



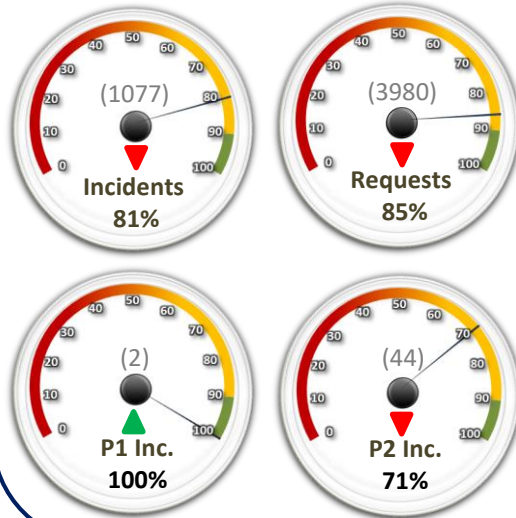
Queen Mary
University of London

IT Services

Monthly KPI Report

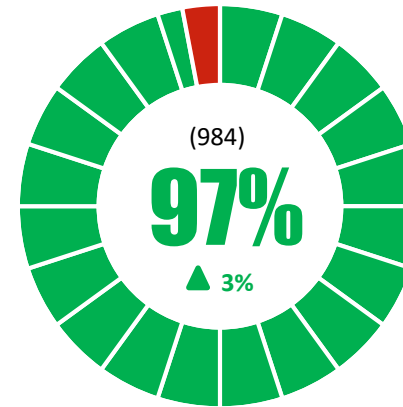
Executive Summary – May 2019

KPI & Summary



- There is an impact on Service levels as a result of sustained activity and loss of staff due to resignation across IT
- Issues with the number of aged tickets continues into this month
- A potential solution has been identified for those managed devices missing J and G storage drives
- The additional resources and the presence of the Tech Bar have helped achieve a 98% service level for triaging tickets
- The two bank holidays and focus on triaging has added to the impact on service levels
- A plan of action has been drafted to help improve specific themes and will be managed by the Journey to Service Excellence (JTSE) program

Customer Satisfaction



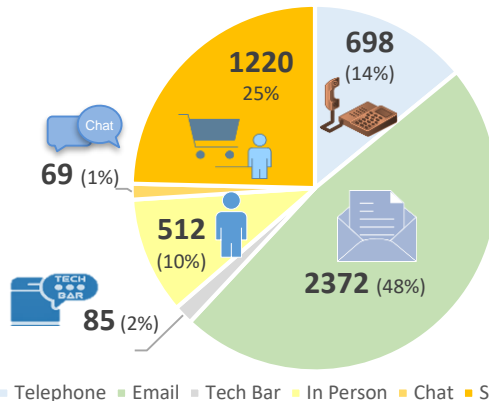
Definitions

- 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

0 Major Incident

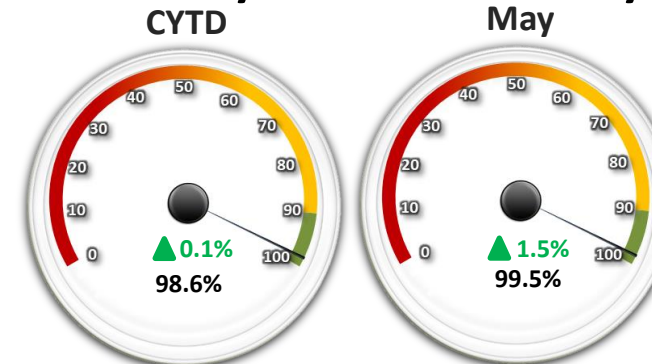
- No Major Incidents

Volumes



- Ticket volumes continued to drop into this month for all channels as a result of the two bank holiday weekends
- The new Tech Bar is continuing to increase month on month

Critical Systems Availability



- Critical systems availability increased in May following the poor availability in April and minimal service impacting incidents this month

KPI Trend View – May 2019

KPI	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Move
% Satisfied Customers for Incidents	95	97	95	94	95	95	96	95	95	97	96	92	95	↑
% Satisfied Customers for Requests	98	98	98	98	98	97	97	98	98	98	98	95	98	↑
All Incidents Closed By All ITS Depts. Within SLT	88	82	84	86	84	85	88	87	90	89	87	86	81	↓
All Requests Closed By All ITS Depts. Within SLT	91	88	89	87	94	91	86	91	89	90	89	86	85	↓
All Incidents Closed By Site Within SLT	84	81	81	84	78	81	83	83	86	84	85	85	78	↓
All Requests Closed By Site Within SLT	92	89	89	86	87	86	87	92	89	91	89	88	85	↓
Service Desk Incidents Closed Within SLT	96	96	93	95	97	93	98	98	95	97	96	93	95	↑
Service Desk Requests Closed Within SLT	95	97	95	96	98	97	97	98	97	98	99	95	95	▬
Service Desk Telephone Response Within SLT	93	93	93	94	86	94	94	94	92	96	92	89	94	↑
All Incidents Closed By Campus Teams Within SLT	86	79	78	84	75	84	86	85	92	88	93	87	85	↓
All Requests Closed By Campus Teams Within SLT	93	89	87	87	88	87	90	93	92	92	94	93	90	↓
Change Management Implementation														↑
Service Desk Email Triage			100	100	84	100	100	100	52	64	59	86	98	↑

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 – May 2019

Customer Feedback

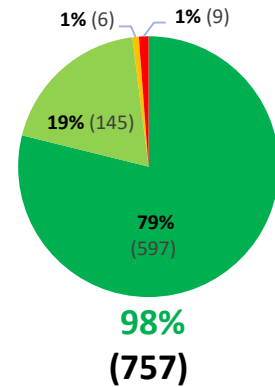
This month we received 984 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **19%** (which is slightly below the usual average of 20% received).

You can email your feedback by selecting one of the following links on your resolution email;

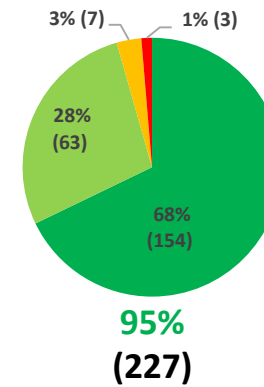
[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

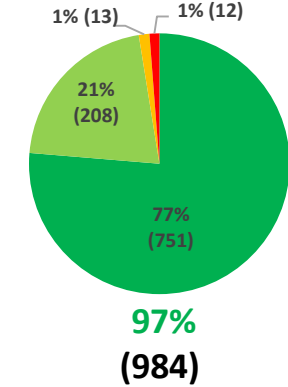
Requests



Incidents



Total



■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

The problem was sorted out remotely very quickly and they also came over to check in person

I was provided with information that means absolutely nothing to me at all. No a clue what it means. My problem has not been addressed at all

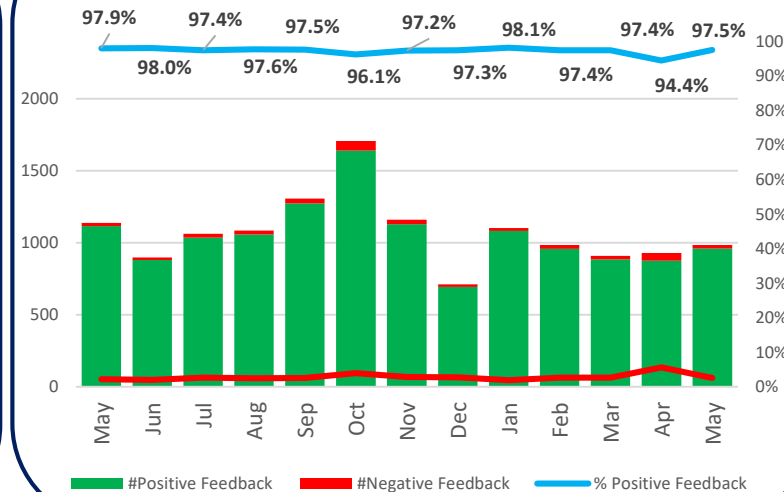
Ticket closed and Nothing has been done as far as I can see

Brilliant thank you

The problem was sorted out immediately

No one came!

Positive Vs Negative



Commentary

- Customer Satisfaction has increased this month to well above the 95% target due to the improvement in handling incidents
- Customer Services Management handbook has now been made available to all ITS staff. The Journey to Service Excellence program and its action plan is due to be implemented, which will help to further improve our services

Activities for the month of May 2019

Research Excellence

Research Tickets Resolved

↑ 167



Research Grant Bids

↓ 135

Research Grants Awarded

↓ 39



Teaching Excellence

Logins to QMPLUS

↓ 609,544



AV Teaching activities Supported

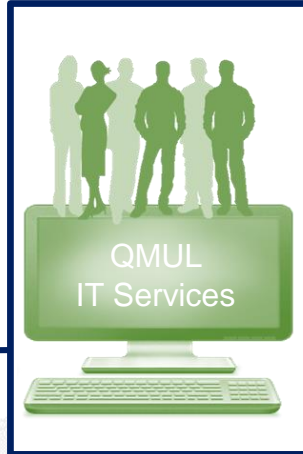
↑ 467

2,891

Videos played

↑ 16,129

times within QMplus



Reported AV Issues

↓ 29



Supported teaching spaces

Approx. 177



Hours of Q-review

↑ 3,882

Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ 436,118



Public Engagement

Guest Wi-Fi:

↓ 273 users

4,534 sessions



Events Wi-Fi:

399 users

↓ 6,881 sessions

Growth



↑ 10

New desktops/laptops Deployed

Approx. 90,923

Registered accounts



↓ Total data stored

851 terabytes

Sustainability

↑ 49,974

Pages sent and not printed



1/2



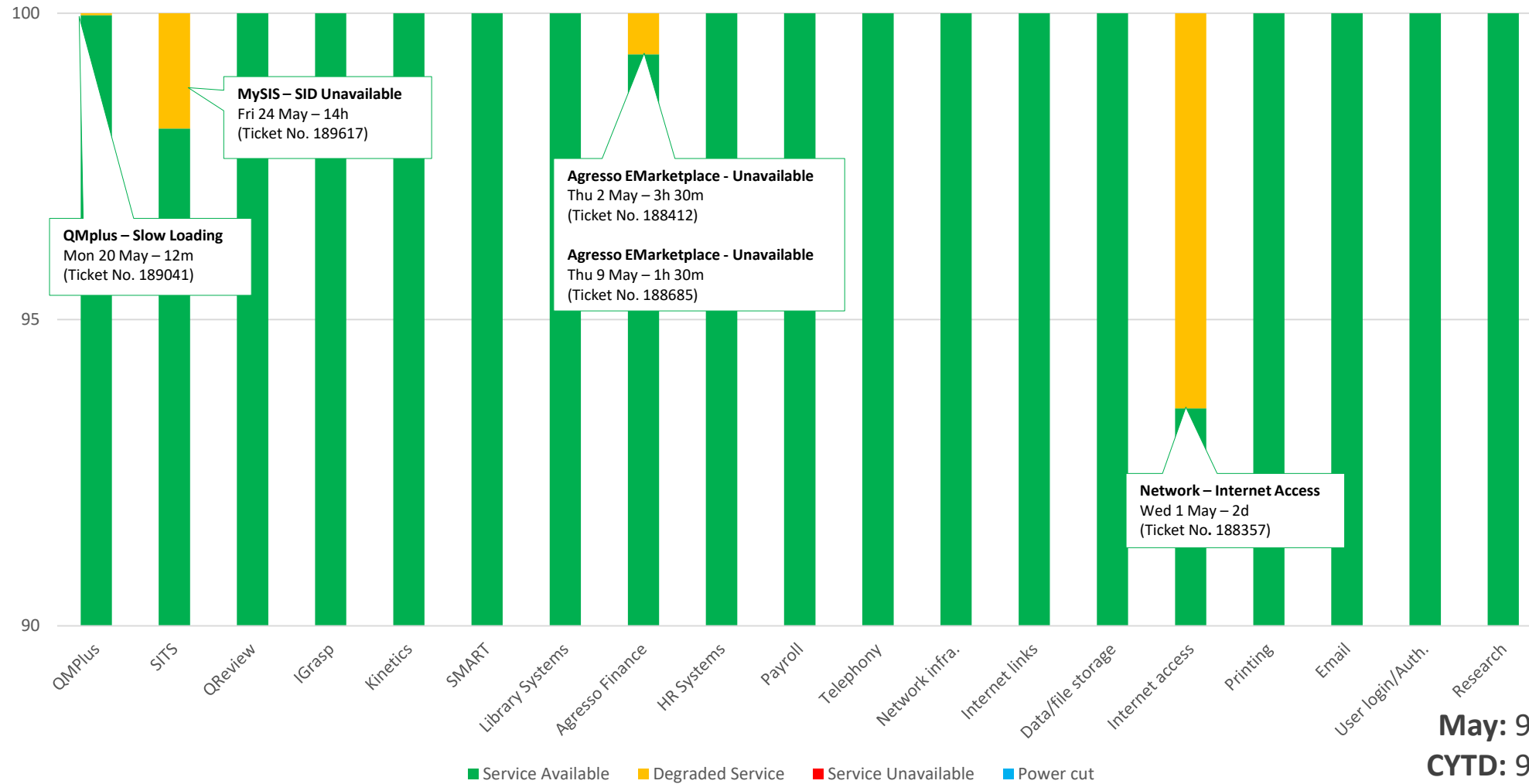
Improvement over last month

Deterioration from last month



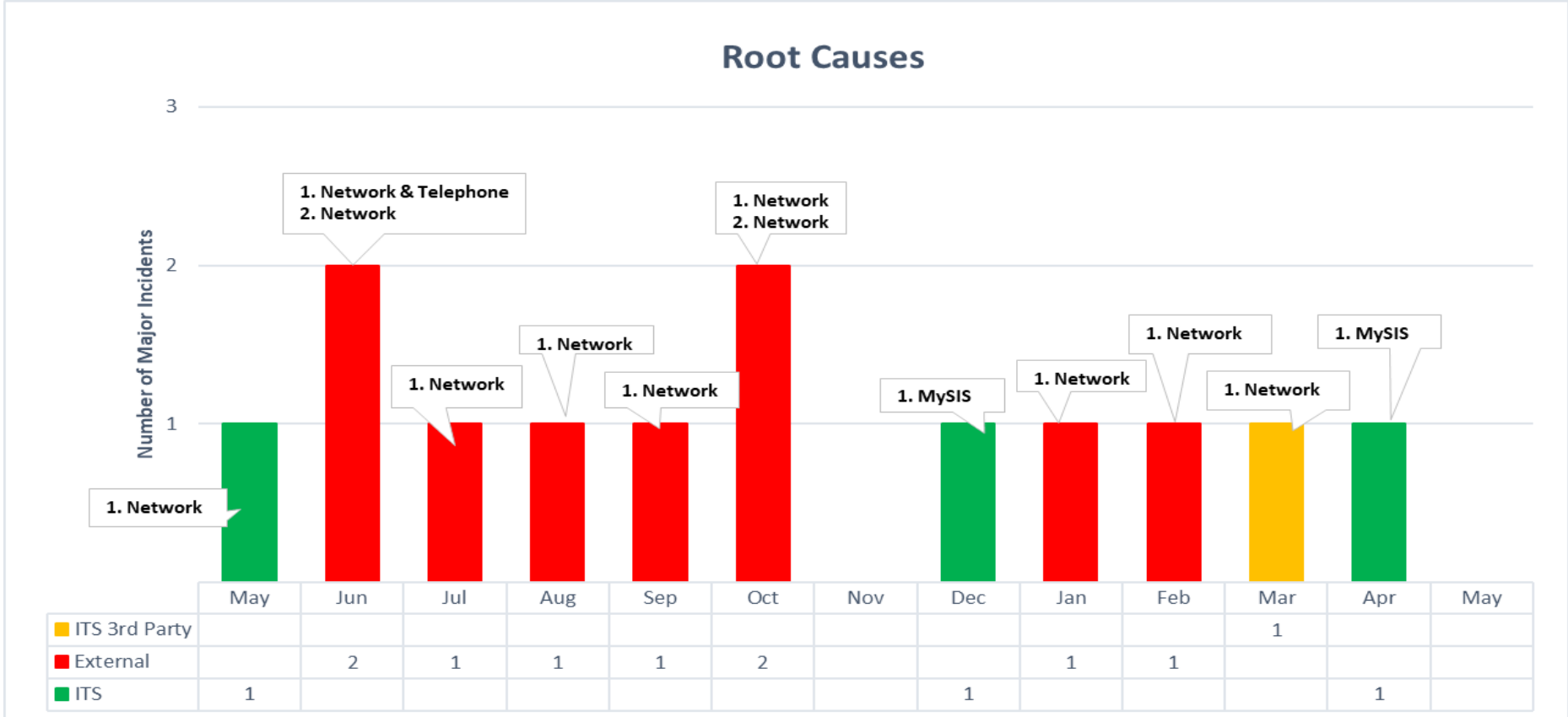
No change from last month

ITS Critical Systems Availability – May 2019



May: 99.5%
CYTD: 98.6%

Major & High Priority Incidents – May 2019



High Priority Incidents – May 2019

HPI Number	Date	Duration	Service Affected – Impact	Status
188357	Wed 1 May 14:00	2d	Network – Some users on the ground floor of the Robin Brooke Centre were unable to connect to the Internet Cause: The DNS lookup was incorrectly redirected Action: Restart the DNS lookup process	Resolved
188412	Thu 2 May 11:50	3h 30m	Agresso – Users were unable to purchase goods via the Agresso EMarketplace Cause: The vendor (Science Warehouse) were experiencing issues with their IT infrastructure that caused the EMarketplace to be unavailable Action: Reported to the vendor to resolve	Resolved
188685	Thu 9 May 12:30	1h 30m	Agresso – Users were unable to search for goods via the Agresso EMarketplace Cause: The vendor (Science Warehouse) were experiencing issues with their IT infrastructure that caused the search functionality in the EMarketplace to fail Action: Reported to the vendor to resolve	Resolved
189041	Mon 20 May 09:40	12m	QMplus – Some users experienced performance issues when trying to access QMplus Cause: The Application server was overloaded Action: ULCC stopped and restarted Apache server	Resolved
189617	Fri 24 May 09:00	14h	MYSIS/SID – Users were unable access the Student Information Desk (SID) to log support calls Cause: Windows patch update inadvertently closed a port Action: Reported to Tribal Cloud Systems the vendor who rolled back the update	Resolved

Planned Maintenance – May 2019

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13585	03 May	5h	ResourceLink and MyHR – Users were unable to access the services during the maintenance period	Maintenance	Implemented
13556	07 May	30m	Network Service – Users experienced a 5 min outage across a number of web services including websites protected by idcheck and interruption to sending and receiving emails during the maintenance period	Maintenance	Implemented
13643	20 May	30m	Wireless Service – Users in Pooley House experienced a brief interruption to the Wi-Fi service during the maintenance period	Maintenance	Implemented
13605	22 May	3h	LAMP Website – Users were unable to access a number of websites such as the Wiki and Staff Directory during the maintenance period	Maintenance	Implemented
13659	28 May	10m	Network Service – Users may have experienced 2 brief interruptions to the network service during the maintenance period	Maintenance	Implemented
13648	30 May	30m	Direct Access – Users were unable to access G and J drive via their managed devices during the maintenance period	Maintenance	Implemented
13666	30 May	1h	Wireless Service – Users were unable to access the internet via the QM Events Wi-Fi service for 10 min during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – May 2019

Measure	Target	Mar 19	Apr 19	May 19	Trend	Expected Trend
Incidents Raised	-	1240	1415	1077	↓	↓
Number of Incidents Resolved	-	1052	1175	1114	↓	↓
Incidents Resolved within SLT	90%	87%	86%	81%	↓	—
Resolution Time P1	4h	33%	75%	100%	↑	↑
Resolution Time P2	1 BD	76%	81%	71%	↓	↑
Resolution Time P3	3 BD	88%	86%	81%	↓	↓
Resolution Time P4	5 BD	88%	97%	95%	↓	—
Resolution Time P5	20 BD	95%	87%	90%	↑	↑
Requests Raised	-	4607	4212	3980	↓	↓
Number of Requests Resolved	-	4292	3859	3964	↑	↓
Requests Resolved within SLT	90%	89%	86%	85%	↓	—
Reopened tickets	3%	167 (3%)	139 (3%)	168 (3%)	—	—

Commentary

- There is an impact on service levels as a result of sustained activity and loss of staff across IT
- The improvement in triaging of tickets and the two bank holidays has had added to the impact on service levels

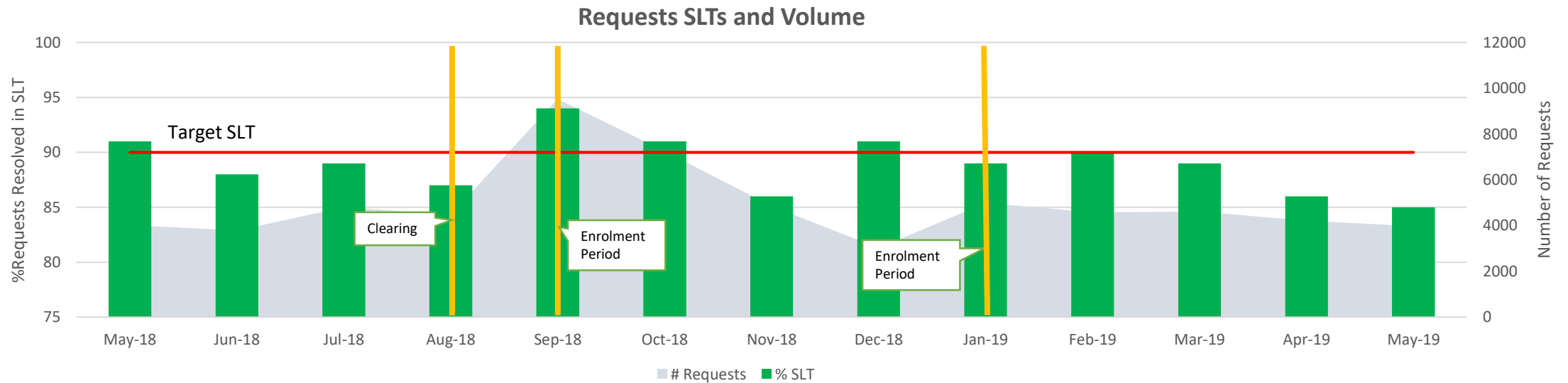
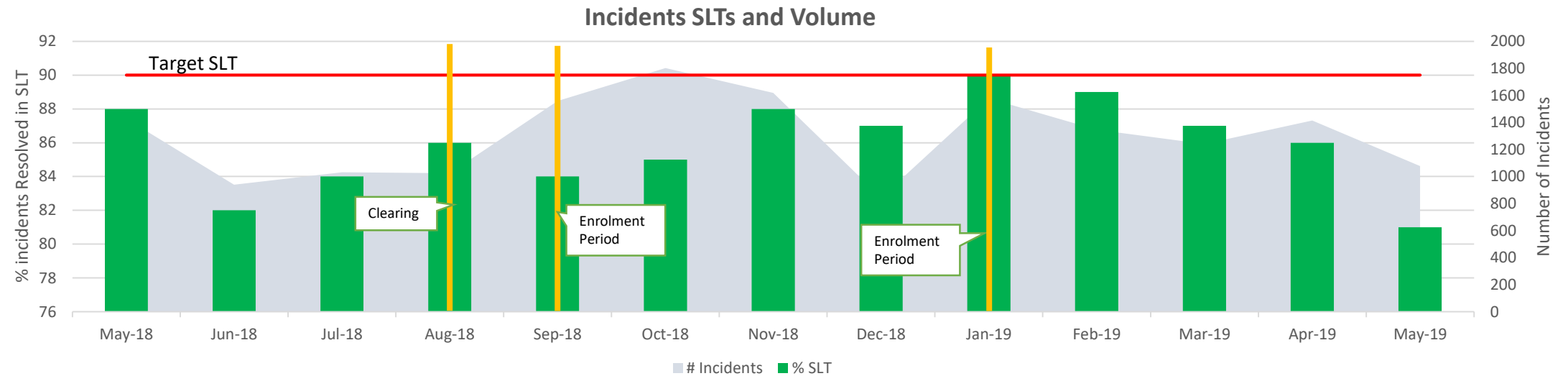
Key

	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
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	Improvement over last month, No SLT assigned
	Deterioration from last month, No SLT assigned
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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 2019












Service Desk Performance – May 2019

Measure	Target	Mar 19	Apr 19	May 19	Trend	Expected Trend
Received Phone Calls	-	2430	2318	2017	↓	↓
Average Wait Time	25s	13s	16s	13s	↑	↑
Abandon Rate (Calls)	5%	7%	10%	6%	↑	↑
FTF (First Time Fix)	75%	58%	63%	59%	↓	-
FLF (First Line Fix)	75%	52%	54%	51%	↓	-
Email Triage	90%	59%	86%	98%	↑	-

Commentary







- The additional resources for triaging have helped to achieve well above the required SLT
- The Phone abandonment rate and wait time have improved largely due to the decrease in volume

Key

-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
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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










Ticket Source – May 2019

ITS Ticket Volume	Mar 19	Apr 19	May 19	Trend	Expected Trend
	1124	801	698	↓	↑
	2624	2651	1815	↓	↓
	690	626	459	↓	↓
	1186	1266	1065	↓	↑
	74	72	63	↓	↑
	N/A	57	62	↑	—

Commentary

- Ticket volumes via all channels decreased as expected as a result of the two bank holiday weekends
- The Tech Bar ticket volume is continuing to increase month on month

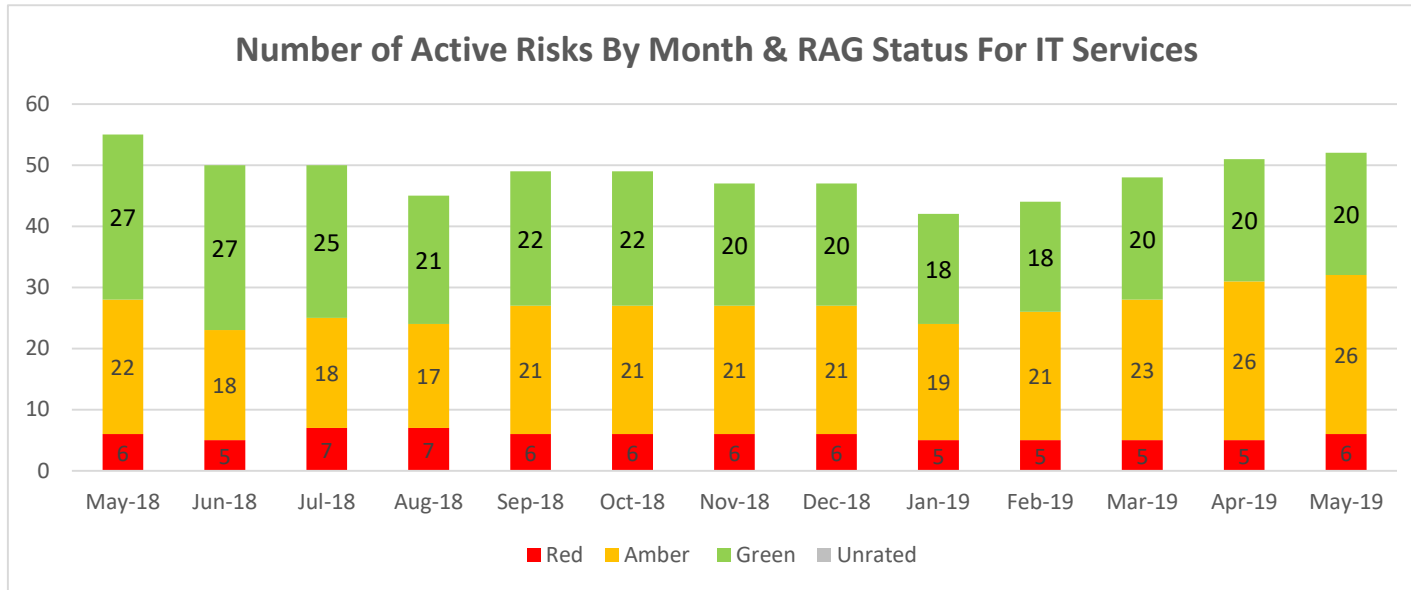
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Risk Report – May 2019



New Risks (Top 2):

1. The QMUL data backups libraries are reaching their capacity

Top Risks:

- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is being deployed
- **Secure Access to Critical Systems** – Following the implementation of the technical solution for Multi Factor Authentication in August, we are now able to apply it to additional systems
- **Phishing** – Microsoft Advanced Threat Protection’s anti spoofing filters – New filters are switched on and successfully blocking spoofing emails.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon
- **Some Managed Devices unable to back up data-** Users saving data on the C drive unknowingly as the device does not have G or J drive mapped – Work group has commenced developing a solution to map the drives automatically for users

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	1	52	0	

Key

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



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

Contact: Shelim Miah
Risk & Governance Management – IT Services
Email Shelim.Miah@qmul.ac.uk
Tel: 020 7882 7152



Queen Mary

University of London