Queen Mary
University of London
IT Services

Executive Summary – August 2016

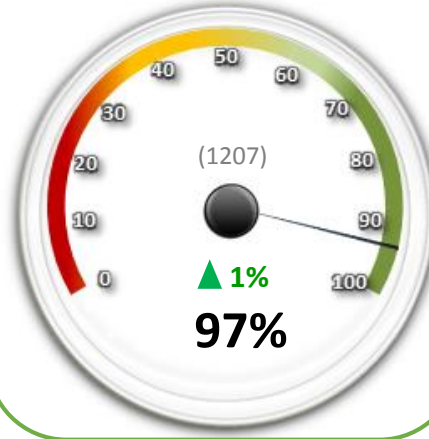## KPI

Incidents (1268) 86%
Requests (5688) 92%
P1 Inc. (12) 85%
P2 Inc. (137) 75%
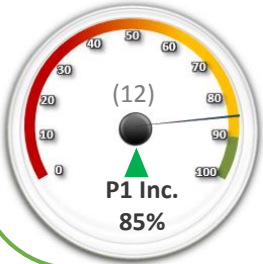
- There was an increase in the number of P1s this month (12), however the majority of P1s were resolved within SLT.

- All other KPIs whilst slightly out of SLT remain steady. Total number of P2s have halved since last month.

Customer Satisfaction

(1207) ▲ 1%
97%

2 Major Incidents

- HR and Finance teams unable to access their shard drives due to a virus (32h)

- Applications such as QMPlus inaccessible due to Shibboleth authentication issues (10h)

Volumes

Incidents **1268** ▼
Requests **5688** ▲
Phone **2566** ▼
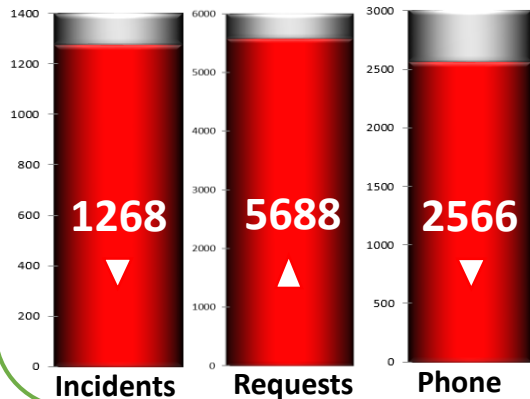
- The number of incidents were down this month due to staff being on summer breaks and the heighten alert around clearing. However requests were slightly up this month, which is mainly attributed to staff returning towards the end of the month

Critical Systems Availability

CYTD ▲ 0.2% 98.9%
August ▲ 2.9% 99.5%
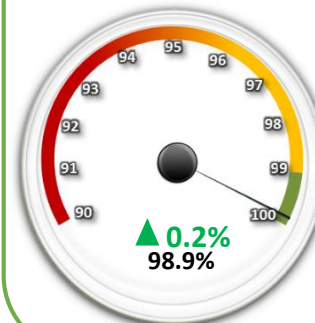
- The availability for August is up from the last month (and CYTD) due to the high alert around clearing and quick resolution of the 2 Major Incidents

Customer Satisfaction – August 2016

Customer Feedback

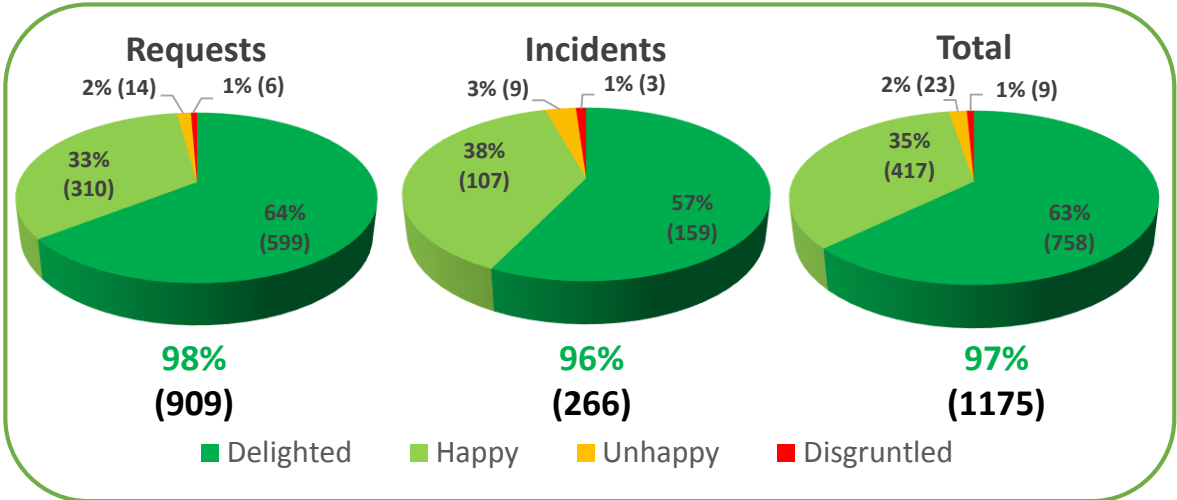In August we had 1175 responses providing feedback to incidents and requests logged through the Service Desk. That is an **17%** response rate overall (out of 6956 tickets logged).

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% (14)   1% (6)
33% (310)
64% (599)

98%
(909)

Incidents

3% (9)   1% (3)
38% (107)
57% (159)

96%
(266)

Total

2% (23)   1% (9)
35% (417)
63% (758)

97%
(1175)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

August Feedback

Thank you for your rapid efficient help yesterday

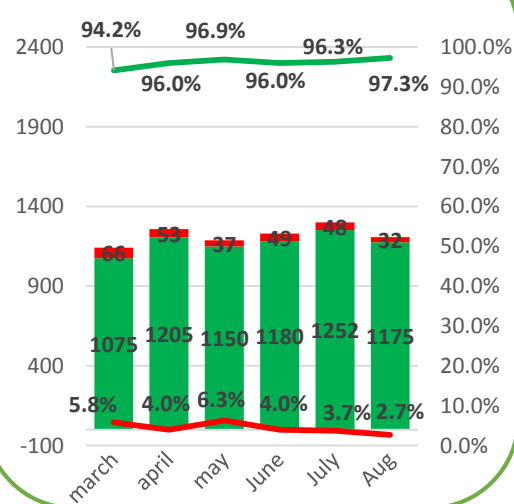*My laptop is not working and no end date has been given*

Your resolution is unclear.

Thanks for getting my PC reunited with the internet, my email and all my files. I hope nothing is missing, but so far so good.

Thank you very much for dealing with my ticket and fixing the machine. Your excellent service is much appreciated!

The help was fine the system is rubbish as I've not been able to get in to my accounts yet again today!

Positive Vs Negative

94.2%   96.9%   96.3%
96.0%   96.0%   97.3%

58   37   49   48   32

1075   1205   1150   1180   1252   1175

5.8%   4.0%   6.3%   4.0%   3.7%   2.7%

march   april   may   june   July   Aug

Commentary

- Slight dip in the response rate due to the holiday period

- The negative feedback rate continues to decrease due to the improvements implemented such as providing regular updates to the customer

- To ensure a more accurate picture, the way in which statistics were extracted and filtered has been modified to remove duplication that was previously included. This has resulted in the data being changed for previous months.

Activities for the month of August 2016

Internet

Mobile App
58
Downloads

University Website
600,000
Visitors from over 200 countries

6.3 million
Emails Delivered

Blocked
33.6 million
Internet attacks

10 million
Emails blocked as SPAM

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. 6,965
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
383

Copy Shop
500,000
Pages printed

338
Unique jobs processed

2
Major Incidents

Approx. 430,000
Pages printed on managed Printers

Approx. 40,000
Pages sent and not printed

657
Requests for PO's to be closed

ITS Critical Systems Availability - August 2016

QMPlus – Wed 10 Aug 8h

Agresso – Fri 19 Aug 2.5h

Network connectivity Law Building – Wed 24 Aug 3.5h

Network connectivity Law Building - Wed 24 Aug 3.5h

Loss of network Mile End (Joseph Priestley Building) – Wed 10 Aug 2.5h

Student Printing – Wed 31 Aug 5h

Shibboleth Connectivity Failing – Wed 10 Aug 8h

Share drive access HR + Finance dept. – Wed 10 Aug 32h

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.

■ Service Available ■ Degraded Service ■ Service Unavailable

August: 99.51%
CYTD: 98.87%

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

MI Ticket	Date	Duration	Service Affected - Impact	Status
136160	Wed 10 Aug – 22:45	10h	Some applications that rely on Shibboleth Authentication i.e. QMPlus & QReview - Users were unable to access these services	Resolved
137289	Wed 24 Aug – 09:30	32h	HR & Finance dept. share drive access issues prevented users from accessing documents and folders.	Resolved

LYR Ticket	Date	Duration	Service Affected - Impact	Status
136569 136630	Wed 10 Aug – 08:00	2.5h	Loss of network due to power failure Mile End – users in the Joseph Priestley Building were unable to use any IT Services.	Resolved
137066	Fri 19 Aug – 10:46	2.5h	Agresso – Finance department users were unable to access images and the network drives.	Resolved
137320	Wed 24 Aug – 11:00	3.5h	Network connectivity – Users in room G4, Law Building had no telephony services and network connection.	Resolved
137648	Wed 31 Aug – 17:00	5h	Student Printing – Students in Mile End Library were unable to print	Resolved

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Planned Maintenance – August 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
8342	Mon 01 Aug – 22:00	30m	Q-Review - Users unable to upload or watch recordings of lectures during the system update.	Improvement works	Implemented
8357	Wed 03 Aug – 08:00	15m	Q-Review - Users unable to upload or watch recordings of lectures during the system update.	Improvement works	Implemented
8392	Wed 10 Aug – 07:00	5m	IT Network - users in QMotion, Infusion and Drapers were unable to access the listed services below during the maintenance; • PC connectivity • Telephony • Wi-Fi • Door controller • Treadmills	Maintenance	Implemented
8452	Thur 11 Aug – 07:00	1h	Telephony (All Sites) – Any users impacted during the maintenance were unable to make or receive phone calls	Maintenance	Implemented
8476	Thur 11 Aug – 17:00	30m	Staff Directory, E-Learning Unit Website & ITS Wiki – users unable to access or view these websites during the maintenance.	Maintenance	Implemented
7994	Tue 16 Aug – 17:00	2h	iGrasp - Users unable to access or view recruitment records during the migration.	Migration	Implemented
8485	Wed 17 Aug – 15:00	4h	QMplus – Users unable to access the Virtual Learning Environment during the update.	Update	Implemented

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Planned Maintenance – August 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
8499	Wed 24 Aug – 06:00	5h	Queen Mary Wi-Fi (The Garrod Building, Whitechapel Library & Abernethy Building) - Users were unable to use any services over Wi-Fi during the upgrade	Upgrade	Implemented
8517	Thur 25 Aug – 07:00	3h	Queen Mary Wi-Fi - West Smithfield Pathology Museum & Library – Users accessing services over the Wi-Fi experienced intermittent connectivity during the upgrade.	Upgrade	Implemented
8577	Thur 25 Aug – 06:00	10m	Cognos Planning (Finance), HR.net (Estates) and Core PC (Advice & Counselling Service) - users unable to access or use the systems during the maintenance.	Maintenance	Implemented
8595	Tues 30 Aug – 07.30	10m	Network maintenance (Charterhouse Square and West Smithfield) – Network services such as internet and access to file stores were unavailable during the maintenance.	Maintenance	Implemented
8592	Tues 30 Aug – 07.30	30m	Network Maintenance (Mile End Law Building) - users were unable to connect to PCs, IP telephones and Wi-Fi during the maintenance.	Maintenance	Implemented

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ITS Incident and Request KPIs – August 2016

Measure	Target	June 16	Jul 16	Aug 16	Trend
Number of Incidents	-	1678	1806	1268	⬇ (white down)
Incidents Closed within SLT	90%	90%	89%	86%	⬇ (red down)
Resolution Time P1	4h	35%	17%	85%	⬆ (red up)
Resolution Time P2	1 BD	90%	86%	75%	⬇ (red down)
Resolution Time P3	3 BD	95%	91%	85%	⬇ (red down)
Resolution Time P4	5 BD	98%	100%	95%	⬇ (green down)
Resolution Time P5	20 BD	100%	96%	93%	⬇ (green down)
Number of Requests	-	5149	5582	5688	⬆ (white up)
Requests Closed within SLT	90%	87%	88%	92%	⬆ (green up)

Highlights

- Due to the summer break period the total number of Incidents was down from the previous month.

- The heightened awareness during the clearing period ensured that all P1 incidents were dealt with swiftly thus increasing the P1 resolution rate however, due to the large number of P2 the P2 resolution KPI is down from the previous month.

- Staff returning from summer leave raised the number of Service Requests for PRM and MyHR password resets.

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
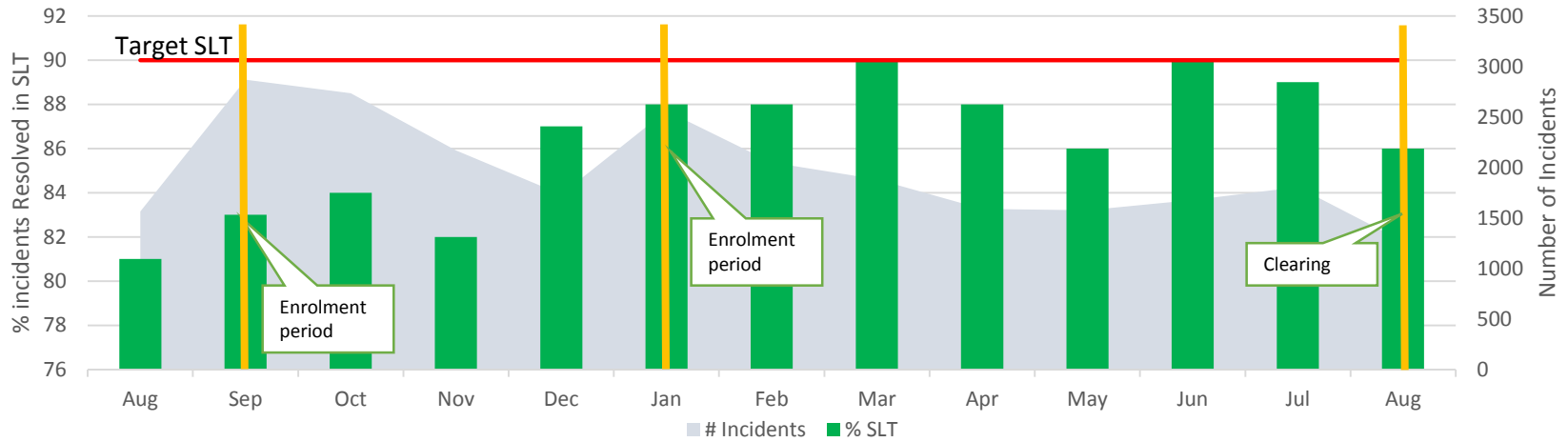- ▭ (white) No change from last month, No SLT assigned

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

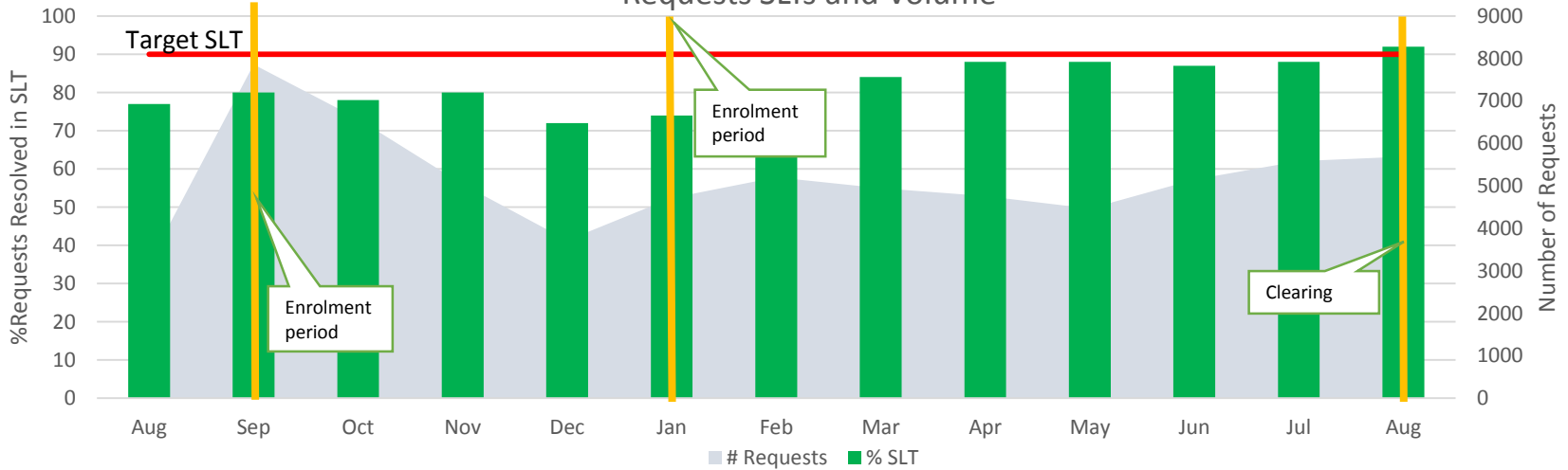**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

020 7882 8888 | www.its.qmul.ac.uk

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Incident and Requests KPIs – August 2016

020 7882 8888 | www.its.qmul.ac.uk

Service Desk Performance – August 2016

Measure	Target	June 16	Jul 16	Aug 16	Trend
Received phone calls	-	2191	2573	2566	⬇ (white)
Answered phone calls	90%	98%	92%	95%	⬆ (green)
Average Wait Time	25s	10s	18s	12s	⬇ (green)
Abandon Rate (calls)	5%	2%	8%	5%	⬇ (green)
FTF (First Time Fix)	75%	54%	50%	45%	⬇ (red)
FLF (First Line Fix)	75%	56%	56%	46%	⬇ (red)
In Person	-	125	140	76	⬆ (white)
Emailed tickets	-	1581	809	644	⬇ (white)
Self Service	-	37	51	38	⬇ (white)

Highlights

- First Time and first Line stats whilst not within SLT are slipping this month due to complexity of tickets taking longer to resolve. We are continuing to focus on this area to improve the service.

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

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

No change from last month except a minor increase in risks as a result of the Major Incidents that took place in HR and SEMs.

Month	Red	Amber	Green
Aug-15	13	69	51
Sep-15	14	60	52
Oct-15	14	60	52
Nov-15	16	62	52
Dec-15	16	62	53
Jan-16	15	64	53
Feb-16	7	40	54
Mar-16	7	30	51
Apr-16	8	30	47
May-16	9	31	47
Jun-16	9	31	47
Jul-16	8	28	42
Aug-16	9	28	42

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure increased due to SAM project 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 –** Schools that have not been centralised maybe vulnerable to the Crypto Locker and Confiker virus (Mainly unmanaged machines)

Monthly Risk Stats

Risks Averted	Open Risks	New Risks	Total Risks	Risks Realised	Monthly Trend
0	78	1	79	0	⬆ (red)

Key

⬆ (red) Deteriation over last month

⬇ (green) Improvement from last month

▭ No change from last month

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KPI Trend View – August 2016

KPI	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Move
% Satisfied Customers for Incidents	92	92	95	89	78	95	75	94	94	96	94	94	96	⬆
% Satisfied Customers for Requests	92	94	85	98	91	98	83	94	96	97	97	97	94	⬇
All Incidents Closed By All ITS Depts. Within SLT	81	83	84	82	87	88	88	90	88	86	90	88	86	▭
All Requests Closed By All ITS Depts. Within SLT	77	80	78	80	72	74	79	84	88	88	87	84	92	⬆
All Incidents Closed By Site Within SLT	88	88	88	88	91	91	89	91	89	89	88	88	80	⬇
All Requests Closed By Site Within SLT	84	89	86	86	79	85	88	91	92	92	92	98	90	⬇
Helpdesk Incidents Closed Within SLT	96	97	94	95	97	98	97	98	98	96	98	96	93	⬇
Helpdesk Requests Closed Within SLT	86	96	92	91	88	95	98	97	98	98	98	94	95	⬆
Helpdesk Telephone Response Within SLT	93	98	99	97	98	96	98	97	98	98	98	92	95	⬆
All Incidents Closed By Campus Teams Within SLT	84	86	86	89	91	89	90	90	86	91	92	89	82	⬇
All Requests Closed By Campus Teams Within SLT	91	94	93	94	94	93	93	93	87	92	94	91	89	⬇
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

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

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