosks US-Metrics and Data US-PM US-PM Apple US-PM Dell US-PM Hardware US-PM Math&StatsPKGS US-PM Software US-Repair Billing
	US-Repair Hardware US-Repair Internal US-Repair Parts US-Repair Pickup (333 ECM) US-Repair Pickup (Comp Sci) US-Repair Pickup (HSLC) US-Repair Printer US-Repair Software US-Service Desk
	UW Madison PCI UW-Madison Box UW-Madison Google Apps WiscChat WiscIT Governance WiscIT Reporting WiscIT Requests WiscIT Student Leads WiscIT Team WiscIT Test WiscList-Admin
	WiscMail WiscMail/WiscCal Zoom
UW Service Center	Bus Svc-MDS Bus Svc-Purchasing Madison Benefits Services Madison Benefits Services - Counseling Madison Benefits Services - Processing
UWSS	UWSS Service Delivery BN UWSS Service Delivery HR UWSS Service Delivery PY
Other	All remaining WiscIT Teams owning aging incidents

DoIT OPERATIONS: TECHNICAL NOTES

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

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.

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.

Project Management Office - Portfolio Metrics Definitions

Queued: Project is scheduled with a future start date.
On Hold: Project was active but work has been paused.
Stage Zero - Opportunity Development: Engagement with an Enterprise Architect.
Stage One - Proposed/Intake: Project submission to the intake process; includes days in stage zero technical review.
Stage Two - Prioritization: Project prioritization to determine Now, Next, Later or Never category.
Stage Three - Scheduling: Projects with multiple DoIT units involved present at a scheduling team meeting to identify needed talent and available capacity.
Stage Four - Project Go Live: Project completes a go live preparation checklist with a peer review process.
Stage Five - Project Closure: Project closes the project by completing a closure preparation checklist with a peer review process.
Total Days in Intake: Total number of days project is in stages zero through three.
Total Days in Process: Total number of days project is in all six stages of the Project Portfolio Process.