



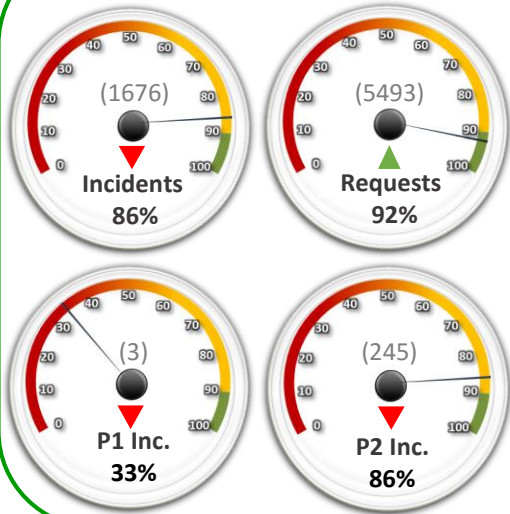
Queen Mary

University of London

IT Services

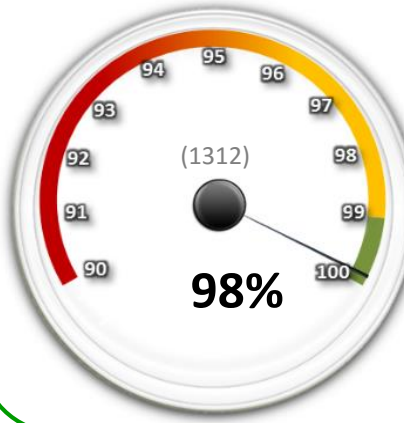
Executive Summary – November 2017

KPI



- All KPIs are trending upwards due to the increased focus on support.
- Whilst the P1 KPI breached, there were considerably less P1s in November compared to previous months
- The Large number of P2s is mainly due to incorrectly prioritised AV tickets which has been addressed

Customer Satisfaction



Definitions

- CYTD: Calendar Year to Date
- DC: Datacentre 1 and/or 2
- DTL: Domain Team Lead
- KPI: Key Performance Indicator
- MI: Major Incident
- P1: Priority 1 Incident (High)
- SLT: Service Level Target

0 Major Incidents

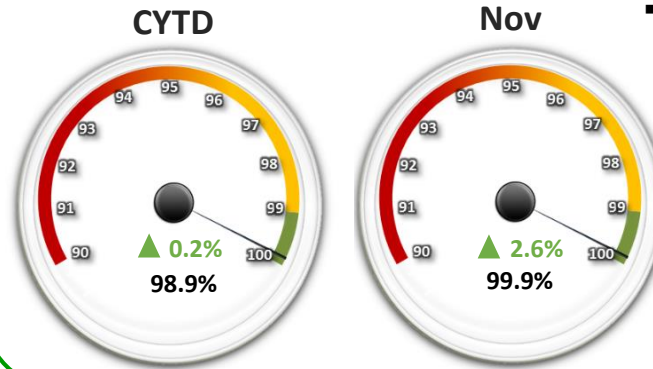
- There were no Major Incidents in November.

Volumes

	Oct	Nov
	1543	1324
	4599	3635
	1690	861
	1150	1257

- Ticket volumes have decreased as expected due to the low number of service impacting High Priority Incidents.
- Tickets logged via Self Service continues to increase following the implementation of the new portal

Critical Systems Availability



- Availability of critical services and the overall CYTD availability has increased in November due to the low number of service impacting incidents



ITS Operations update – November 2017

A new Operations Group was formed in late October which merged ITS Infrastructure and IT Student & Staff Service teams.

Focus area	Detail	Benefit
New Roles	Head Of Infrastructure Delivery and Head of Service Delivery role created	Ownership and Accountability for Infrastructure project delivery and end to end support
Change Related Incidents	Extra measures have been implemented to address the increase in Service impacting Incidents that were a result of failed Changes	To decrease the impact to users and staff who have to work on restoring services. To also increase service availability
Daily Stand-ups	Daily stand-ups include all ITS teams. Issues and specific subjects such as incidents, planned changes relating to Teaching Spaces, Applications, Infrastructure, Backups and Major Incidents are discussed	Issues are identified early and are being tracked through to closure. A recent example is the network connectivity issues in EECS ITL
Road Maps and Direction of Travel Documents	Developed for all key services within Operations which will contribute/inform the strategy, change program and annual change plan.	Greater understand of workload/projects (both BAU and full projects) and prioritisation were required.
Shift Left Initiatives	The primary objective of shift left is to bring IT services closer to users via lower touch & lower cost delivery channels. E.g. moving activities performed by 2 nd /3 rd line resources to the Service Desk such as configuring a desk phone	Improved customer service, more calls being fixed on first contact or at the Service Desk without requiring further triage i.e. disabling of accounts.
Daily Review of Aged Tickets	Service Desk reviewing all open and aged tickets plus the 'type' of tickets that need to be escalated to 2 nd /3 rd line teams for resolution	Tickets not left with no update or review, less complaints or escalations from the customer
Privileges	Second line engineers have been given increased privileged access to managed Dell PCs	Ability to resolve more first time without the need to escalate the ticket to another team thus provide improved support to the customers
Desktop Ownership	There is now a single owner of desktops and images, and an agreed approach to implement managed Windows devices across QMUL supported by the FRMs	Single accountability and ownership for an area highlighted as needing focus and progress
Work Streams	New work streams with owners have been created for focus such as Starters & Leavers, Tools & Automation and Teaching Space Management	Areas that have been highlighted as a priority for address will have an accountable owner and the required level of focus and progress



Customer Satisfaction – November 2017

Customer Feedback

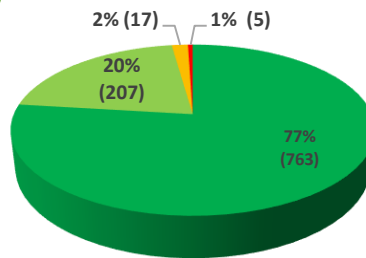
This month we had 1312 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of **19%**

You can email your feedback by selecting one of the following links on your resolution email;

[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

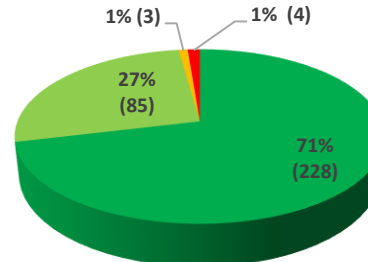
Requests



97%
(992)

■ Delighted

Incidents



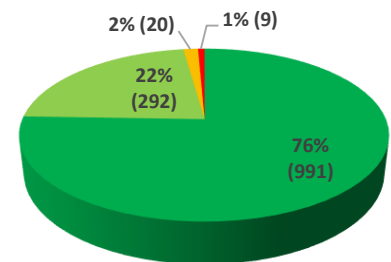
98%
(320)

■ Happy

■ Unhappy

■ Disgruntled

Total



98%
(1312)

Feedback this month

Thank you, your service was speedy and helpful..

I followed the instructions but it did not work for me.

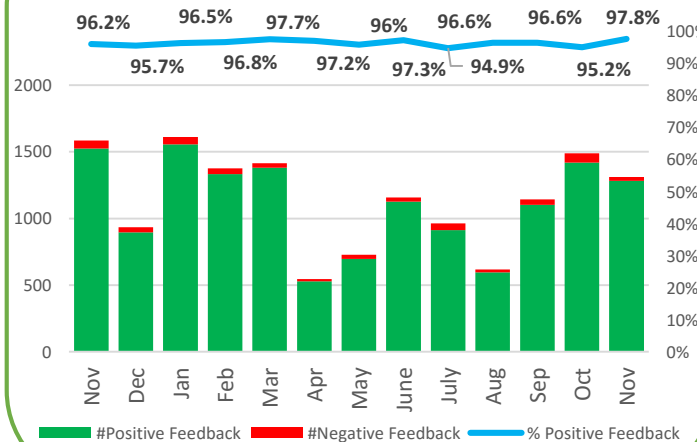
I indicated how urgent this matter is. Yet it took 24 hours to give me the answer that this is not the remit of your team

I received a prompt response and a replacement machine while mine was being fixed. And now working just 24 hours from registering the issue

Delighted with the help received today.

This still hasn't been sorted

Positive Vs Negative



Commentary

- Customer satisfaction is at an all time high with a good response rate in relation to the total number of tickets resolved.
- The focus over the next month will be on updating the customer on tickets and using the phone more to communicate





Activities for the month of November 2017

Research Excellence

Research Grant applications
Data will be reported when available



RGMS to go Live
Data will be reported when available

Public Engagement

Guest Wi-Fi:

329 users
7,744 sessions

Events Wi-Fi:

738 users
18,846 sessions

Teaching Excellence

Logins to QMPLUS

769,705



AV Teaching activities Supported

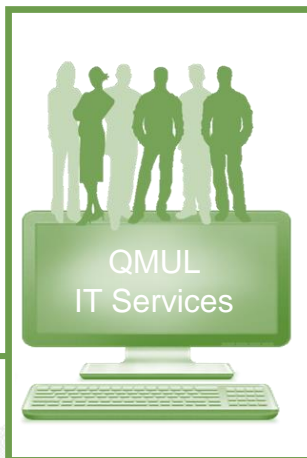
275

2,384

Videos played

15,457

times within QMPlus



Reported AV Issues

97



Supported teaching spaces

177

Hours of Q-review



3,578
Playbacks

Growth



17

New desktops/laptops Deployed



45,000

Registered Users



Total staff data stored

254 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

258,218



Sustainability

TBC

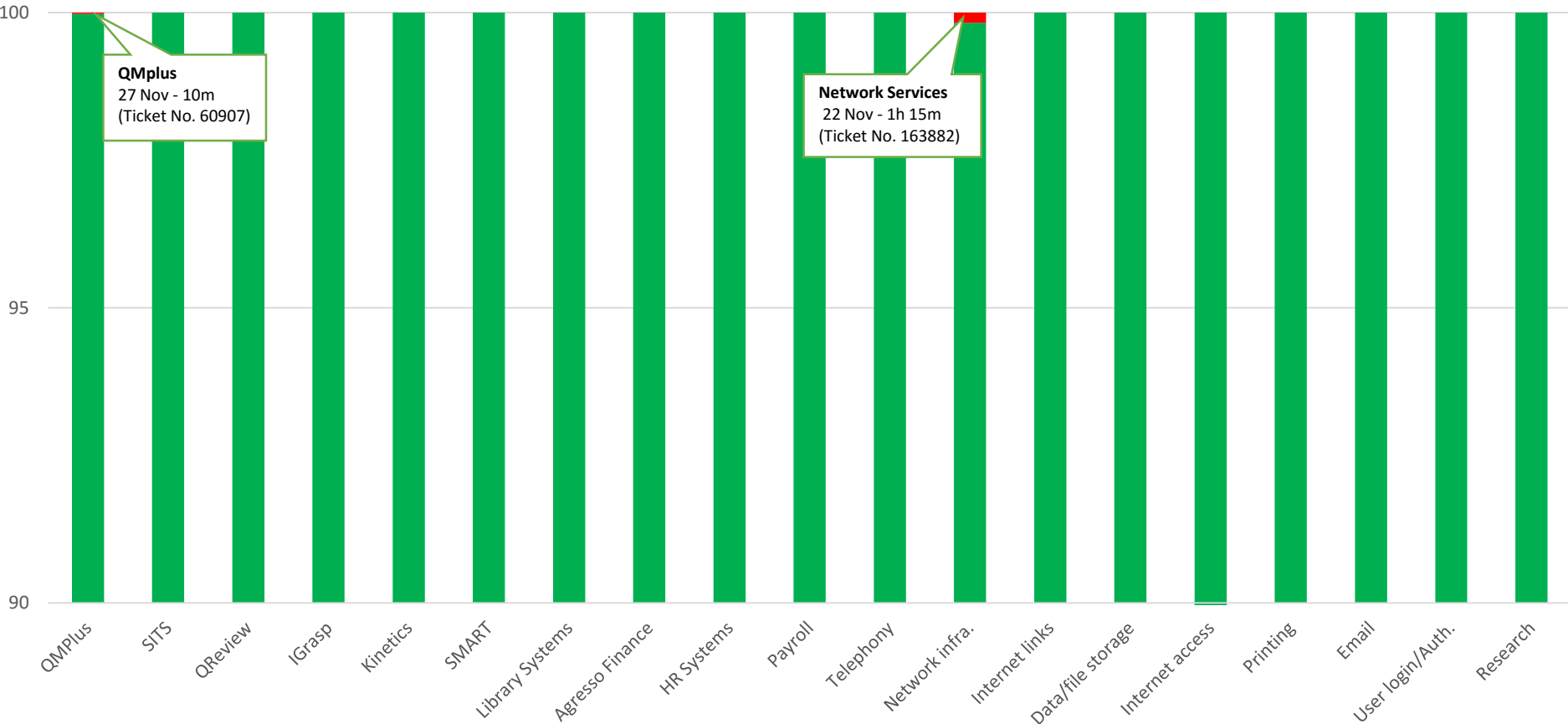
Pages sent and not printed



TBC



ITS Critical Systems Availability – November 2017



■ Service Unavailable ■ Service Available ■ Degraded Service

Nov: 99.9%
CYTD: 98.9%



Major Incidents & High Priority Incidents – November 2017

MI Number	Date	Duration	Service Affected – Impact	Status
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*There were no Major Incidents this month

HPI Number	Date	Duration	Service Affected – Impact	Status
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163646	Mon 20 Nov – 11:30	2h 46m	VDI Remote Access – VDI users unable to access applications remotely Cause: No response from services on the VDI connection server Actions: Re-install the service	Resolved
160907	Mon 27 Nov – 09:00	10m	QMPlus – Users unable to login to QMplus Cause: Moodle authentication was switched off Action: Restart the authentication on	Resolved
163882	Wed 22 Nov – 16:45	1h 15m	Network Services – Users in Maurice Court (student resident halls) were unable to access the internet Cause: Network Switch outage due to a possible power cut in the comms room Action: Check that the switch restarted after power was restored	Resolved



Planned Maintenance – November 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11189	14 Nov	30m	Email Service – No interruption to the email service	Maintenance	Implemented
10895	14 Nov	3h	Network Service – Users in Dental Institute (Alex Wing, Garrod building and parts of the Pathology building), QMBio building, John Harrison and RHL will be unable to access Network Services	Maintenance	Implemented
11098	18 Nov	30m	Database Servers – Brief interruption to Library Management Systems (Symphony), SITS, QM Research Online (DSpace), Research Publications (Elements), ITS Interface Systems, ITS Spacewalk System and the Estates Archibus System during the maintenance	Maintenance	Implemented
11268	25 Nov	12h	Microsoft Windows Server – Brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot	Maintenance	Implemented
11207-16	28 Nov	2h	QMplus & QMplus Hub – Users would be unable to access QMplus	Maintenance	Implemented
11249	28 Nov	4h	IT Service Desk – Users will be unable to log a ticket in the Ivanti Self Service Portal	Maintenance	Implemented
11244	28 Nov	4h	Library Systems – Users unable to view or access research publications in Elements	Upgrade	Implemented
11283	30 Nov	3h	Internet Sites - Two short interruptions to internet sites for, Maths, SBCS, Laws, Medical School during the maintenance window	Maintenance	Implemented



ITS Incident and Request KPIs – November 2017

Measure	Target	Sept 17	Oct 17	Nov 17	Trend	Expected Trend
Incidents Raised	-	1184	2001	1676	↓	↓
Number of Incidents Resolved	-	1426	1917	1526	↓	↓
Incidents Resolved within SLT	90%	85%	80%	86%	↑	↑
Resolution Time P1	4h	71%	43%	33%	↓	↑
Resolution Time P2	1 BD	79%	67%	86%	↑	↑
Resolution Time P3	3 BD	85%	81%	86%	↑	↑
Resolution Time P4	5 BD	92%	83%	88%	↑	↑
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	6208	7061	5493	↓	↓
Number of Requests Resolved	-	6899	7002	5271	↓	↓
Requests Resolved within SLT	90%	95%	89%	92%	↑	—

Highlights

- All KPIs are trending upwards due to the increased focus on support.
- Whilst the P1 KPI breached, there were considerably less P1s in November compared to previous months
- The Large number of P2s is mainly due to incorrectly prioritised AV tickets which has been addressed

Key

- ↑↑ Improvement over last month and within SLT
- ↓↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑↑ Improvement over last month and breaching SLT
- ↓↓ Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- ↑↑ Improvement over last month, No SLT assigned
- ↓↓ Deterioration from last month, No SLT assigned
- No change from last month, No SLT assigned

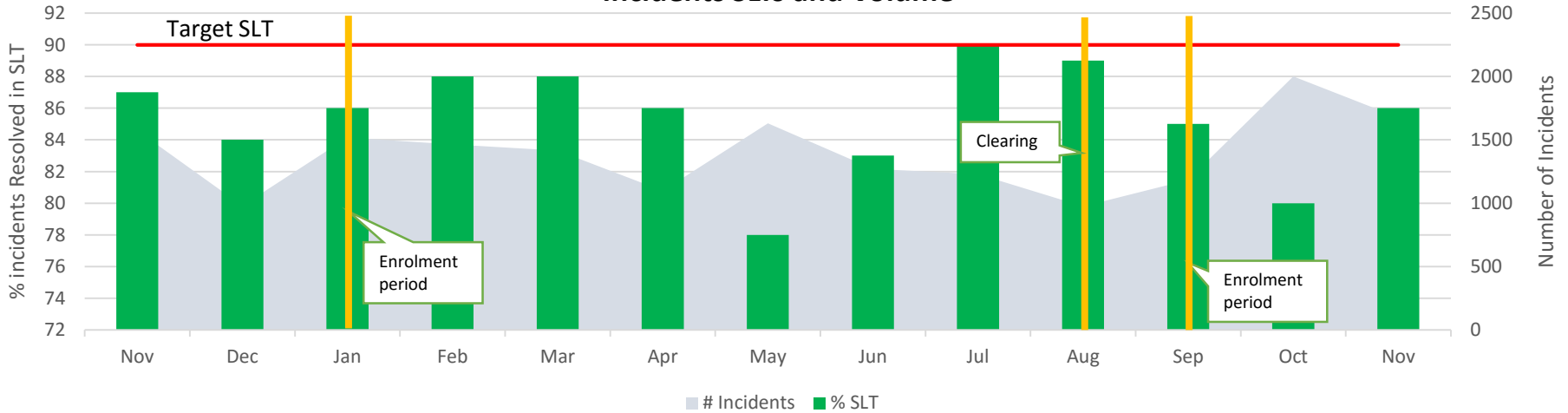
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

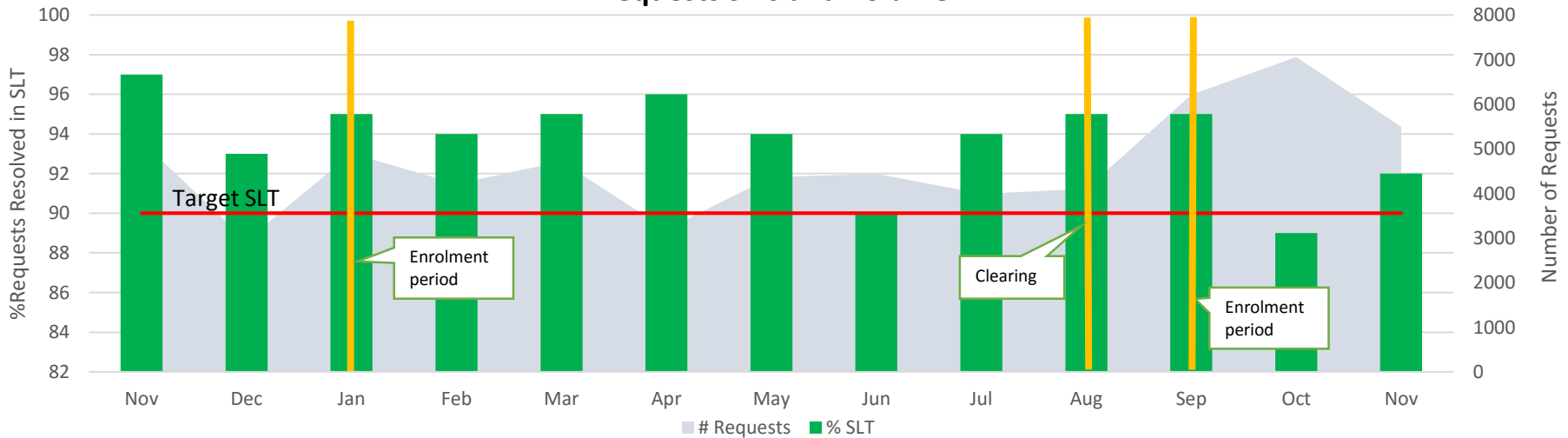


Incident and Requests KPIs – November 2017

Incidents SLTs and Volume




Requests SLTs and Volume





Service Desk Performance – November 2017










Measure	Target	Sept 17	Oct 17	Nov 17	Trend	Expected Trend
Received phone calls	-	3910	3320	2734	↓	↓
Average Wait Time	25s	29s	21s	14s	↓	↓
Abandon Rate (calls)	5%	10%	7%	4%	↓	↓
FTF (First Time Fix)	75%	86 %	73%	66%	↓	—
FLF (First Line Fix)	75%	83%	65%	57%	↓	—

ITS Ticket Volume	Oct 17	Nov 17	Trend	Expected Trend
	1543	1324	↓	↓
	4599	3635	↓	↓
	1690	861	↓	↓
	1150	1257	↑	↓

Highlights

- Ticket volumes have decreased as expected due to the low number of service impacting High Priority Incidents.
- Tickets logged via Self Service continues to increase following the implementation of the new portal
- Whilst the FLF and FTF stats have decreased, we have and will continue to pass more to the Service Desk to resolve (Shift Left)

Key

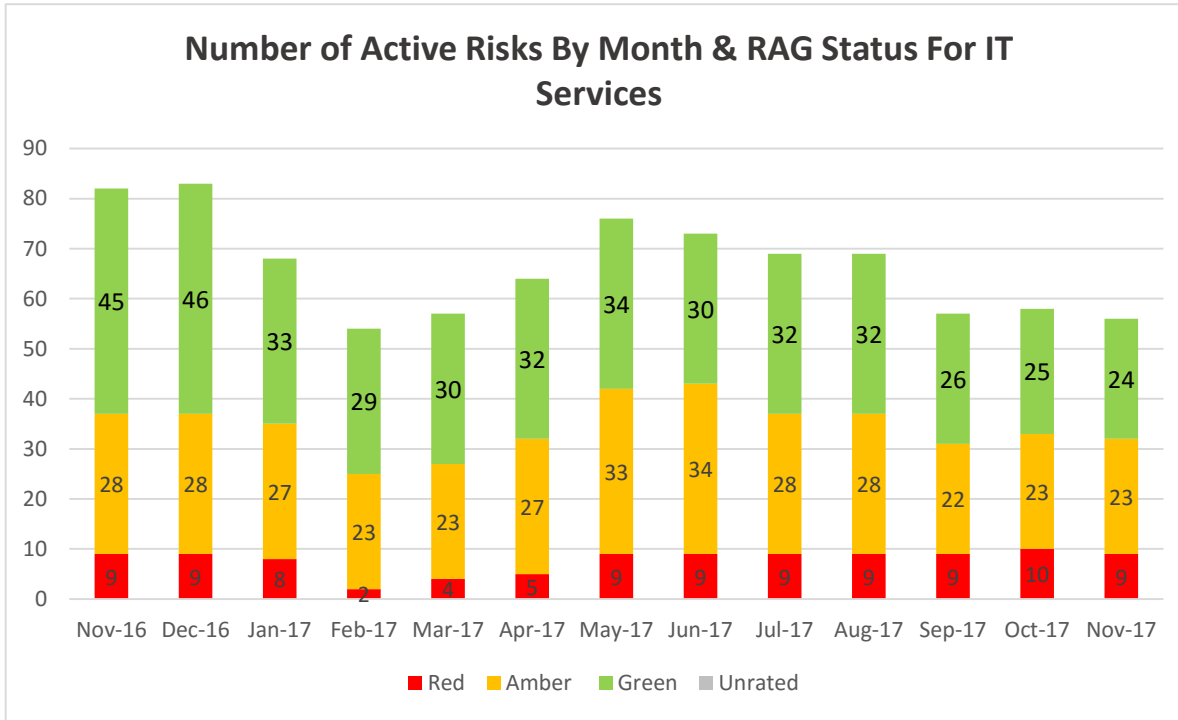
-  Improvement over last month and within SLT
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-  No change from last month and within SLT
-  Improvement over last month and breaching SLT
-  Deterioration from last month but breaching SLT
-  No change from last month and breaching SLT
-  Improvement over last month, No SLT assigned
-  Deterioration from last month, No SLT assigned
-  No change from last month, No SLT assigned

FTF = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

FLF = All tickets resolved by the service desk within SLA without being escalated any further



Risk Report – November 2017



Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to a number of School Applications not migrated.
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls. Risk increased by the G21 remediation work

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
4	0	4	56	0	

Key

- Deterioration over last month
- Improvement from last month
- No change from last month



KPI Trend View – November 2017

KPI	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Move
% Satisfied Customers for Incidents	93	94	94	96	97	98	95	97	91	95	94	96	98	↑
% Satisfied Customers for Requests	97	96	97	97	98	97	97	97	95	98	97	95	97	↑
All Incidents Closed By All ITS Depts. Within SLT	87	84	86	88	88	86	78	83	90	89	85	80	86	↑
All Requests Closed By All ITS Depts. Within SLT	97	93	95	94	95	96	94	90	94	95	95	89	92	↑
All Incidents Closed By Site Within SLT	89	83	86	87	87	87	76	81	89	77	78	78	87	↑
All Requests Closed By Site Within SLT	92	93	93	92	93	95	92	88	93	89	87	88	92	↑
Helpdesk Incidents Closed Within SLT	97	96	94	96	96	93	92	94	96	92	86	87	95	↑
Helpdesk Requests Closed Within SLT	98	97	97	97	98	98	96	94	96	91	91	91	97	↑
Helpdesk Telephone Response Within SLT	98	96	96	97	97	95	97	94	93	97	90	93	96	↑
All Incidents Closed By Campus Teams Within SLT	85	87	86	90	86	88	61	73	85	74	75	73	85	↑
All Requests Closed By Campus Teams Within SLT	89	92	90	90	92	92	84	79	90	85	82	86	88	↑
Change Management Implementation														▬

B	Exceeds Goals	> = 95%
G	Meets Goals	> = 90%
A	Tolerable	> = 85%
R	Unacceptable	< 85%

Key

↑	Improvement over last month
↓	Deterioration from last month
▬	No change from last month



Questions about this report, or would you like to know more?

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