



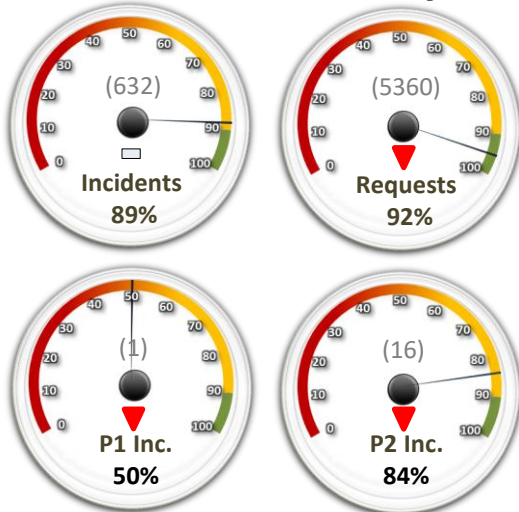
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

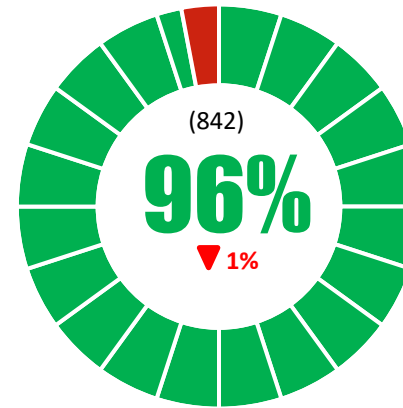
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have decreased this month, however, ticket volumes are higher in comparison to the same time last year mainly due to more staff and students being on site.
- The new IT Service operating model has completed its consultation period, interviews have now commenced.
- The service catalogue work to incorporate the new Gold, Silver and Bronze services remains paused, until the requirements have been prioritised.
- A new enterprise Architect has now joined the OCIO team.

Customer Satisfaction



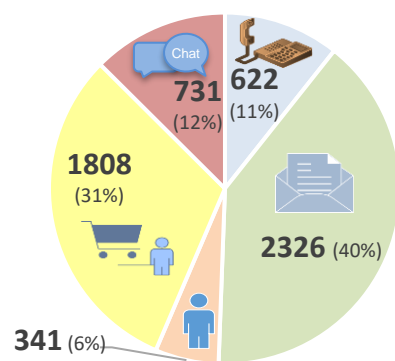
Definitions

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

- Telephony system Dropping Calls - 30/06

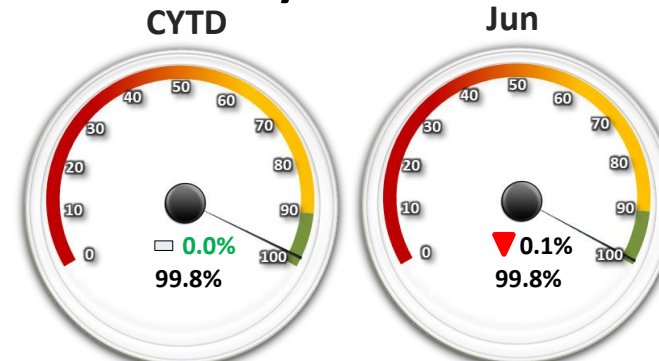
Volumes



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

- Ticket volumes via phone have increased due to a higher volume of incident tickets involving user devices (laptops).
- Ezproxy, laptop and MyHR were amongst the top issues reported this month.
- Request for Information was the top Request item again this month.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability dipped slightly this month because of the major incident but remains high.
- 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	93	95	96	95	94	86	96	96	95	95	96	96	94	↓
% Satisfied Customers for Requests	96	95	95	93	93	87	95	95	96	92	97	97	96	↓
All Incidents Closed By All ITS Depts. Within SLT	82	88	82	89	87	88	90	95	91	93	88	89	89	▬
All Requests Closed By All ITS Depts. Within SLT	94	94	89	94	93	94	95	97	94	96	95	94	92	↓
All Incidents Closed By Site Within SLT	71	88	79	87	86	88	85	90	82	93	83	83	82	↓
All Requests Closed By Site Within SLT	93	94	88	91	93	94	94	96	94	96	94	94	92	↓
Service Desk Incidents Closed Within SLT	97	99	99	97	97	96	98	99	98	98	98	99	98	↓
Service Desk Requests Closed Within SLT	99	99	99	99	99	99	99	99	99	96	99	99	99	▬
Service Desk Telephone Response Within SLT	▬	▬	▬	▬	▬	80	89	83	93	95	88	85	78	↓
All Incidents Closed By Campus Teams Within SLT	62	69	62	76	81	87	94	88	91	93	88	85	85	▬
All Requests Closed By Campus Teams Within SLT	92	95	74	84	91	95	95	93	93	95	96	96	95	↓
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	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

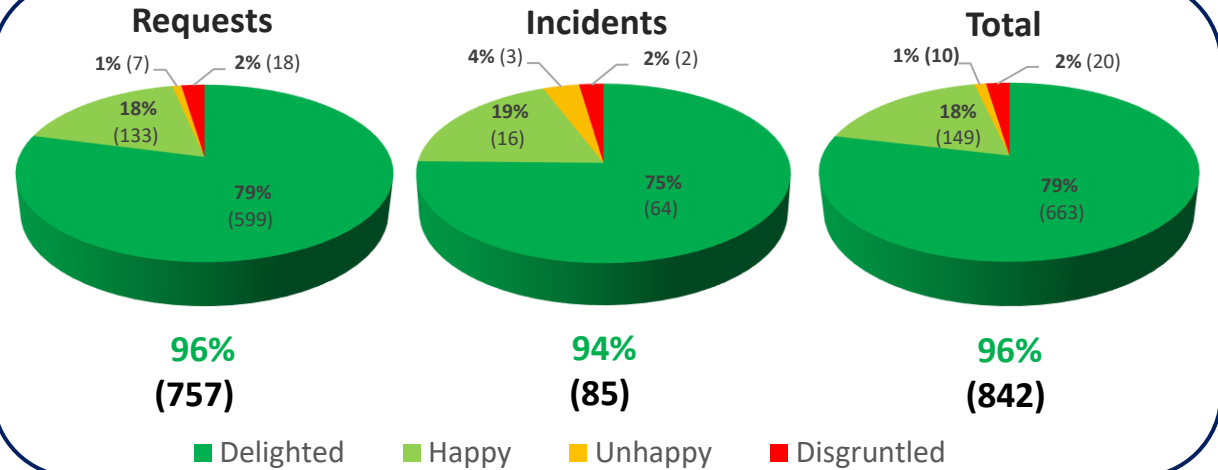
Customer Feedback

This month we received 842 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **14%** (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 for your help! My query was processed successfully, and I was informed of the status throughout the process.

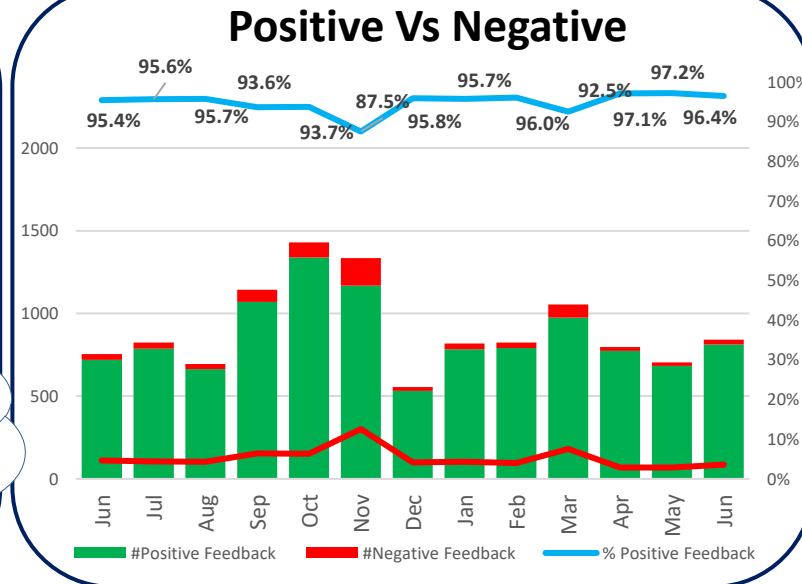
This was not sorted at all! Person just left the live chat!

Thanks for your prompt and comprehensive response to my query. I appreciate the help.

Ticket not read but closed anyway with the same excuses I was trying to address. Going round in eternal circles...

I got nowhere with my issues. I've been trying to sort these out for a week with no success, and all I was asked for is to give remote access to my computer. Terrible service experience

Thank you very much for actioning this to promptly and keeping me updated - much appreciated.



Commentary

- Customer Satisfaction for this month has dropped but remains above our 95% target.
- Feedback this month relate mainly to resolving service requests on the telephone upgrade.
- Complaints this month like last month, have been due to poor communication whilst handling tickets

Activities for the month of June 2021

Research Excellence

Research Tickets Resolved

↓ 205



Research Grant Bids



Research Grants Awarded



Public Engagement

Guest Wi-Fi:

↑ 134 users

1675 sessions



Events Wi-Fi:

↑ 1219 users

36,499 sessions

Teaching Excellence

Logins to QMPLUS

↓ 293,852



AV Teaching activities Supported

↑ 86

Reported AV Issues

↑ 10



Supported teaching spaces

Approx. 177



Hours of Q-review

↓ 10,001 Playbacks

↓ 4,290 Unique Viewers

↓ 39,830 QMplus played entries



Growth



↑ 89

New desktops/laptops Deployed

↑ Approx. 59,544 Active accounts



Total data stored (excl. Research) 993.08 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 529,273



Sustainability

↑ 19,935

Pages sent and not printed



↑ 1.5

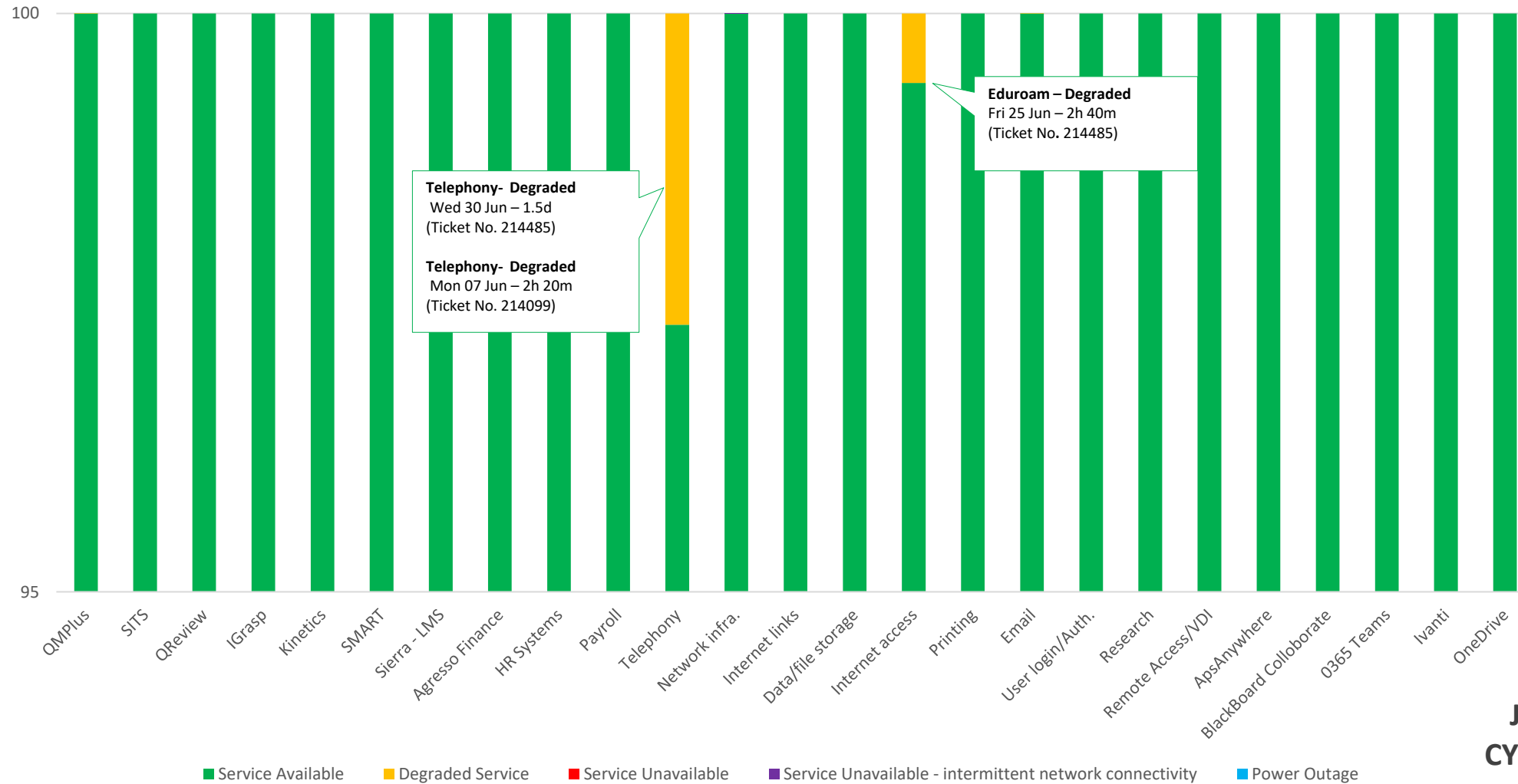


Higher Than last month

Lower than last month

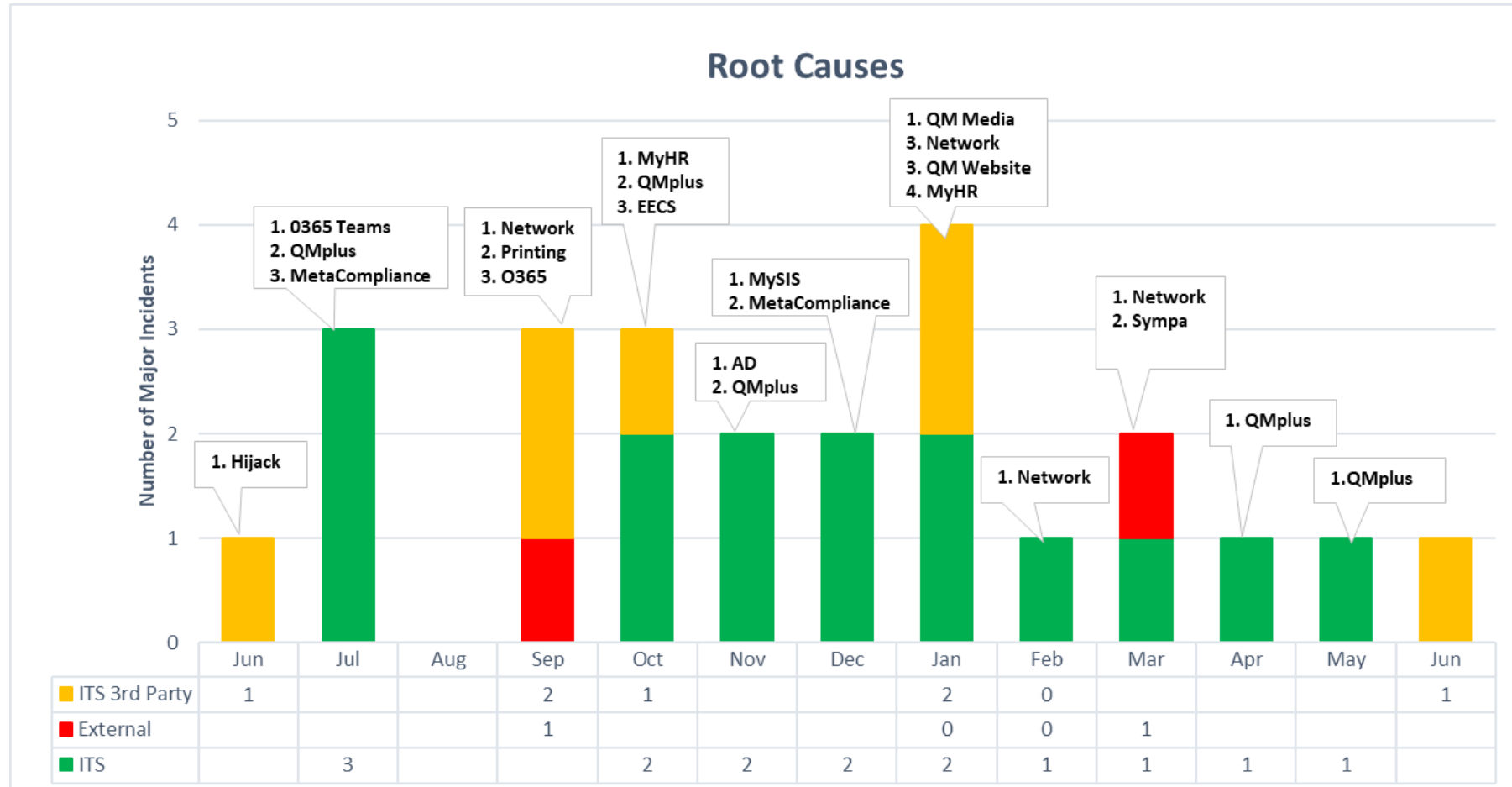
No change from last month

ITS Critical Systems Availability



Jun: 99.8%
CYTD: 99.8%

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 Incident and High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
214615	Wed 30 Jun 21:45	1.5d	<p>Telephony system – Calls to the UK Student Recruitment line were dropping. Cause: A misalignment of the opening call line times between Gamma and Mitel Interactive Voice Response (IVR) systems Action: A workaround was implemented by the Vendor, Britannic, that aligned the opening call line times between the inbound calls (handled by Gamma) and the QM Mitel system (calls passed onto agents).</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
214099	Mon 07 Jun 07:25	2h 20m	<p>Telephone – Calls to the Service Desk were not being connected to an agent. Cause: An out of office schedule for bank holiday Monday was set up to be active every Monday Action: The schedule was removed restoring the service.</p>	Resolved
214485	Fri 25 Jun 12:22	2h 40m	<p>Eduroam – The wireless internet was unavailable in the Blizzard RM1.19 Cause: A power failure in Whitechapel caused the DHCP server to stop responding Action: The server was restarted, which restored the service.</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
149171	05 Jun	2h	SITS/MySIS – Users were unable to access SITS during the maintenance period.	Maintenance	Implemented
15919	10 Jun	4h	Network – No impact to network services at Whitechapel except a brief 10-15m interruption to the emergency and lift phones in Whitechapel during the maintenance period.	Maintenance	Implemented
15900	19 Jun	4h	Network – Users experienced a short 20 sec interruption to services whilst the Network failed over at Whitechapel during the maintenance period.	Maintenance	Implemented
15834	26 Jun	4h	MyHR – Users were unable to access MyHR during the maintenance period.	Maintenance	Implemented
15804	28 Jun	4h	IP Phones – Users experienced intermittent interruptions during the maintenance period.	Maintenance	Implemented
15948	28 Jun	2h	Agresso – Users were unable to access the Unit4 Expenses app and exceleator, however the desktop application was still available during the change. A URL change was required post change.	Maintenance	Implemented










ITS Incident and Request KPIs

Measure	Target	Apr 21	May 21	Jun 21	Trend	Expected Trend
Incidents Raised	-	849	787	632	↓	↑
Number of Incidents Resolved	-	814	747	606	↓	↓
Incidents Resolved within SLT	90%	88%	89%	89%	—	—
Resolution Time P1	4h	0%	75%	50%	↓	↑
Resolution Time P2	1 BD	67%	100%	84%	↓	↑
Resolution Time P3	3 BD	88%	88%	89%	↑	↓
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	0%	↓	—
Requests Raised	-	5156	5207	5360	↑	↓
Number of Requests Resolved	-	5109	5008	5225	↑	↓
Requests Resolved within SLT	90%	95%	94%	92%	↓	↓
Reopened tickets	3%	115 (2%)	84 (1%)	113 (2%)	↑	—

Commentary

- Overall ticket volumes have decreased as expected during the examination period and staff using up annual leave.
- Ticket volumes are higher in comparison to the same time last year mainly due to more staff and students being on site.
- P1 & P2 KPI is trending poorly because of backlog tickets being resolved from last month, taking an average 4 -9 days to resolve.
- Overall trend is downwards due to poor handling of Incidents, which is reflected in the Customer feedback

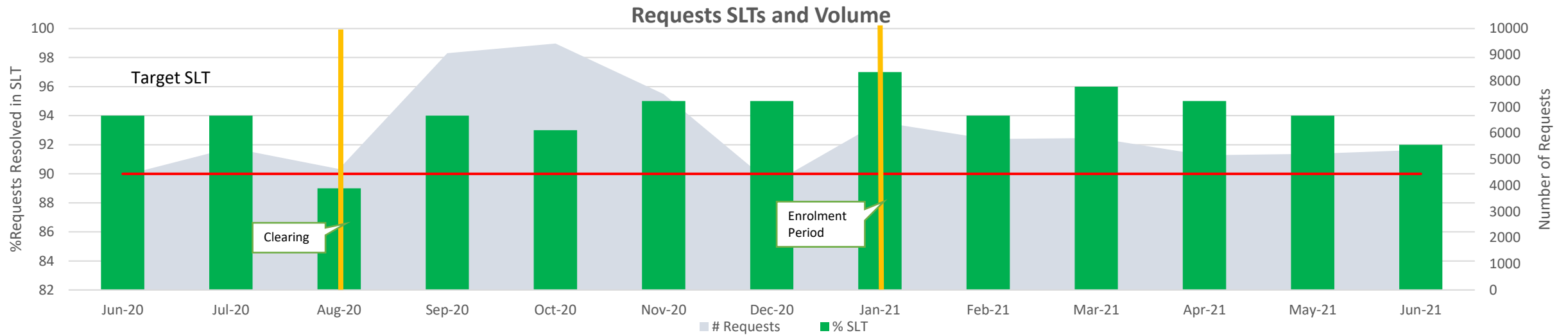
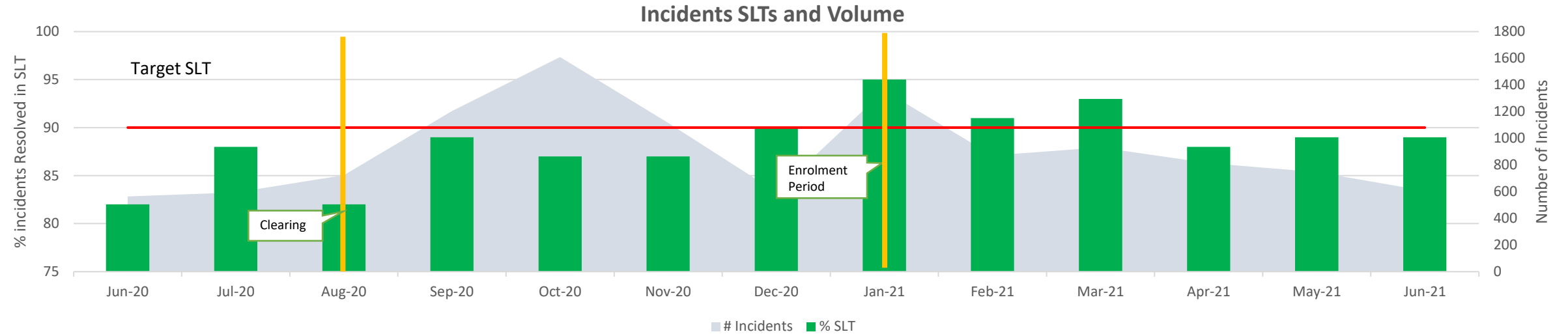
Key

-  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
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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












Service Desk Performance

Measure	Target	Apr 21	May 21	Jun 21	Trend	Expected Trend
Received Phone Calls	-	814	740	170	↓	↓
Average Wait Time	25s	23s	31s	22s	↑	↑
Abandon Rate (Calls)	5%	11%	14%	22%	↓	↓
FTF (First Time Fix)	75%	78%	81%	79%	↓	—
FLF (First Line Fix)	75%	62%	61%	62%	↑	—
Email Triage	90%	100%	100%	100%	—	—

Commentary







- The Service Desk continues to work remotely and is able to take calls. Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- An issue with the phones resulted in a low number of calls being recorded, the actual figure is a lot higher.
- The renewed focus on First line Fix has helped increase FLF slightly this month.
- Just under half the incident tickets received by the Service Desk were dealt with by Campus support & Service Desk whilst 80% for Service Requests.

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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 21	May 21	Jun 21	Trend	Expected Trend
	595	519	622	↑	↑
	2225	2221	2326	↑	↑
	392	344	341	↓	↑
	1706	2023	1808	↓	↑
	881	764	731	↓	↑
	0	0	0	—	—

Commentary

- Ticket volumes via phone have increased due to a higher volume of incident tickets involving user devices (laptops).
- Tickets via Email has also increased this is due to higher service requests this month involving Request for information and Agresso PO closures.
- Ezproxy, laptop and MyHR were amongst the top issues reported this month.
- Request for Information was the top Request item again this month.

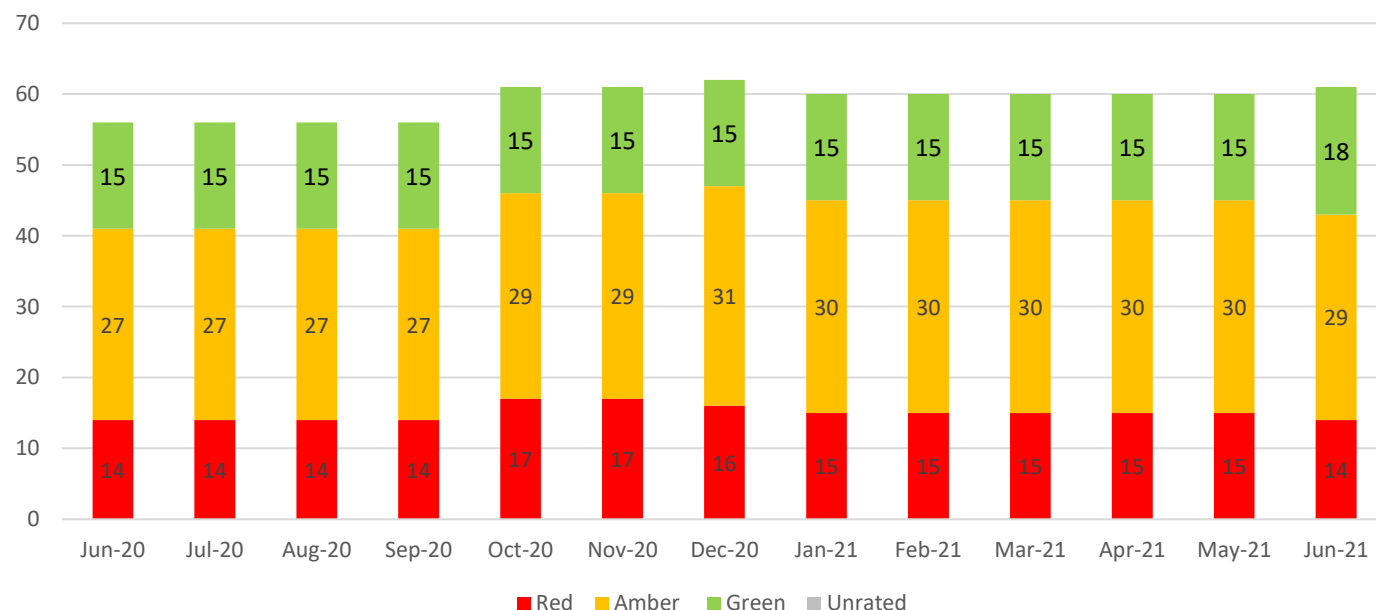
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Risk Report

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



New Risk: The strategic decision to implement a mixed mode teaching may result in an increase in service request/incidents and complaints to the Service

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
3	0	2	61	0	↑

Top Risks:

- **Under Resourced Information Security team** – An under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework
- **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



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

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