Queen Mary

University of London

IT Services

Executive Summary – December 2017

KPI
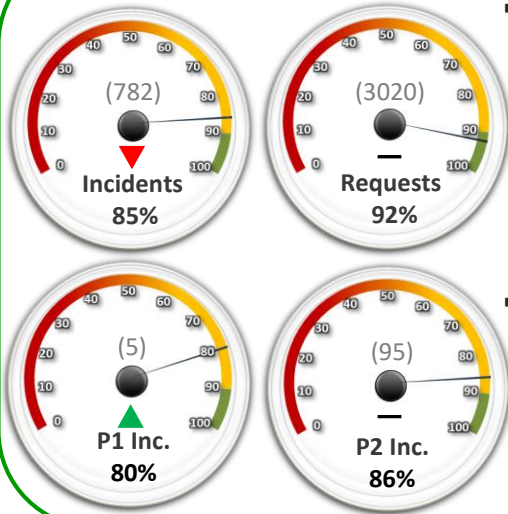
Incidents 85%
(782)

Requests 92%
(3020)

P1 Inc. 80%
(5)

P2 Inc. 86%
(95)

- Whilst showing as breached, the P1 KPI was in fact 100% as there were 3 duplicate tickets logged for the same HPI (1 of which breached).

- In general the KPIs are either stable or trending upwards due to the focus in the Incident and Change Management areas.

Customer Satisfaction

(782)

98%

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

<u>0</u> Major Incidents

- There were no Major Incidents in December.

Volumes

	Nov	Dec
☎	1324	643
@	3635	1967
👥	861	523
🖥	1257	639

- Overall ticket volumes have decreased as expected approaching the holiday period.

- High number of 'in-person' tickets due to urgency for users prior to going on leave for the holiday period.

Critical Systems Availability

CYTD

0.0%
98.9%

Dec

0.1%
99.8%
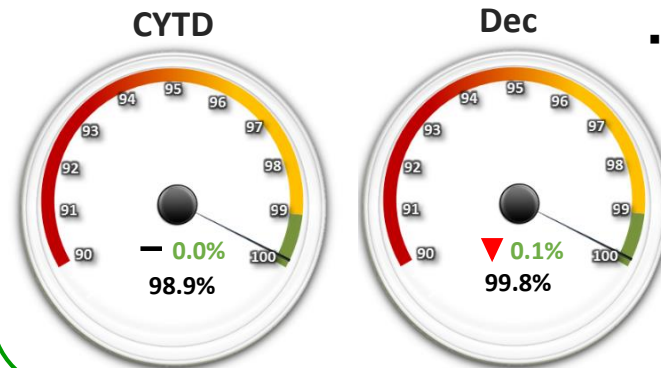
- Availability of critical services and the overall CYTD availability remains stable due to the low number of service impacting incidents.

Queen Mary
University of London

Customer Satisfaction – December 2017
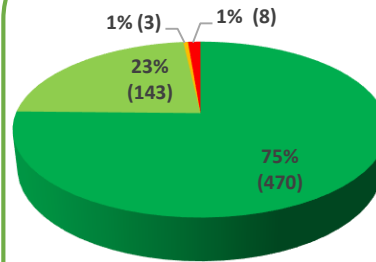
Customer Feedback

This month we had 782 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of **21%**

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

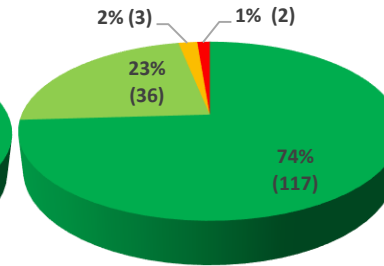1% (3) 1% (8)
23% (143)
75% (470)

98%
(158)

Incidents

2% (3) 1% (2)
23% (36)
74% (117)

97%
(624)

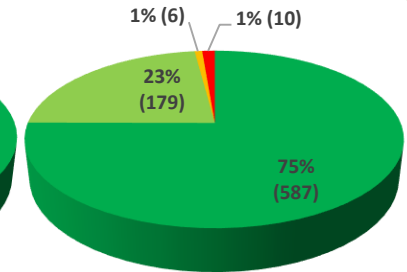### Total

1% (6) 1% (10)
23% (179)
75% (587)

98%
(782)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Delighted problem has been fixed.

Great the second time I called and sorted very fast, but it seems some people in ITS are also confused by the password system
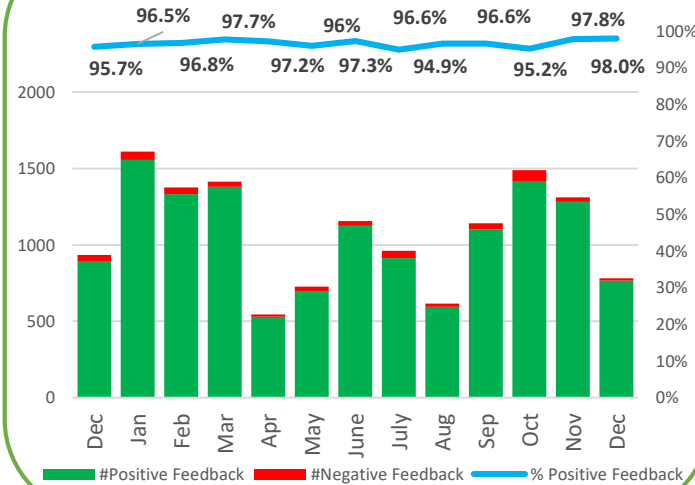
We are very happy with the service provided providing the information that we requested

Problem resolved quickly and efficiently!

Big thank you to IT services in Garrod building!

Thank you for your help! Happy Christmas and New Year

Positive Vs Negative

96.5%   97.7%   96%   96.6%   96.6%   97.8%
95.7%   96.8%   97.2%   97.3%   94.9%   95.2%   98.0%

Dec Jan Feb Mar Apr May June July Aug Sep Oct Nov Dec

■ #Positive Feedback ■ #Negative Feedback ▬ % Positive Feedback

Commentary

- Customer satisfaction is at an all time high. The low response rate is in relation to the expected decrease in number of tickets logged coming up to the holiday period.

- The focus over the next month will be on 'aged' tickets – those that have been open longer then 30 days.

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London

I.T. SERVICES — PLAN IT · SUPPORT IT · SUPPLY IT

Research Excellence

Research Grant Bids
112

Research Grants Awarded
50

Teaching Excellence

Logins to QMPLUS
520,128

AV Teaching activities Supported
254

2,190 Videos played

10,742 times within QMPlus

Reported AV Issues
36

Supported teaching spaces
177

Hours of Q-review
2,024 Playbacks

QMUL IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
279,795

Public Engagement

Guest Wi-Fi:
251 users
4,826 sessions

Events Wi-Fi:
254 users
7,483 sessions

Growth

8 New desktops/laptops Deployed

95,240 Registered mail accounts

Total staff data stored
124 terabytes

Total student data stored
24 terabytes

Sustainability

45,637 Pages sent and not printed

1

ITS Critical Systems Availability – December 2017

Service Desk 8888 Call Divert Failure
28 Dec – 5h
(Ticket No. 165155)

Network Services - Power cut
18 Dec - 50m
(Ticket No. 164936)

Shared File store G & J drive
13 Dec - 16h
(Ticket No. 164844)

Legend:
- ■ Service Unavailable
- ■ Service Available
- ■ Degraded Service
- ■ Power cut EECS – Bancroft road

Categories (x-axis): QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth., Research

Dec: 99.8%
CYTD: 98.9%

Major Incidents & High Priority Incidents – December 2017

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

HPI Number	Date	Duration	Service Affected – Impact	Status
164844	Wed 13 Dec – 17:00	16h	**Shared File Store (G & J drive) –** Users experienced intermittent access issues to the G and J drives **Cause:** Heavy utilisation of the virtual file server caused the server to overload and drives to disconnect **Action:** Rebalancing and increasing the CPU on the virtual file servers	Resolved
164936 165001 164356	Mon 18 Dec – 09:10	50m	**Network Services –** Users in Engineering East building lost all network services due to a power outage **Cause:** Power outage to the EECS building **Action:** Estates restored power to the building	Resolved
165155	Thur 28 Dec – 09:00	5h	**Service Desk 8888 Call Divert Failure –** Calls were not diverted to NorMAN (out of hours Service Desk) **Cause:** Investigation ongoing **Action:** 3rd party Britannic have been tasked to identify cause	Resolved

Queen Mary
University of London

Planned Maintenance – December 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11298	2 Dec	2h	**Shared File store (G & J drive)** – Brief interruptions of approximately 10 minutes to Professional Services G & J drives	Maintenance	Implemented
11284	6 Dec	3h	**Internet site services** – Two short interruptions to services during the maintenance window	Maintenance	Implemented
11396	10 Dec	1h	**Shared File store (G & J drive)** – Brief interruptions of approximately 10 minutes to all departments' G & J drives except professional Services	Maintenance	Implemented
11389	15 Dec	3h 10m	**Network Services** – Users in at St Barts Hospital unable to access Network Services whilst the Network Fibre is being upgraded	Upgrade	Implemented
11426	15 Dec	1h	**Network Services** – Users maybe asked to re-authenticate, unlikely to experience any interruptions	Maintenance	Implemented
11432	18 Dec	1h	**Network Services** – Users will be unable to access Network Services	Maintenance	Implemented
11101	19 Dec	2h	**WIFI Network** – Users would be unable to access WIFI Services for 30 minutes	Maintenance	Implemented
11448	19 Dec 21 Dec	2h	**Network Services** – No interruption to services are expected	Maintenance	Implemented
11448	19 Dec	13h 30m	**Network Services** - Users may experience brief intermittent network interruptions	Maintenance	Implemented
11462	20 Dec	10m	**Internet services** – Brief interruptions of approximately 5 Seconds when users will lose network connectivity on Wi-Fi in the Joseph Priestley Building	Maintenance	Implemented

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London

ITS Incident and Request KPIs – December 2017

Measure	Target	Oct 17	Nov 17	Dec 17	Trend	Expected Trend
Incidents Raised	-	2001	1676	782	⬇	⬇
Number of Incidents Resolved	-	1917	1526	778	⬇	⬇
Incidents Resolved within SLT	90%	80%	86%	85%	🔻	🔺
Resolution Time P1	4h	43%	33%	80%	🔺	⬆
Resolution Time P2	1 BD	67%	86%	86%	▬	🔺
Resolution Time P3	3 BD	81%	86%	85%	🔻	🔺
Resolution Time P4	5 BD	83%	88%	100%	⬆	⬆
Resolution Time P5	20 BD	100%	100%	100%	▬	▬
Requests Raised	-	7061	5493	3020	⬇	⬇
Number of Requests Resolved	-	7002	5271	2983	⬇	⬇
Requests Resolved within SLT	90%	89%	92%	92%	▬	▬

Highlights

- Whilst showing as breached, the P1 KPI was in fact 100% as there were 3 duplicate tickets logged for the same HPI (1 of which breached)
- In general the KPIs are either stable or trending upwards due to the focus in the Incident and Change Management areas.

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
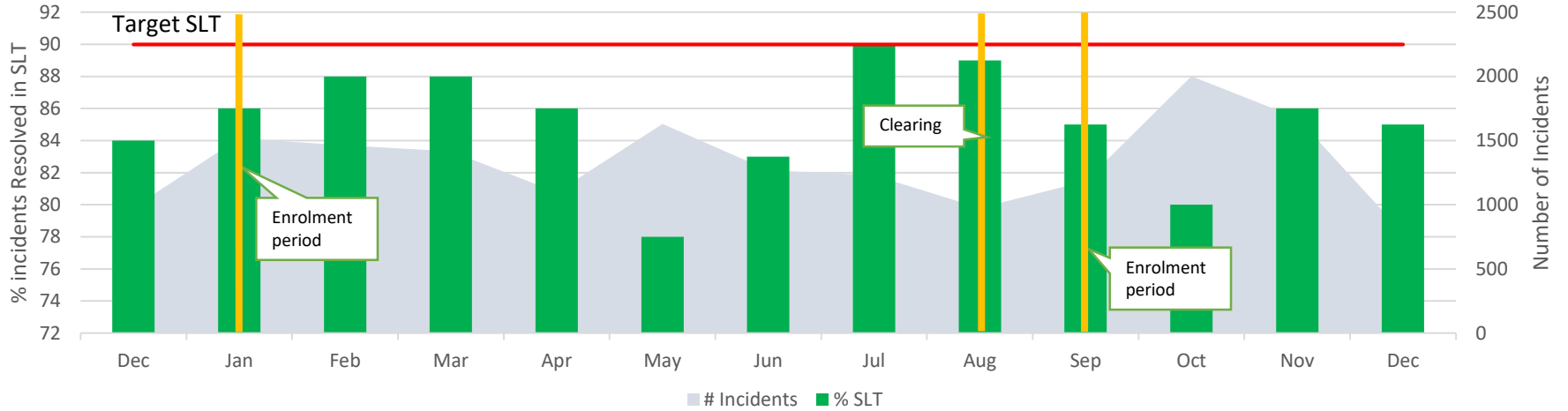- No change from last month, No SLT assigned

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)
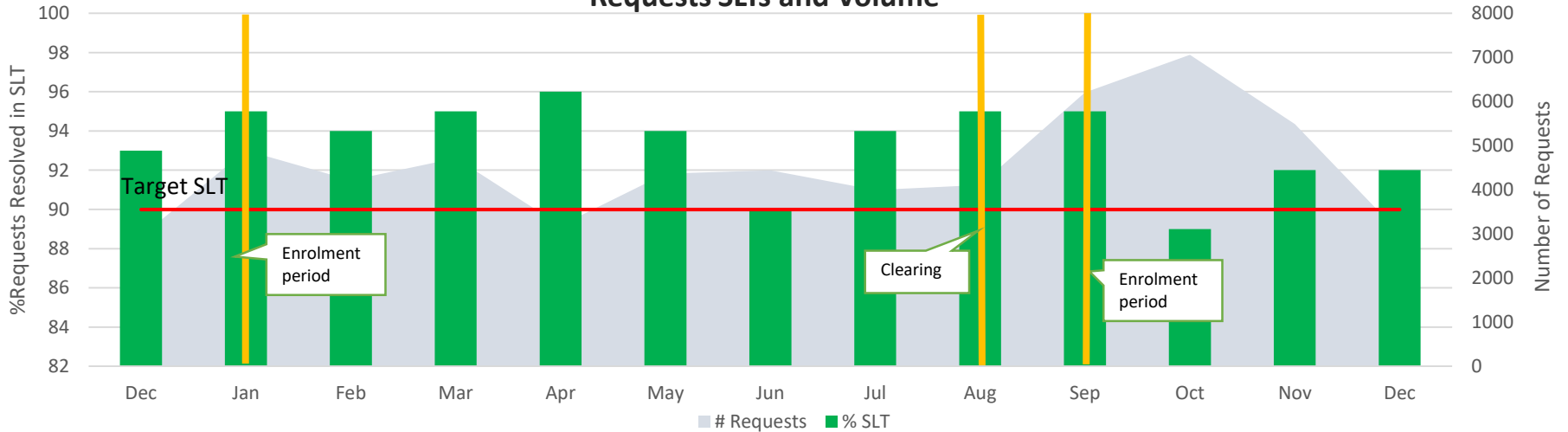
Queen Mary University of London

Incident and Requests KPIs – December 2017

Incidents SLTs and Volume

Target SLT

Clearing

Enrolment period

Enrolment period

Incidents   % SLT

Requests SLTs and Volume

Target SLT

Enrolment period

Clearing

Enrolment period

Requests   % SLT

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London

Service Desk Performance – December 2017

Measure	Target	Oct 17	Nov 17	Dec 17	Trend	Expected Trend
Received phone calls	-	3320	2734	1498	⬇	⬇
Average Wait Time	25s	21s	14s	12s	⬇ (green)	⬇ (green)
Abandon Rate (calls)	5%	7%	4%	4%	▬ (green)	⬇ (green)
FTF (First Time Fix)	75%	73%	66%	68%	⬆ (red)	⬆ (red)
FLF (First Line Fix)	75%	65%	57%	60%	⬆ (red)	⬆ (red)

ITS Ticket Volume	Oct 17	Nov 17	Dec 17	Trend	Expected Trend
Phone	1543	1324	643	⬇	⬇
Email	4599	3635	1967	⬇	⬇
Walk-up/desk	1690	861	523	⬇	⬇
Self-service	1150	1257	639	⬇	⬇

Highlights

- Overall ticket volumes have decreased as expected approaching the holiday period.
- FLF and FTF stats have increased slightly as we continue to pass more to the Service Desk to resolve on first contact (Shift Left)

Key

- ⬆ (green) Improvement over last month and within SLT
- ⬇ (green) Deterioration from last month but within SLT
- ▬ (green) No change from last month and within SLT
- ⬆ (red) Improvement over last month and breaching SLT
- ⬇ (red) Deterioration from last month but breaching SLT
- ▬ (red) No change from last month and breaching SLT
- ⬆ (white) Improvement over last month, No SLT assigned
- ⬇ (white) Deterioration from last month, No SLT assigned
- ▭ (white) 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 – December 2017

Number of Active Risks By Month & RAG Status For IT Services

Legend: ■ Red ■ Amber ■ Green ■ Unrated
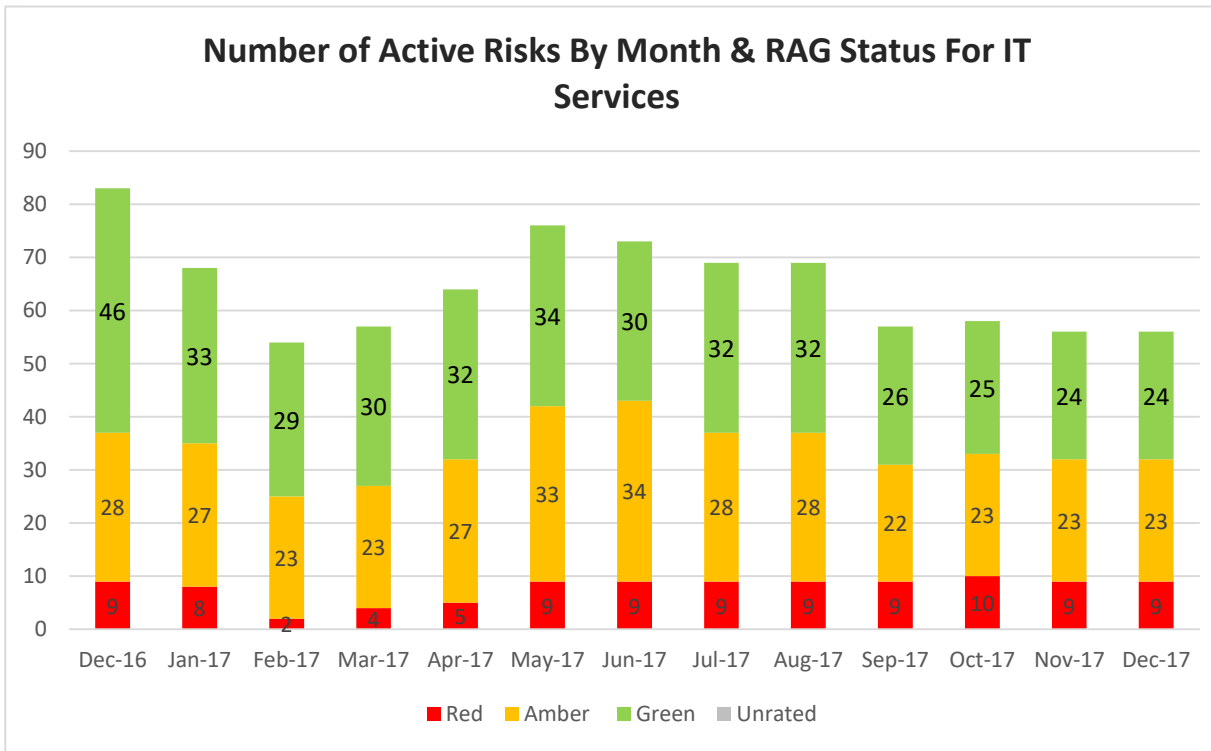
Top 5 Risks:

- **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 and intel processor design flaw.

- **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
0	0	0	56	0	▭

Key

▲ Deterioration over last month

▼ Improvement from last month

▭ No change from last month

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary University of London

KPI Trend View – December 2017

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

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

Commentary
- Whilst the Change Management KPI is showing as breached over the last 6 months, the increased focus on this area despite not having a dedicated Change Manager has limited the Service Impact as a result of failed changes as evident in the Service Availability slide.

Key
⬆ Improvement over last month
⬇ Deterioration from last month
▭ No change from last month

Queen Mary
University of London

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

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976

Queen Mary
University of London