



Queen Mary
University of London

IT Services May 2023

Monthly KPI Report

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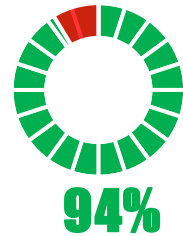
Executive Summary – May 2023

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

High Impact/Major Incidents May 2023

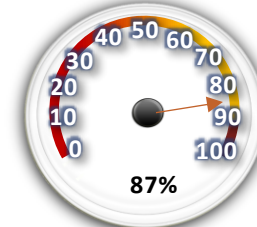
EECS Infrastructure: Files and Datasets and Configurations deleted on 12+ Servers EECS-hosted infrastructure, EECS-managed desktops and the Computational Teaching cluster (hub.comp-teach.qmul.ac.uk) are currently unavailable. This is currently supported by EECS directly and not by central ITS, therefore this has not been included in the stats within this report.

Customer Satisfaction

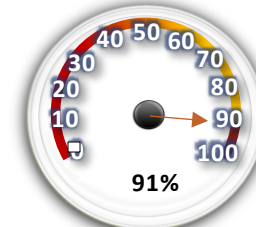


Incidents and Service Requests

All ticket Average SLA Met

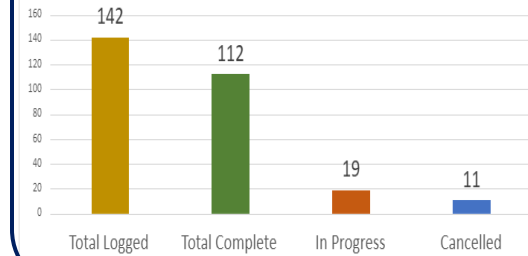


Incidents

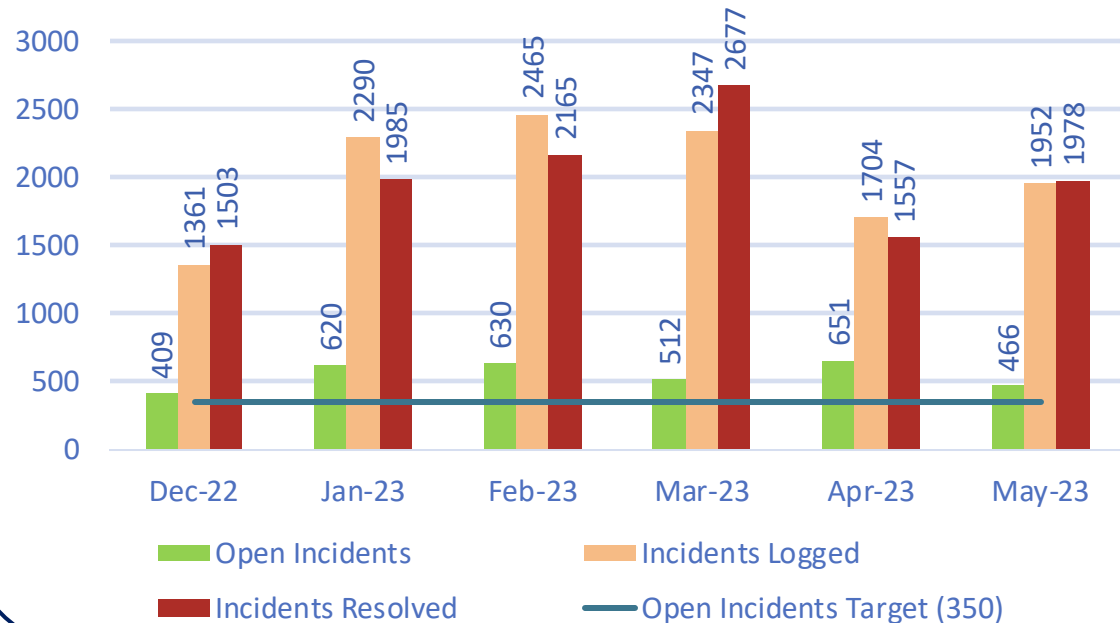


Top 5 Requests

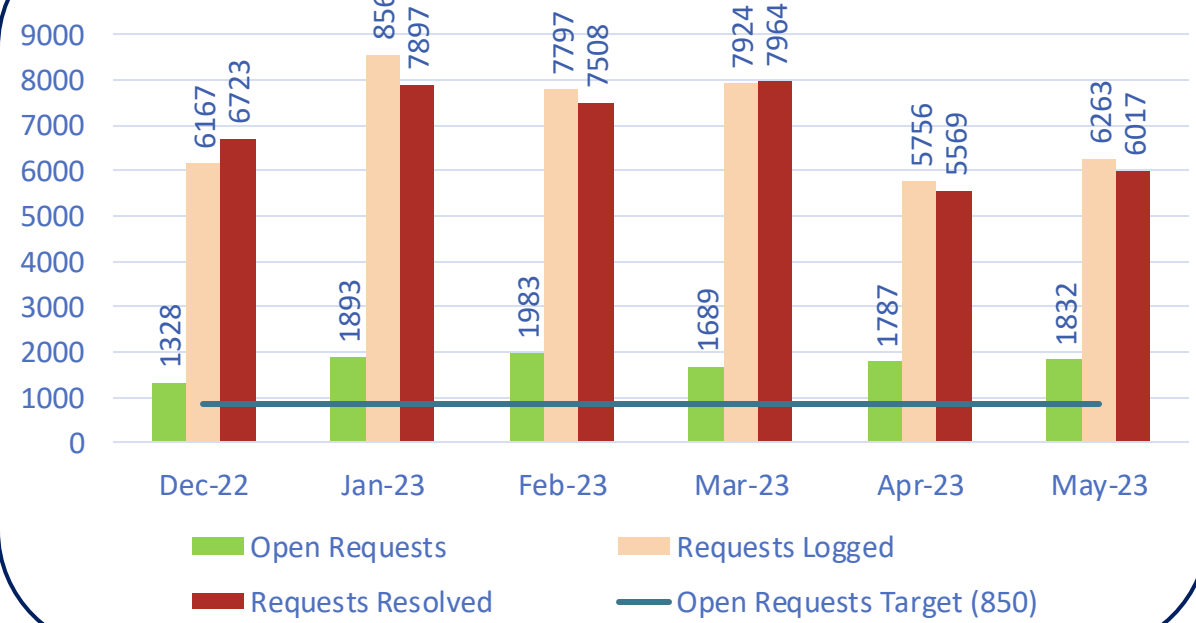
ITS Escalations Current Status


















Incidents



Requests



ITS Service KPI's May 2023

Request Category (Top 5 for May 2023)	Overall % May Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	16.7%	85.8%	
Finance Applications	15.3%	94.6%	
Software	11.4%	94.2%	
Other	6.0%	97.0%	
Network	5.6%	84.4%	
Service and SLA	Achieved Target		Actuals
Service Requests resolved within SLT 90%	88%		
Incidents resolved within SLT 90% (P1-P5 Average)	87%		
P1 – 4 Hours	100%		
P2 – 1 Business Day	67%		
P3 – 3 Business Days	74%		
P4 – 5 Business Days	95%		
P5 - 20 Business Days	100%		
Average Wait Time 25 sec	18s		
First Time Fix Rate 75%	85%		
Customer Satisfaction >90%	94%		

P# = Ticket Priority

Met or Exceeded Target
Below Agreed Target



Service Desk Performance May 2023

Measure	Target	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Trend
Received Phone Calls	-	2613	1896	1514	764	1627	1497	1578	1144	1115	↓
Average Wait Time	25s	33s	18s	15s	19s	22s	20s	28s	27s	18s	↓
Abandon Rate (Calls)	5%	17.1%	8.8%	8.4%	6.7%	10.4%	12%	15.4%	14.3%	9.8%	↓
FTF (First Time Fix)	75%	90%	78%	70%	73%	81%	76%	78%	84%	85%	↑
FLF (First Line Fix)	75%	61%	60%	58%	55%	57%	51%	52%	51%	49%	↓

ITS Ticket Source	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Trend
Telephone	1060	653	548	295	570	423	573	520	391	↓
Email	3311	3409	2921	1690	2511	2074	2249	1736	1827	↑
In Person	2208	1452	725	510	735	682	758	552	532	↓
Self Service	4292	3712	4331	2606	3073	3050	2808	1873	2405	↑
Live Chat	2351	1381	1607	862	1399	1367	1316	925	951	↑

Other ITS KPI's May 2023

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	87%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100% 13 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)	99.50%	100%	KPI-01-Student Satisfaction
Service Availability – All Gold Services (e.g. MyHR, Echo360/Q-Review)	99.5%	100%	
Service Availability – Silver (e.g ArcGis, Armis, Cohort)	90%	100%	
Service Availability – Bronze (e.g GitHub, DMS)	80%	100%	

* EECS Infrastructure Incident: As this is managed by EECS (i.e. not under ITS support), therefore not included in the reporting percentages

Customer Satisfaction May 2023

Customer Feedback

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

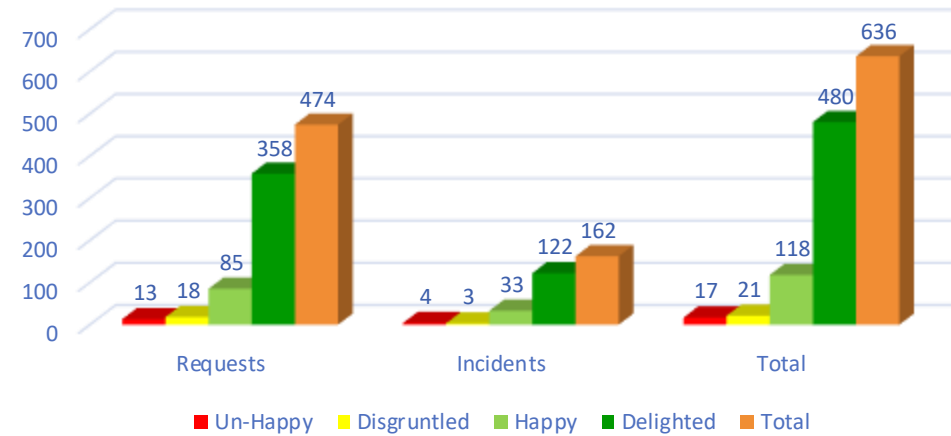
Happy and Delighted Responses Incidents 96%

Happy and Delighted Responses Service Requests 93%

Total Satisfaction 94%

Un-Happy Disgruntled Happy Delighted

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives quotes

- Thank you for dealing with this so quickly.
- Really quick and effective.
- Fantastic service.
- It looks like this ticket was closed, but the issue remains.
- The issue was resolved through my own efforts.
- This has not yet been resolved.

Major Incidents Jun 2022 – May 2023



Major Incidents Sep 2022 – May 2023

MI No.	Date	Duration	Service Affected – Impact	Status
N/A	Thu 22nd 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
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

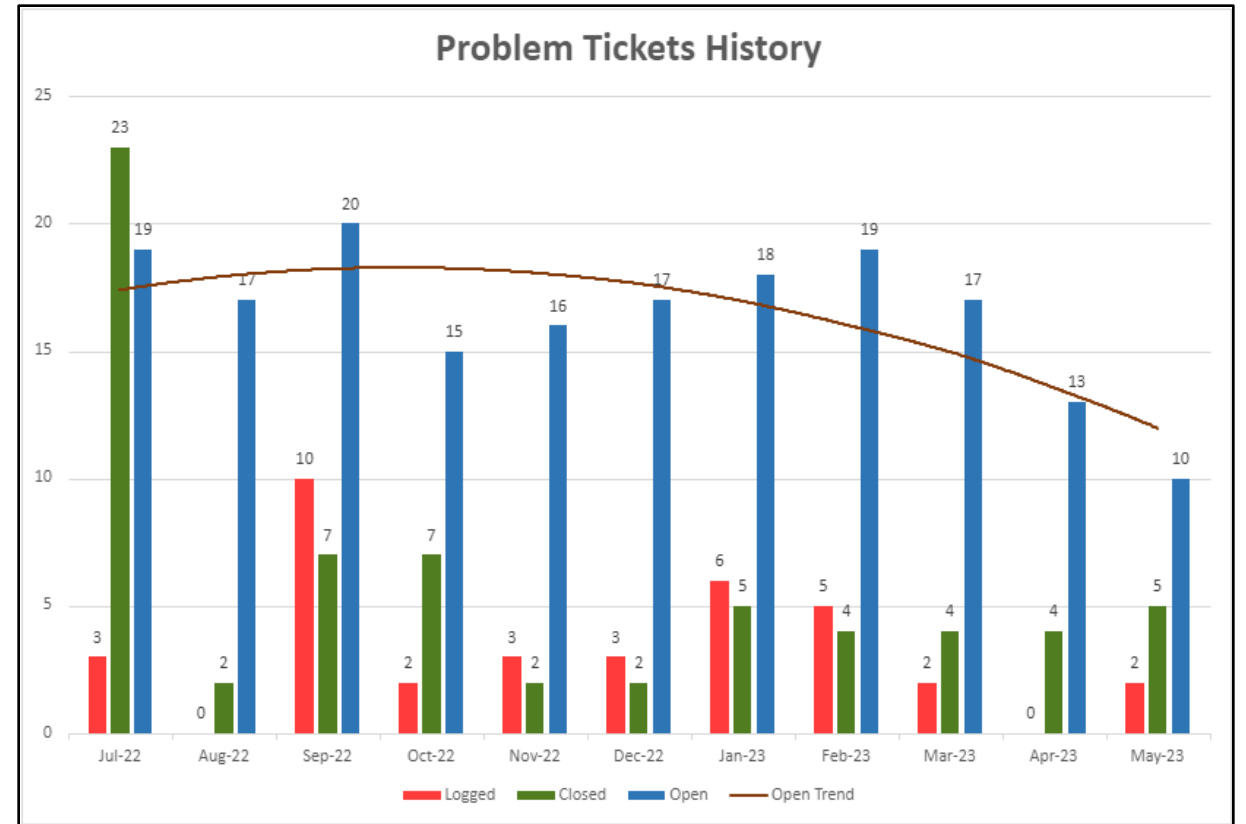
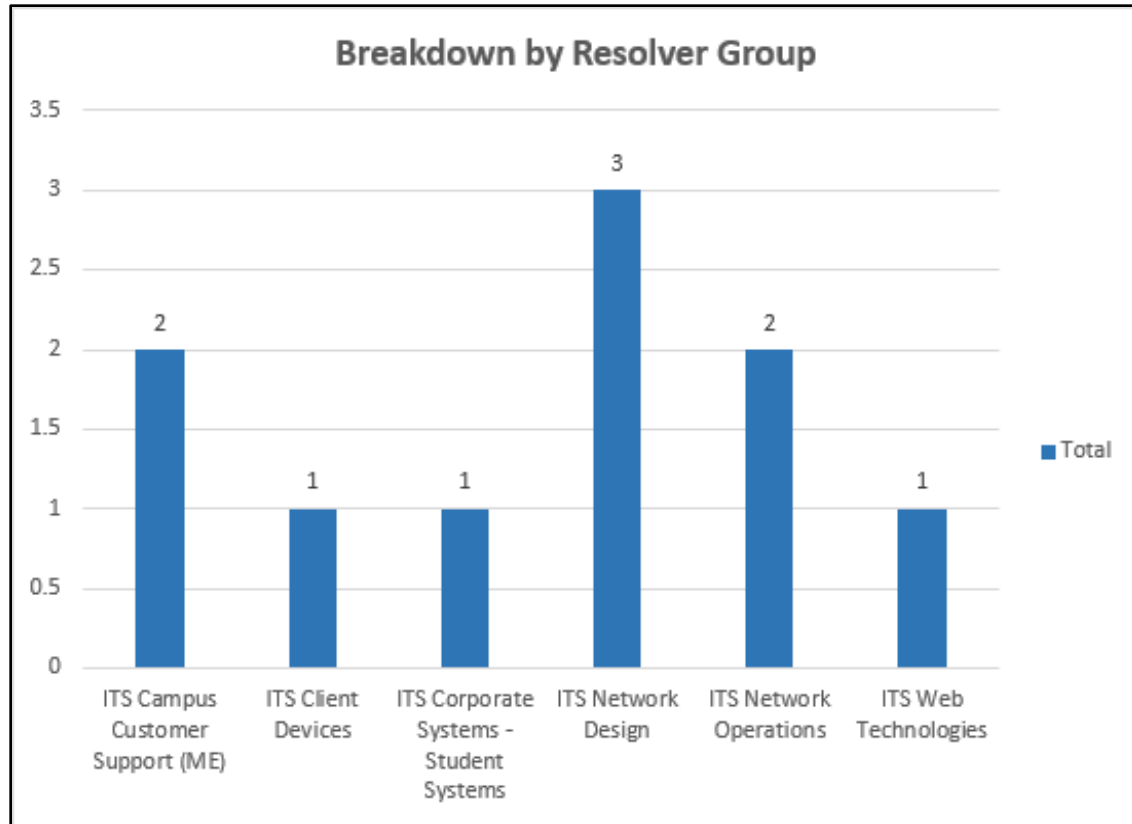
Major Incidents Sep 2022 – May 2023, continued

MI No.	Date	Duration	Service Affected – Impact	Status
251642	Mon 13th March 2023 09:34	6hrs 32m	<p>AVD: iGEL terminals unable to login to Azure Virtual Desktop at the IoT</p> <p>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.</p> <p>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.</p>	Resolved
251661	Mon 13th March 2023 08:55	30hrs 20m	<p>MySIS: Proxy error - server could not handle the requests. Intermittent access to the sign-in page. Error during login. Disconnecting during sessions.</p> <p>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)</p> <p>Action: Tomcat configuration files amended. These configuration files had been changed during the SITS upgrade over the weekend.</p>	Resolved
255693	Sun 14th May 2023 01:06	248hrs 49m	<p>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.</p> <p>Cause: Leaver access issue.</p> <p>Action: Data recovery from backups.</p>	Resolved

High Priority Incidents Sep 2022 - May 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
238765	Mon 26 Sep 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
254298	Sat 22nd May 2023 10:22	17hrs 43m	<p>MyHR: Staff unable to access MyHR – Error 404.</p> <p>Cause: Patches were deployed to the production environment a week before servers scheduled restart.</p> <p>Action: Servers were rebooted manually to complete the patching sequence and restore functionality.</p>	Resolved

Problem Management May 2023

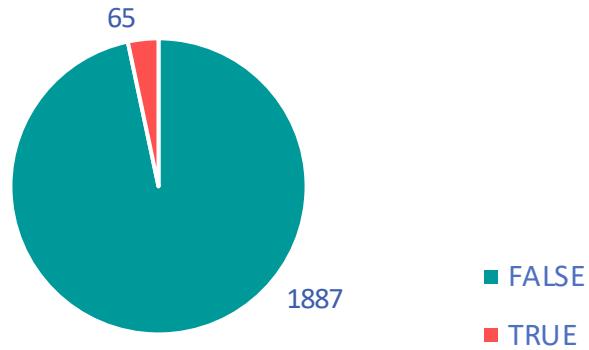


Problem Management May 2023

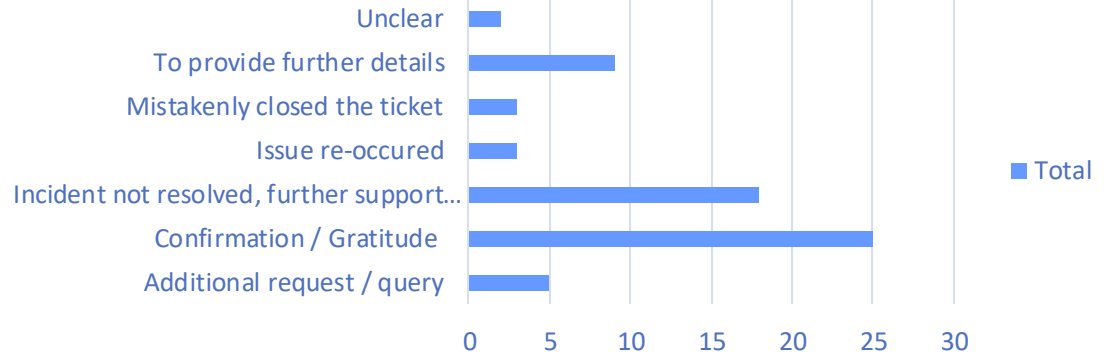
Problem Reference	Summary	Currently Assigned Group
406	Build setup/ configuration issue	ITS Campus Customer Support (ME)
405	Arts 1 - wired connection points not working	ITS Campus Customer Support (ME)
398	Dept W 2nd floor LAN (ethernet) connection intermittently dropping out on multiple desks	ITS Client 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 FortiClient scan occurring. 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
386	Unable to login to QMplus, connected to P1 incident INC/242475 on 03/11/2022 at 8pm	ITS Web Technologies
374	MiVB error - 408 Request timeout	ITS Network Operations

Re-opened Tickets May 2023

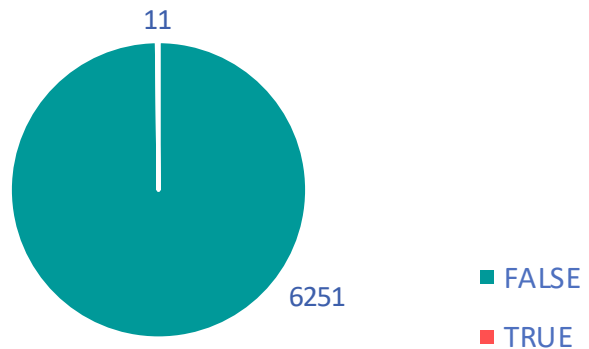
Incidents Re-opened May 2023



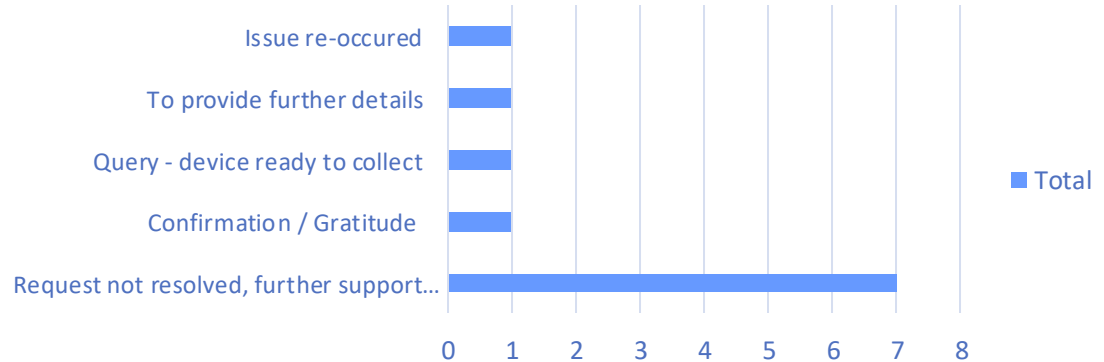
Incidents Re-opened May 2023



Requests Re-opened May 2023



Requests Re-opened May 2023





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