



DoIT Operations

Monthly Report

November 2022

Published December 19, 2022

GARTNER METRICS

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

Icons used in this report

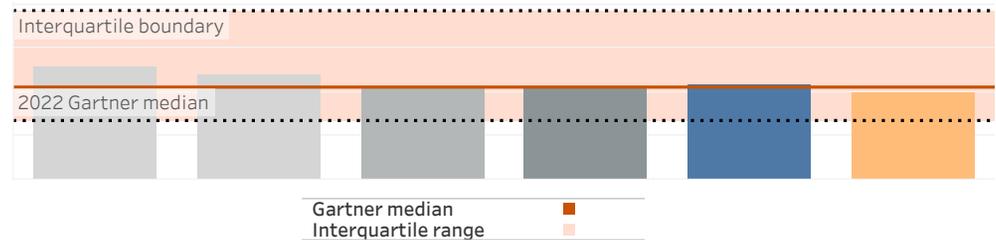


Factors influencing data this month; As identified and provided by data owners.



Notes defining and providing context to the data.

Interquartile Highlighting



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	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
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	100.00	100.00	100.00	99.06	99.79	100.00
Enterprise Content Management (ECM)	99.00%	100.00	★98.19	100.00	100.00	100.00	100.00	99.32	100.00	100.00	99.49	100.00	100.00
Enterprise Service Bus (ESB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Gitlab Repository Services	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★98.68	100.00	100.00	100.00	100.00
JIRA Issue Tracking	99.00%	100.00	100.00	100.00	100.00	99.85	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	99.79	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.44	99.57	100.00	100.00
NetID Login	99.90%	100.00	100.00	100.00	100.00	100.00	★97.51	100.00	100.00	100.00	100.00	100.00	100.00
Shared Web Hosting	99.00%	100.00	100.00	100.00	100.00	99.69	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Wisc Web	99.00%	100.00	100.00	100.00	100.00	99.96	★97.10	100.00	100.00	100.00	100.00	100.00	99.91

Target Colors

★ Below Target Above Target

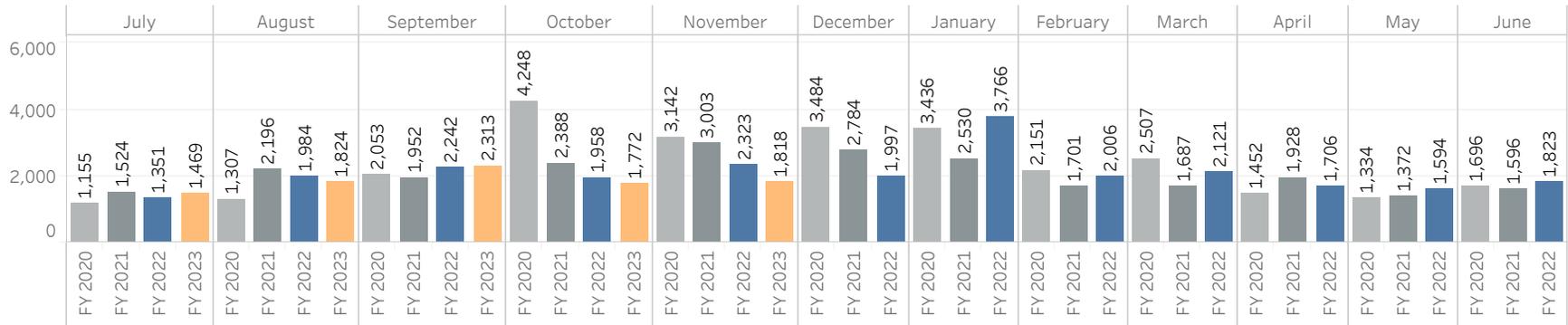


DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

Help Desk Resolution Rates for IAM Services During November

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Multi-Factor Authentication (MFA)	893	30.6%	891	836	93.7%	93.9%	95.2%	IAM Target: HD % Resolution ■ At or above 85.0%
NetID Account Management	918	31.5%	882	772	86.6%	90.3%	86.5%	2022 Gartner Metrics: First Contact Resolution ■ At or above 70%
All IAM Incidents	2,915	100.0%	1,811	1,636	89.8%	82.5%	93.8%	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 November

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	48	2.7%	4	1	25.0%		★71.4%
MyUW Madison/System	198	11.3%	197	148	★75.1%	92.5%	100.0%
Shared Tools	15	0.9%	15	3	20.0%	100.0%	100.0%
Web Hosting	149	8.5%	3	1	33.3%		
WiscWeb	61	3.5%	36	5	★13.9%	100.0%	100.0%

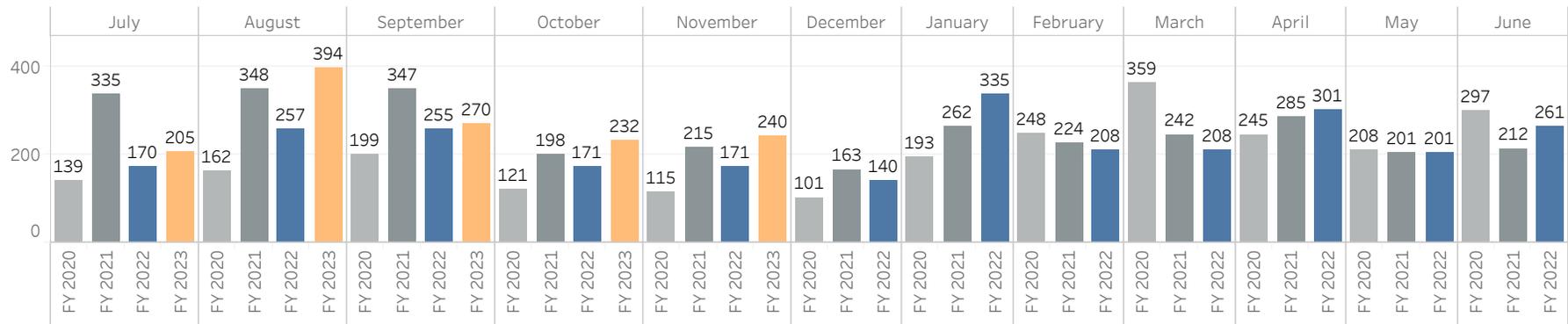
AIS-WPS Targets:
HD % Resolution by Service

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
■ ★ Below 85.0%
■ At or above 85.0%

WPS Services Annual Help Desk Contacts

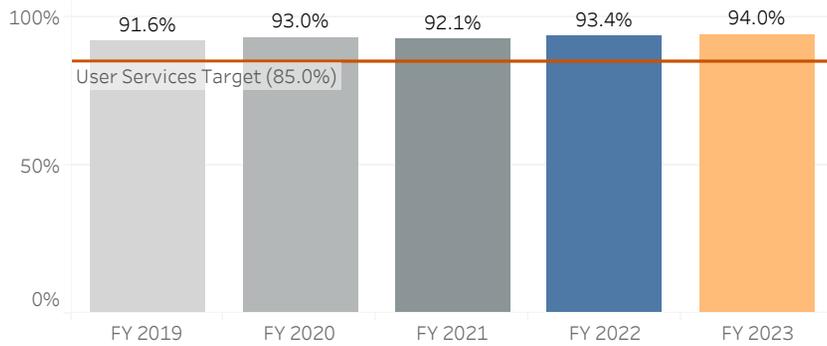


i There was only one response to the KB CSAT survey for the month of November where one customer was "somewhat satisfied". This resulted in missing our target of 85% for CSAT.

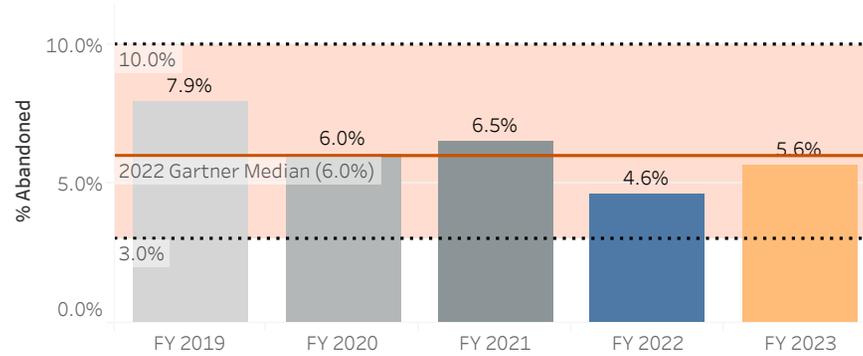
📄 NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
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DoIT OPERATIONS: USER SERVICES - HELP DESK OVERVIEW

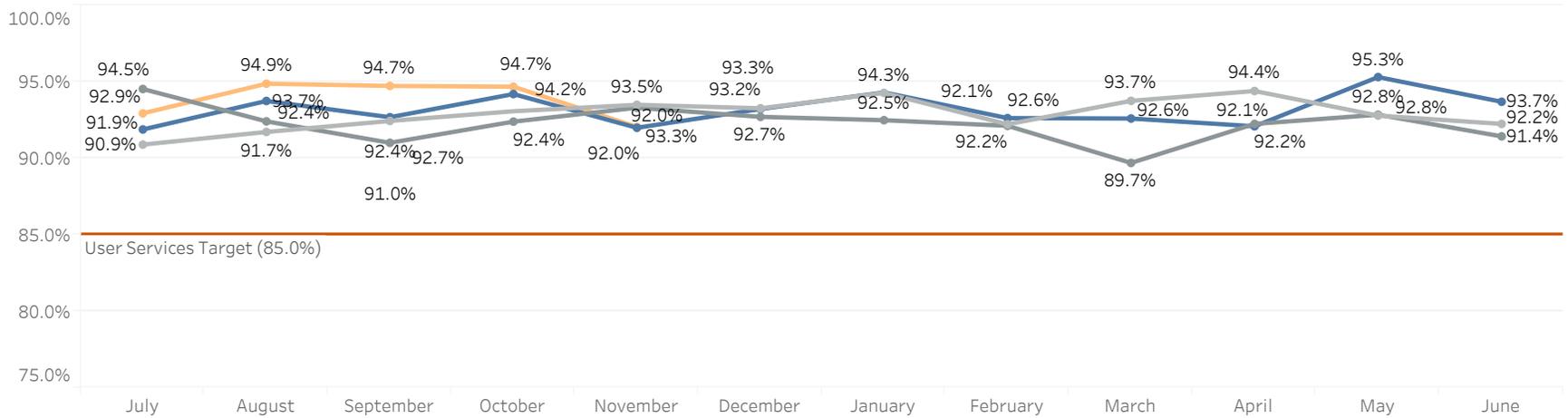
Customer Satisfaction



Help Desk Abandonment Rate

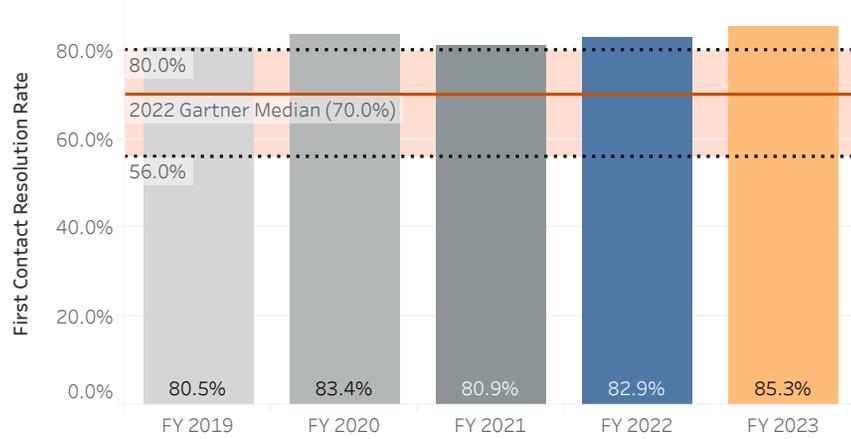


Customer Satisfaction

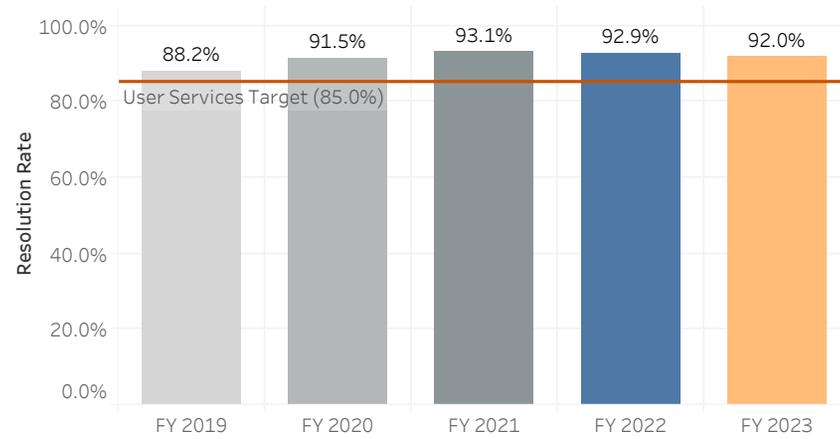


NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"

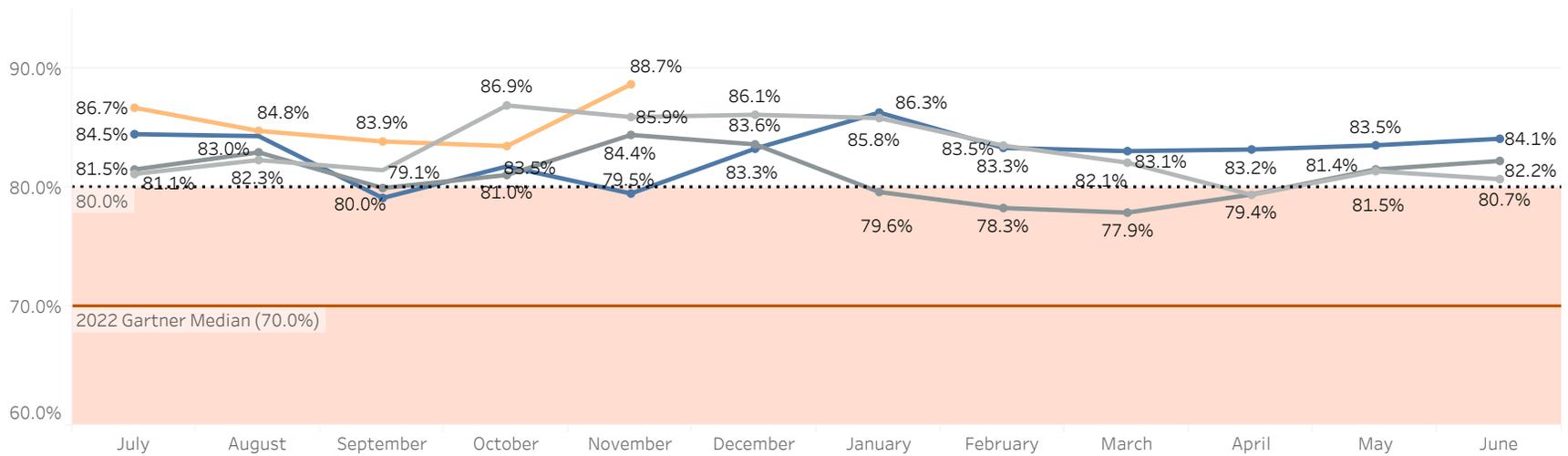
*Help Desk Average First Contact Resolution



**Help Desk Average Resolution Rate



Help Desk First Contact Resolution



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 NOVEMBER

	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Multi-factor Authentication (MFA)	891	2.7%	836	93.7%	93.9%
NetID Account Management	882	2.8%	772	86.6%	90.3%
Office 365	594	3.5%	491	★82.3%	91.1%
Course Search and Enrollment App	581	1.8%	467	★80.4%	77.5%
Referrals	523	1.6%	463	87.8%	94.9%
Help Desk Support, INFORMATION	220	0.7%	215	94.5%	91.7%
MyUW Madison	185	0.6%	139	★75.1%	76.9%
Personal Software Support	152	0.5%	141	88.2%	91.7%
Incident Response and Investigations, BadgIRT	139	0.4%	100	★71.9%	87.5%
Learn@UW - Canvas Madison	137	0.5%	104	★74.5%	89.2%

User Services Target: HD % Resolution

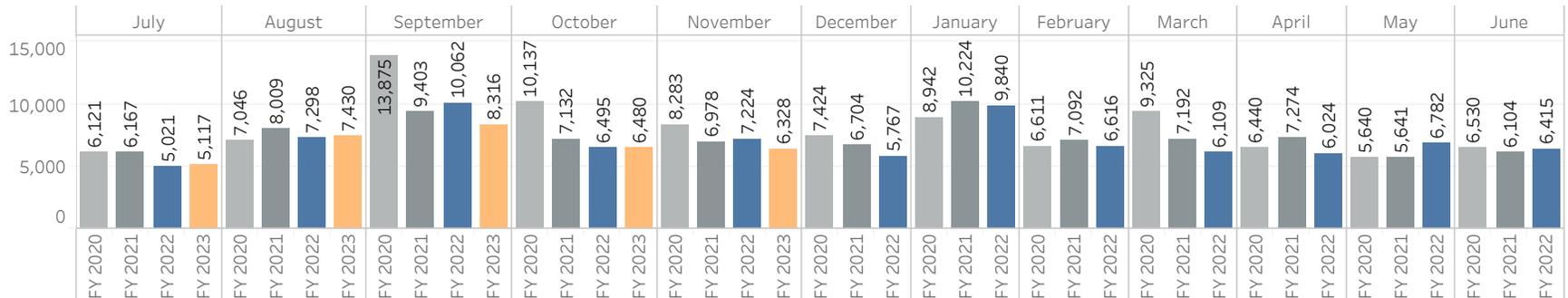
★ Below 85.0%

■ At or above 85.0%

2022 Gartner Metrics: First Contact Resolution

■ At or above 70%

Help Desk Annual Contacts



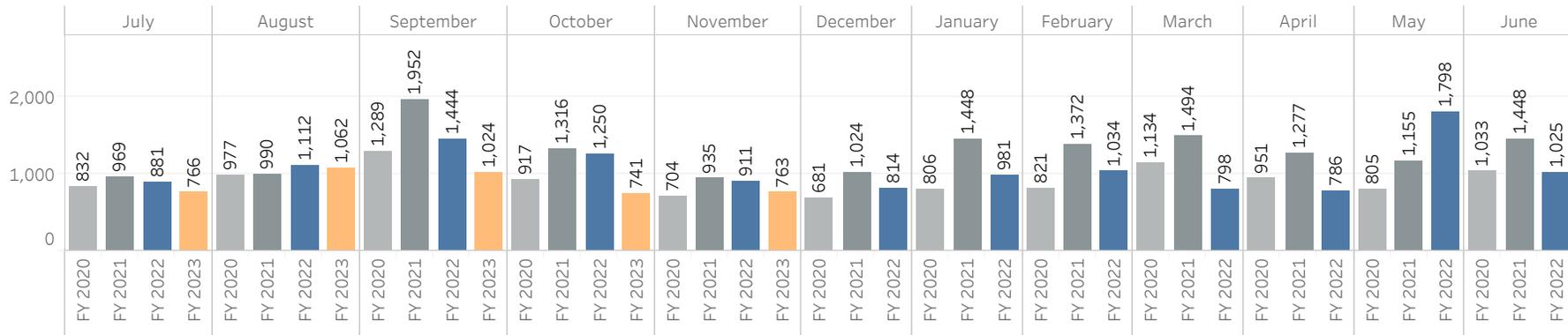
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

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

Help Desk Resolution Rates for PCS Services During November

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Office 365	1,167	81.9%	594	491	★82.3%	77.5%	91.0%	User Services Target: HD% Resolution ★ Below 85.0%
UW-Madison Google Apps	60	4.2%	52	39	★73.1%	94.1%	100.0%	
UW-Madison Zoom	85	6.0%	63	49	★77.8%	72.7%	90.5%	2022 Gartner Metrics: First Contact Resolution ■ At or above 70%
UW-Madison Box	77	5.4%	40	25	★62.5%	75.0%	100.0%	
Qualtrics	26	1.8%	14	11	★78.6%	100.0%	100.0%	User Services Target: Customer Satisfaction ■ At or above 85.0%
CloudFax, General	10	0.7%	5	3	★60.0%			

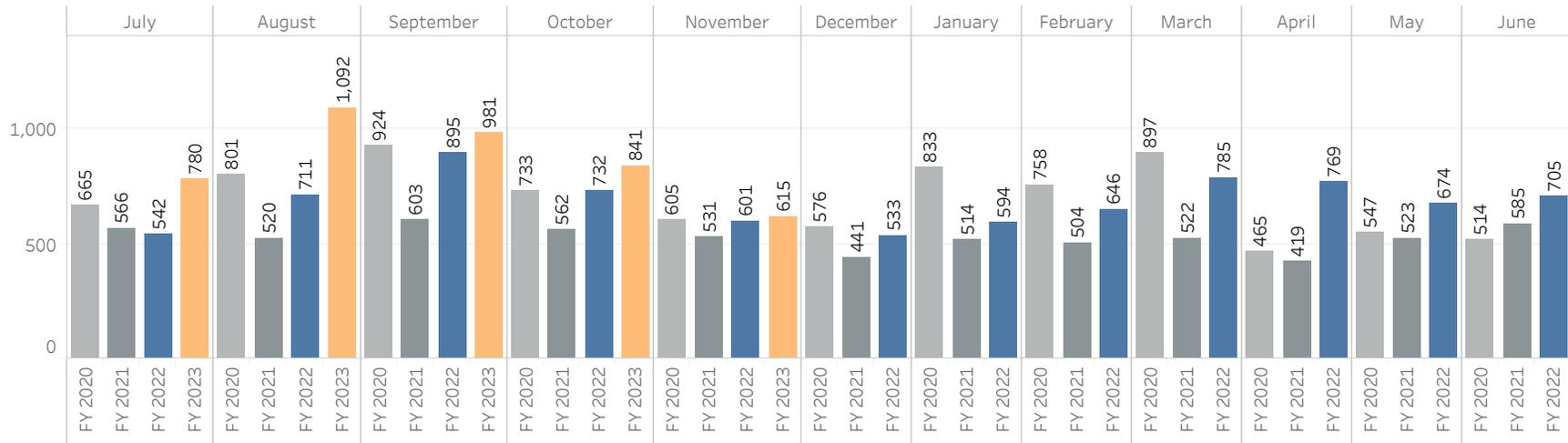
PCS Services Annual Help Desk Contacts



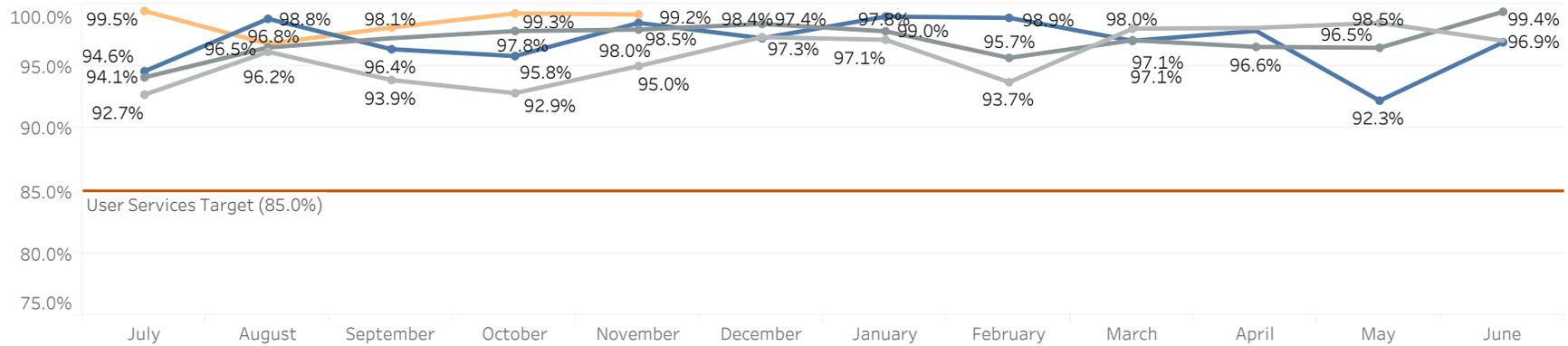
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 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts



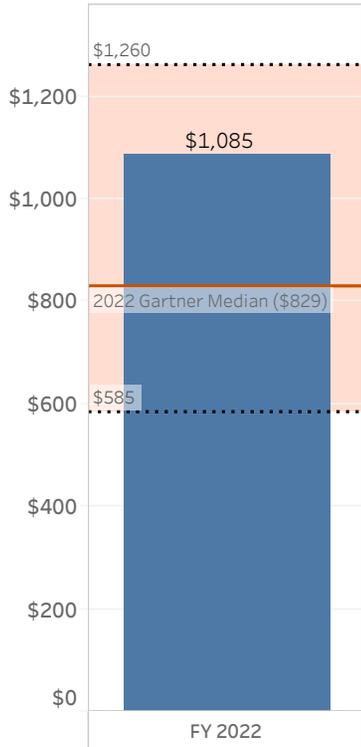
Customer Satisfaction



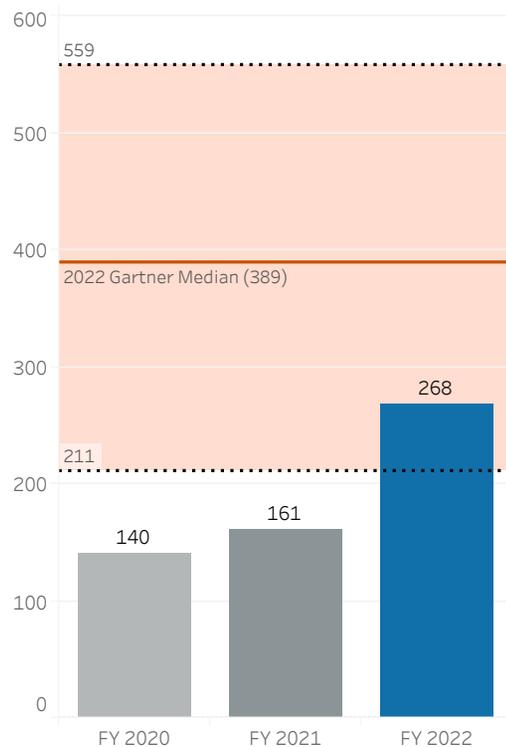
Notes: Departmental Support Annual Contacts represent cases resolved by DS teams.
 Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor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

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

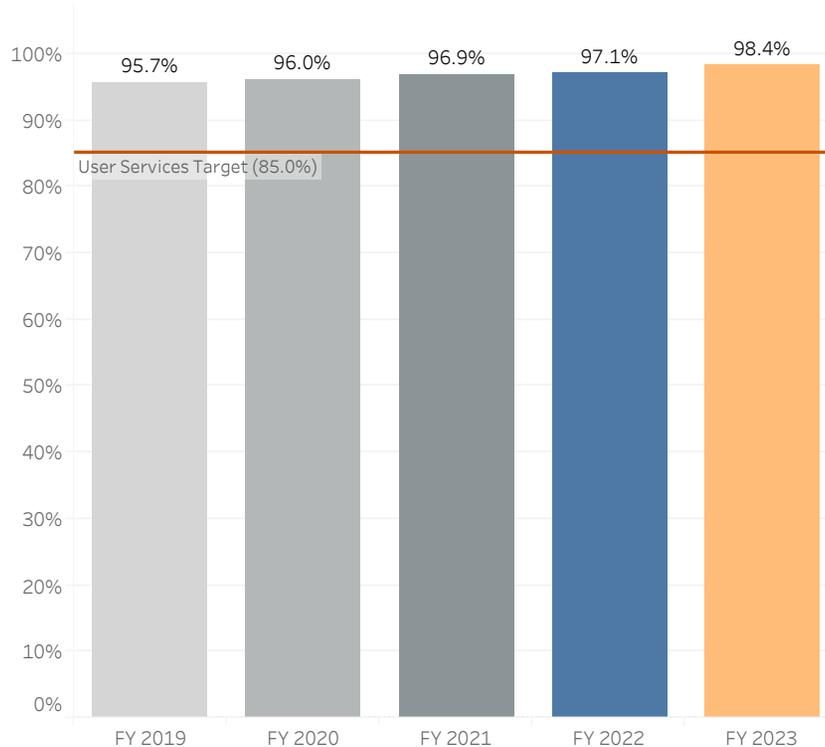
***Cost Per Endpoint**



****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 to better align with Gartner definitions for FY2022. Previous years values retained for historical reference. Gartner benchmark includes mobile devices (eg. smartphones), and has not been adjusted to account for our lack of mobile device management. Updated calculation redefines technician as a person rather than based on hours worked, and adds 56% of Infolab computers as managed endpoints. Calculation updated twice annually. Updated June 2022.

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
HRS	99.000%	99.870	100.000	100.000	100.000	100.000	99.870	100.000	100.000	100.000	100.000	99.940	99.540
SFS	99.000%	99.770	100.000	100.000	100.000	100.000	100.000	99.600	100.000	100.000	100.000	99.750	100.000
SIS	99.000%	100.000	99.900	100.000	★ 97.410	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000

Target Colors
■ ★ Below Target
■ Above Target



DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Sep %	Oct %	Nov %	Service	Target	Sep %	Oct %	Nov %	Service	Target	Sep %	Oct %	Nov %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	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 Rock Co.	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	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 Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	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 Marathon Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors

■ Above Target



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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

		IN					OUT		
		Sep-22	Oct-22	Nov-22			Sep-22	Oct-22	Nov-22
UW-Madison campus	Avg (Gb/sec)	13.70	14.20	13.80	UW-Madison campus	Avg (Gb/sec)	7.50	6.70	6.90
	Max (Gb/sec)	31.20	32.80	40.70		Max (Gb/sec)	25.50	18.40	21.80
	Min (Gb/sec)	2.80	2.70	2.50		Min (Gb/sec)	2.40	2.70	2.00
	% of full capacity (200Gbps)	6.90	7.10	6.90		95th percentile of usage	12.70	10.80	13.50
					% of full capacity (200Gbps)	3.80	3.40	3.50	
UW-Madison research	Avg (Gb/sec)	17.40	19.70	22.90	UW-Madison research	Avg (Gb/sec)	13.60	13.70	14.10
	Max (Gb/sec)	52.20	56.10	65.10		Max (Gb/sec)	45.40	66.70	44.90
	Min (Gb/sec)	4.90	5.70	8.60		Min (Gb/sec)	4.90	2.10	5.70
	% of full capacity (200Gbps)	8.70	9.90	11.50		95th percentile of usage	23.70	25.30	26.20
					% of full capacity (200Gbps)	6.80	6.90	7.10	
Internet Exchange (MadIX)	Avg (Gb/sec)	0.39	0.35	0.38	Internet Exchange (MadIX)	Avg (Gb/sec)	0.96	0.91	0.87
	Max (Gb/sec)	2.00	1.40	5.00		Max (Gb/sec)	4.10	2.60	3.30
	Min (Gb/sec)	0.06	0.06	0.06		Min (Gb/sec)	0.20	0.20	0.21
	% of full capacity (20Gbps)	2.00	1.70	1.90		95th percentile of usage	1.80	1.70	1.70
					% of full capacity (20Gbps)	4.80	4.50	4.40	



NOTES: Average (mean) network usage includes night and weekend readings of typically much lower traffic. Averages for UW-Madison Campus Internet Access and UW-Madison internet Exchange will likely be lower in summer months than they are during the academic year. 95th percentile usage is a more common industry standard than avg/max/min for measuring utilization; Network Services is working on providing that measure as well in future reports. A peering exchange, such as the Madison Internet Exchange, enables networks to interconnect directly to each other and exchange IP (Internet) traffic. Peering is the exchange between two independent networks for the benefit of both networks. The target for WAN speeds is a capacity threshold instead of a specified speed to maintain. When 95th percentile speeds reach about 45-55% of capacity, there is an engineering exploration to determine the cause of increased usage and whether increased capacity is warranted.

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %	Nov %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	99.660	★ 98.600	99.750	99.650	100.000	★ 98.240	99.790	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	★ 97.960	99.960	100.000	100.000	100.000	100.000	★ 99.410	100.000	100.000
Campus Computing Infrastructure	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 98.320	100.000	100.000	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	99.810	100.000	98.400	100.000	100.000	100.000	100.000	100.000
Select Agent	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 97.690	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	★ 99.490	100.000	100.000	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	★ 99.250	★ 94.910	★ 92.880	99.550	99.970	★ 99.160	★ 99.460	99.960	100.000	99.860	100.000	★ 99.400

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For November, FY 2023

	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	320	39	116.4	299 [188-476]
Linux	99.95	99.99	485	97	161.7	231 [169-434]

Top Consumers By Percentage of Labor Hours

DoIT - Public Cloud Service	21.00%
DoIT Internal Customers	9.00%
DoIT - Microsoft SQL Server Hosting	5.00%
Union South	2.00%
UWPD Building Access Management	1.00%
UWPD Building Automation System	1.00%
ATP	1.00%
SFS	1.00%
PSaaS (PeopleSoft as a Service)	1.00%
DoIT - Enterprise Storage	1.00%

Top Consumers By Server Count

SFS, HRS	73
Cybersecurity	70
PSaaS (PeopleSoft as a Service)	67
Identity and Access Management	56
Student Information System	37
DoIT Web Platform Services	31
Wisconsin Historical Society	29
Imaging	25
Office 365	25
DoIT Network Services	24



DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	August	September	October	November
Confirmed Vulnerability	1	7	8	4	5
	2	9	7	25	26
	3	786	798	377	374
	4	1,966	2,783	1,540	975
	5	314	144	391	252
Needs investigation	3	3		48	
	4	17		94	
	5	12		23	3
Potential Vulnerability	3	11	14	9	10
	4	6		17	4
Grand Total		3,131	3,754	2,528	1,649

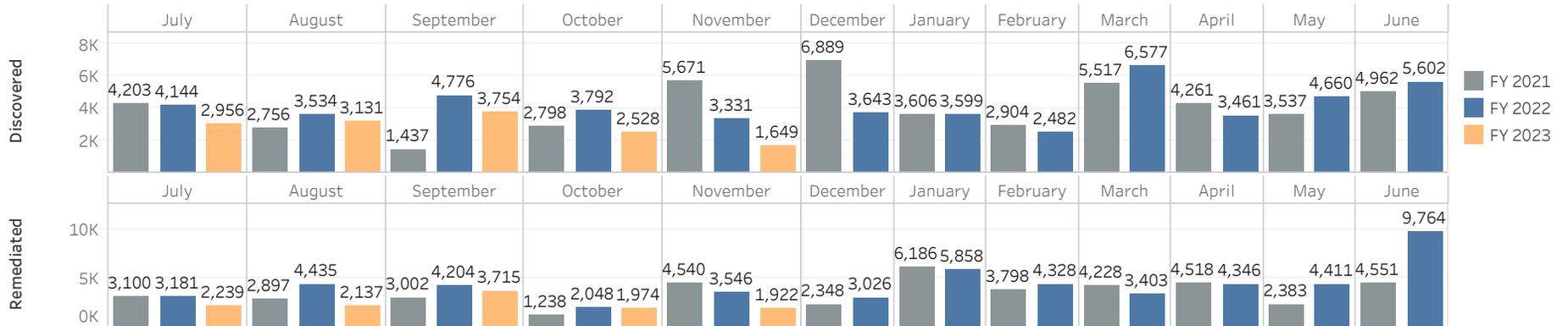
*Active & Urgent Vulnerabilities

172

Remaining From November

3

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

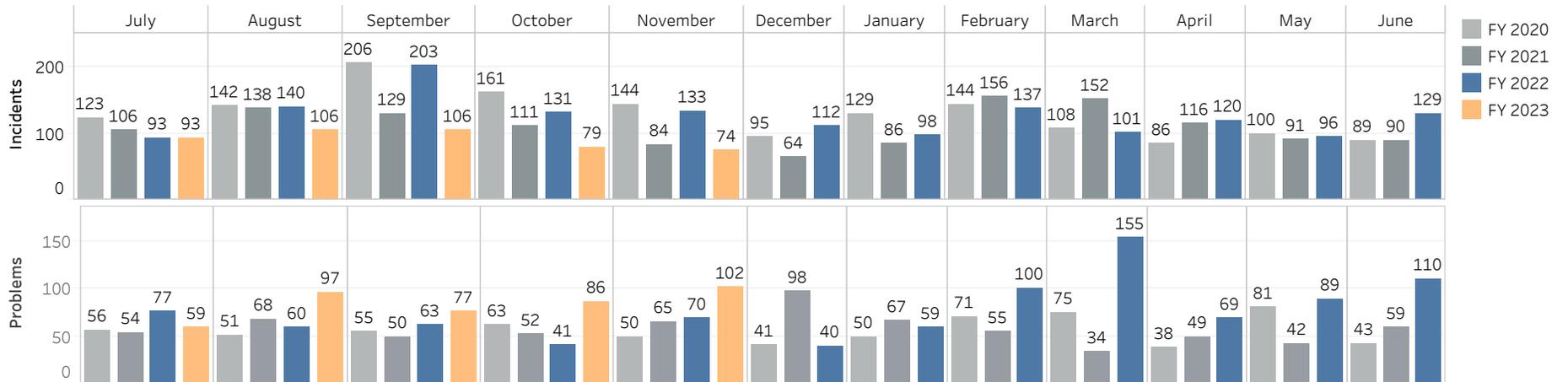
Incidents

	August	September	October	November
Network Access	92	88	70	67
Wireless	10	16	7	4
Other	4	2	2	3
Grand Total	106	106	79	74

Problems

	August	September	October	November
Network Access	70	54	68	79
Server Certificates	4	1	1	1
Wireless	22	22	15	18
Other	1	2	2	4
Grand Total	97	77	86	102

Incident & Problem Summary



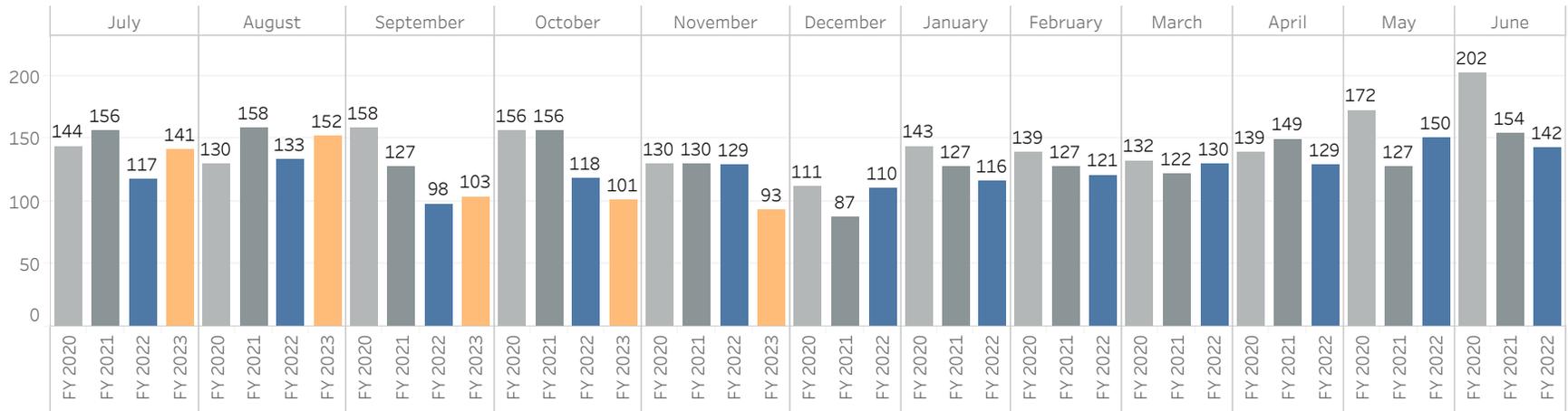
NOTES: Incident counts are pulled directly from WiscIT (Powered by Cherwell) as incidents touched by the OpEng Team
 Rows titled "Wireless" contain data for both UWNnet and eduroam networks.

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	August	September	October	November
Boreas	3	11	14	5
Campus Network	124	91	104	92
MUFN	4	5	4	1
Northern Tier	3	5	9	4
UW SysNET	12	19	19	11
Other DoIT Technical Services	28	44	34	32
Grand Total	174	175	184	145

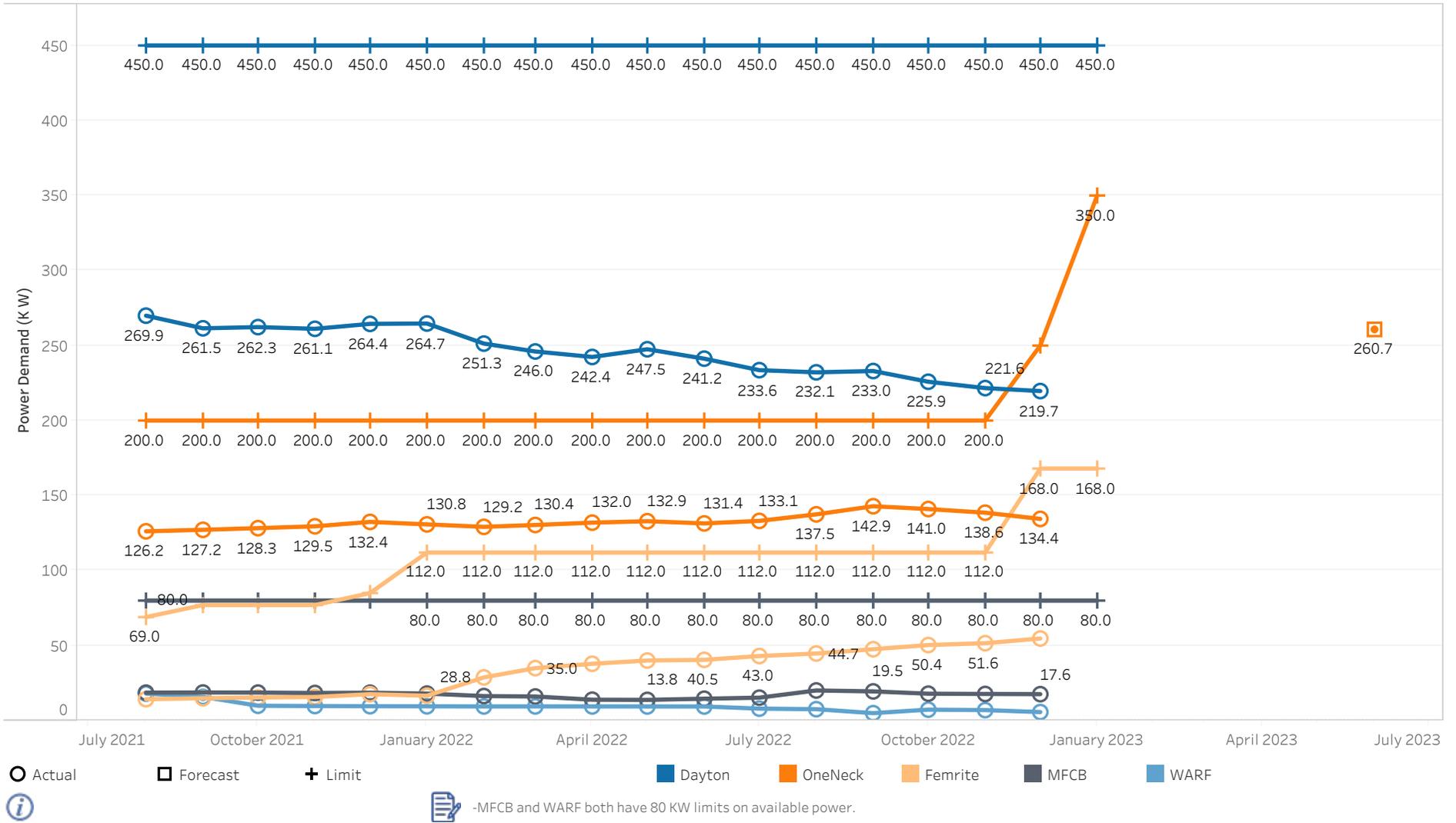
SEO Outage Summary



*If blank, zero problems required SNCC management.

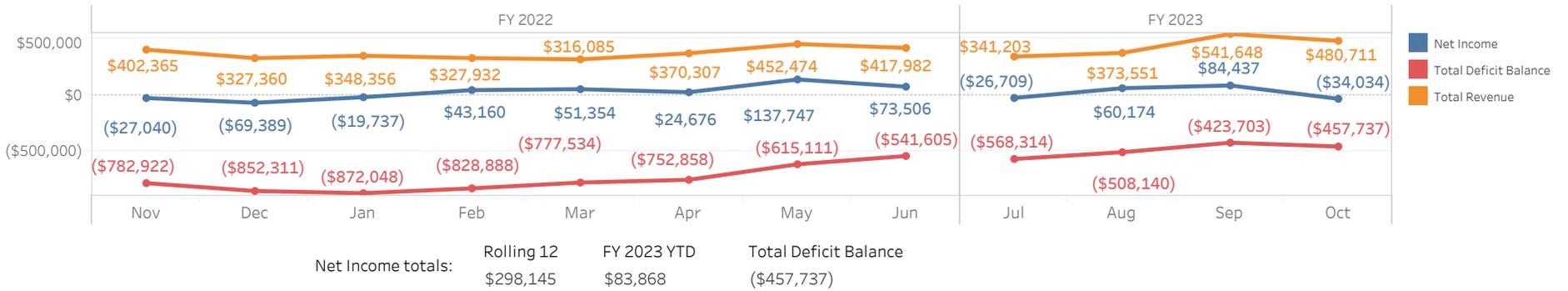
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

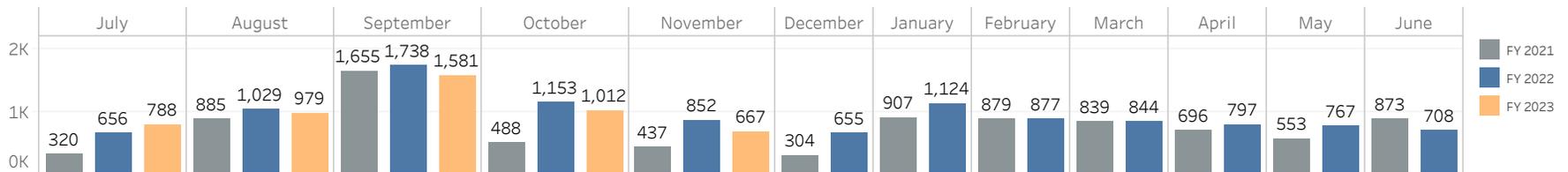


DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

*Revenue, Net Income, and Deficit Last 12 Months



Annual - Total Jobs



Average On-Time Percentage by Stream

★ Below 99.90%
 ■ At or Above 99.90%

Stream	September	October	November
B - WSB DPC	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%
F - Offset Print	★99.20%	★99.50%	★98.75%
J - Digital Color	★99.10%	★98.70%	★98.50%
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%

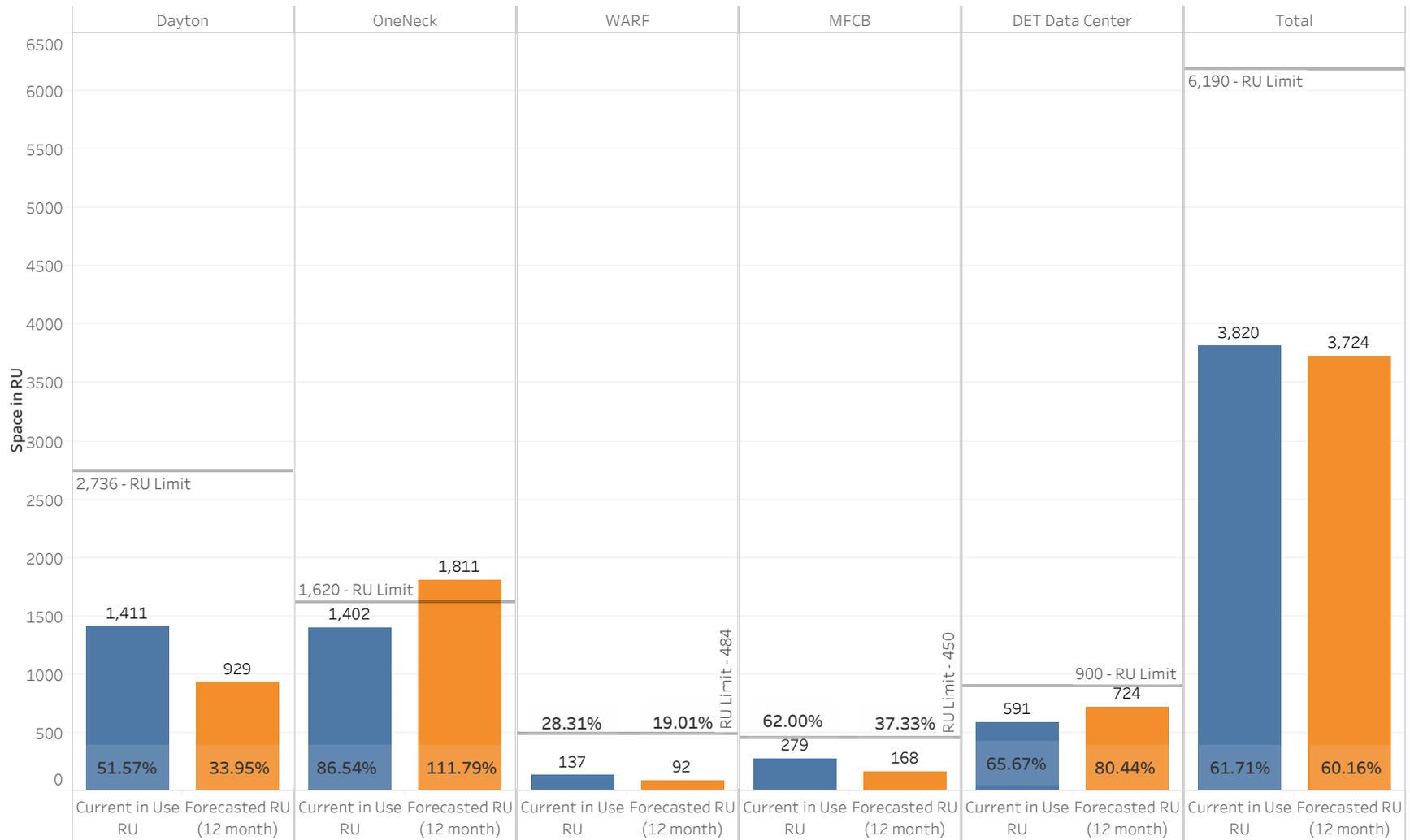
Rework Information

Month	Total Job Reruns	Total Cost Reruns	Avg. Real Rework
September	0	0	0
October	0	0	0
November	0	0	0



*Values are displayed as of the beginning of November, FY 2023 due to a lag in obtaining Net Income and Deficit Balance data.

DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST



RU = Rack Units
 Usage and one year forecast at the conclusion of November, FY 2023.
 RU Limits are current values.

DoIT OPERATIONS: ACADEMIC TECHNOLOGY SERVICES OVERVIEW

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

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
AEFIS	97	31.5%	14	7	★50.0%	100.0%	85.7%
Canvas	162	52.6%	137	104	★74.5%	91.7%	★81.0%
Kaltura	23	7.5%	17	13	★76.5%	100.0%	
Other Learn@UW Services	26	8.4%	14	10	★71.4%	100.0%	
Total Learn@UW Services	308	100.0%	182	134	★72.5%	92.7%	★81.3%

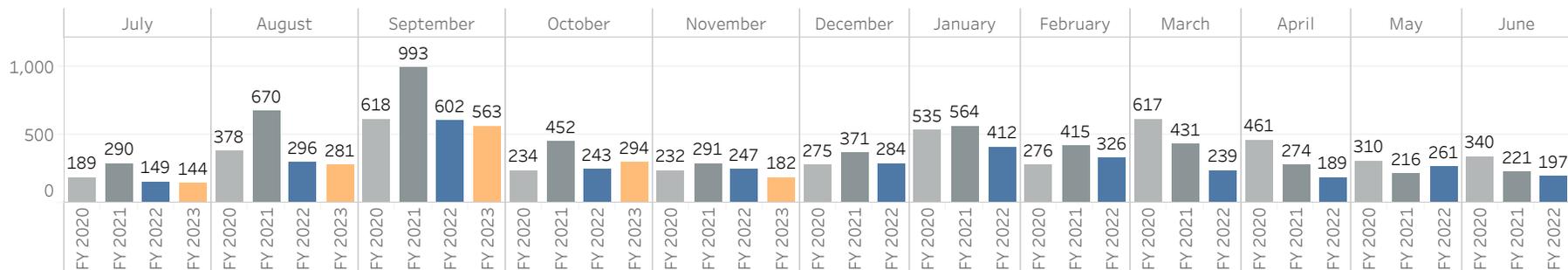
AT Targets:
HD % Resolution by Service

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

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

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

AT Learn@UW Services Annual Help Desk Contacts



Canvas fell just below our CSAT target of 85% this month. There were 3 of the 12 customers that completed the survey that were completely dissatisfied, mostly dissatisfied, and somewhat dissatisfied.



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.

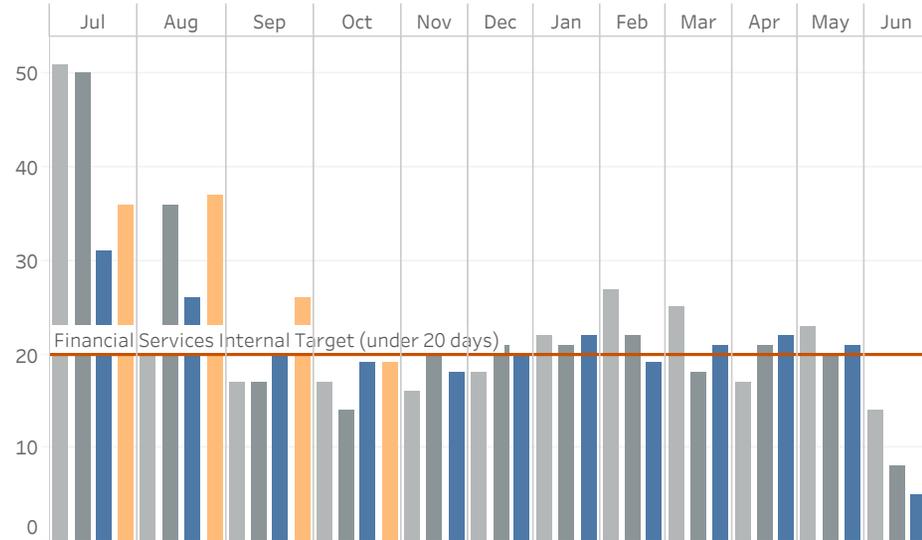
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous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

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



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

	FY 2020	FY 2021	FY 2022	FY 2023
July	2	5	4	12
August	2	3	2	1
September	4	3	1	1
October	4	0	1	1
November	3	0	0	
December	17	2	1	
January	4	1		
February	2	0	1	
March	6	3	1	
April	7	1	1	
May	5	5	3	
June	5	34	48	

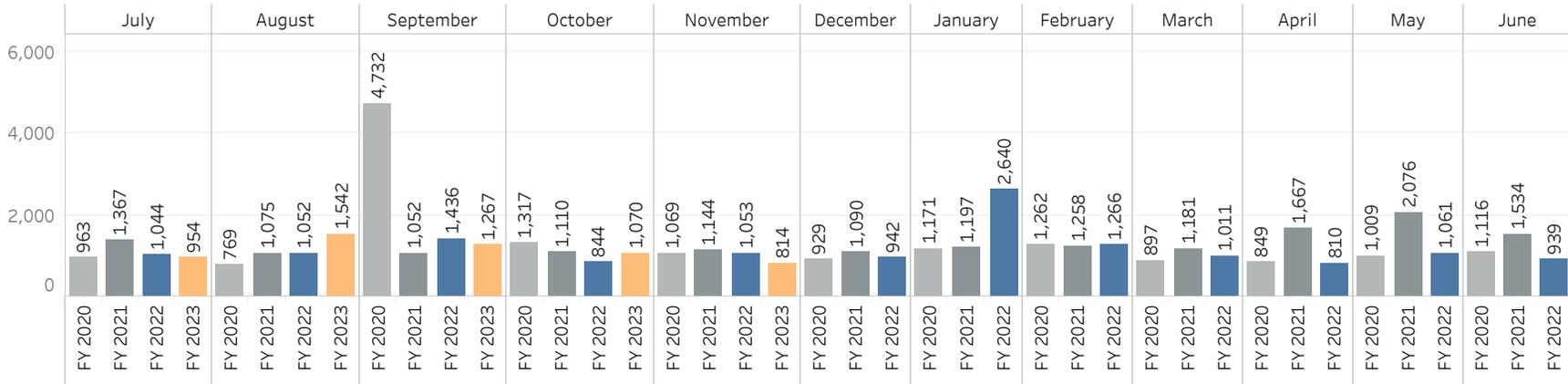
Average Number of Days to Pay: e-Reimbursement



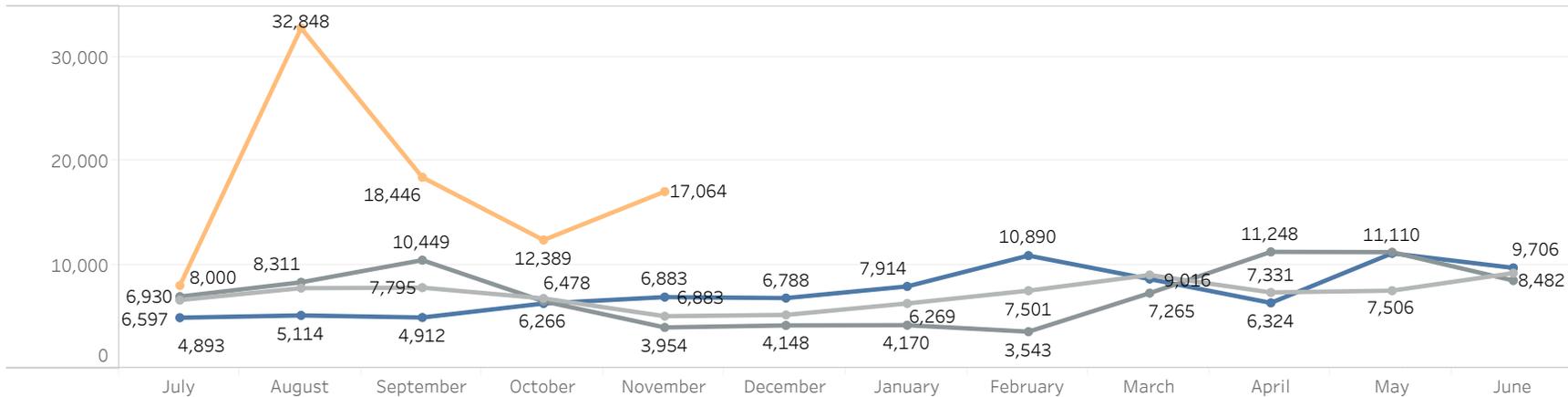
*If blank, data is currently unavailable.

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.

DoIT PROJECT MANAGEMENT OFFICE PORTFOLIO METRICS

	Intake Stages			Active		Sum of Median Days in Each Stage
	Opportunity Development & Project Proposal Stage 0 & 1	Project Prioritization Stage 2	Project Scheduling Stage 3	Execution & Go Live Stage 4	Project Close Stage 5	
Median Days in each Stage	2	1	10	371	186	570
	Queued		On Hold	Execution & Go Live Stage 4	Project Close Stage 5	Total Projects on PPL
Projects on Primary Projects List	0	9		63	1	93
				Active (Non-Major)		
				Active (Major)		
				17	3	
	*Completed Projects					
	119					



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 November FY 2023.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

Service Name	Dept.	FY 2022		FY 2023	
		Q3	Q4	Q1	Q2
AANTS	NS	P	P	P	
Campus Active Directory	AIS	P	P		P
Campus Video Security	SEO	P	P	P	
Canvas	AT	P	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	P
Cisco Voice Mail	NS	P	P	P	P
Critical Infrastructure Active Directory	AIS	P	P	P	P
Cybersecurity Log Management Service	CS	P	P	P	P
DNS	NS	P	P		P
ECRT (Effort Reporting)	AIS	P	P	P	
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	P	P
Enterprise Content Management Service (ECMS)	AIS	P	P	P	
FASTAR - MILER	EBS	P		P	
Gitlab Repository Services	AIS	P	P	P	
Housing Administration Applications	EBS	P			
HRS - Human Resource System	EBS	P		P	
IAM Reverse Proxy	AIS	P	P	P	P
Informatica (FASTAR)	EBS	P		P	P
Life-Safety Bldg. Env. Ctrl. & Fire Alarm Monitoring	SEO	P	P	P	P
Madison Reverse Proxy	AIS	P	P	P	P
Manifest	AIS	P	P	P	P
NetID Account Management	AIS	P	P	P	P

Service Name	Dept.	FY 2022		FY 2023	
		Q3	Q4	Q1	Q2
NetID IdP	AIS	P	P	P	P
NetID Kerberos	AIS	P	P	P	P
NetID Multi-Factor Authentication (MFA)	AIS	P	P	P	P
NetID Radius	AIS	P	P	P	P
OneBadger	EBS	P	P	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	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	P
UDS LDAP	AIS	P	P	P	P
UW System Proxy IdP	AIS	P	P	P	P
UWBI (Business Intelligence)	EBS	P		P	
UWILL	CTO				
UWP1 Service	EBS	P	P		
UWPDR Service	AIS	P	P	P	P
Web Hosting	AIS	P	P	P	
WiscIT	US	P	P	P	
Wisconsin Federation (WAYF)	AIS	P	P	P	P
WiSH - Wisconsin Scholarship Hub**	EBS		P		

Overall Pass Fail

■ Pass (P)

***Completion rate	FY 2022		FY 2023	
	Q3	Q4	Q1	Q2
***Completion rate	100%	89%	89%	54%



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
 *** 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 November FY 2023. 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.

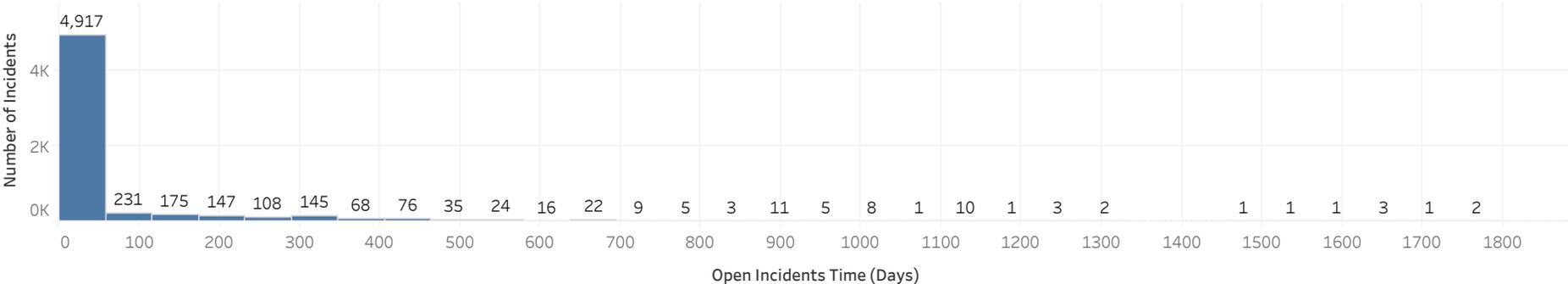
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 12/01/2022

Age of Open Incidents by Department

	Less Than 2 Days	Between 2 Days and 2 Weeks	Between 2 Weeks and 1 Month	Between 1 Month and 1 Year	Greater than 1 Year
AIS	82	351	19	45	14
AT	8	20	9	33	10
CTO					
Cybersecurity	1,353	1,439	8	8	6
DoIT Communications					
DoIT HR		6	5	131	66
EBS		3	2	2	18
FS		2			5
Non-DoIT teams	6	12	14	322	72
NS	44	86	32	172	57
PMO					
SEO	18	26	9	13	7
US	221	749	196	287	38
Other	5	1	1	5	
Grand Total	1,737	2,695	295	1,018	293

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

Academic Technology Metrics: We removed AT Learn@UW Usage and Support Metrics from the report and replaced them with AT Services Overview. The improvements made to these metrics better align with what we are reporting on.

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

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

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

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

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

DS-SLA Response Rate: Priority matrix obtained from WisclT. 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.