

# IT Services Performance Report

**January – December 2014**

Prepared by: UCD IT Services  
Date: January 2014

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## Background

We have a series of measures in place to monitor IT performance and service availability, in order to provide feedback on the value of 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 eleventh full year and contains 2014 results and key comparisons with previous years.

The IT plan set targets for availability of services to be achieved over the period of time. These targets are based on standard industry measures of IT services i.e. “uptime” of any given service within its operational window.

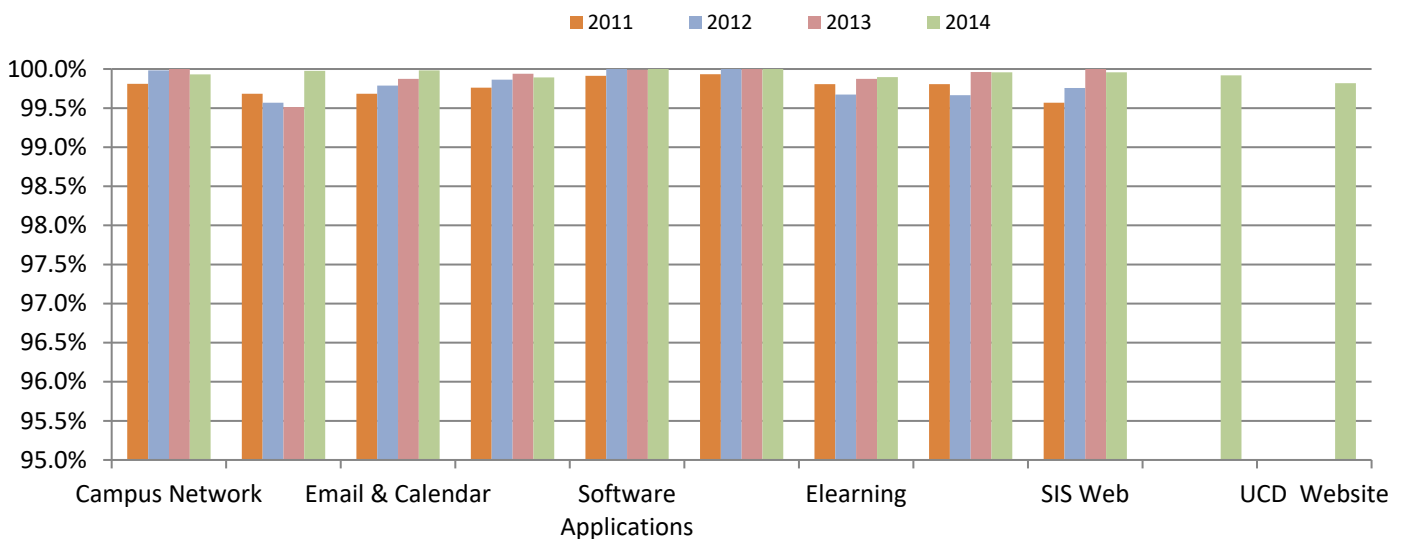
A set of 11 distinct IT services were measured on a weekly basis (12 hour daily window - 9am to 9pm, over a 5 day working week) in 2014. Any failure in a service is logged and the time interval to full recovery is recorded. This “% availability” of the service is averaged against a Quarterly availability target of 99.5%

In 2014 the list of Priority 1 services was revised to reflect the changing demands and IT priorities of the University; Remote Sites, Staff Printing and Student Printing were dropped as Priority 1 services. Wireless and UCD Website were added as Priority 1 Services, and Network was renamed as Campus Network and expanded to include Blackrock, in addition to Belfield.

For the purposes of this report we have compared the 2014 statistics to the yearly statistics dating back to 2011 (where possible).

## Annual Service Levels 2011 and onwards

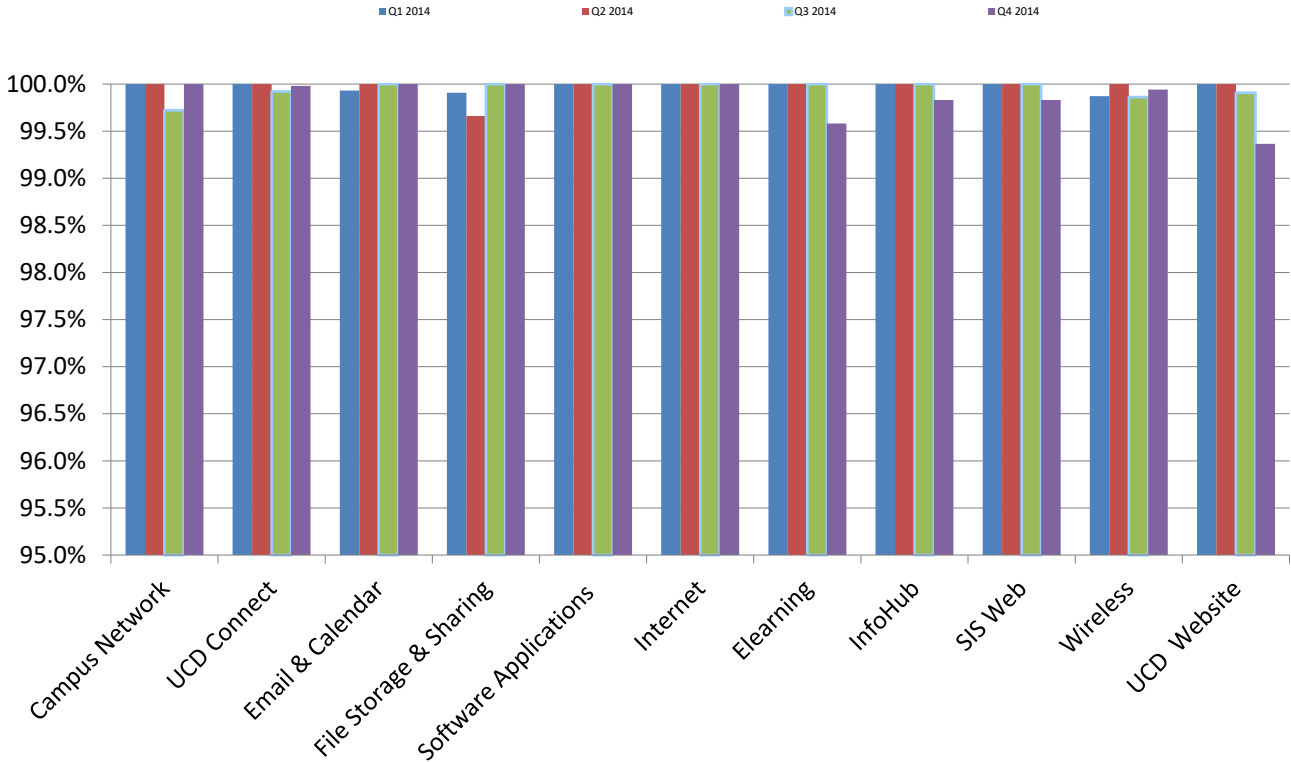
The graph below shows the comparison from 2011 onwards over the full year.



## Quarterly Service Availability

The graph below shows the quarterly statistics for each service for 2014. The target for service availability is 99.5%. During 2014 there was 1 breach in total.

### Service Availability by Quarter



## Summary of Quarterly Service Breaches

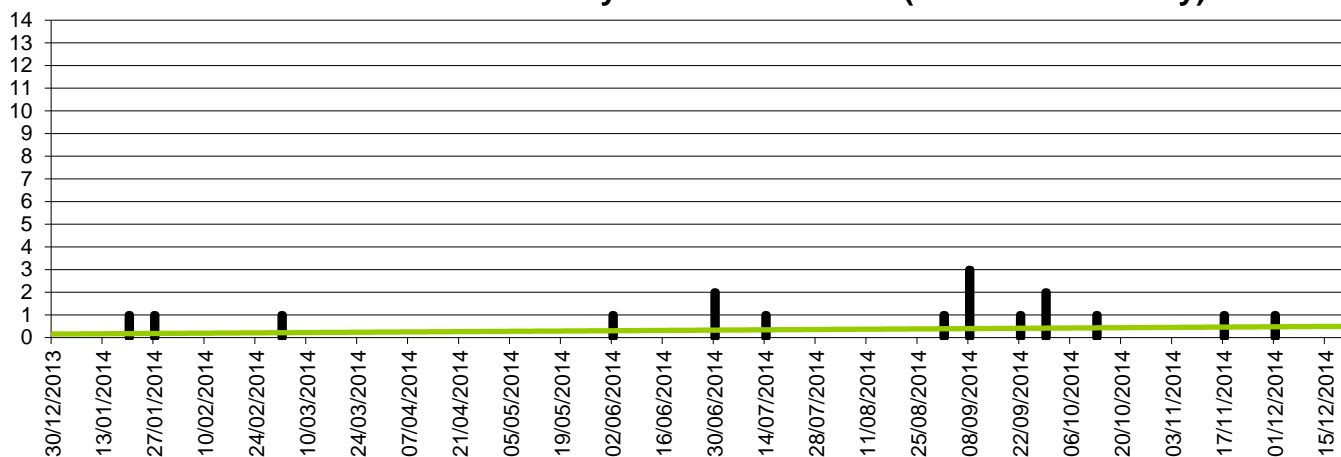
UCD Website, Quarter 4. In October infrastructure issues were discovered at the hosting centres of the managed service providers for our UCD Website service. The Service Provider was unable to satisfactorily resolve these issues, and problems persisted resulting in a number of service interruptions through Quarter 4. UCD IT Services are transitioning this service to an alternative managed service provider.

## 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.

**Count of Weekly Service Breaches (<99.5% availability)**



*The total number of weekly service breaches for 2014 was 17*

## Annual Comparison of Weekly Breaches

	2014		2013		2012		2011	
	Number of breaches	Total duration (Mins)	Number of breaches	Total duration (Mins)	Number of breaches	Total duration (Mins)	Number of breaches	Total duration (Mins)
Campus Network	1	120	0	0	1	30	2	353
UCD Connect	1	30	3	729	5	740	4	532
Email & Calendar	1	30	2	210	3	368	5	594
File Storage & Sharing	2	157	1	85	3	230	3	457
Software Applications	0	0	0	15	0	0	1	165
Internet	0	0	0	0	0	0	1	125
Elearning	2	238	2	257	1	564	1	170
InfoHub	2	97	1	65	3	558	3	356
SIS Web	2	97	0	0	3	420	5	792
Wireless	3	109	-	-	-	-	-	-
UCD Website	3	405	-	-	-	-	-	-
Other Services			4	1114	7	1127	10	2301
<b>Total</b>	<b>17</b>	<b>1524</b>	<b>13</b>	<b>2475</b>	<b>26</b>	<b>4037</b>	<b>35</b>	<b>5845</b>

The comparison with 2013 shows downtime decreased by 38.4%, but that the number of breaches increased by 30.8%.

## Overall Trends

General	<b>Decrease</b> in service breaches in 2014 over previous year.
Campus Network:	<b>Service Level met for all Quarters</b>
UCD Connect:	<b>Service Level met for all Quarters</b>
Email & Calendar:	<b>Service Level met for all Quarters</b>
File Storage & Sharing:	<b>Service Level met for all Quarters</b>
Software Applications:	<b>Service Level met for all Quarters</b>
Internet:	<b>Service Level met for all Quarters</b>
eLearning:	<b>Service Level met for all Quarters</b>
InfoHub:	<b>Service Level met for all Quarters</b>
SIS Web:	<b>Service Level met for all Quarters</b>
Wireless:	<b>Service Level met for all Quarters</b>
UCD Website:	<b>One Service</b> breach in Quarter 4. This was caused by infrastructure issues at our managed service providers hosting facilities.

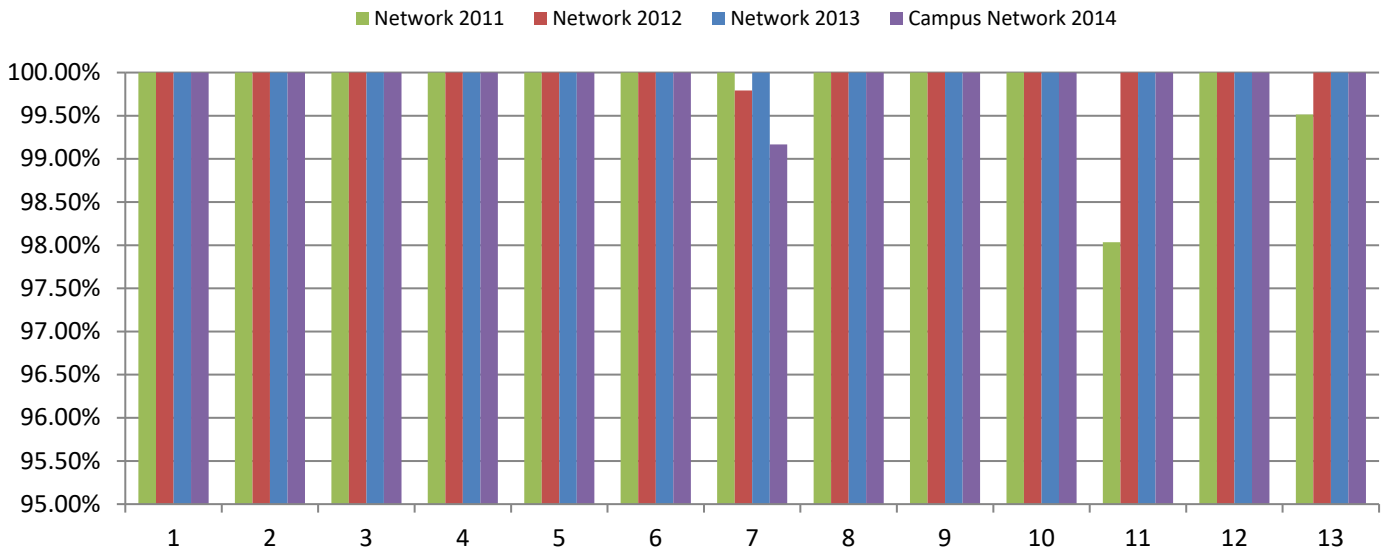
## Annual Campus Network Availability

Campus Network availability is one of the most significant factors in overall service performance. It measures the availability of the network between all buildings on the Belfield and Blackrock campuses.

Total Annual Campus Network Downtime: 1323 Minutes in 2004  
1075 minutes in 2005  
256 minutes in 2006  
0 Minutes in 2007  
0 Minutes in 2008  
0 Minutes in 2009  
170 Minutes in 2010  
353 Minutes in 2011  
30 Minutes in 2012  
0 Minutes in 2013  
120 Minutes in 2014

The annual availability level for 2014 was **99.94%**.

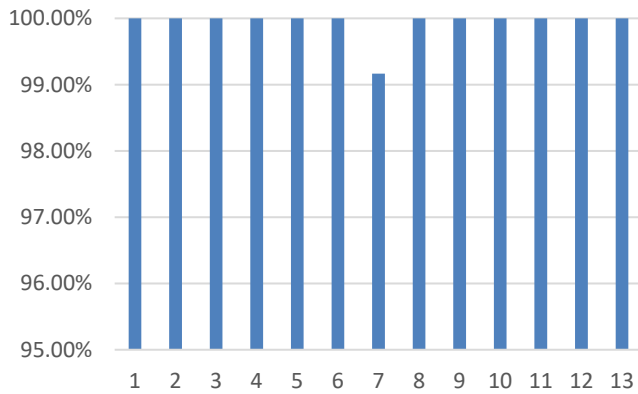
The graph below shows the monthly availability comparison for 2011 onwards.



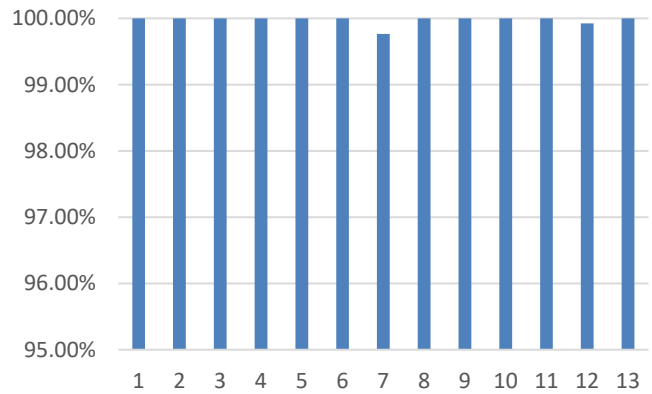
## Individual 4 Week Period Service Availability – 2014

Detailed history for 2013 together with quarterly comparisons over the four year period 2010 to 2013 are provided on the following pages.

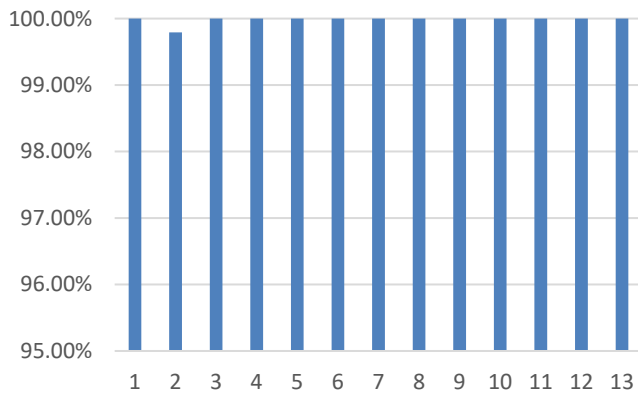
### Campus Network



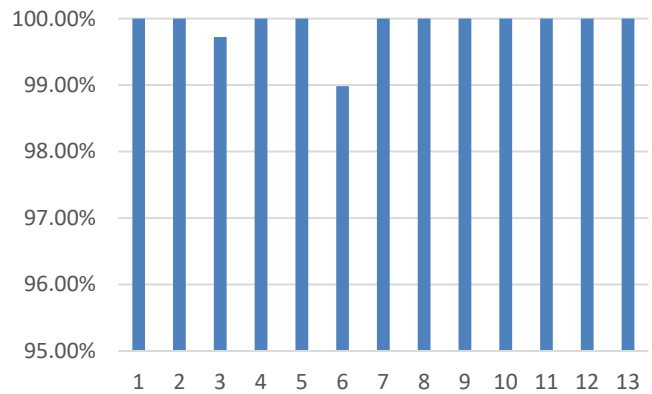
### UCD Connect



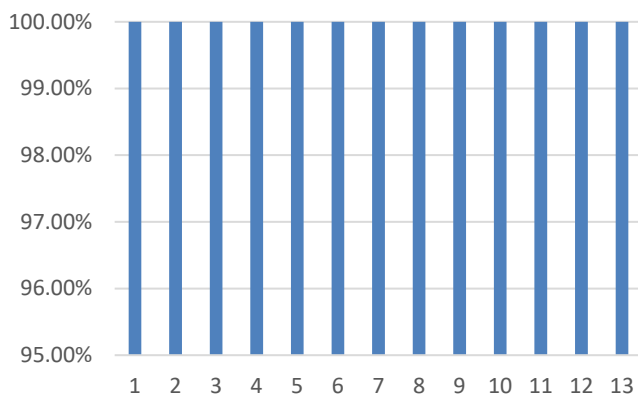
### Email & Calendar



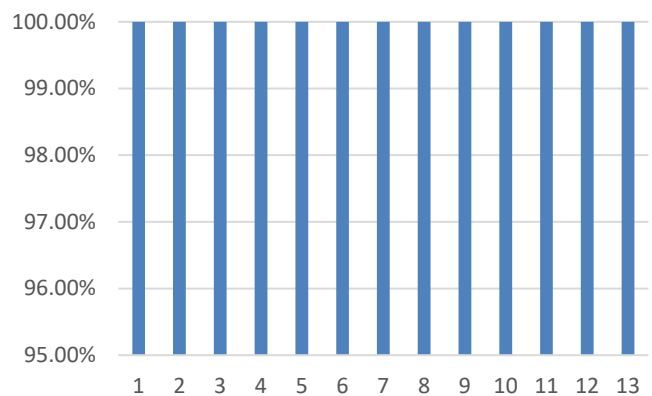
### File Storage & Sharing



### Software Applications



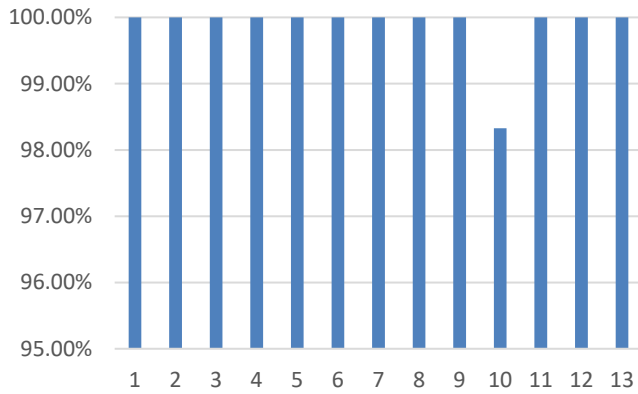
### Internet



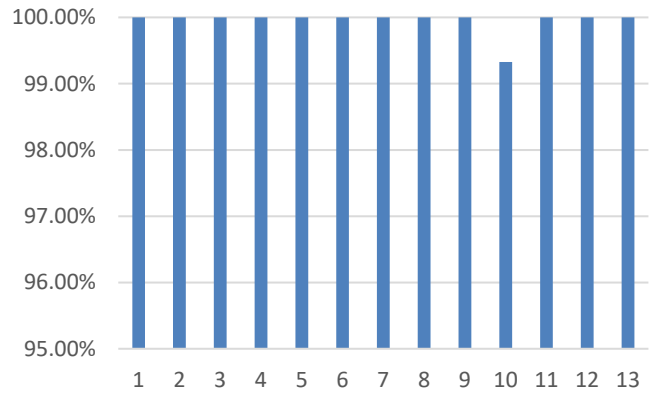


Individual 4 Week Period Service Availability – 2014 (cont.)

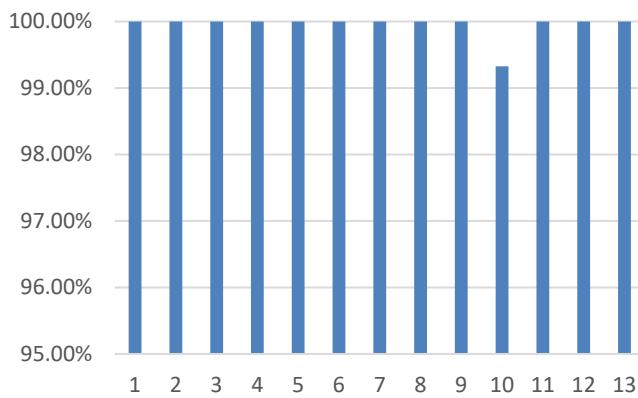
Elearning



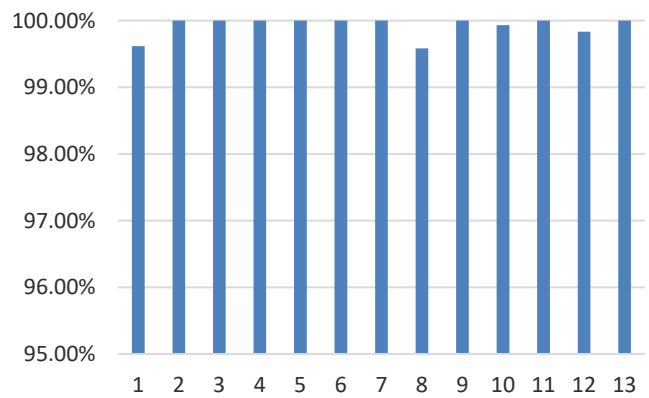
InfoHub



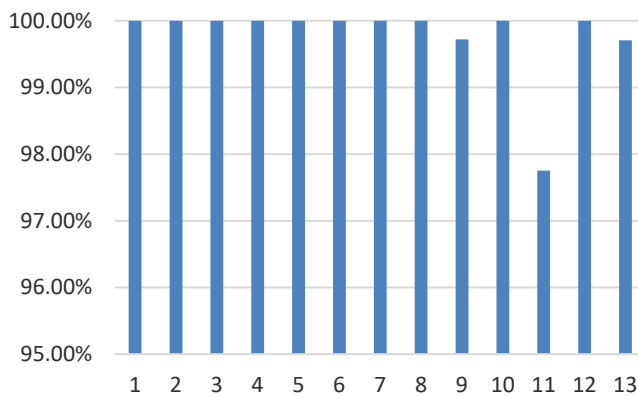
SIS Web



Wireless

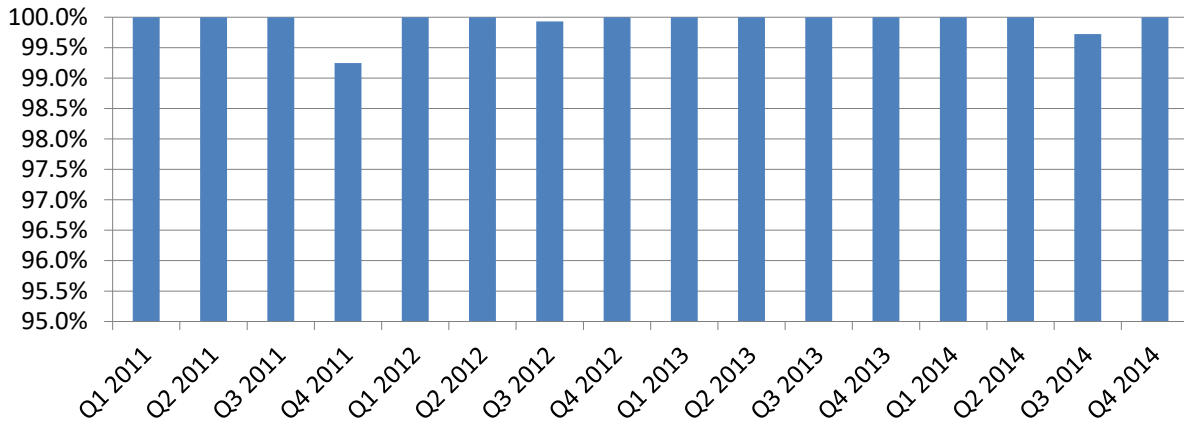


UCD Website

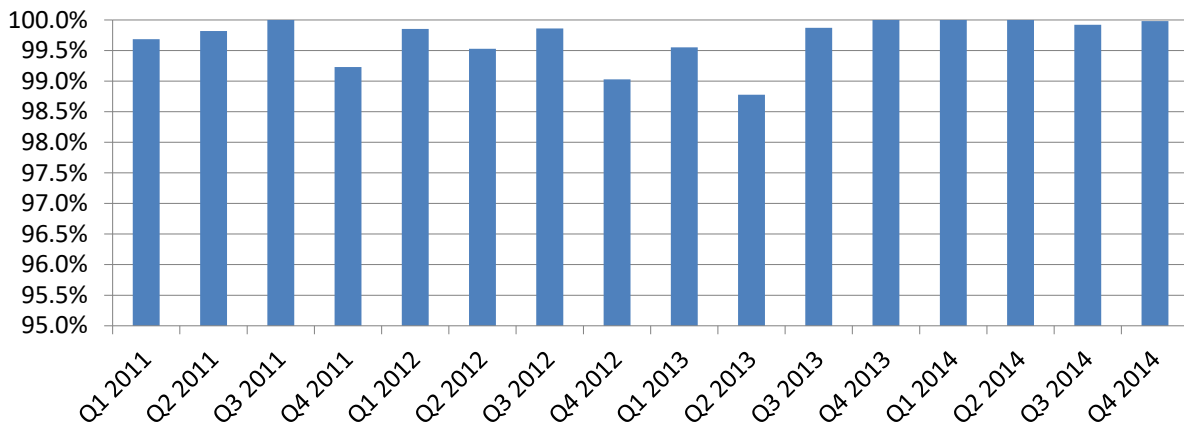


Individual Quarterly Service Availability – 2011 – 2014

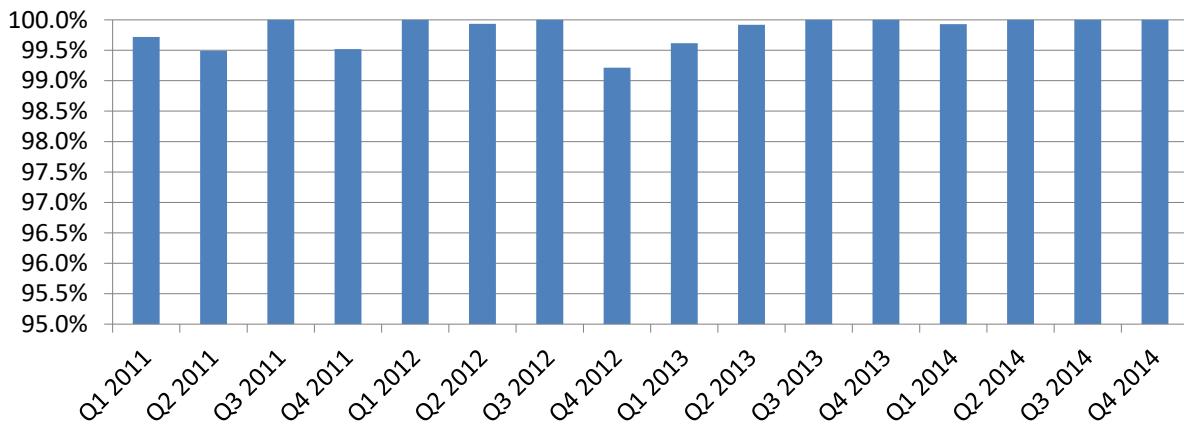
Campus Network



UCD Connect

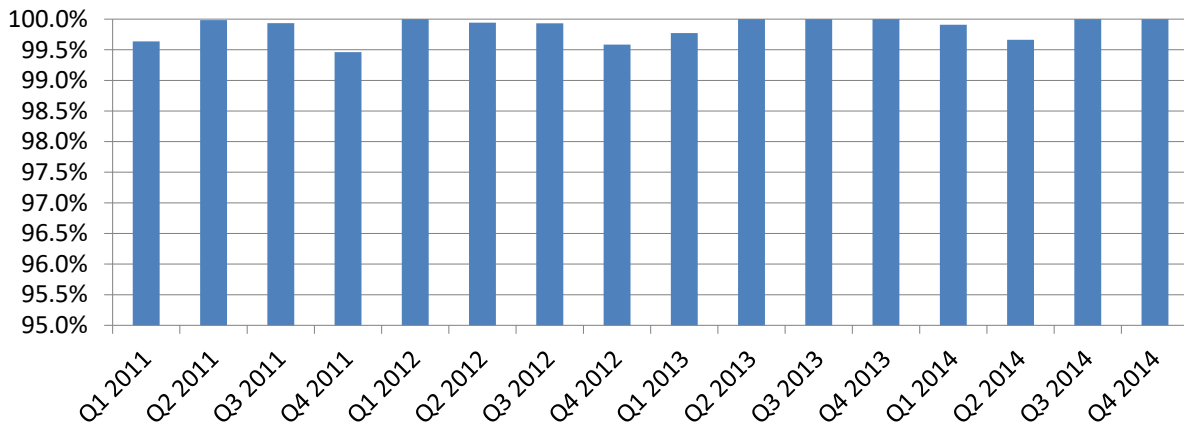


Email & Calendar

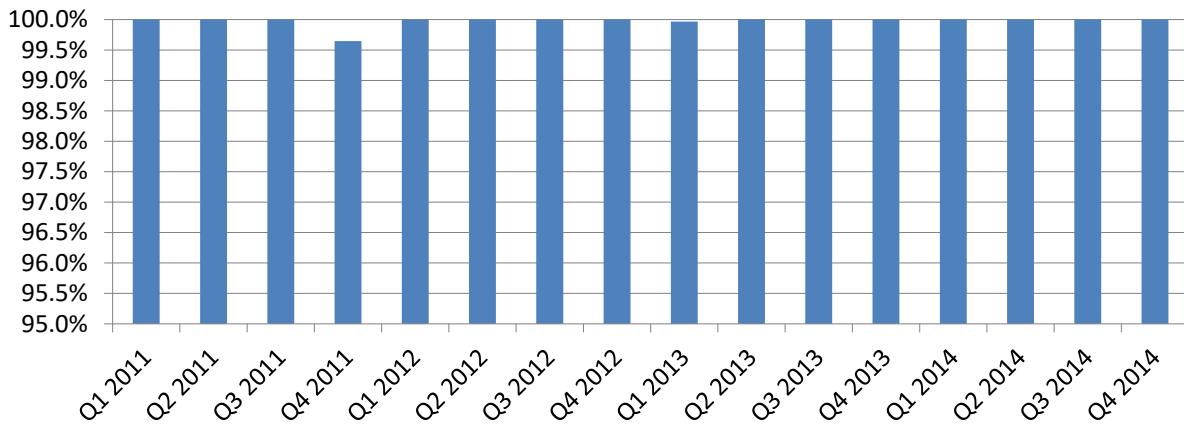


Individual Quarterly Service Availability – 2011 - 2014 (cont.)

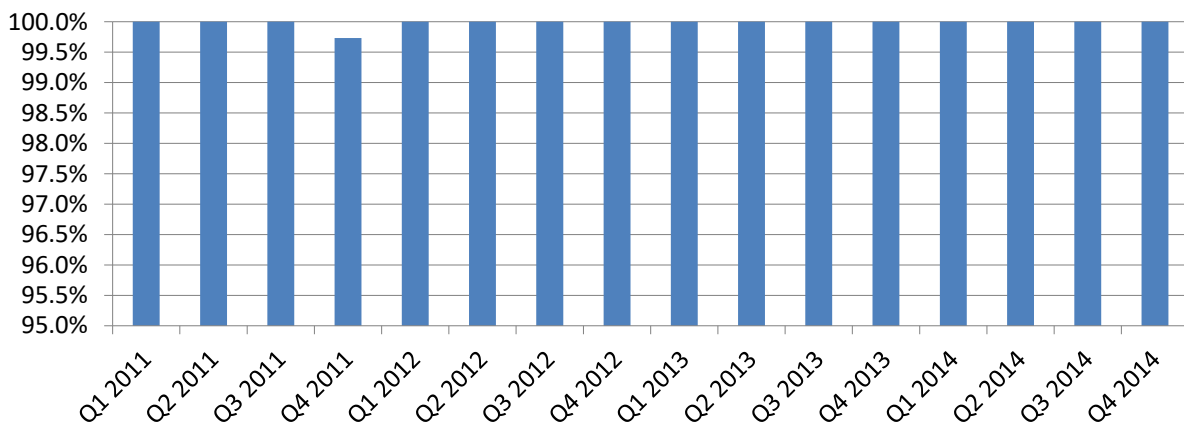
File Storage & Sharing



Software Applications

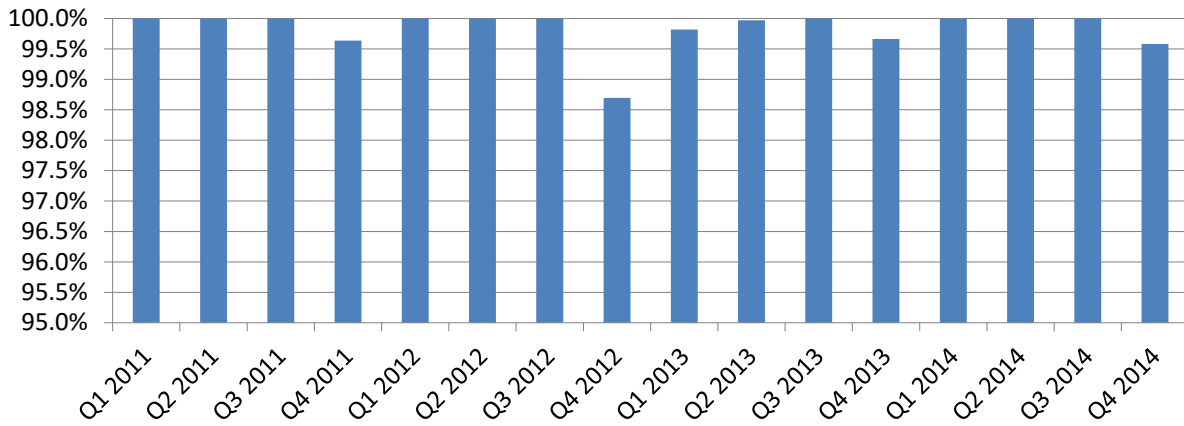


Internet

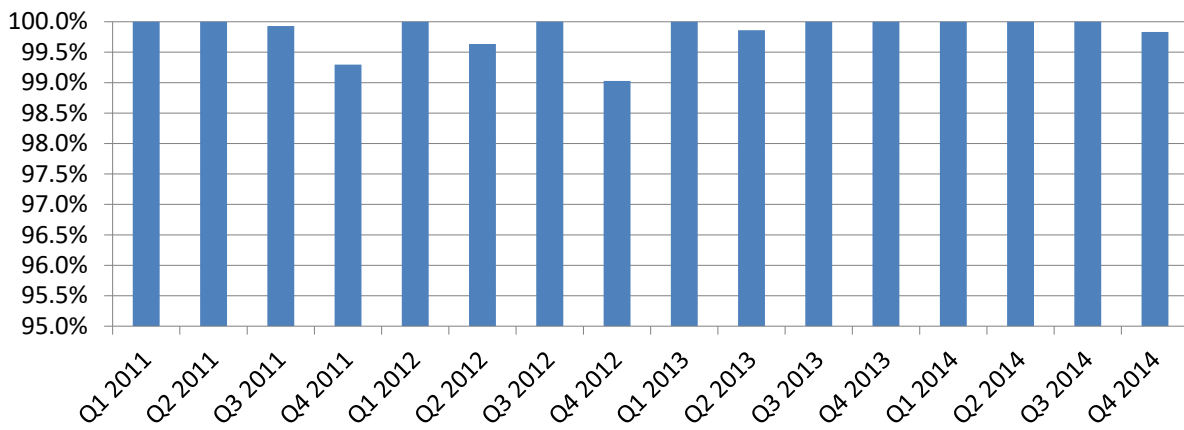


Individual Quarterly Service Availability – 2011 - 2014 (cont.)

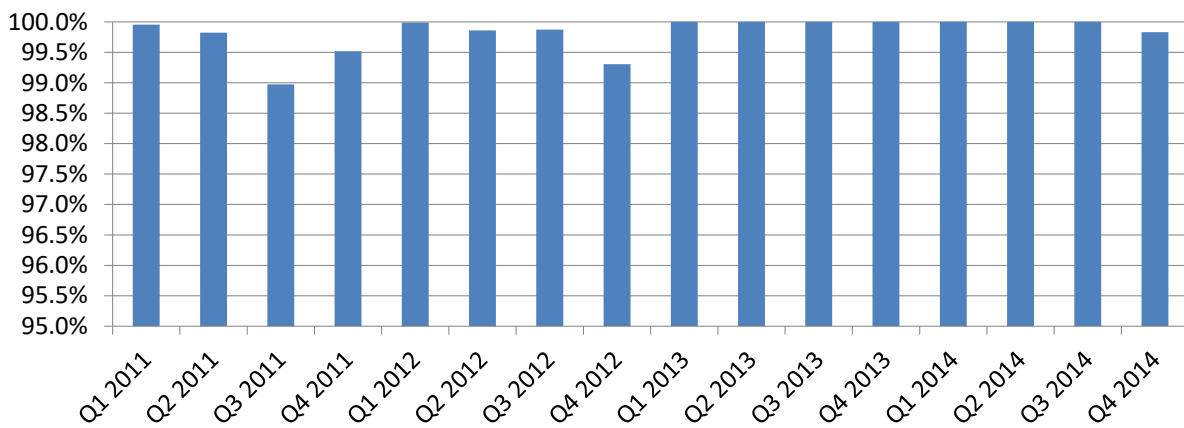
Elearning



InfoHub



SIS Web



### Individual Quarterly Service Availability – 2011 - 2014 (cont.)

UCD Website

