



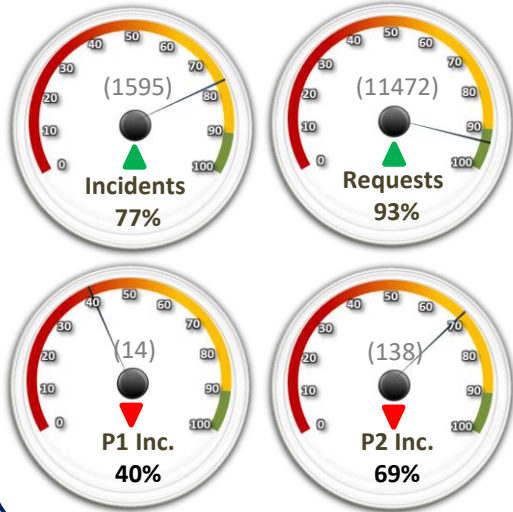
Queen Mary  
University of London

# IT Services

Monthly KPI Report

# Executive Summary

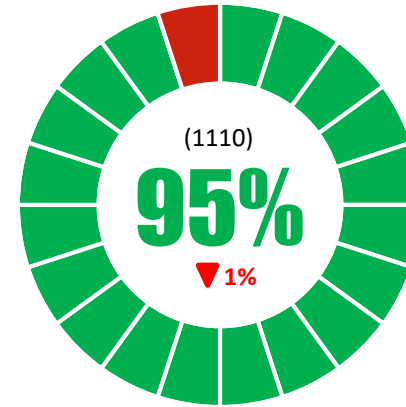
## KPI & Summary



- 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
- Additional measures have been put in place to address the back log of unassigned tickets, this has shown some initial improvements
- The Journey to Service Excellence (JTSE) action plan has commenced delivery and is being monitored by the JTSE board, this will help improve specific themes
- No major Incidents experienced during enrolment, however QMplus experienced outages during the start of term due to system load related issues experienced by the Vendor

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

## Customer Satisfaction



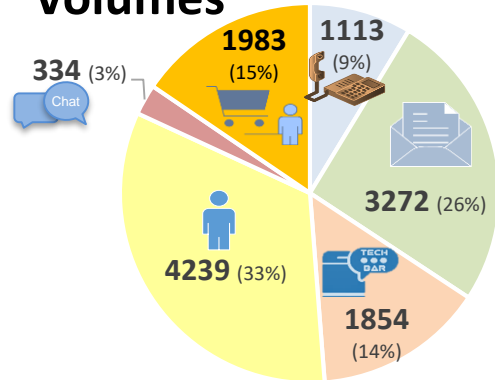
### Definitions

- 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

## 3 Major Incident

- Network Failure - 04/09
- QMplus Failure – 23/09

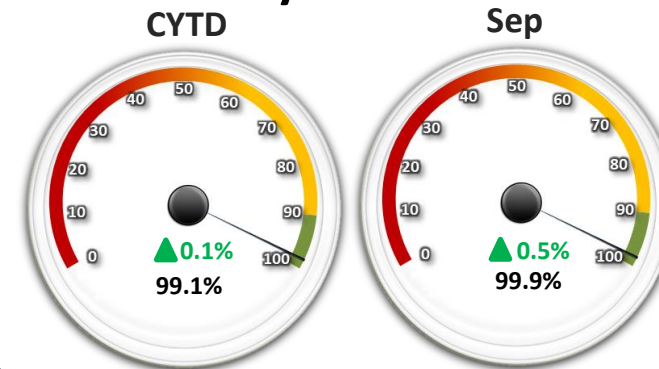
## Volumes



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

- Ticket volumes are expected to be higher during enrolment and start of term.
- There has been a 15% increase in the volume of tickets handled this month in comparison to the same time last year
- The Phone abandonment rate and wait time have deteriorated further this month due to agency and Service Desk staff being heavily involved in enrolment

## Critical Systems Availability



- Critical systems availability increased in September despite the major incidents that occurred. This is mainly due to the low volume of incidents experienced this month in comparison to last month.

# KPI Trend View

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

<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

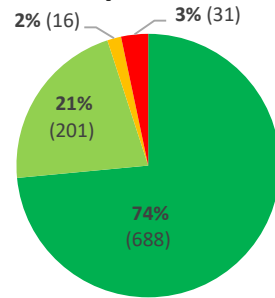
This month we received 1110 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 9% (which is below the usual average of 18% received).

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.

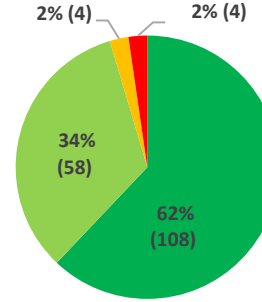
### Requests



95%  
(174)

■ Delighted

### Incidents



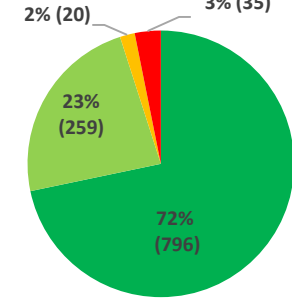
95%  
(936)

■ Happy

■ Unhappy

■ Disgruntled

### Total



95%  
(1110)

## Feedback this month

*Unfortunately my incident has not been resolved. No-one has been out to see my computer which is continuously restarting, furthermore no-one has connected my computer to a printer*

*Thank you so much for the wonderful help you offered*

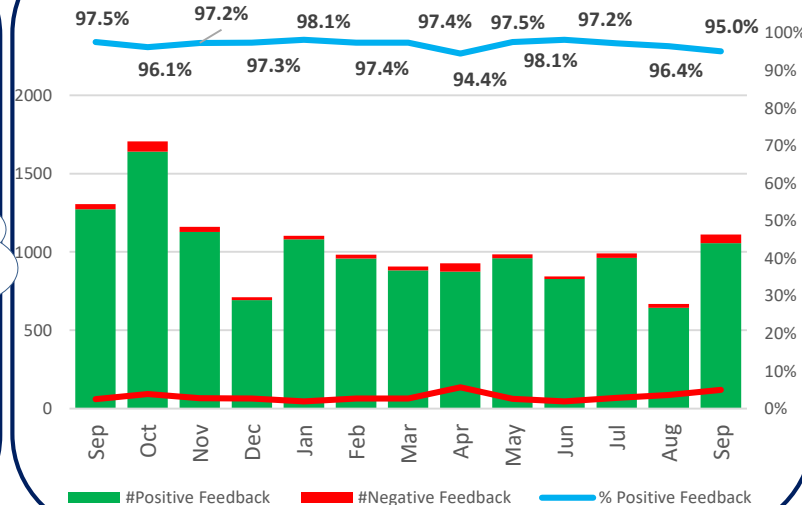
*Very delighted for the service!! A BIG Thank You*

*This is a completely disgrace of a resolution. The call to IT service desk was unable to help me with my WiFi*

*There was a poor response. No one appeared to help*

*The online chat service is excellent. I found it much easier to use than the ticket system. Thank you!*

## 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 delivery of the specific themes and is being monitored by the JTSE board. This will help to further improve our services

# Activities for the month of Sep 2019

## Research Excellence

Research Tickets Resolved

↑ **157**



Research Grant Bids

↓ **85**

Research Grants Awarded

↑ **51**



## Teaching Excellence

Logins to QMPLUS

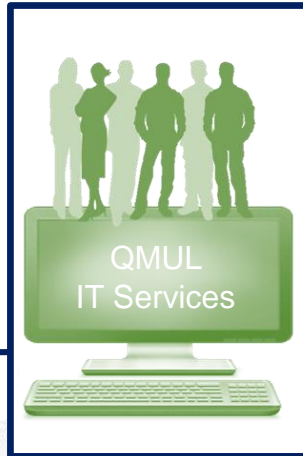
↑ **393,545**



AV Teaching activities Supported

↑ **391**

2,121 Videos played  
↑ **10,658** times within QMplus



Reported AV Issues

↓ **166**



Supported teaching spaces

Approx. **177** =



Hours of Q-review

**2,769** ↑  
Playbacks

## International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ **112,036**



## Public Engagement

Guest Wi-Fi:

↑ **305 users**

**4,669 sessions**



Events Wi-Fi:

**2161 users** ↓

**109,175 sessions**

## Growth



3 ↓

New desktops/laptops Deployed

Approx. **54,986** ↑

Active accounts



Total data stored

↓ **723 terabytes**

## Sustainability

↑ **68,458**

Pages sent and not printed



1 ↑



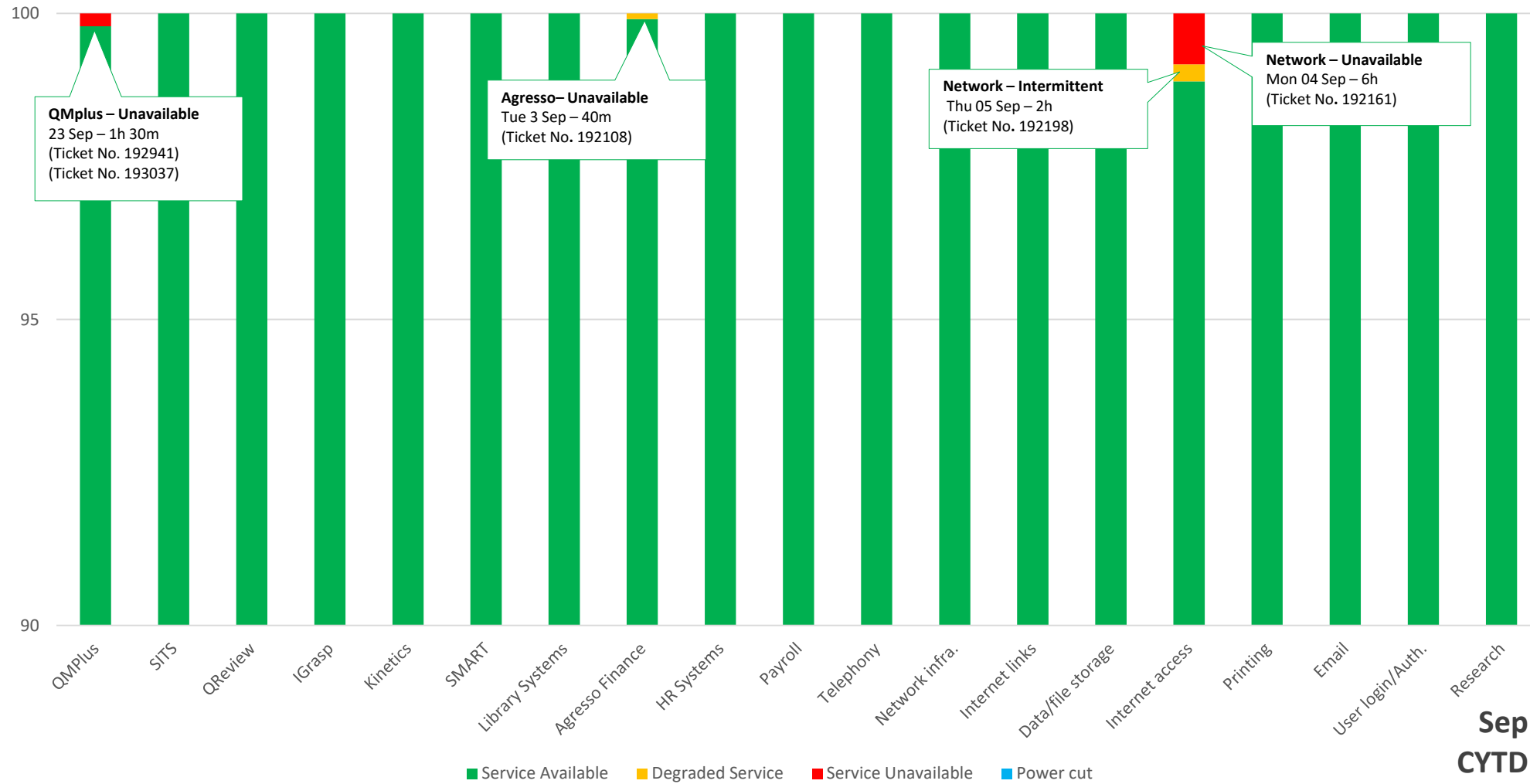
Improvement over last month

↓ Deterioration from last month



No change from last month

# ITS Critical Systems Availability

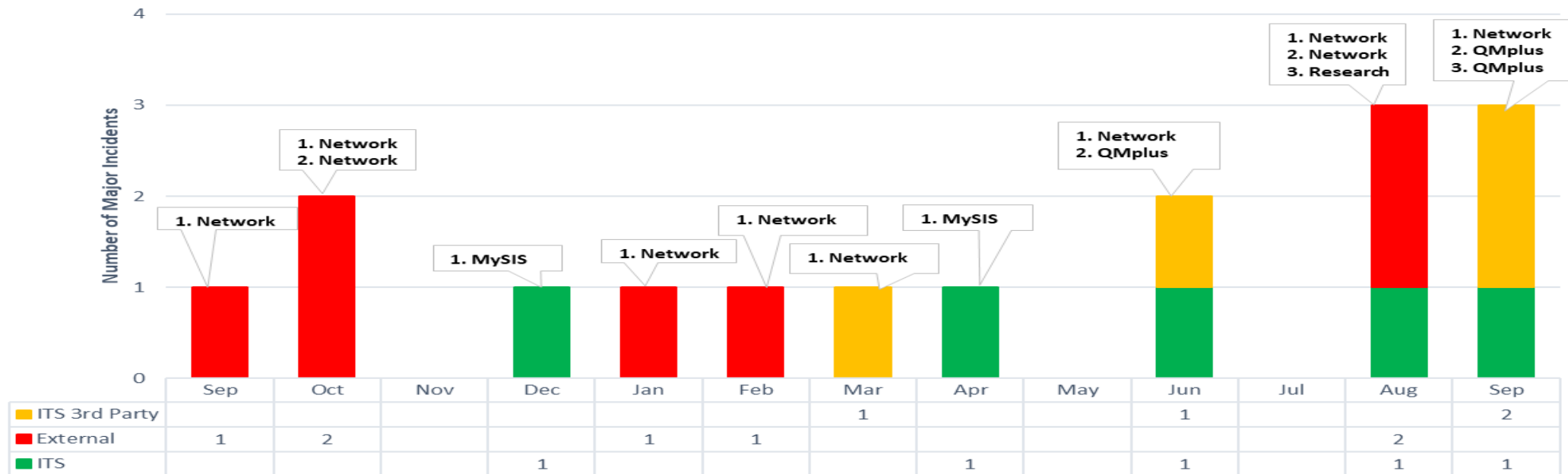


**Sep: 99.9%**  
**CYTD: 99.1%**

# Major & High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
192161	Mon 4 Sep 12:43	6h	<b>Network Service</b> – Users were unable to connect to the internet or any network services <b>Cause:</b> Firmware upgrade caused the Network Intrusion Detection System (IDS) to fail <b>Action:</b> Rolled back the Firmware	Resolved
192941 193037	Mon 23 Sep 10:00	1h 30m	<b>QMplus</b> – Users were unable to access QMplus to view teaching material <b>Cause:</b> The vendor’s (ULCC) infrastructure was unable to cope with demands of QMUL users <b>Action:</b> Issue escalated to ULCC	Intermittent

## Root Causes



# High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
192108	Tue 03 Sep 14:20	40m	<b>Agresso</b> – Users experienced performance issues when attempting to run reports in Agresso <b>Cause:</b> Microsoft Security Update had an adverse affect <b>Action:</b> Rolled back the updates	Resolved
192198	Thu 05 Sep 13:09	2h	<b>Network Services</b> – Users in Floyer House, Whitechapel experienced internet connectivity issues <b>Cause:</b> Insufficient network access point or a repeater to provide adequate coverage <b>Action:</b> Wired data port activated until access point or a repeater is added to resolve the fault	Resolved
192405	Wed 11 Sep 13:00	1d	<b>QMUL Mobile App</b> – Users with IPS devices were unable to access the QMUL Mobile App <b>Cause:</b> The App was not available in the App store <b>Action:</b> The app was added to App store	Resolved



# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
13956	04 Sep	20m	<b>Network Services</b> – Users experienced two momentary interruptions accessing internet based services during the maintenance period	Maintenance	Implemented
13937	03 Sep	4h	<b>QMplus</b> – Users were unable to access the QMplus during the maintenance period	Maintenance	Implemented
14086	27 Sep	2.5h	<b>QMRO</b> – Users were unable to access during the maintenance period	Maintenance	Implemented
14033	13 Sep	3h	<b>Elements</b> – Users were unable to access Elements Symplectic Publicist during the upgrade	Upgrade	Implemented
-	28 Sep	1h	<b>Power Shutdown – network Services</b> – Users at Charterhouse Sq. John Vane Science Centre experienced an estates controlled power shutdown, IT services were unavailable during the maintenance period	Maintenance	Implemented

# ITS Incident and Request KPIs

Measure	Target	Jul 19	Aug 19	Sep 19	Trend	Expected Trend
Incidents Raised	-	919	910	1595	↑	↑
Number of Incidents Resolved	-	768	684	1353	↑	↑
Incidents Resolved within SLT	90%	76%	67%	77%	↑	↓
Resolution Time P1	4h	100%	60%	40%	↓	↑
Resolution Time P2	1 BD	68%	74%	69%	↓	↓
Resolution Time P3	3 BD	78%	64%	78%	↑	↓
Resolution Time P4	5 BD	83%	84%	91%	↑	↓
Resolution Time P5	20 BD	80%	100%	97%	↓	↓
Requests Raised	-	5116	4183	11472	↑	↑
Number of Requests Resolved	-	4675	3454	10759	↑	↑
Requests Resolved within SLT	90%	87%	88%	93%	↑	↑
Reopened tickets	3%	164 (3%)	143 (3%)	251 (2%)	↓	—

## Commentary

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Ticket volumes increased in September as expected due to enrolment and start of term. In comparison to last year there has been a 15% increase in volume of tickets handled
- A high number of requests were received for AV support and Account access as a result of start of term and users returning back to QMUL
- KPIs are struggling to be met but with the additional agency resources we should see improvements in the coming months

## Key

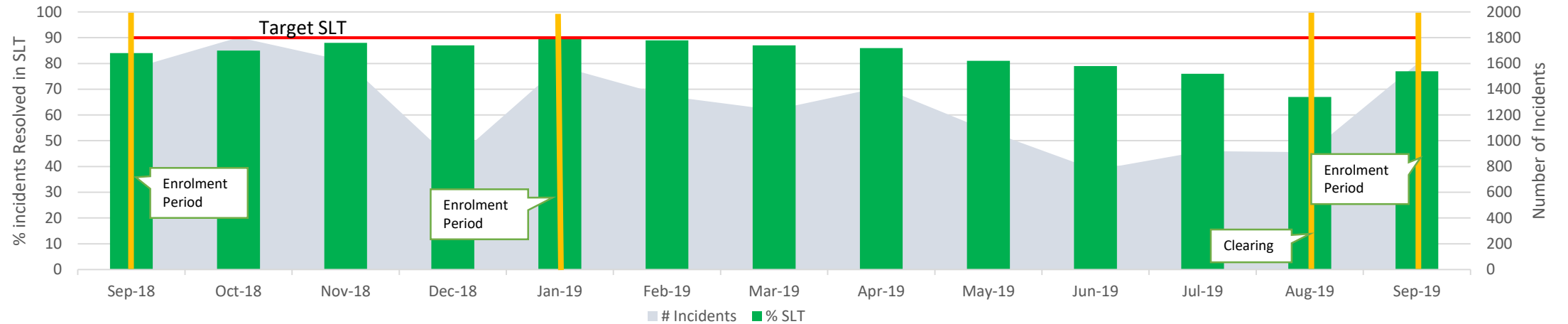
- Improvement over last month and within SLT
- Deterioration from last month but within SLT
- No change from last month and within SLT
- Improvement over last month and breaching SLT
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- Improvement over last month, No SLT assigned
- Deterioration from last month, No SLT assigned
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BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

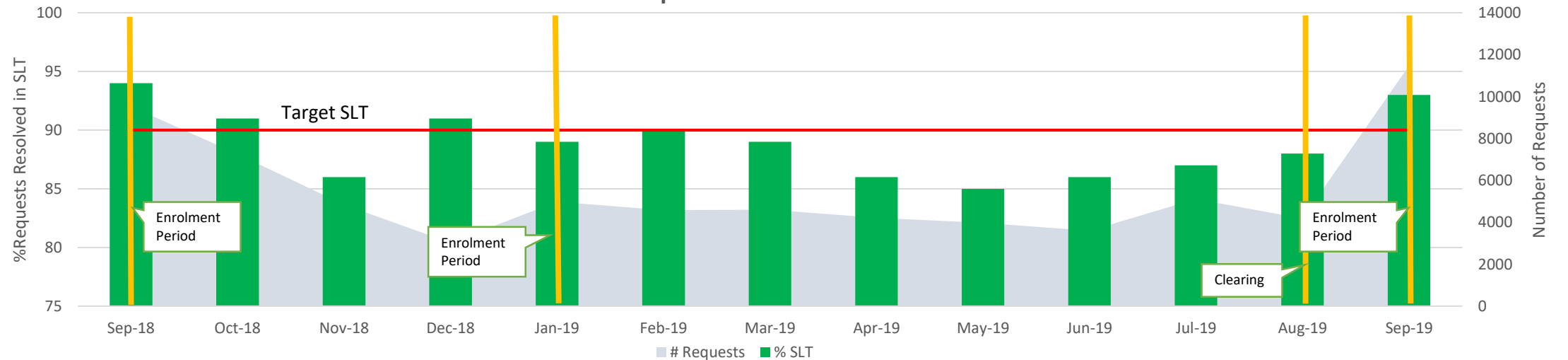
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs

## Incidents SLTs and Volume



## Requests SLTs and Volume












# Service Desk Performance

Measure	Target	Jul 19	Aug 19	Sep 19	Trend	Expected Trend
Received Phone Calls	-	2951	3107	4763	↑	↑
Average Wait Time	25s	34s	1m	2m	↓	↓
Abandon Rate (Calls)	5%	22%	39%	58%	↓	↓
FTF (First Time Fix)	75%	64%	62%	89%	↓	↓
FLF (First Line Fix)	75%	53%	51%	73%	↓	↓
Email Triage	90%	71%	86%	58%	↓	↓

## Commentary






- High volume of phone calls were received mainly due to the major incidents in September and start of term.
- The phone abandonment rate and wait time have deteriorated further this month due to agency and Service Desk staff being heavily involved in enrolment
- Additional measures have been put in place to address the back log of unassigned tickets, this has shown some initial improvements

### Key

-  Improvement over last month and within SLT
-  Deterioration from last month but 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	Jul 19	Aug 19	Sep 19	Trend	Expected Trend
	791	540	1113	↑	↑
	2372	2213	3272	↑	↑
	471	414	4239	↑	↑
	1839	1604	1983	↑	↑
	169	173	334	↑	—
	0	0	1854	↑	↑

## Commentary

- Ticket volumes in September is higher as expected during the enrolment and start of term
- There has been a steady uptake of chat as both students and Staff are finding it more convenient to contact the service desk for support for user account issues
- The volume of tickets raised via the Tech Bar and Walk-in reflects the additional work generated by enrolment

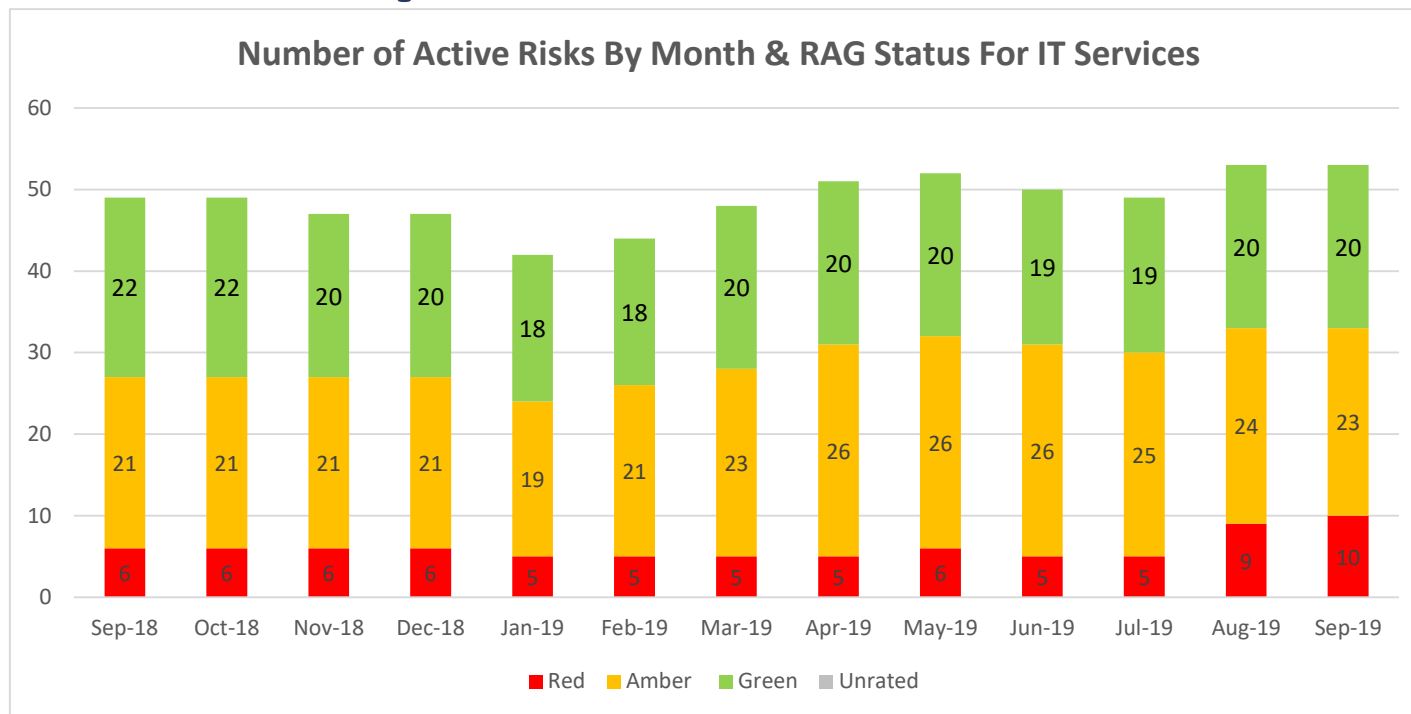
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# Risk Report



**New:** The supply and delivery of IT equipment maybe affected by Brexit

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	1	53	0	↑

## Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Action plan is being prepared 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



Questions about this report, or would you like to know more?

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