

IT Services Performance Report

January – December 2008

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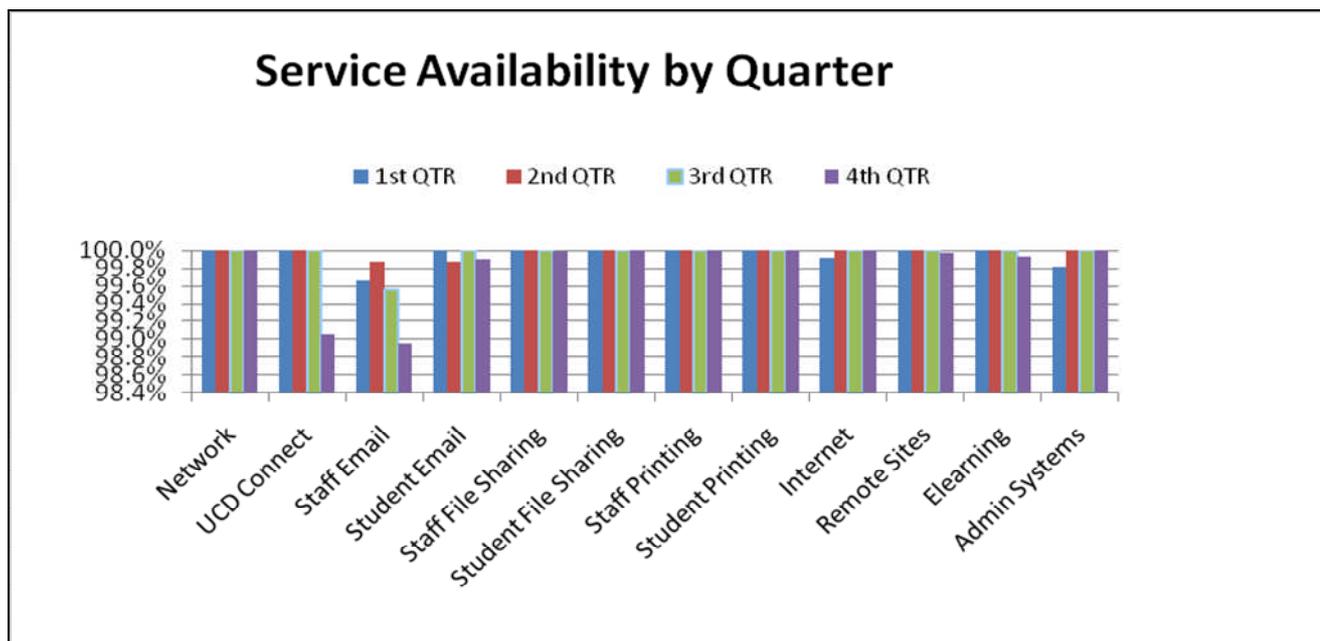
Background

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 fifth full year and contains 2008 results and key comparisons with 2005, 2006 and 2007.

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

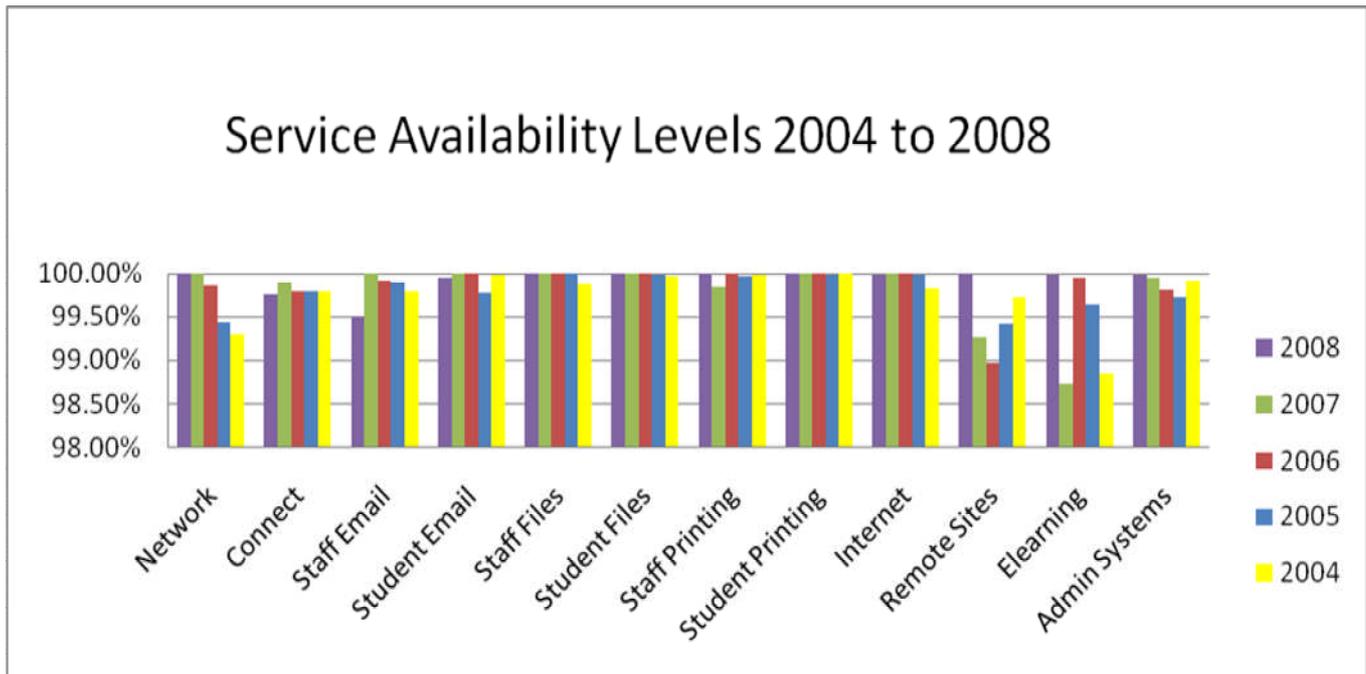
The graph below shows the quarterly statistics for each service for 2008 and the average availability level. The target for service availability is 99.5%. During 2008, two of our services breached this target level – Connect and Staff Mail during the 4th Quarter.



The breach of service levels for Connect and Staff Email was caused by an outage in October which affected both services. This was mainly due to changes after the major upgrade of both software and hardware completed over the summer months.

Service Levels 2004, 2005, 2006, 2007 and 2008

The graph below shows the comparison between 2004, 2005, 2006, 2007 and 2008 over the full year.



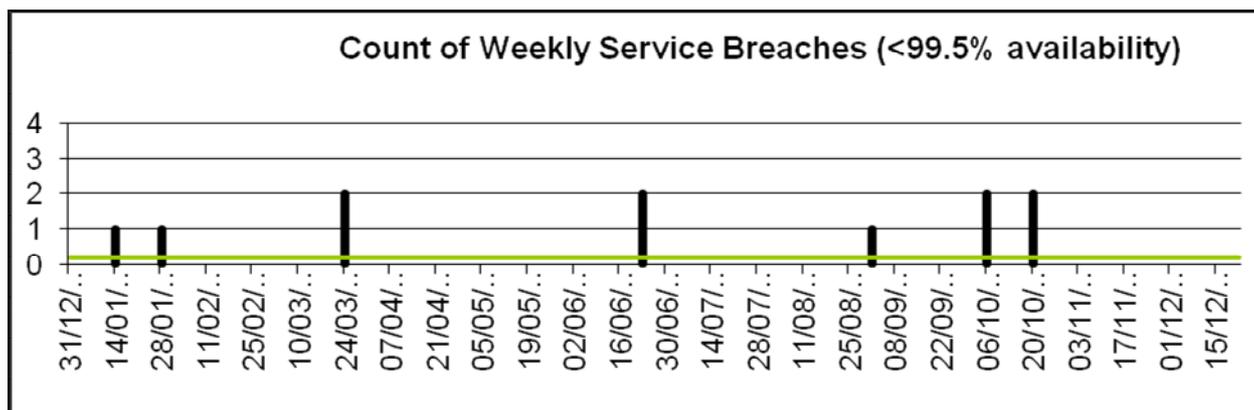
The investment in IT Architecture for the period 2003 to 2008 has resulted in improved stability, increased uptime and far fewer outages over this period. One of the most significant improvements is in the area of the network and for the second year in a row, network availability on campus has been maintained 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 4 breaches in 2008.

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 2008 was 11

Yearly Comparison

	2008	2008	2007	2007	2006	2006	2005	2005
	Number of breaches	Total duration (Mins)						
Network	0	0	0	0	6	256	7	1075
UCD Connect	1	440	3	115	5	362	4	332
Staff Email	5	700	0	0	2	173	2	208
Student Email	2	110	0	0	0	0	1	420
Staff File Sharing	0	0	0	0	0	0	0	0
Student File Sharing	0	0	0	0	0	0	1	20
Staff Printing	0	0	2	185	0	0	1	80
Student Printing	0	0	0	0	0	0	0	45
Internet	1	10	0	0	0	0	1	40
Remote Sites	0	0	6	1446	12	1928	7	1104
Elearning	0	0	2	2375	1	99	5	674
Admin Systems	2	89	2	75	1	360	5	521
Total	11	1349	15	4196	27	3178	34	4519

The comparison with 2007 shows a decrease in breaches of almost 27%, from 15 events to 11. The total downtime decreased by 67% with the major proportion of outages relating to Connect and Email. The Connect and Email environment, both hardware and software, was upgraded during the summer. Remote sites showed significant improvement due mainly to the stability of the various links. Lyons Estate suffered a slowdown during 2008 and this link was replaced with a much higher speed circuit at the end of September. Also a new link was installed in the Crumlin Hospital Library. Both these sites are now part of the HEAnet network.

Overall Trends

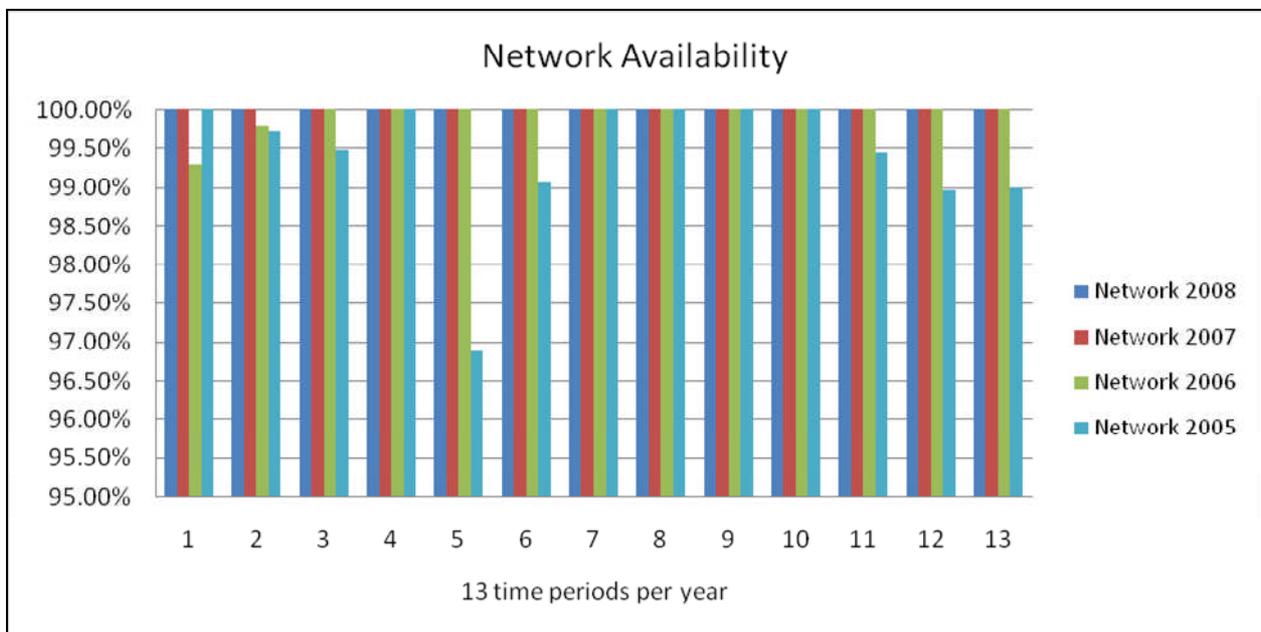
General	27% reduction in service breaches in 2008 over previous year. 67% decrease in downtime
Network:	Service Level met for all quarters. Year on Year improvement
UCD Connect:	Service Level met for all quarters except Quarter 4. Major software and hardware upgrade completed during the Summer.
eLearning:	Service Level met for all quarters Year on year improvement
Staff Email:	Service Level breached in Quarter 4 Major software and hardware upgrade completed during the Summer.
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: 1323 Miinutes in 2004
 1075 minutes in 2005
 256 minutes in 2006
 0 Minutes in 2007
 0 Minutes in 2008

The annual availability level for 2008 was 100%.

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

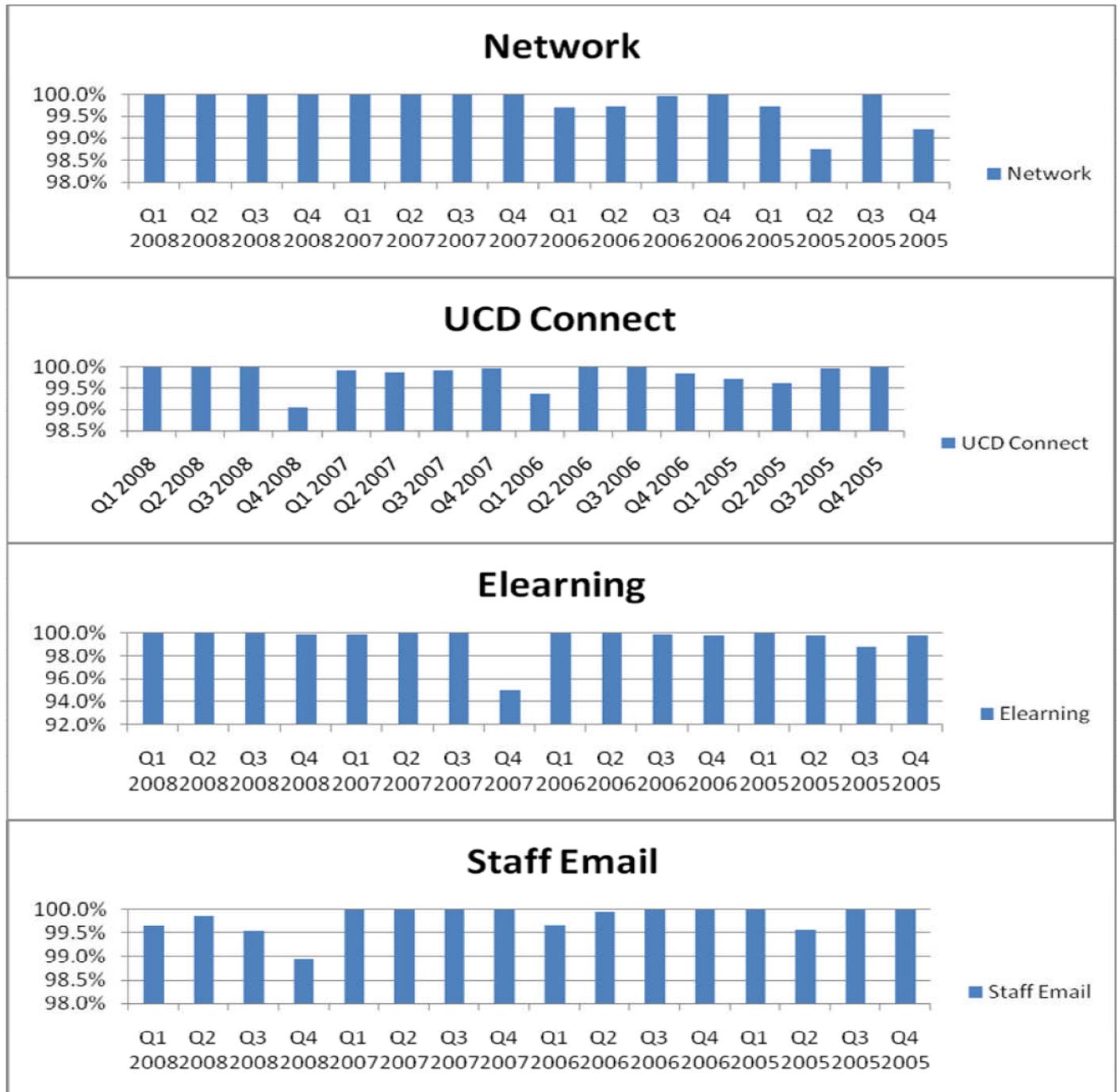


The table below lists the different campus locations and their network connections. The annual availability for the Belfield campus was 100% however, other areas not directly connected to the MAN, such as Lyons Estate, did have some outages.

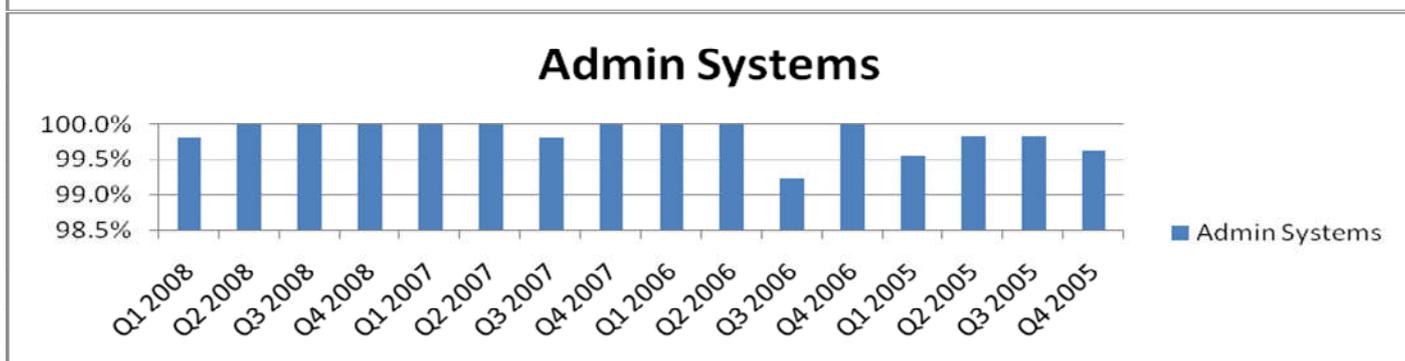
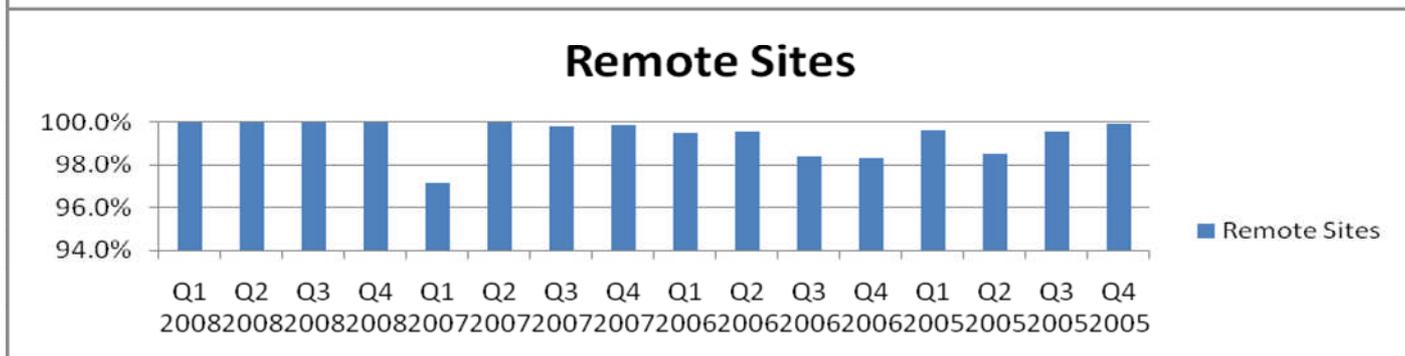
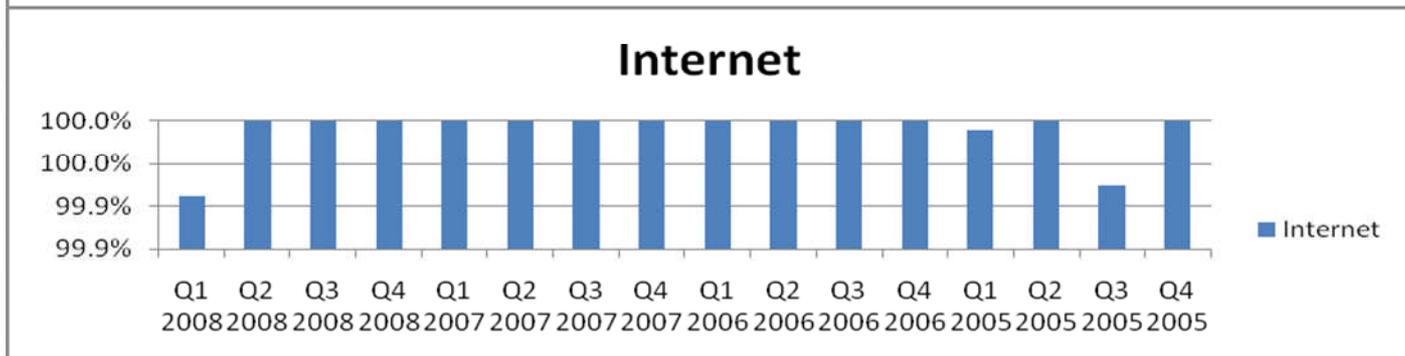
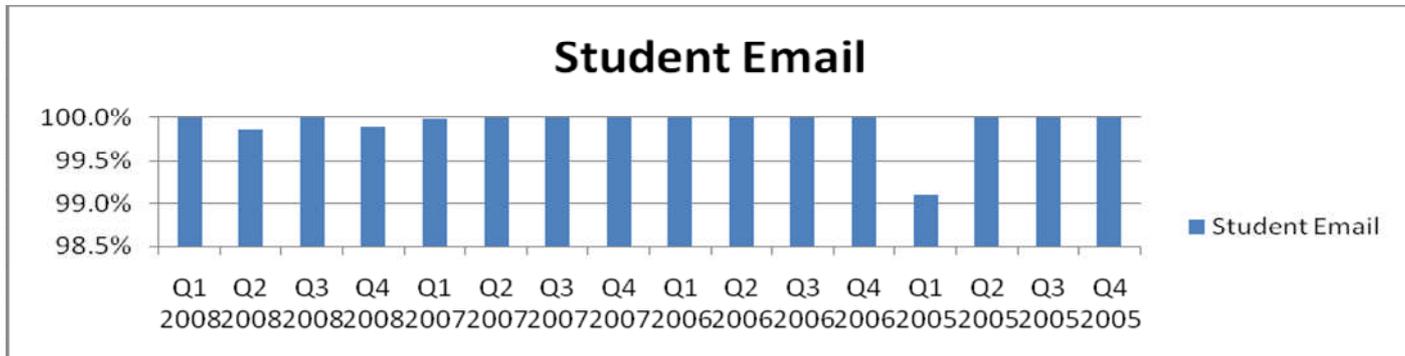
Campus	Connection Type	Comments
Belfield	MAN	100% availability for 2008
Blackrock	MAN	100% availability for 2008
St Vincents Hospital	MAN	100% availability for 2008
Mater Hospital	MAN	100% availability for 2008
Crumlin Hospital	MAN	New link from library to HEAnet MAN
Lyons Estate	MAN	New link to HEAnet MAN

Individual Service Availability – 2005-2008

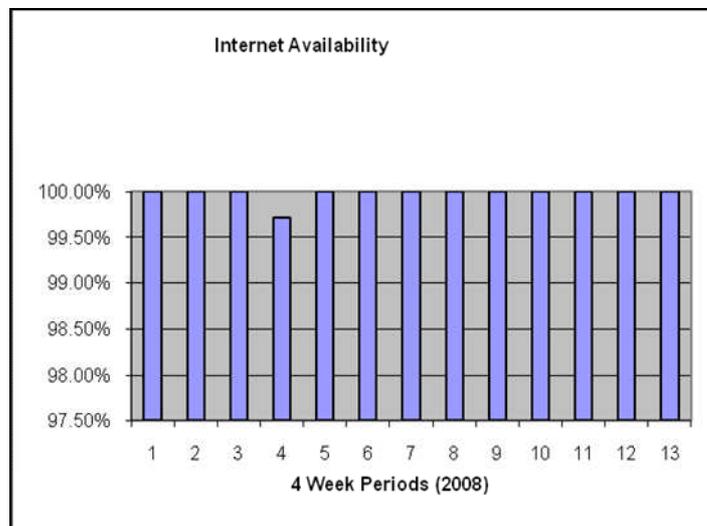
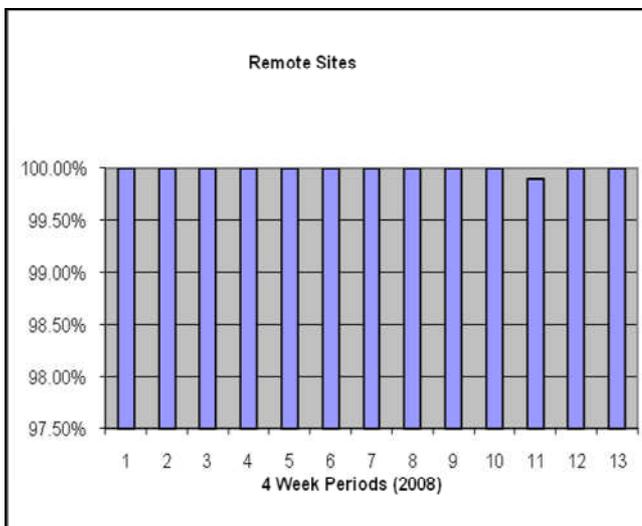
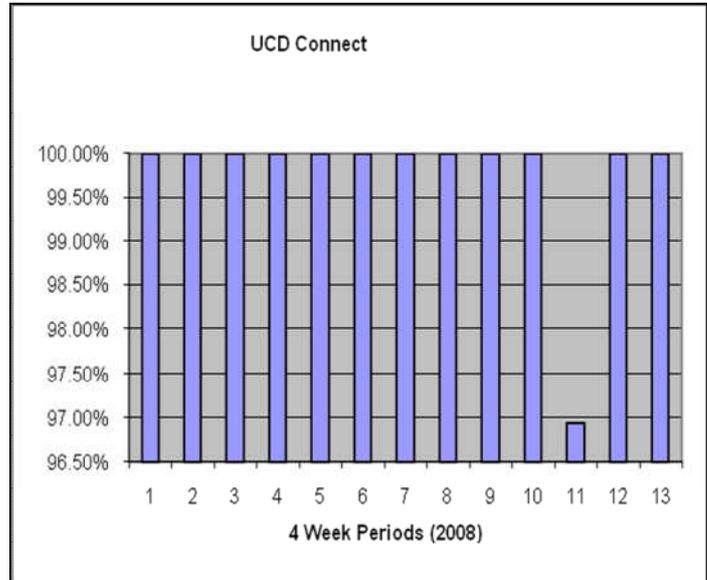
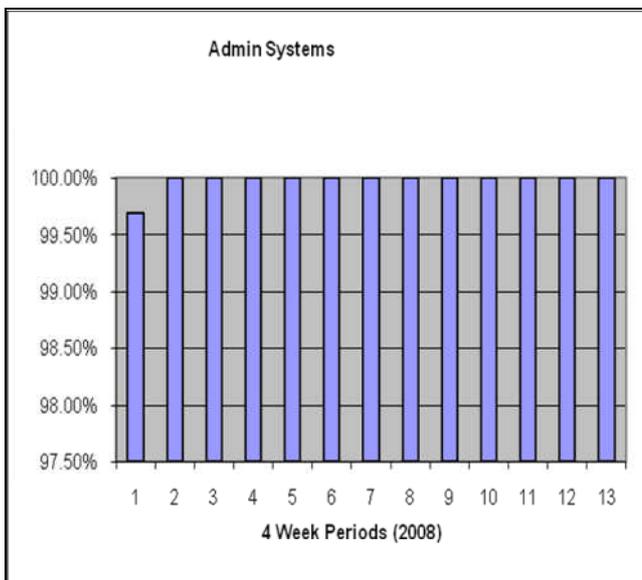
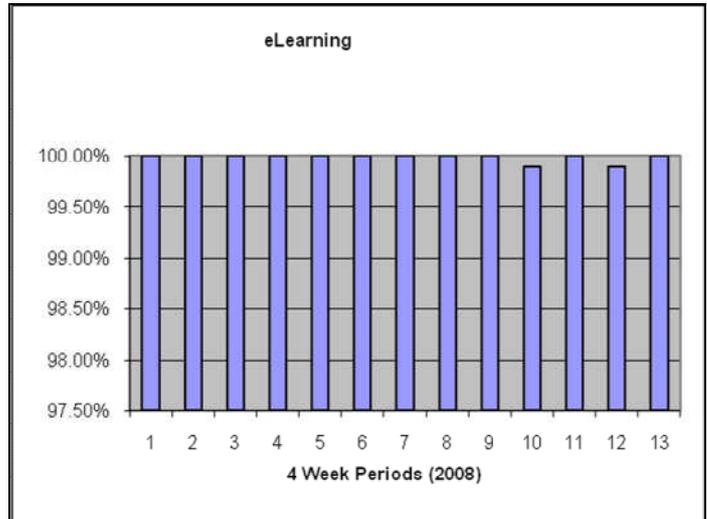
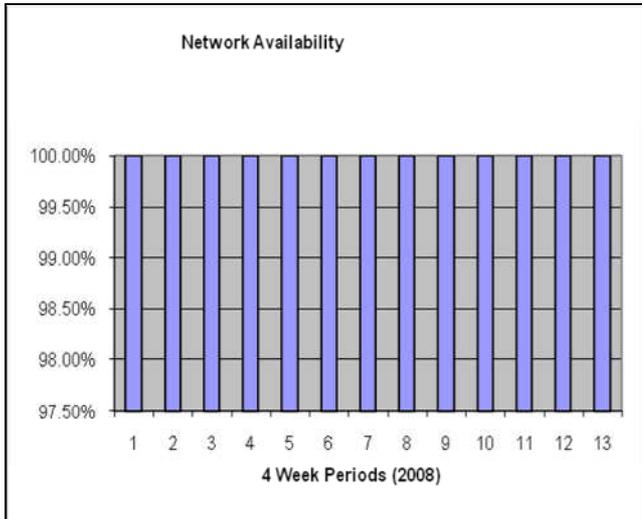
Detailed history for 2008 together with quarterly comparisons over the four year period 2005 to 2008 are provided on the following pages. The investment in IT Infrastructure has clearly led to continuing improvements in network availability and in the consistency of key services – email, Internet and UCD Connect.



Individual Service Availability – 2005-2008 (cont.)



Individual Service Availability – 2008



Individual Service Availability – 2008 (cont.)

