Executive Summary – August 2017

KPI
- Incident and Service Request KPIs were expected to breach mainly due to resourcing issues within IT and holidays.

Incidents 89%  
Requests 95%  
P1 Inc. 80%  
P2 Inc. 80%

Customer Satisfaction
- 97%

Volumes
- Total number of Incidents are down whilst Requests are up which is expected during the end of the holiday period when users are returning from holiday.
- Downward trend on Self Service Portal & email requests due to the holiday period.

Incidents 974  
Requests 4106  
Phone 2927

Critical Systems Availability
- The unavailability of critical services and the overall CYTD availability has improved following the previous month of multiple major incidents.

CYTD  
Aug  
0.2%  1.0%  99.1%  99.8%
Customer Satisfaction – August 2017

Customer Feedback

This month we had 617 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 12% (which is low due to the holiday period compared to the average of 20%)

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 very much for the quick response and for sorting this out so quickly!

I have waited for an extended time for a reply, to be finally asked to see the IT technician in SEMS, why could the ticket have not been sent onto him?

My job has not been resolved!!! Why close the job?

Thanks for the service by IT services, it’s really helpful

Despite being requested and the ticket closed, my new member of staff still does not have access to J:Drive

Thank you for resolving my issue swiftly – much appreciated!

Positive Vs Negative

Commentary

- Overall customer satisfaction is high and above 95% despite the low response rate due to the holiday period
- We are working on an updated customer satisfaction process to ensure all disgruntled feedback is responded to and corrective action taken

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Activities for the month of August 2017

Research Excellence
- Research Grant applications
- Data will be reported next month
- RGMS to go Live
- Data will be reported next month

Teaching Excellence
- Logins to QMPLUS: 54,330
- 1,820 Teaching activities
- 2,805 Videos played within QMPlus
- 333 AV Uptime Days

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 3,845

Public Engagement
- Guest Wi-Fi: 221 users, 4,750 sessions
- Events Wi-Fi: 3,231 users, 247,410 sessions

Growth
- 16 New desktops/laptops deployed
- Total staff data stored: 222 terabytes
- 45,017 Registered Users
- 280+ Supported teaching spaces with AV
- 565 Hours of Q-review
- 333 Playbacks

Sustainability
- Approx. 45,194 Pages sent and not printed
- 3

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ITS Critical Systems Availability – August 2017

Aug: 99.8%
CYTD: 99.1%

SITS/MySIS issues
- 23 Aug 35m (Ticket No. 158406)
SITS/MySIS issues
- 31 Aug ongoing (Ticket No. 158692)

Resource link & MyHR
- 31 Aug 1h.13m (Ticket No 158705)

Email Service
- 25 Aug 2h (Ticket No 158528)

Direct Access
- 7 Aug 2h.44m (Ticket No 157654)

<table>
<thead>
<tr>
<th>Service Available</th>
<th>Degraded Service</th>
<th>Service Unavailable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug: 99.8%</td>
<td>CYTD: 99.1%</td>
<td></td>
</tr>
<tr>
<td>MI Incidents</td>
<td>Date</td>
<td>Duration</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>----------</td>
</tr>
<tr>
<td>157644</td>
<td>7 Aug – 08:30</td>
<td>2h 44m</td>
</tr>
<tr>
<td>158528</td>
<td>Fri 25 Aug – 00:30</td>
<td>2h</td>
</tr>
</tbody>
</table>

<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>157644</td>
<td>Tue 4 Aug – 15:00</td>
<td>2d 17h</td>
<td>Ivanti Email Notifications – Users not receiving email notifications from tickets in Ivanti</td>
<td>Resolved</td>
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<tr>
<td>158406</td>
<td>Wed 23 Aug – 09:45</td>
<td>35m</td>
<td>MySIS – Users unable to access MySIS</td>
<td>Resolved</td>
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<tr>
<td>158692</td>
<td>Thu 31 Aug – 09:30</td>
<td>-</td>
<td>MySIS – Users unable to log a MySIS Help Call</td>
<td>Ongoing</td>
</tr>
<tr>
<td>158705</td>
<td>Thu 31 Aug – 10:00</td>
<td>1h 13m</td>
<td>Resource link &amp; MyHR - Users unable to access the payroll software</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Planned Maintenance – August 2017

<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>10780</td>
<td>6 Aug</td>
<td>1h 30m</td>
<td><strong>Windows Servers</strong> – Potential for brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10747</td>
<td>23 Aug</td>
<td>3h</td>
<td><strong>Password Reset Manager (PRM)</strong> – The self service password management for staff was not be available.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10850</td>
<td>26 Aug</td>
<td>13h</td>
<td><strong>Windows Servers</strong> – potential for brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10824</td>
<td>29 Aug</td>
<td>6d</td>
<td><strong>Eduroam Wi-Fi</strong> – Intermittent interruptions whilst using Wi-Fi in ITL and Computer Science buildings</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10822</td>
<td>29 Aug</td>
<td>1h</td>
<td><strong>MyHR &amp; WebView</strong> – Users unable to use or update any services within MyHR</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs – August 2017

### Highlights
- The total number of Incidents are down whilst Requests are up which is expected during the end of the holiday period when users are returning from holiday.
- The ‘Incidents closed within SLT’ measure just breached as expected due to resourcing issues.

### Key
- Upward arrow: Improvement over last month and within SLT
- Downward arrow: Deterioration from last month but within SLT
- Green checkmark: No change from last month and within SLT
- Upward red arrow: Improvement over last month and breaching SLT
- Downward red arrow: Deterioration from last month but breaching SLT
- Red checkmark: No change from last month and breaching SLT
- Upward blue arrow: Improvement over last month, No SLT assigned
- Downward blue arrow: Deterioration from last month, No SLT assigned
- Blue checkmark: No change from last month, No SLT assigned

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

### Measure | Target | June 17 | July 17 | Aug 17 | Trend | Expected Trend
--- | --- | --- | --- | --- | --- | ---
Number of Incidents | - | 1270 | 1230 | 974 | | 📈
Incidents Closed within SLT | 90% | 83% | 90% | 89% | 📈 | 📈
Resolution Time P1 | 4h | 71% | 51% | 80% | | 📈
Resolution Time P2 | 1 BD | 85% | 85% | 80% | 📈 |
Resolution Time P3 | 3 BD | 82% | 90% | 89% | 📈 |
Resolution Time P4 | 5 BD | 89% | 100% | 98% | 📈 |
Resolution Time P5 | 20 BD | 100% | 100% | 100% | |
Number of Requests | - | 4439 | 3993 | 4106 | | 📈
Requests Closed within SLT | 90% | 90% | 94% | 95% | | 📈

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)
Incident and Requests KPIs – August 2017

Incidents SLTs and Volume

Requests SLTs and Volume

Incident and Requests KPIs

Enrolment period

Clearing

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## Service Desk Performance – August 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>June 17</th>
<th>July 17</th>
<th>Aug 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2303</td>
<td>2060</td>
<td>2927</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>17s</td>
<td>13s</td>
<td>13s</td>
<td>‾</td>
<td>‾</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>6%</td>
<td>7%</td>
<td>3%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>59%</td>
<td>69%</td>
<td>74%</td>
<td>↑</td>
<td>‾</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>56%</td>
<td>61%</td>
<td>64%</td>
<td>↑</td>
<td>‾</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>223</td>
<td>213</td>
<td>488</td>
<td>↑</td>
<td>‾</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>1832</td>
<td>1322</td>
<td>728</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>649</td>
<td>805</td>
<td>556</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Highlights
- The abandoned call rate has been brought back within SLT as there were no telephone related incidents impacting the Service Desk.
- The positive FTF/FLT increase is mainly due to the large number of EOY Agresso PO closure requests resolved by the Service Desk.

### 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**

**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 2017

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><strong>Aug-17</strong></td>
<td>32</td>
<td>28</td>
<td>34</td>
<td>69</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td><strong>Jul-16</strong></td>
<td>42</td>
<td>28</td>
<td>33</td>
<td>69</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td><strong>Aug-16</strong></td>
<td>42</td>
<td>28</td>
<td>29</td>
<td>69</td>
<td>29</td>
<td>0</td>
</tr>
<tr>
<td><strong>Aug-15</strong></td>
<td>40</td>
<td>29</td>
<td>28</td>
<td>69</td>
<td>28</td>
<td>0</td>
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<tr>
<td><strong>Jun-16</strong></td>
<td>46</td>
<td>27</td>
<td>30</td>
<td>83</td>
<td>32</td>
<td>0</td>
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<td><strong>Aug-14</strong></td>
<td>34</td>
<td>27</td>
<td>33</td>
<td>69</td>
<td>32</td>
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<td><strong>Jun-15</strong></td>
<td>30</td>
<td>27</td>
<td>34</td>
<td>69</td>
<td>30</td>
<td>0</td>
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<tr>
<td><strong>Jun-14</strong></td>
<td>28</td>
<td>27</td>
<td>30</td>
<td>69</td>
<td>28</td>
<td>0</td>
</tr>
</tbody>
</table>

### Key

- **↑** Deterioration over last month
- **↓** Improvement from last month
- **---** No change from last month
## KPI Trend View – August 2017

<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>June</th>
<th>Jul</th>
<th>Aug</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>95</td>
<td>97</td>
<td>91</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>94</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>78</td>
<td>83</td>
<td>90</td>
<td>89</td>
<td>↓</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>93</td>
<td>95</td>
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<td>94</td>
<td>90</td>
<td>94</td>
<td>95</td>
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</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
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<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
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<td>All Requests Closed By Site Within SLT</td>
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<td>88</td>
<td>93</td>
<td>89</td>
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</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>93</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>96</td>
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<td>Helpdesk Requests Closed Within SLT</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>95</td>
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<td>97</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>82</td>
<td>81</td>
<td>85</td>
<td>87</td>
<td>86</td>
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<td>61</td>
<td>73</td>
<td>85</td>
<td>74</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>89</td>
<td>91</td>
<td>87</td>
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<td>90</td>
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<tr>
<td>Change Management Implementation</td>
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</tbody>
</table>

### Key
- **B**: Exceeds Goals ≥ 95%
- **G**: Meets Goals ≥ 90%
- **A**: Tolerable ≥ 85%
- **R**: Unacceptable < 85%

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

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Tel: 020 7882 8976