



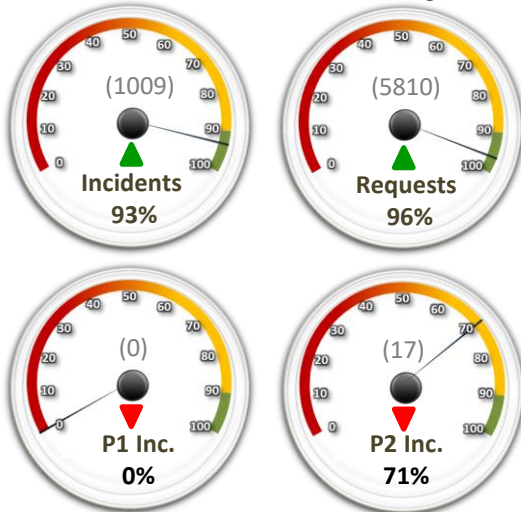
Queen Mary  
University of London

# IT Services

Monthly KPI Report

# Executive Summary

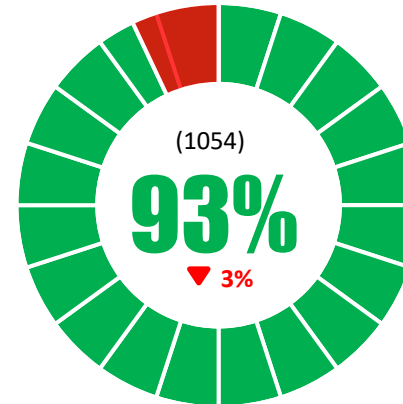
## KPI & Summary



\*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have increased as expected due to the two major incidents and power issues this month.
- Ticket volumes are higher in comparison to the same time last year mainly due to the higher volume of Request tickets.
- A work package has commenced to update the service catalogue and incorporate the new Gold, Silver and Bronze services.
- A schedule of work has been identified to remediate the issues affecting the network resiliency.

## Customer Satisfaction



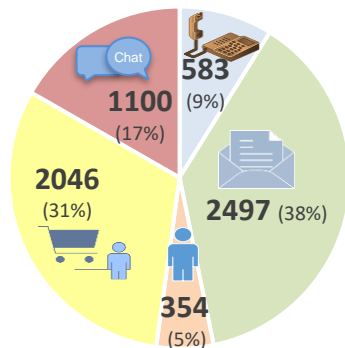
### Definitions

- 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

## 2 Major Incident

- Network – intermittent Connectivity – 01/03
- Email – Sympa – 23/03

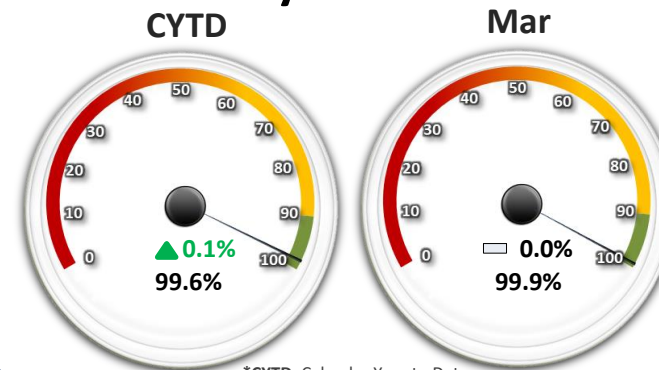
## Volumes



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

- Ticket volumes via all channels have increased because of the two major incidents and the increase in SPAM this month.
- Email Spam, Account and Hardware issues 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 remained the same this month despite the network performance issues.
- Working from home has identified further critical systems that need to have high availability.

# KPI Trend View

KPI	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Move
% Satisfied Customers for Incidents	92	92	94	93	95	96	95	94	86	96	96	95	95	▬
% Satisfied Customers for Requests	93	94	94	96	95	95	93	93	87	95	95	96	92	↓
All Incidents Closed By All ITS Depts. Within SLT	83	87	82	82	88	82	89	87	88	90	95	91	93	↑
All Requests Closed By All ITS Depts. Within SLT	92	90	90	94	94	89	94	93	94	95	97	94	96	↑
All Incidents Closed By Site Within SLT	80	80	79	71	88	79	87	86	88	85	90	82	93	↑
All Requests Closed By Site Within SLT	92	87	88	93	94	88	91	93	94	94	96	94	96	↑
Service Desk Incidents Closed Within SLT	95	97	96	97	99	99	97	97	96	98	99	98	98	▬
Service Desk Requests Closed Within SLT	97	98	98	99	99	99	99	99	99	99	99	99	96	↓
Service Desk Telephone Response Within SLT	60	▬	▬	▬	▬	▬	▬	▬	80	89	83	93	95	↑
All Incidents Closed By Campus Teams Within SLT	54	62	67	62	69	62	76	81	87	94	88	91	93	↑
All Requests Closed By Campus Teams Within SLT	83	67	69	92	95	74	84	91	95	95	93	93	95	↑
Change Management Implementation														▬
Service Desk Email Triage	79	100	100	100	100	100	100	100	100	100	100	100	100	▬

<b>B</b>	Exceeds Goals	> = 95%
<b>G</b>	Meets Goals	> = 90%
<b>A</b>	Tolerable	> = 85%
<b>R</b>	Unacceptable	< 85%

<b>B</b>	No Failed Changes
<b>G</b>	Failed Changes with no impact on Services
<b>A</b>	1 Failed Change which impacted Services
<b>R</b>	2 Failed Changes which impacted Services

**Key**

↑	Improvement over last month
↓	Deterioration from last month
▬	No change from last month

# Customer Satisfaction

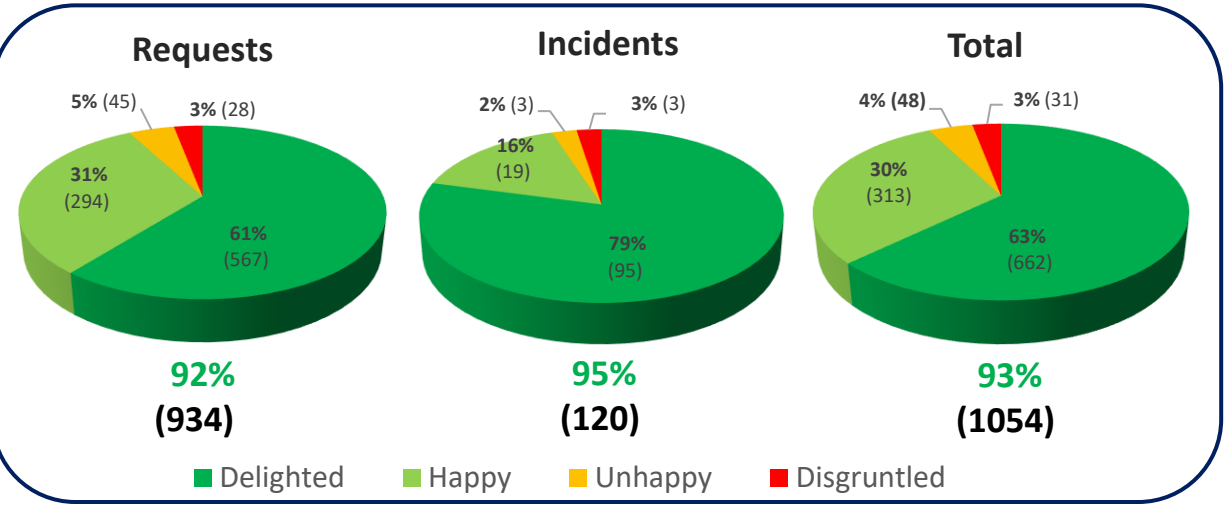
## Customer Feedback

This month we received 1054 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **16%** (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

*am highly delighted by the high quality of the services he rendered and the standard of his customer care attitude, great level of patience and tolerance to help resolve the email problem*

*Sorry. the above case has not been solved. the agent just sent me information which I think is irrelevant and did not investigate whether the issue was solved or not before closing the ticket.*

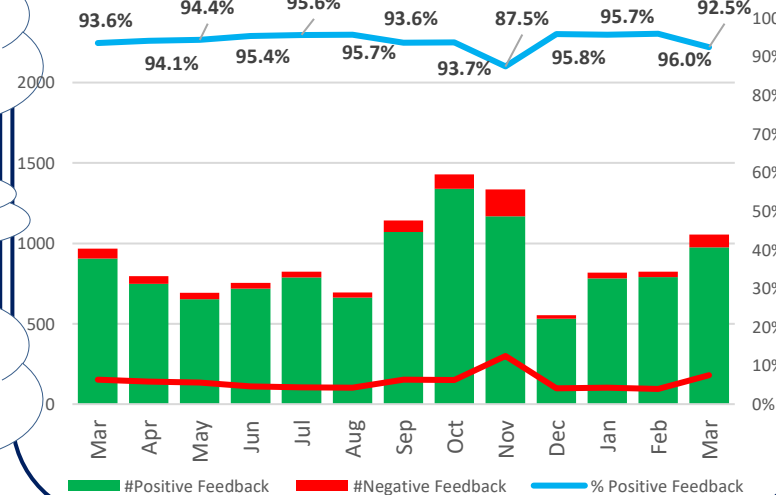
*Response was of no help*

*absolutely amazing, so patient and competent He was incredible I am so grateful*

*I would like to send a note of appreciation for the prompt, supportive and useful technical help I received. I am extremely grateful*

*This is not a helpful response. The issue is with outlook and I would expect at least someone to try to resolve the problem rather than refer me to a generic help page, which I have already tried.*

## Positive Vs Negative



## Commentary

- Customer Satisfaction for this month has dropped below our 95% target.
- Feedback this month relate mainly to resolving issues quickly and providing the right knowledge.
- Complaints this month like last month, have again centred around Requests being unfulfilled because processes have not been completely followed or IT Services is unable to help with third party services such as zoom and Blackboard collaborate

# Activities for the month of Mar 2021

## Research Excellence

Research Tickets Resolved

↑ **337**



Research Grant Bids

—

Research Grants Awarded

—



## Teaching Excellence

Logins to QMPLUS

↑ **991,320**



AV Teaching activities Supported

↑ **55**

Reported AV Issues

↑ **50**



Supported teaching spaces

Approx. **177** —

↓ **252,345**

Videos played

**15,444**

↓ times within QMplus



Hours of Q-review

**75,697**

Playbacks



## Public Engagement

Guest Wi-Fi:

↑ **63 users**

**496 sessions**



Events Wi-Fi:

**56 users** ↓

**5,005 sessions**

## Growth



↓ **44**

New desktops/laptops Deployed

Approx. **58,574** ↓

Active accounts



↑

Total data stored (excl. Research)

**993.08 terabytes**

## International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ **448,276**



## Sustainability

↓ **13,250**

Pages sent and not printed



**1** —

↑

Higher Than last month

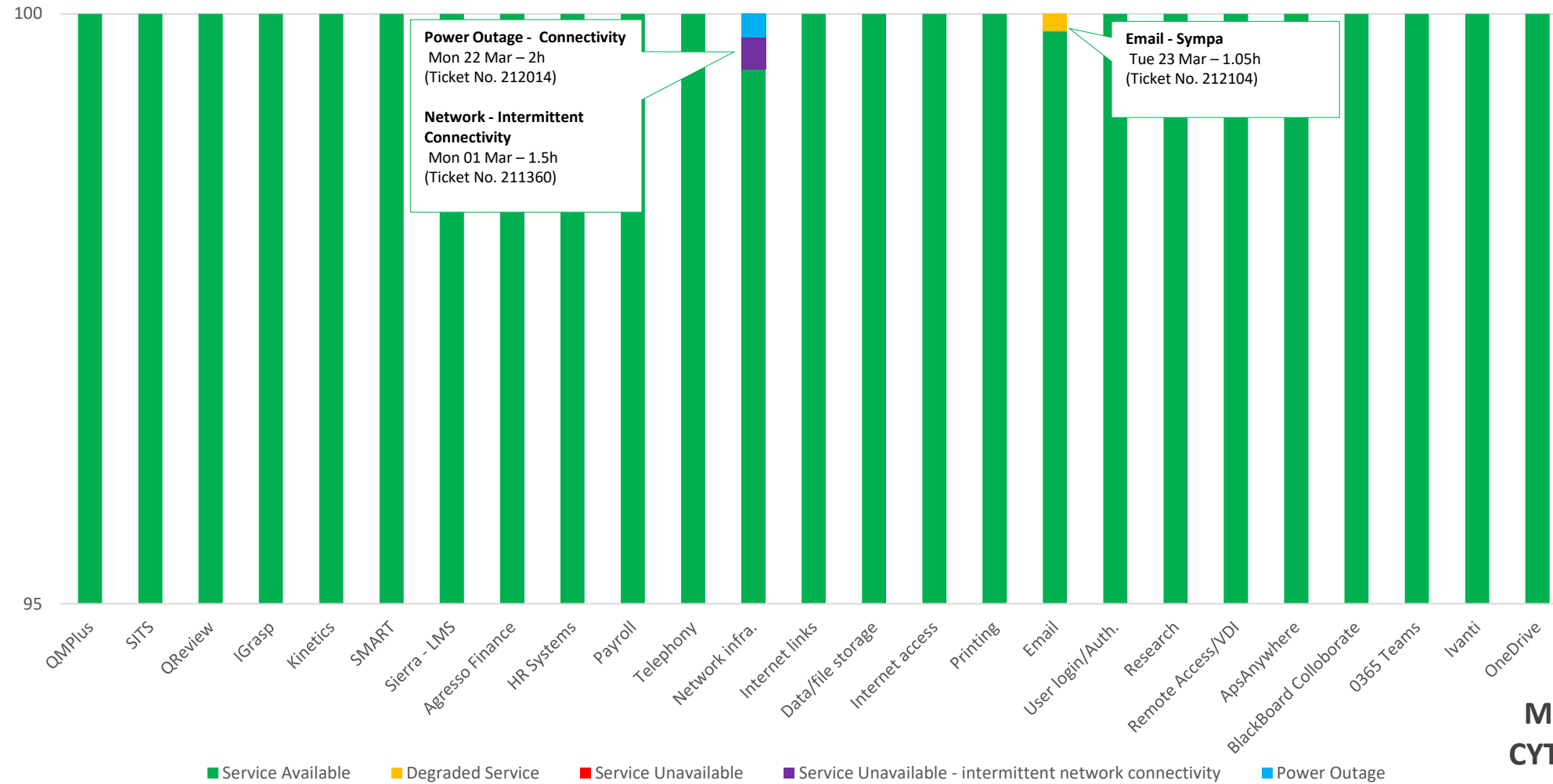
↓

Lower than last month

—

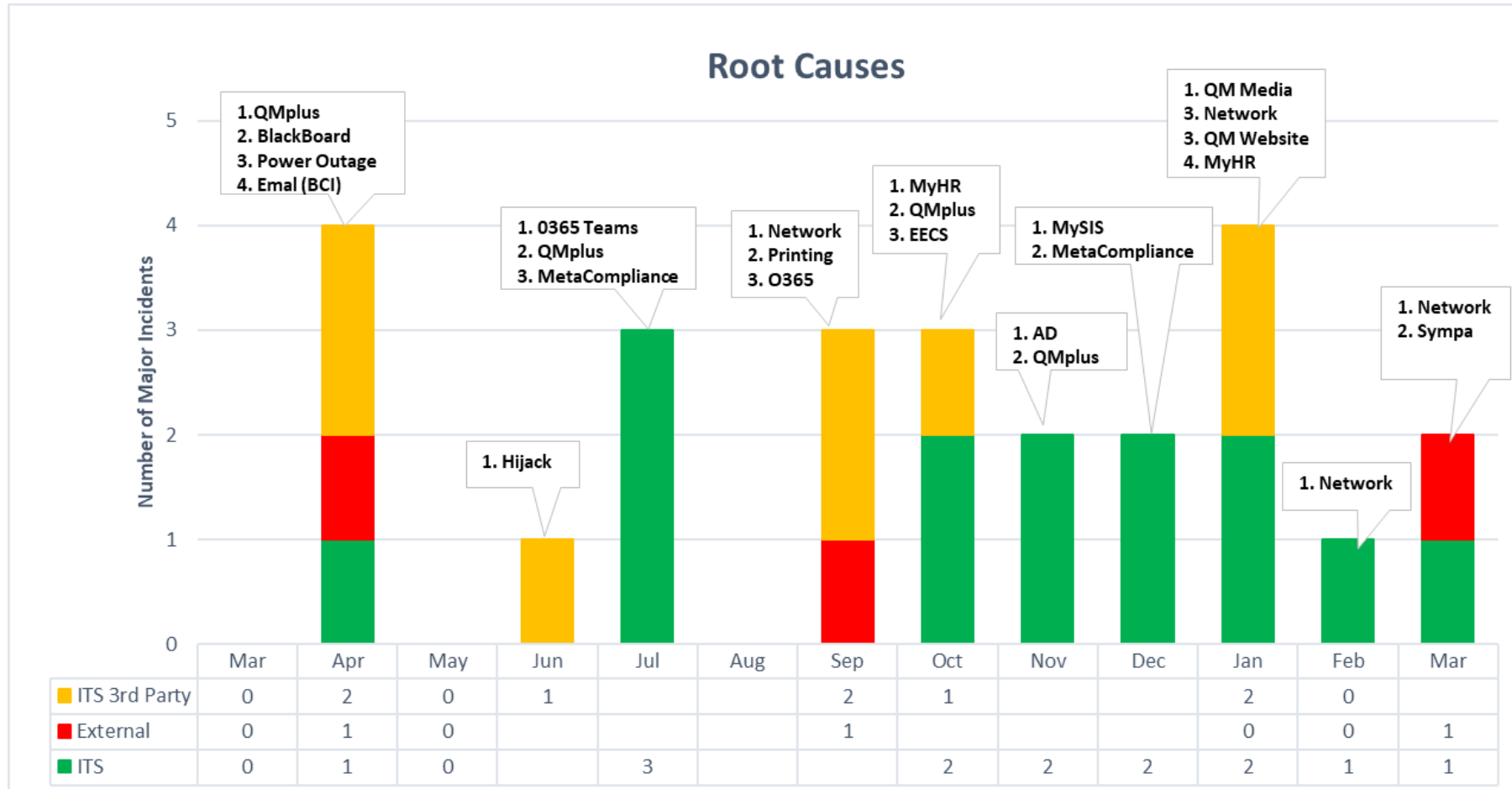
No change from last month

# ITS Critical Systems Availability



**Mar: 99.9%**  
**CYTD: 99.6%**

# Major & High Priority Incidents



# Major Incident and High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
211360	Mon 01 Mar 10:30	1.5hr	<p><b>Network</b> – Users experienced intermitted network connectivity issues and were unable to access multiple services</p> <p><b>Cause:</b> The intermittent connectivity was caused by the implementation of Change 15659 to upgrade the firmware on the network security devices.</p> <p><b>Action:</b> Roll back the firmware update change restored services.</p>	Resolved
212104	Tue 23 Mar 16:00	1.05h	<p><b>Email (Sympa)</b> – Science &amp; Engineering students were able to send unapproved emails to the science-engineering-all-students@qmul.ac.uk SYMPA mailing list.</p> <p><b>Cause:</b> It is unclear why emails allowed to be sent to the mailing list – investigation ongoing</p> <p><b>Action:</b> The Mail list owners were disabled and set up as moderators as a workaround</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
212014	Mon 22 Mar 08:00	2h	<p><b>Power Failure</b> – Users were unable to access IT Services because of a power failure in the Library, Garrod, Blizzard and Wingate building .</p> <p><b>Cause:</b> An issue with UKPN caused a loss of power and access to IT Services.</p> <p><b>Action:</b> Escalated to UKPN who restored the power and DNS servers were rebooted to restore service.</p>	Resolved
211946	Thu 18 Mar 16:00	Ongoing	<p><b>MyHR</b> – Some users were able to bypass the second layer of security and access their HR account by entering random words into the ‘Memorable information’ field.</p> <p><b>Cause:</b> Unknown</p> <p><b>Action:</b> Escalated to the vendor for investigation and solution.</p>	Ongoing



# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15679	26 Mar	3d	<b>SITS</b> – Users were unable to access SITS and MySIS during the upgrade period	Upgrade	Implemented
15753	27 Mar	5h	<b>Network</b> – Two brief outages during the firmware upgrade of the (JISC) Network Fibre router.	Upgrade	Implemented
15766	31 Mar	4h	<b>MiCollab Softphone</b> – Some users may have experienced a drop in the call during the upgrade.	Upgrade	Implemented










# ITS Incident and Request KPIs

Measure	Target	Jan 21	Feb 21	Mar 21	Trend	Expected Trend
Incidents Raised	-	1474	915	1009	↑	↑
Number of Incidents Resolved	-	1358	872	931	↑	↑
Incidents Resolved within SLT	90%	95%	91%	93%	↑	—
Resolution Time P1	4h	100%	0%	0%	—	↑
Resolution Time P2	1 BD	97%	83%	71%	↓	↓
Resolution Time P3	3 BD	94%	92%	93%	↑	↓
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	6425	5772	5810	↑	↑
Number of Requests Resolved	-	5943	5644	5495	↓	↓
Requests Resolved within SLT	90%	97%	94%	96%	↑	↓
Reopened tickets	3%	127 (2%)	101 (2%)	106 (2%)	—	—

## Commentary

- Overall ticket volumes have increased as expected due to the two major incidents and power issues this month.
- Ticket volumes are higher in comparison to the same time last year mainly due to the higher volume of Request tickets.
- Focus on aged tickets continues to tackle the backlog of tickets.
- P1 KPI is trending poorly because of the major incident and the incorrect assigning of priority tickets this month.

## Key

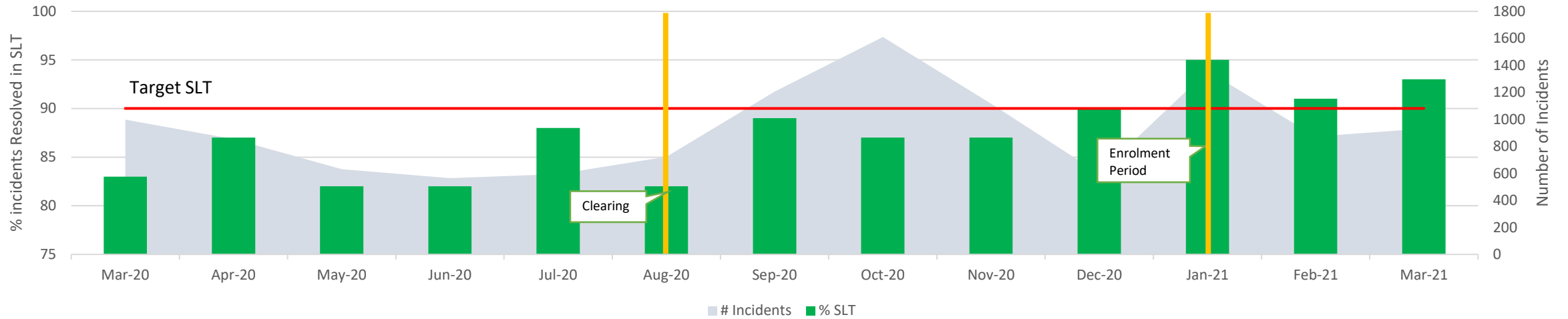
-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
-  Improvement over last month and breaching SLT
-  Deterioration from last month but breaching SLT
-  No change from last month and breaching SLT
-  Improvement over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

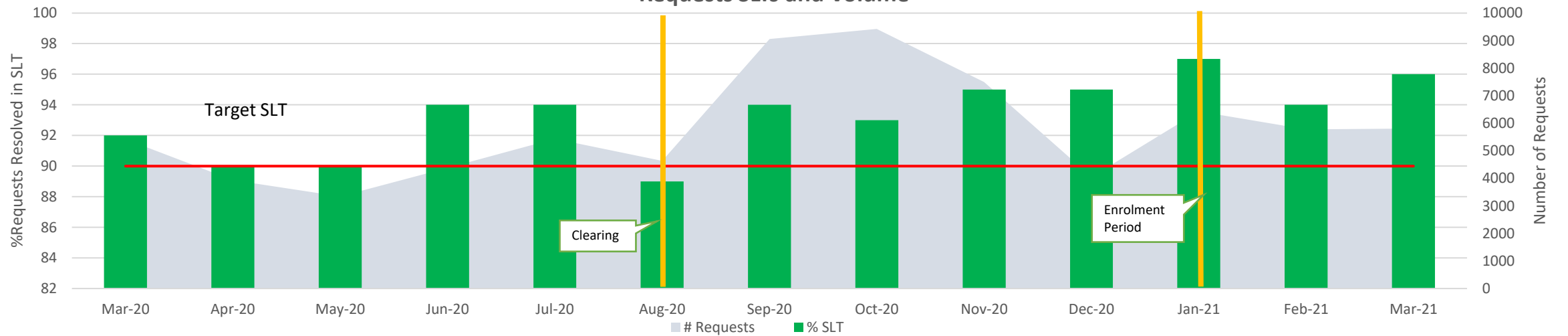
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs

## Incidents SLTs and Volume



## Requests SLTs and Volume












# Service Desk Performance

Measure	Target	Jan 21	Feb 21	Mar 21	Trend	Expected Trend
Received Phone Calls	-	1227	843	878	↑	↑
Average Wait Time	25s	28s	18s	15s	↑	↑
Abandon Rate (Calls)	5%	17%	7%	5%	↑	↑
FTF (First Time Fix)	75%	84%	92%	79%	↓	—
FLF (First Line Fix)	75%	79%	78%	71%	↓	—
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.
- Service Desk performance has been improve, however the FTF and FLF have dropped because of the knock on effect of the two major incidents this month.

### Key

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










# Ticket Source

ITS Ticket Volume	Jan 21	Feb 21	Mar 21	Trend	Expected Trend
	706	557	583	↑	↑
	2925	2490	2497	↑	↑
	133	254	354	↑	↑
	1964	1949	2046	↑	↑
	1575	1218	1100	↓	↑
	0	0	0	—	—

## Commentary

- Ticket volumes via all channels have increased because of increased SPAM and some hardware issues experienced by users along with the two major incidents.
- Email Spam, Account and Hardware issues were amongst the top issues reported this month.
- Request for Information was the top Request item again this month. Most of which were generated by Chat.

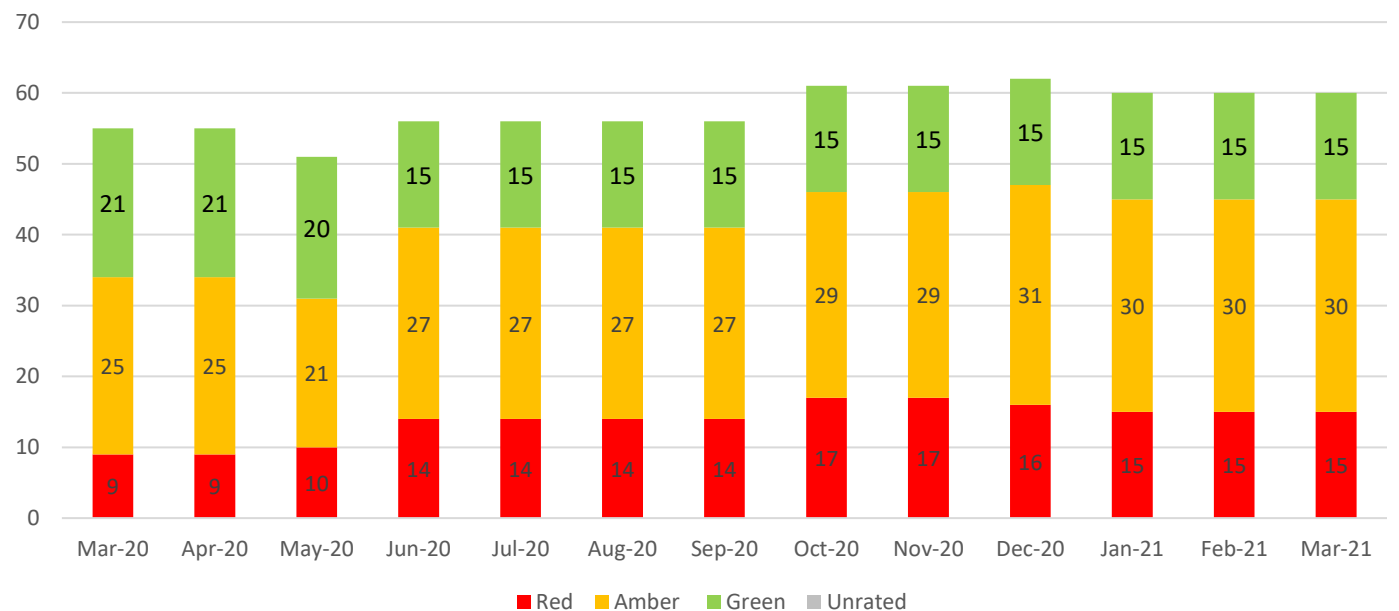
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# Risk Report

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



**Top Risk:** There are no formal Disaster Recovery or Business Continuity plans that outline the recovery process or regular failover testing to ensure the resilience in place is effective.

## Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	60	0	▬

## Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Plan of action to mitigate vulnerabilities has been initiated
- **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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