Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary
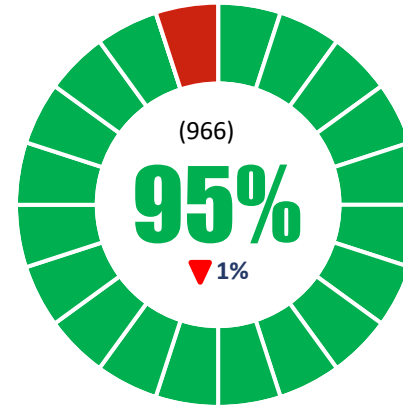
KPI & Summary

- (957) Incidents 87%
- (6745) Requests 94%
- (1) P1 Inc. 0%
- (22) P2 Inc. 81%
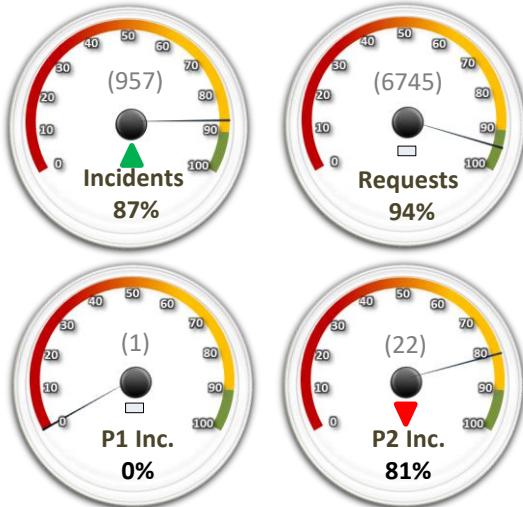
*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have increased as expected during clearing .
- Ticket volumes are higher in comparison to the same time last year mainly due to a number of service upgrades and staff returning back to the campus
- The KPI trend is trending upwards due to staff returning from annual leave and retention of staff until recruitment campaigns are completed
- Service Desk and Campus Customer Support are now preparing for Enrolment despite . conflicting priorities with Projects, MME – Recruitment campaigns in place to provide additional support
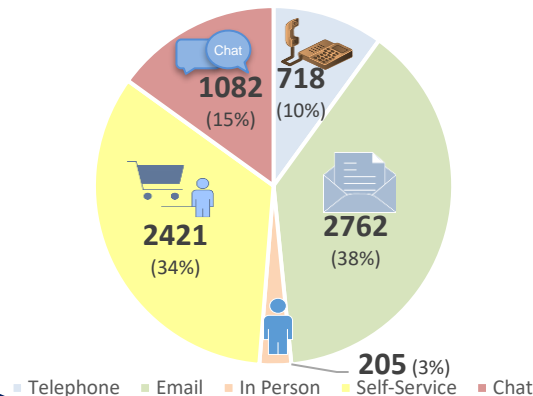
Customer Satisfaction

(966)

95%

▼ 1%

1 Major Incident

- My SIS – 20/08 – UCAS import delay to SITS

Volumes

- Chat 1082 (15%)
- Telephone 718 (10%)
- Email 2762 (38%)
- In Person 205 (3%)
- Self-Service 2421 (34%)

Telephone   Email   In Person   Self-Service   Chat

- Ticket volumes have increased via all channels except walk-ins due to clearing and the Queens building being vacated.
- Request for information, requests for information, Desktop and Network Query the top request items this month.
- QMplus login and module enrolment issues have contributed to the high volume of incident tickets along with a high volume of phishing emails reported to the service desk. this month

Critical Systems Availability

CYTD

0.0%
99.8%

Aug

0.1%
99.8%
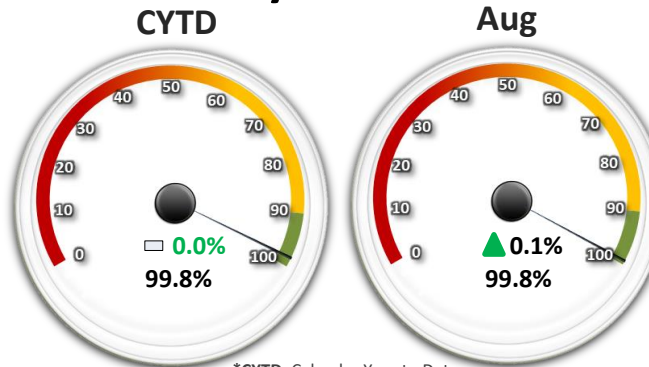
*CYTD: Calendar Year to Date

- Critical systems availability increased slightly this month despite the major incident.
- Most of the incidents were performance impacting.

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KPI Trend View

KPI	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Move
% Satisfied Customers for Incidents	96	95	94	86	96	96	95	95	96	96	94	98	97	↑
% Satisfied Customers for Requests	95	93	93	87	95	95	96	92	97	97	96	96	94	▬
All Incidents Closed By All ITS Depts. Within SLT	82	89	87	88	90	95	91	93	88	89	89	84	87	↓
All Requests Closed By All ITS Depts. Within SLT	89	94	93	94	95	97	94	96	95	94	92	94	94	↑
All Incidents Closed By Site Within SLT	79	87	86	88	85	90	82	93	83	83	82	81	86	↓
All Requests Closed By Site Within SLT	88	91	93	94	94	96	94	96	94	94	92	94	94	↑
Service Desk Incidents Closed Within SLT	99	97	97	96	98	99	98	98	98	99	98	96	96	↓
Service Desk Requests Closed Within SLT	99	99	99	99	99	99	99	96	99	99	99	99	99	▬
Service Desk Telephone Response Within SLT	▬	▬	▬	80	89	83	93	95	88	85	78	86	89	↑
All Incidents Closed By Campus Teams Within SLT	62	76	81	87	94	88	91	93	88	85	85	78	83	↓
All Requests Closed By Campus Teams Within SLT	74	84	91	95	95	93	93	95	96	96	95	94	95	↓
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	100	100	100	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

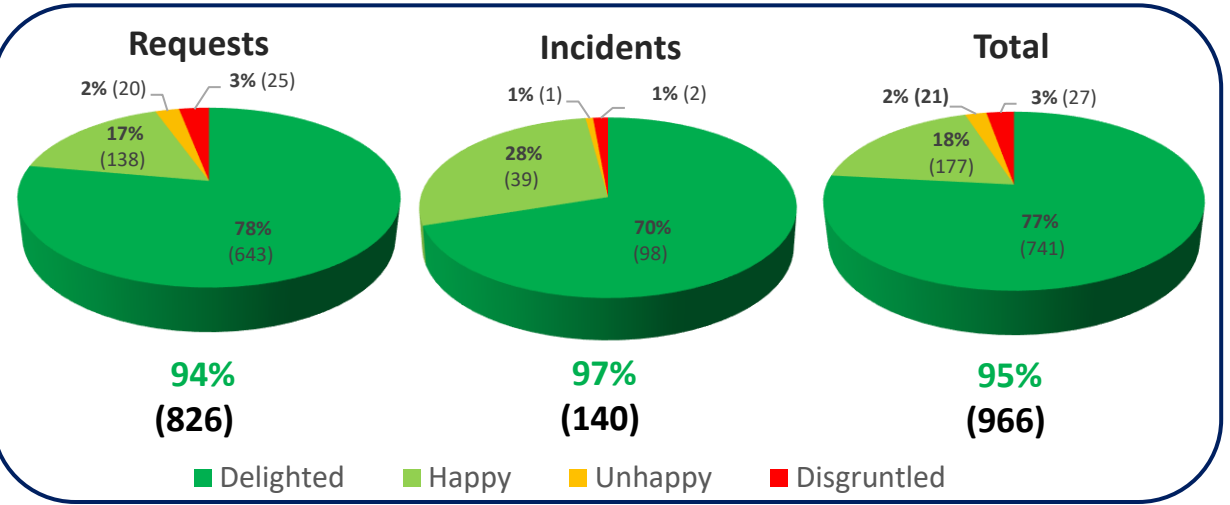▬ No change from last month

Customer Satisfaction

Customer Feedback

This month we received 966 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **13%** (which is the 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.

Requests

- 2% (20)
- 3% (25)
- 17% (138)
- 78% (643)

94%
(826)

Incidents

- 1% (1)
- 1% (2)
- 28% (39)
- 70% (98)

97%
(140)

Total

- 2% (21)
- 3% (27)
- 18% (177)
- 77% (741)

95%
(966)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

Thank you very much for your speedy action in fixing this problem

I don't think you guys read my email or listen to what I say at all..

I was just shuffled onto someone else. They told me to email someone, which I did, no response. This service sucks

Once again, thank you for your prompt and great support

Very happy with his tone and service .

This really urgently needs to be resolved! I keep getting phone calls from distressed students who are trying to contact the Barts Cancer Institute

Positive Vs Negative

95.7% 93.6% 87.5% 95.7% 92.5% 97.2% 96.6%
93.7% 95.8% 96.0% 97.1% 96.4% 95.0%

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug

■ #Positive Feedback   ■ #Negative Feedback   — % Positive Feedback
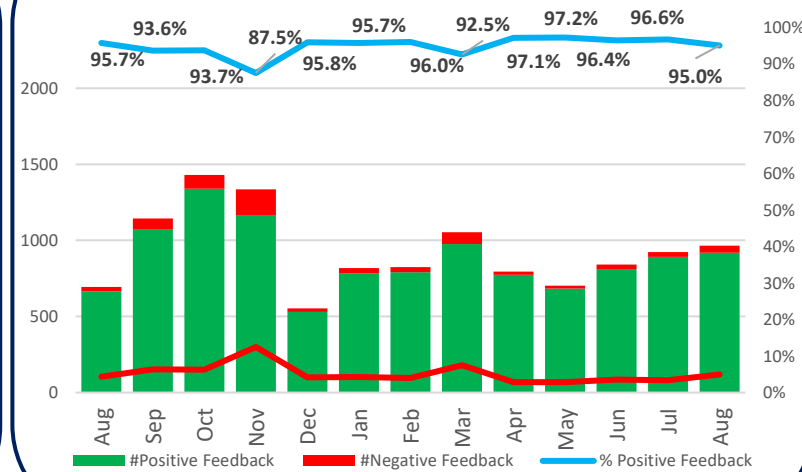
Commentary

- Customer Satisfaction for this month dropped slightly but remains above our 95% target.

- Feedback this month relate mainly to resolving service requests on account issues.

- Complaints this month like last month, have been due to poor communication whilst handling tickets

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Major & High Priority Incidents

Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
215664	Fri 20 Aug 13:43	4h	**MySIS –** Clearing agents were experiencing delays for applicants decisions regarding offer of acceptance. Which could lead to over subscription **Cause:** The UCAS import into SITS was taking too long because of a Tribal update **Action:** Disabling a TUP (Telephone user parts) the performance was restored.	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
215223	Mon 02 Aug 08:45	1d	**QMplus –** Some users were experiencing intermittent access and performance issues. **Cause:** The 'assignment labels' that appear on the main page of a course were causing the site to slow down to a halt as the assignment labels require looking up the number of attempts, submissions etc that a student has made **Action:** Change 16093 to switch off assignment labels from qmultopics and qmulweeks course format settings page	Resolved
215450	Mon 09 Aug 09:00	1h	**Network (Power Failure) –** Users in Geography building were unable to access network services. **Cause:** A power failure at Mile End caused the network switch in the comms room MEB20 to stop responding **Action:** On restoration of power to the comms room MEB20, the switch were restarted, restoring the network service.	Resolved
-	Thu 12 Aug 07:00	4h	**Direct Access –** Sky Broadband users in were experiencing issues contacting various Internet services including ones at Queen Mary. ITL and Geography building were unable to access network services. **Cause:** Sky Broadband may have had a major DNS issue" on their infrastructure **Action:** Sky Broadband resolved the issue.	Resolved

Planned Maintenance

ug	Date	Duration	Service Affected – Impact	Reason	Status
16060	02 Aug	3d	**Student Printing –** Some printers were unavailable and some users were unable to top up for printing during the migration.	Upgrade	Implemented
16091	04 Aug	1h	**Network –** Users in the John Vane Science Centre (South Side) experienced a short network outage for a period of no more than 10 minutes during the one hour maintenance period	Maintenance	Implemented
16106	18 Aug	2h	**Worktribe** – The system was unavailable during the maintenance period.	Maintenance	Implemented
16132	19 Aug	10d	**iPay –** Users were unable to pay Library fines or top up their credit during the upgrade.	Upgrade	Implemented
16119	19 Aug	2h	**iGrasp –** The system was unavailable during the maintenance period.	Maintenance	Implemented
16134	20 Aug	1h	**EZproxy** – The system was unavailable during the maintenance period.	Maintenance	Implemented
16116	25 Aug	4h	**MyHR and ResourceLink (WebView)** – The system was unavailable during the maintenance period.	Maintenance	Implemented
16108	31 Aug	2h	**Legacy Network** – Users in Whitechapel & West Smithfield experienced a brief interruption to network Services for approx. 20- 30 minutes during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Jun 21	Jul 21	Aug 21	Trend	Expected Trend
Incidents Raised	-	632	595	957	⬆	⬆
Number of Incidents Resolved	-	606	547	822	⬆	⬆
Incidents Resolved within SLT	90%	89%	84%	87%	⬆ (red)	⬆ (red)
Resolution Time P1	4h	50%	0%	0%	▬ (red)	⬆ (red)
Resolution Time P2	1 BD	84%	50%	81%	⬆ (red)	⬆ (red)
Resolution Time P3	3 BD	89%	84%	87%	⬆ (red)	⬆ (red)
Resolution Time P4	5 BD	100%	100%	100%	▬ (green)	▬ (green)
Resolution Time P5	20 BD	0%	0%	100%	⬇ (red)	▬ (green)
Requests Raised	-	5360	5620	6745	⬆	⬇
Number of Requests Resolved	-	5225	5511	6130	⬆	⬇
Requests Resolved within SLT	90%	92%	94%	94%	▬ (green)	⬇ (green)
Reopened tickets	3%	113 (2%)	104 (1%)	119 (2%)	⬆ (green)	▬ (green)

Commentary

- Ticket volumes are higher in comparison to the same time last year mainly due to staff returning back to campus and unexpected issues with Service upgrades.

- KPI is trending well because of due to the focus on Clearing and ticket management within the teams.

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

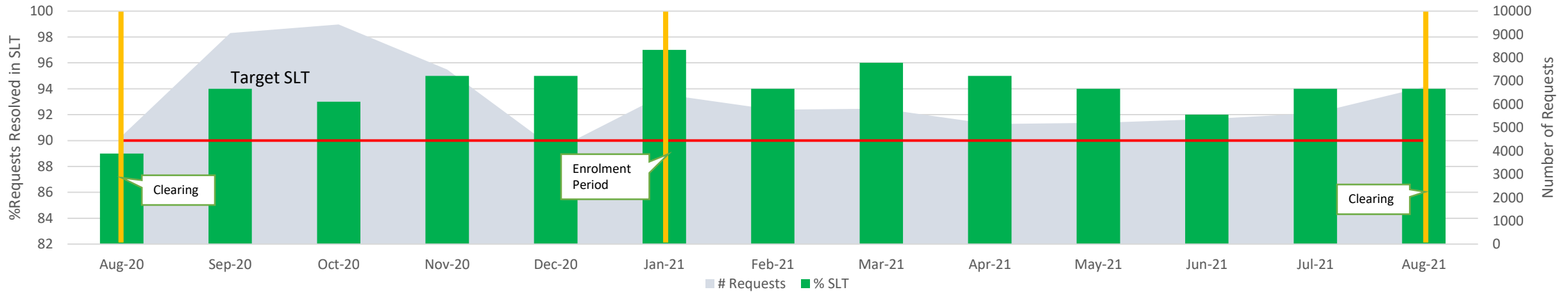BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

Incidents SLTs and Volume

Target SLT

Clearing

Enrolment Period

Clearing

■ # Incidents ■ % SLT
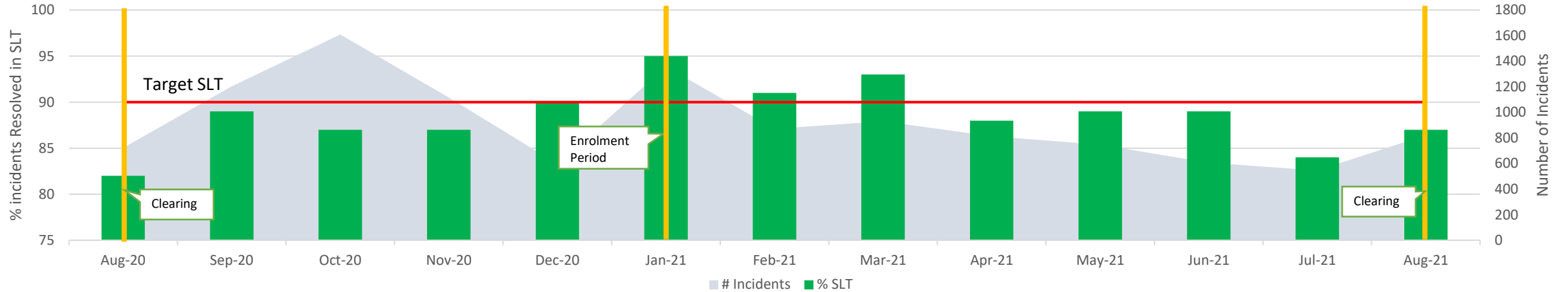
Requests SLTs and Volume

Target SLT

Clearing

Enrolment Period

Clearing

■ # Requests ■ % SLT

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Service Desk Performance

Measure	Target	Jun 21	Jul 21	Aug 21	Trend	Expected Trend
Received Phone Calls	-	170	1160	1279	⬆	⬆
Average Wait Time	25s	22s	27s	24s	⬆	⬆
Abandon Rate (Calls)	5%	22%	13%	10%	⬆	⬆
FTF (First Time Fix)	75%	79%	83%	83%	▬	▬
FLF (First Line Fix)	75%	62%	60%	67%	⬆	⬆
Email Triage	90%	100%	100%	100%	▬	▬

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.

- Service Desk have been focusing on First line Fix, which has shown slight improvement this month despite low staff numbers as a result of the voluntary redundancy

- Service Desk are now preparing for Enrolment with Recruitment campaigns now in progress.

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

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Ticket Source

ITS Ticket Volume	Jun 21	Jul 21	Aug 21	Trend	Expected Trend
☎	622	550	718	⬆	⬆
✉@	2326	2488	2762	⬆	⬆
🧑‍💼	341	315	205	⬇	⬆
🖥	1808	1840	2421	⬆	⬆
Live Chat	731	831	1082	⬆	⬆
TECH BAR	0	0	0	—	—

Commentary

- Tickets via Email remain high along with Self Service because of a high volume of inquiries as evident by the top 3 request items raised were: requests for information, Desktop and Network Query.

- QMplus, login and module enrolment issues have contributed to the high volume of incident tickets along with a high volume of phishing emails reported to the service desk. this month

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 but breaching SLT

⬇ (red) Deterioration from last month and 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

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

Month	Red	Amber	Green
Aug-20	14	27	15
Sep-20	14	27	15
Oct-20	17	29	15
Nov-20	17	29	15
Dec-20	16	31	15
Jan-21	15	30	15
Feb-21	15	30	15
Mar-21	15	30	15
Apr-21	15	30	15
May-21	15	30	15
Jun-21	14	29	18
Jul-21	13	29	18
Aug-21	13	28	18

Legend: Red, Amber, Green, Unrated
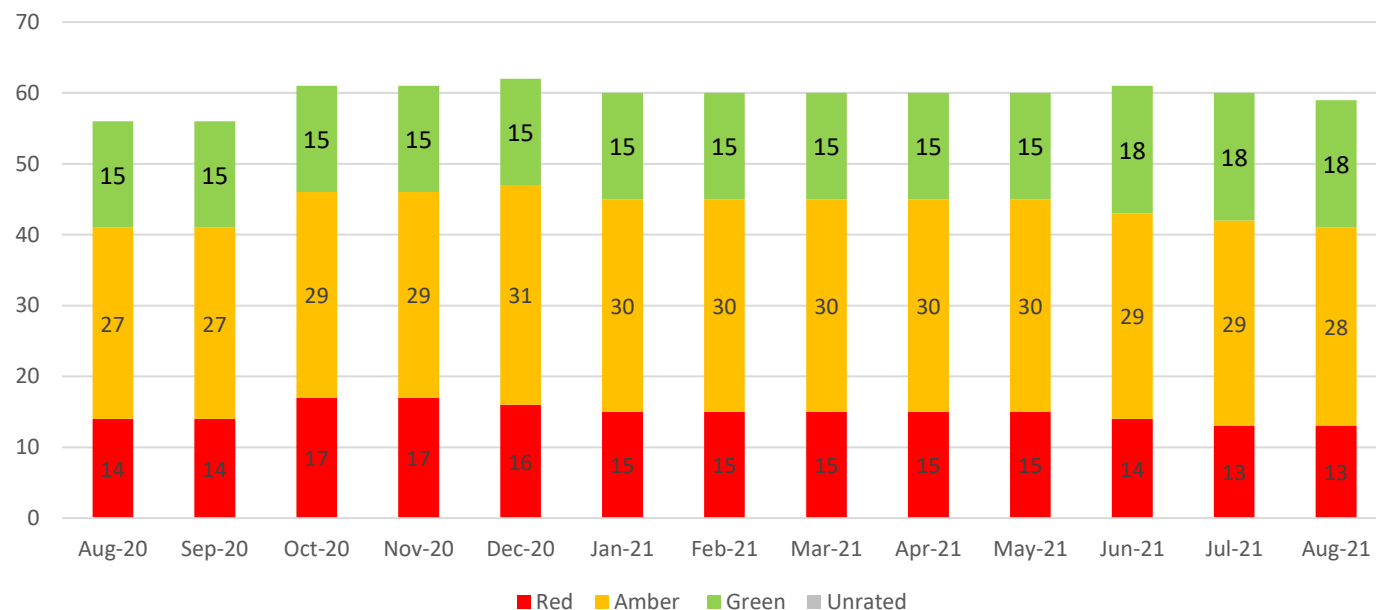
Top Risk: The under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	0	59	0	▬

Top Risks:

- **Under Resourced Information Security team** – An under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework

- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A project has been initiated to migrate devices to the managed environment

- **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 – training has been provided

- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work, recovery plans have begun to be documented

- **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

⬆ Deterioration over last month

⬇ Improvement from last month

▬ No change from last month

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Additional Internal Reports

Top 10 Incident and Service Request Types

Incident Category	Total Logged	Percentage Logged	Percentage of Total Logged
Application (M-Q) - QMPlus - Unable to Login	63	18.6	6.6
Email - Security	46	13.6	4.8
Email - Security - Phishing/SPAM	45	13.3	4.7
Hardware - Laptop	36	10.6	3.8
Application (A-E) - Ezproxy	33	9.7	3.4
Application (M-Q) - QMPlus - Application Data Missing	27	8.0	2.8
Application (M-Q) - QMPlus	24	7.1	2.5
Application (M-Q) - MyHR/ResourceLink - Unable to Login	24	7.1	2.5
Application (M-Q) - QMPlus - Application Internal Error	21	6.2	2.2
Network - Other	20	5.9	2.1

| Request Category (Service Item)	Total Logged	Percentage Logged	Percentage of Total Logged
Request for Information	529	17.8	7.8
Network / Query	492	16.5	7.3
Desktop / Account / Query	368	12.4	5.5
Desktop / Account / Other	332	11.2	4.9
SSPR Registration	283	9.5	4.2
Software Query	269	9.0	4.0
(blank)	200	6.7	3.0
Agresso 2 / Purchase Orders / Close PO	171	5.8	2.5
User Account / Extension	170	5.7	2.5
Storage / Provision	159	5.3	2.4

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Top Incident and Service Request Types Trending
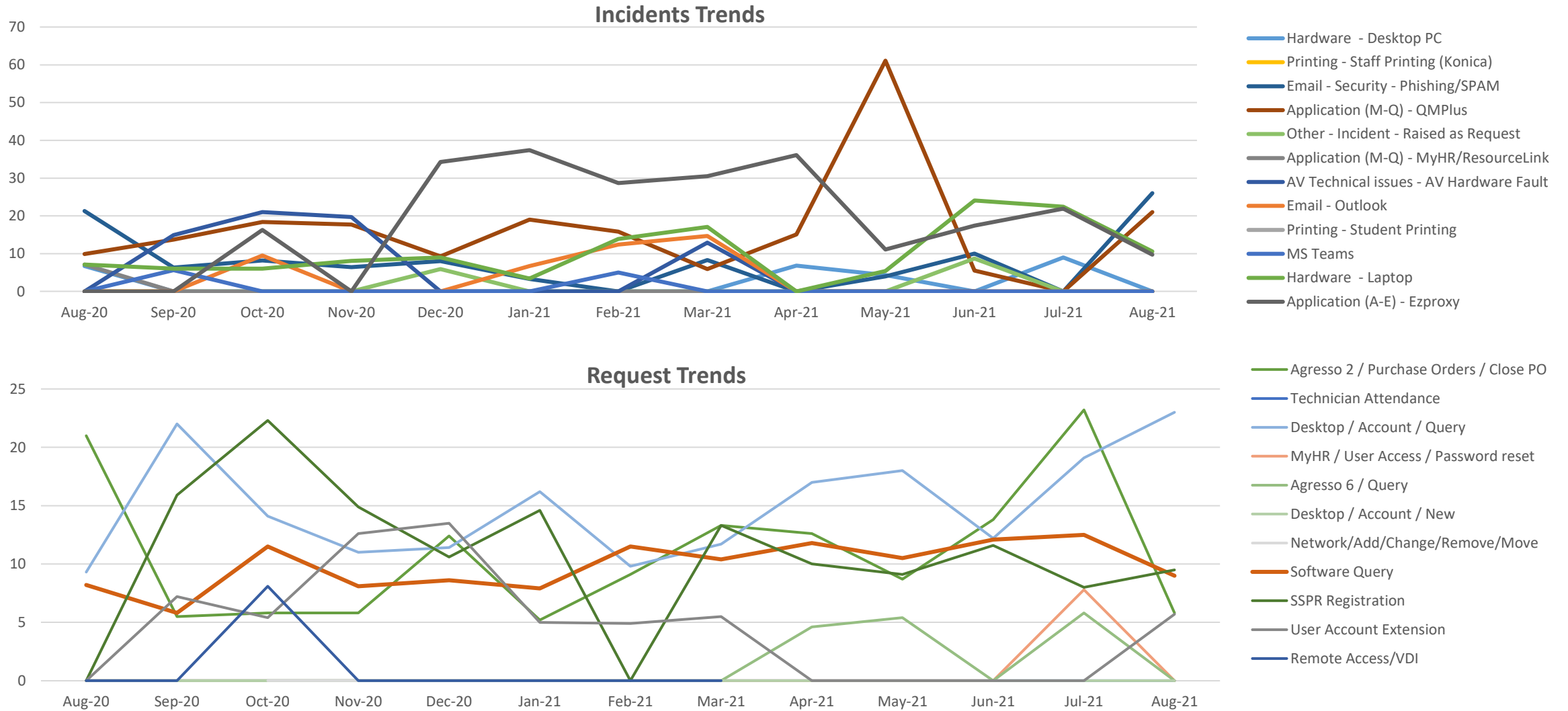
Incident and Request Aged Report Over 30 days

|	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Infrastructure - Incidents	23	30	22	17	16	10	11	16	8	14	22	18	15
Applications - Incidents	15	18	12	10	8	3	5	9	19	18	14	19	19
Student and Staff Services - Incidents	4	1	5	3	5	2	0	0	0	1	4	5	5
Research and Teaching - Incidents	8	11	6	3	6	4	2	8	7	5	7	9	13
Project team change - incidents	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incidents	**50**	**60**	**46**	**33**	**35**	**19**	**18**	**33**	**34**	**38**	**47**	**51**	**52**
Infrastructure - Requests	104	89	58	46	49	39	68	109	49	58	69	79	82
Applications - Requests	54	67	52	45	49	53	39	36	31	45	53	46	61
Student and Staff Services - Requests	163	61	41	32	69	58	39	41	62	40	60	84	89
Research and Teaching - Requests	31	39	23	9	9	12	18	20	23	25	21	34	42
Project team change - Requests	1	1	0	0	0	0	1	1	0	0	0	0	0
Total Requests	**353**	**257**	**175**	**132**	**176**	**162**	**165**	**207**	**165**	**168**	**203**	**243**	**274**

Change Requests
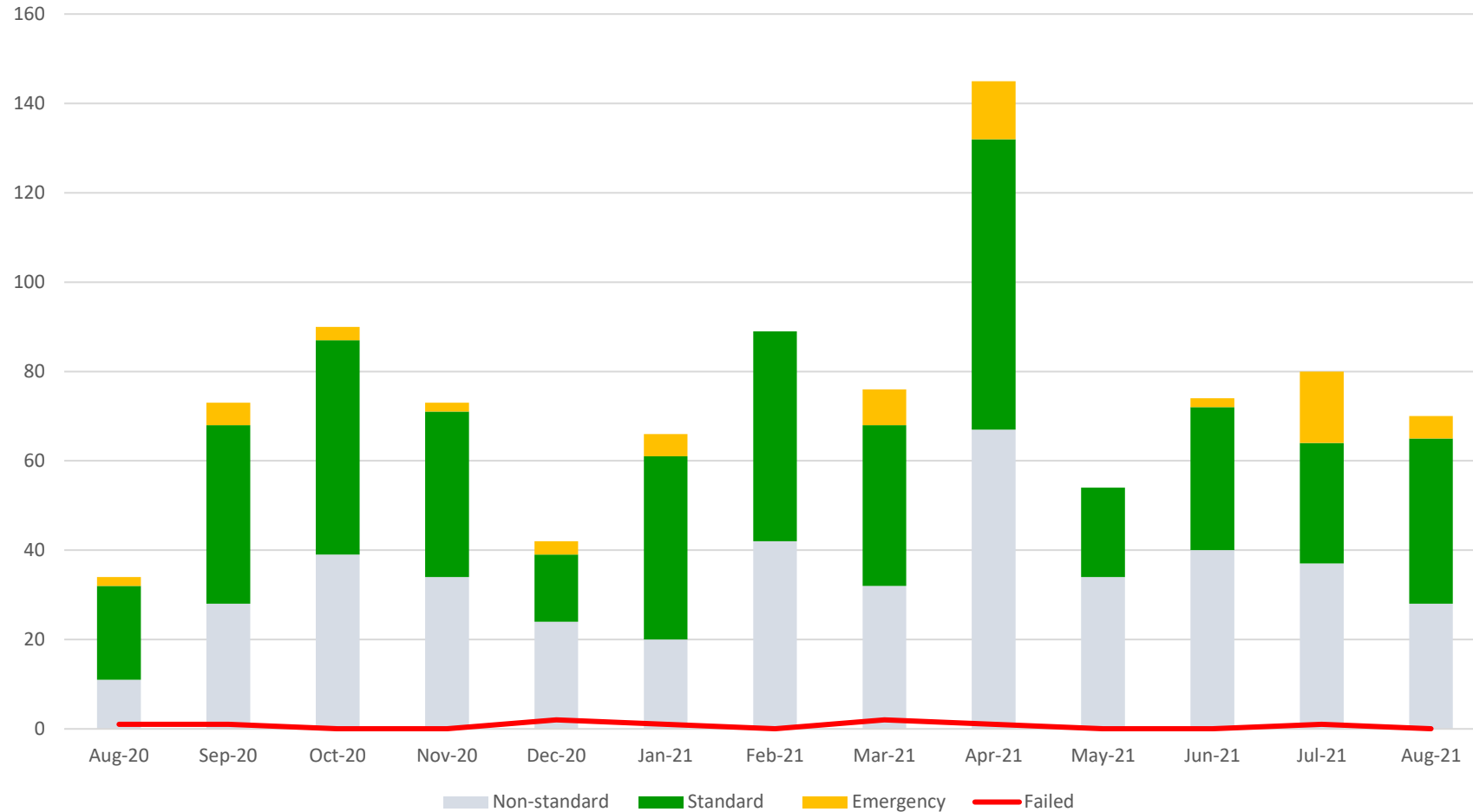
16108 – Failed change caused outage to EECS connectivity

16091 – Change identified a switch that needed to be replaced.
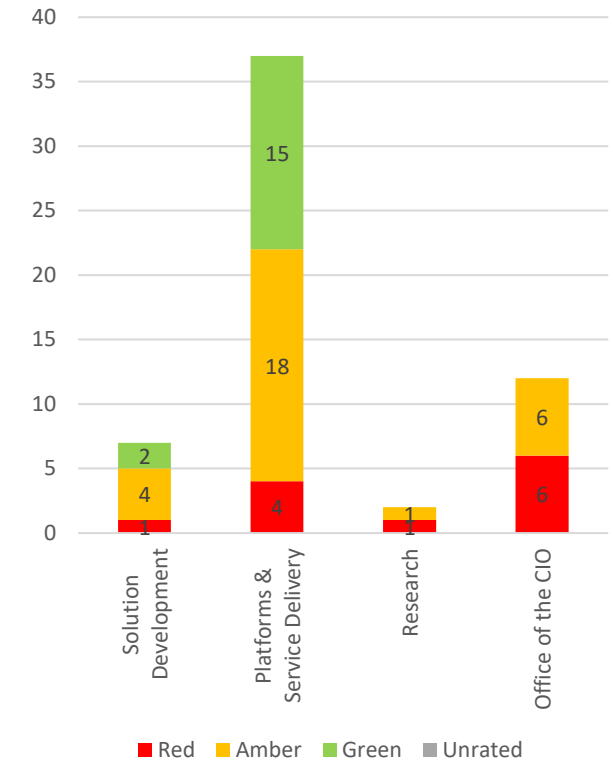
ITS Incidents and Service Requests Open vs Closed
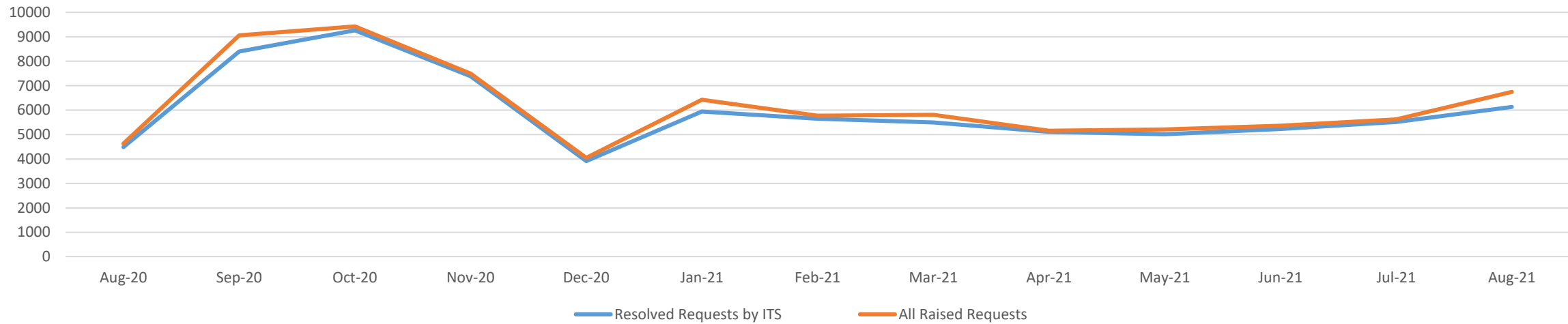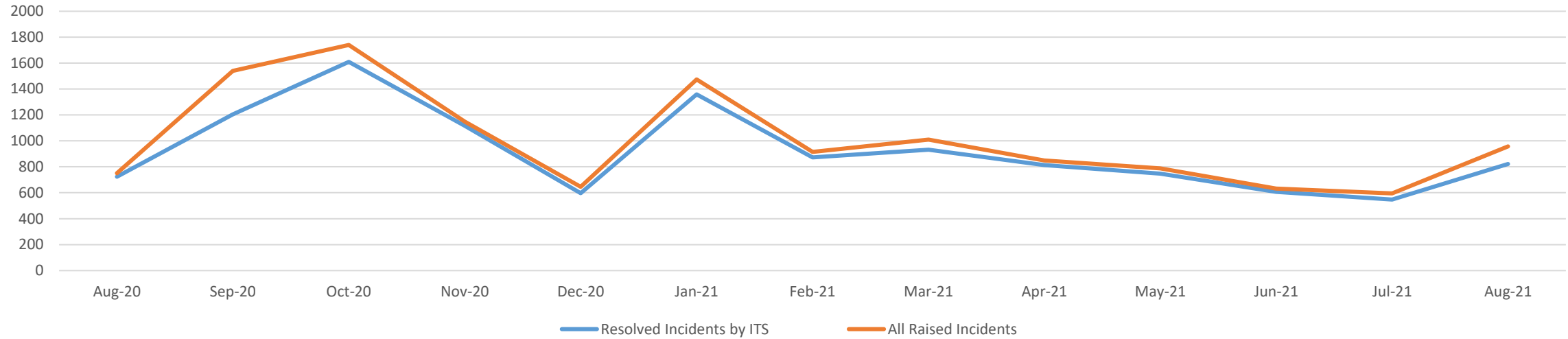
Risk Report

Ref	Risks	Rating	Progress
IT022	Under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security	🟥	⬆
IT070	Phishing emails used by hackers to gain access to QMUL user accounts COVID 19 has increased the likelihood –	🟥	⬆
IT071	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	🟥	▭
AP051	Publically accessible User access portal with no password generation control to ensure users use strong passwords to access Agresso	🟥	▭
IT030	Lack of clarity on how and when systems are to be recovered due to No Overarching Disaster Recovery plan or scheduled DR tests	🟥	▭
IT063	Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited	🟥	▭
IT064	Vulnerabilities identified by Pen testing that could be exploited to obtain access to QMUL systems.	🟧	▭

IT Service Risk Profile

Stacked bar chart values:
- Solution Development: Red 1, Amber 4, Green 2
- Platforms & Service Delivery: Red 4, Amber 18, Green 15
- Research: Red 1, Amber 1
- Office of the CIO: Red 6, Amber 6

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Key

⬆ Deterioration from last month

⬇ Improvement from last month

▭ No change from last month

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Ticket Handling KPIs

	Jun	Jul	Aug
Average Incident Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)	1d	1d	1d
Average Request Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)	1d	1d	1d
Average Incident Resolution Time by Priority **P1 (4h), P2 (1BD), P3 (3BD), P4 (5BD), P5 (20BD)** Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	P1 = 4d P2 = 9d P3 = 4d P4 = 2h P5 = 0	P1 = 0d P2 = 8d P3 = 7d P4 = 2d P5 = 0d	P1 = 4h P2 = 2h P3 = 4d P4 = 3d P5 = 1d
Average Request Resolution Time by Priority Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	SR 15m = 0 SR1hr = 3d SR 4h = 5h SR 10h = 6h SR2d = 3d SR3d = 5d SR5d = 4d SR10d = 6d SR20d = 9d	SR 15m = 0 SR1hr = 7d SR 4h = 5h SR 10h = 4d SR2d = 7d SR3d = 4d SR5d = 4d SR10d = 6d SR20d = 10d	SR 15m = 0 SR1hr = 10d SR 4h = 2h SR 10h = 10h SR2d = 9d SR3d = 3d SR5d = 2d SR10d = 10d SR20d = 7d

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Ticket Handling KPIs (cont.)

	Jun	Jul	Aug
Average incident Resolution Time by Category Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	Accts = 4d Apps = 9d AV = 5d Email = 10d Hardware = 2d Printing = 1d Managed Service = 0d Software = 0d Phone = 10d Network = 3d	Accts = 2d Apps = 2d AV = 19h Email = 1d Hardware = 3d Printing = 2d Managed Service = 0d Software = 4d Phone = 5d Network = 1d	Accts = 1d Apps = 4d AV = 1d Email = 1d Hardware = 3d Printing = 2d Managed Service = 4d Software =2d Phone = 11d Network = 2d
Average Request Resolution Time by Type Average time to resolution for top level categories (does not minus hold statuses and non business hours)	Apps = 5d Acct = 1d AV = 5d Lapp, Desk, Access = 6d Agresso = 3d	Apps = 4d Acct = 1d AV = 5d Lapp, Desk, Access = 7d Agresso = 2d	Apps = 4d Acct = 1d AV = 6d Lapp, Desk, Access = 11d Agresso =3d
Number of Re-Opened Incidents Incidents re-opened following resolution	0 = Less than 1% of total resolved	0 = Less than 1% of total resolved	0= Less than 1% of total resolved
Number of Re-Opened Requests Requests re-opened following resolution	113 = (2% of total resolved)	104 = (2% of total resolved)	119 = (2% of total resolved)
Functional Escalation Tickets escalated beyond the Service Desk (e.g. CCS or Applications)	Incidents = 341 Requests = 1418	Incidents = 336 Requests = 1469	Incidents = 507 Requests = 1794

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Ticket Handling KPIs (cont..)

		Jun	Jul	Aug
	Ticket Bounce Rate Tickets reassigned to the Service Desk from 2nd or 3rd line teams	Incidents = 36 Requests = 189	Incidents = 26 Requests = 183	Incidents = 55 Requests = 213
	Self-help Usage Views of the Self-help pages on the ITS Site	11,371 Views 12% of total views	13,248 Views 14% of total views	25,248 Views 22% of total views
	Total Open Incidents Total outstanding Incidents at the end of the month	134 - Open Tickets 38 - Development Services 86 - Platform & services 10 - Research 0- Projects & Change	189 - Open Tickets 41 - Development Services 126 - Platform & services 22 - Research 0 - Projects & Change	211 - Open Tickets 84 - Development Services 109 - Platform & services 18 - Research 0 - Projects & Change
	Total Open Service Requests Total outstanding Service Requests at the end of the month	825 - Open Tickets 179 - Development Services 604 - Platform & Services 42 - Research 0 - Projects & Change	906 - Open Tickets 208 - Development Services 640 - Platform & Services 58 - Research 0- Projects & Change	1183 - Open Tickets 304 - Development Services 825 - Platform & Services 54 - Research 0 - Projects & Change

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DRAFT SLIDE
Cyber Security

Pen Testing

96	220	1091	81	3
Critical	High	Medium	Low	Patched

Last Pen test Scan :

Vulnerability

5	5	5	5	5
Critical	High	Medium	Low	Patched

Last Vulnerability scan :

User Accounts
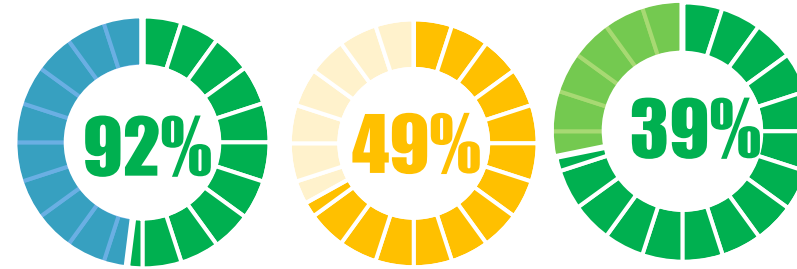
92%
Enabled Research Student

49%
Enabled Student

39%
Enabled Staff

Improvements	Oct	Nov	Dec
Pen Test			
MetaCompliance			
KPMG Audit			
WAF			

Number of Virus Attack Blocked

Nov	1611
Oct	2826
Sep	7195

0   2000   4000   6000   8000

Number of Spam Blocked

Nov	6790903
Oct	6113785
Sep	6103186

5500000   6000000   6500000   7000000

Security Issues	Impact	Progress
Ransomware – SEMS Domain Controller compromised	🟥	⬇️
Phishing Covid 19	🟥	⬆️
ITS Status Page Hacked	🟩	⬇️

Security Threats	Threat level
Cyber Security resources	🟥
Vulnerabilities in the unmanaged estate	🟥
Phishing, 3rd Party collaboration	🟥
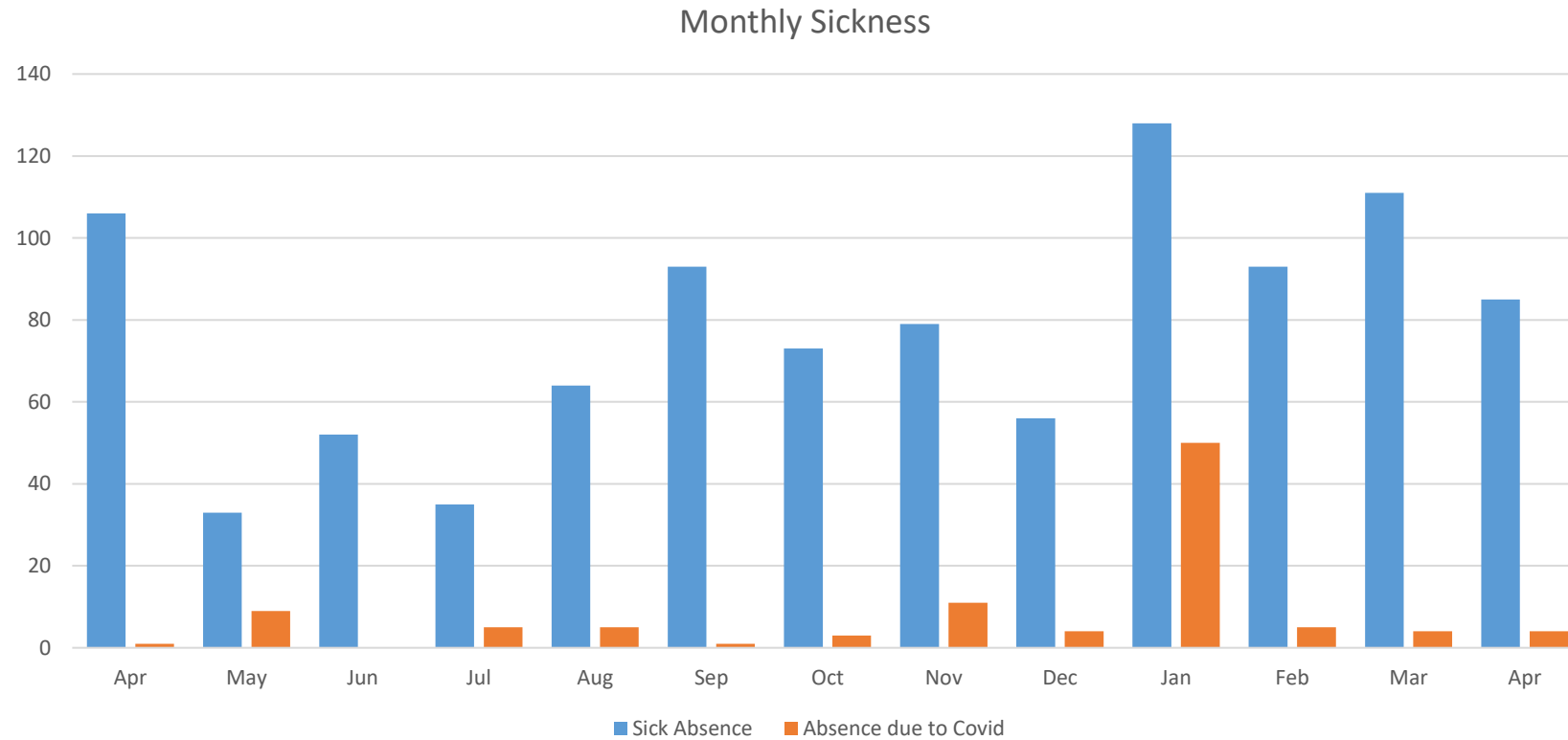
	Oct	Nov	Dec
Unidentified Devices on the network			
Intrusion Attempts			
Security Incidents			
Mean Time to Detect			
Mean Time to Resolve			
Mean Time to Contain			

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

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