

## Operational Services – May 2016

### March - April 2016 Service Report

#### Helpline Performance

Month	Calls handled by Helpline	Calls resolved within 1 day	Calls received in same month in previous year
April			3396
March	3372	74%	4235
February	3424	73%	3468
January	3990	71%	4386
December	2701	68%	2636
November	4181	77%	4406
October	4365	74%	4420
September	4852	72%	5166
August	3449	71%	3206

Call numbers are continuing to be lower than in 2015 though the one day closure rate remains consistently high.

We took 863 less calls in March 2016 than in March 2015 – In March 2015 we rolled out Office 2013 which accounts for the elevated call numbers at that time.

#### NorMAN

	Total	Resolved by NorMAN	Referred to UoE	% Resolved
March	539	43	496	8%
April	529	53	476	10%

The resolution rate from NorMAN remains disappointingly low. We're due to have an annual update call with them to discuss service and will include a discussion on how to improve resolution rate.

#### Mobile Device Clinics

##### Central clinics daytime

	Total Spaces available	Total attendees	Attendance %
March	264	239	91
April	240	186	77

##### Central clinics evening

	Total Spaces available	Total attendees	Attendance %
March	91	48	53
April	119	86	72

## KB clinics

	Total attendees
March	13
April	8

Clinic attendance is starting to drop as we head towards exams – we will review clinic frequency and cut back evening service if uptake remains low.

## Service Disruptions

	Alerts	Observations
March	91	No particular service stood out as having significant issues
April	81	Datastore – 14 Alerts

There were no significant issues in March and there have been no major incidents in March or April. Datastore has shown significant performance problems in April. I've requested information on the cause from Orlando Richards and Bob O'Malley

## Other Support activities

### Staffing

- Cindy Philp has commenced maternity leave
- Sam Fuller has returned from secondment

### Training & course/conference attendance

- Crystal delivered Excel Intermediate training & EndNote training
- Alex delivered Working from home training to Corporate Services staff
- Gavin delivered Mac training to the new E&B Co
- Alex attended Sharepoint training.
- Jake attended Unix 2 training
- John Pate attended ITIL v3 training
- Several of the team attended the Apps Lunchtime seminar on Availability, Resilience and Disaster Recovery.
- Several of the team attended 'Meet the Protectionists
- Crystal attended the Learning Technology Monthly Showcase and Network Events
- Lisa hosted the Scottish Universities Service Desk Managers forum.
- Lisa & John B attended the UniDesk User group at Abertay University
- Jono attended Citizen Science and Crowdsourcing Interest Group
- Angela had a shadowing experience in ITI Research Support
- Lawrence had a shadowing experience in Apps Service management
- Crystal has commenced shadowing in LTW (EDE)
- The shadowing programme is now fully established - for staff from across IS to come and gain experience of User Support and the IS Helpline service.

## Helpline

- The service improvement group is continuing to meet regularly to review processes.
- Work is ongoing on the Service Desk Certification Programme (Project USD025)
- We've developed a new vision and mission statement and will release these shortly
- Bomgar remote assistance tool implementation – now applied to all machines
- Gavin has continued work on improving the IS Help pages, currently revamping the IS Helpline contact page.
- Angela has joined the IS Helpline Publishers group.

## CMVM Support

- Jono and Lisa completed their visits all of the CMVM sites to introduce Jono as the new team rep for CMVM Support. Jono also met with Paul Clark. Colleagues from CMVM support have booked to attend shadow sessions in User Support

## ERI – support changes

- We have reviewed and renewed our support responsibility for the new ERI divisions of Legal Services and RSO

## RDM

- Neil and Lisa met with Kerry Miller to review RDM Support. Crystal Webster has now been put in place as liaison person for RDM and will meet with Kerry to review support

## Health

- Alex, Robin and Angela have worked on a roll out of pcs to the School of Health

## Office 365

- New UniDesk o365 Operator has been created to help further diagnose ongoing o365 issues
- Veronica, Callum and Kevin continue to lead on o365 support and are having regular meetings with our own team, with consultancy and with Apps
- Gavin has finished the review and feedback process for the new, revamped Office 365 website documentation & FAQs sites. He also wrote a blog and assisted with a presentation script & further documentation on Delve

## MVM Support teams

### Little France and Central Support teams

#### CMVM Central support

Month	calls	1 day	3 day
Dec 2015	152	33%	46%
Jan 2015	218	34%	45%
Feb 2016	238	34%	49%
Mar 2016	(see below)	0	

## CMVM Little France

Month	calls	1 day	3 day
Nov 2015	181	19%	40%
Dec 2015	333	25%	47%
Jan 2016	276	29%	51%
Mar 2016	(see below)	0	

## IS US CMVM Bioquarter and Central Support

Month	Calls	1 day	3 day
March 2016	536	32%	59%

### Service disruption

No service disruption experienced specific to these support areas.

### Staffing

Hamid Arvan has left on eight-week surgery leave and not due back until late June. Sam Fuller is now no longer with the team. Judy Thomson will be returning to part time work on the 5<sup>th</sup> of May

### Training

The Teams have now supplied a training request schedule for management to review and approval.

### Software

No issues to report. Ongoing testing of office 2016 is taking place and the team have no issues to report.

### Team merge

All operational, Change and Project Management requirements now take place at the Bioquarter. The Unidesk Queues have now been merged in to one and all relevant calls are being triaged through this Operator. A satellite service facility has been set up in the existing space to provide staff & visitors in the Central area with on-site support where required. This continues to be the source of support for Kennedy Tower. A new model is currently being drawn up to make changes with this to provide onsite from the Bioquarter.

In the Bioquarter a new form of a distinct separation in the Operational & Project/Change Management service is in the pipeline. The matter is now with the buildings management team to provide IS with extra space to permit this as the existing room (GU206) is at capacity.

Please note that the reports from now on, will only contain the Unidesk figures for the new merged queue: IS US CMVM Bioquarter and Central Support. Onsite calls handled by the Central team will be shown separately in future reports.

## CMVM IT Road Map

The College Road map has now been passed to the Team Lead for taking to the next phase. This will be occupying a large part of the Team Lead timetable over the next few months.

## Western General Support team

### Call stats

Month	calls	1 day	3 days
March	134	45%	60%
Feb	160	28%	42%
Jan	149	32%	54%
Dec	80	34%	53%

### Research Computing

The local IT team have continued to help IGMM staff migrate to using the new EDDIE3 system. John Ireland, in particular, has been packaging more software for the IGMM BioInformaticians and Researchers to use on EDDIE3 and allow them to move away from the older IGMM HPC Cluster. John now works 20% FTE up at Research Services.

Migration of data off ECDFNAS has now been completed. We have used this opportunity to re-organise this data and better align it with projects so that it better matched an RDM life-cycle.

Expansion of IGMM section of RDM DataStore. A new mini-procurement project is progressing well that will add at least 1PB of additional storage with backup to DataStore to support the research ambitions of IGMM; including the Illumina HiSeqX full human genome sequencing initiatives; a single human genome occupies ~650GB.

The new IGMM server room is now hosting hardware from many of the different research groups within IGMM and the wider WGH Campus. This has helped move servers from less than ideal locations to a single secure and managed space.

The team has supported both Helen Colhoun and Chris Pontin's team moves to Edinburgh. These two Professors have both arrived with significant data, infrastructure and research governance challenges.

Creation of a Trusted Research Environment. Working with the CJD Unit and Stephen Giles from Research Services, we have been creating the CJD Walled Garden. This project uses two factor authentication and terminal services to protect the data from moving outwith the boundaries of the system and restricts access to known team members whilst supporting CJD staff to start to work between the WGH and LF campus sites.

Working as part of project MVM007 we have created a Research Data Governance document set, This will help researchers gain approvals to receive NHS Healthboard Data. To enhance this, we've also started to create System Level Security Policies to describe core UoE RDM / IS infrastructures and core services.

We have started to work with the CJD Unit to plan for their unit's migration to new accommodation within Chancellor's Building. We're using this opportunity to ensure all computer hardware meets a minimum standard and running SD7 for Windows based machines. Their printing devices have also been audited, they currently have 40 printers for about 60 staff. We will encourage them to move to an MFD cloud print solution as they move to Chancellor's Building.

IGMM old hardware and data storage infrastructures are being decommissioned as more is migrated to Research Services.

At the College level we have been working with NSD to undertake network port scans and to do deeper NESSUS system vulnerability scans of critical or risky machines. Along with the new boundary firewall, this has helped reduce the attack surfaces and risk of compromise for these systems. The port scanning service has also been used to identify Network Attached Storage (NAS) systems so that we can identify owners and encourage them to move their data onto DataStore. NAS devices are inherently risky as they are often not actively managed and RAID is confused with true data backup.

OMERO is an Open Microscopy Image Management System that we would like to create as a Research Services service for the College and University. We have done some initial consultations and planning with Kenton D'Mellow. We will be starting a project to pilot a large scale deployment of this service in the next few weeks. This will involve creating a virtual team with members from IGMM, Roslin and CSE.

We have been working with NSD to reduce the number of WiFi dead-spots within University spaces on the WGH Campus.

Within IGMM, we have been creating an asset database of all of the specialist computer equipment used within labs. As part of this project we will be creating disk images of these systems so that in an emergency we can restore these bespoke systems to similar new hardware.

Researchers at the WGH Campus often undertake clinical studies, clinical randomised controlled trials or collection of phenotype data from human subjects. We have provisioned a core RedCap service to help provide an easy way for such 'eCRF' data to be collected. REDCap is a mature, secure web application for building and managing online surveys and databases.

We have recently provided a Campus wide MySQL database hosting service to encourage research groups to use a secure and validated RDMS for their data. This is an addition to the MS-SQL database hosting service that already exists.

Working with Julia Laidlaw (E&B) we have started to review how the Medical Education Centre is configured; how it will need to become and how it relates to the WGH Library. This will culminate with a refurbishment plan for the Medical Education Centre.

## Easter Bush Support team

### Call stats

Month	calls	1 day	3 days
March	473	51%	69%
Feb	388	44%	62%
Jan	394	44%	58%

Dec	261	39%	51%
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## Other Activity

## Local IS team

### Staffing

- Our apprentice, Joe Rutherford, attended a second two week block of QA Ltd provided training as part of his modern apprenticeship within the EB IS Team.
- EB IS Team withdrew from the EB Campus Career Ready participation, due to a lack of co-ordination and engagement by our Midlothian High School partner. This had unfortunately been on-going for some months and although highlighted, had not improved.
- Laurie McIntosh is now operations lead within EB IS team, helping co-ordinate and develop operational support working practices within and across this context within CMVM.
- Barry 1 day per week working with Research Services to support Alan Archibald's partnership.

### Infrastructure

- Responding to CMVM network vulnerability scan conducted by ITI by dealing with required action for a few high priority risks and commencing decommissioning work for other high priority outcomes. Continuing to work through large report, processing high risks first.
- Data enabling (cabling) work for EB campus WiFi and VoIP (DECT) rollout across all campus area's commenced. Working with ITI CIS P&S and E&B to complete second of three phase rollout and focusing on Equine (Farm and Large Animal) and Dryden Farm in secondary phase.
- Data network being extended at Dryden to connect new barn.
- Lack of WiFi identified in new Dryden WT CCLLA facility. Whilst facility administrators agree who is paying, the required work to install a new WAP has been rolled into on-going planning for data network at Dryden.
- A smaller number of installations for new data ports across the campus are in progress.
- Continuing to work with IS ITI CIS to provide EG with increase in network connectivity to UoE Network to cater for increase in genome sequencing traffic from the RI.
- Continued work with IS ITI to assist third party for re-remote support of CT scanner at Dryden.
- Preparing to hand data port activation and records management for RI building back to ITI CIS P&S. This had previously been maintained by the old RI IT team; now part of EB campus IS team. This should be completed by May '16.

### Data hosting

- Pilot of RI Large Data Repository going well, with good uptake from early adopters and positive feedback provided. Working on preparation for local customer engagement and wider rollout.
- Project scope, process testing, rollout planning and communications for RDM deployment at RI completed. Migration scheduled during May and early June '16.
- Verified that request from RI to provide 0.5Pb of unfunded storage for sequencing data, was not required. The request was initiated as part of cross working between CMVM (RI) and CHSS (CCACE), where CCACE was confirmed by the RI Director (Pf. David Hume) as the owner of primary and secondary data generated and provided by EG. CHSS are working to secure the required data set and to share this, where required, with RI cross-working researchers.
- Continued allocation of new and increases in RI hosted storage for RI requirements.

## **Linux services**

- Remaining campus hosted Linux servers patched for kernel bug with “root” exploit and glibc.
- Administrative work associated initial early adopter roll-out of the RI Large Data repository service, helping to store, safeguard and present primary data in controlled state to locally hosted Linux services.
- Various adjustments to software used on departmental Linux servers.
- Adjustments to new storage provisioning within departmental and general use servers.
- Agreed short term maintenance extension for 3 physical legacy servers in order to phase server and services out-of-use and decommission.

## **Business systems**

- Stuart Lansley continues to work one day a week (Friday) with the RMAS project team.
- Knowledge transfer within local IS team to help mitigate risk of single-point-of-failure.
- Professional training identified by business systems members of IS team in order to bridge current skills gap and working with Neil Bruce to help provide this.

## **Windows server services**

- Continued support provided to upgrade Vet School Speedwell eSystem version to 1.4.
- Support for adjustments required within campus hosting infrastructure to enable co-sign/EASE authentication within the Windows hosted infrastructure services. Working with business system colleagues to plan roll-out of capability within existing campus hosted services.

## **Clinical system hosting (PACS and Diagnostic Imaging services.)**

- Assistance with IT requirements associated with new CT scanner in Equine.
- Assistance with IT requirements associated with new Dental X-Ray equipment in HfSA.
- Assistance with IT requirements associated with new Ultrasound system in the HfSA.
- On-going consultation with new HfSA management regarding outcomes of test & development work to scope the potential migration of VetPACS to supported o/s platform. Development work also on-going.
- Continued work for scoping imaging equipment on campus that has associated IS/IT support requirements. Initial information gather exercise completed, with data provided to HfSA Head of Diagnostic Imaging to review. On-going work with new HfSA management to review and explore implications of findings.
- Working with clinical equipment providers to look at reducing the risk of existing current standalone cardiology implementations in Equine and HfSA, with a view to trialling a centralised cardiology database and storage alternative (ImageVault).

## **Audio Visual in Learning, Teaching and Research spaces**

- Joe Rutherford taking lead on AV preventative maintenance checks and 1<sup>st</sup> line resolution. Joe is working with team colleagues to develop more streamlined process.
- A number of EB Campus rooms (5 rooms, one of which is a split room) have been scoped for refit/refresh as part of the on-going CMVM AV estates refresh. Budget has been allocated,



technical drawings completed and contractors appointed to progress this work over the summer '16.

- Work continues with Panopto pilot for CMVM and EB participating in pilot with both main VC Lecture Theatre's in scope for equipment and service installation.
- PTZ camera completed at Dryden Farm, replacing two old units. Staff very happy with quality and capability of new camera, which has also been set-up for remote off-site access as per the business requirements.
- Four Sennheiser roaming microphones and receiver units were stolen from two lecture theatres in two different buildings EB on the 4<sup>th</sup> May '16. UoE Security are co-ordinating efforts with the Police in an attempt to address this matter. Notice provided to CMVM Team Leads and we understand similar units were also stolen from KB campus earlier in the week. Working with EB campus administrators to replace stolen equipment where functionality impeded.

### IS/IT Consultancy

- Within CMVM, participating in the development of a new portfolio, programme and project methodology approach with guidance and support from IS App's to transform the way CMVM deliver IS project work, aligned to business, College and University priorities and strategy. Significant work completed, with new processes being developed and EB joint lead for CMVM Research programme.
- Represented CMVM at UoE Data Governance Group meeting
- Met with new Director of HfSA to introduce local IS team and discuss ongoing IT & IS work in HfSA context, including participation on MVM009, current VetPACS system and image curation challenges.
- Continued work on partnership preparation between RI and ISG Research Services, on behalf of John Hickey and Alan Archibald:
  - MOU between UoE ISG Research Services and RI now signed by principle stakeholders.
  - Hardware for the latter's large HPC requirement is being configured from approx. 6<sup>th</sup> May '16.
  - Procurement and configuration for the former is being progressed, with John's team being provided with access to interim solution to facilitate existing research commitments/deadlines. An MOU for this provision remains outstanding.
- Agreed to participate in new "Image Archive Working Group" formed by the HfSA to review their current and future imaging requirements, to help ensure compliancy for integrating imaging equipment with the network and/or clinical systems; such as VetPACS etc and to help with requirement specification and decision making for the future review of replacing the current VetPACS solution.
- Continued participation in various CMVM related project work:
  - *MVM008 - College migration to the university supported print service*
  - *MVM009 - Tristan Replacement*
  - *MVM014 - CMVM IT Portfolio Audit*
  - *MVM021 - Adoption of Teaching room refurbishment AV and annual planning processes*
  - *MVM024 – Integration and adoption of ISFM*
  - *MVM027 - Lease standardisation and minimum entitlement*
  - *MVM032 - Implementation of New Speedwell service*
  - working closely with Head of IT for the College to contribute to the Campus Research group and College Research Strategy

## Service Delivery Team

### Printing

#### Select Print – Mar 16

Population	812 devices in scope
Uptime	99.66%
Volume	4,594,850, (Colour – 727,864, Mono – 3,866,986)
Ticket Summary	688, (Reactive - 139, Proactive - 549)
Break Fix	106, (Reactive - 78, Proactive - 28)
Supplies	554, (Reactive - 46, Proactive - 508)

#### Print Service

OALab student pages	997,278
All other charged pages	219,616
All FQ pages	1,035,253
Total printed across service	3,182,932
Epay credits	£67,935

#### EveryOnePrint

Total Unique Users	6439
Total Pages Printed	393,103

- Patch applied to Pcounter on FM-PS-KB2, IS-PS-Cloud1, IS-PS-Cloud2 to resolve incorrect charging of EveryonePrint duplex print jobs.
- Installed cloud print devices at the Post Graduate Dental institute as part of project MVM008 that will see the standardisation of cloud print in MVM
- Testing a patch from Pcounter to resolve an issue with the colour detection rule not applying correctly
- Met with Andrew Glass to discuss the “free Quota” project
- Met with Barry to discuss the use of Library Visitor cards and our print/copy/scan service (LMP006)
- Worked with IS-APPS (SMI014) to test the move of the XPR database to a new server
- Finally got rid of all the Canons from all areas apart from the 7 which are in CMVM
- Xerox have started shipping devices with ConnectKey version 2 on all new orders, we are still waiting for the contract to be updated to include this.
- Pcounter reporting service project:
  - DB hosting request agreed with IS Apps
  - Final data import in progress
  - DB schema and import scripts updated
  - Work ongoing for Web reporting/Printer status monitoring interface
  - Enabled free quota on trial devices at HRB, HSY, JCMB, Holland House, Chancellors Court, Richmond Place, Milnes Court, Holyrood North

## Managed Desktop

### Windows

- Deleted 155 stale computer objects under "UoESD/SD7/ISD" OU which hasn't been logged onto for 820 days
- Disabled 177 stale computer objects under "UoESD/SD7/ISD" OU which hasn't been logged onto for 730 days

### Mac OS X

- Office 2016 rollout is scheduled, taking place over the month of May. Initially Staff Macs in ISD will be rolled in groups, then when term ends the Macs in ISFM will be migrated.
- Software update script rollout to osx10 and osx11 as the LCFG component no longer works on these. Ensures all Macs get the necessary updates and includes a restart warning every 30 minutes when required.

### DataStore

- Testing on Development Datastore server after samba version updated from 4.1.21 to 4.3.6 - [gpfdevnas001.ecdf.ed.ac.uk](http://gpfdevnas001.ecdf.ed.ac.uk)
- Arranged migrations of remaining spaces from ECDF service to Datastore service

cmvm\_vet\_roslin\_IQdecline

cmvm\_sbms\_cip\_nolanlab

cmvm\_mcm\_dcn\_neurovoice

cmvm\_mcm\_cric\_mconnell

cmvm\_vet\_roslin\_ark-genomics-nas

cmvm\_mcm\_cric\_evanbeek

### Team

- Met with the ALMA Project team to represent Card Services for the ongoing system requirements.
- Met with the CIS005 Project Board to carry forward the IS Standards Estates document.
- Working with Barry Croucher on the OPC coldfusion/server upgrade project
- Assisting with support for Card Services