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IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

- Incidents (662) — 79%
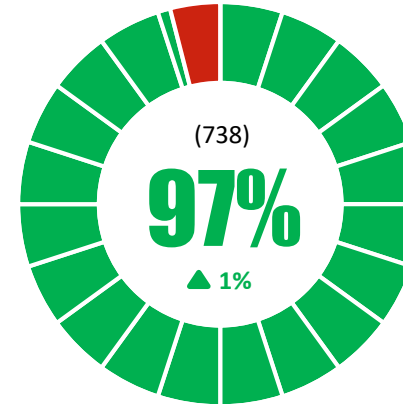- Requests (688) — 84%
- P1 Inc. (5) — 100%
- P2 Inc. (51) — 66%
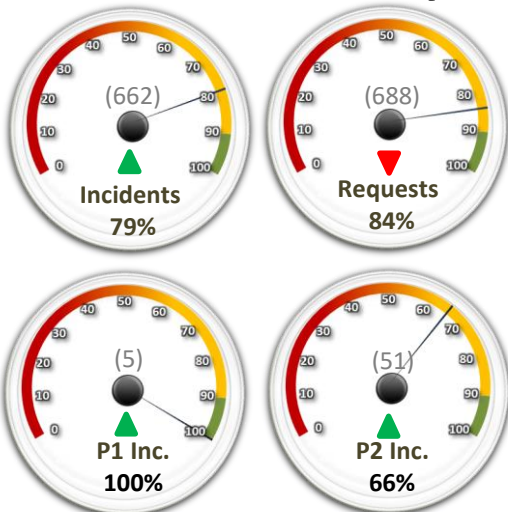
*KPI: Key Performance Indicator – tickets resolved within month

- 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
- Overall the KPI trend has improved despite the major incident, the low volume of tickets has also helped to improve the trend this month
- A new Service Desk Manager has joined the team to cover the secondment of staff to the Service Portfolio review project
- A programme of work has commenced to improve our Cyber Security – External Consultants have been involved workshops with IT Services to build a cybersecurity roadmap and define our Cyber Security Strategy
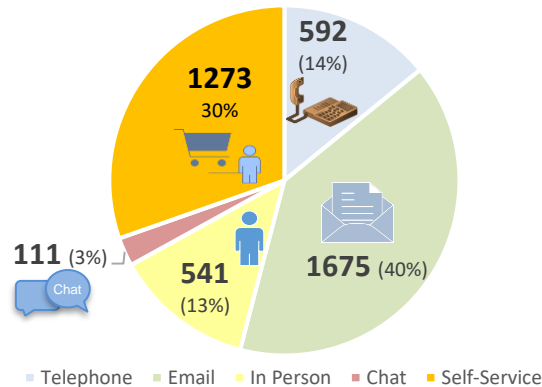
Customer Satisfaction

(738)
97%
▲ 1%

1 Major Incident

- Email Service – 04/12

Volumes

- 592 (14%)
- 1273 (30%)
- 111 (3%)
- 541 (13%)
- 1675 (40%)

Legend: Telephone, Email, In Person, Chat, Self-Service

- Ticket volumes via all channels decreased as expected leading up to the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Dec last year. The main areas tickets were raised in are; QMPlus, Print, Email and MyHR
- The phone abandonment rate and wait time have improved this month due to the low number of contacts via phone

Critical Systems Availability

CYTD
▲ 0.1%
99.3%

Dec
0.0%
99.9%
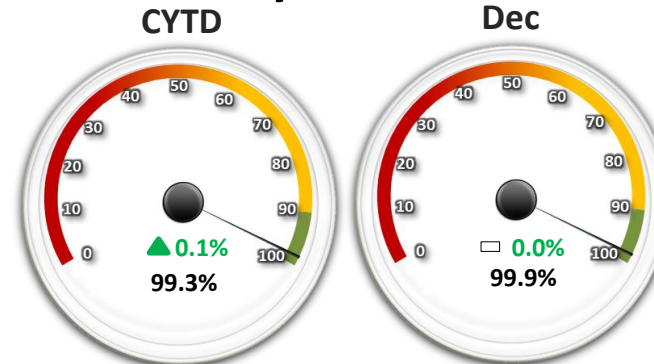
- Critical systems availability remained the same this month. Despite the Major Incident. There was also a low volume of incident tickets this month due to the Christmas period.

KPI Trend View

KPI	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Move
% Satisfied Customers for Incidents	95	95	97	96	92	95	96	95	94	95	94	91	93	↑
% Satisfied Customers for Requests	98	98	98	98	95	98	98	98	97	95	95	97	98	↑
All Incidents Closed By All ITS Depts. Within SLT	87	90	89	87	86	81	79	76	67	77	75	76	79	↑
All Requests Closed By All ITS Depts. Within SLT	91	89	90	89	86	85	86	87	88	93	88	86	84	↓
All Incidents Closed By Site Within SLT	83	86	84	85	85	78	80	74	69	69	69	71	78	↑
All Requests Closed By Site Within SLT	92	89	91	89	88	85	86	89	88	85	87	88	84	↓
Service Desk Incidents Closed Within SLT	98	95	97	96	93	95	97	91	69	87	86	93	97	↑
Service Desk Requests Closed Within SLT	98	97	98	99	95	95	97	91	90	97	87	94	97	↑
Service Desk Telephone Response Within SLT	94	92	96	92	89	94	83	78	61	41	62	83	88	↑
All Incidents Closed By Campus Teams Within SLT	85	92	88	93	87	85	83	76	67	64	58	57	68	↑
All Requests Closed By Campus Teams Within SLT	93	92	92	94	93	90	90	89	87	85	85	84	84	—
Change Management Implementation														—
Service Desk Email Triage	100	52	64	59	86	98	100	87	79	58	58	94	96	↑

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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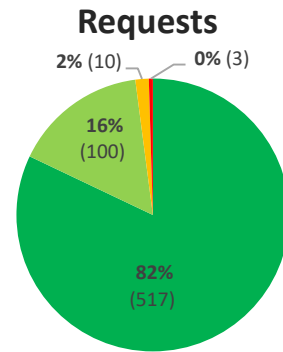
Customer Satisfaction

Customer Feedback

This month we received 738 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;
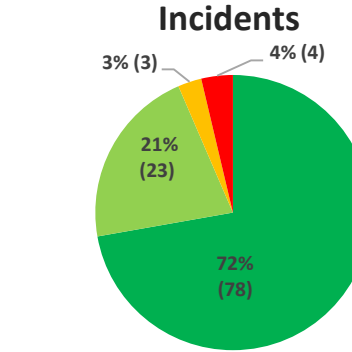
Delighted   Happy   Un-Happy   Disgruntled

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

Requests
- 2% (10)
- 0% (3)
- 16% (100)
- 82% (517)

98%
(360)

Incidents
- 3% (3)
- 4% (4)
- 21% (23)
- 72% (78)

93%
(108)

Total
- 2% (13)
- 1% (7)
- 17% (123)
- 80% (595)

97%
(738)

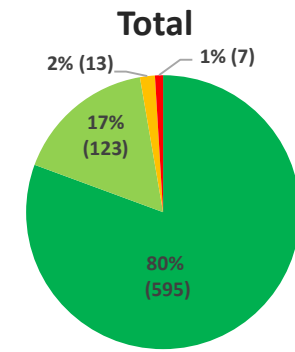■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

Very happy that my issue was resolved promptly and effectively. Couldn't have asked for better service.

Good to see that grounds for the problem have been identified, but how can this in any way be considered as been resolved
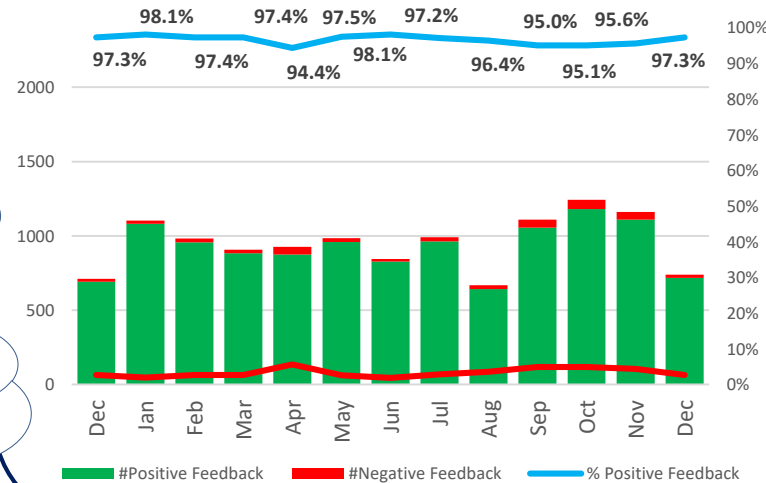
I am extremely happy with the way in which this incident was dealt with – speedily and effectively.; Much appreciated!

I'm sorry, but the problem has not been sorted out at all. You should not be closing the ticket

Although the issue took some time to resolve, I was very happy with the service provided

I've raised the doc-cam issue in BR3.01 several times. Is an intermittent fault. This needs a full service, not someone finding it works at the point they go into the room.

Positive Vs Negative

98.1%   97.4%   97.5%   97.2%   95.0%   95.6%
97.3%   97.4%   94.4%   98.1%   96.4%   95.1%   97.3%

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

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

Commentary

- Customer Satisfaction has increased this month and remains above the 95% target.

- Feedback this month relate to requests or incidents not being fully resolved and delays in rectifying simple issues.

- The IT Service Management tool replacement project has commenced – As part of the project the Service Portfolio review has begun to help define Service Levels with our customers

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Activities for the month of Dec 2019

Research Excellence

Research Tickets Resolved
↓ 107

Research Grant Bids
↓ 155

Research Grants Awarded
↓ 34

Public Engagement

Guest Wi-Fi:
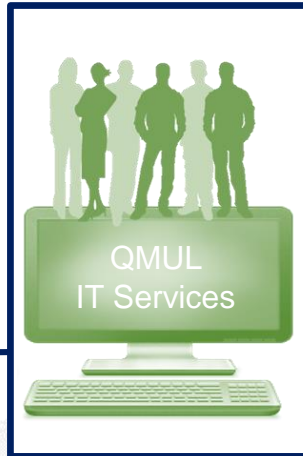↓ 265 users
3,219 sessions

Events Wi-Fi:
374 users ↓
13,603 sessions

Teaching Excellence

Logins to QMPLUS
↓ 527,464

AV Teaching activities Supported
↓ 452

Reported AV Issues
↓ 42

Supported teaching spaces
Approx. 177 —

2,855
Videos played
↓ 17,070
times within QMplus

Hours of Q-review
4,872 ↓
Playbacks

QMUL
IT Services

Growth

3
New desktops/laptops Deployed ↓

Approx. 58,845 ↑
Active accounts

Total data stored (excl Research) ↑
806 terabytes

International

Distance learning (Beijing and Nanchang QMPLUS logins):
↑ 282,610

Sustainability

↑ 61,098
Pages sent and not printed

1 —

↑ Higher Than last month

↓ Lower than last month

— No change from last month

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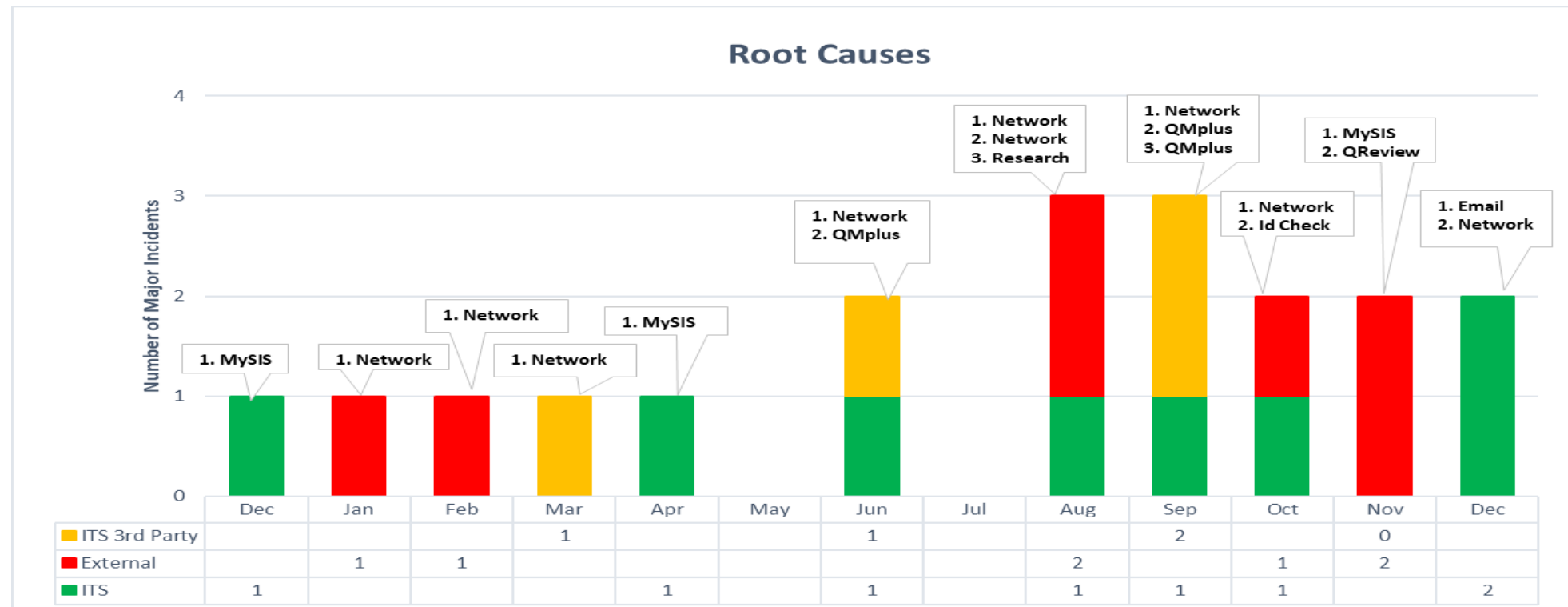University of London

ITS Critical Systems Availability

Library Management System – Degraded
Fri 27 Dec – 2h
(Ticket No. 197352)

Network – Unavailable in the Wolfson building
Thu 19 Dec – 4h
(Ticket No. 197268)

Student Wireless printing – Degraded
Thu 05 Dec – 1h
(Ticket No. 196906)

Student Wireless printing – Degraded
Tue 10 Dec – 4h
(Ticket No. 197021)

Email – Unavailable
Wed 04 Dec – 2h
(Ticket No. 196804)

Chart categories (x-axis): QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth., Research

Legend: ■ Service Available ■ Degraded Service ■ Service Unavailable ■ Power cut

Dec: 99.9%
CYTD: 99.3%

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Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
196804	Wed 4 Dec 10:00	2h	**Email Service** – Some users were unable to send or receive emails **Cause:** MS Forefront Identity Manager (FIM) encountered an error whilst syncing email addresses between Active Directory and the Office 365 Cloud **Action:** The sync occurs every 30m, the error corrected itself on the following sync cycle	Resolved

Root Causes

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ITS 3rd Party				1			1			2		0	
External		1	1						2		1	2	
ITS	1				1		1		1	1	1		2

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
196906	Thu 05 Dec 16:00	1h	**Print** – Students were unable to print wirelessly and experienced intermittent printing issues on the wired connection **Cause**: Print servers were unable to cope with the student printing demands during peak periods **Action:** No Action taken, service returned to normal as the print demand decreased. The print server was later upgraded	Resolved
197021	Tue 10 Dec 13:00	4h	**Print** – Students were unable to print wirelessly and experienced intermittent printing issues on the wired connection **Cause**: Print servers were unable to cope with the student printing demands during peak periods **Action:** The wireless print server was upgraded with more memory and processing power	Resolved
197268	Thu 19 Dec 08:40	4h	**Network Services** – Users in the Wolfson building were unable to access Network Services **Cause:** A Faulty Network Switch **Action:** The Faulty Network Switch was replaced	Resolved
197352	Fri 27 Dec 13:00	2h	**Library Management System** – The Library were unable to process the loaning of books and laptops **Cause**: A server failure in the Library management system infrastructure (ESX host server) failed, **Action:** Restarting the ESX host server	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14306	03 Dec	6h	**Elements** – Users were unable to access the QM Research Online during the maintenance period	Maintenance	Implemented
14317	06 Dec	1h	**Network Services** – Users in Pathology and Pharmacy departments at Whitechapel were unable to access network services during the maintenance period	Maintenance	Implemented
14319	07 Dec	1h	**Network Services** – Users in the Centre for Sports and Exercise Medicine at Mile End hospital were unable to access network services during the maintenance period	Maintenance	Implemented
14335	11 Dec	2h	**Kinetics** – Users were unable to access Kinetics to manage student residential and catering bookings during the upgrade period	Upgrade	Implemented
13831	14 Dec	48h	**Telephone Service** – Users were unable to make or receive calls for up to 90m across all sites during the maintenance period	Maintenance	Implemented
14333	16 Dec	30m	**Network Services** – Users with self managed PCs experienced a small disruption to their network services in the Engineering Building at Mile End during the maintenance period	Maintenance	Implemented
14332	17 Dec	4h	**Archive Management System** – Users were unable to access the Archive Management System or the Archive Catalogue during the upgrade period	Upgrade	Implemented

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ITS Incident and Request KPIs

Measure	Target	Oct 19	Nov 19	Dec 19	Trend	Expected Trend
Incidents Raised	-	1794	1305	662	⬇	⬇
Number of Incidents Resolved	-	1671	1356	688	⬇	⬇
Incidents Resolved within SLT	90%	75%	76%	79%	🔺(red)	🔺(red)
Resolution Time P1	4h	14%	33%	100%	🔺(green)	🔺(green)
Resolution Time P2	1 BD	66%	59%	66%	🔺(red)	🔺(red)
Resolution Time P3	3 BD	76%	77%	80%	🔺(red)	🔺(red)
Resolution Time P4	5 BD	87%	78%	80%	🔺(red)	🔺(red)
Resolution Time P5	20 BD	79%	93%	100%	🔺(green)	🔺(green)
Requests Raised	-	7200	5116	3551	⬇	⬇
Number of Requests Resolved	-	7301	4912	3832	⬇	⬇
Requests Resolved within SLT	90%	88%	86%	84%	🔻(red)	🔺(green)
Reopened tickets	3%	284 (3%)	364 (5%)	94 (2%)	🔺(green)	🔺(green)

Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- The low volume of tickets this month is due to the Christmas period and staff taking leave.
- AV issues and AV support have a high volume of tickets for the second month running
- Overall the KPI trend has improved despite the major incident, the low volume of tickets has also helped to improve the trend this month

Key

- Improvement over last month and within SLT (green up arrow)
- Deterioration from last month but within SLT (green down arrow)
- No change from last month and within SLT (green dash)
- Improvement over last month and breaching SLT (red up arrow)
- Deterioration from last month but breaching SLT (red down arrow)
- No change from last month and breaching SLT (red dash)
- Improvement over last month, No SLT assigned (white up arrow)
- Deterioration from last month, No SLT assigned (white down arrow)
- No change from last month, No SLT assigned (white dash)

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
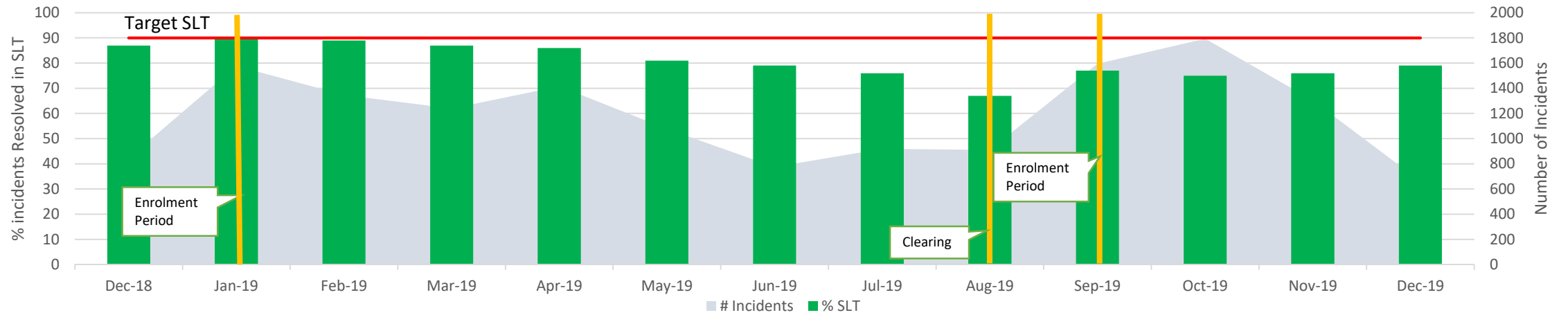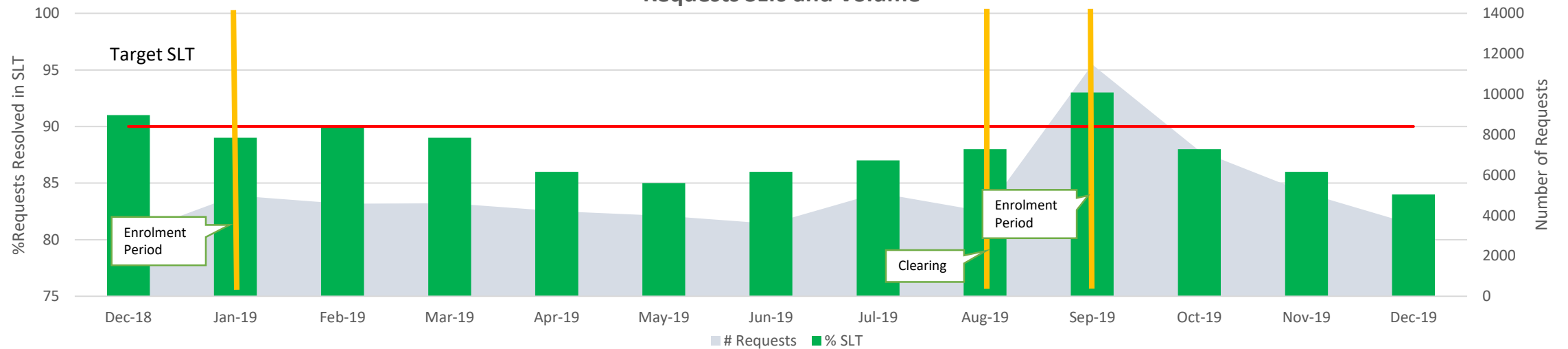
Service Desk Performance

Measure	Target	Oct 19	Nov 19	Dec 19	Trend	Expected Trend
Received Phone Calls	-	3355	2034	1345	⬇ (white)	⬇ (white)
Average Wait Time	25s	1m	26s	21s	⬆ (green)	⬆ (green)
Abandon Rate (Calls)	5%	37%	16%	12%	⬆ (red)	⬆ (red)
FTF (First Time Fix)	75%	78%	58%	45%	⬇ (red)	— (red)
FLF (First Line Fix)	75%	57%	56%	46%	⬇ (red)	⬆ (green)
Email Triage	90%	58%	94%	96%	⬆ (green)	⬆ (green)

Commentary

- The phone abandonment rate and wait time have improved this month 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
- A new Service Desk Manager has joined the team to cover the secondment of staff to the Service Portfolio project

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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Ticket Source

ITS Ticket Volume	Oct 19	Nov 19	Dec 19	Trend	Expected Trend
☎ (phone)	1298	957	592	⬇	⬆
@ (email)	3314	2464	1675	⬇	⬆
🧑‍💻 (walk-up desk)	1038	698	541	⬇	⬇
🖥 (self-service)	2089	1995	1273	⬇	⬆
Live Chat	301	109	111	⬇	—
TECH BAR	796	44	1	⬇	⬇

Commentary

- Ticket volumes via all channels decreased as expected leading up to the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Dec last year. The main areas tickets were raised in are; QMPlus, Print, Email and MyHR
- The Tech Bar service ended in September, however one o two tickets were still outstanding

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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Risk Report

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

Month	Red	Amber	Green
Dec-18	6	21	20
Jan-19	5	19	18
Feb-19	5	21	18
Mar-19	5	23	20
Apr-19	5	26	20
May-19	6	26	20
Jun-19	5	26	19
Jul-19	5	25	19
Aug-19	9	24	20
Sep-19	10	23	20
Oct-19	10	23	20
Nov-19	8	24	21
Dec-19	8	24	21

Legend: ■ Red ■ Amber ■ Green ■ Unrated
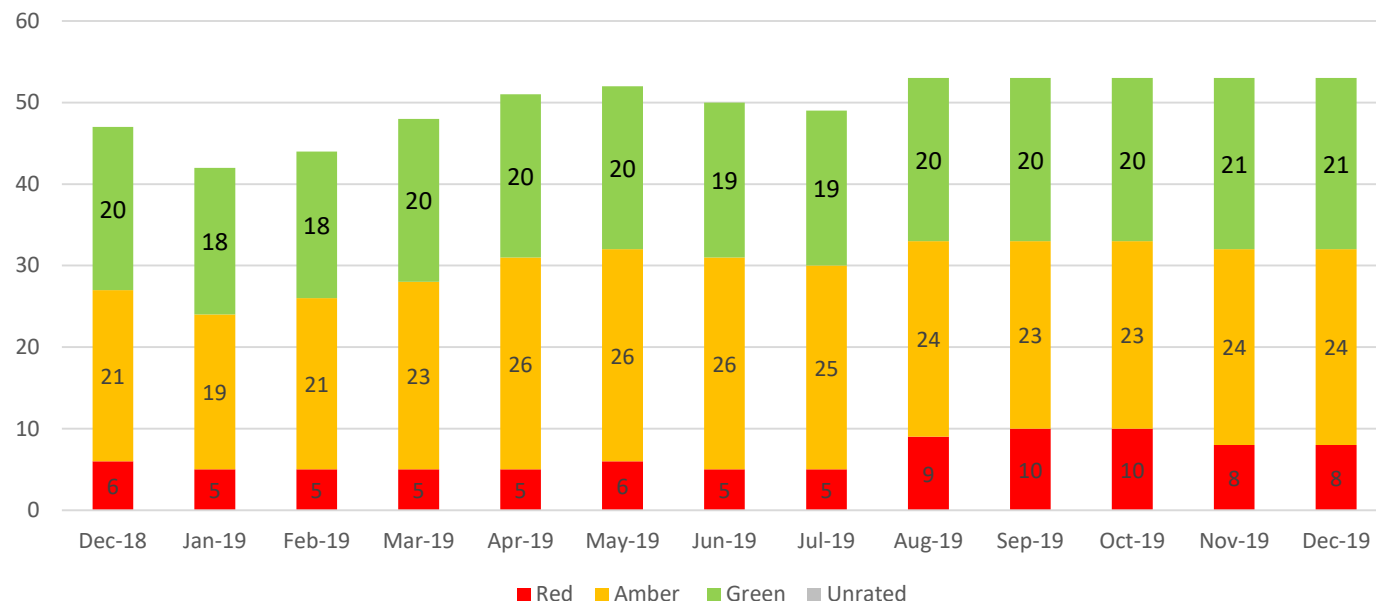
Top Risk: Cyber security vulnerabilities discovered by external Penetration Testing – Remedial actions implemented and tested successfully

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	53	0	▬

Top Risks:

- **Security Vulnerabilities –** Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched

- **Legacy and Unmanaged devices –** Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Audit Completed data now being assessed to identify where possible migration 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 –** Business Impact Assessments started as part of the business continuity work

- **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

↑ Deterioration over last month

↓ Improvement 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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