

# AITS FY14 Metrics Report

7/1/2014  
University of Illinois  
Administrative Information Technology Services

# AITS FY14 Metrics

## Overview

AITS provides a wide range of administrative information technology solutions and services to 78,000 students and 23,000 employees across the university community that are accessible, reliable, accurate, efficient, and responsive to customer needs. Administrative IT systems at the university are utilized in areas such as student services, finance, human resources, facilities, advancement, and research administration to support the mission activities of the enterprise, create efficiencies in business processes through automation, and to provide business intelligence services to help with data analysis and inform decision making. A full overview of the AITS unit and its operations is available in the AITS FY14 Annual Report posted on the AITS web site at <http://www.aitis.uillinois.edu/>

This collection of metrics is designed to supplement and support the AITS strategic plan and progress report. The metrics were collected and compiled by the individual groups within AITS as a means for measuring progress and efficiency. Organizations within AITS have been collecting metrics for several years. This document consolidates these metrics and also identifies new items to measure. AITS, and its customers throughout the University of Illinois, will review these measurements.

This report is intended to:

- Provide a transparent overview of AITS operations and performance.
- Set performance goals and operational expectations for the next year.
- Determine if the metrics provided in the report are still relevant and if any are missing, then implement processes for collecting the information that was not available for this report.
- Refine views of the data to increase the utility of the information and make interpretation easier.

The measurements that are presented individually in this report can be combined or refined for use in presentations, discussions, and other reports to assist the AITS customers.

These metrics have been organized into the following categories:

- Reliability
- Customer Service
- Projects
- Services Offered
- Infrastructure

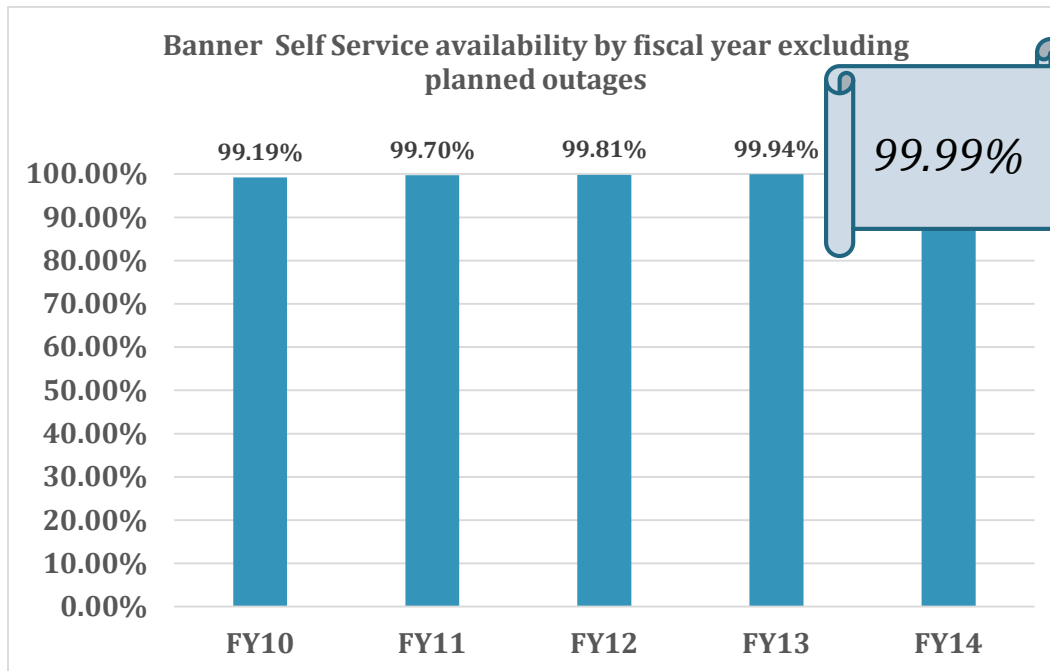
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## Reliability

### Availability (Banner and related)

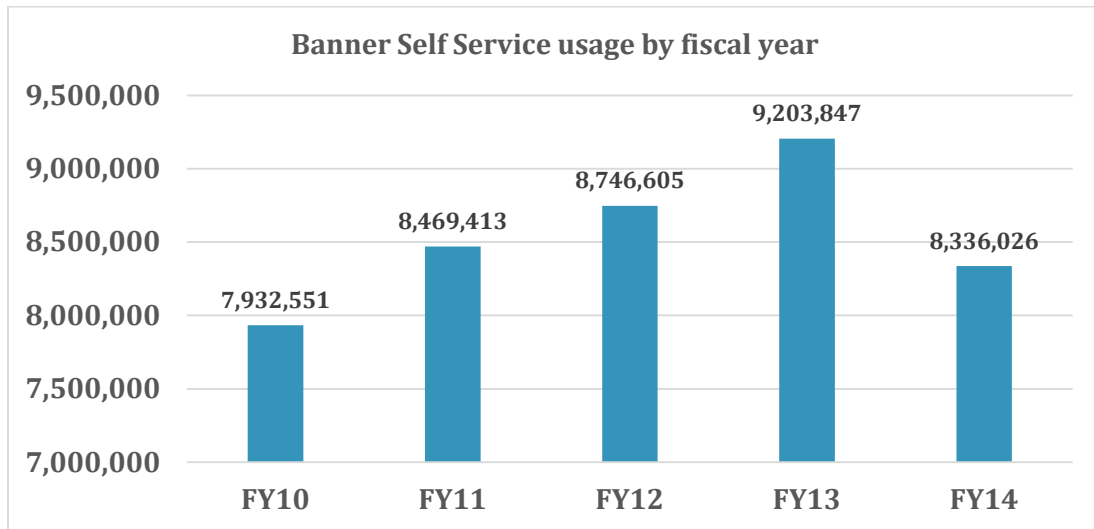
Description: Banner is used by students, faculty, and staff to register for classes, pay tuition, apply for admissions, grade students, pay employees, make needed departmental purchases related to learning, and generate transcripts. As such, it is truly a 24x7 critical system that people depend on to be available when it is needed. This availability measurement includes Banner Self Service and the systems and services upon which it depends, such as: apps.uillinois.edu site, EAS, brokers, Banner database, the network, the campus backbone, and application servers. Availability excluding planned outages was 99.99%, meaning that unplanned unavailability of these systems was less than 30 minutes this year. These 30 minutes are attributed to EAS connectivity disruptions due to morning restarts and network saturation at the EAS database server as a result of large file transfers.



### Banner Self Service Usage

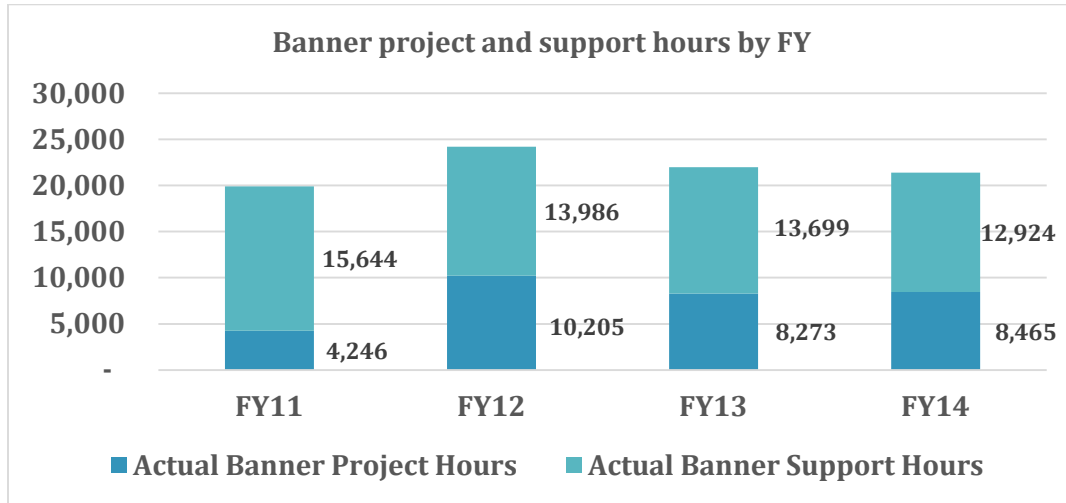
Description: Banner Self Service is used by students to register for classes, request transcripts, pay tuition, and apply for admission. It is also used by faculty to grade students, view class rosters, etc.. As such we want to monitor usage of these services and manage performance and capacity to ensure the system is available 24x7.

Banner Self Service usage shows the number of sessions per month or year for the Banner Self Service web site. A 'Session' is defined as a series of clicks on the site by an individual visitor during a specific period of time. A Session is initiated when the visitor arrives at the site, and it ends when the browser is closed or there is a period of inactivity. This measurement, used in conjunction with the Availability metric above, provides customers with idea of the vast number of sessions initiated each month/year and how important high availability is. The drop seen from FY13 to FY14 is due in large part to the fact that UIUC Admissions is no longer using Banner Self Service.



### Banner Project and Support Hours

Description: This metric tracks the number of actual hours logged to both Banner projects and to the support of Banner via patches, mods, upgrades, etc. This is important to know in order to understand the time it takes to keep a large service such as Banner running.



### DS Outages (EDDIE and EDW)

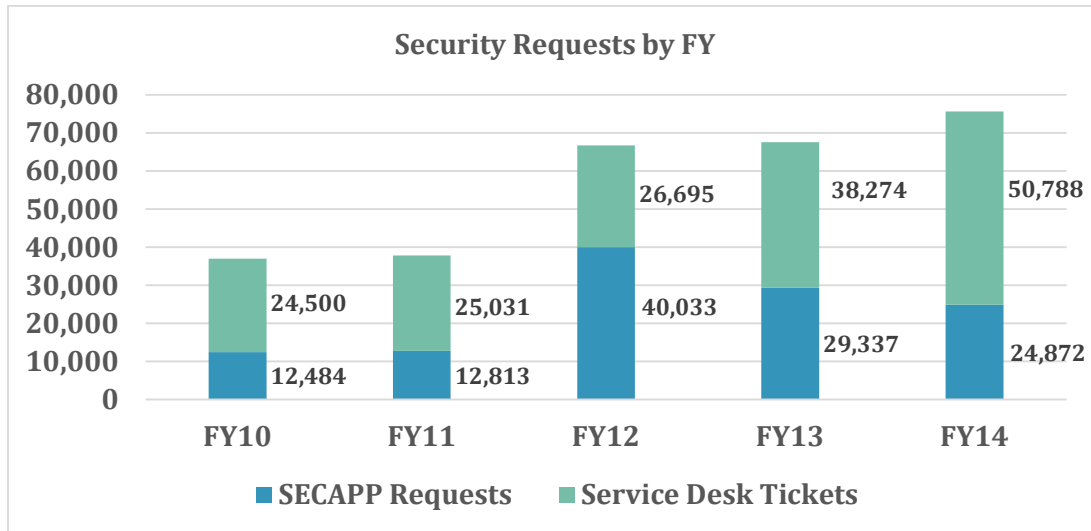
Description: These metrics show the number of scheduled, unscheduled, and partial outages by month where the EDDIE and EDW environments were unavailable to customers. The Enterprise Data Delivery Information Environment (EDDIE) system is a Business Objects environment for delivery of query, analysis, and reporting. The Enterprise Data Warehouse (EDW) is a non-volatile data store containing historical, detailed data that spans a number of subject areas. This data store is fed by transactional data on a regular basis from a variety of data sources. In the eyes of the end-user, the EDW is a read-only environment.

Month	EDDIE			EDW		
	Scheduled Outages	Unscheduled Outages	Partial Outages	Scheduled Outages	Unscheduled Outages	Partial Outages
Jul-13	4		4			
Aug-13	8	2	1			
Sep-13				1		
Oct-13	3	1	3			
Nov-13						
Dec-13						
Jan-14	1					
Feb-14				1		
Mar-14			2			
Apr-14						
May-14						
Jun-14	1		1	1		

## Customer Service

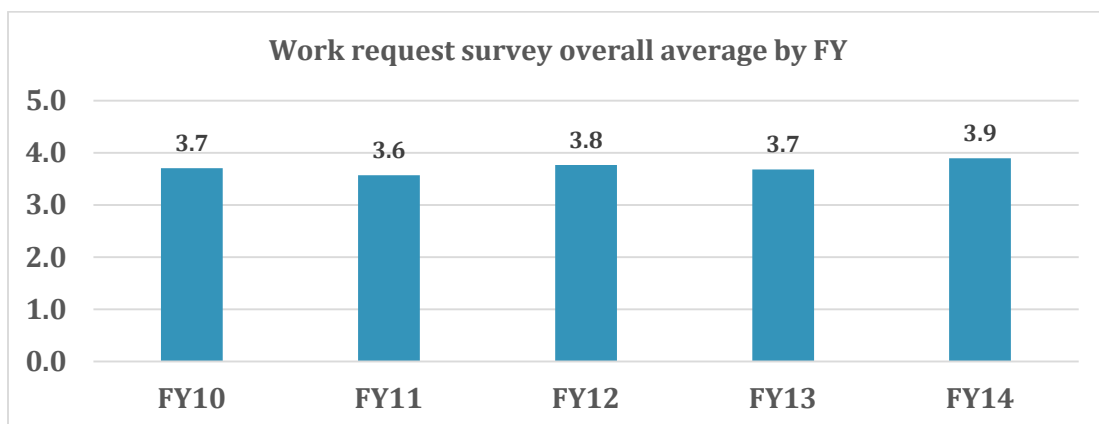
### Security Requests

Description: Security provisions access that allows users to access certain applications, services and system. This measure provides a count of security requests received via the AITS Security Request Application (SECAPP) as well as service desk tickets submitted. This measure is important as it indicates service desk activity levels and where AITS Security Administration staffing resource time is actually spent.



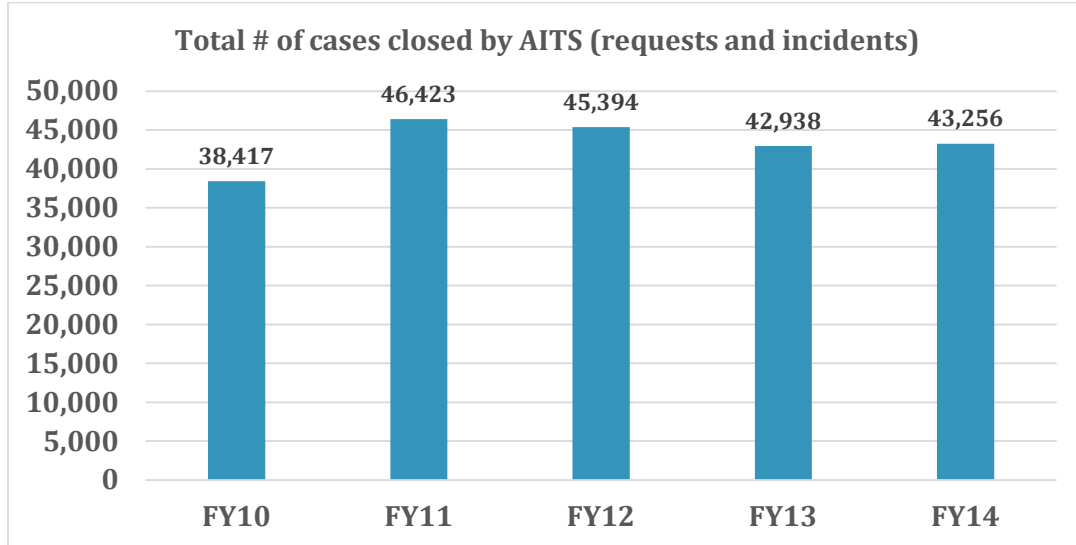
### Work Requests

Description: This chart shows a summary of customer feedback received on work requests performed for all of AITS (0 indicates unsatisfied up to 5 being completely satisfied). This information is valuable in determining how well we are meeting our customers' expectations.



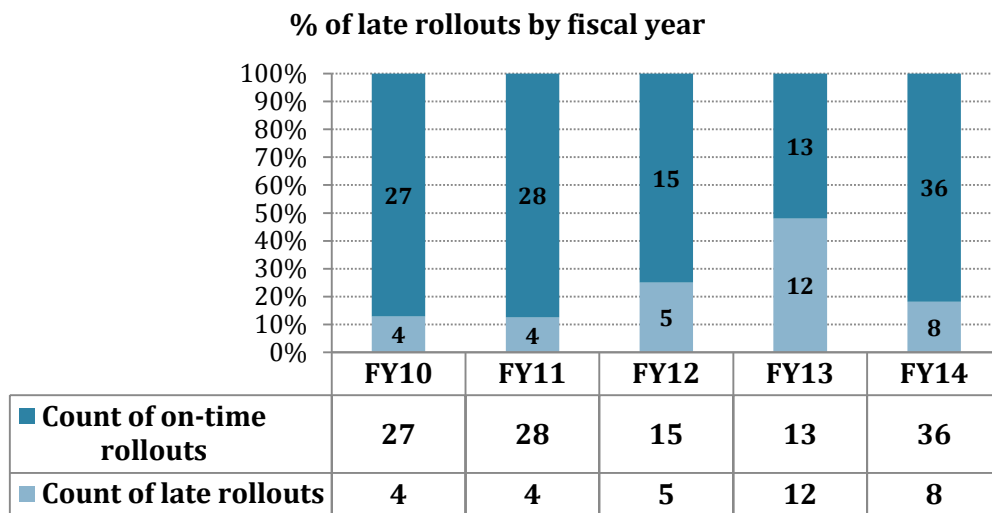
## Service Requests

Description: This measurement shows the total number of cases (requests and incidents) closed by year. This is helpful in understanding the volume of requests we are able to handle and to see the variation from year to year.



## Late Rollouts

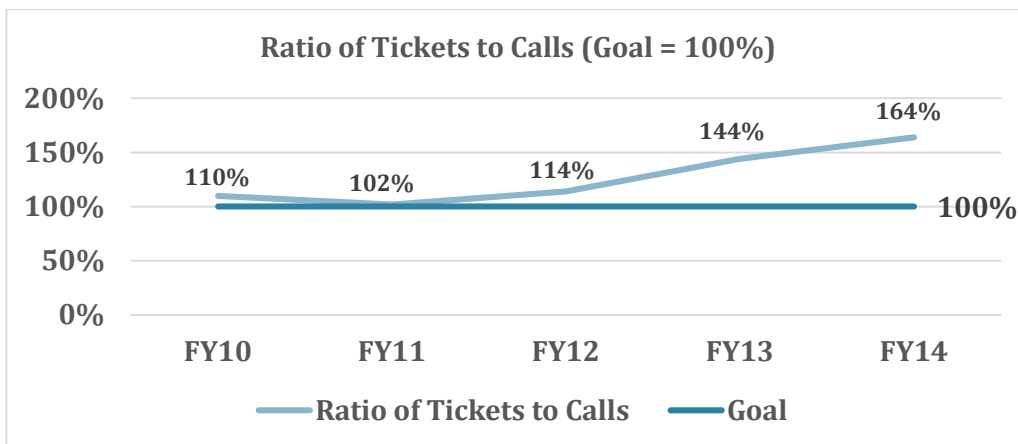
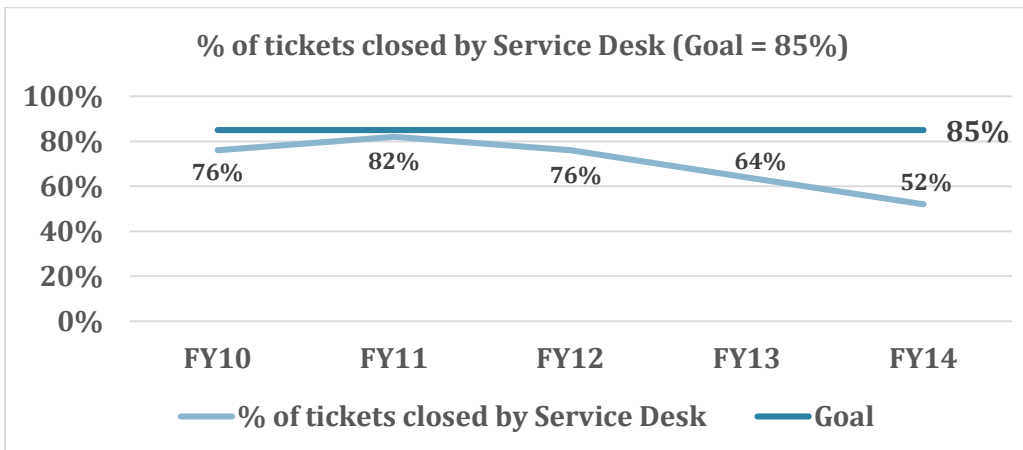
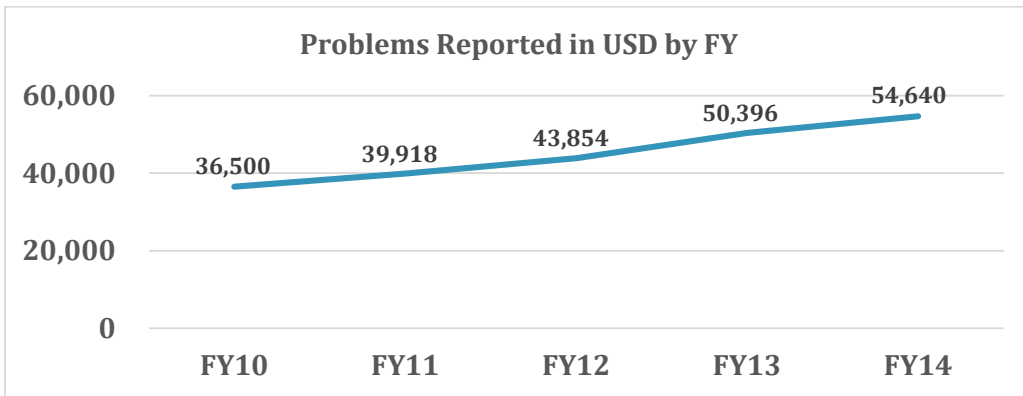
Description: This metric provides an indication of how frequently outages are extended beyond the advertised outage window. This metric is useful in understanding how we are doing at completing our rollouts on time.

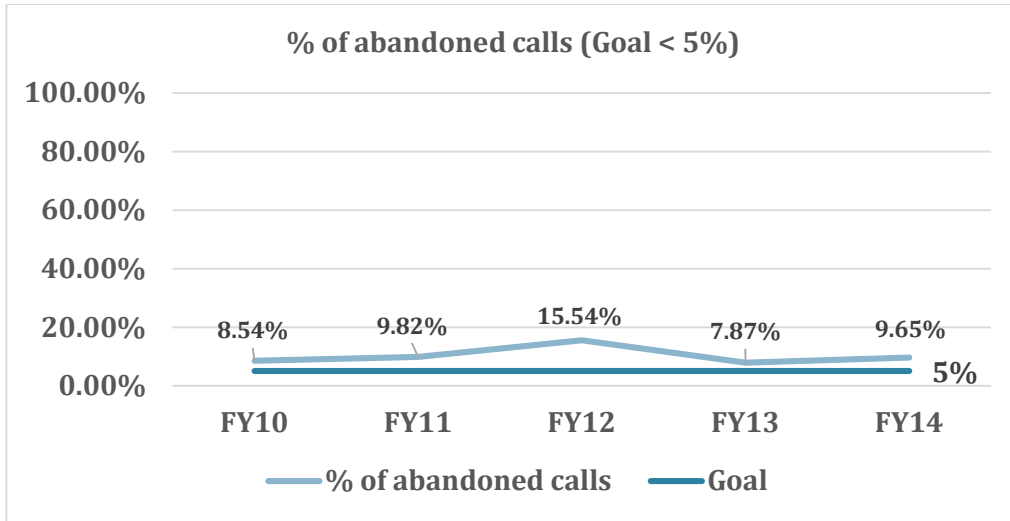




## Service Desk Monthly Statistics

Description: Service Desk provides 24x7 tier 1 support for students, faculty, and staff by trouble shooting issues and fielding questions and inquiries. These are industry standard metrics that allow comparison to other service desks. The following charts are provided 1) problems reported in USD 2) Tickets closed by Service Desk 3) Ratio of tickets to calls 4) % of abandoned calls by the Service Desk (organized by Help Desk (HD) and Operations Center (OC)) and 5) average wait time.

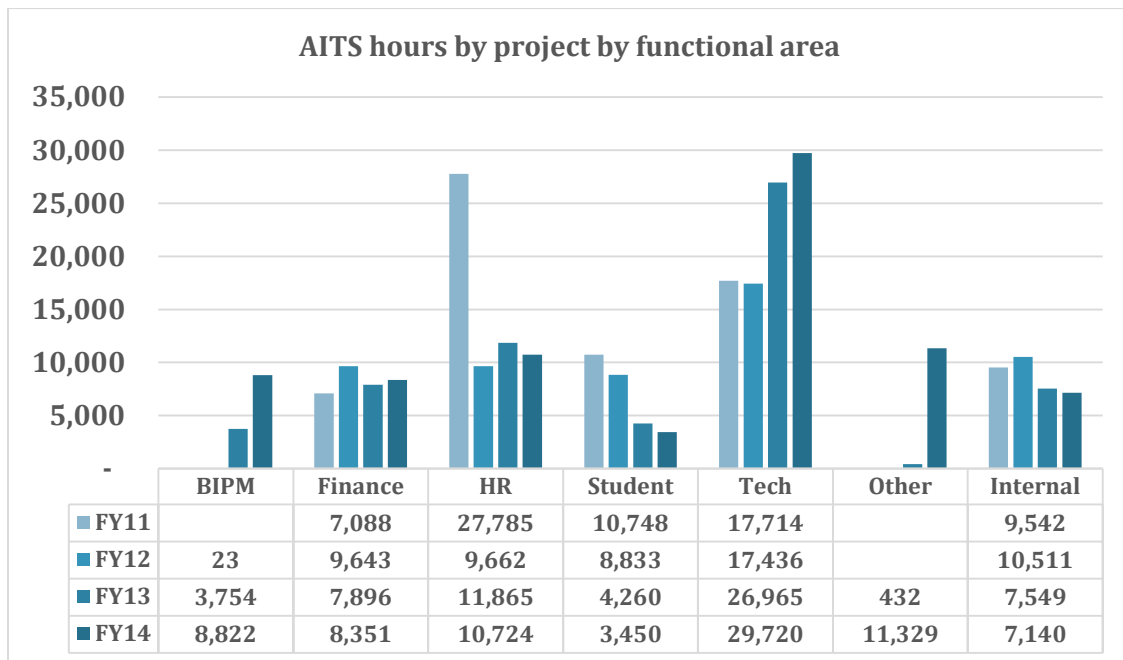


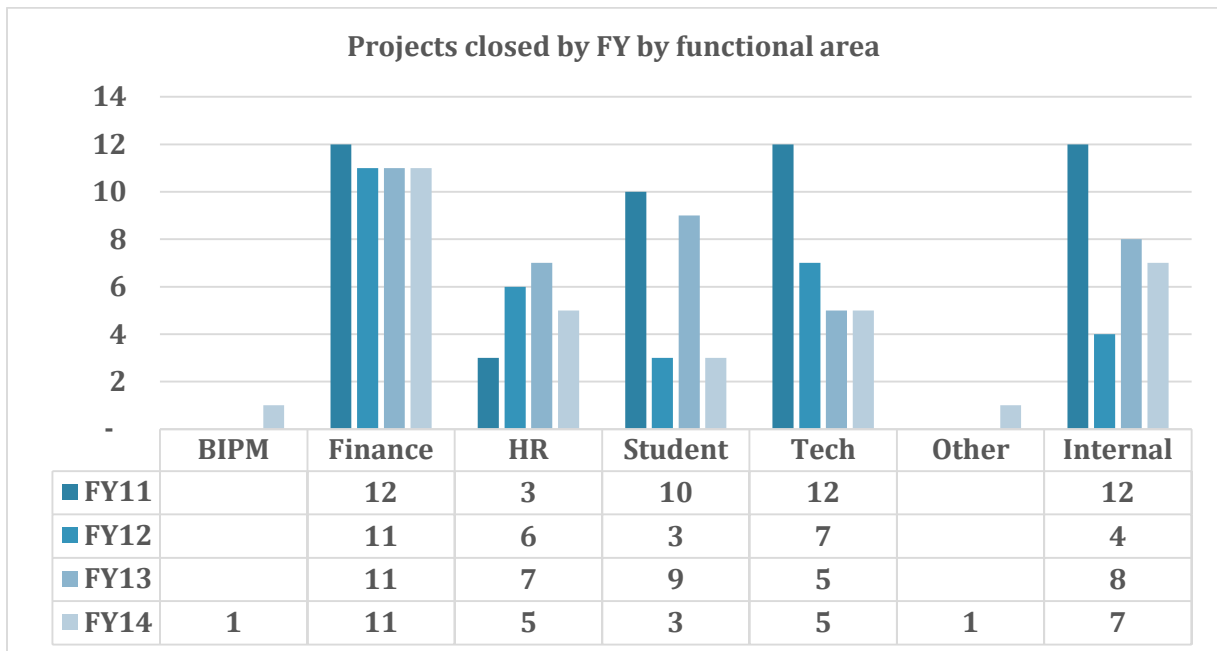
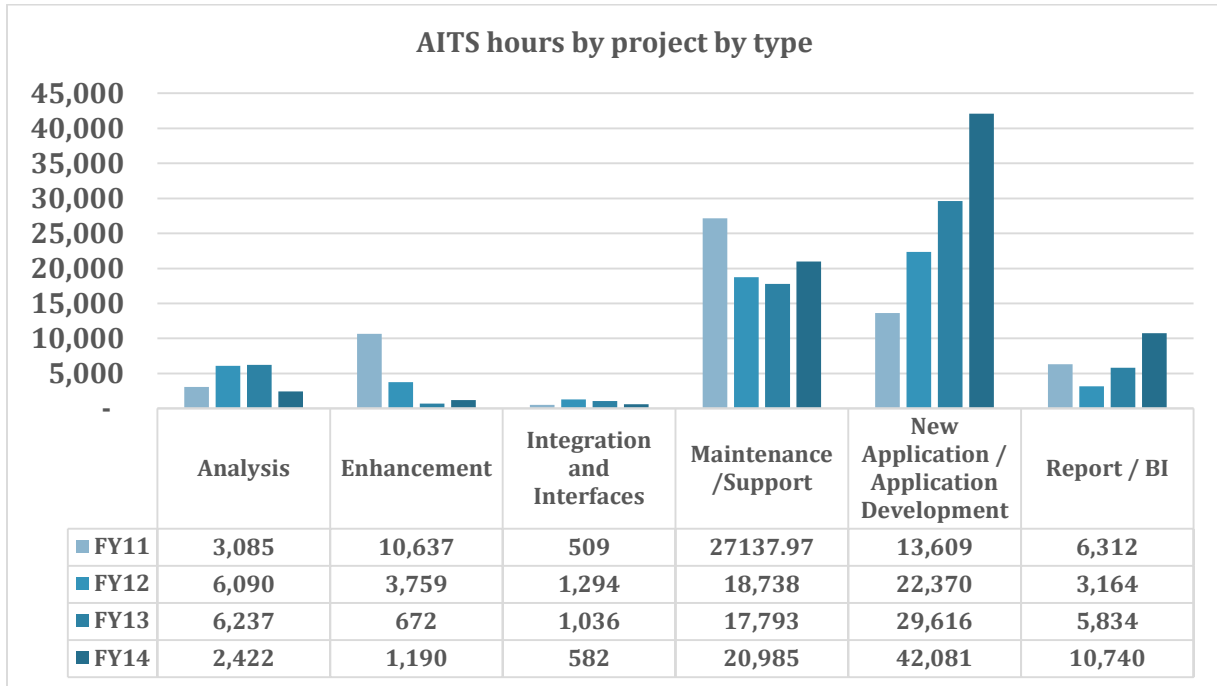


## Projects

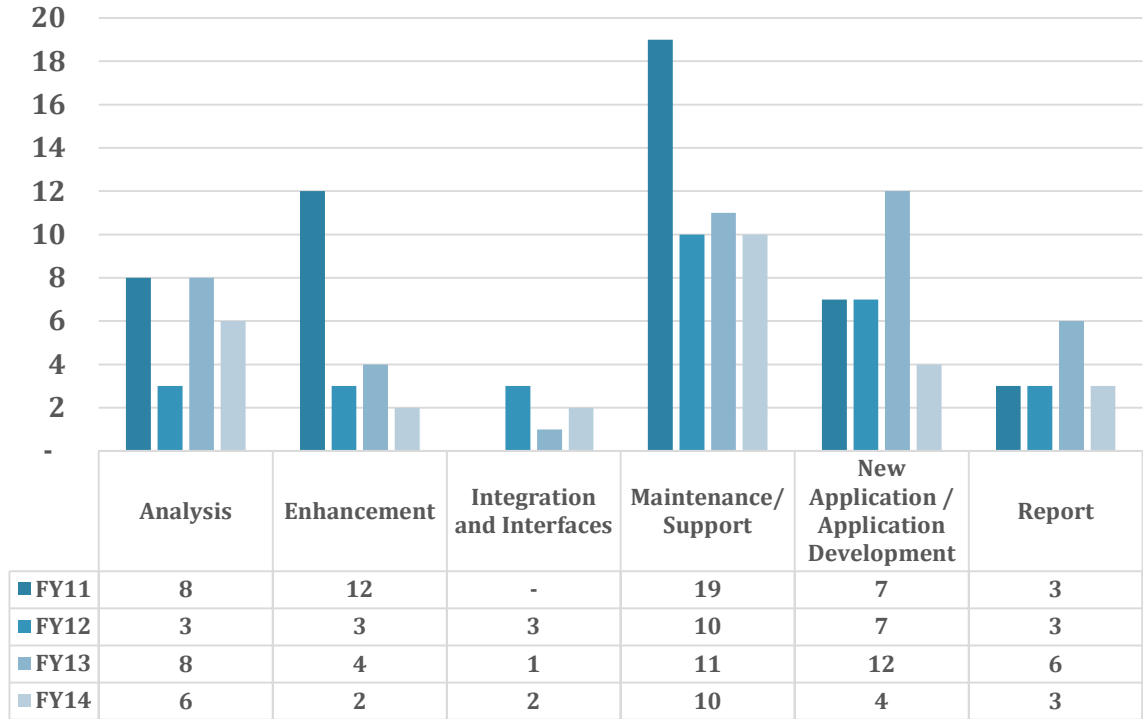
### Project Type and Hours

Description: These measures provide summaries of the annual number of ITPC and AITS Internal projects closed by functional area and by type as well as the annual work effort (hours) for those ITPC and AITS Internal projects by functional area and project type. This is important for showing what areas and types of projects are consuming the majority of project hours each year.



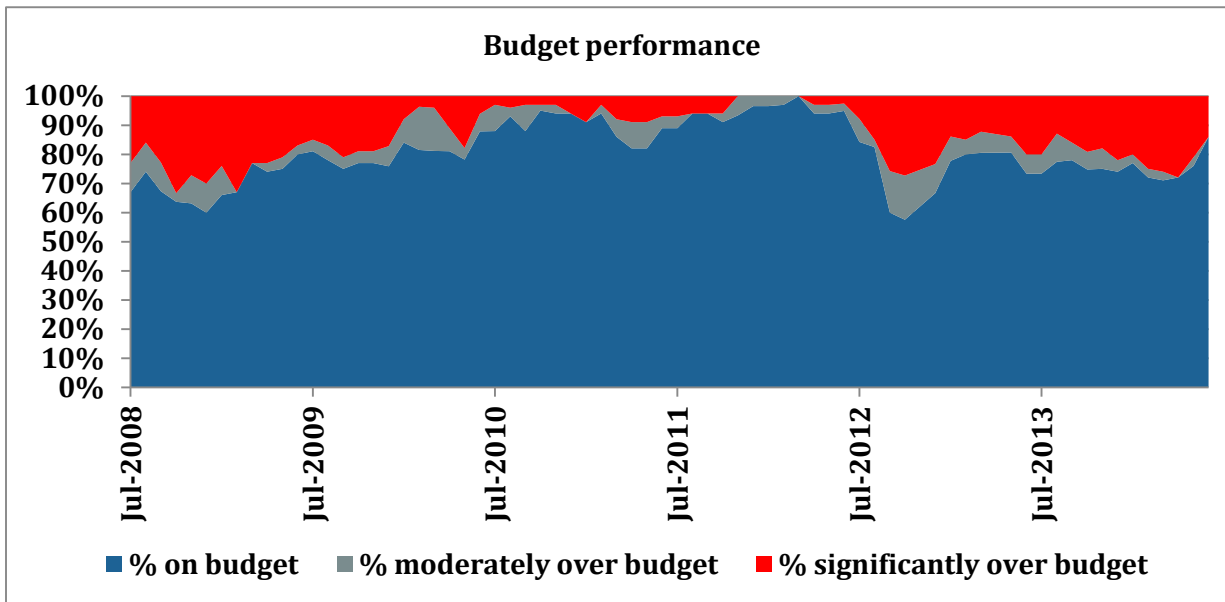
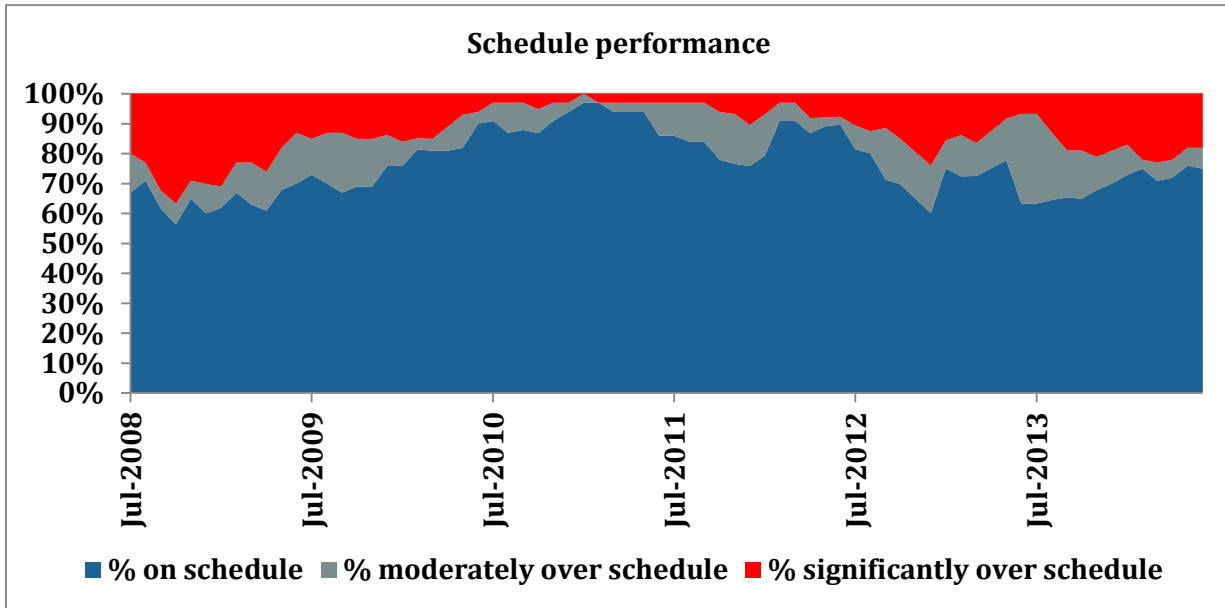


Projects closed by FY by type



PMO Performance

Description: This metric consists of the following: 1) Percent of projects on schedule, moderately over schedule, and significantly over schedule. 2) Percent of projects on budget, moderately over budget, and significantly over budget. It provides a measure of project influence of the PMO. Project performance against schedule and budget improved slightly over FY 13 averages for AITS-led ITPC projects.

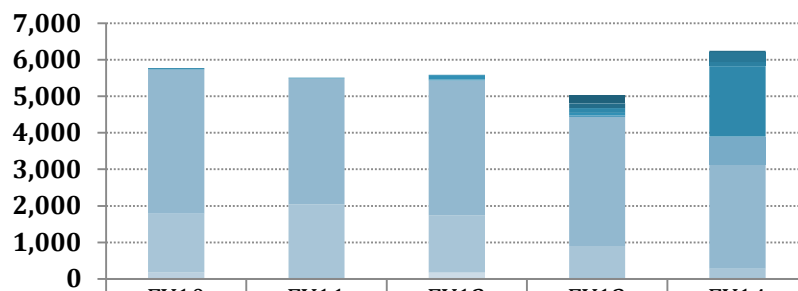


## Services Offered (Systems)

### Departmental System Support

Description: In addition to systems that support the University of Illinois administrative processes, AITS also supports systems for various departments throughout the University. This measurement shows the annual hours spent on this departmental systems support. This information is helpful in determining which departmental systems require the most support time.

**Hours spent by the Departmental Systems team on departmental systems support and projects**

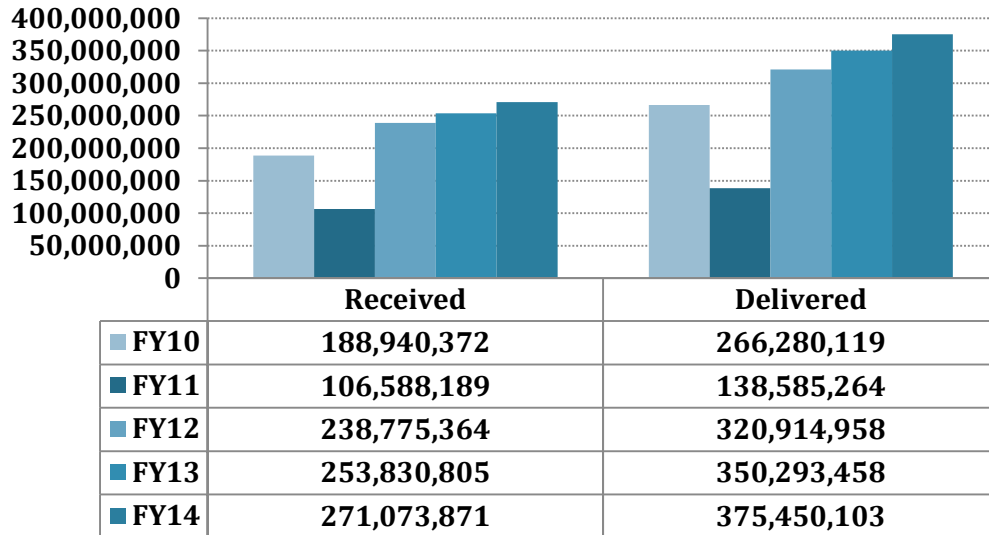


	FY10	FY11	FY12	FY13	FY14
■ F&S	0	0	0	215	0
■ CITES	0	0	0	128	34
■ DS	0	0	0	0	261
■ Formbuilder	0	0	0	0	127
■ HR	24	1	8	132	1,929
■ Banner	0	0	123	66	0
■ Prairie Research Institute	16	17	26	47	4
■ CPRD	0	0	0	0	767
■ UOCP&RES	3,942	3,442	3,688	3,526	2,844
■ DARS	1,610	2,043	1,565	894	275
■ CAS	179	0	0	8	4
■ Mobile	0	0	176	3	0

## Messaging

Description: This tracks the number of times business objects or enterprise data messages are consumed by applications by month and by year. This is important in understanding the volume of messages being consumed and how that may vary over time.

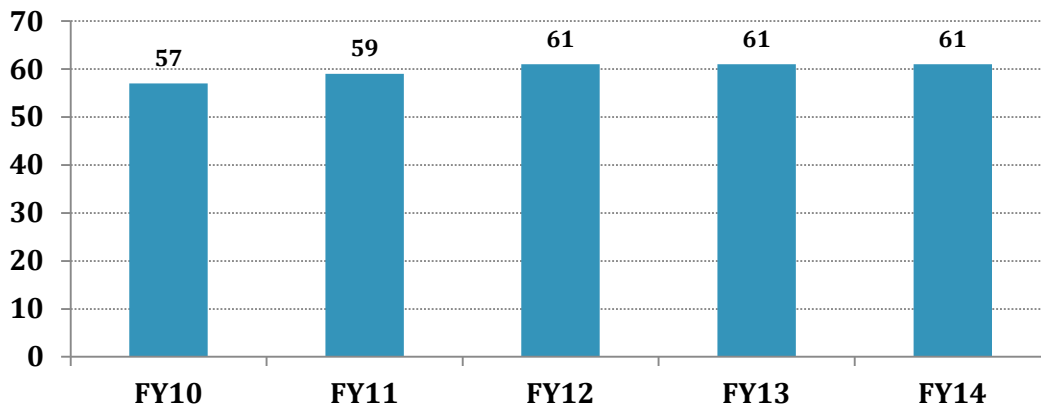
**Messages received and delivered by fiscal year**



## Message Availability

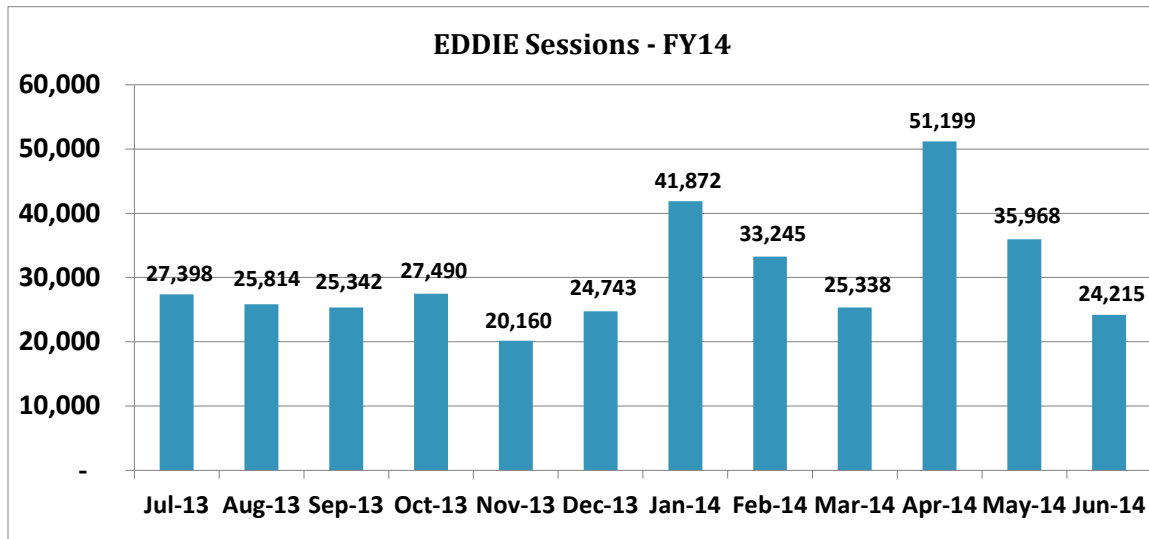
Description: This tracks the number of enterprise data messages available. A higher number of enterprise data messages indicates a higher level of reusable components. The ability to view the number of messages available is important in tracking whether we are moving toward a higher number of reusable components or not.

**Messages available by fiscal year**



**EDDIE Sessions**

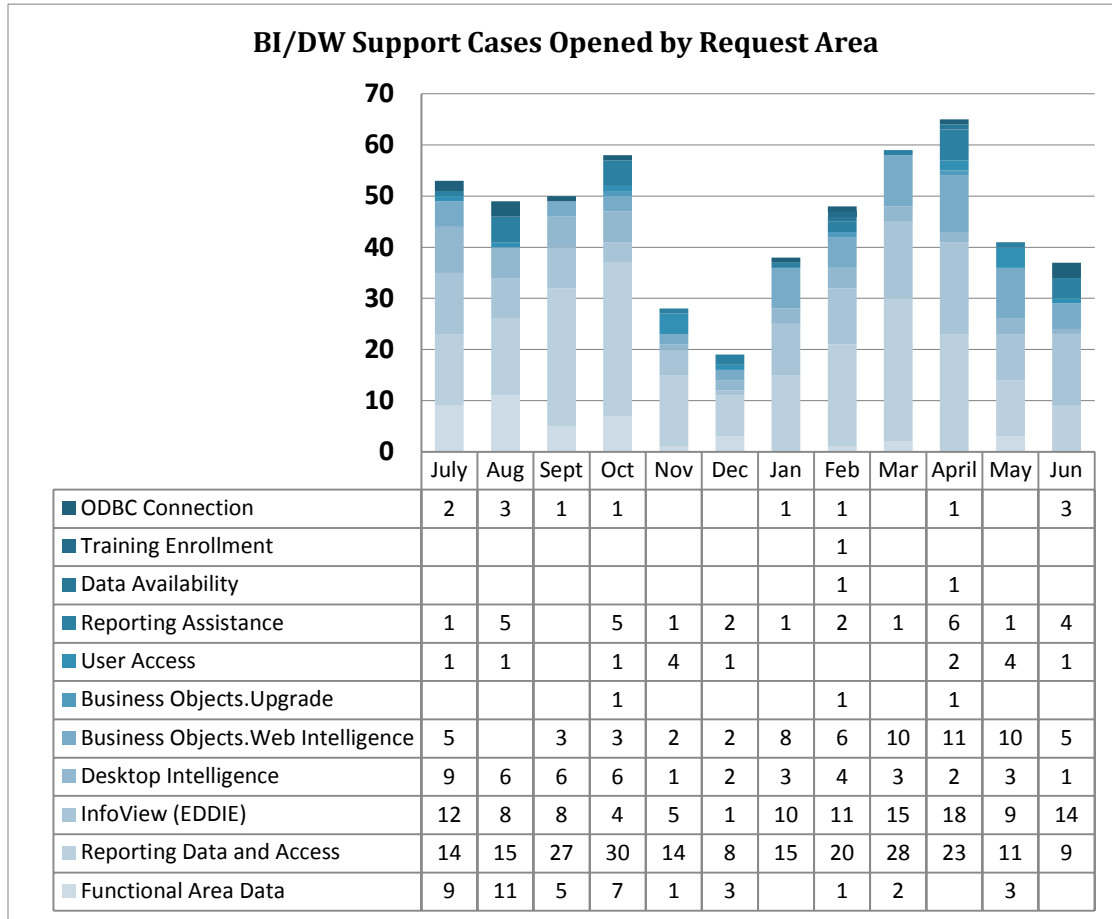
Description: Business Intelligence and Data Warehousing empowers decision makers in the pursuit of fulfilling the University mission and enables the University community in realizing efficiencies and effectiveness in business operations. The work of minimizing system downtime, managing user sessions, maintaining and enhancing available data, user support and training are critical factors in delivering this service. This metric shows the number of sessions where customers logged into the EDDIE environment per month.





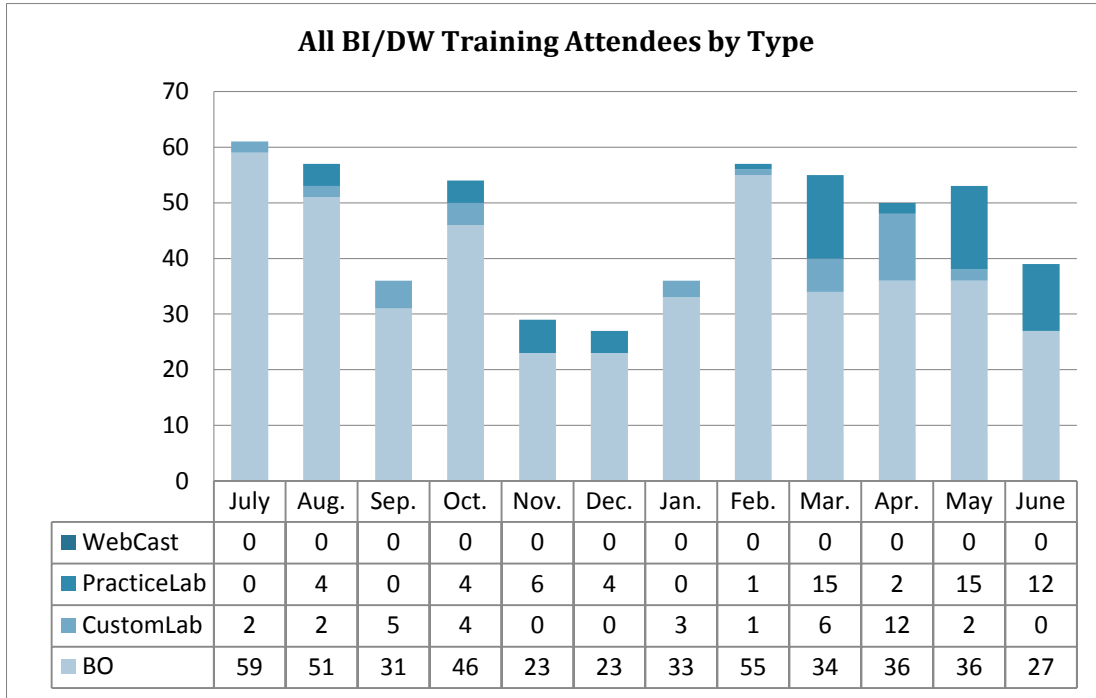
## Business Intelligence/Data Warehouse (BI/DW) Support Cases Opened by Request Area

Description: This metric shows the total number of BI/DW support cases opened per month, broken out by request area.



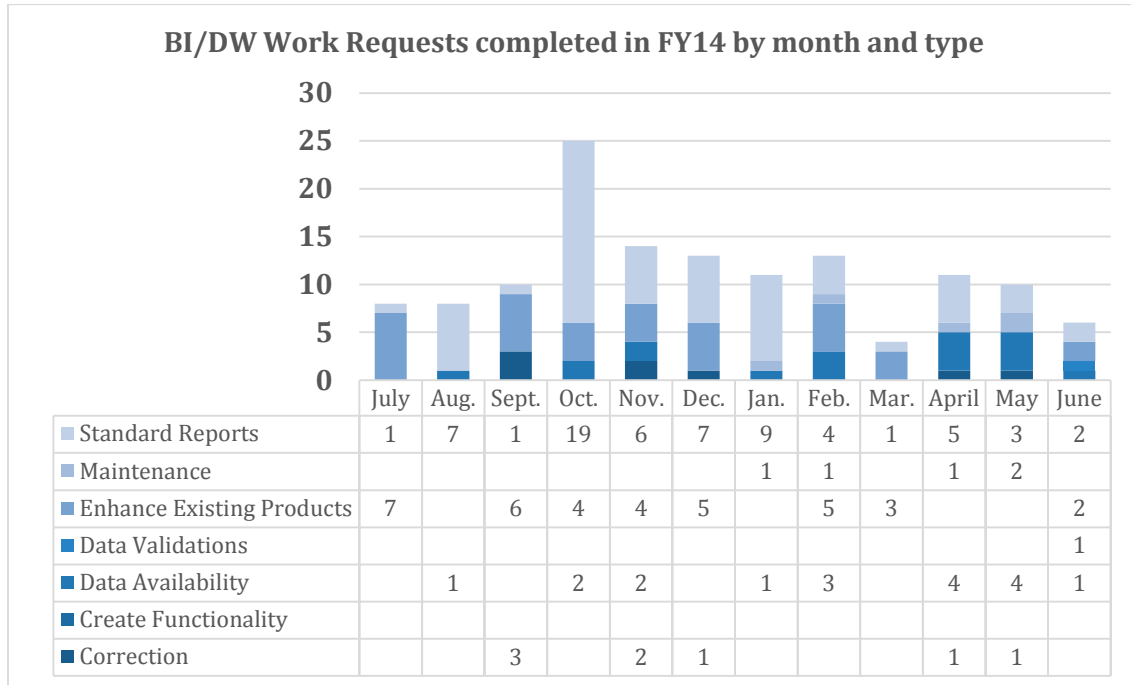
### BI/DW Training

Description: The first graph shows the number of training seats offered for classroom training, and the number of people who registered by month. The 2nd graph shows the total number of people who registered for any kind of BI/DW training, and the number who actually attended by month. The 3rd graph shows the total number of training attendees by month broken out by type of training.



### DS Work Requests by Month and Type

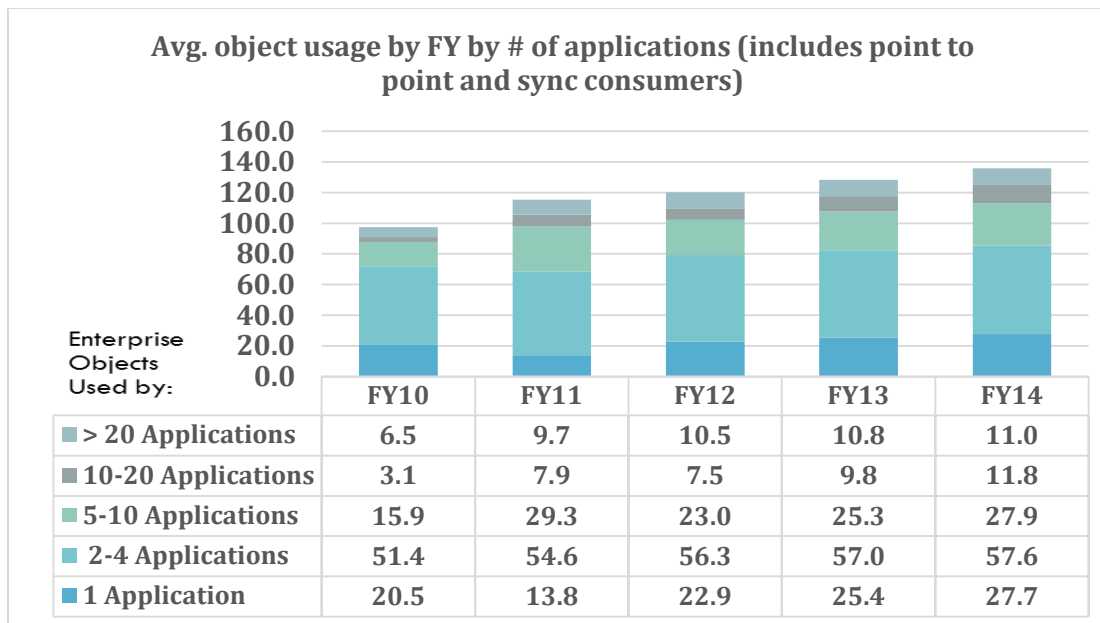
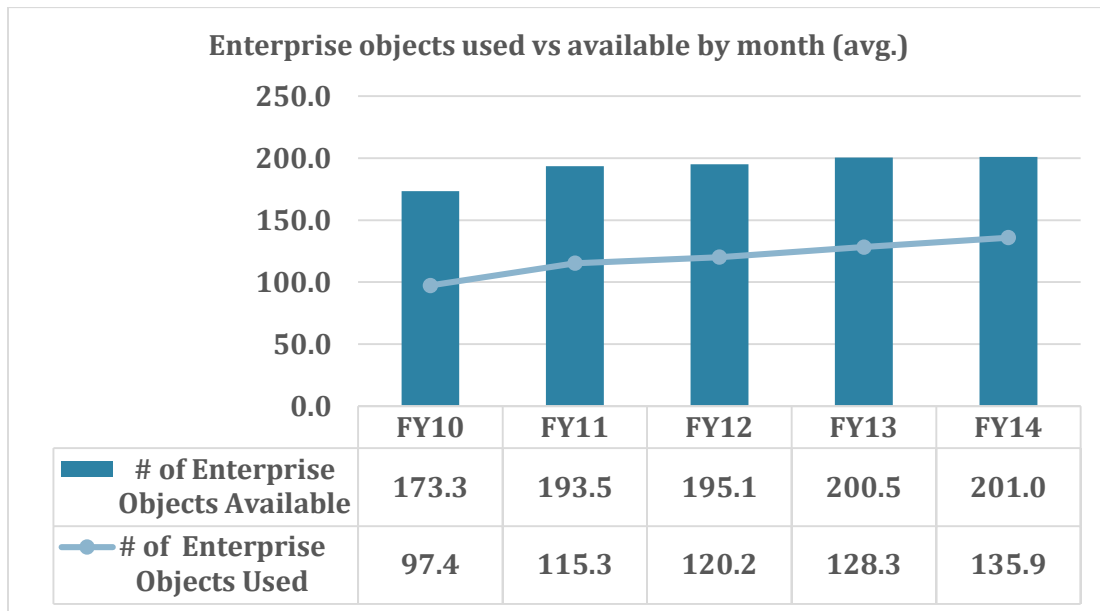
Description: This metrics lists the BI/DW work requests completed per month broken out by type.



## Infrastructure

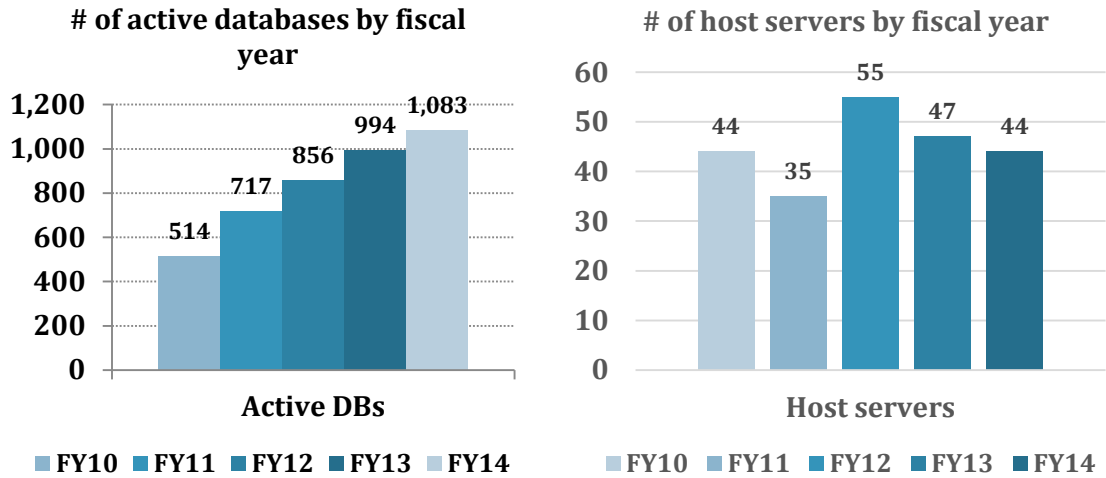
### Object Use and Availability

Description: AITS is monitoring the reuse of enterprise objects by tracking the number of enterprise objects that are used by multiple applications. This shows how many enterprise objects are used by just one application and how many are used by multiple applications. When an object is used by multiple applications, it saves on analysis, development and testing time for the development project. Tracking this metric will show how much AITS and the University are benefiting from the use of reusable objects.



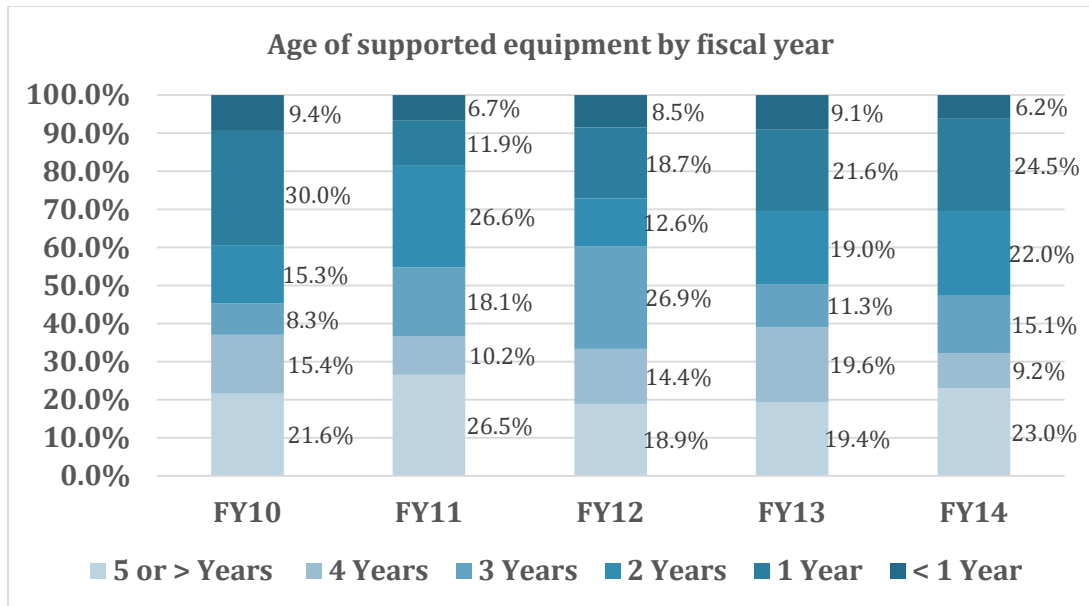
## DBs and Servers

Description: This shows the number of host servers and databases supported by AITS ADSD Data Management. This is helpful in understanding the scope of support work related to host servers and databases for this group and how it changes year to year.



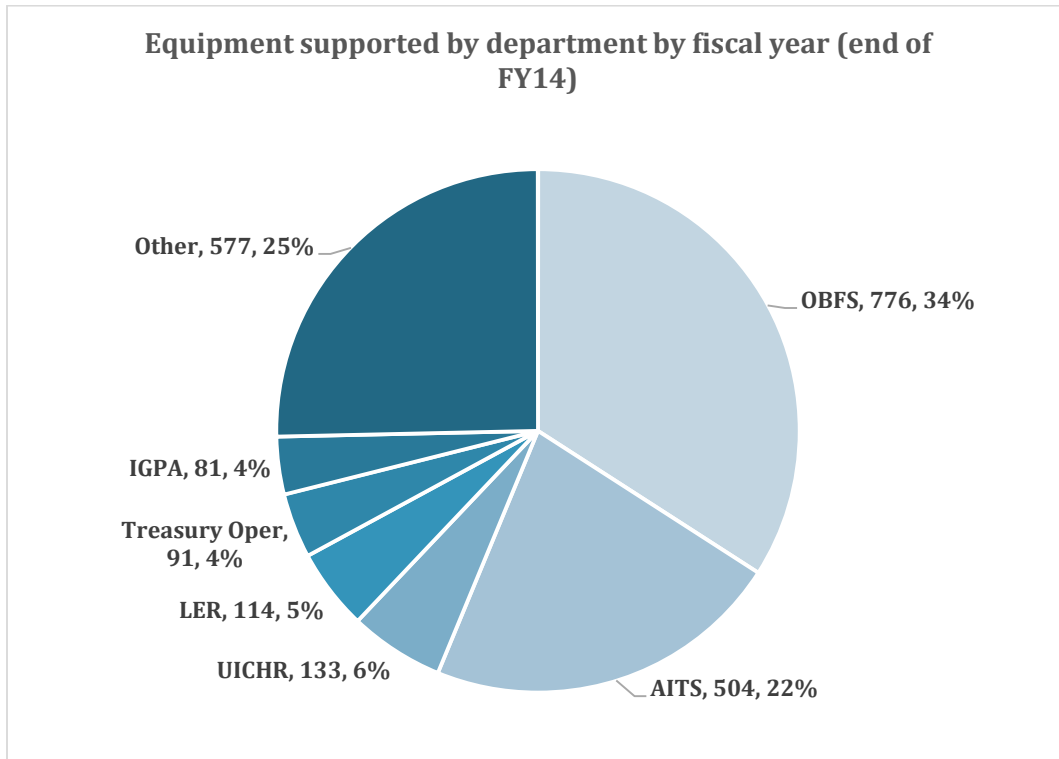
## Equipment Age

Description: This measures the age of the equipment supported by Client Support Services. Older equipment requires more support. This is a good breakdown of the age of our equipment and how we are progressing in replacing our aging equipment.



### Computer Support

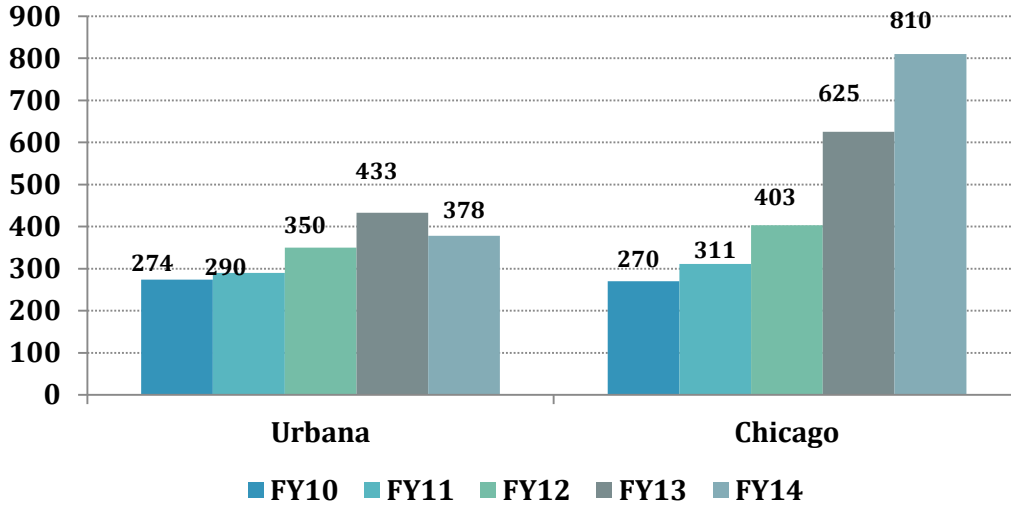
Description: This measures the number of computers supported by Client Support Services by department. This is good information for knowing which departments have the largest number of computers and, thus, will need the most support.



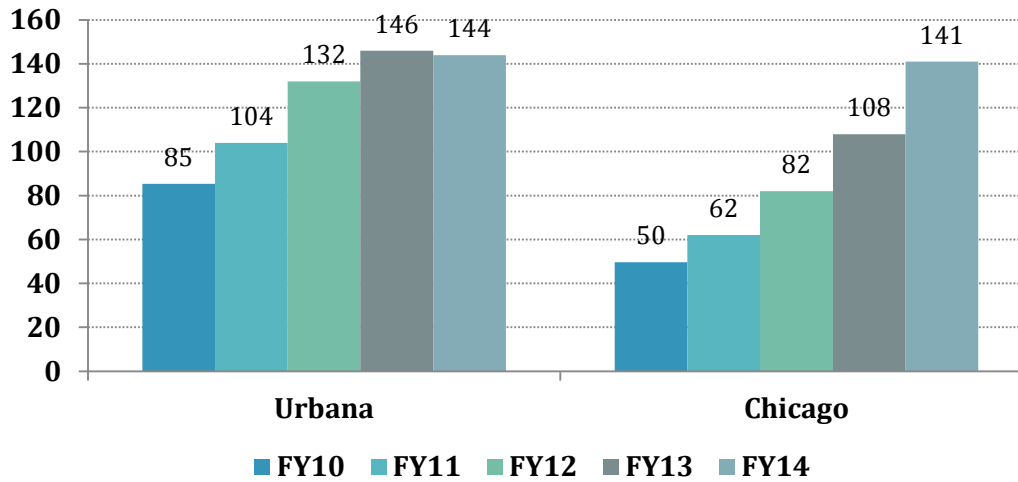
### Data Center Backup Storage and Capacity

Description: Backups and storage continue to grow as we support the student and faculty systems across all campuses. This shows the backup and total storage by data center by fiscal year.

**Backup storage by data center by fiscal year in TBs**

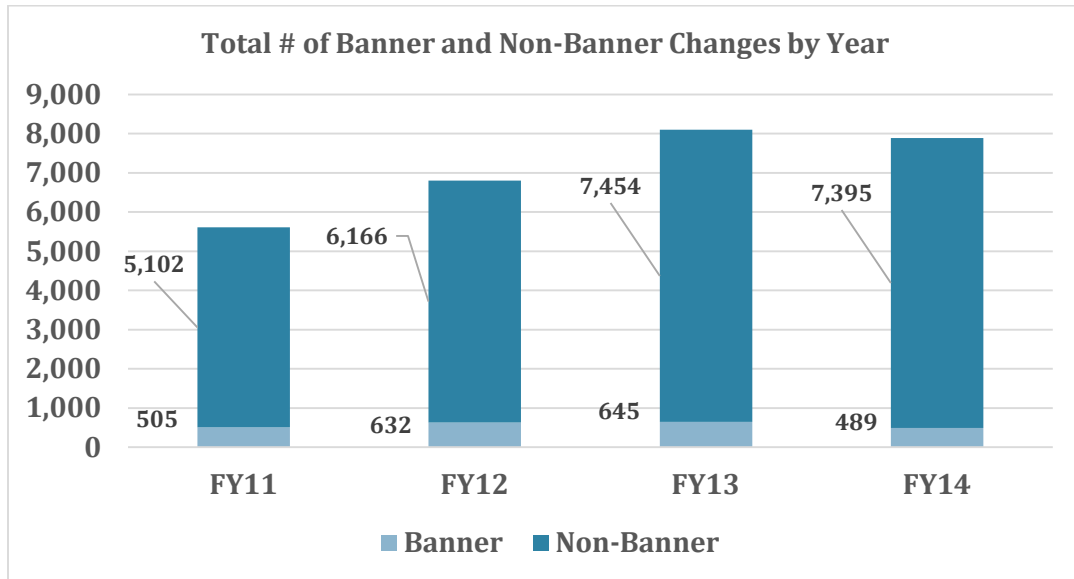


**Allocated configured capacity in TBs**



### Change Request CI Selections

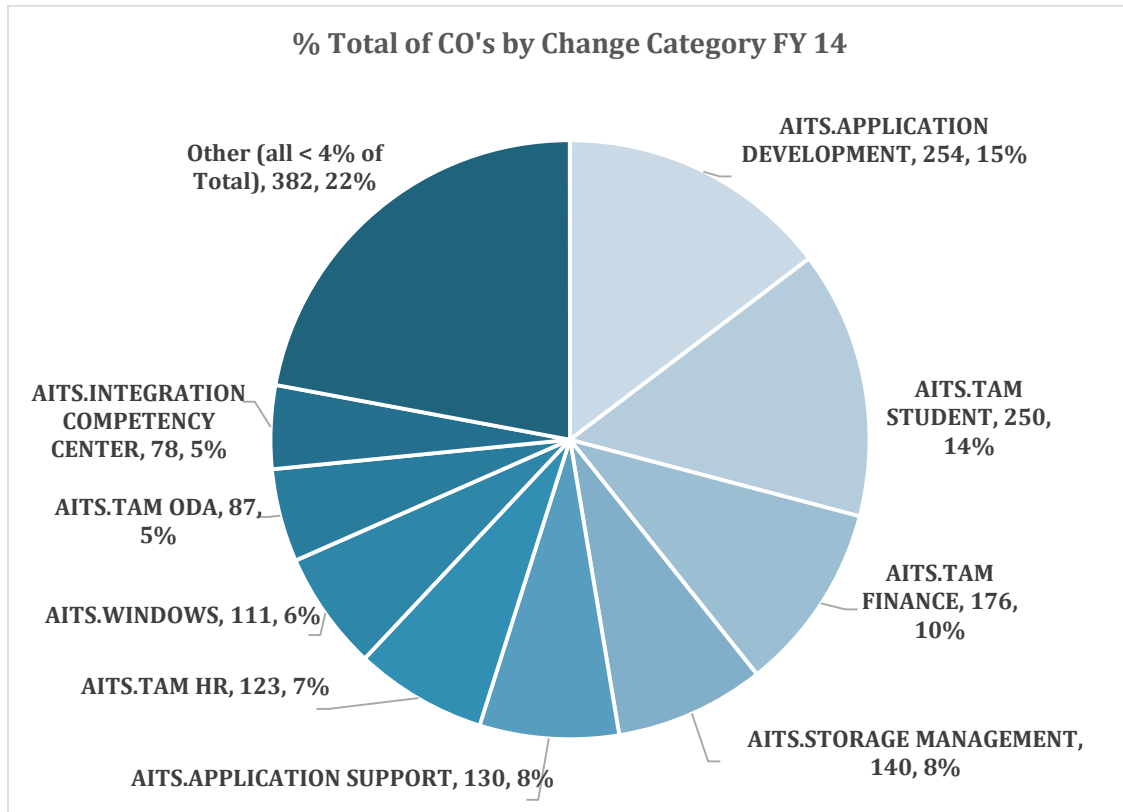
Description: This measure is an annual count of both the number of times that Banner components, Banner databases, or SGHE delivered mods are selected as affected CIs, as well as the number of non-Banner related CIs, for all closed change requests. This metric helps to understand the volume of changes closed on a yearly basis and whether those numbers are increasing or decreasing.





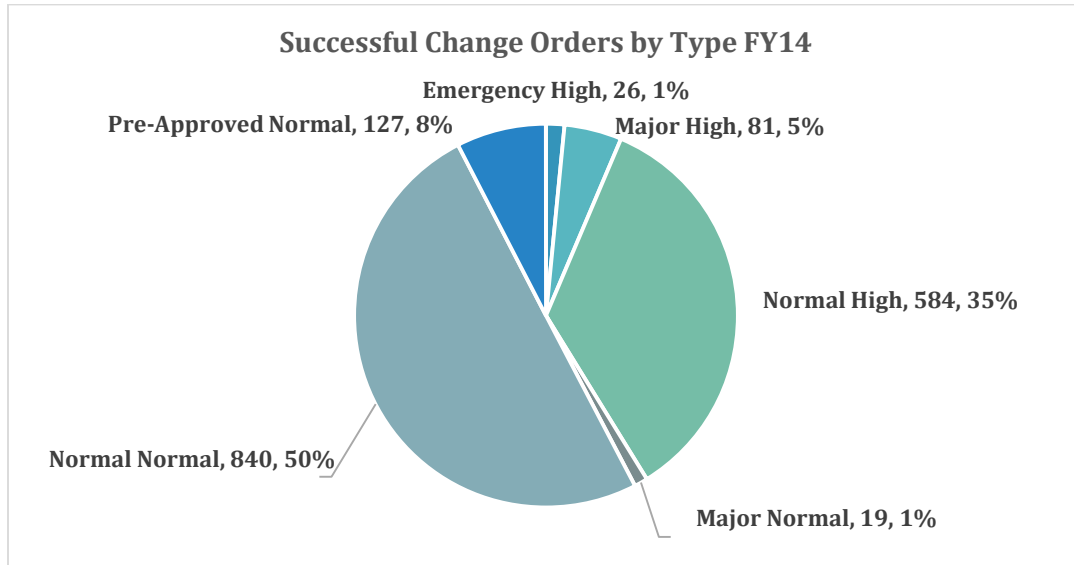
### Change Orders by Change Category

Description: This measurement identifies the top few change categories with the most changes, consolidates the remaining categories into “Other”, and provides the % against the total number of changes. This view helps provide for a better understanding about which change categories the greatest amount of changes take place in and their percentage of all changes.



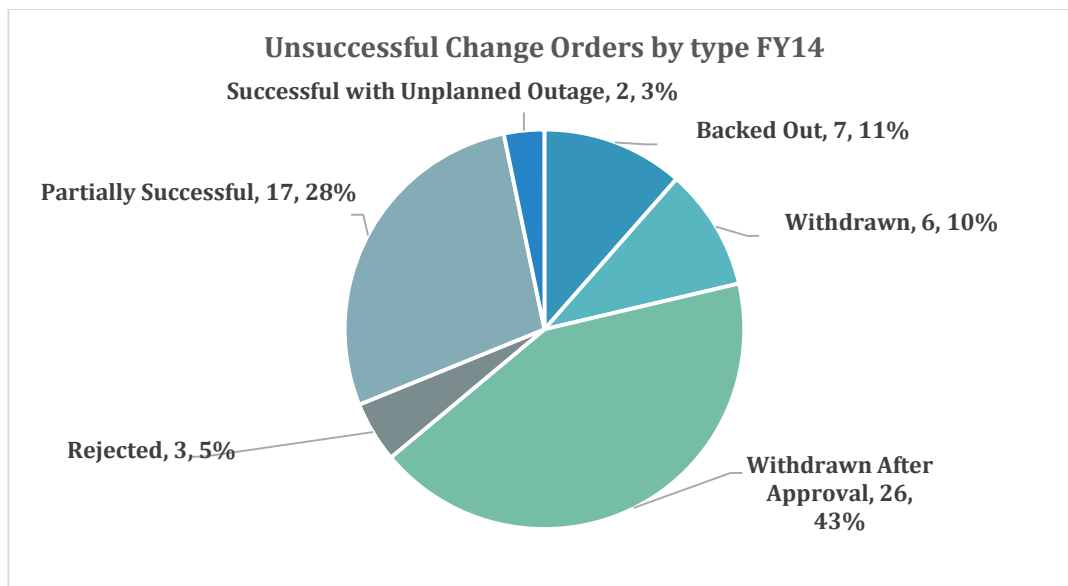
### Successful Change Orders by Type

Description: This measurement shows the totals for each Closed, successful Change Order Type along with the % of total. This information helps us to understand which change order types are most successful and, conversely, which are least so that we can address issues where needed.



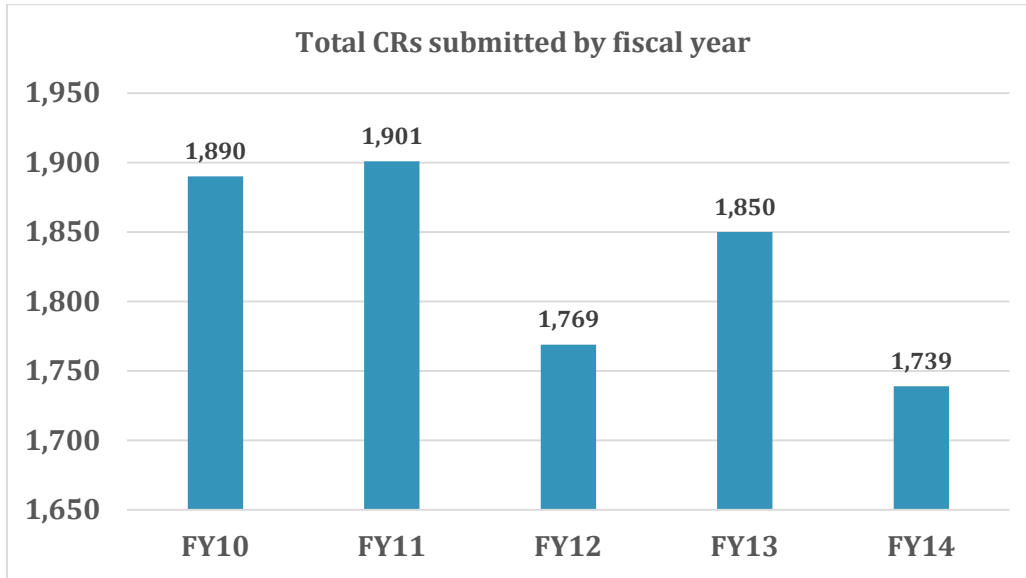
### Unsuccessful Change Orders by Type

Description: This measurement shows the totals for each Closed, unsuccessful Change Order Type along with the % of total. This information is helpful in understanding why change orders were not successful and where to focus attention in making them successful in the future.



### Total CRs Submitted

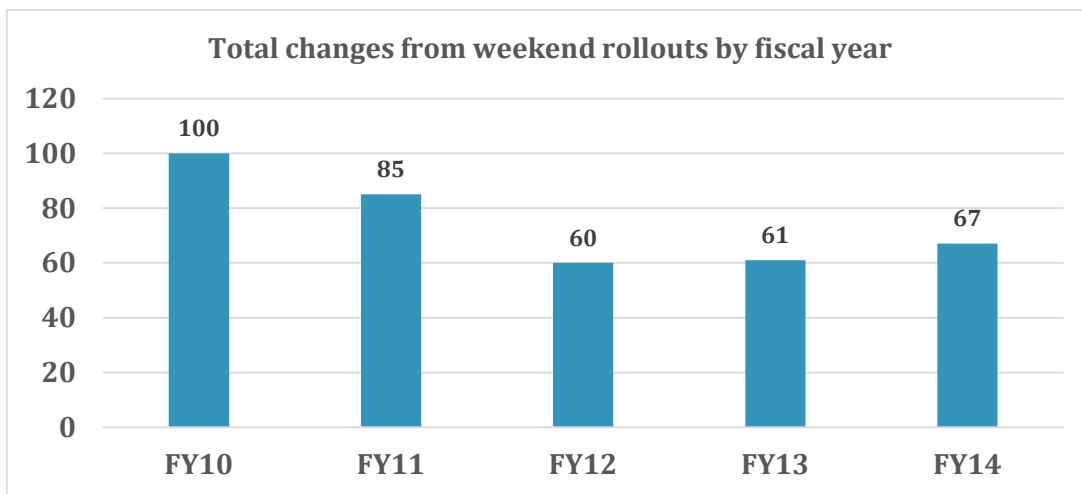
Description: This chart show the total number of change requests (CRs) submitted. This helps us understand the volume of CRs we work with each year.

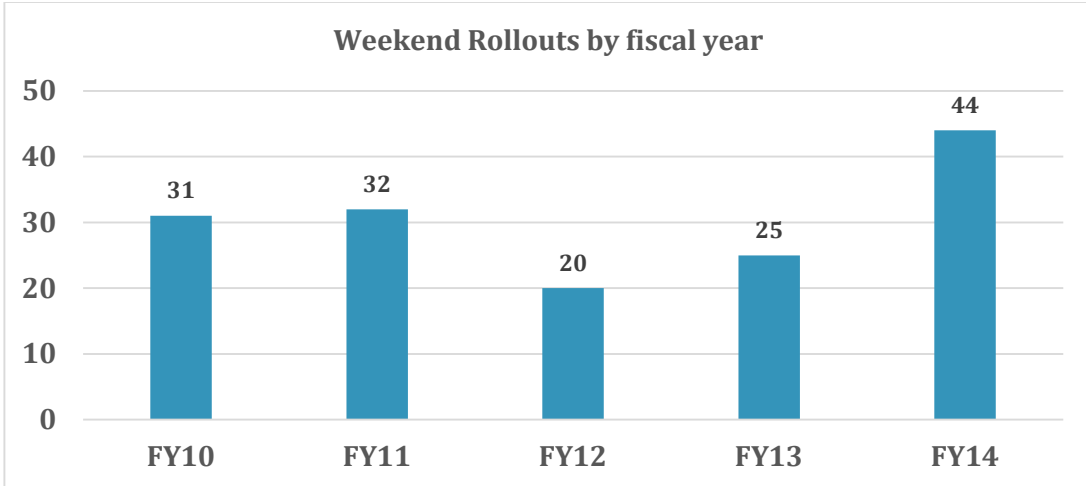


### Weekend Rollouts

Description: These metrics indicates the number of weekend rollouts as well as how many changes were implemented during weekend outage windows as part of a formal rollout plan. It is a measure of balanced risk, resource utilization and efficiency.

\*In FY14, AITS staff worked on rollouts to accommodate ICCN work that was not indicated with a change order in the following quantities: Jul 1, Aug 2, Sep 3, Nov 2. Events are counted in weekend rollouts below, but are not reflected in the change requests in rollouts or AITS total weekend days worked stats.





### New and Decommissioned CIs and Servers

Description: This measure shows the total new and decommissioned configuration items, total new and decommissioned server entries in the CMDB, and total new configuration items with a defined implementation date, which indicates a newly deployed infrastructure.

