

Service Delivery Dashboard: FY16 Overview

Volume: Tickets Opened and Units Delivered

36,400
students, staff, & faculty

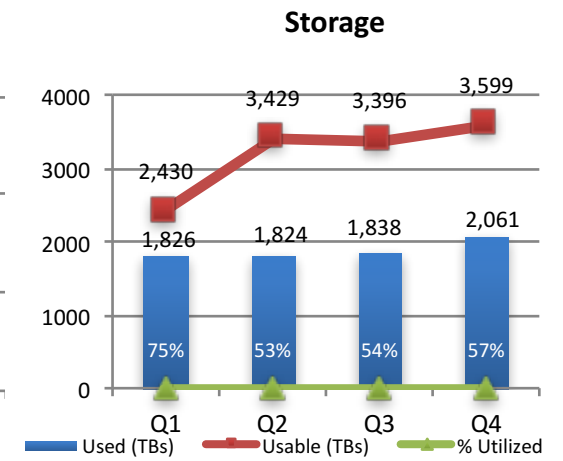
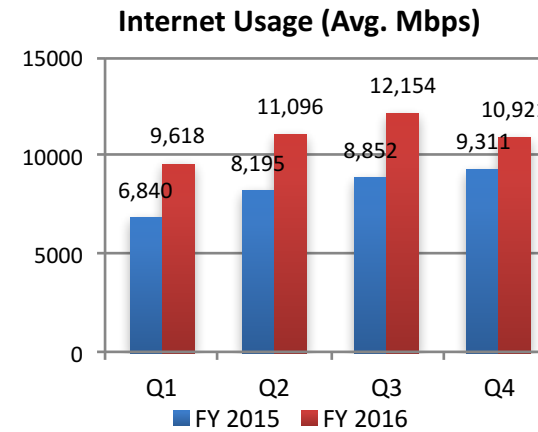
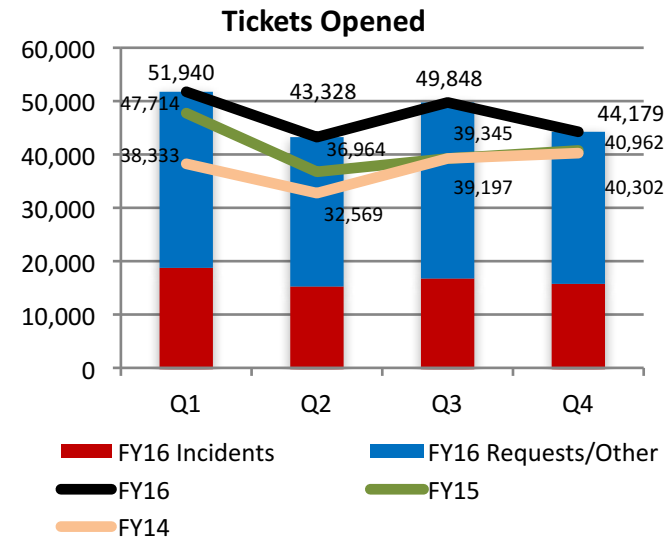
FY16 Accomplishments

Service Delivery

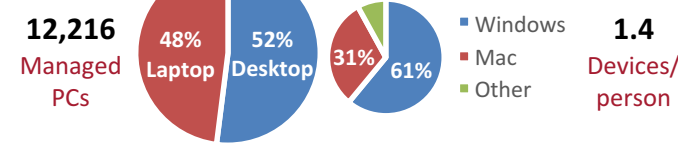
- Managed successful University-wide **Fall Start Up/Spring Start Up** coordinated with roll-outs of Canvas, my.harvard, O365, Harvard Key, and Harvard Phone.
- Launched Technology Renewal **"Demo Days"** for FAS to support students, faculty, and staff through significant system changes
- Migrated 61 applications to **the Cloud** to improve resilience, security, and flexibility

Implementation of New Systems

- Successfully completed the University-wide implementation of the **learning management system Canvas** (migrated 4,000 courses)
- Completed Wave 1 and launched Wave 2 of the **my.harvard Student Information System** program
- Launched implementation of **Harvard Phone** VOIP program (converting 2,000 lines)
- Implemented **Harvard Key** as a replacement for PIN (100,000 keys claimed)
- Migrated FAS, HMS, and SEAS to **Office365** to enhance collaboration



7,594 Canvas courses
425 in FY16 HWP sites
66,000 CPU cores for Research Computing



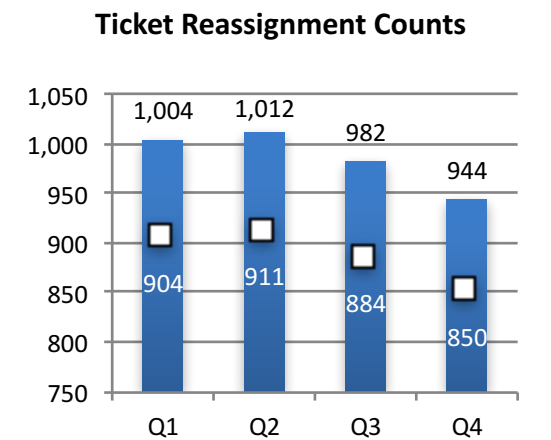
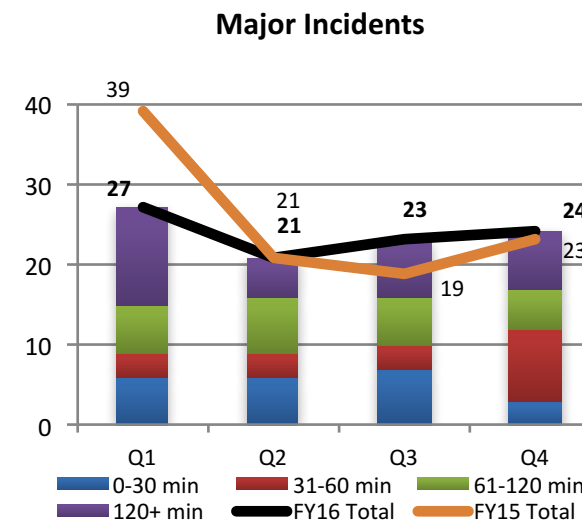
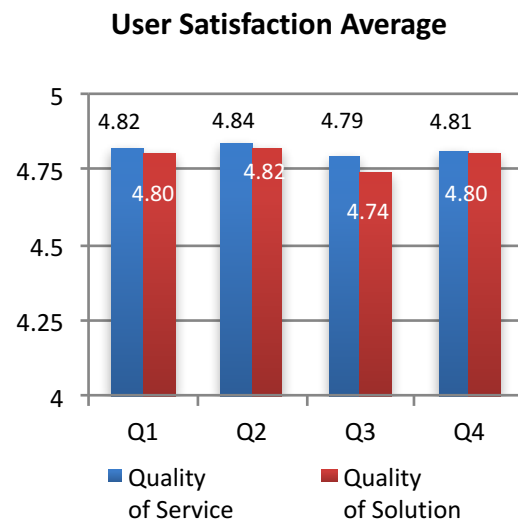
93,000 in FY16
350,000 Devices registered on networks

86,444 Q4 only: Unique HarvardKey logins
3,150 Duo enrollments
1,347 LastPass activations

Service Delivery Highlights

- In FY16, demand for HUIT services increased across University.
- Users opened 15% more ServiceNow tickets in FY16 vs FY15.
 - Significant areas of increase include: internet usage (31% over past year) and storage (32% in one year Q1-Q4)
- HUIT has been successful in meeting this increased demand.**
- Satisfaction averages** from ServiceNow tickets **remain high (4.8 out of 5) despite increase** in tickets, which is 12% annually.
- Only two (of 24) major incidents escalated to a category 2.
 - Independent MISO survey results reveal high satisfaction.

Quality: Satisfaction and Operating Metrics



Service Level Targets proxy. Highest reassignment count for one incident in Q4 is 27. FY17 target is to reduce incident ticket reassignments ≥4 by 10% to average of 887.

HUIT Services as of this quarter

Categories and Services	# of offerings
I. Teaching and learning	14
1 Core Teaching Technologies	7
2 Digital Video Services	4
3 Learning Spaces Support	3
II. Library Technology Services	10
4 Library Access and Discovery	5
5 Library Collections	3
6 Library Research and Learning Services	2
III. Administrative Systems	108
7 Alumni Affairs and Development Systems	5
8 Athletics Systems	5
9 FAS Admin Services	10
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	8
19 Web Publishing Services	4
20 Campus Services Systems	16
21 Operational Tech and Physical Security Systems	8
22 Payment/PCI Systems	2
IV. End user computing	28
23 Collaboration Services	3
24 Email and Calendars	6
25 Field Support Services	10
26 Network Services	3
27 Phone Services	6
V. IT Security	5
28 Info Security Education and Consulting	3
29 Info Security Operations and Engineering	2
VI. IT Provider Services	28
30 Cloud Services	2
31 IT Tools	5
32 Identity and Access Services	4
Network Services	8
Phone Services	1
33 Server Administration	8
VII. Data Management Services	20
34 Data Analysis and Reporting	6
35 Enterprise Data Integration Services	9
36 Enterprise Data Management Services	5
Total	213

Services: net -2 (Network/Phone double counted; Cloud added; Web Hosting removed.)
Offerings: net -24 (primarily ongoing CADM IT Integration and review of AA&D)

HUIT site analytics

Summary

Last quarter's spring start-up unsurprisingly resulted in a big spike in traffic that was not matched in this quarter. However, the balance of the quarter closely matches last quarter's numbers, with roughly **100,000 visits a month**.

Noteworthy that HUIT and HUIT-related sites have **risen or remained stable among our peer HWP sites**.

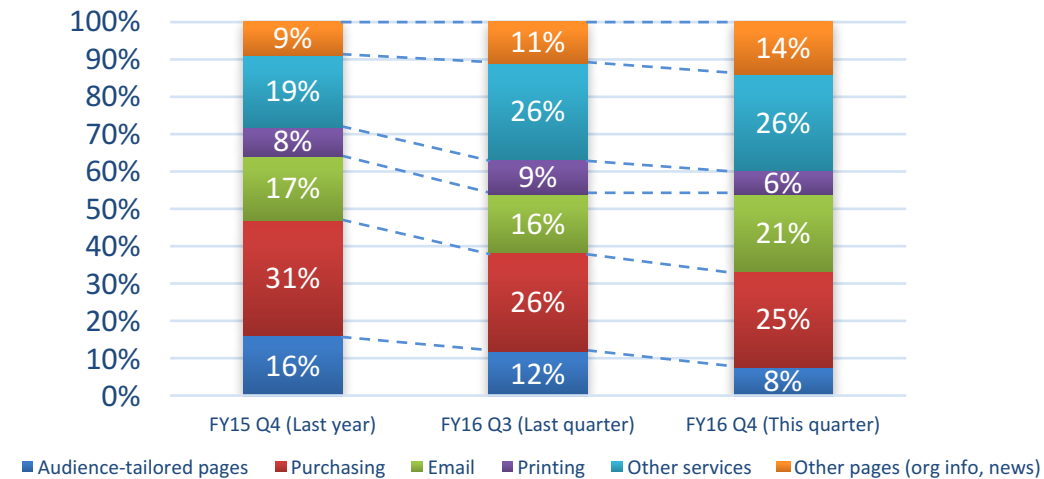
Email-related page views was up significantly from last quarter. This can be attributed to the retirement of the old FAS UNIX system, which drove a lot of traffic to the site, as well as accepted Class of 2020 Freshman learning about @College email. Another result of the new freshman class: the Get Started section for students, an **audience-tailored page**, saw its visits nearly double this quarter.

Harvard OpenScholar Sites: Most visited last month

1. hr.harvard.edu (221,240)
2. writingcenter.fas.harvard.edu (134,606)
3. fss.finance.harvard.edu (120,452) — No change
4. huit.harvard.edu (103,594) ▲ Up from #6 last quarter
5. msp.harvard.edu (100,465) ▲ Up from #7 last quarter
6. hds.harvard.edu (92,788)
7. economics.harvard.edu (91,567)
8. hmn.harvard.edu (90,264)
9. hsdm.harvard.edu (76,127)
10. www.fas.harvard.edu (74,955)

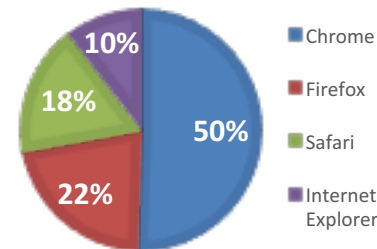
75% of MSO's traffic uses the site as a portal to access Office 365 for Harvard. The **HarvardKey support site** was among the top visited sites last quarter, but has dropped in popularity due to the conclusion of the HarvardKey rollout.

Page views by subject



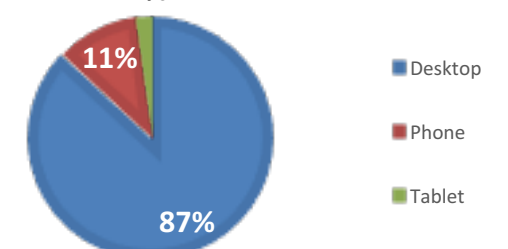
Dramatic decrease in visits to the student's **Get Started** page (20k in FY15 Q4 to 3k in FY16 Q4) led to a big drop in Audience-tailored pageviews. This requires further investigation. **Email** interest spiked due to FAS Unix's retirement. However, **HUIT's long tail of services continues to grow in popularity**. People are coming to the site to find a broader array of information—network access, Canvas, Microsoft ProPlus, Directory Services, etc.

Browser



Chrome and Safari continue to grow in popularity, up 1% each from a year ago. **Firefox** is stable, while **IE** is just 10%, down 4% points compared to same period last year. Chrome has doubled in popularity since 2012.

Device



Mobile remains a sliver of our views, but continues to rise, up 2% points, compared to same period last year.

HUIT site traffic Q4 FY16 vs FY15

