



**INFORMATION TECHNOLOGY**

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THE UNIVERSITY OF UTAH

# **NETWORK MONTHLY METRICS REPORT**

## **DECEMBER 2021**

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# WI-FI METRICS

## WI-FI INFRASTRUCTURE ( $\Delta$ PREVIOUS MONTH)



**5** WIRELESS CONTROLLERS



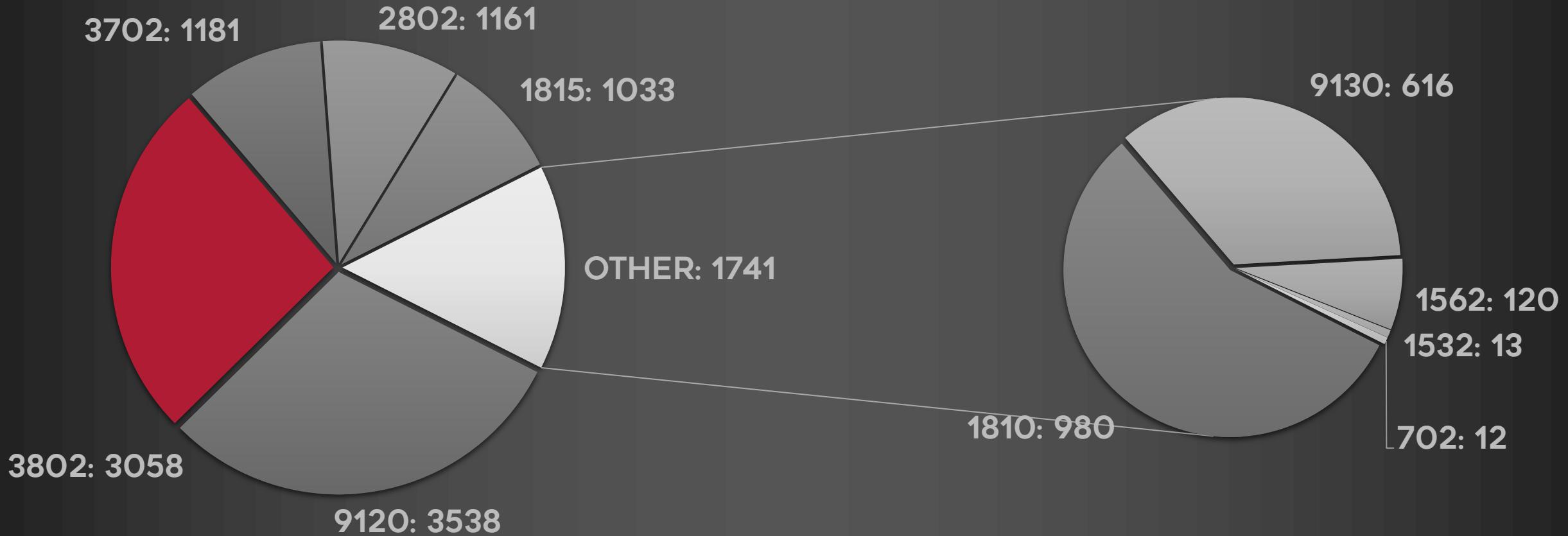
**11,712** WIRELESS ACCESS POINTS (11)



**577** BUILDINGS (-12)



## COUNT OF ACCESS POINT BY MODEL



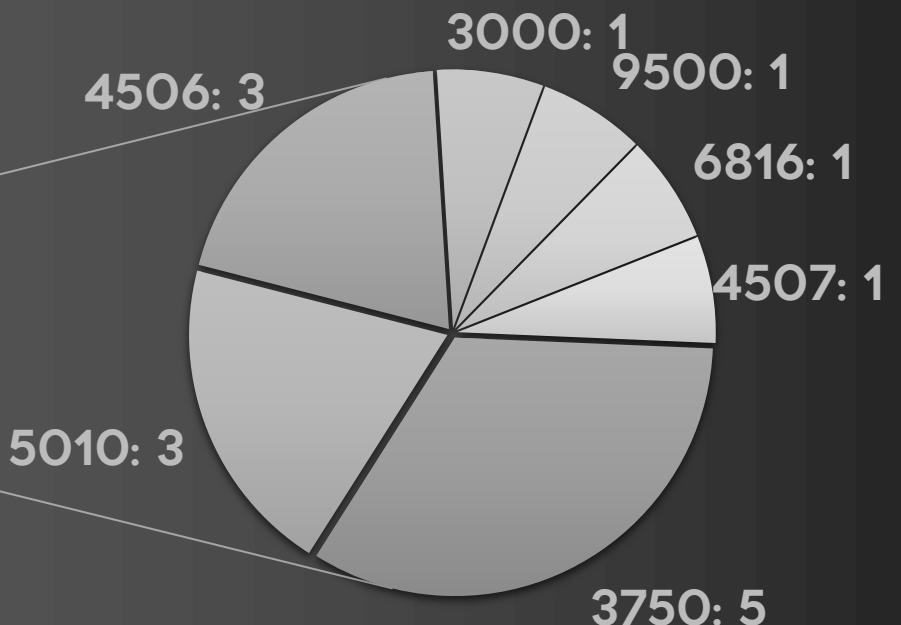
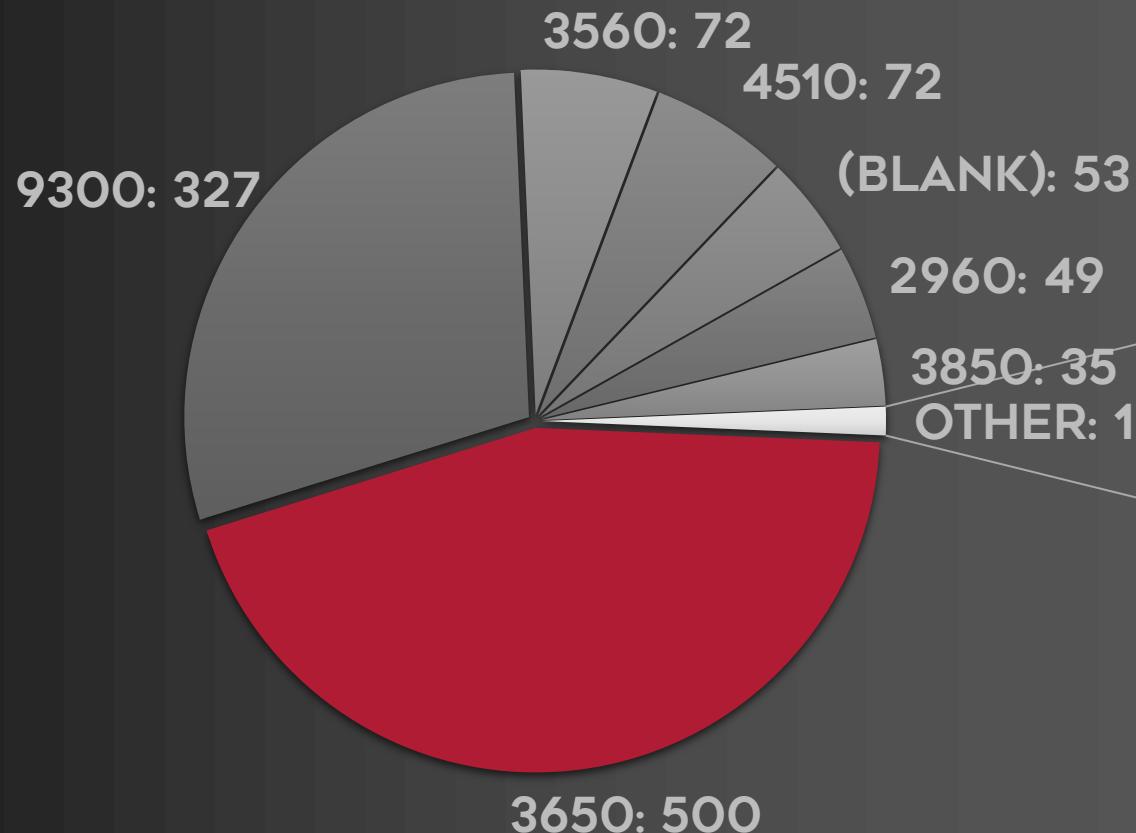


# SWITCHES

**1,123 SWITCHES ON CAMPUS**

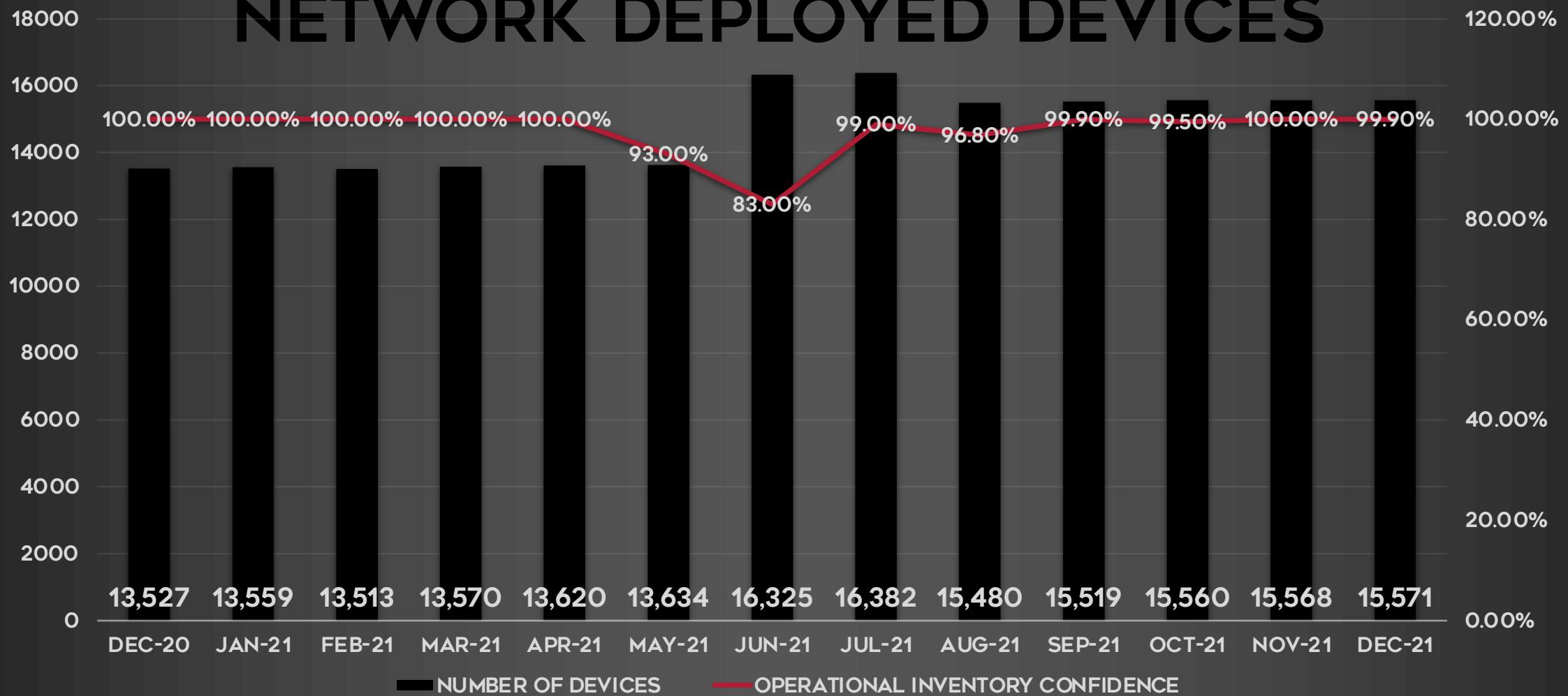
**24,994 TOTAL PORTS**

COUNT OF SWITCH BY MODEL



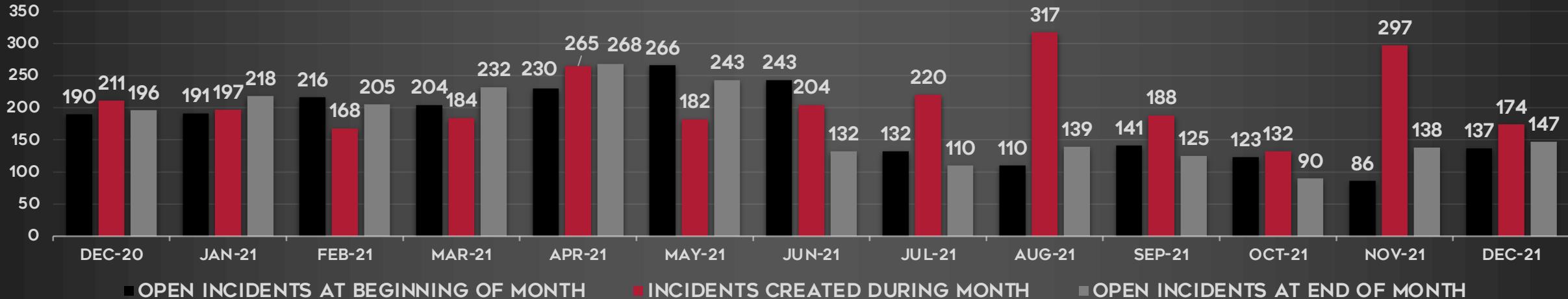


# NETWORK DEPLOYED DEVICES

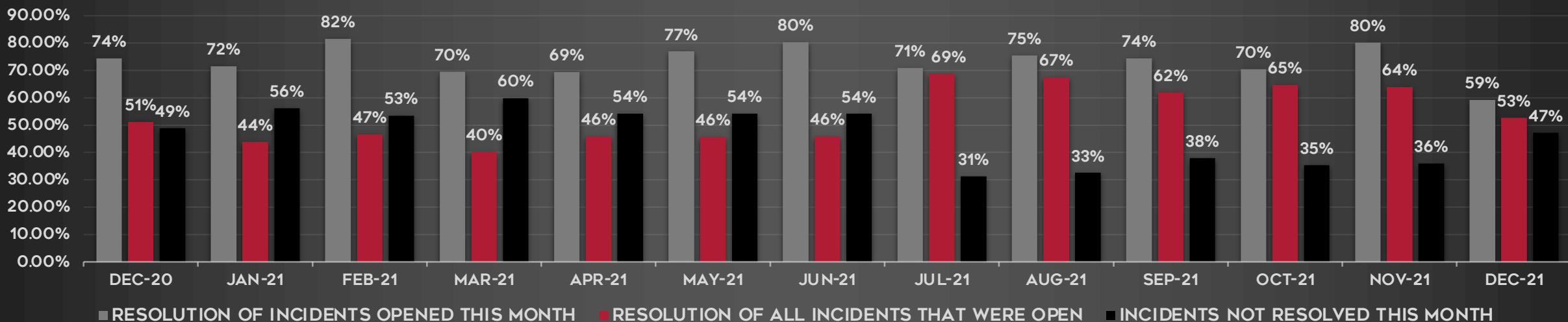




## SERVICENOW INCIDENTS BY STATUS



## SERVICENOW INCIDENT RESOLUTION RATE

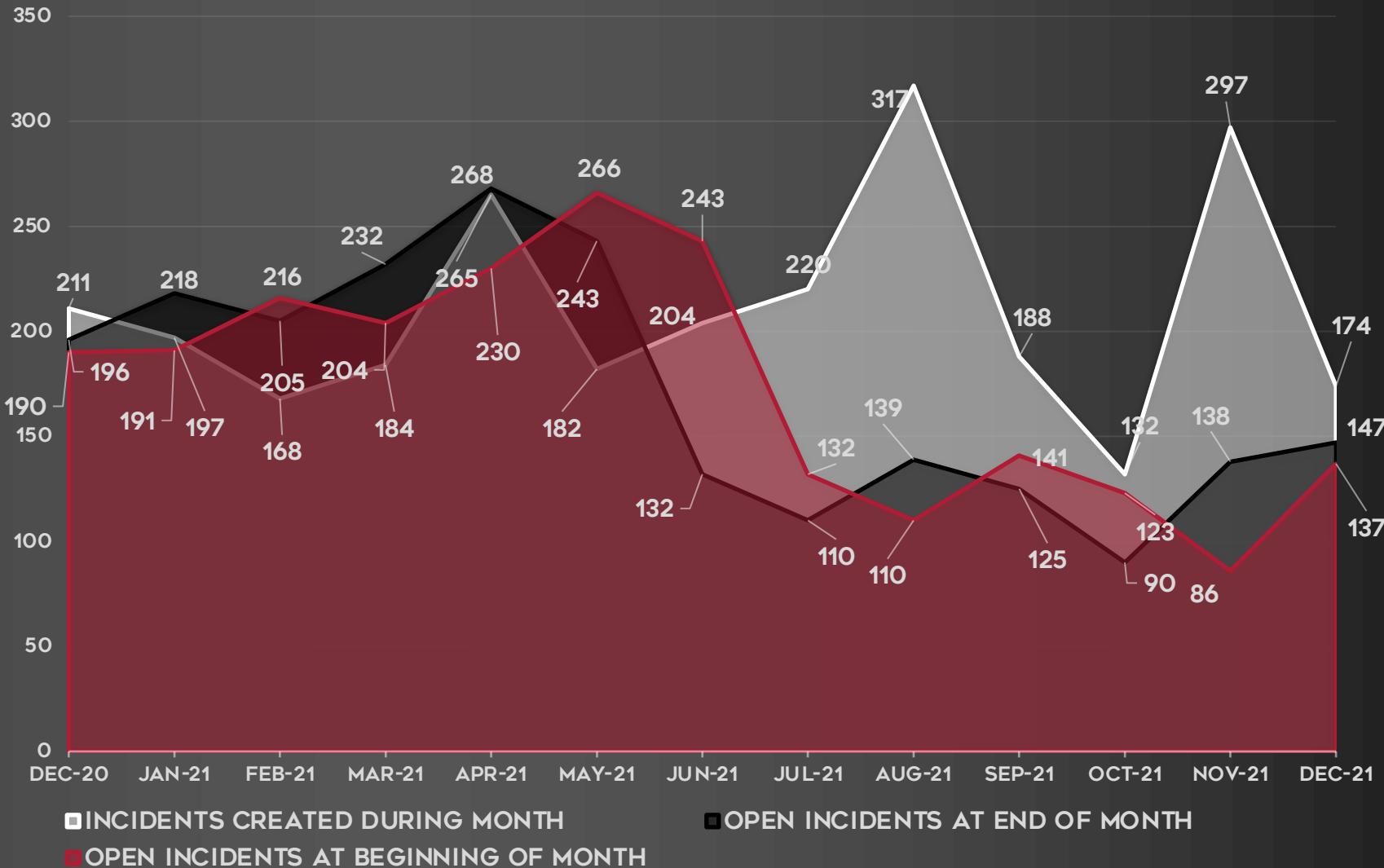




## NEW AND EXISTING INCIDENTS

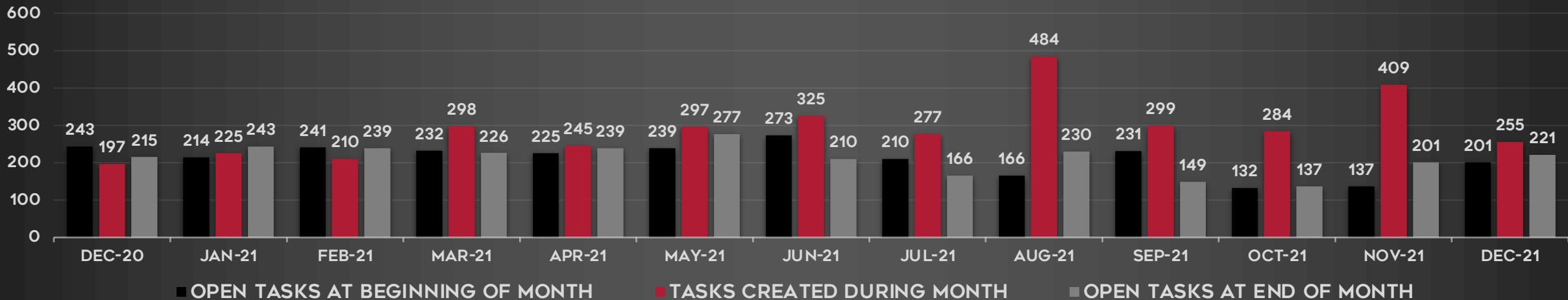
INCIDENTS LEFT OPEN AT END OF MONTH	
ACTIVE	111
AWAITING PROBLEM	5
AWAITING USER INFO	13
AWAITING EVIDENCE	4
STATE UNKNOWN	9
NEW	5
<b>TOTAL</b>	<b>147*</b>

\*5 OF THESE INCIDENTS WERE OPENED IN THE LAST THREE DAYS OF THE MONTH

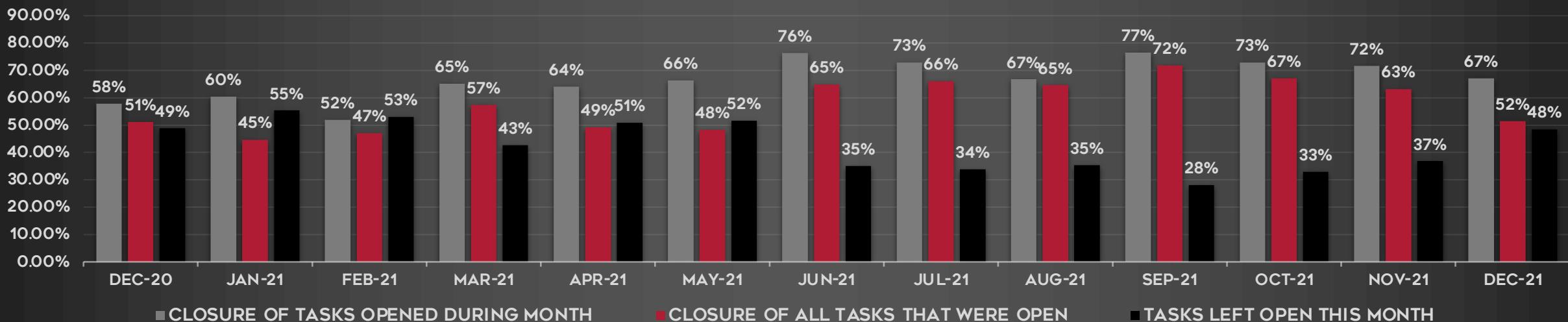




## SERVICENOW TASKS BY STATUS



## SERVICENOW TASK CLOSURE RATE



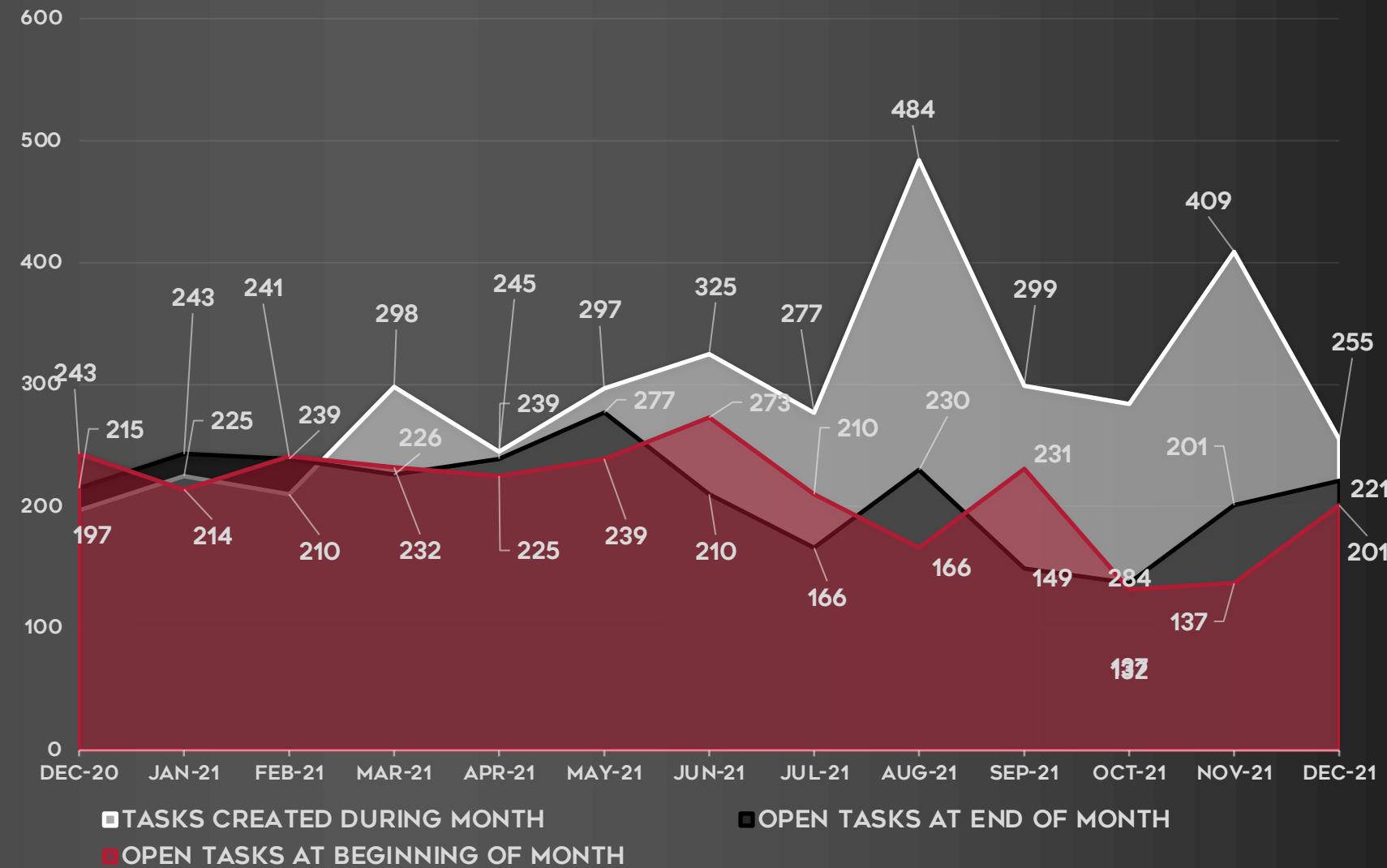


## NEW AND EXISTING TASKS

### TASKS LEFT OPEN AT END OF MONTH

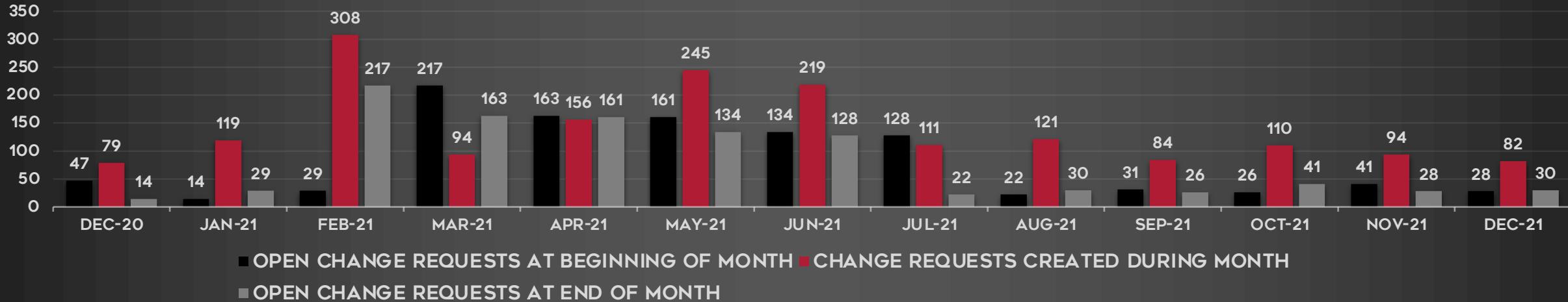
OPEN	167
WORK IN PROGRESS	31
PENDING	9
STATE UNKNOWN	14
<b>TOTAL</b>	<b>221*</b>

\*4 OF THESE TASKS WERE OPENED IN THE LAST THREE DAYS OF THE MONTH

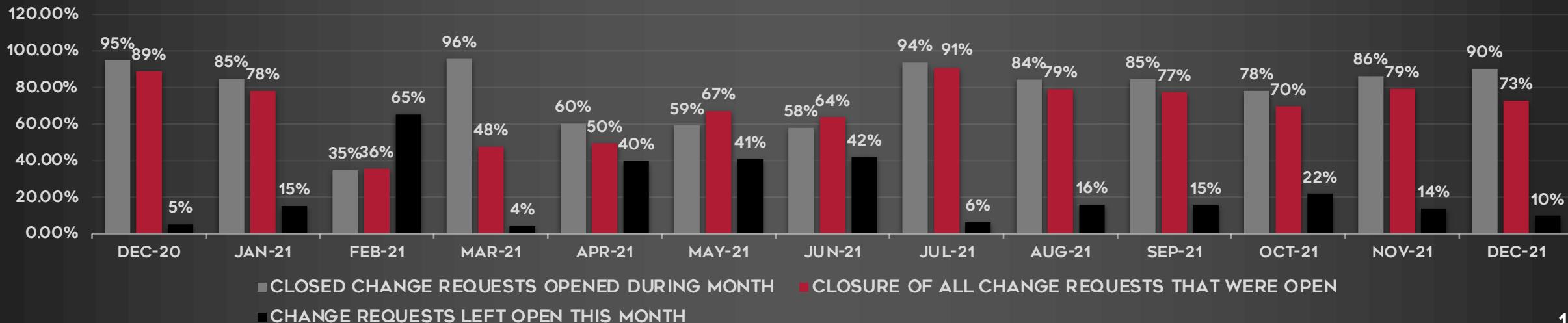




## SERVICENOW CHANGE REQUESTS BY STATUS



## SERVICENOW CHANGE REQUEST CLOSURE RATE

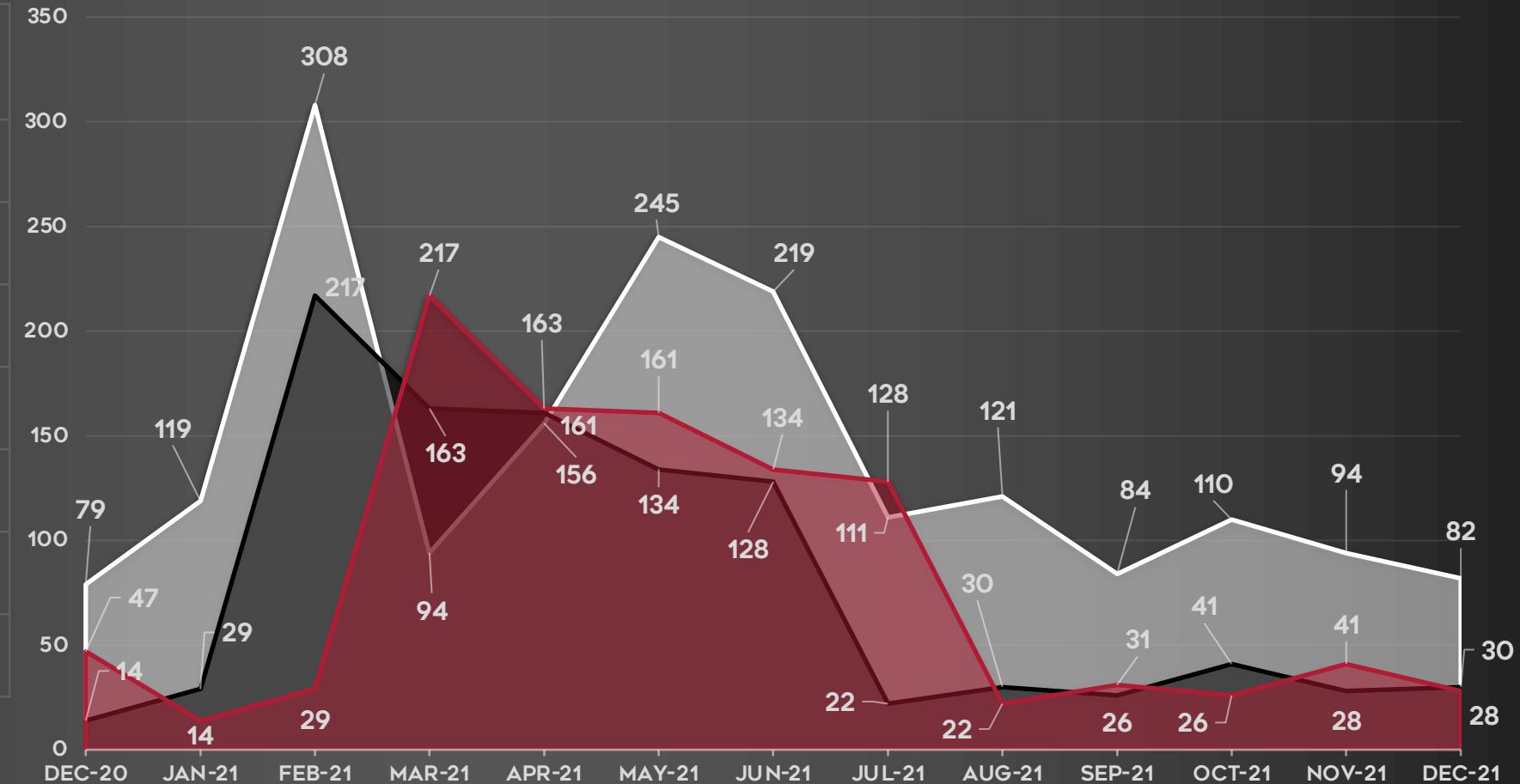




## NEW AND EXISTING CHANGE REQUESTS

CHANGE REQUESTS LEFT OPEN AT END OF MONTH	
SCHEDULED	24
IMPLEMENT	1
REVIEW	1
AUTHORIZE	0
DRAFT	0
STATE UNKNOWN	4
<b>TOTAL</b>	<b>30*</b>

\*0 OF THESE CHANGE REQUESTS WERE  
OPENED IN THE LAST THREE DAYS OF THE  
MONTH

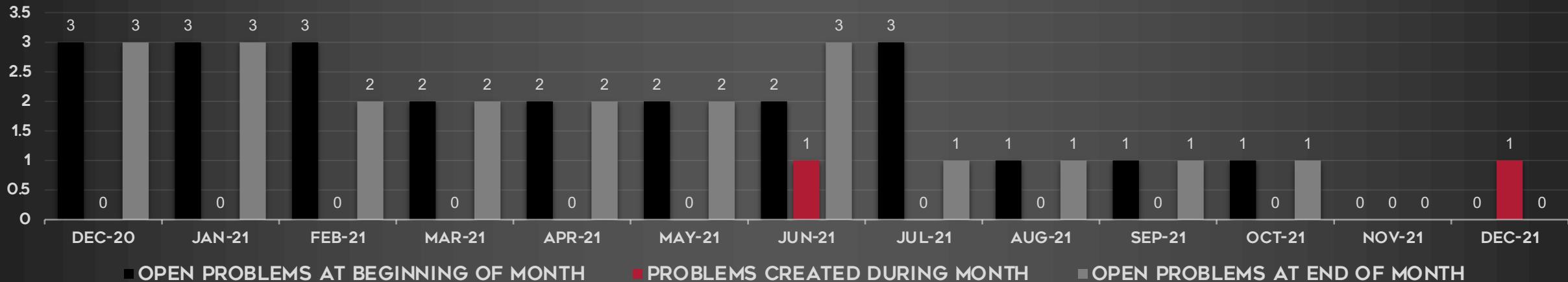


■ CHANGE REQUESTS CREATED DURING MONTH  
■ OPEN CHANGE REQUESTS AT BEGINNING OF MONTH

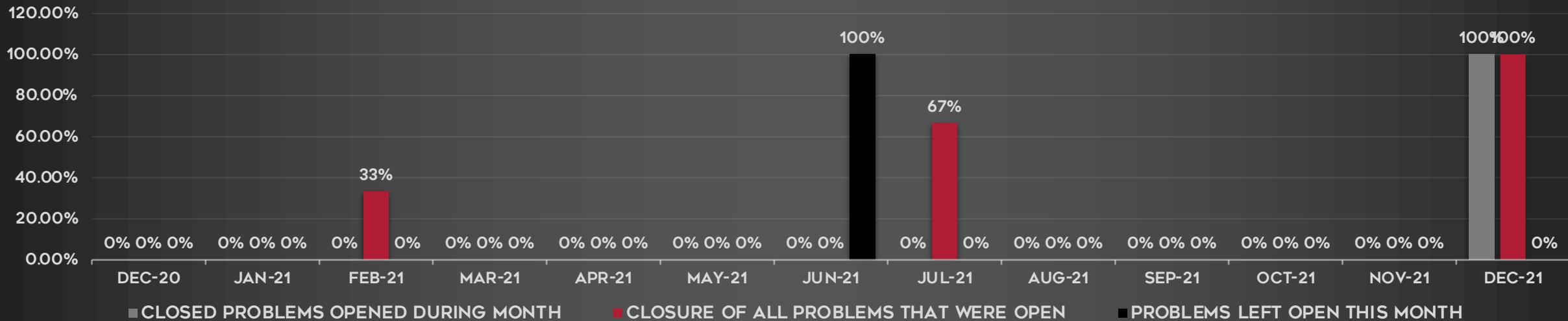
■ OPEN CHANGE REQUESTS AT END OF MONTH



## SERVICENOW PROBLEMS BY STATUS



## SERVICENOW PROBLEM CLOSURE RATE





## NEW AND EXISTING PROBLEMS

### PROBLEMS LEFT OPEN AT END OF MONTH

OPEN	0
STATE UNKNOWN	0
<b>TOTAL</b>	<b>0*</b>

\*0 OF THESE PROBLEMS WERE OPENED IN THE LAST THREE DAYS OF THE MONTH

