



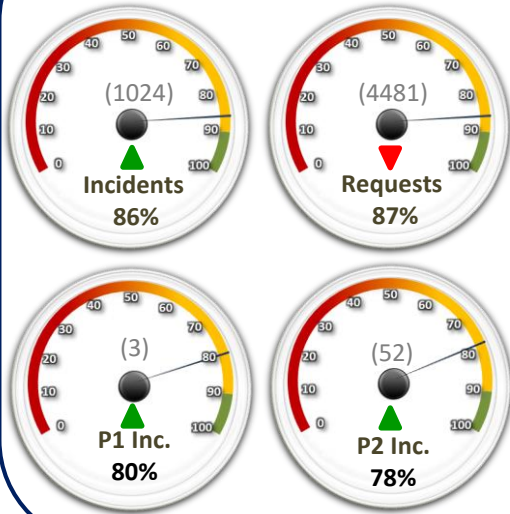
Queen Mary

University of London

IT Services

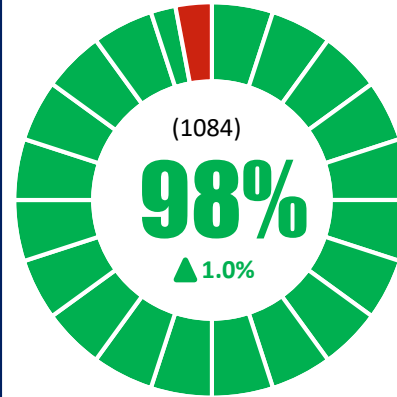
Executive Summary – August 2018

KPI & Summary



- KPIs trending upwards for Incidents, however not met due to volumes and lack of staff.
- As part of the Journey to Service Excellent, we are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.
- Customer Satisfaction is continuing to trend well above the 95% target.
- We have now implemented the technical solution for Multi Factor Authentication and rolled it out to MyHR.
- No major Incidents during the clearing period.

Customer Satisfaction



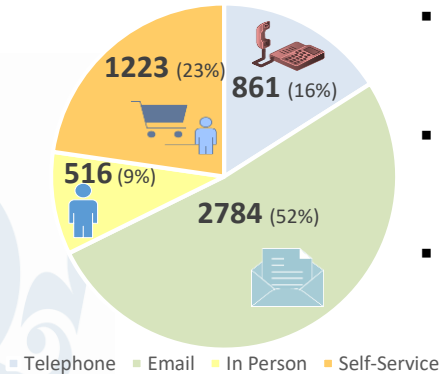
Definitions

- 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

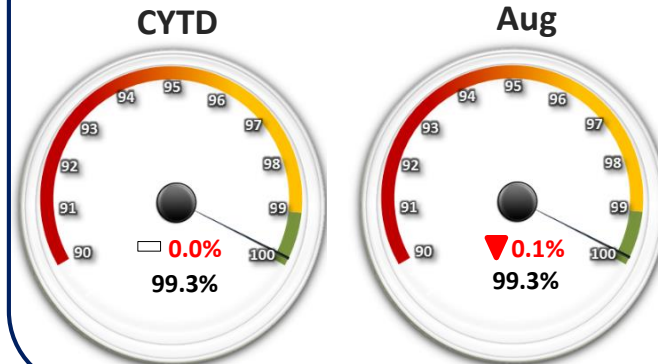
- There were no Major Incidents within August.

Volumes



- Slight decrease to ticket volumes as expected during the holiday period.
- Phishing and SPAM related tickets account for over 10% of incidents logged
- High volume of phone calls received mainly due to the high priority incidents within August.

Critical Systems Availability



- Critical systems availability has decreased slightly due to the high priority incidents experienced within August such as print the power cut in SMLG and the student print issues

Customer Satisfaction – August 2018

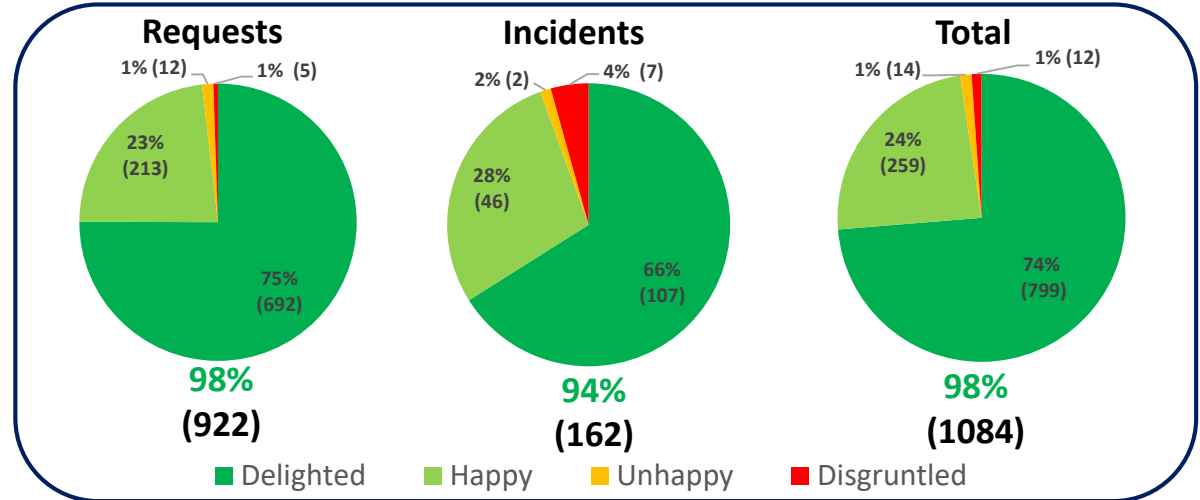
Customer Feedback

This month we received 1084 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 20% (which is 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.



Feedback this month

Thank you very much for dealing with the microphone issues and for calling me at the end of the day to update me. That was very helpful indeed.

I requested an authorisation code and have not received one yet the ticket has been closed stating that the matter has been resolved.

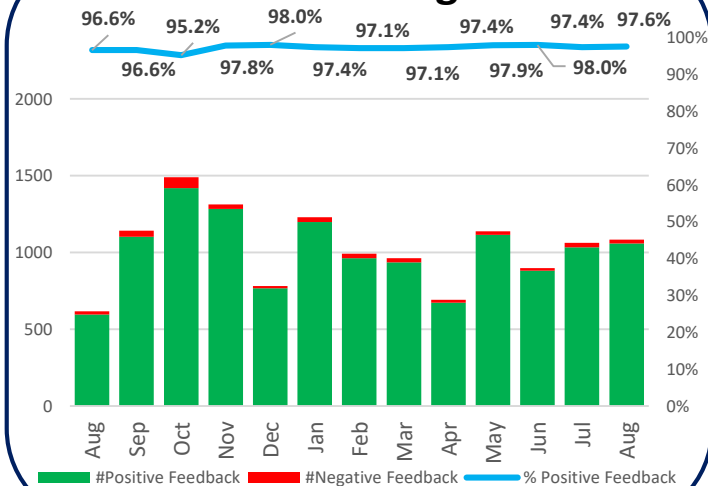
Not just disgruntled, but appalled the no-one is actually reading the messages I am sending!

The individual who helped me was very polite and patient.

We were very happy with the service following our Disability and Dyslexia Service move last week.

I could have been provided with this information when I made my original request. Why did this not happen?

Positive Vs Negative



Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- We have finalised the Customer Services Management Document that we have referred to over the previous months and are in the process of creating the training material to compliment the training sessions

Activities for the month of August 2018

Research Excellence

Research Grant
Bids
187



Research Grants
Awarded
42

Public Engagement

Guest Wi-Fi:
265 users
4,640 sessions



Events Wi-Fi:
2,107 users
265,752 sessions

Teaching Excellence

Logins to QMPLUS
122,561



AV Teaching activities
Supported
310

2,457
Videos played
3,024
times within
QMplus



Reported AV Issues
33



Supported teaching
spaces
Approx. **177**



Hours of Q-
review
556
Playbacks

Growth



17
New
desktops/laptops
Deployed



Approx. **103,619**
Registered mail accounts



Total data stored
667 terabytes

International



Distance learning
(Beijing and Nanchang
QMPLUS logins):
21,646



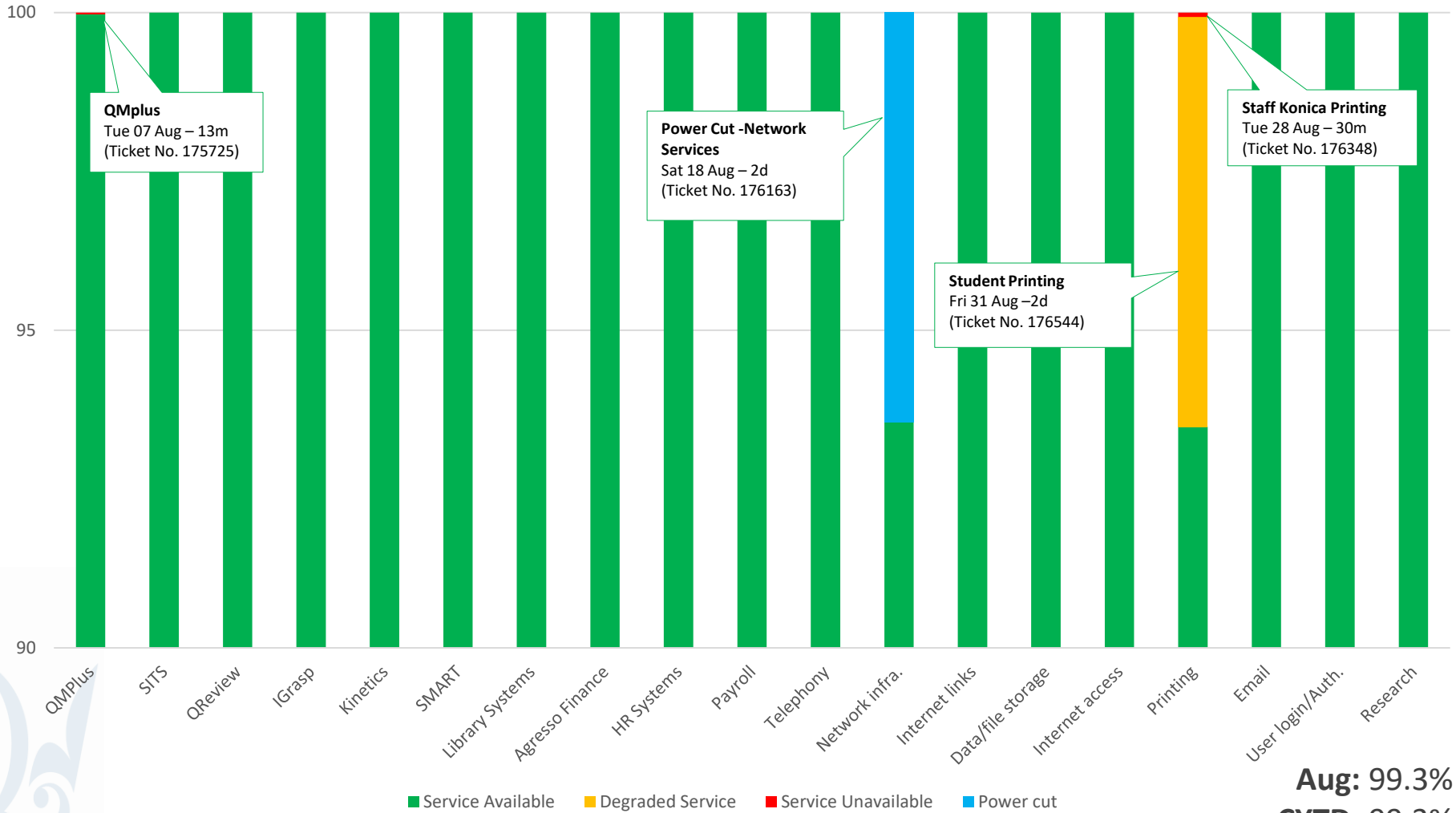
Sustainability

44,260
Pages sent and not
printed



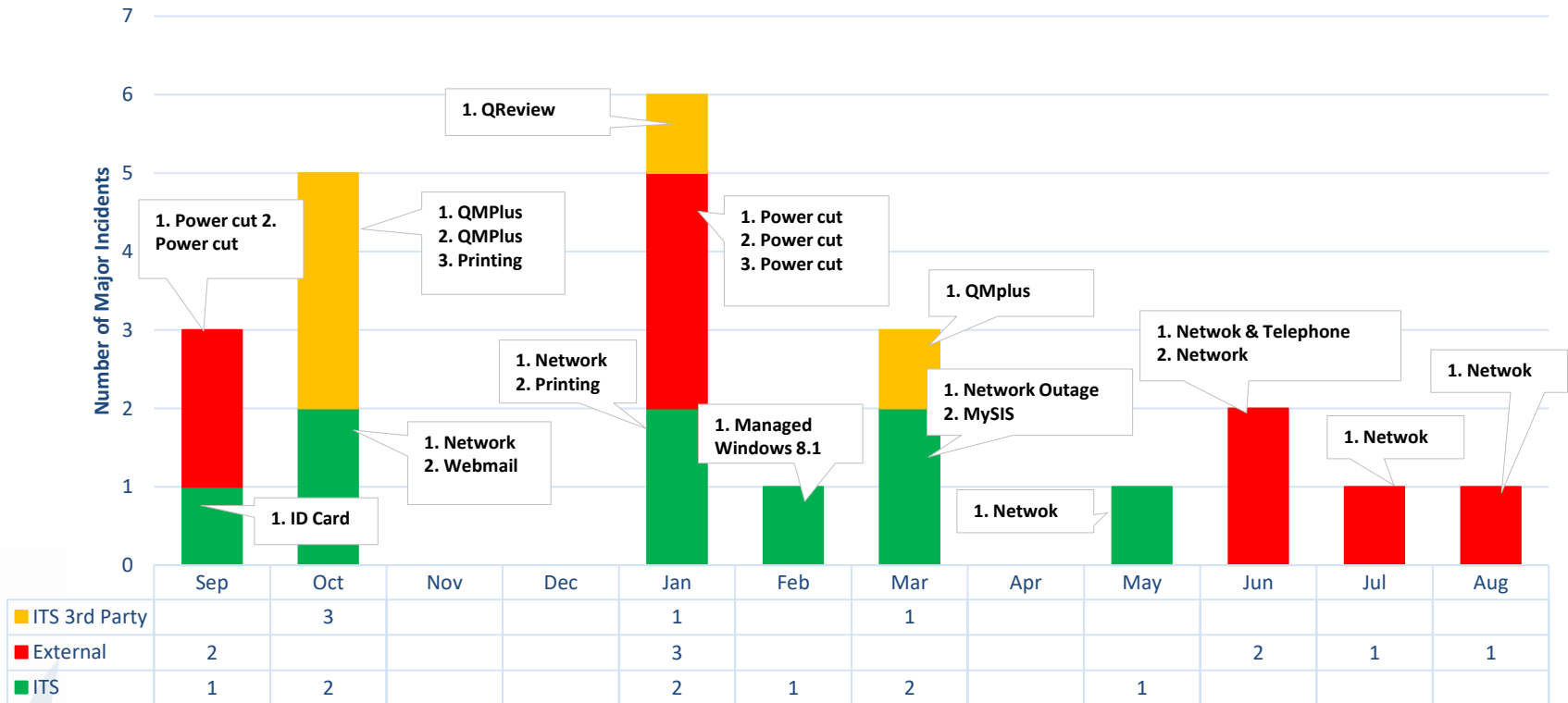
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ITS Critical Systems Availability – August 2018



Aug: 99.3%
CYTD: 99.3%

Major & High Priority Incidents – August 2018



High Priority Incidents – August 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
175725	Tue 07 Aug 13:30	13m	QMplus – QMplus was down and inaccessible Cause: A corrupt Firewall Configuration within University of London Computer Centre (ULCC) Action: ULCC fixed the Firewall configuration	Resolved
176163	Sat 18 Aug 9:00	2d	Network Services – There were no network Services to St Martin's LG (SMLG) Cause: Power failure resulting in Network access issues for SMLG Action: Estates restored power and Network switches re-started	Resolved
176259	Thu 22 Aug 17:00	3d	MyHR Multi Factor Authentication (MFA) – Users experienced access issues whilst trying to access MyHR Cause: Azure Proxy settings were incorrect Action: Settings on the Azure Proxy were amended	Resolved
176348	Tue 28 Aug 08:30	30m	Staff Printing – Staff were unable to print on some Konica printers Cause: The print server had become unresponsive Action: The print Servers were restarted, which resolved the issue	Resolved
176533	Fri 31 Aug 12:50	1h 10m	e-Appraisal – Users were unable to access the QMUL e-appraisal site Cause: The 3 rd Party provider of e-appraisal experienced issues Action: Escalation to the 3 rd party provider who resolved the issue	Resolved
176544	Fri 31 Aug 14:43	2d	Student Printing – Students were unable to print Cause: Error in the SQL Database configuration Action: The 3 rd party supplier reviewed the configuration and rectified the error	Resolved

Planned Maintenance – August 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12493	02 Aug	2h	Student Enquiry Centre, SIS Support & Research Management helpdesk – Users were unable to access the support area during the maintenance period	Maintenance	Implemented
12498	04 Aug	3h	Power Shutdown – Users were unable to access Network Services during the power shutdown at Stocks Court Mile End	Maintenance	Implemented
12496	14 Aug	2h	QMplus & QMplus Hub – Users were unable to access modules and material in QMplus and QMplus hub	Maintenance	Implemented
12548	21 Aug	2h	QMplus & QMplus Hub – Users were unable to access modules and material in QMplus and QMplus hub	Maintenance	Implemented
12574	25 Aug	9h	Power Shutdown – Users were unable to access Network Services during the power shutdown at Church Library and the Student Union building at Whitechapel	Maintenance	Implemented
12514	26 Aug	1h	Student Filestore – The student file store was unavailable during the migration to a new storage solution	Migration	Implemented
12578	29 Aug	1.5h	Wi-Fi – There were two interruptions (up to 10 minutes each) to wireless connectivity at all QMUL locations	Maintenance	Implemented
12545	31 Aug	3d	Power Shutdown – Users were unable to access Network Services and other internet based services during the power shutdown at Queens building	Maintenance	Implemented

ITS Incident and Request KPIs – August 2018

Measure	Target	Jun 18	Jul 18	Aug 18	Trend	Expected Trend
Incidents Raised	-	939	1032	1024	↓	↓
Number of Incidents Resolved	-	930	969	931	↓	↓
Incidents Resolved within SLT	90%	82%	84%	86%	↑	—
Resolution Time P1	4h	78%	57%	80%	↑	↑
Resolution Time P2	1 BD	72%	73%	78%	↑	—
Resolution Time P3	3 BD	82%	83%	86%	↑	—
Resolution Time P4	5 BD	94%	97%	93%	↓	—
Resolution Time P5	20 BD	92%	100%	97%	↓	—
Requests Raised	-	3791	4802	4481	↓	↓
Number of Requests Resolved	-	3527	4230	4364	↑	↑
Requests Resolved within SLT	90%	88%	89%	87%	↓	↓
Reopened tickets	3%	207 (5%)	186 (4%)	183 (3%)	↓	—

Commentary

- Slight decrease to ticket volumes as expected during the holiday period.
- KPIs trending upwards for Incidents, however not met due to volumes and lack of staff.
- Phishing and SPAM related tickets account for just over 10% of incidents logged

Key

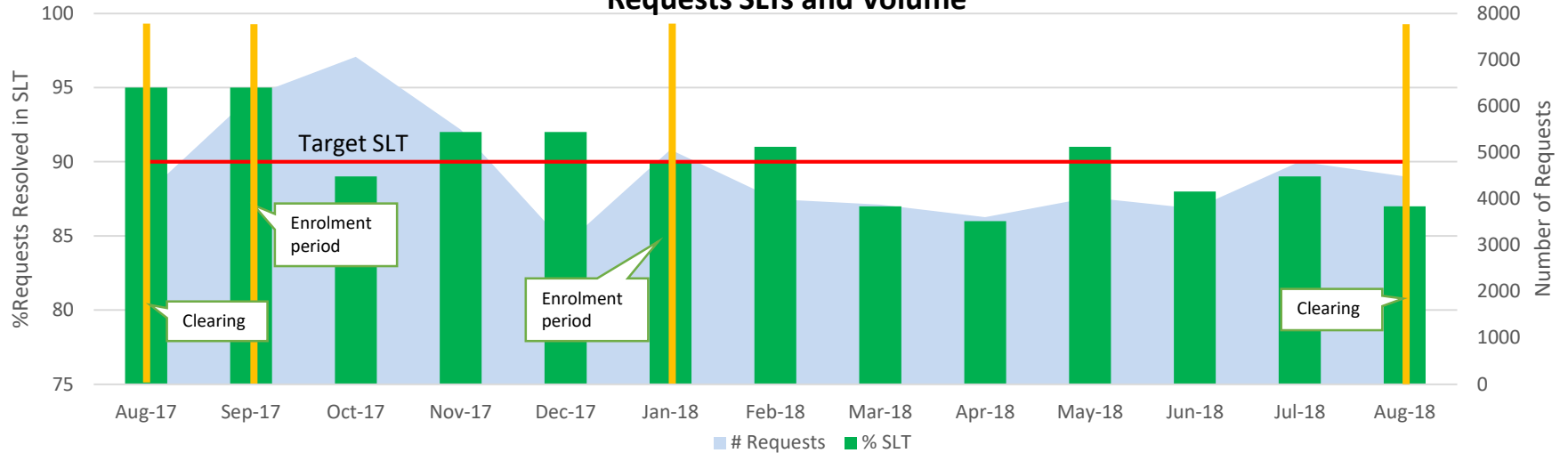
- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- ↑ Improvement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

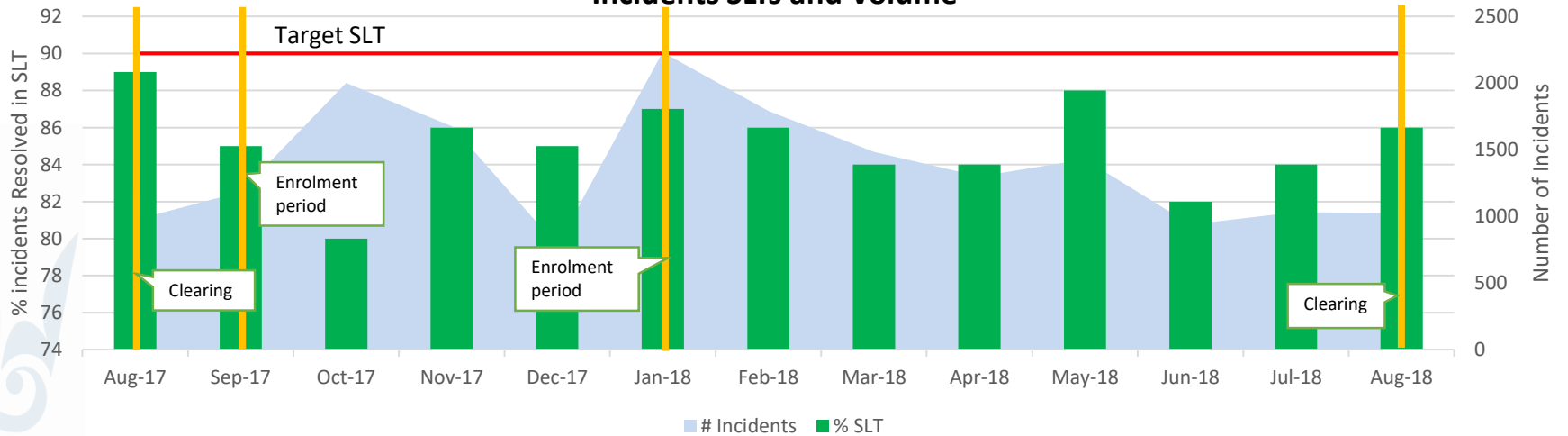
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs – August 2018

Requests SLTs and Volume







Incidents SLTs and Volume



Service Desk Performance – August 2018










Measure	Target	Jun 18	Jul 18	Aug 18	Trend	Expected Trend
Received phone calls	-	1949	2283	2313	↑	↑
Average Wait Time	25s	15s	15s	15s	▬	▬
Abandon Rate (calls)	5%	6%	7%	6%	↑	↑
FTF (First Time Fix)	75%	56%	62%	55%	↓	↓
FLF (First Line Fix)	75%	51%	55%	51%	↓	↓

ITS Ticket Volume	Jun 18	Jul 18	Aug 18	Trend	Expected Trend
	717	944	861	↓	↓
	2495	2326	2784	↑	↓
	443	522	516	↓	↓
	1030	1362	1223	↓	↓

Commentary

- High volume of phone calls received mainly due to the high priority incidents within August.
- As part of the Journey to Service Excellent, we are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.

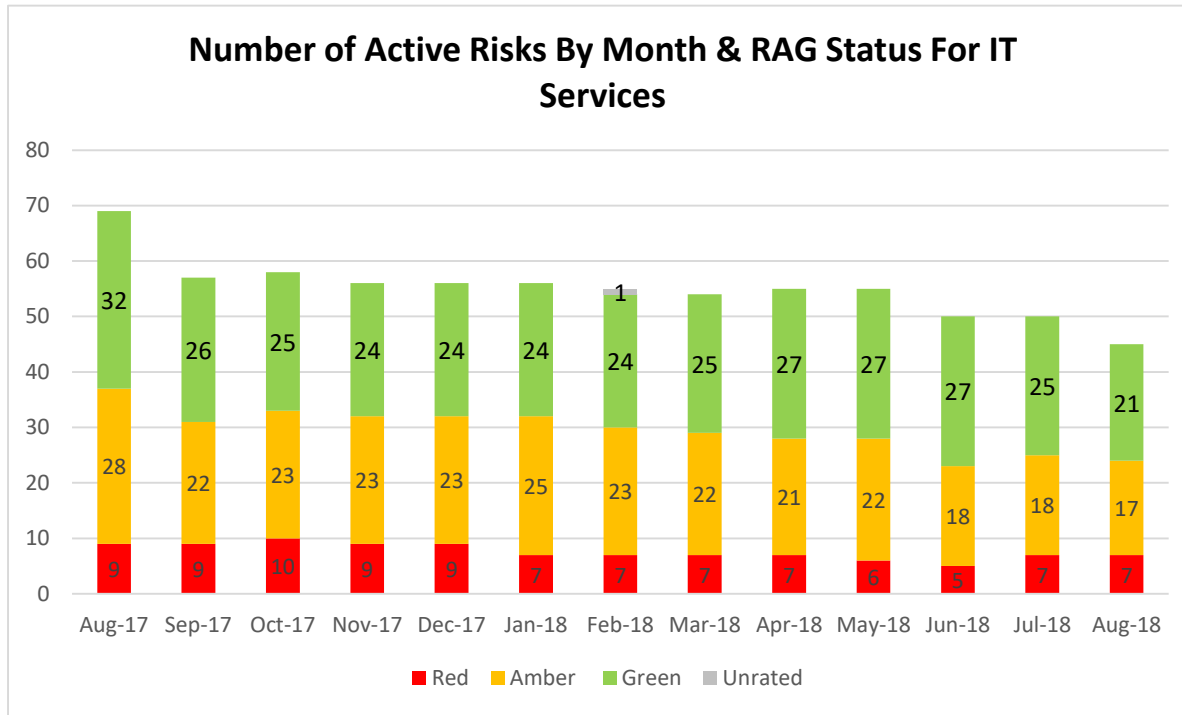
Key

-  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 – August 2018



Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
5	0	0	45	0	↓

Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is low as nearly all known applications have now been migrated (completion within Sep 2018)
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon
- **Secure Access to Critical Systems** - We have now implemented the technical solution for Multi Factor Authentication and rolled it out to MyHR (Aug)
- **Phishing** – Currently stable however heighten awareness as phishing emails are still being received
- **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

Key

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

KPI Trend View – August 2018

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

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

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

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