



Queen Mary
University of London

IT Services December 2023

Monthly KPI Report

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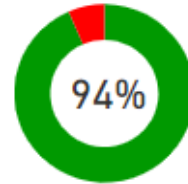
Research Tickets

Executive Summary - December 2023

High Impact / Major Incidents December 2023

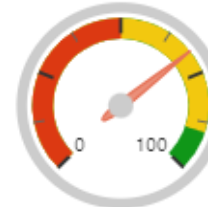
- **MiCollab:** Users unable to connect to MiCollab
- **QMPlus:** Complete loss of service to QMPlus for all users

Customer Satisfaction

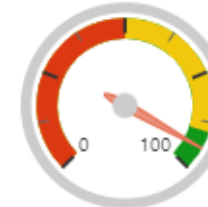


Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

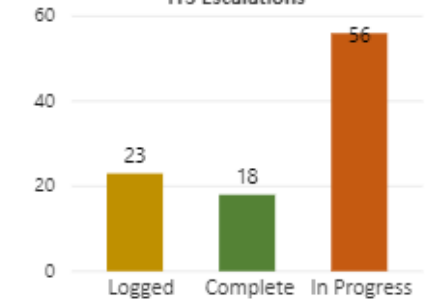
Definitions

KPI: Key Performance Indicator

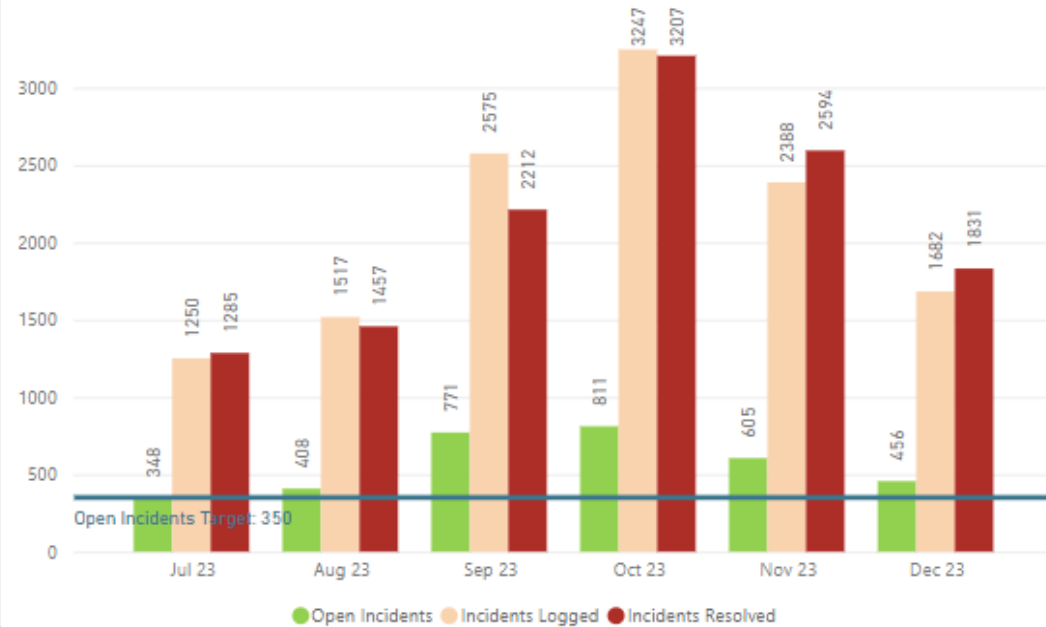
MI: Major Incident

P1: Priority 1 Incident (High)

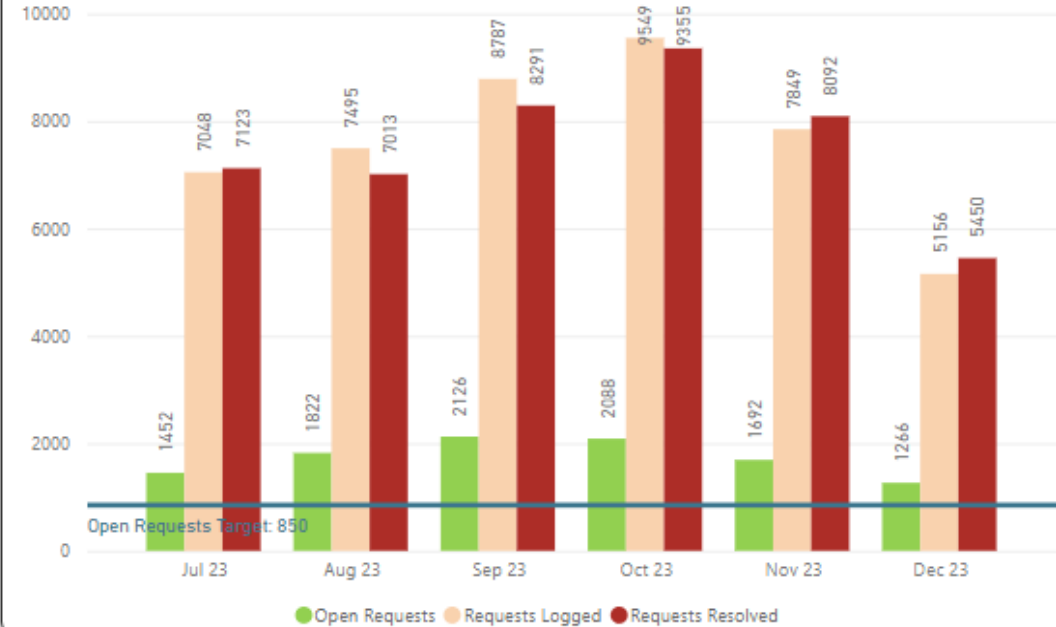
ITS Escalations



Incidents



Requests



ITS Service Desk KPI's December 2023

Request Category (Top 5 for December 2023)	Overall % December Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	19%	93%	↑
Finance Applications	13%	88%	↓
Software	13%	97%	↑
Network	10%	99%	↑
Other	6%	97%	↑
Service and SLA	Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%	94%	5450	↑
Incidents resolved within SLT 90%	73%	1732	↓
P1 – 4 Hours	0%*	2	↓
P2 – 1 Business Day	71%	14	↓
P3 – 3 Business Days	69%	1492	↓
P4 – 5 Business Days	99%	220	↑
P5 - 20 Business Days	75%	4	↓
PT - 20 Minutes	32%	96	↓
Average Wait Time 25 sec	15s		↑
First Time Fix Rate 75%	78%		↑
Customer Satisfaction >90%	94%		↑

P# = Ticket Priority

*Both incidents occurred out of hours. See slides 5 & 11 for more details

Met or Exceeded Target
Below Agreed Target

Analysis of Missed SLTs

- On-going security incident has had an impact on the % of P2 tickets breached.
- Both P1s were reported out of hours.

Priority 1 (Out of hours incidents)

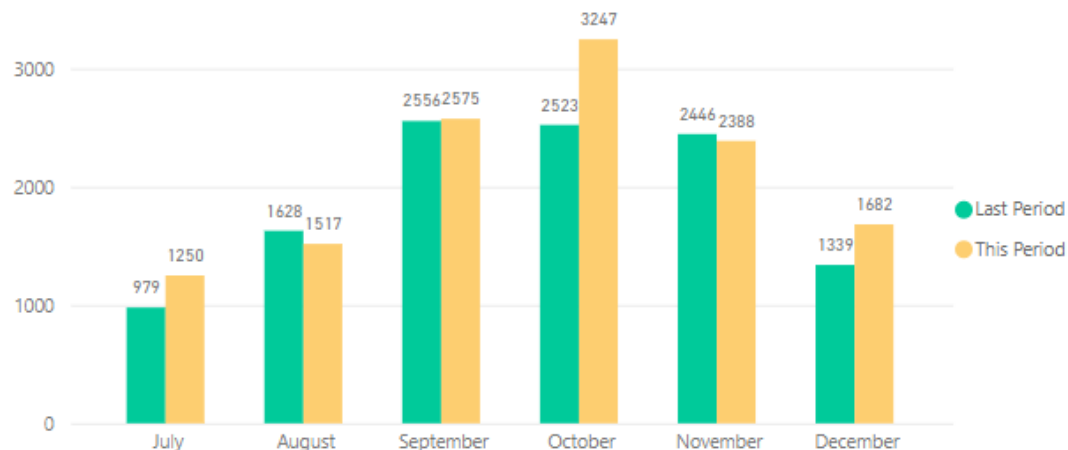
Major Incident (P1)	Resolution Time	Missed SLT by	Reason for breach
QMPlus – Complete loss of service to QMPlus for all users	4hrs, 44 mins	44 mins	Issue occurred at Saturday 16 th Dec 04:27am, as later reported by 3 rd Party. However, not picked up by QM until 08:00am. Resolved within 4 hours once logged.
MiCollab – Users unable to connect to MiCollab	4hrs, 30 mins	30 mins	Issue occurred on Sunday 17 th Dec 09:00am

Priority 2

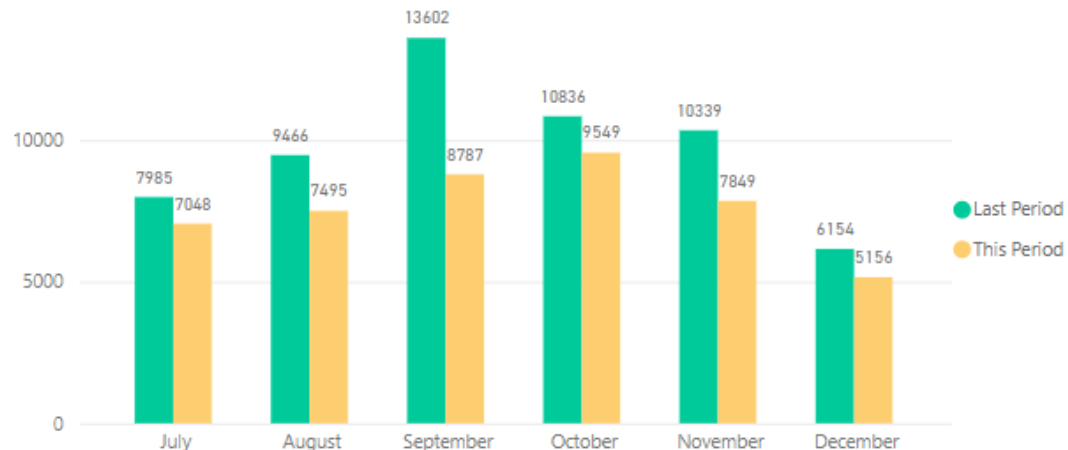
Incident REF	Missed SLT by	Reason for breach	Category	Resolver Group
269435	1 days 4 hours 42 minutes	Breached due to waiting on 3rd party support.	Application (M-Q) - QMPlus	ITS TEL Support (2nd line)
269056	7 days 21 hours 23 minutes	Breached due to power extension issues.	Network - Wired Network - Unable to connect	ITS Campus Customer Support (WC)
269004	2 days 3 hours 51 minutes	To query further with team.	Network - External Network Provider	ITS Network Operations
266056	30 days 19 hours 2 minutes	Breached due to on-going security MI	IT Security - Other - Issue	ITS Security

Ticket Volume Comparison Jul 23 - Dec 23 vs Jul 22 - Dec 22

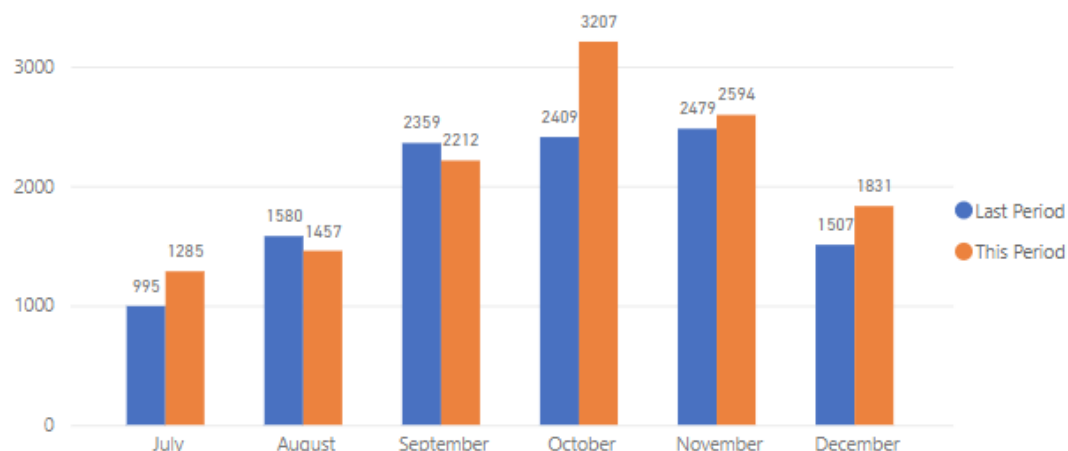
Incidents Logged Yearly Comparison July - December



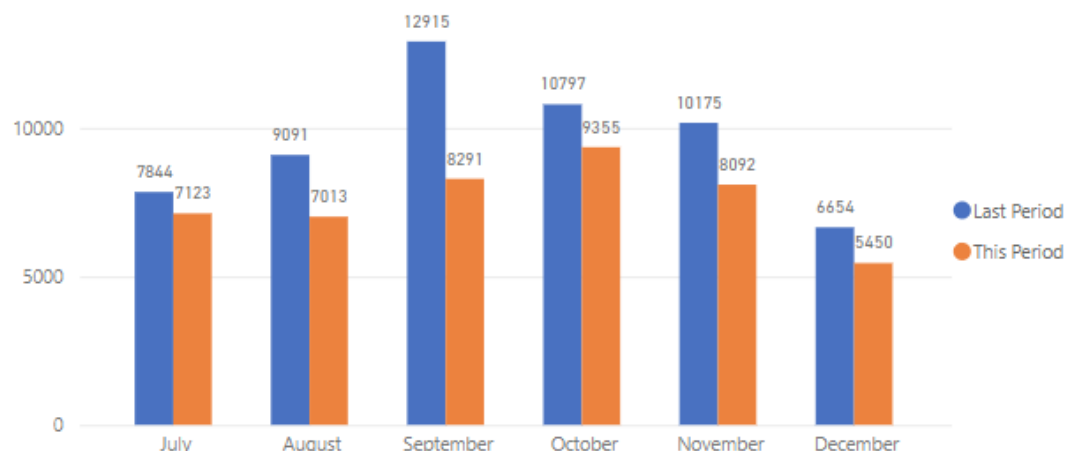
Requests Logged Yearly Comparison July - December



Incidents Resolved Yearly Comparison July - December



Requests Resolved Yearly Comparison July - December



Service Desk Performance - December 2023

Measure	Target	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Trend
Received Phone Calls	-	1161	1188	2245	1653	1156	787	↓
Average Wait Time	25s	20s	16s	35s	27s	16s	15s	↓
Abandon Rate (Calls)	5%	11.9%	7.8%	15.4%	2.7%	3.1%	3.8%	↑
FTF (First Time Fix)	75%	75%	80%	86%	75%	69%	78%	↑
FLF (First Line Fix)	75%	59%	56%	53%	41%	39%	40%	↑

ITS Ticket Volume	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Trend
Telephone	387	484	844	926	825	428	↓
Email	2530	2945	3274	4842	3508	2385	↓
In Person	386	487	1460	935	478	319	↓
Self Service	3637	3253	2974	2872	2883	2116	↓
Live Chat	1163	1530	2296	2561	2018	1143	↓

Other ITS KPI's December 2023

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	90%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	%	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	14 Days	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	Days	KPI-01-Student Satisfaction
Request to add specific software to managed devices (3 way process: Procurement, Testing and Deployment)	15 Business Days	12 Days	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	12 Minute Response Target (20 minute Resolution Target)	35%*	KPI-01-Student Satisfaction
Service Availability			KPI-01-Student Satisfaction
Gold (Top 10 Services e.g QMplus, SITS)	99.50%	99.94%	
All Gold Services (e.g. MyHR, Echo360/Q-Review)	99.50%	99.86%	
Silver (e.g ArcGis, Armis, Cohort)	90%	100%	
Bronze (e.g GitHub, DMS)	80%	100%	

*Based on reportable tickets

Customer Satisfaction - December 2023

Customer Feedback

This month we received 601 responses providing feedback on incidents and requests logged through the Service Desk –

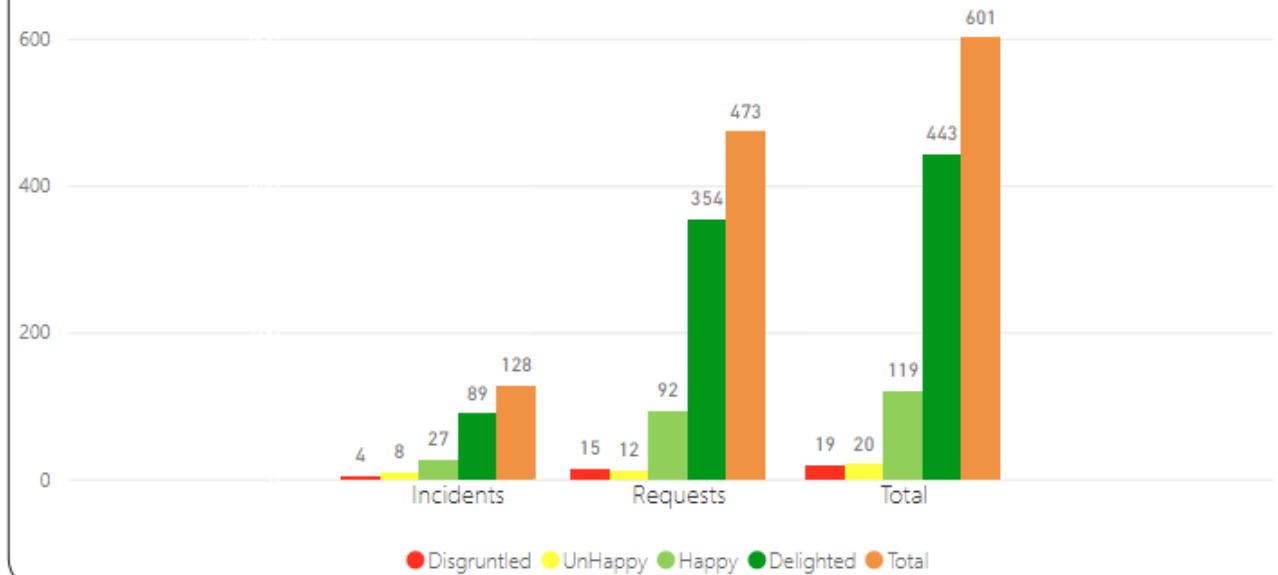
Happy and Delighted Responses Incidents **91%**

Happy and Delighted Responses Service Requests **94%**

Total Satisfaction **94%**

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown

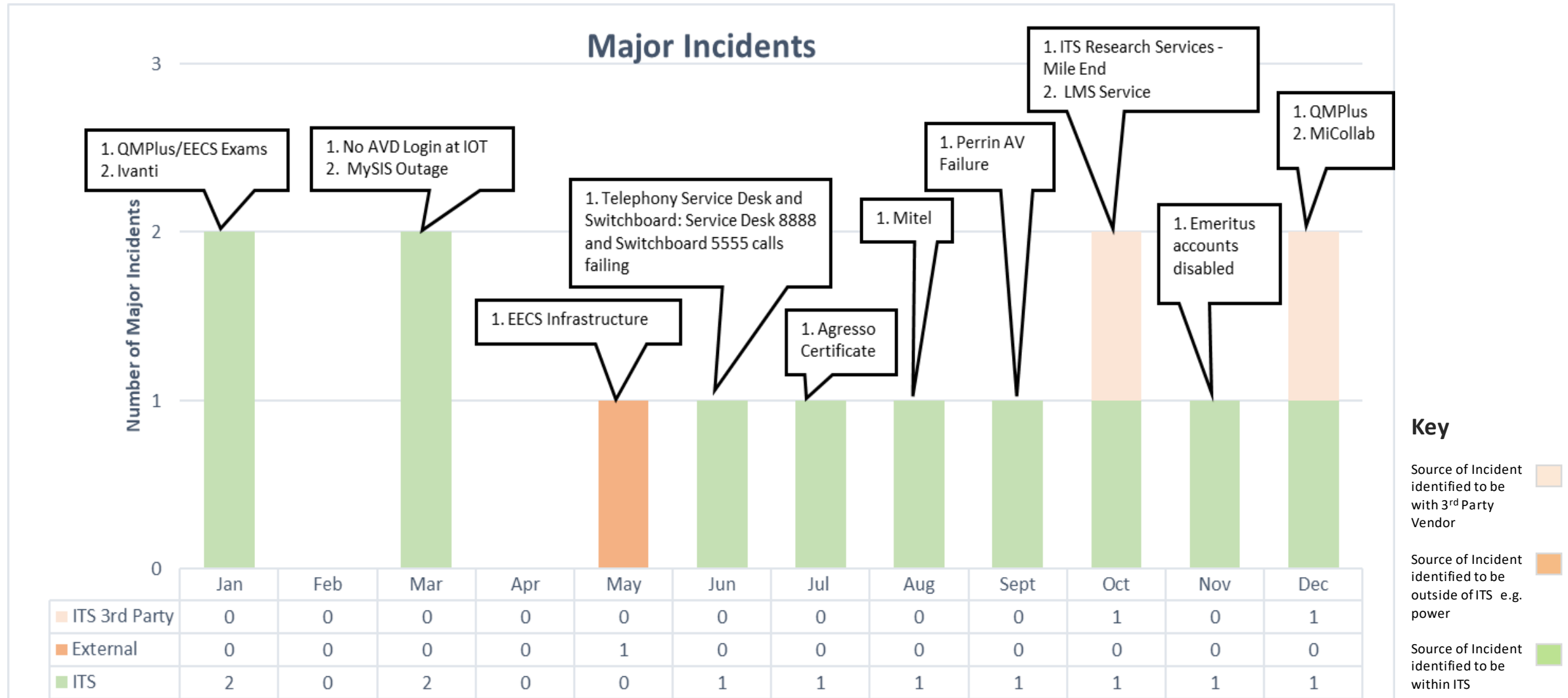


Feedback this month

Most common Positives and most common Negatives quotes

- My problem was solved within a few minutes. The service was excellent and fast!
- VERY satisfied! Thank you.
- Sahara was fantastic and even postponed her lunch break to deal with my problem earlier than booked for.
- I could not solve the problem, and no one was able to help me in a face-to-face meeting.
- No, it is not resolved, I have been chasing but have not been given access or received a response – DO NOT CLOSE TICKET.
- I am unhappy and disappointed with the service provided. My request for help was not treated with any apparent sense of urgency and I was left waiting days for any response.

Major Incidents January 2023 – December 2023



Major Incidents July 2023 – December 2023

MI No.	Date	Duration	Service Affected – Impact	Status
259639	8 th Aug 2023 13:32	1hr 12mins	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
261768	Thurs 14 th Sept 2023 17:57	20mins	AV Equipment: Audio inoperative for remote Zoom participants in Perrin LT. Action: Replaced PC and ITS have completed full set of tests. AV supplier has been booked to complete further checks on the AV equipment and cabling. RCA: Root cause is unknown. The room PC has been replaced. There have been no further reports of this issue. Scripting / profile reset option are being looked at by Client Devices.	Resolved
265281	Fri 13 th Oct 2023 11:06	1hr 17mins	ITS Research Services - Mile End: Mile End Campus unable to access ITS Research Services. Action: Network team recreated Dell layer 2 VLAN and this resolved the issue. RCA: General maintenance of the removal of Dell Layer 3 VLAN was completed by Network Team. This also deleted Layer 2 VLAN and caused the network outage. This was an unforeseen consequence, specific to the Dell Switch. This was due to a difference in behaviour of the Dell Switch compared to the legacy Cisco Switches.	Resolved
265591	Tues 17 th Oct 2023 22:01	12hrs 44mins	LMS Service: Users unable to login to LMS Action: QMUL's service necessitated manual intervention and restart of the database service by Synergy. RCA: Alerts were not configured correctly due to a lapse by Synergy in the initial setup phase of the hosted service.	Resolved
267203	Fri 3 rd Nov 2023 16:45	4hrs 27 mins	Active Directory: Emeritus accounts disabled in Active Directory Action: Change 17859 was rolled back. Emergency Change 18205 raised for this roll back. Script created and executed to reenabled all accounts that had been disabled by this Change. RCA: The Driver went live and set the 1200 accounts to be disabled. Unfortunately, this included IT accounts of Emeritus staff who had been marked with an end date in ResourceLink but did not have an expiry date in AD.	Resolved
No ticket	Sun 17 th Dec 2023 09:00	4hrs 30 mins	MiCollab: Users unable to connect to MiCollab Action: Failover manually from ADS-DOM-02 to ADS-DOM-04 and increased the processor memory, which resolved the issue. RCA: This issue was due to an authentication error in relation to the domain controller ADS-DOM-03. There was no database corruption on MiTel controller. MiTel cannot failover the authentication from ADS-DOM-03 to ADS-DOM-01 automatically.	Resolved
270538	Sat 16 th Dec 2023 04:27	4hrs 44 mins	QMPlus: Complete loss of service to QMPlus for all users Action: Catalyst successfully purged all keys, restoring site functionality. Suggest to reverse engineering the named hash for further analysis. Catalyst are implementing a change to the way that the REDIS cache is managed to prevent re-occurrence. RCA: The incident occurred because a specific data storage key became too large (exceeding 9GB in size), causing a memory problem. Further investigation is currently ongoing to gain a complete understanding of the problem.	Resolved

High Priority Incidents July 2023 - December 2023

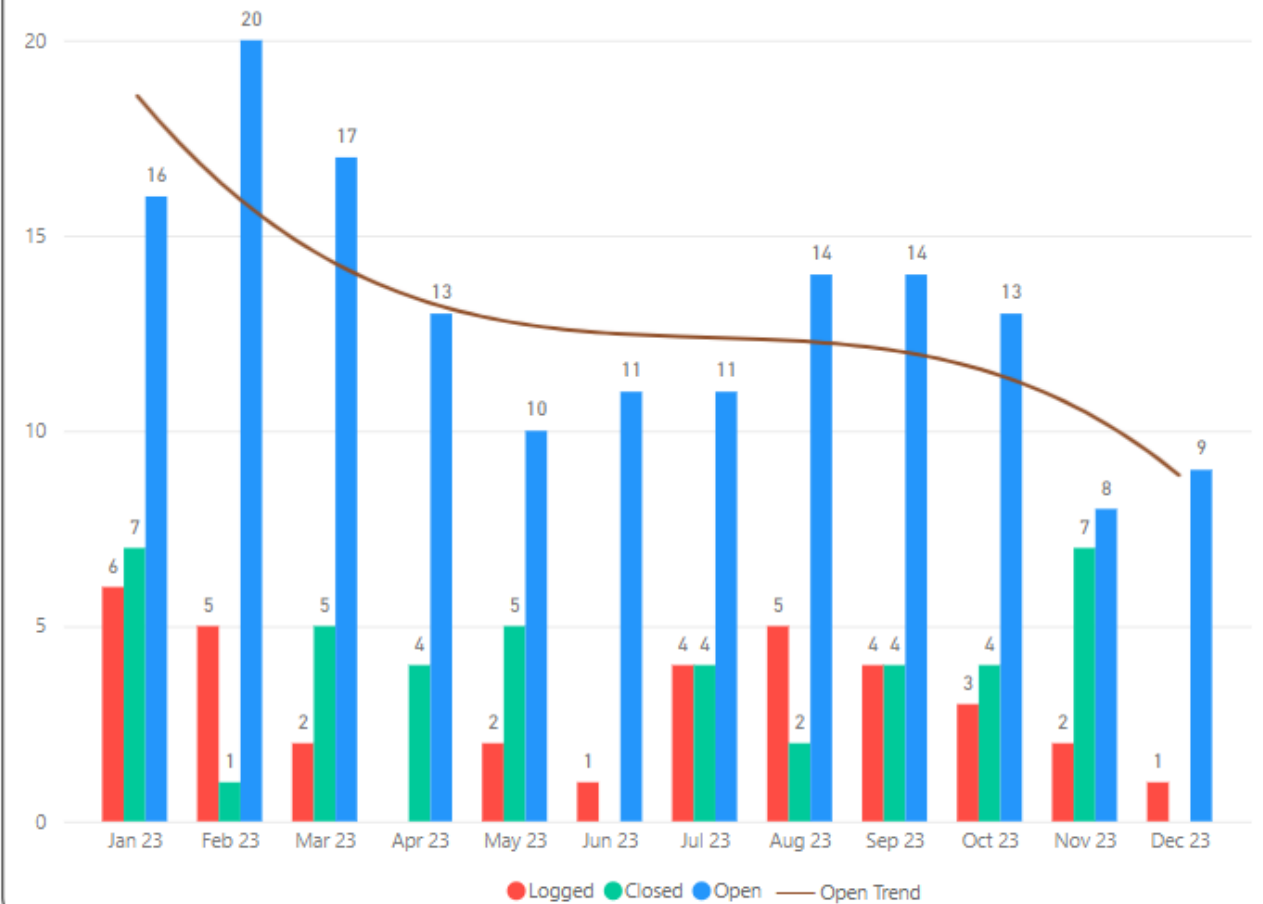
HPI Number	Date	Duration	Service Affected – Impact	Status
258545	Fri 14 th July 2023 06:52	2hrs 46 mins	Agresso: Security Certificate Error when logging into Agresso. Warning message is displayed advising that “Your connection isn’t private” Cause: Agresso certificate not updated. OV certificates take 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.	Resolved
260544	Tue 29 th Aug 2023 08:00	2hrs 2m	MyHR: Some users reported “sign-in” message pop-up and unable to login. Action: Restart of the server	Resolved
261826	Sun 17 th Sept 2023 08:35	5hrs 8 mins	IDcheck: Users receiving a blue screen when IDcheck attempting to authenticate. Affecting multiple applications. Action: Rebuilding CA (certification Authority) store on the two IDCheck2 servers idc-srv-002 and idc-srv-502 and restarting the Apache service on both servers. RCA: Awaiting further analysis/update from Software Engineering team, lessons learnt and actions to follow.	Resolved
262514	Tues 24 th Sept 2023 12:21	5hrs 2 mins	MyHR: Users receiving prompt when attempting to login to MyHR Action: Restart services on hrs-app-003 & 004 RCA: Awaiting further analysis/update from Applications Support team, lessons learnt and actions to follow.	Resolved
269150	Tues 21 st Nov 2023 13:24	6 days, 22hrs 36 mins	Agresso: Unable to log into Agresso from outside of the QM network Action: “azu-prx-003.QM.DS.QMUL.ac.uk” Proxy server to “Default” proxy group and then back to “QMUL DC1” proxy group. RCA: Unknown. Problem ticket to be opened for root cause analysis.	Resolved

Problem Management December 2023

Breakdown by Resolver Group



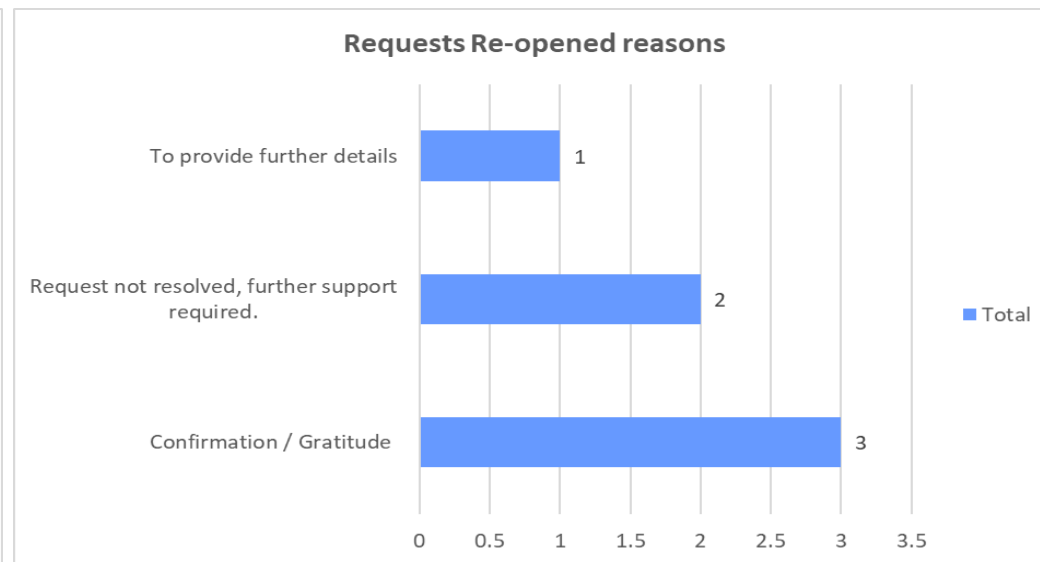
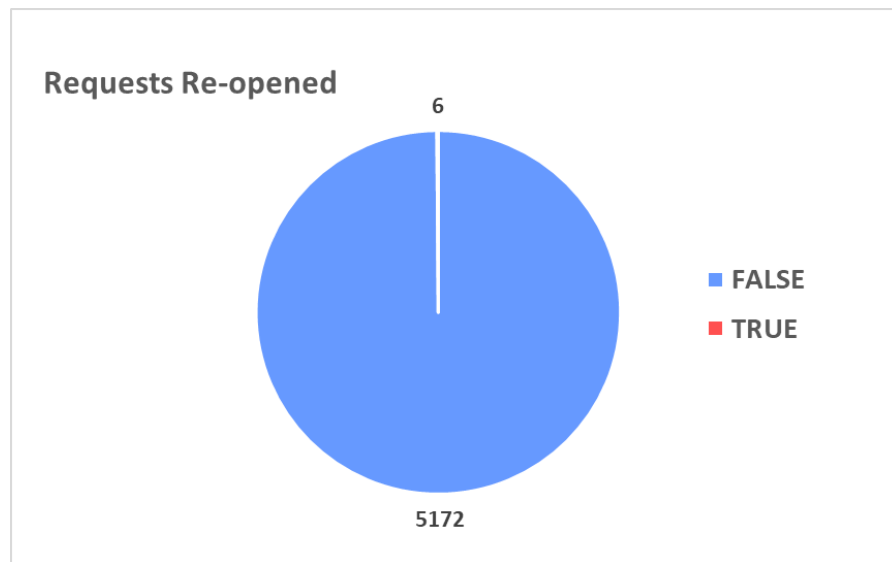
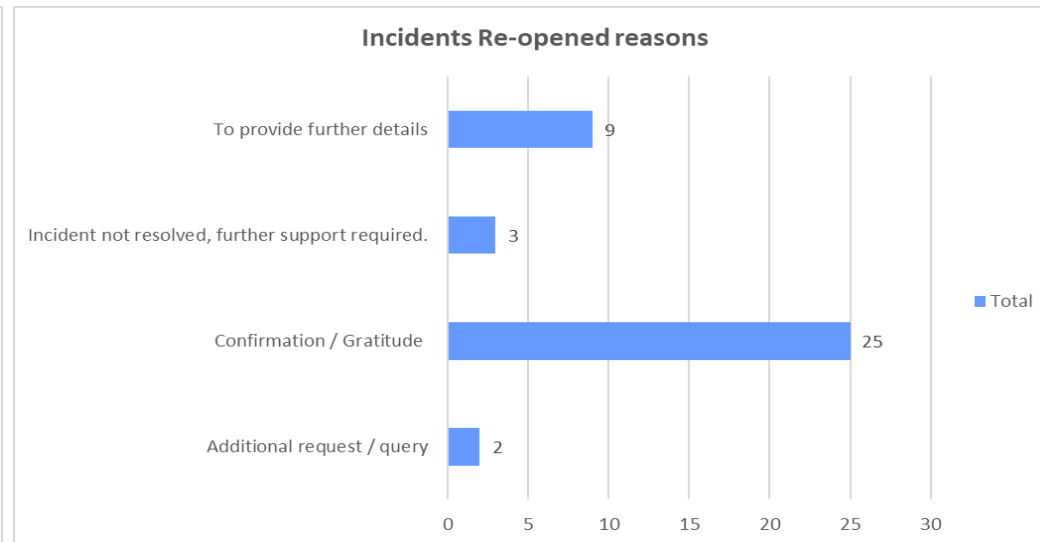
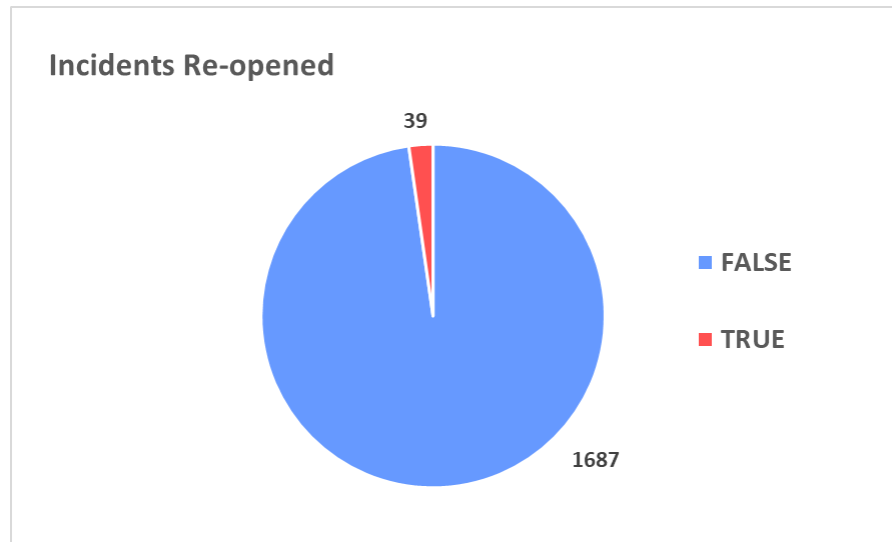
Problem Tickets History



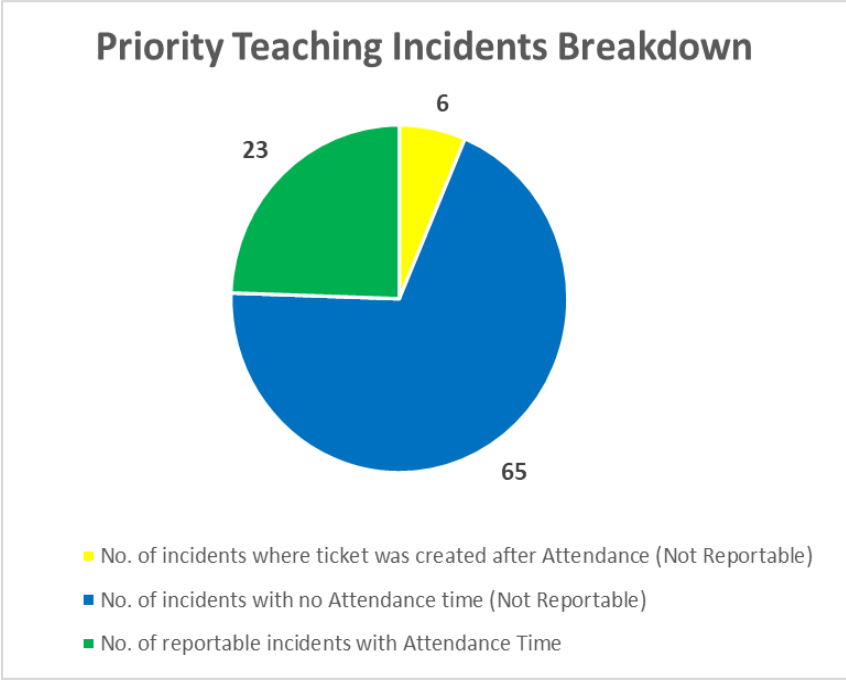
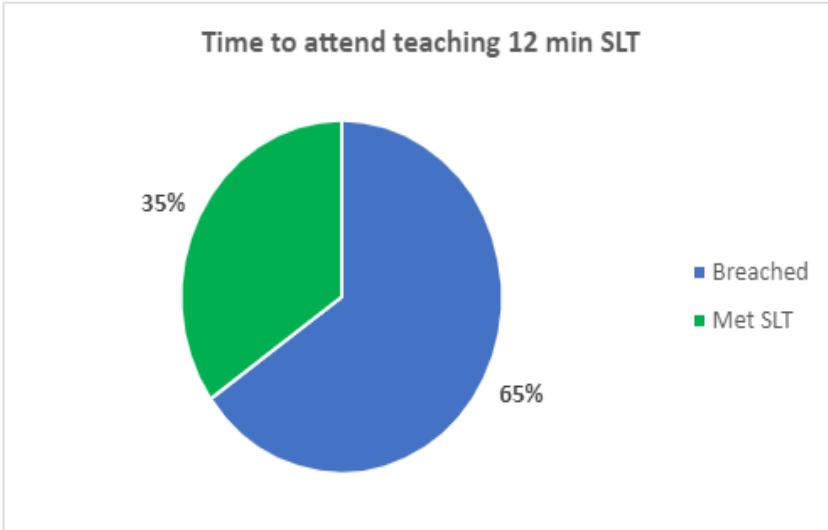
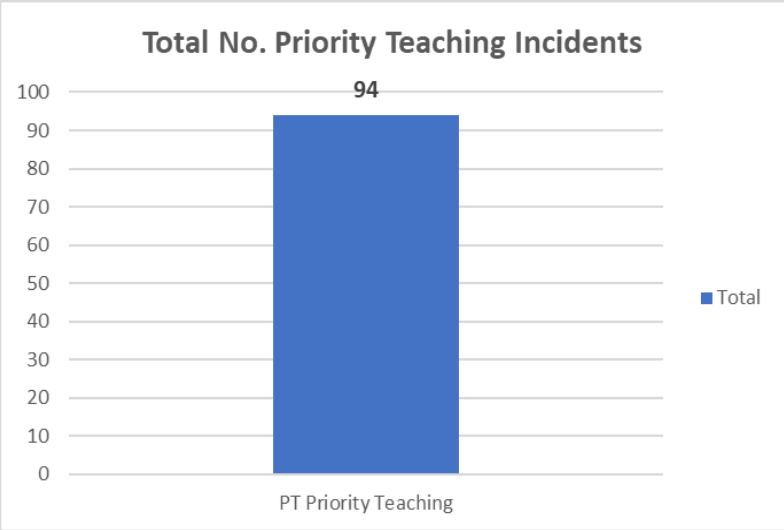
Problem Management December 2023

Problem Reference	Summary	Currently Assigned Group
426	Intermittent issues with Agresso Web login (https://agresso-web.qmul.ac.uk/BusinessWorld/Login)	ITS Infrastructure Software
425	CLN-MS & CLN-RS - . Cannot use Forticlient VPN	ITS Service Management
424	Course Completion Notification Emails	ITS Learning Applications Development
423	Microphone is not working reliably in Rm 2.17 in Dept W	ITS Security
421	Yealink connectivity issue	ITS AV Design
413	Network / Forticlient - Loss of network access - Forticlient not auto-connecting to VPN	ITS Service Management
412	Browser Extensions stopped working	ITS Client Devices
407	Missing Emails in Resource Link	ITS Service Management
395	Error messages in SID helpdesk	ITS Corporate Systems - Student Systems

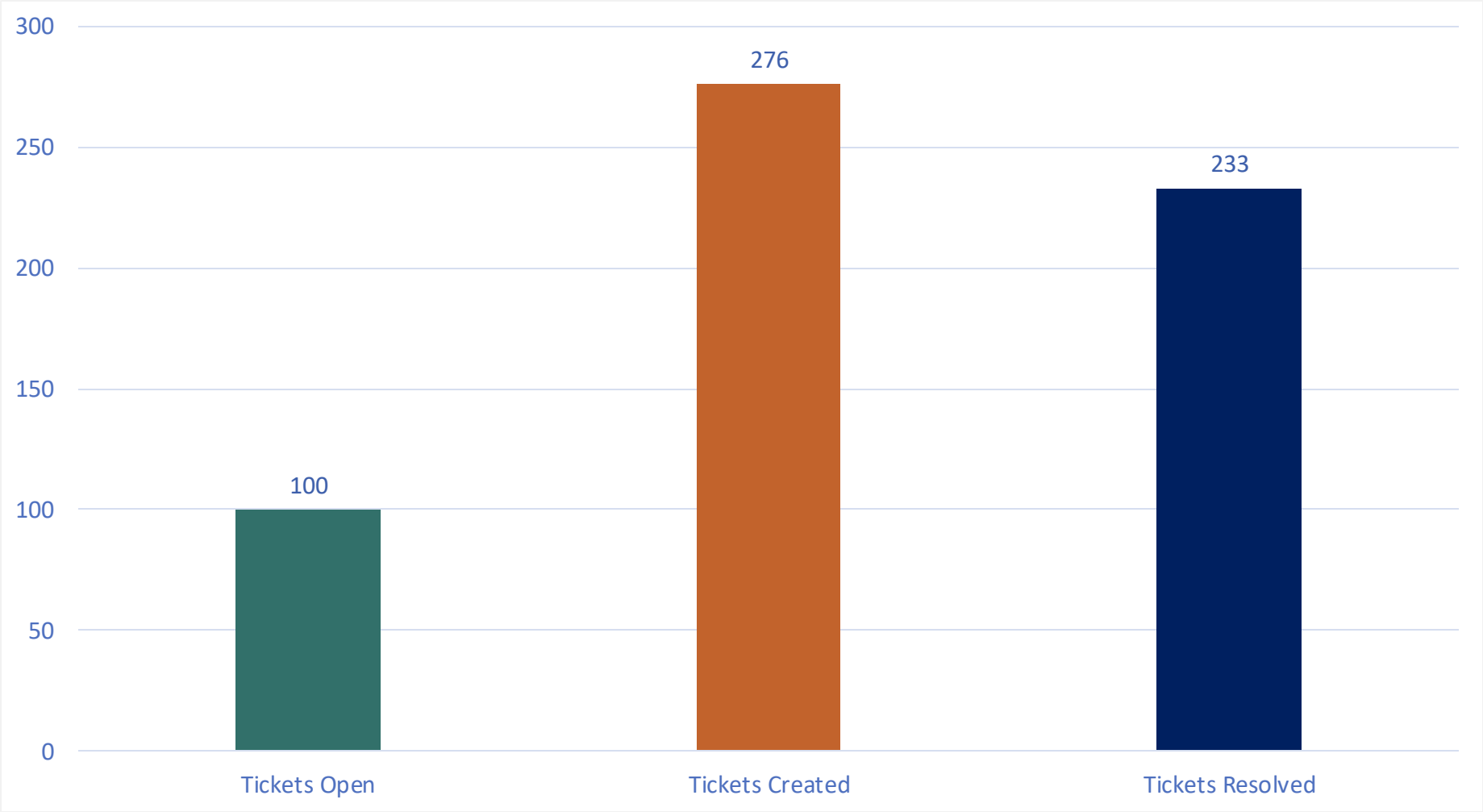
Re-opened Tickets December 2023



Priority Teaching Incidents – December 2023



Research Tickets December 2023





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