Queen Mary
University of London
IT Services

Executive Summary – July 2016

KPI

Incidents 89% (1806)
Requests 88% (5582)
P1 Inc. 17% (6)
P2 Inc. 86% (286)
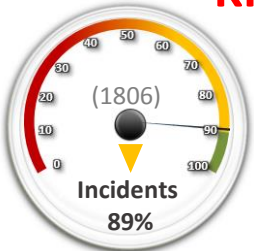
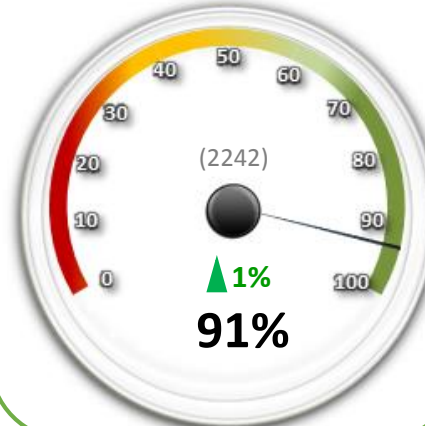- There were a low number of P1s this month (6). However, due to the complexity and time taken to resolve a majority of them the P1 KPI was severely impacted.

- All other KPIs whilst slightly out of SLT remain steady

Customer Satisfaction

(2242)
▲1%
91%

2 Major Incidents

- Network Shares and Local folders unavailable for about 5 hours on Tuesday July 19th

- SEMS Network Files inaccessible due to the Crypto Locker Virus encrypting files from Friday July 29th

Volumes

Incidents **1806** ▲
Requests **5582** ▲
Phone **2573** ▲

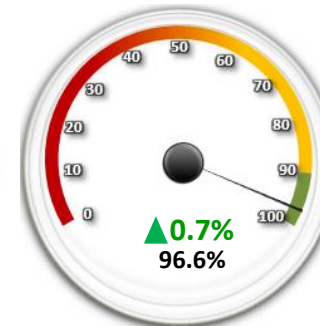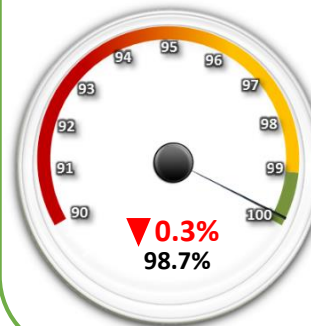- The Major and High Priority incidents in July drove up the number of incidents and requests logged. They also increased the number of phone calls made to the Service Desk.

Critical Systems Availability

CYTD
▼0.3%
98.7%

July
▲0.7%
96.6%

- Whilst the availability for July is up from the previous month, the CYTD availability has been further impacted due to the 2 Major Incidents in July

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Customer Satisfaction – July 2016
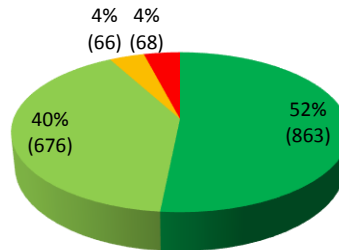
Customer Feedback

In July we had 2242 responses providing feedback to incidents and requests logged through the Service Desk. That is an **30%** response rate overall (out of 7388 tickets logged).

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

Delighted Happy Un-Happy Disgruntled

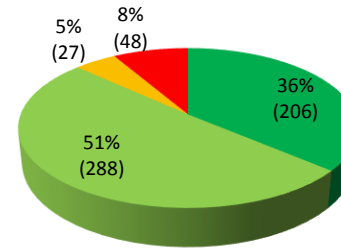We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests

4% (66) 4% (68)
40% (676)
52% (863)

92%
(1673)

Incidents

5% (27) 8% (48)
51% (288)
36% (206)

87%
(569)

Total
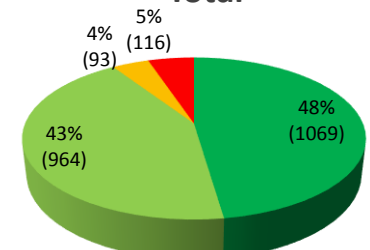
4% (93) 5% (116)
43% (964)
48% (1069)

91%
(2242)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

July Feedback

Given this was a slightly more complicated request than usual, happy with resolution.

This does not answer my question at all.

Not sure that you have completed anything yet!! But you get points for keeping me informed!

Although my request could not been resolved it is clear that everyone tried hard.

Very helpful team came to fix and went above and beyond to fix what is essentially a nuisance. Thanks

This query has not been resolved. I still don't have write access to this shared calendar

Positive Vs Negative

94.2% 95.6% 93.6% 89.8% 90.6%

66   57   96   182   209

1075 1241 1424 1624 2033

5.8% 4.4% 6.3% 10.2% 9.4%

march april may june july
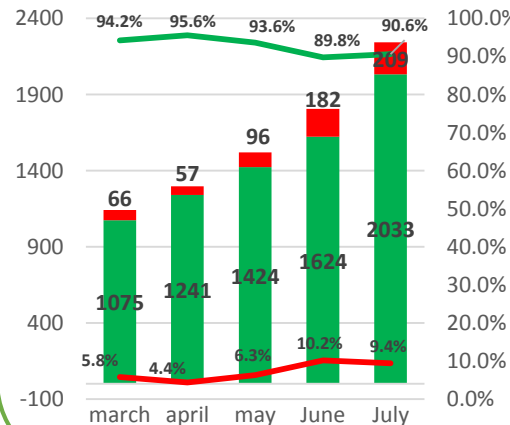
Improvements

- Following the feedback on duplicate tickets being created and tickets being closed without resolution, the technical solution was implemented in mid-June resulting in a 95% decrease in ticket logged under these categories

- The key drivers for disgruntled feedback is related to customers feeling their not updated on the progress of their tickets and the sense that tickets are passed from team to team. We will be working on ways to improve this over the coming months.

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Activities for the month of July 2016

PLAN IT — SUPPORT IT — SUPPLY IT — I.T. SERVICES

Internet

University Website
600,000
Visitors from over 200 countries

6.3 million
Emails Delivered

Mobile App
58
Downloads

10 million
Emails blocked as SPAM

Blocked
33.6 million
Internet attacks

Logins to QMPLUS
Approx.1.4 million

Data and usage

45,000
Registered Users

Total user data stored
63 terabytes

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Active Network port
14,300

QMUL IT Services

Supporting you

3,682
Fully managed PCs
(including teaching PCs)

Supported teaching spaces with AV
280
Across sites And buildings

Approx. 7,388
Tickets logged with the Service Desk

Supporting Services

Change requests processed
400

2
Major Incidents

657
Requests for PO's to be closed

Approx. 430,000
Pages printed on managed Printers

Copy Shop
290,500
Pages printed

246
Unique jobs processed

Approx. 40,000
Pages sent and not printed

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ITS Critical Systems Availability - July 2016

MySIS /SITS – Fri 15 July 0.5h

Q-Reviews - Tue 26 July 1d
RDS

Agresso, RDS and Kinetics - Wed 06 July 1d

Agresso, RDS and Kinetics - Wed 06 July 1d

Telephones - Wed 13 July 4h

File Services - G & J Drives Fri 29 July 5d
SEMS S Drive - Fri 29 July 11d
Laptops unable to access Shared and Local drives - Mon 04 July 2d

File Services - G & J Drives Fri 19 July 5h

Legend:
- Service Available
- Service Unavailable
- Degraded Service

Categories: QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., WAN - external internet links, Data/file storage, Internet access, Printing, Email, User login/Auth.

July: 96.57%
CYTD: 98.69%

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Major Incidents (MI) and Low Yield Report (LYR) – July 2016

MI Ticket	Date	Duration	Service Affected - Impact	Status
135289	Tue 19 July – 08:39	5h	Local and Shared Drives – Laptop and some Desktop users unable to access Shared and Local drives.	Resolved
136041	Fri 29 July – 11:30	5d	PCs and File Store in SEMS - Fri 29 July – 11:30 prevented users from accessing documents and folders.	Ongoing

LYR Ticket	Date	Duration	Service Affected - Impact	Status
134224	Mon 04 July – 10:36	2d	Local and Shared Drives – Users with Laptops unable to access Shared and Local drives.	Resolved
134482	Wed 06 July – 08:45	1d	Agresso, RDS and Kinetics – Users unable to access or use these systems	Resolved
134899	Wed 13 July – 08:13	4h	Telephones – Users unable to make or received calls	Resolved
135072	Fri 15 July – 08:02	0.5h	My SIS – Users unable to access MySIS /SITS	Resolved
135809	Tue 26 July – 17:16	1d	Q-Review - Users unable to upload or watch recordings of lectures	Resolved
136041	Fri 29 July – 13:04	11d	SEMS S Drive - Users unable to access documents stored on the SEMS Local Shared Drive	Resolved

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Planned Maintenance – July 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7829	Tue 05 July – 07.00	1h	Network Maintenance – Users unable to access Agresso, MyHR, PRM Q-Review, IDCheck, Rhythmx and timetable during the maintenance.	Maintenance	Implemented
7869	Tue 05 July – 08.00	1h	Q-Review - Users unable to upload or watch recordings of lectures during the system update.	Update	Implemented
8081	Tue 05 July – 18.00	0.25h	Resourcelink (Web View) – Users unable to access the HR/Payroll system during the maintenance.	Update	Implemented
7601 8119	Wed 06 July – 08:00 Mon 11 July – 09:00	2.5h 56h	QMplus - Users had limited access to the Virtual Learning Environment with intermittent outages during the updates.	Update	Implemented
8030	Tue 12 July – 09:30	4h	Archive Catalogue – Users unable to use the Archive Catalogue and its corresponding staff interface during the maintenance.	Maintenance	Implemented
8176	Wed 13 July – 17:00	3h	E-appraisal – Users unable to access appraisals during the system fix.	System fix	Implemented
7830	Tue 19 July – 07:00	1h	Network Maintenance - eLearning, File Storage, MySIS, MyTimetable and Printing inaccessible during the completion of the network maintenance.	Maintenance	Implemented
8121	Sat 23 July – 08:00	10h	MySIS and SITS – Users will be unable to access MYSIS and SITS during essential maintenance work.	Maintenance	Implemented
8094	Sun 24 July – 09:00	3h	Network components in Queens' WB09 - Email, Internet, Telephony, File store and Printing would be unavailable until completion of the network maintenance	Migration	Implemented

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Planned Maintenance – July 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7881	Mon 25 July – 09:00	5h	MyHR & Resourcelink (WebView) – HR and Payroll staff unable to update data through the interface and MyHR users unable to access or use the system during the maintenance	Update	Implemented
8272	Tue 26 July – 08:00	0.25h	Network Maintenance - Science Research Investment Fund had no internet access during the maintenance.	Maintenance	Implemented
7953	Tue 26 July – 07:00	0.25h	Q-Review - Users unable to upload or watch recordings of lectures during the system update.	Update	Implemented
8170	Tue 26 July – 07:00	1h	MyTimetable – Users were unable to access timetabling data during this maintenance.	Maintenance	Implemented
7793	Wed 27 July – 17:00	5h	Power Shutdown (SEMS) - SEMS staff were unable to access all IT Services during this planned maintenance.	Update	Implemented
8174 & 8244	Thurs 28 July – 18:00	1h	Telephony Maintenance – Users were unable to make or receive calls during the maintenance.	Maintenance	Implemented
7993	Thurs 28 July – 18:00	2h	Wi-Fi Upgrade Wingate Building – Users were unable to use any services over Wi-Fi during the update	Update	Implemented
7794	Fri 29 July – 17:00	64h	Power Shutdown – Staff Users will be in Queens building had no access to all IT Services during the planned power shut down.	Maintenance	Implemented
8173	Sat 30 July – 10:00	4h	LANDesk - During the maintenance window users were unable to create new request and incident tickets in LANDesk	Maintenance	Implemented

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ITS Incident and Request KPIs – July 2016

Measure	Target	May 16	June 16	Jul 16	Trend
Number of Incidents	-	1577	1678	1806	⬆ (white up)
Incidents Closed within SLT	90%	86%	90%	89%	⬇ (red down)
Resolution Time P1	4h	60%	35%	17%	⬇ (red down)
Resolution Time P2	1 BD	88%	90%	86%	⬇ (red down)
Resolution Time P3	3 BD	88%	95%	91%	⬇ (red down)
Resolution Time P4	5 BD	96%	98%	100%	⬆ (green up)
Resolution Time P5	20 BD	95%	100%	96%	⬇ (red down)
Number of Requests	-	4465	5149	5582	⬆ (white up)
Requests Closed within SLT	90%	88%	87%	88%	⬆ (green up)

Highlights

- There were a low number of P1s this month (6). However, due to the complexity and time taken to resolve a majority of them the P1 KPI was severely impacted.

- The Major and High priority incidents drove up the number of Incidents logged whilst the large number of PO Closure Requests (due to end of Academic year) raised the number of Service Requests during July

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
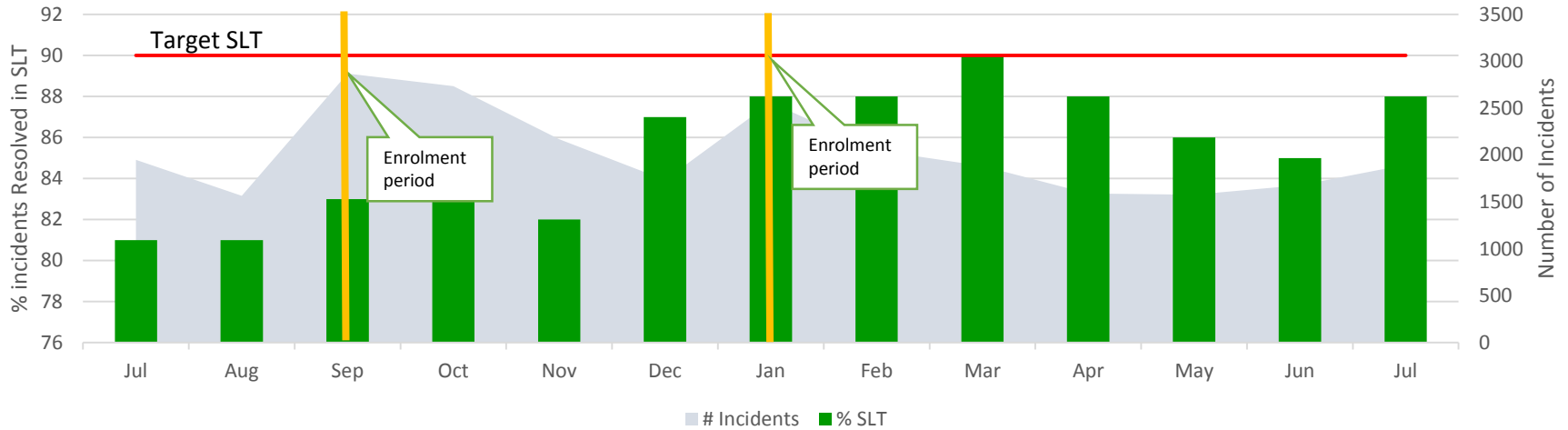- No change from last month, No SLT assigned

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)
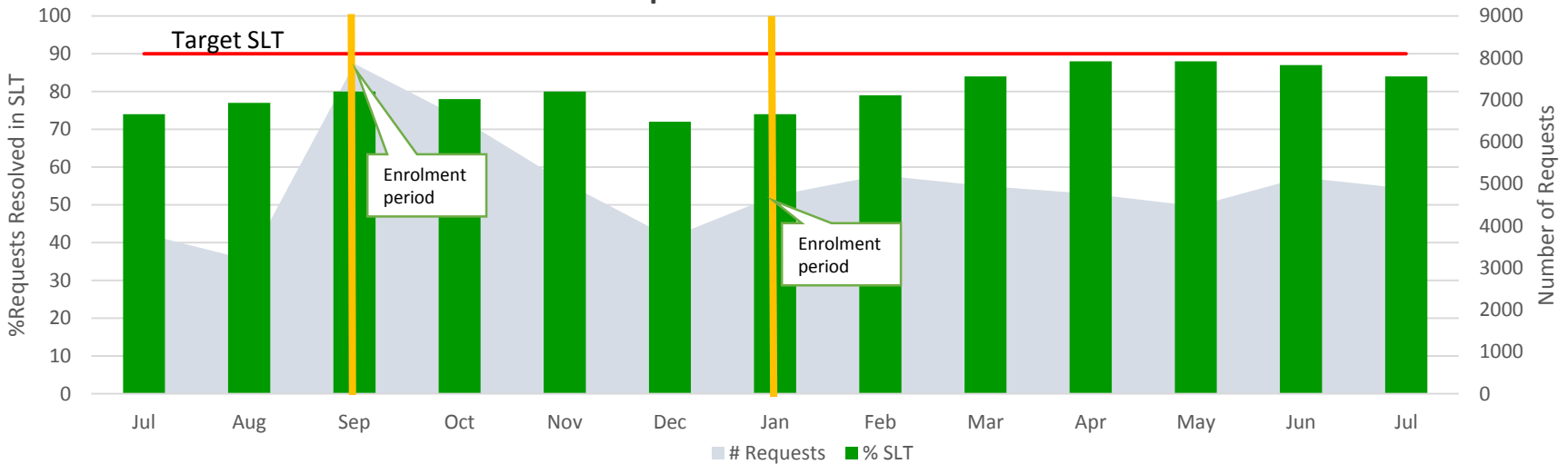
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Incident and Requests KPIs – July 2016

Service Desk Performance – July 2016

Measure	Target	May 16	June 16	Jul 16	Trend
Received phone calls	-	1939	2191	2573	⬆
Answered phone calls	90%	98%	98%	92%	⬇
Average Wait Time	25s	9s	10s	18s	⬇
Abandon Rate (calls)	5%	2%	2%	8%	⬇
FTF (First Time Fix)	75%	52%	54%	50%	⬇
FLF (First Line Fix)	75%	53%	56%	56%	⬇
In Person	-	133	125	140	⬆
Emailed tickets	-	1749	1581	809	⬇
Self Service	-	54	37	51	⬇

Highlights

- The abandonment rate for phone calls breached due to the large volume of phone calls made to the Service Desk during each Major or High Priority incident.

- First Time and first Line stats whilst not within SLT are somewhat stable and we will be continuing to focus in this area to make improvements.
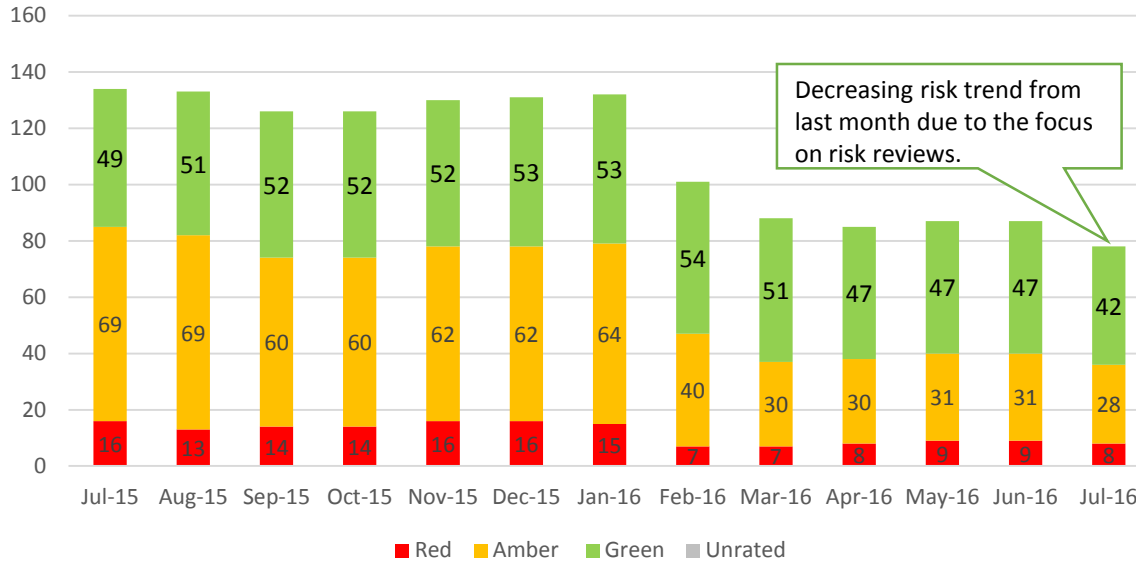
Key

- Improvement over last month and within SLT
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- 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

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

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Risk Report

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

Decreasing risk trend from last month due to the focus on risk reviews.

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Month	Red	Amber	Green
Jul-15	16	69	49
Aug-15	13	69	51
Sep-15	14	60	52
Oct-15	14	60	52
Nov-15	16	62	52
Dec-15	16	62	53
Jan-16	15	64	53
Feb-16	7	40	54
Mar-16	7	30	51
Apr-16	8	30	47
May-16	9	31	47
Jun-16	9	31	47
Jul-16	8	28	42

Monthly Risk Stats

Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
9	78	0	78	1*	⬇

Top Risks:

- **Security Risk of Unmanaged machines PCs (Realised*)** - Servers not always updated / patched on time and Users have admin rights. A lack of central control resulted in a Virus infecting PCs in SEMs. There is the possibility of this happening in other dept.

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to the Schools Application Migration project being suspended, this has resulted in SEMS file store being encrypted by a virus.

- **No overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

KPI Trend View – July 2016

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

Key (colour legend)

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

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Questions about this report or you would like to know more?

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

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