

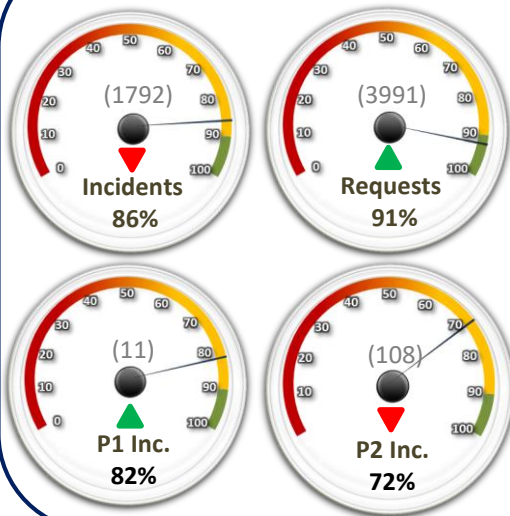


Queen Mary
University of London

IT Services

Executive Summary – February 2018

KPI



- There were higher tickets volumes in February than expected mainly due to the large number of tickets in relation to the multiple Phishing email attacks and the windows 8.1 policy major incident.
- As a result of the continued high ticket volumes, KPIs are beginning to trend downwards.

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 Incidents

- Managed Windows 8.1 Group Policy issue (05/02)

Volumes

	Jan	Feb
	1280	1110
	3633	2957
	987	710
	1292	930

- We are reviewing staff numbers on the Service Desk as performance has been impacted following the high ticket volumes generated by the numerous Major and high priority incidents in Jan/Feb.

Critical Systems Availability

CYTD



Feb



- The availability of critical services has increased due to the low number of Service impacting incidents in the month of February

Customer Satisfaction – February 2018

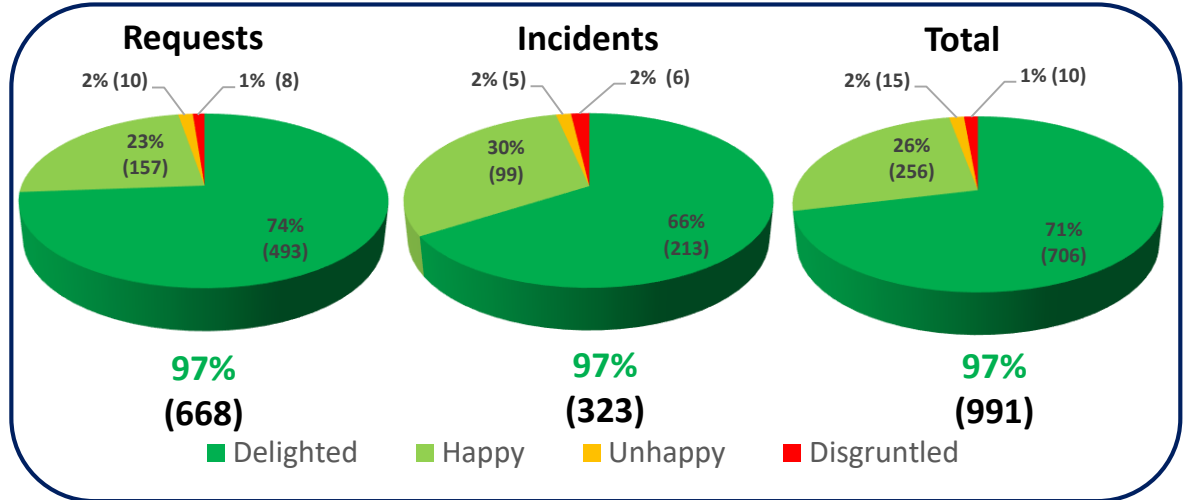
Customer Feedback

This month we had 991 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of **13%**

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 for sending me this follow-up e-mail and thanks for the help provided by the IT Services!

I actually said on the phone that it was meeting room 3 on the second floor, nobody attended here, not on the ground floor.

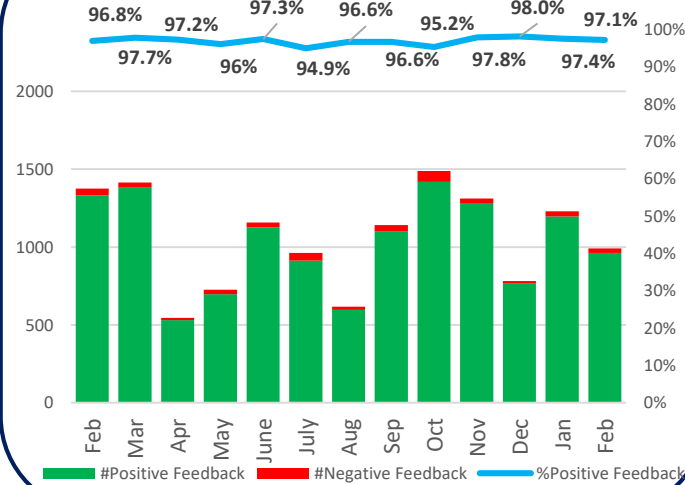
While the issue was solved, the man who helped me was very rude and patronising. When I said I had been hacked he said "What is it with you English and Drama students"

Many thanks to all the people who helped me, all my issues have been resolved.

Very fast response and help much appreciated.

Whoever was on the phone was just plain rude and condescending.

Positive Vs Negative



Commentary

- Customer satisfaction continues to hover around the 97% mark. A majority of the 'disgruntled' feedback for February is related to lack of updates and tickets not resolved.
- The focus over the next few months will be on ensuring that tickets 'owned' and customers are updated regularly.

Activities for the month of February 2018

Research Excellence

Research Grant
Bids
133



Research Grants
Awarded
41

Teaching Excellence

Logins to QMPLUS
586,155



AV Teaching activities
Supported
428

2,461
Videos played
10,191
times within
QMPlus



Reported AV Issues
105



Supported teaching
spaces
177

Hours of Q-
review
2,859
Playbacks

International



Distance learning
(Beijing and Nanchang
QMPLUS logins):
22,161



Public Engagement

Guest Wi-Fi:
316 users
7,082 sessions



Events Wi-Fi:
548 users
9,570 sessions

Growth



19
New
desktops/laptops
Deployed

94,783

Registered mail accounts

Total staff data stored
128 terabytes
Total student data stored
24.5 terabytes



Sustainability

49,570
Pages sent and not
printed



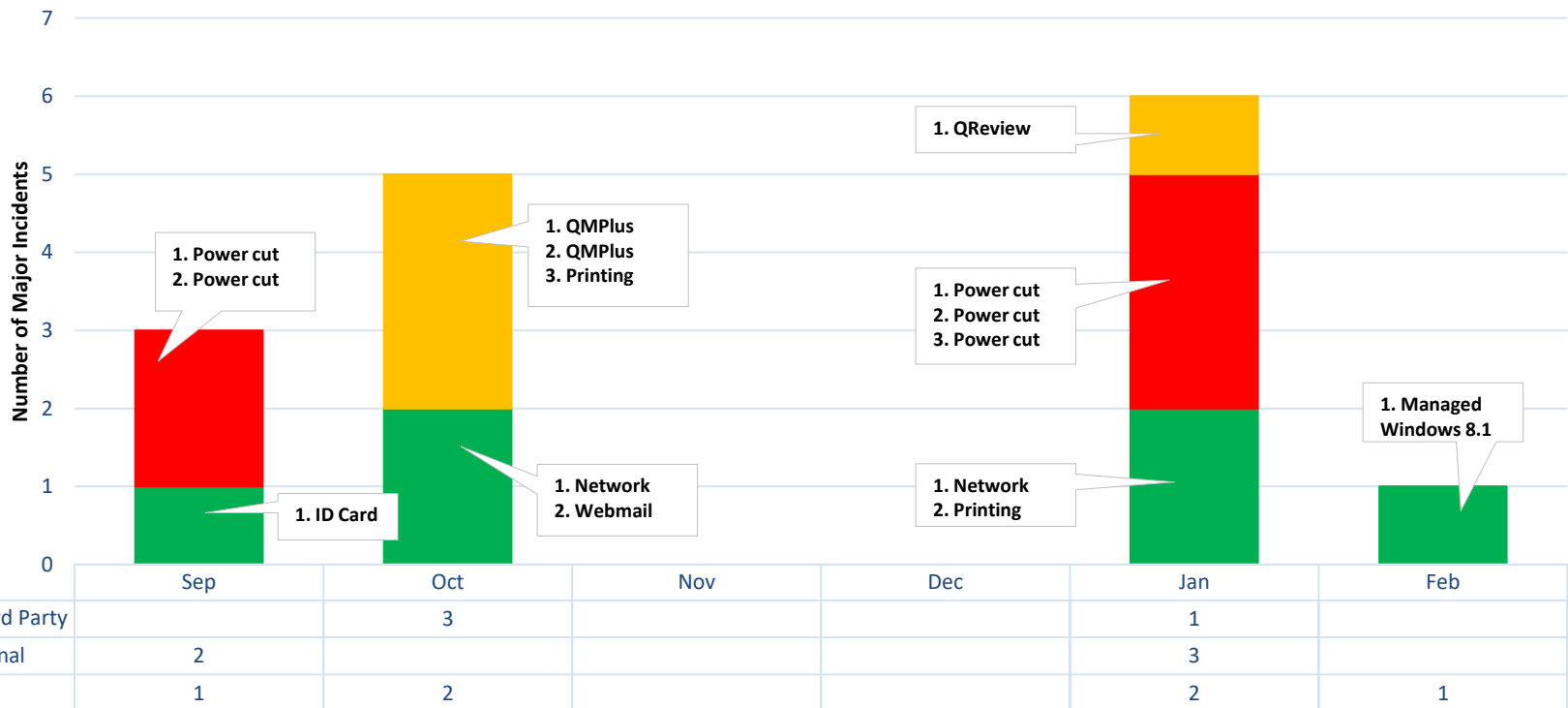
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ITS Critical Systems Availability – February 2018



Major Incidents – February 2018

MI Number	Date	Duration	Service Affected – Impact	Status
167580	Mon 5 Feb 08:00	3d 10h	Managed Windows 8.1 & Shared File store – Intermittent access issues to the shared file store (plus unresponsive windows 8.1 managed machines) Cause: The group policy file name path was missing Action: Group policy objects were removed one by one until the problematic policy was identified and restored	Resolved



High Priority Incidents – February 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
167928	Wed 07 Feb 08:00	3h 4m	MySIS – Users unable to access the Student Record system MySIS Cause: Corrupted Redundant Array of Independent Disks (RAID) configuration, that prevented the SITS Oracle Virtual Machine (VM) to resume service Action: Manually rebooted the system	Resolved
169170 169179	Wed 28 Feb 08:00	2h	Power Failure – Users unable to access Network Services and Telephones in the John Vane Science Centre Charterhouse square due to a power failure. Cause: Cause of Power failure Unknown Action: Estates restored Power, ITS ensured Network switches powered back up	Resolved
165876 165898 167846 167659	Tue 12 Jan 08:27	-	Email Service – Users receiving a high number of phishing emails, some of which has been successful, leading to account disablement and black listing Cause: Users tricked into clicking on links within phishing emails Action: Force users to change passwords and educate them on the phishing techniques used	Ongoing
168792 168791 168789	Mon 19 Feb 15:08	4m	Shared File Store – Users in Maths were unable to access the shared file store Cause: Unknown Action: Unknown	Resolved
168327	Mon 13 Feb 08:05	30m	Service Desk Telephone – Users were unable to call the Service desk Cause: Unknown Action: No Actions Taken, Issue resolved itself	Resolved

Planned Maintenance – February 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11589	2 Feb	48h	Human Resources File Store (G & J Drives) – The HR shared G & J drive files store were inaccessible during the Upgrade	Upgrade	Implemented
11625	6 Feb	4h	Symplectic Elements Research Repository – The Research online repository was inaccessible during the maintenance period.	Maintenance	Implemented
11627	7 Feb	1h	Websites hosted on the LAMP Containers – All websites hosted on the LAMP containers were inaccessible to users during the maintenance period.	Maintenance	Implemented
11689	17 Feb	4h	Ivanti the IT Service Management tool – Self Service Portal and Web-desk were offline and inaccessible during the maintenance.	Maintenance	Implemented
11726	15 Feb	2h	FTP access to Edit Websites – FTP access, and using Dreamweaver or FileZila were unavailable to edit websites. Specifically the FTP.WEB.QMUL.AC.UK and SFTP.WEB.QMUL.AC.UK hosts. T4, Rhythmx , wordpress and Drupal were unaffected.	Maintenance	Implemented
11709	24 Feb	30m	SITS & MySIS – Users unable to access SITS and MySIS during maintenance	Maintenance	Implemented
11809	26 Feb	10m	Network Services – Loss of network connectivity for students in the Information Technology Labs (ITL)	Maintenance	Implemented
11810	27 Feb	10m	Network Services – Loss of network connectivity for students in the Information Technology Labs (ITL)	Maintenance	Implemented

ITS Incident and Request KPIs – February 2018

Measure	Target	Dec 17	Jan 18	Feb 18	Trend	Expected Trend
Incidents Raised	-	782	2233	1792		
Number of Incidents Resolved	-	778	1839	1673		
Incidents Resolved within SLT	90%	85%	87%	86%		
Resolution Time P1	4h	80%	80%	82%		
Resolution Time P2	1 BD	86%	84%	72%		
Resolution Time P3	3 BD	85%	87%	87%		
Resolution Time P4	5 BD	100%	98%	94%		
Resolution Time P5	20 BD	100%	100%	92%		
Requests Raised	-	3020	5061	3991		
Number of Requests Resolved	-	2983	4441	3599		
Requests Resolved within SLT	90%	92%	90%	91%		

Highlights

- There were higher tickets volumes in February than expected mainly due to the large number of tickets in relation to the multiple Phishing email attacks and the windows 8.1 policy issue.
- As a result of the continued high ticket volumes, KPIs are beginning to trend downwards.

Key

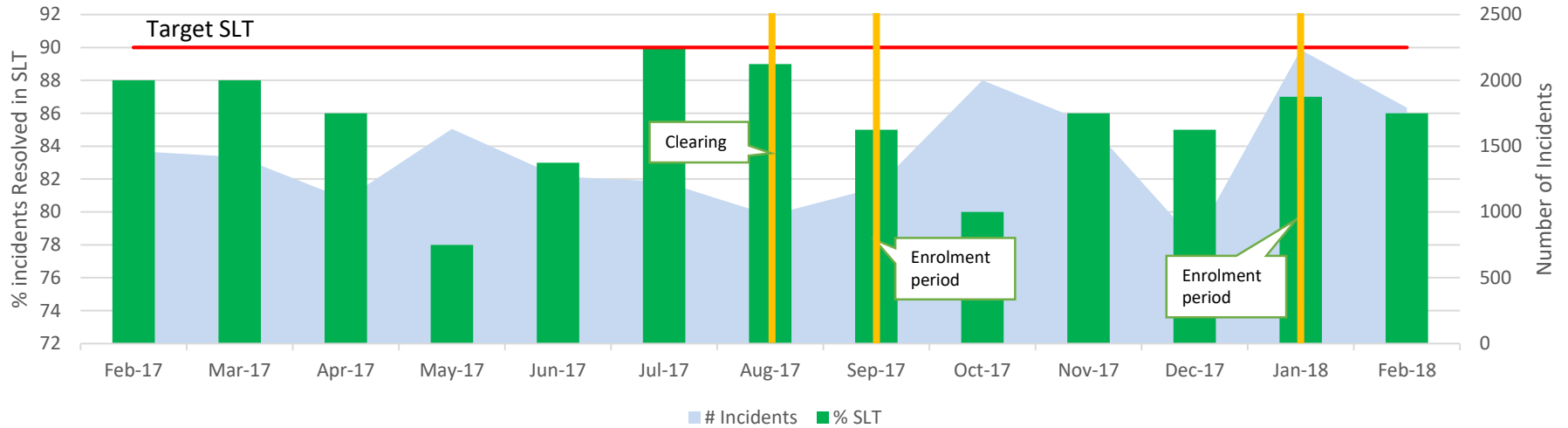
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last 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)

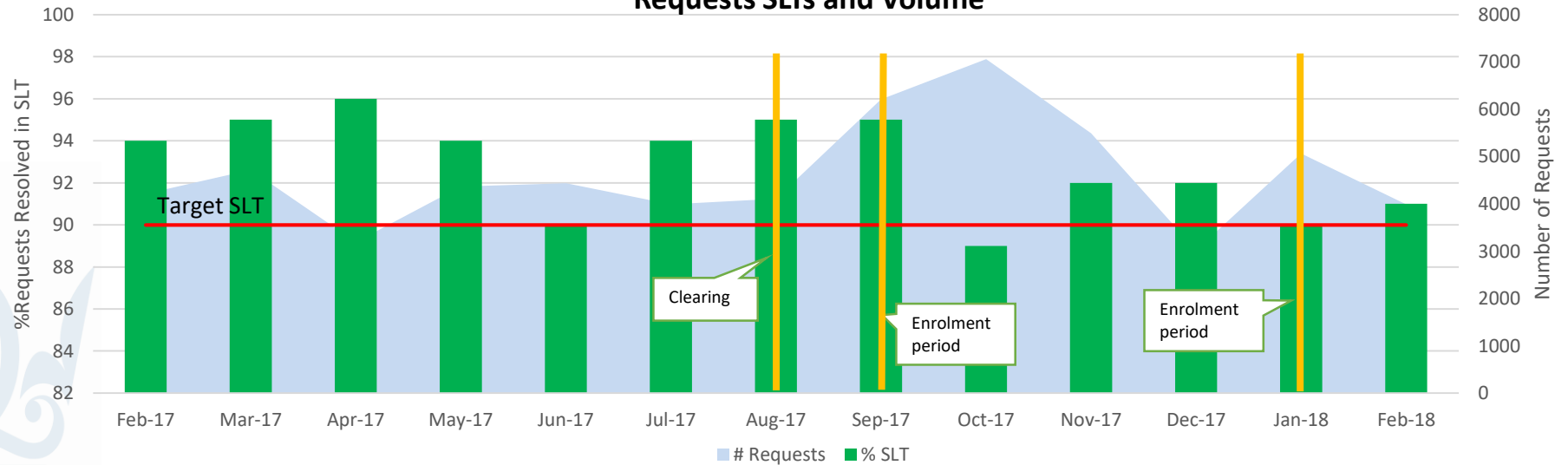
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs – February 2018

Incidents SLTs and Volume







Requests SLTs and Volume



Service Desk Performance – February 2018










Measure	Target	Dec 17	Jan 18	Feb 18	Trend	Expected Trend
Received phone calls	-	1498	2954	2822	↓	↓
Average Wait Time	25s	12s	17s	25s	↓	↓
Abandon Rate (calls)	5%	4%	6%	13%	↓	↓
FTF (First Time Fix)	75%	68%	60%	58%	↓	↓
FLF (First Line Fix)	75%	60%	48%	61%	↑	↓

ITS Ticket Volume	Dec 17	Jan 18	Feb 18	Trend	Expected Trend
	643	1280	1110	↓	↓
	1967	3633	2957	↓	↓
	523	987	710	↓	↓
	639	1292	930	↓	↓

Highlights

- We are reviewing staff numbers on the Service Desk as performance has been impacted following the high ticket volumes generated by the numerous Major and high priority incidents in Jan/Feb.

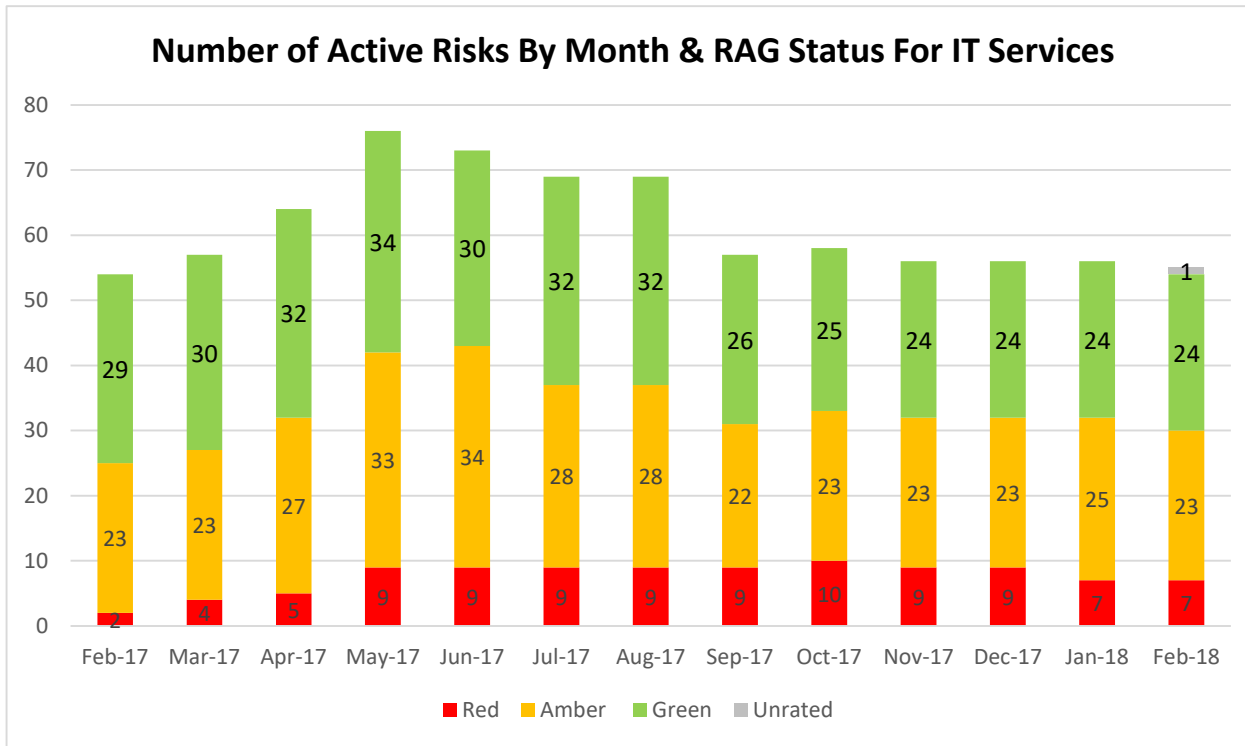
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-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
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-  Improvement over last month but breaching SLT
-  Deterioration from last month and breaching SLT
-  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

Risk Report – February 2018



Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to a number of School Applications not migrated.
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **Security Vulnerability** –Enhanced risk due to potential non-effective anti-virus software / system and intel processor design flaw
- **Phishing** – Risk increased as some accounts had been compromised due to the number of phishing email received.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls. Risk increased by the G21 remediation work

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
2	0	1	55	1	↓

Key

- ↑ Deterioration over last month
- ↓ Improvement from last month
- ▭ No change from last month

KPI Trend View – February 2018

KPI	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Move
% Satisfied Customers for Incidents	96	97	98	95	97	91	95	94	96	98	97	97	97	▬
% Satisfied Customers for Requests	97	98	97	97	97	95	98	97	95	97	98	95	97	↑
All Incidents Closed By All ITS Depts. Within SLT	88	88	86	78	83	90	89	85	80	86	85	87	86	↓
All Requests Closed By All ITS Depts. Within SLT	94	95	96	94	90	94	95	95	89	92	92	90	91	↑
All Incidents Closed By Site Within SLT	87	87	87	76	81	89	77	78	78	87	85	86	84	↓
All Requests Closed By Site Within SLT	92	93	95	92	88	93	89	87	88	92	91	89	92	↑
Service Desk Incidents Closed Within SLT	96	96	93	92	94	96	92	86	87	95	93	96	93	↓
Service Desk Requests Closed Within SLT	97	98	98	96	94	96	91	91	91	97	96	93	92	↓
Service Desk Telephone Response Within SLT	97	97	95	97	94	93	97	90	93	96	95	93	86	↓
All Incidents Closed By Campus Teams Within SLT	90	86	88	61	73	85	74	75	73	85	86	87	88	↑
All Requests Closed By Campus Teams Within SLT	90	92	92	84	79	90	85	82	86	88	90	88	94	↑
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

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

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