



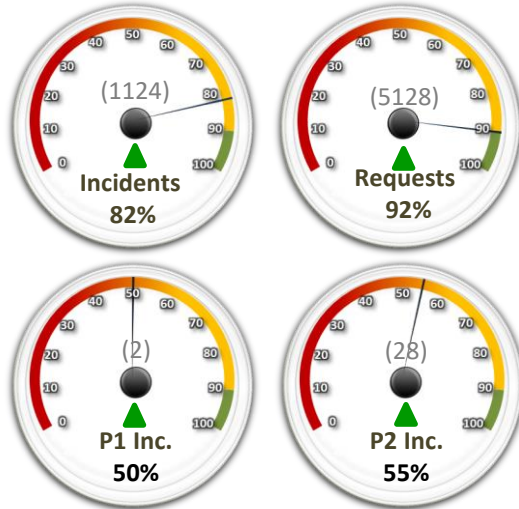
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

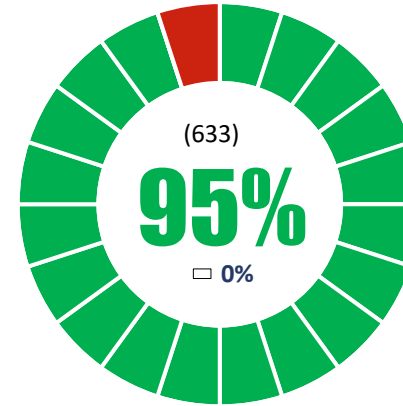
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes have decreased this month in the run up to Christmas but are higher in comparison to the same time last year, mainly due to high volume of AV issues related to MME and the major incident.
- KPIs are showing signs of improvements as focus on reducing the volume of open ticket remains a priority during this quieter period.
- Service Desk are in preparation for the January enrolment.
- A new Campus Support Manager has joined the Service delivery team towards the end of the month.

Customer Satisfaction



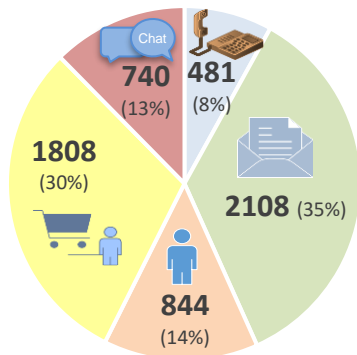
Definitions

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

1 Major Incident

- Turnitin – 13/12 – Assignment processing & similarity marking failure

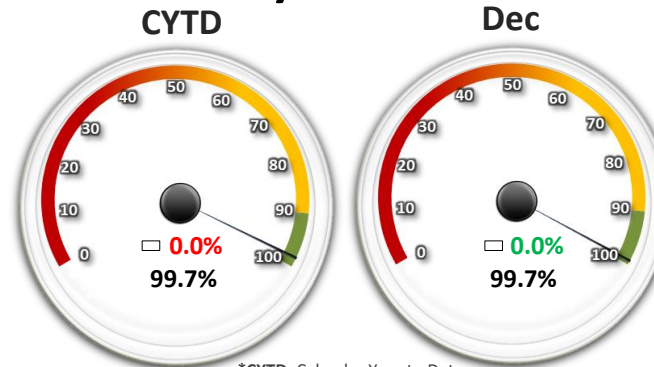
Volumes



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

- Ticket volume across all areas has decreased this is due to the Christmas period being a shorter month.
- Top Request items this month relate to Software Query, and User account Extension.
- Top incidents items this month relate to AV issues and QMplus, combined makes up 30% of the incident ticket volume this month.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability remained the same as last month despite the major incident.
- Most of the incidents were not impacting service availability.

KPI Trend View

KPI	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Move
% Satisfied Customers for Incidents	96	96	95	95	96	96	94	98	97	91	91	91	92	↑
% Satisfied Customers for Requests	95	95	96	92	97	97	96	96	94	94	92	96	95	↓
All Incidents Closed By All ITS Depts. Within SLT	90	95	91	93	88	89	89	84	87	76	67	70	82	↑
All Requests Closed By All ITS Depts. Within SLT	95	97	94	96	95	94	92	94	94	93	90	91	92	↑
All Incidents Closed By Site Within SLT	85	90	82	93	83	83	82	81	86	71	57	64	83	↑
All Requests Closed By Site Within SLT	94	96	94	96	94	94	92	94	94	93	91	91	94	↑
Service Desk Incidents Closed Within SLT	98	99	98	98	98	99	98	96	96	90	89	97	97	▬
Service Desk Requests Closed Within SLT	99	99	99	96	99	99	99	99	99	96	94	100	99	↓
Service Desk Telephone Response Within SLT	89	83	93	95	88	85	78	86	89	66	88	97	98	↑
All Incidents Closed By Campus Teams Within SLT	94	88	91	93	88	85	85	78	83	59	46	62	78	↑
All Requests Closed By Campus Teams Within SLT	95	93	93	95	96	96	95	94	95	89	82	80	91	↑
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	63	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

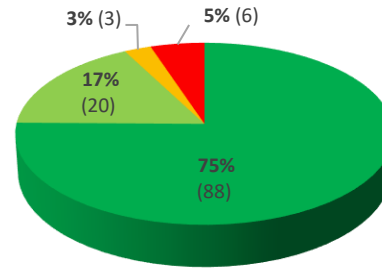
This month we received 633 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **10%** (which is below the average 18% received).

You can email your feedback by selecting one of the following links on your resolution email;

[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

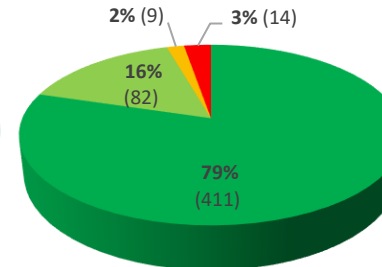
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Incidents



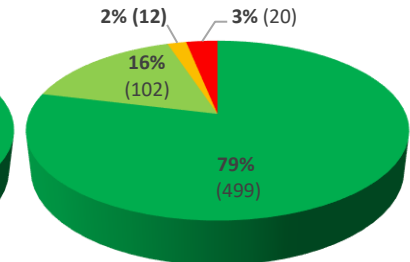
92%
(117)

Requests



95%
(516)

Total



95%
(633)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Thank you so much for your excellent support to solve the computer issues for us.

You keep closing my ticket when nothing has been resolved. I still have two threat messages from Windows Security on this work laptop that need resolved. It is NOT a phishing email issue

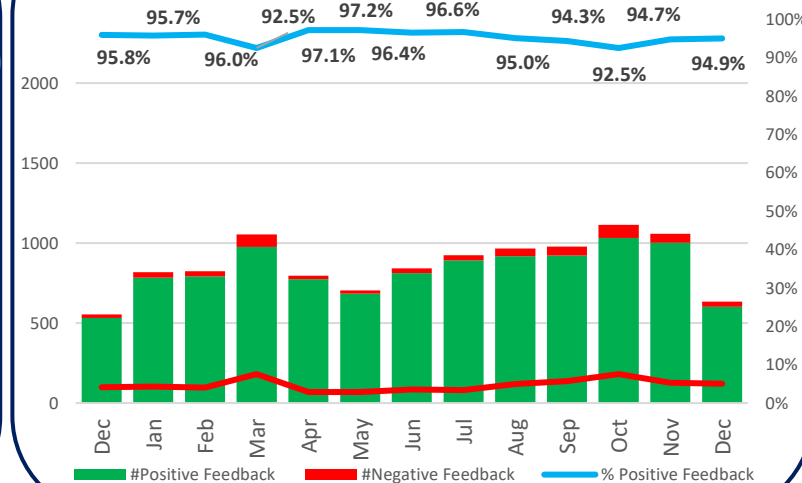
No-one arrived by the time my seminar had finished.

Incredibly helpful on this and his professionalism is greatly appreciated

The problem was solved very quickly.

Hello! A laptop cannot be used if it does not have the necessary software which I requested at the time of placing the order in March 2021.

Positive Vs Negative



Commentary

- Customer Satisfaction for this month has remained at our 95% target.
- Feedback this month relate mainly to AV support and tickets being closed without really resolving the issue.
- Comments that were positive relate to speedy response

Activities for the month of Dec 2021

Research Excellence

Research Tickets Resolved

↓ 239



Research Grant Bids

Research Grants Awarded



Public Engagement

Guest Wi-Fi:

↓ 103 users

1,352 sessions



Events Wi-Fi:

↑ 167 users

7,655 sessions



Teaching Excellence

Logins to QMPLUS

○ 183,150



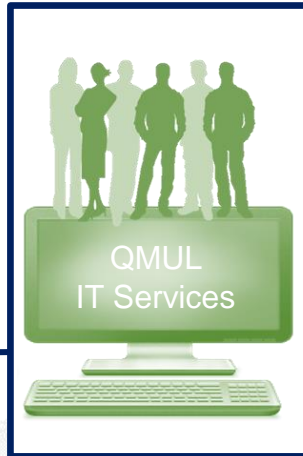
AV Teaching activities Supported

↓ 214

3,391 Unique Viewers

○ 50,156 QMplus played entries

50,156



Reported AV Issues

↓ 505



Supported teaching spaces

Approx. 177



Hours of Q-review

10,431 Playbacks

Growth



↓ 98

New desktops/laptops Deployed

Approx. 66,774

Active accounts



Total data stored (excl. Research)

993.08 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

○ 44,531



Sustainability

↑ 19,935

Pages sent and not printed



↑ 3.5



Higher Than last month

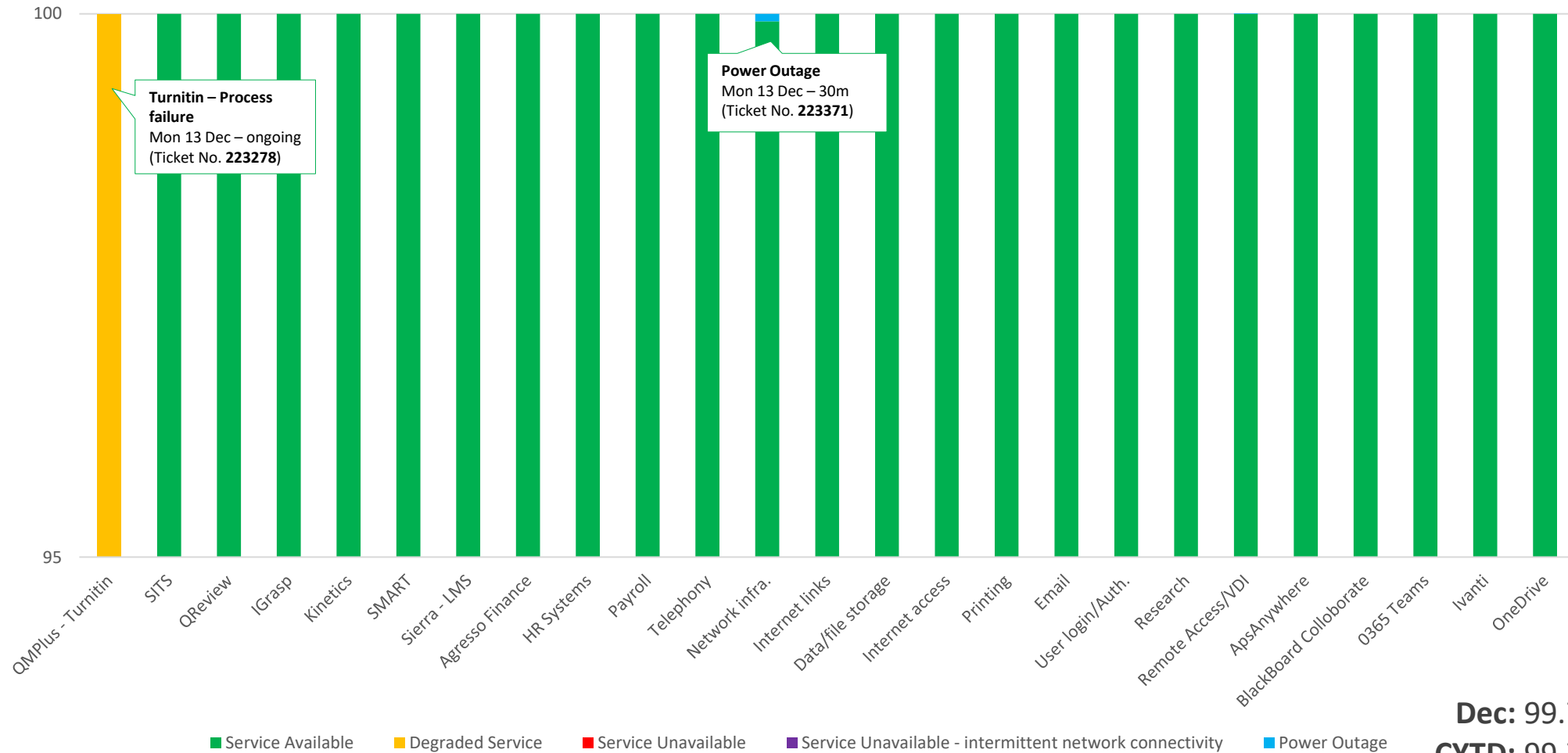


Lower than last month

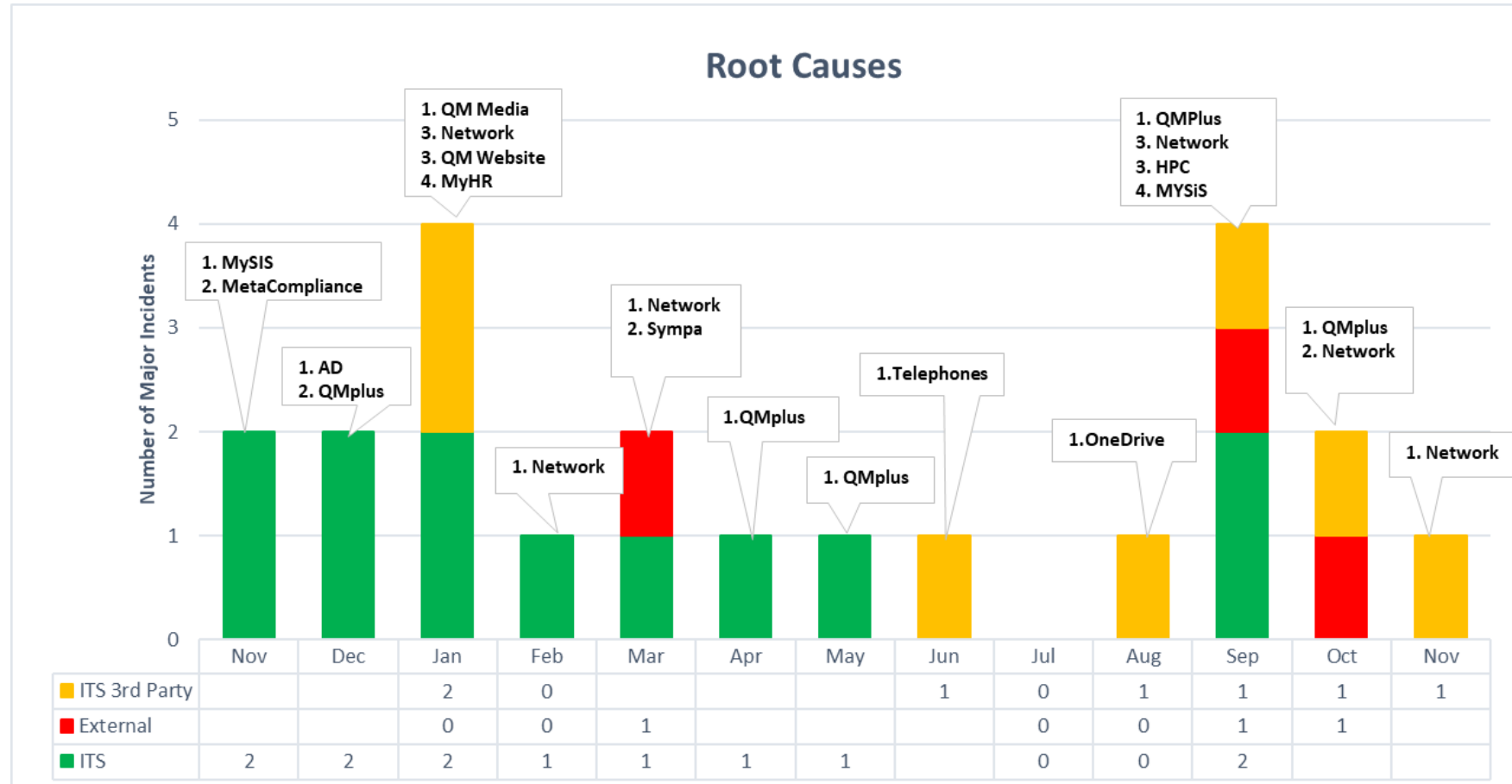


No change from last month

ITS Critical Systems Availability



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

MI Number	Date	Duration	Service Affected – Impact	Status
223278	Mon 113 Dec 13:10	ongoing	Turnitin – Student assignments submitted via QMplus were failing to process and produce similarity reports. Cause: Unknown however, a Cron job (scheduled automated task) was identified as a contributing factor. Action: Issue escalated to the vendor to investigate.	Downgraded

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
223371	Mon 13 Dec 17:15	30m	Power Outage (All IT Services) – Users in Dept.W, Engineering, Graduate and Queens were unable to access IT Services. Cause: A power failure in the building. Action: Estates contacted to restore the power after which the network switch was restarted.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16453	03 Dec	4h	ResourceLink/MyHR – Users were unable to access ResourceLink and MyHR during the maintenance period.	Maintenance	Implemented
162443	13 Dec	1d	VDI/Appsanywhere – Users members were unable to access virtual desktops or remote applications during the maintenance period.	Maintenance	Implemented
16504	14 Dec	2h	QMplus – Users were unable to access QMplus for short periods during the maintenance period.	Maintenance	Implemented
16564	18 Dec	6h	Electrical Work – There was no expected impact to user during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Oct 21	Nov 21	Dec 21	Trend	Expected Trend
Incidents Raised	-	2567	1851	1124	↓	↓
Number of Incidents Resolved	-	2523	2054	1073	↓	↓
Incidents Resolved within SLT	90%	67%	70%	82%	↑	↑
Resolution Time P1	4h	17%	17%	50%	↑	↑
Resolution Time P2	1 BD	35%	32%	55%	↑	↑
Resolution Time P3	3 BD	68%	70%	82%	↑	↑
Resolution Time P4	5 BD	100%	100%	98%	↓	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	10537	8026	5128	↓	↓
Number of Requests Resolved	-	10849	8269	5219	↓	↓
Requests Resolved within SLT	90%	90%	91%	92%	↑	—
Reopened tickets	3%	157 (1%)	148 (1%)	78 (1%)	—	—

Commentary

- Ticket volumes have decreased this month during the Christmas period.
- Ticket volume are higher In comparison to the same time last year, mainly due to high volume of AV issues related to MME and the major incident.
- KPIs are showing signs of improvements as focus on reducing the volume of open ticket remains a priority during is quieter period.
- P1 have improved but still below target levels due to tickets being raised incorrectly with lower resolution times.

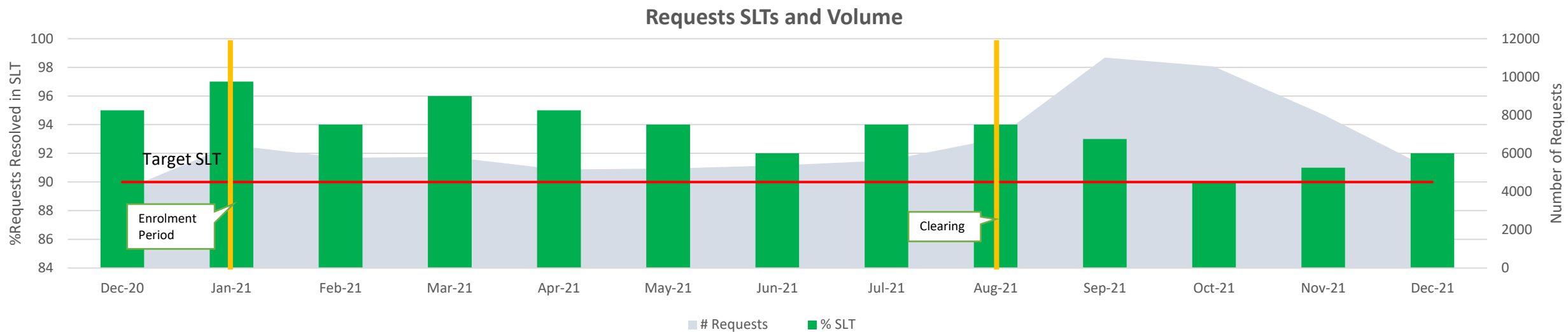
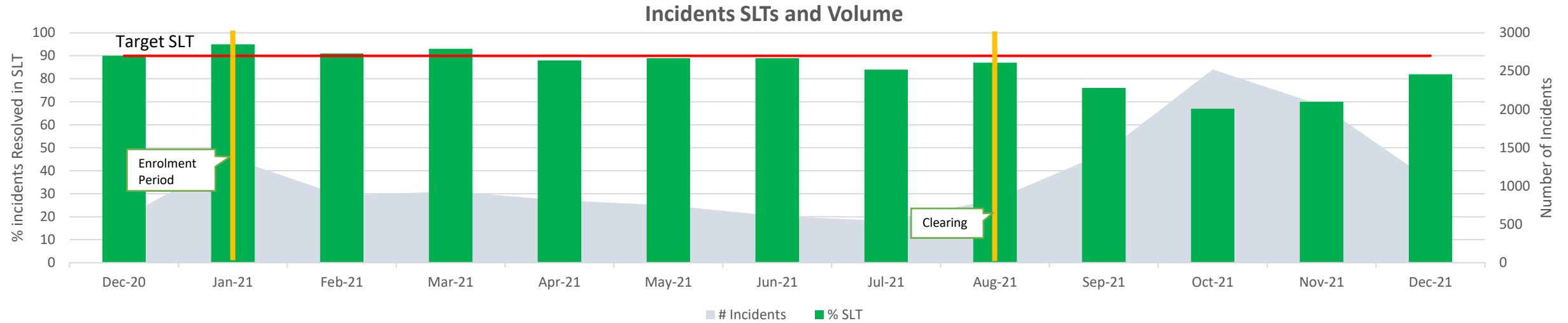
Key

- ↑↑ 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












Service Desk Performance

Measure	Target	Oct 21	Nov 21	Dec 21	Trend	Expected Trend
Received Phone Calls	-	2129	1398	761	↓	↑
Average Wait Time	25s	21s	11s	11s	—	↑
Abandon Rate (Calls)	5%	11%	2.2%	1.7%	↑	↑
FTF (First Time Fix)	75%	72%	73%	81%	↑	—
FLF (First Line Fix)	75%	67%	59%	62%	↑	↑
Email Triage	90%	100%	100%	100%	—	↑

Commentary




- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and telephone.
- First Line Fix has improved this month due to the high volume of tickets for user account extension.
- Phone Abandonment times remains stable despite the low volume of calls received this month
- The ticket backlog remains high, however the Service level target for ticket completion remains above 95% this month for the Service Desk.

Key

-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
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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 21	Nov 21	Dec 21	Trend	Expected Trend
	1630	1116	481	↓	↓
	4876	3210	2108	↓	↓
	1716	1254	844	↓	↓
	2579	2641	1808	↑	↓
	1817	1284	740	↓	↓
	0	0	0	—	—

Commentary

- Ticket volume across all areas has decreased this is due to the Christmas period being and a shorter month.
- Ticket volumes in comparison to last year are higher, due to the lock restriction being applied earlier and longer last year.
- Top Request items this month relate to Software Query, and User account Extension.
- Top incidents items this month relate to AV issues and QMplus, combined makes up 30% of the incident ticket volume this month.

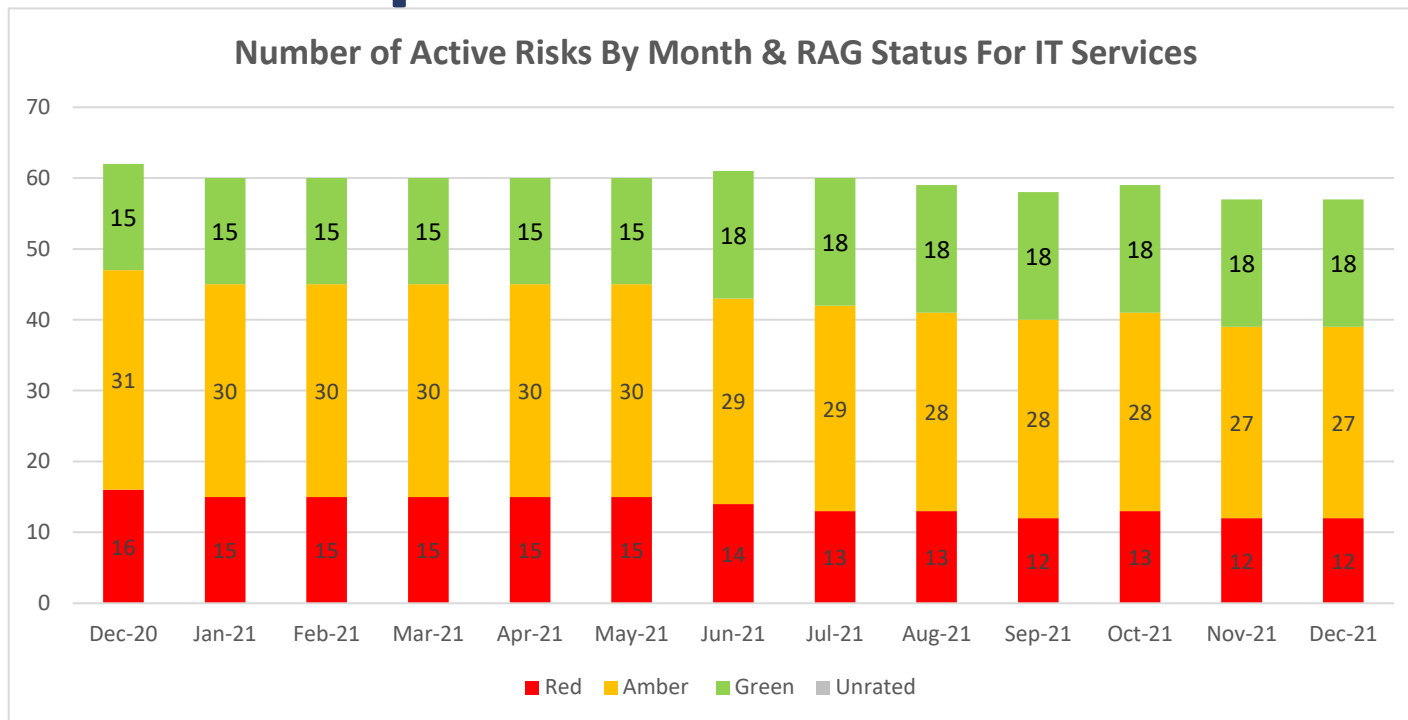
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Risk Report



New Risk: The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	57	0	▬

Top Risks:

- **Under Resourced Information Security team** – An under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework – Recruitment campaign ongoing, two team members recruited so far.
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down
- **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 and continuity plans completed, recovery plans have begun to be documented
- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show an increase in 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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