



Queen Mary

University of London

IT Services

Executive Summary – June 2016

Definitions

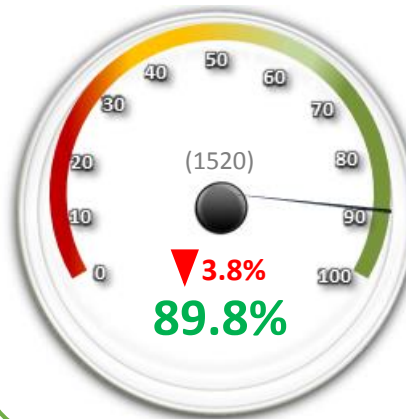
- CYTD: Calendar Year to Date
- DC: Datacentre 1 and/or 2
- DTL: Domain Team Lead
- KPI: Key Performance Indicator
- MI: Major Incident
- P1: Priority 1 Incident (High)
- SLT: Service Level Target

KPI



- The P1 KPI was heavily impacted by 2 Major Incidents experienced in June. Multiple P1s were logged for the same issue which led to numerous tickets breaching
- All other KPIs remain stable due to the focus on speedy resolution.

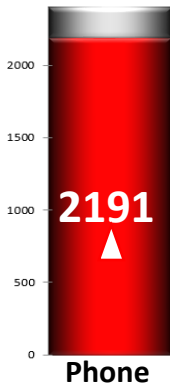
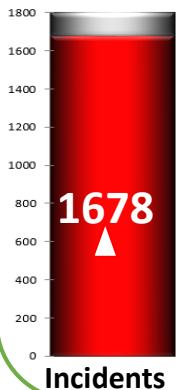
Customer Satisfaction



2 Major Incidents

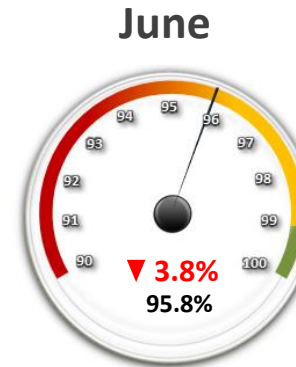
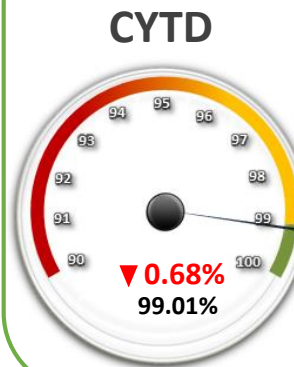
- Q-Review unavailable for 6h
- Multiple services including Q-Review, QMPlus, External Mail Routing and Print Services unexpectedly unavailable at Mile End for 27h during the weekend Power down

Volumes



- Whilst the number of incidents and requests increased by 700+ tickets during the month of June there has been continued focus on the aged tickets with an overall decrease in outstanding tickets.

Critical Systems Availability



- The availability for June was largely impacted by the unexpected 27 hours of unavailability for critical systems during the weekend power down of 17th June.



Customer Satisfaction – June 2016

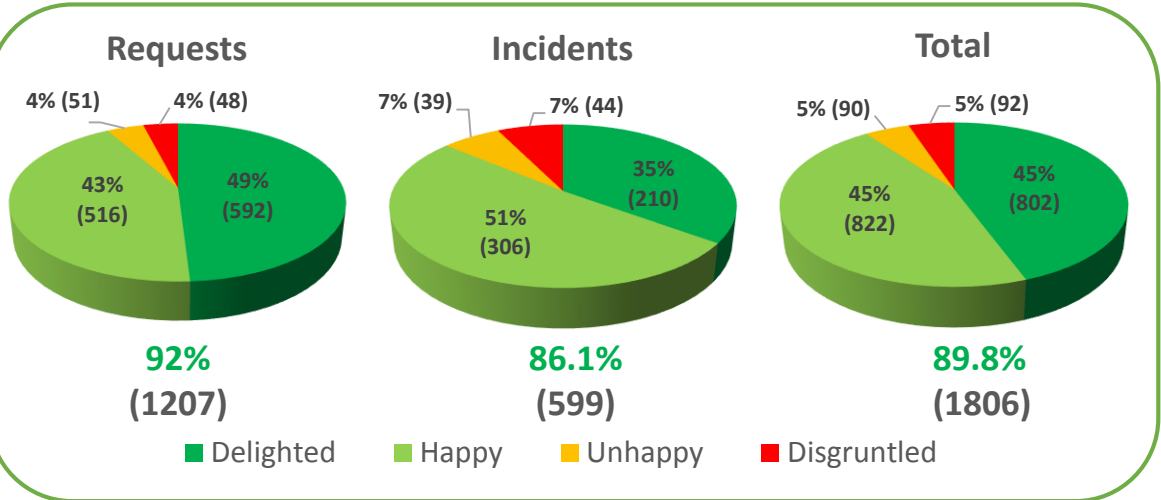
Customer Feedback

In June we had 1624 responses providing feedback to incidents and requests logged through the Service Desk. That is approximately a **24%** response rate overall (out of 6827 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.



June Feedback

The nice man at the desk (did not get his name) was happy to help me there and then, knew exactly what to do and why it wasn't working and helped me to fix it while I was there.

This has not been resolved and Dragon is not working either. Please reopen this case number and address

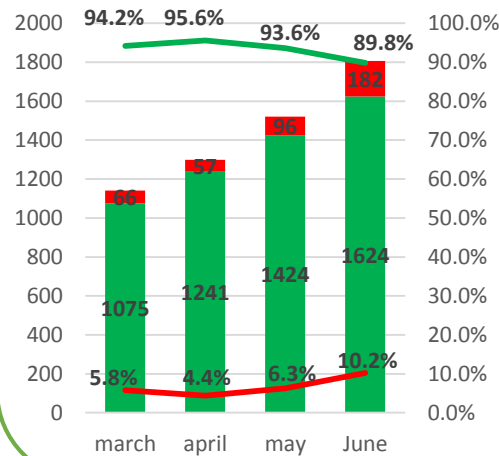
Quick, helpful and friendly service! Thanks!

Disgruntled because it took so long to resolve

I opened the ticket 2 weeks ago. No response at all until I solved the problem on my own. Took me 1 day of my life. I would appreciate a quicker response next time.

Support received from on-site colleague was fantastic, greatly appreciated.

Positive Vs Negative



Summary

- The Technical solution within our Service Management Toolset (LANDesk) to address feedback relating to tickets closed but not resolved and duplicate tickets being logged was implemented in late June. We have already seen a decrease in these types of tickets and negative feedback relating to it.
- Whilst the overall satisfaction rate is less than previous months the overall response rates continues to increase



Activities for the month of June 2016

Internet

University Website

600,000



Visitors from over 200 countries

6.28 million

Emails Delivered



Mobile App

58

Downloads



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



30.6 million

Internet attacks



Blocked

6.33 million

Emails blocked as SPAM



Logins to QMPLUS

Approx. 1.4 million



Supporting Services

Change requests processed

450



Copy Shop

645,000

Pages printed



261

Unique jobs processed

2 Major Incidents

657 Requests for PO's to be closed

Approx. 600,000

Pages printed on managed Printers



Approx. 57,000

Pages sent and not printed

Supporting you

3,682

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

280



Across sites And buildings

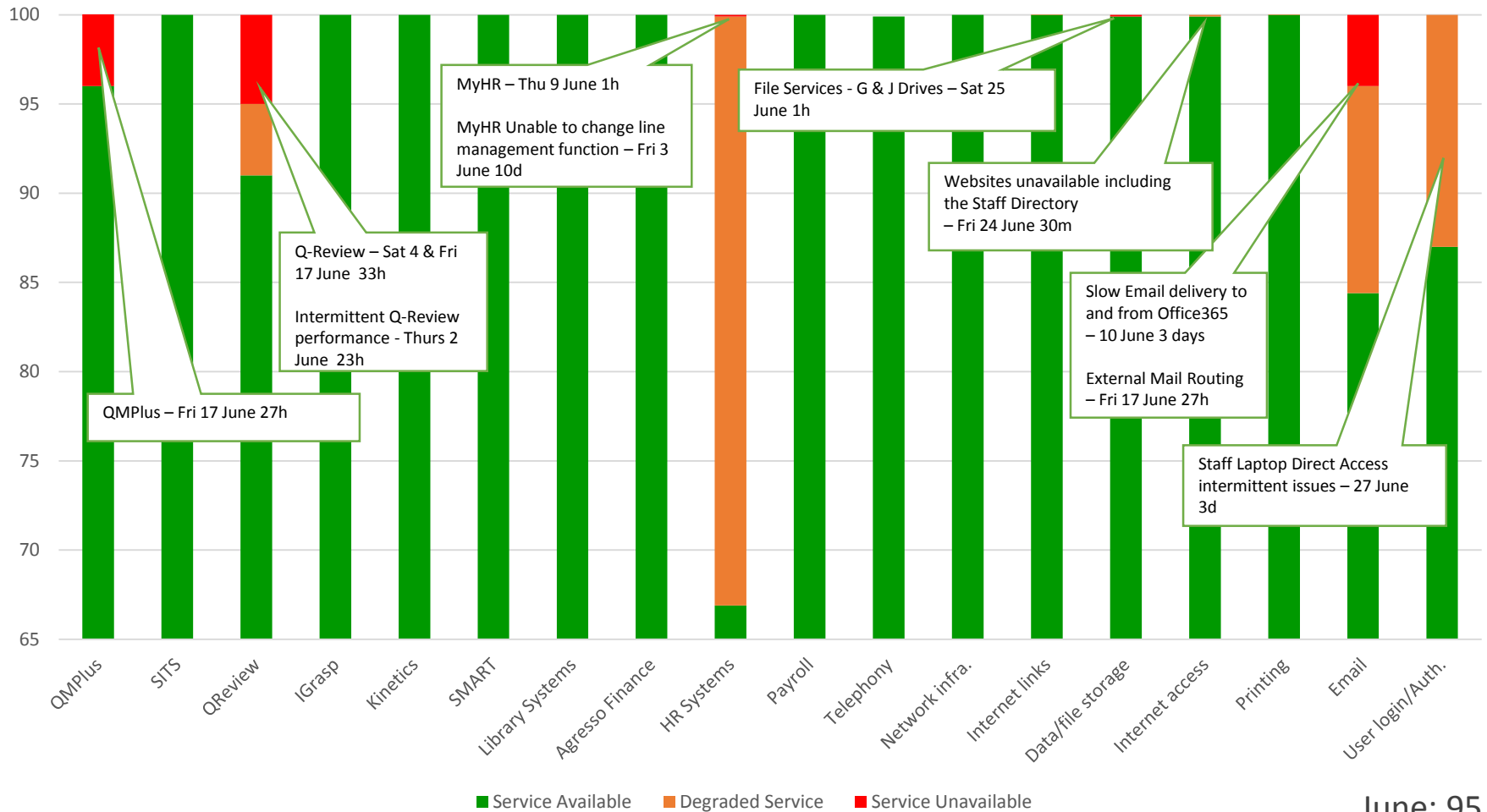
Approx. 7,000

Tickets logged with the Service Desk





ITS Critical Systems Availability - June 2016



June: 95.8%
CYTD: 99%



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

MI Ticket	Date	Duration	Service Affected - Impact	Status
131716	Sat 04 June – 18:16	6h	Q-Review - Users unable to upload or watch recordings of lectures	Resolved
133419	Fri 17 June – 18:55	27h	Q-Review, QMPlus, IDcheck, External Mail Routing, Eduroam, Shared drives, MySIS, Shibboleth, Wireless printing and the QM website – During the outage all of the mentioned and associated services were unavailable	Resolved
LYR Ticket	Date	Duration	Service Affected - Impact	Status
131417	Thurs 02 June – 13:45	23h	Q-Review - Users unable to upload or watch recordings of lectures	Resolved
132986	Fri 03 June	10d	MyHR Hierarchy Issue – Users unable to add or change line management info	Resolved
132244	Thurs 09 June – 08:00	1h	MyHR unavailable – Users experienced delays in sending and receiving external emails	Resolved
132137	Fri 10 June	3d	Email Services – During the issue there was slow Email delivery to and from Office365	Resolved
PB/109	Mon 27 June	On-going	Staff Laptop Direct Access intermittent issues (University Connection) – 27th of June, 2016	Monitored
133834	Fri 24 June – 13:30	0.5h	Staff Directory (www.dir.qmul.ac.uk) - All users unable to access or update the staff address book	Resolved
133847	Sat 25 June – 09:00	1h	File Services – During the outage all users were unable to access any files saved on the G & J Drives	Resolved



Planned Maintenance – June 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7608	Tue 07 June – 09:30	2.5h	Archive Catalogue – Users unable to use the Archive Catalogue and its corresponding staff interface during the maintenance	Maintenance	Implemented
7314	Wed 01 June – 17:00	21h	Resourcelink (Web View) - HR and Payroll staff unable to update data through the interface during the maintenance.	Maintenance	Implemented
7377	Tue 14 June – 08:00	1h	Q-Review - Users unable to upload or watch recordings of lectures during the update	Update	Implemented
7711	Sat 18 June – 09:00	6h	Network Maintenance Charterhouse Sq. - Email, Internet, Telephony, File store and Printing would be unavailable until completion of the network maintenance	Maintenance	Implemented
7712	Sat 25 June – 09:00	3h	Network Maintenance Mile End Library - Email, Internet, Telephony, File store and Printing would be unavailable until completion of the network maintenance	Maintenance	Implemented
7726 & 7727	Tue 07 June – 17:00	2h	Queen Mary Wi-Fi Upgrade (Blizard Building and Centre of the Cell) - Customers unable to connect and use the QMUL Wi-Fi service during the planned maintenance	Upgrade	Implemented
7557 & 7568	Sat 11 June – 09:00	6h	Network Maintenance at Whitechapel - Email, Internet, Telephony, File store and Printing would be unavailable until completion of the network maintenance	Maintenance	Implemented
7754	Tue 07 June – 07:00	1h	QM-Guest-Wi-Fi service – During the upgrade no new users would be able to access the Wi-Fi services	Upgrade	Implemented
7482	Wed 22 June – 06:00	7h	Library Management System – During the maintenance users will be unable to reserve unavailable items, check real-time availability and carry out self service renewals.	Maintenance	Implemented





Planned Maintenance – June 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7776	Thurs 9 June – 17:00	2h	Queen Mary Wi-Fi Upgrade (64 Turner St) - Customers unable to connect and use the QMUL Wi-Fi service during the planned maintenance	Upgrade	Implemented
7585	Thurs 16 June – 07:00	1h	Network maintenance at Lincoln's Inn Fields – During the maintenance no managed desktop or print services will be accessible by users	Maintenance	Implemented
7733	Wed 15 June – 08:00	0.2h	Network components in Queens' WB09 - During the migration no services that rely on the network were accessible e.g. Wi-Fi, Print Services, QMUL Network etc.	Migration	Implemented
7813	Sat 18 June – 10:00	7h	LANDesk (IT Service Management Tool) - Users unable to log new Support tickets on Self-Service portal	Maintenance	Implemented
7758	Mon 20 June – 08:00	2h	Elements/Publists – Users unable to access bibliographic data on research outputs	Maintenance	Implemented
7841	Thurs 23 June – 07:00	1h	Student Printing Service – Students unable to print any documents during the maintenance	Maintenance	Implemented
7827	Mon 27 June – 07:00	1h	Essential network maintenance – Q-Review, SITS, MySIS and File storage for Maths would be in accessible during the maintenance window	Maintenance	Implemented



ITS Incident and Request KPIs – June 2016

Measure	Target	Apr 16	May 16	June 16	Trend
Number of Incidents	-	1590	1577	1678	↑
Incidents Closed within SLT	90%	88%	86%	90%	↑
Resolution Time P1	4h	80%	60%	35%	↓
Resolution Time P2	1 BD	75%	88%	90%	↑
Resolution Time P3	3 BD	95%	88%	95%	↑
Resolution Time P4	5 BD	98%	96%	98%	↑
Resolution Time P5	20 BD	95%	95%	100%	↑
Number of Requests	-	4760	4465	5149	↑
Requests Closed within SLT	90%	88%	88%	87%	↓

Highlights

- The P1 KPI was heavily impacted by the 2 Major Incidents experienced in June. Multiple P1s were logged for the same issue which led to numerous tickets breaching (we will be improving the process)
- There has been a 5% decrease in the overall Incidents vs Service Requests trend since the start of 2016 - now 25% (Incident) & 75% (Service Requests). This is mainly due largely focus from ITS on the stability of services

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

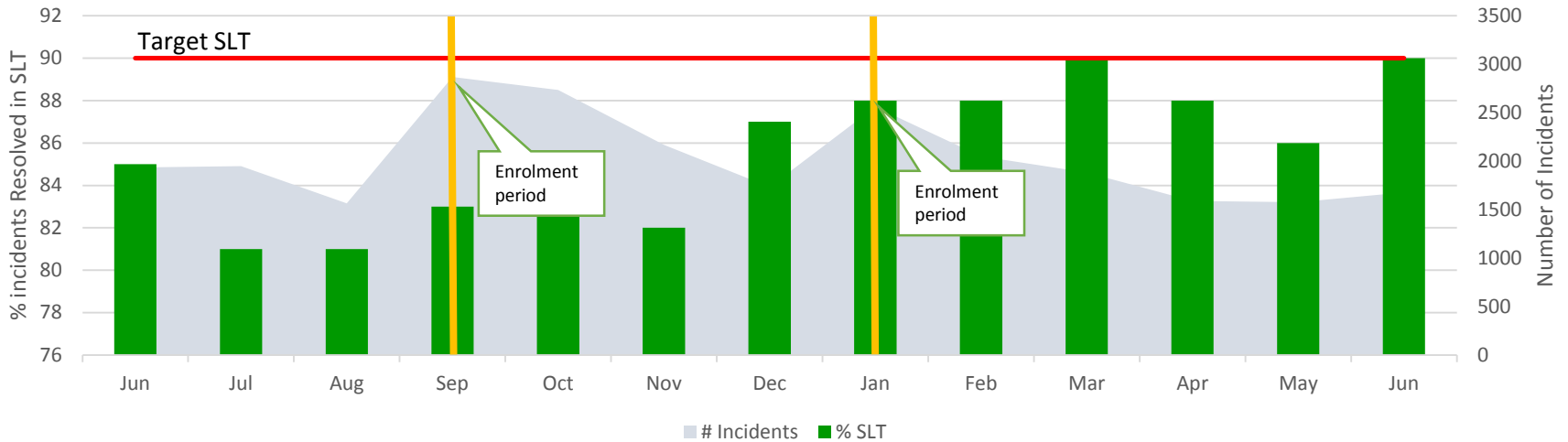
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

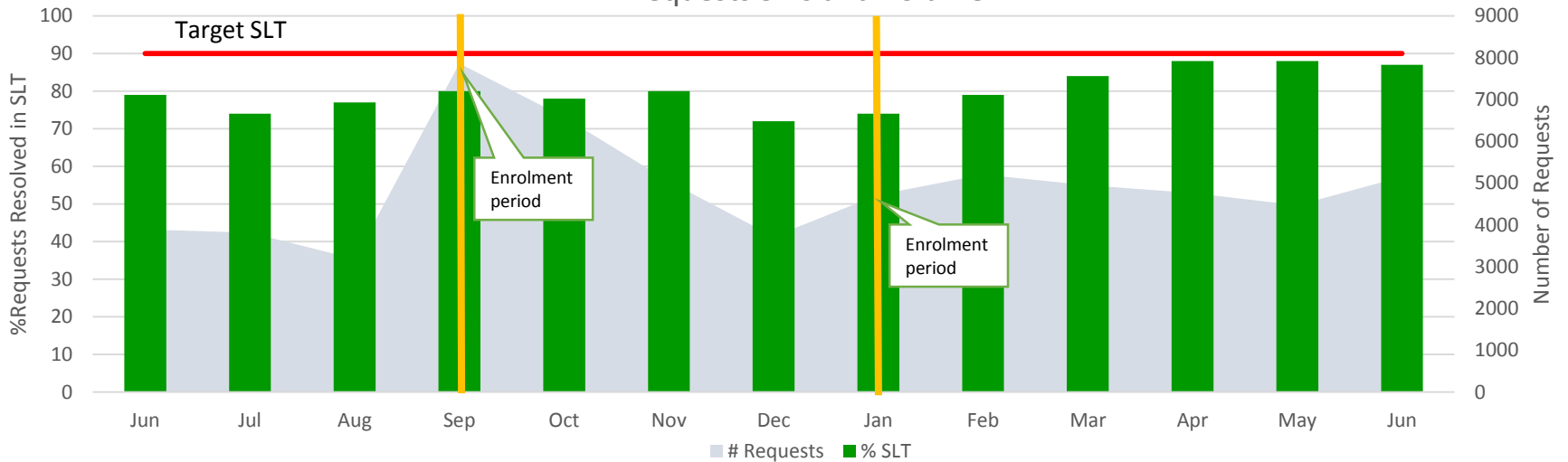


Incident and Requests KPIs – June 2016

Incidents SLTs and Volume



Requests SLTs and Volume














Service Desk Performance – June 2016

Measure	Target	Apr 16	May 16	June 16	Trend
Received phone calls	-	2128	1939	2191	↑
Answered phone calls	90%	98%	98%	98%	—
Average Wait Time	25s	12s	9s	10s	↓
Abandon Rate (calls)	5%	2%	2%	2%	—
FTF (First Time Fix)	75%	-	52%	54%	↑
FLF (First Line Fix)	75%	-	53%	56%	↑
In Person	-	36	133	125	↓
Emailed tickets	-	1958	1749	1581	↓
Self Service	-	168	54	282	↑

Highlights

- Whilst the number of incidents and requests increased by 700+ tickets during the month of June there has been continued focus on the aged tickets with an overall decrease in outstanding tickets.
- First Time and first Line stats continue to increase with the focus in this area since the introduction of the new definition and measurement

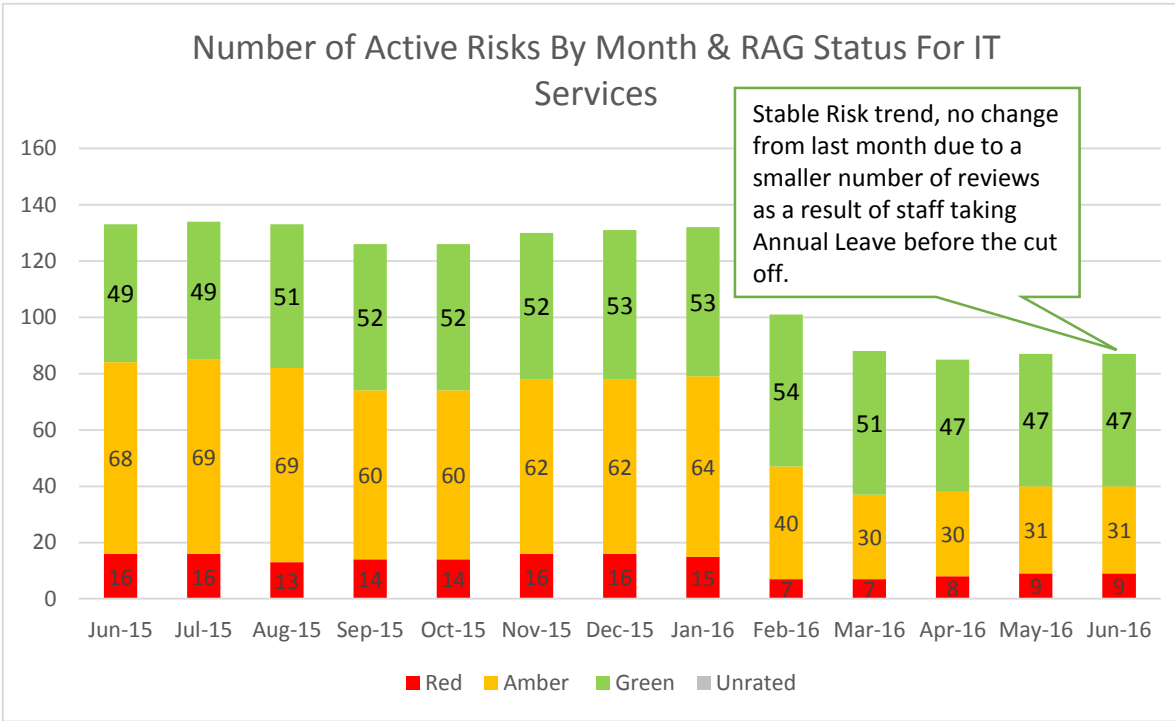
Key

-  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

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



Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to the Schools Application Migration project being suspended
- **Uncertainty around ability to recover data due to random backup failures in the Datacentre** – CommVault identified as a solution and due to be implemented.
- **No overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **No secure access portal or password generation control to ensure users use strong passwords to access Agresso** – Portal access via VDI proposed and a Password Policy to be applied

Monthly Risk Stats					
Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
0	87	0	87	0	▬

Key

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






KPI Trend View – June 2016

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





Top 10 Incident and Service Request Types June 2016

Incident Category	Total Logged	Percentage Logged
Incident - Raised as Request	966	34.6
Telephony - Desk Phone	104	3.7
Incident - Duplicate Ticket	77	2.8
Hardware - Desktop PC	76	2.7
Application (M-Q) - MyHR/ResourceLink - Unable to Login	63	2.3
Email - Security - Phishing/SPAM	61	2.2
Software - Other	48	1.7
Application (M-Q) - Q-Review	47	1.7
Hardware - Audio Visual - Other AV Hardware Fault	44	1.6
Other - Incident - Non-IT Issue	42	1.5

Request Category (Service Item)	Total Logged	Percentage Logged
Agresso 2 / Purchase Orders / Close PO	657	12.9
Network / Query	277	5.4
PRM / Advice on use	235	4.6
Technician Attendance	212	4.2
MyHR / User Access / Password reset	181	3.6
Request for Information	128	2.5
Other	117	2.3
Equipment Deliver/setup	111	2.2
Desk Phone / Install / Move / Add / Change / Remove	107	2.1
Desktop / Software / Query	91	1.8



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

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