Queen Mary
University of London

IT Services

Executive Summary – October 2018

KPI & Summary
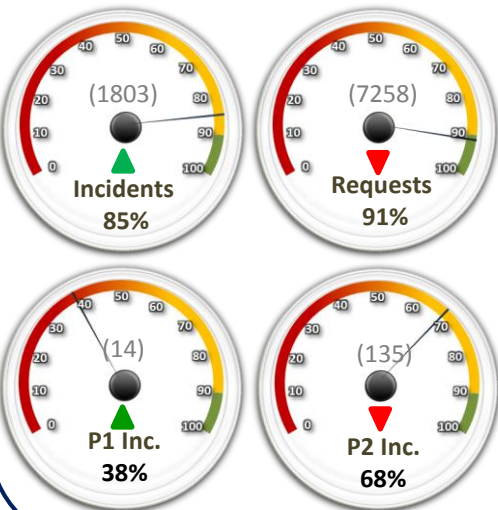
(1803)
Incidents
85% ▲

(7258)
Requests
91% ▼

(14)
P1 Inc.
38% ▲

(135)
P2 Inc.
68% ▼

- Whilst there is an increase in the number of incidents logged there is a 15% decrease compared to the same period last year
- Service Levels suffering as a result of increased activity and loss of staff
- Training has begun on 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.
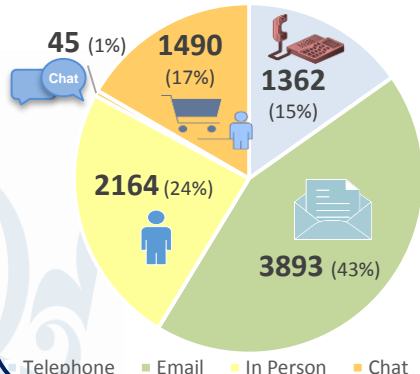
Customer Satisfaction
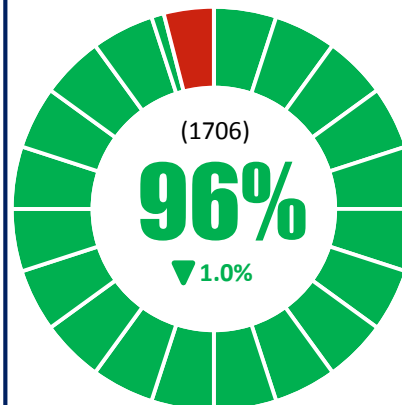
(1706)
96%
▼ 1.0%

0 Major Incidents

- No Major Incidents
- No failed changes despite being in a period of significant change

Volumes

- 45 (1%) Chat
- 1490 (17%)
- 1362 (15%)
- 2164 (24%)
- 3893 (43%)

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

- Phone wait and abandonment times have stabilised in October following the high volume received during enrolment and start of term
- Contacts via live chat are continuing to increase following the soft launch in September
- Large volume of requests relating to desktop account queries, password resets and PO closures

Critical Systems Availability

CYTD
▼ 0.1%
99.1%

Oct
▼ 0.2%
98.1%
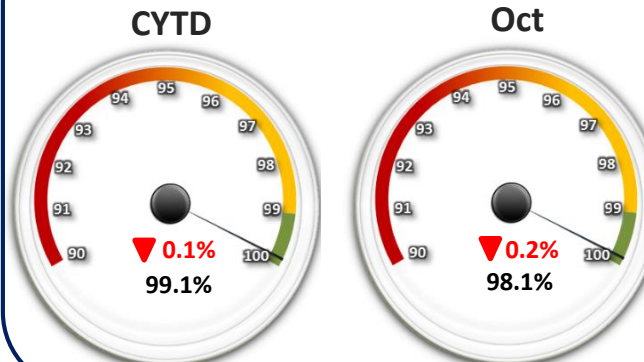
- Critical systems availability decreased in October due to the high priority incidents experienced relating to QMplus, MyHR, Print and Email Services
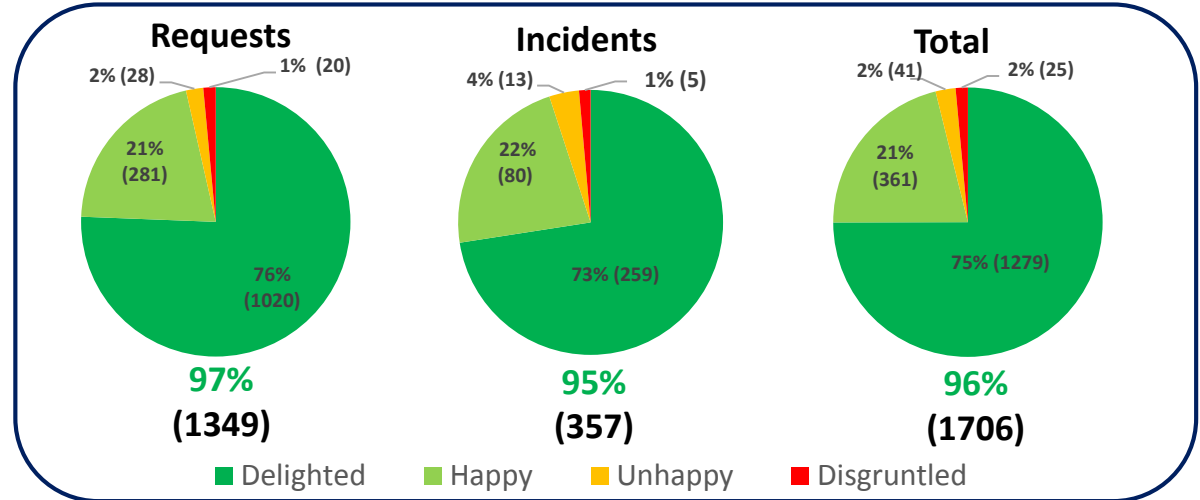
Customer Satisfaction – October 2018

Customer Feedback

This month we received 1706 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 19% (which is about 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

2% (28)   1% (20)
21% (281)
76% (1020)

97%
(1349)

Incidents

4% (13)   1% (5)
22% (80)
73% (259)

95%
(357)

Total

2% (41)   2% (25)
21% (361)
75% (1279)

96%
(1706)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

Words cannot express my delight in the work performance of this Technician.

The initial ticket was closed with a very poor reasoning behind it
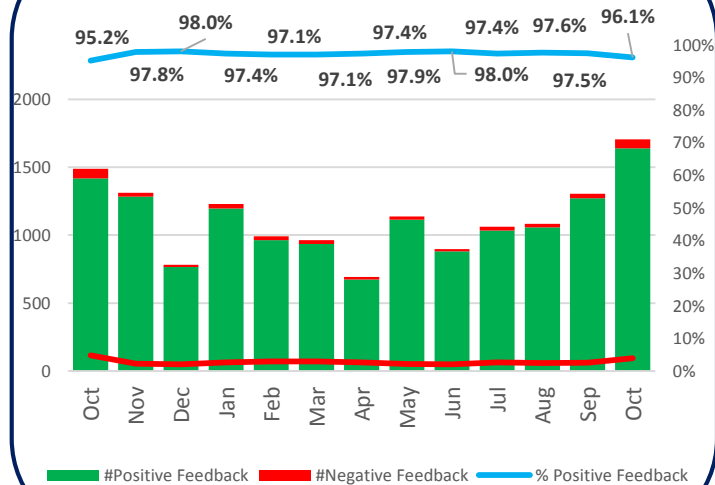
This does not have anything to do with my request which was not about logging in. My request, which I made very clearly, was to have someone help me set up a new laptop!!!

Thanks for your help this afternoon. It was very speedy!

It took you 7 days to tell me that I should have contacted e-learning instead of submitting a ticket to the helpdesk and even that only after I sent a reminder. Completely unacceptable!

Thank you for dealing with my problem correctly and swiftly!

Positive Vs Negative

95.2%   98.0%   97.1%   97.4%   97.4%   97.6%   96.1%
97.8%   97.4%   97.1%   97.9%   98.0%   97.5%

| Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct |

■ #Positive Feedback   ■ #Negative Feedback   — % Positive Feedback

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target

- Training has begun on 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 October 2018

Research Excellence

Research Tickets Resolved
231

Research Grant Bids
232

Research Grants Awarded
35

Teaching Excellence

Logins to QMPLUS
890,153

AV Teaching activities Supported
448

2,696
Videos played
24,790
times within QMplus

Reported AV Issues
205

Supported teaching spaces
Approx. **177**

Hours of Q-review
5,158
Playbacks

QMUL IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
197,150

Public Engagement

Guest Wi-Fi:
372 users
6,153 sessions

Events Wi-Fi:
1,017 users
13,314 sessions

Growth

4
New desktops/laptops Deployed

Approx. **107,919**
Registered mail accounts

Total data stored
778 terabytes

Sustainability

70,883
Pages sent and not printed

1

ITS Critical Systems Availability – October 2018

QMplus
Tue 02 Oct – 2d
(Ticket No.178294)
(Ticket No.178727)
(Ticket No.178357)

HR Systems
Wed 03 Oct – 3h
(Ticket No. 178464)

Power Cut -Network Services
Mon 15 Oct – 1h
(Ticket No. 179144)
(Ticket No. 179154)

Tue 30 Oct – 1h
(Ticket No. 180058)

Printing
Tue 9 Oct – 1h
(Ticket No. 178886)

Thu 11 Oct – 8d
(Ticket No. 179020)

Email
Wed 24 Oct – 6h
(Ticket No. 179669)
(Ticket No. 178488)

Legend: Service Available · Degraded Service · Service Unavailable · Power cut

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., Research

Oct: 98.1%
CYTD: 99.1%

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Major & High Priority Incidents – October 2018

Root Cause

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
ITS 3rd Party		3			1		1							
External	2				3					2	1	1	1	2
ITS	1	2			2	1	2		1					

High Priority Incidents – October 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
178294 178727	Tues 02 Oct 10:30	2d	**QMplus –** Random email notifications sent to staff from QMplus relating to student assignments submitted in error **Cause:** Users mistakenly clicking on a button that incorrectly enrolled them on to modules **Action:** Staff unenrolled from modules, guidance issued & working on making buttons clearer with the supplier (Synergy)	Resolved
178357	Tues 02 Oct 12:20	2h	**QMplus –** Users experienced performance issues the service took time to load **Cause:** Memory being used up by the timetable widgets **Action:** Removed the timetable widgets	Resolved
178464	Wed 03 Oct 13:00	3h	**HR Systems –** MyHR had a tab missing that holds information on direct reports **Cause:** Unknown **Action:** Escalated to 3rd party who resolved the issue	Resolved
178886	Tues 09 Oct 13:00	1h	**Student Wireless Printing –** Students were unable to print using the wireless eprinting service **Cause:** Unknown **Action:** Restart of servers	Resolved
179020	Thu 11 Oct 11:30	8d 3h	**Student Wireless Printing –** Students were unable to print using the wireless eprinting service **Cause:** Java Script applications were unsupported on the student wireless printing **Action:** Upgraded software to the latest version	Resolved

High Priority Incidents – October 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
179144 179154	Mon 15 Oct 08:53	1h	**Network Services** – Users in John Vane Ground Floor Charter House Square had no Internet or telephones **Cause:** Power failure during the weekend of 14th Oct which les to the network switch failing to load correctly **Action:** The network switch was reloaded	Resolved
179222	Tue 16 Oct 9:15	-	**QM mailing list (Sympa)** – Users received emails in error from test-list@qmul.ac.uk **Cause:** User error **Action:** Took the list offline to prevent emails being circulated	Ongoing
179669 178488	Wed 24 Oct 11:50	6h	**Email** – Users received phishing emails **Cause:** Fraudulent emails not caught by SPAM filters **Action:** The email address was added to the SPAM list	Ongoing
180058	Tue 30 Oct 18:00	14h	**Network Services** – Users in Fog building had no network services or telephones **Cause:** Power failure **Action:** Power restored at 8:00am, network restored at 8:15am	Resolved

Planned Maintenance – October 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12694	2 Oct	2h	**QMplus** – Users were unable to access QMplus and QMplus Hub during the maintenance period	Maintenance	Implemented
12816	11 Oct	30m	**Network** – No Network interruptions	Maintenance	Implemented
12765	11 Oct	1h	**Shibboleth** – Users experienced a five minute outage during the maintenance period affecting authentication to: Co-Tutor, QMplus, Library journals & the e-resources proxy, HR appraisals and the Worktribe Research Grant Management System	Maintenance	Implemented
12780	12 Oct	1h	**QM-Events Wi-Fi** – The service was unavailable for up to 10 minutes during the maintenance period	Maintenance	Implemented
12737	17 Oct	1h	**Network** – No network interruptions	Maintenance	Implemented
12833	18 Oct	1h	**Rhythmyx** – Users were unable to access Rhythmx for web editing	Maintenance	Implemented
12712	19 Oct	2d	**Power Down** – No Services available at Mile End for the Graduate Centre, Great Hall, Queens and Engineering building during the planned power down	Maintenance	Implemented
12828	20 Oct	4h	**SITS & MySIS** – Users were unable to access SITS and MySIS during the maintenance period	Maintenance	Implemented
12871	24 Oct	1h	**QMplus** – Users were unable to access QMplus during the maintenance period	Maintenance	Implemented
12856	27 Oct	1h	**Ivanti** – Users were unable to access both the Ivanti application and the self service portal during the maintenance period	Maintenance	Implemented
12904	30 Oct	1h	**Wi-Fi** – Residences in Stocks Court East were unable to access their wireless service during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs – October 2018

Measure	Target	Aug 18	Sep 18	Oct 18	Trend	Expected Trend
Incidents Raised	-	1024	1559	1803	⬆	⬆
Number of Incidents Resolved	-	931	1231	1797	⬆	⬆
Incidents Resolved within SLT	90%	86%	84%	85%	🔴⬆	🔴⬇
Resolution Time P1	4h	80%	29%	38%	🔴⬆	🔴⬆
Resolution Time P2	1 BD	78%	69%	68%	🔴⬇	🔴⬇
Resolution Time P3	3 BD	86%	85%	87%	🔴⬆	🔴⬆
Resolution Time P4	5 BD	93%	94%	87%	🔴⬇	🔴⬇
Resolution Time P5	20 BD	97%	92%	100%	🟢⬆	🟢▬
Requests Raised	-	4481	9525	7258	⬇	⬇
Number of Requests Resolved	-	4364	8786	7412	⬇	⬇
Requests Resolved within SLT	90%	87%	94%	91%	🟢⬇	🔴⬇
Reopened tickets	3%	183 (3%)	204 (2%)	283 (3%)	🟢⬆	🟢⬆

Commentary

- Whilst there is an increase in the number of incidents logged there is a 15% decrease compared to the same period last year
- Large volume of requests relating to desktop account queries, password resets and PO closures
- Service Levels suffering as a result of increased activity and loss of staff

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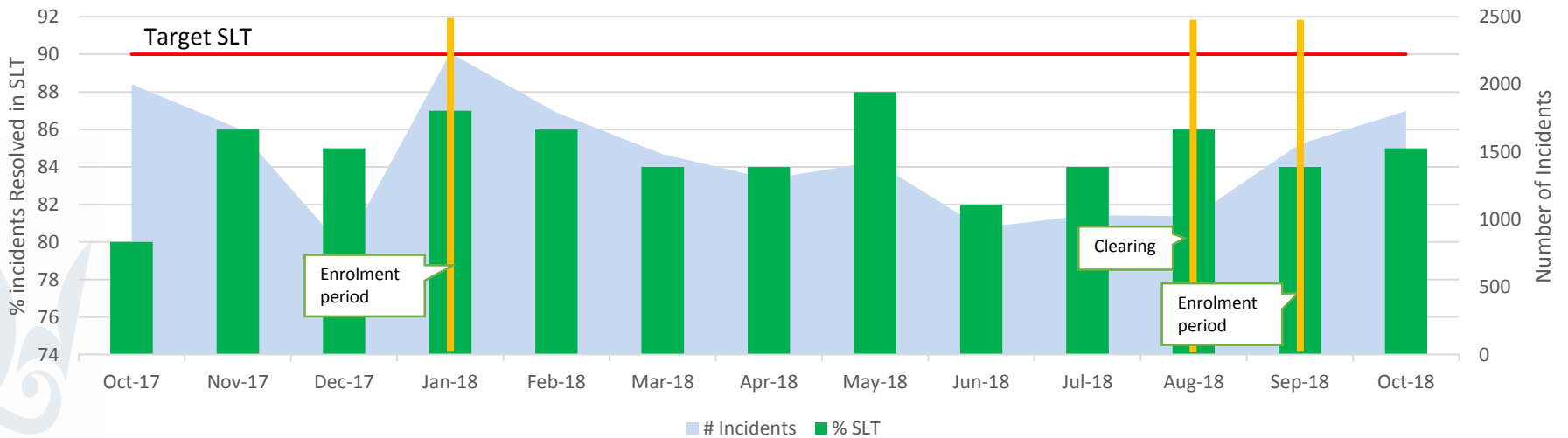
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs – October 2018

Requests SLTs and Volume

Target SLT

Enrolment period

Clearing

Enrolment period

■ # Requests ■ % SLT
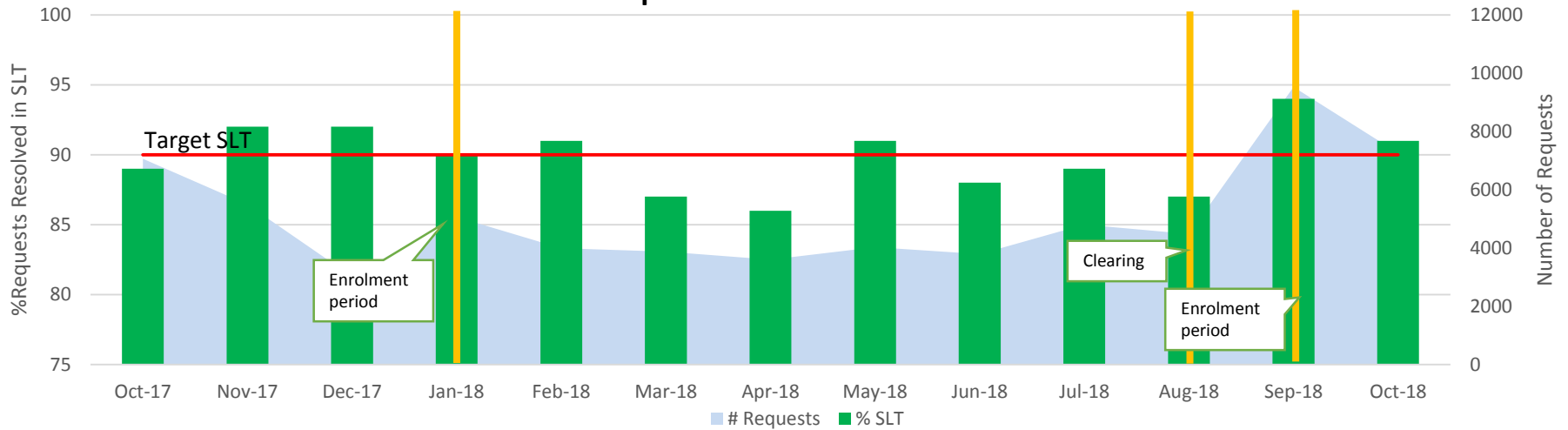
Incidents SLTs and Volume

Target SLT

Enrolment period

Clearing

Enrolment period

■ # Incidents ■ % SLT

Service Desk Performance – October 2018

Measure	Target	Aug 18	Sep 18	Oct 18	Trend	Expected Trend
Received phone calls	-	2313	3029	3076	⬆	⬆
Average Wait Time	25s	15s	25s	15s	⬆ (green)	⬇ (red)
Abandon Rate (calls)	5%	6%	14%	5%	⬆ (green)	⬆ (green)
FTF (First Time Fix)	75%	55%	90%	68%	⬇ (red)	⬆ (green)
FLF (First Line Fix)	75%	51%	75%	59%	⬇ (red)	⬆ (green)

ITS Ticket Volume	Aug 18	Sep 18	Oct 18	Trend	Expected Trend
☎	861	1374	1362	⬇	⬆
✉@	2784	3273	3893	⬆	⬆
🧑‍💻	516	4749	2164	⬇	⬆
🧑‍💻	1223	1480	1490	⬆	⬆
Live Chat	-	24	45	⬆	⬆

Commentary

- Phone wait and abandonment times have stabilised in October following the high volume received during enrolment and start of term
- Contacts via live chat are continuing to increase following the soft launch in September.
- FTF and FLF has decreased largely due to the reduction in account and Eduroam configuration requests
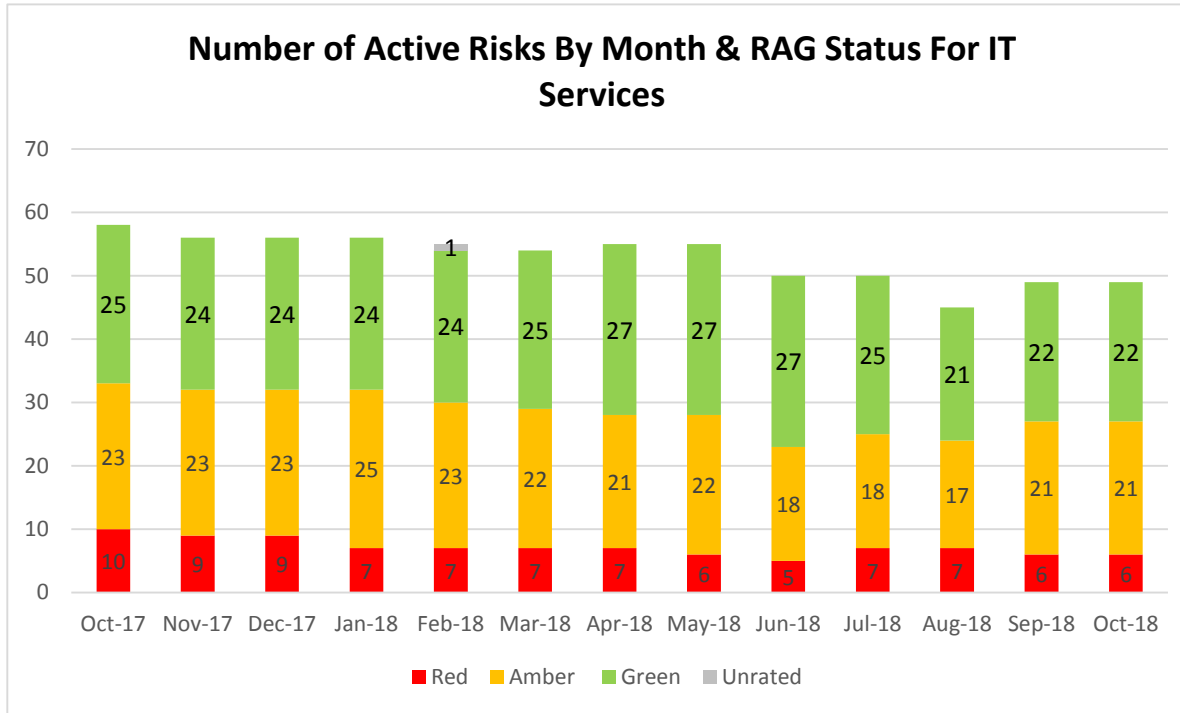
Key

- ⬆ (green) Improvement over last month and within SLT
- ⬇ (green) Deterioration from last month but within SLT
- ▬ (green) No change from last month and within SLT
- ⬆ (red) Improvement over last month but breaching SLT
- ⬇ (red) Deterioration from last month and breaching SLT
- ▬ (red) No change from last month and breaching SLT
- ⬆ (white) Improvement over last month, No SLT assigned
- ⬇ (white) Deterioration from last month, No SLT assigned
- ▬ (white) 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 – October 2018

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

RAG	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Unrated					1								
Green	25	24	24	24	24	25	27	27	27	25	21	22	22
Amber	23	23	23	25	23	22	21	22	18	18	17	21	21
Red	10	9	9	7	7	7	7	6	5	7	7	6	6

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	49	0	▭

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 pilot of enhanced protection against SPAM and Phishing email is being trialled within IT Services (and Genomics at their request)

- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

Key

- ⬆ Deterioration over last month
- ⬇ Improvement from last month
- ▭ No change from last month

KPI Trend View – October 2018

KPI	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Move
% Satisfied Customers for Incidents	96	98	97	97	97	96	92	95	97	95	94	95	95	—
% Satisfied Customers for Requests	95	97	98	95	97	98	98	98	98	98	98	98	97	↓
All Incidents Closed By All ITS Depts. Within SLT	80	86	85	87	86	84	85	88	82	84	86	84	85	↑
All Requests Closed By All ITS Depts. Within SLT	89	92	92	90	91	87	86	91	88	89	87	94	91	↓
All Incidents Closed By Site Within SLT	78	87	85	86	84	83	86	84	81	81	84	78	81	↑
All Requests Closed By Site Within SLT	88	92	91	89	92	87	88	92	89	89	86	87	86	↓
Service Desk Incidents Closed Within SLT	87	95	93	96	93	90	90	96	96	93	95	97	93	↓
Service Desk Requests Closed Within SLT	91	97	96	93	92	90	90	95	97	95	96	98	97	↓
Service Desk Telephone Response Within SLT	93	96	95	93	86	84	83	93	93	93	94	86	94	↑
All Incidents Closed By Campus Teams Within SLT	73	85	86	87	88	81	88	86	79	78	84	75	84	↑
All Requests Closed By Campus Teams Within SLT	86	88	90	88	94	90	93	93	89	87	87	88	87	↓
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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