Queen Mary
University of London

IT Services

Executive Summary – April 2017

KPI

(1098) **Incidents** 86%

(3194) **Requests** 96%

(4) **P1 Inc.** 100%

(383) **P2 Inc.** 87%
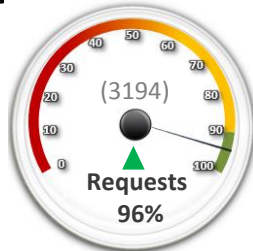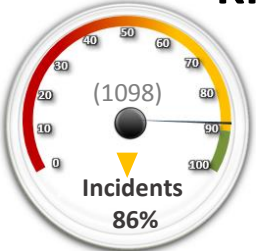
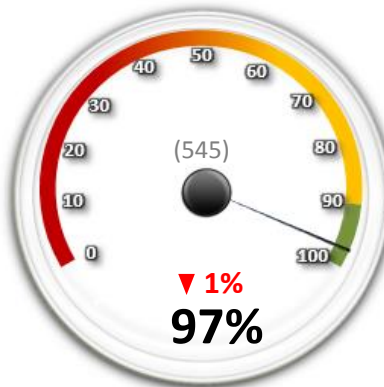- The increase in P2 tickets this month is mainly linked to a large portion being associated to the Major Incident and the other high priority incidents.

- Whilst the response rate and total tickets logged were low for April, the Customer Satisfaction remains high (97%).
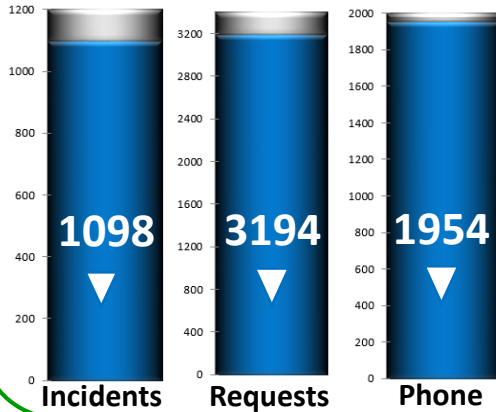
Customer Satisfaction

(545)

▼ 1%

97%

1 Major Incident

- Unplanned power outage in Whitechapel that impacted telephony and network services (Sunday 16th April - 37h)

Volumes

1098 ▼ Incidents

3194 ▼ Requests

1954 ▼ Phone

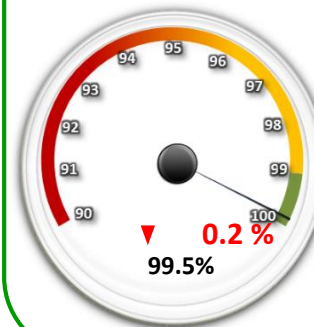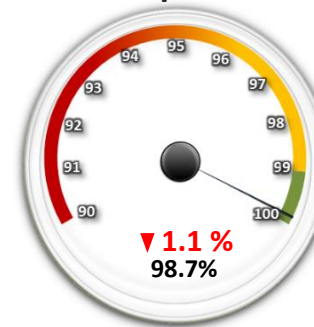- Total volumes were low for April which is linked to the Easter Bank holiday.

- Agresso PO requests remain the top Service Request

- Desktop PC issues remain the top Incident type

Critical Systems Availability

CYTD

▼ 0.2 % 99.5%

April

▼ 1.1 % 98.7%

- Critical Systems availability was low this month due to the unplanned power outage in Whitechapel and the intermittent internet connectivity issues.
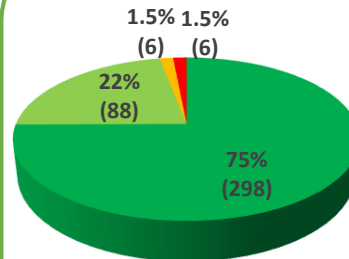
Customer Satisfaction – April 2017

Customer Feedback

This month we had 545 responses providing feedback to incidents and requests logged through the Service Desk. That is a 13% response rate overall (out of 4292 tickets resolved).

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

Delighted Happy Un-Happy Disgruntled

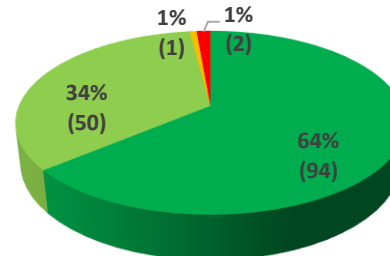We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests

1.5% (6) 1.5% (6)
22% (88)
75% (298)

97%
(398)

Incidents

1% (1)   1% (2)
34% (50)
64% (94)

98%
(147)

Total

1% (7)   2% (8)
25% (138)
72% (392)

97%
(545)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled
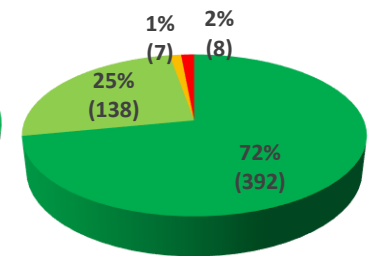
Feedback this month

Thank you service desk for the speedy attention to this request. It is much appreciated.

Thank you for all the support on the Day

My ticket was closed without it being resolved. I asked if it could be put on hold as I wasn't able to get the authorisation from my manager until she was back from leave. It was closed

Great Service

Nothing has changed

Fast resolution, thank you very much!

Positive Vs Negative

94.2% 96.9% 96.3%   96.5% 96.2% 96.5% 97.7%
96.0% 96.0% 97.3% 93.9% 95.7% 96.8% 97.2%

Month	Negative	Positive
Mar	66	1075
Apr	53	1205
May	37	1150
June	49	1180
July	48	1252
Aug	32	1175
Sep	62	1717
Oct	107	1663
Nov	60	1524
Dec	40	895
Jan	56	1556
Feb	44	1332
Mar	33	1381
Apr	15	530

5.8% 4.0% 6.3% 4.0% 3.7% 2.7% 3.5% 6.1% 3.8% 4.3% 3.5% 3.2% 2.3% 2.8%
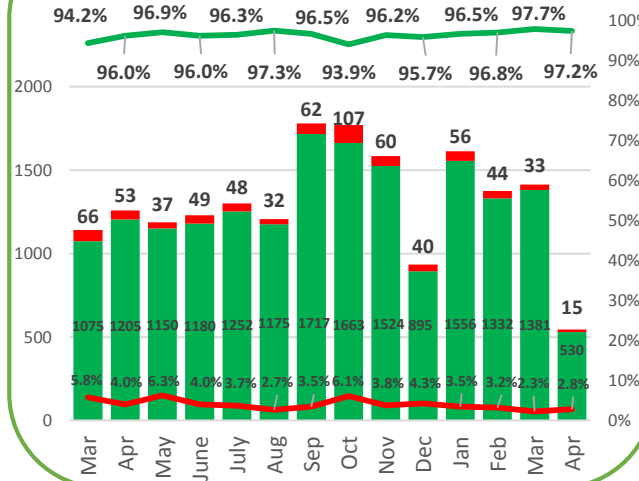
Commentary

▪ Whilst the response rate and total tickets logged were low for April, the Customer Satisfaction remains high (97%).

▪ There were very few users who provided disgruntled feedback this month (10)

▪ We will continue to work on the improvements related to the feedback received over the coming months.

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Activities for the month of April 2017

I.T. SERVICES — PLAN IT · SUPPORT IT · SUPPLY IT

Internet

University Website
0.6m
Visitors from over 200 countries

5.45m
Emails Delivered

Mobile App
38
Downloads

5.88m
Emails blocked as SPAM

Blocked
44+ million
Internet attacks

Logins to QMPLUS
Approx. 0.5m

QMUL IT Services
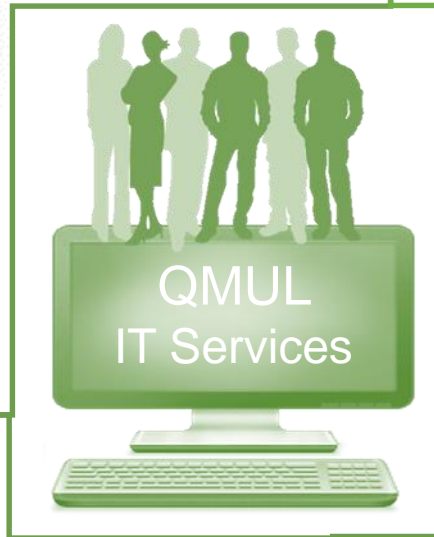
Data and usage

Total staff data stored
140 terabytes

45,000
Registered Users

Media Server
193
Daily plays

11,000
Unique Wi-Fi devices

Supporting Services

Change requests processed
144

Approx. 85,000
Pages sent and not printed which saved 8 trees

1 Major Incident

914.000
Copy Shop Pages printed

228
Unique jobs processed

388
Requests for PO's to be closed

Supporting you

3,600+
Fully managed PCs

(including teaching PCs)

Supported teaching spaces with AV
280+
Across sites And buildings

Approx. 4000
Tickets logged with the Service Desk

ITS Critical Systems Availability – April 2017

April: 98.7%
CYTD: 99.5%

Telephony and network in Whitechapel for IT services and security team
- 16 Apr 37h (Ticket No. 151827)

Intermittent issues for professional services users, connecting to the G and J drive
- 26 Apr 2h (Ticket No. 152328)

External emails not being received
- 3 Apr 5h (Ticket No. 151135)

Intermittent Internet connectivity experienced by random users
- 26 Apr 24h (Ticket No. 152366)

Legend: Service Available | Degraded Service | Service Unavailable

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.

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MI, Low Yield Report (LYR) and Planned Maintenance – April 2017

MI Incidents	Date	Duration	Service Affected – Impact	Status
151827	Sun 16 Apr – 16:30	37h	Unplanned Power Outage - Telephony and network services impacted in Whitechapel for the IT services and security team	Resolved

LYR Ticket	Date	Duration	Service Affected – Impact	Status
151749	Wed 12 Apr – 12:30	Ongoing	No access to local file store for some PhD students in School of Business and Management	In progress
151135	Mon 3 Apr – 09:40	5h	Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains	Resolved
10258	Wed 19 Apr – 09:00	24h	Microsoft Remote Desktop (RDP) access blocked for security reasons – access required re-approval	Resolved
152366	Wed 26 Apr – 14:30	24h	Intermittent Internet connectivity experienced by random users	Resolved
152328	Wed 26 Apr – 10:00	2h	Intermittent issues for professional services users, connecting to the G: and J: drive	Resolved

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
10153	Mon 24 Apr	1h	Migration of http://collect.qmul.ac.uk website	Migration	Implemented
10222	Sat 8 Apr	20m	Microsoft Windows Server Patching Maintenance	Maintenance	Implemented
10243	Sun 16 Apr	2h	Microsoft SQL Server Database Service Pack Maintenance	Maintenance	Implemented
10270	Tue 25 Apr	1h	Voicemail systems maintenance	Maintenance	Implemented
10294	Sat 29 Apr	12h	Microsoft Windows Server Patching Maintenance	Maintenance	Implemented

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ITS Incident and Request KPIs – April 2017

Measure	Target	Feb 17	Mar 17	Apr 17	Trend	Expected Trend
Number of Incidents	-	1463	1416	1098	⬇	▭
Incidents Closed within SLT	90%	88%	88%	86%	⬇ (red)	▬ (red)
Resolution Time P1	4h	100%	100%	100%	▬ (green)	⬇ (green)
Resolution Time P2	1 BD	83%	87%	87%	▬ (red)	▬ (red)
Resolution Time P3	3 BD	87%	88%	87%	⬇ (red)	▬ (red)
Resolution Time P4	5 BD	98%	94%	93%	⬇ (green)	⬆ (green)
Resolution Time P5	20 BD	100%	100%	100%	▬ (green)	▬ (green)
Number of Requests	-	4214	4715	3194	⬇	⬇
Requests Closed within SLT	90%	94%	95%	96%	⬆ (green)	▬ (green)

Highlights

- A large portion of the P2 tickets this month were linked to the Service Outages.
- Total volumes were low for April which is linked to the Easter Bank holidays
- Due to a number of posts held back within IT our ability to continue to improve is limited

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 and breaching SLT

⬇ (red) Deterioration from last month but 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

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)

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Incident and Requests KPIs – April 2017

Incidents SLTs and Volume
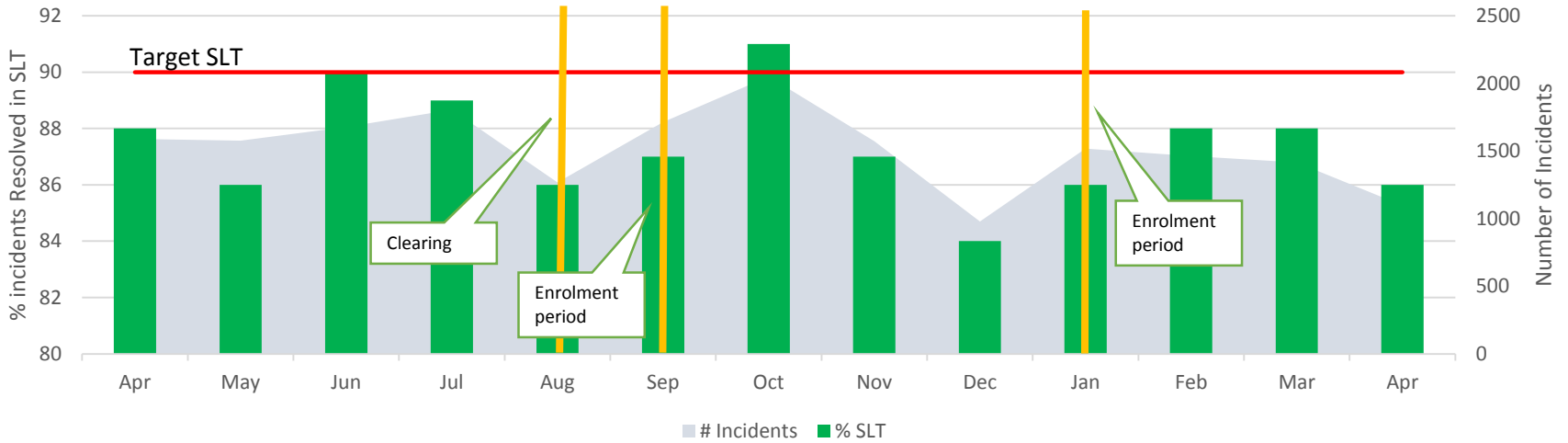
Requests SLTs and Volume
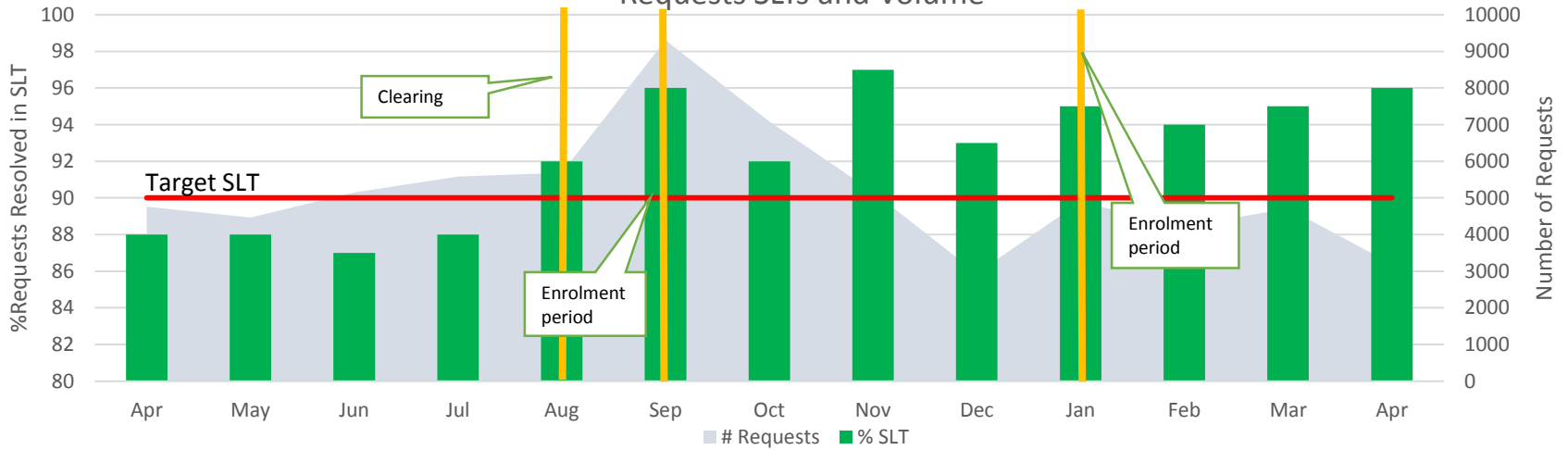
Service Desk Performance – April 2017

Measure	Target	Feb 17	Mar 17	Apr 17	Trend	Expected Trend
Received phone calls	-	2014	2425	1954	⬇	⬇
Average Wait Time	25s	10s	11s	13s	⬆	▬
Abandon Rate (calls)	5%	3%	3%	5%	⬆	▬
FTF (First Time Fix)	75%	62%	63%	61%	⬇	▬
FLF (First Line Fix)	75%	53%	52%	51%	⬇	▬
In Person	-	238	281	212	⬇	⬇
Emailed tickets	-	1153	1336	1010	⬇	⬇
Self Service	-	345	412	263	⬇	⬇

Highlights

- Most of the trends are expected and whilst the FLF and FTF stats aren't within SLA they are stable.

- The Service Desk needs to be enabled to fix and fulfil more – this requires documentation, tools/access, automation and transition from 3rd line teams within IT. However, as we are cutting back on Service Desk staff our ability to resolve more first time and through first line is impacted.

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

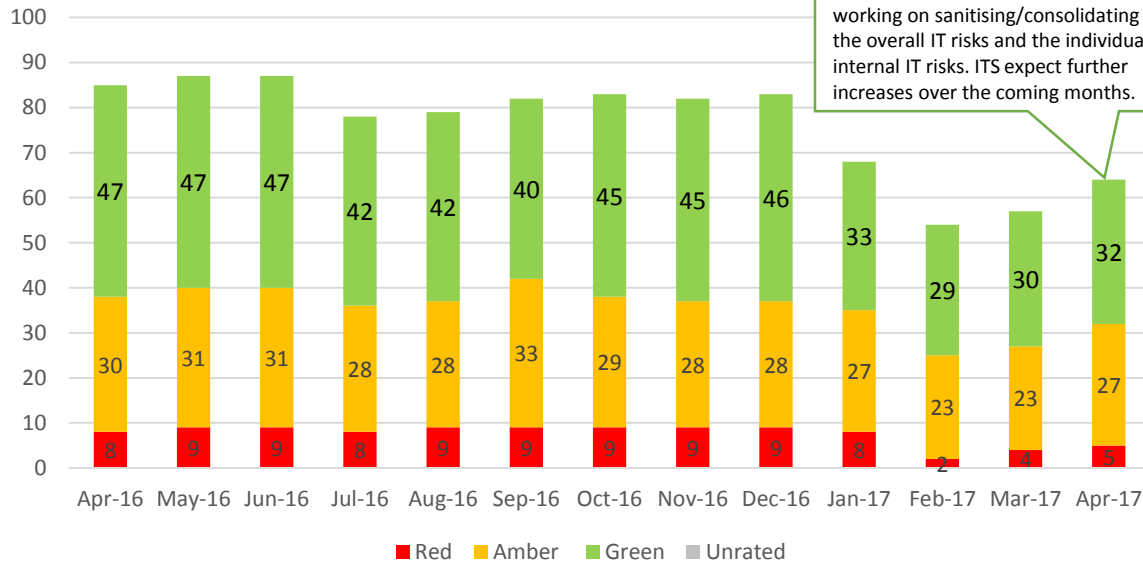▬ No change from last month, No SLT assigned

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

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Risk Report

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

Risks increase mainly due to ITS working on sanitising/consolidating the overall IT risks and the individual internal IT risks. ITS expect further increases over the coming months.

Month	Red	Amber	Green
Apr-16	8	30	47
May-16	9	31	47
Jun-16	9	31	47
Jul-16	8	28	42
Aug-16	9	28	42
Sep-16	9	33	40
Oct-16	9	29	45
Nov-16	9	28	45
Dec-16	9	28	46
Jan-17	8	27	33
Feb-17	2	23	29
Mar-17	4	23	30
Apr-17	5	27	32

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	4	3	64	0	↑

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended

- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving

- **Local Backup procedures and failing legacy hardware –** Inconsistent backup procedures for legacy systems and legacy hardware

- **Security Vulnerability –** Enhanced risk due to potential non-effective anti-virus software / system.

- **Network resilience for legacy firewall and routers –** No resilience in some core network nodal rooms that host legacy routers and firewalls.

Key

🔺 Deteriation over last month

🔻 Improvement from last month

▭ No change from last month

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KPI Trend View – April 2017

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

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

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

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