

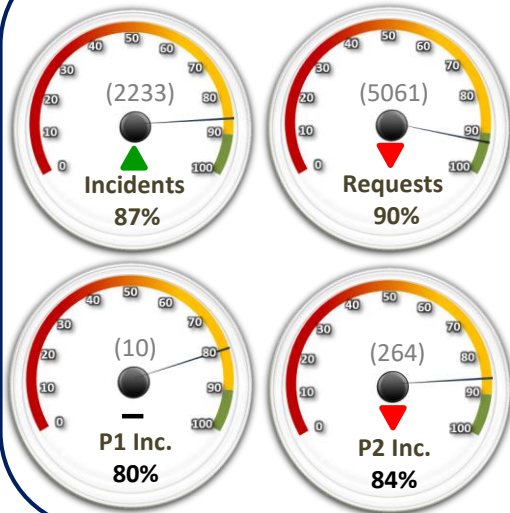


Queen Mary  
University of London

IT Services

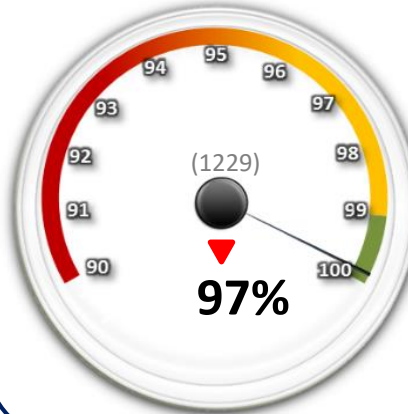
# Executive Summary – January 2018

## KPI



- Despite the numerous power cuts and high priority incidents in January, the KPIs remained relatively stable.
- The large number of P2 tickets is in relation to Phishing email issues and AV support tickets.

## 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

## 6 Major Incidents

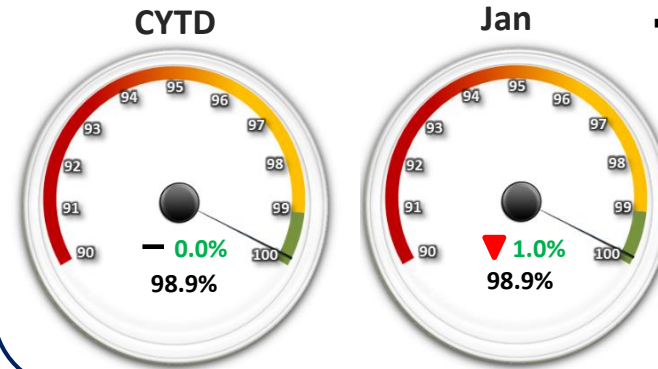
- Network Services unavailable (02/01)
- Webpages unavailable (10/01).
- 3X Power cut - Network Services unavailable (18, 21, 26/01)
- QReview Unavailable (25/01)

## Volumes

	Dec	Jan
	643	1280
	1967	3633
	523	987
	639	1292

- Whilst there was an expected increase in tickets volumes following the December holidays, the additional volume was largely a result of the power cuts and high priority issues experienced in January.

## Critical Systems Availability



- Overall availability of critical services was largely impacted by the power cuts and high priority incidents experienced in January.

# Customer Satisfaction – January 2017

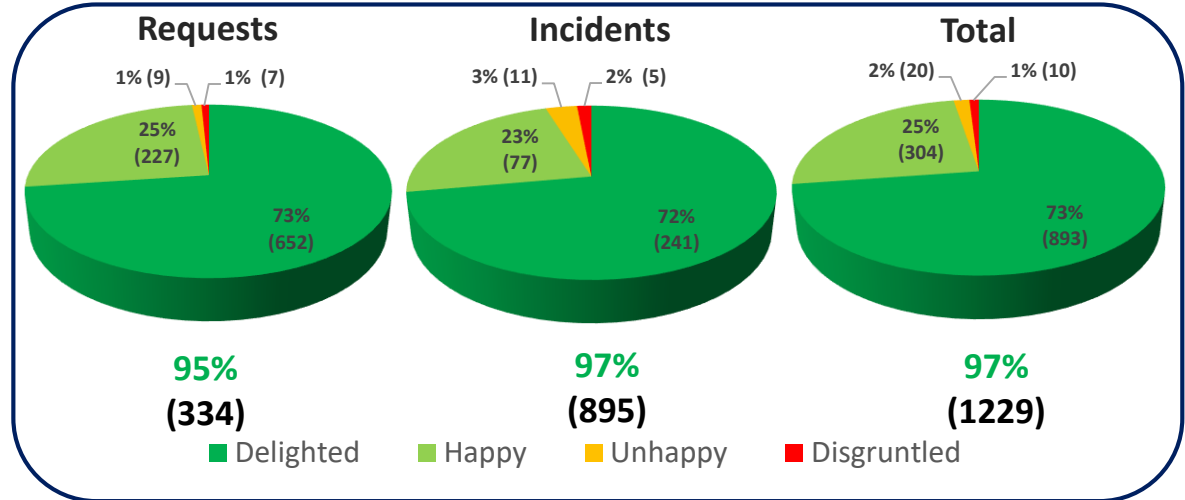
## Customer Feedback

This month we had 1229 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of **20%**

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.



## Feedback this month

*The service was fantastic and the responses were very fast and the issue is no more.*

*Asking my supervisor for another ticket is not a satisfactory resolution of the original problem*

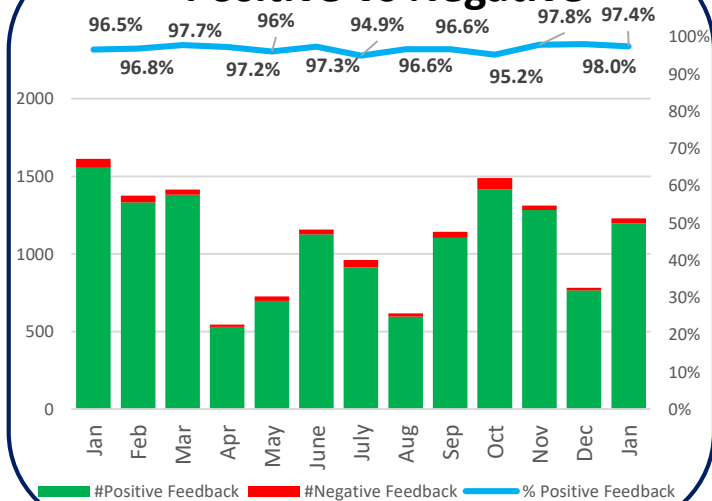
*Spamming and hacking of my account - When calling in, the service desk said they were busy and promised a call back. This call back was not made*

*Great service first thing in the morning!*

*Thank you very much for the help. ;Everything went smooth and easy.*

*It took a very long time for this ticket to be responded and completed... our new staff had to wait 2 weeks*

## Positive Vs Negative



## Commentary

- Customer satisfaction continues to hover around the 97% mark. A majority of the 'disgruntled' feedback is related to lack of updates.
- The focus over the next few months will be on ensuring that tickets 'owned' and customers are updated regularly.

# Activities for the month of January 2018

## Research Excellence

Research Grant  
Bids  
**129**



Research Grants  
Awarded  
**43**

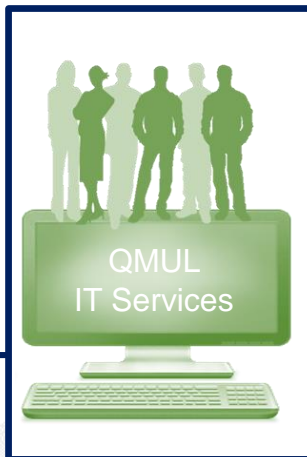
## Teaching Excellence

Logins to QMPLUS  
**709,537**



AV Teaching activities  
Supported  
**430**

**2,437**  
Videos played  
**11,477**  
times within  
QMPlus



Reported AV Issues  
**167**



Supported teaching  
spaces  
**177**

Hours of Q-  
review  
**2,614**  
Playbacks

## International



Distance learning  
(Beijing and Nanchang  
QMPLUS logins):

**205,211**



## Public Engagement

Guest Wi-Fi:

**285 users**  
**6,571 sessions**



Events Wi-Fi:  
**480 users**  
**9,610 sessions**

## Growth



**14**  
New  
desktops/laptops  
Deployed

**95,240**   
Registered mail accounts

Total staff data stored  
**125 terabytes**  
Total student data stored  
**24 terabytes**



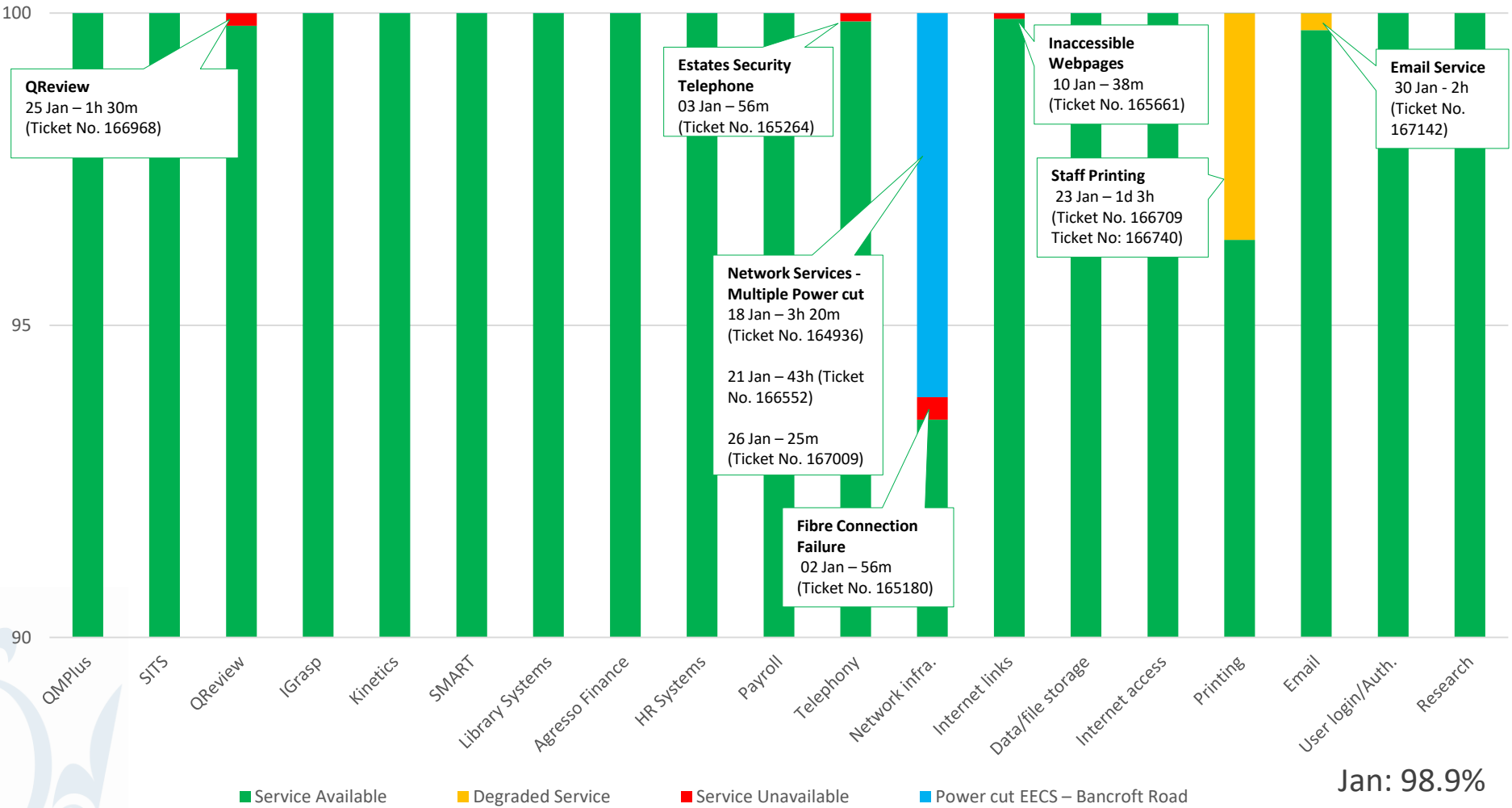
## Sustainability

**54,121**  
Pages sent and not  
printed



**1**

# ITS Critical Systems Availability – January 2018

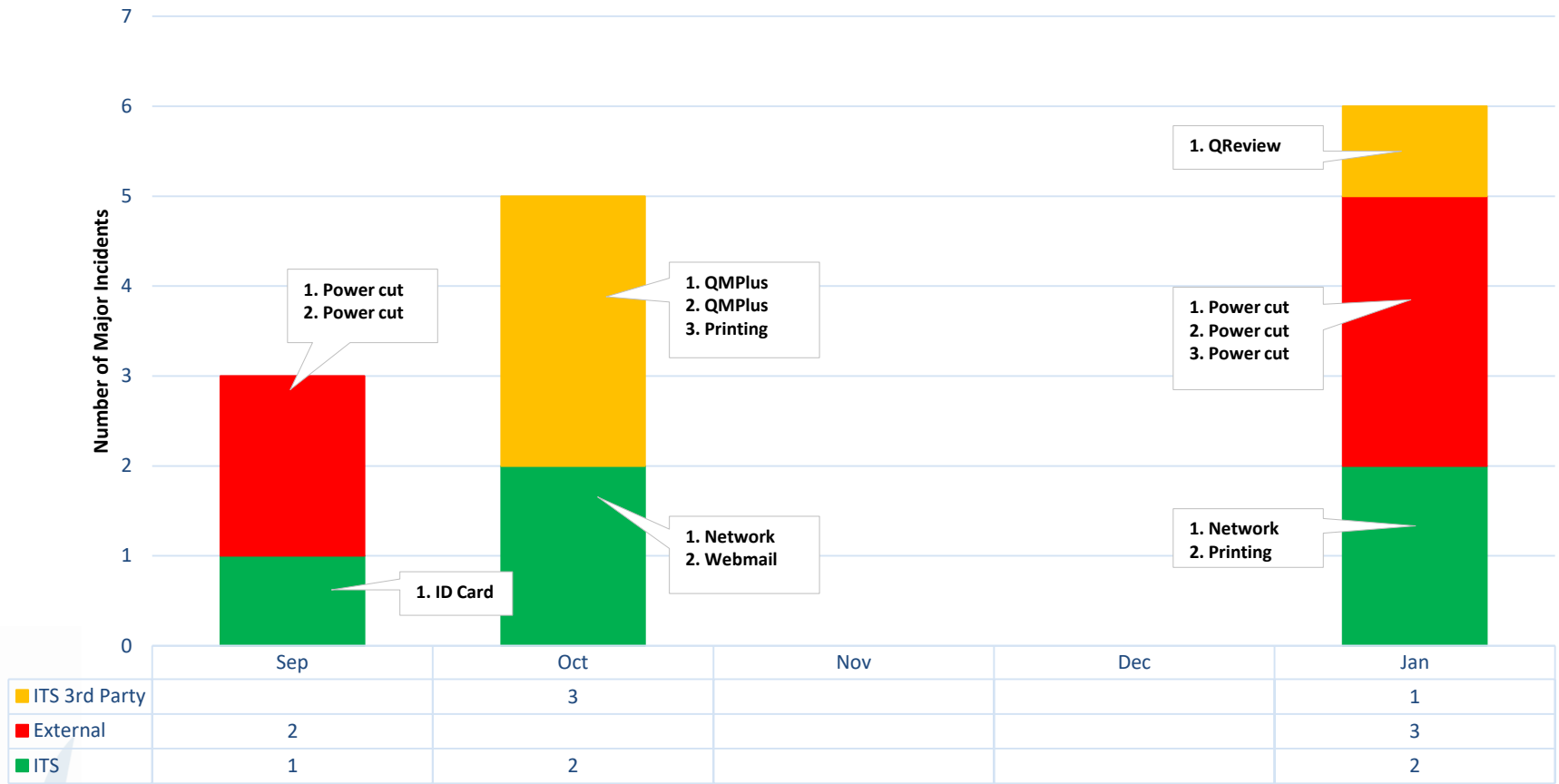


Jan: 98.9%  
CYTD: 98.9%

# Major Incidents – January 2018

MI Number	Date	Duration	Service Affected – Impact	Status
165180	Tue 2 Jan 09:54	56m	<b>Fibre Connection Failure in G21</b> – Users unable to access network services <b>Cause:</b> The fibre link was not decommissioned before the G21 refurbishment work commenced <b>Action:</b> Decommissioned and re-routed the fibre link outside of G21	Resolved
165661	Wed 10 Jan 10:19	38m	<b>Webpages Inaccessible</b> – Users unable to access webpages and Web services such as QMplus, MySIS and ITS Wiki <b>Cause:</b> DNS look up was changed to point to a different server, however network devices (berries) retained the old server address in cache <b>Action:</b> Cleared the cache of the network devices	Resolved
166352 166356	Thur 18 Jan 08:40	3h 20m	<b>Power Cut</b> – Users in EECS, GO Jones and School of Geography lost all network services <b>Cause:</b> UKPN power failure to the affected buildings <b>Action:</b> Restarted services when the power was restored	Resolved
166552	Sat 21 Jan 14:51	43h	<b>Power cut</b> – Users in EECS, Queens Building, Joseph Priestly, Pooley House and Grad centre lost all network services <b>Cause:</b> UKPN power failure to the affected buildings <b>Action:</b> Restarted services when the power was restored	Resolved
166968	Thur 25 Jan 17:40	1h 30m	<b>QReview</b> – Users unable to view lecture captured recordings. <b>Cause:</b> The QMUL Echo360 account was disabled <b>Action:</b> Re-enabled the account	Resolved
167009	Fri 26 Jan 11:20	25m	<b>Power Cut</b> – Users in EECS Peter Landin building lost all network services <b>Cause:</b> UKPN power failure to the affected buildings <b>Action:</b> Restarted services when the power was restored	Resolved

# Major Incidents (Root Cause) – January 2018



- Major Incidents over the previous month increased drastically following the quiet months of November and December.
- 50% of Major Incidents in January were due to factors outside the control of IT Services

# High Priority Incidents – January 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
165291	Wed 03 Jan 12:40	2h 49m	<b>VDI Remote Access</b> – Users unable to access Web View and Horizon Client to access applications remotely <b>Cause:</b> Firewall rules removed (without Change management approval) to align with the NCRF <b>Action:</b> Firewall Rules added back in	Resolved
165264	Wed 03 Jan 09:46	56m	<b>Estates Security Telephone</b> – Unable to make or receive calls on the Mile End Security emergency telephone number 5000 <b>Cause:</b> Unknown <b>Action:</b> No action taken, issue resolved itself	Resolved
165876 165898	Tue 12 Jan 08:27	-	<b>Email Service</b> – Users receiving a high number of phishing emails, some of which has been successful, leading to account disablement and black listing <b>Cause:</b> Users tricked into clicking on links within phishing emails <b>Action:</b> Force users to change passwords and educate them on the phishing techniques used	Ongoing
166709 166740	Tue 23 Jan 14:30	1d 3h	<b>Staff Printing</b> – Staff Mac and Linux were unable to print to the managed printer <b>Cause:</b> Heavy utilisation of the virtual file server caused the server to overload and drives to disconnect <b>Action:</b> Rebooted the Print Servers	Resolved
166713	Tue 23 Jan 09:10	1h 44m	<b>Network Services</b> – Some staff and student PCs in the Bancroft building were experiencing network issues <b>Cause:</b> The network switch were unresponsive <b>Action:</b> Restarted the impacted network switches	Resolved
167142	Tue 30 Jan 08:27	2h	<b>Email Service</b> – Users experienced issues sending and receiving external emails and through mailing lists <b>Cause:</b> High email traffic, caused by the volume of spam emails being sent across QMUL <b>Action:</b> Identified compromised accounts and forced password change	Resolved



# Planned Maintenance – January 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11480	3 Jan	1h	<b>Network Services</b> – No service impact is expected.	Maintenance	Implemented
11441	12 Jan	1h	<b>Windows 8.1 VDI Service</b> – Users unable to use the VDI service to access applications remotely	Maintenance	Implemented
11522	16 Jan	30m	<b>Telephones</b> – Analogue phones including emergency and lift phones in Charterhouse Square may be unavailable.	Maintenance	Implemented
REL 43966- 54508	16 Jan	2h	<b>QMplus &amp; QMplus Hub</b> – Users unable to access QMplus to view content	Maintenance	Implemented
11587	18 Jan	15m	<b>Staff Directory</b> – Users unable to access the staff directory during the maintenance period	Maintenance	Implemented
11571	18 Jan	1h	<b>Co Tutor</b> – Academics unable to access Co-Tutor data on students	Maintenance	Implemented
11509	20 Jan	48h	<b>Network Services</b> – Loss of network connectivity for all users in Langdon Down-Charterhouse Square	Maintenance	Implemented
11501	20 Jan	4h	<b>Kinetics</b> – Users will be unable to access the Kinetics Application during this time	Maintenance	Implemented
11512	24 Jan	30m	<b>Library Ezproxy system</b> – Brief interruptions of approximately 5 minutes during the maintenance period, where users were unable to access electronic resources	Maintenance	Implemented
11530	29 Jan	24h	<b>E-Appraisal</b> – Users updating the appraisal maybe unable to save their data	Maintenance	Implemented
-	30 Jan	2h	<b>QMplus</b> – Brief interruptions of approximately 5 minutes during the maintenance period	Maintenance	Implemented

# ITS Incident and Request KPIs – January 2018

Measure	Target	Nov 17	Dec 17	Jan 18	Trend	Expected Trend
Incidents Raised	-	1676	782	2233		
Number of Incidents Resolved	-	1526	778	1839		
Incidents Resolved within SLT	90%	86%	85%	87%		
Resolution Time P1	4h	33%	80%	80%		
Resolution Time P2	1 BD	86%	86%	84%		
Resolution Time P3	3 BD	86%	85%	87%		
Resolution Time P4	5 BD	88%	100%	98%		
Resolution Time P5	20 BD	100%	100%	100%		
Requests Raised	-	5493	3020	5061		
Number of Requests Resolved	-	5271	2983	4441		
Requests Resolved within SLT	90%	92%	92%	90%		

## Highlights

- Whilst there was an expected increased in tickets volumes following the December holidays, the additional volume was largely a result of the power cuts and high priority issues experienced in January.
- KPIs were relatively unaffected by the additional volume

## Key

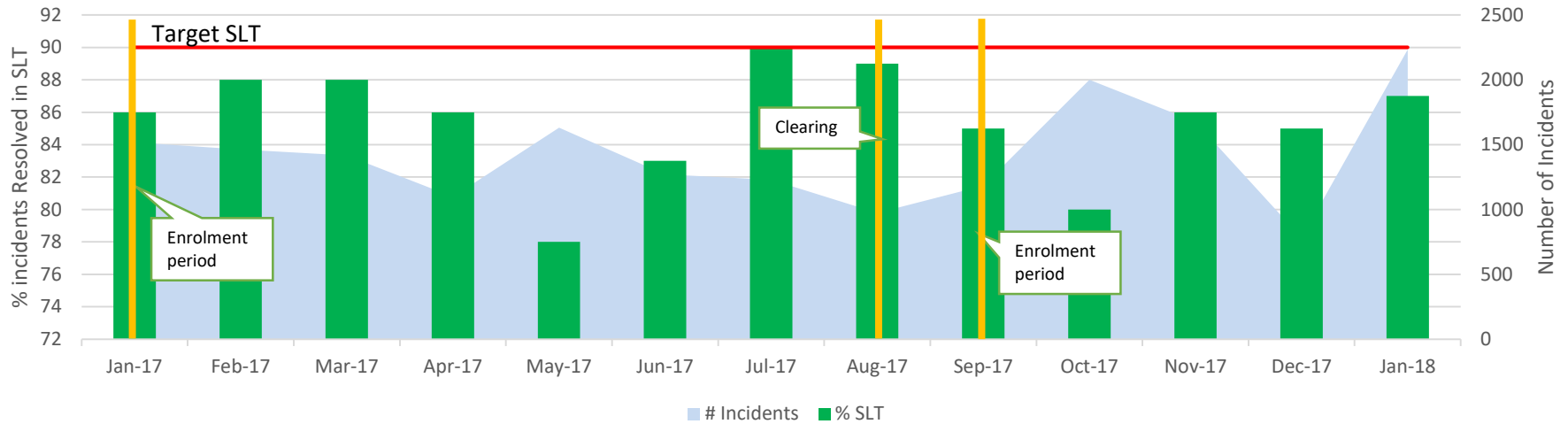
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

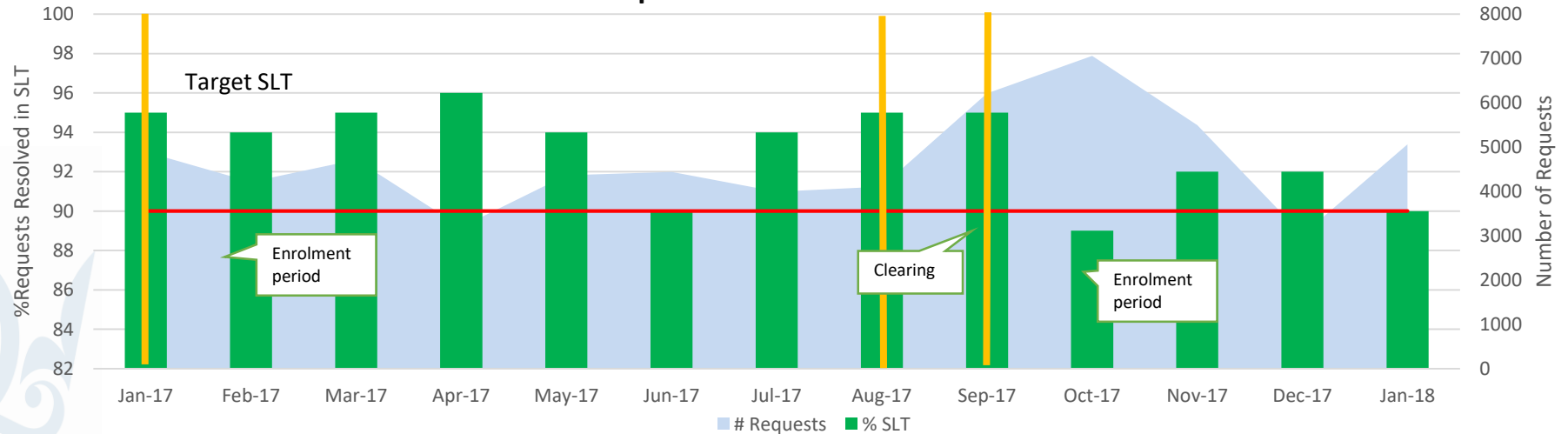
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs – January 2018

## Incidents SLTs and Volume







## Requests SLTs and Volume



# Service Desk Performance – January 2018










Measure	Target	Nov 17	Dec 17	Jan 18	Trend	Expected Trend
Received phone calls	-	2734	1498	2954	↑	↑
Average Wait Time	25s	14s	12s	17s	↓	↓
Abandon Rate (calls)	5%	4%	4%	6%	↓	↓
FTF (First Time Fix)	75%	66%	68%	60%	↓	↓
FLF (First Line Fix)	75%	57%	60%	48%	↓	↓

ITS Ticket Volume	Nov 17	Dec 17	Jan 18	Trend	Expected Trend
	1324	643	1280	↑	↑
	3635	1967	3633	↑	↑
	861	523	987	↑	↑
	1257	639	1292	↑	↑

## Highlights

- Telephony, FTF and FLF figures decreased due to the Service Desks lack of ability to resolve tickets related to the Major Incidents

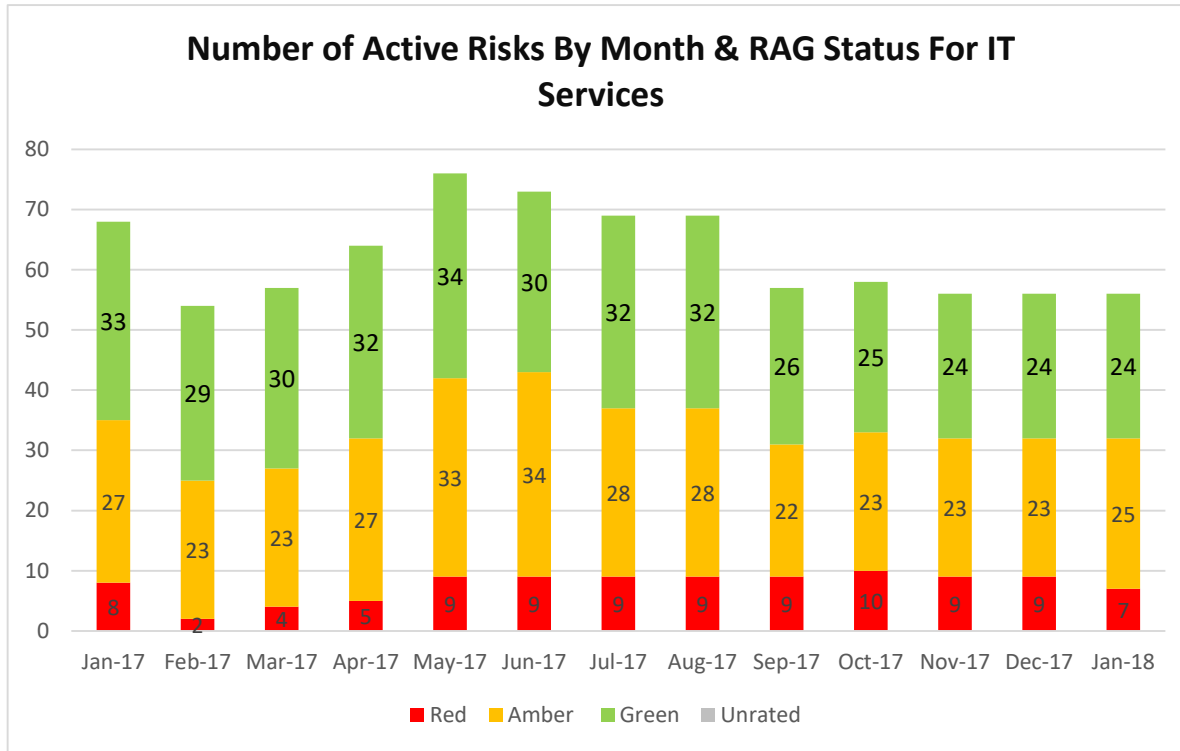
## Key

	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 but breaching SLT
	Deterioration from last month and 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 – January 2018



## 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
- **Phishing** – Risk increased as some accounts had been compromised due to the number of phishing email received.
- **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	1	▬

### Key

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

# KPI Trend View – January 2018

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

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

<b>B</b>	No Failed Changes
<b>G</b>	Failed Changes with no impact on Services
<b>A</b>	1 Failed Change which impacted Services
<b>R</b>	2 Failed Changes which impacted Services

**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?

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