



Queen Mary
University of London

IT Services March 2024

Monthly KPI Report

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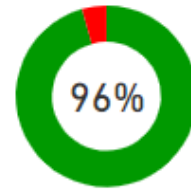
Open Escalations

Executive Summary - March 2024

High Impact / Major Incidents March 2024

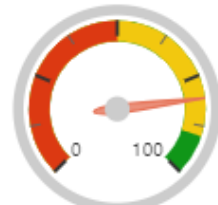
No high impact / major incidents reported for March 2024.

Customer Satisfaction

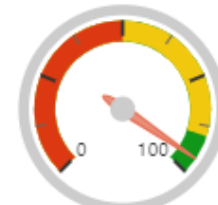


Incidents and Service Requests

All ticket Average SLA Met



Incidents



Top 5 Requests

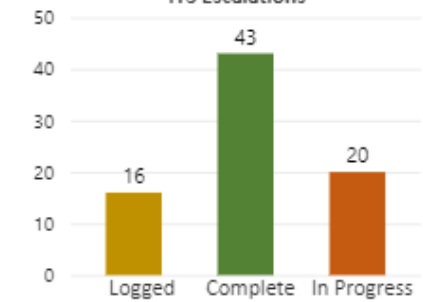
Definitions

KPI: Key Performance Indicator

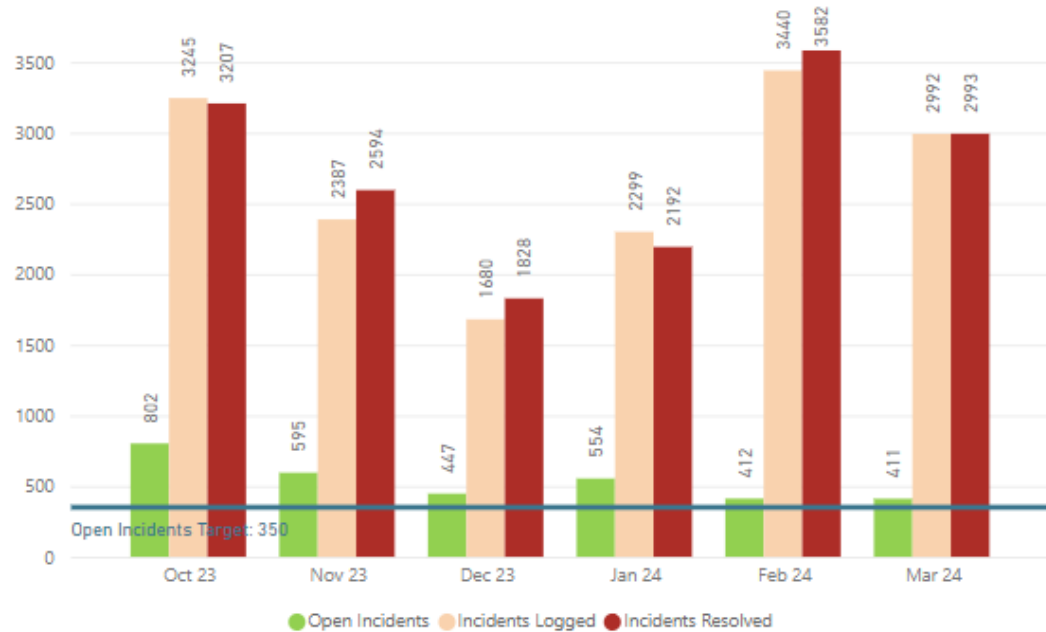
MI: Major Incident

P1: Priority 1 Incident (High)

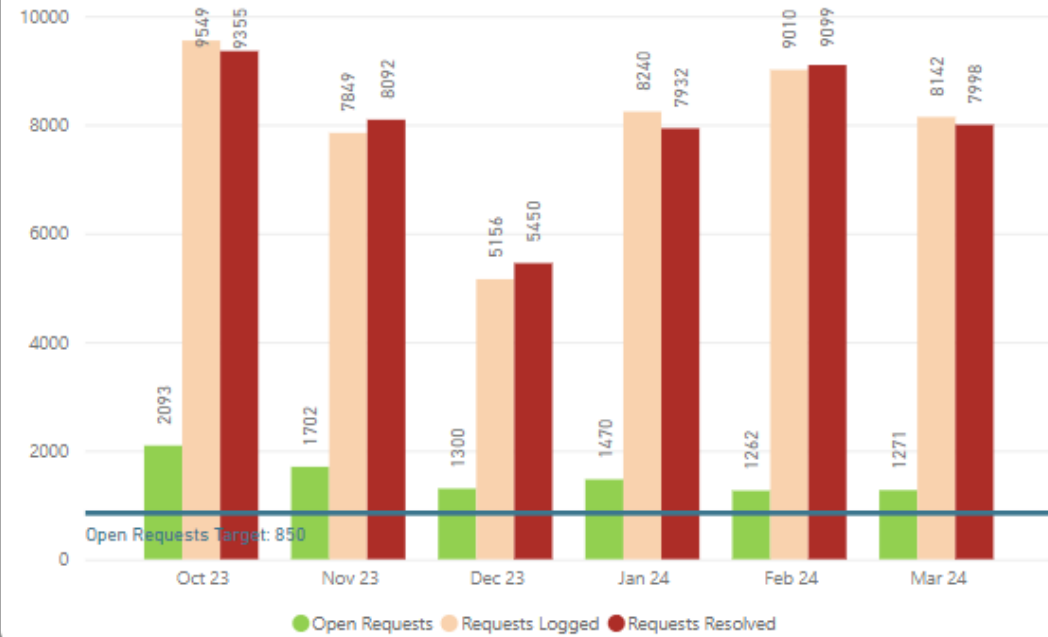
ITS Escalations



Incidents



Requests



ITS Service Desk KPI's March 2024

Request Category (Top 5 for March 2024)	Overall % March Requests	Achieved Target within SLT 90%	Actuals
Accounts/Permissions	17%	96%	↑
Finance Applications	14%	95%	↑
Software	13%	99%	↑
Network	6%	97%	↑
Audio Visual	5%	93%	↑
			-
Service and SLA	Achieved Target	No. of tickets	Actuals
Service Requests resolved within SLT 90%	96%	7998	↑
Incidents resolved within SLT 90% (P1-P5 Average)	82%	2993	↓
P1 – 4 Hours	100%	0	↑
P2 – 1 Business Day	86%	14	↓
P3 – 3 Business Days	85%	1896	↓
P4 – 5 Business Days	100%	831	↑
P5 - 20 Business Days	78%	9	↓
PT - 20 Minutes	43%*	242	↓
Average Wait Time 25 sec	9s		↑
First Time Fix Rate 75%	83%		↑
Customer Satisfaction >90%	96%		↑

P# = Ticket Priority

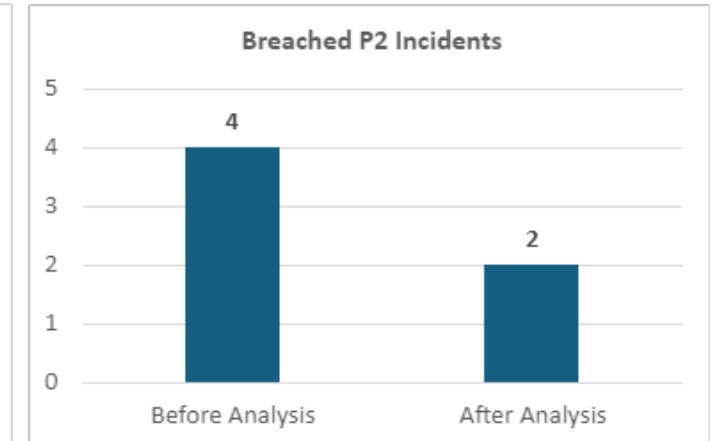
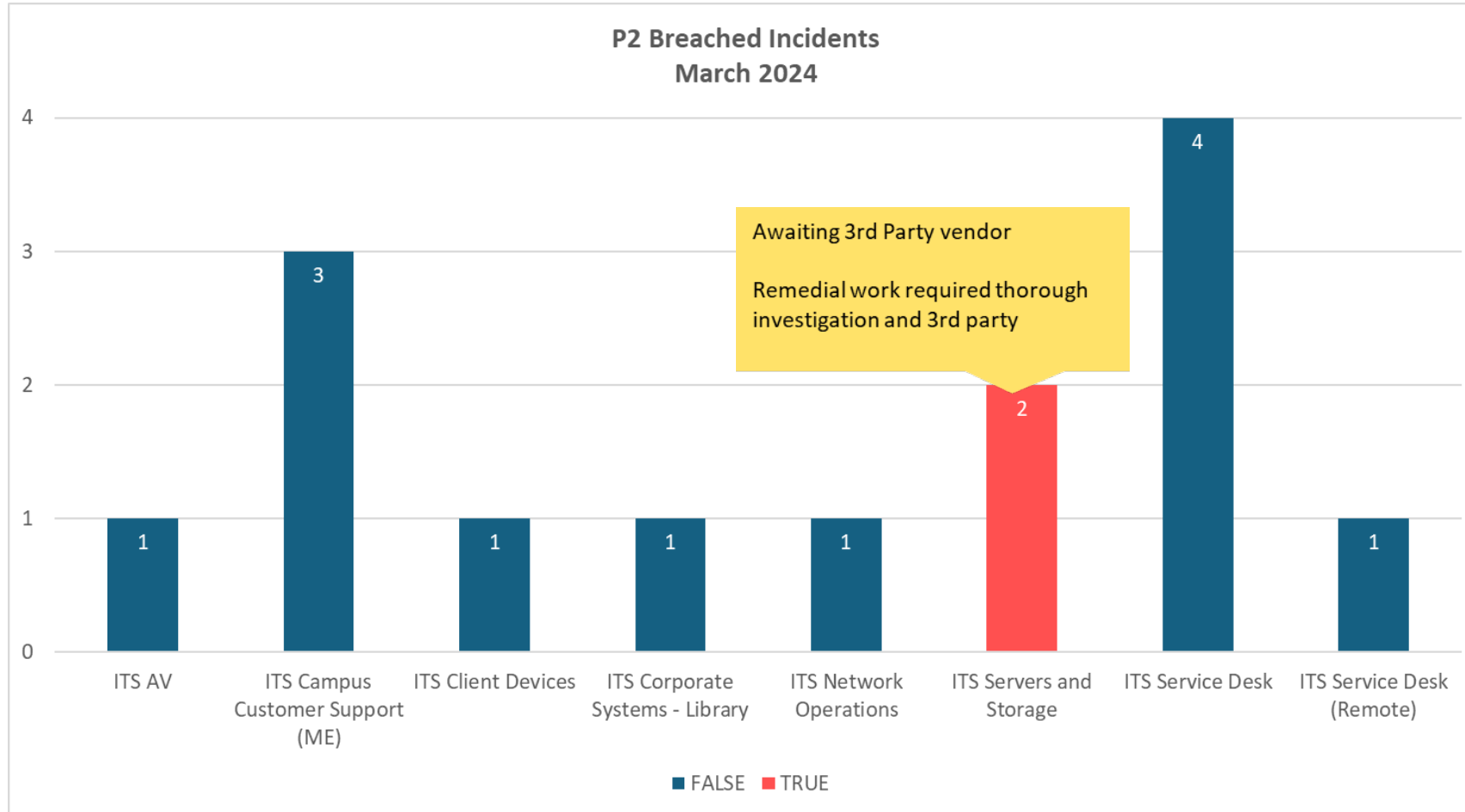
*Based on reportable tickets. On average, 96% met SLA.

Met or Exceeded Target
Below Agreed Target

↑
↓

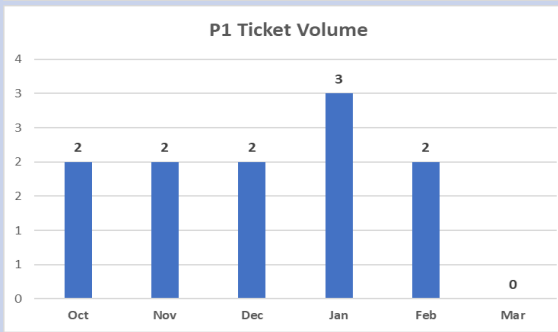
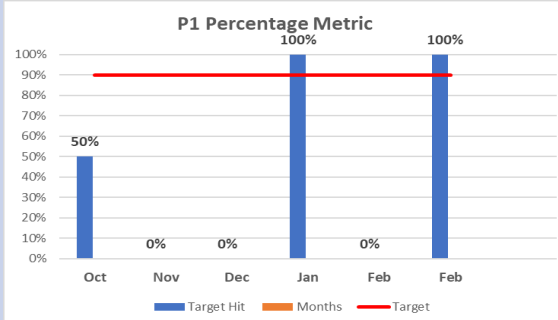
Analysis of Missed SLTs and Breached P2 Incidents

Breached P2 Analysis

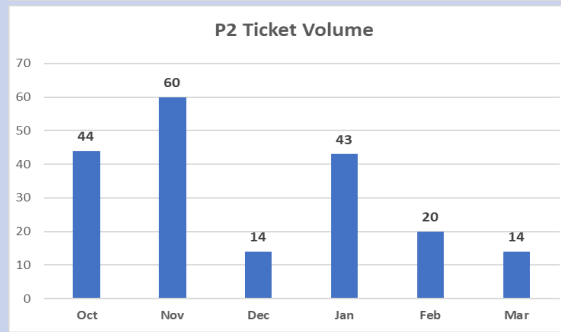
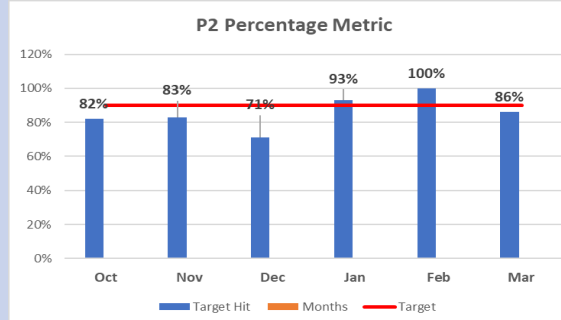


IT Services – Service Level Indicators

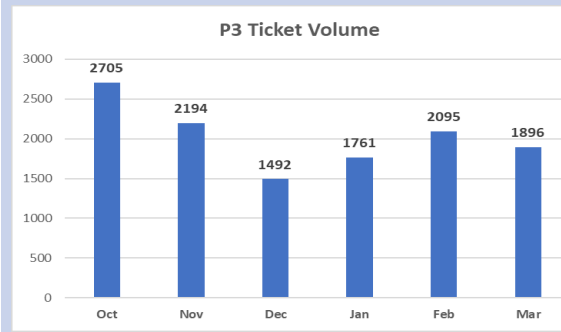
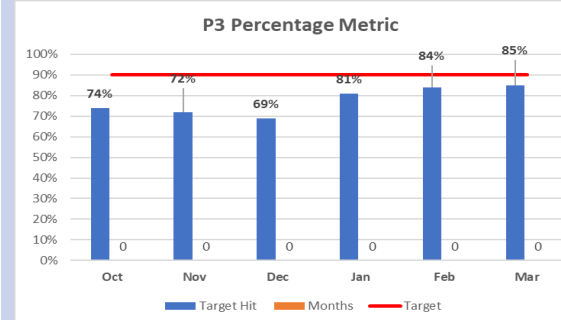
>90% achieved for the following targets:
P1- 4 hours



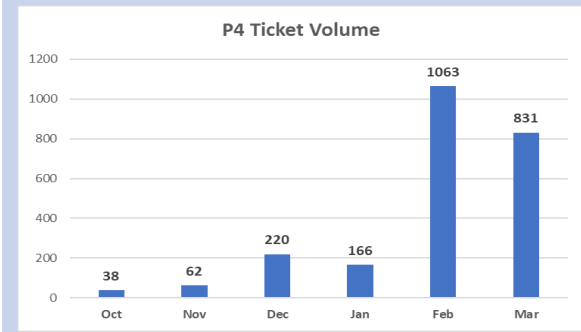
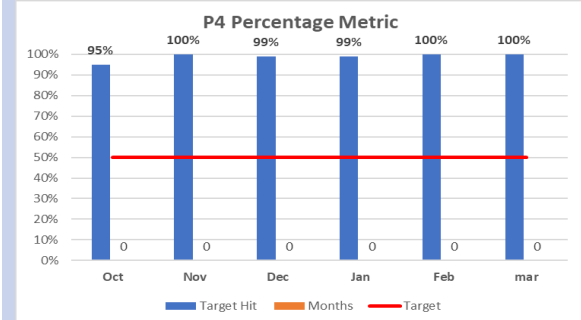
>90% achieved for the following targets:
P2- 1 Business Day



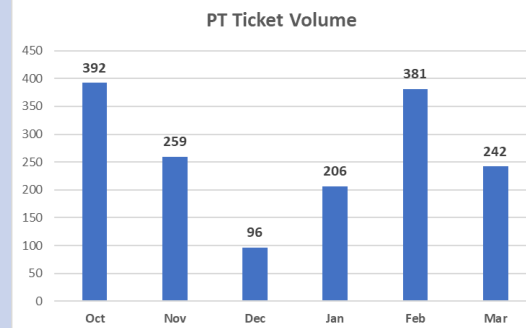
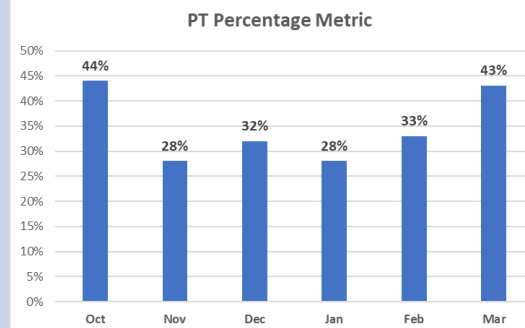
>90% achieved for the following targets:
P3- 3 Business Days



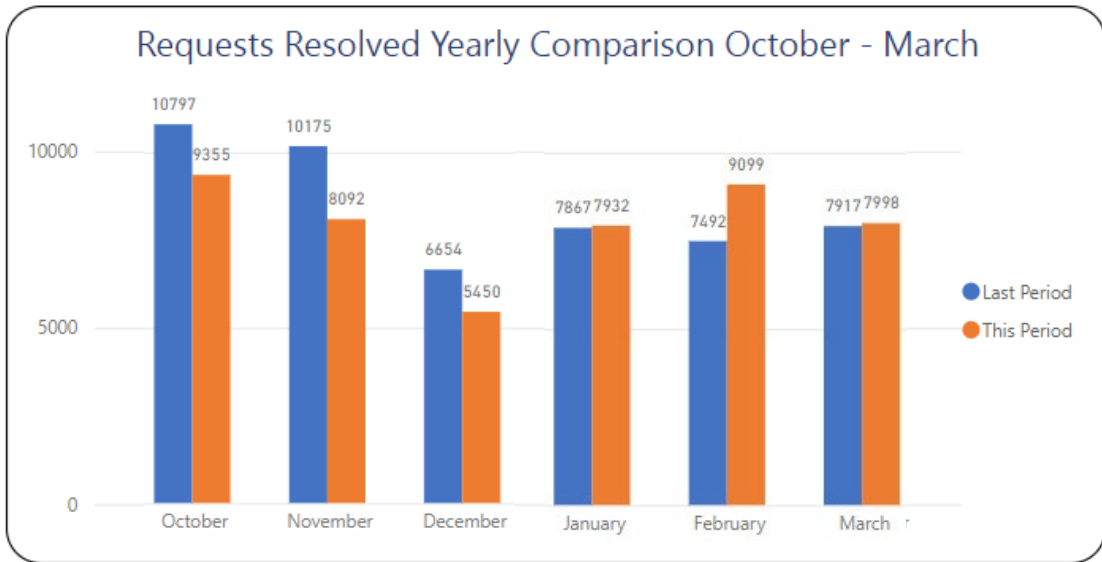
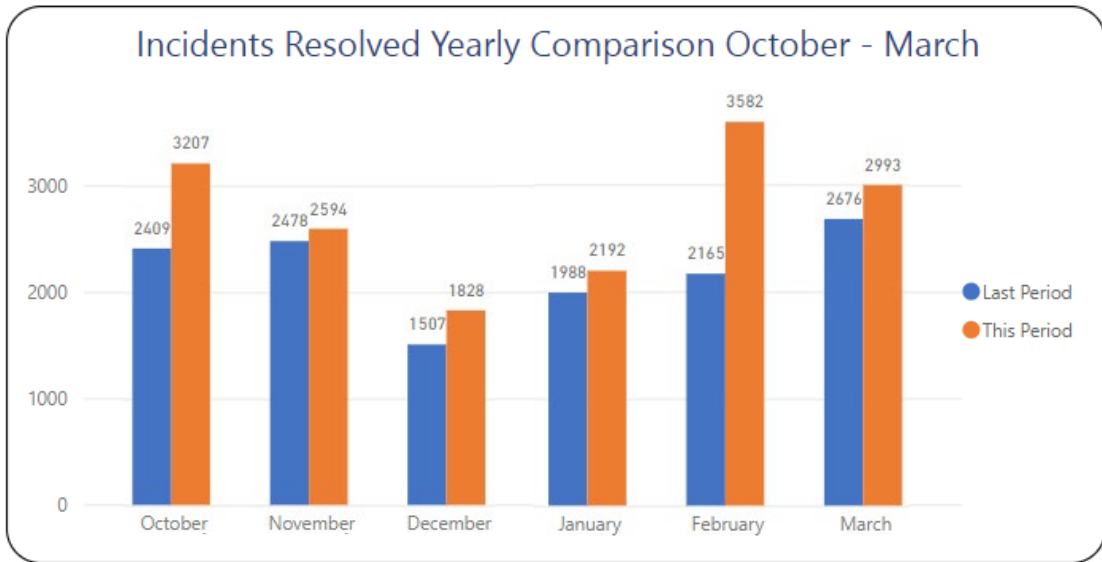
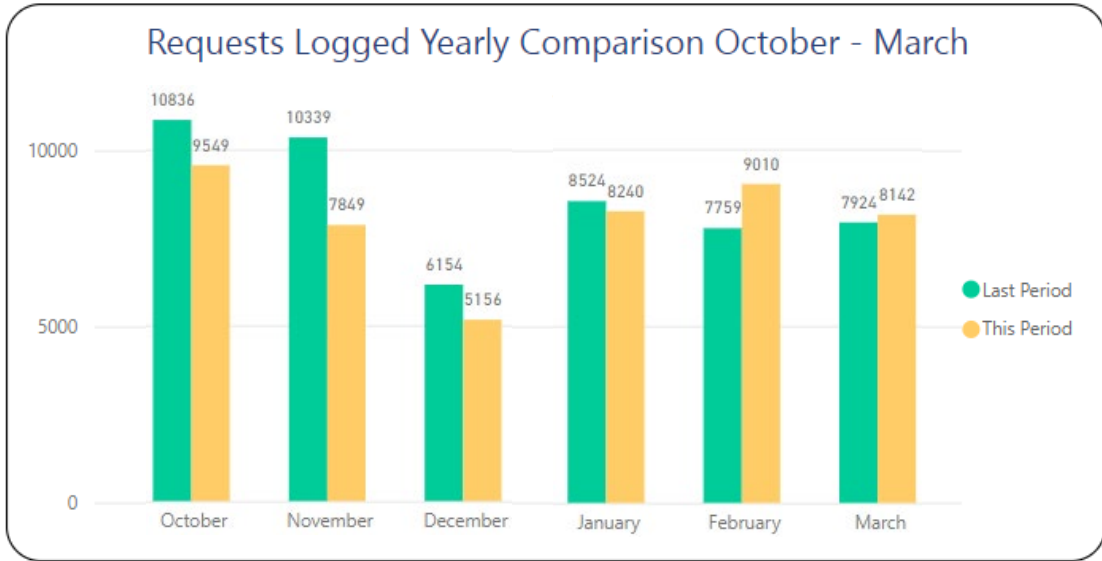
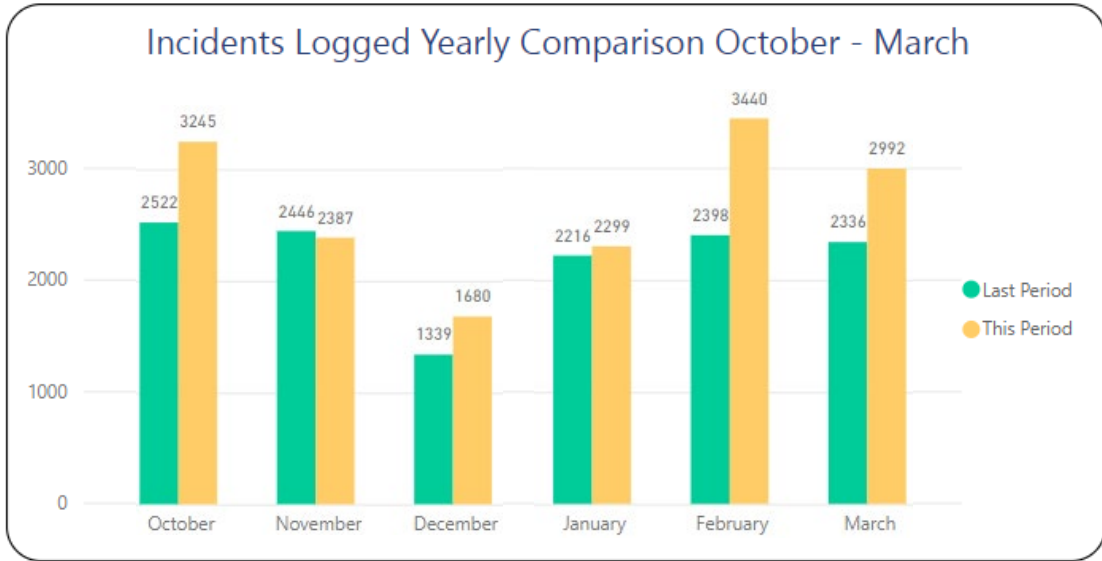
>90% achieved for the following targets:
P4- 5 Business Days



Time to Acknowledge
Teaching Incident:
< 12 Minutes



Ticket Volume Comparison Oct 23 - Mar 24 vs Oct 22 - Mar 23



Service Desk Performance - March 2024

Measure	Target	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Trend
Received Phone Calls	-	0	1156	787	1409	1251	1024	↓
Average Wait Time	25s	0s	16s	15s	16s	9s	9s	—
Abandon Rate (Calls)	5%	0%	3.1%	3.8%	4.5%	1.8%	1.9%	↑
FTF (First Time Fix)	75%	75%	69%	78%	82%	82%	83%	↑
FLF (First Line Fix)	75%	41%	39%	40%	40%	37%	36%	↓
ITS Ticket Volume		Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Trend
Telephone		926	824	428	785	742	623	↓
Email		4840	3507	2385	3658	3893	3318	↓
In Person		935	478	319	599	1132	1135	↑
Self Service		2872	2883	2115	3189	3938	3427	↓
Live Chat		2561	2018	1142	1893	1356	1444	↑

Other ITS KPI's March 2024

Service	Response Time/Target	Actuals	Strategic KPI's
Copy Shop Request	4 Hours	91%	KPI-01-Student Satisfaction
Faculty Relationship Engagement Request	2 Business Days	TBC	KPI-01-Student Satisfaction
New Laptop Provision request (in Stock Item)	5 Business Days	16 Days**	KPI-01-Student Satisfaction
Approval Requests – Request for self-managed device	1 Business Day	TBC	KPI-01-Student Satisfaction
Request to add specific software to managed devices (3 way process: Procurement, Testing and Deployment)	15 Business Days	9 Days	KPI-01-Student Satisfaction
CCS Time to attend Teaching Rooms for incident resolution (site dependant)	12 Minute Response Target (20 minute Resolution Target)	45%*	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

Customer Satisfaction March 2024

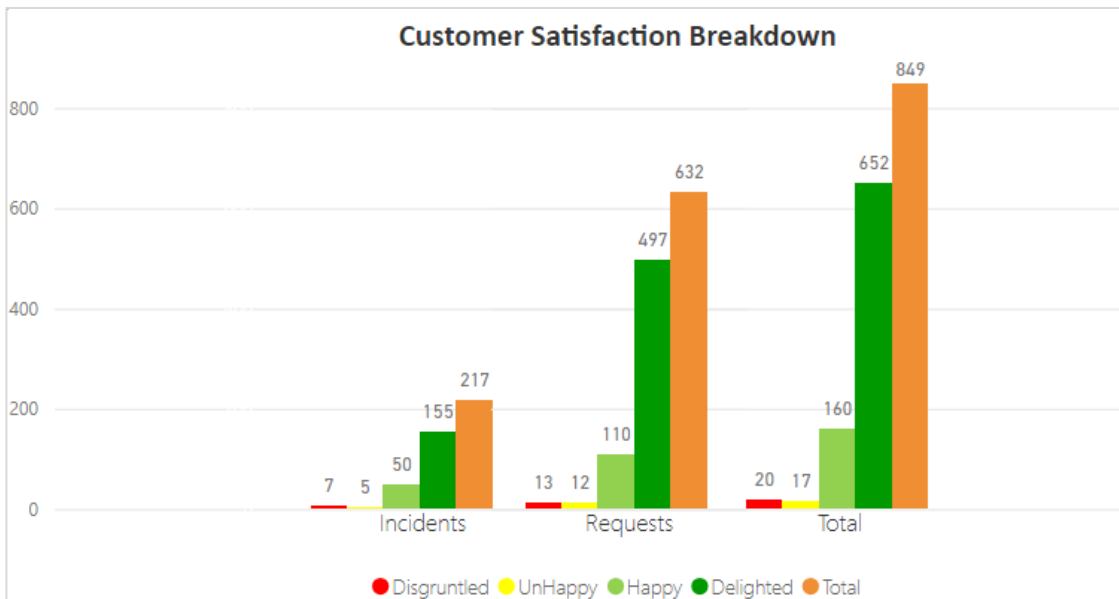
Customer Feedback

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

Happy and Delighted Responses (Incidents) **94%**

Happy and Delighted Responses (Requests) **96%**

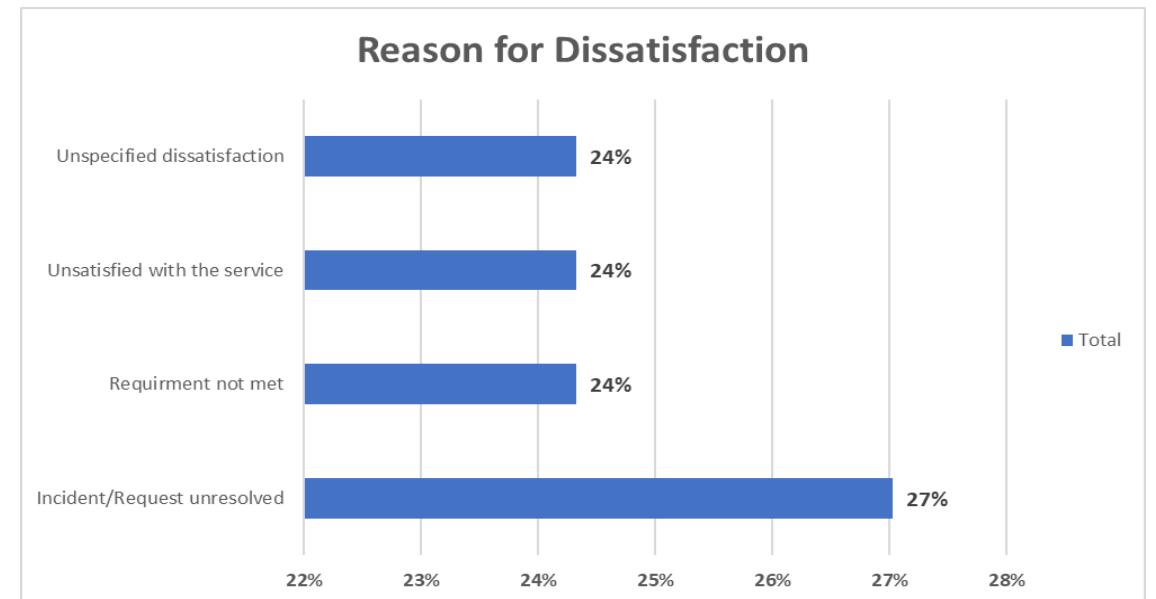
Total Satisfaction **96%**



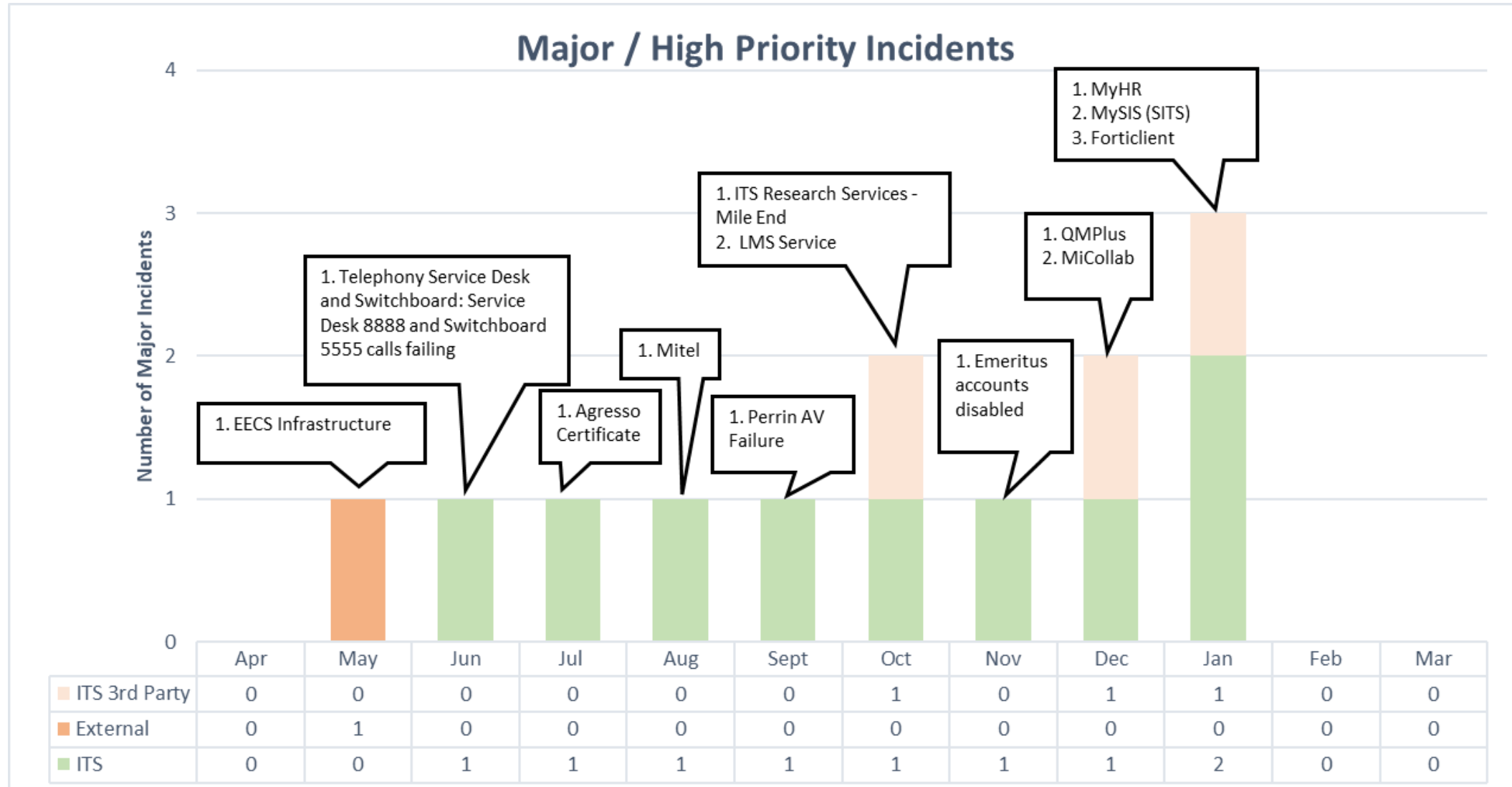
Feedback this month

Most common positives and most common negative quotes.

- You're the best, thanks Adel!
- Excellent. Helped and solved my problem in a kind and considerate manner.
- Excellent emergency service for the lecture starting in a few minutes.
- Resolution without solution and no time to respond.
- It's taking far too long to have it resolved.
- I've spent over 2 hours trying to contact IT support and have just been palmed off from one person to the next, with no resolution of my issue. It's pretty frustrating.



Major / High Priority Incidents April 2023 – March 2024



Major Incidents October 2023 – March 2024

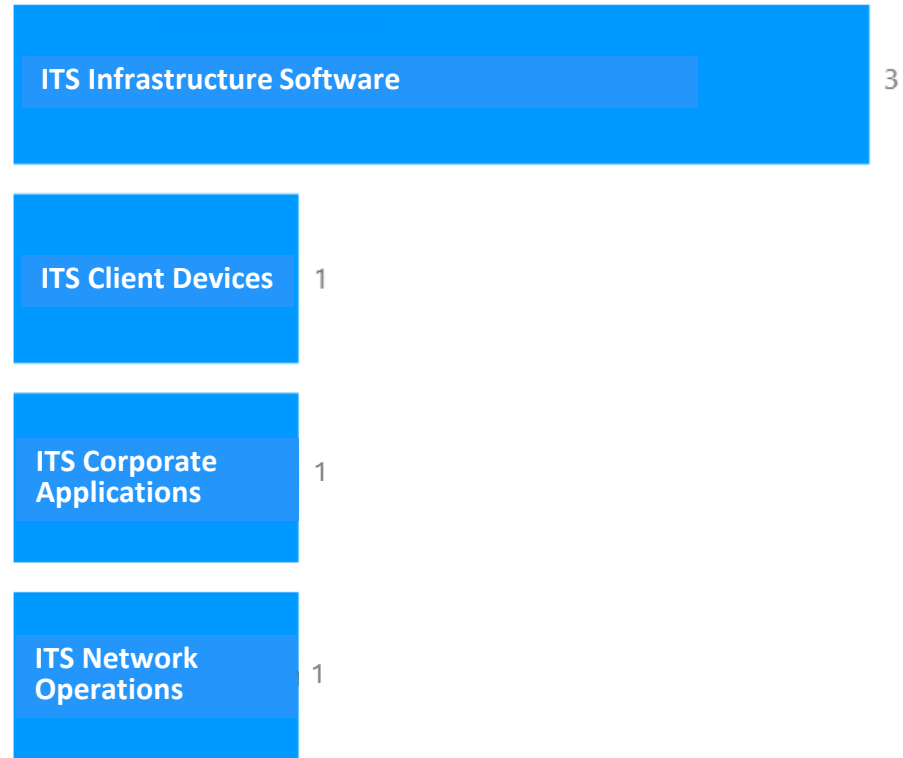
MI No.	Date	Duration	Service Affected – Impact	Status
265281	Fri 13 th Oct 2023 11:06	1hr 17mins	<p>ITS Research Services - Mile End: Mile End Campus unable to access ITS Research Services.</p> <p>Action: Network team recreated Dell layer 2 VLAN and this resolved the issue.</p> <p>RCA: General maintenance 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
No ticket	Sun 17 th Dec 2023 09:00	4hrs 30 mins	<p>MiCollab: Users unable to connect to MiCollab</p> <p>Action: Failover manually from ADS-DOM-02 to ADS-DOM-04 and increased the processor memory, which resolved the issue.</p> <p>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.</p>	Resolved
270538	Sat 16 th Dec 2023 04:27	4hrs 44 mins	<p>QMPlus: Complete loss of service to QMPlus for all users</p> <p>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.</p> <p>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.</p>	Resolved

High Priority Incidents October 2023 - March 2024

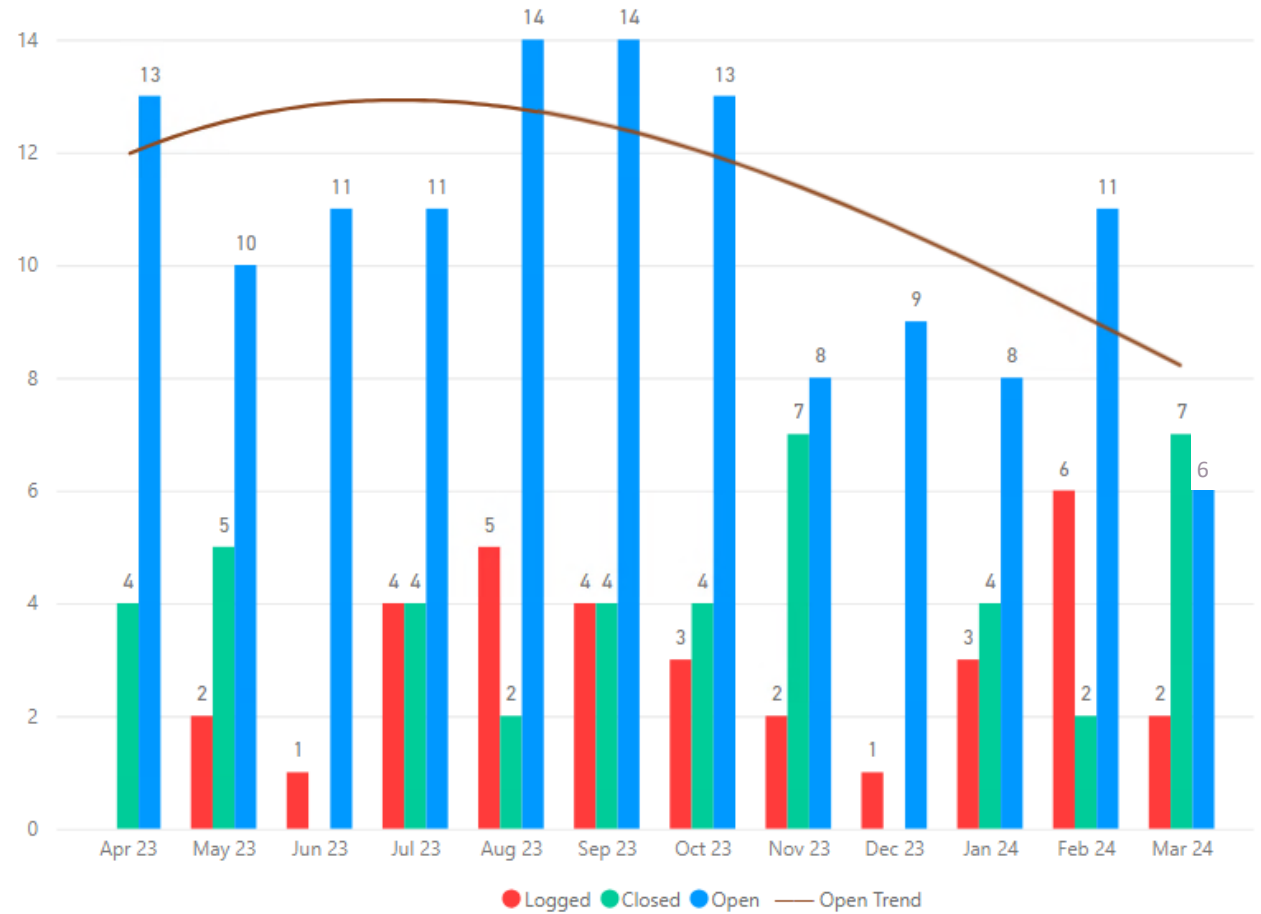
HPI Number	Date	Duration	Service Affected – Impact	Status
269150	Tues 21 st Nov 2023 13:24	6 days, 22hrs 36 mins	Agresso: Unable to log into Agresso from outside of the QM network Action: “azu-prx-003.QM.DS.QMUL.ac.uk” Proxy server to “Default” proxy group and then back to “QMUL DC1” proxy group. RCA: 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 March 2024

Breakdown by Resolver Group



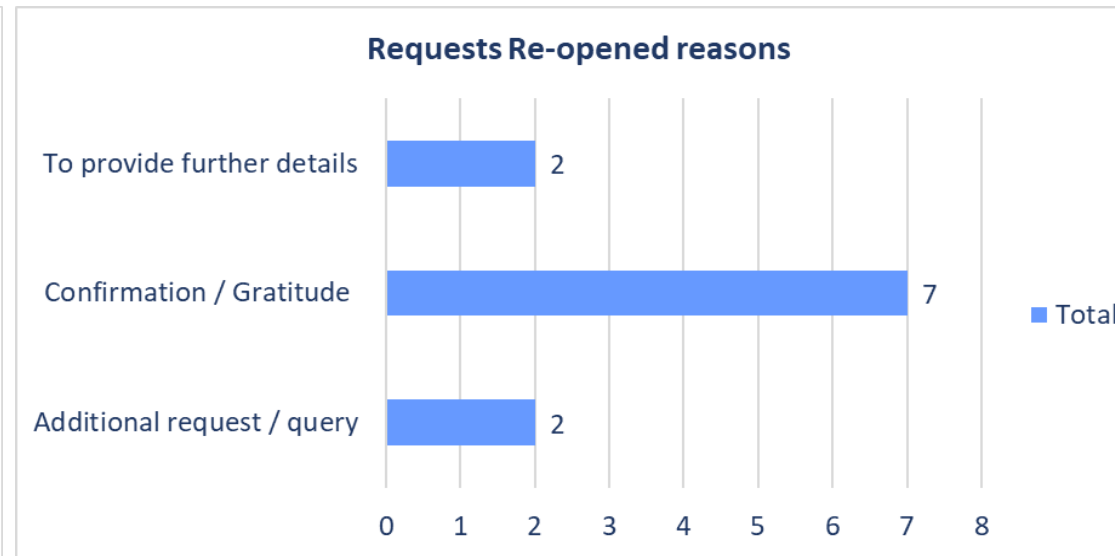
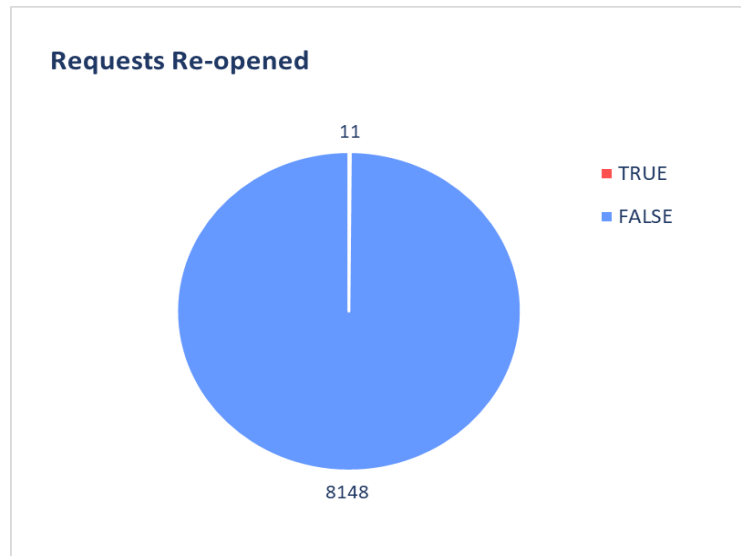
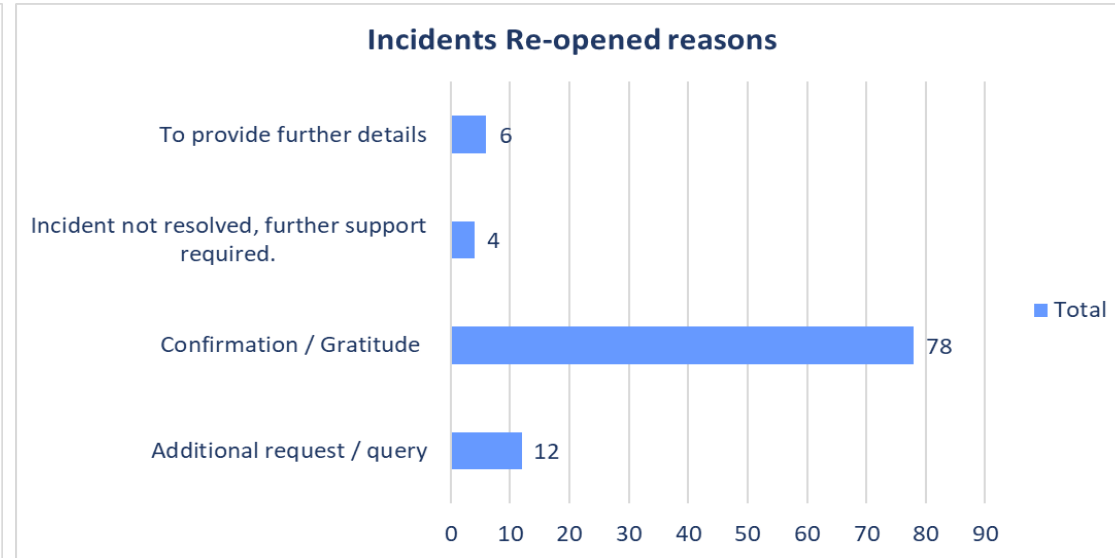
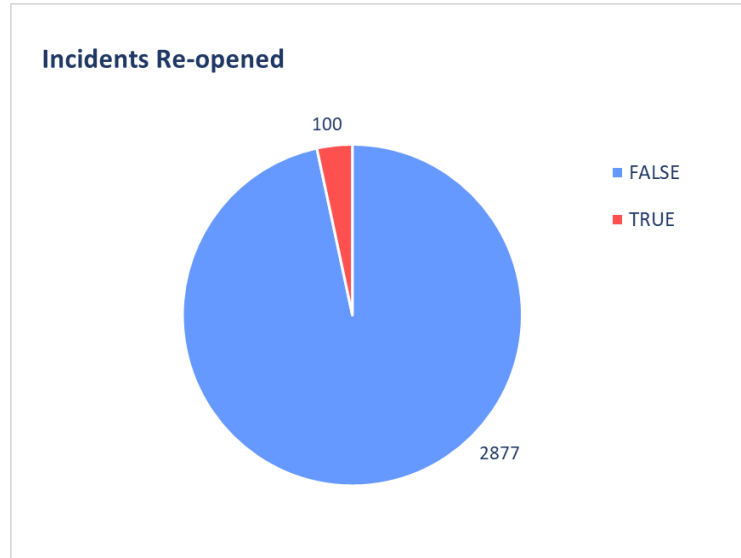
Problem Tickets History



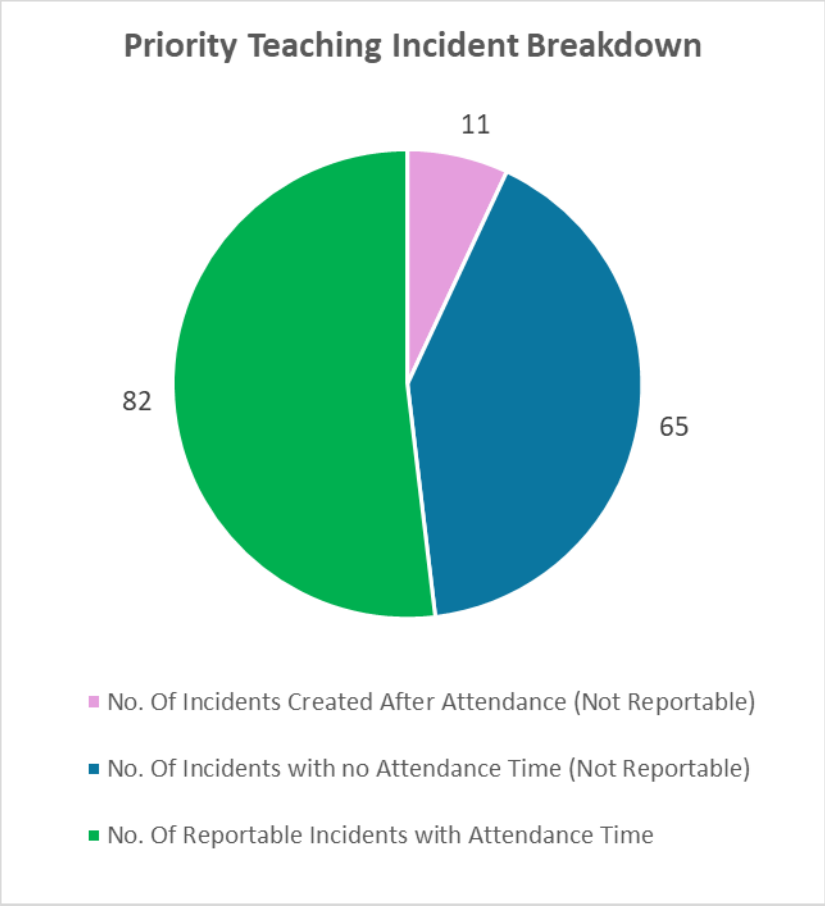
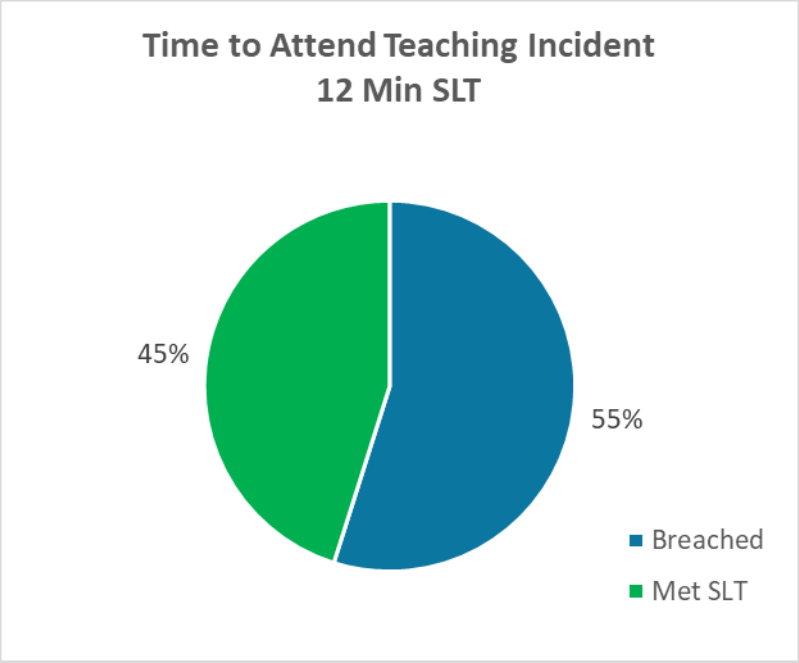
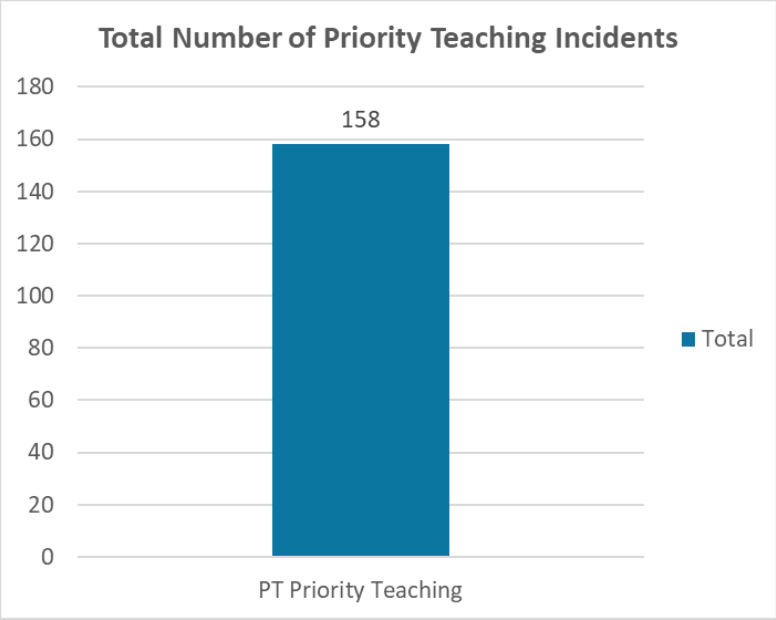
Problem Management March 2024

Problem Reference	Summary	Current assigned Group	Date created
437	Could not log into Ivanti/ MySIS/MyHR	ITS Infrastructure Software	28/03/2024
436	Issues with student end date and students receiving incorrect account closure emails	ITS Infrastructure Software	21/03/2024
430	Forticlient - VPN - Failing to connect. Stops at 40%	ITS Client Devices	02/02/2024
429	Issue with MyHR logins relating to MFA	ITS Corporate Applications	23/01/2024
428	IT network connectivity issues principles/Colin Bailey's office	ITS Network Operations	12/01/2024
426	Intermittent issues with Agresso Web login (https://agresso-web.qmul.ac.uk/BusinessWorld/Login)	ITS Infrastructure Software	06/12/2024

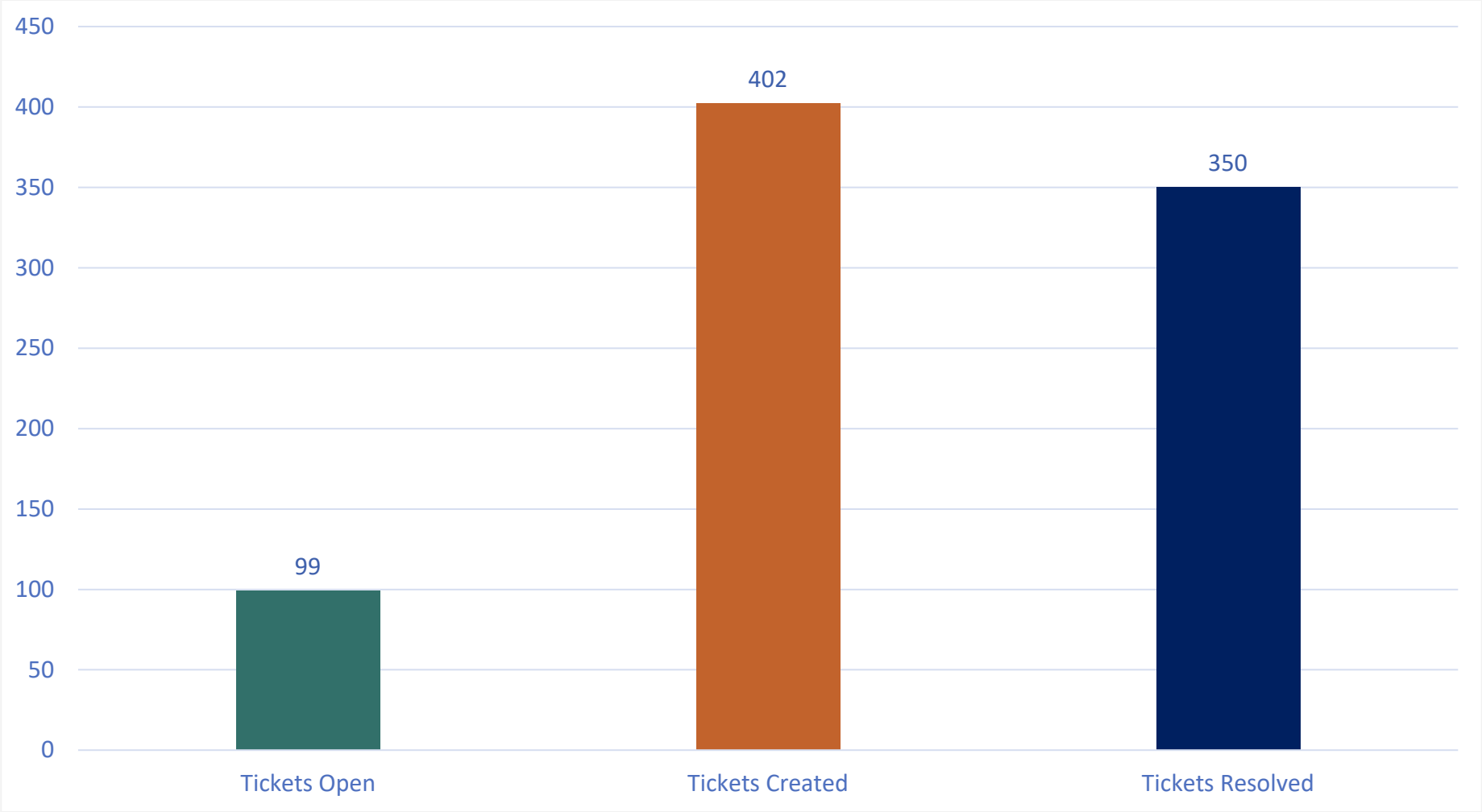
Re-opened Tickets March 2024



Priority Teaching Incidents March 2024

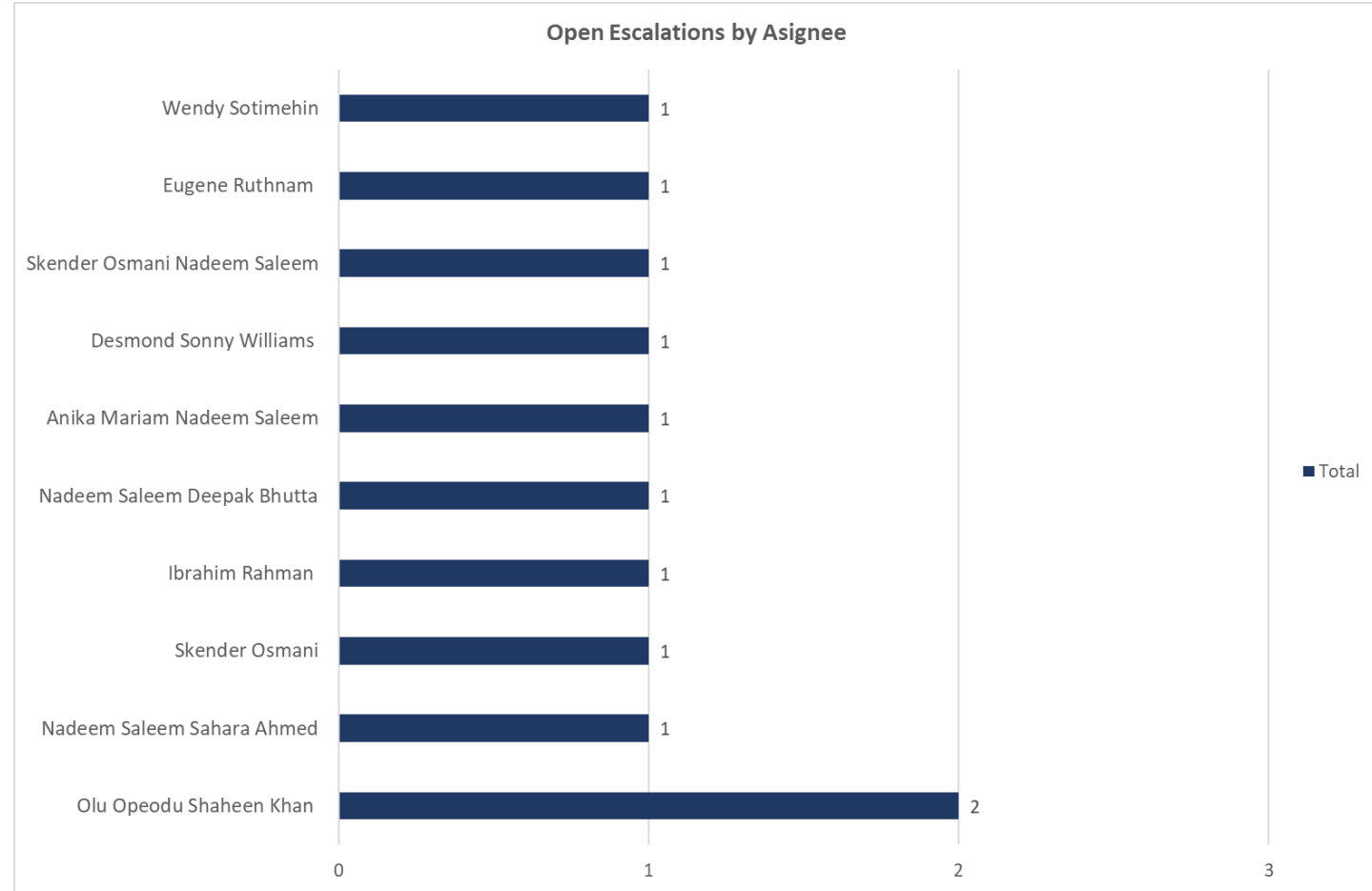


Research Tickets March 2024



Open Escalations March 2024

Status	(Multiple Items)
Open Escalations by Assignee and Category	
Olu Opeodu Shaheen Khan	2
AV Technical Issue - AV Issues	2
Nadeem Saleem Sahara Ahmed	1
Hardware Request - Device Delivery - Self-Managed	1
Skender Osmani	1
Software - Access	1
Ibrahim Rahman	1
Hardware Request - Incorrect Device	1
Nadeem Saleem Deepak Bhutta	1
Hardware - Disk Space	1
Anika Mariam Nadeem Saleem	1
Hardware Request - Device Delivery	1
Desmond Sonny Williams	1
Software - Access	1
Skender Osmani Nadeem Saleem	1
Hardware Request - New laptop Request	1
Eugene Ruthnam	1
Finance - Access	1
Wendy Sotimehin	1
QMUL Website - Course Errors	1
Grand Total	11





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