



Queen Mary
University of London

IT Services August 2022

Monthly KPI Report

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ITS Service Desk KPI's August 2022

P# = Ticket Priority

Service and SLA	Achieved Target	Actuals
Service Request resolved within SLT 90%	94%	↑
P1 – 1 hour	99%	↑
P2 – 8 Hours	83%	↓
P3 – 2 Days	92%	↑
P4 – 3 Days	100%	↑
Incident resolved within SLT 90%	89%	↓
P1 – 4 Hours	33%	↓
P2 – 1 Business Day	76%	↓
P3 – 3 Business Days	89%	↓
P4 – 5 Business Days	92%	↑
Average Wait Time 25 sec	20s	↑
First Time Fix Rate 75%	85%	↑
Customer Satisfaction >90%	96%	↑
Number of Major Incidents Per Month < = 1	0	↑

↓ Below Agreed Target

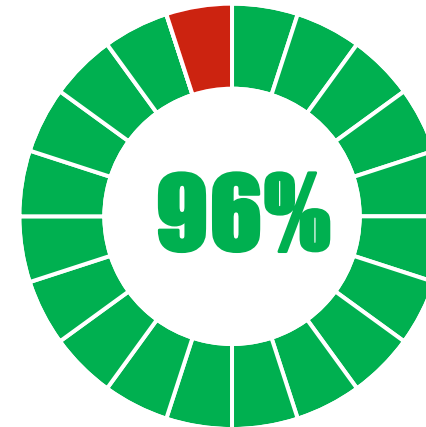
↑ Met or Above Target

Executive Summary – August 2022

High Impact/Major Incidents

For the month of August there was one Priority 1 incident. This was for calls which were not getting through to the Service Desk (8888) and Estates Helpdesk (2580) numbers and was logged on 4th August 2022. Following on from the issues seen during load testing recently, it was suggest to implement daily reboots of the MiVB's on the evening of 17th / 18th / 19th August. All 6 MiVB from the MSL will be rebooted these evenings. This would provide an additional layer of comfort, as we have rebooted and the issue is not present following the reboots (we rebooted all secondaries on 17th July and no dropped calls during testing on 18th. Mitel have look at the issue and they have recommended an upgrade to MiVB9.4. We didn't want to complete major works like this so close to Clearing and we're still pressing Mitel for further information on this recommendation. It's recommend making upgrade plans during a quieter period. A problem has been logged and a change request to be raised for this implementation.

Customer Satisfaction



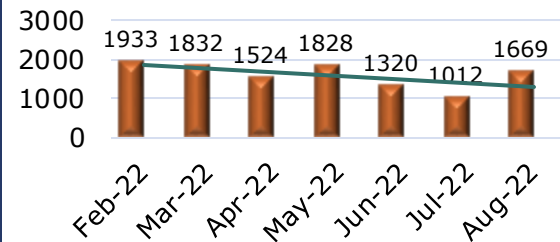
Definitions

- CYTD: Calendar Year to Date
- KPI: Key Performance Indicator
- MI: Major Incident
- P1: Priority 1 Incident (High)

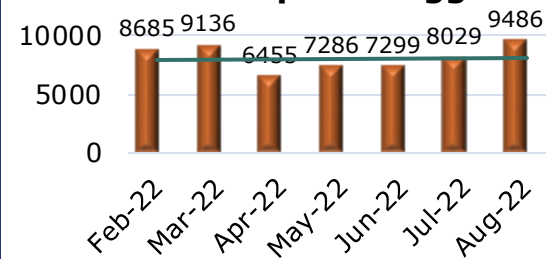
Problem Management

Open Problems **17**
 New Problems **0**
 Closed Problems **2**

Incidents Logged



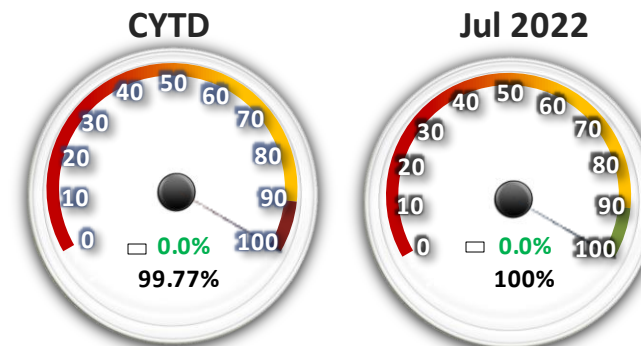
Service Requests logged



Number of Incidents Resolved **1584**

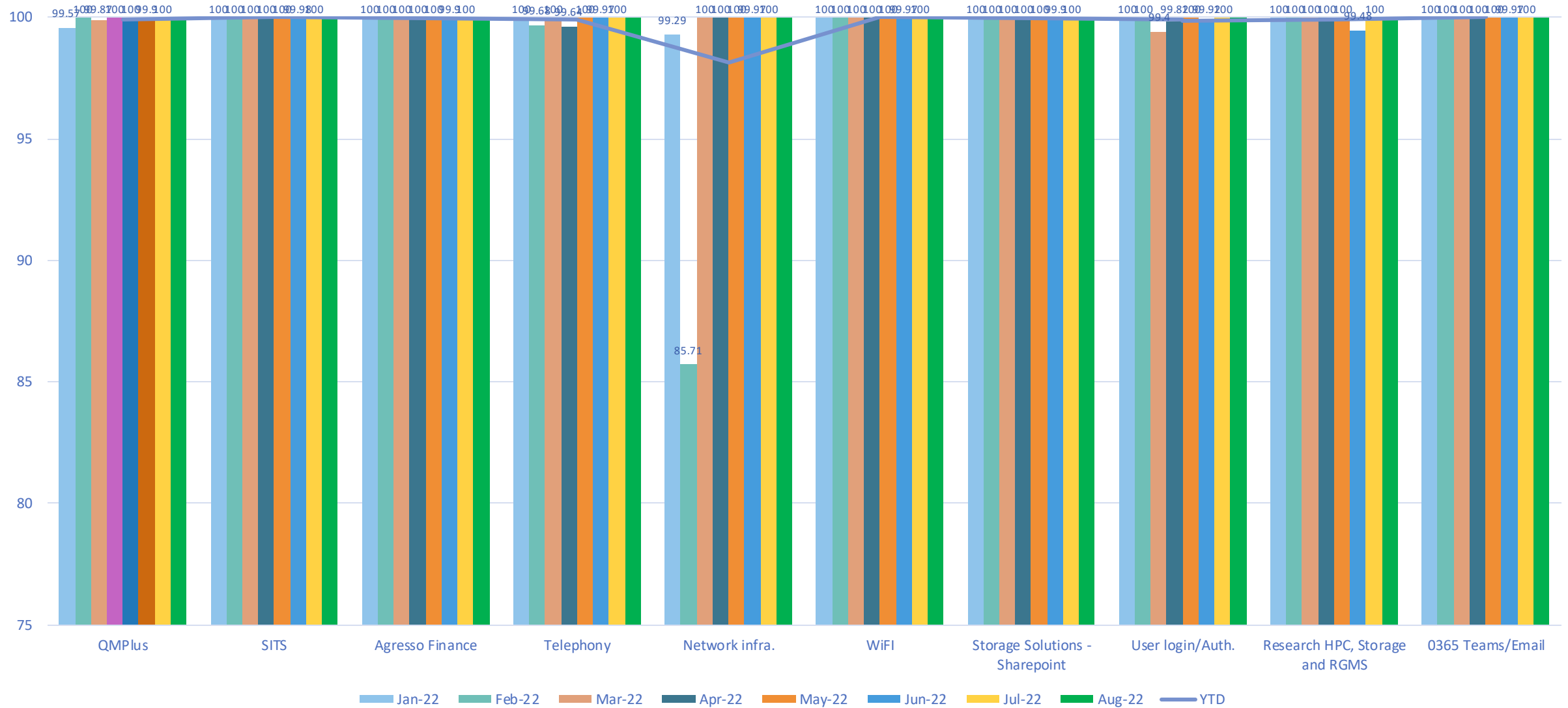
Number of Service Requests Resolved **9135**

Top 10 Service Availability



*CYTD: Calendar Year to Date

Top 10 Services – Service Availability



Incident and Service Requests KPIs'

KPI %	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Satisfied Customers for Incidents	98	97	91	91	91	92	95	94	88	94	93	96	92	95
Satisfied Customers for Requests	96	94	94	92	96	95	95	95	96	96	98	97	97	95
All Incidents Closed By All ITS Depts. Within SLT	84	87	76	67	70	82	87	83	86	89	90	85	84	89
All Requests Closed By All ITS Depts. Within SLT	94	94	93	90	91	92	94	94	94	91	92	94	94	94
All Incidents Closed By Site Within SLT	81	86	71	57	64	83	88	81	84	84	89	87	86	86
All Requests Closed By Site Within SLT	94	94	93	91	91	94	96	96	95	93	93	95	96	96
Service Desk Incidents Closed Within SLT	96	96	90	89	97	97	98	97	99	99	99	86	97	95
Service Desk Requests Closed Within SLT	99	99	96	94	100	99	99	99	99	99	99	98	99	98
All Incidents Closed By Campus Teams Within SLT	78	83	59	46	62	78	79	74	77	79	82	81	76	81
All Requests Closed By Campus Teams Within SLT	94	95	89	82	80	91	92	93	92	89	91	93	92	92

B	Exceeds Goals	> = 95%
G	Meets Goals	> = 90%
A	Needs Improvement	> = 85%
R	Below Standard	< 85%

Customer Satisfaction August 2022

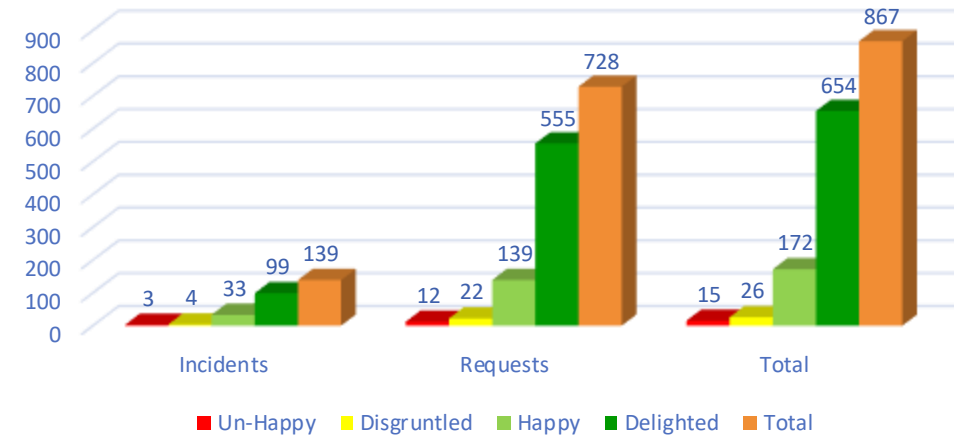
Customer Feedback

This month we received **867** responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 95%
Happy and Delighted Responses Service Requests 95%
Total Satisfaction 95%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives

- Please thank Constantin for going over and beyond to help me with this.
- Outstanding job by Pius always. I'm very delighted.
- Richard was incredibly helpful, detailed and thorough. Thank you so so much.
- This issue is not resolved and it has almost been two months!!! I have my 24 hour exam day after and I urgently.
- I am still unable to access MiCollab.
- The matter has not been resolved.

Incident and Service Requests Resolution August 2022

KPI	Target	May 22	Jun 22	Jul 22	Aug 22	Sep	Oct	Nov	Trend
Incidents P1 - Resolution	4 Hours	100%	0%	100%	33%				↓
Incidents P2 - Resolution	1 Business Day	73%	34%	60%	76%				↑
Incidents P3 - Resolution	3 Business Days	90%	87%	84%	89%				↑
Incidents P4 - Resolution	5 Business Days	100%	100%	100%	92%				↓
Service Requests SR1 – Resolution	1 hour	98%	93%	100%	99%				↓
Service Requests SR2 - Resolution	8 Hour	98%	91%	67%	83%				↑
Service Requests SR3 – Resolution	2 Business Days	85%	91%	92%	92%				▬
Service Requests SR4 – Resolution	3 Business Days	83%	95%	97%	100%				↑

Key

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

Improvement over last month



Deterioration from last month

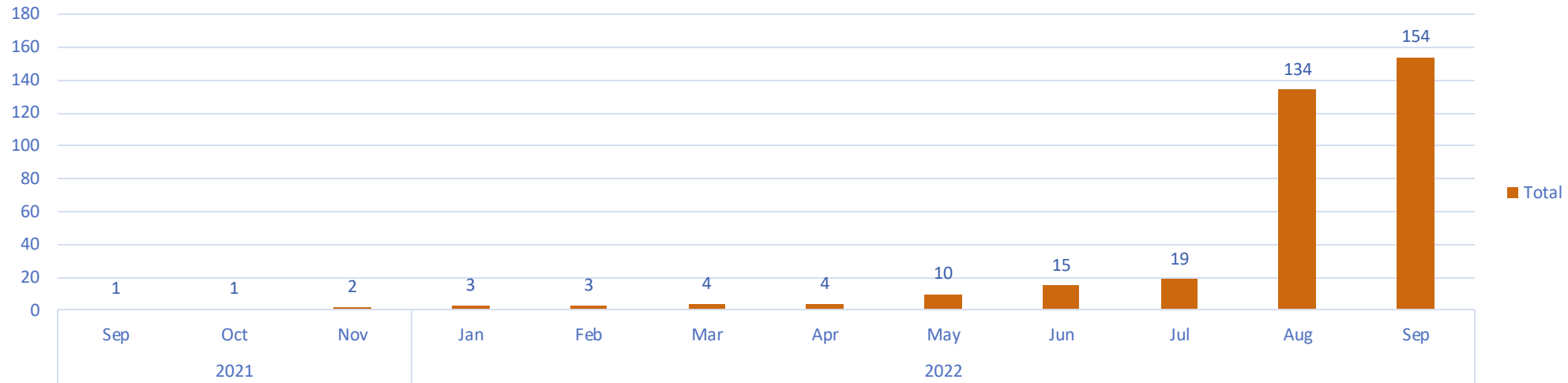


No change from last month



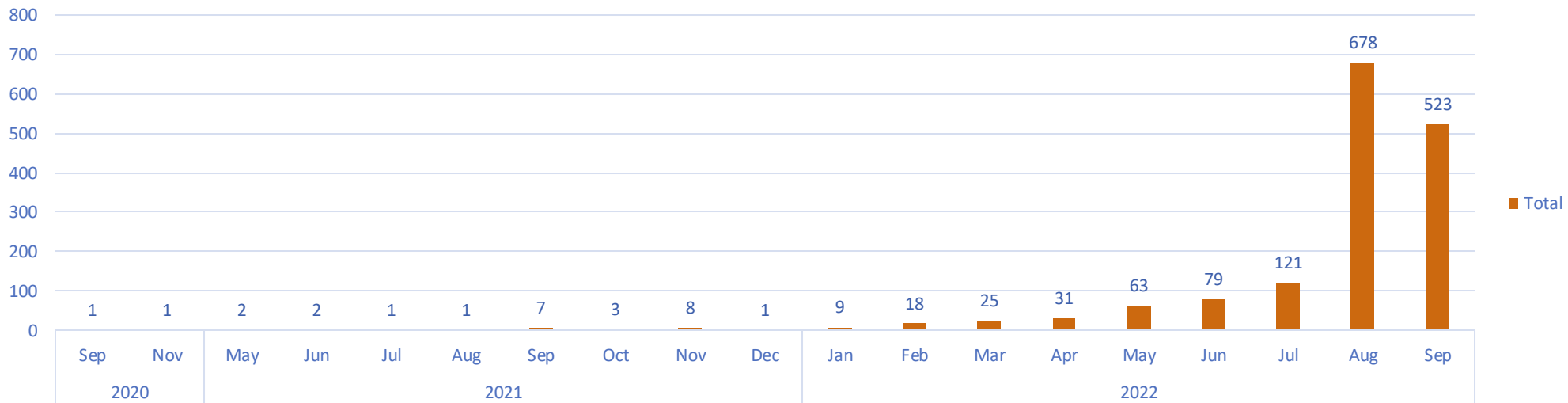
Incident and Service Requests Outstanding August 2022

Total



Total

As of 31st August 2022



Service Desk Performance August 2022

Measure	Target	May 22	Jun 22	Jul 22	Aug 22	Trend
Received Phone Calls	-	1203	1187	1151	1455	↑
Average Wait Time	25s	18s	20s	15s	20s	↑
Abandon Rate (Calls)	5%	6.2%	13.4%	6.3%	8.9%	↑
FTF (First Time Fix)	75%	77%	78%	85%	85%	—
FLF (First Line Fix)	75%	54%	58%	63%	59%	↓

ITS Ticket Source	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Trend
Telephone	608	633	404	475	640	↑
Email	2456	3201	2277	2530	2583	↑
In Person	910	858	525	639	724	↑
Self Service	2744	2957	2899	3363	3810	↑
Live Chat	831	910	966	795	1431	↑

Major Incidents Sep 2021 – Aug 2022



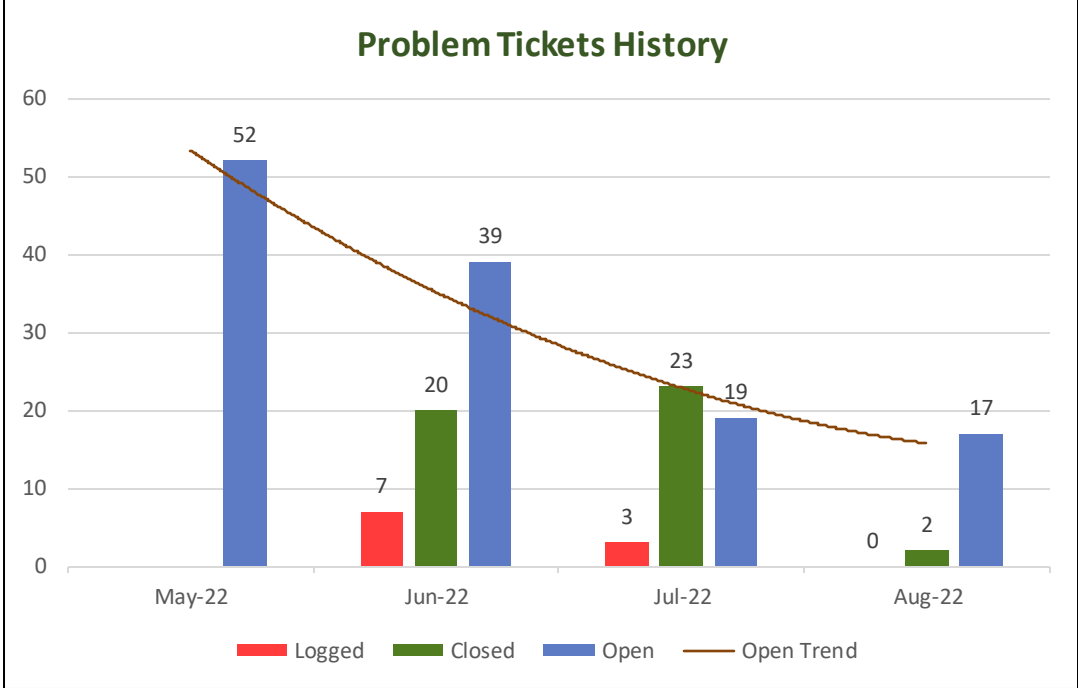
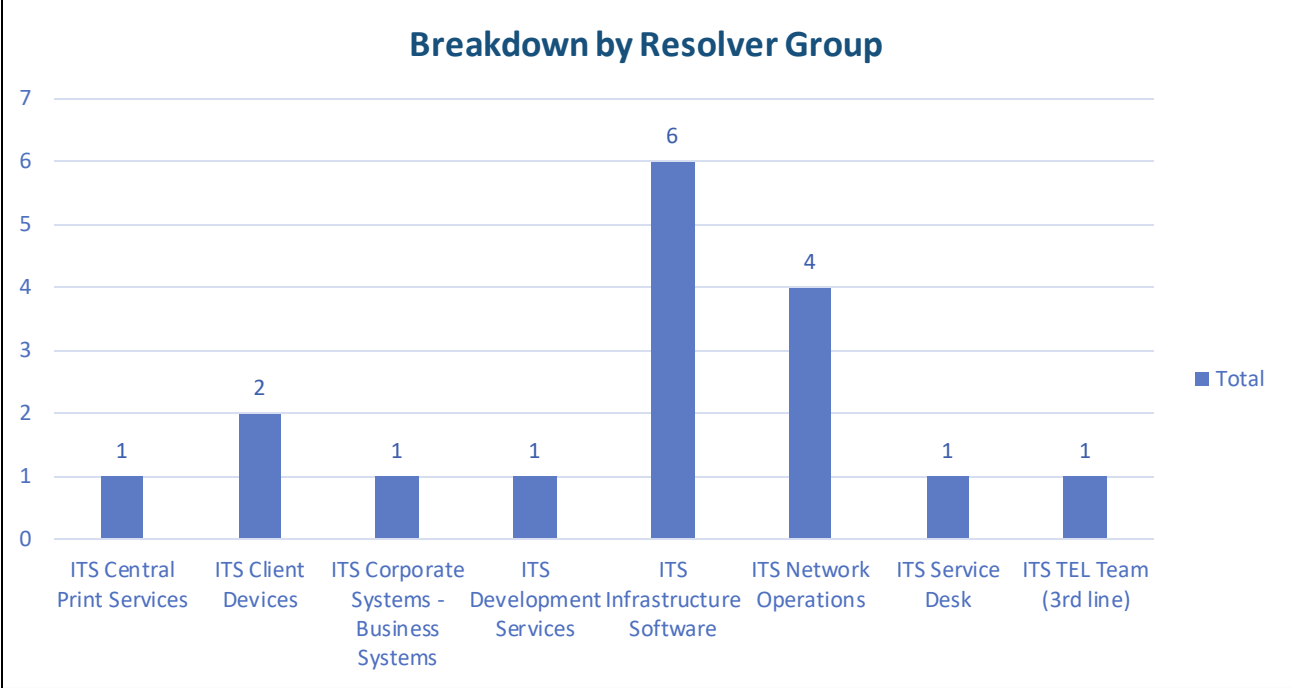
Major Incidents Jan 2022 – Aug 2022

MI Number	Date	Duration	Service Affected – Impact	Status
223900	Thu 06 Jan 10:00	70m	QMplus – Staff & Student were unable to access QMplus to view or access learning material. Cause: QMplus was unable to cope with the surge of students trying to access their exams in QMplus. Action: Issue escalated to the vendor who increased the resources, which restored the service.	Resolved
225594	Fri 28 Jan 13:56	49m	QMplus – Staff and students were unable to access QMplus to view or prepare course material. Cause: Data stored in the cache, known as Moodle Unified Cache (MUC), had got corrupted. Action: Issue escalated to the vendor, who purged the cache, to restore the service.	Resolved
228733	Sat 19 Mar 04:24	4h 30m	IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: A configuration file was missing from the Puppet server. Action: The configuration file was manually added back to on the server, which restored the authentication service.	Resolved
228856	Tue 22 Mar 09:01	1h	QMplus – Student and Staff were unable to access the service to view or edit course modules or access learning material. Cause: A known bug corrupted the Moodle Unified Cache (MUC). Action: The web container was restarted, clearing the corrupted cache.	Resolved
230242	Tue 12 Apr 13:14	1h 19m	IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: The security certificates for Linux servers were not updated as part of a change to update window security certificates. Action: Linux servers were updated with the new Security certificate.	Resolved
230487	Wed 13 Apr 17:00	2h 35m	Micollab – Staff were unable to access the service to make or receive phone calls. Cause: The vendor made a change to the system without checking with QM . Action: The change was rolled back.	Resolved
233318	Fri 10 Jun 12:35	412h 12m	DC1 power outage – A planned change with EAF to replace the UPS batteries on the main datacentre DC1 had not gone as expected. Cause: A fault with the main electrical cable that supplied electrical power from the UPS to the DC1 infrastructure had a fault and required immediate repair. Action: The power was turned off, the electrical cable was repaired, and the power was restored. Due to the ungraceful shutdown, servers had to be turned back on in a specific order and checks completed.	Resolved

High Priority Incidents August 2022

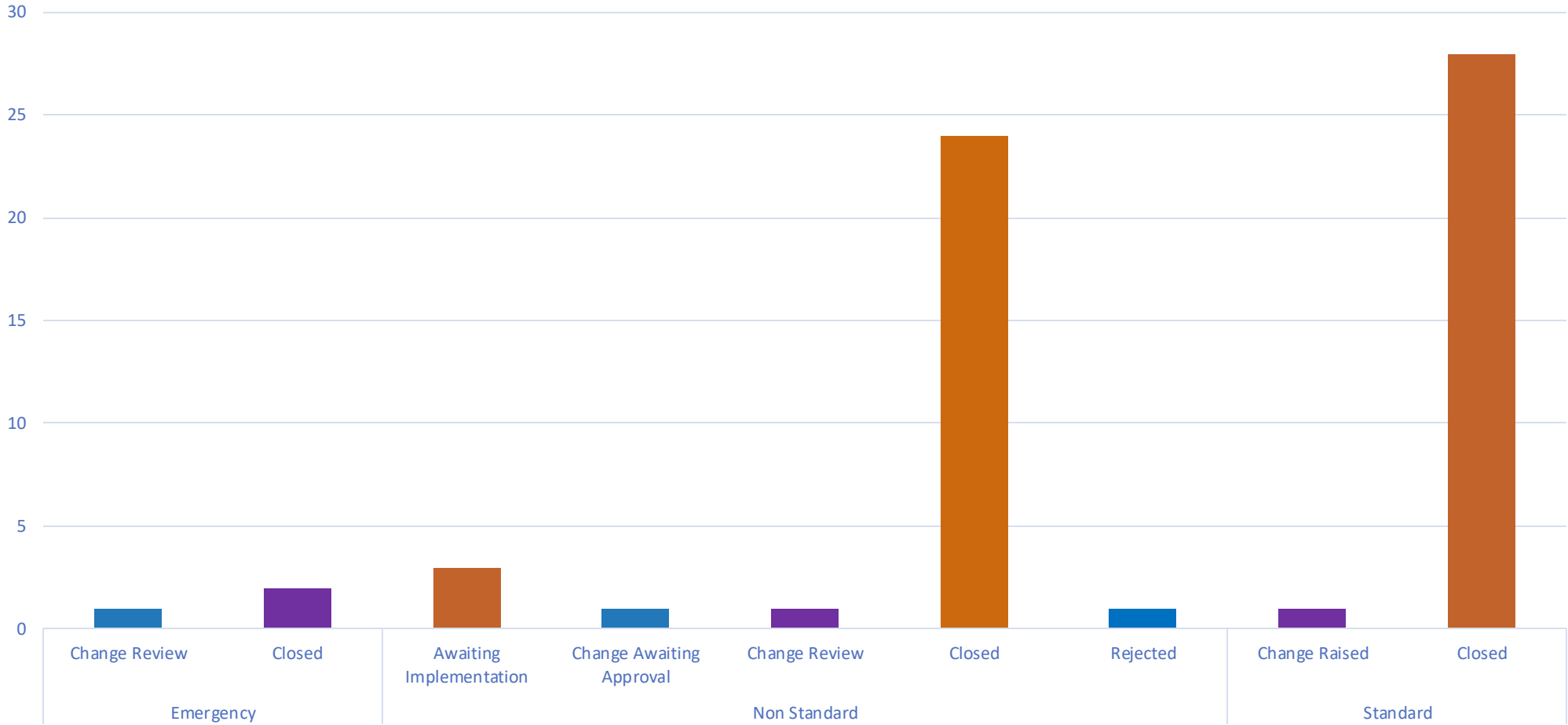
HPI Number	Date	Duration	Service Affected – Impact	Status
235478	04/08/2022 08:12	13 days, 5 hours, 28 mins	<p>Calls are not coming through to the Service Desk 8888 no and Estates Helpdesk no 2580.</p> <p>Cause: Load Testing</p> <p>Action: Following on from the issues you saw with load testing recently, we would like to implement daily reboots of the MiVB's on the evening of 17th / 18th / 19th August. - please provide a time we could do this - for peace of mind we would reboot all 6 MiVB from the MSL.</p> <p>The issue we've seen is the same that was present last year during load testing which didn't result in any impact to Clearing however the reboot would provide an additional layer of comfort, as we have rebooted and the issue is not present following the reboots (we rebooted all secondaries on 17th July and no dropped calls during testing on 18th).</p> <p>We have had Mitel look at the issue and they have recommended an upgrade to MiVB9.4. Obviously, we don't want to complete major works like this so close to Clearing and we're still pressing Mitel for further information on this recommendation. Although I recommend making upgrade plans during a quieter period.</p>	Closed

Problem Management August 2022



Change Management August 2022

Changes for August 2022





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