



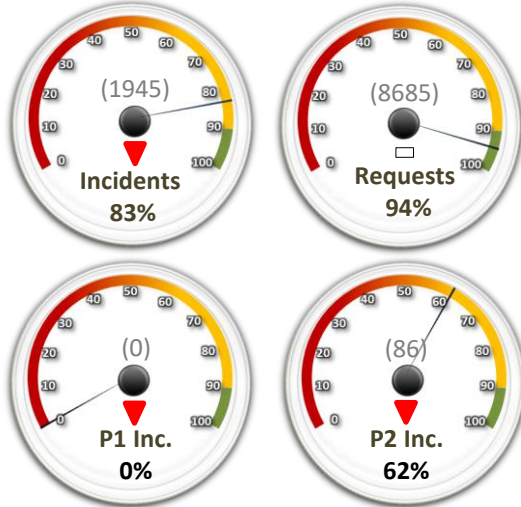
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

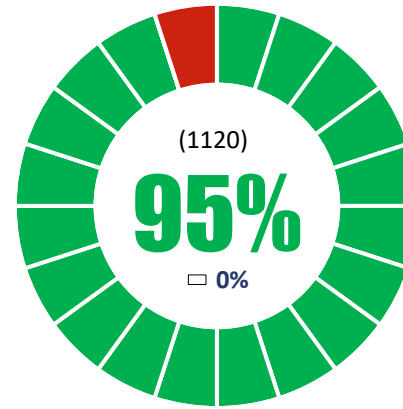
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- There were no major incidents this month, however ticket volumes overall have increased this month due to an increase in requests for PO closures.
- In comparison to the same time last year, ticket volumes are much higher, mainly due to AV issues related to MME.
- KPIs are trending downwards due to the higher volume of tickets this month impacting the teams focus on tackling backlog tickets.
- A vendor has been engaged to help capture the data required to automate frequent Request tickets received by the Service Desk.

Customer Satisfaction



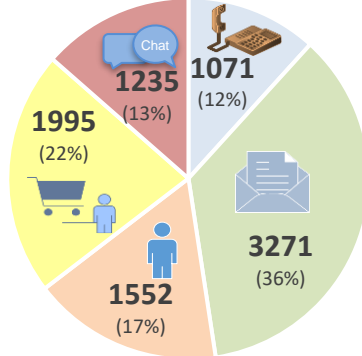
Definitions

- 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

0 Major Incident

- No Major Incidents this month

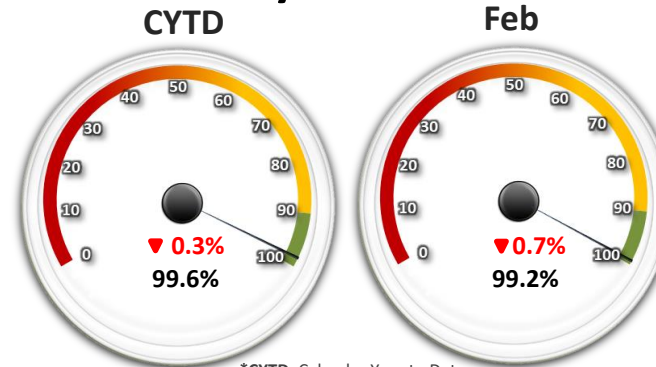
Volumes



Telephone Email In Person Self-Service Chat

- Ticket volume across all areas has decreased this month except in Face to Face due to more staff & students on Campus.
- Top incident items this month relate to AV issues which alone make up 35% of tickets.
- Top Request items this month relate to Agresso PO Closures and Password Resets,

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability dropped this month despite no major incident this month.
- Power failures led to Network connectivity issues, which impacted the service availability.

KPI Trend View

KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Move
% Satisfied Customers for Incidents	95	95	96	96	94	98	97	91	91	91	92	95	94	↓
% Satisfied Customers for Requests	96	92	97	97	96	96	94	94	92	96	95	95	95	▬
All Incidents Closed By All ITS Depts. Within SLT	91	93	88	89	89	84	87	76	67	70	82	87	83	↓
All Requests Closed By All ITS Depts. Within SLT	94	96	95	94	92	94	94	93	90	91	92	94	94	▬
All Incidents Closed By Site Within SLT	82	93	83	83	82	81	86	71	57	64	83	88	81	↓
All Requests Closed By Site Within SLT	94	96	94	94	92	94	94	93	91	91	94	96	96	▬
Service Desk Incidents Closed Within SLT	98	98	98	99	98	96	96	90	89	97	97	98	97	↓
Service Desk Requests Closed Within SLT	99	96	99	99	99	99	99	96	94	100	99	99	99	▬
Service Desk Telephone Response Within SLT	93	95	88	85	78	86	89	66	88	97	98	90	94	↑
All Incidents Closed By Campus Teams Within SLT	91	93	88	85	85	78	83	59	46	62	78	79	74	↓
All Requests Closed By Campus Teams Within SLT	93	95	96	96	95	94	95	89	82	80	91	92	93	↑
Change Management Implementation														↓
Service Desk Email Triage	100	100	100	100	100	100	100	63	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

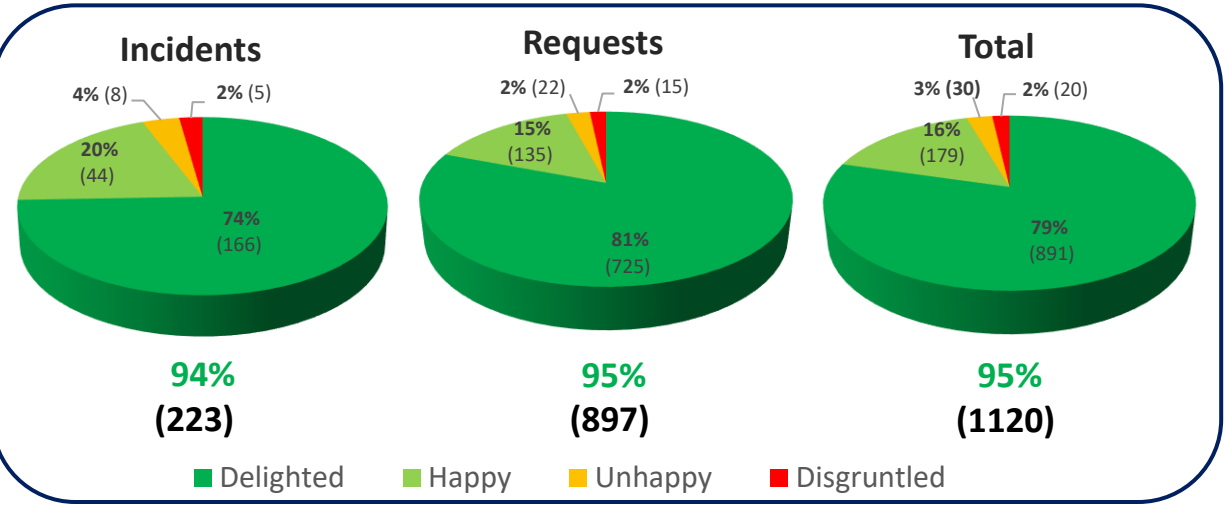
Customer Feedback

This month we received 1120 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.



94%
(223)

95%
(897)

95%
(1120)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Julian was first class and very patient with me when fixing my issue which was really appreciated Thank you again

No, that's not accurate. You were unable to resolve the issue and you should be honest about it. I now have to rerecord my lecture because the equipment was not working.

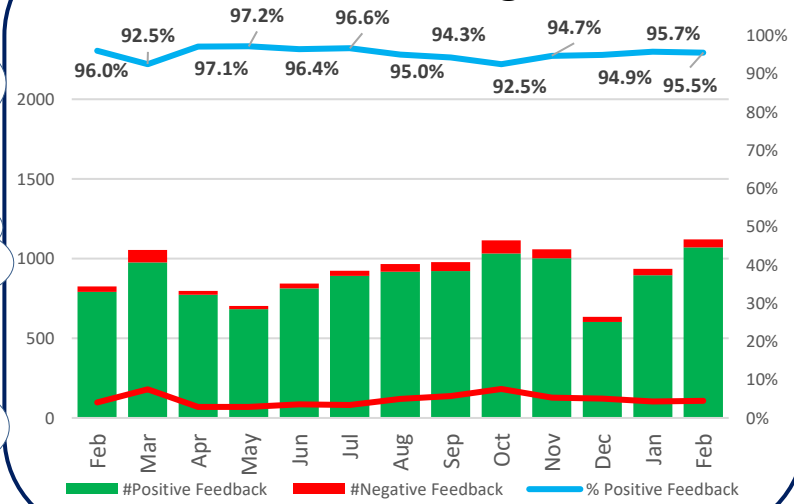
I don't understand why these accounts are being switched off whilst students are still working!! This process needs to change.

Amazing that you followed up - super happy with this service

Very happy with the service. Very fast and answered all my questions and solved all my issues

After such a long wait for such a serious problem it would have been nice to have had more of an explanation, possibly even a call.

Positive Vs Negative



Commentary

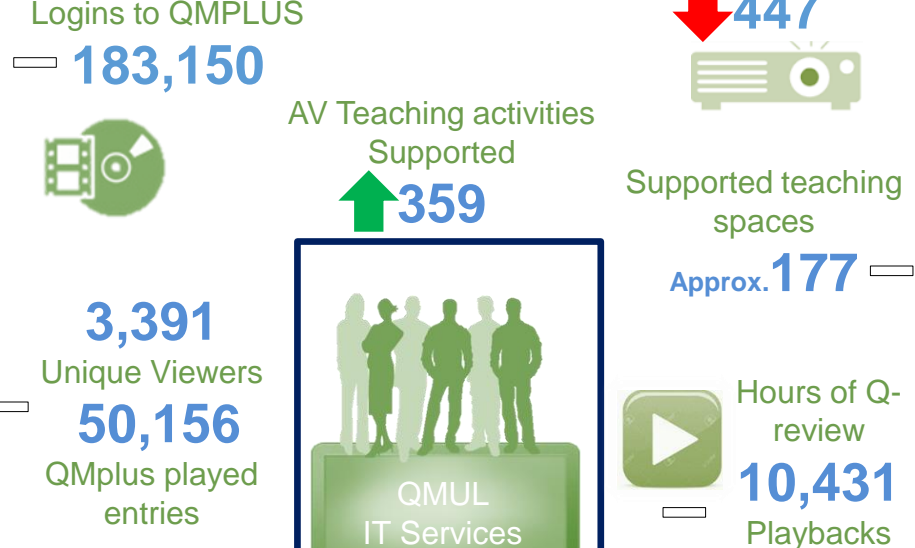
- Customer Satisfaction for this month has remained at our 95% target.
- Feedback this month relate to AV support and tickets being closed unsatisfactorily.
- Comments that were positive relate to speedy response, helpful, patient and supportive

Activities for the month of Feb 2022

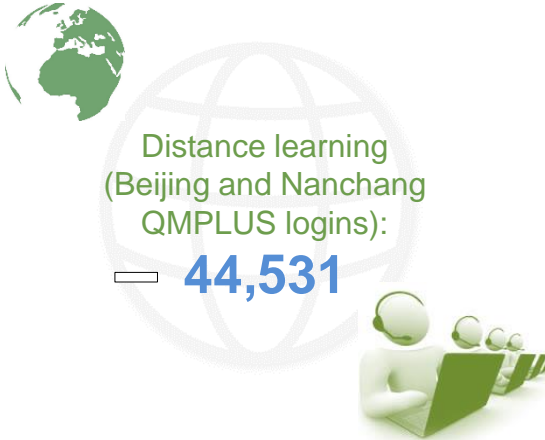
Research Excellence



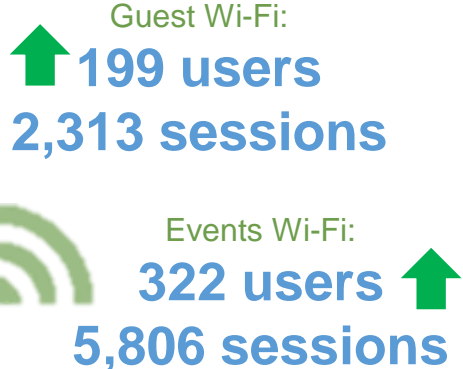
Teaching Excellence



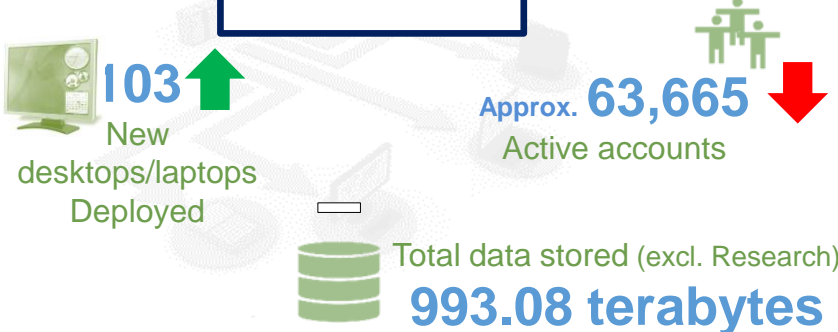
International



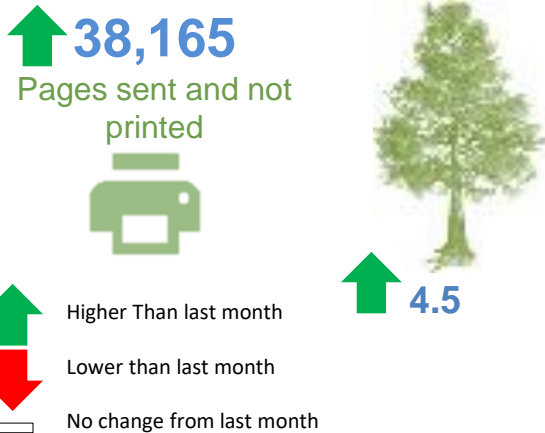
Public Engagement



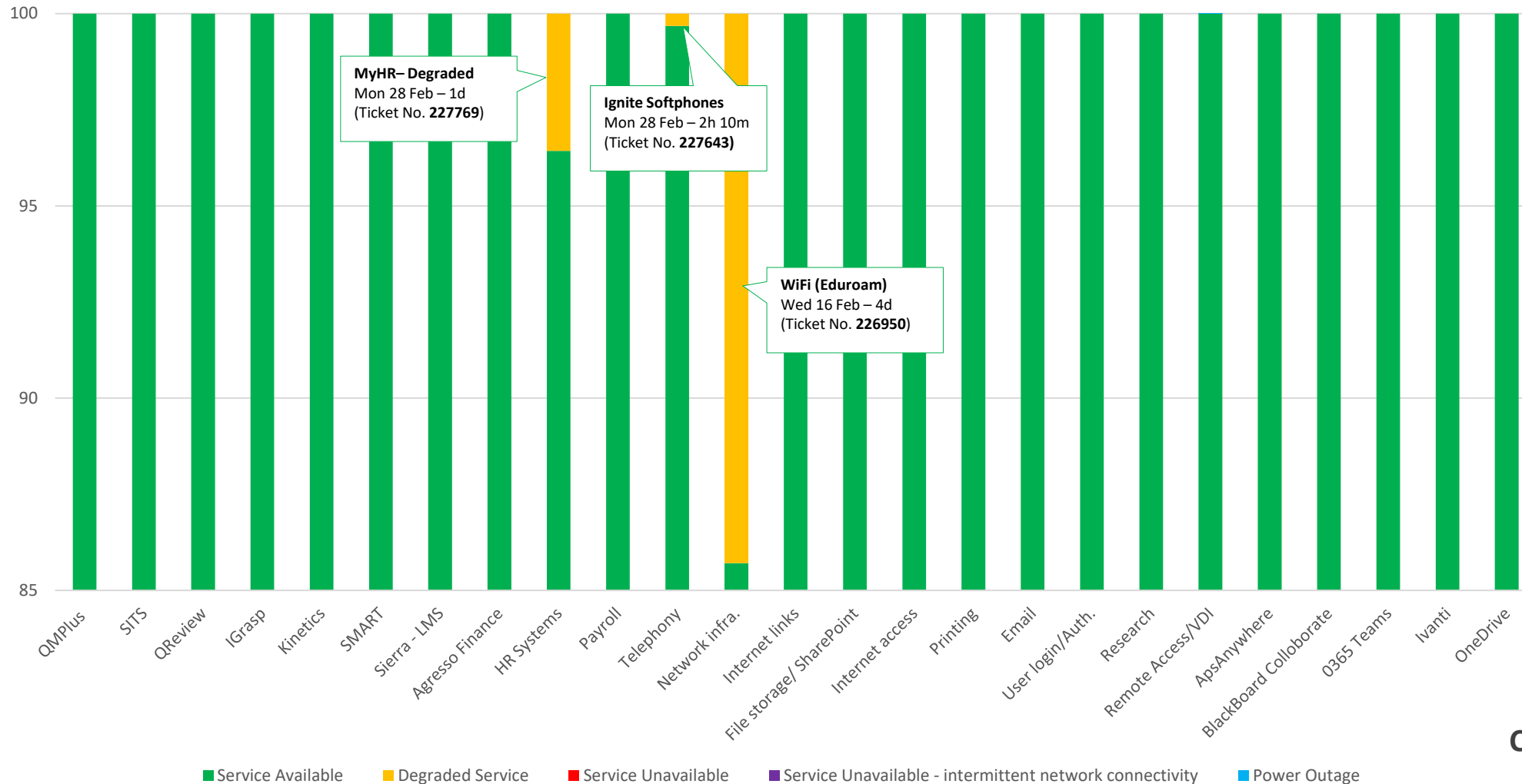
Growth



Sustainability



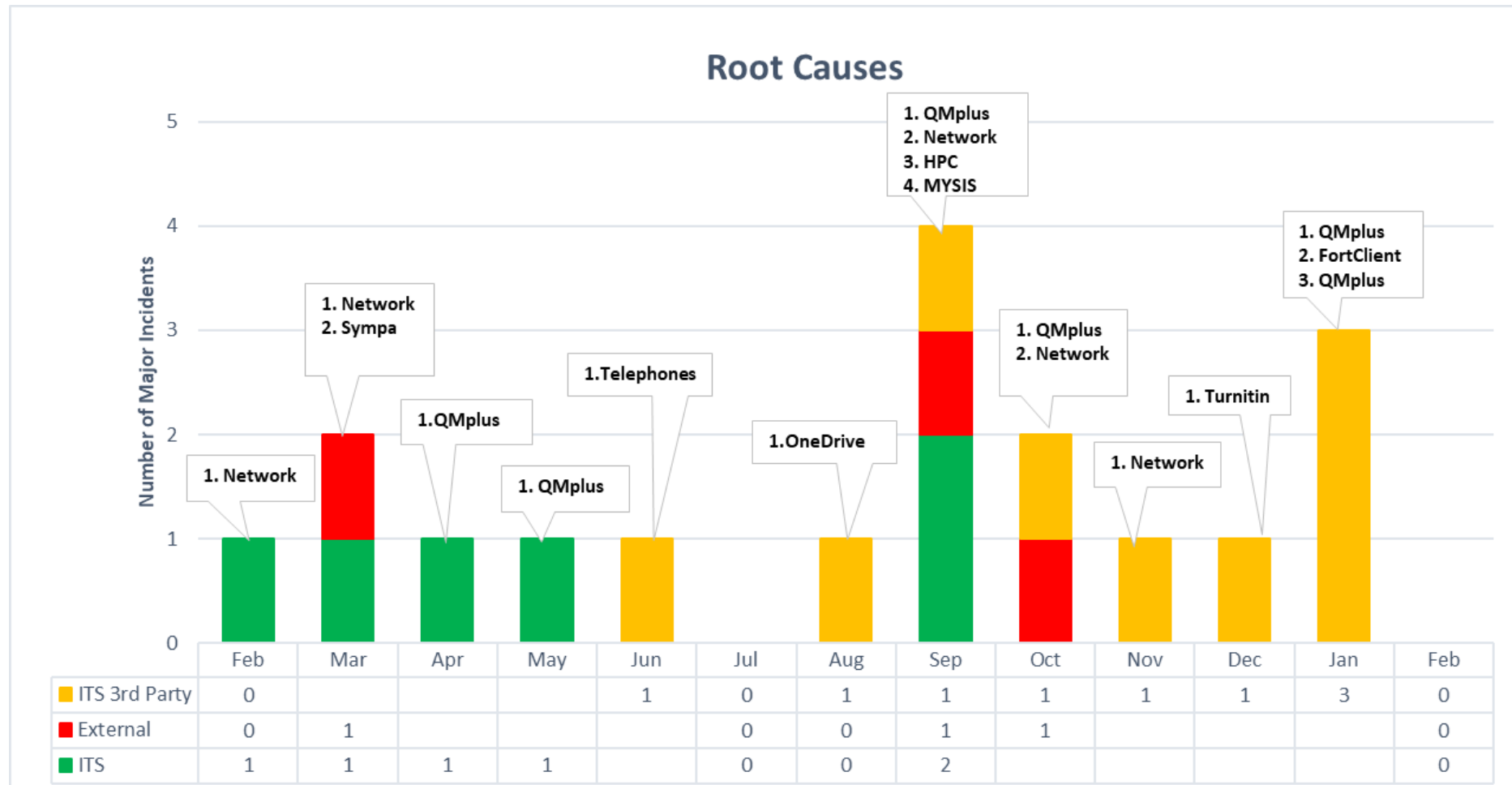
ITS Critical (Gold) Systems Availability



Feb: 99.2%
CYTD: 99.6%

■ Service Available
 ■ Degraded Service
 ■ Service Unavailable
 ■ Service Unavailable - intermittent network connectivity
 ■ Power Outage

Major Incidents



High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
226950	Wed 16 Feb 13:40	4d	WiFi – Users at the Mile End hospital were unable to access network services wirelessly. Cause: Estates Contractors had accidentally dislodged the network switch power lead. Action: Firmly pushing the Network switch lead plug back in brought the switch back up.	Resolved
227643	Mon 28 Feb 07:20	2h 10m	Ignite Softphones – The Service Desk analysts were unable to make or receive calls. Cause: SQL Server used by Ignite Server, had failed to restart after an update. Action: Manually restarted the server.	Resolved
227769	Mon 28 Feb 16:20	1d	Power Outage (Internet) – Some users were unable to login to MYHR to view their HR records. Cause: A change CHA 16735 - [IAM] Reclassify TAs', Demonstrators' and Stu Ambassadors' accounts from STAFF to STUDENTS was implemented by QM, which caused the issue. Action: The Change was rolled back.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16604	01/02/03 Feb	50m	Network – Users in East wing of Queens building at Mile End, Malta, Whitechapel, Charter House SQ. experienced a brief (10m) interruption to network connectivity during the maintenance period.	Maintenance	Implemented
16604	31 Jan	50m	Network – Users based in the west wing of the Queens building at Mile end experienced brief (10m) interruption to network connectivity during the maintenance period.	Maintenance	Implemented
16644	05 Feb	30m	FortiClient VPN – Users experienced two short drop in connectivity whilst using the remote access solution (FortiClient) to access IT Services remotely.	Maintenance	Implemented
16689	08 Feb	1h	Direct Access – Users were unable to access services remotely using Direct Access during the maintenance period.	Maintenance	Implemented
16659	11 Feb	3d	MySIS/SITS - Users were unable to access MySIS/SITS to view or update Student records during the maintenance period.	Maintenance	Implemented
16716	15 Feb	2h	QMplus - Users were unable to access QMplus to view or update Learning material or course modules during the maintenance period.	Maintenance	Implemented
16758	23 Feb	2h	Network - QM Staff Users in Mile End Hospital were unable to connect to the QM network during the upgrade.	Upgrade	Implemented
16738	25 Feb	2d	Managed Desktop Service - Maths managed desktop users were unable to access IT Services during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Dec 21	Jan 22	Feb 22	Trend	Expected Trend
Incidents Raised	-	1124	2052	1945	↓	↓
Number of Incidents Resolved	-	1073	1967	1933	↓	↑
Incidents Resolved within SLT	90%	82%	87%	83%	↓	↑
Resolution Time P1	4h	50%	0%	0%	—	—
Resolution Time P2	1 BD	55%	74%	62%	↓	↑
Resolution Time P3	3 BD	82%	87%	83%	↓	↑
Resolution Time P4	5 BD	98%	97%	100%	↑	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	5128	8438	8685	↑	↑
Number of Requests Resolved	-	5219	8124	8537	↑	↑
Requests Resolved within SLT	90%	92%	94%	94%	—	↑
Reopened tickets	3%	78 (1%)	98 (1%)	127 (1%)	—	—

Commentary

- Ticket volumes have increased this month due to an increase in requests for PO closures as we draw closer to the end of financial year.
- Ticket volume are higher In comparison to the same time last year, mainly due to AV issues related to MME
- KPIs are trending downwards due to the higher volume of tickets this month impacting the teams focus on tackling backlog tickets.
- No P1 tickets raised this month, however the volume of tickets reopened this month has been higher this month contributing to the downward trend.

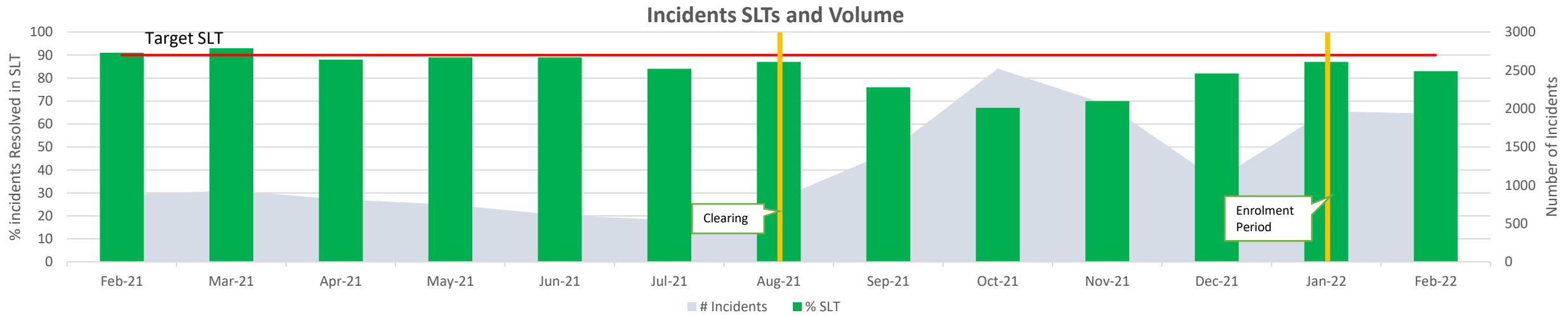
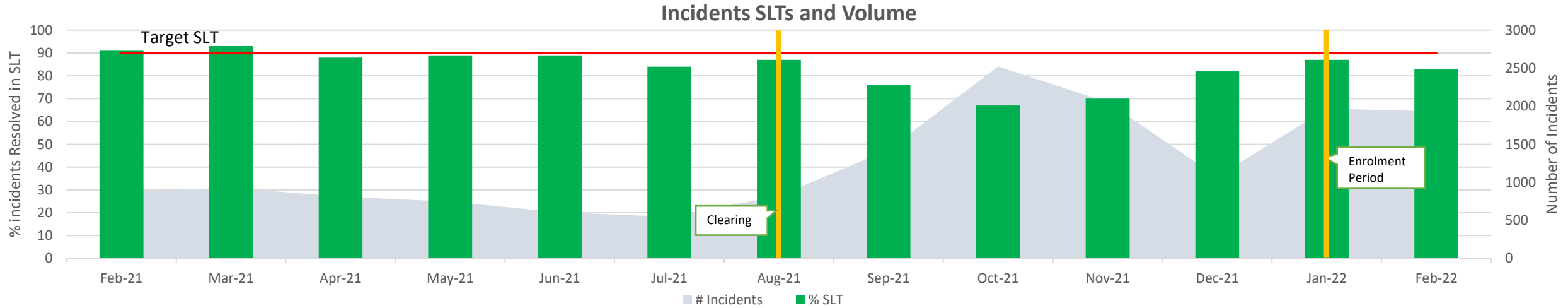
Key

- ↑↑ 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 21	Jan 22	Feb 22	Trend	Expected Trend
Received Phone Calls	-	761	1413	1374	↓	↓
Average Wait Time	25s	11s	19s	14s	↑	↑
Abandon Rate (Calls)	5%	1.7%	9.2%	5%	↑	↑
FTF (First Time Fix)	75%	81%	85%	71%	↓	—
FLF (First Line Fix)	75%	62%	70%	68%	↓	↑
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 and First Time Fix have both dropped this month due to a high volume of 2nd and 3rd line incidents tickets for Hardware and QMplus.
- Phone Abandonment rate has improved due to no major incidents this month.
- The ticket backlog remains high, however the Service level target for ticket completion for the Service Desk remains above 95% 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
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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 21	Jan 22	Feb 22	Trend	Expected Trend
	481	1096	1071	↓	↑
	2108	3284	3271	↓	↑
	844	1327	1552	↑	↑
	1808	2852	2995	↑	↑
	740	1395	1235	↓	↑
	0	0	0	—	—

Commentary

- Ticket volume across all areas decreased slightly this month except in Face to Face due to more staff & students on Campus and Self Service.
- Top Request items this month relate to Agresso PO Closures and Password Resets, which contributes to the increase in Self Service tickets.
- Top incident items this month relate to AV issues which alone make up 35% of tickets.
- Hardware issues and QMplus, are amongst the top 3 incident tickets this month.

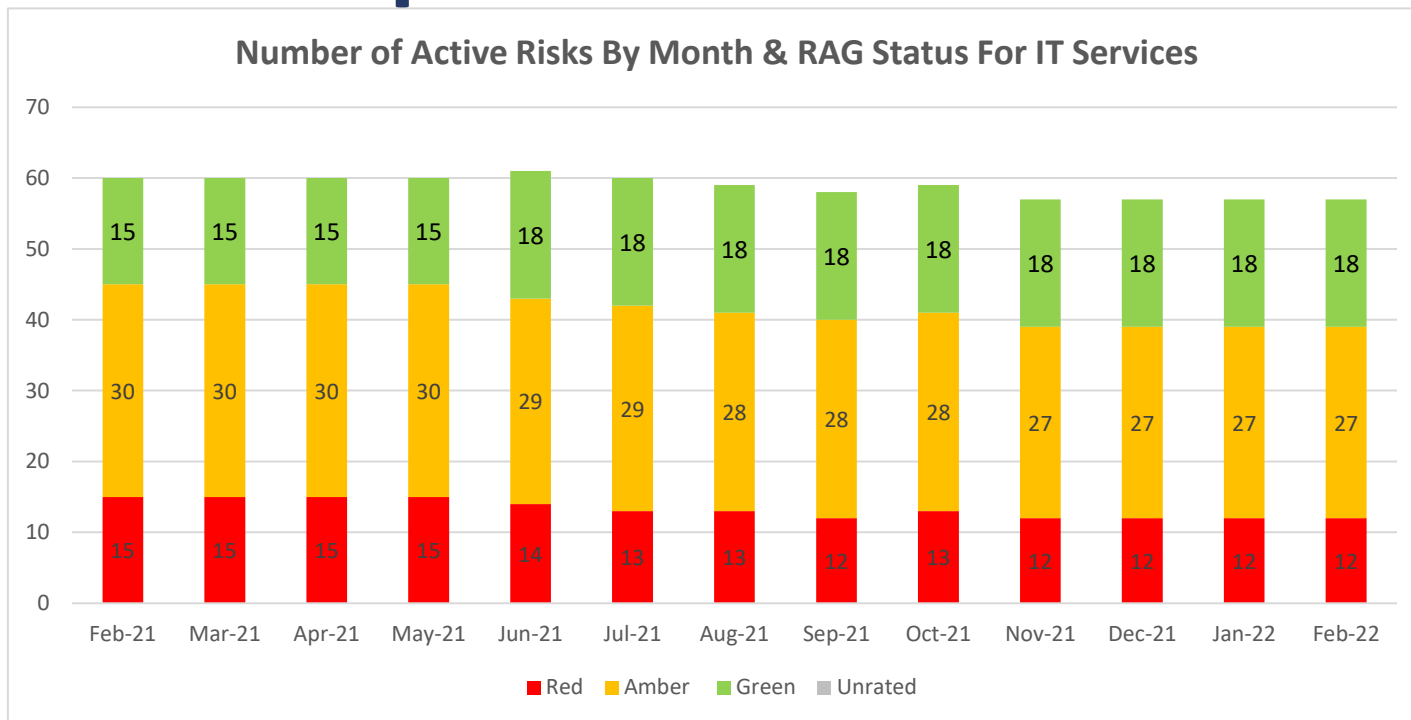
Key

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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:

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a table top exercise undertaken to test our response.
- **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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