Queen Mary
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IT Services June 2023

Monthly KPI Report

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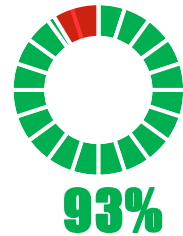Problem Management

Re-opened Tickets

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Executive Summary – June 2023

High Impact/Major Incidents June 2023

Telephony Service Desk and Switchboard: Service Desk 8888 and Switchboard 5555 calls failing. Observed on 2 consecutive dates.
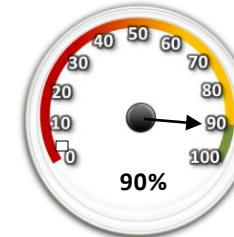
Customer Satisfaction

93%

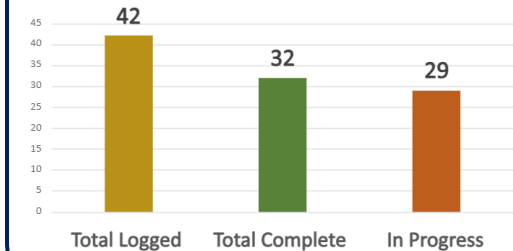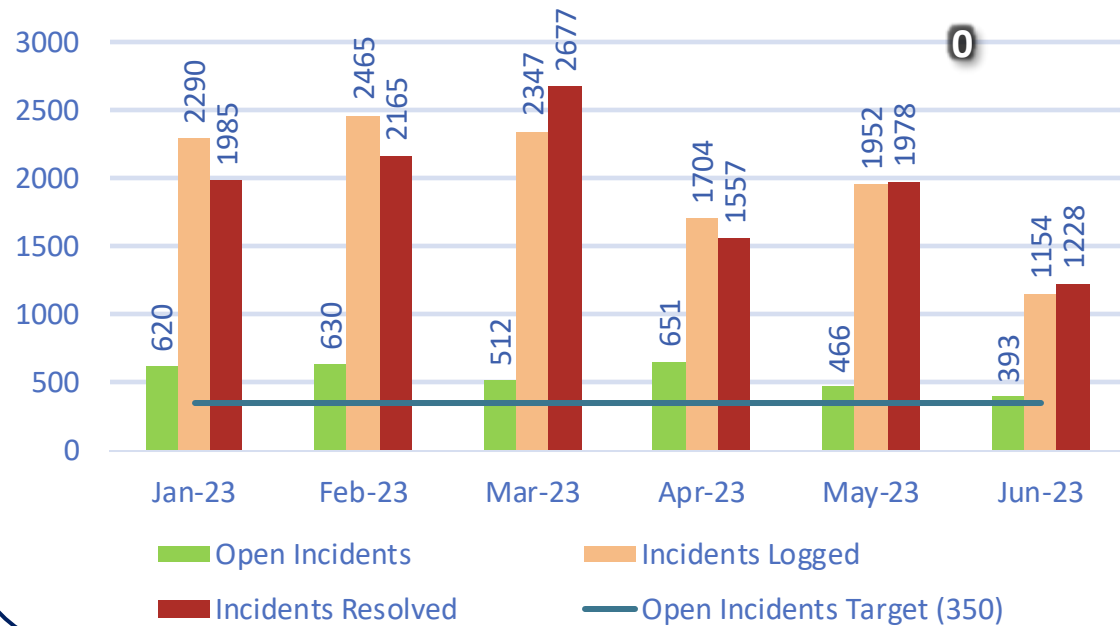### Incidents and Service Requests

All ticket Average SLA Met

Incidents — 82%

Top 5 Requests — 90%

ITS Escalations June 2023

Total Logged	Total Complete	In Progress
42	32	29

Incidents

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Open Incidents	620	630	512	651	466	393
Incidents Logged	2290	2465	2347	1704	1952	1154
Incidents Resolved	1985	2165	2677	1557	1978	1228

0

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

Requests

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Open Requests	1893	1983	1689	1787	1832	1818
Requests Logged	8560	7797	7924	5756	6263	6701
Requests Resolved	7897	7508	7964	5569	6017	6717

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

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ITS Service KPI's June 2023

Request Category (Top 5 for June 2023)	Overall % June Requests	Achieved Target within SLT 90%	Actuals
Finance Applications	18.72%	83.68%	⬇
Accounts/Permissions	15.22%	84.51%	⬇
Software	9.31%	93%	⬆
Network	8.27%	93.81%	⬆
Audio Visual	6.11%	92.64%	⬆

Service and SLA	Achieved Target		Actuals
Service Requests resolved within SLT 90%	87%		⬇

Service and SLA	Achieved Target	No. of Incidents	Actuals
Incidents resolved within SLT 90% (P1-P5 Average)	82%	1228	⬇
P1 – 4 Hours	100%	1	⬆
P2 – 1 Business Day	67%	25	⬇
P3 – 3 Business Days	74%	1104	⬇
P4 – 5 Business Days	95%	7	⬆
P5 – 20 Business Days	100%	1	⬆
PT – 4 Hours	58%	90	⬇
Average Wait Time **25 sec**	27s		⬆
First Time Fix Rate **75%**	77%		⬆
Customer Satisfaction **>90%**	93%		⬆

P# = Ticket Priority

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Met or Exceeded Target ⬆
Below Agreed Target ⬇

Service Desk Performance June 2023

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

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

Other ITS KPI's June 2023

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	82%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100% 10 queries	KPI-01-Student Satisfaction
New Laptop Provision request (In Stock Standard Item)	5 Business Days	5 days	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	1 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)	12 Minutes (20 Minute Target)	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%	99.97% 100% 100% 100%	KPI-01-Student Satisfaction

Customer Satisfaction June 2023

Customer Feedback

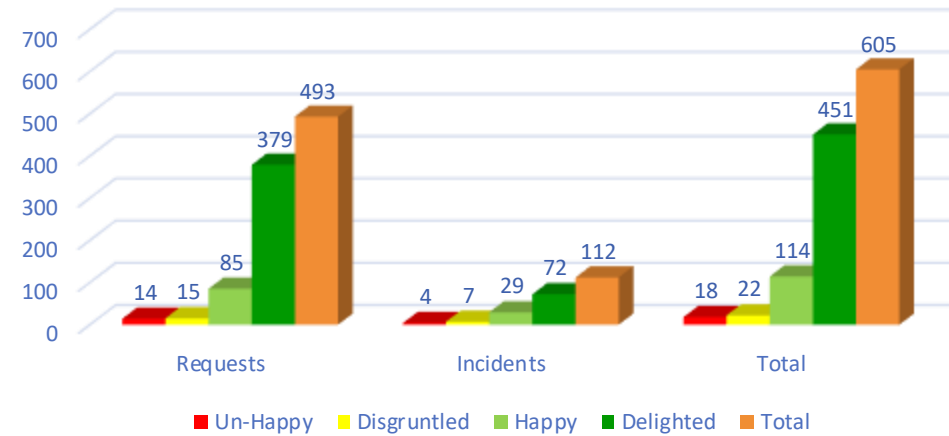This month we received 538 responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 90%
Happy and Delighted Responses Service Requests 94%
Total Satisfaction 93%

Un-Happy Disgruntled Happy Delighted

Customer Satisfaction Breakdown

Feedback this month
Most common Positives and most common Negatives quotes

- Thanks Rob for your help. Highly appreciated.
- Christum is an asset to the IT service - he is very knowledgeable, professional, patient, pleasant, helpful, and calm regardless of the issue and even when it is something I have needed assist
- Thank you Anika, Daniele is very appreciative also!

- Resolution without solution. You did nothing and then resolved the ticket, as always. I still don't have my laptop.
- This has not yet been solved. The person I spoke to was unable to solve the problem and I have contacted Warwick IT who might be able to help.
- Ticket was closed without being resolved and I was not informed that nothing had been done.

Major Incidents Jun 2022 – June 2023

Major Incidents Jan 2023 – June 2023

MI No.	Date	Duration	Service Affected – Impact	Status
246307	Thurs 5th January 2023 11:09	3hrs 31m	**Qmplus/EECS Exams –** EECS Students unable to access Exams **Cause:** EECS Exam page shows the student the available exams based on the date & time, and on the ID of the student (for each of the 46 exams). Last year the page selected exams based on date & time, and then on student ID, this year they were reversed. The result was that the database tables of students and modules were generating thousands of queries at the same time. **Action:** EECS simplified the Exams page, very significantly reducing the number of database queries.	Resolved
247537	Mon 23rd January 2023 12:41	3hrs 9m	**Ivanti –** Performance intermittent and running slowly. Timeout errors/no content errors/server errors returned. **Cause:** Issue with Ivanti SQL Server – SQL-GEN-13. **Action:** Restart of Ivanti webservers and SQL Server to try free up SQL Server. Physical restart of Ivanti SQL Server SQL-GEN-13.	Resolved
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

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High Priority Incidents Jan 2023 - June 2023

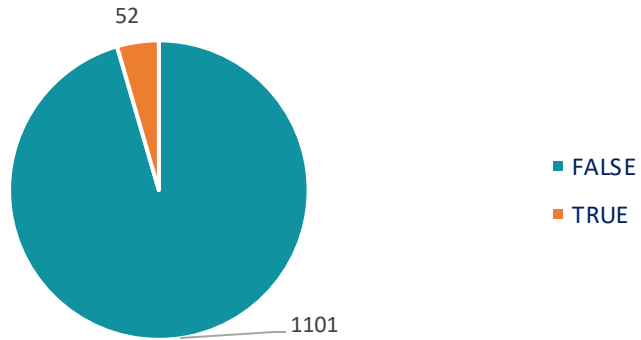| HPI Number	Date	Duration	Service Affected – Impact	Status
246389	6th January 2023 12:47 and 13:03	5 days from files being deleted to full restoration	**SharePoint** – SharePoint Document Library accidentally deleted. **Cause:** Staff member in Finance deleted a synched SharePoint document library to free-up space on her laptop. **Action**: Microsoft Support ticket raised to stop deletion process and restore the files.	Resolved
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

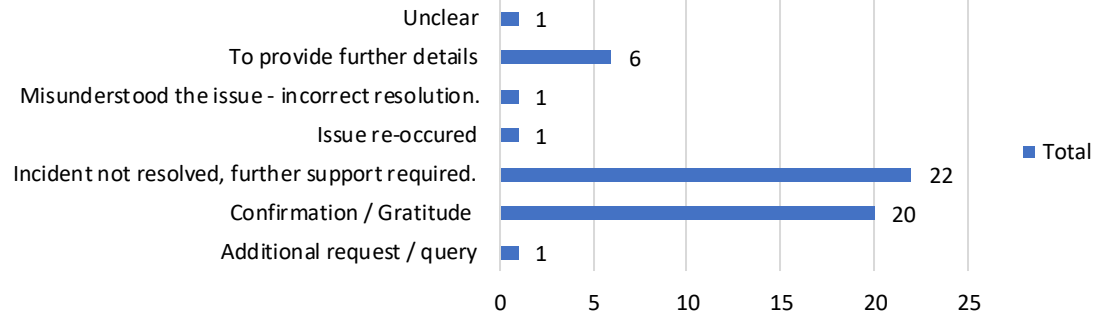# Problem Management June 2023
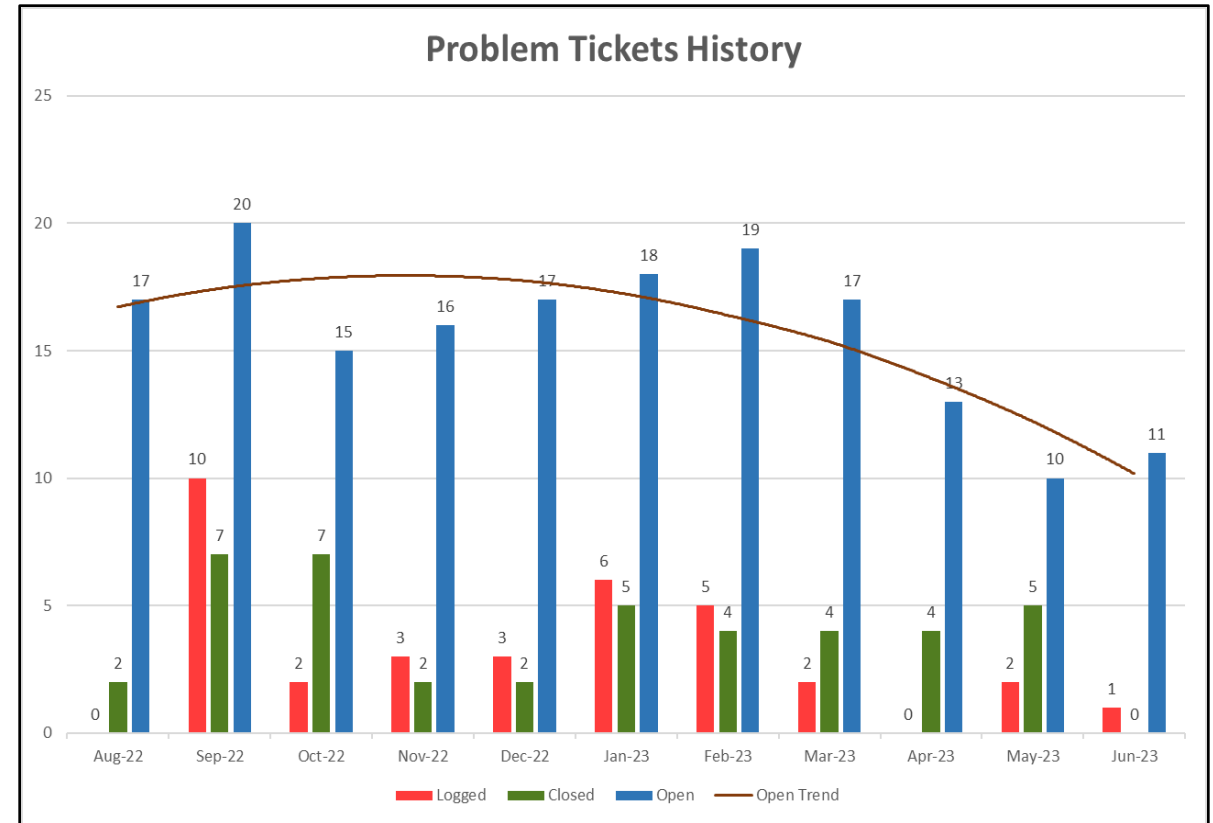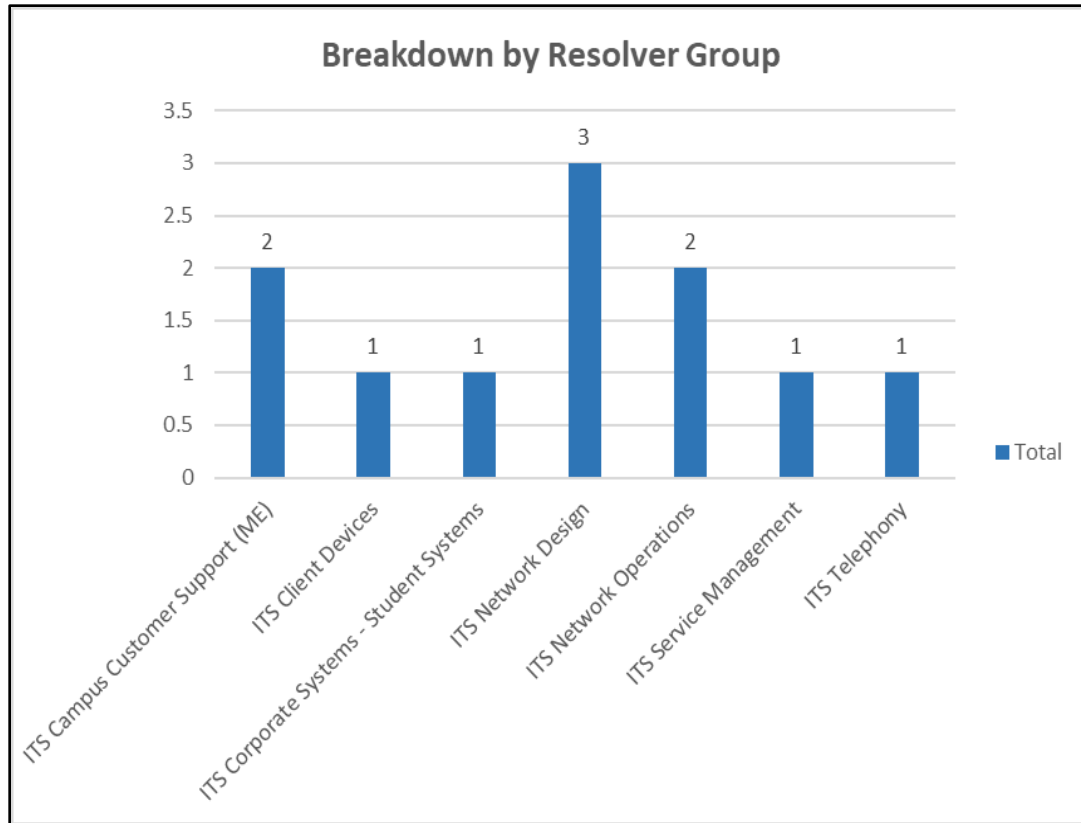
Problem Management June 2023

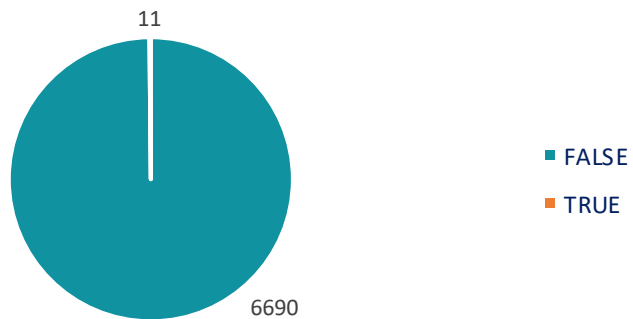| Problem Reference	Summary	Currently Assigned Group
407	Missing Emails in Resource Link	ITS Service Management
406	Build setup/configuration issue	ITS Campus Customer Support (ME)
405	Arts 1 - wired connection points not working	ITS Campus Customer Support (ME)
398	Dept W 2nd floor LAN (ethernet) connection intermittently dropping out on multiple desks	ITS Client Devices
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 Fortidient scan occuring. Excluding the location of the flagged files is not working as documented by Fortinet.	ITS Network Design
393	Microsoft Defender Antivirus and ForitClient 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
386	Unable to login to QMplus, connected to P1 incident INC/242475 on 03/11/2022 at 8pm	ITS Service Management
374	MiVB error - 408 Request timeout	ITS Network Operations

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