



Queen Mary
University of London

IT Services September 2022

Monthly KPI Report

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



ITS KPS's September 2022

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	Not Measured	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	Not Measured	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	Not Measured	KPI-01-Student Satisfaction
Approval Requests – Request for self Managed device	1 Business Day	Not Measured	KPI-01-Student Satisfaction
Request to add specific software to managed devices	3 Business Days (currently 15)	Not Measured	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	20 Minutes (currently 30 mins)	Not Measured	KPI-01-Student Satisfaction
Service Availability – Gold (e.g QMPLus, SITS)	99.50%	100%	KPI-01-Student Satisfaction
Service Availability – Silver (e.g ArcGis, Armis, Cohort)	90%	Not Measured	
Service Availability – Bronze (e.g GitHub, DMS)	80%	Not measured	

- 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 September 2022

P# = Ticket Priority

Service and SLA	Achieved Target	Actuals
Service Request resolved within SLT 90%	95%	
SR 1 Hour	88%	
SR 4 Hours	99%	
SR 10 Hours	82%	
SR 2 Days	93%	
SR 3 Days	92%	
Incident resolved within SLT 90%	88%	
P1 – 4 Hours	67%	
P2 – 1 Business Day	83%	
P3 – 3 Business Days	87%	
P4 – 5 Business Days	100%	
Average Wait Time 25 sec	33s	
First Time Fix Rate 75%	90%	
Customer Satisfaction >90%	96%	
Number of Major Incidents Per Month < = 1	1	

 Met or Above Target

 Below Agreed Target

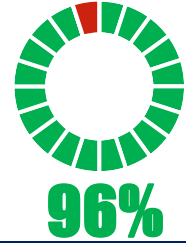
Executive Summary – September 2022

High Impact/Major Incidents September 2022

MAJOR INCIDENT - Azure Virtual Desktop (IOTAVD – 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.

HIGH PRIORITY INCIDENT - 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.

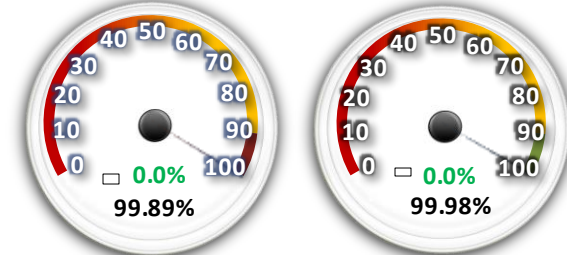
Customer Satisfaction



Problem Management

Open Problems **20**
 New Problems **10**
 Closed Problems **7**

Top 10 Service Availability



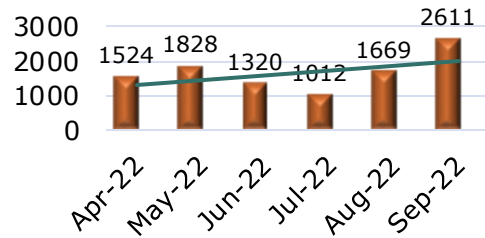
CYTD

Sept 2022

*CYTD: Calendar Year to Date

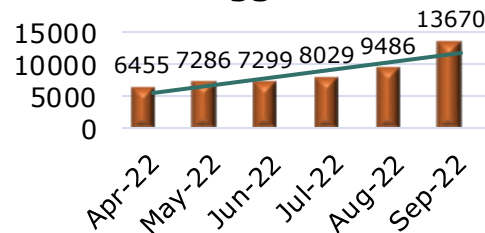
Definitions
 CYTD: Calendar Year to Date
 KPI: Key Performance Indicator
 MI: Major Incident
 P1: Priority 1 Incident (High)

Incidents Logged



Number of Incidents Resolved
2362

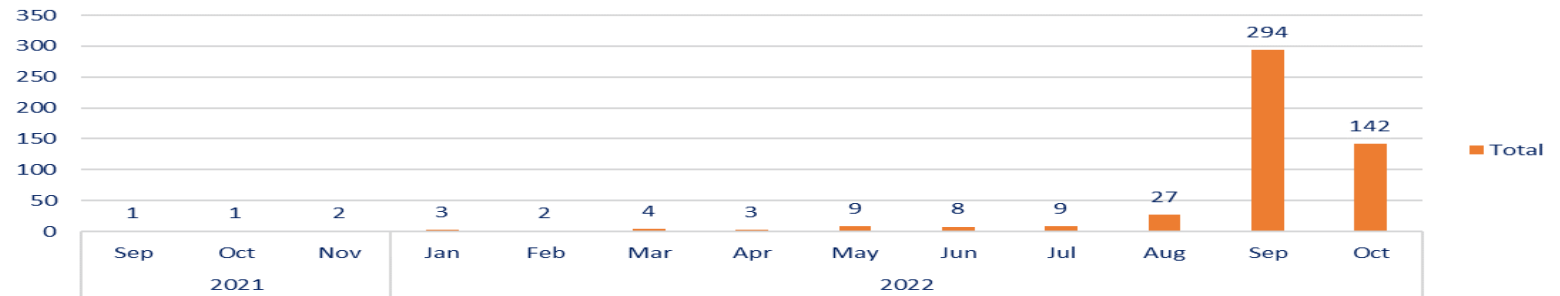
Service Requests logged



Number of Service Requests Resolved
13030

Incident and Service Requests Outstanding September 2022

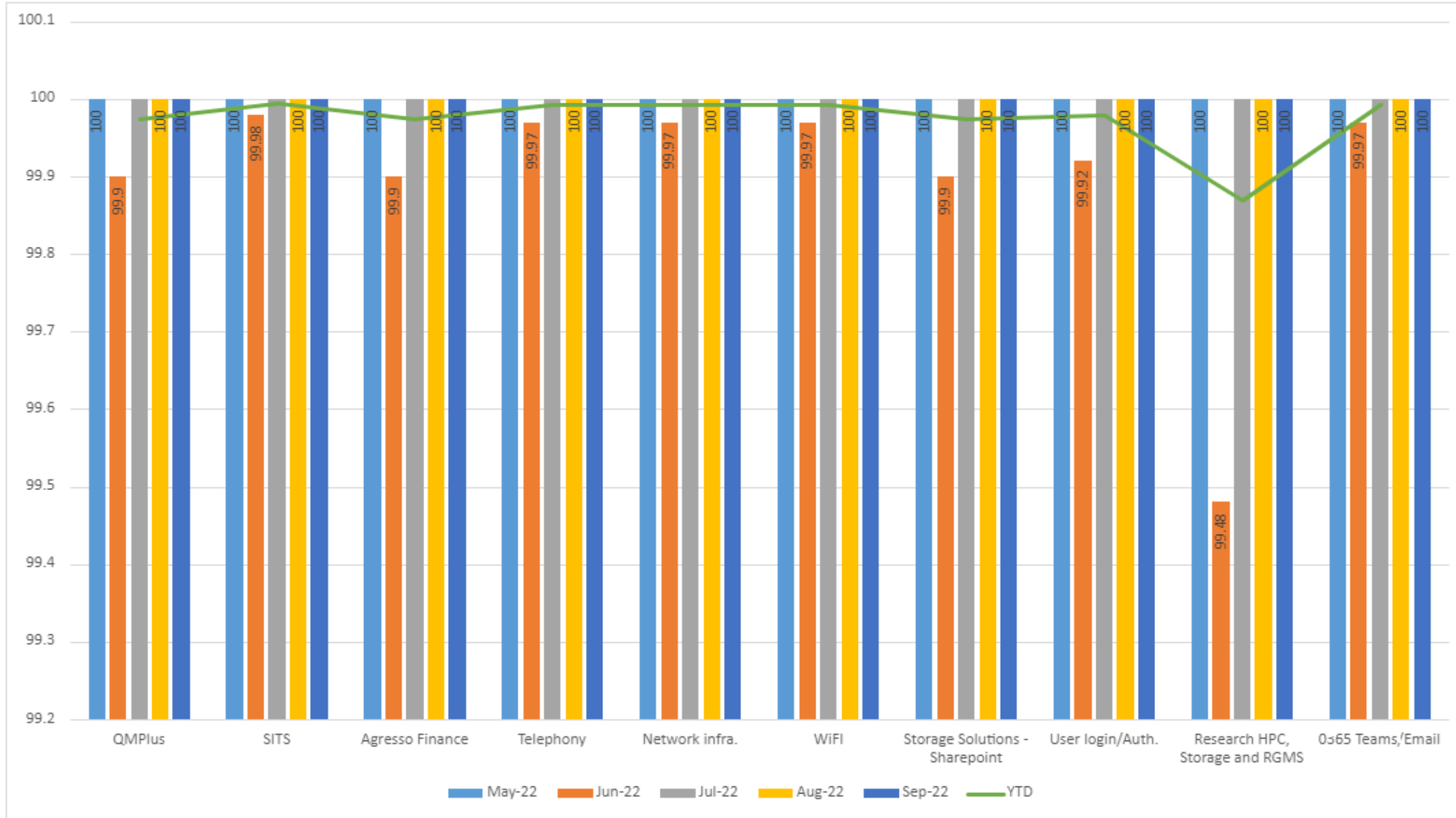
Total Incidents



Total Requests



Service Availability May 2022 to Sep 2022



September 2022

Availability was
100%
for all services

June 2022 is below 100%
due to datacentre (DC1)
power outage.

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

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

Customer Satisfaction September 2022

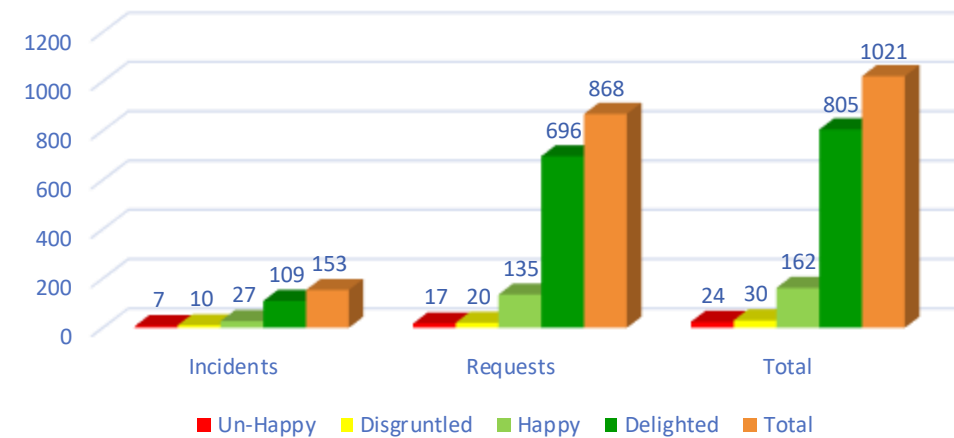
Customer Feedback

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

Happy and Delighted Responses Incidents 89%
Happy and Delighted Responses Service Requests 96%
Total Satisfaction 95%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives

- Many thanks for your support. Delighted for your prompt and satisfactory assistance.
- Super quick turnaround – thank you.
- Wonderful help from Kwezi and Pinal, thank you so much!
- My problem has not been solved. Please help me solve the problem again.
- Extremely unhappy with the service.
- The problem was not solved.

Incident and Service Requests Resolution September 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%			↑
Incidents P2 - Resolution	1 Business Day	73%	34%	60%	76%	83%			↑
Incidents P3 - Resolution	3 Business Days	90%	87%	84%	89%	87%			↓
Incidents P4 - Resolution	5 Business Days	100%	100%	100%	92%	100%			↑
Service Requests SR 1 Hour – Resolution	1 hour	98%	93%	100%	99%	88%			↓
Service Requests SR 4 Hours - Resolution	4 Hours	98%	95%	97%	100%	99%			↓
Service Requests SR 10 Hours - Resolution	10 Hours	85%	93%	86%	72%	82%			↑
Service Requests SR 2 Days – Resolution	2 Business Days	85%	91%	92%	92%	93%			↑
Service Requests SR 3 Days – Resolution	3 Business Days	83%	95%	97%	100%	92%			↓

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

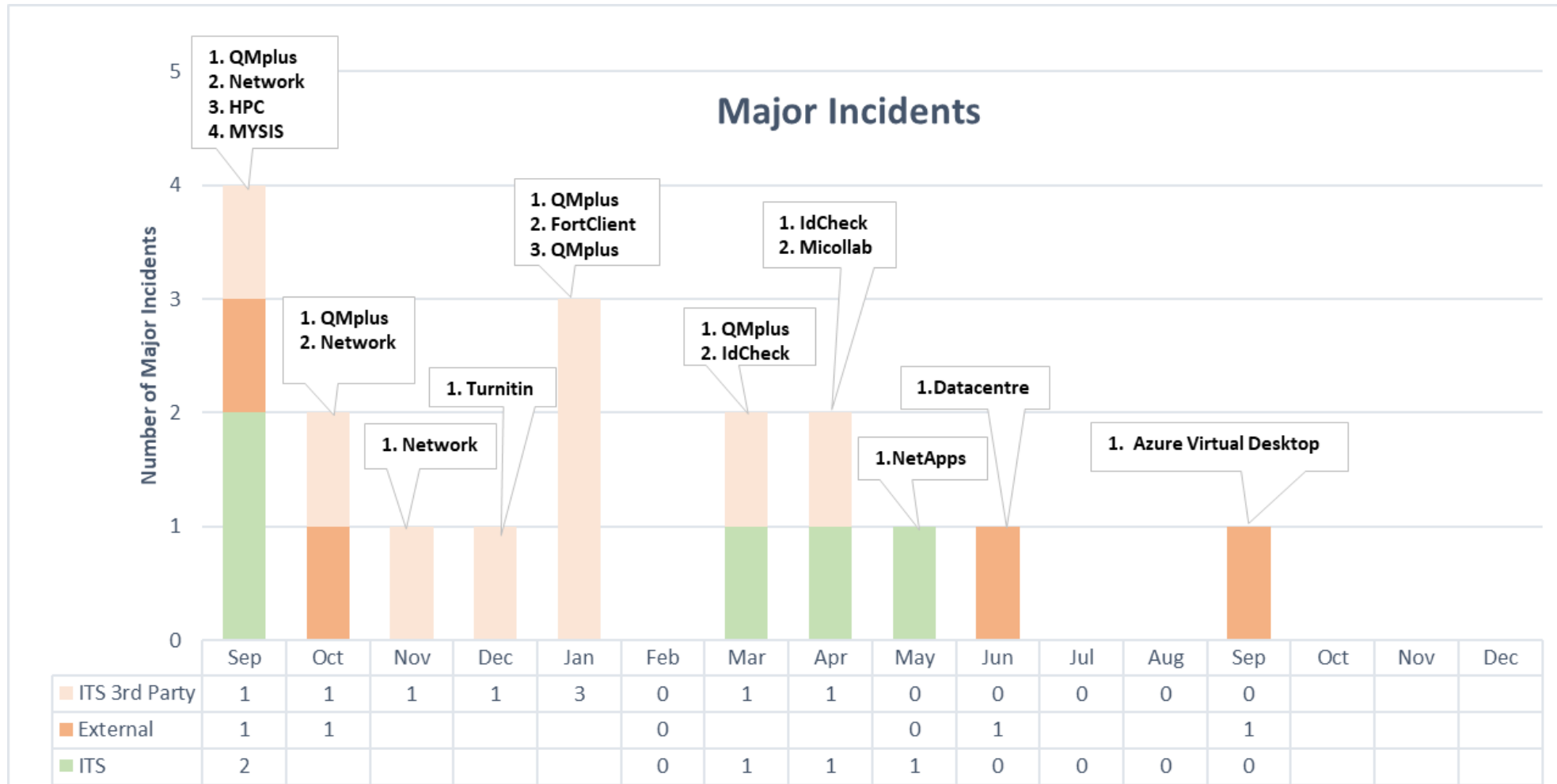
Improvement over last month	↑
Deterioration from last month	↓
No change from last month	▬

Service Desk Performance September 2022

Measure	Target	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Trend
Received Phone Calls	-	1203	1187	1151	1455	2613	↑
Average Wait Time	25s	18s	20s	15s	20s	33s	↑
Abandon Rate (Calls)	5%	6.2%	13.4%	6.3%	8.9%	17.1%	↑
FTF (First Time Fix)	75%	77%	78%	85%	85%	90%	↑
FLF (First Line Fix)	75%	54%	58%	63%	59%	61%	↑

ITS Ticket Source	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Trend
Telephone	633	404	475	640	1060	↑
Email	3201	2277	2530	2583	3311	↑
In Person	858	525	639	724	2208	↑
Self Service	2957	2899	3363	3810	4292	↑
Live Chat	910	966	795	1431	2351	↑

Major Incidents Sep 2021 – Sep 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 ■

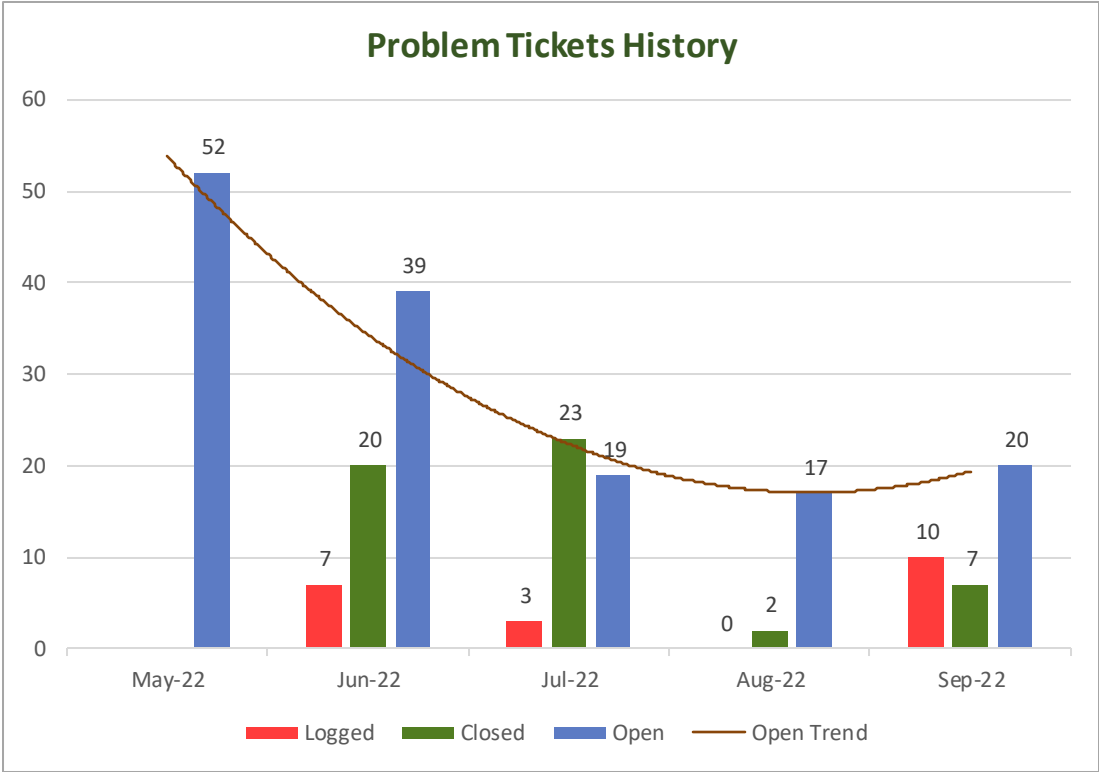
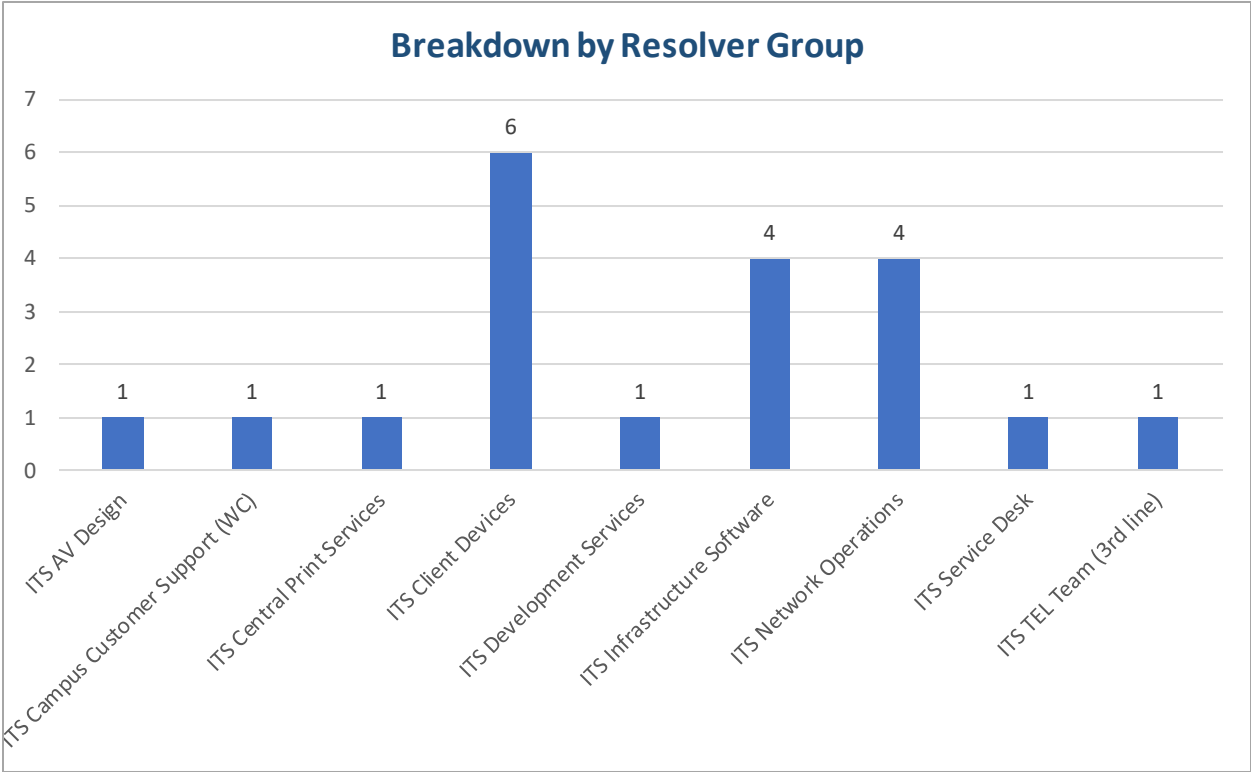
Major Incidents Mar 2022 – Sept 2022

MI Number	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 Sept 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

High Priority Incidents September 2022

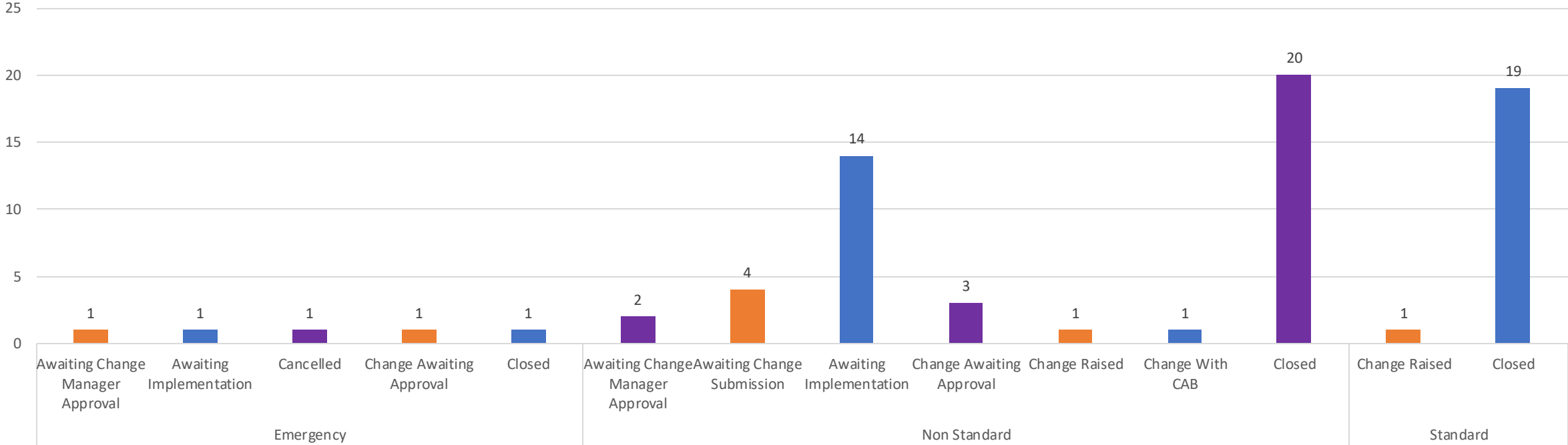
HPI Number	Date	Duration	Service Affected – Impact	Status
238765	Mon 26 Sept 10:20	7h 40m	Dorset Firewall Device Failure - Firewall problems at River Lab. Loss of internet connection and unable to connect to local servers where our work files and databases are stored. Cause: Age of the device considered 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 September 2022



Change Management September 2022

Changes for September 2022





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Additional Internal Reports

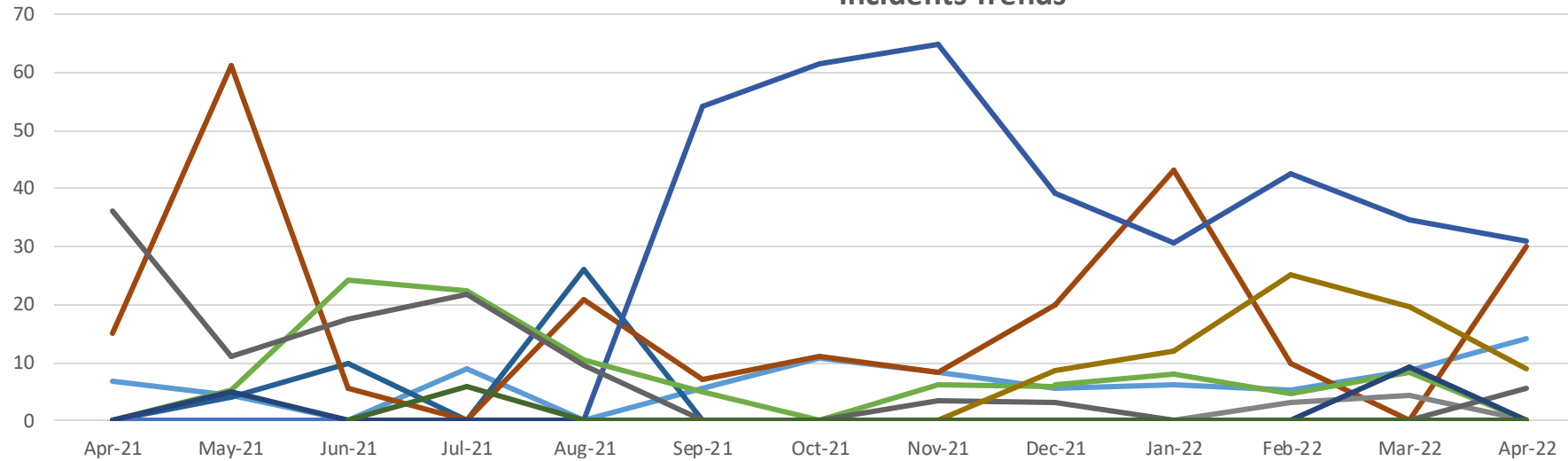
Top 10 Incident and Service Request Types

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

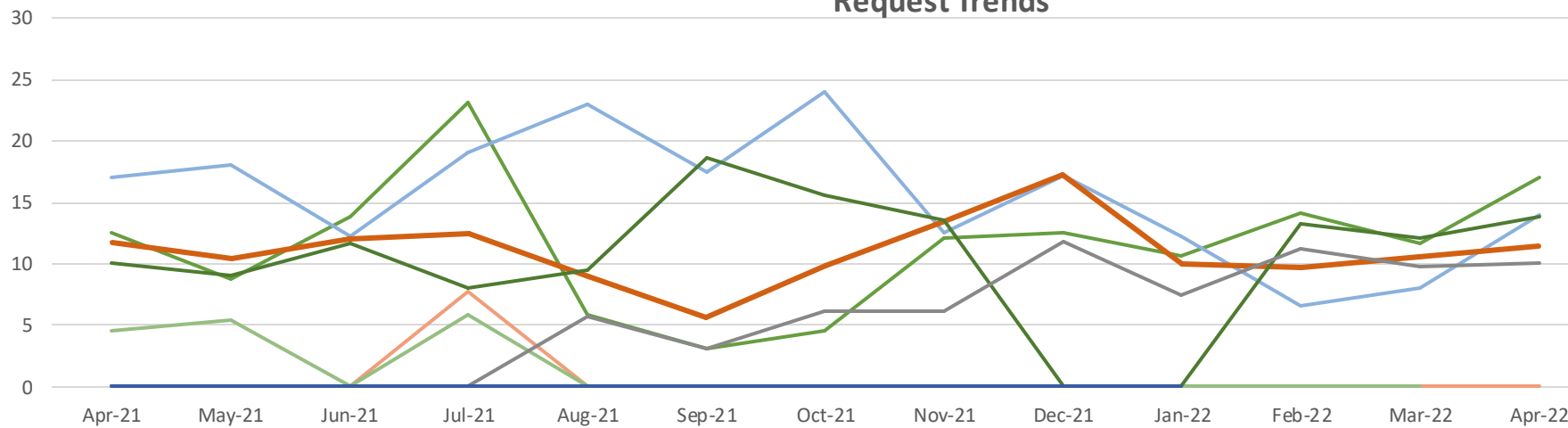
Top Incident and Service Request Types Trending

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

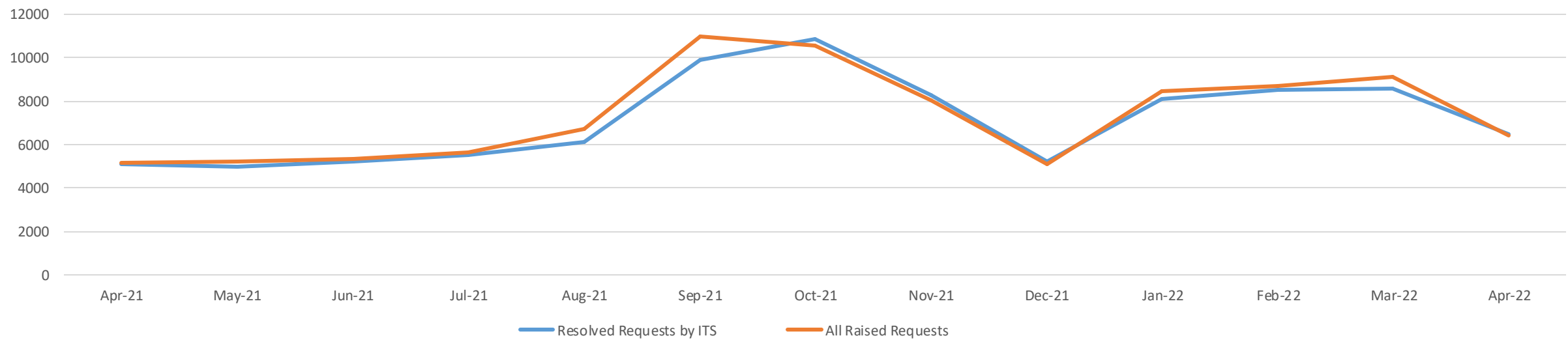
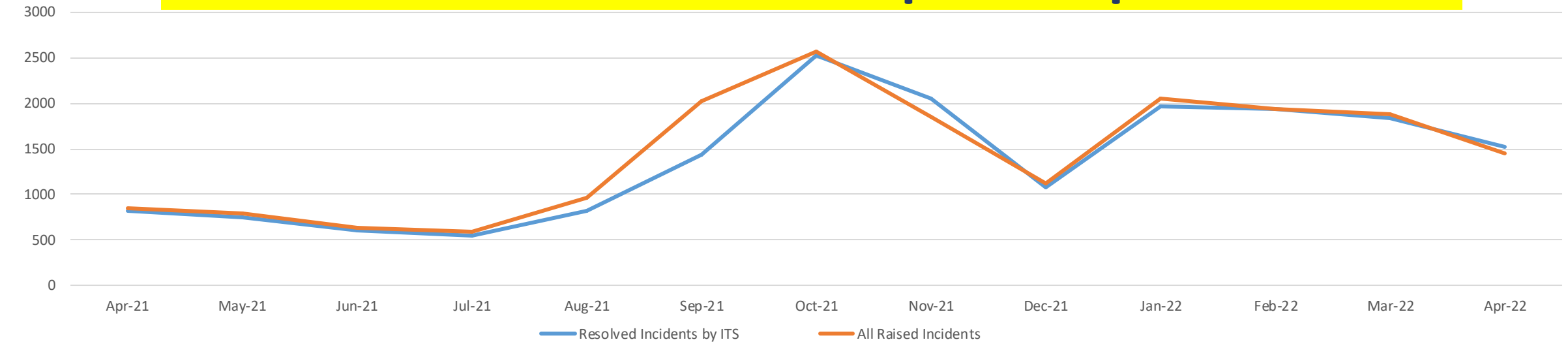


- Agresso 2 / Purchase Orders / Close PO
- Technician Attendance
- Desktop / Account / Query
- MyHR / User Access / Password reset
- Agresso 6 / Query
- Desktop / Account / New
- Network/Add/Change/Remove/Move
- Software Query
- SSPR Registration
- User Account Extension
- Remote Access/VDI










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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