



INFORMATION TECHNOLOGY

THE UNIVERSITY OF UTAH

NETWORK MONTHLY METRICS REPORT

JUNE 2020

Rosalia Villegas, Jacob Minson
U0000000@Utah.edu



WI-FI METRICS

WI-FI INFRASTRUCTURE (Δ PREVIOUS MONTH)



5 WIRELESS CONTROLLERS



??? WIRELESS SERVERS



8,899 WIRELESS ACCESS POINTS (41)



585 BUILDINGS

WI-FI CLIENTS (Δ PREVIOUS MONTH)



19,452 AVERAGE CLIENTS (2500)

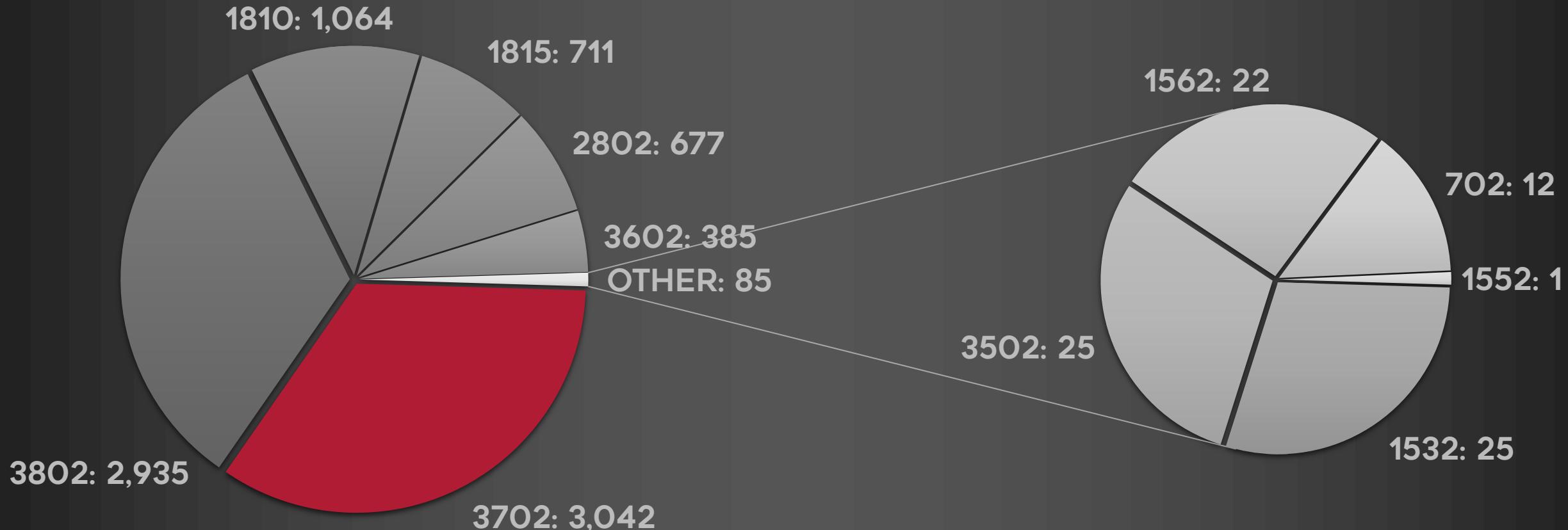


23,558 MAXIMUM CONCURRENT CLIENTS (4,729)



ACCESS POINTS

COUNT OF ACCESS POINT BY MODEL



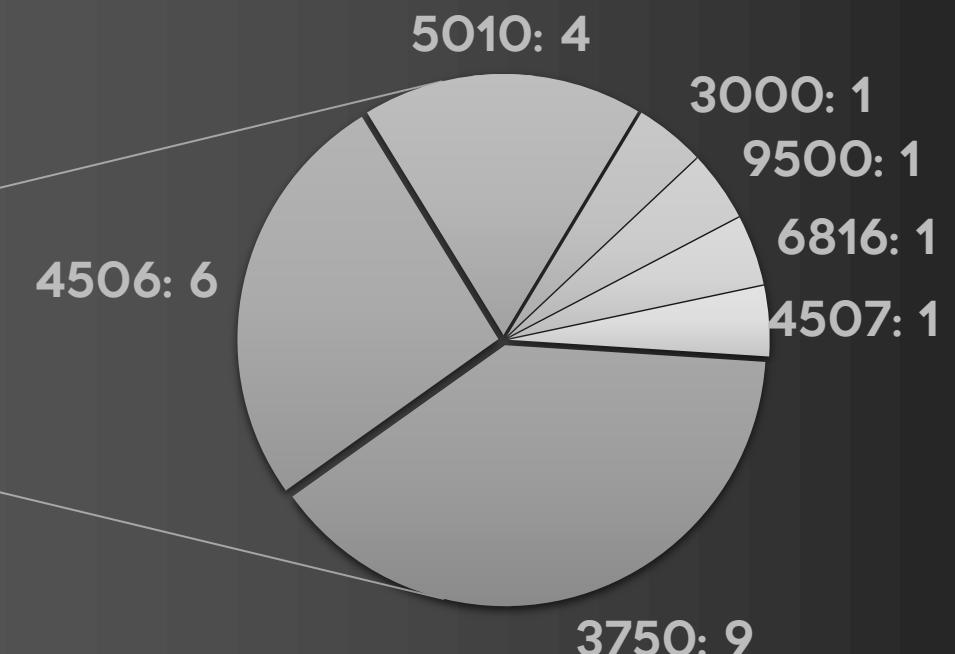
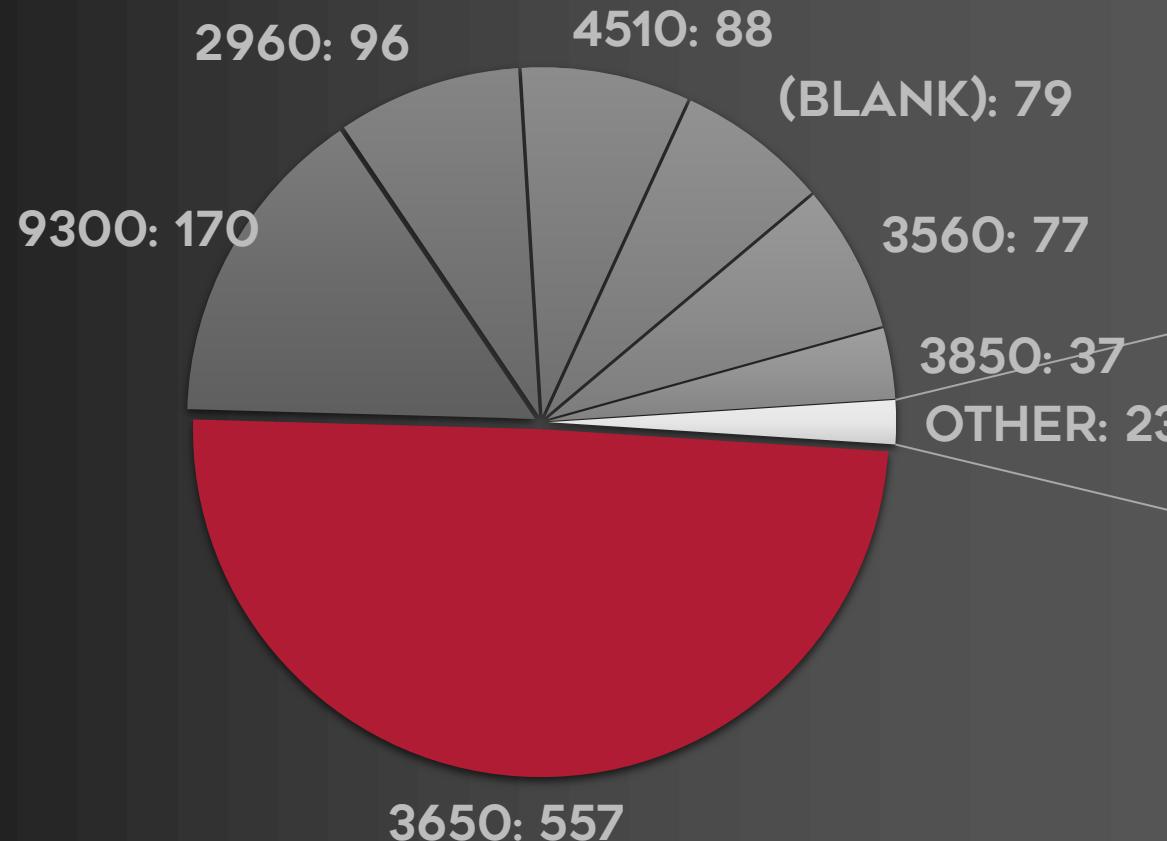


SWITCHES

1,126 SWITCHES ON CAMPUS

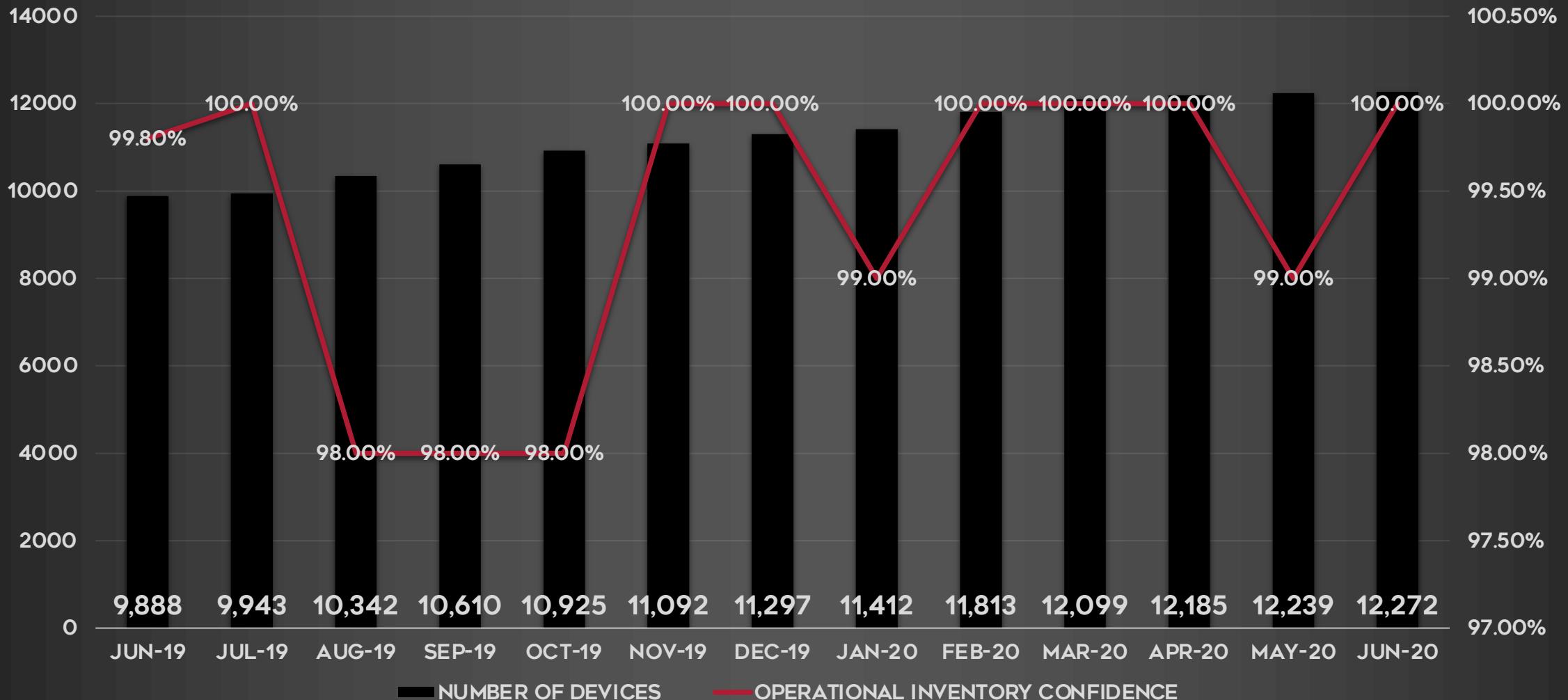
29,780 TOTAL PORTS

COUNT OF SWITCH BY MODEL



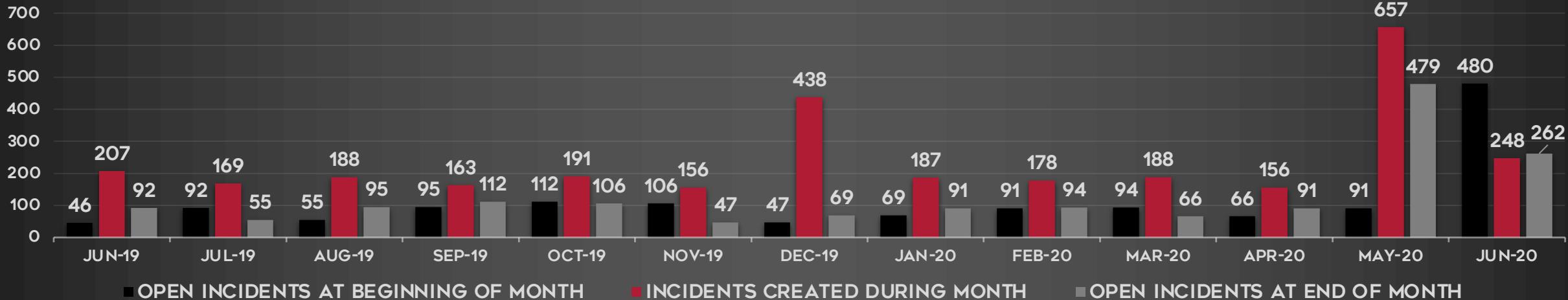


NETWORK DEPLOYED DEVICES

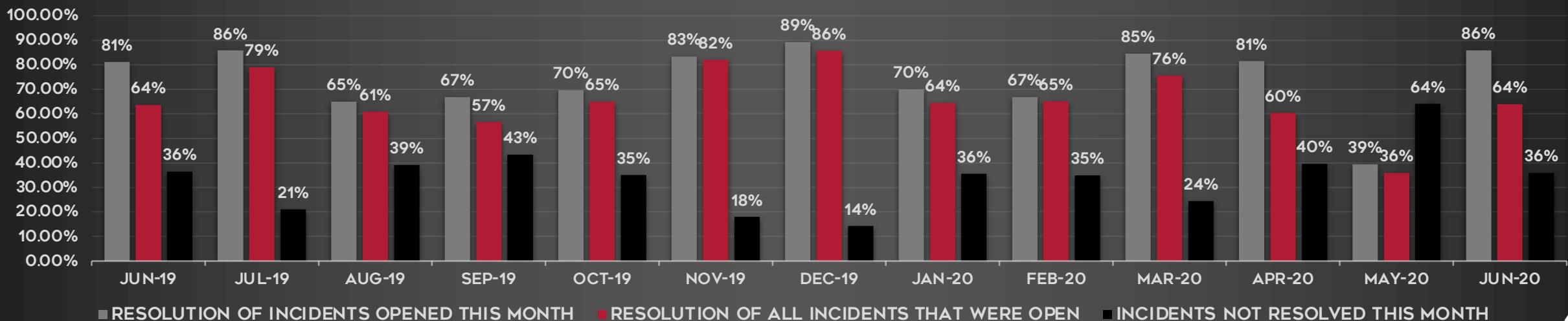




SERVICENOW INCIDENTS BY STATUS



SERVICENOW INCIDENT RESOLUTION RATE

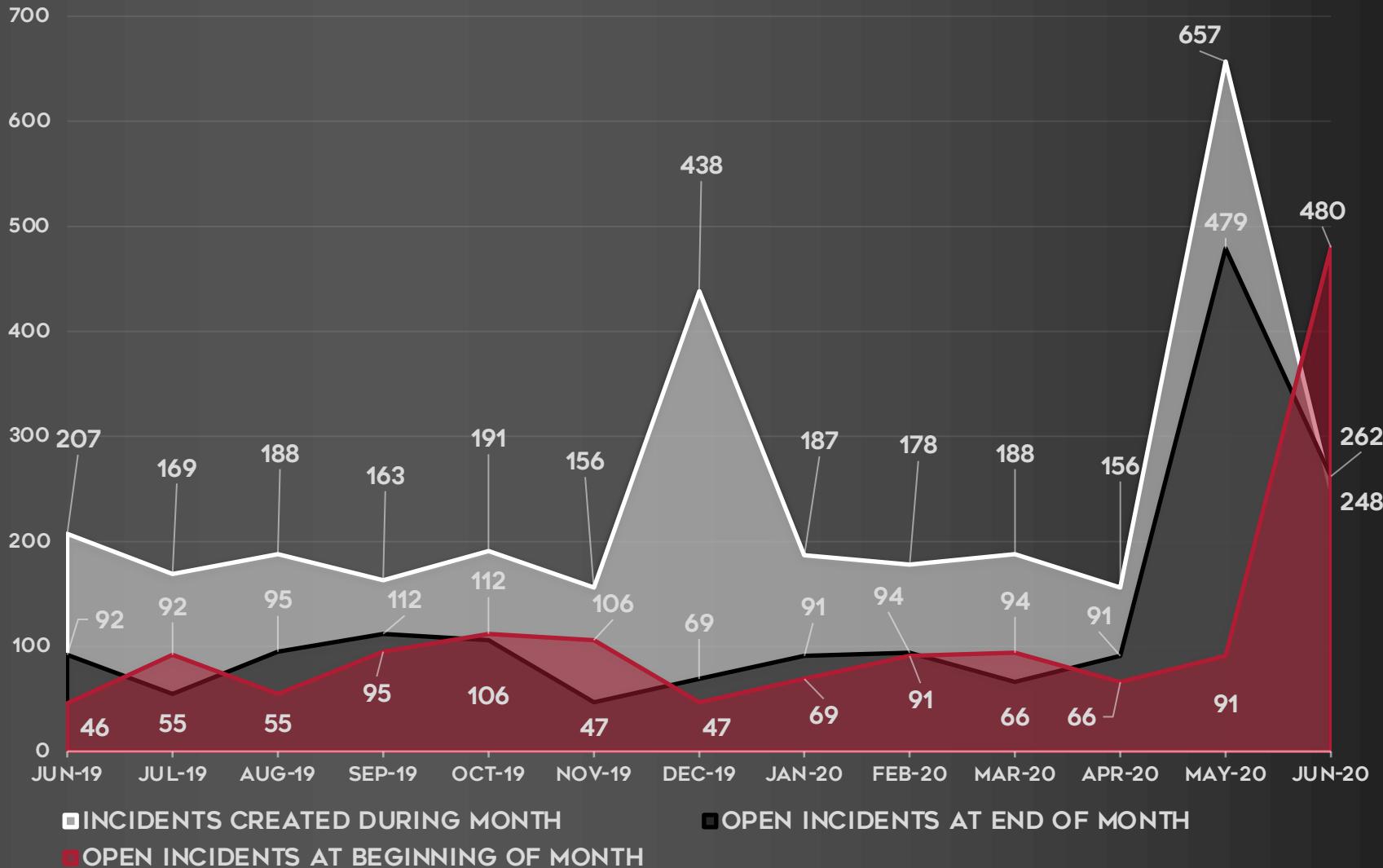




NEW AND EXISTING INCIDENTS

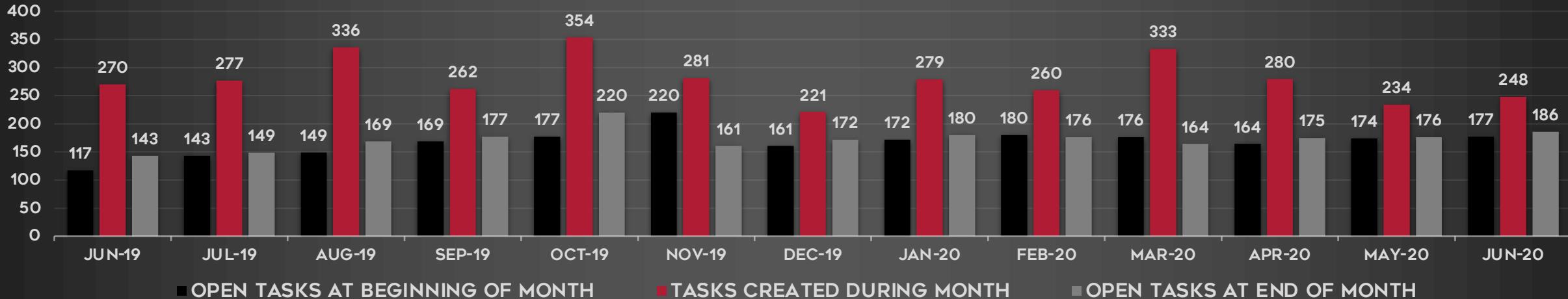
INCIDENTS LEFT OPEN AT END OF MONTH	
ACTIVE	84
AWAITING PROBLEM	3
AWAITING USER INFO	7
AWAITING EVIDENCE	1
STATE UNKNOWN	167
TOTAL	262*

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

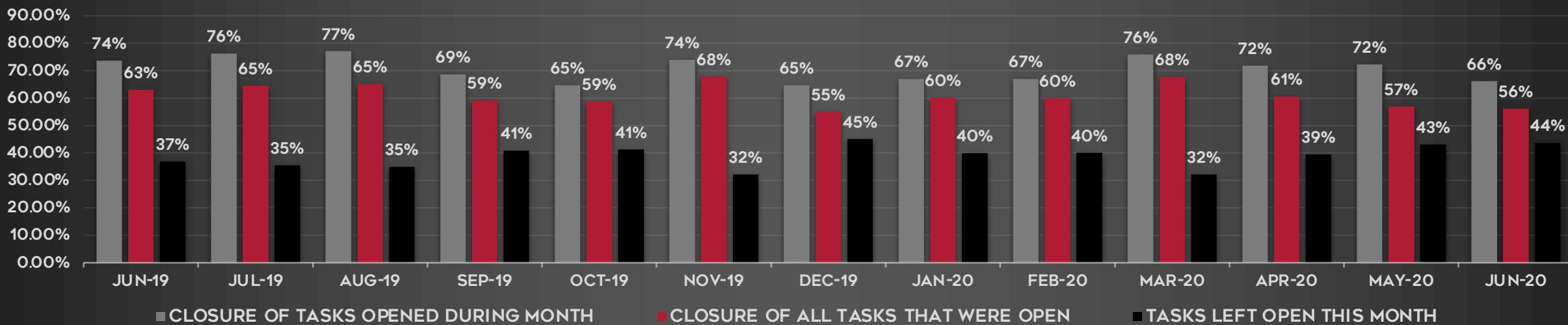




SERVICENOW TASKS BY STATUS



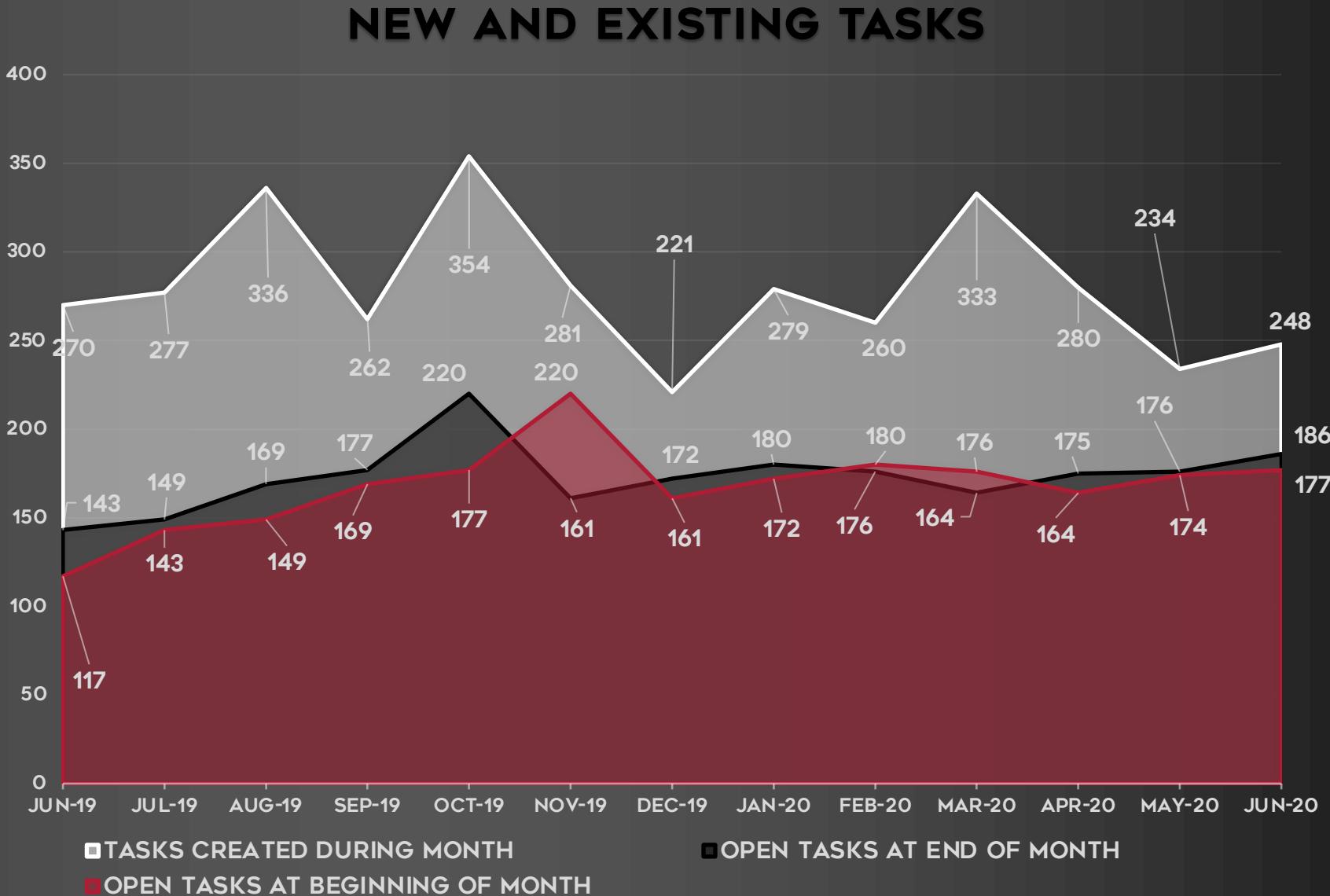
SERVICENOW TASK CLOSURE RATE





TASKS LEFT OPEN AT END OF MONTH	
OPEN	114
WORK IN PROGRESS	31
PENDING	11
STATE UNKNOWN	29
TOTAL	185*

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

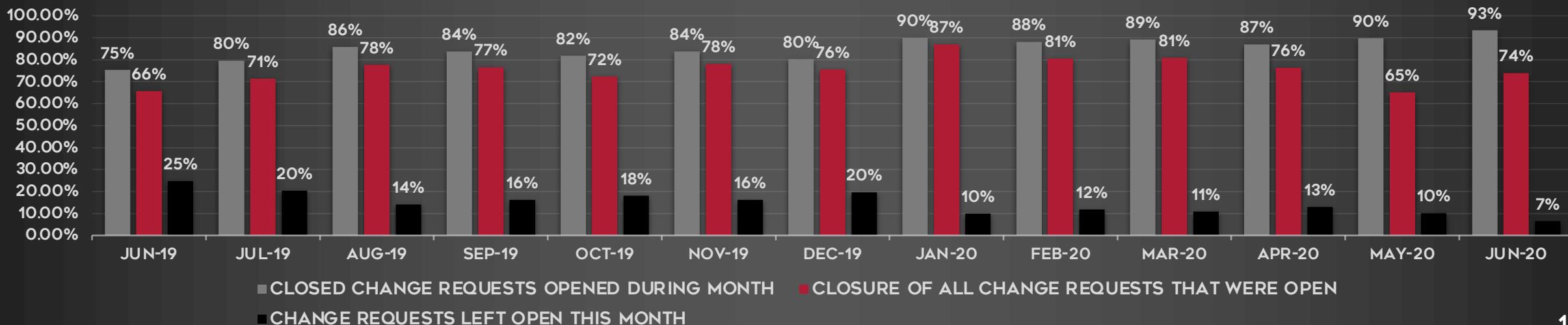




SERVICENOW CHANGE REQUESTS BY STATUS



SERVICENOW CHANGE REQUEST CLOSURE RATE

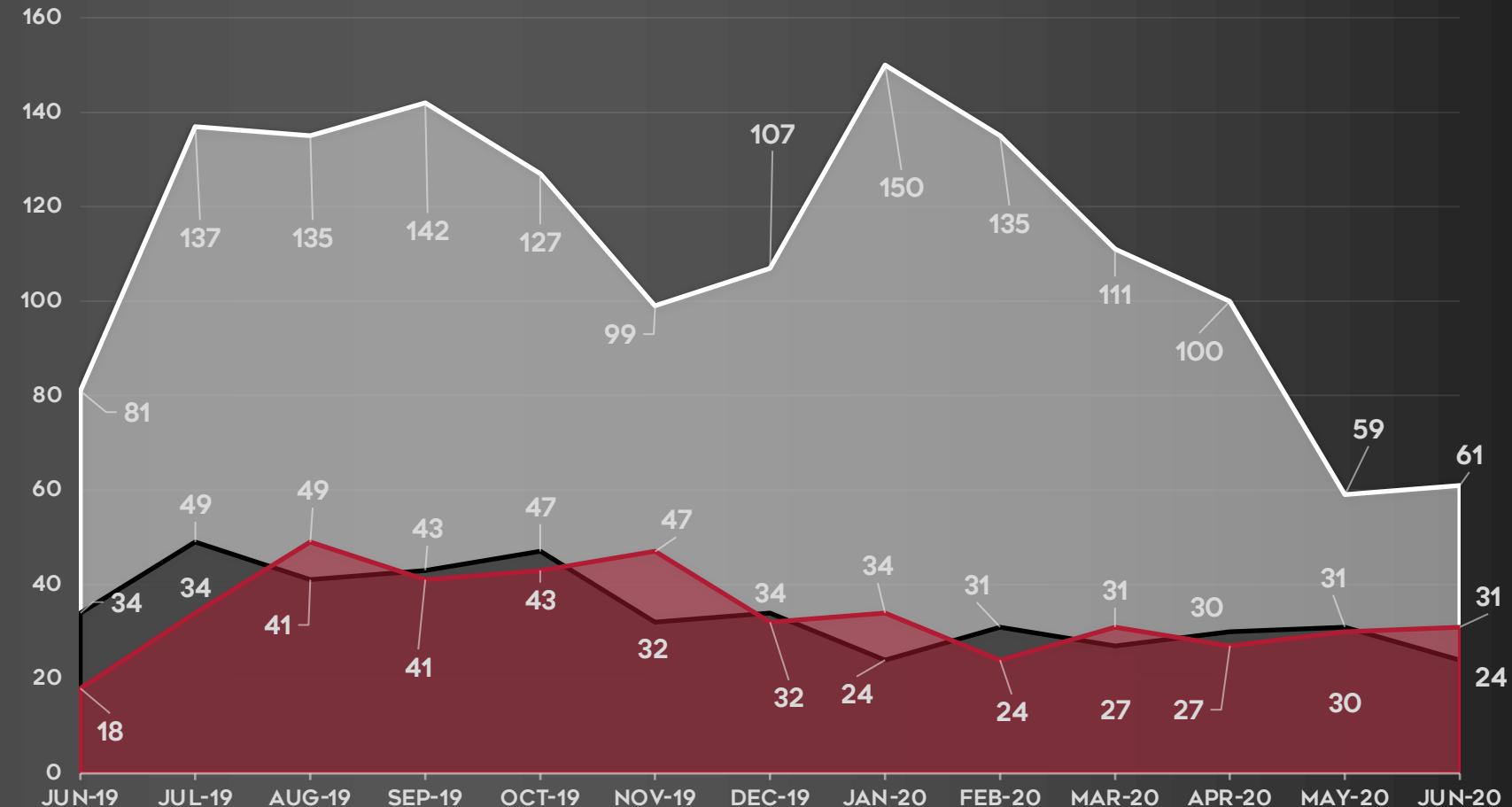




CHANGE REQUESTS LEFT OPEN AT END OF MONTH	
SCHEDULED	17
IMPLEMENT	3
REVIEW	1
STATE UNKNOWN	3
TOTAL	24*

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

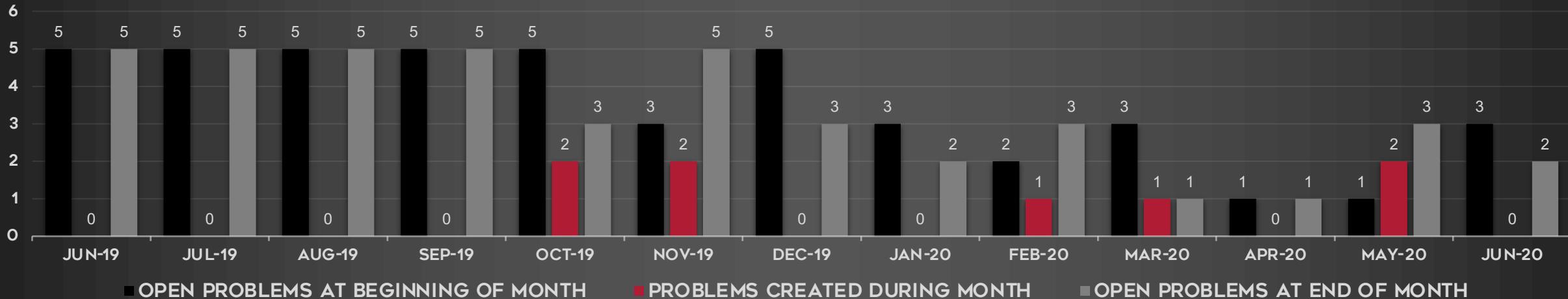
NEW AND EXISTING CHANGE REQUESTS



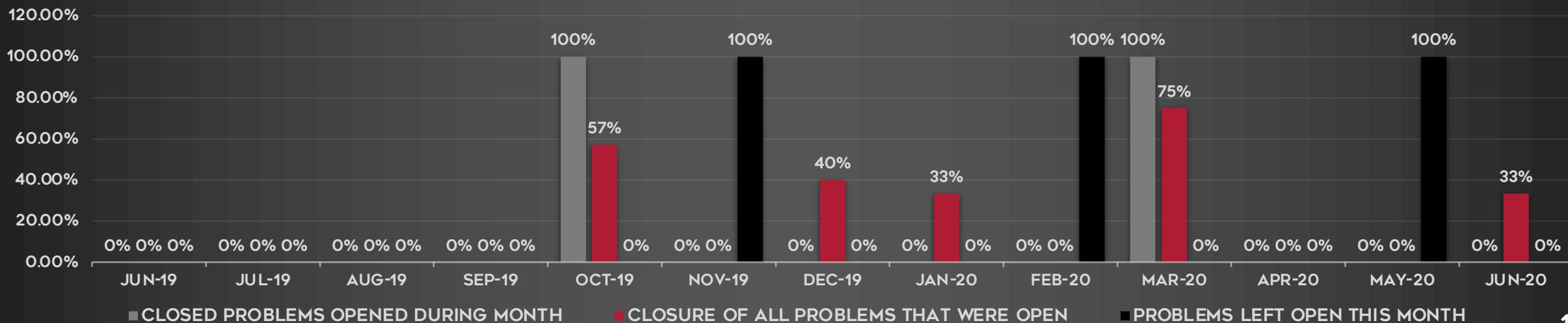
- CHANGE REQUESTS CREATED DURING MONTH
- OPEN CHANGE REQUESTS AT END OF MONTH
- OPEN CHANGE REQUESTS AT BEGINNING OF MONTH



SERVICENOW PROBLEMS BY STATUS



SERVICENOW PROBLEM CLOSURE RATE





NEW AND EXISTING PROBLEMS

PROBLEMS LEFT OPEN AT END OF MONTH

OPEN	2
TOTAL	2*

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

