



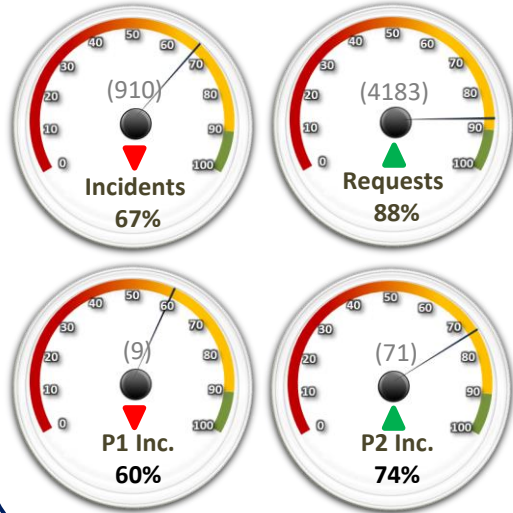
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

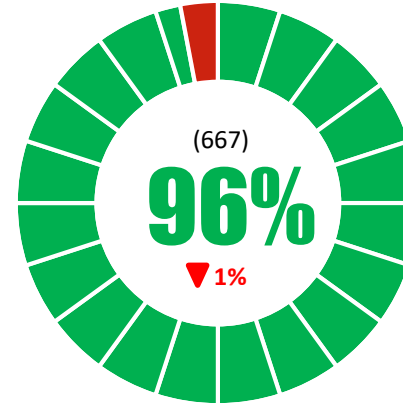
KPI & Summary



- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations on the Service Desk particularly and other areas of IT Services
- Agency staff have been recruited to the Service Desk and additional measures put in place to tackle the volume of unassigned tickets
- The Journey to Service Excellence (JTSE) action plan has commenced delivery and is being monitored by the JTSE board, this will help improve specific themes
- No major Incidents during the clearing period, Service Desk and Campus Customer Support are now preparing for Enrolment

*KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction



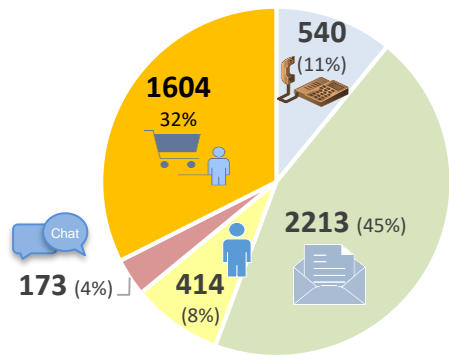
Definitions

- 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

0 Major Incident

- No Major Incidents

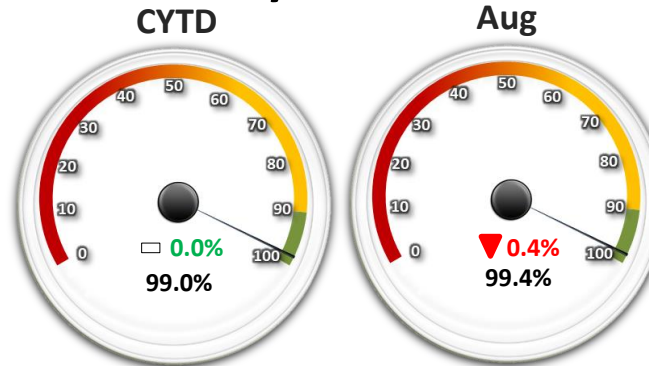
Volumes



- Ticket volumes in August is lower as expected during the holiday period
- High volume of phone calls received mainly due to the high priority incidents
- Work completed to disable inactive IT user accounts last month has resulted in over 10% of tickets being logged requesting account extensions

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

Critical Systems Availability



- Critical systems availability decreased in August due to the high priority incidents experienced such as the loss of network services in specific locations and the unavailability of the High Performance Computer.

KPI Trend View

KPI	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Move
% Satisfied Customers for Incidents	94	95	95	96	95	95	97	96	92	95	96	95	94	↓
% Satisfied Customers for Requests	98	98	97	97	98	98	98	98	95	98	98	98	97	↓
All Incidents Closed By All ITS Depts. Within SLT	86	84	85	88	87	90	89	87	86	81	79	76	67	↓
All Requests Closed By All ITS Depts. Within SLT	87	94	91	86	91	89	90	89	86	85	86	87	88	↑
All Incidents Closed By Site Within SLT	84	78	81	83	83	86	84	85	85	78	80	74	69	↓
All Requests Closed By Site Within SLT	86	87	86	87	92	89	91	89	88	85	86	89	88	↓
Service Desk Incidents Closed Within SLT	95	97	93	98	98	95	97	96	93	95	97	91	69	↓
Service Desk Requests Closed Within SLT	96	98	97	97	98	97	98	99	95	95	97	91	90	↓
Service Desk Telephone Response Within SLT	94	86	94	94	94	92	96	92	89	94	83	78	61	↓
All Incidents Closed By Campus Teams Within SLT	84	75	84	86	85	92	88	93	87	85	83	76	67	↓
All Requests Closed By Campus Teams Within SLT	87	88	87	90	93	92	92	94	93	90	90	89	87	↓
Change Management Implementation														↑
Service Desk Email Triage	100	84	100	100	100	52	64	59	86	98	100	87	79	↓

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

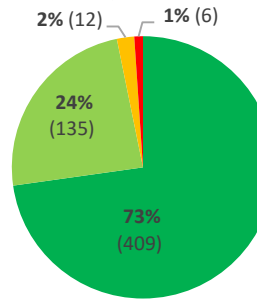
This month we received 667 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **16%** (which is below the usual average of 18% received).

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

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

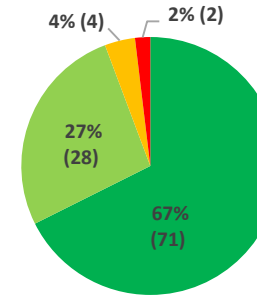
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests



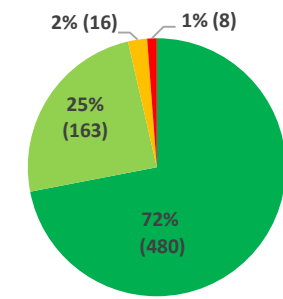
97%
(562)

Incidents



94%
(105)

Total



96%
(667)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

polite, helpful, and friendly, and went to efforts to resolve the issue quickly despite other pressures. Their help was greatly appreciated.

The service you are providing is extremely poor. Very long delays in providing answers

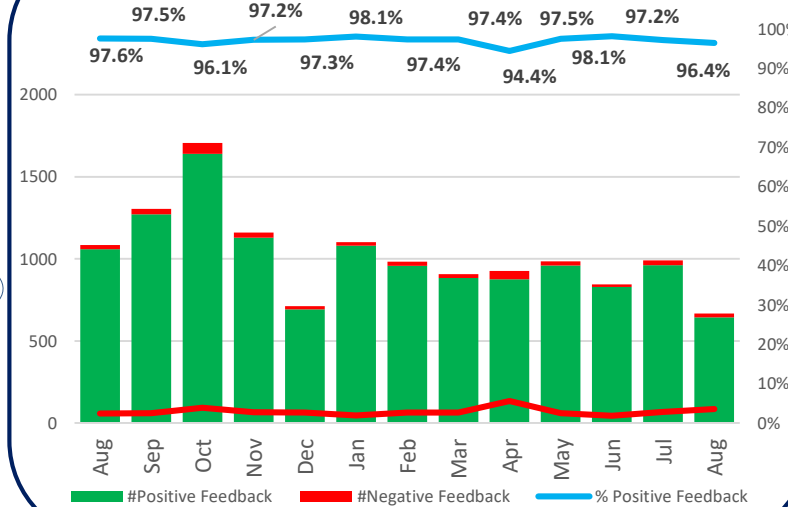
Unfortunately resolution of this problem came too late

Wonderful response times! Excellent work!

Great and polite service

my issue has not been resolved at all

Positive Vs Negative



Commentary

- Customer Satisfaction has dropped this month but still remains above the 95% target due to delays in providing support to the users
- The Journey to Service Excellence (JTSE) action plan has commenced delivery and is being monitored by the JTSE board. This will help to further improve our services

Activities for the month of Aug 2019

Research Excellence

Research Tickets Resolved

↓ 128



Research Grant Bids

↓ 85

Research Grants Awarded

↑ 51



Teaching Excellence

Logins to QMPLUS

↓ 30,794



AV Teaching activities Supported

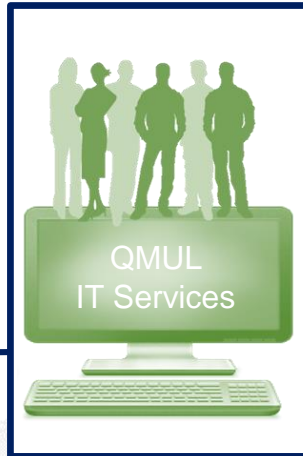
↑ 248

2,534

Videos played

↓ 2,831

times within QMplus



Reported AV Issues

↑ 45



Supported teaching spaces

Approx. 177 =



Hours of Q-review

502

↓ Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 7,228



Public Engagement

Guest Wi-Fi:

↓ 239 users

5,713 sessions



Events Wi-Fi:

3810 users ↓

426,674 sessions

Growth



8 ↑

New desktops/laptops Deployed

Approx. 54,986 ↑

Active accounts

↓ Total data stored

715 terabytes

Sustainability

↑ 74,076

Pages sent and not printed



1 ↑



Improvement over last month

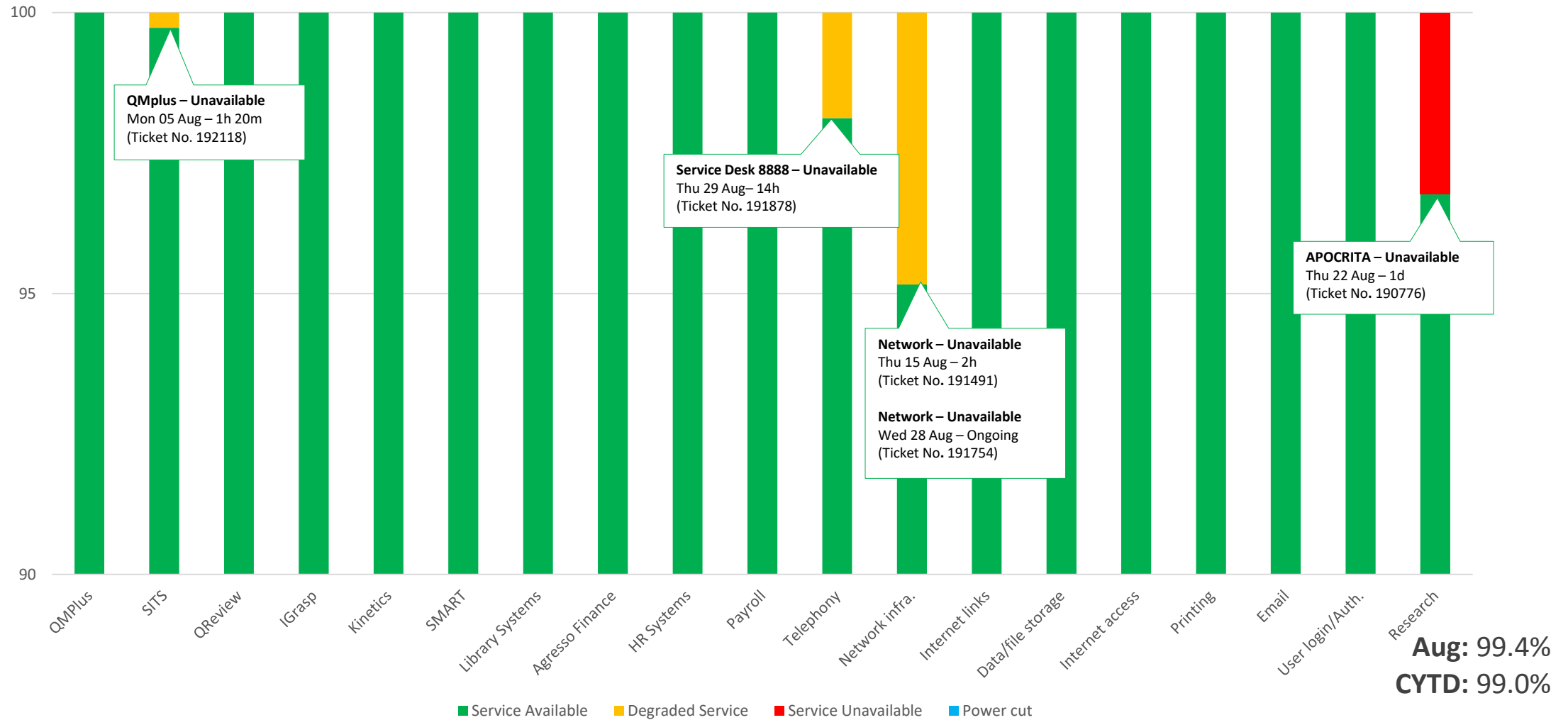


Deterioration from last month

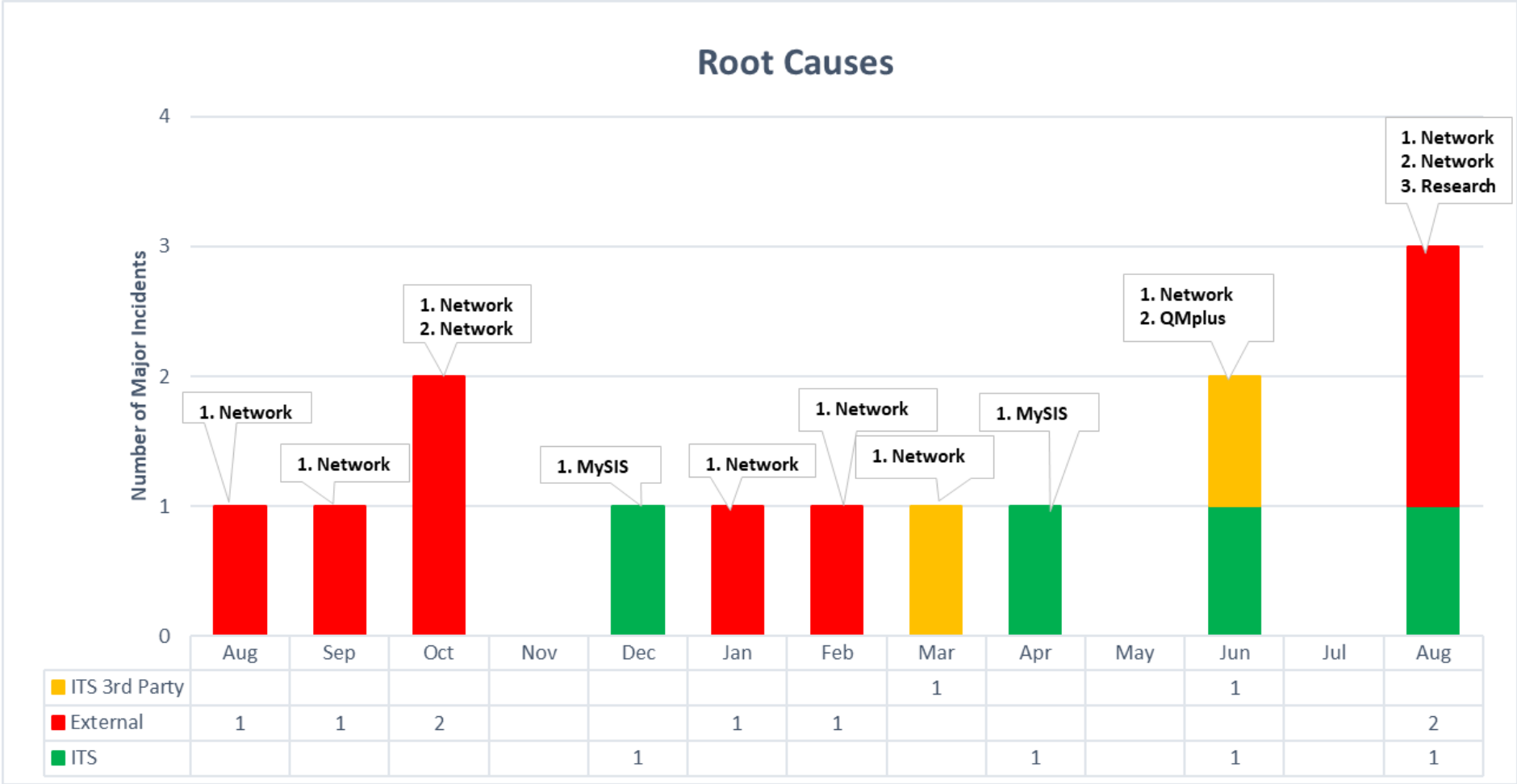


No change from last month

ITS Critical Systems Availability



Major & High Priority Incidents



High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
192118	Mon 05 Aug 08:00	1h 20m	SID – Users were unable to access the Student Enquiry Helpdesk (SID) to log support calls Cause: SID licences had expired Action: Issue raised with Tribal 3 rd party to renew the licences	Resolved
191491	Thu 15 Aug 12:15	2h	Network Services – Users in Smokers Clinic experienced Network connectivity issues Cause: Loss of power to the comms room in Stocks Court Action: Power was restored by Estates, this brought the Network Service back online	Resolved
-	Thu 22 Aug 15:15	1d	Research - APOCRITA – Users were unable to access the High Performance Computer (HPC) Cause: A technician mistakenly added Configuration settings to DC3 that was meant to be added to DC4 Action: Configuration removed from DC3 and rolled back to its original state	Resolved
191754	Wed 28 Aug 15:45	Ongoing	Network Services – Users in Pooley house experienced Network connectivity issues Cause: Loss of power to the comms room in Pooley House West Action: Power restored by Estates and 3 rd party contractor assigned to fix issues in the comms room.	Ongoing
191878	Thu 29 Aug 18:00	14h	Service Desk Phones – Users were unable to contact the Service Desk via phone 8888 Cause: Unknown Action: No action taken, issue resolved itself	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13883	07 Aug	30m	Telephone – Users at Charterhouse Square were unable to use the analogue phones during the maintenance period to make or receive calls	Maintenance	Implemented
13867	21 Aug	4h	VDI – Users were unable to access the Virtual Desktop Service (VDI) for remote working and access to virtual applications during the maintenance period	Maintenance	Implemented
13879	28 Aug	2h	Wireless Network Service – Users were unable to connect to the Wireless Network at Whitechapel, Charterhouse Square, West Smithfield, Lincoln’s Inn Fields, Stocks Court and Malta during the maintenance period	Maintenance	Implemented
13880	29 Aug	2h	Wireless Network Service – Users were unable to connect to the Wireless Network at Mile End during the maintenance period	Maintenance	Implemented
-	27 Aug	1h	Research Network Service – Users in EECS experienced slow network connection and some website unavailability during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Jun 19	Jul 19	Aug 19	Trend	Expected Trend
Incidents Raised	-	774	919	910	↓	↓
Number of Incidents Resolved	-	761	768	684	↓	↓
Incidents Resolved within SLT	90%	79%	76%	67%	↓	↓
Resolution Time P1	4h	60%	100%	60%	↓	—
Resolution Time P2	1 BD	67%	68%	74%	↑	↓
Resolution Time P3	3 BD	79%	78%	64%	↓	↓
Resolution Time P4	5 BD	100%	83%	84%	↑	↓
Resolution Time P5	20 BD	86%	80%	100%	↑	↓
Requests Raised	-	3594	5116	4183	↓	↑
Number of Requests Resolved	-	3502	4675	3454	↓	↓
Requests Resolved within SLT	90%	86%	87%	88%	↑	↓
Reopened tickets	3%	132 (3%)	164 (3%)	143 (3%)	—	—

Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Ticket volumes decreased in August as expected due to the holiday period. A high number of requests were received for account extension as a result of the disabling of IT user accounts for staff and students who no longer work or study at QMUL
- KPI mainly trending down due to the lack of resources and the backlog of tickets in triage

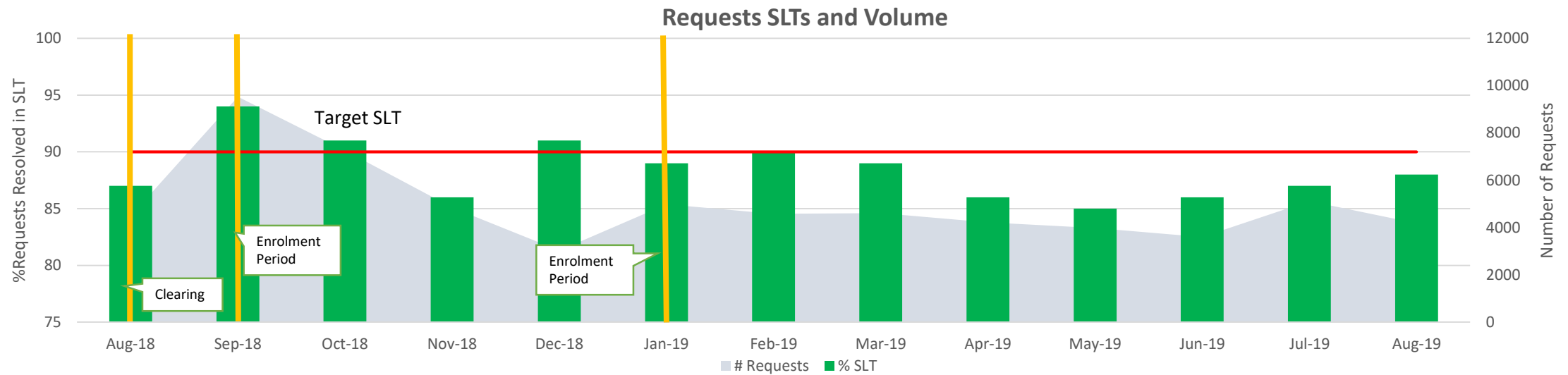
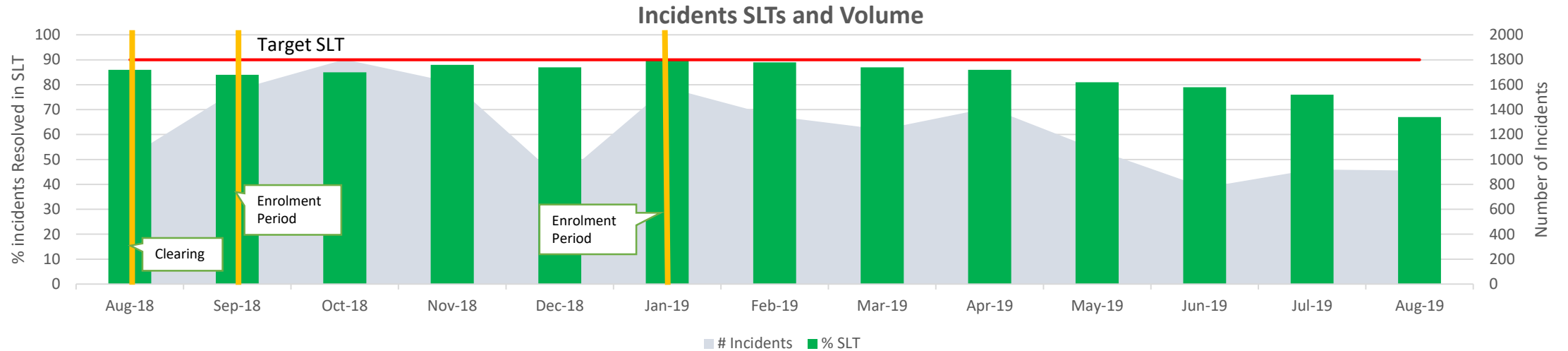
Key

- 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
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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

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



Service Desk Performance

Measure	Target	Jun 19	Jul 19	Aug 19	Trend	Expected Trend
Received Phone Calls	-	1952	2951	3107	↑	↓
Average Wait Time	25s	21s	34s	1m	↓	↓
Abandon Rate (Calls)	5%	16%	22%	39%	↓	↓
FTF (First Time Fix)	75%	58%	64%	62%	↑	↓
FLF (First Line Fix)	75%	46%	53%	51%	↑	↓
Email Triage	90%	100%	71%	86%	↓	↓

Commentary







- High volume of phone calls received mainly due to the high priority incidents in August.
- The Phone abandonment rate and wait time have deteriorated further this month due to the loss of resources across the Service Desk
- Agency staff have been recruited and additional measures put in place to address the high volume of unassigned tickets
- Agency and Service Desk staff have been heavily involved in the preparatory work for enrolment

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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	Jun 19	Jul 19	Aug 19	Trend	Expected Trend
	589	791	540	↓	↑
	1961	2372	2213	↓	↑
	377	471	414	↓	↓
	1280	1839	1604	↓	↓
	50	169	173	↑	—
	0	0	0	—	—

Commentary

- Ticket volumes in August is lower as expected during the holiday period
- There has been a steady uptake of chat as both students and Staff are finding it more convenient to contact the service desk for support with user account issues

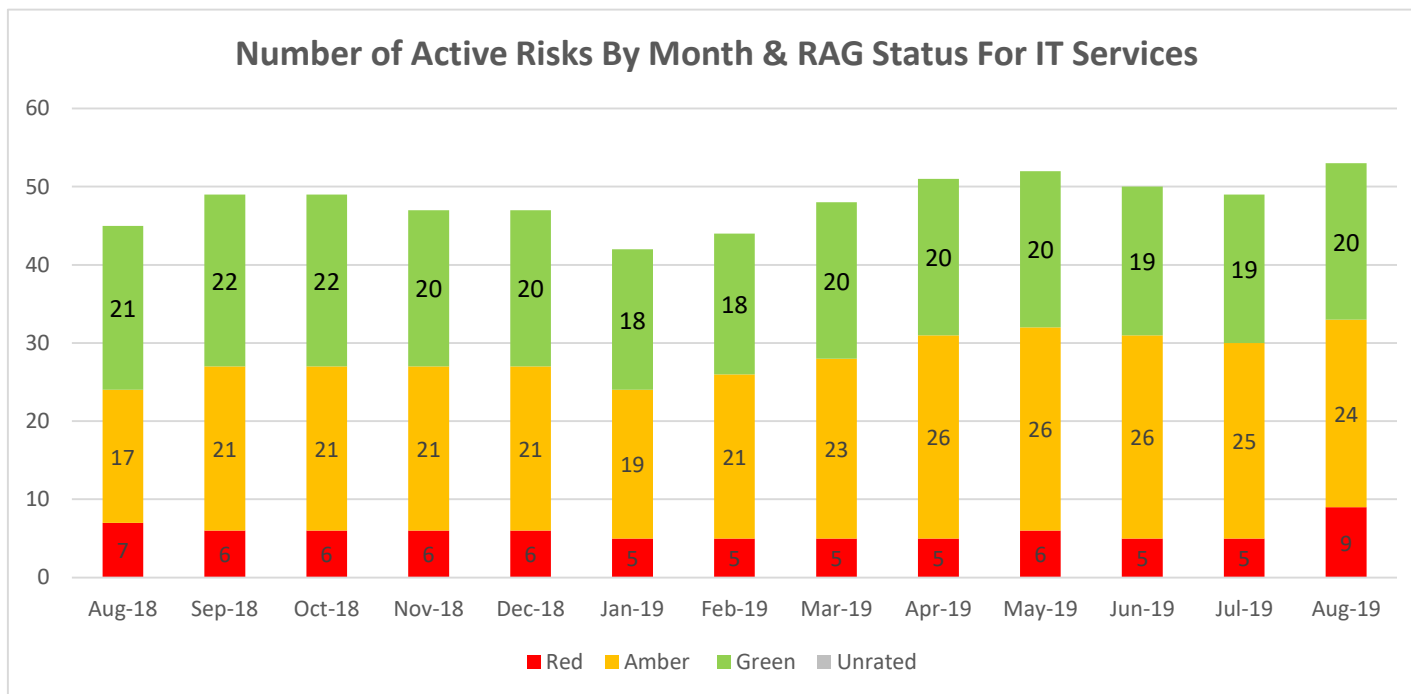
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Risk Report



New: Penetration testing by JISC revealed vulnerabilities that could be exploited to gain access to QMUL systems

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	5	53	0	

Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Audit to identify and migrate where possible to the managed environment
- **Network resilience for legacy firewall and routers** – The legacy network routers and switches have now been virtualised . The resiliency for fibre connections is being deployed via Projects and Change
- **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** – Following the implementation of the technical solution for Multi Factor Authentication in August, we are now able to apply it to additional systems
- **Phishing** – Microsoft Advanced Threat Protection’s anti spoofing filters – New filters are switched on and successfully blocking spoofing emails.

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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