



Queen Mary  
University of London

# IT Services June 2022

Monthly KPI Report

# Contents

Executive Summary

Service Availability Top 10

Incident Service Request KPI's

Customer Satisfaction

Incidents and Service Requests Resolution KPI;s

Outstanding Incidents and Service Requests

Major Incidents

Service Desk Performance

Problem Management

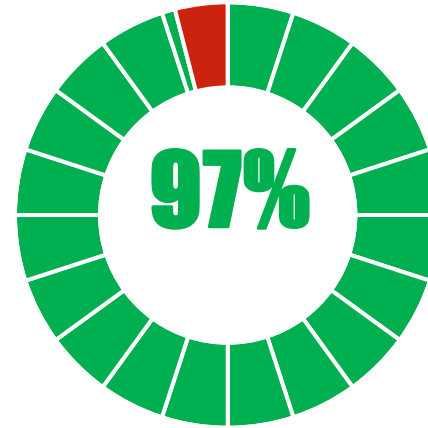
Change Management

# Executive Summary – Jun 2022

## High Impact/Major Incidents

For the month of June there was 1 major incident. This was for the Datacentre 1 Power Outage on 10<sup>th</sup> June 2022. A fault with the main electrical cable that supplied electrical power to the DC1 developed a fault. All servers underwent an ungraceful shutdown. They were turned back on and all services required testing.

## Customer Satisfaction



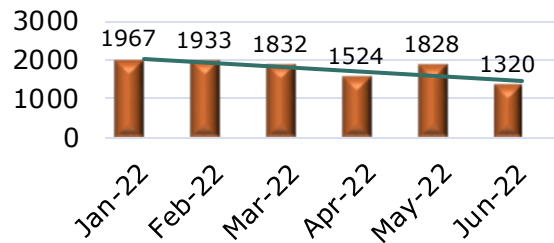
### Definitions

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

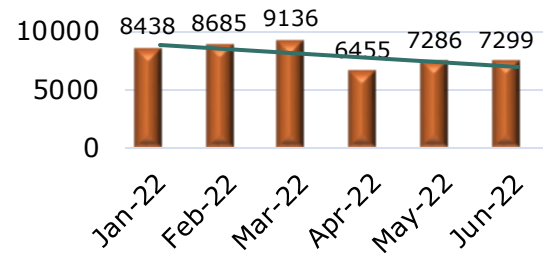
## Problem Management

Open Problems **39**  
New Problems **7**  
Closed Problems **20**

## Incidents Logged



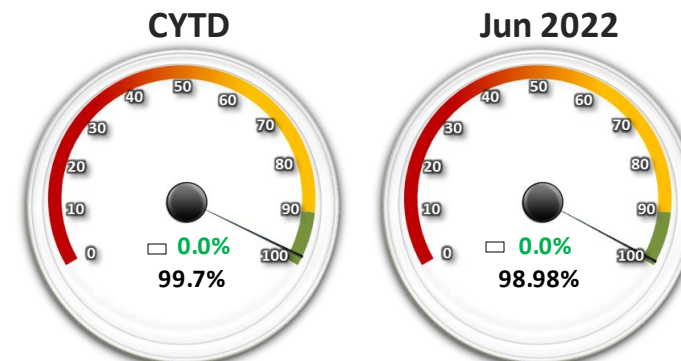
## Service Requests logged



Number of Incidents Resolved **1336**

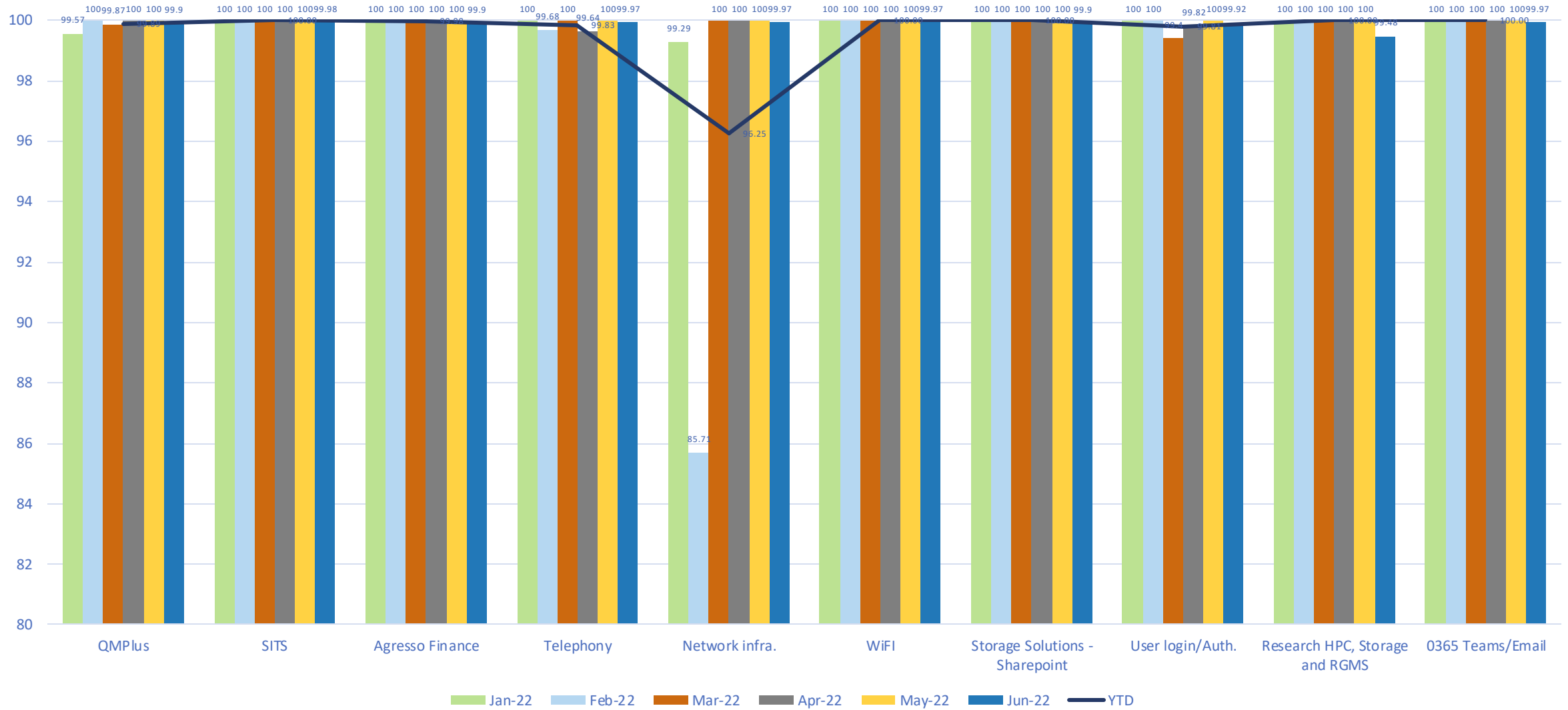
Number of Service Requests Resolved **7125**

## Top 10 Service Availability



\*CYTD: Calendar Year to Date

# Top 10 Services – Service Availability



# Incident and Service Requests KPIs'

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

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

# Customer Satisfaction Jun 2022

## Customer Feedback

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

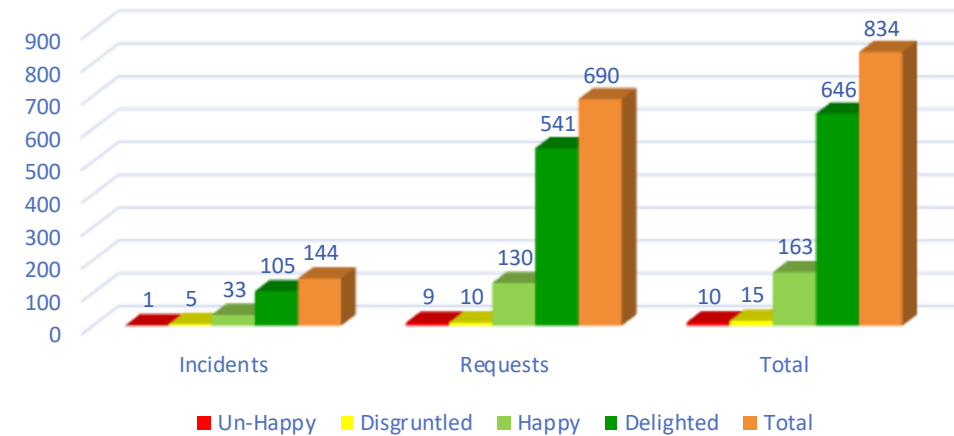
**Happy and Delighted Responses Incidents 96%**

**Happy and Delighted responses Service Requests 97%**

**Total Satisfaction 97%**

Delighted Happy Un-Happy Disgruntled

## Customer Satisfaction Breakdown



# Incident and Service Requests Resolution Jun 2022

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

## Key

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

Improvement over last month



Deterioration from last month

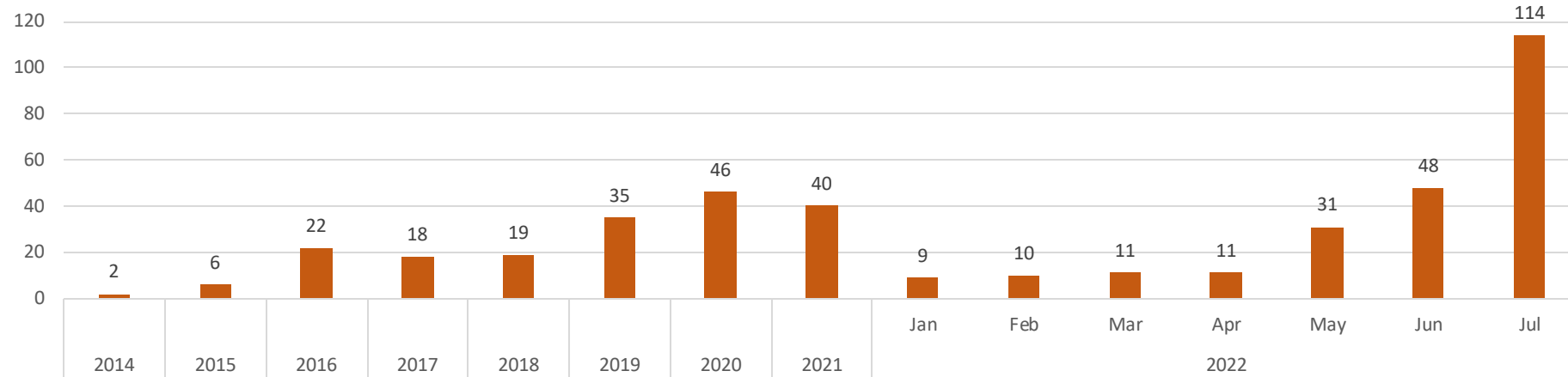


No change from last month



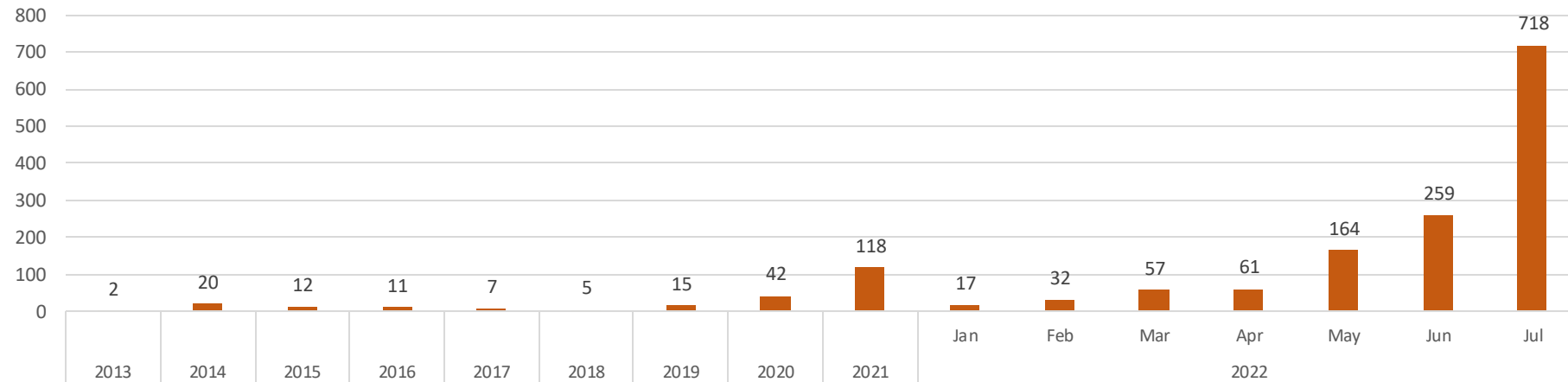
# Incident and Service Requests Outstanding Jun 2022

## Open Incidents



As of June 30<sup>th</sup> 2022

## Open Requests



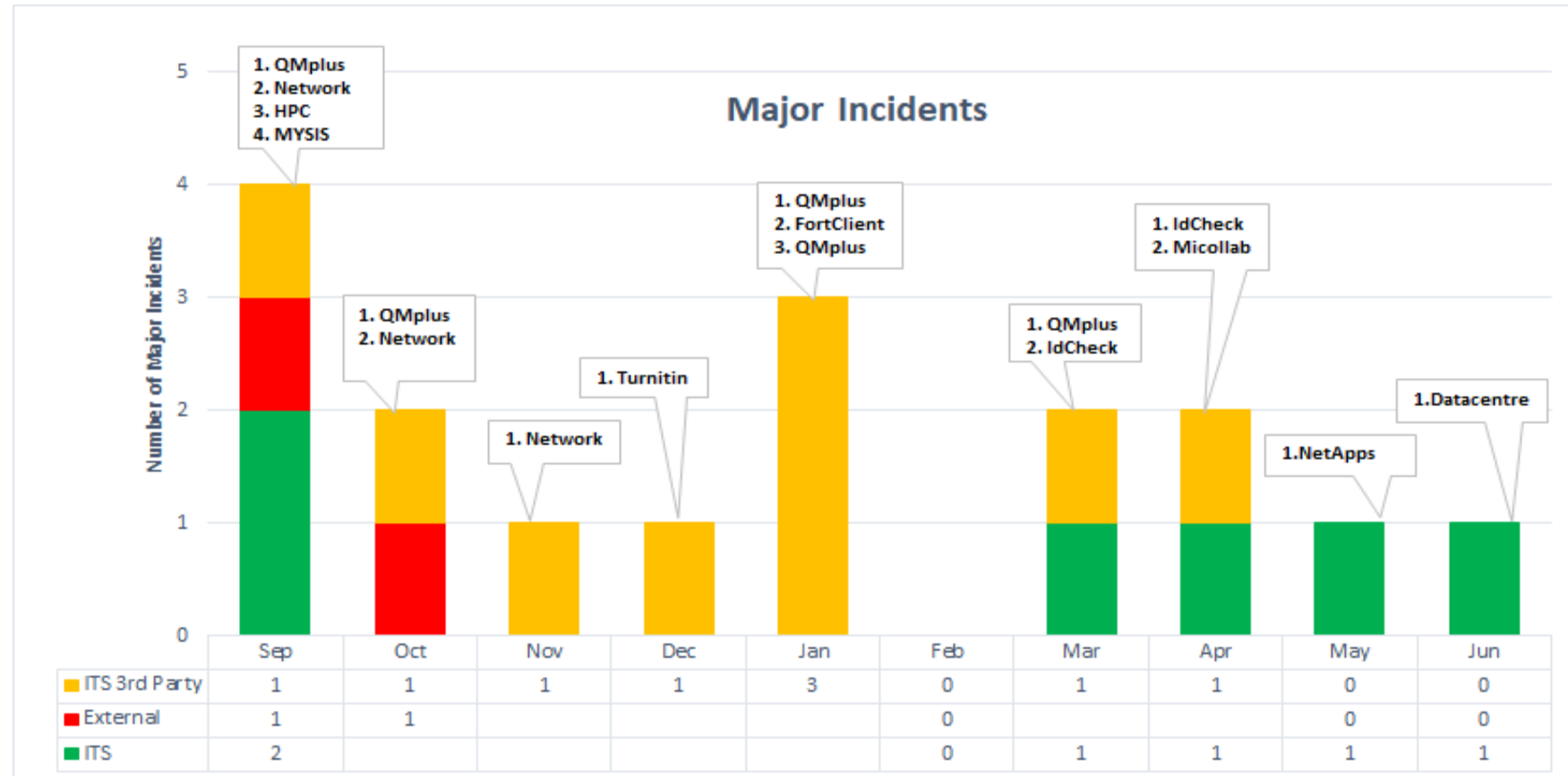


# Service Desk Performance Jun 2022

Measure	Target	Apr 22	May 22	Jun 22	Trend
Received Phone Calls	-	1070	1203	1187	↓
Average Wait Time	25s	15s	18s	20s	↓
Abandon Rate (Calls)	5%	4%	6.2%	13.4%	↓
FTF (First Time Fix)	75%	76%	77%	78%	↑
FLF (First Line Fix)	75%	63%	54%	58%	↑

ITS Ticket Source	Mar 22	Apr 22	May 22	Jun 22	Trend
Telephone	977	608	633	404	↓
Email	3533	2456	3201	2277	↓
In Person	1501	910	858	525	↓
Self Service	3337	2744	2957	2899	↓
Live Chat	1295	831	910	966	↑

# Major Incidents Sep 2021 – Jun 2022



## Key

Source of Incident identified to be with 3<sup>rd</sup> Party Vendor

Source of Incident identified to be outside of ITS e.g. power

Source of Incident identified to be within ITS

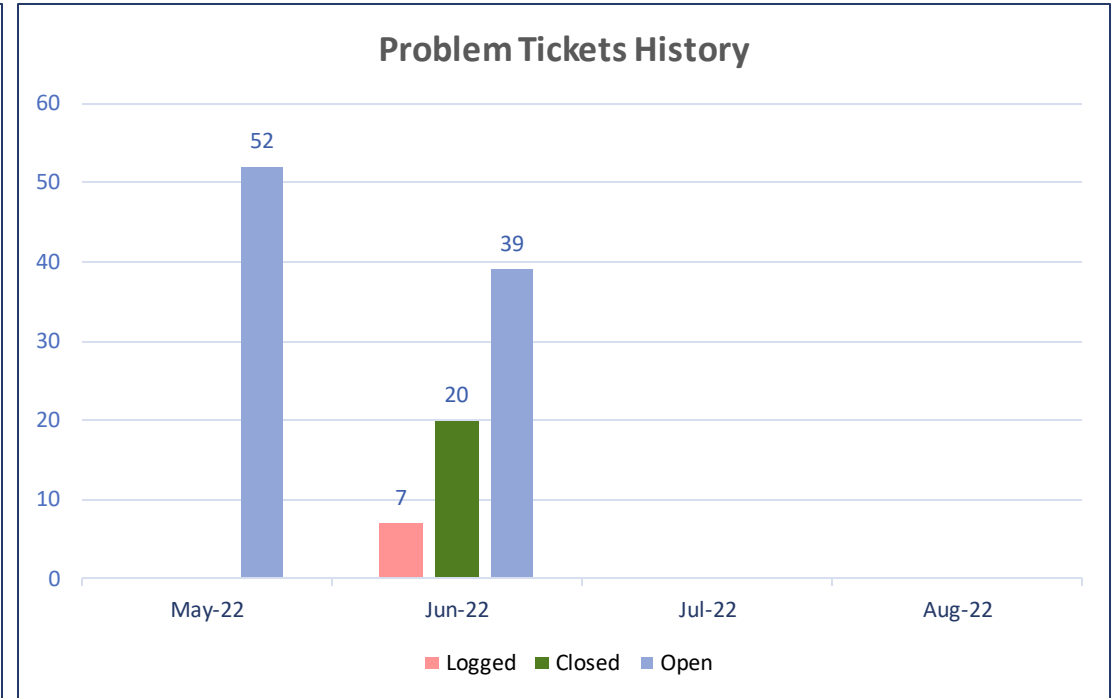
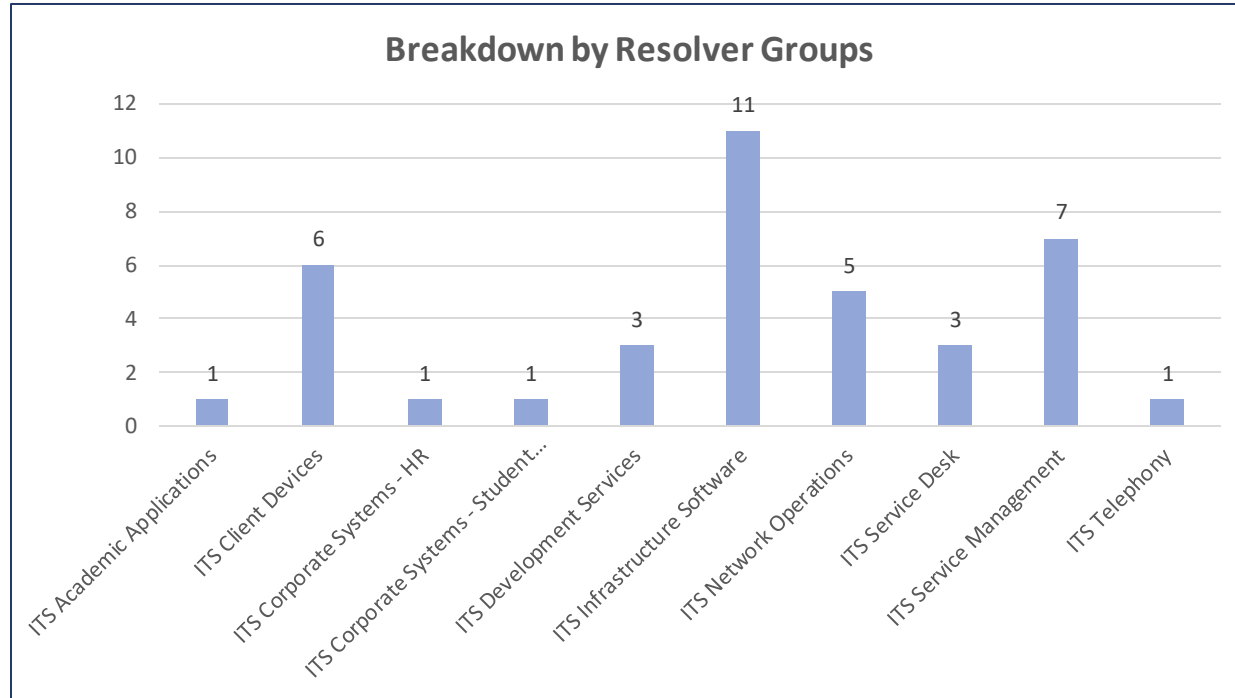
# Major Incidents Jan 2022 – Jun 2022

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

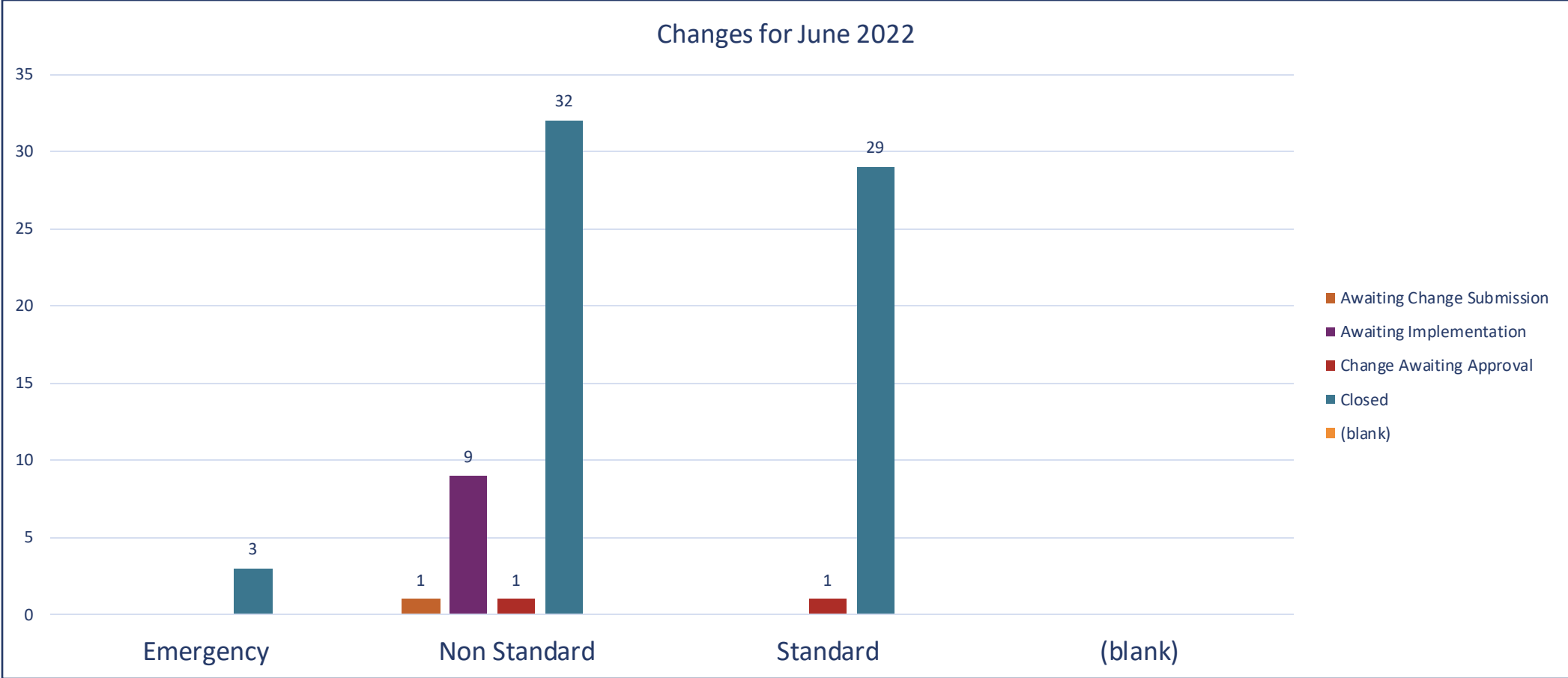
# High Priority Incidents Jun 2022

HPI Number	Date	Duration	Service Affected – Impact	Status
233209	08/06/2022 15:03	41h 25m	<b>Malta Papercut:</b> Printing not working, affecting all 8 printers in Malta and a few printers in Mile End <b>Cause:</b> Apogee investigated and provided an incident report but unable to provide root cause for the incident <b>Action:</b> Apogee set up local site server at Malta. The local App server. Restarted the Papercut Application service on Mps-app-001 and the printers successfully reconnected.	Resolved
233705	16/06/2022 10:06	168h 36m	<b>Book Detector Alarms at Whitechapel Library:</b> The alarms at the entry/exit gates for detecting books not working. <b>Cause:</b> The book alarm switch behind the welcome desk is backwards, the off position is on and the on position is off. <b>Action:</b> The above issue was corrected. The book alarm barriers working as expected.	Resolved
233767	17/06/2022 09:00	72h 15m	<b>EECS MyPrint:</b> EECS machines unable to connect & print. <b>Cause:</b> Unplanned outage to DC1 - Servers shut down, booted and applied updates installed the week before, which resulted in service not starting. <b>Action:</b> Restarted service manually.	Resolved

# Problem Management Jun 2022



# Change Management Jun 2022





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Additional Internal Reports

# Top 10 Incident and Service Request Types

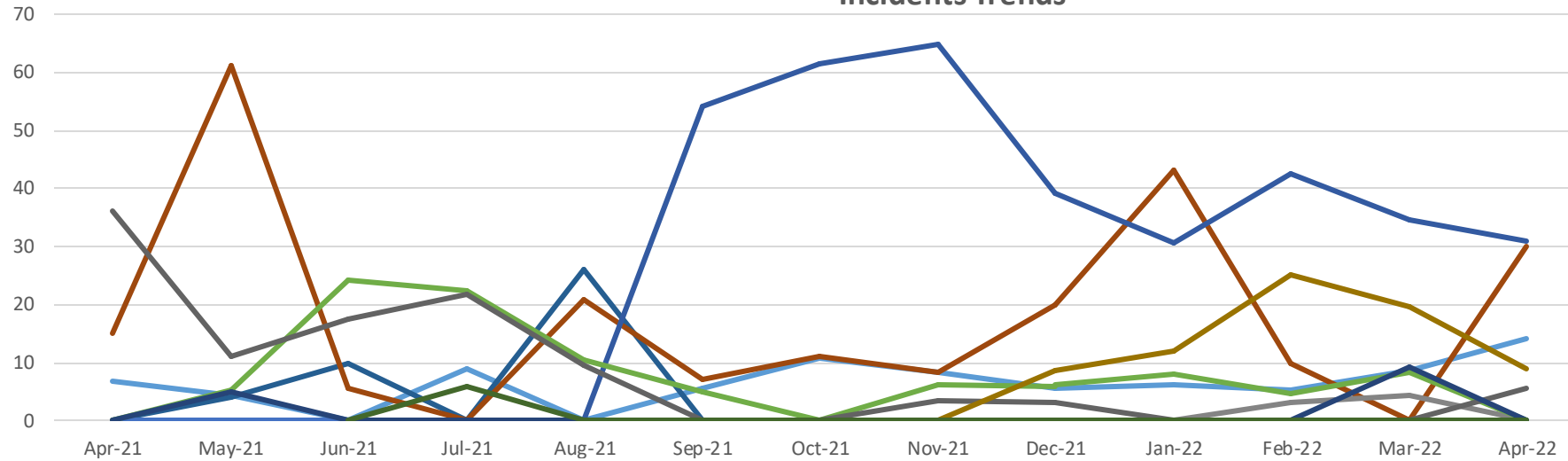
Incident Category	Total Logged	Percentage Logged	Percentage of Total Logged
AV Technical issues - AV Hardware Fault	200	30.9	10.6
Application (M-Q) - QMPlus	74	11.4	5.1
Application (M-Q) - QMPlus - Unable to Login	64	9.9	4.4
AV Technical issues - MME Room Issue	58	9.0	4.0
Hardware - Desktop PC	58	9.0	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



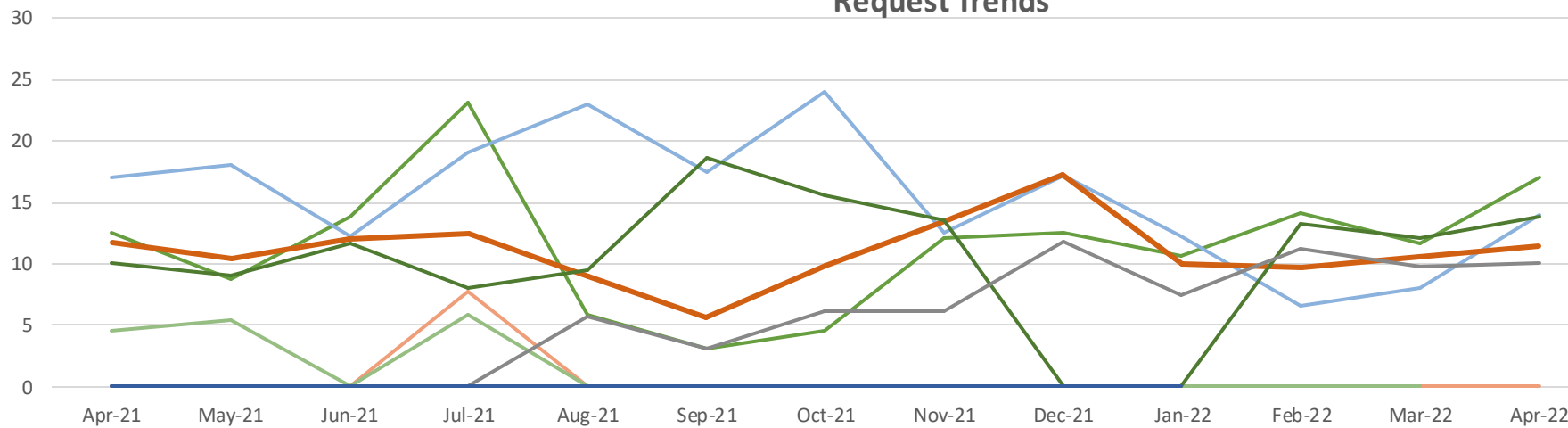
# Top Incident and Service Request Types Trending

## 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

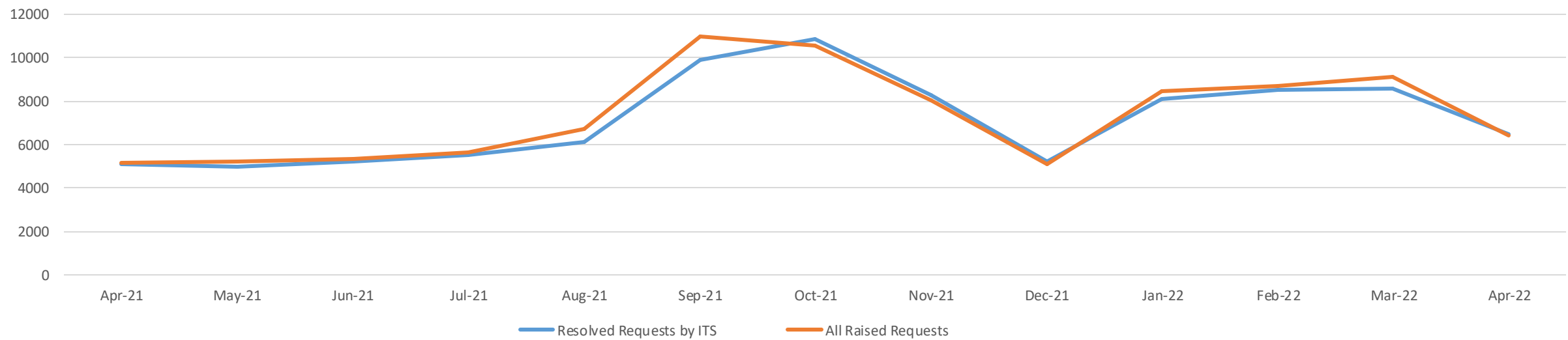
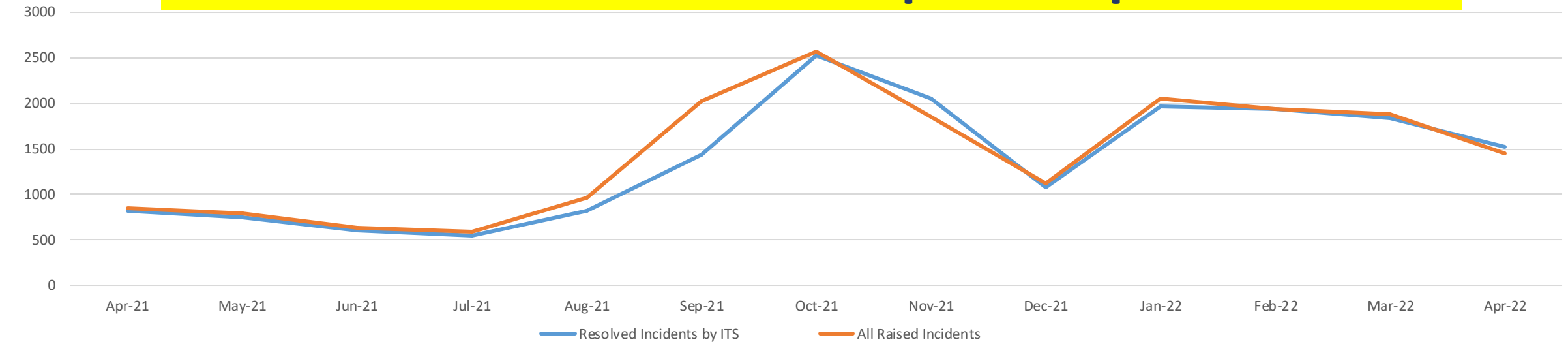


- Agresso 2 / Purchase Orders / Close PO
- Technician Attendance
- Desktop / Account / Query
- MyHR / User Access / Password reset
- Agresso 6 / Query
- Desktop / Account / New
- Network/Add/Change/Remove/Move
- Software Query
- SSPR Registration
- User Account Extension
- Remote Access/VDI










# 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
<b>Total Incidents</b>	<b>34</b>	<b>38</b>	<b>47</b>	<b>51</b>	<b>52</b>	<b>69</b>	<b>145</b>	<b>169</b>	<b>184</b>	<b>123</b>	<b>135</b>	<b>76</b>	<b>73</b>
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
<b>Total Requests</b>	<b>165</b>	<b>168</b>	<b>203</b>	<b>243</b>	<b>274</b>	<b>339</b>	<b>544</b>	<b>457</b>	<b>586</b>	<b>415</b>	<b>417</b>	<b>464</b>	<b>482</b>

# ITS Incidents and Service Requests Open vs Closed







# Ticket Handling KPIs

	Mar	Apr	May
<b>Average Incident Response Time</b> Average time for first action on ticket (does not minus hold statuses and non business hours)			
<b>Average Request Response Time</b> Average time for first action on ticket (does not minus hold statuses and non business hours)			
<b>Average Incident Resolution Time by Priority</b> <b>P1 (4h), P2 (1BD), P3 (3BD), P4 (5BD), P5 (20BD)</b> 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 	
<b>Average Request Resolution Time by Priority</b> 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
<b>Average incident Resolution Time by Category</b> 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	
<b>Average Request Resolution Time by Type</b> 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	
<b>Number of Re-Opened Incidents</b> Incidents re-opened following resolution	3 = Less than 1% of total resolved	3 = Less than 1% of total resolved	
<b>Number of Re-Opened Requests</b> Requests re-opened following resolution	132 = (1% of total resolved)	98 = (1% of total resolved)	
<b>Functional Escalation</b> 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
	<b>Ticket Bounce Rate</b> Tickets reassigned to the Service Desk from 2 <sup>nd</sup> or 3 <sup>rd</sup> line teams	Incidents = 50 Requests = 266	Incidents = 64 Requests = 174	
	<b>Self-help Usage</b> Views of the Self-help pages on the ITS Site	16,968 Views 13% of total views	14,148 Views 14% of total views	
	<b>Total Open Incidents</b> 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	
	<b>Total Open Service Requests</b> 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	



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

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