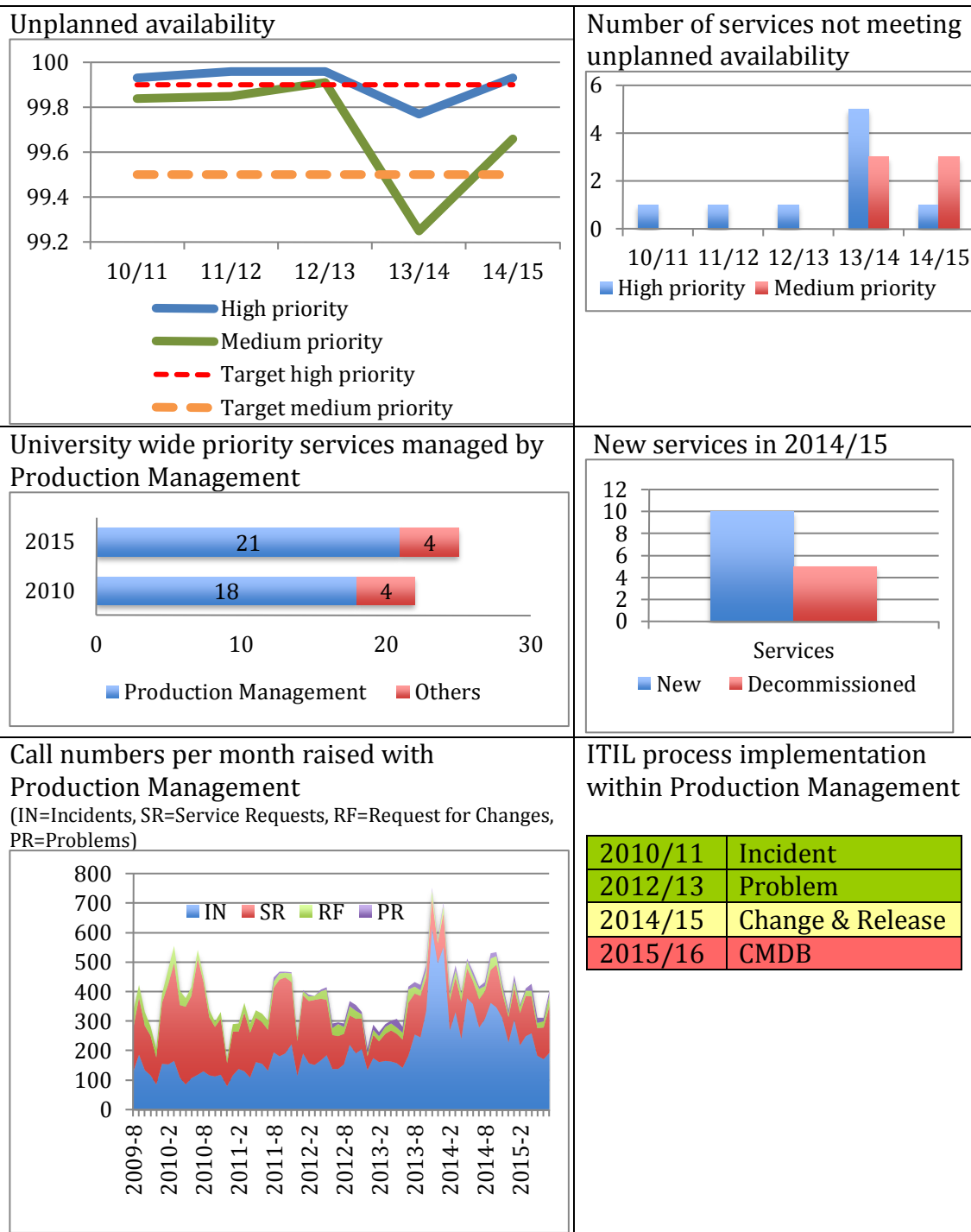


# Annual service report 2014/2015

October 2015, Stefan Kaempf

The focus of this report is the period between August 2014 and July 2015, but will also cover data over the last five years to show the wider context. The report only covers support Production Management provides (Appendix A).



## Overview

At an overall level our performance has been good, we have taken on new services, extended our use of ITIL processes, whilst maintaining our key deliverable of availability across the highest priority services.

Our availability figures for 2014/15 recovered from a relatively poor performance during 2013/14 to exceed our targets during 2014/15. The analysis shows how single extreme incidents eg Oracle database failure during 2013/14 can have a major impact on our overall outcome.

Whilst we have managed call numbers effectively the increase in volume is a cause for concern. This was mainly caused by provisioning of identities to Office 365. Improvements to the provisioning process has addressed the issues and we call numbers are returning to 2013 levels.

## What went well over 2014/2015

- Availability improved over 2014/15 compared to 2013/14
- Overall calls raised with Production Management have reduced
- Less service requests and incidents are raised with Production Management and time and efforts have been freed to address underlying problems
- Introduces Change & Release ITIL process in July 2015

## Areas where we had issues over 2014/15

- Availability for medium priority services has been poor since 2014
- No structured asset management of infrastructure
- Very limited service information making it difficult to manage capacity and growth

## Challenges going forward

- The current lack of asset management information means that we cannot
  - Establish End of LIFE (EOL) of services and their components
  - Perform impact analysis what of service components to service
- Lack of service information means that we cannot properly
  - Establish service capacity and growth requirements
  - Make decisions on criticality of a service and user impact
  - Ensure resource allocation provide best cost/benefit ratio
- While unplanned availability has improved over the last five years, the impact on planned outages due to upgrades and maintenance remains high for some services. Reducing planned downtime will take time, but needs to be addressed.

## Appendix A List of services managed by Production Management

### High priority services

service_name	Date_Launch
EUCLID web	<2010
University Website	<2010
Central Wiki Service	2010
Kinetix (KX)	<2010
Moodle	2012
Learn 2011	2011
MyEd	<2010
Office 365	2013

### Medium priority services

service_name	Date_Launch
HR/Payroll	<2010
E-Financials	<2010
Identity Management System	Earlier 2010
Reporting + Analytics (BI Suite)	
PURE	2010
eRecruitment	2011
Jobs	Decommissioned 2011
Polopoly (publishing)	2010
EdWeb (publishing)	2015
EBIS	<2010
Event Booking	2010 <2010, but doubled service over last 5 years
Hosted Websites	
UniDesk	2011
Timetabling	2012

### Other services

service_name	Priority	Date_Launch
Class Infospeed	3	2012
Collaborative Planning	3	2010
Corporate Planner	3	<2010
Counselling system	3	?
Destination of Leavers of Higher Education (DLHE or previously FDS)	3	
Document Management	3	2011
DRPS - Degree Regulations and Programmes of Study	3	<2010

Admissions Datamart	3	<2010
Alert log	3	<2010
Application and Web Hosting	3	Earlier 2010
Archibus	3	<2010
ASTA	3	2009
BACS Payment Software For Finance and Payroll(also called ALBACS)	3	<2010
Bank wizard	3	<2010
BI Suite also called Reporting + Analytics	3	Earlier 2010
Building Energy Management Systems BEMS	3	2011
Trend963 and Sigma	3	
Business Objects for Admissions Analysis (EUCLID)	3	
Business Objects for EUCLID Schools Student Management Universe (ESSMU)	3	
Buyated	3	2014
Calum McLean	3	<2010
CapturED	3	2012
Card system	3	Earlier 2010
CardioVascular	3	2013
Careers and Graduate tracking system	3	
Centre for Sport and Excercise XN	3	<2010
CESAR	3	2014
Chart of Accounts	3	<2010
Chemical Manager	3	2012
eAnalyser	3	2011
eAuthorisations	3	2013
ECA Mini Portfolio	3	2012
ECA Portal	3	2012
Edutxt (sms messaging)	3	
eExpenses	3	<2010
Electronic Internal Transfers (EIT)	3	<2010
Electronic Voting (EVES)	3	Earlier 2010
Email for Life	3	<2010
ePay	3	2013
eStores	3	
eTime	3	2013
EU Press	3	2014

eXcellUploader	3	2011
Finance Channels	3	<2010
Finance Process Manager (FPM)	3	
FOI - Freedom of Information Publication Scheme	3	<2010
Front Office	3	<2010
Global Maps	3	2013
Global Showcase	3	<2010
HR Manager Workflow Channel	3	
HR Recruitment Admin System	3	2012 (had jobs website)
HR Reward System	3	de-commissioned
Infinite	3	2011
Infoed for ERI	3	<2010
Inventory OCS	3	
IS Managed Mobile Service	3	<2010
isSkills	3	2012
Jams	3	2013
JIRA	3	2011
JourneyX	3	<2010
Kinetics - this covers the following applications: Webhotel	3	<2010
Edinburgh First	3	
Salisbury Green Hotel	3	
Edinburgh Flats	3	
Students forms	3	
Student homes	3	
Labmonitor	3	Earlier 2010
LaunchPad / OpenAM	3	2014
Meterology	3	2014
Mobile Devices	3	
Multi Functional Devices	3	<2010
MyEd Staff Details Channel	3	
Office 365	3	2013
SharePoint Online	3	
OneDrive for Business	3	
Online Print Credit(PCounter)	3	2011
OPAS	3	<2010
Optima and Metering	3	2007
ORACLE CORE HR/PAYROLL (HRMS)	3	<2010
ORACLE SSSHR (SELF SERVICE)	3	<2010

Organisational Hierarchy System	3	<2010
Paperclip	3	2011
Parking Permits	3	<2010
Path	3	2014
Pebblepad	3	
Personal Tutor	3	2012
PG Booking Form	3	
Placement	3	
Podcasting	3	
Postgraduate Booking Form	3	<2010
Postgraduate Degree Finder	3	2013
PPIPMI	3	<2010
PPMD (Postgraduate DB)	3	
PRISM	3	<2010
Projects Website	3	Earlier 2010
PSO[printing services online]	3	<2010
Qlickview	3	
QMP -Question Mark Perception	3	
Quantrix	3	2011
Roslin db consultancy	3	2013
SciQuest on-line ordering system	3	
SCS (Student Counselling System)	3	
Search Research Equipment	3	2013
Security incident tracking system	3	2014
Shared Vacancy System	3	
SMART - Student Marks and Records Tool	3	<2010
Social Hub	3	
BI Space Utilisation DataMart	3	<2010
Speedwell	3	2013
Student Led Tours	3	
STUDMI datamart	3	
SuperNat UNIX Scheduling Software	3	<2010
Supplier Self Service (SSS)	3	40664
TAS (Was Transparency)	3	<2010
ThanQ	3	<2010
ThanQ - Alumni Portal Channels	3	<2010
Timetabling (DoS)	3	2012 - decommissioned
Timetabling/Shared Academic Timetabling/T@Ed	3	2012
TRISTAN	3	Earlier 2010

Turnitin	3	Earlier 2010
Undergraduate Booking Form	3	
Undergraduate Booking Form	3	
Undergraduate Prospectus	3	2013
Virtual Classroom	3	2012
Waste Management System	3	2014
WebCentral	3	2010
Webfirst	3	<2010
WISARD	3	<2010, decommissioned
KX Parcels	3	
eInvoicing		
eProcurement		
Online Bookings (Horizons)		
Memberships (Dimension)		
B and B		
Salary Forecasting (Starters and Leavers)		
MyED		
Unidesk		
Cashless Catering		
Deister Key Management System		
FIREACT		
RETAIN		
ACCIDENT AND INCIDENT REPORTING		