

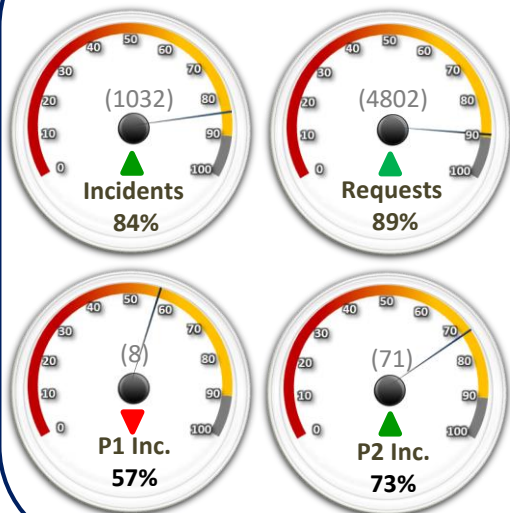


Queen Mary
University of London

IT Services

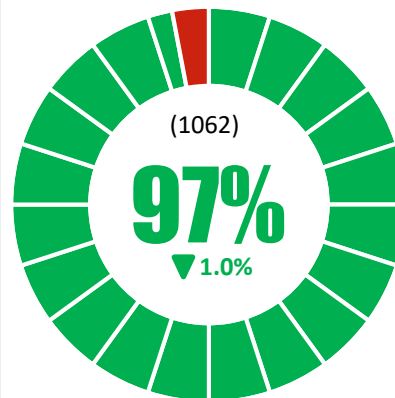
Executive Summary – Jul 2018

KPI



- Incident volumes have increased for July due to High Priority Incidents such as the staff printing & email issues and the EECS power failure.
- Agresso PO closure tickets account for a large number of the Service Requests (20%) due to year end.
- Whilst we work to build a more Simple, Safe and Sustainable (3S) IT environment, a DNS migration as part of the DDI project caused users to experience issues sending and receiving emails to external email addresses and internal university mailing list.

Customer Satisfaction



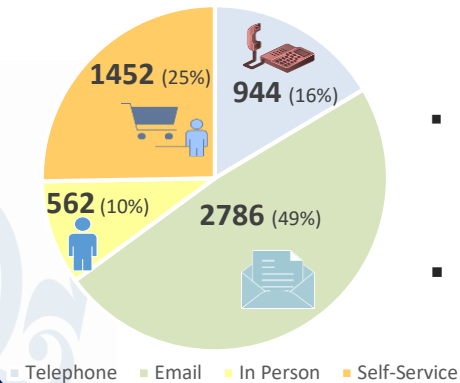
Definitions

- 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

0 Major Incidents

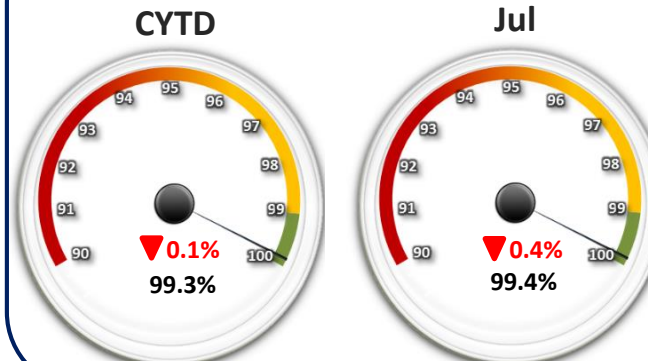
- There were no Major Incidents within July.

Volumes



- Increased tickets logged via phone and in-person due to the high priority incidents within July.
- We are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.
- Customer Satisfaction is continuing to trend well above the 95% target with a response rate of 20% of the total tickets.

Critical Systems Availability



- Critical systems availability has decreased slightly due to the high priority incidents experienced within July such as print, email and the EECS power cut.

Customer Satisfaction – Jul 2018

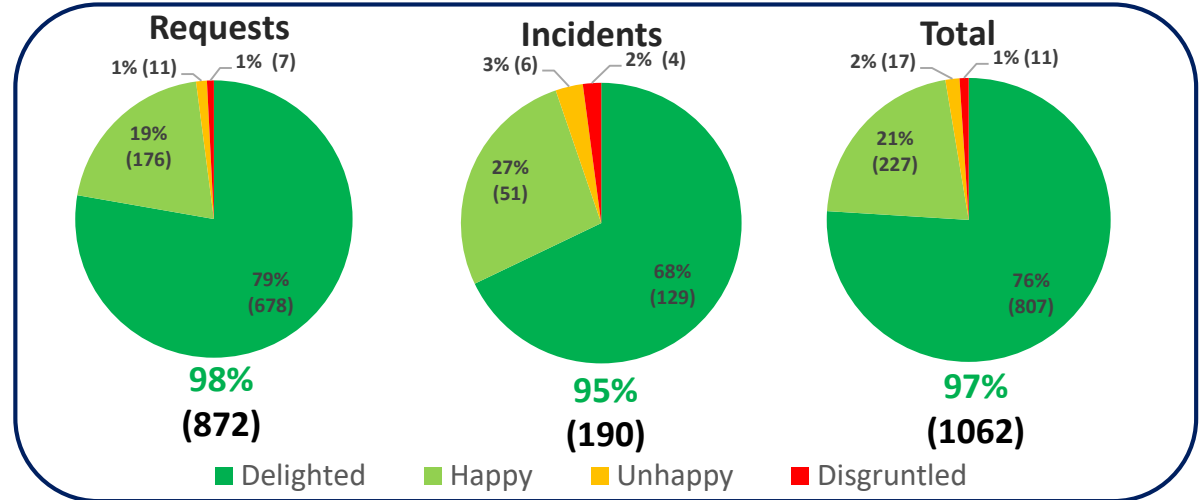
Customer Feedback

This month we received 1062 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 20% (which is 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.



Feedback this month

Thanks so much for resolving this for me, and also for calling back to check it was working ok!

Projector would not turn on (and there was no obvious selection for it to turn on), and was not turned on at the time the ticket was closed

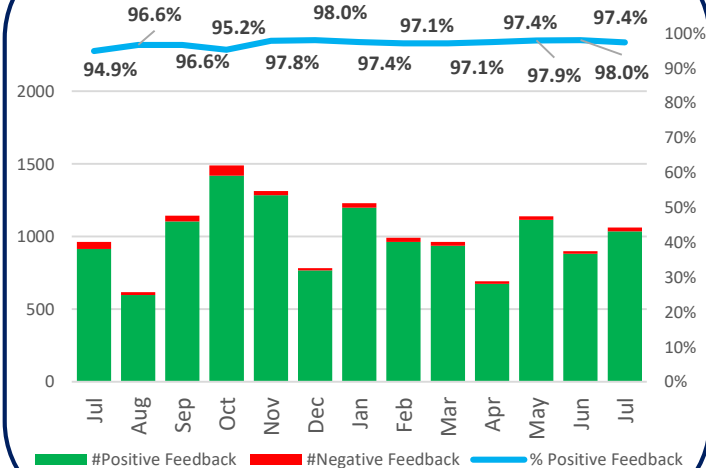
Problem not sorted. No timeframe given to solve problem.

Top notch work as always.....

Your specialist was a paragon of clarity and patience – this couldn't have been a better experience.

The ticket was raised at 6pm and was not fixed in time for the 9am lecture the next day.

Positive Vs Negative



Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- We have finalised the Customer Services Management Document that we have referred to over the previous months and are in the process of creating the training material to compliment the training sessions

Activities for the month of Jul 2018

Research Excellence

Research Grant
Bids
154



Research Grants
Awarded
52

Public Engagement

Guest Wi-Fi:
330 users
8,636 sessions



Events Wi-Fi:
4,295 users
742,566 sessions

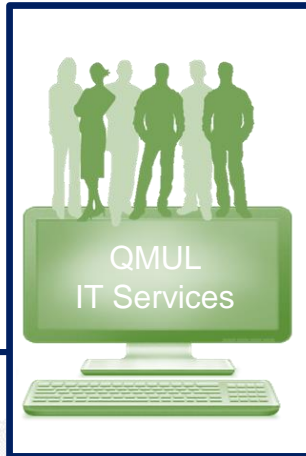
Teaching Excellence

Logins to QMPLUS
116,098



AV Teaching activities
Supported
280

2,038
Videos played
3,594
times within
QMplus



Growth

25
New
desktops/laptops
Deployed

Reported AV Issues
42



Supported teaching
spaces
Approx. **177**



Hours of Q-
review
635
Playbacks

Approx. **95,700**
Registered mail accounts

Total data stored
667 terabytes

International



Distance learning
(Beijing and Nanchang
QMPLUS logins):
81,018



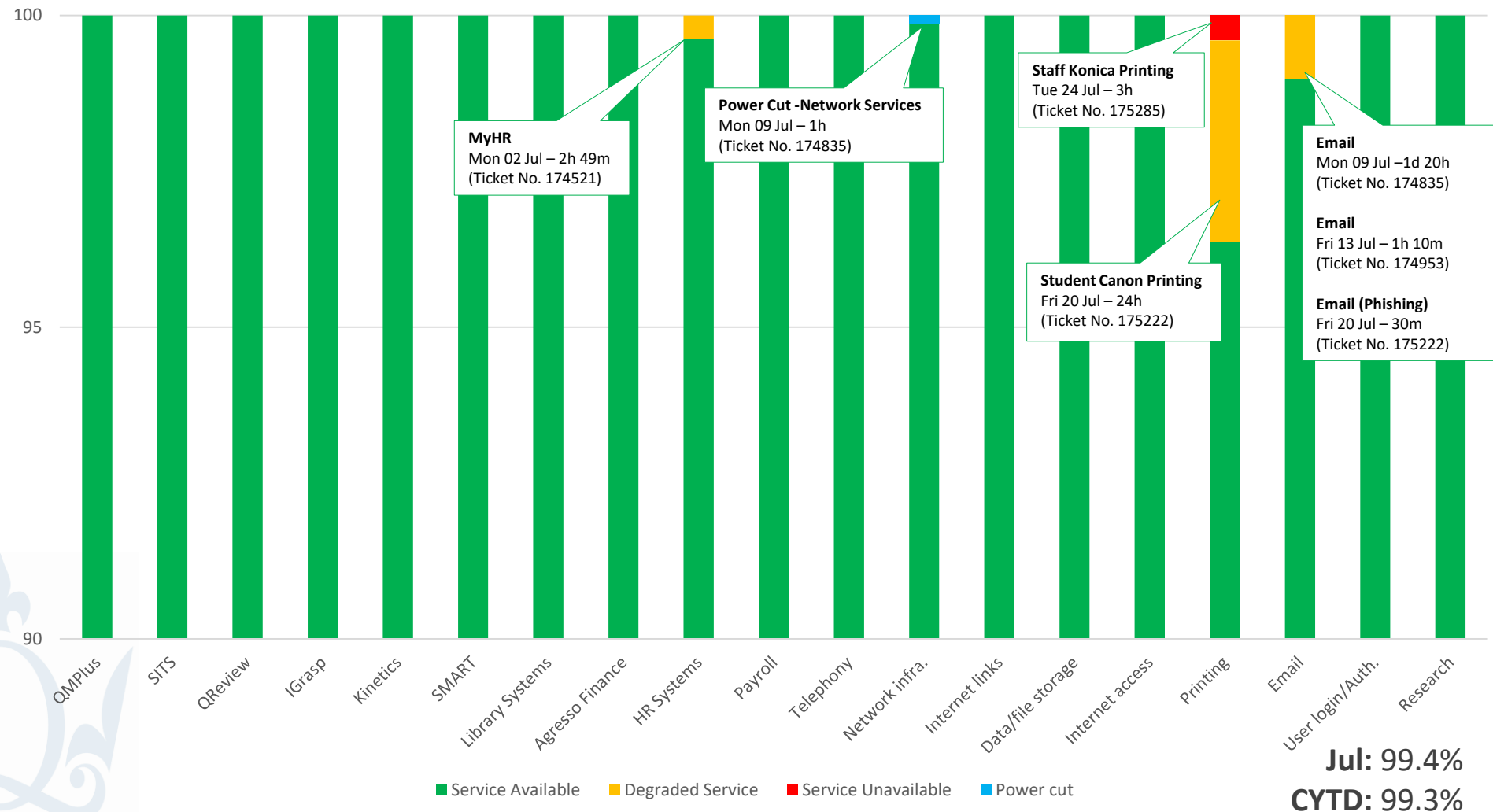
Sustainability

47,995
Pages sent and not
printed



1

ITS Critical Systems Availability – Jul 2018



High Priority Incidents – Jul 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
174521	Mon 02 Jul 10:18	2h 49m	MyHR – Annual leave request notifications were not being received by line managers Cause: All submitted forms were bypassing initial reporting lines Action: Adjusted the reporting lines to ensure notifications were sent to the line managers	Resolved
174847	Mon 09 Jul 09:55	1h	Network Services – Power failure resulting in Network access issues in EECS Cause: Power failure impacting air-con units Action: Estates restored power following which the air-con units were stabilised and Network reinstated	Resolved
174835	Mon 09 Jul 15:23	1d 20h	Email – Some users were intermittently unable to access or view emails in Webmail Cause: A recent code change inadvertently introduced an error Action: A code fix was developed and implemented	Resolved
174953	Fri 13 Jul 08:30	1h 10m	Email – Users were experiencing issues sending and receiving emails to external email addresses and internal University mailing lists Cause: A DNS change meant cloud.qm.ds.qmul.ac.uk couldn't be identified by the mail relays Action: Disable local resolvers on mail relays to account for the DNS change	Resolved
175192	Fri 20 Jul 08:10	24h	Student Printing – Students were unable to print on some canon printers. Cause: Canon Network ports were being used by Konica during the Migration from Canon to Konica printers Action: Completed the migration and replaced the Canon Printers with Konica Printers	Resolved
175222	Fri 20 Jul 17:32	30m	Email – Students were receiving phishing emails Cause: Phishing attack Action: Phishing emails were blocked and comms sent to students informing of the phishing email	Resolved
175285	Tues 24 Jul 08:05	3h	Staff printing – Staff were unable to print on managed staff printers Cause: Windows update caused a conflict Action: Removed the Windows update and restarted the service	Resolved

Planned Maintenance – Jul 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12352	7 Jul	5h	Library Management System, SITS & Legacy Student System – Users may have experienced brief interruptions of 15-30m to some services whilst the servers were rebooted	Maintenance	Implemented
12297	10 Jul	4h	Web Services (qmul.ac.uk) – There were no expected interruptions to web services during the migration	Migration	Implemented
12266	12 Jul	9h	Network Services – There was no expected impact to services during the maintenance period	Maintenance	Implemented
12332	12 Jul	1h	Ticket Logging System (Ivanti) – ITS Users were briefly unable to create new tickets for Knowledge articles and Users were unable to log new Estates tickets (however they were able to view existing tickets and articles)	Maintenance	Implemented
12301	16 Jul	1h	Web Content Service (T4) – Users experienced a brief (10 minute) interruption to the service during which time it was not possible to connect and upload new content	Maintenance	Implemented
12420	17 Jul	2h	Network Services – Users were unable to access Network Services during the power shutdown at Charterhouse Square	Maintenance	Implemented
12419	19 Jul	2h	SITS & MySIS – Users were unable to access SITS and MYSIS during the maintenance period	Maintenance	Implemented
12393	25 Jul	2h	Network Services – There were no expected interruptions to users during the migration of DNS, DHCP & IP address management services	Migration	Implemented
12340	26 Jul	3d	MyHR & Resource link – Users were unable to access MyHR and Webview (Resourcelink) during the maintenance period	Maintenance	Implemented
12463	27 Jul	1h	Network Services – Users were unable to access Network Services during the power shutdown at Charterhouse Square	Maintenance	Implemented










ITS Incident and Request KPIs – Jul 2018

Measure	Target	May 18	Jun 18	Jul 18	Trend	Expected Trend
Incidents Raised	-	1428	939	1032	↑	↑
Number of Incidents Resolved	-	1389	930	969	↑	↑
Incidents Resolved within SLT	90%	88%	82%	84%	↑	—
Resolution Time P1	4h	50%	78%	57%	↓	—
Resolution Time P2	1 BD	68%	72%	73%	↑	—
Resolution Time P3	3 BD	89%	82%	83%	↑	—
Resolution Time P4	5 BD	99%	94%	97%	↑	—
Resolution Time P5	20 BD	89%	92%	100%	↑	—
Requests Raised	-	4027	3791	4802	↑	↑
Number of Requests Resolved	-	3886	3527	4230	↑	↑
Requests Resolved within SLT	90%	91%	88%	89%	↑	↑
Reopened tickets	3%	205 (4%)	207 (5%)	186 (4%)	—	—

Commentary

- Incident volumes have increased for July mainly due to High Priority Incidents such as the staff printing & email issues and the EECS power failure.
- Agresso PO closure tickets account for a large amount of the Service Requests (20%) due to year end.
- KPIs generally trending upwards, however not met due to ITS staff using up leave.

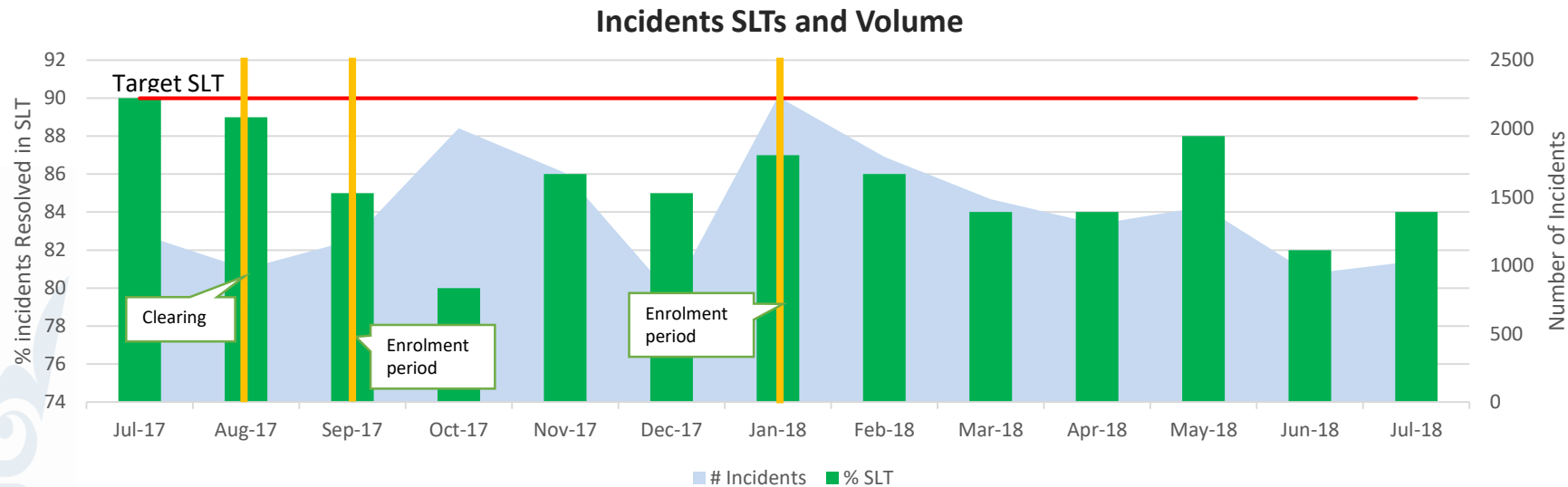
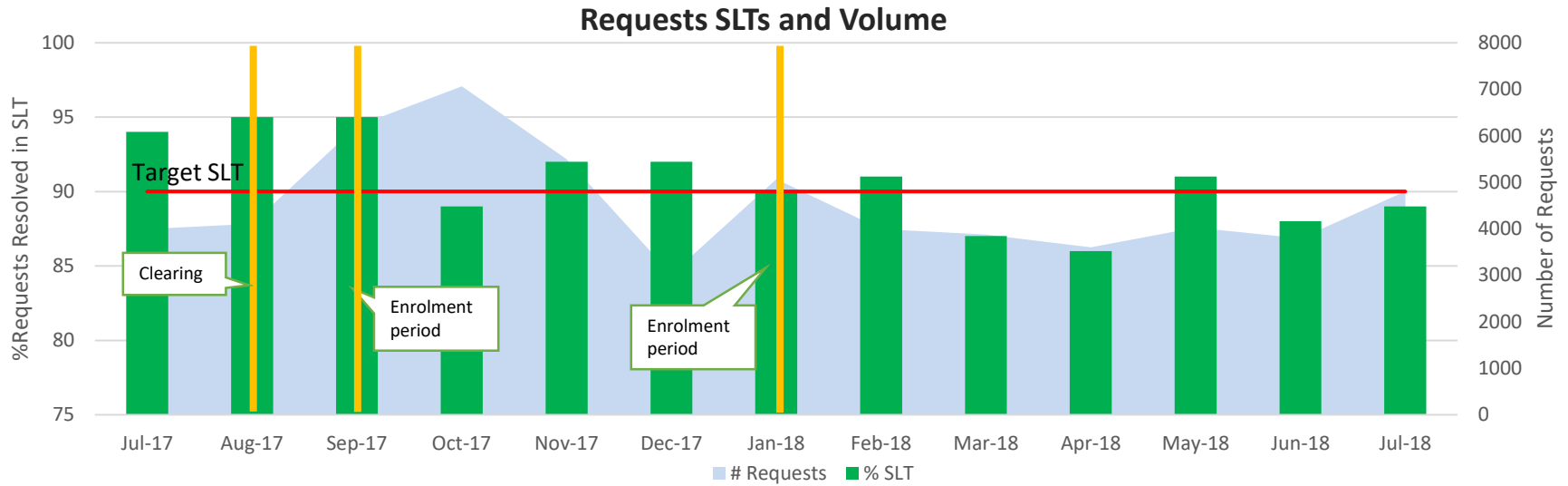
Key

-  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 – Jul 2018



Service Desk Performance – Jul 2018










Measure	Target	May 18	Jun 18	Jul 18	Trend	Expected Trend
Received phone calls	-	2326	1949	2283	↑	↑
Average Wait Time	25s	16s	15s	15s	▬	▬
Abandon Rate (calls)	5%	6%	6%	7%	↓	↑
FTF (First Time Fix)	75%	65%	56%	62%	↑	↑
FLF (First Line Fix)	75%	58%	51%	55%	↑	↑

ITS Ticket Volume	May 18	Jun 18	Jul 18	Trend	Expected Trend
	1059	717	944	↑	↑
	2517	2495	2326	↓	↑
	738	443	522	↑	↑
	1113	1030	1362	↑	↑

Commentary

- Increased tickets logged via phone and in-person due to the high priority incidents within July.
- We are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.
- Abandonment rate slightly up due to the increase in call volumes and staff using up leave.

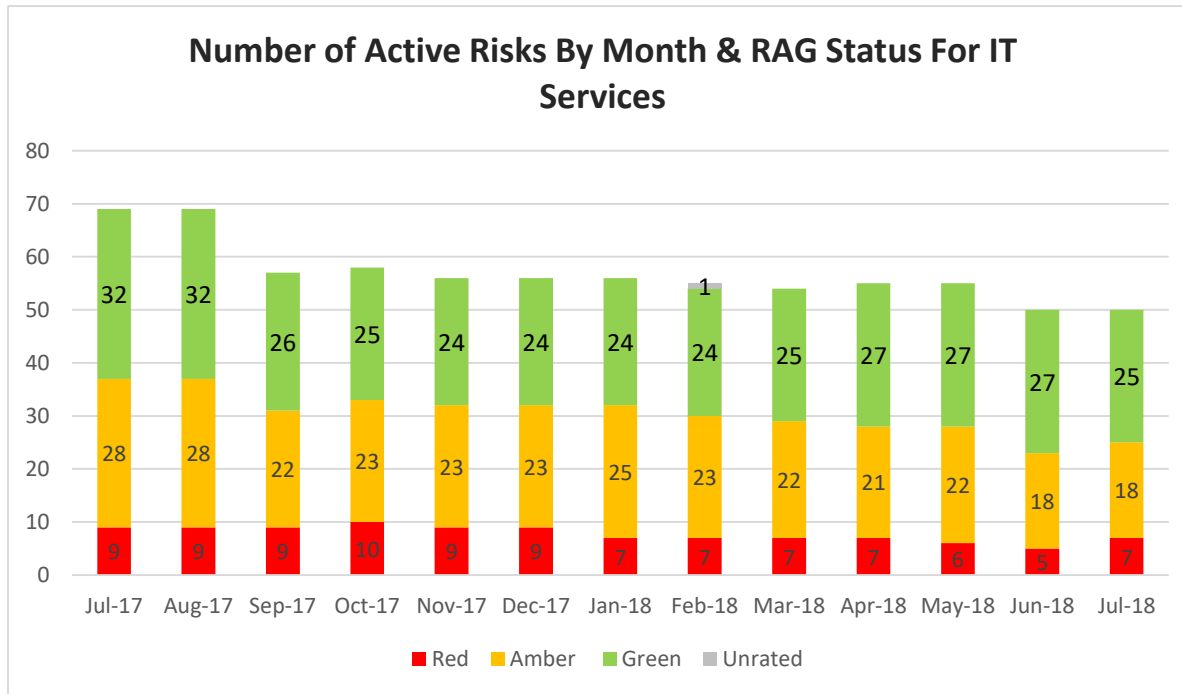
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-  Improvement over last month but breaching SLT
-  Deterioration from last month and breaching SLT
-  No change from last month and breaching SLT
-  Improvement over last month, No SLT assigned
-  Deterioration from last month, No SLT assigned
- 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

Risk Report – Jul 2018



Risk Realised : Whilst we work to build a more Simple, Safe and Sustainable (3S) IT environment, a DNS migration as part of the DDI project caused users to experience issues sending and receiving emails to external email addresses and internal university mailing list.

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
2	0	2	48	1	↓

Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is low as nearly all known applications have now been migrated (completion expected in Aug 2018)
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being investigated
- **Secure Access to Critical Systems** - We have now implemented the technical solution for Multi Factor Authentication and rolled it out to MyHR (Aug)
- **Phishing** – Currently stable however heighten awareness as phishing emails are still being received
- **Network resilience for legacy firewall and routers** – DDI Project phase 1 is complete. Phase 2 is to address the legacy network routers and switches

Key

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

KPI Trend View – Jul 2018

KPI	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Move
% Satisfied Customers for Incidents	91	95	94	96	98	97	97	97	96	92	95	97	95	↓
% Satisfied Customers for Requests	95	98	97	95	97	98	95	97	98	98	98	98	98	▬
All Incidents Closed By All ITS Depts. Within SLT	90	89	85	80	86	85	87	86	84	85	88	82	84	↑
All Requests Closed By All ITS Depts. Within SLT	94	95	95	89	92	92	90	91	87	86	91	88	89	↑
All Incidents Closed By Site Within SLT	89	77	78	78	87	85	86	84	83	86	84	81	81	▬
All Requests Closed By Site Within SLT	93	89	87	88	92	91	89	92	87	88	92	89	89	▬
Service Desk Incidents Closed Within SLT	96	92	86	87	95	93	96	93	90	90	96	96	93	↓
Service Desk Requests Closed Within SLT	96	91	91	91	97	96	93	92	90	90	95	97	95	↓
Service Desk Telephone Response Within SLT	93	97	90	93	96	95	93	86	84	83	93	93	93	▬
All Incidents Closed By Campus Teams Within SLT	85	74	75	73	85	86	87	88	81	88	86	79	78	↓
All Requests Closed By Campus Teams Within SLT	90	85	82	86	88	90	88	94	90	93	93	89	87	↓
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?

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976