



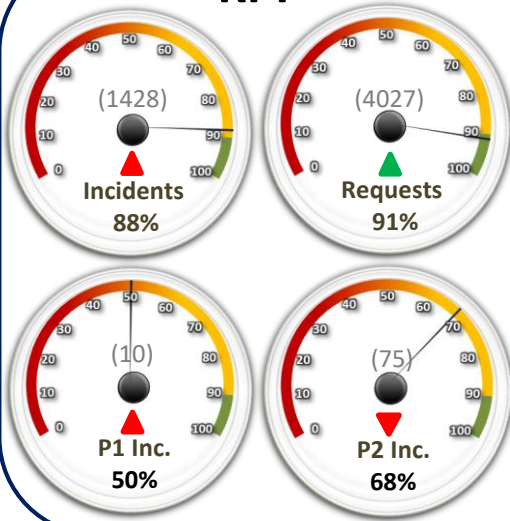
Queen Mary

University of London

IT Services

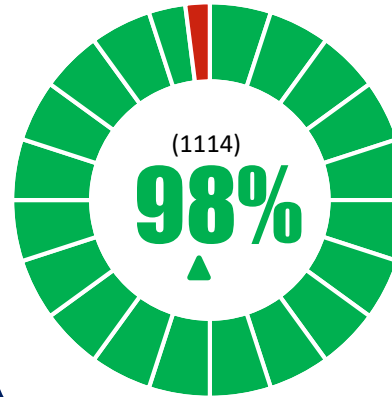
Executive Summary – May 2018

KPI



- KPIs (whilst breaching) are trending upwards due to the focus on ticket management.
- The recently recruited additional contractors on the Service Desk are having a positive impact.
- (DDI) The project to simplify the DNS structure has resulted in some service outages.
- A large number of file store migrations are now complete.

Customer Satisfaction



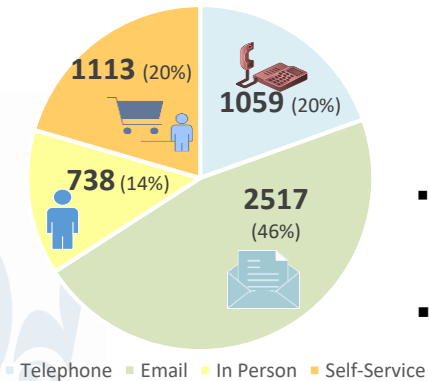
Definitions

- 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

1 Major Incident

- Intermittent availability of MySIS, MyHR, Agresso & Ivanti (10/05)

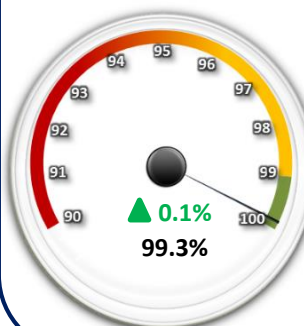
Volumes



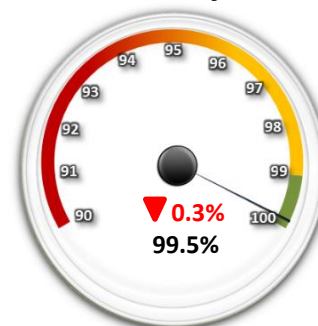
- Tickets volumes have increased due to high priority incidents experienced during the month and the additional volume associated with the exam period.
- There were a large number of tickets relating to printing issues.
- The Self Service Portal is now consistently the 2nd highest used contact method.

Critical Systems Availability

CYTD



May



- There was a decrease in the critical systems availability within May due to the numerous high priority incidents experienced.

Customer Satisfaction – May 2018

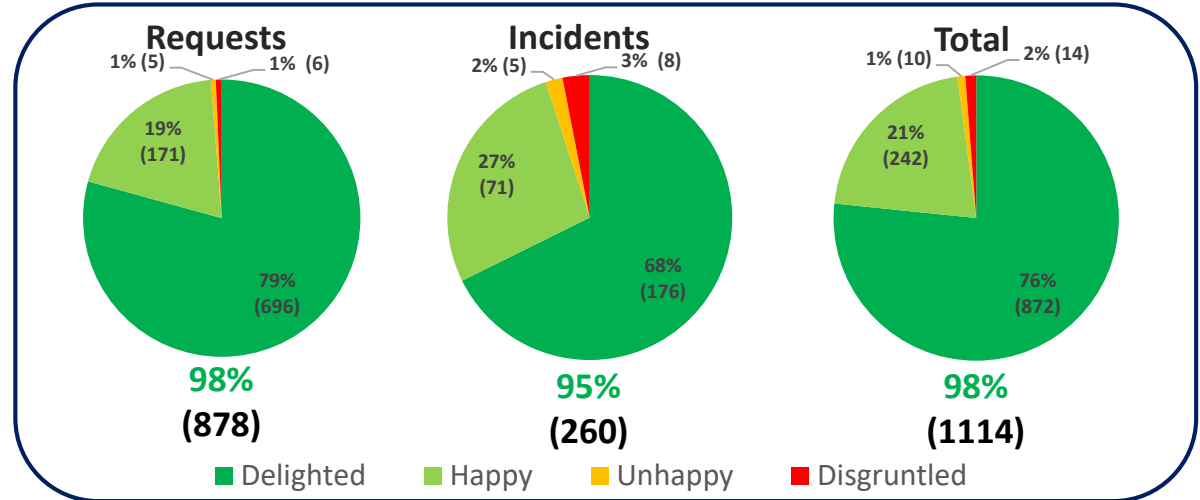
Customer Feedback

This month we received 1114 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 20% which is the usual average 20% 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

Many thanks for your reassuring replies to my queries.
I am certainly delighted with the results.

I think it is a rather pathetic excuse, and that you think a printout from such a thing needs to cost extra.

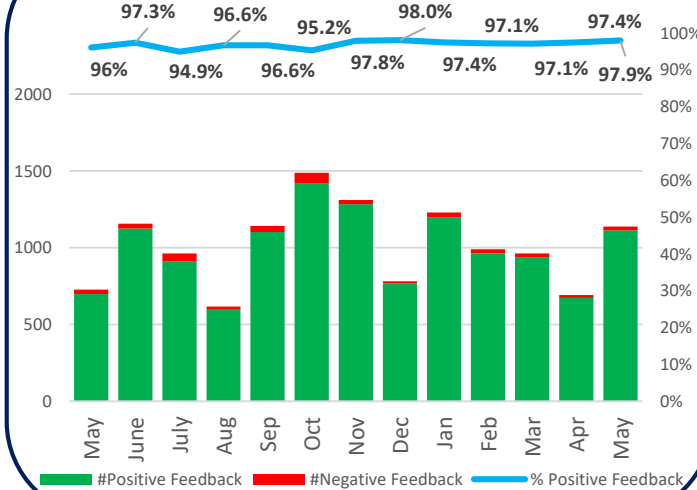
Very friendly and extremely helpful.

Thanks for the quick help and friendly response!

Thanks very much, straight forward and dealt with very quickly.

What is going on?! Nobody is attempting to make contact nor resolve this properly.

Positive Vs Negative



Commentary

- A majority of the 'disgruntled' feedback for May is related to lack of updates to the customer and tickets not resolved.
- We are creating a Customer Services Management document which should help in standardising processes and improve the Service provided by all teams within IT Services.

Activities for the month of May 2018

Research Excellence

Research Grant
Bids
120



Research Grants
Awarded
39

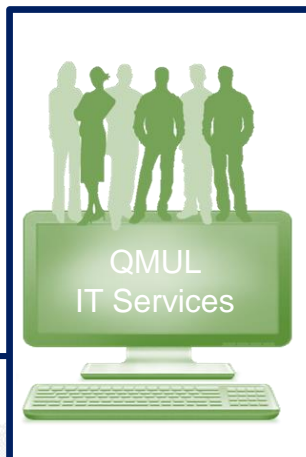
Teaching Excellence

Logins to QMPLUS
569,941



AV Teaching activities
Supported
333

2,789
Videos played
12,754
times within
QMplus



Reported AV Issues
33



Supported teaching
spaces
Approx. **177**



Hours of Q-
review
3,223
Playbacks

International



Distance learning
(Beijing and Nanchang
QMPLUS logins):
353,097



Public Engagement

Guest Wi-Fi:
340 users
7,870 sessions



Events Wi-Fi:
390 users
6,308 sessions

Growth



39
New
desktops/laptops
Deployed



95,729
Registered mail accounts



Total data stored
159 terabytes

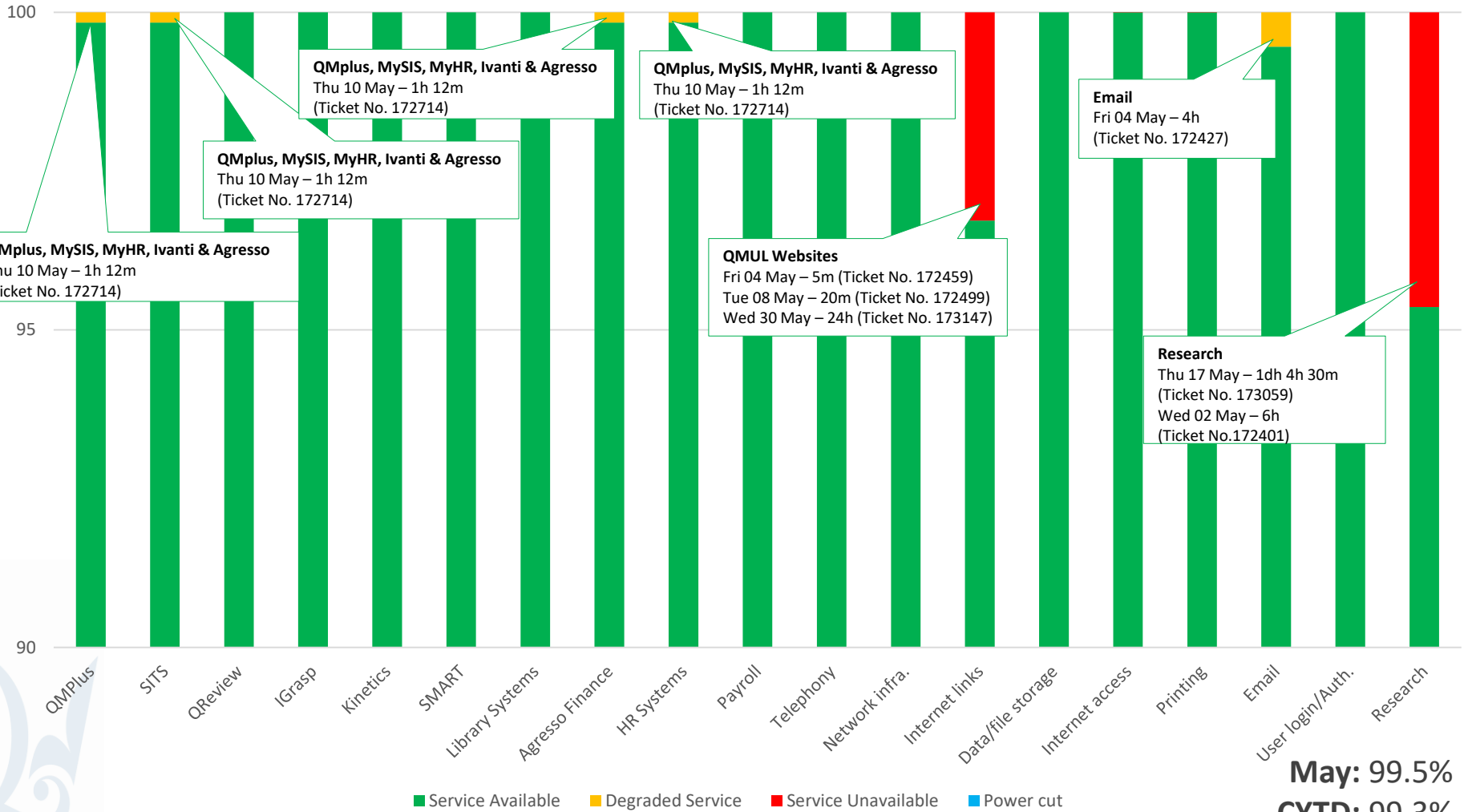
Sustainability

56,408
Pages sent and not
printed



1

ITS Critical Systems Availability – May 2018



May: 99.5%
CYTD: 99.3%

Major Incidents – May 2018

MI Number	Date	Duration	Service Affected – Impact	Status
172714	Thu 10 May 14:24	1h 12m	QMplus, MySIS, MyHR, Ivanti & Agresso – Users experienced Intermittent access to these services Cause: The Global Traffic Management system (GTM) was identifying services as offline in both Datacentres Action: Removed DC2 from the configuration in the GTM	Resolved

High Priority Incidents – May 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
172401	Wed 02 May 09:00	6h	Network Services (Research) – Users unable to access Research Data held in the Research Datacentre Cause: A circuit was ceased in error by the 3 rd party fibre provider for Janet Action: Janet are investigating	Resolved
172427	Fri 04 May 12:38	4h	Email – Impacted user inboxes reached their storage limit Cause: Phishing email Action: Blocked offending email account and expunged all sent emails	Resolved
172459	Fri 04 May 16:40	5m	QM Websites – ITS Wiki, ID Check, QMplus and Library websites were inaccessible Cause: Misconfiguration of the AD server to use Umbrella for its own DNS lookups Action: Correctly configured the AD server DNS lookups	Resolved
172499	Tue 08 May 10:24	20m	QM Websites – Users were unable to access impacted QMUL webpages Cause: New DNS format causing DNS entries to no longer resolve for hpc.qmul.ac.uk Action: The DNS script was modified to accept the new format for entries	Resolved
172996	Wed 16 May 11:43	Ongoing	Labview – Users unable to access the application Cause: The Labview licence had expired Action: PO Raised and sent to Vendor to renew licence	Resolved
173059	Thu 17 May 10:26	1d 4h 30m	Research – Emails rejected from the HPC cluster Cause: Unknown Action: Modified Exchange Online connectors to prevent rate-limiting of internal mail	Resolved
173468	Wed 30 May 08:40	24h	QMUL Websites – Some users were unable to access QMUL websites and web services such as QMplus and MySIS off campus. Cause: Change ticket 12186 to migrate DNS data (QMW.ac.uk) from berries to Infoblox Action: Re-configured the DNS	Resolved

Planned Maintenance – May 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12038	2 May	1h	DSpace – Users were unable to access the Library of online Research material	Upgrade	Implemented
12052	10 May	30m	Eduroam – Users prompted to accept certificates to authenticate on the network	Maintenance	Implemented
12081	15 May	1h	Web Services – Any website or application that had a URL with the prefix https://webapps2.is.qmul.ac.uk/ such as jobs website, worktribe etc. was unavailable during the upgrade	Upgrade	Implemented
12121	15 May	1h	QMplus and QMplus Hub – Users were unavailable to access QMplus for 30m during the maintenance period	Maintenance	Implemented
11924	20 Apr	48h	Shared Filestore (G&J Drive) – Users in the following areas were unable to access personal and shared folders during the migration: Office of the Principal, Advice & Counselling, Careers, L&D, Library and SMD and SU	Migration	Implemented
12137	21 May	2h	Network Services – No impact to services during the maintenance period	Maintenance	Implemented
12110	22 May	30m	DSpace – Users were unable to access the Library of online Research material	Maintenance	Implemented
12113	22 May	4h	Kinetics – Users were unable to access the service during the maintenance period	Upgrade	Implemented
12142	22 May	2h	Network Services – No impact to services during the maintenance period	Maintenance	Implemented
11927	27 May	48h	Shared Filestore (G&J Drive) – Users in the following areas were unable to access personal and shared folders during the migration: SBCS, EECS, SEMS, Mathematical Sciences, Materials Research Institute, Physics, Astronomy and Maths	Migration	Implemented
12186	29 May	2h	Network Services – No impact to services during the maintenance period.	Maintenance	Implemented










ITS Incident and Request KPIs – May 2018

Measure	Target	Mar 18	Apr 18	May 18	Trend	Expected Trend
Incidents Raised	-	1484	1300	1428	↑	↑
Number of Incidents Resolved	-	1429	1145	1389	↑	↑
Incidents Resolved within SLT	90%	84%	85%	88%	↑	↑
Resolution Time P1	4h	86%	33%	50%	↑	↑
Resolution Time P2	1 BD	79%	78%	68%	↓	↑
Resolution Time P3	3 BD	84%	85%	89%	↑	↑
Resolution Time P4	5 BD	97%	74%	99%	↑	↑
Resolution Time P5	20 BD	100%	100%	89%	↓	—
Requests Raised	-	3875	3601	4027	↑	↑
Number of Requests Resolved	-	3707	3577	3886	↑	↑
Requests Resolved within SLT	90%	87%	86%	91%	↑	↑

Commentary

- KPIs (whilst breaching) are trending upwards due to the focus on ticket management.
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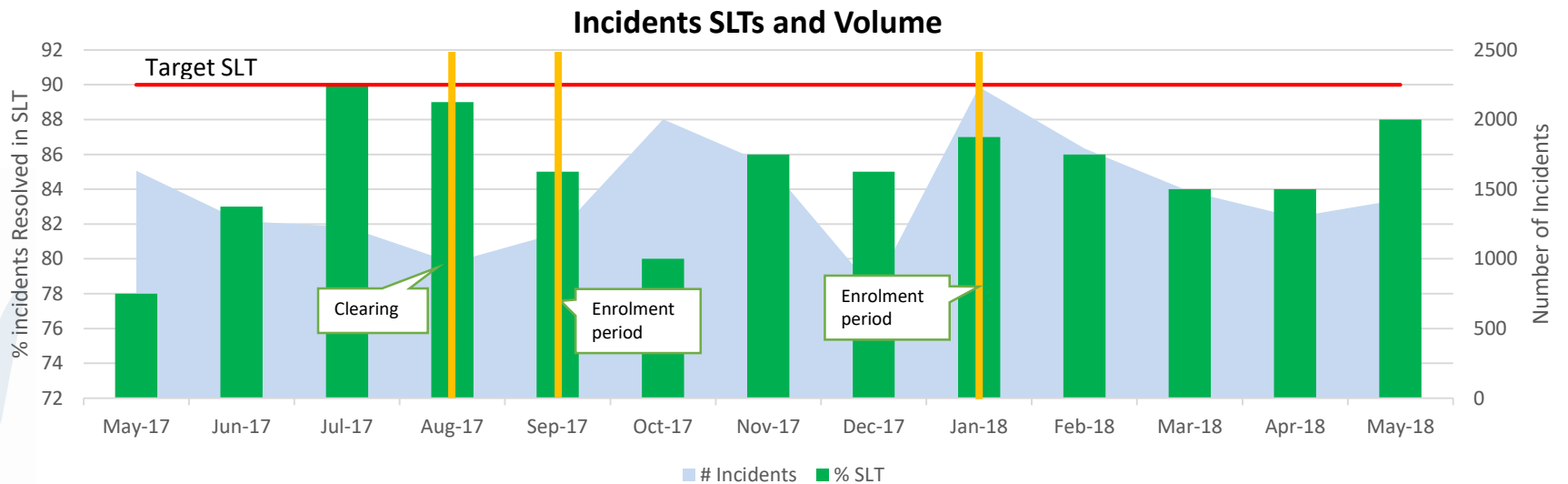
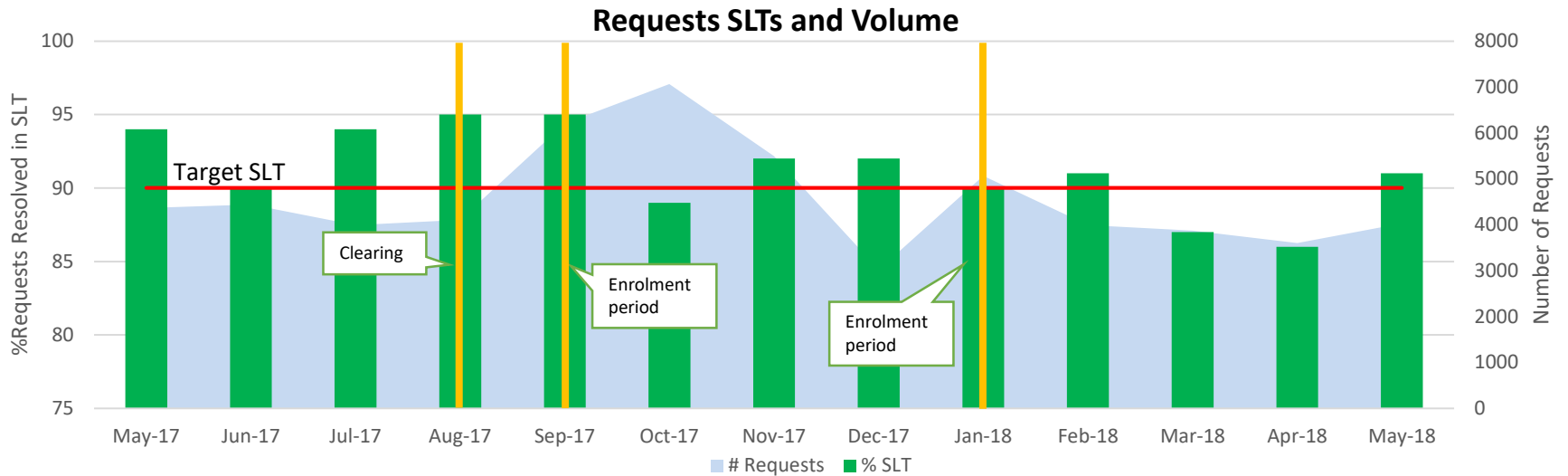
Key

-  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 2018



Service Desk Performance – May 2018

Measure	Target	Mar 18	Apr 18	May 18	Trend	Expected Trend
Received phone calls	-	2683	2379	2326		
Average Wait Time	25s	22s	22s	16s		
Abandon Rate (calls)	5%	15%	16%	6%		
FTF (First Time Fix)	75%	55%	64%	65%		
FLF (First Line Fix)	75%	53%	57%	58%		

ITS Ticket Volume	Mar 18	Apr 18	May 18	Trend	Expected Trend
	835	813	1059		
	2844	2516	2517		
	659	617	738		
	965	925	1113		

Commentary

- Tickets volumes have increased due to high priority incidents experienced during the month and the additional volume associated with the exam period.
- There were also a large number of tickets relating to printing issues.
- The Self Service Portal is now consistently the 2nd highest used contact method

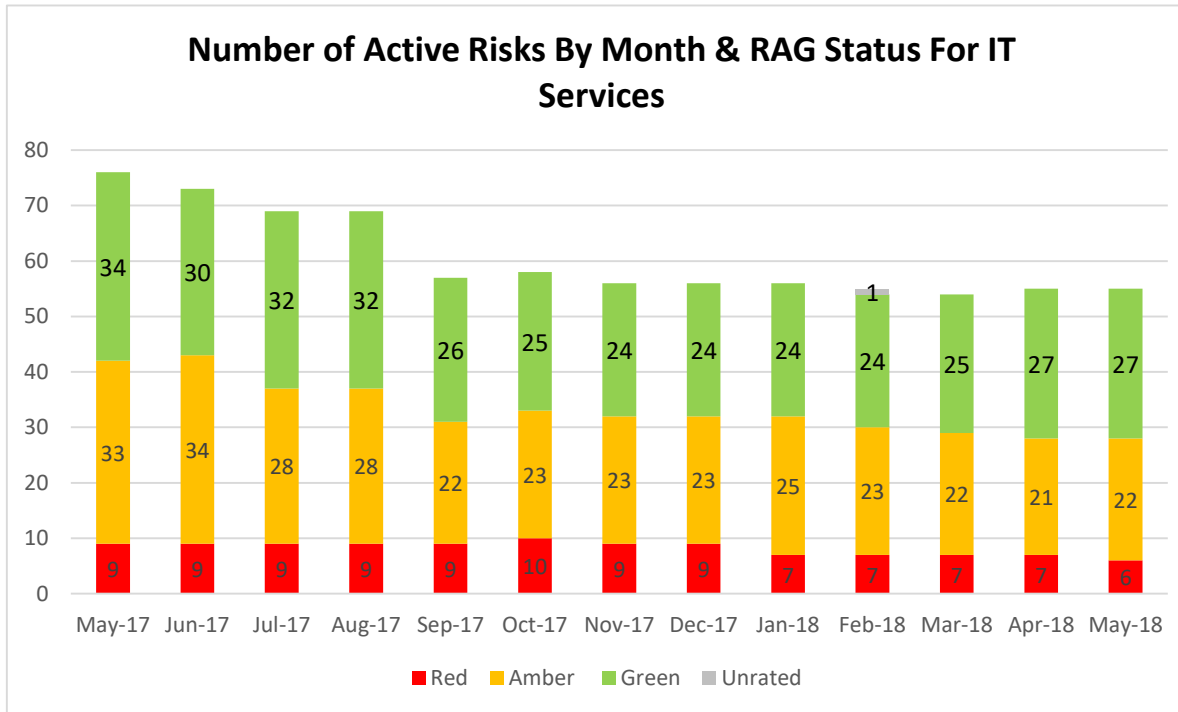
Key

- 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 but breaching SLT
- Deterioration from last month and 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 – May 2018






Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is low as most if not all applications have been migrated (awaiting confirmation).
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place, DR testing is being scoped and scaled.
- **Security Vulnerability** – Multi Factor Authentication not in use to access all critical services.
- **Phishing** – Risk increased as some accounts had been compromised due to the number of phishing email received.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls. G21 remediation work completion expected soon.

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	55	1	▬

Key

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

KPI Trend View – May 2018

KPI	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Move
% Satisfied Customers for Incidents	95	97	91	95	94	96	98	97	97	97	96	92	95	↑
% Satisfied Customers for Requests	97	97	95	98	97	95	97	98	95	97	98	98	98	▬
All Incidents Closed By All ITS Depts. Within SLT	78	83	90	89	85	80	86	85	87	86	84	85	88	↑
All Requests Closed By All ITS Depts. Within SLT	94	90	94	95	95	89	92	92	90	91	87	86	91	↑
All Incidents Closed By Site Within SLT	76	81	89	77	78	78	87	85	86	84	83	86	84	↓
All Requests Closed By Site Within SLT	92	88	93	89	87	88	92	91	89	92	87	88	92	↑
Service Desk Incidents Closed Within SLT	92	94	96	92	86	87	95	93	96	93	90	90	96	↑
Service Desk Requests Closed Within SLT	96	94	96	91	91	91	97	96	93	92	90	90	95	↑
Service Desk Telephone Response Within SLT	97	94	93	97	90	93	96	95	93	86	84	83	93	↑
All Incidents Closed By Campus Teams Within SLT	61	73	85	74	75	73	85	86	87	88	81	88	86	↓
All Requests Closed By Campus Teams Within SLT	84	79	90	85	82	86	88	90	88	94	90	93	93	▬
Change Management Implementation														▬

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

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

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