6 JISC Advance

1 There is currently no service level agreement in place against which JISC Advance services are measured.

2 Due to the historical monitoring regime for JISCMail, usage data have continued to be reported to the Monitoring Unit.

Sections

6.8 JISCMail

6.8 JISCMail

JISCMail uses the world wide web and e-mail to enable groups of academics and support staff to talk to each other and to share information.

Service Reporting

1 Data were reported on time and were complete.

Service Levels

2 There are currently no service levels for this service.

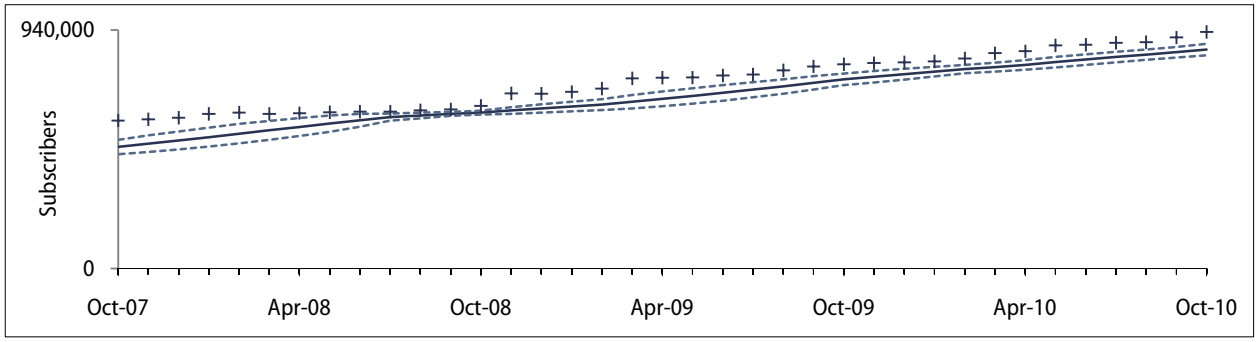
Service Trend

Unique list subscribers

Table 6.8.1 Unique list subscribers reported at quarter end with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Unique list subscribers	610,055	612,660	618,189	641,471	696,299	752,547	764,901	805,710	816,807	856,622	889,760	932,842

Figure 6.8.1: Unique list subscribers (+), with 12 month rolling mean (-) and 95% confidence intervals (---)

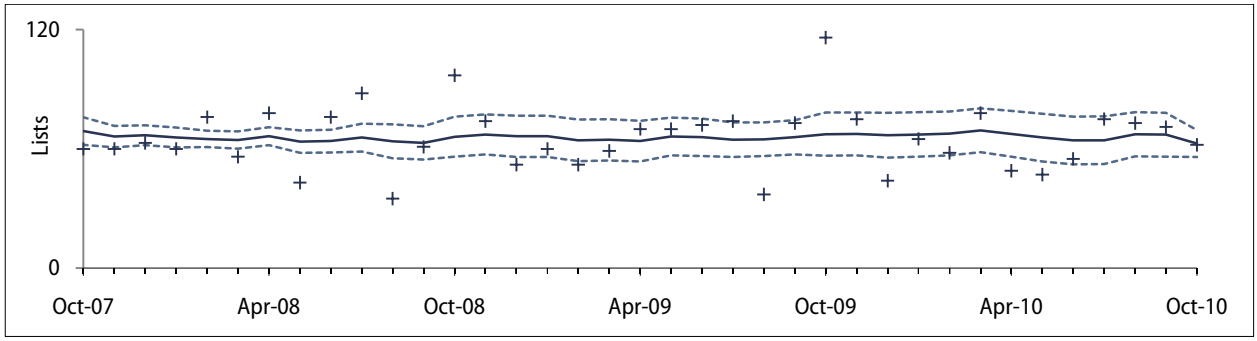


New lists

Table 6.8.2 New lists reported by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
New lists	187	220	212	201	197	185	227	172	137	185	177	206

Figure 6.8.2: New lists (+), with 12 month rolling mean (-) and 95% confidence intervals (---)

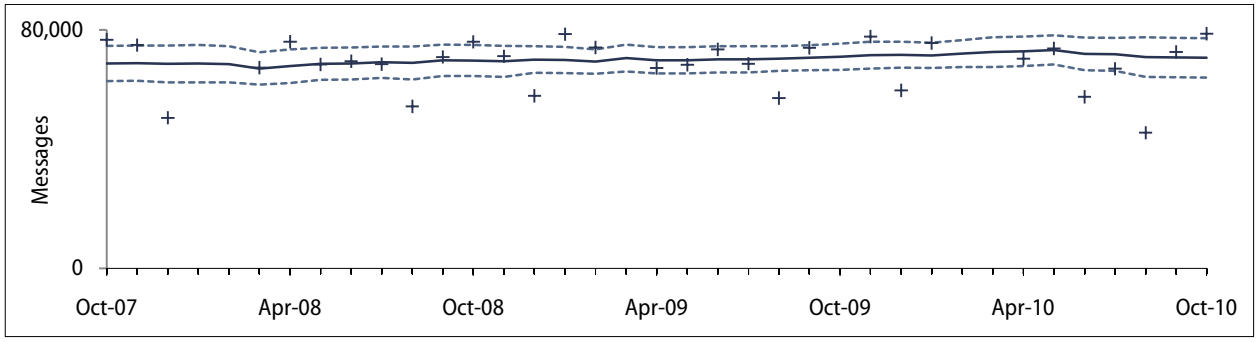


Messages received

Table 6.8.3 Messages received reported by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Messages received	205,828	223,639	206,523	201,291	207,653	222,620	210,558	211,209	213,147	239,316	198,419	796,829

Figure 6.8.3: Messages received (+), with 12 month rolling mean (-) and 95% confidence intervals (---)

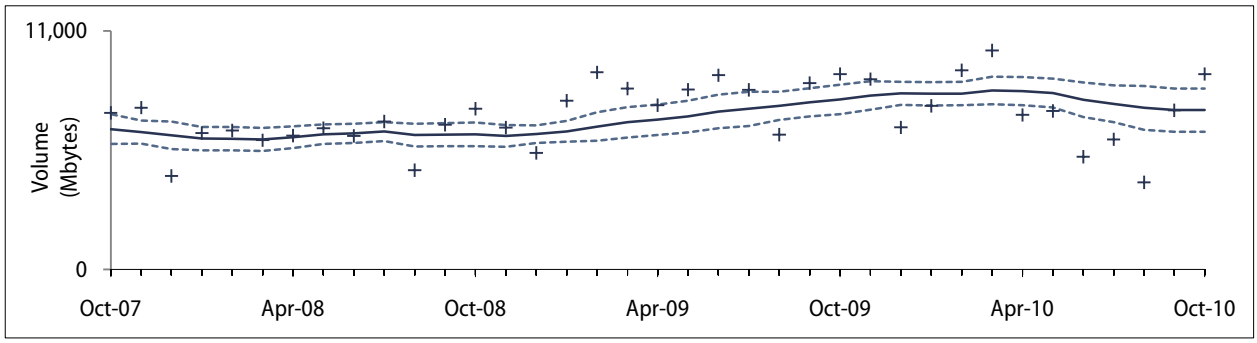


Volume of data received

Table 6.8.4 Volume of data received reported by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Data received (Mbytes)	18,076	18,544	19,506	18,675	19,697	25,018	25,539	23,838	22,885	26,415	18,521	20,379

Figure 6.8.4: Volume of data received (+), with 12 month rolling mean (-) and 95% confidence intervals (---)

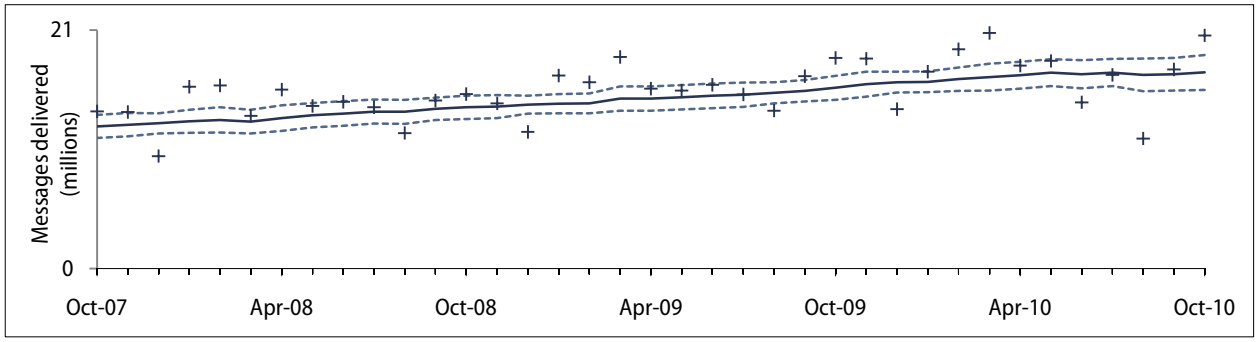


Messages delivered

Table 6.8.5 Messages delivered reported by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Messages delivered (millions)	39.72	45.35	43.22	42.11	43.59	50.89	47.19	49.42	49.87	57.95	50.00	49.55

Figure 6.8.5: Messages delivered (+), with 12 month rolling mean (-) and 95% confidence intervals (---)

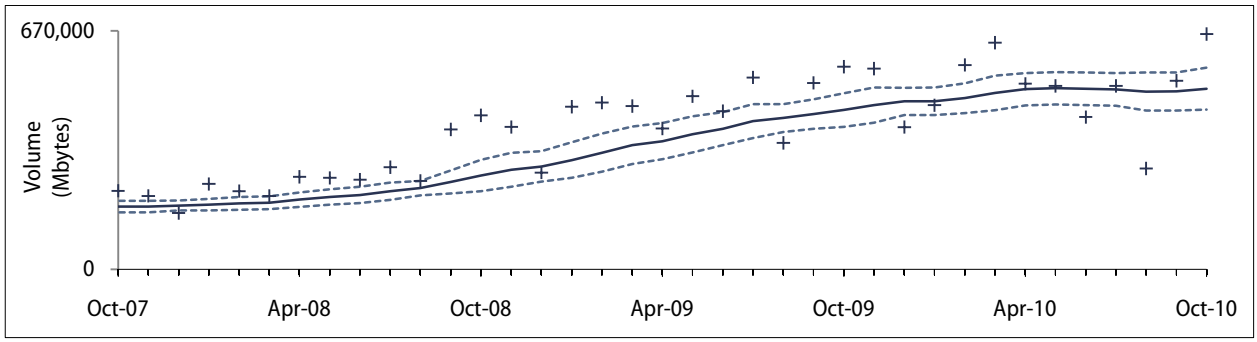


Volume of data delivered

Table 6.8.6 Volume of data delivered reported by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Data delivered (Mbytes)	604,597	685,960	795,837	1,074,235	1,128,800	1,322,956	1,470,307	1,449,204	1,424,866	1,732,705	1,459,077	1,475,179

Figure 6.8.6: Volume of data delivered (+), with 12 month rolling mean (-) and 95% confidence intervals (---)



Helpdesk

Table 6.8.7 Enquiries handled by helpdesk by quarter with degree of change compared to the same quarter of the previous academic year indicated by a colour temperature chart

	2007/08			2008/09				2009/10				
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Enquiries	964	993	970	1,635	1,283	1,329	1,121	1,106	1,071	1,394	1,070	1,194

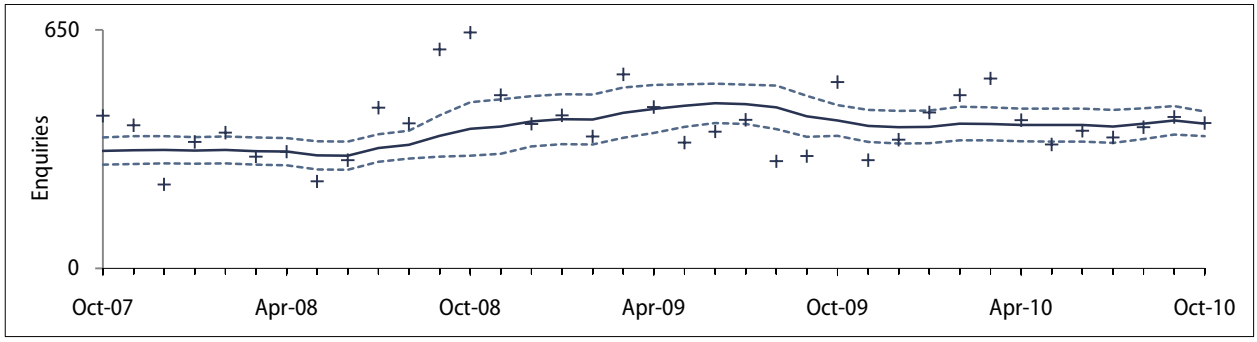



Figure 6.8.7: Enquiries received (+), with 12 month rolling mean (-) and 95% confidence intervals (---)