

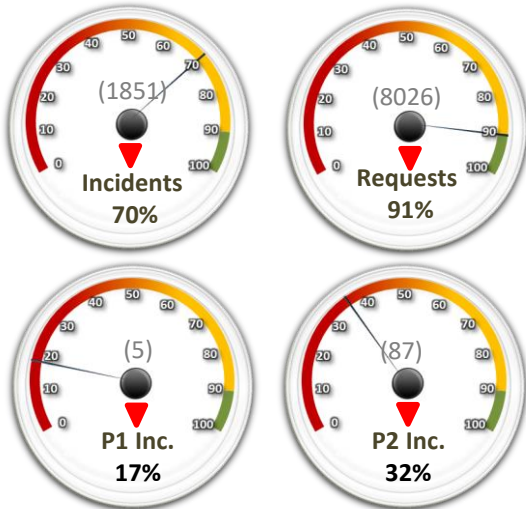
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

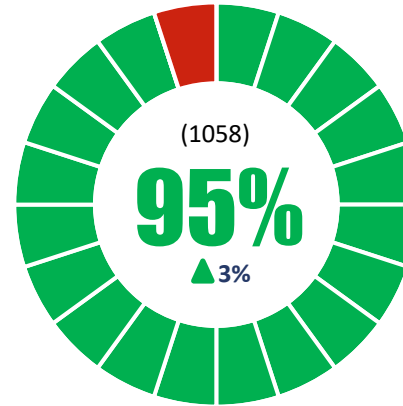
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes have decreased this month as we approach the Christmas period.
- Ticket volume are higher In comparison to the same time last year, mainly due to high volume of AV issues related to MME.
- The ticket backlog remains high, however the Service level target for ticket completion is above 95% this month for the Service Desk.
- Service Desk have focused on closing backlog tickets which has meant First Line Fix has dropped this month.

Customer Satisfaction



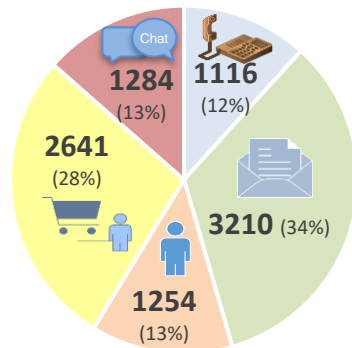
Definitions

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

1 Major Incident

- Network – 11/11 – Network failure

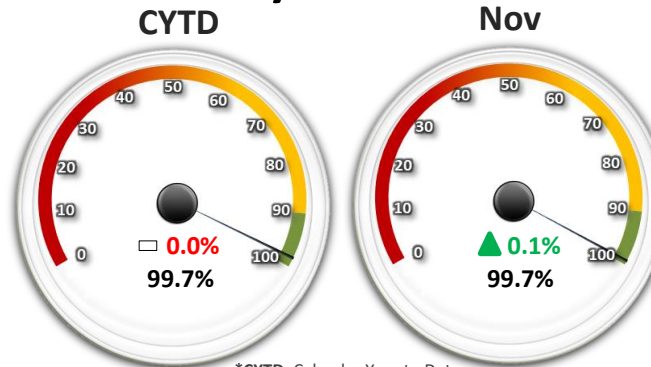
Volumes



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

- Ticket volume across all areas has decreased except self service, this is due to the major incident
- Top Request items this month relate to SSPR, and software queries.
- Top incidents items this month relate to AV issues, which combined make up 30% of the incident ticket volume this month.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability increased slightly this month despite the major incident.
- Most of the incidents were performance impacting.

KPI Trend View

KPI	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Move
% Satisfied Customers for Incidents	86	96	96	95	95	96	96	94	98	97	91	91	91	▬
% Satisfied Customers for Requests	87	95	95	96	92	97	97	96	96	94	94	92	96	↑
All Incidents Closed By All ITS Depts. Within SLT	88	90	95	91	93	88	89	89	84	87	76	67	70	↑
All Requests Closed By All ITS Depts. Within SLT	94	95	97	94	96	95	94	92	94	94	93	90	91	↑
All Incidents Closed By Site Within SLT	88	85	90	82	93	83	83	82	81	86	71	57	64	↑
All Requests Closed By Site Within SLT	94	94	96	94	96	94	94	92	94	94	93	91	91	▬
Service Desk Incidents Closed Within SLT	96	98	99	98	98	98	99	98	96	96	90	89	97	↑
Service Desk Requests Closed Within SLT	99	99	99	99	96	99	99	99	99	99	96	94	100	↑
Service Desk Telephone Response Within SLT	80	89	83	93	95	88	85	78	86	89	66	88	97	↑
All Incidents Closed By Campus Teams Within SLT	87	94	88	91	93	88	85	85	78	83	59	46	62	↑
All Requests Closed By Campus Teams Within SLT	95	95	93	93	95	96	96	95	94	95	89	82	80	↓
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	100	63	100	100	▬

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

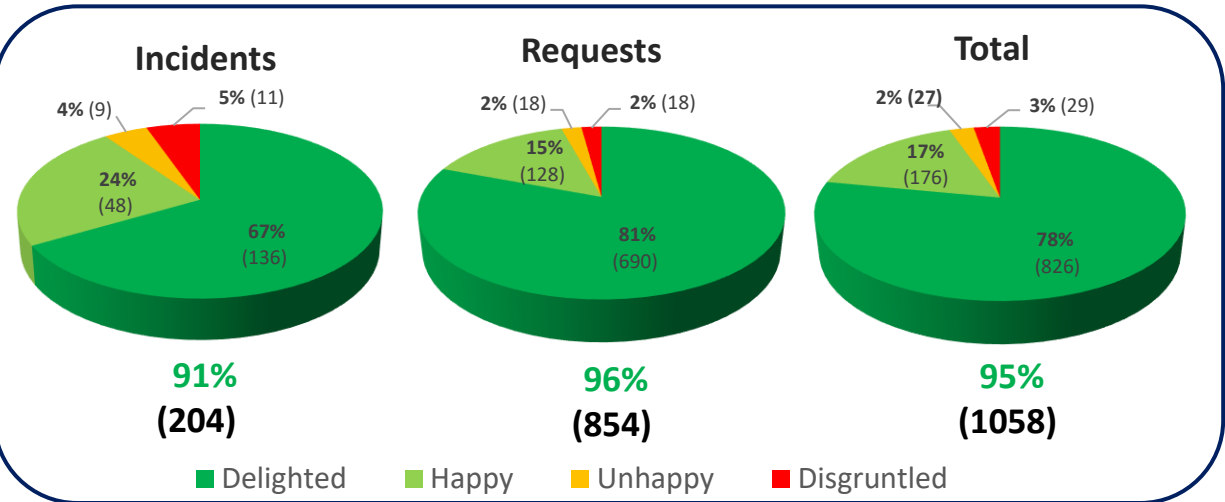
Customer Feedback

This month we received 1058 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **8%** (which is below the average 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.



Feedback this month

Thank you very much for addressing my query so quickly and for explaining how you addressed my problem.

Equipment was not set up for lecture in Draper's lecture theatre (most weeks it is not) Anticipating this, an IT expert was requested to be present for the start of the lecture. No one was there.

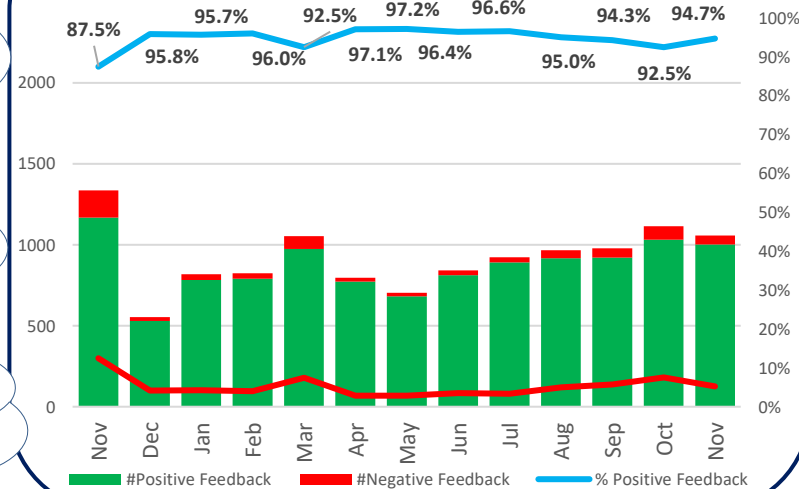
Can you please not complete the ticket unless it is actually completed. This happens so many times

My case was treated as a larger problem, rather than simply as a one-off individual fix. That is excellent. Thank you.

I am very satisfied with this service because I received your reply in an hour. What is more, the problem has been solved only once. I would like to give this service full marks

The response is simply that the ticket will be closed. No explanation about any action taken. Very poor communication.

Positive Vs Negative



Commentary

- Customer Satisfaction for this month has increased to our 95% target.
- Feedback this month relate mainly to AV support and tickets being closed without really resolving the issue.
- Comments that were positive relate to speedy response and good customer service

Activities for the month of Nov 2021

Research Excellence

Research Tickets Resolved

↓ 377



Research Grant Bids

—

Research Grants Awarded

—



Public Engagement

Guest Wi-Fi:

↓ 195 users

2,646 sessions



Events Wi-Fi:

↑ 350 users

15,772 sessions

Teaching Excellence

Logins to QMPLUS

— 183,150



AV Teaching activities Supported

↓ 214

Reported AV Issues

↓ 505



Supported teaching spaces

Approx. 177 —



Hours of Q-review

— 10,431 Playbacks

Growth



↓ 98

New desktops/laptops Deployed



Total data stored (excl. Research)

993.08 terabytes

Approx. 65,476

Active accounts



↑

International



Distance learning (Beijing and Nanchang QMPLUS logins):

— 44,531



Sustainability

↑ 19,935

Pages sent and not printed



↑ 3.5



Higher Than last month

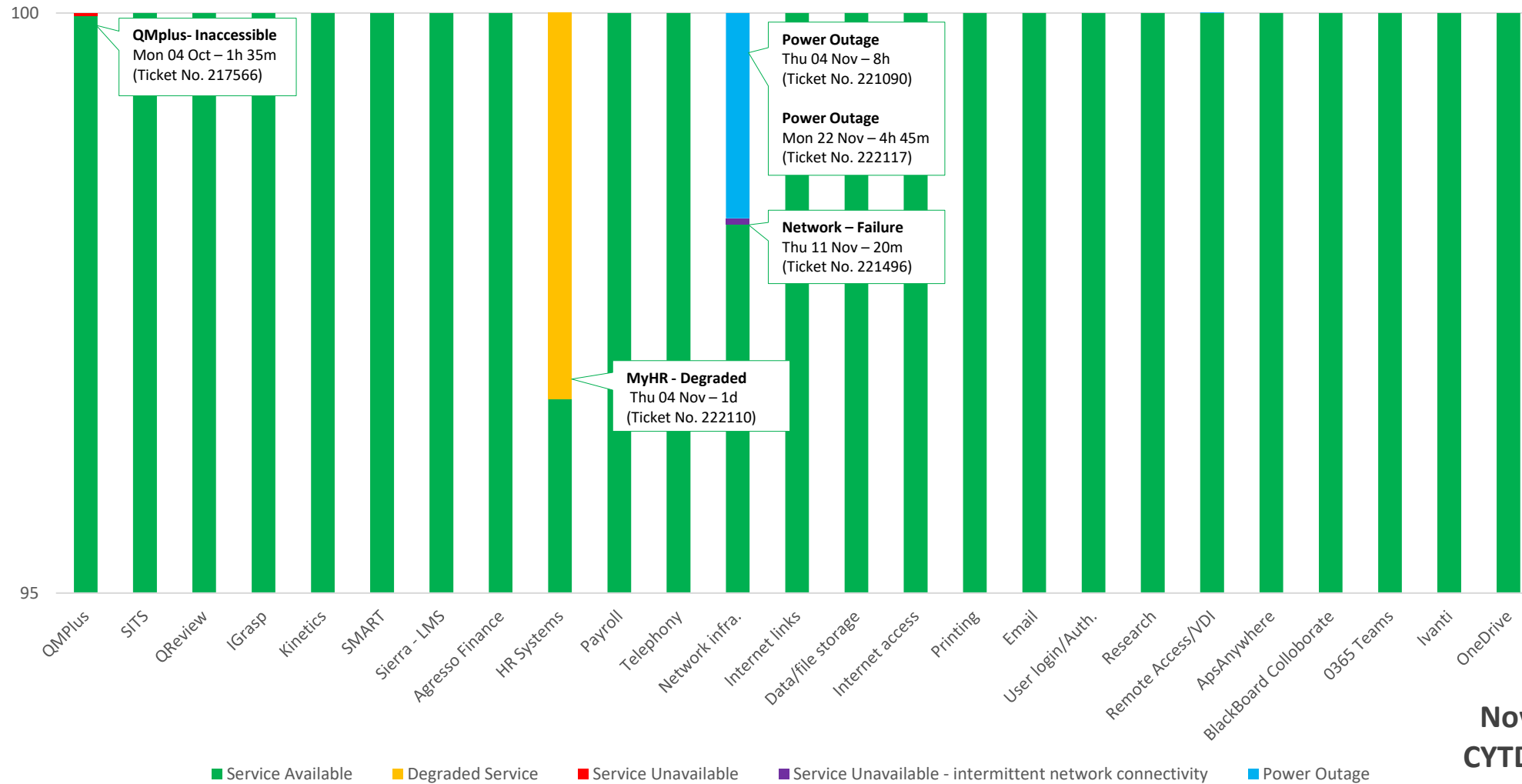


Lower than last month

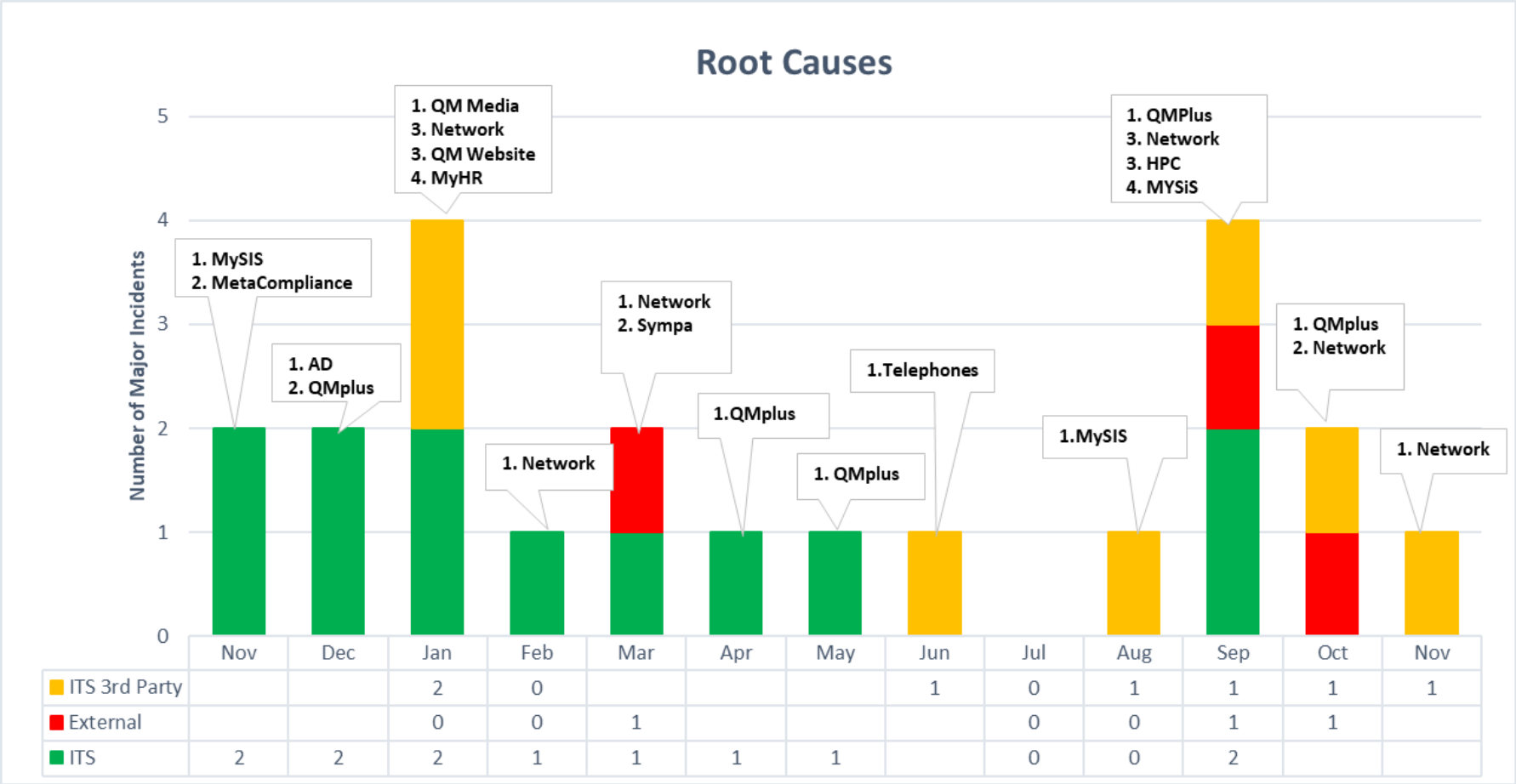


No change from last month

ITS Critical Systems Availability



Major & High Priority Incidents



Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
221496	Thu 11 Nov 13:10	20m	Network Failure - Users in Dept. W experienced intermittent network connectivity issues when trying to access network services. Cause: Openreach reported that there was a network fibre disturbance on the network link from Whitechapel to Dept.W Action: Issue resolved itself, however the Issue was escalated to Exponential for Openreach to investigate.	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
221090	Thu 04 Nov 08:15	8h	Power Outage (All IT Services) – Users in EECS who are based in the Peter Landin building were unable to access IT Services. Cause: A power failure in the building. Action: Estates contacted UPN to restore the power after which the network switch was restarted.	Resolved
221110	Thu 04 Nov 14:02	1d	MyHR – Some users were unable to access MyHR from unmanaged devices. Cause: Security certificate had expired. Action: The security certificates were updated in Azure.	Resolved
221217	Fri 05 Nov 09:15	10m	QMplus – Users experienced intermittent performance and access issues. Cause: The QMplus database was unable to process the high volume of users accessing the service. Action: The issue resolved itself as the QMplus databases eventually processed the access demands of users.	Resolved
222117	Mon 22 Nov 14:00	4h 45m	Power Outage (All IT Services) – Users based in Ifor Evans in Mile End were unable to access Eduroam. Cause: A power failure in the building caused one of the network switches to fail. Action: Estates were contacted to restore the power after which the network switch was restarted.	Resolved
222077	Mon 22 Nov 11:13	2h	CCTV – Estates Security control room at Mile End were experiencing issues viewing the QM CCTV. Cause: The CCTV server was unresponsive. Action: The Server was restarted.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16347	09 Nov	3h	Kinetics – Users were unable to access Kinetics during the maintenance period.	Maintenance	Implemented
16371	10 Nov	4h	iGrasp – Users were unable to access i-GRasp (back & front offices) for about 10 minutes during the maintenance period.	Maintenance	Implemented
16408	11 Nov	15m	Telephone (Analogue) – Users experienced a 10 min interruptions to analogue telephone services during the maintenance period	Maintenance	Implemented
16438	23 Nov	1h	QMplus/QReview – Users were unable to access QMplus, QReview or any service that uses Shibboleth to authenticate during the maintenance period	Maintenance	Implemented
16456	30 Nov	1h	Direct Access – Staff members using Direct Access were unable to login, whilst existing users lost connectivity during the reboot of servers during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Sep 21	Oct 21	Nov 21	Trend	Expected Trend
Incidents Raised	-	2029	2567	1851	↓	↓
Number of Incidents Resolved	-	1430	2523	2054	↓	↓
Incidents Resolved within SLT	90%	76%	67%	70%	↑	↑
Resolution Time P1	4h	44%	17%	17%	—	↑
Resolution Time P2	1 BD	57%	35%	32%	↓	↑
Resolution Time P3	3 BD	77%	68%	70%	↑	↑
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	11007	10537	8026	↓	↓
Number of Requests Resolved	-	9905	10849	8269	↓	↓
Requests Resolved within SLT	90%	93%	90%	91%	↑	↓
Reopened tickets	3%	121 (1%)	157 (1%)	148 (1%)	—	—

Commentary

- Ticket volumes have decreased this month as we approach the Christmas period.
- Ticket volume are higher In comparison to the same time last year, mainly due to high volume of AV issues related to MME.
- KPIs are struggling but improvements are emerging as focus on reducing the volume of open ticket takes priority. However, this has led to the increased feedback of; tickets being closed without being resolved
- Despite having one major incident this month, several P1 tickets had been raised which were not P1, a couple were still outstanding from last month.

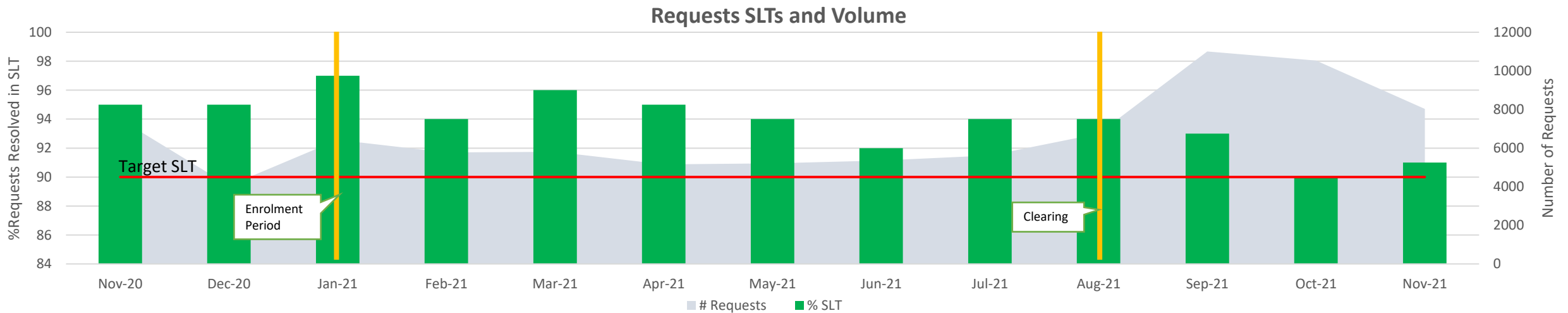
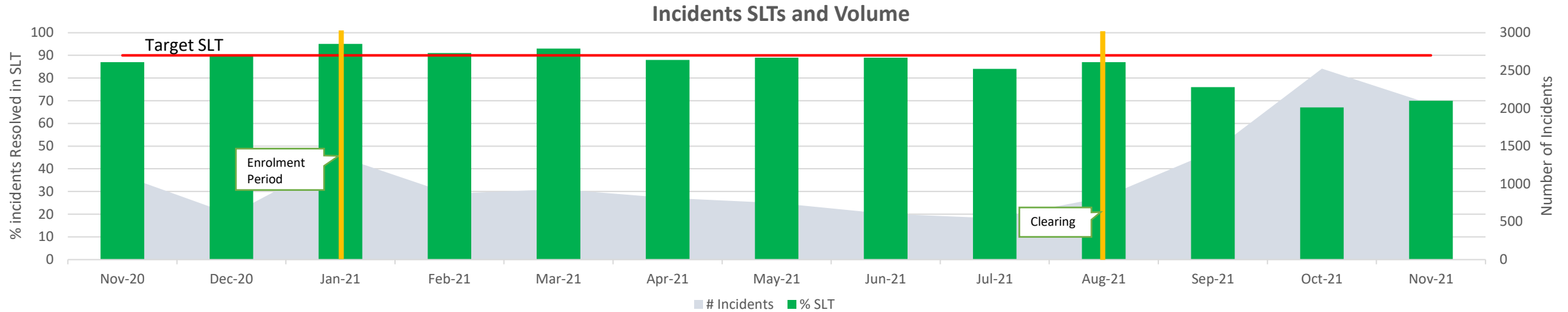
Key

- ↑↑ 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 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












Service Desk Performance

Measure	Target	Sep 21	Oct 21	Nov 21	Trend	Expected Trend
Received Phone Calls	-	2658	2129	1398	↓	↑
Average Wait Time	25s	1:24	21s	11s	↑	↑
Abandon Rate (Calls)	5%	33%	11%	2.2%	↑	↑
FTF (First Time Fix)	75%	86%	72%	73%	↑	—
FLF (First Line Fix)	75%	73%	67%	59%	↓	↑
Email Triage	90%	63%	100%	100%	—	↑

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and telephone.
- Service Desk have focused on closing backlog tickets which has meant First Line Fix has dropped this month.
- The ticket backlog remains high, however the Service level target for ticket completion is above 95% this month for the Service Desk.

Key

-  Improvement over 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

ITS Ticket Volume	Sep 21	Oct 21	Nov 21	Trend	Expected Trend
	1598	1630	1116	↓	↓
	3521	4876	3210	↓	↓
	1741	1716	1254	↓	↓
	2774	2579	2641	↑	↓
	2818	1817	1284	↓	↓
	14	0	0	—	—

Commentary

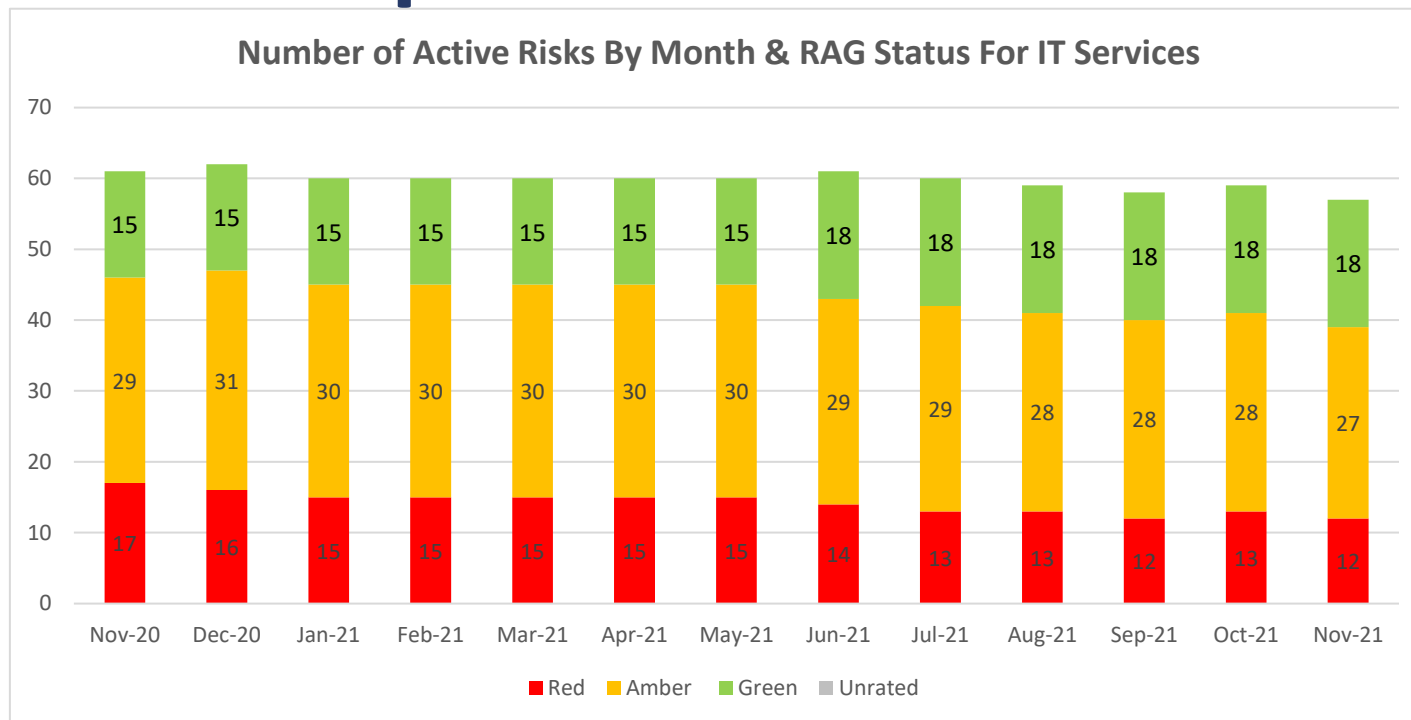
- Ticket volume across all areas has decreased except self service, this is due to the major incident
- Ticket volumes in comparison to last year are higher, due to the AV and MME support, however tickets via chat were higher last year.
- Top Request items this month relate to SSPR, and software queries.
- Top incidents items this month relate to AV issues, which combined make up 30% of the incident ticket volume this month.

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Risk Report



New Risk: The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
2	0	0	57	0	

Top Risks:

- **Under Resourced Information Security team** – An under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework – Recruitment campaign ongoing, two team members recruited so far.
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A project has been initiated to migrate devices to the managed environment
- **Information Security** – Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information could result in a possible information security breach – training has been provided
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments completed as part of the business continuity work, recovery plans have begun to be documented
- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show a low volume of traffic this month

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?

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