Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary
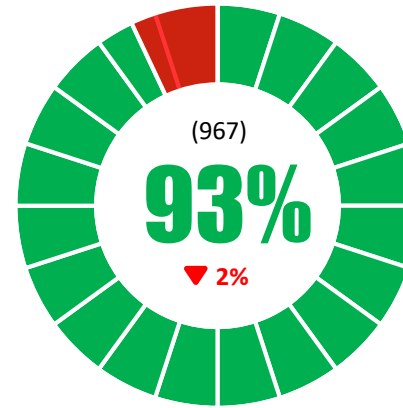
KPI & Summary
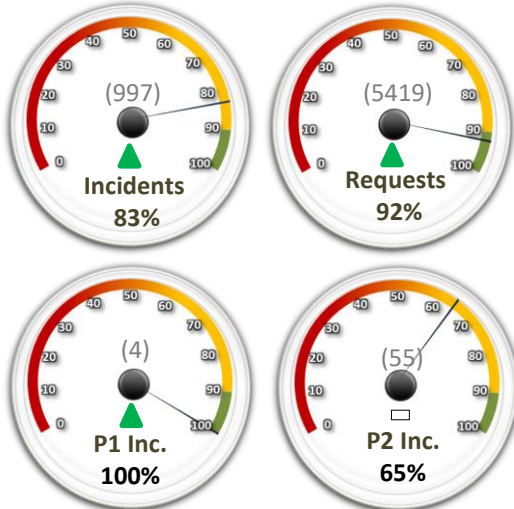
(997) Incidents 83%

(5419) Requests 92%

(4) P1 Inc. 100%

(55) P2 Inc. 65%

*KPI: Key Performance Indicator – tickets resolved within month

- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working due to the Coronavirus
- Overall KPI trend has improved this month due to the SEMs remediation work slowing down and users busy preparing for remote working
- Calls to the Service Desk were suspended mid month which dramatically increased ticket volumes in Chat.
- As majority of users are now working from home, there has been an increase in Phishing emails under the guise of COVID 19, our SPAM filters have intercepted a higher volume of phishing email in Feb and Mar .

Customer Satisfaction

(967)

93%

▼ 2%

Number of Spam Blocked

Month	Spam Blocked
Mar	8044226
Feb	8770831
Jan	4898231

(scale: 0 – 4000000 – 8000000)

Volumes

- 584 (9%)
- 1650 26%
- 626 (10%)
- 417 (7%)
- 3060 (48%)

Legend: Telephone, Email, In Person, Chat, Self-Service
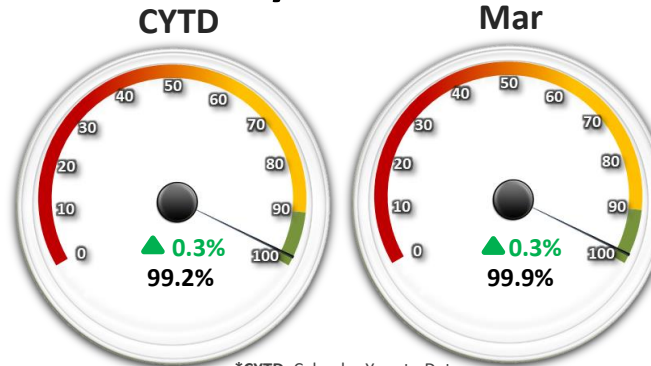
- The Service Desk began operating remotely mid month resulting in email and chat being the popular choice of contact.
- Ticket volumes via telephone decreased as the Service Desk were unable to take calls
- The main areas tickets were raised in are; VDI, MyHR and Laptop software.

Critical Systems Availability

CYTD
▲ 0.3%
99.2%

Mar
▲ 0.3%
99.9%

- Critical systems availability increased this month due to no service outages or actual P1 Incidents.
- No Major Incidents this month

*CYTD: Calendar Year to Date

Queen Mary
University of London

KPI Trend View

KPI	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Move
% Satisfied Customers for Incidents	96	92	95	96	95	94	95	94	91	93	95	88	92	↑
% Satisfied Customers for Requests	98	95	98	98	98	97	95	95	97	98	97	95	93	↓
All Incidents Closed By All ITS Depts. Within SLT	87	86	81	79	76	67	77	75	76	79	86	79	83	↑
All Requests Closed By All ITS Depts. Within SLT	89	86	85	86	87	88	93	88	86	84	90	89	92	↑
All Incidents Closed By Site Within SLT	85	85	78	80	74	69	69	69	71	78	78	87	80	↓
All Requests Closed By Site Within SLT	89	88	85	86	89	88	85	87	88	84	90	72	92	↑
Service Desk Incidents Closed Within SLT	96	93	95	97	91	69	87	86	93	97	98	98	95	↓
Service Desk Requests Closed Within SLT	99	95	95	97	91	90	97	87	94	97	97	97	97	▭
Service Desk Telephone Response Within SLT	92	89	94	83	78	61	41	62	83	88	87	85	60	↓
All Incidents Closed By Campus Teams Within SLT	93	87	85	83	76	67	64	58	57	68	75	56	54	↓
All Requests Closed By Campus Teams Within SLT	94	93	90	90	89	87	85	85	84	84	86	78	83	↑
Change Management Implementation														↓
Service Desk Email Triage	59	86	98	100	87	79	58	58	94	96	95	97	79	↓

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

Queen Mary
University of London

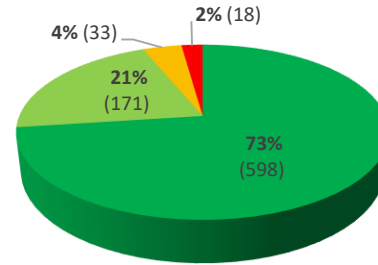# Customer Satisfaction

Customer Feedback

This month we received 967 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **16%** (which is the below the average 18% received).

You can email your feedback by selecting one of the following links on your resolution email;

<u>Delighted</u>   <u>Happy</u>   <u>Un-Happy</u>   <u>Disgruntled</u>
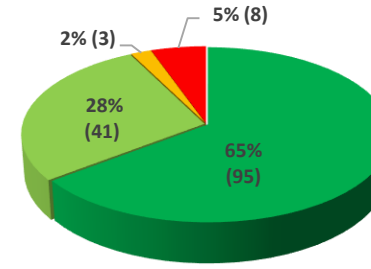
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

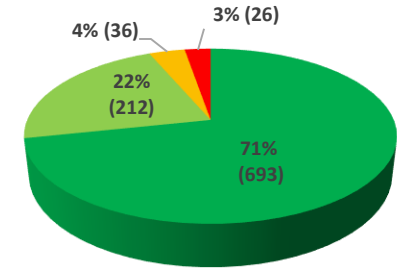## Requests

- 4% (33)
- 2% (18)
- 21% (171)
- 73% (598)

93%
(820)

Incidents

- 5% (8)
- 2% (3)
- 28% (41)
- 65% (95)

92%
(147)

Total

- 4% (36)
- 3% (26)
- 22% (212)
- 71% (693)

93%
(967)

🟩 Delighted   🟩 Happy   🟧 Unhappy   🟥 Disgruntled

Feedback this month

I have had polite, friendly and professional service, especially in the difficult situation we are all in

Nothing at all was done, so I am not sure why it comes up as request fulfilled...
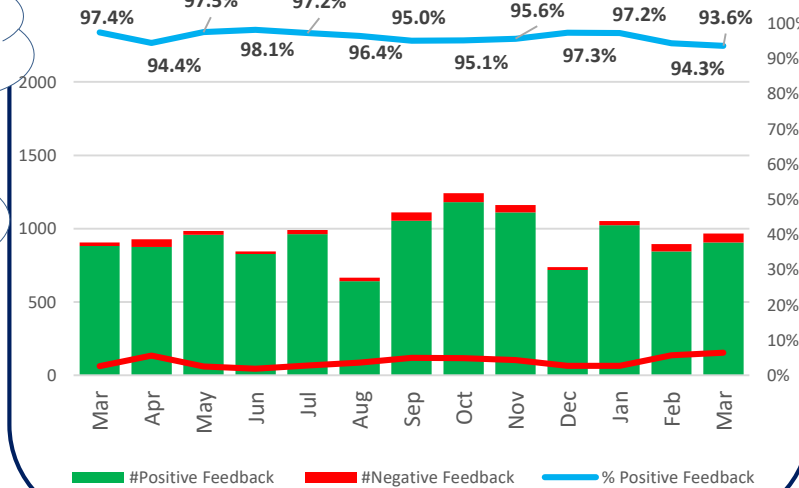
The instructions given didn't work so I am having to re-open the ticket.

absolutely fabulous and I cannot thank him enough for sorting out my problem! I am so happy after a day of total frustration!.

Thank you so much for the prompt response. I understand its a very busy time for the IT teams

The problem has not been solved and no response before 5 days. No body answering on the phone number

Positive Vs Negative

97.4%   97.5%   97.2%   95.0%   95.6%   97.2%   93.6%
94.4%   98.1%   96.4%   95.1%   97.3%   94.3%

Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

🟩 #Positive Feedback   🟥 #Negative Feedback   🔵 % Positive Feedback

Commentary

- Customer Satisfaction has decreased this month below the 95% target.

- Feedback this month relate to delays in responding to requests for access and set up of MFA, MyHR and remote working.

- The IT Service Management tool replacement project has commenced – A questionnaire has ben sent to the suppliers to provide responses on how they will meet our requirements.

Activities for the month of March 2020

Research Excellence

Research Tickets Resolved
▲ 221

Research Grant Bids
▼ 154

Research Grants Awarded
▲ 46

Public Engagement

Guest Wi-Fi:
▼ 201 users
2,558 sessions

Events Wi-Fi:
544 users ▲
14,364 sessions

Teaching Excellence

Logins to QMPLUS
▼ 727,938

AV Teaching activities Supported
▼ 195

6,383
Videos played
▲ 43,277
times within QMplus

Reported AV Issues
▼ 27

Supported teaching spaces
Approx. 177 —

Hours of Q-review
9,458 ▲
Playbacks

QMUL
IT Services

Growth

8 ▲
New desktops/laptops Deployed

Approx. 61,601 ▲
Active accounts

Total data stored (excl. Research) ▲
921 terabytes

International

Distance learning (Beijing and Nanchang QMPLUS logins):
▲ 660,446

Sustainability

▲ 31,009
Pages sent and not printed

0.5 ▼

▲ Higher Than last month

▼ Lower than last month

▬ No change from last month

Major & High Priority Incidents

Number of Spam Blocked

	Number
Mar	8044226
Feb	8770831
Jan	4898231

Root Causes

Number of Major Incidents

1. Network
1. MySIS
1. Network 2. QMplus
1. Network 2. Network 3. Research
1. Network 2. QMplus 3. QMplus
1. Network 2. Id Check
1. MySIS 2. QReview
1. Email 2. Network
1. MySiS 2. Power Outage
1. SEMS

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ITS 3rd Party	1			1			2		0				0
External						2		1	2		1	1	0
ITS		1		1		1	1	1		2		1	0
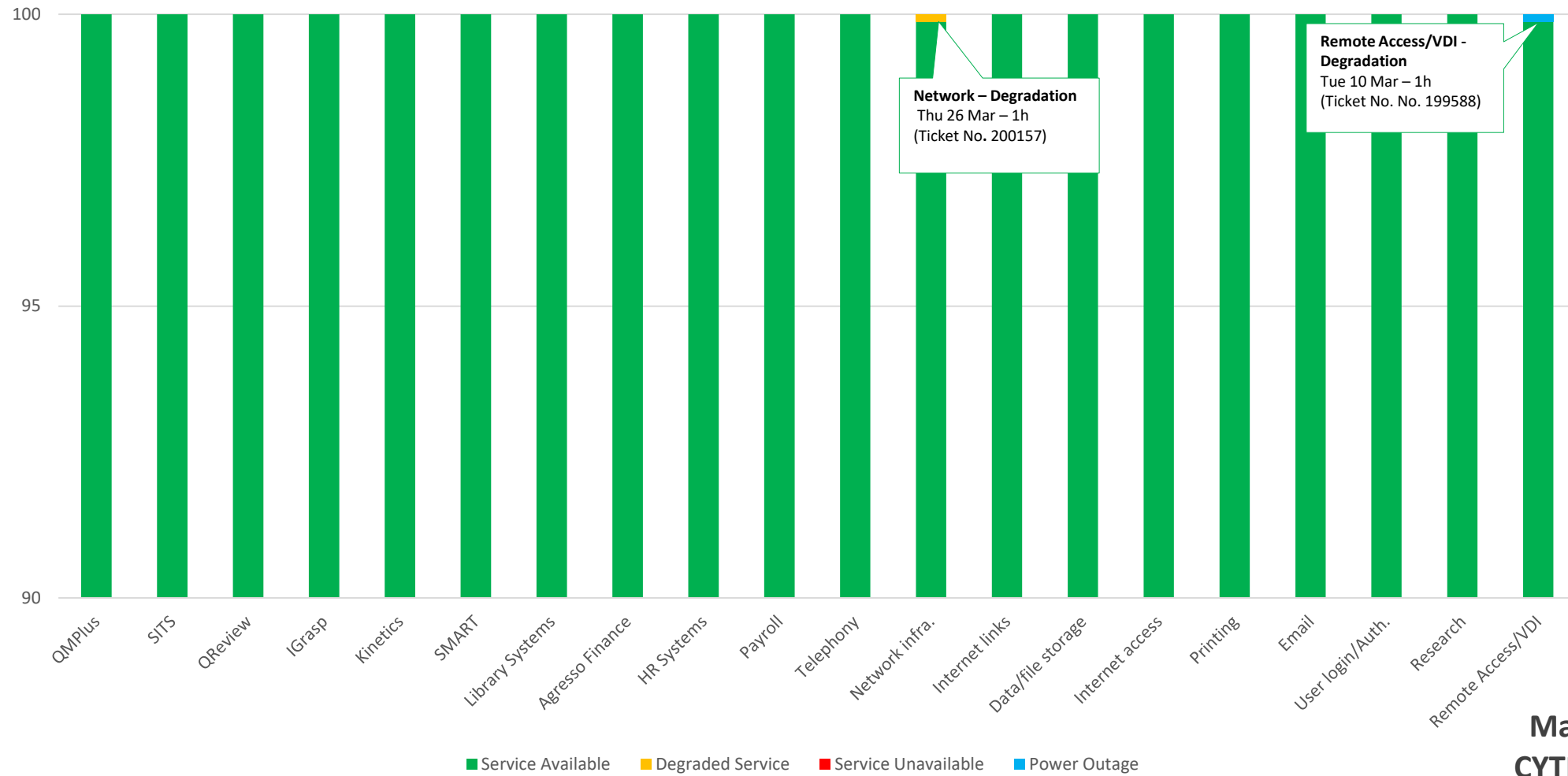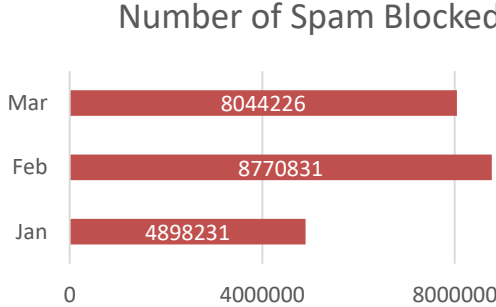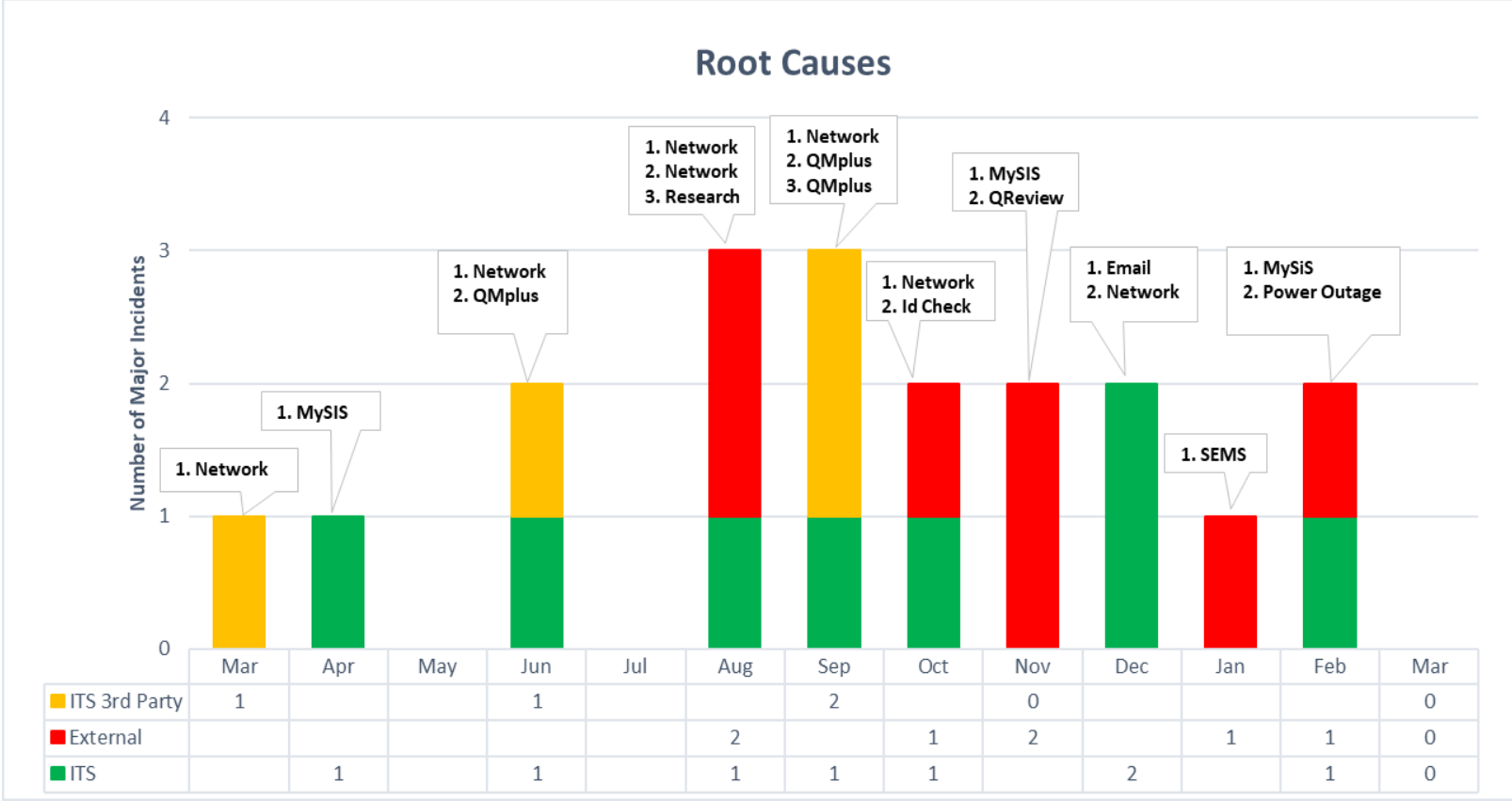
Key

Source of Incident identified to be with 3rd Party Vendor	[yellow]
Source of Incident identified to be outside of ITS e.g. power	[red]
Source of Incident identified to be within ITS	[green]

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
199588	Tue 10 Mar 08:14	1h	**Remote Access** – Users in Finance were unable to access Agresso remotely off campus. **Cause**: Remote access maintenance change ticket 1465 to improve remote access for home working **Action:** Update RemoteApp and Desktop Connection via control panel	Resolved
200157	Thu 26 Mar 09:20	1h	**Network Services** – EECS Servers and Services were not accessible from outside QMUL. **Cause**: The virtual legacy firewall/router "inkberry" crashed with a kernel bug. **Action:** Reboot was performed from the VMware host console, which restored access from outside	Resolved

Queen Mary
University of London

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14609	06 Mar	39h	**MyHR and Webview** – Users were unable to access Webview and MyHR during the upgrade.	Upgrade	Implemented
14650	10 Mar	30m	**Remote Access** – Users were unable to access Services remotely through the direct access service during the maintenance period	Maintenance	Implemented
14616	12 Mar	80m	**Ivanti Service Desk** - Users were unable to access Ivanti during the maintenance period.	Maintenance	Implemented
14659	20 Mar	3d	**SITS & MySIS** – – Users were unable to access SITS and MYSIS during the maintenance period.	Maintenance	Implemented
14675	27 Mar	3d	**MYHR & Resourcelink** – – Users were unable to access MyHR and Resourcelink during the upgrade.	Upgrade	Implemented

ITS Incident and Request KPIs

Measure	Target	Jan 20	Feb 20	Mar 20	Trend	Expected Trend
Incidents Raised	-	1028	936	997	⬆ (white)	⬆ (white)
Number of Incidents Resolved	-	792	941	850	⬇ (white)	⬆ (white)
Incidents Resolved within SLT	90%	86%	79%	83%	⬆ (red)	⬆ (red)
Resolution Time P1	4h	50%	50%	100%	⬆ (green)	▬ (red)
Resolution Time P2	1 BD	65%	65%	65%	▬ (red)	⬆ (red)
Resolution Time P3	3 BD	87%	81%	84%	⬆ (red)	⬆ (red)
Resolution Time P4	5 BD	100%	90%	80%	⬇ (red)	▬ (green)
Resolution Time P5	20 BD	100%	91%	100%	⬆ (green)	▬ (green)
Requests Raised	-	5624	4918	5419	⬆ (white)	⬆ (white)
Number of Requests Resolved	-	4790	4696	5055	⬆ (white)	⬆ (white)
Requests Resolved within SLT	90%	90%	89%	92%	⬆ (green)	▬ (green)
Reopened tickets	3%	100 (2%)	77 (1%)	123 (2%)	⬇ (green)	▬ (green)

Commentary

- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working requirements for the Coronavirus

- Ticket volumes have increased this month following the preparations for remote working.

- Overall KPI trend has improved this month due to the SEMs remediation work slowing down and users busy preparing for remote working

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 and breaching SLT
- ⬇ (red) Deterioration from last month but 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

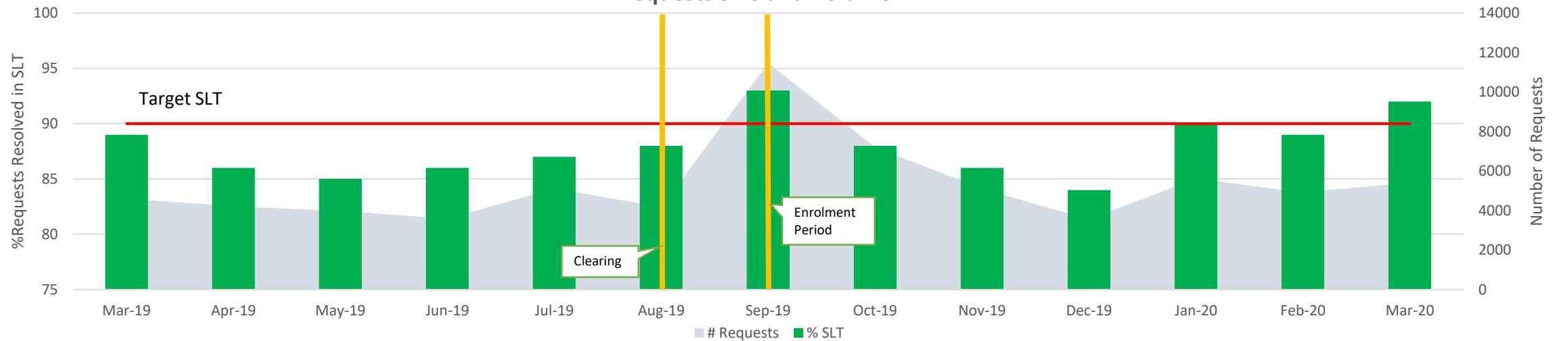BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

Queen Mary
University of London
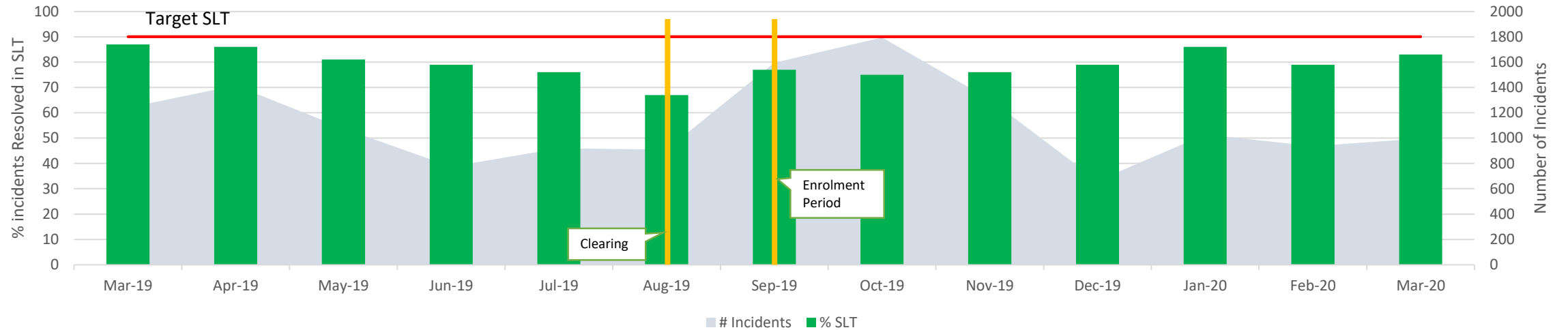
Service Desk Performance

Measure	Target	Jan 20	Feb 20	Mar 20	Trend	Expected Trend
Received Phone Calls	-	2446	1976	1718	⬇ (white)	⬇ (white)
Average Wait Time	25s	22s	25s	56s	⬇ (red)	⬇ (red)
Abandon Rate (Calls)	5%	13%	14%	39%	⬇ (red)	⬇ (red)
FTF (First Time Fix)	75%	60%	59%	71%	⬆ (red)	▬ (red)
FLF (First Line Fix)	75%	54%	53%	67%	⬆ (red)	⬆ (green)
Email Triage	90%	95%	97%	79%	⬇ (red)	⬆ (green)

Commentary

- Calls to the Service desk were suspended mid month due to the decision taken for QMUL to work from home.
- The phone abandonment rates were high as calls due to the rush of users requiring help to prepare remote working
- First time Fix increased this month as Service Desk focused on quickly setting up users on VDI, access to MyHR and MFA.

Key

Symbol	Meaning
⬆ (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

Queen Mary
University of London

Ticket Source

ITS Ticket Volume	Jan 20	Feb 20	Mar 20	Trend	Expected Trend
☎ (telephone)	1070	875	584	⬇	⬆
@ (email)	2700	2493	3060	⬆	⬆
(walk-up desk)	615	582	417	⬇	—
(self-service kiosk)	1979	1682	1650	⬇	⬆
Live Chat	204	125	626	⬆	⬆
Tech Bar	0	0	0	—	—

Commentary

- The Service Desk began operating remotely mid month resulting in email and chat being the popular choice of contact.
- Ticket volumes via telephone decreased as the Service Desk were unable to take calls
- The main areas tickets were raised in are; VDI, MyHR and Laptop software.

Key

⬆ (green) Improvement over last month and within SLT
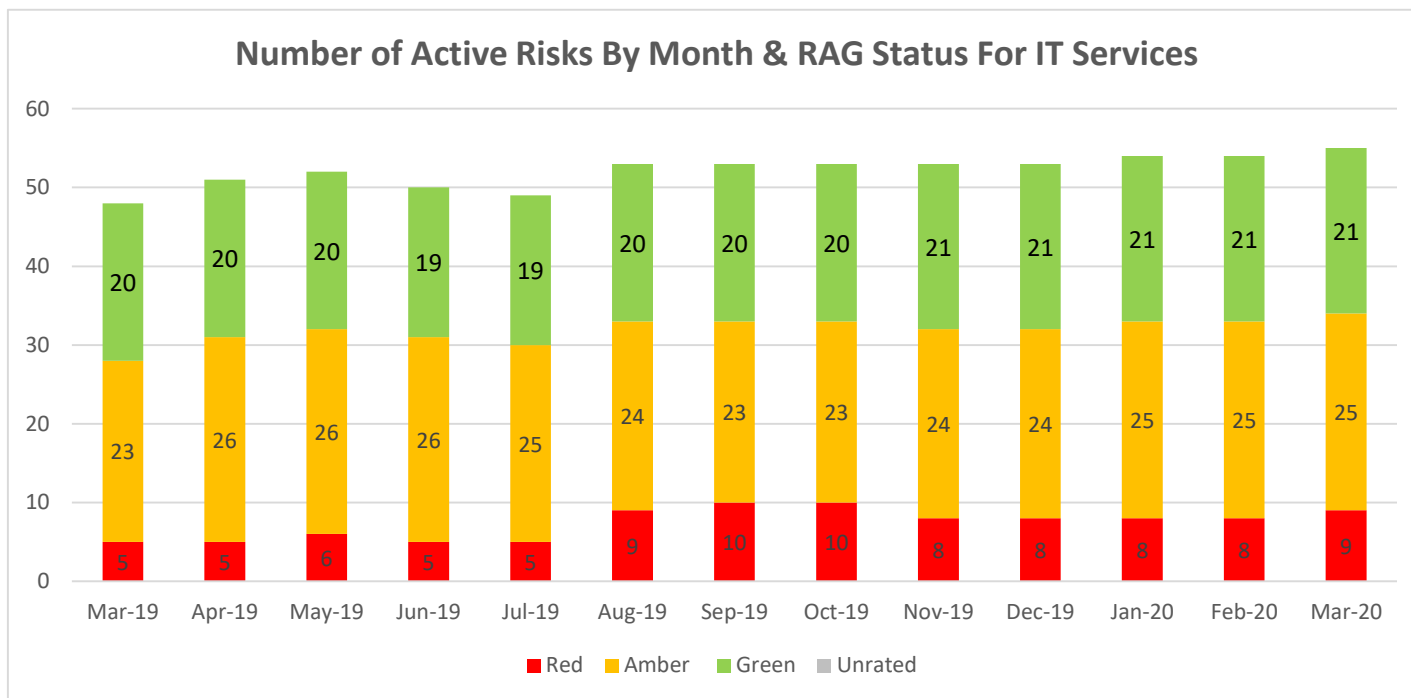
⬇ (green) Deterioration from last month but within SLT

▬ (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

Queen Mary
University of London

Risk Report

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

| Month	Red	Amber	Green
Mar-19	5	23	20
Apr-19	5	26	20
May-19	6	26	20
Jun-19	5	26	19
Jul-19	5	25	19
Aug-19	9	24	20
Sep-19	10	23	20
Oct-19	10	23	20
Nov-19	8	24	21
Dec-19	8	24	21
Jan-20	8	25	21
Feb-20	8	25	21
Mar-20	9	25	21

Legend: ■ Red ■ Amber ■ Green ■ Unrated

New Risk: COVID 19 phishing email and increased risk exposure from remote working –Guidance and training has been provided to keep safe ad help identify phishing emails

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	1	54	0	▭

Top Risks:

- **Security Vulnerabilities –** Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched

- **Legacy and Unmanaged devices –** Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Malware detected in SEMs remedial actions have been deployed

- **Network resilience for legacy firewall and routers –** The legacy network routers and switches have now been virtualised . The resiliency for fibre connections is being deployed via Projects and Change

- **No Overarching Disaster Recovery plan or scheduled DR tests –** Business Impact Assessments started as part of the business continuity work

- **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.

Key

↑ Deterioration over last month

↓ Improvement from last month

▭ No change from last month
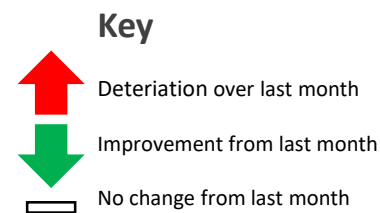
Queen Mary
University of London

Additional Internal Reports

Queen Mary
University of London

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

Contact: Shelim Miah
Risk & Governance Management – IT Services
Email Shelim.Miah@qmul.ac.uk
Tel: 020 7882 7152