Queen Mary
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IT Services
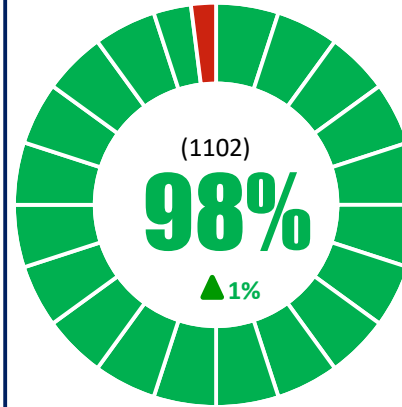
Executive Summary – January 2019

KPI & Summary

Incidents
(1578)
90%

Requests
(4984)
89%

P1 Inc.
(3)
75%

P2 Inc.
(122)
85%
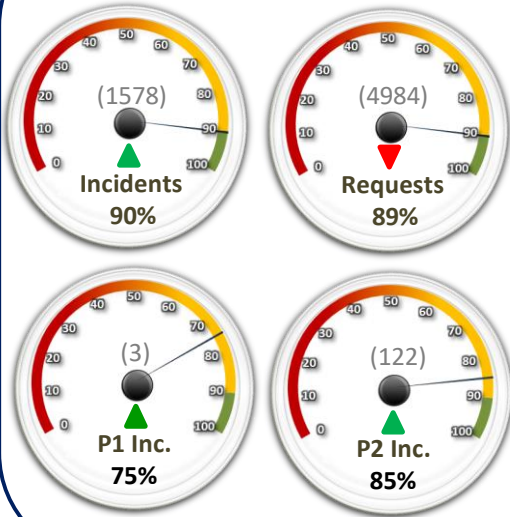
- The IT Service Desk are experiencing delays in triaging tickets as a result of loss of staff
- Incident KPIs are positively trending following the Christmas and New Year period - Service Requests are slightly down
- ITS has almost completed the in-house Customer Services Management training including, "Working better together and managing through change" 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.
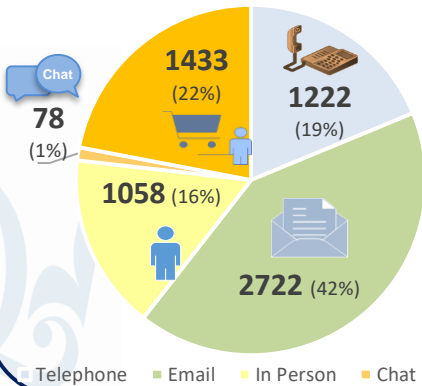
Customer Satisfaction

(1102)
98%
▲1%

<u>0</u> Major Incidents

- No major Incidents

Volumes

- 1433 (22%)
- 1222 (19%)
- 78 (1%)
- 1058 (16%)
- 2722 (42%)

Legend: Telephone ▪ Email ▪ In Person ▪ Chat ▪ Self-Service
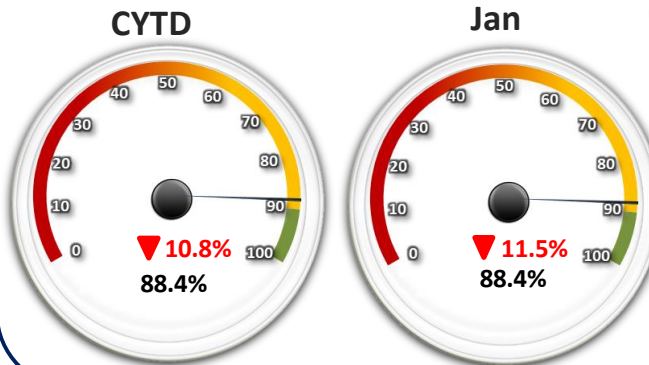
- Contacts to the Service Desk via Web Chat is continuing to increase month on month
- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- The Phone abandonment rate increased largely due to the increased volume

Critical Systems Availability

CYTD
▼10.8%
88.4%

Jan
▼11.5%
88.4%

- Critical systems availability decreased in January due to the extended email and print issues however (with both) there were full time work arounds available

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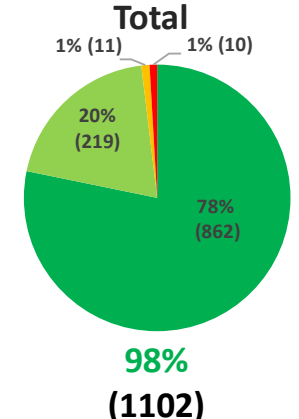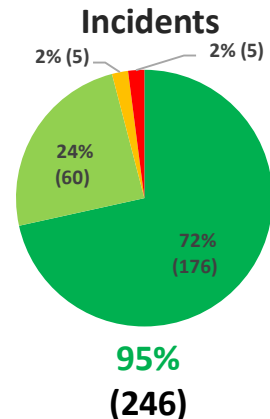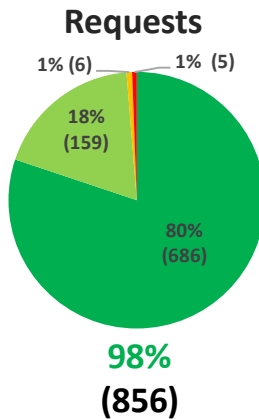
Customer Satisfaction – January 2019

Customer Feedback

This month we received 1102 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.

Requests

1% (6)   1% (5)
18% (159)
80% (686)

98%
(856)

Incidents

2% (5)   2% (5)
24% (60)
72% (176)

95%
(246)

Total

1% (11)   1% (10)
20% (219)
78% (862)

98%
(1102)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Thank you - not sure why the instructions did not work when I tried by myself but you had the solution. very grateful

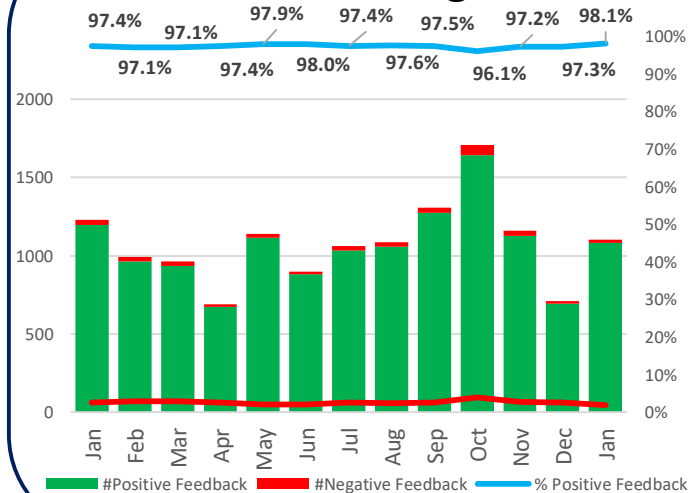*My request took 6 days to be acknowledged by which time we sorted the problem*

Despite this being reported as fulfilled, no AV technician turned up?

Thank you for quickly fixing this - and supplying a useful explanation, too.

As always the Service Desk was a model of wisdom, patience and help

The issue hasn't been resolved so should be kept open!

Positive Vs Negative

97.4%   97.1%   97.9%   97.4%   97.5%   97.2%   98.1%
97.1%   97.4%   98.0%   97.6%   96.1%   97.3%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan

■ #Positive Feedback   ■ #Negative Feedback   — % Positive Feedback

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target

- Training is almost complete for Customer Services Management, working better together and managing through change 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. Expected competition is mid-February 2019.

Activities for the month of January 2019

Research Excellence

Research Tickets Resolved
159

Research Grant Bids
168

Research Grants Awarded
53

Teaching Excellence

Logins to QMPLUS
726,828

AV Teaching activities Supported
455

Reported AV Issues
165

Supported teaching spaces
Approx.**177**

3,354
Videos played
13,992
times within QMplus

QMUL
IT Services

Hours of Q-review
3,119
Playbacks

International

Distance learning (Beijing and Nanchang QMPLUS logins):
235,022

Public Engagement

Guest Wi-Fi:
241 users
4, 207sessions

Events Wi-Fi:
485 users
8,154 sessions

Growth

13
New desktops/laptops Deployed

Approx. **90,923**
Registered accounts

Total data stored
695 terabytes

Sustainability
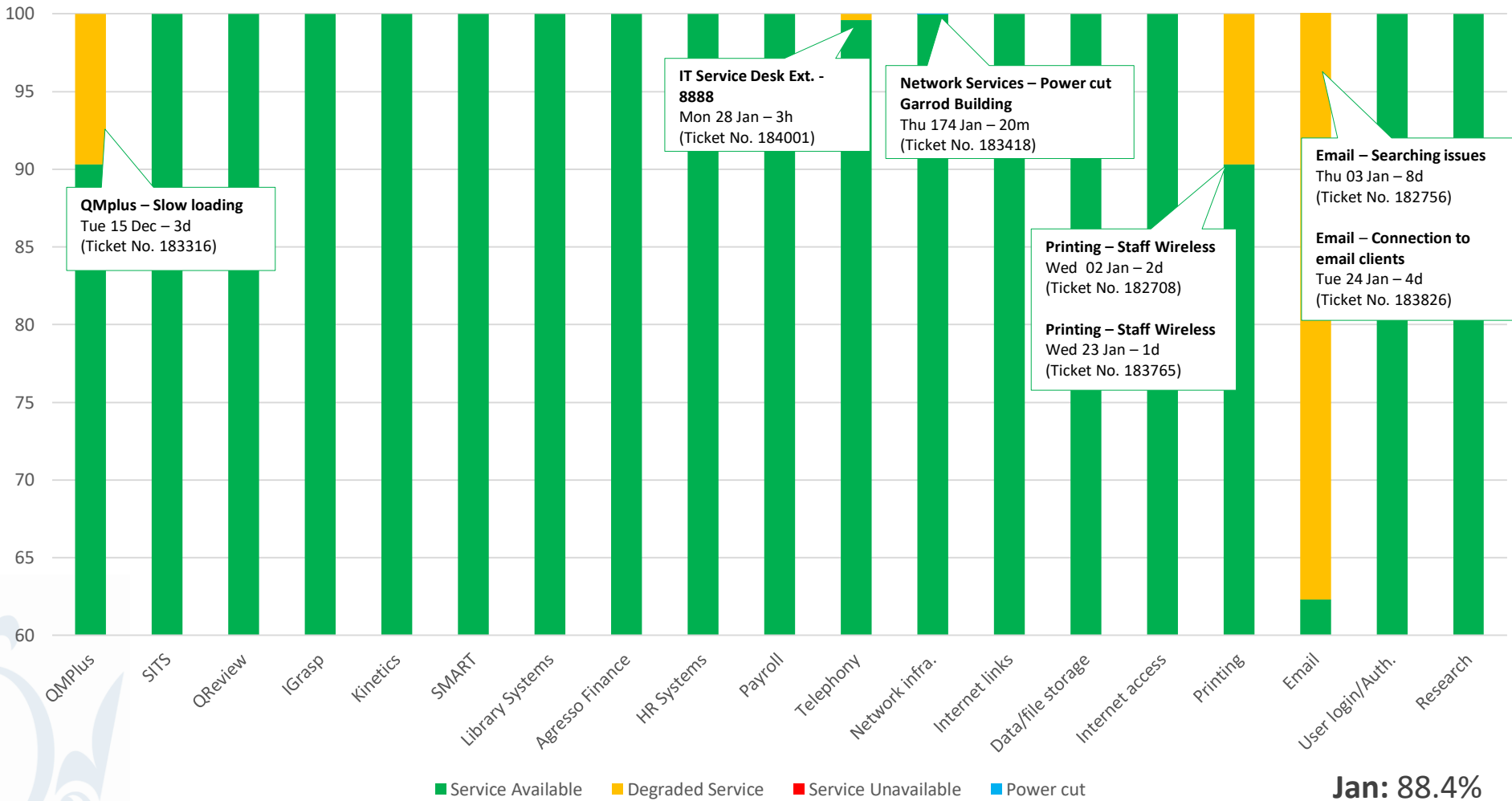
38,931
Pages sent and not printed

1/2

ITS Critical Systems Availability – January 2019

High Priority Incidents – January 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
182708	Wed 2 Jan 10:00	2d	**Printing** – Staff were unable to print on the wireless print service **Cause:** The wireless print service (EveryonePrint) licences were not updated **Action:** A temporary Licence was applied	Resolved
182756	Thu 3 Jan 09:00	8d	**Email** – Impacted user outlook search results displayed emails as unread and with the sender name missing **Cause:** The Exchange online patch had adverse impact **Action:** Escalated to the vendor (Microsoft) to resolve	Resolved
183316	Tue 15 Jan 14:00	3d	**QMplus** – Users experienced intermittent slow loading of pages **Cause:** An update deployed to the assessment and information block in QMplus **Action:** Uninstalled the update	Resolved
183642	Mon 21 Jan 14:20	1d	**EECS Websites** – Users unable to access their intranet webpages **Cause:** The proxy web server failed **Action:** Replaced the faulty hardware	Resolved
183765	Wed 23 Jan 09:20	1d	**Printing** – Staff were unable to print on the wireless print service **Cause:** Invalid Licence key entered for the permanent wireless print service (EveryonePrint) licences **Action:** Permanent EOP Licences installed with valid licence key	Resolved

High Priority Incidents – January 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
183826	Tue 24 Jan 09:30	4d	**Email** – Some users experienced connection and access issues to email via Outlook and other email clients **Cause:** Vendor (Microsoft) IT infrastructure Fault **Action:** Hardware replace by the Vendor	Resolved
184001	Mon 28 Jan 08:00	3h	**Phones** – Users were unable to contact the IT Service Desk using ext. 8888 **Cause:** Interactive Voice Response (IVR) ports failure **Action:** The impacted IVR ports were reinstated	Resolved
183418	Thu 17 Jan 09:20	20m	**Network** – Users at Whitechapel (Garrod building) were unable to access network services **Cause:** A fuse tripped due to power outage **Action:** Network switches were restarted on power restoration	Resolved

Planned Maintenance – January 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
Unknown	5 Jan	8h	**Turnitin** – Students were unable to submit assignments and Staff were unable to mark them through Turnitin during the maintenance period	Maintenance	Implemented
13114	15 Jan	2h	**QMplus & QMplus Hub** – Users were unable to access QMplus and QMplus Hub during the maintenance period	Maintenance	Implemented
13122	16 Jan	2d	**Co-Tutor** – Staff were unable to access Co-Tutor to manage student progression during the maintenance period	Maintenance	Implemented
13148	17 Jan	30m	**QMplus** – Users were unable to access QMplus and QMplus Hub during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – January 2019

Measure	Target	Nov 18	Dec 18	Jan 19	Trend	Expected Trend
Incidents Raised	-	1618	845	1578	⬆ (white)	⬆ (white)
Number of Incidents Resolved	-	1524	831	1389	⬆ (white)	⬆ (white)
Incidents Resolved within SLT	90%	88%	87%	90%	⬆ (green)	⬆ (red)
Resolution Time P1	4h	25%	71%	75%	⬆ (red)	⬆ (red)
Resolution Time P2	1 BD	75%	67%	85%	⬆ (red)	⬆ (red)
Resolution Time P3	3 BD	89%	88%	90%	⬆ (green)	⬆ (green)
Resolution Time P4	5 BD	76%	89%	98%	⬆ (green)	⬆ (red)
Resolution Time P5	20 BD	100%	100%	100%	▬ (green)	▬ (green)
Requests Raised	-	4845	3025	4984	⬆ (white)	⬆ (white)
Number of Requests Resolved	-	4810	3058	4553	⬆ (white)	⬆ (white)
Requests Resolved within SLT	90%	86%	91%	89%	⬇ (red)	▬ (green)
Reopened tickets	3%	212 (3%)	122 (3%)	197 (3%)	▬ (green)	▬ (green)

Commentary

- Service Levels suffering as a result of increased activity and loss of staff. Delays are being experienced in the triaging of tickets by the Service Desk
- All incident KPIs are positively trending coming out of the Christmas and New Year period - Service Requests are slightly down
- Ticket volumes have increased as expected following the holiday period

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 – January 2019
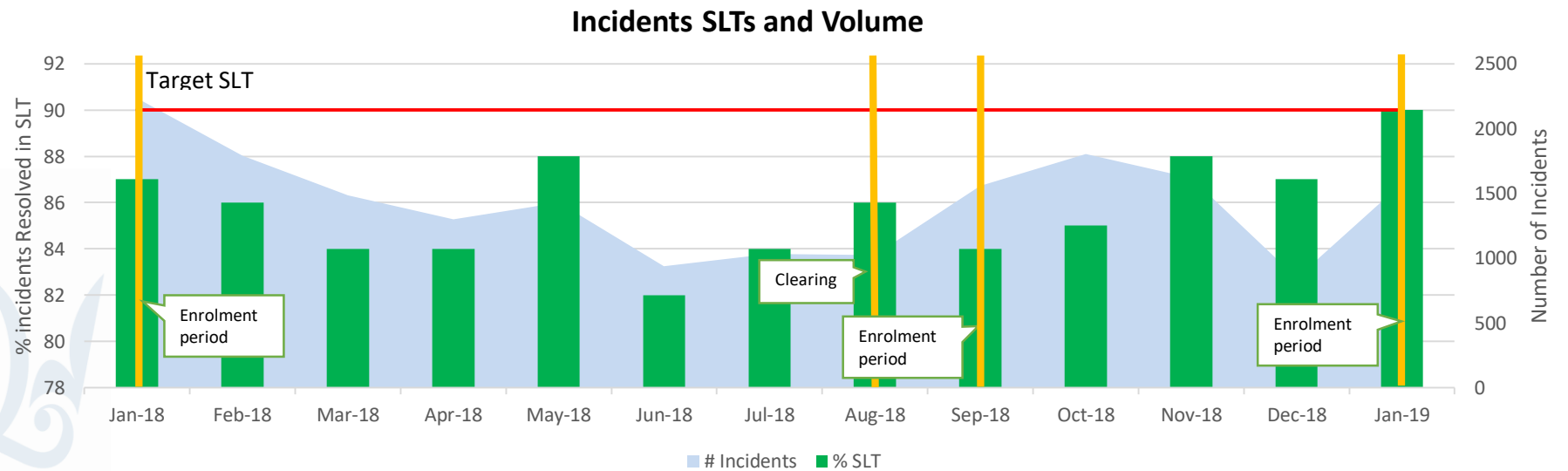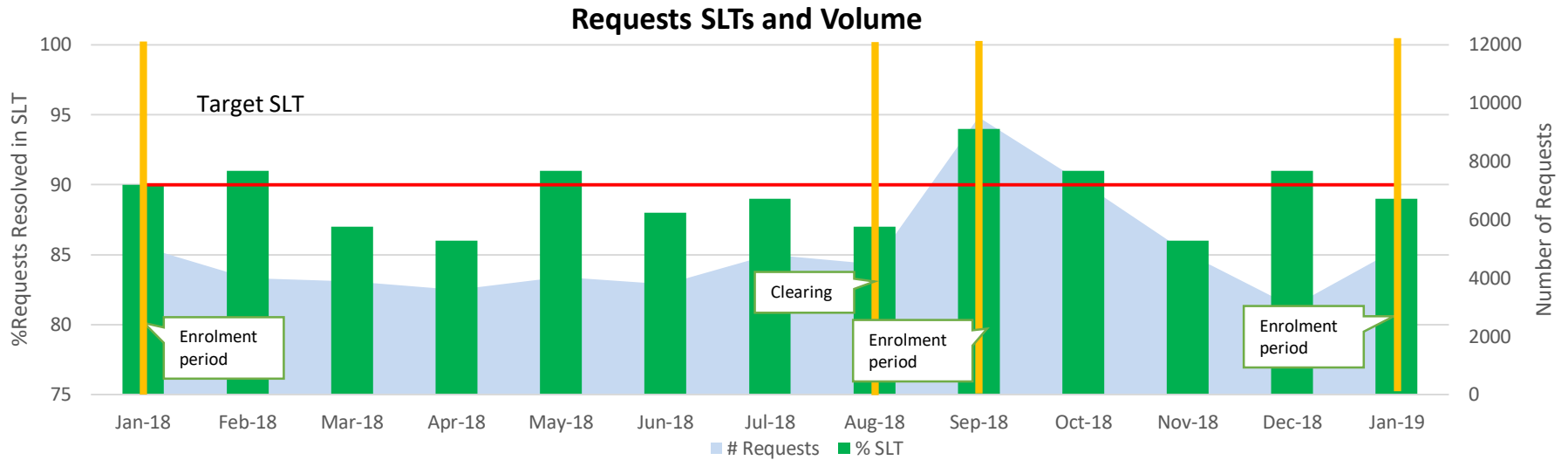
Service Desk Performance – January 2019

Measure	Target	Nov 18	Dec 18	Jan 19	Trend	Expected Trend
Received phone calls	-	2201	1340	2573	⬆	⬇
Average Wait Time	25s	13s	15s	15s	⬇ (green)	⬇ (green)
Abandon Rate (calls)	5%	5%	5%	8%	⬇ (red)	▬ (green)
FTF (First Time Fix)	75%	58%	67%	59%	⬇ (red)	⬆ (red)
FLF (First Line Fix)	75%	51%	59%	54%	⬇ (red)	⬆ (red)

ITS Ticket Volume	Nov 18	Dec 18	Jan 19	Trend	Expected Trend
☎	1014	858	1222	⬆	⬆
✉@	3169	1676	2722	⬆	⬆
(walk-up desk)	578	548	1058	⬆	⬆
(kiosk)	1127	697	1433	⬆	⬆
Live Chat	35	23	78	⬆	⬆

Commentary

- Contacts to the Service Desk via Web Chat is continuing to increase month on month
- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- The Phone abandonment rate increased largely due to the increased volume

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

⬆ (red) Improvement over last month but breaching SLT

⬇ (red) Deterioration from last month and breaching SLT

▬ (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

▭ (white) 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 – January 2019

Number of Active Risks By Month & RAG Status For IT Services
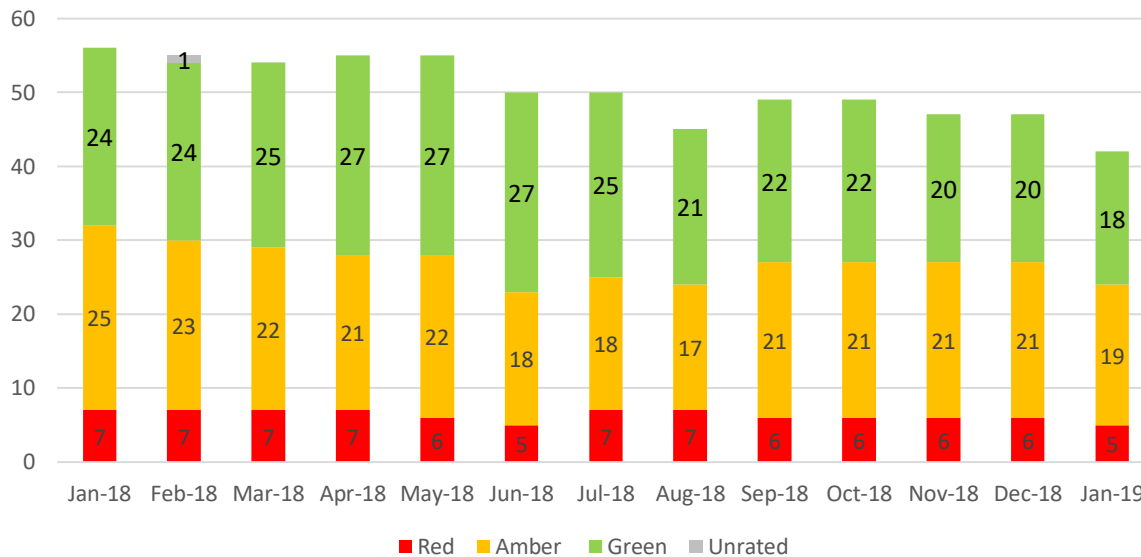
New Risk: If the outstanding deliverables from the IT Transformation Programme are not delivered or resolved, IT Services will not be able to provide the level of service that was initially specified.

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
6	0	1	42	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

↑ Deterioration over last month

↓ Improvement from last month

▭ No change from last month

KPI Trend View – January 2019

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Move
% Satisfied Customers for Incidents	97	97	96	92	95	97	95	94	95	95	96	95	95	—
% Satisfied Customers for Requests	95	97	98	98	98	98	98	98	98	97	97	98	98	—
All Incidents Closed By All ITS Depts. Within SLT	87	86	84	85	88	82	84	86	84	85	88	87	90	⬆
All Requests Closed By All ITS Depts. Within SLT	90	91	87	86	91	88	89	87	94	91	86	91	89	⬇
All Incidents Closed By Site Within SLT	86	84	83	86	84	81	81	84	78	81	83	83	86	⬆
All Requests Closed By Site Within SLT	89	92	87	88	92	89	89	86	87	86	87	92	89	⬇
Service Desk Incidents Closed Within SLT	96	93	90	90	96	96	93	95	97	93	98	98	95	⬇
Service Desk Requests Closed Within SLT	93	92	90	90	95	97	95	96	98	97	97	98	97	⬇
Service Desk Telephone Response Within SLT	93	86	84	83	93	93	93	94	86	94	94	94	92	⬇
All Incidents Closed By Campus Teams Within SLT	87	88	81	88	86	79	78	84	75	84	86	85	92	⬆
All Requests Closed By Campus Teams Within SLT	88	94	90	93	93	89	87	87	88	87	90	93	92	⬇
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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