



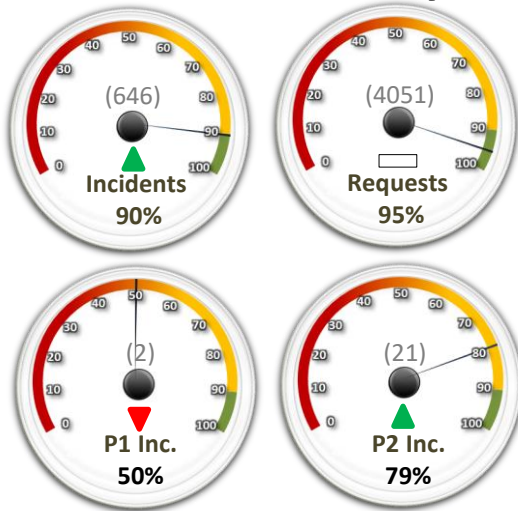
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

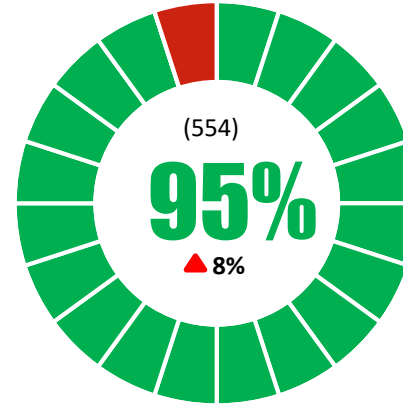
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes are lower this month as expected due to the run up to Christmas.
- KPIs are improving, however the incorrect assigning of P1 tickets has led to the decrease in the P1 KPI.
- Calls to the Service desk have resumed, face to face support is available by appointment only, however, Online Chats remains the preferred option.
- A review of the Incident Management framework has commenced and work is underway to align with cooperate incident management and Business Continuity

Customer Satisfaction



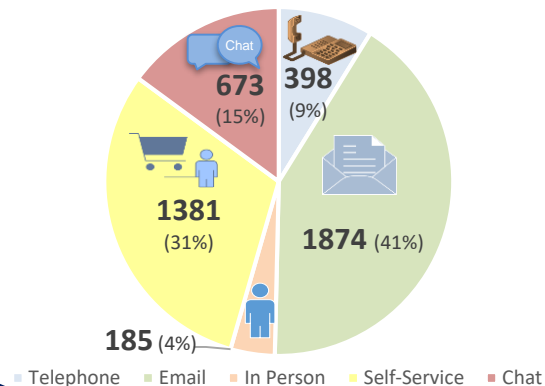
Definitions

- 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 Incident

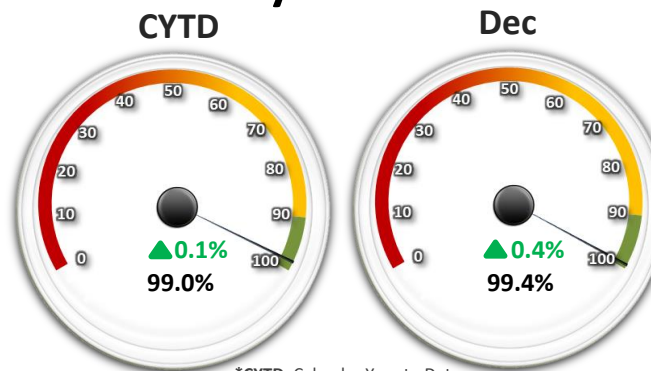
- MetaCompliance – Automated email error - 11/12
- MySIS – Performance Issue - 18/12

Volumes



- Ticket volumes In comparison to December last year are lower due to the Pandemic and the additional closure days.
- With increased focused, ticket backlogs and 'aged' tickets continue to decrease
- QMplus and MySIS incidents continue to be high for several months running
- Request for Information was the top Request item this month. Most of which were generated by Chat

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability Increased this month despite the two Major Incidents.
- Working from home has identified further critical systems that need to have high availability

KPI Trend View

KPI	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Move
% Satisfied Customers for Incidents	93	95	88	92	92	94	93	95	96	95	94	86	96	↑
% Satisfied Customers for Requests	98	97	95	93	94	94	96	95	95	93	93	87	95	↑
All Incidents Closed By All ITS Depts. Within SLT	79	86	79	83	87	82	82	88	82	89	87	88	90	↑
All Requests Closed By All ITS Depts. Within SLT	84	90	89	92	90	90	94	94	89	94	93	94	95	↑
All Incidents Closed By Site Within SLT	78	78	87	80	80	79	71	88	79	87	86	88	85	↑
All Requests Closed By Site Within SLT	84	90	72	92	87	88	93	94	88	91	93	94	94	▬
Service Desk Incidents Closed Within SLT	97	98	98	95	97	96	97	99	99	97	97	96	98	↓
Service Desk Requests Closed Within SLT	97	97	97	97	98	98	99	99	99	99	99	99	99	▬
Service Desk Telephone Response Within SLT	88	87	85	60	▬	▬	▬	▬	▬	▬	▬	80	89	↑
All Incidents Closed By Campus Teams Within SLT	68	75	56	54	62	67	62	69	62	76	81	87	94	↑
All Requests Closed By Campus Teams Within SLT	84	86	78	83	67	69	92	95	74	84	91	95	95	▬
Change Management Implementation														↑
Service Desk Email Triage	96	95	97	79	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

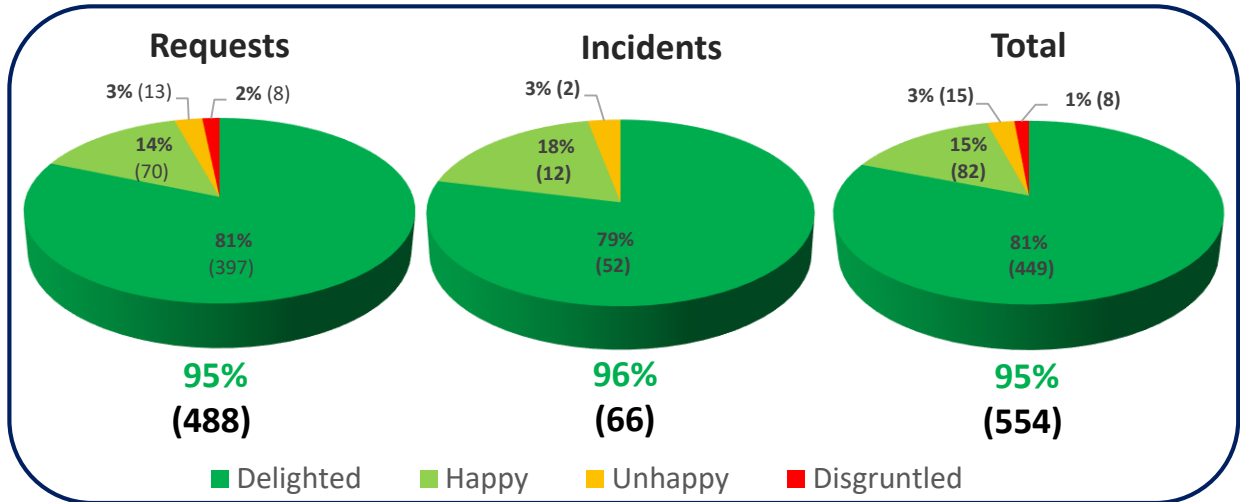
Customer Feedback

This month we received 554 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **12%** (which is 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.



Feedback this month

Thank you yet again for your superb service We are so lucky to have you

This isn't an acceptable response. Tomorrow (The last day of term) is the deadline for a blended learning course

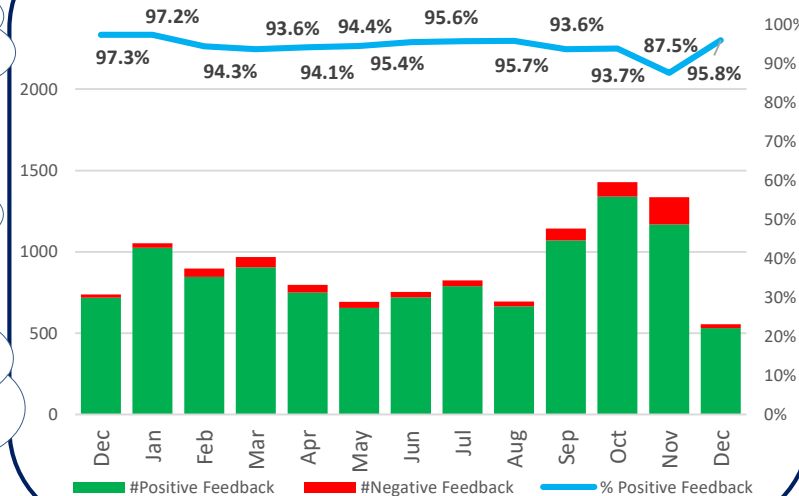
My email issue has still not been dealt with so why has the call been closed

Thank you very much for very efficient and friendly service

Wonderful service. Clear instructions and the problem solved with not a single hitch

I have tried to use the chatbot to get support for this, but was waiting for over 20 minute in the queue (by which time I had to quit to attend a meeting).

Positive Vs Negative



Commentary

- Customer Satisfaction for this month has met our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around MySIS due to the Major Incident and access issues, including MFA.

Activities for the month of Dec 2020

Research Excellence

Research Tickets Resolved

↓ 224



Research Grant Bids

↓ 118

Research Grants Awarded

↑ 64



Teaching Excellence

Logins to QMPLUS

↓ 71,6482



AV Teaching activities Supported

↓ 93

Reported AV Issues

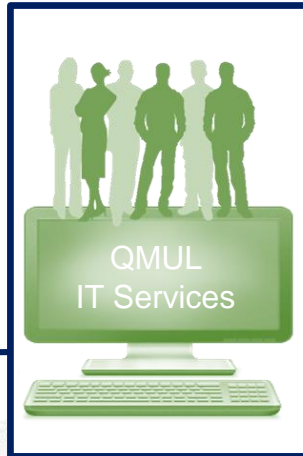
↓ 7



Supported teaching spaces

Approx. 177 =

179,946 Videos played
↓ 13,883 times within QMplus



Hours of Q-review

↓ 48,703 Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 562,862



Public Engagement

Guest Wi-Fi:

↑ 70 users

616 sessions



Events Wi-Fi:

↑ 70 users

3,868 sessions

Growth



↓ 29 New desktops/laptops Deployed

Approx. 58,108 ↓ Active accounts



↑ Total data stored (excl. Research) 993.08 terabytes

Sustainability

↑ 13,485

Pages sent and not printed



1 =



Higher Than last month

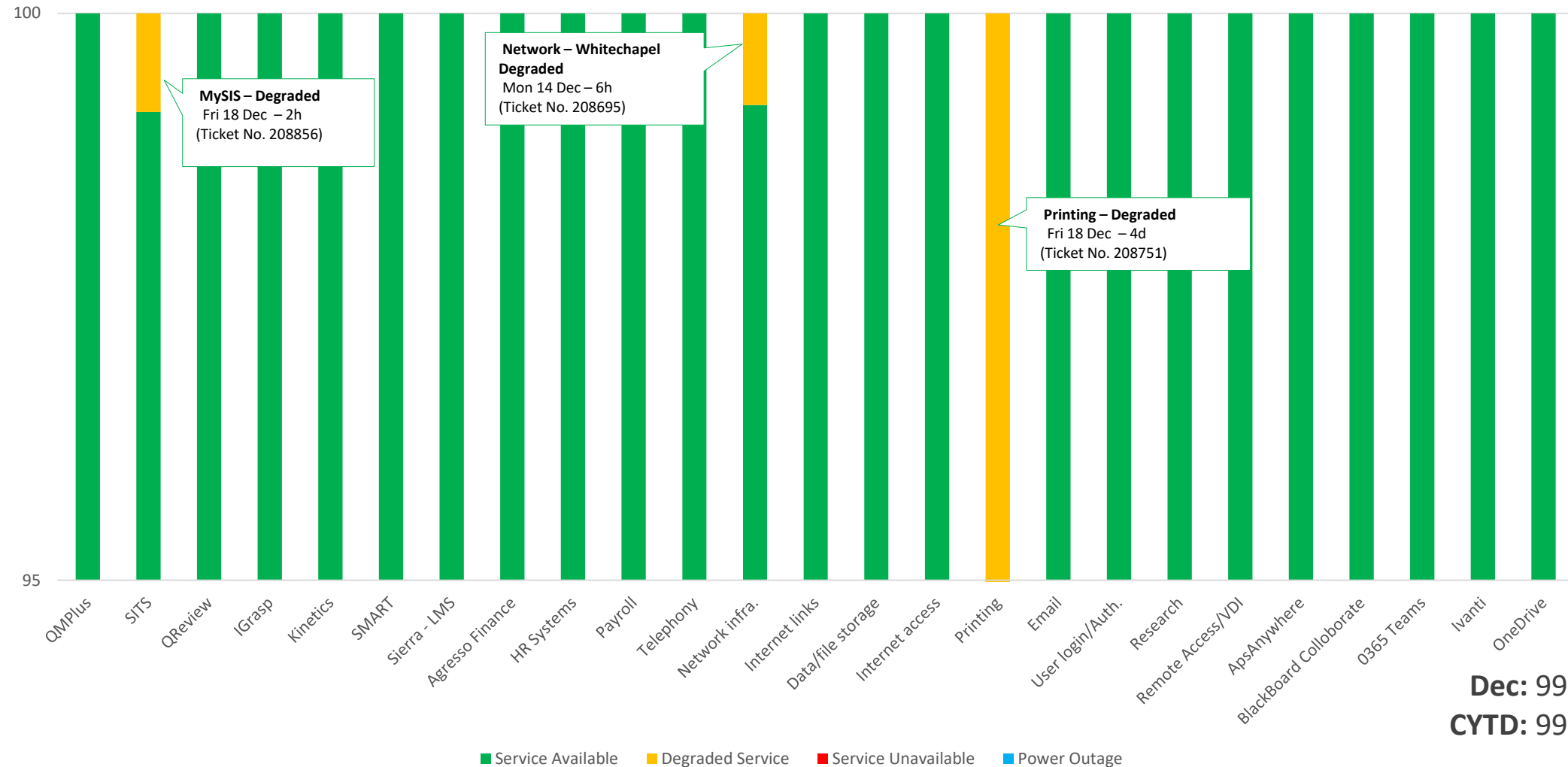


Lower than last month



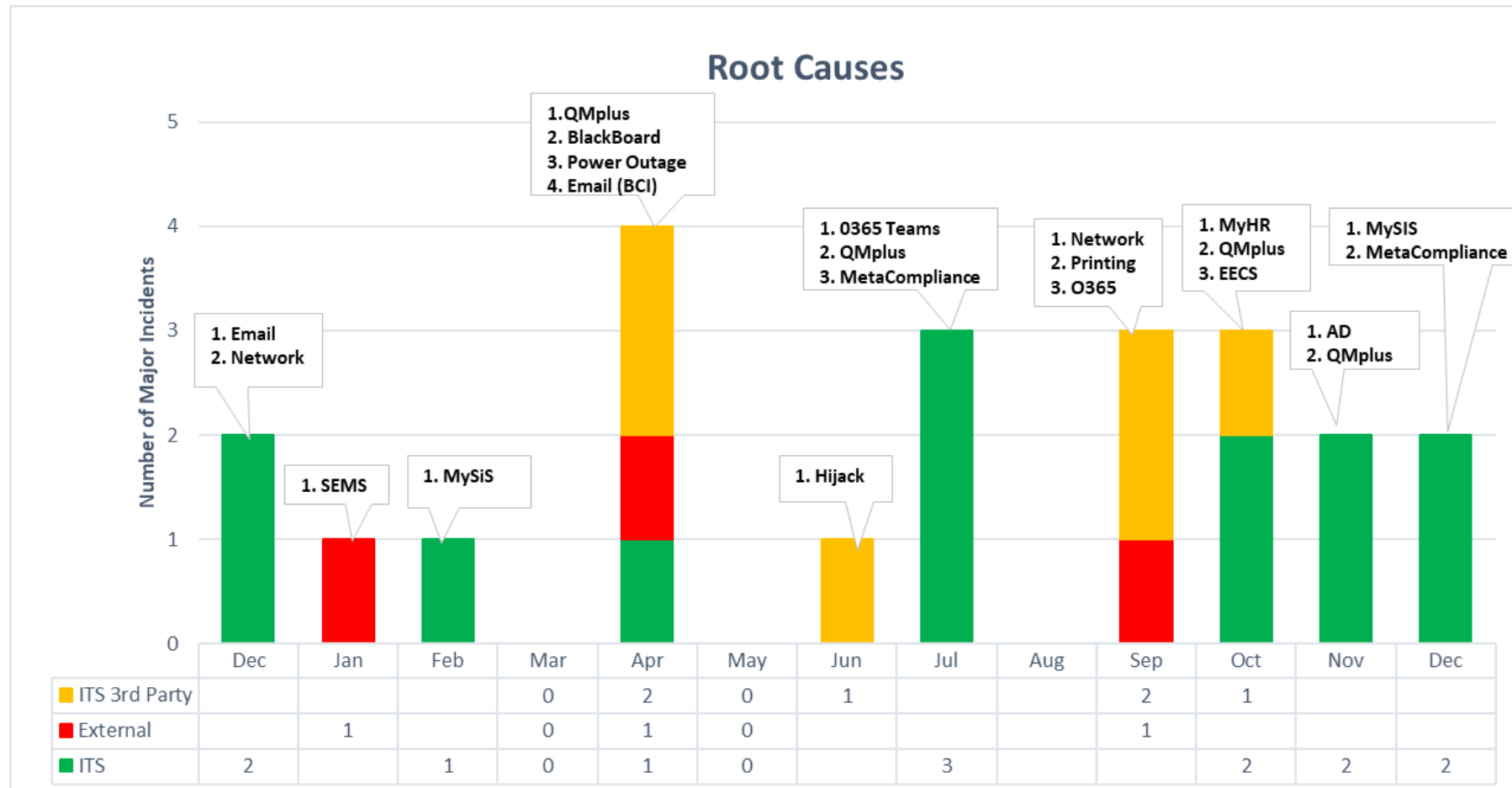
No change from last month

ITS Critical Systems Availability



Dec: 99.4%
CYTD: 99.0%

Major & High Priority Incidents



Key

- Source of Incident identified to be with 3rd Party Vendor ■
- Source of Incident identified to be outside of ITS e.g. power ■
- Source of Incident identified to be within ITS ■

Major Incidents & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
208661	Fri 11 Dec 10:00	2h	<p>MetaCompliance – Staff received two automated emails from MetaCompliance system in error. Cause: An error occurred due to multiple similar training modules, whilst administering the system to send a targeting email to an individual that led to all staff receiving the automated message. Action: The Administration portal has been reviewed and tidied up to avoid future errors.</p>	Resolved
208856	Fri 18 Dec 12:30	6h 30m	<p>MySIS – Users were experiencing issues accessing student record information via SITS and the MySIS web interface. Cause: Database table, where the logs are written, takes too long to write, this eventually locks the table and results in slow performance. Action: Restarting the online admission process clears the lock and restores the performance to users. .</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
208751	Fri 18 Dec 17:45	4d	<p>Mobility Printing – Users with non managed windows PC were experiencing printing issues. Cause: An update on 16th December Mobility Print caused the issue Action: Escalated to vendor who rolled back the update</p>	Resolved
208695	Mon 14 Dec 09:00	6h	<p>Network – Users in Empire house White chapel 1st floor were experiencing network problem with the wired network Cause: The switch configurations have been modified somehow, incorrect Vlan caused the issue Action: Correct Vlan configured restoring the network</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15424	03 Dec	3h	QMRO – Users were unable to access the QMRO during the maintenance period	Maintenance	Implemented
15426	09 Dec	1h	Direct Access – Users were unable to connect via direct access to services whilst the direct access servers were rebooted during the maintenance period	Maintenance	Implemented
15416	10 Dec	15m	Web Service – Users were unable to access the collect collect.qmul.ac.uk web service on for a short period of time (5m) during the maintenance period	Maintenance	Implemented
15454	11 Dec	30m	Softphone – Users were unable to login to Micollab, however users already logged in experienced limited functionality during the maintenance period	Maintenance	Implemented
15406	12 Dec	48h	Electrical Power Shutdown – Queens' Building and Graduate Centre at Mile End experienced a planned electrical shutdown that led to applications that require network or internet access being inaccessible from these buildings during the maintenance period.	Maintenance	Implemented
15467	17 Dec	1h	QMplus – Users were unable to access the QMplus to view any learning material during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Oct 20	Nov 20	Dec 20	Trend	Expected Trend
Incidents Raised	-	1740	1149	646	↓	↓
Number of Incidents Resolved	-	1609	1116	597	↓	↑
Incidents Resolved within SLT	90%	87%	87%	90%	↑	↑
Resolution Time P1	4h	20%	80%	50%	↓	↑
Resolution Time P2	1 BD	83%	74%	79%	↑	↑
Resolution Time P3	3 BD	87%	88%	91%	↑	↑
Resolution Time P4	5 BD	92%	100%	100%	—	↑
Resolution Time P5	20 BD	71%	100%	100%	—	↑
Requests Raised	-	9424	7494	4051	↓	↑
Number of Requests Resolved	-	9265	7389	3913	↓	↑
Requests Resolved within SLT	90%	93%	95%	95%	—	↑
Reopened tickets	3%	210 (2%)	128 (2%)	75 (2%)	—	—

Commentary

- There were a large number of requests relating to PO closures and requests for information in the run up to Christmas
- QMplus and MySIS incidents continue to be high for several months running
- The incorrect assignment of P1 tickets has led to the decrease in the P1 KPI this month
- Most of the other KPIs are showing improvements.

Key

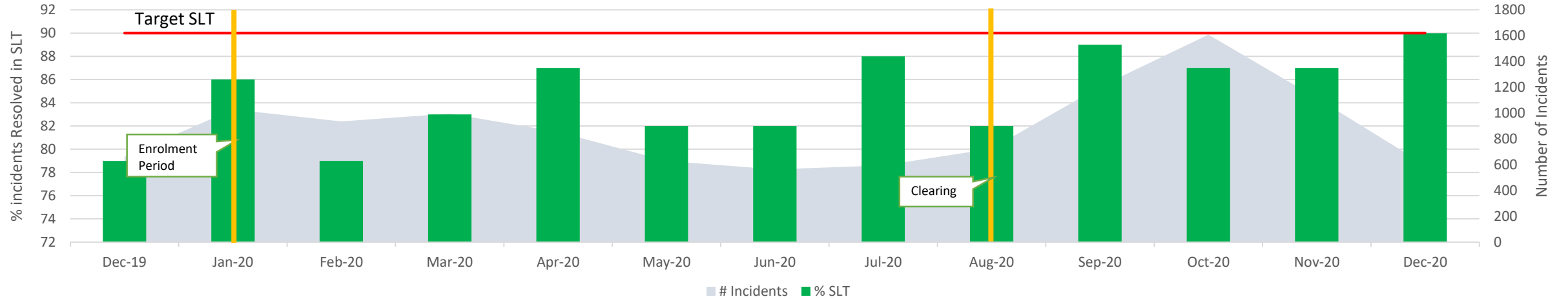
	Improvement over last month and within SLT
	Deterioration from last month but within SLT
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	Improvement over last month, No SLT assigned
	Deterioration from last month, No SLT assigned
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BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

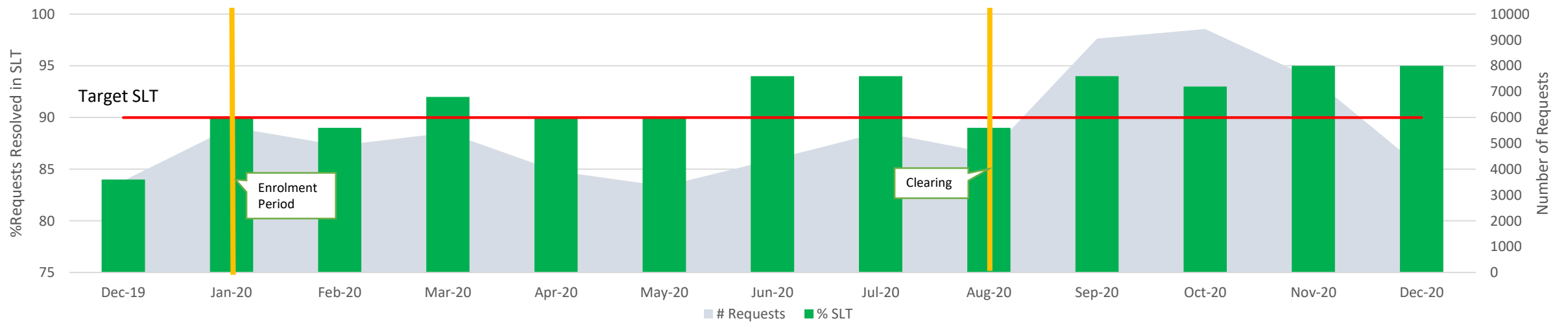
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume



Service Desk Performance

Measure	Target	Oct 20	Nov 20	Dec 20	Trend	Expected Trend
Received Phone Calls	-	2053	1232	722	↓	↑
Average Wait Time	25s	—	59s	19s	↑	—
Abandon Rate (Calls)	5%	55%	22%	10%	↑	↓
FTF (First Time Fix)	75%	82%	83%	84%	↑	↑
FLF (First Line Fix)	75%	77%	76%	73%	↓	↑
Email Triage	90%	100%	100%	100%	—	—

Commentary







- Calls to the Service desk have resumed, face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Phone wait and abandonment times have improved 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

- ↑ 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










Ticket Source

ITS Ticket Volume	Oct 20	Nov 20	Dec 20	Trend	Expected Trend
	834	815	398	↓	↓
	4094	3121	1874	↓	↓
	693	479	185	↓	↓
	2867	2574	1381	↓	↓
	2361	1425	673	↓	↓
	0	0	0	—	—

Commentary

- Ticket volumes are lower this month as expected due to the run up to Christmas. In comparison to December last year, ticket volumes are lower due to the Pandemic and the additional closure days.
- MySIS and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item this month. Most of which were generated by Chat.

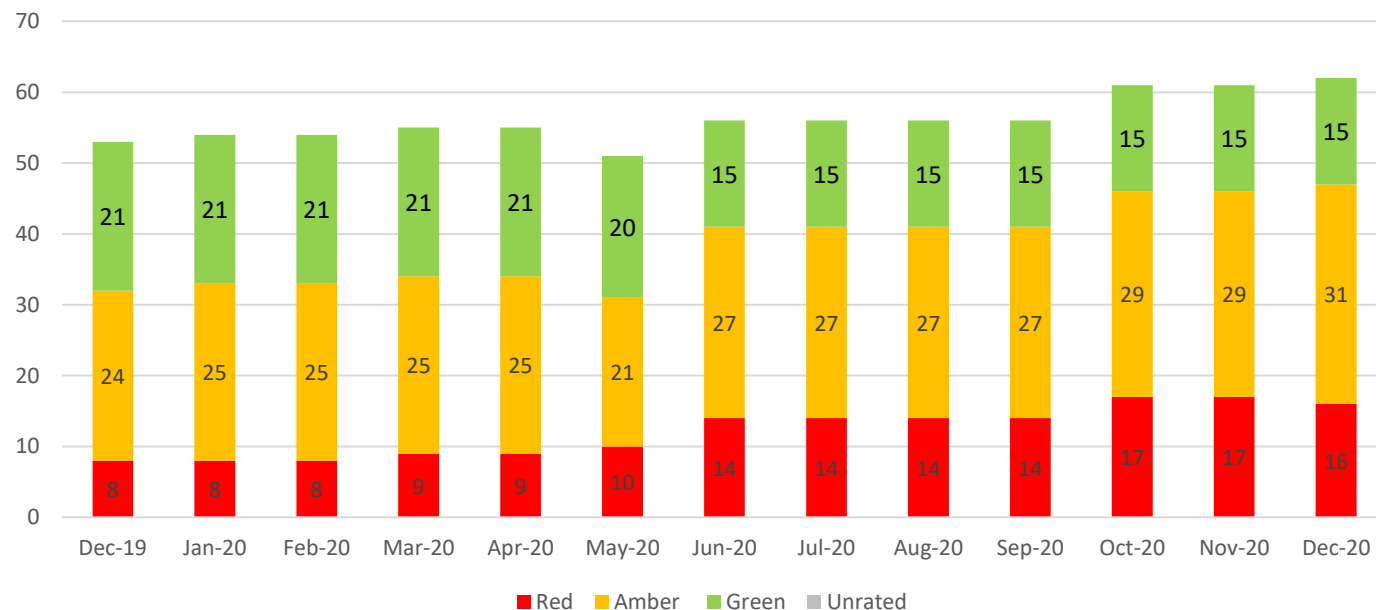
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Risk Report

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



New Risk: The current version of SolarWinds is old and has a vulnerability that can be exploited to compromise our Network Services

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	1	61	0	↑

Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Plan of action to mitigate vulnerabilities has been initiated
- **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

- ↑ Deteriation 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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