

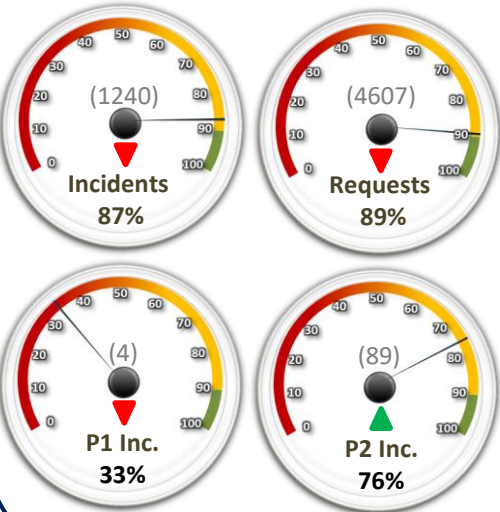


Queen Mary
University of London

IT Services

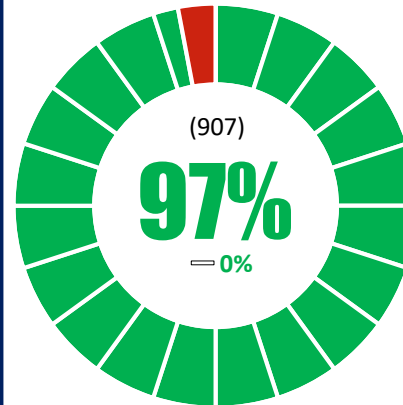
Executive Summary – March 2019

KPI & Summary



- There is an impact on Service levels as a result of sustained activity and loss of staff across IT
- Delays should be expected with the triaging of tickets that are emailed to the Service Desk. As a reminder, emails to the Service Desk should only be used for low priority requests. We are reminding customers to Phone or use IT Web Chat if your request is urgent
- There have been significant delays bringing in additional support on the Service Desk to help deal with the back logs

Customer Satisfaction



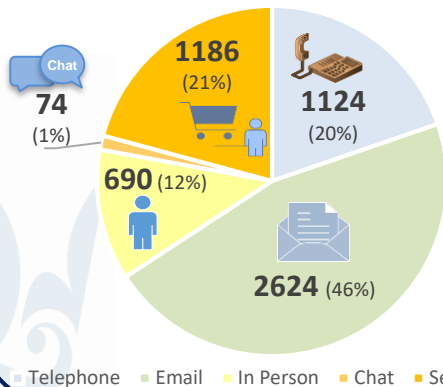
Definitions

- 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

0 Major Incident

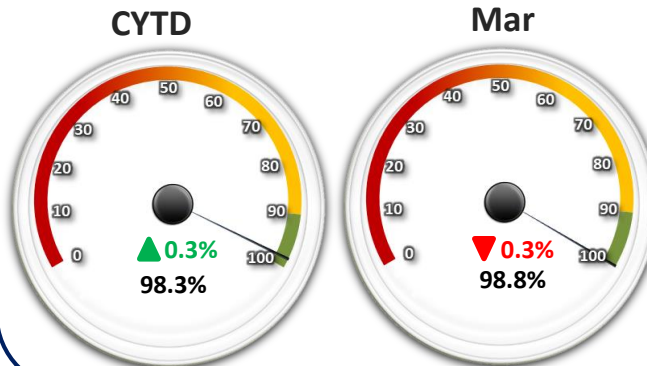
- No Major Incidents experienced in March

Volumes



- Overall Ticket volumes have stabilised following the usual peaks expected at the start of the year
- Contacts via Web Chat are continuing to increase in proportion to the total tickets logged on a month-by-month basis

Critical Systems Availability



- Critical systems availability decreased in March due to the extended performance issues experienced with QMplus

KPI Trend View – March 2019

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

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 – March 2019

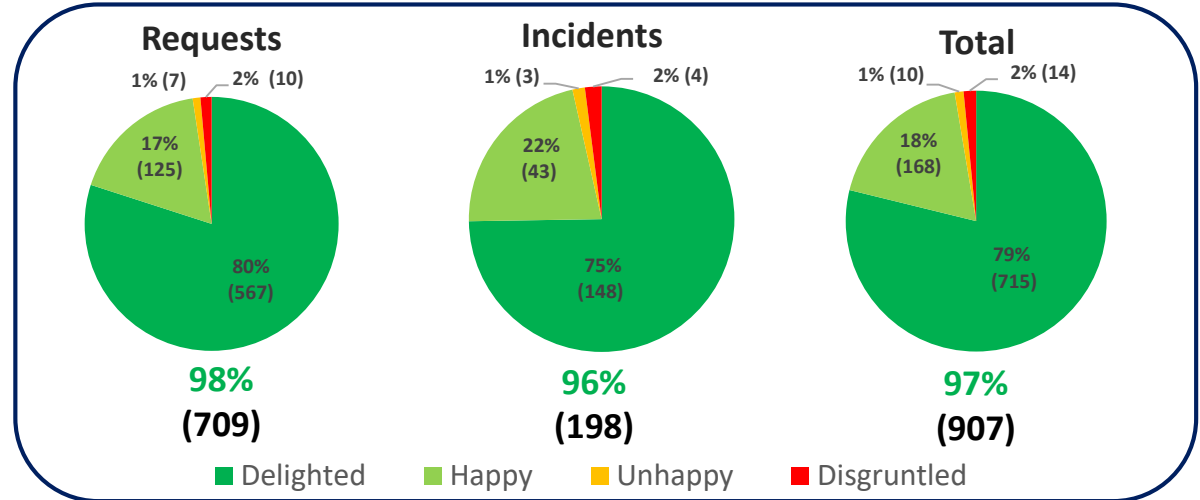
Customer Feedback

This month we received 907 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of **17%** (which is slightly below 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.



Feedback this month

Thanks all for your kind service. I am very happy in this experience

I was extremely happy with the way IT services dealt with my problem, I had lost access to all QM services due to a change in password and the password was not working but IT services sorted

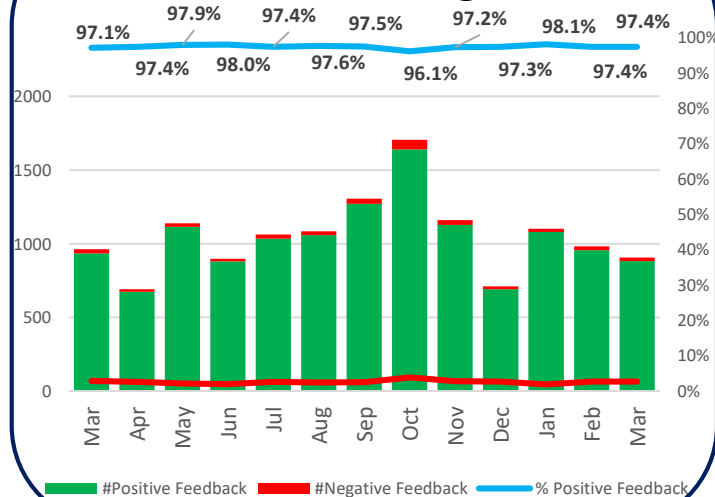
This is ongoing. I emailed on 6th Feb and you don't seem to have responded until 8th March, so it's pretty rude to give me only ten days to answer.

Quick response and very helpful over the phone yesterday, thank you

Another great experience – thanks Team!

No one showed up at the requested time/place.

Positive Vs Negative



Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- We have completed the Customer Services Management training for all ITS staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. We will now be focusing on new starter training and improvements that were suggested in the sessions

Activities for the month of March 2019

Research Excellence

Research Tickets Resolved

175



Research Grant Bids

149

Research Grants Awarded

46



Public Engagement

Guest Wi-Fi:

265 users

5,059 sessions

Events Wi-Fi:

611 users

14,175 sessions



Teaching Excellence

Logins to QMPLUS

764,305



AV Teaching activities Supported

413

2,855

Videos played

13,444

times within QMplus



Reported AV Issues

150



Supported teaching spaces

Approx. **177**

Hours of Q-review

3,558

Playbacks



Growth



2

New desktops/laptops Deployed

Approx. **90,923** Registered accounts



Total data stored

842 terabytes



International



Distance learning (Beijing and Nanchang QMPLUS logins):

219,854



Sustainability

68,707

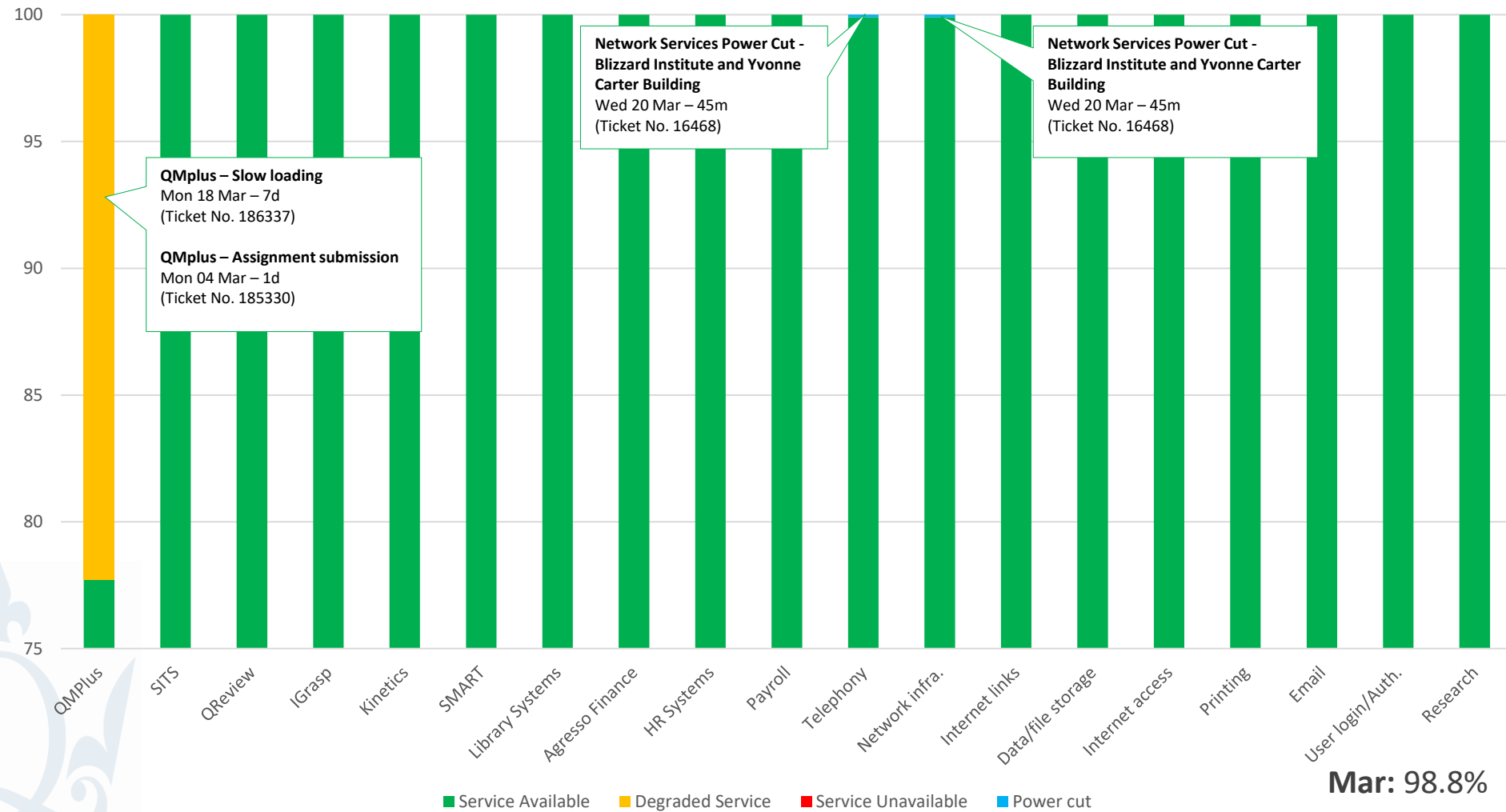
Pages sent and not printed



1

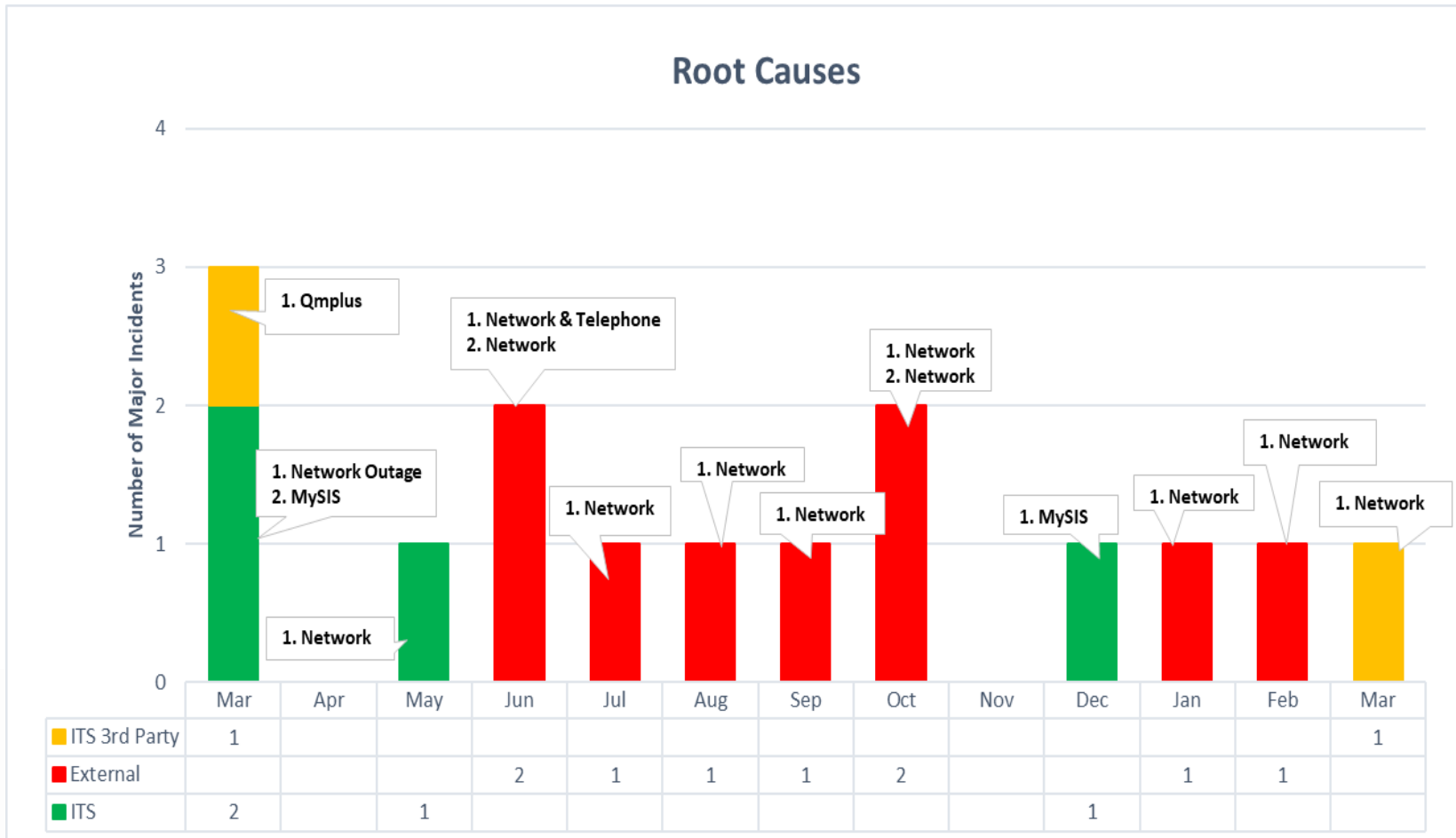


ITS Critical Systems Availability – March 2019



Mar: 98.8%
CYTD: 98.3%

Major & High Priority Incidents – March 2019



High Priority Incidents – March 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
185330	Mon 4 Mar 10:20	1d	QMplus – Students were unable to submit assignments to Turnitin via QMplus Cause: QMplus failed to push assignments from the submission box to Turnitin Action: Manually pushed assignments from submission box to Turnitin	Resolved
186213	Mon 14 Mar 10:24	4d	IT Status Page – The IT Status page was unavailable Cause: Malware infection and a plug-in that was not compatible Action: Re-installed a fresh copy of the WordPress application along with the latest security patches and Plugins	Resolved
186337	Mon 18 Mar 12:45	7d	QMplus – Users experienced slow loading and unresponsive pages when accessing QMplus Cause: The VM host at the supplier (ULCC) which QMUL shares with other Universities was being over utilised because of issues at the other Universities Action: The processes were stopped and issues at the other Universities resolved by ULCC	Resolved
16468	Wed 20 Mar 11:05	45m	Network – Some users at Blizzard Institute and the Yvonne Carter Building were unable to access the internet and receive external telephone calls Cause: Mains power mistakenly turned off in the comms room at the Blizzard Institute by an external engineer Action: Re-started the DHCP server following the restoration of power	Resolved

Planned Maintenance – March 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13327	12 Mar	1h	Network Service – Users might've experienced 2 brief interruptions (11 seconds) to network connectivity during the maintenance period	Maintenance	Implemented
13257	19 Mar	30m	Network Service – Users might've experienced two brief outages to some Network Services that are hosted on legacy Network hardware at Charterhouse Square & West Smithfield during the maintenance period	Maintenance	Implemented
13346	22 Mar	3.5d	MyHR & Resourcelink – Users were unable to access Resourcelink or MyHR to manage annual leave and payroll during the upgrade	Upgrade	Implemented
13413	26 Mar	15m	QMplus – Users were unable to access QMplus & QMHub during the maintenance period	Maintenance	Implemented
13369	31 Mar	2h	Student Teaching Service – Users in IT, Marketing & Communications, HR, Admissions, Nursery and office of the principal might've experienced some disruption when using a Teaching Service PC during the maintenance period	Maintenance	Implemented
13356	29 Mar	2.5d	Agresso – Users were unable to access Agresso during the system upgrade	Upgrade	Implemented
13258	07 Mar	4h	Network Service – Users with non-managed devices might've experienced two brief interruptions to network connectivity during the maintenance period	Maintenance	Implemented
13283 13185	05 Mar	2h	Network Service – Users with non-managed devices might've experienced intermittent brief outages to network connectivity in JVSC and Wolfson building during the maintenance period	Maintenance	Implemented










ITS Incident and Request KPIs – March 2019

Measure	Target	Jan 19	Feb 19	Mar 19	Trend	Expected Trend
Incidents Raised	-	1578	1347	1240	↓	↓
Number of Incidents Resolved	-	1389	1200	1052	↓	↓
Incidents Resolved within SLT	90%	90%	89%	87%	↓	↓
Resolution Time P1	4h	75%	50%	33%	↓	↓
Resolution Time P2	1 BD	85%	71%	76%	↑	↑
Resolution Time P3	3 BD	90%	90%	88%	↓	↓
Resolution Time P4	5 BD	98%	92%	88%	↓	—
Resolution Time P5	20 BD	100%	100%	95%	↓	—
Requests Raised	-	4984	4578	4607	↑	↓
Number of Requests Resolved	-	4553	4213	4292	↑	↓
Requests Resolved within SLT	90%	89%	90%	89%	↓	—
Reopened tickets	3%	197 (3%)	172 (3%)	167 (3%)	—	—

Commentary

- Priority 1 resolution time was heavily impacted within March due to the extended performance issues experienced with QMplus
- There is an impact on Service levels as a result of sustained activity and loss of staff across IT and there have been significant delays bringing in additional support on the Service Desk to help deal with the back logs

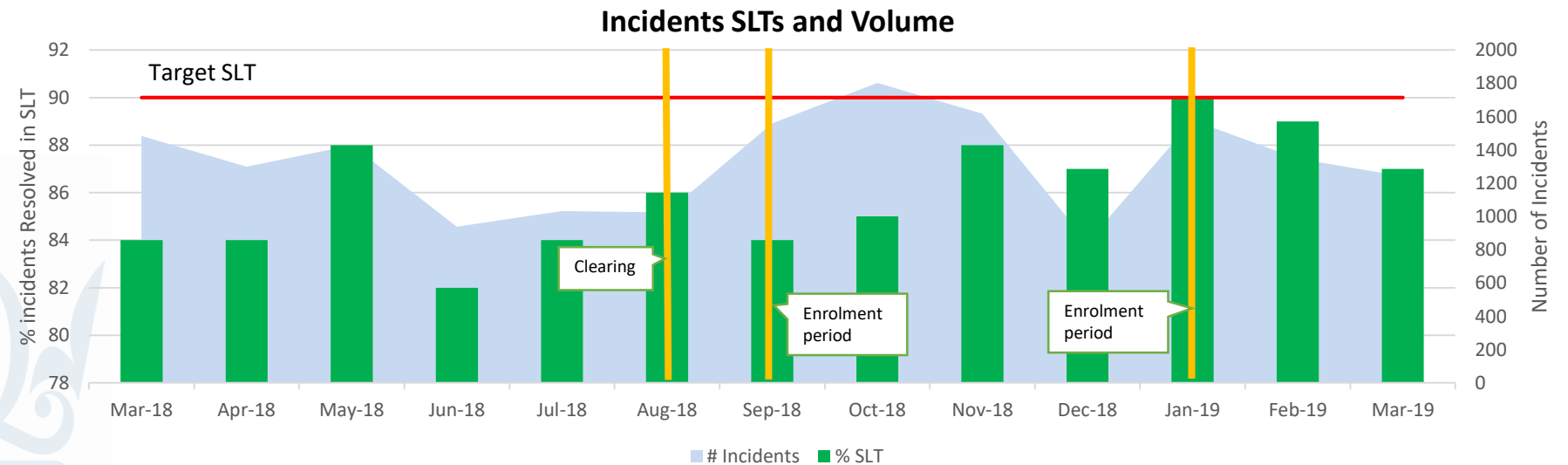
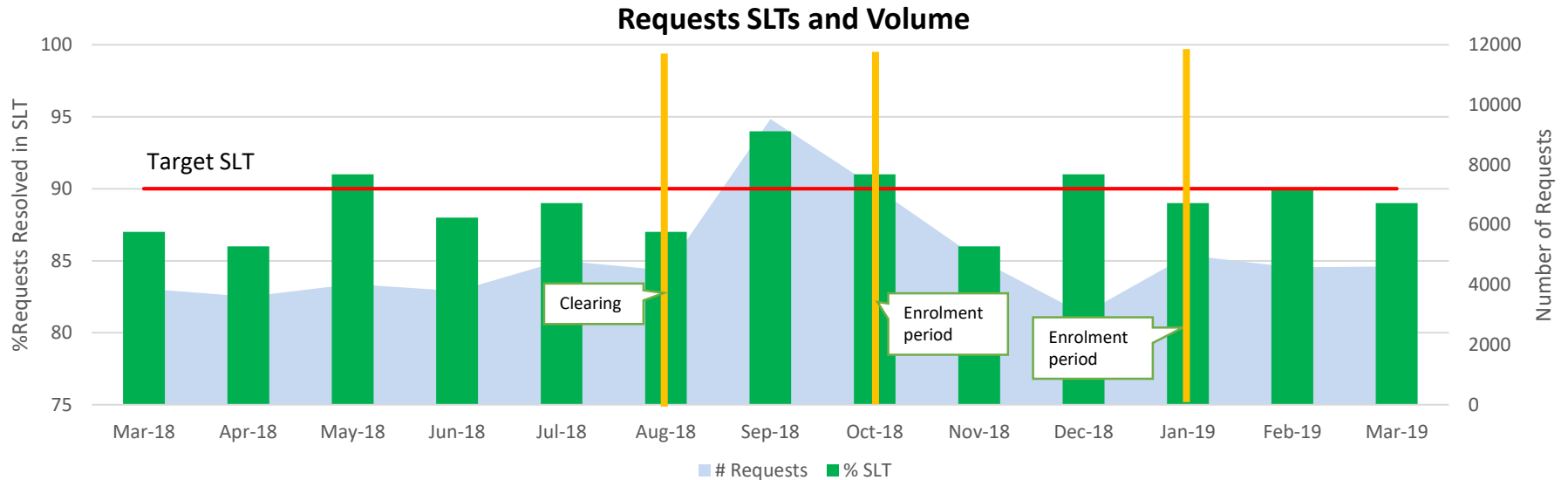
Key

-  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 2019



Service Desk Performance – March 2019

Measure	Target	Jan 19	Feb 19	Mar 19	Trend	Expected Trend
Received phone calls	-	2573	2109	2430	↑	↓
Average Wait Time	25s	15s	11s	13s	↓	—
Abandon Rate (calls)	5%	8%	3%	7%	↑	—
FTF (First Time Fix)	75%	59%	58%	58%	—	—
FLF (First Line Fix)	75%	54%	55%	52%	↓	—
Email Triage	90%	52%	64%	59%	↓	—

Commentary

- Delays should be expected with the triaging of tickets that are emailed to the Service Desk. Please use the Ivanti Self-Service Portal for all requests. Emails to the Service Desk should only be used for low priority requests. If urgent, Phone or use IT Web Chat
- Contacts via Web Chat are continuing to increase in proportion to the total tickets logged on a month-by-month basis

Key

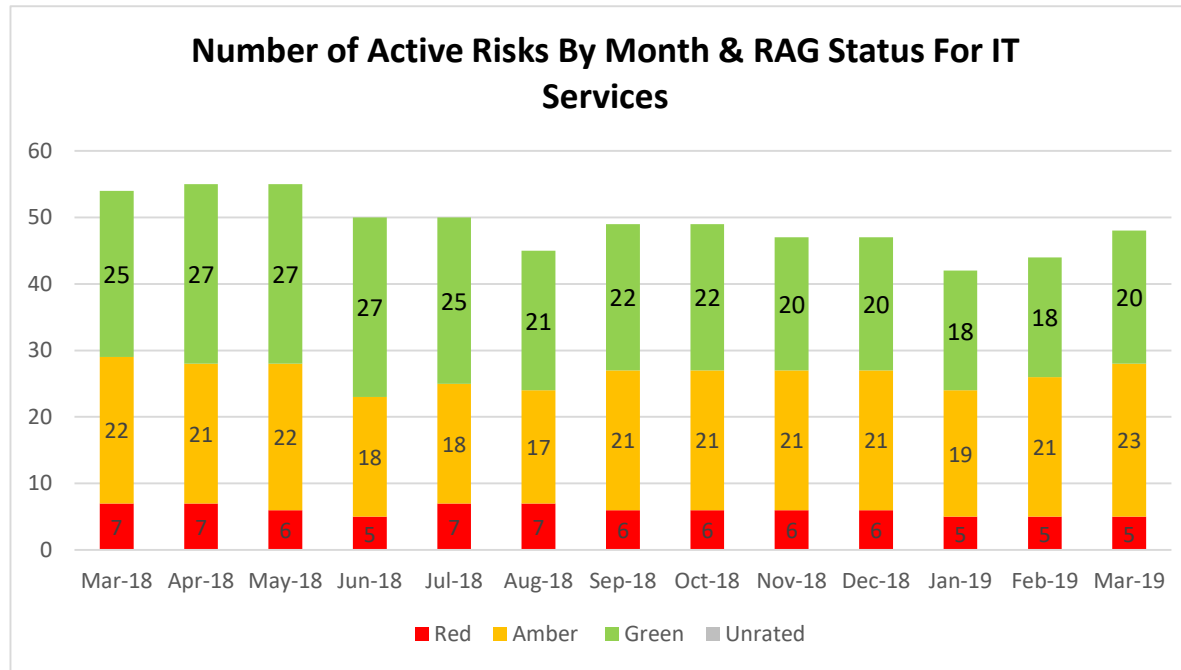
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month but breaching SLT
- Deterioration from last month and breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

ITS Ticket Volume	Jan 19	Feb 19	Mar 19	Trend	Expected Trend
	1222	1026	1124	↑	↑
	2722	2684	2624	↓	↓
	1058	754	690	↓	↓
	1433	1253	1186	↓	↓
	78	73	74	↑	↑

Risk Report – March 2019



Top Risks:

- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped
- **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** – Enhanced protection against SPAM and Phishing email has been applied to all Office 365 mailboxes
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

New Risks (Top 2):

1. A number of Productions Services are being run from the development environment
2. Poor electrical relays may delay the restoration of Network Services after a power outage

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	5	48	0	

Key

- Deterioration 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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