

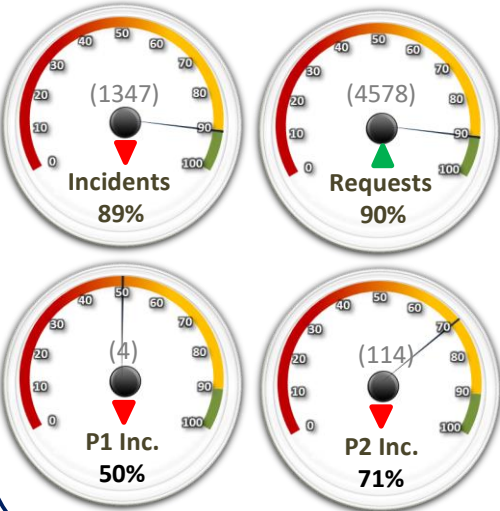


Queen Mary
University of London

IT Services

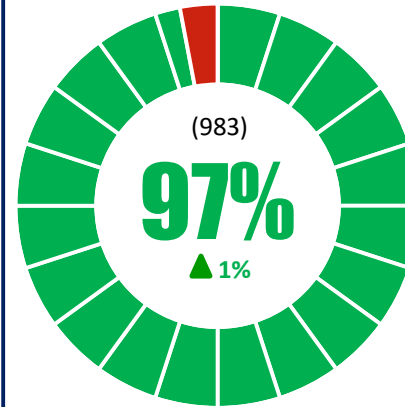
Executive Summary – February 2019

KPI & Summary



- There is an impact on Service levels as a result of sustained activity and loss of staff across IT
- Delays should be expected with the triaging of tickets that are emailed to the Service Desk. As a reminder, emails to the Service Desk should only be used for low priority requests. We are reminding customers to Phone or use IT Web Chat if your request is urgent
- We will be bringing back additional support on the Service Desk to help deal with the back logs and are working on replacing key posts that have been left vacant

Customer Satisfaction



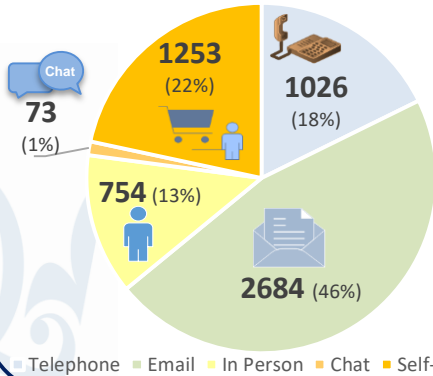
Definitions

- 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

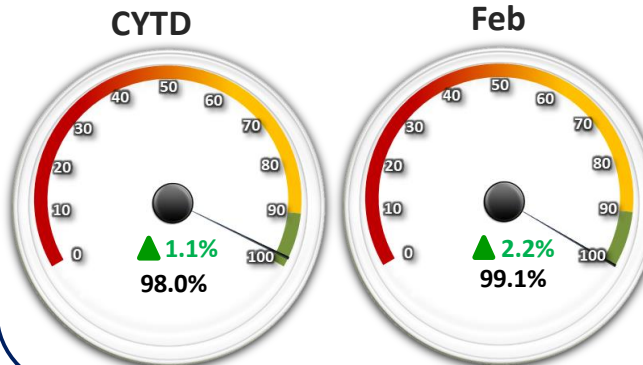
- Network Services (Power cut) on 24/02

Volumes



- Overall Ticket volumes have decreased following the peak enrolment and new year period in January
- Contacts via Web Chat are continuing to increase in proportion to the total tickets logged on a month-by-month basis

Critical Systems Availability



- Critical systems availability increased in February following the poor availability in January and largely due to the minimal service impacting incidents

KPI Trend View – February 2019

KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Move
% Satisfied Customers for Incidents	97	96	92	95	97	95	94	95	95	96	95	95	97	↑
% Satisfied Customers for Requests	97	98	98	98	98	98	98	98	97	97	98	98	98	▬
All Incidents Closed By All ITS Depts. Within SLT	86	84	85	88	82	84	86	84	85	88	87	90	89	↓
All Requests Closed By All ITS Depts. Within SLT	91	87	86	91	88	89	87	94	91	86	91	89	90	↑
All Incidents Closed By Site Within SLT	84	83	86	84	81	81	84	78	81	83	83	86	84	↓
All Requests Closed By Site Within SLT	92	87	88	92	89	89	86	87	86	87	92	89	91	↑
Service Desk Incidents Closed Within SLT	93	90	90	96	96	93	95	97	93	98	98	95	97	↑
Service Desk Requests Closed Within SLT	92	90	90	95	97	95	96	98	97	97	98	97	98	↑
Service Desk Telephone Response Within SLT	86	84	83	93	93	93	94	86	94	94	94	92	96	↑
All Incidents Closed By Campus Teams Within SLT	88	81	88	86	79	78	84	75	84	86	85	92	88	↓
All Requests Closed By Campus Teams Within SLT	94	90	93	93	89	87	87	88	87	90	93	92	92	▬
Change Management Implementation														▬
Ticket Triage (Emails)						100	100	84	100	100	100	52	64	▬

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 – February 2019

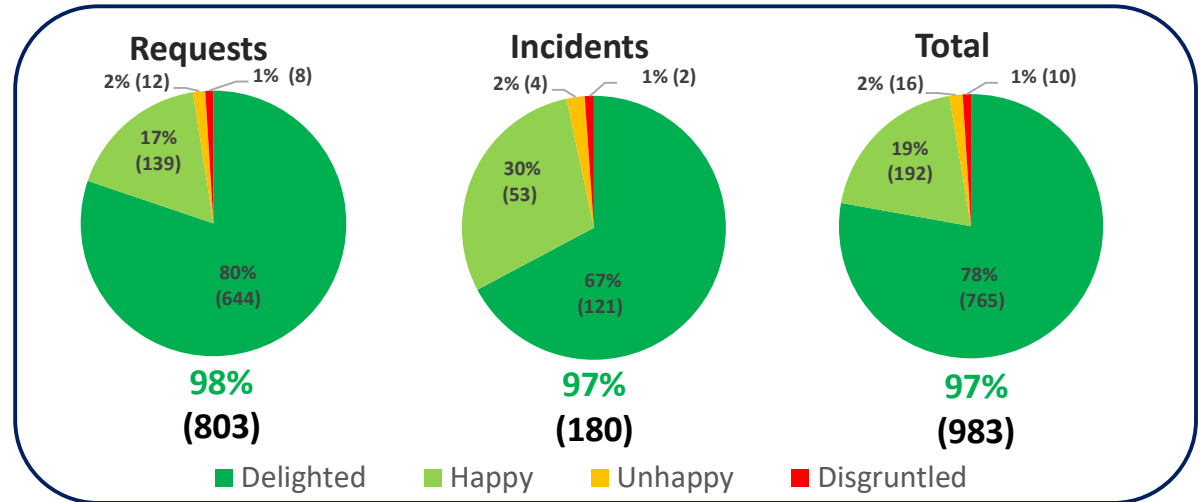
Customer Feedback

This month we received 983 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.



Feedback this month

I appreciate how well this was handled

Repeated failure to respond substantively to my query. No clear indication of how to get help. Apology in the end appreciated nonetheless

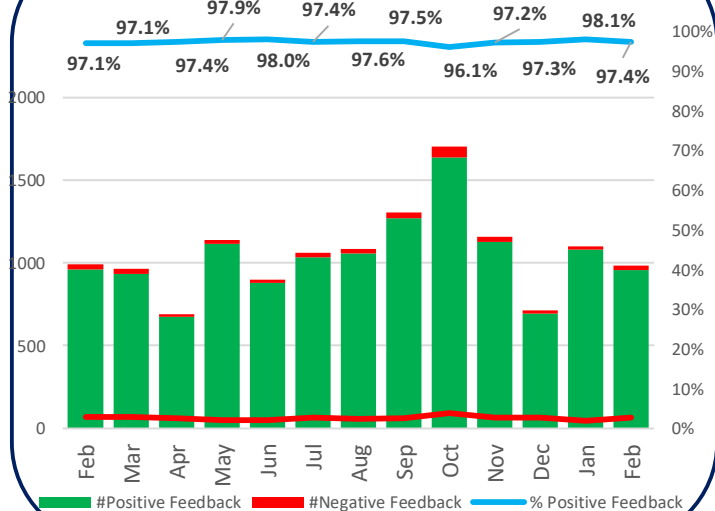
I am saying disgruntled because I first raised this in early December & it's only just been resolved

Good service; identified the problem quickly and resolved quickly. Very polite as well.

Thanks for the speedy arrival of your IT expert. He remedied the audio problems and we enjoyed the remainder of our seminar.

I never received a request for a response. Please reopen this ticket as the issue is not resolved.

Positive Vs Negative



Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- We have completed the Customer Services Management training 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. We will now be focusing on new starter training and improvements that were suggested in the sessions

Activities for the month of February 2019

Research Excellence

Research Tickets Resolved

157



Research Grant Bids

168

Research Grants Awarded

53



Teaching Excellence

Logins to QMPLUS

638,928



AV Teaching activities Supported

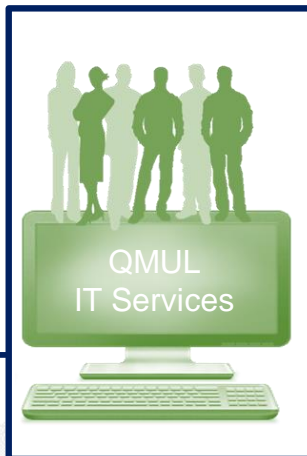
412

2,688

Videos played

11,191

times within QMplus



Reported AV Issues

149



Supported teaching spaces

Approx. **177**

Hours of Q-review

2,816

Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

99,601



Public Engagement

Guest Wi-Fi:

277 users

5,082 sessions

Events Wi-Fi:

474 users

7,953 sessions



Growth



2

New desktops/laptops Deployed

Approx. **90,923** Registered accounts



Total data stored

853 terabytes



Sustainability

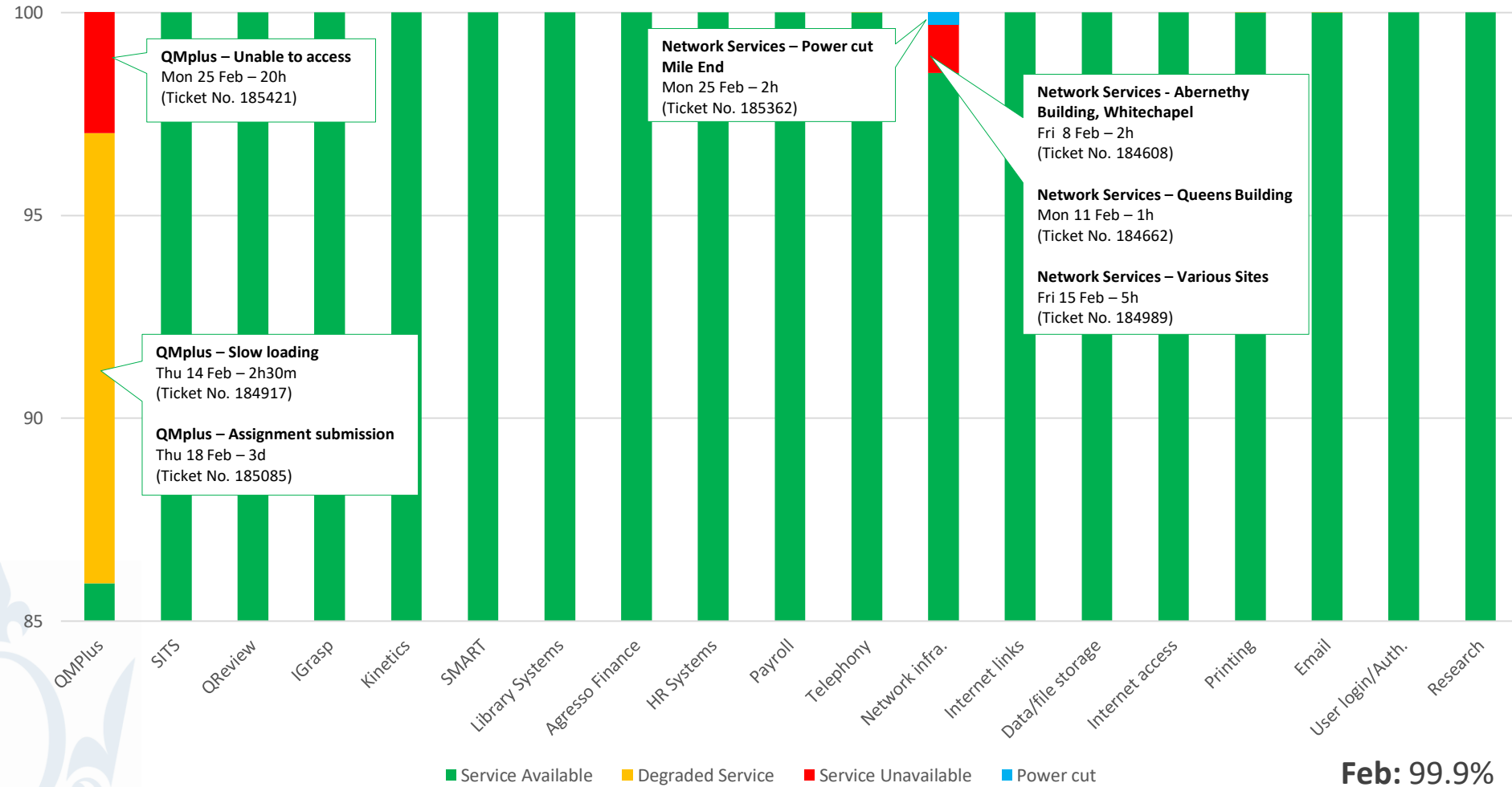
64,555

Pages sent and not printed



1

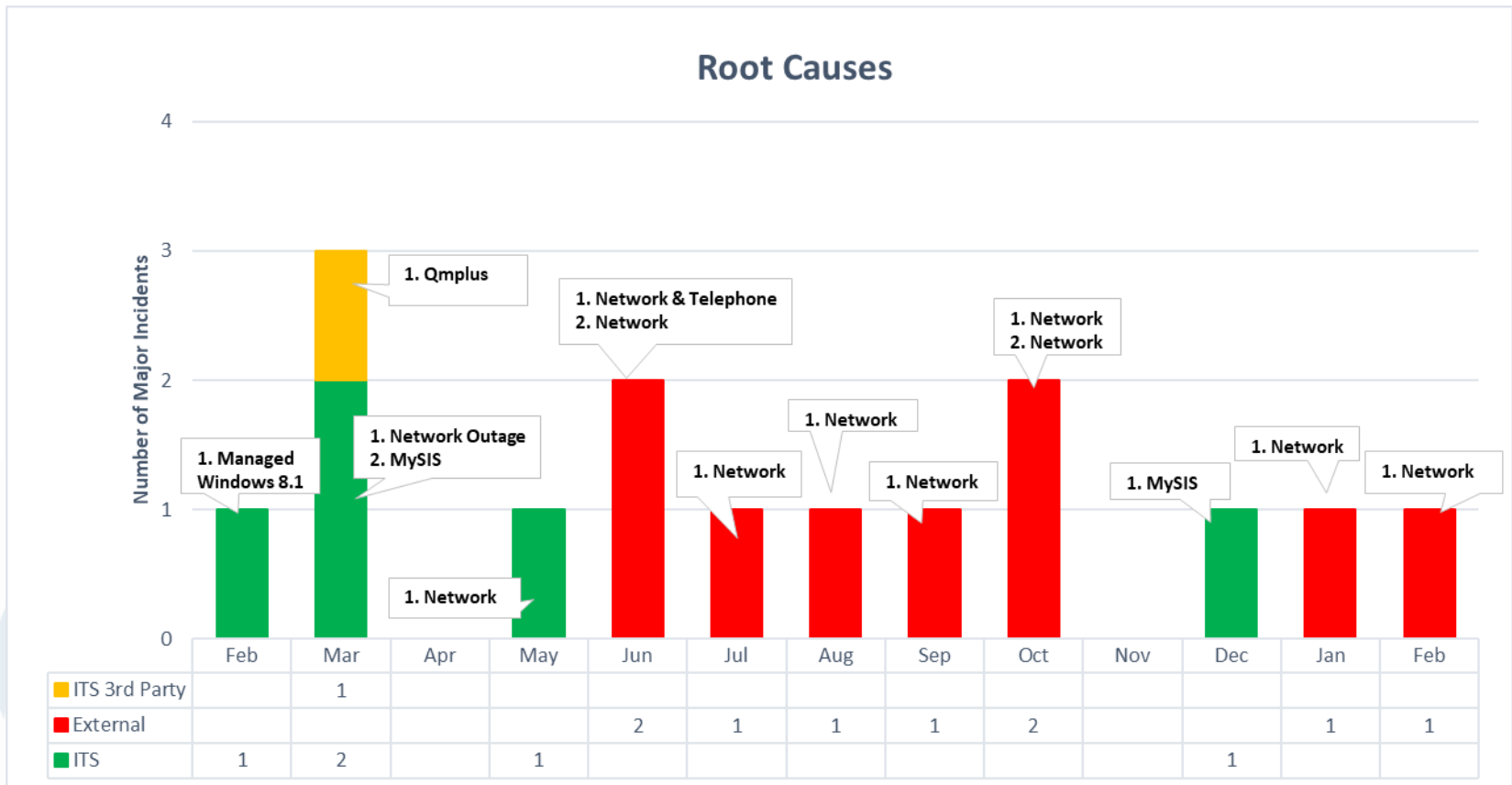
ITS Critical Systems Availability – February 2019



Feb: 99.9%
CYTD: 98.0%

Major & High Priority Incidents – February 2019

MI Number	Date	Duration	Service Affected – Impact	Status
185362	Mon 25 Feb 08:13	2h	Power Cut – Users unable to access Network Services Cause: Power outage at Mile End Campus. A surge caused by return of power tripped the electrical relays, leaving some comms rooms without power Action: Estates manually flipped the relays to restore power to the affected comms rooms.	Resolved



High Priority Incidents – February 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
184608	Fri 8 Feb 09:00	2h	<p>Network – Users were unable to print or access network services in the Abernethy Building, Whitechapel</p> <p>Cause: A CISCO bug caused the DHCP to fail, preventing new devices from accessing the network</p> <p>Action: Rebooted the network switch</p>	Resolved
184662	Mon 11 Feb 07:49	1h	<p>Network – Network and/or phones on 2nd floor Queens building were unavailable</p> <p>Cause: A misconfiguration of the VLAN as part of Change 13217</p> <p>Action: Removed the misconfiguration</p>	Resolved
184917	Thu 14 Feb 10:15	2h 30m	<p>QMplus – Users experienced slow loading and unresponsive pages when accessing QMplus</p> <p>Cause: The VM host at ULCC, which QMUL shares with other Universities, was being over utilised because of issues at the other Universities</p> <p>Action: The processes were stopped and issues at the other Universities resolved by ULCC</p>	Resolved
184989	Fri 15 Feb 09:00	5h	<p>Network – Some users at various sites were unable to access network services</p> <p>Cause: Engineering works damaged a fibre cable link between Charter house and DC2. The Network was unable to failover to the resilient link due to a misconfigured switch at DC2</p> <p>Action: Repaired the cable and fixed the misconfigured network switch</p>	Resolved
185085	Thu 18 Feb 09:00	3d	<p>QMplus – Students were unable to submit assignments to Turnitin via QMplus</p> <p>Cause: QMplus failed to push assignments from the submission box to Turnitin</p> <p>Action: Manually pushed assignments from submission box to Turnitin</p>	Resolved
185421	Mon 25 Feb	20h	<p>QMplus – Users were unable to access QMplus</p> <p>Cause: Unknown</p> <p>Action: Escalated to the vendor (ULCC)</p>	Resolved

Planned Maintenance – February 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13195	3 Feb	4h	File store – Users were unable to access the G and J Shared drives during the maintenance period	Maintenance	Implemented
13184	5 Feb	1h	Network Service at Charter House Sq. – Some users experienced brief interruptions to the service during the maintenance period	Maintenance	Implemented
13207	13 Feb	25	Kinetics – Users were unable to access Kinetics to manage bookings during the maintenance period	Maintenance	Implemented
13221	18 Feb	4h	Network Service at Charter House Sq. – Users with non-managed devices may've experienced two brief interruptions to network connectivity during the maintenance period	Maintenance	Implemented
Unknown	20 Feb	2h	EECS Services – Users were unable to access the intranet or edit services such as; online forms and mailing lists during the maintenance period	Maintenance	Implemented
13289	27 Feb	4h	I-Grasp – Users were unable to access the e-recruitment system during the maintenance period	Maintenance	Implemented
13272	28 Feb	15m	IVR – Users were unable to contact the Service Desk 8888 and Switch board 5555 numbers during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – February 2019

Measure	Target	Dec 18	Jan 19	Feb 19	Trend	Expected Trend
Incidents Raised	-	845	1578	1347	↓	↓
Number of Incidents Resolved	-	831	1389	1200	↓	↓
Incidents Resolved within SLT	90%	87%	90%	89%	↓	↓
Resolution Time P1	4h	71%	75%	50%	↓	↓
Resolution Time P2	1 BD	67%	85%	71%	↓	↓
Resolution Time P3	3 BD	88%	90%	90%	—	↓
Resolution Time P4	5 BD	89%	98%	92%	↓	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	3025	4984	4578	↓	↓
Number of Requests Resolved	-	3058	4553	4213	↓	↓
Requests Resolved within SLT	90%	91%	89%	90%	↑	—
Reopened tickets	3%	122 (3%)	197 (3%)	172 (3%)	—	—

Commentary

- Overall Ticket volumes have decreased following the peak enrolment and new year period in January
- There is an impact on Service levels as a result of sustained activity and loss of staff across IT, however we will be bringing back additional support on the Service Desk to help deal with the back logs and are working on replacing key posts that have been left vacant

Key

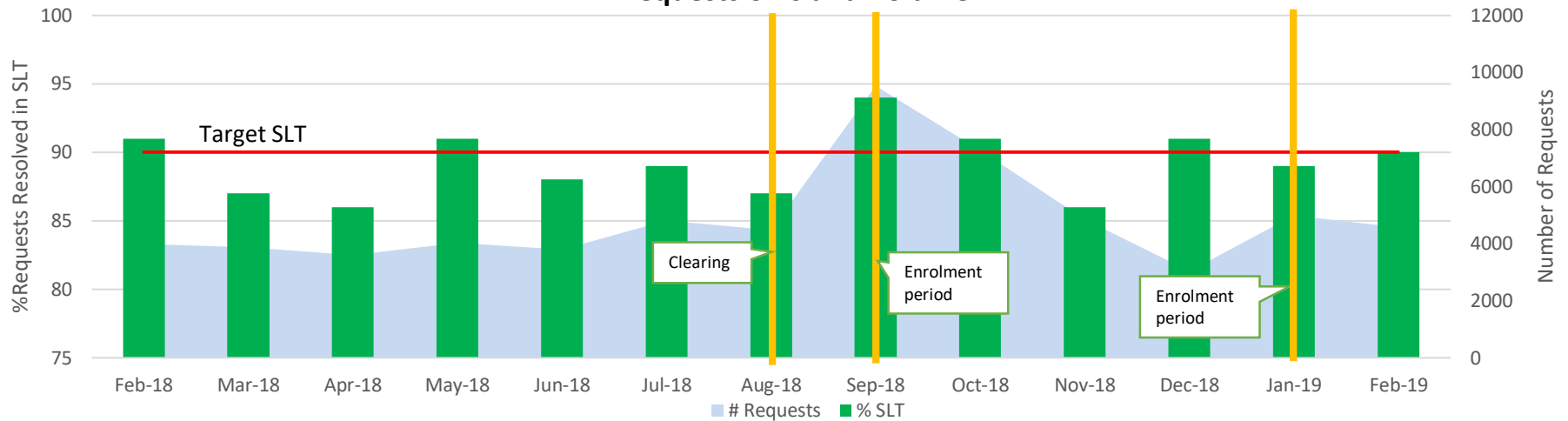
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

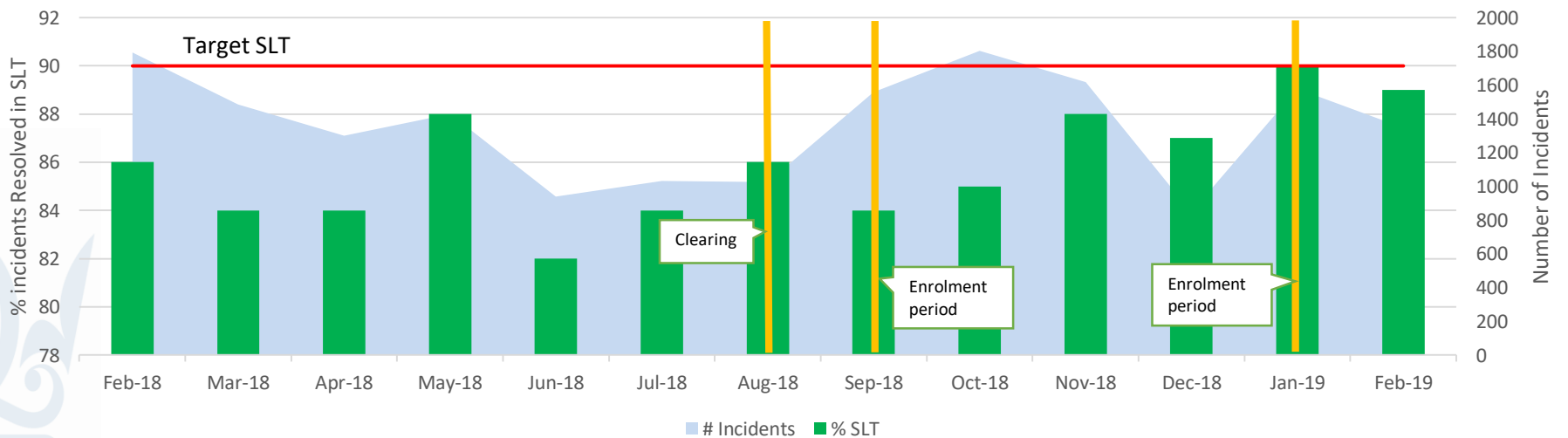
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs – February 2019

Requests SLTs and Volume



Incidents SLTs and Volume












Service Desk Performance – February 2019

Measure	Target	Dec 18	Jan 19	Feb 19	Trend	Expected Trend
Received phone calls	-	1340	2573	2109	↓	↓
Average Wait Time	25s	15s	15s	11s	↑	—
Abandon Rate (calls)	5%	5%	8%	3%	↑	—
FTF (First Time Fix)	75%	67%	59%	58%	↓	—
FLF (First Line Fix)	75%	59%	54%	55%	↑	—
Email Triage	90%	100%	52%	64%	↑	—






Commentary

- Delays should be expected with the triaging of tickets that are emailed to the Service Desk. Please use the Ivanti Self-Service Portal for all requests. Emails to the Service Desk should only be used for low priority requests. If urgent, Phone or use IT Web Chat
- Contacts via Web Chat are continuing to increase in proportion to the total tickets logged on a month-by-month basis

Key

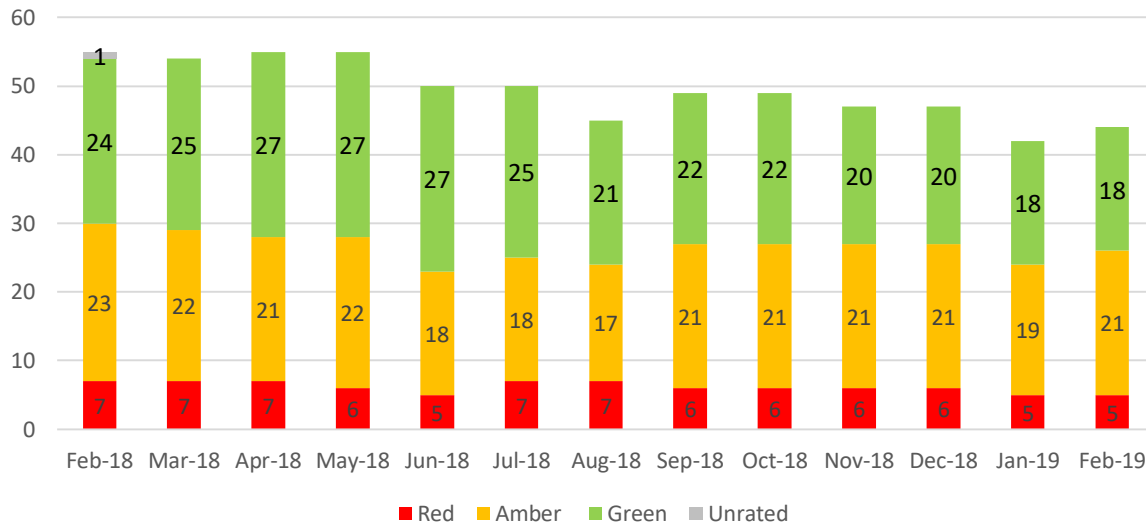
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-  Improvement over last month but breaching SLT
-  Deterioration from last month and breaching SLT
-  No change from last month and breaching SLT
-  Improvement over last month, No SLT assigned
-  Deterioration from last month, No SLT assigned
-  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

ITS Ticket Volume	Dec 18	Jan 19	Feb 19	Trend	Expected Trend
	858	1222	1026	↑	↑
	1676	2722	2684	↑	↑
	548	1058	754	↑	↑
	697	1433	1253	↑	↑
	23	78	73	↑	↑

Risk Report – February 2019

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



New Risks:

1. Use of software to manage door access control (in some halls of residents) that is out of date and unstable
2. Insecure devices used to access Resourcelink that could be compromised

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	2	44	0	

Top 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

Key

- Deteriation over last month
- Improvement from last month
- No change from last month

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

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