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IT Services

Executive Summary – September 2016

KPI

(1714) **Incidents 87%**

(9304) **Requests 96%**

(6) **P1 Inc. 83%**

(187) **P2 Inc. 87%**
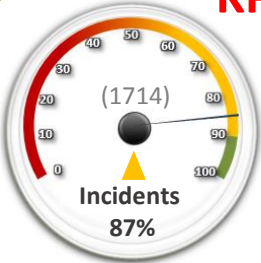
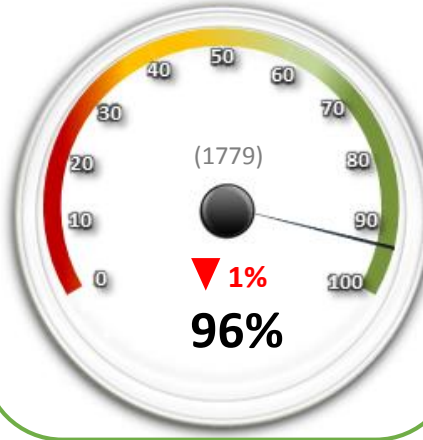- Despite the doubling of Service Requests during the enrolment period we were able to meet a majority of the KPIs.
- This was only achievable due to additional resources brought into ITS specifically for enrolment and start of term support.
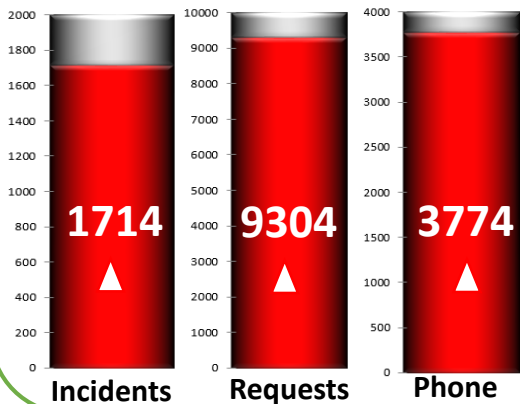
Customer Satisfaction

(1779) ▼ **1%**

96%

2 Major Incidents

- 21/09 – Unable to make Bacs payments close to staff pay day (3h)
- 30/09 – Applications such as the Subject Exam Board Reports hosted on the Web server inaccessible (7h)

Volumes

1714 ▲ Incidents

9304 ▲ Requests

3774 ▲ Phone

- As expected during enrolment, the number of Service Requests increased, almost doubled from usual monthly levels (with a 30% increase in the number of phone calls)
- Incidents were almost halved compared to September 2015

Critical Systems Availability

CYTD
▼ **0.2%**
98.7%
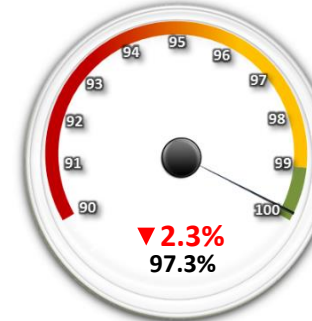
September
▼ **2.3%**
97.3%

- Availability down from the previous month due to issues which degraded both student and business services. This also impacted the CYTD figures.

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Customer Satisfaction – September 2016

Customer Feedback

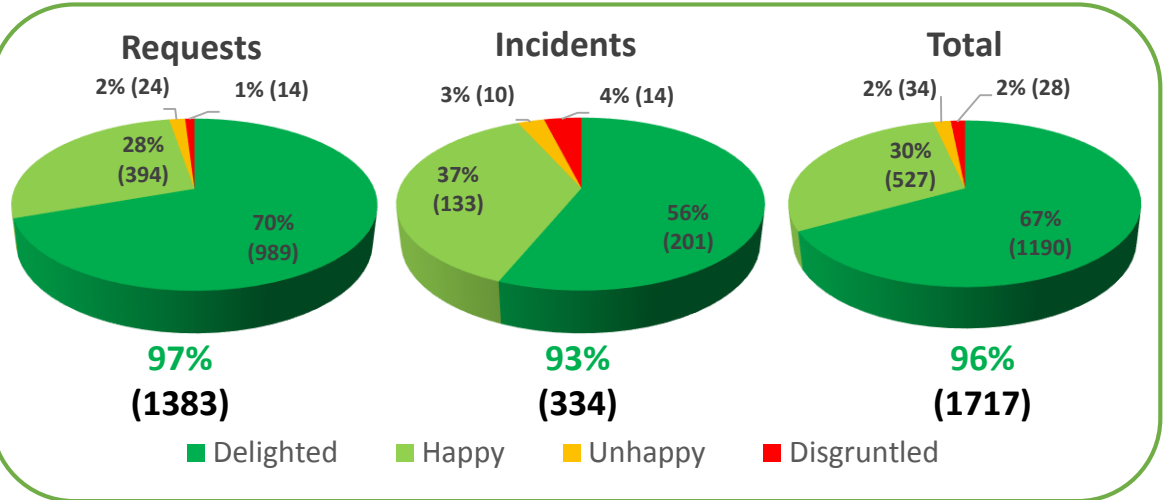In September we had 1717 responses providing feedback to incidents and requests logged through the Service Desk. That is an **16%** response rate overall (out of 11018 tickets resolved).

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

2% (24)   1% (14)
28% (394)
70% (989)

97%
(1383)

Incidents

3% (10)   4% (14)
37% (133)
56% (201)

93%
(334)

Total

2% (34)   2% (28)
30% (527)
67% (1190)

96%
(1717)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

August Feedback

Quick action and sorting out the problem, thanks.

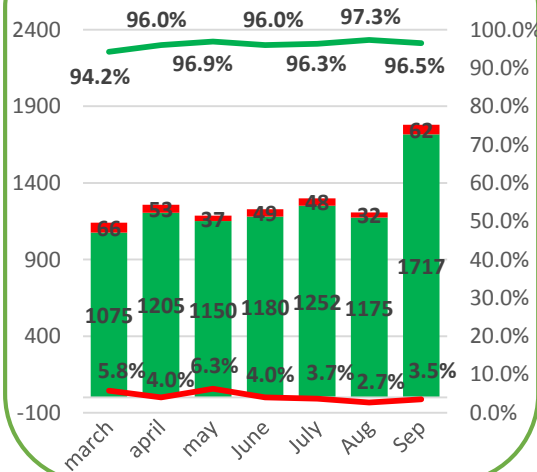*Please sort this out. I have not been able to print for over a week now!*

All was sorted quickly and efficiently.

Beyond disgruntled. Absolutely no service provided to a public event with international guests despite repeated urgent requests.

I was delighted with the service provided

This is a request for a machine that will host a digital scanner. We have a deadline of 10 October to get this kit up and running

Positive Vs Negative

	march	april	may	june	July	Aug	Sep
Positive	94.2%	96.9%	96.0%	96.3%	96.0%	96.5%	97.3%
	1075	1205	1150	1180	1252	1175	1717
	60	59	37	49	48	32	62
Negative	5.8%	4.0%	6.3%	4.0%	3.7%	2.7%	3.5%

Commentary

▪ The response rate increase is relative to the increase in tickets logged within September

▪ The key drivers for disgruntled feedback is related to customers feeling their not updated on the progress of their tickets and the sense that tickets are passed from team to team. We will be working on ways to improve this over the coming months.

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Activities for the month of September 2016

Internet

University Website
600,000
Visitors from over 200 countries

6.3 million
Emails Delivered

Mobile App
58
Downloads

10 million
Emails blocked as SPAM

Blocked
33.6 million
Internet attacks

Logins to QMPLUS
Approx.1.4 million

Supporting you

3,682
Fully managed PCs

(including teaching PCs)

Supported teaching spaces with AV
280

Across sites And buildings

Approx. 11000
Tickets logged with the Service Desk

QMUL IT Services

Data and usage

45,000
Registered Users

Total user data stored
63 terabytes

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Active Network port
14,300

Supporting Services

Change requests processed
348

Copy Shop
1,000,000
Pages printed

515
Unique jobs processed

2
Major Incidents

?
Requests for PO's to be closed

Approx. 700,000
Pages printed on managed Printers

Approx. 50,000
Pages sent and not printed

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ITS Critical Systems Availability - September 2016

Finance (BACS files) –
Fri 30 Sept 3h

Agresso – Wed 28 Sept 8hr

Q-Review - Thur 29 Sept 3d

Research Publications
services – Fri 30 Sept 3d

IT Service Desk Phone 8888
– Thurs. 08 Sept 10m

Printing Service –
Mon 12 Sept 1d

SEMS shared drive –
Thur 08 Sept 8h

Network in Computer Science –
Thur 29 Sept 6h

Eduroam Wi-Fi - Mon 27 Sept 6d

%

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.

■ Service Available   ■ Degraded Service   ■ Service Unavailable

September: 97.3%
CYTD: 98.7%

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Major Incidents (MI) and Low Yield Report (LYR) – September 2016

MI Ticket	Date	Duration	Service Affected - Impact	Status
139046	Wed 21 Sept – 10:40	3h	Finance payment system - Unable to make Bacs payments close to staff pay day	Resolved
139951	Fri 30 Sept – 09:30	7h	Web Server – Web Applications such as the Subject Exam Board Reports hosted on the server were inaccessible by users.	Resolved

Ticket no.	Date	Duration	Service Affected – Impact	Status
137957	Tue 06 Sept – 15:00	8h	SEMS shared drive – Users were unable to access local (S) drive due to a virus	Resolved
138138	Thur 08 Sept – 14:45	10m	IT Service Desk Phone 8888 – Service desk were unable to make or receive calls.	Resolved
138397	Mon 12 Sept - 12:00	1d	Printing Service in the Engineering Building – Users unable to print	Resolved
139587	Tue 27 Sept – 12:19	6d	Eduroam Wi-Fi – Users experiencing Intermittent connection issues at remote sites	Resolved
139684	Wed 28 Sept – 09:14	6h	Network issues in the ITL, Computer Science (Peter Landin) and surrounding buildings – Users unable to use internet, use the telephone or access shared files	Resolved
139558	Wed 28 Sept – 12:10	8h	Agresso Web - Users cannot punch-out to the e-marketplace	Resolved
139231	Thur 29 Sept – 09:00	3d	Q-Review – Users unable to edit material however playback was unaffected	Resolved
139863	Thur 29 Sept – 12:13	-	Agresso web - Users unable to view invoices	On-Going
139951	Fri 30 Sept – 16:00	3d	Research Publications service – Users unable to access the service externally	Resolved

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Planned Maintenance – September 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
8638	Thur 8 Sept	1h	Eduroam Wi-Fi authentication service – No impact	Maintenance	Implemented
8707	Tue 27 Sept	3h	MyHR & Resourcelink (Web View) – Users will be unable to access MyHR during the upgrade.	Software upgrade	Implemented
-	Fri 30 Sept	30m	Agresso Web – Users will be unable to access Agresso	Maintenance	Implemented
8845	Tue 27 Sept	3h	Power Shutdown at Mile End affecting all IT Services – Users unable to access any IT Service	Maintenance	Implemented

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ITS Incident and Request KPIs – September 2016

Measure	Target	Jul 16	Aug 16	Sep 16	Trend
Number of Incidents	-	1806	1268	1714	⬆ (white)
Incidents Closed within SLT	90%	89%	86%	87%	⬆ (red)
Resolution Time P1	4h	17%	85%	83%	⬇ (red)
Resolution Time P2	1 BD	86%	75%	87%	⬆ (red)
Resolution Time P3	3 BD	91%	85%	87%	⬆ (red)
Resolution Time P4	5 BD	100%	95%	91%	⬇ (green)
Resolution Time P5	20 BD	96%	93%	97%	⬆ (green)
Number of Requests	-	5582	5688	9304	⬆ (white)
Requests Closed within SLT	90%	88%	92%	96%	⬆ (green)

Highlights

- Despite the doubling of Service Requests during the enrolment period we were able to meet a majority of the KPIs.
- This was only achievable due to additional resources brought into ITS specifically for enrolment and start of term support.
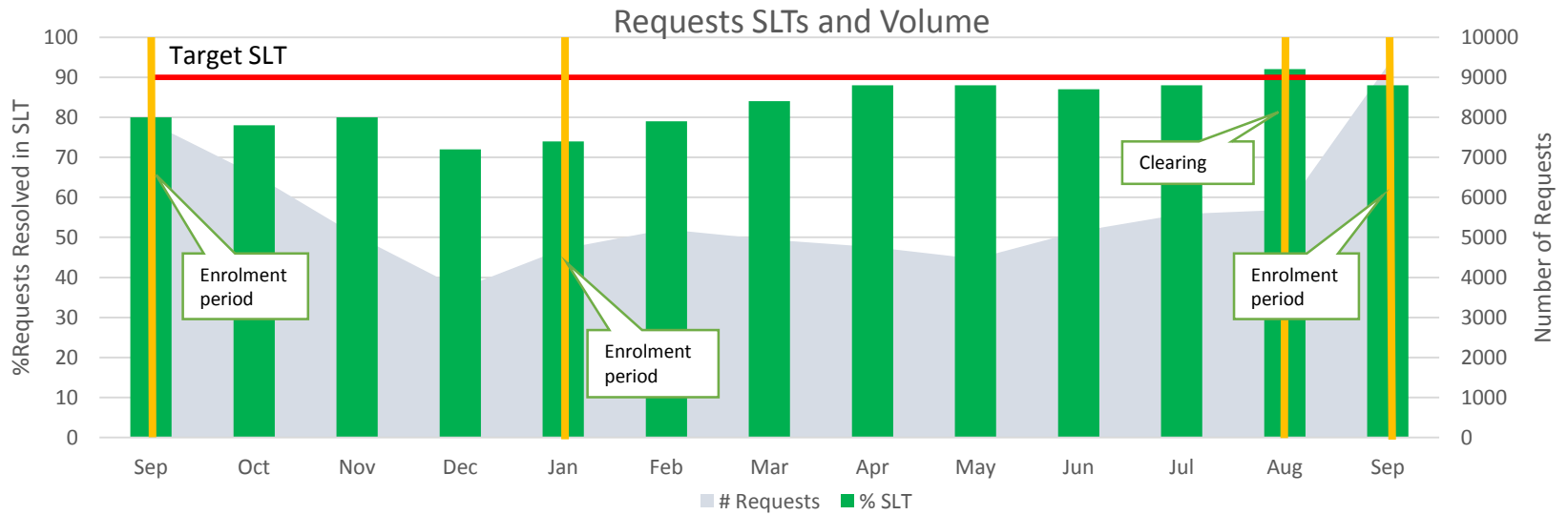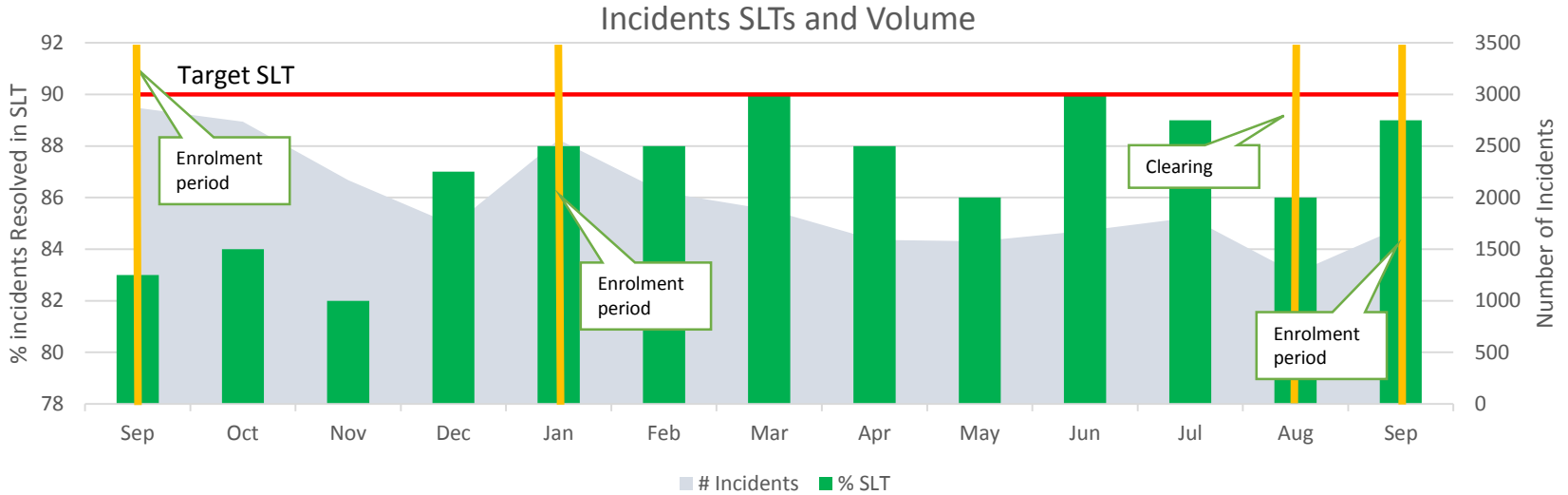- 30% of Service Requests were related to PRM queries and configuring Eduroam on user devices

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 2016

Incidents SLTs and Volume

Target SLT

Enrolment period

Enrolment period

Clearing

Enrolment period

■ # Incidents ■ % SLT

Requests SLTs and Volume

Target SLT

Enrolment period

Enrolment period

Clearing

Enrolment period

■ # Requests ■ % SLT

Service Desk Performance – September 2016

Measure	Target	Jul 16	Aug 16	Sep 16	Trend
Received phone calls	-	2573	2566	3774	⬆ (white)
Answered phone calls	90%	92%	95%	96%	⬆ (green)
Average Wait Time	25s	18s	12s	13s	⬇ (green)
Abandon Rate (calls)	5%	8%	5%	4%	⬆ (green)
FTF (First Time Fix)	75%	50%	45%	58%	⬆ (red)
FLF (First Line Fix)	75%	56%	46%	57%	⬆ (red)
In Person	-	140	76	178	⬆ (white)
Emailed tickets	-	809	644	851	⬆ (white)
Self Service	-	51	38	29	⬇ (white)

Highlights

- Despite the increased phone calls during September, all telephony targets were met (due to the additional resources brought in to support enrolment)

- First Time and First Line Fix rates whilst not above target continue to increase due to the additional focus within this are
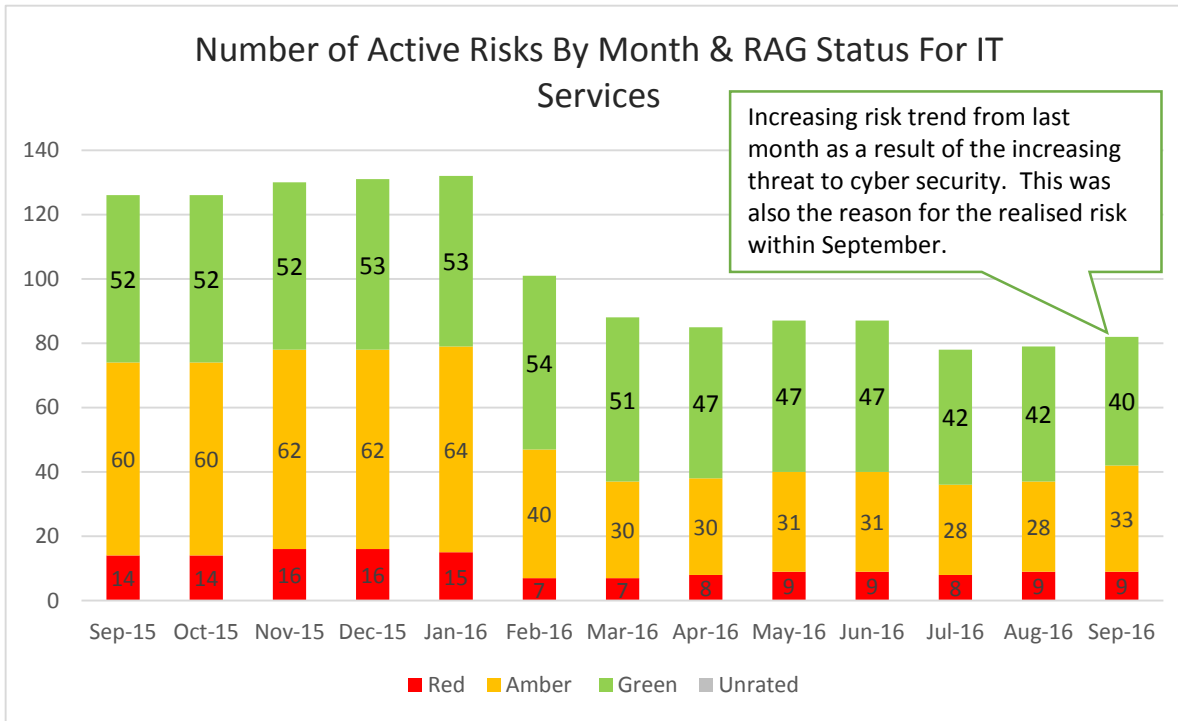
Key

⬆ (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

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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Risk Report – September 2016

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

Increasing risk trend from last month as a result of the increasing threat to cyber security. This was also the reason for the realised risk within September.

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to SAM being suspended

- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place

- **Local Backup procedures and failing legacy hardware –** Inconsistent backup procedures for legacy systems and legacy hardware are being replaced at the last minute

- **Security Vulnerability –** Enhanced risk due to potential non-effective anti-virus software / system

Monthly Risk Stats					
Risks Averted	**Open Risks**	**New Risks**	**Total Risks**	**Risks Realised**	**Monthly Trend**
0	79	3	82	1	⬆

Key

⬆ Deterioration over last month

⬇ Improvement from last month

▭ No change from last month

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KPI Trend View – September 2016

KPI	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Move
% Satisfied Customers for Incidents	92	95	89	78	95	75	94	94	96	94	94	96	93	↓
% Satisfied Customers for Requests	94	85	98	91	98	83	94	96	97	97	97	94	97	↑
All Incidents Closed By All ITS Depts. Within SLT	83	84	82	87	88	88	90	88	86	90	88	86	89	↑
All Requests Closed By All ITS Depts. Within SLT	80	78	80	72	74	79	84	88	88	87	84	92	88	↓
All Incidents Closed By Site Within SLT	88	88	88	91	91	89	91	89	89	88	88	80	82	↑
All Requests Closed By Site Within SLT	89	86	86	79	85	88	91	92	92	92	98	90	91	↑
Helpdesk Incidents Closed Within SLT	97	94	95	97	98	97	98	98	96	98	96	93	96	↑
Helpdesk Requests Closed Within SLT	96	92	91	88	95	98	97	98	98	98	94	95	98	↑
Helpdesk Telephone Response Within SLT	98	99	97	98	96	98	97	98	98	98	92	95	96	↑
All Incidents Closed By Campus Teams Within SLT	86	86	89	91	89	90	90	86	91	92	89	82	82	▭
All Requests Closed By Campus Teams Within SLT	94	93	94	94	93	93	93	87	92	94	91	89	91	↑
Change Management Implementation														

B	Exceeds Goals	> = 95%
G	Meets Goals	> = 90%
A	Tolerable	> = 85%
R	Unacceptable	< 85%

Key

↑ Improvement over last month

↓ Deterioration from last month

▭ No change from last month

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

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