



IT Services Performance Report

January – December 2009

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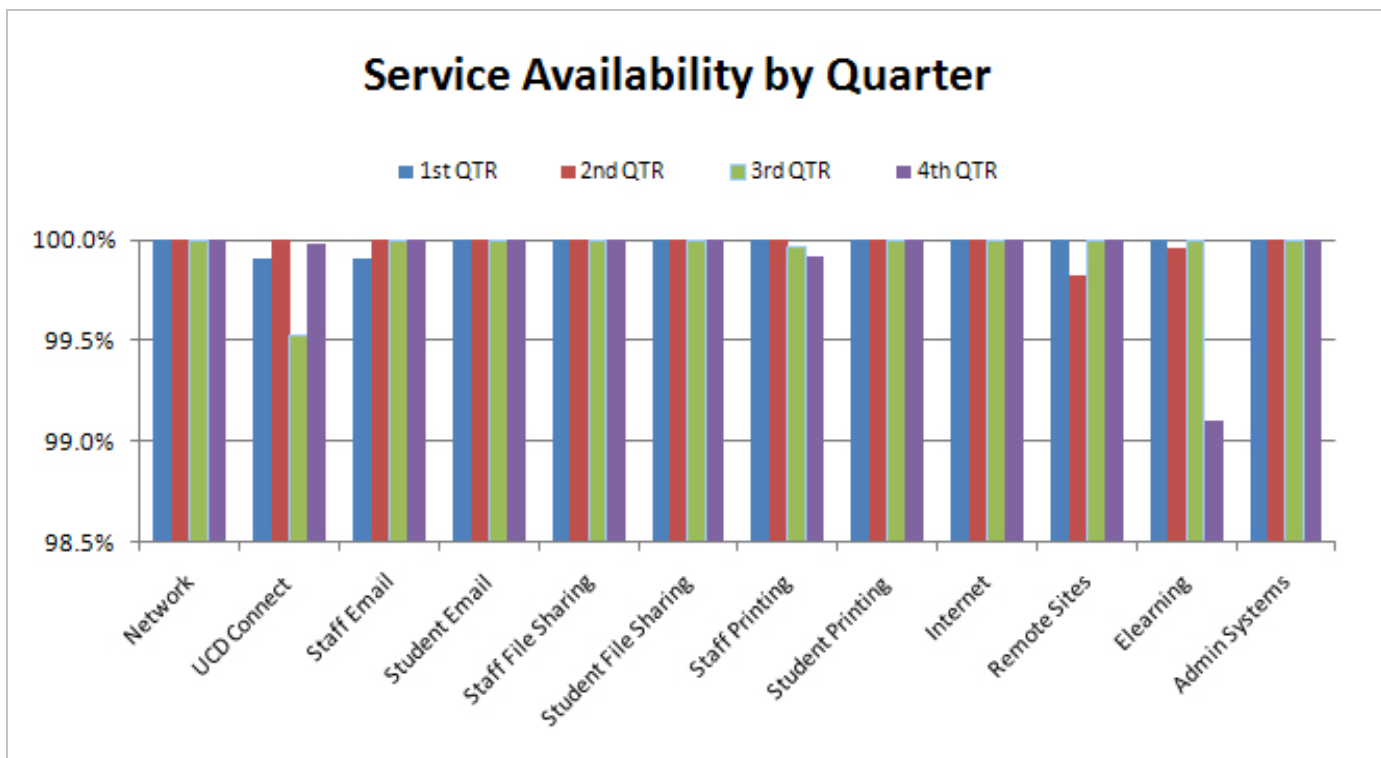
Background

In December 2008 UCD completed a 5 year plan of investment for IT infrastructure and services. The Computing Services Board requested that a series of measures be put in place to monitor IT performance and service availability, in order to provide feedback on the value of this investment and to quantify the improvements in levels of service. The first full year of statistics was published in January 2004. This report is our sixth full year and contains 2009 results and key comparisons with previous years.

The IT plan set targets for availability of services to be achieved over the period of investment. These targets are based on standard industry measures of IT services i.e. “uptime” of any given service within its operational window. A set of 12 distinct IT services are measured on a weekly basis. Any failure in a service is logged and the time interval to full recovery is recorded. The “% availability” of the service is then calculated based on a 12 hour daily window (9am to 9pm), over a 5 day working week.

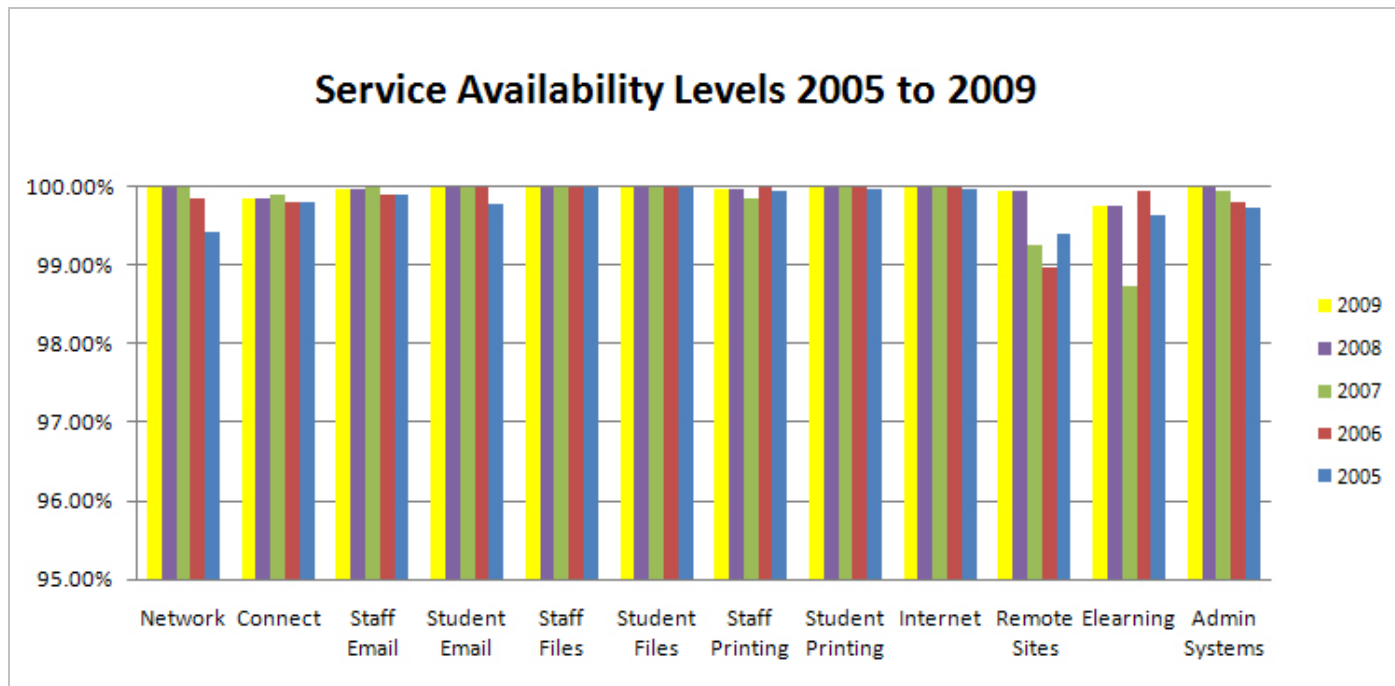
Service Availability Measures

The graph below shows the quarterly statistics for each service for 2009 and the average availability level. The target for service availability is 99.5%. During 2009, one of our services breached this target level – Elearning during the 4th Quarter. This outage was caused by our Elearning application supplier and a database error meant services were unavailable for some users throughout the day. This outage was calculated as a complete service loss although approx 50% of our users could access services during this time.



Service Levels 2005, 2006, 2007, 2008 and 2009

The graph below shows the comparison between 2005, 2006, 2007, 2008 and 2009 over the full year.



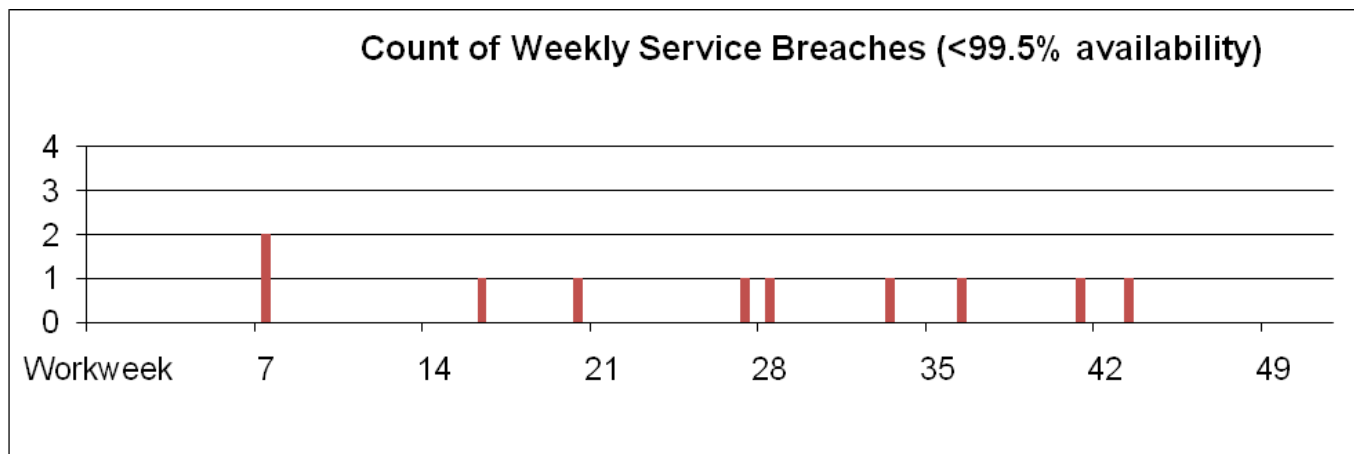
The initial investment in IT Architecture for the period 2003 to 2008 and the continued investment in 2009 has resulted in improved stability, increased uptime and year on year reductions in the number of outages. One of the most significant services is in the area of the network and for the third year in a row, network availability on campus has been maintained at 100% availability. The other major significant improvement is in the area of service breaches where the number of breaches has fallen from 44 breaches in 2004 to only 10 breaches in 2009.

This is primarily due to the resilient infrastructure created under the IT Architecture plan.

Frequency of Service Interruption

In addition to the monthly and quarterly availability measures, a count of service breaches on a weekly basis by service is also recorded i.e. any service which breached 99.5% availability in a given week contributed to the count.

This measure is used as an indicator of the frequency of interruption to services.



The total number of weekly service breaches for 2009 was 10

Yearly Comparison

	2009	2009	2008	2008	2007	2007	2006	2006
	Number of breaches	Total duration (Mins)	Number of Breaches	Total duration (Mins)	Number of breaches	Total duration (Mins)	Number of breaches	Total duration (Mins)
Network	0	0	0	0	0	0	6	256
UCD Connect	4	266	1	440	3	115	5	362
Staff Email	1	45	5	700	0	0	2	173
Student Email	0	0	2	110	0	0	0	0
Staff File Sharing	0	0	0	0	0	0	0	0
Student File Sharing	0	0	0	0	0	0	0	0
Staff Printing	2	49	0	0	2	185	0	0
Student Printing	0	0	0	0	0	0	0	0
Internet	0	0	1	10	0	0	0	0
Remote Sites	1	82	0	0	6	1446	12	1928
Elearning	2	441	0	0	2	2375	1	99
Admin Systems	0	0	2	89	2	75	1	360
Totals	10	883	11	1349	15	4196	27	3178

The comparison with 2008 shows a decrease in breaches of 9%, from 11 events to 10 and significantly, the duration of outages was reduced by over 35% from 1,349 minutes to 883 minutes. The largest outage was a single event relating to Blackboard and this accounted for 50% of the total downtime. The Connect environment suffered a number of outages and two of these were caused by non-connect issues. It is an indication of the complexity of the Connect environment and the reliance on other systems as Connect services as expanded. Email is the heaviest used service and has proved to be very reliable with one outage during the year. In general, use of the Portal and Email systems has increased significantly as access to systems becomes easier and more accessible. Over the last three years Portal logins have increased by an average of 10% year on year.

Overall Trends

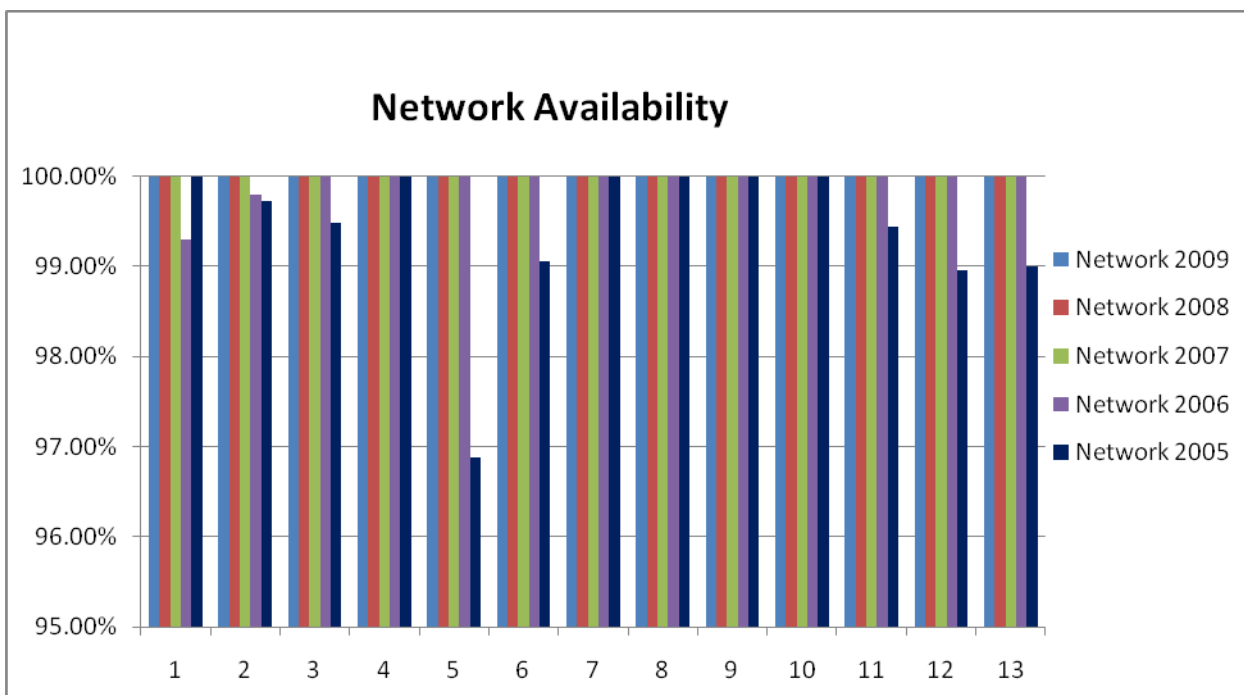
General	9% reduction in service breaches in 2009 over previous year. 35% decrease in total downtime
Network:	Service Level met for all quarters 100% Availability
UCD Connect:	Service Level met for all quarters Increase in number of outages but reduction in downtime
Elearning:	Service Level met for three quarters One breach in Q4
Staff Email:	Service Level met for all Quarters No service breaches for the Year
Student Email:	Service level met for all quarters No service breaches for the Year
Internet:	Service level met for all quarters No service breaches for the Year
Remote:	Service level met for all quarters All sites improved stability with Lyons Estate connection upgraded
File Shares	Staff & Student Service level met for all quarters No outages for the year

Network Availability

Total Annual Network Downtime: 1,075 minutes in 2005
 256 minutes in 2006
 0 Minutes in 2007
 0 Minutes in 2008
 0 Minutes in 2009

The annual availability level for 2009 was 100%.

The graph below shows the monthly availability comparison for 2008, 2007, 2006, 2005.



The table below lists the different campus locations and their network connections. The annual availability for the Belfield campus was 100% however, other areas not directly connected to the MAN, such as Lyons Estate, did have some outages.

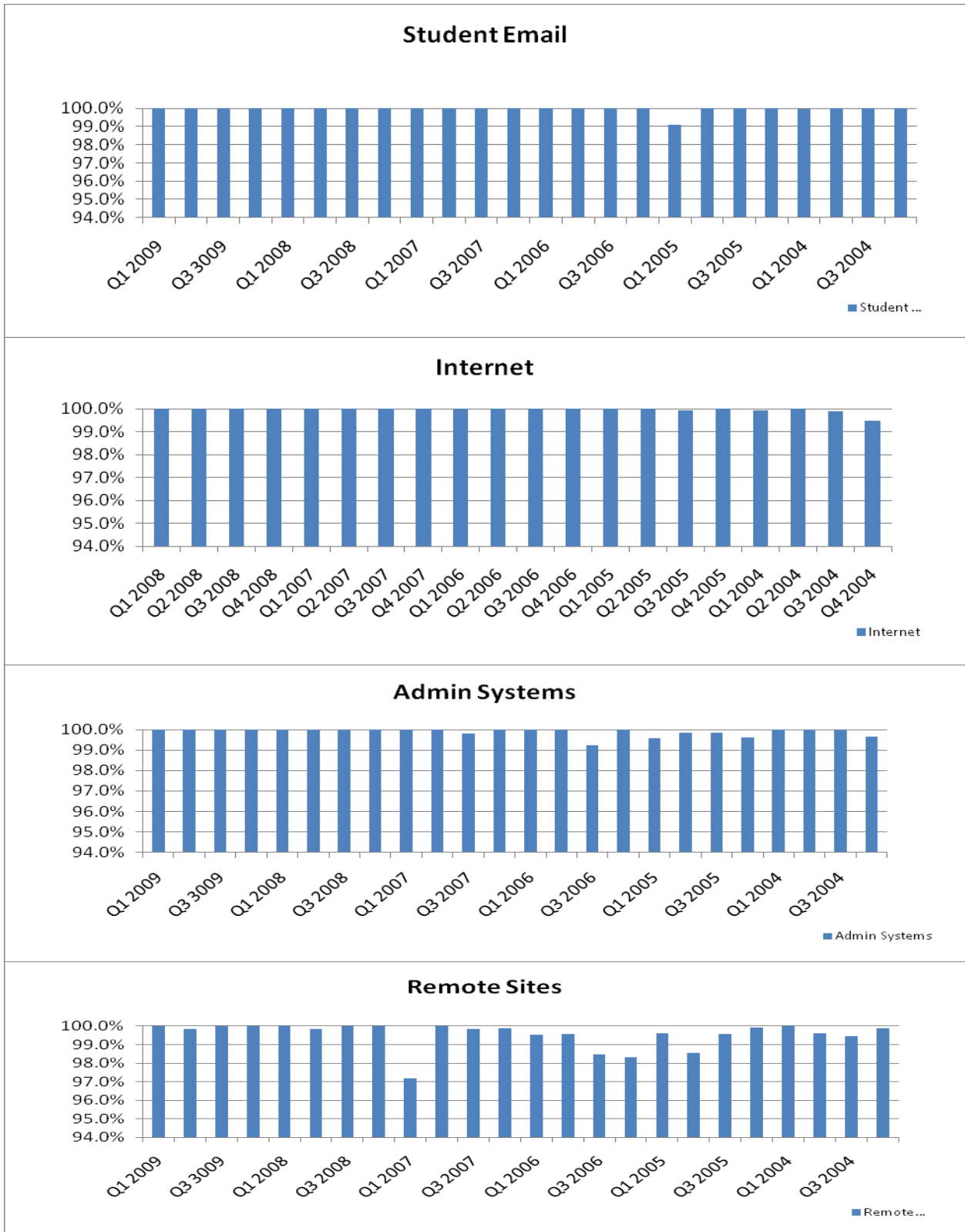
Campus	Connection Type	Comments
Belfield	MAN	100% availability for 2009
Blackrock	MAN	100% availability for 2009
St Vincents Hospital	MAN	100% availability for 2009
Mater Hospital	MAN	100% availability for 2009
Crumlin Hospital	MAN	100% availability for 2009
Lyons Estate	Wireless	1 outage in April

Individual Service Availability 2004-2009

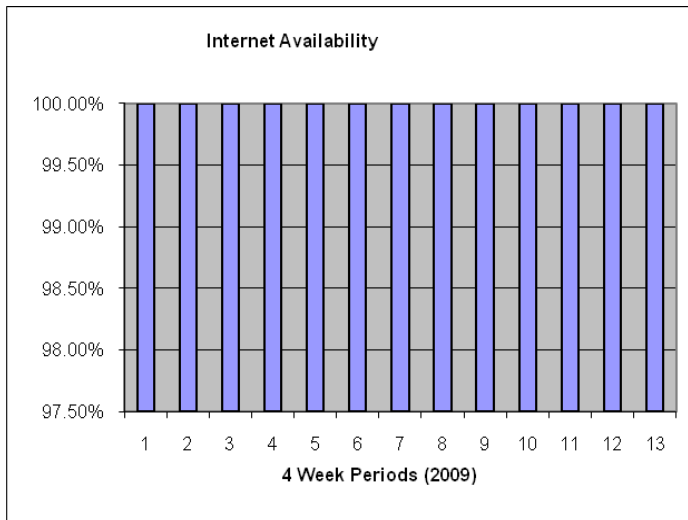
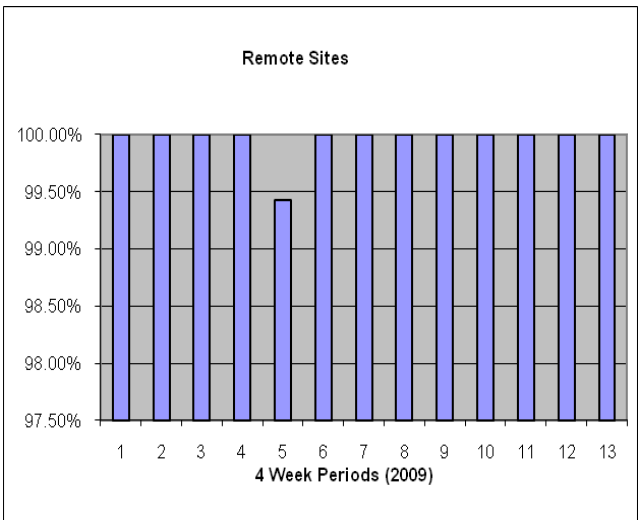
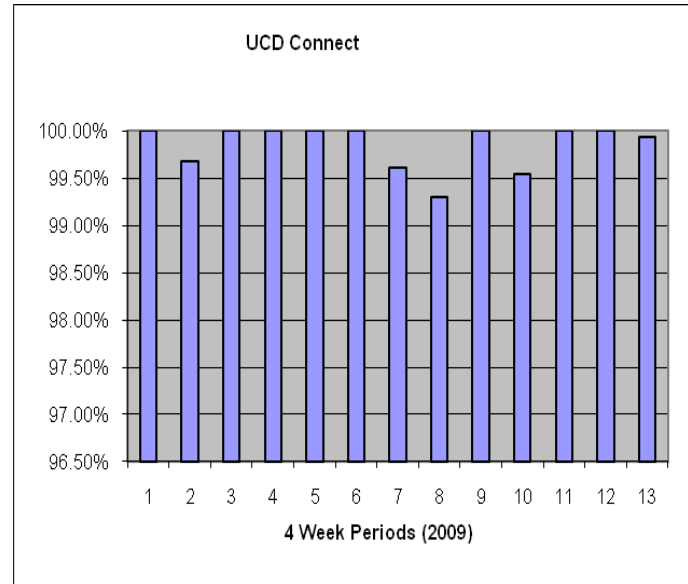
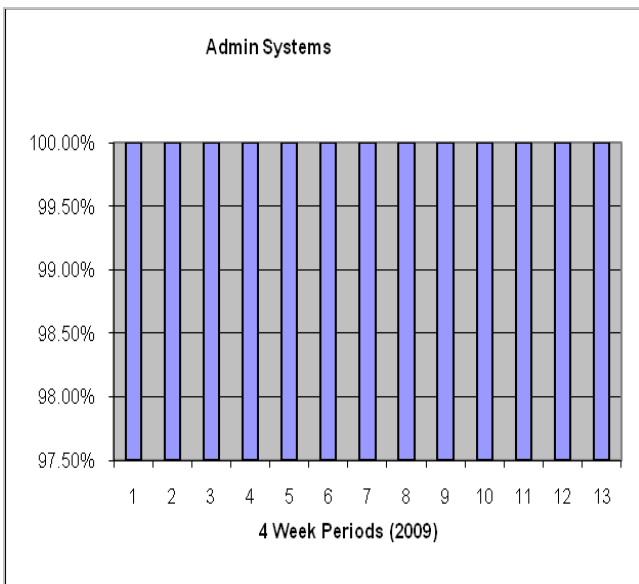
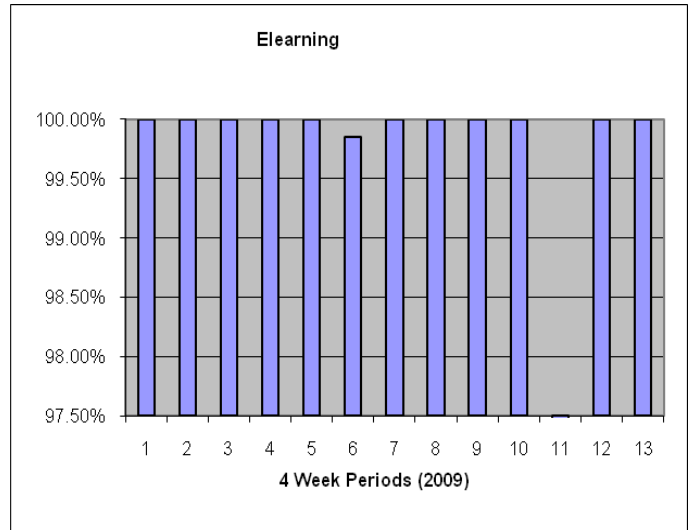
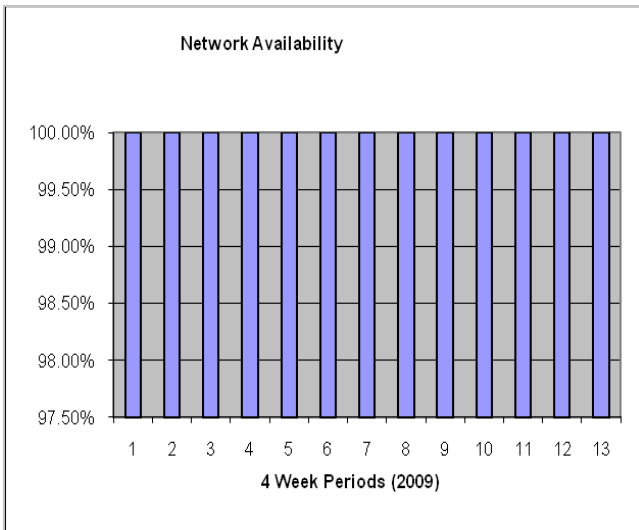
Detailed history for 2009 together with quarterly comparisons over the five year period 2004 to 2009 are provided on the following pages. The investment in IT Infrastructure has clearly led to continuing improvements in network availability and in the consistency of key services – email, Internet and UCD Connect.



Individual Service Availability 2004-2009 (cont.)



Individual Service Availability – 2009



Individual Service Availability – 2009 (cont.)

