



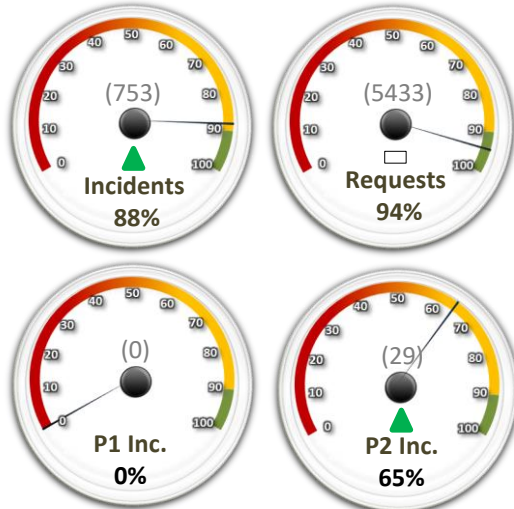
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

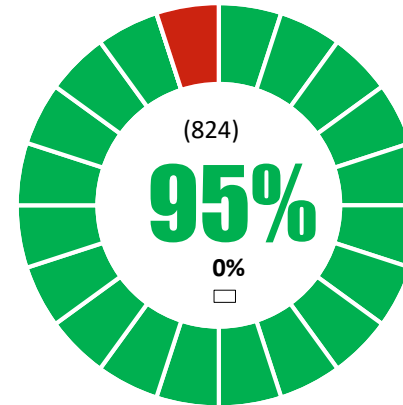
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- There is an impact on service levels as a result of the number of staff involved with preparation for Clearing and the new technology being tested
- Preparation for virtual Clearing is well underway, staff are testing soft phones and defining support levels and escalation paths that can be provided remotely
- Ticket volumes in July are normally low however there is an increase this month due to the number of major Incidents.
- Preparation work to expand MFA to all Office 365 Applications

Customer Satisfaction



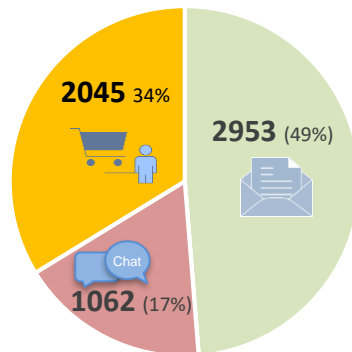
Definitions

- 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

3 Major Incident

- O365 Teams – Unable to access 03/07
- MetaCompliance – Email Error 09/07
- QMplus – Performance 14/07

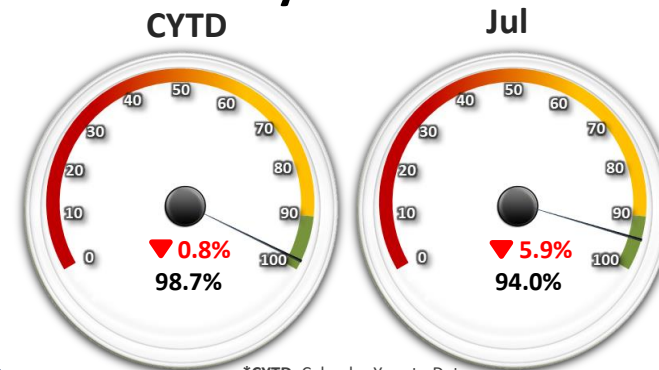
Volumes



Telephone Email In Person Chat Self-Service

- Ticket volumes increased in July due to the high number of Major Incidents and queries.
- The main areas tickets were raised in are similar to last month; MyHR, QMplus, Email and Agresso

Critical Systems Availability



*CYTD: Calendar Year to Date

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

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	94	91	93	95	88	92	92	94	93	95	↓
% Satisfied Customers for Requests	98	97	95	95	97	98	97	95	93	94	94	96	95	↓
All Incidents Closed By All ITS Depts. Within SLT	76	67	77	75	76	79	86	79	83	87	82	82	88	↑
All Requests Closed By All ITS Depts. Within SLT	87	88	93	88	86	84	90	89	92	90	90	94	94	▬
All Incidents Closed By Site Within SLT	74	69	69	69	71	78	78	87	80	80	79	71	88	↑
All Requests Closed By Site Within SLT	89	88	85	87	88	84	90	72	92	87	88	93	94	↑
Service Desk Incidents Closed Within SLT	91	69	87	86	93	97	98	98	95	97	96	97	99	↑
Service Desk Requests Closed Within SLT	91	90	97	87	94	97	97	97	97	98	98	99	99	▬
Service Desk Telephone Response Within SLT	78	61	41	62	83	88	87	85	60	▬	▬	▬	▬	▬
All Incidents Closed By Campus Teams Within SLT	76	67	64	58	57	68	75	56	54	62	67	62	69	↑
All Requests Closed By Campus Teams Within SLT	89	87	85	85	84	84	86	78	83	67	69	92	95	↑
Change Management Implementation														↓
Service Desk Email Triage	87	79	58	58	94	96	95	97	79	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

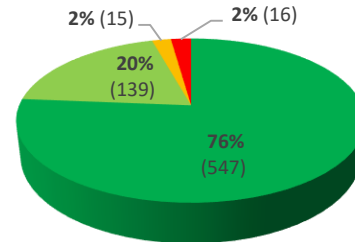
This month we received 824 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **15%** (which is below the average 18% received).

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

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

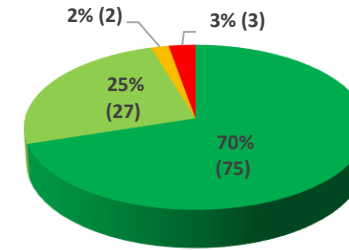
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests



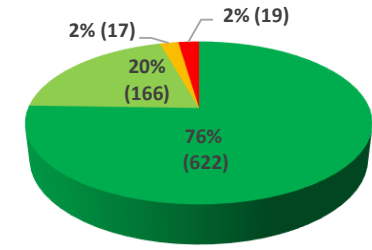
95%
(717)

Incidents



95%
(107)

Total



95%
(824)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Very helpful & patient.... despite 90 minutes plus duration of our chat! Managed to solve the primary issue.

This is frustrating, why is the ticket closed if the issue is not solved?

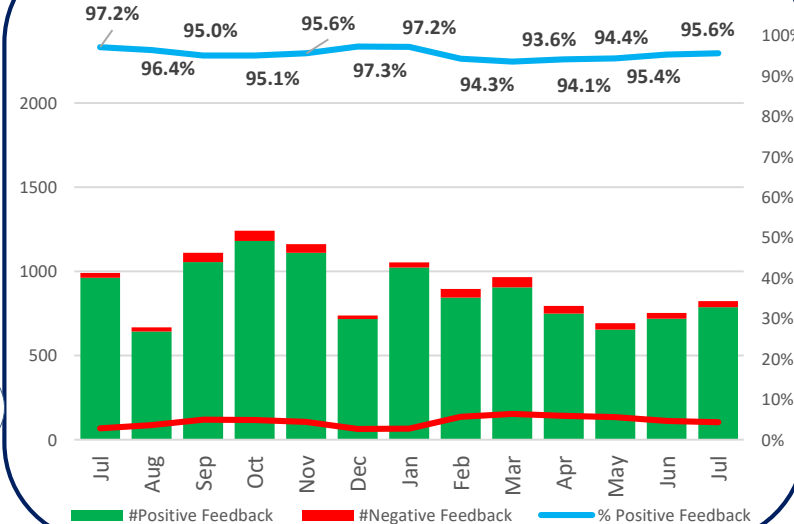
Actually 'Livid' rather than just disgruntled as this issue has still not been resolved. We have paid for a software package that is still not working

very helpful. It solved my problem and advised me how to prevent it in the future too

The initial responses were both rude and dismissive. I feel that a few more seconds of reading the initial request may have provided help rather than a dismissive incorrect referral to the wrong department

As always, wonderful service, spent a lot of time assisting me and all works well!

Positive Vs Negative

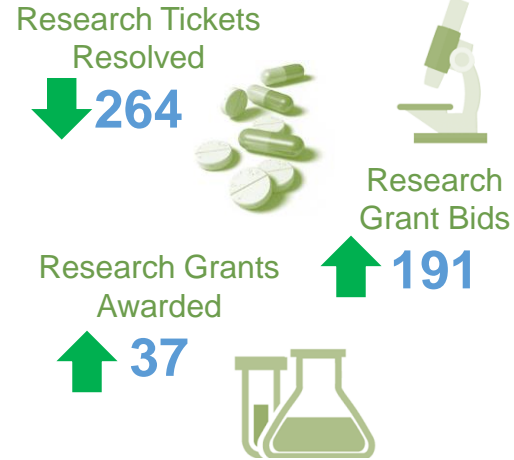


Commentary

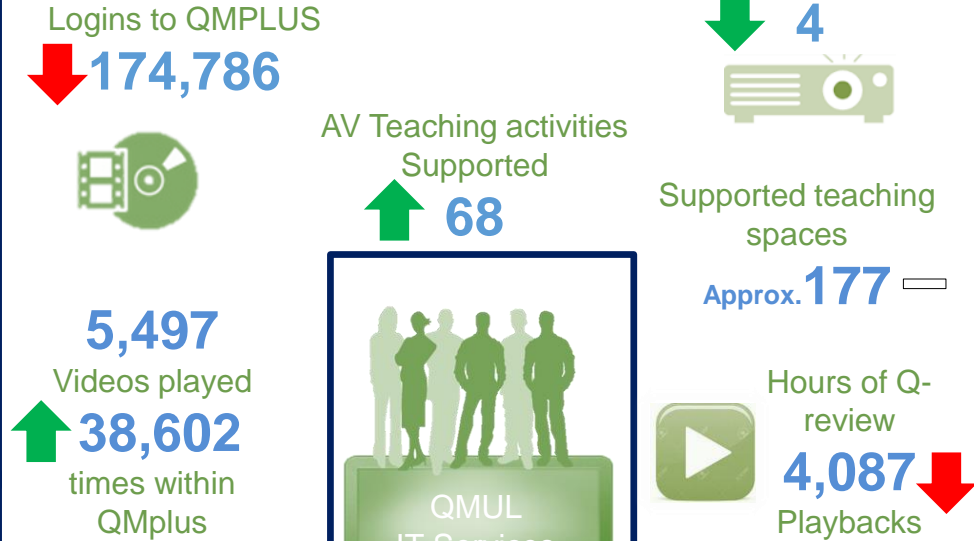
- Customer Satisfaction for incidents increased slightly this month, but overall remains below the 95% target.
- Feedback this month relate to delays in responding and requests not being met to the satisfaction of the customer. Issues range from access and delivery of hardware.

Activities for the month of Jul 2020

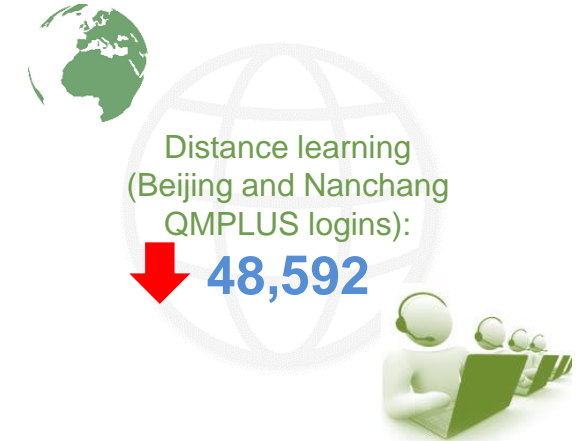
Research Excellence



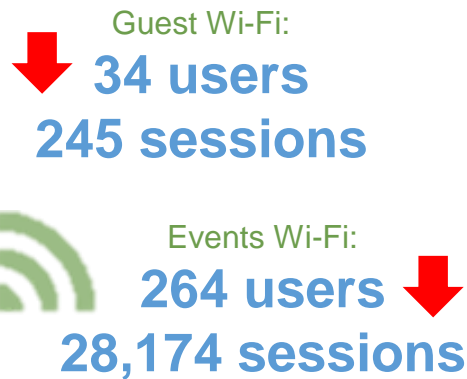
Teaching Excellence



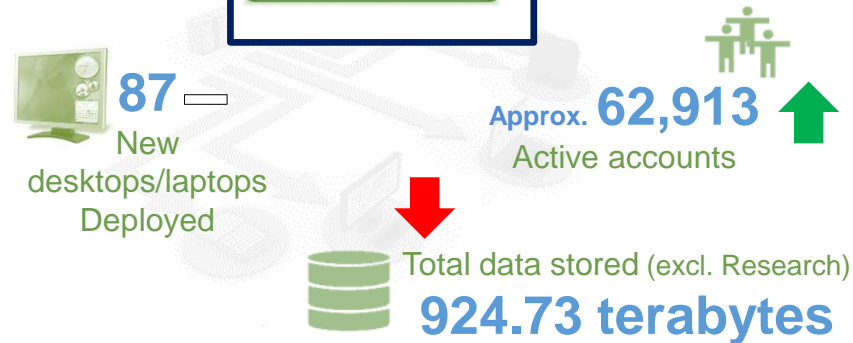
International



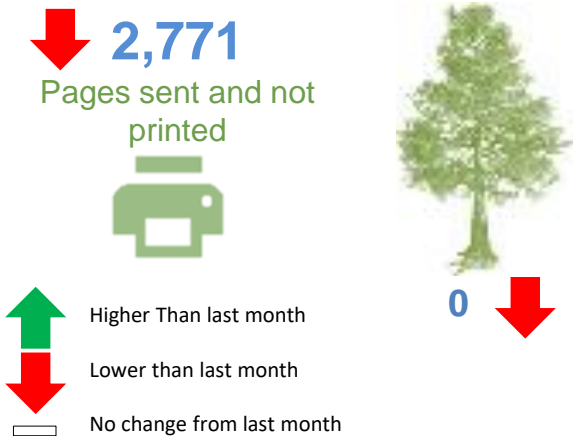
Public Engagement



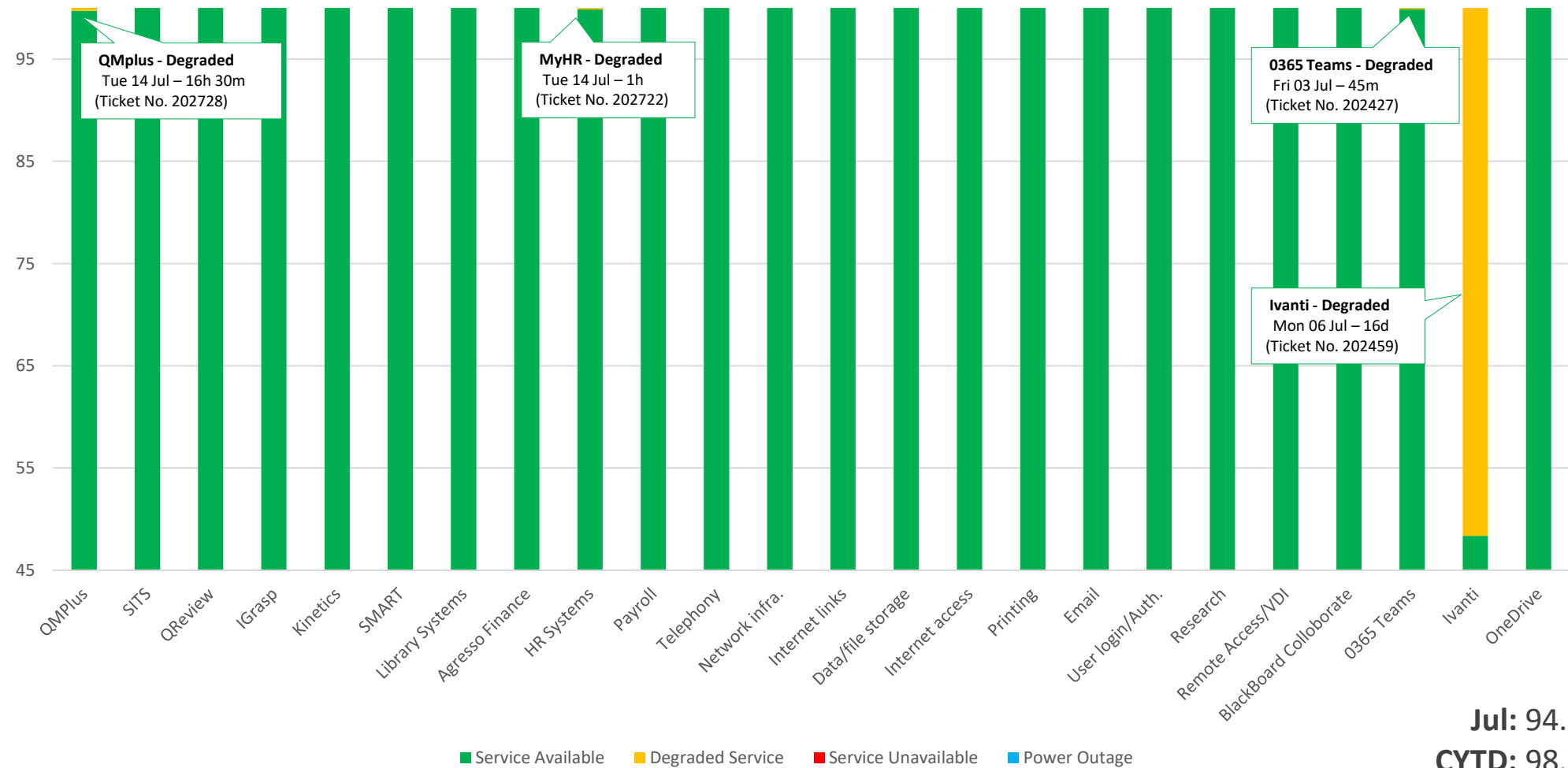
Growth



Sustainability

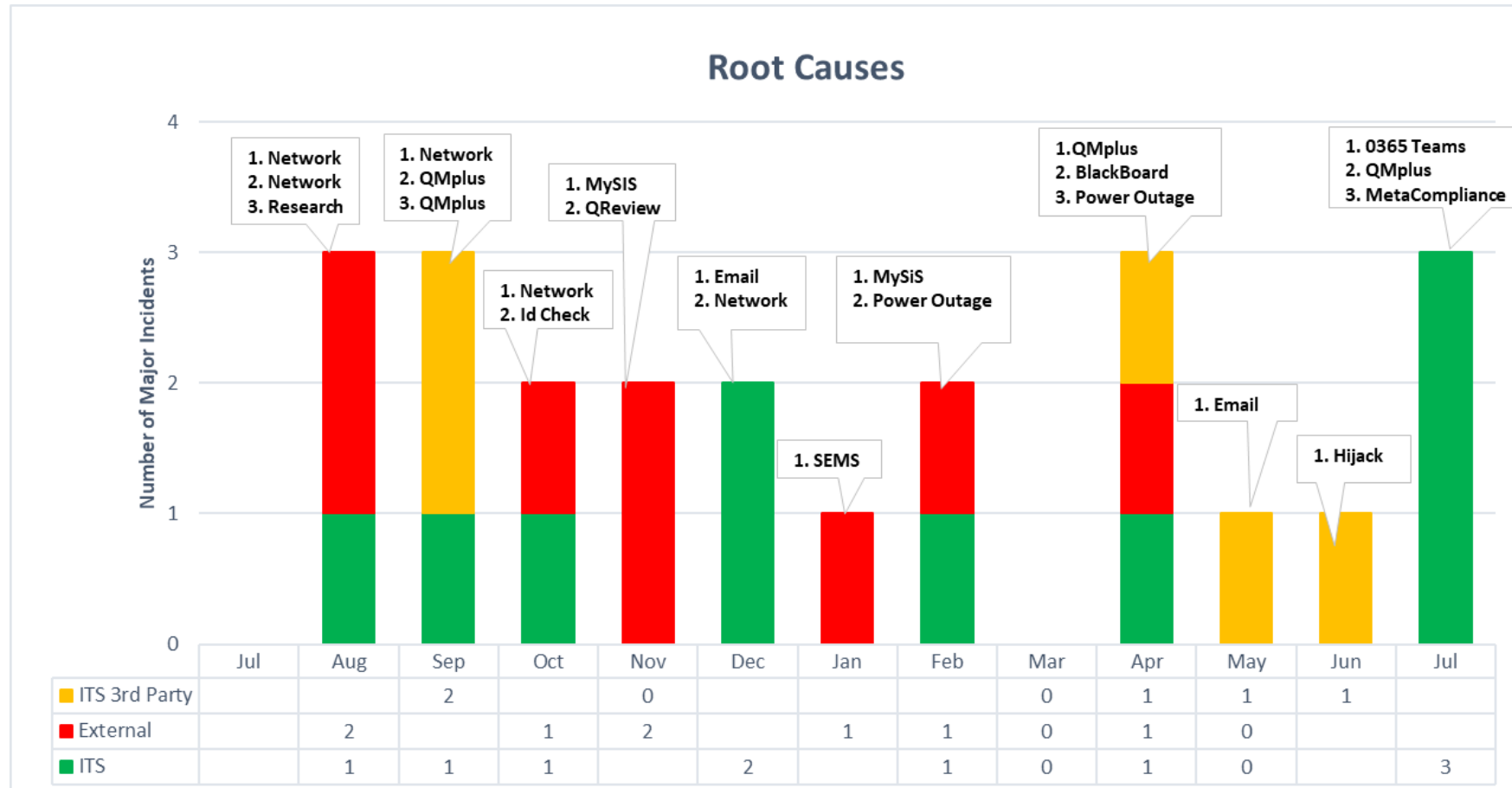


ITS Critical Systems Availability



Jul: 94.0%
CYTD: 98.7%

Major & High Priority Incidents



Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
202526	Thu 09 Jul 12:00	9h 30m	<p>MetaCompliance - Cyber Security Awareness – All registered users received an email from the online portal in error.</p> <p>Cause: An error during the administration of the portal led to the email being sent to all registered users as opposed to an individual user.</p> <p>Action: Investigations identified the preventative and training measures for the administration of the portal</p>	Resolved
202427	Fri 03 Jul 12:15	45m	<p>MS Teams – Users on Campus were unable to access MS Teams and Skype.</p> <p>Cause: Change 14997 to rectify MS Teams Audio issues for users onsite inadvertently blocked all MS Teams and Skype traffic</p> <p>Action: Change Rolled back</p>	Resolved
202728	Tue 14 Jul 18:00	16h 30m	<p>QMplus – Some users experienced performance issues and certain features within QMplus may not have been available.</p> <p>Cause: Outstanding issues that had not been rectified from the QMplus upgrade Change 15004</p> <p>Action: Resolved as part of the post Change implementation testing</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
202459	Mon 06 Jul 12:55	16d	<p>Ivanti – Users were unable to raise Request tickets via the self-service portal in Ivanti</p> <p>Cause: The service catalogue items had disappeared from a directory in Ivanti</p> <p>Action: Escalated to 3rd Party support, who wrote a script on the database to recreate the catalogue</p>	Resolved
202722	Tue 14 Jul 4:00	1h	<p>MyHR – Users were unable to access MyHR off Campus with a non-managed device</p> <p>Cause: Issue with the azure proxy</p> <p>Action: Restarted Service.</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14971	02 Jul	30m	Telephony – Testing for clearing preparation. No impact to the to users during the maintenance period.	Maintenance	Implemented
15006	13 Jul	1h	Multi Factor Authentication (MFA) for Office 365 Apps – User in Professional Services on unmanaged devices, including mobiles, were prompted for MFA by apps like Outlook, Teams, OneDrive, etc.	Update	Implemented
14917	05 Jun	2h	SITS – Users were unable to access SITS during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	May 20	Jun 20	Jul 20	Trend	Expected Trend
Incidents Raised	-	630	564	753	↑	↓
Number of Incidents Resolved	-	573	580	594	↑	↑
Incidents Resolved within SLT	90%	82%	82%	88%	↑	↑
Resolution Time P1	4h	▬	100%	▬	▬	▬
Resolution Time P2	1 BD	55%	63%	65%	↑	↑
Resolution Time P3	3 BD	82%	83%	89%	↑	↑
Resolution Time P4	5 BD	89%	91%	75%	↓	↑
Resolution Time P5	20 BD	95%	100%	100%	▬	▬
Requests Raised	-	3343	4372	5433	↑	↑
Number of Requests Resolved	-	3242	3992	5034	↑	↑
Requests Resolved within SLT	90%	90%	94%	94%	▬	▬
Reopened tickets	3%	84 (2%)	96 (2%)		▬	▬

Commentary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and the preparation for clearing
- Ticket volumes increased in July due to the high number of Major Incidents and queries regarding their laptops.
- The overall KPI trend is improving as the aged tickets stabilises.

Key

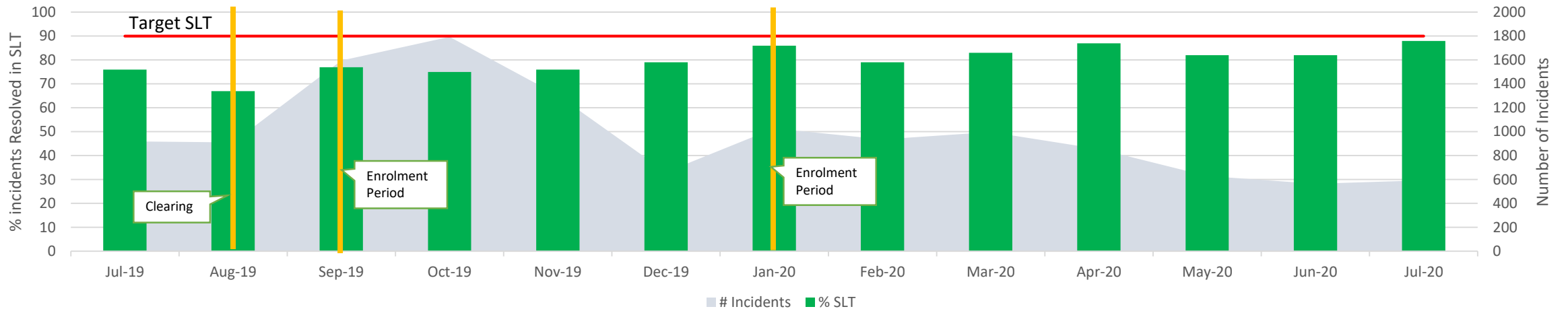
- ↑↑ Improvement over last month and within SLT
- ↓↓ Deterioration from last month but within SLT
- ▬ No change from last month and within SLT
- ↑↑ Improvement over last month and breaching SLT
- ↓↓ Deterioration from last month but breaching SLT
- ▬ No change from last month and breaching SLT
- ↑ Improvement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

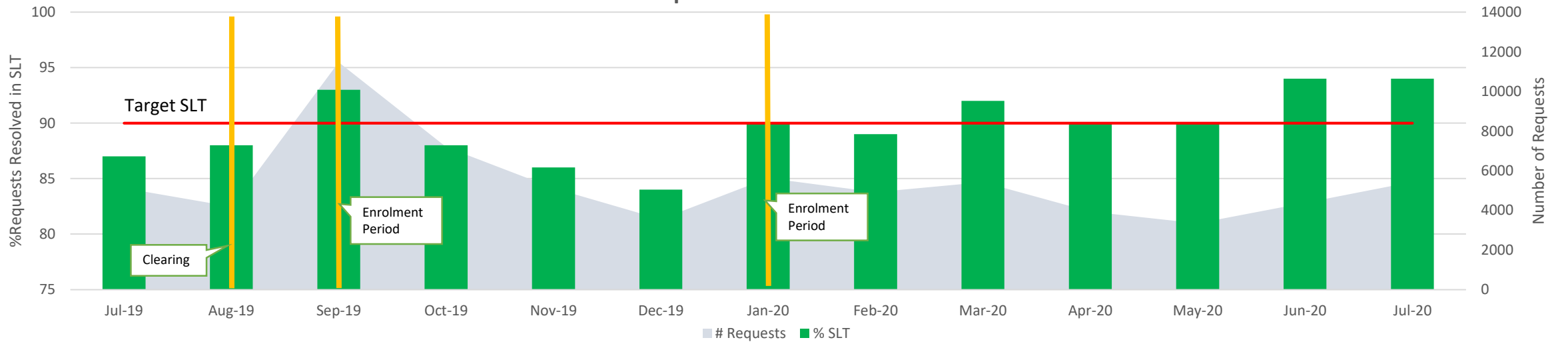
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume












Service Desk Performance

Measure	Target	May 20	Jun 20	Jul 20	Trend	Expected Trend
Received Phone Calls	-	▬	▬	▬	▬	▬
Average Wait Time	25s	▬	▬	▬	▬	▬
Abandon Rate (Calls)	5%	▬	▬	▬	▬	▬
FTF (First Time Fix)	75%	83%	54%	85%	↑	↑
FLF (First Line Fix)	75%	69%	88%	75%	↓	↑
Email Triage	90%	100%	100%	100%	▬	↑

Commentary







- Calls to the Service desk were suspended mid March as Queen Mary moved to home working.
- First time Fix increased this month, tickets for PO closure and reports of phishing were quickly completed.
- Some deterioration of First Line Fix is expected this month due to the volume of enquiries received .

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
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-  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	May 20	Jun 20	Jul 20	Trend	Expected Trend
	0	0	0	—	↓
	1962	2440	2953	↑	↓
	0	0	0	—	↓
	999	1308	2045	↑	↑
	855	920	1062	↑	↑
	0	0	0	—	—

Commentary

- Ticket volumes in July are normally low however there is an increase this month due to the number of major Incidents.
- Email and Phishing were among the top issues reported this month. The MI – email sent in error contributed to this.
- Ticket volume received by email was up due to the Self service function not being available in Ivanti.
- The main areas tickets were raised in are similar to last month; MyHR, QMplus, Email and Agresso

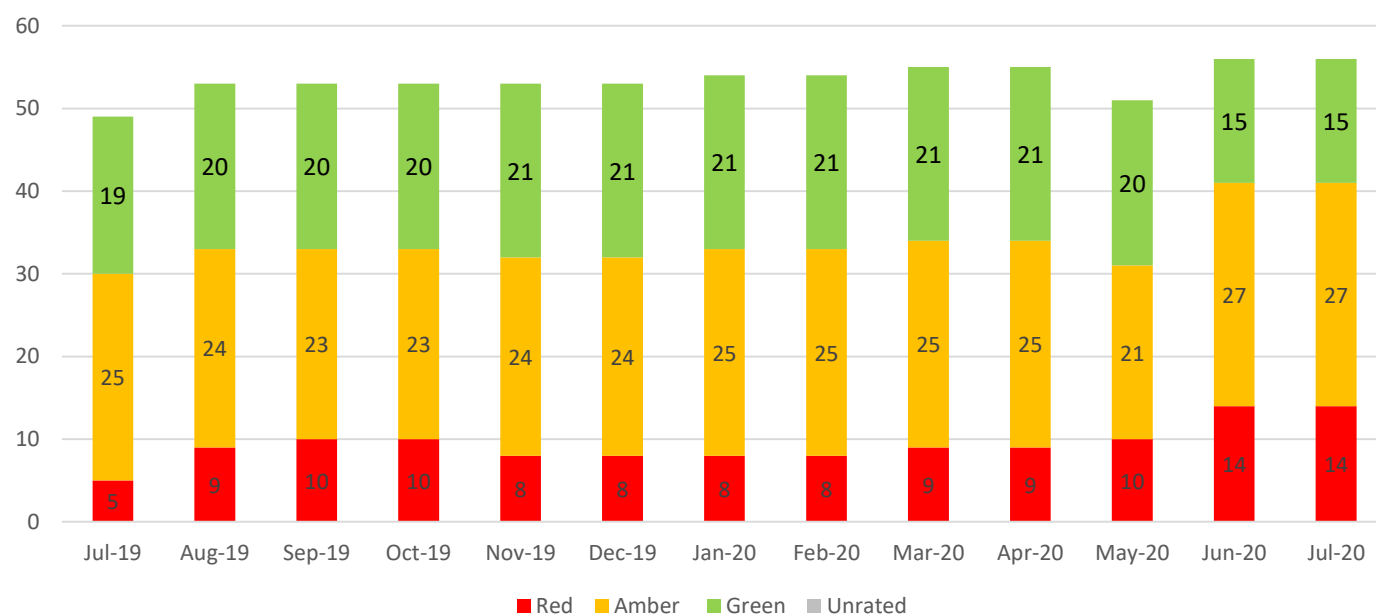
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Risk Report

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



New Risk: Poor due diligence before contracting third Party and technology vendors that supply services to Queen Mary to establish their cyber security posture, resiliency and business continuity

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
4	0	9	56	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



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



Queen Mary

University of London