# Production ManagementAnnual service report 2015/2016

October 2016, Stefan Kaempf

## Overview

The focus of this report is the period between August 2015 and July 2016, but will also include some data over the last five years to show the wider context. The report only covers data for systems supported by Production Management (see full list of services covered in Appendix A). At an overall level, service availability, reliability, and performance have been very good, but inevitably with a large, complex service there were a couple of areas with issues arising (see areas with issues below). Despite the fact that the number of services supported is increasing slightly each year, time spent supporting services as decreased and user satisfaction has remained excellent. We expect this trend to continue in 16/17. In support of our strategy of continual improvement, planned application and infrastructure upgrades make up over 60% of the downtime, another 20% covers service maintenance such as security patching, while only 20% are due to unplanned service incidents.

## What went well over 2015/2016

* Excellent start of term 2015 and Christmas/New year break 15/16
* Availability improved in 2015/16 compared to 2014/15
* Overall spend on support days has been reduced while maintaining service levels

|  |  |
| --- | --- |
|  Unplanned availability  | Number of services not meeting unplanned availability |
| Call numbers per month raised with Production Management (Monthly and quarterly reports) | **Service position feedback**Feedback received from service owners at monthly and quarterly service review meetings. |
| ITIL process implementation within Production Management:

|  |  |
| --- | --- |
| 2010/11 | Incident |
| 2012/13 | Problem |
| 2014/15 | Change & Release |
| 2015/16 | CMDB |

 | **IS wide services provided by Production Management:**

|  |
| --- |
| Start of term readiness |
| Service position |
| Chairing Top Priority group |
| License Management Wiki |
| Availability figures for priority services |

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## Areas where we had issues over 2015/16

**EUCLID performance issues**
Performance of EUCLID and especially Admissions started to degrade from January to March 2016. There was no single cause found, but EUCLID is a busy system regularly updated with new enhancements including new software functionality, regular database changes, as well as ongoing infrastructure review and upgrades. The system did not have adequate measurements and baselines in place to review the performance impact of a number of changes. New monitoring was implemented and the immediate performance issue was resolved by increasing the application tier capacity in both the number of servers as well as the server capacity in line with these new additional measurements. In order to ensure good ongoing performance, a project has been initiated to add additional monitoring.

**Wiki service stability**
The Wiki service had regular failures. Investigation determined that the crashes were being caused by one user group using the Wiki to host an application that was using deprecated APIs causing a very high load. The solution was to create a separate Wiki for this specific use and since this was implemented the Wiki crashes have stopped.

## Challenges going forward

**End of life (EOL) and configuration management (CMDB)**
While over 15/16 an end of life register for IT components has been established and a CMDB has been created and populated, we have more work to do to develop and implement processes to ensure the data is maintained . The main issue is that there is substantial manual input required to populate and maintain the data. A review is underway to try and simplify this process so that we are able to leverage this information for better planning across our service portfolios. In October 2016, we will for the first time have an up-to-date EOL document for each service portfolio.

**Disaster Recovery (DR)**
Our strategy of creating resilient systems has meant that we have focused less on DR across services in recent years. Testing has focused more on recovery for individual systems. In the event of a major disaster, however, we want to be confident that we are able to respond appropriately. In June 2016 we therefore started a project to review all DR documentation and dependencies. This project is under way and future projects are planned to re-introduce some cross-application testing as well as projects focusing on the underlying infrastructure to give us more confidence in our position with regard to DR.

**Resource levels**
Flat cash budgeting has meant that staff levels have been reduced over the last 2 years from 23 staff to 21 staff. We have been able to achieve this efficiency without service impact despite an increase in the number and complexity of services over the same period. Overhead reduction and shift left have helped lower costs per service, but further reduction will impact services. Further reduction would mean that we would have single points of failure in resources and skillsets meaning that we may not be able to react out of hours or support work may be delayed due to staff being unavailable (e.g. annual leave).

## 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) | De-commissioned 2015 |
| EdWeb (publishing) | 2015 |
| EBIS | <2010 |
| Event Booking | 2010 |
| Hosted Websites | <2010, but doubled service over last 5 years |
| UniDesk | 2011 |
| Timetabling | 2012 |
| Worktribe | 2015 |

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 | Decommissioned 2015 |
| 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 |   |
| Old eExpenses | 3 | <2010 |
| New eExpenses | 3 | 2015 |
| 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 | De-commissioned 2015 |
| Infoed for ERI | 3 | De-commissioned 2015 |
| 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 SSHR (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 |  | De-commssioned 2015 now part of WebCentral |
| RETAIN |  |   |
| ACCIDENT AND INCIDENT REPORTING |   |   |
| HR Reward Calculator | 3 | 2015 |
| Uniware Cashless Catering (interface to) |  |  |
| Library Fees/Fines (interfaces via Jams and alma) | 3 | 2015 |
| cSeries |  | 2015 |
| eCommerce (new interfaces from/to Sciquest) | 3 | 2015 |
| Media Hopper | 3 | 2015 |
| UniDesk Napier | 3 | 2015 |
| Moodle Datafeeds | 2 | 2015 |