

Services Unit Activities May – August 2012

This report covers a period of 18 weeks from the week beginning 30th April to the week beginning 27th August. For the purposes of this report therefore, one FTE is equivalent to 630 hours.

During the period covered by this report, one member of the unit was fully seconded to the MP Unit. As the activities of this unit members will be included in the report for the MPU, the total theoretical effort available to the Unit for this period is 3.0 FTE.

Total effort by Unit members this quarter amounted to 3.06 FTE. The split between categories was:

Services – 0.67FTE

Projects – 0.76FTE

Other – 1.22 FTE

During this period, Ross and Lindsey of the User Support Unit supplied 0.31 and 0.01 FTE of effort respectively to the Unit. The large figure for Ross this period reflects the effort involved in relocating CVS and Subversion repositories to the central service and continuing work on Pcounter accounting.

The figures quoted in the remainder of this report do not include the work done by members of other Units.

Total leave taken this quarter amounted to 0.41 FTE. Of this, sick leave accounted for 0.03 FTE.

In this quarter, FTE spent on services support fell by 0.04. Work on projects rose by 0.16 and work on other activities fell by 0.11. Leave rose by 0.01 FTE.

Services work

During this period, effort spent on most services fell slightly. As expected effort spent on file serves fell significantly from its unusual high last period reducing by 0.24 FTE. Printing rose by 0.14, this being the effect of the introduction of the new Xerox MFDs. Further backup issues and

improvements to website security accounted for rises of 0.05 and 0.07 FTE respectively.

Project work

It will be noted that several projects reappear in this report, this reflects the small amount of effort involved in submitting them for sign-off
Development projects for which effort was recorded this period were:

- 153 – Implement print queues via pcounter
- 158 – Move of www.inf to new technology
- 164 – Prometheus AFS conduits
- 192 – Introduction of Drupal as the new commodity WCMS
- 197 – Review roles mechanism
- 214 – Web search front end to package repository
- 215 - Web based student password portal
- 219 – SL6 upgrade for Services Unit
- 247 – Document update – Services Unit

Work done for Unit mini projects is recorded as 'mini'.

Full details of these projects can be found at

<http://devproj.inf.ed.ac.uk>.

Please note that in the report for the last quarter, the figure for project work was incorrectly given as 0.77 FTE rather than the correct figure 0.6 FTE.

The corrected figures are now available at

<https://wiki.inf.ed.ac.uk/twiki/pub/DICE/CEGUnitReports2012T1/unit-activities-T1-2012-corrected.pdf>

Project effort during this period rose by 0.16 FTE to 0.76FTE. This is pleasing to see but it should be noted that once again, the greatest effort was spent on Unit mini projects. Some discussion will have to take place regarding the priority of Unit projects over formal development projects.

Other work

Overall effort on other activities fell by 0.11 FTE in this quarter. The 'ops' category fell by 0.12 FTE reflecting the efforts made to better prioritise work formerly put into this category.

Activities next period

The SL6 upgrade will play a still larger part in Unit activities in the final part of the year.