

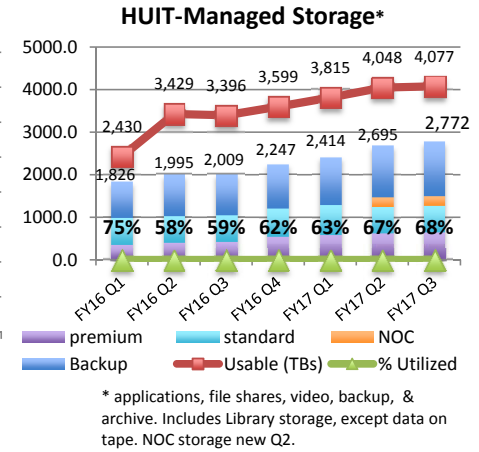
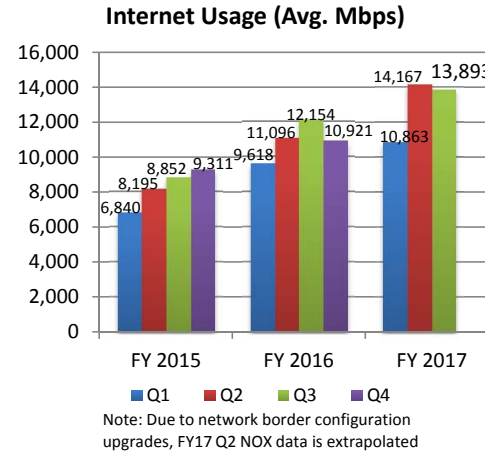
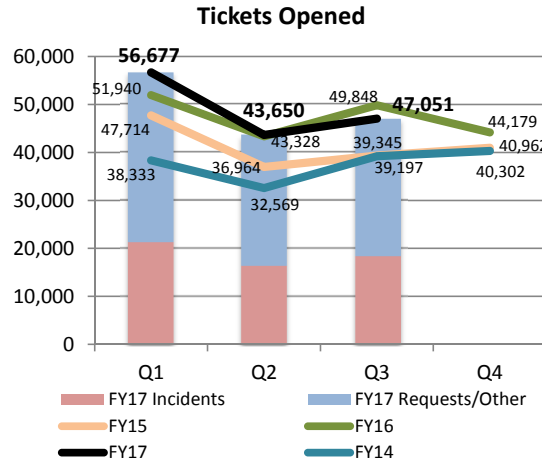
Service Delivery Highlights

In Q3 FY17, trends in use of HUIT services **continued** with some variations.

- Ticket volume dipped below FY16 same quarter, the lowest year-to-year growth since 2013.
 - Incident Type tickets *increased* 9% while Request Type tickets *decreased* 13% from FY16.
 - FY16 Q3 was much higher than normal, due to HarvardKey claiming. Authentication Services requests (84% HarvardKey) dropped 35% in FY17 Q3.
- Q3 still followed yearly trends and grew from Q2 by 8%.
- Top Service Offerings remain the same from Q1 and Q2, making up 40% of all tickets opened. They are Authentication Services, Desktop/Laptop Software and Hardware, and Office 365.
- VoIP line migration was on target, reaching 27% at end of Q3 of the overall 21,080 target.
- VoIP devices accounted for 18% of total devices registered on networks in Q3.
- User satisfaction averages based on post-ticket surveys remained high.
- Tickets reassigned more than 4 times decreased, approaching the goal of 1.5% of all opened tickets. The most represented service were Office 365, Desktop/Laptop Software and Hardware, Authentication, and Storage.
 - Number of Major Incidents held steady from Q2, decreasing 10% from FY16.
 - 48% of Q3 MIs lasted over 2 hours as in Q2.
 - 43% lasted 1 hour or less, with fewer MIs running 1-2 hours than in Q2.
 - All remained Category 1.
 - Most affected services were Canvas, Networking, FAS Admin Applications, HUBS, and HarvardKey.

Volume: Tickets Opened and Units Delivered

42,400
students, staff, & faculty

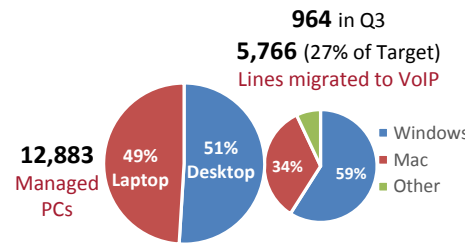


56,326 for Spring
my.harvard
course enrollments

2,705 Spring
Canvas
courses

503 new in Q3
7,729 HWP sites

1,000 in Q3
71,000 CPU cores for
Research
Computing



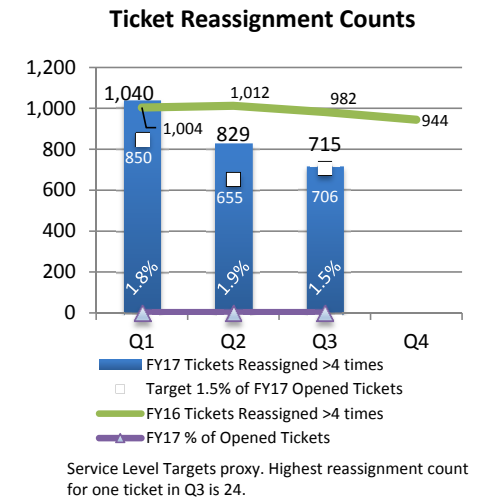
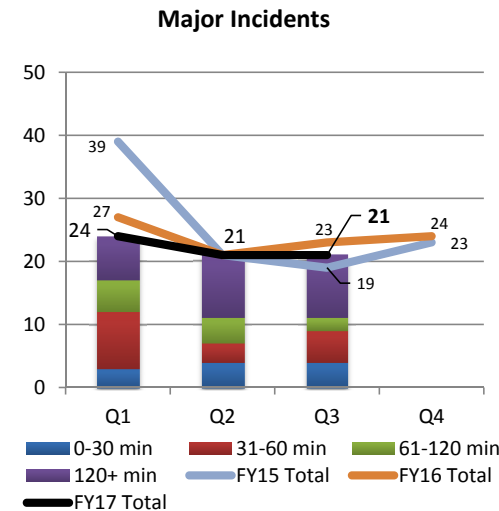
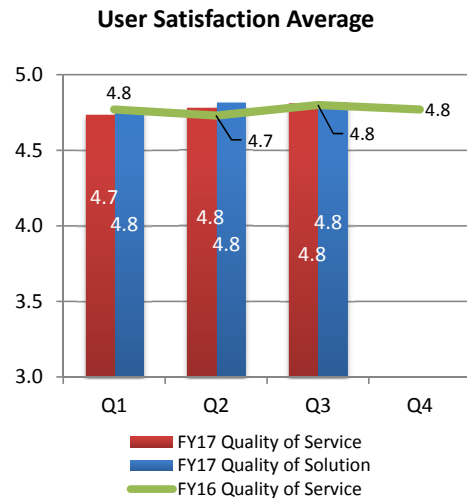
43,802 in Q3
85,161 Total Captured in FY17
Devices registered on networks

86,138 Avg/month in Q3
Unique
HarvardKey logins

18,796 in Q3
Duo enrollments

2,682 in Q3
LastPass
activations

Quality: Satisfaction and Operating Metrics





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	105
7 Alumni Affairs and Development Systems	5
8 Athletics Systems	5
9 FAS Admin Services	11
10 FAS Student Admin Systems	11
11 Financial Systems	9
12 Human Resource Systems	12
13 Localized Document Repository Systems	2
14 Museum Systems	2
15 my.harvard	10
16 Research Administration & Compliance Systems	2
17 University Admin Systems	7
18 Web Publishing Services	3
19 Campus Services Systems	16
20 Operational Tech and Physical Security Systems	8
21 Payment/PCI Systems	2
IV. End user computing	27
22 Collaboration Services	3
23 Email and Calendars	6
24 Field Support Services	9
25 Network Services	3
26 Phone Services	6
V. IT Security	5
27 Info Security Education and Consulting	3
28 Info Security Operations and Engineering	2
VI. IT Provider Services	27
29 Cloud Services	1
30 IT Tools	5
31 Identity and Access Services	4
Network Services	8
Phone Services	1
32 Server Administration	8
VII. Data Management Services	11
33 Data Analysis and Reporting	4
34 Data Integration	3
35 Data Management	4
Total	199