



DoIT Operations

Monthly Report

June 2024

Published August 20, 2024

GARTNER METRICS

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

Icons used in this report

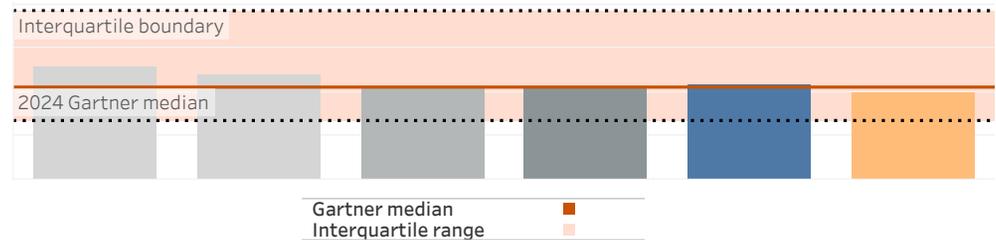


Factors influencing data this month; As identified and provided by data owners.



Notes defining and providing context to the data.

Interquartile Highlighting



DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %
API Manager	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Confluence Wiki	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	99.63	100.00	99.88	100.00	100.00	99.96
Enterprise Content Management	99.00%	100.00	100.00	100.00	100.00	★97.13	99.78	100.00	100.00	★97.44	100.00	100.00	★96.94
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	99.37	100.00
JIRA Issue Tracking	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	★96.77	99.45	100.00	★94.42	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	★94.43	★87.48	100.00	100.00	100.00	100.00	99.92	99.73	99.95
My UW	99.00%	99.92	100.00	99.77	99.39	100.00	100.00	100.00	99.94	★83.31	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	★99.79	100.00	100.00	100.00	★97.44	100.00	100.00	100.00
Shared Web Hosting	99.00%	100.00	100.00	100.00	100.00	99.69	99.93	100.00	100.00	99.89	100.00	100.00	100.00
Wisc Web	99.00%	100.00	100.00	100.00	99.90	100.00	100.00	★97.07	★98.07	99.19	100.00	100.00	99.93

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During June

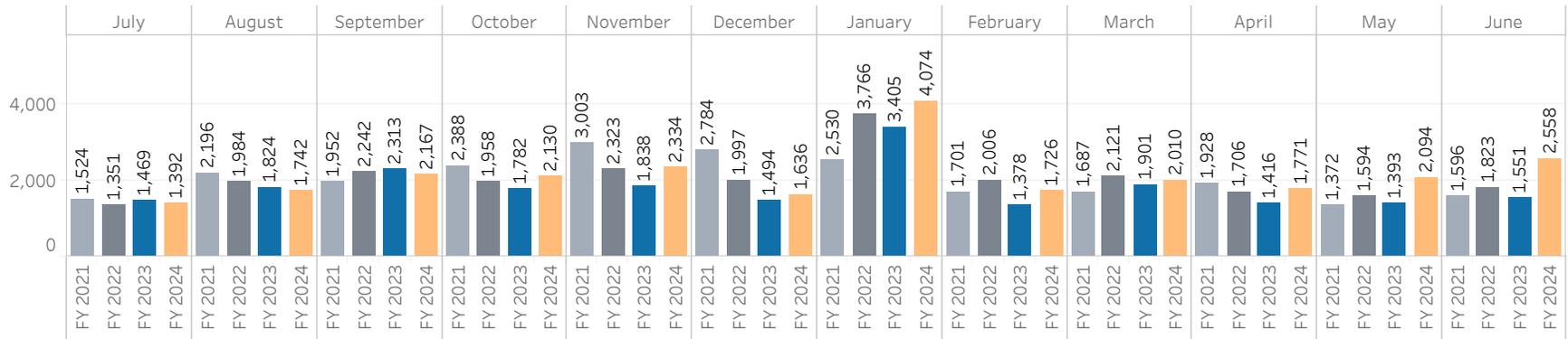
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	1,782	61.9%	1,779	1,665	93.5%	92.1%	98.6%
NetID Account Management	763	26.5%	747	669	88.8%	86.6%	91.8%
All IAM Incidents	2,864	100.0%	2,551	2,344	91.6%	87.0%	97.7%

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 June

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	41	3.0%	3	1	33.3%	100.0%	
MyUW Madison/System	138	10.1%	137	120	87.6%	94.0%	100.0%
Shared Tools	3	0.2%	3				100.0%
Web Hosting	96	7.1%	5	5	80.0%		
WiscWeb	36	2.6%	29	8	★27.6%	100.0%	100.0%

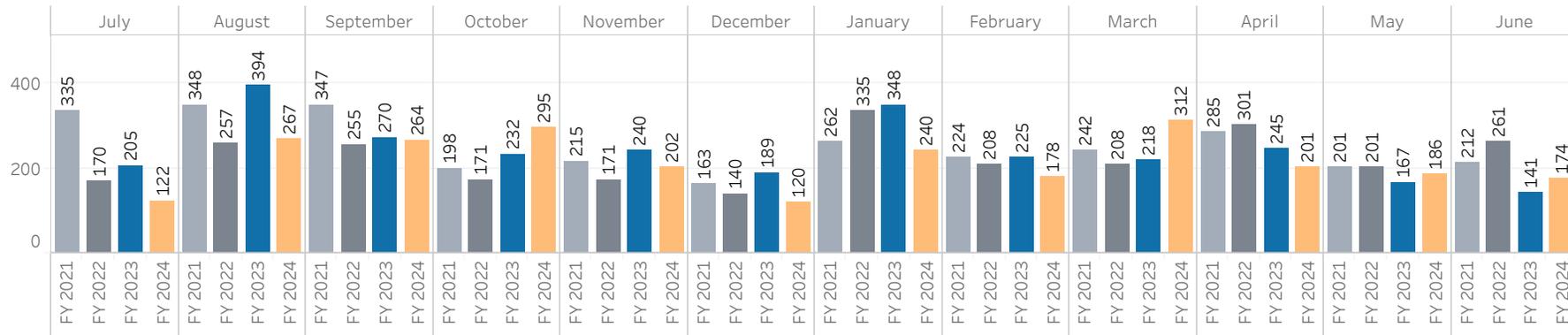
AIS-WPS Targets:
 HD % Resolution by Service

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

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

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

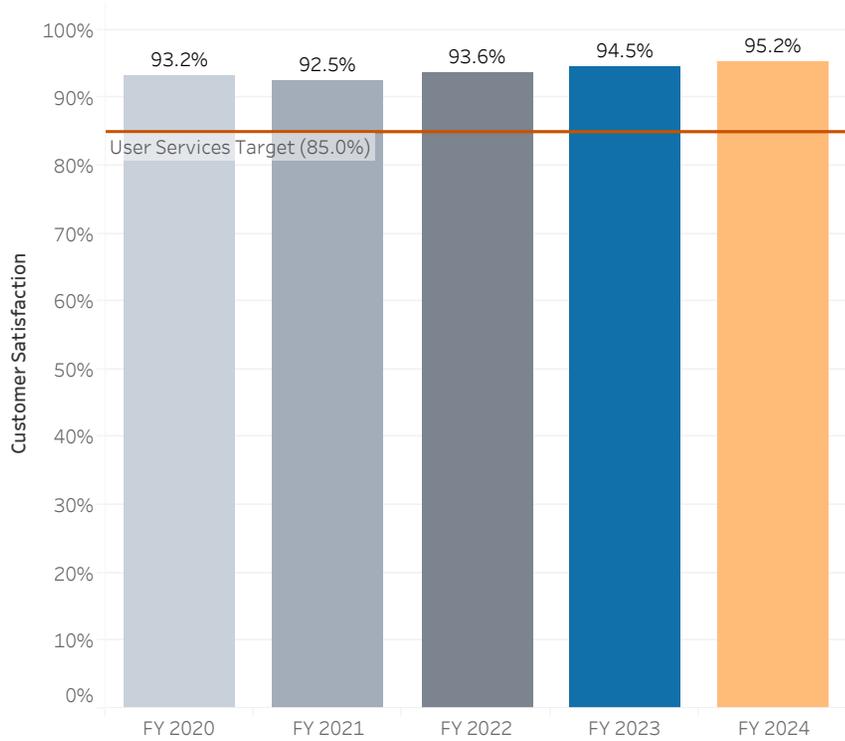
WPS Services Annual Help Desk Contacts



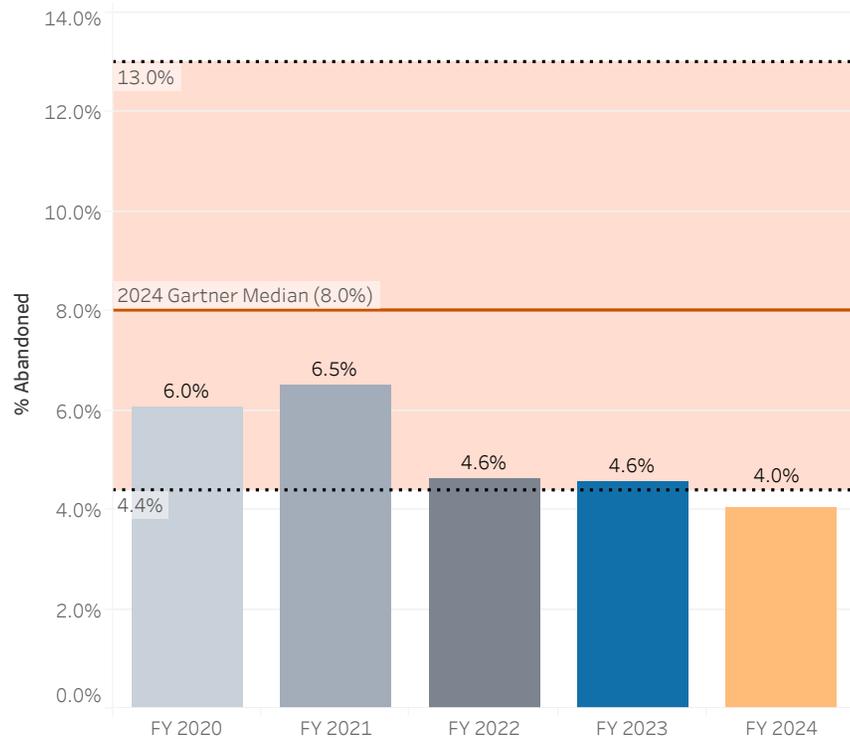
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DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

Customer Satisfaction



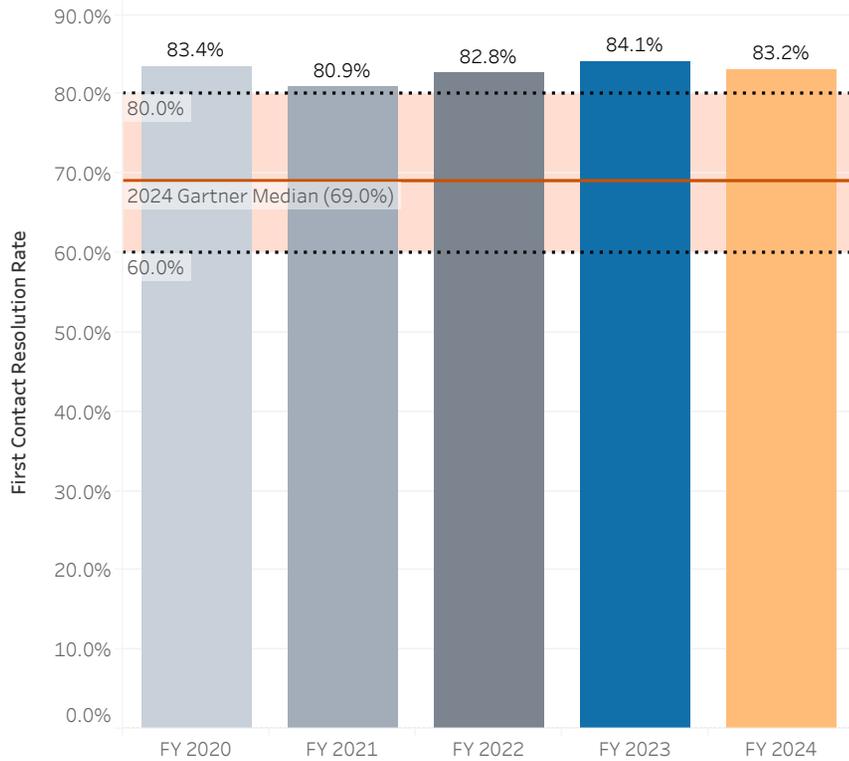
Help Desk Abandonment Rate



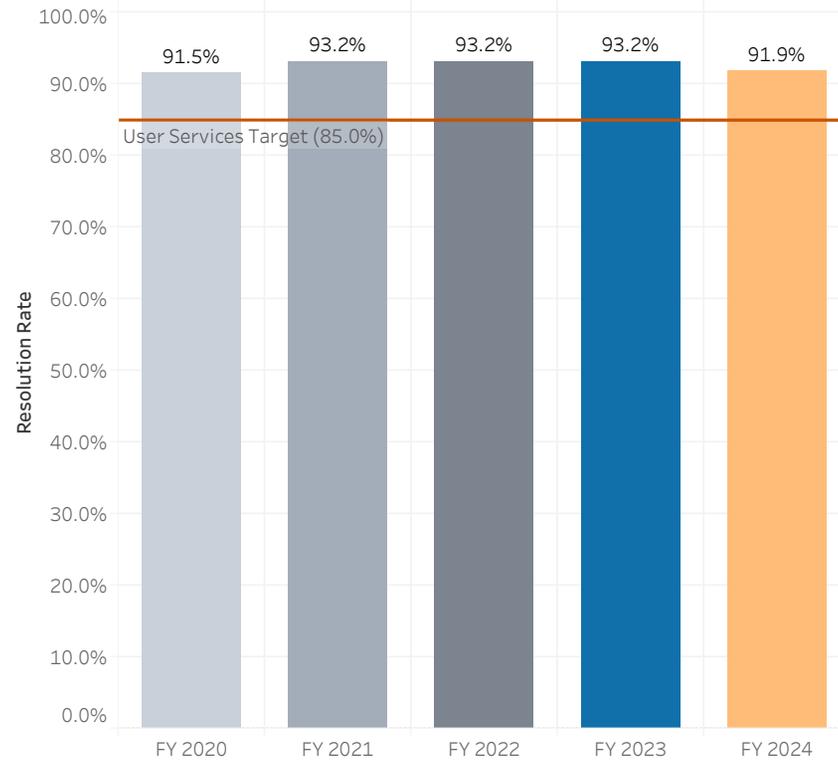
NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

***Help Desk Average First Contact Resolution**



****Help Desk Average Resolution Rate**



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

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN JUNE

	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Multi-factor Authentication (MFA)	1,779	12.9%	1,665	93.5%	92.1%
NetID Account Management	747	5.5%	669	88.8%	86.6%
Microsoft 365	738	5.9%	596	★80.4%	89.4%
Incident Response and Investigations, BadgIRT	551	4.0%	546	99.1%	100.0%
Referrals	551	4.0%	484	87.7%	91.5%
DoIT Departmental Support, Software	203	1.6%	169	★81.8%	77.5%
Help Desk Support, Computer Lending Program	177	1.3%	174	98.3%	87.5%
Canvas, Learn@UW - Canvas Madison	163	1.4%	119	★73.0%	91.4%
Help Desk Support, INFORMATION	160	1.2%	156	97.5%	94.8%
DoIT Departmental Support, General Computer	159	2.3%	111	★67.9%	87.3%

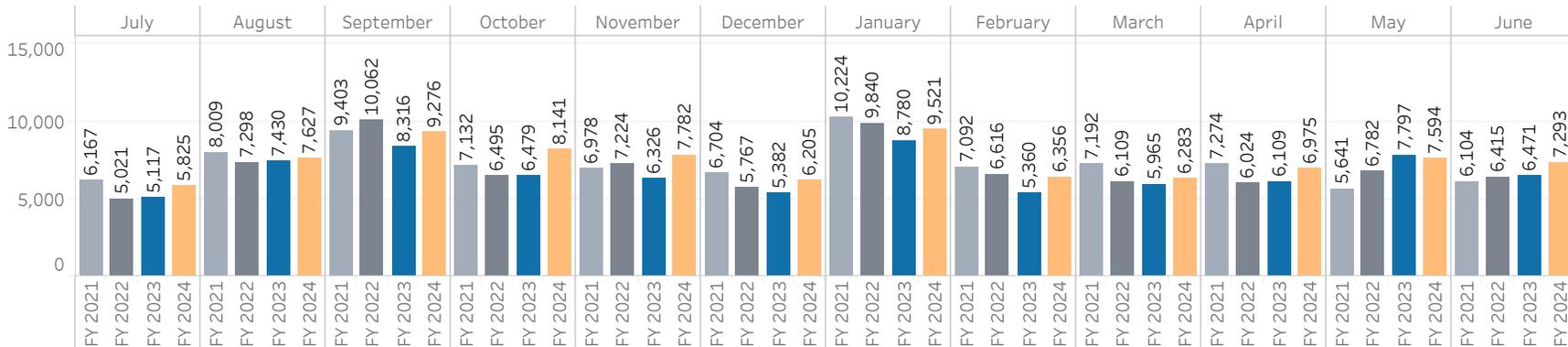
User Services Target: HD % Resolution

★ Below 85.0% ■ At or above 85.0%

2024 Gartner Metrics: First Contact Resolution

■ At or above 70%

Help Desk Annual Contacts



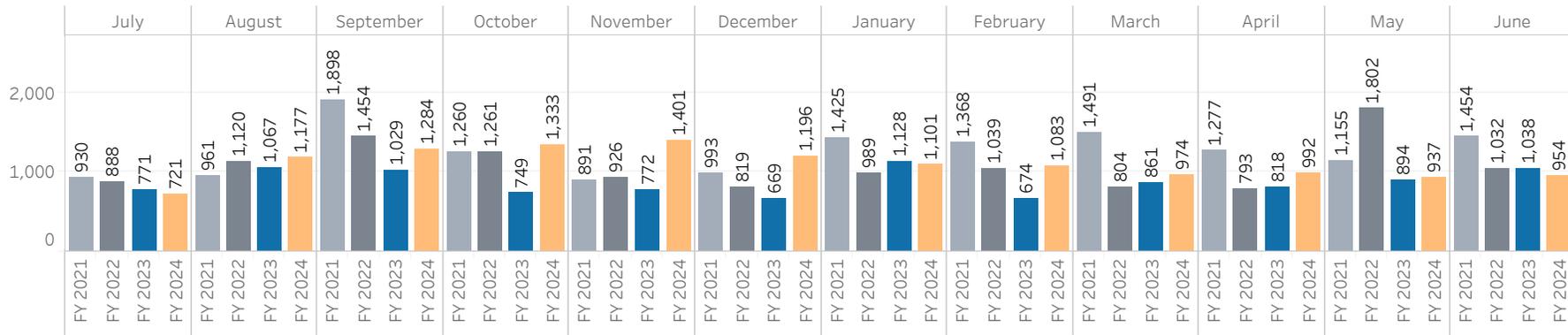
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DoIT OPERATIONS: USER SERVICES - PRODUCTIVITY AND COLLABORATIVE SOLUTIONS SERVICES OVERVIEW

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	
Microsoft 365	812	70.6%	738	596	★80.4%	89.4%	★84.0%	User Services Target: HD% Resolution ★ Below 85.0% ■ At or above 85.0%
UW-Madison Zoom	54	4.7%	50	39	★78.0%	91.7%	100.0%	
Box	100	8.7%	58	28	★46.6%	81.8%	97.6%	2023 Gartner Metrics: First Contact Resolution ■ At or above 70%
Google Workspace for Education	142	12.3%	93	89	★77.4%	86.7%	98.0%	
Cloud Fax	6	0.5%	5	3	★60.0%	100.0%		User Services Target: Customer Satisfaction ★ Below 85.0% ■ At or above 85.0%
Qualtrics	36	3.1%	10	9	90.0%	100.0%		

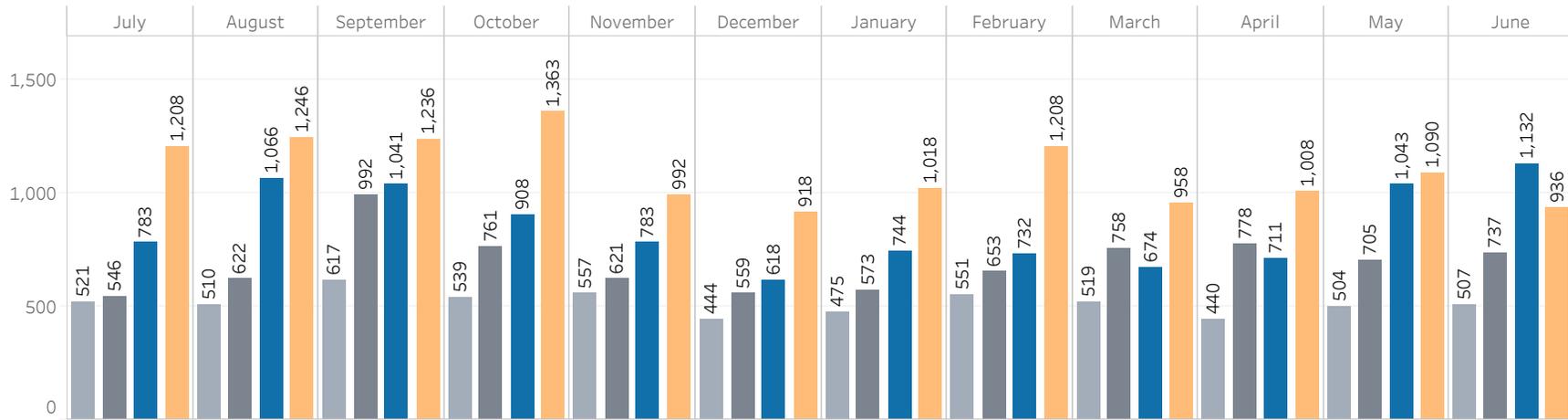
PCS Services Annual Help Desk Contacts



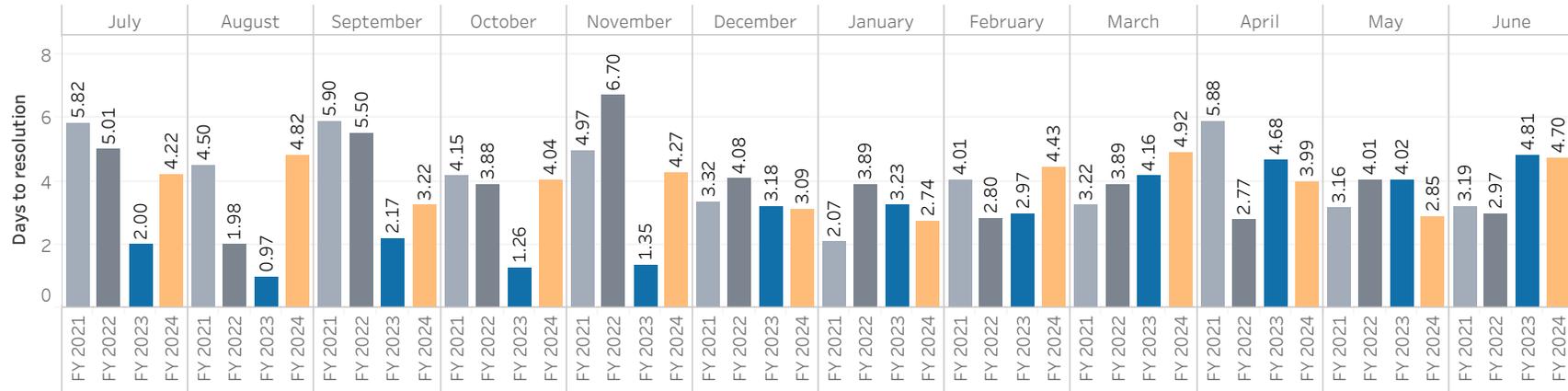
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
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 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Resolutions per Month



Median Resolution Time (days)

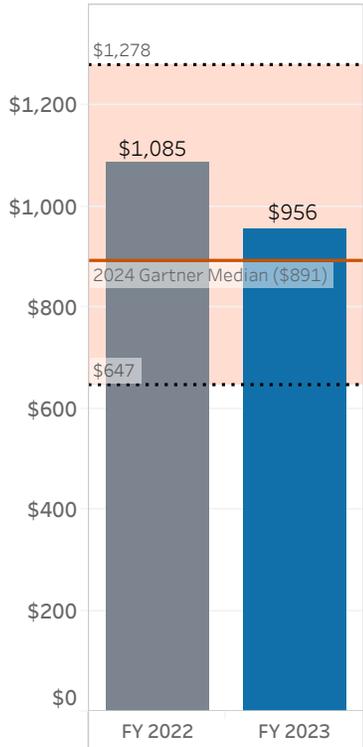


Notes: Departmental Support Resolutions per Month represent cases resolved by DS teams.

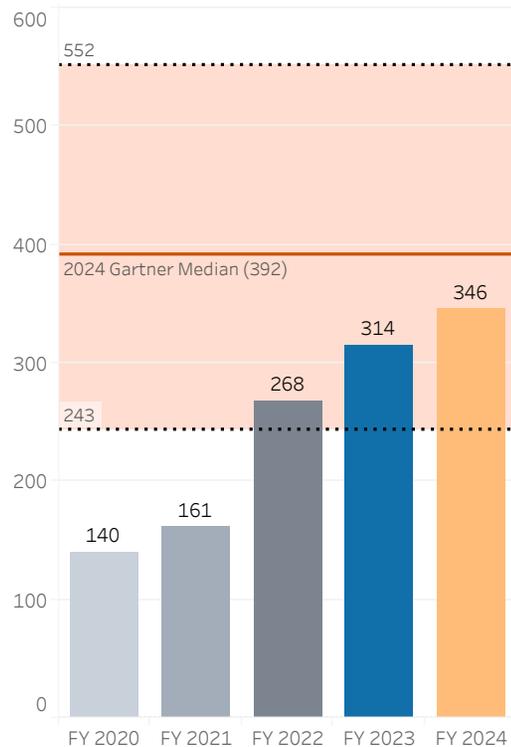
- FY 2021
- FY 2022
- FY 2023
- FY 2024

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

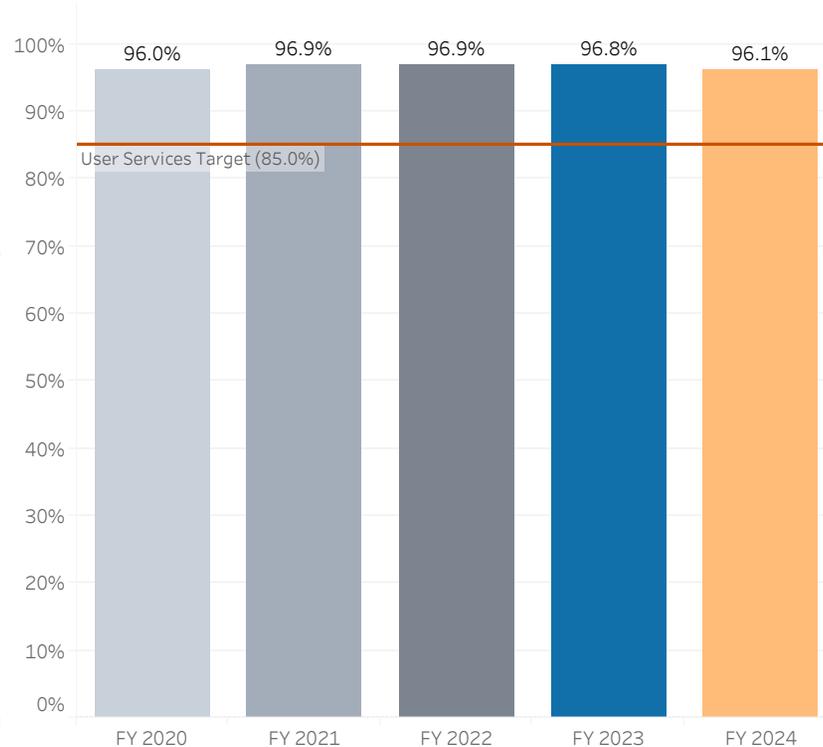
*Cost Per Endpoint



**Endpoints Per Technician



***Customer Satisfaction



NOTES: *Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software, and external services, which we have not, as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated. Updates will be processed annually.

**DS Endpoints per technician calculation updated for FY2023 to include AIMS endpoints and technicians, including mobile devices. Previous years values retained for historical reference and do not include mobile devices. Updated calculation redefines technician as a person rather than based on hours worked, and adds 56% of Infolab computers as managed endpoints. Calculation updated annually. Updated January 2024.

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %
HRS	99.000%	★ 98.562	99.798	★ 96.296	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
SFS	99.000%	100.000	99.861	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.713
SIS	99.000%	★ 87.446	100.000	100.000	100.000	100.000	100.000	★ 97.460	100.000	★ 98.589	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	98.970	100.000	100.000	100.000	100.000	100.000	100.000	★ 96.868	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	99.982	100.000	UW Platteville	99.900%	99.988	99.979	100.000	UWC Waukesha	99.900%	99.988	99.982	100.000
UW Eau Claire	99.900%	99.979	99.982	100.000	UW River Falls	99.900%	99.979	99.982	100.000	UWC Washington Co.	99.900%	99.988	99.982	★ 97.334
UW Green Bay	99.900%	99.988	99.982	100.000	UW Stevens Point	99.900%	99.988	99.982	100.000	UWC Sheboygan	99.900%	99.979	99.979	100.000
UW Health	99.900%	99.981	99.982	100.000	UW Stout	99.900%	99.979	99.982	100.000	UWC Rock Co.	99.900%	99.981	99.979	100.000
UW La Crosse	99.900%	99.979	99.982	100.000	UW Superior	99.900%	99.979	99.982	100.000	UWC Richland	99.900%	99.979	99.968	★ 98.086
UW Madison	99.900%	100.000	99.982	100.000	UW Whitewater	99.900%	99.988	99.979	100.000	UWC Marshfield Wood Co.	99.900%	99.979	99.982	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	99.979	99.982	100.000	UWC Marinette	99.900%	99.979	99.982	100.000
UW Oshkosh	99.900%	99.988	99.982	100.000	UWC Barron Co.	99.900%	99.979	99.979	100.000	UWC Marathon Co.	99.900%	99.988	99.979	100.000
UW Parkside	99.900%	99.979	99.982	100.000	UWC Fond du Lac	99.900%	99.988	99.979	100.000	UWC Manitowoc	99.900%	99.979	99.979	100.000
					UWC Fox Valley	99.900%	99.979	99.982	100.000					

Target Colors

★ Below Target

■ Above Target



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		IN					OUT		
		Apr-24	May-24	Jun-24			Apr-24	May-24	Jun-24
UW-Madison campus	Avg (Gb/sec)	17.00	11.00	8.80	UW-Madison campus	Avg (Gb/sec)	6.80	7.60	8.70
	Max (Gb/sec)	91.60	49.40	85.20		Max (Gb/sec)	26.30	36.60	39.30
	Min (Gb/sec)	3.60	2.60	2.30		Min (Gb/sec)	2.30	2.10	2.00
	95th percentile of usage	30.20	21.10	15.70		95th percentile of usage	12.60	15.40	18.00
	% of full capacity (200Gbps)	8.50	5.50	4.40		% of full capacity (200Gbps)	3.40	3.80	4.35
UW-Madison research	Avg (Gb/sec)	50.10	29.50	27.50	UW-Madison research	Avg (Gb/sec)	18.30	18.70	22.00
	Max (Gb/sec)	206.00	122.80	99.10		Max (Gb/sec)	95.50	86.10	147.30
	Min (Gb/sec)	9.10	9.30	7.00		Min (Gb/sec)	5.50	6.80	5.90
	95th percentile of usage	102.70	55.90	49.70		95th percentile of usage	34.10	35.80	37.50
	% of full capacity (200Gbps)	25.05	14.75	13.75		% of full capacity (200Gbps)	9.15	9.35	11.00
Internet Exchange (MadIX)	Avg (Gb/sec)	0.46	0.37	0.31	Internet Exchange (MadIX)	Avg (Gb/sec)	1.10	0.96	0.94
	Max (Gb/sec)	4.80	2.20	9.00		Max (Gb/sec)	4.00	9.10	15.20
	Min (Gb/sec)	0.04	0.02	0.03		Min (Gb/sec)	0.24	0.21	0.15
	95th percentile of usage	1.00	0.85	0.68		95th percentile of usage	2.10	1.80	1.80
	% of full capacity (20Gbps)	2.30	1.83	1.55		% of full capacity (20Gbps)	5.50	4.80	4.68



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

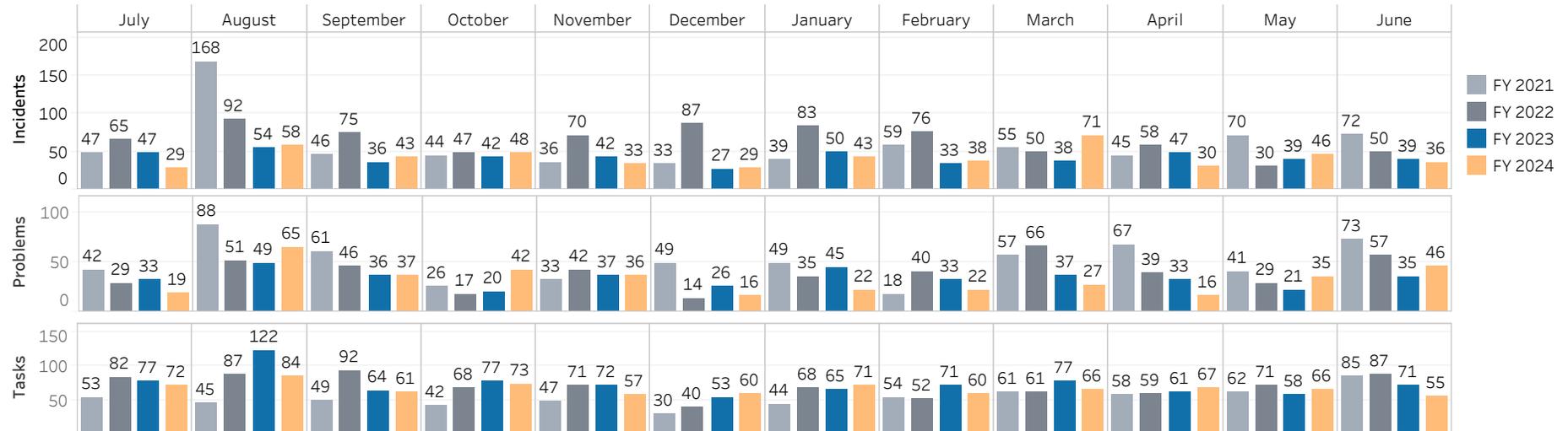
Incidents

	March	April	May	June
Network Access	68	29	44	28
Other	3	1	2	8
Grand Total	71	30	46	36

Problems

Network Access	11	10	11	13
Wireless	15	6	24	33
Other	1			
Grand Total	27	16	35	46
Tasks	66	67	66	55

Incident, Problem & Task Summary



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

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

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	★ 94.187	99.377	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	99.861	100.000	100.000	100.000	★ 99.474	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	★ 99.337	100.000	100.000	100.000	100.000	99.978	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	★ 94.769
Report Distribution	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.731	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Storage	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Video Monitoring System	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	100.000	100.000	★ 99.447	★ 88.833	99.563	★ 80.560	100.000	100.000	100.000	100.000	100.000	100.000

Target Colors

★ Below Target

■ Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For June, FY 2024

	SLA Availability % Target	Availability % of Total Time	Number of Servers Managed	Service Requests	Servers per FTE	2024 Gartner Median [Interquartile range]
Windows	99.95	100	309	45	112.0	265 [140-443]
Linux	99.95	100	666	227	222.0	265 [151-401]

■ At or Above Availability Target

Top Consumers By Percentage of Labor Hours

SE DoIT Server Labor	11.90%
SQL DB Hosting	3.85%
WHS CounterPoint	1.02%
Union PCI	0.59%
4370-09-GRAD SCHOOL	0.36%
ATP Server Labor	0.36%
4370-UWCommunications	0.27%
WI Public Media Server Labor	0.20%
4610 DEM (replaces 4816)	0.17%
SEO work for WU-Food	0.13%

Top Consumers By Server Count

June Server Count Data unavailable*	
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*June Server count data unavailable due to a Cherwell client upgrade issue. Our process has been updated to ensure future Server count data is available.

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	March	April	May	June
Confirmed Vulnerability	1	2	8	3	5
	2	24	2	7	24
	3	154	103	95	186
	4	379	495	201	329
	5	37	40	23	36
Needs investigation	3	1			
	4		3	1	7
	5		1		
Potential Vulnerability	2	8	14		10
	3	4	6	6	6
	4	2			
Grand Total		611	672	336	603

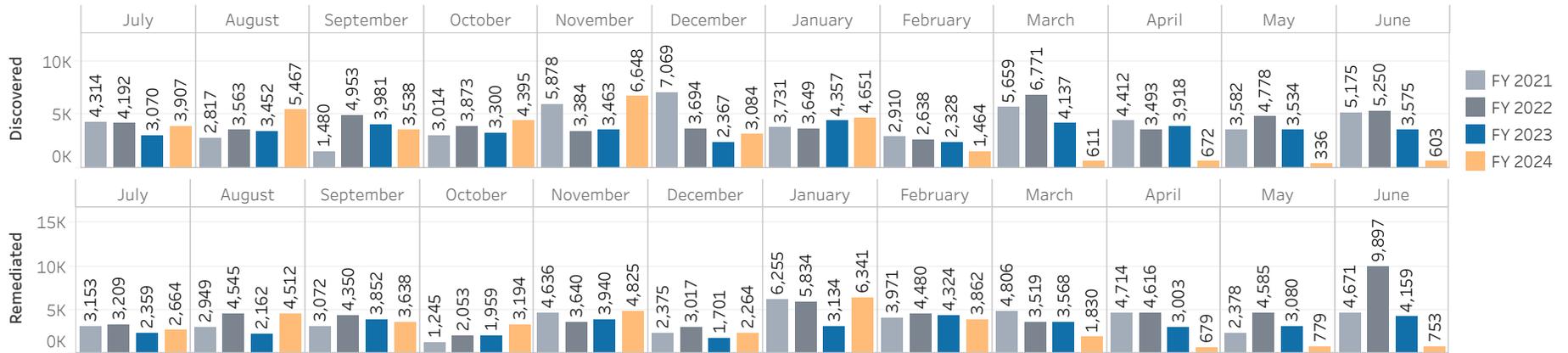
*Active & Urgent Vulnerabilities

247

Remaining From June

0

SEO Vulnerabilities Summary



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

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY

Incidents & Problems Last Four Months

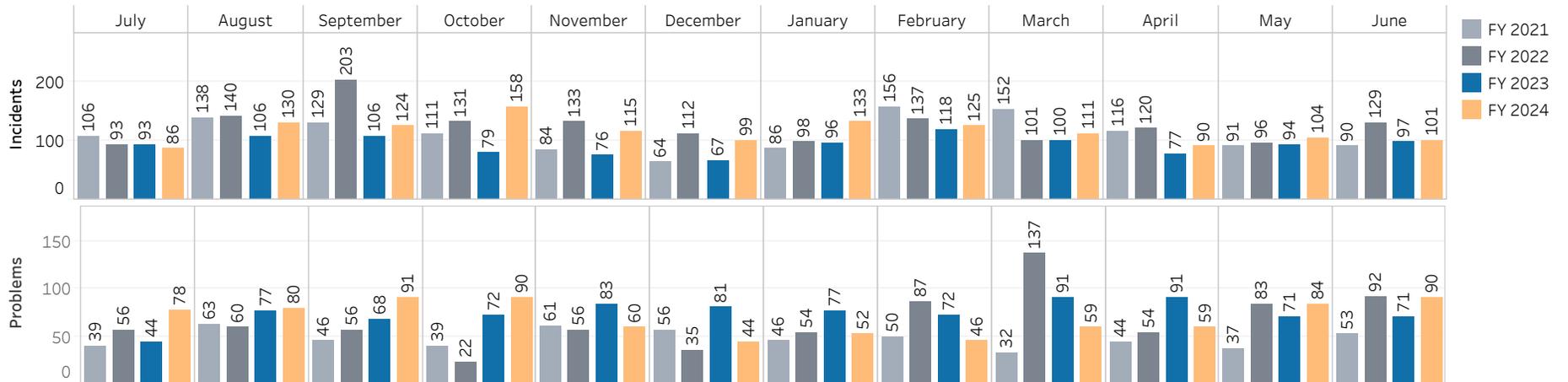
Incidents

	March	April	May	June
Network Access	93	79	87	88
Wireless	3	3	6	5
Other	15	8	11	8
Grand Total	111	90	104	101

Problems

	March	April	May	June
Network Access	42	45	46	59
Server Certificates	2	2	2	1
Wireless	6	8	32	26
Other	9	4	4	4
Grand Total	59	59	84	90

Incident & Problem Summary



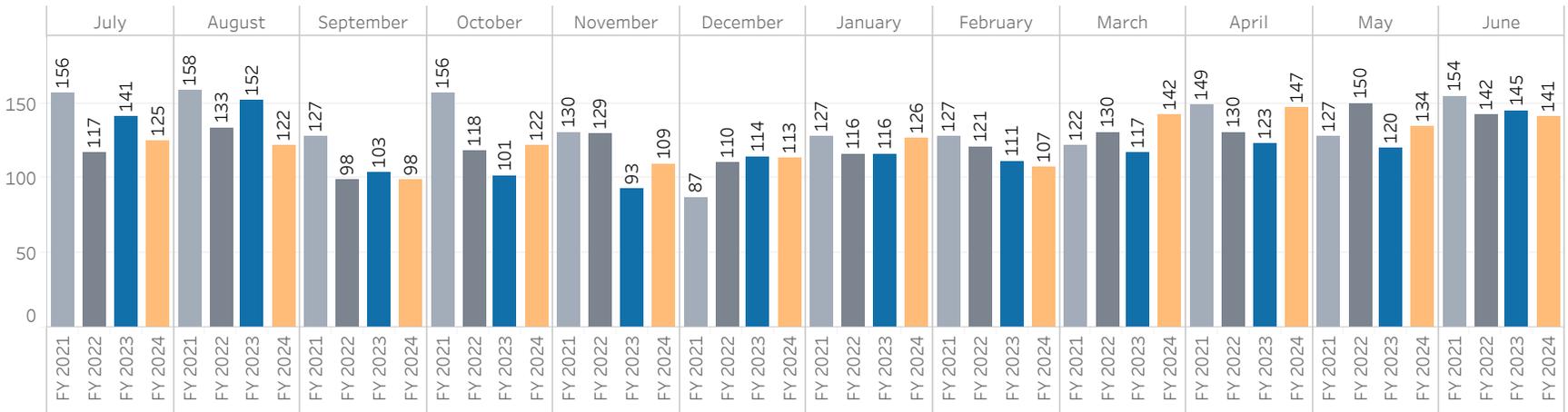
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team. Rows titled "Wireless" contain data for both UWNnet and eduroam networks.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	March	April	May	June
Boreas	9	7	2	12
Campus Network	94	71	85	119
MUFN	2		3	4
Northern Tier	2	4	2	13
UW SysNET	23	14	19	9
Other DoIT Technical Services	47	52	40	33
Grand Total	177	148	151	190

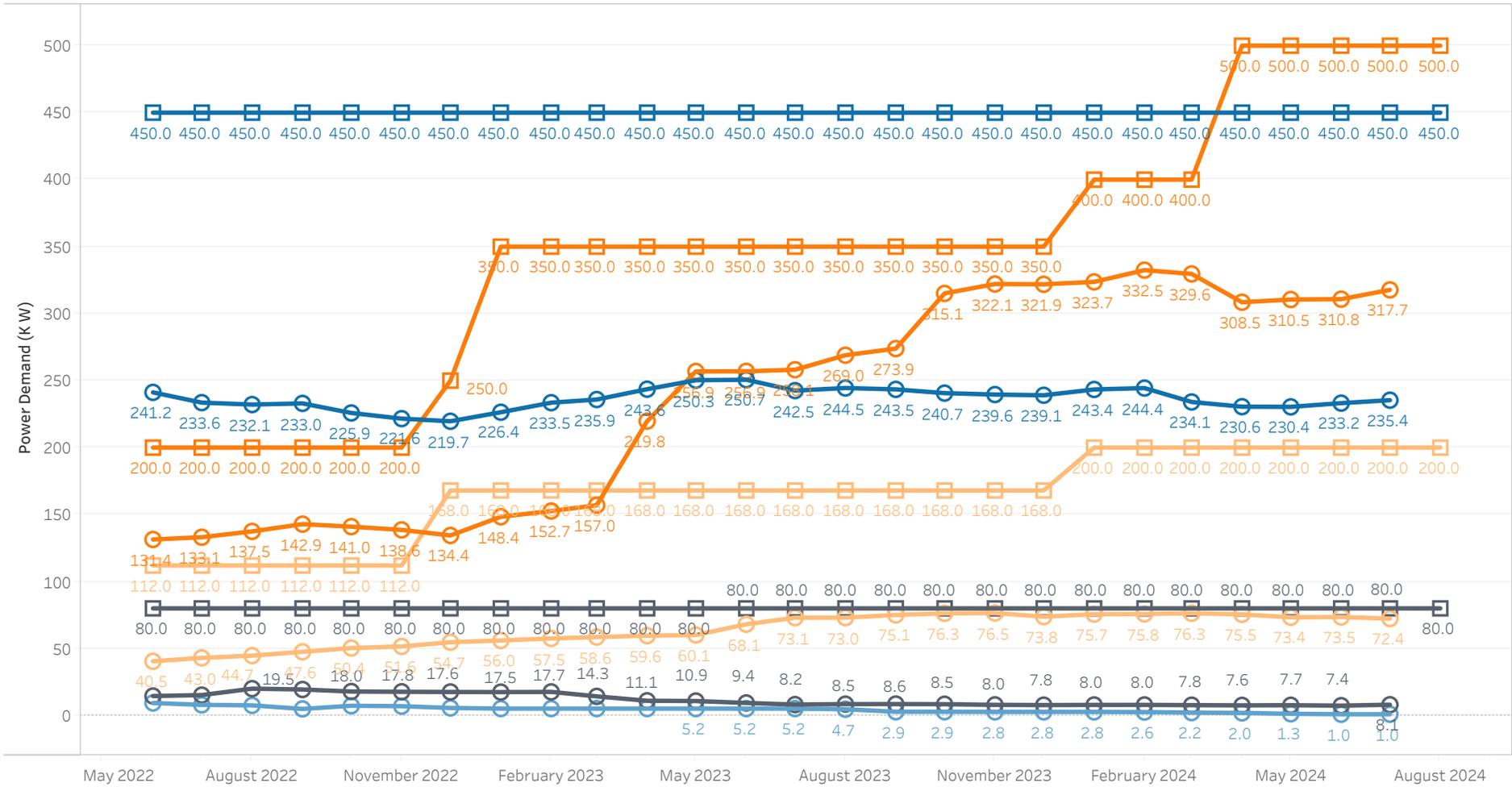
SEO Outage Summary



*If blank, zero problems required SNCC management.

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

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



○ Actual

□ Limit

■ Dayton

■ OneNeck

■ Femrite

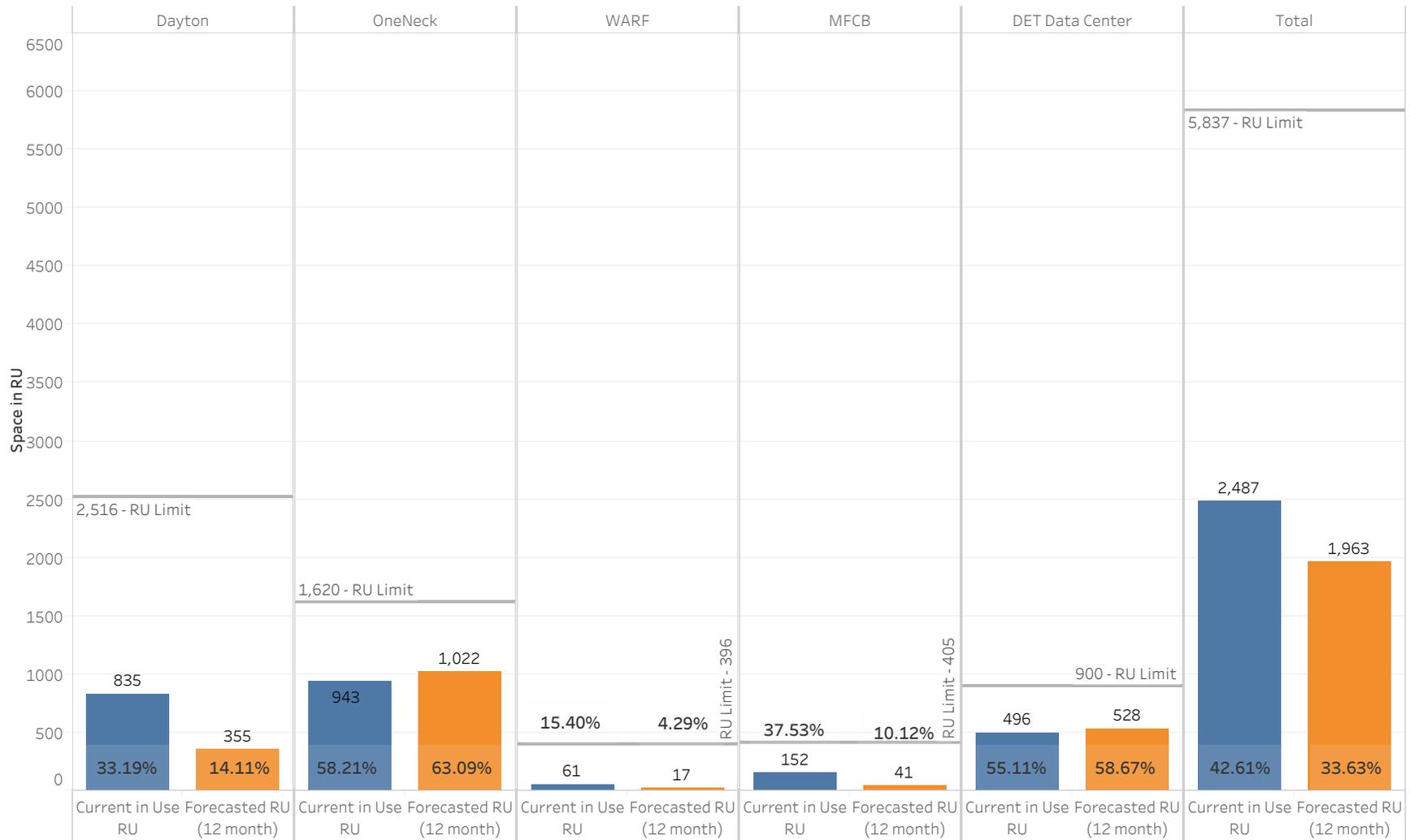
■ MFCB

■ WARF



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

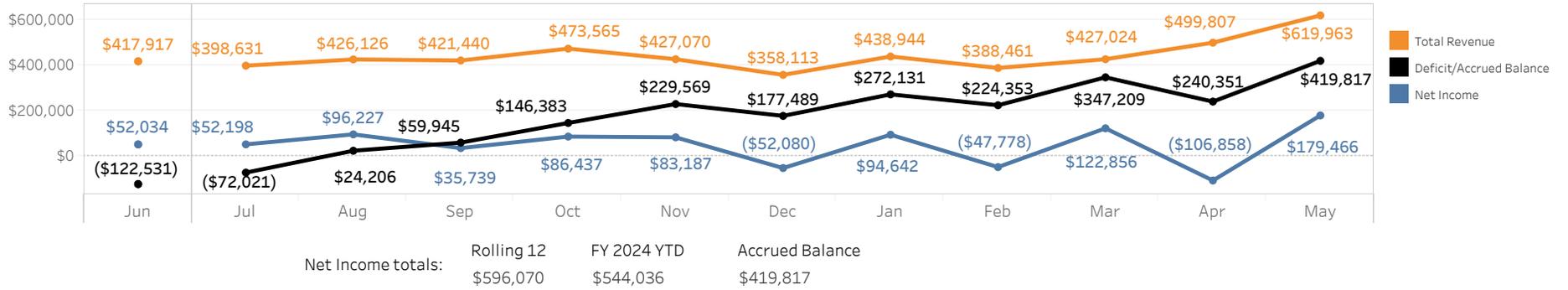
DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



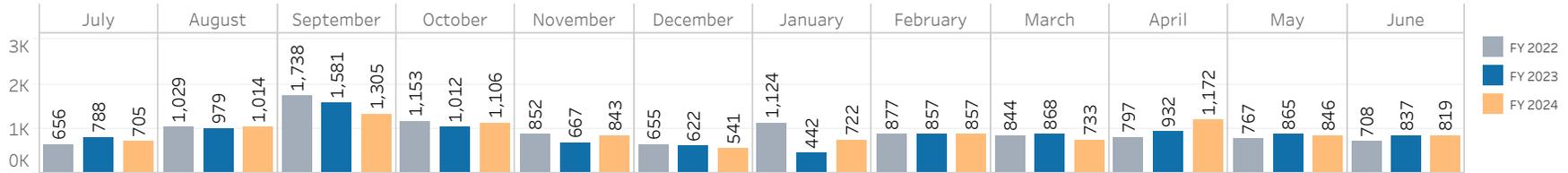
RU = Rack Units
 Usage and one year forecast at the conclusion of June, FY 2024.
 RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

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



Annual - Total Jobs



Average On-Time Percentage by Stream

	April	May	June
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
April	0	0	0
May	1	1,474	0
June	0	0	0



*Values are displayed as of the beginning of June, FY 2024 due to a lag in obtaining Net Income and Deficit/Accrued Balance data.

DoIT OPERATIONS: ACADEMIC TECHNOLOGY SERVICES OVERVIEW

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

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Heliocampus AC	22	8.1%	1				
Canvas	192	70.6%	163	119	★73.0%	91.4%	98.7%
Kaltura	36	13.2%	29	19	★65.5%	100.0%	95.2%
Other Learn@UW Services	22	8.1%	20	9	★45.0%	100.0%	
Total Learn@UW Services	272	100.0%	213	147	★69.3%	92.5%	98.0%

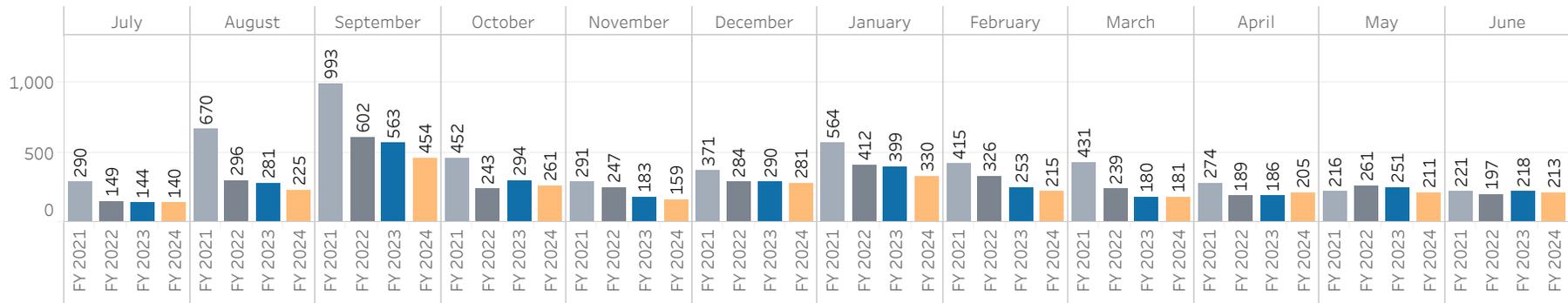
AT Targets:
HD % Resolution by Service

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

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

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

AT Learn@UW Services Annual Help Desk Contacts



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

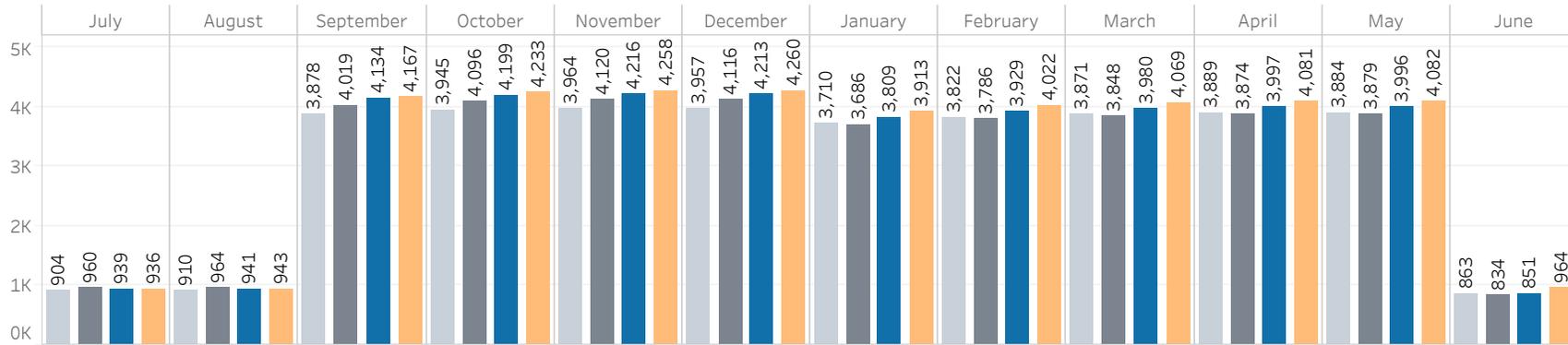
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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

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

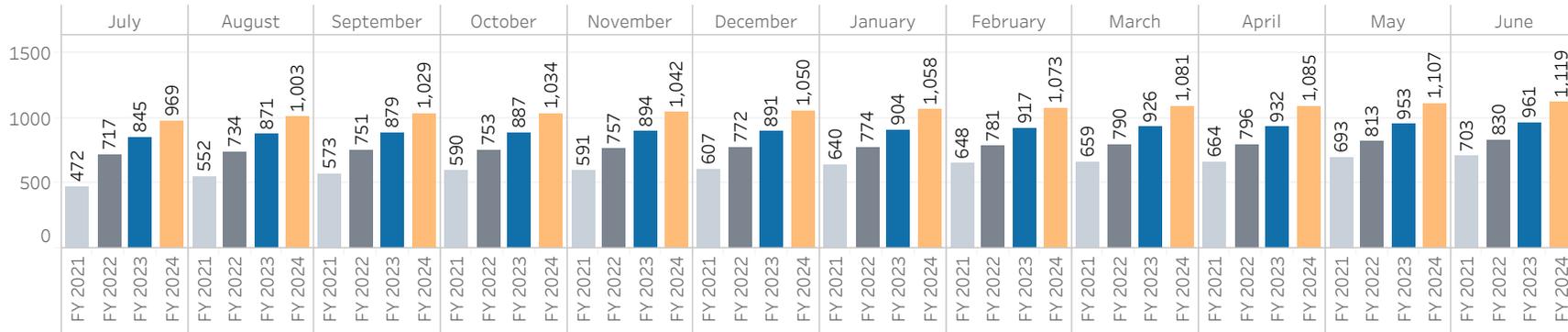
Other Learn@UW Services include Atomic Assessments, Atomic Assessments Quizzing Tool, Engage, Honorlock, Piazza, ACAR (Pressbooks, Storyline, Learning Locker, Grassblade, General Content Authoring), Top Hat, Turnitin, UDOIT

DoIT OPERATIONS: ACADEMIC TECHNOLOGY - CANVAS METRICS

Active for-credit Canvas Courses



Active Canvas Compliance or Institutional Training Courses

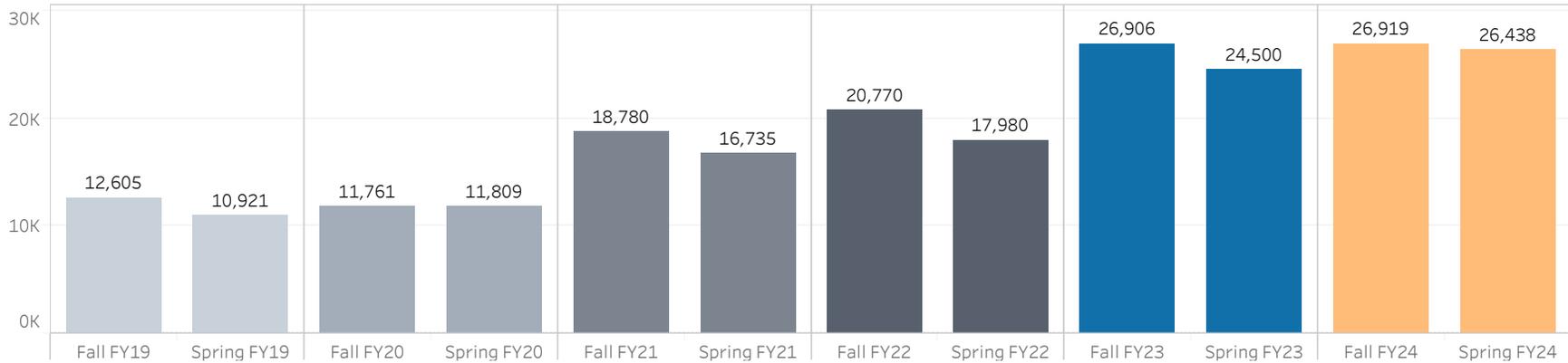


Each academic term a Canvas course shell is created for every for-credit course offered at UW-Madison. "Active" Canvas courses are those manually activated by an instructor.

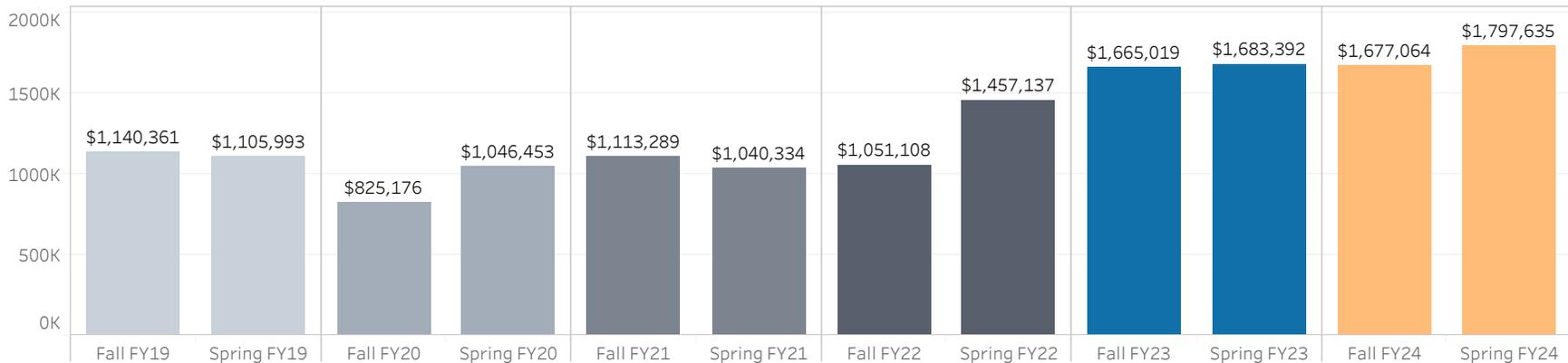
- FY 2021
- FY 2022
- FY 2023
- FY 2024

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

Students Enrolled in Courses Using e-Texts



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



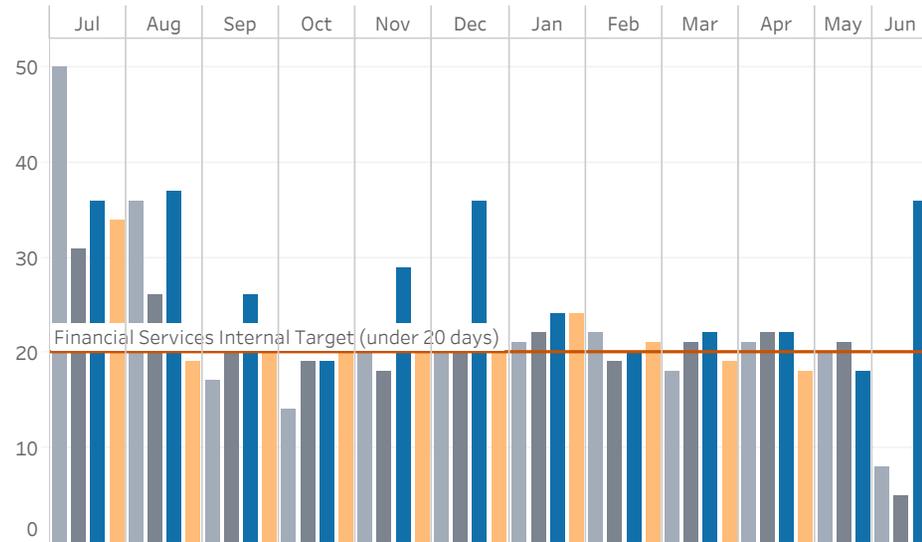
Since spring 2018, less than 1% of students have opted out of using neither an eText nor a publisher bundled digital learning tool when given the option.

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

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

DoIT OPERATIONS: FINANCIAL SERVICES

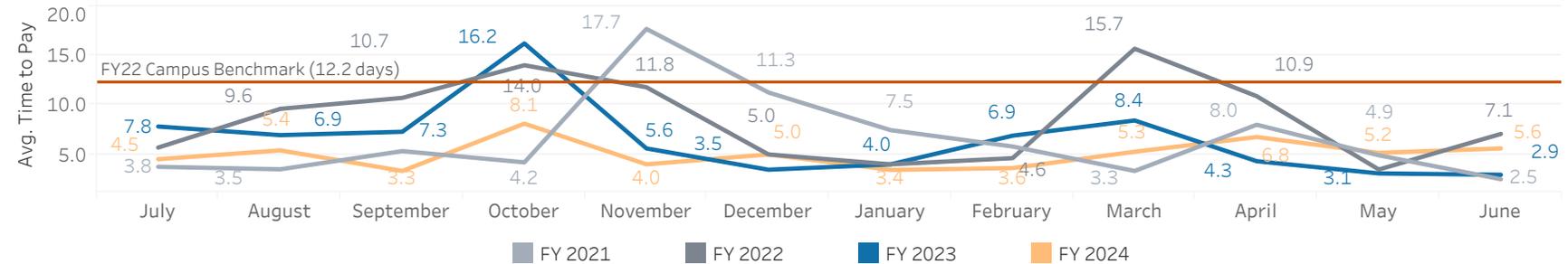
***Days from SFS Close to CBS Close**



***Days from CBS Close to Management Report Completion**

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

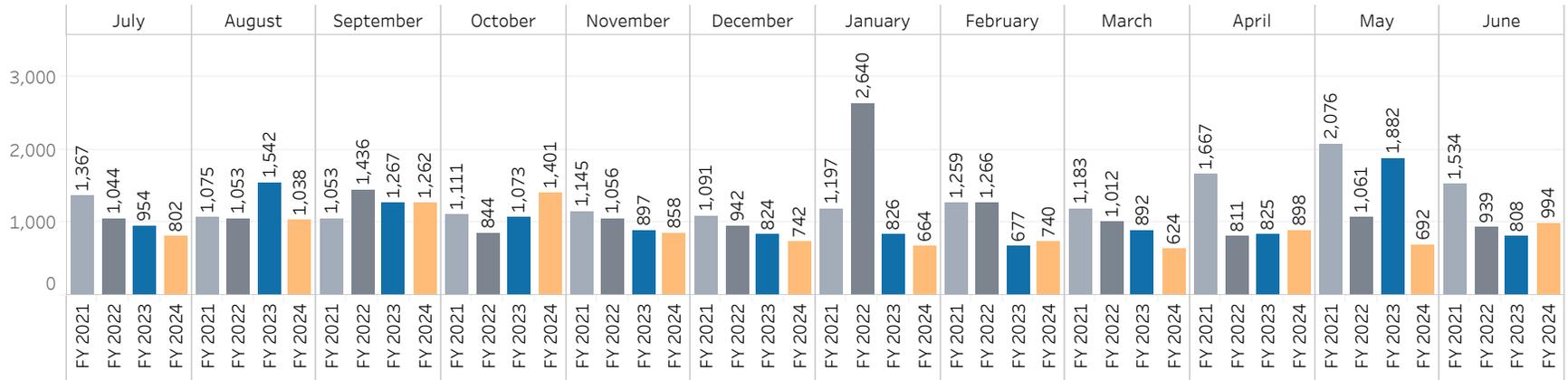
Average Number of Days to Pay: e-Reimbursement



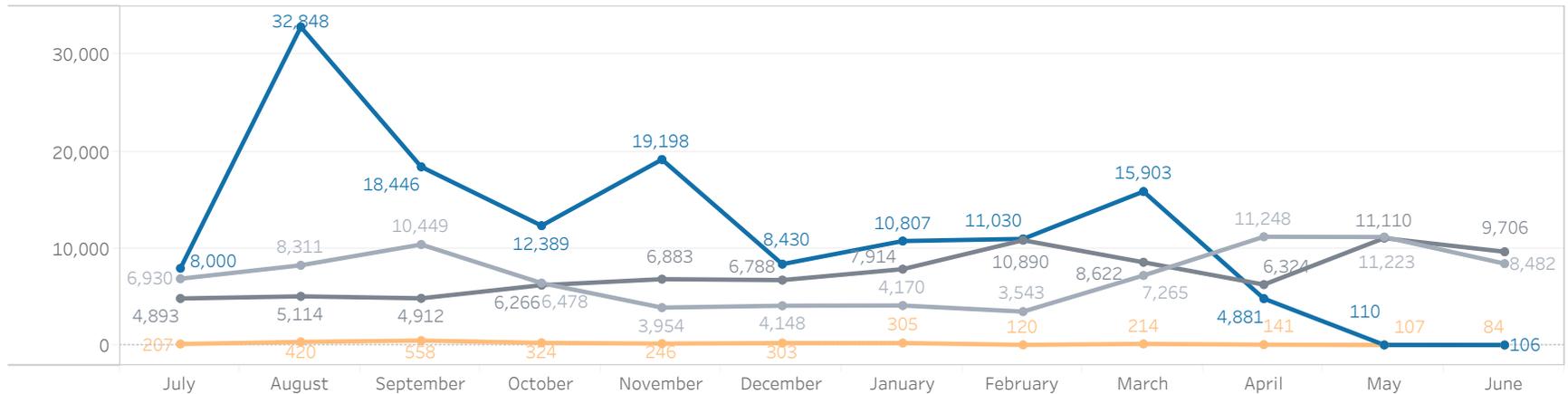
*If blank, data is currently unavailable.

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)



Phishing Incidents Resolved by CyberSecurity Operations Center



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

DoIT OPERATIONS: PORTFOLIO & PROJECT MANAGEMENT OFFICE - PORTFOLIO METRICS

	Backlog	Planning	Implementation	Closing	Sum of Median Days in each Phase
Median Days in each Phase	98	41	197	60	396
	Backlog	Planning	Implementation	Closing	Total Projects on Enterprise Project List
Projects on Enterprise Projects List	31	20	88	29	169
*Completed Projects		Median Overall Days for Completed Projects			
29		71			



*Projects completed since December 2023
 Values as of the conclusion of June FY 2024.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

NOTE: Data updated through 7/8/2024

Service Name	Dept.	FY 2024				Service Name	Dept.	FY 2024			
		Q1	Q2	Q3	Q4			Q1	Q2	Q3	Q4
AANTS	NS	P			P	Manifest	AIS	P		P	P
Aloha	US					NetID Account Management	AIS	P		P	
Campus Active Directory	AIS	P		P	P	NetID IdP	AIS	P		P	
Canvas**	AT	P		V	V	NetID Multi-Factor Authentication (MFA)	AIS	P		P	
CBS	EBS	P	P	P	P	NetID Radius	AIS	P		P	
CCAS - Campus Card Access System	SEO	P	P	P	P	OneBadger	EBS	P	P	P	P
Cisco Contact Center	NS	P	P	P	P	PCI-Infrastructure	SEO	P	P	P	P
Cisco Voice Mail	NS	P	P	P	P	PeopleSoft as a Service (PSaaS)	EBS	P	P	P	P
Critical Infrastructure Active Directory	AIS	P		P		PRISM	EBS	P	P	P	P
Cybersecurity Log Management Service	CS	P	P	P	P	SA-Infrastructure	SEO	P	P	P	P
DHCP	NS	P	P	P	P	SFS - Shared Financial System	EBS	P	P	P	
DNS	NS	P	P	P	P	Shared Drive - File Storage	SEO	P	P	P	P
ECRT (Effort Reporting)	AIS	P*	P*			ShopUW+**	EBS			V	V
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	P	P	SIS - Student Information System	EBS	P	P	P	P
Employee Compensation Compliance (ECC)**	AIS			V	V	SOAR Reservation System	AIS	P			P
Enterprise Content Management Service (ECMS)	AIS	P	P	P	P	SOLAR	EBS	P	P	P	P
FASTAR - MILER	EBS	P	P	P		System Active Directory	AIS	P		P	
FPM SimpleK	SEO			P		UDS LDAP	AIS	P		P	
Gitlab Repository Services	AIS	P	P	P	P	UHS Web Help Desk	SEO				
HelioCampus AC**	AT			V	V	UW System Proxy IdP	AIS	P		P	
HonorLock**	AT			V	V	UWBI (Business Intelligence)	EBS	P	P	P	P
Housing Administration Applications	EBS	P	P			UWP1 Service	EBS	P	P	P	P
HRS - Human Resource System	EBS	P	P	P	P	UWPDR Service	AIS	P		P	
HSG Procure	SEO					Video Management Service	SEO	P	P	P	P
IAM Reverse Proxy	AIS	P		P		Web Hosting	AIS	P	P	P	P
Legal Files	US					WiscIT	US	P			P
Life-Safety Bldg. Env. Ctrl. & Fire Alarm Monitoring	SEO	P	P	P	P	Wisconsin Federation (WAYF)	AIS	P		P	
Low Code Solutions**	EBS			V	V	WiSH - Wisconsin Scholarship Hub**	EBS			V	V
Madison Reverse Proxy	AIS	P		P		Youth Activity Registration System (YARS)**	AIS			V	V

Pass (P)
 Vendor Managed (V)

***Completion rate	FY 2024			
	Q1	Q2	Q3	Q4
***Completion rate	100%	62%	89%	58%



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 June FY 2024. Deactivated/decommissioned services are not included. Blanks indicate an audit record has not been completed for the service.
Pass (P) - Backups are occurring at least every 28 days, and a test restore can be demonstrated every 90 days.
Fail (F) - Backups are NOT confirmed to be occurring at least every 28 days, and/or a test restore CANNOT be demonstrated to have been done every 90 days.

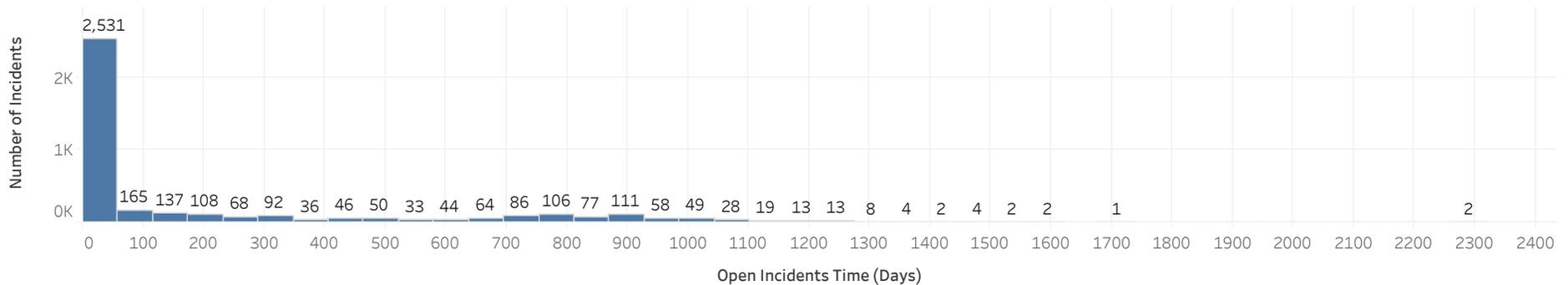
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 07/08/2024

Age of Open Incidents by Department

	Less Than 2 Days	Between 2 Days and 2 Weeks	Between 2 Weeks and 1 Month	Between 1 Month and 1 Year	Greater than 1 Year
AIS	17	98	15	54	51
AT	6	11	4	23	14
CTO					
Cybersecurity	103	349	13	29	10
DoIT Communications	1				
DoIT HR		1	6	61	276
EBS		4		1	10
FS			1		5
Non-DoIT teams	4	12	3	21	310
NS	18	69	28	157	103
PMO					
SEO	33	80	26	27	10
US	134	1,026	139	370	60
Other	28	74	31	34	5
Grand Total	344	1,724	266	777	854

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

NS-Field Services Summary - New dashboard added to illuminate Field Services work. Includes Incidents, Problems and Tasks assigned to Field Services. Tasks are most commonly network jack activations or modifications, and can be in support of Incidents, Problems or Changes.

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 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.