

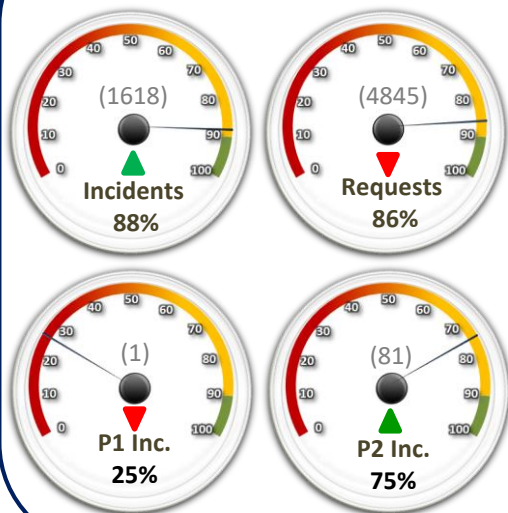


Queen Mary
University of London

IT Services

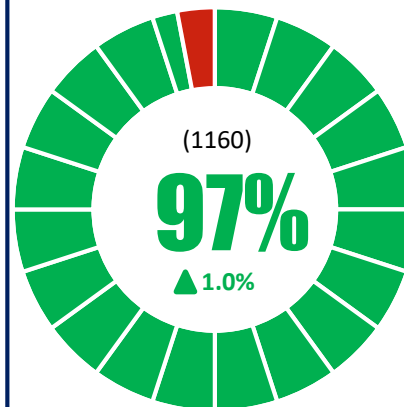
Executive Summary – November 2018

KPI & Summary



- Service Levels suffering as a result of loss of staff
- Low number of high priority incidents during November
- ITS has almost completed the in-house Customer Services Management training including, “Working better together and managing through change” for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-December

Customer Satisfaction



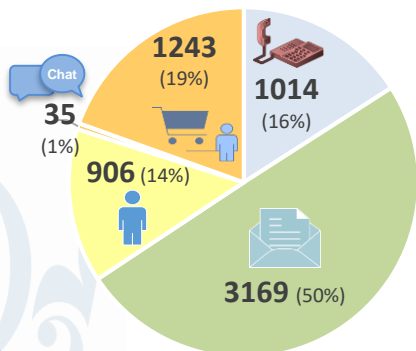
Definitions

- 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

- No Major Incidents
- No failed changes

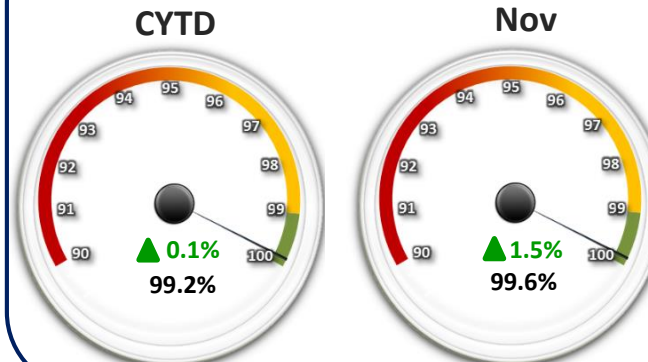
Volumes



- There were a large number of requests relating to PO closures on the run up to Christmas
- Email Phishing incidents continue to be high for several months running.
- With increased focused, ticket backlogs and ‘aged’ tickets continue to decrease

Telephone ■ Email ■ In Person ■ Chat ■ Self-Service

Critical Systems Availability



- Critical systems availability increased in November due to the low number of service impacting high priority incidents

Customer Satisfaction – November 2018

Customer Feedback

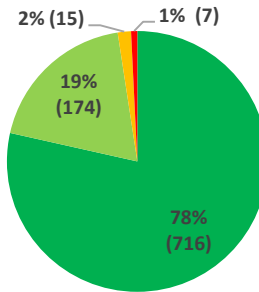
This month we received 1160 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 37% (which is well above the usual average of 20% received).

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

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

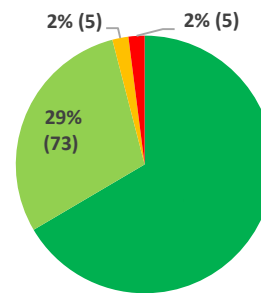
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests



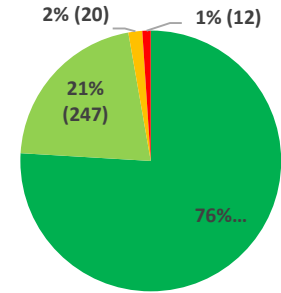
97%
(912)

Incidents



96%
(248)

Total



97%
(1160)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Helped by two members of staff this morning and they were both extremely helpful and friendly, and did everything they could to resolve my issue. Much appreciated, thank you

Please be informed that I still cannot print. I would highly appreciate it if this matter could be resolved as soon as possible

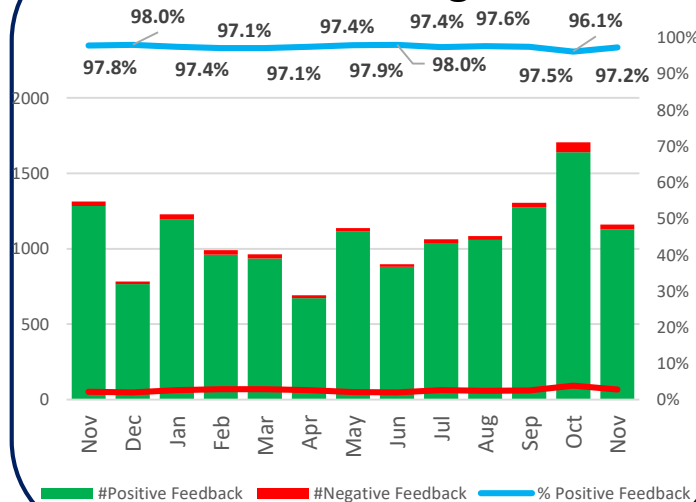
Very quickly and expertly done, keeping me informed

Sorry to say I was very disappointed with the service provided for this ticket

I haven't received any help regarding this issue. I was referred to the phishing email team but they have not been in contact to let me what I should do regarding my password etc.

I was very happy with the assistance, phoned back very promptly and talked through the process with great care.

Positive Vs Negative



Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- Training is almost complete for Customer Services Management, working better together and managing through change for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-December.

Activities for the month of November 2018

Research Excellence

Research Tickets Resolved

130



Research Grant Bids

236

Research Grants Awarded

54



Public Engagement

Guest Wi-Fi:

355 users

7,305 sessions

Events Wi-Fi:

571 users

11,225 sessions



Teaching Excellence

Logins to QMPLUS

813,446



AV Teaching activities Supported

438

2,941
Videos played

19,531
times within QMplus

Growth



10

New desktops/laptops Deployed



Reported AV Issues

103



Supported teaching spaces

Approx. **177**



Hours of Q-review

4,935

Playbacks

Approx. **90,923**
Registered accounts



Total data stored

695 terabytes



International



Distance learning (Beijing and Nanchang QMPLUS logins):

272,211



Sustainability

82,487

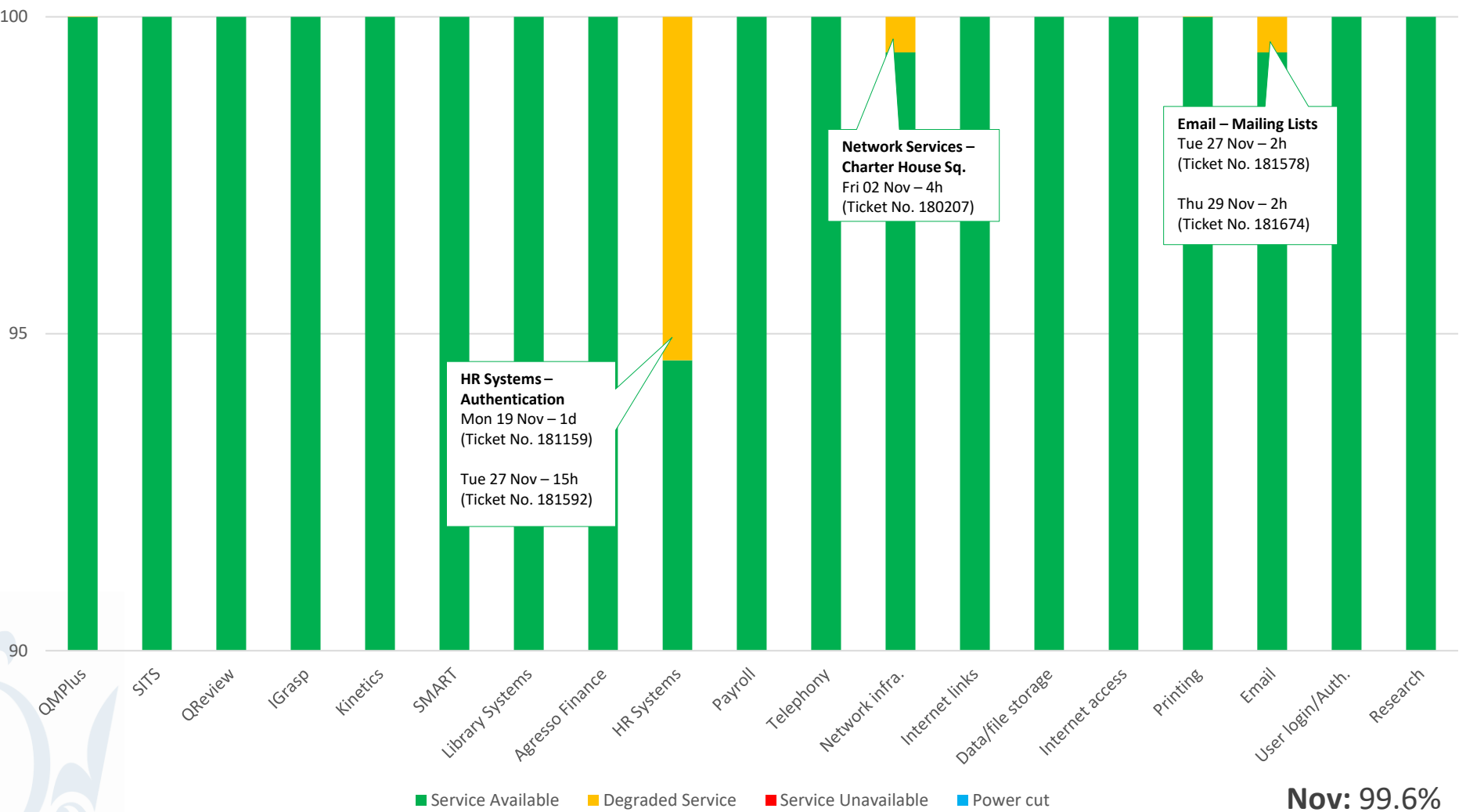
Pages sent and not printed



1



ITS Critical Systems Availability – November 2018



Nov: 99.6%
CYTD: 99.2%

High Priority Incidents – November 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
180207	Fri 2 Nov 09:30	4h	Network – Some users in John Vane Science Centre at Charterhouse Sq. experienced loss of Network connectivity Cause: The local network switch was unresponsive Action: The local network switch was restarted	Resolved
181159	Mon 19 Nov 08:40	1d	HR Systems – Users experienced access issues to MyHR using Multi-Factor Authentication (MFA) Cause: External issue (at Microsoft) Action: Escalated to 3 rd party (Microsoft) who resolved the issue	Resolved
181119	Mon 19 Nov 11:20	1hr	Loan Laptop Service – Users were unable to submit requests to loan laptops Cause: Unknown Action: The LapSafe PC used to book laptops was rebooted	Resolved
181578	Tue 27 Nov 15:30	2h	Email – Users received phishing emails Cause: Fraudulent emails not caught by SPAM filters Action: The email address was added to the SPAM list	Ongoing
181592	Tue 27 Nov 16:00	15hr	HR Systems – Users experienced access issues to MyHR using Multi-Factor Authentication (MFA) Cause: A DNS issue caused a number of sign in requests to fail at Microsoft Action: 3 rd Party (Microsoft) resolved the DNS issue and rebooted services	Resolved
181674	Thur 29 Nov 11:45	2h	QM mailing list (Sympa) – Users were unable to manage mailing lists Cause: Unknown Action: Restarted the service	Resolved

Planned Maintenance – November 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12866	2 Nov	2d	MySIS & SITS – Users were unable to access the student system during the maintenance period	Maintenance	Implemented
12907	8 Nov	3h	Web Service – Users were unable to access web pages hosted on the LAMP Container, including the staff directory for up to an hour during the maintenance period	Maintenance	Implemented
12927	17 Nov	3h	Ivanti – Users were unable to access both the Ivanti application and the self service portal during the maintenance period	Maintenance	Implemented
12972	20 Nov	2h	QM-Guest Wi-Fi – Users experienced two interruptions of 10 minutes during the maintenance period	Maintenance	Implemented
12926	27 Nov	2h	Research Grant Management System – Users were unable to access the Worktribe website during the maintenance period	Maintenance	Implemented
12992	28 Nov	30m	Eduroam Wi-Fi – Users potentially experienced brief interruptions to service during the maintenance period at St. Bartholomew’s Hospital	Maintenance	Implemented
12988	30 Nov	1h	Shared Network – Users potentially experienced brief interruptions in accessing shared network drives (G and J) for a short period on their managed desktops during the upgrade	Upgrade	Implemented

ITS Incident and Request KPIs – November 2018

Measure	Target	Sep 18	Oct 18	Nov 18	Trend	Expected Trend
Incidents Raised	-	1559	1803	1618	↓	↓
Number of Incidents Resolved	-	1231	1797	1524	↓	↓
Incidents Resolved within SLT	90%	84%	85%	88%	↑	↑
Resolution Time P1	4h	29%	38%	25%	↓	↑
Resolution Time P2	1 BD	69%	68%	75%	↑	↑
Resolution Time P3	3 BD	85%	87%	89%	↑	↑
Resolution Time P4	5 BD	94%	87%	76%	↓	↑
Resolution Time P5	20 BD	92%	100%	100%	▬	▬
Requests Raised	-	9525	7258	4845	↓	↓
Number of Requests Resolved	-	8786	7412	4810	↓	↓
Requests Resolved within SLT	90%	94%	91%	86%	↓	↓
Reopened tickets	3%	204 (2%)	283 (3%)	212 (3%)	▬	▬

Commentary

- There were a large number of requests relating to PO closures on the run up to Christmas
- Email Phishing incidents continue to be high for several months running
- Service Levels suffering as a result of increased activity and loss of staff
- A large number of users reported individual print issues which we don't believe to be linked

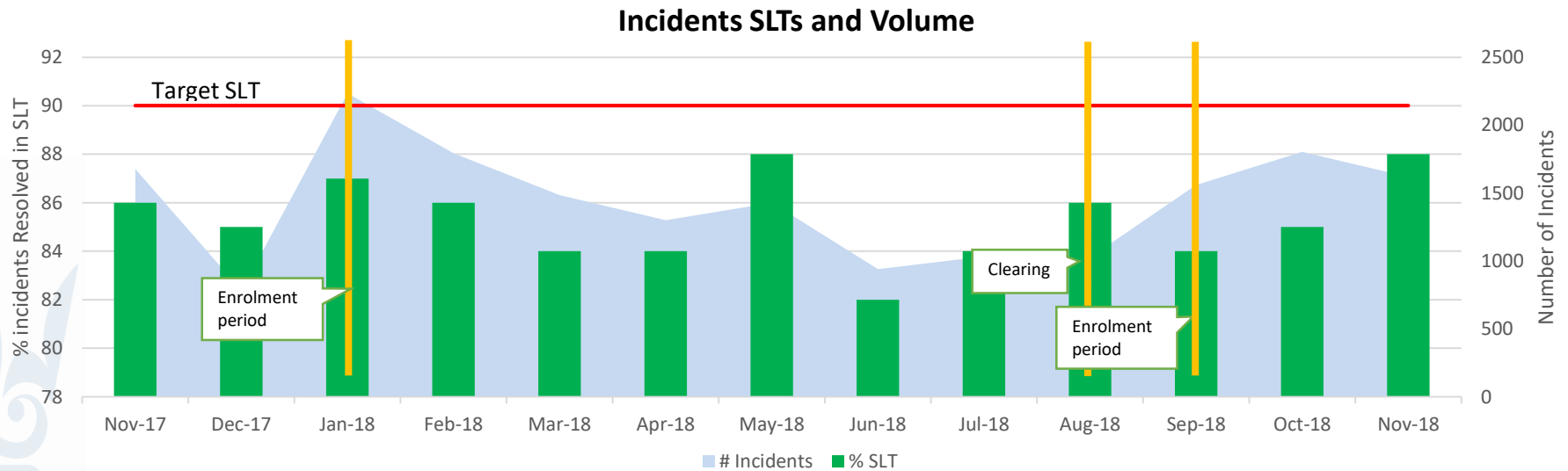
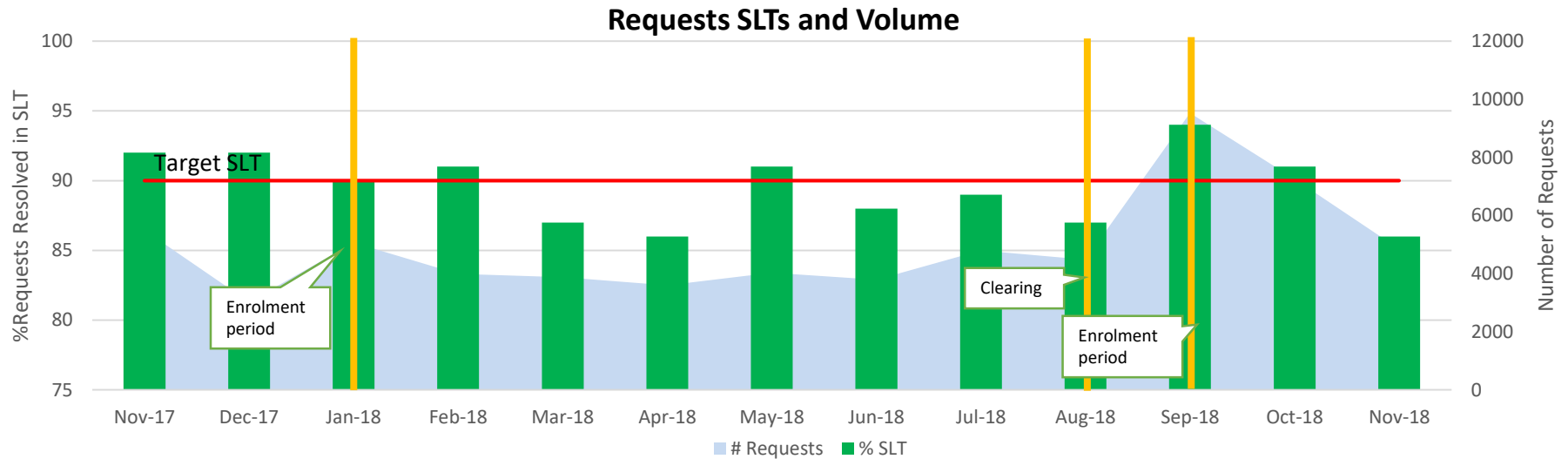
Key

- ↑ 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 – November 2018



Service Desk Performance – November 2018

Measure	Target	Sep 18	Oct 18	Nov 18	Trend	Expected Trend
Received phone calls	-	3029	3076	2201		
Average Wait Time	25s	25s	15s	13s		
Abandon Rate (calls)	5%	14%	5%	5%		
FTF (First Time Fix)	75%	90%	68%	58%		
FLF (First Line Fix)	75%	75%	59%	51%		

Commentary

- Phone wait and abandonment times remain stable due to the low number of contacts via phone and limited service impacting incident within November
- With increased focused, ticket backlogs and 'aged' tickets continue to decrease

Key

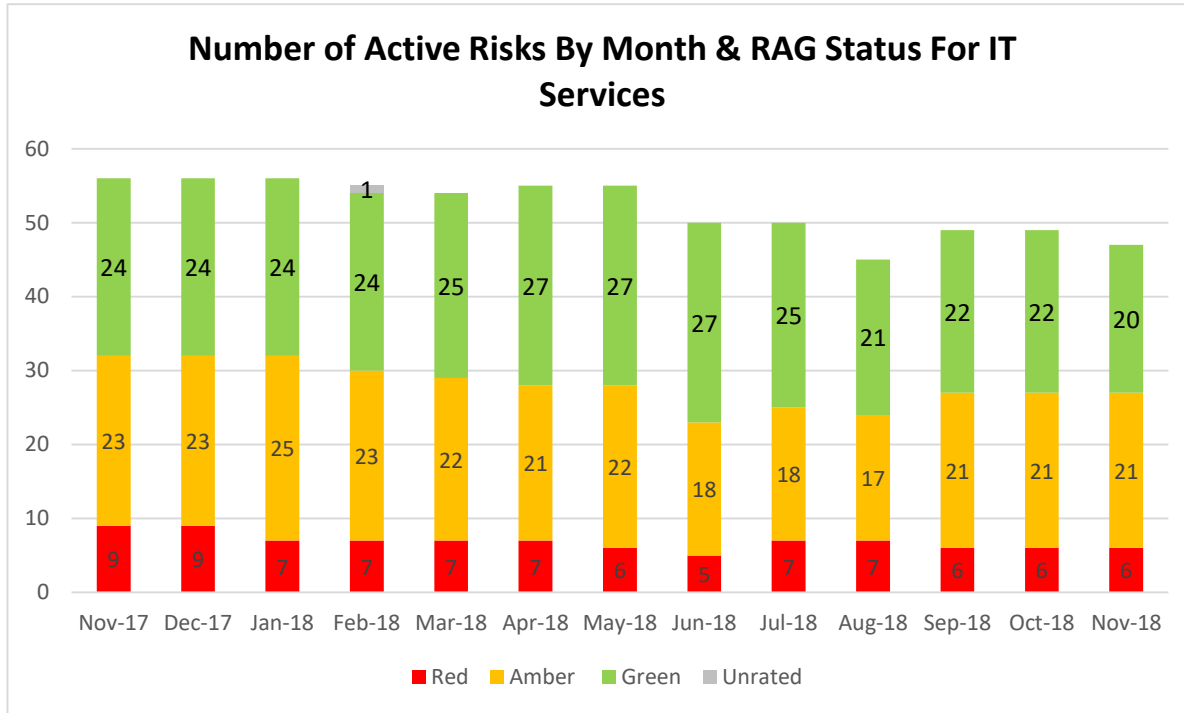
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month but breaching SLT
- Deterioration from last month and breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

ITS Ticket Volume	Sep 18	Oct 18	Nov 18	Trend	Expected Trend
	1374	1362	1014		
	3273	3893	3169		
	4749	2164	578		
	1480	1490	1127		
	24	45	35		

Risk Report – November 2018






Top 5 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 due to be scoped
- **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** – A enhanced protection against SPAM and Phishing email is being applied to all Office 365 mailboxes.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
2	0	0	47	0	▬

Key

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

KPI Trend View – November 2018

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