DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

June 2022

Published July 19, 2022

GARTNER METRICS

| Metric	2020 (Mean)	2021 (Median)	2022 (Median) [Interquartile range]
Abandonment Rate	5.1%	4%	6.0% [3.0%-10%]
Cost per Contact	$17.90	$19.80	$21 [$13.30-$38.30]
Cost per Endpoint	$1,078	$1,193	$829 [$585-$1260]
Endpoints per Technician	499	212	389 [211-559]
First Contact Resolution Rate	74%	71%	70% [56%-80%]
Linux Servers per FTE	268.0	234.0	231 [169-434]
Windows Servers per FTE	279.0	293.0	299 [188-476]

Icons used in this report

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

Notes defining and providing context to the data.

Interquartile Highlighting

Interquartile boundry

2022 Gartner median

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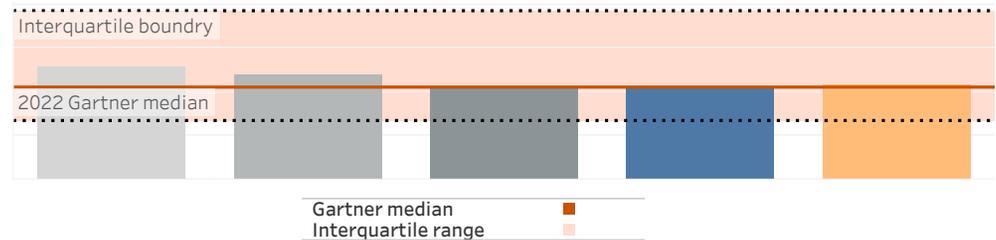
NOTE: Help Desk Gartner benchmarks for 2020 and 2021 are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks for 2021 are for Small Environments (<13K total computing devices); 2020 used the overall average, and Solutions Engineering Gartner benchmarks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

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %
API Manager	99.00%	100.00	100.00	99.94	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Confluence Wiki	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Enterprise Content Management (ECM)	99.00%	100.00	100.00	★95.57	99.88	99.08	100.00	★98.19	100.00	100.00	100.00	100.00	99.32
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	99.76	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Gitlab Repository Services	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
JIRA Issue Tracking	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.85	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.79	100.00	100.00	100.00	100.00
My UW	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
NetID Login	99.90%	100.00	100.00	★92.66	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★97.51	100.00
Shared Web Hosting	99.00%	100.00	99.75	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.69	100.00	100.00
Wisc Web	99.00%	100.00	99.93	100.00	100.00	★90.76	100.00	100.00	100.00	100.00	99.96	★97.10	100.00

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

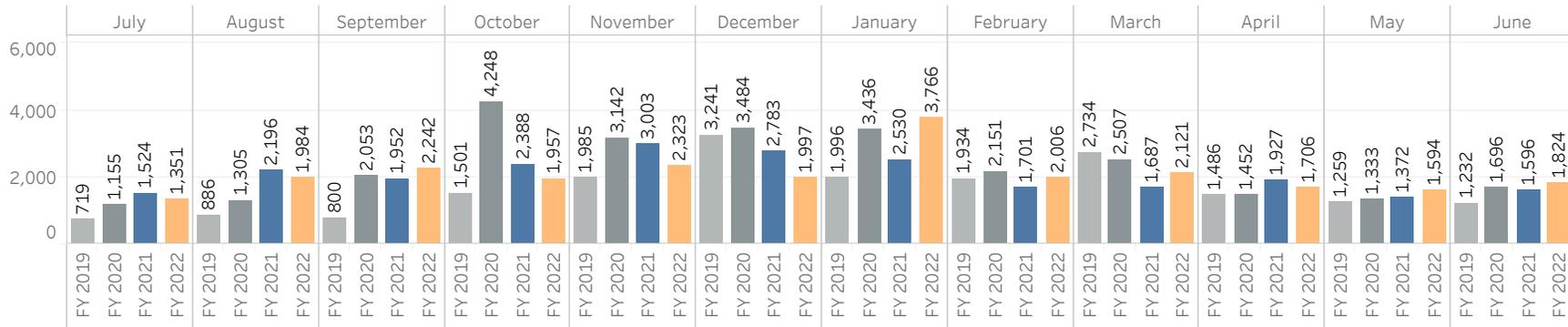## Help Desk Resolution Rates for IAM Services During June

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	968	33.6%	964	910	94.3%	93.1%	98.1%
NetID Account Management	843	29.2%	816	697	★83.7%	85.8%	93.9%
All IAM Incidents	2,865	100.0%	1,816	1,634	89.0%	83.1%	96.3%

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

2022 Gartner Metrics:
First Contact Resolution
■ At or above 70%

IAM Target:
Customer Satisfaction
■ At or above 85.0%

IAM Services Annual Help Desk Contacts

July: FY 2019: 719, FY 2020: 1,155, FY 2021: 1,524, FY 2022: 1,351
August: FY 2019: 886, FY 2020: 1,305, FY 2021: 2,196, FY 2022: 1,984
September: FY 2019: 800, FY 2020: 2,053, FY 2021: 1,952, FY 2022: 2,242
October: FY 2019: 1,501, FY 2020: 4,248, FY 2021: 2,388, FY 2022: 1,957
November: FY 2019: 1,985, FY 2020: 3,142, FY 2021: 3,003, FY 2022: 2,323
December: FY 2019: 3,241, FY 2020: 3,484, FY 2021: 2,783, FY 2022: 1,997
January: FY 2019: 1,996, FY 2020: 3,436, FY 2021: 2,530, FY 2022: 3,766
February: FY 2019: 1,934, FY 2020: 2,151, FY 2021: 1,701, FY 2022: 2,006
March: FY 2019: 2,734, FY 2020: 2,507, FY 2021: 1,687, FY 2022: 2,121
April: FY 2019: 1,486, FY 2020: 1,452, FY 2021: 1,927, FY 2022: 1,706
May: FY 2019: 1,259, FY 2020: 1,333, FY 2021: 1,372, FY 2022: 1,594
June: FY 2019: 1,232, FY 2020: 1,696, FY 2021: 1,596, FY 2022: 1,824

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 June

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	45	2.8%	6	1	16.7%	100.0%	
MyUW Madison/System	214	13.4%	209	165	★78.9%	95.1%	100.0%
Shared Tools	19	1.2%	17	1	★5.9%		100.0%
Web Hosting	99	6.2%	2				
WiscWeb	51	3.2%	45	14	★31.1%	★50.0%	

AIS-WPS Targets:
HD % Resolution by Service

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

2022 Gartner Metrics:
First Contact Resolution
★ Below 70%
■ At or above 70%

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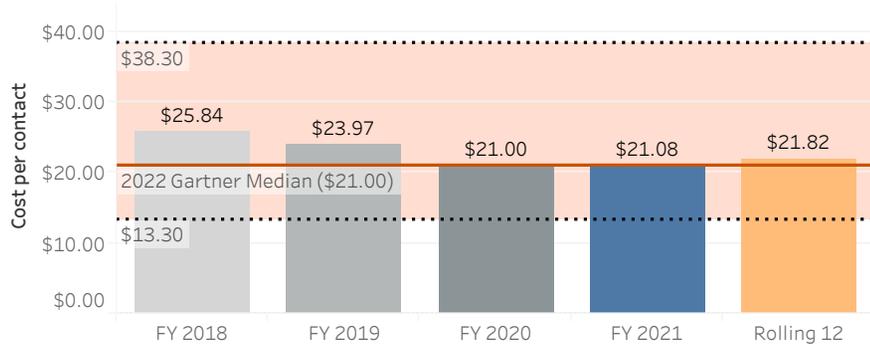■ At or above 85.0%

WPS Services Annual Help Desk Contacts

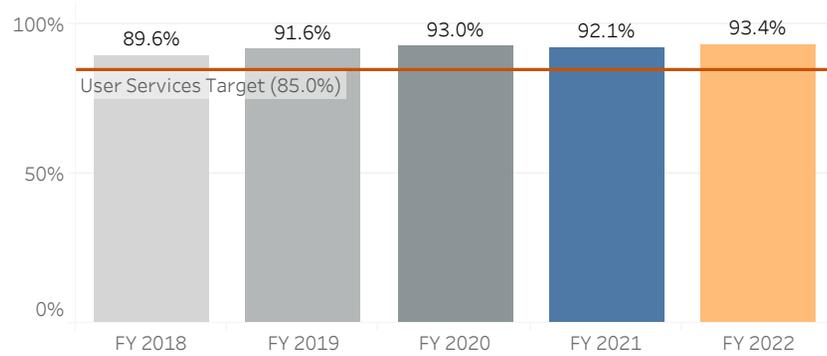We will monitor the lower FCRR, but no concerning trends currently present themselves.

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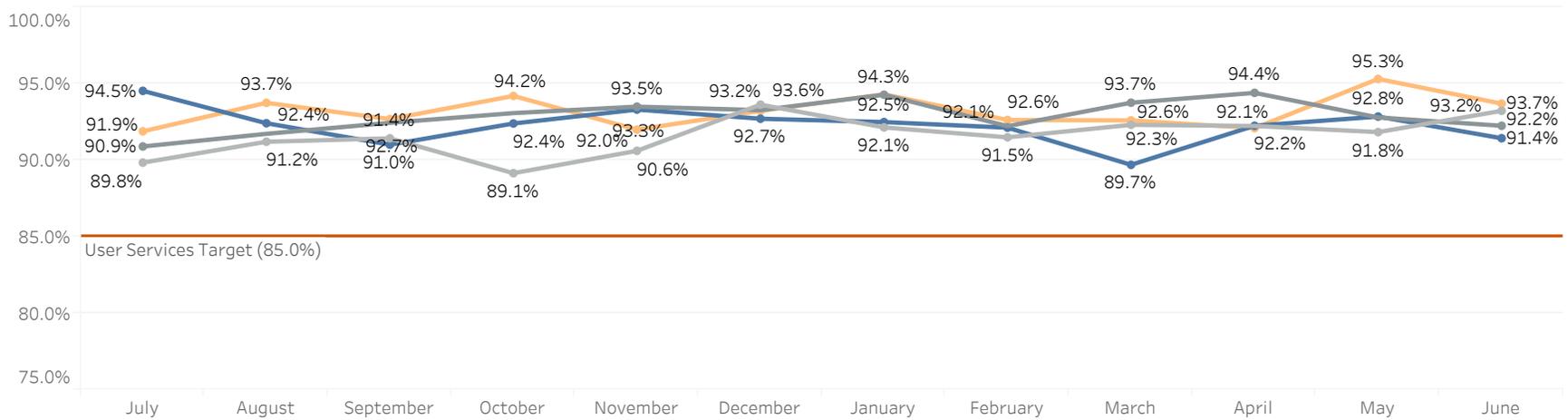
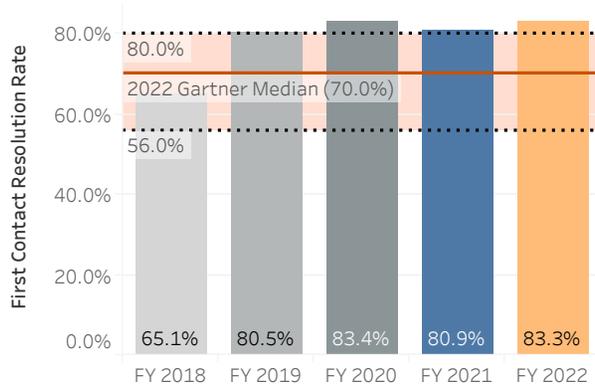# DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

Cost per Contact

- $38.30
- $25.84 — FY 2018
- $23.97 — FY 2019
- $21.00 — FY 2020
- $21.08 — FY 2021
- $21.82 — Rolling 12
- 2022 Gartner Median ($21.00)
- $13.30

Y-axis: Cost per contact ($0.00 – $40.00)

Customer Satisfaction

- FY 2018: 89.6%
- FY 2019: 91.6%
- FY 2020: 93.0%
- FY 2021: 92.1%
- FY 2022: 93.4%
- User Services Target (85.0%)

Customer Satisfaction

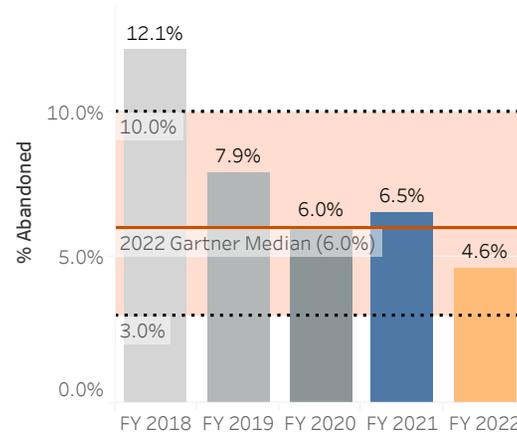| Month	Values
July	94.5% / 91.9% / 90.9% / 89.8%
August	93.7% / 92.4% / 91.2%
September	91.4% / 92.7% / 91.0%
October	94.2% / 92.4% / 89.1%
November	93.5% / 93.3% / 92.0% / 90.6%
December	93.2% / 93.6% / 92.7%
January	94.3% / 92.5% / 92.1%
February	92.1% / 92.6% / 91.5%
March	93.7% / 92.6% / 92.3% / 89.7%
April	94.4% / 92.1% / 92.2%
May	95.3% / 92.8% / 91.8%
June	93.7% / 93.2% / 92.2% / 91.4%

User Services Target (85.0%)

Y-axis: 75.0% – 100.0%

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

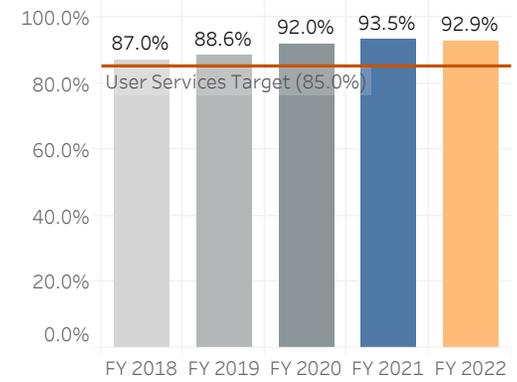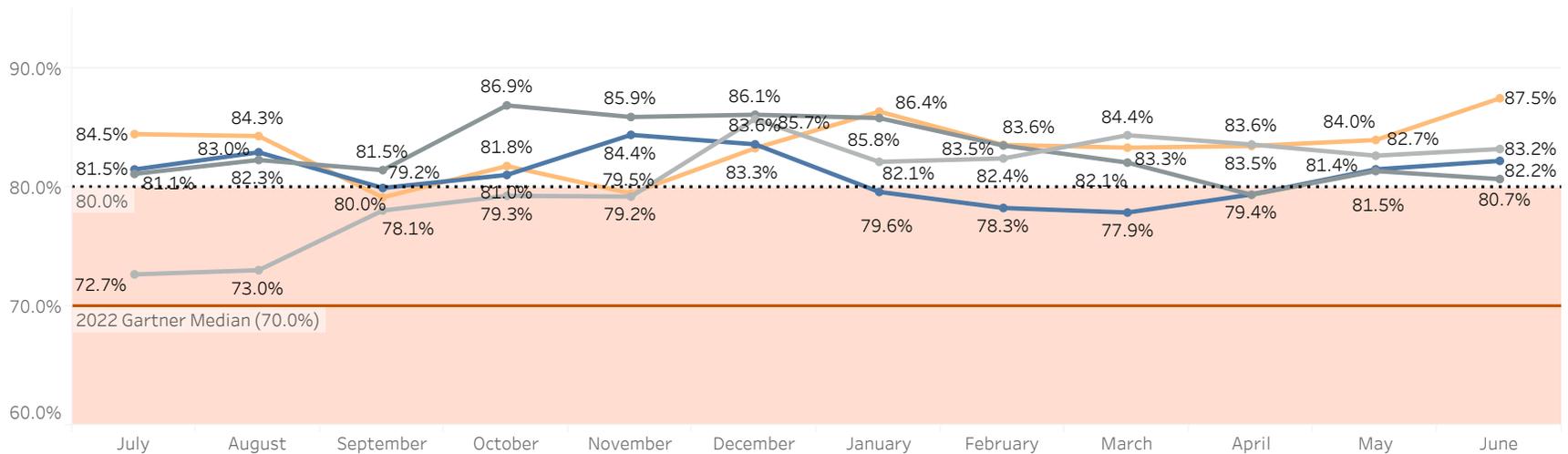## *Help Desk Average First Contact Resolution

First Contact Resolution Rate

- 80.0%
- 80.0%
- 2022 Gartner Median (70.0%)
- 60.0%
- 56.0%
- 40.0%
- 20.0%
- 0.0%

FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
65.1%	80.5%	83.4%	80.9%	83.3%

Help Desk Abandonment Rate

% Abandoned

- 12.1%
- 10.0%
- 10.0%
- 7.9%
- 6.0%
- 6.5%
- 5.0%
- 2022 Gartner Median (6.0%)
- 4.6%
- 3.0%
- 0.0%

FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
12.1%	7.9%	6.0%	6.5%	4.6%

**Help Desk Average Resolution Rate

- 100.0%
- 87.0%
- 88.6%
- 92.0%
- 93.5%
- 92.9%
- 80.0%
- User Services Target (85.0%)
- 60.0%
- 40.0%
- 20.0%
- 0.0%

FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
87.0%	88.6%	92.0%	93.5%	92.9%

Help Desk First Contact Resolution

90.0%

80.0%
80.0%

70.0%
2022 Gartner Median (70.0%)

60.0%

	July	August	September	October	November	December	January	February	March	April	May	June
	84.5%	84.3%	81.5%	86.9%	85.9%	86.1%	86.4%	83.6%	84.4%	83.6%	84.0%	87.5%
	81.5%	83.0%	79.2%	81.8%	84.4%	83.6% 85.7%	85.8%	83.5%	83.3%	83.5%	82.7%	83.2%
	81.1%	82.3%	80.0%	81.0%	79.5%	83.3%	82.1%	82.4%	82.1%	79.4%	81.4%	82.2%
	72.7%	73.0%	78.1%	79.3%	79.2%		79.6%	78.3%	77.9%		81.5%	80.7%

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

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

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN JUNE

	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Multi-factor Authentication (MFA)	964	4.4%	910	94.3%	93.1%
Office 365	859	3.9%	665	★76.9%	85.8%
NetID Account Management	816	3.8%	697	★83.7%	90.6%
Referrals	616	2.8%	559	90.6%	93.7%
Incident Response and Investigations, BadgIRT	194	0.9%	111	★57.2%	★65.5%
MyUW Madison	190	0.9%	150	★78.9%	92.7%
Wireless (UWNet), CAMPUS NETWORK	184	0.8%	144	★76.6%	90.0%
Learn@UW - Canvas Madison	159	0.9%	120	★74.8%	94.4%
VoIP	128	2.4%	70	★54.7%	74.2%
Help Desk Support, Computer Lending Program	127	0.6%	113	86.6%	89.7%

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

2022 Gartner Metrics: First Contact Resolution
★ Below 70%   ■ At or above 70%

Help Desk Annual Contacts
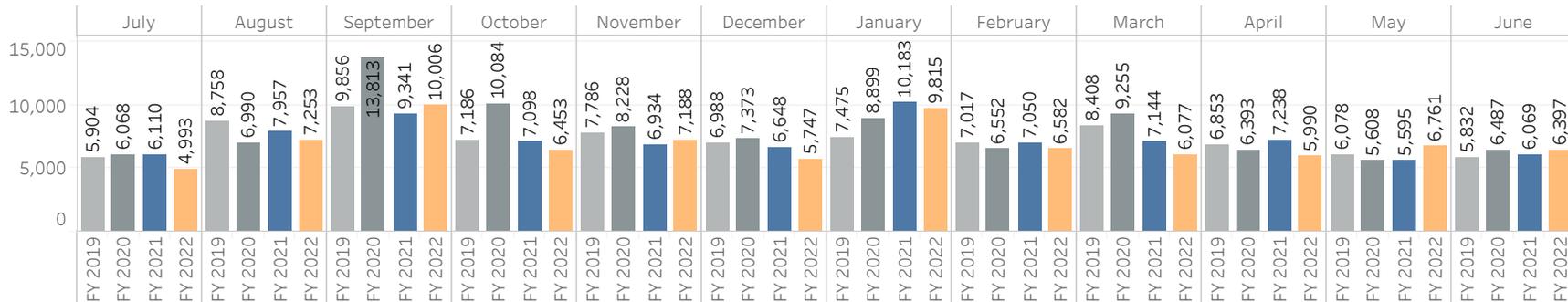
Office 365: An increase of students contacting the HD about service deactivation as their accounts matriculated out of student status increased call volume, including those that frontline staff needed consults on.
NetID Account: Account deactivations drove call volume up, but only slightly dropped resolution rate below target.
BadgIRT cases often require escalation as a part of routine workflow.
MyUW Madison: Small dip in resolution rate, driven partially by SOAR students.
Wireless (UWNet), CAMPUS NETWORK: Minor network outages in June led to a small decrease in resolution percent.
Learn@UW - Canvas Madison: More complex questions during course design led to more complex calls.
VoIP: Many requests require escalation as a part of normal troubleshooting.

NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
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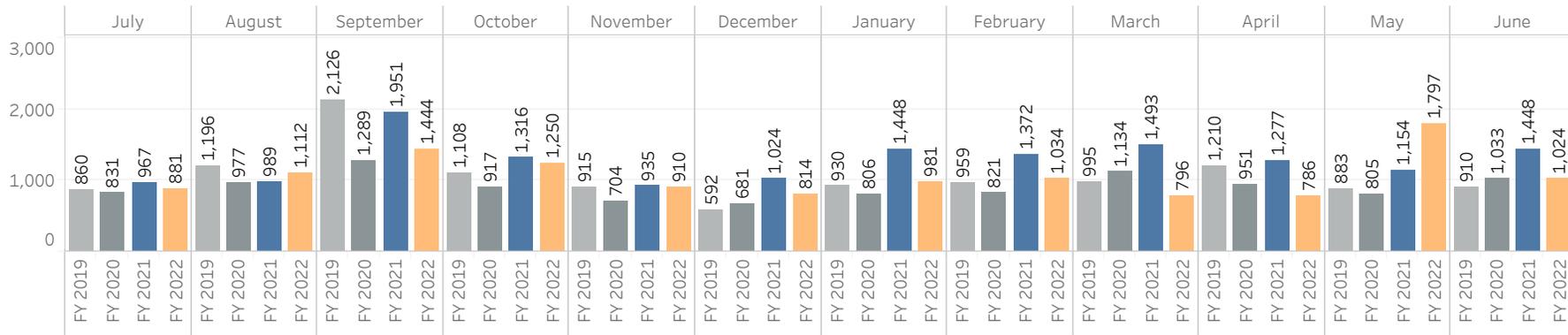Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

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

Help Desk Resolution Rates for PCS Services During June

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Office 365	872	78.1%	859	665	★76.9%	90.6%	93.7%
UW-Madison Google Apps	58	5.2%	54	34	★63.0%	100.0%	85.7%
UW-Madison Zoom	81	7.3%	59	47	★79.7%	76.2%	89.6%
UW-Madison Box	62	5.6%	34	27	★79.4%	★61.5%	100.0%
Qualtrics	30	2.7%	18	13	★72.2%	★66.7%	100.0%
CloudFax, General	14	1.3%	7	3	★42.9%		

User Services Target:
HD% Resolution
★ Below 85.0%

2022 Gartner Metrics:
First Contact Resolution
★ Below 70%
At or above 70%

User Services Target:
Customer Satisfaction
At or above 85.0%
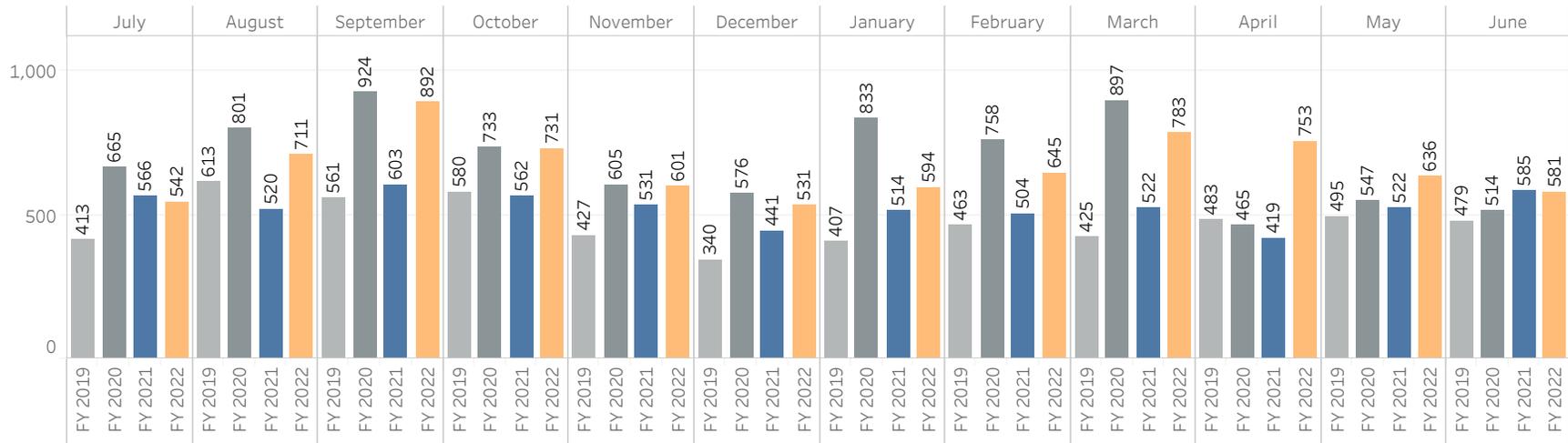
PCS Services Annual Help Desk Contacts

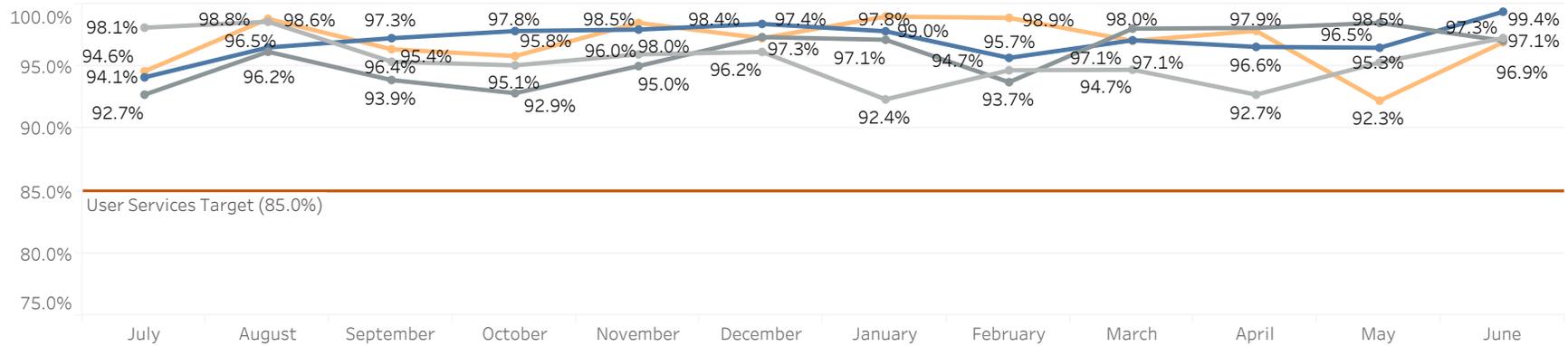We will monitor the lower FCRR, but no concerning trends currently present themselves.

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

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2019	413	613	561	580	427	340	407	463	425	483	495	479
FY 2020	665	801	924	733	605	576	833	758	897	465	547	514
FY 2021	566	520	603	562	531	441	514	504	522	419	522	585
FY 2022	542	711	892	731	601	531	594	645	783	753	636	581

Customer Satisfaction

July: 98.1%, 94.6%, 94.1%, 92.7%
August: 98.8%, 96.5%, 96.2%, 100.0%
September: 98.6%, 97.3%, 95.4%, 96.4%, 93.9%
October: 97.8%, 95.8%, 95.1%, 92.9%
November: 98.5%, 98.0%, 96.0%, 95.0%
December: 98.4%, 97.3%, 96.2%
January: 97.4%, 97.8%, 99.0%, 97.1%, 92.4%
February: 98.9%, 95.7%, 94.7%, 93.7%
March: 98.0%, 97.1%, 97.1%, 94.7%
April: 97.9%, 96.6%, 92.7%
May: 98.5%, 96.5%, 95.3%, 92.3%
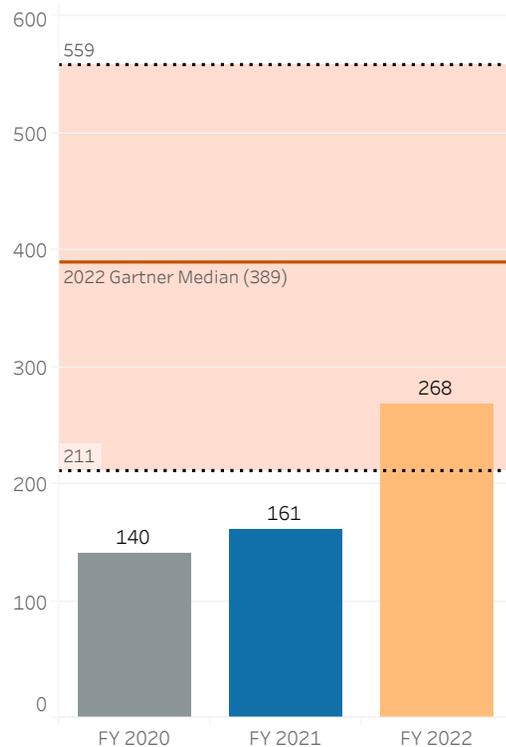June: 99.4%, 97.3%, 97.1%, 96.9%

User Services Target (85.0%)

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

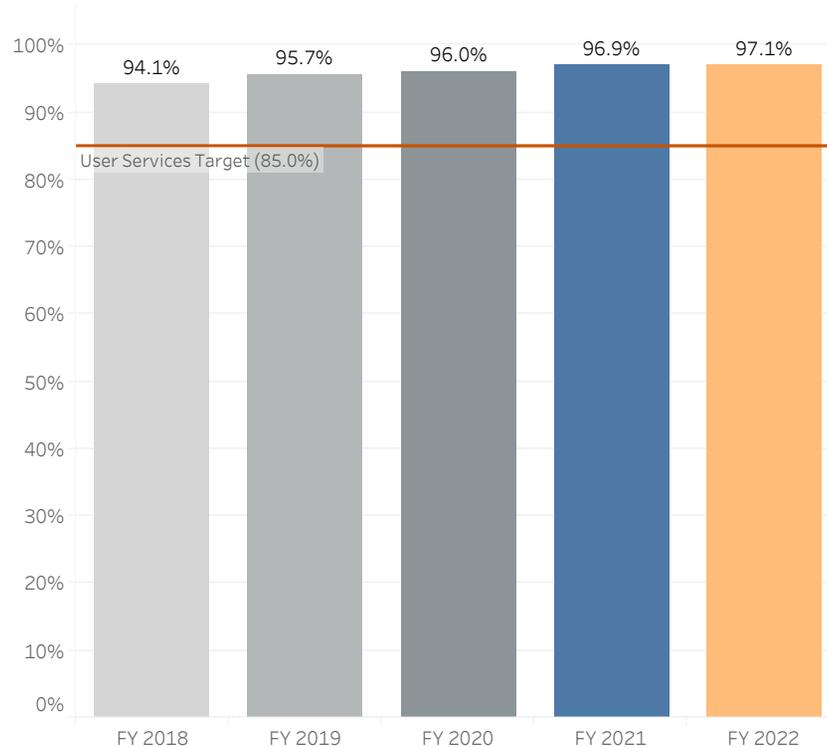# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*Cost Per Endpoint

$1,260

$1,085

2022 Gartner Median ($829)

$585

FY 2022

**Endpoints Per Technician

559

2022 Gartner Median (389)

211

140 — FY 2020
161 — FY 2021
268 — FY 2022

***Customer Satisfaction

94.1% — FY 2018
95.7% — FY 2019
96.0% — FY 2020
96.9% — FY 2021
97.1% — FY 2022

User Services Target (85.0%)

NOTES: *Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software and external services which we have not as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated. Updates will be processed annually.
**DS Endpoints per technician calculation updated to better align with Gartner definitions for FY2022. Previous years values retained for historical reference. Gartner benchmark includes mobile devices (eg. smartphones), and has not been adjusted to account for our lack of mobile device management. Updated calculation redefines technician as a person rather than based on hours worked, and adds 56% of Infolab computers as managed endpoints. Calculation updated twice annually. Updated June 2022.
***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	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %
HRS	99.000%	99.980	100.000	99.420	★ 87.960	★ 96.670	99.870	100.000	100.000	100.000	100.000	99.870	100.000
SFS	99.000%	99.990	99.930	100.000	100.000	100.000	99.770	100.000	100.000	100.000	100.000	100.000	99.600
SIS	99.000%	99.770	100.000	100.000	100.000	★ 81.720	100.000	99.900	100.000	★ 97.410	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	99.720	100.000	100.000	★ 98.970	100.000	99.690	100.000	100.000	100.000	100.000

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Apr %	May %	Jun %	Service	Target	Apr %	May %	Jun %	Service	Target	Apr %	May %	Jun %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	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 Marathon Co.	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors

■ Above Target

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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		Apr-22	May-22	Jun-22
UW–Madison campus	Avg (Gb/sec)	13.2	8.8	6.8
	Max (Gb/sec)	42.8	28.4	23.1
	Min (Gb/sec)	3.1	1.7	2.0
	% of full capacity (200Gbps)	6.6	4.4	3.4
UW–Madison research	Avg (Gb/sec)	22.8	25.8	20.2
	Max (Gb/sec)	112.6	109.9	99.1
	Min (Gb/sec)	7.7	6.8	5.5
	% of full capacity (200Gbps)	11.4	12.9	10.1
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3
	Max (Gb/sec)	1.4	1.8	1.1
	Min (Gb/sec)	0.0	0.0	0.0
	% of full capacity (20Gbps)	1.5	1.5	1.4

OUT

		Apr-22	May-22	Jun-22
UW–Madison campus	Avg (Gb/sec)	6.00	6.10	7.50
	Max (Gb/sec)	18.20	15.10	22.80
	Min (Gb/sec)	2.00	2.20	2.50
	% of full capacity (200Gbps)	3.00	3.10	3.80
UW–Madison research	Avg (Gb/sec)	17.80	14.30	20.00
	Max (Gb/sec)	45.40	57.60	72.10
	Min (Gb/sec)	2.70	4.90	5.00
	% of full capacity (200Gbps)	8.90	7.20	10.00
Internet Exchange (MadIX)	Avg (Gb/sec)	1.20	1.30	1.20
	Max (Gb/sec)	5.10	4.70	4.50
	Min (Gb/sec)	0.20	0.21	0.28
	% of full capacity (20Gbps)	6.00	6.50	6.00

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: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1
Total Controllers: 4
Total APs: 316

	Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Avg. AW1-AP Uptime	99.500	★98.743	★98.802	★98.080	★98.602	★98.707	★98.764	★98.800	★99.000	★99.370	★98.698	★98.994	★98.713
Avg. AW1-Controller Uptime	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		28.84	21.29	61.13	19.42	13.47	10.81	11.48	6.46	6.16	8.87	9.48	7.23

Airwave 2 *
Total Controllers: 10
Total APs: 9123

	Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Avg. AW2-AP Uptime	99.500	★96.845	99.839	99.508	★98.894	99.970	99.893	99.891	99.885	99.845	99.927	★97.552	99.848
Avg. AW2-Controller Uptime	100.000	100.000	100.000	★96.117	100.000	100.000	★99.987	100.000	100.000	100.000	100.000	100.000	100.000
Avg. AW2-Down AP		59.68	41.48	521.97	55.90	3.17	7.55	7.55	5.89	50.87	10.53	271.23	70.63

Airwave 3
Total Controllers: 8
Total APs: 7391

	Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Avg. AW3-AP Uptime	99.500	99.764	99.763	★96.124	99.873	99.860	99.848	99.844	99.872	99.786	99.792	99.559	99.558
Avg. AW3-Controller Uptime	100.000	100.000	100.000	★99.965	100.000	100.000	★99.985	100.000	100.000	100.000	100.000	100.000	★99.762
Avg. AW3-DownAP		11.1	38.2	590.8	7.1	11.2	8.9	11.8	5.6	19.8	10.6	31.8	30.8

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

Controller Uptime Benchmark:
★ Below 100.0%   At 100.0%

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

* AW2 Experienced large AP outages due to post semester east campus Resident hall construction projects that removed building power numerous times. This was expected and residents are gone.

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.660	★ 98.600	99.750
Campus Card Access	99.500%	99.720	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 97.960	99.960	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	99.960	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.810	100.000	98.400
Select Agent	99.900%	100.000	100.000	★ 96.230	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	100.000	100.000	★ 97.180	100.000	100.000	100.000	100.000	100.000	100.000	★ 99.490	100.000
WiscIT (Cherwell)	99.500%	★ 98.610	99.980	100.000	99.830	99.890	★ 99.250	★ 94.910	★ 92.880	99.550	99.970	★ 99.160	★ 99.460

Target Colors

🟧 ★ Below Target   ⬛ Above Target

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For June, FY 2022

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2022 Gartner Median [Interquartile range]
Windows	99.95	99.99	318	106	115.6	299 [188-476]
Linux	99.95	99.99	452	125	150.7	231 [169-434]

Top Consumers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	18.80%
DoIT internal customers	2	9.30%
DoIT - Microsoft SQL Server Hosting	3	6.60%
UWPD Building Access Management	4	1.60%
UWPD Building Automation System	4	1.60%
MILER	6	1.40%
PSaaS (PeopleSoft as a Service)	6	1.40%
UWPD Central Video Security	6	1.40%
SFS	8	0.80%
HRS	9	0.70%

Top Consumers By Server Count

Cybersecurity	1	79
SFS, HRS	2	75
PSaaS (PeopleSoft as a Service)	3	52
Identity and Access Management	4	48
Student Information System	5	38
DoIT Web Platform Services	6	32
Wisconsin Historical Society	7	29
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	22

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	March	April	May	June
Confirmed Vulnerability	1		3	1	14
	2	27	8	44	4
	3	730	727	739	817
	4	2,639	1,151	1,848	1,912
	5	694	90	264	280
Needs investigation	3	2	35		
	4	17	82		10
	5	5		1	1
Potential Vulnerability	2			2	
	3		2	5	
	4				3
	5		2		
Grand Total		4,114	2,100	2,904	3,041

*Active & Urgent Vulnerabilities

210

Remaining From June

6

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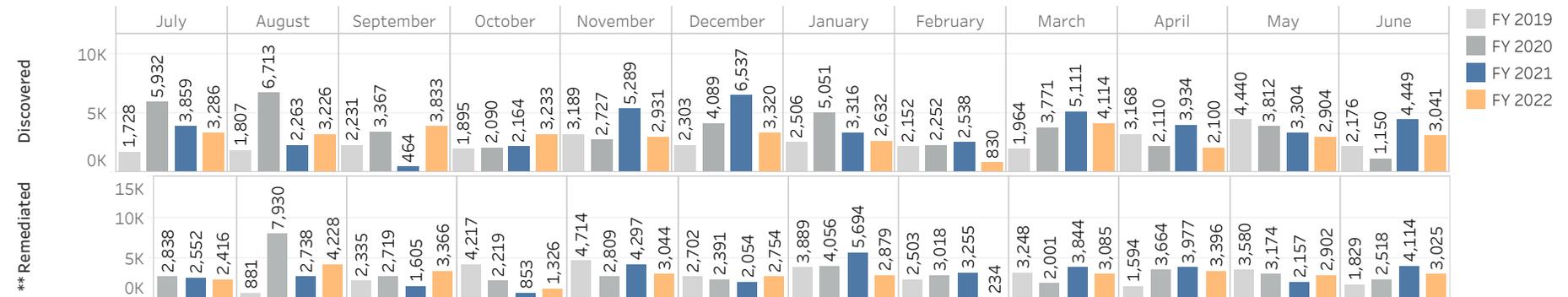
NOTES: Data in this visualization is pulled directly from Cherwell
* Refers to the number of active vulnerabilities with a severity of 4 or 5.
**Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY

Incidents & Problems Last Four Months

Incidents

	March	April	May	June
Network Access	75	94	75	91
Wireless	23	21	13	33
Other	3	5	7	4
Grand Total	**101**	**120**	**95**	**128**

Problems

	March	April	May	June
Network Access	119	47	65	86
Server Certificates	1	1	1	1
Wireless	20	14	19	18
Other	15	7	4	5
Grand Total	**155**	**69**	**89**	**110**

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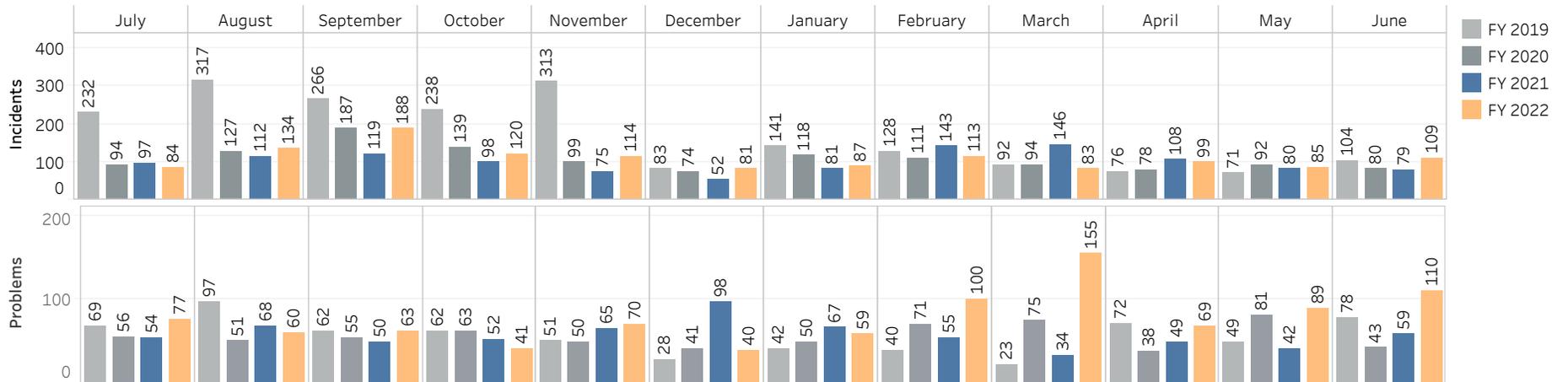
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team
Rows titled "Wireless" contain data for both UWNet and eduroam networks.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	March	April	May	June
Boreas	5	6	20	5
Campus Network	95	100	297	113
MUFN			6	6
Northern Tier		2	5	5
UW SysNET	17	13	45	14
Other DoIT Technical Services	50	62	228	43
Grand Total	**167**	**183**	**601**	**186**

SEO Outage Summary

Month	FY 2019	FY 2020	FY 2021	FY 2022
July	179	144	156	117
August	170	130	158	133
September	136	158	127	98
October	160	156	156	118
November	162	130	130	129
December	128	111	87	110
January	140	143	127	116
February	142	139	127	121
March	132	132	122	129
April	109	139	149	129
May	149	172	127	150
June	157	202	154	142
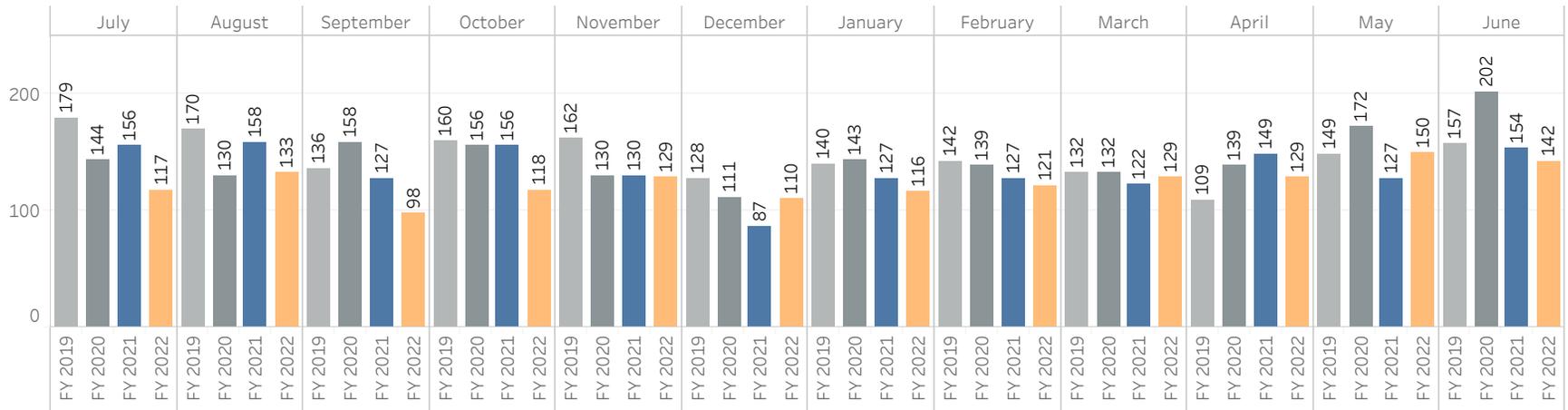
*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

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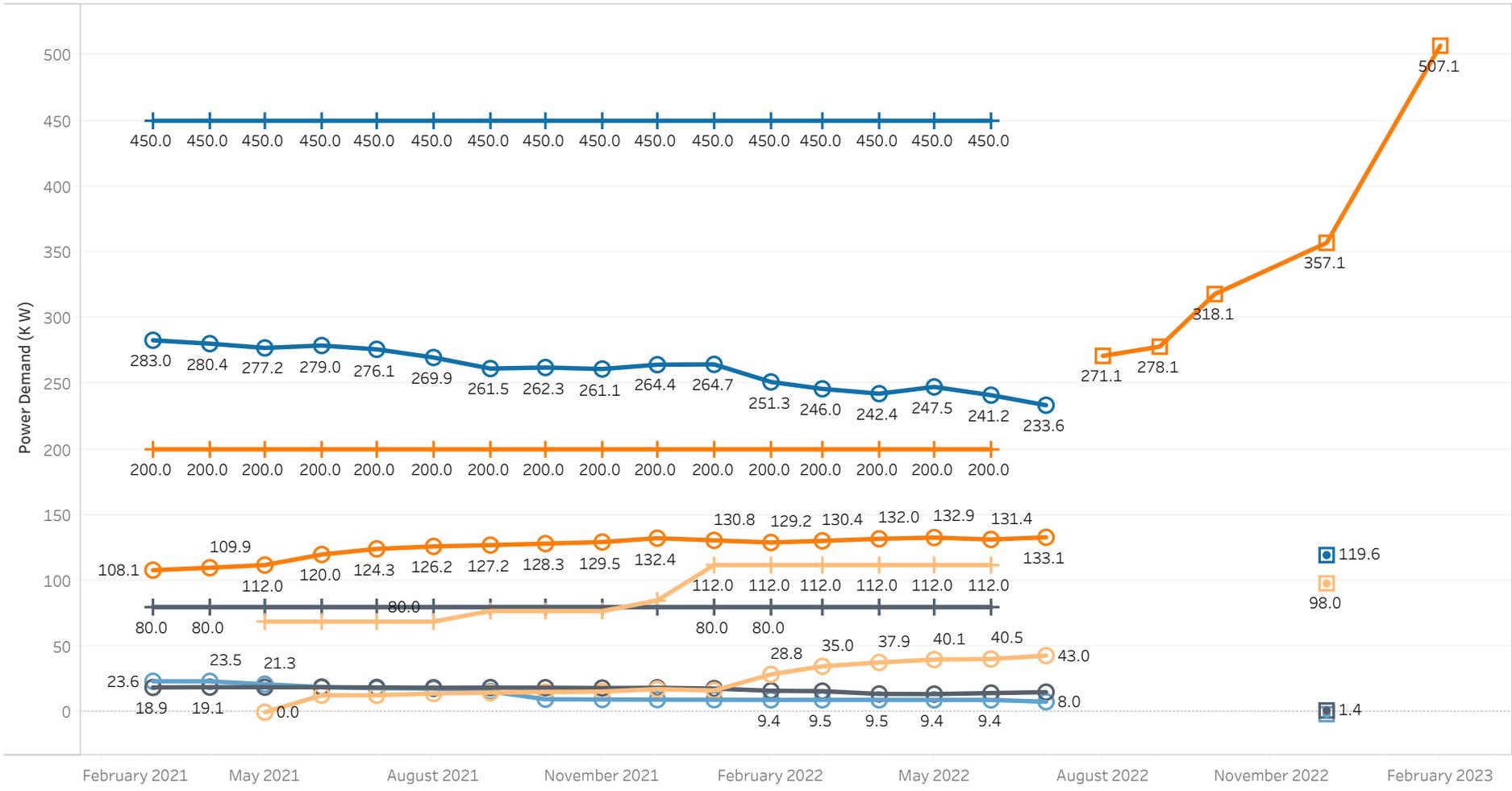
-MFCB and WARF both have 80 KW limits on available power.

20

DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST
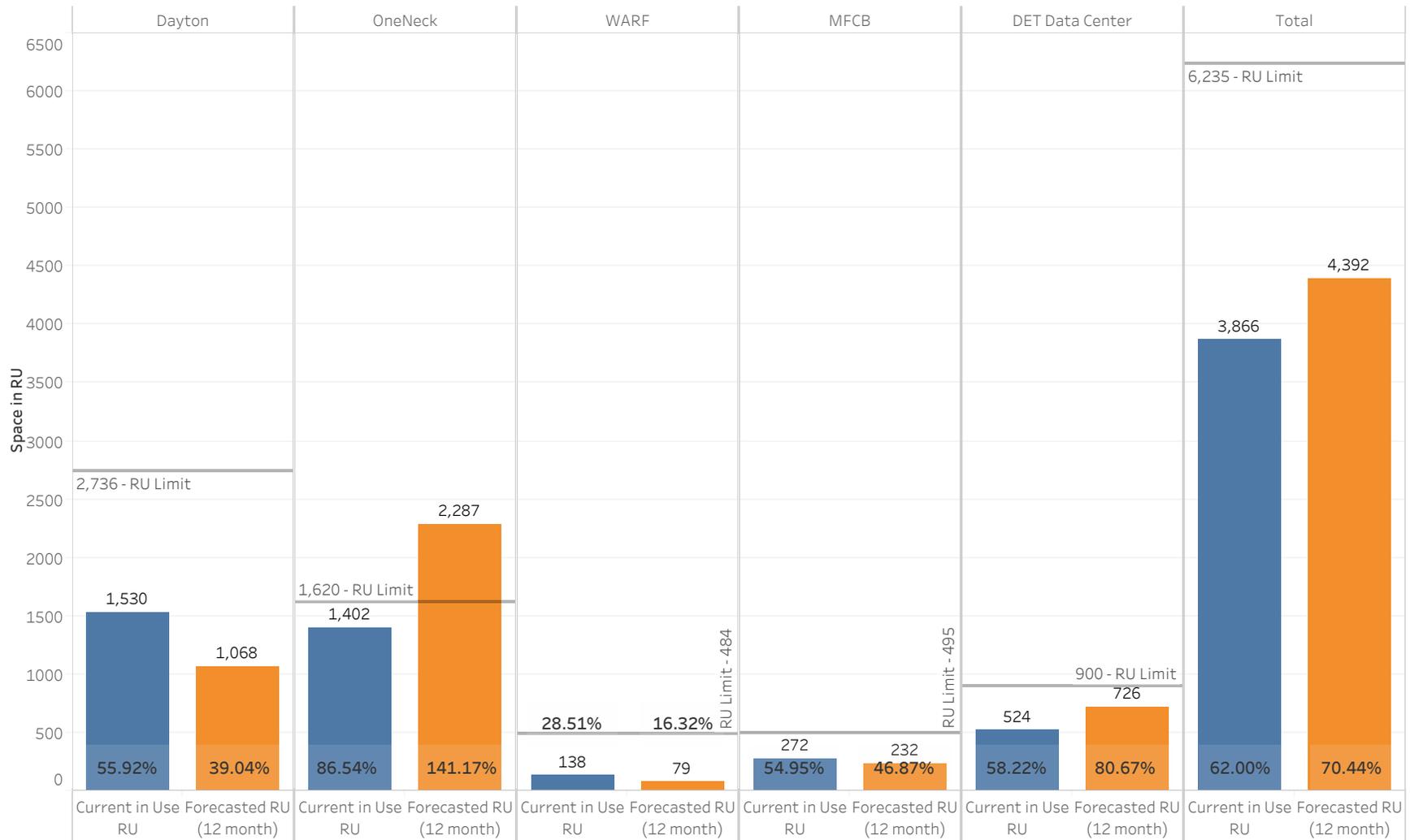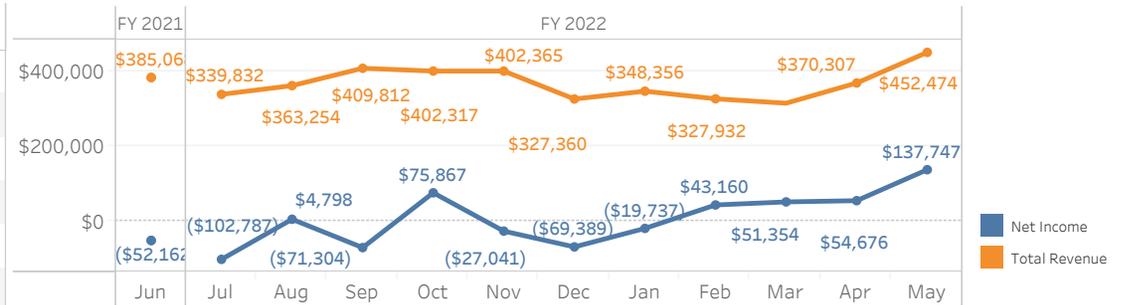

RU = Rack Units
Usage and one year forecast at the conclusion of June, FY 2022.
RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES
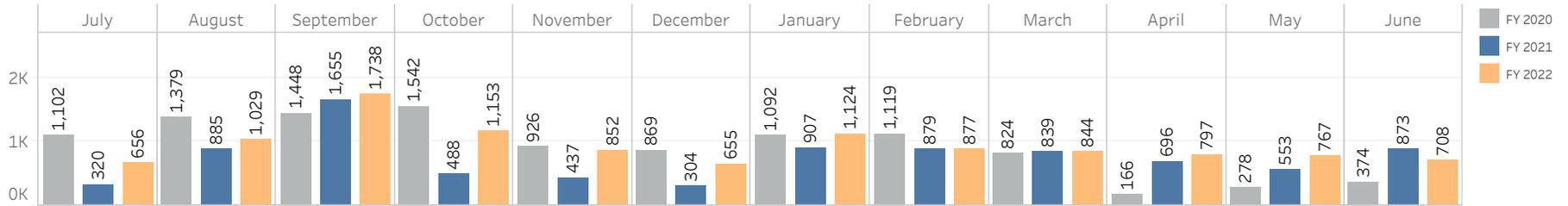
Rework Information

	Total Job Reruns	Total Cost Reruns	Average Real Rework
January	0	0	0
February	1	0	0
March	1	0	0
April	1	0	0
May	1	161	0
June	3	440	0

*Revenue and Net Income Last 12 Months

FY 2021 | FY 2022

- $385,06
- $339,832
- $363,254
- $409,812
- $402,317
- $402,365
- $327,360
- $348,356
- $327,932
- $370,307
- $452,474
- ($52,162)
- ($102,787)
- ($71,304)
- $4,798
- $75,867
- ($27,041)
- ($69,389)
- ($19,737)
- $43,160
- $51,354
- $54,676
- $137,747

Legend: Net Income, Total Revenue

	Rolling 12	FY 2022 YTD	Total Deficit balance
Net Income totals:	$25,182	$77,344	-$585,110

Annual - Total Jobs

Legend: FY 2020, FY 2021, FY 2022

July: 1,102 / 320 / 656
August: 1,379 / 885 / 1,029
September: 1,448 / 1,655 / 1,738
October: 1,542 / 488 / 1,153
November: 926 / 437 / 852
December: 869 / 304 / 655
January: 1,092 / 907 / 1,124
February: 1,119 / 879 / 877
March: 824 / 839 / 844
April: 166 / 696 / 797
May: 278 / 553 / 767
June: 374 / 873 / 708

Average On-Time Percentage by Stream

★ Below 99.90% ■ At or Above 99.90%

	January	February	March	April	May	June
B - WSB DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
F - Offset Print	★90.19%	★94.20%	★95.20%	★96.55%	★95.95%	★97.65%
J - Digital Color	★94.96%	★92.19%	★93.05%	★95.23%	★96.58%	★98.00%
K - Contract	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

*Due to lag in obtaining Net Income and Deficit balance data, values displayed are as of the beginning of June, FY 2022

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		Feb-22	Mar 22	Apr 22	May 22	Jun 22
Kaltura	Incidents Resolved by Help Desk	25	21	18	15	13
	Incidents Resolved by Learn@UW Madison	11	3	8	4	10
	Average Play Time (mins)	16	18	20	21	12
	Contributors	1,269	1,208	2,583	1,011	662
	Duration of uploaded media (minutes)	266,941	262,710	264,361	76,949	56,765
	New Media Assets	6,702	6,051	7,927	3,084	2,902
	Number of Plays	490,415	423,120	457,529	242,805	189,365
	Storage Utilized (TB)	198	206	212	214	215
	Time Played (mins)	7,964,175	7,764,817	9,074,313	5,091,086	2,219,742
	Total Media Assets	381,051	387,400	395,137	398,249	401,095
	Unique viewers	20,606	20,181	20,819	15,459	7,183
Turnitin	Incidents Resolved by Help Desk	0	1	5	4	0
	Incidents Resolved by Learn@UW Madison	2	1	0	3	0
	Active Classes	628	787	668	681	169
	Active Instructors	698	876	951	897	200
	Instructor Accounts	3,978	3,736	3,774	3,812	3,847
	Student Accounts	32,606	29,978	29,577	29,743	29,256
	Submissions	39,660	172,459	48,518	25,020	3,167
ACAR	Incidents Resolved by Help Desk	1	0	0	3	0
	Incidents Resolved by Learn@UW Madison	7	4	5	0	6
	New Pressbooks this Month	6	11	3	4	5
	New Storyline 360 Modules this Month	0	2	0	1	0
	Total Pressbooks	581	592	595	599	604
	Total Storyline 360 Modules	190	192	192	193	193
	Unique Users	12,786	12,814	12,855	12,886	12,916
Canvas	Incidents Resolved by Help Desk	220	173	116	169	142
	Incidents Resolved by Learn@UW Madison	49	60	48	62	61
	Active For-Credit Courses	3,786	3,848	3,874	3,879	834
	Active Training Courses	781	790	796	813	830
	Unique Instructors	5,260	5,374	5,445	5,454	1,255
	Unique Students	41,455	41,457	41,400	41,323	12,641
Atomic Assessments	Incidents Resolved by Help Desk	2	1	0	0	0
	Incidents Resolved by Learn@UW Madison	4	3	2	1	0
	Active Courses	56	52	52	45	17
	Instructors	464	321	442	347	56
	Unique Students	4,180	2,887	3,982	3,127	501

Notes:

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

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

ACAR (Advanced Content Authoring and Reporting)
Pressbooks: Number of Pressbooks in the UW-Madison instance; each pressbook is a subsite on the UW-Madison instance
Storyline 360: Total number of storyline modules in all UW-Madison subsites on Grassblade.doit.wisc.edu
User: Anyone with an account in Pressbooks (whether as subscriber, editor, administrator, or super-admin)

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

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

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

		Feb-22	Mar 22	Apr 22	May 22	Spring 22	Jun 22
Top Hat	Active Courses					75	
	Incidents Resolved by Learn@UW Madison					3	
	Incidents Resolved by Help Desk					5	
	Unique Instructors					197	
	Unique Students					7,377	
AEFIS	Incidents Resolved by Learn@UW Madison	31	39	53	63	208	28
	Incidents Resolved by Help Desk	1	6	13	24	45	13
	Total completed evaluations					134,829	
	DESL Usage						
	Training Workshops						
	Q&A Workshops						
	Attendance at all Workshops						
	DESL technical workshops						
Honorlock	Exams per student	2	2	2	2		3
	Support tickets closed by Help Desk	6	5	2	5		3
	Support tickets closed by Learn@UW–Madison	0	1	0	0		0
	Total courses	61	99	87	108		26
	Total exams	14,148	15,497	13,682	13,284		1,892
	Unique students	6,496	7,571	6,977	7,356		746
LEAD	Instructor views of "Grades by Page Views" visualization	3	5	1	2	18	1
	Instructor views of "Home Page" visualization	17	4	2	5	37	2
	Instructor views of "Page Views by Activity Type" visualization	1	1	0	3	13	1
	Instructor views of "Page Views by Date and Hour" visualization	9	7	2	4	35	3
	Support tickets closed by Help Desk	0	0	0	0	0	0
	Support tickets closed by Learn@UW–Madison	0	0	0	0	0	0
	Total instructor views	30	17	5	14	103	7
Engage eText	% of students opted out					1	
	Course sections					214	
	Courses					120	
	Departments					51	
	Schools / Colleges					7	
	Student enrollment					19,444	
	Unique instructor combos					137	

Notes:

Top Hat
Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students
Student: Students with Top Hat licenses enrolled in an "active course"
Instructor: Instructors with Top Hat licenses enrolled in an "active course"

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

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

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

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

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement
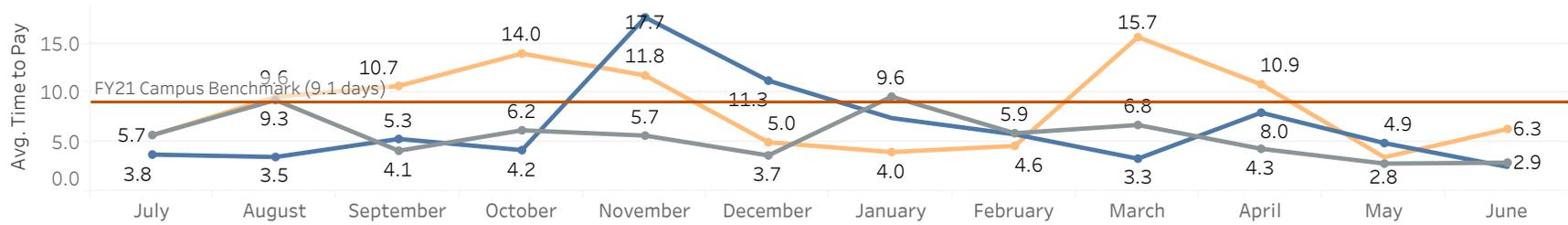
*Days from SFS Close to CBS Close
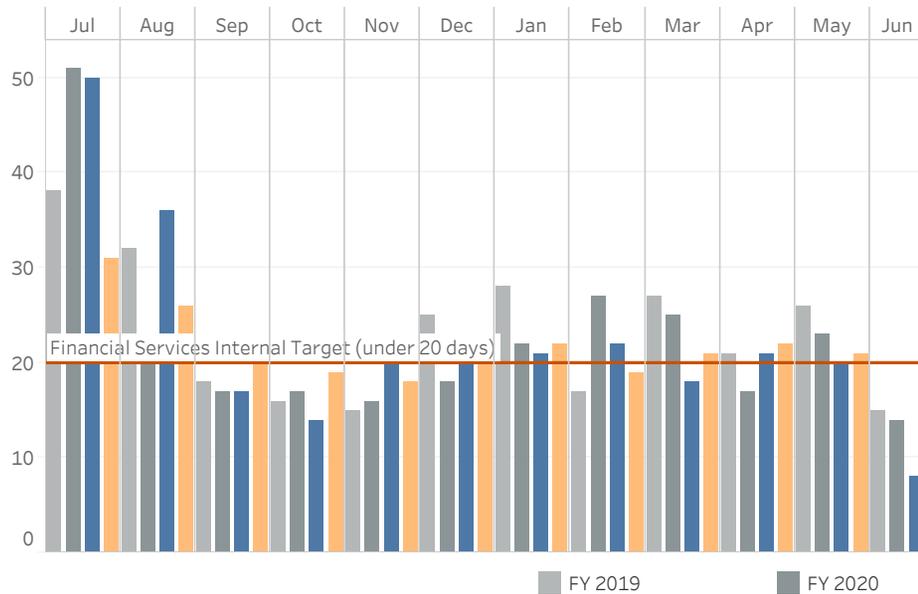

*Days from CBS Close to Management Report Completion

Month				
July	15	2	5	4
August	7	2	3	2
September	9	4	3	1
October	7	4	0	1
November	0	3	0	0
December	37	17	2	1
January	2	4	1	
February	6	2	0	1
March	2	6	3	1
April	6	7	1	1
May	7	5	5	3
June	5	5	34	

FY 2019   FY 2020   FY 2021   FY 2022

*If blank, data is currently unavailable.

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

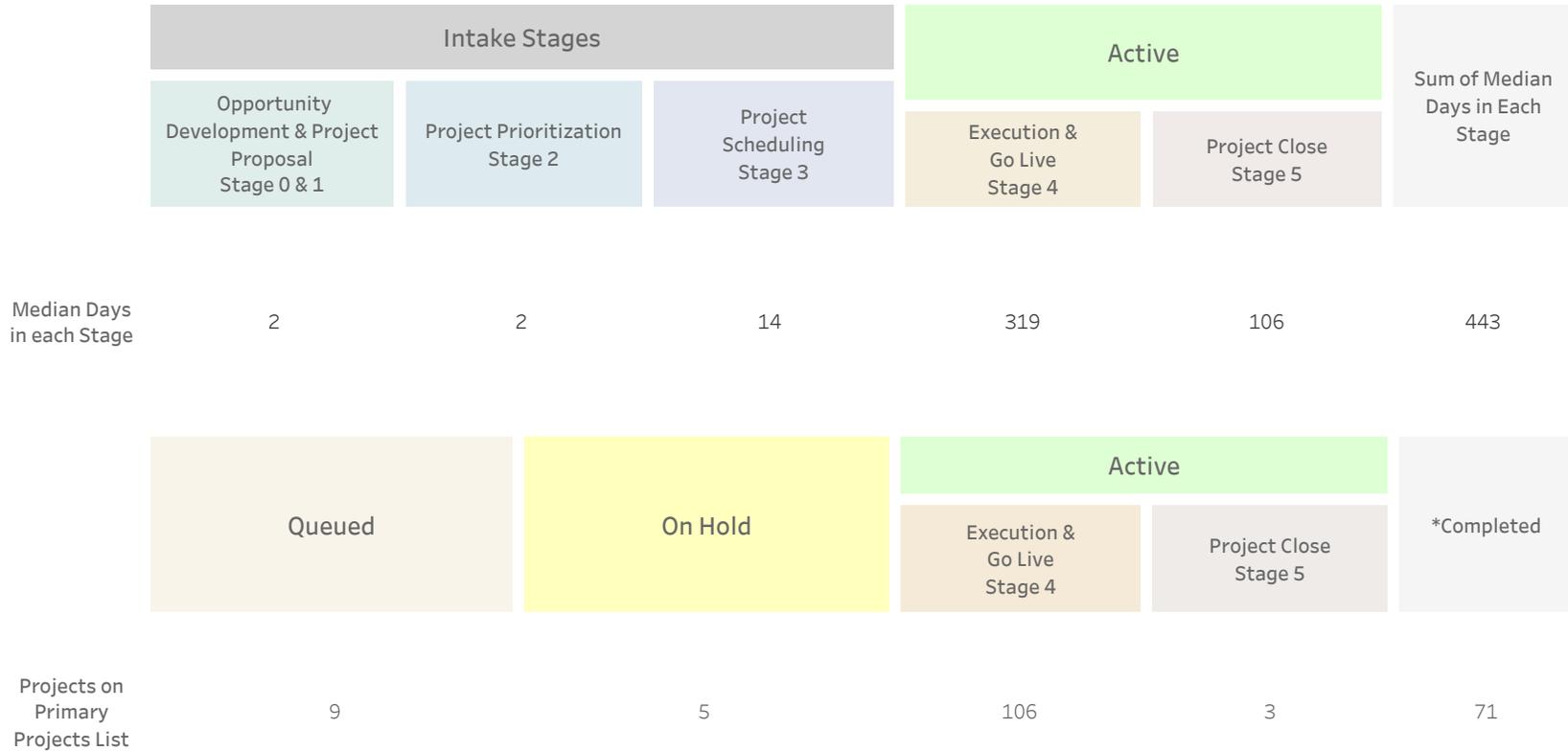## Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)
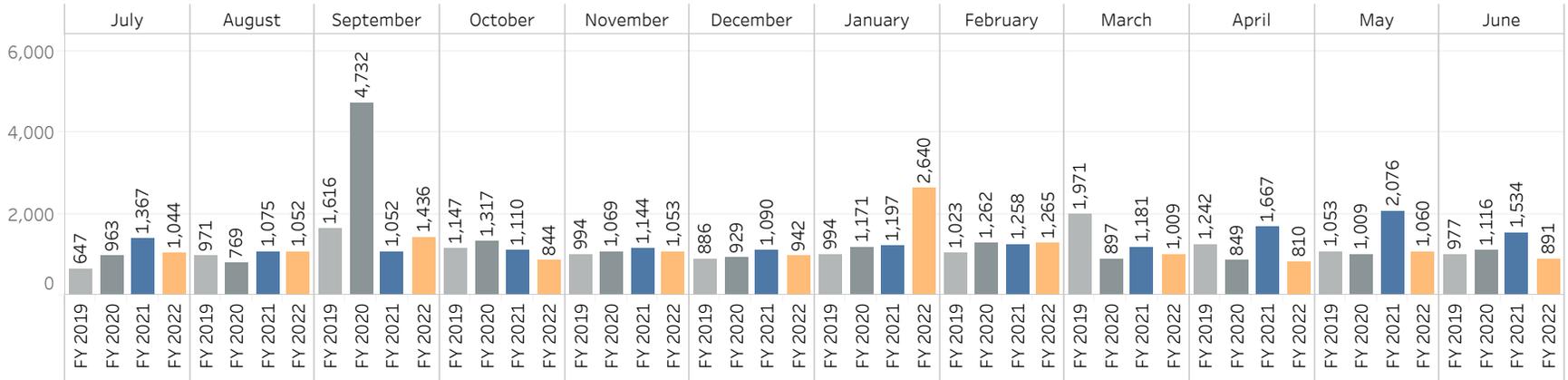
Phishing Incidents Resolved by CyberSecurity Operations Center
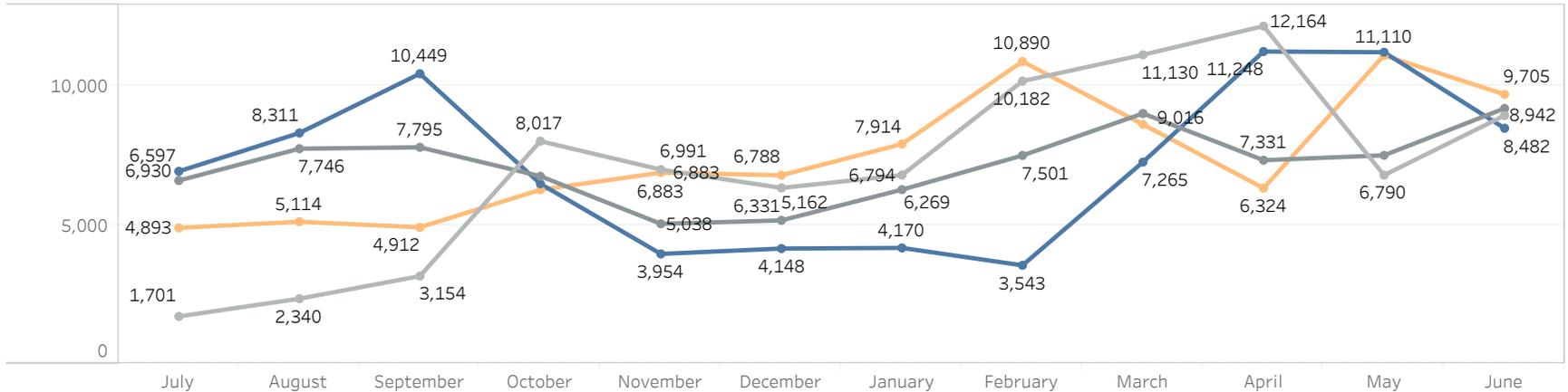
Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

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DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

	Intake Stages			Active		Sum of Median Days in Each Stage
	Opportunity Development & Project Proposal Stage 0 & 1	Project Prioritization Stage 2	Project Scheduling Stage 3	Execution & Go Live Stage 4	Project Close Stage 5	
Median Days in each Stage	2	2	14	319	106	443

	Queued	On Hold	Active		*Completed
			Execution & Go Live Stage 4	Project Close Stage 5	
Projects on Primary Projects List	9	5	106	3	71

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

*Projects completed since January 2021.

Values as of the conclusion of June FY 2022.

Out of the 109 Active Projects, 21 projects are considered major.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

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

Service Name	Department	FY 2022			
		Q1	Q2	Q3	Q4
NetID Kerberos	AIS	P	P	P	P
NetID Multi-Factor Authentication (MFA)	AIS	P	P	P	P
NetID Radius	AIS	P	P	P	P
OneBadger	EBS		P	P	
PCI-Infrastructure	SEO	P	P	P	P
PeopleSoft as a Service (PSaaS)	EBS	P	P	P	P
PRISM	EBS	P	P	P	P
SA-Infrastructure	SEO	P	P	P	P
SFS - Shared Financial System	EBS	P	P	P	P
Shared Drive - File Storage	SEO	P	P	P	P
SIS - Student Information System	EBS	P	P	P	P
SOAR Reservation System	AIS	P	P	P	P
SOLAR	EBS	P	P	P	P
System Active Directory	AIS	P	P	P	P
UDS LDAP	AIS	P	P	P	P
UW System Proxy IdP	AIS	P	P	P	P
UWBI (Business Intelligence)	EBS	P	P	P	
UWP1 Service	EBS	P	P	P	P
UWPDR Service	AIS	P	P	P	P
Web Hosting	AIS	P	P	P	P
WiscIT	US	P	P	P	P
Wisconsin Federation (WAYF)	AIS	P	P	P	P
WiSH - Wisconsin Scholarship Hub**	EBS	P	F		P

Overall Pass Fail

■ Pass (P) ■ Fail (F)

	FY 2022			
	Q1	Q2	Q3	Q4
***Completion rate	100%	100%	100%	85%

NOTES: * Indicates services in the End of Service Life (EoSL) state that are not yet fully decommissioned.
** Service has a High Risk Data flag set to "Yes-Vendor" - this service contains high-risk data, but is outside of UW control due to being vendor-managed and not included in completion rate
*** Completion rate represents the percent of services operated by DoIT that contain high risk data and have audit records attached per quarter.
Q1 = July 1 - Sept 30, Q2 = Oct 1 - Dec 31, Q3 = Jan 1 - Mar 31, Q4 = Apr 1 - June 30
Contents reflect DoIT operated Technical Services in the CMDB marked as High Risk at the end of June FY 2022. Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.
Pass (P) - Backups are occurring at least every 28 days, and a test restore can be demonstrated every 90 days.
Fail (F) - Backups are NOT confirmed to be occurring at least every 28 days, and/or a test restore CANNOT be demonstrated to have been done every 90 days.

DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through   07/06/2022

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	53	395	23	40	8
AT	2	11	7	30	7
CTO					
Cybersecurity	403	241	89	26	3
DoIT Communications	3	15			
DoIT HR		5	8	120	
EBS			2		
FS		1		1	
Non-DoIT teams	3	6	7	169	
NS	36	126	47	125	60
PMO					
SEO	15	35	10	17	5
US	138	854	272	344	14
Other	1	2	3	5	
Grand Total	**654**	**1,691**	**468**	**877**	**97**

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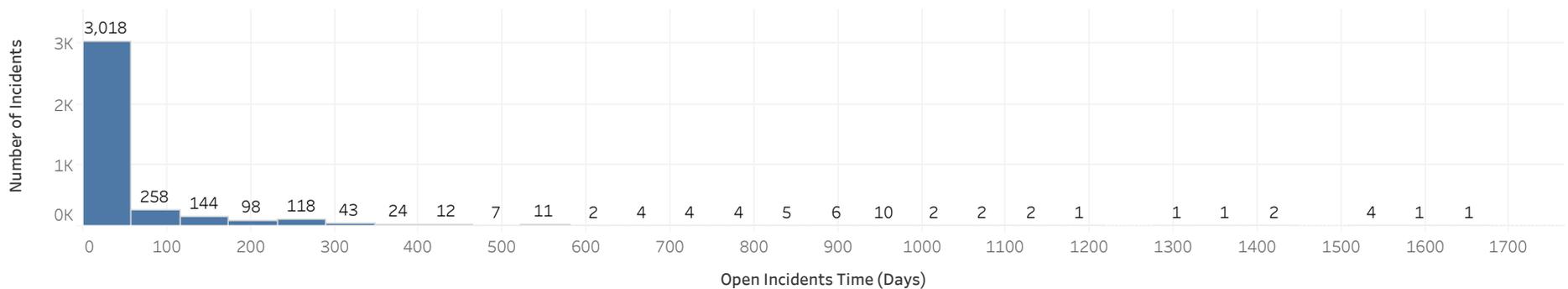
New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days.This data excludes repair cases from open incidents.

DoIT Operations Report Monthly Updates

Departmental Support Metrics: The Endpoints Per Technician metric is updated for the June report. This metric will be updated two times each year in the June and December reports.

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 Health Sci Learning Housing HSLC PFP-Parent and Family Program PI Financial Tool RO-Student Center and CS&E Student and Faculty Center Tableau UW-Madison Communications Wisc.edu/Alerts.wisc.edu WiscAlerts (Tech)
NS	Network Svcs-Invtry NS-App Admins NS-Apps AANTS NS-Campus NS-Cisco-Webex NS-Dept NS-Field Services NS-Field Services-Voice NS-Firewall NS-Layer 4 NS-OpEng NS-OpEng-Monitoring NS-PCI NS-Video NS-Voice NS-Voice-Cellular NS-Voice-Cisco NS-Voice-EUC NS-Voice-Legacy NS-WAN SA-NS
PMO	ADI-PMO
SEO	ASE-Virtualization CAB CampusNetworkServers CAS-Report Distribution CAS-UW Digital ID CAS-UW Digital ID (Certificates) CAS-UW Digital ID (MFA) CCI-Virtualization Change Mgr Config Mgr Critical Infrastructure CSSC Building Maintenance DC Access DC Team DC Team-NoInstallDecomm DoIT Digital Publishing & Printing Event Mgr (Monitoring) Hostmaster HRS Time Clocks ITSM Team Mainframe Job Scheduling Mainframe Job Scheduling-UWSA PCI Hosting Public Cloud Report Distribution SA-SE SA-Virtualization SE SE-AD SE-AIX SE-Audit SE-BuckyBackup Support SE-Critical Infrastructure SE-Database SE-DSA SE-Linux SE-OSX SE-Solaris SE-Storage Team SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SysNet SNCC-Sysops SNCC-Systems Management
US	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics O365 Feature Requests O365 Service Delivery O365 Technical/Functional PC Recycling PCS-Dept PCS-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

HD: Walk-in created incidents are considered Help Desk incidents beginning in FY20 due to the merger between former Tech Store (Service Desk) and the Help Desk that began on July 1st, 2019.

HD-Overview: Cost per contact FY19 will be used due to a six month minimum to calculate the Gartner benchmark. 2018 HDI Benchmarks will be used until the release of 2019 numbers.

HD-Benchmark Details: First Contact Resolution for Help Desk User Services has been defined as an incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.

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

DS-SLA Response Rate: Priority matrix obtained from WiscIT. In Priority 1 cases, an entire department is unable to perform duties and there is no workaround available. Priority 2 cases involve one or multiple users being unable to perform duties without a workaround, or an entire department only able to perform partial duties. Priority 3 cases include an entire department or any number of its users being able to perform duties with a workaround, or one or multiple users being able to only perform partial duties. Priority 4 cases are for deferred cases or monitoring / tracking.

Active & Urgent Vulnerabilities: Number of active vulnerabilities with a severity of 4 or 5

Financial Services:

Average number of Days to Pay: E-reimbursement: Length of time, in days, from point that the requests enter the Financial Services queue to reimbursement payment to the employee. Note: this is a metric measured by campus, so we are using campus average as a point of comparison.

Days from SFS Close to CBS Close is the amount of days from Campus Financial close to DoIT CBS close.

Days from CBS Close to Management Report is the amount of days from DoIT CBS close to the DoIT Manager Report finalization.

Days from SFS Close to Management Report is the amount of days from Campus Financial close to the DoIT Manager Report finalization.

Cybersecurity-Cybersecurity Operation Center: Includes the following categories with noted exclusions: Compromised Credentials; Copyright (excl. Campus Network Housing subcategories); CSOC; DNS Block Request; Duo Fraud; e-Discovery; Investigation (excl. Missing Person); Phishing; Suspicious Activity Report (excl. Shadowserver).

DoIT OPERATIONS: TECHNICAL NOTES

Digital Publishing and Printing Services Definitions

Rework: Work that needs to be reprinted due to operator error or miscommunication from internal staff.
Average Rework percentage: Derived percentage of total jobs requiring rework.
Sales: Monthly revenue from sale of print and print related projects.
Jobs: Total number print and print related projects per month.
Average on-time percentage by stream: Percentage of projects per production category completed by customer negotiated deadline.

Category Definitions

NetID Account Management: Password resets and NetID change requests
Office 365: Support for @wisc.edu email and Microsoft Apps
UW C/EX Support: Any incident from a Colleges or Extensions user
Referrals: Unsupported services referred to other departments
General Departmental Support: Incidents from departmentally supported users
BadgIRT: Incidents regarding security disabled accounts
Point of Sale (Tech Store): Any incident regarding the Tech Store
Campus Network: Connectivity issues to UW-Net and device registration
Learn@UW - Canvas Madison: Support to UW-Madison students & staff with Canvas
Multi-Factor Authentication (MFA): Support to UW-Madison students, faculty, and staff with the MFA
Learn@UW: A suite of centrally-supported technologies for instructional usage; used by instructors and/or students. Learn@UW includes the services reported on the previous page and other learning technologies...

Project Management Office - Portfolio Metrics Definitions

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