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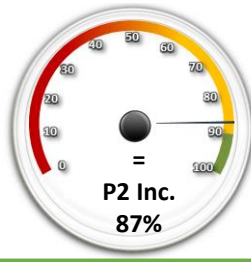
IT Services

Executive Summary – March 2016

KPI

Incidents 90%
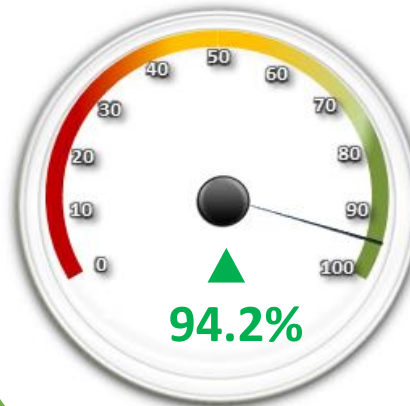
Requests 84%

P1 Inc. 52%

P2 Inc. 87%

The total number of Incidents and Requests resolved within SLT has continued to increase since the start of the year.

Continued decrease in P1 incidents resolved within the SLT is still due to the ticket not being marked as resolved when the actual issue is fixed

Customer Satisfaction

94.2%

Definitions

KPI: Key Performance Indicator
SLT: Service Level Target
P1: Priority 1 Incident (High)
DTL: Domain Team Lead
DC: Datacentre 1 and/or 2
MI: Major Incident
**CYTD**: Calendar Year to Date

Major Incidents

Agresso and Kinetics were both unavailable for a total of 2 hours from 2pm on Wednesday 30th March. The root cause is being investigated

Volumes

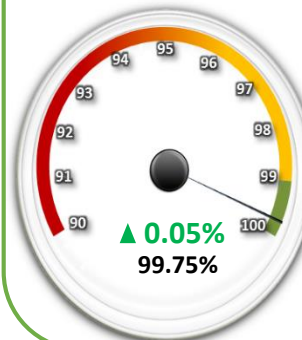**1883 Incidents**

4945 Requests

2640 Phone

Decrease in Incidents and Requests this month is mainly due to the long bank holiday weekend.

As the telephony issues that impacted the Service Desk in the previous month were resolved, we saw the number of phone call received go back to normal levels
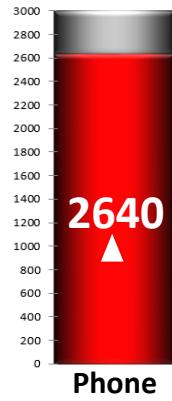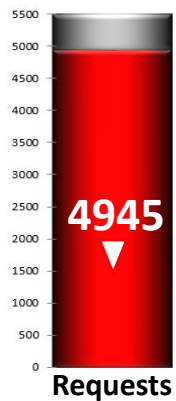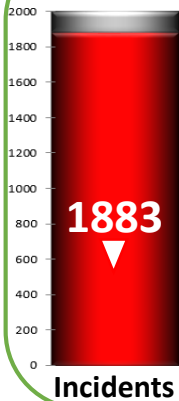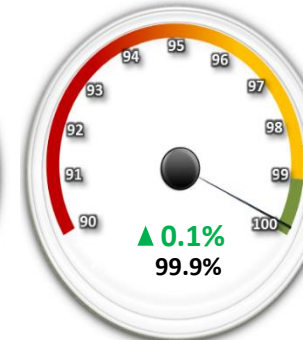
Critical Systems Availability

CYTD

▲ 0.05%
99.75%

March

▲ 0.1%
99.9%

Overall critical systems availability continues to increase month on month with a small increase of 0.1% in March bringing up the CYTD to 99.75%
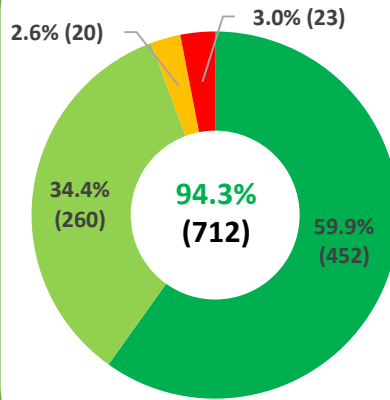
Customer Satisfaction

Customer Feedback

From March 2016 onwards, we have changed the main way we collect feedback from our customers. You can now email your feedback by selecting one of the following links on your resolution email;
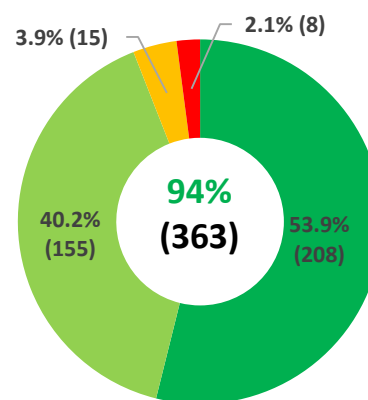
Delighted Happy Un-Happy Disgruntled

In the first month we had 1141 responses which equates to an above industry average response rate of 16%. We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests

2.6% (20)   3.0% (23)
34.4% (260)
94.3% (712)
59.9% (452)

Incidents

3.9% (15)   2.1% (8)
40.2% (155)
94% (363)
53.9% (208)

TOTAL

3.1% (35)   2.7% (31)
36.4% (415)
94.2%
57.8% (660)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled
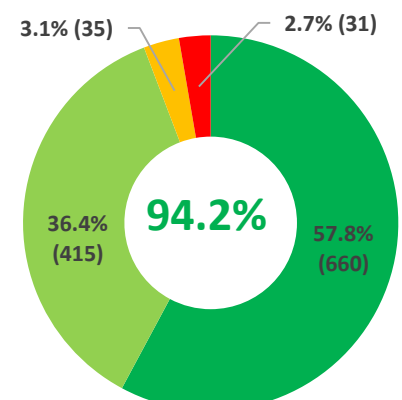
Positive Vs Negative

"My request was addressed promptly, the analyst was very competent and kind"

"Delighted with the service – thank you"

"Textbook example of how things should be done"
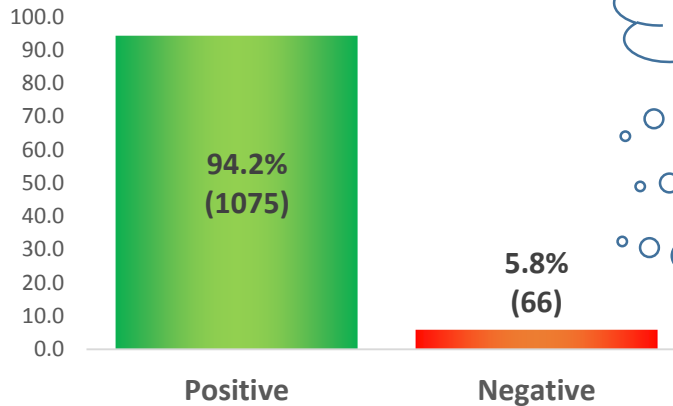
"It took 2 months to complete my request!"

"My ticket was closed without the issue being fixed!"

"Why has a duplicate ticket been logged?"

94.2% (1075) — Positive
5.8% (66) — Negative

(Chart axis: 0.0 to 100.0)

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Activities for the month of March 2016

Internet of things

University Website
600,000
Visitors from over 200 countries

6.28 million
Emails Delivered

Mobile App
74
Downloads

Blocked
28.2 million
Internet attacks

6.33 million
Emails blocked as SPAM

Logins to QMPLUS
Approx.1.4 million

QMUL IT Services

Supporting you

3,682
Fully managed PCs
(including teaching PCs)

Supported teaching spaces with AV
280
Across sites And buildings

7,300
Tickets logged with the Service Desk

Data and usage

45,000
Registered Users

Total user data stored
63 terabytes

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Active Network port
14,300

Supporting Services

Change requests processed
400+

Copy Shop
301,000
Pages printed

343
Unique jobs processed

1 Major Incident

Approx. 200,000
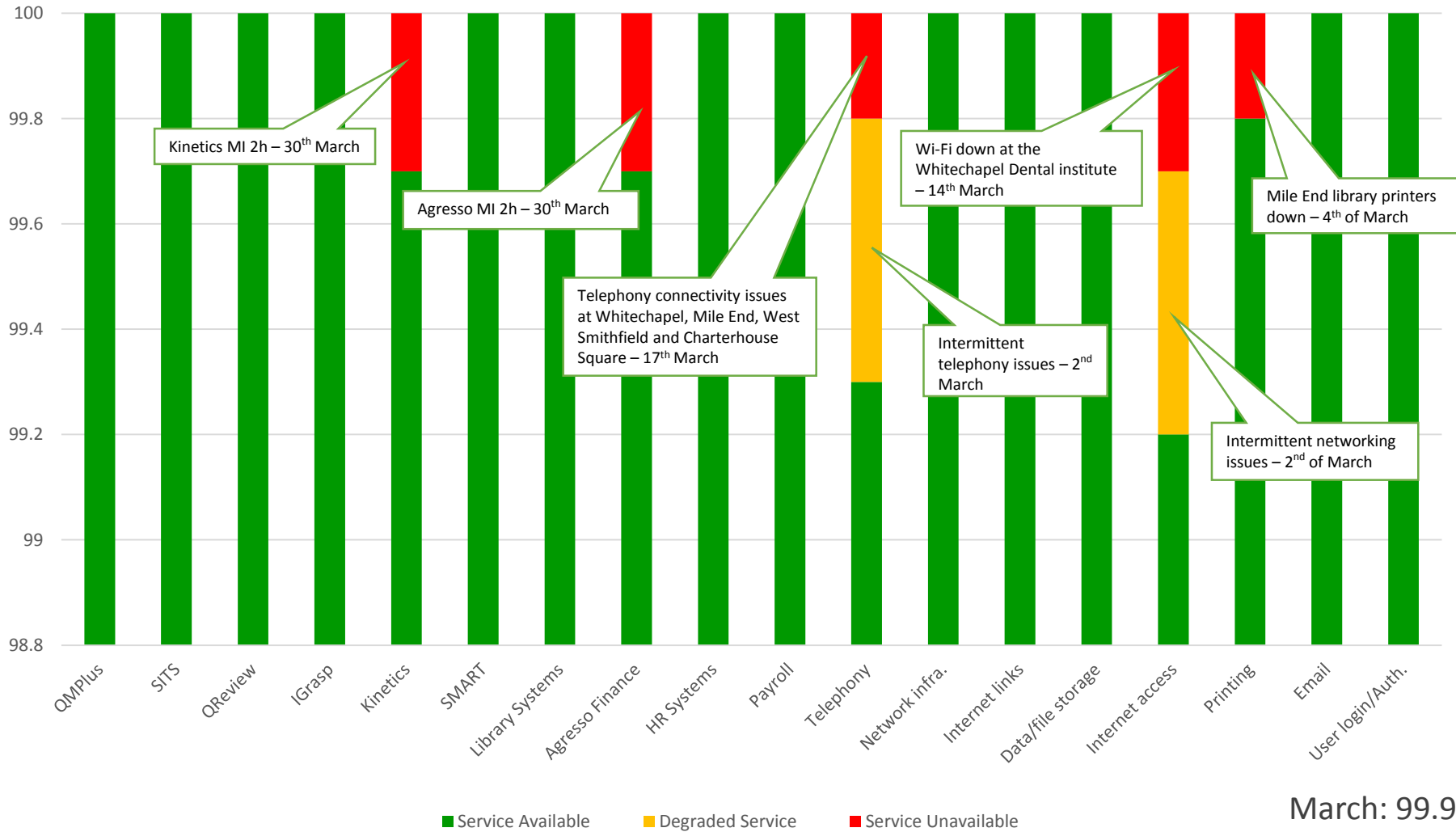Pages printed on managed Printers

Approx. 60,000
Pages sent and not printed

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Major Incidents and Low Yield Report

MI Ticket	Date	Duration	Service Affected	Impact	Status
123955	30-MAR-2016	2h	Agresso/Kinetics webpage/Jobs webpage	All users of the application	Resolved

Low Yield Ticket	Date	Duration	Service Affected	Impact	Status
120815	04-MAR-2016	30m	Student Printing issues	Mile End Library printers	Resolved
122604	17-MAR-2016	1h	Telephony connection issues	Whitechapel, Mile End, West Smithfield and Charterhouse Square locations	Resolved
121748	14-MAR-2016	2h	Dental Institute Wi-Fi unavailable	Whitechapel Dental Institute	Resolved
120403	02-MAR-2016	3.5h	Intermittent Internet/Outlook & Telephony issues	All users	Resolved

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Planned Maintenance

Change Ticket	Date	Duration	Service Affected	Reason	Status
6876 & 6877	Tuesday 8th March from 05:00 to 07:00	2d	IT Services is upgrading and enhancing the Wi-Fi service across all main campuses	Upgrade	Implemented
6651	Sunday 6th March from 06:00 to 12:00	6h	CampusM	Maintenance	Implemented
6915	Saturday 12th March from 11:00	8-10h	QMUL Mailing List Service, SYMPA	Migration	Implemented
6865	Thursday 10th March from 07:00 to 08:00	1h	Network	Maintenance	Implemented
6913	From Monday 21st March 17:00 to Thursday 24th March 18:00	3d	MyHR	Upgrade	Implemented
6950	Tuesday 15th March from 08:00 to 11:00	8h	QMRO and Publists	Upgrade	Implemented
7043	Monday 21st March from 07:00 to 08:30	1.5h	Network	Maintenance	Implemented
7014	Tuesday 22nd March at 19:00	10m	Telephony	Maintenance	Implemented
7079	Wednesday 30th March from 18:00 to 20:00	2h	Telephony	Migration	Implemented

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ITS Incident and Request KPIs

Measure	Target	Jan 16	Feb 16	Mar 16	Trend
Number of Incidents	-	2561	2050	1883	⬇
Incident Closed within SLT	90%	88%	88%	90%	⬆
Resolution Time P1	4h	78%	57%	52%	⬇
Resolution Time P2	1 BD	92%	87%	87%	▬
Resolution Time P3	3 BD	95%	95%	98%	⬆
Resolution Time P4	5 BD	92%	93%	96%	⬆
Resolution Time P5	20 BD	100%	99%	100%	⬆
Number of Requests	-	4716	5201	4945	⬇
Requests Closed within SLT	90%	74%	79%	84%	⬆

Highlights

- The decrease in the total number of Incidents and Requests logged this month is mainly due to the long bank holiday weekend.

- Continued decrease in P1 incidents resolved within the SLT is still due to the ticket not being marked as resolved when the actual issue is fixed by the resolving team.

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

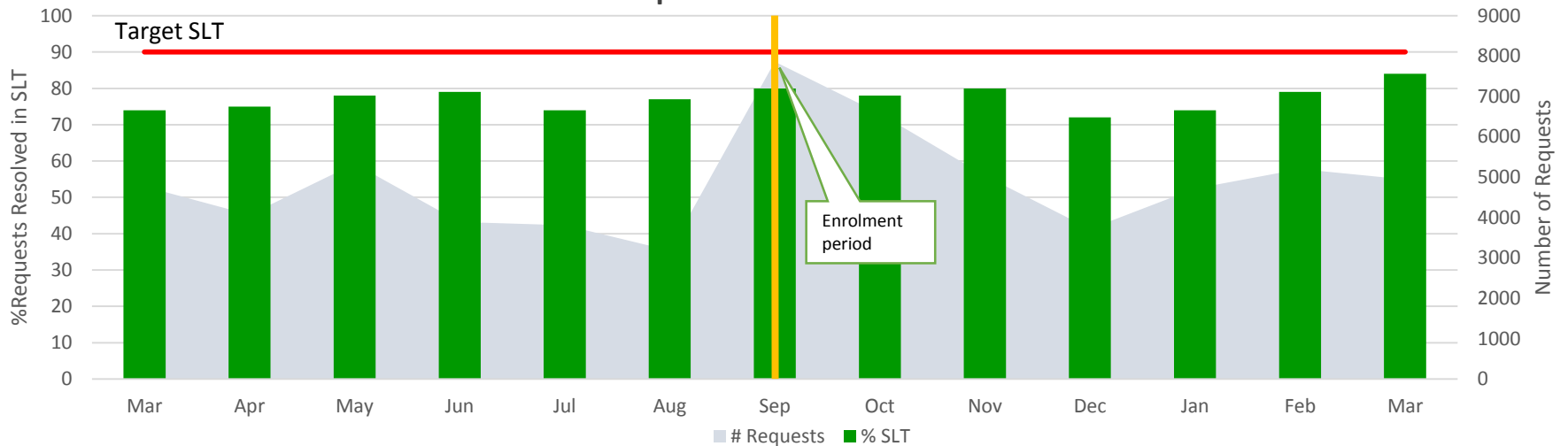BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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Incident and Requests KPIs (past 13 months)
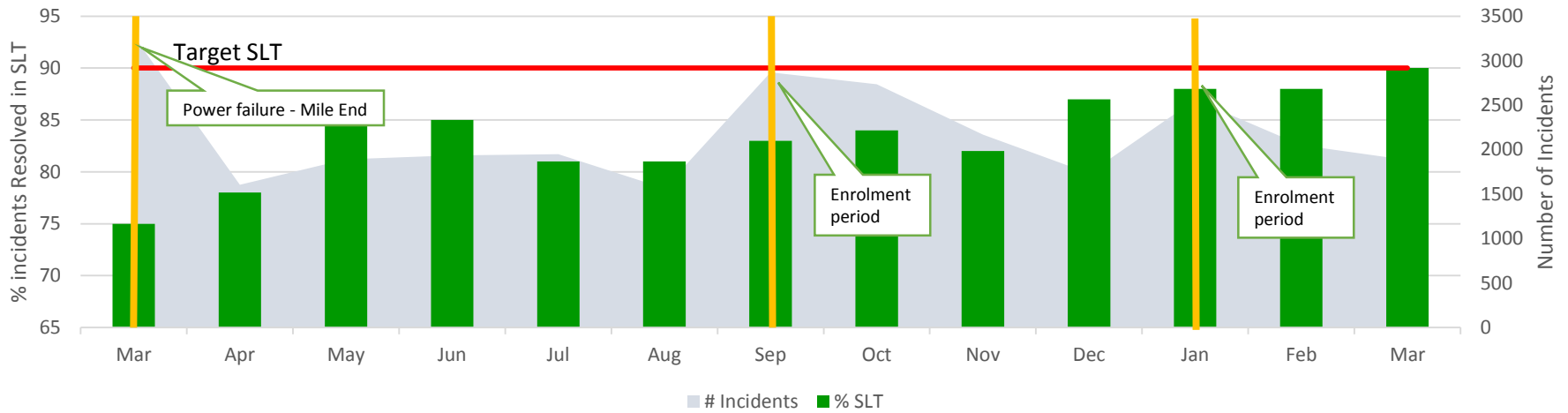
Service Desk Performance

Measure	Target	Jan 16	Feb 16	Mar 16	Trend
Received phone calls	-	3115	2512	2640	⬆ (white up)
Answered phone calls	90%	96%	98%	97%	⬇ (green down)
Average Wait Time	25 secs	13s	11s	13s	⬆ (green up)
Abandon Rate	5%	4%	2%	3%	⬆ (green up)
*First Contact Fix - Incidents	75%	48%	37%	32%	⬇ (red down)
In Person (Incidents)	-	268	190	45	⬇ (white down)
Emailed tickets (Incidents)	-	2167	2807	2046	⬇ (white down)
Self Service (Incidents)	-	195	348	221	⬇ (white down)

Highlights

- All Service Desk SLTs are stable and tracking within SLT since the start of the year aside from the First Time Fix rate which has continued to decrease. For March this is mainly related to us implementing the ability to select the source type for Requests as well as Incidents thus increasing the number of tickets included in the First Time fix Calculation.

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

*First Contact Fix – Incidents logged either via phone or in person

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Risk Report

Number of Active Risks By Month & RAG Status For IT Services
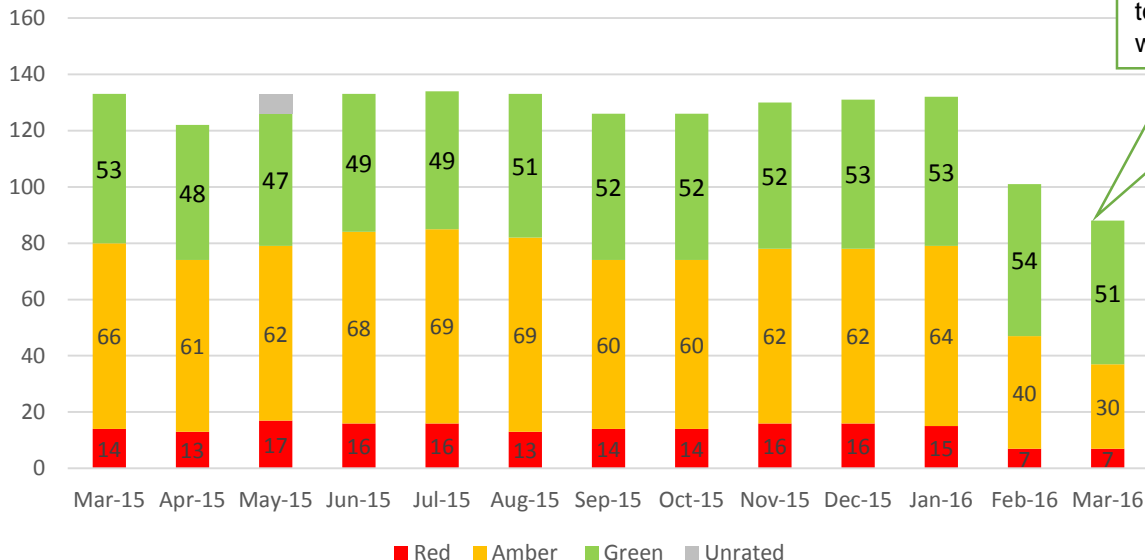
Decrease in Risk trend from last month due mainly to the review meetings / workshops held

Top Risks:

- Security & Resilience of legacy servers and application not in the Datacentre

- Uncertainty around ability to recover from random backup failures in the Datacentre

- No Overarching Disaster Recovery plan or scheduled DR tests.

Monthly Risk Stats					
Risks Averted	**Open Risks**	**New Risks**	**Total Risks**	**Risks Realised**	**Monthly Trend**
16	85	3	88	0	⬇

Key

🔴⬆ Deteriation over last month

🟢⬇ Improvement from last month

▭ No change from last month

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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	92	87	84	95	88	92	92	95	89	78	95	75	94	↑
% Satisfied Customers for Requests	93	96	89	99	96	92	94	85	98	91	98	83	94	↑
All Incidents Closed By All ITS Depts Within SLT	75	78	84	87	81	81	83	84	82	87	88	88	90	↑
All Requests Closed By All ITS Depts Within SLT	74	75	78	79	74	77	80	78	80	72	74	79	84	↑
All Incidents Closed By Site Within SLT	80	85	90	91	88	88	88	88	88	91	91	89	91	↑
All Requests Closed By Site Within SLT	81	80	86	87	80	84	89	86	86	79	85	88	91	↑
Helpdesk Incidents Closed Within SLT	90	90	97	99	98	96	97	94	95	97	98	97	98	↑
Helpdesk Requests Closed Within SLT	80	82	87	96	93	86	96	92	91	88	95	98	97	↓
Helpdesk Telephone Response Within SLT	95	98	98	98	94	93	98	99	97	98	96	98	97	↓
All Incidents Closed By Campus Teams Within SLT	79	79	79	87	82	84	86	86	89	91	89	90	90	▭
All Requests Closed By Campus Teams Within SLT	94	89	91	94	94	91	94	93	94	94	93	93	93	▭
Change Management Implementation														↓

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

Key

↑ Improvement over last month

↓ Deterioration from last month

▭ No change from last month

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

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