



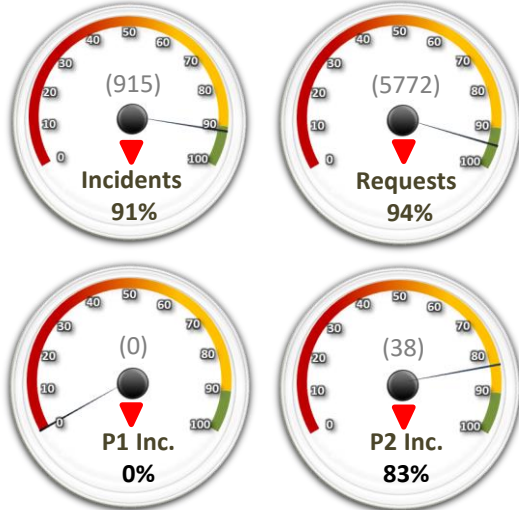
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

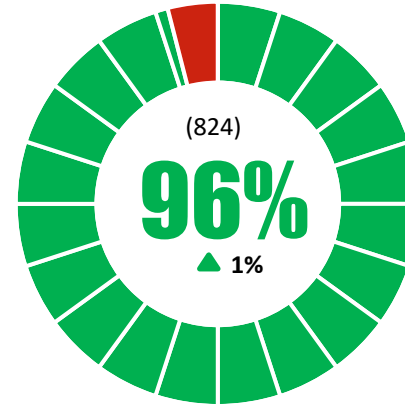
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Overall Ticket volumes have decreased following the peak enrolment and new year period in January.
- Ticket volumes are also lower in comparison to the same time last year.
- Service Desk performance has improved because of the lower ticket volume and fewer major incidents this month.
- A schedule of work has been identified to remediate the issues affecting the network resiliency.

Customer Satisfaction



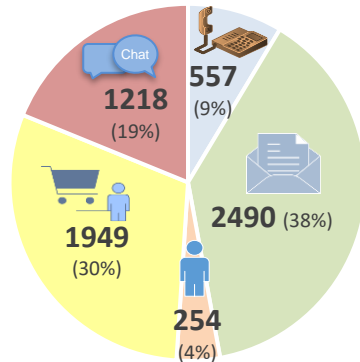
Definitions

- 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 – intermittent Connectivity – 09/02

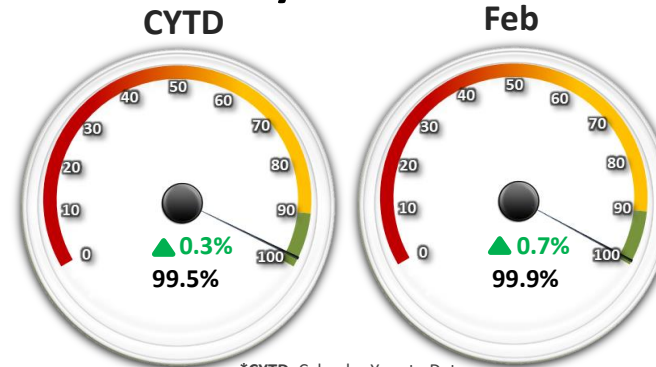
Volumes



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

- Ticket volumes via all channels have decreased except for walk in because of device issues.
- Hardware issues and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item again this month

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability increased this month because of fewer Major Incidents this month.
- Working from home has identified further critical systems that need to have high availability

KPI Trend View

KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Move
% Satisfied Customers for Incidents	88	92	92	94	93	95	96	95	94	86	96	96	95	↓
% Satisfied Customers for Requests	95	93	94	94	96	95	95	93	93	87	95	95	96	↑
All Incidents Closed By All ITS Depts. Within SLT	79	83	87	82	82	88	82	89	87	88	90	95	91	↓
All Requests Closed By All ITS Depts. Within SLT	89	92	90	90	94	94	89	94	93	94	95	97	94	↓
All Incidents Closed By Site Within SLT	87	80	80	79	71	88	79	87	86	88	85	90	82	↓
All Requests Closed By Site Within SLT	72	92	87	88	93	94	88	91	93	94	94	96	94	↓
Service Desk Incidents Closed Within SLT	98	95	97	96	97	99	99	97	97	96	98	99	98	↓
Service Desk Requests Closed Within SLT	97	97	98	98	99	99	99	99	99	99	99	99	99	▬
Service Desk Telephone Response Within SLT	85	60	▬	▬	▬	▬	▬	▬	▬	80	89	83	93	↑
All Incidents Closed By Campus Teams Within SLT	56	54	62	67	62	69	62	76	81	87	94	88	91	↑
All Requests Closed By Campus Teams Within SLT	78	83	67	69	92	95	74	84	91	95	95	93	93	▬
Change Management Implementation														▬
Service Desk Email Triage	97	79	100	100	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

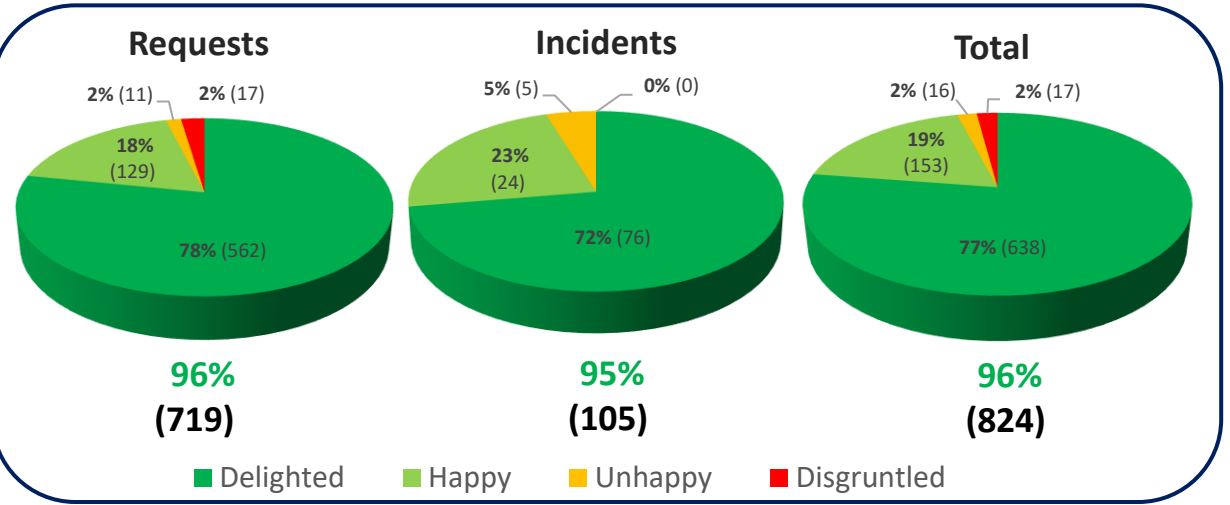
Customer Feedback

This month we received 824 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

a great help with this Teams issue, and pursued lots of different avenues of enquiry. The support is very much appreciated!

The issue hasn't been resolved I still cannot access MyHR and I don't have a staff account to access it because i'm a student.

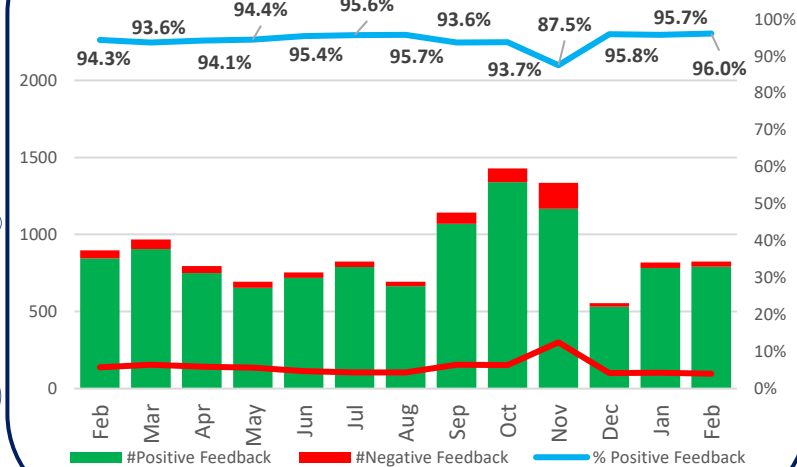
did not provide the help I needed

Excellent service, friendly, professional and COVID safe!

Thank you so much for this.) I am deeply appreciative. I know how much demand there must be for you all in this department.

My problem hasn't been solved or attempted to and I still can't access lectures so why am I even paying for lectures

Positive Vs Negative



Commentary

- Customer Satisfaction for this month just above our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around Requests being unfulfilled because processes have not been completely followed or IT Services is unable to help with third party services such as zoom and Blackboard collaborate

Activities for the month of Feb 2021

Research Excellence

Research Tickets Resolved

↑ **303**



Research Grant Bids

▬

Research Grants Awarded

▬



Teaching Excellence

Logins to QMPLUS

↑ **886,586**



AV Teaching activities Supported

↓ **40**

Reported AV Issues

↑ **28**



Supported teaching spaces

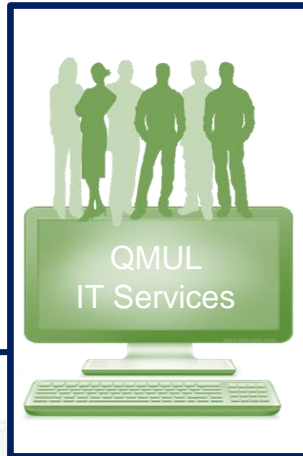
Approx. **177** ▬

↑ **262,135**

Videos played

15,650

↓ times within QMplus



Hours of Q-review

75,730

Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ **156,267**



Public Engagement

Guest Wi-Fi:

↓ **37 users**

426 sessions



Events Wi-Fi:

82 users ↓

23,27 sessions

Growth



↓ **62**

New desktops/laptops Deployed

Approx. **58,850**

Active accounts



↑

Total data stored (excl. Research)

993.08 terabytes

Sustainability

↓ **13,250**

Pages sent and not printed



1 ▬



Higher Than last month

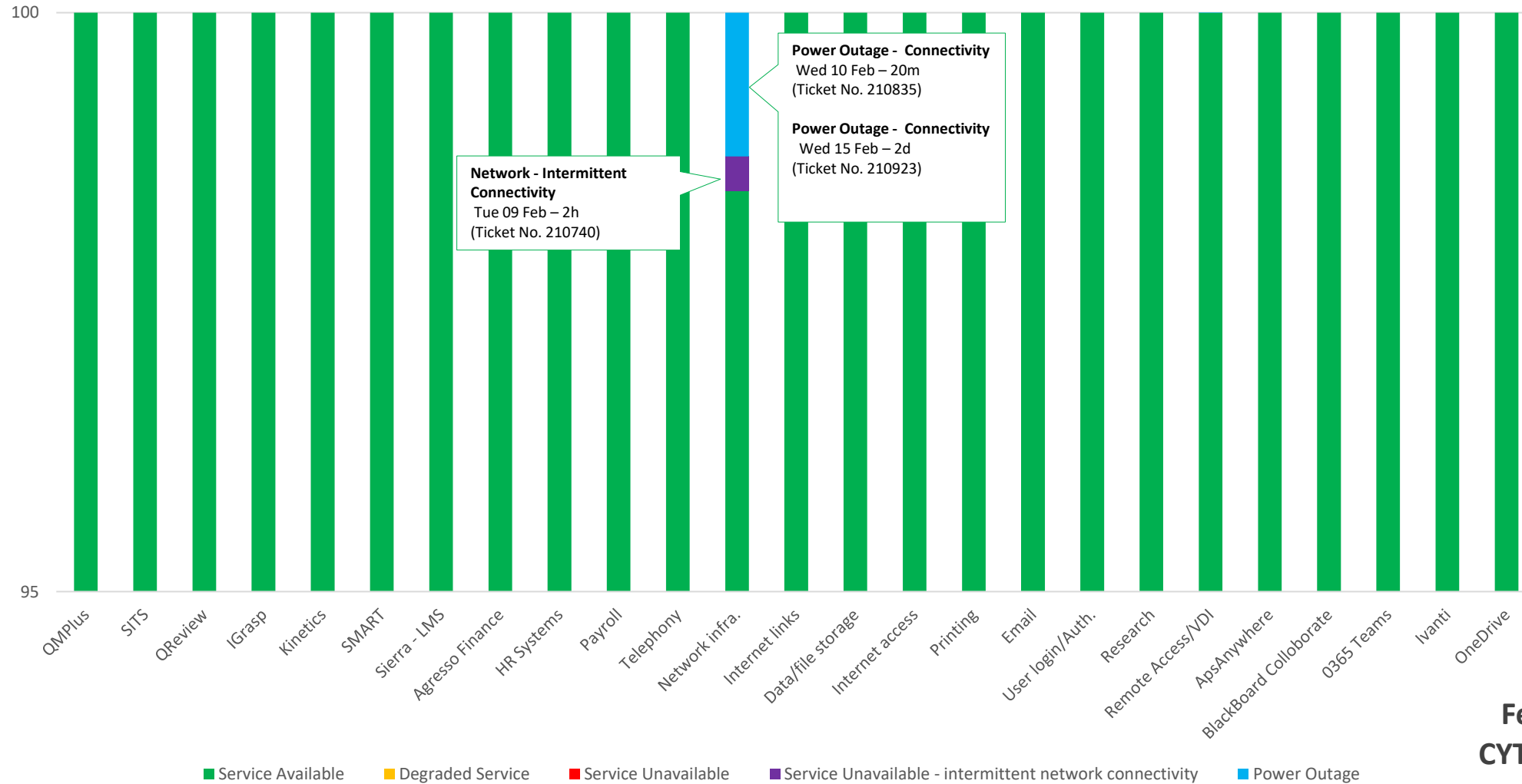


Lower than last month

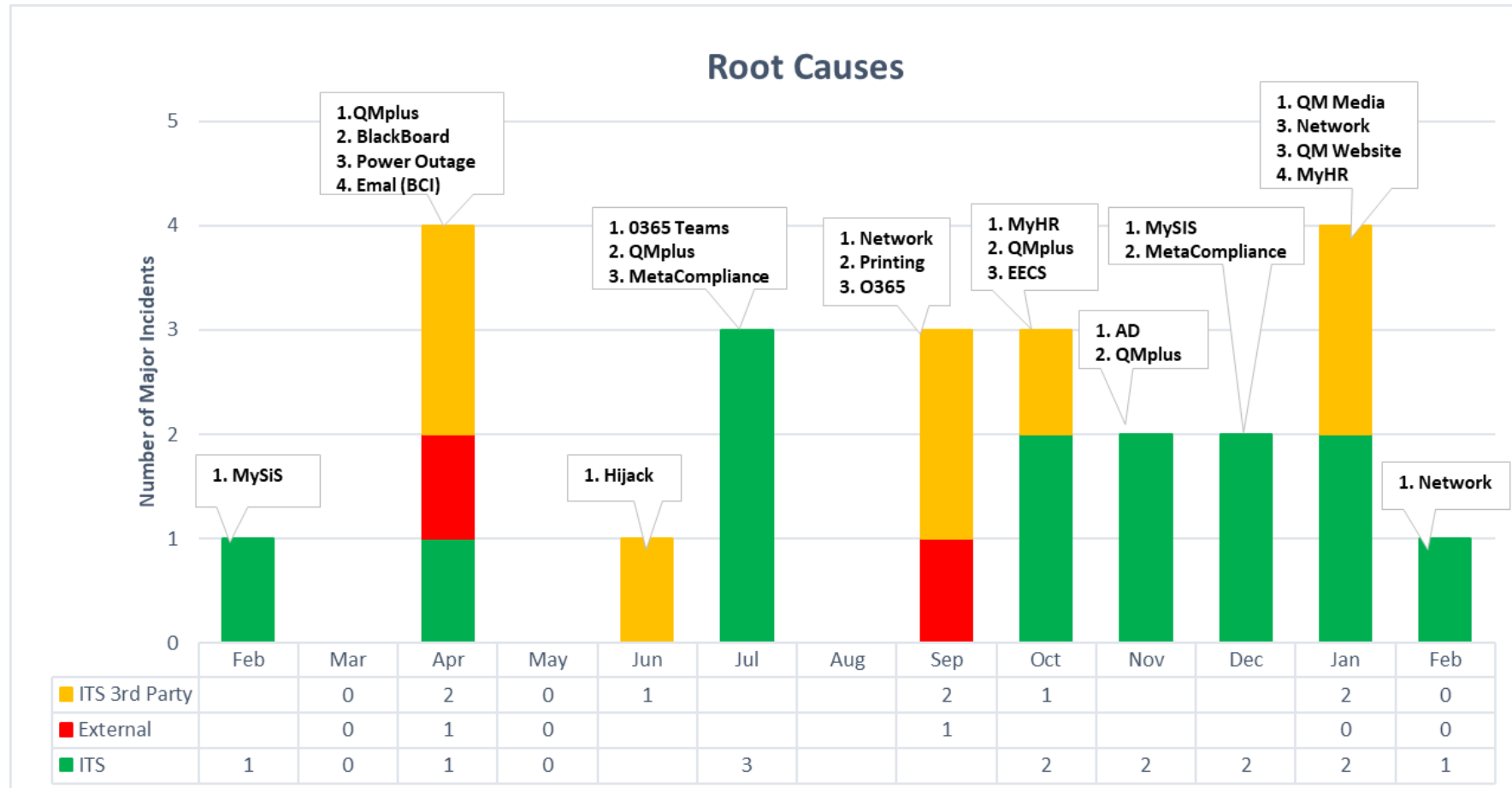


No change from last month

ITS Critical Systems Availability



Major & High Priority Incidents



Major Incident and High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
210740	Tue 09 Feb 07:00	2hr	<p>Network – Users experienced intermitted network connectivity issues and were unable to access multiple services</p> <p>Cause: The implementation of Change 15607, which was a policy update on the network security devices to allow some network traffic through without security inspection.</p> <p>Action: Roll back the Policy update.</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
210835	Wed 10 Feb 16:40	20m	<p>Powe Failure – Users were unable to access IT Services because of a power failure in Maths and ITL building .</p> <p>Cause: An issue with UKPN caused a loss of power and access to IT Services.</p> <p>Action: Escalated to UKPN who restored the power.</p>	Resolved
210923	Wed 15 Feb 11:00	2d	<p>Powe Failure – Users were unable to access IT Services because of a power failure affecting the Peter Landing building, parts of the Grad Centre and G.E. Jones building (SBCS).</p> <p>Cause: An issue with UKPN caused a loss of power and access to IT Services.</p> <p>Action: Escalated to UKPN who restored the power.</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15462	06 Feb	4h	HR & Payroll - ResourceLink Application (Webview, Reporting Services, Impromptu) and MyHR were unavailable during the upgrade period	Upgrade	Implemented
15597	10 Feb	4h	Telephones – Analog phones in emergency and lift were intermittently available during the upgrade.	Upgrade	Implemented
15611	11 Feb	5h	Electrical Power Shutdown – Users were unable to access library services from the Mile End library campus during the planned electrical shutdown.	Maintenance	Implemented
15659	28 Feb	5h	Network – Two brief outages during the firmware upgrade to the Forcepoint IDS/IPS appliances.	Upgrade	Implemented

ITS Incident and Request KPIs

Measure	Target	Dec 20	Jan 21	Feb 21	Trend	Expected Trend
Incidents Raised	-	646	1474	915	↓	↓
Number of Incidents Resolved	-	597	1358	872	↓	↓
Incidents Resolved within SLT	90%	90%	95%	91%	↓	—
Resolution Time P1	4h	50%	100%	0%	↓	↓
Resolution Time P2	1 BD	79%	97%	83%	↓	↓
Resolution Time P3	3 BD	91%	94%	92%	↓	↓
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	4051	6425	5772	↓	↓
Number of Requests Resolved	-	3913	5943	5644	↓	↓
Requests Resolved within SLT	90%	95%	97%	94%	↓	↓
Reopened tickets	3%	75 (2%)	127 (2%)	101 (2%)	—	—

Commentary

- Overall Ticket volumes have decreased following the peak enrolment and new year period in January.
- Ticket volumes are lower this month in comparison to the same time last year.
- Focus on aged tickets continues to tackle the backlog of tickets.
- P1 KPI is trending poorly because of the major incident this month.

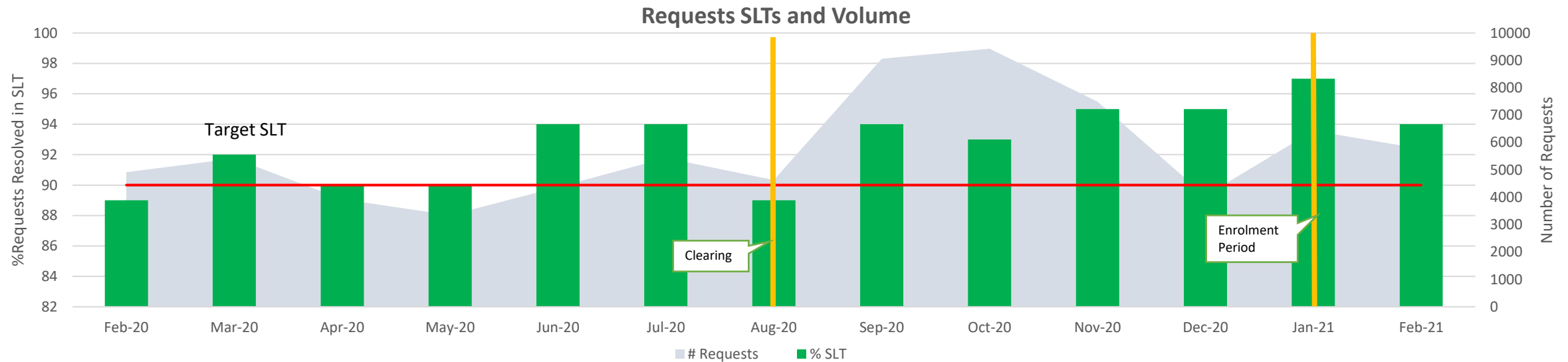
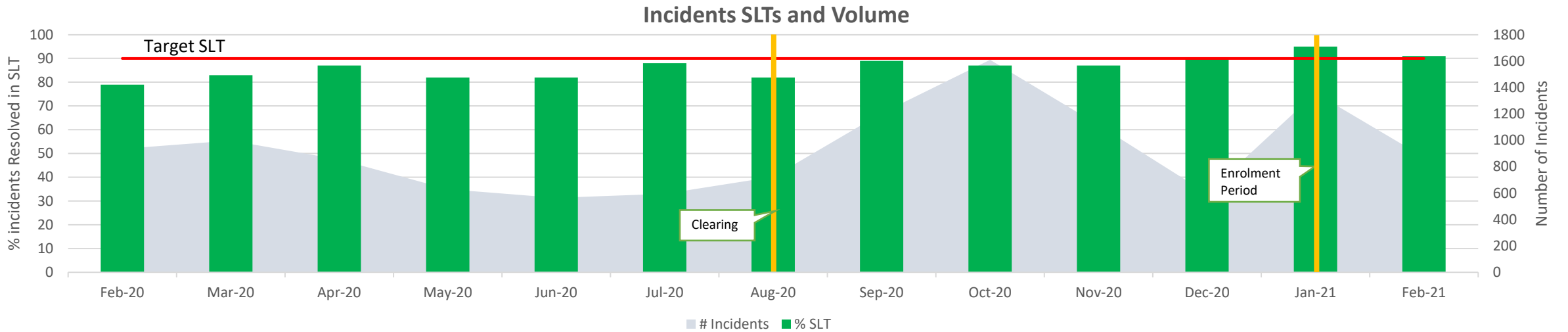
Key

	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	Dec 20	Jan 21	Feb 21	Trend	Expected Trend
Received Phone Calls	-	722	1227	843	↓	↓
Average Wait Time	25s	19s	28s	18s	↑	↑
Abandon Rate (Calls)	5%	10%	17%	7%	↑	↑
FTF (First Time Fix)	75%	84%	84%	92%	↑	↑
FLF (First Line Fix)	75%	73%	79%	78%	↓	↑
Email Triage	90%	100%	100%	100%	—	—

Commentary







- The Service Desk continues to work remotely and is able to take calls. Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Service Desk performance has been improved because of the lower ticket volume and fewer major incidents this month.

Key

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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	Dec 20	Jan 21	Feb 21	Trend	Expected Trend
	398	706	557	↓	↓
	1874	2925	2490	↓	↓
	185	133	254	↑	↓
	1381	1964	1949	↓	↑
	673	1575	1218	↓	↑
	0	0	0	—	—

Commentary

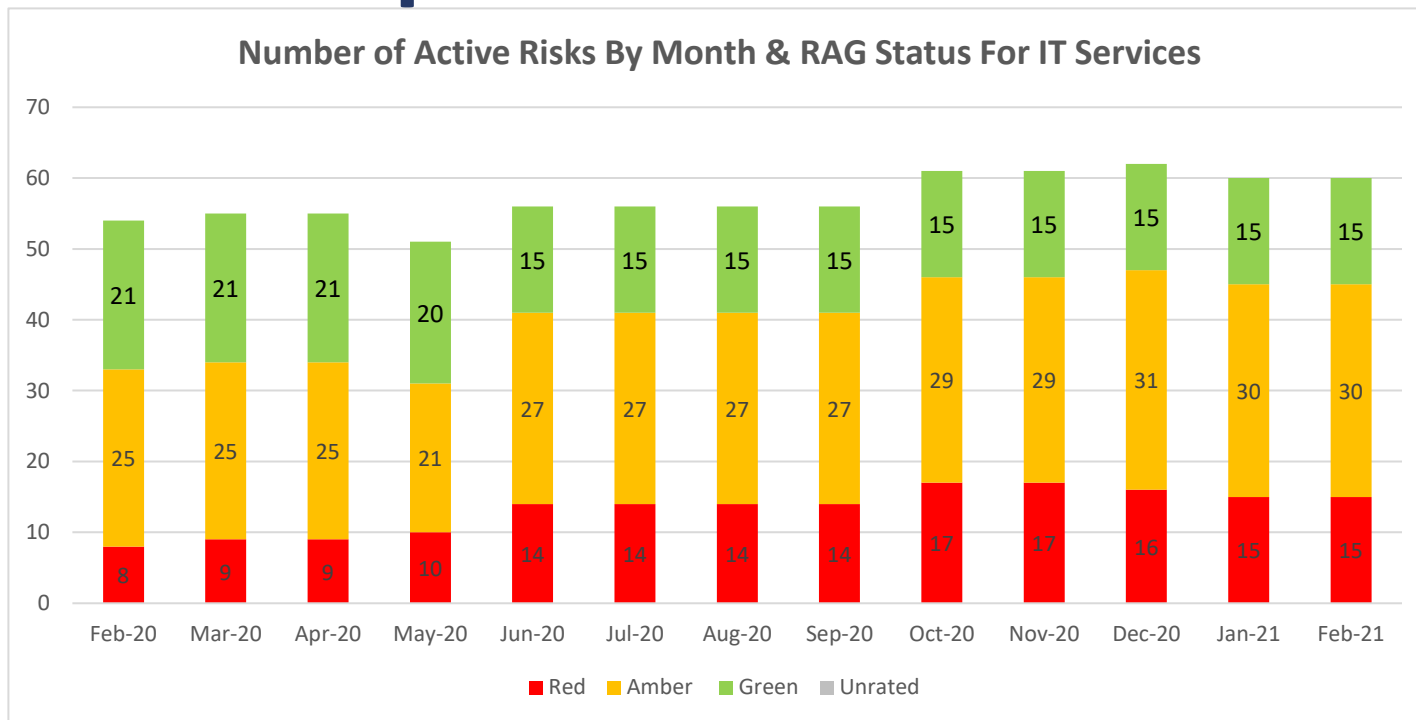
- Ticket volumes via all channels have decreased except for walk in because of device issues that may require re-imaging or return of a device for a fix to be applied.
- Hardware issues and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item again this month. Most of which were generated by Chat.

Key

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Risk Report

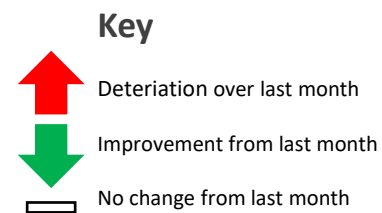


Top Risk: There are no formal Disaster Recovery or Business Continuity plans that outline the recovery process or regular failover testing to ensure the resilience in place is effective.

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	60	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





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

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