

 Username Password

Log in



Service Reporting

ServiceView records usage, capacity and availability data for all IT services.

KPI performance is monitored and reported.

Scheduled and unscheduled outages are recorded and communicated.



DR Planning

ServiceView models data centre dependencies and failover strategies for each service.

The impact of a data centre or multiple data centre outages can be predicted.

A restoration plan is automatically generated.



Cost Breakdown

Staff and other costs are assigned to each service.

By using the relationship between services, costs of underpinning services are escalated to give the true service cost.

Total organisation spend is calculated itemising every dollar.



Service Monitoring

ServiceView can take feeds from other monitoring solutions or perform the monitoring itself.

A server side browser simulates real client interaction with online services, and records screenshots at each step.

SERVICEVIEW OVERVIEW

For each IT service, ServiceView records or calculates:

- Service description and supported hours.
- Business, technical and budget owners.
- Which staff work on the service, how much time they spend, and what role they perform.
- Other stakeholders needing to be informed of service events.
- Usage, capacity and other metrics.
- KPI targets and achievements against objectives.
- Service dependencies on underpinning services.
- Planned and unplanned events affecting the service.
- Data centre dependencies, failover capabilities and strategies.
- Client perspective service monitoring with response time and availability.
- Service availability over a period with and without including planned outages.
- Costs incurred to run each service, staff and other costs.
- Total organisation spend breakdown.

SERVICEVIEW OVERVIEW

Section for each service

**ServiceView**

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Blackboard (eLearning & Collaboration)

Home

Reports

Monitoring

Calendar

Equipment

People

Finance

Dependencies

Blackboard (eLearning & Collaboration)

Business owner: Simon Collyer (Teaching and Learning Support)
Technical owner: Roy Duncan (Applications & Identity Systems)
Supported: 24x7

Blackboard is the e-learning system used by UQ to provide online learning and assessment to students. It is accessible via the web and also by mobile device.

Blackboard is a tool that facilitates communication and online learning between students and course co-ordinators. It can also provide online assessment items, including online tests or electronic submission of assignment sheets, as well as access to lecture theatre recordings.

2013 Availability: 92.48%

Not including scheduled work: 99.96%

Date	Outage	Event
23 Jan	1 hours	Disk crash
11 Mar	11.2 days	Staging Blackboard service - fresh install of this Blackboard environment
25 Mar	23 mins	Outage of learn.uq.edu.au
3 Apr	8 hours	Learn.UQ unavailable for hardware upgrade
18 Apr	4 mins	learn.uq.edu.au was briefly unavailable
27 Apr	30 mins	Lecture Recordings Unavailable Saturday 7AM for 30 mins
13 May	2 mins	LDAP Service

SERVICEVIEW OVERVIEW

Section for each service

The screenshot shows the ServiceView interface for Blackboard (eLearning & Collaboration). The interface includes a search bar, a sidebar with navigation links (Home, Service Status, Services, Targets (KPI), Disaster Recovery, Infrastructure, Organisation, Finance, Setup), and a main content area. The main content area displays the service name, business and technical owners, supported status, and a detailed description. A table on the right shows the 2015 availability and outage history.

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Blackboard (eLearning & Collaboration)

Business & Technical Owners

Business owner: Simon Collyer (Teaching and Learning Support)

Technical owner: Roy Duncan (Applications & Identity Systems)

Supported: 24x7

Blackboard is the e-learning system used by UQ to provide online learning and assessment to students. It is accessible via the web and also by mobile device.

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13 May	2 mins	LDAP Service

Service Description

SERVICEVIEW OVERVIEW

Section for each service

ServiceView

Logout

Search Go

Home Service Status Services Targets (KPI) Disaster Recovery Infrastructure Organisation Finance Setup

Logged in as uqcparker. Logout

Blackboard (eLearning & Collaboration) Home Reports Monitoring Calendar Equipment People Finance Dependencies

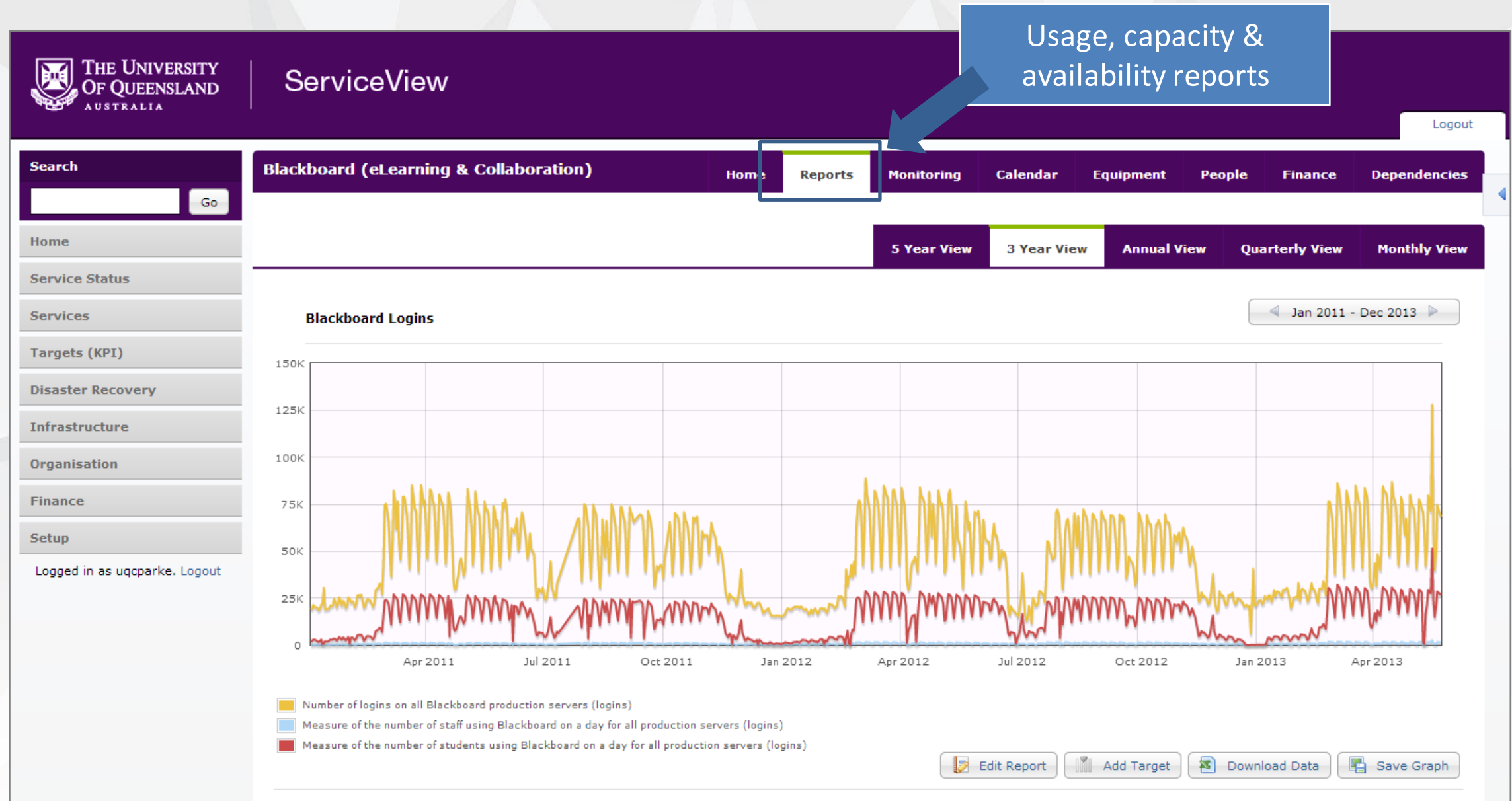
Service Availability & Outages

2013 Availability: 92.48%
Not including scheduled work: 99.96%

Date	Outage	Event
23 Jan	1 hours	Disk crash
11 Mar	11.2 days	Staging Blackboard service - fresh install of this Blackboard environment
25 Mar	23 mins	Outage of learn.uq.edu.au
3 Apr	8 hours	Learn.UQ unavailable for hardware upgrade
18 Apr	4 mins	learn.uq.edu.au was briefly unavailable
27 Apr	30 mins	Lecture Recordings Unavailable Saturday 7AM for 30 mins
13 May	2 mins	LDAP Service

SERVICEVIEW OVERVIEW

Section for each service



SERVICEVIEW OVERVIEW

Section for each service

The screenshot displays the ServiceView interface for The University of Queensland. The top navigation bar includes the university logo, the 'ServiceView' title, and a 'Logout' link. A blue arrow points from the 'Service Monitoring' label to the 'Monitoring' tab in the top navigation bar. The left sidebar contains a search bar and a list of service categories: Home, Service Status, Services, Targets (KPI), Disaster Recovery, Infrastructure, Organisation, Finance, and Setup. The main content area shows the 'Service Monitoring' section with a sub-tab 'My Services Monitoring' and 'All Monitoring'. A table lists monitored services for 'Blackboard (eLearning & Collaboration)'.

		Current	Time in State	
Blackboard (eLearning & Collaboration)				
Login to learn.uq using phantomjs browser	Blackboard9_1	●	10 days	History Alerts Edit
ServiceView monitored business hours uptime	HTTP	●	19 days	History Alerts Edit
ServiceView monitored total uptime	HTTP	●	19 days	History Alerts Edit
Uptime of learn.uq.edu.au	HTTPS	●	14 days	History Alerts Edit

[Add More Monitoring](#)

[Monitor Another Service](#)

SERVICEVIEW OVERVIEW

Section for each service

**ServiceView**

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Blackboard (eLearning & Collaboration)

Home

Reports

Monitoring

Calendar

Equipment

People

Finance

Dependencies

Calendar (Blackboard)

<

>

today

May 2013

month

week

day

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	1	2	3	4
5	6	7	8	9	10 11:04am Echo360 - Viewing Lectures	11
12	13 3:25pm LDAP Service	14	15 12:09pm All HNAS Fileserving	16 11:10am Lecture recordings very slow or non-responsive.	17	18 9am SQL Database Services
19	20 7pm Echo360 Database Reindex	21	22	23 6pm Test Cluster Failover	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Show All Services

Show Blackboard

Show Blackboard On Call

Show All On Call

Echo360 Servers (eLearning & Collaboration)

SQL Database Cluster Hosting (Infrastructure)

HNAS File Serving (Infrastructure)

LDAP & RADIUS Servers (Infrastructure)

+ Add Event

Calendar of events affecting service.

SERVICEVIEW OVERVIEW

Section for each service

**ServiceView**

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparkr. Logout

Blackboard (eLearning & Collaboration)

Home

Reports

Monitoring

Calendar

Equipment

People

Finance

Dependencies

Servers and other equipment needed by service

Blackboard (eLearning & Collaboration) Equipment Breakdown

Service	Equipment	Purpose	Data Center															
Blackboard (eLearning & Collaboration)	+ Add Equipment																	
Blackboard Database Servers (Infrastructure)	<table><thead><tr><th>Equipment</th><th>Purpose</th><th>Data Center</th></tr></thead><tbody><tr><td>bach.soe.uq.edu.au</td><td>DB Server</td><td>DC3</td></tr><tr><td>mozart.soe.uq.edu.au</td><td>DB Server</td><td>GPND1</td></tr><tr><td colspan="3"> + Add Equipment </td></tr></tbody></table>	Equipment	Purpose	Data Center	bach.soe.uq.edu.au	DB Server	DC3	mozart.soe.uq.edu.au	DB Server	GPND1	+ Add Equipment							
Equipment	Purpose	Data Center																
bach.soe.uq.edu.au	DB Server	DC3																
mozart.soe.uq.edu.au	DB Server	GPND1																
+ Add Equipment																		
Blackboard File Servers (Infrastructure)	<table><thead><tr><th>Equipment</th><th>Purpose</th><th>Data Center</th></tr></thead><tbody><tr><td>kettle.soe.uq.edu.au</td><td>NFS Cluster Node</td><td>GPND2</td></tr><tr><td>snare.soe.uq.edu.au</td><td>NFS Cluster Node</td><td>DC3</td></tr><tr><td colspan="3"> + Add Equipment </td></tr></tbody></table>	Equipment	Purpose	Data Center	kettle.soe.uq.edu.au	NFS Cluster Node	GPND2	snare.soe.uq.edu.au	NFS Cluster Node	DC3	+ Add Equipment							
Equipment	Purpose	Data Center																
kettle.soe.uq.edu.au	NFS Cluster Node	GPND2																
snare.soe.uq.edu.au	NFS Cluster Node	DC3																
+ Add Equipment																		
Blackboard Application Servers (Infrastructure)	<table><thead><tr><th>Equipment</th><th>Purpose</th><th>Data Center</th></tr></thead><tbody><tr><td>bagpipes.soe.uq.edu.au</td><td>Web Server</td><td>DC3</td></tr><tr><td>banjo.soe.uq.edu.au</td><td>Web Server</td><td>GPND1</td></tr><tr><td>cello.soe.uq.edu.au</td><td>Web Server</td><td>GPND1</td></tr><tr><td>flute.soe.uq.edu.au</td><td>Web Server</td><td>DC3</td></tr></tbody></table>	Equipment	Purpose	Data Center	bagpipes.soe.uq.edu.au	Web Server	DC3	banjo.soe.uq.edu.au	Web Server	GPND1	cello.soe.uq.edu.au	Web Server	GPND1	flute.soe.uq.edu.au	Web Server	DC3		
Equipment	Purpose	Data Center																
bagpipes.soe.uq.edu.au	Web Server	DC3																
banjo.soe.uq.edu.au	Web Server	GPND1																
cello.soe.uq.edu.au	Web Server	GPND1																
flute.soe.uq.edu.au	Web Server	DC3																

SERVICEVIEW OVERVIEW

Section for each service

Staff and other stakeholders

**ServiceView**

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. Logout

Blackboard (eLearning & Collaboration)

Home

Reports

Monitoring

Calendar

Equipment

People

Finance

Dependencies

Staff

Stakeholders

Search:

Name	Team	Role	Service	Email	Mobile	Desk Phone	FTE %
John Doherty	Teaching and Learning Support	Administration	Blackboard (eLearning & Collaboration)				100%
New Learning module	Teaching and Learning Support	Administration	Blackboard (eLearning & Collaboration)				100%
John Doherty	Teaching and Learning Support	Project Management	Blackboard (eLearning & Collaboration)				100%
Elizabeth Harding	Teaching and Learning Support	Support	Blackboard (eLearning & Collaboration)				100%
Renee Hardy	Teaching and Learning Support	Support	Blackboard (eLearning & Collaboration)				100%
Katie Gardner-Brown	Teaching and Learning Support	Support	Blackboard (eLearning & Collaboration)				100%
Adam Sullivan	Applications & Identity Systems	Application Administration	Blackboard (eLearning & Collaboration)				98%
James Taylor	Teaching and Learning Support	Team Management	Blackboard (eLearning & Collaboration)				80%
Adam Brown	Applications & Identity Systems	Application Administration	Blackboard (eLearning & Collaboration)				50%
Amy Brown	Applications & Identity Systems	Application Administration	Blackboard (eLearning & Collaboration)				50%

SERVICE OVERVIEW

Section for each service

Cost breakdown to run this service

ServiceView

Search: Go

Home | Service Status | Services | Targets (KPI) | Disaster Recovery | Infrastructure | Organisation | Finance | Setup

Logged in as uqcparker. [Logout](#)

Blackboard (eLearning & Collaboration) | Home | Reports | Monitoring | Calendar | Equipment | People | **Finance** | Dependencies

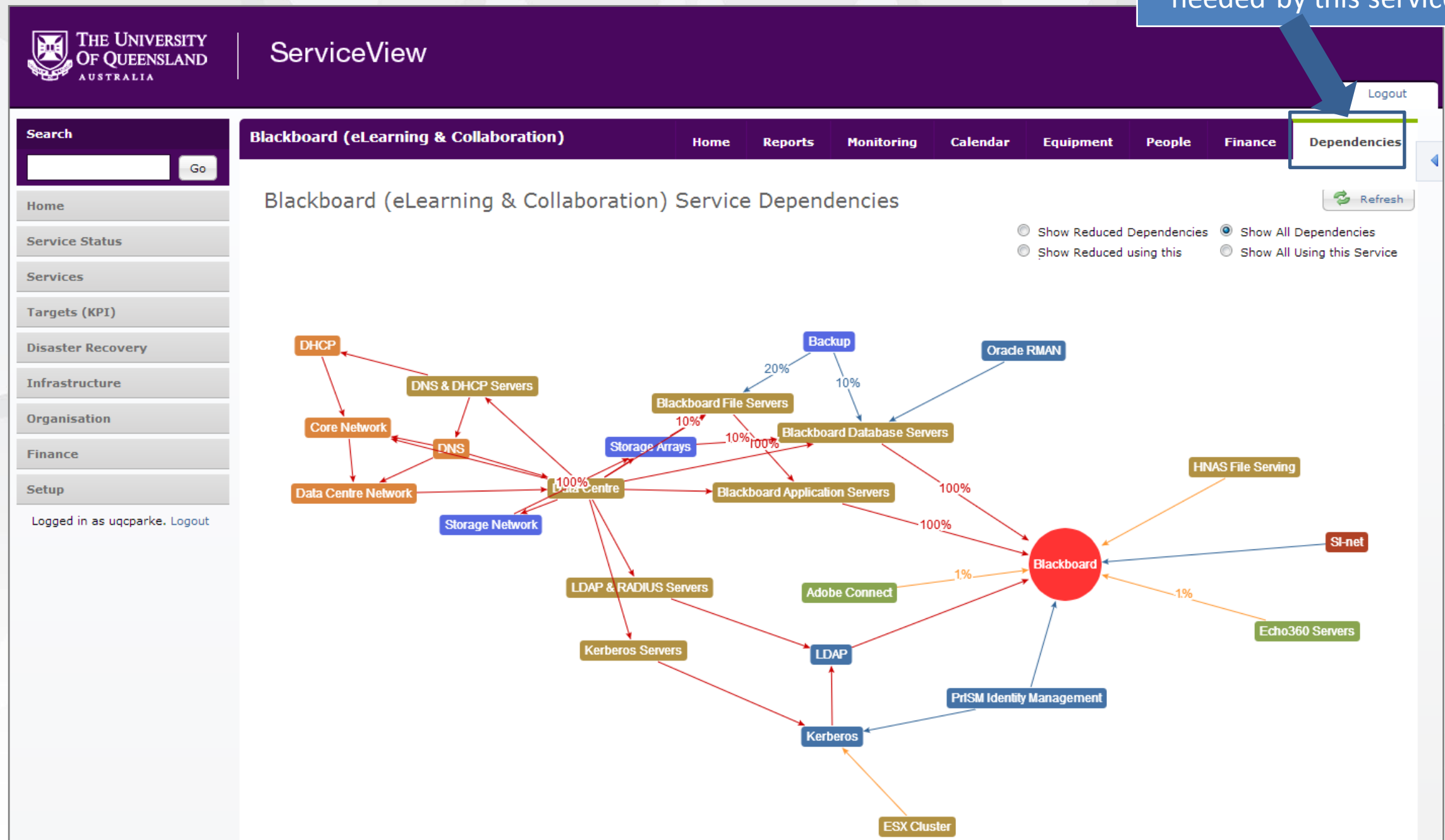
Blackboard (eLearning & Collaboration) Cost Breakdown - 01 Jan 2013 to 31 Dec 2013 [Download Data](#)

Service	Percentage		Cost
Blackboard (eLearning & Collaboration)	100%		
		John Wilson Teaching and Learning Support	100% Administration
		Lisa (Learning) Pearson Teaching and Learning Support	100% Administration
		John Corbin Teaching and Learning Support	100% Project Management
		Elizabeth Harding Teaching and Learning Support	100% Support
		Nancy Smith Teaching and Learning Support	100% Support
		David (Learning) Brown Teaching and Learning Support	100% Support
		Brian Williams Applications & Identity Systems	98% Application Administration
		Simon Collier Teaching and Learning Support	80% Team Management
		Adam Murray Applications & Identity Systems	50% Application Administration
		Ray Brown Applications & Identity Systems	50% Application Administration
		Andrew King Enterprise Applications Support	30% Team Management
		Chris Parker Applications & Identity Systems	15% Team Management
		Blackboard License License Payment	Amount \$1,000,000 allocation to service 100% \$1,000,000

SERVICEVIEW OVERVIEW

Section for each service

Underpinning services
needed by this service



SERVICEVIEW OVERVIEW

Each users has a personal profile

The screenshot displays the ServiceView interface for a user named Roy Duncan. The interface is divided into several sections:

- Header:** The University of Queensland Australia logo and the ServiceView title. A "Logout" button is in the top right.
- Navigation:** A sidebar on the left contains links for "Home", "Service Status", "Disaster Recovery", "Infrastructure", "Organisation", and "Finance". A top navigation bar includes "Home", "Calendar", and "Monitoring".
- User Profile:** A section titled "Roy Duncan" with the role "Applications & Identity Systems" and an "Edit Details" button. Below this is a form for contact information: Email, Desk Phone, Mobile Number, Email KPI results (Daily, Weekly, Never), and Email DR Plan (Weekly, Monthly, Never).
- Services:** A table listing services relevant to the user, including Adobe Connect and Blackboard, with their respective KPI targets.
- KPI Metrics:** A pie chart showing the distribution of services meeting their KPI objectives: Blackboard (50%), Websites - Uni (30%), Proxy Servers (10%), Adobe Connect (5%), and Shibboleth IdP (5%).
- Calendar:** A small calendar view showing the current week (Thu, Fri, Sat, Sun, Mon) with green dots indicating service status.

Annotations with arrows point to specific features:

- "Name and team" points to the user profile header.
- "Contact details and preferences" points to the contact information form.
- "Services relevant to this user" points to the Services table.
- "Services user is working on" points to the pie chart.
- "Services meeting their KPI objectives" points to the calendar view.

Relationship	Service	Target / KPI
⚙️	Adobe Connect (eLearning & Collaboration)	No targets/KPI
⚙️	Blackboard (eLearning & Collaboration)	2013 Semester 1 Blackboard Up-time 99%
		Summer Semester Blackboard Up-time 99%

Thu	Fri	Sat	Sun	Mon
●	●	●	●	●
●	●	●	●	●

SERVICEVIEW OVERVIEW

Personalised calendar showing events affecting users services

**ServiceView**

Personalised Calendar

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. Logout

Roy Duncan

Home

Calendar

Monitoring

Calendar (showing My Services)

◀ ▶ today

May 2013

month week day

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	1	2	3	4
5	6	7	8	9	10 11:04am Echo360 - Viewing Lectures	11
12	13 3:25pm LDAP Service	14	15 12:09pm All HNAS Fileservicing	16 11:10am Lecture recording very slow or non-responsive.	17	18 9am SQL Database Services
19	20 7pm Echo360 Database Reindex	21	22	23 6pm Test Cluster Failover	24	25
26	27	28	29	30	31	1

☐ Show All Services

☒ Show My Services

☐ Show All On Call

☐ Show Team On Call

Legend

- Echo360 Servers (eLearning & Collaboration)
- SQL Database Cluster Hosting (Infrastructure)
- HNAS File Serving (Infrastructure)
- LDAP & RADIUS Servers (Infrastructure)
- Blackboard (eLearning & Collaboration)
- Blackboard Database Servers (Infrastructure)
- Blackboard Staging (eLearning & Collaboration)
- Adobe Connect (eLearning & Collaboration)

SERVICEVIEW OVERVIEW

Personalised view of services being monitored

The screenshot shows the ServiceView interface for Roy Duncan. The top header features the University of Queensland logo and the text "ServiceView". A blue callout box labeled "Personalised Monitoring" points to the "Monitoring" link in the top navigation bar. The sidebar on the left contains a search bar and various navigation links. The main content area displays "Service Monitoring" for Roy Duncan, with tabs for "My Services Monitoring" and "All Monitoring". The data is organized into two sections: "Blackboard (eLearning & Collaboration)" and "Websites - Unix (Web Services)". Each section contains a table of monitored services with columns for the service name, endpoint, current status, and time in state. Each row also includes links for History, Alerts, and Edit.

Blackboard (eLearning & Collaboration)		Current	Time in State	
Login to learn.uq using phantomjs browser	Blackboard9_1	●	6 hours, 56 minutes	History Alerts Edit
ServiceView monitored business hours uptime	HTTP	●	19 days	History Alerts Edit
ServiceView monitored total uptime	HTTP	●	19 days	History Alerts Edit
Uptime of learn.uq.edu.au	HTTPS	●	3 days	History Alerts Edit
Add More Monitoring				

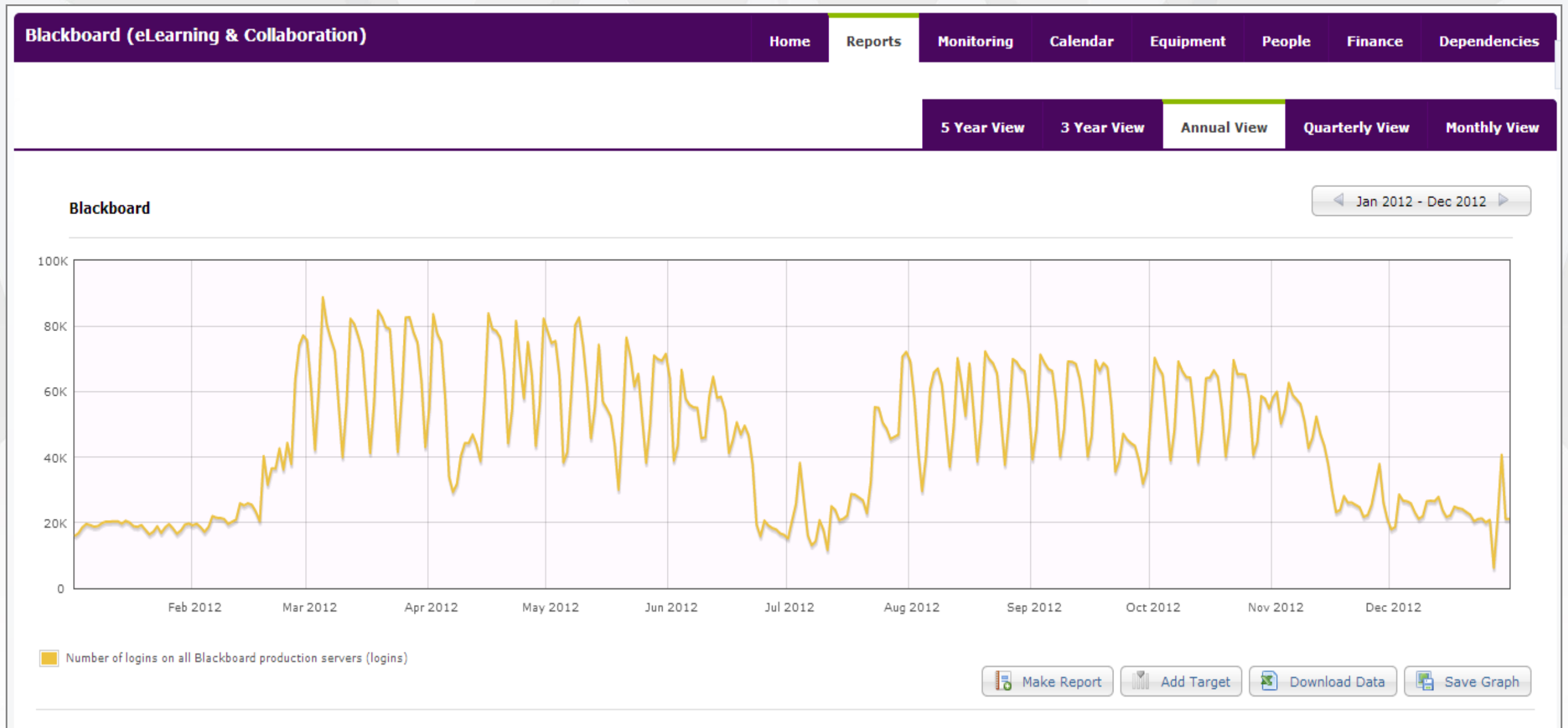
Websites - Unix (Web Services)		Current	Time in State	
Uptime 24 hours	WebsiteTest	●	27 days	History Alerts Edit
Add More Monitoring				

[Monitor Another Service](#)

SERVICE REPORTING

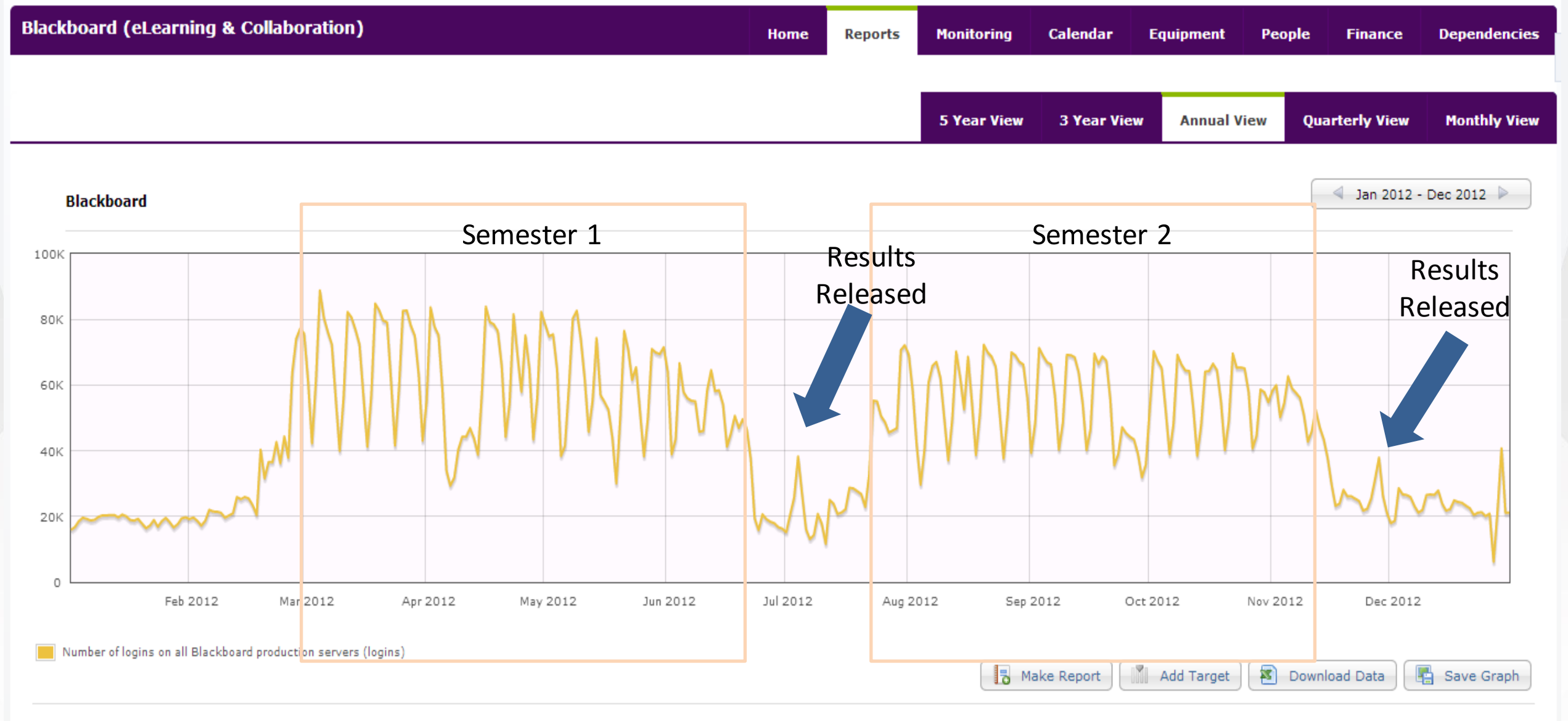
SERVICE REPORTING

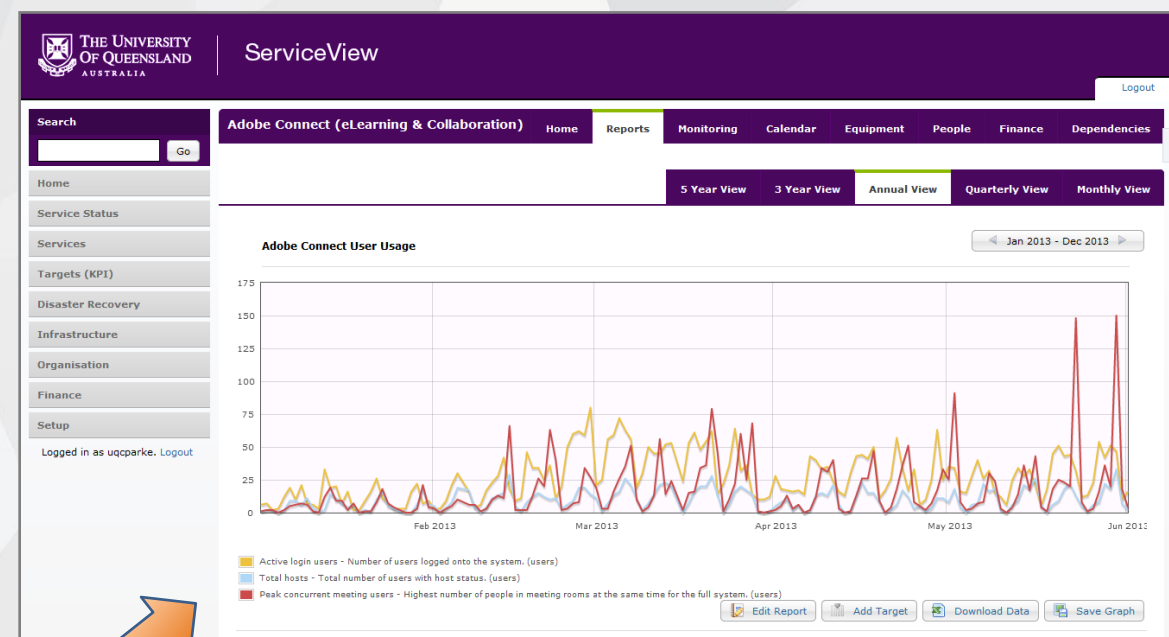
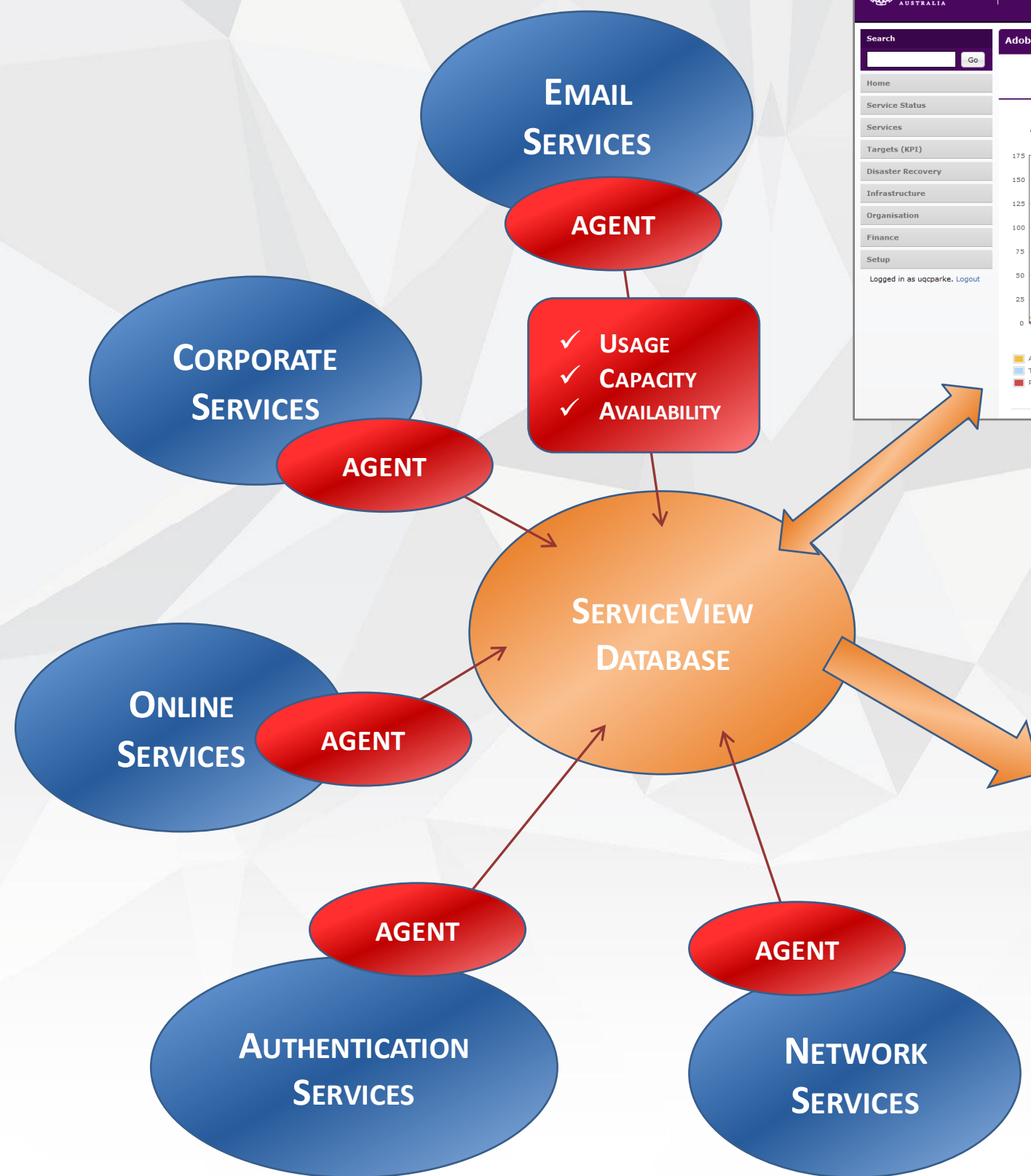
Number of students logging onto Blackboard



SERVICE REPORTING

Number of students logging onto Blackboard





WEB INTERFACE



REPORTS

“SAMPLE PERL AGENT”

```
#!/usr/bin/perl
```

```
use LWP::Simple;
```

```
use CGI;
```

```
$sql = "SELECT count(*) as value FROM client WHERE client_status_cd IN ('active')";
```

```
# Connect to database
```

```
$date = "$day-$month-$year";
```

```
$value = $row->{value};
```

```
$url = 'http://serviceview.its.uq.edu.au/record.php
```

```
    ?service=' . CGI::escape($service) .
```

```
    '&metric=' . CGI::escape($metric) .
```

```
    '&date=' . CGI::escape($date) .
```

```
    '&secret=NoYB' .
```

```
    '&value=' . $value;
```

```
$result = get($url);
```

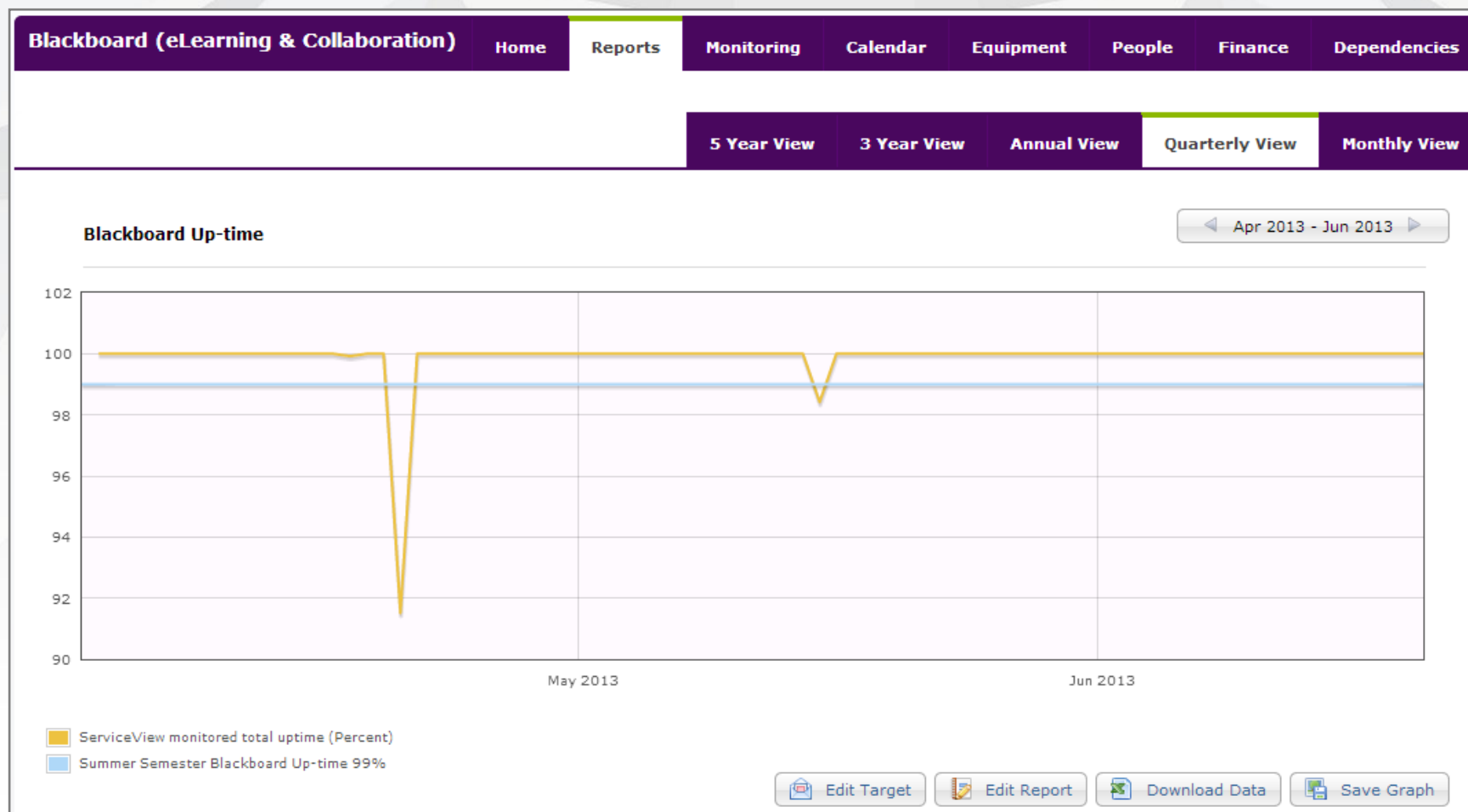
```
if ($result !~ /SUCCESS/) {
```

```
    print "Cannot post to ServiceView: ".$result;
```

```
}
```

KPI REPORTING

- Set KPI or Targets for each service, for instance 99% uptime
- Daily and monthly reports against KPI objectives.
- Daily Emails with KPI results.



KPI REPORTING

30 Day Target / KPI Reports in portal

 ServiceView Logout													
Search Go Home Service Status Services Targets (KPI) > Targets Status > All Targets (KPI) > SLA Clients 30 Day Report 12 Month Report Disaster Recovery Infrastructure Organisation Finance Setup Logged in as uqcpark. Logout													
Targets (KPI) Status Table View30 Day ViewMonthly View													
Service / Target		Date	May 20	May 21	May 22	May 23	May 24	May 25	May 26	May 27	May 28	May 29	May 30
Aurion (Applications) Aurion business hours uptime 99%			●	●	●	●	●	●	●	●	●	●	●
SI-net (Applications) SI-net Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
UniFi (Applications) Unifi Business hours 99%			●	●	●	●	●	●	●	●	●	●	●
Blackboard (eLearning & Collaboration) 2013 Semester 1 Blackboard Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
Blackboard (eLearning & Collaboration) Summer Semester Blackboard Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
Exchange Mail and Calendaring (Email & M Exchange Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
BroadHop (Networks) Broadhop Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
Pizza Network CMDB (Networks) Pizza Business Hours 98%			●	●	●	●	●	●	●	●	●	●	●
WebDNS (Networks) WebDNS Business uptime 99%			●	●	●	●	●	●	●	●	●	●	●
LDAP (Underpinning technologies) LDAP Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
Shibboleth IdP (Underpinning technologie IDp Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
WebPrISM Delegated Administration (Under WebPrISM Business Hours 99%			●	●	●	●	●	●	●	●	●	●	●
CMS (Web Services) CMS Up-time 99%			●	●	●	●	●	●	●	●	●	●	●
myUQ (Web Services) my.UQ Up-time 99%			●	●	●	●	●	●	●	●	●	●	●

KPI REPORTING

Daily Emails



ServiceView

Search

Go

Home

Service Status

Services

Targets (KPI)

- > Targets Status
- > All Targets (KPI)
- > SLA Clients
- 30 Day Report
- 12 Month Report

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. Logout

Targets (KPI) Status

Service / Target	Service / Target
Aurion (Applications)	
SI-net (Applications)	
UniFi (Applications)	
Blackboard (eLearning & Collaboration)	
Blackboard (eLearning & Collaboration)	
Exchange Mail and Calendaring (Email & M	
BroadHop (Networks)	
Pizza Network CMDB (Networks)	
WebDNS (Networks)	
LDAP (Underpinning technologies)	
Shibboleth IdP (Underpinning technologie	
WebPrISM Delegated Administration (Under	
CMS (Web Services)	
myUQ (Web Services)	



ServiceView

Service / Target	Date	Fri May 24	Sat May 25	Sun May 26	Mon May 27	Tue May 28	Wed May 29	Thu May 30
LDAP Up-time 99%		100%	100%	100%	100%	100%	100%	100%
IDp Up-time 99%		100%	100%	100%	100%	100%	97.86%	97.51%
2013 Semester 1 Blackboard Up-time 99%		100%	100%	100%	100%	100%	100%	100%
Summer Semester Blackboard Up-time 99%		100%	100%	100%	100%	100%	100%	100%
my.UQ Up-time 99%		100%	100%	100%	100%	100%	100%	100%
Broadhop Up-time 99%		100%	100%	100%	100%	100%	99%	99%
Websites Up-time 99%		100%	100%	100%	100%	100%	100%	100%
Websites Updates Business Up-time 99%		100%	100%	100%	100%	100%	100%	100%
CMS Up-time 99%		100%	100%	100%	100%	100%	100%	100%
Pizza Business Hours 98%		100%	100%	100%	100%	100%	100%	100%
Unifi Business hours 99%		100%	100%	100%	100%	100%	97.34%	100%
WebPrISM Business Hours 99%		100%	100%	100%	100%	100%	100%	100%
Aurion business hours uptime 99%		100%	100%	100%	100%	100%	100%	100%
SI-net Up-time 99%		98.96%	97.84%	96.73%	99%	98.31%	100%	99%
WebDNS Business uptime 99%		100%	100%	100%	100%	100%	100%	100%
Exchange Up-time 99%		100%	100%	100%	100%	100%	100%	100%
Sharepoint Business Up-time 99%		100%	100%	100%	100%	100%	100%	100%

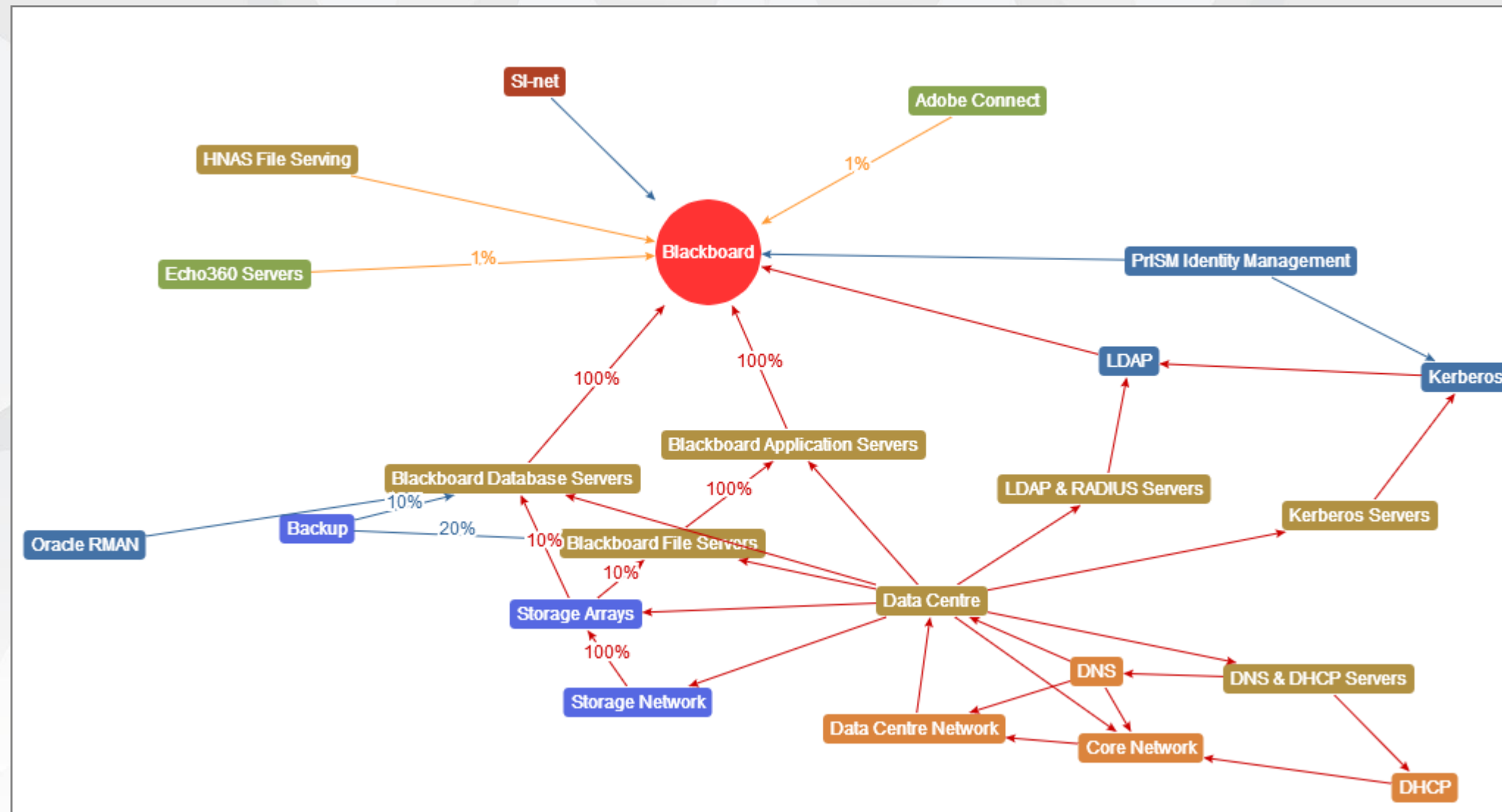
UQ ITS Service Desk Hours:
 8am to 6pm (AEST) Monday to Friday.
 8am to 12pm (AEST) Saturday.

email: itsupportdesk@its.uq.edu.au
 www: www.its.uq.edu.au

CMS Up-time 99%	●	●	●	●	●	●	●	●	●	●	●	●	●
myUQ Up-time 99%	●	●	●	●	●	●	●	●	●	●	●	●	●

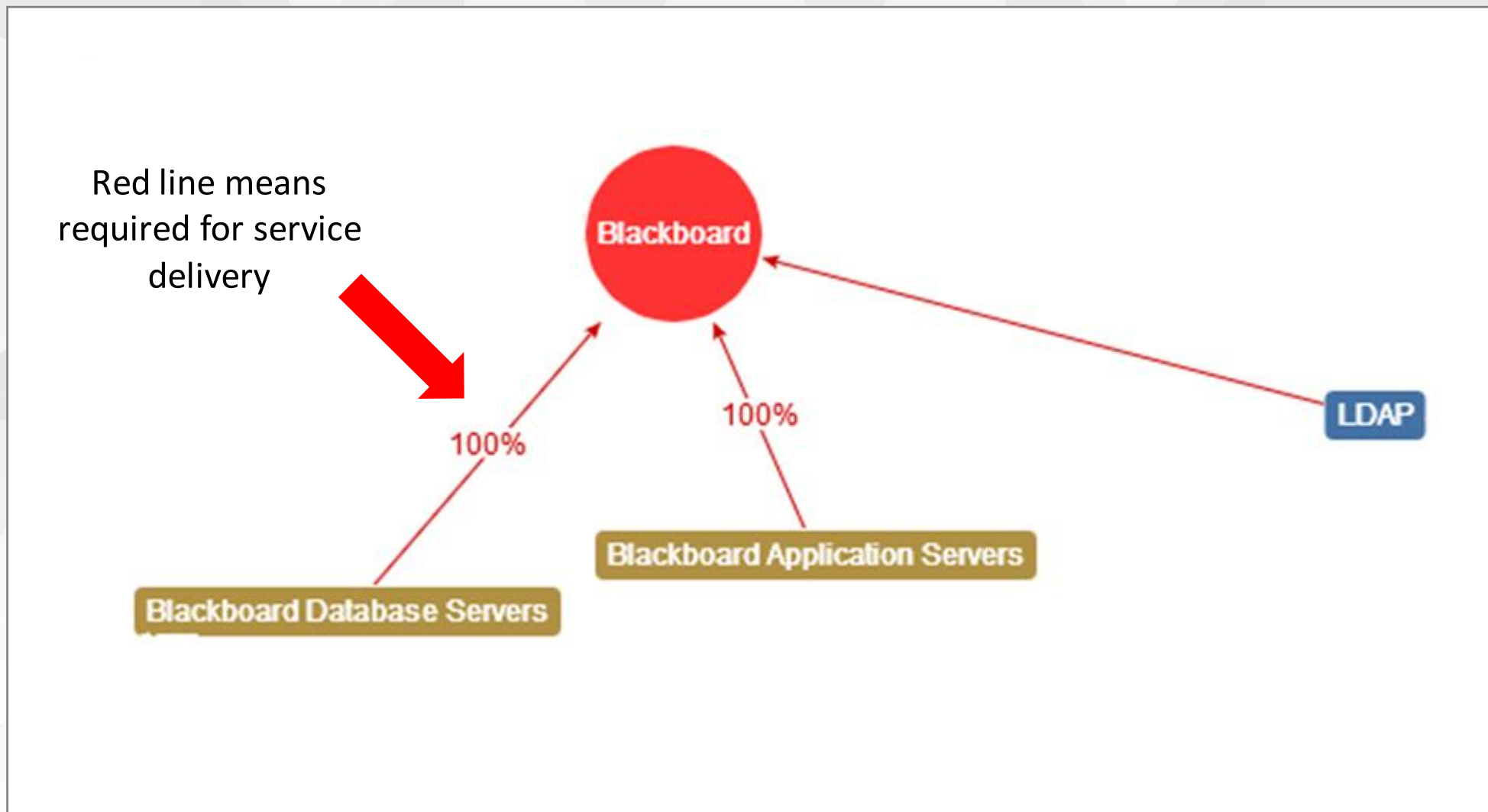
SERVICE DEPENDENCIES

Graphical representation of service dependencies



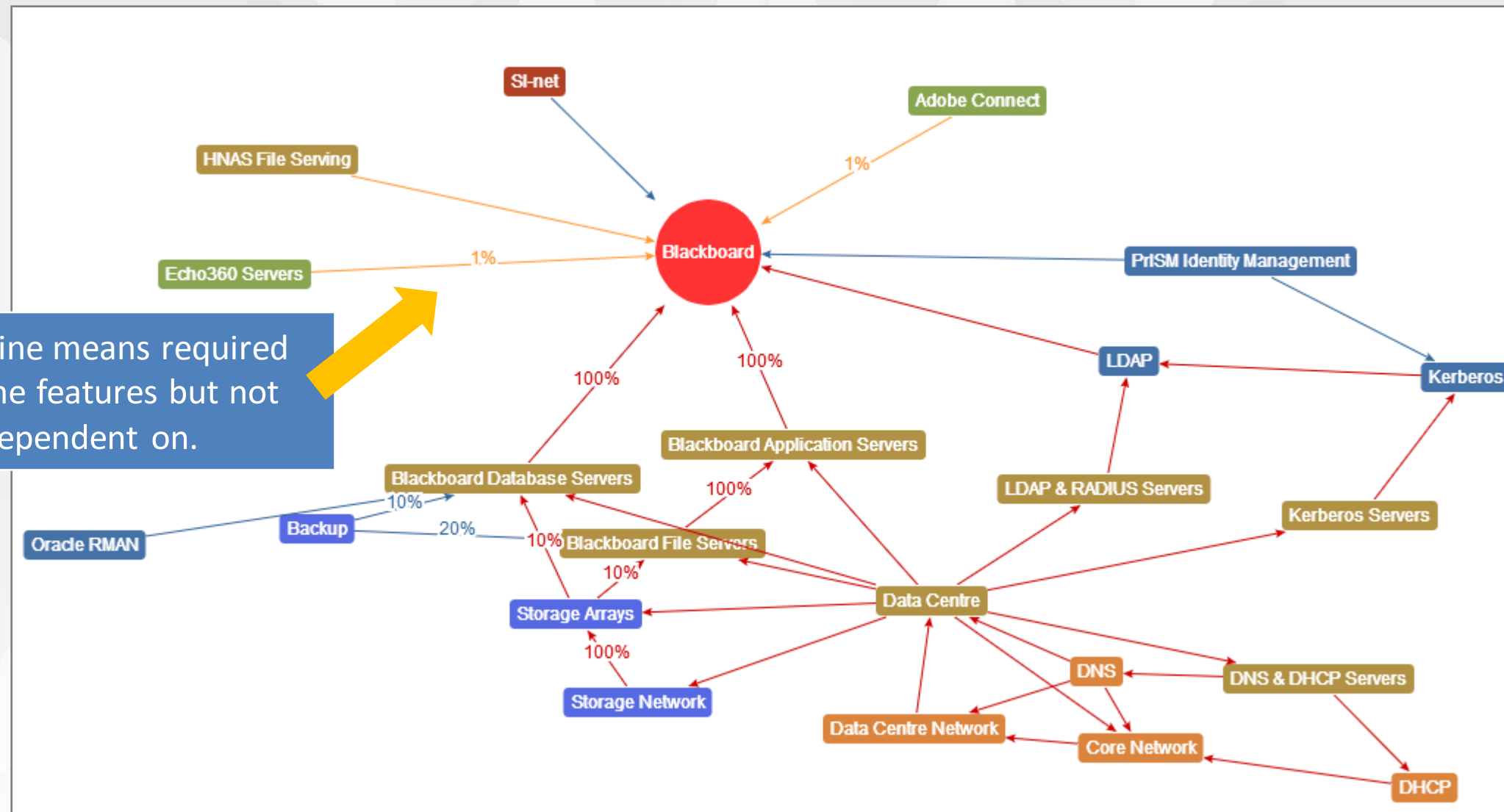
SERVICE DEPENDENCIES

Record service that are required for this service to run.



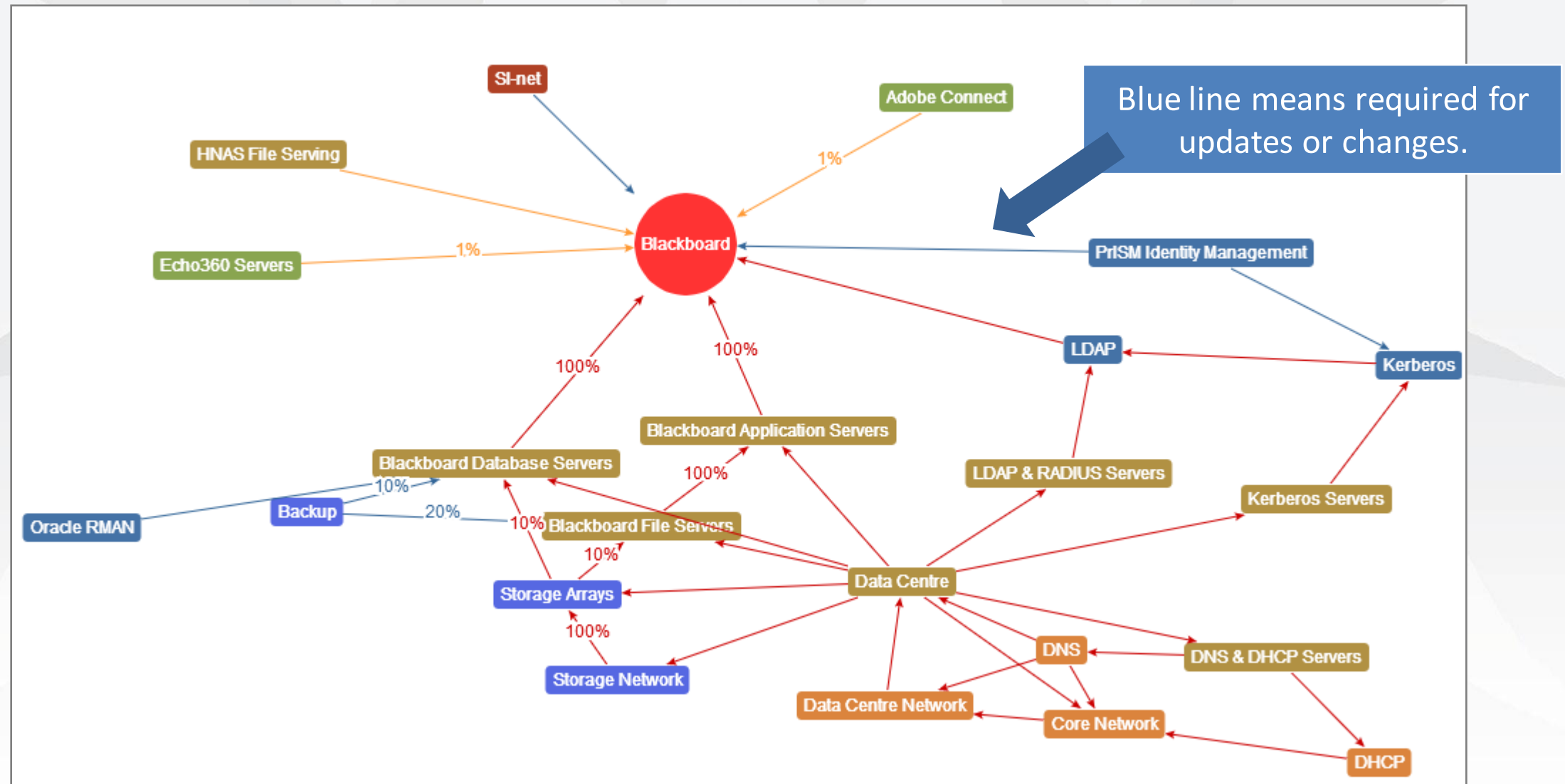
SERVICE DEPENDENCIES

Some services are only required for some features.



SERVICE DEPENDENCIES

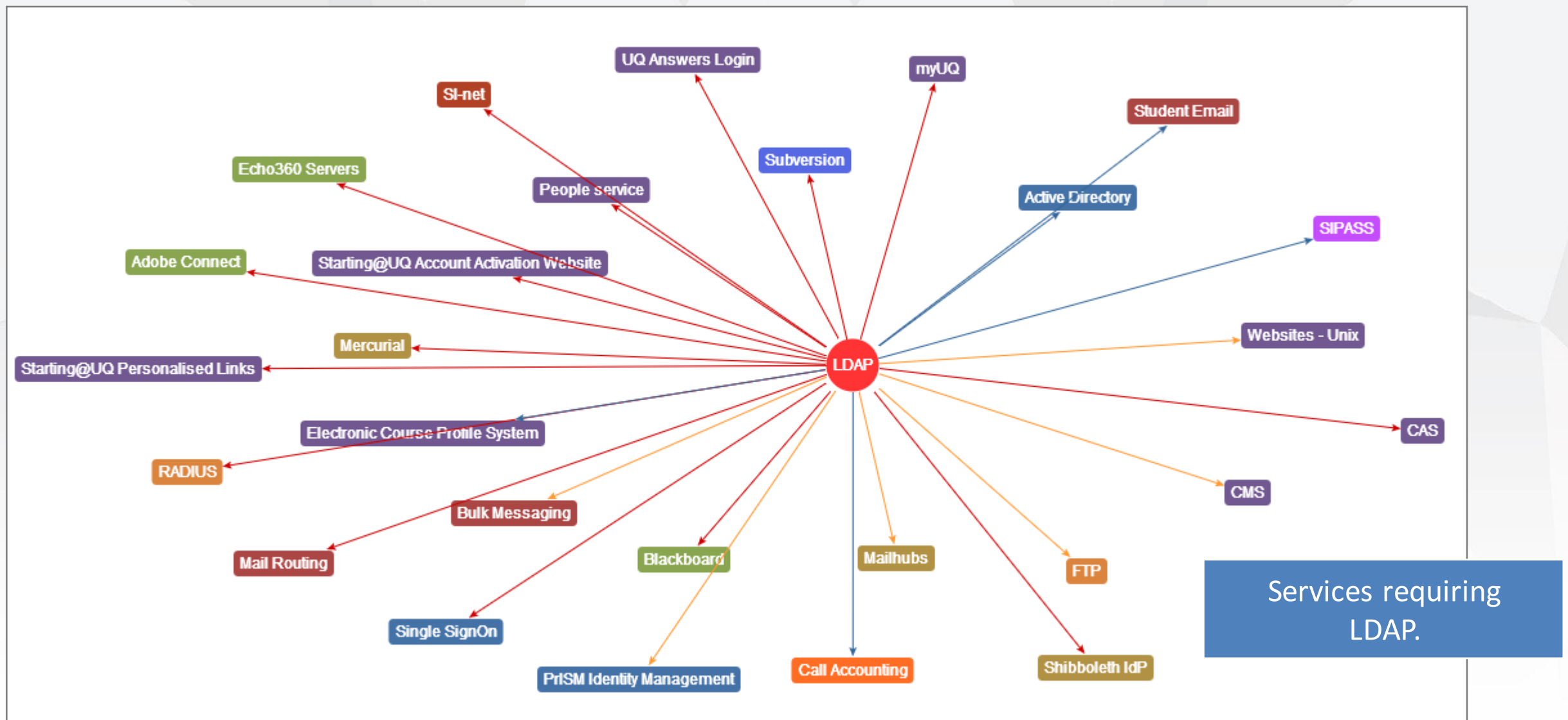
Services required for updates are also recorded.



SERVICE STATUS REPORTING

THE IMPACT OF OUTAGES

Turning the dependency relationship around we are able to see which services are dependent on other services, and therefore which are affected when a service is down.



SERVICE STATUS

Scheduled and unscheduled outages are recorded.

**ServiceView**

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Service Events

Current Events

Calendar

Find:

Search

Clear Search

Download

Add Service Event

Service	Service Event	When	Duration	Edit
Internet Services - Academic	AAPT Mid-band Ethernet	12 Jun 2013 10:00 pm	8 hours	
Active Directory Domain Controllers	Removal of old uq.edu.au domain controllers	6 Jun 2013 5:00 pm	2 hours	
Active Directory Domain Controllers	New uq.edu.au domain controllers	4 Jun 2013 5:00 pm	2 hours	
Network Projects	TPCH Network cut over	2 Jun 2013 9:00 am	1 hour	
UniFi	UniFi	31 May 2013 2:10 pm	19 min	
Data Centre	Prentice Data Centres 2 and 3 moved to new transformer feeds	31 May 2013 7:30 am	0 min	
UniFi	Apply fixes to Unifi report issues	30 May 2013 8:00 pm	1 hour	
UQAPS Citrix	Application update for Raisers Edge on Citrix	30 May 2013 6:00 pm	1 hour	
FujiPacs	Fuji PACS application	26 May 2013 9:00 am	9 hours	
LANDesk	Software Services will be making changes to the Queries and Dashboards in LANDesk.	24 May 2013 7:00 pm	3 hours	
TRIM	TRIM Service Migration	24 May 2013 4:30 pm	1 hours	
Data Centre	Prentice Data Centre 1 moved to new transformer feeds	24 May 2013 7:30 am	0 min	
SQL Database Cluster Hosting	Test Cluster Failover	23 May 2013 6:00 pm	33 min	

Service Status

Academic Portal

Normal Service

Academic Scholarships

Normal Service

Adobe Connect

Normal Service

Airport Reception Database

Normal Service

App Central

Normal Service

Atlassian JIRA

Normal Service

Aurion

Normal Service

Australian Graduate Survey

Normal Service

Banking Services

Normal Service

Blackboard

SERVICE STATUS

The CMDB works out which services are impacted.

The screenshot displays the 'ServiceView' interface of The University of Queensland. A modal window titled 'Add Event' is open, allowing the user to create a new event. The 'Service / Equipment Name' is set to 'LDAP (Underpinning technologies)'. The 'Event Type' is 'For Information'. The 'Service Availability' is set to 'Service NOT available during period'. The 'Start Date' is '31-May-2013 15:53' and the 'End Date' is '31-May-2013 16:53'. The 'Public Event' checkbox is checked. The 'Event Impact' section lists various services and their status during the outage:

Service	No service	Some service impact
LDAP (Underpinning technologies)	☒	☐
Blackboard (eLearning & Collaboration)	☒	☐
myUQ (Web Services)	☒	☐
RADIUS (Networks)	☒	☐
Mail Routing (Email & Messaging)	☒	☐
NNTP News Service (Networks)	☒	☐
WREQ Job Tracking (Underpinning technologies)	☒	☐
SMTP Service (Email & Messaging)	☒	☐

The background interface shows a sidebar with navigation links like 'Home', 'Service Status', 'Services', 'Targets (KPI)', 'Disaster Recovery', 'Infrastructure', 'Organisation', 'Finance', and 'Setup'. The main content area displays a list of services with their status (e.g., 'Active', 'Down', 'Unknown'). The bottom status bar shows the current time as '23 May 2013 6:00 pm' and the duration as '33 min'.

SERVICE STATUS

Emails are sent to stakeholders informing them of the outage.

 THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Service Notice

Dear Stakeholder

The LANDesk service will be undergoing scheduled maintenance

Scheduled start: Thursday, 23 May 2013 19:00
Scheduled end: Thursday, 23 May 2013 22:00

Such changes will include:

1. The addition of a 'My Dashboard' within the 'ITS' short-cut group;
2. The addition of a 'My Group Dashboard' within the 'ITS' short-cut group;
3. The removal of several redundant queries within the 'Queries and Reports' short-cut group; AND
4. Renaming several queries within the 'Queries and Reports' short-cut group.

There is no expected impact on service delivery.

More information can found at the following address: http://www.its.uq.edu.au/?incident_id=14407

Regards,

ITS Service Desk

UQ ITS Service Desk Phone numbers
Internal: x56000
Local: (07) 336 56000
Australia wide: 1300 738 082

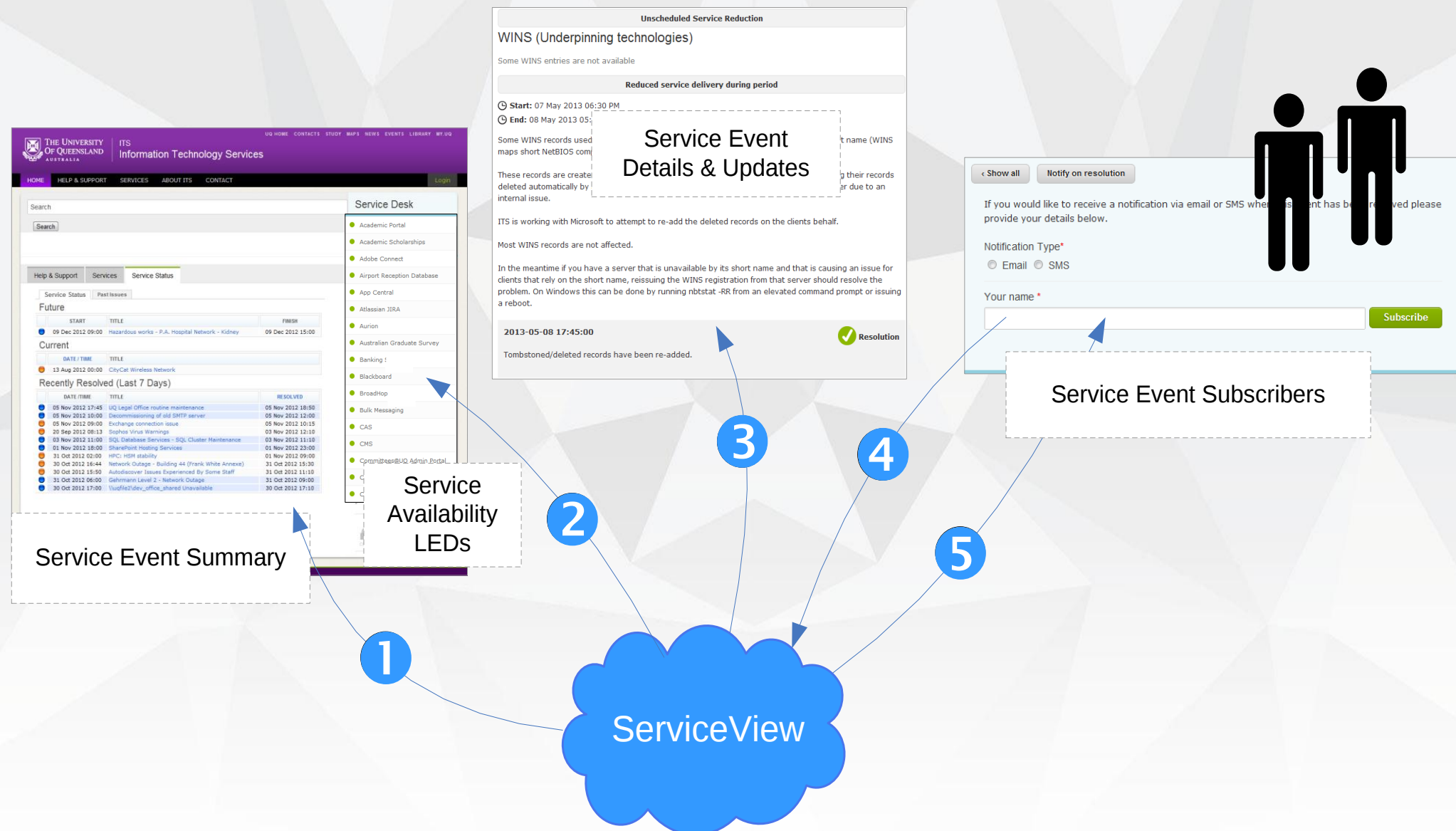
UQ ITS Service Desk Hours:
8am to 6pm (AEST) Monday to Friday.
8am to 12pm (AEST) Saturday.

email: itsupportdesk@its.uq.edu.au
www: www.its.uq.edu.au



SERVICE STATUS REPORTING

Automatic feed to Service Status website



SERVICE AVAILABILITY REPORTING

By combining outages and outage impacts, service availabilities can be calculated for each service.

The screenshot shows the ServiceView interface for Blackboard (eLearning & Collaboration). The header includes the University of Queensland logo and the title 'ServiceView'. A left sidebar contains navigation links: Search, Home, Service Status, Services, Targets (KPI), Disaster Recovery, Infrastructure, Organisation, Finance, and Setup. The main content area is titled 'Blackboard (eLearning & Collaboration)' and includes the following information:

- Business owner:** Simon Collyer (Teaching and Learning Support)
- Technical owner:** Roy Duncan (Applications & Identity Systems)
- Supported:** 24x7

Below this, a paragraph states: 'Blackboard is the e-learning system used by UQ to provide online learning and assessment to students. It is accessible via the web and also by mobile device.'

A second paragraph states: 'Blackboard is a tool that facilitates communication and online learning between students and course co-ordinators. It can also provides online assessment items, including online tests or electronic submission of assignments, as well as access to lecture theatre recordings.'

2013 Availability: 99.77%

Not including scheduled work: 99.99%

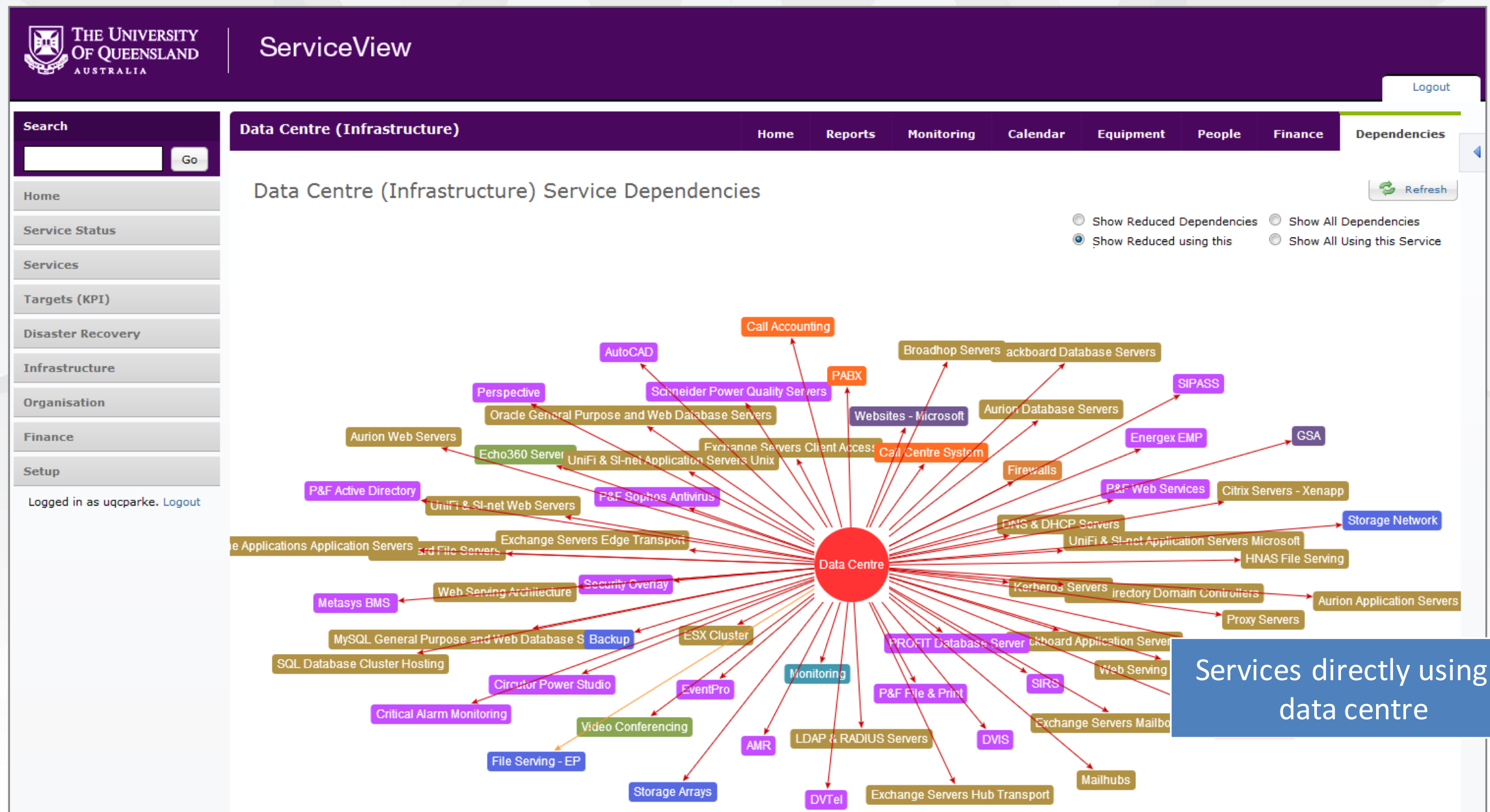
Date	Outage	Event
25 Mar	23 mins	Outage of learn.uq.edu.au
3 Apr	8 hours	Learn.UQ unavailable for hardware upgrade
18 Apr	4 mins	learn.uq.edu.au was briefly unavailable
13 May	2 mins	LDAP Service

Date	Outage	Event
25 Mar	23 mins	Outage of learn.uq.edu.au
3 Apr	8 hours	Learn.UQ unavailable for hardware upgrade
18 Apr	4 mins	learn.uq.edu.au was briefly unavailable
13 May	2 mins	LDAP Service

DR PLANNING

DR PLANNING

Using the service dependency data we are able to plan for data centre outages.



DR PLANNING

Each service using the data center has fail over capabilities details recorded.

Data Center Dependencies

Add Data Center / Service Failover

The following data centers are using by **Blackboard Database Servers (Infrastructure)**. In the event of an outage of these data centers services may be failed over as follows:

Data Center	Failover	Priority	Failover To	Performed By	Service Impact	Failover Duration	Edit
DC3	Automatic failover	Preferred failover	GPNDCC2	Unix Servers	No change in service	30 min	
GPNDCC2	Automatic failover	Preferred failover	DC3	Unix Servers	No change in service	30 min	

Showing 1 to 2 of 2 entries

First

Previous

1

Next

Last

In this example the blackboard database servers normally run in DC3 but can fail over to GPNDCC2, and also the reverse failover is possible. The failover is automatic but may take up to 30 minutes.

DR PLANNING

Services are prioritised in service recovery order

**THE UNIVERSITY OF QUEENSLAND AUSTRALIA**

ServiceView

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

- > Restoration Priorities
- > Disaster Scenarios
- Complete Restoration Plan

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Service Restoration Priority

Search:

Select	Service Name	priority	
☐	Exchange Mail and Calendaring (Email & Messaging)	1	
☐	SI-net (Applications)	1	
☐	Blackboard (eLearning & Collaboration)	1	
☐	Aurion (Applications)	1	
☐	Active Directory (Underpinning technologies)	1	
☐	PABX (Voice Network)	1	
☐	Websites - Unix (Web Services)	2	
☐	CMS (Web Services)	2	
☐	myUQ (Web Services)	2	
☐	Sharepoint (Web Services)	2	

Name

priority

Edit

Showing 1 to 10 of 12 entries

First

Previous

1

2

Next

Last

DR PLANNING

Disaster scenarios are entered, involving outages of one or more DCs

 **ServiceView** [Logout](#)

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

> Restoration Priorities

> Disaster Scenarios

Complete Restoration Plan

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. [Logout](#)

Disaster Scenarios

Search:

Select	Scenario Name	Affected Data Centers	
☐	 GP North DC Outage	GPND1 GPND2	
☐	 Herston Outage	CCRDC	
☐	 PABX Machine Room Outage	PABX-MICHIE	
☐	 Prentice & GP North Outage	DC1 DC2 DC3 GPND1 GPND2	
☐	 Prentice All DC Outage	DC1 DC2 DC3	
☐	 Prentice DC1 Outage	DC1	
☐	 Prentice DC2 & DC3 Outage	DC2 DC3	
☐	 StLucia Campus	DC1 DC2 DC3 GPND1 GPND2 TA202 TA203	
☐	 Therapies Annex Outage	TA202 TA203	



Scenario Name	Affected Data Centers	Edit
---------------	-----------------------	------

Showing 1 to 9 of 9 entries

First

Previous

1

Next

Last

DR PLANNING

Generated documents show what services are affected for each disaster scenario.

Service Restoration Plan



Generated 31 May 2013 - Serviceview

- GP North DC Outage
- Herston Outage
- PABX Machine Room Outage
- Prentice & GP North Outage
- Prentice All DC Outage
- Prentice DC1 Outage
- Prentice DC2 & DC3 Outage
- StLucia Campus
- Therapies Annex Outage

Prentice All DC Outage

- ⚠ Outage of DC1 (DC1 Building 42 - St Lucia Campus)
- ⚠ Outage of DC2 (Data Center 2 in Prentice)
- ⚠ Outage of DC3 (DC3 Building 42 - St Lucia Campus)

Services Running in Affected Data Centers

Service Name	Failover
Adobe Connect (eLearning & Collaboration)	Manually to CCRDC
Aurion Application Servers (Infrastructure)	Automatically to GPNDC2
Aurion Database Servers (Infrastructure)	Automatically to GPNDC2
Backup (Storage & Backup)	Manually to GPNDC2
Blackboard Application Servers (Infrastructure)	Automatically to GPNDC2
Blackboard Database Servers (Infrastructure)	Automatically to GPNDC2
Blackboard File Servers (Infrastructure)	Automatically to GPNDC2
Broadhop Servers (Infrastructure)	No failover possible.
Bulk Messaging (Email & Messaging)	No failover possible.
Citrix Servers - Xenapp (Infrastructure)	Automatically to GPNDC1
DHCP (Networks)	Automatically to GPNDC2
DNS (Networks)	Automatically to GPNDC2
Echo360 Servers (eLearning & Collaboration)	Automatically to GPNDC2
ESX Cluster (Infrastructure)	Manually to GPNDC2
Exchange Servers Client Access (Infrastructure)	Automatically to GPNDC2
Exchange Servers Edge Transport (Infrastructure)	Automatically to GPNDC2

DR PLANNING

Service restorations plans are generated using the service dependency database.

Service Restoration Plan



Generated 31 May 2013 - Serviceview

- GP North DC Outage
- Herston Outage
- PABX Machine Room Outage
- Prentice & GP North Outage
- Prentice All DC Outage
- Prentice DC1 Outage
- Prentice DC2 & DC3 Outage
- StLucia Campus
- Therapies Annex Outage

Prentice All DC Outage Cont.

Service Restoration Priority		
Service Name	Failover	Availability
1 Active Directory (Underpinning technologies)	Automatic	
1. DNS Process:	Automatically to GPNDC2	0 mins
2. DHCP Process:	Automatically to GPNDC2	0 mins
1 Aurion (Applications)	Automatic	30 mins
1. Aurion Database Servers Process: Automatically	Automatically to GPNDC2	30 mins
2. Aurion Application Servers Process: Automatically	Automatically to GPNDC2	30 mins
3. Storage Arrays Process: Automatic	Automatically to GPNDC1	5 mins
4. DNS Process:	Automatically to GPNDC2	0 mins
5. DHCP Process:	Automatically to GPNDC2	0 mins
1 Blackboard (eLearning & Collaboration)	Automatic	30 mins
1. Blackboard Application Servers Process: Automatic	Automatically to GPNDC2	2 mins
2. LDAP Process:	Automatically to GPNDC2	0 mins
3. Blackboard Database Servers Process: Automatic	Automatically to GPNDC2	30 mins

PDF is emailed to stakeholders weekly.

MONITORING



SERVICE MONITORING

Each service can be monitored

The screenshot displays the ServiceView interface. At the top, the University of Queensland Australia logo is on the left, and the 'ServiceView' title is in the center. A blue arrow points to the 'Monitoring' tab in the top navigation bar. Below the navigation bar, the 'Service Monitoring' section is visible. On the left, there is a sidebar with a search bar and a list of categories: Home, Service Status, Services, Targets (KPI), Disaster Recovery, Infrastructure, Organisation, Finance, and Setup. The main content area shows a table of monitored services. The table has columns for the service name, the target (e.g., Blackboard9_1, HTTP, HTTPS), the current status (indicated by a green dot), and the time in state (e.g., 10 days, 19 days, 14 days). Each row also has buttons for History, Alerts, and Edit. At the bottom right, there is a button labeled 'Add More Monitoring'.

ServiceView

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Logged in as uqcparker. Logout

Blackboard (eLearning & Collaboration)

Home

Reports

Monitoring

Calendar

Equipment

People

Finance

Dependencies

Logout

Service Monitoring

My Services Monitoring

All Monitoring

Blackboard (eLearning & Collaboration)	Current	Time in State	
Login to learn.uq using phantomjs browser	Blackboard9_1	●	10 days
ServiceView monitored business hours uptime	HTTP	●	19 days
ServiceView monitored total uptime	HTTP	●	19 days
Uptime of learn.uq.edu.au	HTTPS	●	14 days

History Alerts Edit

History Alerts Edit

History Alerts Edit

History Alerts Edit

Add More Monitoring

Monitor Another Service

SERVICE MONITORING

Select monitoring test and enter parameters.

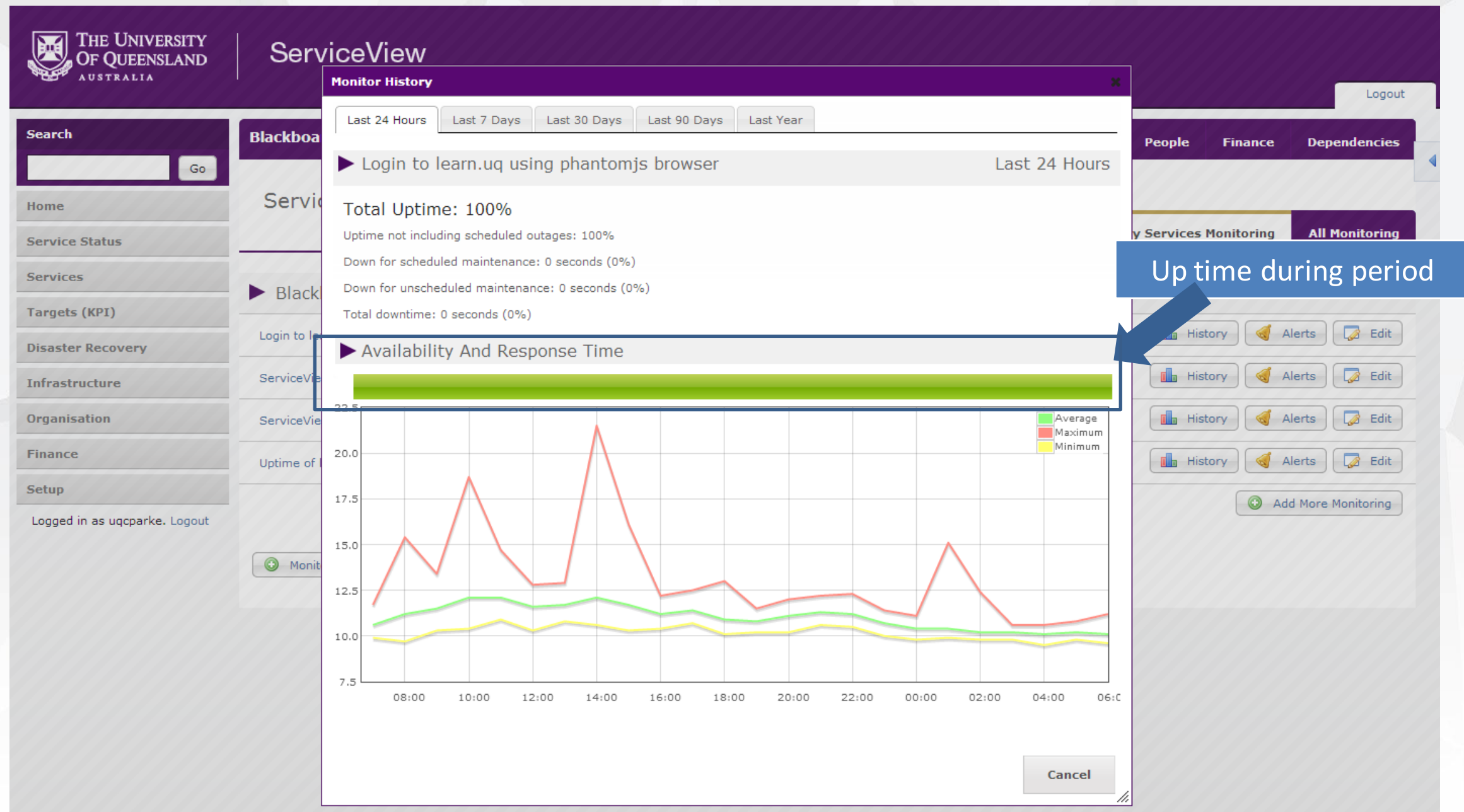
The screenshot displays the ServiceView interface for The University of Queensland Australia. The main content area shows the 'Blackboard (eLearning & Collaboration)' service monitoring configuration. The 'Edit Monitoring' dialog box is open, showing the following fields:

- Service:** Blackboard
- Metric:** Login to learn.uq using phantomjs browser
- Monitor test:** Blackboard9_1
- Blackboard URL:** https://learn.uq.edu.au
- Username:** s9999999
- Password:** [masked]
- Monitor only in business hours?** ☐
- Polling period (seconds):** Every minute

A blue arrow points to the 'Polling period (seconds)' field with the text 'Set polling period'. The dialog box also includes 'Delete', 'Test', 'Cancel', and 'Save' buttons at the bottom.

SERVICEVIEW OVERVIEW

Last 24 hours



CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 1 ▶

ScreenshotsDetails

Script Steps

W



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Learn.UQ

USERNAME:

PASSWORD:

Login

Staff and students: To log into Blackboard use your UQ username/student ID and password. If you don't know your password contact the ITS Helpdesk on 07 336 56000 or 1300 738 082 (Australia-Wide), or by email: itsupport@its.uq.edu.au.

Tc

Step 1.
Opening page: <https://learn.uq.edu.au>
load started
load finished in 0.499 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.
Clicking on Login button
load started
load finished in 1.592 secs

Step 3.
Checking for **Blackboard Learn** success.
load started
load finished in 0.53 secs

Step 4.
Checking for **Tools** success.
load started
load finished in 1.9 secs

Step 5.
load started
load finished in 0.783 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** success.
load started
load finished in 0.511 secs

Step 7.
Checking for **Text item** success.
load started
load finished in 0.094 secs

Step 8.
Checking for **This file was successfully accessed** success.
load started
load finished in 0.205 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** success.
test complete



CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 2 ▶

ScreenshotsDetailsScript Steps

W

Tc



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Learn.UQ

USERNAME:

PASSWORD:

Login

Staff and students: To log into Blackboard use your UQ username/student ID and password. If you don't know your password contact the ITS Helpdesk on 07 336 56000 or 1300 738 082 (Australia-Wide), or by email: itsupport@its.uq.edu.au.

Step 1.
Opening page: <https://learn.uq.edu.au>
load started
load finished in 0.52 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.
Clicking on Login button
load started
load finished in 1.595 secs

Step 3.
Checking for **Blackboard Learn** success.
load started
load finished in 0.466 secs

Step 4.
Checking for **Tools** success.
load started
load finished in 1.932 secs

Step 5.
load started
load finished in 0.878 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** success.
load started
load finished in 0.45 secs

Step 7.
Checking for **Text item** success.
load started
load finished in 0.1 secs

Step 8.
Checking for **This file was successfully accessed** success.
load started
load finished in 0.206 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** success.
test complete

CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 3 ▶

Screenshots Details

Script Steps

 THE UNIVERSITY OF QUEENSLAND AUSTRALIA

eLearning@UQ

Infrastructure Management Test Account Logout

Welcome Courses Community Help

Welcome Notifications Dashboard

Add Module Personalise Page

Tools

Announcements

Calendar

Tasks

My Grades

Send Email

User Directory

Address Book

Personal Information

Goals

My Media

Course Search

Go

Organisation Search

Go

Blackboard Statistics

My Courses

Other

system_monitoring

My Announcements

No Institution Announcements have been posted in the last 7 days.

No Course or Organisation Announcements have been posted in the last 7 days.

more announcements...→

My Calendar

No calendar events have been posted for the next 7 days.

more calendar events...→

My Communities

Currently you are not participating in any organisations.

Spotlight

Welcome to Blackboard Learn at UQ

Is the right screen at your lecture being recorded?
Lecturers have so many display options these days sometimes they are not recording the one they are talking to. This is fixed with a touch of a button during the lecture. See [make sure you are recording the correct source in dual projection theatres.](#)

Make your Course Available to your Students
To make your Blackboard course available to your students go to the **Control Panel** -> **Customisation** -> **Properties**. Then at **3. Set Availability**, change the option to **Yes** and submit.

Blackboard in 2013 - Important Information
For Semester 1 2013 courses onwards, Blackboard will be running here on a new server. It has a new URL - <https://learn.uq.edu.au>, which will be the **Learn.UQ** address from now on. Further information is available [here](#) in the **eLearning Updates** section on the [eLearning website](#)

My Tasks

My Tasks:

No tasks due.

Step 1.
Opening page: <https://learn.uq.edu.au>
load started
load finished in 0.52 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.
Clicking on Login button
load started
load finished in 1.595 secs

Step 3.
Checking for **Blackboard Learn** success.
load started
load finished in 0.466 secs

Step 4.
Checking for **Tools** success.
load started
load finished in 1.932 secs

Step 5.
load started
load finished in 0.878 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** success.
load started
load finished in 0.45 secs

Step 7.
Checking for **Text item** success.
load started
load finished in 0.1 secs

Step 8.
Checking for **This file was successfully accessed** success.
load started
load finished in 0.206 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** success.
test complete

CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 4 ▶

ScreenshotsDetails

Script Steps

WelcomeNotifications Dashboard

Add ModulePersonalise Page↑↓

Tools

Announcements

Calendar

Tasks

My Grades

Send Email

User Directory

Address Book

Personal Information

Goals

My Media

Course Search

Go

Organisation Search

Go

Blackboard Statistics

Available Communities and Courses for 2013 Semester 1

FacultyAvailable CoursesAvailable Communities

My Courses

Other

system_monitoring

My Announcements

No Institution Announcements have been posted in the last 7 days.

No Course or Organisation Announcements have been posted in the last 7 days.

more announcements...→

My Calendar

No calendar events have been posted for the next 7 days.

more calendar events...→

My Communities

Currently you are not participating in any organisations.

Spotlight

Welcome to Blackboard Learn at UQ

Is the right screen at your lecture being recorded?
Lecturers have so many display options these days sometimes they are not recording the one they are talking to. This is fixed with a touch of a button during the lecture. See make sure you are recording the correct source in dual projection theatres.

Make your Course Available to your Students
To make your Blackboard course available to your students go to the **Control Panel** -> **Customisation** -> **Properties**. Then at 3. **Set Availability**, change the option to **Yes** and submit.

Blackboard in 2013 - Important Information
For Semester 1 2013 courses onwards, Blackboard will be running here on a new server. It has a new URL - <https://learn.uq.edu.au>, which will be the **Learn.UQ** address from now on. Further information is available here in the **eLearning Updates** section on the eLearning website

My Tasks

My Tasks:

No tasks due.

more tasks...→

Self enrolment courses

Step 1.

Opening page: <https://learn.uq.edu.au>
load started
load finished in 0.51 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.

Clicking on Login button
load started
load finished in 1.64 secs

Step 3.

Checking for **Blackboard Learn** success.
load started
load finished in 0.536 secs

Step 4.

Checking for **Tools** success.
load started
load finished in 1.758 secs

Step 5.

load started
load finished in 0.819 secs

Step 6.

Checking for **No Course Announcements have been posted in the last 7 days** success.
load started
load finished in 0.423 secs

Step 7.

Checking for **Text item** success.
load started
load finished in 0.087 secs

Step 8.

Checking for **This file was successfully accessed** success.
load started
load finished in 0.206 secs

Step 9.

Checking for **To log into Blackboard use your UQ username** success.
test complete



CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 5 ▶

Screenshots Details

Script Steps



eLearning@UQ

Infrastructure Management Test Account Logout

Welcome Courses Community Help

H Home Page

system_monitoring (system_monitoring)

Home Page

Content

Discussions

Groups

Tools

Help

Home Page

My Announcements

No Course Announcements have been posted in the last 7 days.

more announcements...→

My Calendar

No calendar events have been posted for the next 7 days.

more calendar events...→

My Tasks

My Tasks:

No tasks due.

more tasks...→

What's New

Edit Notification Settings Actions

No Notifications

Last Updated: 04 June 2013 06:54

Needs Attention

Edit Notification Settings Actions

No Notifications

Last Updated: 04 June 2013 06:54

To Do

Edit Notification Settings

What's Past Due Actions

▶ All Items (0)

What's Due

Select Date: 04/06/2013 Go

▼ Today (0) Nothing Due Today

▶ Tomorrow (0)

▶ This Week (0)

▶ Future (0)

Last Updated: 04 June 2013 06:54

Alerts

Edit Notification Settings

Step 1.

Opening page: https://learn.uq.edu.au

load started

load finished in 0.565 secs

Checking for **Learn.UQ** success.

Entering username: s9999999 and password

Step 2.

Clicking on Login button

load started

load finished in 1.498 secs

Step 3.

Checking for **Blackboard Learn** success.

load started

load finished in 0.515 secs

Step 4.

Checking for **Tools** success.

load started

load finished in 1.775 secs

Step 5.

load started

load finished in 0.945 secs

Step 6.

Checking for **No Course Announcements have been posted in the last 7 days** success.

load started

load finished in 0.514 secs

Step 7.

Checking for **Text item** success.

load started

load finished in 0.086 secs

Step 8.

Checking for **This file was successfully accessed** success.

load started

load finished in 0.205 secs

Step 9.

Checking for **To log into Blackboard use your UQ username** success.

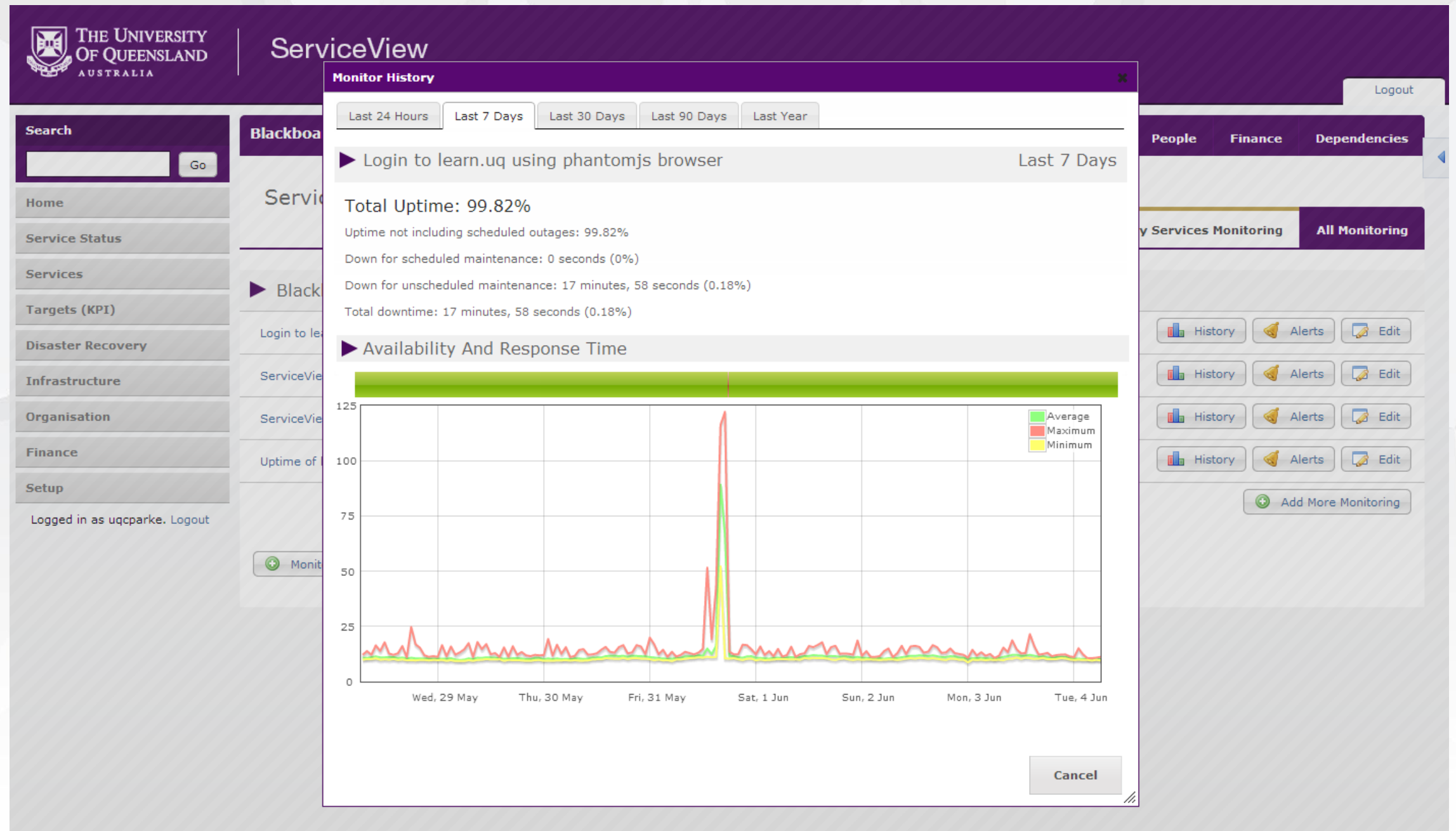
test complete

 THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

100
YEARS AHEAD

SERVICEVIEW OVERVIEW

Last 7 days



CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 5 ▶

Screenshots Details

Script Steps

 THE UNIVERSITY OF QUEENSLAND AUSTRALIA | eLearning@UQ

Infrastructure Management Test Account Logout

Welcome Courses Community Help

H Home Page

system_monitoring (system_monitoring)

Home Page

Content

Discussions

Groups

Tools

Help

Home Page

My Announcements

No Course Announcements have been posted in the last 7 days.

more announcements...→

My Calendar

No calendar events have been posted for the next 7 days.

more calendar events...→

My Tasks

My Tasks:

No tasks due.

more tasks...→

To Do

Edit Notification Settings

What's Past Due

Actions

▶ All Items (0)

What's Due

Select Date: 31/05/2013 Go

▼ Today (0)

Nothing Due Today

▶ Tomorrow (0)

▶ This Week (0)

▶ Future (0)

Last Updated: 31 May 2013 16:55

Alerts

What's New

Edit Notification Settings

Actions

No Notifications

Last Updated: 31 May 2013 16:55

Needs Attention

Edit Notification Settings

Actions

No Notifications

Last Updated: 31 May 2013 16:55

Step 1.
Opening page: https://learn.uq.edu.au
load started
load finished in 1.453 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.
Clicking on Login button
load started
load finished in 9.012 secs

Step 3.
Checking for **Blackboard Learn** success.
load started
load finished in 13.68 secs

Step 4.
Checking for **Tools** success.
load started
load finished in 32.1 secs

Step 5.
load started
load finished in 0.056 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** failure.

Step 7.
Checking for **Text item** failure.
load started
load finished in 1.919 secs

Step 8.
Checking for **This file was successfully accessed** success.
load started
load finished in 0.556 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** success.
test complete

CLIENT PERSPECTIVE MONITORING

Simulates end user actions to test the service

◀ Step 6 ▶

ScreenshotsDetailsScript Steps

ERR

Step 1.
Opening page: <https://learn.uq.edu.au>
load started
load finished in 1.453 secs
Checking for **Learn.UQ** success.
Entering username: s9999999 and password

Step 2.
Clicking on Login button
load started
load finished in 9.012 secs

Step 3.
Checking for **Blackboard Learn** success.
load started
load finished in 13.68 secs

Step 4.
Checking for **Tools** success.
load started
load finished in 32.1 secs

Step 5.
load started
load finished in 0.056 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** failure.

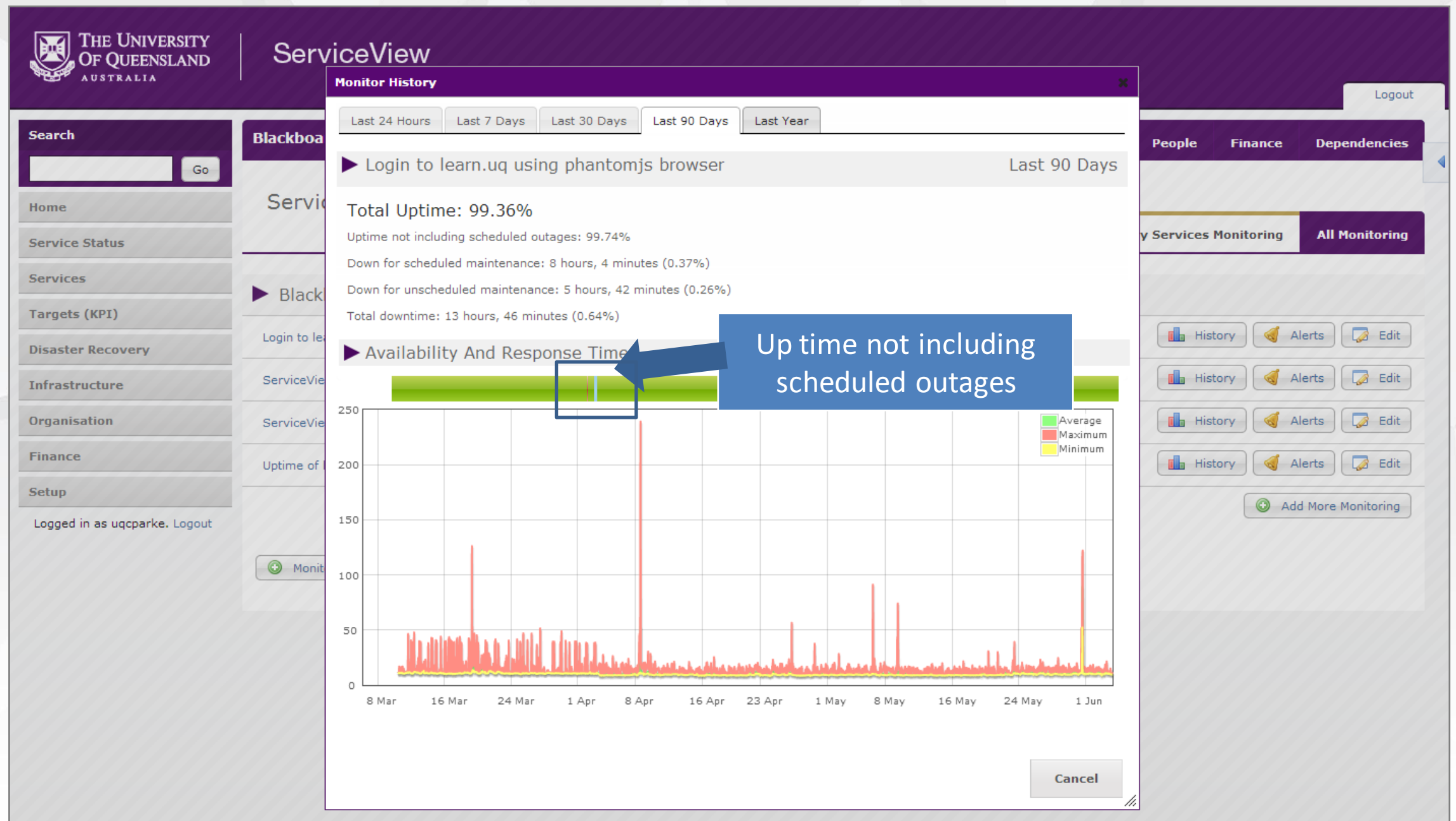
Step 7.
Checking for **Text item** failure.
load started
load finished in 1.919 secs

Step 8.
Checking for **This file was successfully accessed** success.
load started
load finished in 0.556 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** success.
test complete

SERVICEVIEW OVERVIEW

90 day monitoring



SCHEDULED MAINTENANCE

◀ Step 1 ▶

ScreenshotsDetails

Script Steps

UQ
HOME

CONTACTS STUDY MAPS NEWS EVENTS LIBRARY MY.UQ



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

HOME

TOOLS A-Z
GUIDE

TOOLS BY
FUNCTION

TRAINING

PROJECTS

TECH
SUPPORT

ABOUT
US

Home » Maintenance Information page

Maintenance Information page

The Learn.uq.edu.au system is currently unavailable for important system maintenance. We apologise for the inconvenience. Maintenance will take up most of the day (3rd April, 2013) -

Step 1.
Opening page: https://learn.uq.edu.au
load started
load finished in 0.744 secs
Checking for **Learn.UQ** failure.
Entering username: s9999999 and password

Step 2.
Clicking on Login button

Step 3.
Checking for **Blackboard Learn** failure.
load started
load finished in 0.645 secs

Step 4.
Checking for **Tools** success.

Step 5.
load started
load finished in 0.608 secs

Step 6.
Checking for **No Course Announcements have been posted in the last 7 days** failure.

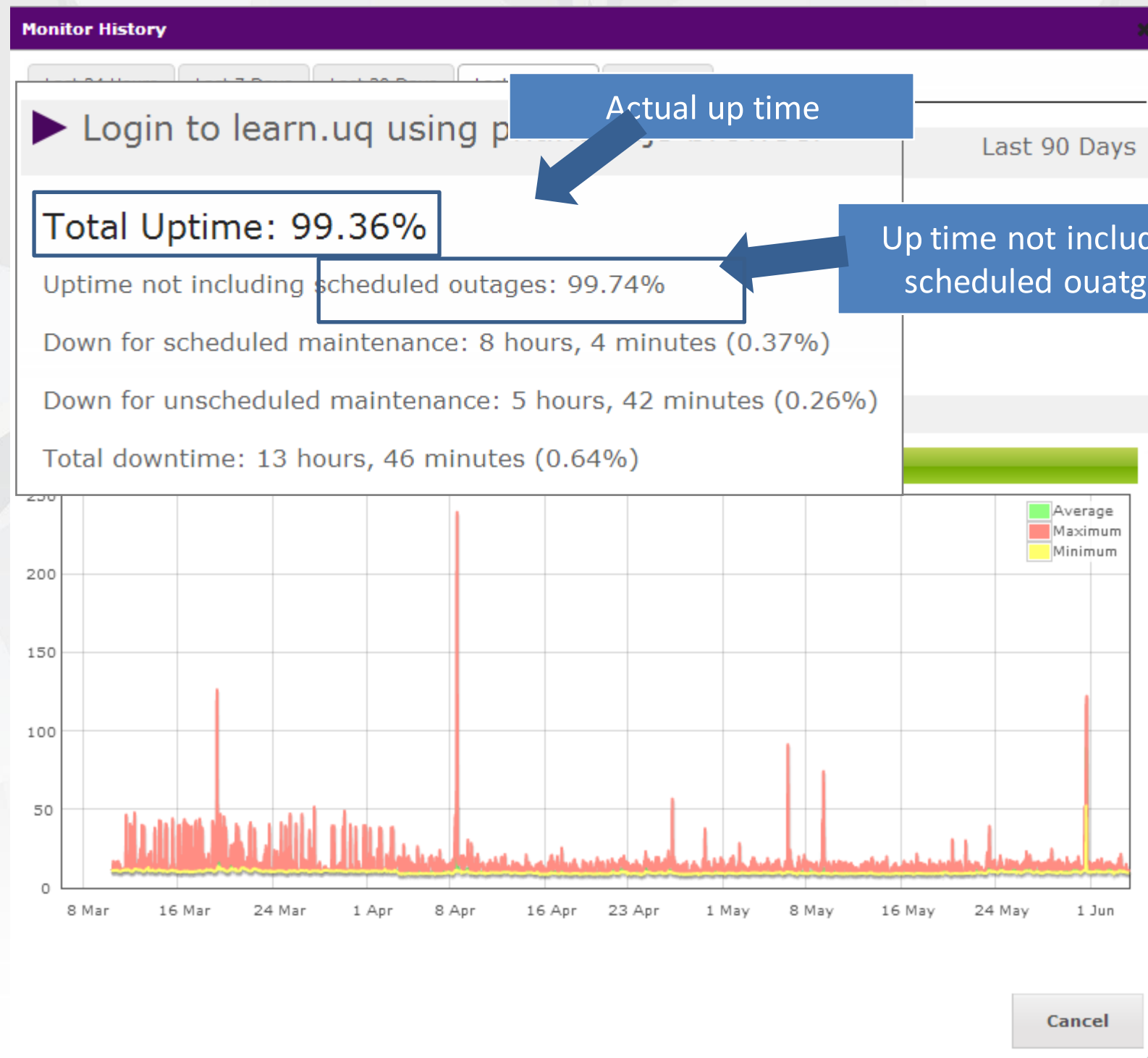
Step 7.
Checking for **Text item** failure.
load started
load finished in 0.591 secs

Step 8.
Checking for **This file was successfully accessed** failure.
load started
load finished in 0.602 secs

Step 9.
Checking for **To log into Blackboard use your UQ username** failure.
test complete



SERVICE UP TIME



OUTAGE ALERTING

SMS or email when service is down

The screenshot displays the ServiceView interface for The University of Queensland. The main navigation bar includes 'Home', 'Reports', 'Monitoring' (selected), 'Calendar', 'Equipment', 'People', 'Finance', and 'Dependencies'. A sidebar on the left lists various categories like 'Home', 'Service Status', 'Services', 'Targets (KPI)', 'Disaster Recovery', 'Infrastructure', 'Organisation', 'Finance', and 'Setup'. The 'Monitoring' section shows a table of services being monitored, including 'Blackboard (eLearning & Collaboration)' and 'Login to learn.uq using phantomjs browser'. An 'Alerts' modal is open, allowing the user to configure alerts for the selected service. The modal includes a search bar for adding a person, a table to select alert types (SMS Alert and Email Alert), and a red 'X' button to close the modal.

ServiceView

Logout

Search

Go

Home

Service Status

Services

Targets (KPI)

Disaster Recovery

Infrastructure

Organisation

Finance

Setup

Blackboard (eLearning & Collaboration)

Home Reports Monitoring Calendar Equipment People Finance Dependencies

Service Monitoring

My Services Monitoring All Monitoring

Blackboard (eLearning & Collaboration)	Current	Time in State	
Login to learn.uq using phantomjs browser	Blackboard9_1	2 day, 11 hours	History Alerts Edit
ServiceView monitored business hours uptime	HTTP	16 days	History Alerts Edit

Alerts

Add person Chris Parker (Applications & Identity Systems) Add

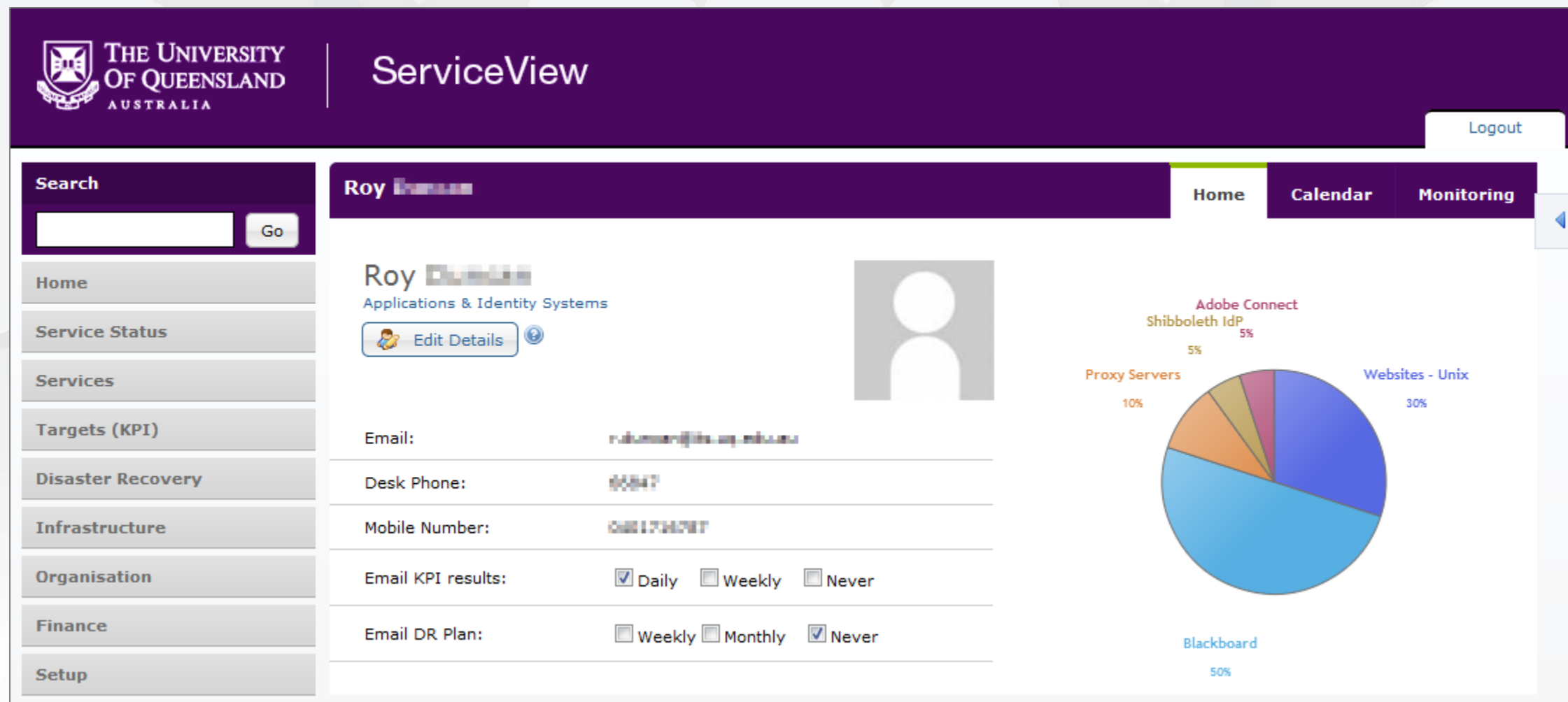
Login to learn.uq using phantomjs browser	SMS Alert	Email Alert	
Chris Parker (Applications & Identity Systems)	☒	☒	X

Add More Monitoring

SERVICE COSTING

PEOPLE

The people who work on each service is recorded as well as the percentage of time they spend working on each service.



CHARGES

- Costs such as licenses are associated with each service.
- Charges can be one off or repeating.

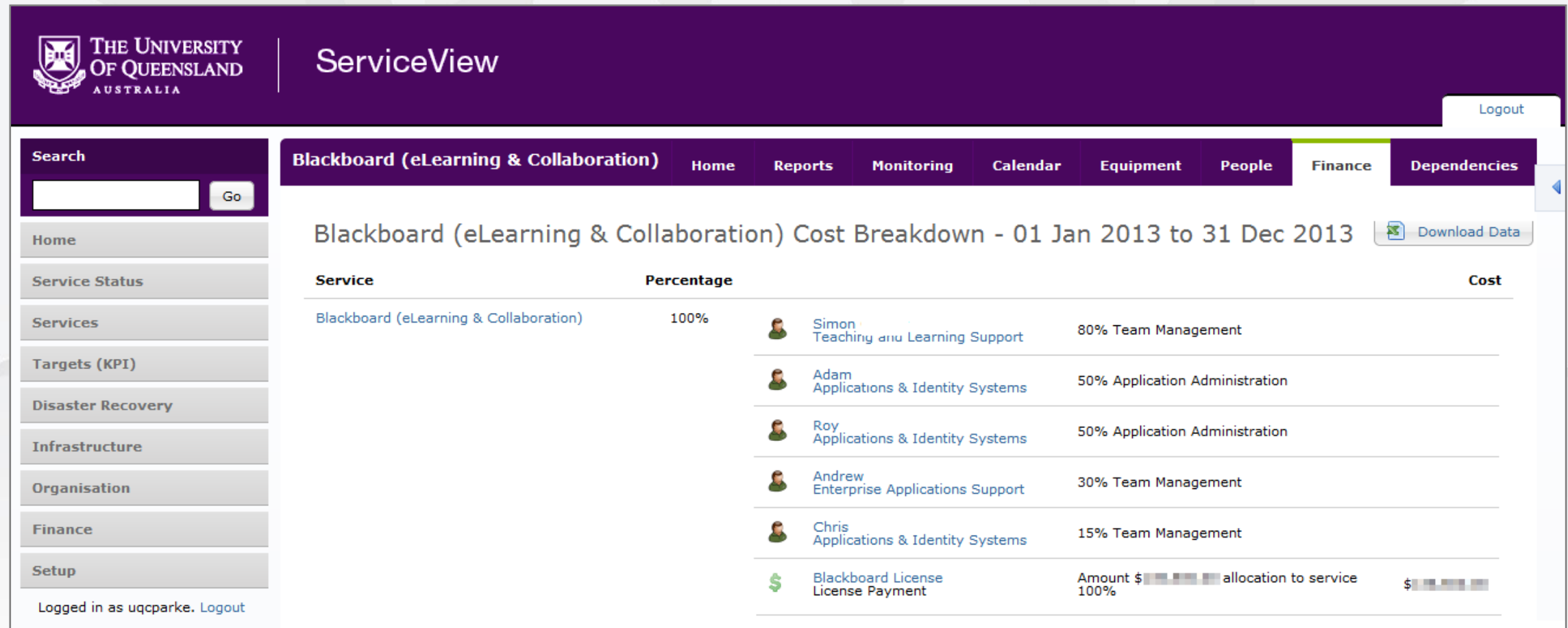
The screenshot displays the 'ServiceView' application interface for 'Chris Parker'. The main navigation bar includes 'Home', 'Finance', 'People', 'Calendar', and 'Monitoring'. A sidebar on the left lists various service categories: Service Status, Services, Targets (KPI), Disaster Recovery, Infrastructure, Organisation, Finance, and Setup. The 'Edit Charge' modal form is open, showing the following details:

- Budget:** IP Address management (Networks)
- Name:** APNIC IP Address allocation fee
- Charge Type:** License Payment
- Description:** Charge for IP address space
- Charge Period:** Every Year
- Unit Cost ex GST:** \$1,189,135
- Quantity:** 1
- Date Of First Charge:** 01-Jan-2013
- Number of charges, ie 36:** 999
- Or ongoing:** ☒

Buttons for 'Cancel' and 'Save' are at the bottom of the modal. In the background, a table shows financial data for 2015 and 2016, with values like \$0, \$1,189,135, and \$3,051,418.

SERVICE COSTS

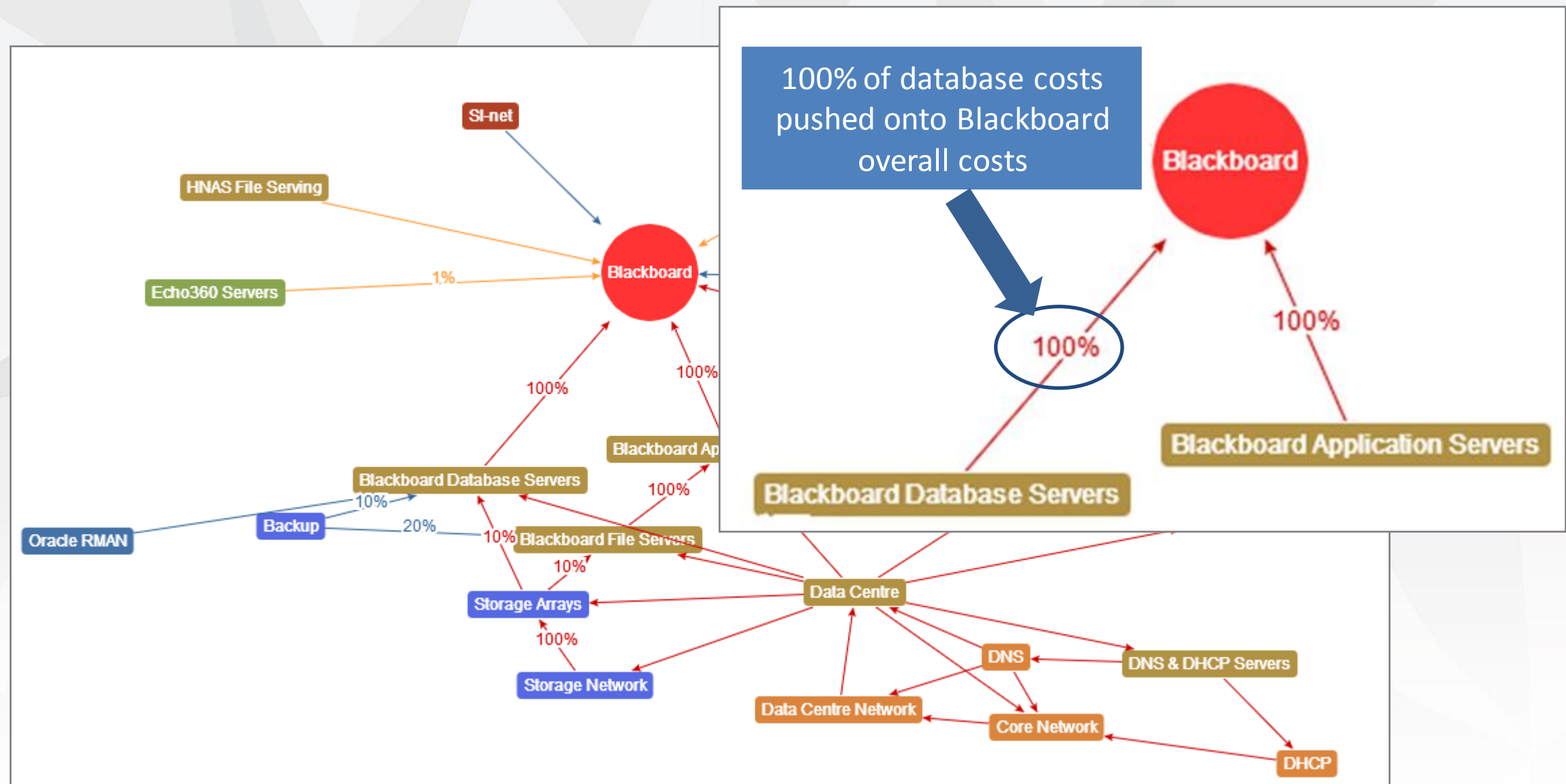
- Combining staff costs and other costs allows a total service cost to be calculated.



Total Service Cost: \$123,456

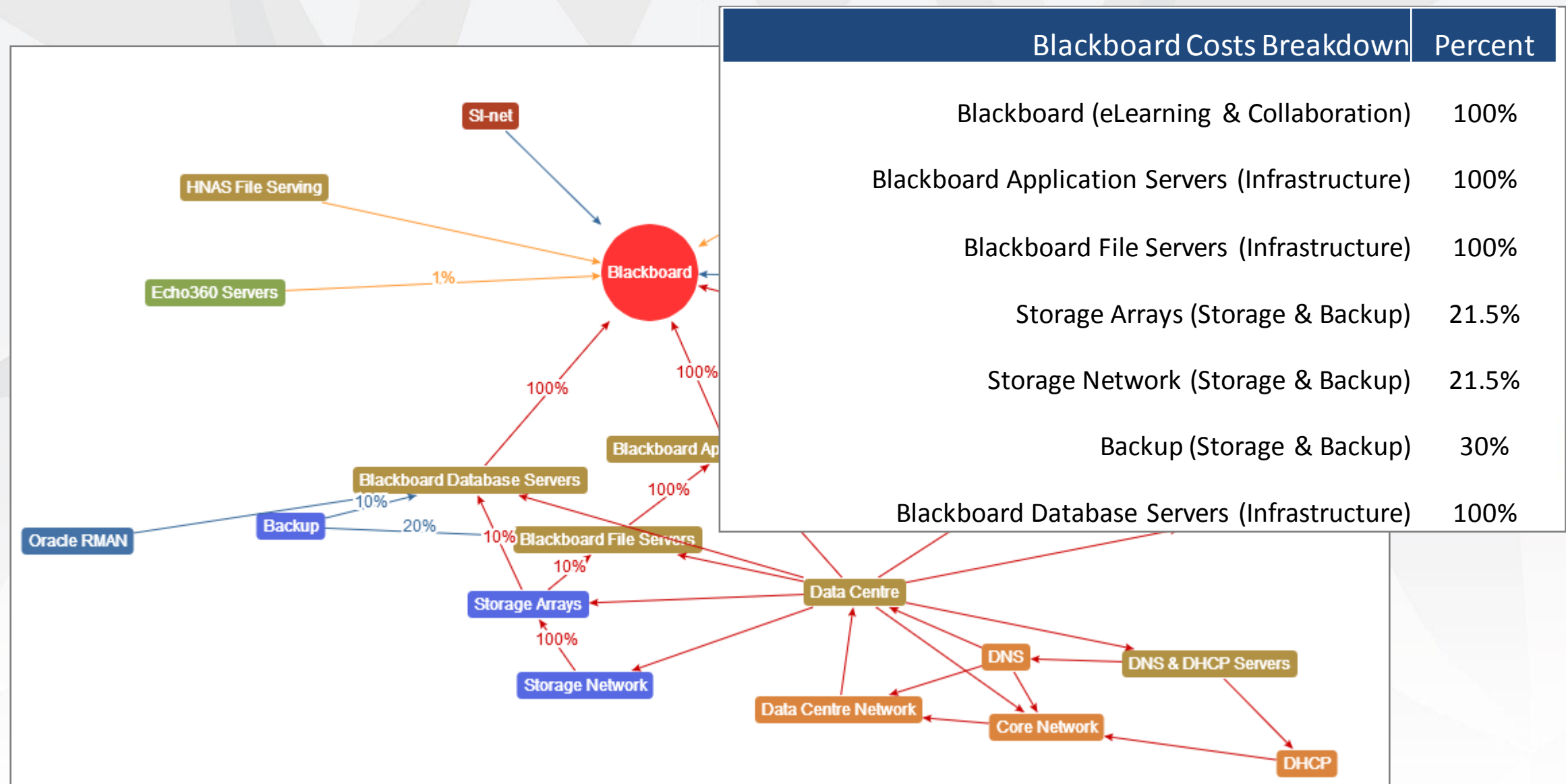
TOTAL SERVICE COST BREAKDOWN

Costs of underpinning services escalated



TOTAL SERVICE COST BREAKDOWN

Costs of underpinning services escalated



QUESTIONS?