



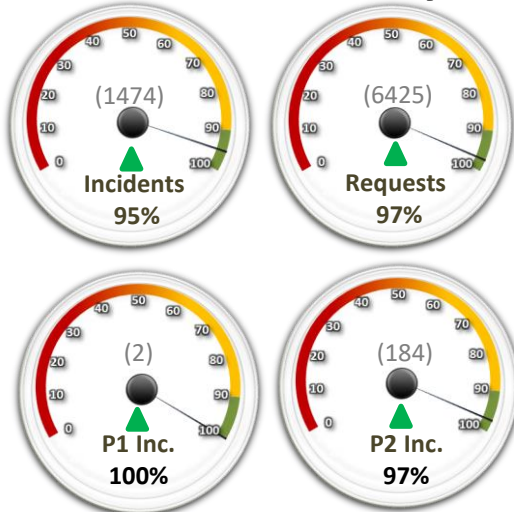
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

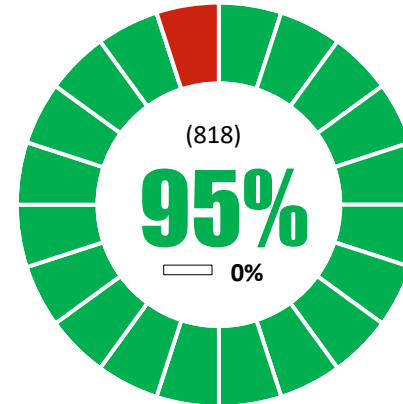
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes are higher this month as expected and similar to that of previous years.
- There were four major incidents this month that contributed to the ticket volumes.
- Incident KPIs are positively trending following the Christmas and New Year period and despite the major incidents.
- The network connectivity major incident has renewed focus on fail over testing and resiliency on our critical services.

Customer Satisfaction



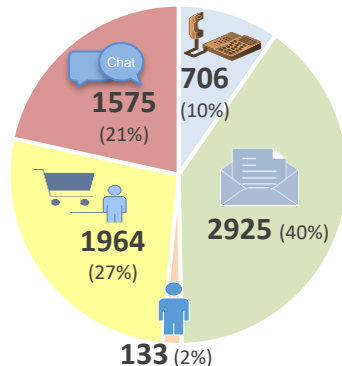
Definitions

- 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

4 Major Incident

- QMUL Website – Certificate revocation - 15/01
- QM Media – Certificate revocation - 21/01
- MyHR – Certificate revocation – 21/01
- Network – intermittent Connectivity – 28/01

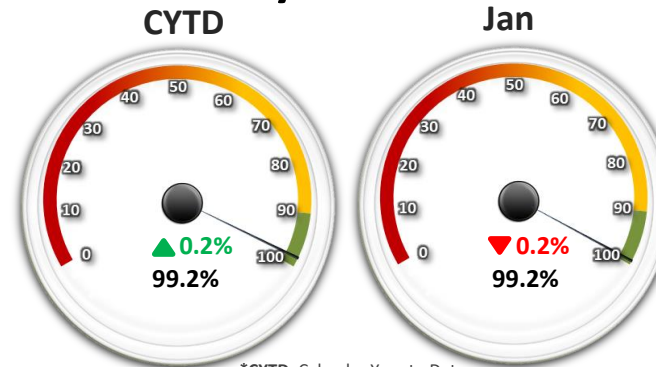
Volumes



Telephone Email In Person Self-Service Chat

- Ticket volumes via all channels increased as expected following the Christmas and New Year holiday period
- The Focus on aged tickets has reduced the backlog of tickets.
- Network and QMplus were amongst the top issues reported this month because of the four major incidents.

Critical Systems Availability



*CYTD: Calendar Year to Date

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

KPI Trend View

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Move
% Satisfied Customers for Incidents	95	88	92	92	94	93	95	96	95	94	86	96	96	▬
% Satisfied Customers for Requests	97	95	93	94	94	96	95	95	93	93	87	95	95	▬
All Incidents Closed By All ITS Depts. Within SLT	86	79	83	87	82	82	88	82	89	87	88	90	95	↑
All Requests Closed By All ITS Depts. Within SLT	90	89	92	90	90	94	94	89	94	93	94	95	97	↑
All Incidents Closed By Site Within SLT	78	87	80	80	79	71	88	79	87	86	88	85	90	↓
All Requests Closed By Site Within SLT	90	72	92	87	88	93	94	88	91	93	94	94	96	↑
Service Desk Incidents Closed Within SLT	98	98	95	97	96	97	99	99	97	97	96	98	99	↑
Service Desk Requests Closed Within SLT	97	97	97	98	98	99	99	99	99	99	99	99	99	▬
Service Desk Telephone Response Within SLT	87	85	60	▬	▬	▬	▬	▬	▬	▬	80	89	83	↓
All Incidents Closed By Campus Teams Within SLT	75	56	54	62	67	62	69	62	76	81	87	94	88	↓
All Requests Closed By Campus Teams Within SLT	86	78	83	67	69	92	95	74	84	91	95	95	93	↓
Change Management Implementation														↑
Service Desk Email Triage	95	97	79	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

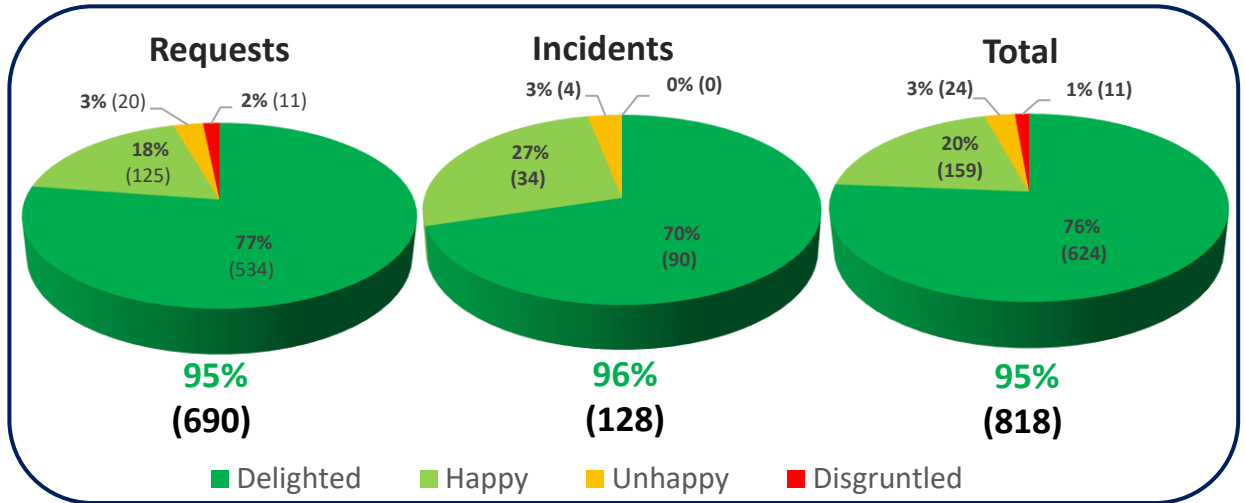
Customer Feedback

This month we received 818 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **11%** (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

Thank you so much for the assistance. It was really quick and helpful

*This is no help at all
You have closed my ticket
without checking with me first*

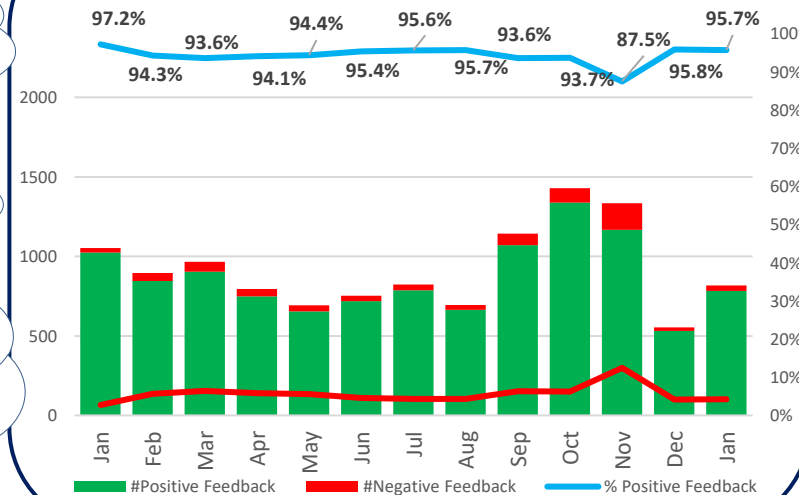
I keep repeating that in personal 'services' are unacceptable and don't resolve this

I love you people

My experience was very good, the person on the phone was patient, and very nice! Yours sincerely

I'm still having problems login in to the re-enrolment site, please help!! I have tried with chrome, safari and firefox, and it still does not work, so its not a server problem

Positive Vs Negative



Commentary

- Customer Satisfaction for this month has met our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around access to services due to the Major Incidents

Activities for the month of Jan 2021

Research Excellence

Research Tickets Resolved

↓ 195



Research Grant Bids

—

Research Grants Awarded

—



Teaching Excellence

Logins to QMPLUS

↑ 83,3260



AV Teaching activities Supported

↓ 70

Reported AV Issues

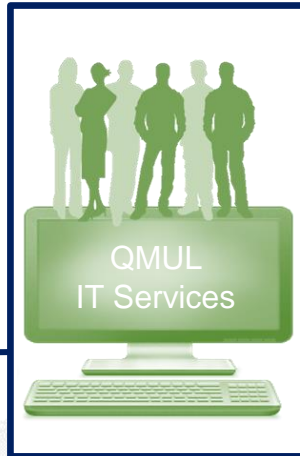
↓ 2



Supported teaching spaces

Approx. 177 —

243,760 Videos played
↓ 16,353 times within QMplus



Hours of Q-review ↑ 67,440 Playbacks

Public Engagement

Guest Wi-Fi:

↓ 35 users
574 sessions



Events Wi-Fi:

64 users ↓
4,073 sessions

Growth



74 ↑
New desktops/laptops Deployed



↑ Total data stored (excl. Research)
993.08 terabytes

Approx. 58,804 ↑
Active accounts

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 133,291



Sustainability

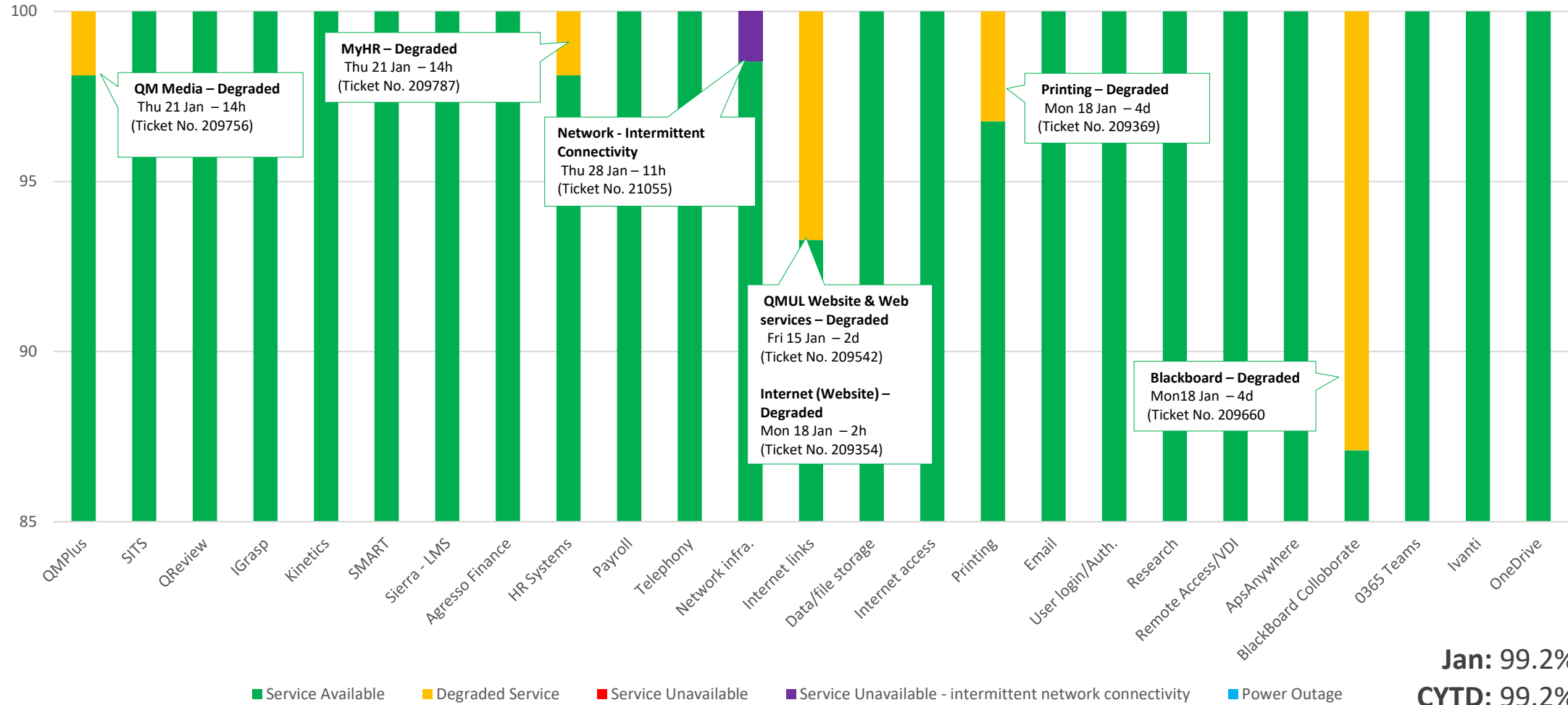
↓ 13,250
Pages sent and not printed



1 —

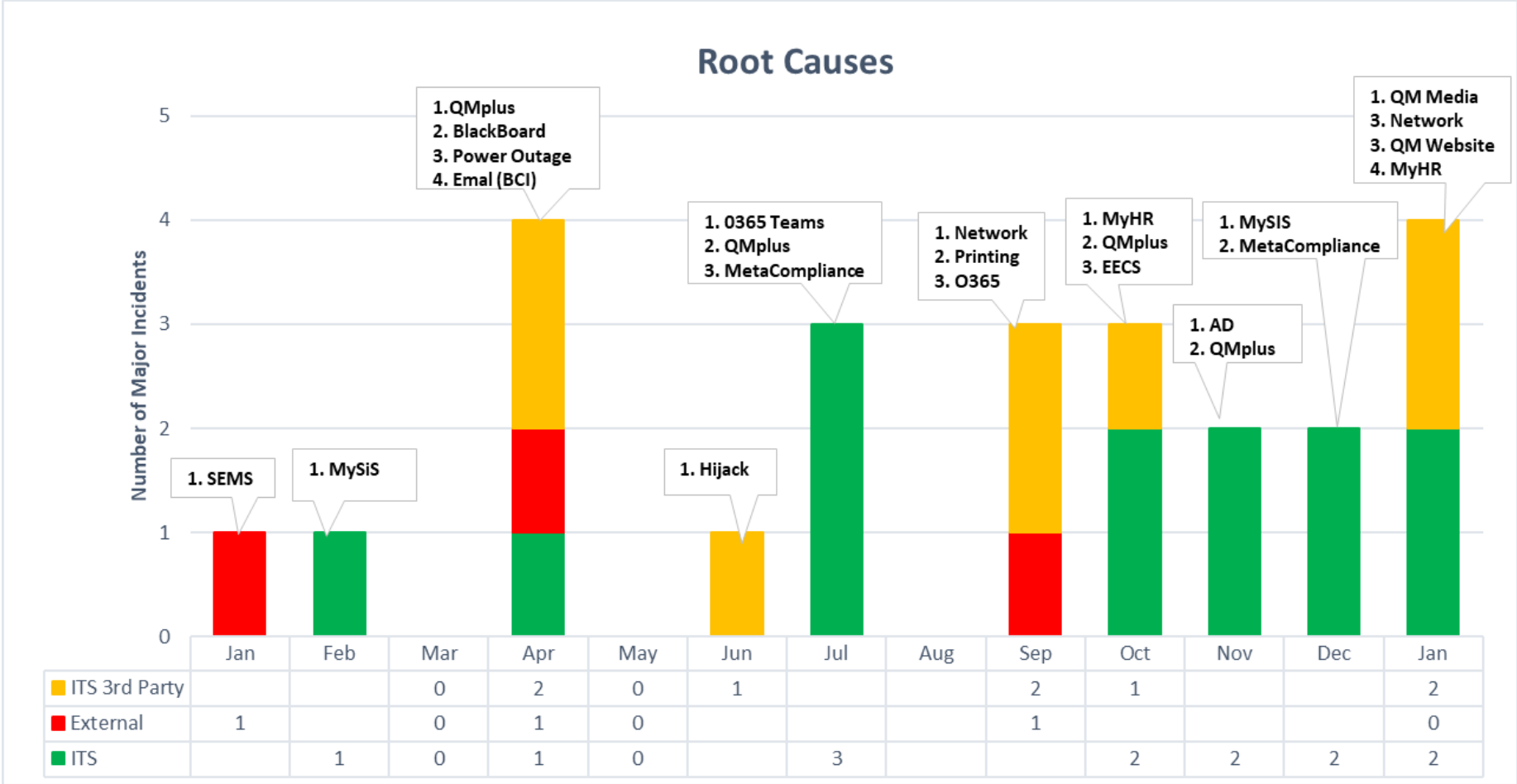
↑ Higher Than last month
↓ Lower than last month
— No change from last month

ITS Critical Systems Availability



Jan: 99.2%
CYTD: 99.2%

Major & High Priority Incidents



Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
209542	Fri 15 Jan 09:00	2d	<p>QMUL Website & Web Services – Users experienced browser errors when accessing QMUL Websites and Web Services.</p> <p>Cause: Jisc’s supplier Digicert revoked a security certificate without notice. These certificates provide assurance to users that QM’s websites are secure..</p> <p>Action: The vendor Digicert issued a new security certificate to be installed on QM servers.</p>	Resolved
209756	Thu 21 Jan 09:00	14hr	<p>QM Media – Users were unable to access lecture recorded videos in QMplus. Not all users were affected, some users were able to view videos by using different browsers.</p> <p>Cause: Kaltura the 3rd party vendor could not locate the private key (encrypted key code) to create a CSR file that allowed them to update the SAN certificates.</p> <p>Action: The vendor eventually located the Private key from the previous installation, A CSR file was created and the certificate updated.</p>	Resolved
209787	Thu 21 Jan 12:00	14hr	<p>MyHR – Users were unable to access MyHR. Not all users were affected, some users were able to gain access by using different browsers.</p> <p>Cause: The certificates held in Azure for MyHR were missed during the annual certificate update exercise in December. It was believed the certificates were updated along with the suit of certificates in the F5 Load balancers.</p> <p>Action: The certificate was reformatted into a compatible version and then updated in Azure.</p>	Resolved
21055	Thu 28 Jan 09:14	11hr	<p>Network – Users experienced intermitted network connectivity issues.</p> <p>Cause: The fibre patch cables were damaged by a contractor and the service resiliency had failed because of a dormant fault.</p> <p>Action: Jisc replaced the damaged fibre patch cable, investigations into the resilience issue are still ongoing.</p>	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
209369	Mon 11 Jan 09:22	1d	Printing Service – Users were unable to scan documents via the HP Printers. Cause: The MAPDB database cache files had become corrupt. Action: Escalated to vendor who applied a fix	Resolved
209660	Mon 18 Jan 09:00	4d	Blackboard Collaborate – Users experienced issues accessing some sessions and recordings Cause: An update that Blackboard implemented on system Action: Escalate to Blackboard Collaborate, who fixed the fault	Resolved
209354	Mon 18 Jan 09:00	2h	Internet – Users were automatically directed to an NHS website when accessing a particular site. Cause: Cached cookies causing browsers to redirect back to NHS sites Action: Clearing the browser cache/cookie resolved the issue	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15466	09 Jan	4h	SCCM – Campus Support and Service Desk were unable to re-image or deploy software during the maintenance period.	Upgrade	Implemented
15528	15 Jan	4h	Web Based Services– Certificate - No impact during the change period. Emergency change implemented to resolve incident ticket 209542	Emergency	Implemented
15515	20 Jan	90m	Web Service – The reboot of servers resulted in users being unable to access the collect collect.qmul.ac.uk web service for a short period of time (5m) during the maintenance period	Maintenance	Implemented
15546	23 Jan	2d	Electrical Power Shutdown – Users were unable to access library services from the Mile End library campus during the planned electrical shutdown.	Maintenance	Implemented
15577	28 Jan	5m	Network – An update to the access rules on the Forcepoint IDS/IPS appliances to exempt HTTPS traffic from state-tracking and deep inspection to resolve incident 21055	Emergency	Implemented
15579	29 Jan	10m	Network – An update to update the access rules on the Forcepoint IDS/IPS appliances to disable the exemption for HTTPS traffic previously applied in in CHA/15577.	Emergency	Implemented

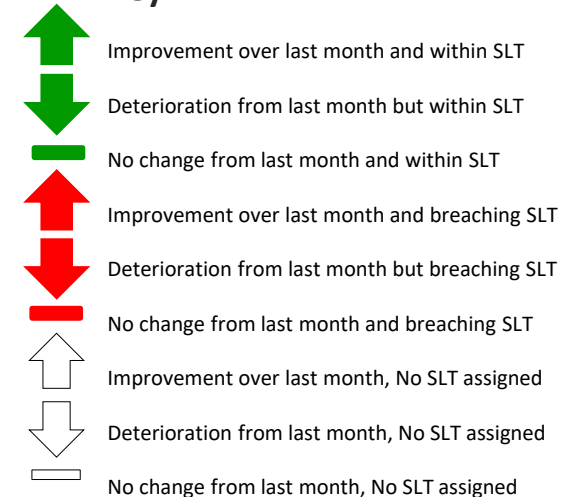
ITS Incident and Request KPIs

Measure	Target	Nov 20	Dec 20	Jan 21	Trend	Expected Trend
Incidents Raised	-	1149	646	1474	↑	↑
Number of Incidents Resolved	-	1116	597	1358	↑	↑
Incidents Resolved within SLT	90%	87%	90%	95%	↑	↑
Resolution Time P1	4h	80%	50%	100%	↑	↑
Resolution Time P2	1 BD	74%	79%	97%	↑	↑
Resolution Time P3	3 BD	88%	91%	94%	↑	↑
Resolution Time P4	5 BD	100%	100%	100%	—	↑
Resolution Time P5	20 BD	100%	100%	100%	—	↑
Requests Raised	-	7494	4051	6425	↑	↑
Number of Requests Resolved	-	7389	3913	5943	↑	↑
Requests Resolved within SLT	90%	95%	95%	97%	↑	↑
Reopened tickets	3%	128 (2%)	75 (2%)	127 (2%)	—	—

Commentary

- All incident KPIs are positively trending coming out of the Christmas and New Year period
- Focus on aged tickets has reduced the backlog of tickets.
- Ticket volumes have increased as expected following the holiday period
- Despite the four Major incidents, the P1 KPI is trending unexpectedly well, this however, may be due to the poor categorisation of P1 incident tickets.

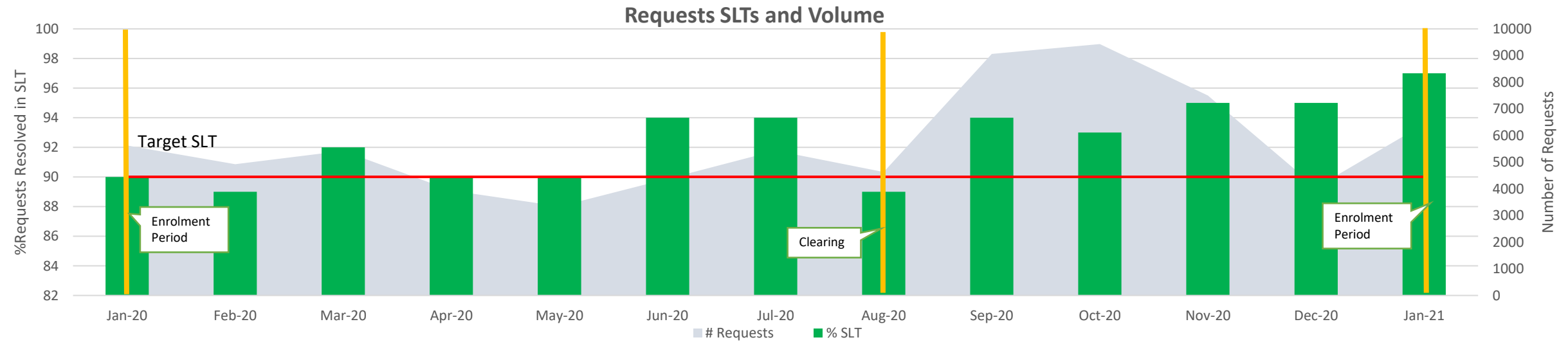
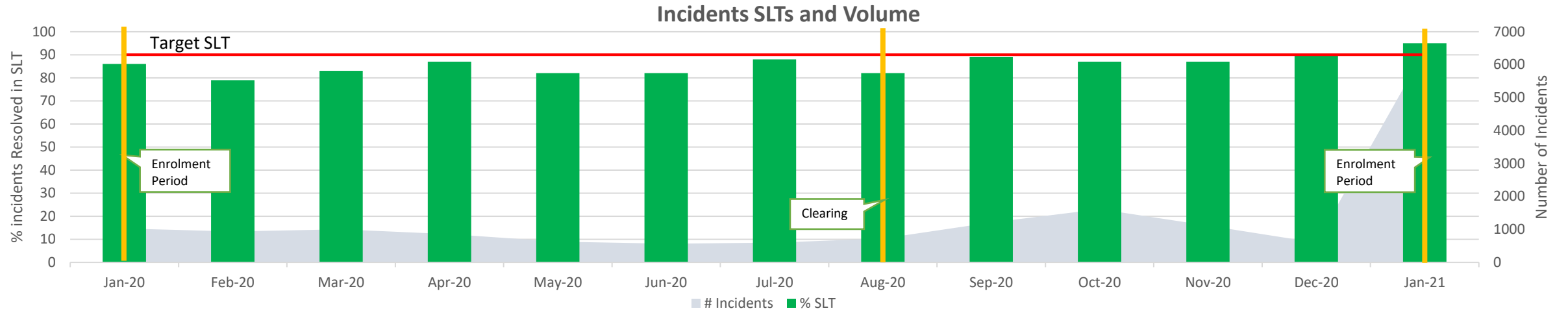
Key



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	Nov 20	Dec 20	Jan 20	Trend	Expected Trend
Received Phone Calls	-	1232	722	1227	↑	↑
Average Wait Time	25s	59s	19s	28s	↓	↓
Abandon Rate (Calls)	5%	22%	10%	17%	↓	↓
FTF (First Time Fix)	75%	83%	84%	84%	—	↑
FLF (First Line Fix)	75%	76%	73%	79%	↑	↑
Email Triage	90%	100%	100%	100%	—	—

Commentary







- Calls to the Service desk have resumed, face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Ticket volumes via telephone have increased as expected coming out of Christmas and the New Year holiday period.
- Phone wait and abandonment times have deteriorated due to the number of major incidents 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 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 20	Dec 20	Jan 21	Trend	Expected Trend
	815	398	706	↑	↑
	3121	1874	2925	↑	↓
	479	185	133	↓	↓
	2574	1381	1964	↑	↑
	1425	673	1575	↑	↑
	0	0	0	—	—

Commentary

- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- Network and QMplus were amongst the top issues reported this month because of the four major incidents.
- Request for Information was the top Request item this month. Most of which were generated by Chat.

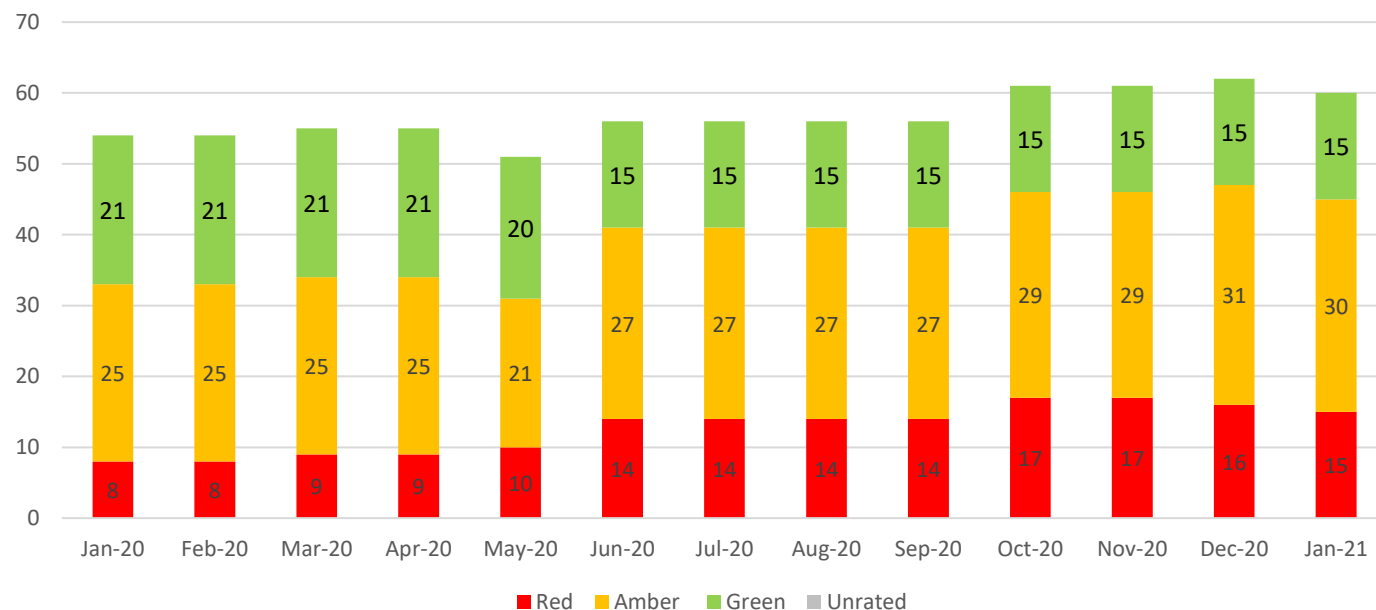
Key

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Risk Report

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



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
2	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

Key

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



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Additional Internal Reports



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
Tel: 020 7882 7152



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