



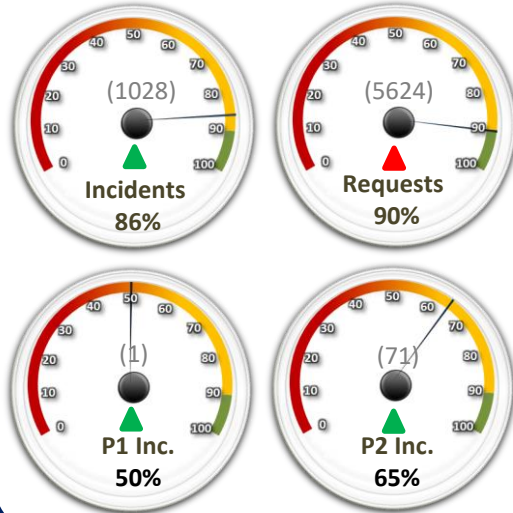
Queen Mary  
University of London

# IT Services

Monthly KPI Report

# Executive Summary

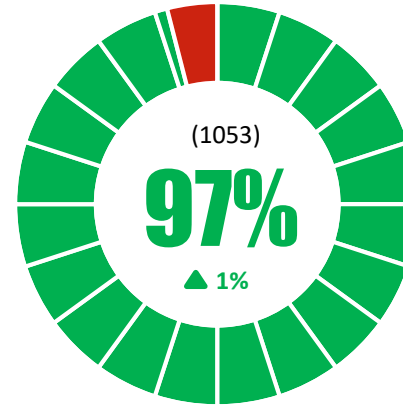
## KPI & Summary



- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations
- Overall the KPI trend has improved despite the major incident and high number of AV tickets this month
- A malware had been detected that impacted the user accounts in the SEMS domain. Remedial action was deployed to contain and quarantine the malware.
- ITS has been working with SEMS to manage the incident, users are being migrated onto safe working space on the managed service.

\*KPI: Key Performance Indicator – tickets resolved within month

## Customer Satisfaction



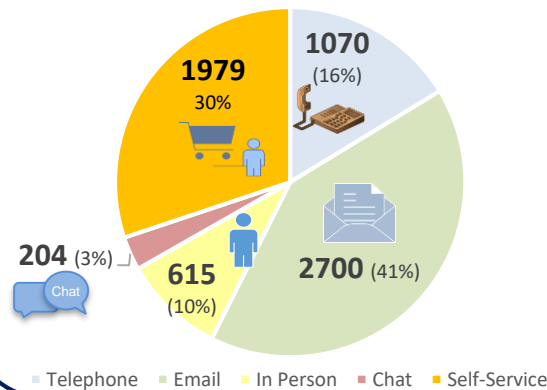
### Definitions

- 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

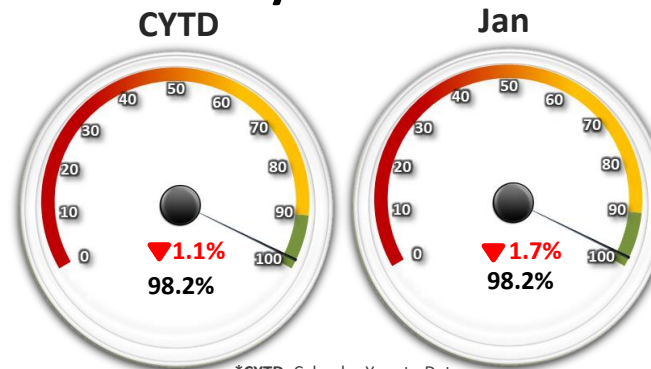
- SEMs Malware– 21/01 - Ongoing

## Volumes



- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Jan last year. The main areas tickets were raised in are; QMPlus, Print, Passwords and AV.
- The Major Incident contributed to the increased number of calls received as users were contacting the Service Desk to have their passwords reset

## Critical Systems Availability



\*CYTD: Calendar Year to Date

- Critical systems availability dropped this month due to the Major Incident and network issues caused by a known CISCO bug.

# KPI Trend View

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Move
% Satisfied Customers for Incidents	95	97	96	92	95	96	95	94	95	94	91	93	95	↑
% Satisfied Customers for Requests	98	98	98	95	98	98	98	97	95	95	97	98	97	↓
All Incidents Closed By All ITS Depts. Within SLT	90	89	87	86	81	79	76	67	77	75	76	79	86	↑
All Requests Closed By All ITS Depts. Within SLT	89	90	89	86	85	86	87	88	93	88	86	84	90	↑
All Incidents Closed By Site Within SLT	86	84	85	85	78	80	74	69	69	69	71	78	78	▬
All Requests Closed By Site Within SLT	89	91	89	88	85	86	89	88	85	87	88	84	90	↑
Service Desk Incidents Closed Within SLT	95	97	96	93	95	97	91	69	87	86	93	97	98	↑
Service Desk Requests Closed Within SLT	97	98	99	95	95	97	91	90	97	87	94	97	97	▬
Service Desk Telephone Response Within SLT	92	96	92	89	94	83	78	61	41	62	83	88	87	↓
All Incidents Closed By Campus Teams Within SLT	92	88	93	87	85	83	76	67	64	58	57	68	75	↑
All Requests Closed By Campus Teams Within SLT	92	92	94	93	90	90	89	87	85	85	84	84	86	↑
Change Management Implementation														▬
Service Desk Email Triage	52	64	59	86	98	100	87	79	58	58	94	96	95	↓

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

<b>B</b>	No Failed Changes
<b>G</b>	Failed Changes with no impact on Services
<b>A</b>	1 Failed Change which impacted Services
<b>R</b>	2 Failed Changes which impacted Services

**Key**

↑	Improvement over last month
↓	Deterioration from last month
▬	No change from last month

# Customer Satisfaction

## Customer Feedback

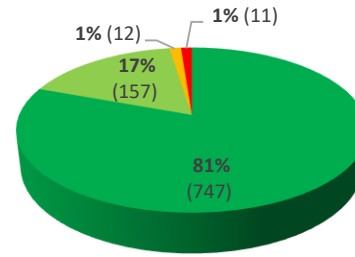
This month we received 1053 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **18%** (which is the usual average of 18% received).

You can email your feedback by selecting one of the following links on your resolution email;

[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

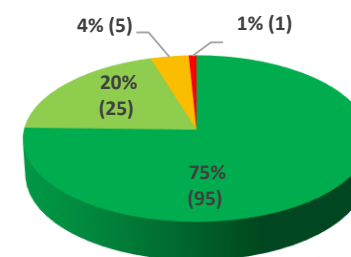
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

### Requests



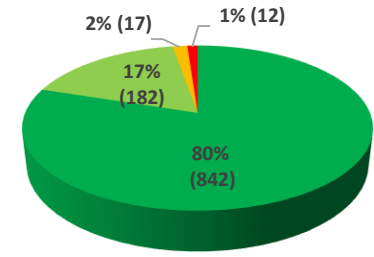
**97%**  
**(927)**

### Incidents



**95%**  
**(126)**

### Total



**97%**  
**(1053)**

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

## Feedback this month

*Very efficient and quick to solve my problem. Couldn't be happier with the technicians*

*I have put disgruntled because no one showed up to assist*

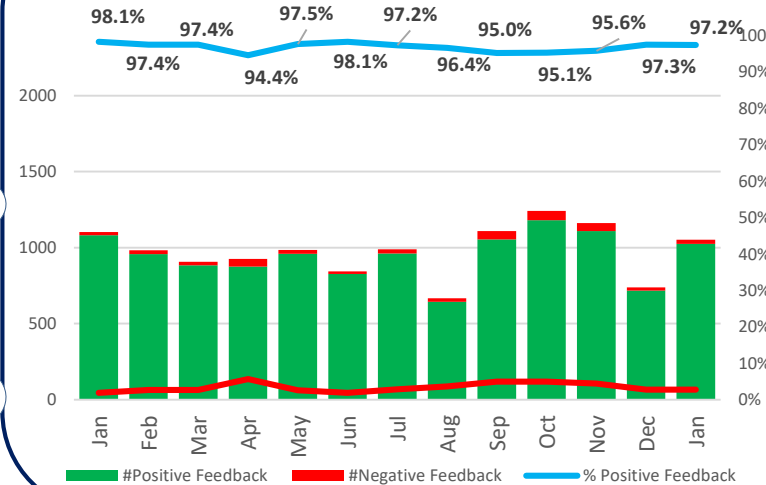
*I think this was dealt with in the wrong way, This should have been an incident, not a request.*

*Very delighted with the quality of service and time it took for request to be fulfilled*

*Thanks for letting me know and thank you to the team for their help. The event went incredibly well and the setup of AV was seamless*

*Hello, Could you please re-open the case as the issue still unsolved?*

## Positive Vs Negative



## Commentary

- Customer Satisfaction has increased this month and remains above the 95% target.
- Feedback this month relate to requests or incidents not being fully resolved and poor attendance to help fix issues.
- The IT Service Management tool replacement project has commenced – As part of the project the Service Portfolio review has begun to help define Service Levels with our customers

# Activities for the month of Jan 2020

## Research Excellence

Research Tickets Resolved

↑ **174**



Research Grant Bids

— **155**

Research Grants Awarded

— **34**



## Teaching Excellence

Logins to QMPLUS

— **527,464**



AV Teaching activities Supported

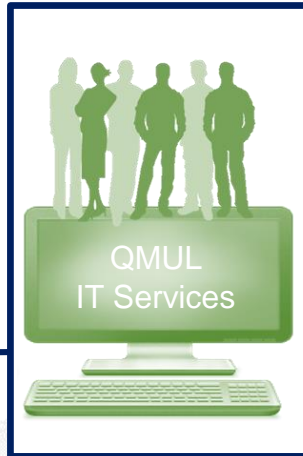
— **387**

**2,855**

Videos played

— **17,070**

times within QMplus



Reported AV Issues

↑ **126**



Supported teaching spaces

Approx. **177** —



Hours of Q-review

**4,872** —

Playbacks

## International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ **282,610**



## Public Engagement

Guest Wi-Fi:

↑ **308 users**

**4,825 sessions**



Events Wi-Fi:

**334 users** ↓

**10,838 sessions**

## Growth



**12** ↑

New desktops/laptops Deployed



↑

Total data stored (excl. Research)

**854 terabytes**

Approx. **61,087** ↑

Active accounts



## Sustainability

— **61,098**

Pages sent and not printed



**1** —



Higher Than last month

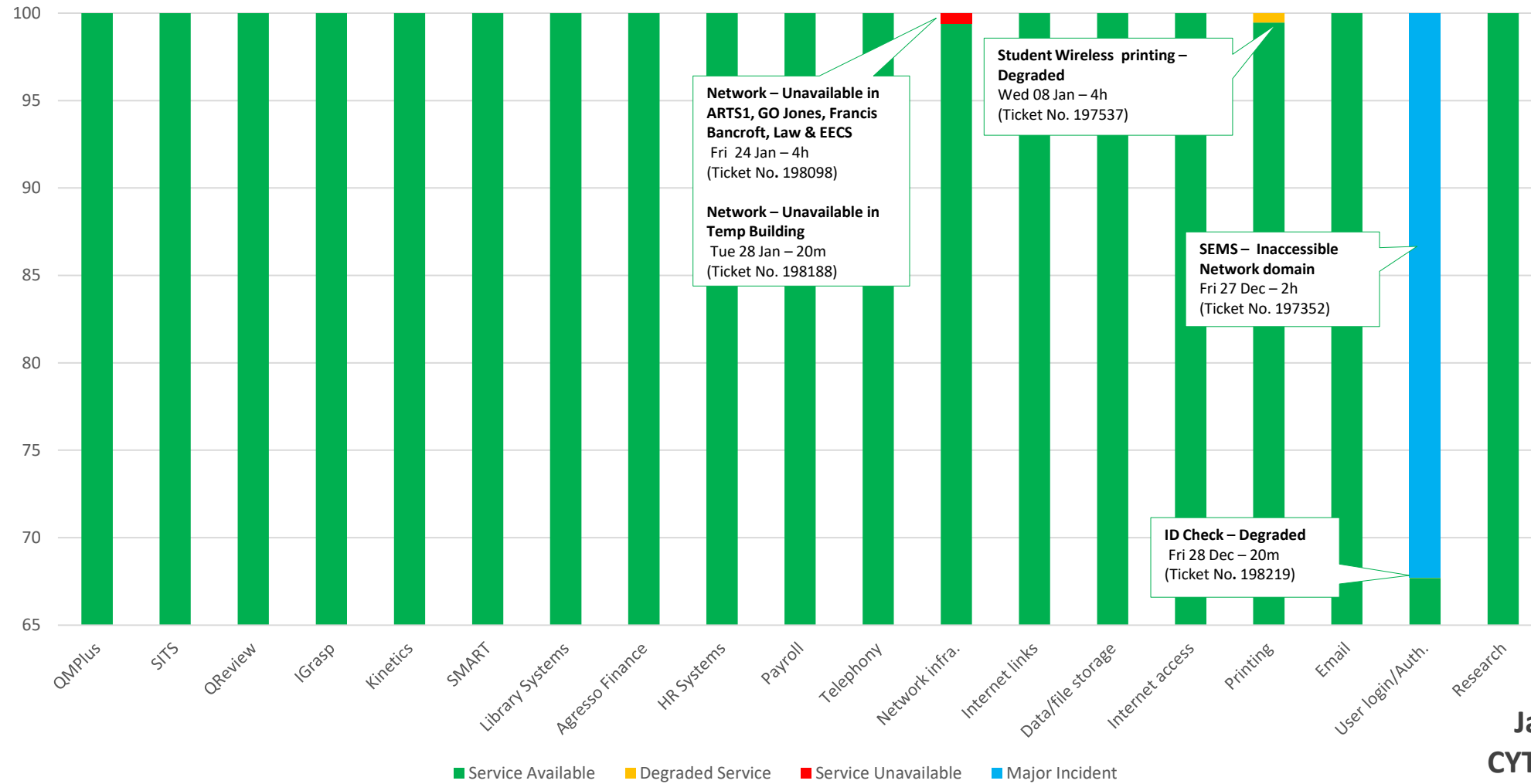


Lower than last month



No change from last month

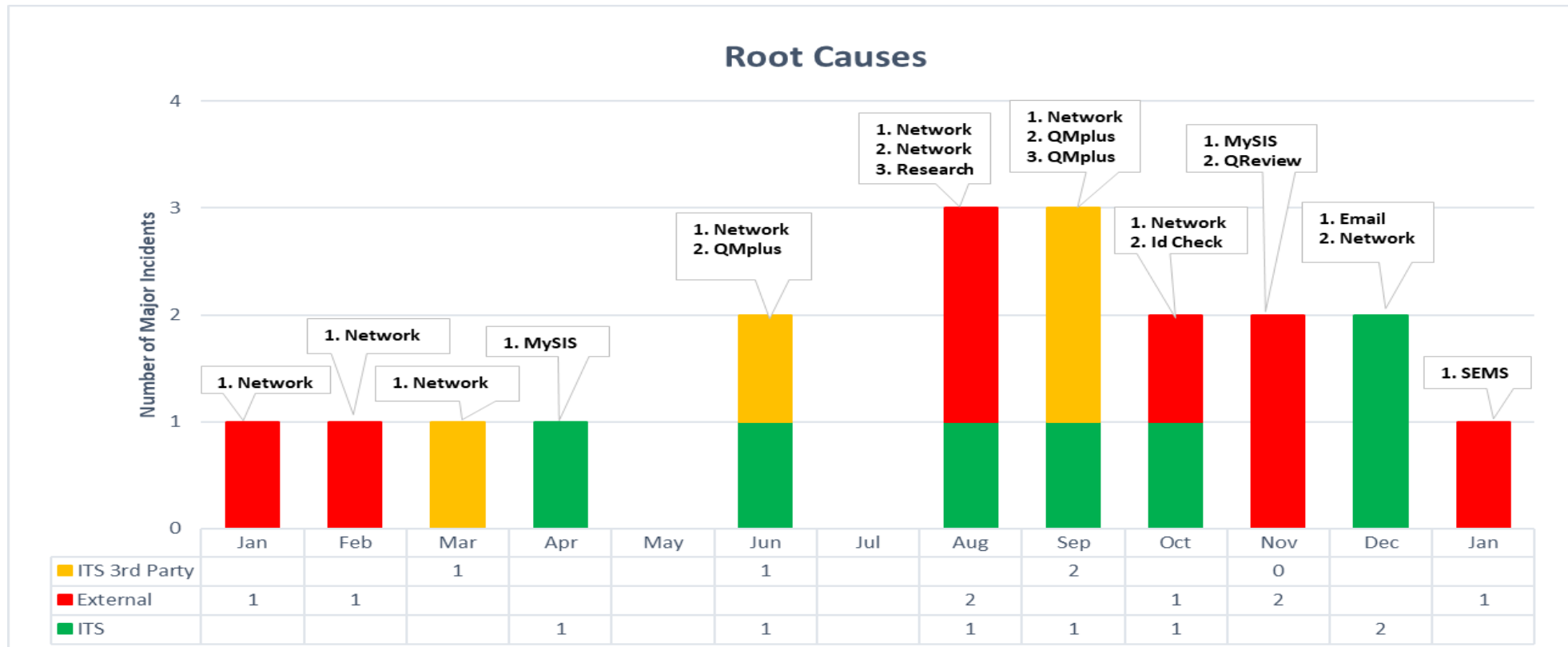
# ITS Critical Systems Availability



Jan: 98.2%  
CYTD: 98.2%

# Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
197956	Tue 21 Jan 17:30	10d	<b>SEMs Domain</b> – Users in SEMS were affected by a malware that prevented them from accessing their local network domain <b>Cause:</b> RYUK malware had infected the SEMS Domain controller <b>Action:</b> All SEMS user passwords were reset and devices re-imaged onto the managed service	Ongoing



# High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
197537	Wed 08 Jan 15:00	4h	<p><b>Print</b> – Students were unable to print wirelessly and experienced intermittent printing issues on the wired connection  <b>Cause:</b> Print servers were unable to cope with the student printing demands during peak periods  <b>Action:</b> No Action taken</p>	Resolved
198098	Fri 24 Jan 10:00	4h	<p><b>Network Services</b> – Users in the Arts1, G.O. Jones, Francis Bancroft, LAW building and EECS experienced intermittent access to Network Services  <b>Cause:</b> A failed standard change 14478 included a procedure to select a Vlan range incorrectly  <b>Action:</b> Change was rolled back and the standard change instructions changed</p>	Resolved
198188	Tue 28 Jan 08:30	20m	<p><b>Network Services</b> – The Admissions team on the 2<sup>nd</sup> floor temp building Mile End were unable to access network services  <b>Cause:</b> A bug in the firmware that causes connectivity issues  <b>Action:</b> Restarting the Network switch (workaround)</p>	Resolved
198219	Fri 28 Jan 12:40	20m	<p><b>ID Check</b> – Users were unable to access QMplus to view study material  <b>Cause:</b> ID Check server was down  <b>Action:</b> The server was restarted</p>	Resolved



# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14394	11 Jan	2h	<b>SPSS, ARcGis, Mathematica, Matlab</b> – Users were unable to access the services listed due to maintenance work being carried out on the servers that's host the licences for these specialist software.	Maintenance	Implemented
14409	14 Jan	3h	<b>QMRO</b> – Users were unable to access QMRO during the maintenance period	Maintenance	Implemented
14429	20 Jan	3h	<b>SID Helpdesk</b> – Users were unable to raise enquiries in SEC Online (Student Enquiry Centre) and SIS Support (Data Quality Team/Student Records) during the maintenance period	Maintenance	Implemented
14408	21 Jan	2h	<b>QMplus</b> – Users were unable to access QMplus during the upgrade period	Upgrade	Implemented
14451	31 Jan	30m	<b>Direct Access</b> – Users were unable to access the QMUL network remotely during the maintenance period	Maintenance	Implemented

# ITS Incident and Request KPIs

Measure	Target	Nov 19	Dec 19	Jan 20	Trend	Expected Trend
Incidents Raised	-	1305	662	1028	↑	↑
Number of Incidents Resolved	-	1356	688	792	↑	↑
Incidents Resolved within SLT	90%	76%	79%	86%	↑	↑
Resolution Time P1	4h	33%	100%	50%	↓	—
Resolution Time P2	1 BD	59%	66%	65%	↓	↑
Resolution Time P3	3 BD	77%	80%	87%	↑	↑
Resolution Time P4	5 BD	78%	80%	100%	↑	↑
Resolution Time P5	20 BD	93%	100%	100%	—	—
Requests Raised	-	5116	3551	5624	↑	↑
Number of Requests Resolved	-	4912	3832	4790	↑	↑
Requests Resolved within SLT	90%	86%	84%	90%	↑	↑
Reopened tickets	3%	264 (5%)	94 (2%)	100 (2%)	↑	—

## Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Ticket volumes have increased as expected following the holiday period
- Overall the KPI trend has improved despite the major incident and high number of AV tickets this month
- The P2 KPI is slightly down whilst the P1 KPI is really low this month- two P1 tickets were logged one of which was breached.

## Key

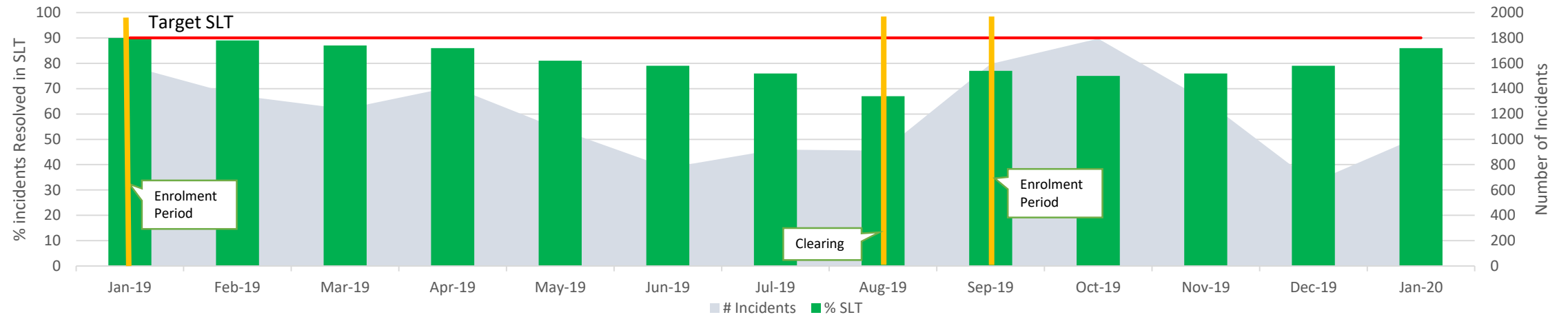
- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- ↑ Improvement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

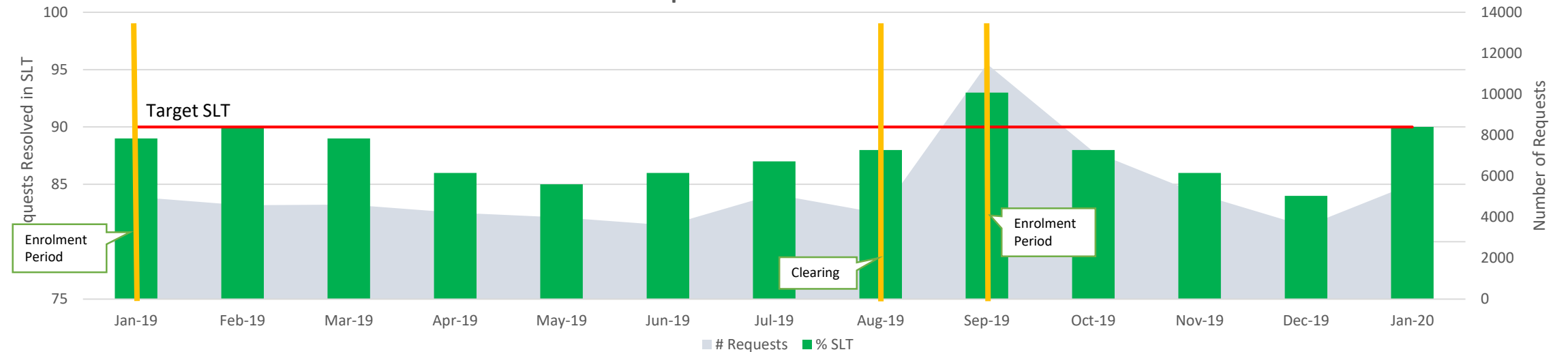
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs

## Incidents SLTs and Volume



## Requests SLTs and Volume












# Service Desk Performance

Measure	Target	Nov 19	Dec 19	Jan 20	Trend	Expected Trend
Received Phone Calls	-	2034	1345	2446	↑	↓
Average Wait Time	25s	26s	21s	22s	↓	↑
Abandon Rate (Calls)	5%	16%	12%	13%	↓	↑
FTF (First Time Fix)	75%	58%	45%	60%	↑	—
FLF (First Line Fix)	75%	56%	46%	54%	↑	↑
Email Triage	90%	94%	96%	95%	↓	↑

## Commentary




- The phone abandonment rate and wait time have slightly dropped this month due to the high number of contacts via phone
- The major Incident contributed to the increased number of calls received as users were contacting the Service Desk to have their passwords reset
- A new Service Desk Manager has joined the team to cover the secondment of staff to the Service Portfolio project

### 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 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










# Ticket Source

ITS Ticket Volume	Nov 19	Dec 19	Jan 20	Trend	Expected Trend
	957	592	1070	↑	↑
	2464	1675	2700	↑	↑
	698	541	615	↑	↑
	1995	1273	1979	↑	↑
	109	111	204	↑	↑
	44	1	0	↓	↓

## Commentary

- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Jan last year. The main areas tickets were raised in are; QMPlus, Print, Passwords and AV.
- AV issues and AV support have a high volume of tickets again this month

## Key

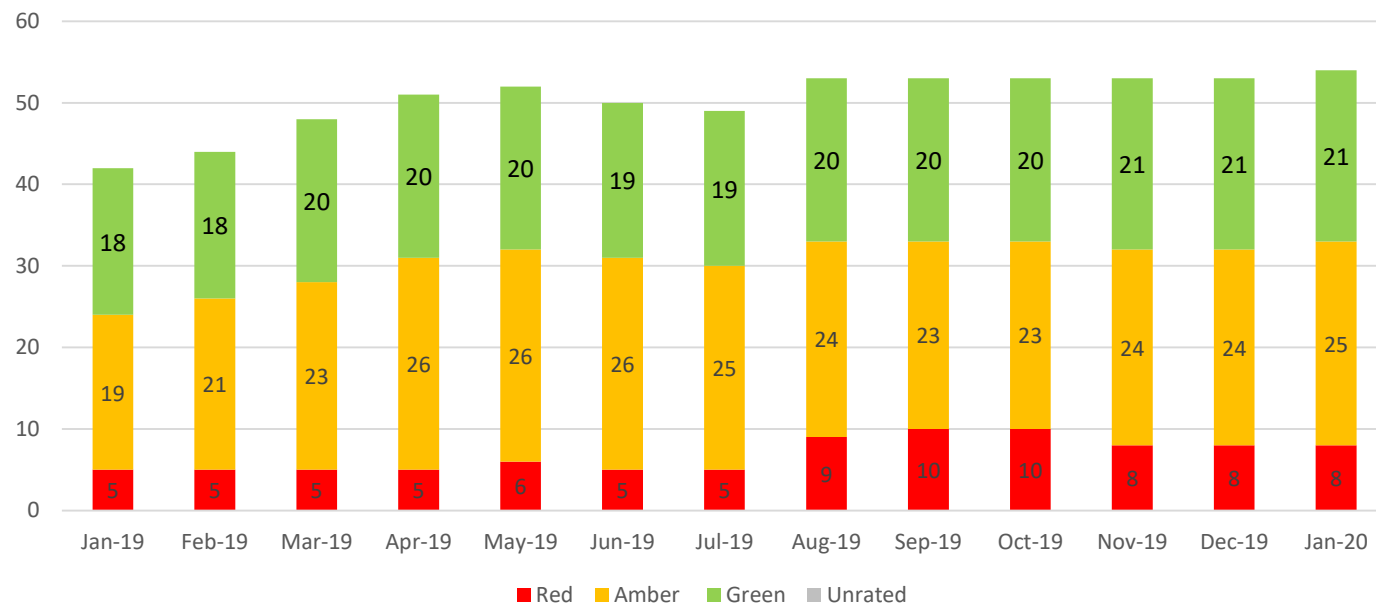
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**FTF** = All tickets logged and resolved immediately by either the Service Desk or Campus Customer Support (CCS) team

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# Risk Report

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



**Top Risk: malware detected in SEMS, remedial actions deployed to contain and mitigate the malware, users are being migrated onto the secure managed service for a more secure and resilient service**

## Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	2	54	1	↑

## Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Malware detected in SEMS remedial actions have been deployed
- **Network resilience for legacy firewall and routers** – The legacy network routers and switches have now been virtualised . The resiliency for fibre connections is being deployed via Projects and Change
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work
- **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** – Microsoft Advanced Threat Protection’s anti spoofing filters – New filters are switched on and successfully blocking spoofing emails.

## 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?

Contact: Shelim Miah  
Risk & Governance Management – IT Services  
Email [Shelim.Miah@qmul.ac.uk](mailto:Shelim.Miah@qmul.ac.uk)  
Tel: 020 7882 7152



Queen Mary

**University of London**