



Queen Mary

University of London

IT Services



Executive Summary

January 2016

- Following the usual quiet period of December, demand on IT Services have returned to expected levels in January.
- The January enrolment period was successfully covered with 3 dedicated resources from the Service Desk
- Whilst there were multiple P1 incidents during the month, the impact and the additional pressure on the support teams was kept to a minimum with effective management



Definitions (used in this report)

KPI – Key Performance Indicator

SLT – Service Level Target

P1 – Priority 1 Incident (High)

DTL – Domain Team Lead

DC – Datacentre 1 and/or 2





Activities for the month of January 2016

Internet of things

University Website

600,000



Visitors from over 200 countries

5.5 million

Emails Delivered



Mobile App

297

Downloads



6.4 million

Emails blocked as SPAM



Blocked

30 million

Internet attacks



Logins to QMPLUS

Approx. 1.2 million



Data and usage

Total user data stored

63 terabytes



45,000

Registered Users



58,000

Unique Wi-Fi devices



Media Server

600

Daily plays



Active Network port

14,300



Supporting Services

Change requests processed

500



Copy Shop

500,000

Pages printed



345

Unique jobs processed

2
Major Incidents

Approx. 210,000

Pages printed on managed Printer



Approx. 15,000

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

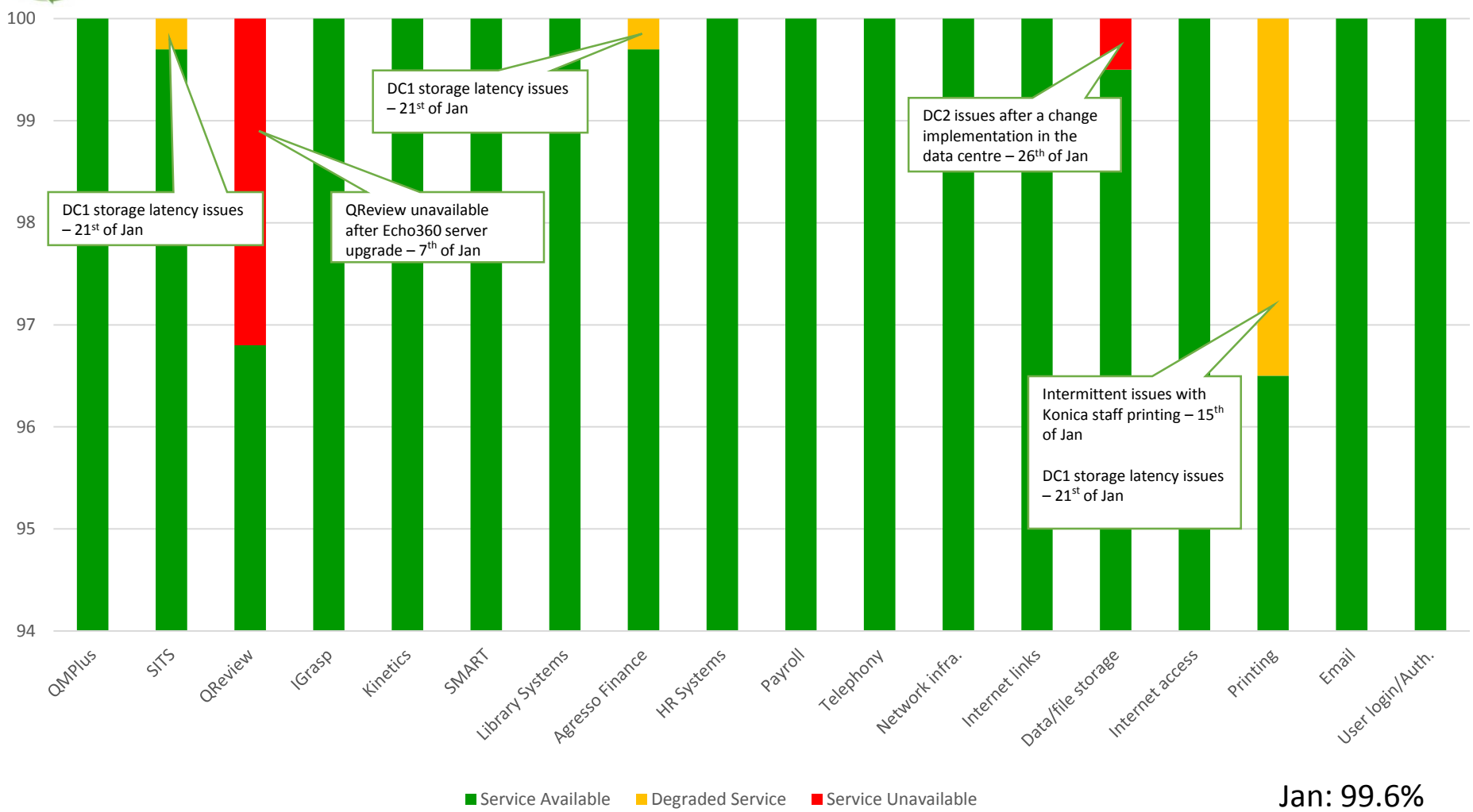
Over 8,000

Tickets logged with the Service Desk





ITS Critical Systems Availability January 2016



Jan: 99.6%
CYTD: 99.6%



Major / Significant Incidents and low yield report

MI Ticket	Date	Duration	Service affected	Impact	Status
113124	15/01/2016 13:22	24h, Ongoing as a problem	Printing - Staff Printing (Konica)	Some staff – HR department, Finance, Law, etc.	Resolved
115235	26/01/2016 13:05	3h	Share drives access – logging to managed machines	Staff with drives on the affected instances – approx. 600 users	Resolved

Low Yield Ticket	Date	Duration	Service affected	Impact	Status
111502	07/01/2016 12:06	24h	QReview	All users	Resolved
114300	21/01/2016 14:44	Over 2 days	DC1 VMWare storage Latency	Degradation of several services including Agresso and SITS	Resolved



Planned Maintenance

Change ticket	Date	Duration	Service affected	Reason	Status
6386	Monday, 25 January 2016 from 12.30pm to 1pm	1.5h	MyHR unavailable	Migration	Implemented
6479	Friday, 29 January 2016 from 7am to 7.30am	30m	Essential Network Maintenance	Resiliency implementation	Implemented
6434	Wednesday, 27 January 2016, 7 to 8am	1h	Network connectivity in Maths, SEMS & EECS	Moving from legacy infrastructure	Implemented
6506 & 6507	Tuesday 26 January	All day, in different locations	Queen Mary Wi-Fi Upgrade – Temporary Building – Tuesday 26 th January 5PM-7PM/ Lindop House –3PM-5PM	Wi-Fi service improvement	Implemented
6501	26 January 2016, 7:30am to 8am	30m	Q-Review playback	Problem solution	Implemented
6558	Thursday 21 January 2016, from 7am to 8:30am.	1.5h	Wireless network	Request fulfilment	Implemented
6325	Saturday, 16 January 2016, from 9am to 1pm	4h	Essential Network Maintenance in DC1	Service improvement	Implemented
6364	Saturday 09 January 2016, 6am to 10am	4h	Application Server Maintenance – Saturday 9 th January 2016, 6am to 10am	AV updates	On-going
6333	Saturday 9 January 2016, from 10am to 12pm	2h	Network Maintenance in DC 2,	Maintenance	Implemented
6343 & 6344	Wednesday, 6 January 1pm to 5PM	4h	Queen Mary Wi-Fi Upgrade – St. Benet’s Chaplaincy	Wi-Fi service improvement	Implemented



ITS Incident and Request KPIs

Measure	Target	Nov 15	Dec 15	Jan 15	Trend
Number of Incidents	-	2169	1734	2561	↑
Incident Closed within SLT	90%	82%	87%	91%	↑
Resolution Time P1	4h	60%	56%	78%	↑
Resolution Time P2	1 BD	91%	93%	92%	↓
Resolution Time P3	3 BD	93%	95%	95%	—
Resolution Time P4	5 BD	97%	100%	92%	↓
Resolution Time P5	20 BD	100%	100%	100%	—
Number of Requests	-	5037	3717	4716	↑
Requests Closed within SLT	90%	80%	72%	85%	↑

Highlights

- Incident (91%) and Service Request (85%) resolution timeliness increased due to almost full support teams compliment following the quieter month of Dec.
- Volumes increased from last month as expected for Jan.

Key

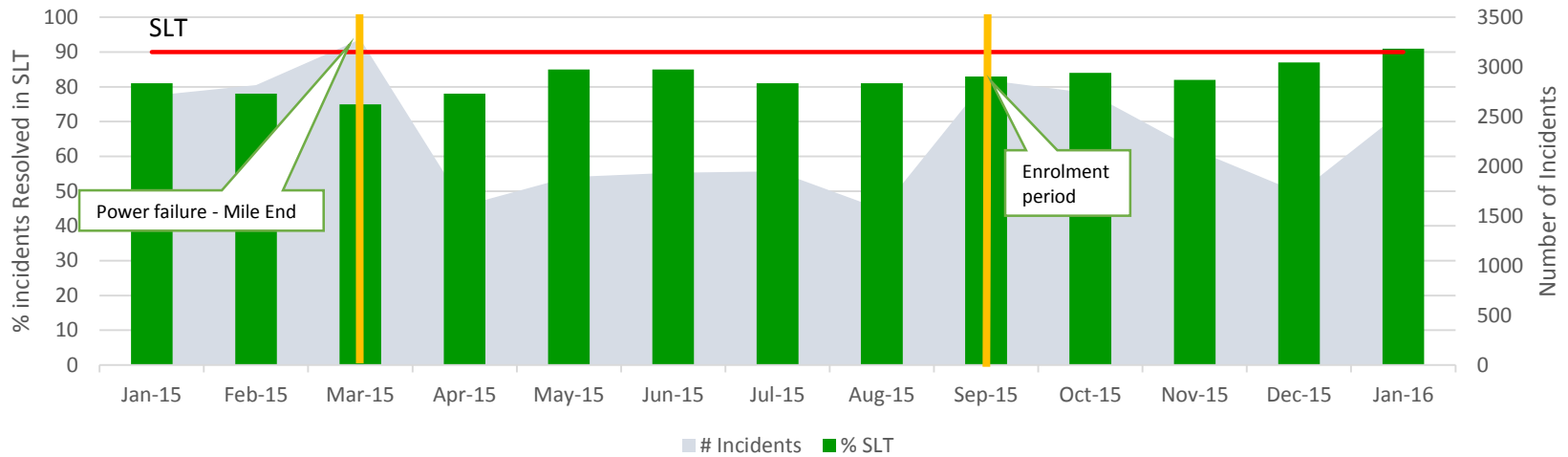
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last 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 and excludes weekends, Banks holidays and College closure periods)

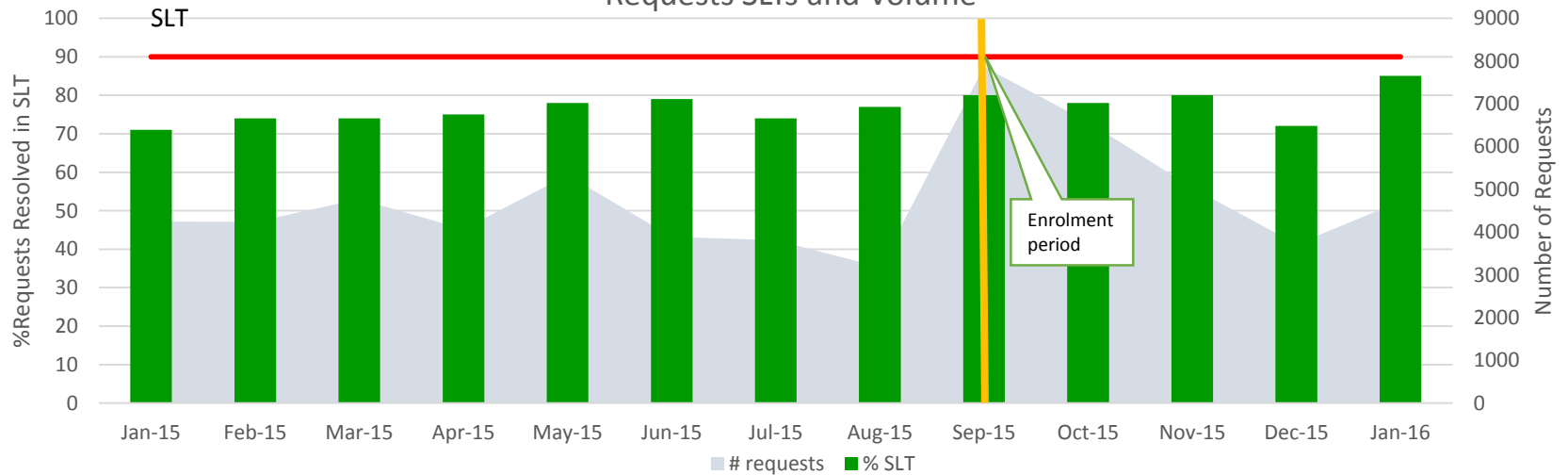


Incident and Requests KPIs past 13 months

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk performance

Measure	Target	Nov15	Dec 15	Jan 15	Trend
Received phone calls	-	2738	1780	3115	↑
Answered phone calls	90%	97%	98%	96%	↓
Average Wait Time	25 secs	12s	14s	13s	↓
Abandon Rate	5%	3%	2%	4%	↑
*First Contact Fix - Incidents	75%	42%	43%	48%	↑
In Person (Incidents)	-	363	211	268	↑
Emailed tickets (Incidents)	-	2950	1937	2167	↑
Self Service (Incidents)	-	323	215	195	↓

Highlights

- Overall volume increase as we come out of the more quiet December period
- Average wait time remained consistent with the last few months despite increased call volumes

Key

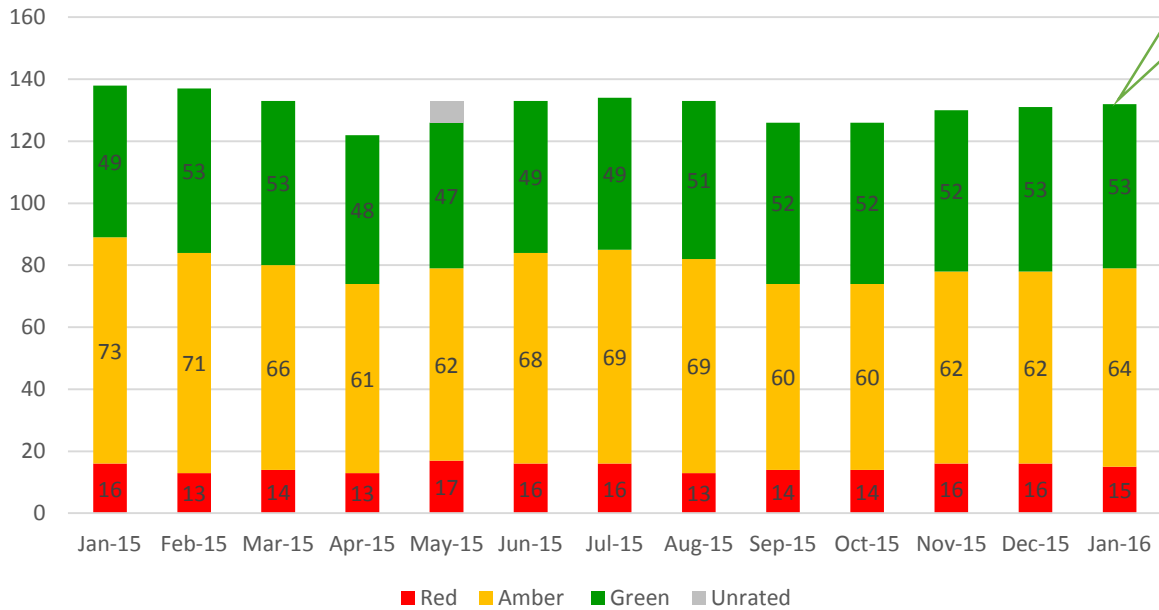
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*First Contact Fix – Incidents logged either via phone or in person



Risk Report

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



Increase in Risk trend from last month due to Exceptions granted by DTL

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
2	129	3	132	0	↑

Key

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



KPI Trend View

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Trend
% Satisfied Customers for Incidents	80	93	92	87	84	95	88	92	92	95	89	78	95	↑
% Satisfied Customers for Requests	88	91	93	96	89	99	96	92	94	85	98	91	98	↑
All Incidents Closed By All ITS Depts. Within SLT	81	78	75	78	84	87	81	81	83	84	82	87	88	↑
All Requests Closed By All ITS Depts. Within SLT	71	74	74	75	78	79	74	77	80	78	80	72	74	↑
All Incidents Closed By Site Within SLT	89	85	80	85	90	91	88	88	88	88	88	91	91	▬
All Requests Closed By Site Within SLT	79	80	81	80	86	87	80	84	89	86	86	79	85	↑
Helpdesk Incidents Closed Within SLT	96	95	90	90	97	99	98	96	97	94	95	97	98	↑
Helpdesk Requests Closed Within SLT	82	80	80	82	87	96	93	86	96	92	91	88	95	↑
Helpdesk Telephone Response Within SLT	84	87	95	98	98	98	94	93	98	99	97	98	96	↓
All Incidents Closed By Campus Teams Within SLT	84	76	79	79	79	87	82	84	86	86	89	91	89	↓
All Requests Closed By Campus Teams Within SLT	91	93	94	89	91	94	94	91	94	93	94	94	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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