



Queen Mary
University of London

IT Services October 2023

Monthly KPI Report

Contents

Executive Summary

ITS Service KPI's

22/23 Ticket Volume Comparison

Service Desk Performance

Other ITS KPI's

Customer Satisfaction

Major Incidents

High Priority Incidents

Problem Management

Re-opened Tickets

Priority Teaching Incidents

Research Tickets

Executive Summary - October 2023

High Impact/Major Incidents October 2023

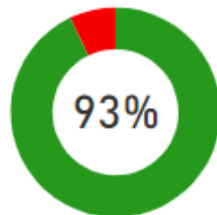
ITS Research Services - Mile End: Mile End Campus unable to access ITS Research Services.

RCA: Removal of Dell layer 3 VLAN by Networks also deleted the layer 2 VLAN and caused the network outage. Resolved quickly once identified (within SLT).

LMS Service: Users unable to login to LMS

RCA: Alerts were not configured correctly by the upstream 3rd party, Synergy, which resulted in an extended duration of outage. Now rectified.

Customer Satisfaction

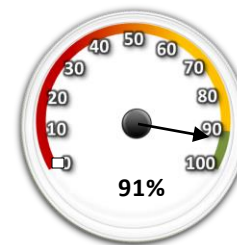


Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

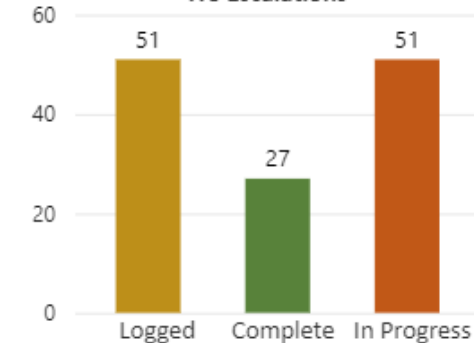
Definitions

KPI: Key Performance Indicator

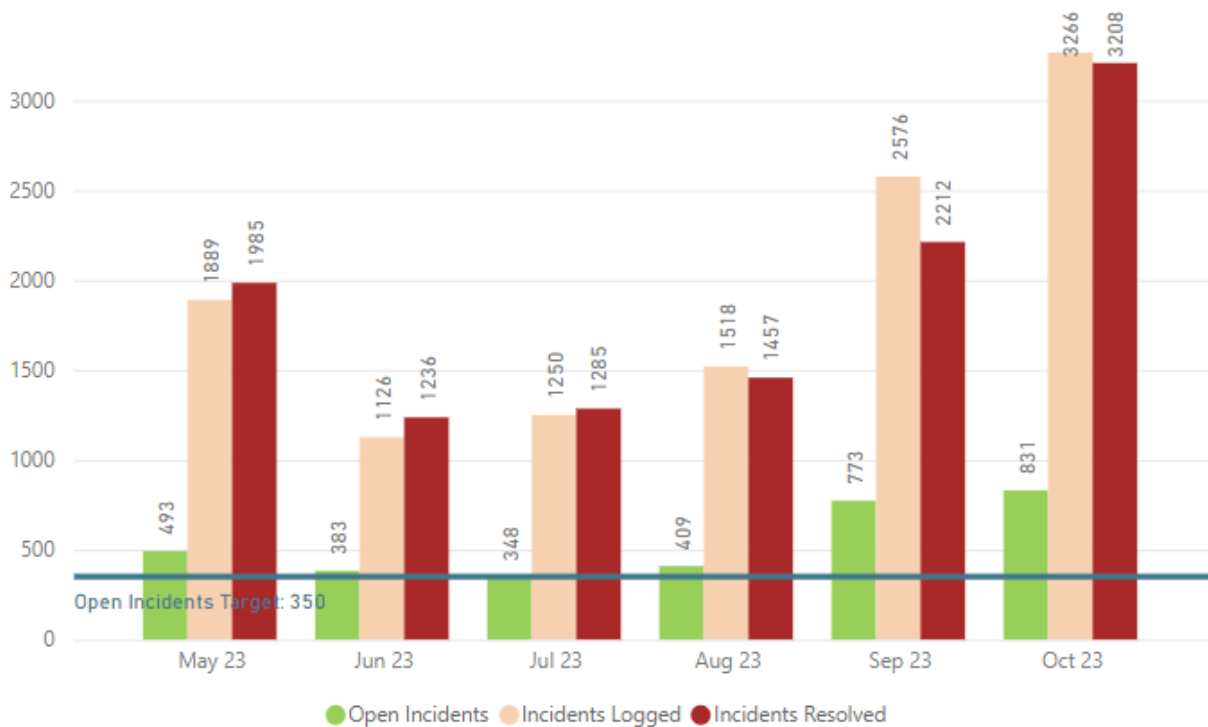
MI: Major Incident

P1: Priority 1 Incident (High)

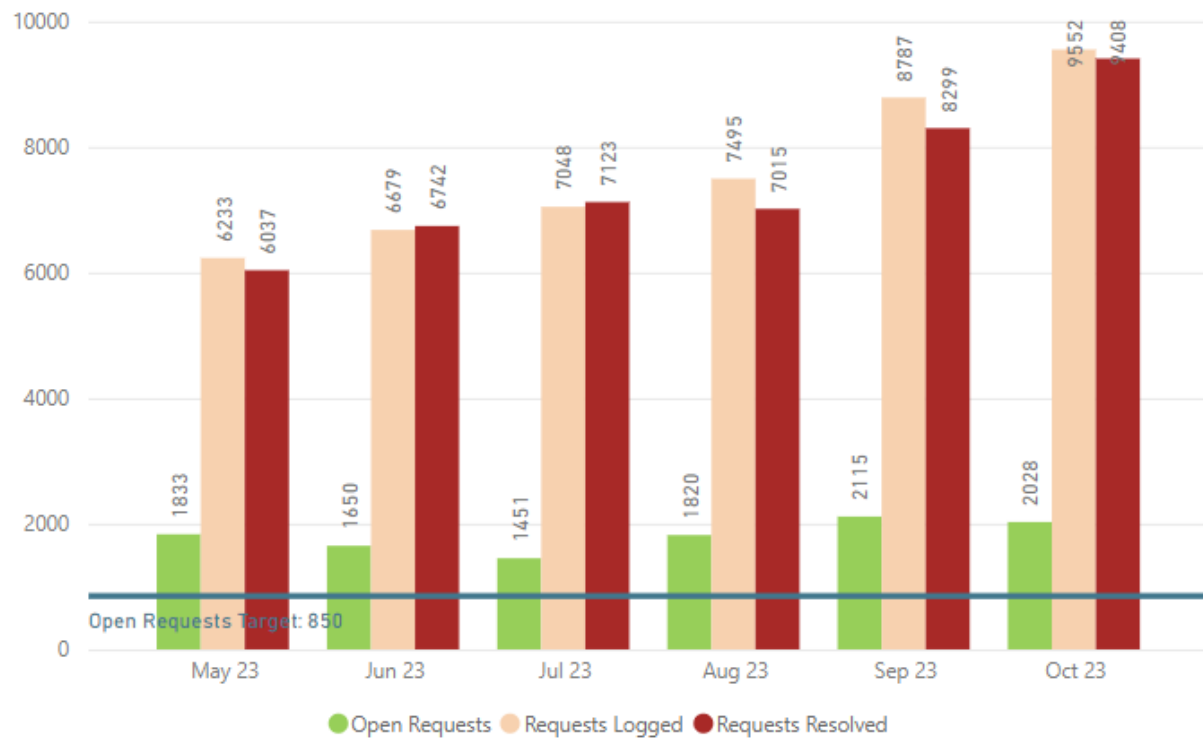
ITS Escalations



Incidents



Requests



ITS Service Desk KPI's October 2023

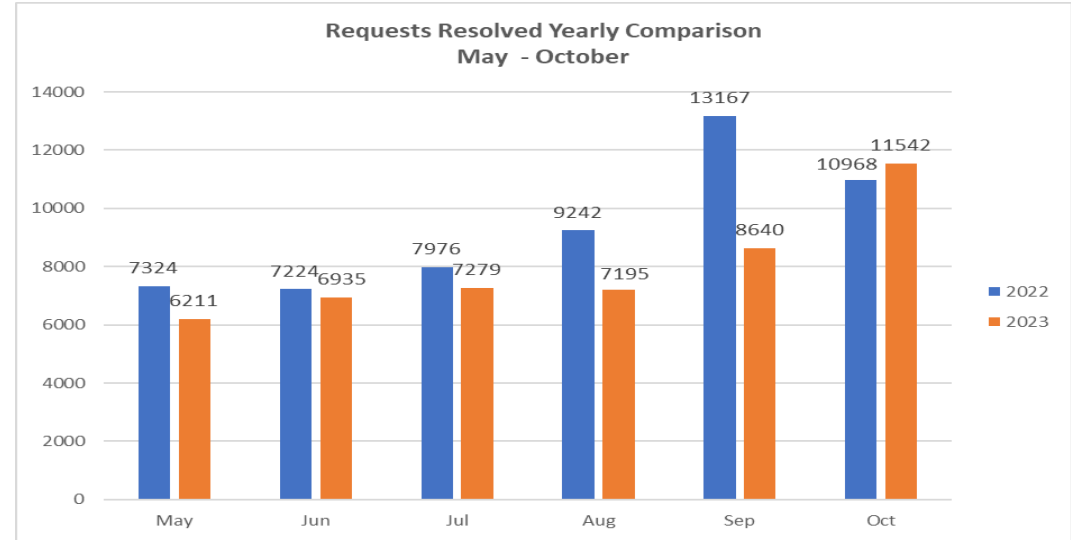
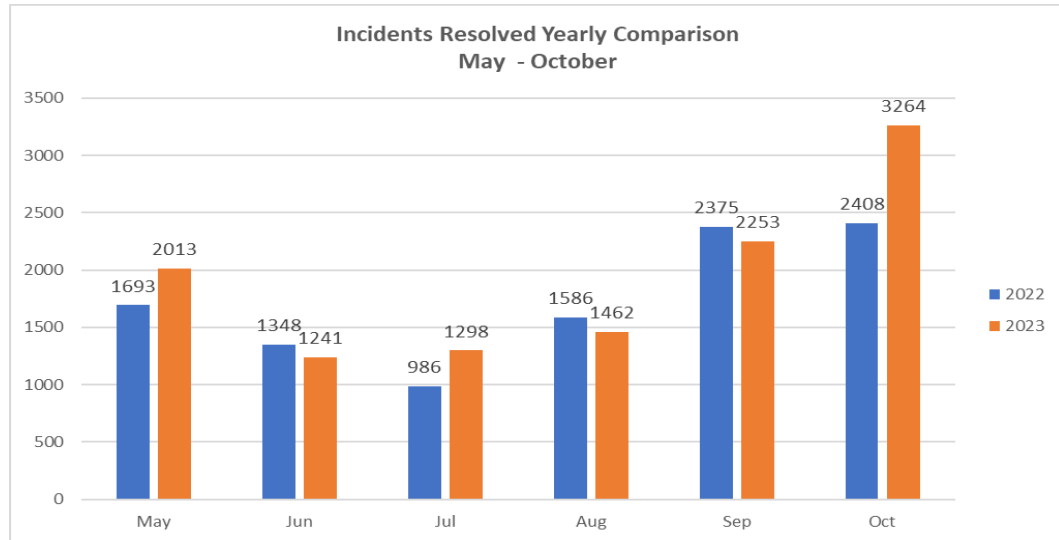
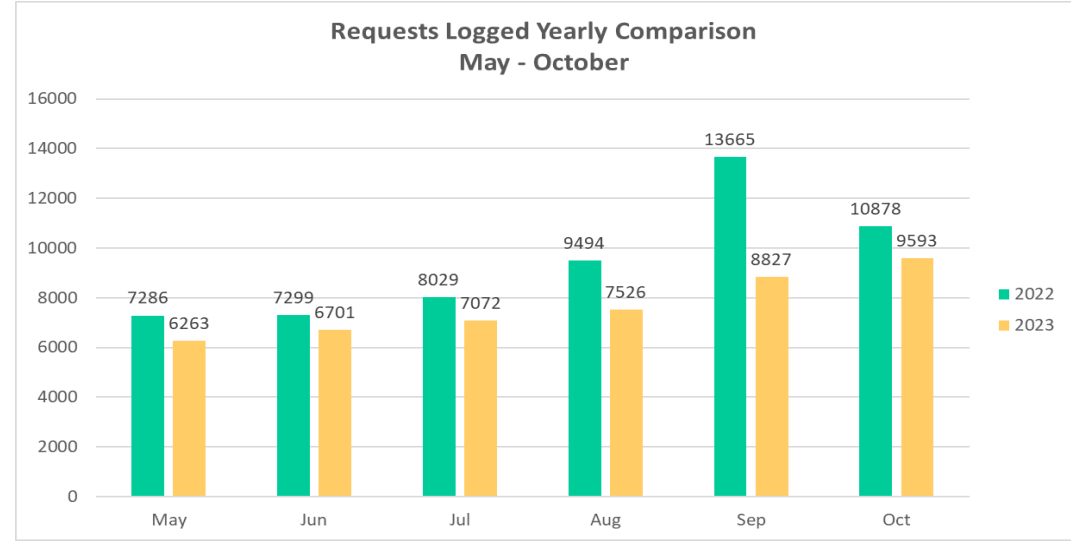
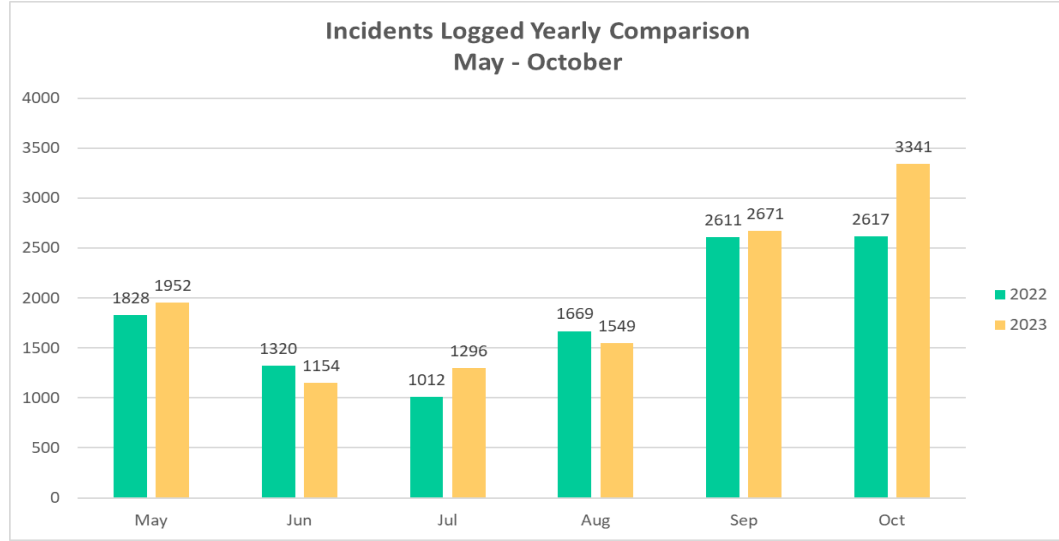
Request Category (Top 5 for October 2023)	Overall % October Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	20%	86%	↓
Software	14%	96%	↑
Finance Applications	10%	89%	↓
Other	7%	97%	↑
TELT Applications	6%	90%	↑
	-	-	-
Service and SLA	Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%	91%	9408	↑
Incidents resolved within SLT 90% (P1-P5 Average)	80%	3189	↓
P1 – 4 Hours	50%	2	↓
P2 – 1 Business Day	82%	44	↓
P3 – 3 Business Days	74%	2705	↓
P4 – 5 Business Days	95%	38	↑
P5 - 20 Business Days	100%	8	↑
PT - 4 Hours (Future development in Ivanti change to 20 mins)	44%	392	↓
Average Wait Time 25 sec	27s		↓
First Time Fix Rate 75%	75%		↑
Customer Satisfaction >90%	93%		↑

P# = Ticket Priority

Met or Exceeded Target
Below Agreed Target



Ticket Volume Comparison May – October 22/23



Service Desk Performance - October 2023

Measure	Target	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Trend/ Met
Received Phone Calls	-	1115	1064	1161	1188	2245	1653	↓
Average Wait Time	25s	18s	27s	20s	16s	35s	27s	↑
Abandon Rate (Calls)	5%	9.8%	14.4%	11.9%	7.8%	15.4%	2.7%	↓
FTF (First Time Fix)	75%	85%	77%	75%	80%	86%	75%	↑
FLF (First Line Fix)	75%	49%	48%	59%	56%	53%	41%	↓

ITS Ticket Volume	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Trend
Telephone	513	431	387	484	844	927	↑
Email	2716	2062	2530	2945	3274	4855	↑
In Person	569	634	386	487	1460	936	↓
Self Service	2639	2899	3637	3253	2974	2878	↓
Live Chat	1263	1143	1163	1531	2297	2562	↑

Other ITS KPI's October 2023

Service	Response/Acknowledgement Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	64%	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	5 Days	KPI-01-Student Satisfaction
Approval Requests – Request for exemption from QM managed	1 Business Day	7 Days	KPI-01-Student Satisfaction
Request to add specific software to managed devices*	15 Business Days	15 Days	KPI-01-Student Satisfaction
CCS Technician Time to First Attendance	12 Minutes	48%	KPI-01-Student Satisfaction
Service Availability – Gold (Top 10 Services e.g. QMplus, SITS)	99.50%	99.98%	KPI-01-Student Satisfaction
Service Availability – Other Gold Services (e.g. MyHR, Echo360/Q-Review)	99.50%	100%	
Service Availability – Silver (e.g. ArcGis, Armis, Cohort)	90%	99.86%	
Service Availability – Bronze (e.g. GitHub, DMS)	80%	100%	

*3-way process: Procurement, Testing and Deployment

Customer Satisfaction - October 2023

Customer Feedback

This month we received 932 responses providing feedback on incidents and requests logged through the Service Desk –

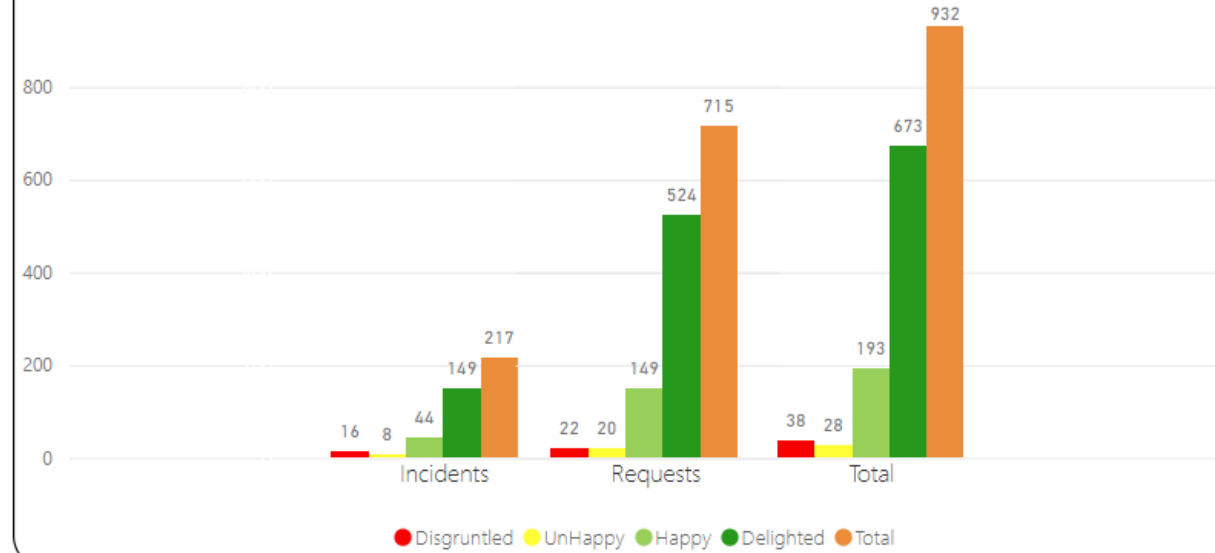
Happy and Delighted Responses Incidents **89%**

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

Total Satisfaction **93%**

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

Customer Satisfaction Breakdown

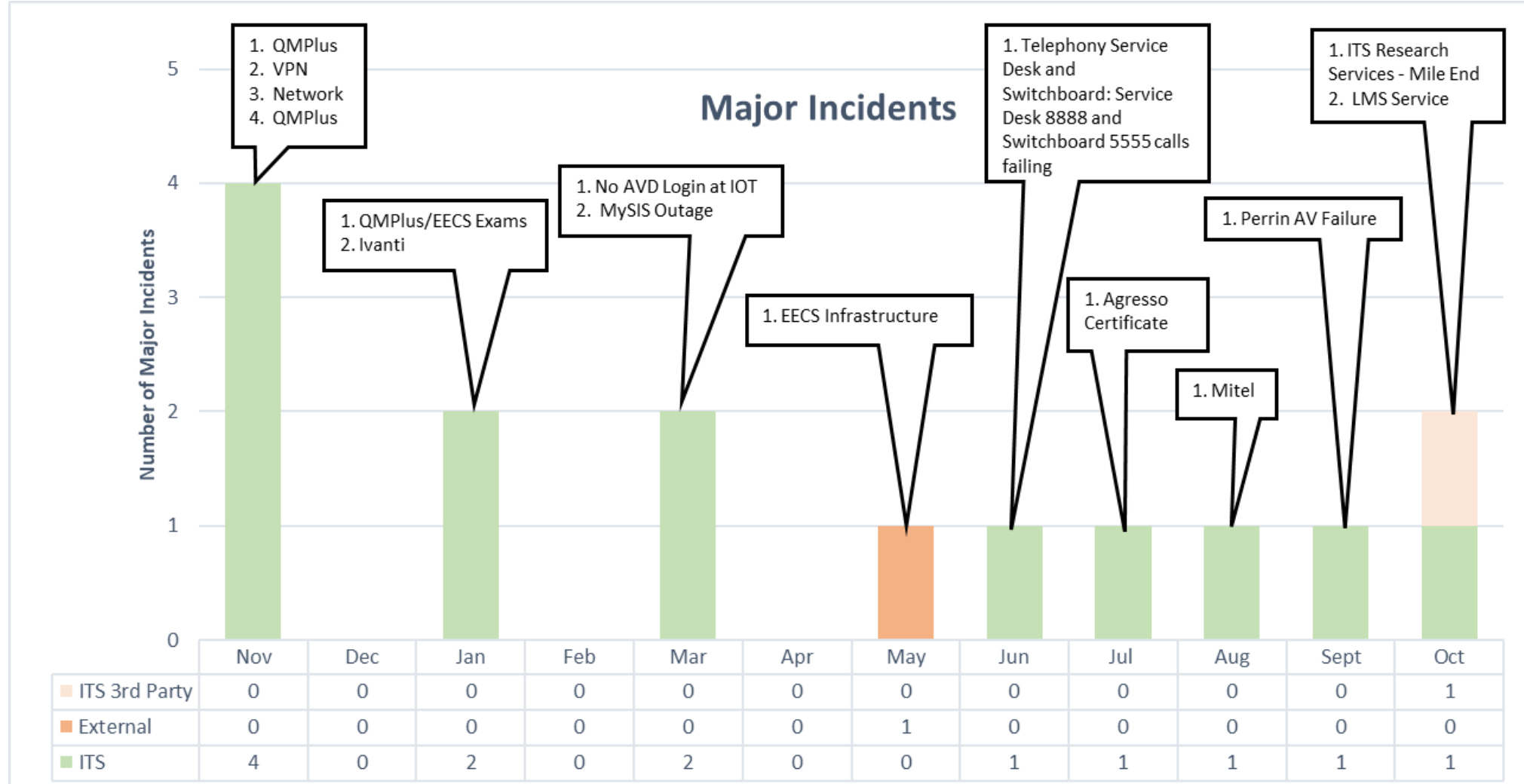


Feedback this month

Most common Positives and most common Negatives quotes

- All good, Tim has been top.
- Thanks again for such a quick turnaround, I really appreciate it! 🙏
- The problem was very efficiently solved and the instruction is clear. I am very happy with the service.
- It was a terrible experience of spending 3 weeks trying to install Eco360 on my university laptop which included live chats and phone calls.
- Thanks for reply. But your answer has completely nothing to do with my enquiry. I asked about the timetable issue on QM+ and mobile app.
- Teams still does not work on my computer, so I am not sure why this message says 'resolved'.

Major Incidents November 2022 – October 2023



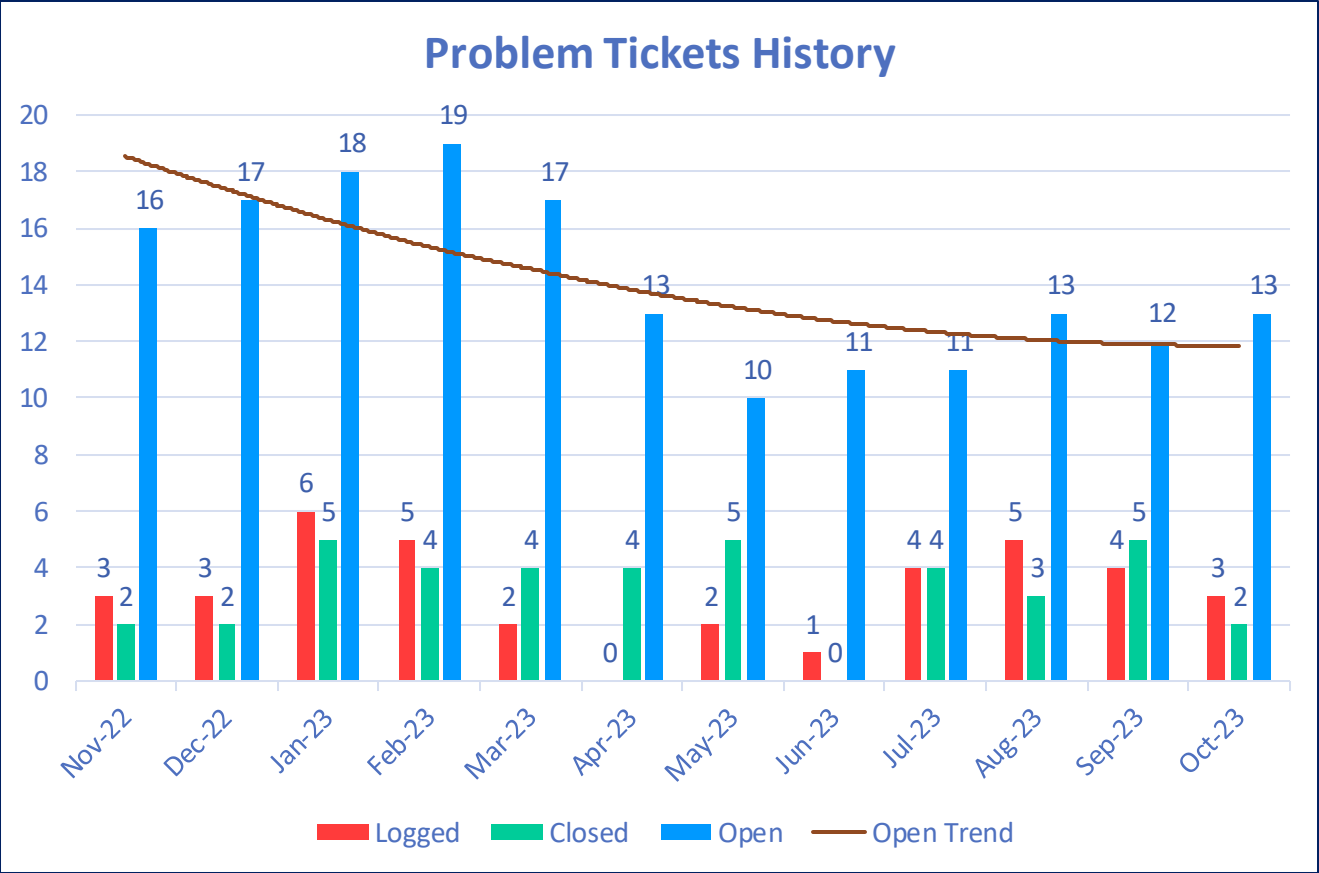
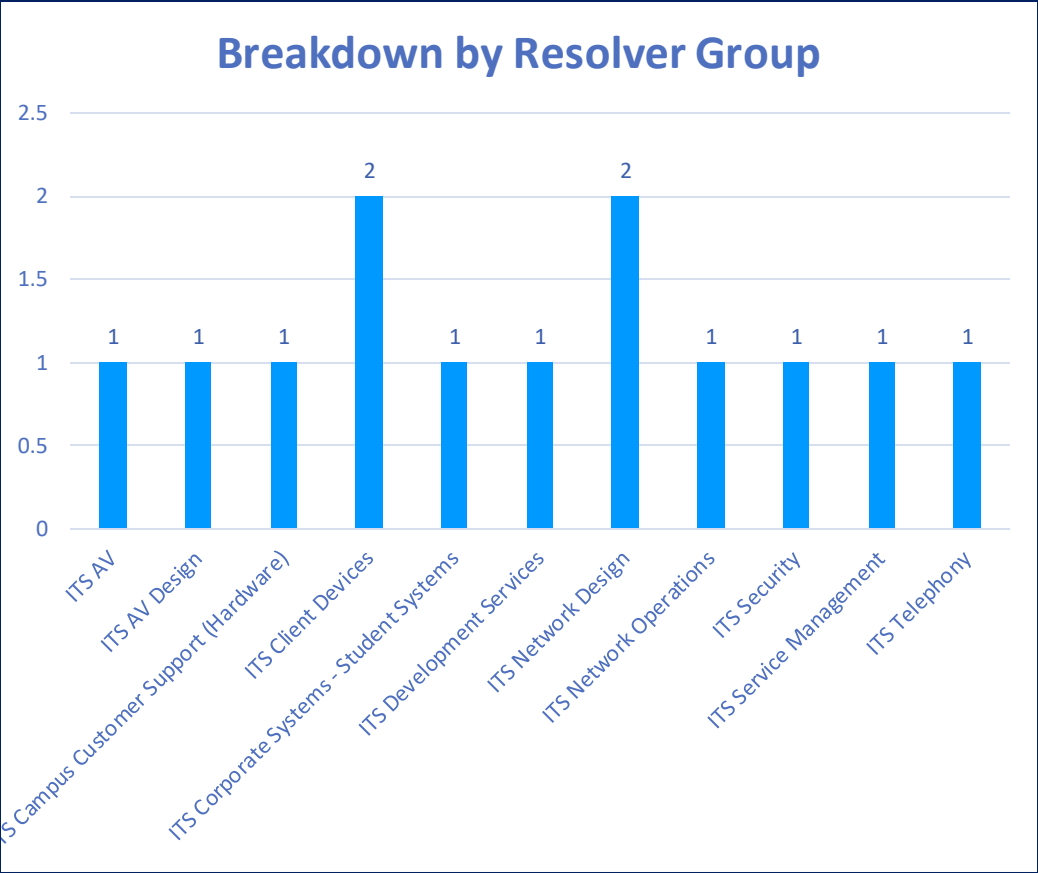
Major Incidents May 2023 – October 2023

MI No.	Date	Duration	Service Affected – Impact	Status
255693	Sun 14th May 2023 01:06	248hrs 49mins	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 28 th 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
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 17th 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

High Priority Incidents May 2023 - October 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
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
258545	Fri 14 th July 2023 06:52	2hrs 46 mins	<p>Agresso: Security Certificate Error when logging into Agresso. Warning message is displayed advising that “Your connection isn’t private”</p> <p>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.</p>	Resolved
260544	Tue 29 th Aug 2023 08:00	2hrs 2m	<p>MyHR: Some users reported “sign-in” message pop-up and unable to login.</p> <p>Action: Restart of the server</p>	Resolved
261826	Sun 17 th Sept 2023 08:35	5hrs 8 mins	<p>IDcheck: Users receiving a blue screen when IDcheck attempting to authenticate. Affecting multiple applications.</p> <p>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.</p> <p>RCA: Awaiting further analysis/update from Software Engineering team, lessons learnt and actions to follow.</p>	Resolved
262514	Tues 24 th Sept 2023 12:21	5hrs 2 mins	<p>MyHR: Users receiving prompt when attempting to login to MyHR</p> <p>Action: Restart services on hrs-app-003 & 004</p> <p>RCA: Awaiting further analysis/update from Applications Support team, lessons learnt and actions to follow.</p>	Resolved

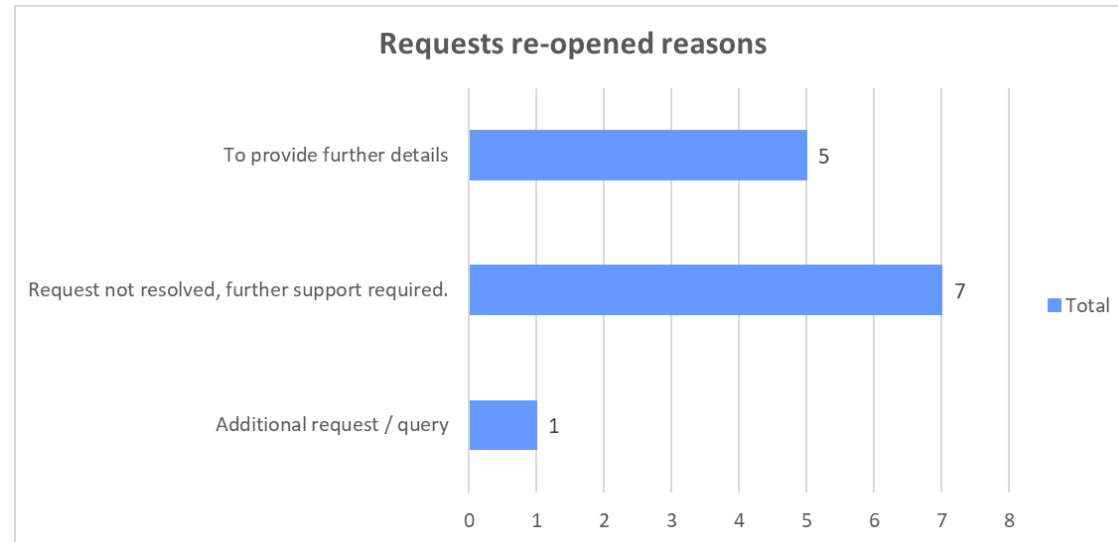
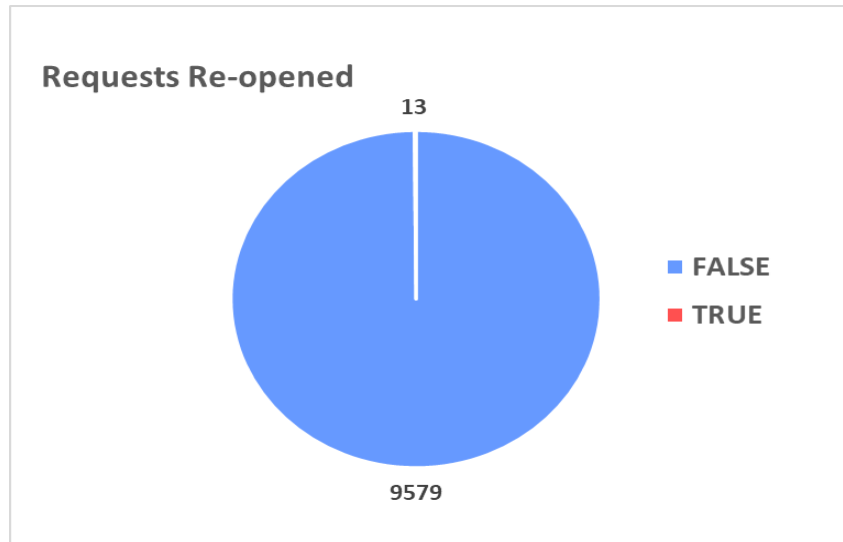
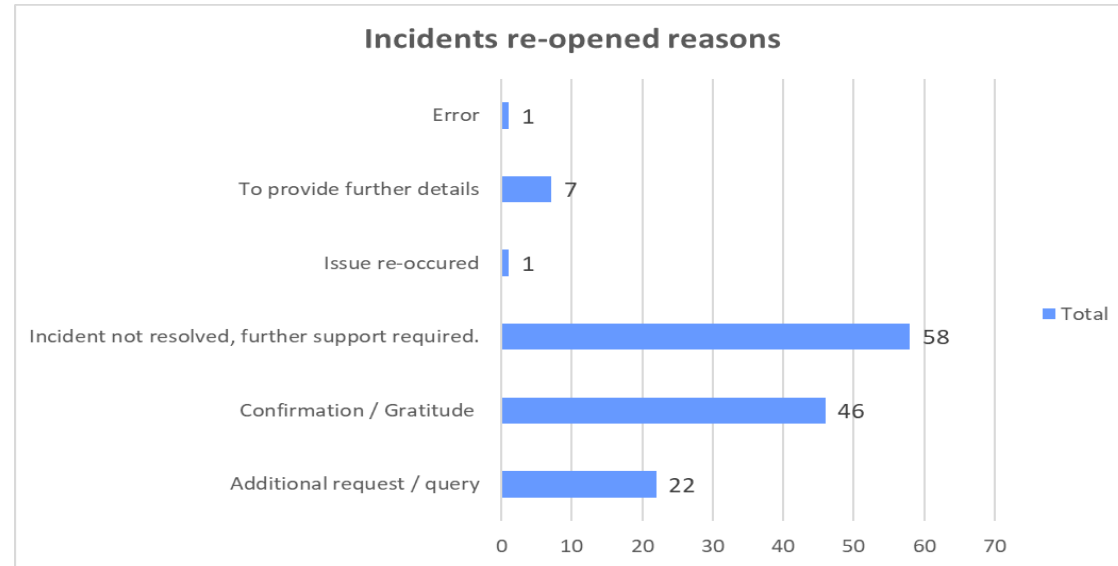
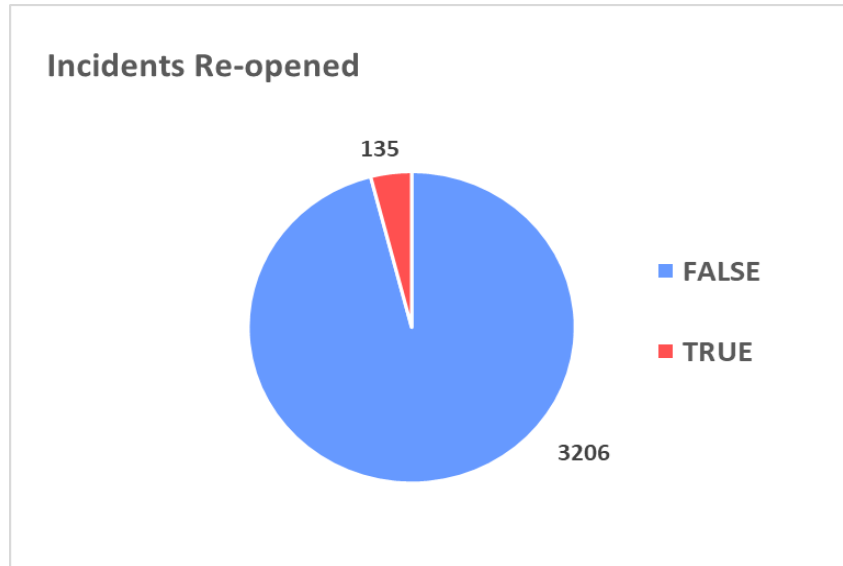
Problem Management October 2023



Problem Management October 2023

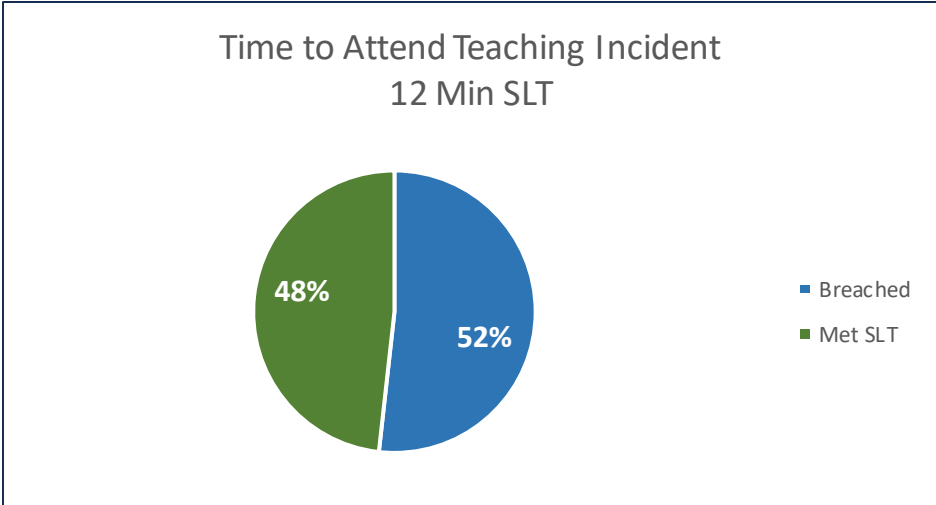
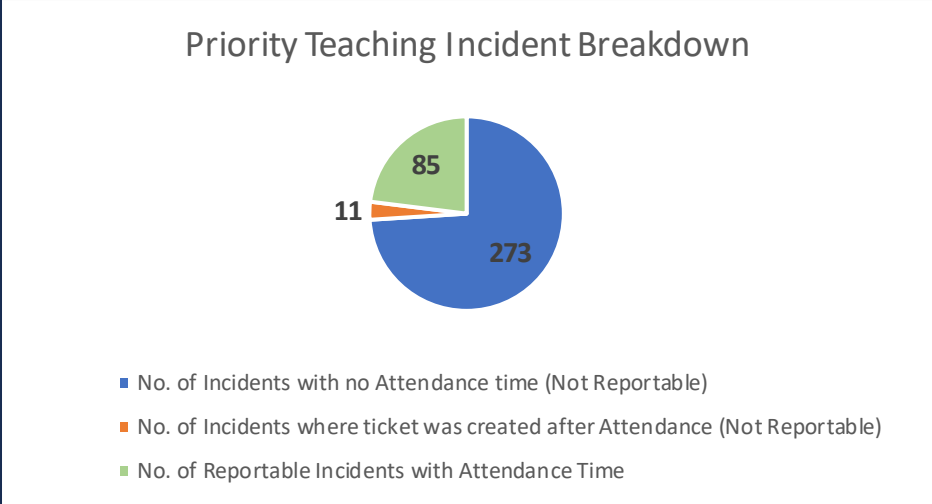
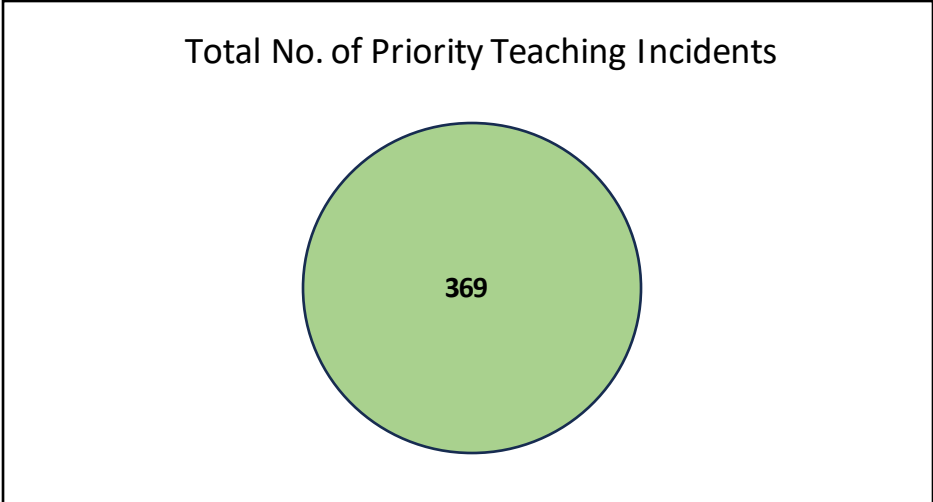
Problem Reference	Summary	Currently Assigned Group
423	Microphone is not working reliably in Rm 2.17 in Dept W	ITS Security
421	Yealink connectivity issue	ITS AV Design
418	Broken Link to Apprenticeship form	ITS Development Services
414	Unable to build Apple laptops since "Events" Wi-Fi has been decommissioned	ITS Campus Customer Support (Hardware)
413	Network / FortiClient - Loss of network access - FortiClient not auto-connecting to VPN	ITS Client Devices
412	Browser Extensions stopped working	ITS Client Devices
408	Service Desk 8888 calls failing, start 28/06/2023 (P1, INC/257851)	ITS Telephony
407	Missing Emails in Resource Link	ITS Service Management
405	Arts 1 - wired connection points not working	ITS AV
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

Re-opened Tickets October 2023

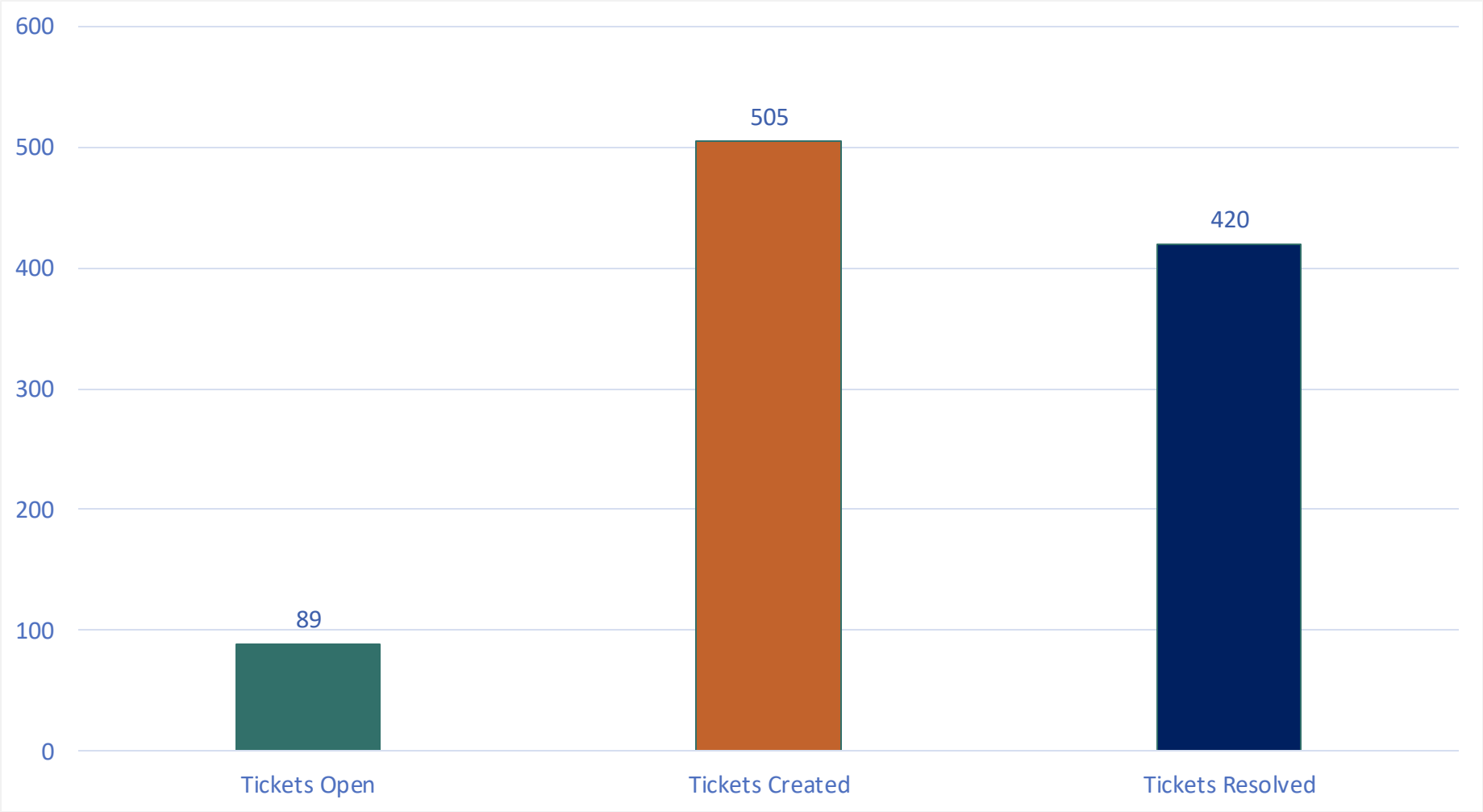


Priority Teaching Incidents – October 2023

Please note, this was implemented on 15th October 2023.



Research Tickets October 2023





Queen Mary
University of London