



Queen Mary

University of London

IT Services

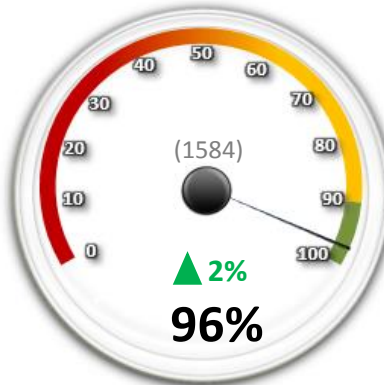
# Executive Summary – November 2016

## KPI



- P1 + P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We will be working on the process and ITS staff awareness over the coming weeks

## Customer Satisfaction



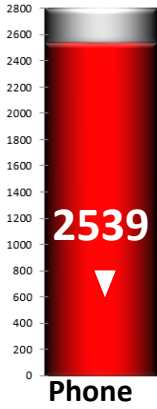
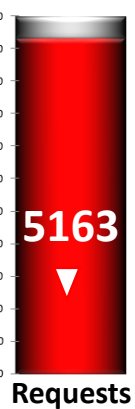
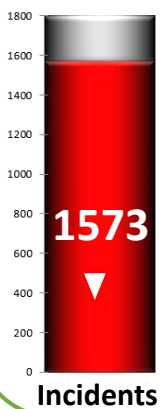
### Definitions

- 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 Incidents

- There were no major incidents in November.

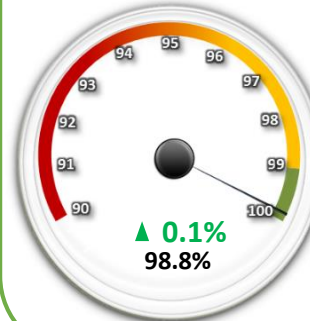
## Volumes



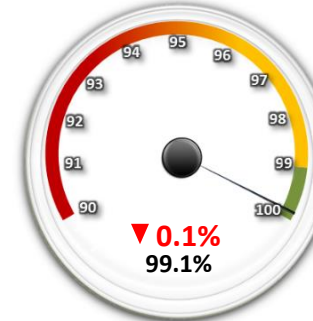
- Expected decrease in incidents, requests and phone volumes from the previous month following enrolment.
- PO requests are the top Service Requests for November following enrolment.

## Critical Systems Availability

### CYTD



### November



- Availability is up from the previous month due mainly to minimal service outages during November.



# Customer Satisfaction – November 2016

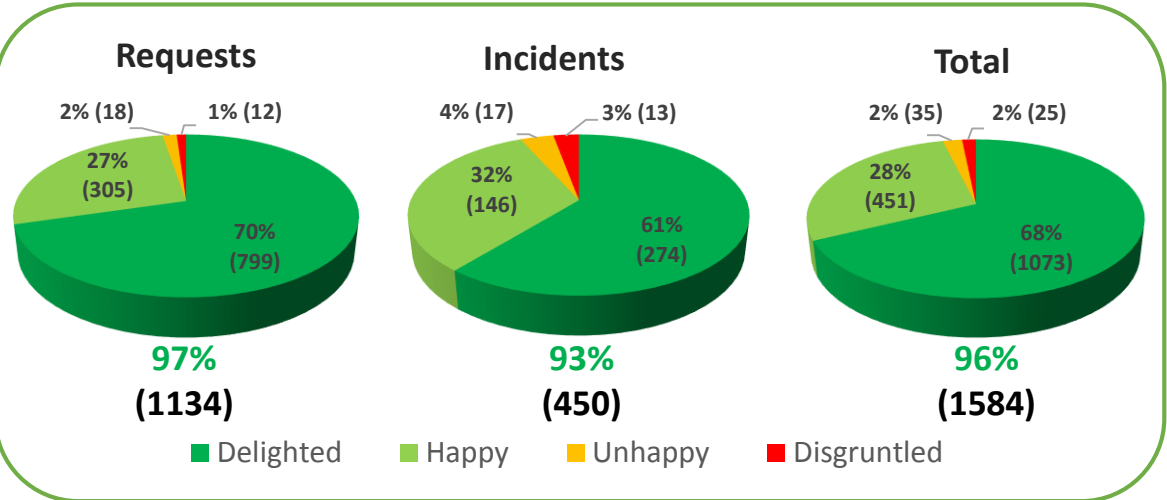
## Customer Feedback

In November we had 1584 responses providing feedback to incidents and requests logged through the Service Desk. That is an **24%** response rate overall (out of 6736 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.



## November Feedback

*Services received smoothly and everything was arranged in perfect order, very satisfied, thank you very much!*

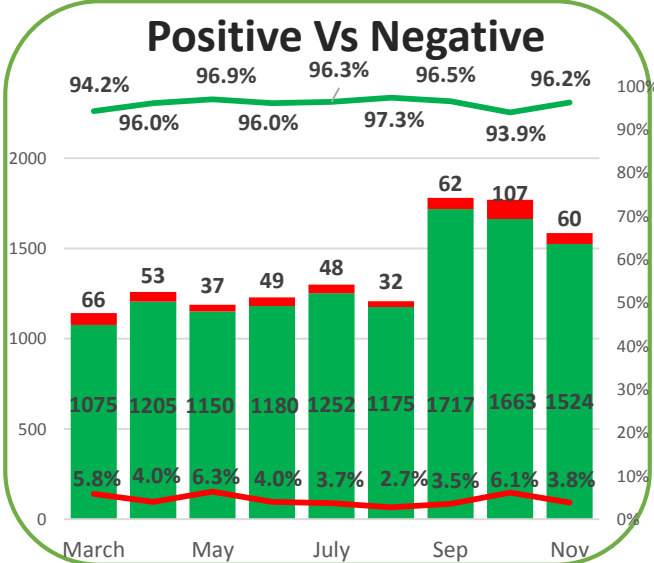
*The problem has NOT been solved. I was forced to continue my lecture with chalk.*

*Problem still not been resolved 4/5 weeks now*

*Thank you for coming and sorting out the issue with printout G! It was really very kind of you !!*

*Thoroughly delighted with the speed and efficiency of service!*

*I cannot set up a span filter to block all single female names this would be impossible.*



## Commentary

- Customer Satisfaction back to regular levels Following the dip during October. However the main negative feedback is mainly related to lack of resolution and updates to the customer for tickets logged.
- We will be working on ways to improve this over the coming weeks.



# Activities for the month of November 2016

## Internet

University Website

**600,000**



Visitors from over 200 countries

**6.3 million**

Emails Delivered



Mobile App

**58**

Downloads



Blocked



**33.6 million**

Internet attacks

**10 million**

Emails blocked as SPAM



Logins to QMPLUS

**Approx. 1.4 million**



## Data and usage

Total user data stored

**63 terabytes**



**45,000**



Registered Users

**60,000**



Unique Wi-Fi devices

Media Server

**300**

Daily plays

Active Network port

**14,300**



## Supporting you

**3,682**

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

**280**



Across sites And buildings

**Approx. 9500**

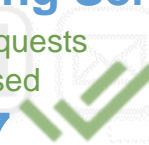
Tickets logged with the Service Desk



## Supporting Services

Change requests processed

**387**



**337,500**

Copy Shop Pages printed



**464**

Unique jobs processed



Major Incidents

**557**

Requests for PO's to be closed

**Approx. 600,000**

Pages printed on managed Printers

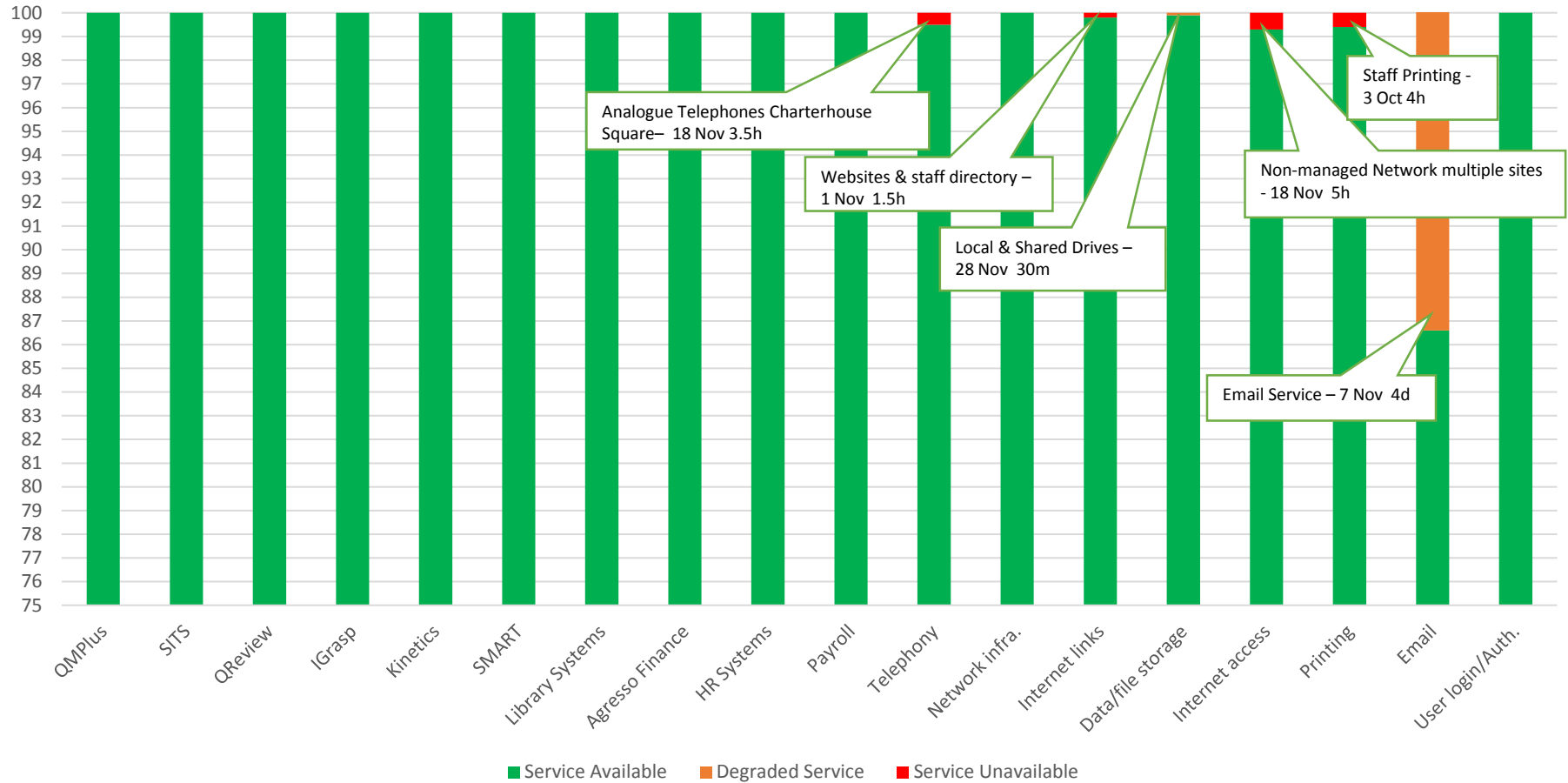


**Approx. 61,000**

Pages sent and not printed



# ITS Critical Systems Availability – November 2016



November: 99.1%  
CYTD: 98.8%



# Low Yield Report (LYR) – November 2016

Ticket no.	Date	Duration	Service Affected – Impact	Status
142697	Tue 1 Nov – 8:00	1.5h	Staff Directory and network login – Some users unable to access the staff directory and login to their PCs due to a network issue.	Resolved
143058	Fri 4 Nov – 11:30	4h	Staff Printing – Staff unable to print documents in the student Enquiry Centre due to an issue with the print server which was resolved by the vendor.	Resolved
143170	Mon 7 Nov – 10:40	4d	Email Service – Missing recipient field on received emails making it difficult for users to reply to emails. The root cause is unknown but was resolved by the vendor (Microsoft)	Resolved
143911	Fri 18 Nov – 8:30	3.5h	Analogue Telephones at Charterhouse Square – unable to receive or make any calls due to a network outage	Resolved
143945	Fri 18 Nov – 11:30	5h	Network Services – Intermittent access to network services for non-managed users at multiple sites due to a network outage	Resolved
144452	Mon 28 Nov – 9:30	30m	Local and Shared Drives – Users were having intermittent performance issues when accessing the G and J Drive which was caused by an unknown issue with a specific cluster node. This was resolved by failing over to another node.	Resolved



# Planned Maintenance – November 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
9142	Wed 2 Nov	1h	Email service – No impact	Maintenance	Implemented
9159	Wed 2 Nov	15m	Multiple Web services – Users unable to access websites	Maintenance	Implemented
9147	Tue 8 Nov	2h	Elements/Publists – Users unable to access Elements web portal	Maintenance	Implemented
9047	Tue 8 Nov	30m	Psychiatry File Service – Users unable to access files and documents	Maintenance	Implemented
9024	Thu 10 Nov	1h	Analog Telephones at Whitechapel – Users unable to make or receive calls	Maintenance	Implemented
9240	Thu 10 Nov	5m	Q-Review – Users unable to Playback lectures	Maintenance	Implemented
9180	Sat 12 Nov	12h	MyHR & Agresso – Users unable to access these services	Maintenance	Implemented
9195	Tue 15 Nov	30m	Network Services - Users would experience a brief interruption of access to network services	Maintenance	Implemented
9245	Tue 15 Nov	15m	QMplus – Users unable to access QMplus	Maintenance	Implemented



# Planned Maintenance – November 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
9310	Sun 20 Nov	12h	Active Directory, Wireless Logins, Defender & Bitlocker – Users maybe unable to login to some applications	Patching	Implemented
9205	Wed 23 Nov	6h	Telephone Services – No Impact	Maintenance	Implemented
9338	Sat 26 Nov	12h	Microsoft Windows Services – Users briefly unable to access windows based services	Patching	Implemented
9377	Tue 29 Nov	2h	QMplus – Users unable to Access QMplus	Maintenance	Implemented





# ITS Incident and Request KPIs – November 2016

Measure	Target	Sep 16	Oct 16	Nov 16	Trend
Number of Incidents	-	1714	2051	1573	
Incidents Closed within SLT	90%	87%	91%	87%	
Resolution Time P1	4h	83%	87%	68%	
Resolution Time P2	1 BD	87%	89%	87%	
Resolution Time P3	3 BD	87%	91%	87%	
Resolution Time P4	5 BD	91%	96%	88%	
Resolution Time P5	20 BD	97%	97%	94%	
Number of Requests	-	9304	7088	5163	
Requests Closed within SLT	90%	96%	92%	97%	

## Highlights

- Expected continuing decrease in incidents and service request volumes from the previous month following enrolment.
- P1 + P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We will be working on the process and ITS staff awareness over the coming weeks
- PO requests are the top Service Requests for November following enrolment.

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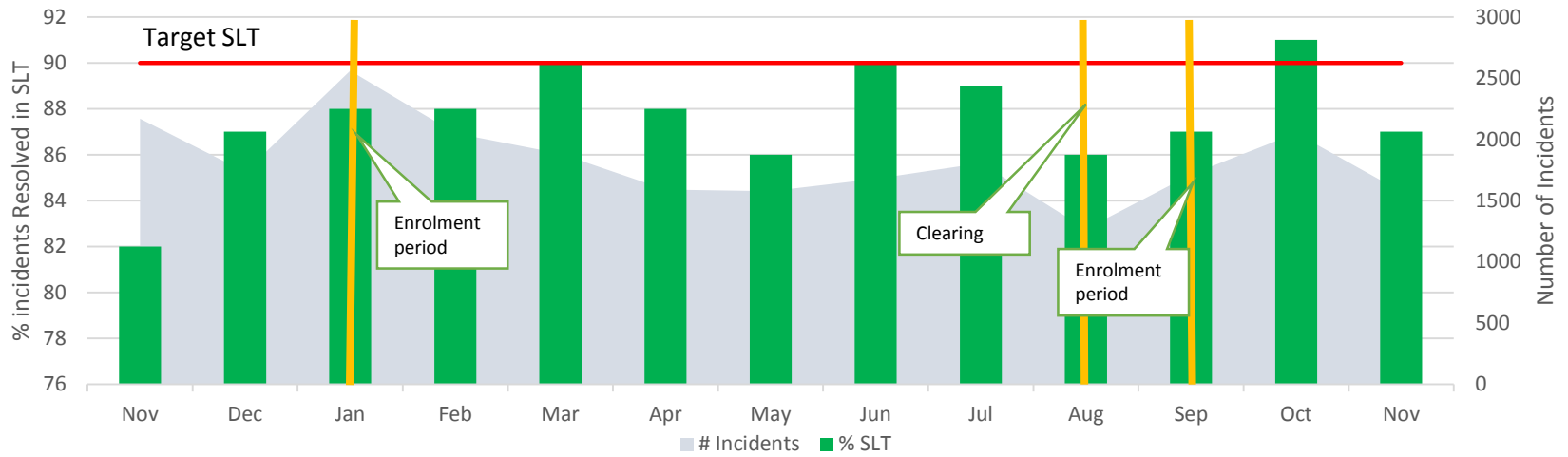
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

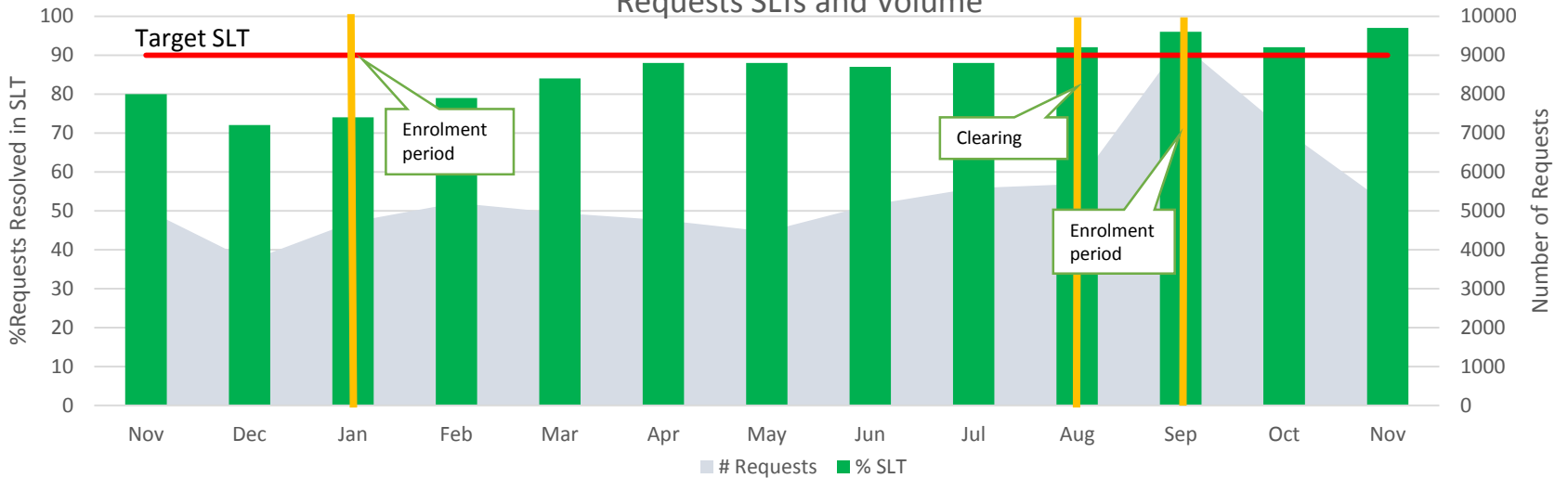


# Incident and Requests KPIs – November 2016

## Incidents SLTs and Volume



## Requests SLTs and Volume





# Service Desk Performance – November 2016

Measure	Target	Sep 16	Oct 16	Nov 16	Trend
Received phone calls	-	3774	3105	2539	↓
Answered phone calls	90%	96%	98%	98%	▬
Average Wait Time	25s	13s	9s	9s	▬
Abandon Rate (calls)	5%	4%	2%	2%	▬
FTF (First Time Fix)	75%	58%	51%	48%	↓
FLF (First Line Fix)	75%	57%	51%	49%	↓
In Person	-	178	193	205	↑
Emailed tickets	-	851	525	574	↑
Self Service	-	29	48	97	↑

## Highlights

- Expected continuing decrease in phone volumes from the previous month following enrolment.
- We were not able to focus on the First Time and First Line Fix rates over the last month. Additional focus within this area has been planned over the coming weeks.

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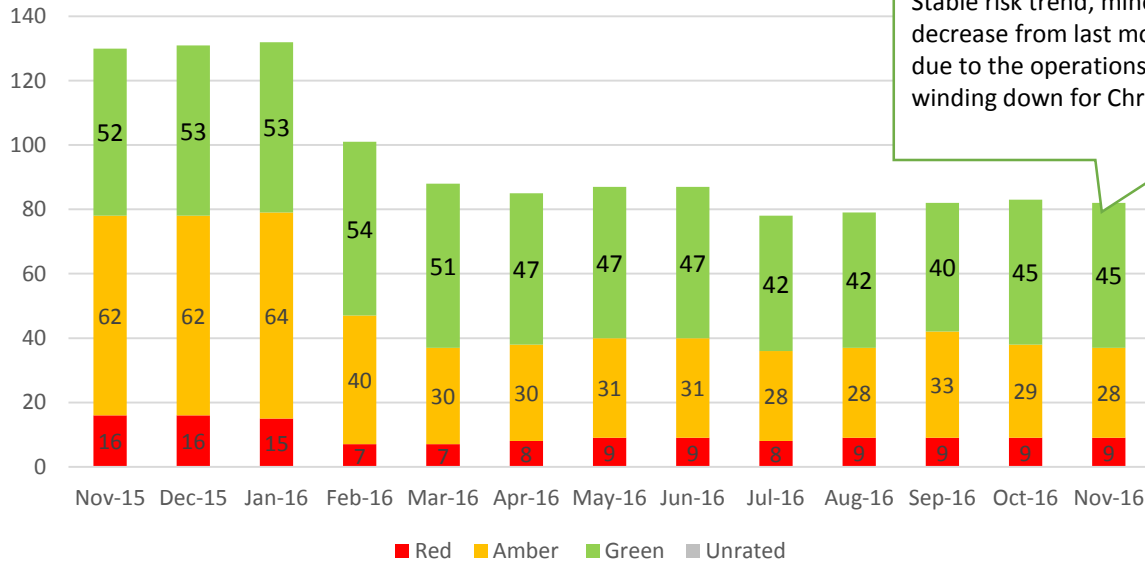
**FTF** = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

**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



Stable risk trend, minor decrease from last month due to the operations winding down for Christmas.

## Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to SAM being suspended
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware - Improving
- **Security Vulnerability** – schools that have not been centralised maybe more vulnerable to the Crypto Locker and Confiker virus.

Monthly Risk Stats					
Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
0	82	0	82	0	↓

## Key

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



# KPI Trend View – November 2016

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

<b>B</b>	Exceeds Goals	> = 95%
<b>G</b>	Meets Goals	> = 90%
<b>A</b>	Tolerable	> = 85%
<b>R</b>	Unacceptable	< 85%





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

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