IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

Incidents (2029) 76%
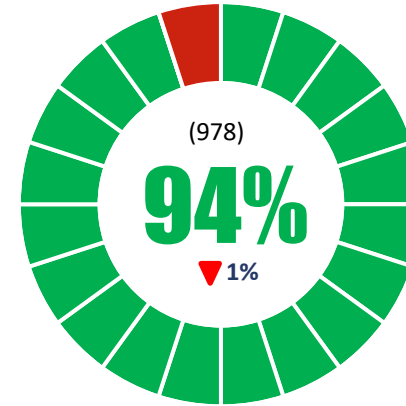**Requests** (11007) 93%
P1 Inc. (11) 44%
P2 Inc. (178) 57%
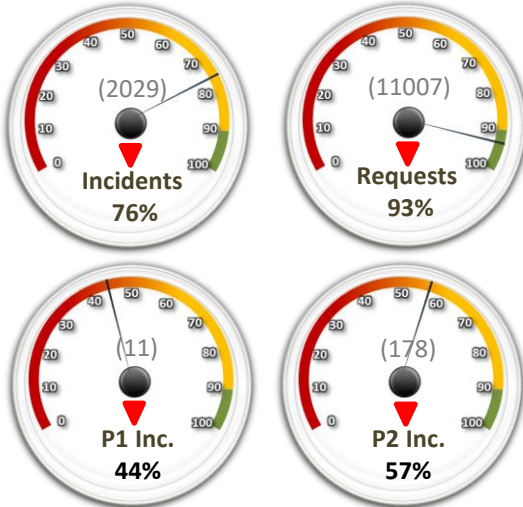
*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have increased as expected during start of term.
- Ticket volumes are higher in comparison to the same time last year mainly due to the additional student uptake and 4 major incidents and lecturers needing support with MME.
- The KPI trend is trending down due to a backlog of tickets which has impacted triage and wit times.
- Service Desk have additional temp staff, once fully trained we should start to see improvements.
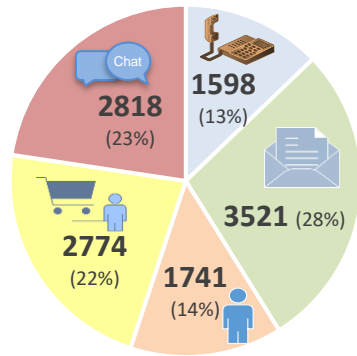
Customer Satisfaction

(978)
94%
▼ 1%

4 Major Incident

- HPC – 07/09 – Apocrita inaccessible
- MySIS – 17/09 – Inaccessible
- Network – 17/09 – Network failure
- QMplus – 27/09 - Inaccessible

Volumes

1598 (13%)
2818 (23%)
2774 (22%)
3521 (28%)
1741 (14%)

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

- Tickets volume across all areas are high, due to the additional uptake of students, support required for lecturers using MME and the 4 major incidents
- Top Request items this month relate to SSPR, desktop account queries and requests for information.
- Top incidents items this month relate to QMplus, AV issues, which combined make up 45% of the incident ticket volume this month.

Critical Systems Availability

CYTD
▼ 0.1%
99.7%

Sep
▼ 0.3%
99.5%
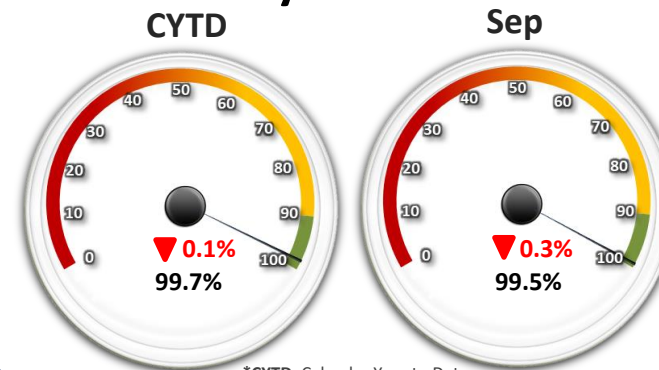
*CYTD: Calendar Year to Date

- Critical systems availability increased slightly this month despite the major incident.
- Most of the incidents were performance impacting.

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KPI Trend View

KPI	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Move
% Satisfied Customers for Incidents	95	94	86	96	96	95	95	96	96	94	98	97	91	↓
% Satisfied Customers for Requests	93	93	87	95	95	96	92	97	97	96	96	94	94	—
All Incidents Closed By All ITS Depts. Within SLT	89	87	88	90	95	91	93	88	89	89	84	87	76	↓
All Requests Closed By All ITS Depts. Within SLT	94	93	94	95	97	94	96	95	94	92	94	94	93	↓
All Incidents Closed By Site Within SLT	87	86	88	85	90	82	93	83	83	82	81	86	71	↓
All Requests Closed By Site Within SLT	91	93	94	94	96	94	96	94	94	92	94	94	93	↓
Service Desk Incidents Closed Within SLT	97	97	96	98	99	98	98	98	99	98	96	96	90	↓
Service Desk Requests Closed Within SLT	99	99	99	99	99	99	96	99	99	99	99	99	96	↓
Service Desk Telephone Response Within SLT	—	—	80	89	83	93	95	88	85	78	86	89	66	↓
All Incidents Closed By Campus Teams Within SLT	76	81	87	94	88	91	93	88	85	85	78	83	59	↓
All Requests Closed By Campus Teams Within SLT	84	91	95	95	93	93	95	96	96	95	94	95	89	↓
Change Management Implementation														↓
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	100	100	100	63	↓

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

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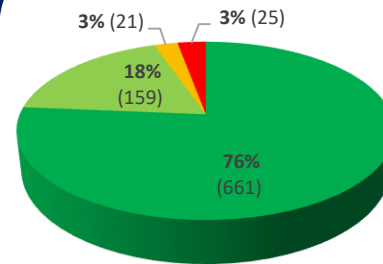
Customer Satisfaction

Customer Feedback

This month we received 978 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **8%** (which is the 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**

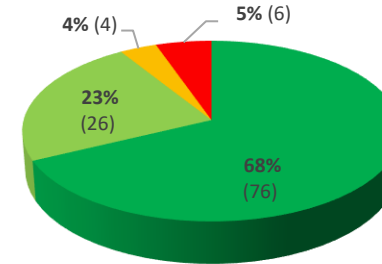We value all feedback as ultimately it helps us to continually improve the service(s) we provide.
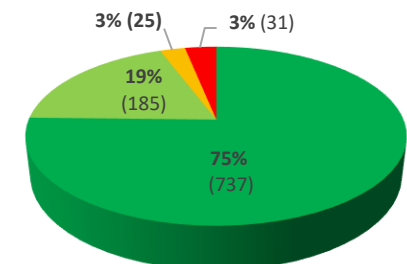
Requests

- 3% (21)
- 3% (25)
- 18% (159)
- 76% (661)

94%
(866)

Incidents

- 4% (4)
- 5% (6)
- 23% (26)
- 68% (76)

91%
(112)

Total

- 3% (25)
- 3% (31)
- 19% (185)
- 75% (737)

94%
(978)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

Absolutely delighted with such a friendly, helpful and prompt response. Thank you so much!

*I have one problem – I cannot log on to myHR.
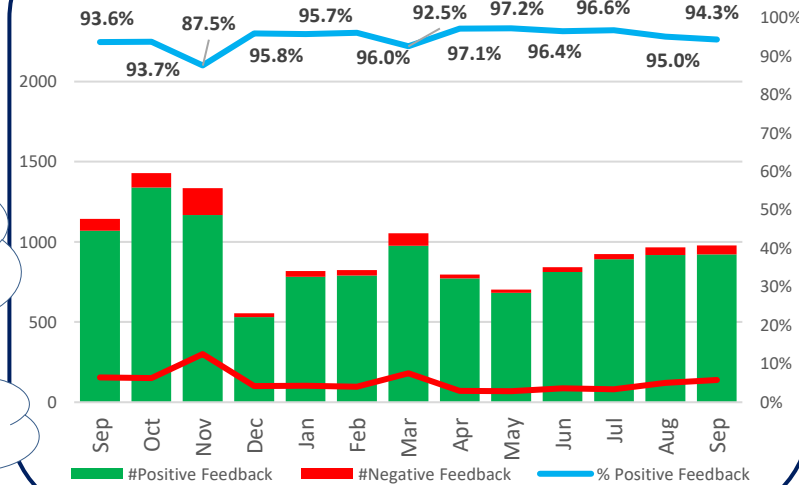It needs to be fixed and AFTER being fixed I need to be informed,*

I'm glad you think that my query has been fulfilled, because it hasn't

I have been very happy with IT's help with fixing my laptop. I cannot stress enough how much it helps to get computer issues resolved quickly so we do not fall behind with work

I must commend ITS for the patience, clarity and courtesy in helping me unravel some 'glitch' with my password over two consecutive sessions

Closed off, again! Not sorted at all..

Positive Vs Negative

- 93.6%
- 93.7%
- 87.5%
- 95.8%
- 95.7%
- 96.0%
- 92.5%
- 97.1%
- 97.2%
- 96.4%
- 96.6%
- 94.3%
- 95.0%

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

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

Commentary

- Customer Satisfaction for this month dropped slightly below our 95% target.

- Feedback this month relate mainly to resolving service requests.

- Complaints this month relate to poor ticket handling, tickets closed without solvingg the issue and communication; no feedback or updates provided

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Activities for the month of Sep 2021

Research Excellence

Research Tickets Resolved
↓ 196

Research Grant Bids

Research Grants Awarded

Public Engagement

Guest Wi-Fi:
↑ 164 users
2,226 sessions

Events Wi-Fi:
166 users ↑
9,759 sessions

Teaching Excellence

Logins to QMPLUS
— 183,150

AV Teaching activities Supported
↑ 256

3,391
Unique Viewers
50,156
QMplus played entries

QMUL IT Services

Reported AV Issues
↑ 592

Supported teaching spaces
Approx. 177 —

Hours of Q-review
10,431
Playbacks
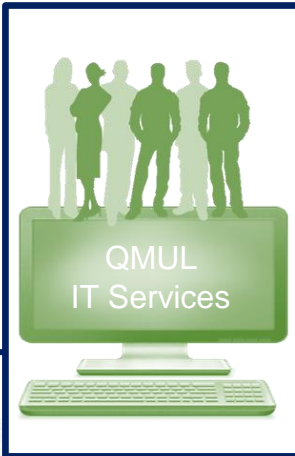
Growth

107 ↓
New desktops/laptops Deployed

Approx. 64,568 ↓
Active accounts

Total data stored (excl. Research)
993.08 terabytes

International

Distance learning (Beijing and Nanchang QMPLUS logins):
— 44,531

Sustainability

↑ 19,935
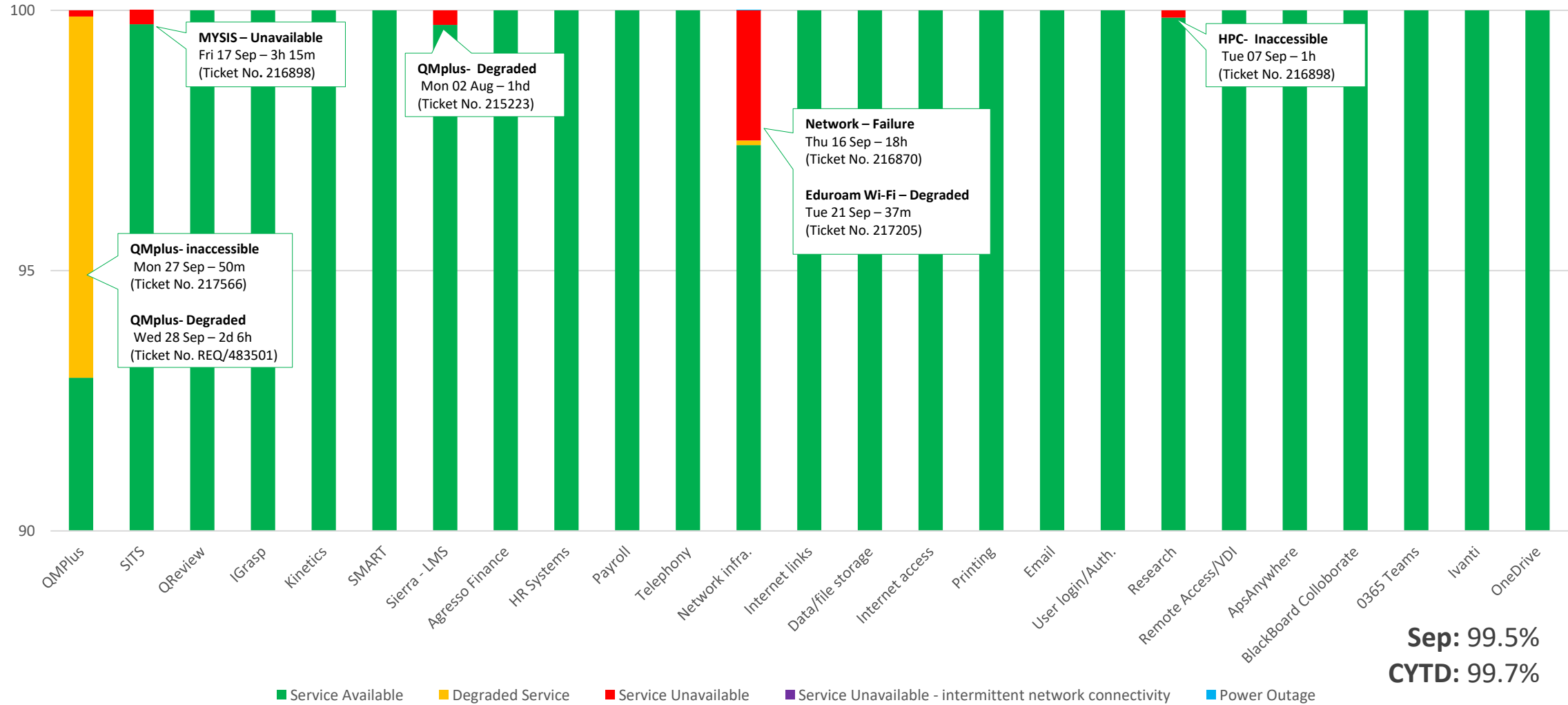**Pages sent and not printed**
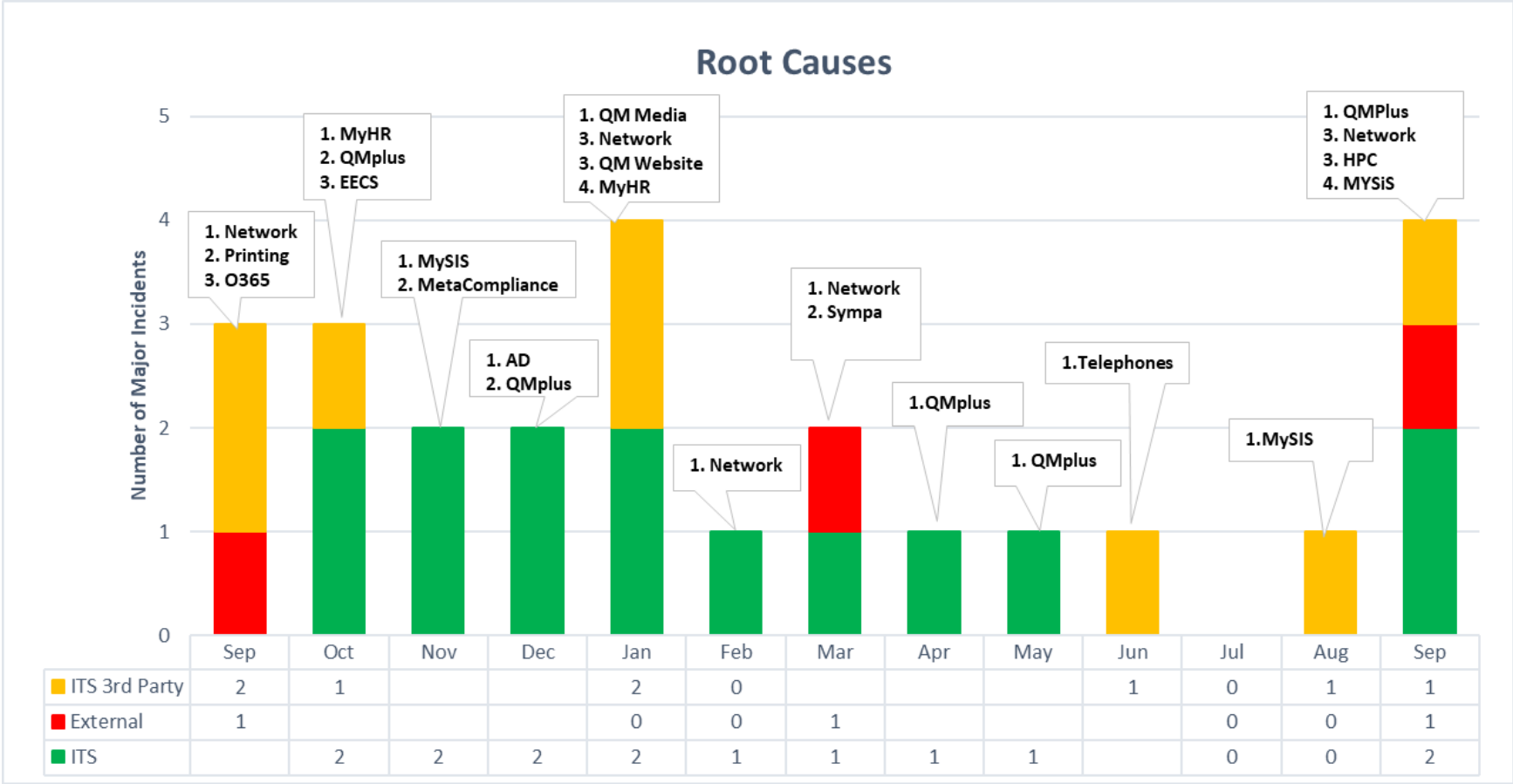
↑ 3.5

↑ Higher Than last month
↓ Lower than last month
— No change from last month

ITS Critical Systems Availability

MYSIS – Unavailable
Fri 17 Sep – 3h 15m
(Ticket No. 216898)

QMplus- Degraded
Mon 02 Aug – 1hd
(Ticket No. 215223)

HPC- Inaccessible
Tue 07 Sep – 1h
(Ticket No. 216898)

Network – Failure
Thu 16 Sep – 18h
(Ticket No. 216870)

Eduroam Wi-Fi – Degraded
Tue 21 Sep – 37m
(Ticket No. 217205)

QMplus- inaccessible
Mon 27 Sep – 50m
(Ticket No. 217566)

QMplus- Degraded
Wed 28 Sep – 2d 6h
(Ticket No. REQ/483501)

Sep: 99.5%
CYTD: 99.7%

■ Service Available ■ Degraded Service ■ Service Unavailable ■ Service Unavailable - intermittent network connectivity ■ Power Outage

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Major & High Priority Incidents

Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
216381	Tue 07 Sep 11:30	1h	**HPC inaccessible –** Users were unable to access Apocrita Cluster to carry out their Research calculations. **Cause:** An error in a code script that was used for a change to re-assign nodes. **Action:** The error was corrected in the script and re run.	Resolved
216898	Fri 17 Sep 11:30	3h 15m	**MySIS Unavailable –** Users were unable to access the service to view or amend student data. **Cause:** A configuration changes to a UAT Paupet server was mistakenly carried out on a live server that effected the SITS . **Action:** The change was rolled back on the live server.	Resolved
216870	Thu 16 Sep	18h	**Network Failure -** Users based in Dept.W experienced a network outage and were unable to access network services. **Cause:** A fault at the Openreach telephone exchange caused a failure on the network link to Dept.W, there was no resiliency for the network link, which meant all network services were unavailable. **Action:** Openreach contacted to rectify the error, which restored the network service.	Resolved
217566	Mon 27 Sep 09:00	50m	**QMplus Inaccessible –** Users were unable to access the service to view or edit learning material. **Cause:** The QMplus database became overwhelmed by user login attempts because of inefficiencies and missing plugins. **Action:** The 3rd party supplier doubled the database resources and an improvement plan has been put in place.	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
217205	Tue 21 Sep 11:45	37m	**Eduroam (WIFI) –** Users in Robin Brook centre Charterhouse Sq. were unable to access wireless network services. **Cause:** A network switch had stopped responding after a power outage at Charter House Sq. **Action:** The network switch was replaced	Resolved
(REQ) 483501	Wed 28 Sep 12:30	2d 6h	**QMplus –** Some students were not being enrolled onto modules in QMplus. **Cause:** A sync between the Moodle and MIS database was not working **Action:** A script was deployed to enrol students that had not been automatically enrolled.	Resolved
216357	Thu 12 Aug 07:00	4h	**MyHR –** QMUL managers were unable to authorise timesheets and sickness absence for their staff. **Cause:** A Windows security patch update was installed that had an adverse impact **Action:** The patch was removed	Resolved
217320/ 217308	Wed 22 Sep 13:45	2h	**Sierra –** Library staff were unable to access the Library platform services. **Cause:** Unknown, vendor investigated the fix **Action:** The Vendor applied a fix	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16109	15 Sep	1d	**VDI/Appsanywhere –** Users were unable to access virtual desktops or remote applications during the maintenance period	Maintenance	Implemented
16235	20 Sep	1h	**VDI/Appsanywhere –** Users were unable to access virtual desktops or remote applications during the maintenance period	Maintenance	Implemented
16217	22 Sep	1h	**Direct Access –** Users were unable to remotely access the QMUL network during the maintenance period	Maintenance	Implemented
16255	28 Sep	2h	**Mitel –** Users were unable to receive calls on the old analogue phones but were able to make calls during the maintenance period.	Maintenance	Implemented

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ITS Incident and Request KPIs

Measure	Target	Jul 21	Aug 21	Sep 21	Trend	Expected Trend
Incidents Raised	-	595	957	2029	⬆ (white)	⬆ (white)
Number of Incidents Resolved	-	547	822	1430	⬆ (white)	⬆ (white)
Incidents Resolved within SLT	90%	84%	87%	76%	⬇ (red)	⬆ (red)
Resolution Time P1	4h	0%	0%	44%	⬆ (red)	⬆ (red)
Resolution Time P2	1 BD	50%	81%	57%	⬇ (red)	⬆ (red)
Resolution Time P3	3 BD	84%	87%	77%	⬇ (red)	⬆ (red)
Resolution Time P4	5 BD	100%	100%	100%	▬ (green)	▬ (green)
Resolution Time P5	20 BD	0%	100%	100%	▬ (green)	▬ (green)
Requests Raised	-	5620	6745	11007	⬆ (white)	⬇ (white)
Number of Requests Resolved	-	5511	6130	9905	⬆ (white)	⬇ (white)
Requests Resolved within SLT	90%	94%	94%	93%	⬇ (green)	⬇ (green)
Reopened tickets	3%	104 (1%)	119 (2%)	121 (1%)	⬆ (green)	▬ (green)

Commentary

- Ticket volumes are much higher in comparison to the same time last, mainly due to the 4 major incidents and the increase in student numbers and issues related to MME.
- KPI is trending down because of the backlog of tickets and ticket management within the teams.
- There has been a higher volume of tickets with shorter SLA (P1, P2) that has contributed to the downward trend

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 and breaching SLT

⬇ (red) Deterioration from last month but 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

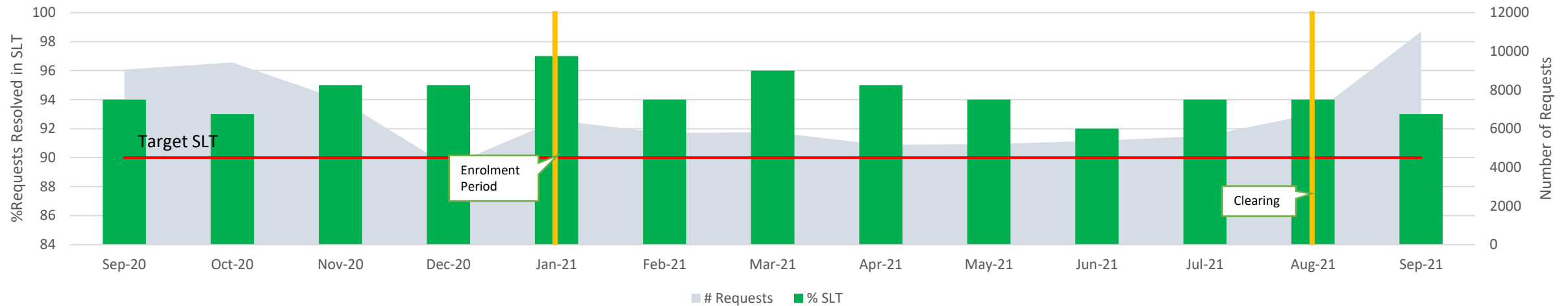BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

Target SLT

Enrolment Period

Clearing

Legend: # Incidents | % SLT
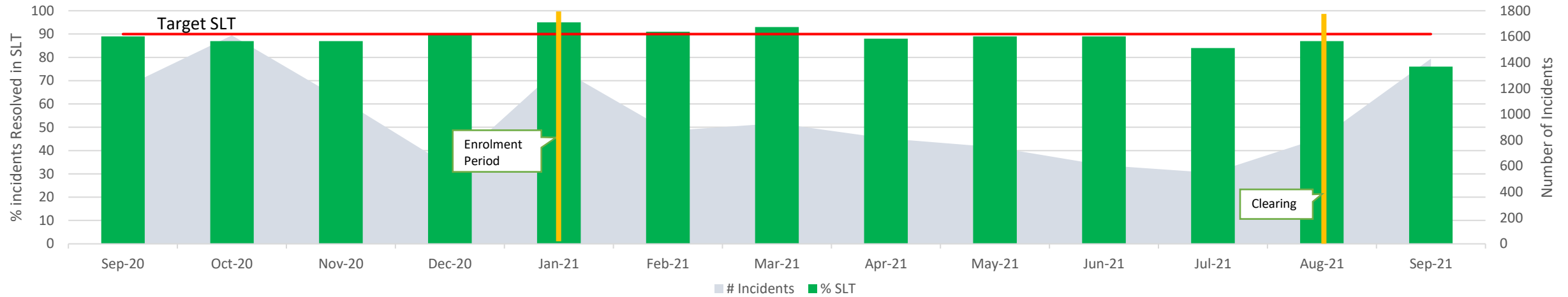
Requests SLTs and Volume

Target SLT

Enrolment Period

Clearing

Legend: # Requests | % SLT

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
Service Desk Performance

Measure	Target	Jul 21	Aug 21	Sep 21	Trend	Expected Trend
Received Phone Calls	-	1160	1279	2658	⬆ (white)	⬆ (white)
Average Wait Time	25s	27s	24s	1:24	⬇ (red)	⬆ (green)
Abandon Rate (Calls)	5%	13%	10%	33%	⬇ (red)	⬆ (green)
FTF (First Time Fix)	75%	83%	83%	86%	⬆ (green)	— (green)
FLF (First Line Fix)	75%	60%	67%	73%	⬆ (red)	⬆ (red)
Email Triage	90%	100%	100%	63%	⬇ (red)	⬇ (red)

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.

- Service Desk have been focusing on First line Fix, which has shown improvement this month due to the additional temporary staff to cover enrolment and start of term.

- The ticket backlog remain high, ticket triaging has dropped due new staff being trained, this has led to higher average wait times

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

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
Ticket Source

ITS Ticket Volume	Jul 21	Aug 21	Sep 21	Trend	Expected Trend
☎ (phone)	550	718	1598	⬆	⬆
@ (email)	2488	2762	3521	⬆	⬆
(walk-up desk)	315	205	1741	⬆	⬆
(self-service)	1840	2421	2774	⬆	⬆
Live Chat	831	1082	2818	⬆	⬆
TECH BAR	0	0	14	⬆	—

Commentary

- Tickets volume across all areas are high, due to the additional uptake of students, support required for lecturers using MME and the 4 major incidents

- Ticket volumes in comparison to last year are higher this year again due to the major incidents and higher student uptake.

- Top Request items this month relate to SSPR, desktop account queries and requests for information.

- Top incidents items this month relate to QMplus, AV issues, which combined make up 45% of the incident ticket volume this month.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

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⬆ (red) Improvement over last month but breaching SLT

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⬆ (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

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Risk Report

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

Month	Red	Amber	Green
Sep-20	14	27	15
Oct-20	17	29	15
Nov-20	17	29	15
Dec-20	16	31	15
Jan-21	15	30	15
Feb-21	15	30	15
Mar-21	15	30	15
Apr-21	15	30	15
May-21	15	30	15
Jun-21	14	29	18
Jul-21	13	29	18
Aug-21	13	28	18
Sep-21	12	28	18

Legend: ■ Red ■ Amber ■ Green ■ Unrated
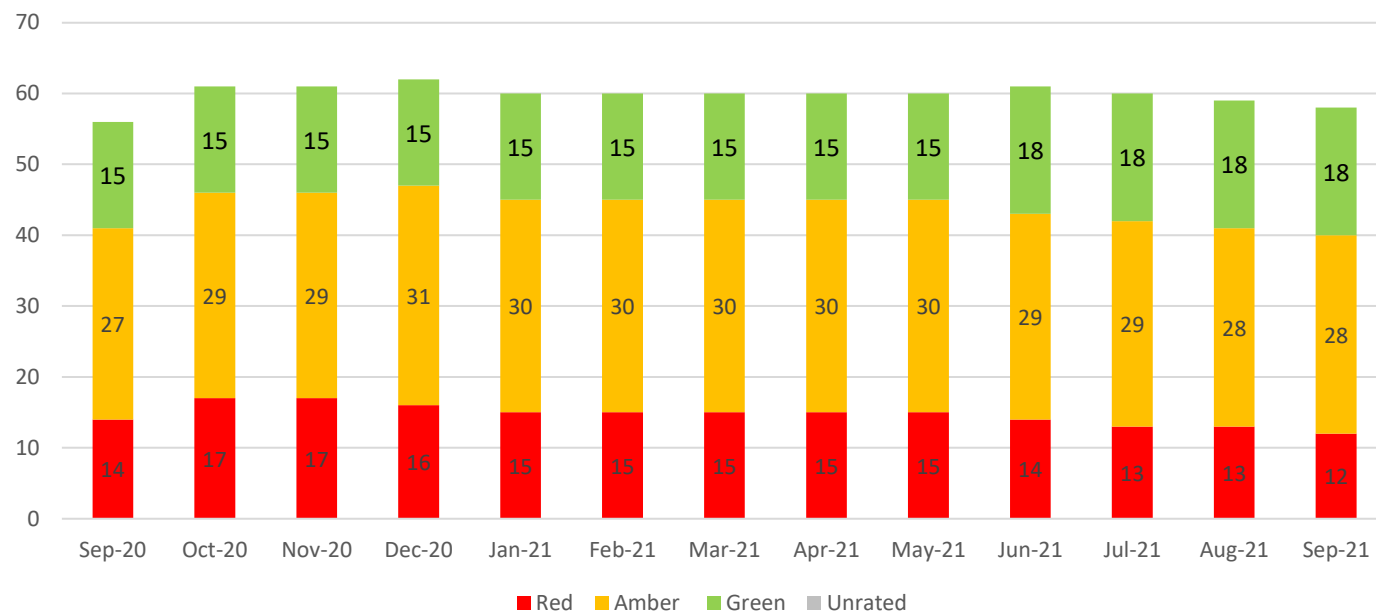
Realised Risk: The risk of a network failure at Dept.W was realised this month, the site opened with a single fibre link and no resiliency, however, control measures were in place to reduce the impact.

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	0	58	1	⬇

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

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

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

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