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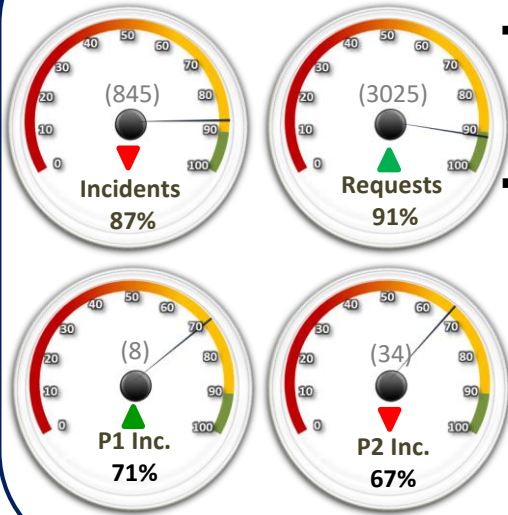
IT Services

Executive Summary – December 2018

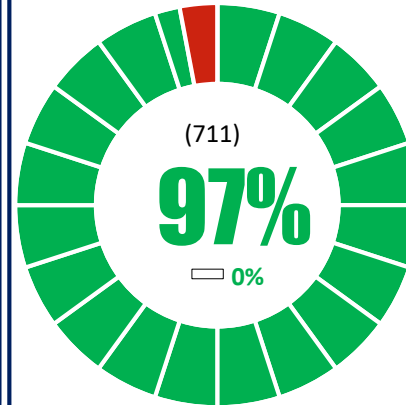## KPI & Summary

Incidents
(845)
87%

Requests
(3025)
91%

P1 Inc.
(8)
71%

P2 Inc.
(34)
67%

- Service Levels suffering as a result of loss of staff
- Whilst the P1 KPI is on the increase it wasn't met due to the small number of P1s that breached in December
- ITS has almost completed the in-house Customer Services Management training including, "Working better together and managing through change" for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-February 2019
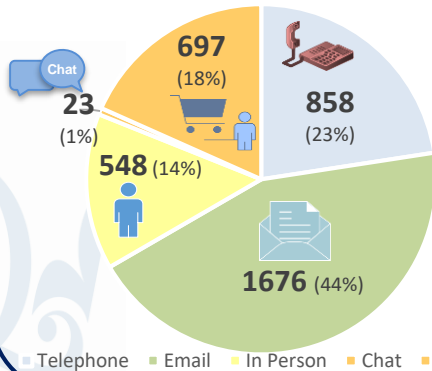
Customer Satisfaction

(711)
97%
0%

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

1 Major Incidents

- MySIS Failure - (8/12)

Volumes

- Chat 23 (1%)
- 697 (18%)
- 858 (23%)
- 548 (14%)
- 1676 (44%)

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

- Phone wait and abandonment times remain stable due to the low number of contacts via phone
- Ticket volumes via all channels decreased as expected leading up to the Christmas and New Year holiday period
- There were a large number of requests relating to PO closures on the run up to Christmas

Critical Systems Availability

CYTD
0.0%
99.2%

Dec
0.3%
99.9%
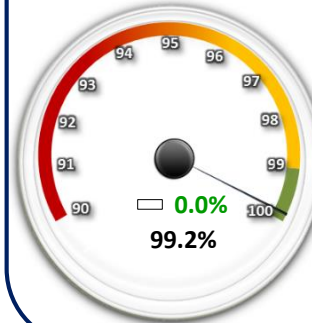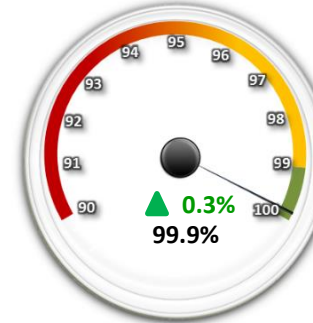
- Critical systems availability increased in December due to the low number of high priority incidents which impacted critical services
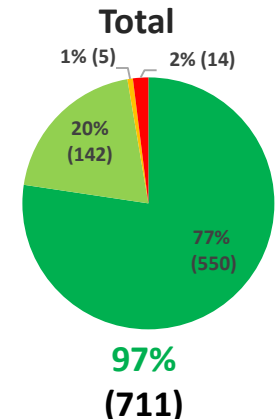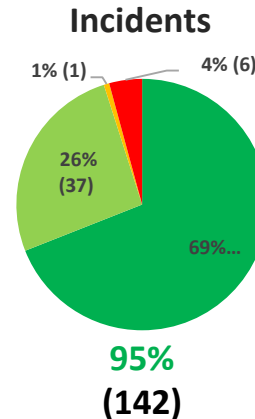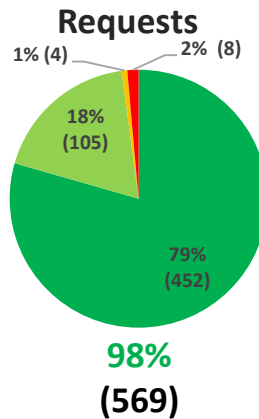
Customer Satisfaction – December 2018

Customer Feedback

This month we received 711 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 18% (which is slightly below 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.

Requests

1% (4)   2% (8)
18% (105)
79% (452)

98%
(569)

Incidents

1% (1)   4% (6)
26% (37)
69%...

95%
(142)

Total

1% (5)   2% (14)
20% (142)
77% (550)

97%
(711)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

Please send on my best wishes to the IT Services team whose hard work makes the QMUL university function so well

No one from arrived to rectify the problem. Thus the PC and projector were out of action for the whole seminar
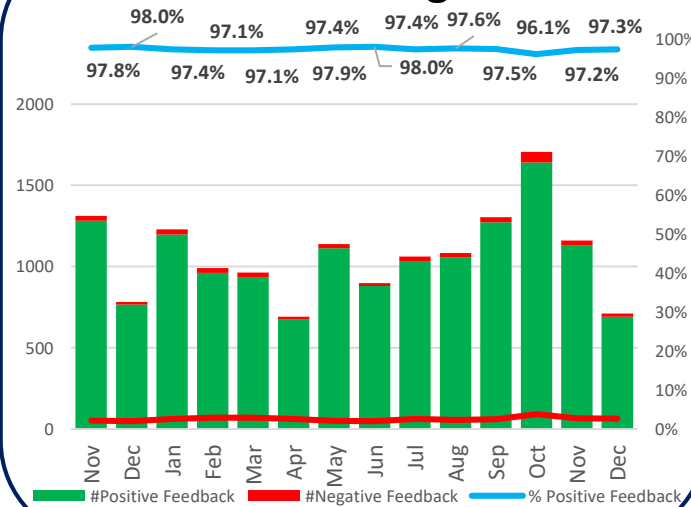
I replied to your email with all the information I had! You did not contact me or follow this up and now your closing the ticket?

Thank you so much, the problem has been solved! I really appreciate your kindly help!

Excellent speedy service- as always!

This issue has not been resolved. There is still no working printer and we are waiting to hear re a replacement printer

Positive Vs Negative

98.0%   97.1%   97.4%   97.4%   97.6%   96.1%   97.3%
97.8%   97.4%   97.1%   97.9%   98.0%   97.5%   97.2%

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

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

Commentary

▪ Customer Satisfaction is continuing to trend well above the 95% target

▪ Training is almost complete for Customer Services Management, working better together and managing through change for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-February 2019.

Activities for the month of December 2018

Research Excellence

Research Tickets Resolved
102

Research Grant Bids
236

Research Grants Awarded
54

Teaching Excellence

Logins to QMPLUS
546,677

AV Teaching activities Supported
277

2,815
Videos played
16,424
times within QMplus

Reported AV Issues
48

Supported teaching spaces
Approx.**177**

Hours of Q-review
3,685
Playbacks

QMUL IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
318,535

Public Engagement

Guest Wi-Fi:
198 users
3,507 sessions

Events Wi-Fi:
309 users
8,027 sessions

Growth

10
New desktops/laptops Deployed

Approx. **90,923**
Registered accounts

Total data stored
695 terabytes

Sustainability

38,931
Pages sent and not printed
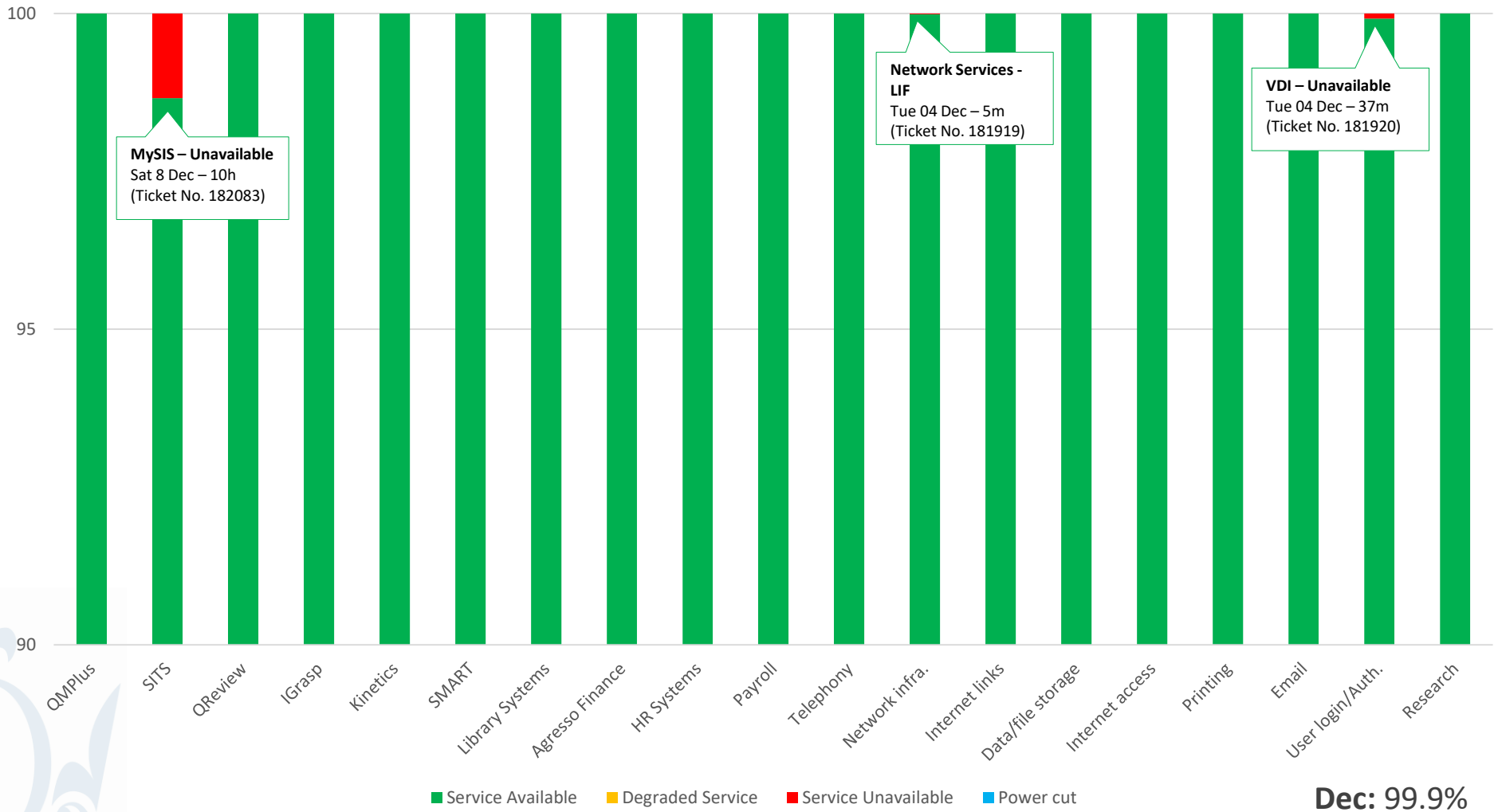
1/2

High Priority Incidents – December 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
181919	Tue 04 Dec 15:15	5m	**Network** – Users at Lincolns Inn Field (LIF) experienced loss of Network connectivity **Cause:** Power loss to the network equipment for the LIF Network **Action:** Power restored and Network equipment restarted	Resolved
181920	Tue 04 Dec 15:14	37m	**Virtual Desktop Infrastructure (VDI)** – The VDI homeworking solution was inaccessible **Cause:** Database synchronisation failure **Action:** VDI horizon components were restarted as per change 13050	Resolved
182083	Sat 8 Dec 08:00	10h	**MySIS** – Users were unable to access the student record systems **Cause:** Staff oversight during change 13036 resulted in a component linking the database and the client to not be restarted as required **Action:** The component (Listener) was restarted	Resolved

Planned Maintenance – December 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13006	4 Dec	1h 30m	**Eduroam Wi-Fi** – Users may have experienced brief interruptions to the service during the maintenance period	Maintenance	Implemented
13050	06 Dec	1h	**Virtual Desktop Infrastructure (VDI)** – Users were unable to access VDI during the maintenance period	Maintenance	Implemented
13036	8 Dec	30m	**MySIS** – Users were unable to access the SITS during the maintenance period	Maintenance	Implemented
13051	11 Dec	6d	**DSpace** – Users unable to access Online Research material during the maintenance period	Maintenance	Implemented
13029	11 Dec	1h	**Eduroam Wi-Fi** – Users may have experienced brief interruptions to service during the maintenance period at Royal London Hospital	Maintenance	Implemented
13058	11 Dec	15m	**Web Applications** – Users were unable to access web applications that were hosted on webapps2.is.qmul.ac.uk or private2.is.qmul.ac.uk during the maintenance period	Upgrade	Implemented
13084	18 Dec	3h	**Network (Electricity Power Down)** – Users were unable to access Network services in 404 Bancroft Road during the Estates electricity power down	Maintenance	Implemented

ITS Incident and Request KPIs – December 2018

Measure	Target	Oct 18	Nov 18	Dec 18	Trend	Expected Trend
Incidents Raised	-	1803	1618	845	⬇	⬇
Number of Incidents Resolved	-	1797	1524	831	⬇	⬇
Incidents Resolved within SLT	90%	85%	88%	87%	🔻	🔺
Resolution Time P1	4h	38%	25%	71%	🔺	🔺
Resolution Time P2	1 BD	68%	75%	67%	🔻	🔺
Resolution Time P3	3 BD	87%	89%	88%	🔻	🔺
Resolution Time P4	5 BD	87%	76%	89%	🔺	🔺
Resolution Time P5	20 BD	100%	100%	100%	▬	▬
Requests Raised	-	7258	4845	3025	⬇	⬇
Number of Requests Resolved	-	7412	4810	3058	⬇	⬇
Requests Resolved within SLT	90%	91%	86%	91%	⬆	▬
Reopened tickets	3%	283 (3%)	212 (3%)	122 (3%)	▬	▬

Commentary

- There were a large number of requests relating to PO closures on the run up to Christmas
- Service Levels suffering as a result of increased activity and loss of staff
- Whilst the P1 KPI is on the increase it wasn't met due to the small number of P1s that breached in December

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 – December 2018
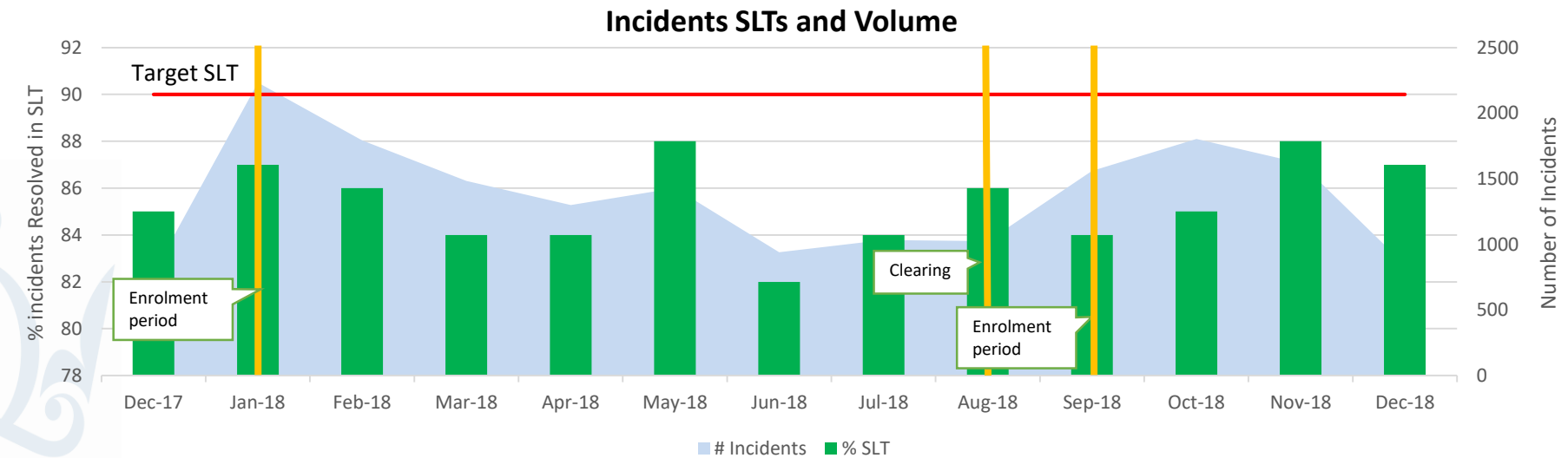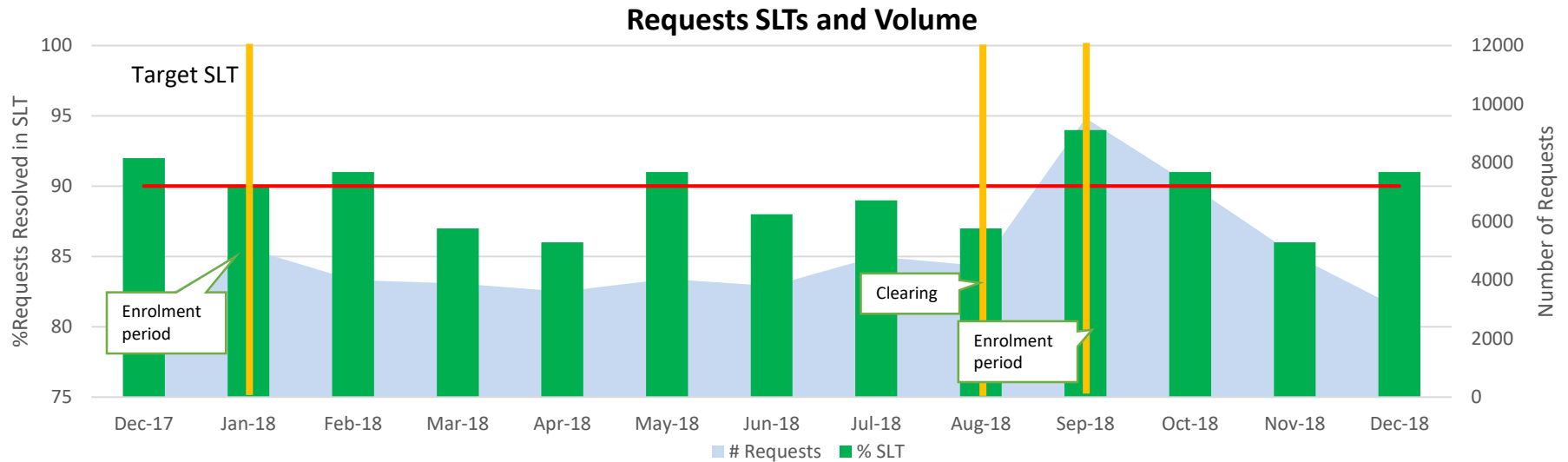
Service Desk Performance – December 2018

Measure	Target	Oct 18	Nov 18	Dec 18	Trend	Expected Trend
Received phone calls	-	3076	2201	1340	⬇	⬇
Average Wait Time	25s	15s	13s	15s	⬇ (green)	⬇ (green)
Abandon Rate (calls)	5%	5%	5%	5%	▬ (green)	▬ (green)
FTF (First Time Fix)	75%	68%	58%	67%	⬆ (red)	⬆ (red)
FLF (First Line Fix)	75%	59%	51%	59%	⬆ (red)	⬆ (red)

ITS Ticket Volume	Oct 18	Nov 18	Dec 18	Trend	Expected Trend
(phone)	1362	1014	858	⬇	⬇
(email)	3893	3169	1676	⬇	⬇
(walk-up)	2164	578	548	⬇	⬇
(self-service)	1490	1127	697	⬇	⬇
(live chat)	45	35	23	⬇	⬆

Commentary

- Phone wait and abandonment times remain stable due to the low number of contacts via phone
- Ticket volumes via all channels decreased as expected leading up to the Christmas and New Year holiday period

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

Risk Report – December 2018

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

|	Red	Amber	Green	Unrated
Dec-17	9	23	24	
Jan-18	7	25	24	
Feb-18	7	23	24	1
Mar-18	7	22	25	
Apr-18	7	21	27	
May-18	6	22	27	
Jun-18	5	18	27	
Jul-18	7	18	25	
Aug-18	7	17	21	
Sep-18	6	21	22	
Oct-18	6	21	22	
Nov-18	6	21	20	
Dec-18	6	21	20	
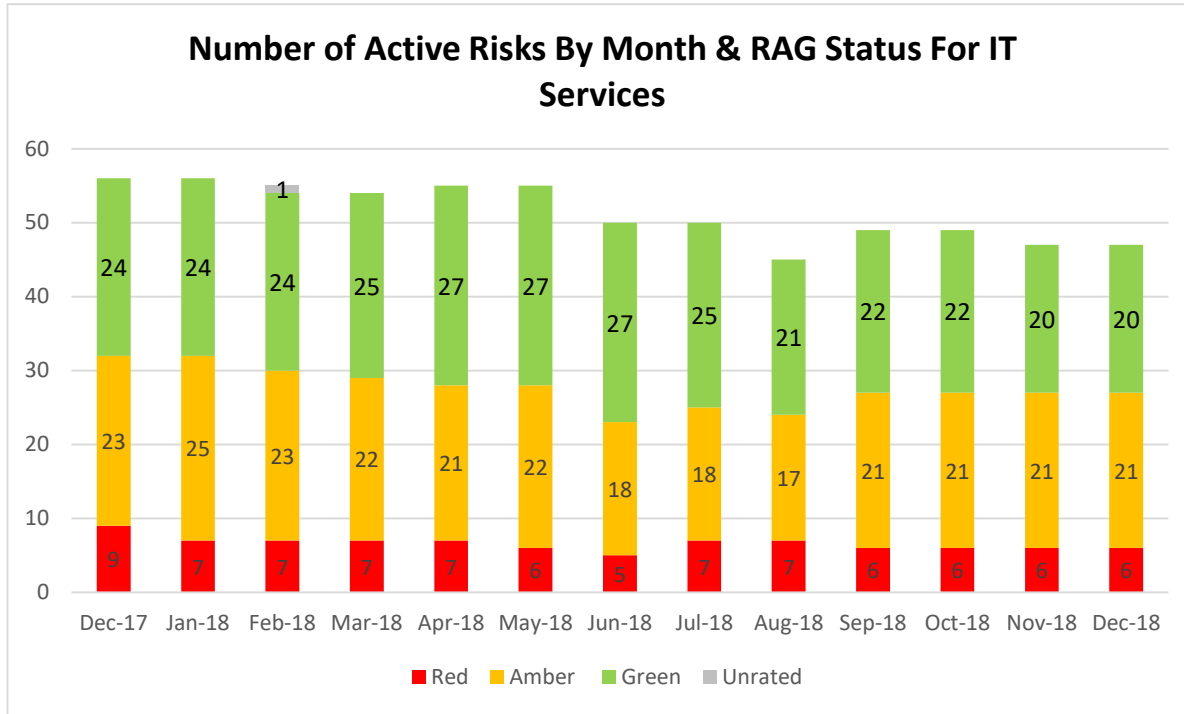
Top 5 Risks:

- **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

- **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 –** Enhanced protection against SPAM and Phishing email has been applied to all Office 365 mailboxes

- **No Overarching Disaster Recovery plan or scheduled DR tests –** Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	47	0	▭

Key

- ⬆ Deterioration over last month
- ⬇ Improvement from last month
- ▭ No change from last month

KPI Trend View – December 2018

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

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

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