



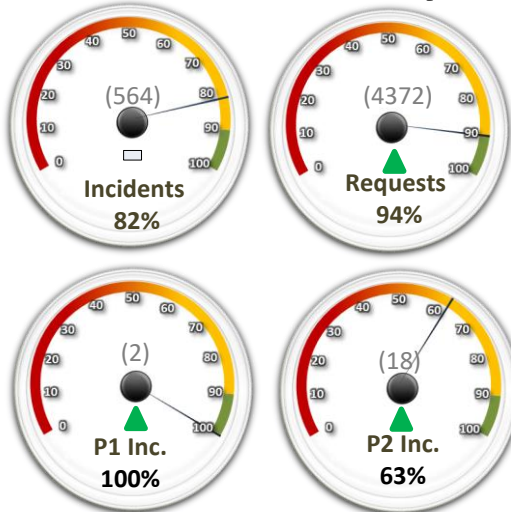
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

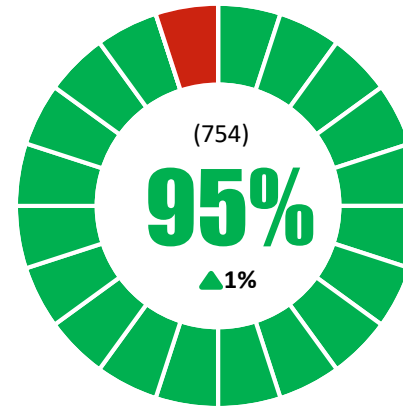
KPI & Summary



- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and the preparation for clearing
- The overall KPI trend is improving as the aged tickets stabilises.
- The two day virtual Open Day experienced issues due to the nationwide Virgin Media loss of service and the 3rd party platform issues with its end point firewall.
- Preparation for virtual Clearing is well underway, staff are testing soft phones and defining support levels and escalation paths that can be provided remotely

*KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction



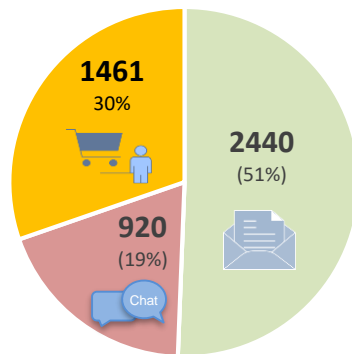
Definitions

- 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

1 Major Incident

- Open Day – 3rd party platform -25/06

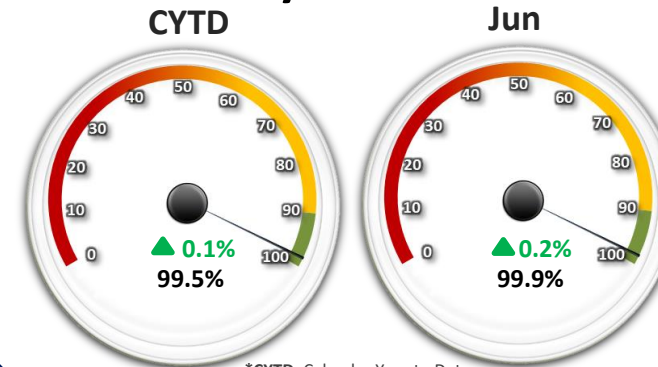
Volumes



Telephone Email In Person Chat Self-Service

- Ticket volumes have decreased this month as expected due to staff and students now predominately working from home and staff using up their outstanding leave.
- The main areas tickets were raised in are similar to last month; MyHR, Email and Agresso

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability increased despite the MI which was hosted by 3rd party services and low number of High Priority incidents
- Working from home has identified further critical systems that need to have high availability

KPI Trend View

KPI	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Move
% Satisfied Customers for Incidents	96	95	94	95	94	91	93	95	88	92	92	94	93	↓
% Satisfied Customers for Requests	98	98	97	95	95	97	98	97	95	93	94	94	96	↑
All Incidents Closed By All ITS Depts. Within SLT	79	76	67	77	75	76	79	86	79	83	87	82	82	▬
All Requests Closed By All ITS Depts. Within SLT	86	87	88	93	88	86	84	90	89	92	90	90	94	↑
All Incidents Closed By Site Within SLT	80	74	69	69	69	71	78	78	87	80	80	79	71	↓
All Requests Closed By Site Within SLT	86	89	88	85	87	88	84	90	72	92	87	88	93	↑
Service Desk Incidents Closed Within SLT	97	91	69	87	86	93	97	98	98	95	97	96	97	↑
Service Desk Requests Closed Within SLT	97	91	90	97	87	94	97	97	97	97	98	98	99	↑
Service Desk Telephone Response Within SLT	83	78	61	41	62	83	88	87	85	60	▬	▬	▬	▬
All Incidents Closed By Campus Teams Within SLT	83	76	67	64	58	57	68	75	56	54	62	67	62	↓
All Requests Closed By Campus Teams Within SLT	90	89	87	85	85	84	84	86	78	83	67	69	92	↑
Change Management Implementation														▬
Service Desk Email Triage	100	87	79	58	58	94	96	95	97	79	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

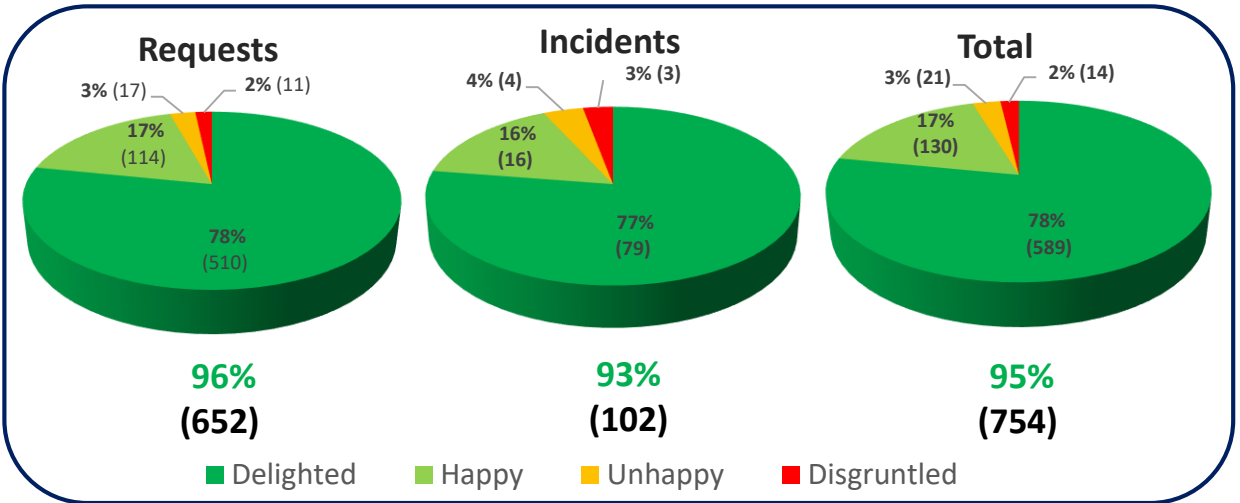
Customer Feedback

This month we received 754 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **16%** (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.



Feedback this month

Thank you. I am very grateful. You are all very kind efficient and extremely helpful

Why has this been closed. This has not been resolved

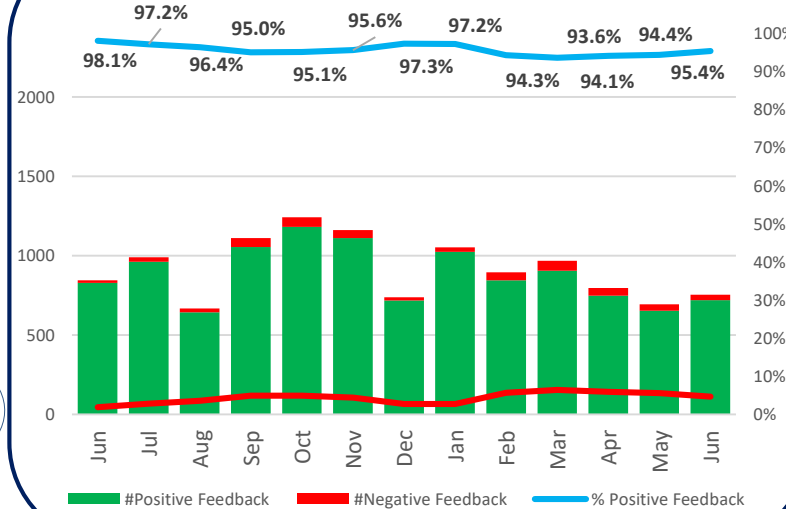
Your reset of my staff members MyHR account did not work,

Nice, speedy way to tackle IT issues remotely

Many thanks for the help and assistance this morning...He was very patient and didn't stop until he resolved my query...much appreciated

When we had live-chat on Friday, the person told me I would be sent a Defender token for my Apple device. Nothing has arrived - So I still have no access to my pc files i

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 Jun 2020

Research Excellence

Research Tickets Resolved

↑ 607



Research Grant Bids

↑ 191

Research Grants Awarded

↑ 37



Teaching Excellence

Logins to QMPLUS

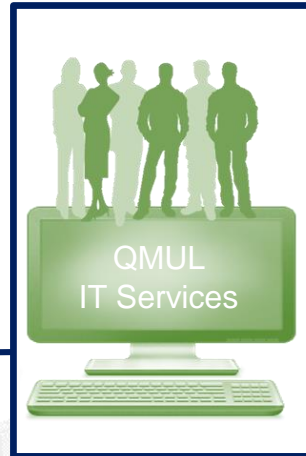
↓ 348,080



AV Teaching activities Supported

↑ 68

5,516 Videos played
↓ 32,043 times within QMplus



Reported AV Issues

↑ 43



Supported teaching spaces

Approx. 177 =



Hours of Q-review

4,294 ↓
Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 594,409



Public Engagement

Guest Wi-Fi:

↓ 13 users

560 sessions



Events Wi-Fi:

286 users ↓

36,935 sessions

Growth



87 =

New desktops/laptops Deployed

Approx. 62,371 ↑

Active accounts



↓

Total data stored (excl. Research)

924.73 terabytes

Sustainability

↓ 2,771

Pages sent and not printed



0 ↓

↑

Higher Than last month

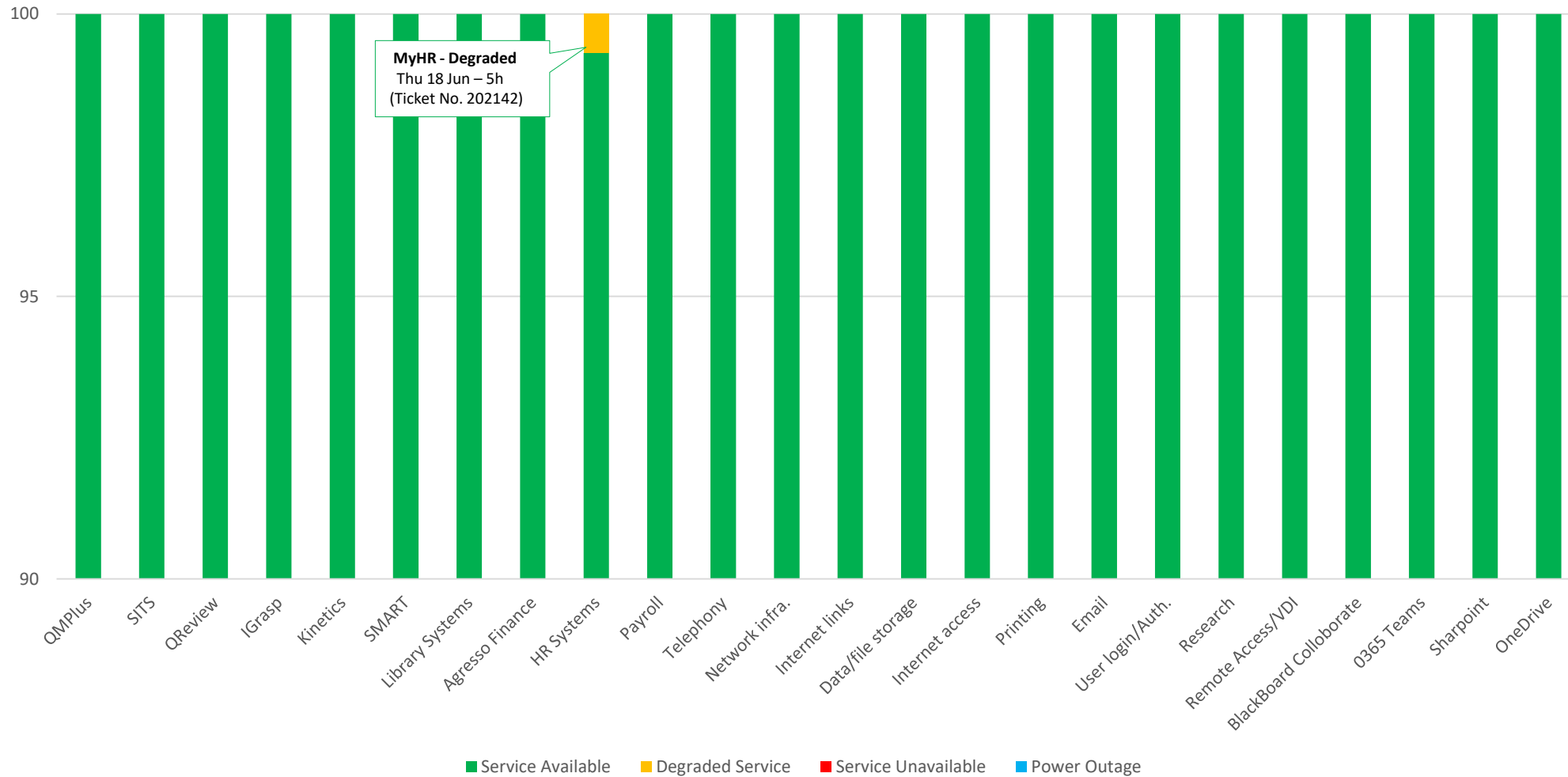
↓

Lower than last month

=

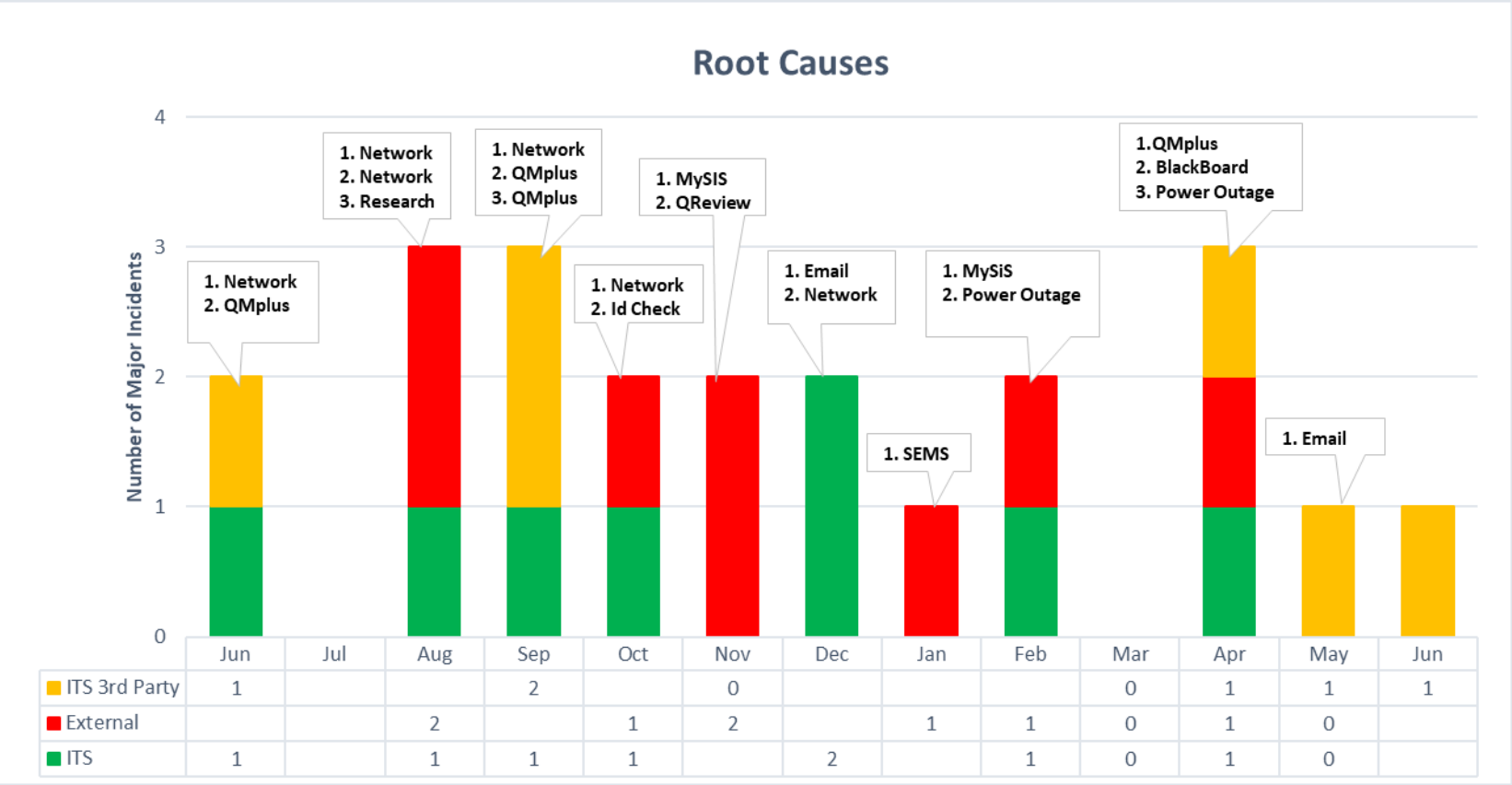
No change from last month

ITS Critical Systems Availability



Jun: 99.9%
CYTD: 99.5%

Major & High Priority Incidents



Key

- Source of Incident identified to be with 3rd Party Vendor ■
- Source of Incident identified to be outside of ITS e.g. power ■
- Source of Incident identified to be within ITS ■

Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
N/A	Thu 25 Jun 12:00	2d	Open Day 3rdparty Platform Services (Hijack) – Users were unable to access the virtual open day event Cause: Virgin Media had a nationwide service failure and Hijack encountered issues with their end point firewall Action: 3 rd party engineers resolved the issue.	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
202142	Thu 18 Jun 08:54	5h	MyHR – Users were unable to access MyHR off Campus with a non-managed device Cause: Issue with the application proxy Action: Changed the Azure Proxy configuration for MYHR and restarted.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14988	30 Jun	1h	Telephony – Users in the following department IT Service Desk, Estates Helpdesk, Careers were unable to make or receive calls to during the maintenance period.	Maintenance	Implemented
14938	18 Jun	2h	SITS Reporting & QMUL Space Management – User were unable to connect to the SITS reporting facility and the QMUL Space management services.	Upgrade	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	Apr 20	May 20	Jun 20	Trend	Expected Trend
Incidents Raised	-	854	630	564	↓	↓
Number of Incidents Resolved	-	859	573	580	↑	↑
Incidents Resolved within SLT	90%	87%	82%	82%	—	↑
Resolution Time P1	4h	50%	—	100%	↑	—
Resolution Time P2	1 BD	92%	55%	63%	↑	↑
Resolution Time P3	3 BD	86%	82%	83%	↑	↑
Resolution Time P4	5 BD	100%	89%	91%	↑	↑
Resolution Time P5	20 BD	100%	95%	100%	↑	—
Requests Raised	-	3932	3343	4372	↑	↑
Number of Requests Resolved	-	3989	3242	3992	↑	↑
Requests Resolved within SLT	90%	90%	90%	94%	—	—
Reopened tickets	3%	105 (2%)	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 continues to decrease this month due to staff taking their outstanding leave annual leave.
- The overall KPI trend is improving as the aged tickets stabilises

Key

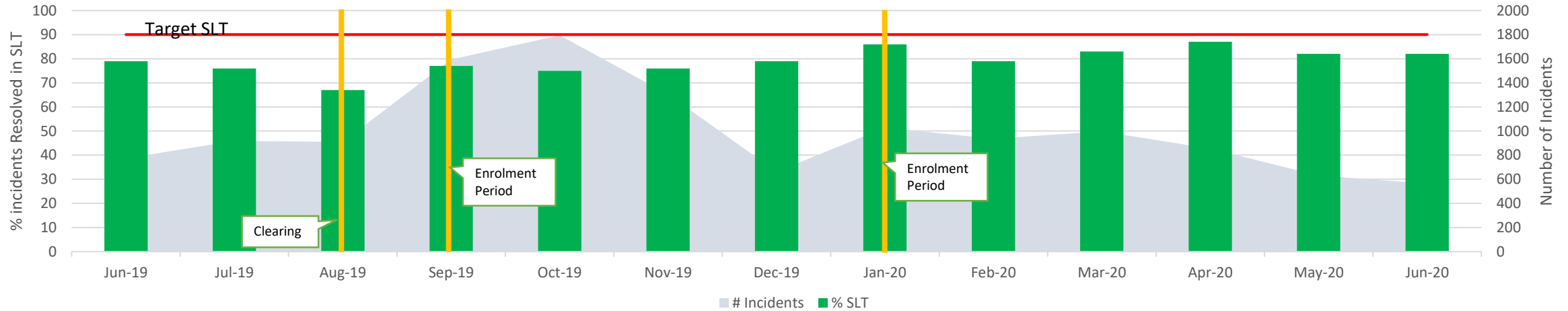
	Improvement over last month and within SLT
	Deterioration from last month but within SLT
	No change from last month and within SLT
	Improvement over last month and breaching SLT
	Deterioration from last month but breaching SLT
	No change from last month and breaching SLT
	Improvement over last month,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

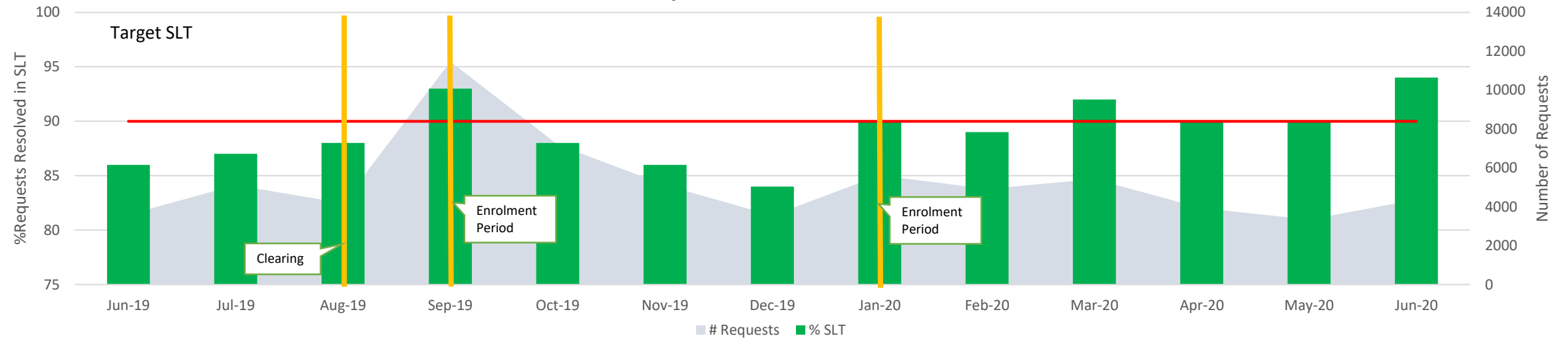
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume



Service Desk Performance

Measure	Target	Apr 20	May 20	Jun 20	Trend	Expected Trend
Received Phone Calls	-	▬	▬	▬	▬	▬
Average Wait Time	25s	▬	▬	▬	▬	▬
Abandon Rate (Calls)	5%	▬	▬	▬	▬	▬
FTF (First Time Fix)	75%	79%	83%	54%	↓	▬
FLF (First Line Fix)	75%	71%	69%	88%	↑	↑
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 dropped this means that more of the tickets had to be handled by second or third line support
- Where as the first line fix increased as the Service Desk continue to focused on quickly dealing with home working tickets on VDI, access to MyHR and software install.

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
- ↓ Deterioration from last month and 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










Ticket Source

ITS Ticket Volume	Apr 20	May 20	Jun 20	Trend	Expected Trend
	3	0	0	—	↓
	2147	1962	2440	↑	↓
	11	0	0	—	↓
	1596	999	1308	↑	↑
	945	855	920	↑	↑
	0	0	0	—	—

Commentary

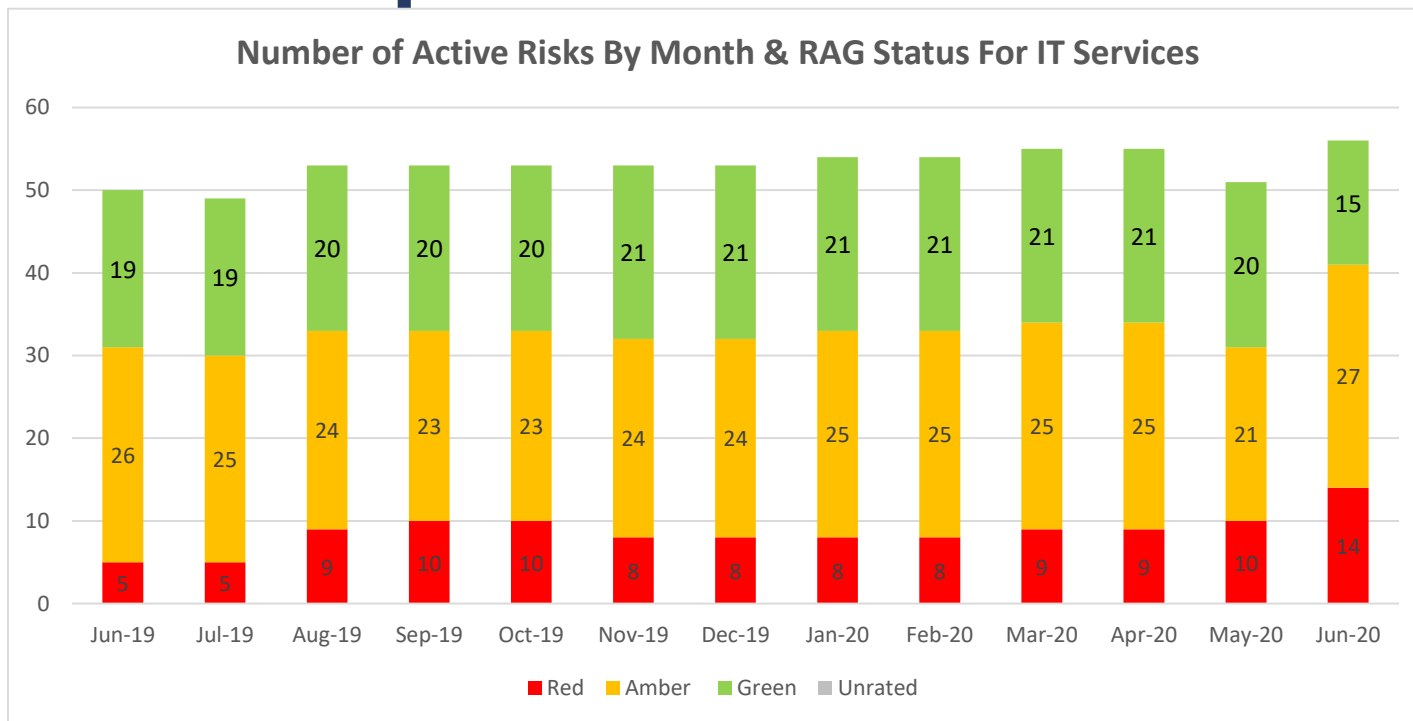
- The increase in Phishing email this month contributed to the ticket volume received by email.
- The main areas tickets were raised in are similar to last month; MyHR, Email and Agresso

Key

-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
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Risk Report



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?

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