



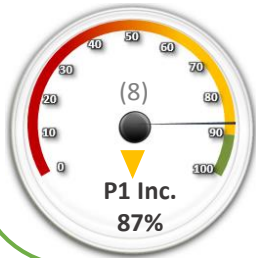
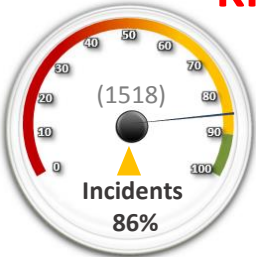
Queen Mary

University of London

IT Services

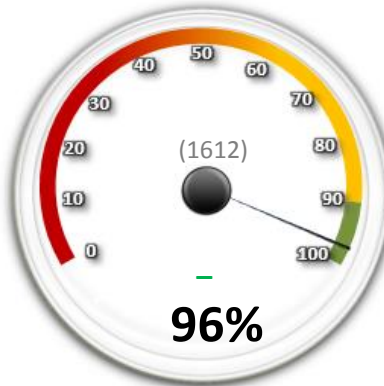
Executive Summary – January 2017

KPI



- Low number of P1 tickets this month however we were below the resolution target due to a wrongly classified ticket breaching SLA
- P2 resolution below target due to low priority tickets wrongly classified as P2 tickets. We are currently looking at options to address this.

Customer Satisfaction



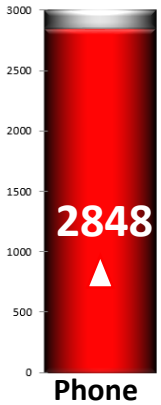
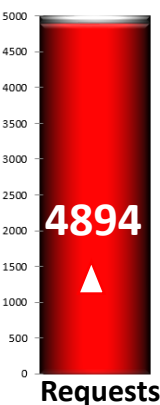
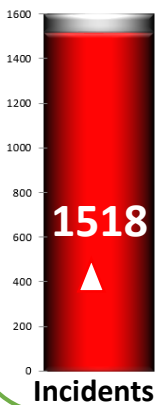
Definitions

- 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

0 Major Incidents

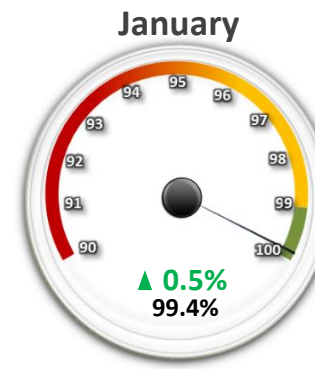
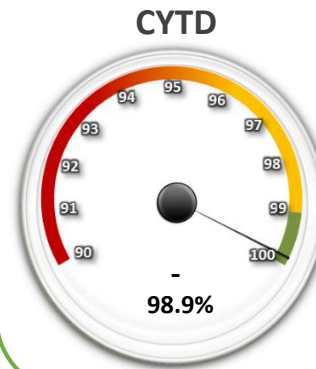
- There were no Major Incidents in January - the Network Services issue was handled as a Major Incident from 1st February

Volumes



- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- 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



- Availability up from the previous month mainly due to the large amount of unavailability during December (Fire in the Library)



Customer Satisfaction – January 2017

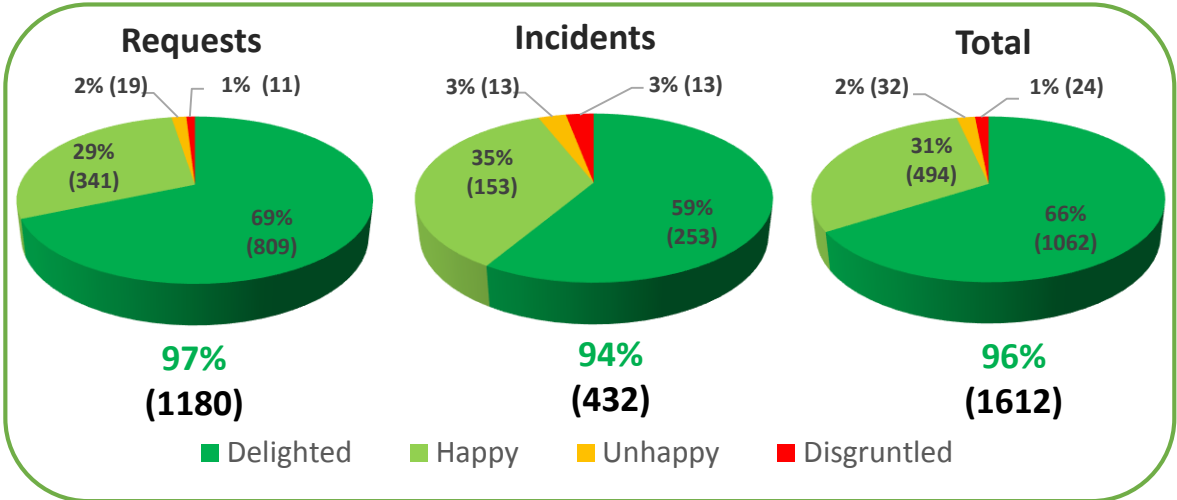
Customer Feedback

This month we had 1612 responses providing feedback to incidents and requests logged through the Service Desk. That is a **25%** response rate overall (out of 6412 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.



January Feedback

Fantastic service, really helpful and I learnt a lot and have been able to improve our service so errors like this do not happen again.

What is VLAN address of "locally self managed network"?

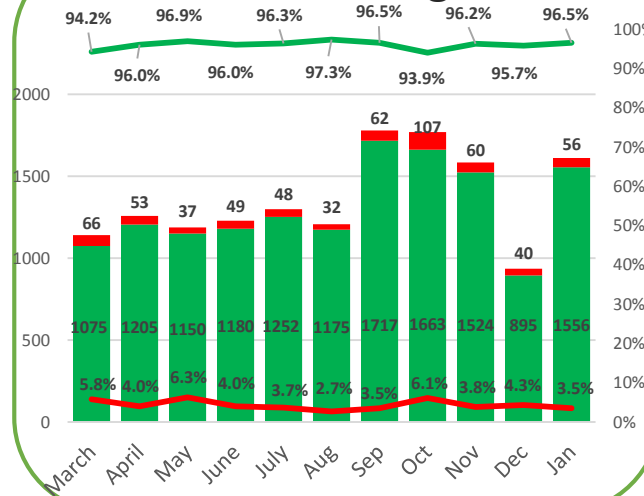
Thank you very much for the trouble you took to sort out my Mac problem. I am very grateful indeed.

The new password does not work.

Extremely happy, we called a couple of hours before the event and IT services help and made it work

It was great to visit the office and have resolved my issue easily. The staff was very helpful.

Positive Vs Negative



Commentary

- The number of responses has increased with the rise of ticket numbers resolved in January (25% feedback rate.) The satisfaction level increased slightly but has stayed on an overall 96%
- We will continue to work on the improvements related to the feedback received over the coming months.





Activities for the month of January 2017

Internet

University Website

600,000



Visitors from over 200 countries

6.34 million

Emails Delivered



Mobile App

58

Downloads



5.1 million

Emails blocked as SPAM



Blocked

30+ million

Internet attacks

Logins to QMPLUS

Approx. 1.4 million



Data and usage

45,000



Registered Users

Total user data stored

63 terabytes



60,000



Unique Wi-Fi devices

Active Network port

14,300



Media Server

300

Daily plays



Supporting Services

Change requests processed

0



Major Incidents

387



550.000

Copy Shop Pages printed



393

Unique jobs processed

Approx. 600.000

Pages printed on managed Printers

417

Requests for PO's to be closed



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

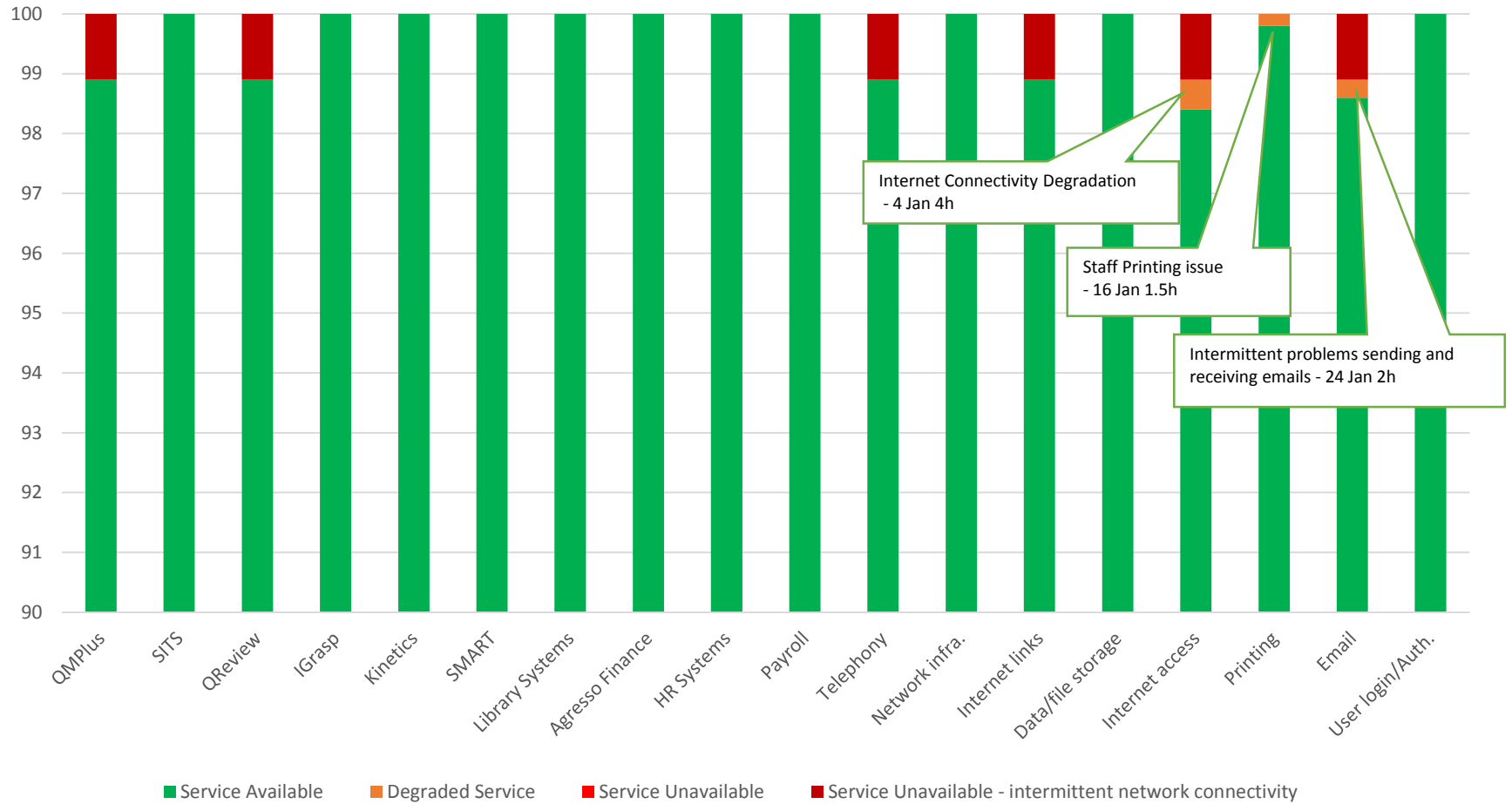
Approx. 6500

Tickets logged with the Service Desk





ITS Critical Systems Availability – January 2017



January: 99.4%
CYTD: 98.9%



MI and Low Yield Report (LYR) – January 2017

LYR Ticket	Date	Duration	Service Affected – Impact	Status
145967	Wed 4 Jan – 10:00	4h	Network Services - Internet Connectivity Degradation – Users were unable to access internet sites and services.	Resolved
146738	Mon 16 Jan – 10:00	1.5h	Staff Printing – Users were unable to print documents	Resolved
147265	Tue 24 Jan – 9:00	2h	Email Service – Users experienced intermittent failure of sending and receiving emails via Outlook	Resolved
147741	Mon 30 Jan – 10:00	15m	Web Based Applications – Users experienced intermittent issues accessing Web applications including MySIS, QMUL & QMUL Source	Resolved
147771	Tue 31 Jan – 11:30	8h	Network Services – Users experienced Intermittent issues accessing external Internet sites	Resolved



Planned Maintenance – January 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
9612	Sat 7 Jan	1h	Windows Server - Student Password & Remote Desktop Services - There was a brief interruption in the ability for ITS Support to reset passwords and view virtual desktops.	Maintenance	Implemented
9647	Mon 16 Jan	5h	Elements (Publists) – Users were unable to access the application during the maintenance	Maintenance	Implemented
9472	Thu 19 Jan	2h	Telephone Services – No user impact was expected	Maintenance	Implemented
9746	Sat 21 Jan	15h	Windows Server – Active Directory, Bitlocker, Defender – No user impact was expected	Maintenance	Implemented
9604	Tue 24 Jan	2h	QMPlus – Users were briefly unable to Access QMPlus	Update	Implemented
9749	Sat 28 Jan	12h	Windows Server – Data Centre Services – Brief interruption to any services hosted within DC1	Maintenance	Implemented
9757	Sat 28 Jan	15h	Windows Server – Active Directory, Bitlocker, Defender – No user impact was expected	Maintenance	Implemented
9809	Tue 31 Jan	20m	Network Services – Users streaming audio or video may have experienced a brief interruption.	Maintenance	Implemented



ITS Incident and Request KPIs – January 2017

Highlights

- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- Low number of P1 tickets this month however we were below the resolution SLA target due to a wrongly classified ticket breaching SLA
- P2 resolution below target due to low priority tickets wrongly classified as P2 tickets. We are currently looking at options to address this.

Measure	Target	Nov 16	Dec 16	Jan 17	Trend
Number of Incidents	-	1573	979	1518	↑
Incidents Closed within SLT	90%	87%	84%	86%	↑
Resolution Time P1	4h	68%	92%	87%	↓
Resolution Time P2	1 BD	87%	85%	83%	↓
Resolution Time P3	3 BD	87%	83%	88%	↑
Resolution Time P4	5 BD	88%	93%	88%	↓
Resolution Time P5	20 BD	94%	100%	100%	—
Number of Requests	-	5163	2943	4894	↑
Requests Closed within SLT	90%	97%	93%	95%	↑

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
- No change from last month and breaching SLT
- ↑ Improvement over last month, No SLT assigned
- ↓ Deterioration from last month, No SLT assigned
- No change from last month, No SLT assigned

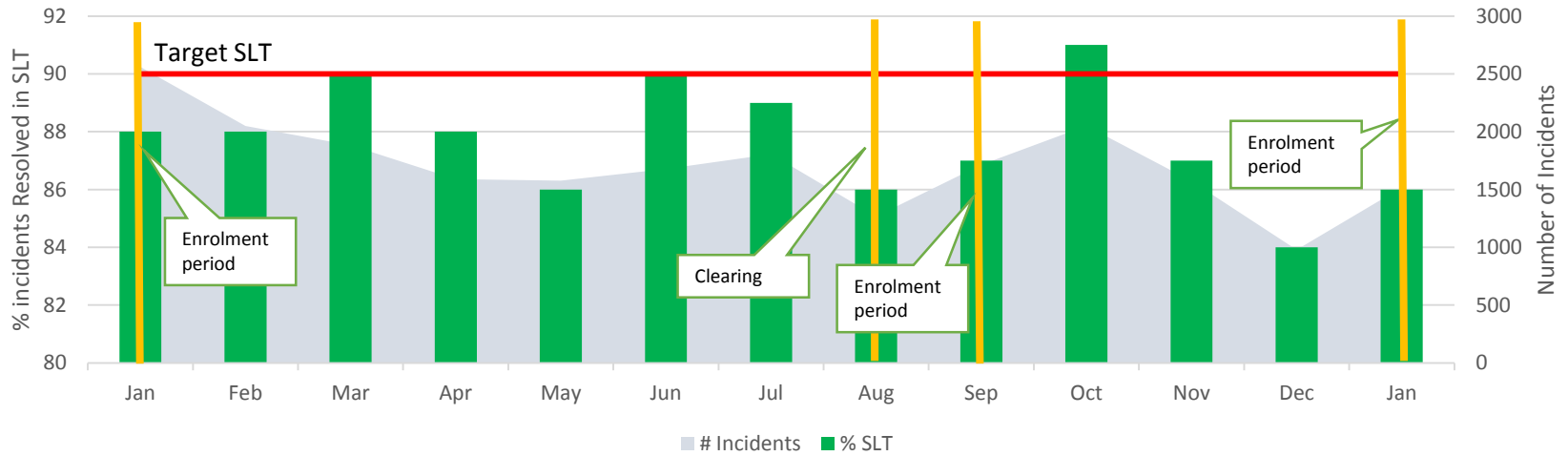
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

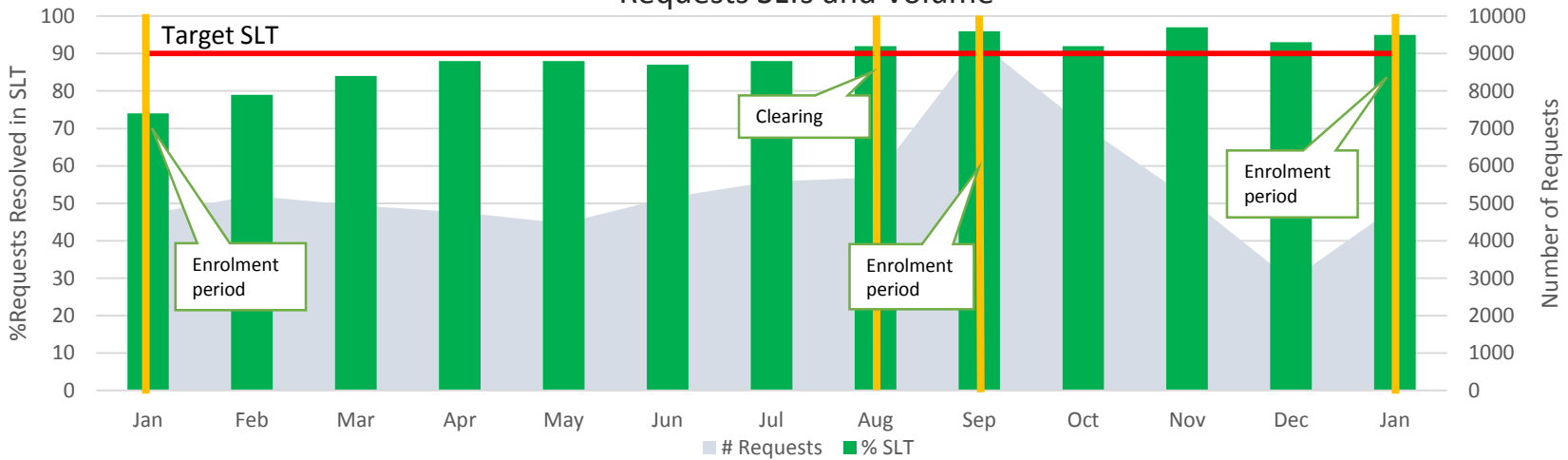


Incident and Requests KPIs – January 2017

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance – January 2017

Measure	Target	Nov 16	Dec 16	Jan 16	Trend
Received phone calls	-	2539	1532	2848	↑
Answered phone calls	90%	98%	96%	96%	—
Average Wait Time	25s	9s	12s	14s	↓
Abandon Rate (calls)	5%	2%	4%	4%	—
FTF (First Time Fix)	75%	48%	30%	64%	↑
FLF (First Line Fix)	75%	49%	45%	59%	↑
In Person	-	205	22	353	↑
Emailed tickets	-	574	205	877	↑
Self Service	-	97	168	370	↑

Highlights

- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- We are continuing to focus on the FLT and FTF targets and can see the improvements during January.

Key

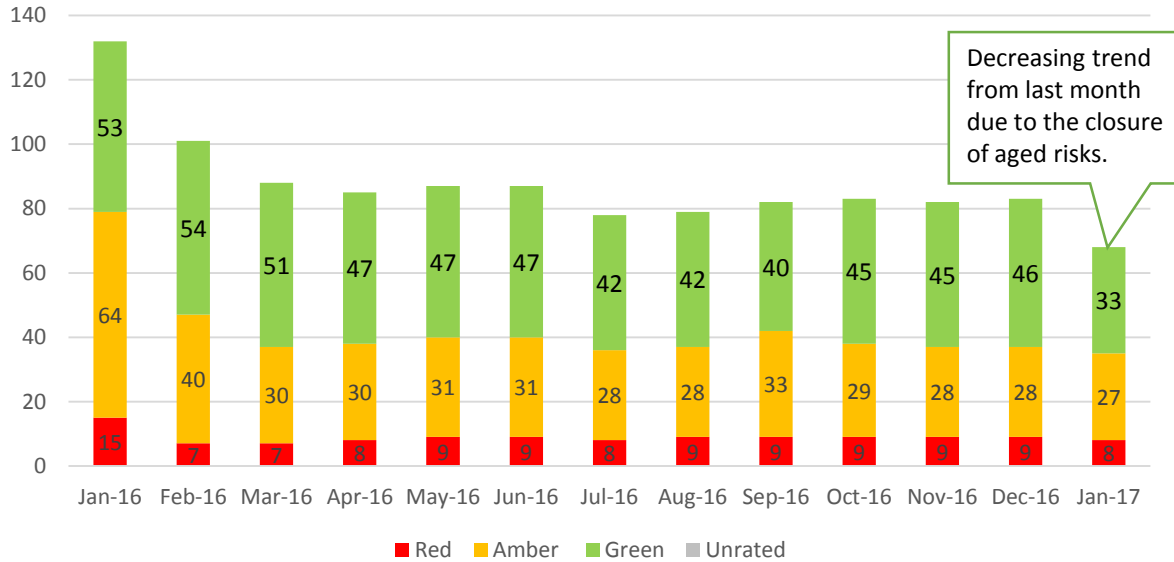
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- No change from last month and breaching SLT
- Improvement over last month, No SLT assigned
- Deterioration from last month, No SLT assigned
- No change from last month, No SLT assigned

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

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 the School Application Migrations 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 - Improving
- **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
19	64	4	68	0	↓

Key

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



KPI Trend View – January 2017

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