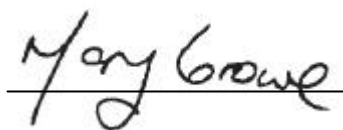


IT Services Performance Report

January – December 2005

Prepared by: UCD Computing Services
Date: 15 May 2006



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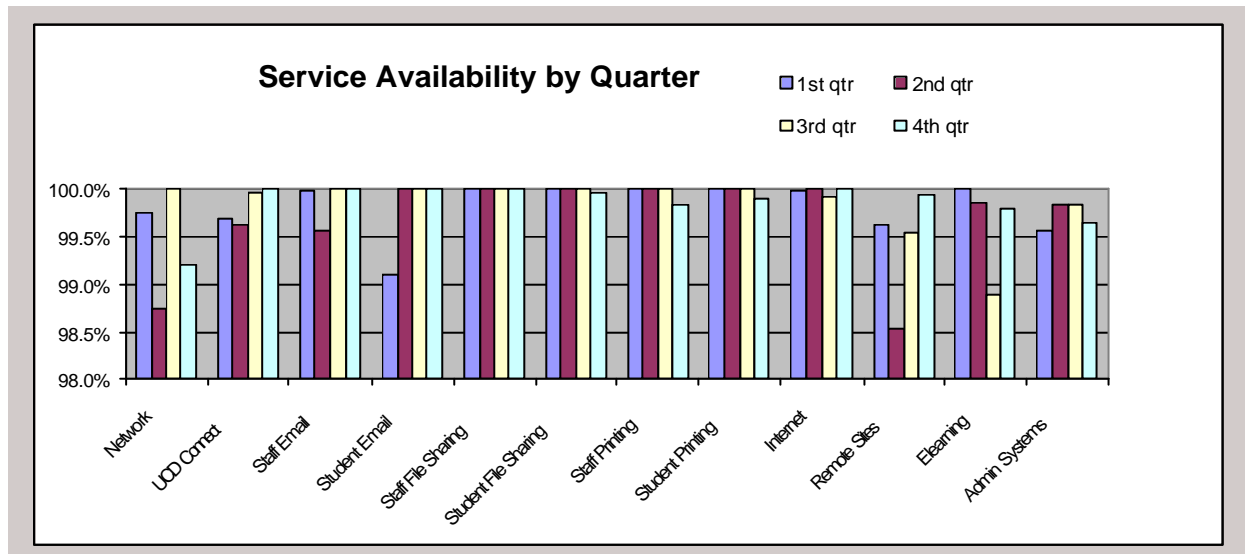
Background

In December 2003 UCD commenced the implementation of a 5 year plan 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 last year in January 2004. This report is our second full year and contains both 2005 results and key comparisons with 2004.

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.

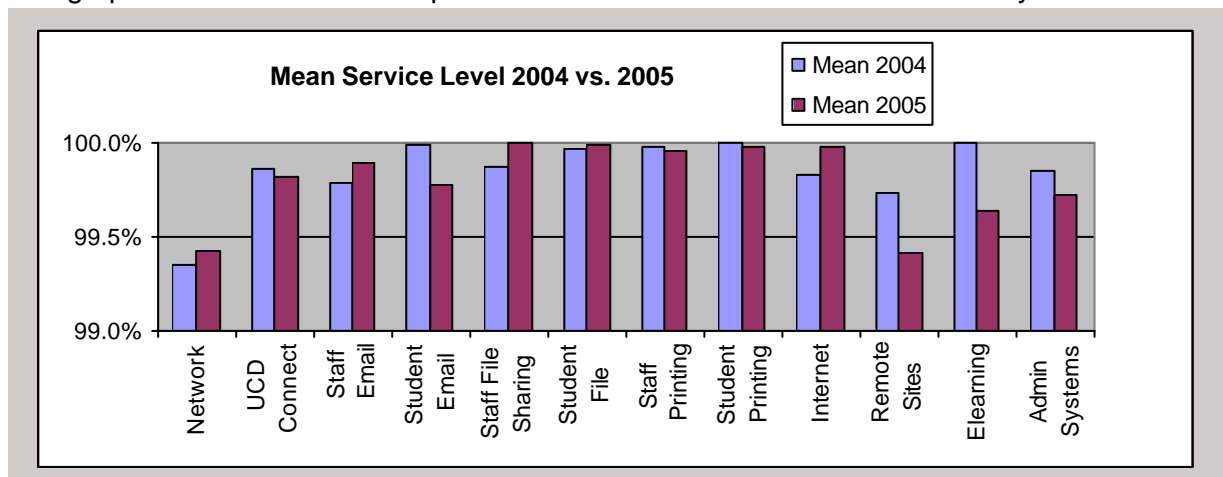
Service Availability Measures

The graph below shows the quarterly statistics for each service for 2005, with the average availability level. The target for service availability is 99.5%. During 2005, four of our services breached this target level – networks in the 2nd and 4th quarter, student email in the 1st quarter, remote sites in the 2nd quarter, and eLearning in the 3rd quarter.



Mean Service Levels 2004 versus 2005

The graph below shows the comparison between 2004 and 2005 over the full year.

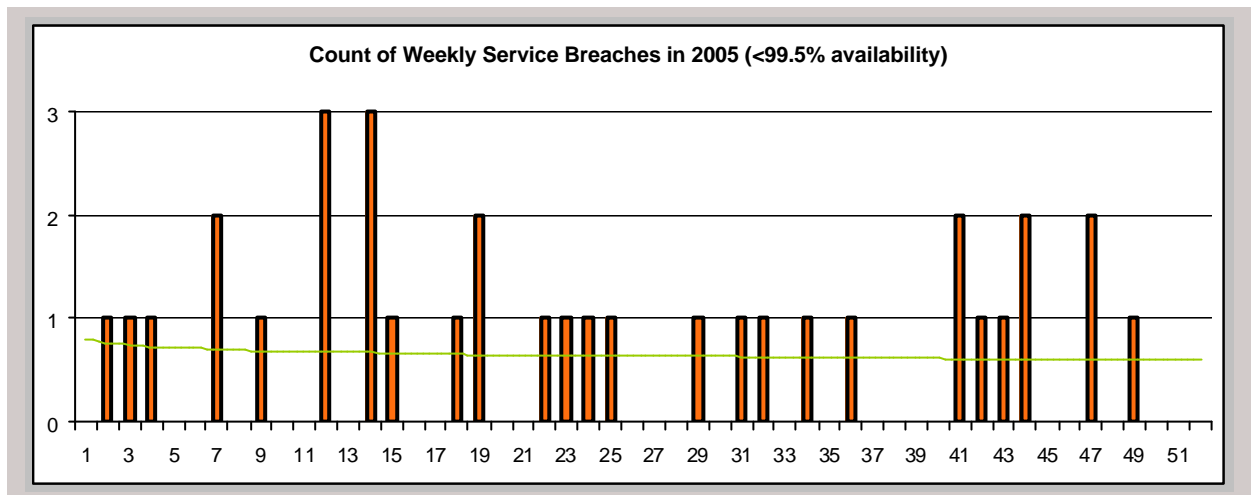


Frequency of Service Interruption

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 2005 was 34, an average of 0.7 per week.



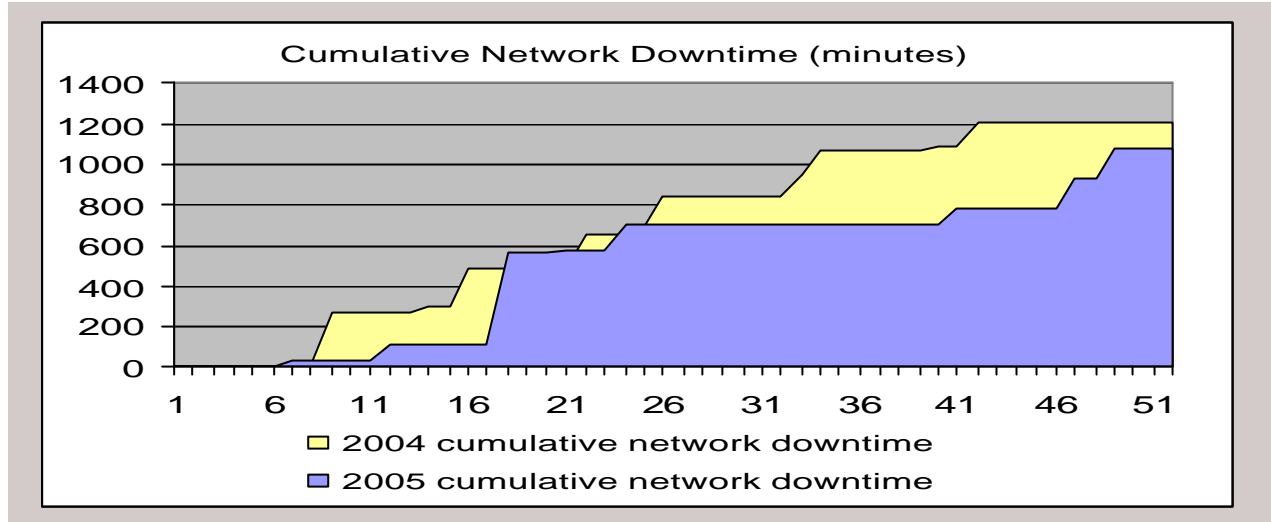
The comparison with 2004 shows a **decrease in incidents** of 22% (from 43 breaches in 2004). However, the total duration of service outage **increased** from 3,339 mins in 2004 to 4,519 mins in 2005. (One single incident on the old student email system in January 2005 accounted for 420 mins – this system has now been replaced). Remote sites and network accounted for close to 50% of the total outage time in 2005.

The breakdown of breaches by service were as follows:

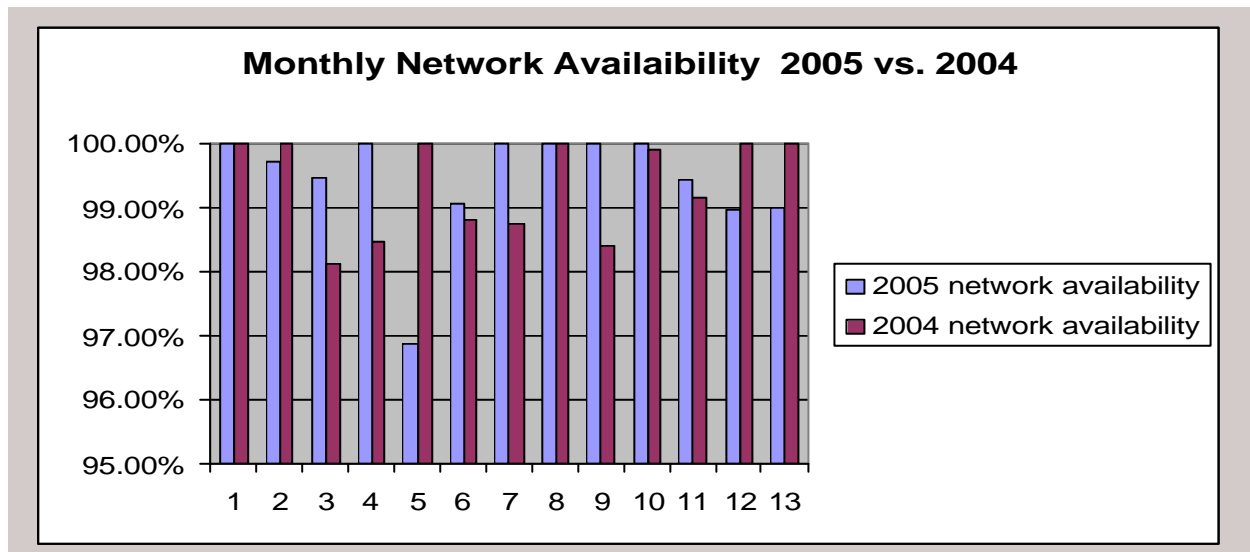
Service	2005 Number of breaches	2005 Total duration (Mins)	2005 Avg Duration (mins)	2004 Number of breaches	2004 Total duration (Mins)	2004 Avg Duration (mins)
Network	7	1075	154	9	1203	134
UCD Connect	4	332	83	7	255	36
Staff Email	2	208	104	3	403	134
Student Email	1	420	420	1	30	30
Staff File	0	0	0	5	226	45
Student File	1	20	20	2	65	33
Staff Printing	1	80	80	2	40	20
Student Printing	0	45	0	0	0	0
Internet	1	40	40	3	320	107
Remote Sites	7	1104	158	8	520	65
Elearning	5	674	0	0	0	0
Admin Systems	5	521	104	3	278	93
TOTALS	34	4519	133	43	3339	78

Network Availability

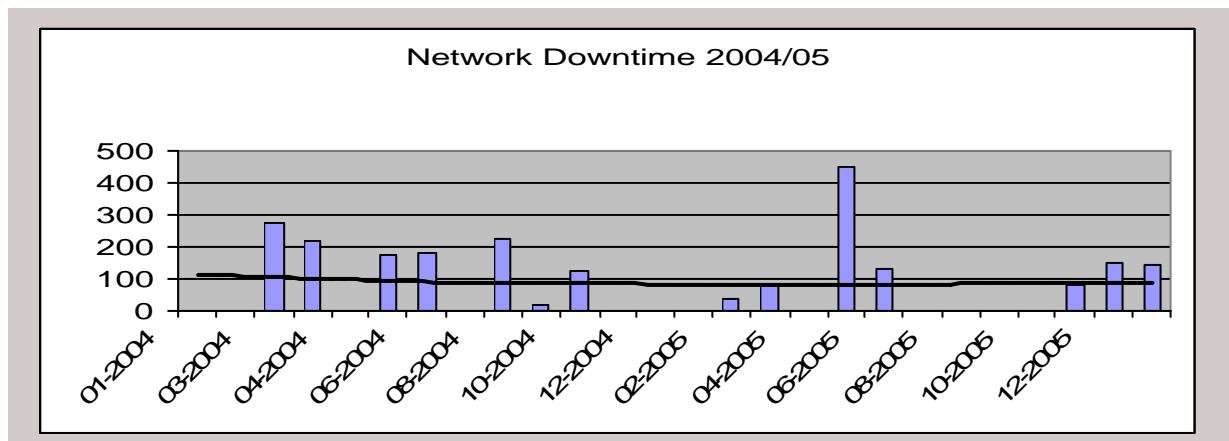
Network availability is one of the most significant factors in overall service performance. The chart below shows cumulative network downtime over the year 2005 and comparative figures of 2004. The annual network downtime has been reduced by 12% over the period



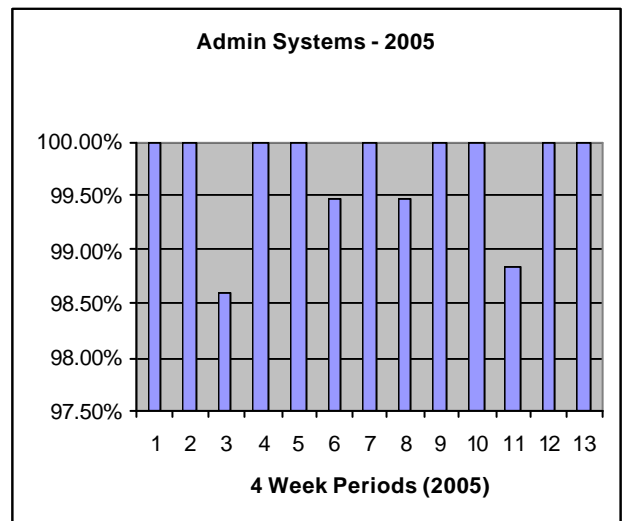
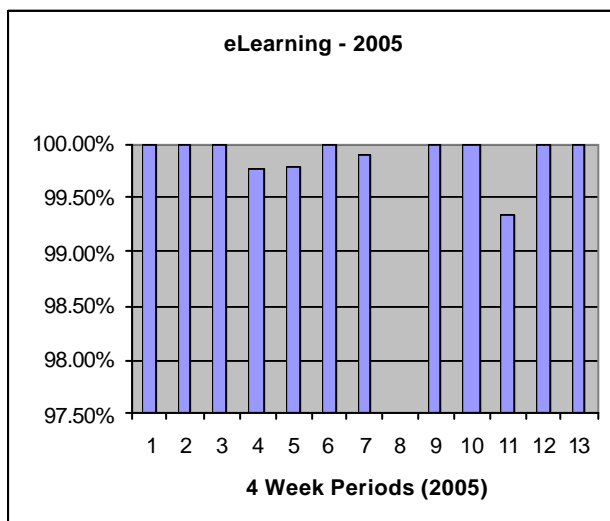
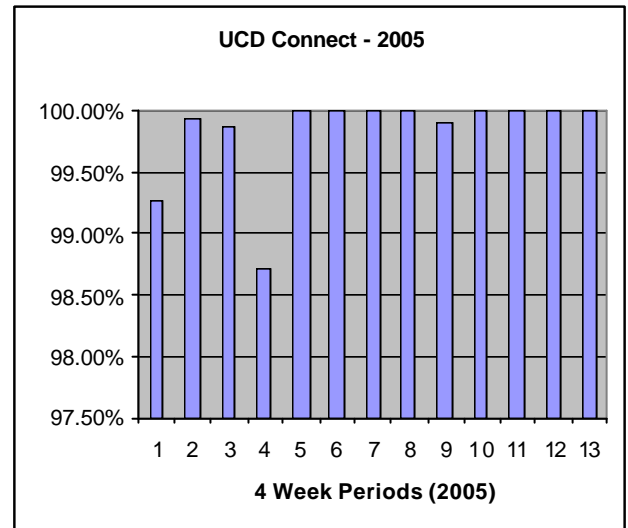
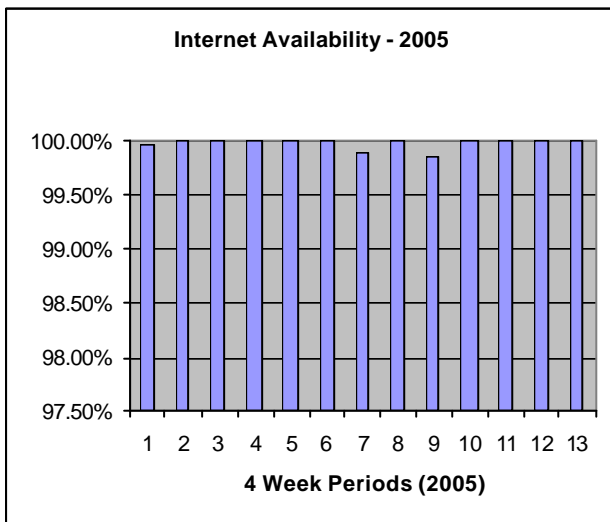
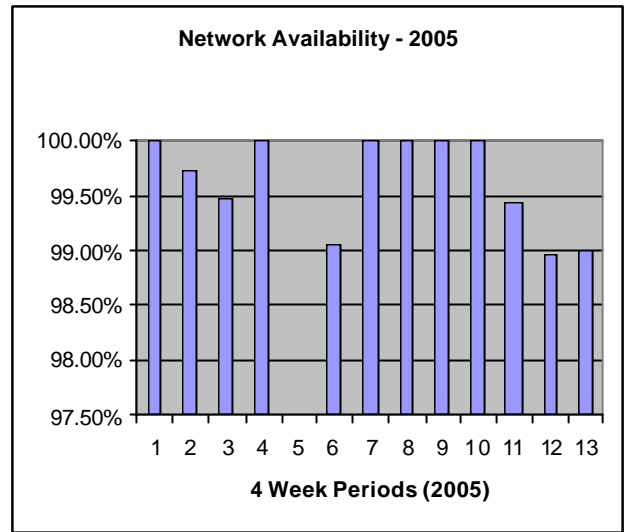
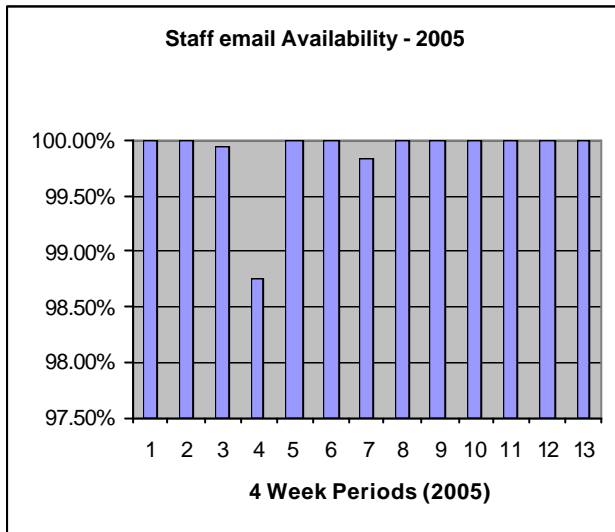
The monthly availability comparison between 2005 and 2004 is shown below



The monthly trend over the full two years 2004 and 2005 is as follows (downtime in mins.)



Individual Service Availability – 2005



Individual Service Availability – 2006 (contd./)

