

HEIDI Stakeholder Group

Tuesday 12th April 2016

HESA, 95 Promenade, Cheltenham



heidi service update

HSG/16/01/06

1. Subscriptions

HE Providers

heidi is available to all HE Providers that are full subscribers to HESA, as part of their annual HESA subscription. In addition, following the implementation of the new heidi access policy, alternative providers are now also eligible to subscribe separately to heidi. All new requests for access to heidi are being informed of the upcoming decommissioning of the service and offered a demonstration of Heidi Plus.

Non-HE Providers

Non-HE Providers with heidi accounts as at 4 April 2016;

Audit-Scotland
British Universities Finance Directors Group (SC)
Chartered Association of Business Schools
Department of Employment and Learning Northern Ireland (SC)
Engineering & Physical Sciences Research Council (SC)
Engineering Professors Council
Equality Challenge Unit
GSM London
GuildHE
The Higher Education Academy
Higher Education Funding Council for England (SC)
Higher Education Funding Council for Wales (SC)
Jisc
National Union of Students
Quality Assurance Agency
The Russell Group Executive
Scottish Funding Council (SC)
Society of College, National and University Libraries (SCONUL)
Southern Universities Management Services
Universities UK
University College Union

Developer API licences

We currently have one developer that has signed up for a heidi API developer licence; Dynistics. Kellerton, who had previously held a developer licence, chose not to re-subscribe earlier this year.

2. System usage statistics

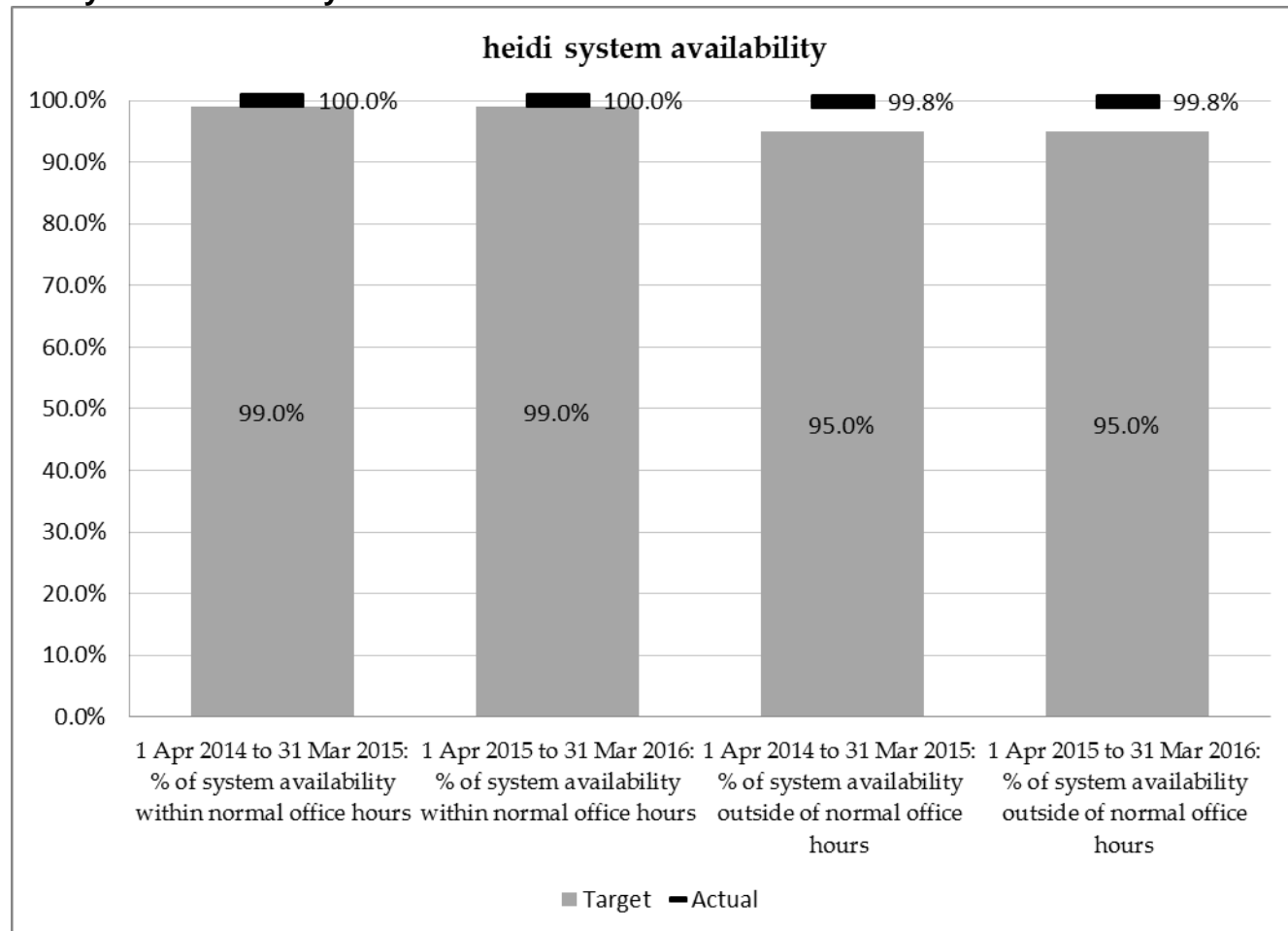
Statistic	1 Jan - 31 Mar 2008	1 Jan - 31 Mar 2009	1 Jan - 31 Mar 2010	1 Jan - 31 Mar 2011	1 Jan - 31 Mar 2012	1 Jan - 31 Mar 2013	1 Jan - 31 Mar 2014	1 Apr - 30 Jun 2015	1 Jul - 30 Sept 2015	1 Oct - 31 Dec 2015	1 Jan - 31 Mar 2016
Number of HE institution owned (incl. HE institution user owned) reports created and saved in period***	1588	2110	2500	2453	2831	2496	3651	3092	2347	1824	2396
Number of report views by HEI users in the period (<i>distinct reports</i>) ***	19665 (3602)	24024 (3522)	26197 (3902)	23000 (3780)	22011 (3571)	23670 (3103)	26644 (3683)	24907 (3046)	20302 (2566)	16322 (1880)	21907 (2349)
Number of report downloads by HE users in Excel format in the period ***	3245	4637	5523	5920	8991	9349	12536	13212	11417	8586	11871
Number of report downloads by HE users in XML format in the period ***	36	31	33	25	51	38	54	47	45	28	40
Number of HE institution owned (incl. HE institution user owned) patterns charts created in period ***	-	178	146	104	250	272	119	101	56	83	30
Number of HE institution owned (incl. HE institution user owned) other charts created in period ***	35	47	61	38	118	33	30	14	16	7	13
Number of HE Institution owned charts downloaded to PowerPoint in the period (<i>distinct charts</i>)**	9	137 (89)	127 (60)	73 (46)	****	****	130 (98)	53 (24)	31 (21)	21 (13)	10 (3)
Number of HE institution owned (incl. HE institution user owned) groups created in period	174	232	247	154	213	149	169	138	94	76	95
Number of HE Institution Users (administrators and normal users) created in period	274	253	274	188	235	240	261	184	208	130	171
Number of HEI users active* in the period	533	645	760	830	1048	1109	1247	1221	1232	1161	1256
Number of Public users active* in the period	125	67	92	126	112	89	39	51	44	53	45
Number of organisations with an active API key in period	n/a	n/a	n/a	n/a	n/a	n/a	n/a	20	16	13	12
Number of calls to the API in period *****	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3419	772	447	760

- * An active user is a user that has logged into heidi at least once
- ** One download may contain multiple charts
- *** Following the release of heidi 4 it is now possible to view and download reports and charts without saving them first. Reports that are viewed and not saved are excluded from these figures from 7 March 2011 onwards
- **** There was an issue with the recording of chart downloads to PowerPoint between late January and mid-August 2013
- ***** An API call is classed as a request to return data from the heidi API. Calls by the same organisation on the same date with the same data request have only been counted once in the figures above

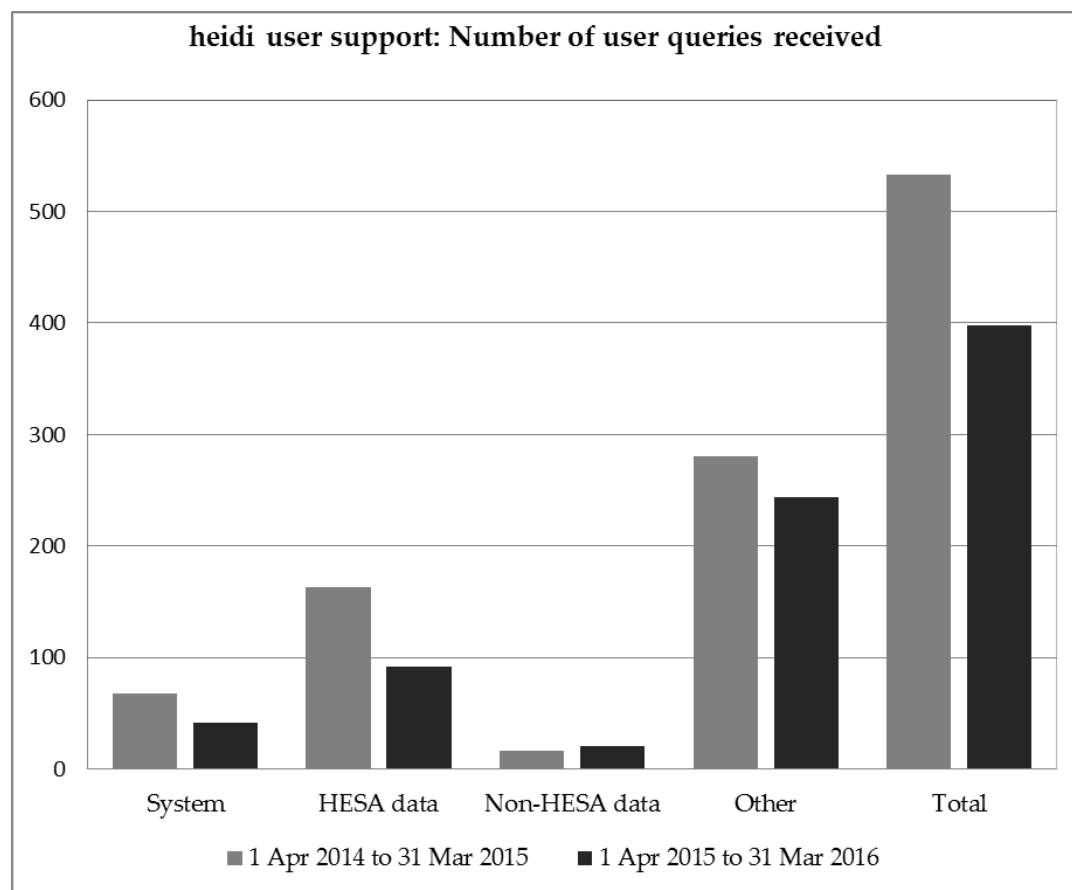
3. Performance against Service Standards

The heidi Service level agreement contains a number of performance standards. This section reports on progress against these standards for the rolling year 1 April 2015 to 31 March 2016, with the previous year's performance provided for comparison purposes;

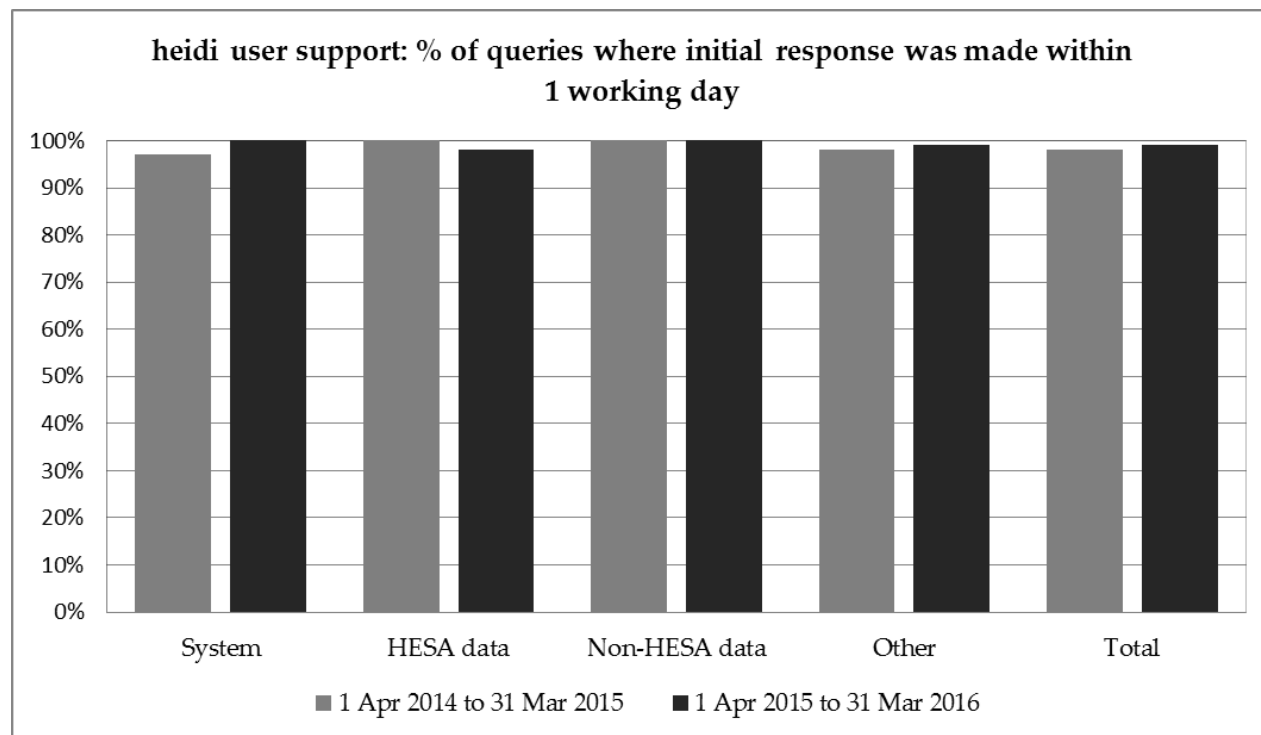
3.1 System availability



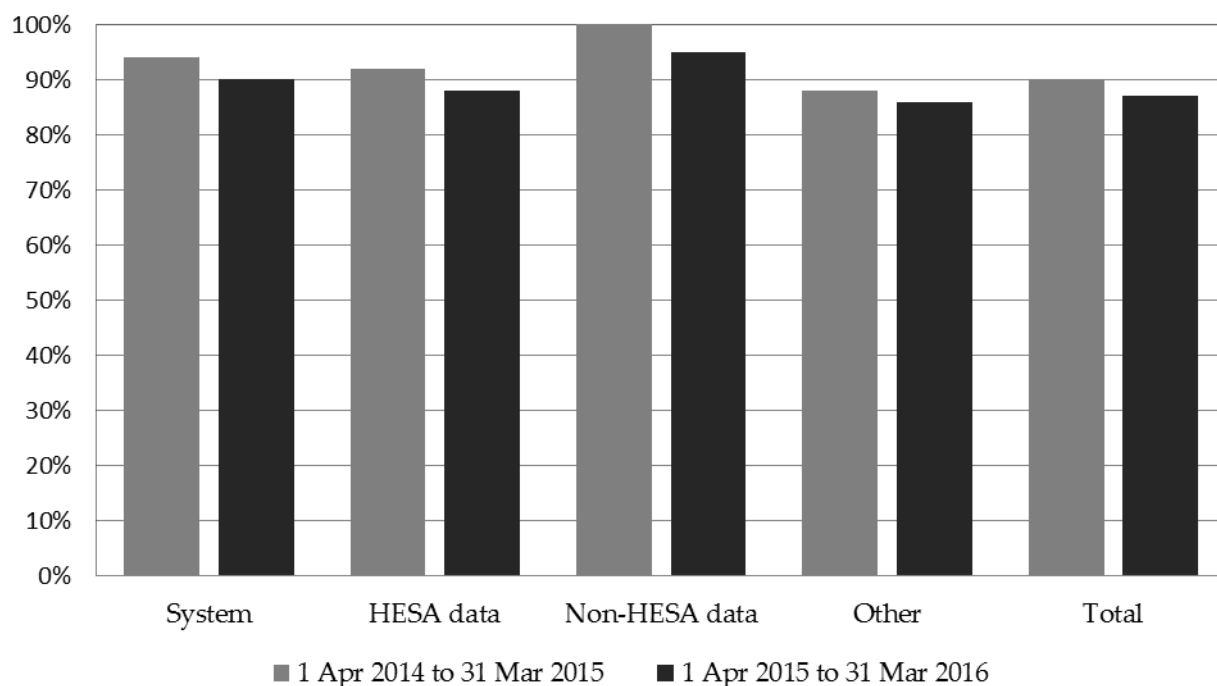
3.2 User support



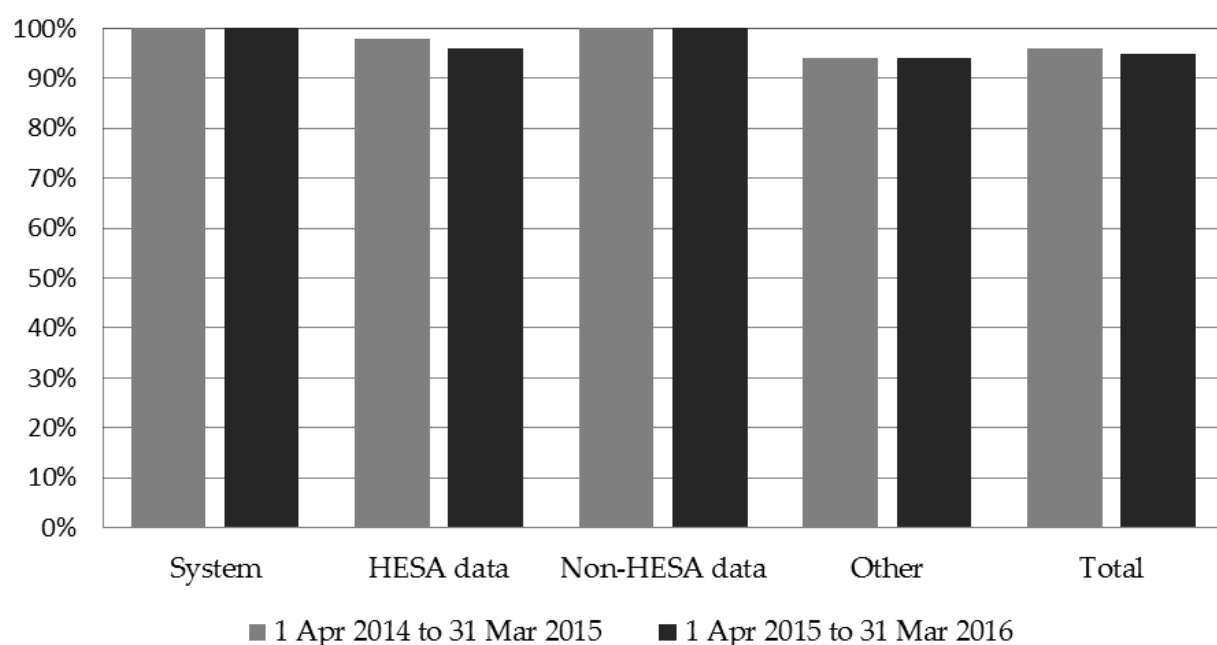
Note: 'Other' includes queries relating to free trials, subscriptions, contact amendments etc.



heidi user support: % of queries that were resolved within 2 working days



heidi user support: % of queries that were resolved within 10 working days



4. Training

Seminars

Heidi seminars were removed from the outset of the 2014/15 training programme as a result of the planned move to the new BI platform. It was felt inappropriate to continue to offer dedicated heidi user seminars due to the longevity of the system.

Further details of the new training offering for Heidi Plus were presented earlier in the meeting.