

# Service Delivery Dashboard: FY17 Quarter 1

**42,400**  
students, staff, & faculty

## Service Delivery Highlights

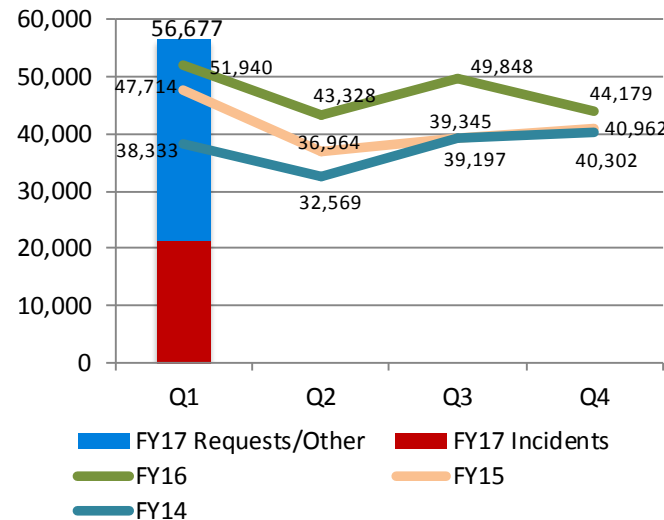
In Q1 FY17, demand for HUIT services continued to increase across the University.

- Users opened 9% more ServiceNow tickets in Q1 than FY16 Q1.
  - Q1 tends to have the highest volume of tickets (based on the prior 3 years).
  - Incidents have been comprising around 35% of total tickets.
  - This quarter is a 48% increase in tickets from FY14 Q1.
  - The top service offerings make up 40% of Q1 tickets and include Authentication (e.g., 2-step, HarvardKey), Desktop/Laptop Software and Hardware, and Office 365.
- Storage has been steadily increasing; the usable TB has increased 6% from last quarter.
- my.harvard was implemented for the Wave 2 schools (i.e. GSE, Chan, GSE, and HKS).
- With the push for two-step verification, Duo enrollments increased by 620% from last quarter. This improved efficiency by reducing time lost to remediation of security incidents.

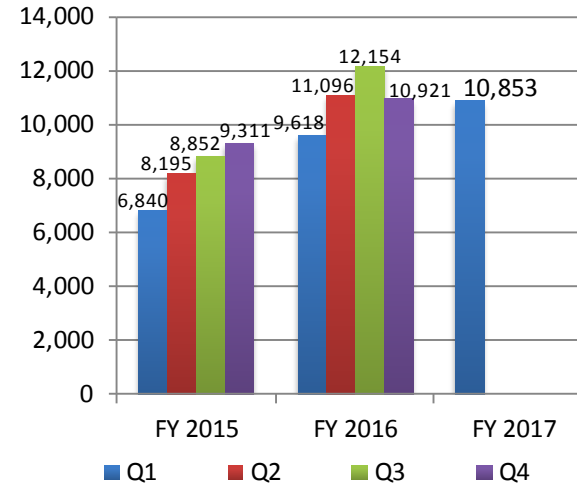
- User satisfaction averages based on post-ticket surveys remain high (4.8 out of 5) in Q1, despite the increase in tickets.
- Number of Major Incidents and their average duration have decreased.
  - 50% of Q1 MIs lasted 60 minutes or less.
  - Only two had to be moved up to Category 2.
  - Most affected services were Networking, Email, my.harvard, and FAS Admin apps (e.g., Asperin).

## Volume: Tickets Opened and Units Delivered

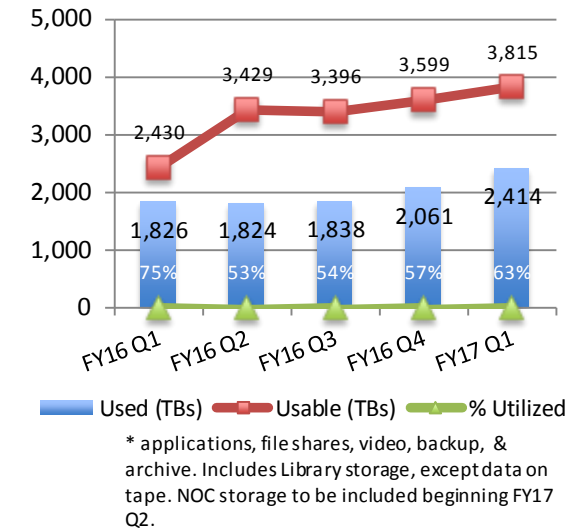
### Tickets Opened



### Internet Usage (Avg. Mbps)



### HUIT-Managed Storage\*



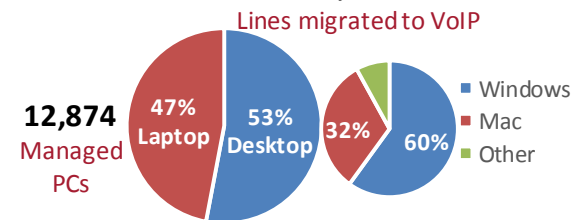
**56,943** for Fall  
my.harvard  
course enrollments

**2,658** Fall and Fall1  
Canvas courses

**500** new in Q1  
**6,801** HWP sites

**3,000** in Q1  
**69,000** CPU cores for  
Research Computing

**1,088** in Q1  
**2,740**



**1.25**  
Devices/  
person

**31,750** in Q1  
Devices registered on networks

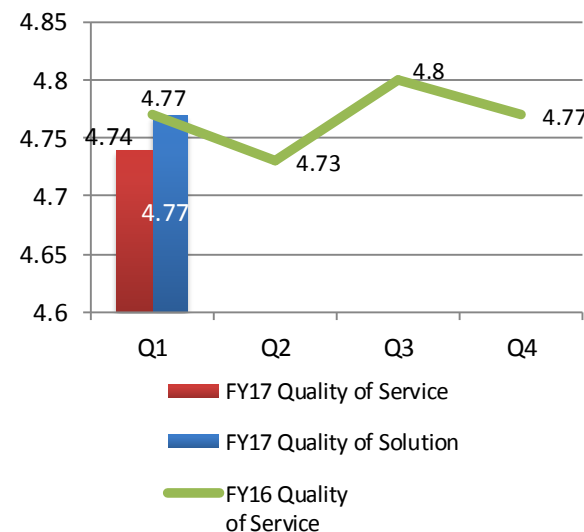
**23,063** Avg/day in Q1  
Unique HarvardKey logins

**19,540** Duo enrollments

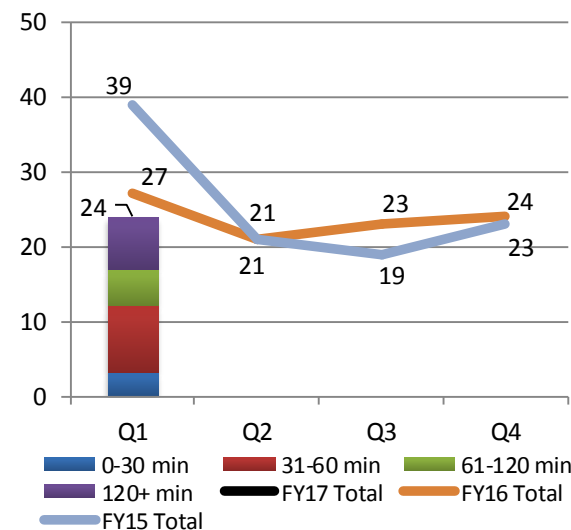
**2,008** LastPass activations

## Quality: Satisfaction and Operating Metrics

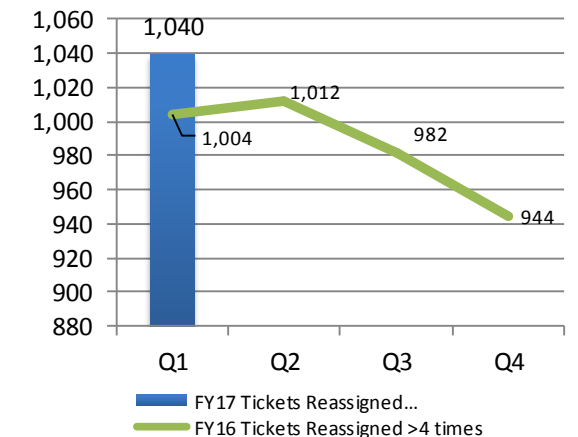
### User Satisfaction Average



### Major Incidents



### Ticket Reassignment Counts



Service Level Targets proxy. Highest reassignment count for one ticket in Q1 is 27. Target is to reduce total ticket ticket reassignments >4 to 1.5% of all tickets.



## HUIT Services as of this quarter

Categories and Services	# of offerings
<b>I. Teaching and learning</b>	<b>14</b>
1 Core Teaching Technologies	7
2 Digital Video Services	4
3 Learning Spaces Support	3
<b>II. Library Technology Services</b>	<b>10</b>
4 Library Access and Discovery	5
5 Library Collections	3
6 Library Research and Learning Services	2
<b>III. Administrative Systems</b>	<b>110</b>
7 Alumni Affairs and Development Systems	6
8 Athletics Systems	5
9 FAS Admin Services	11
10 FAS Student Admin Systems	10
11 Financial Systems	9
12 Human Resource Systems	12
13 Localized Document Repository Systems	2
14 Museum Systems	2
15 my.harvard	8
16 Research Administration & Compliance Systems	2
17 Student Financial Services	6
18 University Admin Systems	7
19 Web Publishing Services	4
20 Campus Services Systems	16
21 Operational Tech and Physical Security Systems	8
22 Payment/PCI Systems	2
<b>IV. End user computing</b>	<b>28</b>
23 Collaboration Services	3
24 Email and Calendars	6
25 Field Support Services	10
26 Network Services	3
27 Phone Services	6
<b>V. IT Security</b>	<b>5</b>
28 Info Security Education and Consulting	3
29 Info Security Operations and Engineering	2
<b>VI. IT Provider Services</b>	<b>28</b>
30 Cloud Services	2
31 IT Tools	5
32 Identity and Access Services	4
Network Services	8
Phone Services	1
33 Server Administration	8
<b>VII. Data Management Services</b>	<b>19</b>
34 Enterprise Data Analysis and Reporting	4
35 Enterprise Data Integration	6
36 Enterprise Data Management	9
<b>Total</b>	<b>214</b>

Services: no change  
Offerings: net +1 (DMS all and AA&D still under review; Silverpop removed; FAS webroots reinstated)