Services Unit Activities January - April 2014

This report covers a period of 17 weeks from the week beginning 30th December 2013 to the week beginning 21st April. For the purposes of this report therefore, one FTE is equivalent to 595 hours.

The total theoretical effort available to the Unit for this period was 4.0 FTE. Actual effort amounted to 4.1 FTE. The spilt between categories was:

Services – 0.91 FTE
Projects – 0.75 FTE
Other – 1.8 FTE

During this period, Ross and Lindsey of the User Support Unit supplied 0.19 and 0.04 FTE of effort respectively to the Unit.

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 0.64 FTE. No sick leave was taken during this period.

In this quarter, the percentage of effort spent on service support rose by 0.01 FTE. Work on development projects fell by 0.26 FTE and work on other activities rose by 0.53 FTE. Leave fell by 0.25 FTE.

Services work

Overall effort spent on services remained more or less unchanged though there was some variation in the individual figures. File services fell back 0.14 FTE from its abnormally high total in the previous period but web effort rose by 0.07 FTE caused by a combination of site exploits which needed to be addressed, processing of the detonator scans and the increasing popularity of Wordpress and the consequential level of support required.

The 'other' bucket also increased by 0.1 FTE. A large contribution to this was preliminary work needed for the switch to the central room booking system.

Project work

Development projects for which effort was recorded this period were:

164 – Prometheus AFS conduits

183 - Improved bug tracking tool

194 - Meeting the School's archiving needs

226 - Replace CVS with SVN on www.inf

259 - Streaming media server requirements

268 - Investigate AFS on ECDF storage

272 - Deploy Git and Gerrit as full services

287 – Securing web servers

290 – Research Data Audit

301 - Provision of web server for secure data

Work done for Unit mini projects is recorded as 'mini'. A breakdown of the various mini projects is provided.

Full details of these projects can be found at
http://devproj.inf.ed.ac.uk.

Sadly T1 saw a reverse of the last period's rise in development effort with effort falling by 0.26 FTE. This was probably a consequence of the increase in effort spent on other work which is detailed below. It is to be hoped that without these exceptional circumstances, development effort will resume its upward trend. The new way of managing development projects will hopefully prove useful in this endeavour.

Other work

Overall effort on other activities rose by a notable 0.53 FTE in this period. There were three main contributors to this rise, ops which rose by 0.15FTE, CPD which rose by 0.18 FTE and misc which rose by 0.11 FTE.

The rise in CPD is at least partially explained by one member of the unit spending most of a week at the European AFS and Kerberos conference. The ops figure was boosted by the disaster exercise held during this period and by effort spent moving consoles to the new management wire at KB.

The rise in the misc category is less easy to explain but may simply be the old bugbear of mis-categorisation raising its head once again. In any event, it seems likely that this large rise in effort is simply a blip and will not be repeated in the next period.

Activities next period

Efforts will continue to complete long running development projects. Most of the unit are moving office during this period and this will doubtless cause the ops figure to remain high during T2.