



Queen Mary

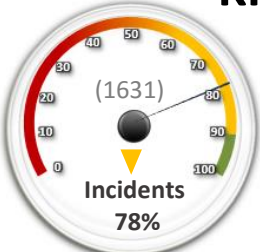
University of London

IT Services

Executive Summary – May 2017

KPI

- As expected, the trend for a majority of the Incidents and Service Requests KPIs was down compared to the previous month due to the number of resources and time spent managing and resolving the Ransomware Major Incident. (P5 and Service Requests were largely unaffected)



Customer Satisfaction



Definitions

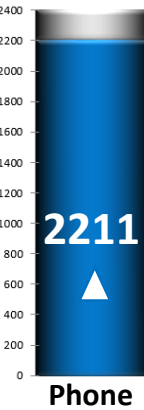
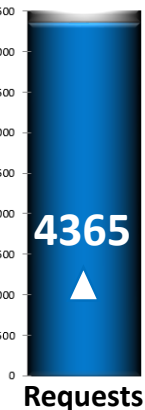
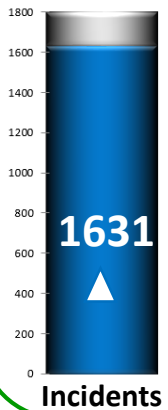
- CYTD: Calendar Year to Date
- DC: Datacentre 1 and/or 2
- DTL: Domain Team Lead
- KPI: Key Performance Indicator
- MI: Major Incident
- P1: Priority 1 Incident (High)
- SLT: Service Level Target

2 Major Incidents

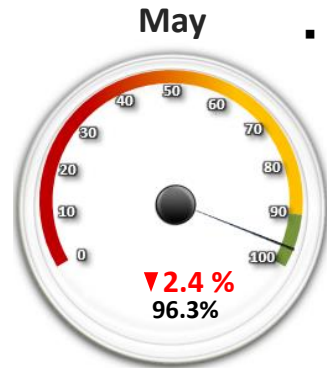
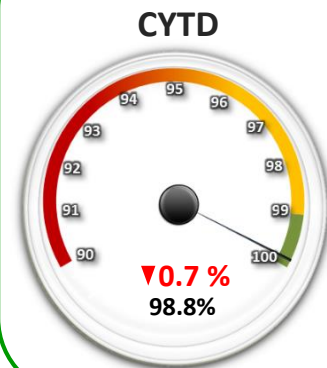
- Unrestricted access to Blizzard Institute File Share
- Ransomware threat to QMUL

Volumes

- There was a large increase in Incidents and Service Requests within May due to the 2 Major incidents
- Whilst there was an increase in the number of telephone calls received, we were able to meet targets for both Abandoned calls (3%) and call pick up times (16 seconds)



Critical Systems Availability



- The main impact on the Service loss was caused by the actions undertaken to prevent the ransomware threat. All other services were unaffected



Customer Satisfaction – May 2017

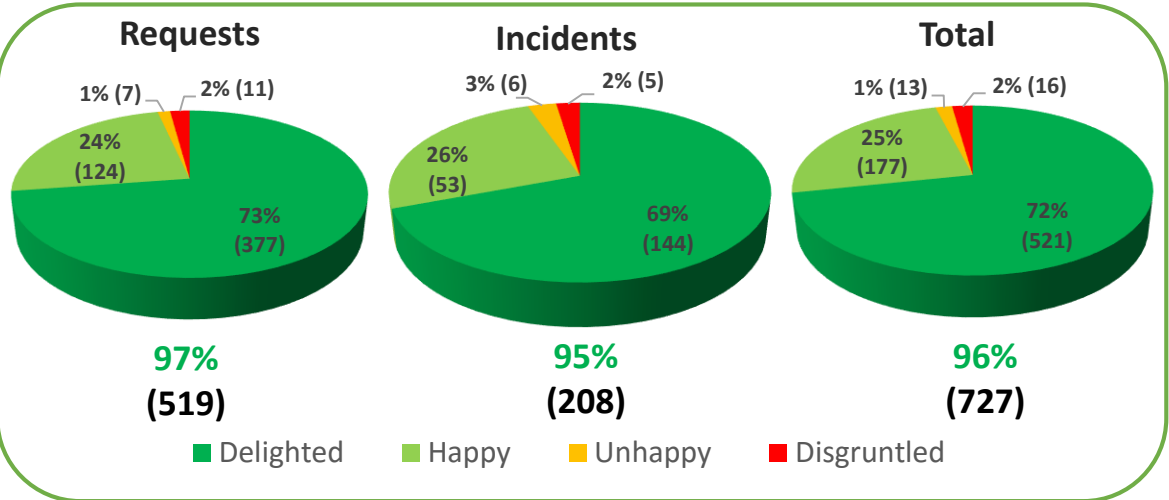
Customer Feedback

This month we had 727 responses providing feedback to incidents and requests logged through the Service Desk. That is a 12% response rate overall. The reduction is related to the positioning of the feedback links in the resolution emails sent out.

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.



97%
(519)

95%
(208)

96%
(727)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Really fast response and resolution! Thanks!

Thank you for dealing with the problems on my computer despite there being so many urgent requests in the last ten days.

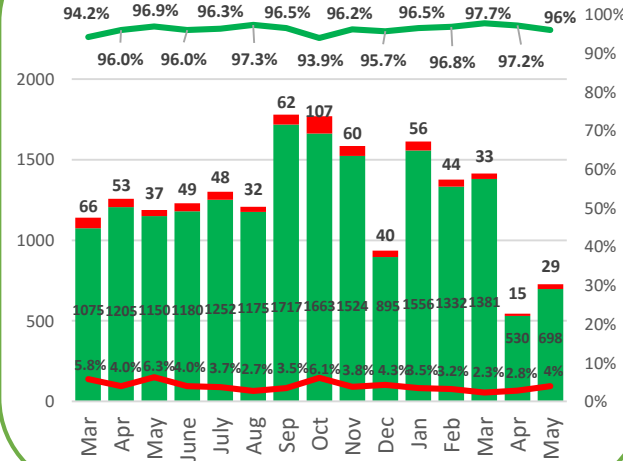
This is a complete shambles - after all this time, the reply is to send the laptop back to me and my colleague to contact Lenovo?

Sorry, I cannot seem to find a reply to my help desk ticket! Please reopen this ticket.

Brilliant service, so quick. Totally understood my request. Thanks a million

Thanks you very much for all your help (and with a smile)

Positive Vs Negative



Commentary

- Overall customer satisfaction has dropped slightly mainly due to the delays in resolving tickets during may where we experienced the Ransomware Major Incident.
- The Lower number of feedback over this and the previous month was due to us moving the feedback links to lower in the resolution emails – this has been amended.





Activities for the month of May 2017

Research Excellence

Research Grant applications
196 costings completed



Grant applications submitted in RGMS
£30m in 69 submitted costings



Public Engagement

Guest Wi-Fi:
303 users with 4830 sessions



Events Wi-Fi:
403 users with 4856 sessions

Teaching Excellence

Logins to QMPLUS
Approx. 0.6m



AV technical Issues;
23



Teaching room Assistance/Support
32

Hours of Q-review
2195
Playbacks



International

Distance learning (Beijing and Nanchang QMPLUS logins):
400,000



Growth



39
New desktops deployed



Total staff data stored
156 terabytes



45,000
Registered Users

Supported teaching spaces with AV
280+
Across sites and buildings

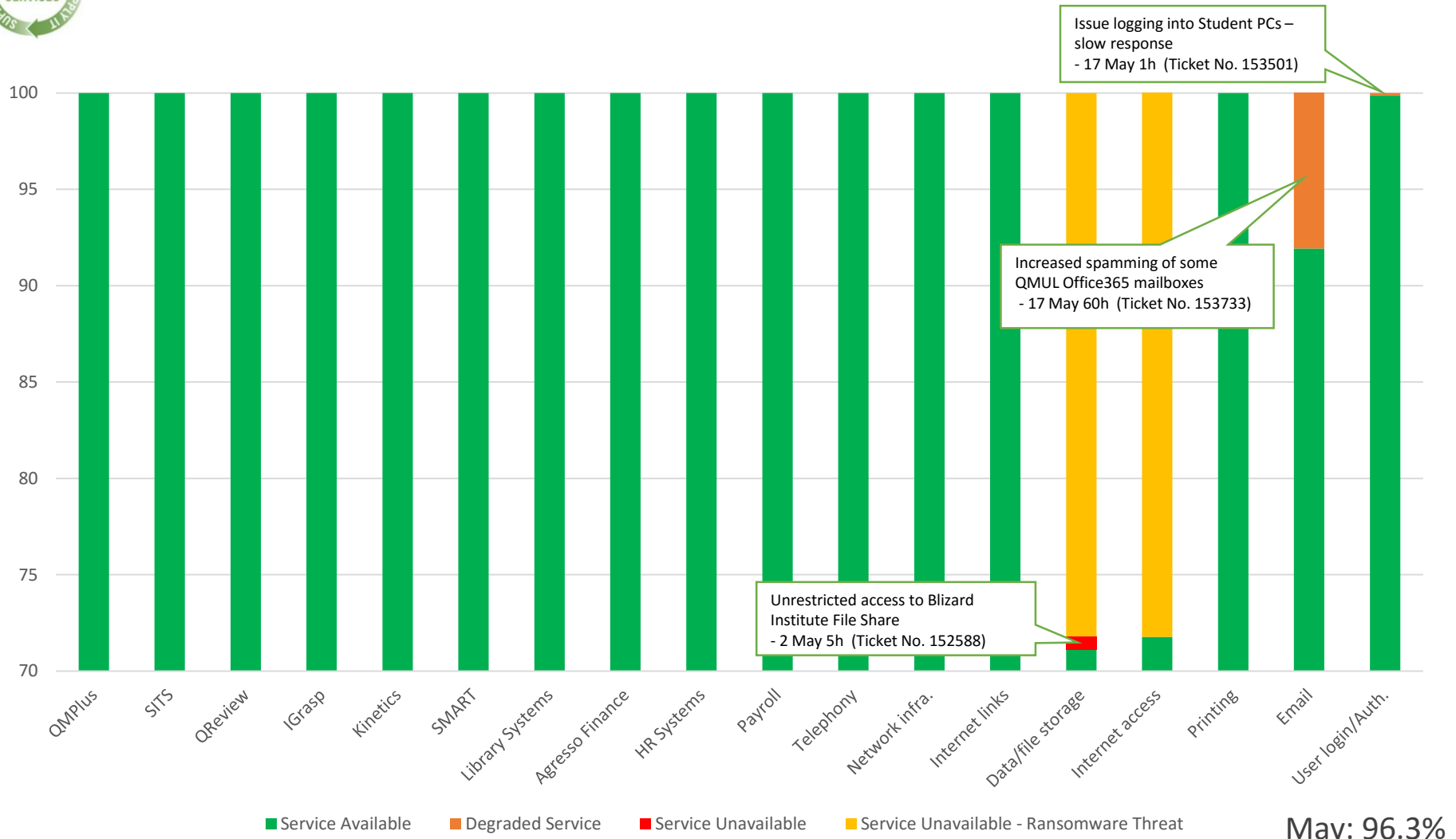
Sustainability

Approx. 85,000
Pages sent and not printed which saved
9 trees





ITS Critical Systems Availability – May 2017



May: 96.3%
CYTD: 98.8%



MI and Low Yield Report (LYR)– May 2017

MI Incidents	Date	Duration	Service Affected – Impact	Status
152588	Tue 2 May – 11:30	5h	Unrestricted access to Blizzard Institute File Share - Blizzard users could not access their files as a precautionary measure	Resolved
153206	Sun 14 May – 18:45	210h	Ransomware threat to QMUL - Users on un-managed machines & Win8 or below were unable to login to their machines or access any files/services	Resolved

LYR Ticket	Date	Duration	Service Affected – Impact	Status
153501	Wed 17 May – 09:30	1h	Issue logging into Student PCs – Users experience a slow response when logging onto Student PCs	Resolved
153733	Wed 17 May – 14:00	60h	Increased spamming of some QMUL Office365 mailboxes – Users received increased SPAM emails in their inbox during this period	Resolved



Planned Maintenance – May 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
10322	9-11 & 13 May	2h each day	Essential Maintenance Oracle Database Servers – Any associated services would've been inaccessible	Maintenance	Implemented
10333	Tue 23 May	1h	Microsoft Windows Server Patching – Users may have experienced connectivity issues to associated services during the reboot	Patching	Implemented
10466	Sat 27 May	12h	Monthly Microsoft Windows Server Patching - Users may have experienced connectivity issues to associated services during the reboot	Patching	Implemented
10450	Sat 27 May	1h	LANDesk maintenance – Users unable to log into self service	Maintenance	Implemented
10399	Tue 23 May	2h	Maintenance on the QM-Guest wireless service – Non-authenticated users unable to use the service during the maintenance	Maintenance	Implemented



ITS Incident and Request KPIs – May 2017

Highlights

- As expected, the trend for a majority of the Incidents and Service Requests was down compared to the previous month due to the number of resources and time spent managing and resolving the Ransomware Major Incident.
- P5 and Service Requests were largely unaffected to the longer SLAs associated with them

Measure	Target	Mar 17	Apr 17	May 17	Trend	Expected Trend
Number of Incidents	-	1416	1098	1631	↑	↑
Incidents Closed within SLT	90%	88%	86%	78%	↓	↓
Resolution Time P1	4h	100%	100%	50%	↓	↓
Resolution Time P2	1 BD	87%	87%	88%	↑	↓
Resolution Time P3	3 BD	88%	87%	77%	↓	↓
Resolution Time P4	5 BD	94%	93%	83%	↓	↓
Resolution Time P5	20 BD	100%	100%	100%	—	↓
Number of Requests	-	4715	3194	4365	↑	↑
Requests Closed within SLT	90%	95%	96%	94%	↓	↓

Key

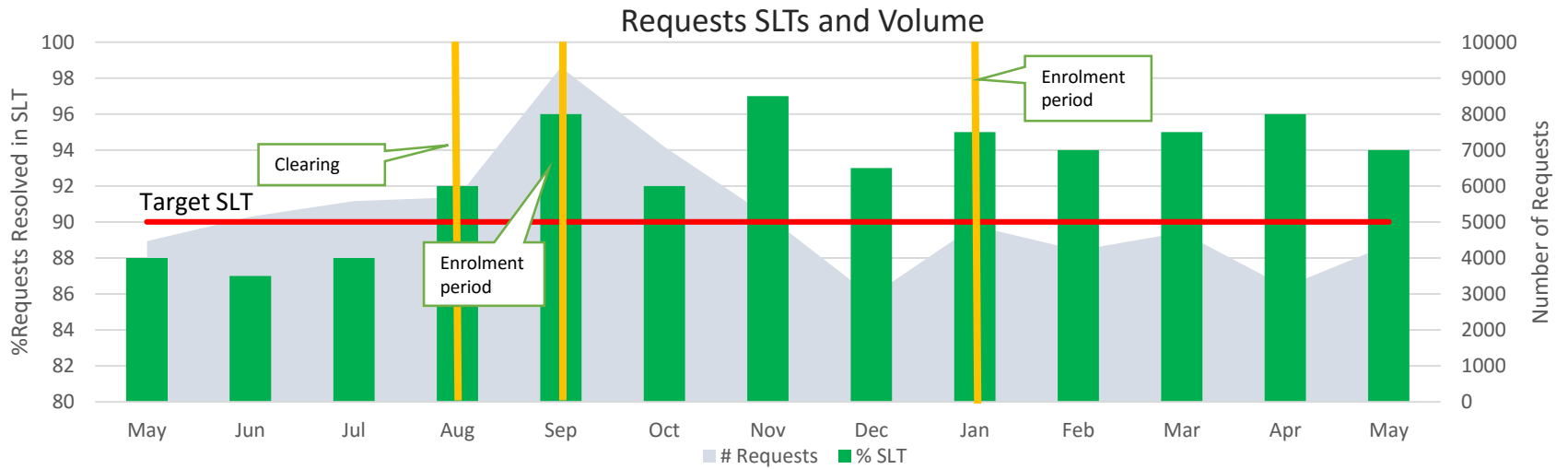
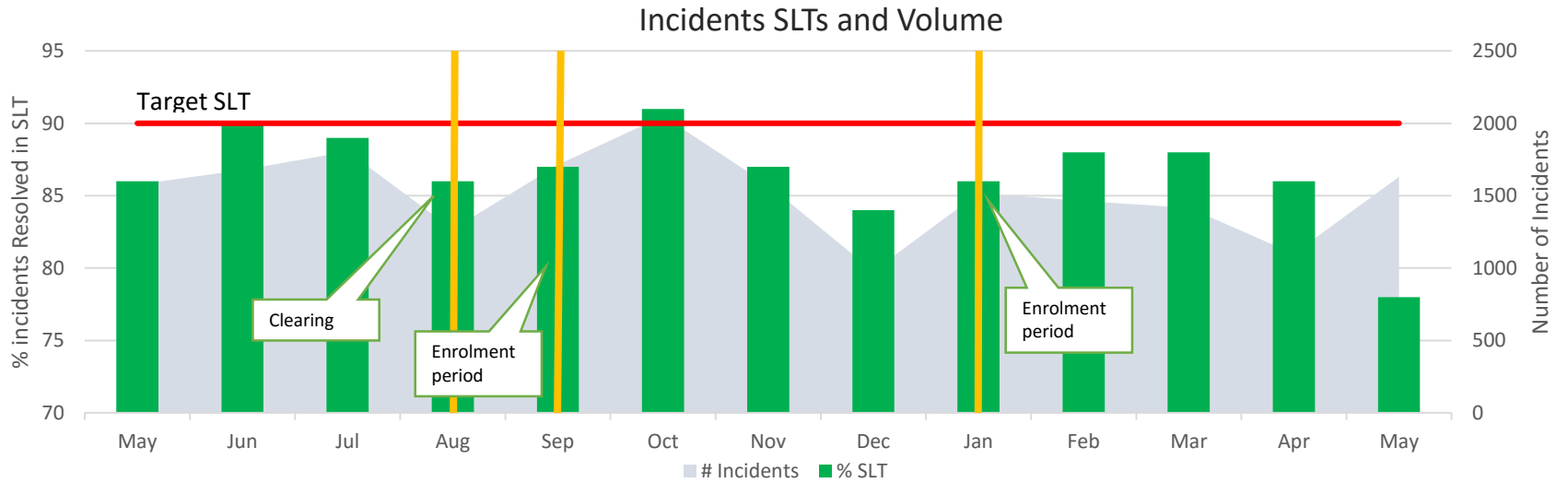
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last 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 – May 2017














Service Desk Performance – May 2017

Measure	Target	Mar 17	Apr 17	May 17	Trend	Expected Trend
Received phone calls	-	2425	1954	2211	↑	↑
Average Wait Time	25s	11s	13s	16s	↓	↓
Abandon Rate (calls)	5%	3%	5%	3%	↑	↓
FTF (First Time Fix)	75%	63%	61%	56%	↓	—
FLF (First Line Fix)	75%	52%	51%	56%	↑	—
In Person	-	281	212	228	↑	↑
Emailed tickets	-	1336	1010	1537	↑	↑
Self Service	-	412	263	378	↑	↑

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

-  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

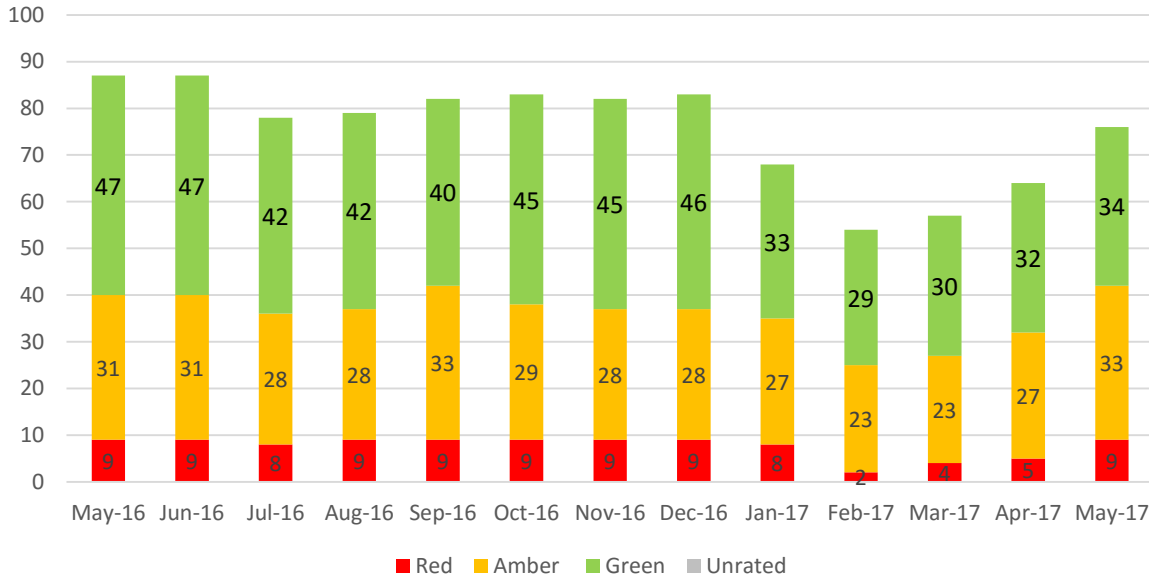
FTF = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

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



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. (Mitigated)
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

Monthly Risk Stats

Risks Mitigated	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	8	4	76	0	

Key

- Deteriation over last month
- Improvement from last month
- No change from last month



KPI Trend View – May 2017

KPI	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Move
% Satisfied Customers for Incidents	96	94	94	96	93	90	93	94	94	96	97	98	95	↓
% Satisfied Customers for Requests	97	97	97	94	97	96	97	96	97	97	98	97	97	▬
All Incidents Closed By All ITS Depts. Within SLT	86	90	88	86	87	91	87	84	86	88	88	86	78	↓
All Requests Closed By All ITS Depts. Within SLT	88	87	84	92	96	92	97	93	95	94	95	96	94	↓
All Incidents Closed By Site Within SLT	89	88	88	80	87	85	89	83	86	87	87	87	76	↓
All Requests Closed By Site Within SLT	92	92	98	90	91	88	92	93	93	92	93	95	92	↓
Helpdesk Incidents Closed Within SLT	96	98	96	93	96	95	97	96	94	96	96	93	92	↓
Helpdesk Requests Closed Within SLT	98	98	94	95	98	96	98	97	97	97	98	98	96	↓
Helpdesk Telephone Response Within SLT	98	98	92	95	96	98	98	96	96	97	97	95	97	↑
All Incidents Closed By Campus Teams Within SLT	91	92	89	82	82	81	85	87	86	90	86	88	61	↓
All Requests Closed By Campus Teams Within SLT	92	94	91	89	91	87	89	92	90	90	92	92	84	↓
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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