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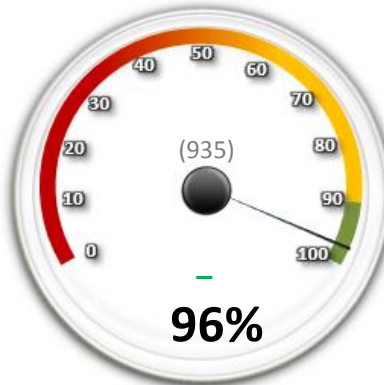IT Services

Executive Summary – December 2016

KPI

(979) **Incidents** 84% ▼

(2943) **Requests** 93% ▼

(24) **P1 Inc.** 92% ▲

(82) **P2 Inc.** 85% ▼

- P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We have been working on the process and ITS staff awareness - we expect improvements in the coming months
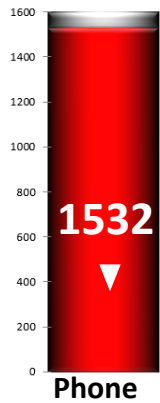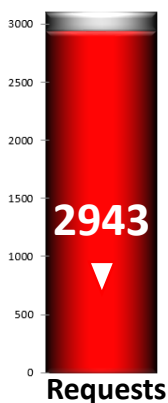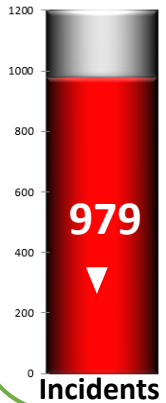
Customer Satisfaction

(935) –

96%

1 Major Incident

- A fire in the Mile End library Comms Room resulted in multiple Services reliant on the Network being unavailable

Volumes

979 Incidents ▼

2943 Requests ▼

1532 Phone ▼

- Expected decrease in incidents, requests and phone volumes leading up to the holiday period.
- PO requests were the top Service Request for this month.

Critical Systems Availability

CYTD

▲ 0.1%
98.9%

December

▼ 0.2%
98.9%
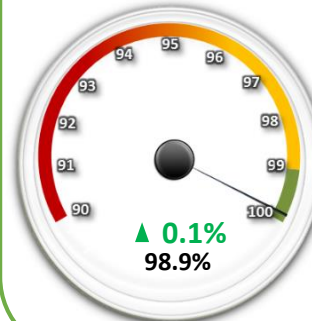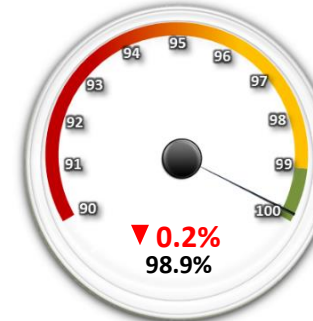
- Availability down from the previous month mainly due to the Fire in the Mile End Library Comms Room. Aside from this there was good availability over the month.

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Customer Satisfaction – December 2016

Customer Feedback

This month we had 935 responses providing feedback to incidents and requests logged through the Service Desk. That is a **24%** response rate overall (out of 3922 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

2% (12)   2% (13)
31% (215)   65% (447)

96%
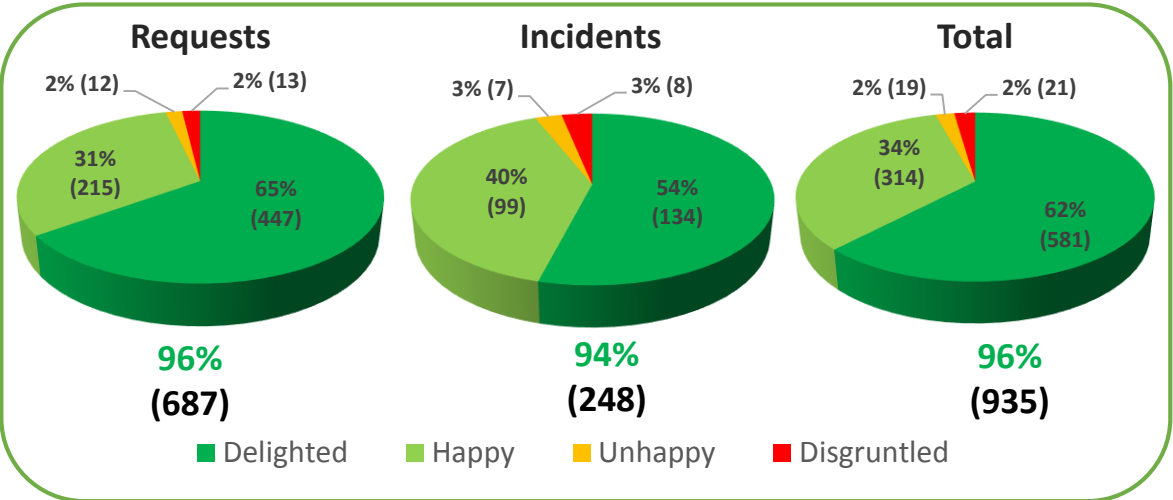**(687)**

Incidents

3% (7)   3% (8)
40% (99)   54% (134)

94%
(248)

Total

2% (19)   2% (21)
34% (314)   62% (581)

96%
(935)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

December Feedback

Thank you all for your kind support. Whenever, I have problems in dealing with IT related matters, there is always support from your office at any time.

No one showed up to solve the problem

Issue not yet resolved!

Very happy with the speed and efficiency in dealing with this issue.

I am very happy with the IT service I have received recently.

Suggested solution did not work. this is the second time. can anyone leave the comfort of the office and visit?

Positive Vs Negative

Month	94.2%	96.9%	96.3%	96.5%	96.2%
	96.0%	96.0%	97.3%	93.9%	95.7%

March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
66	53	37	49	48	32	62	107	60	40
1075	1205	1150	1180	1252	1175	1717	1663	1524	895
5.8%	4.0%	6.3%	4.0%	3.7%	2.7%	3.5%	6.1%	3.8%	4.3%
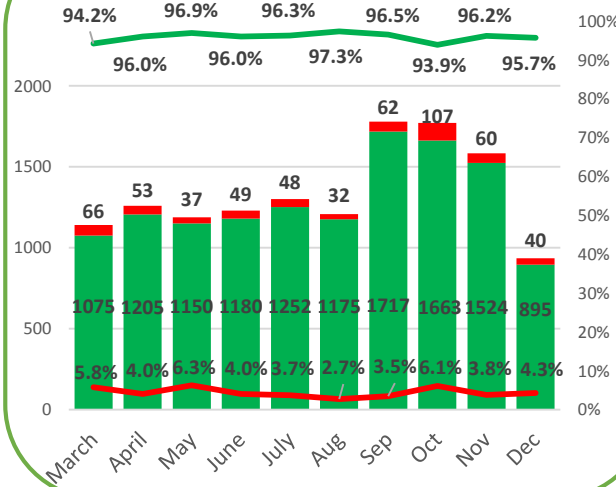
Commentary

- Expected decrease in total feedback responses due to the lead up to the holiday period this month however, satisfaction rate remains stable at approx. 96%.

- 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 December 2016

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

Internet

University Website
600,000
Visitors from over 200 countries

6.3 million
Emails Delivered

Mobile App
58
Downloads

10 million
Emails blocked as SPAM

Blocked
33.6 million
Internet attacks

Logins to QMPLUS
Approx.1.4 million

Data and usage

45,000
Registered Users

Total user data stored
63 terabytes

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Active Network port
14,300

QMUL IT Services

Supporting you

3,682
Fully managed PCs

(including teaching PCs)

Supported teaching spaces with AV
280

Across sites And buildings

Approx. 4000
Tickets logged with the Service Desk

Supporting Services

Change requests processed
387

1
Major Incidents

276
Requests for PO's to be closed

Approx. 600.000
Pages printed on managed Printers

440.000
Copy Shop Pages printed

303
Unique jobs processed

Approx. 61.000
Pages sent and not printed

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ITS Critical Systems Availability – December 2016

December: 98.9%
CYTD: 98.9%

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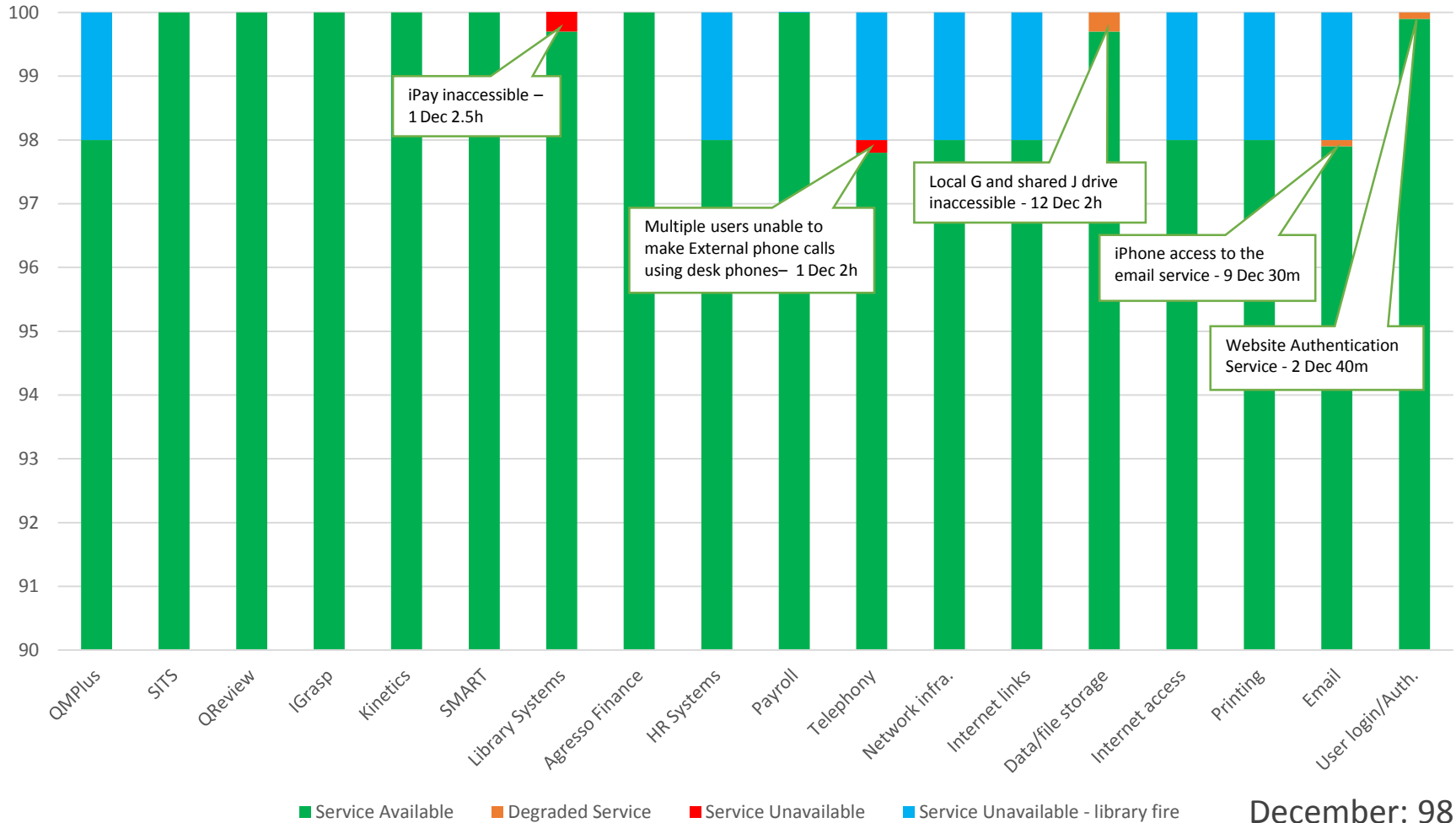
MI and Low Yield Report (LYR) – December 2016

MI Ticket	Date	Duration	Service Affected - Impact	Status
145666	Tue 20 Dec – 8:00	14h	Network Services – Impacted users unable to access IT Services reliant on the Network due to the fire in the Mile End Library Comms Room	Resolved

LYR Ticket	Date	Duration	Service Affected – Impact	Status
144720	Thu 1 Dec – 9:30	2h	Telephone Service – Users at multiple sites unable to make external calls	Resolved
144709	Thu 1 Dec – 10:30	2.5h	iPay service – Students unable to access IPay to manage their account	Resolved
144797	Fri 2 Dec – 9:15	40m	ID Check and Authentication Service – Users unable to access websites due to intermittent authentication issues	Resolved
144797	Fri 9 Dec– 11:50	30m	Email Service – Users were unable to access the email service on office365 using iPhones	Resolved
145296	Mon 12 Dec – 10:00	2h	Shared and Local Network Drives – Users experiencing Intermittent performance issues on Outlook and their G and J Drives	Resolved

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Planned Maintenance – December 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
9479	Sat 10 Dec	8h	Student Printing, Active Directory & Wireless Printing – Users were briefly unable to print or login over a wireless connection during the Patching	Patching	Implemented
9335	Wed 14 Dec	12h	Library Self-Service kiosks – Kiosks temporarily unavailable during the upgrade	Upgrade	Implemented
9565	Sat 17 Dec	12h	Datacentre Services – No Impact	Patching	Implemented
9093	Mon 19 Dec	7h	QReview, BI and SQL services – No Impact	Maintenance	Implemented
-	Wed 21 Dec	1.5h	All Services – Users in FOGG Building were unable to access all services during the power down	Maintenance	Implemented

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ITS Incident and Request KPIs – December 2016

Measure	Target	Oct 16	Nov 16	Dec 16	Trend
Number of Incidents	-	2051	1573	979	⬇ (white down)
Incidents Closed within SLT	90%	91%	87%	84%	⬇ (red down)
Resolution Time P1	4h	87%	68%	92%	⬆ (green up)
Resolution Time P2	1 BD	89%	87%	85%	⬇ (red down)
Resolution Time P3	3 BD	91%	87%	83%	⬇ (red down)
Resolution Time P4	5 BD	96%	88%	93%	⬆ (green up)
Resolution Time P5	20 BD	97%	94%	100%	⬆ (green up)
Number of Requests	-	7088	5163	2943	⬇ (white down)
Requests Closed within SLT	90%	92%	97%	93%	⬇ (green down)

Highlights

- Expected decrease in Incidents and Requests volumes leading up to the holiday period.

- P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We have been working on the process and ITS staff awareness - we expect improvements in the coming months

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
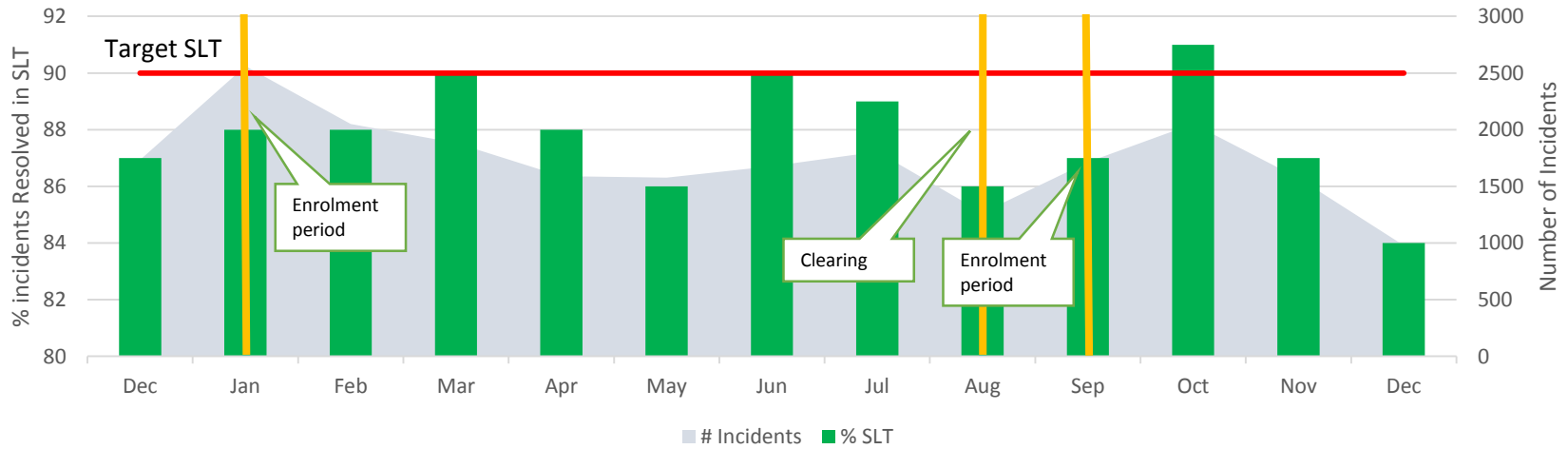- No change from last month, No SLT assigned

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)
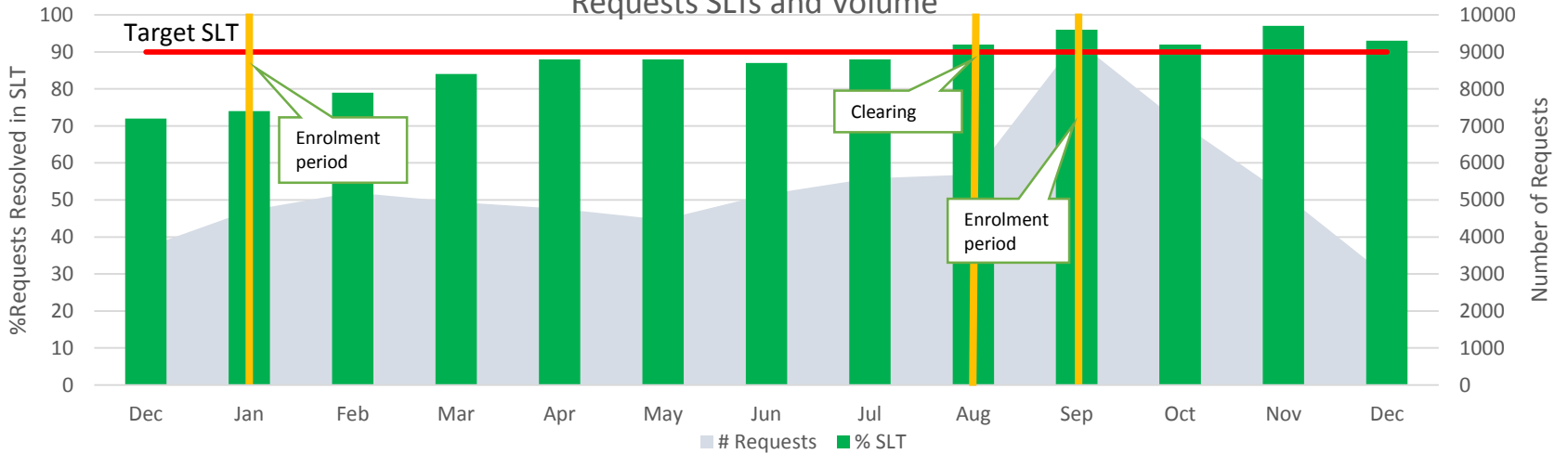
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Incident and Requests KPIs – December 2016

Service Desk Performance – December 2016

Measure	Target	Oct 16	Nov 16	Dec 16	Trend
Received phone calls	-	3105	2539	1532	⬇
Answered phone calls	90%	98%	98%	96%	⬇
Average Wait Time	25s	9s	9s	12s	⬇
Abandon Rate (calls)	5%	2%	2%	4%	⬇
FTF (First Time Fix)	75%	51%	48%	30%	⬇
FLF (First Line Fix)	75%	51%	49%	45%	⬇
In Person	-	193	205	22	⬇
Emailed tickets	-	525	574	205	⬇
Self Service	-	48	97	168	⬆

Highlights

- Expected continuing decrease in phone volumes from the previous month leading up to the holiday period.

- FLT and FTF targets will be the focus over the coming months.

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 – December 2016

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

Stable risk trend due to the Christmas period, minor increase from last month.

	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Green	53	53	54	51	47	47	47	42	42	40	45	45	46
Amber	62	64	40	30	30	31	31	28	28	33	29	28	28
Red	16	15	7	7	8	9	9	8	9	9	9	9	9

Legend: ■ Red ■ Amber ■ Green ■ Unrated
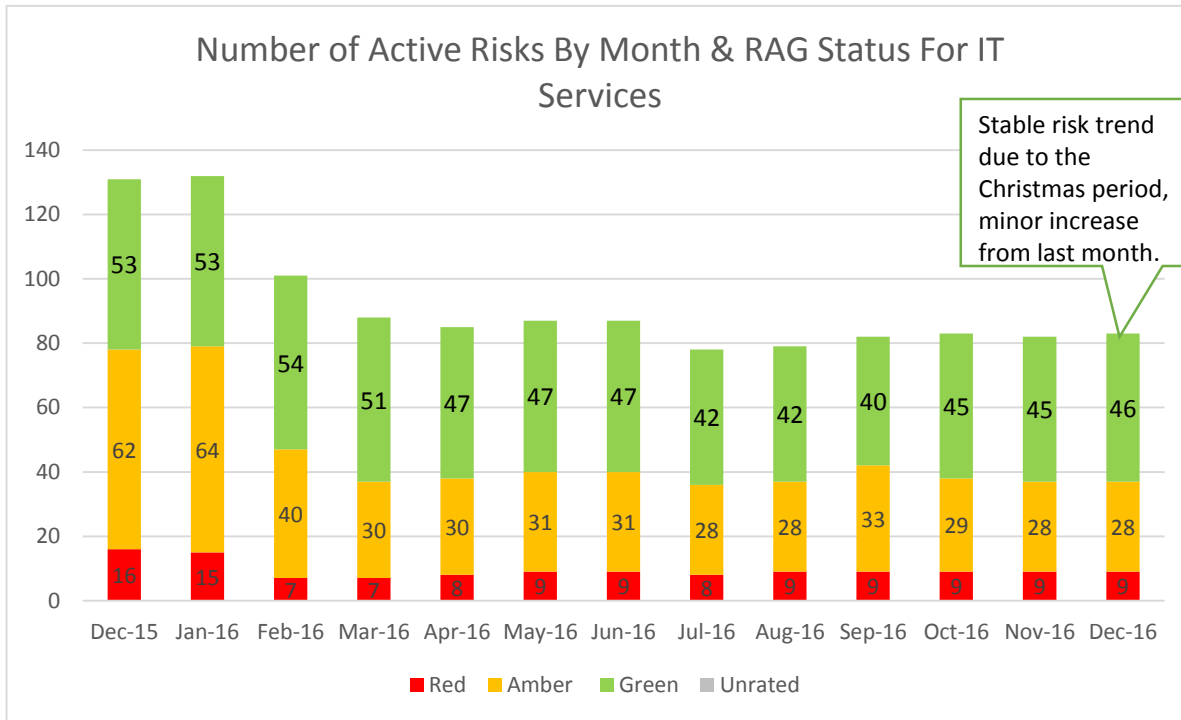
Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to the Schools Applications Migration Project being suspended

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

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

- **Security Vulnerability –** schools that have not been centralised maybe more vulnerable to the Crypto Locker and Confiker virus.

Monthly Risk Stats

Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
0	82	1	83	0	⬆

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

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KPI Trend View – December 2016

KPI	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Move
% Satisfied Customers for Incidents	78	95	75	94	94	96	94	94	96	93	90	93	94	⬆
% Satisfied Customers for Requests	91	98	83	94	96	97	97	97	94	97	96	97	96	⬇
All Incidents Closed By All ITS Depts. Within SLT	87	88	88	90	88	86	90	88	86	87	91	87	84	⬇
All Requests Closed By All ITS Depts. Within SLT	72	74	79	84	88	88	87	84	92	96	92	97	93	⬇
All Incidents Closed By Site Within SLT	91	91	89	91	89	89	88	88	80	87	85	89	83	⬇
All Requests Closed By Site Within SLT	79	85	88	91	92	92	92	98	90	91	88	92	93	⬆
Helpdesk Incidents Closed Within SLT	97	98	97	98	98	96	98	96	93	96	95	97	96	⬇
Helpdesk Requests Closed Within SLT	88	95	98	97	98	98	98	94	95	98	96	98	97	⬇
Helpdesk Telephone Response Within SLT	98	96	98	97	98	98	98	92	95	96	98	98	96	⬇
All Incidents Closed By Campus Teams Within SLT	91	89	90	90	86	91	92	89	82	82	81	85	87	⬆
All Requests Closed By Campus Teams Within SLT	94	93	93	93	87	92	94	91	89	91	87	89	92	⬆
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

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

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