



Queen Mary
University of London

IT Services March 2023

Monthly KPI Report

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Executive Summary – March 2023

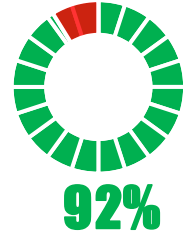
Definitions
KPI: Key Performance Indicator
MI: Major Incident
P1: Priority 1 Incident (High)

High Impact/Major Incidents March 2023

AVD: iGEL terminals unable to login to Azure Virtual Desktop at the IoT.

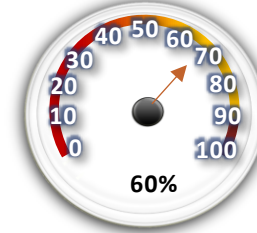
MySIS: Proxy error - server could not handle the requests. Intermittent access to the sign-in page. Error during login. Disconnecting during sessions.

Customer Satisfaction



Incidents and Service Requests

All ticket Average SLA Met

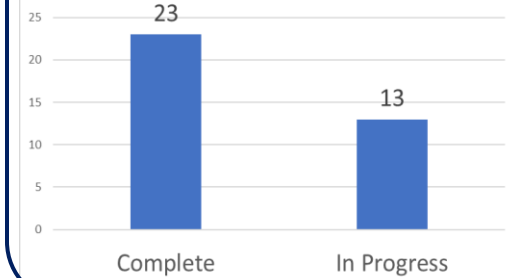


Incidents

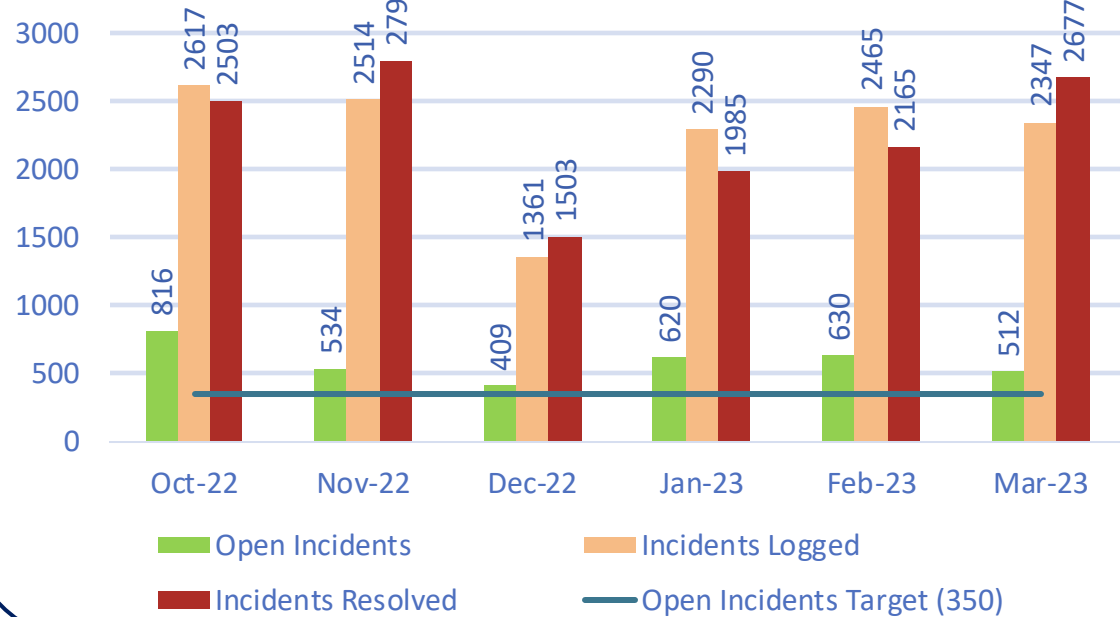


Top 5 Requests

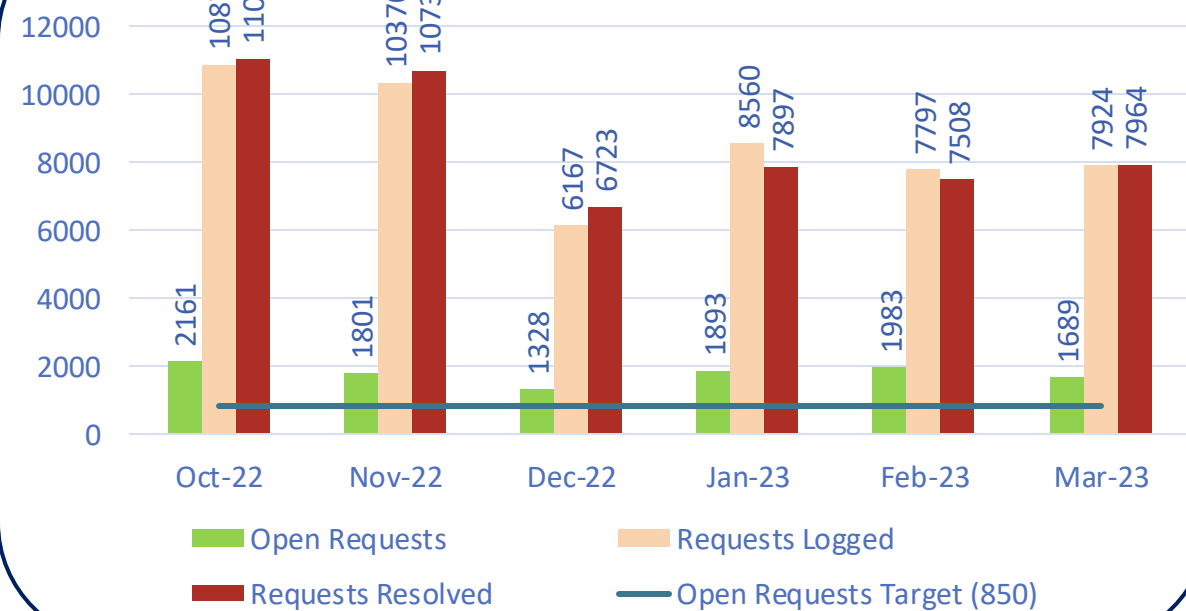
ITS Escalations - March 2023


















Incidents



Requests



ITS Service Desk KPI's March 2023

Request Category (Top 5 for March 2023)	Overall % March Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	20.3%	86.2%	
Finance Applications	11%	88.8%	
Software	9.9%	95.8%	
Other	6.1%	96.8%	
Network	6%	93.6%	
Service and SLA	Achieved Target		Actuals
Service Requests resolved within SLT 90%	92%		
Incidents resolved within SLT 90% (P1-P5 Average)	60%		
P1 – 4 Hours	0% (some Incorrect*)		
P2 – 1 Business Day	55%		
P3 – 3 Business Days	73%		
P4 – 5 Business Days	81%		
P5 - 20 Business Days	93%		
Average Wait Time 25 sec	28s		
First Time Fix Rate 75%	78%		
Customer Satisfaction >90%	92%		

P# = Ticket Priority

* Some incidents were incorrectly logged as P1 and should have been P2 or P3.

Met or Exceeded Target
Below Agreed Target



Service Desk Performance March 2023

Measure	Target	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Trend
Received Phone Calls	-	1151	1455	2613	1896	1514	764	1627	1497	1578	↑
Average Wait Time	25s	15s	20s	33s	18s	15s	19s	22s	20s	28s	↑
Abandon Rate (Calls)	5%	6.3%	8.9%	17.1%	8.8%	8.4%	6.7%	10.4%	12%	15.4%	↑
FTF (First Time Fix)	75%	85%	85%	90%	78%	70%	73%	81%	76%	78%	↑
FLF (First Line Fix)	75%	63%	59%	61%	60%	58%	55%	57%	51%	52%	↑

ITS Ticket Source	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Trend
Telephone	475	640	1060	653	548	295	570	423	573	↑
Email	2530	2583	3311	3409	2921	1690	2511	2074	2249	↑
In Person	639	724	2208	1452	725	510	735	682	758	↑
Self Service	3363	3810	4292	3712	4331	2606	3073	3050	2808	↓
Live Chat	795	1431	2351	1381	1607	862	1399	1367	1316	↓

Other ITS KPI's March 2023

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	86.4%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100 % 17 queries	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	17 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)	98%	KPI-01-Student Satisfaction
Service Availability – Gold (Top 10 Services e.g QMplus, SITS)	99.50%	99.59%	KPI-01-Student Satisfaction
Service Availability – Silver (e.g ArcGis, Armis, Cohort)	90%	100%	
Service Availability – Bronze (e.g GitHub, DMS)	80%	100%	

Customer Satisfaction March 2023

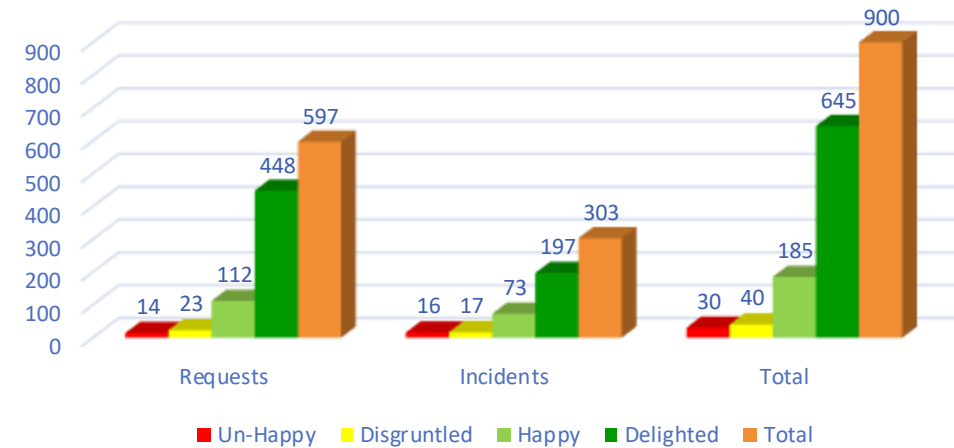
Customer Feedback

This month we received 900 responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents 89%
Happy and Delighted Responses Service Requests 94%
Total Satisfaction 92%

Delighted Happy Un-Happy Disgruntled

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives quotes

- Delighted by the customer service received by Jasmine Soyinka. She tried her best to help me and was extremely nice and helpful.
- Thanks for Abu's kind help, he helped me to replace the old broken charger. He is very nice.
- Very speedy lifesavers, thank you!
- I rated my overall experience as 'disgruntled' because I have struggled and wasted a lot of time with this ongoing problem – across two laptops – for seven weeks.
- Again not what I was asking about!!!
- Honestly, it's such a complex 'help' system, tiring and ineffective, strange automatic email responses and more, sorry but it must improve!

Major Incidents Mar 2022 – Mar 2023



Major Incidents Mar 2022 – Jan 2023

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	Thu 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

Major Incidents Mar 2022 – Mar 2023, continued

MI No.	Date	Duration	Service Affected – Impact	Status
242475	Thu 3 rd Nov 2022 19:49	1hr 57m	QMplus: Users were unable to login to QMplus. Cause: The communication link between Shibboleth and Legacy LDAP had issues. Action: There was no manual intervention. The issue resolved itself when the communication between Shibboleth and Legacy LDAP was re-established.	Resolved
243265	Tue 15 th Nov 2022 11:00	50m	VPN Gateway – Unable to access QM applications: QMplus, Agresso, MyHR, Ivanti, etc. when connected to FortiClient VPN. Cause: Memory issue on the primary FortiGate VPN Gateway at DC1. Device memory was full, and the device went into 'conserve' mode. The device was then unable to service VPN connections. Action: The primary FortiGate VPN gateway (located at DC1) was rebooted to restore connectivity over the VPN.	Resolved
243432	Tue 15 th Nov 2022 16:58	30m	Network – Network service outage due to intermittent network connectivity. Users unable to connect in to QMUL applications and resources from outside (over the Internet) and users on campus unable to connect to services on the Internet. Cause: The Internet connection at Whitechapel become unstable due to a faulty fibre cable, which caused a drop of signal power, as reported by JISC. Action: The faulty fibre cable was replaced and confirmed with JISC that the power level was now back to normal and stable.	Resolved
243837	Mon 21st Nov 2022 13:10 & 16:50	40m & 12m	QMplus – Unable to login to QMplus. Pre-logged in users were not impacted. Cause: ITS were carrying out a planned/approved Change (17237) to upgrade Active Directory Domain Controllers (from Windows Server 2012r2 to 2019) scheduled for 21/11/2022 at 12:00, which involved taking ads-dom-04 offline for maintenance, and this had an unexpected impact on IDCheck. Action: Reinstating domain controller ads-dom-04 restored the IDCheck service.	Resolved
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 web servers 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

High Priority Incidents Apr 2022 - Mar 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
238765	Mon 26 Sept 10:20	7h 40m	<p>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.</p> <p>Cause: Age of the device considered to be a factor in the failure of this device as it was nearing end of life.</p> <p>Action: Redundant device as a temporary fix. Replacement Firewall switch to be implemented.</p>	Workaround in Place
246389	6th January 2023 12:47 and 13:03	5 days from files being deleted to full restoration	<p>SharePoint – SharePoint Document Library accidentally deleted.</p> <p>Cause: Staff member in Finance deleted a synched SharePoint document library to free-up space on her laptop.</p> <p>Action: Microsoft Support ticket raised to stop deletion process and restore the files.</p>	Resolved



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