



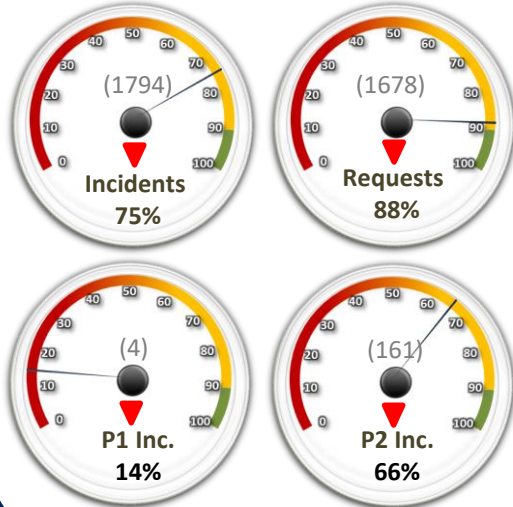
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

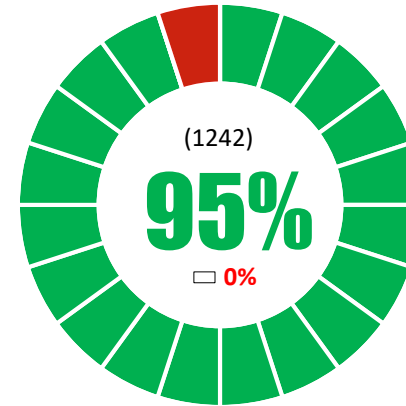
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- 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
- Additional measures previously put in place has helped to clear the backlog of unassigned tickets and attention can now be focused on improving SLT
- 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 that includes Cyber Security Essentials accreditation and Cyber Security awareness training

Customer Satisfaction



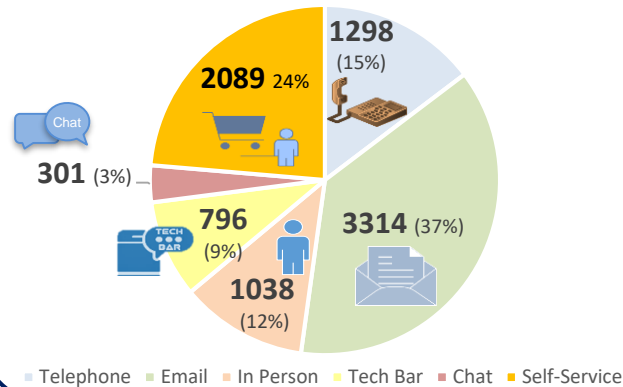
Definitions

- 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

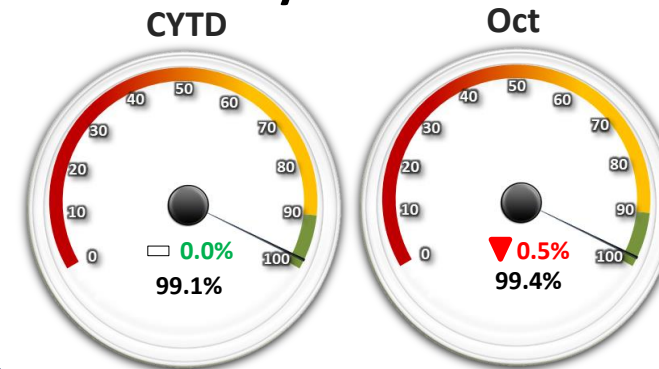
- No Major Incidents

Volumes



- Ticket volumes in October are lower overall as expected after the enrolment period
- The Tech Bar service ended this month and has been quite popular with students and has helped to alleviate the pressure from the Service Desk
- The phone abandonment rate and wait time have improved this month due to both agency and Service Desk now focusing on tickets

Critical Systems Availability



- Critical systems availability decreased in October despite no major incidents. This is mainly due to the volume of incidents experienced this month in comparison to last month.

KPI Trend View

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

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

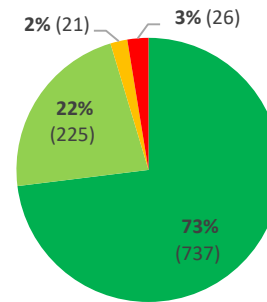
This month we received 1242 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **14%** (which is below the usual average of 18% received).

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.

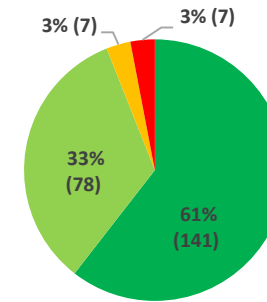
Requests



95%
(1009)

■ Delighted

Incidents



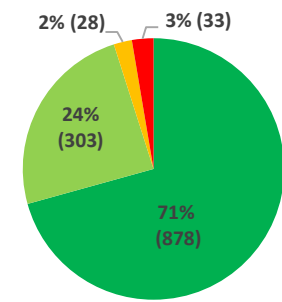
94%
(233)

■ Happy

■ Unhappy

■ Disgruntled

Total



95%
(1242)

Feedback this month

really helpful and supportive. Couldn't be better.

Was told it would be working within 24 hours. It is not working still??

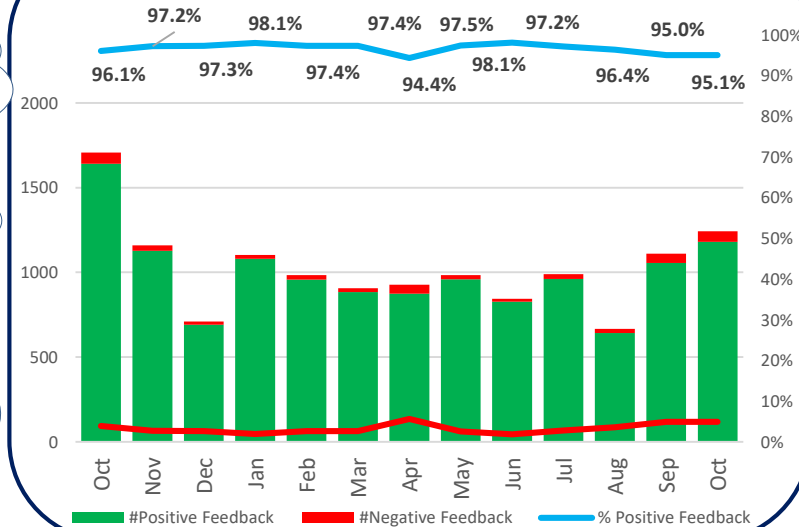
I was unable to restart the projector for almost an hour, i.e. the whole lecture.

Thanks for such a rapid response to the ticket!

the two people who resolved these issues went 'above & beyond' – THANK YOU

I needed immediate AV assistance during my seminar- at which a student gave an assessed presentation with a power point. No assistance arrived - despite being promised

Positive Vs Negative



Commentary

- Customer Satisfaction has dropped this month but still remains at the 95% target due to poor service caused by delays and a lack of resources to provide an adequate level of service
- 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 Oct 2019

Research Excellence

Research Tickets Resolved

↑ **244**



Research Grant Bids

↑ **182**

Research Grants Awarded

↓ **46**



Teaching Excellence

Logins to QMPLUS

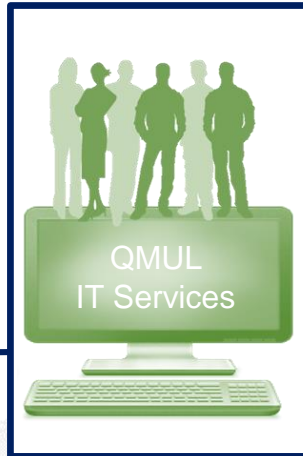
↑ **927,884**



AV Teaching activities Supported

↑ **428**

2,569 Videos played
↑ **25,317** times within QMplus



Reported AV Issues

↓ **198**



Supported teaching spaces

Approx. **177** □



Hours of Q-review

6,038 ↑
Playbacks

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ **275,593**



Public Engagement

Guest Wi-Fi:

↑ **377 users**

5,514 sessions



Events Wi-Fi:

1268 users ↓

20,024 sessions

Growth



12 ↑

New desktops/laptops Deployed

Approx. **57,680** ↑

Active accounts



↑ Total data stored

757 terabytes

Sustainability

↑ **69,383**

Pages sent and not printed



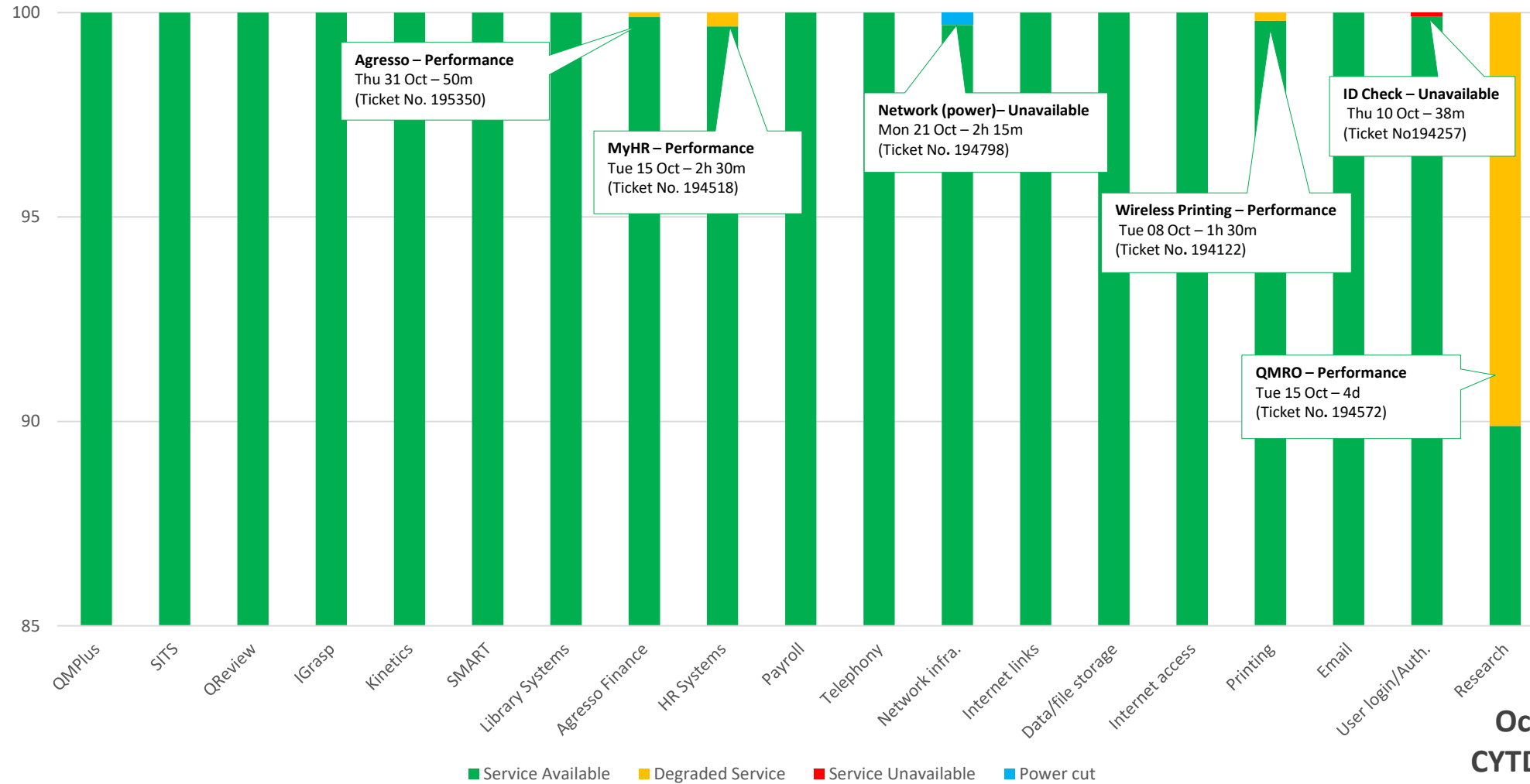
Improvement over last month

Deterioration from last month

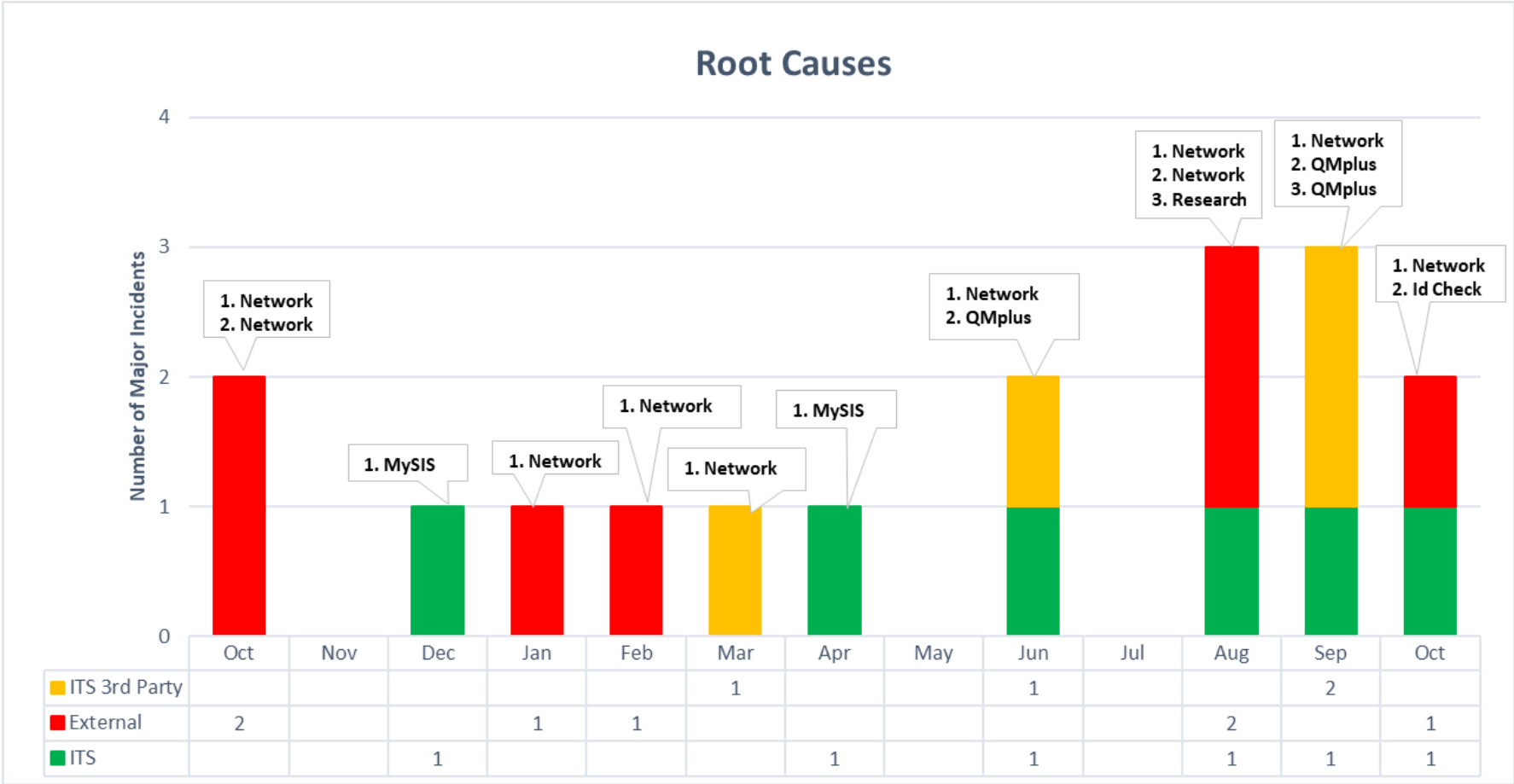
□ No change from last month

1 □

ITS Critical Systems Availability



Major & High Priority Incidents



High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
194122	Tue 08 Oct 16:30	1h 30m	Wireless Printing – Users were unable to print wirelessly from their devices Cause: EOP Server had reached its disk space capacity Action: Server restarted to free disk space by clearing cache and temporary data	Resolved
194257	Thu 10 Oct	38m	ID Check Authentication – Users were unable to access web based services that required authentication to be granted access to applications such QMplus Cause: Mis-configuration of the idcheck service and a failure of one of the backend authentication servers Action: Reconfiguration of the idcheck server and restart of servers	Resolved
194518	Tue 15 Oct 09:30	2h 30m	MyHR – Users were unable to perform any tasks such as submitting leave or timesheets. Cause: Error in Config File in the MyHR server Action: Vendor contacted to remove the error in the Config File	Resolved
194572	Tue 15 Oct 13:00	4d	QMRO & Elements (Publists) – Users experienced slow performance issues when using the service Cause: Bots trawling the QMRO pages Action: Antivirus blocked access, Technicians monitored the situation	Resolved
194798	Mon 21 Oct 09:00	2h 15m	Network Services (Power Cut) – Some users in the Garrod Building Whitechapel were unable to access Network Services Cause: Power Failure in the comms room Action: Estates contacted to restore power	Resolved
195350	Thu 31 Oct 11:50	50m	Agresso – Users were unable to perform any requisitions or search for purchases Cause: Database unresponsive Action: Restart Database Server	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14011	01 Oct	6h 20m	QM Guest Wi Fi – Users were unable to access the guest Wi-Fi service during the maintenance period	Maintenance	Implemented
13981	15 Oct	2h	QM Events WI FI – Users were unable to access the QM Events network service for approximately 10 minutes during the maintenance period	Maintenance	Implemented
14172	26 Oct	48h	Network Services (Power Down) – Users on the west side of Queens building were unable to access network services during the electrical power down.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Aug 19	Sep 19	Oct 19	Trend	Expected Trend
Incidents Raised	-	910	1595	1794	↑	↑
Number of Incidents Resolved	-	684	1353	1671	↑	↑
Incidents Resolved within SLT	90%	67%	77%	75%	↓	↓
Resolution Time P1	4h	60%	40%	14%	↓	↑
Resolution Time P2	1 BD	74%	69%	66%	↓	↓
Resolution Time P3	3 BD	64%	78%	76%	↓	↓
Resolution Time P4	5 BD	84%	91%	87%	↓	↓
Resolution Time P5	20 BD	100%	97%	79%	↓	↓
Requests Raised	-	4183	11472	7200	↓	↑
Number of Requests Resolved	-	3454	10759	7301	↓	↑
Requests Resolved within SLT	90%	88%	93%	88%	↓	↑
Reopened tickets	3%	143 (3%)	251 (2%)	284 (3%)	↑	—

Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- A high number of incidents were received for AV support whilst a high volume of User Account related Requests were logged this month
- KPIs are struggling to be met but with the additional agency resources and the end of Enrolment we should see improvements in the coming months

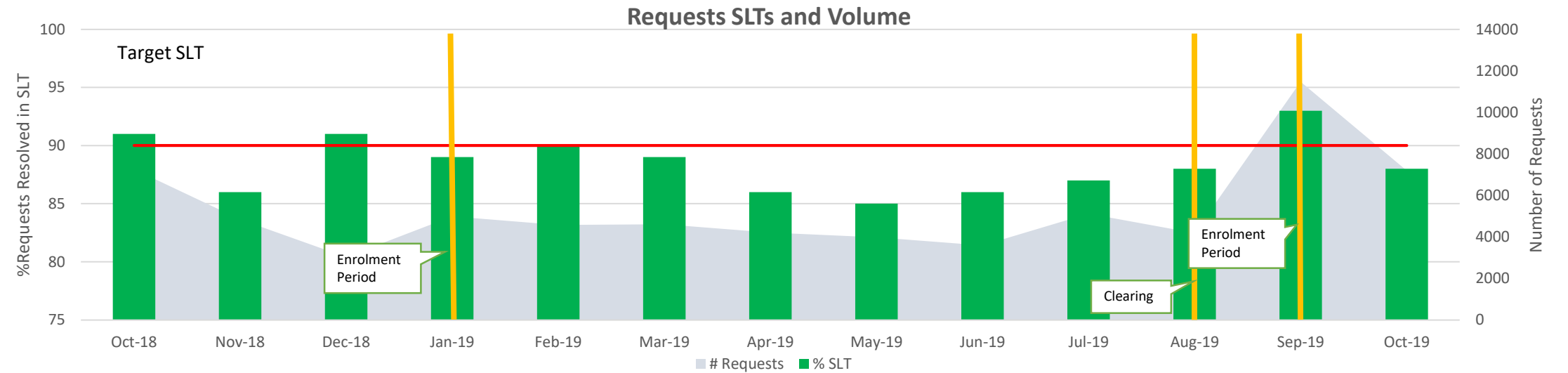
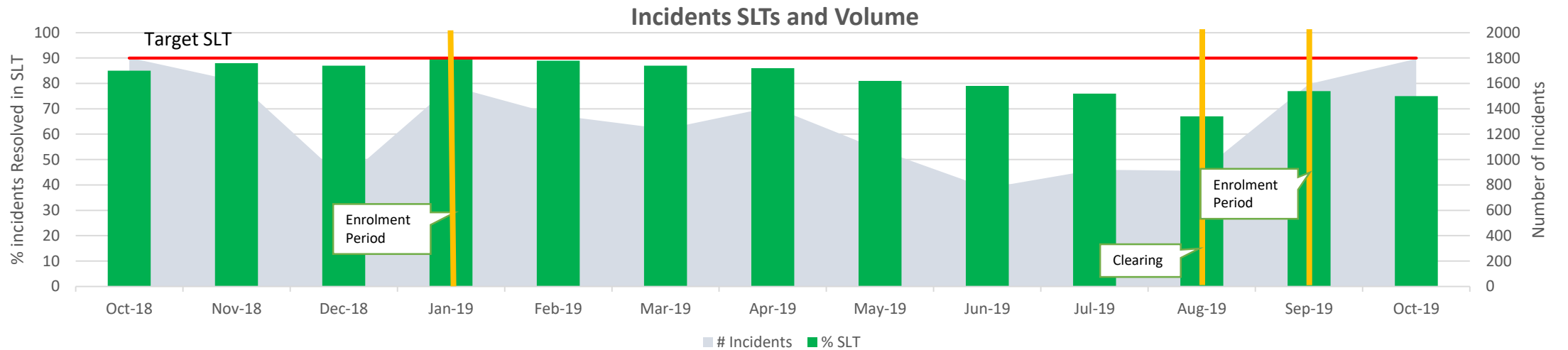
Key

- ↑↑ 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	Aug 19	Sep 19	Oct 19	Trend	Expected Trend
Received Phone Calls	-	3107	4763	3355	↓	↓
Average Wait Time	25s	1m	2m	1m	↑	↑
Abandon Rate (Calls)	5%	39%	58%	37%	↑	↑
FTF (First Time Fix)	75%	62%	89%	78%	↓	-
FLF (First Line Fix)	75%	51%	73%	57%	↓	↑
Email Triage	90%	86%	58%	58%	-	↑

Commentary






- The phone abandonment rate and wait time have improved this month due to both agency and Service Desk now focusing on tickets
- Additional measures previously put in place has helped to clear the backlog of unassigned tickets and attention can now be focused on improving SLT

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	Aug 19	Sep 19	Oct 19	Trend	Expected Trend
	540	1113	1298	↑	↑
	2213	3272	3314	↑	↑
	414	4239	1038	↓	↓
	1604	1983	2089	↑	↑
	173	334	301	↓	—
	0	1854	796	↓	↓

Commentary

- Ticket volumes in October are lower overall as expected after the enrolment period
- Ticket volume this month is similar to that of Oct last year
- The Tech Bar service ended this month and has been quite popular with students and has helped to alleviate the pressure from the Service Desk

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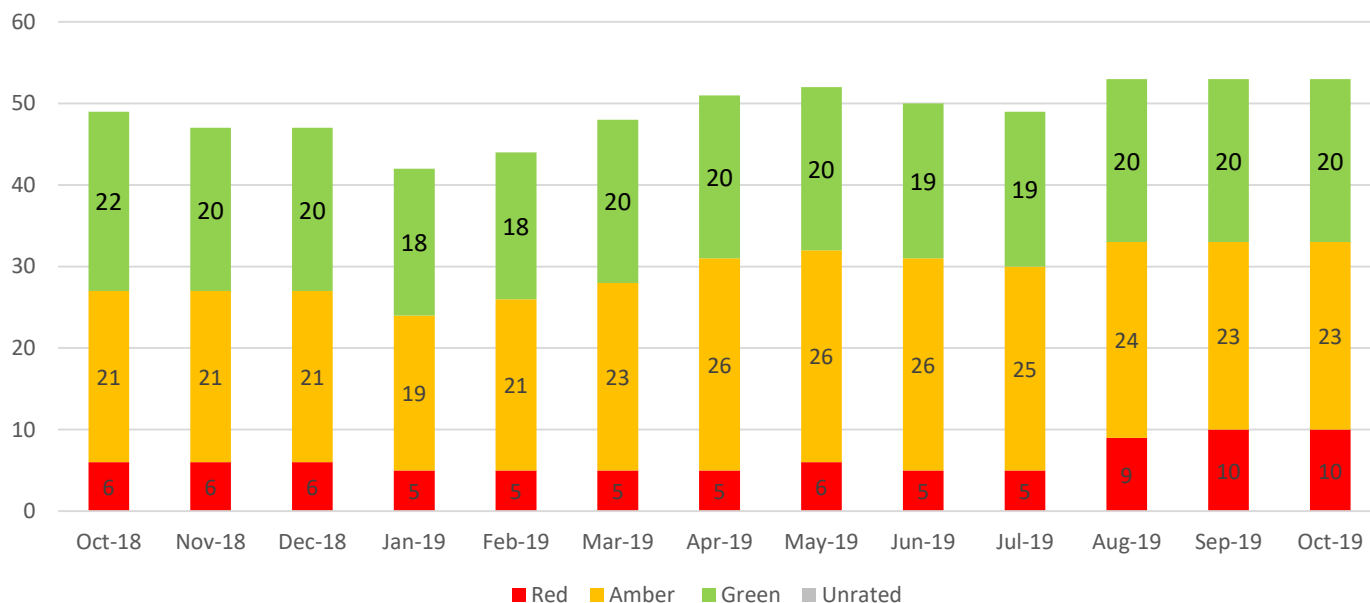
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Risk Report

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



Top Risk: Cyber security vulnerabilities discovered by external Penetration Testing – Immediate remedial actions are being undertaken to mitigate these vulnerabilities

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 – Action plan deployed to counter the vulnerabilities
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Audit to identify and migrate where possible 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** – Discussion with held with the wider QMUL 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



Queen Mary
University of London

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
Tel: 020 7882 7152



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