**DoIT**
**Division of Information Technology**
UNIVERSITY OF WISCONSIN–MADISON

# DoIT Operations
**Monthly Report**

# February 2023

Published March 21, 2023

# GARTNER METRICS

| Metric | 2022 (Median) [Interquartile range] | 2023 (Median) [Interquartile range] |
|---|---|---|
| Abandonment Rate | 6.0%  [3.0%-10%] | 7.0%  [3.0%-10%] |
| Cost per Endpoint | $829   [$585-$1260] | $851   [$629-$1281] |
| Endpoints per Technician | 389   [211-559] | 394   [247-576] |
| First Contact Resolution Rate | 70%   [56%-80%] | 69%   [60%-80%] |
| Linux Servers per FTE | 231   [169-434] | 223   [153-385] |
| Windows Servers per FTE | 299   [188-476] | 317   [180-498] |

## 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

2023 Gartner median

Gartner median
Interquartile range
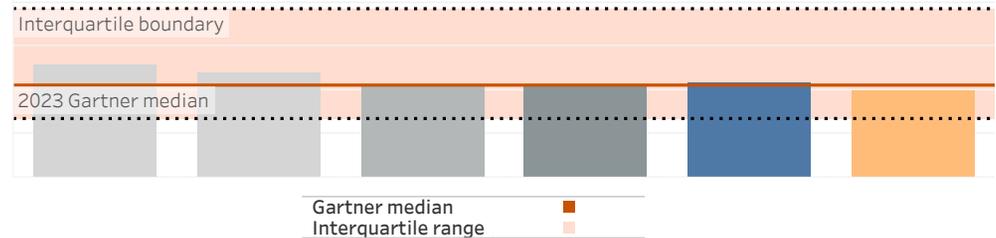
NOTE: Help Desk Gartner benchmarks for 2020 and 2021 are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks for 2021 are for Small Environments (<13K total computing devices); 2020 used the overall average, and Solutions Engineering Gartner benchmarks are using the overall median.
All 2022 and 2023 Gartner values use the overall median, with interquartile ranges included. Interquartile ranges are the values from the middle 50% of the Gartner sample population.

# DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

## Last 12 months

| Service | Target | Mar % | Apr % | May % | Jun % | Jul % | Aug % | Sep % | Oct % | Nov % | Dec % | Jan % | Feb % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 |
| Confluence Wiki | 99.00% | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.06 | 99.79 | 100.00 | 100.00 | 100.00 | 100.00 |
| Enterprise Content Management (ECM) | 99.00% | 100.00 | 100.00 | 100.00 | 99.32 | 100.00 | 100.00 | 99.49 | 100.00 | 100.00 | 100.00 | 100.00 | 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 | 100.00 | 100.00 |
| Gitlab Repository Services | 99.00% | 100.00 | 100.00 | 100.00 | 100.00 | ★98.68 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.13 |
| JIRA Issue Tracking | 99.00% | 100.00 | 99.85 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | ★93.99 | ★97.67 |
| Knowledgebase (KB) | 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 |
| My UW | 99.00% | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.44 | 99.57 | 100.00 | 100.00 | 100.00 | ★93.91 | 99.95 |
| NetID Login | 99.90% | 100.00 | 100.00 | ★97.51 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| Shared Web Hosting | 99.00% | 100.00 | 99.69 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.46 | 100.00 |
| Wisc Web | 99.00% | 100.00 | 99.96 | ★97.10 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.91 | 99.59 | 100.00 | 99.87 |

**Target Colors**

■ ★ Below Target    ■ Above Target

On 02/21, a user reported Jira email notifications stopped sending around 5:17 p.m on Monday 02/20. The Oauth setting needed to be "re-authorized". The service was restored within 1 hour of receiving the request. Previously reported January WiscWeb service availability was incorrect due to a misclassified outage. That value has been updated for this report
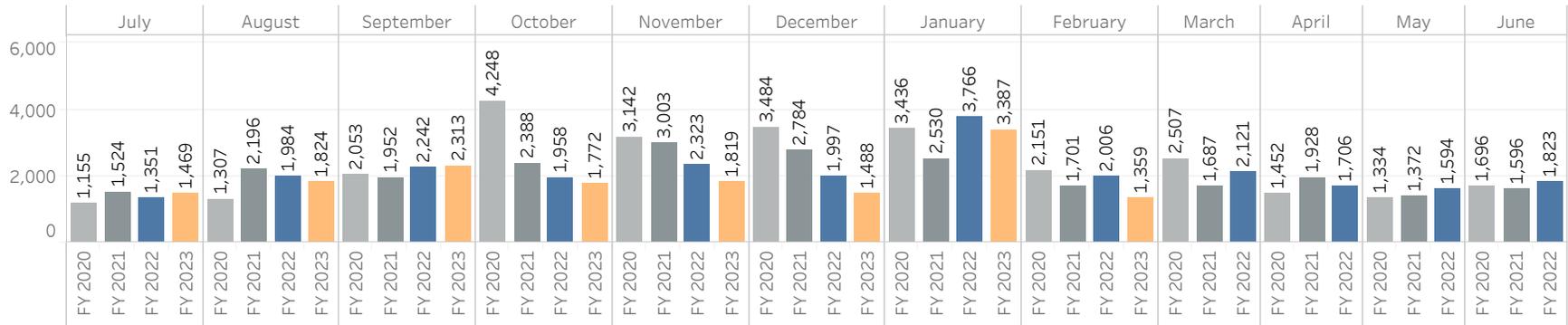
# DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

## Help Desk Resolution Rates for IAM Services During February

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | ** First Contact Resolution Rate | *** Customer Satisfaction |
|---|---|---|---|---|---|---|---|
| Multi-Factor Authentication (MFA) | 654 | 26.0% | 649 | 610 | 93.4% | 93.5% | 94.2% |
| NetID Account Management | 720 | 28.6% | 698 | 648 | 91.0% | 88.4% | 93.2% |
| All IAM Incidents | 2,468 | 100.0% | 1,355 | 1,247 | 91.5% | | 94.0% |

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

2023 Gartner Metrics:
First Contact Resolution
■ At or above 69%

IAM Target:
Customer Satisfaction
■ At or above 85.0%

## IAM Services Annual Help Desk Contacts



**July:** FY 2020: 1,155 | FY 2021: 1,524 | FY 2022: 1,351 | FY 2023: 1,469
**August:** FY 2020: 1,307 | FY 2021: 2,196 | FY 2022: 1,984 | FY 2023: 1,824
**September:** FY 2020: 2,053 | FY 2021: 1,952 | FY 2022: 2,242 | FY 2023: 2,313
**October:** FY 2020: 4,248 | FY 2021: 2,388 | FY 2022: 1,958 | FY 2023: 1,772
**November:** FY 2020: 3,142 | FY 2021: 3,003 | FY 2022: 2,323 | FY 2023: 1,819
**December:** FY 2020: 3,484 | FY 2021: 2,784 | FY 2022: 1,997 | FY 2023: 1,488
**January:** FY 2020: 3,436 | FY 2021: 2,530 | FY 2022: 3,766 | FY 2023: 3,387
**February:** FY 2020: 2,151 | FY 2021: 1,701 | FY 2022: 2,006 | FY 2023: 1,359
**March:** FY 2020: 2,507 | FY 2021: 1,687 | FY 2022: 2,121
**April:** FY 2020: 1,452 | FY 2021: 1,928 | FY 2022: 1,706
**May:** FY 2020: 1,334 | FY 2021: 1,372 | FY 2022: 1,594
**June:** FY 2020: 1,696 | FY 2021: 1,596 | FY 2022: 1,823

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 February

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | ** First Contact Resolution Rate | *** Customer Satisfaction |
|---|---|---|---|---|---|---|---|
| KnowledgeBase (KB) | 45 | 2.8% | 2 | | | | |
| MyUW Madison/System | 162 | 10.2% | 162 | 136 | ★84.0% | 94.1% | 91.8% |
| Shared Tools | 13 | 0.8% | 11 | | | | |
| Web Hosting | 79 | 5.0% | 4 | 2 | 50.0% | | |
| WiscWeb | 62 | 3.9% | 57 | 25 | ★43.9% | 77.8% | 97.1% |

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 69%

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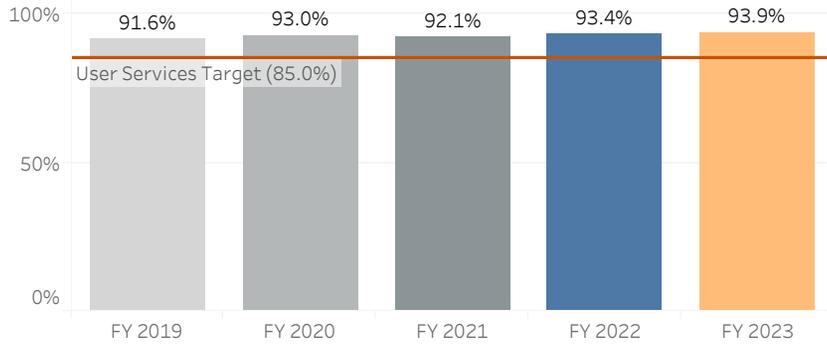Customer Satisfaction
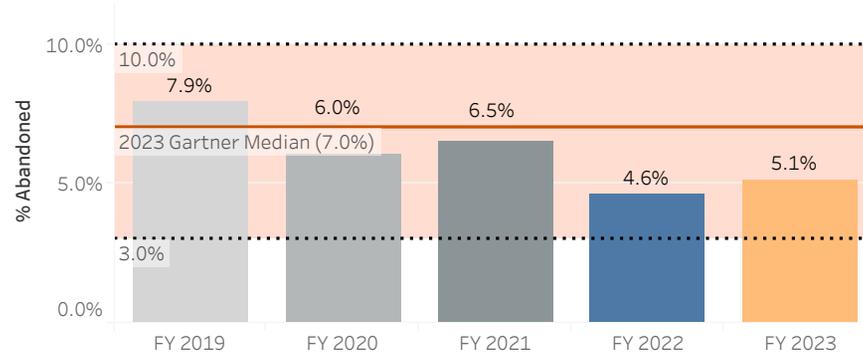■ At or above 85.0%

## WPS Services Annual Help Desk Contacts
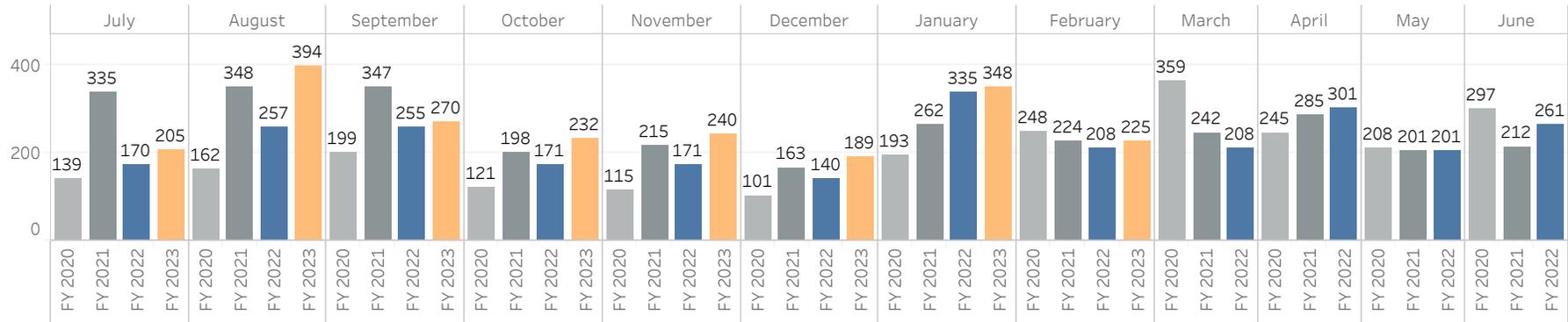


NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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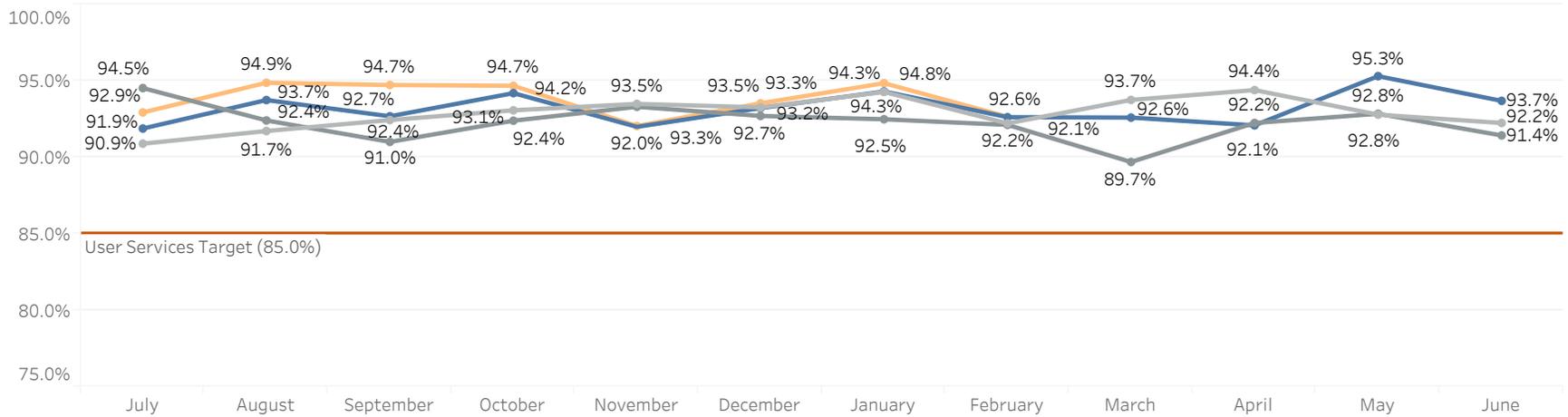
# DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

## Customer Satisfaction

| FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---------|---------|---------|---------|---------|
| 91.6% | 93.0% | 92.1% | 93.4% | 93.9% |

User Services Target (85.0%)

## Help Desk Abandonment Rate

% Abandoned

10.0%

2023 Gartner Median (7.0%)

3.0%

| FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---------|---------|---------|---------|---------|
| 7.9% | 6.0% | 6.5% | 4.6% | 5.1% |

## Customer Satisfaction

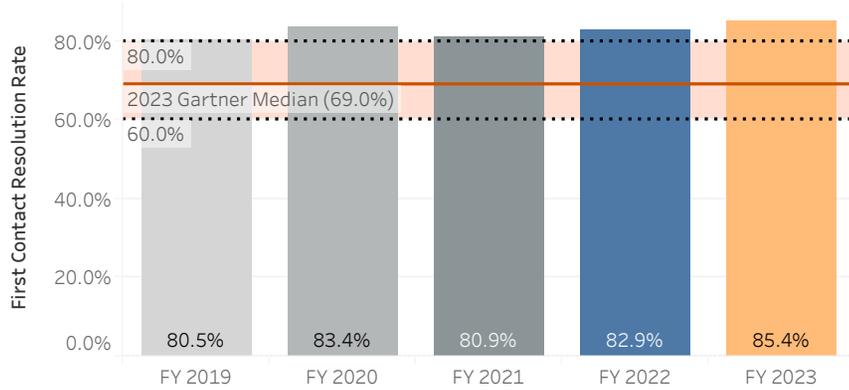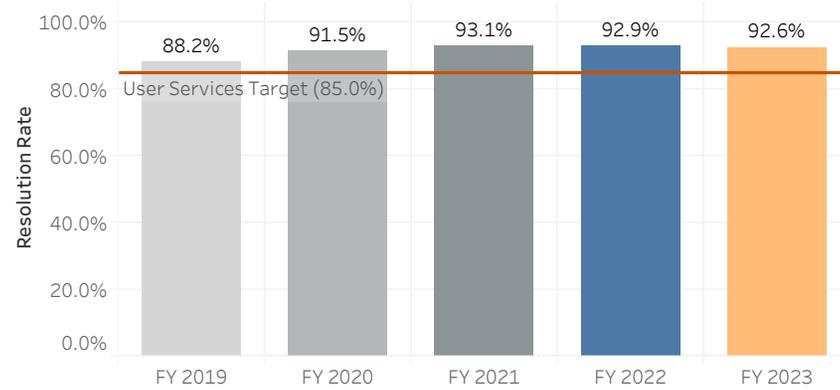| | July | August | September | October | November | December | January | February | March | April | May | June |
|---|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|
| | 94.5% | 94.9% | 94.7% | 94.7% | 93.5% | 93.5% | 94.3% | 92.6% | 93.7% | 94.4% | 95.3% | 93.7% |
| | 92.9% | 93.7% | 92.7% | 94.2% | 93.3% | 93.3% | 94.8% | | 92.6% | 92.2% | 92.8% | 92.2% |
| | 91.9% | 92.4% | 92.4% | 93.1% | 92.0% | 92.7% | 94.3% | 92.1% | | 92.1% | | 91.4% |
| | 90.9% | 91.7% | 91.0% | 92.4% | | 93.2% | 92.5% | | 89.7% | | | |

User Services Target (85.0%)

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

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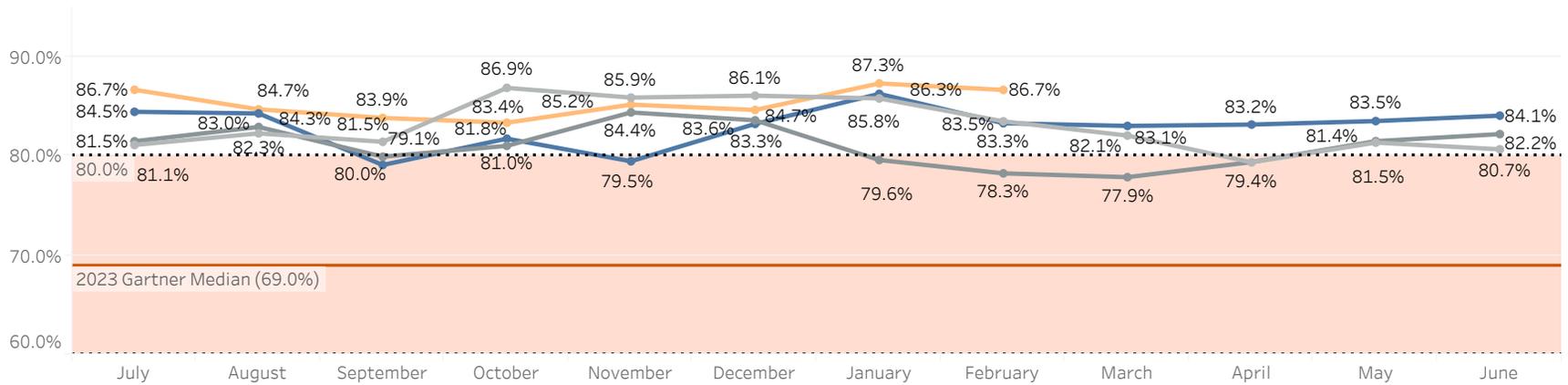# DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

## *Help Desk Average First Contact Resolution

First Contact Resolution Rate

80.0%
80.0%
60.0%
2023 Gartner Median (69.0%)

| FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---------|---------|---------|---------|---------|
| 80.5% | 83.4% | 80.9% | 82.9% | 85.4% |

## **Help Desk Average Resolution Rate

Resolution Rate

100.0%
80.0%
60.0%
40.0%
20.0%
0.0%

User Services Target (85.0%)

| FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---------|---------|---------|---------|---------|
| 88.2% | 91.5% | 93.1% | 92.9% | 92.6% |

## Help Desk First Contact Resolution

90.0%
80.0%
70.0%
60.0%

2023 Gartner Median (69.0%)

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

86.7% 84.5% 81.5% 81.1%
84.7% 83.0% 84.3% 82.3%
83.9% 81.5% 80.0% 79.1%
86.9% 83.4% 81.8% 81.0%
85.9% 85.2% 84.4% 79.5%
86.1% 84.7% 83.6% 83.3%
87.3% 85.8% 79.6%
86.3% 83.5% 83.3% 78.3%
86.7% 82.1% 83.1% 77.9%
83.2% 79.4%
83.5% 81.4% 81.5%
84.1% 82.2% 80.7%



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 FEBRUARY

| | Incidents Created by HD | % of Total Incidents created | Resolved by HD | * HD % Resolution | **First Contact Resolution Rate |
|---|---|---|---|---|---|
| NetID Account Management | 679 | 3.0% | 618 | 91.0% | 88.8% |
| Multi-factor Authentication (MFA) | 649 | 2.9% | 610 | 93.4% | 93.5% |
| Referrals | 484 | 2.1% | 442 | 90.7% | 88.7% |
| Microsoft 365, General | 304 | 1.4% | 228 | ★74.3% | 83.6% |
| Help Desk Support, INFORMATION | 207 | 0.9% | 206 | 98.1% | 72.9% |
| Learn@UW - Canvas Madison | 200 | 1.1% | 155 | ★77.0% | 89.2% |
| Help Desk Support, Computer Lending Program | 183 | 0.8% | 181 | 96.7% | 82.4% |
| Office 365 | 152 | 0.7% | 136 | 88.8% | 70.4% |
| MyUW Madison | 148 | 0.6% | 124 | ★83.8% | 93.6% |
| Personal Software Support | 141 | 0.6% | 133 | 90.1% | 90.9% |

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

2023 Gartner Metrics: First Contact Resolution
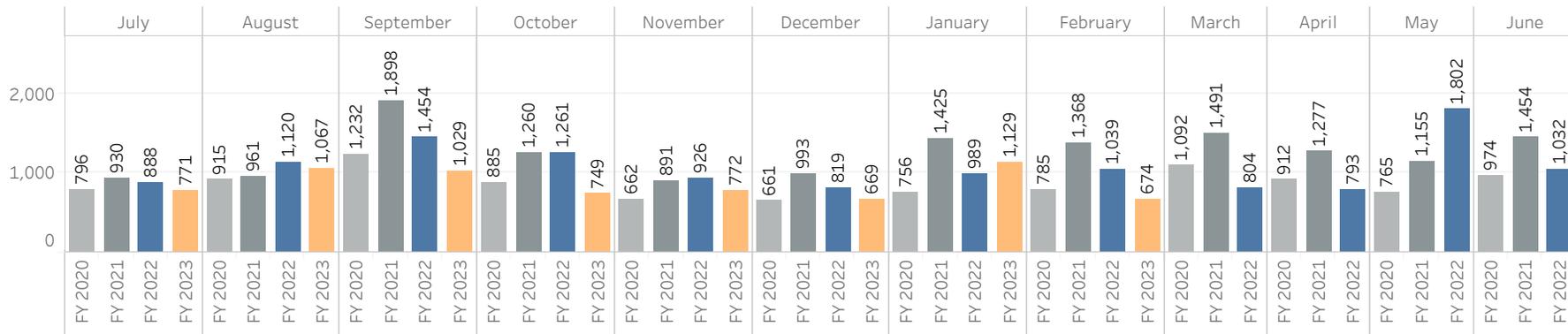■ At or above 69%

## Help Desk Annual Contacts
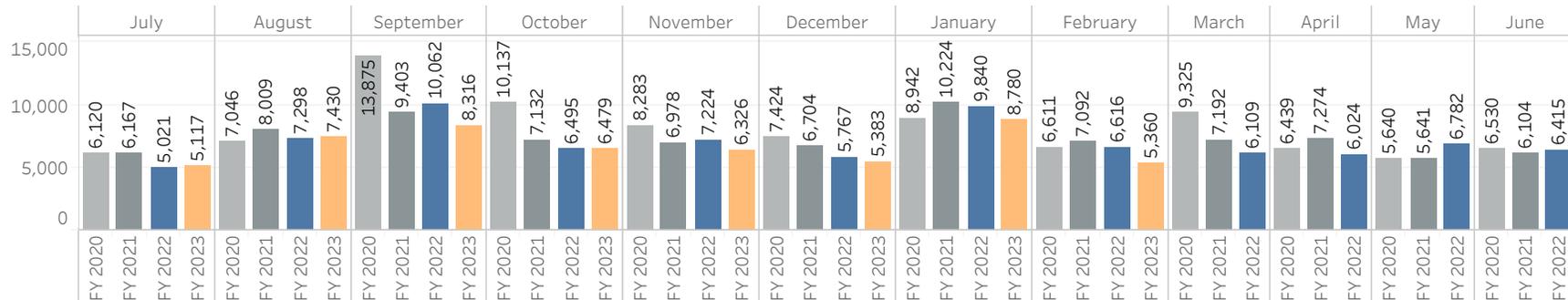


NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | *HD % Resolution | ** First Contact Resolution Rate | *** Customer Satisfaction |
|---|---|---|---|---|---|---|---|
| Microsoft 365 (Formerly Office 365) | 470 | 62.1% | 456 | 364 | ★79.2% | 83.2% | 92.5% |
| UW-Madison Zoom | 95 | 12.5% | 88 | 71 | ★78.4% | 84.2% | 85.7% |
| Box | 83 | 11.0% | 44 | 34 | ★77.3% | 86.7% | ★71.4% |
| Google Workspace for Education (formerly G Sui.. | 63 | 8.3% | 57 | 44 | ★77.2% | 93.3% | 100.0% |
| Qualtrics | 38 | 5.0% | 23 | 19 | ★82.6% | 83.3% | 100.0% |
| Cloud Fax | 8 | 1.1% | 6 | 4 | ★66.7% | | |

**User Services Target: HD% Resolution**
★ Below 85.0%

**2023 Gartner Metrics: First Contact Resolution**
■ At or above 69%

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

## PCS Services Annual Help Desk Contacts

| Month | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---|---|---|---|---|
| July | 796 | 930 | 888 | 771 |
| August | 915 | 961 | 1,120 | 1,067 |
| September | 1,232 | 1,898 | 1,454 | 1,029 |
| October | 885 | 1,260 | 1,261 | 749 |
| November | 662 | 891 | 926 | 772 |
| December | 661 | 993 | 819 | 669 |
| January | 756 | 1,425 | 989 | 1,129 |
| February | 785 | 1,368 | 1,039 | 674 |
| March | 1,092 | 1,491 | 804 | |
| April | 912 | 1,277 | 793 | |
| May | 765 | 1,155 | 1,802 | |
| June | 974 | 1,454 | 1,032 | |

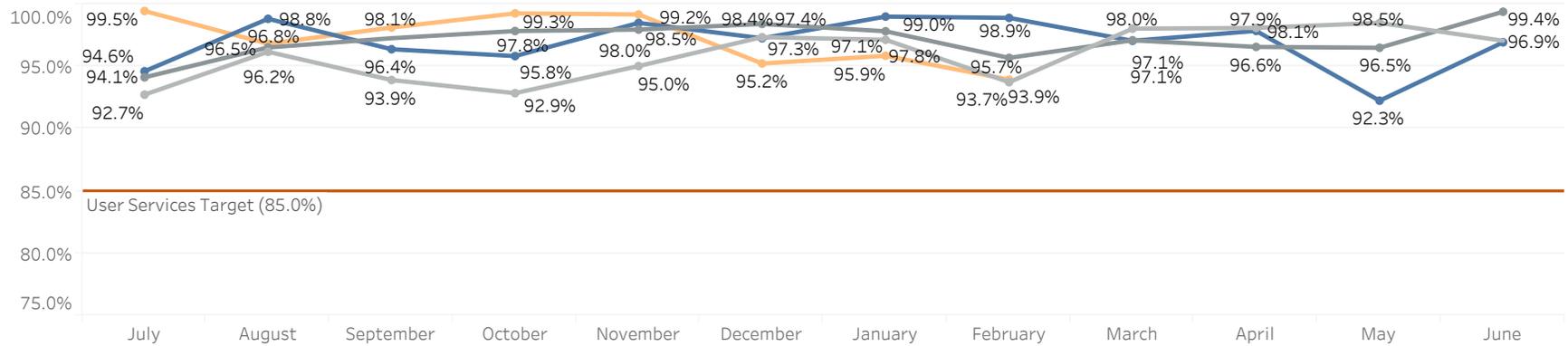NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents 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 - DEPARTMENTAL SUPPORT OVERVIEW
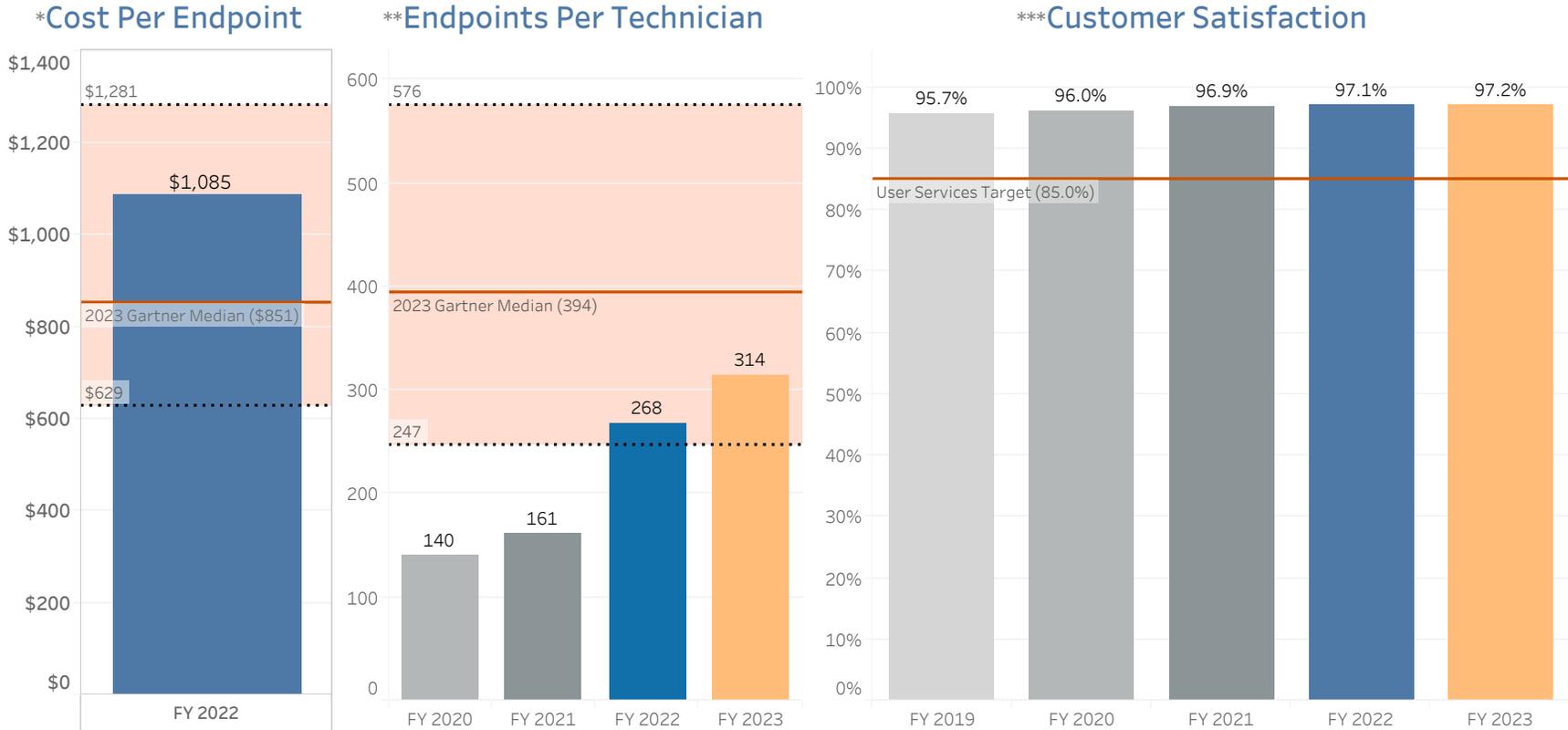
## Departmental Support - Annual Contacts

| | July | August | September | October | November | December | January | February | March | April | May | June |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY 2020 | 665 | 801 | 924 | 733 | 605 | 576 | 833 | 758 | 897 | 465 | 547 | 514 |
| FY 2021 | 566 | 520 | 603 | 562 | 531 | 441 | 514 | 504 | 522 | 420 | 523 | 585 |
| FY 2022 | 542 | 711 | 895 | 734 | 601 | 533 | 594 | 646 | 787 | 770 | 675 | 708 |
| FY 2023 | 784 | 1,098 | 984 | 871 | 749 | 578 | 769 | 651 | | | | |

## Customer Satisfaction

Values shown:

99.5%, 94.6%, 94.1%, 92.7% (July)

96.5%, 96.8%, 96.2%, 98.8% (August)

98.1%, 96.4%, 93.9% (September)

99.3%, 97.8%, 95.8%, 92.9% (October)

99.2%, 98.5%, 98.0%, 95.0% (November)

98.4%, 97.4%, 97.3%, 95.2% (December)

99.0%, 97.1%, 95.9%, 97.8% (January)

98.9%, 95.7%, 93.7%, 93.9% (February)

98.0%, 97.1%, 97.1% (March)

97.9%, 98.1%, 96.6% (April)

98.5%, 96.5%, 92.3% (May)

99.4%, 96.9% (June)

User Services Target (85.0%)

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

# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

## *Cost Per Endpoint

- $1,400
- $1,281
- $1,200
- $1,085
- $1,000
- 2023 Gartner Median ($851)
- $800
- $629
- $600
- $400
- $200
- $0

FY 2022

## **Endpoints Per Technician

- 600
- 576
- 500
- 2023 Gartner Median (394)
- 400
- 314
- 300
- 268
- 247
- 200
- 161
- 140
- 100
- 0

| FY 2020 | FY 2021 | FY 2022 | FY 2023 |
| 140 | 161 | 268 | 314 |

## ***Customer Satisfaction

- 100%
- 95.7% — 96.0% — 96.9% — 97.1% — 97.2%
- 90%
- User Services Target (85.0%)
- 80%
- 70%
- 60%
- 50%
- 40%
- 30%
- 20%
- 10%
- 0%

| FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
| 95.7% | 96.0% | 96.9% | 97.1% | 97.2% |

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 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 twice annually. Updated January 2023.
***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

## Last 12 months

| Service | Target | Mar % | Apr % | May % | Jun % | Jul % | Aug % | Sep % | Oct % | Nov % | Dec % | Jan % | Feb % |
|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| HRS | 99.000% | 100.000 | 100.000 | 99.870 | 100.000 | 100.000 | 100.000 | 100.000 | 99.940 | 99.540 | 100.000 | 100.000 | 99.507 |
| SFS | 99.000% | 100.000 | 100.000 | 100.000 | 99.600 | 100.000 | 100.000 | 100.000 | 99.750 | 100.000 | 100.000 | 99.702 | 100.000 |
| SIS | 99.000% | ★ 97.410 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 99.530 | 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 |

**Target Colors**

■ ★ Below Target　　■ Above Target

# DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

| Service | Target | Dec % | Jan % | Feb % |
|---|---|---|---|---|
| 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 |
| UW Parkside | 99.900% | 100.000 | 100.000 | 100.000 |

| Service | Target | Dec % | Jan % | Feb % |
|---|---|---|---|---|
| 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 |
| UWC Fond du Lac | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Fox Valley | 99.900% | 100.000 | 100.000 | 100.000 |

| Service | Target | Dec % | Jan % | Feb % |
|---|---|---|---|---|
| UWC Waukesha | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Washington Co. | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Sheboygan | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Rock Co. | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Richland | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Marshfield Wood Co. | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Marinette | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Marathon Co. | 99.900% | 100.000 | 100.000 | 100.000 |
| UWC Manitowoc | 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

| | | Dec-22 | Jan-23 | Feb-23 |
|---|---|---|---|---|
| UW–Madison campus | Avg (Gb/sec) | 12.20 | 9.90 | 15.10 |
| | Max (Gb/sec) | 42.30 | 26.50 | 39.90 |
| | Min (Gb/sec) | 2.30 | 2.30 | 3.30 |
| | % of full capacity (200Gbps) | 6.10 | 5.00 | 7.60 |
| UW–Madison research | Avg (Gb/sec) | 20.40 | 22.80 | 21.40 |
| | Max (Gb/sec) | 77.60 | 89.50 | 88.00 |
| | Min (Gb/sec) | 6.30 | 6.30 | 7.80 |
| | % of full capacity (200Gbps) | 10.20 | 11.40 | 10.70 |
| Internet Exchange (MadIX) | Avg (Gb/sec) | 0.44 | 0.61 | 0.37 |
| | Max (Gb/sec) | 7.70 | 8.30 | 3.50 |
| | Min (Gb/sec) | 0.06 | 0.04 | 0.07 |
| | % of full capacity (20Gbps) | 2.20 | 3.10 | 1.90 |

## OUT

| | | Dec-22 | Jan-23 | Feb-23 |
|---|---|---|---|---|
| UW–Madison campus | Avg (Gb/sec) | 6.80 | 8.10 | 7.80 |
| | Max (Gb/sec) | 18.50 | 30.00 | 21.70 |
| | Min (Gb/sec) | 2.30 | 2.60 | 2.60 |
| | 95th percentile of usage | 12.40 | 20.10 | 14.40 |
| | % of full capacity (200Gbps) | 3.40 | 4.10 | 3.90 |
| UW–Madison research | Avg (Gb/sec) | 14.70 | 15.30 | 13.50 |
| | Max (Gb/sec) | 70.60 | 54.10 | 48.40 |
| | Min (Gb/sec) | 5.00 | 5.10 | 3.80 |
| | 95th percentile of usage | 28.30 | 29.60 | 24.70 |
| | % of full capacity (200Gbps) | 7.40 | 7.70 | 6.80 |
| Internet Exchange (MadIX) | Avg (Gb/sec) | 0.95 | 1.00 | 1.00 |
| | Max (Gb/sec) | 3.50 | 3.00 | 4.10 |
| | Min (Gb/sec) | 0.22 | 0.20 | 0.23 |
| | 95th percentile of usage | 1.70 | 1.80 | 2.00 |
| | % of full capacity (20Gbps) | 4.70 | 5.00 | 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: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

## Last 12 months

| Service | Target | Mar % | Apr % | May % | Jun % | Jul % | Aug % | Sep % | Oct % | Nov % | Dec % | Jan % | Feb % |
|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Bucky Backup | 99.000% | 100.000 | 99.660 | ★ 98.600 | 99.750 | 99.650 | 100.000 | ★ 98.240 | 99.790 | 100.000 | 99.484 | 100.000 | 100.000 |
| Campus Card Access | 99.500% | ★ 97.960 | 99.960 | 100.000 | 100.000 | 100.000 | 100.000 | ★ 99.410 | 100.000 | 100.000 | 99.939 | 100.000 | 100.000 |
| Campus Computing Infrastructure | 99.500% | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★ 98.320 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★ 99.021 |
| 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 | 99.810 | 100.000 | 98.400 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 99.220 |
| Select Agent | 99.900% | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | ★ 97.690 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| Storage | 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 |
| Video Monitoring System | 99.900% | 100.000 | 100.000 | ★ 99.490 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| WiscIT (Cherwell) | 99.500% | 99.550 | 99.970 | ★ 99.160 | ★ 99.460 | 99.960 | 100.000 | 99.860 | 100.000 | ★ 99.400 | ★ 29.568 | 99.691 | 99.803 |

**Target Colors**

🟧 ★ Below Target ⬛ Above Target

# DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For February, FY 2023

| | SLA % Availability | Availability % of Total Time | Number of Servers Managed | Service Requests | Servers per FTE | 2023 Gartner Median [Interquartile range] |
|---|---|---|---|---|---|---|
| Windows | 99.95 | 99.99 | 319 | 57 | 116.0 | 317 [180-498] |
| Linux | 99.95 | 99.98 | 501 | 88 | 167.0 | 223 [153-385] |

## Top Consumers By Percentage of Labor Hours

| | |
|---|---|
| **DoIT - Public Cloud Service** | 24.00% |
| **DoIT Internal Customers** | 11.00% |
| **DoIT - Microsoft SQL Server Hosting** | 8.00% |
| **ATP** | 2.00% |
| **SFS** | 1.00% |
| **HRS** | 1.00% |
| **DoIT Enterprise Storage** | 1.00% |
| **Grad School** | 1.00% |
| **Union South** | 1.00% |
| **Bock Labs** | 1.00% |

## Top Consumers By Server Count

| | |
|---|---|
| **SFS, HRS** | 73 |
| **PSaaS (PeopleSoft as a Service)** | 72 |
| **Cybersecurity** | 69 |
| **Identity and Access Management** | 58 |
| **Student Information System** | 37 |
| **DoIT Web Platform Services** | 30 |
| **Wisconsin Historical Society** | 28 |
| **Office 365** | 25 |
| **DoIT Network Services** | 24 |
| **DoIT Service Management** | 22 |

# DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

## Four Months Vulnerability Summary

| Type | Severity | November | December | January | February |
|---|---|---|---|---|---|
| Confirmed Vulnerability | 1 | 8 | 362 | 2 | 1 |
| | 2 | 55 | 14 | 17 | 19 |
| | 3 | 744 | 266 | 552 | 471 |
| | 4 | 2,035 | 1,394 | 2,818 | 1,425 |
| | 5 | 520 | 83 | 204 | 109 |
| Needs investigation | 3 | | | 47 | 6 |
| | 4 | | | 69 | 3 |
| | 5 | 3 | 1 | | |
| Potential Vulnerability | 1 | | | | 4 |
| | 2 | 3 | 5 | | |
| | 3 | 12 | 8 | 6 | 7 |
| | 4 | 5 | | | 2 |
| | 5 | | 2 | 402 | |
| Grand Total | | 3,385 | 2,135 | 4,117 | 2,047 |

### *Active & Urgent Vulnerabilities

**149**

### Remaining From February

**1**

## SEO Vulnerabilities Summary
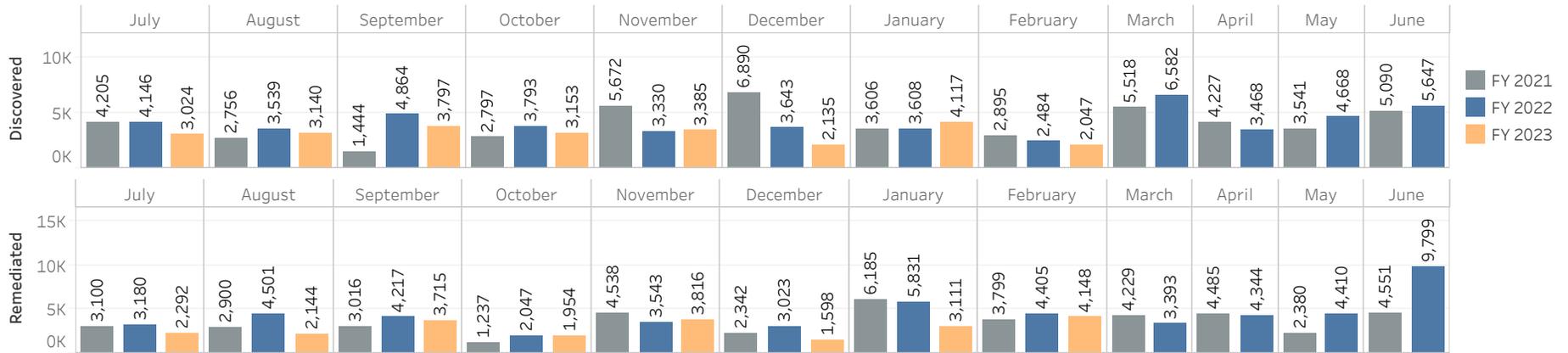


NOTES: Data in this visualization is pulled directly from Cherwell
* Refers to the number of active vulnerabilities with a severity of 4 or 5.

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# DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY

## Incidents & Problems Last Four Months

### Incidents

| | November | December | January | February |
|---|---|---|---|---|
| Network Access | 69 | 65 | 84 | 101 |
| Wireless | 4 | 1 | 9 | 8 |
| Other | 3 | 1 | 2 | 7 |
| **Grand Total** | **76** | **67** | **95** | **116** |

### Problems

| | November | December | January | February |
|---|---|---|---|---|
| Network Access | 79 | 62 | 71 | 64 |
| Server Certificates | 1 | 4 | 4 | 2 |
| Wireless | 18 | 16 | 9 | 11 |
| Other | 4 | 7 | 7 | 5 |
| Grand Total | 102 | 89 | 91 | 82 |

## Incident & Problem Summary
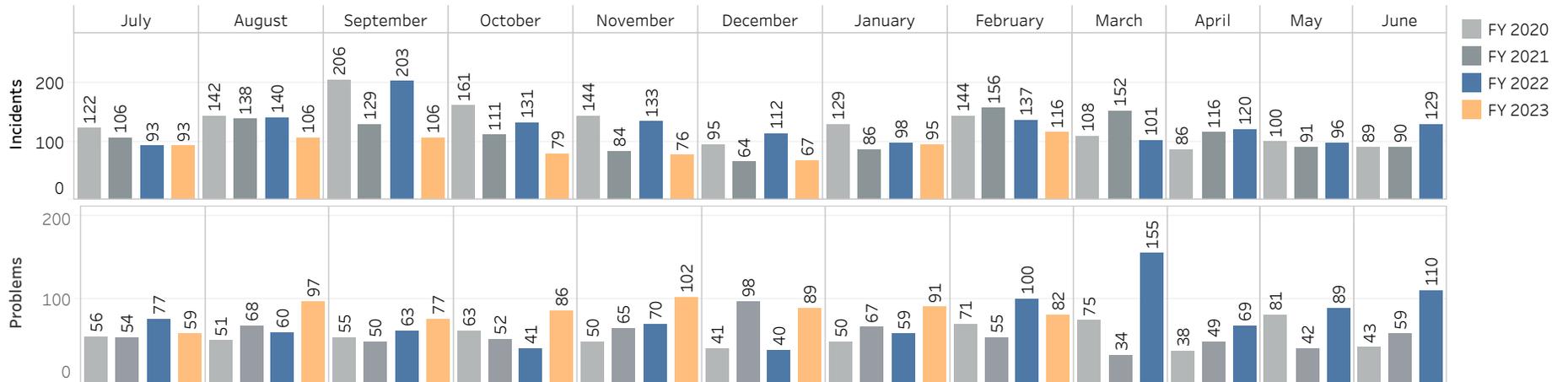


NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team
Rows titled "Wireless" contain data for both UWNet and eduroam networks.

# DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

## *Four Month SNCC Problems Worked Summary

|  | November | December | January | February |
|---|---|---|---|---|
| Boreas | 5 | 7 | 2 | 7 |
| Campus Network | 92 | 94 | 76 | 81 |
| MUFN | 1 | 5 | 1 | 3 |
| Northern Tier | 4 | 6 | 4 | 2 |
| UW SysNET | 11 | 19 | 13 | 6 |
| Other DoIT Technical Services | 32 | 51 | 38 | 32 |
| **Grand Total** | **145** | **182** | **134** | **131** |

## SEO Outage Summary
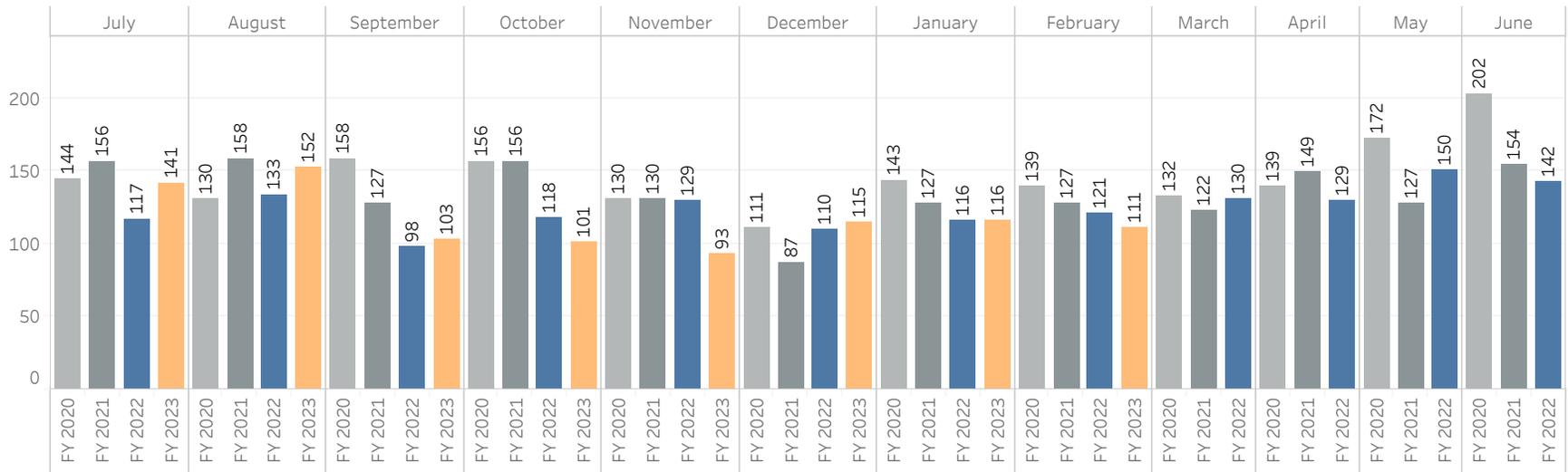


*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.
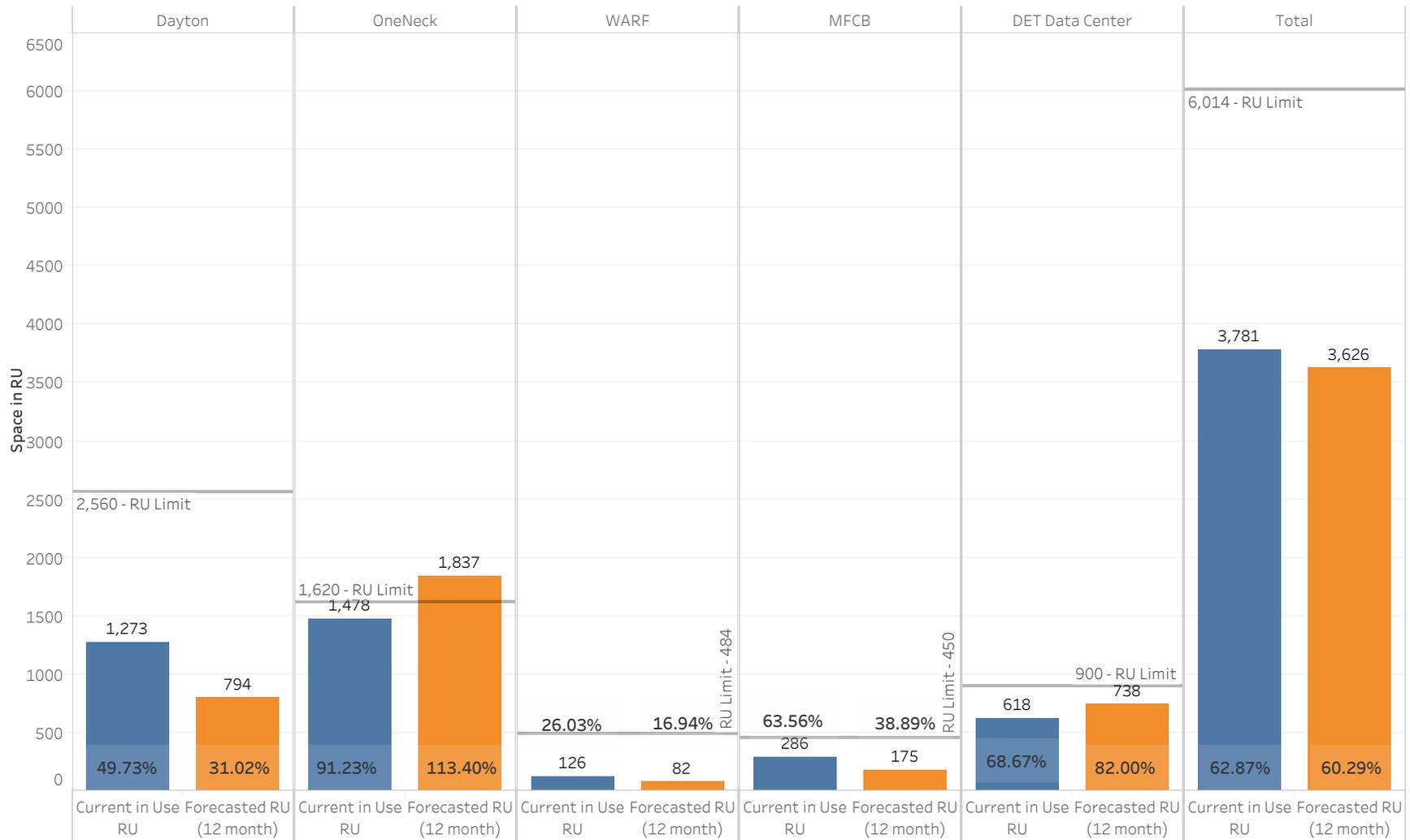
# DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



Power Demand (K W)

**Dayton (Limit):** 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0, 450.0

**Dayton (Actual):** 262.3, 261.1, 264.4, 264.7, 251.3, 246.0, 242.4, 247.5, 241.2, 233.6, 232.1, 233.0, 225.9, 221.6, 219.7, 226.4, 233.5, 235.9

**OneNeck (Limit):** 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 200.0, 250.0, 350.0, 350.0, 350.0

**OneNeck (Forecast):** 282.9

**OneNeck (Actual):** 128.3, 129.5, 132.4, 130.8, 129.2, 130.4, 132.0, 132.9, 131.4, 133.1, 137.5, 142.9, 141.0, 138.6, 134.4, 148.4, 152.7, 157.0, 168.0

**Femrite (Limit):** 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 168.0, 168.0, 168.0, 168.0

**Femrite (Actual):** 28.8, 35.0, 37.9, 40.1, 40.5, 43.0, 44.7, 47.6, 50.4, 51.6, 54.7, 56.0, 57.5, 58.6

**MFCB (Limit):** 80.0, 80.0, 85.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0

**MFCB (Actual):** 77.0, 77.0, ... 19.5, 18.0, 17.8, 17.6, 17.5, 15.7, 14.3

**Legend:**
- ○ Actual
- □ Forecast
- + Limit
- Dayton
- OneNeck
- Femrite
- MFCB
- WARF

-MFCB and WARF both have 80 KW limits on available power.
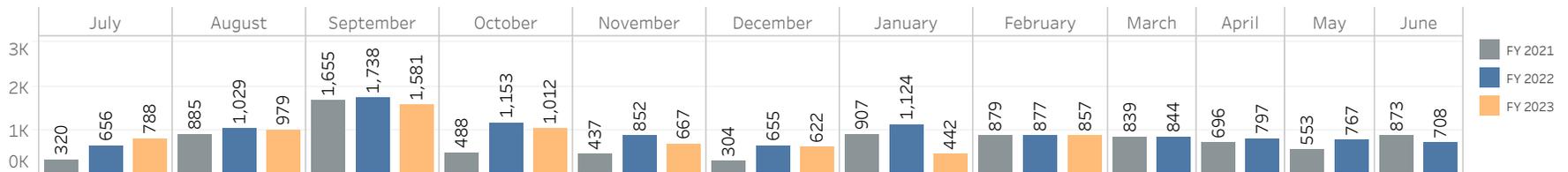
# DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



Space in RU

**Dayton**
2,560 - RU Limit
- Current in Use RU: 1,273 (49.73%)
- Forecasted RU (12 month): 794 (31.02%)

**OneNeck**
1,620 - RU Limit
- Current in Use RU: 1,478 (91.23%)
- Forecasted RU (12 month): 1,837 (113.40%)

**WARF**
RU Limit - 484
- Current in Use RU: 126 (26.03%)
- Forecasted RU (12 month): 82 (16.94%)

**MFCB**
RU Limit - 450
- Current in Use RU: 286 (63.56%)
- Forecasted RU (12 month): 175 (38.89%)

**DET Data Center**
900 - RU Limit
- Current in Use RU: 618 (68.67%)
- Forecasted RU (12 month): 738 (82.00%)

**Total**
6,014 - RU Limit
- Current in Use RU: 3,781 (62.87%)
- Forecasted RU (12 month): 3,626 (60.29%)

RU = Rack Units
Usage and one year forecast at the conclusion of February, FY 2023.
RU Limits are current values.

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# DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

## *Revenue, Net Income, and Deficit Last 12 Months

| | FY 2022 | | | | | | FY 2023 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Feb | Mar | Apr | May | Jun | | Jul | Aug | Sep | Oct | Nov | Dec | Jan |
| Total Revenue | $327,932 | $316,085 | $370,307 | $452,474 | $417,982 | | $341,203 | $373,551 | $541,648 | $480,711 | $393,070 | $415,919 | $375,549 |
| Net Income | $43,160 | $51,354 | $24,676 | $137,747 | $73,506 | | ($26,709) | $60,174 | $84,437 | ($34,034) | $86,571 | $20,212 | $157,374 |
| Total Deficit Balance | ($828,888) | ($777,534) | ($752,858) | ($615,111) | ($541,605) | | ($568,314) | ($508,140) | ($423,703) | ($457,737) | ($371,166) | ($350,954) | ($193,580) |

| | Rolling 12 | FY 2023 YTD | Total Deficit Balance |
|---|---|---|---|
| Net Income totals: | $678,468 | $348,025 | ($193,580) |

## Annual - Total Jobs



| | July | August | September | October | November | December | January | February | March | April | May | June |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 1,124 | 877 | 844 | 797 | 767 | 708 |
| FY 2023 | 788 | 979 | 1,581 | 1,012 | 667 | 622 | 442 | 857 | | | | |

## Average On-Time Percentage by Stream

★ Below 99.90%
▉ At or Above 99.90%

| | December | January | February |
|---|---|---|---|
| B - WSB DPC | 100.00% | 100.00% | 100.00% |
| E - Extension DPC | 100.00% | 100.00% | 100.00% |
| F - Offset Print | ★99.15% | ★98.25% | ★99.15% |
| J - Digital Color | ★98.30% | ★98.10% | ★98.55% |
| 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 |
|---|---|---|---|
| December | 0 | 0 | 0 |
| January | 0 | 0 | 0 |
| February | 0 | 338 | 0 |

*Values are displayed as of the beginning of February, FY 2023 due to a lag in obtaining Net Income and Deficit Balance data.

# DoIT OPERATIONS: ACADEMIC TECHNOLOGY SERVICES OVERVIEW

## Help Desk Resolution Rates for AT Learn@UW Services During February

| | All Incidents | % of Incidents | Incidents Created by HD | Resolved by HD | * HD % Resolution | ** First Contact Resolution Rate | *** Customer Satisfaction |
|---|---|---|---|---|---|---|---|
| AEFIS | 31 | 9.2% | 5 | 3 | ★60.0% | 100.0% | |
| Canvas | 244 | 72.4% | 200 | 155 | ★77.0% | 89.2% | 91.7% |
| Kaltura | 27 | 8.0% | 17 | 12 | ★70.6% | ★66.7% | 100.0% |
| Other Learn@UW Services | 35 | 10.4% | 31 | 20 | ★64.5% | 71.4% | 92.9% |
| Total Learn@UW Services | 337 | 100.0% | 253 | 190 | ★74.7% | 86.8% | 92.4% |

AT Targets:
HD % Resolution by Service

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

2023 Gartner Metrics:
First Contact Resolution
★ Below 69%
■ At or above 69%

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

## AT Learn@UW Services Annual Help Desk Contacts
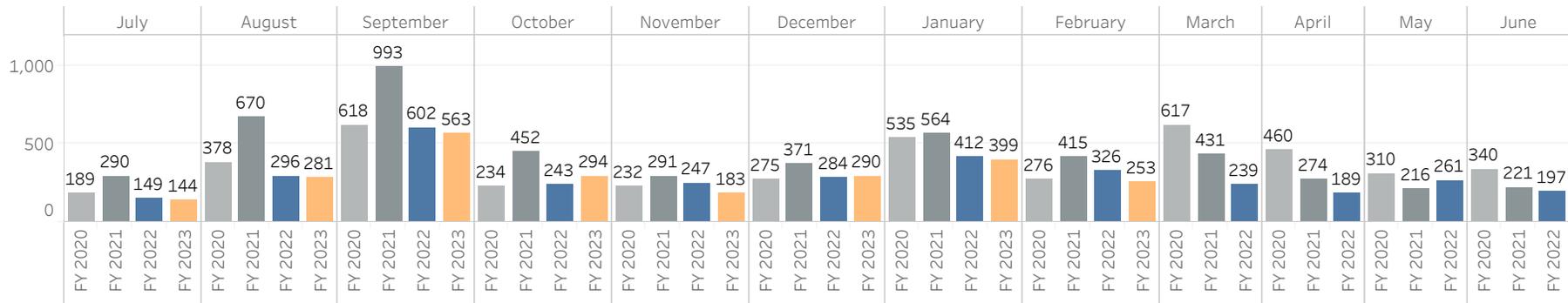


NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team . The  HD % Resolution targets for AT Services were derived by taking the average HD % Resolutions from the past two years for AT Learn@UW Services.
** First Contact Resolution has been 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

# DoIT OPERATIONS: FINANCIAL SERVICES

**\*Days from SFS Close to CBS Close**



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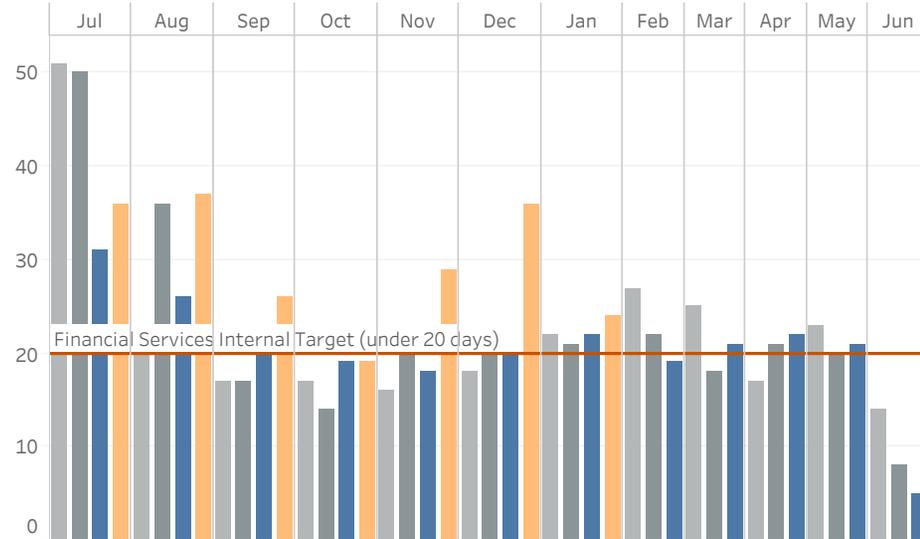
**\*Days from CBS Close to Management Report Completion**

| | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|---|---|---|---|---|
| July | 2 | 5 | 4 | 12 |
| August | 2 | 3 | 2 | 1 |
| September | 4 | 3 | 1 | 1 |
| October | 4 | 0 | 1 | 1 |
| November | 3 | 0 | 0 | 1 |
| December | 17 | 2 | 1 | 0 |
| January | 4 | 1 | | 0 |
| February | 2 | 0 | 1 | |
| March | 6 | 3 | 1 | |
| April | 7 | 1 | 1 | |
| May | 5 | 5 | 3 | |
| June | 5 | 34 | 48 | |

## Average Number of Days to Pay: e-Reimbursement



FY22 Campus Benchmark (12.2 days)

Legend: FY 2020, FY 2021, FY 2022, FY 2023
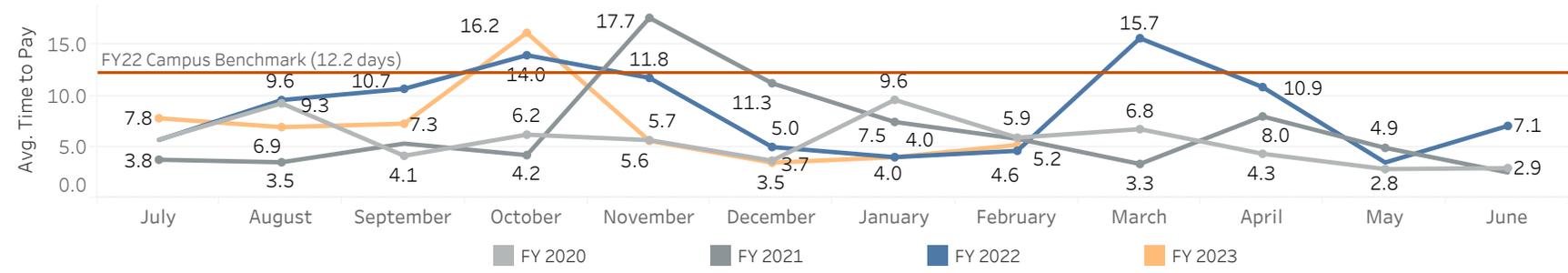
*If blank, data is currently unavailable.

# DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

## Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)
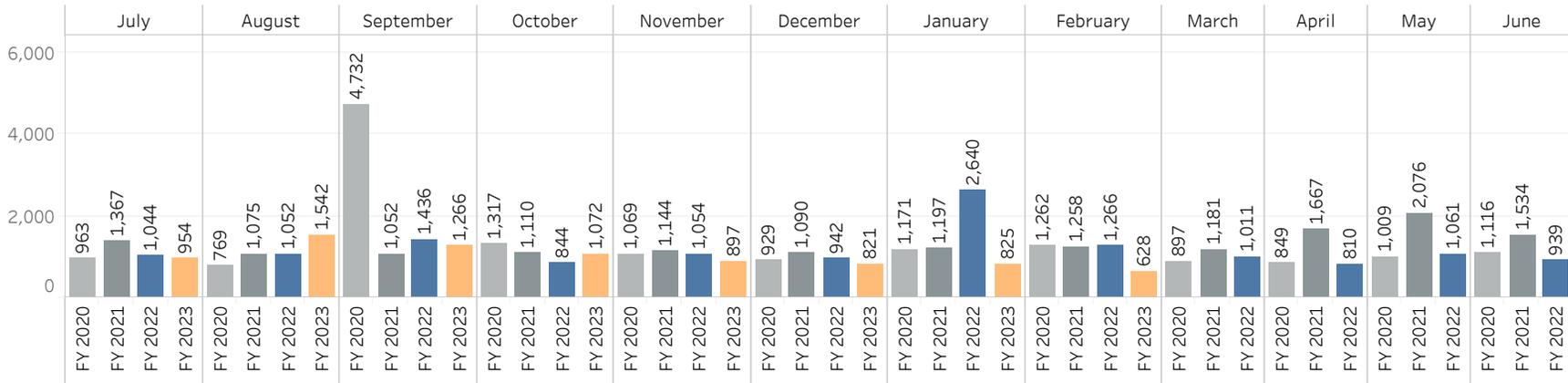


## Phishing Incidents Resolved by CyberSecurity Operations Center
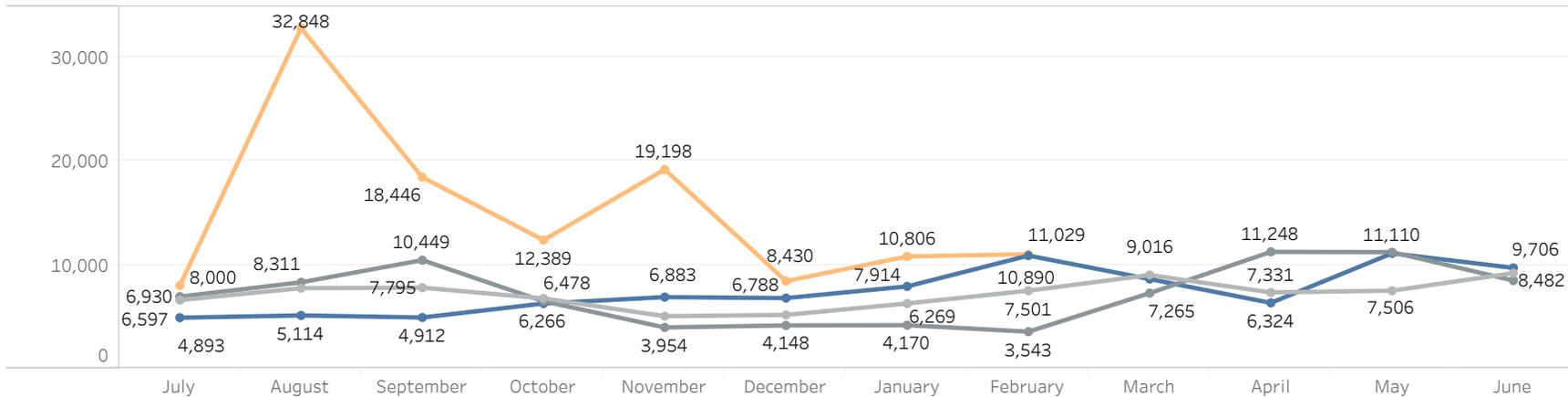


Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

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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** | 2 | 1 | 12 | 371 | 154 | 540 |
|---|---|---|---|---|---|---|

| Queued | On Hold | Execution & Go Live Stage 4 | Project Close Stage 5 | Total Projects on PPL |
|---|---|---|---|---|
| | | Active (Non-Major) | | |
| | | 51 | 2 | |
| | | Active (Major) | | |
| | | 16 | 2 | |

| **Projects on Primary Projects List** | 0 | 8 | | | 79 |
|---|---|---|---|---|---|

| *Completed Projects |
|---|
| 133 |

ⓘ

📝 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 February FY 2023.

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

# DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

NOTE: Data updated through 3/21/2023

| Service Name | Dept. | FY 2022 Q4 | FY 2023 Q1 | Q2 | Q3 |
|---|---|---|---|---|---|
| AANTS | NS | P | P | P | |
| Campus Active Directory | AIS | P | | P | P |
| Campus Video Security | SEO | P | P | P | P |
| Canvas | AT | P | P | P | P |
| CBS | EBS | P | P | P | P |
| CCAS - Campus Card Access System | SEO | P | P | P | P |
| Cisco Contact Center | NS | P | P | P | P |
| Cisco Voice Mail | NS | P | P | P | P |
| Critical Infrastructure Active Directory | AIS | P | P | P | P |
| Cybersecurity Log Management Service | CS | P | P | P | |
| DNS | NS | P | | P | P |
| ECRT (Effort Reporting) | AIS | P | P | P | P |
| Electronic Report Distribution and Printing (Cypress) | SEO | P | P | P | P |
| Employee Compensation Compliance (ECC)** | AIS | | | | |
| Enterprise Content Management Service (ECMS) | AIS | P | P | P | P |
| FASTAR - MILER | EBS | | P | P | P |
| Gitlab Repository Services | AIS | P | P | P | P |
| Housing Administration Applications | EBS | | | P | P |
| HRS - Human Resource System | EBS | | P | P | P |
| IAM Reverse Proxy | AIS | P | P | P | P |
| Informatica (FASTAR) | EBS | | P | P | P |
| Life-Safety Bldg. Env. Ctrl. & Fire Alarm Monitoring | SEO | P | P | P | P |
| Madison Reverse Proxy | AIS | P | P | P | P |
| Manifest | AIS | P | P | P | P |
| NetID Account Management | AIS | P | P | P | P |

| Service Name | Dept. | FY 2022 Q4 | FY 2023 Q1 | Q2 | Q3 |
|---|---|---|---|---|---|
| NetID IdP | AIS | P | P | P | P |
| NetID Kerberos | AIS | P | P | P | P |
| NetID Multi-Factor Authentication (MFA) | AIS | P | P | P | P |
| NetID Radius | AIS | P | P | P | P |
| OneBadger | EBS | P | P | P | P |
| 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 - File Storage | SEO | P | P | P | P |
| SIS - Student Information System | EBS | P | P | P | P |
| SOAR Reservation System | AIS | P | | P | P |
| SOLAR | EBS | P | P | P | P |
| System Active Directory | AIS | P | P | P | P |
| UDS LDAP | AIS | P | P | P | P |
| UW System Proxy IdP | AIS | P | P | P | P |
| UWBI (Business Intelligence) | EBS | | P | P | P |
| UWP1 Service | EBS | P | P | P | P |
| UWPDR Service | AIS | P | P | P | P |
| Web Hosting | AIS | P | P | P | P |
| WiscIT | US | | P | P | P |
| Wisconsin Federation (WAYF) | AIS | P | P | P | P |
| WiSH - Wisconsin Scholarship Hub** | EBS | P | | | |

Overall Pass Fail

■ Pass (P)

| | FY 2022 Q4 | FY 2023 Q1 | Q2 | Q3 |
|---|---|---|---|---|
| ***Completion rate | 89% | 89% | 100% | 96% |

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
*** 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 February FY 2023. 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     03/06/2023

## 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 | 58 | 620 | 23 | 46 | 19 |
| AT | 5 | 18 | 5 | 27 | 13 |
| CTO | | | | | |
| Cybersecurity | 572 | 628 | 11 | 14 | 5 |
| DoIT Communications | 1 | 1 | | | |
| DoIT HR | | 7 | 9 | 127 | 94 |
| EBS | | 1 | 1 | 2 | 18 |
| FS | | | | | 5 |
| Non-DoIT teams | 1 | 9 | 3 | 219 | 189 |
| NS | 35 | 86 | 27 | 148 | 61 |
| PMO | | | | | |
| SEO | 12 | 43 | 8 | 21 | 8 |
| US | 146 | 770 | 102 | 395 | 41 |
| Other | | 3 | 1 | 3 | 1 |
| Grand Total | 830 | 2,186 | 190 | 1,002 | 454 |

## Total Open Incidents by Age (days)
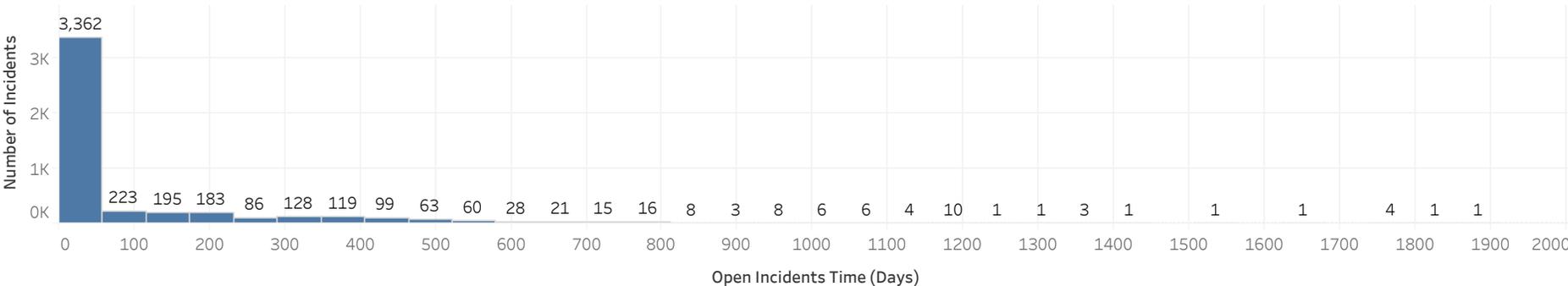


New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation.  Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days. This data excludes repair cases from open incidents.

# DoIT Operations Report Monthly Updates

There are no updates to the report this month.

# 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 |
| | 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 |
| Non-DoIT teams | 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 |
| | 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-SvsNet  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-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 Kiosks  US-DS Office 365 OSC  US-DS Operations  US-DS PCI  US-DS SAS  US-DS SEAM |
| | US-DS Select Agent Labs  US-DS Service Leads  US-DS SOAR  US-Help Desk  US-Help Desk ALF/PAF  US-Help Desk Closure  US-Help Desk Development  US-Help Desk EAST  US-Help Desk EAST DS |
| US | 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 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.

**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.

**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.
Major Projects: Major projects include Board of Regent reportable projects, campus wide impact, significant use of resources/talent, crisis response. Major projects follow all stages of the portfolio process.