Executive Summary – April 2017

### KPI
- **Incidences**: 1098
- **Requests**: 3194
- **Phone**: 1954

- The increase in P2 tickets this month is mainly linked to a large portion being associated to the Major Incident and the other high priority incidents.
- Whilst the response rate and total tickets logged were low for April, the Customer Satisfaction remains high (97%).

### Critical Systems Availability

- **CYTD**: 99.5%
- **April**: 98.7%

- Critical Systems availability was low this month due to the unplanned power outage in Whitechapel and the intermittent internet connectivity issues.

### Volumes

- **Incidents**: 1098
- **Requests**: 3194
- **Phone**: 1954

- Total volumes were low for April which is linked to the Easter Bank holiday.
- Agresso PO requests remain the top Service Request
- Desktop PC issues remain the top Incident type

### Customer Satisfaction

- **Incidences**: 4
- **Requests**: 383

- Unplanned power outage in Whitechapel that impacted telephony and network services (Sunday 16th April - 37h)

- The increase in P2 tickets this month is mainly linked to a large portion being associated to the Major Incident and the other high priority incidents.

### Definitions
- **CYTD**: Calendar Year to Date
- **DC**: Datacentre 1 and/or 2
- **DTL**: Domain Team Lead
- **KPI**: Key Performance Indicator
- **MI**: Major Incident
- **P1**: Priority 1 Incident (High)
- **SLT**: Service Level Target

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Queen Mary University of London
Customer Satisfaction – April 2017

Customer Feedback

This month we had 545 responses providing feedback to incidents and requests logged through the Service Desk. That is a **13%** response rate overall (out of 4292 tickets resolved).

You can email your feedback by selecting one of the following links on your resolution email:

Delighted Happy Un-Happy Disgruntled

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Feedback this month

- Thank you service desk for the speedy attention to this request. It is much appreciated.
- Thank you for all the support on the Day
- Great Service
- Nothing has changed
- Fast resolution, thank you very much!
- My ticket was closed without it being resolved. I asked if it could be put on hold as I wasn’t able to get the authorisation from my manager until she was back from leave. It was closed
- Nothing has changed
- Thank you for the speedy attention to this request. It is much appreciated.

Positive Vs Negative

- 94.2% 96.9% 96.3% 96.5% 96.2% 96.5% 97.7%
- 96.0% 96.0% 97.3% 93.9% 95.7% 96.8% 97.2%
- 94.2% 96.9% 96.3% 96.5% 96.2% 96.5% 97.7%
- 96.0% 96.0% 97.3% 93.9% 95.7% 96.8% 97.2%
- 94.2% 96.9% 96.3% 96.5% 96.2% 96.5% 97.7%
- 96.0% 96.0% 97.3% 93.9% 95.7% 96.8% 97.2%
- 94.2% 96.9% 96.3% 96.5% 96.2% 96.5% 97.7%
- 96.0% 96.0% 97.3% 93.9% 95.7% 96.8% 97.2%

Commentary

- Whilst the response rate and total tickets logged were low for April, the Customer Satisfaction remains high (97%).
- There were very few users who provided disgruntled feedback this month (10)
- We will continue to work on the improvements related to the feedback received over the coming months.

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Activities for the month of April 2017

**Internet**
- University Website: 0.6m visits from over 200 countries
- 5.45m Emails Delivered
- 5.88m Emails blocked as SPAM
- 44+ million Internet attacks
- Logins to QMPLUS: Approx. 0.5m

**Data and usage**
- Total staff data stored: 140 terabytes
- 45,000 Registered Users
- Media Server: 193 Daily plays
- 11,000 Unique Wi-Fi devices

**Supporting you**
- 3,600+ Fully managed PCs
- Supported teaching spaces with AV: 280+
- Across sites and buildings
- Approx. 4000 Tickets logged with the Service Desk

**Supporting Services**
- Change requests processed: 144
- Approx. 85,000 Pages sent and not printed which saved 8 trees
- 1 Major Incident
- 388 Requests for PO’s to be closed
- 914,000 Copy Shop Pages printed
- 228 Unique jobs processed

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Telephony and network in Whitechapel for IT services and security team - 16 Apr 37h (Ticket No. 151827)

Intermittent issues for professional services users, connecting to the G and J drive - 26 Apr 2h (Ticket No. 152328)

External emails not being received - 3 Apr 5h (Ticket No. 151135)

Intermittent Internet connectivity experienced by random users - 26 Apr 24h (Ticket No. 152366)

April: 98.7%
CYTD: 99.5%
### MI Incidents

<table>
<thead>
<tr>
<th>MI Incident</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>151827</td>
<td>Sun 16 Apr – 16:30</td>
<td>37h</td>
<td>Unplanned Power Outage - Telephony and network services impacted in Whitechapel for the IT services and security team</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

### LRY Ticket

<table>
<thead>
<tr>
<th>LRY Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>151749</td>
<td>Wed 12 Apr – 12:30</td>
<td>Ongoing</td>
<td>No access to local file store for some PhD students in School of Business and Management</td>
<td>In progress</td>
</tr>
<tr>
<td>151135</td>
<td>Mon 3 Apr – 09:40</td>
<td>5h</td>
<td>Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains</td>
<td>Resolved</td>
</tr>
<tr>
<td>10258</td>
<td>Wed 19 Apr – 09:00</td>
<td>24h</td>
<td>Microsoft Remote Desktop (RDP) access blocked for security reasons – access required re-approval</td>
<td>Resolved</td>
</tr>
<tr>
<td>152366</td>
<td>Wed 26 Apr – 14:30</td>
<td>24h</td>
<td>Intermittent Internet connectivity experienced by random users</td>
<td>Resolved</td>
</tr>
<tr>
<td>152328</td>
<td>Wed 26 Apr – 10:00</td>
<td>2h</td>
<td>Intermittent issues for professional services users, connecting to the G: and J: drive</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

### Change Ticket

<table>
<thead>
<tr>
<th>Change Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Reason</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>10153</td>
<td>Mon 24 Apr</td>
<td>1h</td>
<td>Migration of <a href="http://collect.qmul.ac.uk">http://collect.qmul.ac.uk</a> website</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>10222</td>
<td>Sat 8 Apr</td>
<td>20m</td>
<td>Microsoft Windows Server Patching Maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10243</td>
<td>Sun 16 Apr</td>
<td>2h</td>
<td>Microsoft SQL Server Database Service Pack Maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10270</td>
<td>Tue 25 Apr</td>
<td>1h</td>
<td>Voicemail systems maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10294</td>
<td>Sat 29 Apr</td>
<td>12h</td>
<td>Microsoft Windows Server Patching Maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – April 2017

#### Highlights
- A large portion of the P2 tickets this month were linked to the Service Outages.
- Total volumes were low for April which is linked to the Easter Bank holidays.
- Due to a number of posts held back within IT our ability to continue to improve is limited.

#### Key
- **Improvement over last month and within SLT**
- **Deterioration from last month but within SLT**
- **No change from last month and within SLT**
- **Improvement over last month and breaching SLT**
- **Deterioration from last month but breaching SLT**
- **No change from last month and breaching SLT**
- **Improvement over last month, No SLT assigned**
- **Deterioration from last month, No SLT assigned**

**BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)**

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library).

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Feb 17</th>
<th>Mar 17</th>
<th>Apr 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>-</td>
<td>1463</td>
<td>1416</td>
<td>1098</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Incidents Closed within SLT</td>
<td>90%</td>
<td>88%</td>
<td>88%</td>
<td>86%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>83%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>87%</td>
<td>88%</td>
<td>87%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>98%</td>
<td>94%</td>
<td>93%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Requests</td>
<td>-</td>
<td>4214</td>
<td>4715</td>
<td>3194</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>94%</td>
<td>95%</td>
<td>96%</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

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## Service Desk Performance – April 2017

### Highlights

- Most of the trends are expected and whilst the FLF and FTF stats aren’t within SLA they are stable.
- The Service Desk needs to be enabled to fix and fulfil more – this requires documentation, tools/access, automation and transition from 3rd line teams within IT. However, as we are cutting back on Service Desk staff our ability to resolve more first time and through first line is impacted.

### Key

- ![Improvement over last month and within SLT](image)
- ![Deterioration from last month but within SLT](image)
- ![No change from last month and within SLT](image)
- ![Improvement over last month and breaching SLT](image)
- ![Deterioration from last month but breaching SLT](image)
- ![No change from last month and breaching SLT](image)
- ![Improvement over last month, No SLT assigned](image)
- ![Deterioration from last month, No SLT assigned](image)
- ![No change from last month, No SLT assigned](image)

### FLF = All tickets resolved by the service desk within SLA without being escalated any further

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Feb 17</th>
<th>Mar 17</th>
<th>Apr 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td></td>
<td>2014</td>
<td>2425</td>
<td>1954</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>10s</td>
<td>11s</td>
<td>13s</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>3%</td>
<td>3%</td>
<td>5%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>62%</td>
<td>63%</td>
<td>61%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>53%</td>
<td>52%</td>
<td>51%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>In Person</td>
<td></td>
<td>238</td>
<td>281</td>
<td>212</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td></td>
<td>1153</td>
<td>1336</td>
<td>1010</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Self Service</td>
<td></td>
<td>345</td>
<td>412</td>
<td>263</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>
Risk Report

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended

- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving

- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware

- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.

- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th></th>
<th>Risks Averted</th>
<th>Re-Assigned</th>
<th>New Risks</th>
<th>Total Risks</th>
<th>Risks Realised</th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-17</td>
<td>0</td>
<td>4</td>
<td>3</td>
<td>64</td>
<td>0</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Key**

- ↑ Deterioration over last month
- ↓ Improvement from last month
- — No change from last month
<table>
<thead>
<tr>
<th>KPI</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>97</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>96</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>94</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>86</td>
<td>90</td>
<td>88</td>
<td>86</td>
<td>87</td>
<td>91</td>
<td>87</td>
<td>84</td>
<td>86</td>
<td>88</td>
<td>88</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>97</td>
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<td>95</td>
<td>94</td>
<td>95</td>
<td>96</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>89</td>
<td>89</td>
<td>88</td>
<td>88</td>
<td>80</td>
<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
<td>86</td>
<td>87</td>
<td>87</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>92</td>
<td>92</td>
<td>92</td>
<td>98</td>
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<td>93</td>
<td>92</td>
<td>93</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>98</td>
<td>96</td>
<td>98</td>
<td>96</td>
<td>93</td>
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<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>98</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
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<td>92</td>
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<td>97</td>
<td>97</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>86</td>
<td>91</td>
<td>92</td>
<td>89</td>
<td>82</td>
<td>82</td>
<td>81</td>
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<td>90</td>
<td>86</td>
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<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>87</td>
<td>92</td>
<td>94</td>
<td>91</td>
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</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
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</tbody>
</table>

| Change Management Implementation                                  |     |     |      |     |     |     |     |     |     |     |     |     |     |       |

**Key**

- **B** (Exceeds Goals) $\geq 95\%$
- **G** (Meets Goals) $\geq 90\%$
- **A** (Tolerable) $\geq 85\%$
- **R** (Unacceptable) $< 85\%$

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Questions about this report, or would you like to know more?

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