



DoIT Operations

Monthly Report

October 2021

Published November 17, 2021

GARTNER BENCHMARKS

Gartner benchmarks have been updated on multiple pages from 2020 values to 2021 values. Gartner has changed their methodology to reporting median values, rather than mean values.

Benchmark	2020 (Mean)	2021 (Median)
Abandonment Rate	5.1%	4%
Cost per Contact	\$17.90	\$19.80
Cost per Endpoint	\$1,078	\$1,193
Endpoints per Technician	499	212
First Contact Resolution Rate	74%	71%
Linux Servers per FTE	268.0	234.0
Windows Servers per FTE	279.0	293.0

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.



NOTE: Help Desk Gartner benchmarks are for Medium Environments (65K-170K Handled Contacts per year), Departmental Support Gartner benchmarks are for Small Environments (<13K total computing devices), and Solutions Engineering Gartner benchmarks are using the overall median.

DoIT OPERATIONS: APPLICATIONS INFRASTRUCTURE SERVICES SERVICE AVAILABILITY

Last 12 months

Service	Target	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %
API Manager	99.00%	★97.38	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	100.00
Enterprise Content Management (ECM)	99.00%	100.00	99.86	100.00	100.00	100.00	100.00	100.00	99.46	100.00	100.00	★95.57	99.88
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
Knowledgebase (KB)	99.00%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00
My UW	99.00%	100.00	100.00	100.00	100.00	100.00	99.88	100.00	100.00	100.00	100.00	100.00	100.00
NetID Login	99.90%	100.00	100.00	99.99	100.00	100.00	100.00	100.00	99.99	100.00	100.00	★92.66	100.00
Shared Web Hosting	99.00%	100.00	99.96	★98.07	99.94	100.00	100.00	100.00	★98.69	100.00	99.75	100.00	100.00
Wisc Web	99.00%	99.93	100.00	100.00	100.00	99.66	100.00	99.90	99.57	100.00	99.93	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 October

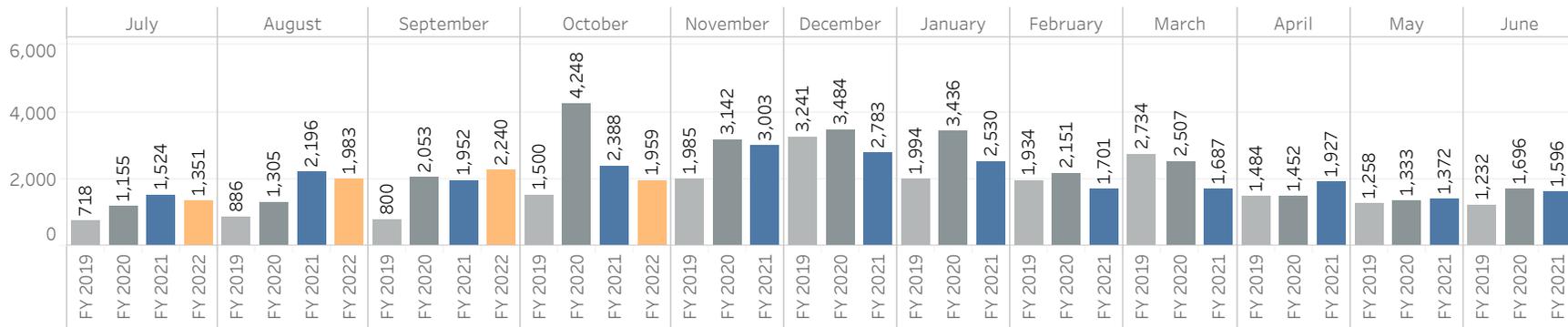
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
Multi-Factor Authentication (MFA)	1,145	30.8%	1,139	1,036	90.7%	91.0%	97.2%
NetID Account Management	787	21.2%	749	611	★80.4%	84.0%	95.1%
All IAM Incidents	3,697	100.0%	1,945	1,691	86.5%	88.2%	96.6%

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

2021 Gartner Benchmark:
First Contact Resolution
■ Above 71.0%

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. Gartner 2020 Benchmark First Contact Resolution is 74.0%.
 *** 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 October

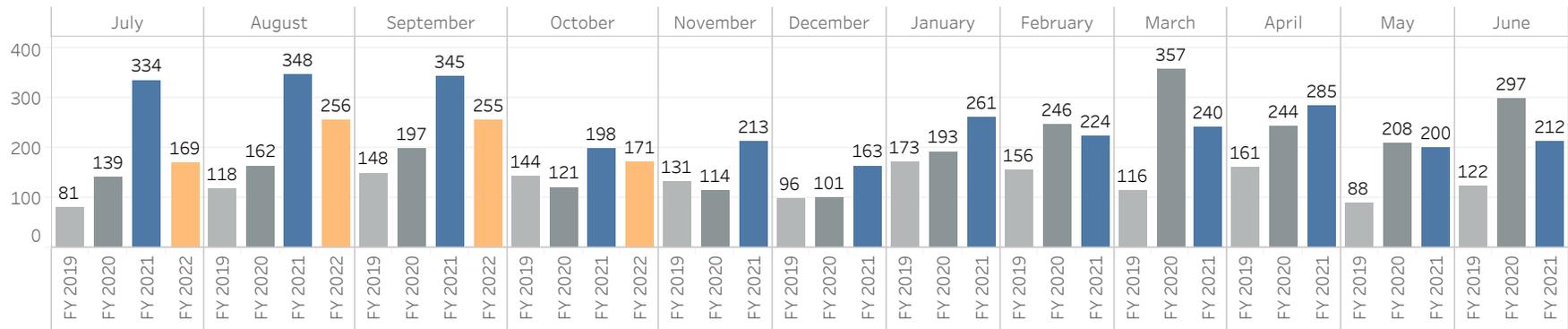
	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	* HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction
KnowledgeBase (KB)	37	2.7%					100.0%
MyUW Madison/System	138	10.1%	129	105	★81.4%	★70.6%	93.3%
Shared Tools	15	1.1%	15	4	26.7%	100.0%	100.0%
Web Hosting	97	7.1%	3				
WiscWeb	41	3.0%	39	22	56.4%	★60.0%	★57.1%

AIS-WPS Targets:
 HD % Resolution by Service
 MyUW Madison/System - 85%
 Shared Tools - 15%
 UW Madison Knowledgebase - 10%
 Web Hosting - 5%
 WiscWeb - 45%

2021 Gartner Benchmark:
 First Contact Resolution
 ★ Below 71.0%
 ■ Above 71.0%

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

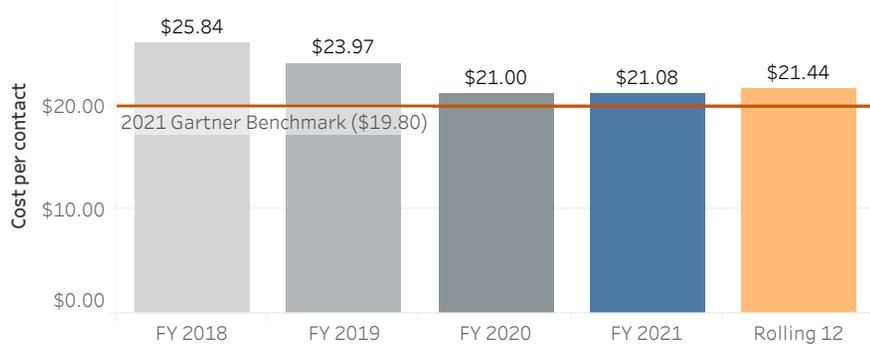
WPS Services Annual Help Desk Contacts



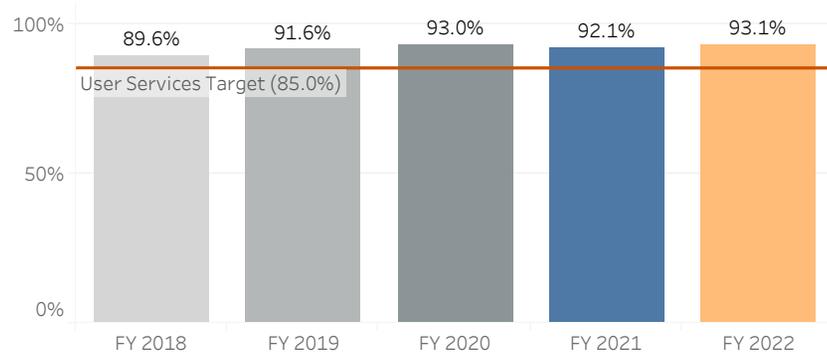
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month. Gartner 2020 Benchmark First Contact Resolution is 74.0%.
 *** Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

DoIT OPERATIONS: USER SERVICES-HELP DESK OVERVIEW

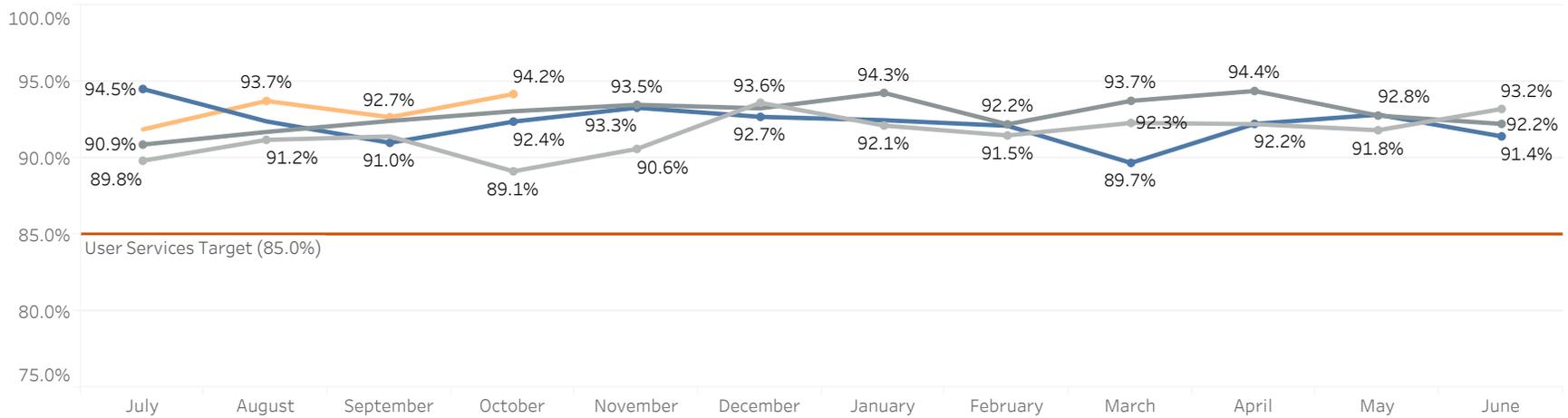
***Cost per Contact**



Customer Satisfaction

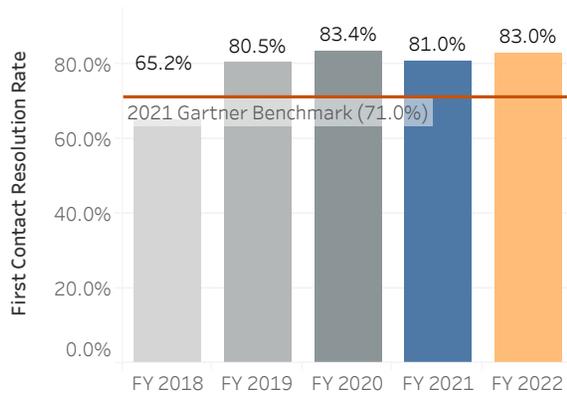


Customer Satisfaction

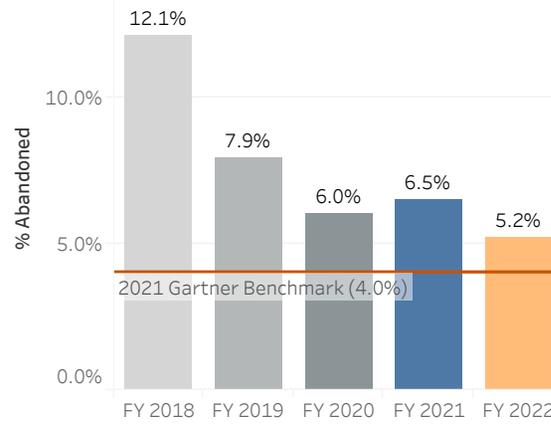


NOTES: Surey respondents rate satisfaction on a 7 point scale in response to: "We value your opinion. How was your experience with us?"
 *Gartner 2019 Benchmark Center Cost per Contract is \$16.30. Gartner 2020 Benchmark Cost Per Contract is \$17.90.

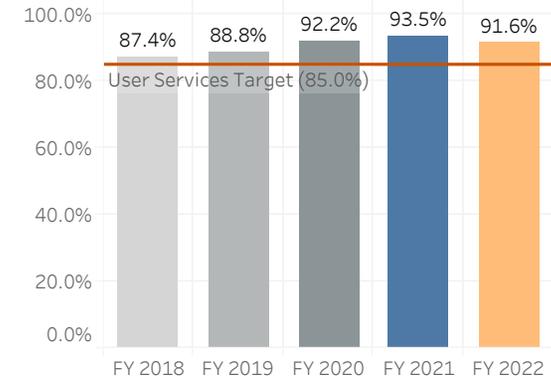
*Help Desk Average First Contact Resolution



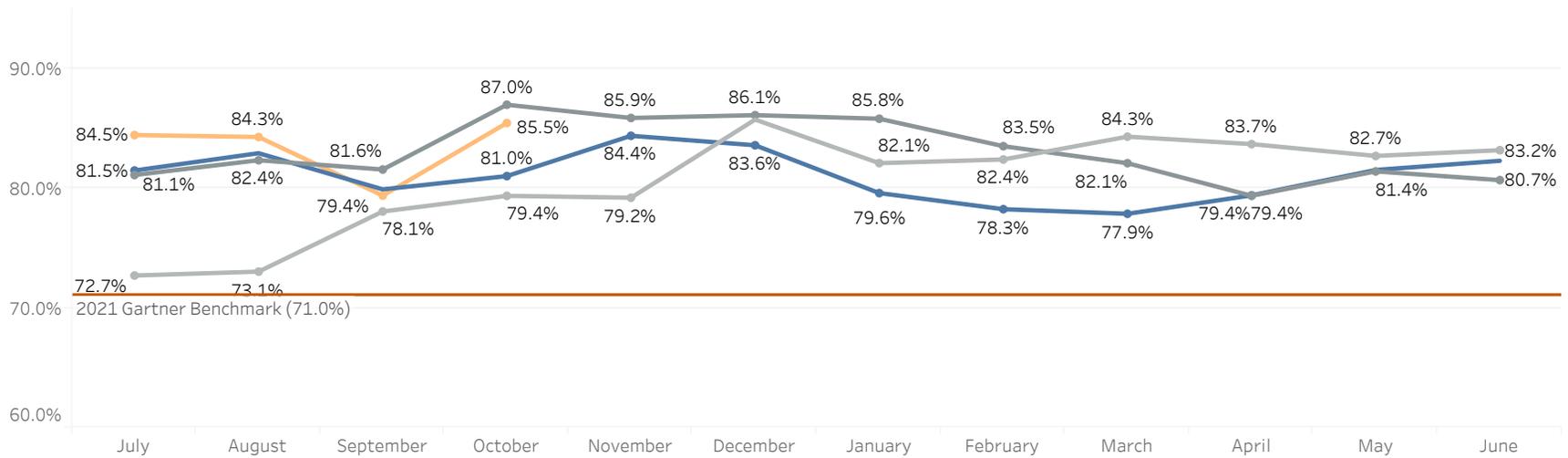
Help Desk Abandonment Rate



**Help Desk Average Resolution Rate



Help Desk First Contact Resolution



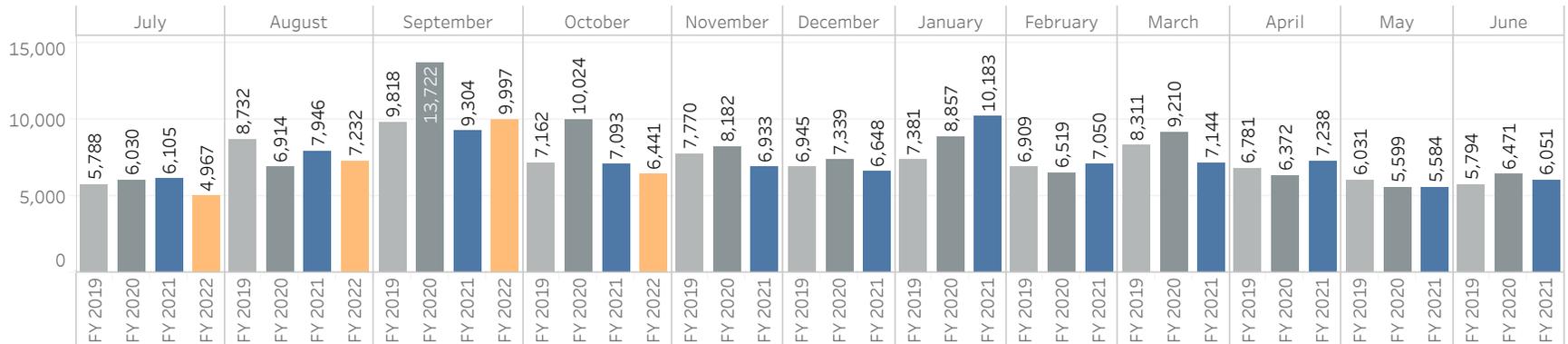
NOTES: "**First Contact Resolution for Help Desk User Services has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created.
 **Help Desk Average Resolution: defined as a phone incident opened anywhere and resolved by the Help Desk.
 Gartner 2019 Benchmark Abandonment Rate is 7.4% and First Contact Resolution is 70.6%. Gartner 2020 Benchmark Abandonment Rate is 5.1% and First Contact Resolution is 74.0%."

HELP DESK RESOLUTION RATES FOR TOP SUPPORTED SERVICES IN OCTOBER

	Incidents Created by HD	% of Total Incidents created	HD Resolved	* HD % Resolution
Multi-factor Authentication (MFA)	1,139	5.9%	1,036	90.7%
Office 365	1,025	5.4%	873	★84.9%
NetID Account Management	749	4.0%	611	★80.4%
Referrals	588	3.0%	533	90.0%
Learn@UW - Canvas Madison	188	1.0%	143	★76.1%
Hardware Checkout	172	0.9%	165	95.9%
Help Desk Support, Unsupported Service	170	0.9%	159	90.6%
Personal Software Support	159	0.8%	149	91.2%
VoIP	111	2.5%	70	★63.1%
MyUW Madison	105	0.6%	84	★80.0%

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

Help Desk Annual Contacts



We are evaluating the impact of the new auto-resolution process on Help Desk resolution rates.

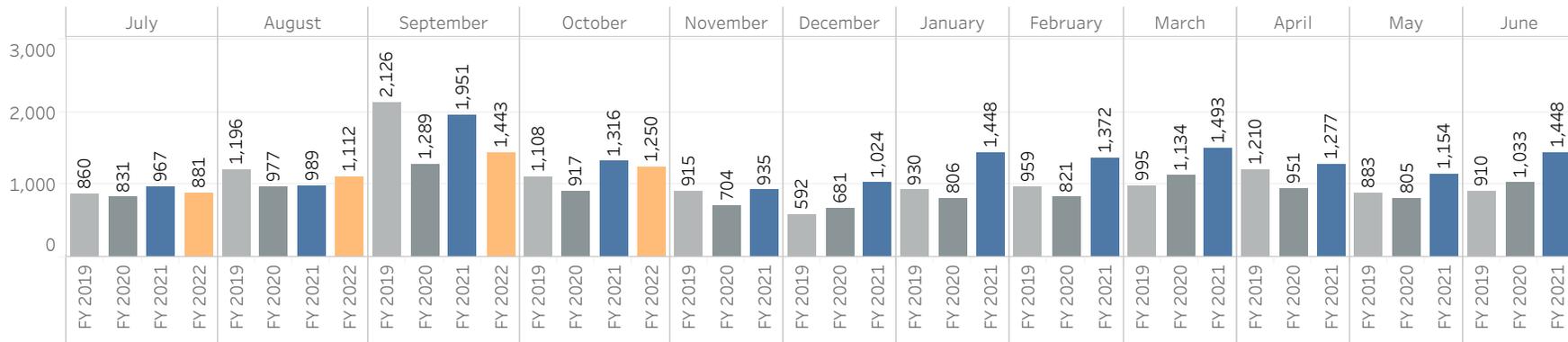
NOTES: *HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 Walk-in incidents are included for FY2020 onward to reflect the Walk-in & Help Desk merger

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

Help Desk Resolution Rates for PCS Services During October

	All Incidents	% of Incidents	Incidents Created by HD	Resolved by HD	*HD % Resolution	** First Contact Resolution Rate	*** Customer Satisfaction	
Office 365	1,043	75.8%	1,025	873	★84.9%	79.7%	91.4%	
UW-Madison Google Apps	55	4.0%	53	45	★84.9%	100.0%	90.5%	2021 Gartner Benchmark: First Contact Resolution
UW-Madison Zoom	148	10.8%	103	79	★76.7%	88.5%	91.7%	■ Above 71.0%
UW-Madison Box	79	5.7%	48	28	★58.3%	85.7%	90.6%	
Qualtrics	34	2.5%	21	18	85.7%	100.0%	87.1%	User Services Target: Customer Satisfaction
CloudFax, General	17	1.2%	11	7	★63.6%		91.8%	■ At or above 85.0%

PCS Services Annual Help Desk Contacts



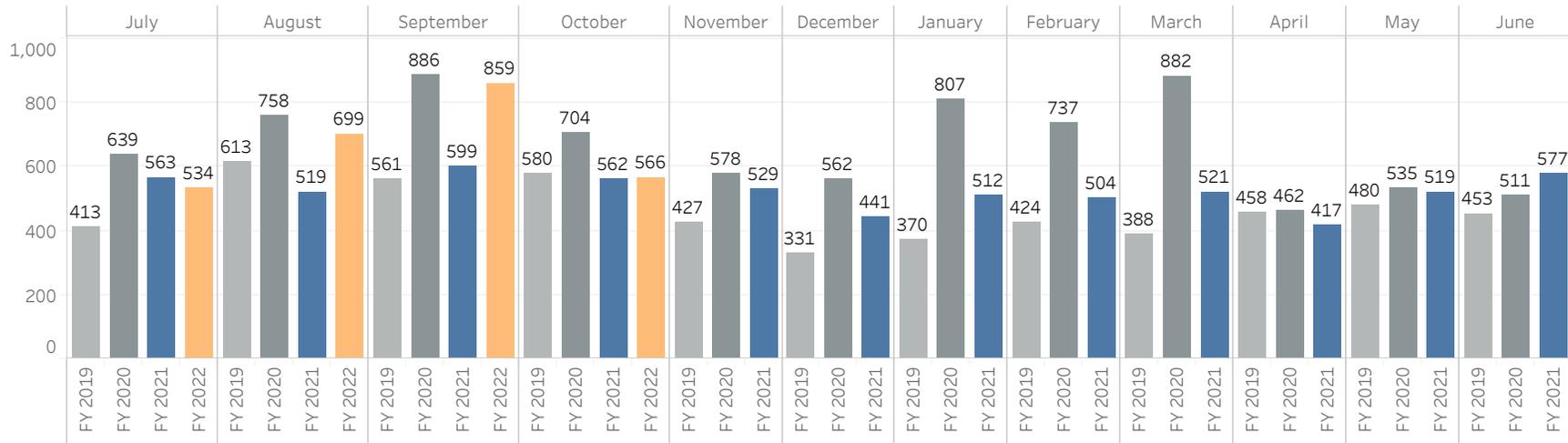
We are evaluating the impact of the new auto-resolution process on Help Desk resolution rates.



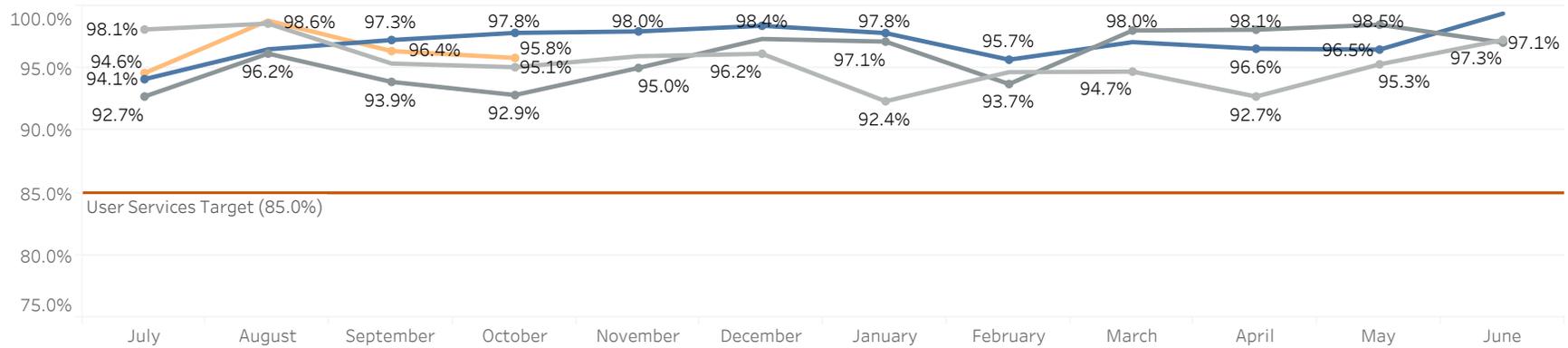
NOTES: * HD % Resolution = incidents resolved by the Help Desk rather than being escalated to a specific service team
 ** First Contact Resolution has been defined as a phone incident opened by the Help Desk and resolved by the Help Desk, within one hour of the incident being created. As only phone incidents are looked at this metric may be blank if no phone incidents were reported for that service during the previous month. Gartner 2020 Benchmark First Contact Resolution is 74.0%.
 *** 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



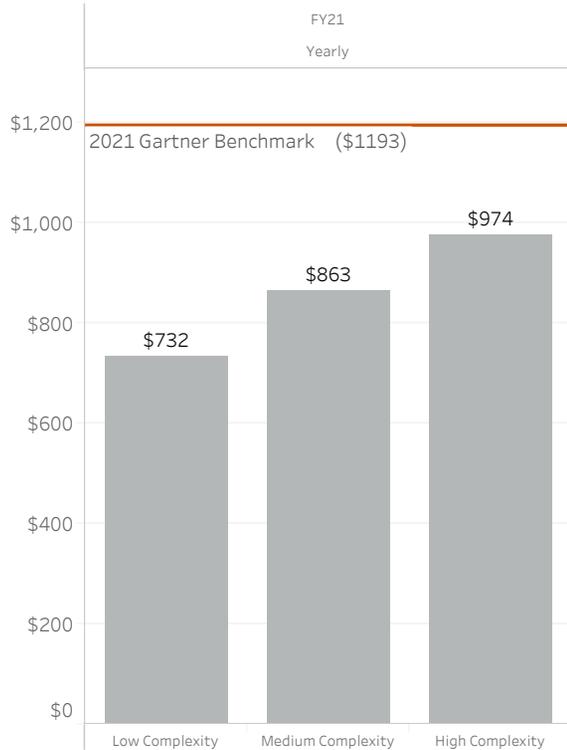
Customer Satisfaction



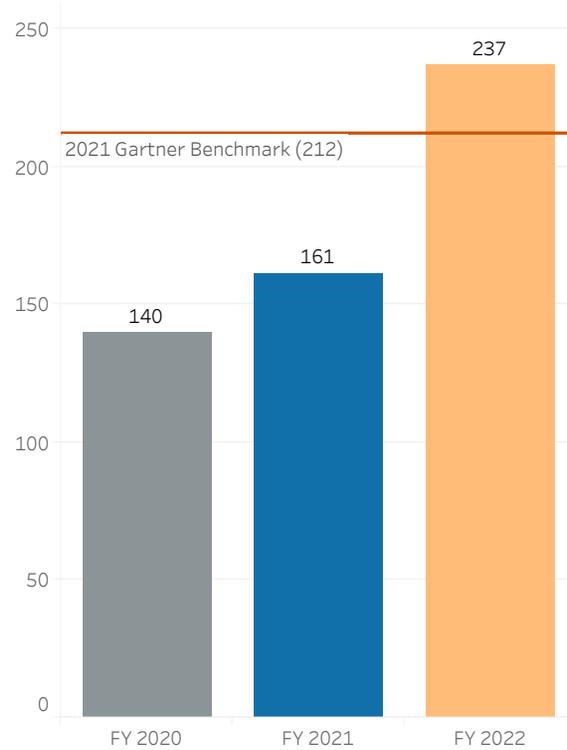
Notes: "Departmental Support Annual Contacts represent cases resolved by DS teams. Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?' 7 Completely satisfied, 6 Mostly satisfied, 5 Somewhat satisfied, 4 Neither satisfied nor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

DoIT OPERATIONS: USER SERVICES - DEPARTMENTAL SUPPORT METRICS

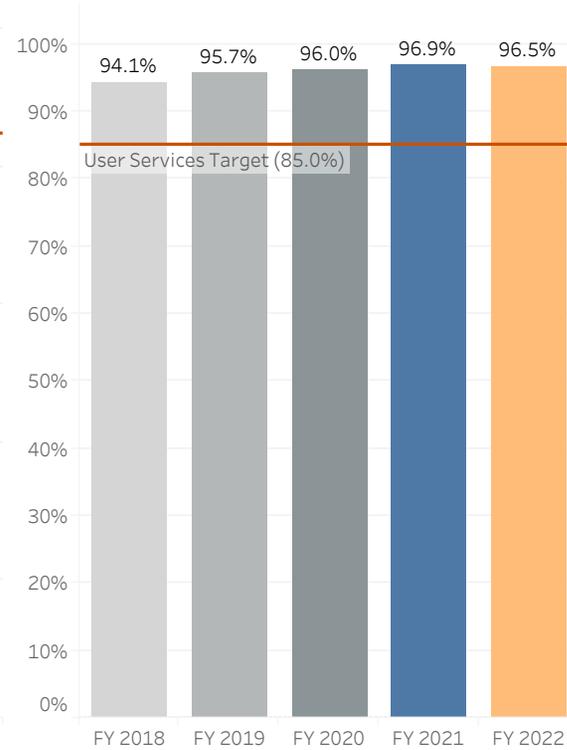
***Cost Per Endpoint**



****Endpoints Per Technician**



*****Customer Satisfaction**

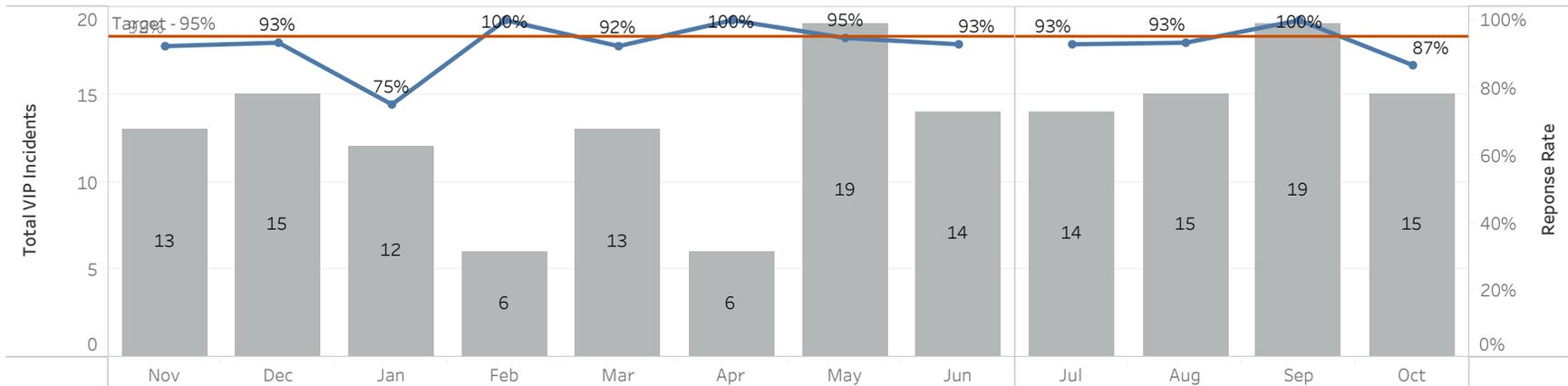


NOTES: The cost per endpoint calculation uses representative contracts to demonstrate the cost for low, medium, and high complexity for support contract customers (where complexity is a composite of factors such as diversity of supported models, geographic dispersion and scope of supported services).
 *2019 Cost Per Endpoint Benchmark was \$988 and our complexity levels for FY19 were \$587 for low complexity, \$783 for medium complexity, and \$977 for high complexity. 2020 Cost Per Endpoint Benchmark was \$1078, and our complexity levels for FY20 were \$587.41 for low complexity, \$730 for medium complexity and \$848 for high complexity. Past years did not include division tax, which has been added for the FY21 calculation. Calculation updated twice annually. Most recently updated July 2021 with final FY21 data.
 **DS Endpoints per technician calculation updated to better align with Gartner definitions. Previous years values retained for historical reference. Gartner benchmark includes mobile devices (eg. smartphones), and has not been adjusted to account for our lack of mobile device management. Updated calculation redefines technician as a person rather than based on hours worked, and adds 1/4 of Infolab computers as managed endpoints. 2019 Gartner benchmark was 283 Endpoints per Technician. Previously published 2020 value (499) was overall average. The 2020 average for Small Environments was 406. Calculation updated twice annually. Updated August 2021.
 ***Survey respondents rate satisfaction on a 7 point scale in response to: 'We value your opinion. How was your experience with us?'

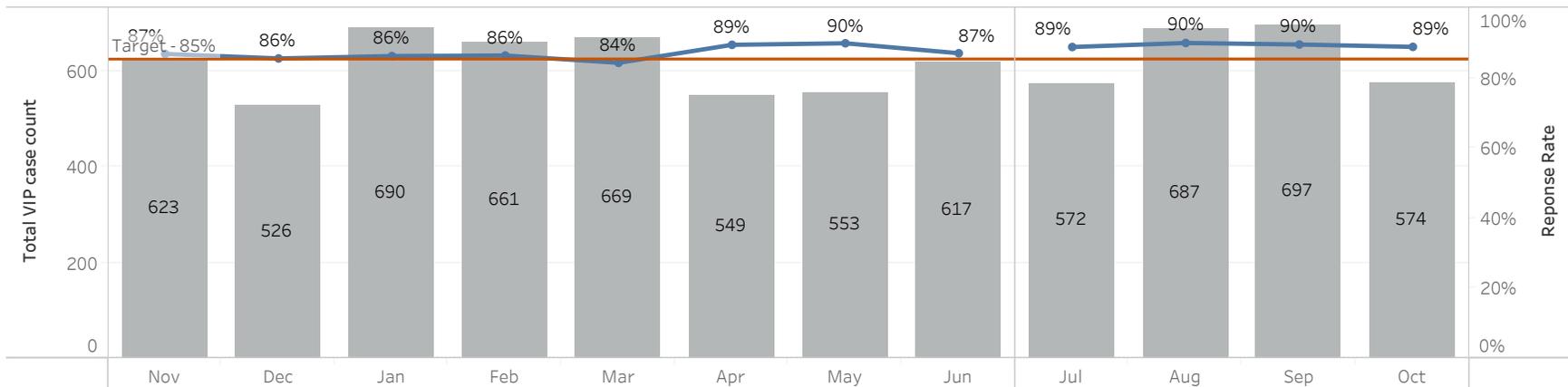
DoIT OPERATIONS: DEPARTMENTAL SUPPORT SERVICE LEVEL AGREEMENT (SLA) RESPONSE RATE

SLA = One hour acknowledgement

Incident Priorities 1 & 2



Incident Priorities 3 & 4



NOTES: Included incidents fall under a Departmental Support SLA of one hour response time and are owned or resolved by a DS team or created, owned, and resolved by HDL2 working on Departmental Support cases. All services and categories are included. Priority definitions included in Technical Notes.

DoIT OPERATIONS: ENTERPRISE BUSINESS SYSTEMS SERVICE AVAILABILITY

Last 12 months

Service	Target	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %
HRS	99.000%	100.000	100.000	★ 97.050	100.000	100.000	100.000	100.000	100.000	99.980	100.000	99.420	★ 87.960
SFS	99.000%	99.800	100.000	100.000	100.000	100.000	100.000	100.000	99.990	99.990	99.930	100.000	100.000
SIS	99.000%	100.000	100.000	99.930	100.000	100.000	99.940	99.910	100.000	99.770	100.000	100.000	100.000
Informatica	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
UWBI	98.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Workload Automation	99.000%	100.000	100.000	100.000	100.000	99.570	★ 96.080	100.000	100.000	100.000	100.000	99.720	100.000

Target Colors

★ Below Target

■ Above Target



DoIT OPERATIONS: NETWORK SERVICES - WAN SERVICE AVAILABILITY

Service	Target	Aug %	Sep %	Oct %	Service	Target	Aug %	Sep %	Oct %	Service	Target	Aug %	Sep %	Oct %
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	99.931	100.000
UW Milwaukee	99.900%	100.000	100.000	100.000	UWC Baraboo Sauk Co.	99.900%	100.000	99.987	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%	99.935	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				
		Aug-21	Sep-21	Oct-21			Aug-21	Sep-21	Oct-21
UW-Madison campus	Avg (Gb/sec)	5.0	10.2	11.2	UW-Madison campus	Avg (Gb/sec)	3.30	5.10	8.90
	Max (Gb/sec)	19.4	26.8	27.6		Max (Gb/sec)	24.80	72.60	70.40
	Min (Gb/sec)	1.3	1.7	2.3		Min (Gb/sec)	1.30	1.60	1.80
	% of full capacity (200Gbps)	2.5	5.1	5.6		% of full capacity (200Gbps)	1.65	2.55	4.45
UW-Madison research	Avg (Gb/sec)	13.9	17.0	33.5	UW-Madison research	Avg (Gb/sec)	22.30	19.30	23.00
	Max (Gb/sec)	61.3	57.2	128.9		Max (Gb/sec)	66.60	60.70	64.10
	Min (Gb/sec)	0.0	4.8	8.4		Min (Gb/sec)	0.29	2.50	7.10
	% of full capacity (200Gbps)	7.0	8.5	16.8		% of full capacity (200Gbps)	11.15	9.65	11.50
Internet Exchange (MadIX)	Avg (Gb/sec)	1.3	0.3	0.3	Internet Exchange (MadIX)	Avg (Gb/sec)	1.30	1.50	1.20
	Max (Gb/sec)	4.4	1.0	3.7		Max (Gb/sec)	1.50	8.60	3.50
	Min (Gb/sec)	0.3	0.3	0.0		Min (Gb/sec)	0.14	0.23	0.26
	% of full capacity (20Gbps)	6.5	1.6	1.6		% of full capacity (20Gbps)	6.50	7.50	6.00



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

DoIT OPERATIONS: NETWORK SERVICES - WIRELESS ACCESS POINTS

Airwave 1

Total Controllers: 8
Total APs: 1198

	Target	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Avg. AW1-AP Uptime	99.500	★98.466	★98.553	★98.591	★98.649	★98.675	★98.634	★98.276	★98.503	★98.743	★98.802	★98.080	★98.602
Avg. AW1-Controller Uptime	100.000	100.000	★99.932	100.000	100.000	100.000	★99.515	★99.995	100.000	100.000	100.000	100.000	100.000
Avg. AW1-Down AP		77.53	80.84	71.48	67.25	63.55	60.33	48.16	60.67	28.84	21.29	61.13	19.42

Airwave 2

Total Controllers: 8
Total APs: 7225

	Target	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Avg. AW2-AP Uptime	99.500	99.767	99.659	99.675	99.828	99.869	99.882	99.820	99.696	★96.845	99.839	99.508	★98.894
Avg. AW2-Controller Uptime	100.000	★99.995	★99.992	★99.991	100.000	★99.986	100.000	100.000	100.000	100.000	100.000	★96.117	100.000
Avg. AW2-Down AP		29.60	28.61	53.29	8.43	8.23	5.20	10.81	152.53	59.68	41.48	521.97	55.90

Airwave 3

Total Controllers: 4
Total APs: 7341

	Target	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Avg. AW3-AP Uptime	99.500	99.803	99.844	99.874	99.860	99.912	99.934	★96.984	99.818	99.764	99.763	★96.124	99.873
Avg. AW3-Controller Uptime	100.000	100.000	100.000	★99.988	100.000	100.000	★99.998	100.000	★99.958	100.000	100.000	★99.965	100.000
Avg. AW3-DownAP		11.5	12.1	18.6	12.4	7.0	6.1	9.8	84.8	11.1	38.2	590.8	7.1

Access Point Benchmark:

■ ★ Below 99.5%
 ■ At or above 99.5%

Controller Uptime Benchmark:

■ ★ Below 100.0%
 ■ At 100.0%



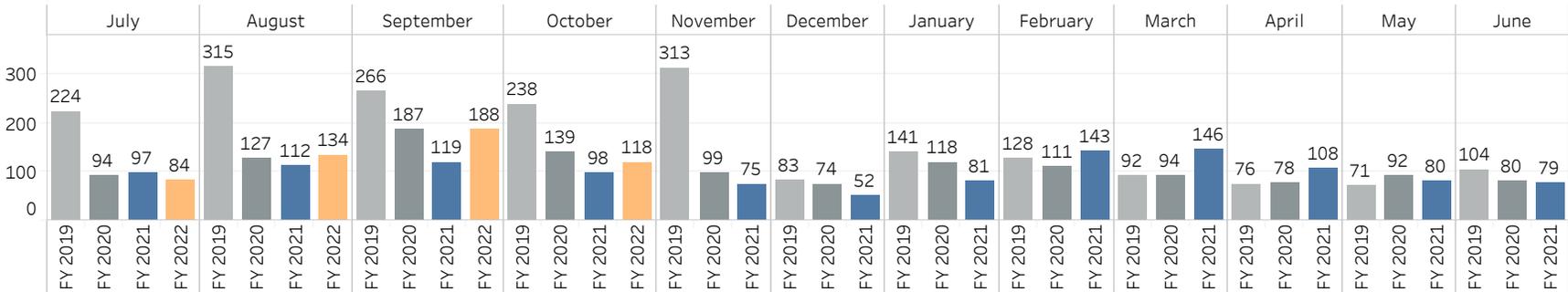
Airwave is the HPE/Aruba network management platform, offering visibility into wired and wireless networks, specifically designed with mobile devices in mind. It enables proactive monitoring of the health and performance of wireless networks and scales to 4000 devices per instance.

DoIT OPERATIONS: OPERATIONS ENGINEERING INCIDENT SUMMARY

Four Month Incident Summary by Subcategory

		July	August	September	October
Campus Network	AANTS	6	2	6	1
	Bandwidth Threshold Alarm		2		
	Firewall/Content ID		1	1	
	Firewall/Problem	1	2		3
	Firewall/Rules	5	4	6	2
	Request/Data Jack/Activation	6	3	6	5
	Request/Data Jack/Installation	1	1		1
	Request/DHCP		1	1	4
	Request/DNS/Hostmaster	2		1	
	Request/DNS/Network Services	18	14	20	19
	Request/Equipment Installation		5		
	Request/Hardware		3	2	1
	Request/IP Allocation	26	32	19	26
	Request/New Installation (wired/wireless)			1	
	Wired Network Issue		11	8	9
	Wireless	8	7	43	10
Wireless Device Registration			6		
Campus Network Housing	Device Registration HAP		9	43	11
	Device Registration non-HAP		2	3	1
	HAP Reset		1	1	1
	Submit Incident		1	1	4
VPN	Client Issue	1	1	1	2
	Submit Incident	6	30	16	13
eduroam	Feedback				1
	Setup			1	1
	Submit Incident	1		1	4
Others	Troubleshooting			1	
		3	2		
Grand Total		84	134	188	119

OpEng Incident Summary



NOTES: Incident counts are pulled directly from WisCIT (Powered by Cherwell) as incidents touched by the OpEng Team

DoIT OPERATIONS: SYSTEMS ENGINEERING AND OPERATIONS SERVICE AVAILABILITY

Last 12 months

Service	Target	Nov %	Dec %	Jan %	Feb %	Mar %	Apr %	May %	Jun %	Jul %	Aug %	Sep %	Oct %
Bucky Backup	99.000%	99.190	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Campus Card Access	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.720	100.000	100.000	100.000
Campus Computing Infrastructure	99.500%	★ 99.480	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	99.960
Life Safety, Environmental Control, Fire Alarm Monitoring	99.900%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
MS SQL Shared Hosting	99.000%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
PCI	99.500%	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000	100.000
Report Distribution	98.000%	99.800	100.000	100.000	100.000	100.000	100.000	100.000	99.940	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	100.000	★ 96.230	100.000
Storage	99.900%	100.000	100.000	100.000	★ 99.290	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	99.960	100.000	100.000	100.000	★ 99.770	100.000	100.000	100.000	100.000	★ 97.180
WiscIT (Cherwell)	99.500%	100.000	★ 99.380	100.000	99.850	99.580	★ 98.950	99.850	99.930	★ 98.610	99.980	100.000	99.830

Target Colors

★ Below Target Above Target



DoIT OPERATIONS: SOLUTIONS ENGINEERING SYSTEMS MANAGEMENT SUMMARY

For October, FY 2022

	SLA % Availability	Availability % of Total Time	Number of Servers Managed	Customer Requests	Servers per FTE	2021 Gartner Average: Servers/FTE
Windows	99.95	99.99	352	51	281.6	293.0
Linux	99.95	99.99	428	130	171.2	234.0

Top Customers By Percentage of Labor Hours

DoIT - Public Cloud Service	1	29.50%
DoIT - Microsoft SQL Server Hosting	2	10.20%
DoIT internal customers	3	7.60%
Globus	4	4.80%
HRS	5	1.30%
DoIT Service Management	5	1.30%
BOREAS Net	7	1.10%
PSaaS (PeopleSoft as a Service)	8	1.00%
Tableau	8	1.00%
IT Asset Management	10	0.80%

Top Customers By Server Count

Identity and Access Management	1	89
SFS, HRS	2	78
Cybersecurity	2	78
Student Information System	4	39
DoIT Web Platform Services	5	33
Wisconsin Historical Society	6	29
Imaging	7	25
Office 365	8	24
PSaaS (PeopleSoft as a Service)	9	20
DoIT Service Management	9	20



DoIT OPERATIONS: SOLUTIONS ENGINEERING VULNERABILITIES SUMMARY

Four Months Vulnerability Summary

Type	Severity	July	August	September	October
Confirmed Vulnerability	1	50	8	17	5
	2	96	1,069	77	63
	3	621	721	1,640	1,992
	4	844	1,250	1,313	681
	5	596	161	734	318
Needs investigation	3	19	5		5
	4	67	1	9	37
	5	8	2	6	
Potential Vulnerability	1	3			
	2	1	1	1	4
	3	582	26	18	9
	4	403	3	12	136
Grand Total		3,290	3,247	3,827	3,250

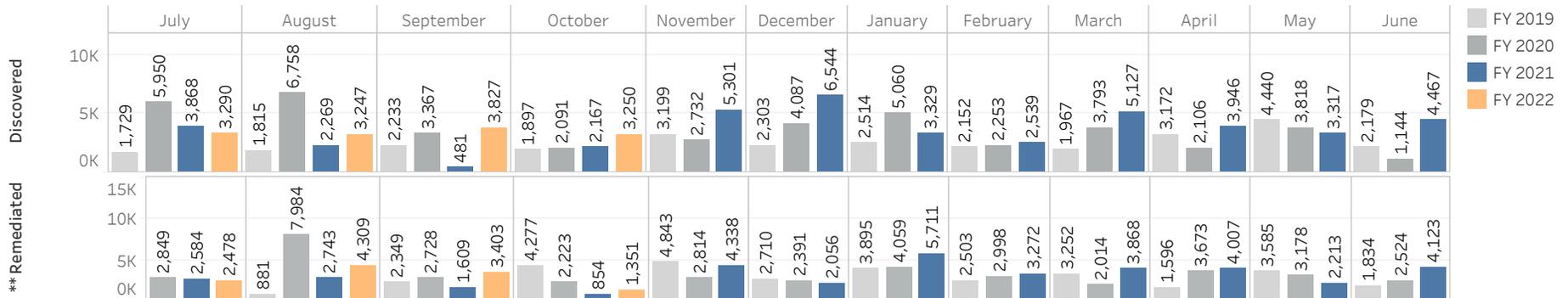
*Active & Urgent Vulnerabilities

204

Remaining From October

18

SEO Vulnerabilities Summary



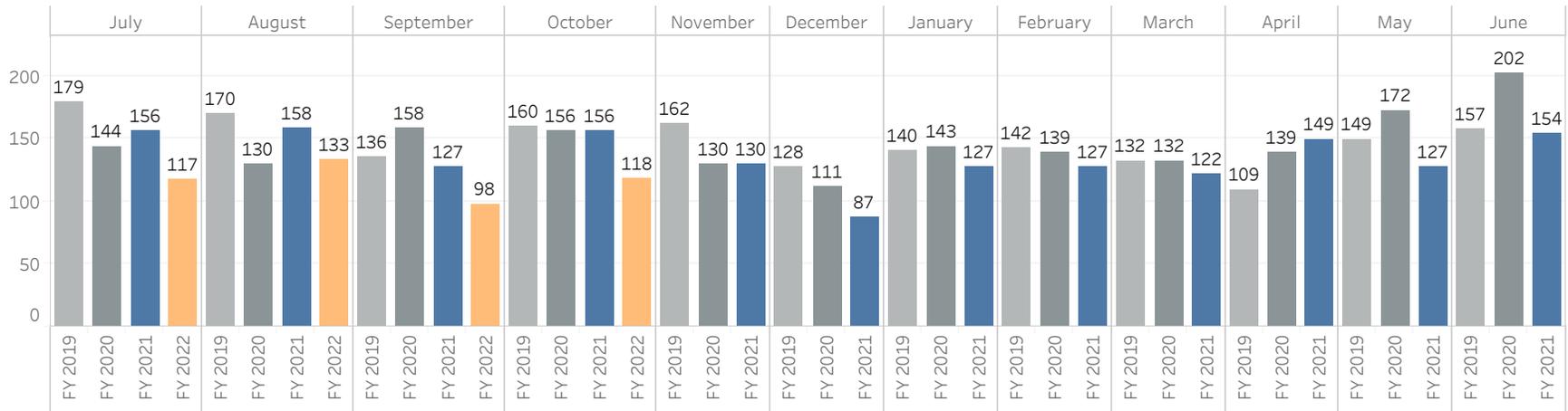
NOTES: Data in this visualization is pulled directly from Cherwell
 * Refers to the number of active vulnerabilities with a severity of 4 or 5.
 ** Remediated data is currently not available prior to August 2018

DoIT OPERATIONS: SYSTEMS & NETWORK CONTROL CENTER

*Four Month SNCC Problems Worked Summary

	July	August	September	October
Boreas	4	11	7	6
Campus Network	108	161	123	100
MUFN	6	7	3	2
Northern Tier	3	4	4	4
UW SysNET	13	31	12	10
Other DoIT Technical Services	35	87	60	53
Grand Total	169	301	209	175

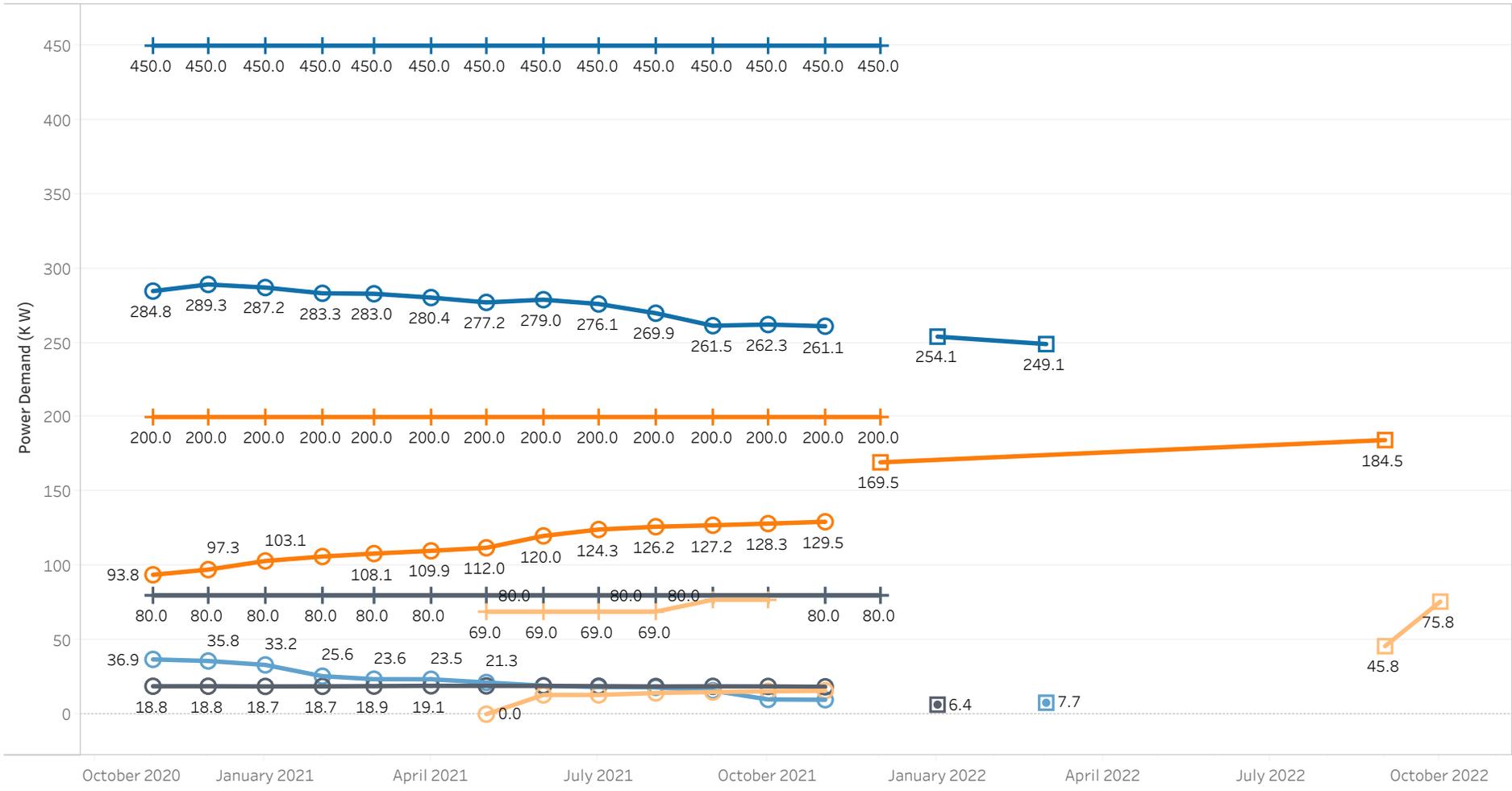
SEO Outage Summary



*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.

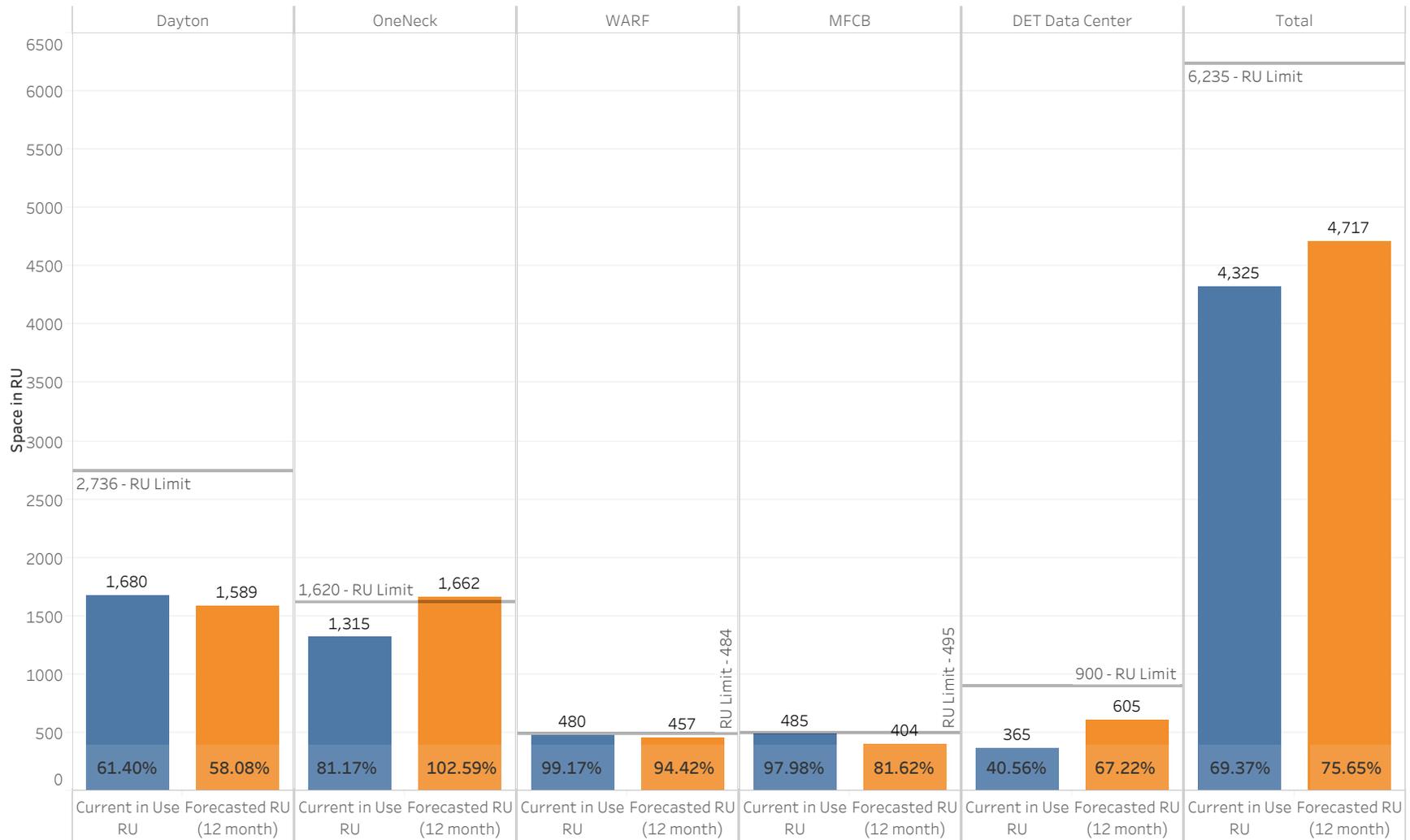
DOIT OPERATIONS: DATA CENTER POWER USAGE FORECAST



○ 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



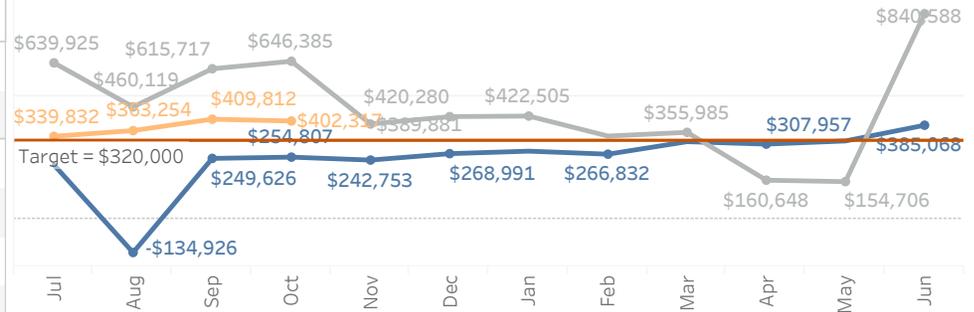
RU = Rack Units
 Usage and one year forecast at the conclusion of October, FY 2022.
 RU Limits are current values.

DOIT OPERATIONS: DIGITAL PUBLISHING & PRINTING SERVICES

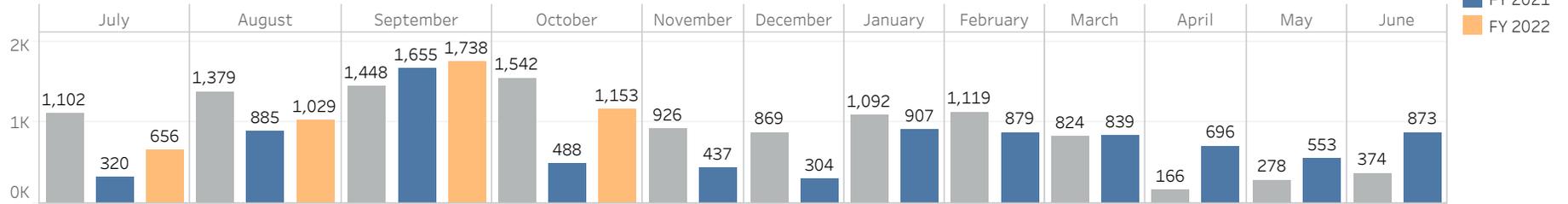
DPPS Rework Information

*DPPS - Historical - Total Revenue

	Total Job Reruns	Total Cost Reruns	Average Real Rework
May	0	0	0
June	0	0	0
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0



DPPS - Annual - Total Jobs



Average On-Time Percentage by Stream

★ Below 99.90% ■ At or Above 99.90%

	May	June	July	August	September	October
B - WSB DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
E - Extension DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
F - Offset Print	★94.23%	100.00%	★92.30%	★94.50%	★95.60%	★95.96%
J - Digital Color	★98.55%	★95.67%	★97.90%	★96.55%	★96.40%	★94.37%
K - Contract	100.00%	★91.17%	★96.42%	★96.20%	★97.20%	★91.70%
M - School of Human Ecology DPC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
S - Large Format	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
X - Digital Black	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



* Total Revenue adjusted in June FY20 and August FY21 by +/- \$385K

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



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Notes:	
Kaltura	Incidents Resolved by Help Desk	15	10	11	45	23	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 user have deleted assets in the meantime -Reported numbers of unique viewers is low by an unknown amount of users because Kaltura Mediaspace does not collect unique user data for media embedded via iframes or assets that allow public viewers
	Incidents Resolved by Learn@UW Madison	5	5	11	17	11	
	Average Play Time (mins)	11	11	7	10	16	
	Contributors	760	754	636	1,562	1,632	
	Duration of uploaded media (minutes)	84,087	61,877	46,585	223,966	246,844	
	New Media Assets	3,808	3,225	2,407	7,166	7,289	
	Number of Plays	231,034	215,461	135,328	579,529	609,008	
	Storage Utilized (TB)	161	162	163	170	178	
	Time Played (mins)	2,618,012	2,404,480	999,966	5,998,479	9,454,990	
	Total Media Assets	338,174	341,496	343,747	350,905	358,307	
Unique viewers	7,067	5,497	6,726	25,287	25,074		
Turnitin	Incidents Resolved by Help Desk	1	3	1	2	1	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 wordprocessing formats, or plain text
	Incidents Resolved by Learn@UW Madison	1	1	0	2	0	
	Active Classes	160	162	344	653	679	
	Active Instructors	222	210	396	729	890	
	Instructor Accounts	3,122	3,142	3,224	3,425	3,567	
	Student Accounts	27,687	23,903	22,290	29,009	32,509	
	Submissions	4,335	8,970	2,502	23,921	50,594	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)
ACAR	Incidents Resolved by Help Desk	0	0	0	2	1	
	Incidents Resolved by Learn@UW Madison	10	7	3	9	2	
	New Pressbooks this Month	1	0	2	2	0	
	New Storyline 360 Modules this Month	2	0	0	0	1	
	Total Pressbooks	558	558	559	561	561	
	Total Storyline 360 Modules	194	194	194	188	190	
Canvas	Unique Users	9,550	9,594	9,663	11,396	11,495	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)
	Incidents Resolved by Help Desk	165	105	217	437	158	
	Incidents Resolved by Learn@UW Madison	64	46	69	109	46	
	Active For-Credit Courses	863	960	964	4,019	4,096	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.
	Active Training Courses	703	717	734	751	753	
	Unique Instructors	1,385	1,464	1,482	5,456	5,592	
Atomic Assessments	Unique Students	12,125	12,308	12,282	44,523	44,606	
	Incidents Resolved by Help Desk	0	0	0	7	1	
	Incidents Resolved by Learn@UW Madison	0	0	0	3	6	
	Active Courses	23	28	81	60	63	
	Instructors	45	41	57	339	476	
Unique Students	403	367	509	3,051	4,283		



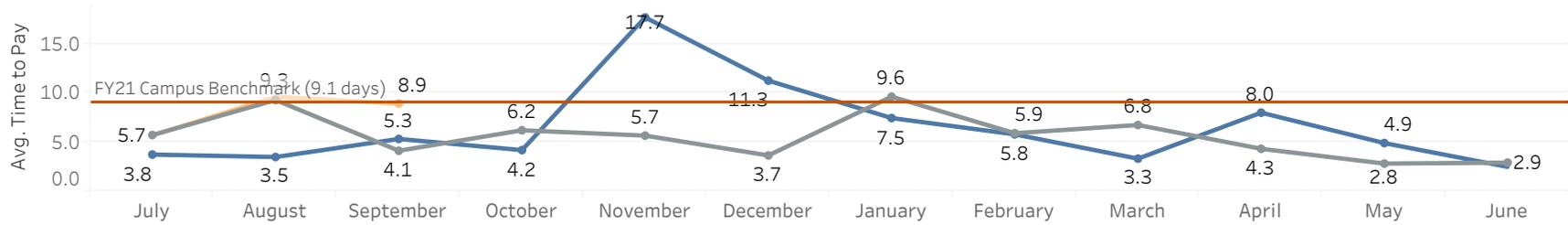
DoIT OPERATIONS: ACADEMIC TECHNOLOGY - LEARN@UW USAGE & SUPPORT



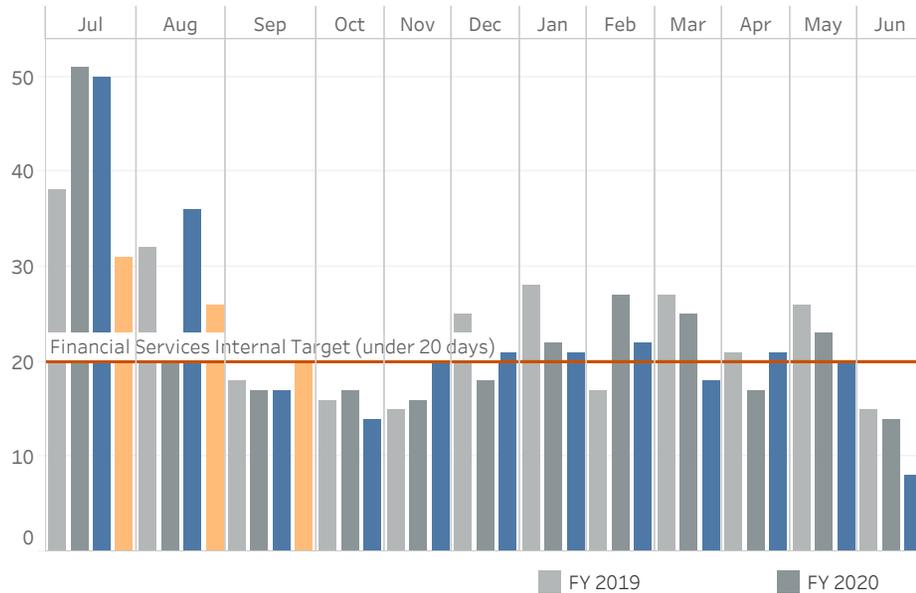
		Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Notes:
Top Hat	Active Courses						Top Hat Active Course: Course with students and instructors enrolled that the instructor has "published" or made available to students Student: Students with Top Hat licenses enrolled in an "active course" Instructor: Instructors with Top Hat licenses enrolled in an "active course"
	Incidents Resolved by Learn@UW Madison	0					
	Incidents Resolved by Help Desk	0					
	Unique Instructors						
	Unique Students						
AEFIS	Incidents Resolved by Learn@UW Madison	3		13	7	6	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
	Incidents Resolved by Help Desk						
	Total completed evaluations						
	Syllabi usage						
	DESL Usage						
	Training Workshops						
	Q&A Workshops						
Attendance at all Workshops							
Honorlock	Exams per student			1,905			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 Honorlock to proctor exams. Exams per student: Mean number of exams taken per student among students who use Honorlock for their course(s).
	Support tickets closed by Help Desk			35			
	Support tickets closed by Learn@UW-Madison		2	0	2		
	Total courses			2			
	Total exams			1,269			
	Unique students						
LEAD	Instructor views of "Grades by Page Views" visualization	0	1	2	20	16	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
	Instructor views of "Home Page" visualization		0	1	1		
	Instructor views of "Page Views by Activity Type" visualization	0	0	1	9	10	
	Instructor views of "Page Views by Date and Hour" visualization	0	0	1	7	6	
	Support tickets closed by Help Desk	0	3	4	56	48	
	Support tickets closed by Learn@UW-Madison		0	0	0	0	
	Total instructor views	0	2	0	20	16	
Engage eText	% of students opted out						*As of winter semester 2020, TopHat has transitioned from monthly reporting to semester reporting.
	Course sections						
	Courses						
	Departments						
	Schools / Colleges						
	Student enrollment		0	0	0	0	
	Unique instructor combos						

DoIT OPERATIONS: FINANCIAL SERVICES

Average Number of Days to Pay: e-Reimbursement



*Days from SFS Close to CBS Close



*Days from CBS Close to Management Report Completion

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

*Days from SFS Close to Management Report Completion

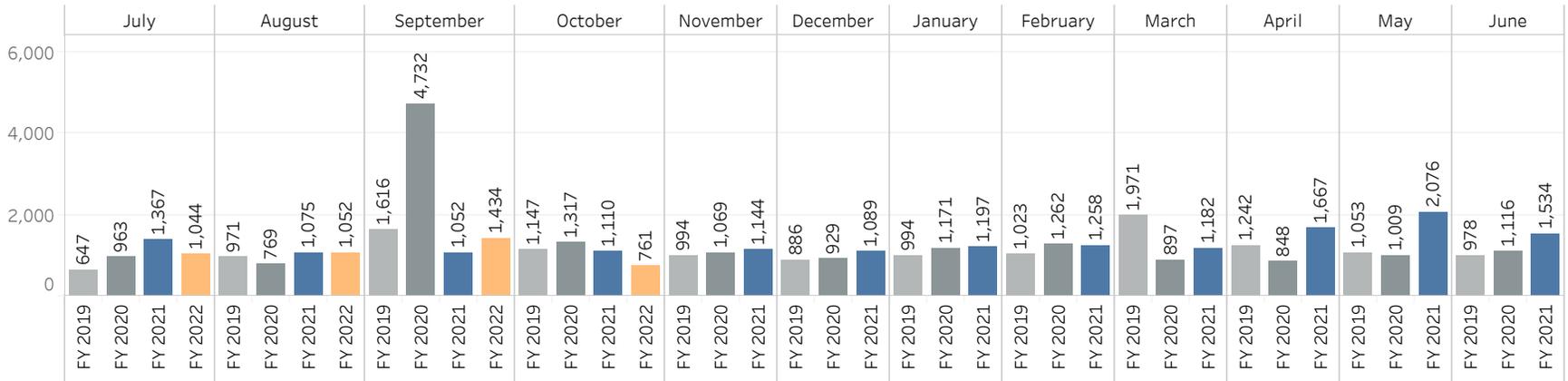
July	53	53	55	35
August	39	22	39	28
September	27	21	20	23
October	23	21	14	
November	15	19	20	
December	62	35	23	
January	30	26	22	
February	23	29	22	
March	29	31	21	
April	27	24	22	
May	33	28	25	
June	20	19	42	



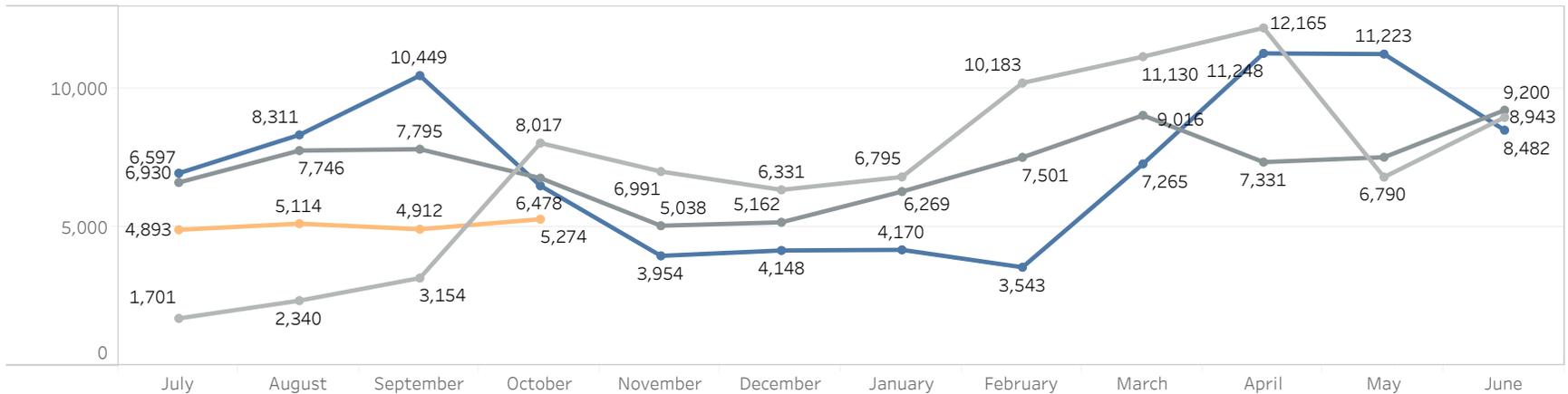
No e-Reimbursements originally submitted in October FY22 had been processed as of the end of the reporting period
*If blank, data is currently unavailable.

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.

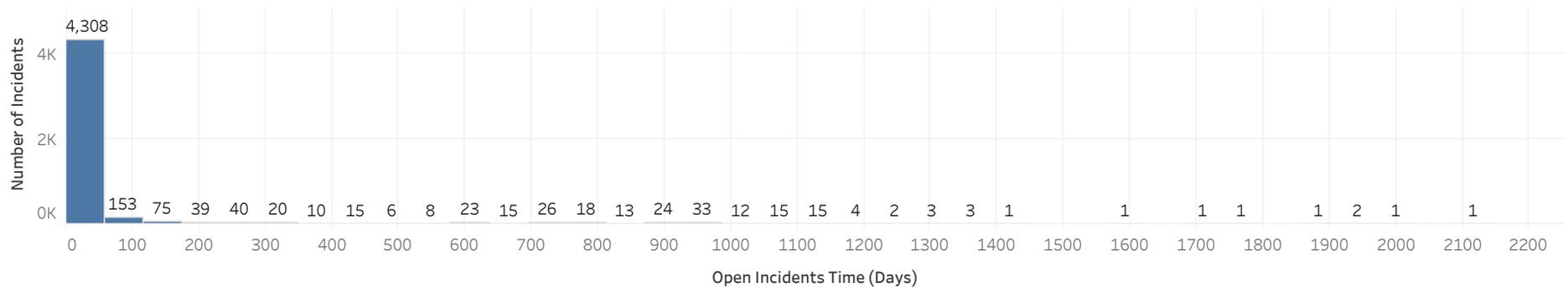
DoIT OPERATIONS: INCIDENT AGING REPORT

NOTE: Open incidents analyzed through 11/03/2021

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	100	336	82	41	2
AT	3	14	5	26	6
CTO					
Cybersecurity	333	1,435	46	41	2
DoIT Communications		3			
DoIT HR		12	7	21	
EBS		3			
FS					
Non-DoIT teams	4	10	10	6	
NS	48	128	44	162	80
PMO					
SEO	32	36	17	26	
US	210	977	178	236	163
Other		3	1		
Grand Total	730	2,957	390	559	253

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.

DoIT Operations Report Monthly Updates

There are no new updates to the report this month.

DoIT INCIDENT AGING REPORT - TECHNICAL NOTES - WISCIT TEAMS PER DEPARTMENT

Department

AIS	Active Directory ADI-Apps for Registrar ADI-IA Student Data Integration ADI-Internal Apps ADI-Web and Mobile Solutions AIS-Dept ECMS ECRT ECS-Equipment Checkouts EIS-Dept IAM Manifest Grouping Email Manifest-Grouping Manifest-Grouping Email MiddleWare Middleware Temp Multi-Factor Authentication MyUW MyUW-Admin MyUW-Advisor View MyUW-Feedback MyUW-Infrastructure NetID-AcctAdmin NetID-Login NetID-Login (Radius) NetID-Login-Radius Server Certificate Service Shared Hosting Shared Tools Shared Web Hosting Student Apps-Other UDS Identity Management UDS Identity Reconciliation UW Digital ID UW KnowledgeBase Web Accessibility Web Accessibility Testing Tools WiscWeb CMS WiscWeb CMS Developers WiscWeb CMS Review WPS-Client Engagement
AT	Academic Systems-Linux AcademicSystems AcademicSystems-LIRA Advising Gateway AT-Dept AT-LS-MUMAA AT-TRAD Blackboard Collaborate Course Guide Course Proposal Course Resources Course Search and Enroll - Student Services Curricular Hub Digital Accessibility Digital Media Center Kaltura-UWSA Learn@UW Utility Learn@UW Utility-Technical Learn@UW-Madison Learning Technology Consultations Lecture Capture Service Life-Long Learners LinkedIn Learning LS LSS Team LTDE LTG HelpDesk LUWMAD-Collaboration LUWMAD-ContentAuth LUWMAD-LAA LUWMAD-LMS LUWMAD-Media LUWMAD-MediaDelivery Moodle OUA - Academic Systems PTE Support Streaming Media
CTO	Electronic Lab Notebooks
Cybersecurity	LastPass Qualys Scan Security Security Incident Security-Authorize Security-BADGIRT Security-CSOC Review Security-Dept Security-GRC Security-HRS Attestation Security-IT Access Security-OCIS Security-PAM Security-Tools
DoIT Communications	CIO-Dept Communications Communications-Dept COO-Dept DoITfeedbk DoITwebpages
DoIT HR	DoIT HR Assistants DoIT HR Director DoIT HR HRS DoIT HR In Progress DoIT HR Payroll and Benefits DoIT HR Staff
EBS	ADI EA Budget ADI-Budget ADI-Collaborative ADI-Dept ADI-Employee Apps ADI-Financial Services ADI-HRIS-Infrastructure ADI-Mainframe ADI-Student Apps DRMT-All DRMT-Data Tools DRMT-Database DRMT-DBA DRMT-Enterprise Tools DRMT-InfoAccess DRMT-Tools EPCS ERP Admin FASTAR DBA HR Apps-General HRS DBA Hyperion Deactivation InfoAccess Interactive Reporting Resource 25 Shared Financial DBA Shared Financial Sys Shared Financial Sys Batch SIS SIS-Admissions SIS-CampusCmmunity SIS-Finances SIS-Registrar
FS	CBS/STAR Onboarding Common Bus Sys DoIT Property Control e-Reimbursement Financial-Purchasing FS-Accounting FS-Dept FS-STAR
Non-DoIT teams	AIMS Help Desk CAVR-Campus and Visitor Relations Eloqua Health Sci Learning Housing HSLC PFP-Parent and Family Program PI Financial Tool RO-Student Center and CS&E Student and Faculty Center Tableau UW-Madison Communications Wisc.edu/Alerts.wisc.edu WiscAlerts (Tech)
NS	Network Svcs-Invtry NS-App Admins NS-Apps AANTS NS-Campus NS-Cisco-Webex NS-Dept NS-Field Services NS-Field Services-Voice NS-Firewall NS-Layer 4 NS-OpEng NS-OpEng-Monitoring NS-PCI NS-Video NS-Voice NS-Voice-Cellular NS-Voice-Cisco NS-Voice-EUC NS-Voice-Legacy NS-WAN SA-NS
PMO	ADI-PMO
SEO	ASE-Virtualization CAB CampusNetworkServers CAS-Report Distribution CAS-UW Digital ID CAS-UW Digital ID (Certificates) CAS-UW Digital ID (MFA) CCI-Virtualization Change Mgr Config Mgr Critical Infrastructure CSSC Building Maintenance DC Access DC Team DC Team-NoInstallDecomm DoIT Digital Publishing & Printing Event Mgr (Monitoring) Hostmaster HRS Time Clocks ITSM Team Mainframe Job Scheduling Mainframe Job Scheduling-UWSA PCI Hosting Public Cloud Report Distribution SA-SE SA-Virtualization SE SE-AD SE-AIX SE-Audit SE-BuckyBackupSupport SE-Critical Infrastructure SE-Database SE-DSA SE-Linux SE-OSX SE-Solaris SE-Storage Team SE-Virtualization SE-Windows SEO-Dept SEO-Firewall SEO-Mainframe SharedDrive SNCC-Network SNCC-NTN-ND SNCC-SysNet SNCC-Sysops SNCC-Systems Management
US	Doodle Support GoPrint InfoLabs Support KB Site Helpdesk Logistics 0365 Feature Requests 0365 Service Delivery 0365 Technical/Functional PC Recycling PCS-Dept PCS-Shared Hosting Point of Sale Qualtrics Survey RaDS Repair Internal SA-RaDS Service Discovery Tech Store Tech Store L2 Tech Store Sys Dev US-Dept US-DS US-DS Andover US-DS Application Support US-DS Big Fix US-DS Desktop Bascom US-DS Desktop Contract US-DS Desktop DEM US-DS Desktop DoIT US-DS Desktop RSO US-DS Desktop UCOMM-UMARK US-DS Desktop WGNHS US-DS EMS US-DS Endpoint Management US-DS GDS Student US-DS Kiosks US-DS Office 365 OSC US-DS Operations US-DS PCI US-DS SAS US-DS SEAM US-DS Select Agent Labs US-DS Service Leads US-DS SOAR US-Help Desk US-Help Desk ALF/PAF US-Help Desk Closure US-Help Desk Development US-Help Desk EAST US-Help Desk EAST DS US-Help Desk Email US-Help Desk Email Test US-Help Desk HDQA US-Help Desk Internal US-Help Desk Operations US-Help Desk Service Changes US-Help Desk SMPH Support US-Help Desk Tools US-Help Desk UW C/EX Support US-Help Desk UW CEOEL Support US-Infolabs Kiosks US-Metrics and Data US-PM US-PM Apple US-PM Dell US-PM Hardware US-PM Math&StatsPKGS US-PM Software US-Repair Billing US-Repair Hardware US-Repair Internal US-Repair Parts US-Repair Pickup (333 ECM) US-Repair Pickup (Comp Sci) US-Repair Pickup (HSLC) US-Repair Printer US-Repair Software US-Service Desk UW Madison PCI UW-Madison Box UW-Madison Google Apps WiscChat WiscIT Governance WiscIT Reporting WiscIT Requests WiscIT Student Leads WiscIT Team WiscIT Test WiscList-Admin WiscMail WiscMail/WiscCal Zoom
UW Service Center UWSS	Bus Svc-MDS Bus Svc-Purchasing Madison Benefits Services Madison Benefits Services - Counseling Madison Benefits Services - Processing 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.

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

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

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

Project Portfolio Process Stage Definitions: 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

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.