Queen Mary
University of London

IT Services
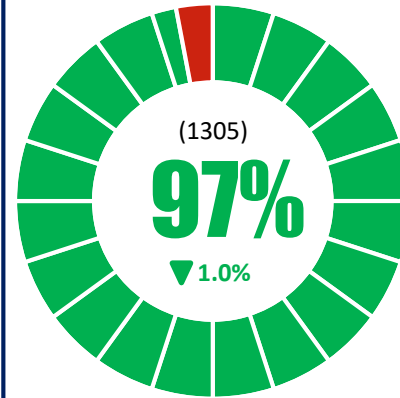
Executive Summary – September 2018

KPI & Summary

(1559)
Incidents
84%

(9525)
Requests
94%

(13)
P1 Inc.
29%

(127)
P2 Inc.
69%
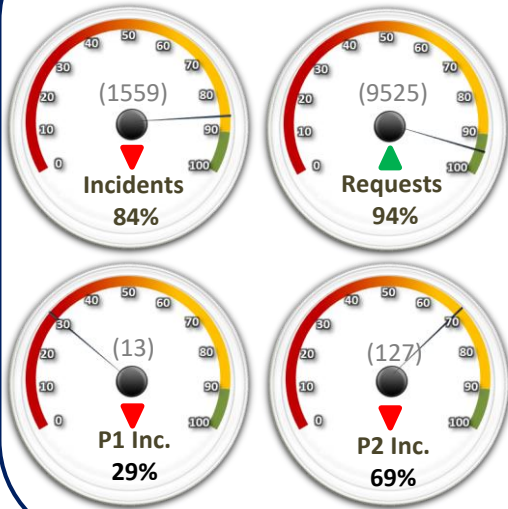
- Enrolment and start of term has been a success with only one major Incident experienced (which only had localised impact to LIF)
- Online Chat Implemented as a contact method to the Service Desk and is available 24/7
- A pilot of enhanced protection against SPAM and Phishing emails is currently in place within IT Services (and Genomics at their request)
- Customer Satisfaction is continuing to trend well above the 95% target
- Service Levels suffering as a result of increased activity and loss of staff
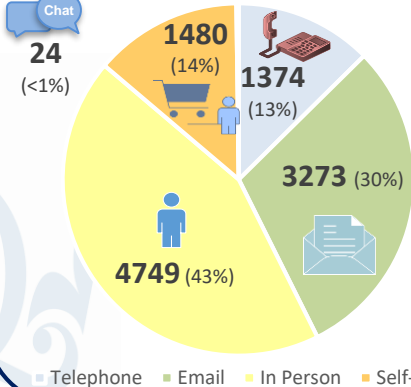
Customer Satisfaction

(1305)
97%
▼ 1.0%

1 Major Incidents

- Network Failure at LIF (03/09)

Volumes

Chat
24 (<1%)

1480 (14%)

1374 (13%)

3273 (30%)

4749 (43%)

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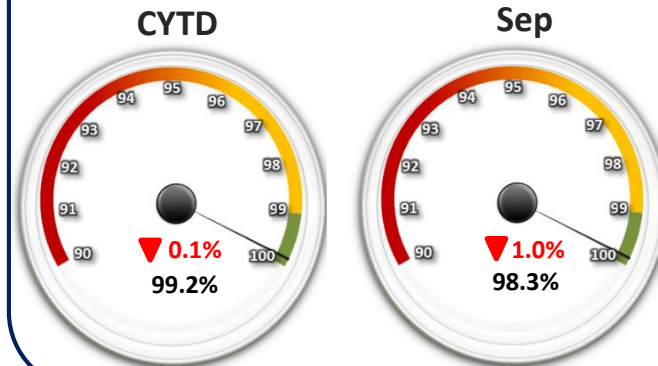- Chat

- Large increase (50%) to ticket volumes as expected during enrolment and start of term.
- Large volume of tickets relating to PRM and account queries.
- Almost half of all tickets were logged in person during enrolment and start of term at the Service Desk, Octagon or Library.

Critical Systems Availability

CYTD
▼ 0.1%
99.2%

Sep
▼ 1.0%
98.3%

- Critical systems availability decreased in September due to the high priority incidents experienced relating to QReview, Elements and email/network services.
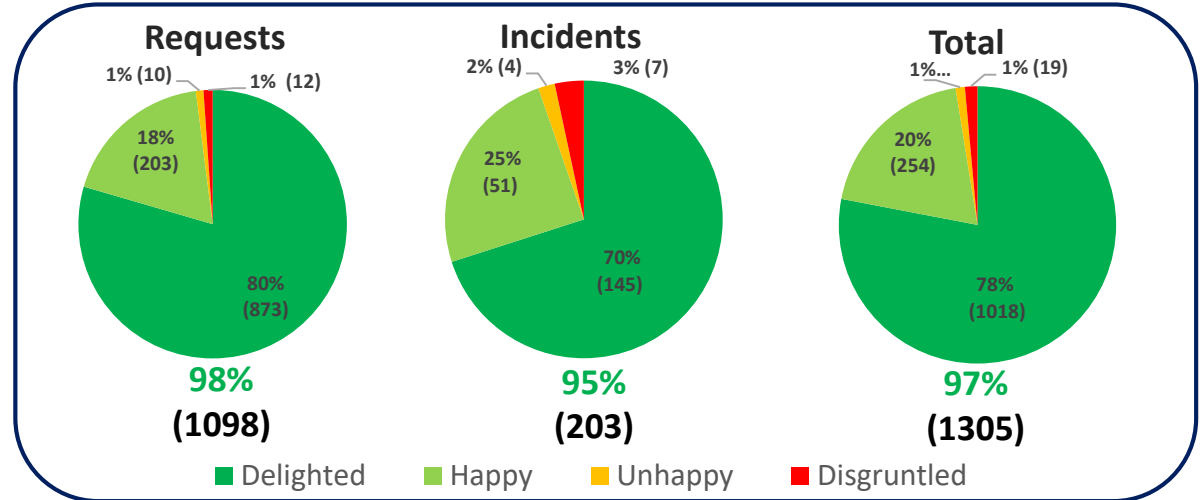
Customer Satisfaction – September 2018

Customer Feedback

This month we received 1305 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 12% (which is well below the usual average of 20% 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

1% (10)   1% (12)
18% (203)
80% (873)

98%
(1098)

Incidents

2% (4)   3% (7)
25% (51)
70% (145)

95%
(203)

Total

1%…   1% (19)
20% (254)
78% (1018)

97%
(1305)

Delighted   Happy   Unhappy   Disgruntled

Feedback this month

Very helpful, Friendly, Prepared to listen and solve a complicated enquiry. Polite, Well spoken and clear to understand.
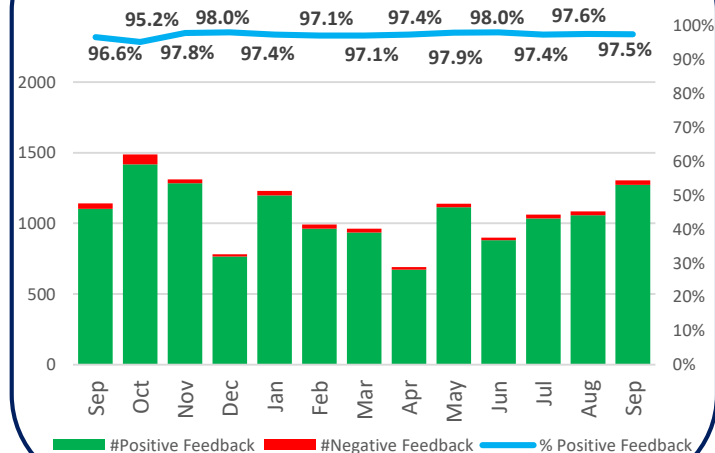
So it is my job to act as spam filter, great! .

I haven't received any communication from you guys on updating the windows OS on my PC. How is this resolved?

Very helpful, prompt and clear guidance given

Screen did not work properly. Technician advised that room had a known dodgy VGA cable. If this is the case then presumably something should have been done about it

Response time was very quick. The analyst was outstanding, he took time to explain what he was doing and why.

Positive Vs Negative

95.2%   98.0%   97.1%   97.4%   98.0%   97.6%
96.6%   97.8%   97.4%   97.1%   97.9%   97.4%   97.5%

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

#Positive Feedback   #Negative Feedback   % Positive Feedback

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target

- We have finalised the Customer Services Management Document that we have referred to over the previous months and the training sessions for all of IT Services will begin in November

Activities for the month of September 2018

Research Excellence

Research Tickets Resolved
145

Research Grant Bids
232

Research Grants Awarded
35

Teaching Excellence

Logins to QMPLUS
312,157

AV Teaching activities Supported
399

2,779
Videos played
11,990
times within QMplus

Reported AV Issues
99

Supported teaching spaces
Approx. **177**

Hours of Q-review
2,768
Playbacks

QMUL IT Services

International

Distance learning (Beijing and Nanchang QMPLUS logins):
42,328

Public Engagement

Guest Wi-Fi:
332 users
5,320 sessions

Events Wi-Fi:
1,528 users
66,168 sessions

Growth

15
New desktops/laptops Deployed

Approx. **107,919**
Registered mail accounts

Total data stored
692 terabytes

Sustainability

70,389
Pages sent and not printed

1

ITS Critical Systems Availability – September 2018

SITS
Tue 07 Aug – 13m
(Ticket No. 175725)

QReview
Mon 24 Sep – 1d
(Ticket No. 177723)
(Ticket No. 177702)

Power Cut -Network Services
Sat 1st Sep – 2d 9h
(Ticket No. 172714)

Email
Fri 21 Sep – 4d
(Ticket No. 177636)
(Ticket No. 177633)

Elements
Thu 20 Sep – 2d
(Ticket No. 177552)

Legend: ■ Service Available ■ Degraded Service ■ Service Unavailable ■ Power cut

Sep: 98.3%
CYTD: 99.2%

Categories: QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Library Systems, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth., Research

High Priority Incidents – September 2018

HPI Number	Date	Duration	Service Affected – Impact	Status
176724	Thu 6 Sep 10:45	-	**QReview** – Users were unable to make or receive calls on Mitel 5207 handsets **Cause:** Unknown **Action:** Impacted users were provided with loan handsets	Ongoing
176970	Mon 10 Sep 10:00	2h 40m	**VDI** – VDI homeworking solution was inaccessible **Cause:** A network port had gone down due to a process crashing **Action:** Rebooting the server brought the port back online and allowed connections to establish	Resolved
177202	Thu 13 Sep 11:00	1h	**SITS** – Students were unable to complete enrolment **Cause:** JavaScript error **Action:** The JavaScript code was edited	Resolved
177552	Thu 20 Sep 12:45	2d	**Elements** – Elements (Research Information Management System) was unavailable **Cause:** Connectivity to the elements database was lost **Action:** Patch downloaded and re-indexed	Resolved
177636 177633	Fri 21 Sep 14:00	4d	**Email** – User accounts were compromised and used to circulate phishing emails **Cause:** Account compromised **Action:** Disabled account and reset passwords	Resolved
177694 177039	Mon 24 Sep 15:00	5d	**Ivanti** – Users experienced poor performance when accessing self-service portal. **Cause:** insufficient capacity on the shared database server **Action:** Migrated the Ivanti database to a dedicated server	Resolved
177723 177702	Mon 24 Sep 12:41	1d	**QReview** – Failed to record lectures **Cause:** Unknown **Action:** Restart QReview appliance from the lecture room	Resolved

Planned Maintenance – September 2018

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
12583	4 Sep	2h	**QMplus** – Users were unable to access QMplus during the maintenance period.	Maintenance	Implemented
12581	05 Sep	2h	**Kinetics Bed & Breakfast website** – Users were unable to access the website during the upgrade.	Upgrade	Implemented
12552	5 Sep	20m	**Network Security** – Users may experience two very brief unnoticeable interruptions to Internet based services.	Maintenance	Implemented
12687	18 Sep	1m	**Managed Desktop (L drive)** – Users were unable to access L drive as servers were rebooted.	Maintenance	Implemented
12713	25 Sep	30m	**Ivanti, Scientia and Elements** – Users were unable to access Ivanti, Scientia and Elements during the maintenance period.	Maintenance	Implemented
12727	29 Sep	2h	**Ivanti** – Users were unable to access Ivanti and the Ivanti self service portal during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs – September 2018

Measure	Target	Jul 18	Aug 18	Sep 18	Trend	Expected Trend
Incidents Raised	-	1032	1024	1559	⬆	⬆
Number of Incidents Resolved	-	969	931	1231	⬆	⬆
Incidents Resolved within SLT	90%	84%	86%	84%	⬇	⬇
Resolution Time P1	4h	57%	80%	29%	⬇	⬇
Resolution Time P2	1 BD	73%	78%	69%	⬇	⬇
Resolution Time P3	3 BD	83%	86%	85%	⬇	⬇
Resolution Time P4	5 BD	97%	93%	94%	⬆	⬇
Resolution Time P5	20 BD	100%	97%	92%	⬇	⬇
Requests Raised	-	4802	4481	9525	⬆	⬆
Number of Requests Resolved	-	4230	4364	8786	⬆	⬆
Requests Resolved within SLT	90%	89%	87%	94%	⬆	⬇
Reopened tickets	3%	186 (4%)	183 (3%)	204 (2%)	⬆	⬆

Commentary

- Large increase (50%) to ticket volumes as expected during enrolment and start of term
- Large volume of tickets relating to PRM and account queries
- Service Levels suffering as a result of increased activity and loss of staff

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 – September 2018
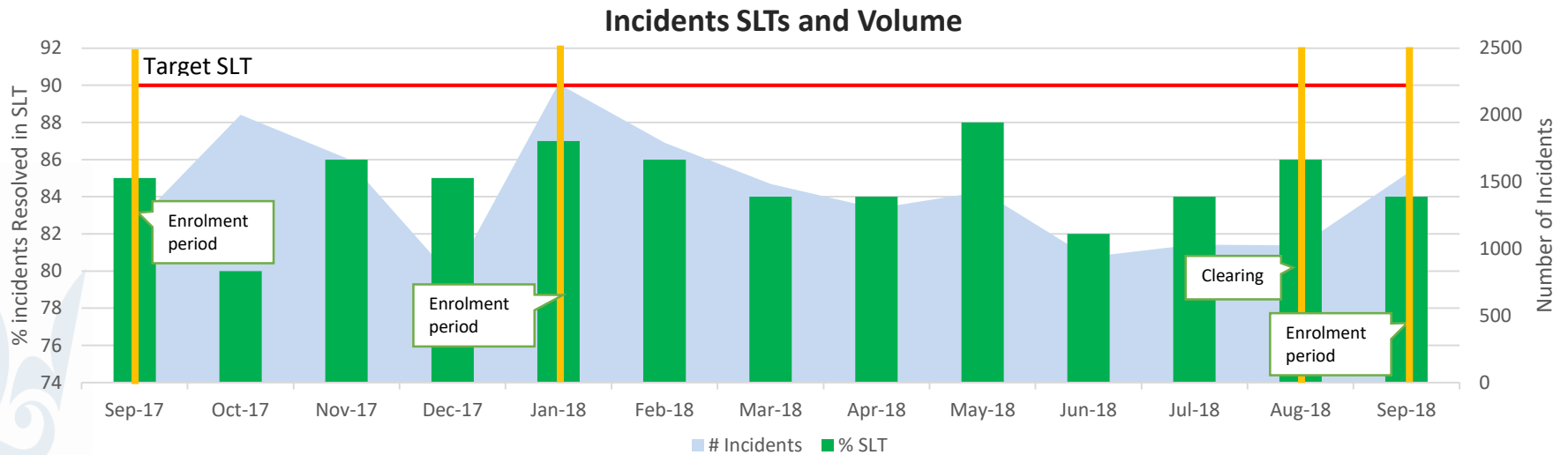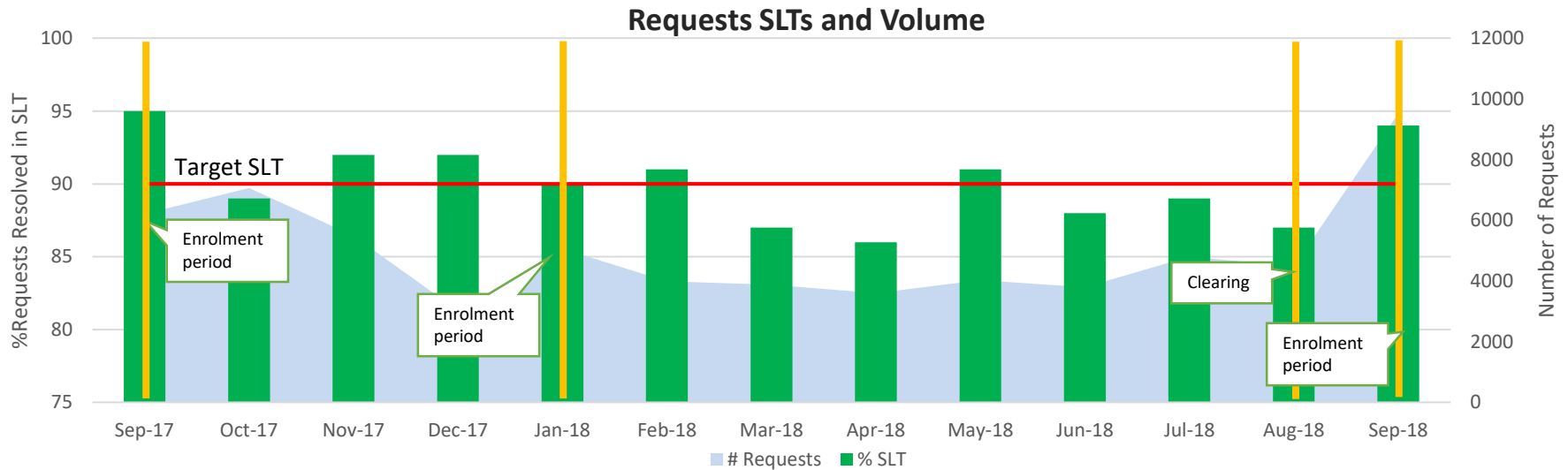
Service Desk Performance – September 2018

Measure	Target	Jul 18	Aug 18	Sep 18	Trend	Expected Trend
Received phone calls	-	2283	2313	3029	⬆	⬆
Average Wait Time	25s	15s	15s	25s	⬇ (green)	⬇ (red)
Abandon Rate (calls)	5%	7%	6%	14%	⬇ (red)	⬆ (green)
FTF (First Time Fix)	75%	62%	55%	90%	⬆ (green)	⬆ (green)
FLF (First Line Fix)	75%	55%	51%	75%	⬆ (green)	⬆ (green)

ITS Ticket Volume	Jul 18	Aug 18	Sep 18	Trend	Expected Trend
☎ (phone)	944	861	1374	⬆	⬆
✉@ (email)	2326	2784	3273	⬆	⬆
(in person)	522	516	4749	⬆	⬆
(self service)	1362	1223	1480	⬆	⬆
Live Chat	-	-	24	New	New

Commentary

- High volume of phone calls received mainly due to enrolment and start of term
- Almost half of all tickets were logged in person during enrolment and start of term at the Service Desk, Octagon or Library
- FTF & FLF has increased largely due to PRM, WIFI and account queries that we were able to address/fix immediately

Key

Symbol	Meaning
⬆ (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

Risk Report – September 2018

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

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Monthly Risk Stats

Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	3	46	0	⬆
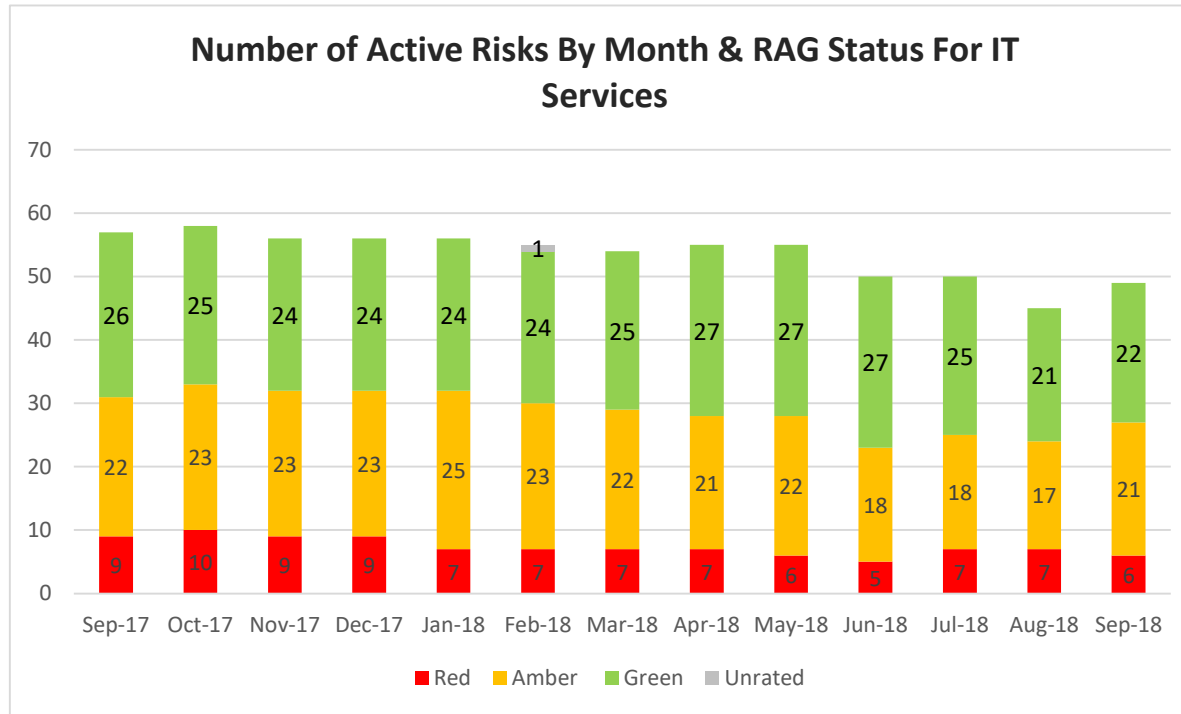
Top 5 Risks:

- **Network resilience for legacy firewall and routers –** The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped

- **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 –** A pilot of enhanced protection against SPAM and Phishing email is currently being trialled with IT Services (and Genomics at their request)

- **No Overarching Disaster Recovery plan or scheduled DR tests –** Meetings held to discuss and arrange DR testing. Scheduling is being worked upon

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

KPI Trend View – September 2018

KPI	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Move
% Satisfied Customers for Incidents	94	96	98	97	97	97	96	92	95	97	95	94	95	⬆
% Satisfied Customers for Requests	97	95	97	98	95	97	98	98	98	98	98	98	98	▭
All Incidents Closed By All ITS Depts. Within SLT	85	80	86	85	87	86	84	85	88	82	84	86	84	⬇
All Requests Closed By All ITS Depts. Within SLT	95	89	92	92	90	91	87	86	91	88	89	87	94	⬆
All Incidents Closed By Site Within SLT	78	78	87	85	86	84	83	86	84	81	81	84	78	⬇
All Requests Closed By Site Within SLT	87	88	92	91	89	92	87	88	92	89	89	86	87	⬆
Service Desk Incidents Closed Within SLT	86	87	95	93	96	93	90	90	96	96	93	95	97	⬆
Service Desk Requests Closed Within SLT	91	91	97	96	93	92	90	90	95	97	95	96	98	⬆
Service Desk Telephone Response Within SLT	90	93	96	95	93	86	84	83	93	93	93	94	86	⬇
All Incidents Closed By Campus Teams Within SLT	75	73	85	86	87	88	81	88	86	79	78	84	75	⬇
All Requests Closed By Campus Teams Within SLT	82	86	88	90	88	94	90	93	93	89	87	87	88	⬆
Change Management Implementation														▭

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

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

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