



Queen Mary
University of London

IT Services February 2024

Monthly KPI Report

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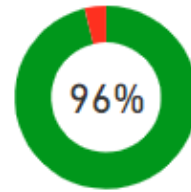
Open Escalations

Executive Summary - February 2024

High Impact / Major Incidents February 2024:

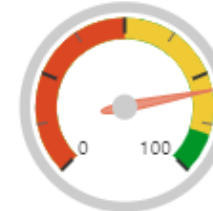
No major incidents logged in February.

Customer Satisfaction

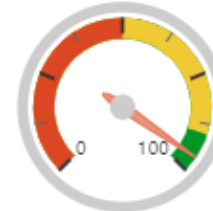


Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

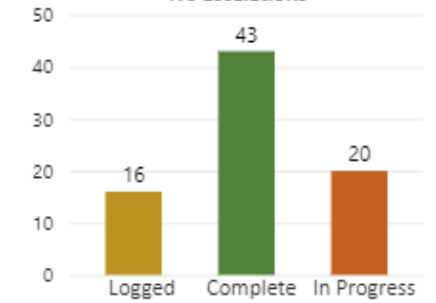
Definitions

KPI: Key Performance Indicator

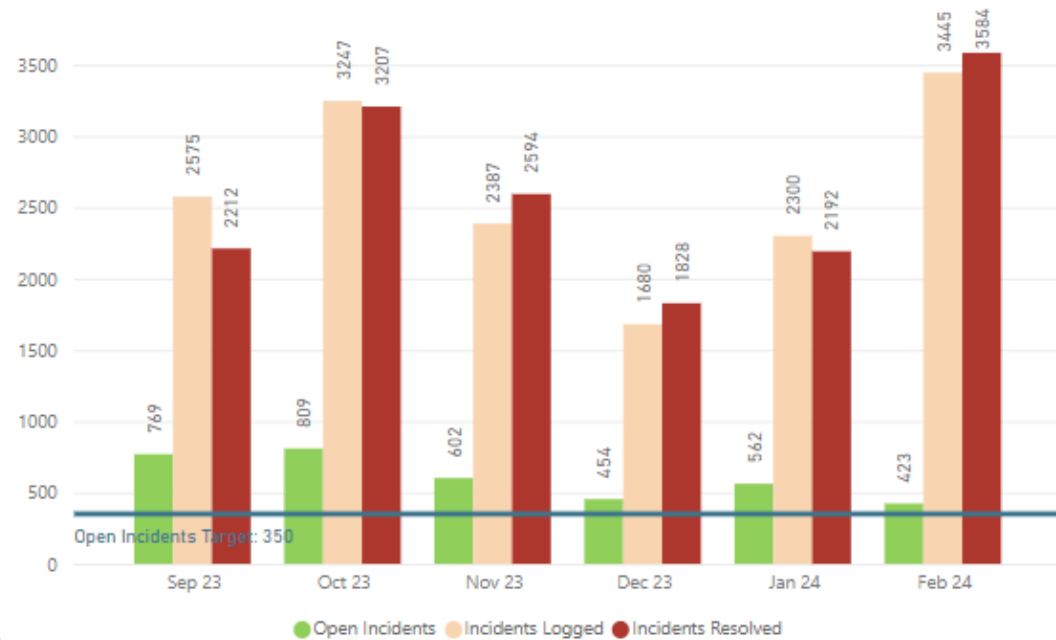
MI: Major Incident

P1: Priority 1 Incident (High)

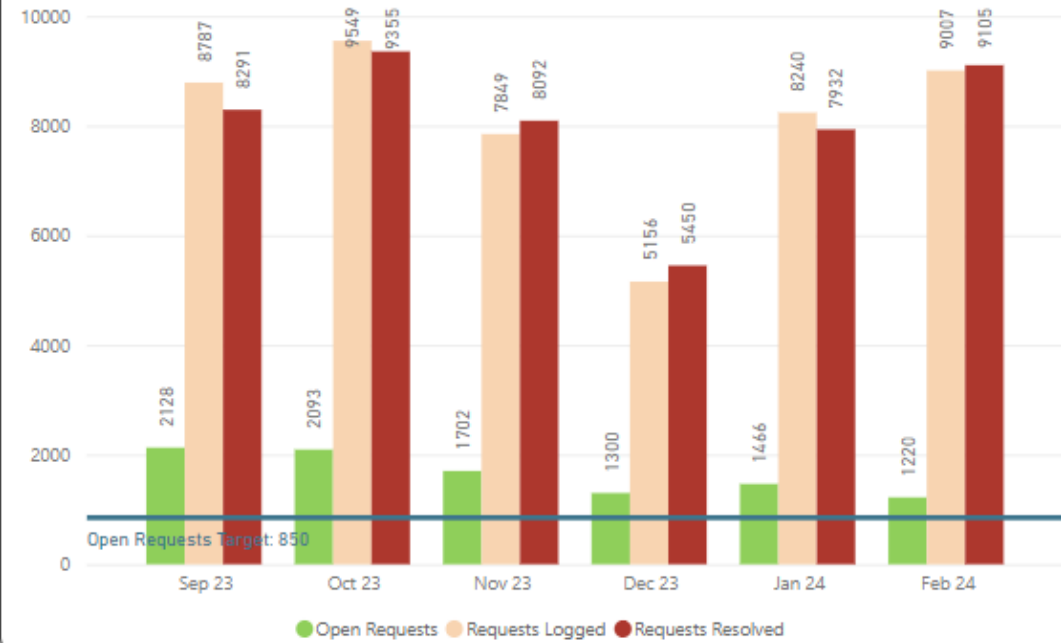
ITS Escalations



Incidents



Requests



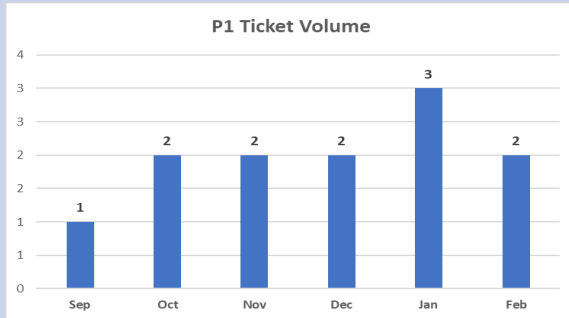
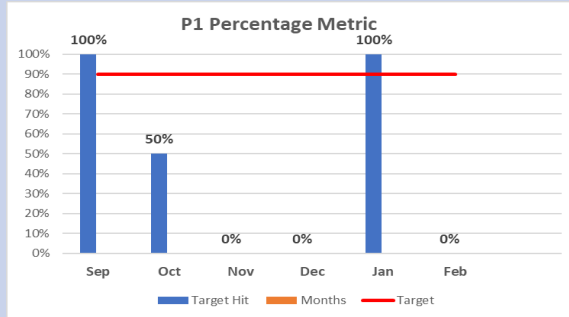
ITS Service Desk KPI's February 2024

Request Category (Top 5 for February 2024)		Overall % February Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions		19%	98%	↑
Finance Applications		15%	93%	↑
Software		11%	98%	↑
Network		7%	96%	↑
Audio Visual		6%	94%	↑
Service and SLA		Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%		96%	9105	↑
Incidents resolved within SLT 90% (P1-P5 Average)		83%	3584	↑
P1 – 4 Hours		100%	0	↑
P2 – 1 Business Day		100%	20	↑
P3 – 3 Business Days		84%	2095	↓
P4 – 5 Business Days		100%	1063	↑
P5 - 20 Business Days		71%	21	↓
PT - 20 Minutes		33%	381	↓
Average Wait Time 25 sec		9s		↑
First Time Fix Rate 75%		82%		↑
Customer Satisfaction >90%		96%		↑
			Met or Exceeded Target	↑
			Below Agreed Target	↓

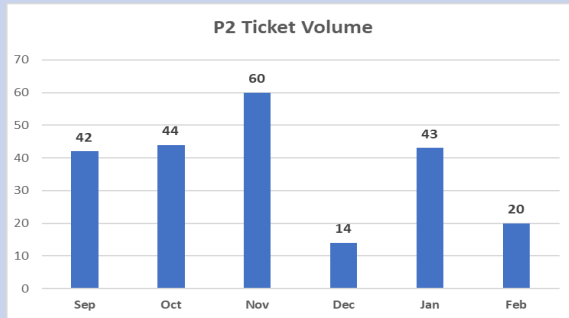
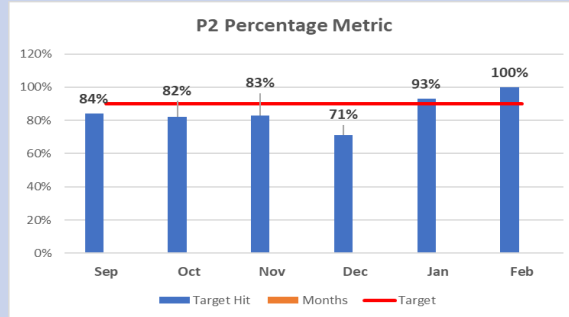
P# = Ticket Priority

IT Services – Service Level Indicators

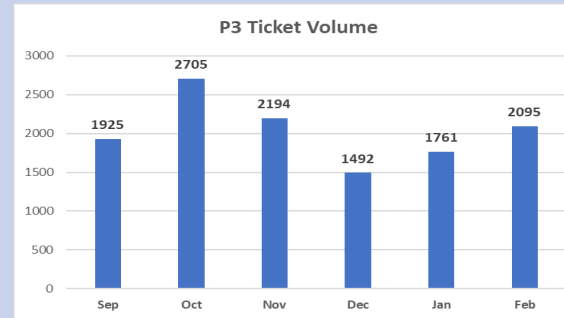
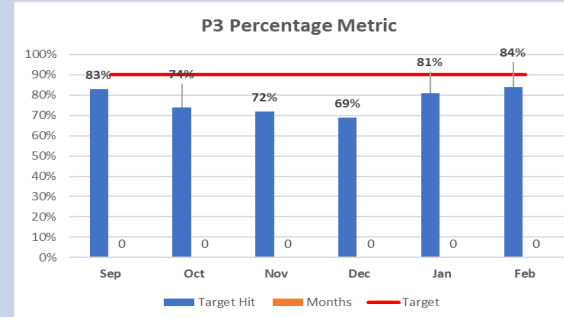
>90% achieved for the following targets:
P1- 4 hours



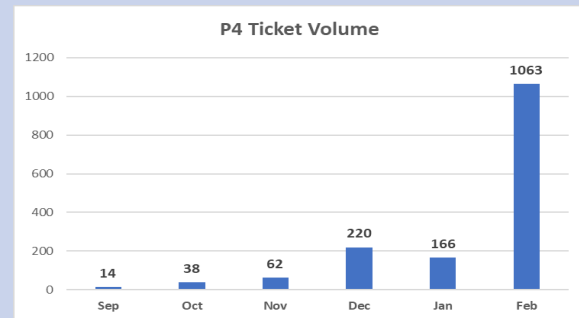
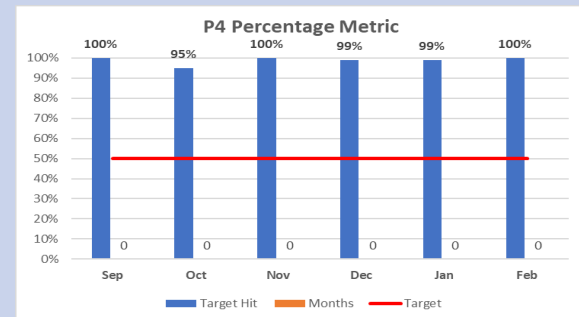
>90% achieved for the following targets:
P2- 1 Business Day



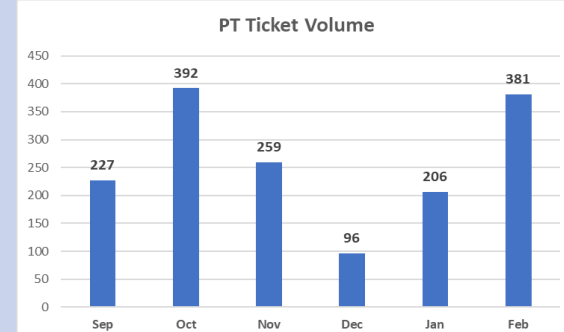
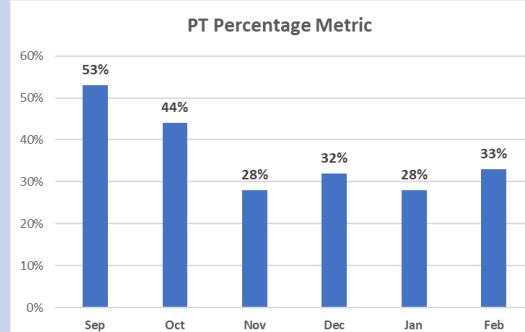
>90% achieved for the following targets:
P3- 3 Business Days



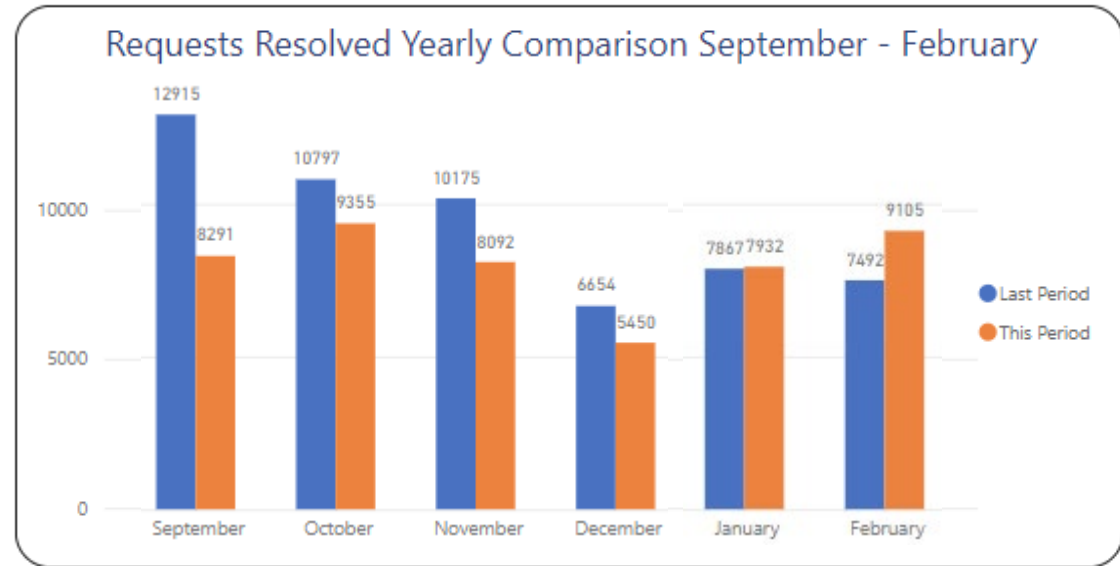
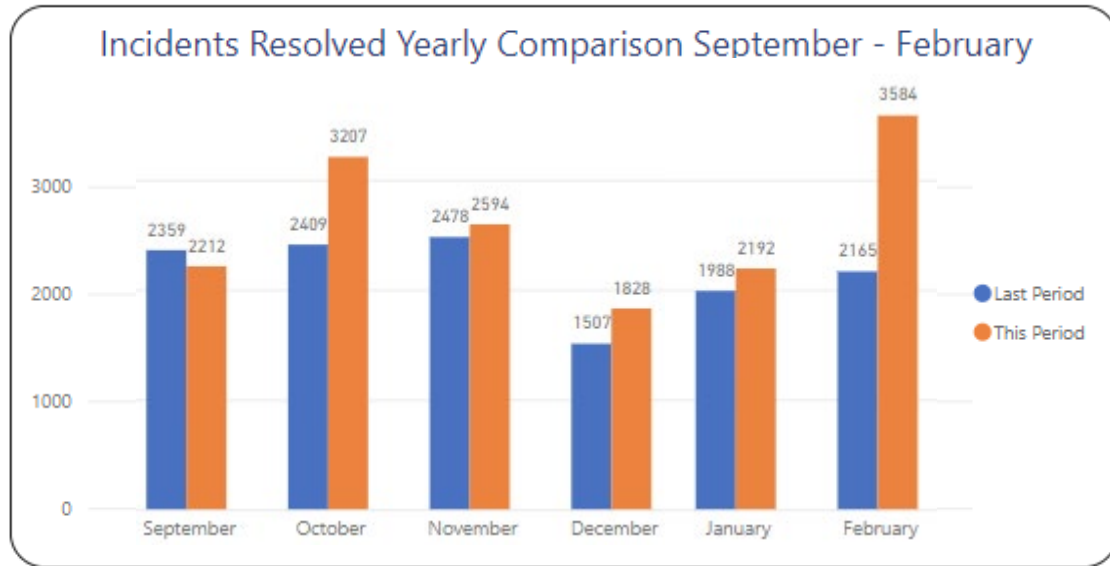
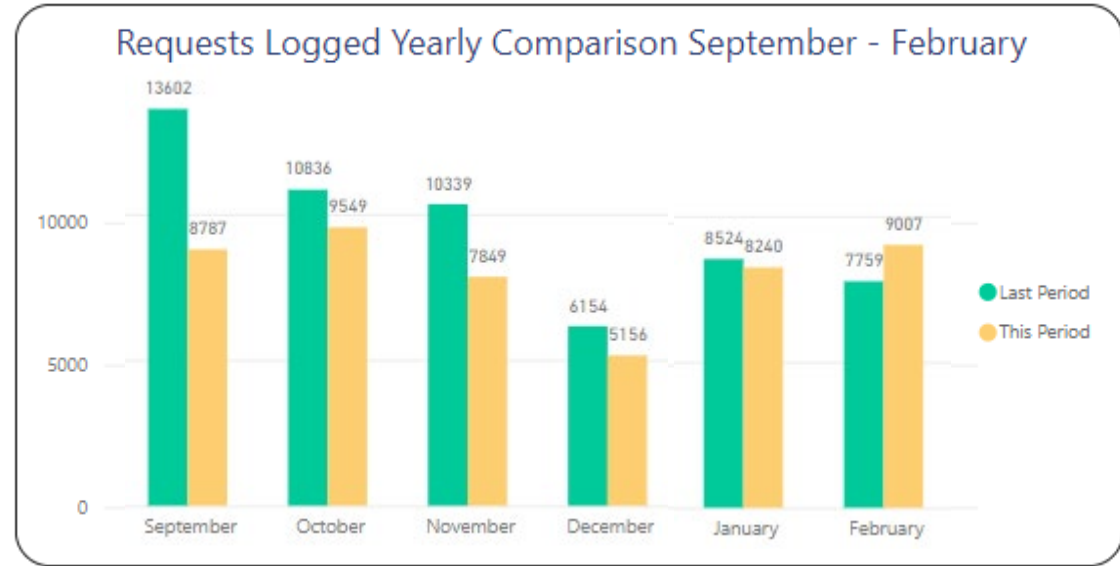
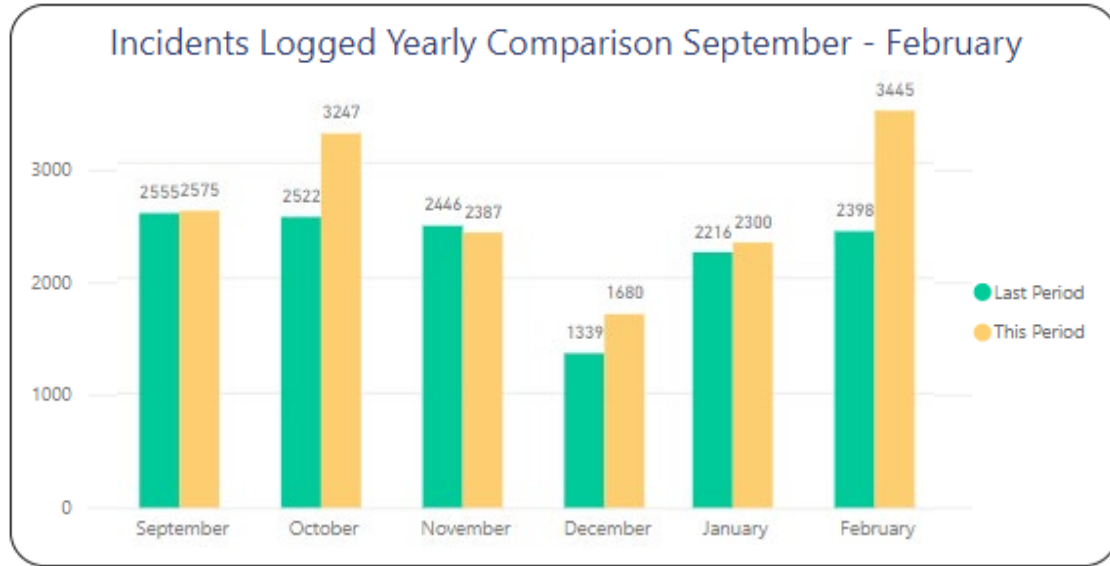
>90% achieved for the following targets:
P4- 5 Business Days



Time to Acknowledge
Teaching Incident:
< 12 Minutes



Ticket Volume Comparison Sep 23 - Feb 24 vs Sep 22 - Feb 23



Service Desk Performance - February 2024

Measure	Target	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Trend
Received Phone Calls	-	2245	0	1156	787	1409	1251	↓
Average Wait Time	25s	35s	0s	16s	15s	16s	9s	↓
Abandon Rate (Calls)	5%	15.4%	0%	3.1%	3.8%	4.5%	1.8%	↓
FTF (First Time Fix)	75%	86%	75%	69%	78%	82%	82%	—
FLF (First Line Fix)	75%	53%	41%	39%	40%	40%	37%	↓

ITS Ticket Volume	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Trend
Telephone	844	926	824	428	785	743	↓
Email	3274	4842	3507	2385	3659	3896	↑
In Person	1460	935	478	319	599	1132	↑
Self Service	2974	2872	2883	2115	3189	3937	↑
Live Chat	2296	2561	2018	1142	1893	1355	↓

Other ITS KPI's February 2024

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	84%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	100%	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	20 Days**	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	Days	KPI-01-Student Satisfaction
Request to add specific software to managed devices (3 way process: Procurement, Testing and Deployment)	15 Business Days	14 Days	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	12 Minute Response Target (20 minute Resolution Target)	43%*	KPI-01-Student Satisfaction
Service Availability			KPI-01-Student Satisfaction
Gold (Top 10 Services e.g QMplus, SITS)	99.50%	100%	
All Gold Services (e.g. MyHR, Echo360/Q-Review)	99.50%	100%	
Silver (e.g ArcGis, Armis, Cohort)	90%	100%	
Bronze (e.g GitHub, DMS)	80%	100%	

*Based on reportable tickets

**Missed KPI due to on-going impact of BCI Incident

Customer Satisfaction – February 2024

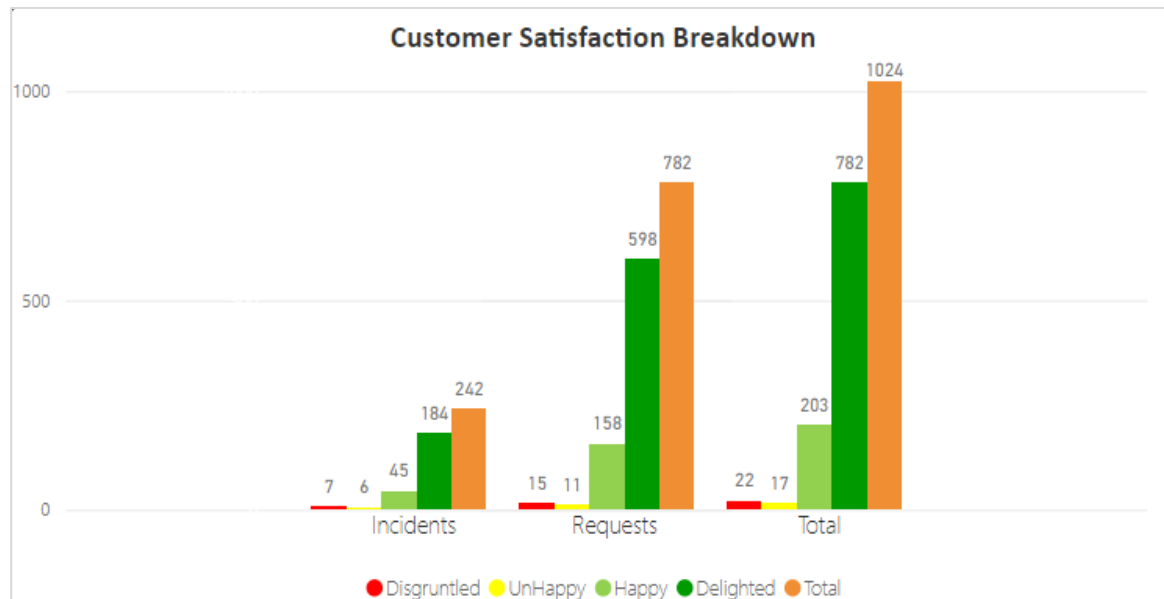
Customer Feedback

This month we received 1024 responses providing feedback on incidents and requests logged through the service desk.

Happy and Delighted Responses (Incidents) **95%**

Happy and Delighted Responses (Requests) **97%**

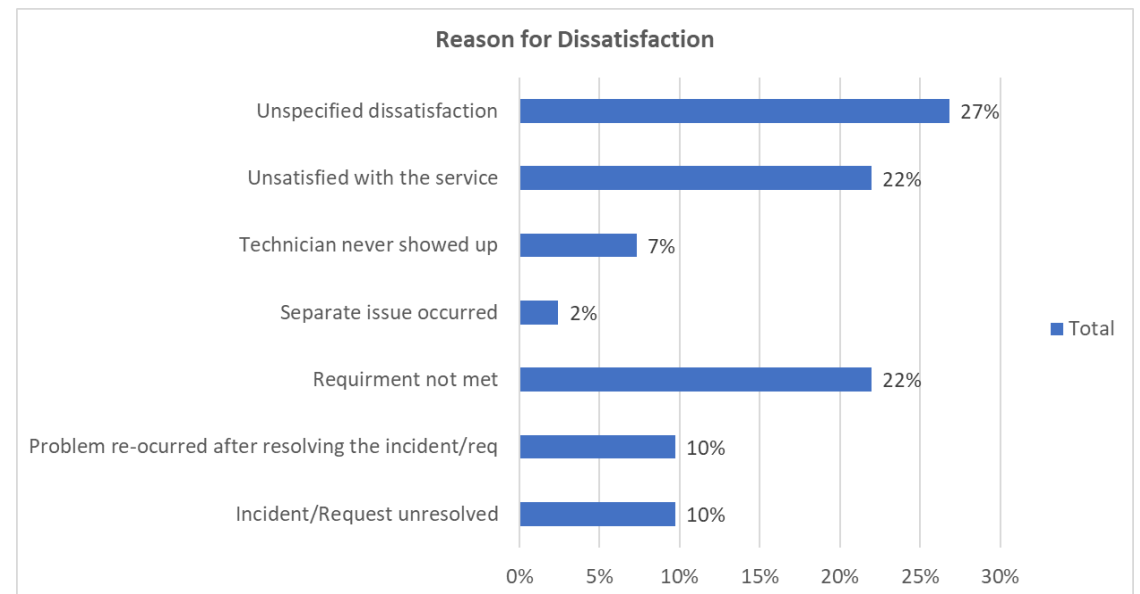
Total Satisfaction **96%**



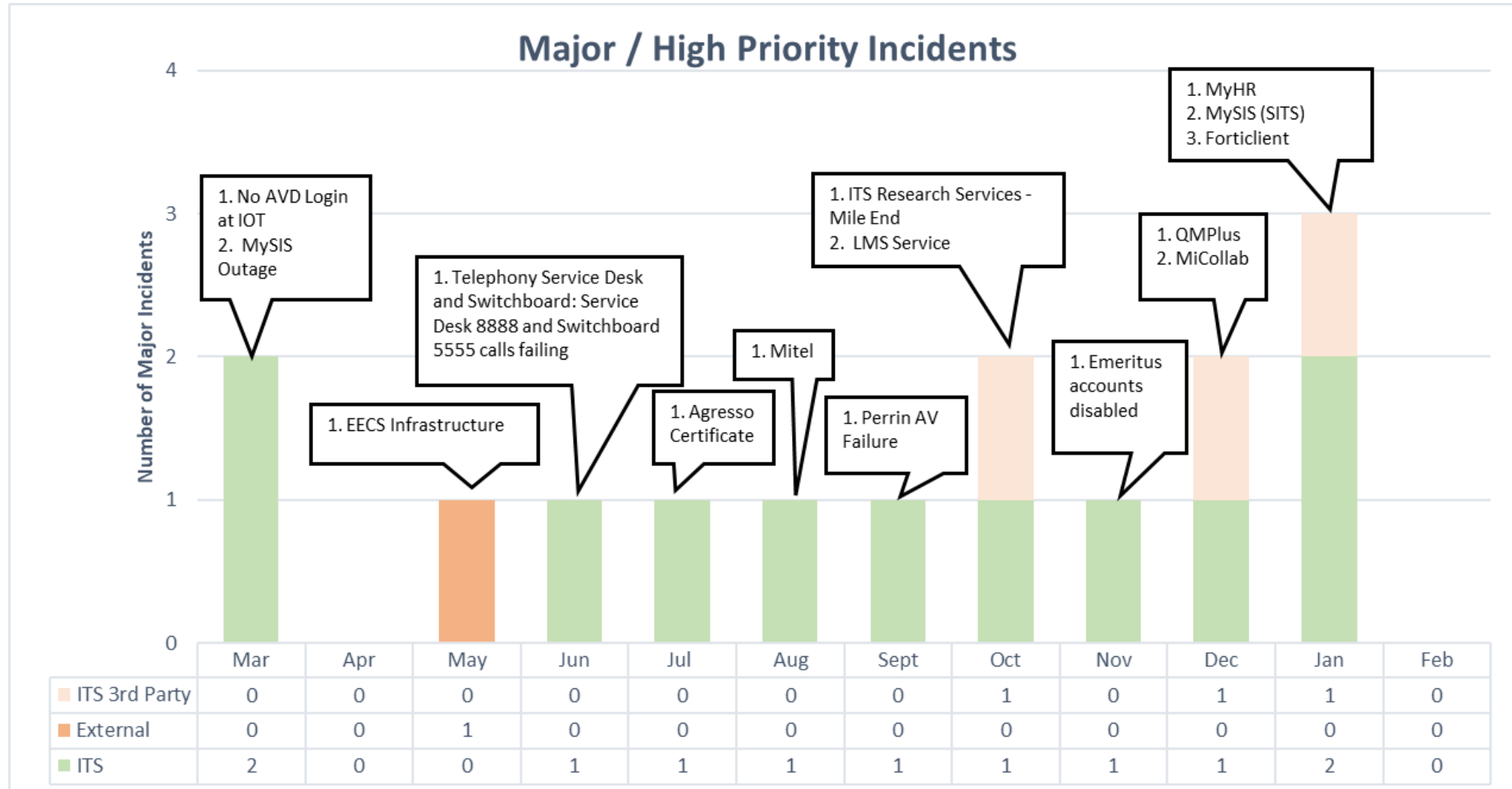
Feedback this month

Most common positives and most common negative quotes.

- Thank you, the live chat is a game changer.
- Many thanks to the team for arranging this loan laptop and equipment for our new starter
- I felt the agent was knowledgeable and the service efficient. My call was answered immediately, and the agent went above and beyond.
- The time taken to respond / resolve the original ticket took almost 5 days.
- Please make your policies (at least) consistent across agents.
- Technician did not show up. It was very embarrassing given that this was not solely an internal event.



Major / High Priority Incidents March 2023 – February 2024



Major Incidents September 2023 – February 2024

MI No.	Date	Duration	Service Affected – Impact	Status
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 17 th 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
267203	Fri 3 rd Nov 2023 16:45	4hrs 27 mins	Active Directory: Emeritus accounts disabled in Active Directory 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. 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.	Resolved
No ticket	Sun 17 th Dec 2023 09:00	4hrs 30 mins	MiCollab: Users unable to connect to MiCollab Action: Failover manually from ADS-DOM-02 to ADS-DOM-04 and increased the processor memory, which resolved the issue. RCA: This issue was due to an authentication error in relation to the domain controller ADS-DOM-03. There was no database corruption on MiTel controller. MiTel cannot failover the authentication from ADS-DOM-03 to ADS-DOM-01 automatically.	Resolved
270538	Sat 16 th Dec 2023 04:27	4hrs 44 mins	QMPlus: Complete loss of service to QMPlus for all users Action: Catalyst successfully purged all keys, restoring site functionality. Suggest to reverse engineering the named hash for further analysis. Catalyst are implementing a change to the way that the REDIS cache is managed to prevent re-occurrence. RCA: The incident occurred because a specific data storage key became too large (exceeding 9GB in size), causing a memory problem. Further investigation is currently ongoing to gain a complete understanding of the problem.	Resolved

High Priority Incidents September 2023 - February 2024

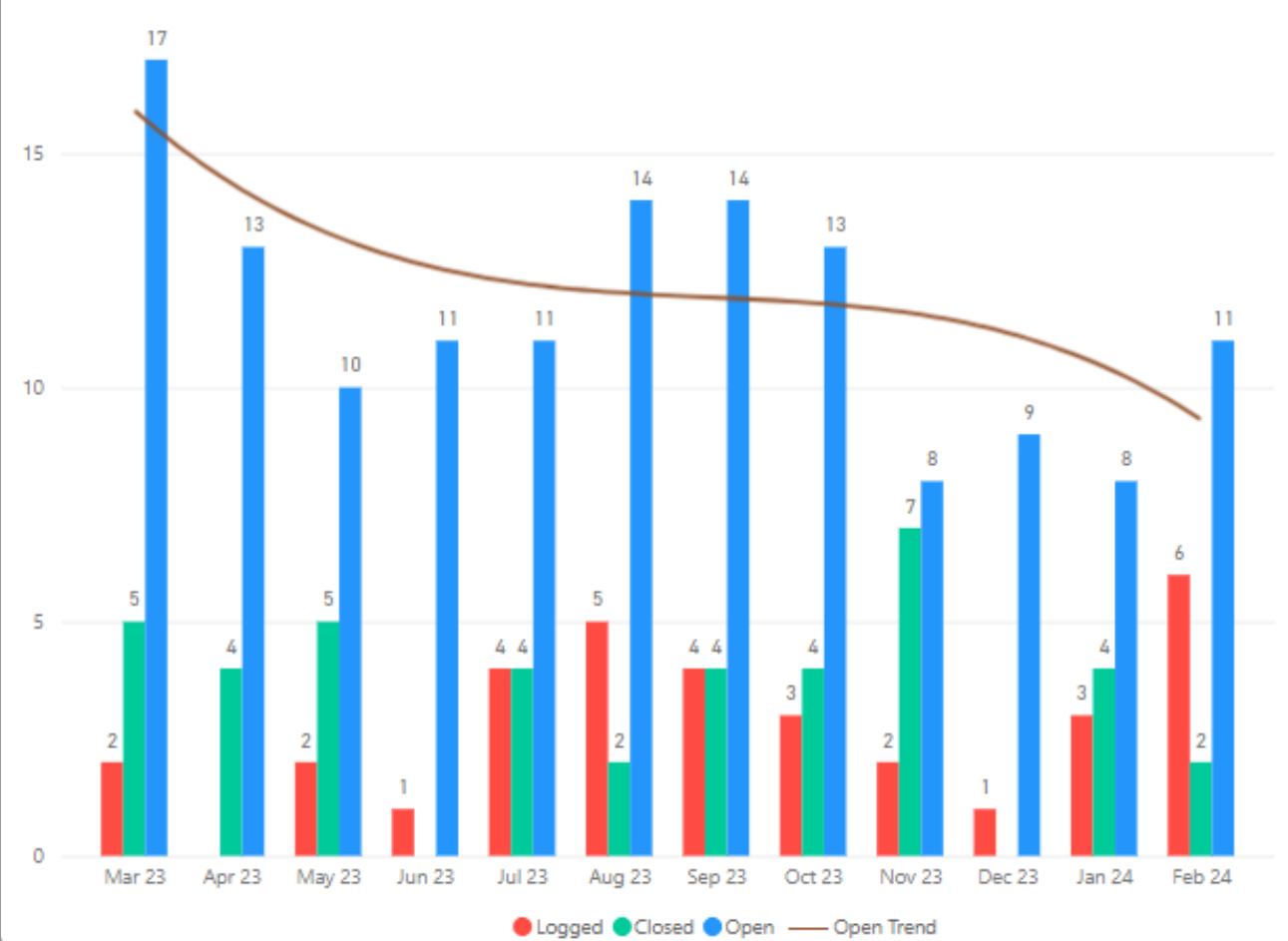
HPI Number	Date	Duration	Service Affected – Impact	Status
260544	Tue 29 th Aug 2023 08:00	2hrs 2m	MyHR: Some users reported “sign-in” message pop-up and unable to login. Action: Restart of the server	Resolved
261826	Sun 17 th Sept 2023 08:35	5hrs 8 mins	IDcheck: Users receiving a blue screen when IDcheck 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
271060	Tues 2 nd Jan 2024 08:20	53mins	Forticlient: Users reporting they are unable to access Agresso, MyHR and Ivanti over the Forticlient VPN Action: Forticlient appliance rebooted. RCA: Memory leak on FortiClient appliance, resulting in increase in memory usage. When memory usage reaches 85%, this is a critical threshold, and the service goes into ‘conserve’ mode.	Resolved
272254	Fri 19 th Jan 2024 18:53	1hr 5 mins	MySIS (SITS): Service down for all users. Action: Resolved by reboot of Oracle database server. RCA: Several consecutive SITS Batch jobs had over run. This was due to a large amount of UCAS data coming through on the XML Feed coinciding with an extra-large task running for the Clearance Checks Task Batch job.	Resolved
272255	Sun 21 st Jan 2024 15:29	1hr 9 mins	MyHR: Inaccessible to all users from all web browsers. Action: Resolved by clearing caches, server rebooted and restart of the service RCA: Errors from Windows Defender. Windows Defender trying to apply a security patch to the server. Zellis engineer investigated and gave several possible reasons for root cause. The ongoing MFA issue may have caused large number of sessions to hang at one time leading to Java memory leak error.	Resolved

Problem Management February 2024

Breakdown by Resolver Group



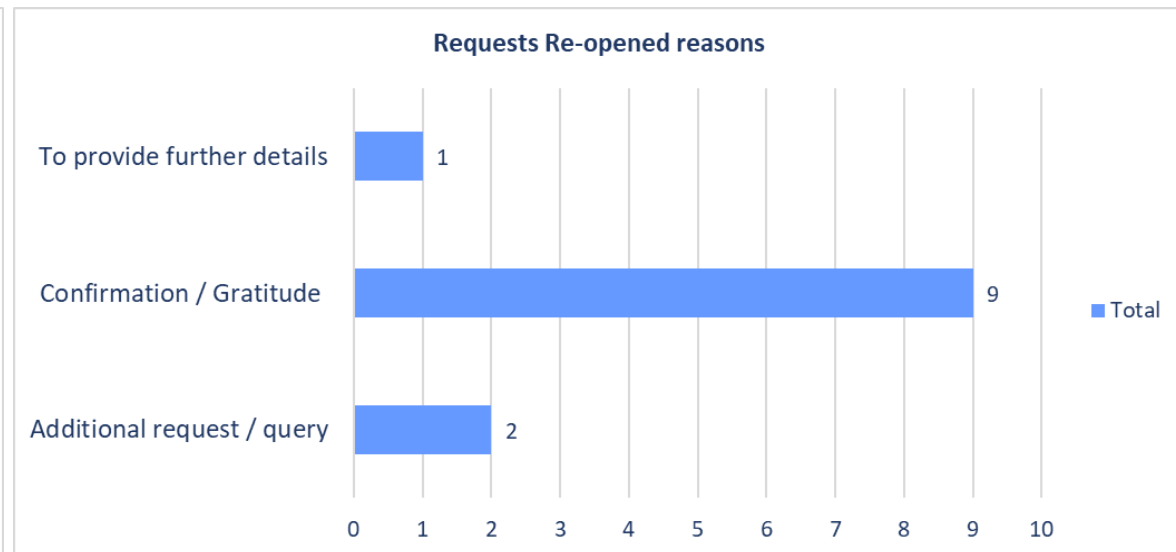
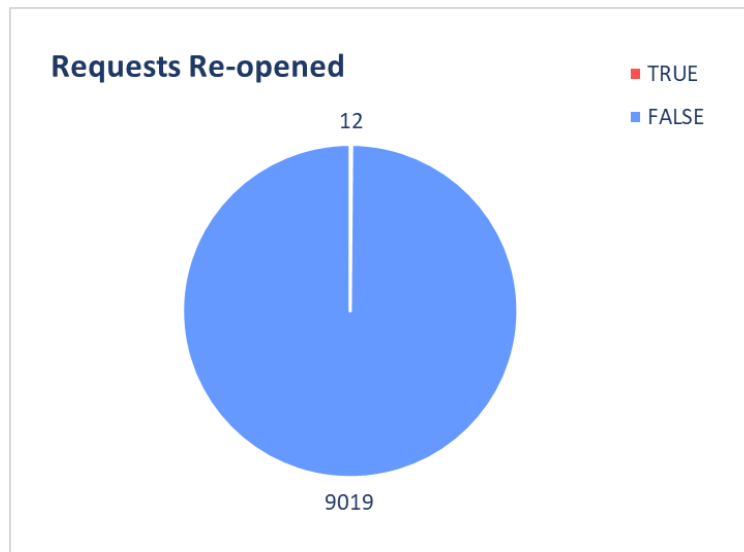
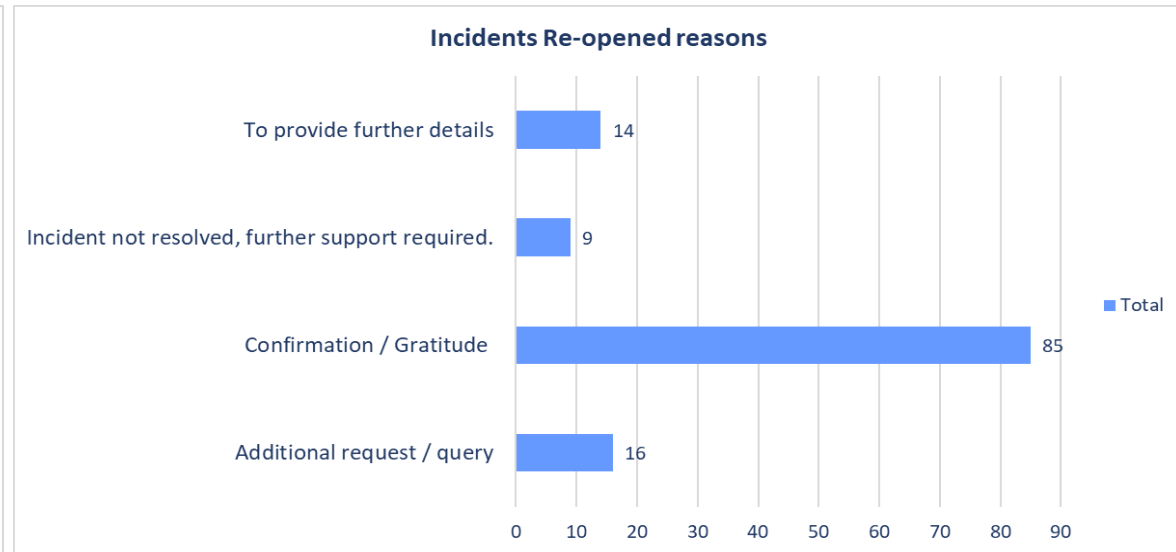
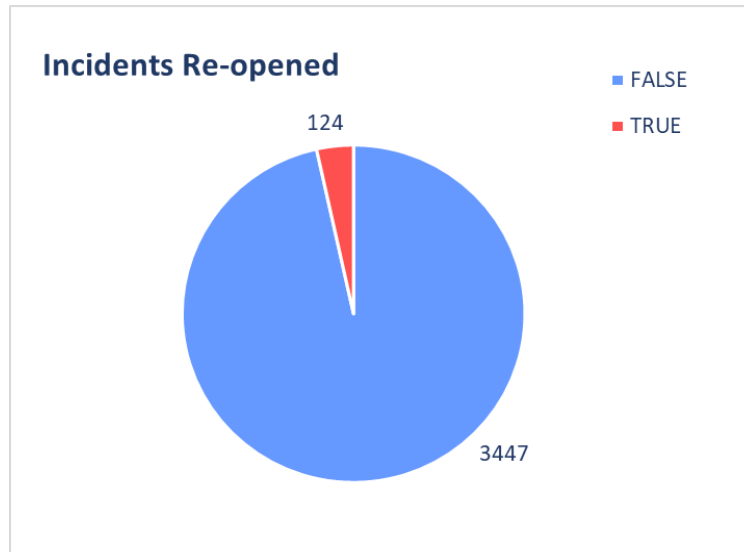
Problem Tickets History



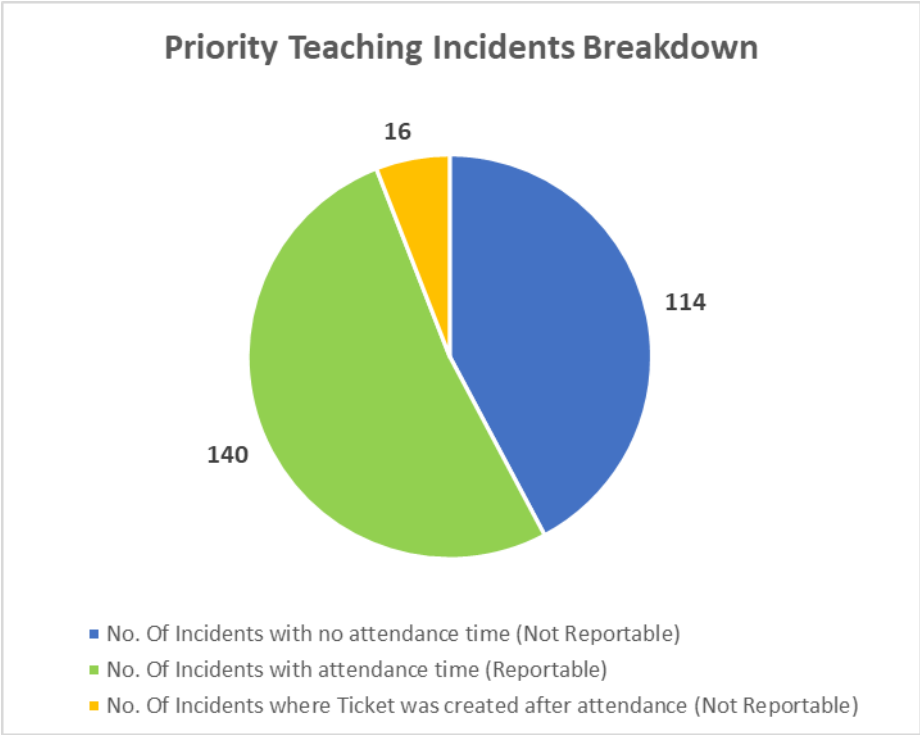
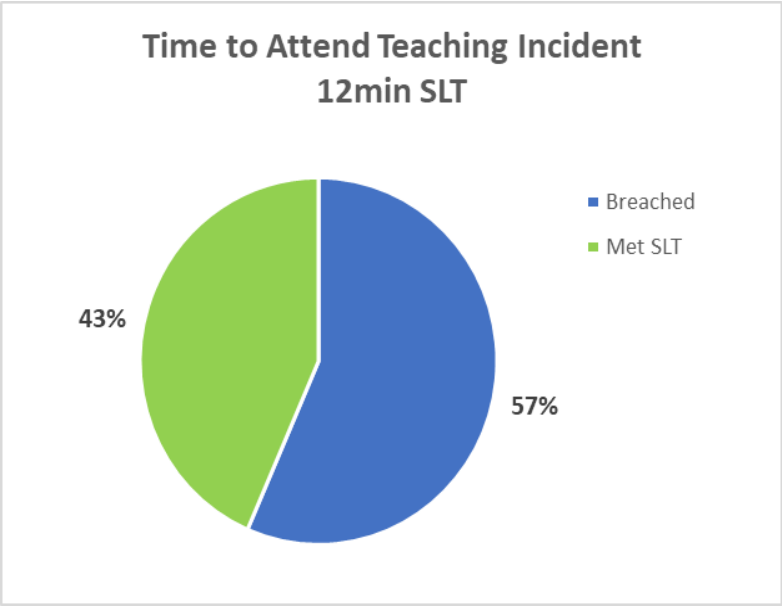
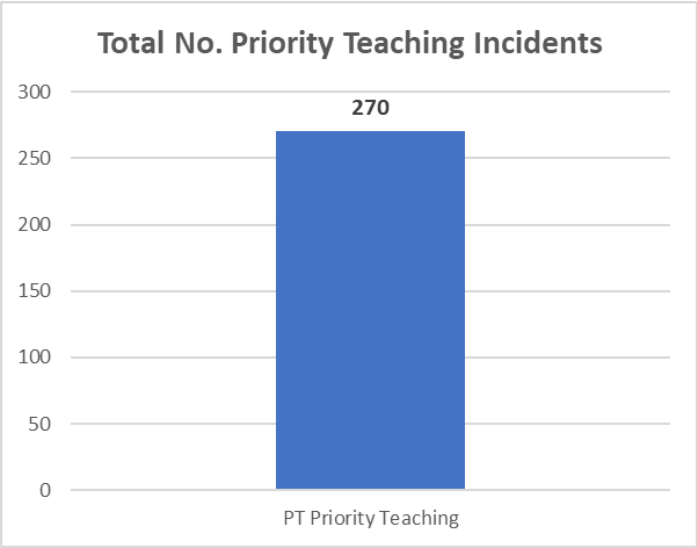
Problem Management February 2024

Problem Reference	Summary	Currently Assigned Group
434	Ivanti Email Issues	ITS Corporate Systems - Business Systems
433	Machines not reaching our SCCM servers on 161.23.40.0/23 subnet.	ITS Service Management
431	Processes to grant access to SharePoint folders not correct	ITS Infrastructure Software
430	Forticlient - VPN - Failing to connect. Stops at 40%	ITS Client Devices
429	Issue with MyHR logins relating to MFA	ITS Corporate Applications
428	IT network connectivity issues principles/Colin Bailey's office	ITS Network Operations
427	Printing Server failures	ITS Central Print Services
426	Intermittent issues with Agresso Web login (https://agresso-web.qmul.ac.uk/BusinessWorld/Login)	ITS Infrastructure Software
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

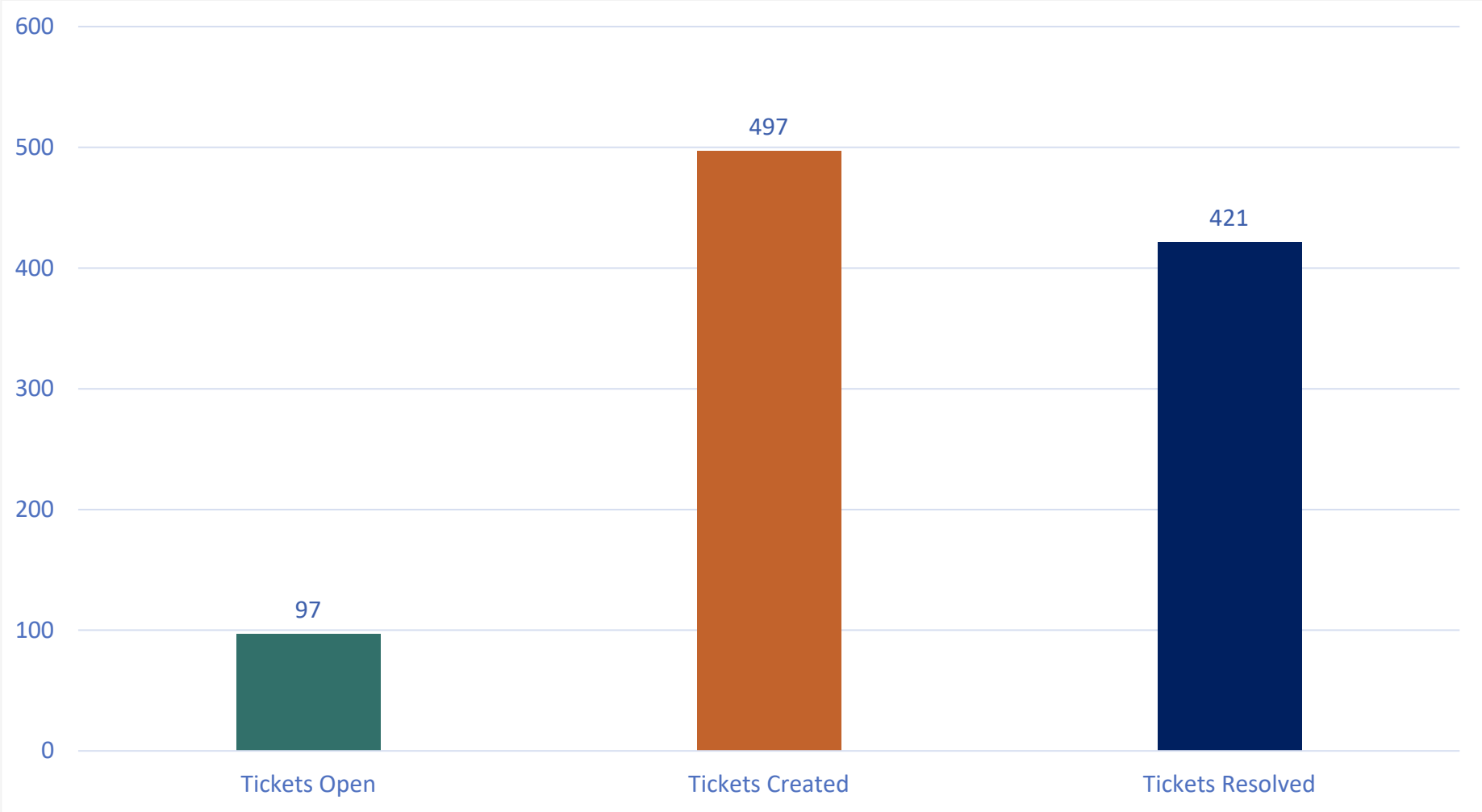
Re-opened Tickets February 2024



Priority Teaching Incidents – February 2024



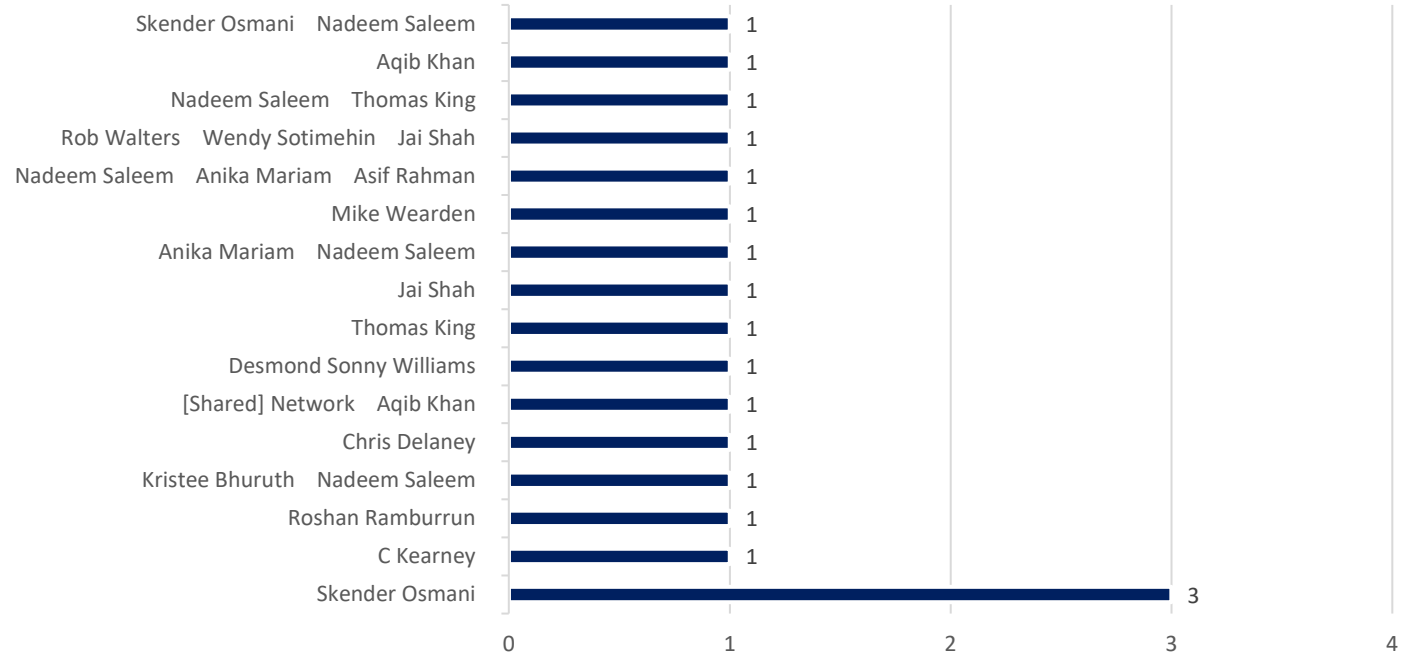
Research Tickets February 2024



Open Escalations February 2024

Open Escalations by Assignee and Category	No. of Escalations
Skender Osmani	3
Network - Access	1
Software - Client Software Installation	1
Software - Access	1
C Kearney	1
Account - Account Creation	1
Roshan Ramburrun	1
Software - Emails	1
Kristee Bhuruth Nadeem Saleem	1
AV Technical Issue - AV Issues	1
Chris Delaney	1
Network - Amendment/Change	1
[Shared] Network Aqib Khan	1
Network - Connection Problems	1
Desmond Sonny Williams	1
Software - Access	1
Thomas King	1
Hardware Request - Device Delivery	1
Jai Shah	1
Software - Access to Drive	1
Anika Mariam Nadeem Saleem	1
Hardware Request - Device Delivery	1
Mike Wearden	1
Network - WiFi	1
Nadeem Saleem Anika Mariam Asif Rahman	1
Hardware - Missing	1
Rob Walters Wendy Sotimehin Jai Shah	1
Software - Client Software Installation	1
Nadeem Saleem Thomas King	1
Hardware - New laptop Request	1
Aqib Khan	1
Account - Access	1
Skender Osmani Nadeem Saleem	1
Hardware Request - New laptop Request	1
Grand Total	18

Open Escalations by Assignee





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