ARCHER SP Service Quarterly Report

Quarter 1 2014

15 April 2014

1. Service Highlights

This is the contractual performance report for the ARCHER SP Service for the Reporting Periods: January 2014, February 2014 and March 2014.

- The transition of users from HECToR to ARCHER was eased by the use of SAFE and has gone very smoothly. By the end of the quarter, there were over 1000 users on the ARCHER service.
- The HECToR service closed on 21st March 2014 – at which point the Helpdesk transferred all unused grant allocations to ARCHER. The RDF was useful for transferring user data, despite the upgrade timetable.
- Although most user groups have now started to use ARCHER, the overall utilisation on ARCHER during this first quarter was just 57%, which is around 71% of the target optimum. We would expect utilisation to increase after the end of HECToR.
- For future service transitions, we should review 'end of service' allocations, particularly for Consortia. It would be better to adjust allocations in line with time remaining on the service. Use of Period Allocations in SAFE could help this in the future.
- Despite a high initial volume of support queries, all SP service levels were bettered. The volume of queries is expected to ease once initial administrative and simple getting started type queries diminish.
- The ARCHER website has been updated with additional self-help and troubleshooting instructions for users as and when they have been identified. Material from CSE is fully integrated on the website.
- Maintenance was kept to a minimum during the period, and where possible at-risk sessions were used to deploy SP changes.

2. Contractual Performance Report

This is the contractual performance report for the ARCHER SP Service for the Reporting Periods: January 2014, February 2014 and March 2014.

Service Points

The Service Levels and Service Points for the SP service are defined as below in Schedule 2.2.

- **2.6.2 - Phone Response (PR):** 90% of incoming telephone calls answered personally within 2 minutes for any Service Period. *Service Threshold: 85.0%; Operating Service Level: 90.0%.*
- **2.6.3 - Query Closure (QC):** 97% of all administrative queries, problem reports and non in-depth queries shall be successfully resolved within 2 working days. *Service Threshold: 94.0%; Operating Service Level: 97.0%.*
- **2.6.4 - New User Registration (UR):** Process New User Registrations within 1 working day.

In the previous Service Quarter these can be summarised as follows:

Period	Jan 14		Feb 14		Mar 14		14Q1
Metric	Service Level	Service Points	Service Level	Service Points	Service Level	Service Points	Service Points
2.6.2 - PR	100.0%	-5	100.0%	-5	100.0%	-5	**-15**
2.6.3 - QC	98.96%	-1	98.35%	-1	97.71%	0	**-2**
2.6.4 - UR	1 WD	0	1 WD	0	1 WD	0	**0**
Total		**-6**		**-6**		**-5**	**-17**

Pink – Below Service Threshold
Yellow – Below Operating Service Level
Green – At or above Operating Service Level

More details on the above can be found in Section 3 of this report.

Service Failures

Type	Severity	Service Points	Notes
Unscheduled Maintenance	Sev-1	None.	Maintenance over-run on 3rd March

There was one Service Failure in the Service Quarter. A planned maintenance session took longer than had been pre-approved by the Authority. Details are available in Section 4 of this report.

Service Credits

The total Service Credit applicable for each Service Quarter is calculated in the following way:

SC = [redacted]

Where:
"Applicable Charge" = the relevant Annual Maintenance Charge divided by four (4) (to form the Maintenance Charge relevant for the Service Periods being assessed)
"SC" = Service Credit
"TSP" = Total Service Points for the Service Quarter

SC = [redacted]

3. Detailed Service Level Breakdown

Phone Response

	Jan	Feb	Mar	14Q1
Phone Calls Received	45	50	67	**162**
Answered within 2 Minutes	45	50	67	**162**
Service Level	**100.0%**	**100.0%**	**100.0%**	**100.0%**

The volume of telephone calls received is low, as we expected. A number of the above calls were either wrong numbers or telephone marketing companies. Of the 162 calls received in total, just 40 were actual ARCHER user calls. Further analysis of the type of phone calls received is planned for next quarter.

Query Closure

	Jan	Feb	Mar	14Q1
Self-Service Admin	807	754	1090	**2651**
Admin	128	171	228	**527**
Technical	25	42	77	**144**
Total Queries	*960*	*967*	*1395*	***3322***
Total Closed in 2 Days	*950*	*951*	*1363*	***3264***
Service Level	**98.96%**	**98.35%**	**97.71%**	**98.25%**

The volume of queries clearly shows the final transition of users from HECToR to ARCHER in March; there was an increase in the load of both Administrative and Technical queries. The Self-Service Administrative queries, although initiated automatically by the user, require human intervention by the Operations and System Group (OSG) to complete the task.

Despite the very high volume in queries, the Service Levels were bettered in each Service Period. We would expect the volume of Administrative queries to ease once all users are fully transitioned to ARCHER.

User Registration

	Jan	Feb	Mar	14Q1
No of Requests	202	169	264	**635**
Closed in One Working Day	202	169	255	**626**
Average Closure Time (Hrs)	0.76	1.11	1.06	**0.98**
Average Closure Time (Working Days)	0.08	0.11	0.11	**0.10**
Service Level*	**1 WD**	**1 WD**	**1 WD**	**1 WD**

* The definition of this Service Level in Schedule 2.2, Section 2.6.4 is ambiguous. There is no percentage target defined, therefore we have assumed that the Service Levels refer to the mean time to complete new user registrations.

The time taken has been calculated as starting when the PI approves the user's request for a new account on ARCHER, to the time when the user is issued an email acknowledgement to confirm the request has been completed by OSG.

To avoid double counting, these requests are not included in the above metrics for "Admin and Technical" Query Closure.

4. Additional Metrics

Target Response Times

The following metrics are also defined in Schedule 2.2, but have no Service Points associated.

Target Response Times	
1	During core time, an initial response to the user acknowledging receipt of the query
2	A Tracking Identifier within 5 minutes of receiving the query
3	During Core Time, 90% of incoming telephone calls should be answered personally (not by computer) within 2 minutes
4	During UK office hours, all non telephone communications shall be acknowledged within 1 Hour

1 – Initial Response

This is sent automatically when the user raises a query to the address helpdesk@archer.ac.uk. Users may choose not to receive such emails by mailing helpdesk@archer.ac.uk.

2 – Tracking Identifier

This is sent automatically when the user raises a query to the address helpdesk@archer.ac.uk. Users may choose not to receive such emails by mailing support@archer.ac.uk. The tracking identifier is set in the SAFE regardless which option the user selects.

3 – Incoming Calls

These are covered in the previous section of the report. Service Points apply.

4 - Query Acknowledgement

Acknowledgment of the query is defined as when the Helpdesk assigns the new incoming query to the relevant Service Provider. This should happen within 1 working hour of the query arriving at the Helpdesk. The Helpdesk processed the following number of incoming queries during the Service Quarter:

	Jan	Feb	Mar	14Q1
CRAY	6	5	14	**25**
ARCHER_CSE	82	46	60	**188**
ARCHER_SP	1177	1154	1672	**4003**
Total Queries Assigned	1265	1205	1746	**4216**
Total Assigned in 1 Hour	1265	1201	1746	**4212**
Service Level	**100.0%**	**99.7%**	**100.0%**	**99.9%**

Maintenance

SP is allowed to book a maximum of two maintenance occasions in any 28 day period, and these shall last no longer than four hours. These are defined as Permitted Maintenance. Such Maintenance Periods are recorded in the Maintenance Schedule.

If greater than 4 hours downtime is required for maintenance, 20 days prior approval is required from the Authority.

Where possible, SP will perform maintenance on an 'At-Risk' basis, thus maximising the Availability of the Service. The following planned maintenance took place in the Service Quarter.

Date	Start	End	Duration	Type	Notes	Reason
2nd Feb 2014	0900	1535	6hrs35	Permitted	EPSRC Approved 0900-1700	RDF Configuration
3 Mar 2014	0900	1814	9hrs14	Permitted*	EPSRC Approved 0900-1700	CLE Upgrade Work

*The maintenance for the CLE Upgrade work was approved by the Authority for a total of 8 hours. The additional 1hr14mins has been recorded as a Service Failure under the category of Unscheduled Maintenance.