Queen Mary
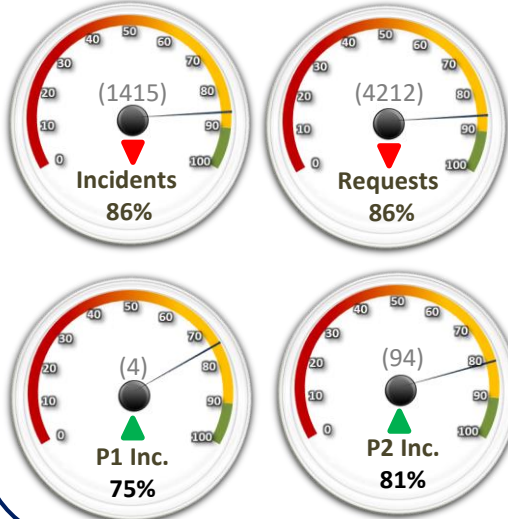## University of London

IT Services

Monthly KPI Report

Executive Summary – April 2019

KPI & Summary

(1415) Incidents 86%

(4212) Requests 86%

(4) P1 Inc. 75%

(94) P2 Inc. 81%

- There is an impact on Service levels as a result of sustained activity and loss of staff across IT
- Issues with the number of aged tickets in the Applications team and the discovery of some managed devices missing J and G storage drives has been formerly escalated
- The backlog previously experienced with the processing of email tickets has been reduced due to additional focus and resources in this area
- A plan of action has been drafted to help improve specific services and will be managed by the Journey to Service Excellence (JTSE) program
- The new Tech Bar based in the library has helped to reduce the impact on the service desk
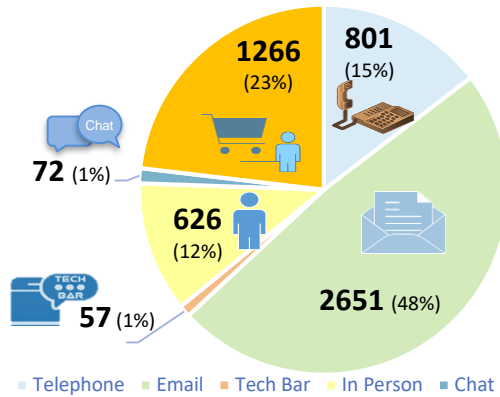
Customer Satisfaction
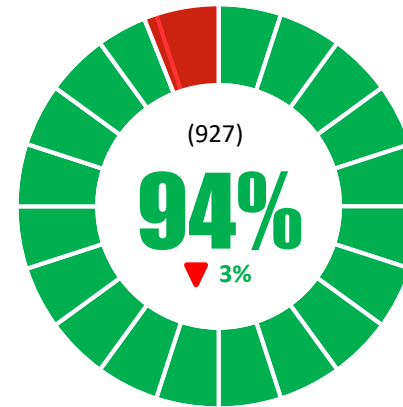
(927)

94% ▼ 3%

1 Major Incident

- 24/4 - MySIS Web Help Desk(SID) unavailable

Volumes

1266 (23%)

801 (15%)

Chat 72 (1%)

626 (12%)

57 (1%)

2651 (48%)

- There has been a drop in the ticket volumes by phone this month due to the Easter holidays and the new Tech Bar based in the library, all other areas of ticket volume have stabilised
- Contacts via Web Chat are continuing to increase on a month-by-month basis

Telephone ■ Email ■ Tech Bar ■ In Person ■ Chat ■ Self-Service

Critical Systems Availability

CYTD
▲ 0.2%
98.5%

Apr
▼ 0.8%
98.0%
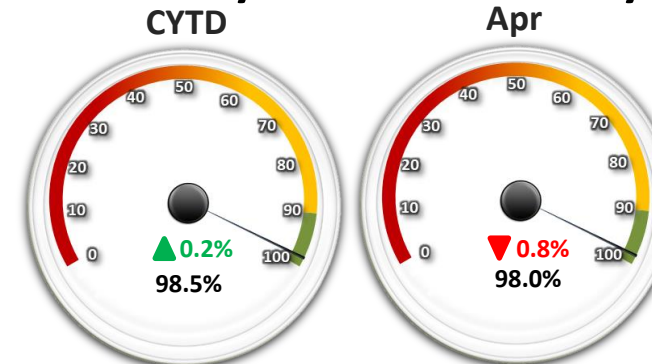
- Critical systems availability decreased in April due to the extended performance issues experienced with MySIS and Agresso EMarketplace

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KPI Trend View – April 2019

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Move
% Satisfied Customers for Incidents	92	95	97	95	94	95	95	96	95	95	97	96	92	↓
% Satisfied Customers for Requests	98	98	98	98	98	98	97	97	98	98	98	98	95	↓
All Incidents Closed By All ITS Depts. Within SLT	85	88	82	84	86	84	85	88	87	90	89	87	86	↓
All Requests Closed By All ITS Depts. Within SLT	86	91	88	89	87	94	91	86	91	89	90	89	86	↓
All Incidents Closed By Site Within SLT	86	84	81	81	84	78	81	83	83	86	84	85	85	—
All Requests Closed By Site Within SLT	88	92	89	89	86	87	86	87	92	89	91	89	88	↓
Service Desk Incidents Closed Within SLT	90	96	96	93	95	97	93	98	98	95	97	96	93	↓
Service Desk Requests Closed Within SLT	90	95	97	95	96	98	97	97	98	97	98	99	95	↓
Service Desk Telephone Response Within SLT	83	93	93	93	94	86	94	94	94	92	96	92	89	↓
All Incidents Closed By Campus Teams Within SLT	88	86	79	78	84	75	84	86	85	92	88	93	87	↓
All Requests Closed By Campus Teams Within SLT	93	93	89	87	87	88	87	90	93	92	92	94	93	↓
Change Management Implementation														↑
Service Desk Email Triage				100	100	84	100	100	100	52	64	59	86	↑

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

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

Key

↑ Improvement over last month

↓ Deterioration from last month

— No change from last month

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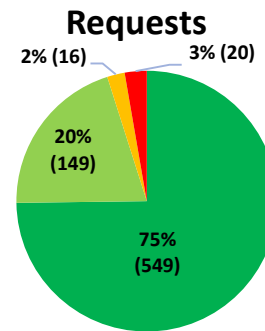# Customer Satisfaction – April 2019

Customer Feedback

This month we received 927 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of **18%** (which is slightly below the usual average of 20% received).
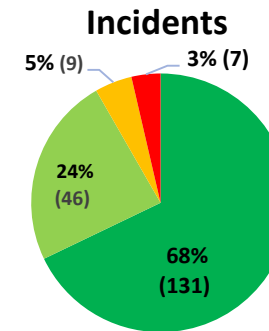
You can email your feedback by selecting one of the following links on your resolution email;

Delighted Happy Un-Happy Disgruntled

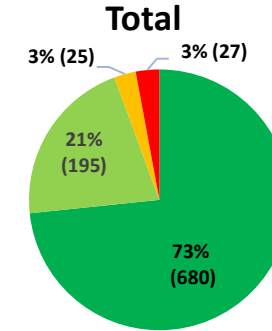We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests

- 2% (16)
- 3% (20)
- 20% (149)
- 75% (549)

95%
(734)

Incidents

- 5% (9)
- 3% (7)
- 24% (46)
- 68% (131)

92%
(193)

Total

- 3% (25)
- 3% (27)
- 21% (195)
- 73% (680)

94%
(927)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

I am very pleased with the way IT handled my reporting of phishing attempt..

I sat an hour on the phone discussing this problem, and it was then a further week before I received a message saying someone would come to look at it
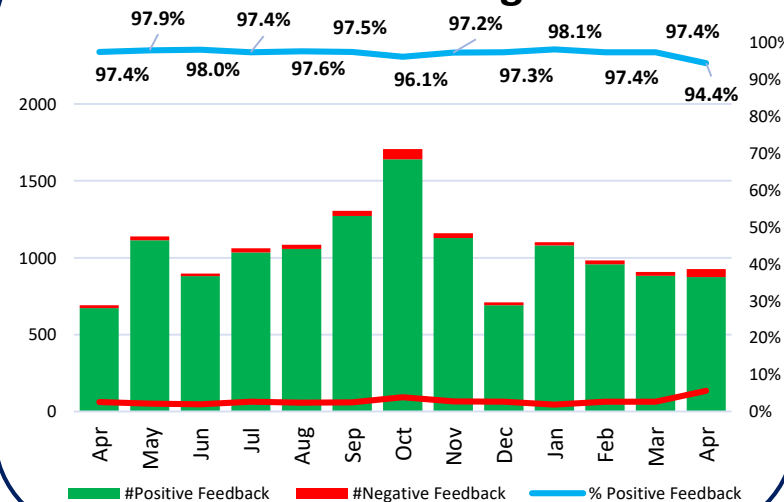
Is there any chance I can receive a reply?

Thank you, for your speedy reply and quick resolution

Without your assistance, the training sessions would not have been delivered

Delighted, absolutely 1st Class.

Positive Vs Negative

97.9% 97.4% 97.5% 97.2% 98.1% 97.4%
97.4% 98.0% 97.6% 96.1% 97.3% 97.4% 94.4%

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr

■ #Positive Feedback ■ #Negative Feedback — % Positive Feedback

Commentary

- Customer Satisfaction has dropped this month due to issues with QMplus and MyHR not being resolved in a timely manner

- Customer Services Management training for all ITS staff was completed earlier in the year. We have now put together a plan of action to help further improve our services which will be managed through the Journey to Service Excellence program

Activities for the month of April 2019

Research Excellence

Research Tickets Resolved
142

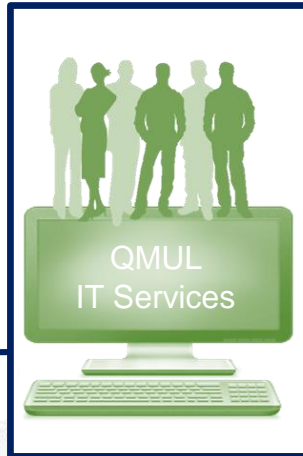Research Grant Bids
168

Research Grants Awarded
53

Public Engagement

Guest Wi-Fi:
240 users
3,425 sessions

Events Wi-Fi:
909 users
20,888 sessions

Teaching Excellence

Logins to QMPLUS
631,874

AV Teaching activities Supported
444

Reported AV Issues
41

Supported teaching spaces
Approx. **177**

2,772
Videos played
11,258
times within QMplus

QMUL
IT Services

Hours of Q-review
2,850
Playbacks

Growth

7
New desktops/laptops Deployed

Approx. **90,923**
Registered accounts

Total data stored
926 terabytes

International

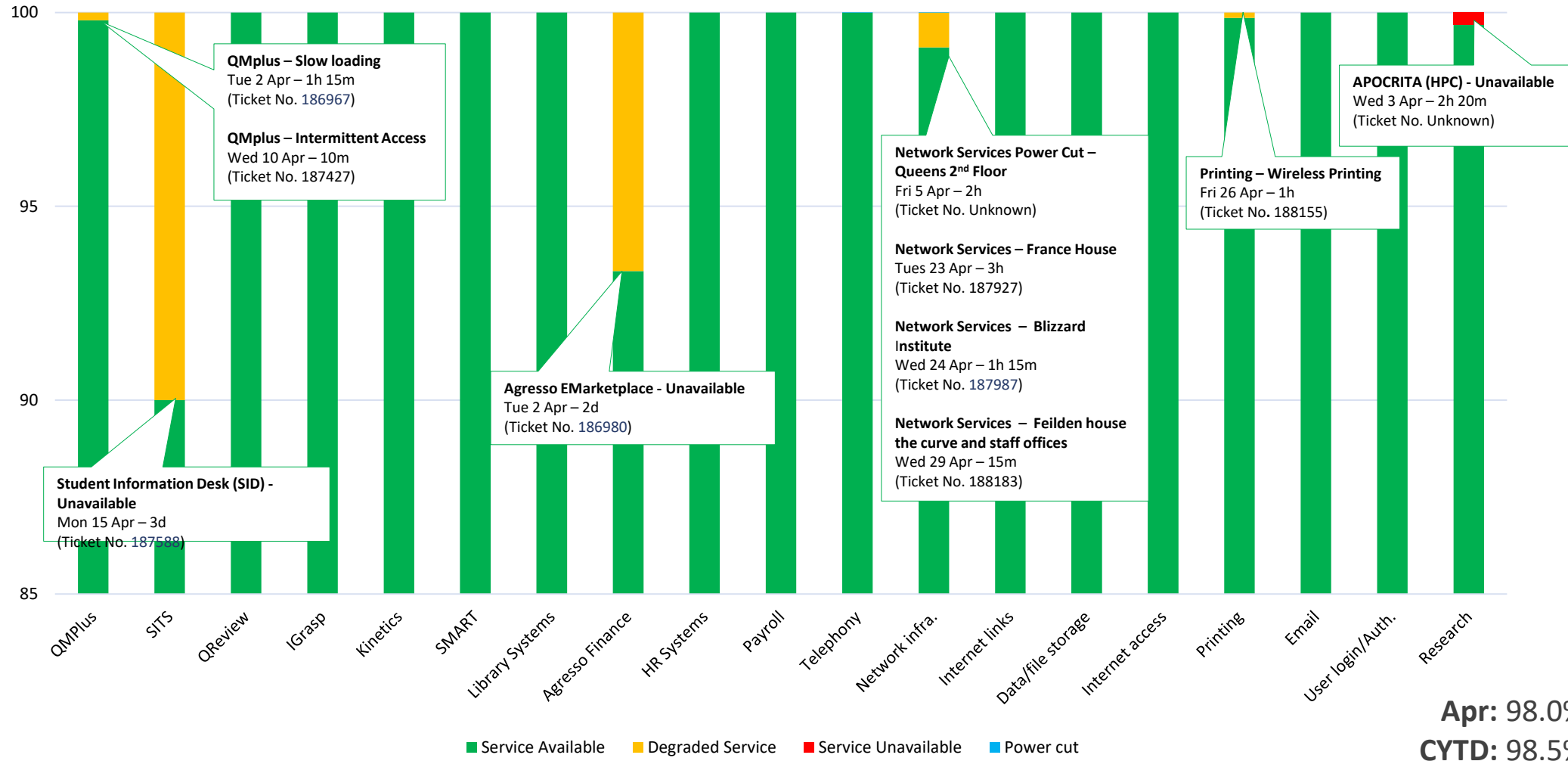Distance learning (Beijing and Nanchang QMPLUS logins):
238,568

Sustainability

33,492
Pages sent and not printed

1/2

ITS Critical Systems Availability – April 2019

QMplus – Slow loading
Tue 2 Apr – 1h 15m
(Ticket No. 186967)

QMplus – Intermittent Access
Wed 10 Apr – 10m
(Ticket No. 187427)

APOCRITA (HPC) - Unavailable
Wed 3 Apr – 2h 20m
(Ticket No. Unknown)

Network Services Power Cut – Queens 2nd Floor
Fri 5 Apr – 2h
(Ticket No. Unknown)

Network Services – France House
Tues 23 Apr – 3h
(Ticket No. 187927)

Network Services – Blizzard Institute
Wed 24 Apr – 1h 15m
(Ticket No. 187987)

Network Services – Feilden house the curve and staff offices
Wed 29 Apr – 15m
(Ticket No. 188183)

Printing – Wireless Printing
Fri 26 Apr – 1h
(Ticket No. 188155)

Agresso EMarketplace - Unavailable
Tue 2 Apr – 2d
(Ticket No. 186980)

Student Information Desk (SID) - Unavailable
Mon 15 Apr – 3d
(Ticket No. 187588)

Legend:
- Service Available
- Degraded Service
- Service Unavailable
- Power cut

Categories: 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

Apr: 98.0%
CYTD: 98.5%

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Major & High Priority Incidents – April 2019

MI Number	Date	Duration	Service Affected – Impact	Status
187588	Mon 15 Apr 10:00	3d	**SID** – Users were unable to access the Student Information Desk (SID) to log support calls via MySIS **Cause:** Sequel Query error in locating data from our database **Action:** Escalated to Tribal (Vendor) to resolve. Tribal identified and resolves the Sequel query error	Resolved

Root Causes

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
ITS 3rd Party												1	
External			2	1	1	1	2			1	1		
ITS		1							1				1

High Priority Incidents – April 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
186980	Tue 2 Apr 10:30	2d	**Agresso** – Users were were unable to purchase goods via the Agresso EMarketplace **Cause:** Agresso upgrade caused issues with using the Agresso EMarketplace to place orders **Action:** A fix was developed and deployed	Resolved
186967	Tue 2 Apr 09:45	1h 15m	**QMplus** – Some users were experiencing intermittent access to QMplus **Cause:** The vendor (ULCC) experienced an infrastructure failure **Action:** ULCC restarted the failed component (shibd daemon)	Resolved
Unknown	Wed 3 Apr 09:15	2h 20m	**Apocrita (HPC)** – Users were unable to access the High Performance Custer (HPC) to run research algorithms **Cause:** A network loop that was created by incorrectly patching a network cable into the wrong switch port **Action:** The network cable was removed	Resolved
Unknown	Fri 5 Apr 11:20	2h	**Network (Power Failure)** – Users experienced loss of Network Services on the second floor of Queens building **Cause:** Power failure to sockets on the second floor **Action:** Reported to Estates who restored the power	Resolved
187427	Wed 10 Apr 15:00	10m	**QMplus** – Some users were experiencing intermittent access to QMplus **Cause:** The vendor (ULCC) experienced an infrastructure failure **Action:** ULCC rectified the issue	Resolved

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High Priority Incidents – April 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
187927	Tue 23 Apr 10:40	3h	**Network** – Some users at France House were unable to connect to the QMUL network **Cause:** A known CISCO bug caused the network switches to fail **Action:** Re-started the network switches	Resolved
187987	Wed 24 Apr 09:45	1h 15m	**Network** – Some users at Blizzard Institute were unable to connect to the QMUL network **Cause:** A known CISCO bug caused the network equipment to fail **Action:** Re-started the network switches	Resolved
188016	Wed 24 Apr 14:39	18h	**IT Service Desk Mailbox** – Users were unable to contact the IT Service desk via servicedesk@qmul.ac.uk & it-helpdesk@qmul.ac.uk **Cause:** Overloaded inbox, with no alerting in place **Action:** Removed unnecessary mail items	Resolved
188155	Fr 26 Apr 13:00	1h	**Network** – Some students were unable to print wirelessly **Cause:** The print queue was overloaded **Action:** Cleared the backlog of print jobs	Resolved
188183	Wed 29 Apr 08:00	15m	**Network** – Some users at Feilden House and The Curve were unable to connect to the QMUL network **Cause:** A known CISCO bug caused the network switches to fail **Action:** Re-started the network switches	Resolved

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Planned Maintenance – April 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13416	02 Apr	2h	**QMplus & QMplus Hub** – Users were unable to access the services during the maintenance period	Maintenance	Implemented
13452	02 Apr	30m	**Wireless Service** – Users in Pooley House were unable to access the wireless network during the maintenance period	Maintenance	Implemented
13478	08 Apr	4h	**Elements/Publists** – Users were unable to access the library system Elements during the upgrade	Upgrade	Implemented
13396	14 Apr	4.5h	**Password Reset Manager** – All registered users were unable to access the service to reset their password and/or unlock their account during the upgrade	Upgrade	Implemented
13457	20 Apr	8h	**Student Teaching Service** – Users from English & Drama; History; Geography; Law; Language, Linguistics & film; may have experience some disruption when using a Teaching Service PC during the maintenance period	Maintenance	Implemented
13479	23 Apr	30m	**Network Service** – Staff users in Mile End Library, School of Law, Legacy Student Service back bone may have experienced a loss of network services for 10 minutes during the maintenance period	Maintenance	Implemented
13480	24 Apr	30m	**Network Service** – Users in the School of Biological and Chemical Sciences (Chemistry), School of English and Drama, Basic Medical Sciences and the MDL Student labs in the Bancroft building may have experienced a loss of network services for 10 minutes during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – April 2019

Measure	Target	Feb 19	Mar 19	Apr 19	Trend	Expected Trend
Incidents Raised	-	1347	1240	1415	⬆	⬇
Number of Incidents Resolved	-	1200	1052	1175	⬆	⬇
Incidents Resolved within SLT	90%	89%	87%	86%	🔻	🔻
Resolution Time P1	4h	50%	33%	75%	🔺	🔺
Resolution Time P2	1 BD	71%	76%	81%	🔺	🔺
Resolution Time P3	3 BD	90%	88%	86%	🔻	🔻
Resolution Time P4	5 BD	92%	88%	97%	🟢⬆	🟩—
Resolution Time P5	20 BD	100%	95%	87%	🔻	🟩—
Requests Raised	-	4578	4607	4212	⬇	⬇
Number of Requests Resolved	-	4213	4292	3859	⬇	⬇
Requests Resolved within SLT	90%	90%	89%	86%	🔻	🟥—
Reopened tickets	3%	172 (3%)	167 (3%)	139 (3%)	🟩—	🟩—

Commentary

- There is an impact on Service levels as a result of sustained activity and loss of staff across IT

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)
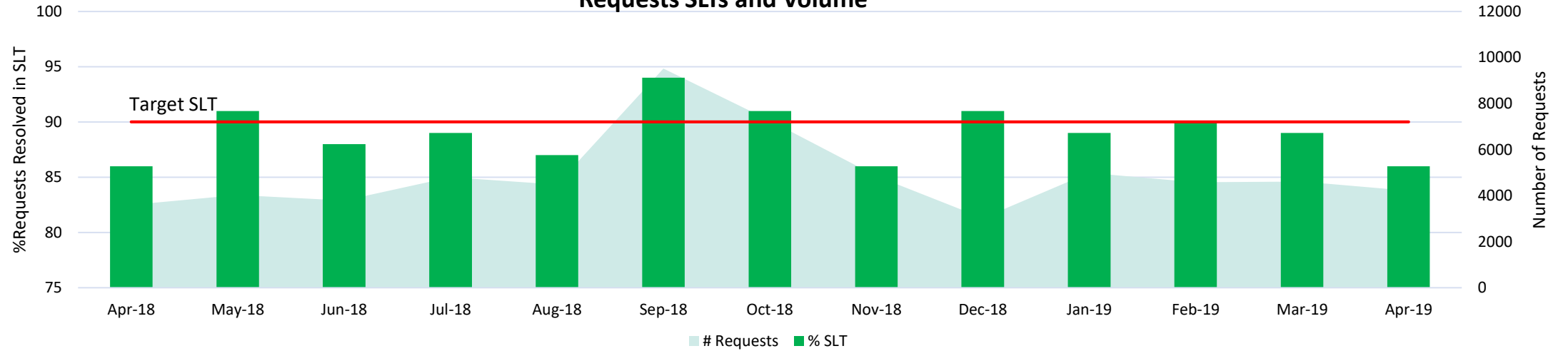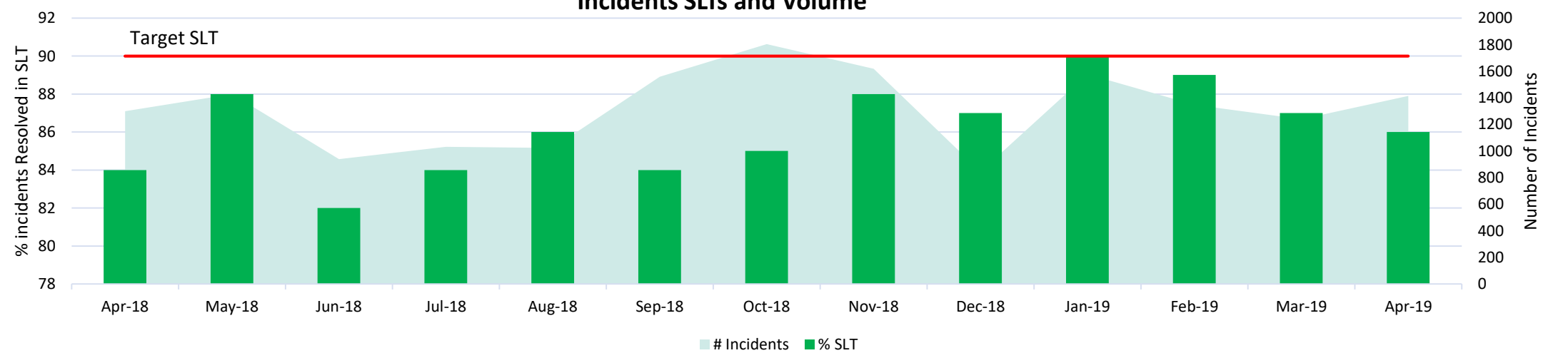
Service Desk Performance – April 2019

Measure	Target	Feb 19	Mar 19	Apr 19	Trend	Expected Trend
Received Phone Calls	-	2109	2430	2318	⬇ (white)	⬇ (white)
Average Wait Time	25s	11s	13s	16s	⬇ (green)	▬ (green)
Abandon Rate (Calls)	5%	3%	7%	10%	⬇ (red)	▬ (green)
FTF (First Time Fix)	75%	58%	58%	63%	⬆ (red)	▬ (red)
FLF (First Line Fix)	75%	55%	52%	54%	⬆ (red)	▬ (red)
Email Triage	90%	64%	59%	86%	⬆ (red)	▬ (red)

Commentary

- The backlog previously experienced with the processing of email tickets has been reduced due to additional focus and resources in this area

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 but breaching SLT

⬇ (red) Deterioration from last month and 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

Ticket Source – April 2019

ITS Ticket Volume	Feb 19	Mar 19	Apr 19	Trend	Expected Trend
☎ (Phone)	1026	1124	801	⬇	⬆
@ (Email)	2684	2624	2651	⬆	⬇
🧑‍💼 (In person)	754	690	626	⬇	⬇
🧍 (Self-Service)	1253	1186	1266	⬆	⬆
Live Chat	73	74	72	⬇	⬆
TECH BAR	N/A	N/A	57	—	—

Commentary

- Emails to the Service Desk should only be used for low priority requests. Please use the Ivanti Self-Service Portal for all requests. If urgent, Phone or use IT Web Chat
- Ticket volumes by phone have dropped this month due to the Easter holidays and the new Tech Bar. All other areas of ticket volume have stabilised

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 but breaching SLT

⬇ (red) Deterioration from last month and 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 – April 2019

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

Stacked bar chart showing Red, Amber, Green risk counts by month:

Month	Green	Amber	Red
Apr-18	27	21	7
May-18	27	22	6
Jun-18	27	18	5
Jul-18	25	18	7
Aug-18	21	17	7
Sep-18	22	21	6
Oct-18	22	21	6
Nov-18	20	21	6
Dec-18	20	21	6
Jan-19	18	19	5
Feb-19	18	21	5
Mar-19	20	23	5
Apr-19	20	26	5

Legend: ■ Red ■ Amber ■ Green ■ Unrated

New Risks (Top 2):
1. Legacy UPS are in poor condition and may be hazardous
2. Some managed devices are unable to centrally back up data as they do not have a local Network file store (J and G drive)

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	3	51	0	↑

Top Risks:

- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped

- **Secure Access to Critical Systems** – Following the implementation of the technical solution for Multi Factor Authentication in August, we are now able to apply it to additional systems

- **Phishing** – Enhanced protection against SPAM and Phishing email has been applied to all Office 365 mailboxes

- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

- **Some Managed Devices unable to back up data-** Users saving data on the C drive unknowingly as the device does not have G or J drive mapped

Key

↑ Deterioration over last month

↓ Improvement from last month

▭ No change from last month

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

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