



Queen Mary
University of London

IT Services September 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

Research Tickets

Executive Summary – September 2023

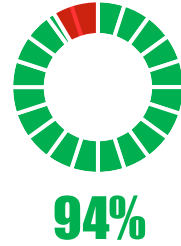
High Impact/Major Incidents September 2023

AV Equipment in Perrin LT: Audio inoperative for remote Zoom participants in Perrin LT.

IDcheck: Users receiving a blue screen when IDcheck attempting to authenticate. Affecting multiple applications.

MyHR: Users receiving prompt when attempting to login to MyHR

Customer Satisfaction

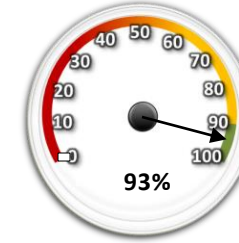


Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

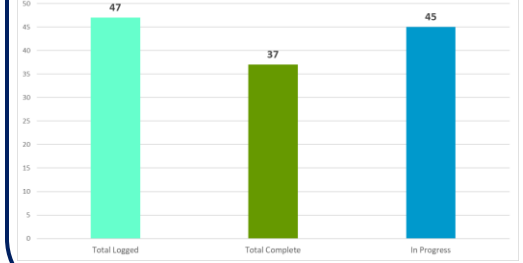
Definitions

KPI: Key Performance Indicator

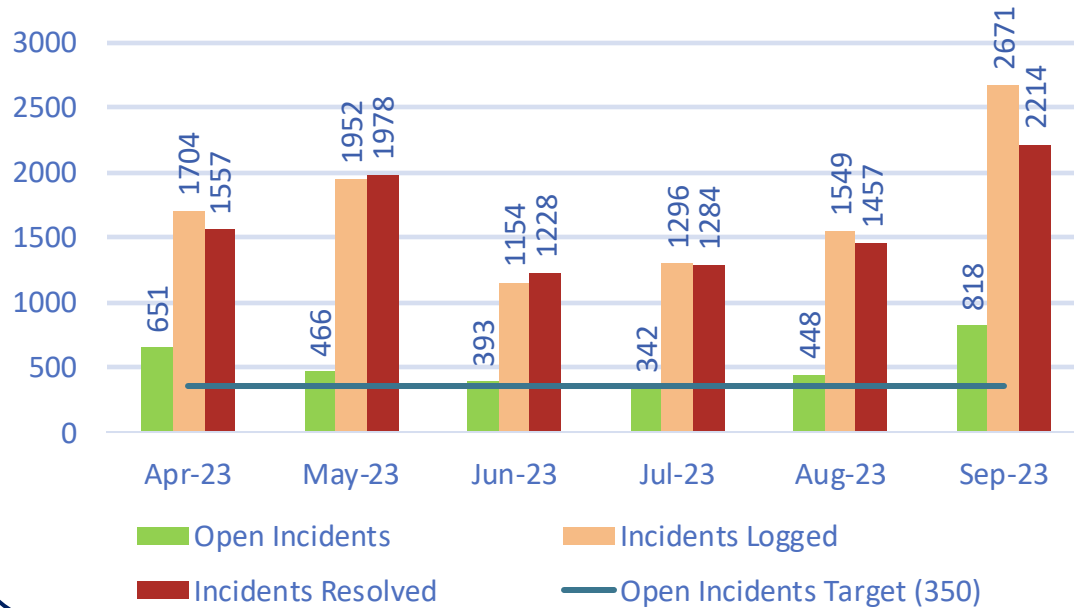
MI: Major Incident

P1: Priority 1 Incident (High)

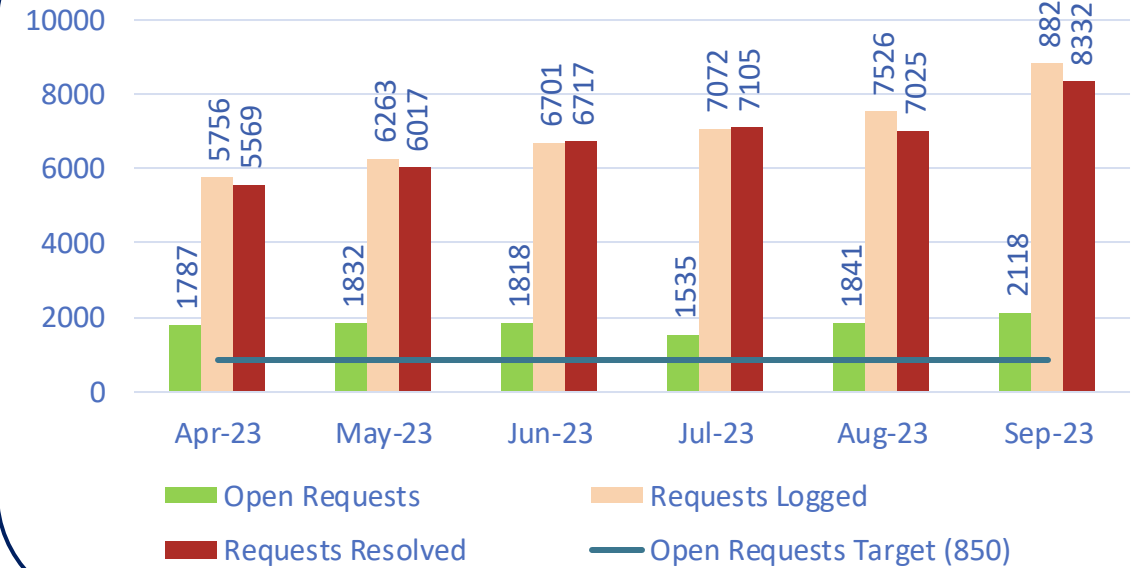
ITS Escalations September 2023



















Incidents



Requests



ITS Service KPI's September 2023

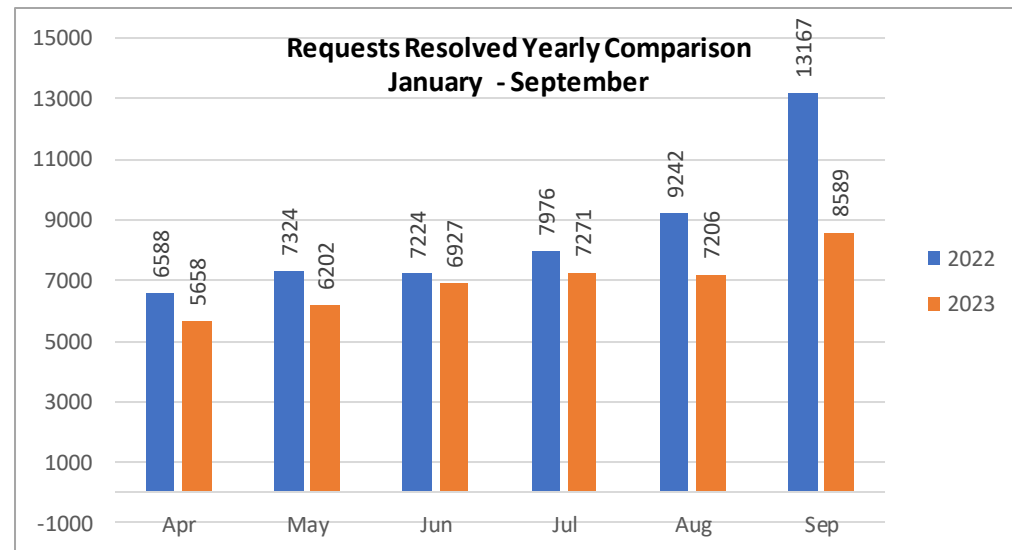
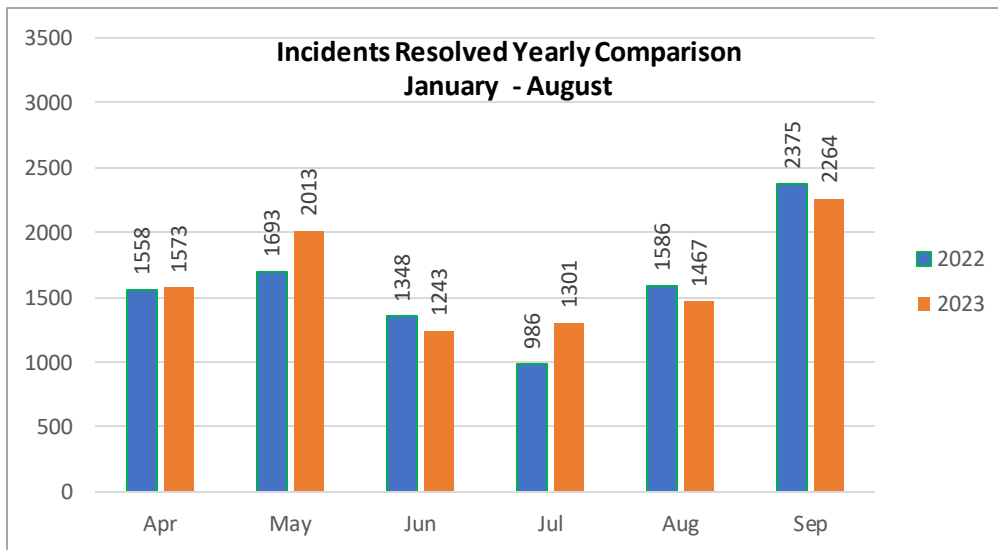
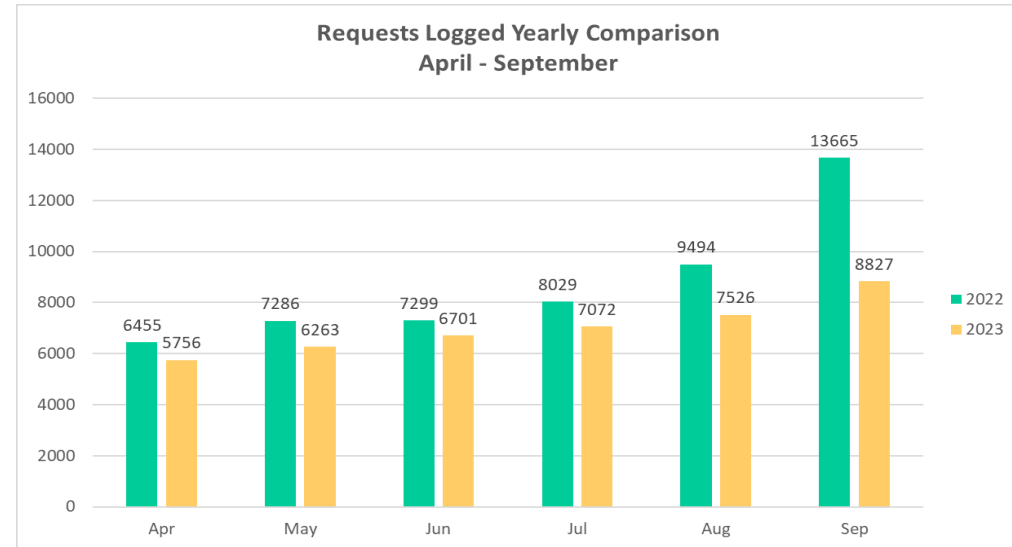
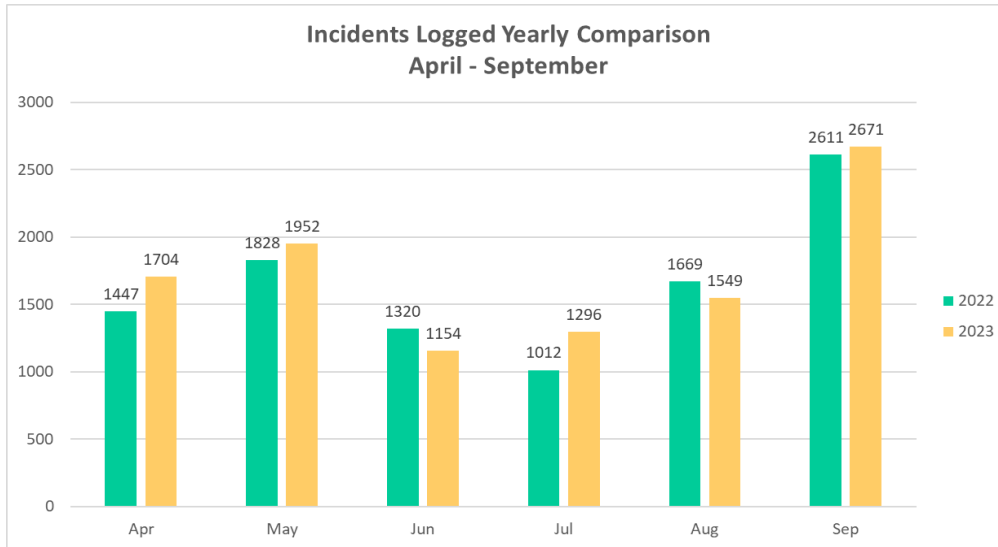
Request Category (Top 5 for September 2023)	Overall % September Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	27.36%	87.45%	
Finance Applications	8.96%	92.71%	
Other	8.02%	99.07%	
Software	7.70%	94.29%	
TELT Applications	7.64%	90.82%	
Service and SLA	Achieved Target		Actuals
Service Requests resolved within SLT 90%	91%		
Service and SLA	Achieved Target	No. of Incidents	Actuals
Incidents resolved within SLT 90% (P1-P5 Average)	87%		
P1 – 4 Hours	100%	1	
P2 – 1 Business Day	84%*	42	
P3 – 3 Business Days	83%	1925	
P4 – 5 Business Days	100%	14	
P5 – 20 Business Days	100%	4	
PT – 4 Hours	53%	227	
Average Wait Time 25 sec	35s		
First Time Fix Rate 75%	86%		
Customer Satisfaction >90%	94%		

P# = Ticket Priority

*Has been further analysed for incorrect P2.



Ticket Volume Comparison April – September 22/23



Service Desk Performance September 2023

Measure	Target	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Trend
Received Phone Calls	-	1627	1497	1578	1144	1115	1064	1161	1188	2245	↑
Average Wait Time	25s	22s	20s	28s	27s	18s	27s	20s	16s	35s	↑
Abandon Rate (Calls)	5%	10.4%	12%	15.4%	14.3%	9.8%	14.4%	11.9%	7.8%	15.4%	↑
FTF (First Time Fix)	75%	81%	76%	78%	84%	85%	77%	75%	80%	86%	↑
FLF (First Line Fix)	75%	57%	51%	52%	51%	49%	47%	58%	56%	52%	↓

ITS Ticket Source	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Trend
Telephone	863	791	908	686	514	437	389	485	853	↑
Email	2588	2157	2372	2054	2750	2071	2565	2978	3343	↑
In Person	838	739	806	605	570	636	388	491	1473	↑
Self Service	3495	3441	3266	2146	2672	2914	3653	3265	2957	↓
Live Chat	1717	1760	1655	1267	1273	1145	1177	1535	2314	↑

Other ITS KPI's September 2023

Service	Response/Acknowledgement Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	65%	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	6 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*	3 Business Days	6 Days	KPI-01-Student Satisfaction
CCS Time to Acknowledge Teaching Incident (WhatsApp Message)	12 Minutes	%	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)	99.5%	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

** Incident with IDCheck and MyHR

Customer Satisfaction September 2023

Customer Feedback

This month we received 797 responses providing feedback on incidents and requests logged through the Service Desk:

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

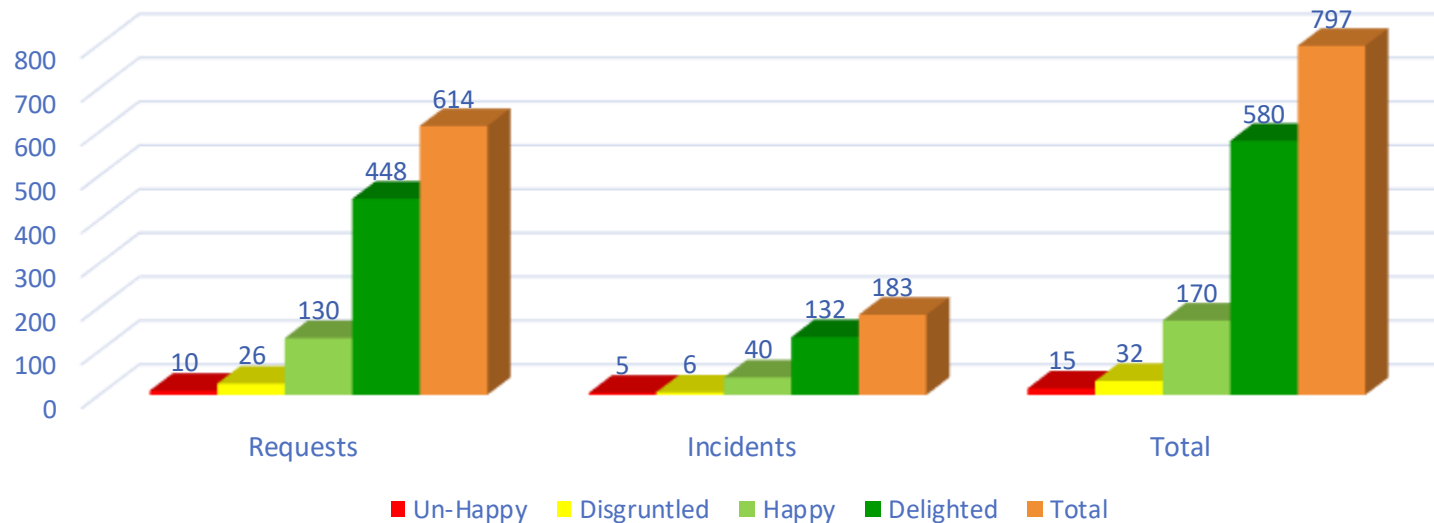
Un-Happy Disgruntled Happy Delighted

Feedback this month

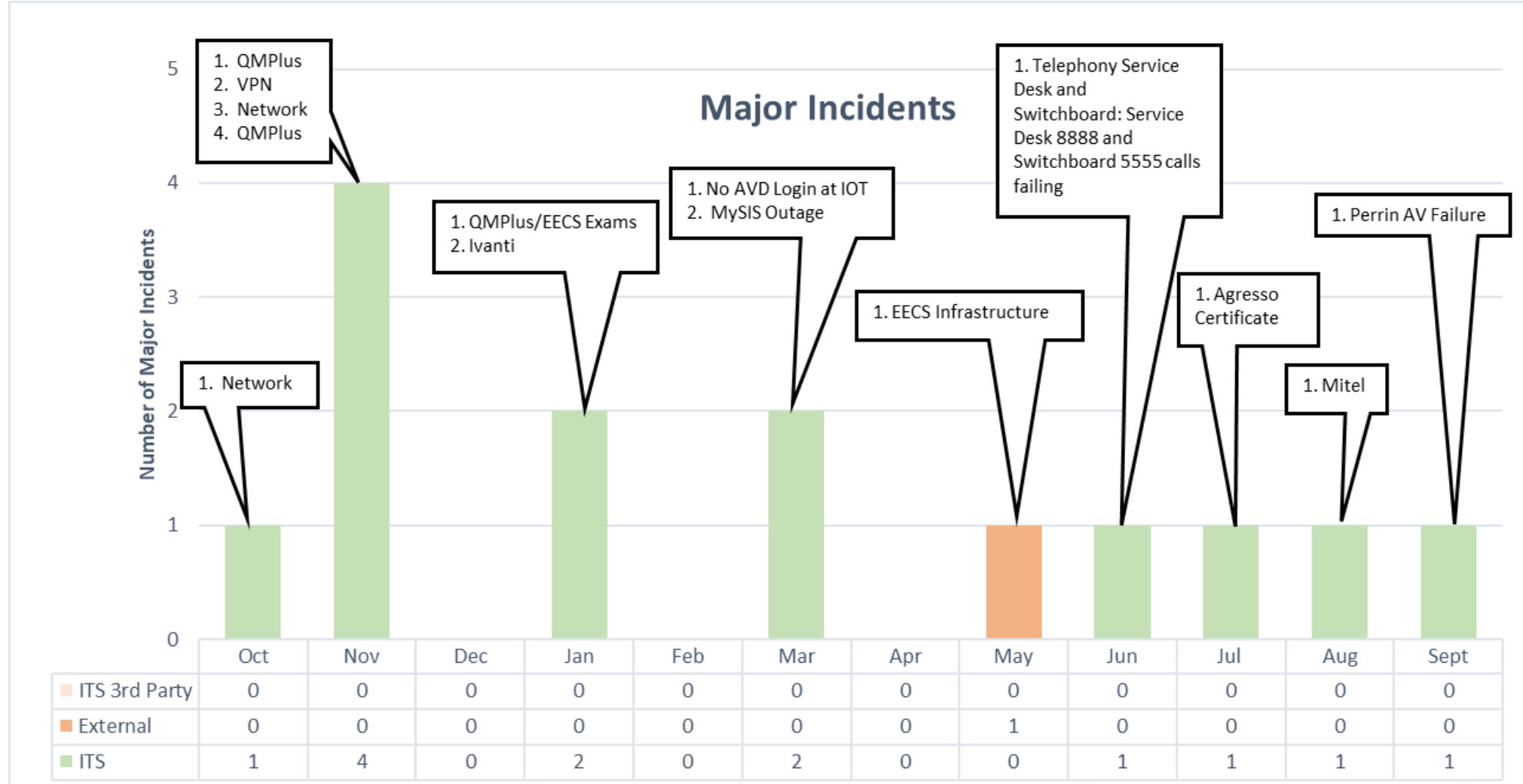
Most common Positives and most common Negatives quotes

- Prompt response and expert support!
- As usual Greg Meehan was an absolute star! Very delighted with the level of service.
- Fast and efficient response, many thanks!
- This whole process has been very frustrating and not well managed.
- This has been handled poorly which seems to be a regular occurrence with IT sadly.
- The response is very delayed.

Customer Satisfaction Breakdown



Major Incidents October 2022 – September 2023



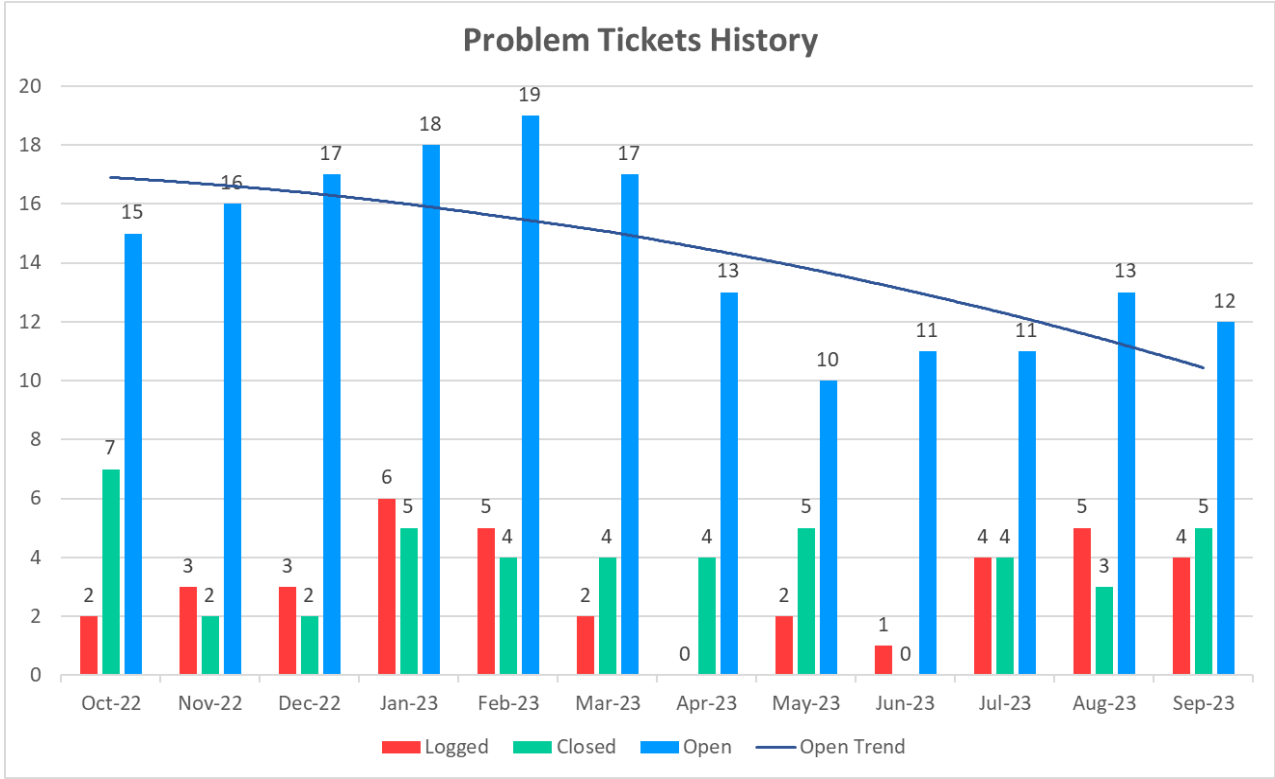
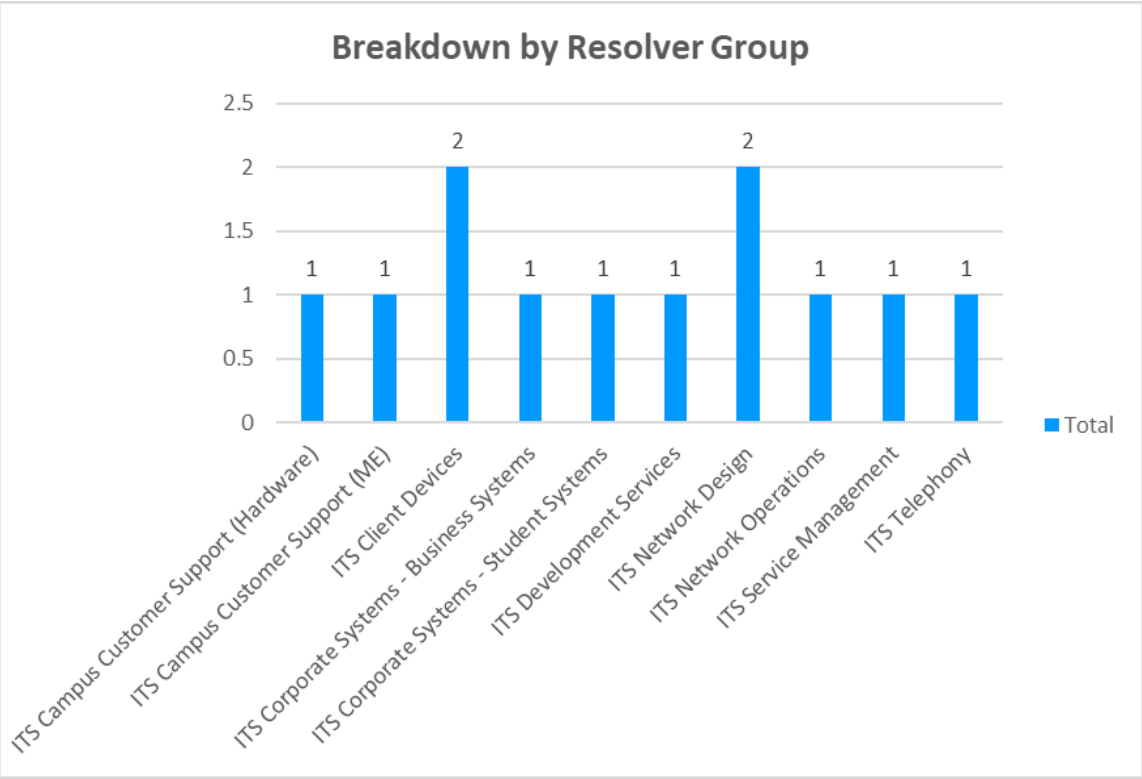
Major Incidents March 2023 – September 2023

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
257851	Wed 28th 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	8th Aug 2023 13:32	1hr 12m	<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 14th Sept 2023 17:57	20 mins	<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. Scripting / profile reset option are being looked at by Client Devices.</p>	Resolved

High Priority Incidents March 2023 - September 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
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
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

Problem Management September 2023

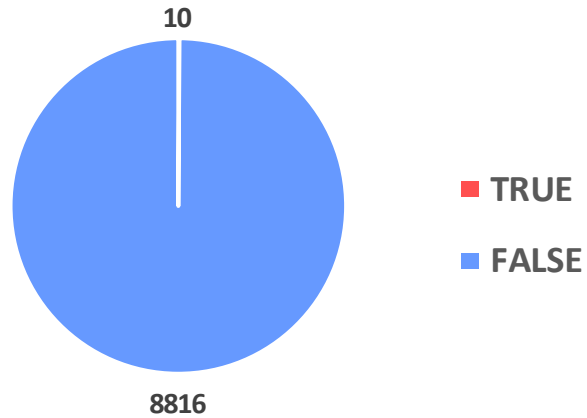


Problem Management September 2023

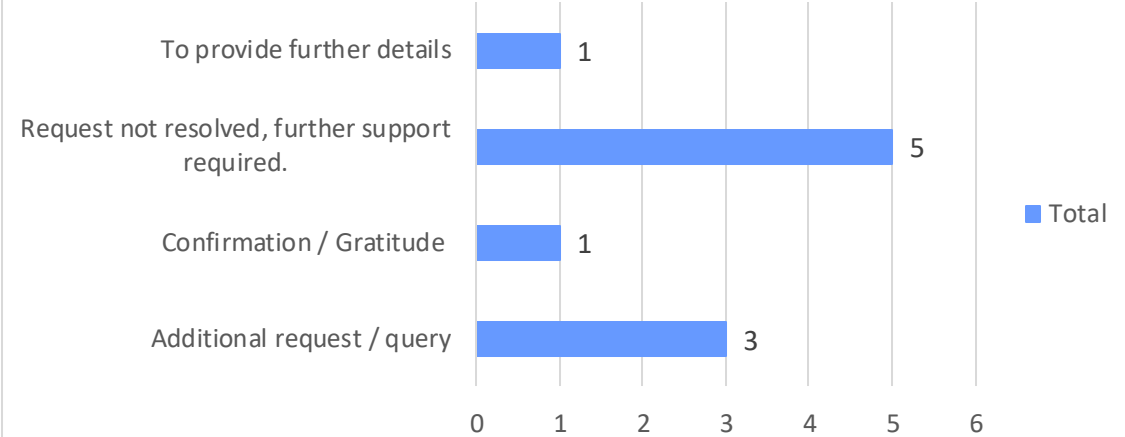
Problem Reference	Summary	Currently Assigned Group
420	Careers Hub (Target Connect) - Student Login errors	ITS Corporate Systems - Business Systems
418	Broken Link to Apprenticeship form	ITS Development Services
414	Unable to build Apple laptops since "Events" Wi-Fi has been decommissioned	ITS Campus 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 Campus Customer Support (ME)
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 September 2023

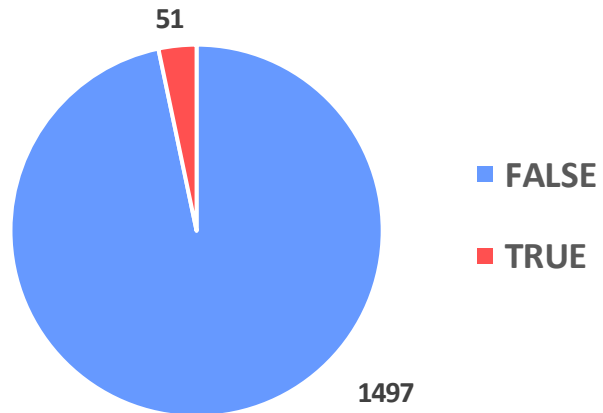
Requests Re-opened



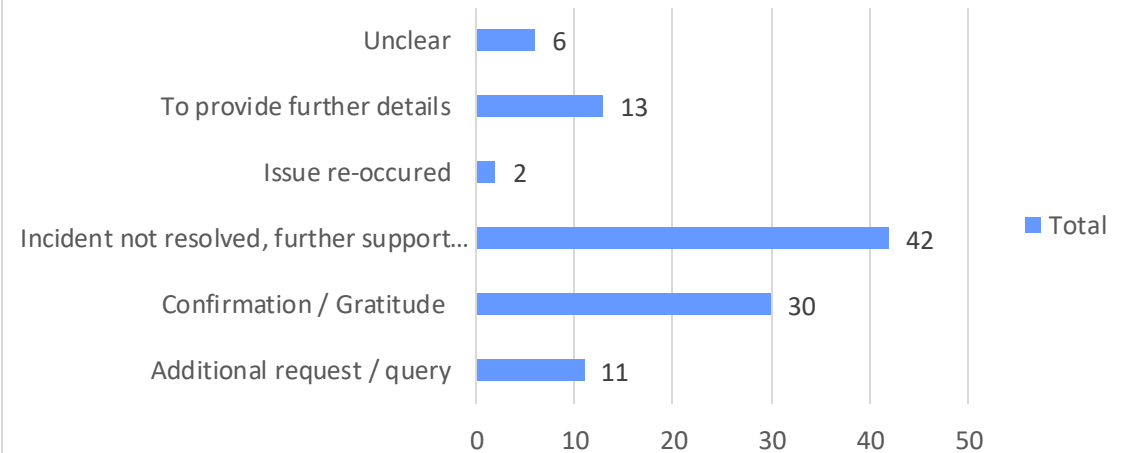
Requests re-opened reasons



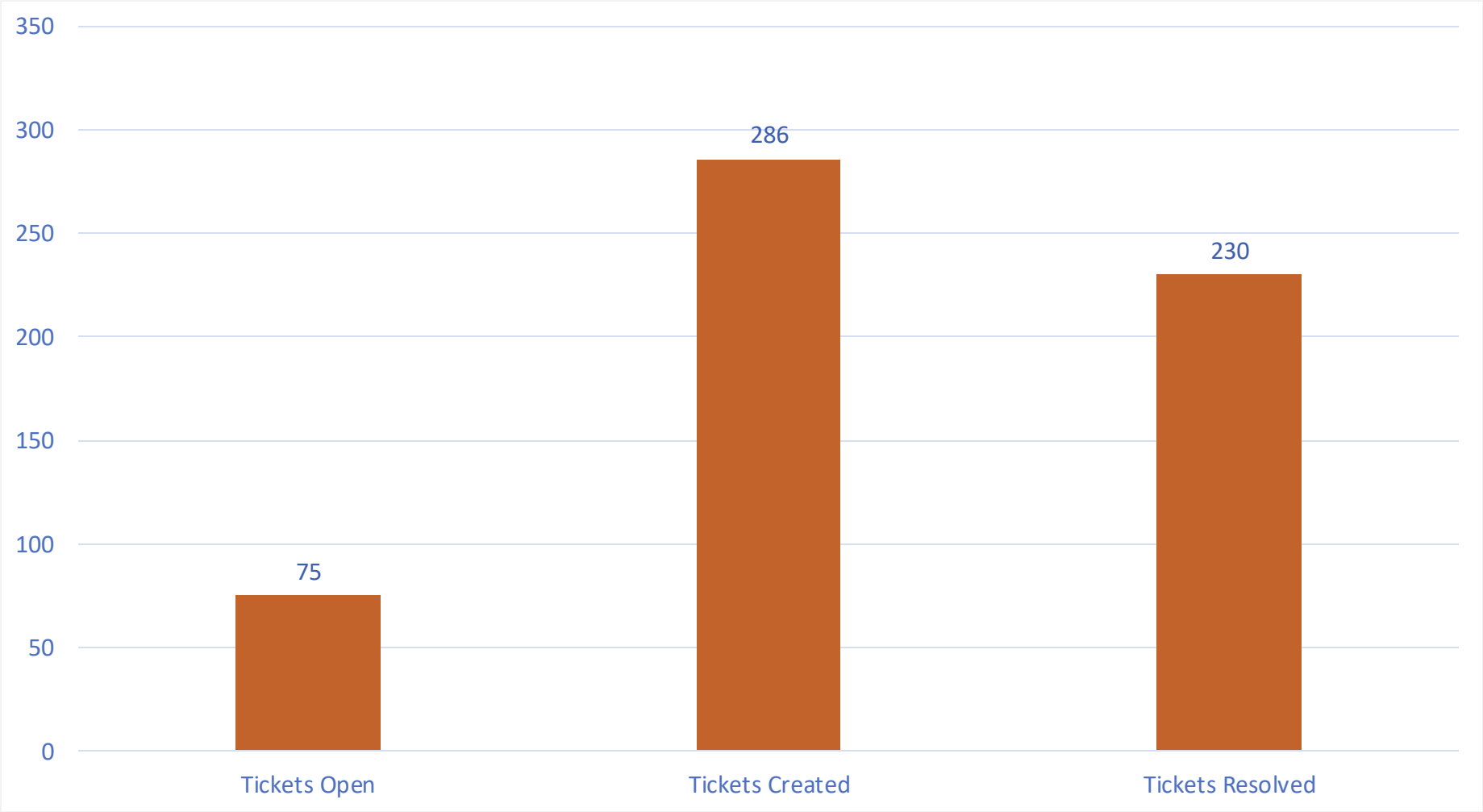
Incidents Re-opened



Incidents re-opened reasons



Research Tickets September 2023





Queen Mary

University of London