

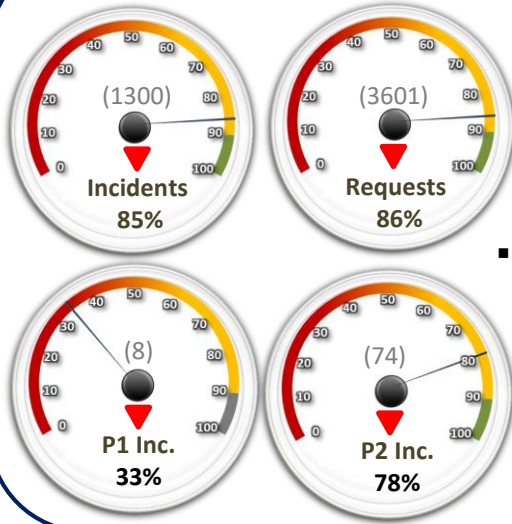


Queen Mary  
University of London

IT Services

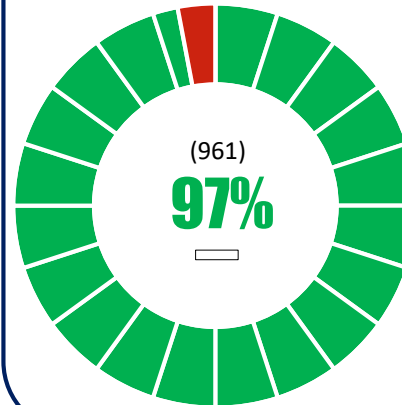
# Executive Summary – April 2018

## KPI



- A majority of the KPIs are trending downwards (and breaching) due to the resourcing issues within numerous teams in IT and the impact caused by the prolonged strike action.
- We have recently recruited additional contractors on the Service Desk in order to deal with the backlogs formed over the previous months and to improve the performance.

## Customer Satisfaction



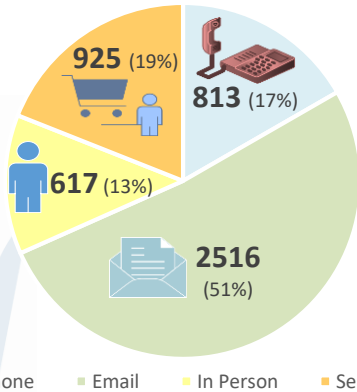
### Definitions

- 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

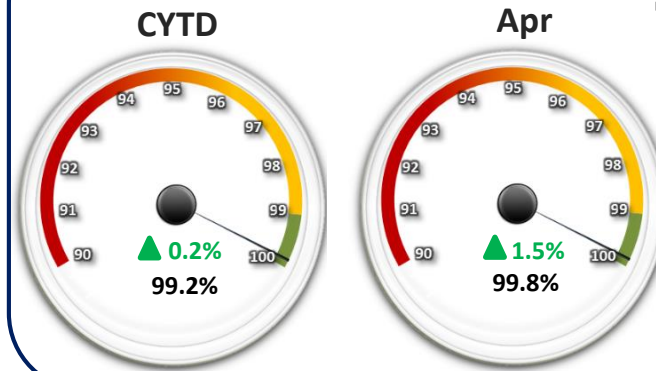
- No Major Incidents this Month

## Volumes



- Tickets volumes have decrease from the previous month due to no major incidents and the large amount of leave during the Easter period.
- The top categories of tickets logged were PO closure requests and technical attendance within Teaching Spaces.

## Critical Systems Availability



- Whilst there were a large number of high priority incidents within April, critical service availability was on the increase compared to the previous month due to the efforts in limiting the impact of the incidents.

# Customer Satisfaction – April 2018

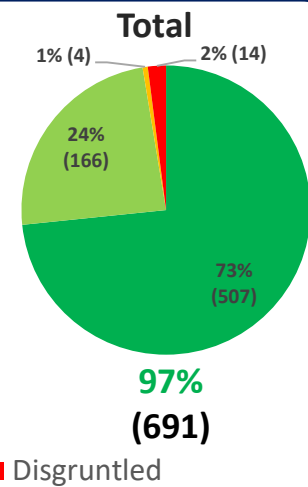
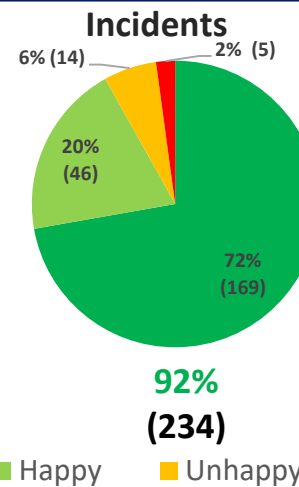
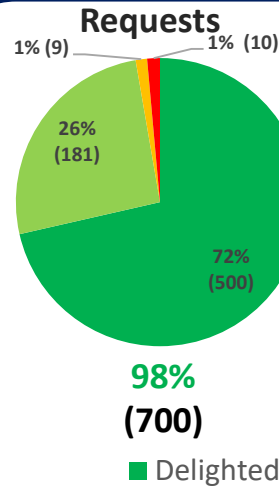
## Customer Feedback

This month we received 691 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of **14%** which is lower than the usual 20% received.

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

*I am delighted with the service, 10 out of 10!*

*Incident was not resolved at all and my explanation was completely ignored. I never complained there was anything wrong with the website but that I am the only one who can't access it*

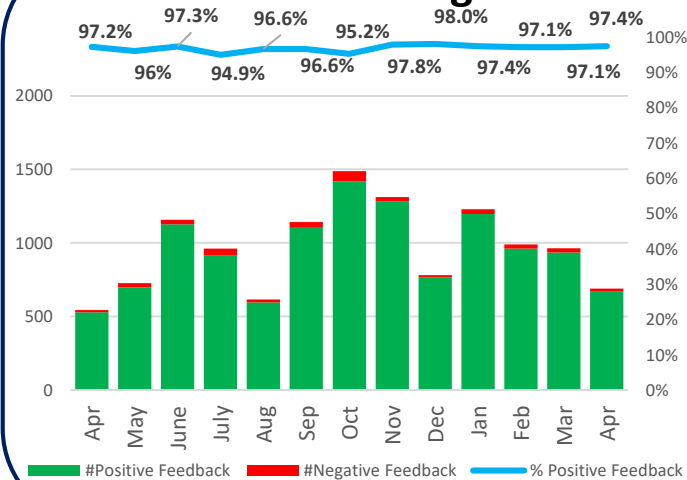
*Thank you for coming to the rescue.*

*My original request clearly wasn't read and I was sent directions to read the website, which I very specifically had stated does not include the information I need*

*Very helpful and fast at resolving the problem. Great service.*

*I do not know why you have seemingly resolved this.*

## Positive Vs Negative



## Commentary

- A majority of the 'disgruntled' feedback for April is related to incorrect information provided to the customer and tickets not resolved.
- We are creating a Customer Services Management document which should help in standardising processes and improve the Service.

# Activities for the month of April 2018

## Research Excellence

Research Grant Bids  
**125**



Research Grants Awarded  
**49**

## Public Engagement

Guest Wi-Fi:  
**281 users**  
**6,542 sessions**



Events Wi-Fi:  
**497 users**  
**10,308 sessions**

## Teaching Excellence

Logins to QMPLUS  
**624,650**



AV Teaching activities Supported  
**284**

**TBC**  
Videos played  
**TBC**  
times within QMplus



Reported AV Issues  
**41**



Supported teaching spaces  
**177**



Hours of Q-review  
**TBC**  
Playbacks

## Growth



**27**  
New desktops/laptops Deployed

Total staff data stored  
**137 terabytes**  
Total student data stored  
**28 terabytes**



**95,379**  
Registered mail accounts



## International



Distance learning (Beijing and Nanchang QMPLUS logins):  
**195,230**



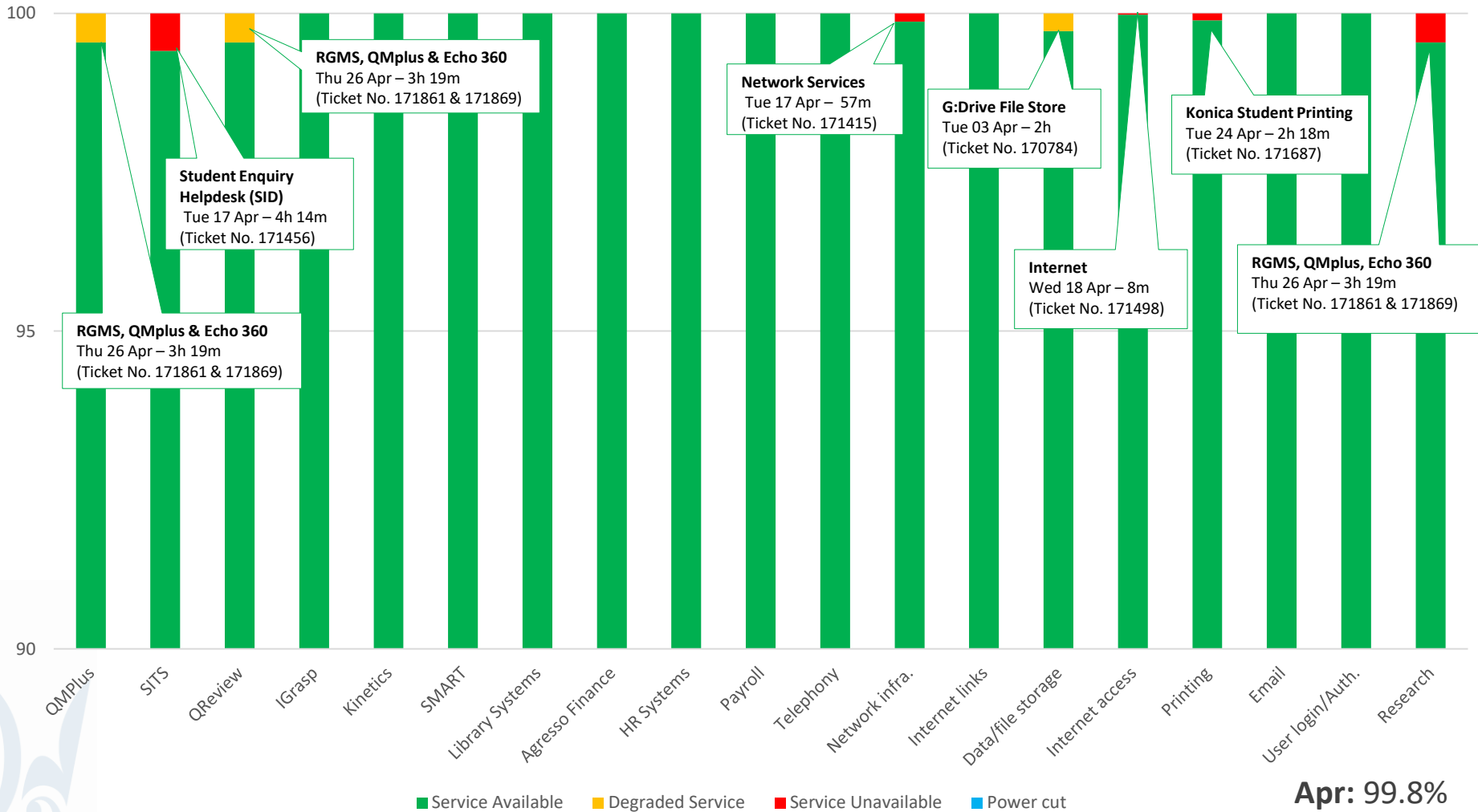
## Sustainability

**TBC**  
Pages sent and not printed



**1**

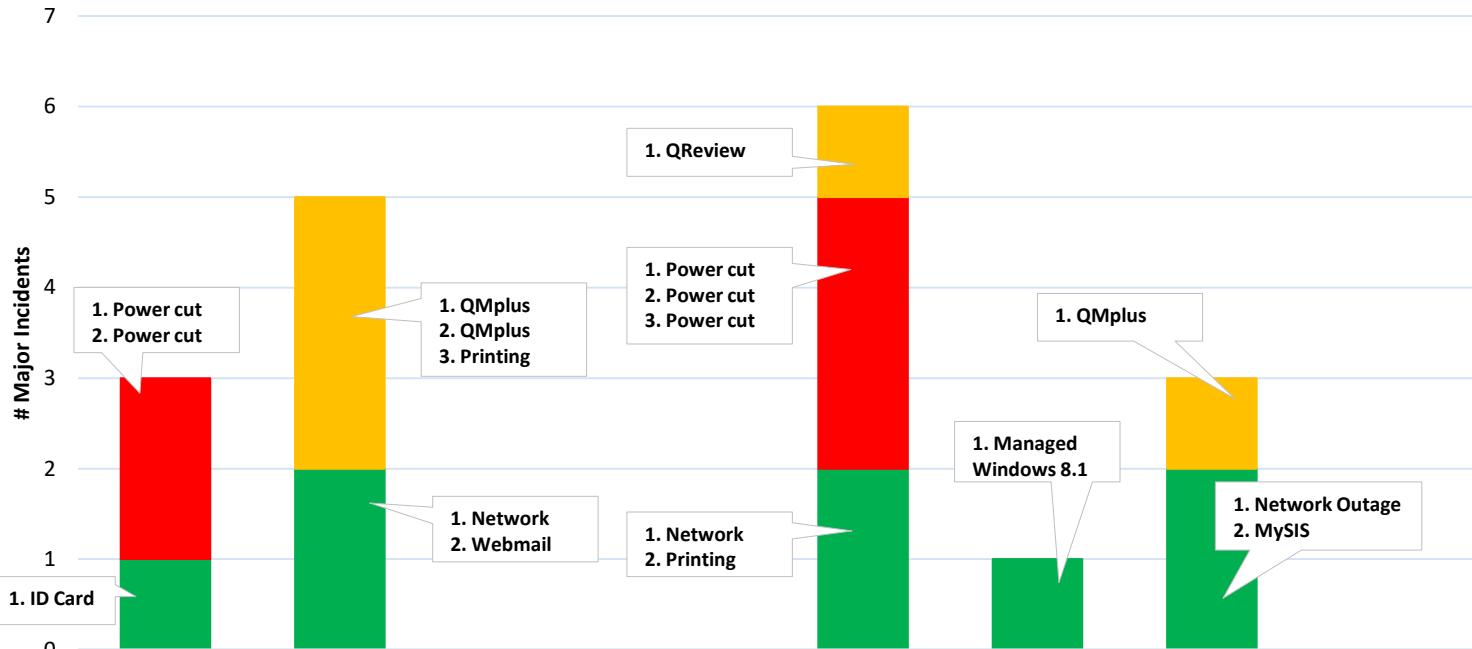
# ITS Critical Systems Availability – April 2018



**Apr: 99.8%**  
**CYTD: 99.2%**

# Major Incidents – April 2018

## Cause of Major Incidents



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
ITS 3rd Party		3			1		1	
External	2				3			
ITS	1	2			2	1	2	

# High Priority Incidents – April 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
170784	Tues 3 Apr 10:00	2h	<b>G:Drive Filestore</b> – Some users unable to access their home (G) drive. <b>Cause:</b> Group policy not updated on some devices post filestore migration. <b>Action:</b> Campus Customer Support staff manually mapped the home (G) drive and rebooted the impacted devices.	Resolved
171415	Tues 17 Apr 09:00	57m	<b>Network Services in Garrod building</b> – Users unable to access network services (both wired and wireless) in Whitechapel Garrod building. <b>Cause:</b> Known bug in the CISCO IOS causing network switches to become unresponsive. <b>Action:</b> Rebooted the network switch stack in the Garrod building	Resolved
171456	Tues 17 Apr 12:16	4h 14m	<b>Student Enquiry Helpdesk (SID)</b> – SID system was unable to retrieve information for users <b>Cause:</b> 3 <sup>rd</sup> Party Datacentre issues <b>Action:</b> Contacted the 3 <sup>rd</sup> Party (Tribal Cloud Systems) to resolve	Resolved
171353	Sun 15 Apr 10:30	Unknown	<b>Password Reset Manager (PRM) Interface</b> – Users were unable to access the PRM interface and reset their passwords. <b>Cause:</b> Unknown. <b>Action:</b> Unknown.	Resolved
171498	Wed 18 Apr 11:40	8m	<b>Internet</b> – Users experienced a brief interruption to Internet access. <b>Cause:</b> Internet Provider Janet experienced a short outage. <b>Action:</b> N/A.	Resolved
171564	Fri 20 Apr 08:13	53m	<b>BI Live Portal</b> – Users were unable to run and access reports. <b>Cause:</b> Unknown. <b>Action:</b> Reboot the server.	Resolved

# High Priority Incidents (cont.) – April 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
171687	Tues 24 Apr 08:36	46m	<p><b>Konica Student Printing</b> – Students were unable to print on the ground floor at Mile End Library.</p> <p><b>Cause:</b> Unknown.</p> <p><b>Action:</b> Rebooted the print management system (Pharos) which resolved the issue.</p>	Resolved
171861 171869	Thur 26 Apr 10:16	3h 19m	<p><b>RGMS, QMplus &amp; Echo 360</b> – Users were unable to access RGMS and QMplus Archive. They were also unable to logout of QMplus and edit/upload media to QReview (Echo 360).</p> <p><b>Cause:</b> Shibboleth server failure and configuration errors.</p> <p><b>Action:</b> Failed over to the secondary servers.</p>	Resolved



# Planned Maintenance – April 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11910	5 Apr	2h	<b>QMplus</b> – Users were unable access QMplus during the maintenance period	Maintenance	Implemented
11766	6 Apr	48h	<b>Shared Filestore (G&amp;J Drive)</b> – Users in the following areas were unable to access personal and shared folders during the upgrade period: English & Drama, Economics & Finance, Geography, History, Languages, Linguistics & Film, Politics and International Relations, Business & Management and Law.	Upgrade	Implemented
11961	6 Apr	30m	<b>Student Change Password Interface</b> – files.stu.qmul.ac.uk was unable to students to change their password.	Maintenance	Implemented
11924	13 Apr	48h	<b>Shared Filestore (G&amp;J Drive)</b> – Users in the following areas were unable to access personal and shared folders during the upgrade period: Finance, Marketing and Comms, Environmental Health and Safety, International office, Occupational Health, Student Union and CAPD.	Upgrade	Implemented
11956	17 Apr	2h	<b>Wi-Fi</b> – Wi-Fi was unavailable for 30m during the maintenance period on all wireless networks (QM-Guest, Eduroam etc.) across all QMUL sites	Maintenance	Implemented
11959	17 Apr	2h	<b>Research Publications</b> – Researchpublications.qmul.ac.uk was unavailable during the maintenance period	Maintenance	Implemented
11972	19 Apr	40m	<b>Wireless E-Print</b> – Users were unable to access the E-Print web service for wireless printing during the maintenance period	Maintenance	Implemented

# Planned Maintenance (cont.) – April 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11924	20 Apr	48h	<b>Shared Filestore (G&amp;J Drive)</b> – The users in the following areas were unable to access personal and shared folders: Office of the Principal, Advice & Counselling, Careers, Learning and Development, Library and SMD Students' Association.	Upgrade	Implemented
12013	23 Apr	4h	<b>Elements</b> – Users were unable to access the Research management system (elements.qmul.ac.uk) during the maintenance period.	Maintenance	Implemented
12003	24 Apr	30m	<b>Network Services</b> – No impact to services during the maintenance period.	Maintenance	Implemented
11926	27 Apr	48h	<b>Shared Filestore (G&amp;J Drive)</b> – Users in the following areas were unable to access personal and shared folders during the upgrade period: Centre of the Cell, Genomics, Institute of Health Sciences Education, Dentistry, Wolfson Institute of Preventative Medicine, Malta (SMD), Blizzard Institute and William Harvey Research Institute.	Maintenance	Implemented



# ITS Incident and Request KPIs – April 2018

Measure	Target	Feb 18	Mar 18	Apr 18	Trend	Expected Trend
Incidents Raised	-	1792	1484	1300	↓	↓
Number of Incidents Resolved	-	1673	1429	1145	↓	↓
Incidents Resolved within SLT	90%	86%	84%	85%	↑	↓
Resolution Time P1	4h	82%	86%	33%	↓	↓
Resolution Time P2	1 BD	72%	79%	78%	↓	↓
Resolution Time P3	3 BD	87%	84%	85%	↑	↓
Resolution Time P4	5 BD	94%	97%	74%	↓	↓
Resolution Time P5	20 BD	92%	100%	100%	—	—
Requests Raised	-	3991	3875	3601	↓	↓
Number of Requests Resolved	-	3599	3707	3577	↓	↓
Requests Resolved within SLT	90%	91%	87%	86%	↓	↓

## Commentary

- Tickets volumes have decrease from the previous month due to no major incidents and the large amount of leave during the Easter period.
- There were however, a large number of High Priority Incidents within the month.
- Tickets resolved remains low in comparison to the tickets logged.

## Key

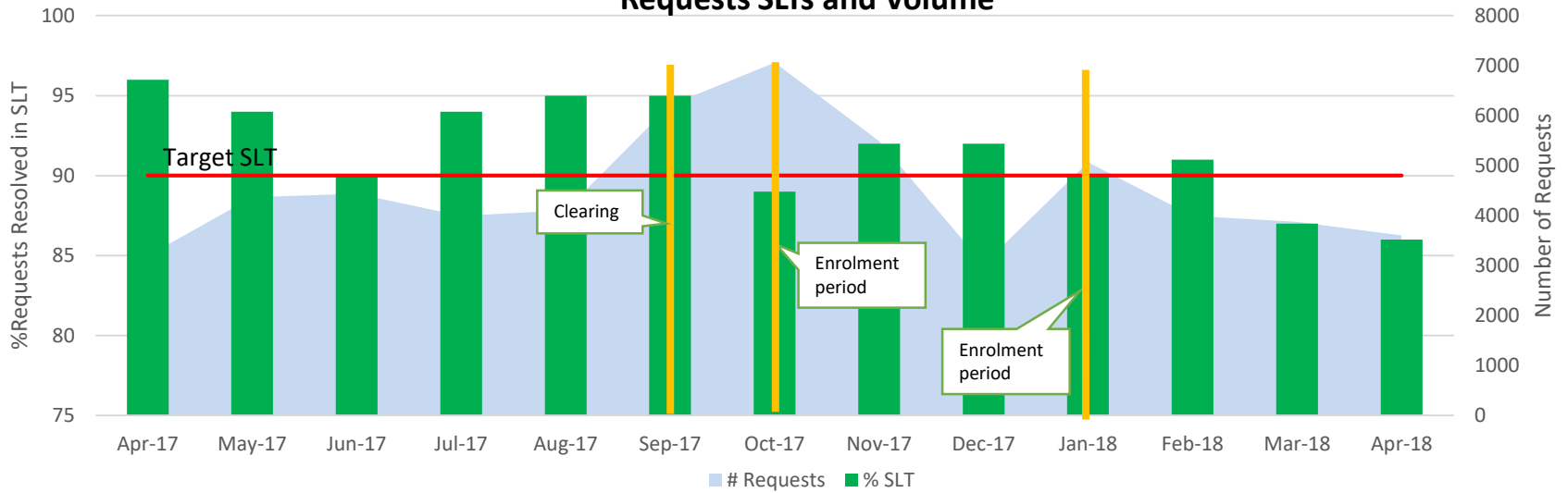
- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- ↑ Improvement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

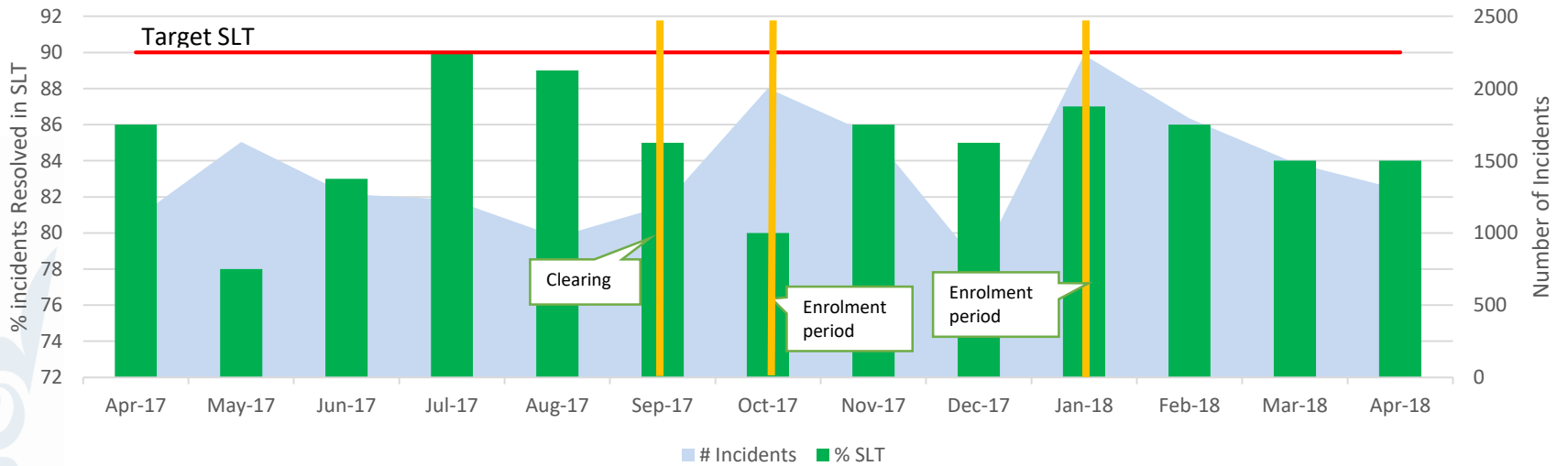
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs – April 2018

## Requests SLTs and Volume



## Incidents SLTs and Volume



# Service Desk Performance – April 2018

Measure	Target	Feb 18	Mar 18	Apr 18	Trend	Expected Trend
Received phone calls	-	2822	2683	2379		
Average Wait Time	25s	25s	22s	22s		
Abandon Rate (calls)	5%	13%	15%	16%		
FTF (First Time Fix)	75%	58%	55%	64%		
FLF (First Line Fix)	75%	61%	53%	57%		

ITS Ticket Volume	Feb 18	Mar 18	Apr 18	Trend	Expected Trend
	1110	835	813		
	2957	2844	2516		
	710	659	617		
	930	965	925		

## Commentary

- Service Desk performance continues to deteriorate.
- We have recently recruited additional contractors on the Service Desk in order to deal with the backlogs formed over the previous months and to improve the performance.

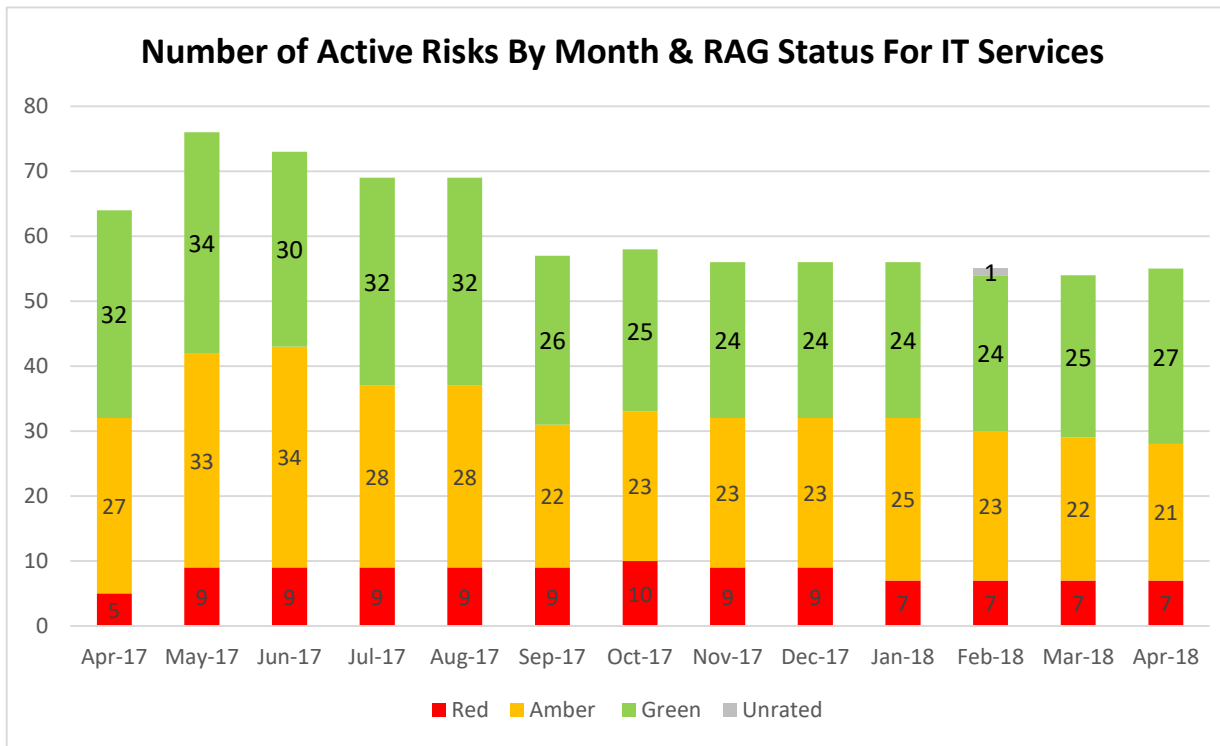
## Key

- 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 – April 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	1	55	0	↑

**Key**

- ↑ Deterioration over last month
- ↓ Improvement from last month
- ▭ No change from last month

# KPI Trend View – April 2018

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

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