



# **DIGITALEARN**

**EDUCATION**

Customer: St David's University College

Business Service: Student Record System (SRS) Cloud

Period: July 2022

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# 1 Executive Summary

<<To be manually updated by Customer Account Manager with input from Service Operations Manager and Technical Coordinator>>

## 1.1 Major Incidents Raised In Period

There were no major incidents raised in the period.

## 1.2 Service Desk Summary

The table below illustrates trends in service desk tickets and other activities (incidents, service requests, problems and change requests) over the past four periods:

Element	Volume			
	Current period	Jun 2022	May 2022	Apr 2022
Opened Incidents	2	4	3	8
Closed Incidents	3	2	3	6
Open Incidents at period end	3	4	2	2
Opened Service Requests	1	6	1	0
Closed Service Requests	4	2	2	0
Open Service Requests at period end	1	4	0	1
Opened Problem Management tickets	0	0	0	0
Closed Problem Management tickets	0	0	0	0
Open Problem Management tickets at period end	0	0	0	0
Change Requests raised	0	0	0	0
Change Requests completed successfully	0	0	0	0
Change Requests withdrawn	0	0	0	0
Change Requests failed	0	0	0	0
Change Requests open at period end	0	0	0	0

## 1.3 System Availability Summary: Cloud

The table below details the availability of the subservices and the overall service over the last four periods:

Product	Sub-service	Availability			
		Current period (%)	Jun 2022 (%)	May 2022 (%)	Apr 2022 (%)
SRS:Clarity	e:Clarity	100.00	100.00	N/A	N/A
SRS:Clarity	StudentChat	100.00	100.00	N/A	N/A
SRS:Clarity	Weighted Average	100.00	100.00	N/A	N/A

## 1.4 Key Incident Tracking

No incidents are being tracked manually due to their impact, complexity or length to resolution time.

## 1.5 Key Problem Management Tracking

No problem management items are being tracked manually due to their impact, complexity or length to resolution time.

## 1.6 Licensing Metrics

The table below details the current licensing metrics for each product:

Product name	Metric	Value
None Found		

## 2 Service Desk Statistics

### 2.1 Commentary

<<to be added manually>>

### 2.2 Incident Analysis

The table below shows the breakdown of incident tickets by priority with flow rate and performance against service level:

Ticket priority	Existing open	New	Closed	Remaining open at month end	Closed % missed response SLA	Closed % missed resolution SLA
P1	0	0	0	0	0.0	0.0
P2	0	0	0	0	0.0	0.0
P3	4	1	3	2	0.0	0.0
P4	0	1	0	1	0.0	0.0
P5	0	0	0	0	0.0	0.0
<b>Total</b>	4	2	3	3	0.0	0.0

### 2.3 Incident Breach Details

The table below details the incidents closed during the period that missed the incident response SLA:

Incident	Open date	Summary	Severity	Response target	Response actual	Comments
0122161	2022/07/09	User status check	Minor	12 hours	14 hours	-

The table below details the incidents closed during the period that missed the incident resolution SLA:

Incident	Open date	Summary	Severity	Resolution target	Resolution actual	Comments
0122161	2022/07/09	User status check	Minor	24 hours	25 hours	-

## 2.4 Incidents Open In Period

The table below lists each incident tickets that have been open at some point in the period together with the current status and the performance against SLA:

Incident	Date opened	Incident summary	Priority	Date responded	Response SLA performance	Date resolved	Resolution SLA performance	Status
0132111	2022-04-06	Change method of retrieving IDs	P3	2022-04-07	N/A	2022-07-11	Met	Closed
0132105	2022-05-12	Issue with dynamic lists	P3	2022-05-12	N/A		Missed	In progress
0133298	2022-06-08	ACPRINT is storing invalid code	P3	2022-06-09	N/A	2022-07-11	Met	Closed
0136112	2022-06-21	OpenID access to e:Clarity	P3	2022-06-22	Met	2022-07-11	Met	Closed
0136105	2022-07-06	Dashboard link error	P3	2022-07-07	Met		OK	In progress
0136101	2022-07-19	Student Chat error	P4	2022-07-19	Met		N/A	With customer

## 2.5 Service Requests Open In Period

The table below lists each of the service requests that have been open at some point in the period together with details about the current status and when they were completed if they are closed:

Service Request	Date raised	Service Request summary	Priority	Date responded	Date completed	Status
0132987	2022-06-08	Upgrade to v10.4	P4	2022-06-08	2022-07-16	Closed
0137387	2022-06-17	OpenVPN credentials needed for users	P4	2022-06-21	2022-07-28	Closed
0140001	2022-06-21	Creation of 3 new VPNs	P4	2022-06-21	2022-07-11	Closed
0140098	2022-06-21	Add user profile pictures	P3	2022-06-21	2022-07-27	Closed
0140105	2022-07-21	Software updates	P3	2022-07-21		In progress

## 2.6 Problems Open In Period

There were no problem records opened in the period.

## 2.7 Change Requests Open In Period

There were no change requests opened in the period.

## 3 Student Record System (SRS)

### 3.1 Production Patches Not Yet Installed

The table below shows available patches for your current version of SRS. It is important for patches to be applied in a timely manner. Not installing security patches leaves your service vulnerable to attack; these should be prioritised. Please discuss and schedule the application of patches with your Account Manager.

Current SRS version: 11.5 (support expected to continue until 2023-12-31)

Patch	Release date	Type	Name
126-0007	2022-07-16	Priority	SRS:Clarity Client & e:Clarity - Various Fixes
126-0008S	2022-07-16	Statutory	Compliance Updates and Fixes
126-0009S	2022-07-16	Statutory	Scheduling Enhancements
126-0010E	2022-07-16	Enhancement	Digitalearn Extensions
126-0011E	2022-07-16	Enhancement	Editor Plugin Upgrade
126-0012E	2022-07-16	Enhancement	Tasking Enhancements
126-0703	2022-07-16	Enhancement	Multiple Currencies (DA-120)
126-MANUALS	2022-06-20	Manuals	11.5 Product Manuals
126-REL04ZIP	2022-06-20	Release	SRS v11.5 Upgrade from v11.4 (Release 2)

### 3.2 Production Data Growth

The tables below details the growth in the overall database and key tables within each database over the last 4 periods and the annual trend (where data for at least 12 months exists).

sduc-srs-prod-dcs

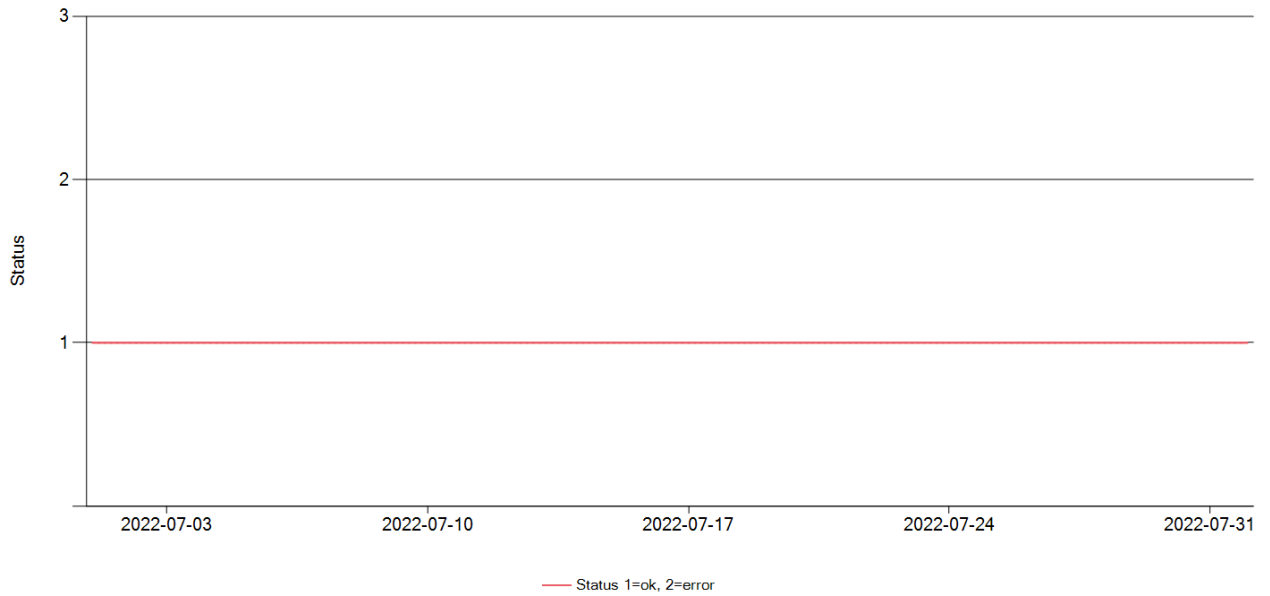
Database resource	Current period	Jun 2022	May 2022	Apr 2022	Annual trend (% pa)
Overall database (GB)	12	11	9	9	N/A



### 3.3 Production Service Availability

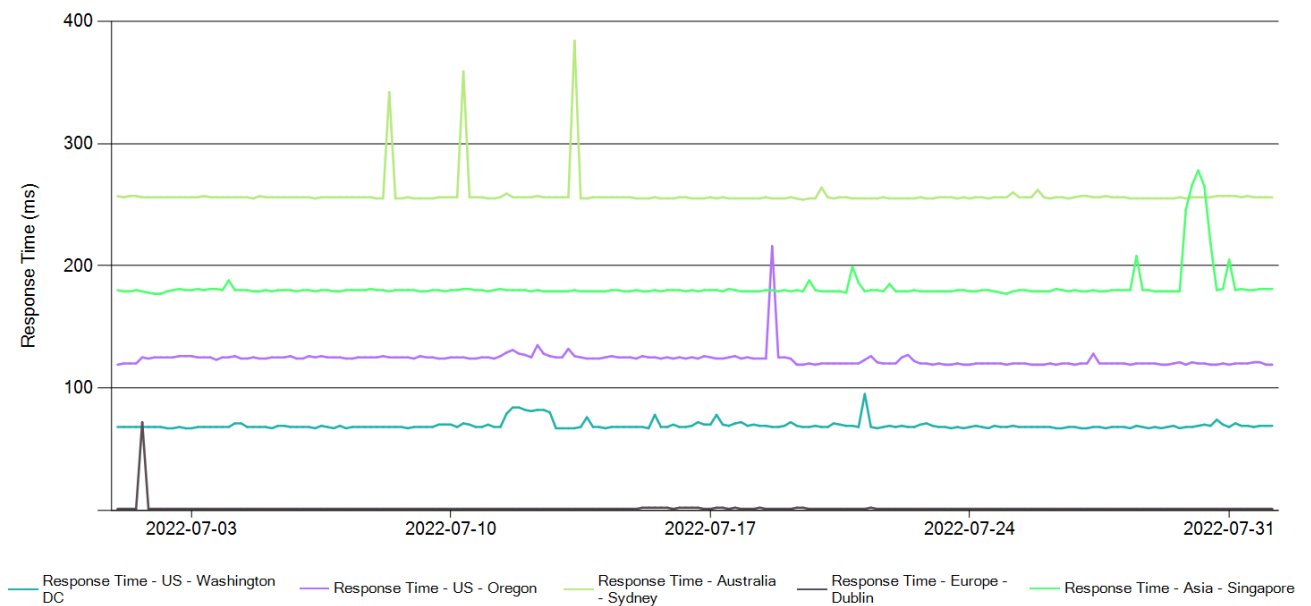
#### 3.3.1 e:Clarity Website Status : eclarity.prod.sduc.digitalearnsrs.com

The graph below shows the overall status of the website during the period:



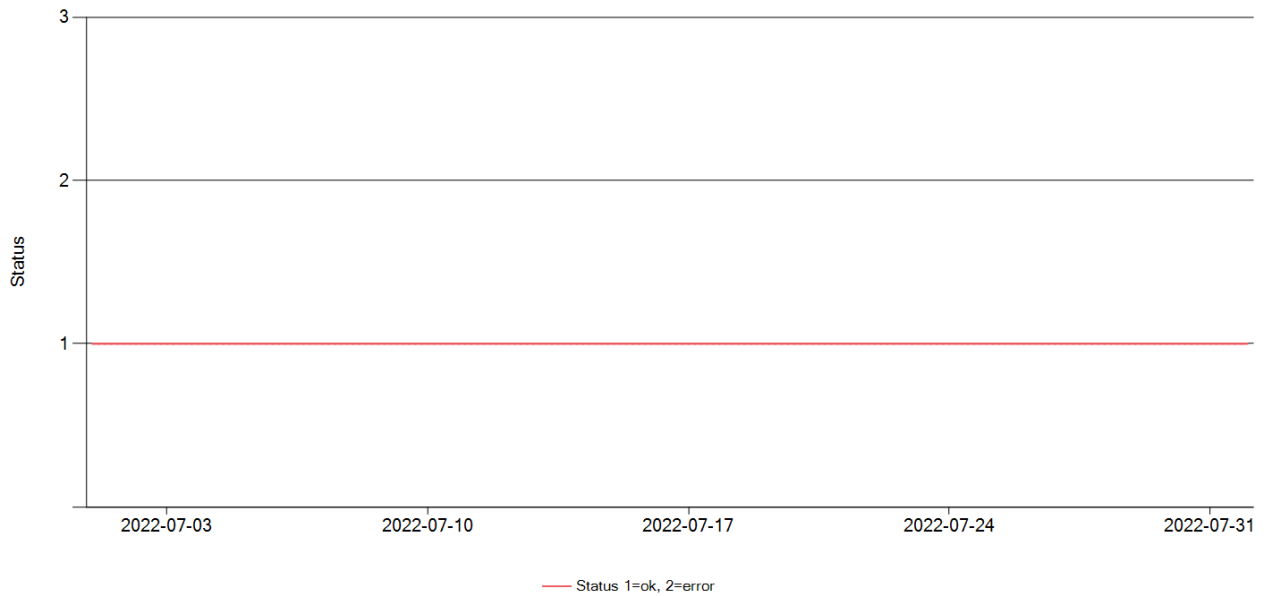
#### 3.3.2 e:Clarity Website Response Time : eclarity.prod.sduc.digitalearnsrs.com

The graph below shows the website response times across 5 time zones during the period:



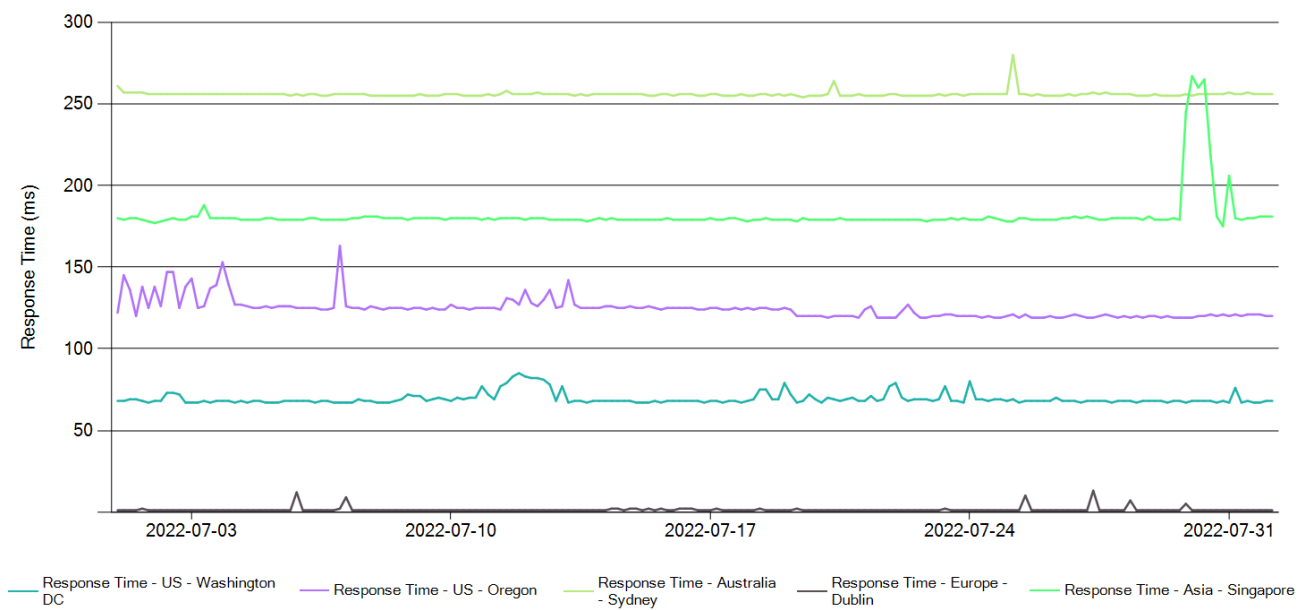
### 3.3.3 StuTalk Website Status : stutalk.prod.sduc.digitalearnsrs.com

The graph below shows the overall status of the website during the period:



### 3.3.4 StuTalk Website Response Time : stutalk.prod.sduc.digitalearnsrs.com

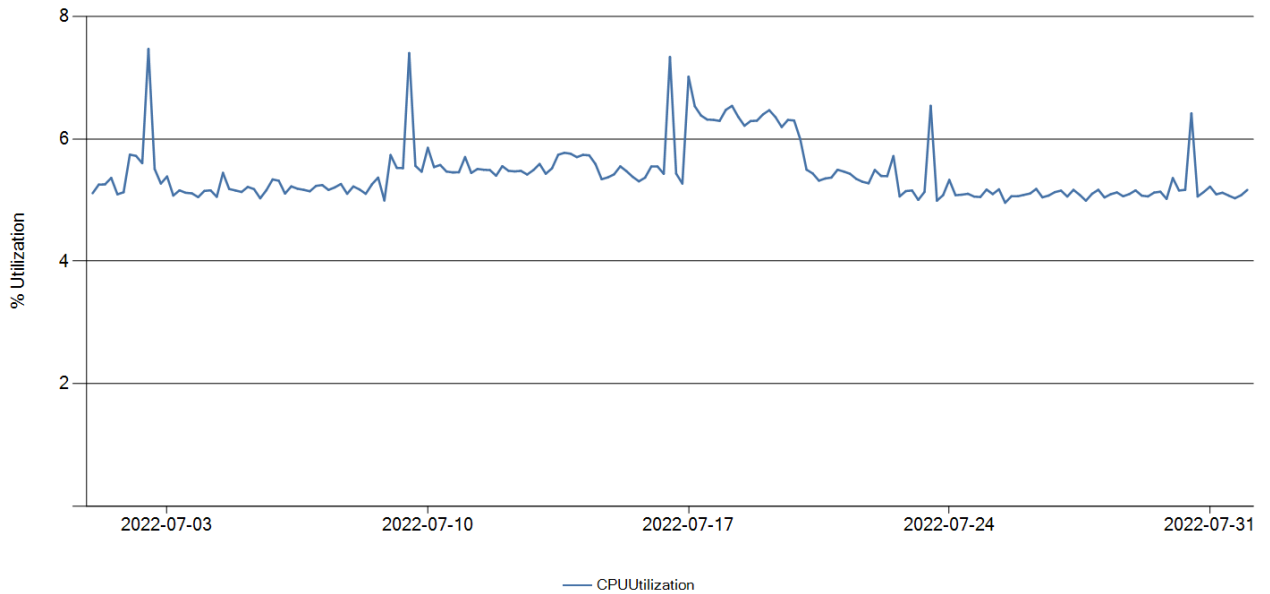
The graph below shows the website response times across 5 time zones during the period:



## 3.4 Production Service Load for Servers

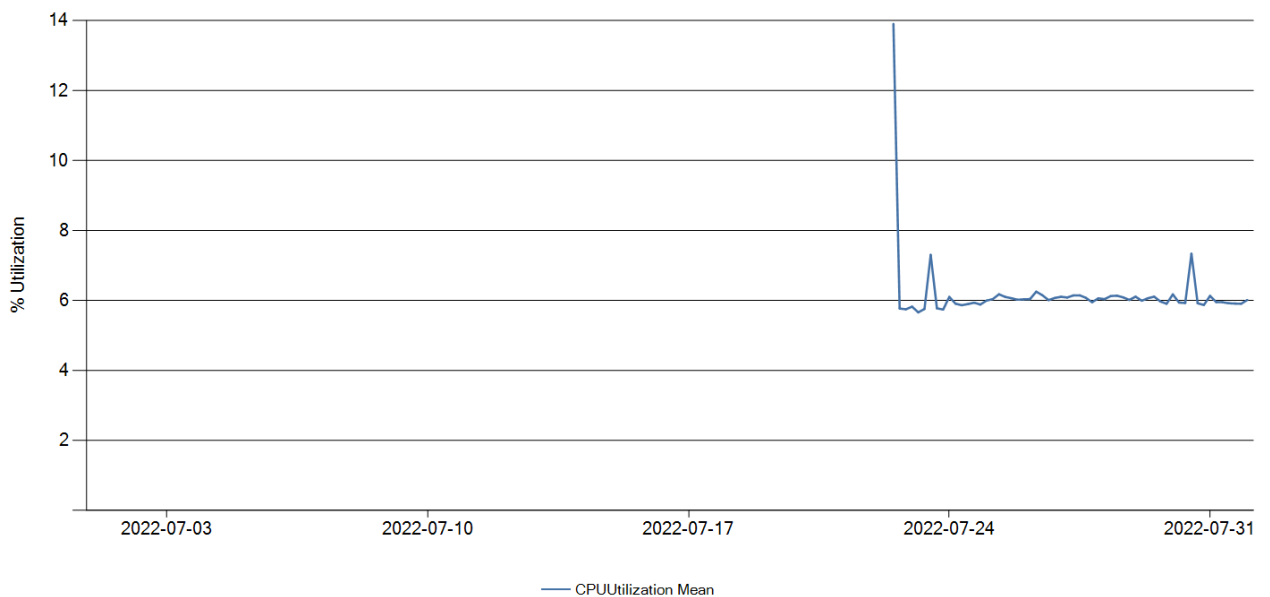
### 3.4.1 Batch processing

The graph below shows the CPU usage for the server instances during the period:



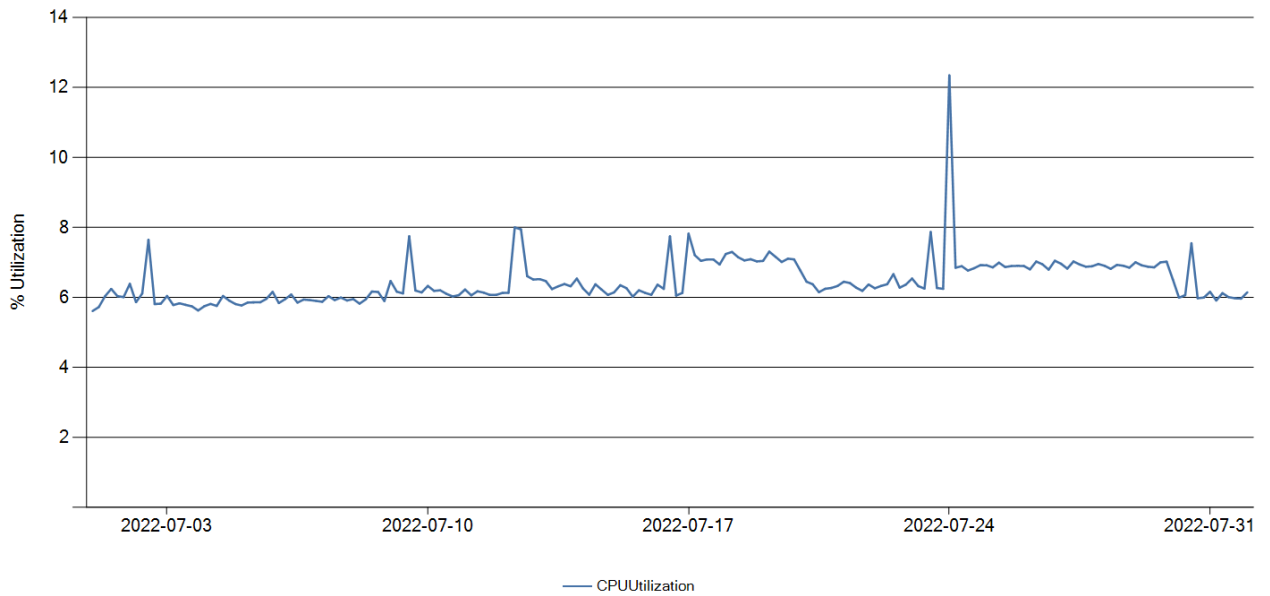
### 3.4.2 e:Clarity

The graph below shows the CPU usage for the server instances during the period:



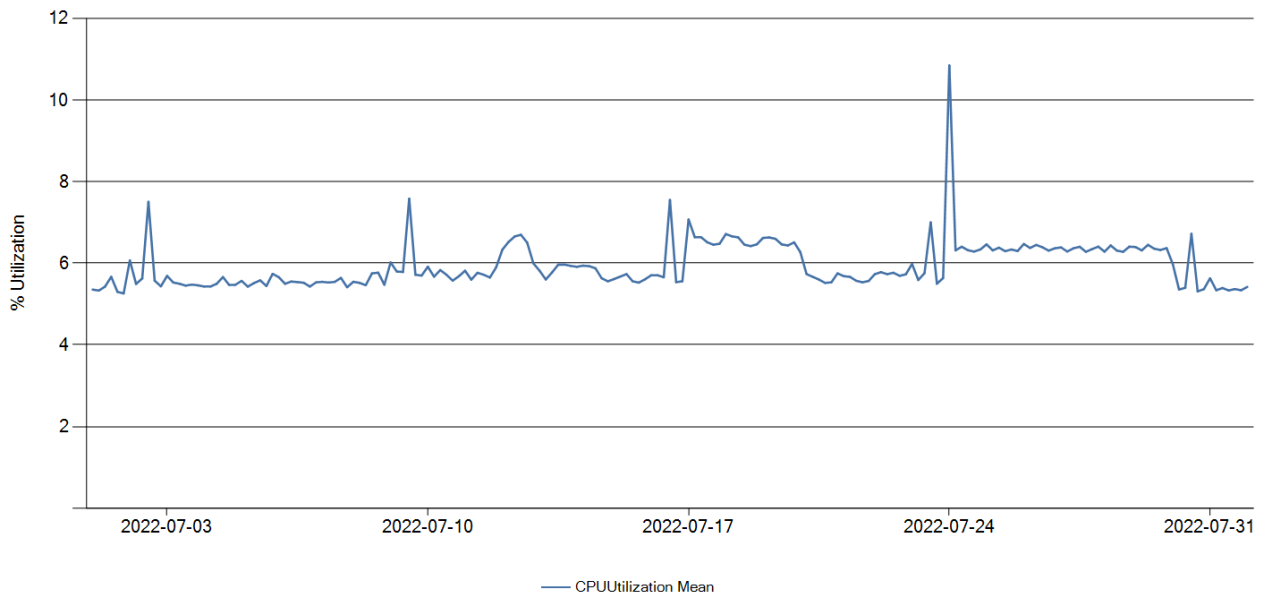
### 3.4.3 Management

The graph below shows the CPU usage for the server instances during the period:



### 3.4.4 Power Interface

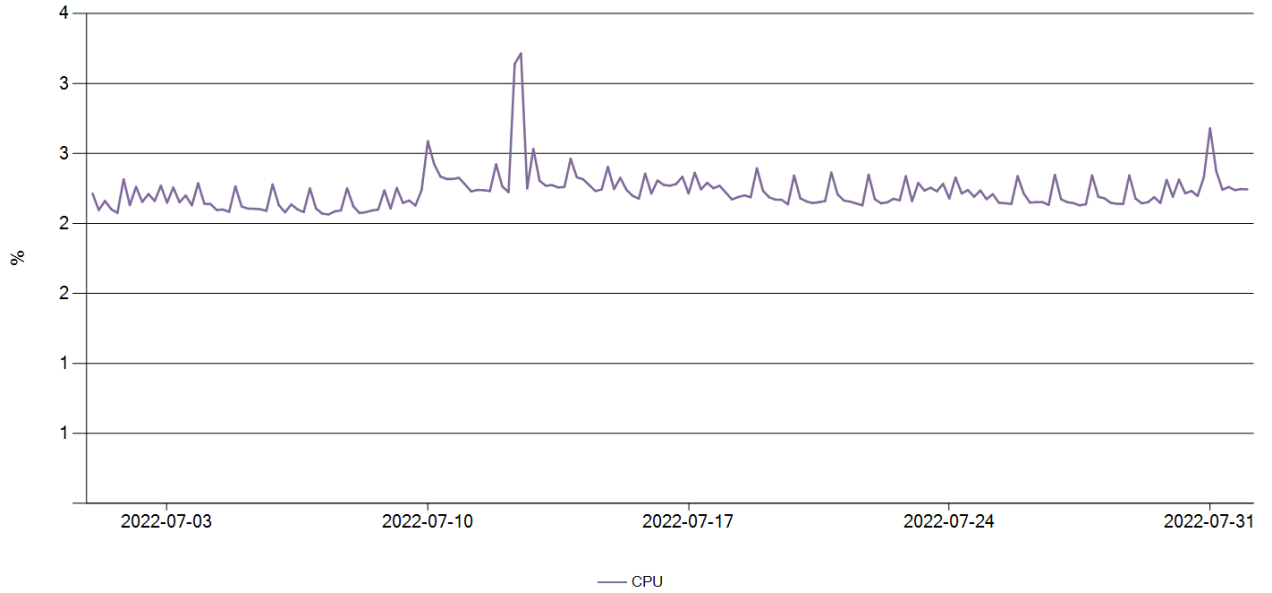
The graph below shows the CPU usage for the server instances during the period:



### 3.5 Production Service Load for Databases

#### 3.5.1 Database: sduc-srs-prod-rds

The graph below shows the CPU usage for the database instances during the period:



## 4 Appendix 1: SRS

### 4.1 Production Patches Already Installed

The table below shows details of patches already installed:

Patch	Release date	Type	Name	Installed date
126-0000S	2022-05-16	Statutory	v11.5 Software Update Test	2022-07-16
126-0001	2022-06-14	Priority	SRS:Clarity Client & e:Clarity - Various Fixes	2022-07-16
126-0002S	2022-06-14	Statutory	Compliance Fixes	2022-07-16
126-0003D	2022-06-14	Enhancement	Payment Service Additions	2022-07-16
126-0004D	2022-06-14	Enhancement	Verification Checker	2022-07-16
126-0005D	2022-06-14	Enhancement	Award Certificate Update	2022-07-16
126-0006D	2022-06-14	Enhancement	ID Validation (ID548)	2022-07-16
126-0702	2022-06-14	Enhancement	Currency Notification	2022-07-16