Executive Summary – August 2018

KPI & Summary
- KPIs trending upwards for Incidents, however not met due to volumes and lack of staff.
- As part of the Journey to Service Excellent, we are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.
- Customer Satisfaction is continuing to trend well above the 95% target.
- We have now implemented the technical solution for Multi Factor Authentication and rolled it out to MyHR.
- No major Incidents during the clearing period.

Customer Satisfaction
- 98% with a 1.0% increase.

Volumes
- Slight decrease to ticket volumes as expected during the holiday period.
- Phishing and SPAM related tickets account for over 10% of incidents logged.
- High volume of phone calls received mainly due to the high priority incidents within August.

Critical Systems Availability
- Critical systems availability has decreased slightly due to the high priority incidents experienced within August such as print the power cut in SMLG and the student print issues.

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

0 Major Incidents
- There were no Major Incidents within August.
I requested an authorisation code and have not received one yet. The ticket has been closed stating that the matter has been resolved. Thank you very much for dealing with the microphone issues and for calling me at the end of the day to update me. That was very helpful indeed.

Not just disgruntled, but appalled the no-one is actually reading the messages I am sending! We were very happy with the service following our Disability and Dyslexia Service move last week.

The individual who helped me was very polite and patient.

I could have been provided with this information when I made my original request. Why did this not happen?

Customer Feedback

This month we received 1084 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 20% (which is the usual average of 20% received).

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.

Customer Feedback

Requests

- Delighted: 23% (213)
- Happy: 75% (692)
- Unhappy: 1% (5)
- Disgruntled: 1% (2)

Incidents

- Delighted: 28% (46)
- Happy: 66% (107)
- Unhappy: 2% (2)
- Disgruntled: 4% (7)

Total

- Delighted: 24% (259)
- Happy: 74% (799)
- Unhappy: 1% (12)
- Disgruntled: 1% (12)

Requests: 98% (922)
Incidents: 94% (162)
Total: 98% (1084)

Feedback this month

- Delighted: 96.6%
- Happy: 95.2%
- Unhappy: 98.0%
- Disgruntled: 97.1%

Positive Vs Negative

- #Positive Feedback: 96.6% (162)
- #Negative Feedback: 97.9% (213)
- % Positive Feedback: 75%

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target.
- We have finalised the Customer Services Management Document that we have referred to over the previous months and are in the process of creating the training material to compliment the training sessions.
Activities for the month of August 2018

**Research Excellence**
- Research Grant Bids: 187
- Research Grants Awarded: 42

**Teaching Excellence**
- Logins to QMPLUS: 122,561
- AV Teaching activities Supported: 310
- 2,457 Videos played
- 3,024 times within QMplus
- Reported AV Issues: 33

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 21,646

**Public Engagement**
- Guest Wi-Fi: 265 users, 4,640 sessions
- Events Wi-Fi: 2,107 users, 265,752 sessions

**Sustainability**
- 44,260 Pages sent and not printed
- 17 New desktops/laptops Deployed
- Approx. 103,619 Registered mail accounts
- Total data stored: 667 terabytes

**Growth**
- Hours of Q-review: 556 Playbacks
- Supported teaching spaces: Approx. 177

**Queen Mary University of London**

www.qmul.ac.uk /QMUL @QMUL
Major & High Priority Incidents – August 2018

- **1. Power cut**
- **2. Power cut**
- **1. Power cut**
- **2. Power cut**
- **3. Power cut**
- **1. QMPlus**
- **2. QMPlus**
- **3. Printing**
- **1. QMPlus**
- **1. Managed Windows 8.1**
- **1. Network Outage**
- **2. MySIS**
- **1. Network**
- **1. Network & Telephone**
- **2. Network**
- **1. Network**
- **1. Network**
- **1. Network & Telephone**
- **2. Network**
- **1. Network**
- **1. Network**
- **1. Network**
- **1. Network**

### Number of Major Incidents by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Dec</td>
<td></td>
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<td></td>
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<tr>
<td>Jan</td>
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<tr>
<td>Feb</td>
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<td>Mar</td>
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<tr>
<td>Apr</td>
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<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Jul</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## High Priority Incidents – August 2018

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>175725</td>
<td>Tue 07 Aug 13:30</td>
<td>13m</td>
<td>QMplus – QMplus was down and inaccessible</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> A corrupt Firewall Configuration within University of London Computer Centre</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(ULCC)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> ULCC fixed the Firewall configuration</td>
<td></td>
</tr>
<tr>
<td>176163</td>
<td>Sat 18 Aug 9:00</td>
<td>2d</td>
<td>Network Services – There were no network Services to St Martin's LG (SMLG)</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> Power failure resulting in Network access issues for SMLG</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> Estates restored power and Network switches re-started</td>
<td></td>
</tr>
<tr>
<td>176259</td>
<td>Thu 22 Aug 17:00</td>
<td>3d</td>
<td>MyHR Multi Factor Authentication (MFA) – Users experienced access issues whilst trying</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>to access MyHR</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> Azure Proxy settings were incorrect</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> Settings on the Azure Proxy were amended</td>
<td></td>
</tr>
<tr>
<td>176348</td>
<td>Tue 28 Aug 08:30</td>
<td>30m</td>
<td>Staff Printing – Staff were unable to print on some Konica printers</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> The print server had become unresponsive</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> The print Servers were restarted, which resolved the issue</td>
<td></td>
</tr>
<tr>
<td>176533</td>
<td>Fri 31 Aug 12:50</td>
<td>1h 10m</td>
<td>e-Appraisal – Users were unable to access the QMUL e-appraisal site</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> The 3\textsuperscript{rd} Party provider of e-appraisal experienced issues</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> Escalation to the 3\textsuperscript{rd} party provider who resolved the issue</td>
<td></td>
</tr>
<tr>
<td>176544</td>
<td>Fri 31 Aug 14:43</td>
<td>2d</td>
<td>Student Printing – Students were unable to print</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> Error in the SQL Database configuration</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> The 3\textsuperscript{rd} party supplier reviewed the configuration and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>rectified the error</td>
<td></td>
</tr>
</tbody>
</table>
# Planned Maintenance – August 2018

<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>12493</td>
<td>02 Aug</td>
<td>2h</td>
<td><strong>Student Enquiry Centre, SIS Support &amp; Research Management helpdesk</strong> – Users were unable to access the support area during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12498</td>
<td>04 Aug</td>
<td>3h</td>
<td><strong>Power Shutdown</strong> – Users were unable to access Network Services during the power shutdown at Stocks Court Mile End</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12496</td>
<td>14 Aug</td>
<td>2h</td>
<td><strong>QMplus &amp; QMplus Hub</strong> – Users were unable to access modules and material in QMplus and QMplus hub</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12548</td>
<td>21 Aug</td>
<td>2h</td>
<td><strong>QMplus &amp; QMplus Hub</strong> – Users were unable to access modules and material in QMplus and QMplus hub</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12574</td>
<td>25 Aug</td>
<td>9h</td>
<td><strong>Power Shutdown</strong> – Users were unable to access Network Services during the power shutdown at Church Library and the Student Union building at Whitechapel</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12514</td>
<td>26 Aug</td>
<td>1h</td>
<td><strong>Student Filestore</strong> – The student file store was unavailable during the migration to a new storage solution</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>12578</td>
<td>29 Aug</td>
<td>1.5h</td>
<td><strong>Wi-Fi</strong> – There were two interruptions (up to 10 minutes each) to wireless connectivity at all QMUL locations</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12545</td>
<td>31 Aug</td>
<td>3d</td>
<td><strong>Power Shutdown</strong> – Users were unable to access Network Services and other internet based services during the power shutdown at Queens building</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
# ITS Incident and Request KPIs – August 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jun 18</th>
<th>Jul 18</th>
<th>Aug 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>939</td>
<td>1032</td>
<td>1024</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>930</td>
<td>969</td>
<td>931</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>82%</td>
<td>84%</td>
<td>86%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>78%</td>
<td>57%</td>
<td>80%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>72%</td>
<td>73%</td>
<td>78%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>82%</td>
<td>83%</td>
<td>86%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>94%</td>
<td>97%</td>
<td>93%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>92%</td>
<td>100%</td>
<td>97%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3791</td>
<td>4802</td>
<td>4481</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3527</td>
<td>4230</td>
<td>4364</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>88%</td>
<td>89%</td>
<td>87%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>207(5%)</td>
<td>186(4%)</td>
<td>183(3%)</td>
<td>↓</td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- Slight decrease to ticket volumes as expected during the holiday period.
- KPIs trending upwards for Incidents, however not met due to volumes and lack of staff.
- Phishing and SPAM related tickets account for just over 10% of incidents logged.

**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
- **📍📍📍** No change from last month, No SLT assigned

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

BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)
Incident and Requests KPIs – August 2018

Requests SLTs and Volume

- % Requests Resolved in SLT
- Target SLT
- Enrolment period
- Clearing

Incidents SLTs and Volume

- % Incidents Resolved in SLT
- Target SLT
- Enrolment period
- Clearing

# Requests
- # Requests
- % SLT

Number of Requests
- 0
- 1000
- 2000
- 3000
- 4000
- 5000
- 6000
- 7000
- 8000

# Incidents
- 0
- 500
- 1000
- 1500
- 2000
- 2500

Number of Incidents
- 0
- 500
- 1000
- 1500
- 2000
- 2500

Enrolment period
- August
- Clearing
## Service Desk Performance – August 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jun 18</th>
<th>Jul 18</th>
<th>Aug 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>1949</td>
<td>2283</td>
<td>2313</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>15s</td>
<td>15s</td>
<td>15s</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>6%</td>
<td>7%</td>
<td>6%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>56%</td>
<td>62%</td>
<td>55%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>55%</td>
<td>51%</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

### Commentary
- High volume of phone calls received mainly due to the high priority incidents within August.
- As part of the Journey to Service Excellent, we are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.

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

**FTF** = All tickets logged and resolved immediately by either the Service Desk or Campus Customer Support (CCS) team

**FLF** = All tickets resolved by the service desk within SLA without being escalated any further
Risk Report – August 2018

Top 5 Risks:
- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is low as nearly all known applications have now been migrated (completion within Sep 2018)
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon
- **Secure Access to Critical Systems** - We have now implemented the technical solution for Multi Factor Authentication and rolled it out to MyHR (Aug)
- **Phishing** – Currently stable however heighten awareness as phishing emails are still being received
- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped

### 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>Aug-17</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>45</td>
<td>0</td>
<td>▼</td>
</tr>
</tbody>
</table>

**Key**
- ▲: Deterioration over last month
- ◼: Improvement from last month
- ▼: No change from last month
## KPI Trend View – August 2018

<table>
<thead>
<tr>
<th>KPI</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>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>95</td>
<td>94</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>94</td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>95</td>
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<td>98</td>
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<td>98</td>
<td>98</td>
<td>─</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>89</td>
<td>85</td>
<td>80</td>
<td>86</td>
<td>85</td>
<td>87</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>88</td>
<td>82</td>
<td>84</td>
<td>86</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>95</td>
<td>95</td>
<td>89</td>
<td>92</td>
<td>92</td>
<td>90</td>
<td>91</td>
<td>87</td>
<td>86</td>
<td>91</td>
<td>88</td>
<td>89</td>
<td>87</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>77</td>
<td>78</td>
<td>78</td>
<td>87</td>
<td>85</td>
<td>86</td>
<td>84</td>
<td>83</td>
<td>86</td>
<td>84</td>
<td>81</td>
<td>81</td>
<td>84</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>91</td>
<td>89</td>
<td>92</td>
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<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>Change Management Implementation</td>
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</table>

### Key
- **B**: Exceeds Goals ≥ 95%
- **G**: Meets Goals ≥ 90%
- **A**: Tolerable ≥ 85%
- **R**: Unacceptable < 85%
- **B**: No Failed Changes
- **G**: Failed Changes with no impact on Services
- **A**: 1 Failed Change which impacted Services
- **R**: 2 Failed Changes which impacted Services

**Key**
- **↑**: Improvement over last month
- **↓**: Deterioration from last month
- **─**: No change from last month
Questions about this report, or would you like to know more?

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