



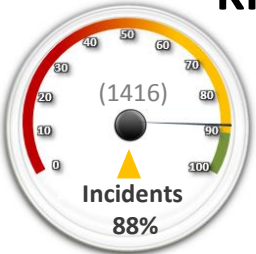
Queen Mary

University of London

IT Services

Executive Summary – March 2017

KPI



- Low number of P1 and P2 tickets this month
- All KPIs are within target or have improved from the previous month
- Due to a number of posts held back within IT our ability to continue to improve is limited



Customer Satisfaction



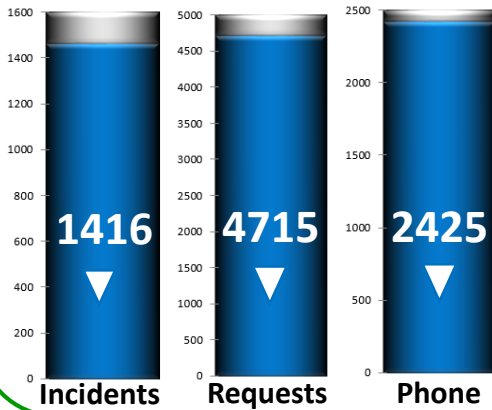
Definitions

- 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

Major Incidents

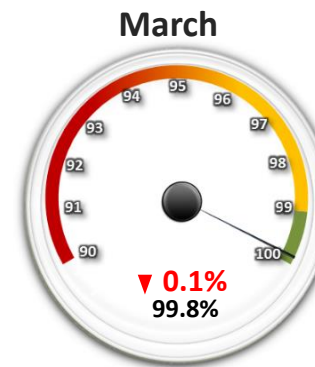
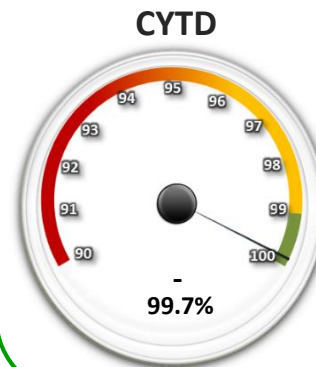
- There were no Major Incidents during the month of March.

Volumes



- Which total request figures remain the same, Incidents numbers have decreased by 25% compared to the same period last year.
- Agresso PO requests remain the top Service Request

Critical Systems Availability



- With the exception of the access issues with MySIS, all critical services had 100% availability throughout the month of March.



Customer Satisfaction – March 2017

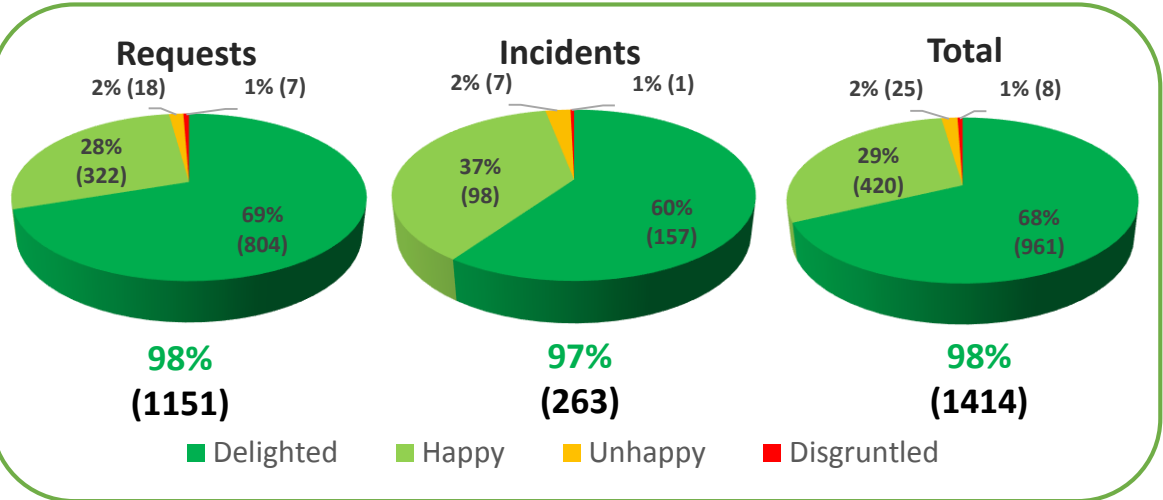
Customer Feedback

This month we had 1414 responses providing feedback to incidents and requests logged through the Service Desk. That is a **23%** response rate overall (out of 6131 tickets resolved).

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

Many thanks for the help provided for this enquiry. It was very much appreciated

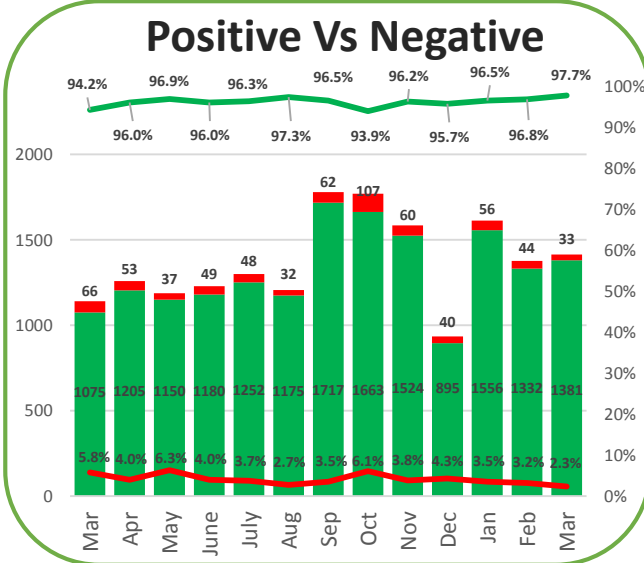
This ticket was marked as fulfilled but has not been fully completed.

This hasn't been completed. No access to the correct Shared Drive folder as requested, perhaps this email has been sent prematurely?

Quick resolution, very happy

Problem is not resolved. Ticket was closed before checking that suggested solution works which it doesn't

Excellent, helpful and friendly service. Many thanks for your assistance.



Commentary

- With our continued focus on Customer Satisfaction we are continuing to realise an increase in the positive feedback figure (97.7% is the highest we have achieved since records began)
- Tickets being resolved without confirmation are the highest contributor to negative feedback which we will address.



Activities for the month of March 2017

Internet

University Website

0.6m

Visitors from over 200 countries



7.31m

Emails Delivered



Mobile App

94

Downloads



3m

Emails blocked as SPAM



Blocked

47+ million

Internet attacks



Logins to QMPLUS

Approx. 0.7m



Data and usage

Total user data stored

85 terabytes



45,000

Registered Users



60,000

Unique Wi-Fi devices



Media Server

280

Daily plays



Active Network port

14,300



Supporting Services

Change requests processed

289



400.000

Copy Shop Pages printed



432

Unique jobs processed



Major Incident

584

Requests for PO's to be closed

Approx. 0.7m

Pages printed on managed Printers



Approx. 85,000

Pages sent and not printed

Supporting you

3,600+

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

280+



Across sites And buildings

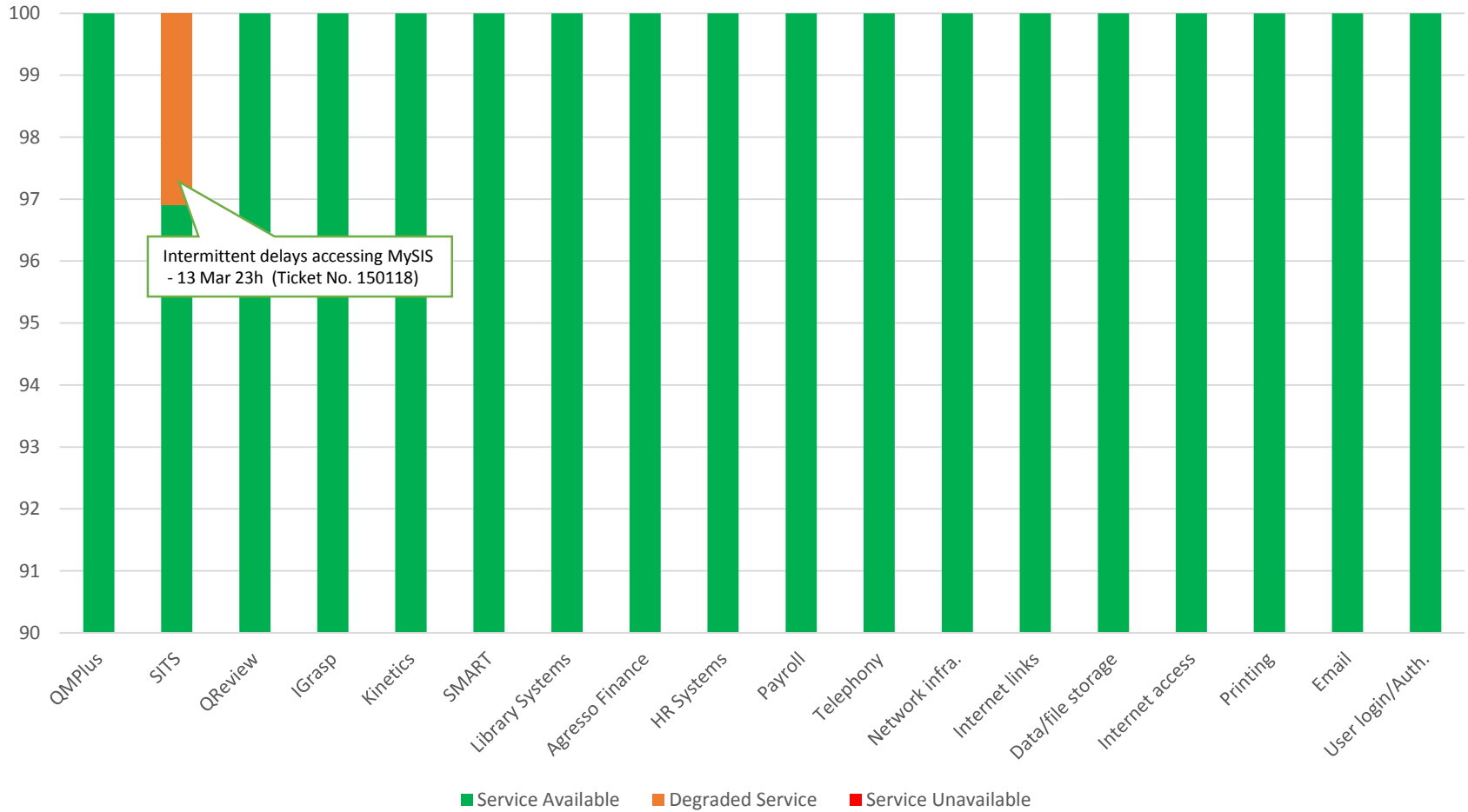


Approx. 6000

Tickets logged with the Service Desk



ITS Critical Systems Availability – March 2017



Intermittent delays accessing MySIS
- 13 Mar 23h (Ticket No. 150118)

March: 99.8%
CYTD: 99.7%



Planned Maintenance – March 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
10047 10073	Wed 8 Mar	2 weeks	Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains	Update	Implemented
10029	Sat 18 Mar	4h	LANDesk - Users were unable to access LANDesk during the migration	Migration	Implemented
10046	Tue 21 Mar	1h	Telephony Voicemail – Users were unable to record or access voicemail services during the maintenance	Maintenance	Implemented
10105	Tue 21 Mar	1h	QM Guest Wi-Fi – Users were unable to access guest Wi-Fi during the maintenance and would not have access to the internet	Maintenance	Implemented
9941	Wed 22 Mar	2 weeks	VDI – Users who remained on the old VDI service after the update completed were not able to access the service	Update	Implemented
9972	Thu 24 Mar	34h	MyHR & Resourcelink (WebView) – Users were unable to access these services during the maintenance	Maintenance	Implemented
10101	Sat 25 Mar	12h	Microsoft Windows Services - Users may have briefly experienced login issues until the Windows Servers were rebooted	Patching	Implemented
10128	Mon 27 Mar	3d	Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains	Update	Implemented
10084 10083	Tue 28 Mar	1h	Network Services – Users may have briefly been unable to print and access internet services	Maintenance	Implemented
10176	Tue 28 Mar	10m	Network Services – Users in Bancroft building may have briefly been unable to print and access internet services	Maintenance	Implemented





ITS Incident and Request KPIs – March 2017

Measure	Target	Jan 17	Feb 17	Mar 17	Trend	Expected Trend
Number of Incidents	-	1518	1463	1416		
Incidents Closed within SLT	90%	86%	88%	88%		
Resolution Time P1	4h	87%	100%	100%		
Resolution Time P2	1 BD	83%	83%	87%		
Resolution Time P3	3 BD	88%	87%	88%		
Resolution Time P4	5 BD	88%	98%	94%		
Resolution Time P5	20 BD	100%	100%	100%		
Number of Requests	-	4894	4214	4715		
Requests Closed within SLT	90%	95%	94%	95%		

Highlights

- Low number of P1 and P2 tickets this month
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- Due to a number of posts held back within IT our ability to continue to improve is limited

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

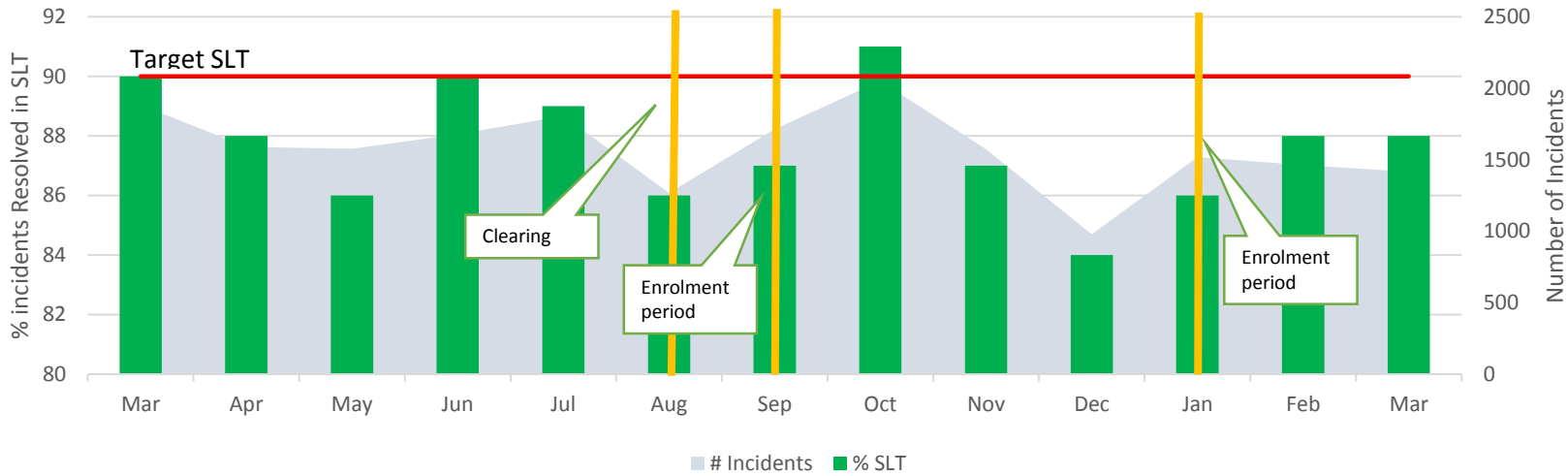
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

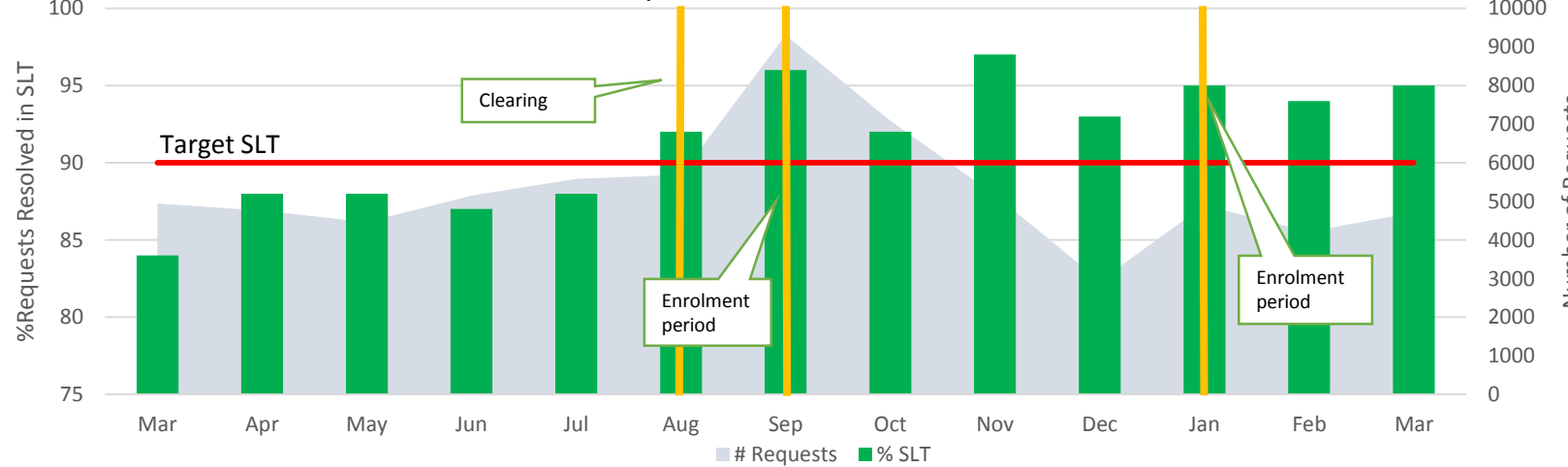


Incident and Requests KPIs – March 2017

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance – March 2017

Measure	Target	Jan 17	Feb 17	Mar 17	Trend	Expected Trend
Received phone calls	-	2848	2014	2425	↑	↑
Average Wait Time	25s	14s	10s	10s	—	—
Abandon Rate (calls)	5%	4%	3%	3%	—	—
FTF (First Time Fix)	75%	64%	62%	63%	↑	↓
FLF (First Line Fix)	75%	59%	53%	52%	↓	↓
In Person	-	353	238	281	↑	↑
Emailed tickets	-	877	1153	1336	↑	↑
Self Service	-	370	345	412	↑	↑

Highlights

- The Service Desk needs to be enabled to fix and fulfil more – this requires documentation, tools/access, automation and transition from 3rd line teams within IT. However, as we are cutting back on Service Desk staff our ability to resolve more first time and through first line is impacted.

Key

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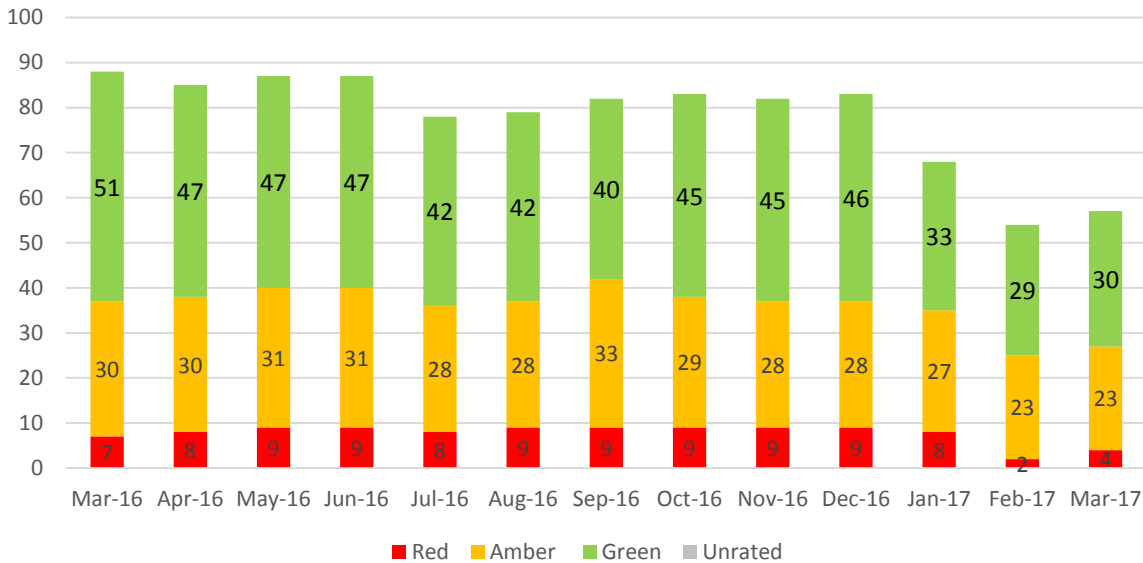
FTF = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

FLF = All tickets resolved by the service desk within SLA without being escalated any further



Risk Report

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



Monthly Risk Stats					
Risks Averted	Re-opened Risks	New Risks this month	Total Open Risks	Risks Realised	Monthly Trend
0	1	2	57	0	↑

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving
- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

Key

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ▭ No change from last month



KPI Trend View – March 2017

KPI	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Move
% Satisfied Customers for Incidents	94	94	96	94	94	96	93	90	93	94	94	96	97	↑
% Satisfied Customers for Requests	94	96	97	97	97	94	97	96	97	96	97	97	98	↑
All Incidents Closed By All ITS Depts. Within SLT	90	88	86	90	88	86	87	91	87	84	86	88	88	▬
All Requests Closed By All ITS Depts. Within SLT	84	88	88	87	84	92	96	92	97	93	95	94	95	↑
All Incidents Closed By Site Within SLT	91	89	89	88	88	80	87	85	89	83	86	87	87	▬
All Requests Closed By Site Within SLT	91	92	92	92	98	90	91	88	92	93	93	92	93	↑
Helpdesk Incidents Closed Within SLT	98	98	96	98	96	93	96	95	97	96	94	96	96	▬
Helpdesk Requests Closed Within SLT	97	98	98	98	94	95	98	96	98	97	97	97	98	↑
Helpdesk Telephone Response Within SLT	97	98	98	98	92	95	96	98	98	96	96	97	97	▬
All Incidents Closed By Campus Teams Within SLT	90	86	91	92	89	82	82	81	85	87	86	90	86	↓
All Requests Closed By Campus Teams Within SLT	93	87	92	94	91	89	91	87	89	92	90	90	92	↑
Change Management Implementation														▬

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



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

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