



Queen Mary
University of London

IT Services November 2023

Monthly KPI Report

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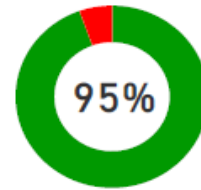
Research Tickets

Executive Summary - November 2023

High Impact/Major Incidents November 2023

Active Directory: Emeritus accounts disabled in Active Directory as a result of Change 17859 which was for IAM - Automation of Disabling IT Staff Accounts.
Agresso: Users unable to connect outside of the QM network.

Customer Satisfaction



Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

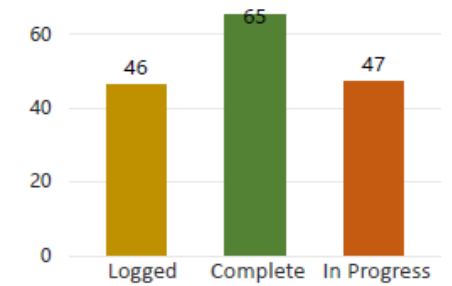
Definitions

KPI: Key Performance Indicator

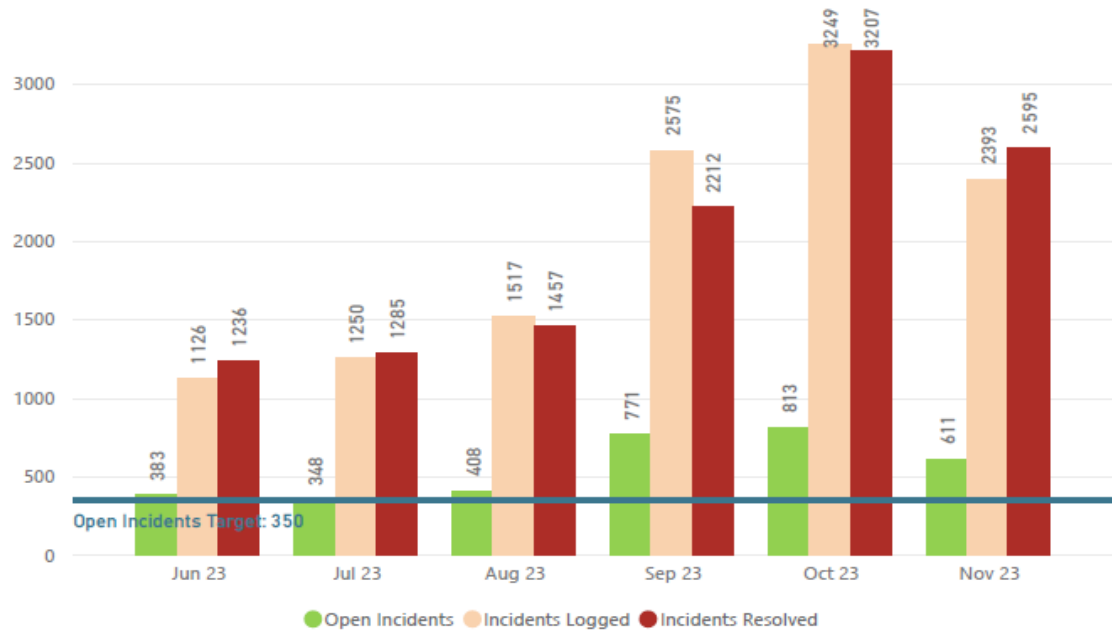
MI: Major Incident

P1: Priority 1 Incident (High)

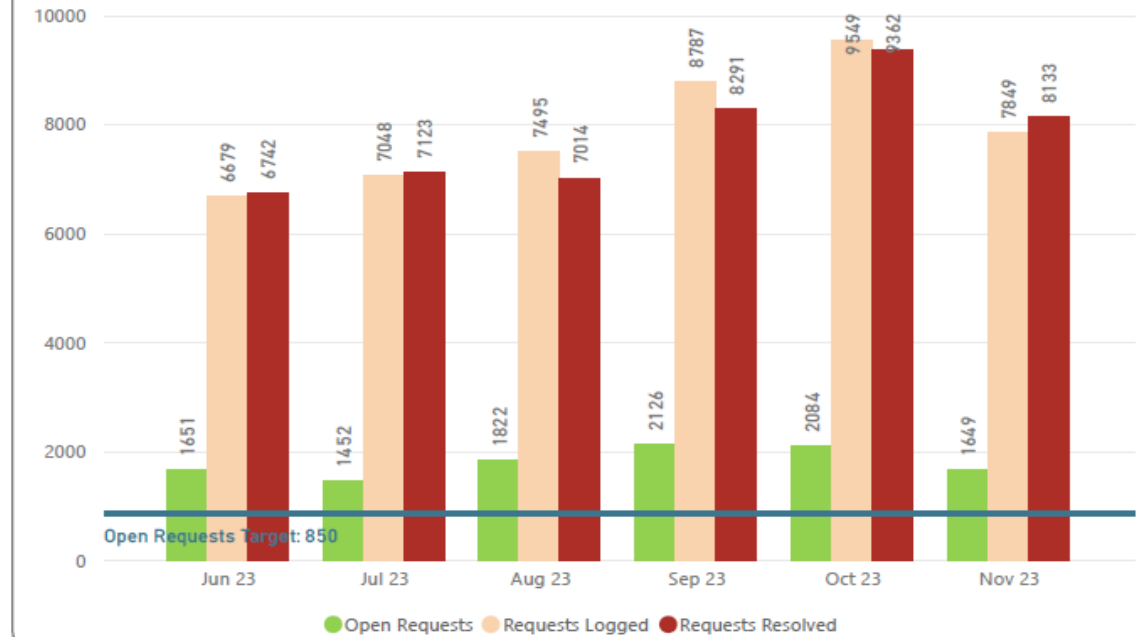
ITS Escalations



Incidents



Requests



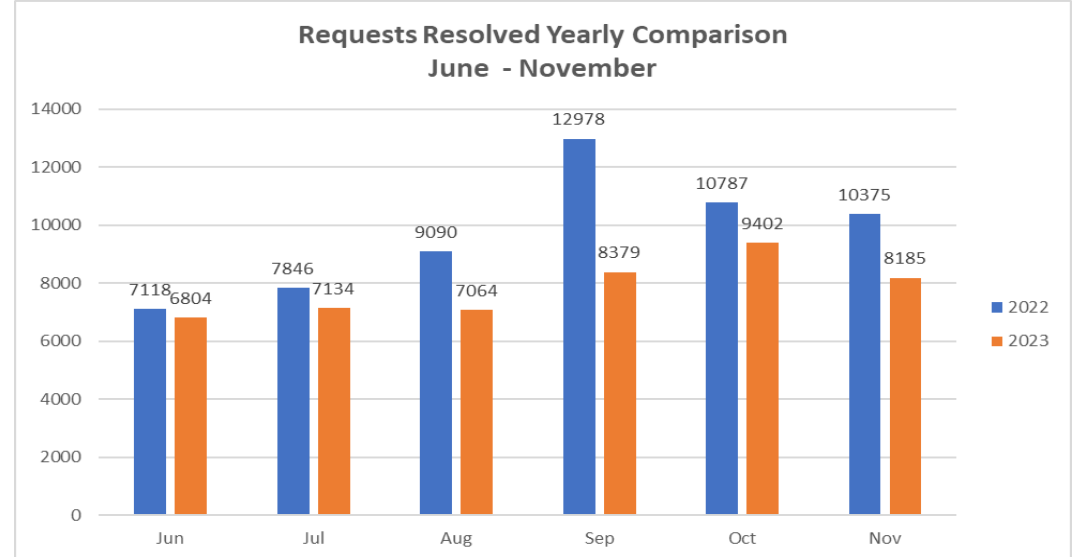
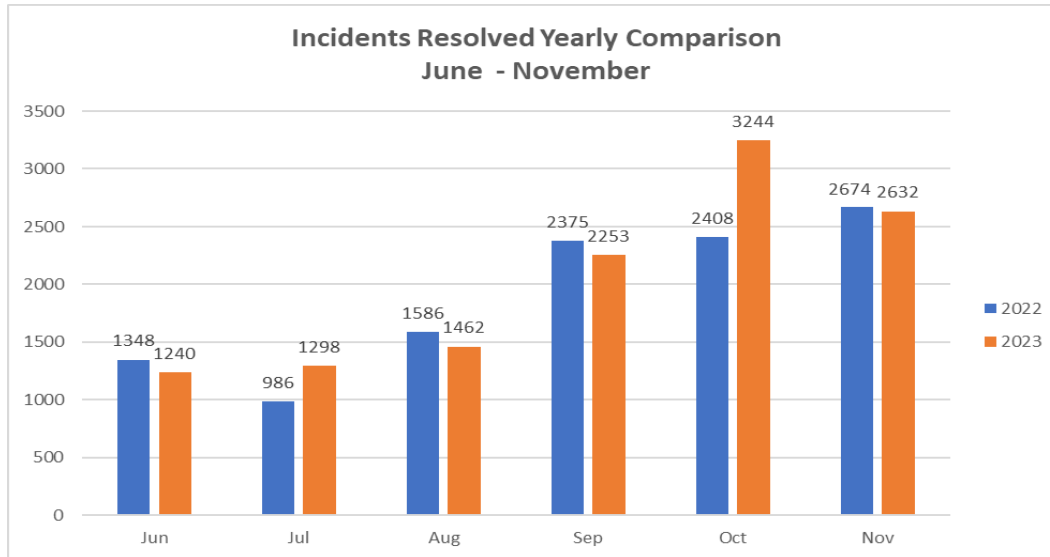
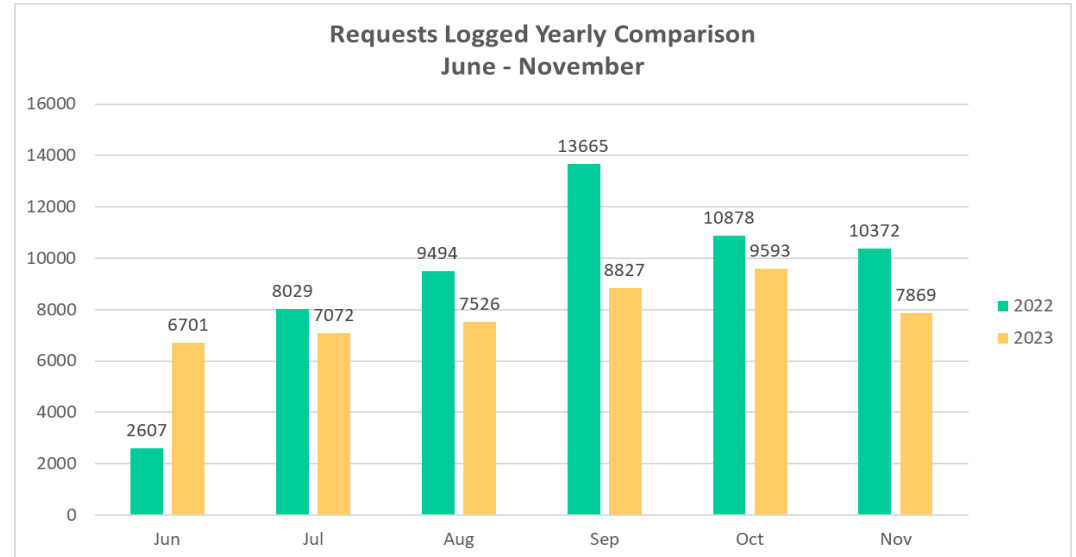
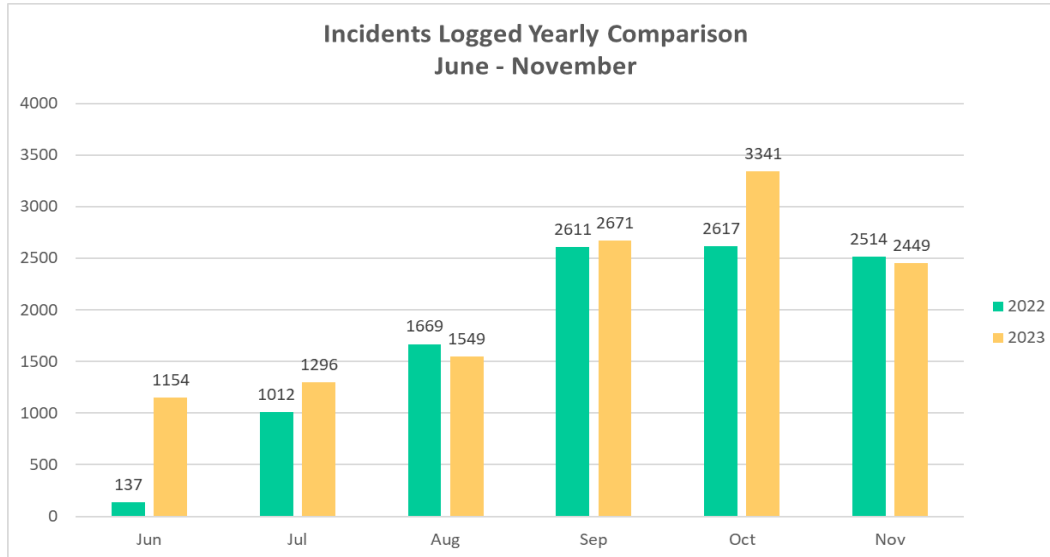
ITS Service Desk KPI's November 2023

Request Category (Top 5 for November 2023)	Overall % November Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	17%	91%	↑
Software	13%	94%	↑
Finance Applications	12%	90%	↑
Other	9%	98%	↑
HR Applications	6%	88%	↓
Service and SLA	Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%	92%	8133	↑
Incidents resolved within SLT 90% (P1-P5 Average)	79%	2595	↓
P1 – 4 Hours	0%	2	↓
P2 – 1 Business Day	83%	60	↓
P3 – 3 Business Days	72%	2194	↓
P4 – 5 Business Days	100%	62	↑
P5 - 20 Business Days	93%	14	↑
PT - 20 minutes	28%	259	↓
Average Wait Time 25 sec	16s		↑
First Time Fix Rate 75%	69%		↓
Customer Satisfaction >90%	95%		↑

P# = Ticket Priority

Met or Exceeded Target
Below Agreed Target

Ticket Volume Comparison June – November 2022/2023



Service Desk Performance - November 2023

Measure	Target	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Trend
Received Phone Calls	-	1064	1161	1188	0	1653	1156	↓
Average Wait Time	25s	27s	20s	16s	0s	27s	16s	↓
Abandon Rate (Calls)	5%	14.4%	11.9%	7.8%	0%	2.7%	3.1%	↑
FTF (First Time Fix)	75%	77%	75%	80%	86%	75%	69%	↓
FLF (First Line Fix)	75%	48%	59%	56%	53%	41%	39%	↓
ITS Ticket Volume		Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Trend
Telephone		431	387	484	844	926	825	↓
Email		2062	2530	2945	3274	4843	3510	↓
In Person		634	386	487	1460	935	478	↓
Self Service		2899	3637	3253	2974	2873	2884	↑
Live Chat		1143	1163	1530	2296	2561	2019	↓

Other ITS KPI's November 2023

Service	Response/Acknowledgement Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	88%	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 exemption from QM managed	1 Business Day	Days	KPI-01-Student Satisfaction
Request to add specific software to managed devices*	15 Business Days	11 Days	KPI-01-Student Satisfaction
CCS Technician Time to First Attendance	12 Minutes	40%	KPI-01-Student Satisfaction
Service Availability – Gold (Top 10 Services e.g. QMplus, SITS)	99.50%	100%	KPI-01-Student Satisfaction
Service Availability – Other Gold Services (e.g. MyHR, Echo360/Q-Review)	99.50%	99.86%	
Service Availability – Silver (e.g. ArcGis, Armis, Cohort)	90%	100%	
Service Availability – Bronze (e.g. GitHub, DMS)	80%	100%	

*3-way process: Procurement, Testing and Deployment

Customer Satisfaction - November 2023

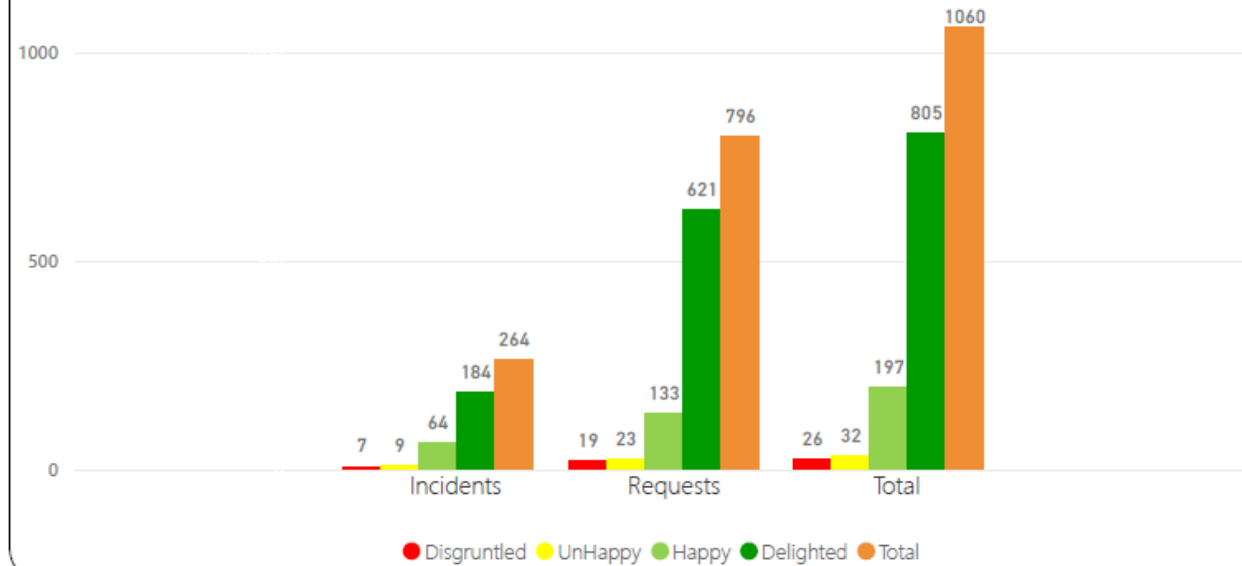
Customer Feedback

This month we received 1060 responses providing feedback on incidents and requests logged through the Service Desk –

Happy and Delighted Responses Incidents **94%**
Happy and Delighted Responses Service Requests **95%**
Total Satisfaction **95%**

Delighted **Happy** **Un-Happy** **Disgruntled**

Customer Satisfaction Breakdown



Feedback this month

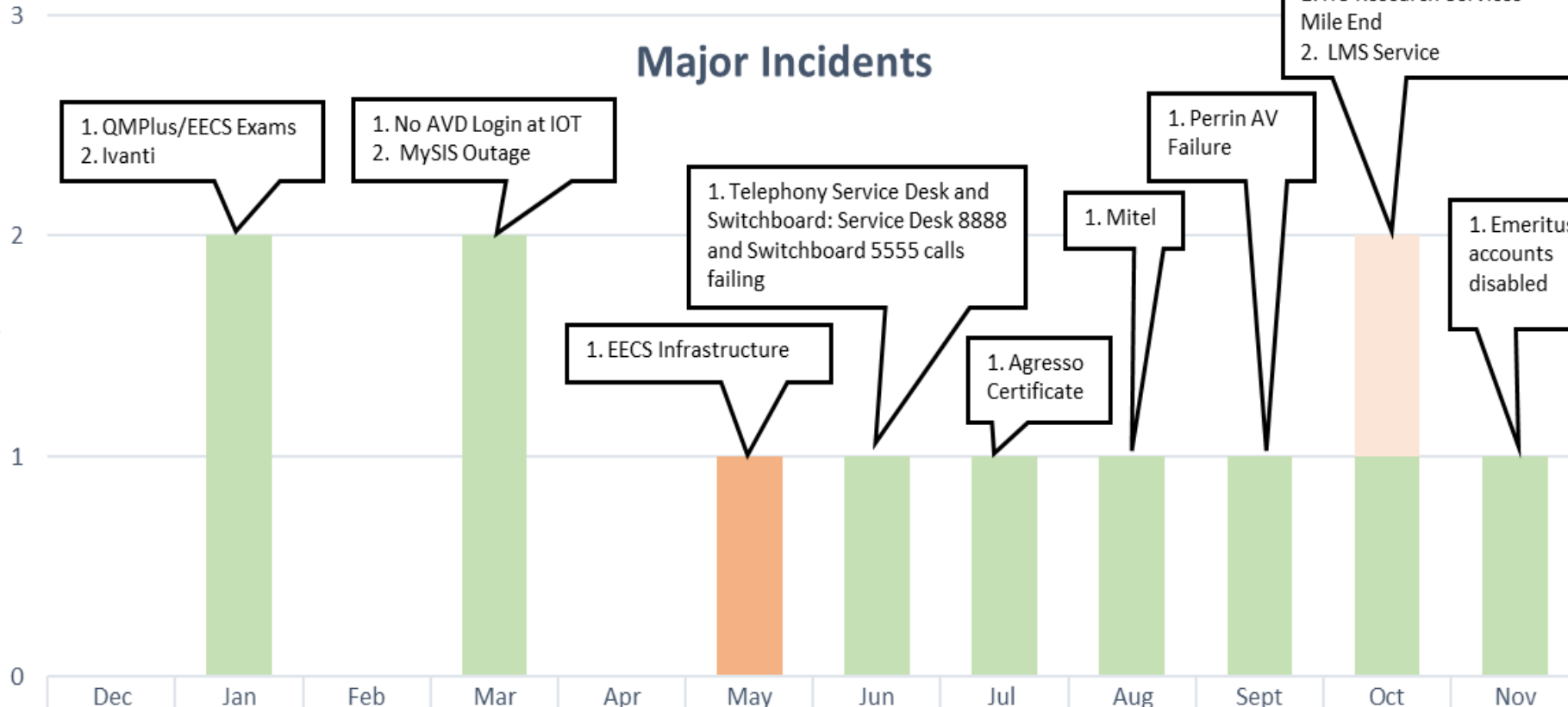
Most common Positives and most common Negatives quotes

- Kwesi amazing as usual, thanks!
- Thanks for your patience this morning, much appreciated
- Delighted with the quick response and resolution.
- “turning the computer off and then back on” doesn’t help to get these sort of comments
- I am really disappointed, this took more than three weeks to resolve.
- Sorry, but this issue has definitely not been resolved.

Major Incidents December 2022 – November 2023

Major Incidents

Number of Major Incidents



	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
ITS 3rd Party	0	0	0	0	0	0	0	0	0	0	1	0
External	0	0	0	0	0	1	0	0	0	0	0	0
ITS	0	2	0	2	0	0	1	1	1	1	1	1

Key

Source of Incident identified to be with 3rd Party Vendor

Source of Incident identified to be outside of ITS e.g. power

Source of Incident identified to be within ITS

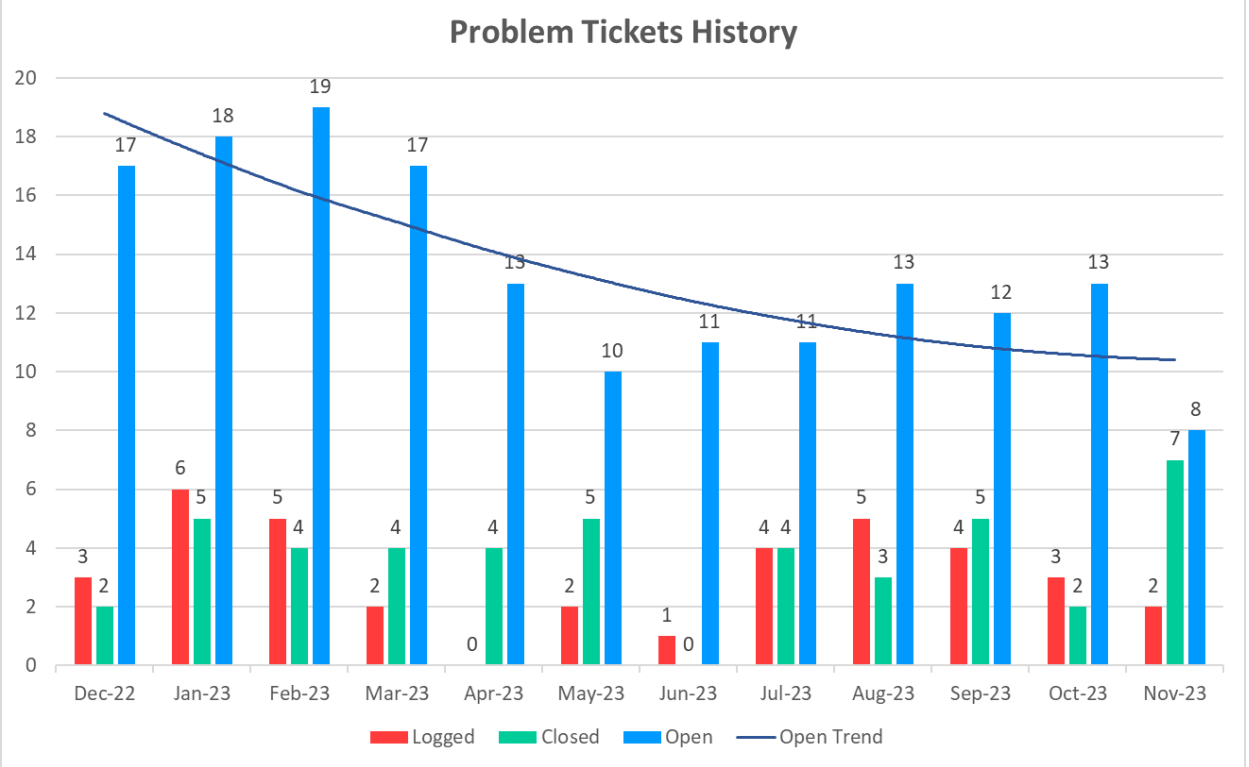
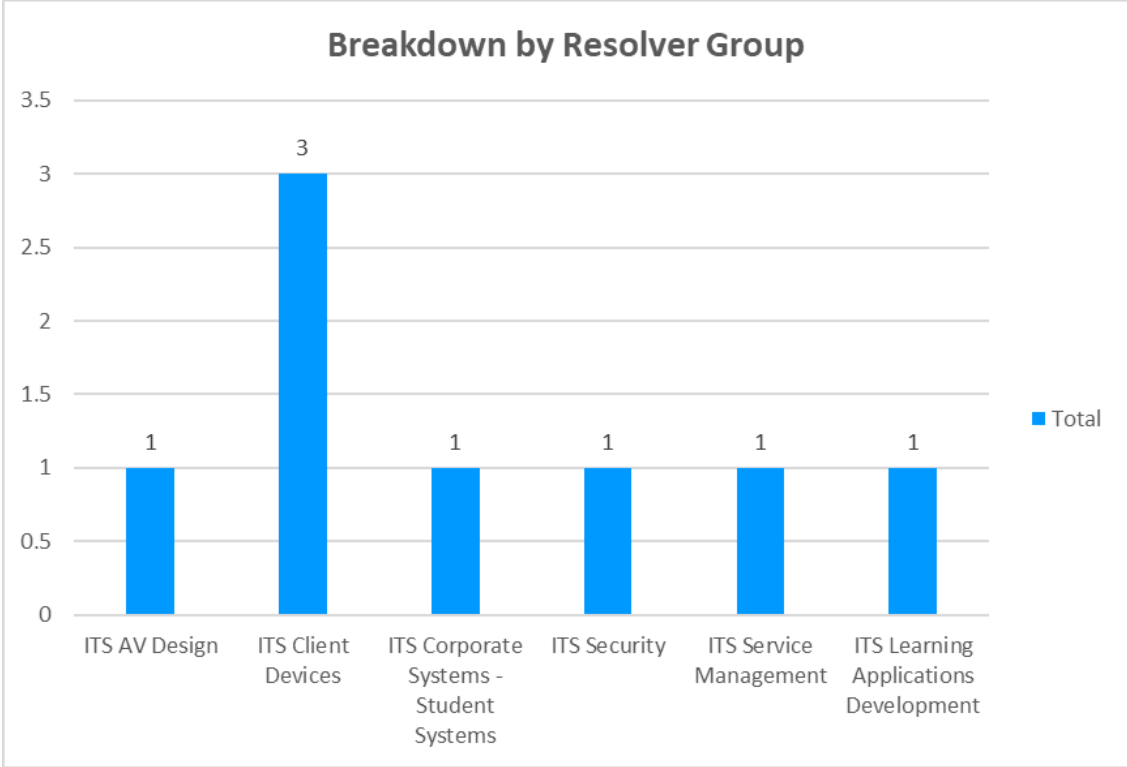
Major Incidents June 2023 – November 2023

MI No.	Date	Duration	Service Affected – Impact	Status
257851	Wed 28 th Jun 2023 07:30	2hrs	<p>Telephony Service Desk and Switchboard: Service Desk 8888 and Switchboard 5555 calls failing.</p> <p>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.</p> <p>Action: The controller was rebooted out of hours on 28/06 at 21:30 approx.). No further errors are being reported by the controller.</p>	Resolved
259639	8 th Aug 2023 13:32	1hr 12mins	<p>Mitel: Calls not coming through to early Clearing hotline.</p> <p>Cause: As a result of the update to Mitel.</p> <p>Action: Removing path gateways. Trunk gateways now also acting as path gateways.</p>	Resolved
261768	Thurs 14 th Sept 2023 17:57	20mins	<p>AV Equipment: Audio inoperative for remote Zoom participants in Perrin LT.</p> <p>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.</p> <p>RCA: Root cause is unknown. The room PC has been replaced. There have been no further reports of this issue.</p> <p>Scripting/profile reset option are being looked at by Client Devices.</p>	Resolved
265281	Fri 13 th Oct 2023 11:06	1hr 17mins	<p>ITS Research Services - Mile End: Mile End Campus unable to access ITS Research Services.</p> <p>Action: Network team recreated Dell layer 2 VLAN and this resolved the issue.</p> <p>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.</p>	Resolved
265591	Tues 17 th Oct 2023 22:01	12hrs 44mins	<p>LMS Service: Users unable to login to LMS</p> <p>Action: QMUL's service necessitated manual intervention and restart of the database service by Synergy.</p> <p>RCA: Alerts were not configured correctly due to a lapse by Synergy in the initial setup phase of the hosted service.</p>	Resolved
267203	Fri 3 rd Nov 2023 16:45	4hrs 27 mins	<p>Active Directory: Emeritus accounts disabled in Active Directory</p> <p>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.</p> <p>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.</p>	Resolved

High Priority Incidents June 2023 - November 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

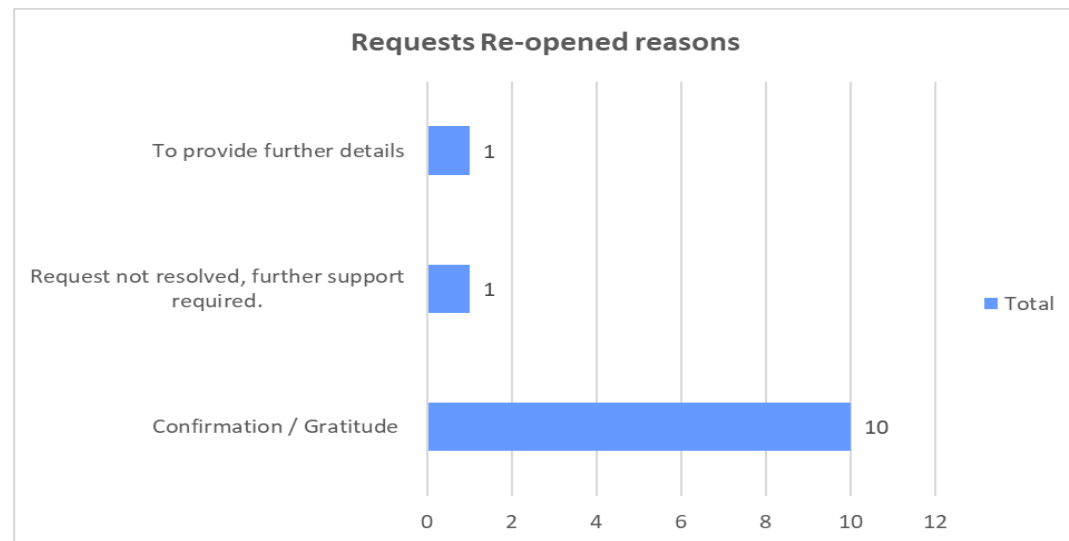
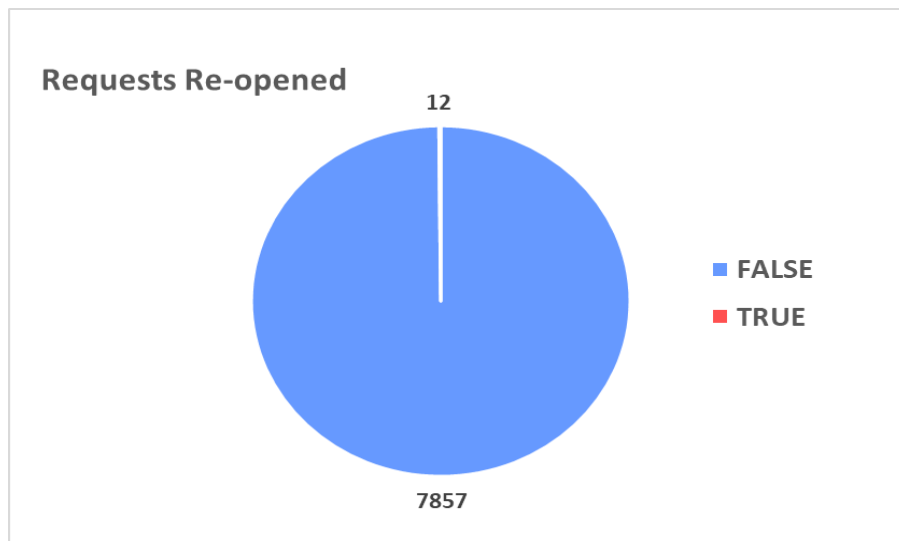
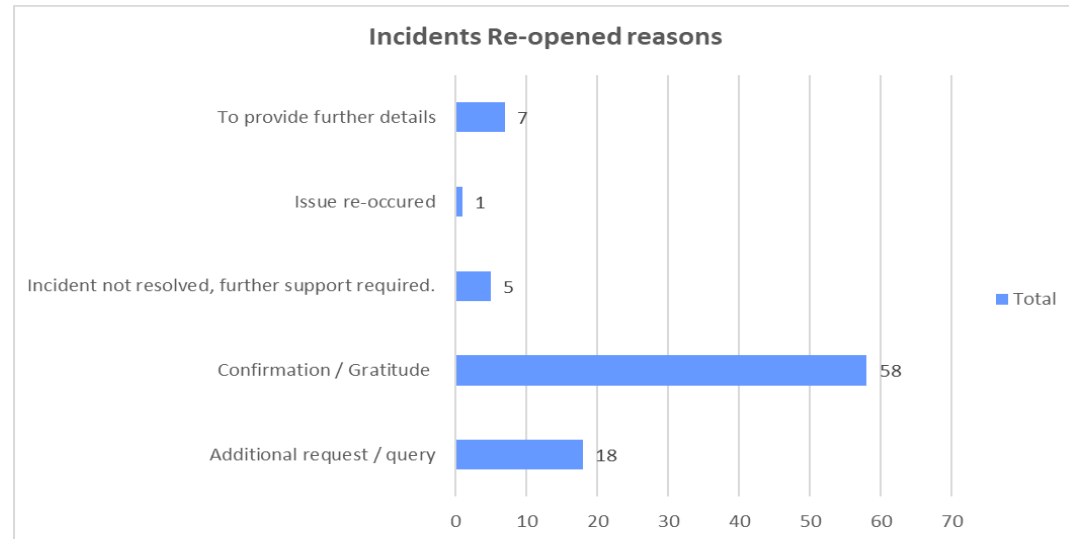
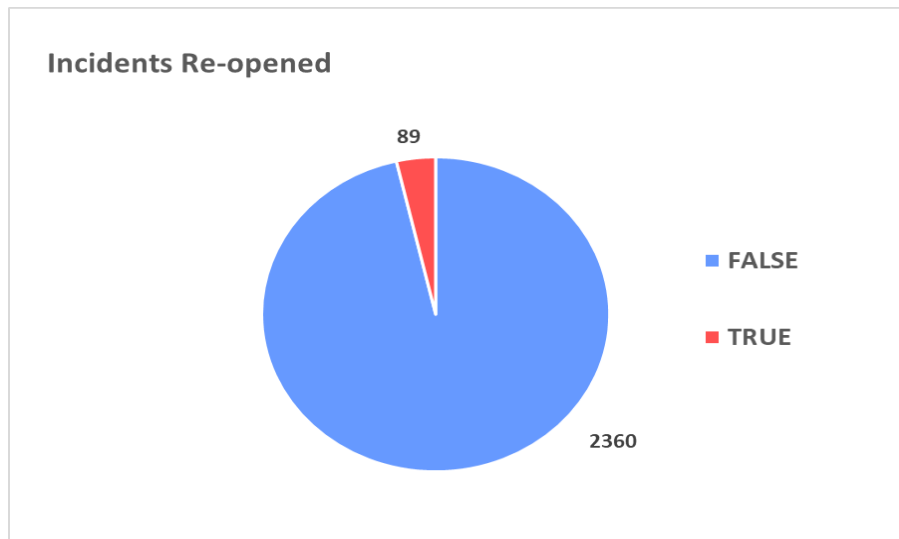
Problem Management November 2023



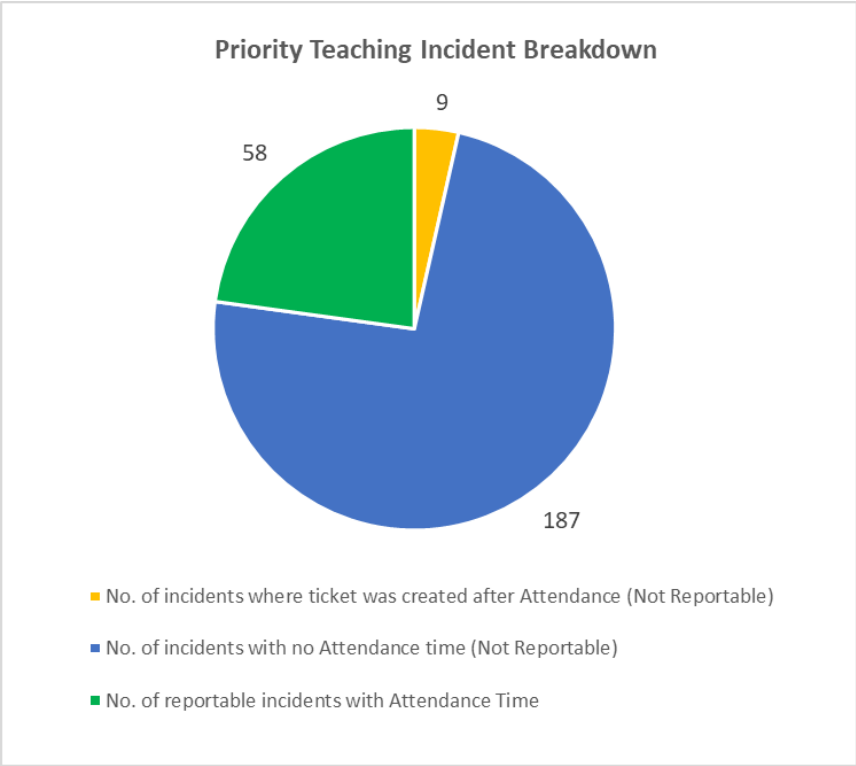
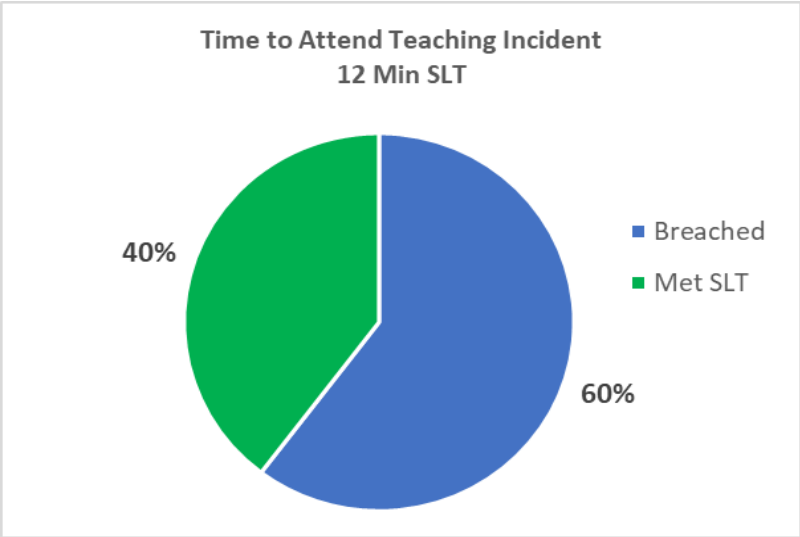
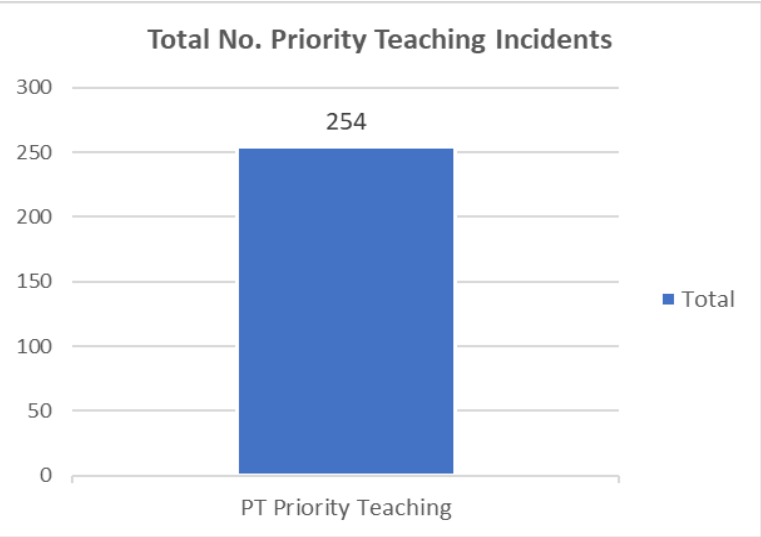
Problem Management November 2023

Problem Reference	Summary	Currently Assigned Group
425	CLN-MS & CLN-RS - . Cannot use Forticlient VPN	ITS Client Devices
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 Client Devices
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

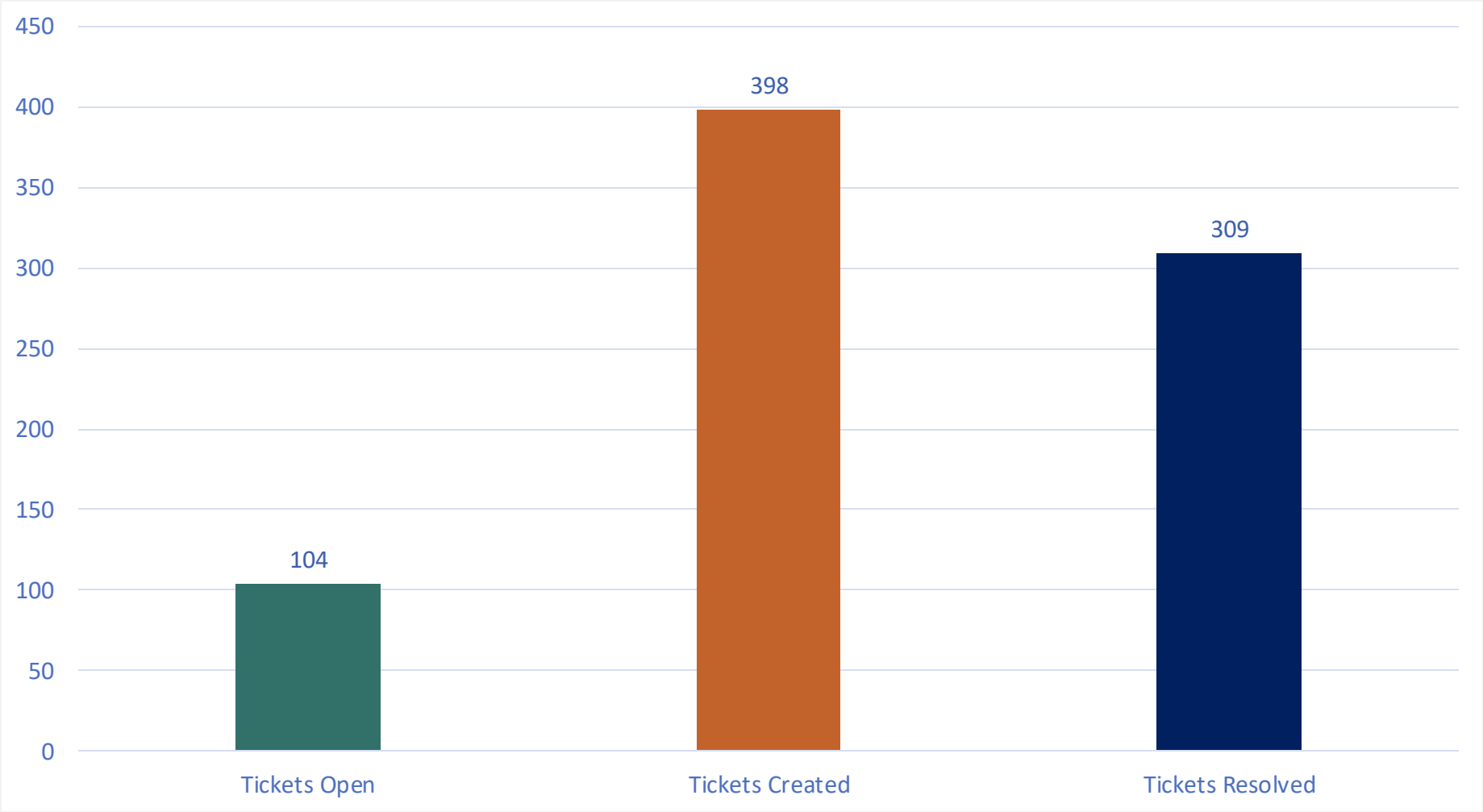
Re-opened Tickets November 2023



Priority Teaching Incidents – November 2023



Research Tickets November 2023





Queen Mary
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