DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN–MADISON

DoIT Operations
Monthly Report

September 2022

Published October 25, 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

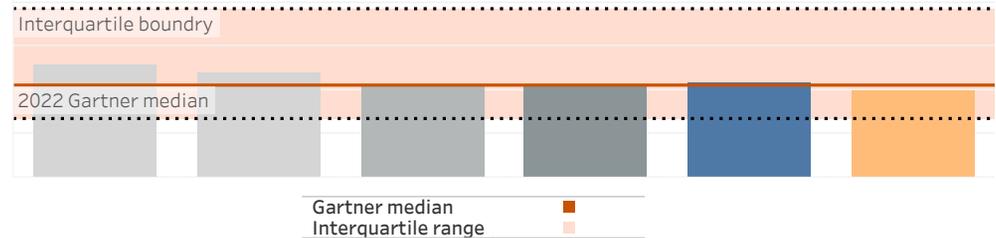(i)   Factors influencing data this month; As identified and provided by data owners.

📝   Notes defining and providing context to the data.

▼   Filtering options

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	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
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	100.00	100.00	99.06
Enterprise Content Management (ECM)	99.00%	99.88	99.08	100.00	★98.19	100.00	100.00	100.00	100.00	99.32	100.00	100.00	★76.15
Enterprise Service Bus (ESB)	99.00%	100.00	99.76	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	100.00	100.00	★98.68	100.00	100.00
JIRA Issue Tracking	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	99.85	100.00	100.00	100.00	100.00	100.00
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	99.79	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	100.00	100.00	99.44	99.57
NetID Login	99.90%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	★97.51	100.00	100.00	100.00	100.00
Shared Web Hosting	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	99.69	100.00	100.00	100.00	100.00	100.00
Wisc Web	99.00%	100.00	★90.76	100.00	100.00	100.00	100.00	99.96	★97.10	100.00	100.00	100.00	100.00

Target Colors

■ ★ Below Target   ■ Above Target

DoIT OPERATIONS: APPLICATION INFRASTRUCTURE SERVICES - IAM SERVICES OVERVIEW

## Help Desk Resolution Rates for IAM Services During September

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	1,740	43.4%	1,709	1,642	94.3%	94.2%	98.1%
NetID Account Management	634	15.8%	558	510	★83.5%	81.2%	99.5%
All IAM Incidents	3,999	100.0%	2,303	2,172	91.0%	85.1%	98.4%

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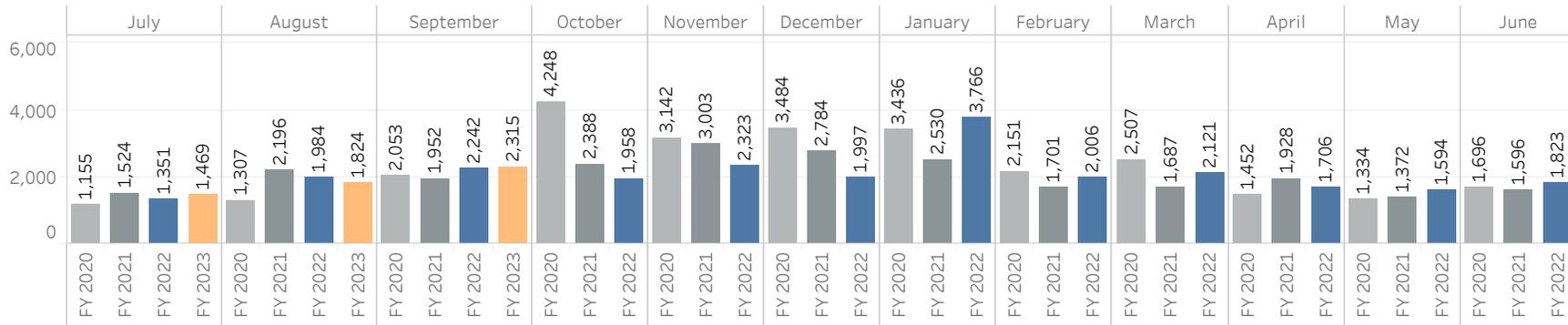
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents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

|	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	42	1.7%					
MyUW Madison/System	246	9.8%	235	191	★80.4%	88.5%	★83.5%
Shared Tools	14	0.6%	13	2	15.4%		★42.9%
Web Hosting	116	4.6%	4	1	25.0%		
WiscWeb	56	2.2%	31	5	★12.9%		

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%

WPS Services Annual Help Desk Contacts
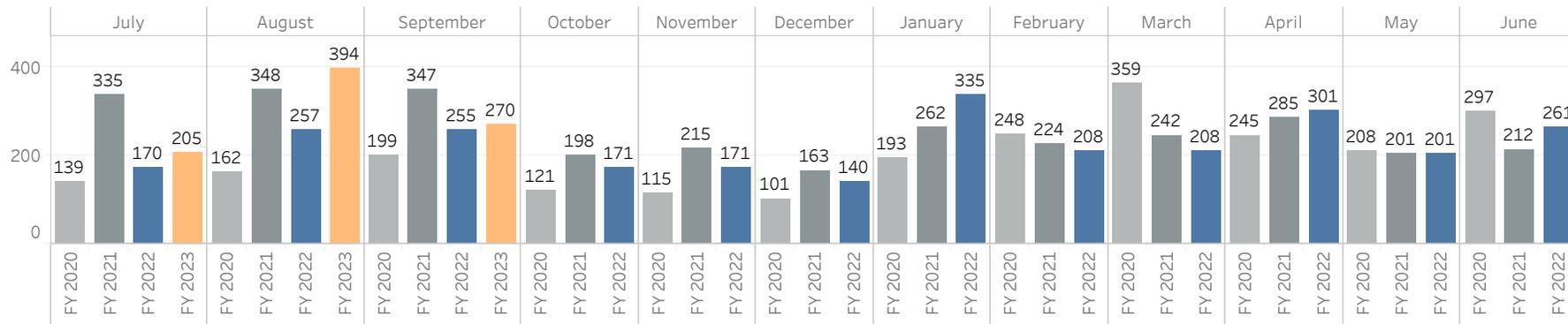
There were three responses to the MyUW Madison/System and shared tools CSAT surveys this month where customers were dissatisfied or mostly dissatisfied. This resulted in missing our target of 85% for CSAT.

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

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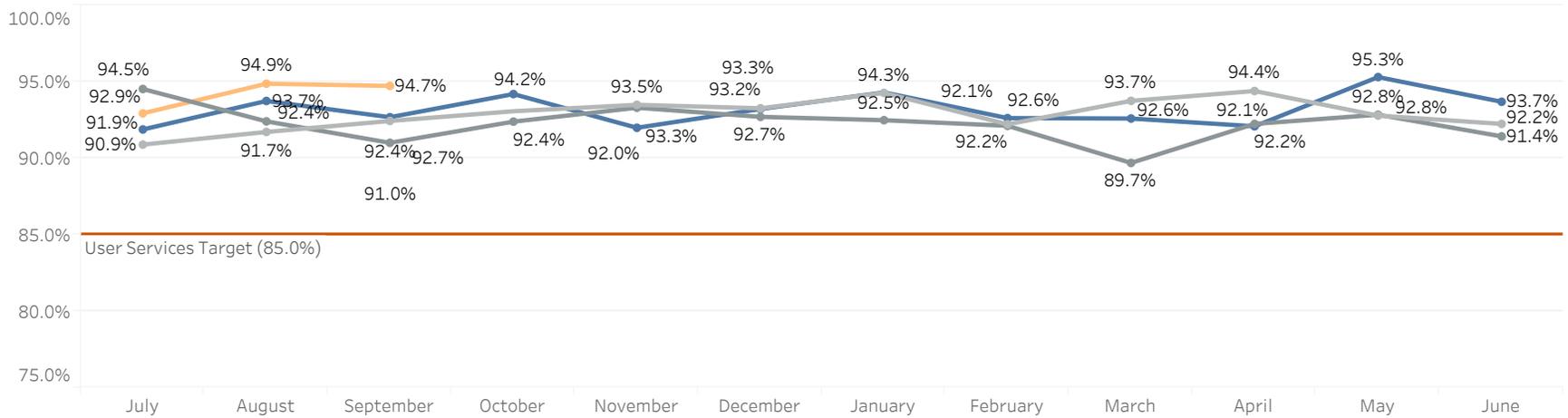# DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW
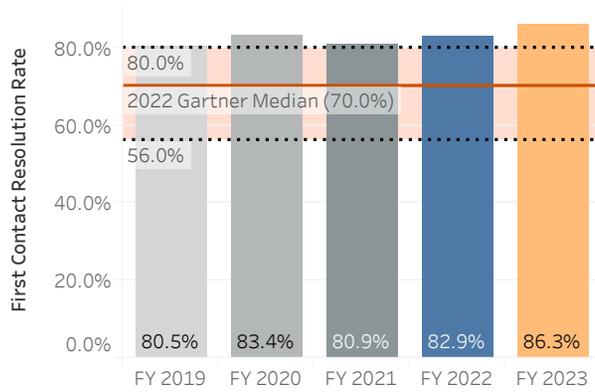
Cost per Contact
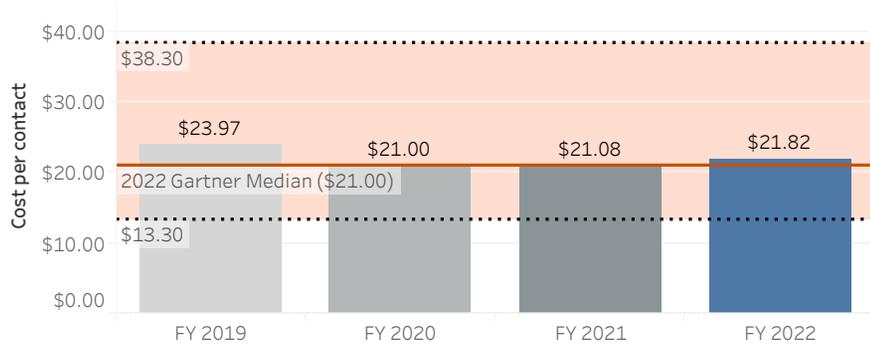
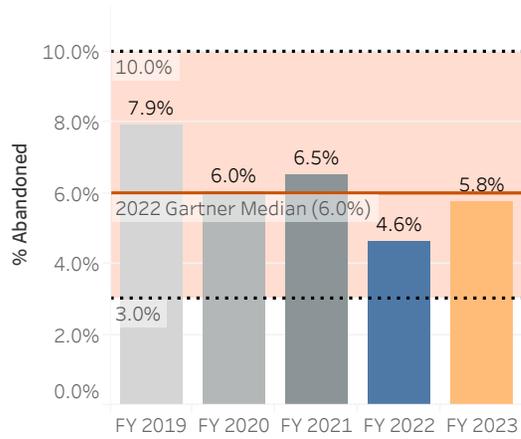## Customer Satisfaction
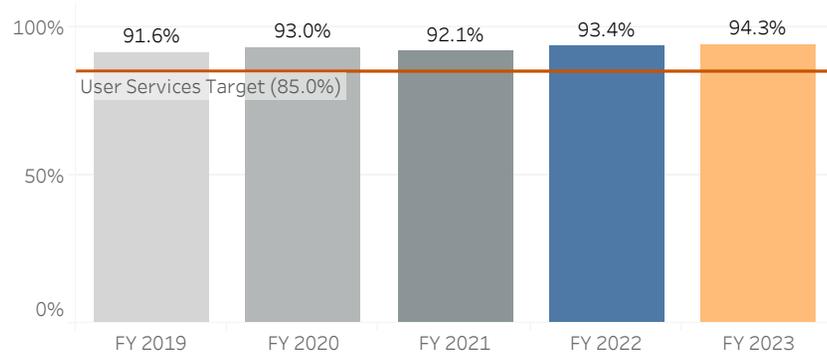
Customer Satisfaction

NOTES: Survey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
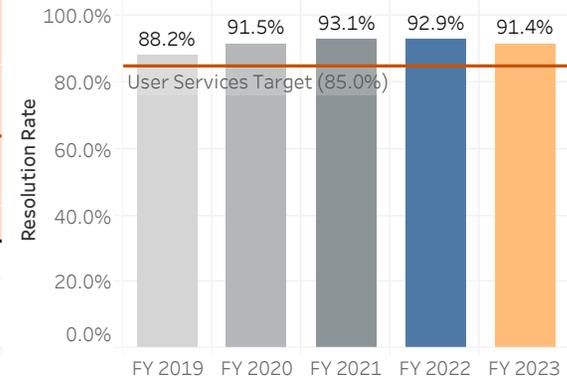
*Help Desk Average First Contact Resolution

First Contact Resolution Rate

80.0%
80.0%
56.0%
2022 Gartner Median (70.0%)

FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
80.5%	83.4%	80.9%	82.9%	86.3%

Help Desk Abandonment Rate

% Abandoned

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

FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
7.9%	6.0%	6.5%	4.6%	5.8%

**Help Desk Average Resolution Rate

Resolution Rate

User Services Target (85.0%)

FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
88.2%	91.5%	93.1%	92.9%	91.4%

Help Desk First Contact Resolution

86.7%, 84.8%, 81.5%, 87.6%, 86.9%, 85.9%, 86.1%, 86.3%, 83.5%, 83.1%, 83.2%, 83.5%, 84.1%
84.5%, 83.0%, 82.3%, 79.1%, 81.8%, 84.4%, 83.6%, 85.8%, 83.4%, 82.1%, 79.4%, 81.5%, 82.2%
81.5%, 81.1%, 80.0%, 81.0%, 79.5%, 83.3%, 79.6%, 78.3%, 77.9%, 80.7%

80.0%
2022 Gartner Median (70.0%)

July · August · September · October · November · December · January · February · March · April · May · June
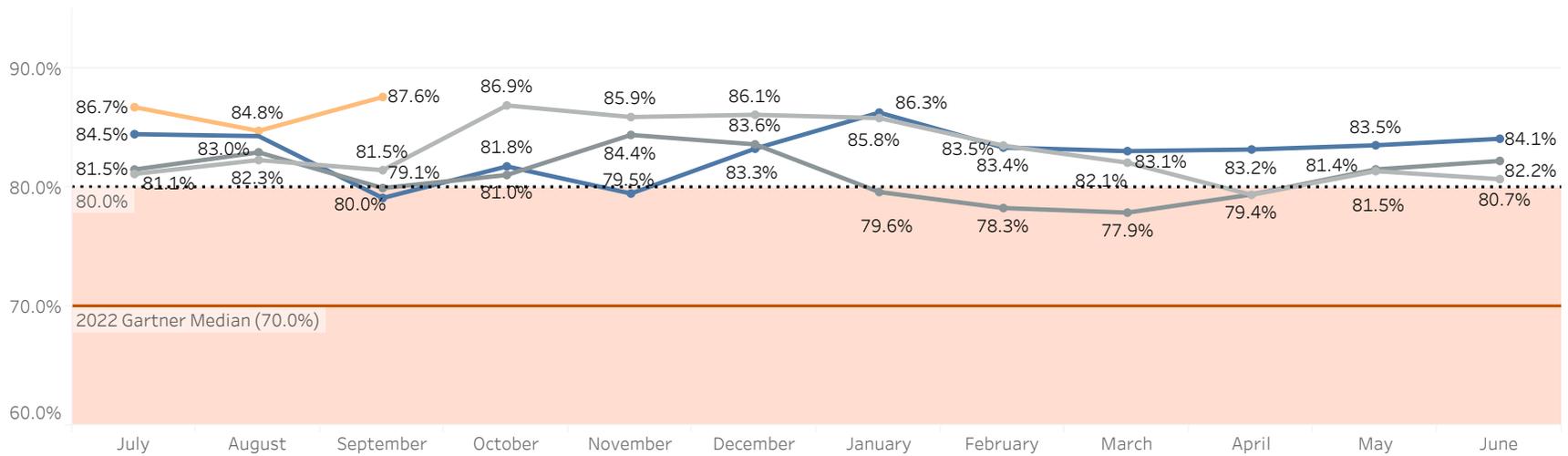
NOTES: *First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.
**Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN SEPTEMBER

|	Incidents Created by HD	% of Total Incidents created	Resolved by HD	* HD % Resolution	**First Contact Resolution Rate
Multi-factor Authentication (MFA)	1,709	5.0%	1,642	94.3%	94.2%
Office 365	766	2.3%	630	★80.9%	81.2%
Referrals	683	2.0%	609	87.6%	86.3%
NetID Account Management	558	1.8%	510	★83.5%	87.1%
Learn@UW - Canvas Madison	464	1.5%	355	★75.9%	83.9%
Help Desk Support, Computer Lending Program	422	1.4%	463	95.5%	83.3%
Incident Response and Investigations, BadgIRT	363	1.0%	323	89.0%	84.4%
Help Desk Support, INFORMATION	278	1.0%	336	96.8%	91.3%
Personal Software Support	230	0.7%	236	89.1%	80.9%
Campus Network Housing	203	0.6%	164	★80.8%	88.5%

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
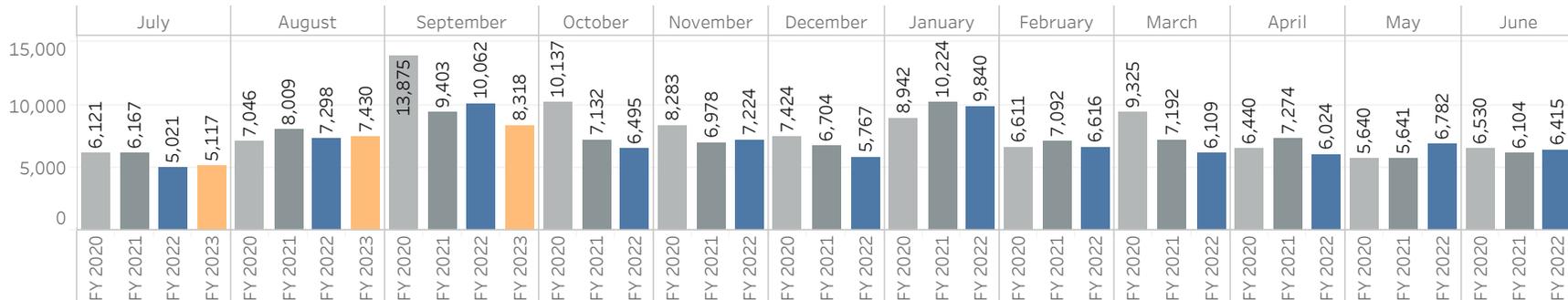
ⓘ Several categories fell slightly below the annual target as expected due to back to school demand. We will continue monitoring to see if any trends continue into the school year.

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 September

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Office 365	790	66.7%	766	630	★80.9%	87.1%	93.6%
UW-Madison Google Apps	81	6.8%	70	43	★61.4%	100.0%	89.3%
UW-Madison Zoom	136	11.5%	97	72	★72.2%	87.9%	95.2%
UW-Madison Box	115	9.7%	65	49	★75.4%	82.4%	★71.4%
Qualtrics	52	4.4%	25	14	★52.0%	★50.0%	100.0%
CloudFax, General	11	0.9%	5	3	★60.0%		

User Services Target: HD% Resolution
- 🟧 ★ Below 85.0%

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

User Services Target: Customer Satisfaction
- 🟧 ★ Below 85.0%
- ⬛ At or above 85.0%

PCS Services Annual Help Desk Contacts

There were two responses to the Box CSAT survey this month where customers were "mostly dissatisfied". This resulted in missing our target of 85% for CSAT.

The first contact resolution rate for Qualtrics does not cause alarm as the escalated cases represent specific requests from customers that tier one escalates as part of normal support procedures.
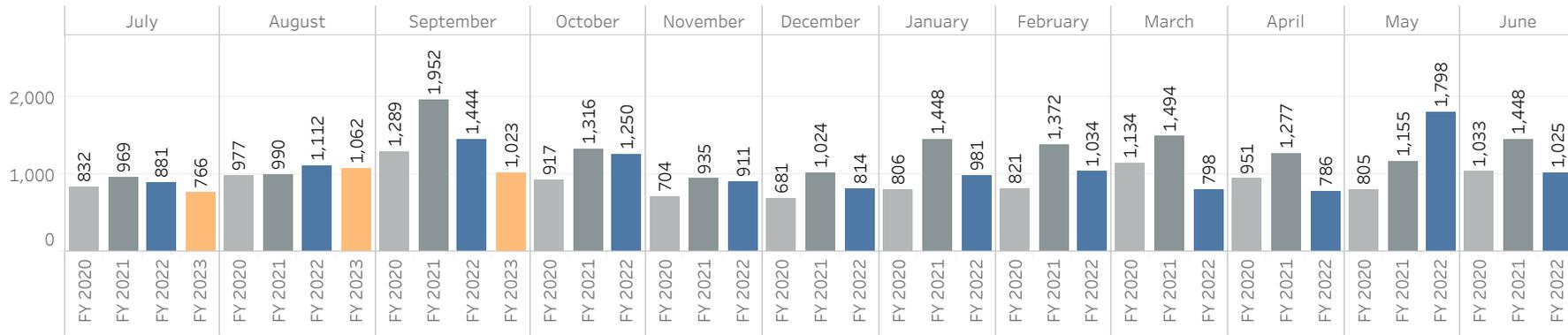
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month.
*** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT OVERVIEW

Departmental Support - Annual Contacts

	July	August	September	October	November	December	January	February	March	April	May	June
FY 2020	665	801	924	733	605	576	833	758	897	465	547	514
FY 2021	566	520	603	562	531	441	514	504	522	419	523	585
FY 2022	542	711	894	732	601	533	594	646	785	768	673	701
FY 2023	772	1,070	806									

Customer Satisfaction

Customer Satisfaction line chart with data points including:
- July: 99.5%, 94.6%, 94.1%, 92.7%
- August: 98.8%, 96.8%, 96.5%, 96.2%
- September: 98.1%, 96.4%, 93.9%
- October: 97.8%, 95.8%, 92.9%
- November: 98.5%, 98.0%, 95.0%
- December: 98.4%, 97.4%, 97.3%
- January: 97.8%, 99.0%, 97.1%
- February: 98.9%, 95.7%, 93.7%
- March: 98.0%, 97.1%, 97.1%
- April: 96.6%
- May: 98.5%, 96.5%, 92.3%
- June: 99.4%, 96.9%

User Services Target (85.0%)

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

*Cost Per Endpoint

- $1,260
- $1,085
- 2022 Gartner Median ($829)
- $585

FY 2022

**Endpoints Per Technician

- 559
- 2022 Gartner Median (389)
- 211
- 140 — FY 2020
- 161 — FY 2021
- 268 — FY 2022

***Customer Satisfaction

- 95.7% — FY 2019
- 96.0% — FY 2020
- 96.9% — FY 2021
- 97.1% — FY 2022
- 97.9% — FY 2023

User Services Target (85.0%)
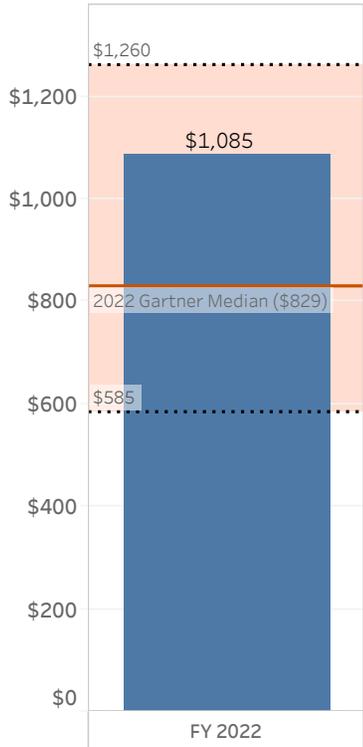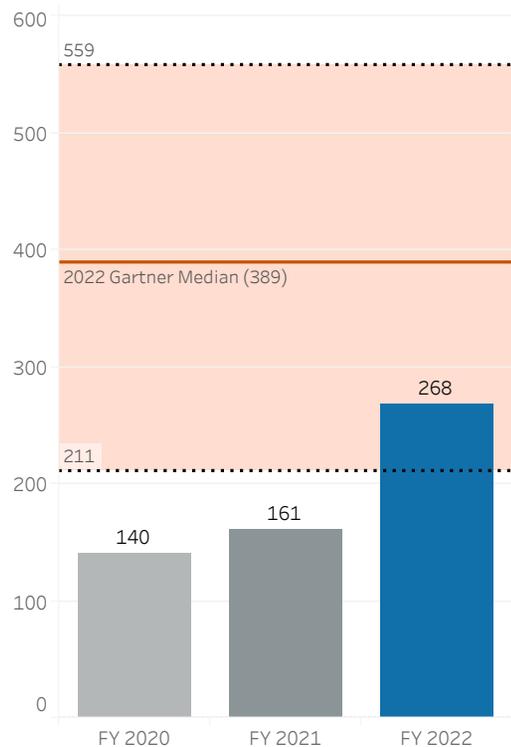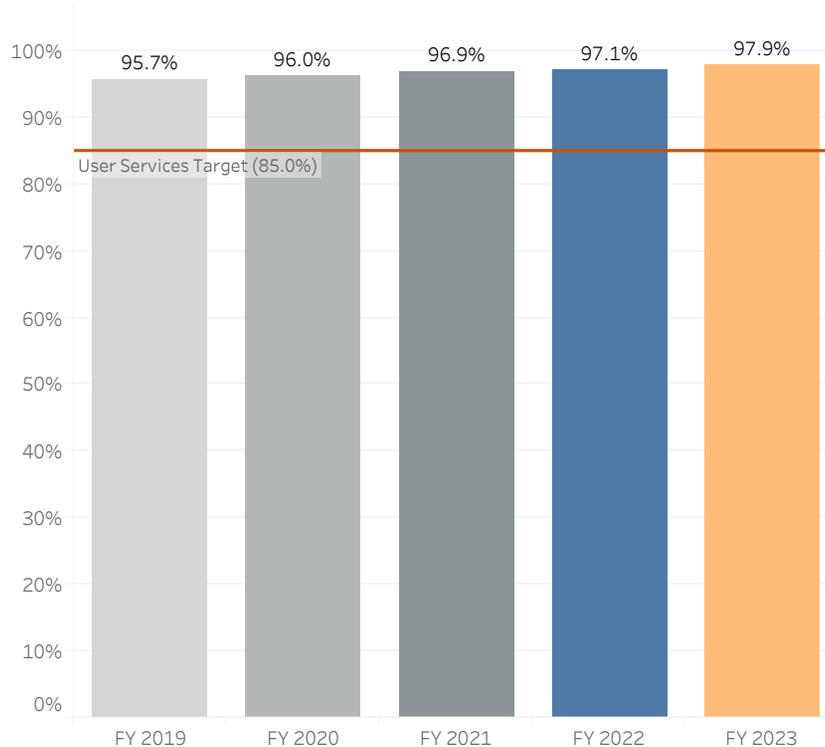
NOTES: *Cost per endpoint methodology updated for December 2021 to eliminate "complexity" as a variable and expand sample size. Gartner includes the costs of voice, peripherals, software and external services which we have not as there are alternative funding models for those items. Prior values are not directly comparable to the updated methodology, and will not be recalculated. Updates will be processed annually.

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

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

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
HRS	99.000%	★ 87.960	★ 96.670	99.870	100.000	100.000	100.000	100.000	99.870	100.000	100.000	100.000	100.000
SFS	99.000%	100.000	100.000	99.770	100.000	100.000	100.000	100.000	100.000	99.600	100.000	100.000	100.000
SIS	99.000%	100.000	★ 81.720	100.000	99.900	100.000	★ 97.410	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
Workload Automation	99.000%	100.000	100.000	★ 98.970	100.000	99.690	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	Jul %	Aug %	Sep %	Service	Target	Jul %	Aug %	Sep %	Service	Target	Jul %	Aug %	Sep %
UW Colleges Extension	99.900%	100.000	100.000	100.000	UW Platteville	99.900%	100.000	100.000	100.000	UWC Manitowoc	99.900%	100.000	100.000	100.000
UW Eau Claire	99.900%	100.000	100.000	100.000	UW River Falls	99.900%	100.000	100.000	100.000	UWC Marathon Co.	99.900%	100.000	100.000	100.000
UW Green Bay	99.900%	100.000	100.000	100.000	UW Stevens Point	99.900%	100.000	100.000	100.000	UWC Marinette	99.900%	100.000	100.000	100.000
UW Health	99.900%	100.000	100.000	100.000	UW Stout	99.900%	100.000	100.000	100.000	UWC Marshfield Wood Co.	99.900%	100.000	100.000	100.000
UW La Crosse	99.900%	100.000	100.000	100.000	UW Superior	99.900%	100.000	100.000	100.000	UWC Richland	99.900%	100.000	100.000	100.000
UW Madison	99.900%	100.000	100.000	100.000	UW Whitewater	99.900%	100.000	100.000	100.000	UWC Rock Co.	99.900%	100.000	100.000	100.000
UW Milwaukee	99.900%	99.979	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	100.000	100.000	UWC Sheboygan	99.900%	100.000	100.000	100.000
UW Oshkosh	99.900%	100.000	100.000	100.000	UWC Barron Co.	99.900%	100.000	100.000	100.000	UWC Washington Co.	99.900%	100.000	100.000	100.000
UW Parkside	99.900%	100.000	100.000	100.000	UWC Fond du Lac	99.900%	100.000	100.000	100.000	UWC Waukesha	99.900%	100.000	100.000	100.000
					UWC Fox Valley	99.900%	100.000	100.000	100.000					

Target Colors

■ Above Target

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

DoIT OPERATIONS: WAN SPEEDS - NETWORK SERVICES

IN

		Jul-22	Aug-22	Sep-22
UW–Madison campus	Avg (Gb/sec)	6.2	7.0	13.7
	Max (Gb/sec)	19.9	23.0	31.2
	Min (Gb/sec)	1.7	1.8	2.8
	% of full capacity (200Gbps)	3.1	3.5	6.9
UW–Madison research	Avg (Gb/sec)	27.6	21.8	17.4
	Max (Gb/sec)	101.5	102.9	52.2
	Min (Gb/sec)	4.6	5.7	4.9
	% of full capacity (200Gbps)	13.8	10.9	8.7
Internet Exchange (MadIX)	Avg (Gb/sec)	0.3	0.3	0.4
	Max (Gb/sec)	1.0	2.9	2.0
	Min (Gb/sec)	0.0	0.0	0.1
	% of full capacity (20Gbps)	1.4	1.6	2.0

OUT

		Jul-22	Aug-22	Sep-22
UW–Madison campus	Avg (Gb/sec)	7.40	5.70	7.50
	Max (Gb/sec)	23.40	35.40	25.50
	Min (Gb/sec)	1.80	1.90	2.40
	% of full capacity (200Gbps)	3.70	2.90	3.80
UW–Madison research	Avg (Gb/sec)	24.50	15.10	13.60
	Max (Gb/sec)	93.90	47.70	45.40
	Min (Gb/sec)	3.40	5.00	4.90
	% of full capacity (200Gbps)	12.30	7.60	6.80
Internet Exchange (MadIX)	Avg (Gb/sec)	1.10	1.10	0.96
	Max (Gb/sec)	4.50	5.40	4.10
	Min (Gb/sec)	0.20	0.18	0.20
	% of full capacity (20Gbps)	5.50	5.50	4.80

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	Oct %	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %
Bucky Backup	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	99.660	★ 98.600	99.750	99.650	100.000	★ 98.240
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	100.000	★ 97.960	99.960	100.000	100.000	100.000	100.000	★ 99.410
Campus Computing Infrastructure	99.500%	99.960	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	★ 98.320	100.000
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	99.810	100.000	98.400	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	100.000	100.000	★ 97.690
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%	★ 97.180	100.000	100.000	100.000	100.000	100.000	100.000	★ 99.490	100.000	100.000	100.000	100.000
WiscIT (Cherwell)	99.500%	99.830	99.890	★ 99.250	★ 94.910	★ 92.880	99.550	99.970	★ 99.160	★ 99.460	99.960	100.000	99.860

Target Colors

■ ★ Below Target   ■ Above Target

Select Agent - Brief user VPN outage stemming from a DNS issue related to Duo. It was resolved promptly.
Campus Card Access - Lenel had an expired certificate, creating a user outage.The team did renew & install the certificate ahead of time, but there is a second location within the Lenel application itself that needed it, which the team did not yet know, being the first time through this with a new application. This is now accounted for in our procedures going forward.
Bucky Backup - IBM Spectrum had a bug causing a server crash. IBM recommended some workarounds which required some emergency restarts.

DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For September, 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	321	56	116.7	299 [188-476]
Linux	99.95	99.99	482	100	160.7	231 [169-434]

Top Consumers By Percentage of Labor Hours

DoIT - Public Cloud Service	20.80%
DoIT Internal Customers	9.30%
DoIT - Microsoft SQL Server Hosting	6.00%
UWPD Building Access Management	1.60%
UWPD Building Automation System	1.60%
SFS	1.30%
Transportation Services	1.30%
HRS	1.10%
WHS	1.00%
CCI Virtualization	1.00%

Top Consumers By Server Count

Cybersecurity	77
SFS, HRS	74
PSaaS (PeopleSoft as a Service)	67
Identity and Access Management	47
Student Information System	38
DoIT Web Platform Services	32
Wisconsin Historical Society	29
Imaging	25
Office 365	25
DoIT Service Management	21

DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	June	July	August	September
Confirmed Vulnerability	1	25	3	5	5
	2	29	19	7	6
	3	1,473	459	758	674
	4	3,514	1,692	1,826	2,609
	5	516	602	314	125
Needs investigation	4	11	106	17	
	5	3	4	12	
Potential Vulnerability	3	12	13	11	12
	4	8	5	6	
Grand Total		5,591	2,903	2,956	3,431

*Active & Urgent Vulnerabilities

170

Remaining From September

1

SEO Vulnerabilities Summary

The Qualys and WiscIT integration repair exposed inaccuracies in our previous methods for reporting remediated vulnerability data. We have updated our reporting to align with SEO's existing WiscIT criteria.

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
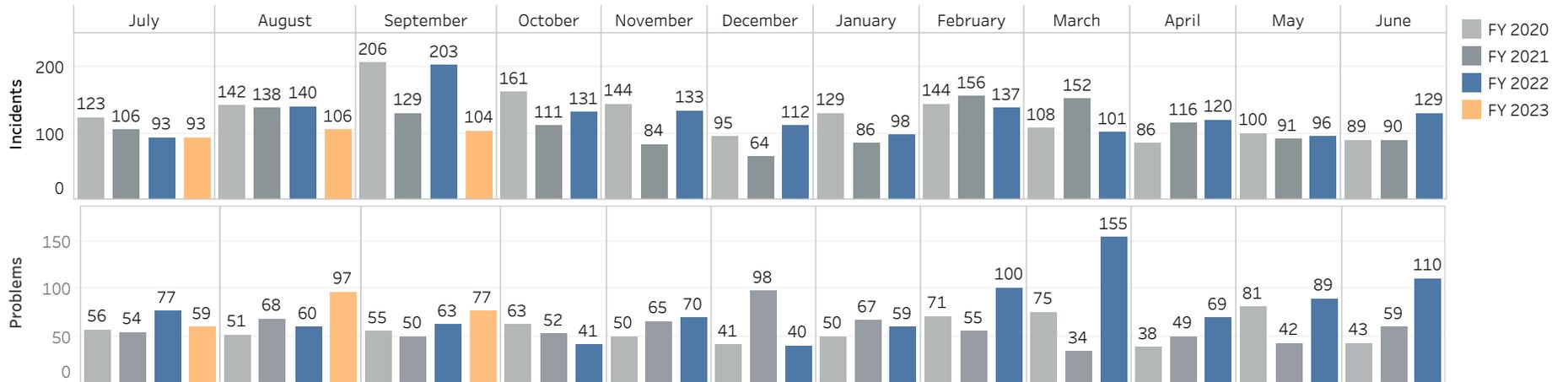
Incidents & Problems Last Four Months

Incidents

	June	July	August	September
Network Access	92	68	92	86
Wireless	33	23	10	16
Other	4	2	4	2
Grand Total	**129**	**93**	**106**	**104**

Problems

	June	July	August	September
Network Access	80	43	70	54
Server Certificates	1	1	4	1
Wireless	21	13	22	22
Other	8	2	1	
Grand Total	110	59	97	77

Incident & Problem Summary

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

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

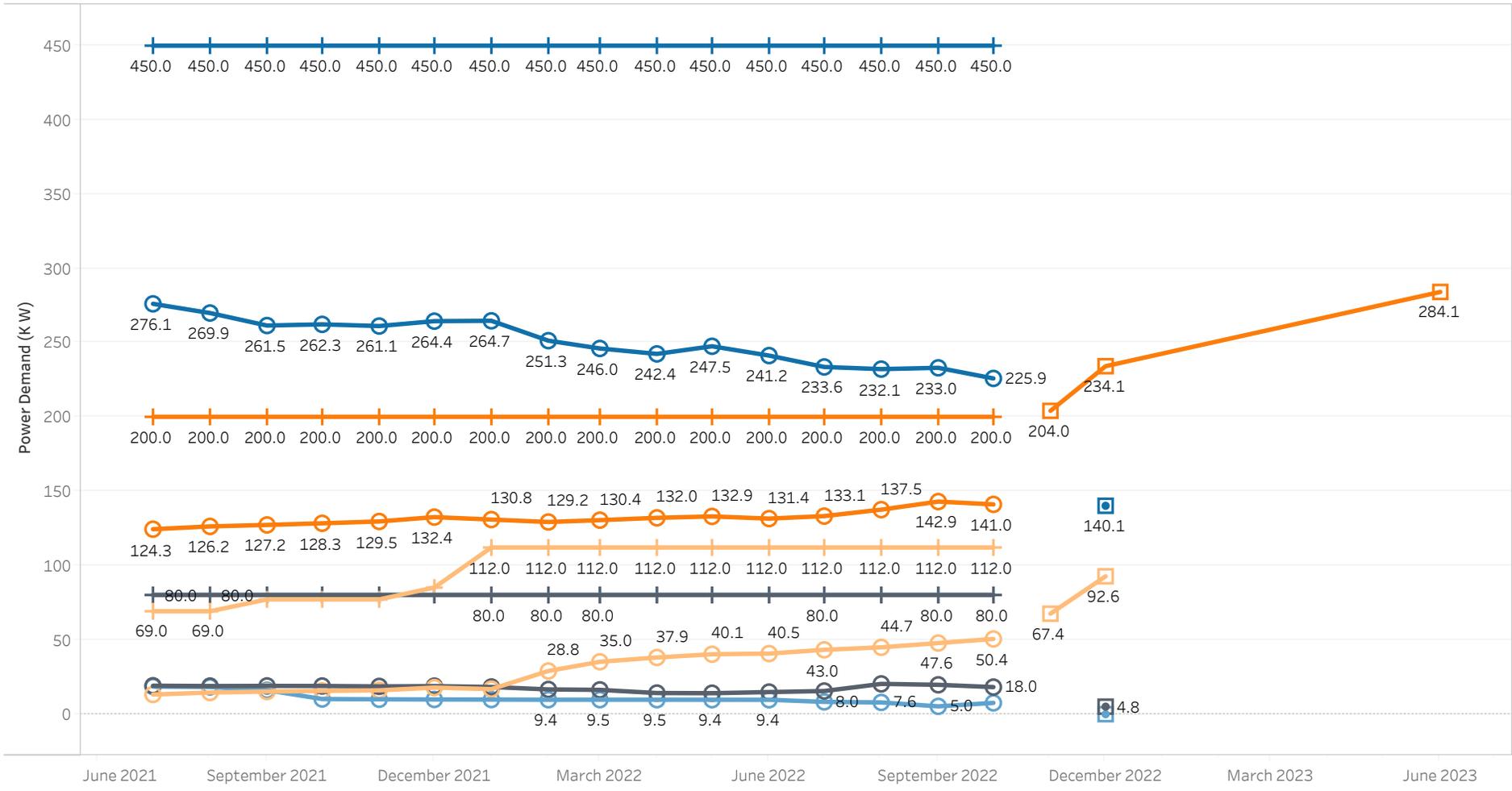|	June	July	August	September
Boreas	5	9	3	11
Campus Network	115	99	124	91
MUFN	6	2	4	5
Northern Tier	5	5	3	5
UW SysNET	14	14	12	19
Other DoIT Technical Services	41	26	28	44
Grand Total	**186**	**155**	**174**	**175**

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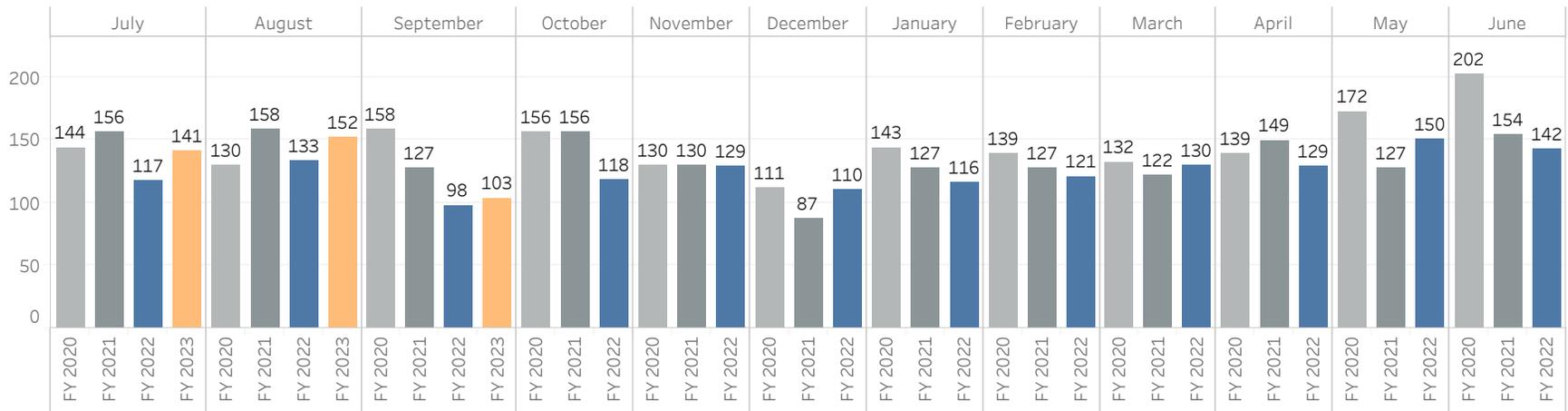
*If blank, zero problems required SNCC management.
Reporting methodology updated for April FY21 report to count distinct problems that required SNCC interaction (via Journals attached to problems) in a month, rather than the number of new problems created.

DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST

Power Demand (K W)

Dayton (Limit): 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

Dayton (Actual): 276.1, 269.9, 261.5, 262.3, 261.1, 264.4, 264.7, 251.3, 246.0, 242.4, 247.5, 241.2, 233.6, 232.1, 233.0, 225.9

OneNeck (Limit): 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

OneNeck (Forecast): 204.0, 234.1, 284.1

OneNeck (Actual): 124.3, 126.2, 127.2, 128.3, 129.5, 132.4, 130.8, 129.2, 130.4, 132.0, 132.9, 131.4, 133.1, 137.5, 142.9, 141.0

Femrite (Limit): 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0, 112.0

Femrite (Actual): 69.0, 69.0, 28.8, 35.0, 37.9, 40.1, 40.5, 43.0, 44.7, 47.6, 50.4

Femrite (Forecast): 67.4, 92.6

MFCB (Limit): 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0, 80.0

MFCB (Actual): 18.0, 8.0, 7.6

MFCB / WARF (Forecast): 4.8

Dayton (Forecast): 140.1

WARF (Actual): 9.4, 9.5, 9.5, 9.4, 9.4, 5.0

Legend: ○ Actual   □ Forecast   + Limit

■ Dayton   ■ OneNeck   ■ Femrite   ■ MFCB   ■ WARF

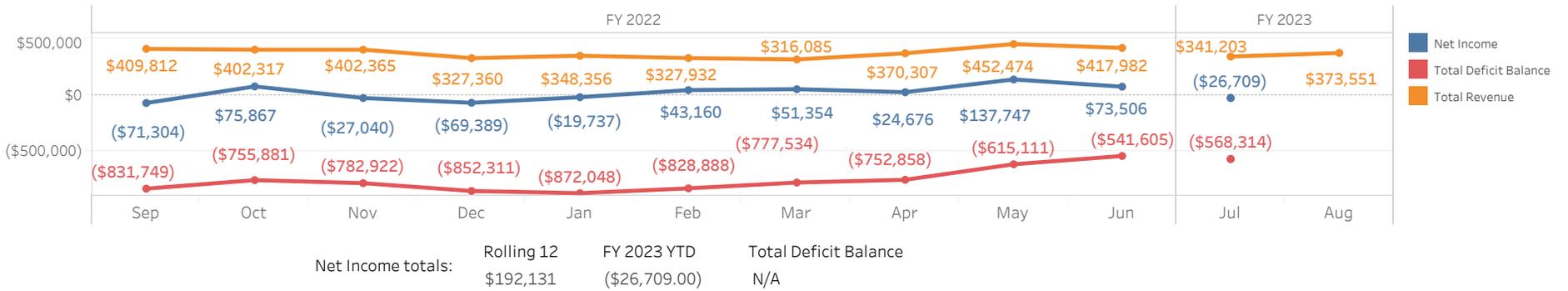-MFCB and WARF both have 80 KW limits on available power.

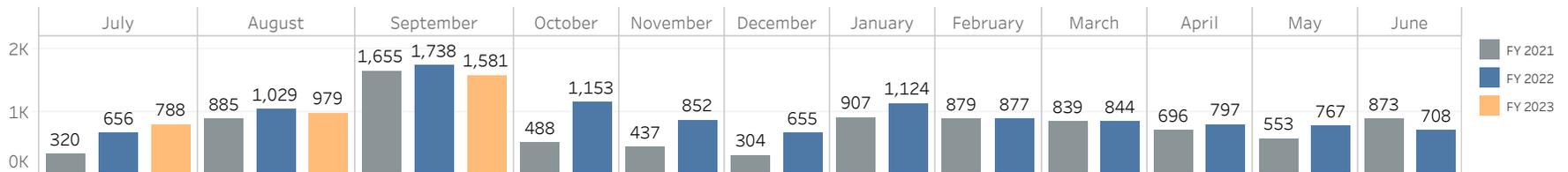# DOIT OPERATIONS: DATA CENTER SPACE USAGE FORECAST
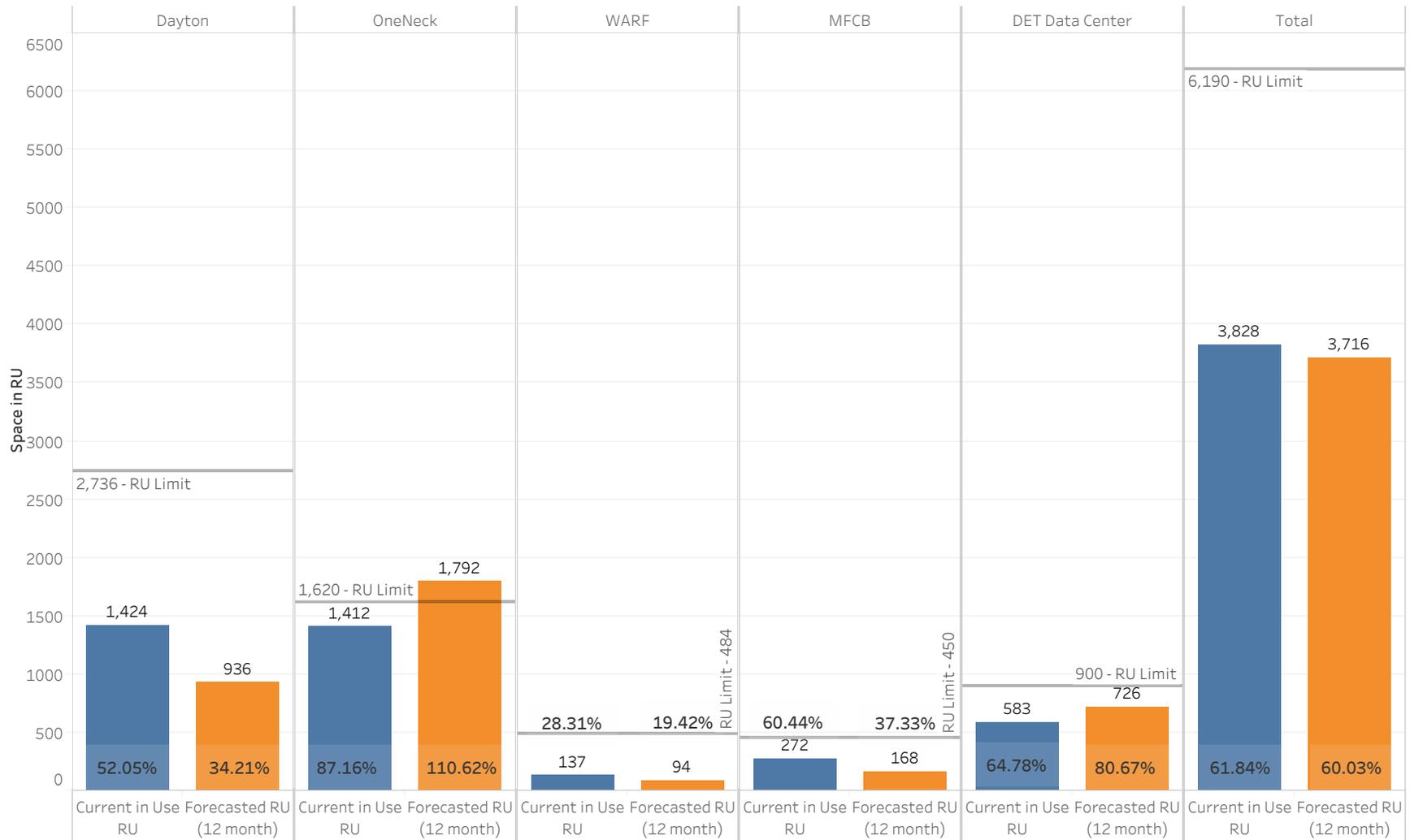
RU = Rack Units
Usage and one year forecast at the conclusion of September, FY 2023.
RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

*Revenue, Net Income, and Deficit Last 12 Months

FY 2022 | FY 2023

	Net Income
	Total Deficit Balance
	Total Revenue

Total Revenue: $409,812 (Sep), $402,317 (Oct), $402,365 (Nov), $327,360 (Dec), $348,356 (Jan), $327,932 (Feb), $316,085 (Mar), $370,307 (Apr), $452,474 (May), $417,982 (Jun), $341,203 (Jul), $373,551 (Aug)

Net Income: ($71,304) (Sep), $75,867 (Oct), ($27,040) (Nov), ($69,389) (Dec), ($19,737) (Jan), $43,160 (Feb), $51,354 (Mar), $24,676 (Apr), $137,747 (May), $73,506 (Jun), ($26,709) (Jul)

Total Deficit Balance: ($831,749) (Sep), ($755,881) (Oct), ($782,922) (Nov), ($852,311) (Dec), ($872,048) (Jan), ($828,888) (Feb), ($777,534) (Mar), ($752,858) (Apr), ($615,111) (May), ($541,605) (Jun), ($568,314) (Jul)

Net Income totals:	Rolling 12	FY 2023 YTD	Total Deficit Balance
	$192,131	($26,709.00)	N/A

Annual - Total Jobs

	FY 2021	FY 2022	FY 2023
July	320	656	788
August	885	1,029	979
September	1,655	1,738	1,581
October	488	1,153	
November	437	852	
December	304	655	
January	907	1,124	
February	879	877	
March	839	844	
April	696	797	
May	553	767	
June	873	708	

Average On-Time Percentage by Stream

★ Below 99.90%
 At or Above 99.90%

	July	August	September
B - WSB DPC	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%
F - Offset Print	★96.80%	★97.10%	★99.20%
J - Digital Color	★97.60%	★98.20%	★99.10%
K - Contract	100.00%	100.00%	100.00%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%

Rework Information

	Total Job Reruns	Total Cost Reruns	Avg. Real Rework
July	0	0	0
August	3	780	0
September	0	0	0

*Due to lag in obtaining Net Income and Deficit balance data, values displayed are as of the beginning of September, FY 2023

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

		May 22	Jun 22	July 22	Aug 22	Sep 22
Kaltura	Incidents Resolved by Help Desk	15	13	13	14	33
	Incidents Resolved by Learn@UW Madison	4	10	11	10	19
	Average Play Time (mins)	21	12	12	9	11
	Contributors	1,011	662	575	621	1,877
	Duration of uploaded media (minutes)	76,949	56,765	68,485	189,539	485,825
	New Media Assets	3,084	2,902	2,758	5,498	12,939
	Number of Plays	242,805	189,365	205,864	150,496	536,945
	Storage Utilized (TB)	214	215	216	217	228
	Time Played (mins)	5,091,086	2,219,742	2,571,406	1,299,983	5,795,680
	Total Media Assets	398,249	401,095	402,973	407,476	420,537
	Unique viewers	15,459	7,183	6,526	7,555	23,937
Turnitin	Incidents Resolved by Help Desk	4	0	1	1	4
	Incidents Resolved by Learn@UW Madison	3	0	2	3	0
	Active Classes	681	169	166	403	704
	Active Instructors	897	200	225	433	741
	Instructor Accounts	3,812	3,847	3,871	3,951	4,117
	Student Accounts	29,743	29,256	22,900	21,005	29,218
	Submissions	25,020	3,167	8,591	6,116	30,690
ACAR	Incidents Resolved by Help Desk	3	0	0	0	0
	Incidents Resolved by Learn@UW Madison	0	6	11	3	2
	New Pressbooks this Month	4	5	7	1	1
	New Storyline 360 Modules this Month	1	0	0	0	0
	Total Pressbooks	599	604	611	612	613
	Total Storyline 360 Modules	193	193	193	193	193
	Unique Users	12,886	12,916	12,931	13,108	14,678
Canvas	Incidents Resolved by Help Desk	169	142	93	192	410
	Incidents Resolved by Learn@UW Madison	62	61	47	85	98
	Active For-Credit Courses	3,879	834	939	941	4,134
	Active Training Courses	813	830	845	871	879
	Unique Instructors	5,454	1,255	1,365	1,389	5,525
	Unique Students	41,323	12,641	12,936	12,915	46,325
Atomic Assessments	Incidents Resolved by Help Desk	0	0	0	0	1
	Incidents Resolved by Learn@UW Madison	1	0	0	0	2
	Active Courses	45	17	18	21	54
	Instructors	347	56	58	58	339
	Unique Students	3,127	501	521	594	3,047

Notes:

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

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

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

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

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

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

		May 22	Spring 22	Jun 22	July 22	Aug 22	Sep 22
Top Hat	Active Courses		75				
	Incidents Resolved by Learn@UW Madison		3				
	Incidents Resolved by Help Desk		5				
	Unique Instructors		197				
	Unique Students		7,377				
AEFIS	Incidents Resolved by Learn@UW Madison	63	208	28	38	46	40
	Incidents Resolved by Help Desk	24	45	13	11	15	4
	Total completed evaluations		134,829				
	DESL Usage						
	Training Workshops						
	Q&A Workshops						
	Attendance at all Workshops						
	DESL technical workshops						
Honorlock	Exams per student	2		3	3	2	
	Support tickets closed by Help Desk	5		3	0	0	
	Support tickets closed by Learn@UW–Madison	0		0	0	3	
	Total courses	108		26	21	40	
	Total exams	13,284		1,892	4,422	1,831	
	Unique students	7,356		746	1,483	1,057	
LEAD	Instructor views of "Grades by Page Views" visualization	2	18	1	1	2	1
	Instructor views of "Home Page" visualization	5	37	2	0	7	4
	Instructor views of "Page Views by Activity Type" visualization	3	13	1	0	2	0
	Instructor views of "Page Views by Date and Hour" visualization	4	35	3	0	2	5
	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	14	103	7	2	13	10
Engage eText	% of students opted out		1				
	Course sections		214				
	Courses		120				
	Departments		51				
	Schools / Colleges		7				
	Student enrollment		19,444				
	Unique instructor combos		137				

Notes:

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

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

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

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

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

DoIT OPERATIONS: FINANCIAL SERVICES

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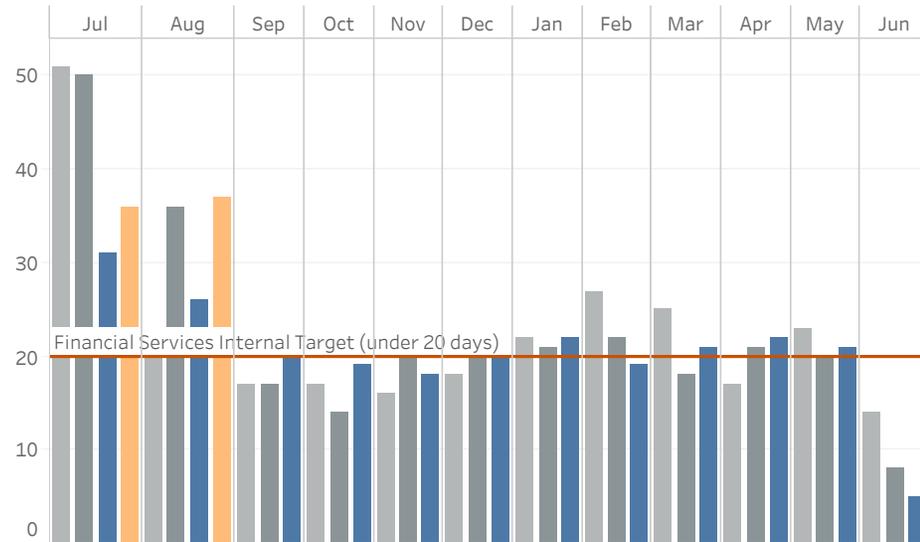
*Days from CBS Close to Management Report Completion

	FY 2020	FY 2021	FY 2022	FY 2023
July	2	5	4	12
August	2	3	2	1
September	4	3	1	
October	4	0	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
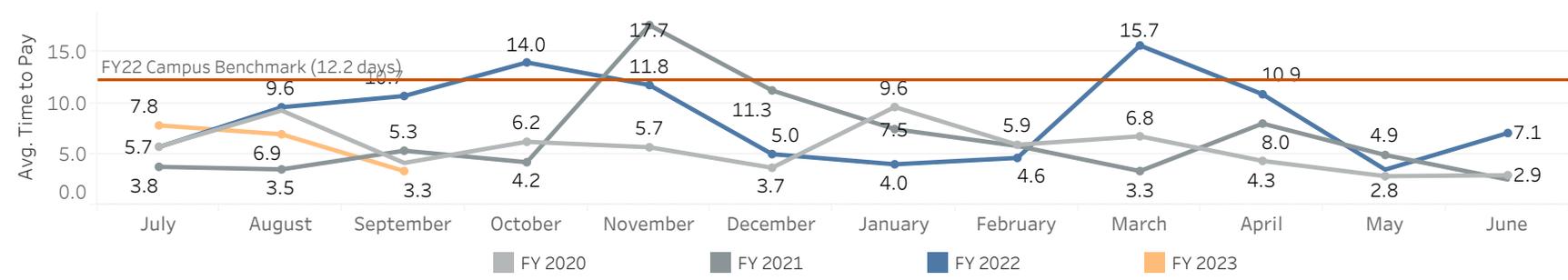
*If blank, data is currently unavailable.

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DoIT OPERATIONS: CYBERSECURITY - CYBERSECURITY OPERATIONS CENTER

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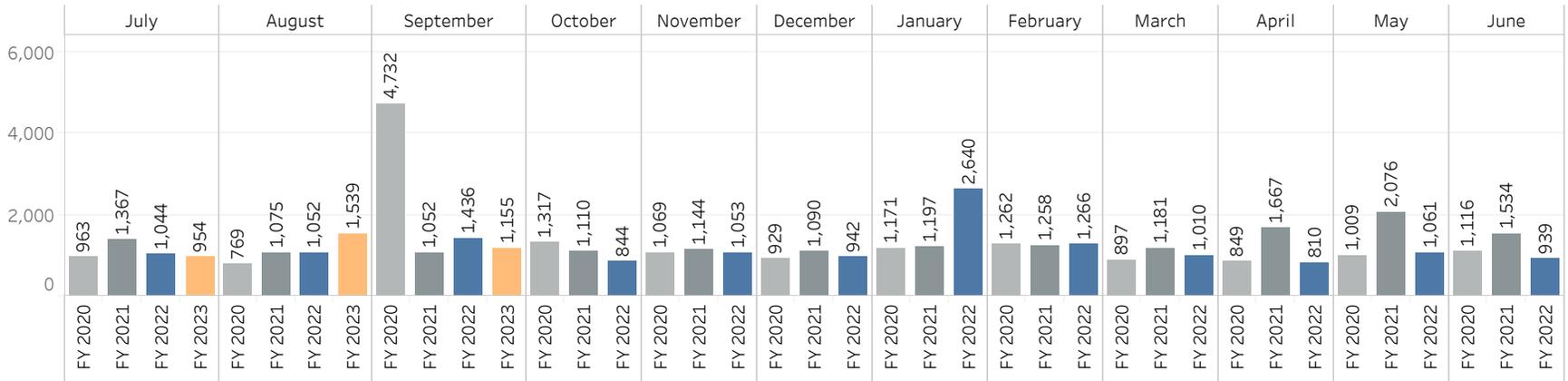
Phishing Incidents Resolved by CyberSecurity Operations Center
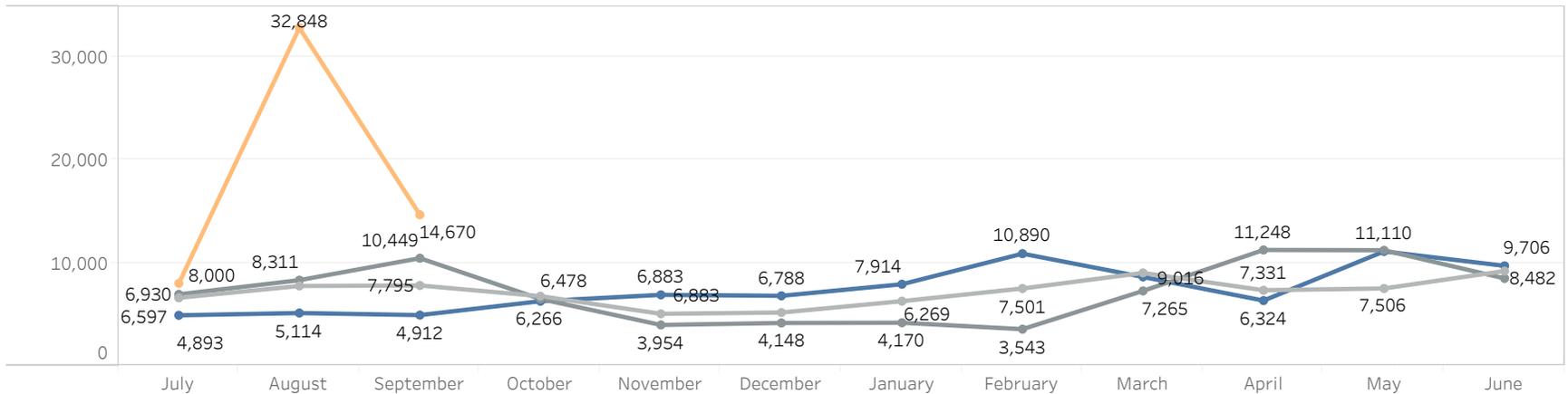
Incidents noted are from all sources. Phishing cases include spam, and are autogenerated via user reporting to abuse@wisc.edu.

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	*Completed
			Active (Non-Major)		
			61	1	
			Active (Major)		
Projects on Primary Projects List	1	9	19	4	108

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 September FY 2023.

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

DoIT OPERATIONS: HIGH RISK DATA BACKUP AND RESTORE TESTING

Service Name	Dept.	FY 2022 Q2	Q3	Q4	FY 2023 Q1
AANTS	NS	P	P	P	P
Campus Active Directory	AIS	P	P	P	
Campus Video Security	SEO	P	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		
DNS	NS	P	P	P	
ECRT (Effort Reporting)	AIS	P	P	P	P
Electronic Report Distribution and Printing (Cypress)	SEO	P	P	P	P
Enterprise Content Management Service (ECMS)	AIS	P	P	P	P
FASTAR - MILER	EBS	P	P		P
Gitlab Repository Services	AIS	P	P	P	P
Housing Administration Applications	EBS	P	P		
HRS - Human Resource System	EBS	P	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
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	P
PCI-Infrastructure	SEO	P	P	P	P
PeopleSoft as a Service (PSaaS)	EBS	P	P	P	P
PRISM	EBS	P	P	P	P
SA-Infrastructure	SEO	P	P	P	P
SFS - Shared Financial System	EBS	P	P	P	P
Shared Drive - File Storage	SEO	P	P	P	P
SIS - Student Information System	EBS	P	P	P	P
SOAR Reservation System	AIS	P	P	P	
SOLAR	EBS	P	P	P	P
System Active Directory	AIS	P	P	P	P
UDS LDAP	AIS	P	P	P	P
UW System Proxy IdP	AIS	P	P	P	P
UWBI (Business Intelligence)	EBS	P	P		P
UWP1 Service	EBS	P	P	P	
UWPDR Service	AIS	P	P	P	P
Web Hosting	AIS	P	P	P	P
WiscIT	US	P	P	P	P
Wisconsin Federation (WAYF)	AIS	P	P	P	P
WiSH - Wisconsin Scholarship Hub**	EBS	F		P	

Overall Pass Fail

■ Pass (P) ■ Fail (F)

		FY 2022 Q2	Q3	Q4	FY 2023 Q1
***Completion rate		100%	100%	85%	85%

Four EBS systems do not have a status shown in the report. The systems are backed up and the validation was completed, however there are gaps in our processes to update the report on time. The EBS management team is working on a solution to ensure consistent reporting.
Cybersecurity Operations is catching up on completing the Q1 Backup and Restore Testing for the Cybersecurity Log Management Service the week of 10/17.

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 September 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

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	38	454	22	42	8
AT	3	33	6	28	9
CTO					
Cybersecurity	480	4,104	135	67	2
DoIT Communications	2	6	1		
DoIT HR		6	7	137	39
EBS		1		6	13
FS			1		5
Non-DoIT teams	1	49	30	277	61
NS	9	129	30	149	59
PMO					
SEO	12	41	10	21	5
US	126	1,063	167	216	29
Other		3	1	3	
Grand Total	671	5,889	410	946	230

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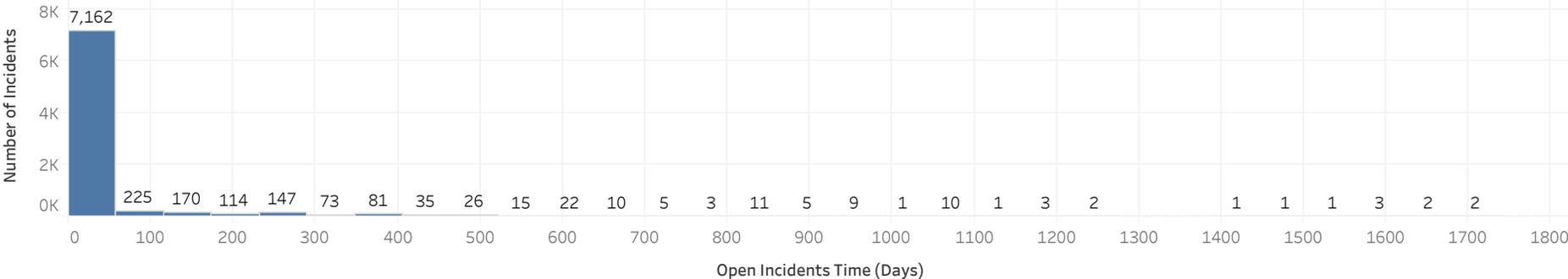
New Aging Incident process initiated Sept 20, 2021, including a one-time resolution event of ~5500 inactive incidents as part of implementation. Median age of incidents resolved during implementation was 578 days, and mean value was 566.5 days. This data excludes repair cases from open incidents.

DoIT Operations Report Monthly Updates

SEO Vulnerabilities Summary: The Qualys and WiscIT integration repair exposed inaccuracies in our previous methods for reporting remediated vulnerability data. We have updated our reporting to align with SEO's existing WiscIT criteria.

DPPS Metrics: DPPS Metrics have been updated to include total deficit balance for the last 12 months.

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-Storage Team SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SvsNet 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-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 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.