Executive Summary – May 2016

KPI

Incidents 86% (1577) ▼
Requests 88% (4465) –
P1 Inc. 60% (35) ▼
P2 Inc. 88% (174) ▲
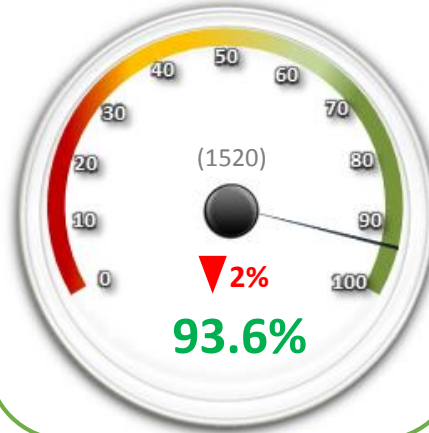
The P1 resolution KPI is down by 20% from the previous month due to the increased number of P1s (14 more) handled – some of which took longer then expected to resolve. This was also the major contributor to the overall Incidents resolution KPI decreasing by 2% this month.
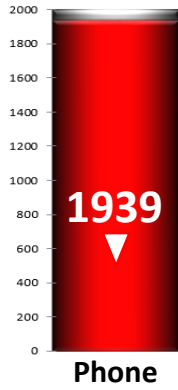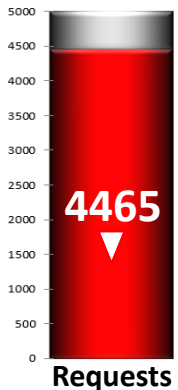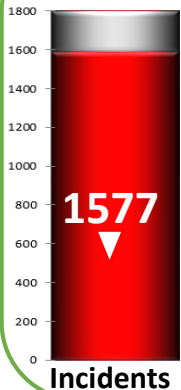
Customer Satisfaction

(1520) ▼2%
93.6%

3 Major Incidents

- Q-Review unavailable for 52h over a revision weekend
- Bartsmalta email address not accepting emails following 1500 students being advised to use the email address for correspondence
- Data Center latency issues rendering Maths Labs unuseable

Volumes

Incidents 1577 ▼
Requests 4465 ▼
Phone 1939 ▼

The decrease in the total number of Incidents and Requests logged in May is part of the continued yearly trend in this direction as we head into the summer break period.

This will give us time to work on aged tickets.

Critical Systems Availability

CYTD ▼0.07% 99.69%
May ▼0.4% 99.4%
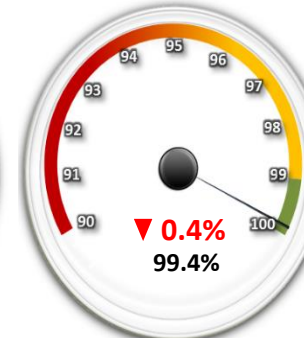
Availability is down this month due mainly to Q-Review being unavailable over the weekend of 14th May (52h). This has also impacted the CYTD figures.

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London
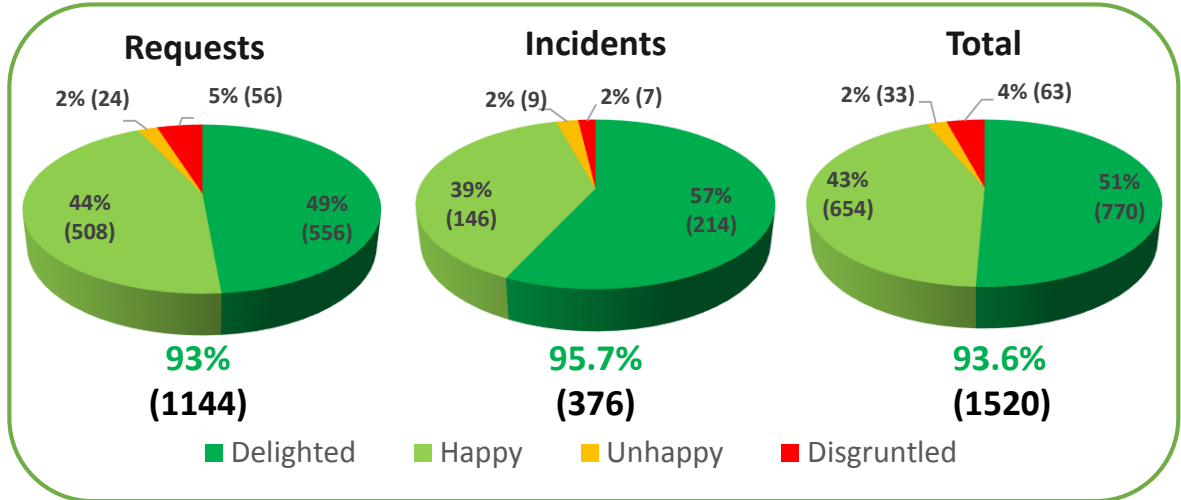
Customer Satisfaction – May 2016

Customer Feedback

In May we had 1520 responses providing feedback to incidents and requests logged through the Service Desk. That is an **22.8%** response rate overall (out of 6676 tickets logged).

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

2% (24)   5% (56)
44% (508)   49% (556)

93%
(1144)

Incidents

2% (9)   2% (7)
39% (146)   57% (214)

95.7%
(376)

Total

2% (33)   4% (63)
43% (654)   51% (770)

93.6%
(1520)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

May Feedback

Really helpful and efficient service. The problem was fixed very quickly and the advisor also explained how I can avoid the same issue occurring in the future. Thank you!

The incident has been solved but it took too long to be addressed. I received no updates if the issue was under consideration.
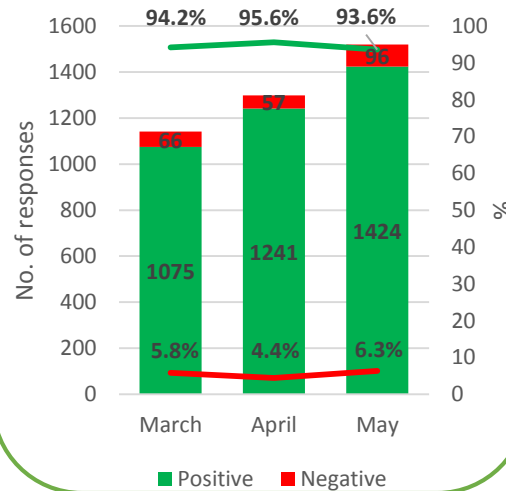
Thanks for the quick and reliable help.

This ticket has not been resolved! Claiming it is fulfilled is simply not true

The centralised IT is extremely inefficient. My urgent request for an important event was completely ignored and I received an answer for feedback 2 weeks later!

Thank you very much. You understood and solved my problem speedily. It is good to know that you are there in emergencies

Positive Vs Negative

94.2%   95.6%   93.6%

	March	April	May
Negative	66	57	96
Positive	1075	1241	1424
% Negative	5.8%	4.4%	6.3%

No. of responses

■ Positive ■ Negative

Improvements

- Following the feedback on duplicate tickets being created and tickets being closed without resolution, the technical solution will be implemented in June.

- We have implemented a process whereby we contact (within 1 business day) any customer who feels they didn't receive a satisfactory service from ITS with the aim of better understanding the feedback and resolving any outstanding issues where possible.

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London

ITS Critical Systems Availability - May 2016

Q-Review – Sat 14 May 52h

Q-Review intermittent access issues – Tue 24 May 4h

Library Management System – Sat 07 May 1.5h

Staff Directory – Thu 26 May 1.5h

Network connectivity including telephones, 4th Floor John Vane Science Centre – Fri 27 May 20 min

Intermittent connectivity issues to Eduroam for QMUL users at non-QMUL sites – Sun 01 May 4h

Generic email address: bartsmalta@qmul.ac.uk – Thu 26 May 12h

Chart categories: QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth.

Legend: ■ Service Available ■ Degraded Service ■ Service Unavailable

May: 99.4%
CYTD: 99.69%

Queen Mary University of London

Major Incidents (MI) and Low Yield Report (LYR) – May 2016

MI Ticket	Date	Duration	Service Affected - Impact	Status
128551	Sat 07 May – 08:30	12h	Bartsmalta e-mail address – Potentially 1500 students unable to email bartsmalta@qmul.ac.uk	Resolved
129414	Sat 14 May – 02:00	52h	Q-Review - Users unable to upload or watch recordings of lectures	Resolved
129741	Wed 18 May – 13:00	Intermittent	Maths lab computers – Data centre latency issues effectively rendering the Maths lab computers unusable	Logged as a problem

LYR Ticket	Date	Duration	Service Affected - Impact	Status
129656	Tue 17 May – 08:20	1.5h	Library Management System - Users unable to borrow, renew and return library items due to the LMS be unavailable	Resolved
129774	Wed 18 May – 14:45	Intermittent access	Eduroam - Users unable to access services on the QMUL network at non-QMUL sites	Resolved
130574	Tue 24 May – 15:40	Intermittent access	Q-Review - Users unable to upload or watch recordings of lectures	Resolved
130955	Thu 26 May – 18:05	1.5h	Staff Directory (www.dir.qmul.ac.uk) - All users unable to access or update the staff address book	Resolved
131053	Fri 27 May – 15:45	20m	Network connectivity (4th Floor John Vane Science Centre) - Users at this site unable to access any services over the QMUL network	Resolved
131228	Tue 31 May – 16:15	5h	Student wireless printing – All students unable to print any documents wirelessly	Resolved

Queen Mary
University of London

Planned Maintenance – May 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7392	Mon 09 May - 18:00	2h	Telephony service at Charterhouse Square – Users unable to make telephones calls during the planned maintenance	Maintenance	Implemented
7406	Mon 09 May - 12:00	4h	Telephony service at Lincoln's Inn Fields – Users unable to make telephones calls during the planned maintenance	Maintenance	Implemented
7436	Wed 11 May - 09:00	1h	Queen Mary's Research Online (QMRO) – Users unable to access and update the research repository during the maintenance	Maintenance	Implemented
7518 7519	Thu 12 May - 09:00	1h	Wi-Fi service at Draper's Bar, QMotion & Infusion – Customers unable to connect and use the QMUL Wi-Fi service during the planned maintenance	Upgrade	Implemented
7522 7523	Thu 12 May - 17:00	2h	Wi-Fi Service at the Yvonne Carter Building – Users unable to connect and use the QMUL Wi-Fi service during the planned maintenance	Upgrade	Implemented
7414	Tue 17 May - 07:00	1h	Symphony, Apache, Q-Pulse, Shibboleth, QMPlus, Library Reading Lists, Library MetaLib plus Multiple third party eLearning resources – During the planned maintenance, users were unable to access or update all mentioned services	Network maintenance	Implemented
7415	Thu 19 May - 07:00	1h	SITS, Apache, Shibboleth, QMPlus, Library Reading Lists, Library MetaLib plus Multiple third party eLearning resources - During the planned maintenance, user were unable to access or update all mentioned services	Network maintenance	Implemented

Queen Mary
University of London

Planned Maintenance – May 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
7417 7418	Tue 14 & Thu 26 May - 07:00	1h	SITS, MySIS & Symphony unavailable – Students and staff unable to access these sites during the planned maintenance	Network maintenance	Implemented
7467	Mon 23 May - 08:00	5h	Symplectic Elements (formerly PubLists) – bibliographic data on research inaccessible during the planned maintenance.	Maintenance	Implemented
7545 7549 7550	Mon 23 & Wed 25 May	1h	Audio Visual equipment in the Alex Wing Whitechapel – During the 1 hour outage in each Lecture Theatre or Seminar room, No AV equipment was useable	Maintenance	Implemented
7457	Tue 31 May - 18:00	3h	Telephony Service – Multiple users would be unable to use their desk phones for a short period whilst being migrated	Migration	Implemented
7611	Tue 31 May - 07:30	45m	Network Services at Whitechapel`, Alex Wing – Email, Internet, Telephony, File store and Printing would be unavailable until completion of the network maintenance	Network Maintenance	Implemented

Queen Mary
University of London

ITS Incident and Request KPIs – May 2016

Measure	Target	Mar 16	Apr 16	May 16	Trend
Number of Incidents	-	1883	1590	1577	⬇
Incidents Closed within SLT	90%	90%	88%	86%	⬇
Resolution Time P1	4h	52%	80%	60%	⬇
Resolution Time P2	1 BD	87%	75%	88%	⬆
Resolution Time P3	3 BD	98%	95%	88%	⬇
Resolution Time P4	5 BD	96%	98%	96%	⬇
Resolution Time P5	20 BD	100%	95%	95%	▬
Number of Requests	-	4945	4760	4465	⬇
Requests Closed within SLT	90%	84%	88%	88%	▬

Highlights

- The P1 resolution KPI is down by 20% from the previous month due to the increased number of P1s (14 more) handled – some of which took longer then expected to resolve.
- This was also the major contributor to the overall Incidents resolution KPI decreasing by 2% this month.
- The decrease in the total number of Incidents and Requests logged in May is part of the continued yearly trend in this direction as we head into the summer break period.
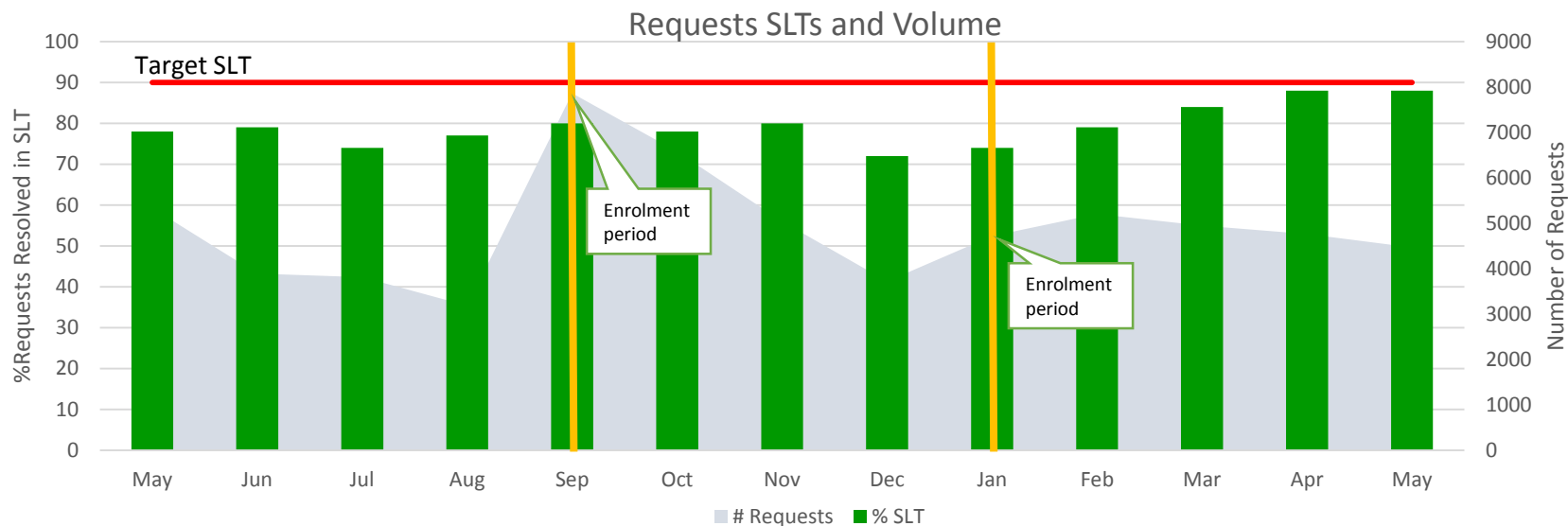
Key

⬆ 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)

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London

Incident and Requests KPIs – May 2016

Incidents SLTs and Volume

Requests SLTs and Volume

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London
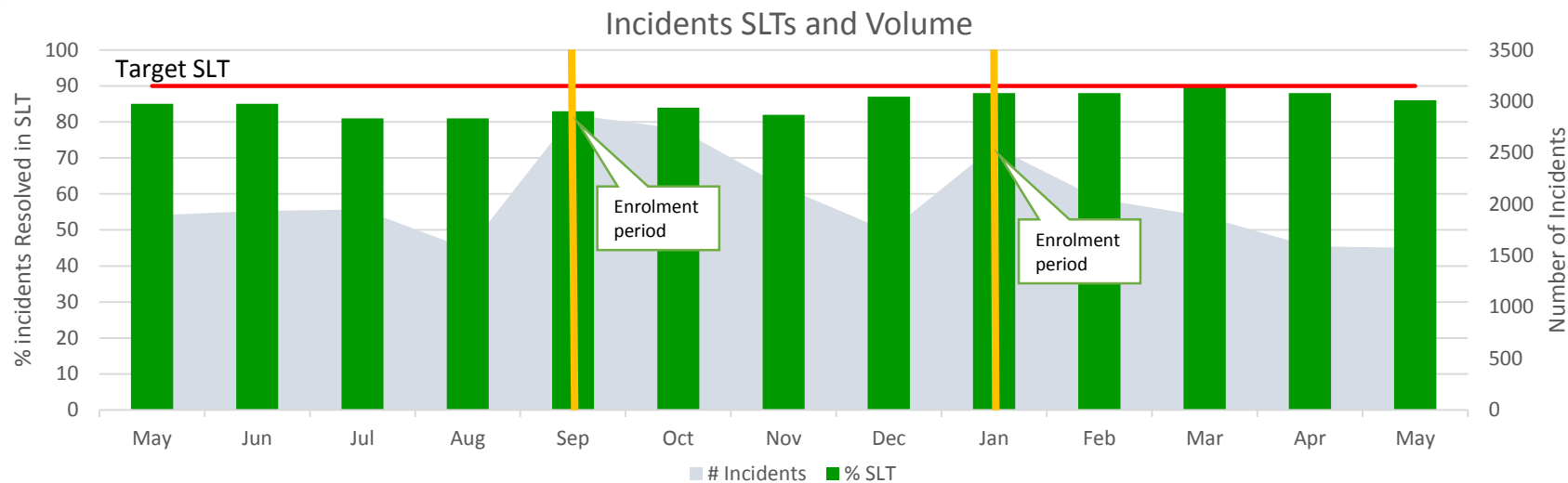
Service Desk Performance – May 2016

Measure	Target	Mar 16	Apr 16	May 16	Trend
Received phone calls	-	2640	2128	1939	⬇
Answered phone calls	90%	97%	98%	98%	▬
Average Wait Time	25s	13s	12s	9s	⬇
Abandon Rate (calls)	5%	3%	2%	2%	▬
FTF (First Time Fix)	75%	–	–	52%	▬
FLF (First Line Fix)	75%	–	–	53%	▬
In Person	-	45	36	133	⬆
Emailed tickets	-	2046	1958	1749	⬇
Self Service	-	221	168	54	⬇

Highlights

- We have introduced the Fist Time Fix (FTF) and the First Line Fix (FLF) Service Level target from this month (definitions below). Essentially both will help us understand .
- The in-person tickets logged increase (and decrease in self service tickets) is mainly due to the urgency for support during the exams period

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 – May 2016

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

> Slight increase in Risk trend from the previous month due to the risks in outdated Microsoft SQL servers. These are now scheduled for upgrade.

Month	Red	Amber	Green	Unrated
May-15	17	62	47	(grey)
Jun-15	16	68	49	
Jul-15	16	69	49	
Aug-15	13	69	51	
Sep-15	14	60	52	
Oct-15	14	60	52	
Nov-15	16	62	52	
Dec-15	16	62	53	
Jan-16	15	64	53	
Feb-16	7	40	54	
Mar-16	7	30	51	
Apr-16	8	30	47	
May-16	9	31	47	

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Monthly Risk Stats

Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
1	84	3	87	0	⬆ (red up arrow)

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to the Schools Application Migration project being suspended

- **Uncertainty around ability to recover data due to random backup failures in the Datacentre** – CommVault identified as a solution and due to be implemented.

- **No overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place

- **No secure access portal or password generation control to ensure users use strong passwords to access Agresso** – Portal access via VDI proposed and a Password Policy to be applied

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

Queen Mary University of London

KPI Trend View – May 2016

KPI	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Move
% Satisfied Customers for Incidents	84	95	88	92	92	95	89	78	95	75	94	94	96	↑
% Satisfied Customers for Requests	89	99	96	92	94	85	98	91	98	83	94	96	93	↓
All Incidents Closed By All ITS Depts. Within SLT	84	87	81	81	83	84	82	87	88	88	90	88	86	↓
All Requests Closed By All ITS Depts. Within SLT	78	79	74	77	80	78	80	72	74	79	84	88	88	▭
All Incidents Closed By Site Within SLT	90	91	88	88	88	88	88	91	91	89	91	89	89	▭
All Requests Closed By Site Within SLT	86	87	80	84	89	86	86	79	85	88	91	92	92	▭
Helpdesk Incidents Closed Within SLT	97	99	98	96	97	94	95	97	98	97	98	98	96	↓
Helpdesk Requests Closed Within SLT	87	96	93	86	96	92	91	88	95	98	97	98	98	▭
Helpdesk Telephone Response Within SLT	98	98	94	93	98	99	97	98	96	98	97	98	98	▭
All Incidents Closed By Campus Teams Within SLT	79	87	82	84	86	86	89	91	89	90	90	86	91	↑
All Requests Closed By Campus Teams Within SLT	91	94	94	91	94	93	94	94	93	93	93	87	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

Queen Mary
University of London

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

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976

Queen Mary
University of London