



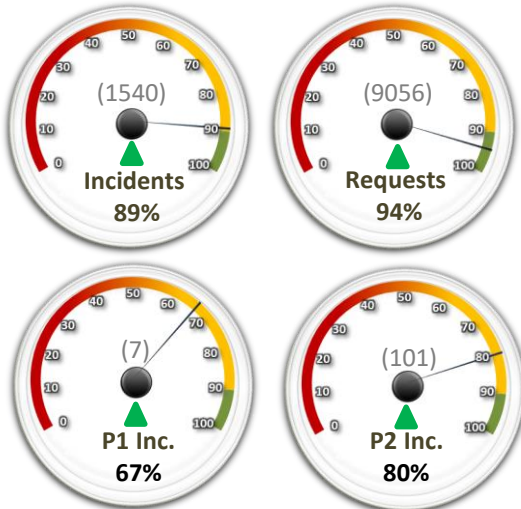
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

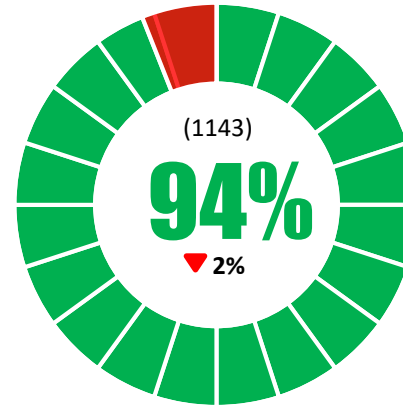
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- There is an impact on service levels as a result of the number of four major incidents, enrolment and return to campus initiatives
- Agency staff have been recruited to the Service Desk and additional measures put in place to tackle the volume of unassigned tickets
- Recent trends show that Phishing is on the increase, to counter this the Metacompliance online cyber security awareness portal is being rolled out to students next month.
- MFA has been rolled out to Professional Services and plans are being scaled up to expand to other parts of QM

Customer Satisfaction



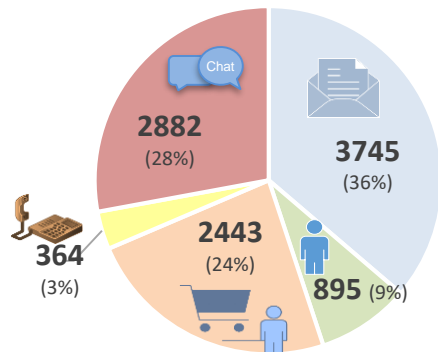
Definitions

- 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

4 Major Incident

- SITS – Inaccessible 10/09
- Staff Printing Unavailable 23/09
- Web Printing – Unavailable 25/09
- O365 – Inaccessible 28/09

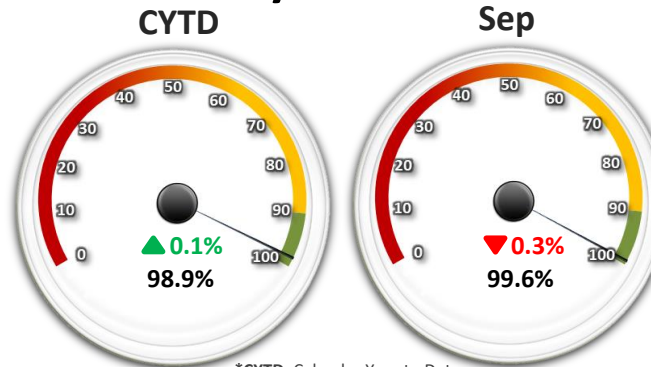
Volumes



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

- Ticket volumes in September are higher as expected due to enrolment and the start of term.
- QMplus, Phishing and account access were among the top issues reported this month.
- Chat is the second most popular form of contact, this month the ticket volume for chat has been the highest ever recorded.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability decreased this month due to the four major incidents.
- Working from home has identified further critical systems that need to have high availability

KPI Trend View

KPI	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Move
% Satisfied Customers for Incidents	95	94	91	93	95	88	92	92	94	93	95	96	95	↓
% Satisfied Customers for Requests	95	95	97	98	97	95	93	94	94	96	95	95	93	↓
All Incidents Closed By All ITS Depts. Within SLT	77	75	76	79	86	79	83	87	82	82	88	82	89	↑
All Requests Closed By All ITS Depts. Within SLT	93	88	86	84	90	89	92	90	90	94	94	89	94	↑
All Incidents Closed By Site Within SLT	69	69	71	78	78	87	80	80	79	71	88	79	87	↑
All Requests Closed By Site Within SLT	85	87	88	84	90	72	92	87	88	93	94	88	91	↑
Service Desk Incidents Closed Within SLT	87	86	93	97	98	98	95	97	96	97	99	99	97	↓
Service Desk Requests Closed Within SLT	97	87	94	97	97	97	97	98	98	99	99	99	99	▬
Service Desk Telephone Response Within SLT	41	62	83	88	87	85	60	▬	▬	▬	▬	▬	▬	▬
All Incidents Closed By Campus Teams Within SLT	64	58	57	68	75	56	54	62	67	62	69	62	76	↑
All Requests Closed By Campus Teams Within SLT	85	85	84	84	86	78	83	67	69	92	95	74	84	↑
Change Management Implementation														▬
Service Desk Email Triage	58	58	94	96	95	97	79	100	100	100	100	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

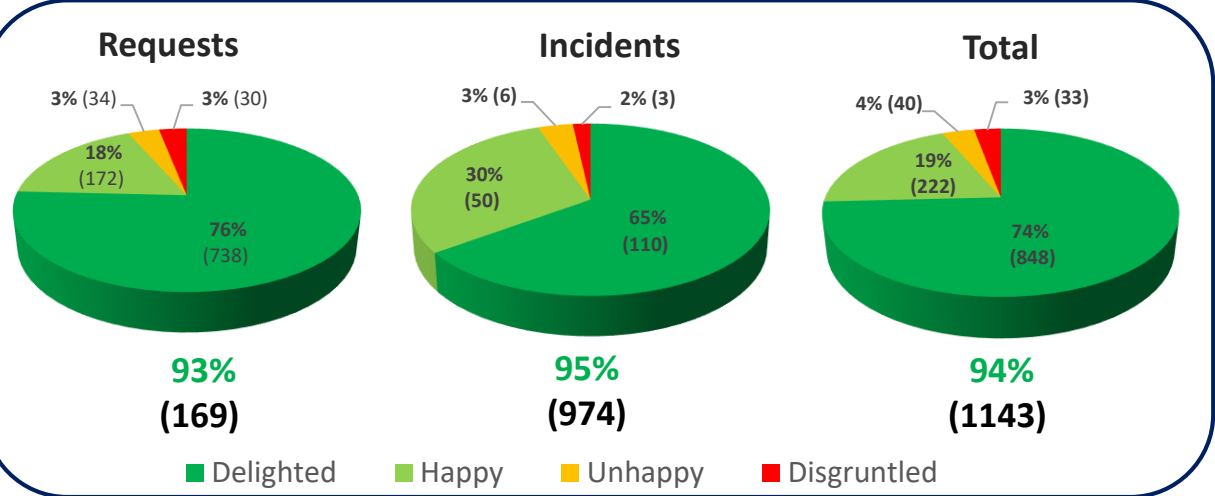
Customer Feedback

This month we received 1143 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **11%** (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

provided clear updates and assisted in installing the software as required, excellent service and very much appreciated

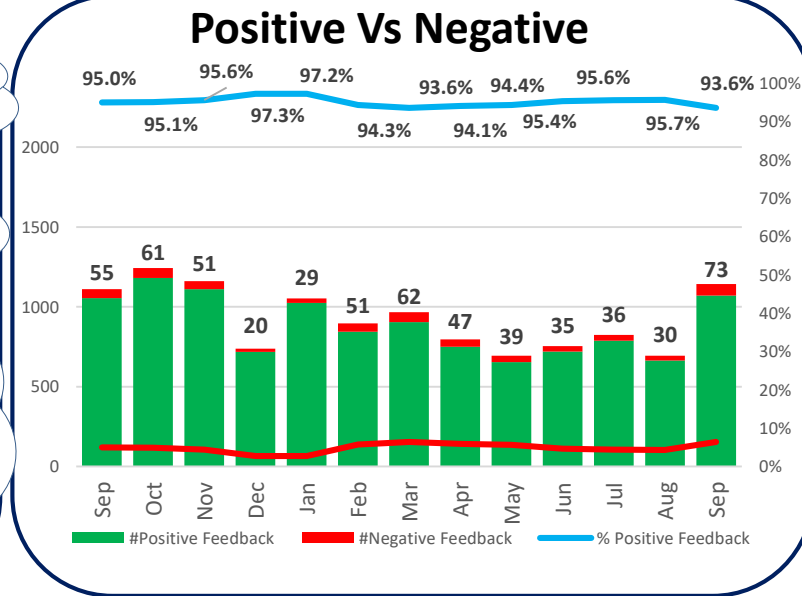
My timetable issue was not solved as it is still blank

I'm unable to get on with my writing up without accessing my NVIVO data, so I would be really grateful if you could provide it soon

Absolutely over the moon!

It would have been helpful to know this when submitting my initial enquiry. I spent some time formatting the sheet as I had been requested so I didn't need to set up 50 individual groups when I could have been setting up the groups myself.

Very quick and efficient service, technical issue was resolved completely. Saved a lot of time and stress. Very many thanks



Commentary

- Customer Satisfaction for Requests decreased slightly this month, but overall is below the 95% target.
- Feedback this month relate to the quick responses and fulfilment of the tickets.
- Complaints received range from issues with hardware not working or delivered on time to issues with access to application.

Activities for the month of Sep 2020

Research Excellence

Research Tickets Resolved

↑ 296



Research Grant Bids

↓ 118

Research Grants Awarded

↑ 64



Teaching Excellence

Logins to QMPLUS

↑ 709,609



AV Teaching activities Supported

↑ 91

Reported AV Issues

↑ 85



Supported teaching spaces

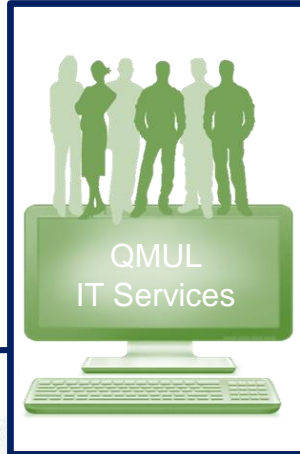
Approx. 177 =

Hours of Q-review

↑ 43,991

Playbacks

11,966 Videos played
↑ 233,247 times within QMplus



Public Engagement

Guest Wi-Fi:

↑ 54 users

647 sessions



Events Wi-Fi:

↓ 133 users

8,149 sessions

Growth



↓ 63

New desktops/laptops Deployed

↑ Approx. 74,590

Active accounts



Total data stored (excl. Research)

↑ 993.08 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ 264,910



Sustainability

↓ 2,771

Pages sent and not printed



0



Higher Than last month

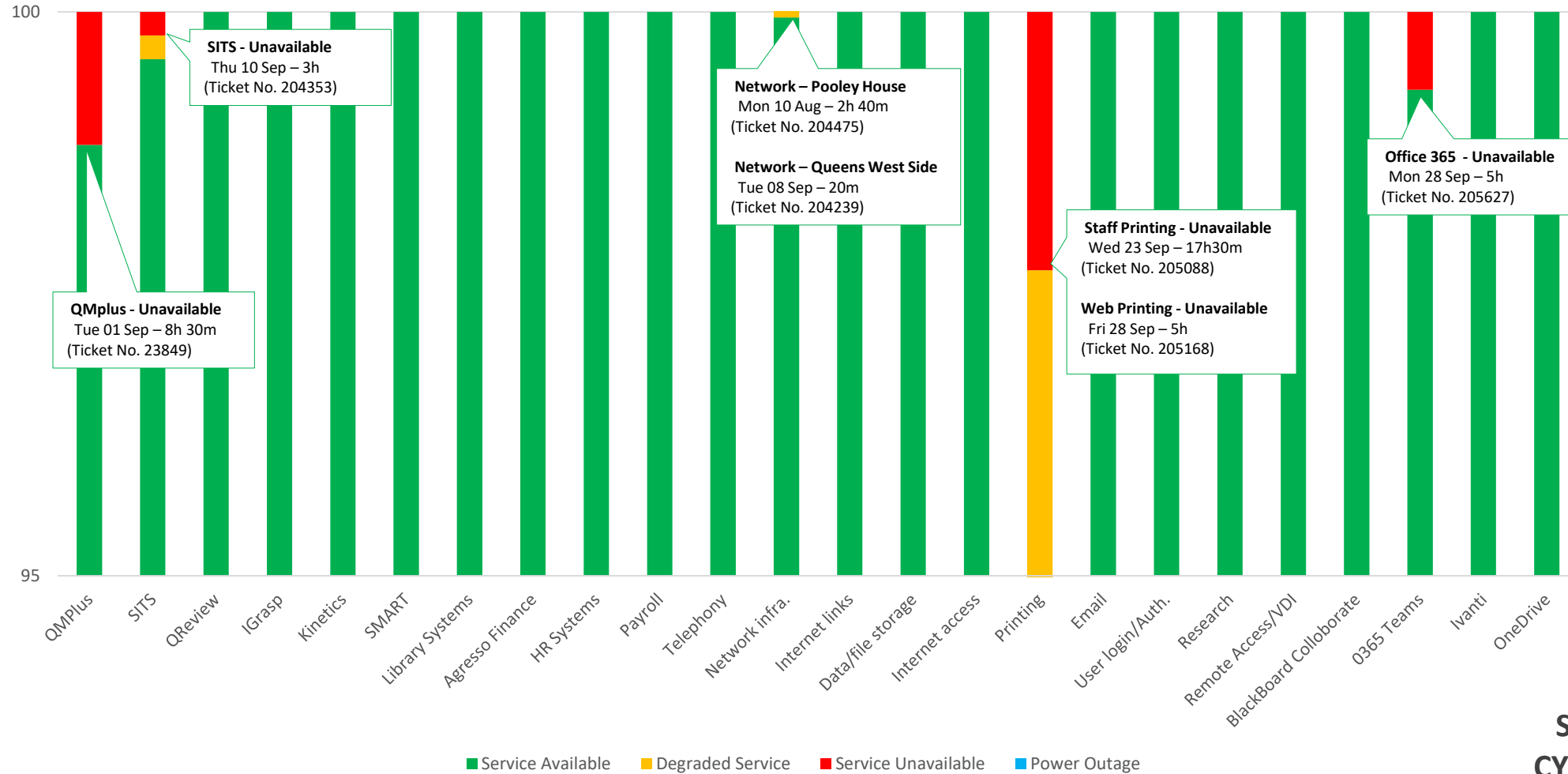


Lower than last month



No change from last month

ITS Critical Systems Availability



Sep: 99.6%
CYTD: 98.9%

Major & High Priority Incidents

Root Causes



Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
204353	Thu 10 Sep 14:00	3h	<p>SITS – Users were unable to access SITS to view or update Student records.</p> <p>Cause: High volume of students were attempting to log into SITS to update their location for start of term. The App servers were unable to manage the high volume of login attempts at the same time and failed.</p> <p>Action: Additional memory added to the web servers and CPU cores to meet demands.</p>	Resolved
205088	Wed 23 Sep 18:00	17h 30m	<p>Staff Printing – Users were unable to print or scan documents whilst on Campus.</p> <p>Cause: SQL database autogrowth was unable to handle the rate in which logs were being written to it from two app servers and eventually corrupted a MapDb file.</p> <p>Action: The corrupted files were replaced and autogrowth increased from 1mb to 1gb and an app server was disabled</p>	Resolved
205088	Fri 25 Sep 17:00	2d	<p>Web Printing – Staff members are unable to print using the web print service.</p> <p>Cause: The Print provider on Mps-sbx-001 (Web Print) cannot see the App Servers via 'myprint.qmul.ac.uk'</p> <p>Action: escalated to 3rd party to resolve who has redirected Mps-sbx-001 to the Primary App server IP</p>	Resolved
205627	Mon 28 Sep 21:25	5h	<p>Office 365 Authentication – Some users were unable to access multiple Microsoft services and features that use MFA for authentication.</p> <p>Cause: A specific portion of Microsoft's infrastructure that processes authentication was not processing requests in a timely manner.</p> <p>Action: The affected infrastructure component was replaced</p>	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
23849	Tue 01 Sep 10:30	8h30m	<p>QMplus – Users were unable to access QMplus too view or edit learning material Cause: A script which runs to create students accounts in OpenLDAP is being killed by the Linux kernel memory manager. Action: change 15139 to Shutdown damselfly and increase RAM to allow update_sits to use more memory and allow script to complete</p>	Resolved
20853	Tue 01 Sep 10:30	6 days	<p>Turnitin – Some users were experiencing issues when submitting assignments in Turnitin. Cause: Unknown Action: escalated to 3rd party to resolve</p>	Resolved
204239	Tue 08 Sep 16:00	20m	<p>Network – Users on the ground floor of the Queens' building mainly on the West side of the building were unable to access the internet or network services receive telephone calls. Cause: A network switch failure caused by a partial power outage to the network equipment for that area of the building. Action: The switch was restored from backups.</p>	Resolved
204475	Mon 14 Sep 10:35	2h40m	<p>WiFi – Users on the ground and first floor of Pooley House East were unable to connect to the network via Wifi or wired connection. Cause: A network switch failed due to a software corruption. Action: The power issue was identified and restored by estates</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14664	03 Sep	3h	Ivanti – Users were unable to access the service to report issues during the Upgrade.	Upgrade	Implemented
15168	10 Sep	30m	Shibboleth federated Logins – Users may experience issues accessing QMplus and other services during the maintenance period.	Maintenance	Implemented
15170	10 Sep	15m	Ivanti – Users experienced a 5 min interruption to the Ivanti ticketing system during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Jul 20	Aug 20	Sep 20	Trend	Expected Trend
Incidents Raised	-	753	751	1540	↑	↓
Number of Incidents Resolved	-	594	723	1205	↑	↑
Incidents Resolved within SLT	90%	88%	82%	89%	↑	↑
Resolution Time P1	4h	—	50%	67%	↑	↑
Resolution Time P2	1 BD	65%	67%	80%	↑	↑
Resolution Time P3	3 BD	89%	82%	90%	↑	↑
Resolution Time P4	5 BD	75%	88%	100%	↑	↑
Resolution Time P5	20 BD	100%	94%	100%	↑	↑
Requests Raised	-	5433	4630	9056	↑	↑
Number of Requests Resolved	-	5034	4486	8401	↑	↑
Requests Resolved within SLT	90%	94%	89%	94%	↑	↑
Reopened tickets	3%	105 (2%)	121 (2%)	202 (2%)	—	—

Commentary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and Enrolment.
- Ticket volumes increased in September as expected due to the start of term, enrolment and the four Major Incidents.
- The overall KPI trend is improving due to the additional temporary staff supporting enrolment.

Key

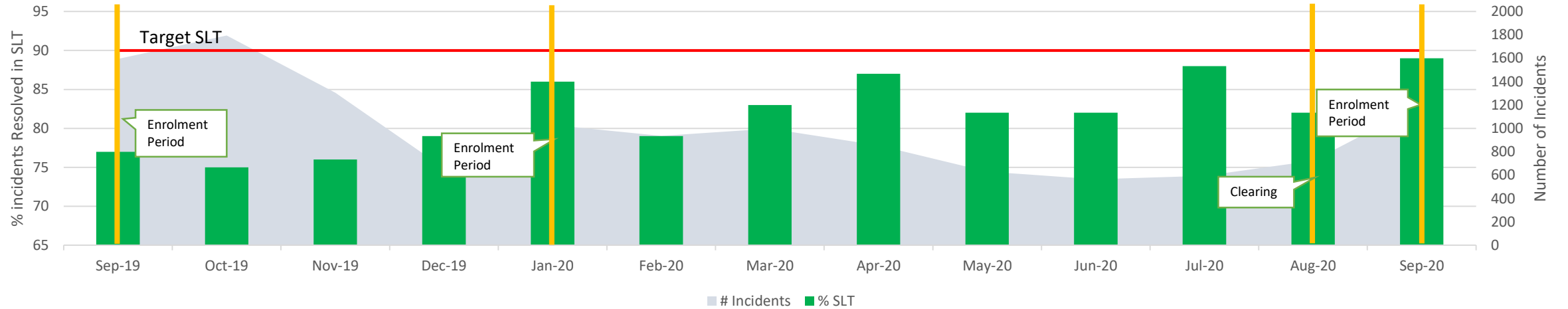
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- Deterioration from last month but within SLT
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- Improvement over last month and breaching SLT
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BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

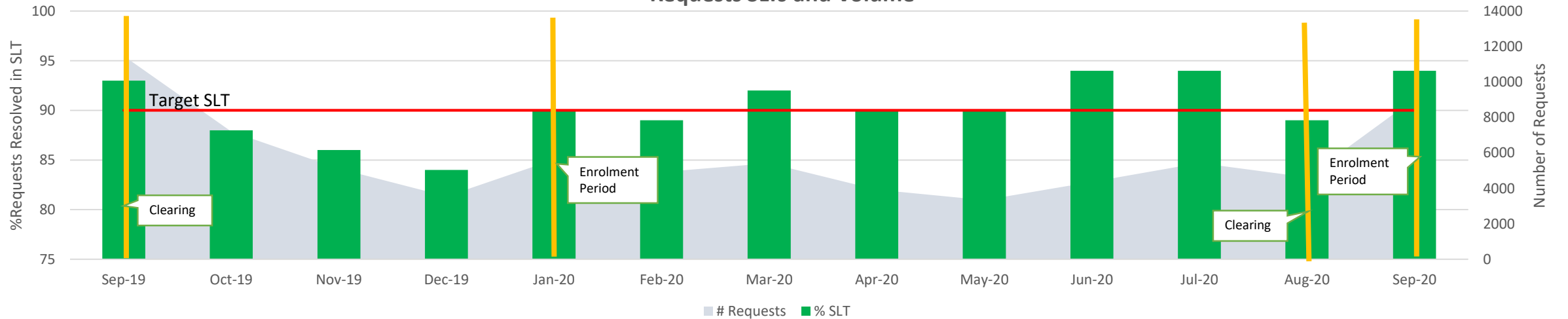
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume



Service Desk Performance

Measure	Target	Jul 20	Aug 20	Sep 20	Trend	Expected Trend
Received Phone Calls	-	▬	▬	▬	▬	▬
Average Wait Time	25s	▬	▬	▬	▬	▬
Abandon Rate (Calls)	5%	▬	▬	▬	▬	▬
FTF (First Time Fix)	75%	85%	74%	85%	↑	↑
FLF (First Line Fix)	75%	75%	60%	80%	↑	↑
Email Triage	90%	100%	100%	100%	▬	↑

Commentary







- Calls to the Service desk were suspended mid March, the phones have been re-activated this month and stats will be available in next months reporting.
- First time Fix and First Line Fix have increased this month due to the temporary staff on the Service Desk.
- The top Request items were request for information and access to accounts which were quickly resolved on the service Desk improving the FLF and FTF

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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 20	Aug 20	Sep 20	Trend	Expected Trend
	0	12	364	↑	↑
	2953	2466	3745	↑	↑
	0	177	895	↑	↑
	2045	1579	2443	↑	↑
	1062	1014	2882	↑	↑
	0	4	12	↑	—

Commentary

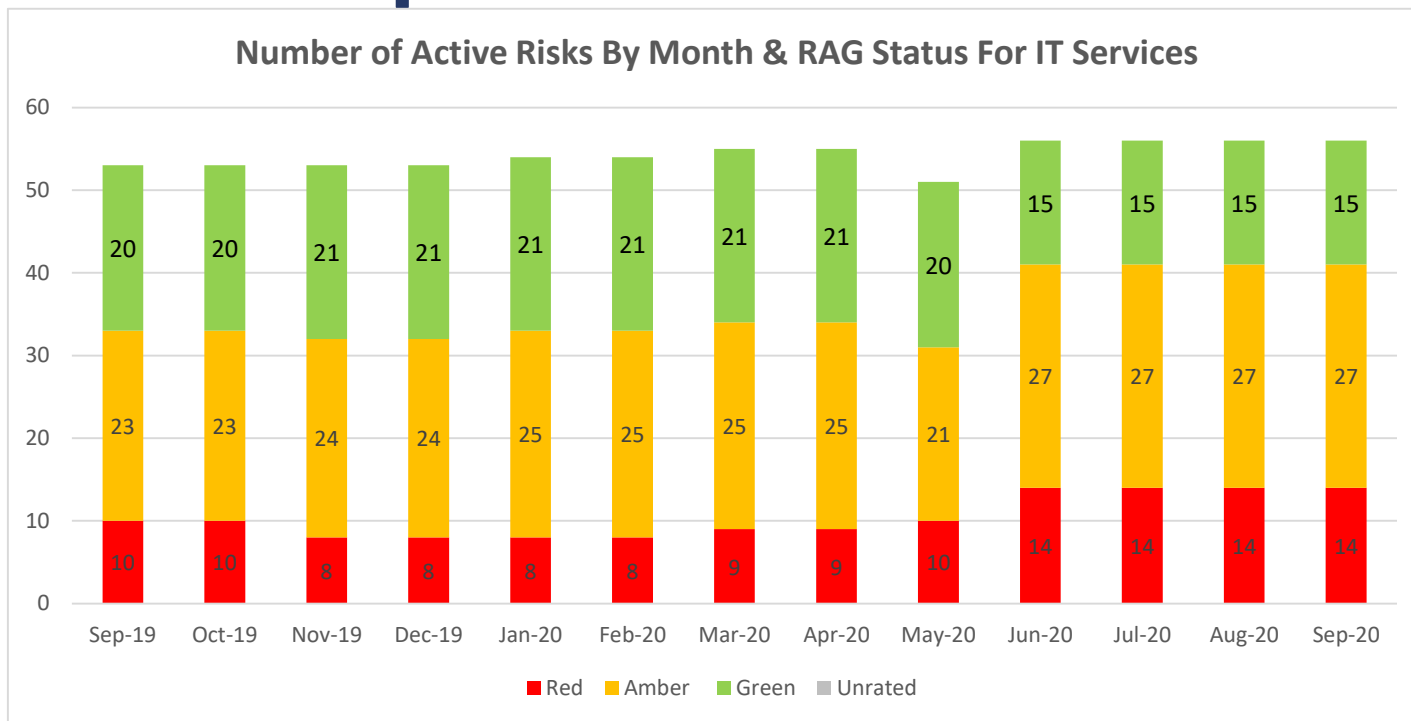
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Risk Report

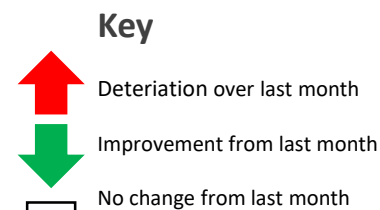


Top Risk: Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	56	0	▬

Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Plan of action to mitigate vulnerabilities has been initiated
- **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





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

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