



Queen Mary
University of London

IT Services October 2022

Monthly KPI Report

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ITS KPS's October 2022

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	95%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100 % 4 Queries	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	23 days	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	???	KPI-01-Student Satisfaction
Request to add specific software to managed devices (3 way process: Procurement, Testing and Deployment)	3 Business Days	15 days	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	20 Minutes (currently 30 mins)	98%	KPI-01-Student Satisfaction
Service Availability – Gold (e.g QMPLus, SITS)	99.50%	99.76%	KPI-01-Student Satisfaction
Service Availability – Silver (e.g ArcGis, Armis, Cohort)	90%	100%	
Service Availability – Bronze (e.g GitHub, DMS)	80%	100%	

- First five rows are **specific requests** ITS consider worth highlighting separately
- Row 6 relates to response time for CCS to attend in person to support **MME incidents**
- Last row relates to **uptime** of Gold, Silver and Bronze services (see next slide for details)

ITS Service Desk KPI's October 2022

P# = Ticket Priority

Service and SLA	Achieved Target	Actuals
Service Request resolved within SLT 90%	91%	↑
SR 1 Hour	92%	↑
SR 4 Hours	99%	↑
SR 10 Hours	90%	↑
SR 2 Days	63%	↓
SR 3 Days	86%	↓
Incident resolved within SLT 90%	83%	↓
P1 – 4 Hours	71% (some Incorrect)	↓
P2 – 1 Business Day	44%	↓
P3 – 3 Business Days	83%	↓
P4 – 5 Business Days	100%	↑
Average Wait Time 25 sec	18s	↑
First Time Fix Rate 75%	78%	↑
Customer Satisfaction >90%	91%	↑

↑ Met or Above Target

↓ Below Agreed Target

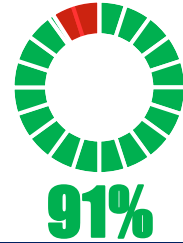
Executive Summary – October 2022

High Impact/Major Incidents October 2022

MAJOR INCIDENT Network Outage - Users unable to access applications including QMplus, SITS, MySiS, MyHR and Ivanti.

Cause: During the 'core network upgrade' migration phase, the core network is running two versions of Spanning Tree Protocol (STP). One STP running on the Dell switches and the other on the Cisco switches. There is no issue with either STP networks individually however, running both simultaneously created a problem and a compatibility issue between the two STPs, which impacted the network.

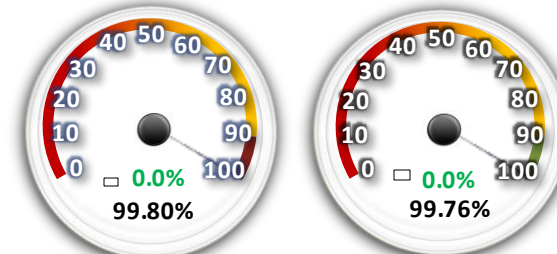
Customer Satisfaction



Problem Management

Open Problems 15
New Problems 2
Closed Problems 7

Top 10 Service Availability



CYTD

Oct 2022

*CYTD: Calendar Year to Date

Definitions

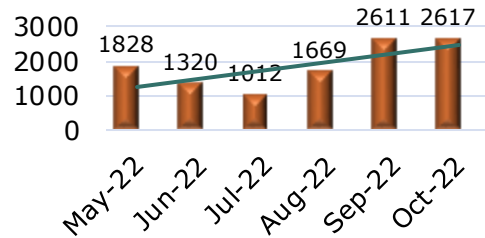
CYTD: Calendar Year to Date

KPI: Key Performance Indicator

MI: Major Incident

P1: Priority 1 Incident (High)

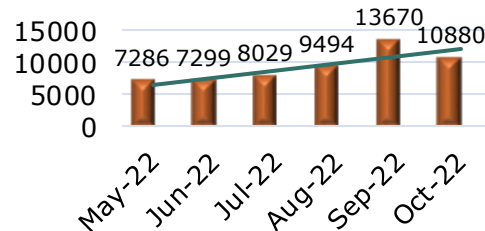
Incidents Logged



Number of Incidents Resolved

2406

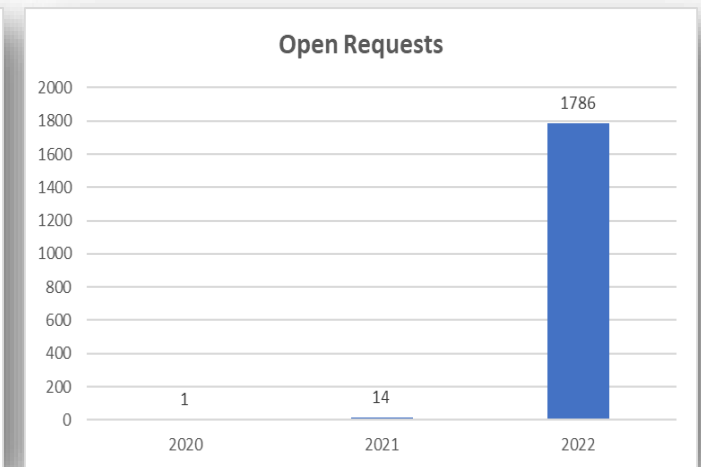
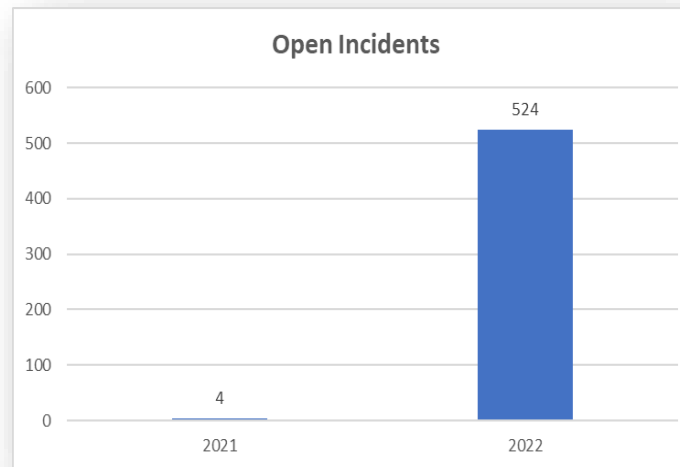
Service Requests Logged



Number of Service Requests Resolved

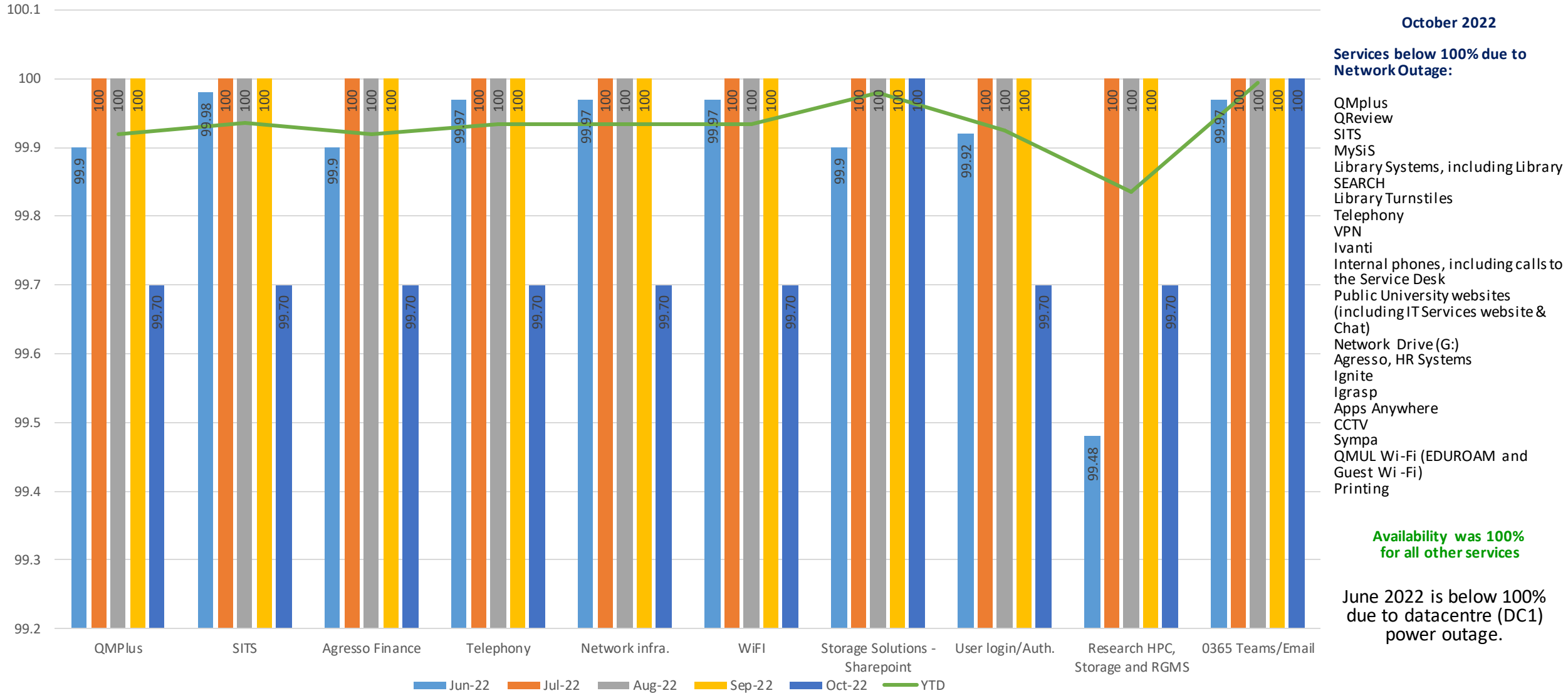
10830

Incident and Service Requests Outstanding October 2022



As of 31st October 2022

Service Availability May 2022 to Oct 2022



Customer Satisfaction October 2022

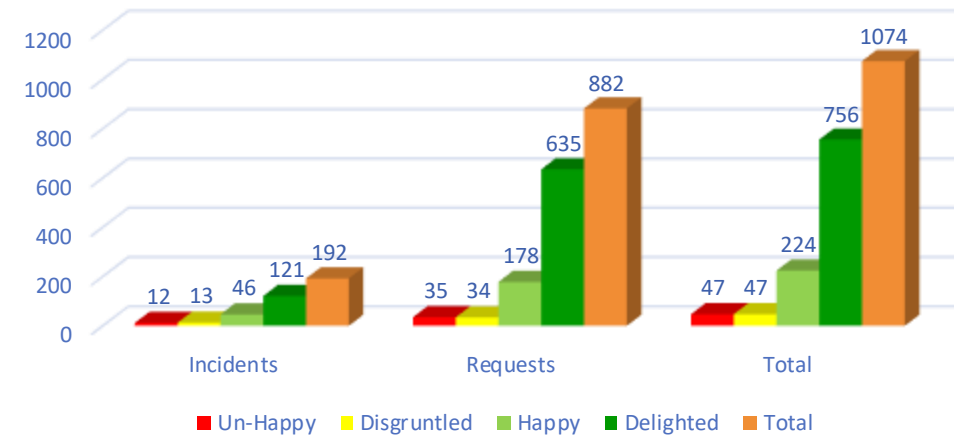
Customer Feedback

This month we received **1074** responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 87%
Happy and Delighted Responses Service Requests 92%
Total Satisfaction 91%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown

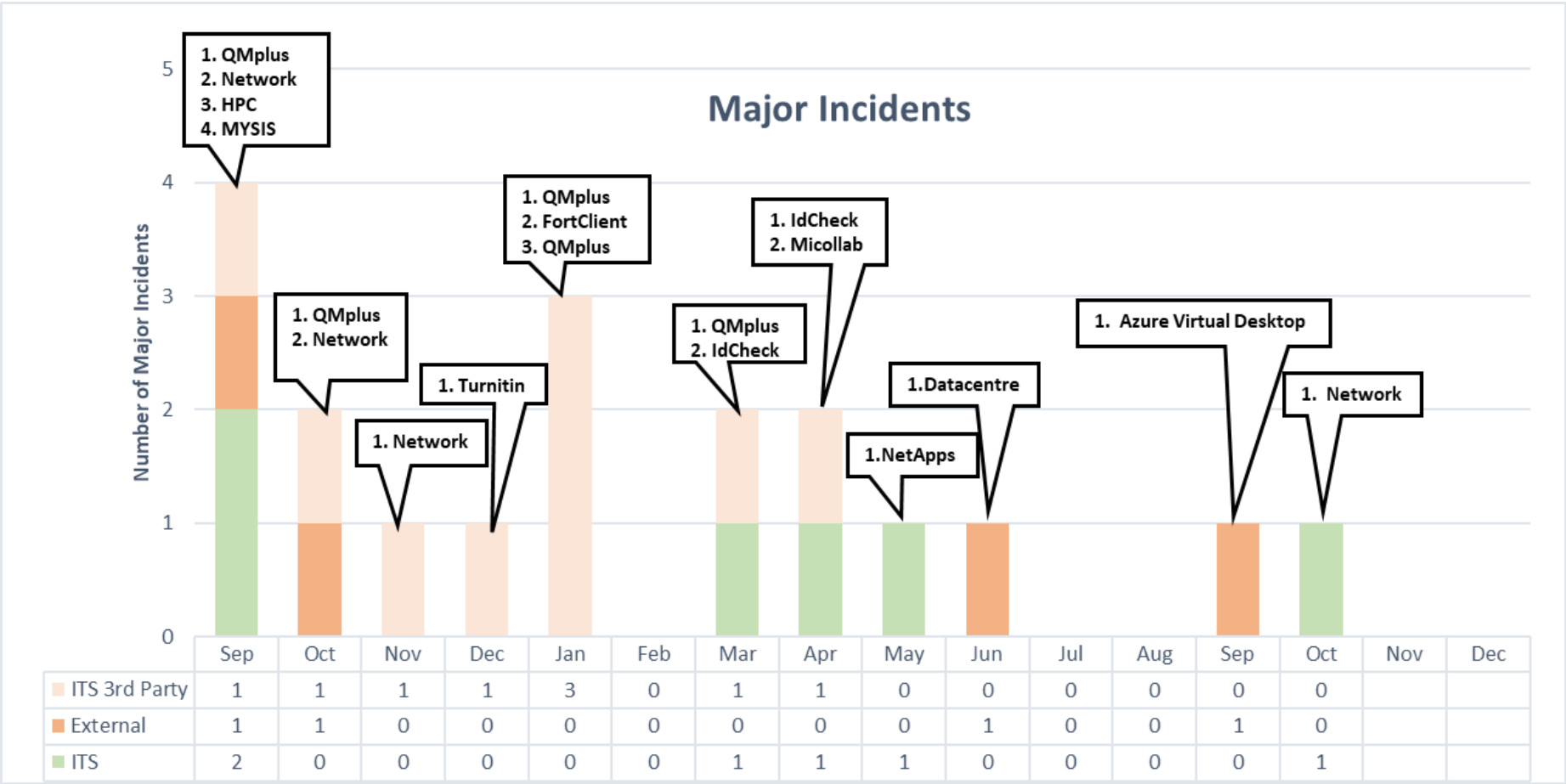


Feedback this month

Most common Positives and most common Negatives

- Thanks for your prompt attention and fix, David!
- I am grateful for a prompt resolution of my service request.
- I am very happy with the help I received today. It was sorted in a kind and timely manner.
- I have been waiting for 1.5 hours for help. This matter has not been resolved and has affected my teaching and teaching materials today.
- I have made two trips to IT Whitechapel - 3 days apart No laptop Not helpful.
- You have literally sent the same information that i have told you already.

Major Incidents Sep 2021 – Oct 2022



Incident and Service Requests KPIs'

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

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

Incident and Service Requests Resolution October 2022

KPI	Target	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Trend
Incidents P1 - Resolution	4 Hours	100%	0%	100%	33%	67%	71%		↑
Incidents P2 - Resolution	1 Business Day	73%	34%	60%	76%	83%	44%		↓
Incidents P3 - Resolution	3 Business Days	90%	87%	84%	89%	87%	83%		↓
Incidents P4 - Resolution	5 Business Days	100%	100%	100%	92%	100%	100%		▬
Service Requests SR 1 Hour – Resolution	1 hour	98%	93%	100%	99%	88%	92%		↑
Service Requests SR 4 Hours - Resolution	4 Hours	98%	95%	97%	100%	99%	99%		▬
Service Requests SR 10 Hours - Resolution	10 Hours	85%	93%	86%	72%	82%	90%		↑
Service Requests SR 2 Days – Resolution	2 Business Days	85%	91%	92%	92%	93%	63%		↓
Service Requests SR 3 Days – Resolution	3 Business Days	83%	95%	97%	100%	92%	86%		↓

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	▬

Service Desk Performance October 2022

Measure	Target	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Trend
Received Phone Calls	-	1187	1151	1455	2613	1896	↓
Average Wait Time	25s	20s	15s	20s	33s	18s	↓
Abandon Rate (Calls)	5%	13.4%	6.3%	8.9%	17.1%	8.8%	↓
FTF (First Time Fix)	75%	78%	85%	85%	90%	78%	↓
FLF (First Line Fix)	75%	58%	63%	59%	61%	60%	↓

ITS Ticket Source	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Trend
Telephone	404	475	640	1060	653	↓
Email	2277	2530	2583	3311	3409	↑
In Person	525	639	724	2208	1452	↓
Self Service	2899	3363	3810	4292	3712	↓
Live Chat	966	795	1431	2351	1381	↓

Major Incidents Mar 2022 – Oct 2022

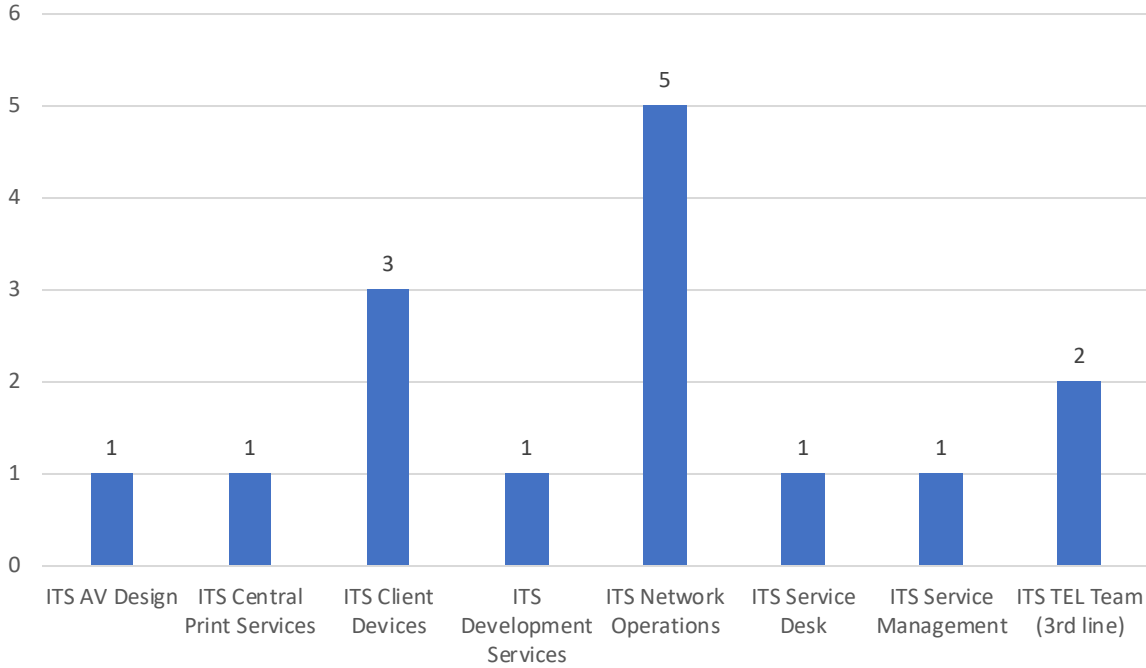
MI No.	Date	Duration	Service Affected – Impact	Status
228733	Sat 19 Mar 04:24	4h 30m	IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: A configuration file was missing from the Puppet server. Action: The configuration file was manually added 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
N/A	Thurs 22 Sep 09:11	1h 25m	Azure Virtual Desktop (AVD – Newham Landing Zone) - Newham staff and students were unable to logon to the Azure Virtual Desktop environment. Cause: AVD Virtual Machines (VMs) had been deleted. Action: Build and deploy the replacement (v8) VMs.	Resolved
241221	Wed 19 th Oct 15:36	2hrs 12m	Network Outage - Users unable to access applications including QMplus, SITS, MySIS, MyHR and Ivanti. Cause: During the 'core network upgrade' migration phase, the core network is running two version of Spanning Tree Protocol (STP). One STP running on the Dell switches and the other on the Cisco switches. There is no issue with either STP networks individually however, running both simultaneously created a problem and a compatibility issue between the two STPs, which impacted the network. Action: Powered down Dell core switch, MEPP1COR01-ACCA (located at Mile End West), which removed the network loop. When this switch was powered down, network returned to an operational state. A decision was made leave the switch "MEPP1COR01-ACCA" powered off until root cause had been identified.	Resolved

High Priority Incidents Mar 2022 Oct 2022

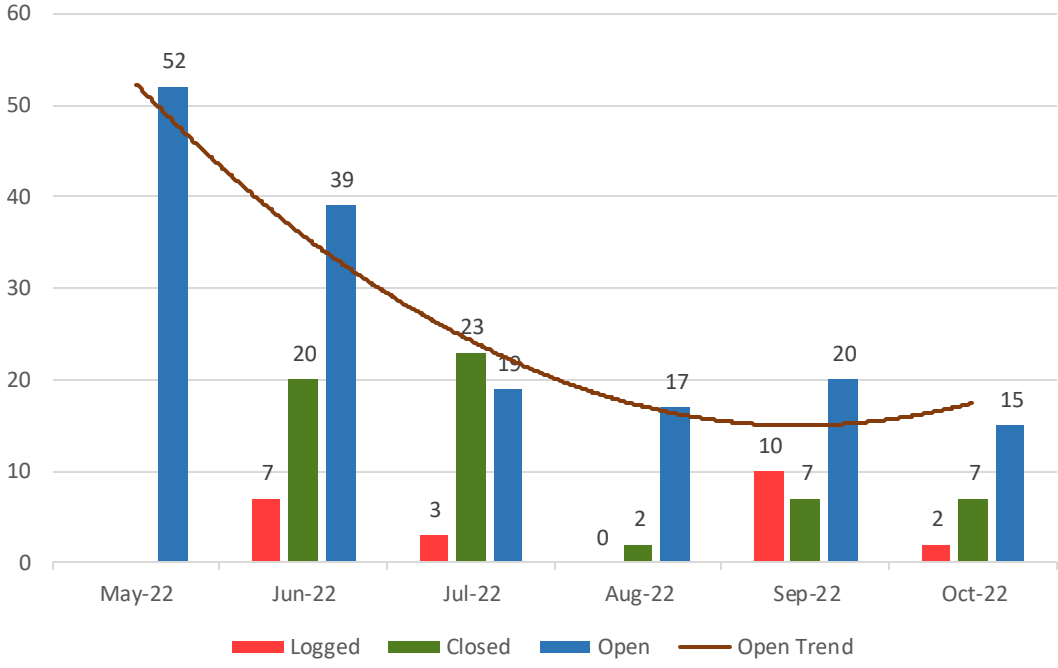
HPI Number	Date	Duration	Service Affected – Impact	Status
238765	Mon 26 Sept 10:20	7h 40m	Dorset Firewall Device Failure - Firewall problems at River Lab. Loss of internet connection and unable to connect to local servers where our work files and databases are stored. Cause: Age of the device considered to be a factor in the failure of this device as it was nearing end of life. Action: Redundant device as a temporary fix. Replacement Firewall switch to be implemented.	Workaround in Place

Problem Management October 2022

Breakdown by Resolver Group



Problem Tickets History



Change Management October 2022

Changes for October 2022





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