DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

May 2022

Published June 15, 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

(i) 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
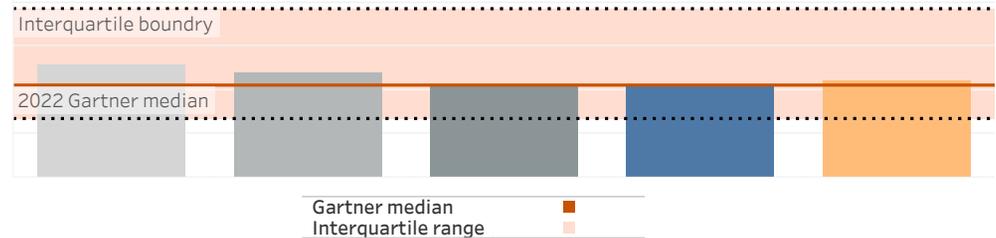
NOTE: Help Desk Gartner benchmarks for 2020 and 2021 are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks for 2021 are for Small Environments (<13K total computing devices); 2020 used the overall average, and Solutions Engineering Gartner benchmarks 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	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %
API Manager	99.00%	100.00	100.00	100.00	99.94	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%	99.46	100.00	100.00	★95.57	99.88	99.08	100.00	★98.19	100.00	100.00	100.00	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	99.76	100.00	100.00	100.00	100.00	100.00	100.00
Gitlab Repository Services	99.00%	99.56	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	100.00	99.85	100.00
Knowledgebase (KB)	99.00%	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.79	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%	99.99	100.00	100.00	★92.66	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★97.51
Shared Web Hosting	99.00%	★98.69	100.00	99.75	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.69	100.00
Wisc Web	99.00%	99.57	100.00	99.93	100.00	100.00	★90.76	100.00	100.00	100.00	100.00	99.96	★97.10

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

## Help Desk Resolution Rates for IAM Services During May

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	820	28.5%	816	746	91.3%	92.9%	96.3%
NetID Account Management	771	26.8%	744	635	★83.9%	85.9%	96.7%
All IAM Incidents	2,878	100.0%	1,592	1,404	87.3%	80.5%	96.4%

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
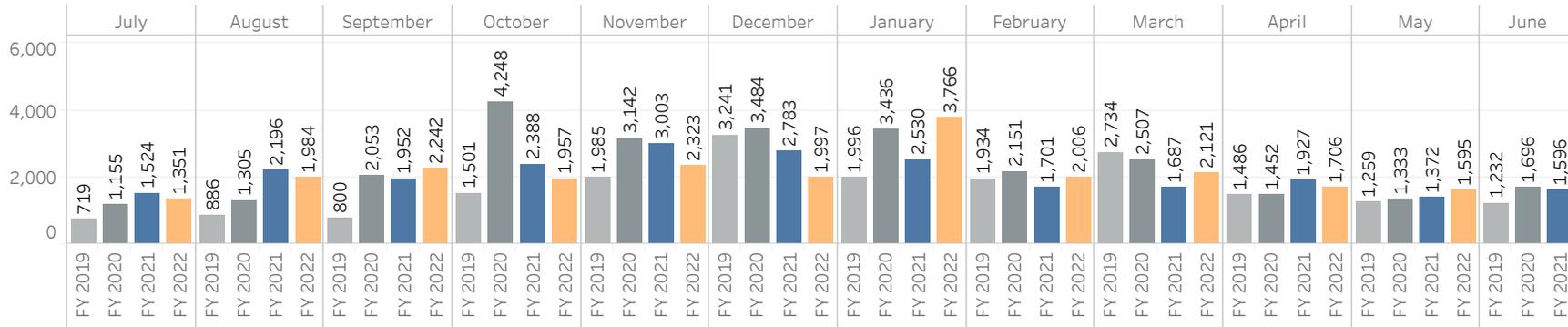
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team

** 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 satifaction 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 May

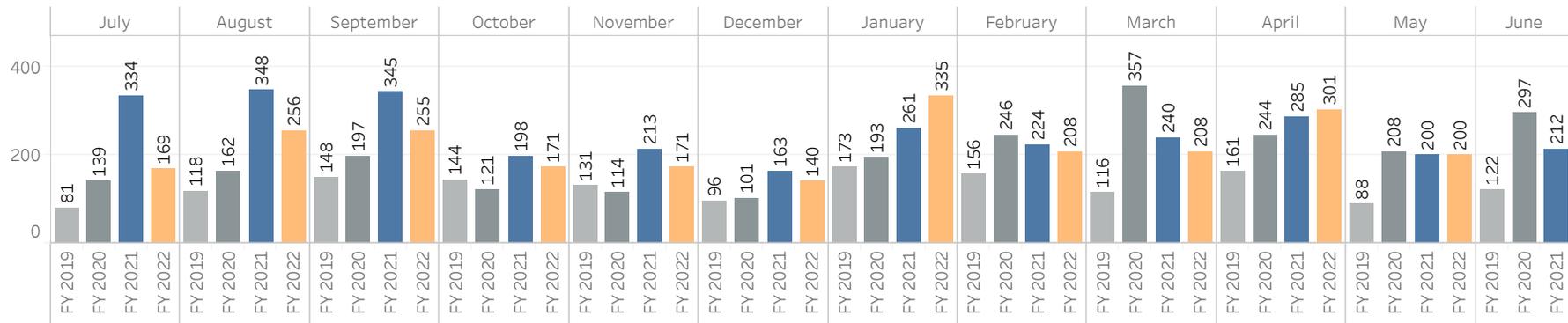|	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	41	2.8%	4	2	50.0%		100.0%
MyUW Madison/System	159	10.8%	156	122	★78.2%	78.8%	98.6%
Shared Tools	23	1.6%	23	3	★13.0%		
Web Hosting	102	6.9%	4	2	50.0%		
WiscWeb	40	2.7%	36	14	★38.9%	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%

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

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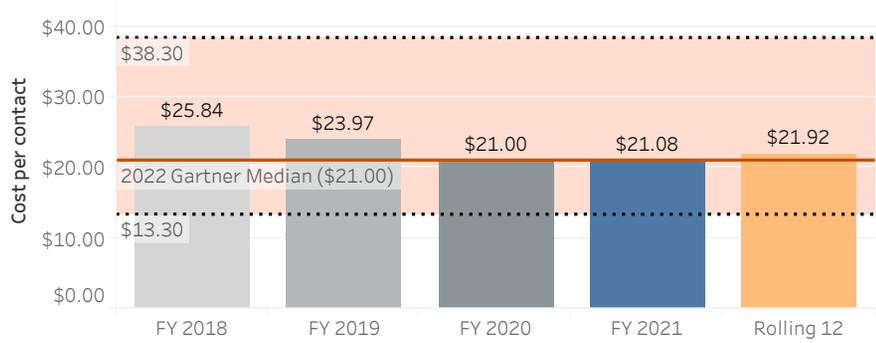Customer Satisfaction
■ At or above 85.0%

WPS Services Annual Help Desk Contacts

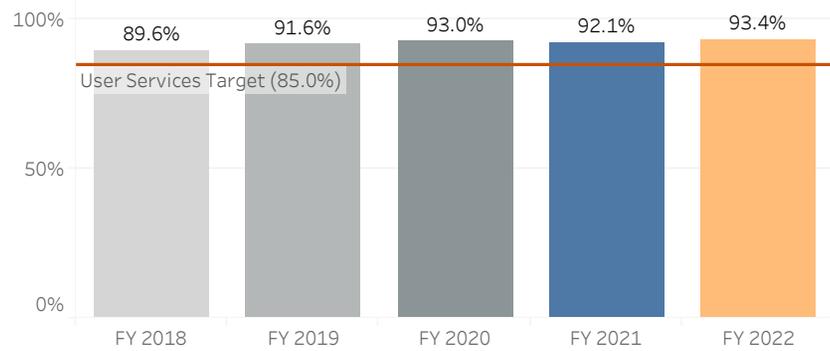| Month	FY 2019	FY 2020	FY 2021	FY 2022
July	81	139	334	169
August	118	162	348	256
September	148	197	345	255
October	144	121	198	171
November	131	114	213	171
December	96	101	163	140
January	173	193	261	335
February	156	246	224	208
March	116	357	240	208
April	161	244	285	301
May	88	208	200	200
June	122	297	212	

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 satifaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'
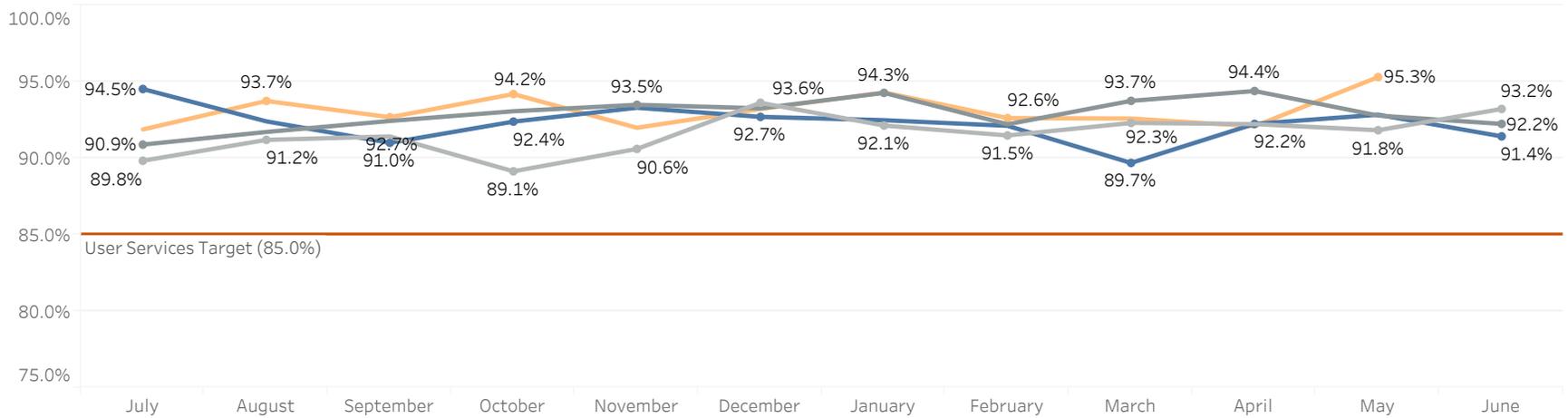
DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW
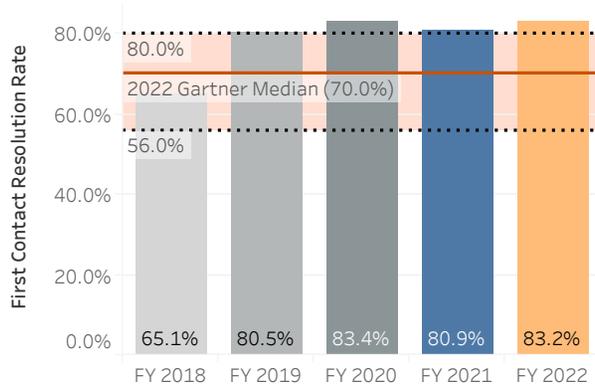
Cost per Contact

Cost per contact

- $40.00
- $38.30
- $30.00
- $25.84 (FY 2018)
- $23.97 (FY 2019)
- $21.00 (FY 2020)
- $21.08 (FY 2021)
- $21.92 (Rolling 12)
- 2022 Gartner Median ($21.00)
- $20.00
- $13.30
- $10.00
- $0.00

FY 2018 | FY 2019 | FY 2020 | FY 2021 | Rolling 12

Customer Satisfaction

- 100%
- 89.6% (FY 2018)
- 91.6% (FY 2019)
- 93.0% (FY 2020)
- 92.1% (FY 2021)
- 93.4% (FY 2022)
- User Services Target (85.0%)
- 50%
- 0%

FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022

Customer Satisfaction

- 100.0%
- 95.0%
- 94.5%
- 93.7%
- 94.2%
- 93.5%
- 93.6%
- 94.3%
- 92.6%
- 93.7%
- 94.4%
- 95.3%
- 93.2%
- 90.9%
- 91.2%
- 92.7%
- 92.4%
- 92.7%
- 92.1%
- 91.5%
- 92.3%
- 92.2%
- 91.8%
- 92.2%
- 89.8%
- 91.0%
- 89.1%
- 90.6%
- 89.7%
- 91.4%
- 90.0%
- 85.0%
- User Services Target (85.0%)
- 80.0%
- 75.0%

July | August | September | October | November | December | January | February | March | April | May | June
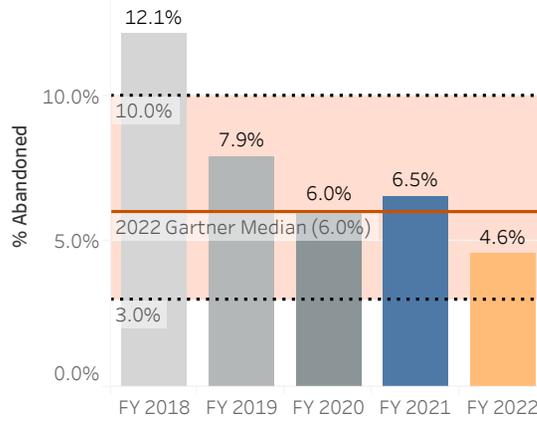
NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
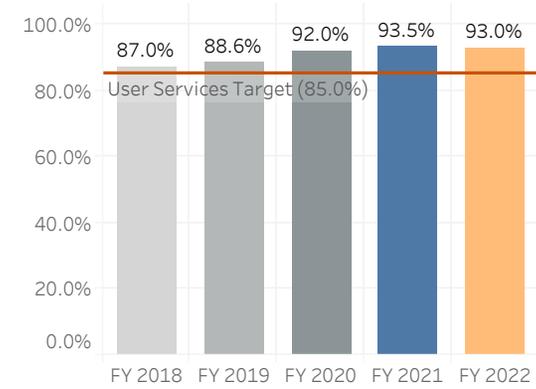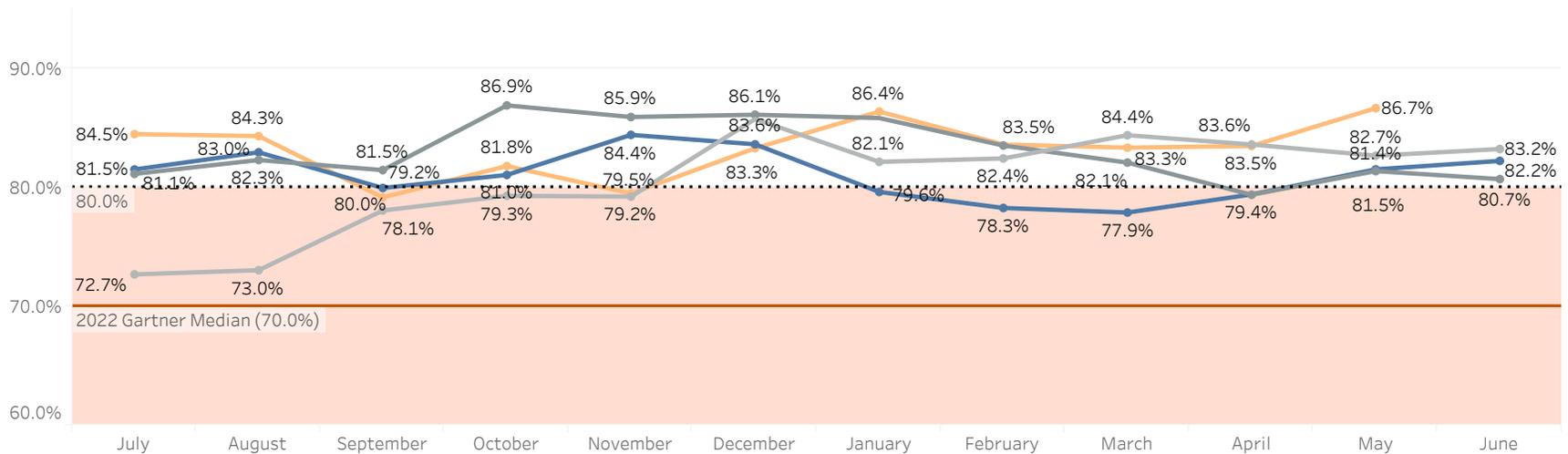
5

*Help Desk Average First Contact Resolution

First Contact Resolution Rate

80.0%
2022 Gartner Median (70.0%)
56.0%

FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
65.1%	80.5%	83.4%	80.9%	83.2%

Help Desk Abandonment Rate

% Abandoned

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

| FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |

**Help Desk Average Resolution Rate

87.0%	88.6%	92.0%	93.5%	93.0%
FY 2018	FY 2019	FY 2020	FY 2021	FY 2022

User Services Target (85.0%)

Help Desk First Contact Resolution

84.5% 83.0% 81.5% 86.9% 85.9% 86.1% 86.4% 83.5% 84.4% 83.6% 86.7% 83.2%
81.5% 82.3% 79.2% 81.8% 84.4% 83.6% 82.1% 82.4% 83.3% 83.5% 82.7% 82.2%
81.1% 80.0% 81.0% 79.5% 83.3% 79.6% 78.3% 82.1% 79.4% 81.4% 80.7%
72.7% 73.0% 78.1% 79.3% 79.2% 77.9% 81.5%

80.0%
2022 Gartner Median (70.0%)

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

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN MAY

	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Office 365	1,636	6.7%	1,428	86.6%	92.9%
Multi-factor Authentication (MFA)	816	3.3%	746	91.3%	91.0%
NetID Account Management	744	3.1%	635	★83.9%	85.9%
Referrals	447	1.8%	384	85.9%	90.7%
Incident Response and Investigations, BadgIRT	230	0.9%	182	★79.1%	★68.3%
Course Search and Enrollment App	224	0.9%	170	★75.9%	77.2%
Help Desk Support, Computer Lending Program	214	0.9%	217	97.7%	79.7%
Learn@UW - Canvas Madison	195	0.9%	132	★67.2%	73.7%
MyUW Madison	138	0.6%	110	★79.7%	86.4%
Personal Software Support	133	0.5%	110	★82.7%	88.4%

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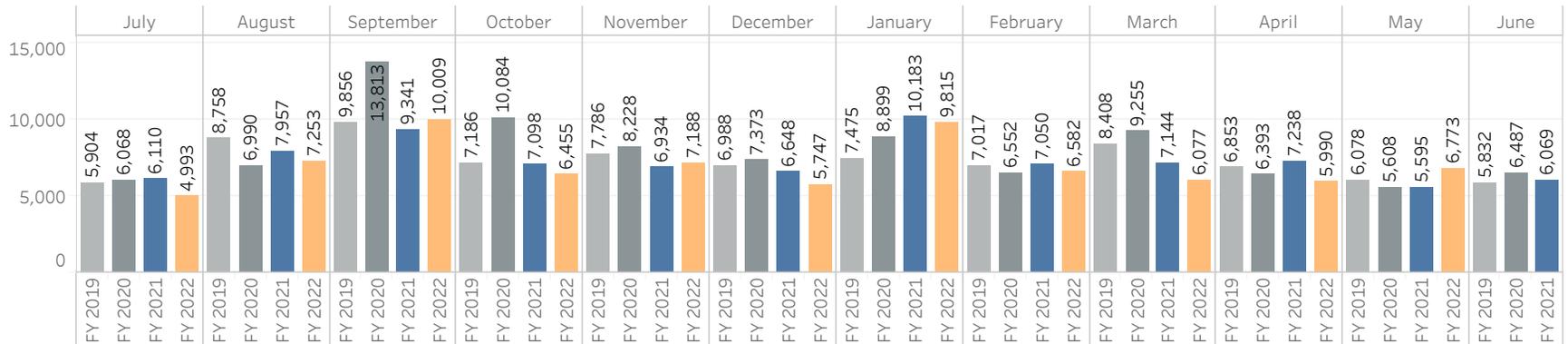■ ★ Below 85.0%　　■ At or above 85.0%

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

Help Desk Annual Contacts

NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at, this metric may be blank if no phone incidents were reported for that service during the previous month.
Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

## Help Desk Resolution Rates for PCS Services During May

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Office 365	1,657	86.2%	1,636	1,428	86.6%	91.0%	95.1%
UW-Madison Google Apps	66	3.4%	62	44	★71.0%	92.9%	100.0%
UW-Madison Zoom	66	3.4%	34	26	★76.5%	70.0%	100.0%
UW-Madison Box	81	4.2%	48	34	★70.8%	70.0%	★71.4%
Qualtrics	42	2.2%	15	9	★60.0%	★66.7%	
CloudFax, General	10	0.5%	4	3	★75.0%		

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%

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

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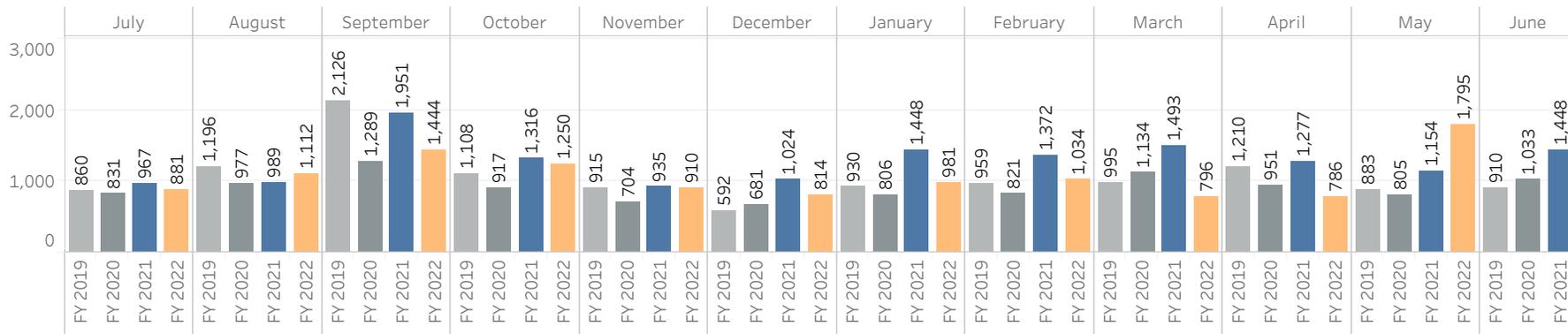
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

July: 413, 665, 566, 542
August: 613, 801, 520, 711
September: 561, 924, 603, 892
October: 580, 733, 562, 731
November: 427, 605, 531, 600
December: 340, 576, 441, 530
January: 407, 833, 514, 593
February: 463, 758, 504, 644
March: 425, 897, 522, 773
April: 483, 465, 419, 736
May: 495, 547, 522, 514
June: 479, 514, 585

FY 2019, FY 2020, FY 2021, FY 2022 (per month group)

Customer Satisfaction

July: 98.1%, 94.6%, 94.1%, 92.7%
August: 98.8%, 96.5%, 96.2%
September: 98.6%, 97.3%, 96.4%, 95.4%, 93.9%
October: 97.8%, 95.8%, 95.1%, 92.9%
November: 98.5%, 96.0%, 98.0%, 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%

User Services Target (85.0%)
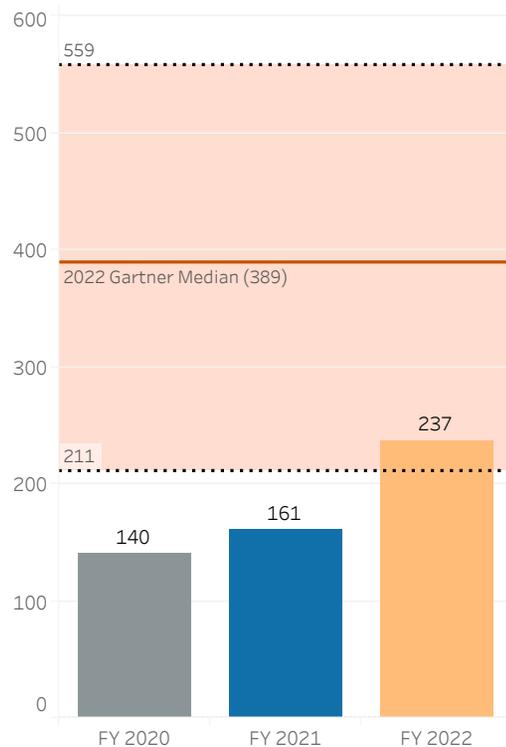
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams.
Survey respondents rate satifaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'
7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor dissatisfied, 3 Somewhat dissatisfied, 2 Mostly dissatisfied, 1 Completely dissatisfied"

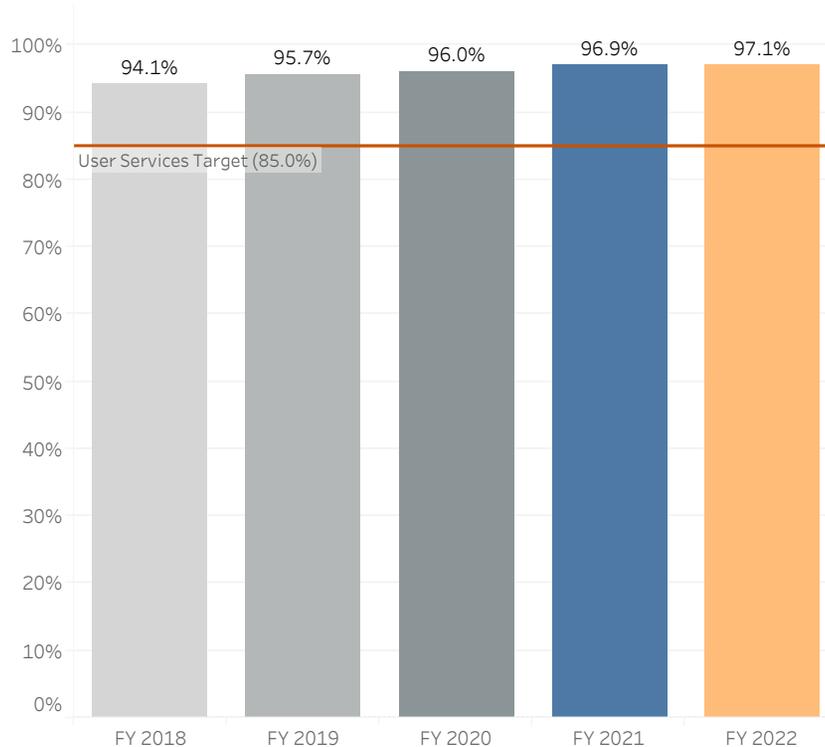# DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*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
- 237 — 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 1/4 of Infolab computers as managed endpoints. Calculation updated twice annually. Updated August 2021.

***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	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %
HRS	99.000%	100.000	99.980	100.000	99.420	★ 87.960	★ 96.670	99.870	100.000	100.000	100.000	100.000	99.870
SFS	99.000%	99.990	99.990	99.930	100.000	100.000	100.000	99.770	100.000	100.000	100.000	100.000	100.000
SIS	99.000%	100.000	99.770	100.000	100.000	100.000	★ 81.720	100.000	99.900	100.000	★ 97.410	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	100.000	99.720	100.000	100.000	★ 98.970	100.000	99.690	100.000	100.000	100.000

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Mar %	Apr %	May %	Service	Target	Mar %	Apr %	May %	Service	Target	Mar %	Apr %	May %
UW Colleges Extension	99.900%	99.983	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%	99.977	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%	99.961	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%	99.956	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 instituation. 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

		Mar-22	Apr-22	May-22
UW–Madison campus	Avg (Gb/sec)	11.2	13.2	8.8
	Max (Gb/sec)	31.2	42.8	28.4
	Min (Gb/sec)	1.8	3.1	1.7
	% of full capacity (200Gbps)	5.6	6.6	4.4
UW–Madison research	Avg (Gb/sec)	22.1	22.8	25.8
	Max (Gb/sec)	107.6	112.6	109.9
	Min (Gb/sec)	6.5	7.7	6.8
	% of full capacity (200Gbps)	11.1	11.4	12.9
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.3
	Max (Gb/sec)	1.8	1.4	1.8
	Min (Gb/sec)	0.0	0.0	0.0
	% of full capacity (20Gbps)	1.6	1.5	1.5

OUT

		Mar-22	Apr-22	May-22
UW–Madison campus	Avg (Gb/sec)	5.50	6.00	6.10
	Max (Gb/sec)	12.00	18.20	15.10
	Min (Gb/sec)	1.80	2.00	2.20
	% of full capacity (200Gbps)	2.80	3.00	3.10
UW–Madison research	Avg (Gb/sec)	18.80	17.80	14.30
	Max (Gb/sec)	64.50	45.40	57.60
	Min (Gb/sec)	3.70	2.70	4.90
	% of full capacity (200Gbps)	9.40	8.90	7.20
Internet Exchange (MadIX)	Avg (Gb/sec)	1.30	1.20	1.30
	Max (Gb/sec)	5.00	5.10	4.70
	Min (Gb/sec)	0.23	0.20	0.21
	% of full capacity (20Gbps)	6.50	6.00	6.50

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: 483

	Target	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Avg. AW1-AP Uptime	99.500	★98.503	★98.743	★98.802	★98.080	★98.602	★98.707	★98.764	★98.800	★99.000	★99.370	★98.698	★98.994
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		60.67	28.84	21.29	61.13	19.42	13.47	10.81	11.48	6.46	6.16	8.87	9.48

Airwave 2 *
Total Controllers: 9
Total APs: 9030

	Target	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Avg. AW2-AP Uptime	99.500	99.696	★96.845	99.839	99.508	★98.894	99.970	99.893	99.891	99.885	99.845	99.927	★97.552
Avg. AW2-Controller Uptime	100.000	100.000	100.000	100.000	★96.117	100.000	100.000	★99.987	100.000	100.000	100.000	100.000	100.000
Avg. AW2-Down AP		152.53	59.68	41.48	521.97	55.90	3.17	7.55	7.55	5.89	50.87	10.53	271.23

Airwave 3
Total Controllers: 8
Total APs: 7907

	Target	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Avg. AW3-AP Uptime	99.500	99.818	99.764	99.763	★96.124	99.873	99.860	99.848	99.844	99.872	99.786	99.792	99.559
Avg. AW3-Controller Uptime	100.000	★99.958	100.000	100.000	★99.965	100.000	100.000	★99.985	100.000	100.000	100.000	100.000	100.000
Avg. AW3-DownAP		84.8	11.1	38.2	590.8	7.1	11.2	8.9	11.8	5.6	19.8	10.6	31.8

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 constuction 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	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.660	★ 98.600
Campus Card Access	99.500%	100.000	99.720	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 97.960	99.960	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	99.960	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%	99.940	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.810	100.000
Select Agent	99.900%	100.000	100.000	100.000	★ 96.230	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	★ 97.180	100.000	100.000	100.000	100.000	100.000	100.000	★ 99.490
WiscIT (Cherwell)	99.500%	99.930	★ 98.610	99.980	100.000	99.830	99.890	★ 99.250	★ 94.910	★ 92.880	99.550	99.970	★ 99.160

Target Colors

■ ★ Below Target   ■ Above Target

Bucky Backup experienced a bug in the IBM Spectrum Protect product which caused some nodes to drop sporadically. The team is working with the vendor on a solution.

WiscIT availability in May was impacted by an overnight stop in WiscIT email handling caused by a software bug.

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For May, 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	36	115.6	299 [188-476]
Linux	99.95	99.99	439	47	146.3	231 [169-434]

Top Consumers By Percentage of Labor Hours

DoIT internal customers	1	12.80%
DoIT - Public Cloud Service	1	12.80%
DoIT - Microsoft SQL Server Hosting	3	6.80%
MILER	4	1.70%
UWPD Building Access Management	5	1.60%
UWPD Building Automation System	5	1.60%
HRS	7	1.50%
Globus	7	1.50%
PSaaS (PeopleSoft as a Service)	9	1.40%
WHS	10	1.20%

Top Consumers By Server Count

Cybersecurity	1	79
SFS, HRS	2	77
Identity and Access Management	3	49
PSaaS (PeopleSoft as a Service)	4	43
Student Information System	5	39
DoIT Web Platform Services	6	32
Wisconsin Historical Society	7	29
Imaging	8	25
Office 365	9	24
DoIT Service Management	10	21

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

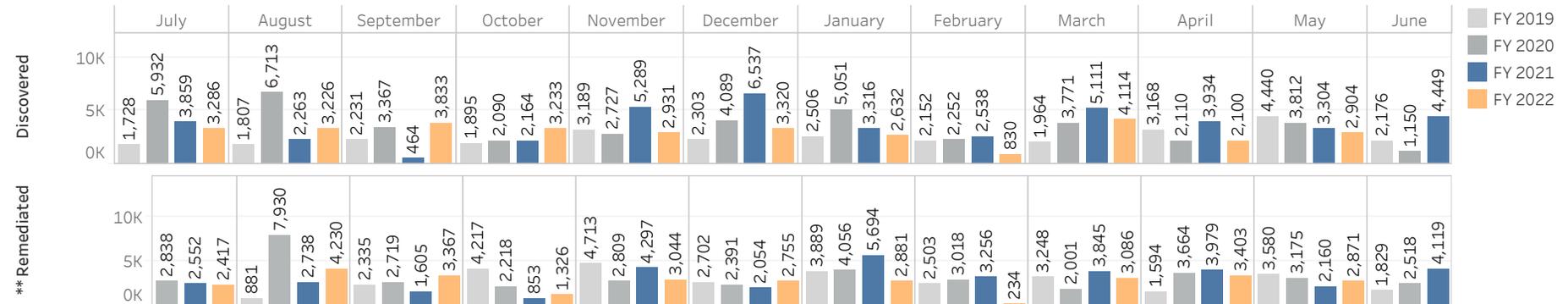| Type	Severity	February	March	April	May
Confirmed Vulnerability	1	2		3	1
	2	6	27	8	44
	3	546	728	726	738
	4	173	2,639	1,151	1,848
	5	29	694	90	264
Needs investigation	3	4	4	36	1
	4	1	17	82	
	5	66	5		1
Potential Vulnerability	2				2
	3	1		2	5
	4	1			
	5	1		2	
Grand Total		830	4,114	2,100	2,904

*Active & Urgent Vulnerabilities

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Remaining From May

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.
**Remediated data is currently not available prior to August 2018

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DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT & PROBLEM SUMMARY
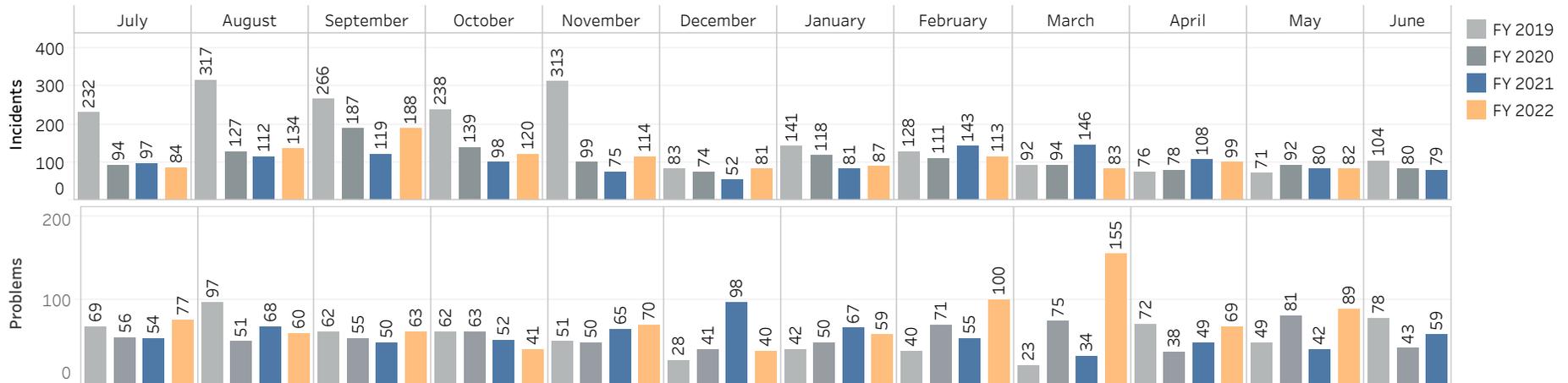
Incidents & Problems Last Four Months

Incidents

	February	March	April	May
Network Access	111	75	94	74
Wireless	20	23	21	11
Other	6	3	5	7
Grand Total	**137**	**101**	**120**	**92**

Problems

|	February	March	April	May
Network Access	71	120	47	69
Server Certificates	4	1	1	1
Wireless	17	19	14	16
Other	8	15	7	3
Grand Total	**100**	**155**	**69**	**89**

OpEng Incident & Problem Summary

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

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	February	March	April	May
Boreas	7	5	6	20
Campus Network	95	96	100	298
MUFN	1			6
Northern Tier			2	5
UW SysNET	10	16	14	45
Other DoIT Technical Services	32	50	61	227
Grand Total	**145**	**167**	**183**	**601**

SEO Outage Summary
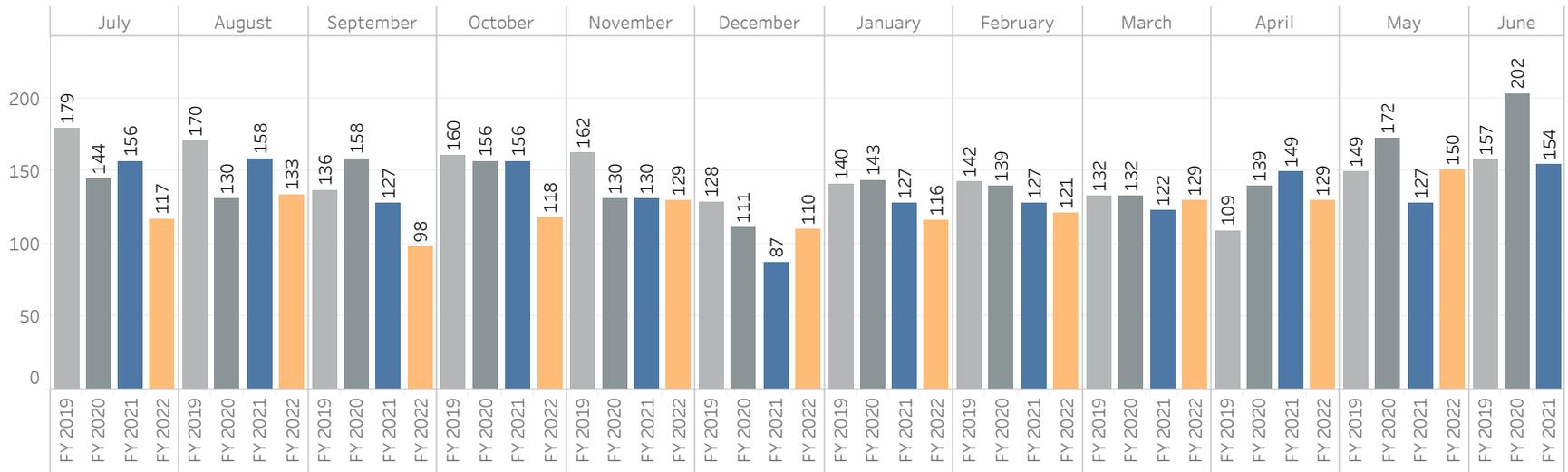
The unusual spike in apparent "Problems Worked" across the board was the result of a mass closing of "Resolved" problems in the middle of May. This artificially inflated the apparent work being done by SNCC staff.

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

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

Power Demand (K W)

450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0 450.0

283.0 280.4 277.2 279.0 276.1 269.9 261.5 262.3 261.1 264.4 264.7 251.3 246.0 242.4 247.5 241.2

505.9
355.9
316.4
276.4
269.4
259.4

200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0 200.0

130.8 129.2 130.4 132.0 132.9
108.1 109.9 112.0 120.0 124.3 126.2 127.2 128.3 129.5 132.4 131.4
127.2
112.0 112.0 112.0 112.0 112.0 112.0 104.0
80.0 80.0 80.0 80.0 80.0 80.0

28.8 35.0 37.9 40.1 40.5
23.6 23.5 19.0
18.9 19.1 14.6
0.0 9.4 9.5 9.5 9.4 9.4 0.0

February 2021 | May 2021 | August 2021 | November 2021 | February 2022 | May 2022 | August 2022 | November 2022 | February 2023

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

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

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DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST

| | Dayton | OneNeck | WARF | MFCB | DET Data Center | Total |

Space in RU

Dayton — 2,736 - RU Limit
- Current in Use RU: 1,547 — 56.54%
- Forecasted RU (12 month): 1,110 — 40.57%

OneNeck — 1,620 - RU Limit
- Current in Use RU: 1,406 — 86.79%
- Forecasted RU (12 month): 2,215 — 136.73%

WARF — RU Limit - 484
- Current in Use RU: 138 — 28.51% — 54.95%
- Forecasted RU (12 month): 79 — 16.32% — 41.01%

MFCB — RU Limit - 495
- Current in Use RU: 272
- Forecasted RU (12 month): 203

DET Data Center — 900 - RU Limit
- Current in Use RU: 516 — 57.33%
- Forecasted RU (12 month): 771 — 85.67%

Total — 6,235 - RU Limit
- Current in Use RU: 3,879 — 62.21%
- Forecasted RU (12 month): 4,378 — 70.22%

ⓘ We are forecasting exceeding our currently contracted racks at OneNeck within the next couple of months. The DC team is working to get approvals to execute an expansion change order, which may need to include the Board of Regents. A decision should be made in June 2022.
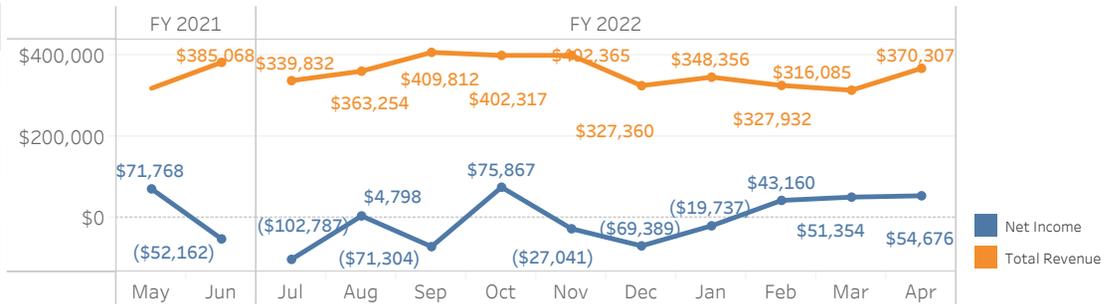
📝 RU = Rack Units
Usage and one year forecast at the conclusion of May, FY 2022.
RU Limits are current values.

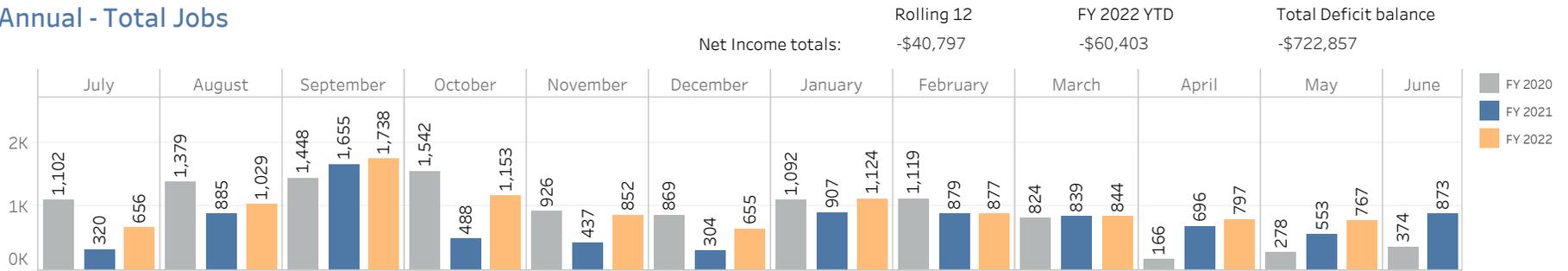# DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

Rework Information

	Total Job Reruns	Total Cost Reruns	Average Real Rework
December	0	0	0
January	0	0	0
February	1	0	0
March	1	0	0
April	1	0	0
May	1	161	0

*Revenue and Net Income Last 12 Months

FY 2021 | FY 2022

Total Revenue: $385,068 $339,832 $363,254 $409,812 $402,317 $402,365 $327,360 $348,356 $327,932 $316,085 $370,307

Net Income: $71,768 ($52,162) ($102,787) $4,798 ($71,304) $75,867 ($27,041) ($69,389) ($19,737) $43,160 $51,354 $54,676

Months: May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr

	Rolling 12	FY 2022 YTD	Total Deficit balance
Net Income totals:	-$40,797	-$60,403	-$722,857

Annual - Total Jobs

FY 2020 / FY 2021 / FY 2022

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2020	1,102	1,379	1,448	1,542	926	869	1,092	1,119	824	166	278	374
FY 2021	320	885	1,655	488	437	304	907	879	839	696	553	873
FY 2022	656	1,029	1,738	1,153	852	655	1,124	877	844	797	767	

Average On-Time Percentage by Stream

★ Below 99.90%   ■ At or Above 99.90%

	December	January	February	March	April	May
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	★91.35%	★90.19%	★94.20%	★95.20%	★96.55%	★95.95%
J - Digital Color	100.00%	★94.96%	★92.19%	★93.05%	★95.23%	★96.58%
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%

(i) DPPS reports positive net income for three months running.

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

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

		Dec-21	Jan-22	Feb-22	Mar 22	Apr 22	May 22
Kaltura	Incidents Resolved by Help Desk	14	24	25	21	18	15
	Incidents Resolved by Learn@UW Madison	10	9	11	3	8	4
	Average Play Time (mins)	20	10	16	18	20	21
	Contributors	1,709	1,099	1,269	1,208	2,583	1,011
	Duration of uploaded media (minutes)	124,676	119,381	266,941	262,710	264,361	76,949
	New Media Assets	4,946	3,770	6,702	6,051	7,927	3,084
	Number of Plays	387,066	205,810	490,415	423,120	457,529	242,805
	Storage Utilized (TB)	188	191	198	206	212	214
	Time Played (mins)	7,615,473	2,071,235	7,964,175	7,764,817	9,074,313	5,091,086
	Total Media Assets	371,098	374,636	381,051	387,400	395,137	398,249
	Unique viewers	21,104	15,308	20,606	20,181	20,819	15,459
Turnitin	Incidents Resolved by Help Desk	7	1	0	1	5	4
	Incidents Resolved by Learn@UW Madison	0	0	2	1	0	3
	Active Classes	775	663	628	787	668	681
	Active Instructors	775	573	698	876	951	897
	Instructor Accounts	3,705	3,874	3,978	3,736	3,774	3,812
	Student Accounts	31,953	32,121	32,606	29,978	29,577	29,743
	Submissions	43,490	4,437	39,660	172,459	48,518	25,020
ACAR	Incidents Resolved by Help Desk	0	0	1	0	0	3
	Incidents Resolved by Learn@UW Madison	2	0	7	4	5	0
	New Pressbooks this Month	2	8	6	11	3	4
	New Storyline 360 Modules this Month	0	0	0	2	0	1
	Total Pressbooks	567	575	581	592	595	599
	Total Storyline 360 Modules	190	190	190	192	192	193
	Unique Users	11,679	12,547	12,786	12,814	12,855	12,886
Canvas	Incidents Resolved by Help Desk	151	262	220	173	116	169
	Incidents Resolved by Learn@UW Madison	50	72	49	60	48	62
	Active For-Credit Courses	4,116	3,686	3,786	3,848	3,874	3,879
	Active Training Courses	772	772	781	790	796	813
	Unique Instructors	5,713	5,072	5,260	5,374	5,445	5,454
	Unique Students	44,207	41,309	41,455	41,457	41,400	41,323
Atomic Assessments	Incidents Resolved by Help Desk	1	0	2	1	0	0
	Incidents Resolved by Learn@UW Madison	1	0	4	3	2	1
	Active Courses	50	45	56	52	52	45
	Instructors	385	192	464	321	442	347
	Unique Students	3,461	1,729	4,180	2,887	3,982	3,127

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 assests this month

Contributors: Persons uploading assests 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 user 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 wordprocesing 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 unforseen usage will be updated in the January report.
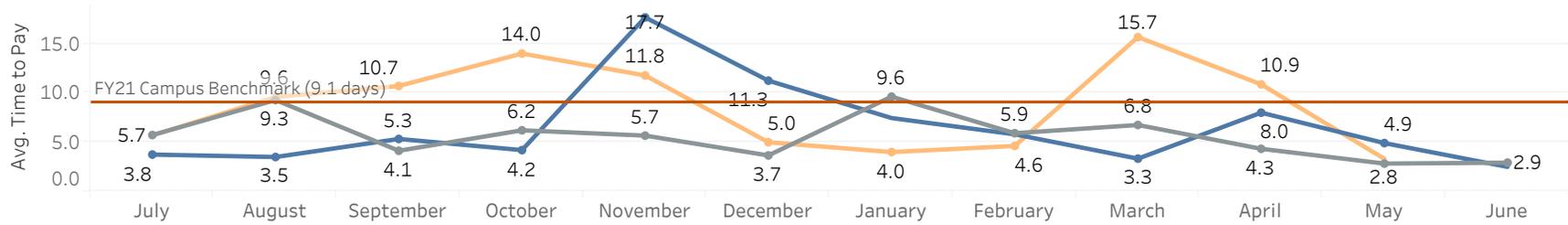
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT
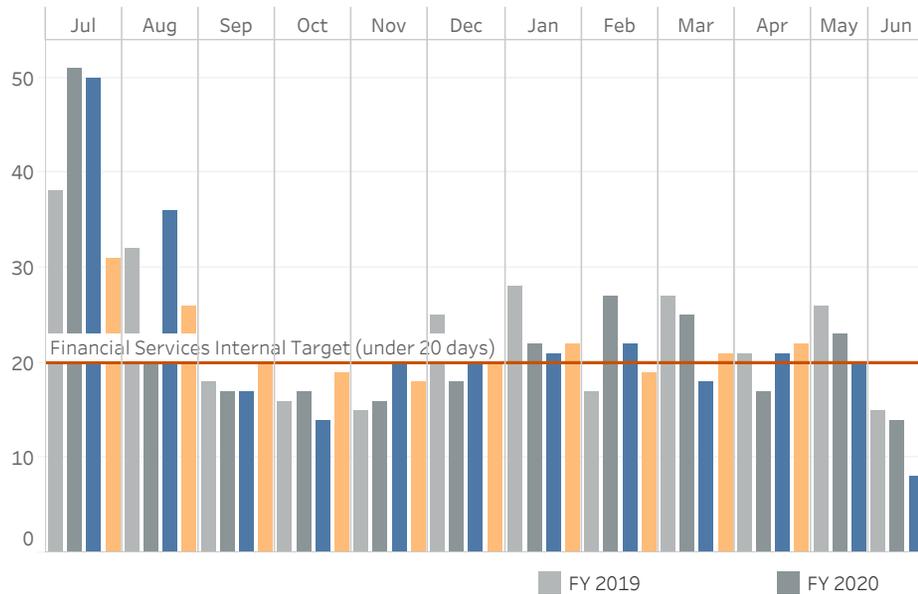
		Dec-21	Fall-21	Jan-22	Feb-22	Mar 22	Apr 22	May 22
Top Hat	Active Courses		95					
	Incidents Resolved by Learn@UW Madison		2					
	Incidents Resolved by Help Desk		3					
	Unique Instructors		215					
	Unique Students		9,528					
AEFIS	Incidents Resolved by Learn@UW Madison	102	276	52	31	39	53	63
	Incidents Resolved by Help Desk	49	71	3	1	6	13	24
	Total completed evaluations		135,462					
	DESL Usage		5					
	Training Workshops		7					
	Q&A Workshops		5					
	Attendance at all Workshops		64					
	DESL technical workshops		2					
Honorlock	Exams per student	2		1	2	2	2	2
	Support tickets closed by Help Desk	6		2	6	5	2	5
	Support tickets closed by Learn@UW–Madison	0		0	0	1	0	0
	Total courses	137		44	61	99	87	108
	Total exams	19,424		1,114	14,148	15,497	13,682	13,284
	Unique students	8,557		976	6,496	7,571	6,977	7,356
LEAD	Instructor views of "Grades by Page Views" visualization	0		7	3	5	1	2
	Instructor views of "Home Page" visualization	7		9	17	4	2	5
	Instructor views of "Page Views by Activity Type" visualization	0		8	1	1	0	3
	Instructor views of "Page Views by Date and Hour" visualization	3		13	9	7	2	4
	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	10		37	30	17	5	14
Engage eText	% of students opted out		1					
	Course sections		227					
	Courses		91					
	Departments		44					
	Schools / Colleges		6					
	Student enrollment		20,770					
	Unique instructor combos		105					

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

Line chart showing Avg. Time to Pay by month (July–June). FY21 Campus Benchmark (9.1 days) shown as horizontal line.

Data labels visible:
- 5.7, 3.8 (July)
- 9.6, 9.3, 3.5 (August)
- 10.7, 5.3, 4.1 (September)
- 14.0, 6.2, 4.2 (October)
- 17.7, 11.8, 5.7 (November)
- 11.3, 5.0, 3.7 (December)
- 9.6, 4.0 (January)
- 5.9, 4.6 (February)
- 15.7, 6.8, 3.3 (March)
- 10.9, 8.0, 4.3 (April)
- 4.9, 2.8 (May)
- 2.9 (June)

*Days from SFS Close to CBS Close

Bar chart with Financial Services Internal Target (under 20 days) line. Bars for FY 2019, FY 2020, FY 2021, FY 2022 by month.

*Days from CBS Close to Management Report Completion

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	
June	5	5	34	

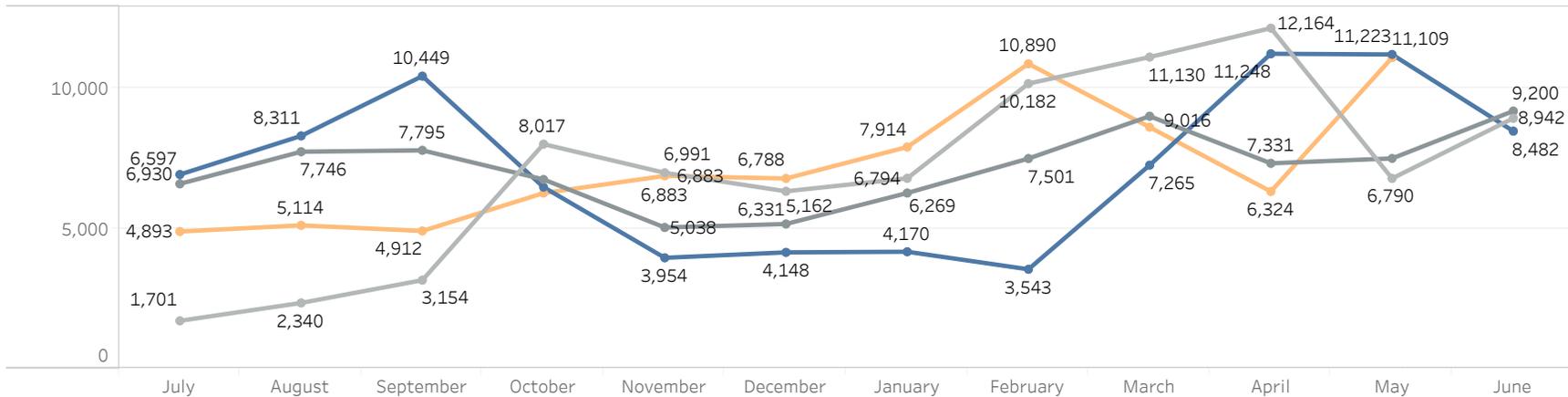Legend: FY 2019 · FY 2020 · FY 2021 · FY 2022

*If blank, data is currently unavailable.

DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

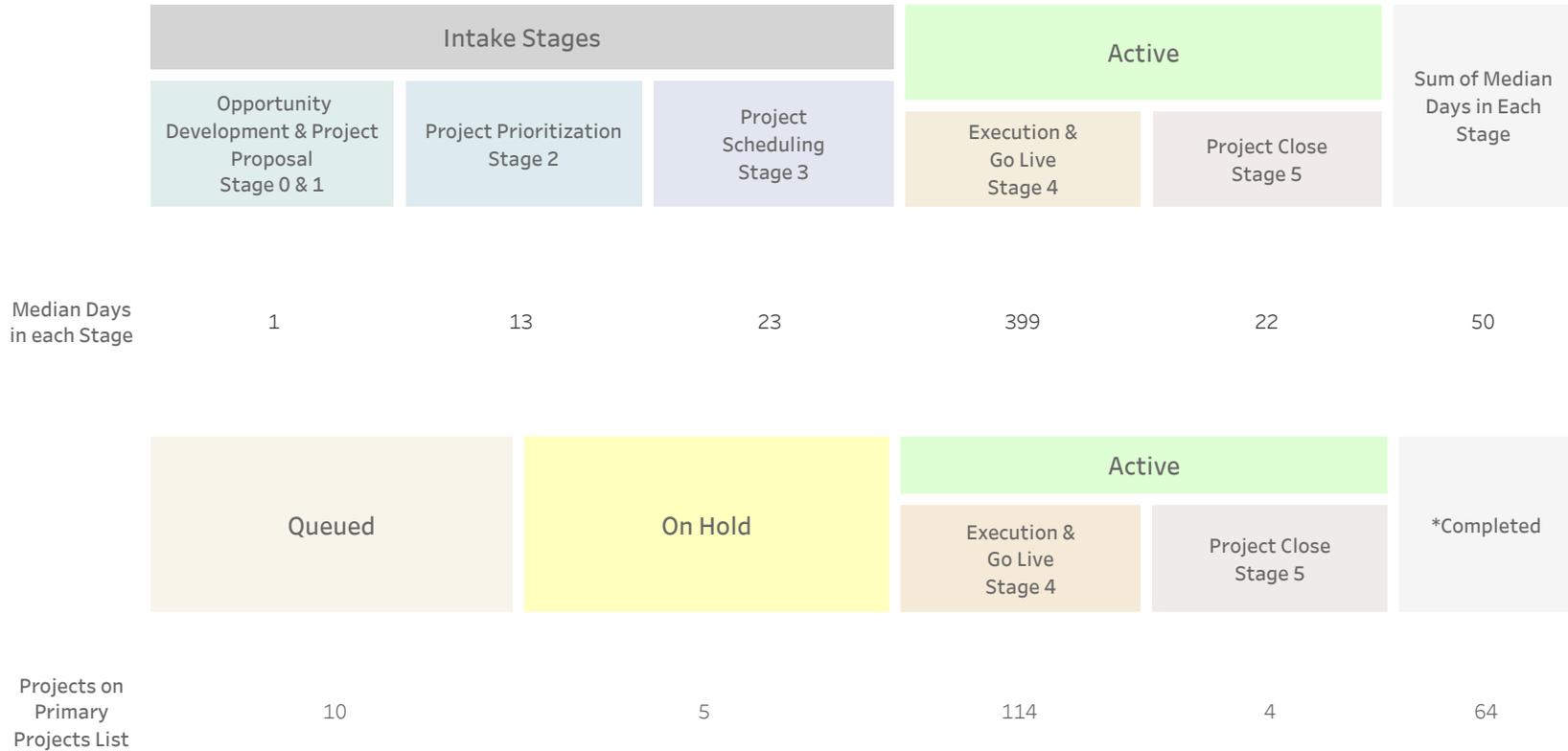## Incidents Resolved by CyberSecurity Operations Center (Phishing excluded)

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

FY 2019: 647, FY 2020: 963, FY 2021: 1,367, FY 2022: 1,044

FY 2019: 971, FY 2020: 769, FY 2021: 1,075, FY 2022: 1,052

FY 2019: 1,616, FY 2020: 4,732, FY 2021: 1,052, FY 2022: 1,436

FY 2019: 1,147, FY 2020: 1,317, FY 2021: 1,110, FY 2022: 844

FY 2019: 994, FY 2020: 1,069, FY 2021: 1,144, FY 2022: 1,053

FY 2019: 886, FY 2020: 929, FY 2021: 1,090, FY 2022: 942

FY 2019: 994, FY 2020: 1,171, FY 2021: 1,197, FY 2022: 2,640

FY 2019: 1,023, FY 2020: 1,262, FY 2021: 1,258, FY 2022: 1,265

FY 2019: 1,971, FY 2020: 897, FY 2021: 1,181, FY 2022: 1,008

FY 2019: 1,242, FY 2020: 849, FY 2021: 1,667, FY 2022: 810

FY 2019: 1,053, FY 2020: 1,009, FY 2021: 2,076, FY 2022: 948

FY 2019: 977, FY 2020: 1,116, FY 2021: 1,534

Phishing Incidents Resolved by CyberSecurity Operations Center

July: 6,597 / 6,930 / 4,893 / 1,701
August: 8,311 / 7,746 / 5,114 / 2,340
September: 10,449 / 7,795 / 4,912 / 3,154
October: 8,017 / 6,883 / 6,991
November: 6,788 / 5,038 / 3,954
December: 6,331 / 5,162 / 4,148
January: 7,914 / 6,794 / 6,269 / 4,170
February: 10,890 / 10,182 / 7,501 / 3,543
March: 11,130 / 9,016 / 7,265
April: 12,164 / 11,248 / 7,331 / 6,324
May: 11,223 / 11,109 / 6,790
June: 9,200 / 8,942 / 8,482

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

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	1	13	23	399	22	50

	Queued	On Hold	Active		*Completed
			Execution & Go Live Stage 4	Project Close Stage 5	
Projects on Primary Projects List	10	5	114	4	64

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 May FY 2022.

Out of the 118 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	Q1	Q2	Q3	Q4
		FY 2022			
AANTS	NS	P	P	P	
Campus Active Directory	AIS	P	P	P	
Campus Video Security	SEO	P	P	P	P
Canvas	AT	P	P	P	
CBS	EBS	P	P	P	
CCAS - Campus Card Access System	SEO	P	P	P	P
Cisco Contact Center	NS	P	P	P	
Cisco Voice Mail	NS		P	P	
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	
Enterprise Content Management Service (ECMS)	AIS	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	
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	
Manifest	AIS	P	P	P	
NetID Account Management	AIS	P	P	P	
NetID IdP	AIS	P	P	P	

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

Overall Pass Fail

■ Pass (P)   ■ Fail (F)

	Q1	Q2	Q3	Q4
	FY 2022			
***Completion rate	100%	100%	100%	23%

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 May 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

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	85	664	38	43	9
AT	3	16	11	33	7
CTO					
Cybersecurity	161	184	26	47	3
DoIT Communications	2	7			
DoIT HR		9	9	102	
EBS		1			
FS		1			
Non-DoIT teams	1	11	8	158	
NS	48	110	29	130	49
PMO					
SEO	15	33	14	18	3
US	179	902	267	273	15
Other	1	4	3	3	
Grand Total	495	1,942	405	807	86

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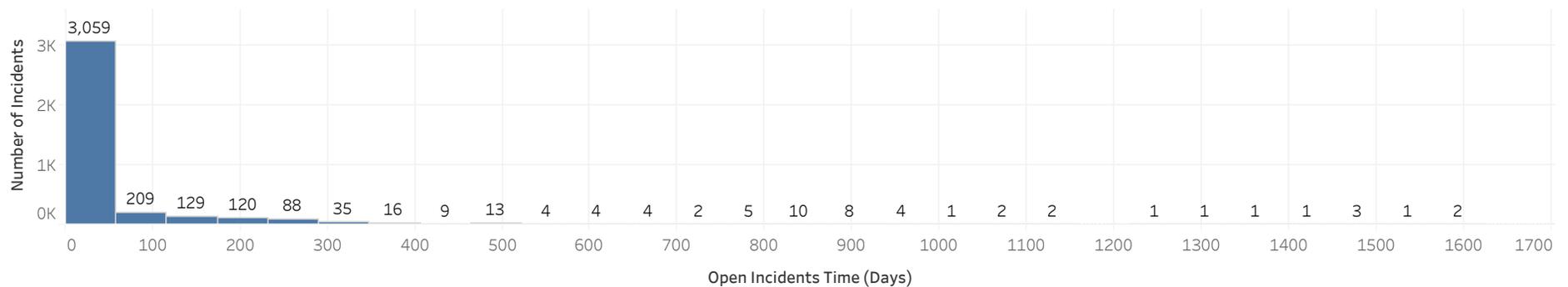
New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days.This data excludes repair cases from open incidents.

DoIT Operations Report Monthly Updates

Gartner Metrics - Gartner metrics have been updated to include 2022 overall medians, with interquartile ranges included. Interquartile ranges are the values from the middle 50% of the Gartner sample population.

Operations Engineering - Operations Engineering has been updated to include problems. Subcatergories have been removed and both problems and incidents are represented by technical service.

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 begining 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.

HD-Ivy: All chats are first handled by the AI, Ivy. If the AI is unable to answer a question or a user requests to speak to an agent, then the chat will be handed off to an available agent. If an agent is not available an email incident is created from the chat and sent to the Help Desk email queue. The color indicates where the chat ended; either with an agent or with the AI.

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.