



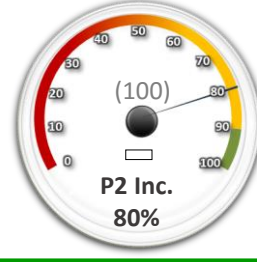
Queen Mary

University of London

IT Services

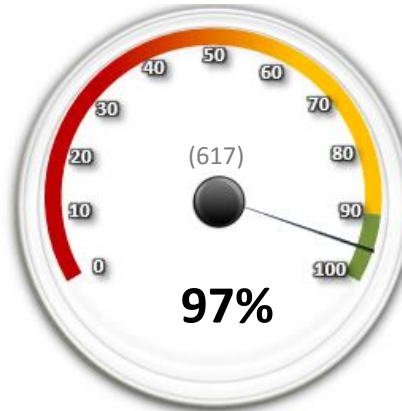
Executive Summary – August 2017

KPI



- Incident and Service Request KPIs were expected to breach mainly due to the resourcing issues within IT and holidays.

Customer Satisfaction



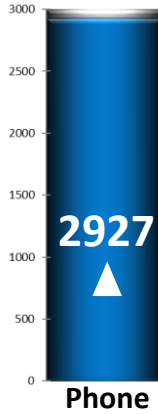
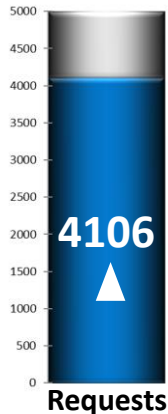
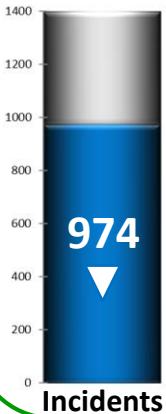
Definitions

- 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

2 Major Incidents

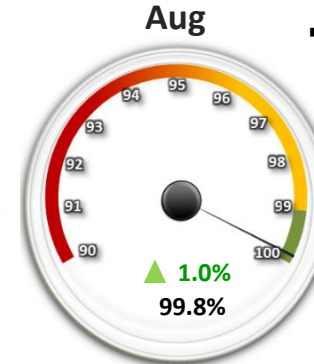
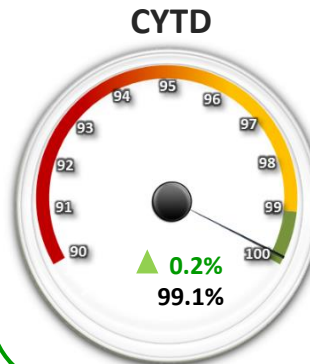
- Direct Access unavailable for almost 3 hours (07/08)
- Email Service unavailable for 2 hours (25/08)

Volumes



- Total number of Incidents are down whilst Requests are up which is expected during the end of the holiday period when users are returning from holiday.
- Downward trend on Self Service Portal & email requests due to the holiday period.

Critical Systems Availability



- The unavailability of critical services and the overall CYTD availability has improved following the previous month of multiple major incidents.



Customer Satisfaction – August 2017

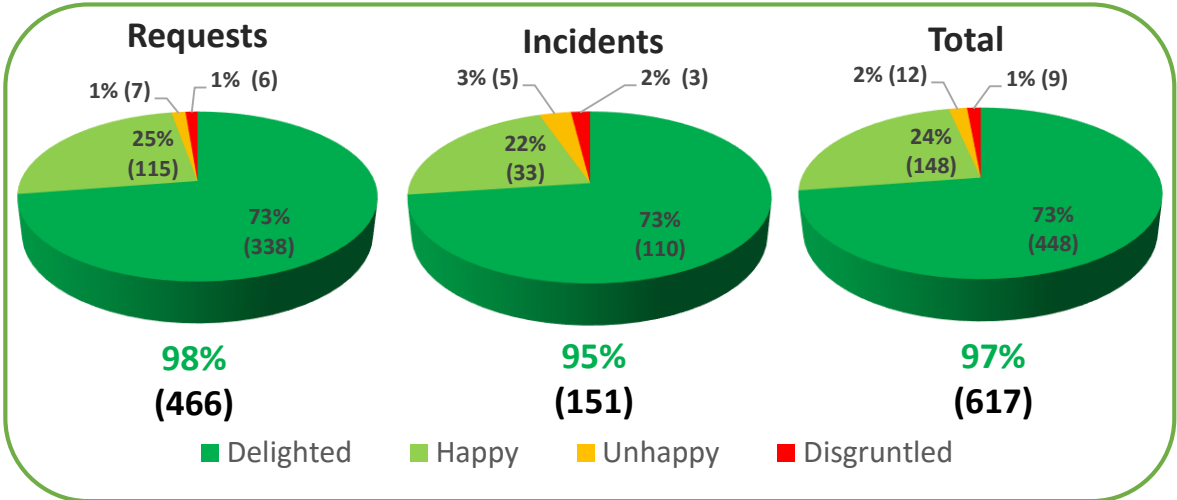
Customer Feedback

This month we had 617 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 12% (which is low due to the holiday period compared to the average of 20%)

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.



98%
(466)

95%
(151)

97%
(617)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Thank you very much for the quick response and for sorting this out so quickly!

I have waited for an extended time for a reply, to be finally asked to see the IT technician in SEMS, why could the ticket have not been sent onto him?

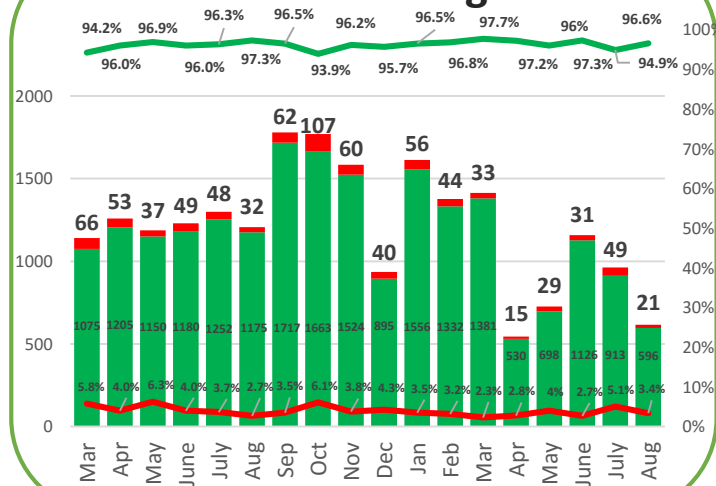
My job has not been resolved!! Why close the job?

Thanks for the service by IT services, it's really helpful

Thank you for resolving my issue swiftly – much appreciated!

Despite being requested and the ticket closed, my new member of staff still does not have access to J:Drive

Positive Vs Negative



Commentary

- Overall customer satisfaction is high and above 95% despite the low response rate due to the holiday period
- We are working on an updated customer satisfaction process to ensure all disgruntled feedback is responded to and corrective action taken



Activities for the month of August 2017

Research Excellence

Research Grant applications

Data will be reported next month



RGMS to go Live
Data will be reported next month

Public Engagement

Guest Wi-Fi:

221 users

4,750 sessions



Events Wi-Fi:

3,231 users

247,410 sessions

Teaching Excellence

Logins to QMPLUS

54,330



Teaching activities

333

Videos played

2,805

times within QMPlus



AV Uptime Days

35



Hours of Q-review

565

Playbacks



Growth



16

New

desktops/laptops
Deployed

Total staff data stored

222 terabytes



45,017

Registered Users

Supported teaching spaces with AV

280+

Across sites and buildings

International



Distance learning (Beijing and Nanchang QMPLUS logins):

3,845



Sustainability

Approx.

45,194

Pages sent and not printed

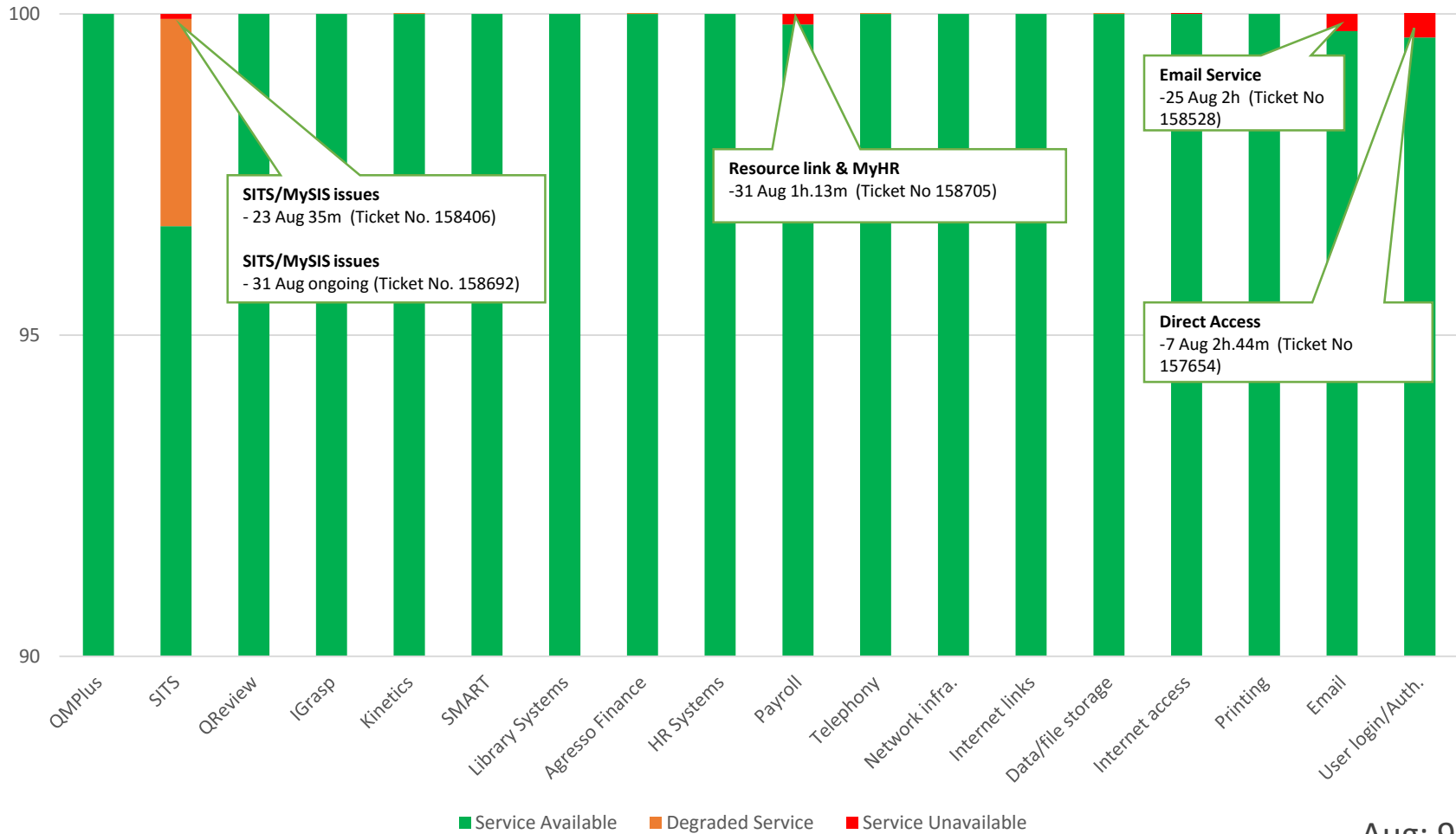


3





ITS Critical Systems Availability – August 2017



Aug: 99.8%
CYTD: 99.1%



MI and High Priority Incidents – August 2017

MI Incidents	Date	Duration	Service Affected – Impact	Status
157654	7 Aug – 08:30	2h 44m	Direct Access – Users unable to access services such as File Store or Email from managed devices.	Resolved
158528	Fri 25 Aug – 00:30	2h	Email Service – Users unable to access, send or receive emails	Resolved
LYR Ticket	Date	Duration	Service Affected – Impact	Status
157644	Tue 4 Aug – 15:00	2d 17h	Ivanti Email Notifications – Users not receiving email notifications from tickets in Ivanti	Resolved
158406	Wed 23 Aug – 09:45	35m	MySIS – Users unable to access MySIS	Resolved
158692	Thu 31 Aug – 09:30	-	MySIS – Users unable to log a MySIS Help Call	Ongoing
158705	Thu 31 Aug – 10:00	1h 13m	Resource link & MyHR - Users unable to access the payroll software	Resolved



Planned Maintenance – August 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
10780	6 Aug	1h 30m	Windows Servers – Potential for brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot.	Maintenance	Implemented
10747	23 Aug	3h	Password Reset Manager (PRM) – The self service password management for staff was not be available.	Maintenance	Implemented
10850	26 Aug	13h	Windows Servers – potential for brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot	Maintenance	Implemented
10824	29 Aug	6d	Eduroam Wi-Fi – Intermittent interruptions whilst using Wi-Fi in ITL and Computer Science buildings	Maintenance	Implemented
10822	29 Aug	1h	MyHR & WebView – Users unable to use or update any services within MyHR	Maintenance	Implemented



ITS Incident and Request KPIs – August 2017

Measure	Target	June 17	July 17	Aug 17	Trend	Expected Trend
Number of Incidents	-	1270	1230	974		
Incidents Closed within SLT	90%	83%	90%	89%		
Resolution Time P1	4h	71%	51%	80%		
Resolution Time P2	1 BD	85%	85%	80%		
Resolution Time P3	3 BD	82%	90%	89%		
Resolution Time P4	5 BD	89%	100%	98%		
Resolution Time P5	20 BD	100%	100%	100%		
Number of Requests	-	4439	3993	4106		
Requests Closed within SLT	90%	90%	94%	95%		

Highlights

- The total number of Incidents are down whilst Requests are up which is expected during the end of the holiday period when users are returning from holiday.
- The 'Incidents closed within SLT' measure just breached as expected due to resourcing issues.

Key

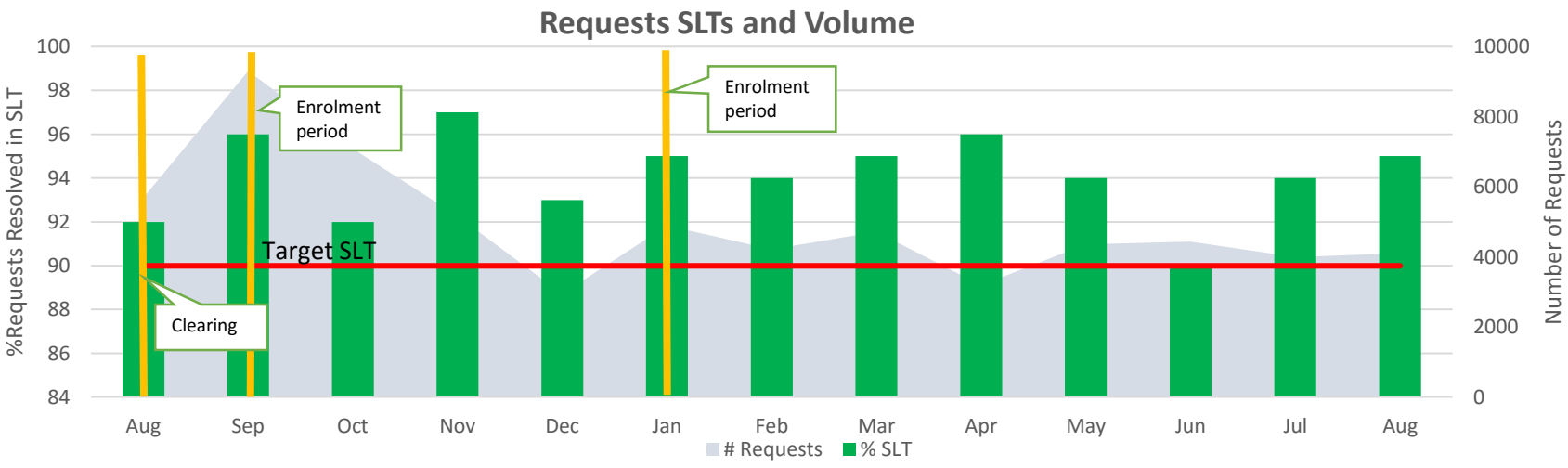
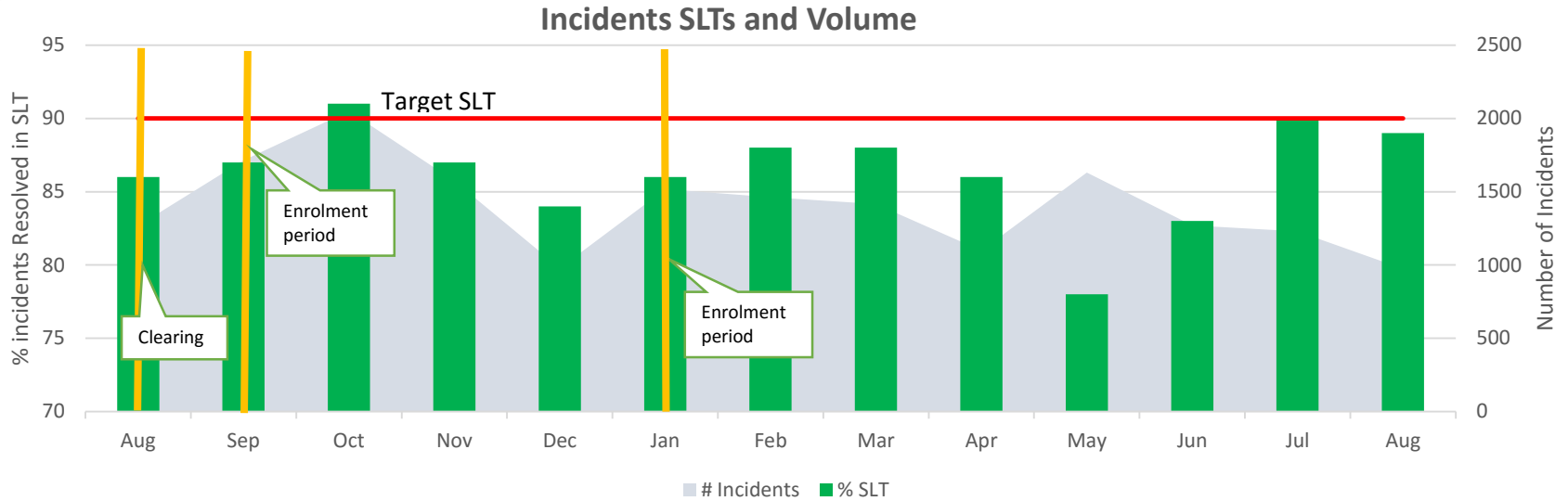
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last 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 2017





Service Desk Performance – August 2017

Highlights

- The abandoned call rate has been brought back within SLT as there were no telephone related incidents impacting the Service Desk
- The positive FTF/FLT increase is mainly due to the large number of EOY Agresso PO closure requests resolved by the Service Desk

Measure	Target	June 17	July 17	Aug 17	Trend	Expected Trend
Received phone calls	-	2303	2060	2927	↑	↓
Average Wait Time	25s	17s	13s	13s	—	—
Abandon Rate (calls)	5%	6%	7%	3%	↑	↓
FTF (First Time Fix)	75%	59%	69%	74%	↑	—
FLF (First Line Fix)	75%	56%	61%	64%	↑	—
In Person	-	223	213	488	↑	—
Emailed tickets	-	1832	1322	728	↓	↓
Self Service	-	649	805	556	↓	↑

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

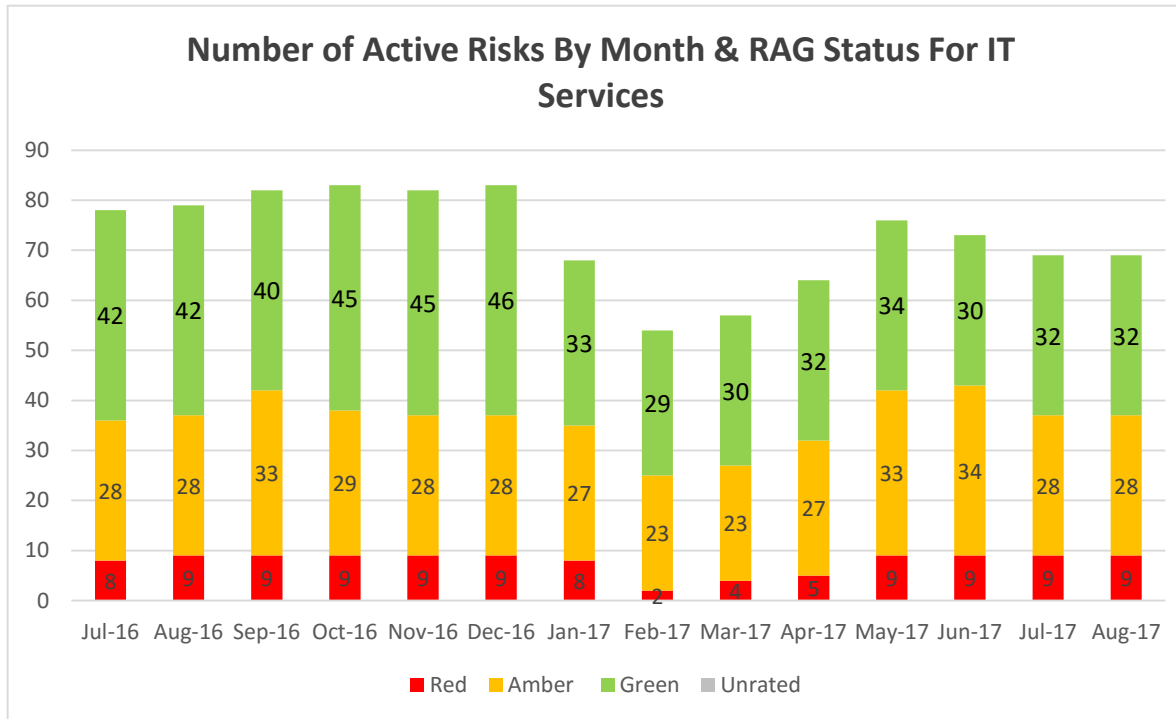
FLF = All tickets resolved by the service desk within SLA without being escalated any further



Risk Report – August 2017

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.



Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	69	0	▬

Key

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



KPI Trend View – August 2017

KPI	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Move
% Satisfied Customers for Incidents	96	93	90	93	94	94	96	97	98	95	97	91	95	↑
% Satisfied Customers for Requests	94	97	96	97	96	97	97	98	97	97	97	95	98	↑
All Incidents Closed By All ITS Depts. Within SLT	86	87	91	87	84	86	88	88	86	78	83	90	89	↓
All Requests Closed By All ITS Depts. Within SLT	92	96	92	97	93	95	94	95	96	94	90	94	95	↑
All Incidents Closed By Site Within SLT	80	87	85	89	83	86	87	87	87	76	81	89	77	↓
All Requests Closed By Site Within SLT	90	91	88	92	93	93	92	93	95	92	88	93	89	↓
Helpdesk Incidents Closed Within SLT	93	96	95	97	96	94	96	96	93	92	94	96	92	↓
Helpdesk Requests Closed Within SLT	95	98	96	98	97	97	97	98	98	96	94	96	91	↓
Helpdesk Telephone Response Within SLT	95	96	98	98	96	96	97	97	95	97	94	93	97	↑
All Incidents Closed By Campus Teams Within SLT	82	82	81	85	87	86	90	86	88	61	73	85	74	↓
All Requests Closed By Campus Teams Within SLT	89	91	87	89	92	90	90	92	92	84	79	90	85	↓
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 would you like to know more?

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976

020 7882 8888 | www.its.qmul.ac.uk



Queen Mary
University of London