IT Services January 2024

Monthly KPI Report

Contents

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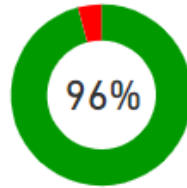University of London

Executive Summary - January 2024

High Impact / Major Incidents January 2024

Forticlient - Users reporting they are unable to access Agresso, MyHR and Ivanti over Forticlient VPN
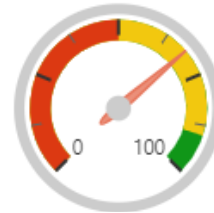**MySIS -** Service unavailable to all users
MyHR - Unavailable to all users from all web browsers
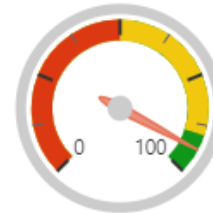
Customer Satisfaction

96%

Incidents and Service Requests
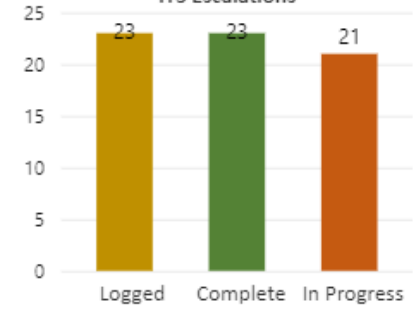### All ticket Average SLA Met

83%
Incidents

93.8%
Top 5 Requests

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

ITS Escalations

	Logged	Complete	In Progress
	23	23	21

Incidents

	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24
Open Incidents	407	770	810	603	456	564
Incidents Logged	1517	2575	3247	2387	1681	2303
Incidents Resolved	1457	2212	3207	2594	1828	2195

Open Incidents Target: 350

● Open Incidents ● Incidents Logged ● Incidents Resolved

Requests

	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24
Open Requests	1823	2128	2091	1698	1293	1413
Requests Logged	7495	8787	9549	7849	5156	8237
Requests Resolved	7013	8291	9355	8092	5450	7936

Open Requests Target: 850

● Open Requests ● Requests Logged ● Requests Resolved

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ITS Service Desk KPI's January 2024

Request Category (Top 5 for January 2024)	Overall % January Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	22%	96%	↑
Finance Applications	14%	89%	↓
Software	12%	98%	↑
Network	6%	95%	↑
Infrastructure Software	5%	88%	↓

Service and SLA	Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%	94%	7936	↑
Incidents resolved within SLT 90% (P1-P5 Average)	83%	2195	↓
P1 – 4 Hours	100%	3	↑
P2 – 1 Business Day	93%	43	↑
P3 – 3 Business Days	81%	1761	↓
P4 – 5 Business Days	99%	166	↑
P5 - 20 Business Days	86%	7	↓
PT - 20 Minutes	28%	206	↓
Average Wait Time **25 sec**	16s		↑
First Time Fix Rate **75%**	82%		↑
Customer Satisfaction **>90%**	96%		↑

P# = Ticket Priority

Met or Exceeded Target ↑
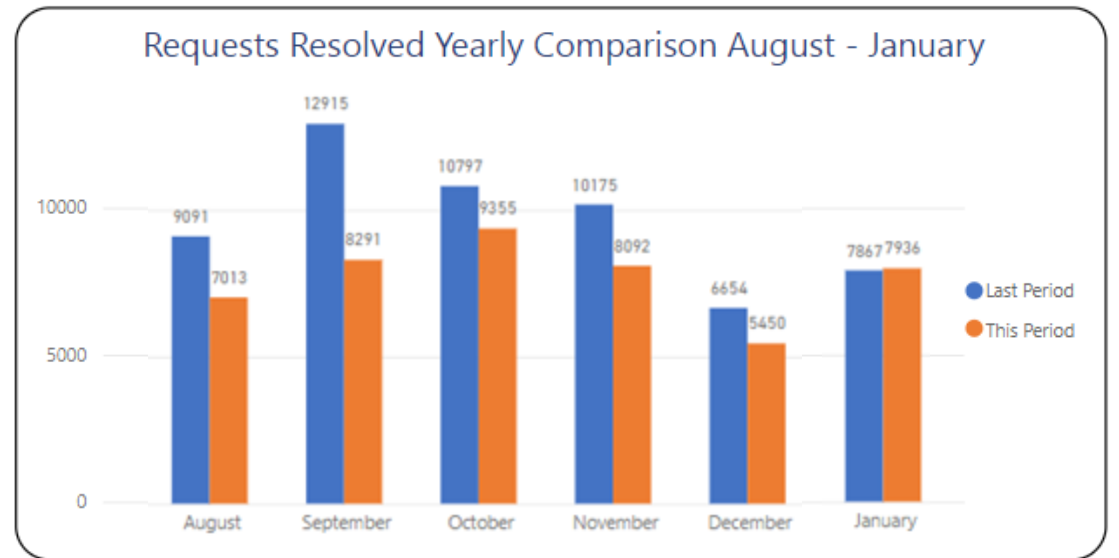Below Agreed Target ↓
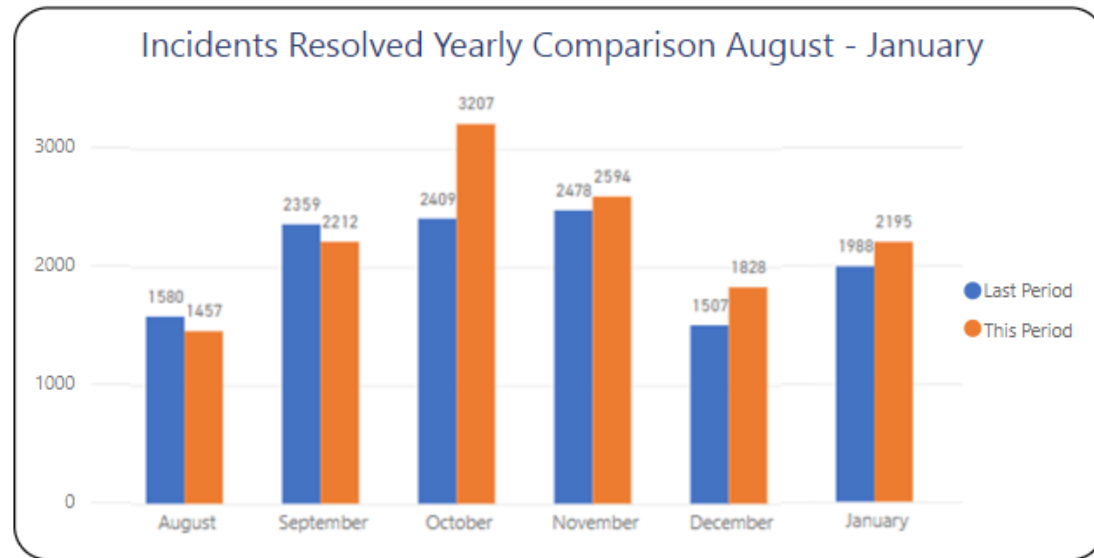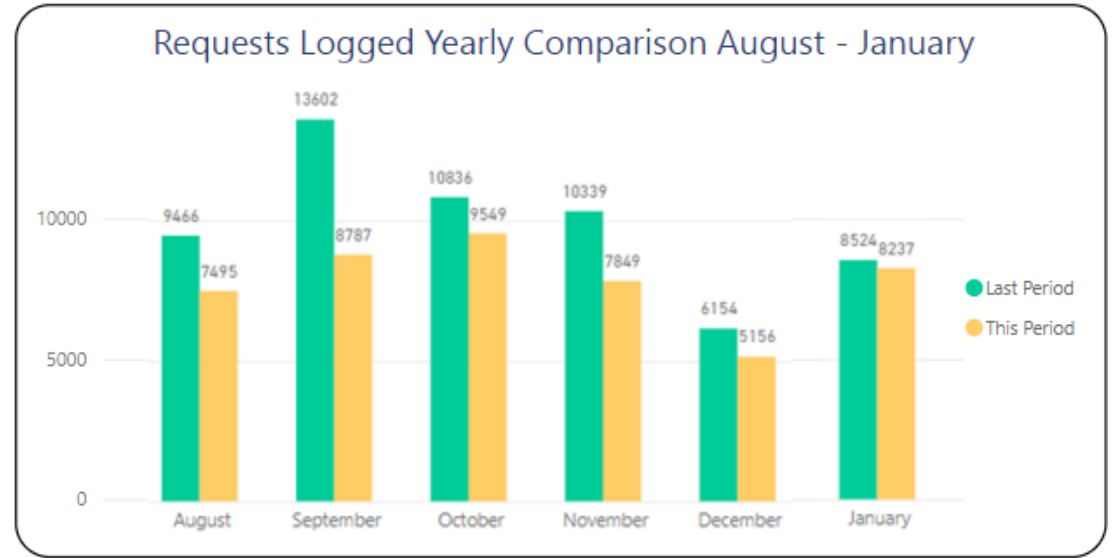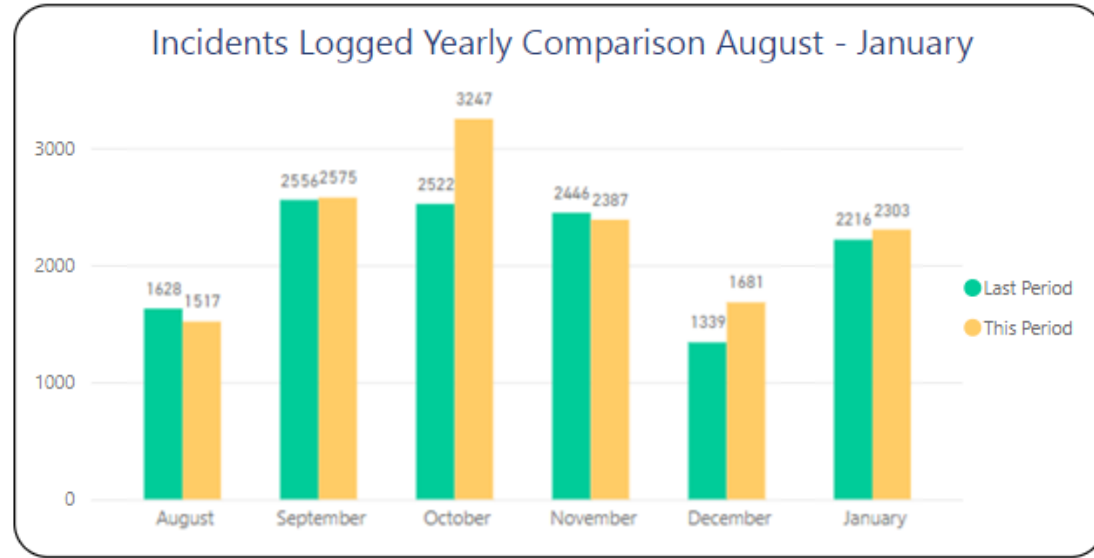
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Analysis of Missed SLTs and Breached P2 Incidents

Agreed SLT met for both P1 and P2 Incidents

Breached P2 Analysis
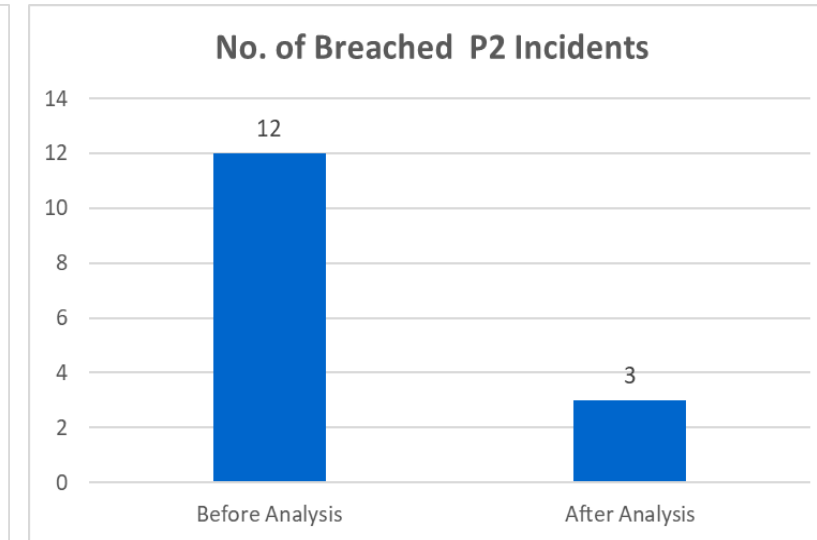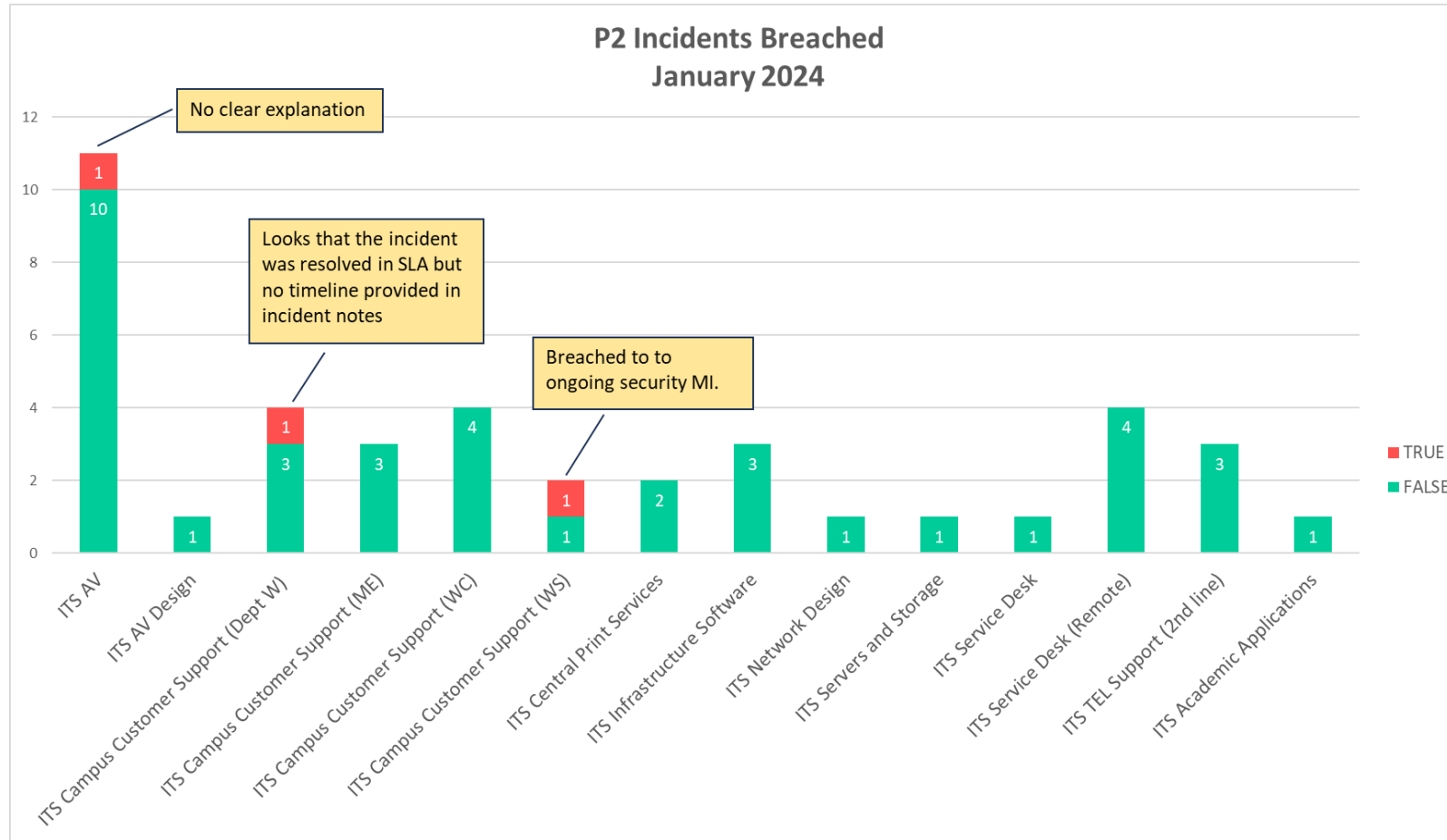
Ticket Volume Comparison Aug 23 - Jan 24 vs Aug 22 - Jan 23

Incidents Logged Yearly Comparison August - January

- August: Last Period 1628, This Period 1517
- September: Last Period 2556, This Period 2575
- October: Last Period 2522, This Period 3247
- November: Last Period 2446, This Period 2387
- December: Last Period 1339, This Period 1681
- January: Last Period 2216, This Period 2303

Requests Logged Yearly Comparison August - January

- August: Last Period 9466, This Period 7495
- September: Last Period 13602, This Period 8787
- October: Last Period 10836, This Period 9549
- November: Last Period 10339, This Period 7849
- December: Last Period 6154, This Period 5156
- January: Last Period 8524, This Period 8237

Incidents Resolved Yearly Comparison August - January

- August: Last Period 1580, This Period 1457
- September: Last Period 2359, This Period 2212
- October: Last Period 2409, This Period 3207
- November: Last Period 2478, This Period 2594
- December: Last Period 1507, This Period 1828
- January: Last Period 1988, This Period 2195

Requests Resolved Yearly Comparison August - January

- August: Last Period 9091, This Period 7013
- September: Last Period 12915, This Period 8291
- October: Last Period 10797, This Period 9355
- November: Last Period 10175, This Period 8092
- December: Last Period 6654, This Period 5450
- January: Last Period 7867, This Period 7936

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Service Desk Performance - January 2024

Measure	Target	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Trend
Received Phone Calls	-	1188	2245	1653	1156	787	1409	🔺
Average Wait Time	25s	16s	35s	27s	16s	15s	16s	🔺
Abandon Rate (Calls)	5%	7.8%	15.4%	2.7%	3.1%	3.8%	4.5%	🔺
FTF (First Time Fix)	75%	80%	86%	75%	69%	78%	82%	🔺
FLF (First Line Fix)	75%	56%	53%	41%	39%	40%	40%	–

ITS Ticket Volume	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Trend
Telephone	484	844	926	824	428	787	🔺
Email	2945	3274	4842	3508	2386	3660	🔺
In Person	487	1460	935	478	319	599	🔺
Self Service	3253	2974	2872	2883	2115	3187	🔺
Live Chat	1530	2296	2561	2018	1142	1893	🔺

Other ITS KPI's January 2024

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	**90%**	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	17 Days **	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	**2 days, 8 hr**	KPI-01-Student Satisfaction
Request to add specific software to managed devices (3 way process: Procurement, Testing and Deployment)	15 Business Days	13 Days	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	12 Minute Response Target (20 minute Resolution Target)	31%*	KPI-01-Student Satisfaction
Service Availability Gold (Top 10 Services e.g QMplus, SITS) All Gold Services (e.g. MyHR, Echo360/Q-Review) Silver (e.g ArcGis, Armis, Cohort) Bronze (e.g GitHub, DMS)	 99.50% 99.50% 90% 80%	 100% 99.86% 100% 100%	KPI-01-Student Satisfaction

*Based on reportable tickets

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

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Customer Satisfaction - January 2024

Customer Feedback

This month we received 834 responses providing feedback on incidents and requests logged through the Service Desk –
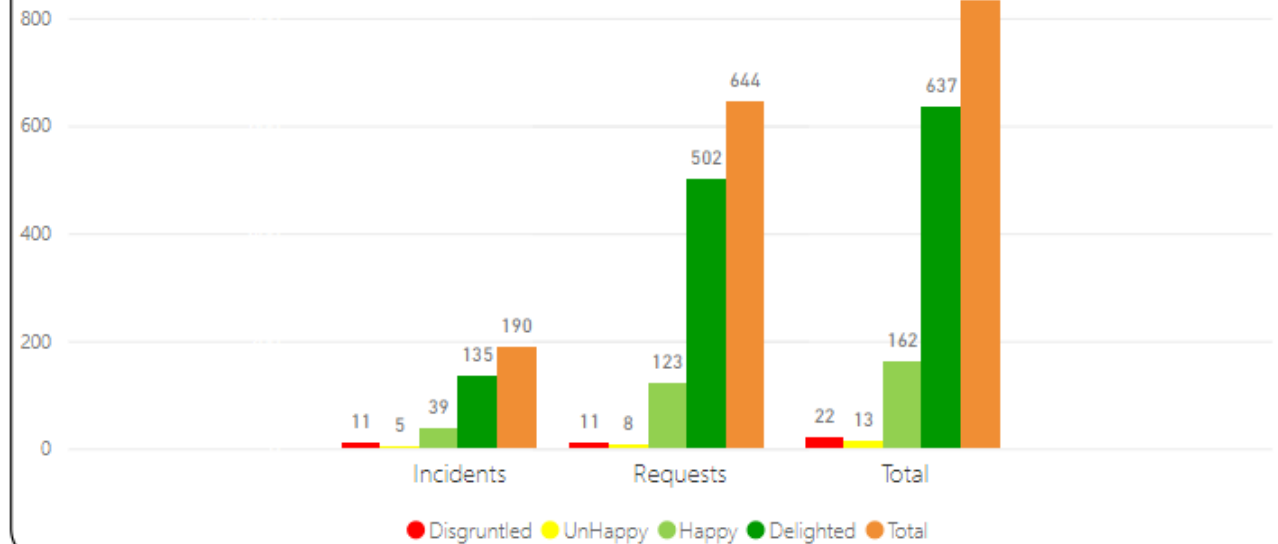
Happy and Delighted Responses Incidents **92%**

Happy and Delighted Responses Service Requests **97%**

Total Satisfaction **96%**

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

Customer Satisfaction Breakdown

	Incidents	Requests	Total
Disgruntled	11	11	22
UnHappy	5	8	13
Happy	39	123	162
Delighted	135	502	637
Total	190	644	834

● Disgruntled ● UnHappy ● Happy ● Delighted ● Total

Feedback this month
Most common Positives and most common Negatives quotes

- Super-quick and efficient – thank you!
- Very impressed with the quick turnaround on this one.
- IT colleagues have been very helpful, sorted the problem and kept me updated at all times. Very many thanks!

- Nothing solved at all, more time spent on emailing.
- You don't read anything (see below) and this is the problem, too busy with the ticketing system and not enough action. Shocking level of service 15 months to get a working computer.
- Grateful that it has been resolved – but it is almost 48 hours since I needed it for the lecture, and obviously the lecture is now over. There needs to be capacity to deliver immediate.

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Major / High Priority Incidents February 2023 – January 2024

Major Incidents August 2023 – January 2024

| MI No.	Date	Duration	Service Affected – Impact	Status
259639	8th 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 14th 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 13th 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
267203	Fri 3rd 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 17th 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 16th 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

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High Priority Incidents August 2023 - January 2024

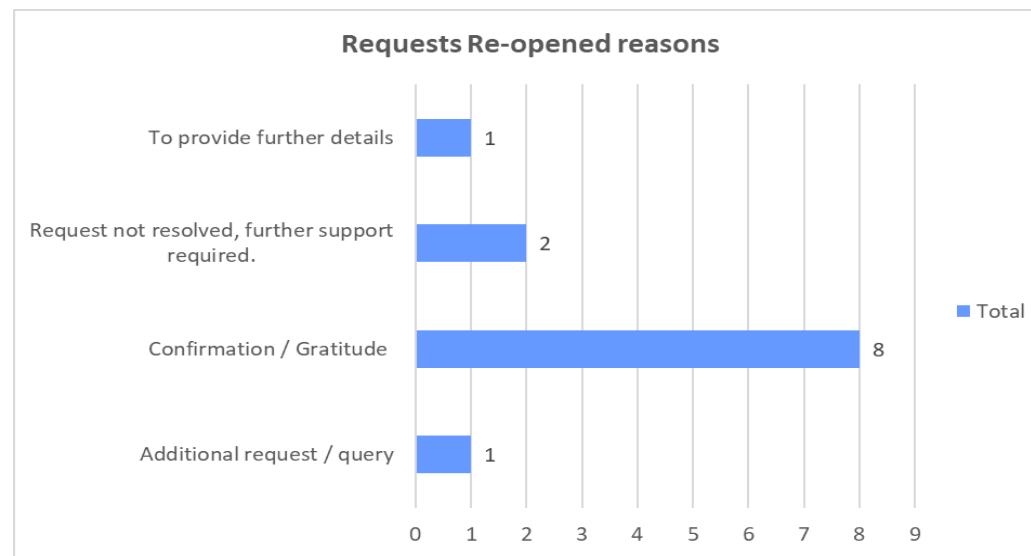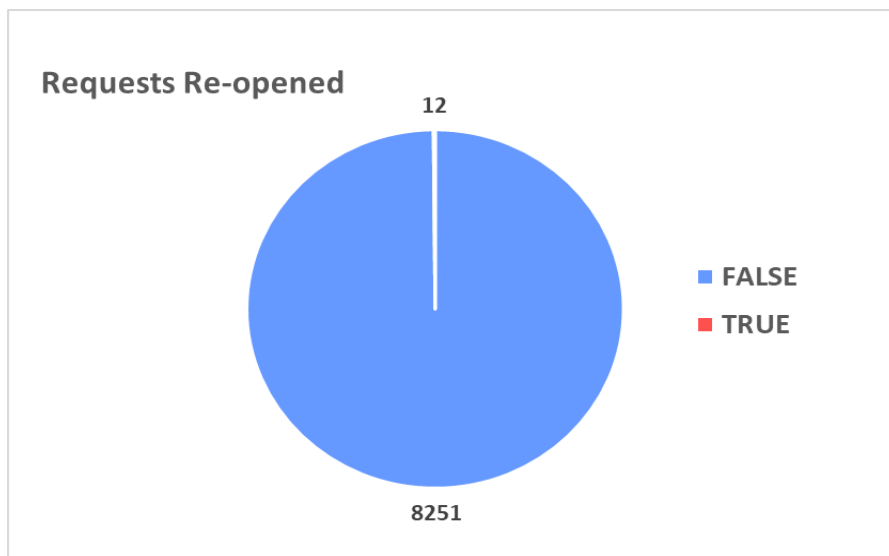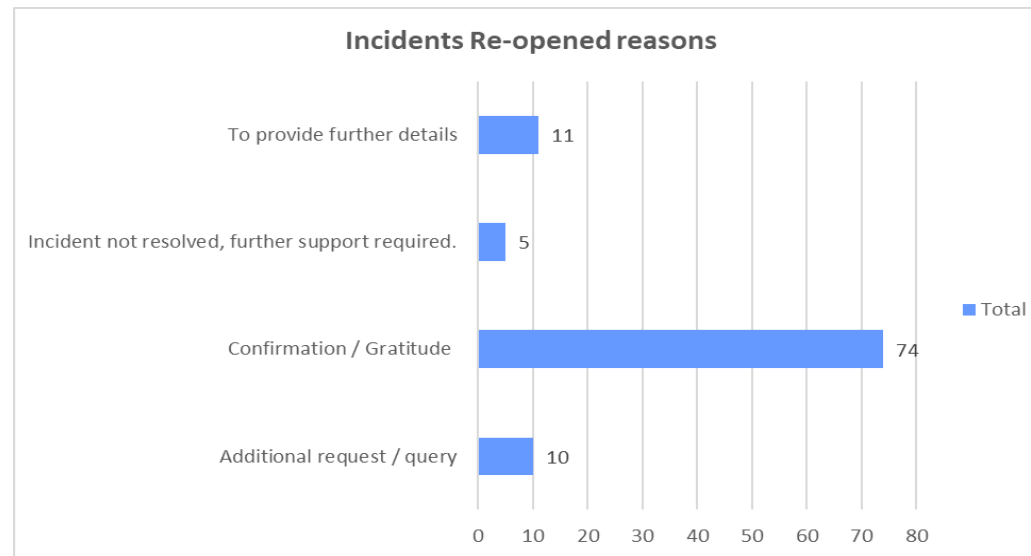| HPI Number	Date	Duration	Service Affected – Impact	Status
260544	Tue 29th Aug 2023 08:00	2hrs 2m	**MyHR:** Some users reported "sign-in" message pop-up and unable to login. **Action:** Restart of the server	Resolved
261826	Sun 17th Sept 2023 08:35	5hrs 8 mins	**IDcheck**: Users receiving a blue screen 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 24th 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 21st 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 2nd 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 19th 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 21st 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 January 2024
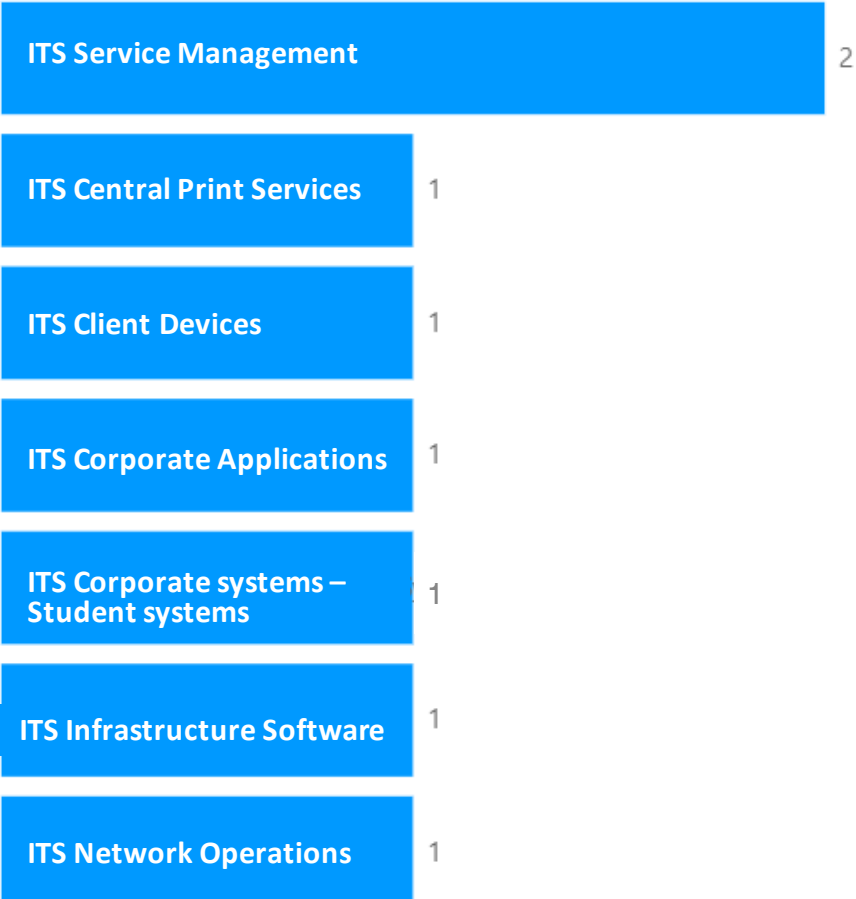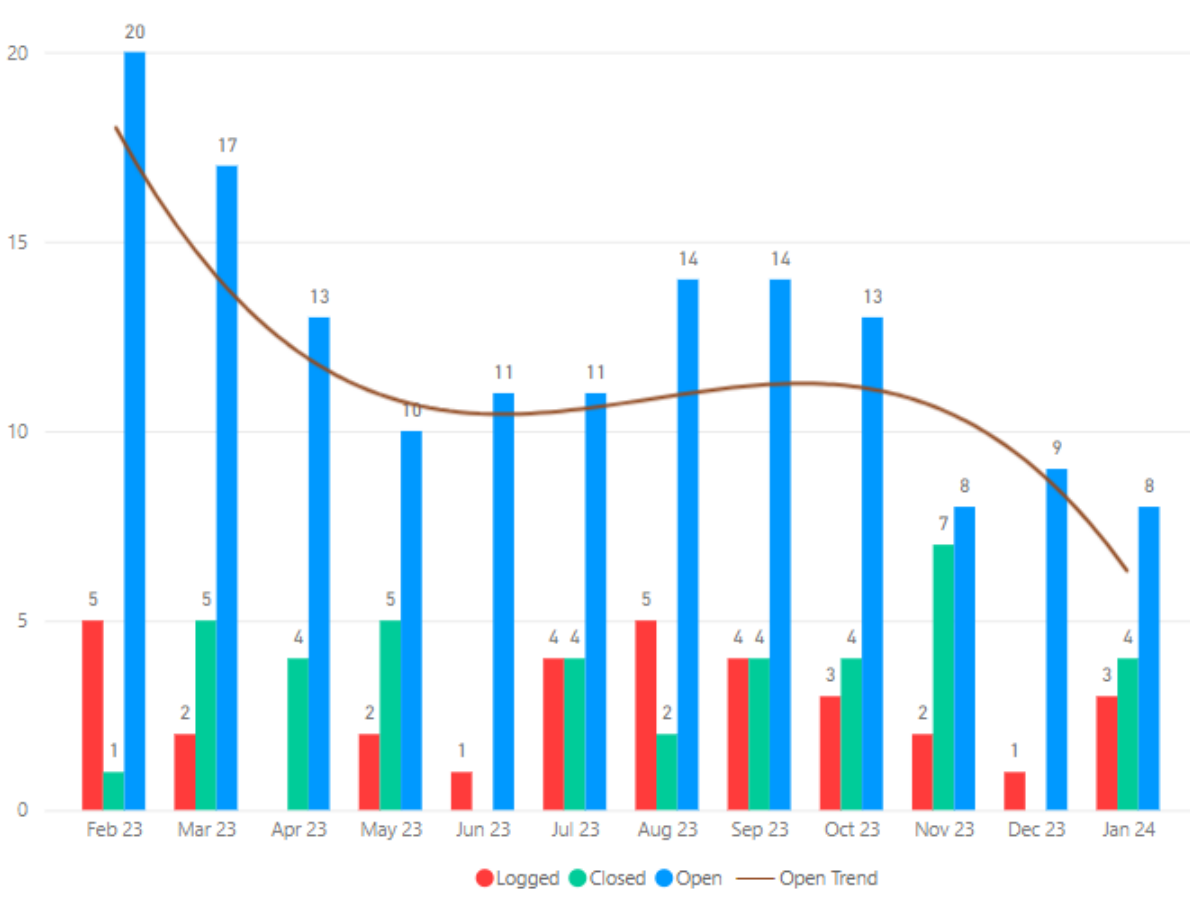
Problem Management January 2024

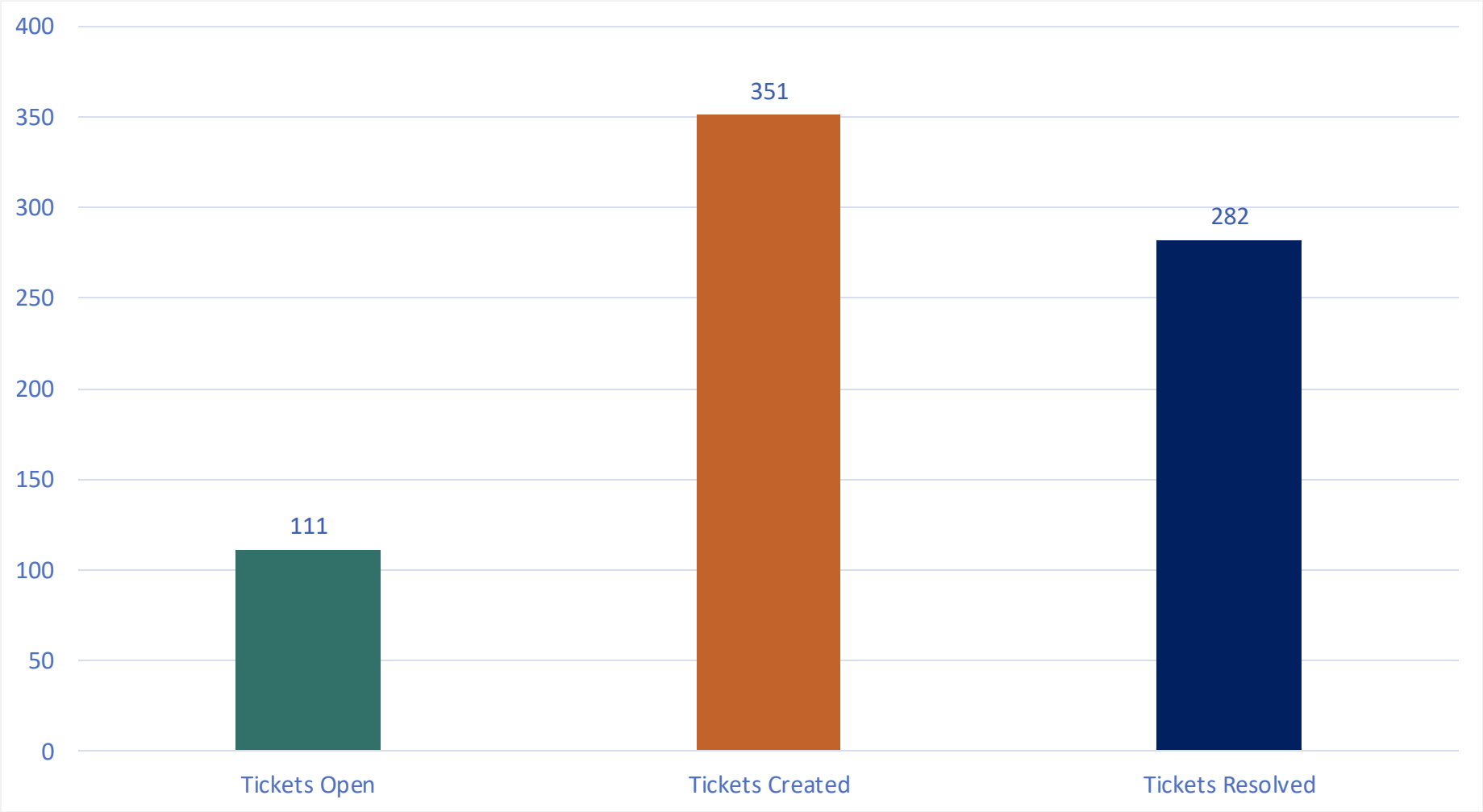| Problem Reference	Summary	Currently Assigned Group
429	Issue with MyHR logins relating to MFA	ITS Corporate Applications
428	IT network connectivity issues principles/Colin Bailey's office	ITS Network Operations
427	Printing Server failures	ITS Central Print Services
426	Intermittent issues with Agresso Web login (https://agresso-web.qmul.ac.uk/BusinessWorld/Login)	ITS Infrastructure Software
425	CLN-MS & CLN-RS - . Cannot use Forticlient VPN	ITS Service Management
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

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Re-opened Tickets January 2024
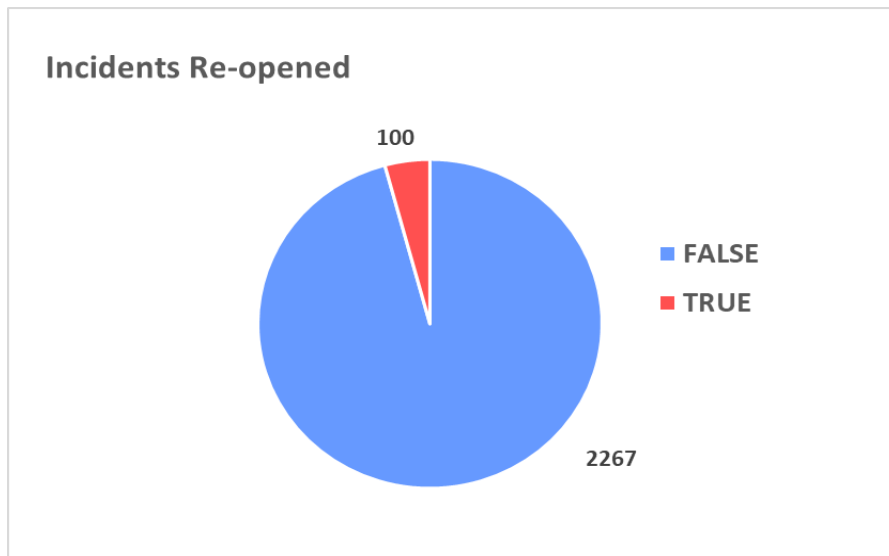
Priority Teaching Incidents – January 2024

Total No. Priority Teaching Incidents

171 — PT Priority Teaching (Total)

Time to Attend Teaching Incident 12 Min SLT

- 68% Breached
- 32% Met SLT

Priority Teaching Incident Breakdown

- 8 — No. Of Incidents Created After Attendance (Not Reportable)
- 85 — No. Of Incidents with no Attendance time (Not Reportable)
- 78 — No. Of Reportable Incidents with Attendance Time