



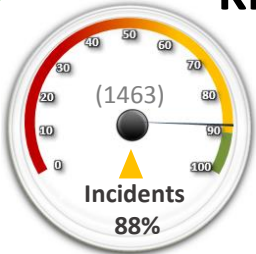
Queen Mary

University of London

IT Services

Executive Summary – February 2017

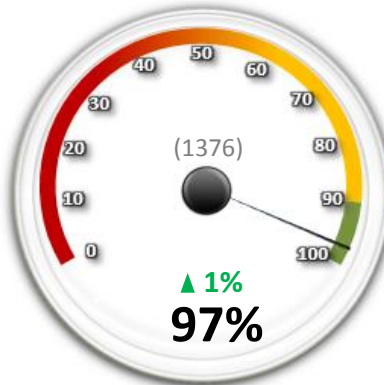
KPI



- Low number of true P1 tickets this month due to re-categorisation of incorrectly raised P1 tickets
- Only 20% of the P2 tickets logged were actual P2 tickets (52)
- Overall KPIs have improved from the previous month



Customer Satisfaction



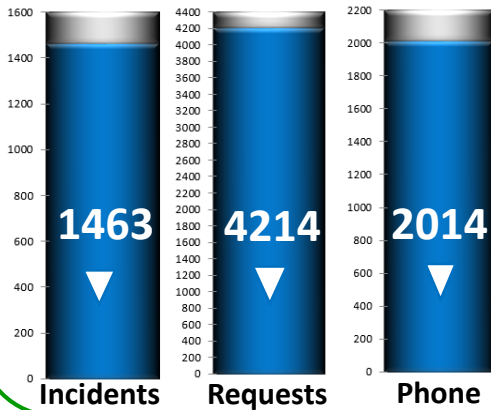
Definitions

- 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

1 Major Incident

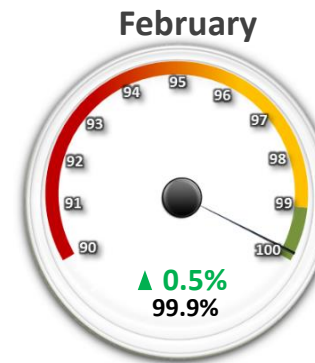
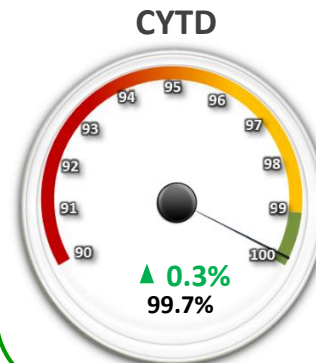
- The Network Services performance issue experienced in Jan was handled as a Major Incident on 1st February

Volumes



- 29% & 19% respective decrease in Incidents and Service Requests raised compared to February 2016
- Agresso PO requests remain the top Service Request
- KPIs are below target due to a number of posts held back in Student & Staff Services which directly impacts End User Support

Critical Systems Availability



- Excellent availability of critical systems over the month of February (99.9%).



Customer Satisfaction – February 2017

Customer Feedback

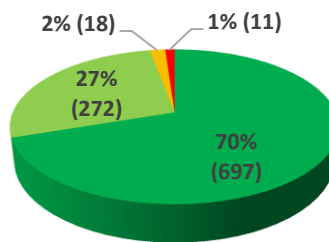
This month we had 1376 responses providing feedback to incidents and requests logged through the Service Desk. That is a **24%** response rate overall (out of 5677 tickets resolved).

You can email your feedback by selecting one of the following links on your resolution email;

[Delighted](#) [Happy](#) [Un-Happy](#) [Disgruntled](#)

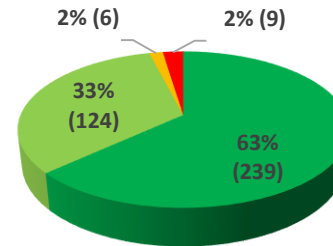
We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests



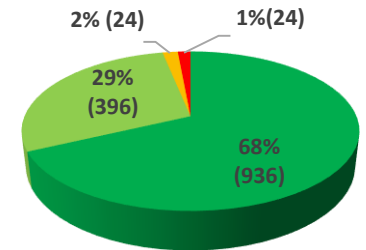
97%
(998)

Incidents



96%
(378)

Total



97%
(1376)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

The overall experience was fantastic, issue was sorted very quickly.

Yes, very disgruntled -- yet AGAIN the technician did not show. It's beyond a joke.

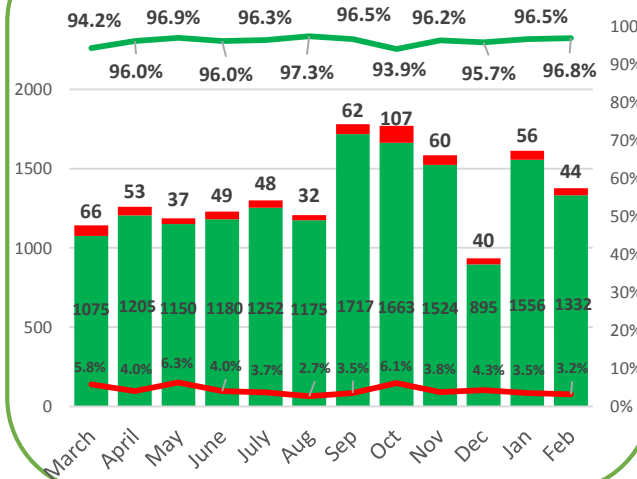
This took far too long to deliver

Thank you for your help. My question was addressed soon after I raised it and follow-up was effective.

The response was super quick, and the problem solved within hours. Ace work, thanks

The hardware team said they did not have the keys for GC301's computers

Positive Vs Negative



Commentary

- There is continued positive trending over the last few months.
- A large portion of negative feedback is related to users not being updated or tickets being closed without being resolved
- We will continue to work on the improvements related to the feedback received over the coming months.





Activities for the month of February 2017

Internet

University Website

0.6m

Visitors from over 200 countries



5.77m

Emails Delivered



Mobile App

76

Downloads



3m

Emails blocked as SPAM



Blocked

42+ million

Internet attacks

Logins to QMPLUS

Approx. 0.6m



Data and usage

Total user data stored

85 terabytes



45,000

Registered Users



60,000

Unique Wi-Fi devices



Active Network port

14,300



Media Server

280

Daily plays



Supporting Services

Change requests processed

221



330.000

Copy Shop Pages printed



1

Major Incident

422
Requests for PO's to be closed



Approx. 0.6m

Pages printed on managed Printers



432

Unique jobs processed

Approx. 61.000

Pages sent and not printed

Supporting you

3,600+

Fully managed PCs



(including teaching PCs)

Supported teaching spaces with AV

280+



Across sites And buildings

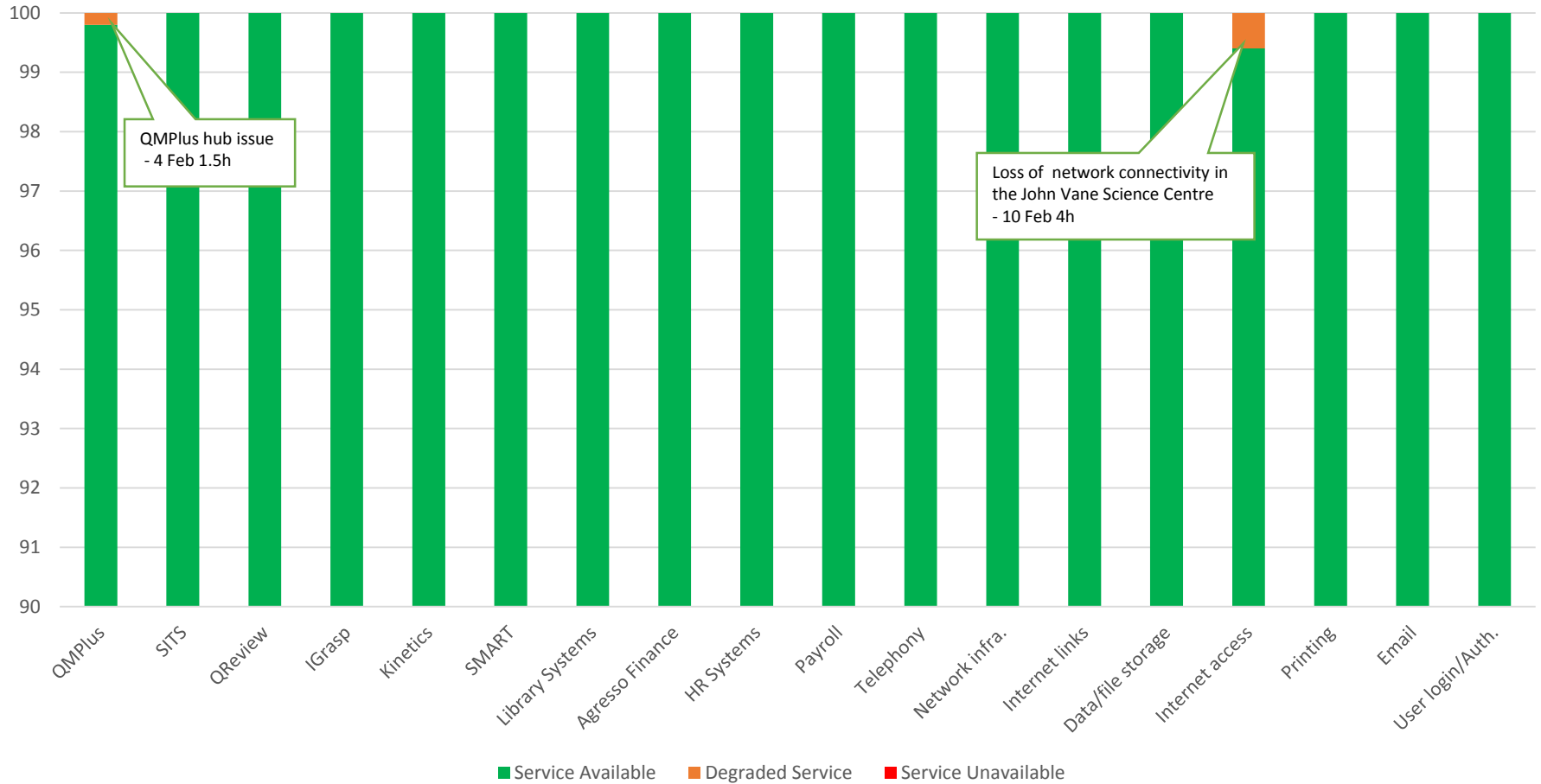
Approx. 5600

Tickets logged with the Service Desk





ITS Critical Systems Availability – February 2017



February: 99.9%
CYTD: 99.7%



MI and Low Yield Report (LYR) – February 2017

| MI | Date | Duration | Service Affected – Impact | Status |
|--------|-------------------|----------|--|----------|
| 147771 | Wed 1 Feb – 14:00 | - | Network Services - Network traffic to and outside QMUL – Users unable to access network drives, internet sites & services. This was declared as a major incident on 1 st Feb, however a workaround was already in place and any impact to the end user was in January | Resolved |

| LYR Ticket | Date | Duration | Service Affected – Impact | Status |
|------------|--------------------|----------|--|----------|
| 148735 | Tue 4 Feb – 14:50 | 1.5h | QMPlus hub – Users were unable to access the site | Resolved |
| 148539 | Fri 10 Feb – 12:00 | 4h | Network Services – Loss of connectivity in the John Vane Science Centre - Users unable to access internet sites and services | Resolved |



Planned Maintenance – February 2017

| Change Ticket | Date | Duration | Service Affected – Impact | Reason | Status |
|---------------|------------|----------|---|-------------|-------------|
| 9779 | Thu 2 Feb | 15m | Office/Outlook 365 – Users may have briefly experienced login issues until the Windows Servers were rebooted. | Maintenance | Implemented |
| 9852 | Wed 8 Feb | 30m | Telephony Service – Users were unable to access or record Voicemails | Maintenance | Implemented |
| 9853 | Fri 10 Feb | 30m | Managed PCs, VDI, Eduroam – Users may have briefly experienced login issues | Maintenance | Implemented |
| 9854 | Tue 14 Feb | 30m | Managed PCs & Printers, Novell, Unix – Users may have briefly been unable to login | Maintenance | Implemented |
| 9855 | Thu 16 Feb | 30m | Network Services – Users were unable to access internet sites and services | Maintenance | Implemented |
| 9834 | Fri 17 Feb | 66h | SITS & MySIS – Users were unable to access these applications | Upgrade | Implemented |
| 9853 | Fri 17 Feb | 30m | Managed PCs, VDI, Eduroam – Users may have briefly experienced login issues | Maintenance | Implemented |
| 9856 | Mon 20 Feb | 30m | Network Services - Users may have been unable to login at various sites | Maintenance | Implemented |
| 9919 | Sat 25 Feb | 20m | Active Directory, Defender, Bitlocker – Users may have briefly been unable to access systems and services | Maintenance | Implemented |





ITS Incident and Request KPIs – February 2017

| Measure | Target | Dec 16 | Jan 17 | Feb 17 | Trend |
|-----------------------------|--------|--------|--------|--------|-------|
| Number of Incidents | - | 979 | 1518 | 1463 | ↓ |
| Incidents Closed within SLT | 90% | 84% | 86% | 88% | ↑ |
| Resolution Time P1 | 4h | 92% | 87% | 100% | ↑ |
| Resolution Time P2 | 1 BD | 85% | 83% | 83% | — |
| Resolution Time P3 | 3 BD | 83% | 88% | 87% | ↓ |
| Resolution Time P4 | 5 BD | 93% | 88% | 98% | ↑ |
| Resolution Time P5 | 20 BD | 100% | 100% | 100% | — |
| Number of Requests | - | 2943 | 4894 | 4214 | ↓ |
| Requests Closed within SLT | 90% | 93% | 95% | 94% | ↓ |

Highlights

- Low number of true P1 tickets this month due to re-categorisation of incorrectly raised P1 tickets
- Only 20% of the P2 tickets logged were actual P2 tickets (52)
- Overall KPIs have improved from the previous month

Key

- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
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- ↑ Improvement over last month, No SLT assigned
- ↓ Deterioration from last month, No SLT assigned
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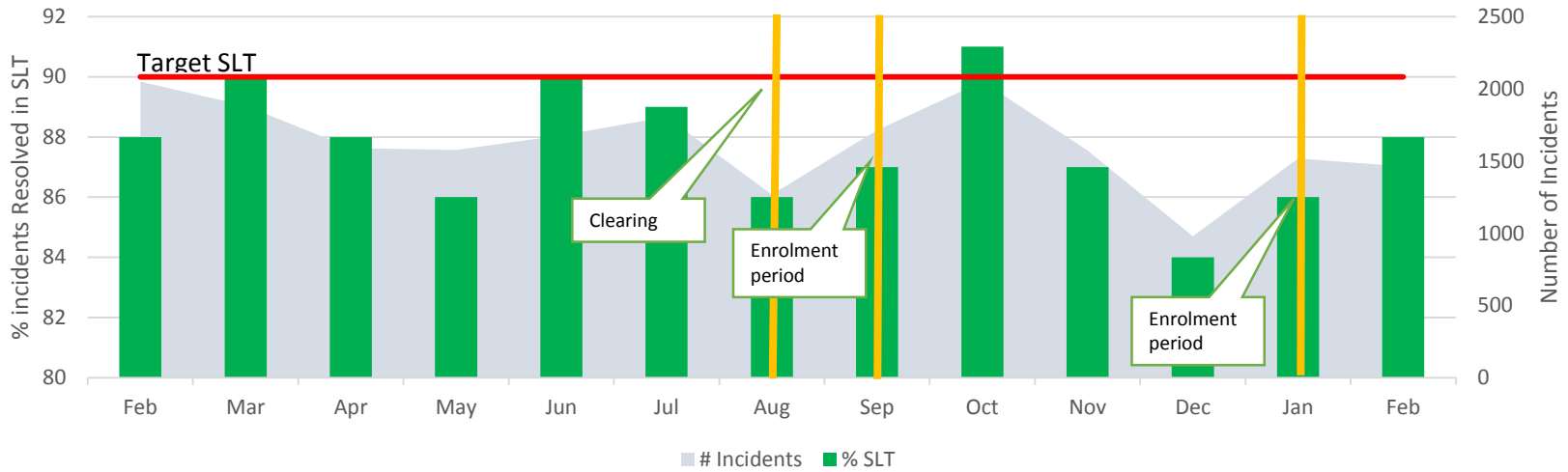
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

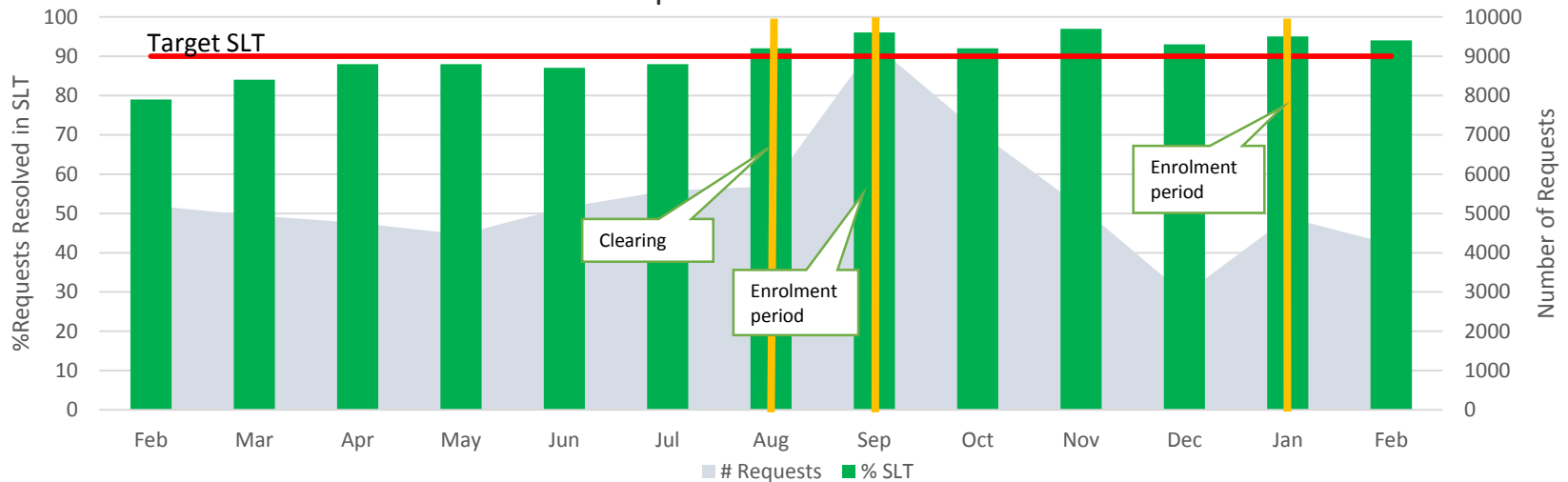


Incident and Requests KPIs – February 2017

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance – February 2017

| Measure | Target | Dec 16 | Jan 17 | Feb 17 | Trend |
|----------------------|--------|--------|--------|--------|-------|
| Received phone calls | - | 1532 | 2848 | 2014 | ↓ |
| Answered phone calls | 90% | 96% | 96% | 97% | ↑ |
| Average Wait Time | 25s | 12s | 14s | 10s | ↑ |
| Abandon Rate (calls) | 5% | 4% | 4% | 3% | ↑ |
| FTF (First Time Fix) | 75% | 30% | 64% | 62% | ↓ |
| FLF (First Line Fix) | 75% | 45% | 59% | 53% | ↓ |
| In Person | - | 22 | 353 | 238 | ↓ |
| Emailed tickets | - | 205 | 877 | 1153 | ↑ |
| Self Service | - | 168 | 370 | 345 | ↓ |

Highlights

- 29% & 19% respective decrease in Incidents and Service Requests raised compared to February 2016
- Agresso PO requests remain the top Service Request
- KPIs are below target due to a number of posts held back in Student & Staff Services which directly impacts End User Support
- We are continuing to focus on enabling the Service Desk to resolve more at first line (thus increasing the FTF and FLF rate)

Key

- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
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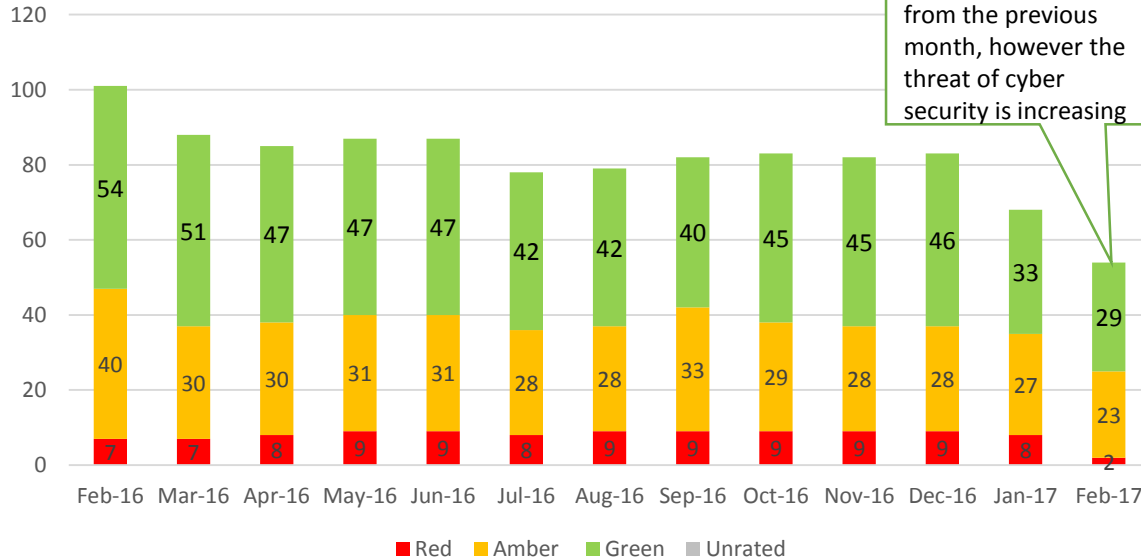
FTF = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

FLF = All tickets resolved by the service desk within SLA without being escalated any further



Risk Report – February 2017

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



Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving
- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

| Monthly Risk Stats | | | | | |
|--------------------|------------|-----------|-------------|----------------|---------------|
| Risks Averted | Open Risks | New Risks | Total Risks | Risks Realised | Monthly Trend |
| 15 | 53 | 1 | 54 | 1 | ↓ |

Key

- ↑ Deterioration over last month
- ↓ Improvement from last month
- ▭ No change from last month



KPI Trend View – February 2017

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