Queen Mary
University of London

IT Services August 2023

Monthly KPI Report

Contents

Queen Mary
University of London

Executive Summary – August 2023

COMPLETE

High Impact/Major Incidents August 2023

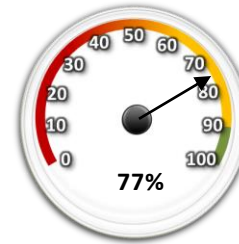**MyHR:** Some users reported "sign-in" message pop-up and unable to login

Mitel: Calls not coming through to early Clearing hotline
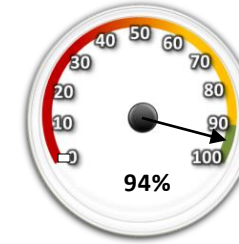
Customer Satisfaction

96%

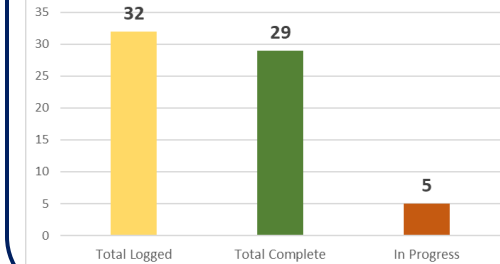## Incidents and Service Requests
All ticket Average SLA Met

77% Incidents

94% Top 5 Requests

ITS Escalations August 2023

	Total Logged	Total Complete	In Progress
	32	29	5

Incidents

	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Open Incidents	512	651	466	393	342	448
Incidents Logged	2347	1704	1952	1154	1296	1549
Incidents Resolved	2677	1557	1978	1228	1284	1457

- Open Incidents
- Incidents Logged
- Incidents Resolved
- Open Incidents Target (350)

Requests

	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Open Requests	1689	1787	1832	1818	1535	1841
Requests Logged	7924	5756	6263	6701	7072	7526
Requests Resolved	7964	5569	6017	6717	7105	7025

- Open Requests
- Requests Logged
- Requests Resolved
- Open Requests Target (850)

Queen Mary
University of London

ITS Service KPI's August 2023

Request Category (Top 5 for August 2023)	Overall % August Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	22.77%	93.37%	⬆
Finance Applications	17.37%	91.84%	⬆
Software	9.15%	96.93%	⬆
Other	5.47%	96.92%	⬆
Network	5.32%	92.88%	⬆

Service and SLA	Achieved Target		Actuals
Service Requests resolved within SLT 90%	90%		⬆

Service and SLA	Achieved Target	No. of Incidents	Actuals
Incidents resolved within SLT 90% (P1-P5 Average)	88%	1457	⬇
P1 – 4 Hours	100%	2	⬆
P2 – 1 Business Day	92%	17	⬇
P3 – 3 Business Days	77%	1366	⬇
P4 – 5 Business Days	100%	6	⬆
P5 – 20 Business Days	100%	2	⬆
PT – 4 Hours	59%	64	⬇
Average Wait Time **25 sec**	16s		⬇
First Time Fix Rate **75%**	80%		⬆
Customer Satisfaction **>90%**	96%		⬆

P# = Ticket Priority

Ticket Volume Comparison January – August 22/23
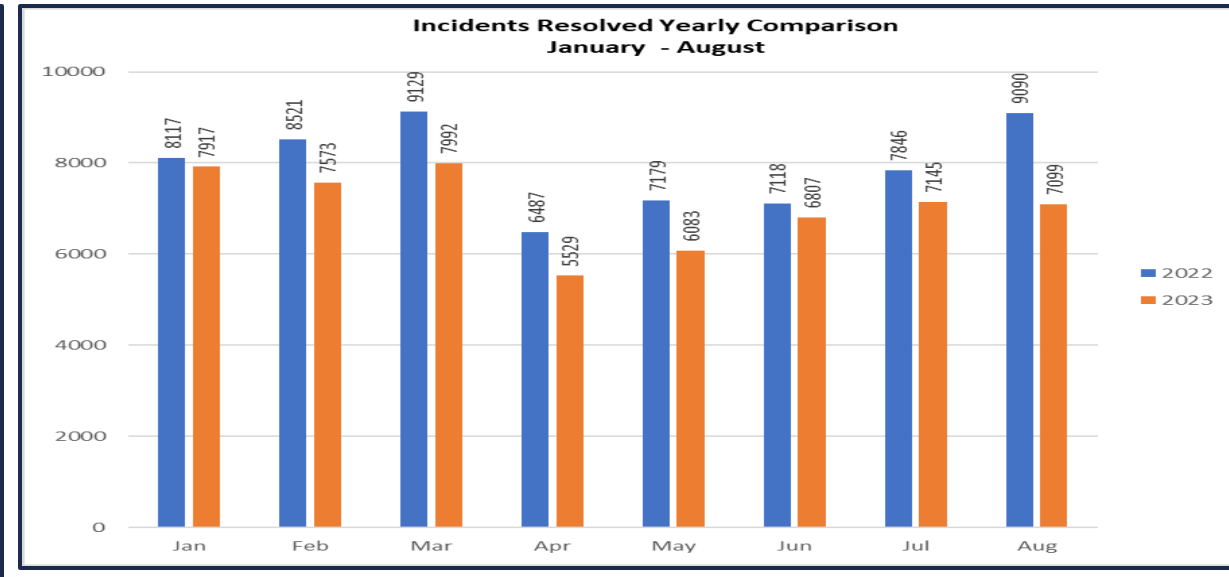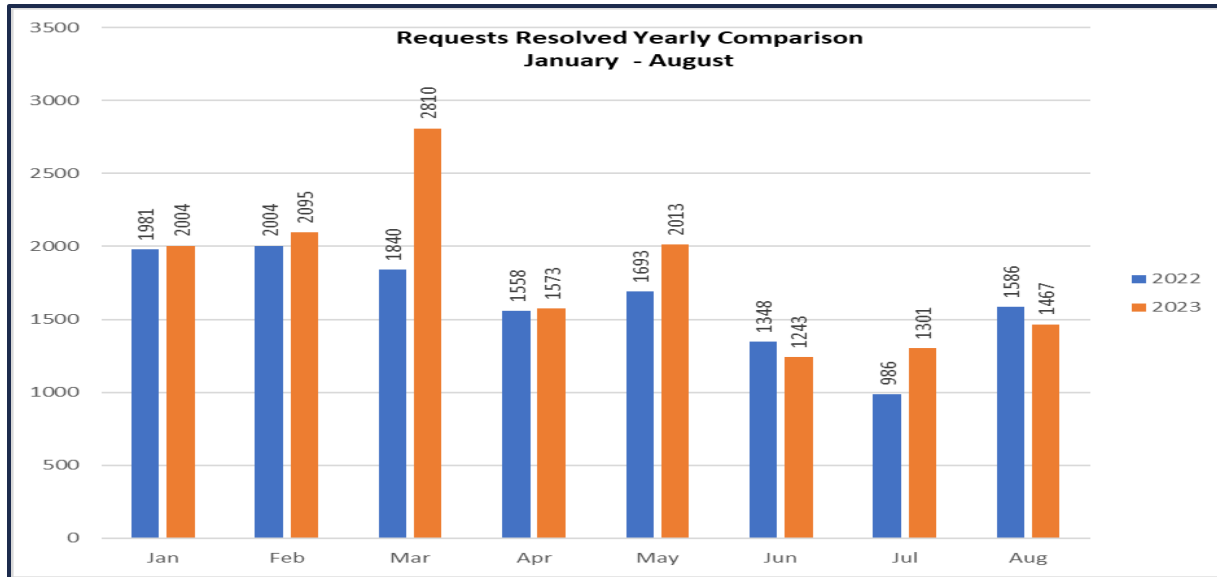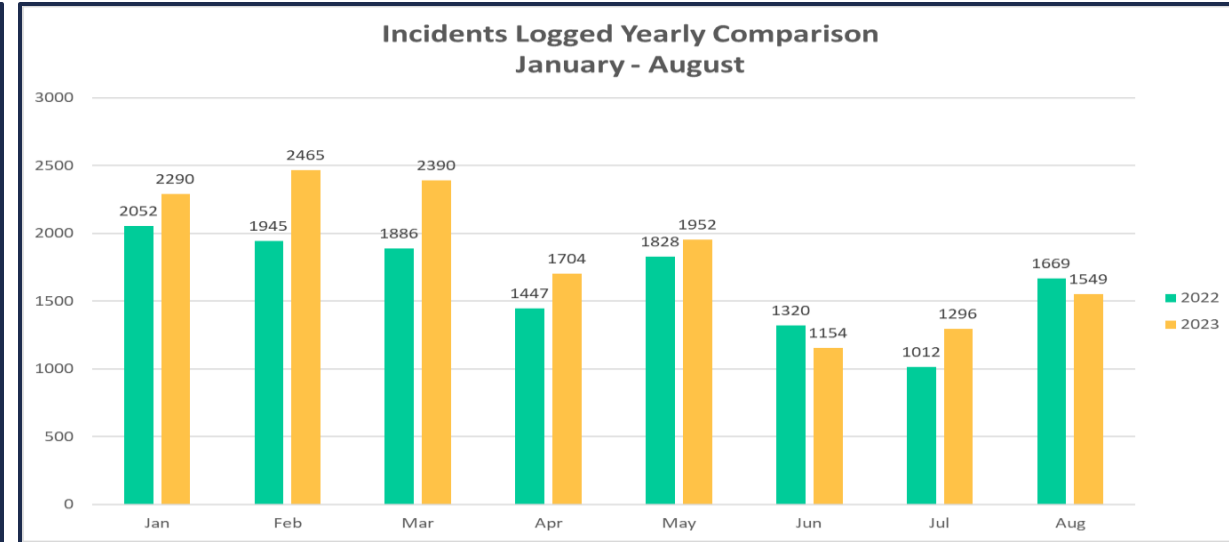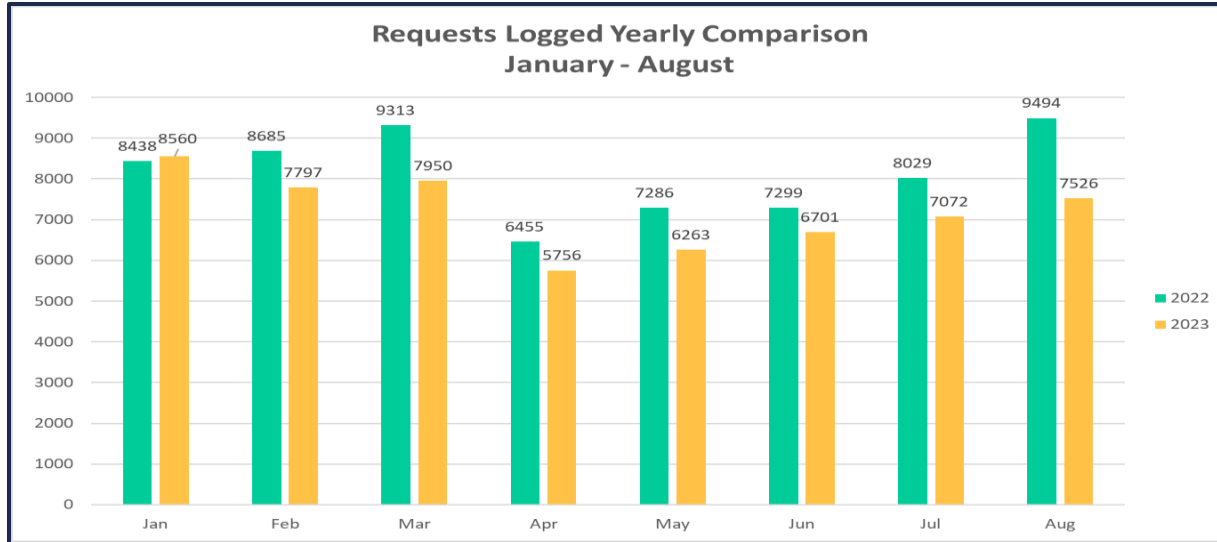
Service Desk Performance August 2023

Measure	Target	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Trend
Received Phone Calls	-	1627	1497	1578	1144	1115	1064	1161	1188	⬆
Average Wait Time	25s	22s	20s	28s	27s	18s	27s	20s	16s	⬇
Abandon Rate (Calls)	5%	10.4%	12%	15.4%	14.3%	9.8%	14.4%	11.9%	7.8%	⬇
FTF (First Time Fix)	75%	81%	76%	78%	84%	85%	77%	75%	80%	⬆
FLF (First Line Fix)	75%	57%	51%	52%	51%	49%	47%	58%	56%	⬇

ITS Ticket Source	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Trend
Telephone	863	791	908	686	514	437	389	485	⬆
Email	2588	2157	2372	2054	2750	2071	2565	2978	⬆
In Person	838	739	806	605	570	636	388	491	⬆
Self Service	3495	3441	3266	2146	2672	2914	3653	3265	⬇
Live Chat	1717	1760	1655	1267	1273	1145	1177	1535	⬆

Other ITS KPI's August 2023

Service	Response/Acknowledgement Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	82%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100%	KPI-01-Student Satisfaction
New Laptop Provision request (In Stock Standard Item)	5 Business Days	8 Days**	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	3 Days	KPI-01-Student Satisfaction
Request to add specific software to managed devices*	3 Business Days	7 Days	KPI-01-Student Satisfaction
CCS Time to Acknowledge Teaching Incident (WhatsApp Message)	2 Minutes	99%	KPI-01-Student Satisfaction
Service Availability – Gold (Top 10 Services e.g QMplus, SITS) Service Availability – Other Gold Services (e.g. MyHR, Echo360/Q-Review) Service Availability – Silver (e.g ArcGis, Armis, Cohort) Service Availability – Bronze (e.g GitHub, DMS)	99.50% 99.5% 90% 80%	100% 99.97% 100% 100%	KPI-01-Student Satisfaction

*3 way process: Procurement, Testing and Deployment
** Issues with Mac OS Build due to decommissioning of QM Events Wi-Fi

Queen Mary
University of London

Customer Satisfaction August 2023

Customer Feedback

This month we received 817 responses providing feedback on incidents and requests logged through the Service Desk –
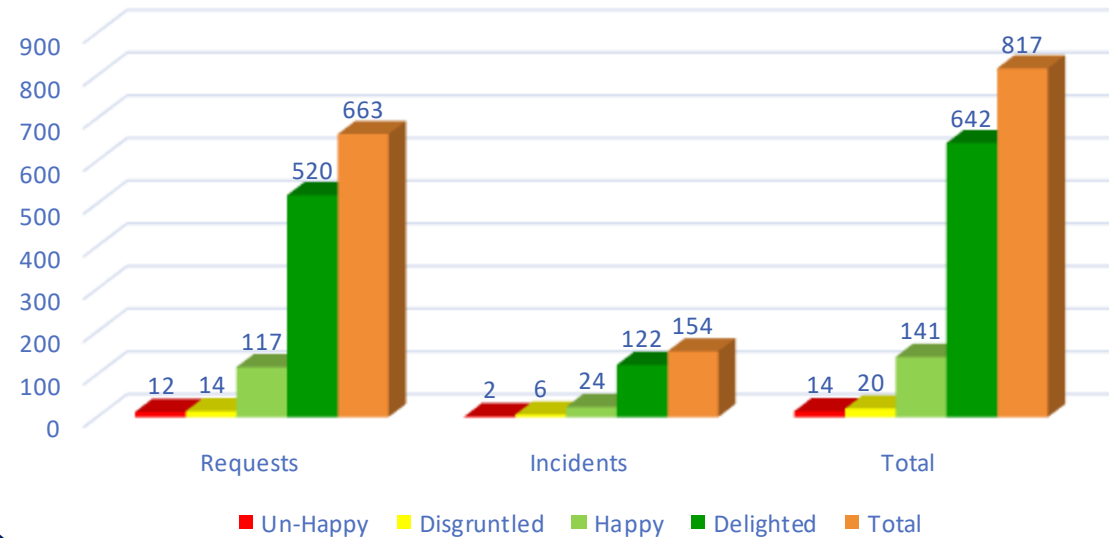
Happy and Delighted Responses Incidents 95%
Happy and Delighted Responses Service Requests 96%
Total Satisfaction 96%

Un-Happy Disgruntled Happy Delighted

Customer Satisfaction Breakdown

Chart — Customer Satisfaction Breakdown

Category	Un-Happy	Disgruntled	Happy	Delighted	Total
Requests	12	14	117	520	663
Incidents	2	6	24	122	154
Total	14	20	141	642	817

Feedback this month
Most common Positives and most common Negatives quotes

- I'd like to commend Sergiu for all his help in finally resolving this issue.
- Please pass my thanks onto Nil – Super friendly support
- Thank you very much for your very prompt and patient help

- Can you please re-open this ticket. The issue has not been resolved.
- This request was not satisfactorily responded too.
- Live chat was useful and solved the issue, but my ticket was not responded to in almost a month.

Queen Mary
University of London

Major Incidents September 2022 – August 2023

Major Incidents March 2023 – August 2023

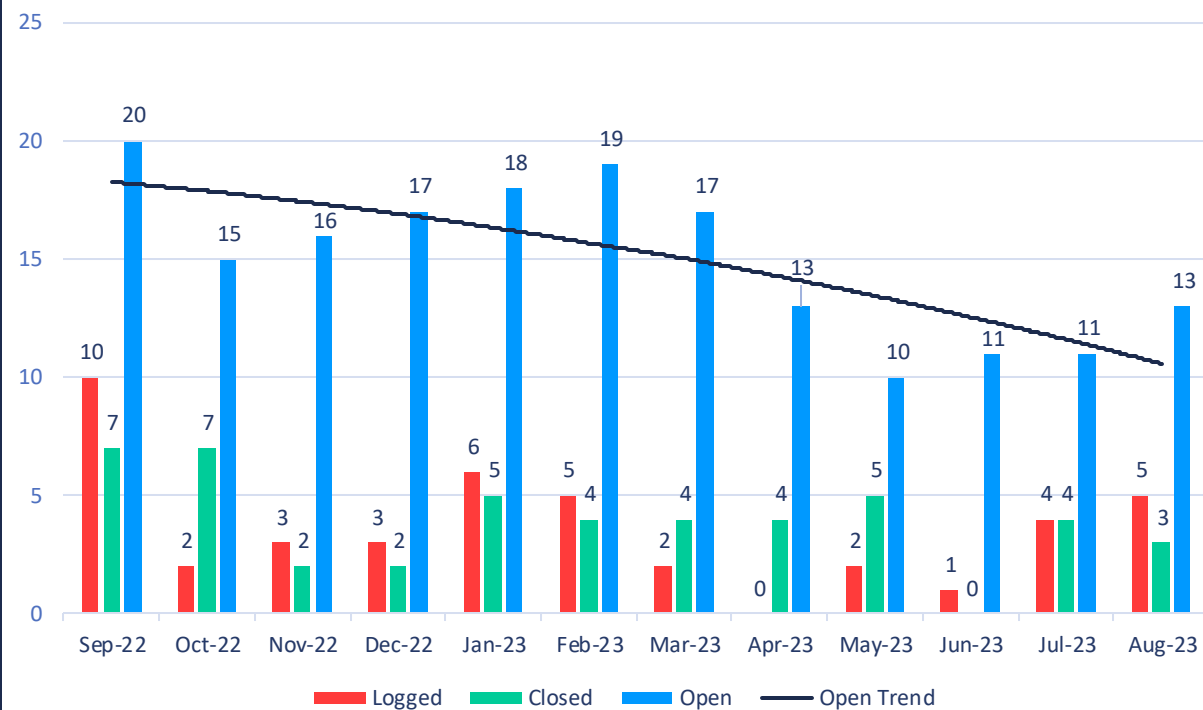| MI No.	Date	Duration	Service Affected – Impact	Status
251642	Mon 13th March 2023 09:34	6hrs 32m	**AVD**: iGEL terminals unable to login to Azure Virtual Desktop at the IoT **Cause**: DigiCert SHA-2 Secure Server CA intermediate root CA, which had expired. The iGEL OS however already includes the valid CA, but the first root CA it referred to was the one included in the Citrix Workspace client, which was the wrong CA. Client Devices advised this is a bug in the code. **Action**: The Citrix Workspace client was incorrectly referring to the root CA (Certificate Authority), which had expired. The resolution was to delete this root CA. This resulted in the iGEL OS then automatically referring to the correct (valid) CA, which does not expire until 22/09/2030.	Resolved
251661	Mon 13th March 2023 08:55	30hrs 20m	**MySIS**: Proxy error - server could not handle the requests. Intermittent access to the sign-in page. Error during login. Disconnecting during sessions. **Cause**: Config setting changed in Tomcat. A change was made to the Tomcat config files during the SITS upgrade (Change 17635) as per Tribal instructions, switching the protocol from AJP to HTTP (a requirement of the SITS upgrade) **Action**: Tomcat configuration files amended. These configuration files had been changed during the SITS upgrade over the weekend.	Resolved
255693	Sun 14th May 2023 01:06	248hrs 49m	**EECS Infrastructure:** Files and Datasets and Configurations deleted on 12+ Servers EECS-hosted infrastructure, EECS-managed desktops and the Computational Teaching cluster (hub.comp-teach.qmul.ac.uk) are currently unavailable. **Cause:** Leaver access issue. **Action:** Data recovery from backups.	Resolved
257851	Wed 28th Jun 2023 07:30	2hrs	**Telephony Service Desk and Switchboard:** Service Desk 8888 and Switchboard 5555 calls failing. **Cause:** Errors found reported in the Primary PGW controller logs. RCA continues. ITS Telephony team is working with Britannic and Mitel and looking at error logs. **Action:** The controller was rebooted out of hours on 28/06 at 21:30 approx.). No further errors are being reported by the controller.	Resolved
259639	8th Aug 2023 13:32	1hr 12m	**Mitel:** Calls not coming through to early Clearing hotline. **Cause:** As a result of the update to Mitel. **Action:** Removing path gateways. Trunk gateways now also acting as path gateways.	Resolved

High Priority Incidents March 2023 - August 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
254298	Sat 22nd May 2023 10:22	17hrs 43m	**MyHR**: Staff unable to access MyHR – Error 404. **Cause**: Patches were deployed to the production environment a week before servers scheduled restart. **Action**: Servers were rebooted manually to complete the patching sequence and restore functionality.	Resolved
258545	Fri 14th July 2023 06:52	2hrs 46 mins	**Agresso**: Security Certificate Error when logging into Agresso. Warning message is displayed advising that "Your connection isn't private" **Cause**: Agresso certificate not updated. OV certificates take a maximum of 30 minutes for JISC to issue. EV certificates take 2-3 hours and require additional Manager approval. Ticket was assigned on the day of expiry. **Action**:	Resolved
260544	Tue 29th Aug 2023 08:00	2hrs 2m	**MyHR**: Some users reported "sign-in" message pop-up and unable to login. **Action**: Restart of the server (contact Matthew Smith for RCA)	Resolved

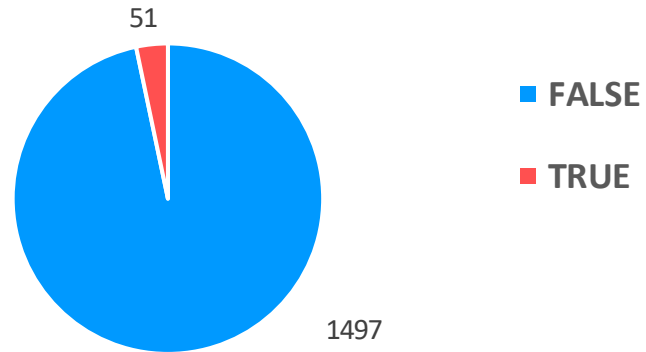# Problem Management August 2023

Breakdown by Resolver Group (Total):
- ITS Campus Customer Support (Hardware): 1
- ITS Campus Customer Support (ME): 2
- ITS Client Devices: 2
- ITS Corporate Systems - Student Systems: 1
- ITS Network Design: 3
- ITS Network Operations: 2
- ITS Servers and Storage: 1
- ITS Service Management: 1
- ITS Telephony: 1
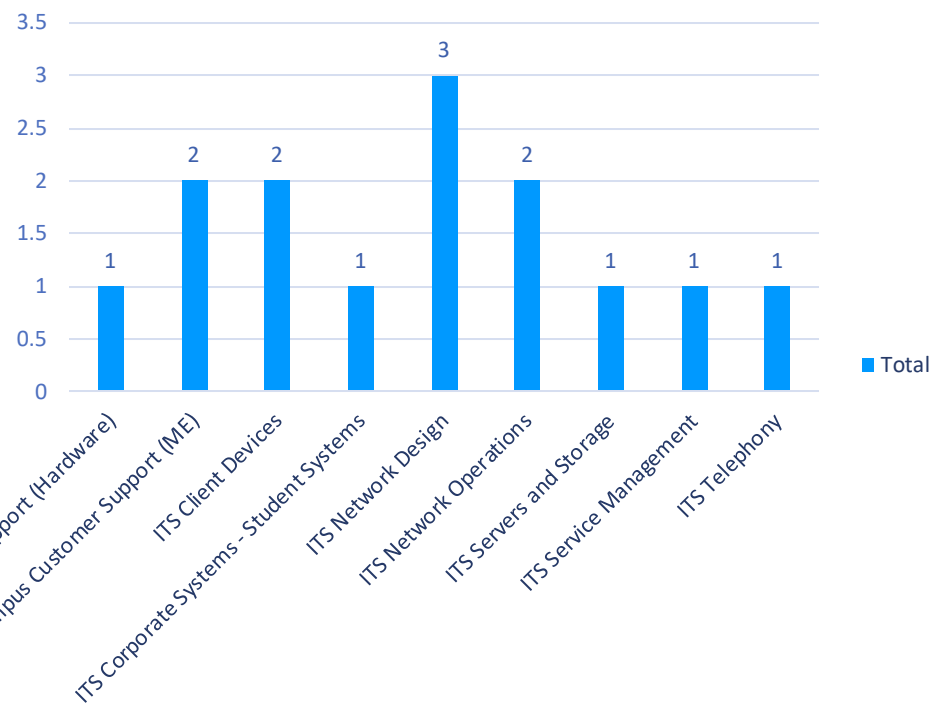
Problem Tickets History:

Month	Logged	Closed	Open
Sep-22	10	7	20
Oct-22	2	7	15
Nov-22	3	2	16
Dec-22	3	2	17
Jan-23	6	5	18
Feb-23	5	4	19
Mar-23	2	4	17
Apr-23	0	4	13
May-23	2	5	10
Jun-23	1	0	11
Jul-23	4	4	11
Aug-23	5	3	13

Queen Mary
University of London

Problem Management August 2023

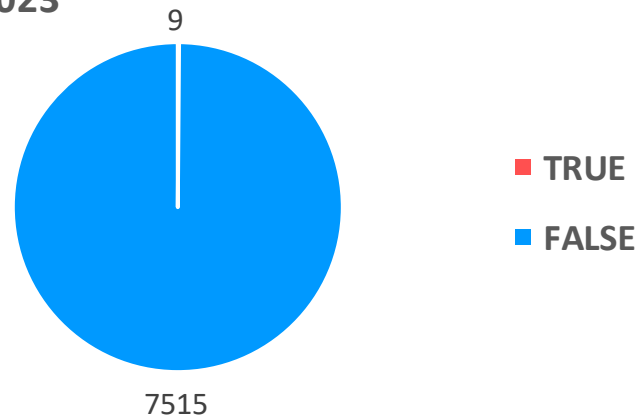| Problem Reference	Summary	Currently Assigned Group
414	Unable to build Apple laptops since "Events" Wi-Fi has been decommissioned	ITS Campus Customer Support (Hardware)
413	Network / Forticlient - Loss of network access - Forticlient not auto-connecting to VPN	ITS Client Devices
412	Browser Extensions stopped working	ITS Client Devices
409	Internet connection - Hotdesking rooms Queens E101A - E104/105	ITS Campus Customer Support (ME)
408	Service Desk 8888 calls failing, start 28/06/2023 (P1, INC/257851)	ITS Telephony
407	Missing Emails in Resource Link	ITS Service Management
405	Arts 1 - wired connection points not working	ITS Campus Customer Support (ME)
396	Wi-Fi issues in Maths building	ITS Network Operations
395	Error messages in SID helpdesk	ITS Corporate Systems - Student Systems
394	Intermittent false positives from Forticlient scan occuring. Excluding the location of the flagged files is not working as documented by Fortinet.	ITS Network Design
393	Microsoft Defender Antivirus and FortiClient AV are both reporting as turned off in Windows Notifications	ITS Network Design
390	FortiClient VPN Gateway appliances are hitting a bug, where their memory utilisation steadily increases to the point that they enter conserve mode.	ITS Network Design
374	MiVB error - 408 Request timeout	ITS Network Operations

Re-opened Tickets August 2023

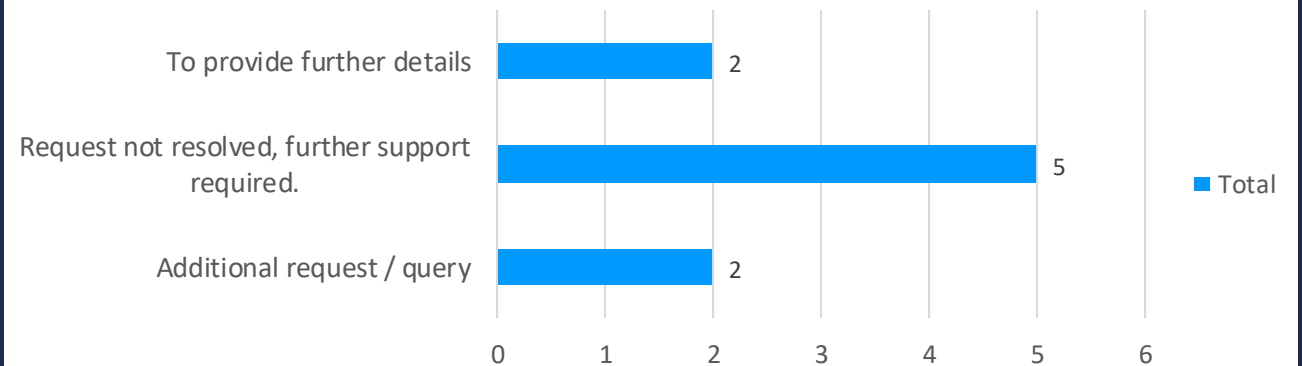## Incidents Re-opened August 2023

- FALSE
- TRUE

51 (TRUE)
1497 (FALSE)

Incidents re-opened reasons August 2023

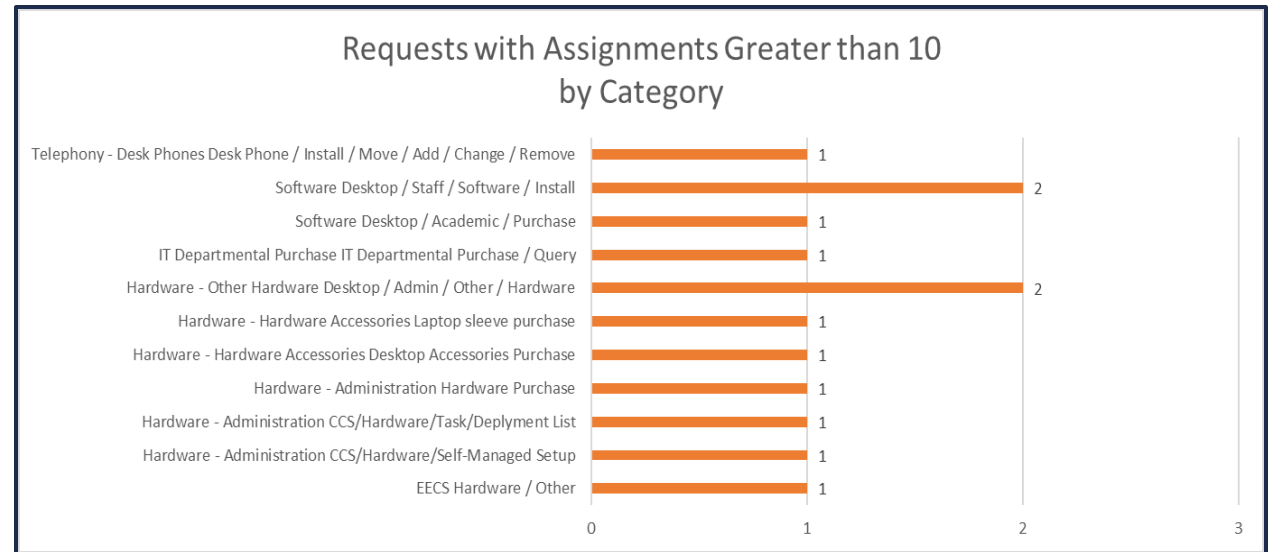| Reason	Total
Unclear	4
Additional request / query	7
Incident not resolved, further support...	19
To provide further details	9
Confirmation / Gratitude	12

Requests Re-opened August 2023

- TRUE
- FALSE

9 (TRUE)
7515 (FALSE)

Requests re-opened reasons August 2023

Reason	Total
To provide further details	2
Request not resolved, further support required.	5
Additional request / query	2
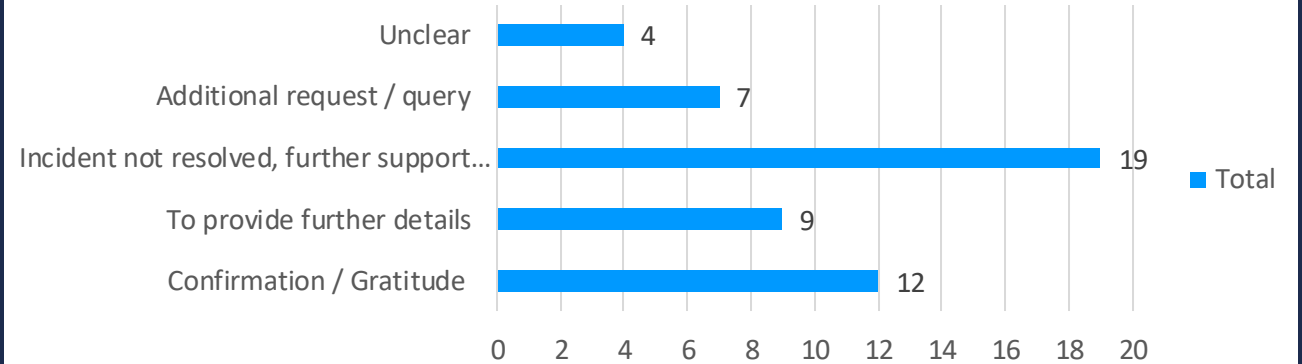
Queen Mary
University of London

Ticket Assignment Count August 2023
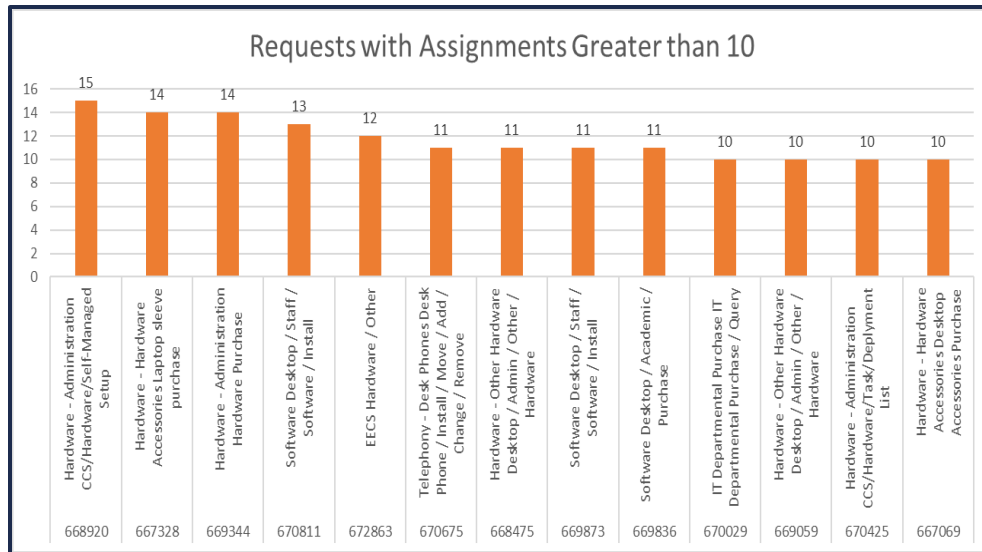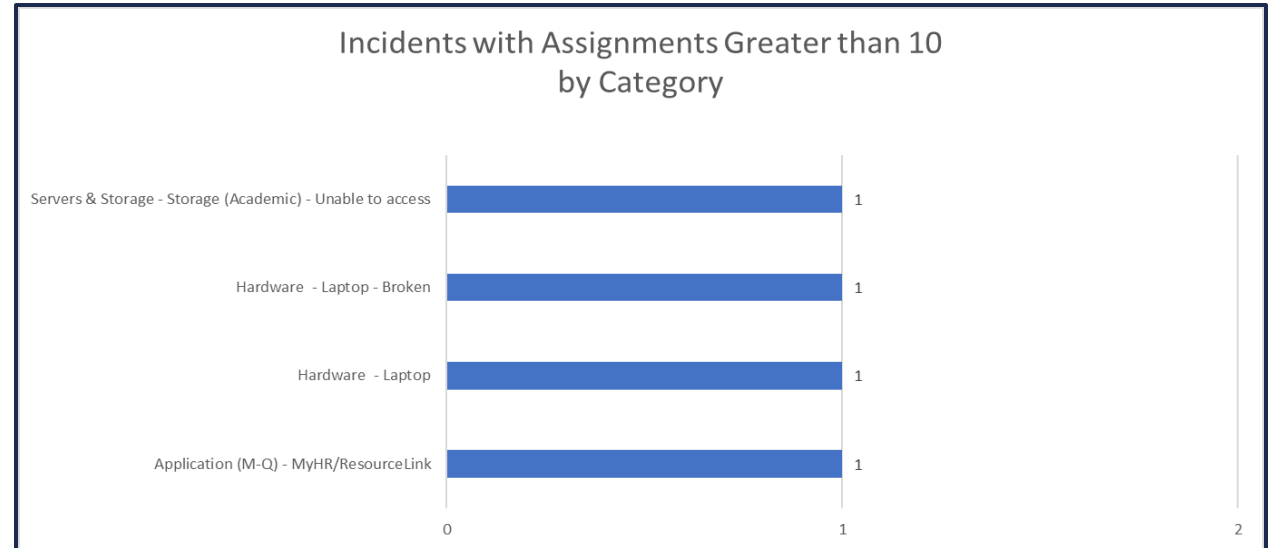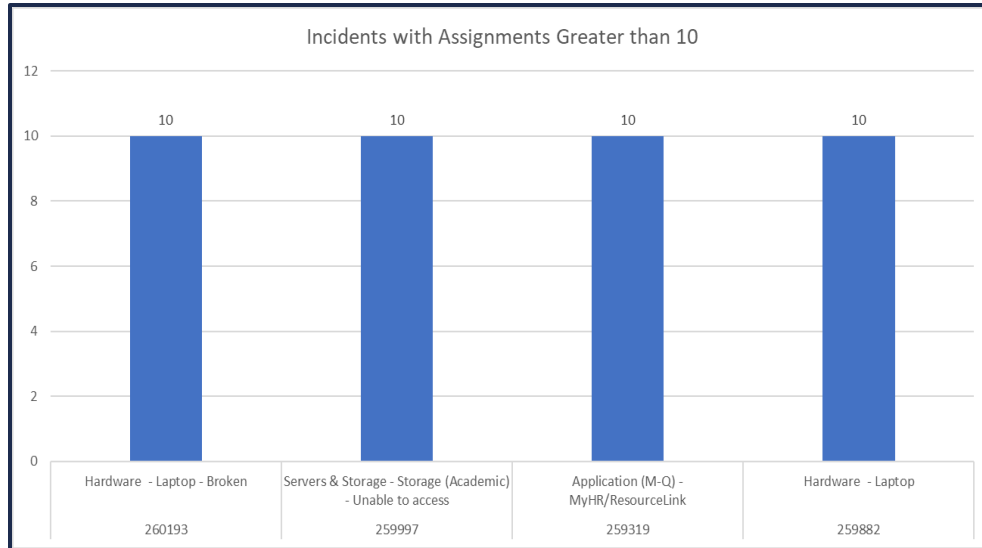
Research Tickets August 2023