



Queen Mary
University of London

IT Services May 2022

Monthly KPI Report

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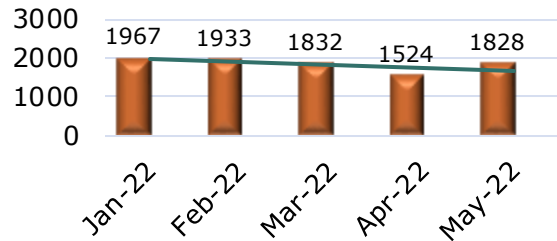
Change Management

Executive Summary – May 2022

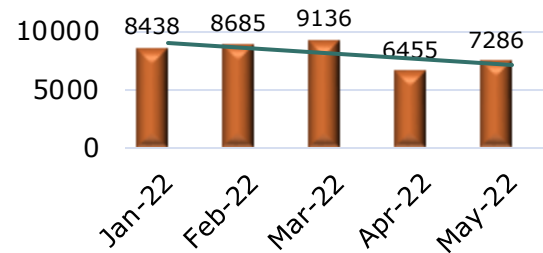
High Impact/Major Incidents

For the Month of May there was 1 High impact Incident reported on 4th May 2022 this was with the ability to access the G drive by a number of students and staff this was due to shelf disk failure which was replaced on May 9th most affected services were restored by the 5th May

Incidents Logged



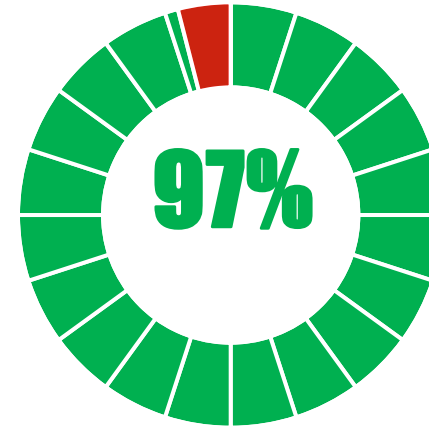
Service Requests logged



Number of Incidents Resolved **1679**

Number of Service Requests Resolved **7221**

Customer Satisfaction



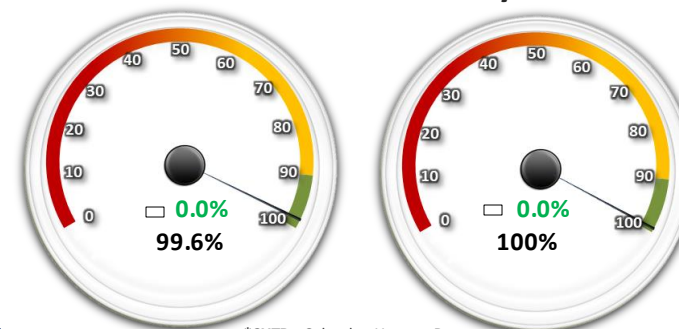
Definitions

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

Problem Management

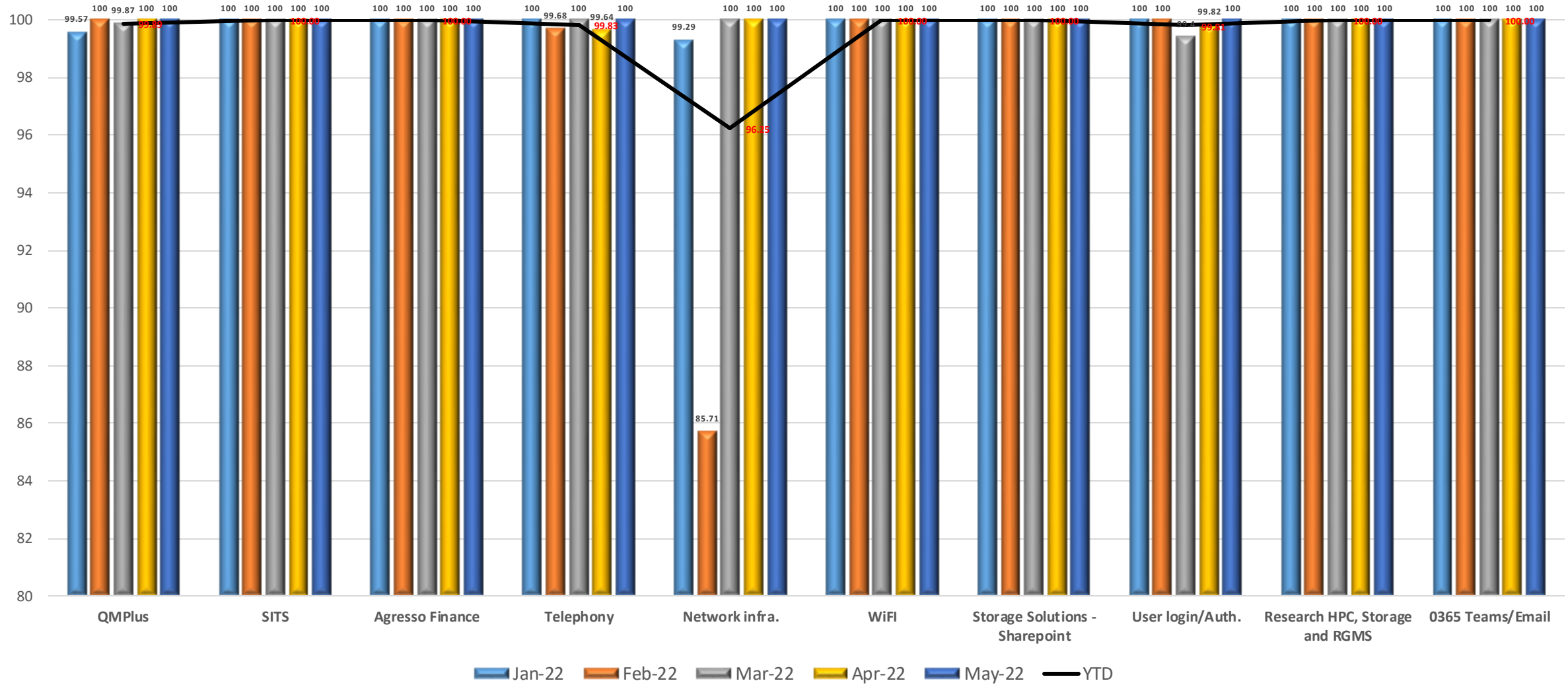
Open Problems **56**
New Problems
Closed Problems

Top 10 Service Availability



*CYTD: Calendar Year to Date

Top 10 Services – Service Availability



Incident and Service Requests KPIs'

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

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

Customer Satisfaction May 2022

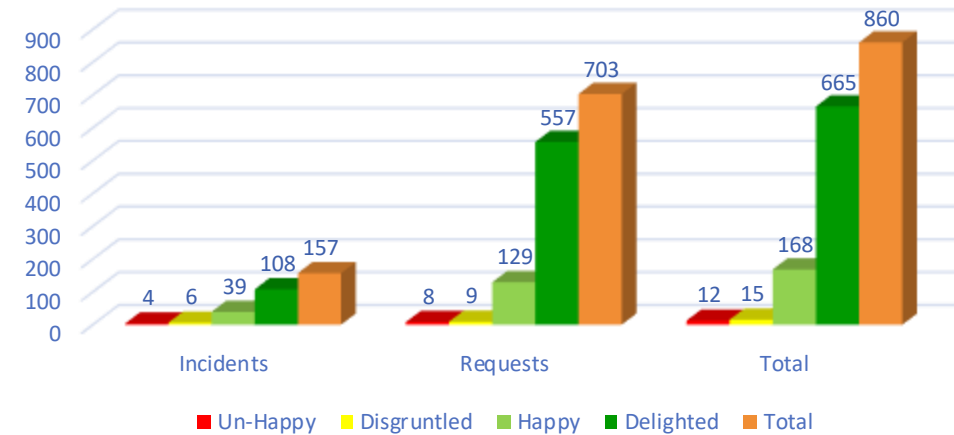
Customer Feedback

This month we received **860** responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 93%
Happy and Delighted responses Service Requests 97%
Total Satisfaction 96%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown



Incident and Service Requests Resolution May 2022

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

Key

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

Improvement over last month



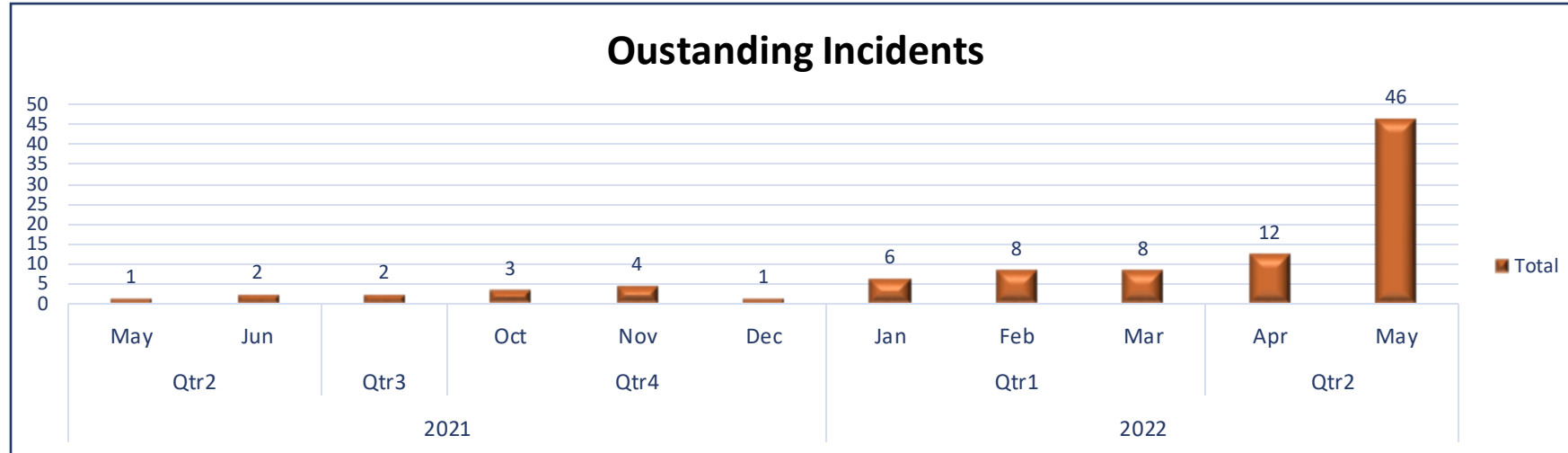
Deterioration from last month



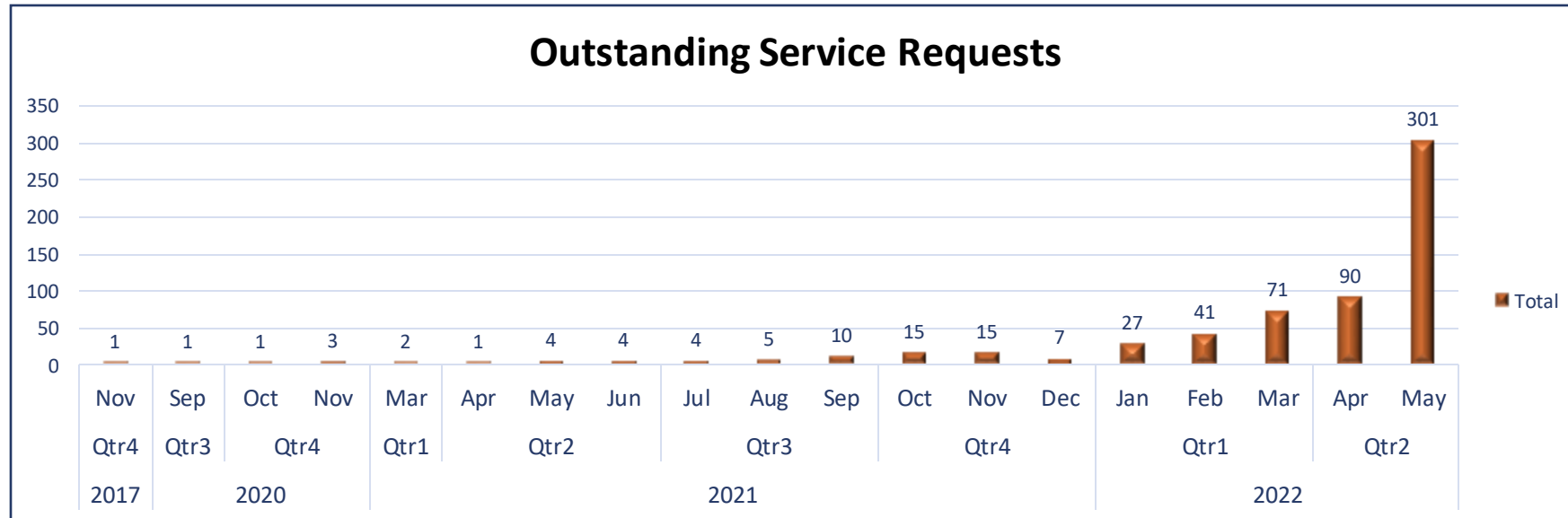
No change from last month



Incident and Service Requests Outstanding May 2022



As of May 31st 2022

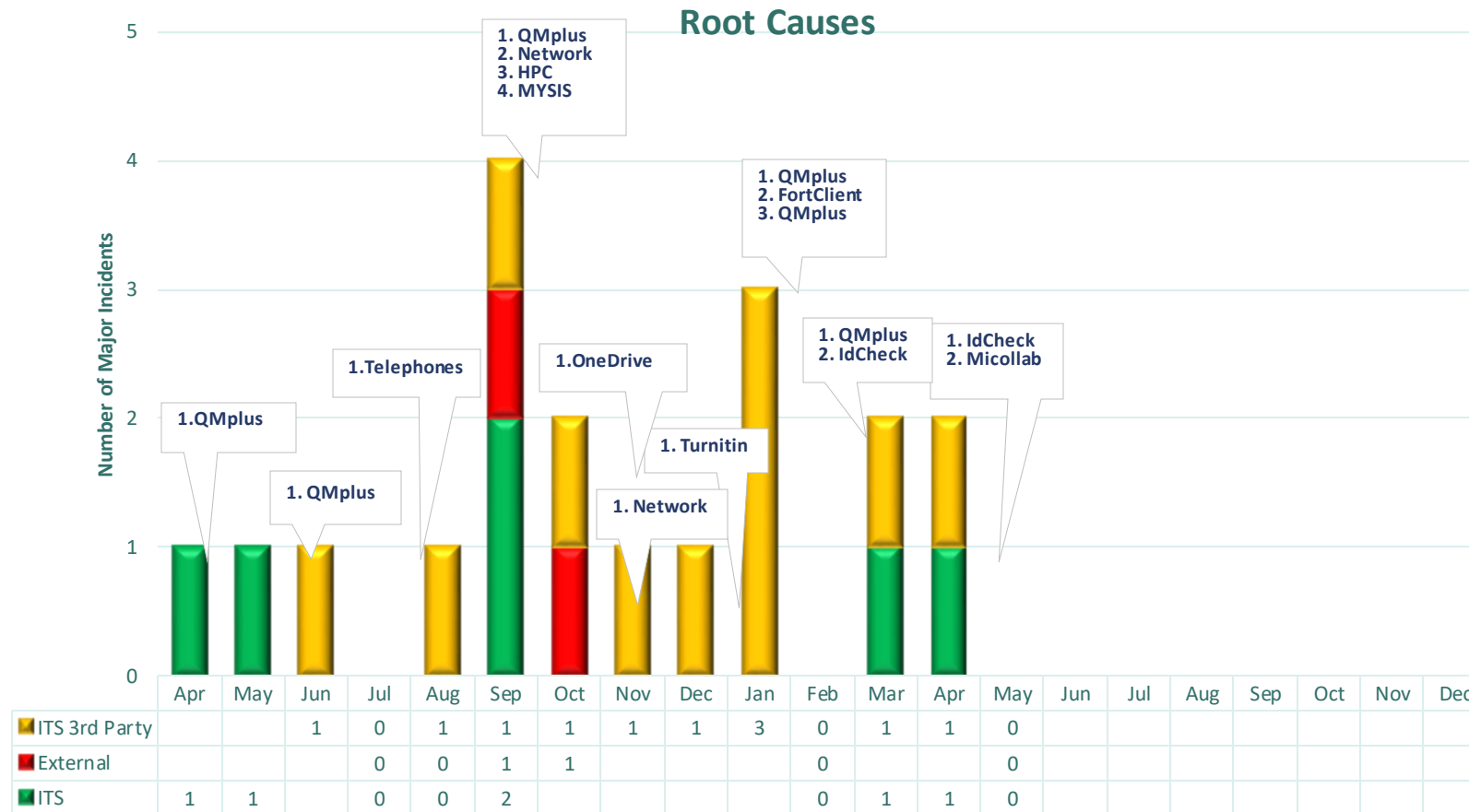


Service Desk Performance May 2022

Measure	Target	Mar 22	Apr 22	May 22	Trend
Received Phone Calls	-	1364	1070	1203	↓
Average Wait Time	25s	13s	15s	18s	↓
Abandon Rate (Calls)	5%	6%	4%	6.2%	↓
FTF (First Time Fix)	75%	80%	76%	77%	↑
FLF (First Line Fix)	75%	66%	63%	54%	↓

ITS Ticket Source	Feb 22	Mar 22	Apr 22	May 22	Trend
Telephone	1071	977	608	633	↑
Email	3271	3533	2456	3201	↑
In Person	1552	1501	910	858	↓
Self Service	2995	3337	2744	2957	↑
Live Chat	1235	1295	831	910	↑

Major Incidents Apr 21 – May 22



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 – May 2022

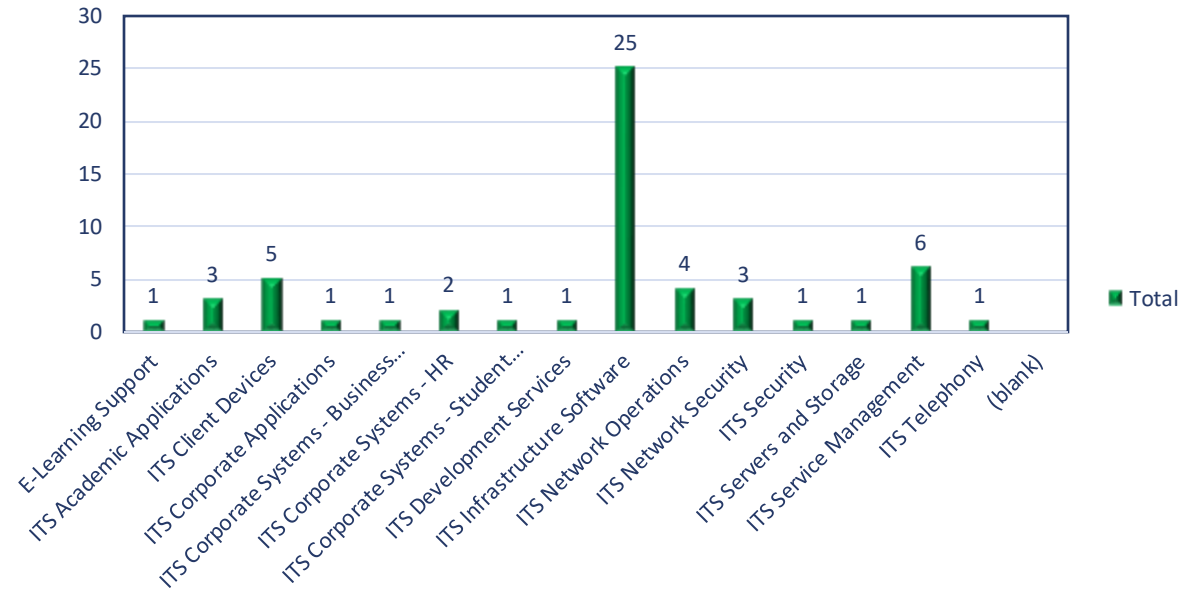
MI Number	Date	Duration	Service Affected – Impact	Status
223966	Thu 06 Jan 10:17	51m	FortiClient – QM Staff experienced remote connectivity issues using the FortiClient VPN to access services such as MiCollab. Cause: A known bug causes the FortiClient fill its memory and enter itself into 'conserve mode' which prevents further remote connections through he gateway. Action: Issue resolved by rebooting the FortiClient appliance.	Resolved
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

High Priority Incidents May 2022

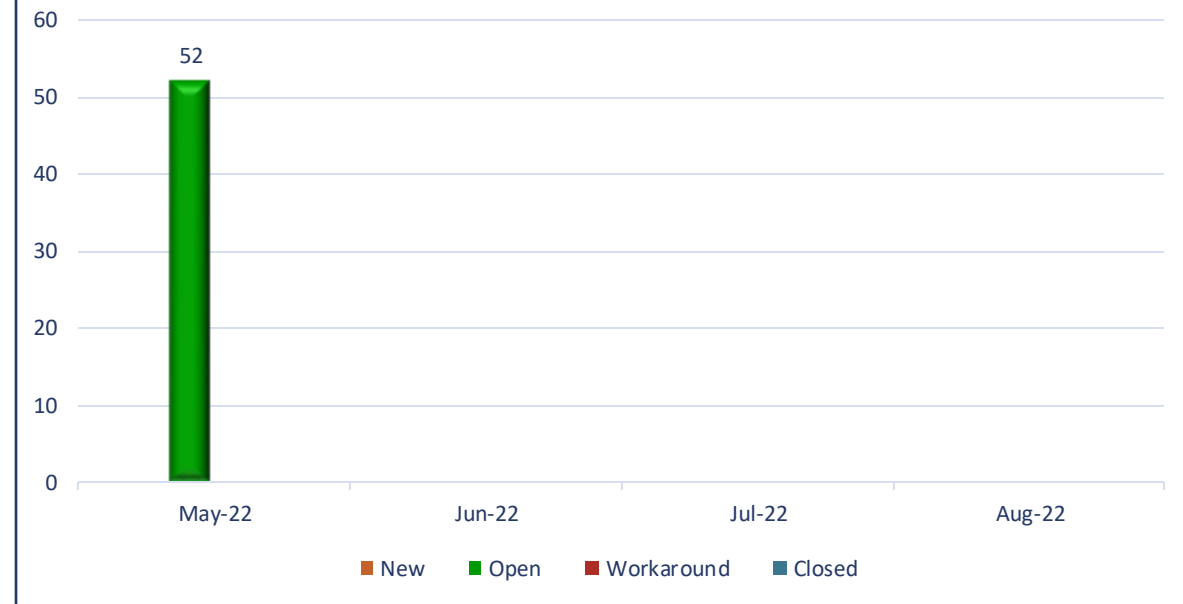
HPI Number	Date	Duration	Service Affected – Impact	Status
231176	Wed 4 th May	23 Hours 43 Mins	G Drive Access :Users were reporting inability to access files on the G drive Cause We experienced a disk shelf failure last night from 2:30am. This has resulted in a number of volumes being inaccessible to various computing services including student drives/SITS/printing. Action Faulty Disk shelf replaced on the 9 th May 2022 , however majority of services were restored on 5 th May 2022	Resolved

Problem Management May 2022

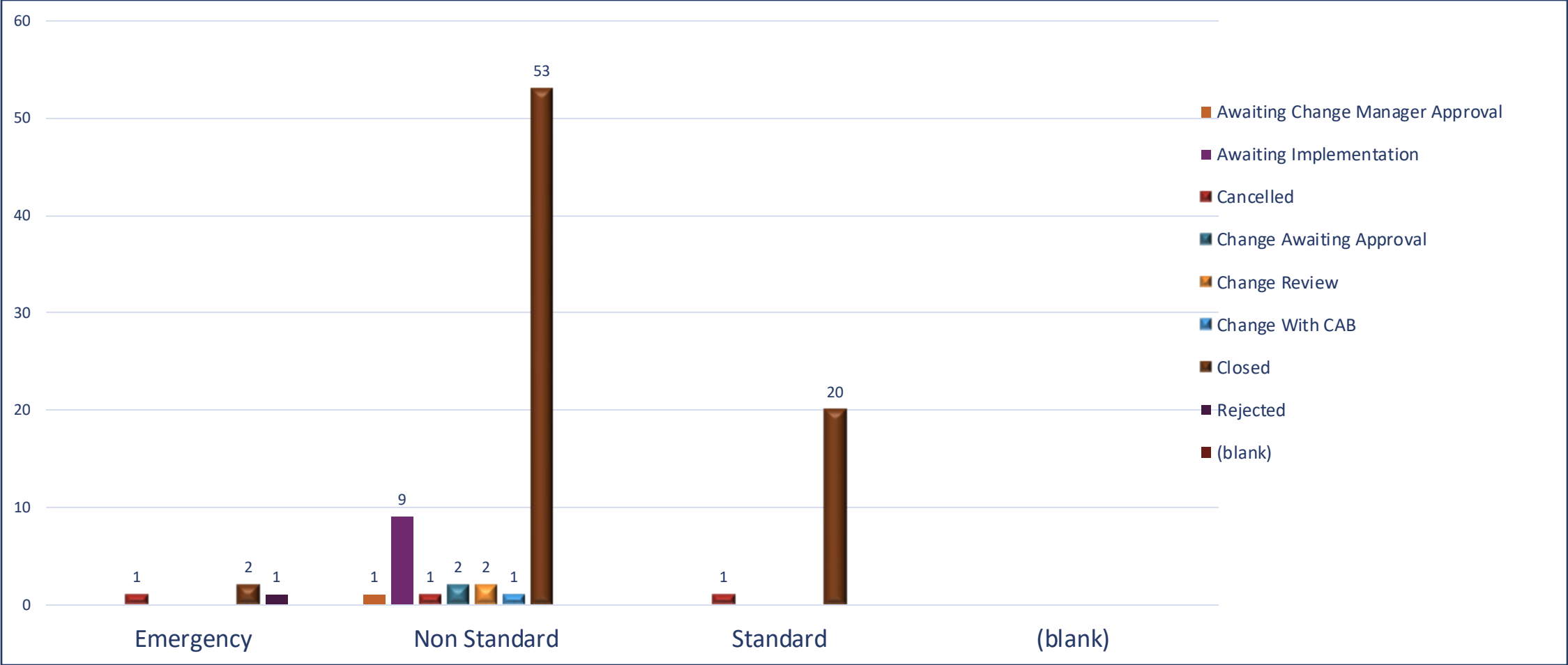
Breakdown by Resolver Group



Breakdown By Type



Change Management May 2022





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Additional Internal Reports

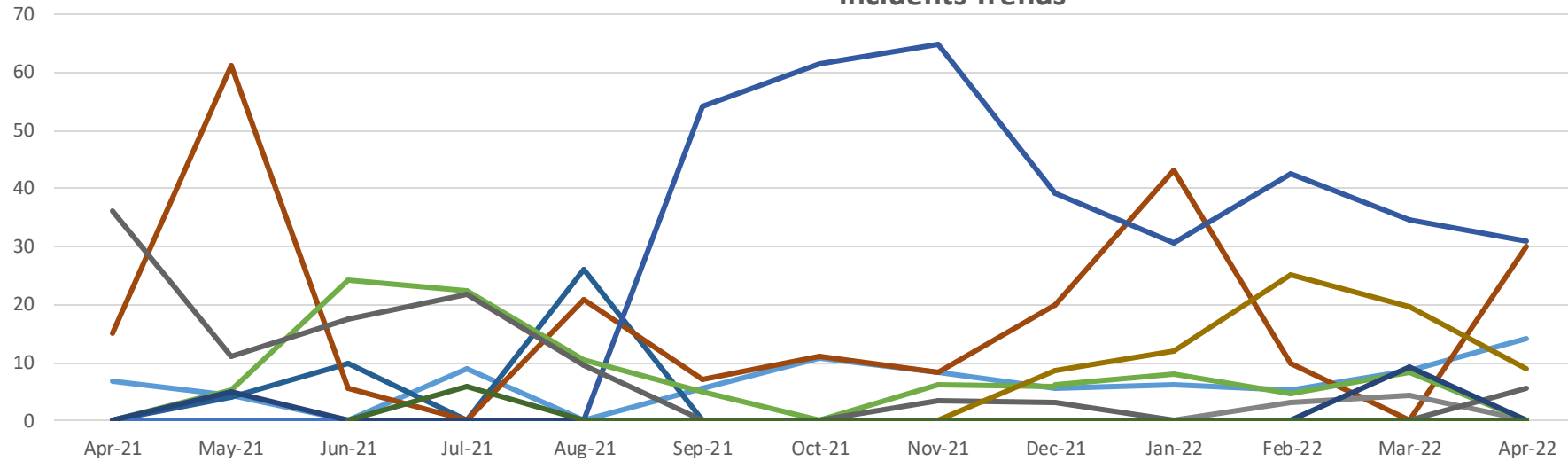
Top 10 Incident and Service Request Types

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

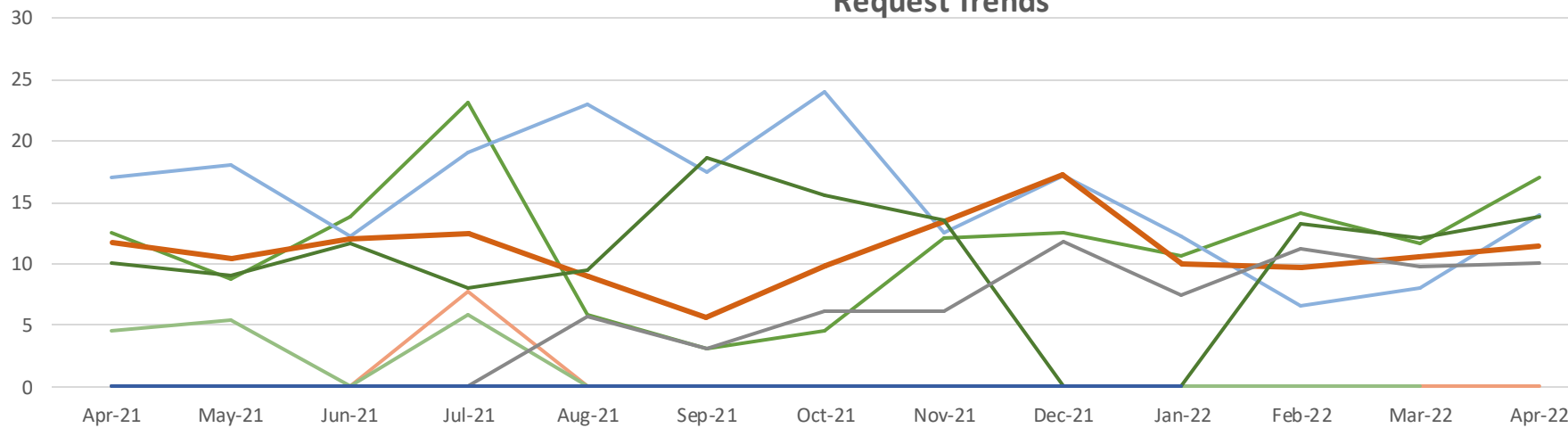
Top Incident and Service Request Types Trending

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

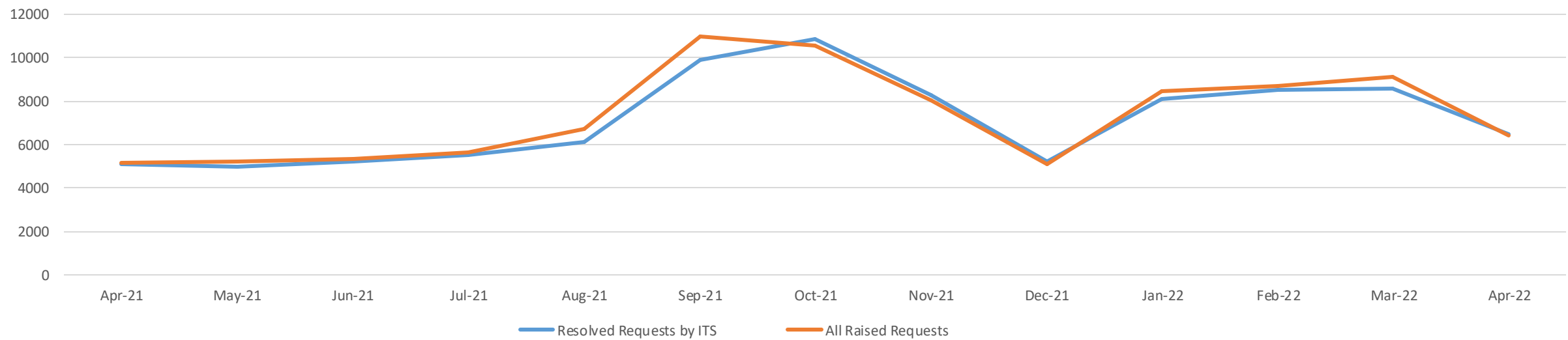
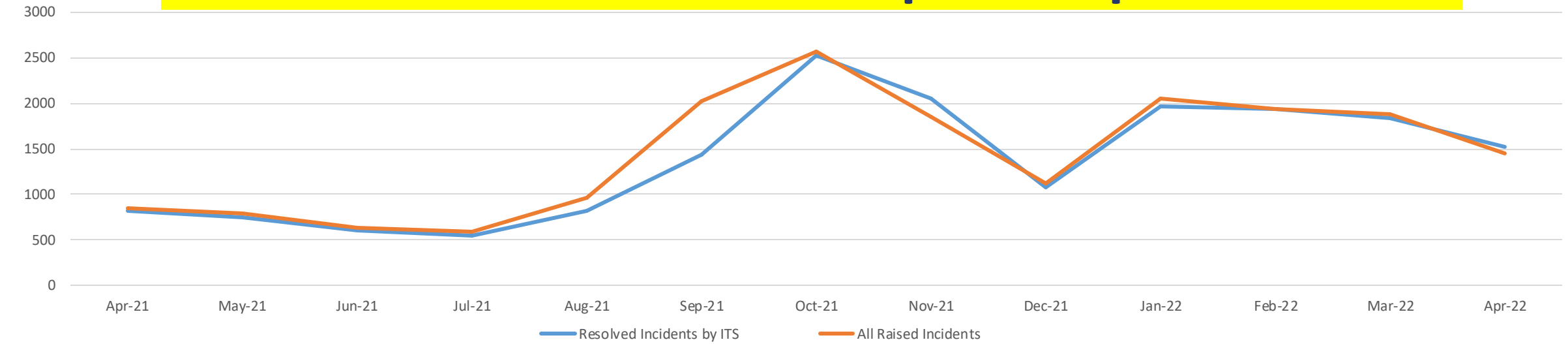


- Agresso 2 / Purchase Orders / Close PO
- Technician Attendance
- Desktop / Account / Query
- MyHR / User Access / Password reset
- Agresso 6 / Query
- Desktop / Account / New
- Network/Add/Change/Remove/Move
- Software Query
- SSPR Registration
- User Account Extension
- Remote Access/VDI










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	



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

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