DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

December 2024

Published January 28, 2025

GARTNER METRICS

| Metric	2023 (Median) [Interquartile range]	2024 (Median) [Interquartile range]
Abandonment Rate	7.0% [3.0%-10%]	8.0% [4.4%-13%]
Cost per Endpoint	$851 [$629-$1281]	$891 [$647-$1278]
Endpoints per Technician	394 [247-576]	392 [243-552]
First Contact Resolution Rate	69% [60%-80%]	69% [60%-80%]
Linux Servers per FTE	223 [153-385]	265 [151-401]
Windows Servers per FTE	317 [180-498]	265 [140-443]

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.

Interquartile Highlighting

Interquartile boundary

2024 Gartner median

Gartner median
Interquartile range
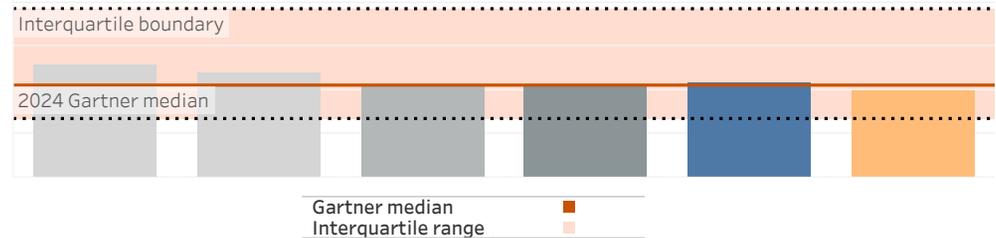
DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
API Manager	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DoIT Confluence Wiki	99.00%	99.63%	100.00%	99.88%	100.00%	100.00%	99.96%	100.00%	99.95%	99.78%	100.00%	99.63%	100.00%
DoIT JIRA Issue Tracking	99.00%	★96.77%	99.43%	100.00%	★94.24%	100.00%	100.00%	★98.69%	100.00%	★98.00%	99.91%	100.00%	100.00%
Enterprise Content Management Services (ECMS)	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Gitlab Repository Services	99.00%	100.00%	100.00%	100.00%	100.00%	99.37%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%
KnowledgeBase (KB)	99.00%	100.00%	100.00%	100.00%	99.92%	99.73%	99.95%	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%
MyUW Madison	99.00%	100.00%	99.94%	★83.31%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%
NetID IdP	99.90%	100.00%	100.00%	★97.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	★98.51%	100.00%
Web Hosting	99.00%	100.00%	100.00%	99.89%	100.00%	100.00%	100.00%	99.64%	99.93%	100.00%	99.12%	100.00%	100.00%
WiscWeb	99.00%	★97.07%	★98.00%	99.19%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	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)	1,416	49.8%	1,412	1,322	93.3%	90.9%	96.2%
NetID Account Management	905	31.9%	897	828	91.8%	78.7%	91.4%
All IAM Incidents	2,828	100.0%	2,336	2,166	92.4%	★68.3%	96.4%

IAM Target:
HD % Resolution
■ At or above 85.0%

2023 Gartner Metrics:
First Contact Resolution
■ At or above 70%

IAM Target:
Customer Satisfaction
■ At or above 85.0%

IAM Services Annual Help Desk Contacts
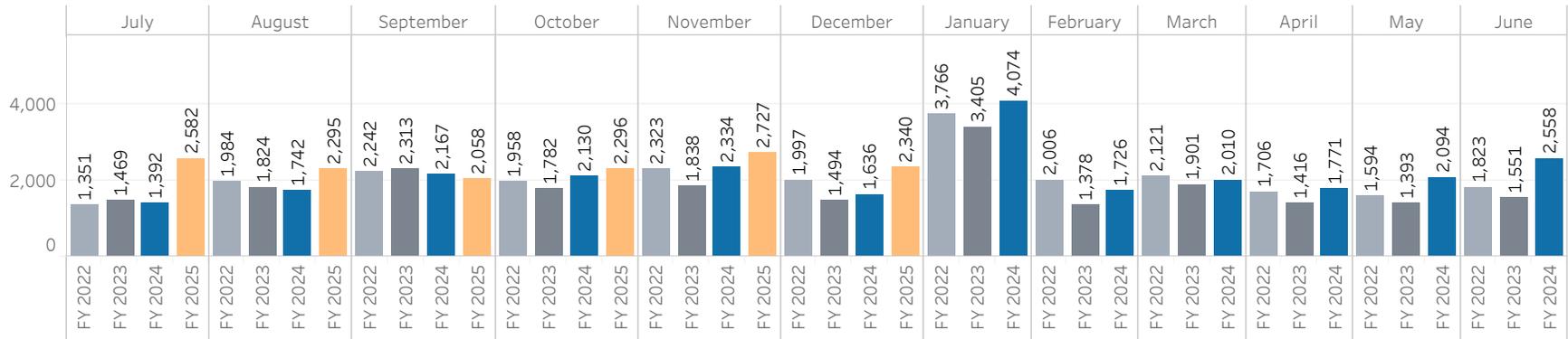
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.
*** Survey respondents rate satisfaction 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)	45	2.4%	3	1	33.3%		
MyUW Madison/System	45	2.4%	45	38	★84.4%	75.0%	100.0%
Shared Tools	2	0.1%	2				
Web Hosting	98	5.3%	2				
WiscWeb	29	1.6%	27	11	★40.7%	100.0%	100.0%

AIS-WPS Targets:
HD % Resolution by Service

MyUW Madison/System - 85%
Shared Tools - 15%
UW Madison Knowledgebase - 10%
Web Hosting - 5%
WiscWeb - 45%

2023 Gartner Metrics:
First Contact Resolution
■ At or above 70%

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

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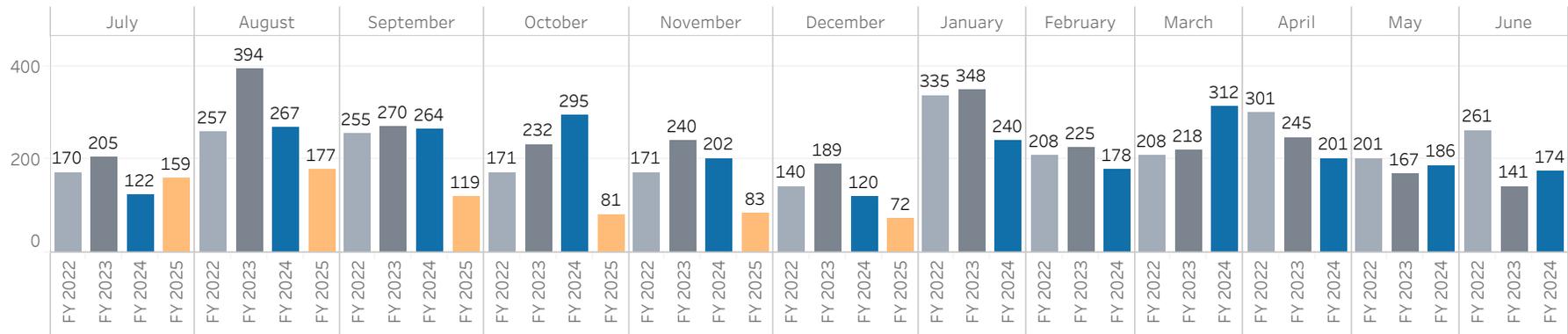
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

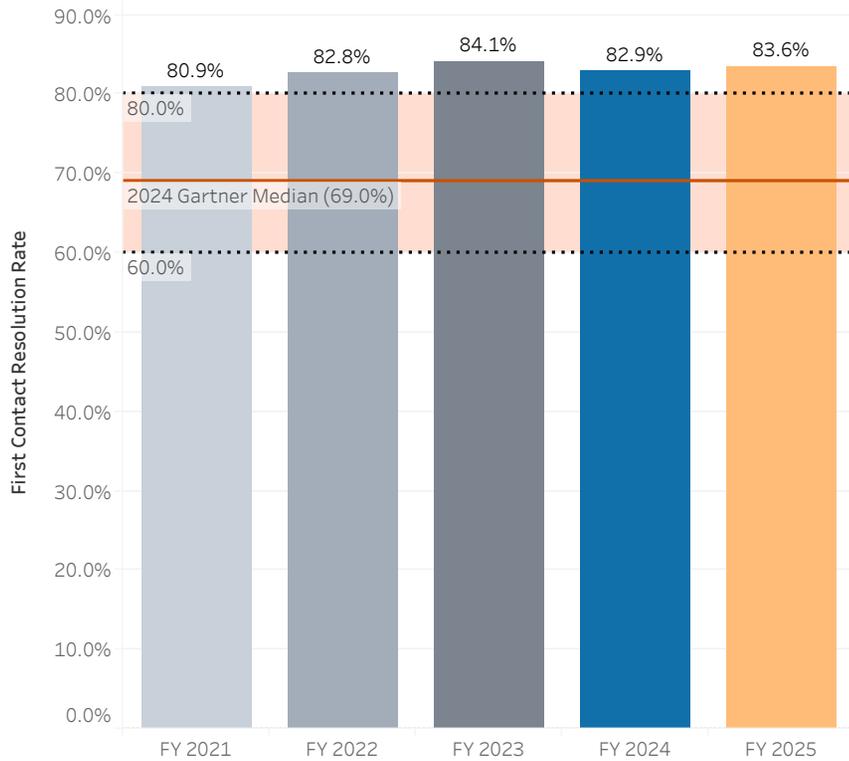# DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

Customer Satisfaction
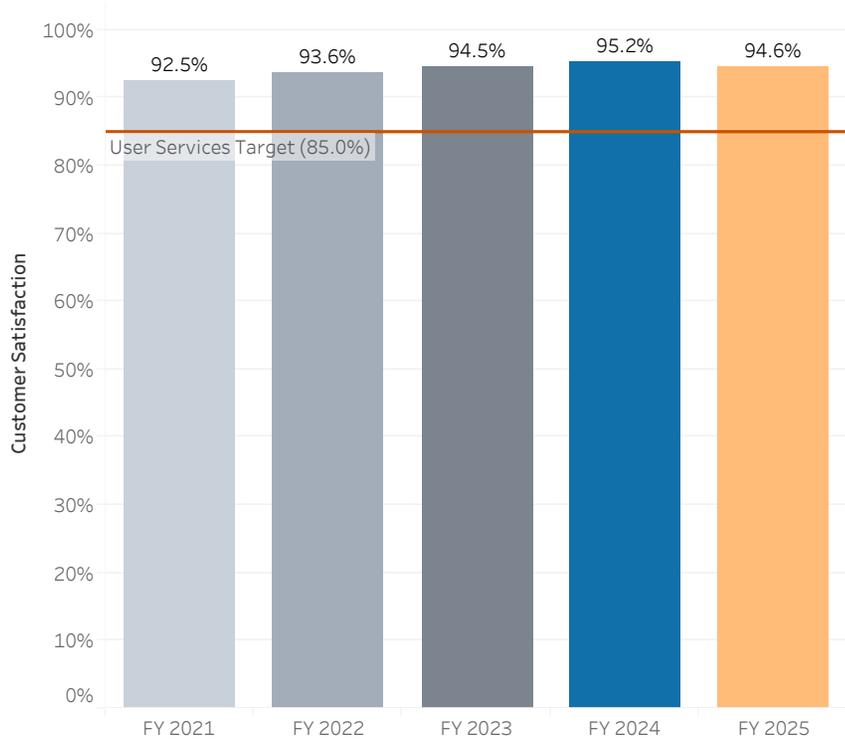
Help Desk Abandonment Rate
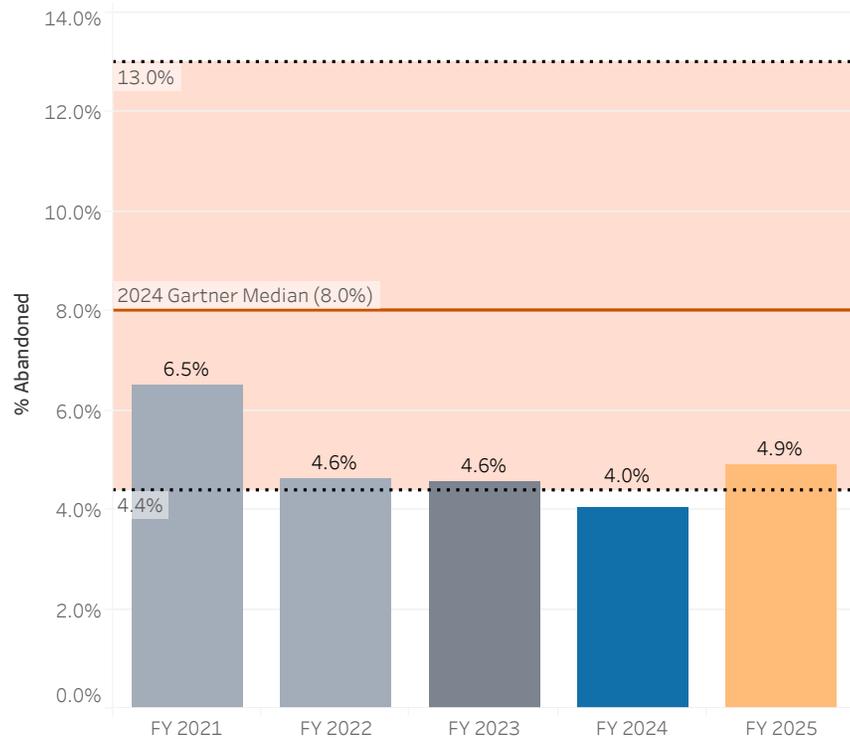
NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

*Help Desk Average First Contact Resolution

Bar chart showing First Contact Resolution Rate by fiscal year:
- FY 2021: 80.9%
- FY 2022: 82.8%
- FY 2023: 84.1%
- FY 2024: 82.9%
- FY 2025: 83.6%

Reference lines: 80.0%, 60.0%, and 2024 Gartner Median (69.0%)

**Help Desk Average Resolution Rate

Bar chart showing Resolution Rate by fiscal year:
- FY 2021: 93.2%
- FY 2022: 93.2%
- FY 2023: 93.2%
- FY 2024: 92.1%
- FY 2025: 92.7%

Reference line: User Services Target (85.0%)
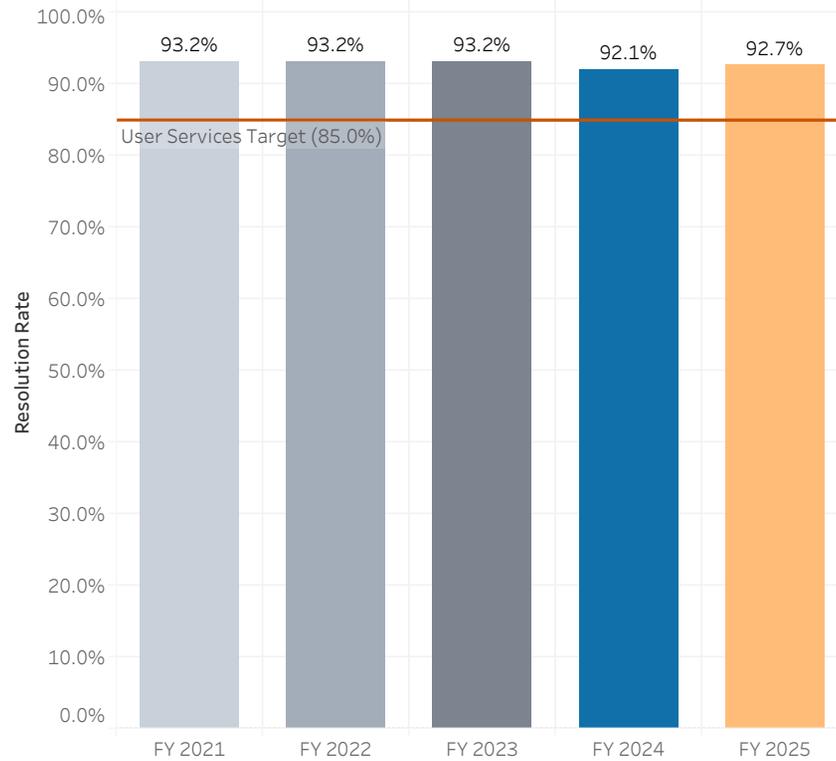
NOTES: *First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.
**Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN DECEMBER

	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Multi-factor Authentication (MFA)	1,412	10.7%	1,322	93.3%	90.9%
Help Desk Support, Computer Lending Program	952	7.2%	942	98.9%	90.9%
NetID Account Management	897	6.8%	828	91.8%	78.7%
Microsoft 365	545	4.2%	480	87.7%	79.2%
Referrals	362	2.8%	339	92.8%	85.6%
Incident Response and Investigations, BadgIRT	321	2.4%	140	★43.6%	★66.7%
Help Desk Support, INFORMATION	193	1.5%	189	96.9%	84.8%
DoIT Departmental Support, General Computer	181	2.6%	123	★66.9%	78.0%
DoIT Departmental Support, Software	137	1.2%	111	★80.3%	★68.7%
Canvas, Learn@UW - Canvas Madison	123	1.2%	99	★79.7%	73.2%

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

2024 Gartner Metrics: First Contact Resolution
■ ★ Below 70%   ■ At or above 70%

Help Desk Annual Contacts
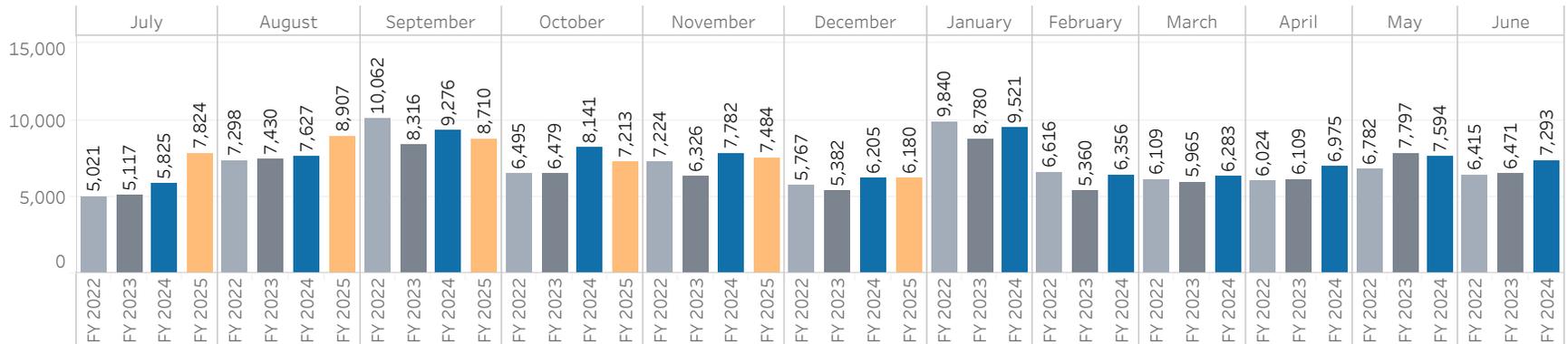
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at, this metric may be blank if no phone incidents were reported for that service during the previous month.

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
Microsoft 365	557	74.7%	545	480	87.7%	79.2%	98.2%
UW-Madison Zoom	53	7.1%	46	46	93.5%	77.8%	100.0%
Box	59	7.9%	40	25	★60.0%	★57.1%	100.0%
Google Workspace for Education	45	6.0%	39	30	★76.9%	83.3%	100.0%
Cloud Fax	5	0.7%	4	4	100.0%	100.0%	100.0%
Qualtrics	27	3.6%	12	11	★83.3%	75.0%	

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

2023 Gartner Metrics:
First Contact Resolution
★ Below 70%
At or above 70%

User Services Target:
Customer Satisfaction
At or above 85.0%

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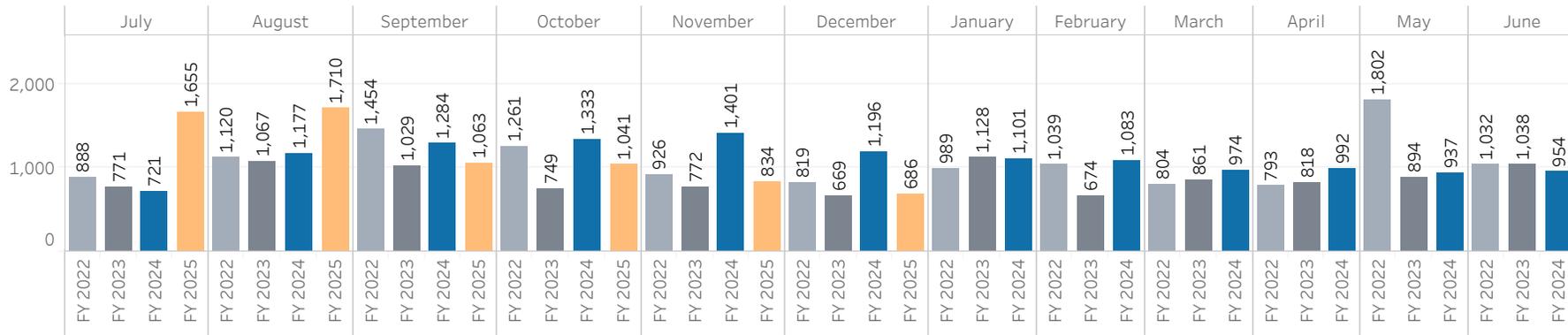
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

Departmental Support - Resolutions per Month

Month	FY 2022	FY 2023	FY 2024	FY 2025
July	546	783	1,208	1,007
August	622	1,066	1,245	1,211
September	992	1,041	1,236	1,251
October	761	908	1,363	1,234
November	621	783	992	899
December	559	618	918	915
January	573	744	1,018	
February	653	732	1,208	
March	758	674	957	
April	778	711	1,006	
May	705	1,043	1,089	
June	737	1,132	931	

Median Resolution Time (days)

Days to resolution

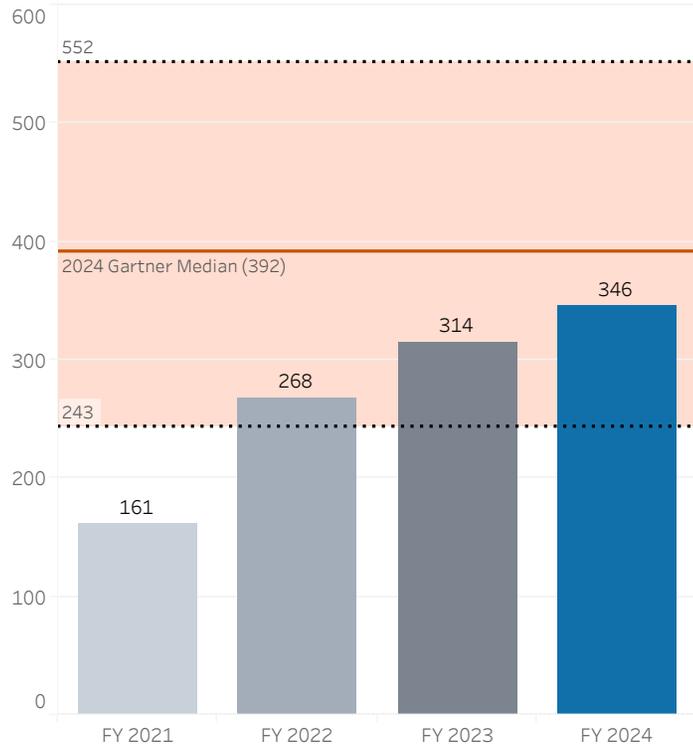| Month	FY 2022	FY 2023	FY 2024	FY 2025
July	5.01	2.00	4.22	4.96
August	1.98	0.97	4.82	2.90
September	5.50	2.17	3.22	2.92
October	3.88	1.26	4.04	3.88
November	6.70	1.35	4.27	3.94
December	4.08	3.18	3.09	3.26
January	3.89	3.23	2.74	
February	2.80	2.97	4.43	
March	3.89	4.16	4.92	
April	2.77	4.68	3.99	
May	4.01	4.02	2.85	
June	2.97	4.81	4.26	
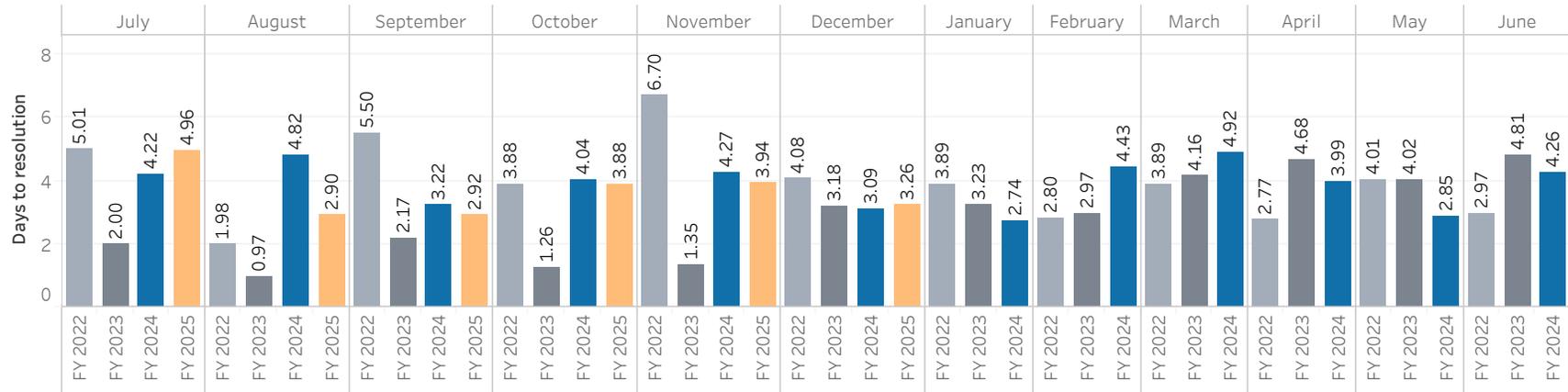
Notes: Departmental Support Resolutions per Month represent cases resolved by DS teams.

Legend:
FY 2022
FY 2023
FY 2024
FY 2025

10

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*Endpoints Per Technician

552
2024 Gartner Median (392)
243

FY 2021	FY 2022	FY 2023	FY 2024
161	268	314	346

**Customer Satisfaction

User Services Target (85.0%)

FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
96.9%	96.9%	96.8%	96.1%	94.6%
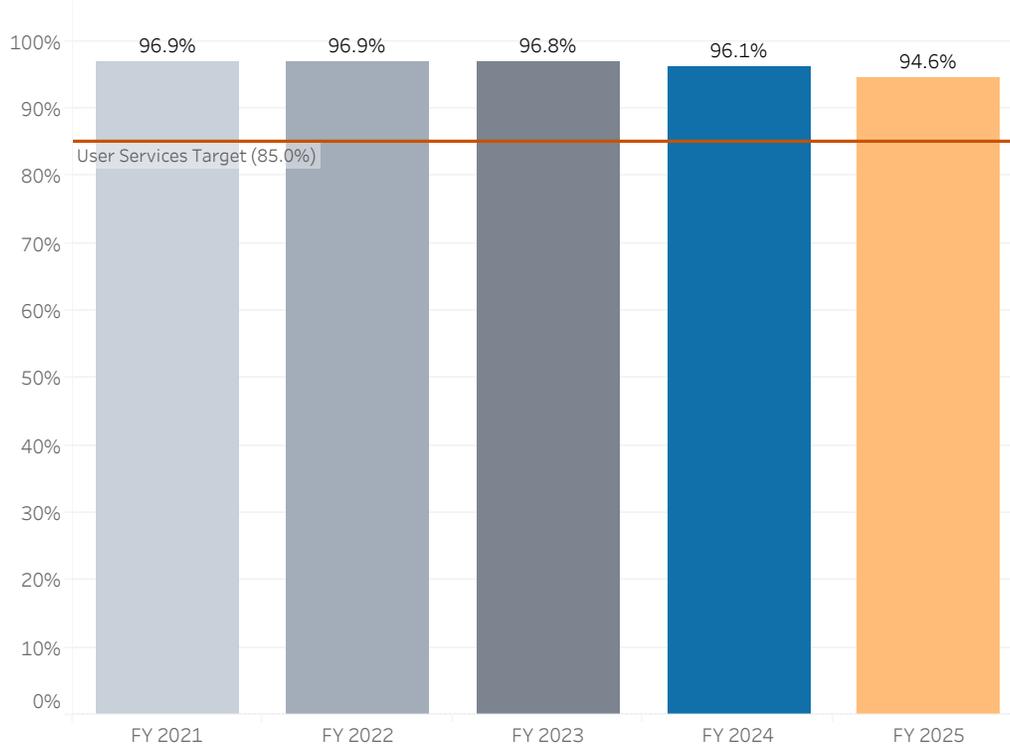
NOTES: *DS Endpoints per technician calculation updated for FY2023 to include AIMS endpoints and technicians, including mobile devices. Previous years values retained for historical reference and do not include mobile devices. Updated calculation redefines technician as a person rather than based on hours worked, and adds 56% of Infolab computers as managed endpoints. Calculation updated annually. Updated January 2024.
**Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
HRS - Human Resource System	99.00%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	★92.415%	★96.776%	100.000%	★96.909%	100.000%	★89.953%
SFS - Shared Financial System	99.00%	100.000%	100.000%	100.000%	100.000%	100.000%	99.713%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
SIS - Student Information System	99.00%	★97.460%	100.000%	★98.589%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	99.928%
UWBI (Business Intelligence)	98.00%	100.000%	100.000%	100.000%	★96.764%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%

Target Colors

■ ★ Below Target   ■ Above Target

ⓘ

📝

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Oct %	Nov %	Dec %
UW Colleges Extension	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000

Service	Target	Oct %	Nov %	Dec %
UW Parkside	99.900%	100.000	100.000	100.000
UW Platteville	99.900%	100.000	100.000	100.000
UW River Falls	99.900%	100.000	100.000	100.000
UW Stevens Point	99.900%	100.000	100.000	100.000
UW Stout	99.900%	100.000	100.000	100.000
UW Superior	99.900%	100.000	100.000	100.000
UW Whitewater	99.900%	100.000	100.000	100.000
UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000
UWC Barron Co.	99.900%	100.000	100.000	100.000

Service	Target	Oct %	Nov %	Dec %
UWC Fox Valley	99.900%	100.000	100.000	100.000
UWC Manitowoc	99.900%	100.000	100.000	100.000
UWC Marathon Co.	99.900%	100.000	100.000	100.000
UWC Marinette	99.900%	100.000	100.000	100.000
UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UWC Rock Co.	99.900%	100.000	100.000	100.000
UWC Sheboygan	99.900%	100.000	100.000	100.000
UWC Waukesha	99.900%	100.000	100.000	100.000

Target Colors

■ 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.

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		Oct-24	Nov-24	Dec-24
UW–Madison campus	Avg (Gb/sec)	14.30	14.60	11.50
	Max (Gb/sec)	37.70	54.10	38.00
	Min (Gb/sec)	1.20	4.40	3.20
	95th percentile of usage	24.90	26.60	23.90
	% of full capacity (200Gbps)	7.15	7.30	5.75
UW–Madison research	Avg (Gb/sec)	33.50	44.40	34.50
	Max (Gb/sec)	135.60	143.60	208.60
	Min (Gb/sec)	9.40	14.20	7.40
	95th percentile of usage	70.90	91.30	75.10
	% of full capacity (200Gbps)	16.75	22.20	17.25
Internet Exchange (MadIX)	Avg (Gb/sec)	0.42	0.40	0.37
	Max (Gb/sec)	7.70	1.40	1.60
	Min (Gb/sec)	0.05	0.07	0.03
	95th percentile of usage	0.83	0.88	0.91
	% of full capacity (20Gbps)	2.11	1.99	1.84

OUT

		Oct-24	Nov-24	Dec-24
UW–Madison campus	Avg (Gb/sec)	7.00	8.60	8.00
	Max (Gb/sec)	74.30	52.60	47.30
	Min (Gb/sec)	2.20	2.30	2.10
	95th percentile of usage	14.20	18.30	16.90
	% of full capacity (200Gbps)	3.50	4.30	4.00
UW–Madison research	Avg (Gb/sec)	31.10	30.60	27.90
	Max (Gb/sec)	107.70	95.40	165.90
	Min (Gb/sec)	6.00	7.60	10.50
	95th percentile of usage	62.80	56.10	54.20
	% of full capacity (200Gbps)	15.55	15.30	13.95
Internet Exchange (MadIX)	Avg (Gb/sec)	1.10	1.20	1.00
	Max (Gb/sec)	3.10	4.60	4.60
	Min (Gb/sec)	0.15	0.15	0.12
	95th percentile of usage	1.90	2.20	2.10
	% of full capacity (20Gbps)	5.50	6.00	5.00

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: NS-FIELD SERVICES SUMMARY

Incidents, Problems & Tasks Last Four Months

Incidents

	September	October	November	December
Network Access	42	32	40	26
Other	8	3	3	2
Grand Total	**50**	**35**	**43**	**28**

Problems

	September	October	November	December
Network Access	7	9	12	10
Wireless	6	4	17	4
Grand Total	**13**	**13**	**29**	**14**

	September	October	November	December
Tasks	51	54	44	60

Incident, Problem & Task Summary
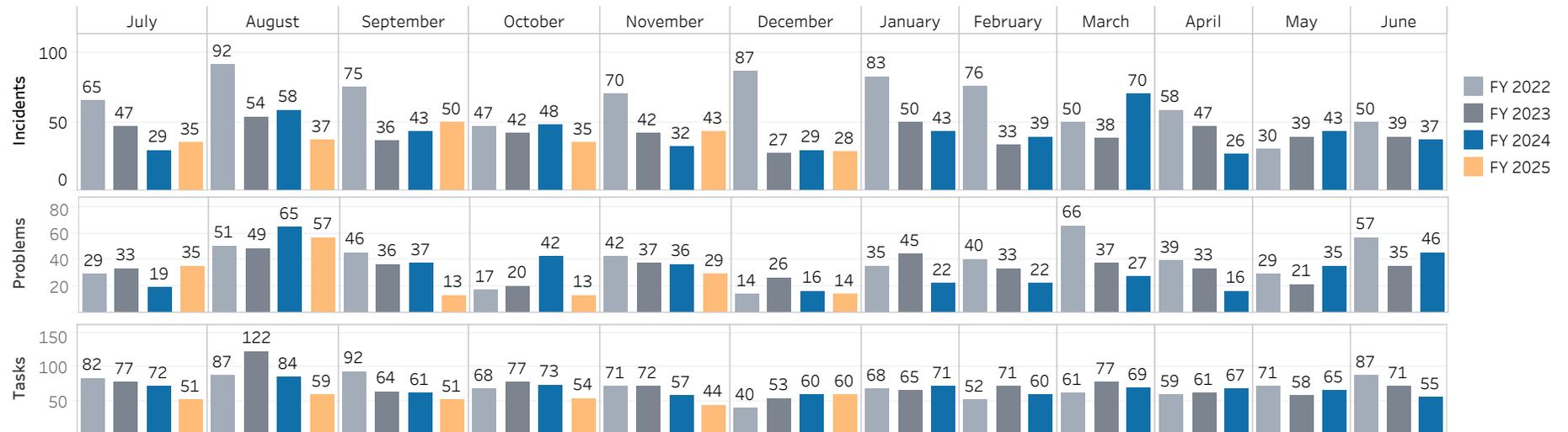
NOTES: Incident, Problem and Task counts are pulled directly from WiscIT (Powered by Cherwell) as incidents, problems and tasks owned by Field Services teams.
Rows titled "Wireless" include both the UWNet and eduroam networks.

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target	January %	February %	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %
Bucky Backup	99.00%	100.000%	100.000%	100.000%	★93.993%	99.377%	100.000%	100.000%	100.000%	100.000%	100.000%	99.954%	99.975%
CCAS - Campus Card Access System	99.50%	100.000%	100.000%	★99.474%	100.000%	100.000%	100.000%	99.704%	100.000%	99.868%	100.000%	100.000%	100.000%
CCI-Virtualization	99.50%	99.978%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	99.628%	99.799%	★76.725%	★93.375%	100.000%
Campus Video Security	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Electronic Report Distribution and Printing ..	98.00%	100.000%	100.000%	100.000%	99.722%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Life-Safety Building Environmental Control an..	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Microsoft Database Hosting	99.00%	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-Infrastructure	99.50%	100.000%	100.000%	100.000%	100.000%	100.000%	★94.769%	99.523%	100.000%	100.000%	100.000%	100.000%	100.000%
SA-Infrastructure	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Storage	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
WiscIT	99.50%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	99.960%	99.722%	100.000%	99.915%	100.000%	★97.897%

Target Colors

★ Below Target   ■ Above Target

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For December, FY 2025

	SLA Availability % Target	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2024 Gartner Median [Interquartile range]
Windows	99.95	99.98	317	43	115.0	265 [140-443]
Linux	99.95	99.99	700	117	233.0	265 [151-401]

■ At or Above Availability Target

Top Consumers By Percentage of Labor Hours

SE DoIT Server Labor	6.41%
SQL DB Hosting	6.00%
ATP Server Labor	0.86%
4370-09-GRAD SCHOOL	0.71%
Union PCI	0.28%
US-DS-GDS Cytology (T&M)	0.20%
SIS-GENERAL	0.20%
USouth Phone Server Labor	0.15%
Chazen Server Labor	0.15%
SEO work for WU-Food	0.15%

Top Consumers By Server Count

PSaaS (PeopleSoft as a Service)	133
SFS, HRS*	114
Cybersecurity*	66
Identity and Access Management*	65
Student Applications	60
SysNet	43
Web Platform Services	39
Network Services*	28
VCRGE	24
Imaging	21

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY
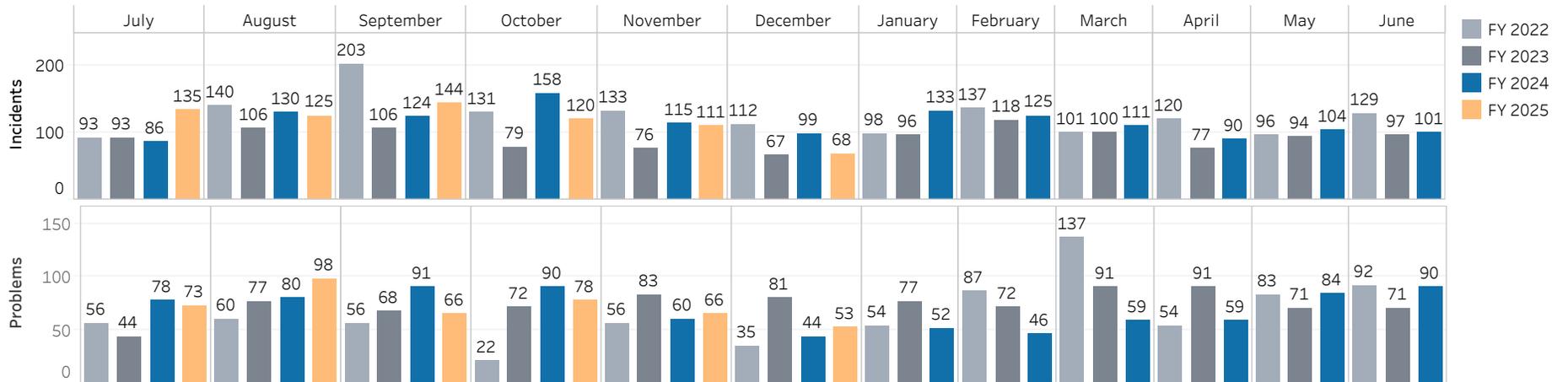
Incidents & Problems Last Four Months

Incidents

	September	October	November	December
Network Access	129	108	91	60
Wireless	9	3	7	3
Other	6	9	13	5
Grand Total	**144**	**120**	**111**	**68**

Problems

|	September	October	November	December
Network Access	43	62	53	44
Server Certificates	7	3	1	2
Wireless	9	6	8	5
Other	7	7	4	2
Grand Total	**66**	**78**	**66**	**53**

Incident & Problem Summary

NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team
Rows titled "Wireless" contain data for both UWNet and eduroam networks.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	September	October	November	December
Boreas	5	5	4	5
Campus Network	65	89	65	83
MUFN	2	3	3	2
Northern Tier	5	5	3	10
UW SysNET	11	15	8	7
Other DoIT Technical Services	25	45	32	35
Grand Total	**113**	**162**	**115**	**142**

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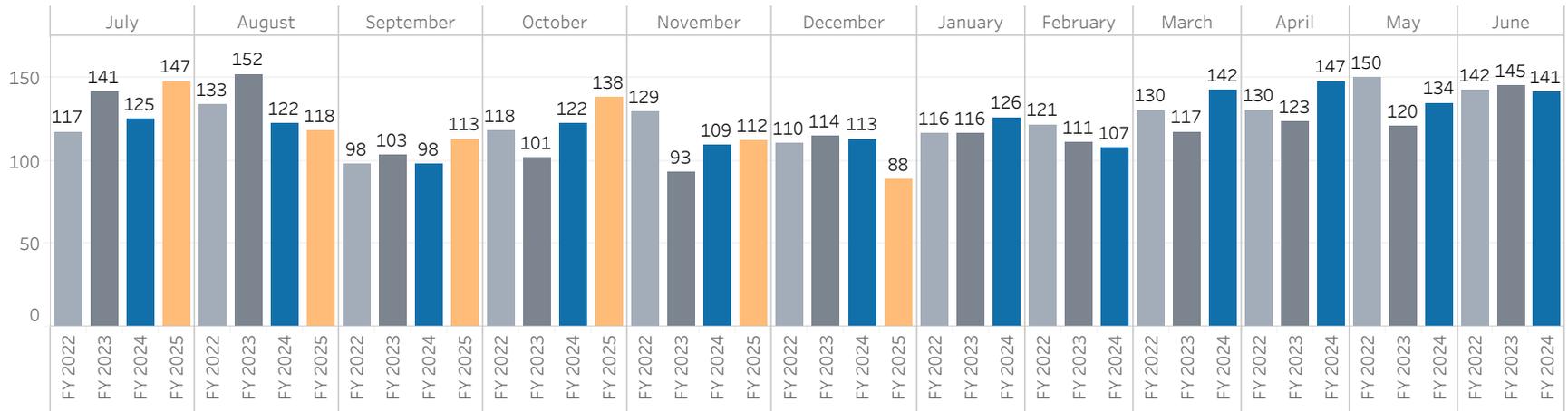
*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

DOIT OPERATIONS: DATA CENTER POWER USAGE AND FORECAST

Power Demand (K W)
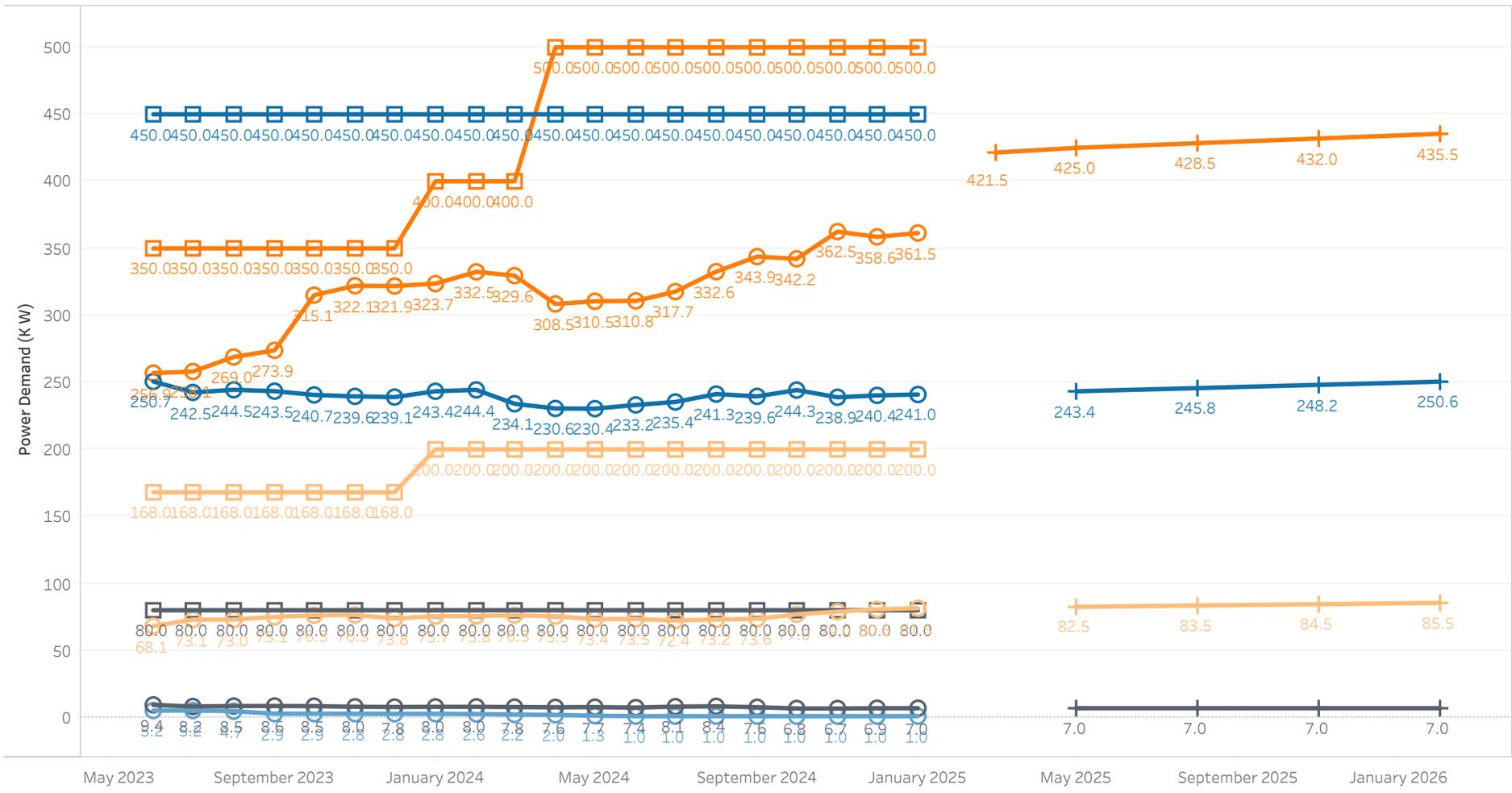
Legend: ○ Actual + Forecast □ Limit ■ Dayton ■ OneNeck ■ Femrite ■ MFCB ■ WARF

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

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DOIT OPERATIONS: DATA CENTER SPACE USAGE AND FORECAST

RU = Rack Units
Usage and one year forecast at the conclusion of December, FY 2025.
RU Limits are current values.
WARF removed November FY25.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

*Revenue, Net Income, and Deficit/Accrual Last 12 Months

Legend:
- Total Revenue (orange)
- Deficit/Accrued Balance (black)
- Net Income (blue)

Total Revenue values:
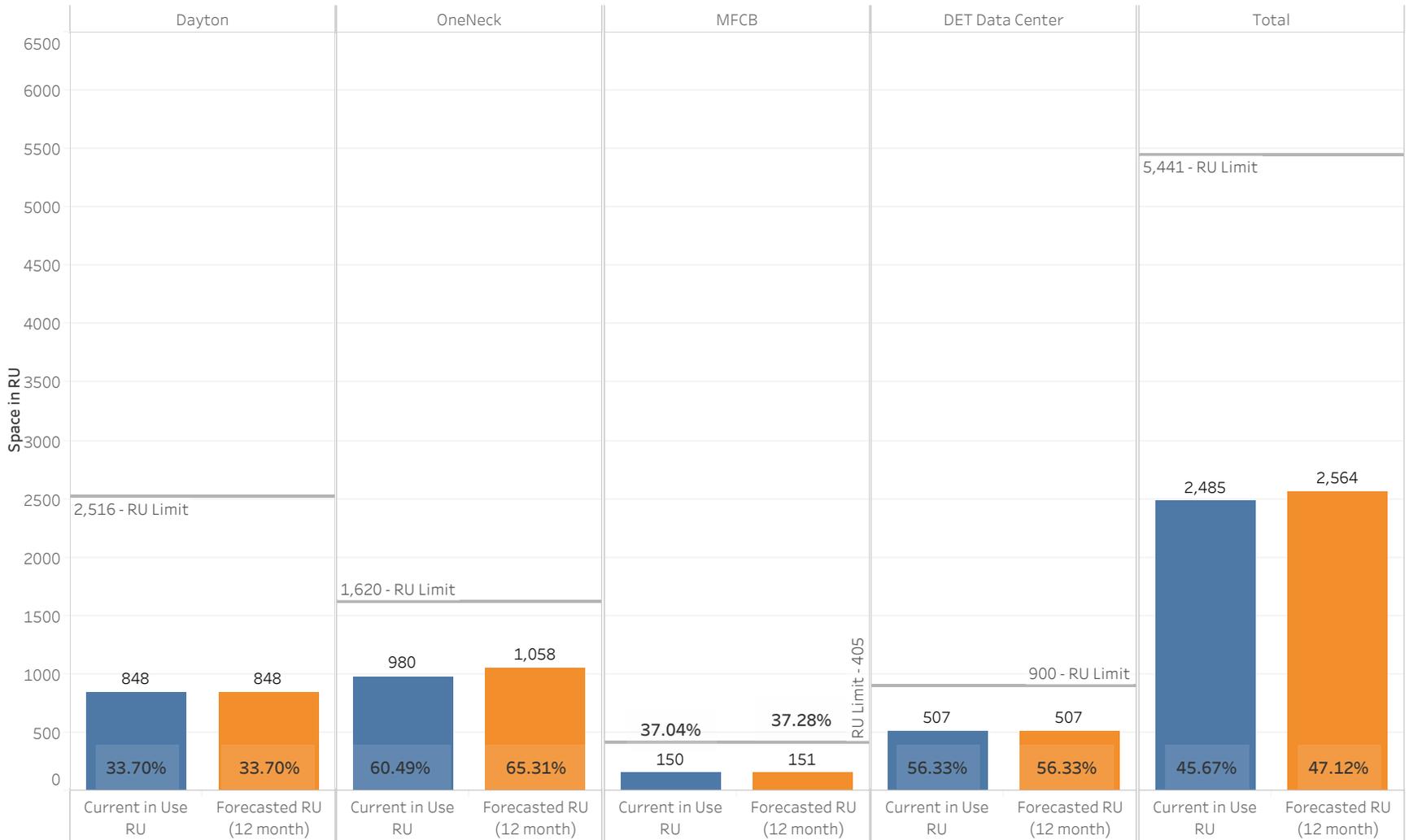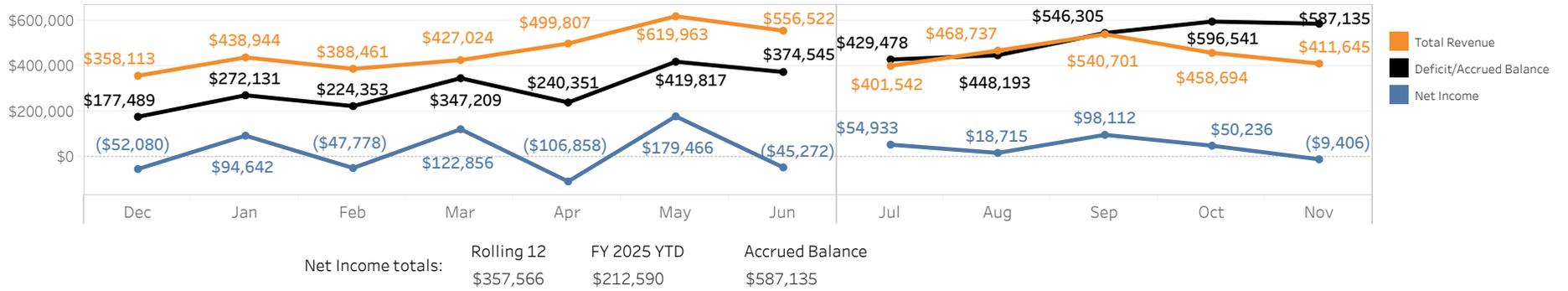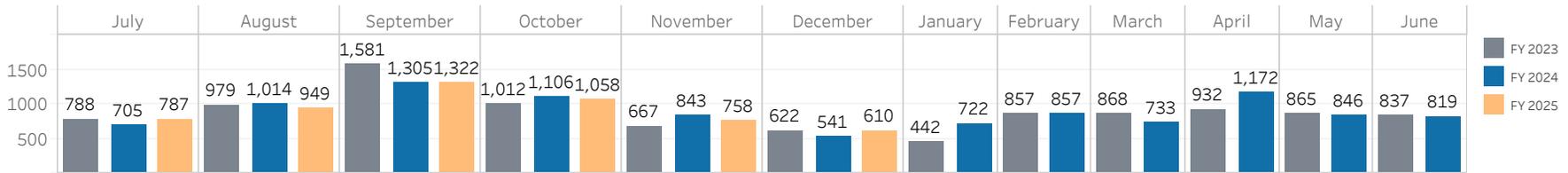- Dec: $358,113
- Jan: $438,944
- Feb: $388,461
- Mar: $427,024
- Apr: $499,807
- May: $619,963
- Jun: $556,522
- Jul: $401,542
- Aug: $468,737
- Sep: $540,701
- Oct: $458,694
- Nov: $411,645

Deficit/Accrued Balance values:
- Dec: $177,489
- Jan: $272,131
- Feb: $224,353
- Mar: $347,209
- Apr: $240,351
- May: $419,817
- Jun: $374,545
- Jul: $429,478
- Aug: $448,193
- Sep: $546,305
- Oct: $596,541
- Nov: $587,135

Net Income values:
- Dec: ($52,080)
- Jan: $94,642
- Feb: ($47,778)
- Mar: $122,856
- Apr: ($106,858)
- May: $179,466
- Jun: ($45,272)
- Jul: $54,933
- Aug: $18,715
- Sep: $98,112
- Oct: $50,236
- Nov: ($9,406)

Net Income totals:	Rolling 12	FY 2025 YTD	Accrued Balance
	$357,566	$212,590	$587,135

Annual - Total Jobs

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2023	788	979	1,581	1,012	667	622	442	857	868	932	865	837
FY 2024	705	1,014	1,305	1,106	843	541	722	857	733	1,172	846	819
FY 2025	787	949	1,322	1,058	758	610						

Average On-Time Percentage by Stream   ■ At or Above 99.90%

	October	November	December
B - WSB DPC	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%
F - Offset Print	100.00%	100.00%	100.00%
J - Digital Color	100.00%	100.00%	100.00%
K - Contract	100.00%	100.00%	100.00%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%

Rework Information

	Total Job Reruns	Total Cost Reruns	Avg. Real Rework
October	0	0	0
November	0	0	0
December	1	263	0

*Values are displayed as of the beginning of December, FY 2025 due to a lag in obtaining Net Income and Deficit/Accrued Balance data.

Help Desk Resolution Rates for AT Learn@UW Services During December

|	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Heliocampus AC	93	33.2%	37	22	★59.5%	★66.7%	92.9%
Canvas	154	55.0%	123	99	★79.7%	73.2%	100.0%
Kaltura	9	3.2%	8	6	★75.0%	100.0%	100.0%
Other Learn@UW Services	24	8.6%	18	11	★61.1%	83.3%	100.0%
Total Learn@UW Services	280	100.0%	186	138	★77.2%	75.0%	97.8%

AT Targets:
HD % Resolution by Service

Heliocampus AC - 70%
Canvas - 85%
Kaltura - 85%
Other Learn@UW Services - 75%
Total Learn@UW Services - 85%

2023 Gartner Metrics:
First Contact Resolution
★ Below 70%
■ At or above 70%

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

AT Learn@UW Services Annual Help Desk Contacts
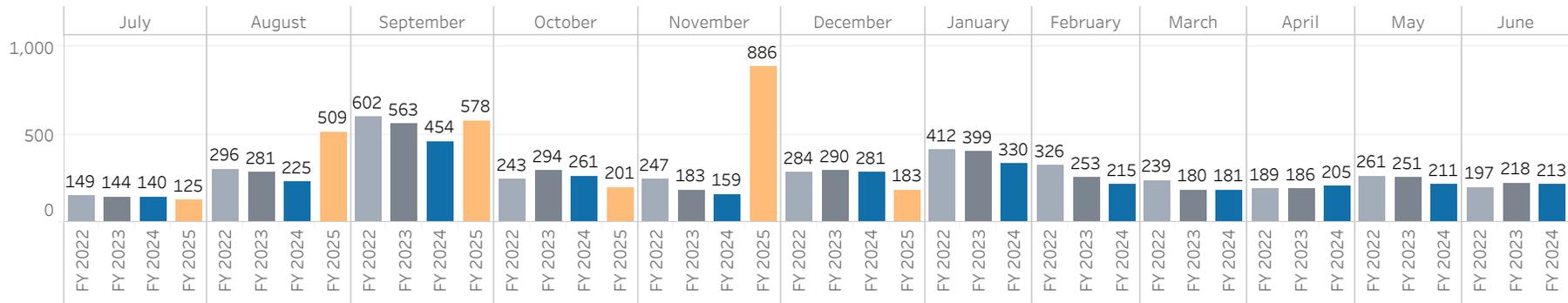
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team . The HD % Resolution targets for AT Services were derived by taking the average HD % Resolutions from the past two years for AT Learn@UW Services.
** First Contact Resolution has been 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.
*** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?

Other Learn@UW Services include Atomic Assessments, Atomic Assessments Quizzing Tool, Engage, Honorlock, Piazza, ACAR (Pressbooks, Storyline, Learning Locker, Grassblade, General Content Authoring), Top Hat, Turnitin, UDOIT

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DoIT OPERATIONS: ACADEMIC TECHNOLOGY - CANVAS METRICS

Active for-credit Canvas Courses

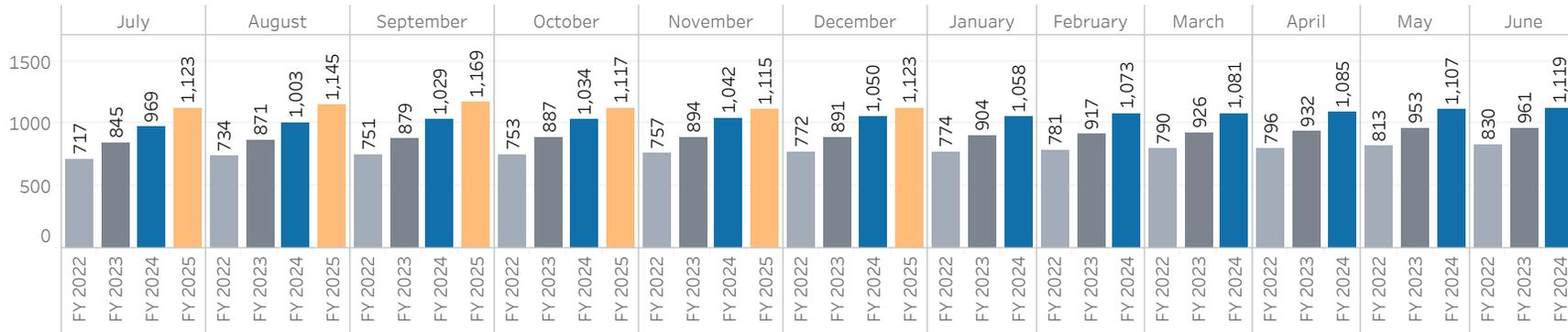|	July	August	September	October	November	December	January	February	March	April	May	June
FY 2022	960	964	4,019	4,096	4,120	4,116	3,686	3,786	3,848	3,874	3,879	834
FY 2023	939	941	4,134	4,199	4,216	4,213	3,809	3,929	3,980	3,997	3,996	851
FY 2024	936	943	4,167	4,233	4,258	4,260	3,913	4,022	4,069	4,081	4,082	964
FY 2025	978	984	4,319	4,220	4,231	4,239						
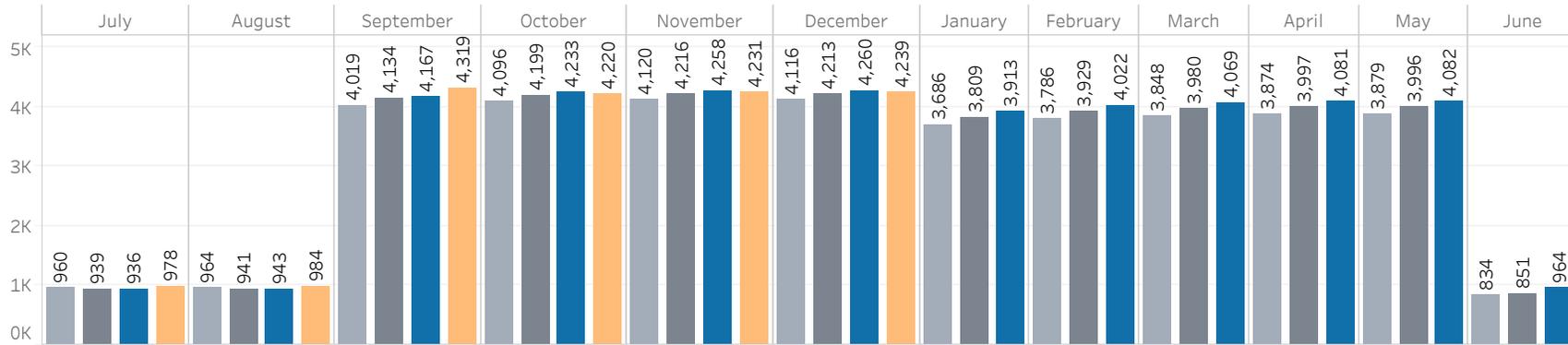
Active Canvas Compliance or Institutional Training Courses

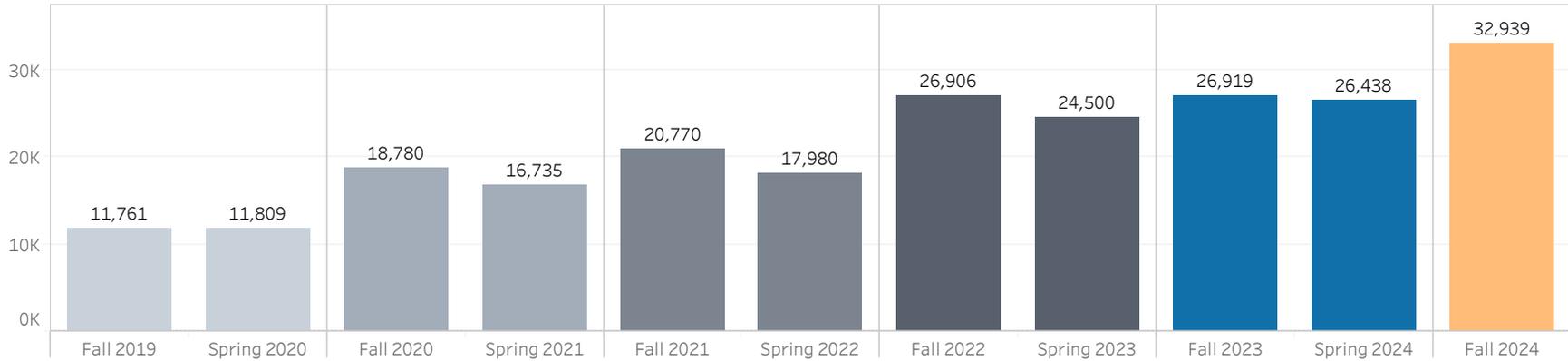|	July	August	September	October	November	December	January	February	March	April	May	June
FY 2022	717	734	751	753	757	772	774	781	790	796	813	830
FY 2023	845	871	879	887	894	891	904	917	926	932	953	961
FY 2024	969	1,003	1,029	1,034	1,042	1,050	1,058	1,073	1,081	1,085	1,107	1,119
FY 2025	1,123	1,145	1,169	1,117	1,115	1,123						

Each academic term a Canvas course shell is created for every for-credit course offered at UW–Madison. "Active" Canvas courses are those manually activated by an instructor.
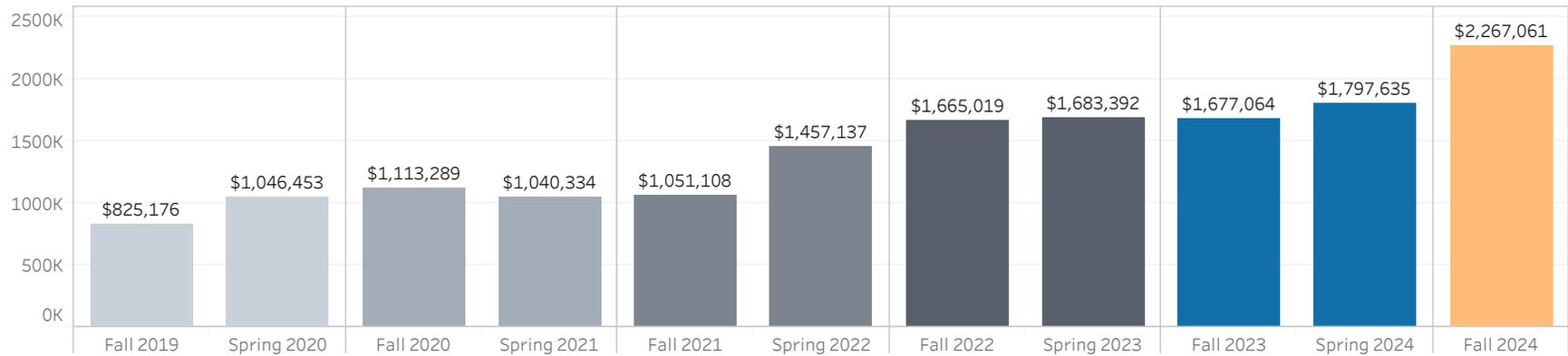
Legend:
- FY 2022
- FY 2023
- FY 2024
- FY 2025

DoIT OPERATIONS: ACADEMIC TECHNOLOGY -ENGAGE E-TEXTS AND DIGITAL LEARNING TOOLS METRICS

Students Enrolled in Courses Using e-Texts

	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024
Students Enrolled	11,761	11,809	18,780	16,735	20,770	17,980	26,906	24,500	26,919	26,438	32,939

Engage e-Texts and Digital Learning Tools Savings over List Price for Print Textbooks

|	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024
Savings	$825,176	$1,046,453	$1,113,289	$1,040,334	$1,051,108	$1,457,137	$1,665,019	$1,683,392	$1,677,064	$1,797,635	$2,267,061

Since spring 2018, less than 1% of students have opted out of using neither an eText nor a publisher bundled digital learning tool when given the option.

Enrollment counts are not unique. A student in 3 courses using Engage eTexts is represented as 3 student enrollments.

Cost savings are based on the difference between publishers' retail prices for print textbooks and the price of digital materials made available through Unizin.

DoIT OPERATIONS: FINANCIAL SERVICES

*Days from SFS Close to CBS Close

Financial Services Internal Target (under 20 days)
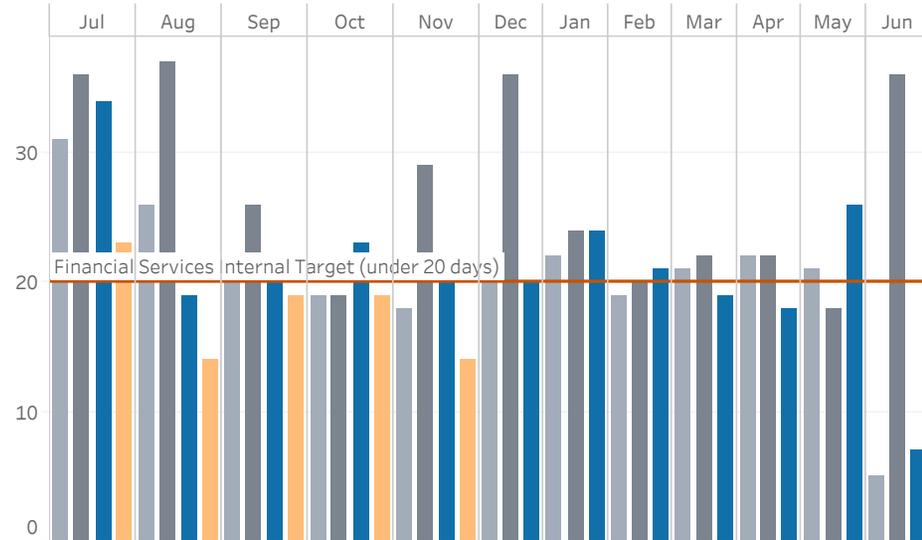
*Days from CBS Close to Management Report Completion

	FY 2022	FY 2023	FY 2024	FY 2025
July	4	12	2	8
August	2	1	3	3
September	1	1	1	0
October	1	1	0	1
November	0	1	1	1
December	1	0	1	
January		0	0	
February	1	1	1	
March	1	1	1	
April	1	1	4	
May	3	3	0	
June	48	4	0	

Average Number of Days to Pay: e-Reimbursement

FY22 Campus Benchmark (12.2 days)

Legend: FY 2022 | FY 2023 | FY 2024 | FY 2025
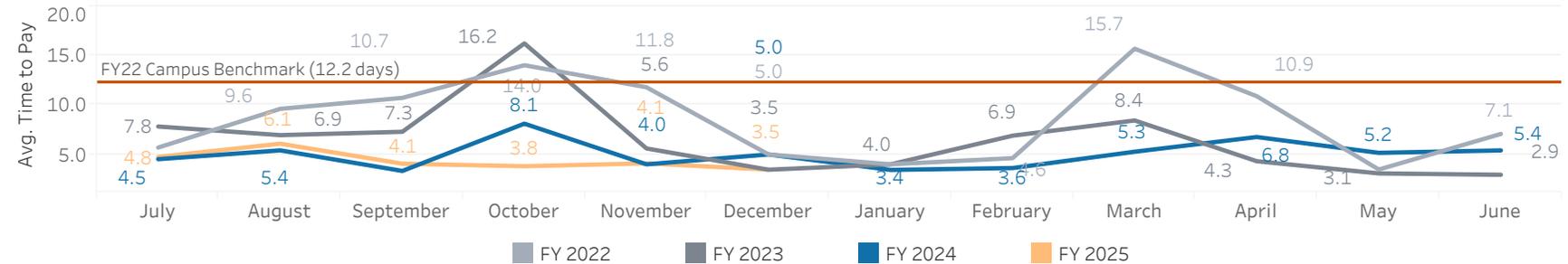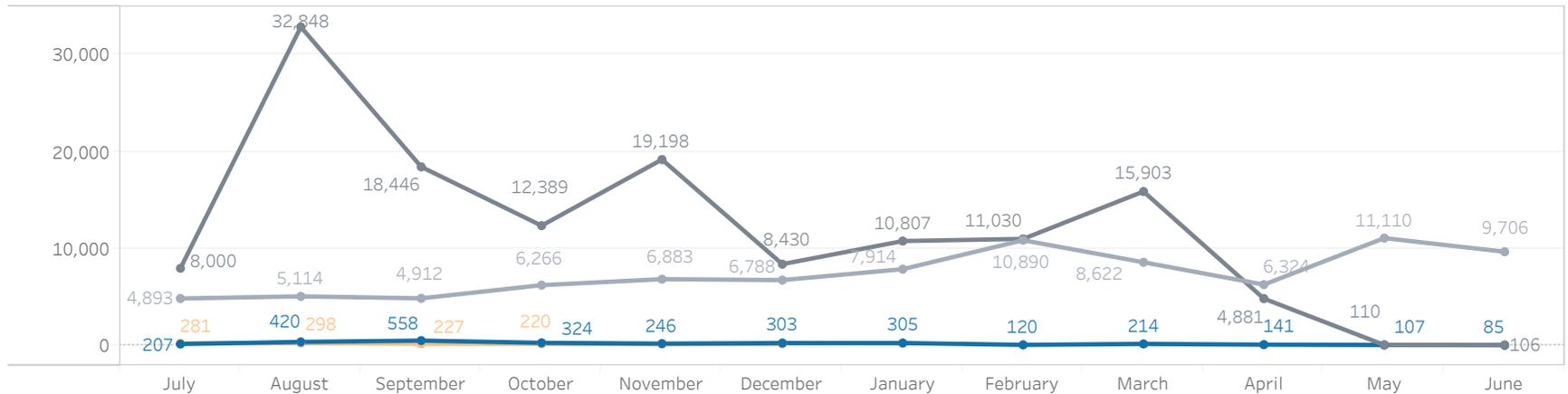
*If blank, data is currently unavailable.

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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 2022	1,044	1,053	1,436	844	1,056	942	2,640	1,266	1,012	811	1,061	939
FY 2023	954	1,542	1,267	1,073	897	824	826	677	892	825	1,882	808
FY 2024	802	1,038	1,262	1,401	858	742	664	742	625	897	697	1,049
FY 2025	840	826	845	791	1,176	1,220						
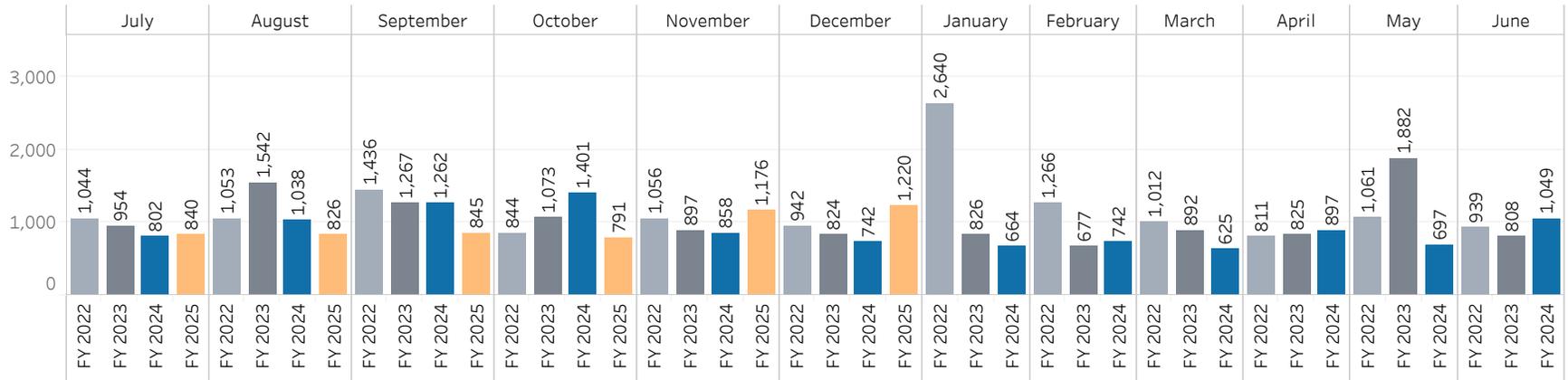
Phishing Incidents Resolved by CyberSecurity Operations Center

	July	August	September	October	November	December	January	February	March	April	May	June
Dark gray	8,000	32,848	18,446	12,389	19,198	8,430	10,807	11,030	15,903	4,881	110	106
Light gray	4,893	5,114	4,912	6,266	6,883	6,788	7,914	10,890	8,622	6,324	11,110	9,706
Blue	207	420	558	324	246	303	305	120	214	141	107	85
Orange	281	298	227	220								

Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu. The previous methodology for reported phishing emails has been temporarily stopped due to new email security tools being implemented on campus, beginning April FY23. The new tools have altered the way phishing emails are reported.

DoIT OPERATIONS: PORTFOLIO & PROJECT MANAGEMENT OFFICE - PORTFOLIO METRICS

	Backlog	Planning	Implementation	Closing	Sum of Median Days in each Phase
Median Days in each Phase	67	70	233	1	371

	Backlog	Planning	Implementation	Closing	Total Projects on Enterprise Project List
Projects on Enterprise Projects List	15	21	55	77	168

*Completed Projects	Median Overall Days for Completed Projects
73	62

*Projects completed since December 2023

Values as of the conclusion of December FY 2025.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

NOTE: Data updated through 1/13/2025

Service Name	Dept.	FY 2024 Q3	Q4	FY 2025 Q1	Q2
1Password	CS				
AANTS	NS		P	P	P
Advising Gateway**	AT			V	V
Aloha	US				
Campus Active Directory	AIS	P	P	P	P
Canvas**	AT	V	V	V	V
CBS	EBS	P	P	P	P
CCAS - Campus Card Access System	SEO	P	P	P	P
Cisco Contact Center	NS	P	P	P	
Cisco Voice Mail	NS	P	P	P	
Critical Infrastructure Active Directory	AIS	P		P	P
Cybersecurity Log Management Service	CS	P	P		
DHCP	NS	P	P	P	P
DNS	NS	P	P	P	P
ECRT (Effort Reporting)*	AIS				
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	P	P
Employee Compensation Compliance (ECC)	AIS	V	V	V	V
Enterprise Content Management Service (ECMS)	AIS	P	P	P	P
FASTAR - MILER	EBS	P	P	P	
FPM SimpleK	SEO	P		P	
Gitlab Repository Services	AIS	P	P	P	P
HelioCampus AC**	AT	V	V	V	V
HonorLock**	AT	V	V	V	V
Housing Administration Applications	EBS			P	
HRS - Human Resource System	EBS	P	P	P	P
HSG Procare	SEO			P	
IAM Reverse Proxy	AIS	P		P	P
Legal Files	US				
Life-Safety Bldg. Env. Ctrl. & Fire Alarm Monitoring	SEO	P	P	P	P
Low Code Solutions**	EBS	V	V	V	V
Madison Reverse Proxy	AIS	P		P	P

Service Name	Dept.	FY 2024 Q3	Q4	FY 2025 Q1	Q2
Manifest	AIS	P	P	P	P
NetID Account Management	AIS	P		P	P
NetID IdP	AIS	P		P	P
NetID Multi-Factor Authentication (MFA)**	AIS	P		P	P V
NetID Radius	AIS	P		P	P
OneBadger**	EBS	P	P	P	P V
PCI-Infrastructure	SEO	P	P	P	P
PeopleSoft as a Service (PSaaS)	EBS	P	P	P	P
PRISM	EBS	P	P	P	P
SA-Infrastructure	SEO	P	P	P	P
SFS - Shared Financial System	EBS	P	P	P	P
Shared Drive	SEO	P	P	P	P
ShopUW+**	EBS	V	V	V	V
SIS - Student Information System	EBS	P	P	P	P
SOAR Reservation System	AIS		P		
SOLAR	EBS	P		P	P
System Active Directory	AIS	P		P	P
Terra Dotta**	EBS	V	V	V	V
UDS LDAP	AIS	P		P	P
UHS Web Help Desk	SEO			P	
UW System Proxy IdP	AIS	P		P	P
UWBI (Business Intelligence)	EBS	P	P	P	
UWP1 Service	EBS	P	P	P	P
UWPDR Service	AIS			P	
Video Management Service	SEO	P	P	P	P
Web Hosting	AIS	P	P	P	P
WiscIT	US		P		
Wisconsin Federation (WAYF)	AIS	P		P	P
WiSH - Wisconsin Scholarship Hub**	EBS	V	V	V	V
Youth Activity Registration System (YARS)	AIS	V	V	V	V

Overall Pass Fail

■ Pass (P)   ◆ Vendor Managed (V)

***Completion rate	FY 2024 Q3	Q4	FY 2025 Q1	Q2
	89%	60%	92%	67%

NOTES: * Indicates services in the End of Service Life (EoSL) state that are not yet fully decommissioned.
** Service has a High Risk Data flag set to "Yes-Vendor" - this service contains high-risk data, but is outside of UW control due to being vendor-managed and not included in completion rate. Starting Q3 FY24, these are denoted via the Vendor Managed (V) label.
*** 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 2025. 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.
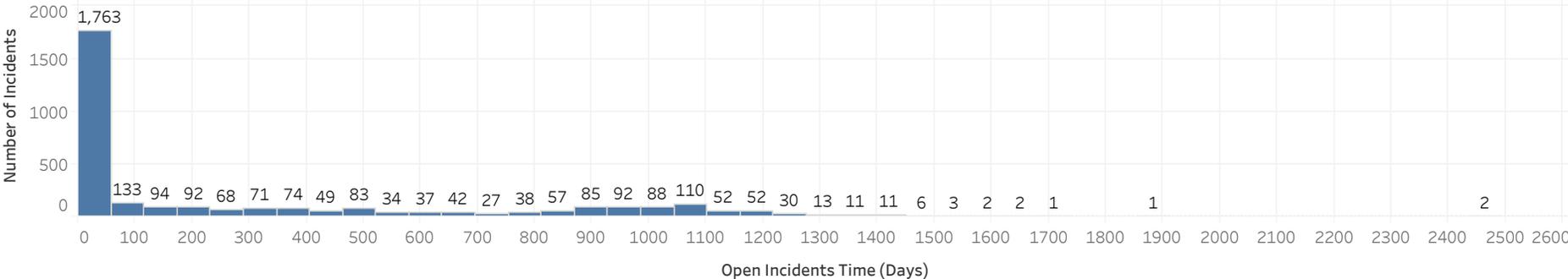
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through   01/05/2025

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	8	47	20	35	59
AT	1	9	3	16	19
CTO					
Cybersecurity	149	149	14	66	14
DoIT Communications	1	1			
DoIT HR				39	306
EBS					10
FS					5
Non-DoIT teams		9	1	15	304
NS	1	59	43	172	116
PMO					
SEO	13	66	10	30	11
US	50	640	141	205	122
Other	9	124	53	53	10
Grand Total	**232**	**1,104**	**285**	**631**	**976**

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. This data excludes repair cases from open incidents.

DoIT Operations Report Monthly Updates

SEO Vulnerabilities Summary has been temporarily removed; recent data has not been accurate due to an issue with the Qualys/WiscIT integration. This page will return once this issue is resolved.

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

Department	
AIS	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 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
AT	Academic Systems-Linux AcademicSystems AcademicSystems-LIRA Advising Gateway AT-Dept AT-LS-MUMAA AT-TRAD Blackboard Collaborate Course Guide Course Proposal Course Resources 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
EBS	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 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 EXT-Ed Tech EXT-Enterprise Apps EXT-Help Desk EXT-WordPress Health Sci Learning Housing HSLC PFP-Parent and Family Program PI Financial Tool RO-Student Center and CS&E SMPH CIT SMPH CIT Apps Dev SMPH CIT CAVS SMPH CIT Desktop Support SMPH CIT Ed Tech SMPH CIT Network SMPH CIT Security SMPH CIT SEO SMPH LAR Student and Faculty Center Tableau UW-Madison Communications UWSC Absence Management UWSC Administrative Support UWSC AG1 UWSC AG1 Support UWSC AG2 UWSC AG2 Support UWSC AG3 UWSC AG3 Support UWSC Benefits UWSC Benefits Recon UWSC BERT UWSC CAT UWSC Communications UWSC EPM UWSC Finance UWSC HR UWSC Payroll UWSC Reconciliation UWSC Reconciliation and Reporting UWSC Reporting UWSC Security UWSC TAM UWSC Time and Labor UWSC Training UWSC WRS UWSC Z-AG UWSHR-HR 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
SEO	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 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-SvsNet SNCC-Sysops SNCC-Systems Management
US	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics O365 Feature Requests O365 Service Delivery O365 Technical/Functional PC Recycling PCS-Dept PCS-o365 Service Delivery 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 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 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

Help Desk

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.

Departmental Support

DS-Overview: Total number of endpoints that have been verified via IBM BigFix: within the past 45 days as of 11/5/2019

SEO

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.

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).

Network Services

Field Services: Tasks are most commonly network jack activations or modifications, and can be in support of Incidents, Problems or Changes.

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...

Portfolio & Project Management Office - Portfolio Metrics Definitions

Backlog: Entry stage to the portfolio. Projects in this phase may be ready to immediately go into planning and implementation or may only be a rough idea for a future project.
Planning: Projects in the planning phase are determining the scope of the project, the major tasks and milestones, establishing communication and change plans, and determining project timelines. Projects in planning may be active or on hold.
Implementation: In this phase, project tasks are actively being worked on. Projects in implementation may be active or on hold.
Closing: Projects in closing have completed the requested deliverables and are working to close the project and transition to operations. Projects in this phase may be active or completed.