IT Services

Monthly KPI Report

Executive Summary – June 2019

KPI & Summary

(774) **Incidents** 79% ▼

(3594) **Requests** 86% ▲

(5) **P1 Inc.** 60% ▼

(51) **P2 Inc.** 67% ▼
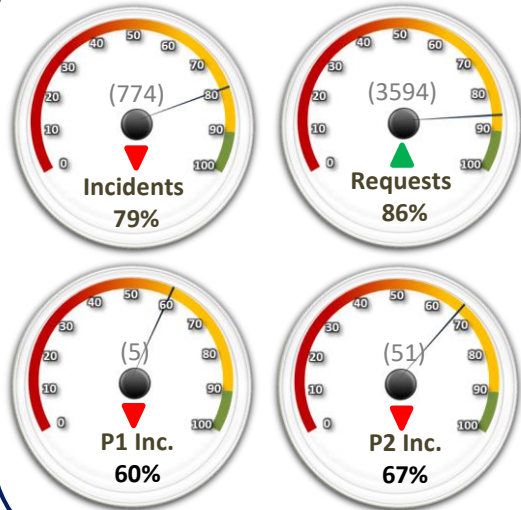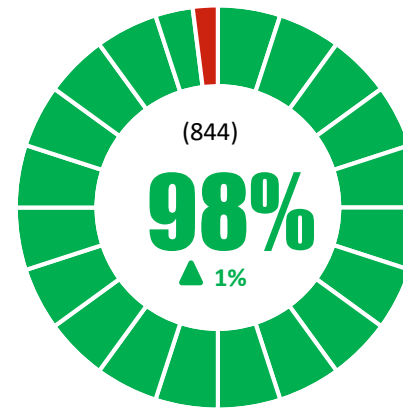
- There is an impact on Service levels as a result of sustained activity and loss of staff due to resignations across IT
- Aged tickets for incidents and requests - the trend continues to grow
- The solution for the managed devices missing J and G storage drives has been implemented successfully
- A bug found on our network equipment and the two major incidents have impacted service levels
- An action plan has been drafted to help improve specific themes and will be managed by the Journey to Service Excellence (JTSE) program

***KPI:** Key Performance Indicator – tickets resolved within month*
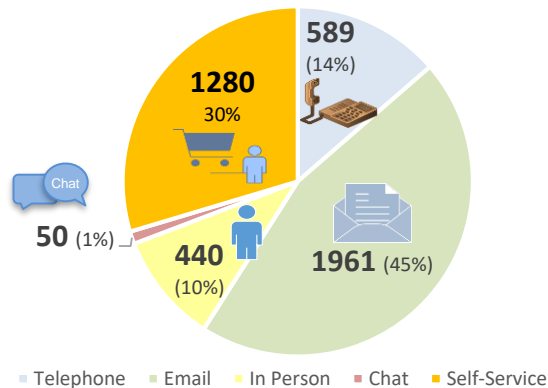
Customer Satisfaction

(844)

98% ▲ 1%

2 Major Incident

- 11/6 – Network unavailable in Francis Bancroft Exam Lab
- 11/6 – QMplus Unavailable

Volumes

589 (14%)
1280 30%
50 (1%)
440 (10%)
1961 (45%)

- Telephone
- Email
- In Person
- Chat
- Self-Service

- Ticket volumes via telephone and in person decreased as expected due to the exam period and staff taking leave
- The increase in email and self service is a result of P3 tickets raised because of the decommissioning of PRM and network equipment experiencing issues

Critical Systems Availability

CYTD ▲ 0.2% 98.8%

Jun ▲ 0.4% 99.9%
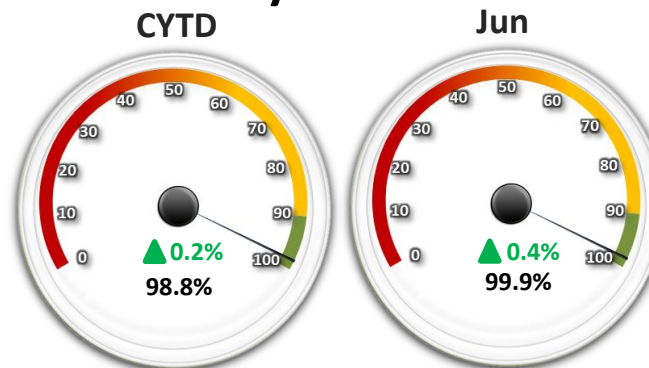
- Critical systems availability increased in June despite the two out of hours major incidents
- Both services were quickly restored, whilst the Network impact was isolated to specific areas

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KPI Trend View – June 2019

KPI	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Move
% Satisfied Customers for Incidents	97	95	94	95	95	96	95	95	97	96	92	95	96	⬆
% Satisfied Customers for Requests	98	98	98	98	97	97	98	98	98	98	95	98	98	▬
All Incidents Closed By All ITS Depts. Within SLT	82	84	86	84	85	88	87	90	89	87	86	81	79	⬇
All Requests Closed By All ITS Depts. Within SLT	88	89	87	94	91	86	91	89	90	89	86	85	86	⬆
All Incidents Closed By Site Within SLT	81	81	84	78	81	83	83	86	84	85	85	78	80	⬆
All Requests Closed By Site Within SLT	89	89	86	87	86	87	92	89	91	89	88	85	86	⬆
Service Desk Incidents Closed Within SLT	96	93	95	97	93	98	98	95	97	96	93	95	97	⬆
Service Desk Requests Closed Within SLT	97	95	96	98	97	97	98	97	98	99	95	95	97	⬆
Service Desk Telephone Response Within SLT	93	93	94	86	94	94	94	92	96	92	89	94	83	⬇
All Incidents Closed By Campus Teams Within SLT	79	78	84	75	84	86	85	92	88	93	87	85	83	⬇
All Requests Closed By Campus Teams Within SLT	89	87	87	88	87	90	93	92	92	94	93	90	90	▬
Change Management Implementation														▬
Service Desk Email Triage		100	100	84	100	100	100	52	64	59	86	98	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

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# Customer Satisfaction – June 2019

Customer Feedback

This month we received 844 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 20% received).

You can email your feedback by selecting one of the following links on your resolution email;
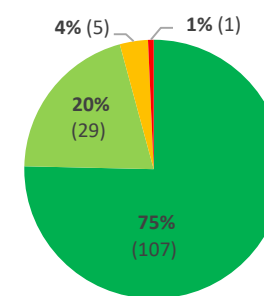
Delighted   Happy   Un-Happy   Disgruntled

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

Requests
- 1% (6)
- 1% (4)
- 24% (170)
- 74% (522)

98%
(702)

Incidents
- 4% (5)
- 1% (1)
- 20% (29)
- 75% (107)

96%
(142)
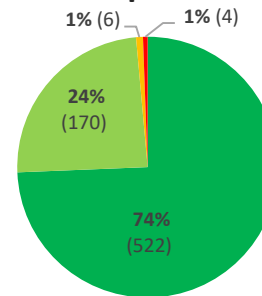
Total
- 1% (11)
- 1% (5)
- 24% (199)
- 74% (629)
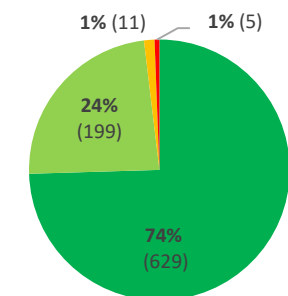
98%
(844)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Very patient and got me up and running again at this very busy time in Schools for marks entry

This people need two weeks to answer that I need to contact other department but my Agresso page is not working
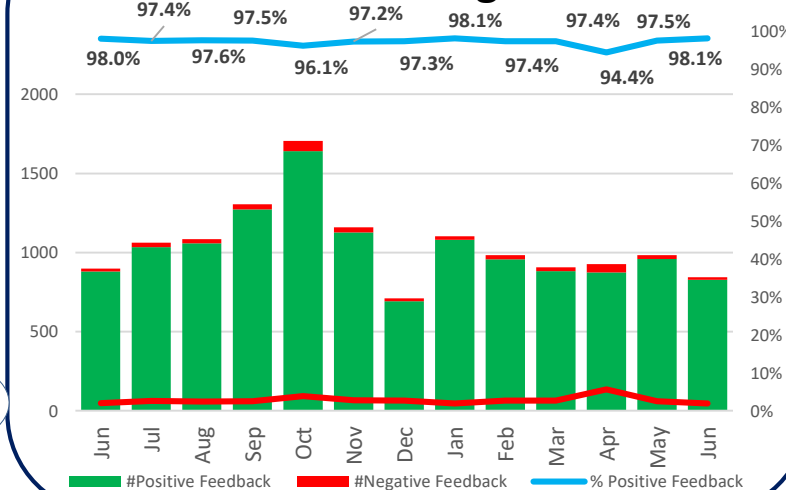
It has taken way too long to try and resolve my query!!! But thank you!

Great service - very helpful!

Thanks ever so much! You are always such a great help, everything worked very well

Why did you close this ticket please? You have not solved the problem. Why do I need to create another ticket for the same issue?

Positive Vs Negative

97.4%   97.5%   97.2%   98.1%   97.4%   97.5%
98.0%   97.6%   96.1%   97.3%   97.4%   94.4%   98.1%

Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

■ #Positive Feedback   ■ #Negative Feedback   — % Positive Feedback

Commentary

- Customer Satisfaction has increased this month to well above the 95% target due to the improvement in handling incidents

- Customer Services Management handbook has now been made available to all ITS staff. The Journey to Service Excellence program and its action plan is due to be implemented, which will help to further improve our services

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Activities for the month of June 2019

Research Excellence

Research Tickets Resolved
↓ 130

Research Grant Bids
↓ 83

Research Grants Awarded
↓ 35

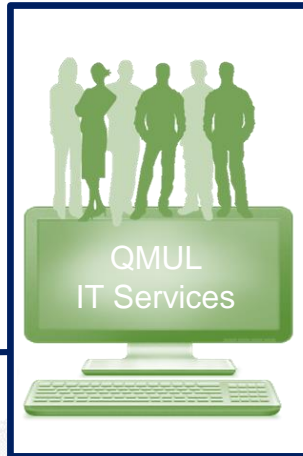## Teaching Excellence

Logins to QMPLUS
↓ 188,669

2,337 Videos played
↓ 5,849 times within QMplus

AV Teaching activities Supported
↓ 335

QMUL IT Services

Reported AV Issues
↓ 42

Supported teaching spaces
Approx. 177 —

Hours of Q-review
1,125 ↓ Playbacks

International

Distance learning (Beijing and Nanchang QMPLUS logins):
↓ 298,001

Public Engagement

Guest Wi-Fi:
↑ 329 users
4,752 sessions

Events Wi-Fi:
3323 users ↑
155,745 sessions

Growth

7 ↓ New desktops/laptops Deployed

Approx. 90,923 — Registered accounts

Total data stored
↓ 716 terabytes

Sustainability

↑ 74,076
Pages sent and not printed

1 ↑

↑ Improvement over last month
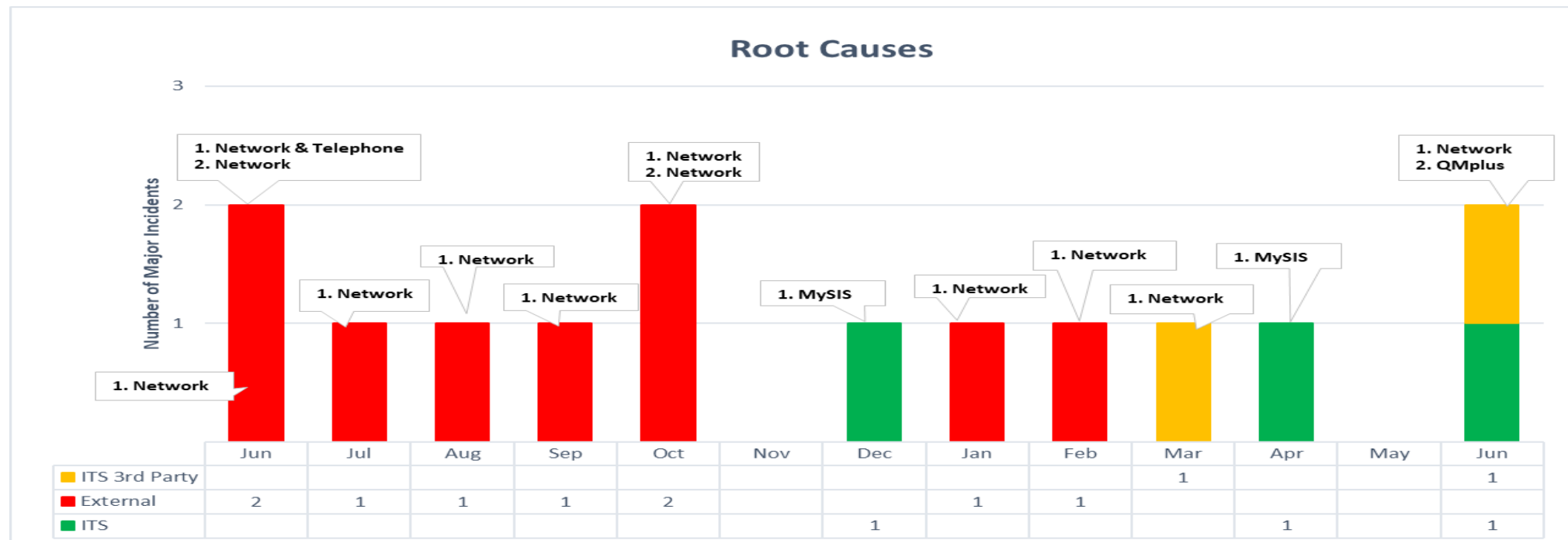↓ Deterioration from last month
— No change from last month
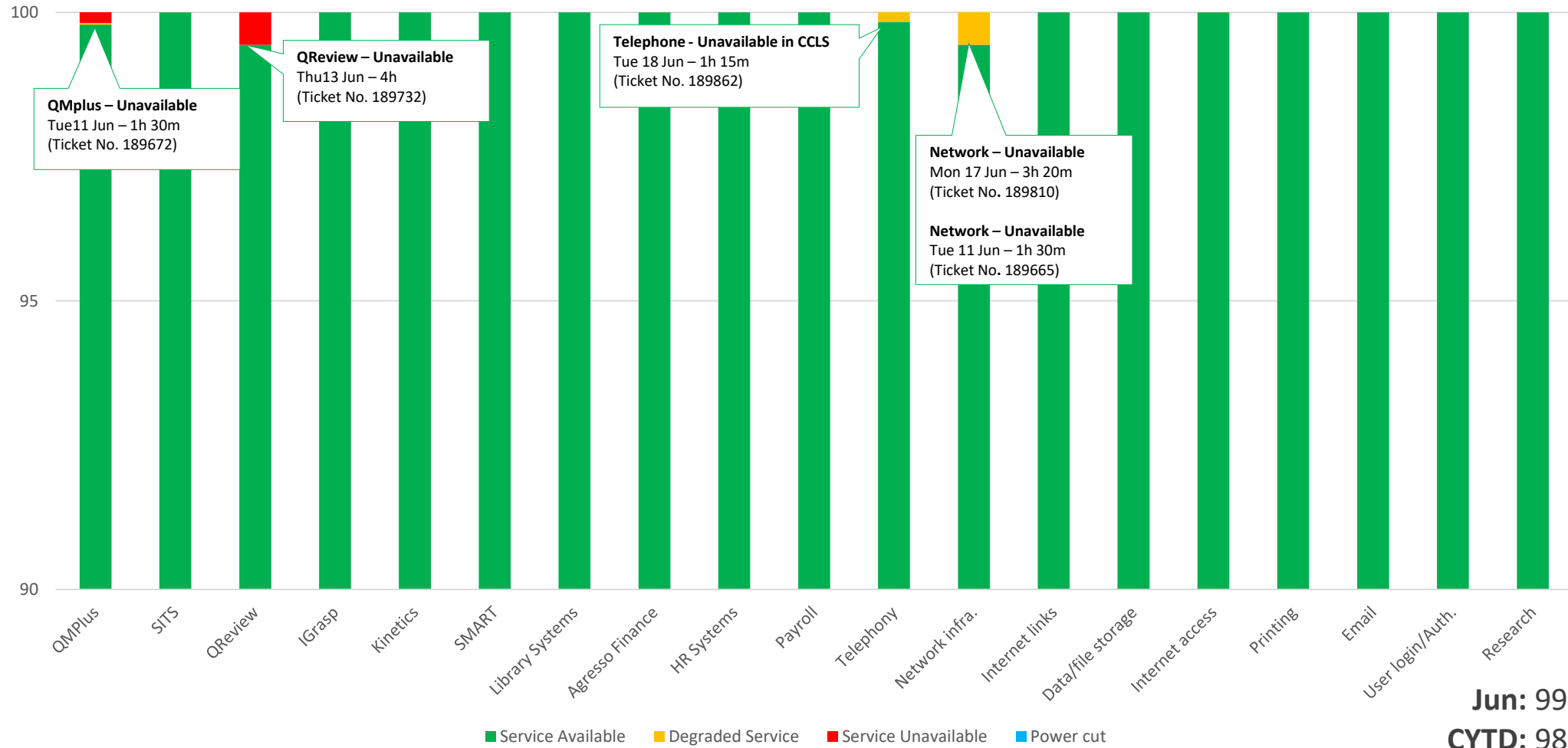
Major & High Priority Incidents – June 2019

MI Number	Date	Duration	Service Affected – Impact	Status
189665	Tue 11 Jun 08:30	40m	**Network Service** – Students in FB1.15 were unable to connect to the network **Cause:** A known software bug in the network switch **Action:** Network switch restarted	Resolved
189672	Tue 11 Jun 18:30	1h 30m	**QMplus** – Users were unable to access QMplus to view study material **Cause:** Disk Error on ULCC hard drives caused the server to fail **Action:** Issue escalated to ULCC	Resolved

Root Causes

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
ITS 3rd Party										1			1
External	2	1	1	1	2			1	1				
ITS							1				1		1

High Priority Incidents – June 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
189732	Thu 13 Jun 08:00	4h	**QReview** – Users were unable to access QReview lecture capture to record or view recordings **Cause:** QReview's Web Platform Services developed issues **Action:** QReview's external vendor deployed a fix and resolved the issue	Resolved
189862	Tue 18 Jun 09:00	1h 15m	**Telephone** – Users in CCLS 4th and 5th Floor were unable to make or receive calls on their IP phones **Cause:** The affected handsets had been programmed on the wrong controller. **Action:** Re-programmed the phones to the correct controller	Resolved
189810	Mon 17 Jun 06:30	3h 20m	**Network Services** – Users in Maths 3rd floor Queens were unable to access Network Services **Cause:** Known software bug in the network switches that host services to Maths 3rd Floor Queens **Action**: Network switch restarted	Resolved
190059	Tue 25 Jun 16:43	-	**Desktops** – Several user machines in Engineering infected with Malware similar to the Ransomware virus **Cause:** Unknown **Action**: Machines blocked from the network and disinfected	Ongoing

Planned Maintenance – June 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13334	10 Jun	11h	**Network Service**– – Users experienced two 10 min outages to network services at Whitechapel during the upgrade	Upgrade	Implemented
13720	13 Jun	2h	**iGRasp** – Users experienced a 15 min outage to the service during the maintenance period	Maintenance	Implemented
13335	17 Jun	11h	**Network Service** – Users experienced three service interruptions of up to 15 min each during the maintenance period	Maintenance	Implemented
13716	19 Jun	2d	**HPC Apocrita** – No service impact during the upgrade	Upgrade	Implemented
13688	19 Jun	30m	**EECS Web Service** – Users experienced a brief interruption of up to a 1 min during the maintenance period	Maintenance	Implemented
13336	20 Jun	11h	**Network Service** – Users experienced two interruptions of up to 10 min each during the upgrade to services hosted in DC2	Upgrade	Implemented
13367	24 Jun	1h	**Network Service** – Users experienced two interruptions of up to 10 min each during the upgrade to services hosted in DC1	Upgrade	Implemented

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ITS Incident and Request KPIs – June 2019

Measure	Target	Apr 19	May 19	Jun 19	Trend	Expected Trend
Incidents Raised	-	1415	1077	774	⬇	⬇
Number of Incidents Resolved	-	1175	1114	761	⬇	⬇
Incidents Resolved within SLT	90%	86%	81%	79%	🔻	▬
Resolution Time P1	4h	75%	100%	60%	🔻	▬
Resolution Time P2	1 BD	81%	71%	67%	🔻	🔺
Resolution Time P3	3 BD	86%	81%	79%	🔻	🔺
Resolution Time P4	5 BD	97%	95%	100%	🔼	▬
Resolution Time P5	20 BD	87%	90%	86%	🔻	🔼
Requests Raised	-	4212	3980	3594	⬇	⬇
Number of Requests Resolved	-	3859	3964	3502	⬇	⬇
Requests Resolved within SLT	90%	86%	85%	86%	🔺	▬
Reopened tickets	3%	139 (3%)	168 (3%)	132 (3%)	▬	▬

Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- A bug found on our network equipment and the two major incidents have impacted service levels
- Ticket volumes have decreased within June (as expected) during the examination period and staff using up annual 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)

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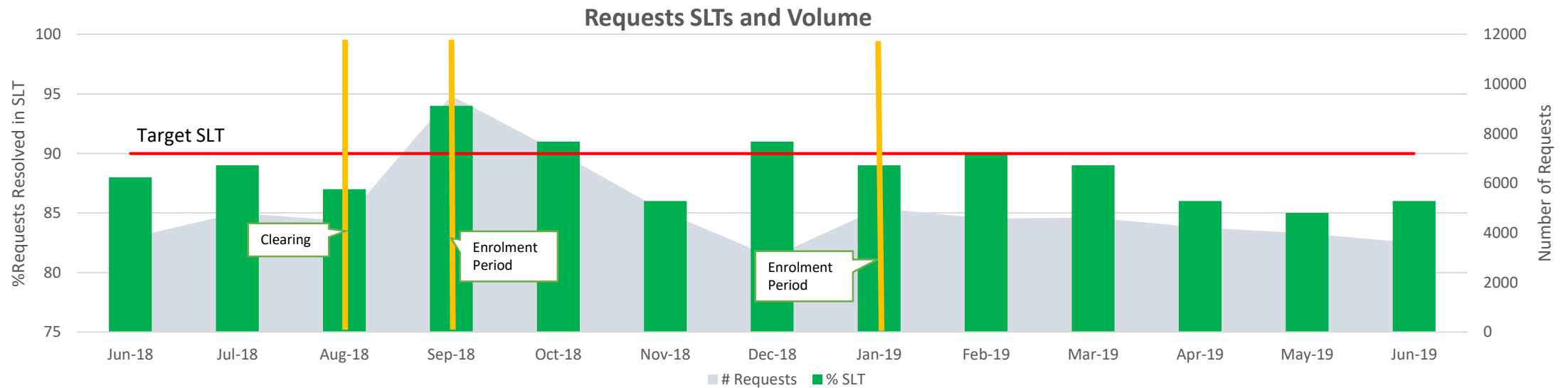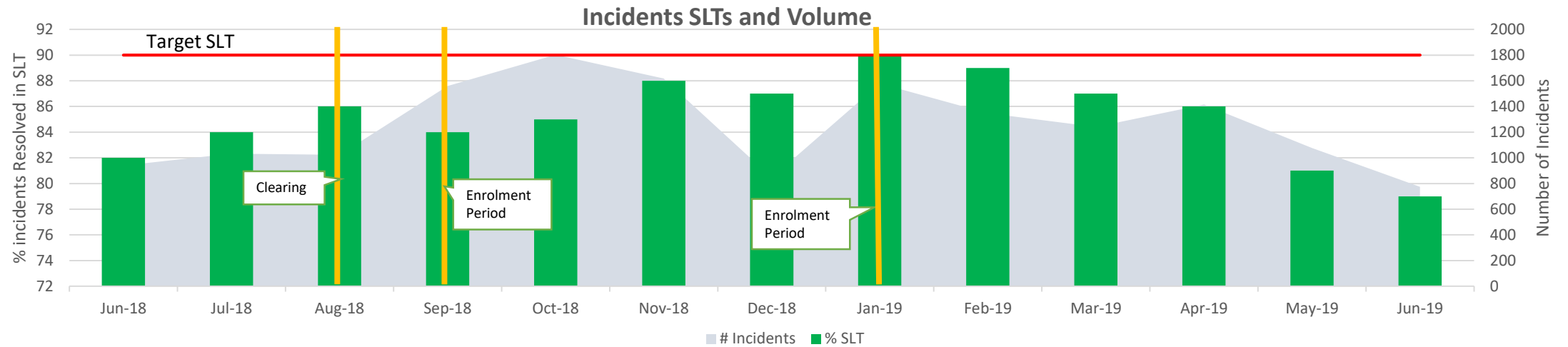
Service Desk Performance – June 2019

Measure	Target	Apr 19	May 19	Jun 19	Trend	Expected Trend
Received Phone Calls	-	2318	2017	1952	⬇ (white down)	⬇ (white down)
Average Wait Time	25s	16s	13s	21s	⬇ (green down)	▬ (green)
Abandon Rate (Calls)	5%	10%	6%	16%	⬇ (red down)	▬ (green)
FTF (First Time Fix)	75%	63%	59%	58%	⬇ (red down)	▬ (red)
FLF (First Line Fix)	75%	54%	51%	46%	⬇ (red down)	▬ (red)
Email Triage	90%	86%	98%	100%	⬆ (green up)	▬ (red)

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 two major incident
- We are reviewing the staffing levels to help make improvements

Key

- ⬆ (green up) Improvement over last month and within SLT
- ⬇ (green down) Deterioration from last month but within SLT
- ▬ (green) No change from last month and within SLT
- ⬆ (red up) Improvement over last month but breaching SLT
- ⬇ (red down) Deterioration from last month and breaching SLT
- ▬ (red) No change from last month and breaching SLT
- ⬆ (white up) Improvement over last month, No SLT assigned
- ⬇ (white down) Deterioration from last month, No SLT assigned
- ▬ (white) 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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Ticket Source – June 2019

ITS Ticket Volume	Apr 19	May 19	Jun 19	Trend	Expected Trend
☎ (Telephone)	801	698	589	⬇	—
@ (Email)	2651	1815	1961	⬆	⬇
(In person)	626	459	377	⬇	⬇
(Self service)	1266	1065	1280	⬆	⬇
Live Chat	72	63	50	⬇	—
TECH BAR	57	62	0	⬇	⬇

Commentary

- Ticket volumes via telephone and in person decreased as expected due to the exam period and staff taking leave

- The increase in email and self service is a result of P3 tickets raised because of the decommissioning of PRM and Network equipment experiencing issues

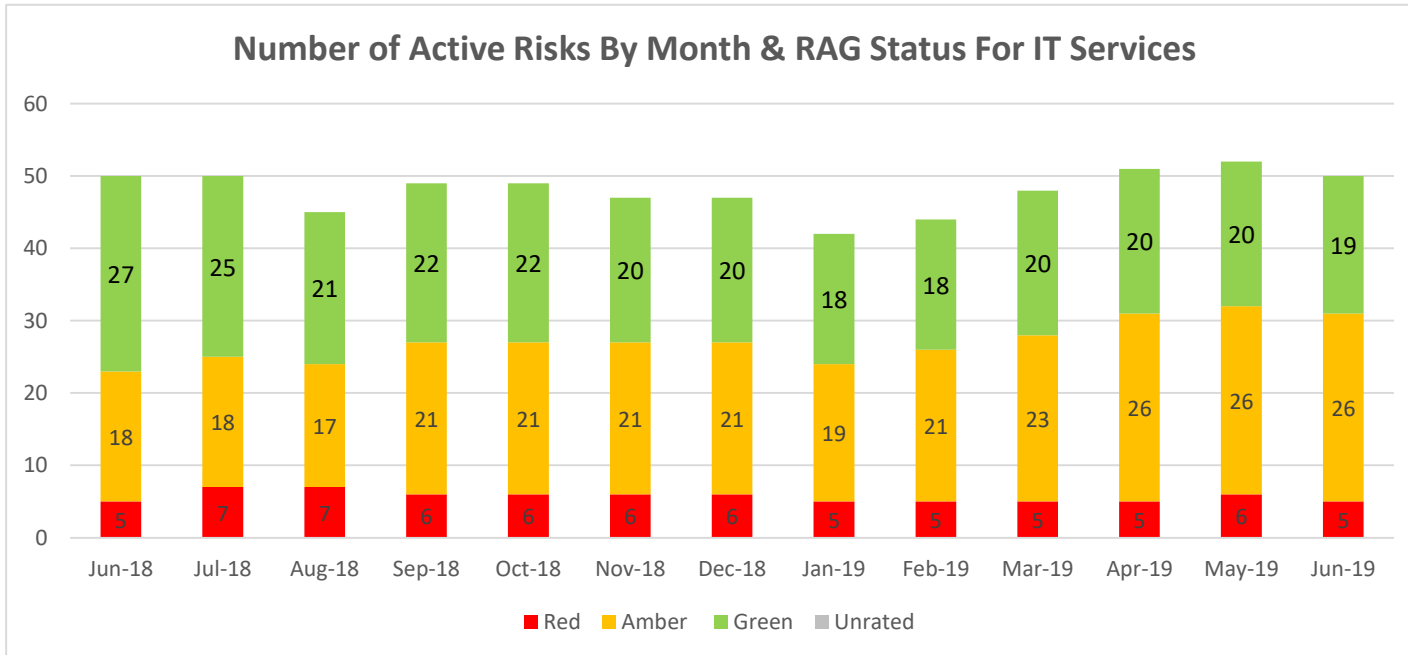- The Tech Bar pilot ended mid May which ran for 4 weeks

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

⬆ (red) Improvement over last month but breaching SLT

⬇ (red) Deterioration from last month and breaching SLT

▬ (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

▬ (white) 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 – June 2019

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

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

Legend: Red, Amber, Green, Unrated

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
2	0	0	50	1	⬇

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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