



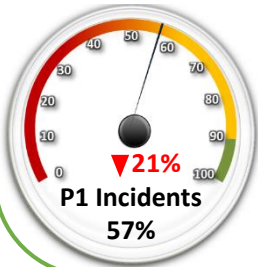
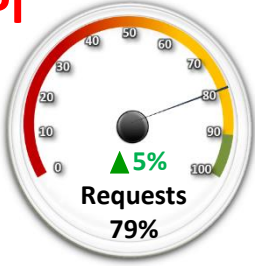
Queen Mary

University of London

IT Services

Executive Summary – February 2016

KPI



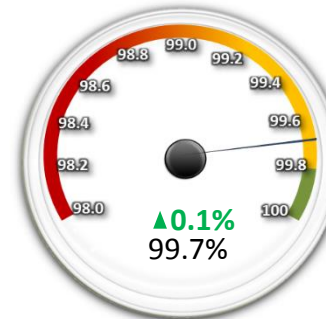
Access to Timetables through QMPlus and the Network issues at Whitechapel were declared Major Incidents due to the impact. Both were resolved within SLT (4 hours)

The P1 resolution KPI significantly lower from the previous month due to tickets not being updated (set to resolved) when the actual issue has been fixed

Critical Systems Availability

February

CYTD



Overall critical systems availability increased by 0.2% in February bringing up the CYTD to 99.7%

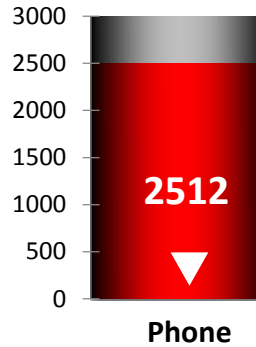
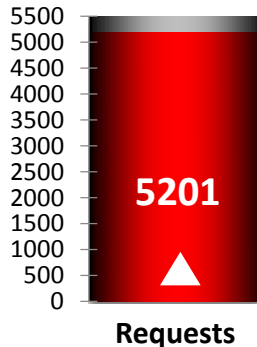
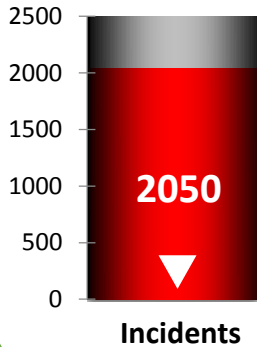


The Decrease in ITS Risk from the previous month due to Risk Workshops being held to review all open risks



Aged ticket backlog continuing to go down as a result of the work performed by the Applications team

Volumes



The top drivers for the decrease in Incidents this month are PRM assistance tickets logged (rightly) as requests and the Q-Review issues experienced in January (including alerts logged) being resolved.

The Increase in Request tickets is mainly due to PRM assistance requests and increased requests for equipment setup

Due to the Telephony issues experienced by the Service Desk, the number of received phone calls has decreased from the previous month

Definitions

KPI: Key Performance Indicator

SLT: Service Level Target

P1: Priority 1 Incident (High)

DTL: Domain Team Lead

DC: Datacentre 1 and/or 2

CYTD: Calendar Year to Date



Activities for the month of February 2016

Internet of things

University Website

600,000



Visitors from over 200 countries

5.5 million

Emails Delivered



Mobile App

74

Downloads



6.4 million

Emails blocked as SPAM

Blocked



30 million

Internet attacks

Logins to QMPLUS

Approx. 1.1 million



Data and usage

Total user data stored

63 terabytes



45,000

Registered Users



58,000

Unique Wi-Fi devices



Media Server

300

Daily plays



Active Network port

14,300



Supporting Services

Change requests processed

400+



Copy Shop

300,000

Pages printed



381

Unique jobs processed

2
Major Incidents



Approx. 200,000

Pages printed on managed Printers



Approx. 60,000

Pages sent and not printed

Supporting you

3,500

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

280



Across sites
And buildings

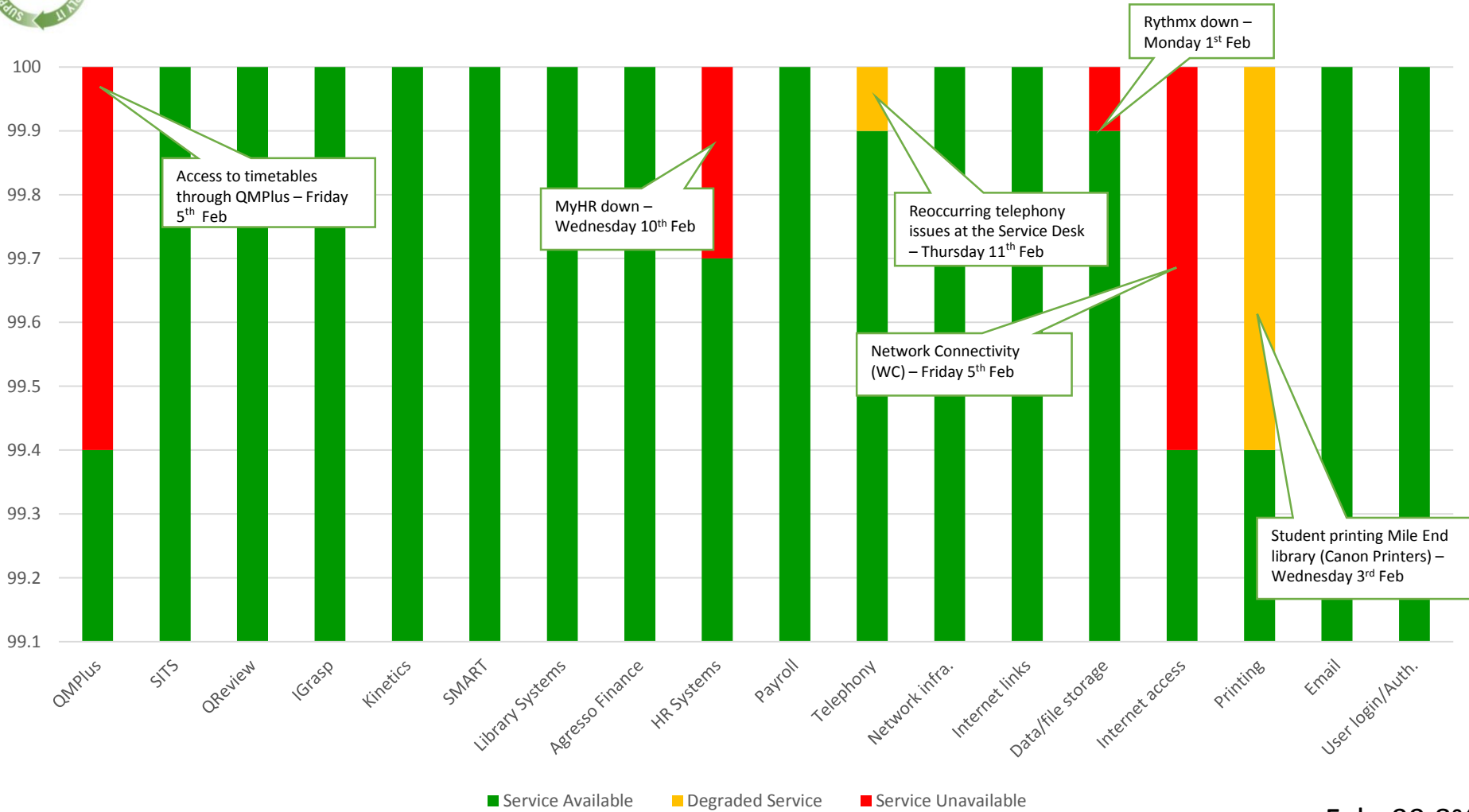


7,500

Tickets logged with the Service Desk



ITS Critical Systems Availability February 2016



Feb: 99.8%
CYTD: 99.7%



Major / Significant Incidents and Low Yield Report

MI Ticket	Date	Duration	Service Affected	Impact	Status
117059	05-FEB-2016 5:00pm	4h	Network connectivity	All users at Whitechapel Campus	Resolved
116908	05-FEB-2016 11:49am	4h	Timetables access for students	All students/teaching staff	Resolved
Low Yield Ticket	Date	Duration	Service Affected	Impact	Status
117788	11-FEB-2016 15:40:26	1h	Desk Phones – IT Service Desk (ITSD) area	The IT Service Desk	Resolved
116578	03-FEB-2016 13:36:44	4h	Student Printing – Mile End (ME) Library	All Students and staff at Queen Mary Library	Resolved
115986	01-FEB-2016 09:48	1h	Rhythmyx cannot connect to LDAP servers	All Rhythmyx Users	Resolved
117549	10-FEB-2016 12:22	2h	MyHR	All Staff	Resolved



Planned Maintenance

Change Ticket	Date	Duration	Service affected	Reason	Status
CH 6619	Tuesday 9 th Feb from 07:30 to 08:00	30m	IP Telephone service	Problem Resolution	Implemented
CHA 6598	Friday 19 th Feb from 07:00 to 07:30	30m	IT Network	Maintenance	Implemented
CHA 6642	From 06:00 Friday 12 th Feb until Monday 15 th February	60h	SITS	Upgrade	Implemented
CHA 5224	Monday 15 th Feb from 10:00 to 01:00	3h	Rythmx	Migration	Implemented
CHA 6737	Monday 29 th Feb from 08:00 to 12:00	4h	Publists	Upgrade	Implemented
CHA 6758	Tuesday 23 rd Feb from 08:00 to 09:00	1h	Q-Review	Upgrade	Implemented
CHA 6410	Saturday 27 th Feb from 02:00 to 02:00	12h	Microsoft Windows Servers of production systems and applications housed in the QMUL Datacentres	Patching	Implemented
CHA 6662	Tuesday 23 rd Feb from 07:00 to 07:30	30m	Internet, file store, email and IP telephones - EECS	Migration from legacy infrastructure	Implemented
CHA 6365	Tuesday 23 rd Feb from 07:00 to 08:30	1.5h	Wireless network	Upgrade	Implemented
CHA 6410	Wednesday 24 th Feb from 07:00 to 07:30	30m	Alex Wing- network connectivity	Patching	Implemented



ITS Incident and Request KPIs

Measure	Target	Dec 15	Jan 16	Feb 16	Trend
Number of Incidents	-	1734	2561	2050	
Incident Closed within SLT	90%	87%	88%	88%	
Resolution Time P1	4h	56%	78%	57%	
Resolution Time P2	1 BD	93%	92%	87%	
Resolution Time P3	3 BD	95%	95%	95%	
Resolution Time P4	5 BD	100%	92%	93%	
Resolution Time P5	20 BD	100%	100%	99%	
Number of Requests	-	3717	4716	5201	
Requests Closed within SLT	90%	72%	74%	79%	

Highlights

- Decrease in Incidents this month is due to PRM assistance tickets logged as requests and the Q-Review issues experienced in January (including alerts logged) being resolved
- Increase in Request tickets mainly due to PRM assistance requests and increased requests for equipment plus setup
- The P1 resolution KPI is significantly lower this month due to tickets not being updated when the actual issue had been resolved

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

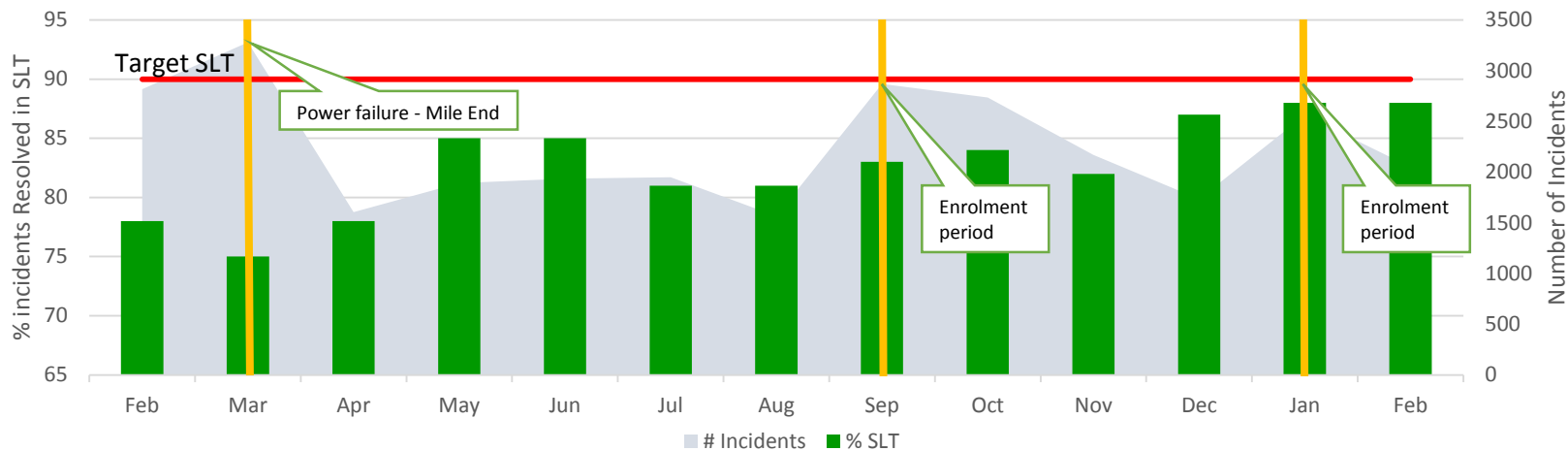
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)



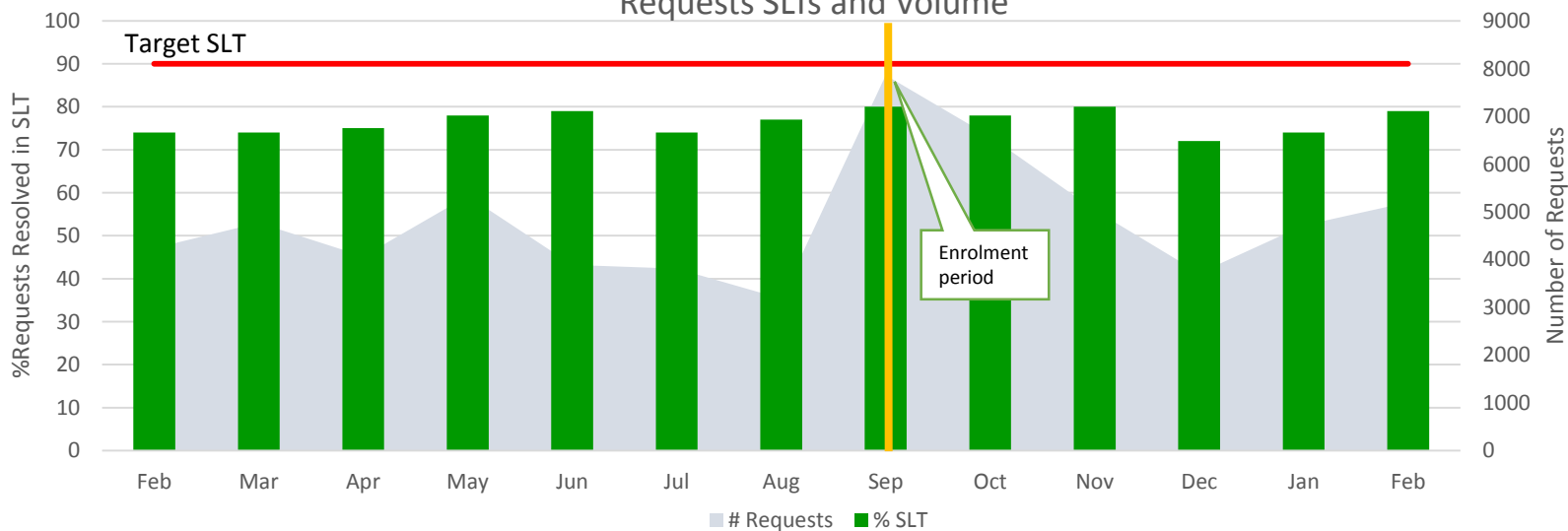


Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance

Measure	Target	Dec 15	Jan 16	Feb 16	Trend
Received phone calls	-	1780	3115	2512	↑
Answered phone calls	90%	98%	96%	98%	↑
Average Wait Time	25 secs	14s	13s	11s	↓
Abandon Rate	5%	2%	4%	2%	↑
*First Contact Fix - Incidents	75%	43%	48%	37%	↓
In Person (Incidents)	-	211	268	190	↓
Emailed tickets (Incidents)	-	1937	2167	2807	↑
Self Service (Incidents)	-	215	195	348	↑

Highlights

- The number of received phone calls decreasing this month is mainly linked to the intermittent issues with the telephony system impacting the service desk throughout February. This was also the main driver in the increase of email and Self Service tickets created.

Key

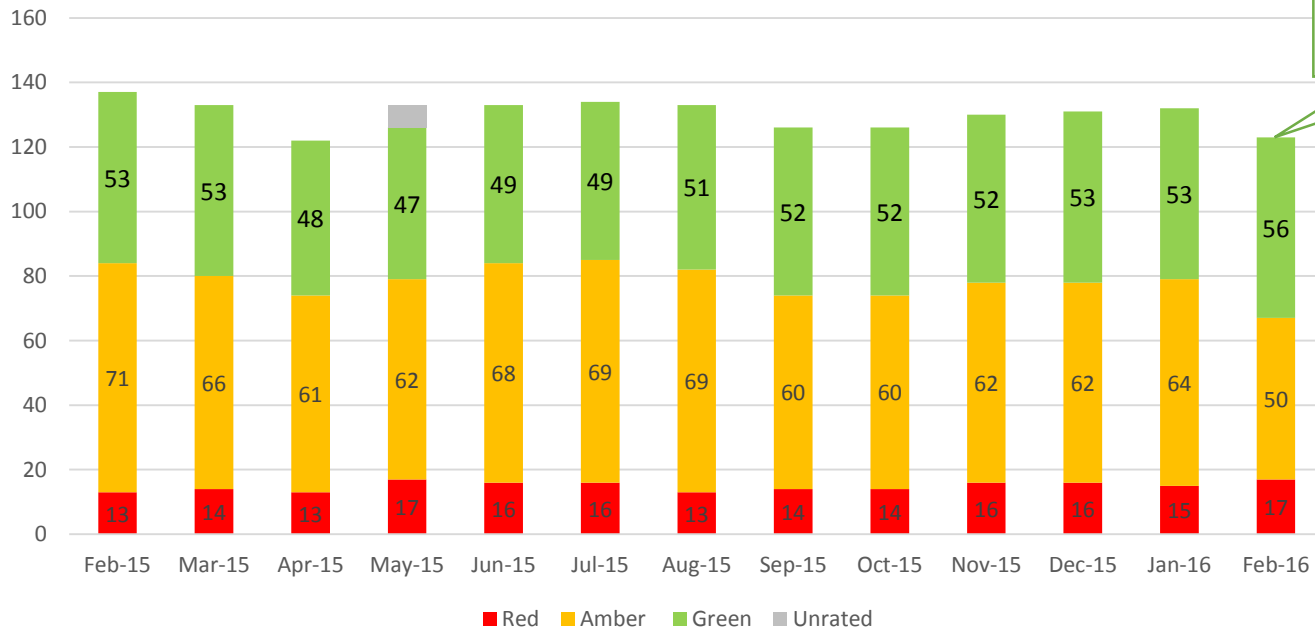
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

*First Contact Fix – Incidents logged either via phone or in person



Risk Report

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



Decrease in Risk trend from the previous month due to the Risk Workshops held

Top Risks:

- Security of legacy servers and applications not in the Datacentres could be compromised
- Unauthorised access to sensitive data within QMUL
- No Overarching Disaster Recovery plan or scheduled DR tests.

Monthly Risk Stats					
Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
19	114	9	123	0	↓

Key

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





KPI Trend View


KPI	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Move
% Satisfied Customers for Incidents	93	92	87	84	95	88	92	92	95	89	78	95	75	↓
% Satisfied Customers for Requests	91	93	96	89	99	96	92	94	85	98	91	98	83	↓
All Incidents Closed By All ITS Depts. Within SLT	78	75	78	84	87	81	81	83	84	82	87	88	88	▬
All Requests Closed By All ITS Depts. Within SLT	74	74	75	78	79	74	77	80	78	80	72	74	79	↑
All Incidents Closed By Site Within SLT	85	80	85	90	91	88	88	88	88	88	91	91	89	↓
All Requests Closed By Site Within SLT	80	81	80	86	87	80	84	89	86	86	79	85	88	↑
Helpdesk Incidents Closed Within SLT	95	90	90	97	99	98	96	97	94	95	97	98	97	↓
Helpdesk Requests Closed Within SLT	80	80	82	87	96	93	86	96	92	91	88	95	98	↑
Helpdesk Telephone Response Within SLT	87	95	98	98	98	94	93	98	99	97	98	96	98	↑
All Incidents Closed By Campus Teams Within SLT	76	79	79	79	87	82	84	86	86	89	91	89	90	↑
All Requests Closed By Campus Teams Within SLT	93	94	89	91	94	94	91	94	93	94	94	93	93	▬
Change Management Implementation														↓

B	Exceeds Goals	> = 95%
G	Meets Goals	> = 90%
A	Tolerable	> = 85%
R	Unacceptable	< 85%

Key

 Improvement over last month

 Deterioration from last month

 No change from last month



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

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