



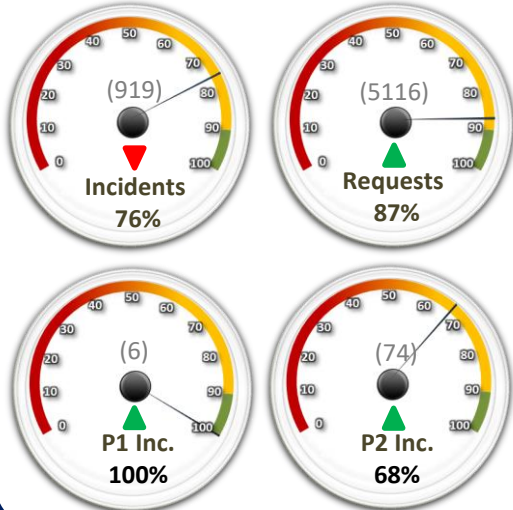
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

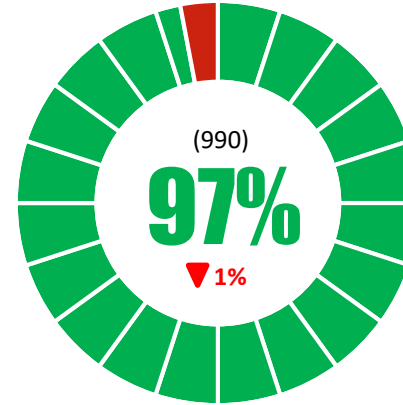
KPI & Summary



- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations across IT
- Service desk staffing levels are being reviewed and agency workers are to be recruited to help manage ticket volumes
- Work completed to disable inactive IT user accounts that can be exploited by cyber criminals
- The Journey to Service Excellence (JTSE) action plan has been approved with action owners, this will help to improve specific themes

*KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction



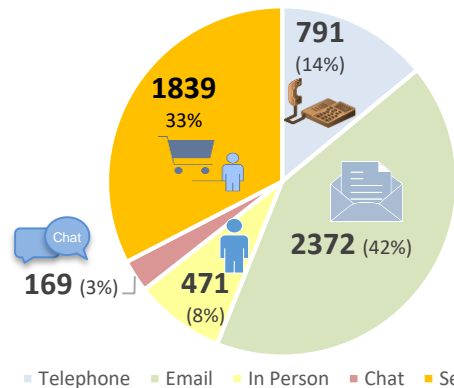
Definitions

- 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

0 Major Incident

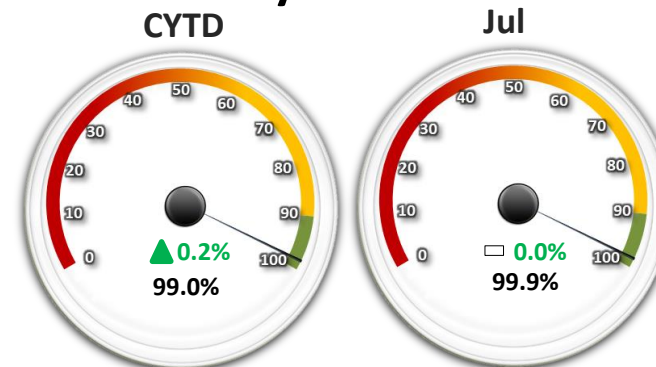
- No Major Incidents

Volumes



- Ticket volumes are higher than expected in comparison to this time last year, this is due to the work carried out to disable IT accounts of users who are no longer with QMUL
- The increase in volume is a result of P3 tickets raised by student and staff requesting IT accounts to remain open

Critical Systems Availability



- Critical systems availability remained stable in July due to minimal impacting incidents
- A number of infrastructure changes were carried out to mitigate against potential service impacting incidents

KPI Trend View

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

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

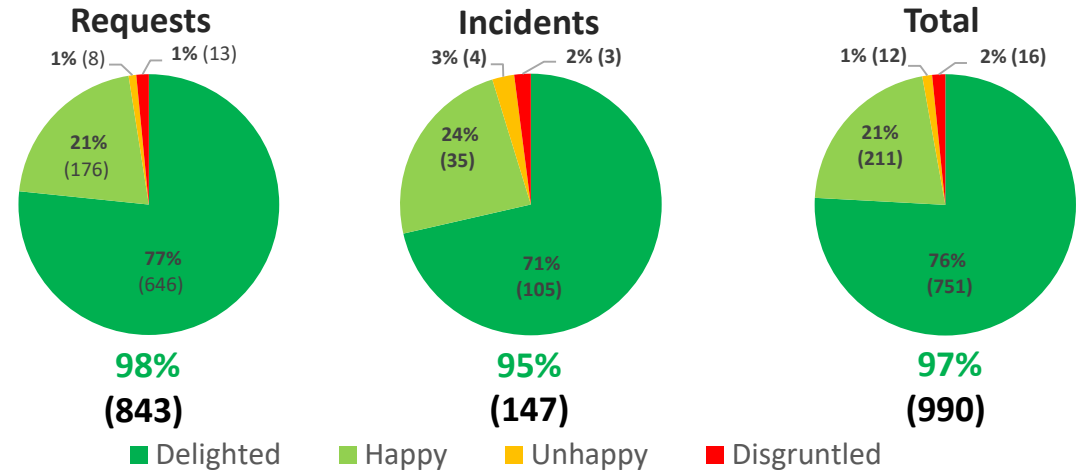
Customer Feedback

This month we received 990 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **20%** (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.



Feedback this month

I am delighted with the rapid response

This is really disappointing, they close my ticket without even talking to me

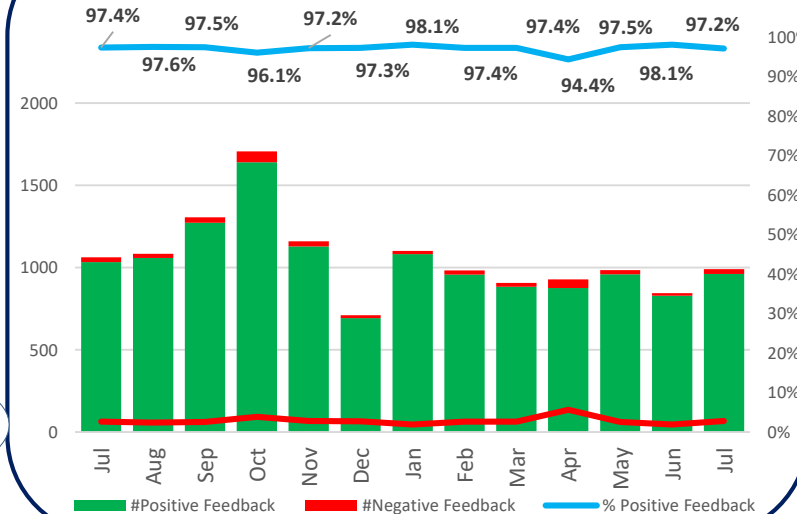
Really not happy with the way I'm being shunned about this issue

An excellent service.

Thanks for your continued hard work and support.

It took one whole working week for this to be resolved.

Positive Vs Negative



Commentary

- Customer Satisfaction has dropped this month but still remains above the 95% target due to users being unhappy about retaining IT accounts after leaving QMUL
- The Journey to Service Excellence (JTSE) action plan has been approved and actions assigned to owners. This will help to further improve our services

Activities for the month of July 2019

Research Excellence

Research Tickets Resolved

↑ 167



Research Grant Bids

↑ 105

Research Grants Awarded

↑ 50



Teaching Excellence

Logins to QMPLUS

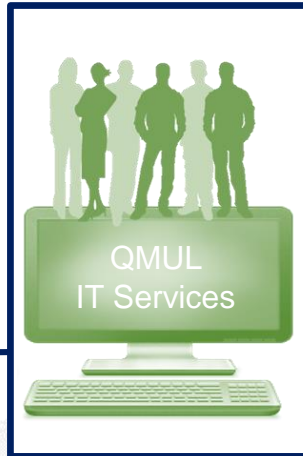
↓ 30,794



AV Teaching activities Supported

↓ 272

2,534 Videos played
↓ 2,831 times within QMplus



Reported AV Issues

↑ 35



Supported teaching spaces

Approx. 177 =



Hours of Q-review

502 ↓

Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 7,228



Public Engagement

Guest Wi-Fi:

↓ 290 users

5,840 sessions



Events Wi-Fi:

6218 users ↑

1,051,298 sessions

Growth



4 ↓
New desktops/laptops Deployed

Approx. 45,207 ↑
Active accounts



↓ Total data stored
735 terabytes

Sustainability

↑ 74,076

Pages sent and not printed



Improvement over last month

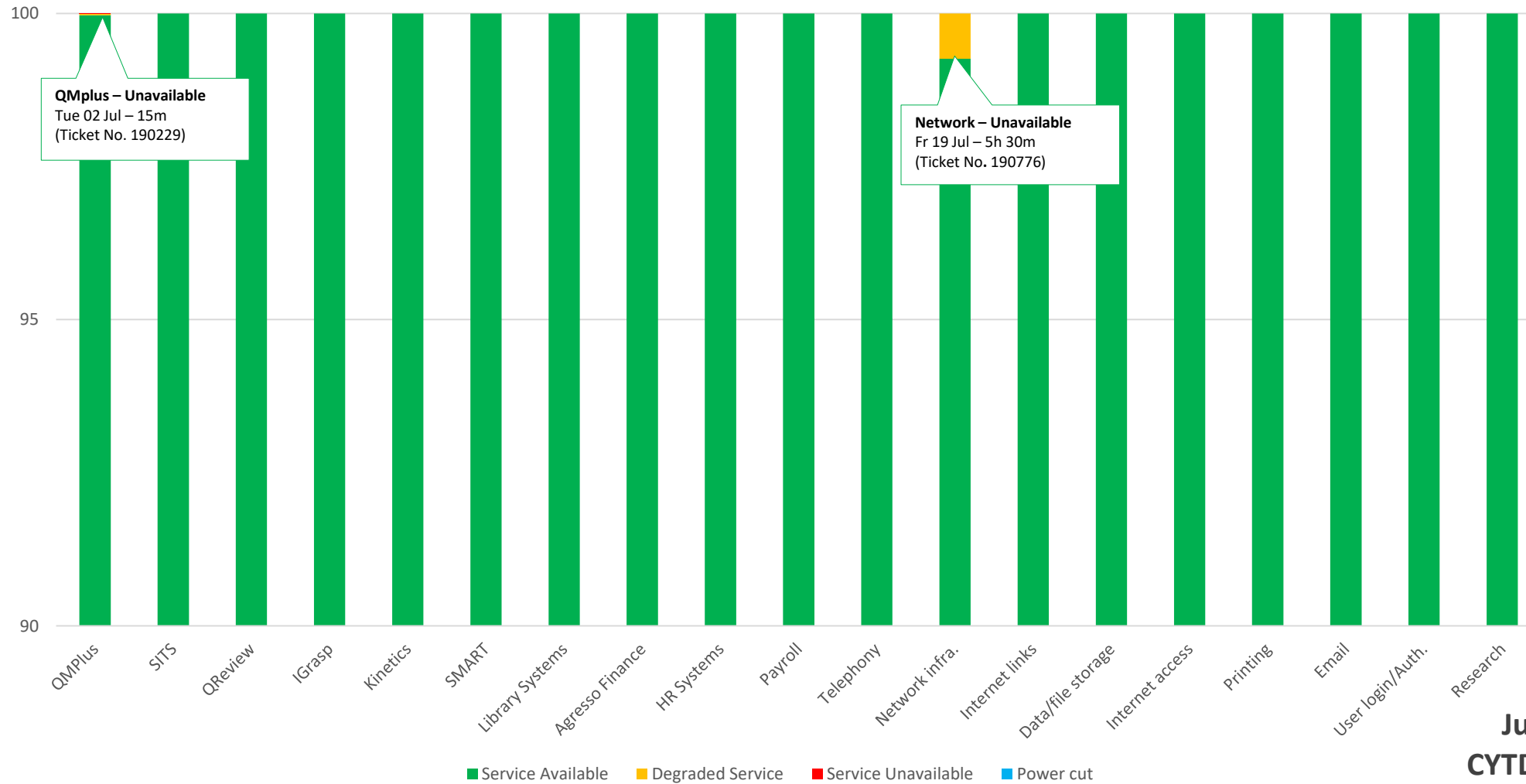
↓ Deterioration from last month



No change from last month

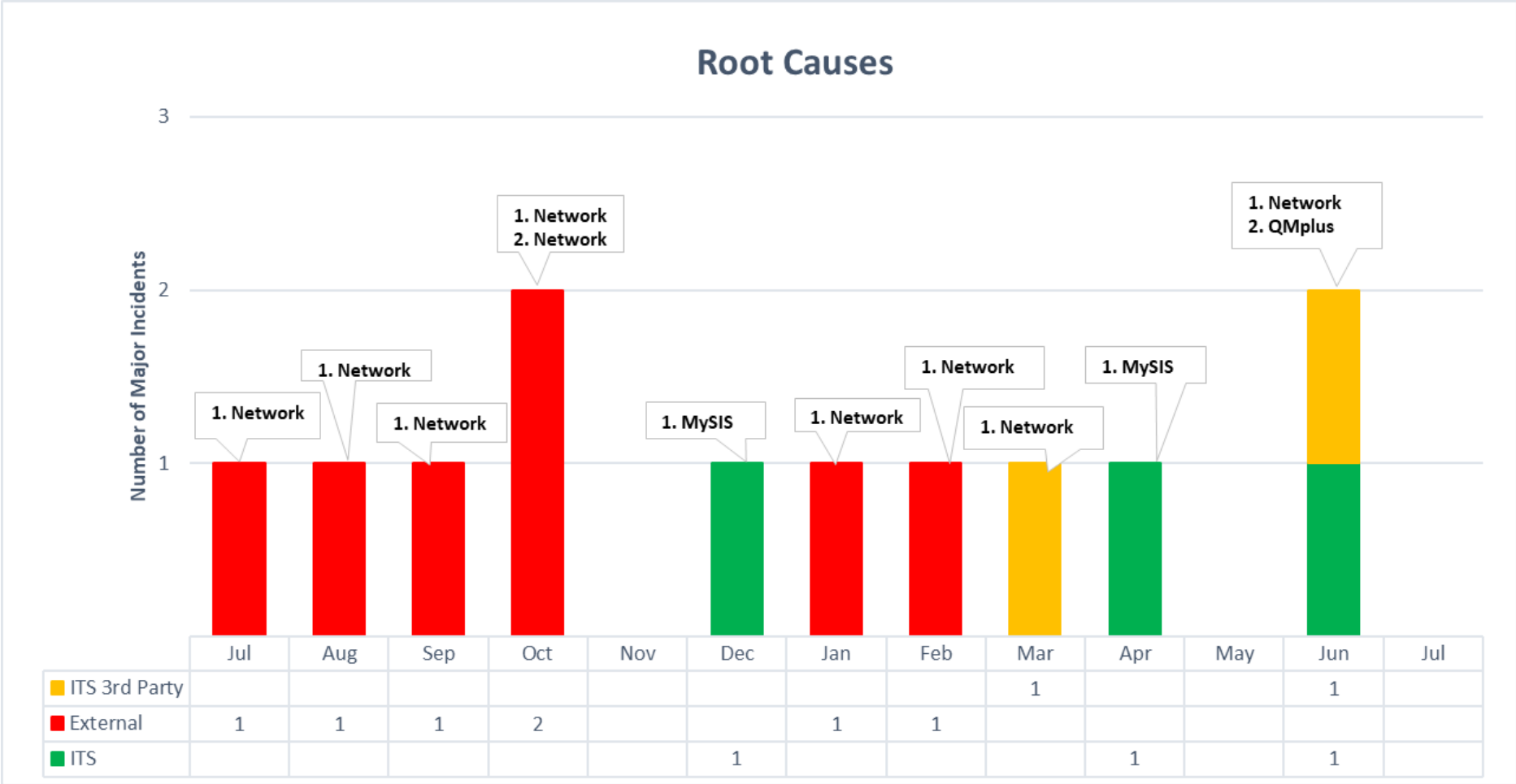
1 =

ITS Critical Systems Availability



Jul: 99.9%
CYTD: 99.0%

Major & High Priority Incidents



High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
190229	Tue 02 Jul 14:30	15m	QMplus – Users were unable to access QMplus Cause: Moodle Cron, which is a Unix program that runs predefined tasks on the server, failed to load Action: The server was restarted	Resolved
190776	Fri 19 Jul 08:30	5h 30m	Network Services – Users in rooms 2.08 to 2.14 in the Abernathy building at Whitechapel were unable to access network services Cause: A faulty network switch in the Abernathy building Action: The network switch was replaced	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13749	01 Jul	20m	Network Service - Users were unable to access network services in the Queens building, Temporary building and Scape building during the upgrade	Upgrade	Implemented
13761 13762	08 Jul	1h 40m	Network Service – Users experienced service interruptions on five consecutive days of up to 20 mins on each day during the maintenance period	Maintenance	Implemented
13780	09 Jul	6h	QMplus – Users were unable to access QMplus during the maintenance period	Maintenance	Implemented
-	13 Jul	6h	Turnitin – Users were unable to access Turnitin to submit or mark assignments during the maintenance period	Maintenance	Implemented
13820	13 Jul	2h	MySIS – Users were unable to access MySIS during the maintenance period	Maintenance	Implemented
13763 13764	15 Jul	1h 40m	Network Service – Users experienced service interruptions on five consecutive days of up to 20 mins on each day during the maintenance period	Maintenance	Implemented
13837	24 Jul	5d	WebView & MyHR – Users were unable to access MyHR and WebView during the maintenance period	Maintenance	Implemented
13834	27 Jul	10h	Teaching Service PCs – Users may have experienced some service interruptions whilst using the teaching service PCs in labs, library, teaching spaces and lecture theatres.	Upgrade	Implemented
13872	30 Jul	10m	Network Service – No service impact	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	May 19	Jun 19	Jul 19	Trend	Expected Trend
Incidents Raised	-	1077	774	919	↑	↓
Number of Incidents Resolved	-	1114	761	768	↑	↓
Incidents Resolved within SLT	90%	81%	79%	76%	↓	↓
Resolution Time P1	4h	100%	60%	100%	↑	—
Resolution Time P2	1 BD	71%	67%	68%	↑	↓
Resolution Time P3	3 BD	81%	79%	78%	↓	↓
Resolution Time P4	5 BD	95%	100%	83%	↓	↓
Resolution Time P5	20 BD	90%	86%	80%	↓	↓
Requests Raised	-	3980	3594	5116	↑	↑
Number of Requests Resolved	-	3964	3502	4675	↑	↓
Requests Resolved within SLT	90%	85%	86%	87%	↑	↓
Reopened tickets	3%	168 (3%)	132 (3%)	164 (3%)	—	—

Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Ticket volumes increased in July due to the high number of queries received as a result of the disabling of IT user accounts for staff and students who no longer work or study at QMUL
- Decommissioning of PRM and the release of Self Service Password Reset (SSPR) have contributed to the volume of tickets to the Service Desk

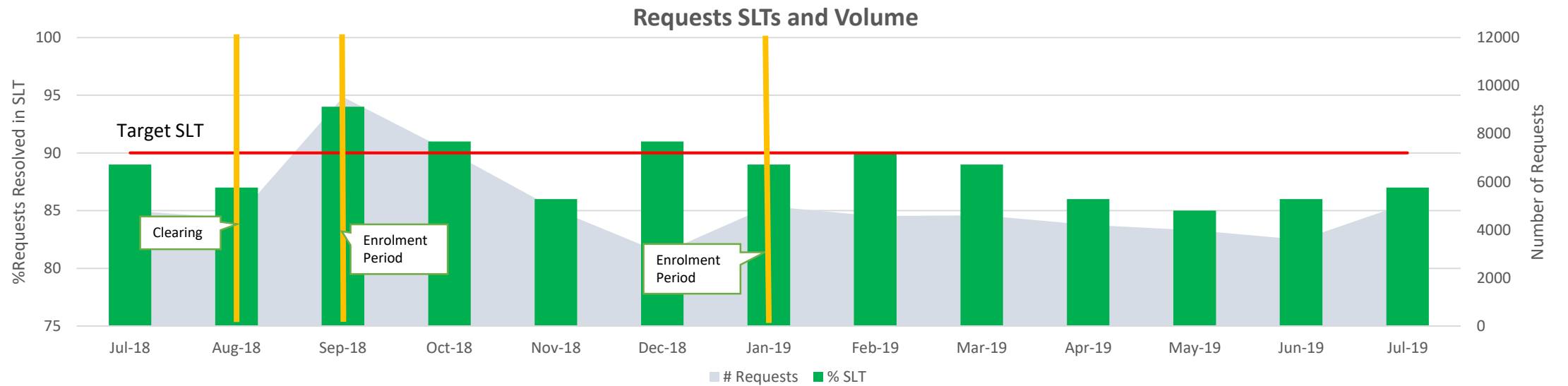
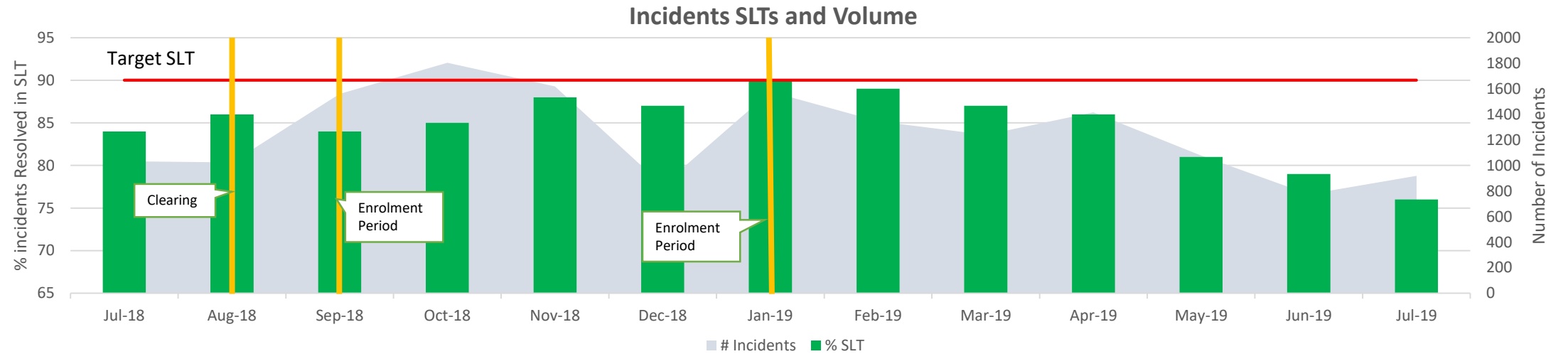
Key

- ↑↑ 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












Service Desk Performance

Measure	Target	May 19	Jun 19	Jul 19	Trend	Expected Trend
Received Phone Calls	-	2017	1952	2951	↑	↓
Average Wait Time	25s	13s	21s	34s	↓	↓
Abandon Rate (Calls)	5%	6%	16%	22%	↓	↓
FTF (First Time Fix)	75%	59%	58%	64%	↑	↓
FLF (First Line Fix)	75%	51%	46%	53%	↑	↓
Email Triage	90%	98%	100%	71%	↓	↓

Commentary







- The Phone abandonment rate and wait time have suffered this month due to staff leave and loss of resources across the Service Desk
- Some deterioration of service levels is expected this month due to the volume of enquiries received regarding the disabling of IT user accounts
- We are reviewing the staffing levels with a plan to recruit agency workers

Key

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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	May 19	Jun 19	Jul 19	Trend	Expected Trend
	698	589	791	↑	↑
	1815	1961	2372	↑	↑
	459	377	471	↑	↓
	1065	1280	1839	↑	↓
	63	50	169	↑	—
	62	0	0	—	—

Commentary

- Ticket volumes in July are normally low however there is an increase this month due to the Self Service Password Reset (SSPR) registration and queries received from users whose IT accounts have been marked for disabling.
- The increase in chat volume is due to students contacting the service desk from home regarding the disabling of their student IT user account and requesting it to remain open

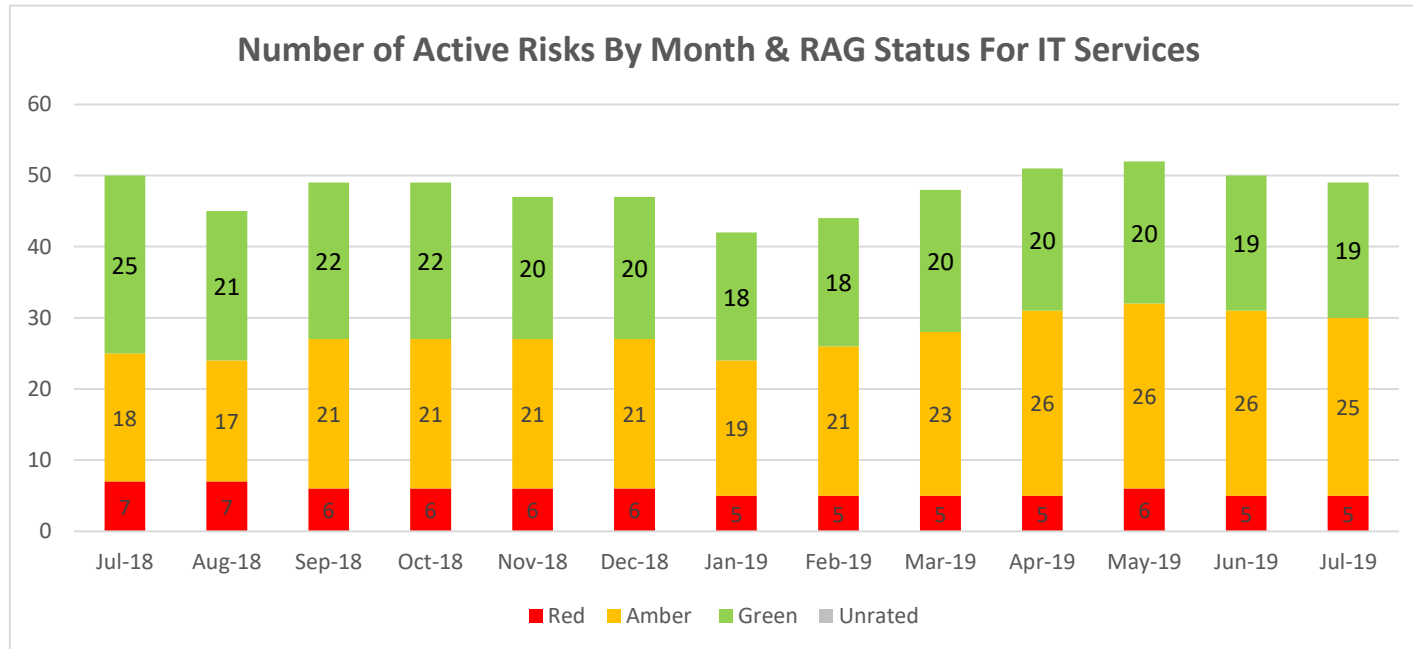
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Risk Report



Realised Risks : A Malware has been identified on several terminals in Engineering, these have been quarantined and the malware contained.

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	0	49	0	↓

Top Risks:

- **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
- **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.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon
- **Some Managed Devices unable to back up data-** Users saving data on the C drive unknowingly as the device does not have G or J drive mapped – The Solution has been deployed to all users risk closed

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?

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