



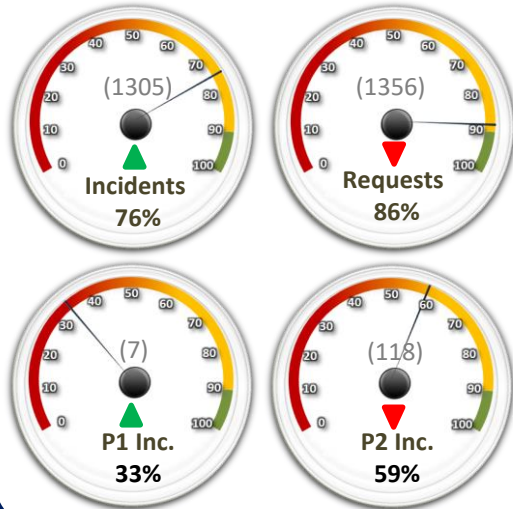
Queen Mary  
University of London

# IT Services

Monthly KPI Report

# Executive Summary

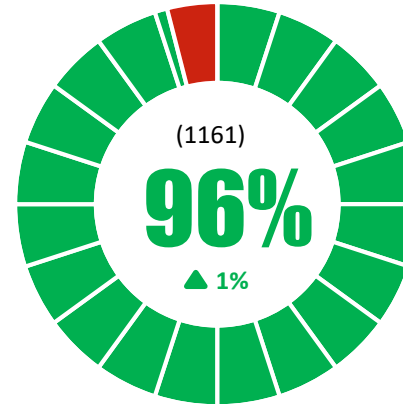
## KPI & Summary



- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations on the Service Desk particularly and other areas of IT Services
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as a result of the additional measures previously put in place
- The Journey to Service Excellence (JTSE) action plan has commenced delivery – The Service Portfolio review has begun to define service levels that with our customers
- A programme of work has commenced to improve our Cyber Security – The school of Economics & Finance in collaboration with IT Services has achieved Cyber Security Essentials accreditation

\*KPI: Key Performance Indicator – tickets resolved within month

## Customer Satisfaction



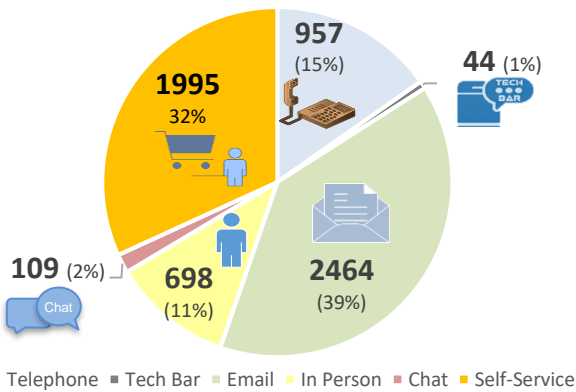
### Definitions

- 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

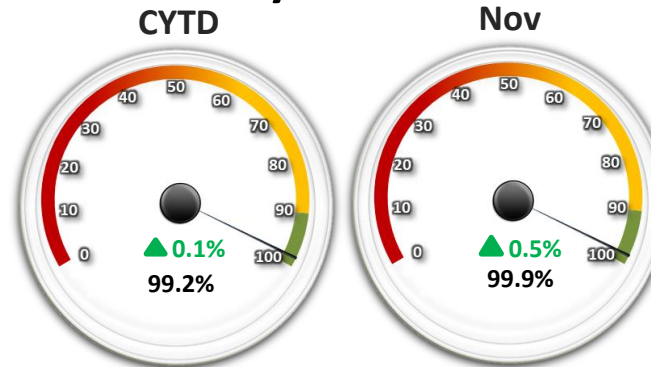
- No Major Incidents

## Volumes



- Ticket volumes are lower this month due to the industrial strike action and the approaching Christmas period
- The Tech Bar service ended last month, however some tickets were being actioned early this month
- The phone abandonment rate and wait time have improved this month due to lower overall call numbers and triage now under control

## Critical Systems Availability



- Critical systems availability increased in November. This is mainly due to the lower volume of incidents raised this month in comparison to last month.

# KPI Trend View

KPI	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Move
% Satisfied Customers for Incidents	96	95	95	97	96	92	95	96	95	94	95	94	91	↓
% Satisfied Customers for Requests	97	98	98	98	98	95	98	98	98	97	95	95	97	↑
All Incidents Closed By All ITS Depts. Within SLT	88	87	90	89	87	86	81	79	76	67	77	75	76	↑
All Requests Closed By All ITS Depts. Within SLT	86	91	89	90	89	86	85	86	87	88	93	88	86	↓
All Incidents Closed By Site Within SLT	83	83	86	84	85	85	78	80	74	69	69	69	71	↑
All Requests Closed By Site Within SLT	87	92	89	91	89	88	85	86	89	88	85	87	88	↑
Service Desk Incidents Closed Within SLT	98	98	95	97	96	93	95	97	91	69	87	86	93	↑
Service Desk Requests Closed Within SLT	97	98	97	98	99	95	95	97	91	90	97	87	94	↑
Service Desk Telephone Response Within SLT	94	94	92	96	92	89	94	83	78	61	41	62	83	↑
All Incidents Closed By Campus Teams Within SLT	86	85	92	88	93	87	85	83	76	67	64	58	57	↓
All Requests Closed By Campus Teams Within SLT	90	93	92	92	94	93	90	90	89	87	85	85	84	↓
Change Management Implementation														□
Service Desk Email Triage	100	100	52	64	59	86	98	100	87	79	58	58	94	↑

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

<b>B</b>	No Failed Changes
<b>G</b>	Failed Changes with no impact on Services
<b>A</b>	1 Failed Change which impacted Services
<b>R</b>	2 Failed Changes which impacted Services

**Key**

↑	Improvement over last month
↓	Deterioration from last month
□	No change from last month

# Customer Satisfaction

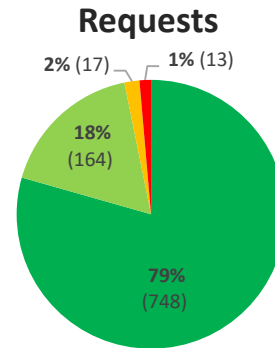
## Customer Feedback

This month we received 1161 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **18%** (which is within the usual average of 18% received).

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

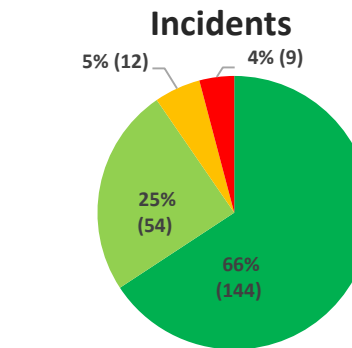
[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

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



**97%**  
**(942)**

■ Delighted

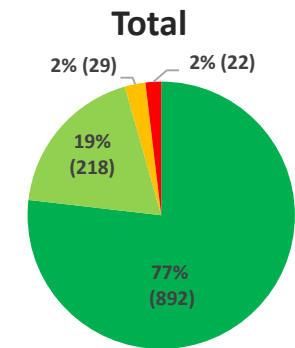


**91%**  
**(219)**

■ Happy

■ Unhappy

■ Disgruntled



**96%**  
**(1161)**

## Feedback this month

*Great help as always. Sympathetic to my needs, knowledgeable and good screen mirror problem solving. Excellent Service,*

*Nobody from IT showed up either time, as was scheduled.*

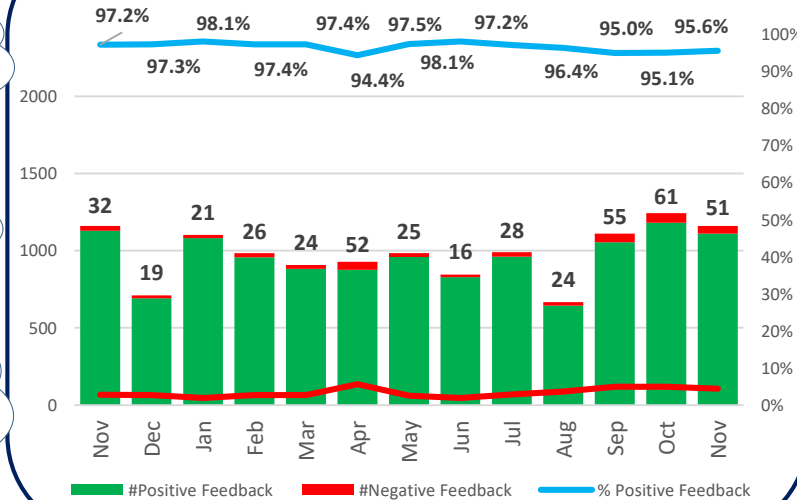
*Thank you for doing this so quickly*

*This was bounced around between a lot of people who couldn't be bothered.*

*Very helpful and patience while giving instruction*

*The New starter was without a laptop for weeks on end. The delivery problems of new equipment need to be managed in a better way*

## Positive Vs Negative



## Commentary

- Customer Satisfaction has increased this month and is above the 95% target.
- Feedback this month relate to requests or incidents taking too long to be resolved and missed appointments with users.
- The Journey to Service Excellence (JTSE) commenced – the Service Portfolio theme has begun to define Service Levels with our customers

# Activities for the month of Nov 2019

## Research Excellence

Research Tickets Resolved

↓ 185



Research Grant Bids

↓ 155

Research Grants Awarded

↓ 34



## Teaching Excellence

Logins to QMPLUS

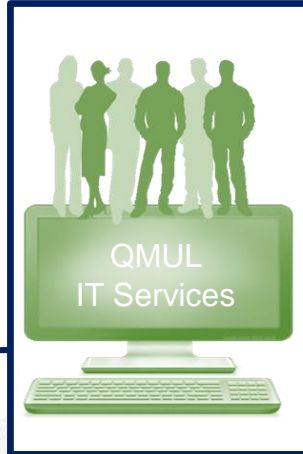
↓ 791,590



AV Teaching activities Supported

↑ 598

2,908 Videos played  
↓ 22,425 times within QMplus



Reported AV Issues

↓ 125



Supported teaching spaces

Approx. 177 =



Hours of Q-review  
↓ 5,590 Playbacks

## International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 270,371



## Public Engagement

Guest Wi-Fi:

↓ 346 users

5,669 sessions



Events Wi-Fi:

↓ 929 users

20,754 sessions

## Growth



15 ↑ New desktops/laptops Deployed

Approx. 57,680 ↑ Active accounts



↑ Total data stored 769 terabytes

## Sustainability

↑ 61,098

Pages sent and not printed



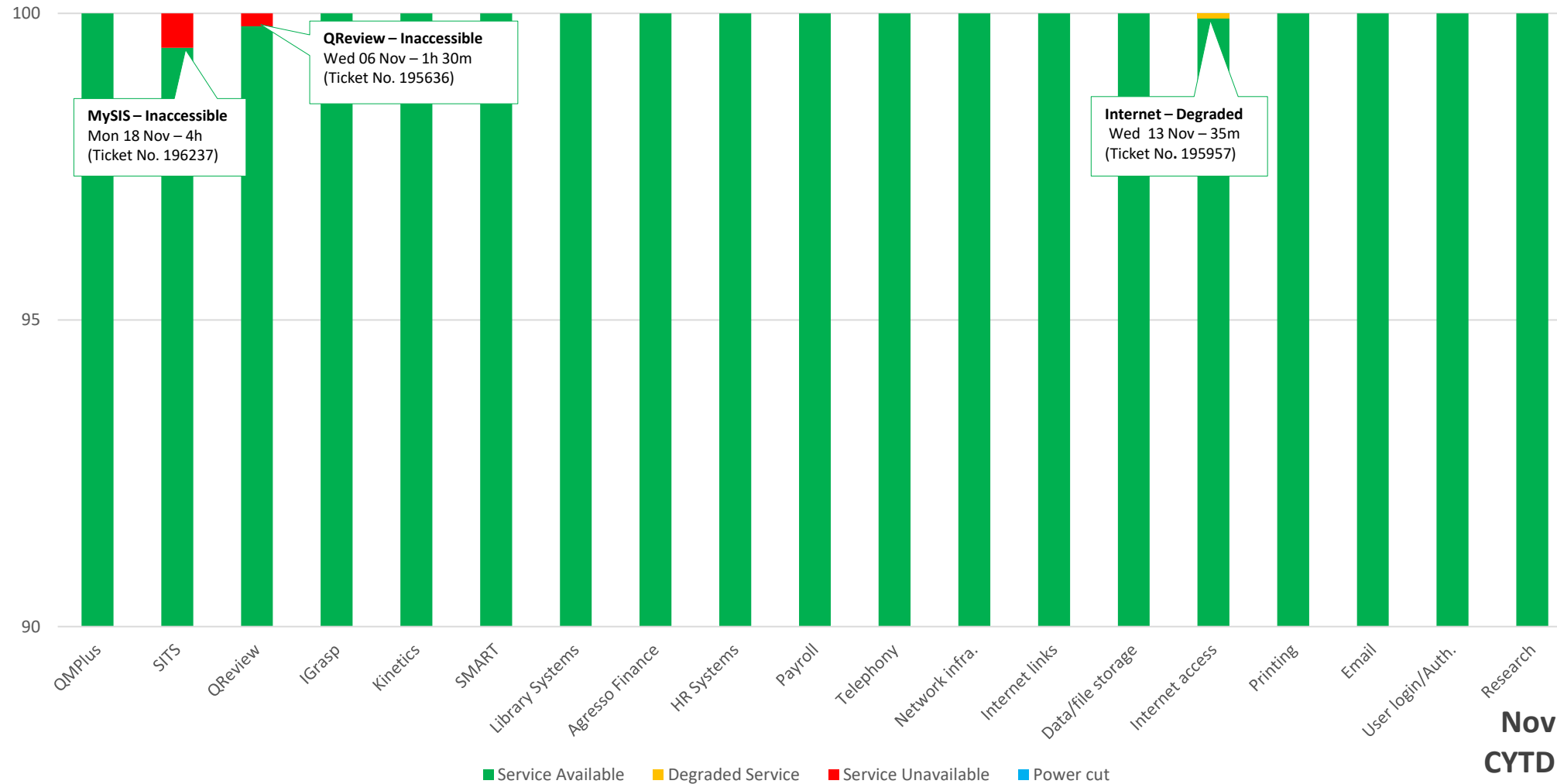
Improvement over last month

Deterioration from last month

No change from last month

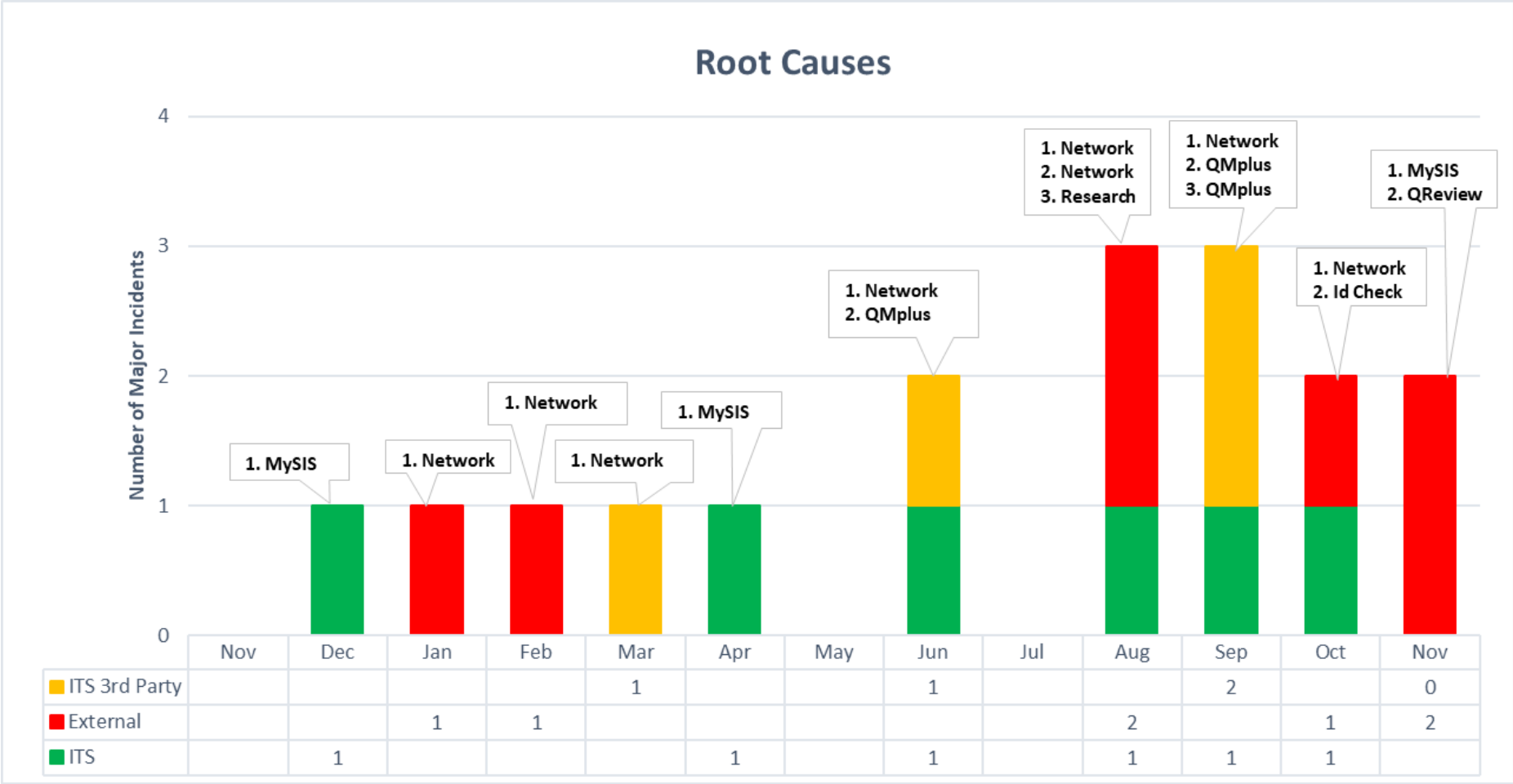
1 =

# ITS Critical Systems Availability



**Nov: 99.9%**  
**CYTD: 99.2%**

# Major & High Priority Incidents



# High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
195636	Wed 06 Nov 13:00	1h 30m	<b>QReview</b> – Users were unable to access QReview videos via modules in QMplus <b>Cause:</b> Incorrect URL with a superfluous WWW in the links within the QMplus modules <b>Action:</b> Amended URL in the modules and removed the WWW prefix	Resolved
195957	Wed 13 Nov 11:30	35m	<b>Internet</b> – Users in the Engineering building 3 <sup>rd</sup> floor eastside were unable to access the internet <b>Cause:</b> Unknown <b>Action:</b> Issue resolved before any action was taken	Resolved
196148	Mon 18 Nov 10:45	2h 30m	<b>Staff Directory</b> – Users were unable to search for staff contact details in the staff directory <b>Cause:</b> Unknown <b>Action:</b> Restarting the Ldap Server restored the service	Resolved
196237	Mon 18 Nov 18:30	4h	<b>MySIS</b> – Students were unable to access MySIS to view their exam timetables <b>Cause:</b> The release of the student exam timetable resulted in a high volume of student login attempts trying to access the service at the same time. The servers were unable to cope with the load and failed <b>Action:</b> Servers restarted, as the volume of login attempts decreased the service returned to normal	Resolved
196366	Mon 20 Nov 11:10	10m	<b>Staff Directory</b> – Users were unable to search for staff contact details the staff directory <b>Cause:</b> Unknown <b>Action:</b> Restarting the Ldap Server restored the service	Resolved



# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14231	09 Nov	48h	<b>Network Services (Power Down)</b> – Users in Bancroft building were unable to access network services during the electrical power down	Maintenance	Implemented
14182	12 Nov	2h	<b>Network Service</b> – Users in Lincolns Inn Fields were unable to connect to both the wireless and wired network services during the maintenance period	Maintenance	Implemented
14247	15 Nov	1h	<b>Mailing List</b> – Users were unable to access the SYMPA web interface and experienced short delays in processing emails sent via a mailing list during the maintenance period	Maintenance	Implemented
-	17 Nov	5h	<b>Network Services (Power Down)</b> – Users in Wingate building were unable to access network services during the electrical power down	Maintenance	Implemented
14251	12 Nov	3h	<b>Print Service</b> – Users in Lincolns Inn Fields were unable to use the managed printers during the maintenance period	Maintenance	Implemented

# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14223	25 Nov	3h	<b>Cognos &amp; Business Alerts Manger</b> – Users were unable to access Cognos & Business Alerts Manager to run reports during the upgrade	Upgrade	Implemented
14274	23 Nov	1h	<b>Database</b> – Users were unable to access the following applications during the maintenance period; Dspace Research Repository, Research publications website ( <a href="http://www.researchpublications.qmul.ac.uk">www.researchpublications.qmul.ac.uk</a> ), Updates to Staff Directory, Jobs Listing, Barcode, Register System, eCosting Questionnaire, Experts Guide, Fire Risk Assessment, Gifts and, Hospitality, HRCS, PhD Skills Points Database, QM Forms, Recruitment Targets, Risk Register, Staff Time Allocation Survey, Taught Programmes Action Plan	Maintenance	Implemented
14250 14268	23 Nov	2h	<b>Ivanti</b> – Users were unable to access Ivanti to manage IT Service desk tickets for 30min during the maintenance	Maintenance	Implemented
14297	27 Nov	15m	<b>Network Service</b> – Users in School of Economics and Finance were unable to connect to both the wireless and wired network services for no more than 5mins during the maintenance period	Maintenance	Implemented

# ITS Incident and Request KPIs

Measure	Target	Sep 19	Oct 19	Nov 19	Trend	Expected Trend
Incidents Raised	-	1595	1794	1305	↓	↓
Number of Incidents Resolved	-	1353	1671	1356	↓	↓
Incidents Resolved within SLT	90%	77%	75%	76%	↑	↑
Resolution Time P1	4h	40%	14%	33%	↑	↑
Resolution Time P2	1 BD	69%	66%	59%	↓	↑
Resolution Time P3	3 BD	78%	76%	77%	↑	↑
Resolution Time P4	5 BD	91%	87%	78%	↓	↑
Resolution Time P5	20 BD	97%	79%	93%	↑	↑
Requests Raised	-	11472	7200	5116	↓	↓
Number of Requests Resolved	-	10759	7301	4912	↓	↓
Requests Resolved within SLT	90%	93%	88%	86%	↓	↑
Reopened tickets	3%	251 (2%)	284 (3%)	364 (5%)	↓	—

## Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Industrial strike action coupled with the approaching Christmas period have contributed to the low ticket volume this month.
- AV issues and AV support have a high volume of tickets raised this month
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as a result of the additional measures previously put in place

## Key

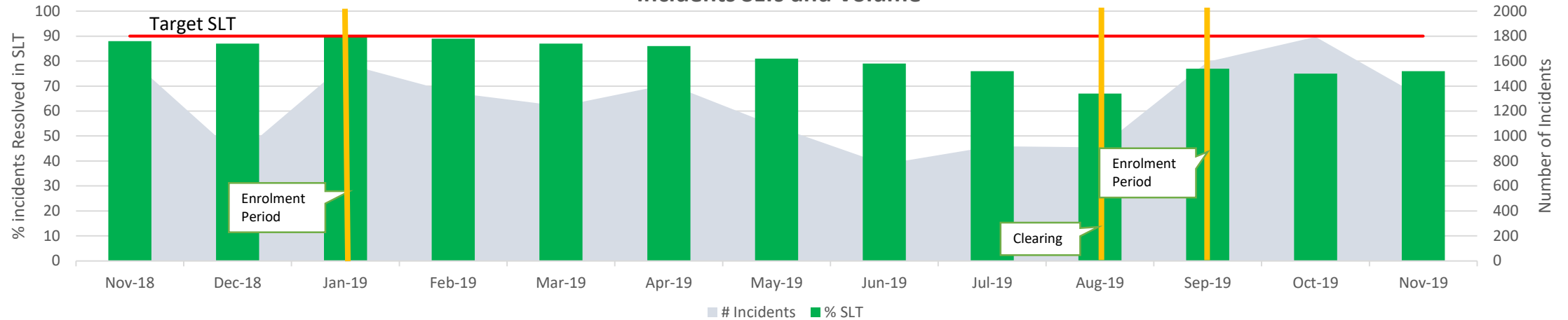
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
- Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- Improvement over last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

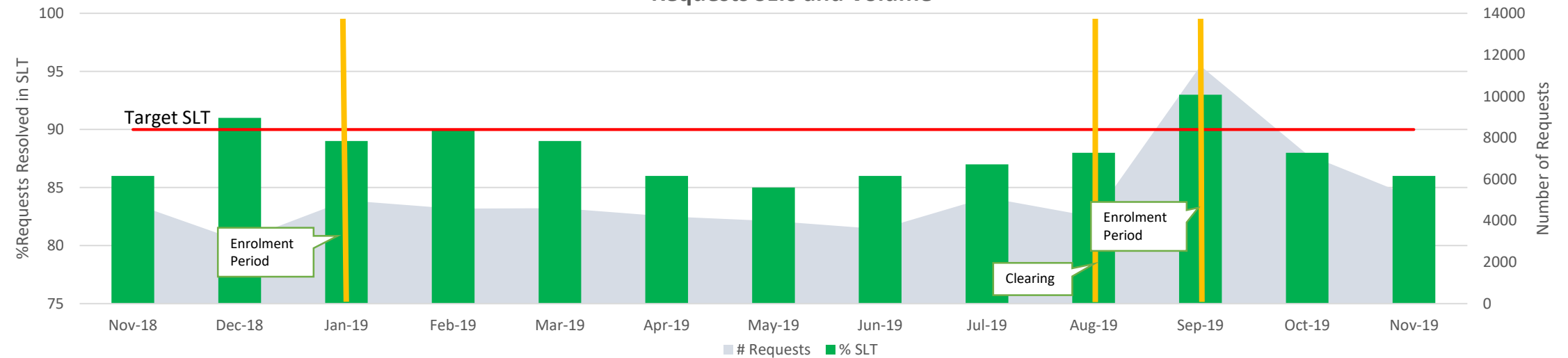
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs

## Incidents SLTs and Volume



## Requests SLTs and Volume












# Service Desk Performance

Measure	Target	Sep 19	Oct 19	Nov 19	Trend	Expected Trend
Received Phone Calls	-	4763	3355	2034	↓	↓
Average Wait Time	25s	2m	1m	26s	↑	↑
Abandon Rate (Calls)	5%	58%	37%	16%	↑	↑
FTF (First Time Fix)	75%	89%	78%	58%	↓	—
FLF (First Line Fix)	75%	73%	57%	56%	↓	↑
Email Triage	90%	58%	58%	94%	↑	↑

## Commentary





- The phone abandonment rate and wait time have improved this month due to lower overall call numbers and triage now under control
- There has been improvements in SLT this month, because of the additional measures previously put in place.
- As the new resources within Service Desk mature the KPI and service levels will begin to improve.

### 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










# Ticket Source

ITS Ticket Volume	Sep 19	Oct 19	Nov 19	Trend	Expected Trend
	1113	1298	957	↓	↑
	3272	3314	2464	↓	↑
	4239	1038	698	↓	↓
	1983	2089	1995	↓	↑
	334	301	109	↓	—
	1854	796	44	↓	↓

## Commentary

- Ticket volumes are lower this month due to the industrial strike action and the approaching Christmas period.
- Ticket volume this month is similar to that of Nov last year
- The Tech Bar service ended last month, however some tickets were being actioned early this month

## Key

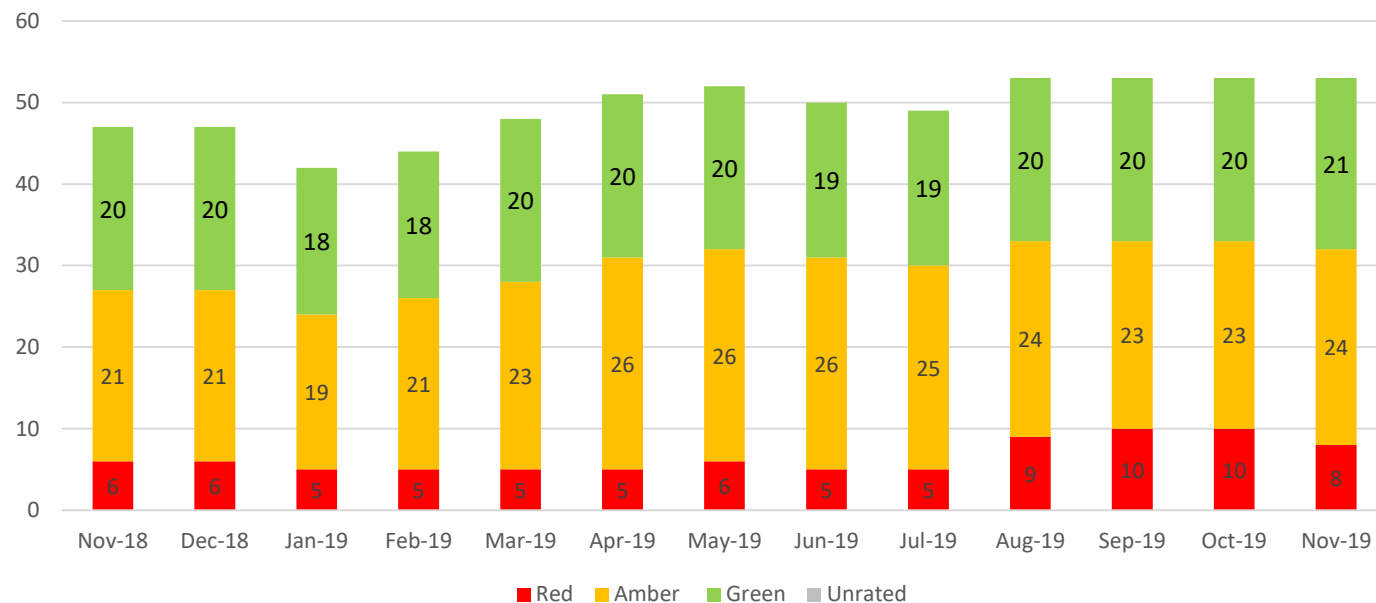
-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
-  Improvement over last month but breaching SLT
-  Deterioration from last month and breaching SLT
-  No change from last month and breaching SLT
-  Improvement over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

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



**Top Risk: Cyber security vulnerabilities discovered by external Penetration Testing – Remedial actions implemented and tested successfully**

## Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	53	0	▬

## Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Audit Completed data now being assessed to identify where possible migration to the managed environment
- **Network resilience for legacy firewall and routers** – The legacy network routers and switches have now been virtualised . The resiliency for fibre connections is being deployed via Projects and Change
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work
- **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.

## 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](mailto:Shelim.Miah@qmul.ac.uk)  
Tel: 020 7882 7152





Queen Mary

**University of London**