



# **DoIT Operations Monthly Report**

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## February 2025

Published April 3, 2025

# GARTNER METRICS

Metric	2024 (Median) [Interquartile range]	2025 (Median) [Interquartile range]
Abandonment Rate	8.0% [4.4%-13%]	7.7% [4.0%-12.3%]
Endpoints per Technician	392 [243-552]	398 [259-645]
First Contact Resolution Rate	69% [60%-80%]	70% [60%-80%]
Linux Servers per FTE	265 [151-401]	222 [136-388]
Windows Servers per FTE	265 [140-443]	263 [144-472]

## Icons used in this report

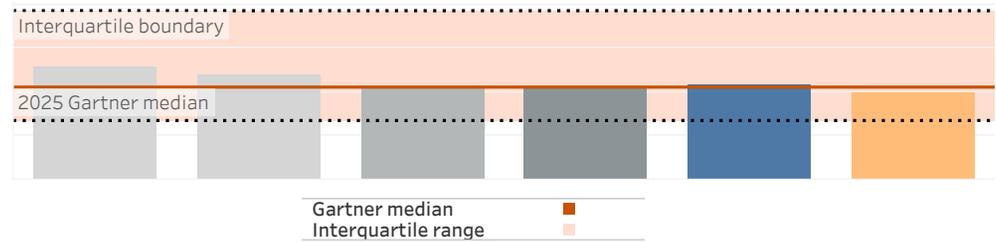


Factors influencing data this month; As identified and provided by data owners.



Notes defining and providing context to the data.

## Interquartile Highlighting



## DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %
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%
Enterprise Content Management Services (ECMS)	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Gitlab Repository Services	99.00%	100.00%	100.00%	99.37%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
KnowledgeBase (KB)	99.00%	100.00%	99.92%	99.73%	99.95%	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MyUW Madison	99.00%	★83.31%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%	100.00%	100.00%
NetID IdP	99.90%	★97.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	★98.51%	100.00%	100.00%	100.00%
Web Hosting	99.00%	99.89%	100.00%	100.00%	100.00%	99.64%	99.93%	100.00%	99.12%	100.00%	100.00%	100.00%	99.98%
WiscWeb	99.00%	99.19%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%



★ Below Target

Target Colors

■ Above Target



# DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

## Help Desk Resolution Rates for IAM Services During February

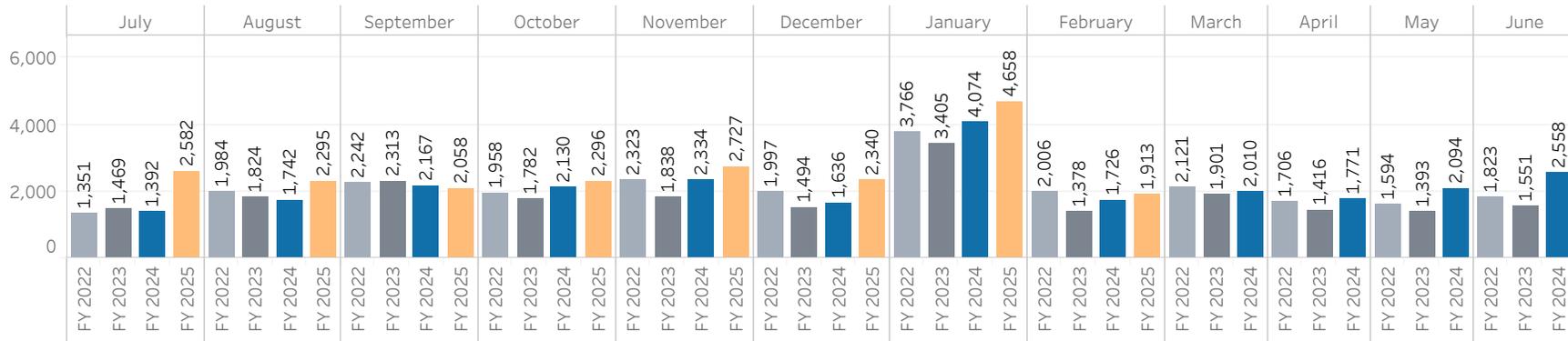
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	1,014	42.3%	1,012	950	93.7%	91.6%	97.1%
NetID Account Management	886	36.9%	872	745	85.1%	85.2%	96.3%
All IAM Incidents	2,388	100.0%	1,907	1,708	89.2%	82.5%	96.7%

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

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

IAM Target:  
Customer Satisfaction  
■ At or above 85.0%

## IAM Services Annual Help Desk Contacts



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

# DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - WEB PLATFORM SERVICES OVERVIEW

## Help Desk Resolution Rates for WPS Services During February

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Gitlab Repository Services	8	0.5%	7	1	★14.3%		
KnowledgeBase (KB)	52	3.5%	3	1			
MyUW Madison/System	53	3.6%	53	38	★71.7%	90.0%	100.0%
Web Hosting	88	5.9%	2	1			
WiscWeb	31	2.1%	26	8	★30.8%	100.0%	100.0%

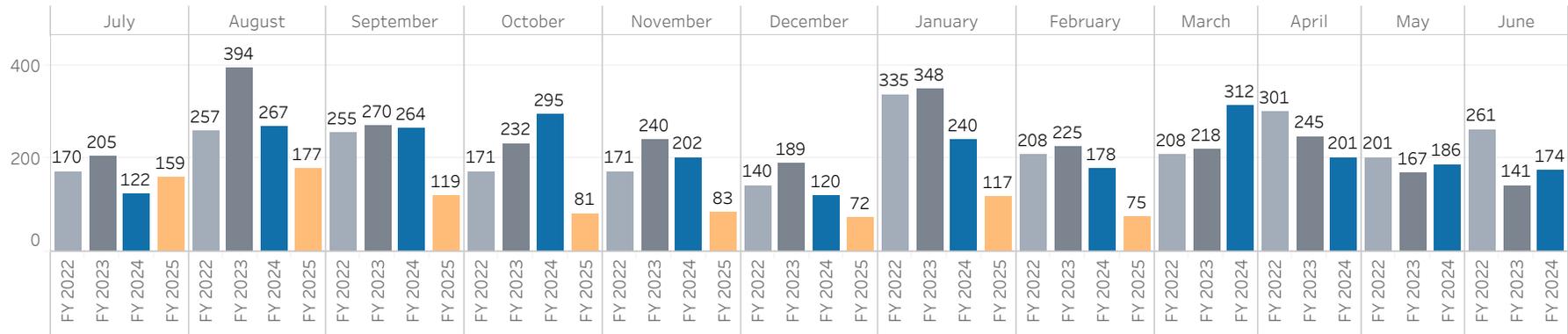
AIS-WPS Targets:  
HD % Resolution by Service

Gitlab Repository Services - 15%  
KnowledgeBase (KB) - 10%  
MyUW Madison/System - 85%  
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%

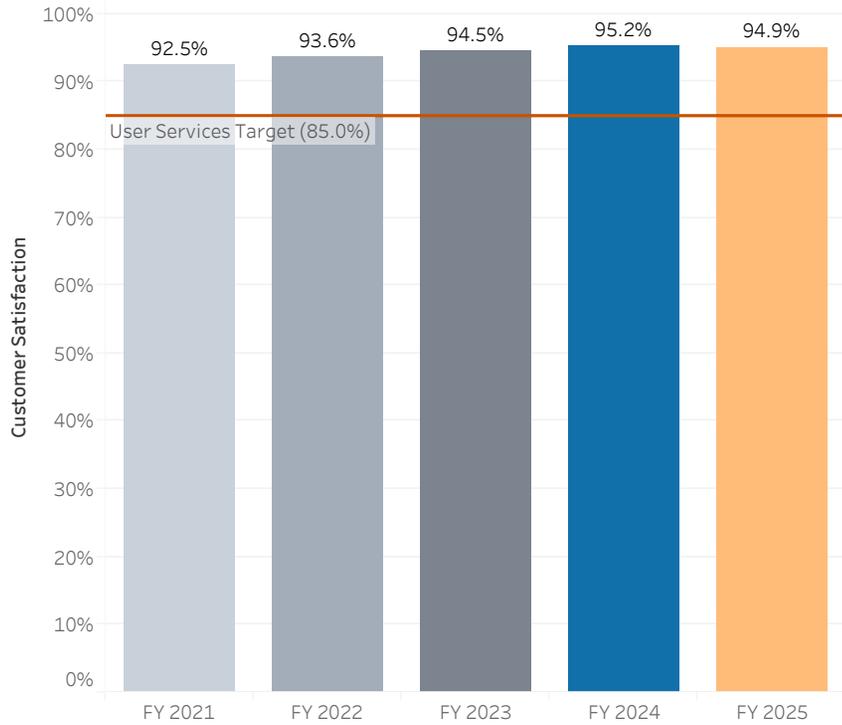
## WPS Services Annual Help Desk Contacts



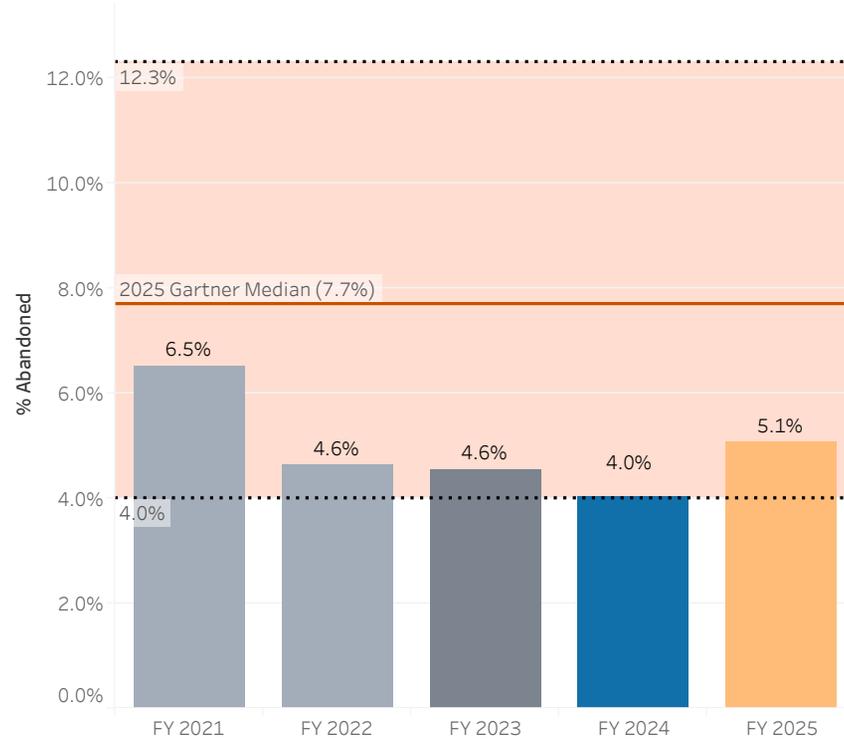
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 \*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents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

## DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

### Customer Satisfaction



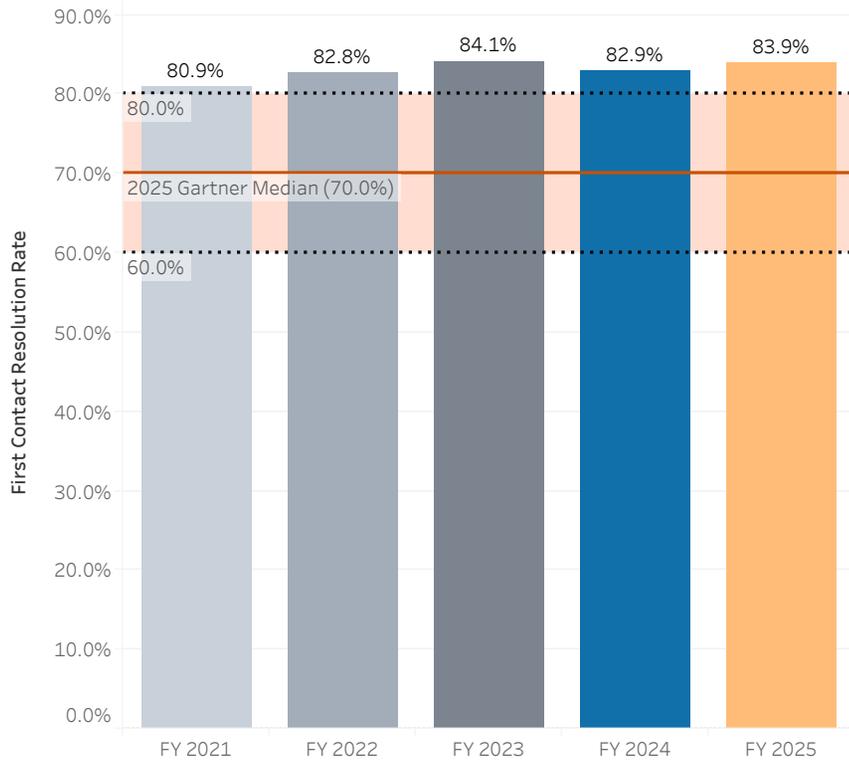
### Help Desk Abandonment Rate



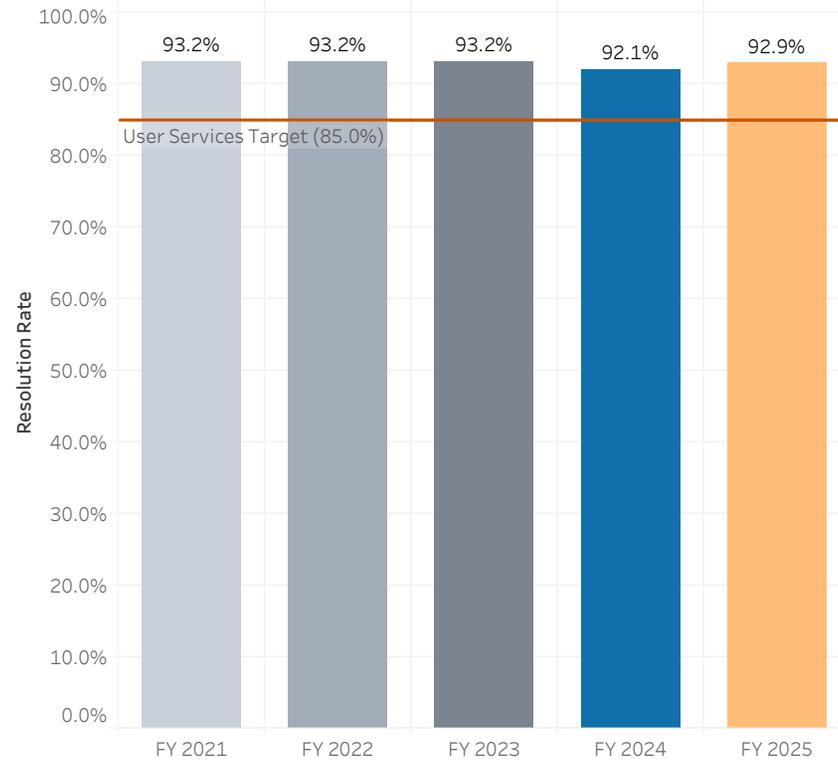
NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

## DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

**\*Help Desk Average First Contact Resolution**



**\*\*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)	1,012	8.0%	950	93.7%	91.6%
NetID Account Management	872	7.0%	745	85.1%	85.2%
Microsoft 365	573	4.7%	438	★75.4%	83.8%
Referrals	572	4.6%	497	86.2%	88.4%
Help Desk Support, INFORMATION	264	2.1%	252	95.5%	91.9%
Help Desk Support, Computer Lending Program	237	1.9%	217	91.1%	85.7%
DoIT Departmental Support, Software	193	1.6%	133	★68.4%	81.8%
DoIT Departmental Support, General Computer	174	2.8%	104	★59.8%	81.3%
Canvas, Learn@UW - Canvas Madison	155	1.4%	109	★70.3%	88.2%
DoIT Departmental Support, Hardware	134	1.3%	51	★38.1%	82.5%

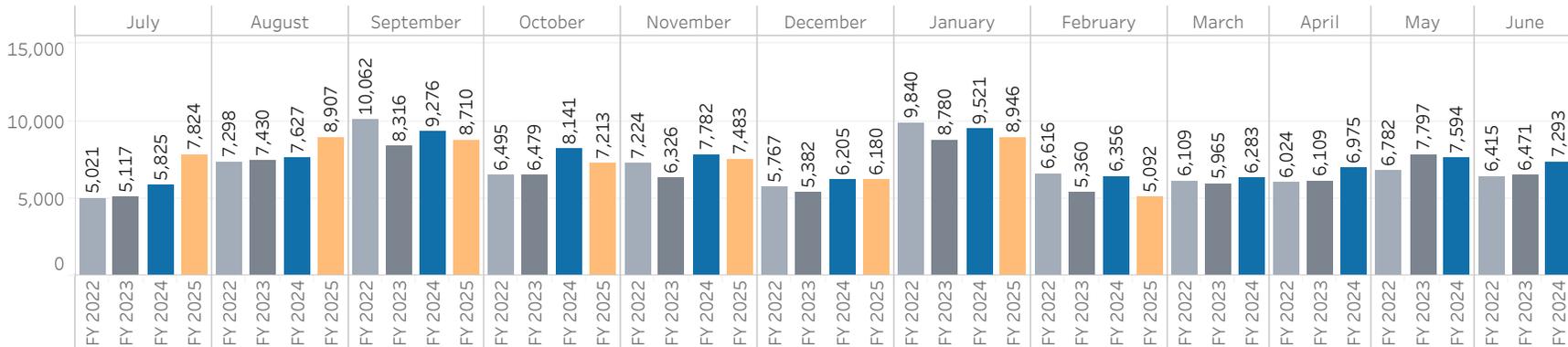
User Services Target: HD % Resolution

★ Below 85.0%    ■ At or above 85.0%

2024 Gartner Metrics: First Contact Resolution

■ At or above 70%

### Help Desk Annual Contacts



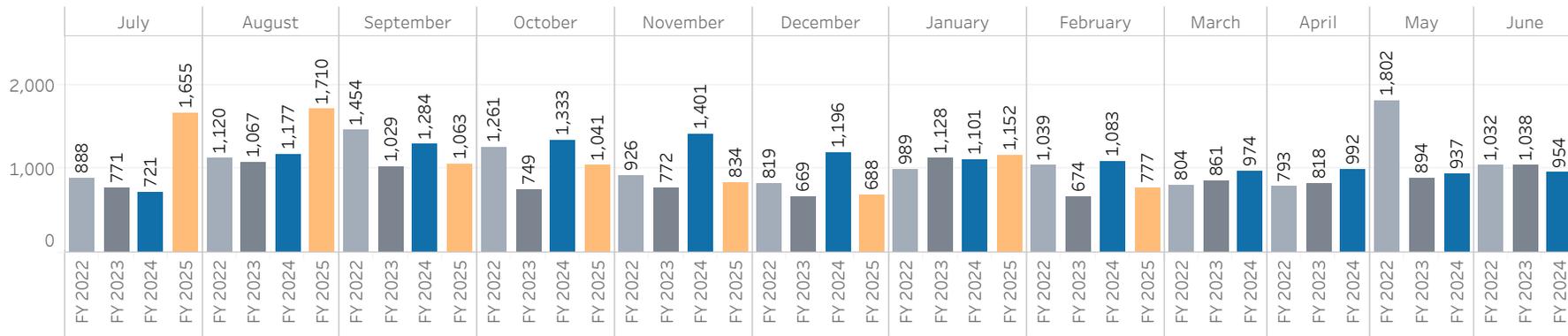
NOTES: \*HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team  
 \*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone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

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

## Help Desk Resolution Rates for PCS Services During February

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Microsoft 365	601	70.0%	573	438	★75.4%	83.8%	95.2%	User Services Target: HD% Resolution ★ Below 85.0%
UW-Madison Zoom	76	8.8%	68	44	★63.2%	93.8%	★82.1%	
Box	78	9.1%	48	26	★54.2%	84.6%	100.0%	2023 Gartner Metrics: First Contact Resolution ★ Below 70% ■ At or above 70%
Google Workspace for Education	75	8.7%	69	41	★59.4%	93.8%	★71.4%	
Cloud Fax	5	0.6%	4	2	★50.0%			User Services Target: Customer Satisfaction ★ Below 85.0% ■ At or above 85.0%
Qualtrics	24	2.8%	15	11	★66.7%	★66.7%		

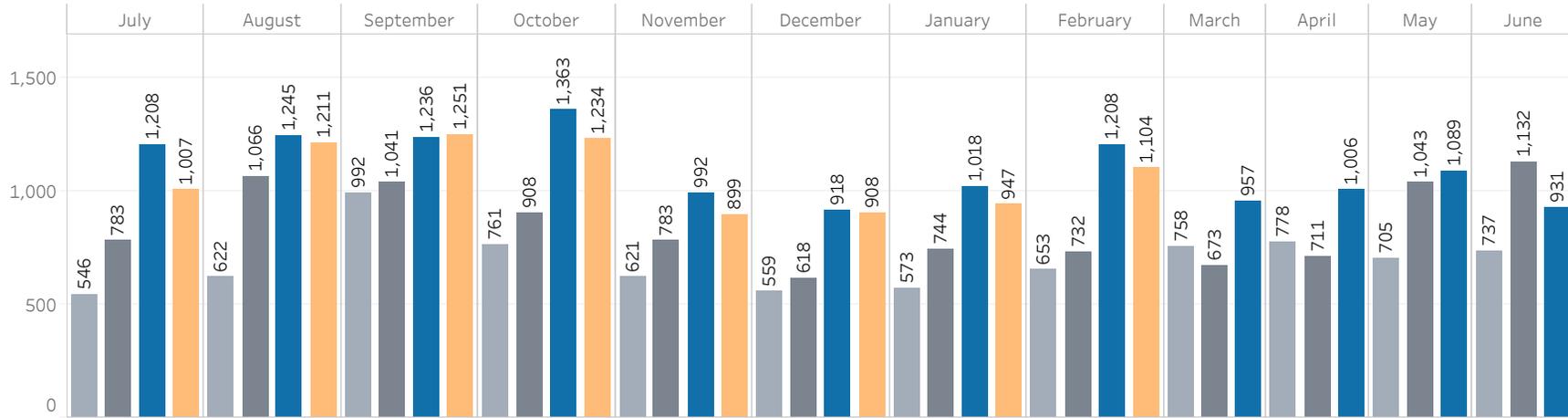
## PCS Services Annual Help Desk Contacts



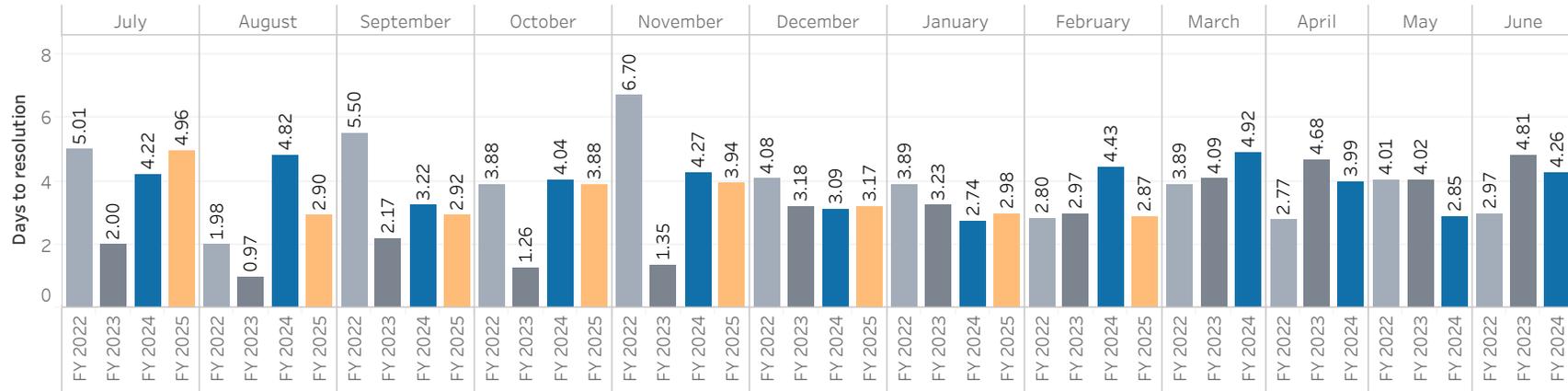
NOTES: \* HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team  
 \*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone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

# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

## Departmental Support - Resolutions per Month



## Median Resolution Time (days)

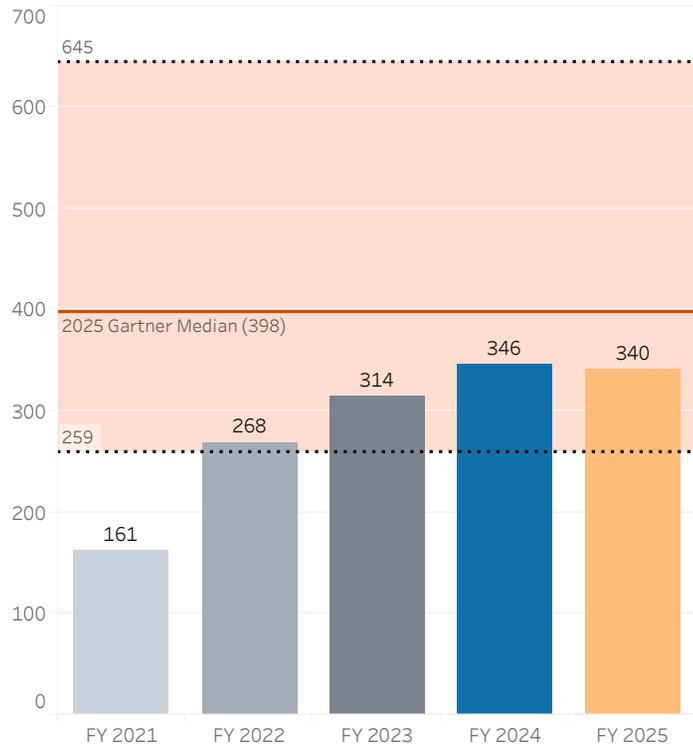


Notes: Departmental Support Resolutions per Month represent cases resolved by DS teams.

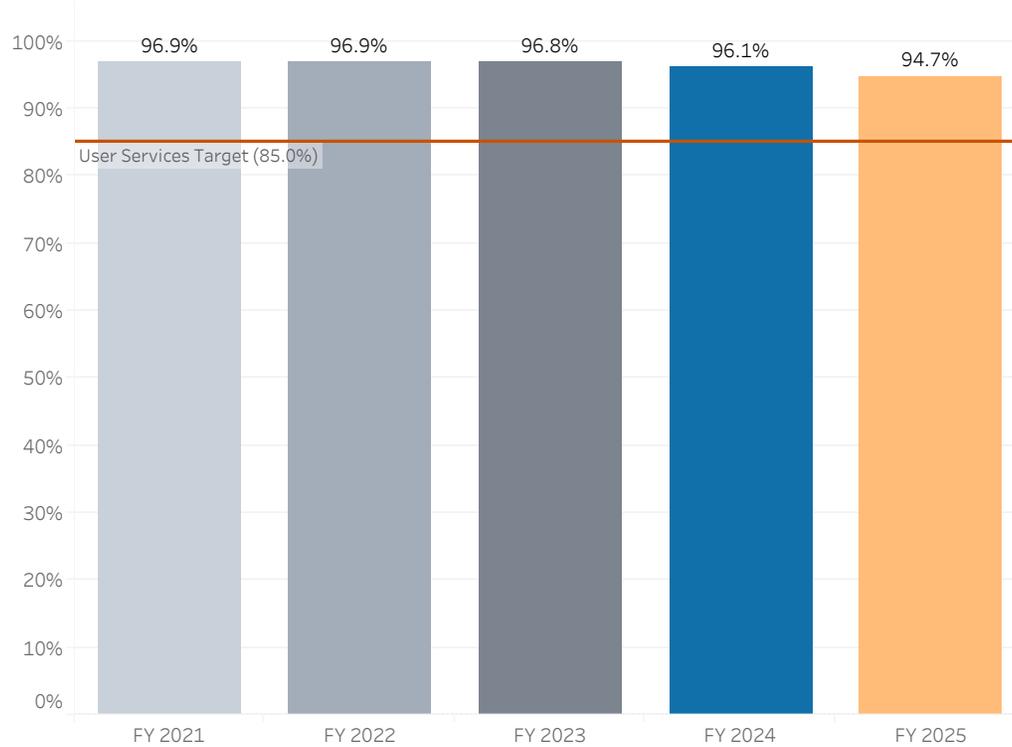
- FY 2022
- FY 2023
- FY 2024
- FY 2025

## DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

**\*Endpoints Per Technician**



**\*\*Customer Satisfaction**



NOTES: \*DS Endpoints per technician calculation updated for FY2023 to include AIMS endpoints and technicians, including mobile devices. Previous years values retained for historical reference and do not include mobile devices. Updated calculation redefines technician as a person rather than based on hours worked, and includes non-checkout Infolab computers as managed endpoints. Calculation updated annually. Updated January 2025.

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

## DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Service	Target	March %	April %	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %
HRS - Human Resource System	99.00%	100.000%	100.000%	100.000%	100.000%	★92.415%	★96.776%	100.000%	★96.909%	100.000%	★89.953%	100.000%	100.000%
SFS - Shared Financial System	99.00%	100.000%	100.000%	100.000%	99.713%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
SIS - Student Information System	99.00%	★98.589%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	99.928%	99.359%	100.000%
UWBI (Business Intelligence)	98.00%	100.000%	★96.764%	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 %	Service	Target	Dec %	Jan %	Feb %	Service	Target	Dec %	Jan %	Feb %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Parkside	99.900%	100.000	100.000	100.000	UWC Fox Valley	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Barron Co.	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

		<b>IN</b>					<b>OUT</b>		
		Dec-24	Jan-25	Feb-25			Dec-24	Jan-25	Feb-25
<b>UW-Madison campus</b>	Avg (Gb/sec)	11.50	10.50	15.90	<b>UW-Madison campus</b>	Avg (Gb/sec)	8.00	9.20	13.00
	Max (Gb/sec)	38.00	28.40	63.30		Max (Gb/sec)	47.30	62.60	68.30
	Min (Gb/sec)	3.20	3.00	4.50		Min (Gb/sec)	2.10	3.20	3.00
	95th percentile of usage	23.90	21.60	25.90		95th percentile of usage	16.90	16.80	28.00
	% of full capacity (200Gbps)	5.75	5.25	7.95		% of full capacity (200Gbps)	4.00	4.60	6.50
<b>UW-Madison research</b>	Avg (Gb/sec)	34.50	29.60	32.90	<b>UW-Madison research</b>	Avg (Gb/sec)	27.90	30.80	34.50
	Max (Gb/sec)	208.60	114.20	109.40		Max (Gb/sec)	165.90	168.30	141.00
	Min (Gb/sec)	7.40	11.30	13.00		Min (Gb/sec)	10.50	9.60	14.40
	95th percentile of usage	75.10	59.40	60.70		95th percentile of usage	54.20	56.50	68.40
	% of full capacity (200Gbps)	17.25	14.80	16.45		% of full capacity (200Gbps)	13.95	15.40	17.25
<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	0.37	0.40	0.46	<b>Internet Exchange (MadIX)</b>	Avg (Gb/sec)	1.00	1.20	1.40
	Max (Gb/sec)	1.60	2.80	1.90		Max (Gb/sec)	4.60	6.00	14.60
	Min (Gb/sec)	0.03	0.06	0.08		Min (Gb/sec)	0.12	0.20	0.30
	95th percentile of usage	0.91	0.80	0.92		95th percentile of usage	2.10	2.00	2.60
	% of full capacity (20Gbps)	1.84	2.01	2.31		% of full capacity (20Gbps)	5.00	6.00	7.00



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

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

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

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

## DoIT OPERATIONS: NS-FIELD SERVICES SUMMARY

### Incidents, Problems & Tasks Last Four Months

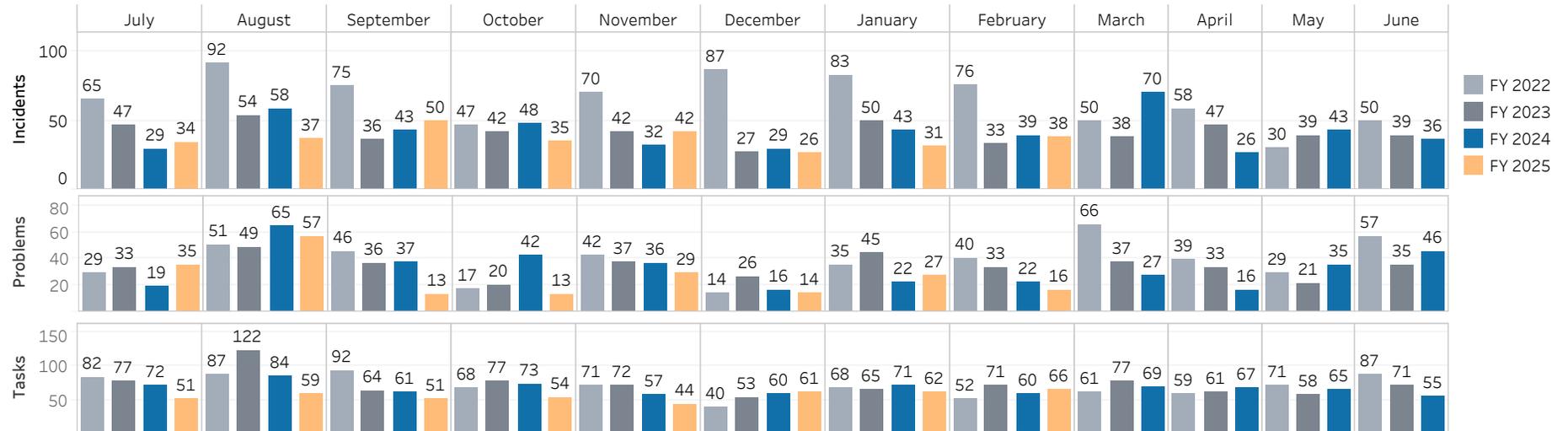
#### Incidents

	November	December	January	February
Network Access	39	24	30	36
Other	3	2	1	2
<b>Grand Total</b>	<b>42</b>	<b>26</b>	<b>31</b>	<b>38</b>

#### Problems

Network Access	12	10	21	13
Wireless	17	4	6	3
<b>Grand Total</b>	<b>29</b>	<b>14</b>	<b>27</b>	<b>16</b>
Tasks	44	61	62	66

### Incident, Problem & Task Summary



NOTES: Incident, Problem and Task counts are pulled directly from WisclT (Powered by Cherwell) as incidents, problems and tasks owned by Field Services teams.

Rows titled "Wireless" include both the UWNet and eduroam networks.

## DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Service	Target	March %	April %	May %	June %	July %	August %	Septemb.. %	October %	November %	December %	January %	February %
Bucky Backup	99.00%	100.000%	★93.993%	99.377%	100.000%	100.000%	100.000%	100.000%	100.000%	99.954%	99.975%	99.274%	100.000%
CCAS - Campus Card Access System	99.50%	★99.474%	100.000%	100.000%	100.000%	99.704%	100.000%	99.868%	100.000%	100.000%	100.000%	100.000%	100.000%
CCI-Virtualization	99.50%	100.000%	100.000%	100.000%	100.000%	100.000%	99.628%	99.799%	★76.725%	★93.375%	100.000%	100.000%	100.000%
Campus Video Security	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Electronic Report Distribution and Printing (Cypress)	98.00%	100.000%	99.722%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Life-Safety Building Environmental Control and Fire Alarm Monitoring	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Microsoft Database Hosting	99.00%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
PCI-Infrastructure	99.50%	100.000%	100.000%	100.000%	★94.769%	99.523%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
SA-Infrastructure	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Storage	99.90%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
WiscIT	99.50%	100.000%	100.000%	100.000%	100.000%	99.960%	99.722%	100.000%	99.915%	100.000%	★97.897%	99.787%	100.000%

**Target Colors**

★ Below Target     
 ■ Above Target



# DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For February, FY 2025

	SLA Availability % Target	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2025 Gartner Median [Interquartile range]
Windows	99.95	100	308	60	112.0	263 [144-472]
Linux	99.95	99.99	690	94	230.0	222 [136-388]

■ At or Above Availability Target

## Top Consumers By Percentage of Labor Hours

SE DoIT Server Labor	10.31%
SQL DB Hosting	6.27%
4370-09-GRAD SCHOOL	0.67%
InfoAccess DW Support	0.61%
ATP Server Labor	0.55%
URP Group	0.33%
WCAM VM Support	0.30%
FA Support	0.22%
NS-BOREAS Off Campus Support	0.18%
SEO School of Business Svcs	0.06%

## Top Consumers By Server Count

PSaaS (PeopleSoft as a Service)	144
SFS, HRS*	98
Cybersecurity*	66
Identity and Access Management*	65
Student Applications	60
Web Platform Services	38
SysNet	32
VCRGE	26
Imaging	21
Network Services*	21



# DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY

## Incidents & Problems Last Four Months

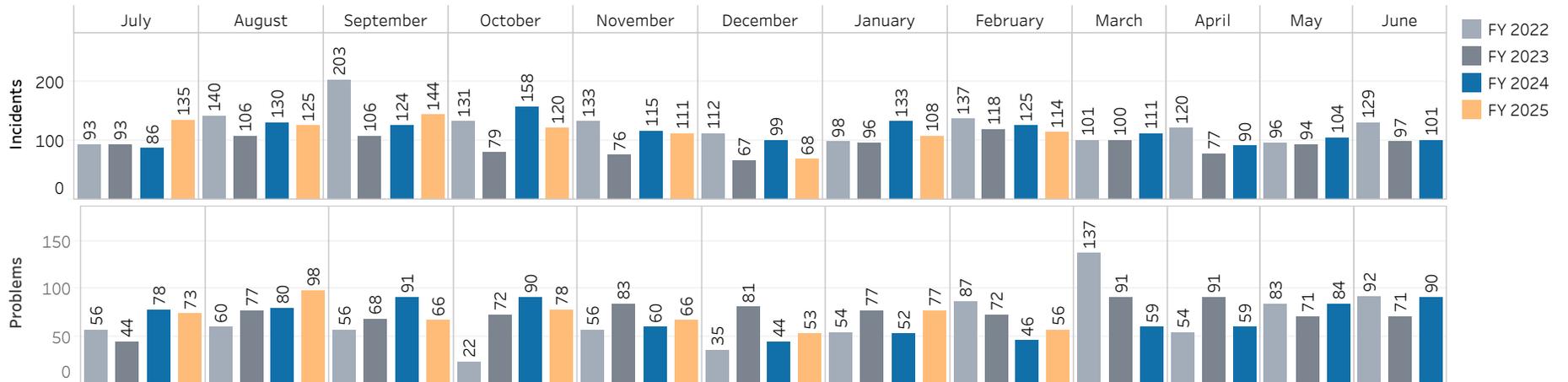
### Incidents

	November	December	January	February
Network Access	91	60	89	101
Wireless	7	3	4	5
Other	13	5	15	8
<b>Grand Total</b>	<b>111</b>	<b>68</b>	<b>108</b>	<b>114</b>

### Problems

	November	December	January	February
Network Access	53	44	60	46
Server Certificates	1	2	1	
Wireless	8	5	15	7
Other	4	2	1	3
<b>Grand Total</b>	<b>66</b>	<b>53</b>	<b>77</b>	<b>56</b>

## Incident & Problem Summary



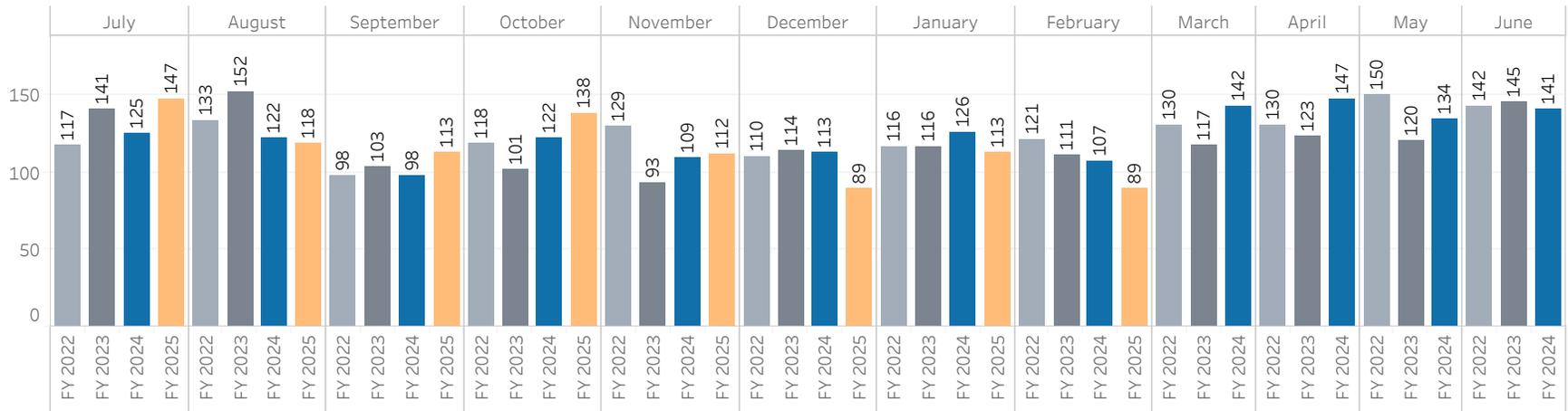
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team. Rows titled "Wireless" contain data for both UWNnet and eduroam networks.

## DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

### \*Four Month SNCC Problems Worked Summary

	November	December	January	February
<b>Boreas</b>	4	5	5	1
<b>Campus Network</b>	65	83	79	87
<b>MUFN</b>	3	2		2
<b>Northern Tier</b>	3	10	6	9
<b>UW SysNET</b>	8	7	10	14
<b>Other DoIT Technical Services</b>	32	35	31	24
<b>Grand Total</b>	<b>115</b>	<b>142</b>	<b>131</b>	<b>137</b>

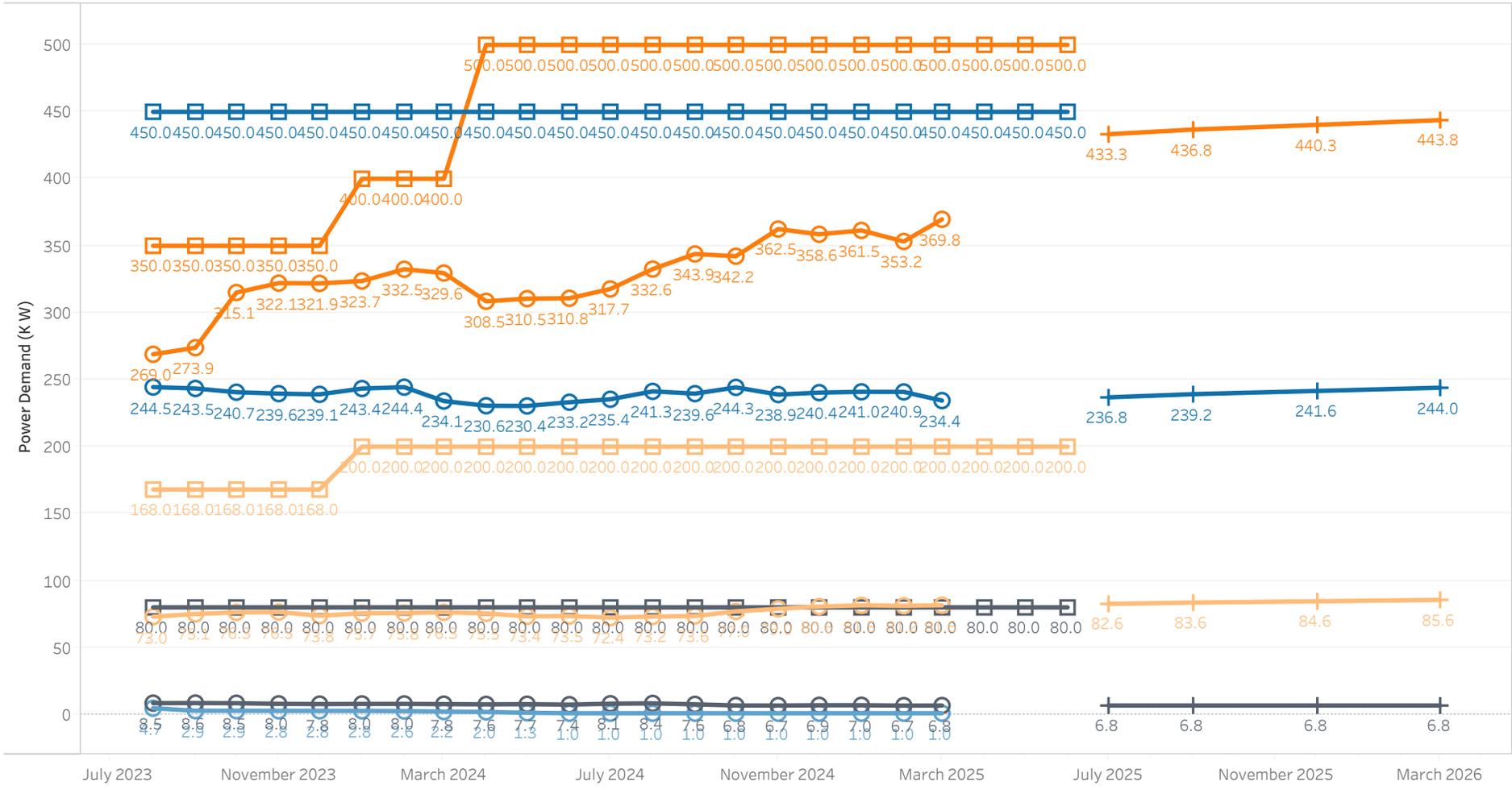
### SEO Outage Summary



\*If blank, zero problems required SNCC management.

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

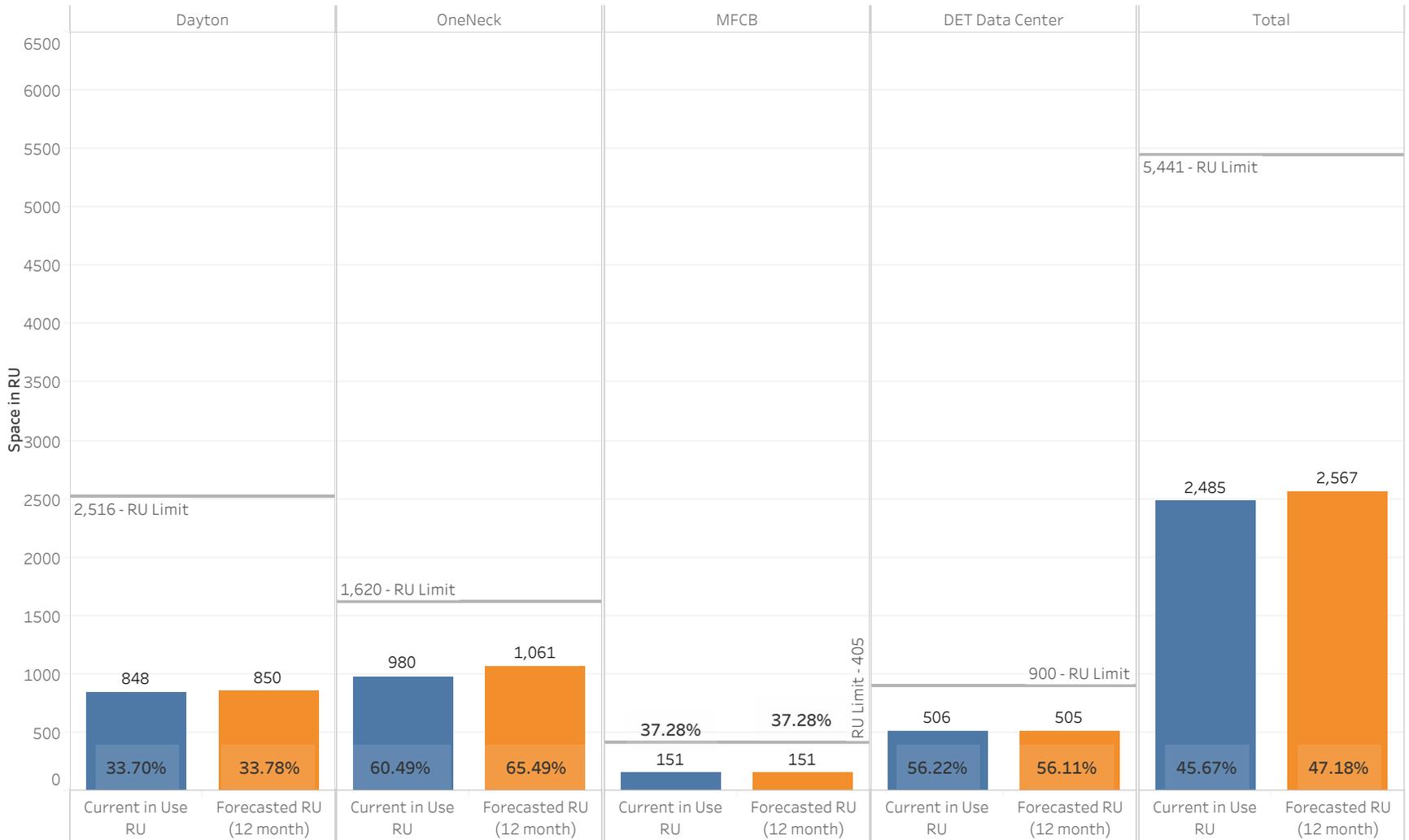
# DOIT OPERATIONS: DATA CENTER POWER USAGE AND FORECAST



○ Actual    + Forecast    □ Limit    ■ Dayton    ■ OneNeck    ■ Femrite    ■ MFCB    ■ WARF

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

## DOIT OPERATIONS: DATA CENTER SPACE USAGE AND FORECAST



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

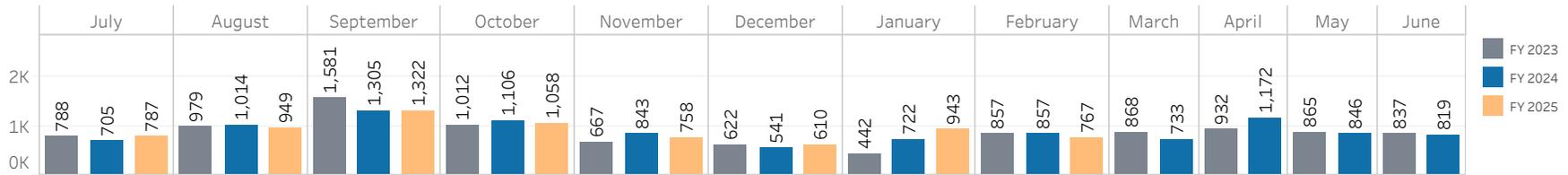
## DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

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



Net Income totals:	Rolling 12	FY 2025 YTD	Accrued Balance
	\$172,822	\$70,408	\$444,953

### Annual - Total Jobs



### Average On-Time Percentage by Stream

	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	263	0
January	0	0	0
February	1	47	0



\*Values are displayed as of the beginning of February, FY 2025 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

AT Targets:  
HD % Resolution by Service

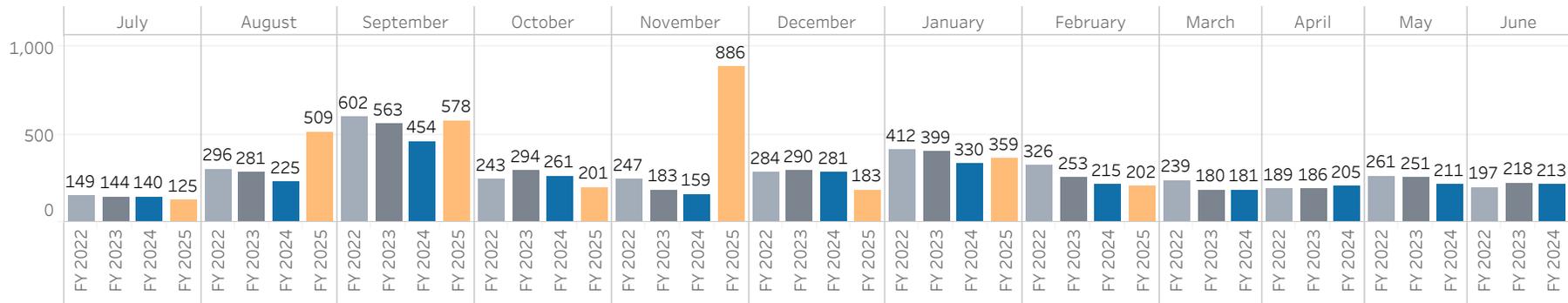
Heliocampus AC - 70%  
Canvas - 85%  
Kaltura - 85%  
Other Learn@UW Services - 75%  
Total Learn@UW Services - 85%

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Heliocampus AC	22	8.0%	5	3	★60.0%		85.7%
Canvas	184	66.9%	155	109	★70.3%	88.2%	98.2%
Kaltura	41	14.9%	28	18	★64.3%	77.8%	★82.9%
Other Learn@UW Services	28	10.2%	24	15	★62.5%	71.4%	100.0%
Total Learn@UW Services	275	100.0%	212	145	★68.6%	85.1%	92.4%

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

User Services Target:  
Customer Satisfaction  
■ ★ Below 85.0%  
■ 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.

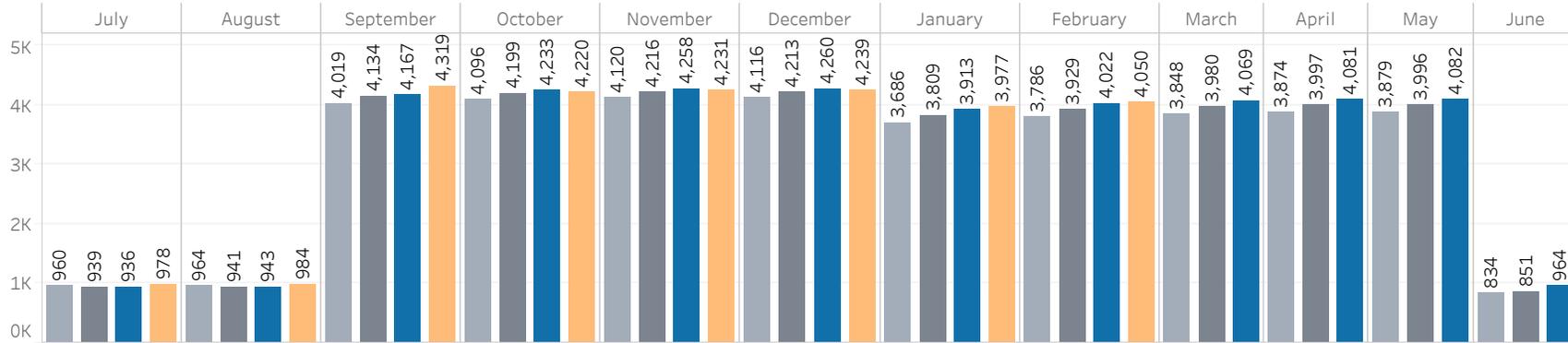
\*\* First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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

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

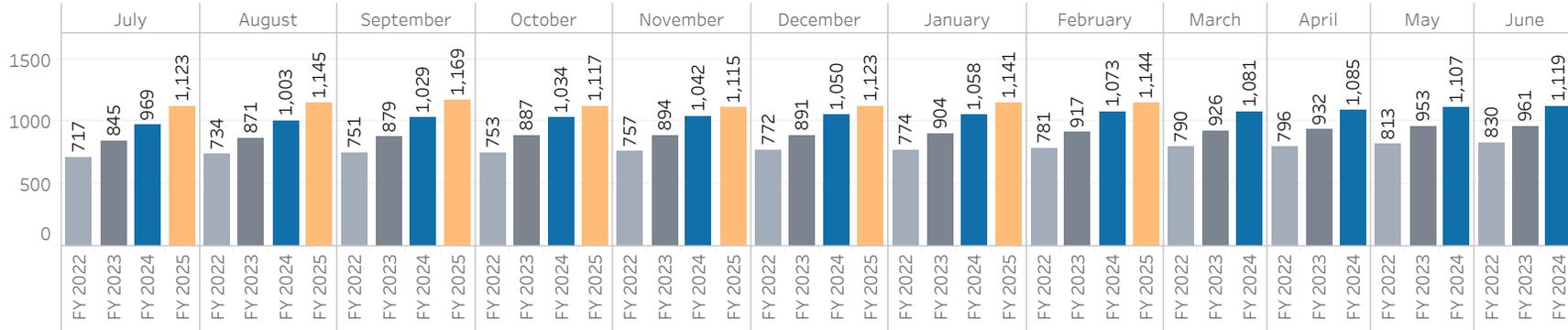
Other Learn@UW Services include Atomic Assessments, Atomic Assessments Quizzing Tool, Engage, Honorlock, Piazza, ACAR (Pressbooks, Storyline, Learning Locker, Grassblade, General Content Authoring), Top Hat, Turnitin, UDOIT

## DoIT OPERATIONS: ACADEMIC TECHNOLOGY - CANVAS METRICS

### Active for-credit Canvas Courses



### Active Canvas Compliance or Institutional Training Courses

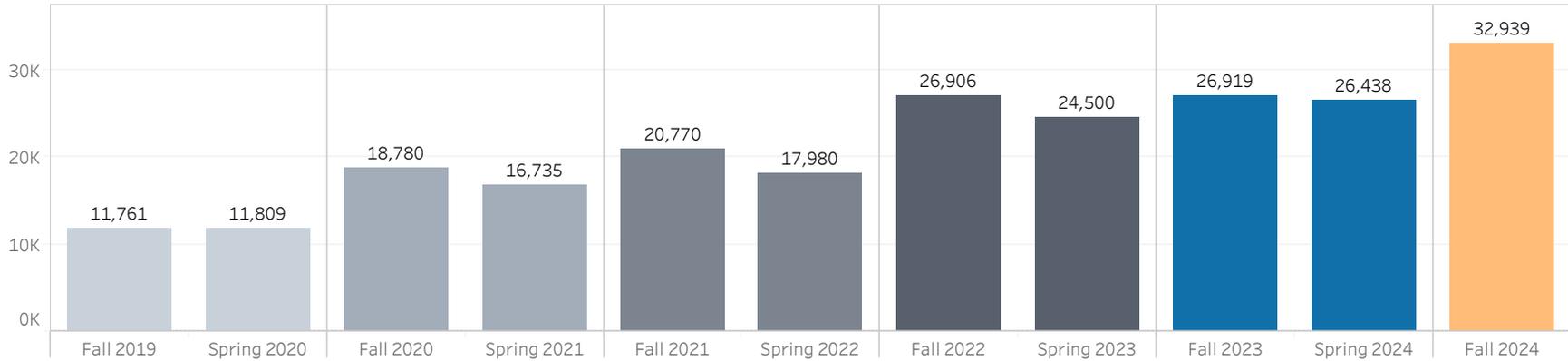


Each academic term a Canvas course shell is created for every for-credit course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor.

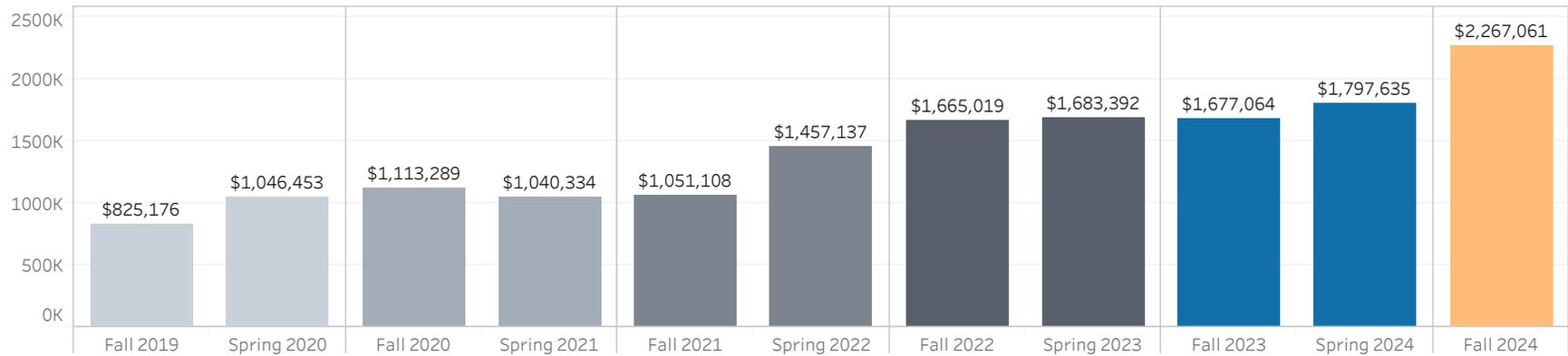
- FY 2022
- FY 2023
- FY 2024
- FY 2025

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

## Students Enrolled in Courses Using e-Texts



## 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.

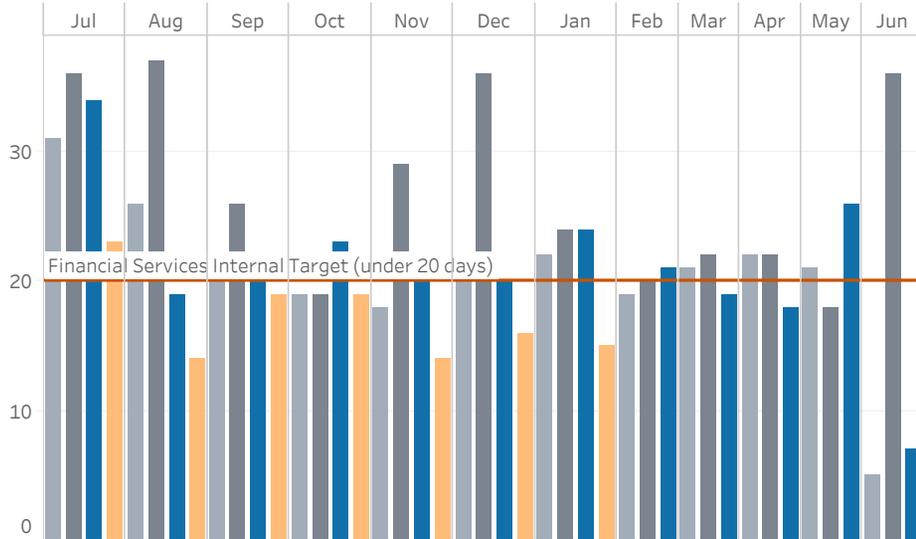
Enrollment counts are not unique. A student in 3 courses using Engage eTexts is represented as 3 student enrollments.

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

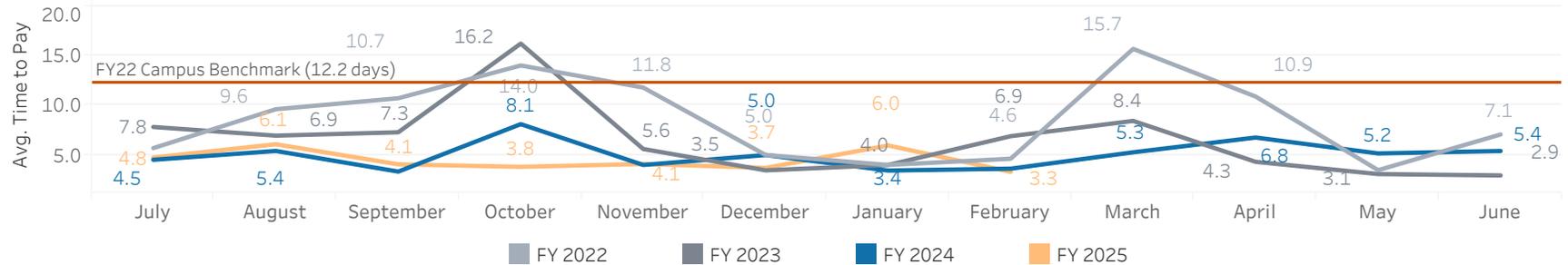
\*Days from SFS Close to CBS Close

\*Days from CBS Close to Management Report Completion



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

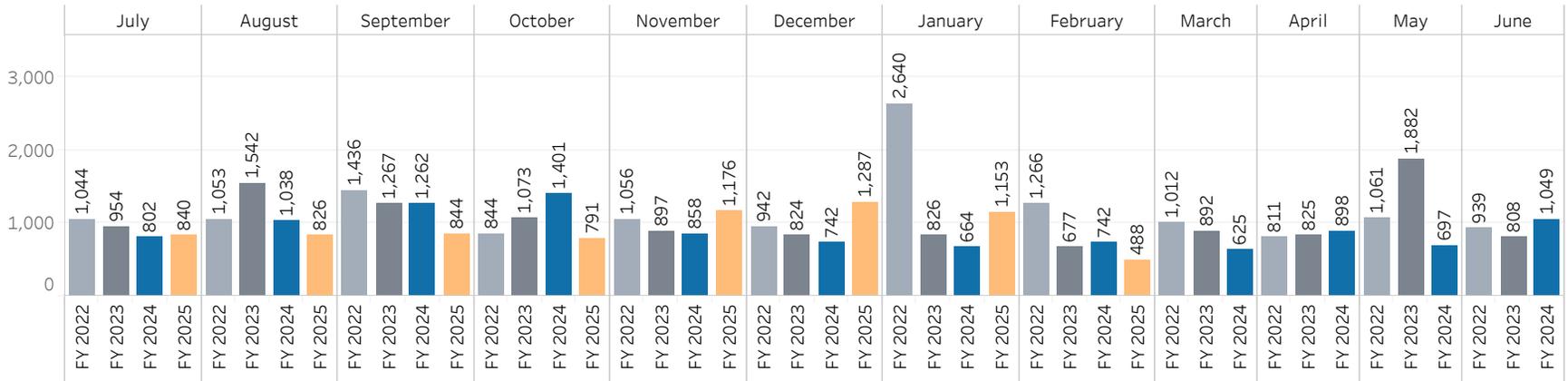
Average Number of Days to Pay: e-Reimbursement



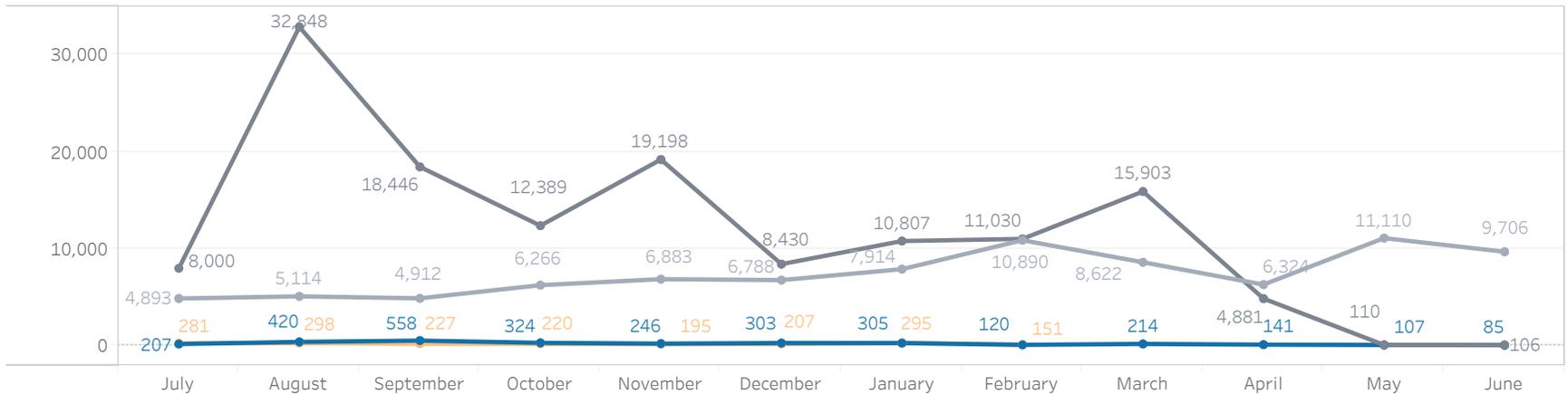
\*If blank, data is currently unavailable.

## 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	67	77	238	1	383
	Backlog	Planning	Implementation	Closing	Total Projects on Enterprise Project List
Projects on Enterprise Projects List	4	24	47	83	158
*Completed Projects		Median Overall Days for Completed Projects			
82		62			



\*Projects completed since December 2023  
 Values as of the conclusion of February FY 2025.

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

# DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

NOTE: Data updated through 3/4/2025

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

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

Pass (P)
  Vendor Managed (V)

***Completion rate	FY 2024				FY 2025			
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
***Completion rate	60%	92%	67%	31%				



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 2025. Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.  
**Pass (P)** - Backups are occurring at least every 28 days, and a test restore can be demonstrated every 90 days.  
**Fail (F)** - Backups are NOT confirmed to be occurring at least every 28 days, and/or a test restore CANNOT be demonstrated to have been done every 90 days.

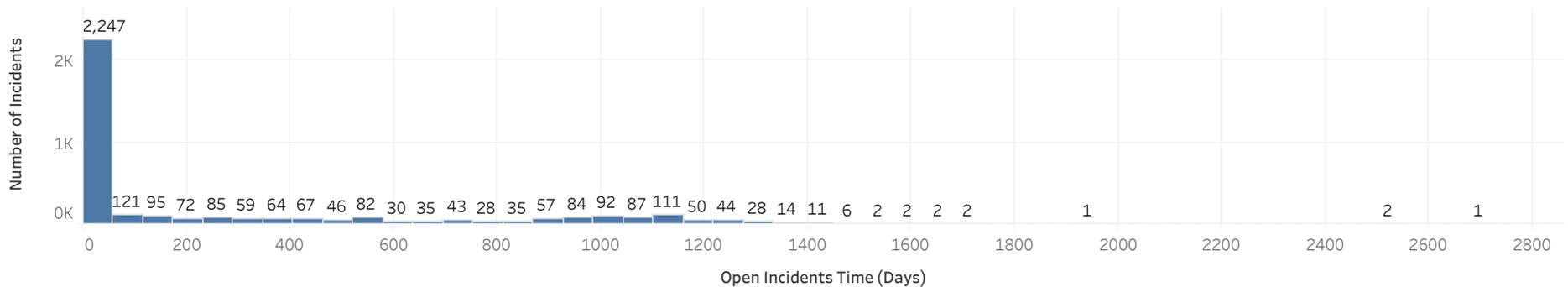
## DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 03/02/2025

### Age of Open Incidents by Department

	Less Than 2 Days	Between 2 Days and 2 Weeks	Between 2 Weeks and 1 Month	Between 1 Month and 1 Year	Greater than 1 Year
AIS	8	118	11	34	63
AT	1	16	2	20	15
CTO					
Cybersecurity	144	250	14	85	17
DoIT Communications		15			
DoIT HR				30	315
EBS		1			10
FS					5
Non-DoIT teams		8	4	14	283
NS	1	112	29	154	129
PMO					
SEO	13	86	7	44	13
US	62	773	115	220	136
Other	8	198	62	58	7
<b>Grand Total</b>	<b>237</b>	<b>1,577</b>	<b>244</b>	<b>659</b>	<b>993</b>

### 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

No updates this month.

## 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).

### Network Services

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

## DoIT OPERATIONS: TECHNICAL NOTES

### Digital Publishing and Printing Services Definitions

**Rework:** Work that needs to be reprinted due to operator error or miscommunication from internal staff.

**Average Rework percentage:** Derived percentage of total jobs requiring rework.

**Sales:** Monthly revenue from sale of print and print related projects.

**Jobs:** Total number print and print related projects per month.

**Average on-time percentage by stream:** Percentage of projects per production category completed by customer negotiated deadline.

### Category Definitions

**NetID Account Management:** Password resets and NetID change requests

**Office 365:** Support for @wisc.edu email and Microsoft Apps

**UW C/EX Support:** Any incident from a Colleges or Extensions user

**Referrals:** Unsupported services referred to other departments

**General Departmental Support:** Incidents from departmentally supported users

**BadgIRT:** Incidents regarding security disabled accounts

**Point of Sale (Tech Store):** Any incident regarding the Tech Store

**Campus Network:** Connectivity issues to UW-Net and device registration

**Learn@UW - Canvas Madison:** Support to UW-Madison students & staff with Canvas

**Multi-Factor Authentication (MFA):** Support to UW-Madison students, faculty, and staff with the MFA

**Learn@UW:** A suite of centrally-supported technologies for instructional usage; used by instructors and/or students. Learn@UW includes the services reported on the previous page and other learning technologies...

### Portfolio & Project Management Office - Portfolio Metrics Definitions

**Backlog:** Entry stage to the portfolio. Projects in this phase may be ready to immediately go into planning and implementation or may only be a rough idea for a future project.

**Planning:** Projects in the planning phase are determining the scope of the project, the major tasks and milestones, establishing communication and change plans, and determining project timelines. Projects in planning may be active or on hold.

**Implementation:** In this phase, project tasks are actively being worked on. Projects in implementation may be active or on hold.

**Closing:** Projects in closing have completed the requested deliverables and are working to close the project and transition to operations. Projects in this phase may be active or completed.