



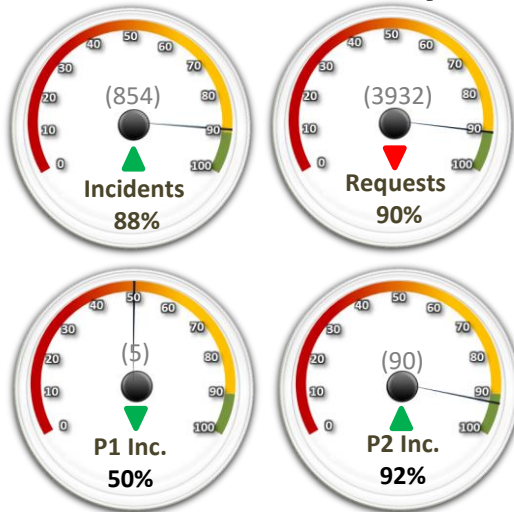
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

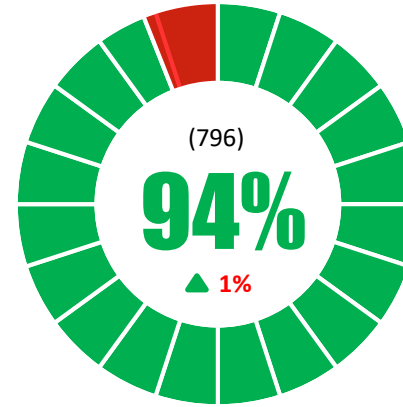
KPI & Summary



- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working due to the Coronavirus
- Overall KPI trend has continued to improve as home working became the norm.
- Two new Assistant Directors have joined IT Services and a Third is to join mid May. Together they will help deliver the Digital Workplace Programme and the enabling plans
- There is a new focus on reducing the volume of aged tickets in our IT ticketing system
- QMplus has not been migrated to the cloud which will provide better stability and scalability in the coming months

*KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction



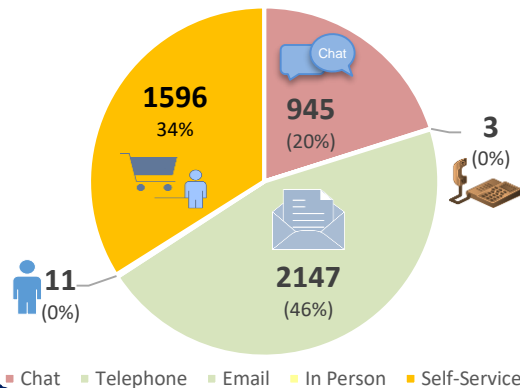
Definitions

- 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

3 Major Incident

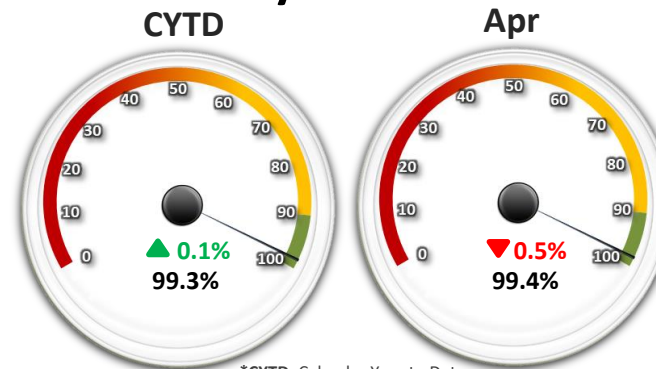
- Power Outage – 11/04 – Network and EECS unavailable
- Blackboard Collaborate – 20/04 - Inaccessible
- QMplus – 25/04 – Modules inaccessible

Volumes



- The three Major Incidents this month contributed to the ticket volume received by email mainly raised out of hours.
- Chat has continued to increase as users have found this service accessible and productive.
- The main areas tickets were raised in are similar to last month; VDI, MyHR and Laptop software.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability decreased this month due to the three Major Incidents
- Working from home has identified further critical systems

KPI Trend View

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Move
% Satisfied Customers for Incidents	92	95	96	95	94	95	94	91	93	95	88	92	92	▬
% Satisfied Customers for Requests	95	98	98	98	97	95	95	97	98	97	95	93	94	↑
All Incidents Closed By All ITS Depts. Within SLT	86	81	79	76	67	77	75	76	79	86	79	83	87	↑
All Requests Closed By All ITS Depts. Within SLT	86	85	86	87	88	93	88	86	84	90	89	92	90	↓
All Incidents Closed By Site Within SLT	85	78	80	74	69	69	69	71	78	78	87	80	80	▬
All Requests Closed By Site Within SLT	88	85	86	89	88	85	87	88	84	90	72	92	87	↓
Service Desk Incidents Closed Within SLT	93	95	97	91	69	87	86	93	97	98	98	95	97	↑
Service Desk Requests Closed Within SLT	95	95	97	91	90	97	87	94	97	97	97	97	98	↑
Service Desk Telephone Response Within SLT	89	94	83	78	61	41	62	83	88	87	85	60	▬	▬
All Incidents Closed By Campus Teams Within SLT	87	85	83	76	67	64	58	57	68	75	56	54	62	↑
All Requests Closed By Campus Teams Within SLT	93	90	90	89	87	85	85	84	84	86	78	83	67	↓
Change Management Implementation														↓
Service Desk Email Triage	86	98	100	87	79	58	58	94	96	95	97	79	100	↑

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

Customer Satisfaction

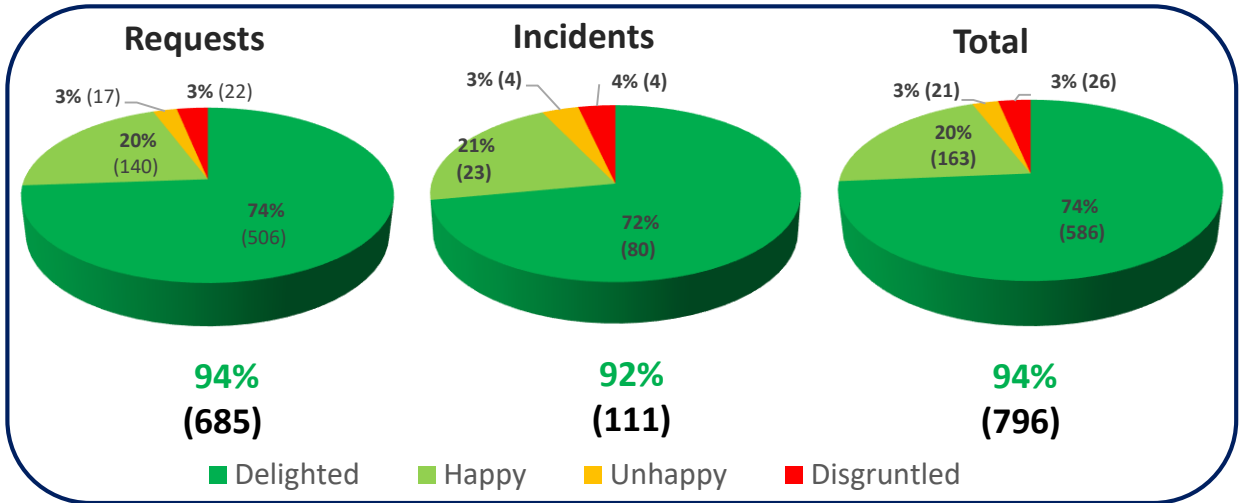
Customer Feedback

This month we received 796 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **16%** (which is below the average 18% 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

Many thanks indeed for the help and it is very timely during this unprecedented pandemic in our life

My line manager needs to provide my phone number to IT services. This is an extremely inefficient service.

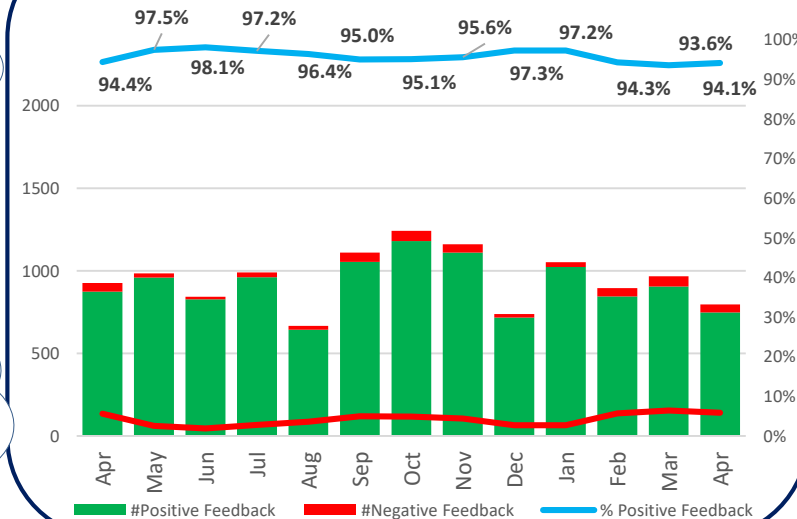
This has not been resolved so it shouldn't be fulfilled! Prior to working from home, MS Projects was not installed on my laptop.

I know you are all very busy, but you have still managed a very quick response and resolution.

I was impressed with how fast and efficiently my problem was dealt with. Really satisfied that my problem was solved.

I have to ask my line manager to make the request on my behalf. I'm a programme convenor and line manager to a team of teachers. Disappointed that this is

Positive Vs Negative

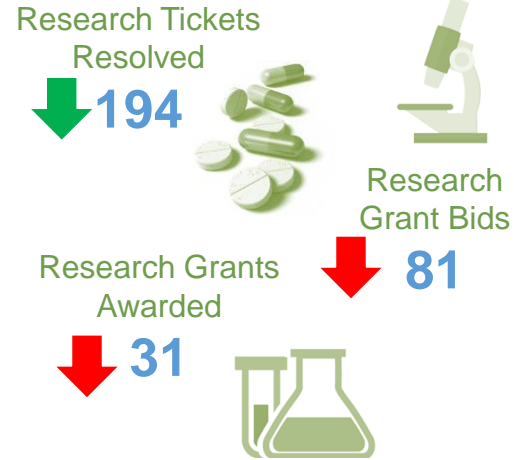


Commentary

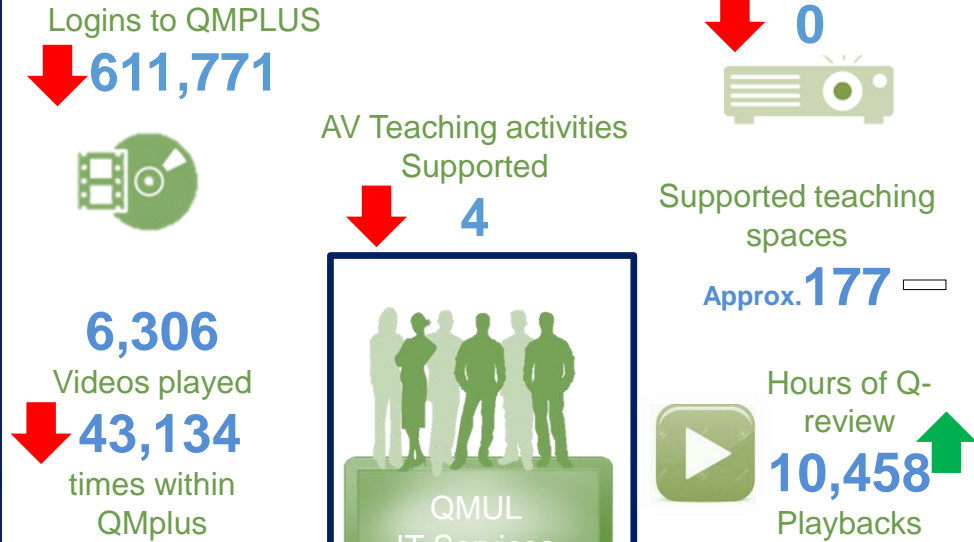
- Customer Satisfaction for requests increased slightly this month, but overall remains below the 95% target.
- Feedback this month relate to delays in responding to requests for access and set up of MFA, MyHR and remote working.
- The IT Service Management tool replacement project has is on hold.

Activities for the month of Apr 2020

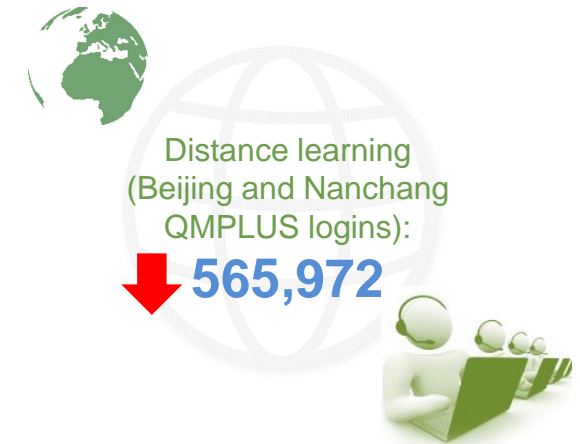
Research Excellence



Teaching Excellence



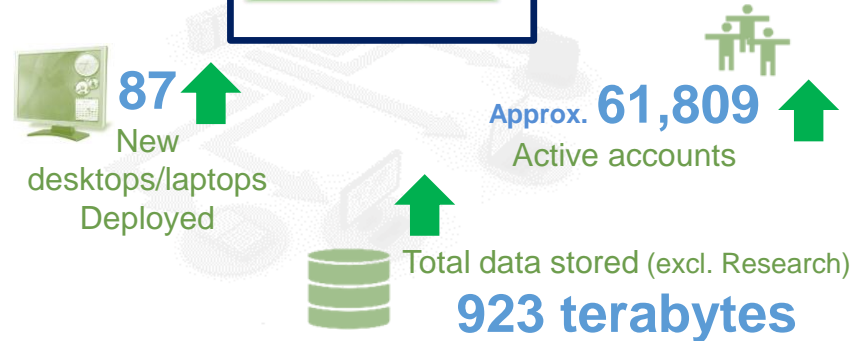
International



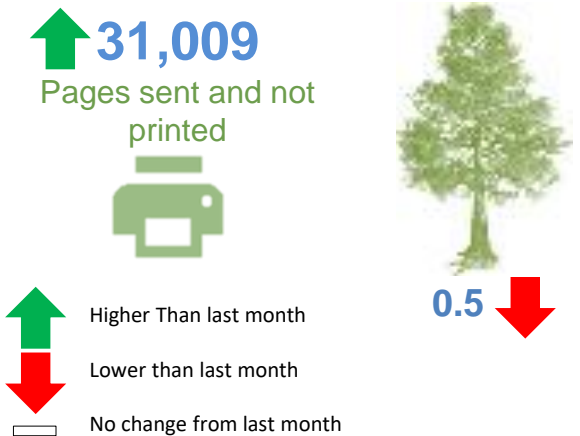
Public Engagement



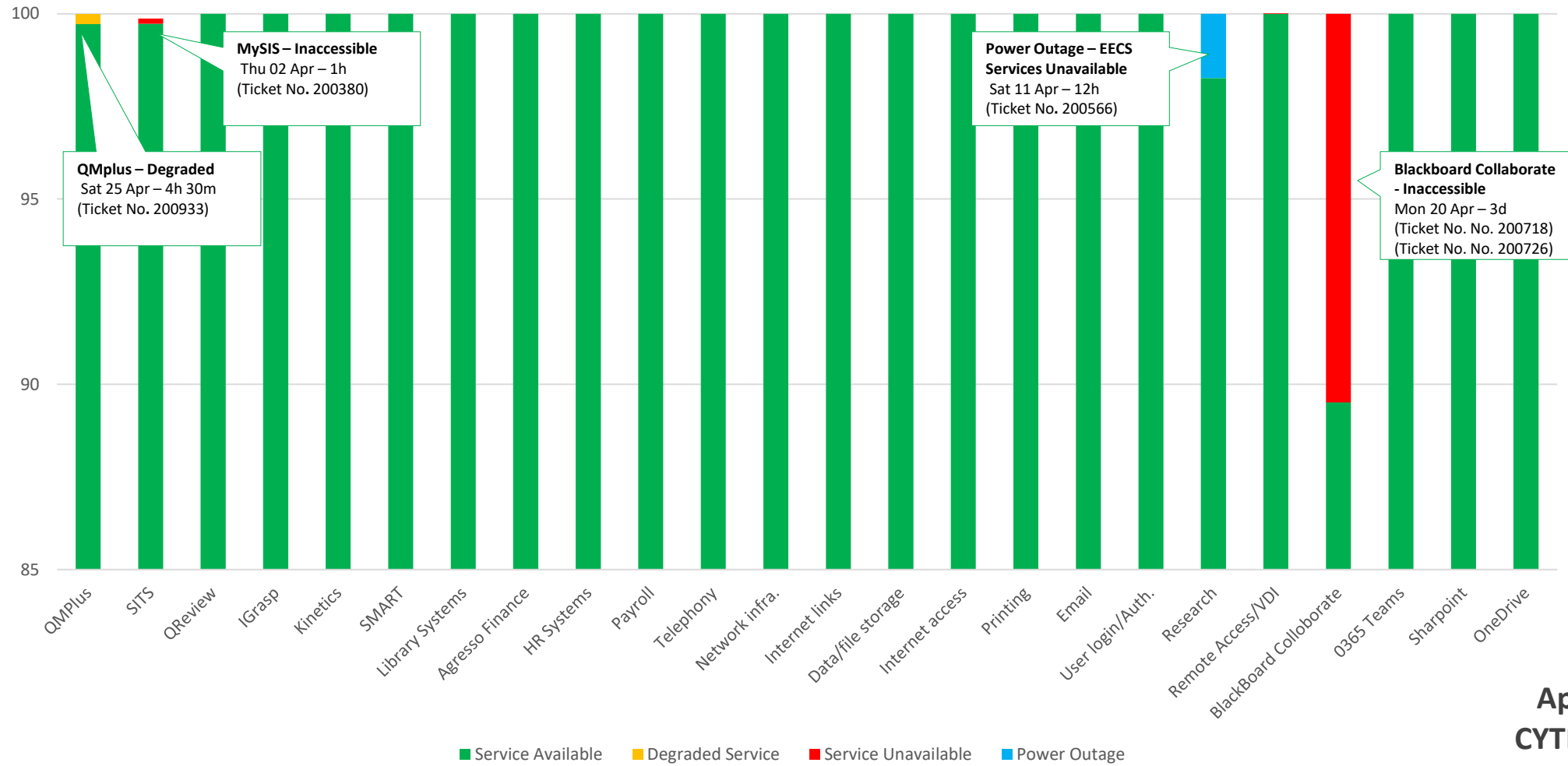
Growth



Sustainability

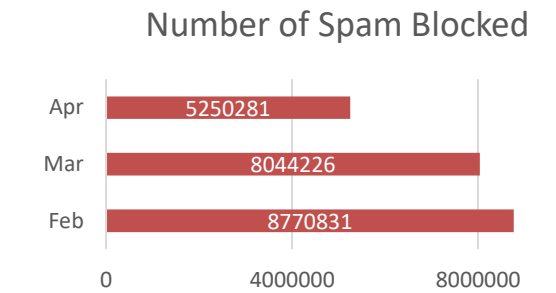
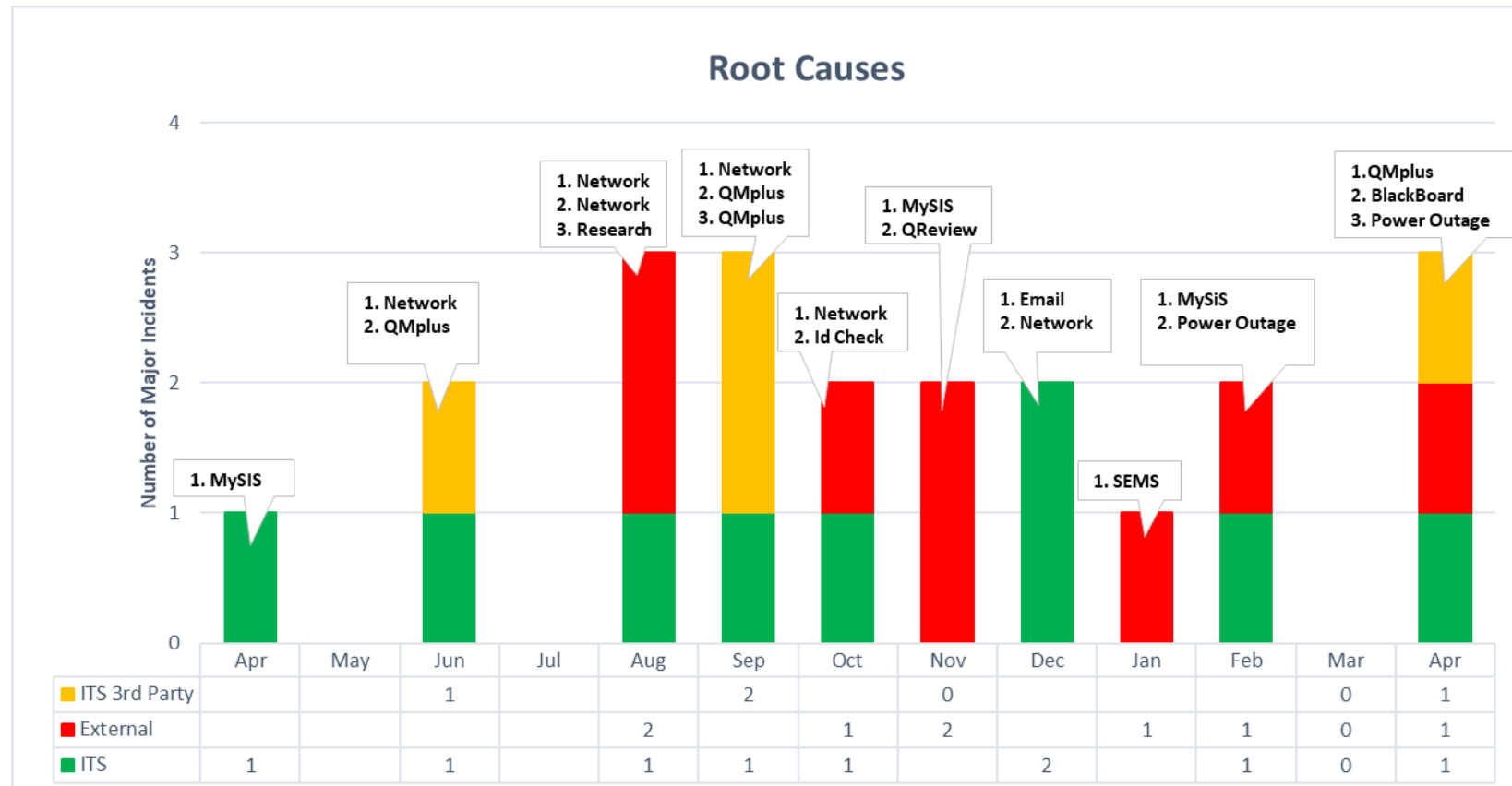


ITS Critical Systems Availability



Apr: 99.4%
CYTD: 99.3%

Major & High Priority Incidents



Key

- Source of Incident identified to be with 3rd Party Vendor ■
- Source of Incident identified to be outside of ITS e.g. power ■
- Source of Incident identified to be within ITS ■

Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
200718 200726	Mon 20 Apr 11:30	3d	Blackboard Collaborate & Turnitin – Users were unable to access Virtual classrooms via QMplus using Blackboard Collaborate. Cause: ULCC omitted a required restart as part of a change they carried out that morning Action: Escalated to ULCC investigate and restart of the web server	Resolved
200566 200565	Sat 11 Apr	3d	Power Outage – Some EECS users were unable to remote access to EECS services Cause: Network Switches were unable to restart automatically because of the tripped power breakers Action: The tripped power breakers were restored by security which allowed the Network Switches to reboot	Resolved
200933	Sat 25 Apr	4h 30m	QMplus – Student were unable to access modules they had been enrolled on in QMplus Cause: Enrolment mapping file failed to upload automatically Action: Manual upload of the enrolment mapping file	Resolved
HPI Number	Date	Duration	Service Affected – Impact	Status
200380	Thu 02 Apr 07:45	1h	MySIS – Users were unable to access MySIS. Cause: A network change 14618 to the Vlan on the DC firewall Action: Change was rolled back	Resolved
200386	Thu 02 Apr 09:41	20m	Jobs Listings, Costing Questionnaire, QMPlus Enrolment Mappings & PHD Skills Point Database – Users were unable to access these services and more that were hosted on several unresponsive Tom Cat servers. Cause: A network change 14618 to the Vlan on the DC firewall Action: Change was rolled back	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14618	01 Apr	1h 30m	Network – Users were unable to access Active Directory, Ivanti (LANDesk), Cognos, SITS, Apache, Shibboleth, Symphony, SITS and QMRO for 15 mins during the maintenance period.	Maintenance	Implemented
14711	04 Apr	9h	MyHR and Webview Resourcelink – Users were unable to access MyHR and Webview Resourcelink during the maintenance window	Maintenance	Implemented
14735	04 Apr	5h	SITS – Users were unable to access SITS during the maintenance period.	Maintenance	Implemented
14618	06 Apr	1h 30m	Network – Users were unable to access Active Directory, Ivanti (LANDesk), Cognos, SITS, Apache, Shibboleth, Symphony, SITS and QMRO for 15 mins during the maintenance period.	Maintenance	Implemented
14670	08 Apr	1h 30m	Network – Users were unable to access Docker services, LAMP, Ivanti (LANDesk), PowerBI, Q-Review, Agresso, Kinetics, Alterx and Cohort for 15 mins during the maintenance period.	Maintenance	Implemented

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14671	09 Apr	1h 30m	Network – Users were unable to access Library-DMS and Q-Pulse for 15 mins during the maintenance period.	Maintenance	Implemented
14770	17 Apr	30m	Staff Directory – Users were unable to access the staff directory update website update.dir.qmul.ac.uk during the maintenance period.	Maintenance	Implemented
14787	24 Apr	2h	QMplus – Users were unable to access Qmplus to view study material during the maintenance period.	Maintenance	Implemented
14800	30 Apr	30m	Direct Access – Users with managed devices were unable to connect via direct access for services remotely during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Feb 20	Mar 20	Apr 20	Trend	Expected Trend
Incidents Raised	-	936	997	854	↓	↓
Number of Incidents Resolved	-	941	850	859	↑	↑
Incidents Resolved within SLT	90%	79%	83%	87%	↑	↑
Resolution Time P1	4h	50%	100%	50%	↓	—
Resolution Time P2	1 BD	65%	65%	92%	↑	↑
Resolution Time P3	3 BD	81%	84%	86%	↑	↑
Resolution Time P4	5 BD	90%	80%	100%	↑	↑
Resolution Time P5	20 BD	91%	100%	100%	—	—
Requests Raised	-	4918	5419	3932	↓	↑
Number of Requests Resolved	-	4696	5055	3989	↓	↑
Requests Resolved within SLT	90%	89%	92%	90%	↓	—
Reopened tickets	3%	77 (1%)	123 (2%)	105 (2%)	↓	—

Commentary

- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working requirements for the Coronavirus
- Ticket volumes have decreased this month as expected due to the Easter break and staff and students now predominately working from home.
- Overall KPI trend continues to improve as home working becomes the norm.
- There is a new focus on reducing the volume of aged tickets that have been on the system for a while

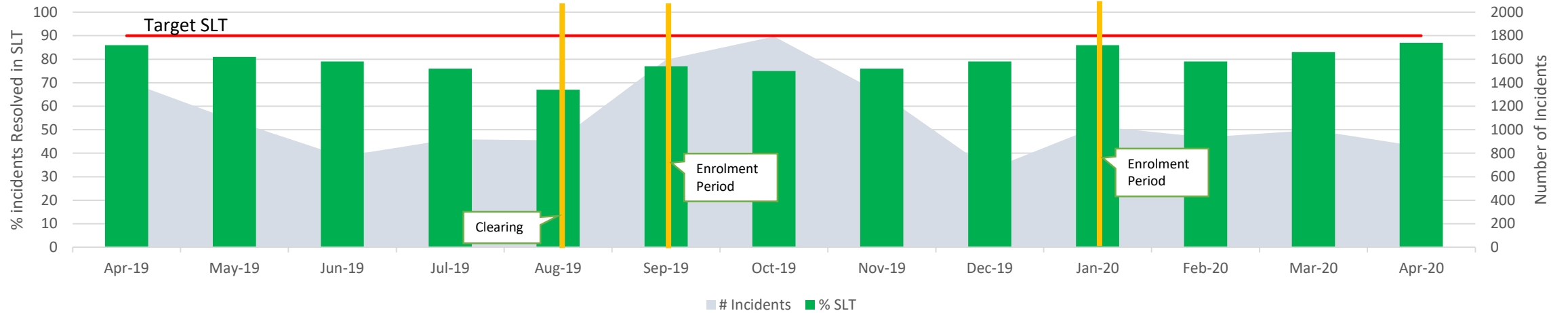
Key

- 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)

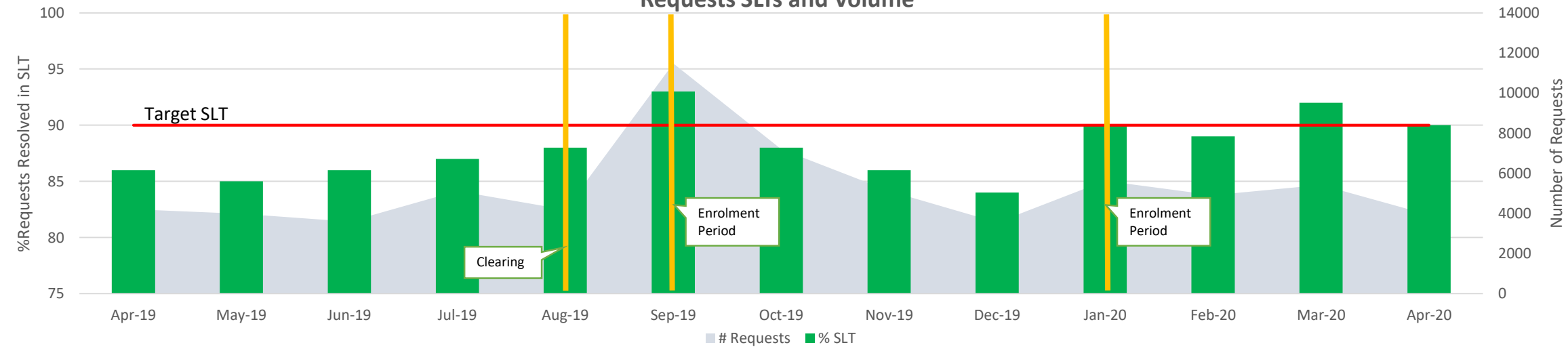
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume












Service Desk Performance

Measure	Target	Feb 20	Mar 20	Apr 20	Trend	Expected Trend
Received Phone Calls	-	1976	1718	—	↓	↓
Average Wait Time	25s	25s	56s	—	—	—
Abandon Rate (Calls)	5%	14%	39%	—	—	—
FTF (First Time Fix)	75%	59%	71%	79%	↑	—
FLF (First Line Fix)	75%	53%	67%	71%	↑	↑
Email Triage	90%	97%	79%	100%	↓	↑

Commentary







- Calls to the Service desk were suspended mid March as QMUL moved to home working.
- First time Fix increased this month as the Service Desk focused on quickly dealing with home working tickets on VDI, access to MyHR and software install.

Key

-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
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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

ITS Ticket Volume	Feb 20	Mar 20	Apr 20	Trend	Expected Trend
	875	584	3	↓	↓
	2493	3060	2147	↓	↓
	582	417	11	↓	↓
	1682	1650	1596	↓	↑
	125	626	945	↑	↑
	0	0	0	—	—

Commentary

- The Service Desk began operating remotely mid March.
- The three Major Incidents this month contributed to the ticket volume received by email mainly raised out of hours.
- Chat has continued to increase as users have found this service accessible and productive.
- Ticket volumes via telephone decreased as the Service Desk were unable to take calls whilst working remotely.
- The main areas tickets were raised in are similar to last month; VDI, MyHR and Laptop software.

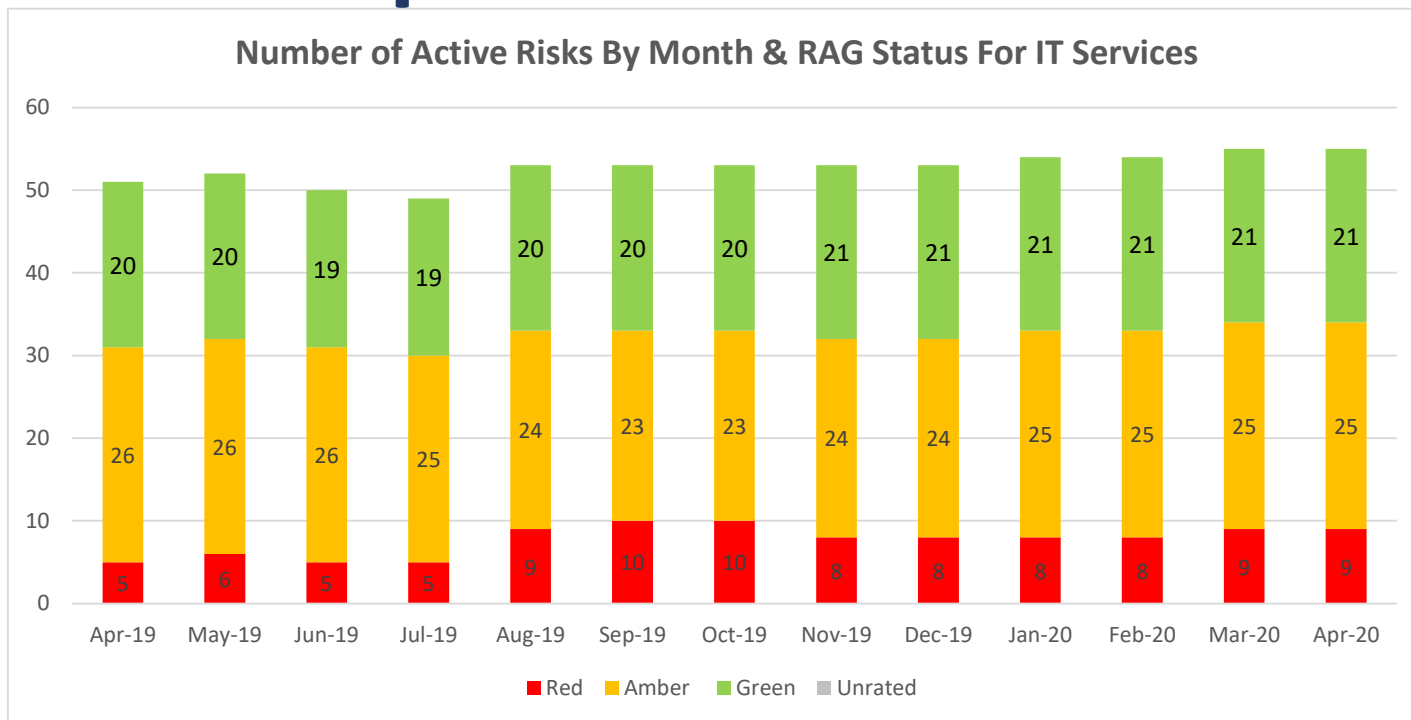
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Risk Report



Top Risk: Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information could result in a possible information security incidents

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	54	0	▬

Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Malware detected in SEMs remedial actions have been deployed
- **Information Security** – Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information could result in a possible information security breach
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work
- **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** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show a low volume of traffic this month

Key

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ▬ No change from last month



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

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