



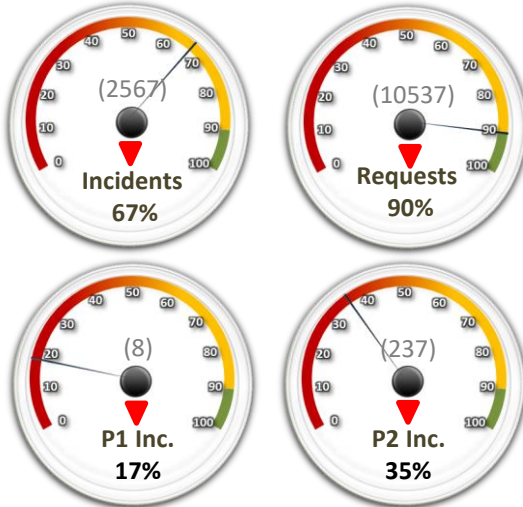
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

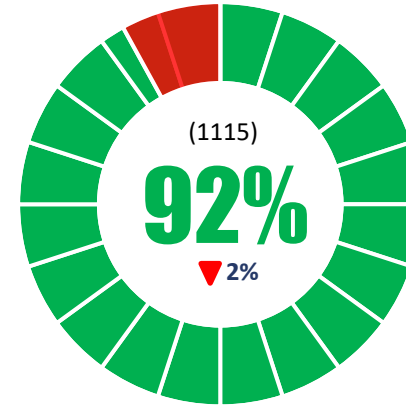
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- The ticket volumes overall higher in both this month and in comparison to the same time last year, mainly due to the 2 major incidents and lecturers needing support with MME.
- The KPI is trending down due to a backlog of tickets, however the number of resolved this month exceeded the volume raised and ticket triage has improved.
- There is a focus on clearing back log during reading week.
- Service Desk have additional temp staff, once fully trained we should start to see improvements.

Customer Satisfaction



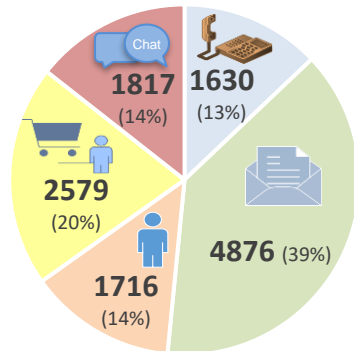
Definitions

- 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

2 Major Incident

- QMplus – 04/10 – QMplus Inaccessible
- Network – 27/10 – Network failure

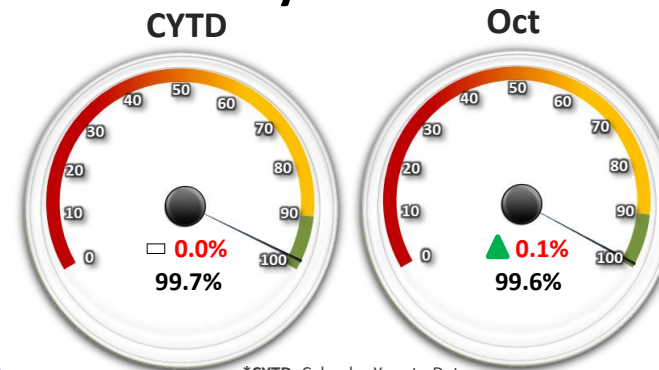
Volumes



Telephone Email In Person Self-Service Chat

- Tickets volume across all areas increased except in chat and self service, this is due to the increase in incident tickets
- Top Request items this month relate to SSPR, desktop account queries and requests for information, which account for 30% of requests tickets raised.
- Top incidents items this month relate to QMplus, AV issues, both combined make up 45% 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	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Move
% Satisfied Customers for Incidents	94	86	96	96	95	95	96	96	94	98	97	91	91	▬
% Satisfied Customers for Requests	93	87	95	95	96	92	97	97	96	96	94	94	92	↓
All Incidents Closed By All ITS Depts. Within SLT	87	88	90	95	91	93	88	89	89	84	87	76	67	↓
All Requests Closed By All ITS Depts. Within SLT	93	94	95	97	94	96	95	94	92	94	94	93	90	↓
All Incidents Closed By Site Within SLT	86	88	85	90	82	93	83	83	82	81	86	71	57	↓
All Requests Closed By Site Within SLT	93	94	94	96	94	96	94	94	92	94	94	93	91	↓
Service Desk Incidents Closed Within SLT	97	96	98	99	98	98	98	99	98	96	96	90	89	↓
Service Desk Requests Closed Within SLT	99	99	99	99	99	96	99	99	99	99	99	96	94	↓
Service Desk Telephone Response Within SLT	▬	80	89	83	93	95	88	85	78	86	89	66	88	↑
All Incidents Closed By Campus Teams Within SLT	81	87	94	88	91	93	88	85	85	78	83	59	46	↓
All Requests Closed By Campus Teams Within SLT	91	95	95	93	93	95	96	96	95	94	95	89	82	↓
Change Management Implementation														↓
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	100	100	63	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

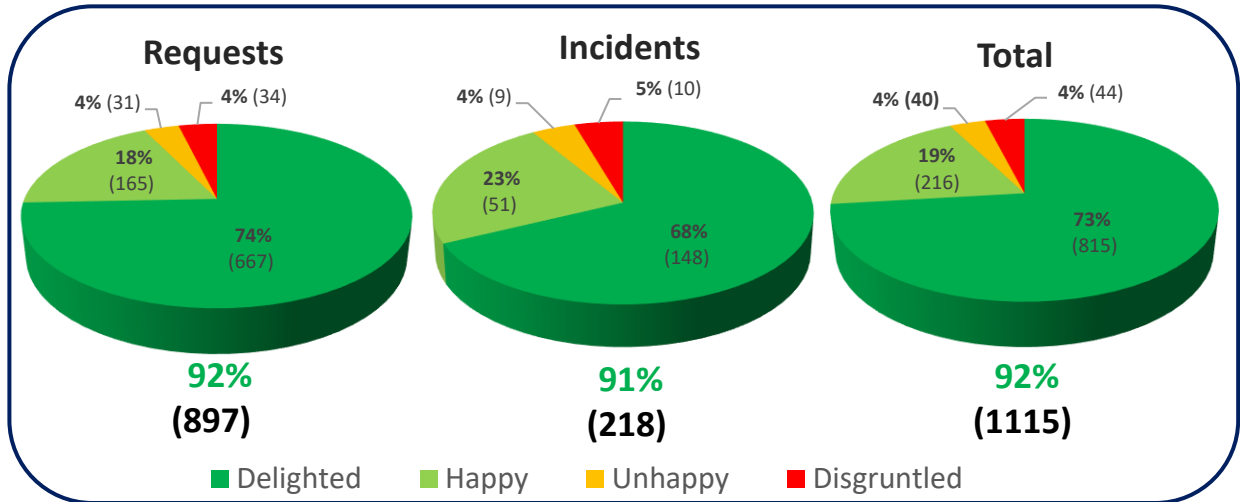
Customer Feedback

This month we received 1115 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

Exceptional support and Roland really went above and beyond!

No visit to class; the problem was lack of HDMI cable; had to call IT services twice during class, and problem hasn't been resolved or addressed!

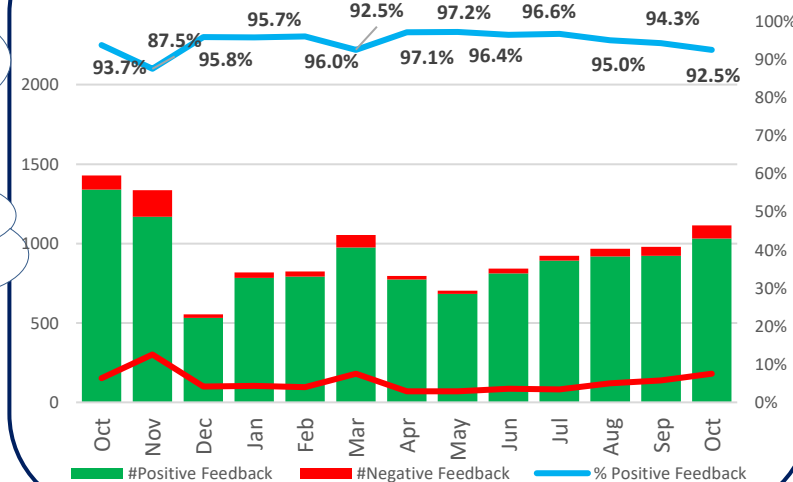
very helpful and quick to respond, answering a range of my questions regarding IT issues that I have encountered since joining Queen Mary

I was kept waiting for long periods so the whole interaction took 45mins. There is a problem with the battery in my laptop so I need an appointment for somebody to look at my laptop

I write to express my delight and satisfaction, with the excellent service you rendered, in helping me regain access

I am sorry, but I cannot agree that incident has now been resolved, since I did not see any improvements

Positive Vs Negative



Commentary

- Customer Satisfaction for this month dropped below our 95% target.
- Feedback this month relate mainly to AV support and issues.
- Complaints this month centre around ticket handling, tickets closed without communication; no feedback or updates provided

Activities for the month of Oct 2021

Research Excellence

Research Tickets Resolved

↑ **455**



Research Grant Bids

Research Grants Awarded



Public Engagement

Guest Wi-Fi:

↑ **214 users**
2,649 sessions



Events Wi-Fi:

294 users ↑
15,715 sessions

Teaching Excellence

Logins to QMPLUS

▬ **183,150**



AV Teaching activities Supported

↑ **391**

Reported AV Issues

↑ **835**



Supported teaching spaces

Approx. **177** ▬



Hours of Q-review

▬ **10,431**
Playbacks

Growth



135 ↑
New desktops/laptops Deployed



Total data stored (excl. Research)

993.08 terabytes

Approx. **65,233** ↑
Active accounts



International



Distance learning (Beijing and Nanchang QMPLUS logins):

▬ **44,531**



Sustainability

↑ **19,935**

Pages sent and not printed



↑ **3.5**

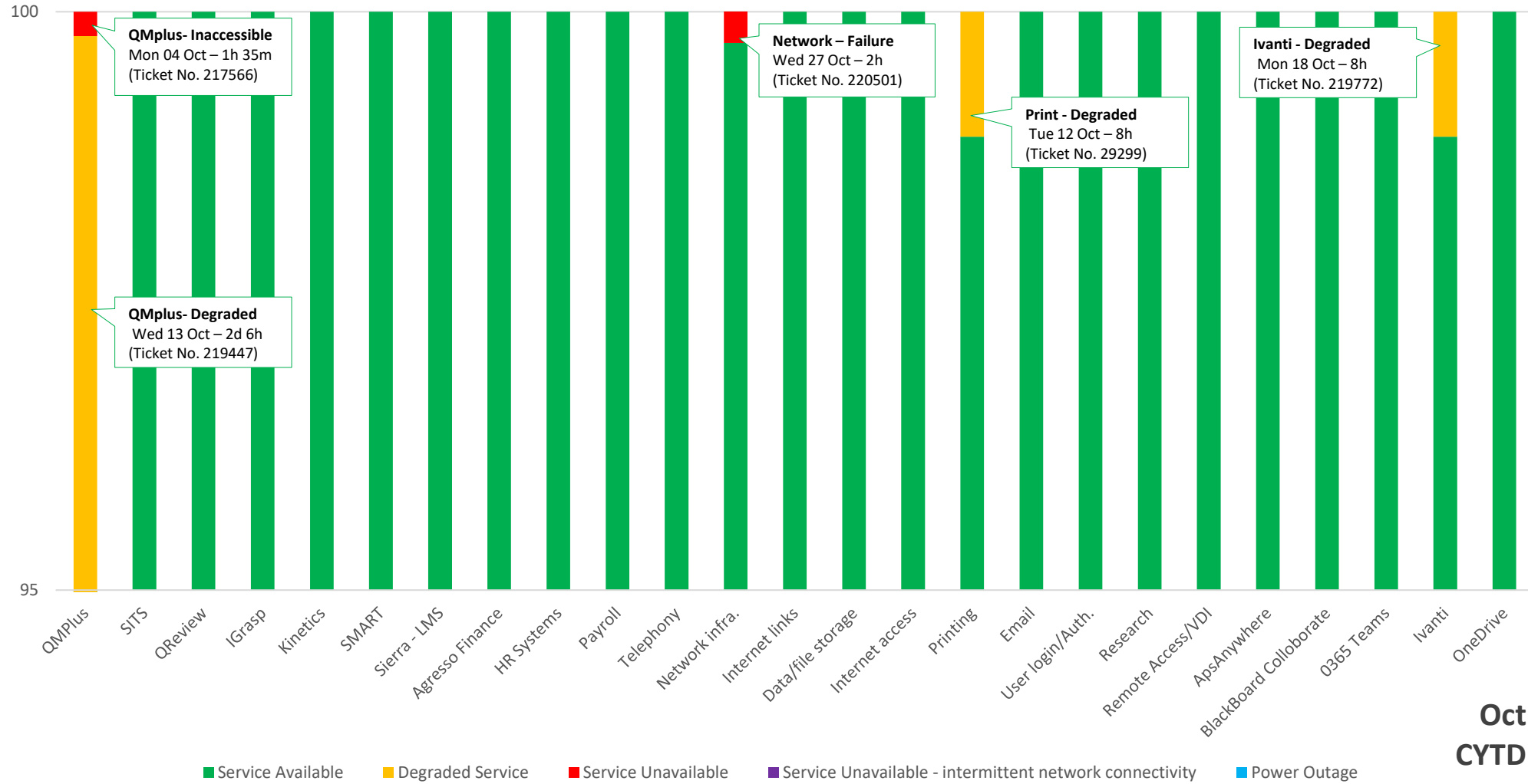


Higher Than last month

Lower than last month

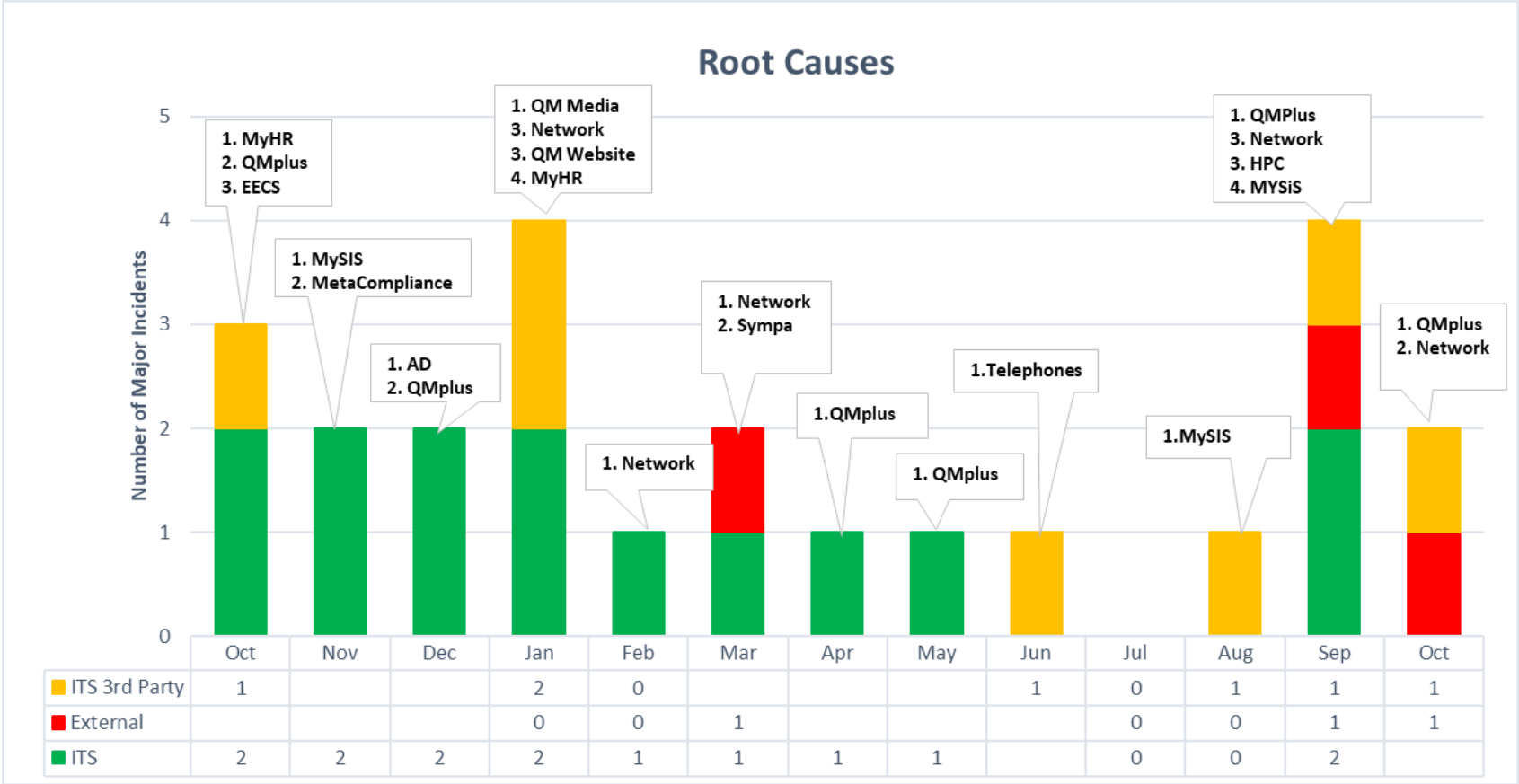
▬ No change from last month

ITS Critical Systems Availability



Oct: 99.6%
CYTD: 99.7%

Major & High Priority Incidents



Key

- Source of Incident identified to be with 3rd Party Vendor ■
- Source of Incident identified to be outside of ITS e.g. power ■
- Source of Incident identified to be within ITS ■

Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
217566	Mon 04 Oct 13:10	1h 35m	QMplus Inaccessible – Users were unable to access the service to view or edit learning material. Cause: The Redis cache service was misconfigured within AWS (Amazon Web Services), which led to the QMplus database becoming overwhelmed. Action: The 3 rd party supplier doubled the database resources and an improvement plan has been put in place.	Resolved
220501	Mon 27 Oct 07:35	2h	Network Failure - Users experienced intermittent network connectivity issues when trying to access the network services. Cause: An aggressive scan on all Janet networks by a third party overloaded our network security device and crashed it. Action: Jisc blocked the third party scan, whilst QM restarted the network security device.	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
219299	Tue 12 Oct 11:15	8h	Print – Users were unable to print, scan or copy across Mile End and Malta Campuses Cause: A connection failure with the scan to print function caused the issue Action: Application was rebooted by the vendor	Resolved
219447	Wed 13 Oct 13:40	2d 6h	QMplus – Users were experiencing intermittent performance and access issues. Cause: The QMplus database was unable to process the high load of simultaneous course enrolments Action: The mass enrolments were stopped and an action plan is being developed to enhance the processes of the QMplus databases.	Resolved
219463	Wed 13 Oct 13:45	2h	Managed PCs – Some users were experiencing issues logging into managed devices. Cause: There was a conflict over access to a shared server that processes logons Action: The CPU was increased on the servers and redundancies were removed in the managed device group policies.	Resolved
219772	Mon 18 Oct 10:15	8h	Ivanti – Emails sent to the Service Desk to raise tickets were not being received Cause: Unknown, Vendor investigated and identified the fix Action: The Vendor applied the fix	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16268	01 Oct	2h	Kinetics – Users were unable to access kinetics remotely during the maintenance period	Maintenance	Implemented
16262	12 Oct	3h	Network – Users experienced short interruptions to network connectivity of 10-15 seconds duration for services hosted in the data centres during the maintenance period	Maintenance	Implemented
15988	11 Oct	30m	Network – Users experienced interruptions of 10 mins to services hosted in DC2, such as Ezproxy, Co-tutor, Webwork (Maths), Tardis, Ivanti, Mitel phones, ISOSTOCK, QTAC and Licence servers during the maintenance period	Maintenance	Implemented
16108	21 Oct	2h	Network – Users in the following: School of Electronic Engineering & Computer Science, School of Engineering, IT Services, School of Biological and Chemical Sciences, Corporate affairs, Reprographics (copy shop), Post room who are located on the west side of Mile End Campus, experienced a brief interruption to services (20-30 minutes) during the maintenance period.	Maintenance	Implemented
16302	27 Oct	1h	Direct Access – Staff members using Direct Access to access services were unable to login and existing users lost connectivity during the reboot of servers during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Aug 21	Sep 21	Oct 21	Trend	Expected Trend
Incidents Raised	-	957	2029	2567	↑	↑
Number of Incidents Resolved	-	822	1430	2523	↑	↑
Incidents Resolved within SLT	90%	87%	76%	67%	↓	↑
Resolution Time P1	4h	0%	44%	17%	↓	↑
Resolution Time P2	1 BD	81%	57%	35%	↓	↑
Resolution Time P3	3 BD	87%	77%	68%	↓	↑
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	6745	11007	10537	↓	↓
Number of Requests Resolved	-	6130	9905	10849	↑	↑
Requests Resolved within SLT	90%	94%	93%	90%	↓	↓
Reopened tickets	3%	119 (2%)	121 (1%)	157 (1%)	↑	—

Commentary

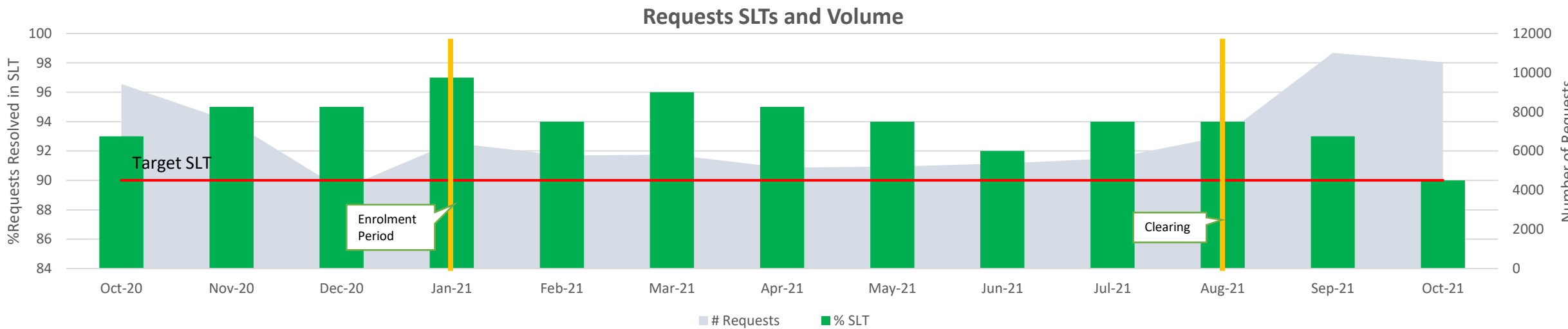
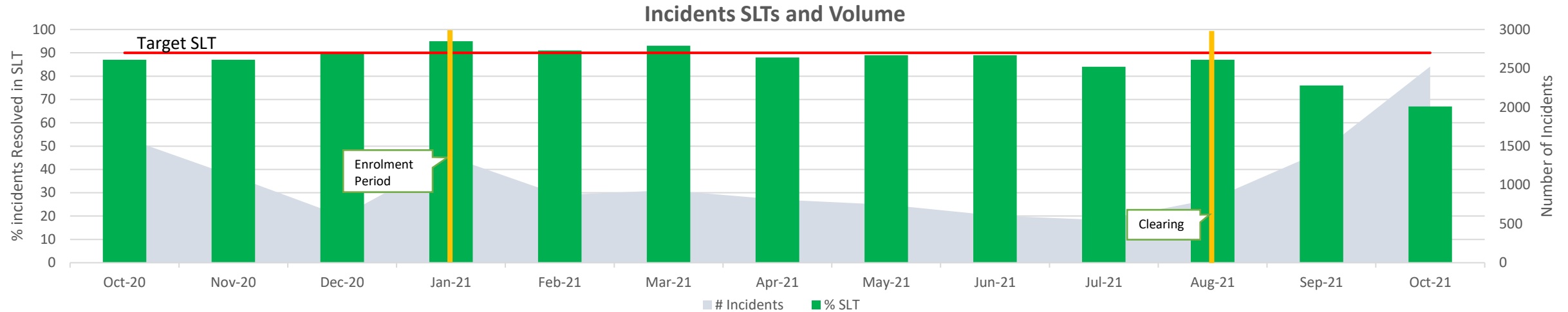
- Ticket volumes have increased this month due to the higher volume of incidents tickets
- Ticket volume are lower In comparison to the same time last year, mainly due to the 2 major incidents and issues related to MME.
- KPI is trending down because of the backlog of tickets and the higher volume of tickets with shorter SLA (P1, P2) which has contributed to the downward trend

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 21	Sep 21	Oct 21	Trend	Expected Trend
Received Phone Calls	-	1279	2658	2129	↓	↑
Average Wait Time	25s	24s	1:24	21s	↑	↑
Abandon Rate (Calls)	5%	10%	33%	11%	↑	↑
FTF (First Time Fix)	75%	83%	86%	72%	↓	—
FLF (First Line Fix)	75%	67%	73%	67%	↓	↑
Email Triage	90%	100%	63%	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 triaging tickets, which has meant First line Fix has dropped this month.
- The ticket backlog remain high, new staff are still being trained, this has led to higher average wait times

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	Aug 21	Sep 21	Oct 21	Trend	Expected Trend
	718	1598	1630	↑	↓
	2762	3521	4876	↑	↓
	205	1741	1716	↓	↓
	2421	2774	2579	↓	↓
	1082	2818	1817	↓	↓
	0	14	0	↓	↓

Commentary

- Tickets volume across all areas have increased except face to face, this is due to issues in using MME and the 2 major incidents
- Ticket volumes in comparison to last year are higher, again due to the major incidents and higher student uptake, however tickets via chat and self service were higher last year.
- Top Request items this month relate to SSPR, desktop account queries and requests for information, which account for 30% of requests tickets raised.
- Top incidents items this month relate to QMplus, AV issues, which combined make up 45% of the incident ticket volume this month.

Key

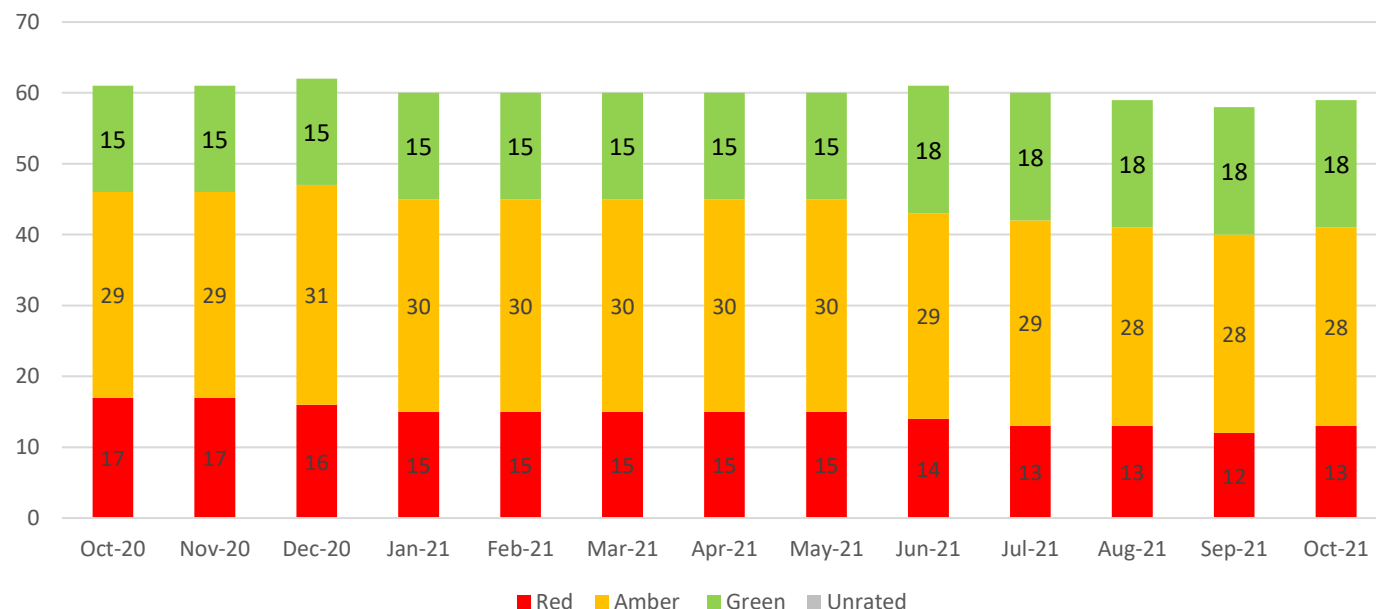
-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
-  Improvement over last month but breaching SLT
-  Deterioration from last month and breaching SLT
-  No change from last month and breaching SLT
-  Improvement over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



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
1	0	2	59	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
- **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 started as part of the business continuity work, recovery plans have begun to be documented
- **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** – 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



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



Queen Mary

University of London