



Queen Mary

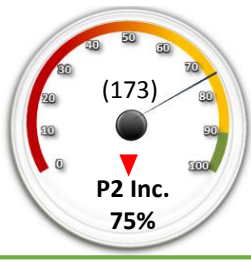
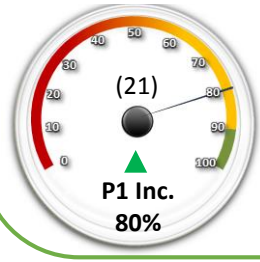
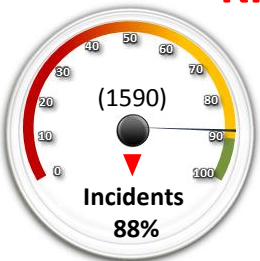
University of London

IT Services

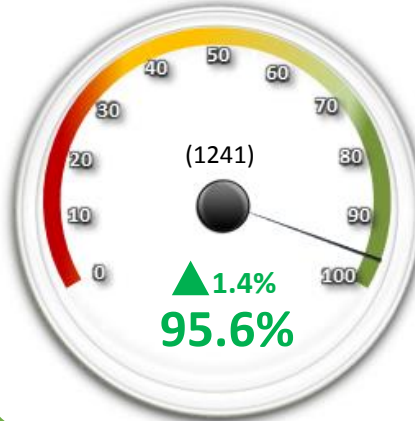
Executive Summary – April 2016

KPI

Greater focus from the ITS resolver teams in ensuring that tickets are updated accordingly following the resolution of a P1 ticket hence the large increase from the previous month (28%). As a whole, the Incident KPI remains stable (whilst just under SLT) and the Request KPI continues to increase since the start of the year.



Customer Satisfaction



Definitions

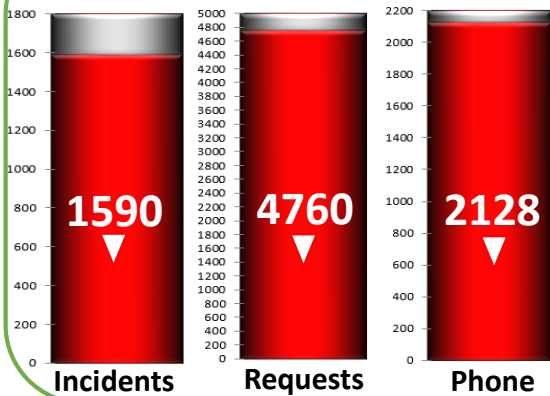
- CYTD: Calendar Year to Date
- DC: Datacentre 1 and/or 2
- DTL: Domain Team Lead
- KPI: Key Performance Indicator
- MI: Major Incident
- P1: Priority 1 Incident (High)
- SLT: Service Level Target

Major Incidents

2

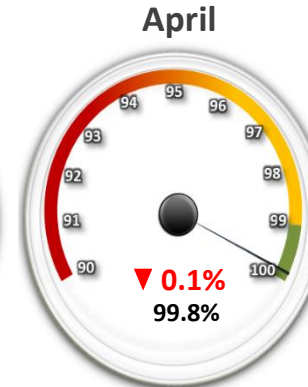
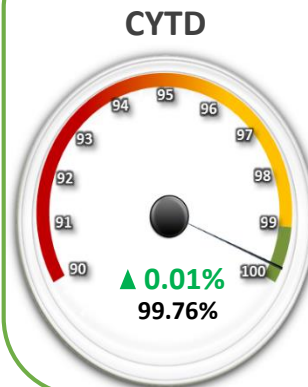
- Agresso, Kinetics, Library Web Page inaccessible
- Emergency Phones in Lifts not working

Volumes



The decrease in the total number of Incidents and Requests logged during April is mainly due to the 4 weeks of non-reading and revision between semester 2 and 3. This is also the main driver for the decrease in the total number of phone calls made to the Service Desk

Critical Systems Availability



Overall critical systems availability continues to increase month on month with a small increase of 0.01% in April bringing up the CYTD to 99.76%



Customer Satisfaction

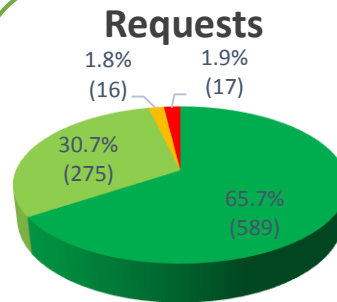
Customer Feedback

In April we had 1298 responses providing feedback to incidents and requests logged through the Service Desk. This equates to a huge **18.6%** response rate overall (out of 6989 tickets logged).

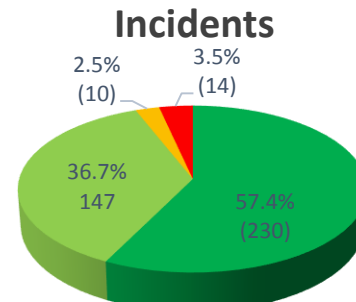
You can email your feedback by selecting one of the following links on your resolution email;

[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

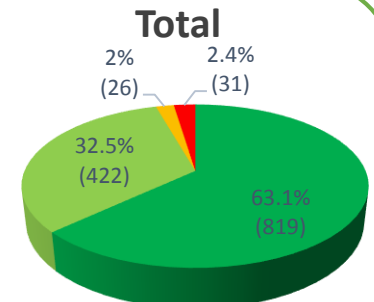
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.



94%
(401)



96.3%
(897)



95.6%
(1298)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

April Feedback

"Took too long, despite chasing, chasing to get response"

"Very happy with the speed and efficiency"

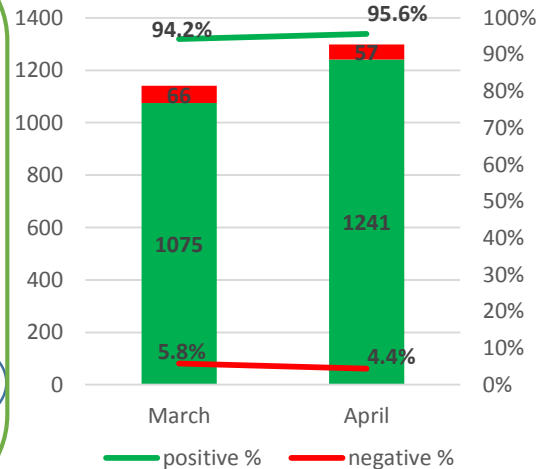
"Everything sorted in a friendly and professional manner"

"Why have you closed this? No one has responded to my ticket"

"Surprising to receive an email asking for feedback when no one has dealt with my request yet"

"Thank you so much for all of your help. Problem resolved - staff helpful, clear and patient"

Positive Vs Negative



Improvements

The two main areas for improvement over the previous months were associated with tickets closed without being fixed and duplicate tickets being logged. The issue is tickets auto-created via email in our Service Management Toolset are logged as incidents by default. If this incident then needs to be converted to a service Request, the Service Desk would close the initial ticket and log a new one.

ITS has been working on a solution which will be implemented in June.



Activities for the month of April 2016

Internet

University Website

600,000



Visitors from over 200 countries

6.28 million

Emails Delivered



Mobile App

74

Downloads



Data and usage

45,000



Registered Users

Total user data stored

63 terabytes



60,000



Unique Wi-Fi devices

Media Server

300

Daily plays

Active Network port

14,300



22.8 million

Internet attacks

Blocked



6.33 million

Emails blocked as SPAM



Logins to QMPLUS

Approx. 1.4 million



Supporting you

3,682

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

280



Across sites
And buildings



7,000

Tickets logged with
the Service Desk

Supporting Services

Change requests
processed

400+



Copy Shop

812,000

Pages printed

284

Unique jobs processed

2
Major
Incident

**Approx.
200,000**

Pages printed on
managed Printers

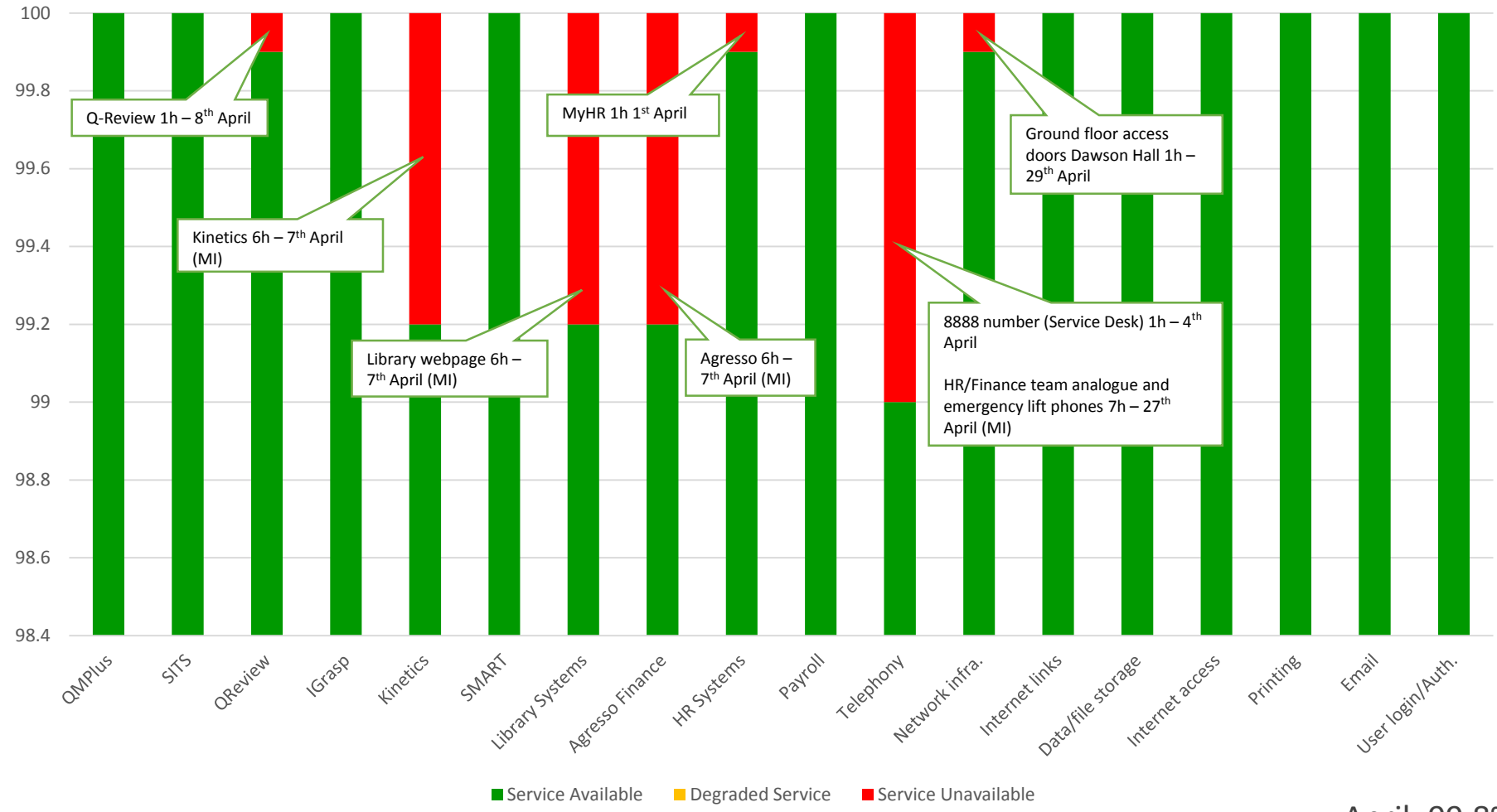


**Approx.
60,000**

Pages sent and not
printed



ITS Critical Systems Availability April 2016



April: 99.8%
CYTD: 99.76%

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Major Incidents and Low Yield Report

MI Ticket	Date	Duration	Service Affected	Impact	Status
125061	07-APR-2016	6h	Agresso/Kinetics webpage/library webpage	All Users (out of hours)	Resolved
127419	27-APR-2016	7h	Emergency Phones in Lifts	Several lifts – full impact unknown	Resolved

Low Yield Ticket	Date	Duration	Service Affected	Impact	Status
127303	27-APR-2016	7h	Analogue phones	HR and Finance Dept.	Resolved
124387	04-APR-2016	1h	IT Service Desk phone 8888	IT Service Desk and all the users trying to call 8888	Resolved
124222	01-APR-2016	1h	MyHR	All Users	Resolved
125150	08-APR-2016	1h	Q-Review	Students trying to play Q-review via QMPlus	Resolved
127698	29-APR-2016	1h	Network issues affecting the ground floor access doors to the building	Dawson Hall	Resolved



Planned Maintenance

Change Ticket	Date	Duration	Service Affected	Reason	Status
7314	Thursday 28 th April from 13:30 to 17:00	3.5h	MyHR & Resourcelink (WebView) unavailable	Software Upgrade	Implemented
7367	Thursday 28 th April from 08:00 to 09:00	1h	Rhythmx	Maintenance	Implemented
7180	Tuesday 19 th April from 07:00 to 08:00	1h	QMPlus Central Printing Eduroam Library E-Journals Internal Intranets Q-Pulse	Network Maintenance	Implemented
7216	Tuesday 12 th April from 08:50 to 09:00	5m	Q-Review	Update	Implemented
7152	Thursday 7 th April from 18:00 to 19:00	1h	SITS, Agresso, MyHR, WebView, CALM, ThankQ, & RDS	Urgent Reboot	Implemented
7179	Tuesday 5 th April from 13:00 to 14:00	1h	MyHR and Resourcelink	Maintenance	Implemented
6410	Saturday 30 th April from 02:00 to 14:00	12h	Microsoft Windows Server	Patching	Implemented



ITS Incident and Request KPIs

Measure	Target	Feb 16	Mar 16	Apr 16	Trend
Number of Incidents	-	2050	1883	1590	↓
Incident Closed within SLT	90%	88%	90%	88%	↓
Resolution Time P1	4h	57%	52%	80%	↑
Resolution Time P2	1 BD	87%	87%	75%	↓
Resolution Time P3	3 BD	95%	98%	95%	↓
Resolution Time P4	5 BD	93%	96%	98%	↑
Resolution Time P5	20 BD	99%	100%	95%	↓
Number of Requests	-	5201	4945	4760	↓
Requests Closed within SLT	90%	79%	84%	88%	↑

Highlights

- The decrease in the total number of Incidents and Requests logged during April is mainly due to the 4 weeks of non-reading and revision between semester 2 and 3.
- There has been focus from the resolver teams in ensuring that tickets are updated accordingly following the resolution of a P1 ticket hence the increase from the previous month

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

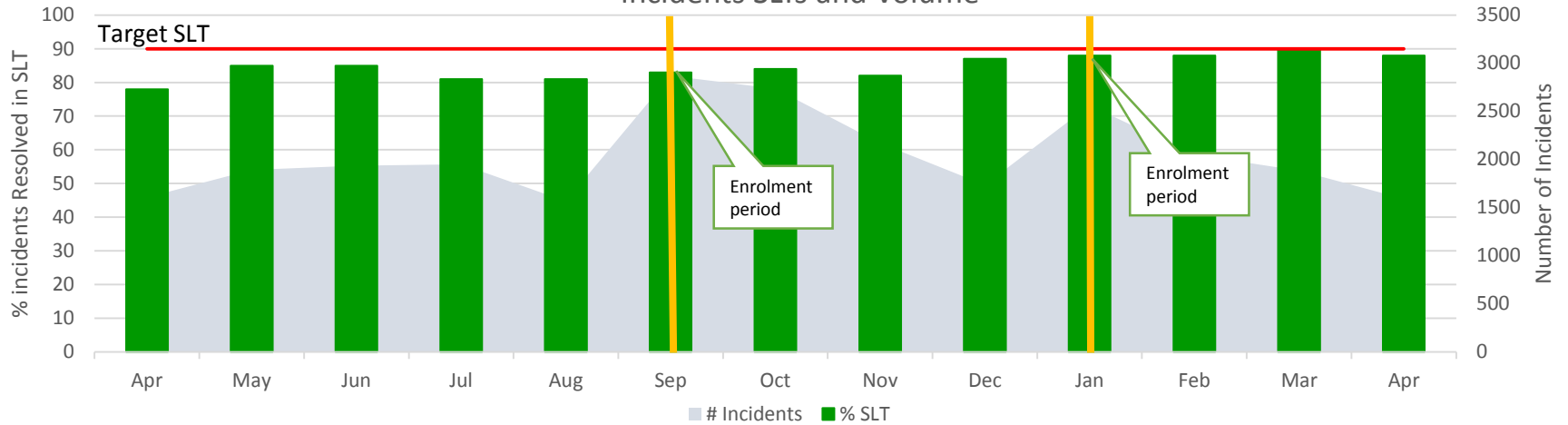
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

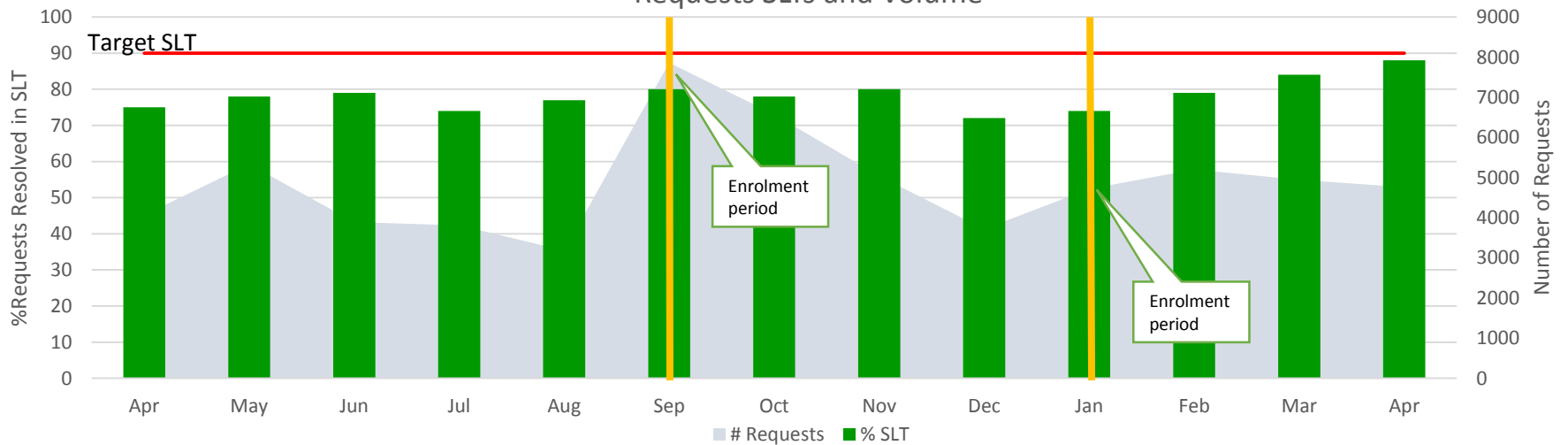


Incident and Requests KPIs (past 13 months)

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance

Measure	Target	Feb 16	Mar 16	Apr 16	Trend
Received phone calls	-	2512	2640	2128	↓
Answered phone calls	90%	98%	97%	98%	↑
Average Wait Time	25s	11s	13s	12s	↓
Abandon Rate	5%	2%	3%	2%	↓
*First Contact Fix - Incidents	75%	37%	32%	33%	↑
In Person (Incidents)	-	190	45	36	↓
Emailed tickets (Incidents)	-	2807	2046	1958	↓
Self Service (Incidents)	-	348	221	168	↓

Highlights

- All Key Performance Indicators are stable and tracking within Target with the exception of the First Contact Fix. ITS will be working on improving this figure over the coming months by trying to move more to the Service Desk team on first contact rather than needing an escalation to other teams within ITS

Key

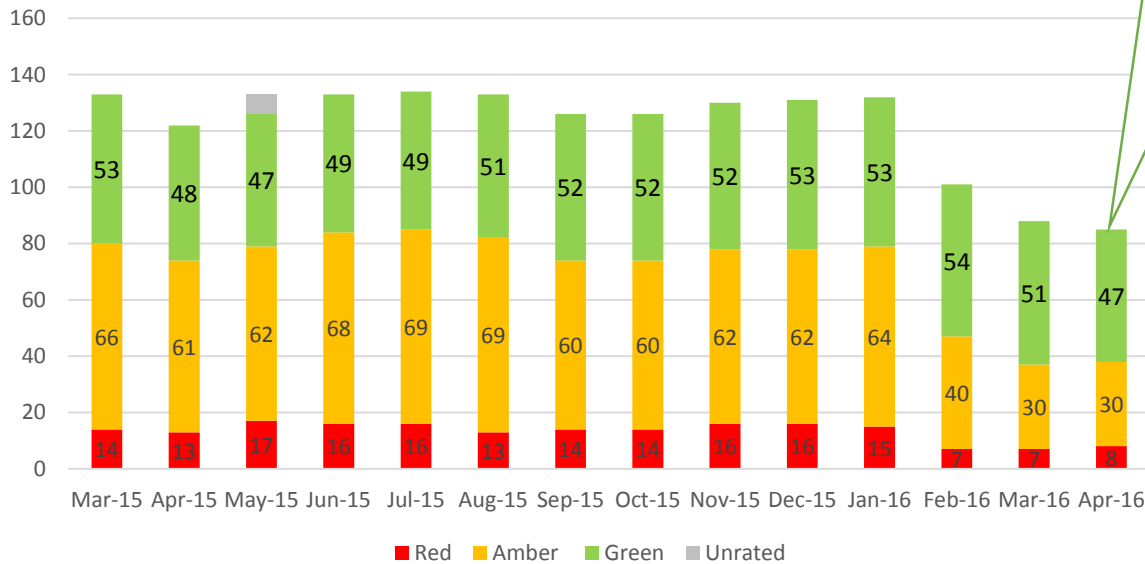
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- Improvement over last month, No SLT assigned
- Deterioration from last month, No SLT assigned
- No change from last month, No SLT assigned

*First Contact Fix – Incidents logged either via phone or in person and resolved by the IT Service Desk



Risk Report

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



Slight decrease in Risk trend from last month due mainly to the review meetings / workshops held. One risk realised; Malware virus infected files in HR.

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to SAM being suspended
- **Uncertainty around ability to recover data due to random backup failures in the Datacentre** - Solution being investigated
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **No secure access portal or password generation control to ensure users use strong passwords to access Agresso** - Options are being investigated

Monthly Risk Stats					
Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
8	80	5	85	1	↓

Key

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






KPI Trend View

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Move
% Satisfied Customers for Incidents	87	84	95	88	92	92	95	89	78	95	75	94	94	▬
% Satisfied Customers for Requests	96	89	99	96	92	94	85	98	91	98	83	94	96	↑
All Incidents Closed By All ITS Depts. Within SLT	78	84	87	81	81	83	84	82	87	88	88	90	88	↓
All Requests Closed By All ITS Depts. Within SLT	75	78	79	74	77	80	78	80	72	74	79	84	88	↑
All Incidents Closed By Site Within SLT	85	90	91	88	88	88	88	88	91	91	89	91	89	↓
All Requests Closed By Site Within SLT	80	86	87	80	84	89	86	86	79	85	88	91	92	↑
Helpdesk Incidents Closed Within SLT	90	97	99	98	96	97	94	95	97	98	97	98	98	▬
Helpdesk Requests Closed Within SLT	82	87	96	93	86	96	92	91	88	95	98	97	98	↑
Helpdesk Telephone Response Within SLT	98	98	98	94	93	98	99	97	98	96	98	97	98	↑
All Incidents Closed By Campus Teams Within SLT	79	79	87	82	84	86	86	89	91	89	90	90	86	↓
All Requests Closed By Campus Teams Within SLT	89	91	94	94	91	94	93	94	94	93	93	93	87	↓
Change Management Implementation														▬

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

Key

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





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

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