IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

- Incidents **(1886)** — 86% ▲
- Requests **(9136)** — 94%
- P1 Inc. **(2)** — 50% ▲
- P2 Inc. **(73)** — 68% ▲
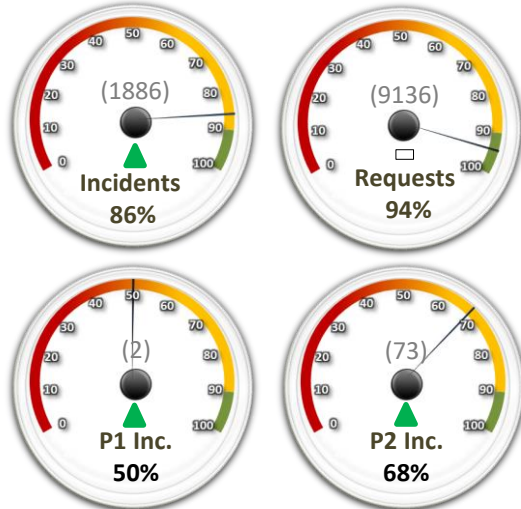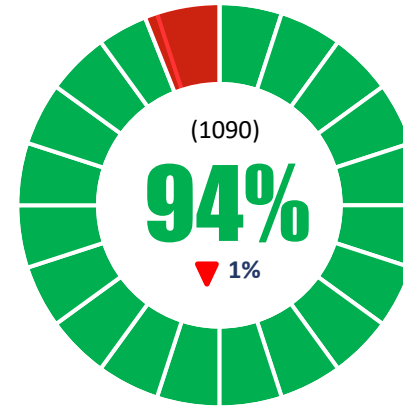
*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes for service requests have increased this month, due to an increase in requests for Hardware installation and Password resets.

- In comparison to the same time last year, ticket volumes are much higher, mainly due to AV issues related to MME.

- KPIs are trending upwards this month as the volume of tickets that have breached SLA is lower in Service Requests, whereas breaches in incident tickets are higher due to the two major incidents.

- A Head of Service Management has started this month who will put together a team to lead on Service Delivery.
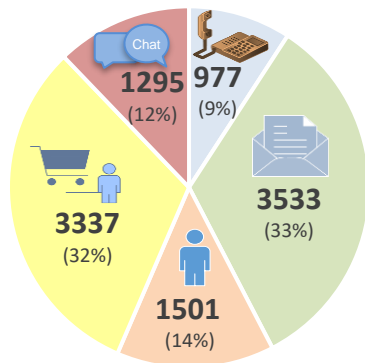
Customer Satisfaction

(1090)
94%
▼ 1%

2 Major Incident

- IdCheck – 19/03 – Unavailable
- QMplus – 22/03 -Inaccessible

Volumes

- Chat: **1295** (12%)
- Telephone: **977** (9%)
- Email: **3533** (33%)
- In Person: **1501** (14%)
- Self-Service: **3337** (32%)

Legend: Telephone · Email · In Person · Self-Service · Chat

- Ticket volume across all areas increased except phones and walk-in this month.

- Top Request items this month relate to Hardware move or installation, Password Resets and Agresso PO Closures.

- Top incident items this month relate to AV issues which alone make up 30% of tickets and QMplus.

Critical Systems Availability

CYTD
▲ 0.1%
99.7%

Mar
▲0.7%
99.9%
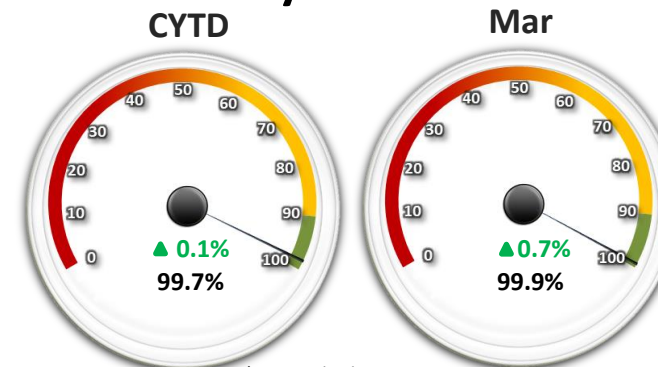
*CYTD: Calendar Year to Date

- Critical systems availability improved this month despite two major incidents this month.

- Power failures led to Network connectivity issues, MyHR and QMplus suffered degradation of service.

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KPI Trend View

KPI	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Move
% Satisfied Customers for Incidents	95	96	96	94	98	97	91	91	91	92	95	94	88	↓
% Satisfied Customers for Requests	92	97	97	96	96	94	94	92	96	95	95	95	96	↑
All Incidents Closed By All ITS Depts. Within SLT	93	88	89	89	84	87	76	67	70	82	87	83	86	↑
All Requests Closed By All ITS Depts. Within SLT	96	95	94	92	94	94	93	90	91	92	94	94	94	—
All Incidents Closed By Site Within SLT	93	83	83	82	81	86	71	57	64	83	88	81	84	↑
All Requests Closed By Site Within SLT	96	94	94	92	94	94	93	91	91	94	96	96	95	↓
Service Desk Incidents Closed Within SLT	98	98	99	98	96	96	90	89	97	97	98	97	99	↑
Service Desk Requests Closed Within SLT	96	99	99	99	99	99	96	94	100	99	99	99	99	—
Service Desk Telephone Response Within SLT	95	88	85	78	86	89	66	88	97	98	90	94	93	↓
All Incidents Closed By Campus Teams Within SLT	93	88	85	85	78	83	59	46	62	78	79	74	77	↑
All Requests Closed By Campus Teams Within SLT	95	96	96	95	94	95	89	82	80	91	92	93	92	↓
Change Management Implementation														—
Service Desk Email Triage	100	100	100	100	100	100	63	100	100	100	100	100	100	—

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
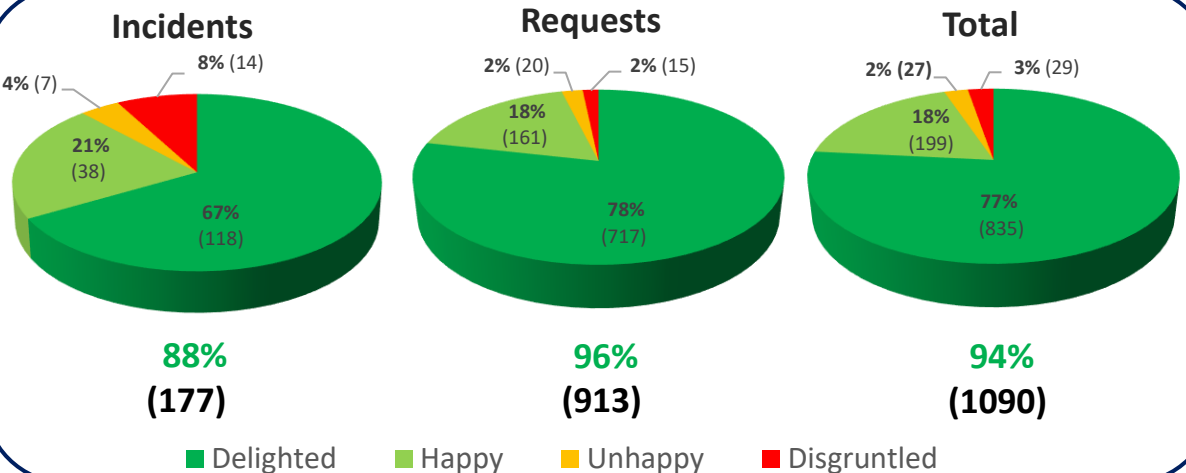
Customer Satisfaction

Customer Feedback

This month we received 1090 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 9% (which is the 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.

Incidents

- 8% (14)
- 4% (7)
- 21% (38)
- 67% (118)

88%
(177)

Requests

- 2% (20)
- 2% (15)
- 18% (161)
- 78% (717)

96%
(913)

Total

- 2% (27)
- 3% (29)
- 18% (199)
- 77% (835)

94%
(1090)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

highly efficient and had the task completed in a timely manner to my great relief and satisfaction!
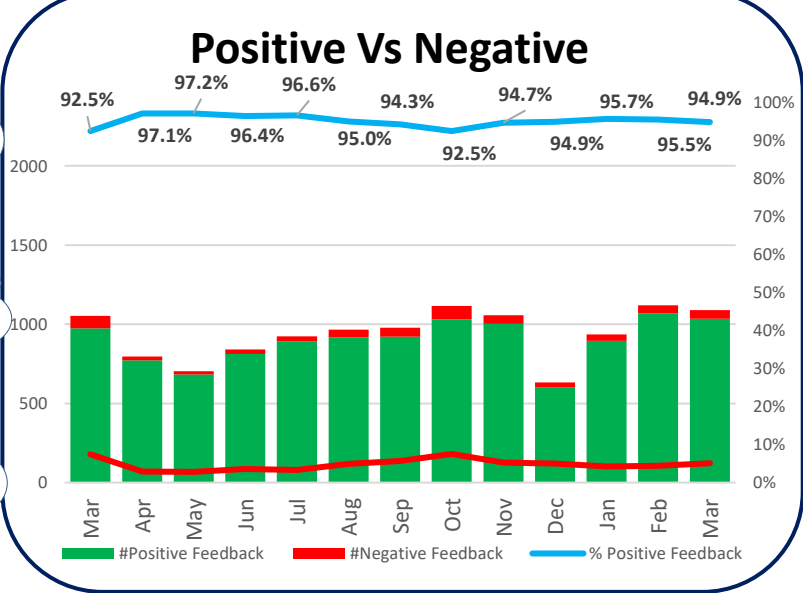
Thank you so much for solving the problem with the screens! I am happy that they are working now. However, our event was yesterday

nobody came, i fixed it myself and the lecture was delayed

super helpful and fast. Not to mention very pleasant and I appreciate that

I want to express my immense gratitude for your prompt reaction in taking on the ticket and for the accurate and efficient response

This issue hasn't been solved. It's been going on for more than 6 months. So it is inappropriate to state that the request has been fulfilled

Positive Vs Negative

92.5%   97.2%   96.6%   94.3%   94.7%   95.7%   94.9%
97.1%   96.4%   95.0%   92.5%   94.9%   95.5%

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

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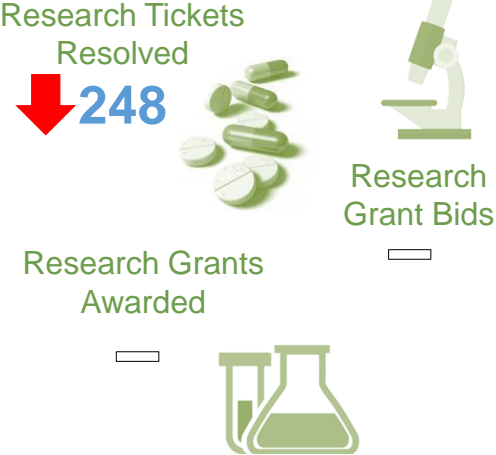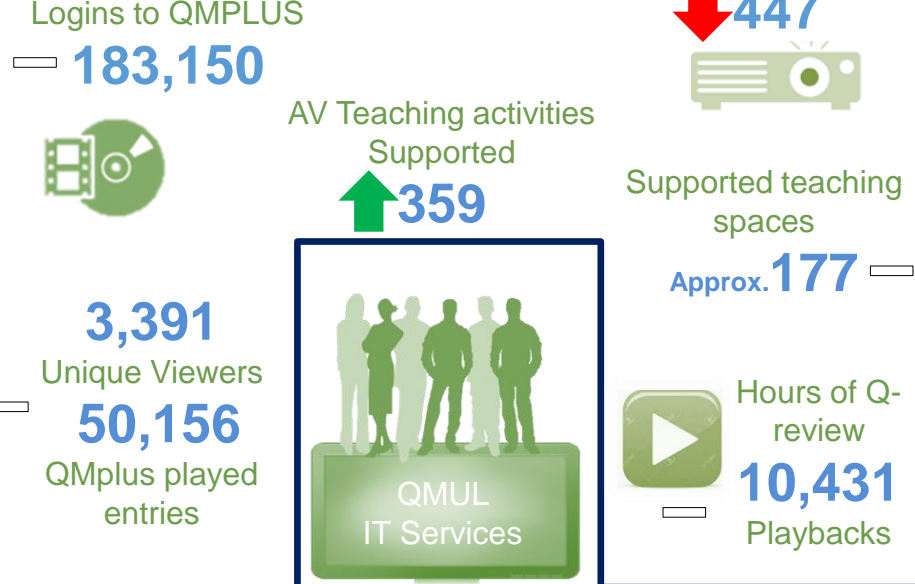
Commentary

- Customer Satisfaction for this month is below our 95% target.

- Feedback this month relate to AV support and tickets being closed unsatisfactorily.

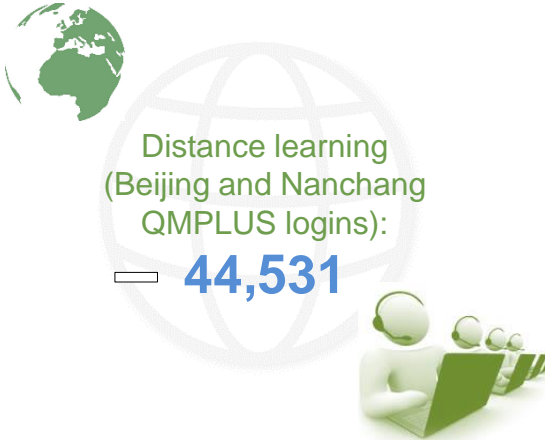- Comments that were positive relate to speedy response, helpful, patient and supportive

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Activities for the month of Mar 2022

Research Excellence
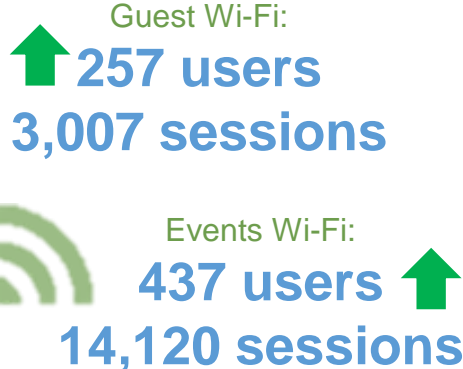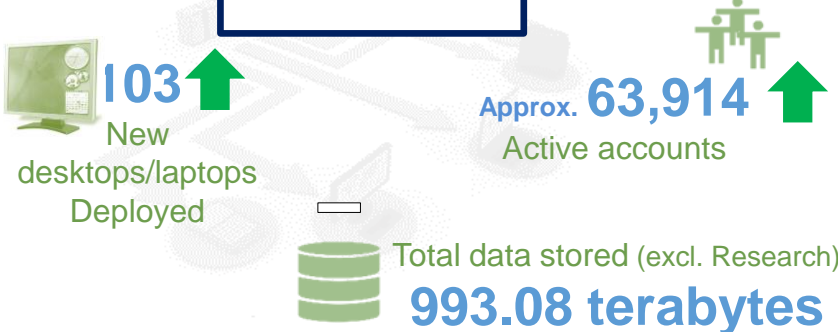
Research Tickets Resolved
⬇️ 248

Research Grant Bids

Research Grants Awarded

Teaching Excellence

Logins to QMPLUS
➖ 183,150

AV Teaching activities Supported
⬆️ 359

3,391
Unique Viewers
50,156
QMplus played entries

Reported AV Issues
⬇️ 447

Supported teaching spaces
Approx. 177 ➖

Hours of Q-review
10,431
Playbacks

QMUL IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
➖ 44,531

Public Engagement

Guest Wi-Fi:
⬆️ 257 users
3,007 sessions

Events Wi-Fi:
437 users ⬆️
14,120 sessions

Growth

103 ⬆️
New desktops/laptops Deployed

Approx. 63,914 ⬆️
Active accounts

Total data stored (excl. Research)
993.08 terabytes

Sustainability

⬆️ 38,165
Pages sent and not printed

⬆️ 4.5

⬆️ Higher Than last month

⬇️ Lower than last month

➖ No change from last month
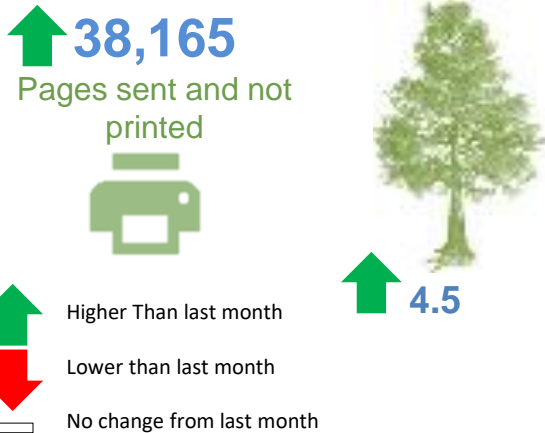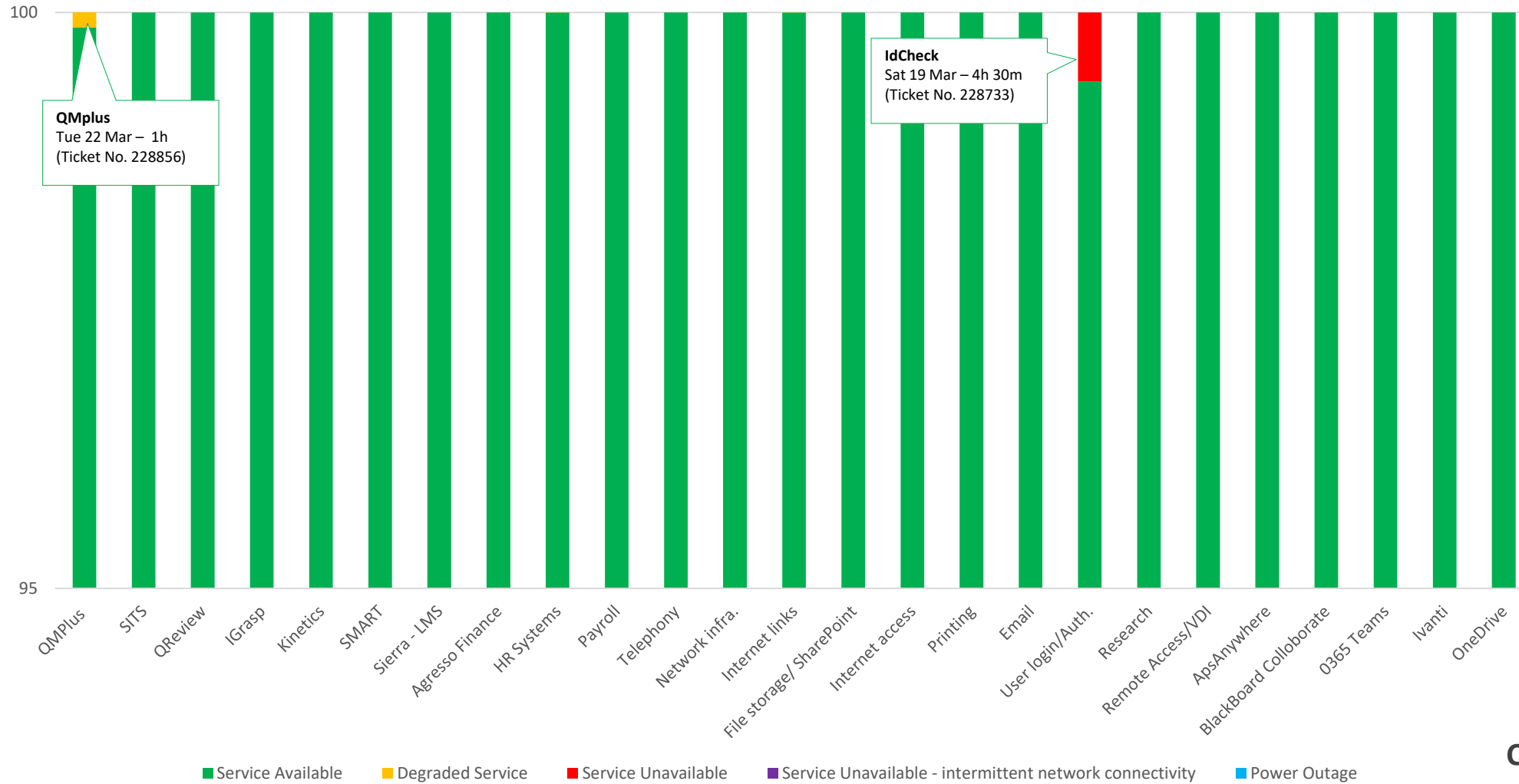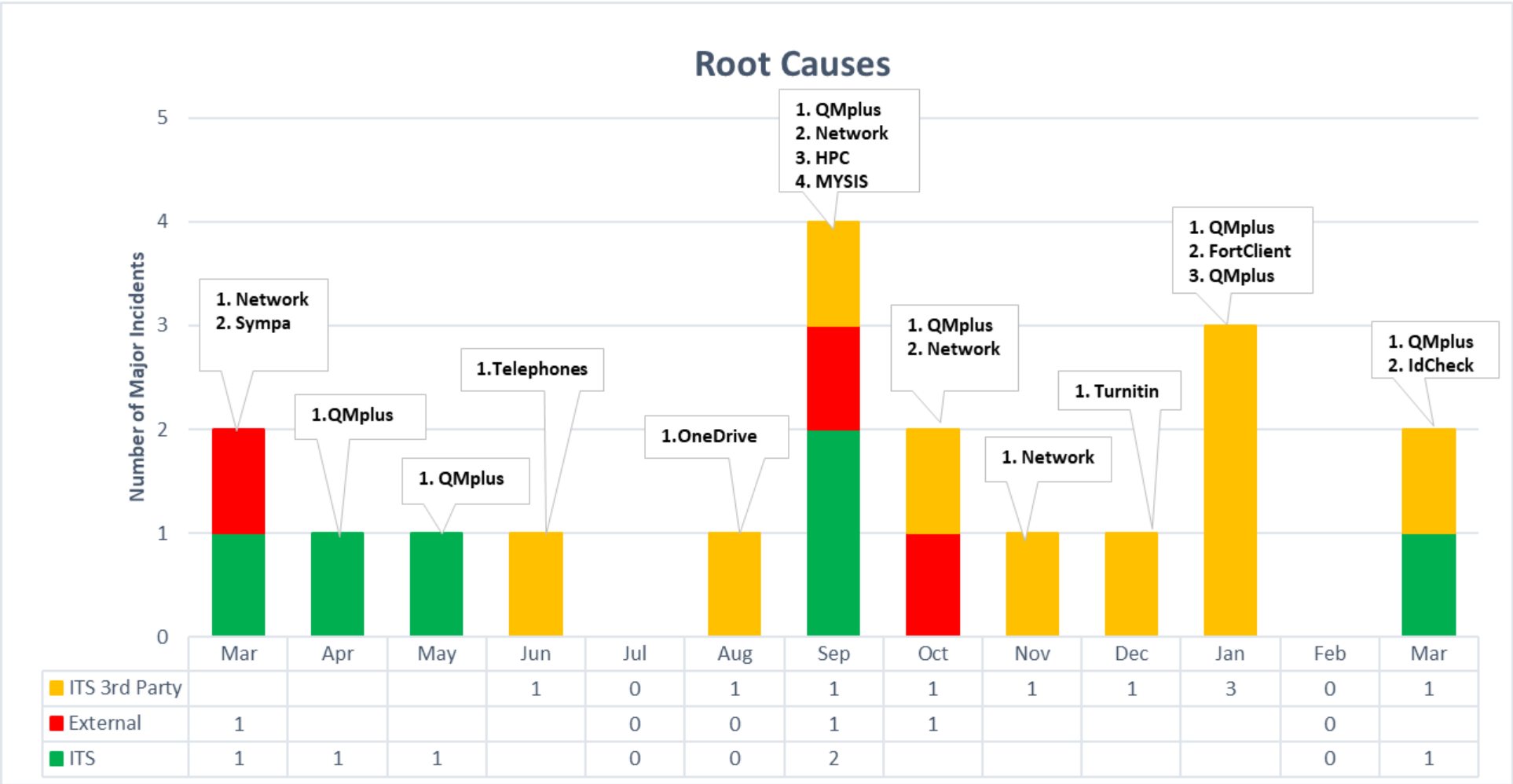
Major Incidents

Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
228733	Sat 19 Mar 04:24	4h 30m	**IdCheck –** Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. **Cause:** A configuration file was missing from the Puppet server. **Action:** The configuration file was manually added back to on the server, which restored the authentication service.	Resolved
228856	Tue 22 Mar 09:01	1h	**QMplus –** Student and Staff were unable to access the service to view or edit course modules or access learning material. **Cause:** A known bug corrupted the Moodle Unified Cache (MUC). **Action:** The web container was restarted, clearing the corrupted cache.	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
228354	Mon 14 Mar 11:20	2d	**QMplus –** Users experienced slow performance when accessing and using functionality within the QMplus. **Cause:** QMplus had a surge in usage which resulted in a higher load on the database server. **Action:** Increased the AWS database resources to cope with the load.	Resolved
229294	Mon 28 Mar 09:30	7h	**MyHR/ ResourceLink –** Some users were unable to login to MYHR website to view their HR records. **Cause:** A Change - 16772A was implemented to upgrade MyHR which was not completed in time. **Action:** Once the change was completed the service was available.	Resolved
229427	Mon 28 Mar 09:30	1h 20m	**WiFi –** Users located in the Stocks Court residences experienced issues connecting to Wifi. **Cause:** A power outage caused equipment in the comms room to go offline **Action:** Once the power was restored manually to the comms room the WIFI was restored.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16785	02 Mar	10m	**Micollab/ Softphones –** Users were briefly (10m) unable to log in to Micollab during the maintenance period.	Maintenance	Implemented
16755	05 Mar	30m	**FortiClient VPN –** Users experienced two short drops in connectivity whilst using the remote access solution (FortiClient) to access IT Services remotely.	Maintenance	Implemented
16774	15 Mar	1h	**WIFI –** Users were unable to access internet services wirelessly during the maintenance period.	Maintenance	Implemented
16790	17 Mar	15m	**Network -** Users based in Varey House at Mile End experienced interruption to their network connectivity during the maintenance period.	Maintenance	Implemented
16808	21 Mar	3d	**Publist/Elements -** Users were unable to access Publists and Elelments during the maintenance period.	Maintenance	Implemented
16772	24 Mar	3d	**MyHR/Resourcelink -** Users were unable to access MyHR/Resourcelink during the maintenance period.	Maintenance	Implemented
16814	26 Mar	40m	**Network -** Some users across the campus experienced disruption to network connectivity during the upgrade period.	Upgrade	Implemented
16827	28 Mar	9h	**Resourcelink -** Users were unable to access ResourceLink to view records during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Jan 22	Feb 22	Mar 22	Trend	Expected Trend
Incidents Raised	-	2052	1945	1886	⬇	⬇
Number of Incidents Resolved	-	1967	1933	1832	⬇	⬆
Incidents Resolved within SLT	90%	87%	83%	86%	🟢⬆	🔴⬆
Resolution Time P1	4h	0%	0%	50%	🔴⬆	🔴—
Resolution Time P2	1 BD	74%	62%	68%	🔴⬆	🔴⬆
Resolution Time P3	3 BD	87%	83%	86%	🔴⬆	🔴⬆
Resolution Time P4	5 BD	97%	100%	100%	🟢⬆	🟢—
Resolution Time P5	20 BD	100%	100%	100%	🟢—	🟢—
Requests Raised	-	8438	8685	9136	⬆	⬆
Number of Requests Resolved	-	8124	8537	8600	⬆	⬆
Requests Resolved within SLT	90%	94%	94%	94%	🟢—	🟢⬆
Reopened tickets	3%	98 (1%)	127 (1%)	135 (1%)	🟢—	🟢—

Commentary

- Ticket volumes for service requests have increased this month, due to an increase in requests for Hardware installation and Password resets.

- Ticket volume are higher In comparison to the same time last year, mainly due to AV issues related to MME

- KPIs are trending upwards this month as the volume of tickets that have breached SLA is lower in Service Requests, whereas incident tickets are higher due to the two major incidents.

- P1 tickets trending down due to 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
- 🔴⬆ 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)

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Incident and Requests KPIs
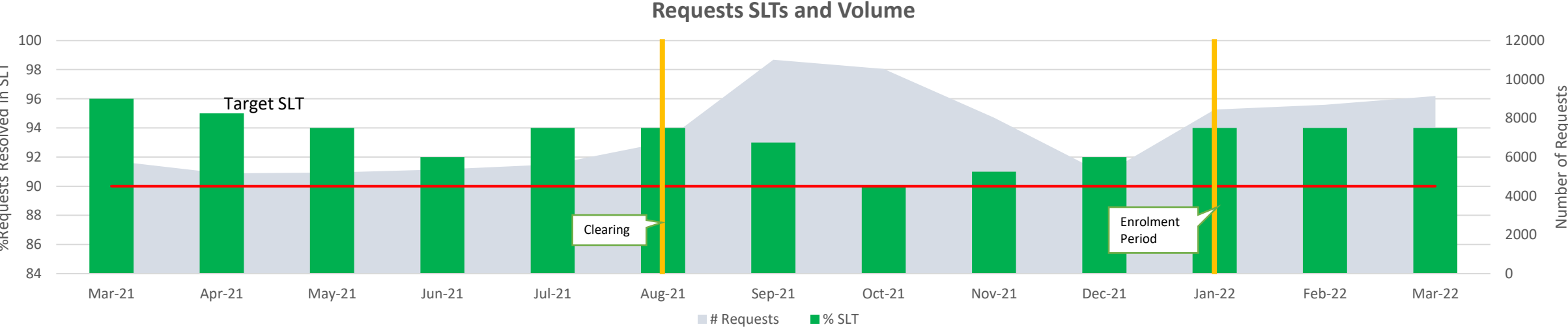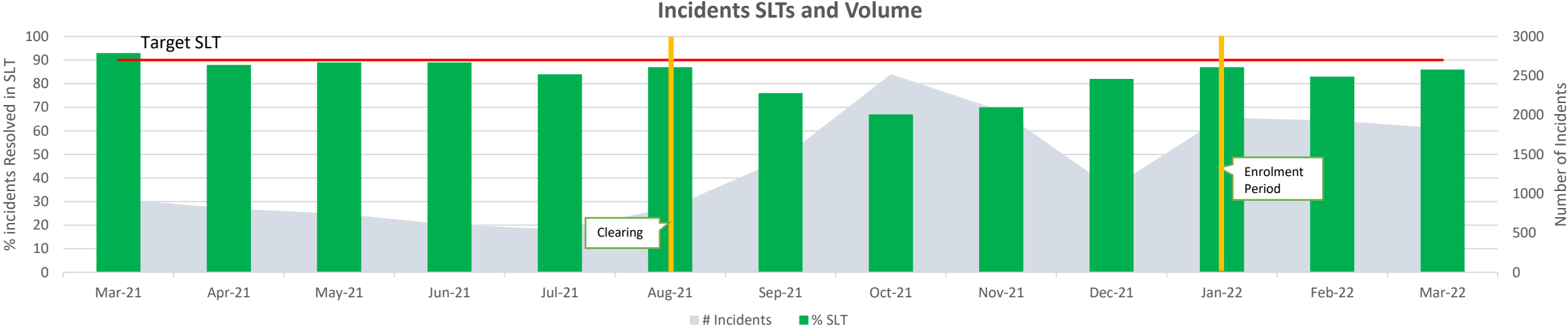
Service Desk Performance

Measure	Target	Jan 22	Feb 22	Mar 22	Trend	Expected Trend
Received Phone Calls	-	1413	1374	1364	⬇ (white)	⬇ (white)
Average Wait Time	25s	19s	14s	13s	⬆ (green)	⬆ (green)
Abandon Rate (Calls)	5%	9.2%	5%	6%	⬇ (red)	⬆ (green)
FTF (First Time Fix)	75%	85%	71%	80%	⬆ (green)	― (green)
FLF (First Line Fix)	75%	70%	68%	66%	⬇ (red)	⬆ (red)
Email Triage	90%	100%	100%	100%	― (green)	― (green)

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and Telephone.

- First Line Fix has dropped slightly, whilst the First Time Fix has improved this month due to a high volume of password resets and PO closures.

- Phone Abandonment rate has dropped due to the two major incidents this month.

- The Service level target for ticket completion for the Service Desk remains above 95% this month.

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

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Ticket Source

ITS Ticket Volume	Jan 22	Feb 22	Mar 22	Trend	Expected Trend
☎ (phone)	1096	1071	977	⬇	⬆
✉ (email)	3284	3271	3533	⬆	⬆
🧑‍💼 (walk-in)	1327	1552	1501	⬇	⬆
🖥 (self service)	2852	2995	3337	⬆	⬆
Live Chat	1395	1235	1295	⬆	⬆
TECH BAR	0	0	0	—	—

Commentary

- Ticket volume across all areas increased except phones and walk-in this month, users are finding chat and self service more accessible.

- Top Request items this month relate to Hardware move or installation, Password Resets and Agresso PO Closures, which contributes to the increase in Self Service and email tickets.

- Top incident items this month relate to AV issues which alone make up 30% of tickets and QMplus.

Key

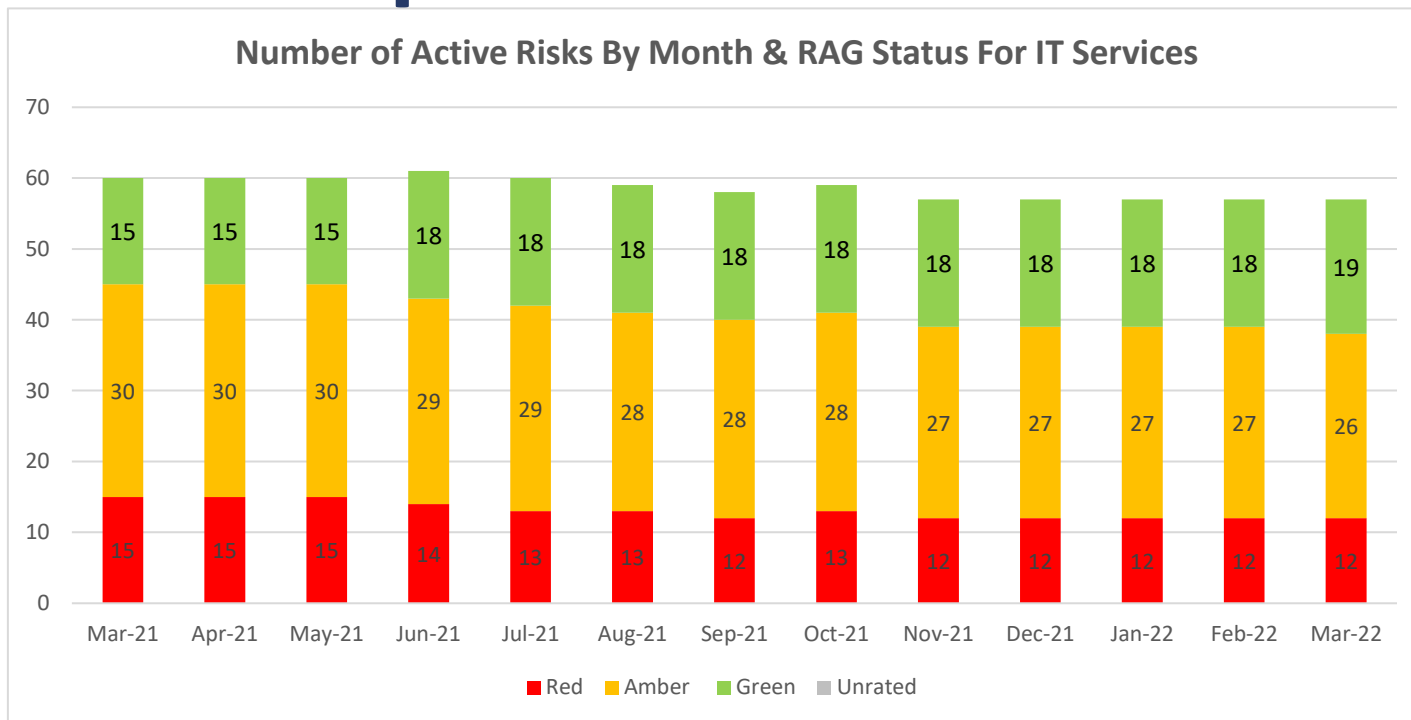|	
🟢⬆ (green up arrow)	Improvement over last month and within SLT
🟢⬇ (green down arrow)	Deterioration from last month but within SLT
🟢▬ (green dash)	No change from last month and within SLT
🔴⬆ (red up arrow)	Improvement over last month but breaching SLT
🔴⬇ (red down arrow)	Deterioration from last month and breaching SLT
🔴▬ (red dash)	No change from last month and breaching SLT
⬆ (white up arrow)	Improvement over last month, No SLT assigned
⬇ (white down arrow)	Deterioration from last month, No SLT assigned
▬ (white dash)	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

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Risk Report

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

Month	Red	Amber	Green
Mar-21	15	30	15
Apr-21	15	30	15
May-21	15	30	15
Jun-21	14	29	18
Jul-21	13	29	18
Aug-21	13	28	18
Sep-21	12	28	18
Oct-21	13	28	18
Nov-21	12	27	18
Dec-21	12	27	18
Jan-22	12	27	18
Feb-22	12	27	18
Mar-22	12	26	19

Legend: Red, Amber, Green, Unrated

New Risk: The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	57	0	▭

Top Risks:

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a table top exercise undertaken to test our response.

- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down

- **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 and continuity plans completed, recovery plans have begun to be documented

- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show an increase in volume of traffic this month

Key

↑ Deterioration 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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