Executive Summary – December 2016

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

1 Major Incident

- A fire in the Mile End library Comms Room resulted in multiple Services reliant on the Network being unavailable

KPI

- P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We have been working on the process and ITS staff awareness - we expect improvements in the coming months

Customer Satisfaction

- 96%

Critical Systems Availability

- Availability down from the previous month mainly due to the Fire in the Mile End Library Comms Room. Aside from this there was good availability over the month.

Volumes

- Expected decrease in incidents, requests and phone volumes leading up to the holiday period.
- PO requests were the top Service Request for this month.

020 7882 8888 | www.its.qmul.ac.uk
Customer Feedback

This month we had 935 responses providing feedback to incidents and requests logged through the Service Desk. That is a 24% response rate overall (out of 3922 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.

December Feedback

Thank you all for your kind support. Whenever, I have problems in dealing with IT related matters, there is always support from your office at any time.

No one showed up to solve the problem

Very happy with the speed and efficiency in dealing with this issue.

Issue not yet resolved!

Suggested solution did not work. this is the second time. can anyone leave the comfort of the office and visit?

I am very happy with the IT service I have received recently.

Customer Feedback – December 2016

Requests

- Delighted: 31% (215)
- Happy: 65% (447)
- Unhappy: 2% (13)

Incidents

- Delighted: 40% (99)
- Happy: 54% (134)
- Unhappy: 3% (8)

Total

- Delighted: 34% (314)
- Happy: 62% (581)
- Unhappy: 2% (21)

Positive Vs Negative

- March: 94.2%
- April: 96.0%
- May: 96.9%
- June: 96.3%
- July: 96.5%
- Aug: 96.2%
- Sep: 96.2%
- Oct: 96.0%
- Nov: 95.7%
- Dec: 96.3%

Commentary

- Expected decrease in total feedback responses due to the lead up to the holiday period this month however, satisfaction rate remains stable at approx. 96%.

- We will continue to work on the improvements related to the feedback received over the coming months.
Activities for the month of December 2016

Internet

- University Website: 600,000 Visitors from over 200 countries
- Blocked: 33.6 million Internet attacks
- Logins to QMPLUS: Approx. 1.4 million

Mobile App

- 6.3 million Emails delivered
- 58 Downloads

Data and usage

- Total user data stored: 63 terabytes
- 45,000 Registered Users
- 60,000 Unique Wi-Fi devices
- Media Server: 300 Daily plays
- Active Network port: 14,300

Supporting Services

- Change requests processed: 1
- 387 Major Incidents
- Approx. 600,000 Pages printed on managed Printers
- Approx. 61,000 Pages sent and not printed
- 440,000 Copy Shop Pages printed
- 276 Requests for PO’s to be closed

Supporting you

- 3,682 Fully managed PCs
- Supported teaching spaces with AV: 280
- Approx. 4000 Tickets logged with the Service Desk

Unique jobs processed: Approx. 61,000
# MI and Low Yield Report (LYR) – December 2016

<table>
<thead>
<tr>
<th>MI Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected - Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>145666</td>
<td>Tue 20 Dec – 8:00</td>
<td>14h</td>
<td>Network Services – Impacted users unable to access IT Services reliant on the Network due to the fire in the Mile End Library Comms Room</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LJR Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>144720</td>
<td>Thu 1 Dec – 9:30</td>
<td>2h</td>
<td>Telephone Service – Users at multiple sites unable to make external calls</td>
<td>Resolved</td>
</tr>
<tr>
<td>144709</td>
<td>Thu 1 Dec – 10:30</td>
<td>2.5h</td>
<td>iPay service – Students unable to access IPay to manage their account</td>
<td>Resolved</td>
</tr>
<tr>
<td>144797</td>
<td>Fri 2 Dec – 9:15</td>
<td>40m</td>
<td>ID Check and Authentication Service – Users unable to access websites due to intermittent authentication issues</td>
<td>Resolved</td>
</tr>
<tr>
<td>144797</td>
<td>Fri 9 Dec – 11:50</td>
<td>30m</td>
<td>Email Service – Users were unable to access the email service on office365 using iPhones</td>
<td>Resolved</td>
</tr>
<tr>
<td>145296</td>
<td>Mon 12 Dec – 10:00</td>
<td>2h</td>
<td>Shared and Local Network Drives – Users experiencing Intermittent performance issues on Outlook and their G and J Drives</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Planned Maintenance – December 2016

<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>9479</td>
<td>Sat 10 Dec</td>
<td>8h</td>
<td>Student Printing, Active Directory &amp; Wireless Printing – Users were briefly unable to print or login over a wireless connection during the Patching</td>
<td>Patching</td>
<td>Implemented</td>
</tr>
<tr>
<td>9335</td>
<td>Wed 14 Dec</td>
<td>12h</td>
<td>Library Self-Service kiosks – Kiosks temporarily unavailable during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>9565</td>
<td>Sat 17 Dec</td>
<td>12h</td>
<td>Datacentre Services – No Impact</td>
<td>Patching</td>
<td>Implemented</td>
</tr>
<tr>
<td>9093</td>
<td>Mon 19 Dec</td>
<td>7h</td>
<td>QReview, BI and SQL services – No Impact</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td>Wed 21 Dec</td>
<td>1.5h</td>
<td>All Services – Users in FOGG Building were unable to access all services during the power down</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
ITS Incident and Request KPIs – December 2016

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Oct 16</th>
<th>Nov 16</th>
<th>Dec 16</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>-</td>
<td>2051</td>
<td>1573</td>
<td>979</td>
<td>↓</td>
</tr>
<tr>
<td>Incidents Closed within SLT</td>
<td>90%</td>
<td>91%</td>
<td>87%</td>
<td>84%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>87%</td>
<td>68%</td>
<td>92%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>89%</td>
<td>87%</td>
<td>85%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>91%</td>
<td>87%</td>
<td>83%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>96%</td>
<td>88%</td>
<td>93%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>97%</td>
<td>94%</td>
<td>100%</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests</td>
<td>-</td>
<td>7088</td>
<td>5163</td>
<td>2943</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>92%</td>
<td>97%</td>
<td>93%</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Highlights**

- Expected decrease in Incidents and Requests volumes leading up to the holiday period.
- P2 resolution low due to multiple tickets being logged for the same incident (and breaching SLA). We have been working on the process and ITS staff awareness - we expect improvements in the coming months.

**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

**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)
Incident and Requests KPIs – December 2016

Incidents SLTs and Volume

Requests SLTs and Volume

Incident and Requests KPIs – December 2016

Enrolment period

Clearing

Enrolment period

Enrolment period

Enrolment period

020 7882 8888 | www.its.qmul.ac.uk

Queen Mary
University of London
### Service Desk Performance – December 2016

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Oct 16</th>
<th>Nov 16</th>
<th>Dec 16</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>3105</td>
<td>2539</td>
<td>1532</td>
<td>↓</td>
</tr>
<tr>
<td>Answered phone calls</td>
<td>90%</td>
<td>98%</td>
<td>98%</td>
<td>96%</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>9s</td>
<td>9s</td>
<td>12s</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>2%</td>
<td>2%</td>
<td>4%</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>51%</td>
<td>48%</td>
<td>30%</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>49%</td>
<td>45%</td>
<td>↓</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>193</td>
<td>205</td>
<td>22</td>
<td>↓</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>525</td>
<td>574</td>
<td>205</td>
<td>↓</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>48</td>
<td>97</td>
<td>168</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Highlights
- Expected continuing decrease in phone volumes from the previous month leading up to the holiday period.
- FLT and FTF targets will be the focus over the coming months.

### 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
Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to the Schools Applications Migration Project being suspended.

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

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

- **Security Vulnerability** – schools that have not been centralised maybe more vulnerable to the Crypto Locker and Confiker virus.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th></th>
<th>Risks Averted</th>
<th>Open Risks</th>
<th>New Risks</th>
<th>Total Risks</th>
<th>Risks Realised</th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td>0</td>
<td>82</td>
<td>1</td>
<td>83</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 – December 2016

<table>
<thead>
<tr>
<th>KPI</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>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>78</td>
<td>95</td>
<td>75</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>93</td>
<td>94</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>91</td>
<td>98</td>
<td>83</td>
<td>94</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>96</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>87</td>
<td>88</td>
<td>88</td>
<td>90</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>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>72</td>
<td>74</td>
<td>79</td>
<td>84</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>93</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>91</td>
<td>91</td>
<td>89</td>
<td>91</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></td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>79</td>
<td>85</td>
<td>88</td>
<td>91</td>
<td>92</td>
<td>92</td>
<td>92</td>
<td>98</td>
<td>90</td>
<td>91</td>
<td>88</td>
<td>92</td>
<td>93</td>
<td>↑</td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>96</td>
<td>98</td>
<td>96</td>
<td>93</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>88</td>
<td>95</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>94</td>
<td>95</td>
<td>98</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>98</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>92</td>
<td>92</td>
<td>95</td>
<td>96</td>
<td>98</td>
<td>96</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>91</td>
<td>89</td>
<td>90</td>
<td>90</td>
<td>86</td>
<td>91</td>
<td>92</td>
<td>89</td>
<td>82</td>
<td>82</td>
<td>81</td>
<td>85</td>
<td>87</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>94</td>
<td>93</td>
<td>93</td>
<td>93</td>
<td>87</td>
<td>92</td>
<td>94</td>
<td>91</td>
<td>89</td>
<td>91</td>
<td>87</td>
<td>89</td>
<td>92</td>
<td>↑</td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key**
- **B** Exceeds Goals  >= 95%
- **G** Meets Goals  >= 90%
- **A** Tolerable  >= 85%
- **R** Unacceptable  < 85%

- **↑**: Improvement over last month
- **↓**: Deterioration from last month
- **|**: No change from last month

020 7882 8888 | www.its.qmul.ac.uk
Questions about this report or you would like to know more?

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976