Queen Mary
University of London
IT Services

Executive Summary – March 2018

KPI
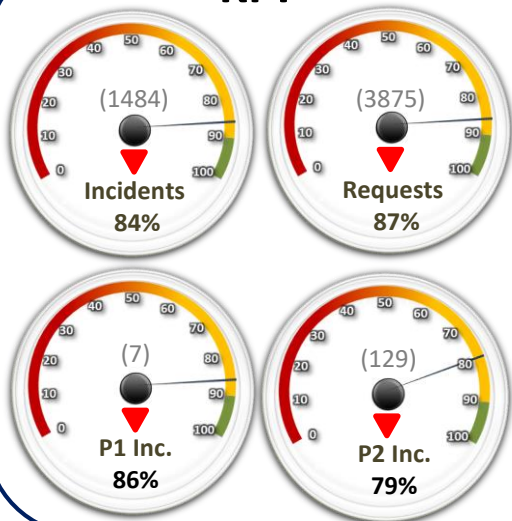
(1484) Incidents 84%

(3875) Requests 87%

(7) P1 Inc. 86%

(129) P2 Inc. 79%

- A majority of the KPIs are trending downwards (and breaching) due to the resourcing issues within numerous team in IT and the lengthy strike action in March.

- As a result we have been reviewing staff numbers on the Service Desk with a view to increase where necessary.
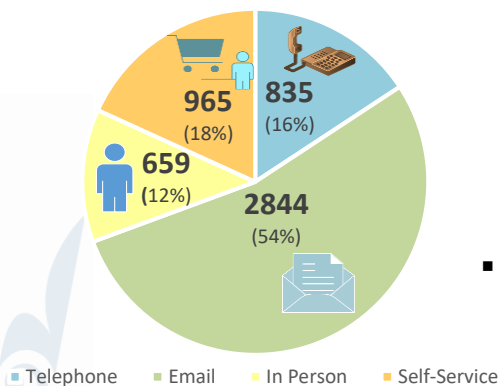
Customer Satisfaction

(963)

97%
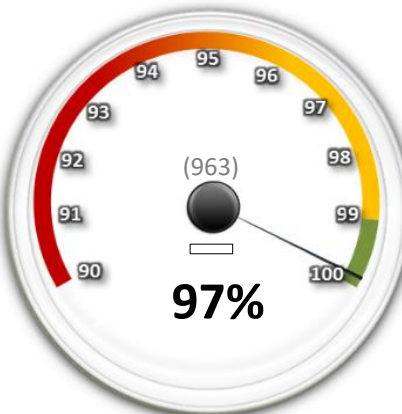
Definitions

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

<u>3</u> Major Incidents

- QMplus Unavailable (01/03)
- Network Outage (09/03)
- MySIS Performance Issues (12/03)

Volumes

- Telephone 835 (16%)
- Email 2844 (54%)
- In Person 659 (12%)
- Self-Service 965 (18%)
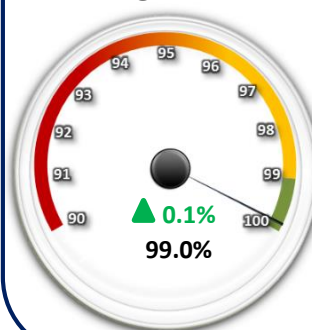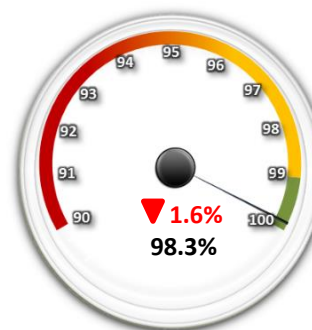
- Overall ticket volumes have decreased (as expected) from the previous months due to fewer reports of SPAM issues and service impacting high priority incidents.

- We investigating web chat support as an additional channel to contact the Service Desk.

Critical Systems Availability

CYTD
▲ 0.1%
99.0%

Mar
▼ 1.6%
98.3%

- Service availability impacted in March due to the MySIS performance issues and QMplus outage.

- No service impacting failed changes for the first time in several months.

Customer Satisfaction – March 2018

Customer Feedback

This month we had 963 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;
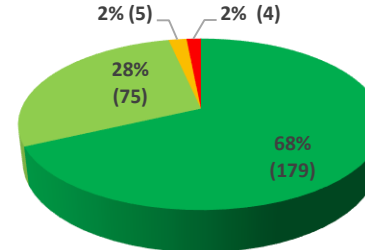
Delighted Happy Un-Happy Disgruntled

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

Requests
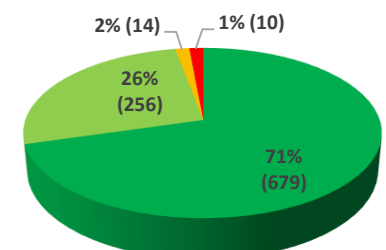1% (9) 1% (10)
26% (181)
72% (500)
98%
(700)

Incidents
2% (5) 2% (4)
28% (75)
68% (179)
96%
(263)
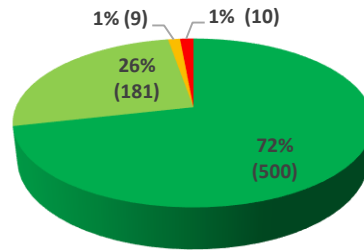
Total
2% (14) 1% (10)
26% (256)
71% (679)
97%
(963)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

It was done efficiently and explained to me clearly why there was a fault

Thank you for acting on my request. I am sorry but I was made to feel like a child that had no idea what I was talking about.
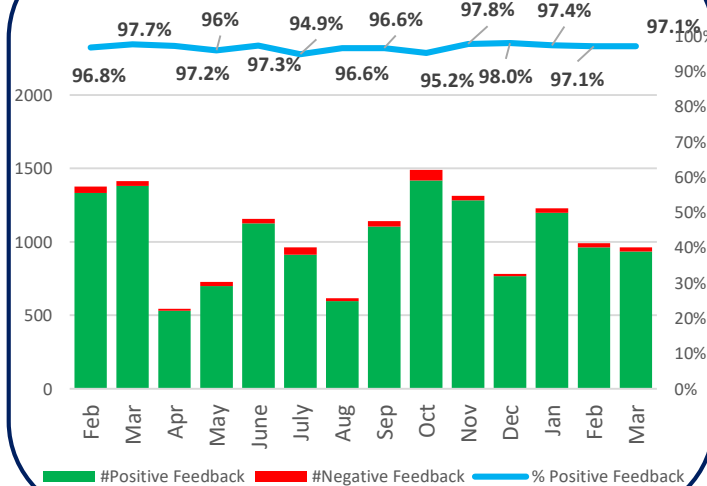
I raised this request on 5 Jan, chased it several times and I'm now over 2 months later getting another request saying that I have to raise a new ticket?

Very, very happy! Thank you very much!

. Great service with a smile, as always.

I had to chase to get this solved and it's first posted over 3 weeks ago

Positive Vs Negative

97.7% 96% 94.9% 96.6% 97.8% 97.4% 97.1%
96.8% 97.2% 97.3% 96.6% 95.2% 98.0% 97.1%

2000
1500
1000
500
0

100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%

Feb Mar Apr May June July Aug Sep Oct Nov Dec Jan Feb Mar

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

Commentary

- Customer satisfaction continues to hover around the 97% mark. A majority of the 'disgruntled' feedback for March is related to lack of updates and tickets not resolved.

- The focus over the next few months will be on ensuring that tickets 'owned' and customers are updated regularly.

Activities for the month of March 2018

Research Excellence

Research Grant Bids
199

Research Grants Awarded
70

Teaching Excellence

Logins to QMPLUS
683,229

AV Teaching activities Supported
428

2,460
Videos played
10,546
times within QMPlus

Reported AV Issues
112

Supported teaching spaces
177

Hours of Q-review
2,600
Playbacks

QMUL
IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
190,810

Public Engagement

Guest Wi-Fi:
263 users
7,204 sessions

Events Wi-Fi:
744 users
14,284 sessions

Growth

36
New desktops/laptops Deployed

95,218
Registered mail accounts

Total staff data stored
132 terabytes

Total student data stored
27 terabytes

Sustainability

63,795
Pages sent and not printed

1

ITS Critical Systems Availability – March 2018

MySIS
12 Mar – 3h 30m
(Ticket No.169871 & 169869)

19 MAR – 2h 30m
(Ticket No. 170211)

Network Services.
9 Mar – 30m
(Ticket No. 169170, 169179 & 169985)

QMplus
01 Mar – 2h 18m
(Ticket No. 169289)

Non-IT Managed Printing
22 Mar – Ongoing
(Ticket No. 170414)

Categories: QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth., Research

■ Service Available ■ Degraded Service ■ Service Unavailable ■ Power cut

Mar: 98.3%
CYTD: 99.0%

Major Incidents – March 2018
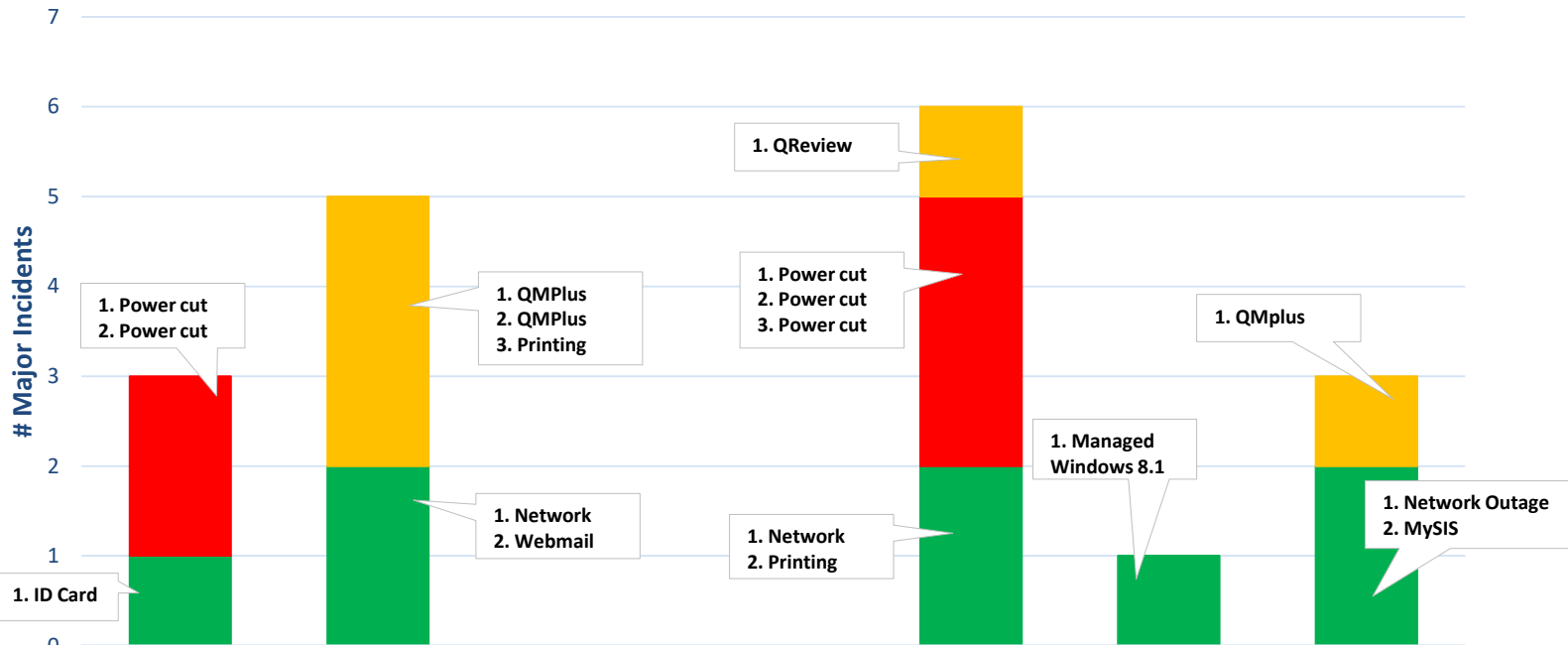
Major Incidents – March 2018

MI Number	Date	Duration	Service Affected – Impact	Status
169289	Thu 01 Mar 11:25	2h 18m	**QMplus** – Users unable to access QMplus **Cause:** Power failure in ULCC's Data Centre **Action:** Monitored ULCC restoration of service and ensured QMUL was prioritised as services were resumed	Resolved
169170 169179 169985	Fri 9 Mar 11:17	30m	**Network Services** – Users unable to access any QMUL network services **Cause:** A component (Supervisor Module) of the Nexus 7k in Maths Building failed causing a network outage (there was no resiliency) **Action:** Manually restarted the network switch	Resolved
169871 169869	Mon 12 Mar 11:07	3h 30m	**MySIS** – Users experienced slow and intermittent access to MySIS **Cause:** The system was unable to cope with the number of students trying to access the system at the same time **Action:** Increased the Central Processing Unit (CPU) to enable it to handle the load	Resolved

High Priority Incidents – March 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
169833	Mon 12 Mar 08:00	2d 5h	**QM-Events Wi-Fi** – Users unable to access the QM-Events Wi-Fi **Cause:** A faulty Firewall appliance caused the network switch to freeze **Action:** Replaced the Firewall	Resolved
169767	Wed 14 Mar 10:00	1d	**Skype** – Intermittent access issues connecting to Skype for business. **Cause:** PC configuration **Action:** Updated the configuration on the impacted PCs	Resolved
170211	Mon 19 Mar 08:00	2h 30m	**MySIS** – Users unable to access MySIS **Cause:** The security certificate had expired **Action:** Renewed the certificate	Resolved
170414	Tue 22 Mar	-	**Print** – Users unable to print on non-IT managed printers **Cause:** Non-IT managed printers in a offline state (unknown why) **Action:** Delete the and re-install print configurations on users PC or restart of the server	Ongoing

Planned Maintenance – March 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
11785	2 Mar	2d 17h	**SITS & MySIS** – Users were unable access MySIS & SITS during the upgrade	Upgrade	Implemented
11848	6 Mar	1h	**Internet Service** – The internet was unavailable for twelve-minutes during the maintenance period	Maintenance	Implemented
11817	8 Mar	4h	**Elements/Publists** – The Research online repository had limited functionality during the maintenance period	Maintenance	Implemented
11820	8 Mar	2h	**Eduroam Wi-Fi** – There was no Service Impact during the maintenance period	Maintenance	Implemented
11855	13 Mar	3h	**Self managed Network (DHCP Migration) -** There was no Service Impact during the maintenance period	Maintenance	Implemented
11857	14 Mar	3h	**Managed Network (DHCP Migration)** – There was no Service Impact during the maintenance period	Maintenance	Implemented
11879	23 Mar	3d 10h	**MyHR & Resourcelink (WebView)** – Users were unable to access MyHR during the maintenance period	Maintenance	Implemented
11853	24 Mar	6h	**SITS MySIS & Library Systems** – Users were unable to access MySIS and Library systems during the maintenance period	Maintenance	Implemented
11898	26 Mar	4h	**Network Services** – Network Services were unavailable in the John Vane building at Charterhouse Square during the estates power shutdown tests	Estates Power tests	Complete
11930	27 Mar	2h	**QMplus** – Users were unable to access QMplus for 5mins during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – March 2018

Measure	Target	Jan 18	Feb 18	Mar 18	Trend	Expected Trend
Incidents Raised	-	2233	1792	1484	⬇	⬇
Number of Incidents Resolved	-	1839	1673	1429	⬇	⬇
Incidents Resolved within SLT	90%	87%	86%	84%	🔻	▬
Resolution Time P1	4h	80%	82%	86%	🔺	▬
Resolution Time P2	1 BD	84%	72%	79%	🔺	▬
Resolution Time P3	3 BD	87%	87%	84%	🔻	▬
Resolution Time P4	5 BD	98%	94%	97%	🔼	▬
Resolution Time P5	20 BD	100%	92%	100%	🔼	▬
Requests Raised	-	5061	3991	3875	⬇	⬇
Number of Requests Resolved	-	4441	3599	3707	⬆	⬇
Requests Resolved within SLT	90%	90%	91%	87%	🔻	🔻

Highlights

- Overall ticket volumes have decreased (as expected) from the previous months due to fewer reports of SPAM issues and service impacting high priority incidents.

- A majority of the KPIs are trending downwards (and breaching) due to the resourcing issues within numerous teams in IT and the lengthy strike action in March.

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

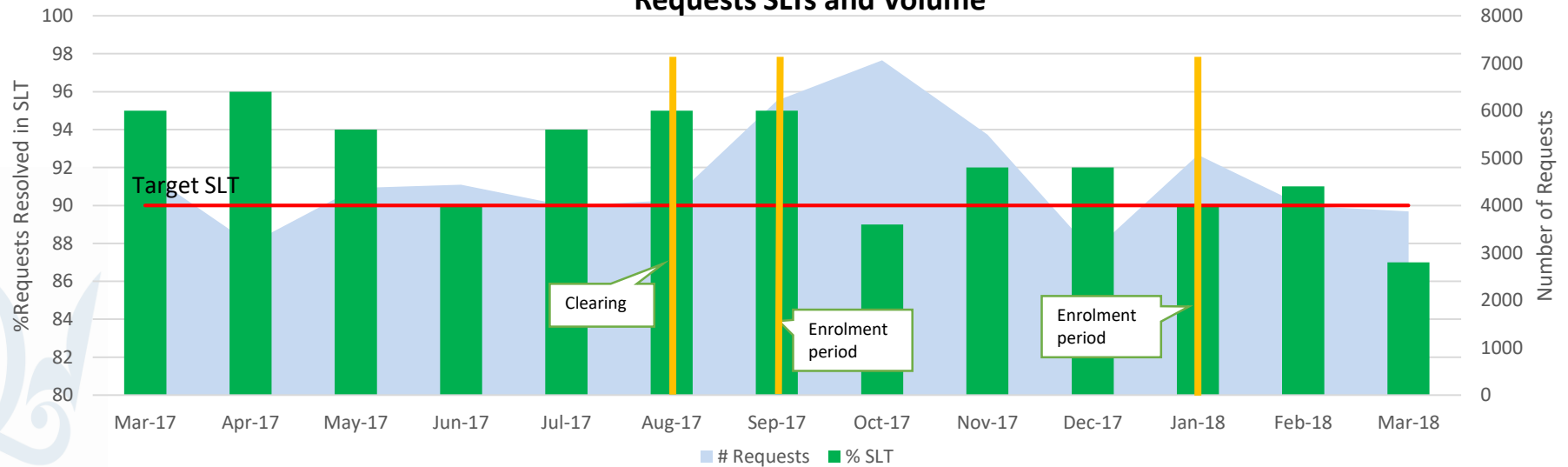BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

Incident and Requests KPIs – March 2018
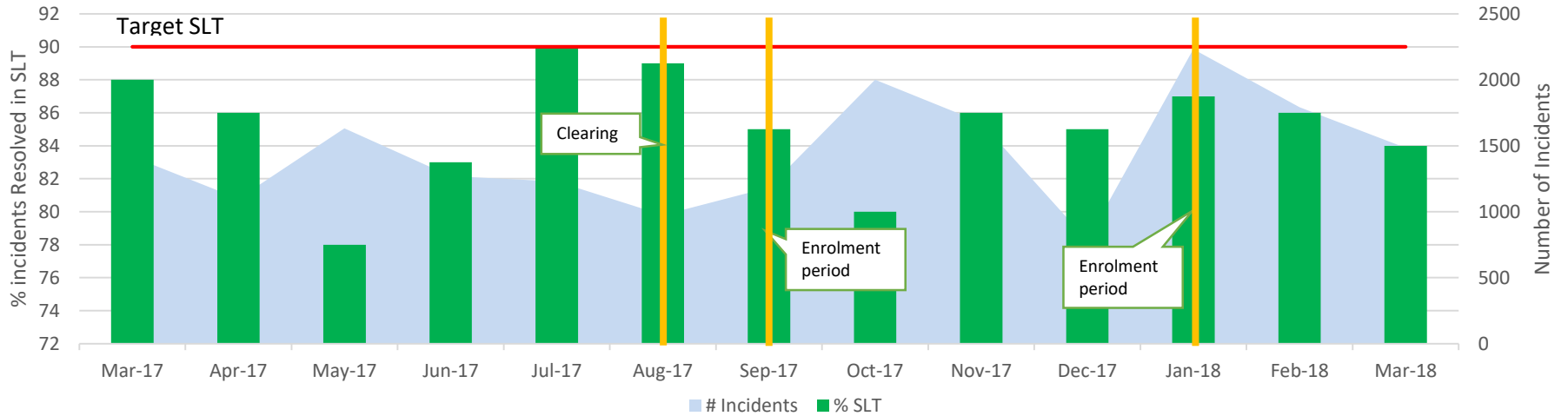
Service Desk Performance – March 2018

Measure	Target	Jan 18	Feb 18	Mar 18	Trend	Expected Trend
Received phone calls	-	2954	2822	2683	⬇	⬇
Average Wait Time	25s	17s	25s	22s	⬇ (red)	⬇ (red)
Abandon Rate (calls)	5%	6%	13%	15%	⬇ (red)	⬇ (red)
FTF (First Time Fix)	75%	60%	58%	55%	⬇ (red)	⬇ (red)
FLF (First Line Fix)	75%	48%	61%	53%	⬇ (red)	⬇ (red)

ITS Ticket Volume	Jan 18	Feb 18	Mar 18	Trend	Expected Trend
☎	1280	1110	835	⬇	⬇
✉@	3633	2957	2844	⬇	⬇
(walk-up)	987	710	659	⬇	⬇
(self-service)	1292	930	965	⬆	⬇

Highlights

- We are reviewing staff numbers on the Service Desk as performance has been impacted following the strike action and the high ticket volumes in the previous months generated by the numerous Major and high priority incidents.
- We investigating web chat support as an additional channel to contact the Service Desk.

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

Risk Report – March 2018

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

Chart legend: Red, Amber, Green, Unrated

Month	Red	Amber	Green
Mar-17	4	23	30
Apr-17	5	27	32
May-17	9	33	34
Jun-17	9	34	30
Jul-17	9	28	32
Aug-17	9	28	32
Sep-17	9	22	26
Oct-17	10	23	25
Nov-17	9	23	24
Dec-17	9	23	24
Jan-18	7	25	24
Feb-18	7	23	24 (1)
Mar-18	7	22	25

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
3	0	2	54	1	⬇

Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to a number of School Applications not migrated.

- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place

- **Security Vulnerability** –Enhanced risk due to potential non-effective anti-virus software / system and intel processor design flaw

- **Phishing** – Risk increased as some accounts had been compromised due to the number of phishing email received.

- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls. Risk increased by the G21 remediation work

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

KPI Trend View – March 2018

KPI	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Move
% Satisfied Customers for Incidents	97	98	95	97	91	95	94	96	98	97	97	97	96	↓
% Satisfied Customers for Requests	98	97	97	97	95	98	97	95	97	98	95	97	98	↑
All Incidents Closed By All ITS Depts. Within SLT	88	86	78	83	90	89	85	80	86	85	87	86	86	—
All Requests Closed By All ITS Depts. Within SLT	95	96	94	90	94	95	95	89	92	92	90	91	87	↓
All Incidents Closed By Site Within SLT	87	87	76	81	89	77	78	78	87	85	86	84	83	↓
All Requests Closed By Site Within SLT	93	95	92	88	93	89	87	88	92	91	89	92	87	↓
Service Desk Incidents Closed Within SLT	96	93	92	94	96	92	86	87	95	93	96	93	90	↓
Service Desk Requests Closed Within SLT	98	98	96	94	96	91	91	91	97	96	93	92	90	↓
Service Desk Telephone Response Within SLT	97	95	97	94	93	97	90	93	96	95	93	86	84	↓
All Incidents Closed By Campus Teams Within SLT	86	88	61	73	85	74	75	73	85	86	87	88	81	↓
All Requests Closed By Campus Teams Within SLT	92	92	84	79	90	85	82	86	88	90	88	94	90	↓
Change Management Implementation														↑

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

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

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