



Queen Mary

University of London

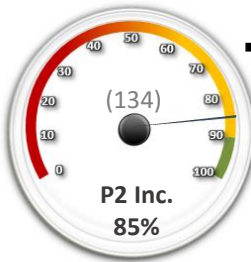
IT Services

Executive Summary – July 2017

KPI



- Despite the large number of Major and High Priority Incidents within July, we were able to meet the overall SLAs for Incidents and Service Request



- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT

Customer Satisfaction



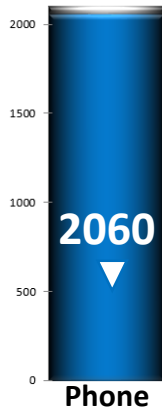
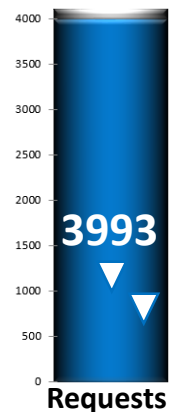
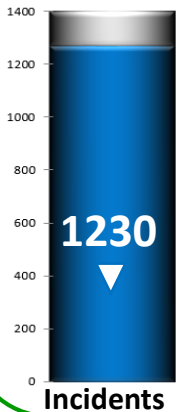
Definitions

- 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

4 Major Incidents

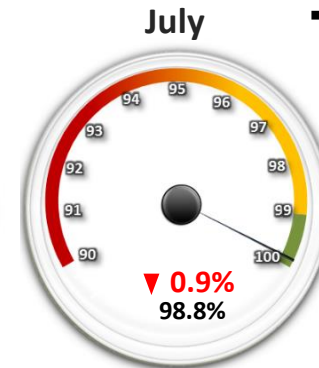
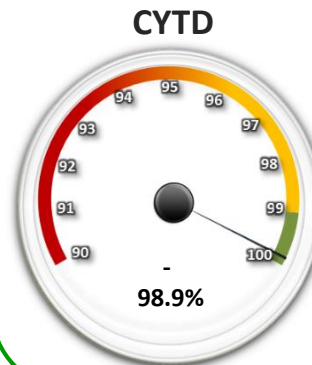
- SITS/MySIS unavailable (01/07)
- Network connectivity to DC2 (25/07)
- EECS Network Outage (13/07)
- Eduroam, PRM and student PCs unavailable (30/07)

Volumes



- Total number of Incident and Service Requests are down as expected moving into the holiday period.
- Following the implementation of the new Self Service Portal, we are seeing an upward trend on usage

Critical Systems Availability



- Despite the numerous major and high priority incidents in July, the actual total unavailability of critical services was minimal and the overall CYTD availability stable.



Customer Satisfaction – July 2017

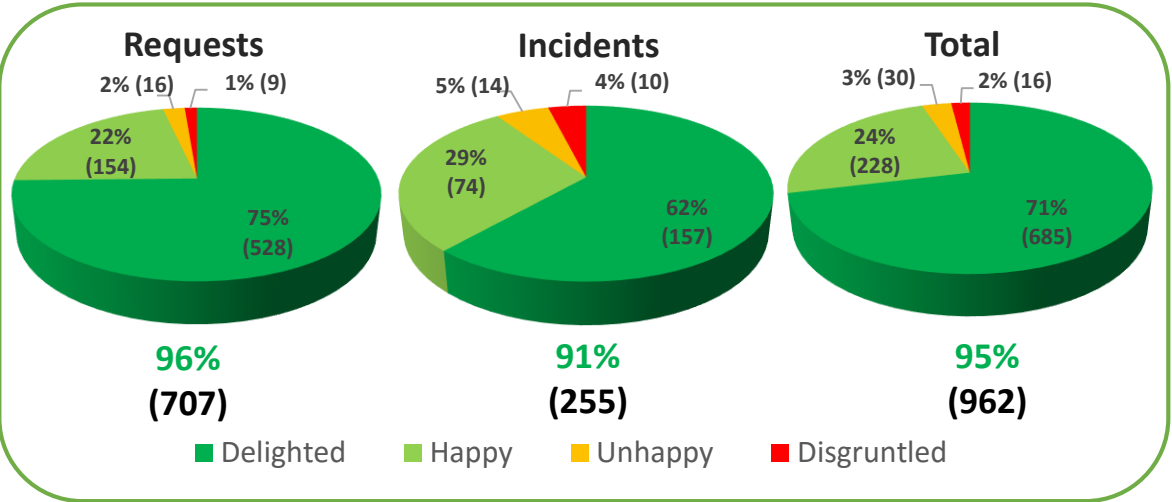
Customer Feedback

This month we had 962 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 18%.

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

Many thanks for your help if resolving my password issue so quickly over the phone.

The problem has not been resolved so I have absolutely no idea why the ticket is closed

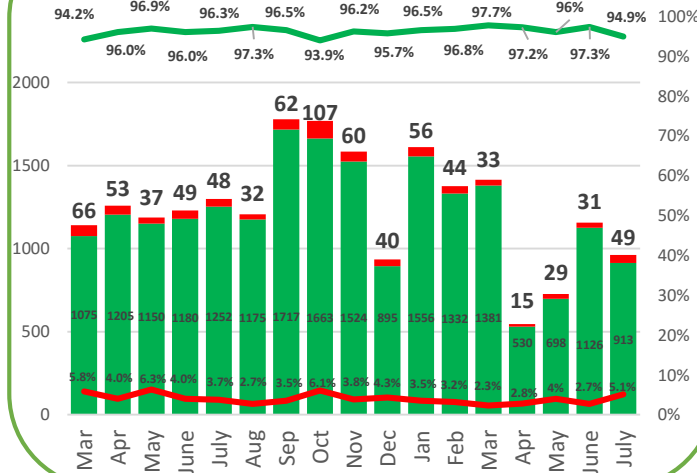
Very, very unhappy as nobody attended the meeting room to ensure the AV system was working

You guys are fantastic... Thanks so much!

Thankyou for all your hard work, it was much more complicated than it seemed so thatnkyou for persevering!

I have gone round in circles and not resolved the problem.

Positive Vs Negative



Commentary

- Overall customer satisfaction whilst high has dipped just below 95%
- We are currently working on an updated customer satisfaction process that will ensure that all disgruntled feedback is responded to and corrective action taken



Activities for the month of July 2017

Research Excellence

Research Grant applications
Data will be reported in Aug



RGMS to go Live
Data will be reported in Aug

Teaching Excellence

Logins to QMPLUS
Data will be reported in Aug



1,820
Videos played
7,126
times within QMPlus

Teaching activities supported
333




AV Uptime Days
5847
out of a potential
5880



Hours of Q-review
2,275
Playbacks

International

 Distance learning (Beijing and Nanchang QMPLUS logins):
Data will be reported in Aug



Public Engagement

Guest Wi-Fi:
278 users
5,264 sessions



Events Wi-Fi:
5,677 users
837,405 sessions

Growth



30
New
desktops/laptops
Deployed

Total staff data stored
222 terabytes




45,000
Registered Users

Supported teaching spaces with AV
280+
Across sites and buildings

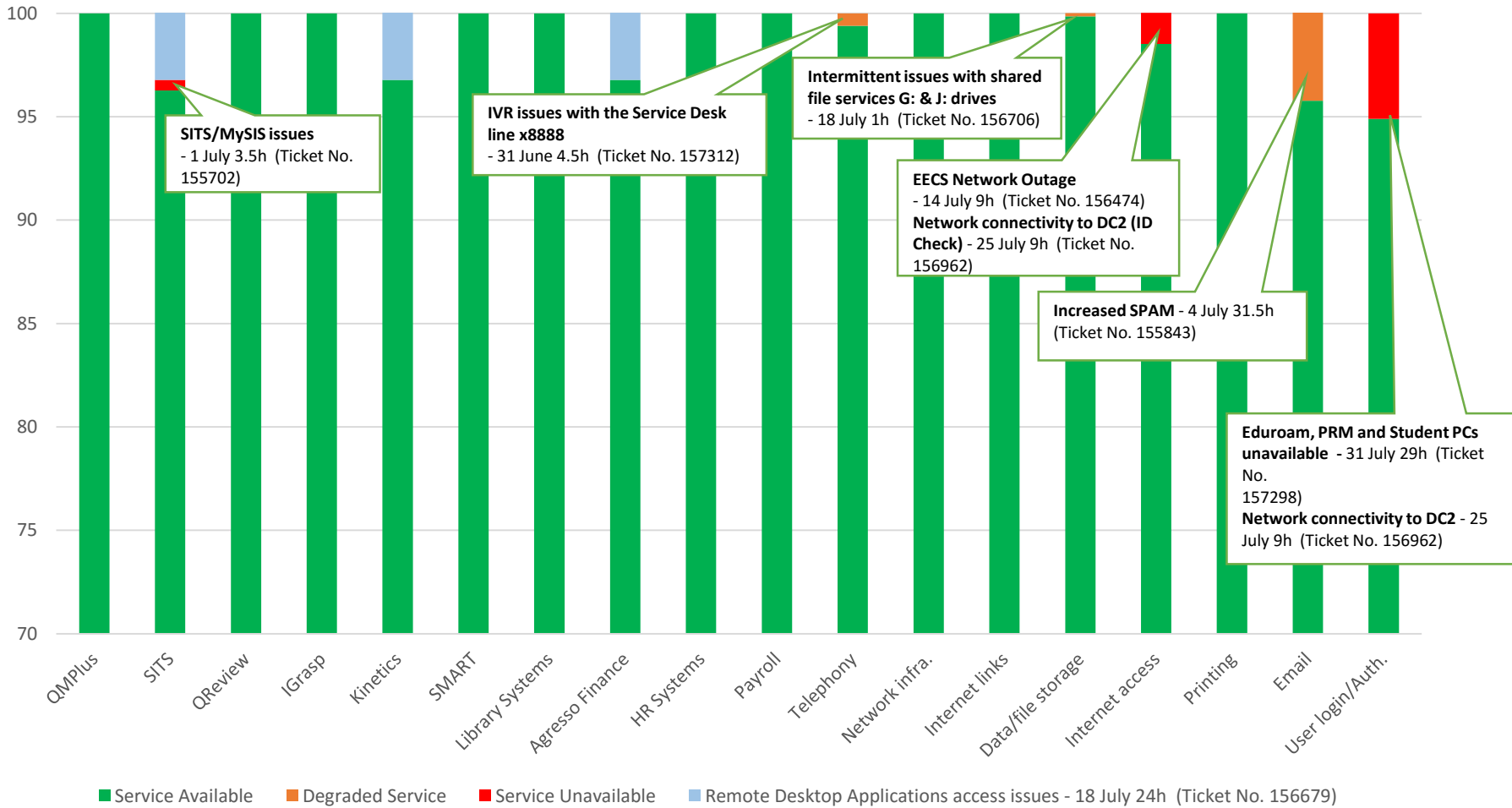
Sustainability

Data will be reported in Aug
Pages sent and not printed





ITS Critical Systems Availability – July 2017



July: 98.8%
CYTD: 98.9%



MI and Low Yield Report (LYR) – July 2017

MI Incidents	Date	Duration	Service Affected – Impact	Status
155702	Fri 1 July – 08:30	3.5h	SITS/MySIS issues – Users were unable to access the system whilst it was unavailable.	Resolved
156962	Tue 25 July – 00:30	9h	Network connectivity to DC2 – impacting services (such as ID Check) resulted in users being unable to authenticate to IT services	Resolved
156474	Fri 14 July - 07:00	9h	EECS Network Outage – Impacted users were intermittently unable to connect to the network	Resolved
157298	Sun 30 July – 13:30	24h	Eduroam, PRM and Student PCs unavailable – Users were unable to use the Wi-Fi service, reset passwords or logon to Student PCs	Resolved
LYR Ticket	Date	Duration	Service Affected – Impact	Status
155843	Tue 4 July – 08:00	31.5h	Increased SPAM - Users receiving unwanted SPAM emails with malicious links	Resolved
156401	Thu 13 July – 11:00	4h	GVA Estates Helpdesk System offline – Estates unable to use their Helpdesk system	Both Resolved
156640	Mon 17 July – 17:00	18h		
156706	Tue 18 July – 16:00	1h	G: & J: drives - Intermittent issues resulting in users unable to access shared file services	Resolved
156679	Tue 18 July – 17:00	24h	Remote Desktop Applications - Users could not access Kinetics, Agresso, SITS etc. remotely	Resolved
156906	Mon 24 July – 12:00	3h	Elements (formerly Publists) - Users were unable to access bibliographic research data during the outage	Resolved
157312	Mon 31 July – 09:00	4.5h	IVR issues with the IT Service Desk phone line x8888 – Some users were not able to contact the Service Desk via phone	Resolved
157348	Mon 31 July – 09:00	12h	VDI (remote access) – Users were unable to use the service through certain web browsers	Resolved



Planned Maintenance – July 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
10648	5 July	1.3h	QMRO – Users unable to access research data during this period	Maintenance	Implemented
10703	10 July	48h	QMPlus – Users were able to see data in read only mode during this period	Upgrade	Implemented
10652	5 July	2h	Network (Whitechapel, Abernathy Building - Postal room & Reception) – No network services were available during this period.	Maintenance	Implemented
10638	12 July	2h	LAMP Containers maintenance – Lamp webpages unavailable during the maintenance impacting Staff Directory, E-Learning Unit Website, ITS Wiki, Tutorial Booking System and the "Collect" file sharing service	Maintenance	Implemented
10635	11 July	3h	MyHR & WebView – Both services unavailable during this period	Maintenance	Implemented
10694	15 July 20 July 22 July	30h 8h 30h	EECS and SEMS Network - The network (both wired and Wi-Fi), EECS website, intranet, printing and IP telephones were unavailable during this period	Maintenance	Implemented
10726	25 July	30m	Ivanti (IT Self Service) – Users unable to log self service tickets or access the portal during this period.	Maintenance	Implemented
10708	20 July	6h	Elements – Users were unable to access bibliographic research data during this period.	Upgrade	Implemented
10755	29 July	12h	Monthly Microsoft Windows Server Patching – Brief interruptions to Microsoft servers during this period	Maintenance	Implemented
10609	27 July	6h	Network Maintenance Charterhouse Sq. – network connectivity interruptions during this period	Maintenance	Implemented



ITS Incident and Request KPIs – July 2017

Measure	Target	May 17	June 17	July 17	Trend	Expected Trend
Number of Incidents	-	1631	1270	1230	↓	↓
Incidents Closed within SLT	90%	78%	83%	90%	↑	↓
Resolution Time P1	4h	50%	71%	51%	↓	↓
Resolution Time P2	1 BD	88%	85%	85%	—	—
Resolution Time P3	3 BD	77%	82%	90%	↑	—
Resolution Time P4	5 BD	83%	89%	100%	↑	↑
Resolution Time P5	20 BD	100%	100%	100%	—	—
Number of Requests	-	4365	4439	3993	↓	↓
Requests Closed within SLT	90%	94%	90%	94%	↑	—

Highlights

- Total number of Incident and Service Requests are down as expected moving into the holiday period.
- The 'Incidents closed within SLT' measure was met despite expecting it to be breached due to being short staffed and experiencing multiple major incidents through out the month

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

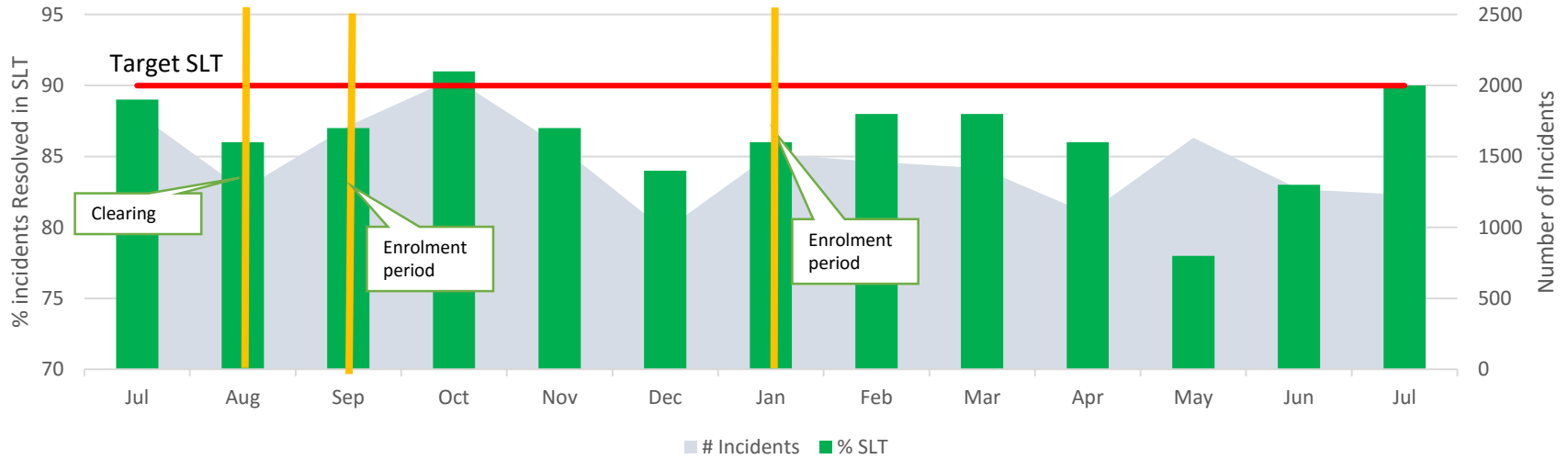
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

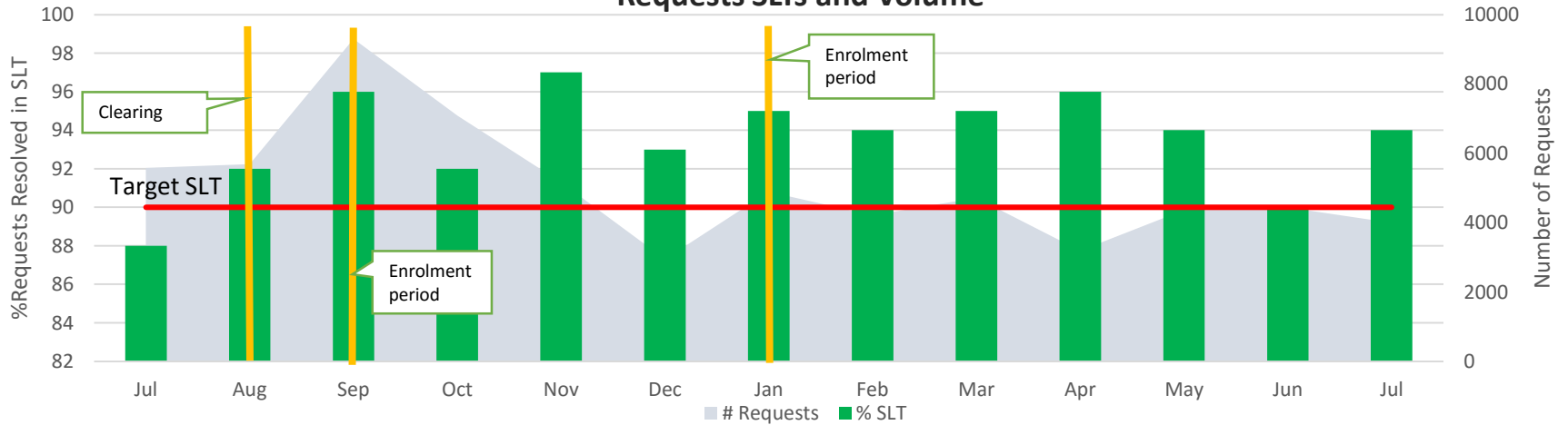


Incident and Requests KPIs – July 2017

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance – July 2017

Measure	Target	May 17	June 17	July 17	Trend	Expected Trend
Received phone calls	-	2211	2303	2060	↓	↓
Average Wait Time	25s	16s	17s	13s	↓	—
Abandon Rate (calls)	5%	3%	6%	7%	↓	↓
FTF (First Time Fix)	75%	56%	59%	69%	↑	—
FLF (First Line Fix)	75%	56%	56%	61%	↑	—
In Person	-	228	223	213	↓	—
Emailed tickets	-	1537	1832	1322	↓	↓
Self Service	-	378	649	805	↑	↑

Highlights

- Following the implementation of the new Self Service Portal, we are seeing an upward trend on usage
- The large number of abandoned calls was related to the IVR outage over a day on the Service Desk phones
- The positive FTF/FLT increase is mainly due to the large number of EOY Agresso PO closure requests resolved by the Service Desk

Key

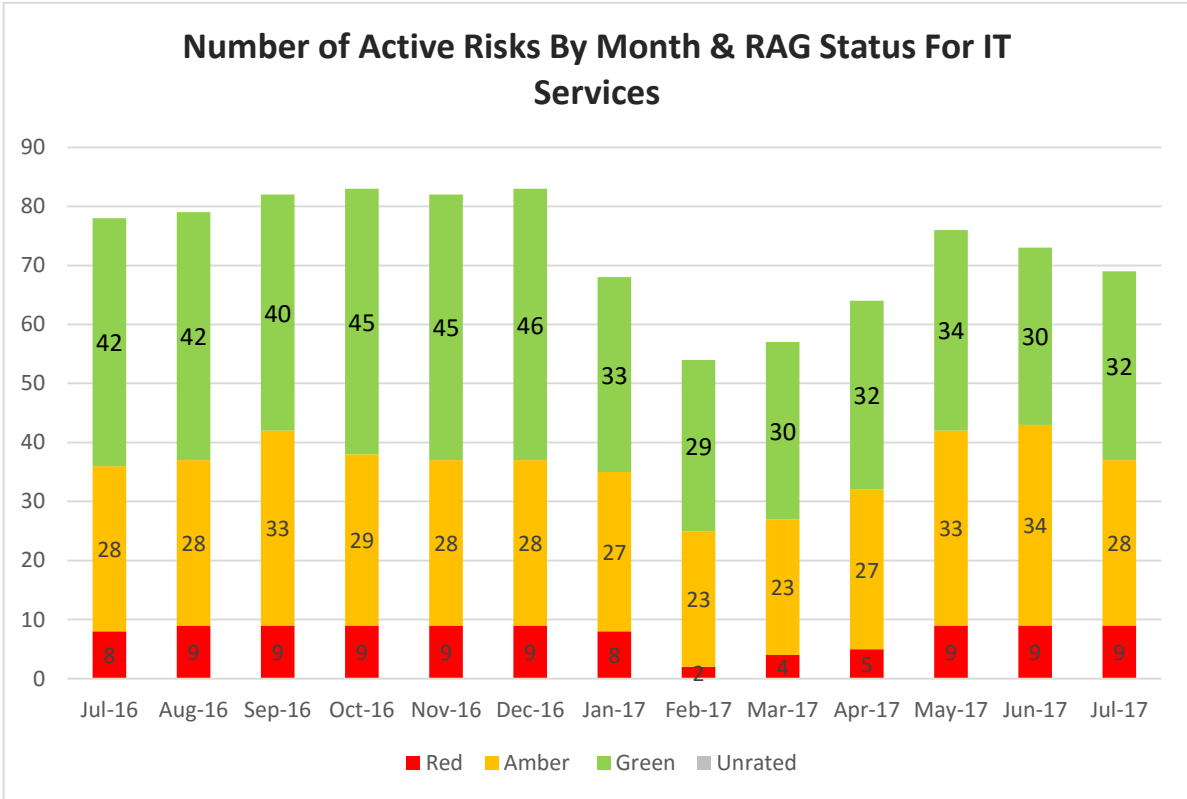
- Improvement over last month and within SLT
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- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over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

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 – July 2017



Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving
- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
4	0	0	69	0	

Key

- Deterioration over last month
- Improvement from last month
- No change from last month






KPI Trend View – July 2017

KPI	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Move
% Satisfied Customers for Incidents	94	96	93	90	93	94	94	96	97	98	95	97	91	↓
% Satisfied Customers for Requests	97	94	97	96	97	96	97	97	98	97	97	97	95	↓
All Incidents Closed By All ITS Depts. Within SLT	88	86	87	91	87	84	86	88	88	86	78	83	90	↑
All Requests Closed By All ITS Depts. Within SLT	84	92	96	92	97	93	95	94	95	96	94	90	94	↑
All Incidents Closed By Site Within SLT	88	80	87	85	89	83	86	87	87	87	76	81	89	↑
All Requests Closed By Site Within SLT	98	90	91	88	92	93	93	92	93	95	92	88	93	↑
Helpdesk Incidents Closed Within SLT	96	93	96	95	97	96	94	96	96	93	92	94	96	↑
Helpdesk Requests Closed Within SLT	94	95	98	96	98	97	97	97	98	98	96	94	96	↑
Helpdesk Telephone Response Within SLT	92	95	96	98	98	96	96	97	97	95	97	94	93	↓
All Incidents Closed By Campus Teams Within SLT	89	82	82	81	85	87	86	90	86	88	61	73	85	↑
All Requests Closed By Campus Teams Within SLT	91	89	91	87	89	92	90	90	92	92	84	79	90	↑
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 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