



DoIT Operations

Monthly Report

February 2024

Published April 1, 2024

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

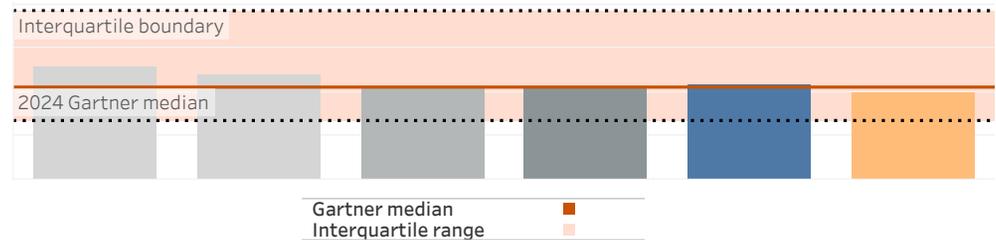


Factors influencing data this month; As identified and provided by data owners.



Notes defining and providing context to the data.

Interquartile Highlighting



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%	★97.27	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	★96.22	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.63	100.00
Enterprise Content Management	99.00%	100.00	100.00	★96.46	100.00	100.00	100.00	100.00	100.00	★97.13	99.78	100.00	100.00
Gitlab Repository Services	99.00%	★43.01	★88.56	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
JIRA Issue Tracking	99.00%	100.00	★97.08	★98.77	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★96.77	99.45
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★94.43	★87.48	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	99.35	100.00	99.92	100.00	99.77	99.39	100.00	100.00	100.00	99.94
NetID Login	99.90%	100.00	100.00	100.00	★94.11	100.00	100.00	100.00	100.00	★99.79	100.00	100.00	100.00
Shared Web Hosting	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.69	99.93	100.00	100.00
Wisc Web	99.00%	100.00	99.97	99.88	99.72	100.00	100.00	100.00	99.90	100.00	100.00	★97.07	★98.07

Target Colors

■ ★ Below Target
 ■ Above Target



WiscWeb - We opened two multi-day outages for the Applebot issue that arose in late January/early February. No users reported sites down at this time, but outages were opened to communicate potential instability. Applebot sent large amounts of traffic to our sites every hour on the half hour, which could have resulted in a user being unable to access their website. Additional details available upon request.

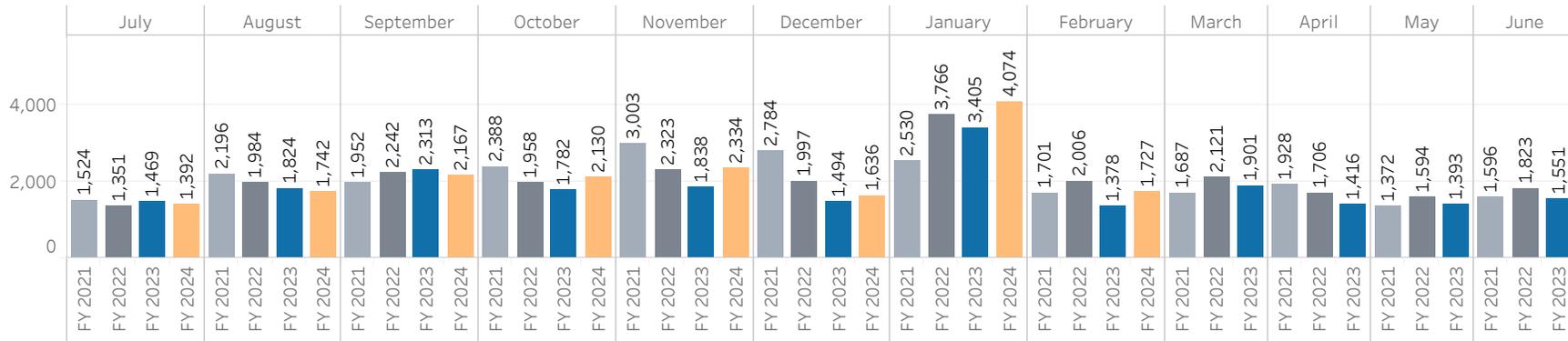


DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

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)	1,000	45.6%	993	936	94.0%	89.9%	98.0%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	725	33.1%	706	666	92.8%	83.9%	89.3%	2023 Gartner Metrics: First Contact Resolution ■ At or above 70%
All IAM Incidents	2,181	100.0%	1,723	1,615	92.9%	77.1%	96.9%	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 February

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	73	4.5%	6	1	16.7%	100.0%	
MyUW Madison/System	135	8.3%	129	113	86.8%	86.0%	100.0%
Shared Tools	5	0.3%	1	1	100.0%	100.0%	
Web Hosting	120	7.4%	5	1	20.0%	100.0%	
WiscWeb	50	3.1%	38	11	★26.3%	100.0%	100.0%

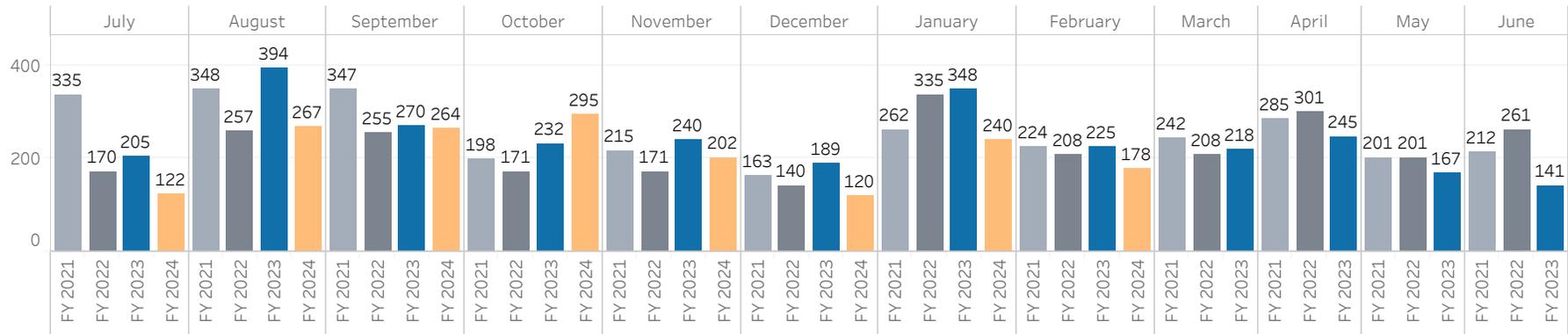
AIS-WPS Targets:
HD % Resolution by Service

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%

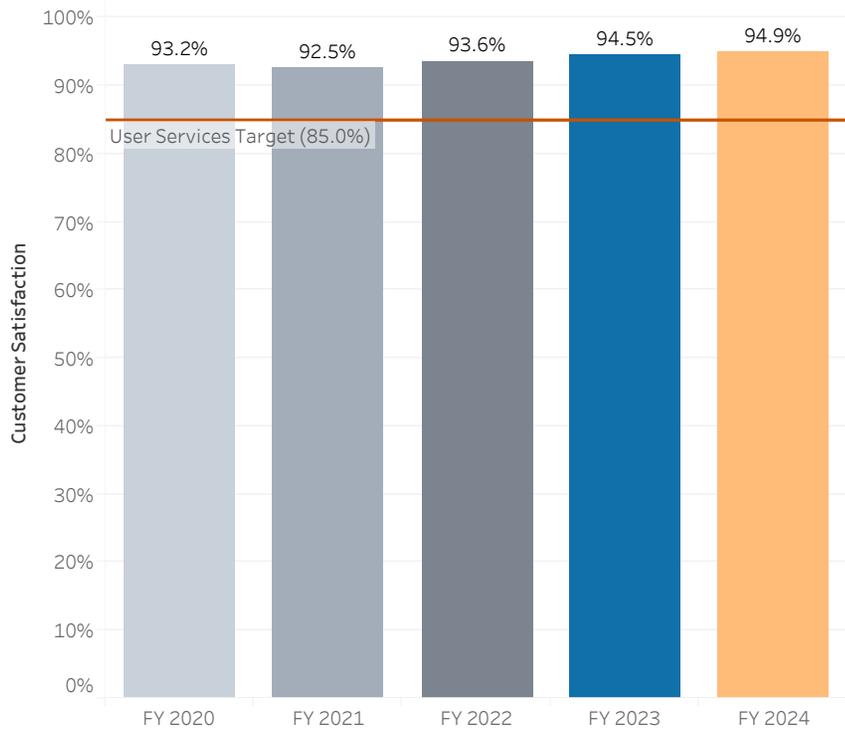
WPS Services Annual Help Desk Contacts



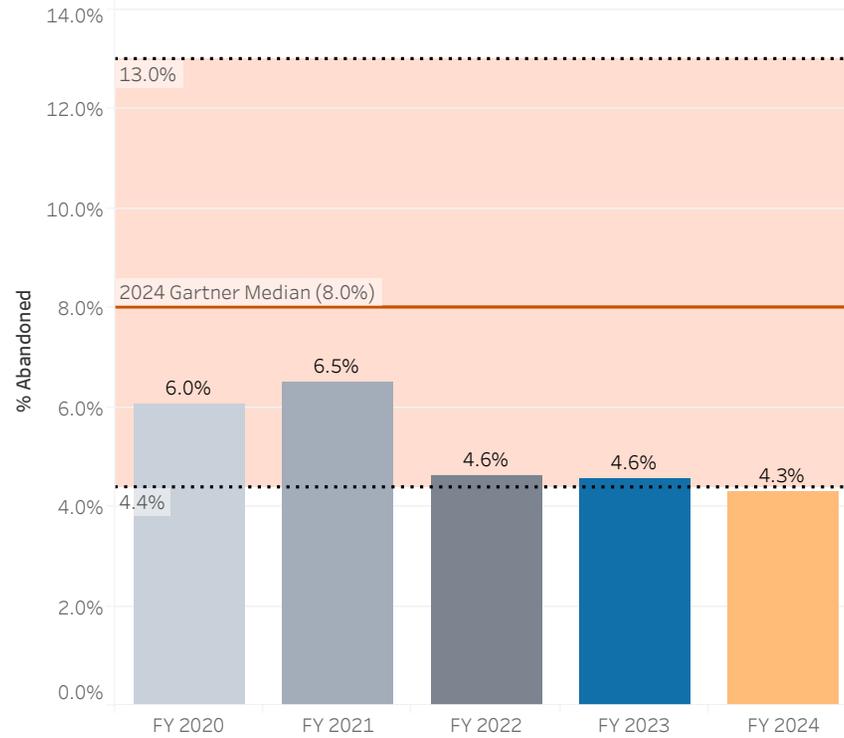
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DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

Customer Satisfaction



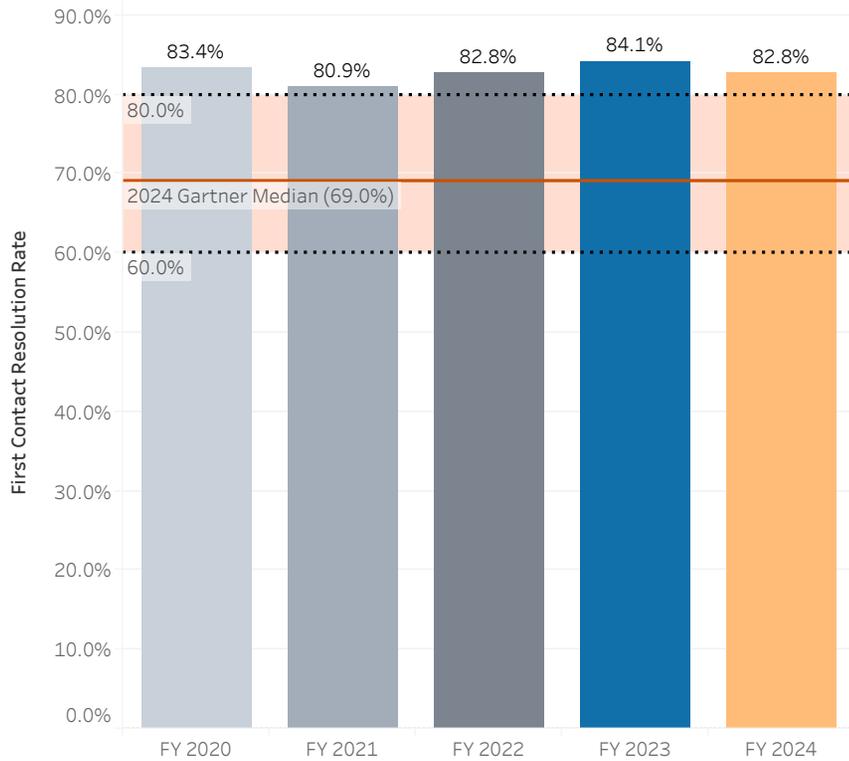
Help Desk Abandonment Rate



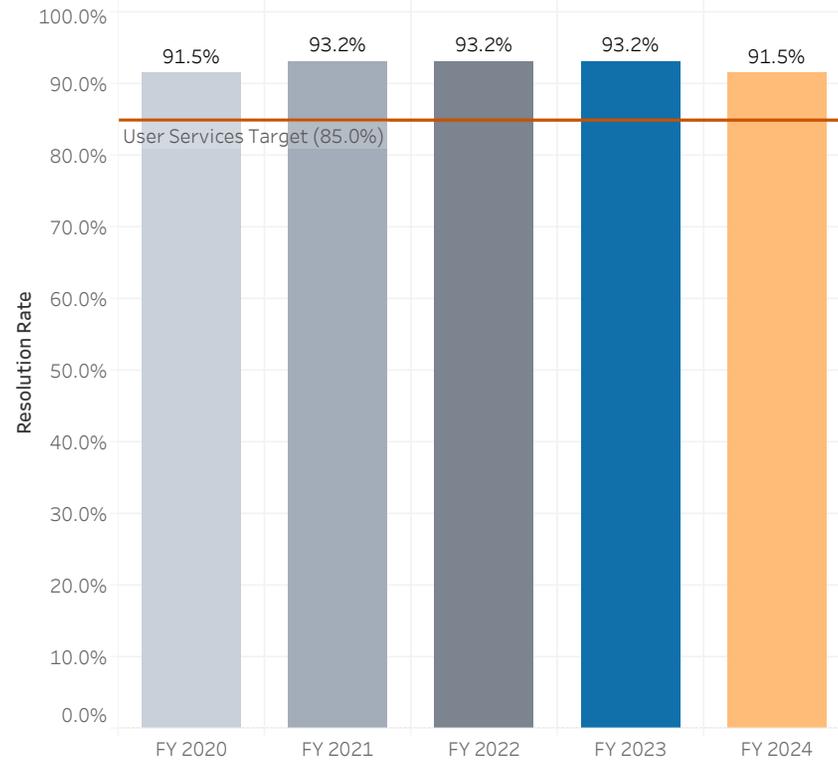
NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

***Help Desk Average First Contact Resolution**



****Help Desk Average Resolution Rate**



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
Multi-factor Authentication (MFA)	993	7.5%	936	94.0%	89.9%
Microsoft 365	815	6.5%	643	★77.2%	81.9%
NetID Account Management	706	5.4%	666	92.8%	83.9%
Referrals	520	3.9%	472	90.2%	87.4%
Help Desk Support, INFORMATION	270	2.0%	267	98.1%	81.3%
DoIT Departmental Support, Software	230	2.0%	191	★81.7%	86.9%
DoIT Departmental Support, General Computer	164	3.4%	111	★64.6%	82.1%
Canvas, Learn@UW - Canvas Madison	157	1.3%	115	★72.6%	72.1%
Incident Response and Investigations, BadgIRT	147	1.1%	141	95.9%	75.0%
DoIT Departmental Support, Hardware	130	1.6%	54	★41.5%	77.1%

User Services Target: HD % Resolution

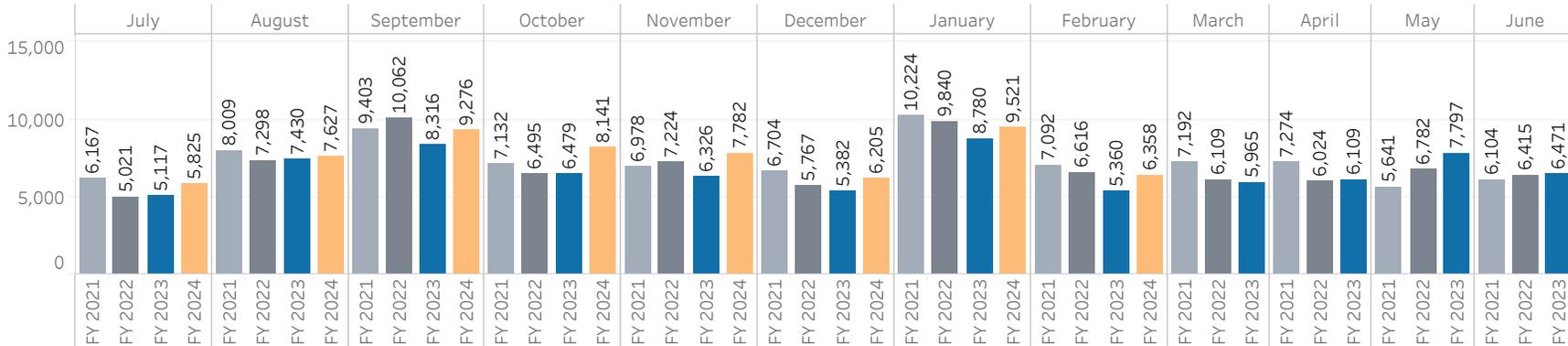
★ Below 85.0%

■ At or above 85.0%

2024 Gartner Metrics: First Contact Resolution

■ 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

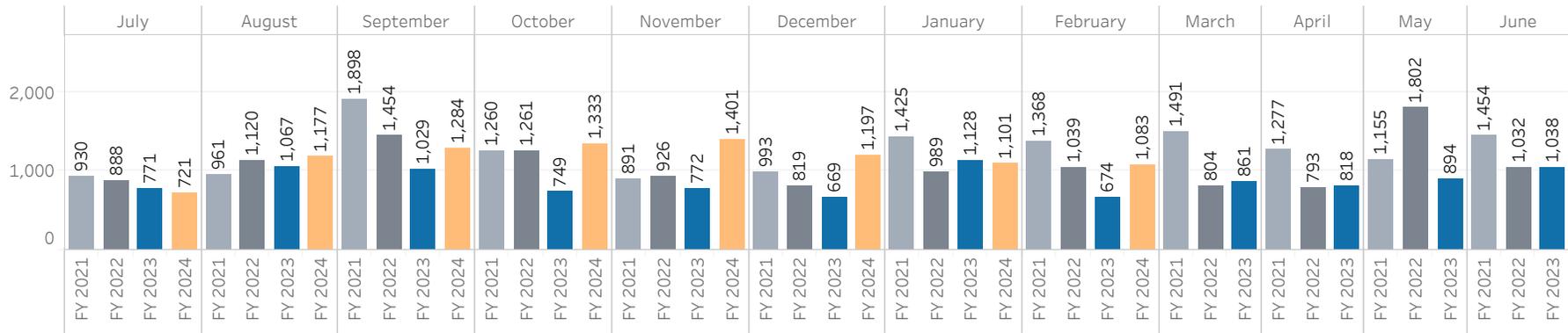
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DoIT OPERATIONS: USER SERVICES - PRODUCTIVITY AND COLLABORATIVE SOLUTIONS SERVICES OVERVIEW

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	875	73.2%	815	643	★77.2%	81.9%	91.5%	User Services Target: HD% Resolution ★ Below 85.0%
UW-Madison Zoom	105	8.8%	97	70	★71.1%	90.5%	100.0%	
Box	81	6.8%	54	24	★44.4%	★57.1%	100.0%	2023 Gartner Metrics: First Contact Resolution ★ Below 70% ■ At or above 70%
Google Workspace for Education	99	8.3%	93	56	★59.1%	72.7%	100.0%	
Cloud Fax	8	0.7%	4	2	★50.0%			User Services Target: Customer Satisfaction ■ At or above 85.0%
Qualtrics	28	2.3%	20	14	★70.0%	★60.0%		

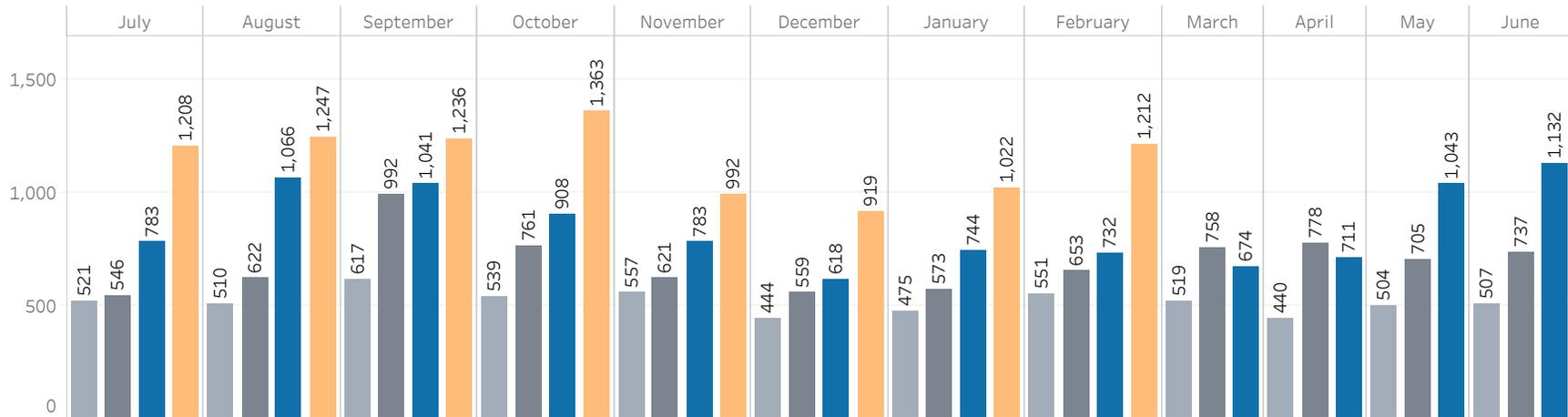
PCS Services Annual Help Desk Contacts



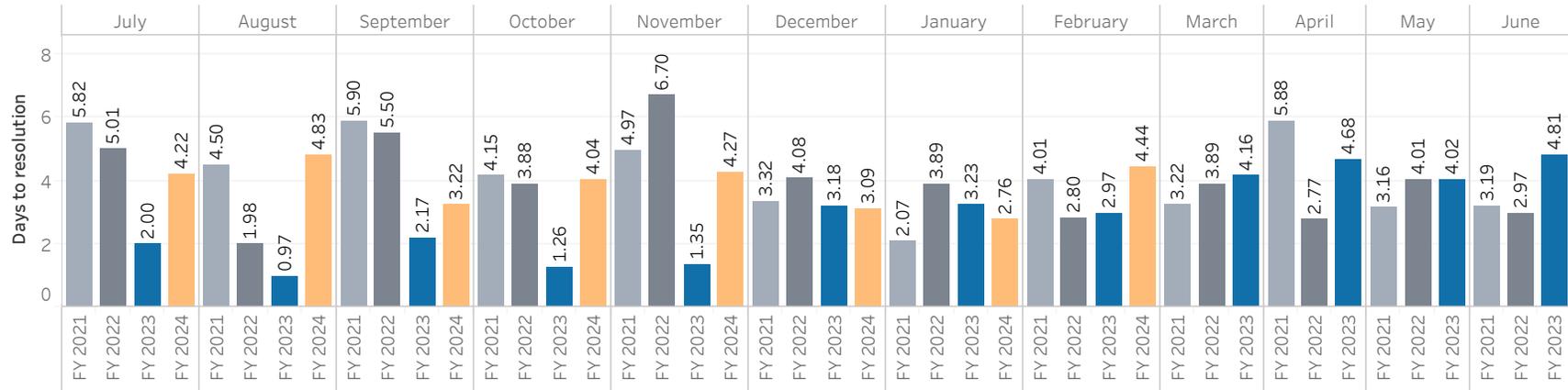
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 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Resolutions per Month



Median Resolution Time (days)



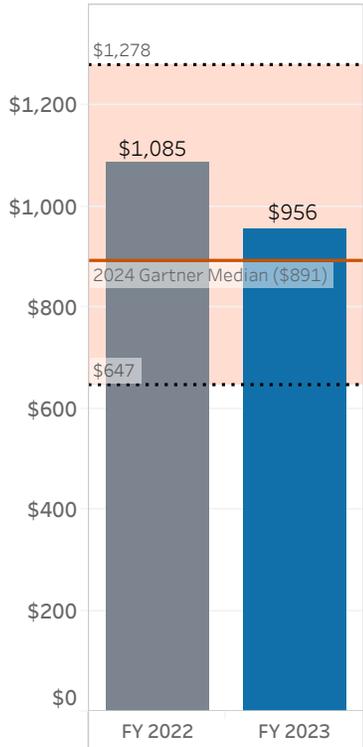
i Resolution times increased and it is likely due to both the increase in ticket volume and the disruption caused by moving from WARF to Middleton

📄 Notes: Departmental Support Resolutions per Month represent cases resolved by DS teams.

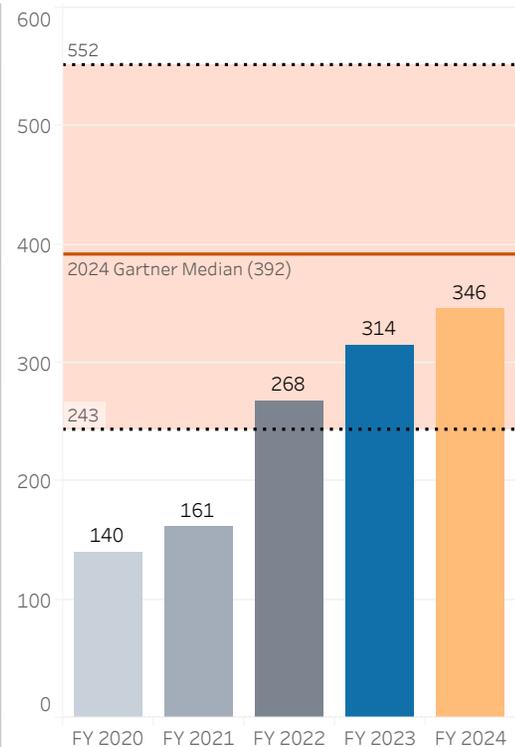
- FY 2021
- FY 2022
- FY 2023
- FY 2024

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

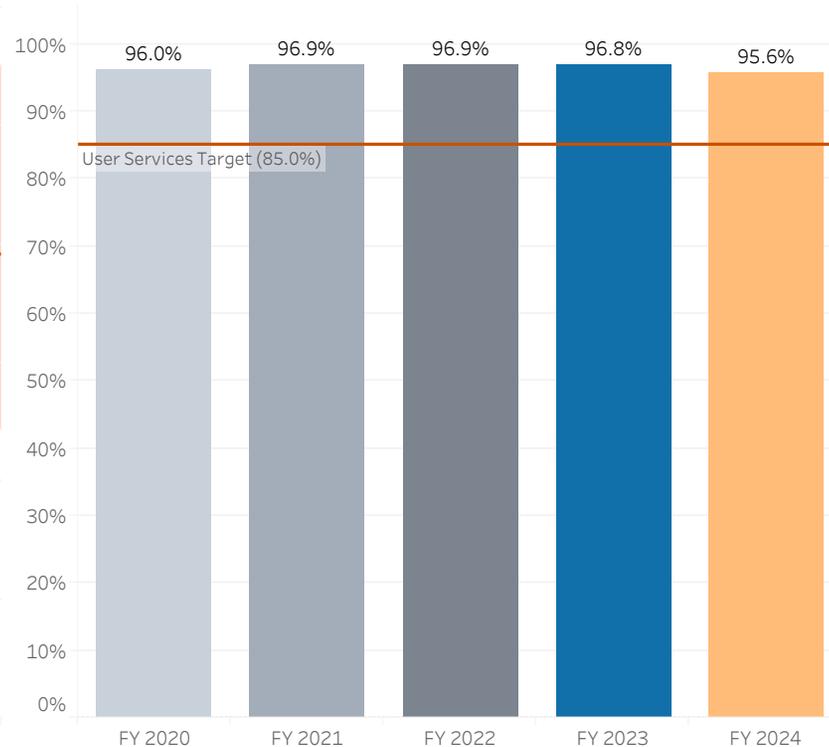
***Cost Per Endpoint**



****Endpoints Per Technician**



*****Customer Satisfaction**



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 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

Last 12 months

Service	Target	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %
HRS	99.000%	100.000	100.000	100.000	100.000	★ 98.562	99.798	★ 96.296	100.000	100.000	100.000	100.000	100.000
SFS	99.000%	100.000	100.000	100.000	100.000	100.000	99.861	100.000	100.000	100.000	100.000	100.000	100.000
SIS	99.000%	99.946	100.000	99.877	100.000	★ 87.446	100.000	100.000	100.000	100.000	100.000	★ 97.460	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	98.970	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 %	Service	Target	Dec %	Jan %	Feb %	Service	Target	Dec %	Jan %	Feb %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	99.988	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	99.927	99.975	100.000
UW Madison	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	99.990	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	99.978	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	★ 99.863	★ 99.115	100.000	UWC Manitowoc	99.900%	100.000	99.988	100.000
					UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors

★ Below Target

■ Above Target



-Availability is for wired (not wi-fi) connectivity at each institution. Availability calculated as total uptime / total time per month. Wide Area Network is considered down when completely disconnected from the system (i.e. both routers down at 4-year schools, the single router down at 2-year schools). Any planned outages are included in the calculations, sometimes making availability appear below commercial standards of 99.9% or 99.99% uptime.
 -The 99.9% SLA rate with UW System is for unplanned outages; the figures in this table include all outages – planned or unplanned. SLA faults here (highlighted in RED) may not actually be an SLA agreement fault.

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		IN					OUT		
		Dec-23	Jan-24	Feb-24			Dec-23	Jan-24	Feb-24
UW-Madison campus	Avg (Gb/sec)	14.10	12.10	18.00	UW-Madison campus	Avg (Gb/sec)	5.40	6.00	8.70
	Max (Gb/sec)	43.90	40.80	66.10		Max (Gb/sec)	21.30	22.40	63.00
	Min (Gb/sec)	2.50	3.10	4.30		Min (Gb/sec)	2.00	2.10	2.70
	95th percentile of usage	30.40	29.90	31.50		95th percentile of usage	10.20	10.60	16.30
	% of full capacity (200Gbps)	7.05	6.05	9.00		% of full capacity (200Gbps)	2.70	3.00	4.35
UW-Madison research	Avg (Gb/sec)	27.40	28.50	52.30	UW-Madison research	Avg (Gb/sec)	20.90	18.00	26.80
	Max (Gb/sec)	110.60	152.80	182.70		Max (Gb/sec)	131.20	89.10	132.50
	Min (Gb/sec)	7.50	7.00	13.30		Min (Gb/sec)	6.50	5.00	9.40
	95th percentile of usage	54.40	80.40	114.30		95th percentile of usage	45.90	0.70	55.60
	% of full capacity (200Gbps)	13.70	14.25	26.15		% of full capacity (200Gbps)	10.45	9.00	13.40
Internet Exchange (MadIX)	Avg (Gb/sec)	0.39	0.36	0.39	Internet Exchange (MadIX)	Avg (Gb/sec)	1.20	1.20	1.20
	Max (Gb/sec)	3.10	1.40	3.40		Max (Gb/sec)	5.60	3.30	5.20
	Min (Gb/sec)	0.03	0.04	0.04		Min (Gb/sec)	0.18	0.20	0.28
	95th percentile of usage	0.84	0.76	0.80		95th percentile of usage	2.90	2.30	2.20
	% of full capacity (20Gbps)	1.96	1.79	1.94		% of full capacity (20Gbps)	6.00	6.00	6.00

 Research Traffic to and from AWS generated congestion on both Internet2 and AT&T network transits.

 **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	99.608	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	99.948	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.861	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	★ 99.337	100.000	100.000	100.000	100.000	99.978	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	99.848	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	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	★ 72.472	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	★ 97.219	★ 97.219	100.000	100.000	100.000	100.000	★ 99.447	★ 88.833	99.563	★ 80.560	100.000	100.000

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For February, FY 2024

	SLA Availability % Target	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2024 Gartner Median [Interquartile range]
Windows	100	100	336	38	122.0	265 [140-443]
Linux	100	100	566	89	189.0	265 [151-401]

■ At or Above Availability Target

Top Consumers By Percentage of Labor Hours

4610-SE Overhead	32.19%
SE DoIT Server Labor	8.70%
SQL DB Hosting	6.52%
DOIT WIDE OVERHEAD	2.35%
ATP Server Labor	1.08%
WHS CounterPoint	0.51%
4370-09-GRAD SCHOOL	0.45%
US-DS-GDS Cytology (T&M)	0.43%
NS-SRV Globus & Affiliates	0.14%
Chazen Server Labor	0.13%

Top Consumers By Server Count

PSaaS (PeopleSoft as a Service)	88
Cybersecurity	53
SFS.HRS	40
Web Platform Services	37
SIS	37
WHS	30
VCRGE	28
Identity and Access Management	27
SysNet	24
Imaging	21



DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	November	December	January	February
Confirmed Vulnerability	1	1	2		2
	2	336	41	39	5
	3	2,668	1,010	899	494
	4	2,560	1,133	2,691	650
	5	649	501	432	112
Needs investigation	3	5			
	4	12	1	33	
	5	4	2	63	
Potential Vulnerability	2	2		1	2
	3	4	3	20	2
	4	3			2
	5				6
Grand Total		6,244	2,693	4,178	1,275

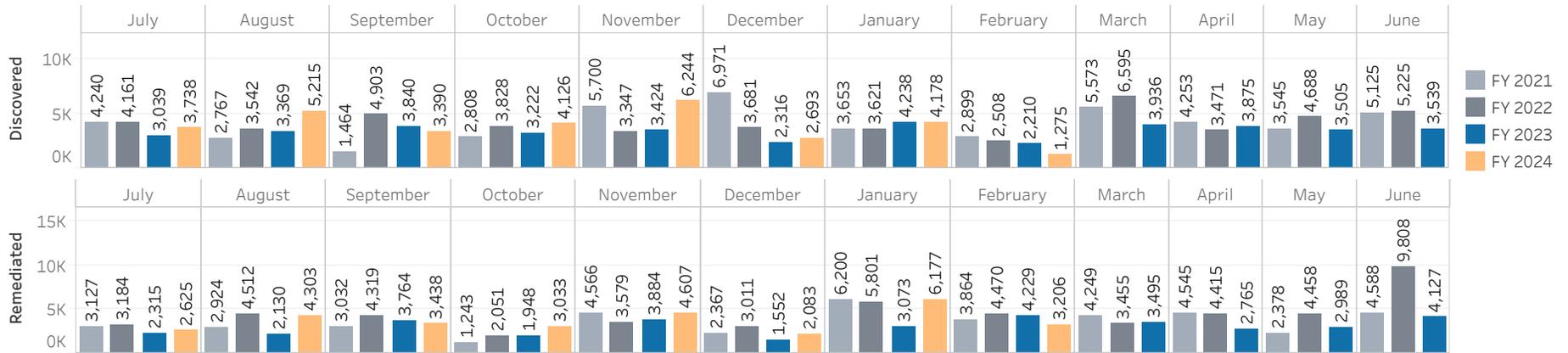
*Active & Urgent Vulnerabilities

256

Remaining From February

8

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.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY

Incidents & Problems Last Four Months

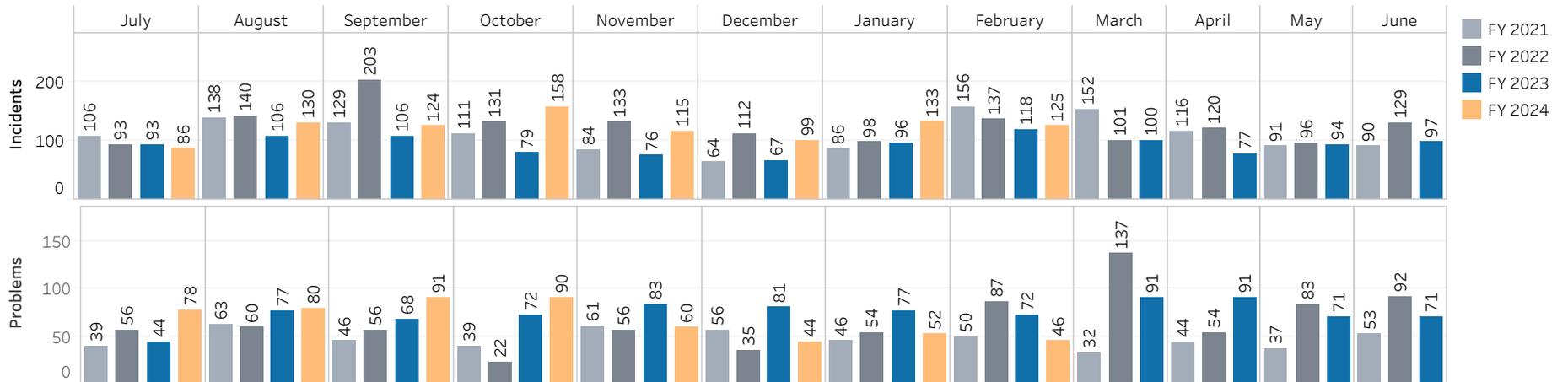
Incidents

	November	December	January	February
Network Access	98	91	119	104
Wireless	1	3	1	5
Other	16	5	13	16
Grand Total	115	99	133	125

Problems

Network Access	46	36	40	33
Server Certificates			2	1
Wireless	9	6	8	4
Other	5	2	2	8
Grand Total	60	44	52	46

Incident & Problem Summary



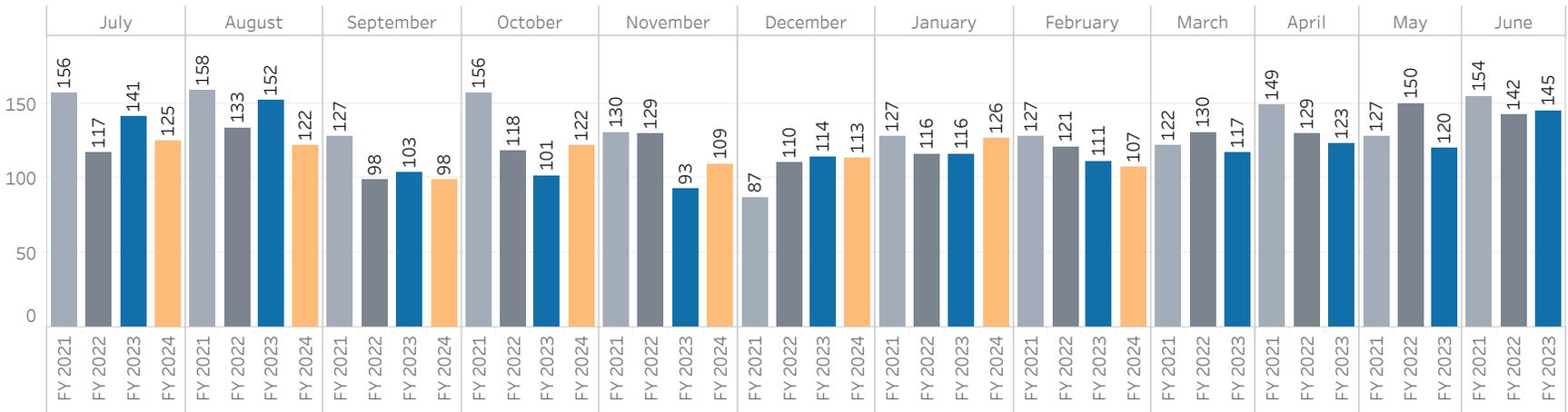
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team. Rows titled "Wireless" contain data for both UWNnet and eduroam networks.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	November	December	January	February
Boreas	4	3	3	13
Campus Network	98	73	104	86
MUFN	5	2	1	
Northern Tier	2	2	2	2
UW SysNET	11	10	15	13
Other DoIT Technical Services	34	27	28	21
Grand Total	154	117	153	135

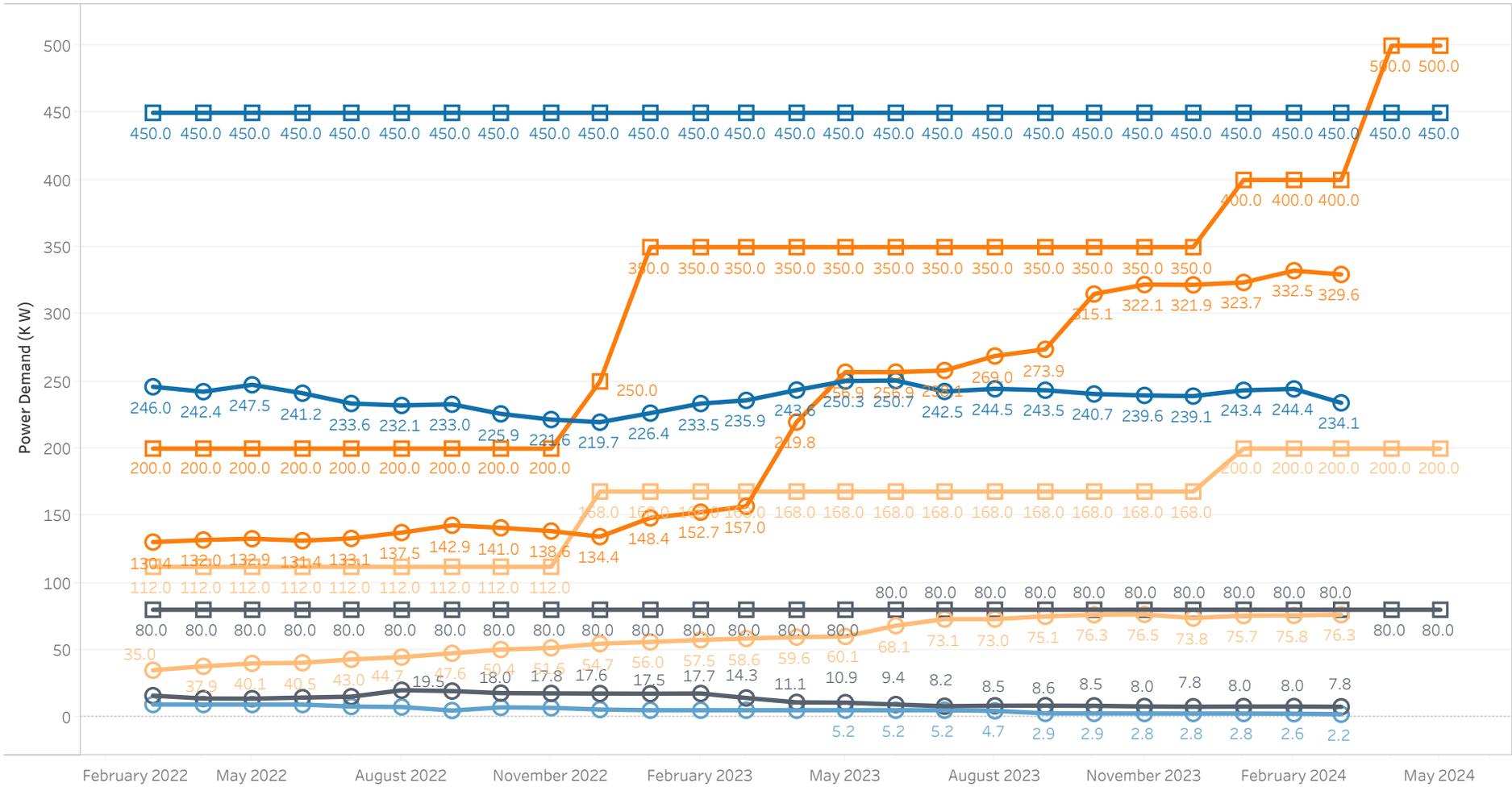
SEO Outage Summary



*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.

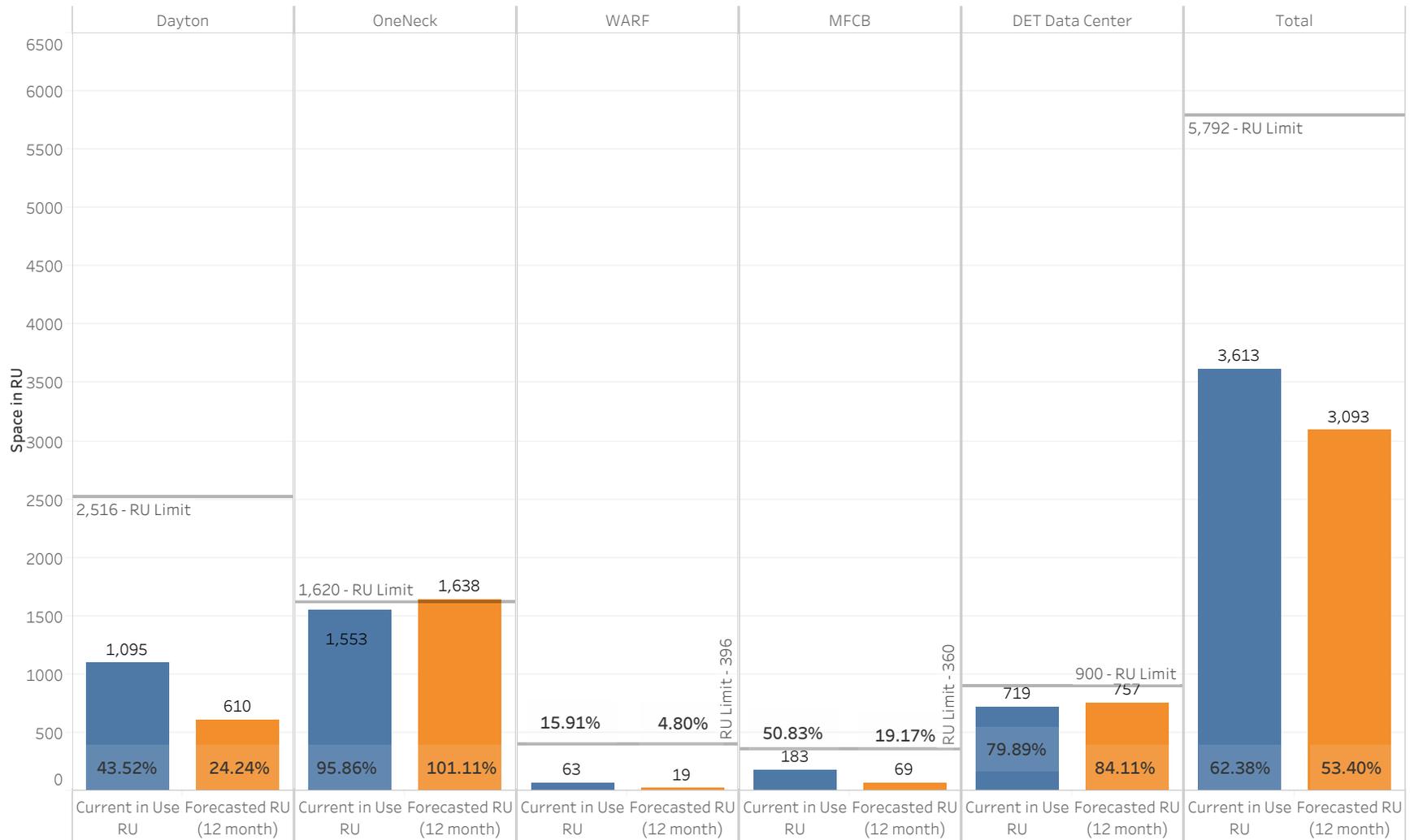
DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



○ Actual
 □ Limit

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

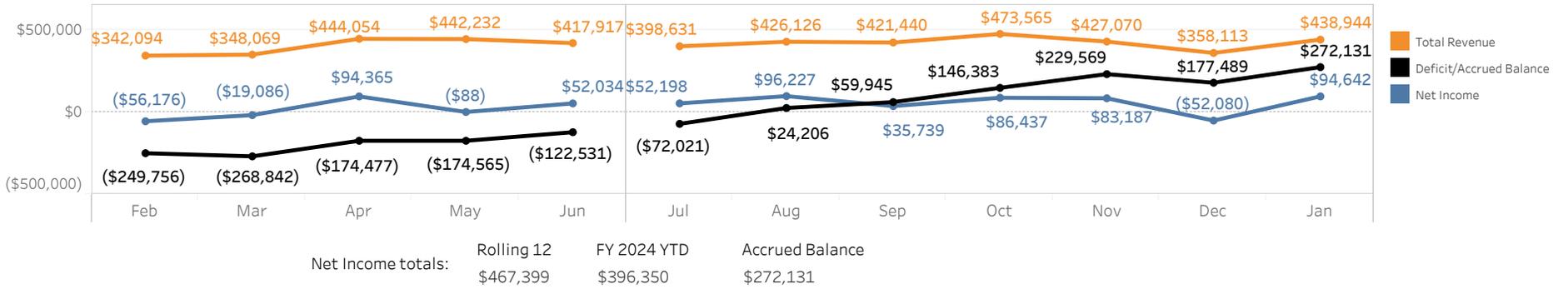
DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



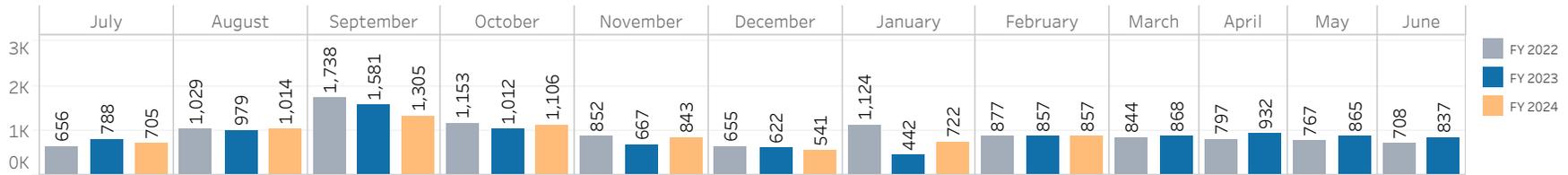
RU = Rack Units
 Usage and one year forecast at the conclusion of February, FY 2024.
 RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

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



Annual - Total Jobs



Average On-Time Percentage by Stream ■ 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	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
December	1	346	0
January	0	0	0
February	1	1,126	0



*Values are displayed as of the beginning of February, FY 2024 due to a lag in obtaining Net Income and Deficit/Accrued 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
Heliocampus AC	41	13.8%	1	1	100.0%		
Canvas	180	60.6%	157	115	★72.6%	72.1%	100.0%
Kaltura	36	12.1%	25	15	★56.0%	100.0%	100.0%
Other Learn@UW Services	40	13.5%	32	19	★59.4%	★62.5%	
Total Learn@UW Services	297	100.0%	215	150	★68.7%	72.2%	100.0%

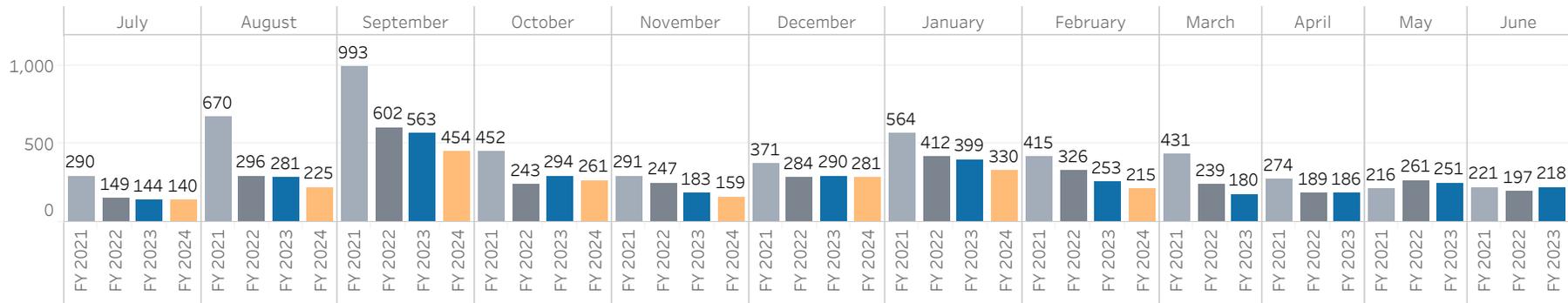
AT Targets:
HD % Resolution by Service

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.

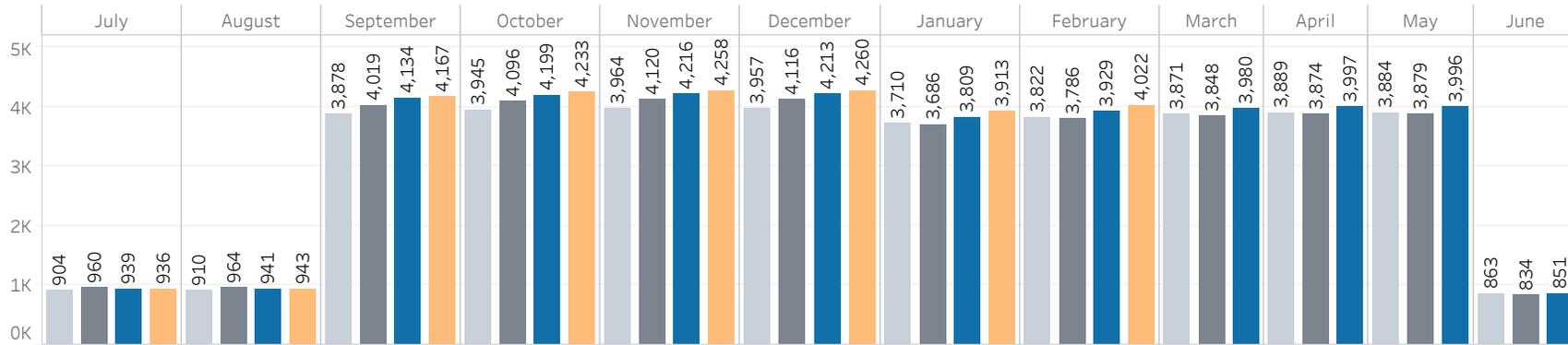
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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

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

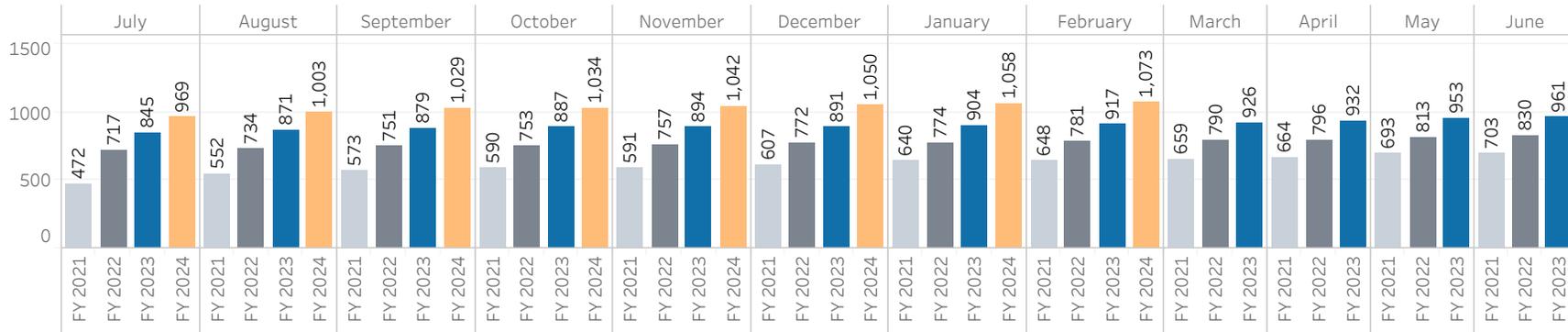
Other Learn@UW Services include Atomic Assessments, Atomic Assessments Quizzing Tool, Engage, Honorlock, Piazza, ACAR (Pressbooks, Storyline, Learning Locker, Grassblade, General Content Authoring), Top Hat, Turnitin, UDOIT

DoIT OPERATIONS: ACADEMIC TECHNOLOGY - CANVAS METRICS

Active for-credit Canvas Courses



Active Canvas Compliance or Institutional Training Courses

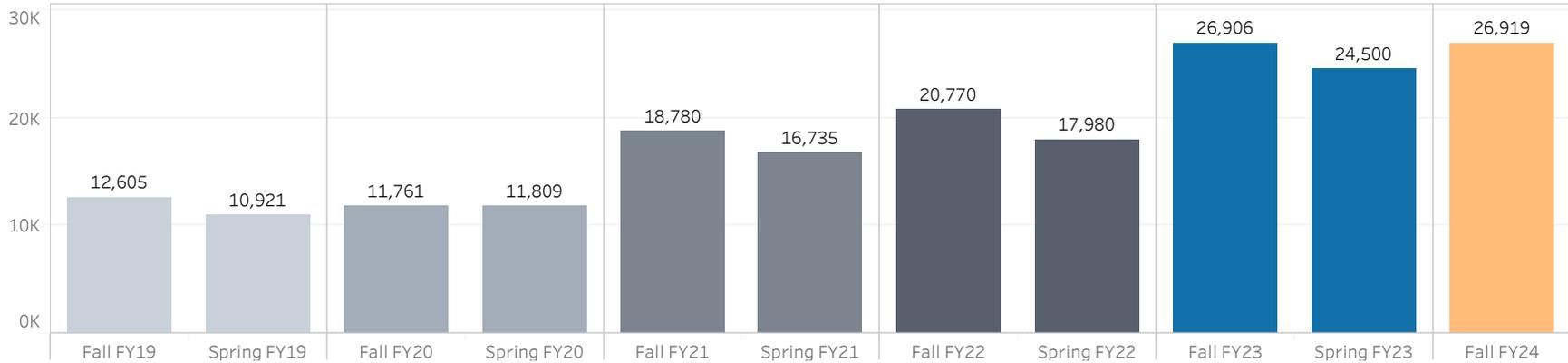


Each academic term a Canvas course shell is created for every for-credit course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor.

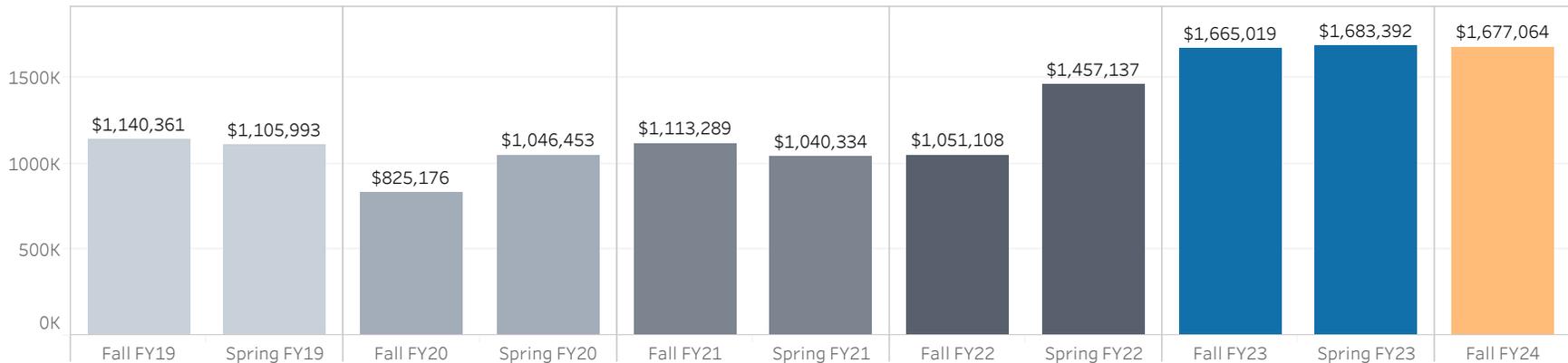
- FY 2021
- FY 2022
- FY 2023
- FY 2024

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

Students Enrolled in Courses Using e-Texts



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



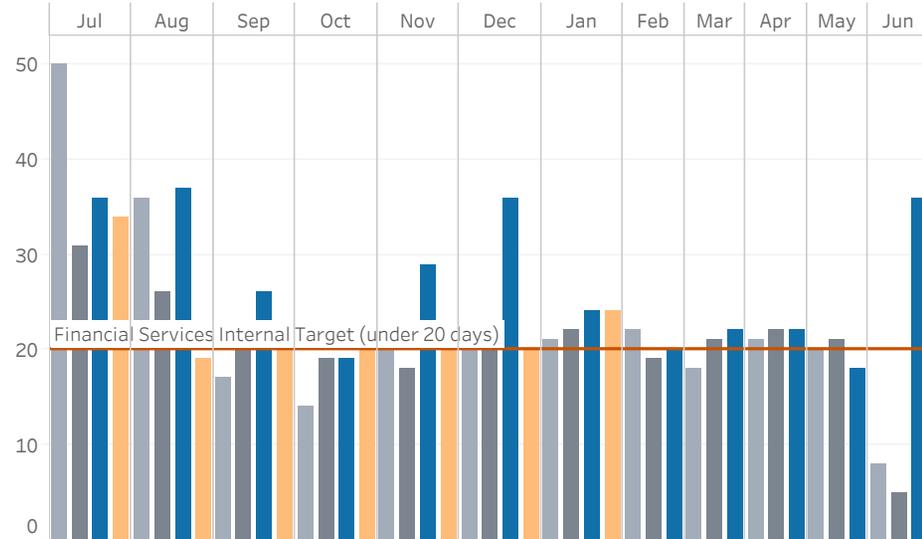
Since spring 2018, less than 1% of students have opted out of using neither an eText nor a publisher bundled digital learning tool when given the option.

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



*Days from CBS Close to Management Report Completion

	FY 2021	FY 2022	FY 2023	FY 2024
July	5	4	12	2
August	3	2	1	3
September	3	1	1	1
October	0	1	1	0
November	0	0	1	1
December	2	1	0	1
January	1		0	0
February	0	1	1	
March	3	1	1	
April	1	1	1	
May	5	3	3	
June	34	48	4	

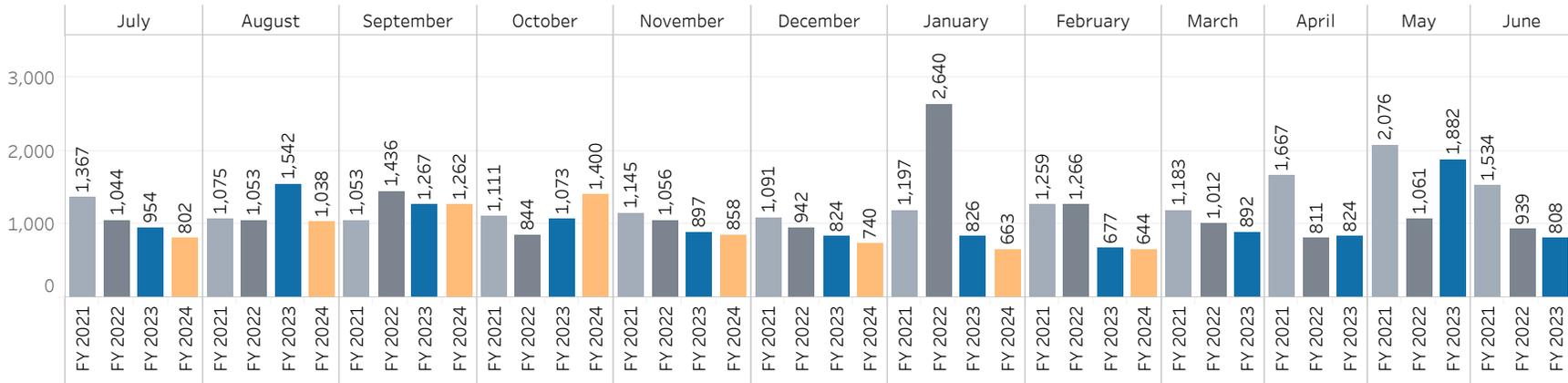
Average Number of Days to Pay: e-Reimbursement



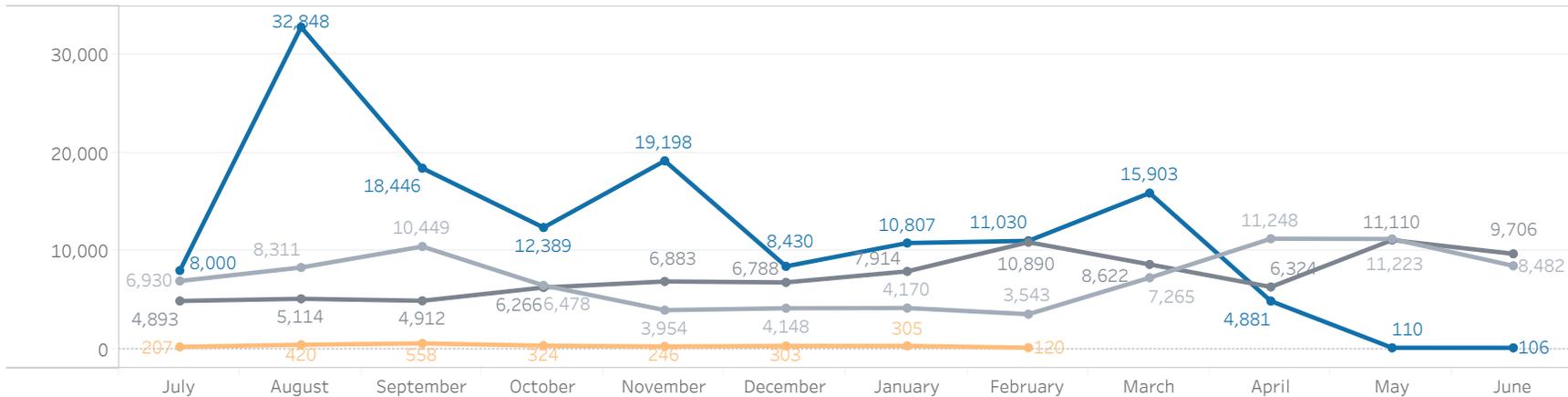
*If blank, data is currently unavailable.

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. 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	277	64	216	109	666
	Backlog	Planning	Implementation	Closing	Total Projects on Enterprise Project List
Projects on Enterprise Projects List	41	13	89	9	152
*Completed Projects					Median Overall Days for Completed Projects
	9				65



*Projects completed since December 2023
 Values shown as of March 19, 2024.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

NOTE: Data updated through 3/11/2024

Service Name	Dept.	FY 2023		FY 2024	
		Q4	Q1	Q2	Q3
AANTS	NS	P	P		
Campus Active Directory	AIS	P	P		P
Canvas**	AT	P	P		V
CBS	EBS	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
Cybersecurity Log Management Service	CS	P	P	P	P
DNS	NS	P	P	P	P
ECRT (Effort Reporting)	AIS	P	P	P	
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	P	P
Employee Compensation Compliance (ECC)**	AIS				V
Enterprise Content Management Service (ECMS)	AIS	P	P	P	
FASTAR - MILLER	EBS	P	P	P	
Gitlab Repository Services	AIS	P	P	P	
HelioCampus AC**	AT				V
Housing Administration Applications	EBS	P	P	P	
HRS - Human Resource System	EBS	P	P	P	
IAM Reverse Proxy	AIS	P	P		P
Life-Safety Bldg. Env. Ctrl. & Fire Alarm Monitoring	SEO	P	P	P	P
Low Code Solutions**	EBS				V
Madison Reverse Proxy	AIS	P	P		P
Manifest	AIS	P	P		P
NetID Account Management	AIS	P	P		P
NetID IdP	AIS	P	P		P

Service Name	Dept.	FY 2023		FY 2024	
		Q4	Q1	Q2	Q3
NetID Multi-Factor Authentication (MFA)	AIS	P	P		P
NetID Radius	AIS	P	P		P
OneBadger	EBS	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	
Shared Drive - File Storage	SEO	P	P	P	P
ShopUW+**	EBS				V
SIS - Student Information System	EBS	P	P	P	
SOAR Reservation System	AIS	P	P		
SOLAR	EBS	P	P	P	P
System Active Directory	AIS	P	P		P
UDS LDAP	AIS	P	P		P
UW System Proxy IdP	AIS	P	P		P
UWBI (Business Intelligence)	EBS	P	P	P	
UWP1 Service	EBS	P	P	P	
UWPDR Service	AIS	P	P		P
Video Management Service	SEO	P	P	P	P
Web Hosting	AIS	P	P	P	P
WiscIT	US	P	P		
Wisconsin Federation (WAYF)	AIS	P	P		P
WiSH - Wisconsin Scholarship Hub**	EBS				V
Youth Activity Registration System (YARS)**	AIS				V

Pass (P)
 Vendor Managed (V)

***Completion rate	FY 2023		FY 2024	
	Q4	Q1	Q2	Q3
***Completion rate	100%	100%	62%	66%



NOTES: * Indicates services in the End of Service Life (EoS) 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 February FY 2024. 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.

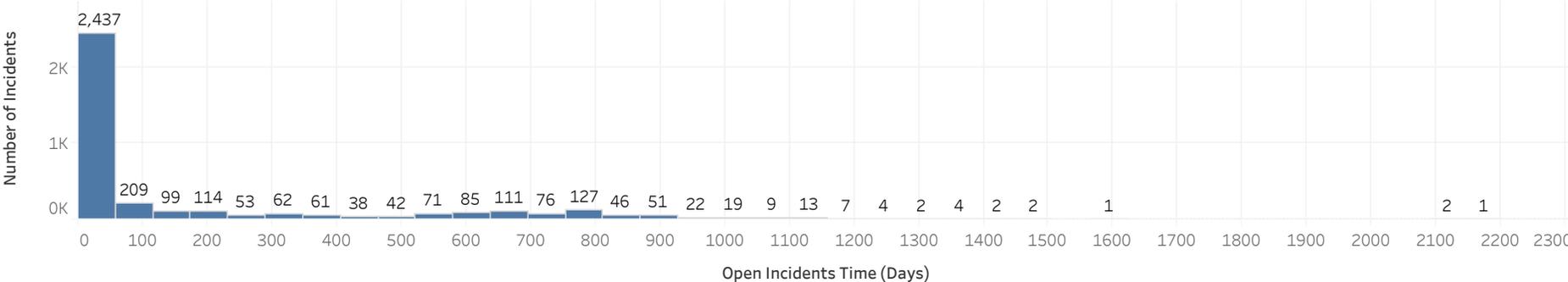
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 03/06/2024

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	34	101	27	70	42
AT	12	19	11	23	12
CTO					
Cybersecurity	93	386	17	19	6
DoIT Communications	2	1			
DoIT HR		1	1	80	236
EBS		1	1		10
FS		1			5
Non-DoIT teams	4	11	2	21	305
NS	39	84	38	110	98
PMO					
SEO	36	51	5	23	11
US	229	709	189	357	48
Other	31	76	45	40	3
Grand Total	480	1,441	336	743	776

Total Open Incidents by Age (days)



DoIT Operations Report Monthly Updates

Portfolio & Project Management Office Portfolio Metrics - Updated to reflect changes in project management process.

DoIT High Risk Data Backup and Restore Testing - Added "V" to matrix for vendor managed services starting Q3. This will not be applied retroactively.

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-StorageTeam SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SvsNet SNCC-Svsods SNCC-Svsystems Management
US	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics 0365 Feature Requests 0365 Service Delivery 0365 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-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).

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.