



Queen Mary
University of London

IT Services July 2022

Monthly KPI Report

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ITS Service Desk KPI's July 2022

P# = Ticket Priority

Service and SLA	Achieved Target	Actuals
Service Request resolved within SLT 90%	94%	
P1 – 1 hour	100%	
P2 – 8 Hours	67%	
P3 – 2 Days	92%	
P4 – 3 Days	97%	
Incident resolved within SLT 90%	84%	
P1 – 4 Hours	100%	
P2 – 1 Business Day	60%	
P3 – 3 Business Days	84%	
P4 – 5 Business Days	100%	
Average Wait Time 25 sec	15s	
First Time Fix Rate 75%	85%	
Customer Satisfaction >90%	96%	
Number of Major Incidents Per Month < = 1	0	

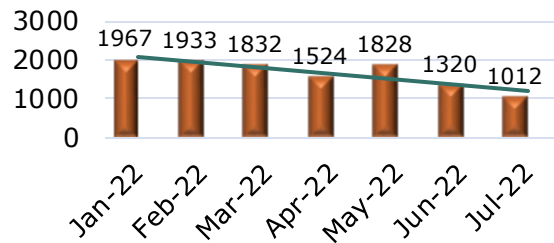
Below Agreed Target
 Met or Above Target

Executive Summary – July 2022

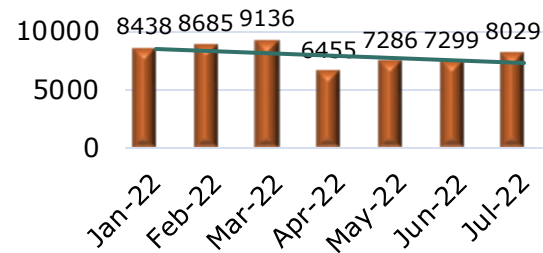
High Impact/Major Incidents

For the month of July there was one Priority 1 incident. This was for the Encore search interface down on 5th July 2022. The reason for this was that the Encore and associated solutions had not been rebooted for over a year. Normally this hosted solution is rebooted once a year as part of an upgrade.

Incidents Logged



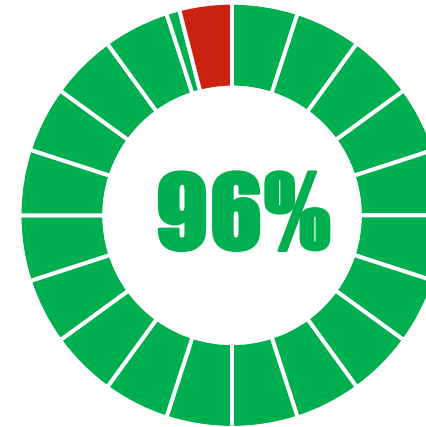
Service Requests logged



Number of Incidents Resolved **995**

Number of Service Requests Resolved **7876**

Customer Satisfaction



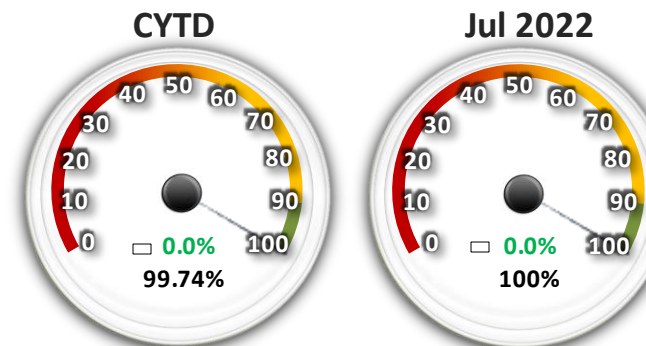
Definitions

CYTD: Calendar Year to Date
KPI: Key Performance Indicator
MI: Major Incident
P1: Priority 1 Incident (High)

Problem Management

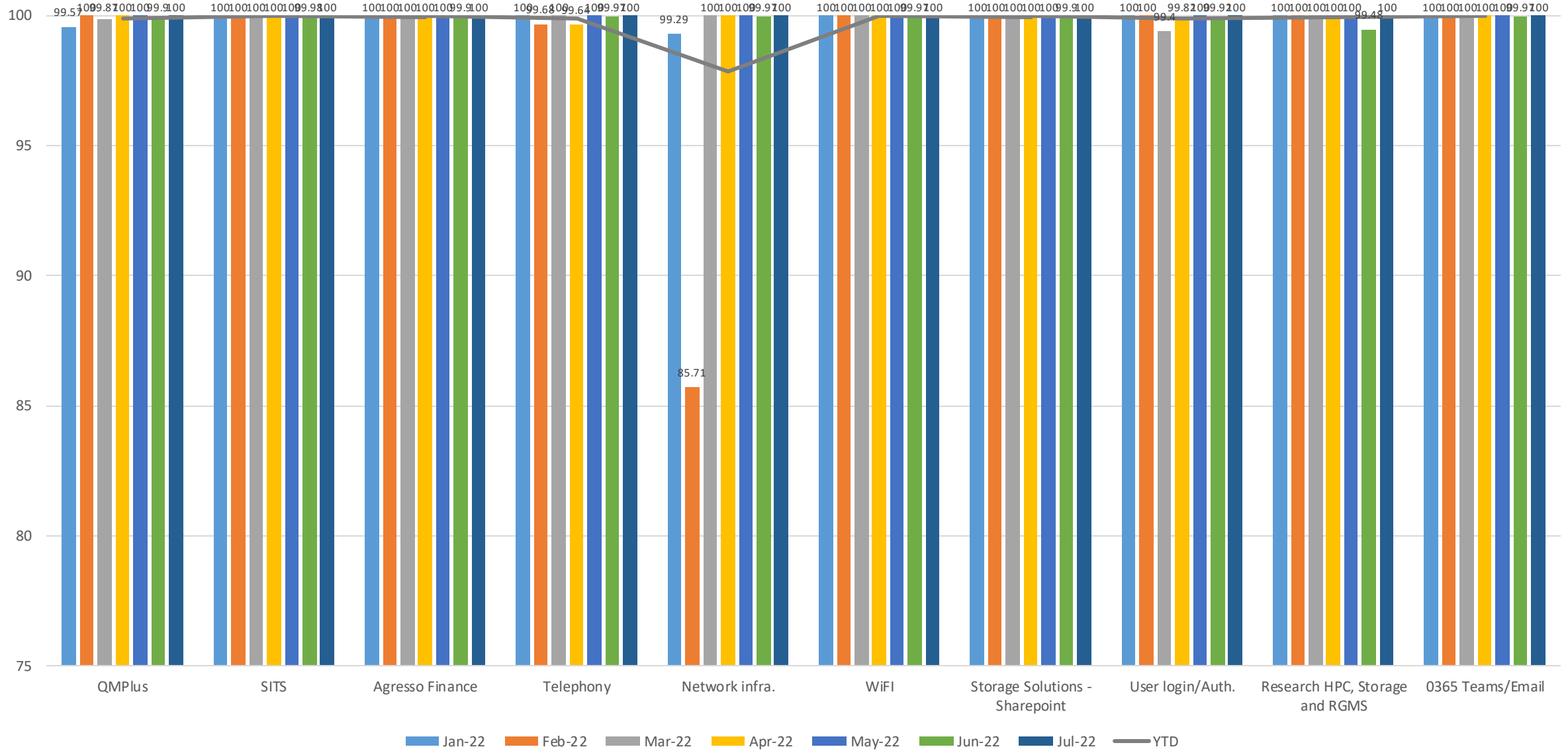
Open Problems **14**
New Problems **3**
Closed Problems **12**

Top 10 Service Availability



*CYTD: Calendar Year to Date

Top 10 Services – Service Availability



Incident and Service Requests KPIs'

KPI %	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22
Satisfied Customers for Incidents	98	97	91	91	91	92	95	94	88	94	93	96	92
Satisfied Customers for Requests	96	94	94	92	96	95	95	95	96	96	98	97	97
All Incidents Closed By All ITS Depts. Within SLT	84	87	76	67	70	82	87	83	86	89	90	85	84
All Requests Closed By All ITS Depts. Within SLT	94	94	93	90	91	92	94	94	94	91	92	94	94
All Incidents Closed By Site Within SLT	81	86	71	57	64	83	88	81	84	84	89	87	86
All Requests Closed By Site Within SLT	94	94	93	91	91	94	96	96	95	93	93	95	96
Service Desk Incidents Closed Within SLT	96	96	90	89	97	97	98	97	99	99	99	86	97
Service Desk Requests Closed Within SLT	99	99	96	94	100	99	99	99	99	99	99	98	99
All Incidents Closed By Campus Teams Within SLT	78	83	59	46	62	78	79	74	77	79	82	81	76
All Requests Closed By Campus Teams Within SLT	94	95	89	82	80	91	92	93	92	89	91	93	92

B	Exceeds Goals	> = 95%
G	Meets Goals	> = 90%
A	Needs Improvement	> = 85%
R	Below Standard	< 85%

Customer Satisfaction July 2022

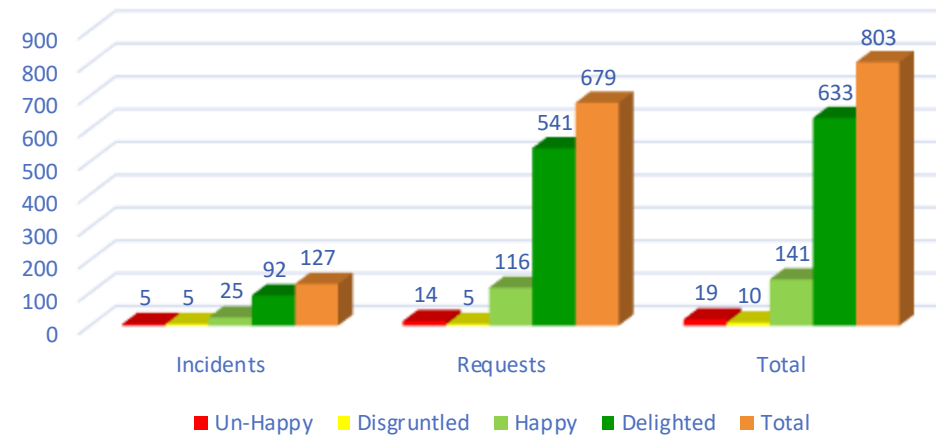
Customer Feedback

This month we received **834** responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 96%
Happy and Delighted responses Service Requests 97%
Total Satisfaction 97%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives

- Thank you for fixing the issue. I am happy with the prompt action that Mohammed did. Yumiko Tashiro.
- Thanks very much to Kristee for her help. This issue has been ongoing for weeks and she was able to resolve it in seconds, much appreciated.
- Excellent service from Anika Mariam, I was delighted with the support!
- Extremely disappointed to see recruitment events affected this way. Why and how the main projectors could remain out of focus in such a large venue astounds me. Furthermore to not get staff to the venue for almost 6 hours to deal with it is unacceptable I'm afraid. Staffing issues and investment needs to be resolved to avoid this in future.
- You have completely not helped one iota. This is why I seldom bother to contact ITS with any IT problem. I do think you could do more. Offer specific insight as to if some fixarounds could be explored.
- I was grateful when the person supporting me on a separate ticket tried to help me with my ticket about accessing MyHR. However, he didn't really listen to the issue. I was unable to access it through the Connected portal and am still unable to.

Incident and Service Requests Resolution July 2022

KPI	Target	May 22	Jun 22	Jul 22	Aug	Sep	Oct	Nov	Trend
Incidents P1 - Resolution	4 Hours	100%	0%	100%					↑
Incidents P2 - Resolution	1 Business Day	73%	34%	60%					↑
Incidents P3 - Resolution	3 Business Days	90%	87%	84%					↓
Incidents P4 - Resolution	5 Business Days	100%	100%	100%					▬
Service Requests SR1 – Resolution	1 hour	98%	93%	100%					↑
Service Requests SR2 - Resolution	8 Hour	98%	91%	67%					↓
Service Requests SR3 – Resolution	2 Business Days	85%	91%	92%					↑
Service Requests SR4 – Resolution	3 Business Days	83%	95%	97%					↑

Key

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

Improvement over last month



Deterioration from last month

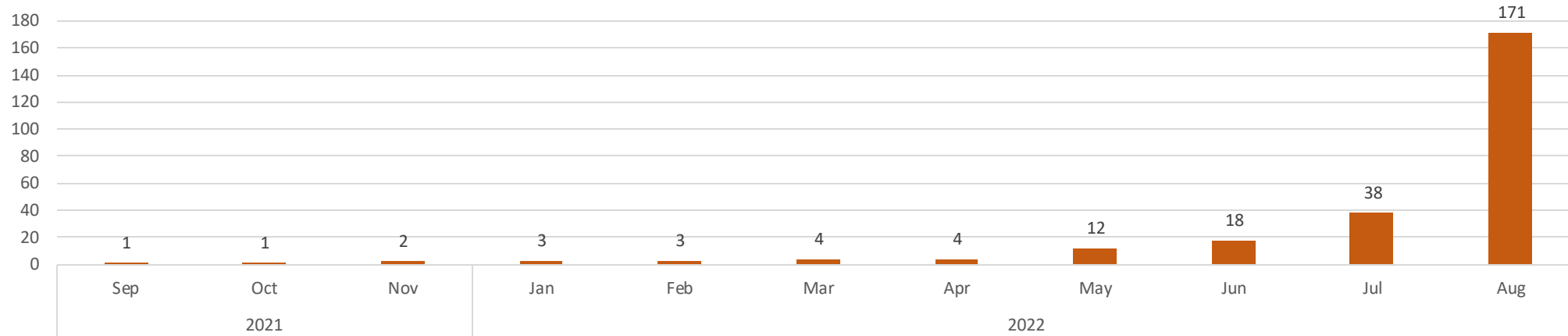


No change from last month



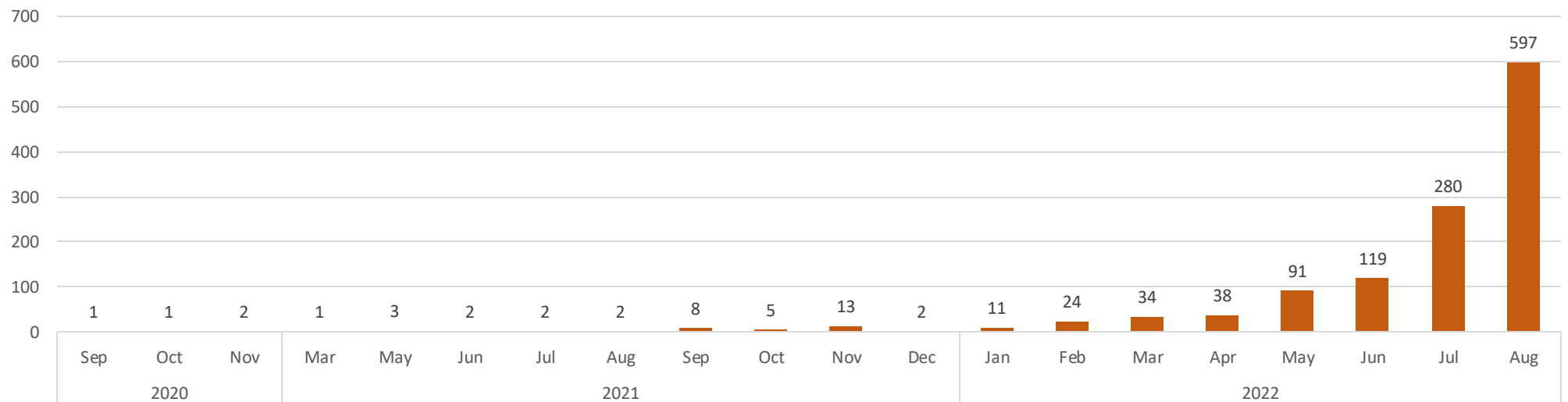
Incident and Service Requests Outstanding July 2022

Open Incidents



As of 31st July 2022

Open Requests

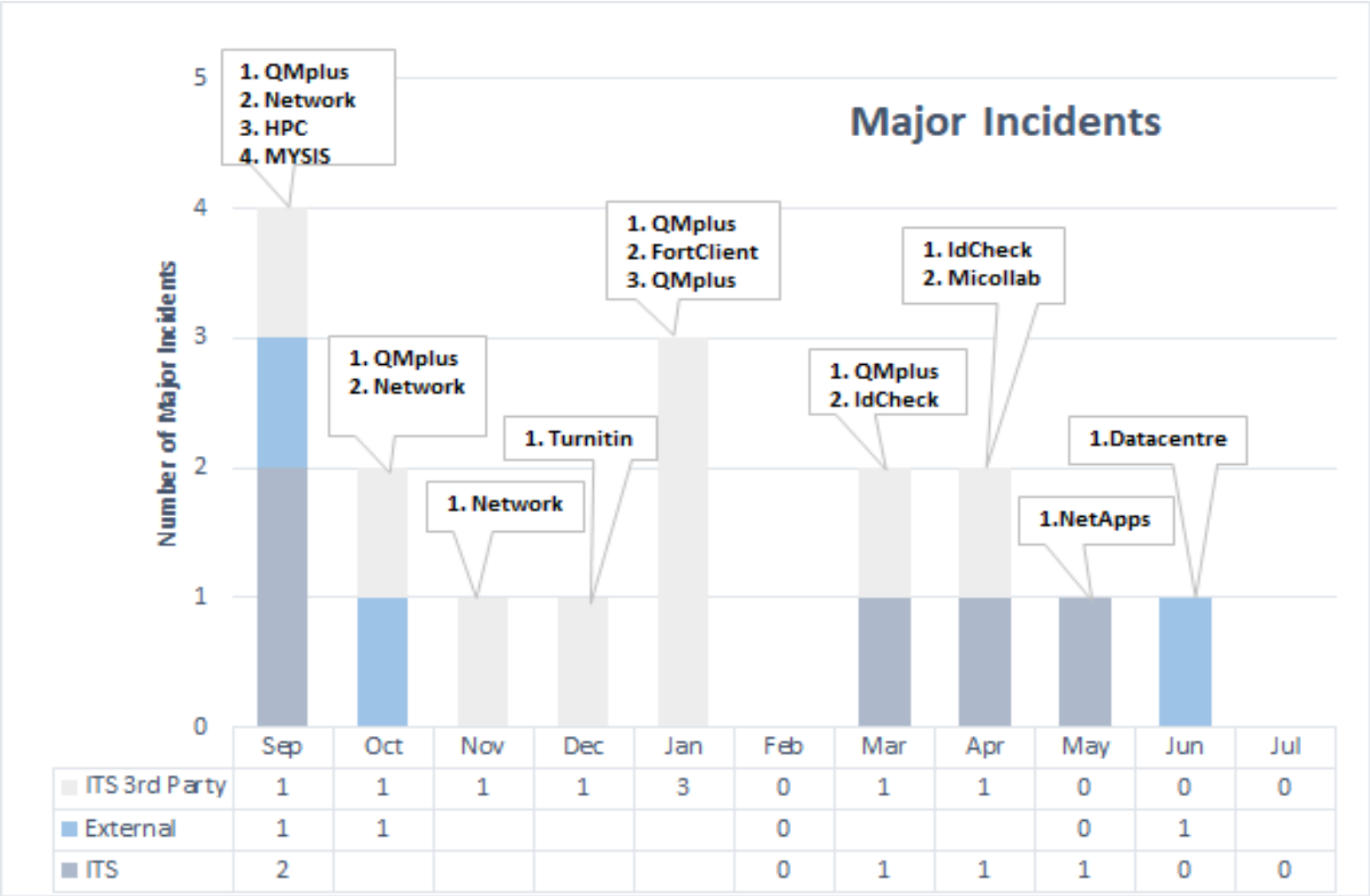


Service Desk Performance July 2022

Measure	Target	May 22	Jun 22	Jul 22	Trend
Received Phone Calls	-	1203	1187	1151	↓
Average Wait Time	25s	18s	20s	15s	↓
Abandon Rate (Calls)	5%	6.2%	13.4%	6.3%	↓
FTF (First Time Fix)	75%	77%	78%	85%	↑
FLF (First Line Fix)	75%	54%	58%	63%	↑

ITS Ticket Source	Apr 22	May 22	Jun 22	Jul 22	Trend
Telephone	608	633	404	475	↑
Email	2456	3201	2277	2530	↑
In Person	910	858	525	639	↑
Self Service	2744	2957	2899	3363	↑
Live Chat	831	910	966	795	↓

Major Incidents Sept 2021 – July 2022



Key

- Source of Incident identified to be with 3rd Party Vendor
- Source of Incident identified to be outside of ITS e.g. power
- Source of Incident identified to be within ITS

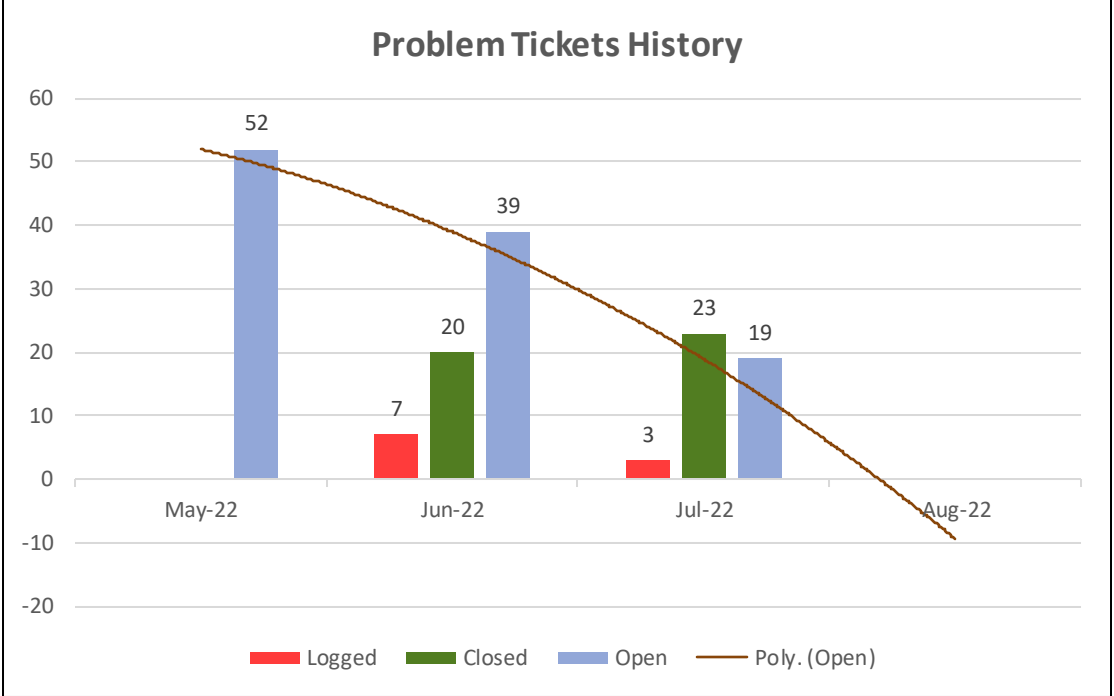
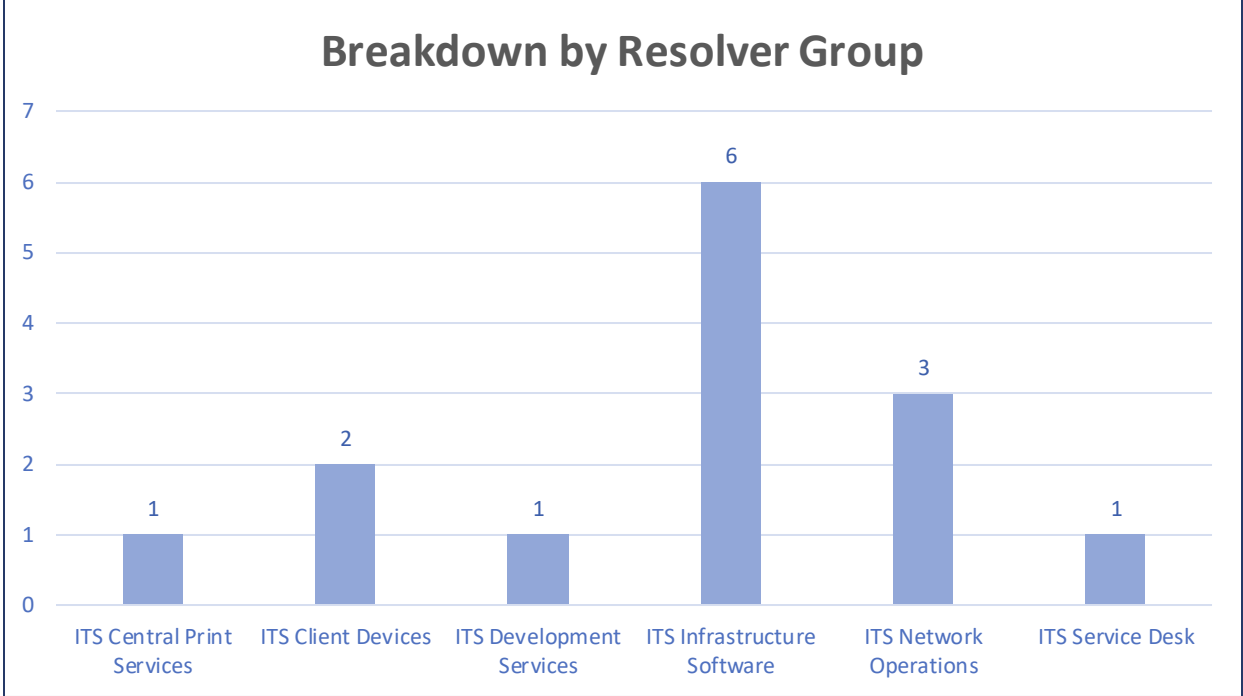
Major Incidents Jan 2022 – Jul 2022

MI Number	Date	Duration	Service Affected – Impact	Status
223900	Thu 06 Jan 10:00	70m	QMplus – Staff & Student were unable to access QMplus to view or access learning material. Cause: QMplus was unable to cope with the surge of students trying to access their exams in QMplus. Action: Issue escalated to the vendor who increased the resources, which restored the service.	Resolved
225594	Fri 28 Jan 13:56	49m	QMplus – Staff and students were unable to access QMplus to view or prepare course material. Cause: Data stored in the cache, known as Moodle Unified Cache (MUC), had got corrupted. Action: Issue escalated to the vendor, who purged the cache, to restore the service.	Resolved
228733	Sat 19 Mar 04:24	4h 30m	IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: A configuration file was missing from the Puppet server. Action: The configuration file was manually added back to on the server, which restored the authentication service.	Resolved
228856	Tue 22 Mar 09:01	1h	QMplus – Student and Staff were unable to access the service to view or edit course modules or access learning material. Cause: A known bug corrupted the Moodle Unified Cache (MUC). Action: The web container was restarted, clearing the corrupted cache.	Resolved
230242	Tue 12 Apr 13:14	1h 19m	IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: The security certificates for Linux servers were not updated as part of a change to update window security certificates. Action: Linux servers were updated with the new Security certificate.	Resolved
230487	Wed 13 Apr 17:00	2h 35m	Micollab – Staff were unable to access the service to make or receive phone calls. Cause: The vendor made a change to the system without checking with QM . Action: The change was rolled back.	Resolved
233318	Fri 10 Jun 12:35	412h 12m	DC1 power outage – A planned change with EAF to replace the UPS batteries on the main datacentre DC1 had not gone as expected. Cause: A fault with the main electrical cable that supplied electrical power from the UPS to the DC1 infrastructure had a fault and required immediate repair. Action: The power was turned off, the electrical cable was repaired, and the power was restored. Due to the ungraceful shutdown, servers had to be turned back on in a specific order and checks completed.	Resolved

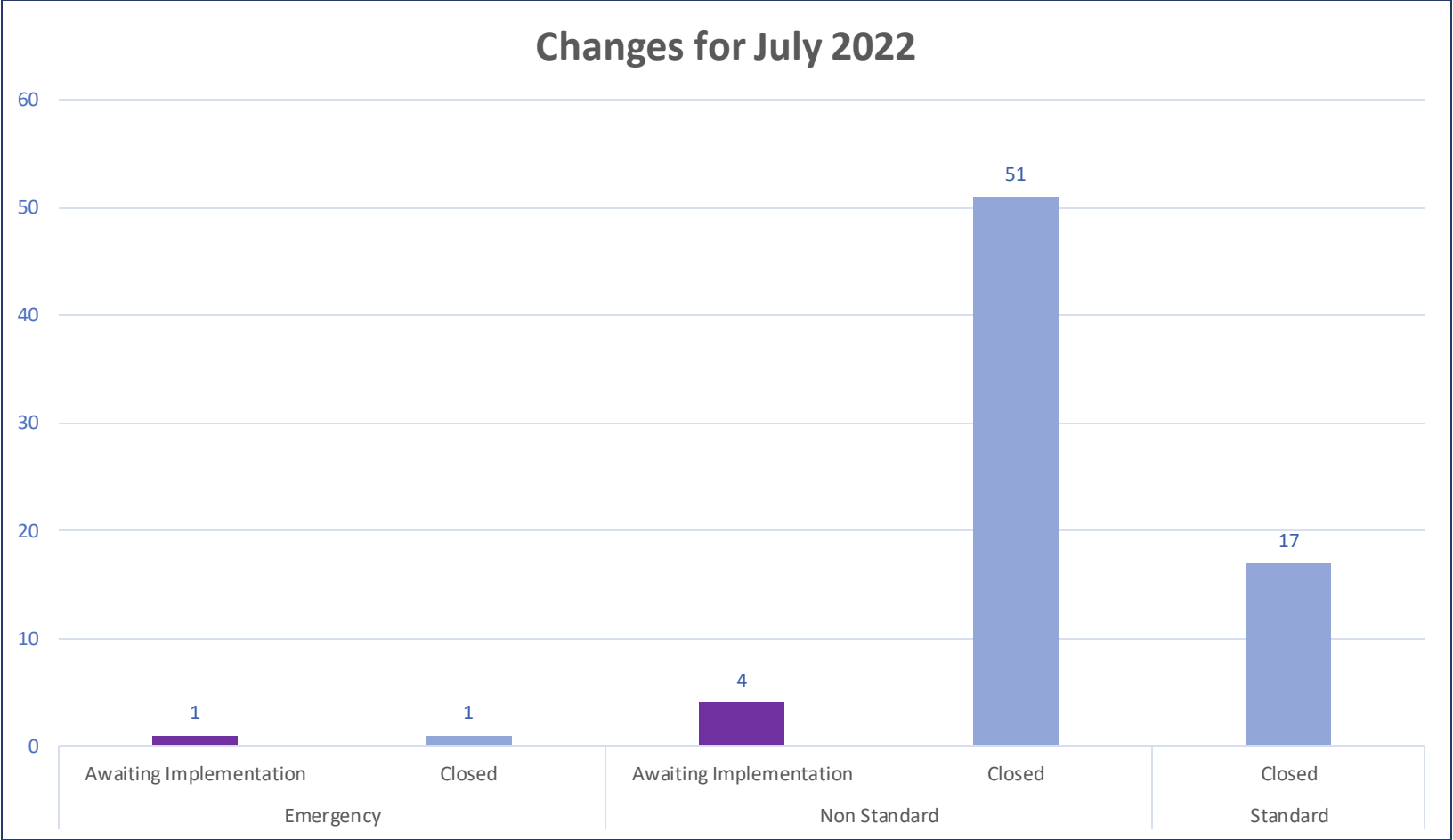
High Priority Incidents July 2022

HPI Number	Date	Duration	Service Affected – Impact	Status
234302	05/07/2022 08:59	1h 48m	<p>Encore search interface down (Books and E-books tab): Encore is not working and is displaying an exception message "java.lang.NullPointerException"</p> <p>Cause: The reason for the downtime was due to the solution, (Encore) and associated solutions, not having been rebooted for over a year. Normally this hosted solution should be rebooted once a year, usually at the time of each upgrade. However, we, (QMUL) have not done this. The supplier, Innovative, is encouraging us to perform an upgrade.</p> <p>Action: Raised this with Innovative, who restarted the services, and Encore now looks to be working.</p>	Resolved

Problem Management July 2022



Change Management July 2022





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Additional Internal Reports

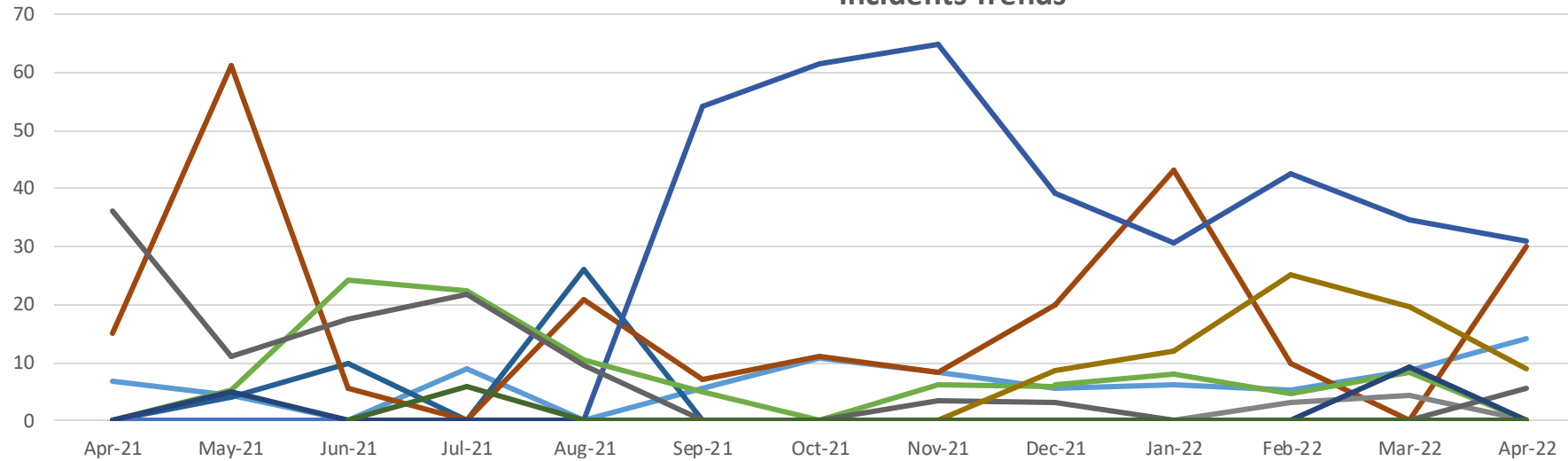
Top 10 Incident and Service Request Types

Incident Category	Total Logged	Percentage Logged	Percentage of Total Logged
AV Technical issues - AV Hardware Fault	200	30.9	10.6
Application (M-Q) - QMPlus	74	11.4	5.1
Application (M-Q) - QMPlus - Unable to Login	64	9.9	4.4
AV Technical issues - MME Room Issue	58	9.0	4.0
Hardware - Desktop PC	58	9.0	4.0
Application (M-Q) - QMPlus - Application Internal Error	57	8.8	3.9
Hardware - Desktop PC - Broken	38	5.9	2.6
Application (A-E) - Ezproxy	36	5.6	2.5
Hardware - Monitor	32	4.9	2.2
Accounts and Passwords - SSPR - Unable to login	30	4.6	2.1

Request Category (Service Item)	Total Logged	Percentage Logged	Percentage of Total Logged
Agresso 2 / Purchase Orders / Close PO	380	17.0	5.9
SSPR Registration	311	13.9	4.8
Request for Information	274	12.2	4.2
Software Query	256	11.4	4.0
User Account / Extension	226	10.1	3.5
Move or Install Laptop or Desktop	215	9.6	3.3
Desktop / Account / Other	173	7.7	2.7
Desktop / Account / Query	144	6.4	2.2
CCS/Hardware/CMDB	130	5.8	2.0
Network / Query	130	5.8	2.0

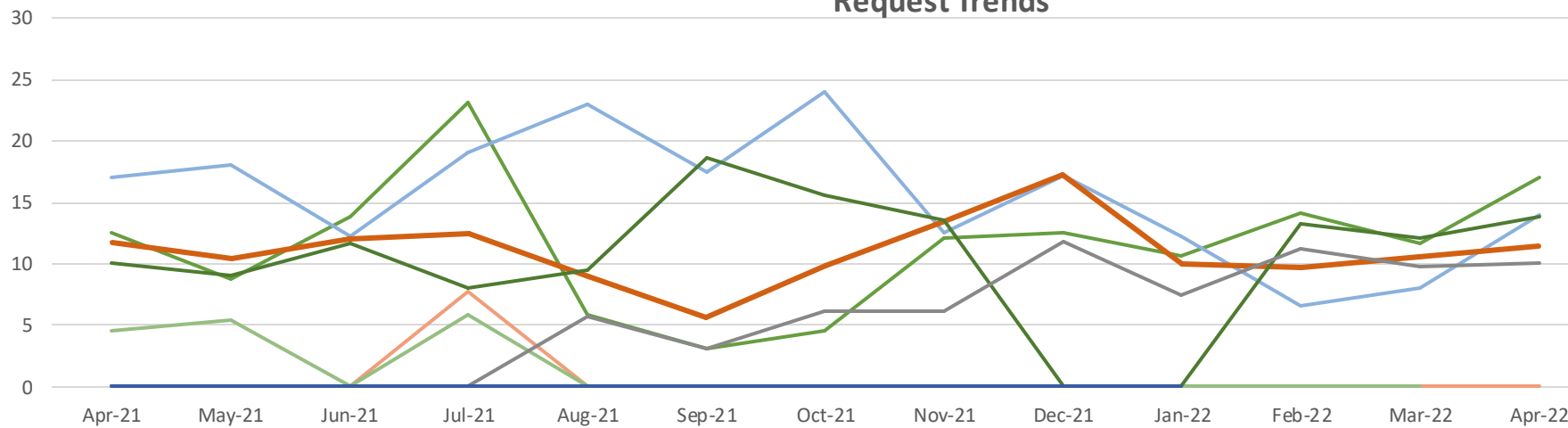
Top Incident and Service Request Types Trending

Incidents Trends



- Hardware - Desktop PC
- Printing - Staff Printing (Konica)
- Email - Security - Phishing/SPAM
- Application (M-Q) - QMPlus
- Application (M-Q) - MyHR/ResourceLink
- AV Technical issues - AV Hardware Fault
- Email - Outlook
- Printing - Student Printing
- MS Teams
- Hardware - Laptop
- Application (A-E) - Ezproxy
- Audio Visual - MME Room issue
- Network - Eduroam
- Application (A-E) - Agresso

Request Trends

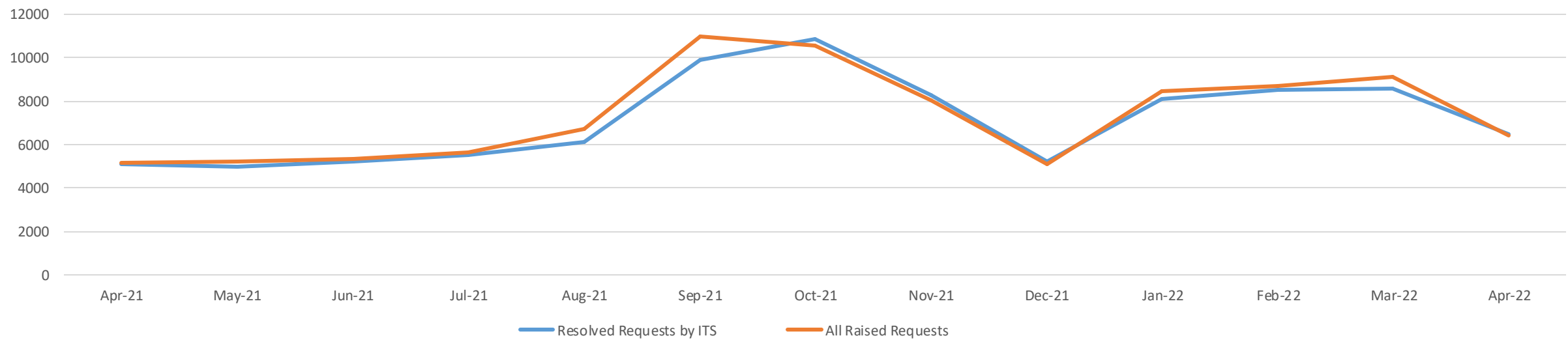
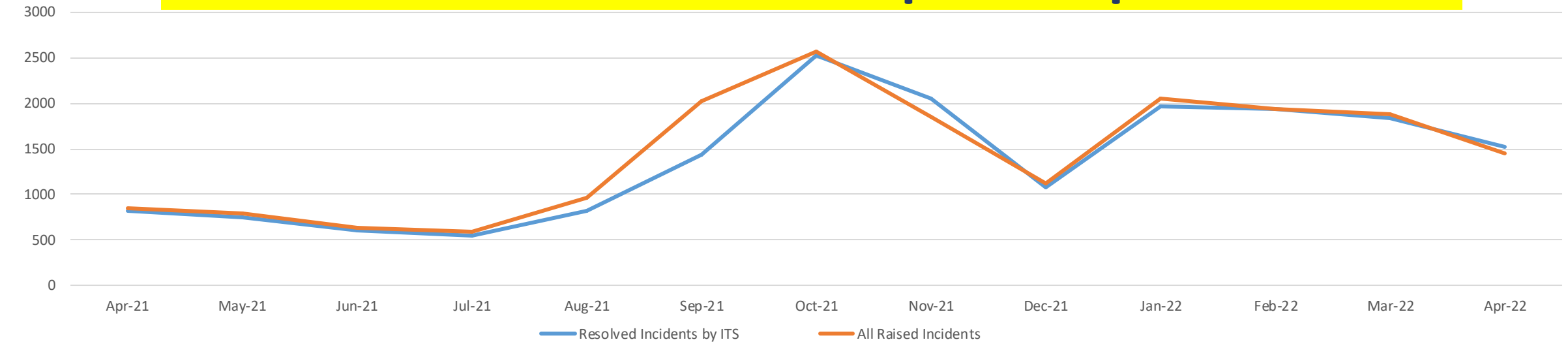


- Agresso 2 / Purchase Orders / Close PO
- Technician Attendance
- Desktop / Account / Query
- MyHR / User Access / Password reset
- Agresso 6 / Query
- Desktop / Account / New
- Network/Add/Change/Remove/Move
- Software Query
- SSPR Registration
- User Account Extension
- Remote Access/VDI










Incident and Request Aged Report Over 30 days

	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22
Infrastructure - Incidents	8	14	22	18	15	22	29	26	36	26	35	28	34
Applications - Incidents	19	18	14	19	19	22	34	43	44	40	37	23	19
Student and Staff Services - Incidents	0	1	4	5	5	10	65	93	102	56	60	24	18
Research and Teaching - Incidents	7	5	7	9	13	15	17	7	2	1	3	1	2
Project team change - incidents	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incidents	34	38	47	51	52	69	145	169	184	123	135	76	73
Infrastructure - Requests	49	58	69	79	82	73	104	83	118	68	69	81	97
Applications - Requests	31	45	53	46	61	93	123	130	155	130	107	97	102
Student and Staff Services - Requests	62	40	60	84	89	128	266	208	289	201	219	266	259
Research and Teaching - Requests	23	25	21	34	42	45	51	36	24	16	22	20	20
Project team change - Requests	0	0	0	0	0	0	0	0	0	0	0	0	4
Total Requests	165	168	203	243	274	339	544	457	586	415	417	464	482

ITS Incidents and Service Requests Open vs Closed







Ticket Handling KPIs

	Mar	Apr	May
Average Incident Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)			
Average Request Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)			
Average Incident Resolution Time by Priority P1 (4h), P2 (1BD), P3 (3BD), P4 (5BD), P5 (20BD) Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	P1 = 7h P2 = 3d P3 = 5d P4 = 2d P5 = 1d 	P1 = 5d P2 = 7d P3 = 7d P4 = 5d P5 = 9d 	
Average Request Resolution Time by Priority Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	SR 15m = 0 SR1hr = 1d SR 4h = 3h SR 10h = 3d SR2d = 1d SR3d = 3d SR5d = 3d SR10d = 6d SR20d = 8d	SR 15m = 0 SR1hr = 15h SR 4h = 5h SR 10h = 7d SR2d = 1d SR3d = 5d SR5d = 4d SR10d = 10d SR20d = 9d	

Ticket Handling KPIs (cont.)

	Mar	Apr	May
Average incident Resolution Time by Category Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	Accts = 3d Apps = 9d AV = 2d Email = 14d Hardware = 6d Printing = 3d Managed Service = 1d Software = 10d Phone = 2d Network = 15d	Accts = 9d Apps = 9d AV = 4d Email = 3d Hardware = 4d Printing = 6d Managed Service = 0d Software = 3d Phone = 3d Network = 8d	
Average Request Resolution Time by Type Average time to resolution for top level categories (does not minus hold statuses and non business hours)	Apps = 3d Acct = 1d AV = 4d Lapp, Desk, Access = 5d Agresso = 2d	Apps = 4d Acct = 1d AV = 3d Lapp, Desk, Access = 14d Agresso = 4d	
Number of Re-Opened Incidents Incidents re-opened following resolution	3 = Less than 1% of total resolved	3 = Less than 1% of total resolved	
Number of Re-Opened Requests Requests re-opened following resolution	132 = (1% of total resolved)	98 = (1% of total resolved)	
Functional Escalation Tickets escalated beyond the Service Desk (e.g. CCS or Applications)	Incidents = 1025 Requests = 1968	Incidents = 745 Requests = 1538	

Ticket Handling KPIs (cont..)

		Mar	Apr	May
	Ticket Bounce Rate Tickets reassigned to the Service Desk from 2 nd or 3 rd line teams	Incidents = 50 Requests = 266	Incidents = 64 Requests = 174	
	Self-help Usage Views of the Self-help pages on the ITS Site	16,968 Views 13% of total views	14,148 Views 14% of total views	
	Total Open Incidents Total outstanding Incidents at the end of the month	289 - Open Tickets 64 - Development Services 222- Platform & services 3 - Research 0 - Projects & Change	240 - Open Tickets 72 - Development Services 160- Platform & services 8 - Research 0 - Projects & Change	
	Total Open Service Requests Total outstanding Service Requests at the end of the month	1343 - Open Tickets 288 - Development Services 1021 - Platform & Services 30 - Research 4 - Projects & Change	1263 - Open Tickets 282- Development Services 944 - Platform & Services 33 - Research 4 - Projects & Change	



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

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