

User Support Unit 2012 T2 Report

This report covers the period from 1st May until 31st August 2012

Operational:

During this period, 812 RT tickets were submitted and remained in the support queue with 751 (92%) of these tickets being resolved within this operational period. A total of 810 tickets in the support queue were resolved in this period with a net increase in open tickets of 2. More detailed figures are included in a separate report. The number of open tickets that have not been updated in the last 7 days is quite high for the support queue in particular. It does look as though a significant number of these tickets have been resolved. A significant number also belong to COs from other Units.

LTSTS

Still to do:

- LTSTS to install additional camera and light in G07. This is waiting the technicians help with cabling.
- Kit to be installed in InSpace.
- Camera to be fixed in 4.31.

On-line exams

A further minor change to the naming convention of user home directory backup zip files has been made subsequent to the resit exams which were held in August.

Machine upgrades/replacements

All 745s in the AT labs have now been replaced. We did not put new machines in the flip desks. Instead we transferred 755s (mainly from the West lab) and installed new machines on standard desks.

Pcounter

Agreement was made on the amount of printer credit that should be allocated in session 12/13. At the start of next 'T', Ross will allocate credit for semester 1 as follows:

UG1/2/3 £2.50
UG4/5 £3.75
MSC £5.00

Ross will also run a script to recover credit allocated to students who didn't turn up last year. This amounts to just over £700.

Student Survey

A report has been circulated around CEG and has now been circulated for discussion at CSG. This should result in a number of proposals that we can start to action in T3.

Laptop Survey

We have probably caught as many as possible in the first pass. An email was sent round to try to catch any we had missed and this identified a number of laptops in AT that were not included in our inventory although they had been bought with School funds. As a result, I spoke to Kenny Bell who has agreed that any such purchase will be made in future through Sheila to ensure that we keep an accurate record of all IT kit bought with School funds. Sheila will now prepare a list of laptop purchases (including ipads) that have been bought in the last 3 years and we will match this against those that we know have been tagged.

Projects:

Documentation Project

The CSO effort for the documentation project is included in the time figures. This wasn't as much as had been hoped but much of Carol and Lindsey's effort was spent on machine allocation and upgrading in this period. The CO effort amounted to 5.5 weeks. The site has now been moved to sl6 with an alias docproj. Units continue to update and add content.

Windows 7 Project

The Windows 7 project is now well underway and Milestones that we have identified so far can be found in <https://devproj.inf.ed.ac.uk/project/show/229>

Upgrade of US Unit servers to sl6

This has continued slowly but we have identified 4 research servers that can be retired. Once data has been transferred to another machine, this can be actioned. 3 of these servers are in AT.

Staff/Organisational

Time monitoring figures can be found at:

http://wiki.inf.ed.ac.uk/pub/DICE/CEGUnitReports2012T2/times_for_T22012.pdf

Aims for next Quarter

- Lecture recording - iron out remaining technical and administrative issues.
- Complete software inventory.
- Work on recommendations from student survey.
- Bring new document website 'live'.
- Continue upgrade of US Unit servers to sl6. This will involve checking backup situation of local data (/disk/scratch /disk/data etc)
- Move a number of servers from AT to the Forum.
- Complete Account Reconciliation project.
- Investigate moving the RT service to a virtual machine plus upgrading to the most recent version (from 3.6.1 to 4.0.5)
- Continue regular review meetings with all CSOs individually.