



IT Services Performance Report

January – December 2007

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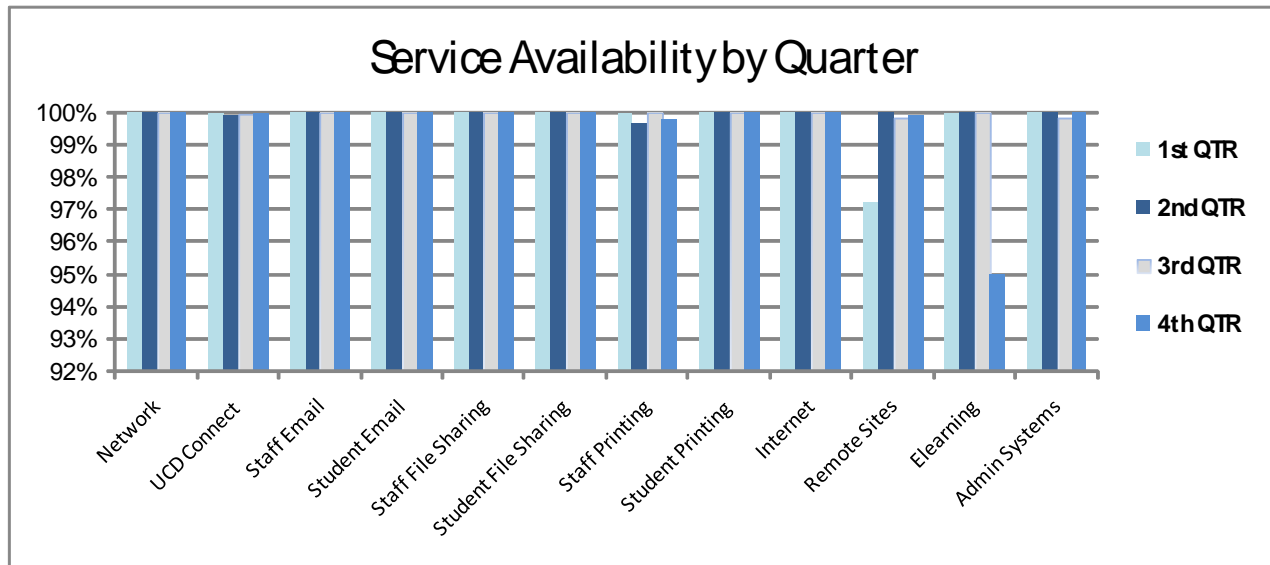
Background

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 in January 2004. This report is our fourth full year and contains 2007 results and key comparisons with 2004, 2005 and 2006.

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

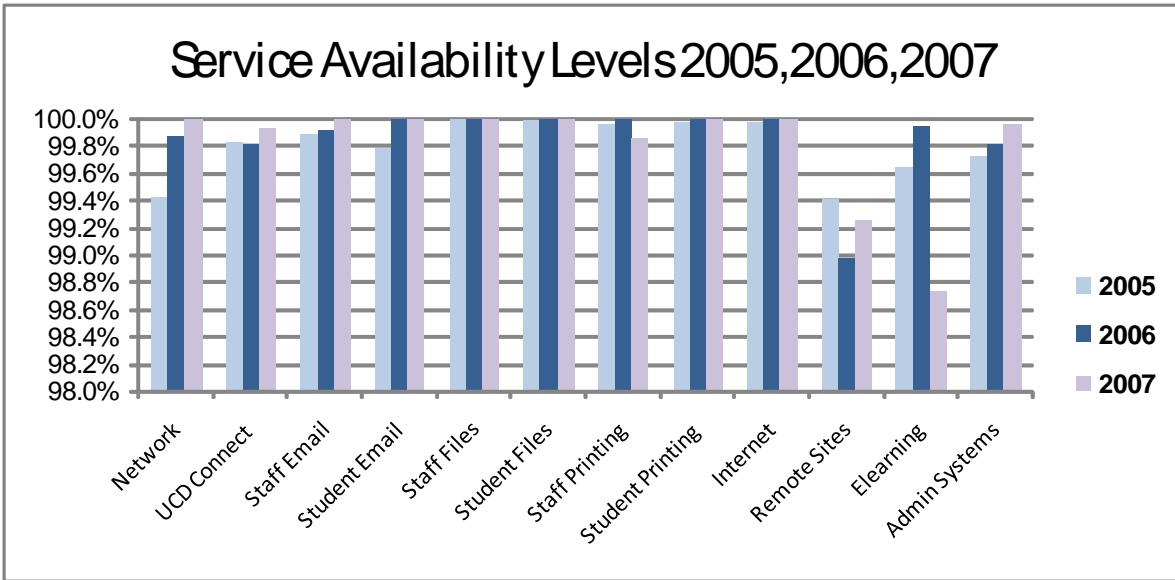
The graph below shows the quarterly statistics for each service for 2007 and the average availability level. The target for service availability is 99.5%. During 2007, two of our services breached this target level – Remote Sites in the 1st Quarter and Elearning in the 4th Quarter.



The breach of service levels for Remote Sites was mainly caused by a single outage at Lyons Estate which took the Telecoms Provider a number of days to repair. Due to the location of Lyons Estate, there are very few providers available. The second service breached in 2007 was for the Elearning Service when an upgrade failed and recovery operations took a number of days to complete.

Service Levels 2005, 2006 and 2007

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

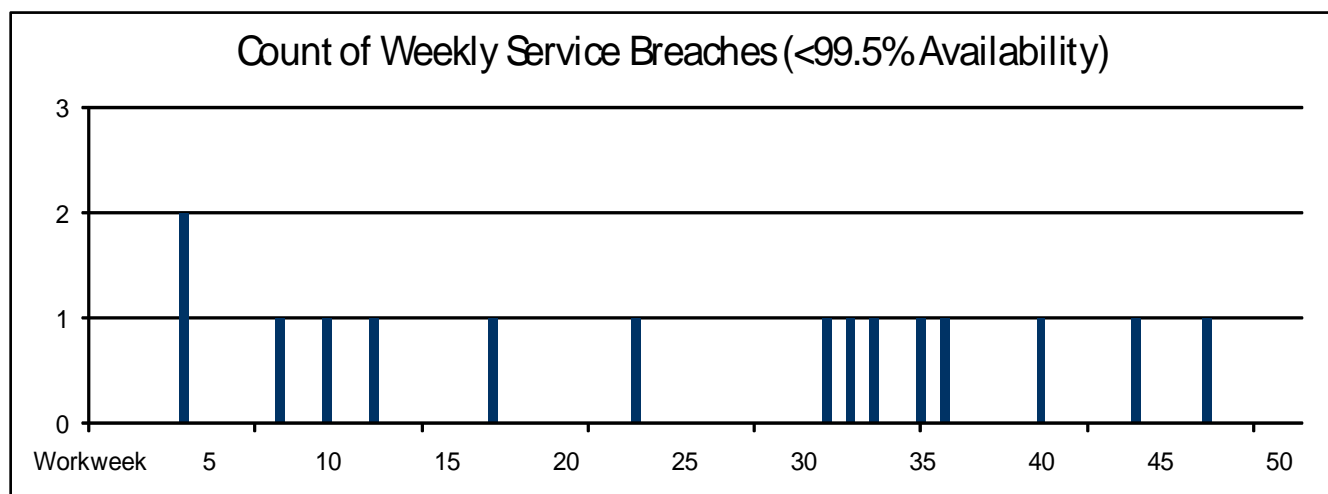


Network Service has improved significantly with availability now reaching 100%. A number of other services have maintained 100% availability with improvements generally continuing year on year. This is primarily due to the resilient infrastructure created under the IT Architecture plan. Specific measures and investment are planned for 2008 to guarantee the availability of the elearning environment.

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 2007 was 15

Yearly Comparison

	Comparison - Yearly Statistics 2004 - 2005 - 2006 - 2007							
	2007	2007	2006	2006	2005	2005	2004	2004
	number	total	number	total	number	total	number	total
	breaches	downtime	breaches	downtime	breaches	downtime	breaches	downtime
Network	0	0	6	256	7	1075	9	1203
UCD Connect	3	115	5	362	4	332	7	255
Staff Email	0	0	2	173	2	208	3	403
Student Email	0	0	0	0	1	420	1	30
Staff File Sharing	0	0	0	0	0	0	5	226
Student File Sharing	0	0	0	0	1	20	2	65
Staff Printing	2	185	0	0	1	80	2	40
Student Printing	0	0	0	0	0	45	0	0
Internet	0	0	0	0	1	40	3	320
Remote Sites	6	1446	12	1928	7	1104	8	520
eLearning	2	2375	1	99	5	674	0	0
Admin Systems	2	75	1	360	5	521	3	278
Totals	15	4196	27	3178	34	4519	43	3339

The comparison with 2006 shows a decrease in incidents of 40%, from 27 events to 15 events. The total downtime increased by 30% with the major cause being the Elearning outage (60% of total downtime) and remote sites (35% of total downtime).

Overall Trends

General	40% reduction in service breaches in 2007 over previous year. Increase in total service downtime in 2007 versus 2006 caused mainly by eLearning outage
Network:	Service Level met for all Quarters. Year on Year improvement
UCD Connect:	Service Level met for all Quarters. Availability has improved on last year.
eLearning:	Service level breached in Quarter 4. 1 major outage in November
Staff Email:	Service level met for all quarters. Year on Year improvement
Student Email:	Service level met for all quarters. No outages for the year.
Internet:	Service level met for all quarters.. No outages for the year
Remote:	Issues with remote sites, particularly Lyons Estate Improvement on last year
File Shares	Staff & Student Service level met for all quarters. No outages for the year

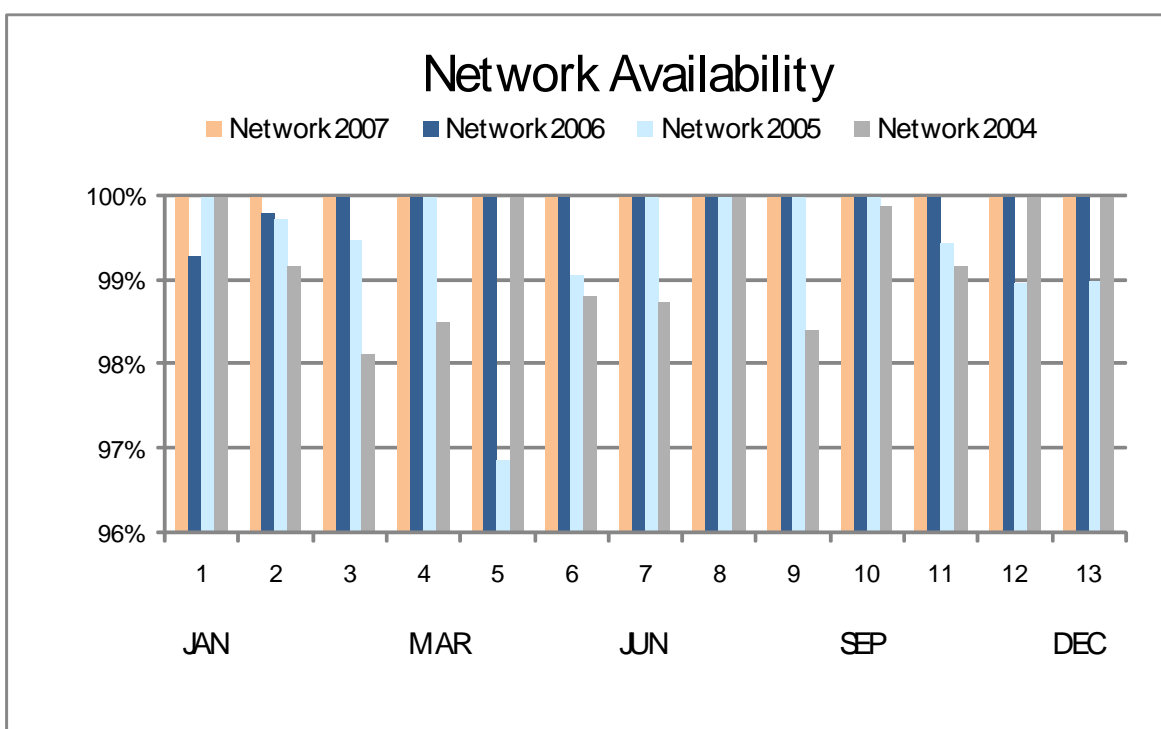
Network Availability

Network availability is one of the most significant factors in overall service performance. Over the past three years the level of network downtime has been reduced by a factor of five.

Total Annual Network Downtime: 1203 minutes in 2004
 1075 minutes in 2005
 256 minutes in 2006
 0 Minutes in 2007

The annual availability level for 2007 was **100%**

The graph below shows the monthly availability comparison for 2007, 2006, 2005 and 2004.

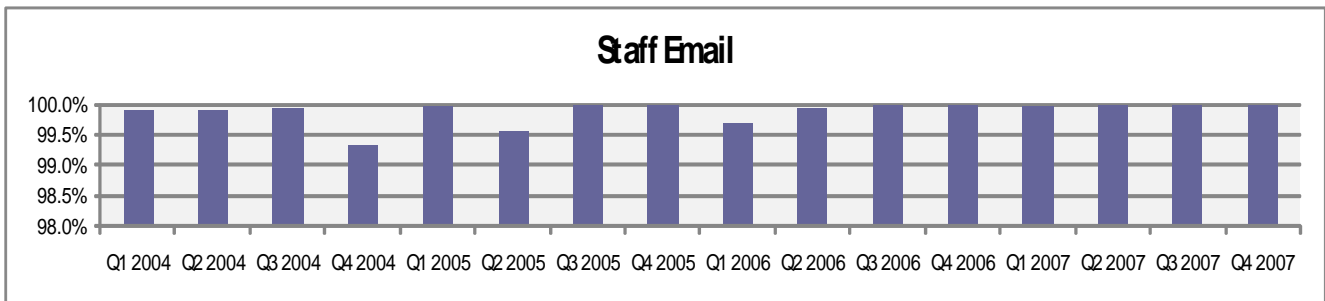
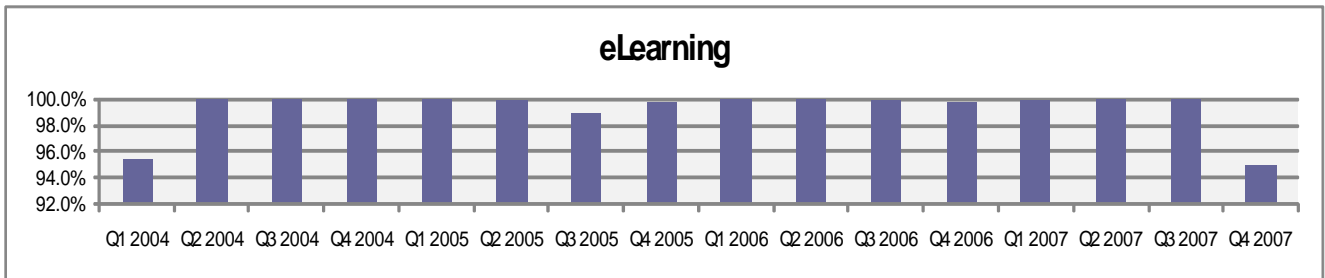
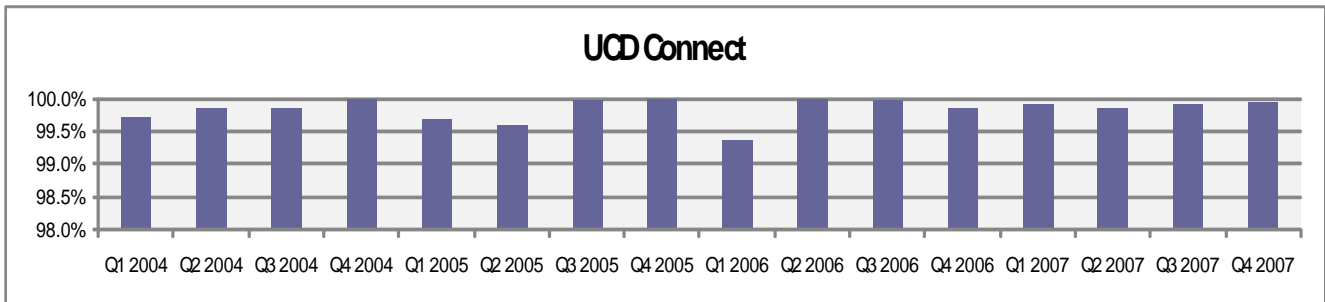
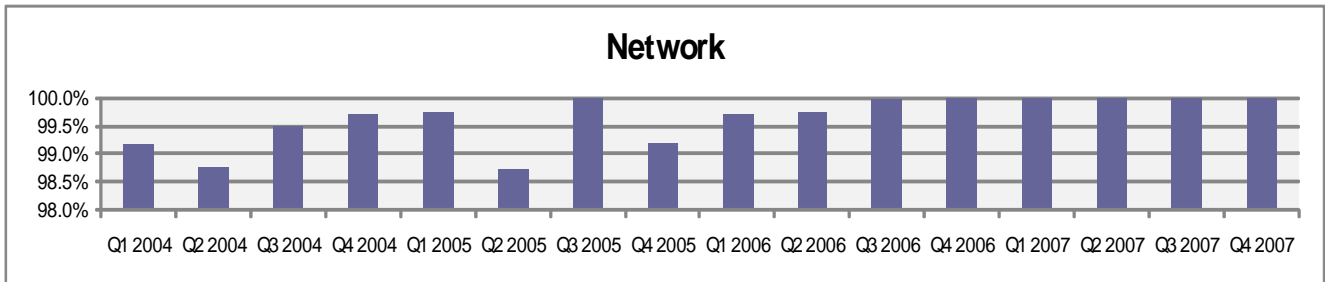


The table below lists the different campus locations and their network connections. The annual availability for the Belfield campus was 100% however, other areas not directly connected to the MAN, such as our remote sites, did have some outages.

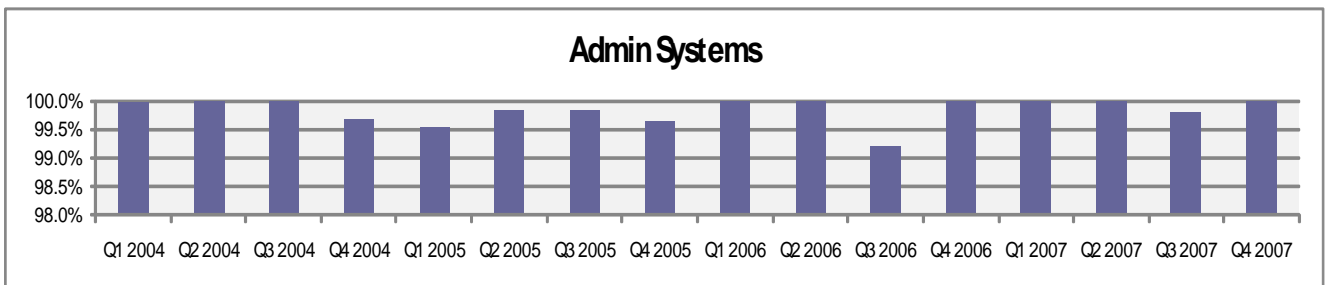
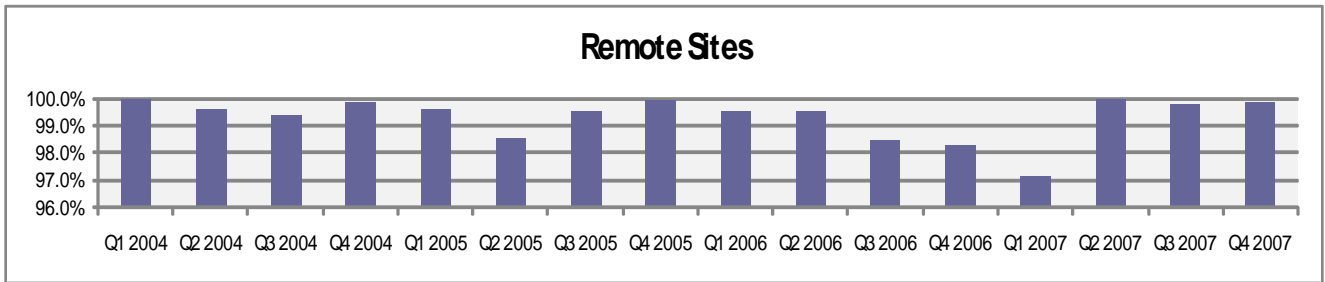
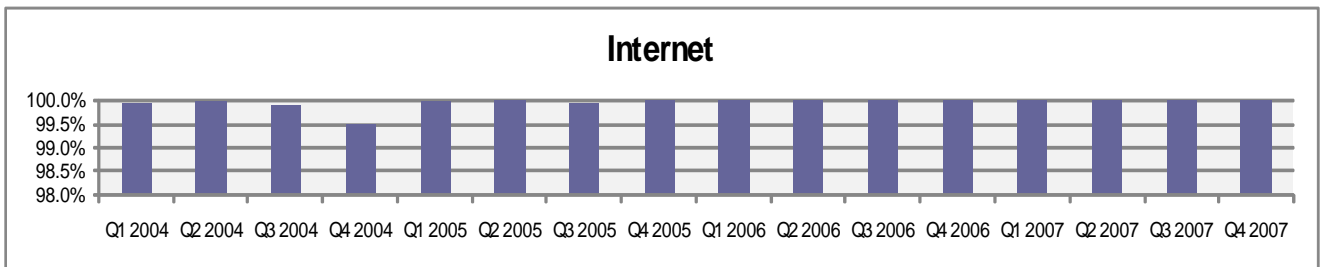
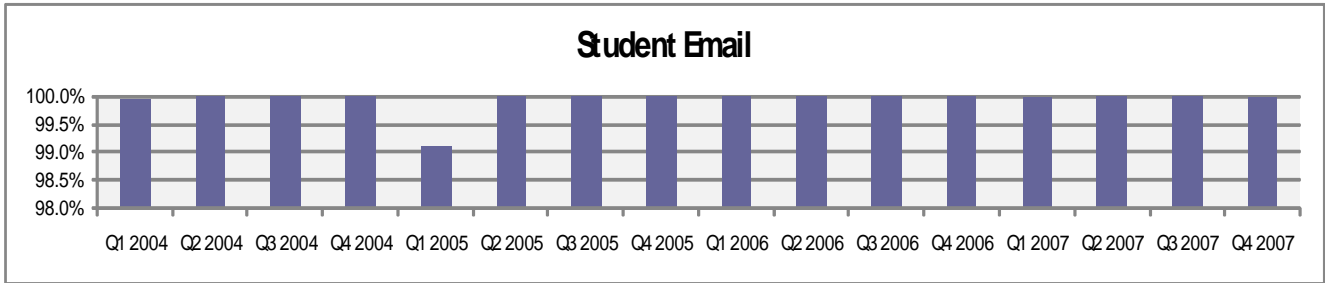
Campus	Connection Type	Comments
Belfield	MAN	100% availability for 2007
Blackrock	MAN	Connection recently upgraded
St Vincents Hospital	MAN	No significant outages in 2007
Mater Hospital	MAN	No significant outages in 2007
Crumlin Hospital	Wireless	Backup link with 64k in place
Lyons Estate	Wireless	Have applied for MAN connection

Individual Service Availability – 2004-2007

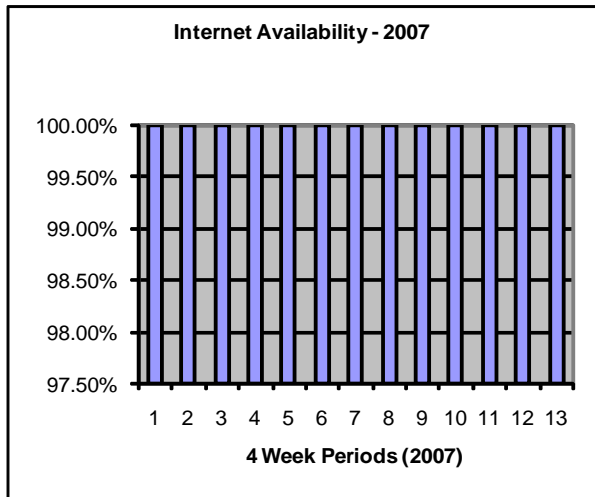
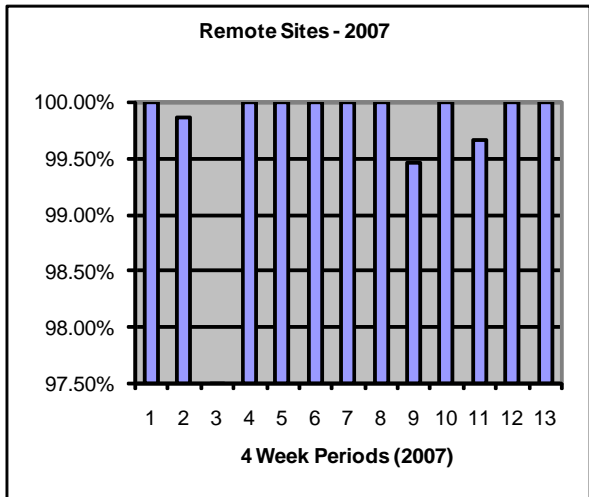
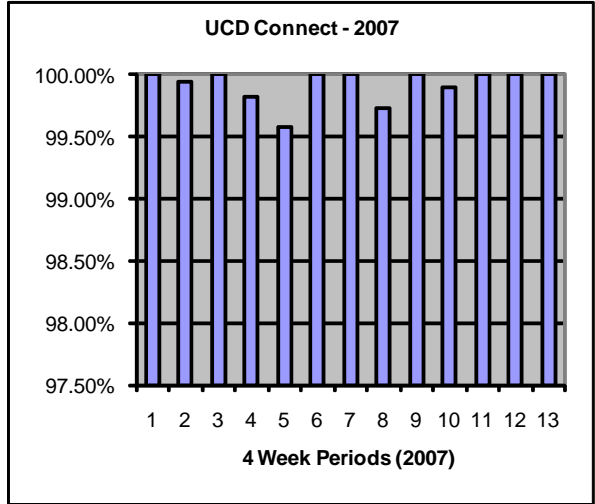
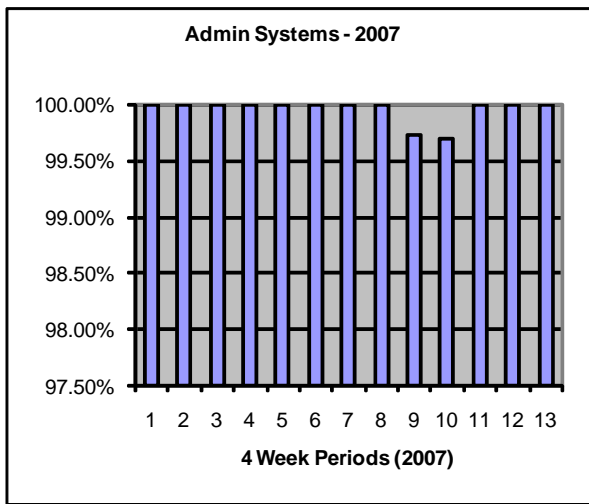
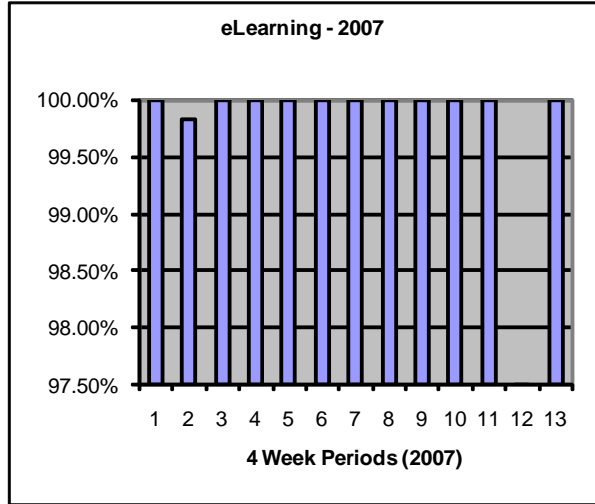
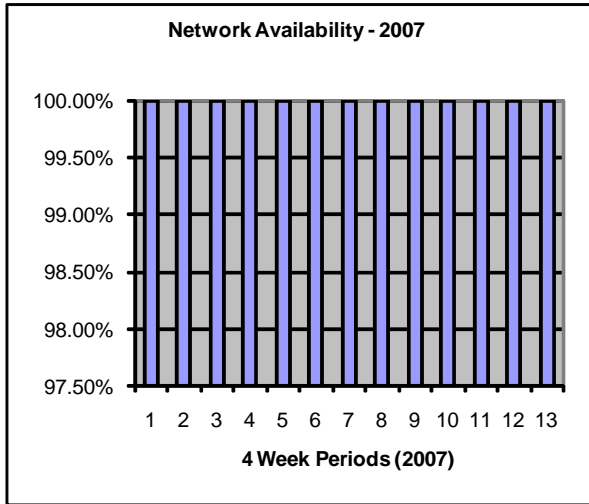
Detailed history for 2007 together with quarterly comparisons over the four year period 2004 to 2007 are provided on the following pages. The investment in IT Infrastructure has clearly led to continuing improvements in network availability and in the consistency of key services – email, Internet and UCD Connect.



Individual Service Availability – 2004-2007 (cont.)



Individual Service Availability – 2007



Individual Service Availability – 2007 (cont.)

