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IT Services

Executive Summary – October 2016

KPI

(2051)
Incidents
91%

(7088)
Requests
92%

(15)
P1 Inc.
87%

(224)
P2 Inc.
89%
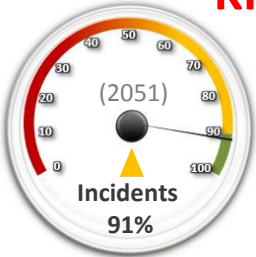
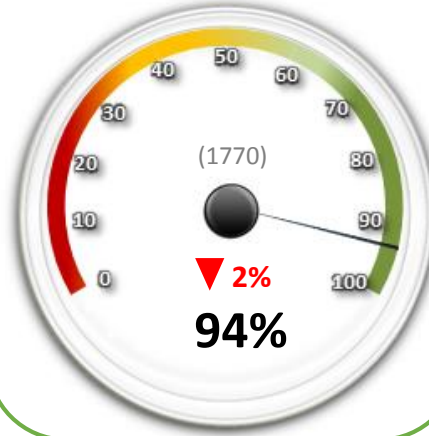- Service Requests have dropped this month as expected following the peak during clearing and enrolment.

- The number of Incidents increased this month however we were able to resolve a majority within target due to the extra Service Desk staff brought in for enrolment.
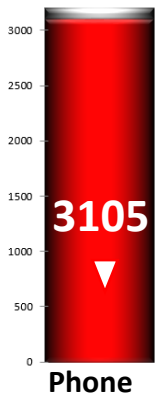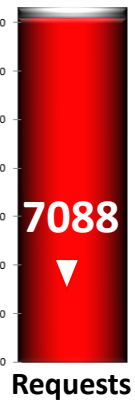
Customer Satisfaction

(1770)
▼ 2%
94%

3 Major Incidents

- 03/10 – HSE shared drives inaccessible (8h)

- 15/10 – Library staff unable to access Library Systems (45h)

- 22/10 – External emails not being delivered to QMUL accounts (30m)

Volumes

2051 ▲
Incidents

7088 ▼
Requests

3105 ▼
Phone
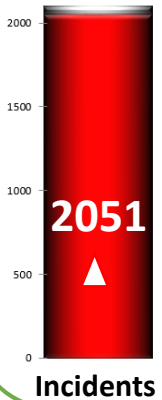
- Expected decrease in request and phone volumes from the previous month following enrolment.

- Incidents have increased this month which we believe is attributed to the major incidents experienced during Oct.

Critical Systems Availability

CYTD
-
98.7%
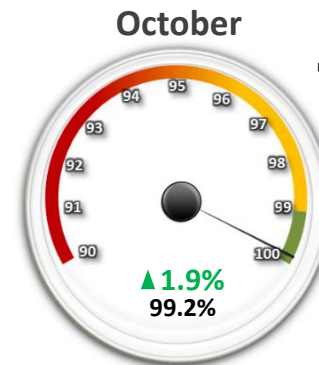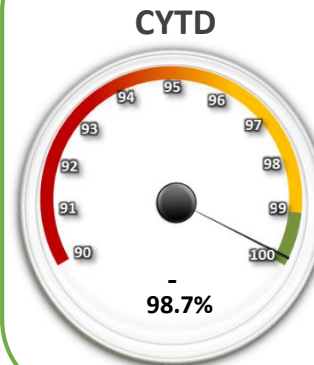
October
▲1.9%
99.2%

- Availability is up from the previous month due to issues being resolved promptly. No change to the CYTD.

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Customer Satisfaction – October 2016

Customer Feedback

In October we had 1770 responses providing feedback to incidents and requests logged through the Service Desk. That is an **19%** response rate overall (out of 9139 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

3% (33)
2% (23)
30% (393)
65% (840)
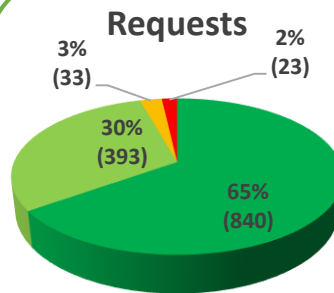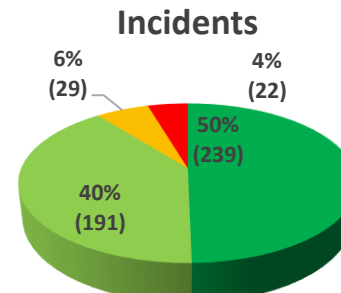
96%
(1289)

Incidents

6% (29)
4% (22)
50% (239)
40% (191)

90%
(481)

Total

4% (62)
2% (45)
33% (584)
61% (1079)
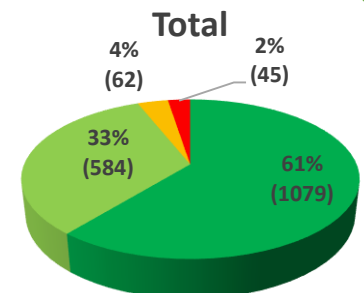
94%
(1770)

■ Delighted　■ Happy　■ Unhappy　■ Disgruntled

October Feedback

Am super happy... it was all done so efficiently and well

Why was my ticket closed? The problem has not been fixed at all!

This was probably the worst experience I've had with ITS at QM since starting work here in 2013. It took 4 weeks to solve and only after having to escalate to senior management in geography and ITS

Thanks for a friendly and attentive service to resolve my IT issues!

Very proficient and professional service from IT bod.

I have added information to this ticket several times now

Positive Vs Negative

94.2%　96.0%　96.9%　96.0%　96.3%　97.3%　96.5%　93.9%

	March	April	May	June	July	Aug	Sep	Oct
Negative (top)	66	53	37	49	48	32	62	107
Positive	1075	1205	1150	1180	1252	1175	1717	1663
%	5.8%	4.0%	6.3%	4.0%	3.7%	2.7%	3.5%	6.1%
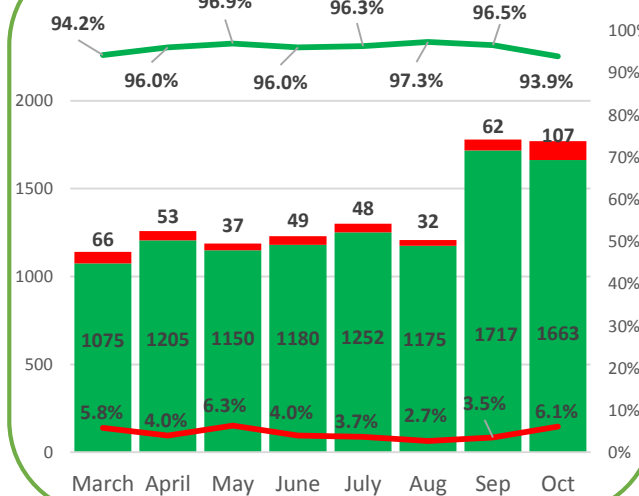
Commentary

- The key drivers for disgruntled feedback is related to customers feeling their requests have not been completed, have had a slow response and the sense that tickets are passed from team to team.

- We will be working on ways to improve this over the coming weeks.

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Activities for the month of October 2016

I.T. SERVICES — PLAN IT · SUPPORT IT · SUPPLY IT

Internet

University Website
600,000
Visitors from over 200 countries

Blocked
33.6 million
Internet attacks

6.3 million
Emails Delivered

10 million
Emails blocked as SPAM

Logins to QMPLUS
Approx.1.4 million

Mobile App
58
Downloads

QMUL IT Services

Data and usage

Total user data stored
63 terabytes

45,000
Registered Users

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Active Network port
14,300

Supporting you

3,682
Fully managed PCs

(including teaching PCs)

Supported teaching spaces with AV
280
Across sites And buildings

Approx. 9500
Tickets logged with the Service Desk

Supporting Services

Change requests processed
387

3
Major Incidents

358
Requests for PO's to be closed

337.500
Copy Shop Pages printed

464
Unique jobs processed

Approx. 600.000
Pages printed on managed Printers

Approx. 61.000
Pages sent and not printed

ITS Critical Systems Availability – October 2016

Q-Review – Wed 12 Oct 8h

IT Service Desk Phone 8888 – Tues. 25 Oct 20m

Email Service – Sat 22 Oct 30m

Analog Telephones Mile End – 26 Oct 3.5h

Network connectivity at Charterhouse Sq. – Mon 3 Oct 3h

Q-Review – Mon 10 Oct 1h
Q-Review – Wed 12 Oct 1h 15m
Q-Review – Wed 5 Oct 45m

HSE Shared Drive – Mon Oct 8h

Konica Printing Issues - Mile End - Mon 3 Oct 8h

Library Systems – Sat 15 Oct 45h

Legend:
- Service Available
- Degraded Service
- Service Unavailable

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.

October: 99.2%
CYTD: 98.7%

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

MI Ticket	Date	Duration	Service Affected - Impact	Status
140108	Mon 3 Oct – 11:40	8h	HSE Shared Drive – Unable to access local folders and files	Resolved
141454	Sat 15 Oct – 11:00	45h	Library systems – Unable to access the workflows to manage library services	Resolved
142079	Sat 22 Oct – 15:24	30m	Email service – External emails not being received on QMUL accounts.	Resolved

Ticket no.	Date	Duration	Service Affected – Impact	Status
140125	Mon 3 Oct – 08:00	8h	Konica Printing Service – Users at Mile End unable to print	Resolved
140065	Mon 3 Oct – 09:30	2.5h	BI reporting Service –Users in SEB unable to generate reports	Resolved
140174	Mon 3 Oct – 16:00	3h	Network connectivity – Users at Charterhouse Sq. unable to access internet services including those in Genomics England	Resolved
140453	Sat 5 Oct – 11:42	45m	Q-Review lecture capture – Users unable to access recordings	Resolved
140932	Mon 10 Oct – 17:30	24h	VDI remote service – Users unable to access the virtual desktop services	Resolved
140929	Mon 10 Oct – 18:00	1h	Q-Review – Users unable to access videos	Resolved
141214	Wed 12 Oct – 14:30	1h 15m	Q-Review – Users experiencing intermittent video playback	Resolved
141206	Wed 12 Oct – 16:00	8h	Q-Review – Users unable to edit video captures	Resolved
142328	Wed 26 Oct – 08:00	5.5h	Analog Telephones – Users at Mile End unable to make or receive calls	Resolved

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Planned Maintenance – October 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
8838	Tue 11 Oct	2h	QMPlus - Users unable to access QMplus	Maintenance	Implemented
8983	Sat 15 Oct	10m	LANDesk (Self-service portal) – Users will be unable to access LANDesk to create or receive service requests	Maintenance	Implemented
8986	Tue 18 Oct	2h	QMPlus – Users unable to access QMplus during the update of Security patches by ULCC	Update	Implemented
8935	Tue 18 Oct	30m	SITS & MySIS – Users unable to access SITs & MySIS	Maintenance	Implemented
8858	Wed 19 Oct	8h	Wi-Fi - Users in Floyer House unable to access Wi-Fi for internet services	Upgrade	Implemented
8971	Mon 24 Oct	15m	Website Services - Multiple Websites unavailable	Maintenance	Implemented
9084	Mon 24 Oct	10m	Email service – Users unable to send or receive emails	Maintenance	Implemented

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Planned Maintenance – October 2016

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
8879 & 8880	Tue 25 Oct	3h	QMPlus Archives – Users unable to access QMplus 14/15 and 15/16 archives	Maintenance	Implemented
9020	Tue 25 Oct	1h	IT Service Desk & Switchboard Telephone Service – Calls to and from these services were effected	Maintenance	Implemented
9008	Tue 25 Oct	30m	Network Services – No impact	Maintenance	Implemented
9022	Wed 26 Oct	1h	Analog Telephones – Users at Mile End with analog phones unable to make or receive calls	Maintenance	Implemented
9072	Thurs 27 Oct	1h	Library Services (LMS and Ezproxy) – Users unable to use library services	Maintenance	Implemented
9023	Fri 28 Oct	1.5h	Analog Telephones – Users at Charterhouse Square and West Smithfield with analog phones unable to make or receive calls	Maintenance	Implemented
9043	Fri 28 Oct	30m	Network Services – Users at Abernethy building unable to access the internet or make any calls during	Maintenance	Implemented

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ITS Incident and Request KPIs – October 2016

Measure	Target	Aug 16	Sep 16	Oct 16	Trend
Number of Incidents	-	1268	1714	2051	⬆ (white up)
Incidents Closed within SLT	90%	86%	87%	91%	⬆ (green up)
Resolution Time P1	4h	85%	83%	87%	⬆ (red up)
Resolution Time P2	1 BD	75%	87%	89%	⬆ (red up)
Resolution Time P3	3 BD	85%	87%	91%	⬆ (green up)
Resolution Time P4	5 BD	95%	91%	96%	⬆ (green up)
Resolution Time P5	20 BD	93%	97%	97%	▭ (white bar)
Number of Requests	-	5688	9304	7088	⬇ (white down)
Requests Closed within SLT	90%	92%	96%	92%	⬇ (green down)

Highlights

- The number of Incidents increased this month however we were able to resolve a majority within target due to the extra Service Desk staff brought in for enrolment.

- PRM queries and configuring Eduroam on user devices are still the top Service Requests for October following enrolment.

Key

|	
⬆ (green up)	Improvement over last month and within SLT
⬇ (green down)	Deterioration from last month but within SLT
▬ (green bar)	No change from last month and within SLT
⬆ (red up)	Improvement over last month and breaching SLT
⬇ (red down)	Deterioration from last month but breaching SLT
▬ (red bar)	No change from last month and breaching SLT
⬆ (white up)	Improvement over last month, No SLT assigned
⬇ (white down)	Deterioration from last month, No SLT assigned
▭ (white bar)	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)
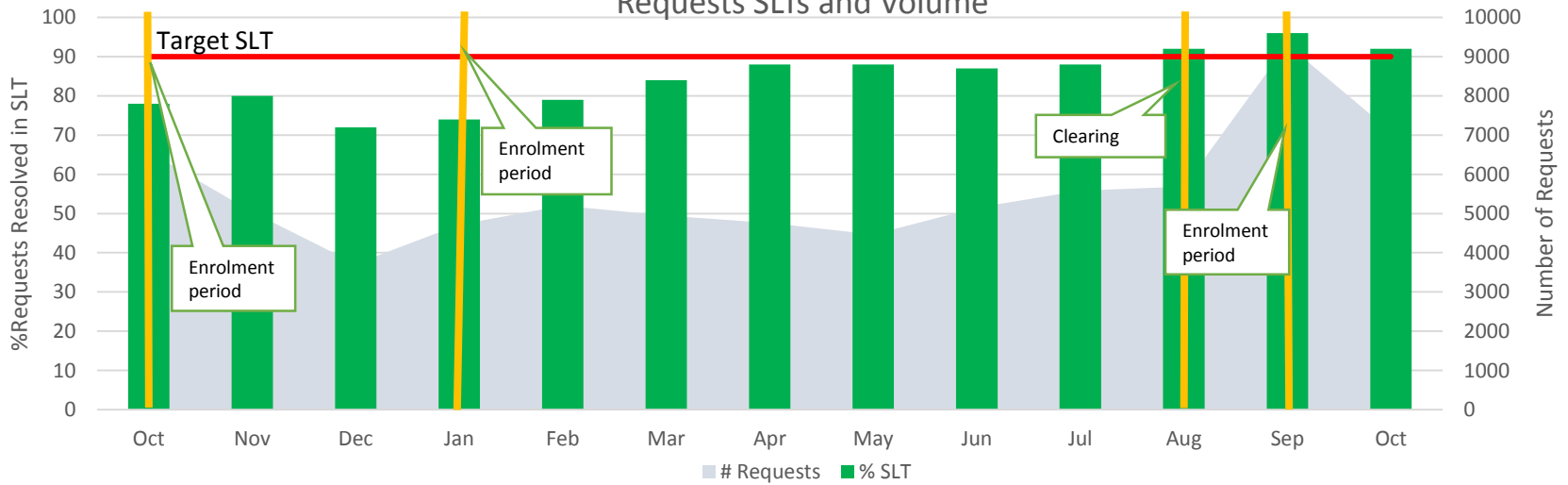
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Incident and Requests KPIs – October 2016
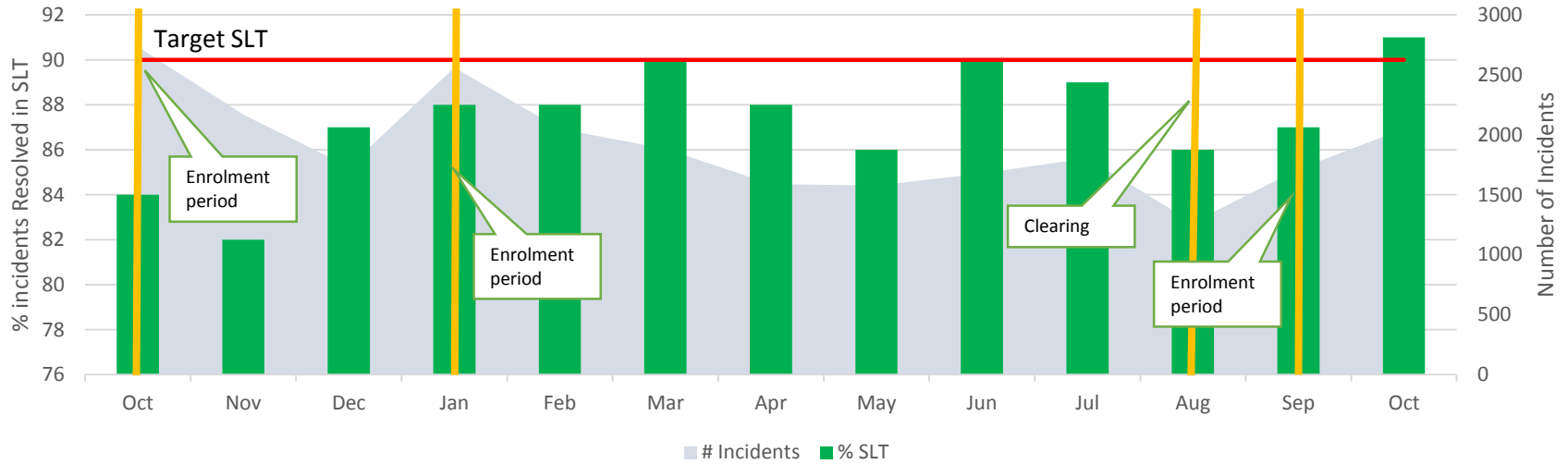
Service Desk Performance – October 2016

Measure	Target	Aug 16	Sep 16	Oct 16	Trend
Received phone calls	-	2566	3774	3105	⬇ (white down)
Answered phone calls	90%	95%	96%	98%	⬆ (green up)
Average Wait Time	25s	12s	13s	9s	⬆ (green up)
Abandon Rate (calls)	5%	5%	4%	2%	⬆ (green up)
FTF (First Time Fix)	75%	45%	58%	51%	⬇ (red down)
FLF (First Line Fix)	75%	46%	57%	51%	⬇ (red down)
In Person	-	76	178	193	⬆ (white up)
Emailed tickets	-	644	851	525	⬇ (white down)
Self Service	-	38	29	48	⬆ (white up)

Highlights

- Expected decrease in phone volumes from the previous month following enrolment.
- Incidents have increased this month which we believe is attributed to the major incidents experienced during Oct.
- First Time and First Line Fix rates have slipped this month - additional focus within this area have been planned over the coming weeks.

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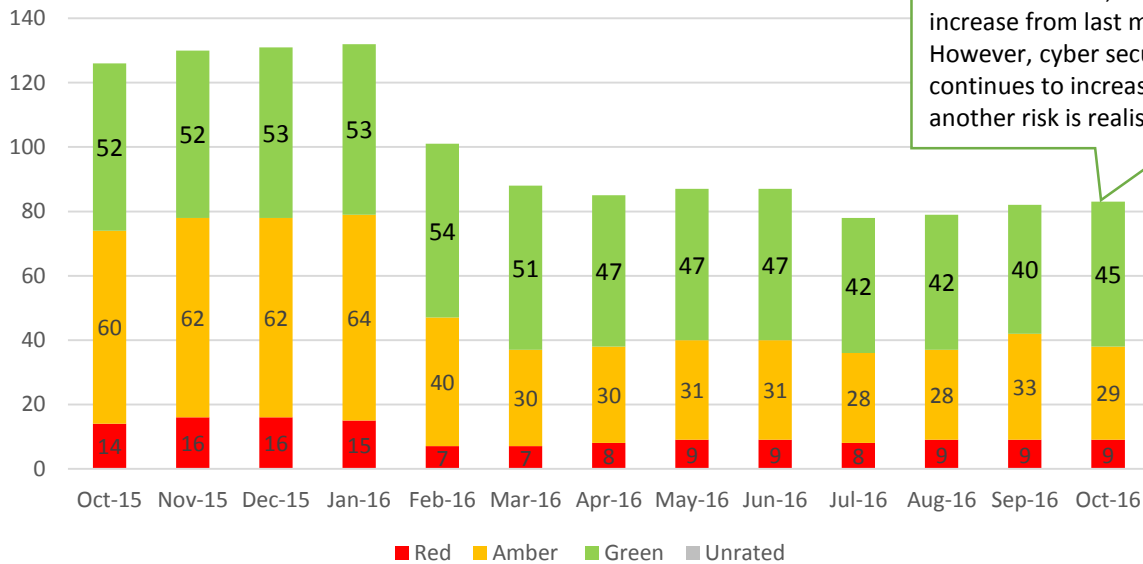- ▬ (white) No change from last month, No SLT assigned

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

Risk Report

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

Stable risk trend, minor increase from last month. However, cyber security continues to increase as another risk is realised.

Chart values (Red / Amber / Green):
- 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
- Sep-16: 9 / 33 / 40
- Oct-16: 9 / 29 / 45

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high 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 - Improving

- **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	4	83	1	⬆

Key

- ⬆ Deteriation over last month
- ⬇ Improvement from last month
- ▭ No change from last month

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
KPI Trend View – October 2016

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