Executive Summary – February 2018

**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

**Customer Satisfaction**
- **97%**

**Volumes**

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents</td>
<td>1280</td>
<td>1110</td>
</tr>
<tr>
<td>Requests</td>
<td>3633</td>
<td>2957</td>
</tr>
<tr>
<td>P1 Inc.</td>
<td>987</td>
<td>710</td>
</tr>
<tr>
<td>P2 Inc.</td>
<td>1292</td>
<td>930</td>
</tr>
</tbody>
</table>

**Critical Systems Availability**
- **98.9%**
- **99.9%**
- **↑ 0.5%**
- **↑ 1.0%**

**Executive Summary** – February 2018

- **Customer Satisfaction**: 97%
- **Critical Systems Availability**: 99.9%
- **1.0%**

**1 Major Incidents**
- Managed Windows 8.1 Group Policy issue (05/02)

- **We are reviewing staff numbers on the Service Desk as performance has been impacted following the high ticket volumes generated by the numerous Major and high priority incidents in Jan/Feb.**

- **As a result of the continued high ticket volumes, KPIs are beginning to trend downwards.**

- **The availability of critical services has increased due to the low number of Service impacting incidents in the month of February**

- **There were higher tickets volumes in February then expected mainly due to the large number of tickets in relation to the multiple Phishing email attacks and the windows 8.1 policy major incident.**
Customer Feedback

This month we had 991 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of **13%**

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.

Requests

- **23%** (157) Delighted
- **74%** (493) Happy
- **1%** (8) Unhappy
- **2%** (10) Disgruntled

Requests: 97% (668) 97% (323) 2% (6)

Total Responses:

- **26%** (256) Delighted
- **66%** (213) Happy
- **1%** (10) Unhappy
- **2%** (6) Disgruntled

Total: 97% (991)

Feedback this month

- Thank you for sending me this follow-up e-mail and thanks for the help provided by the IT Services!
- I actually said on the phone that it was meeting room 3 on the second floor, nobody attended here, not on the ground floor.
- While the issue was solved, the man who helped me was very rude and patronising. When I said I had been hacked he said “What is it with you English and Drama students”
- Many thanks to all the people who helped me, all my issues have been resolved.
- Very fast response and help much appreciated.
- Whoever was on the phone was just plain rude and condescending.

Positive Vs Negative

- **96.8%** 97.7% 97.2% 97.3% 96.6% 95.2% 98.0% 97.1%

Positive Feedback

- #Positive Feedback
- #Negative Feedback
- %Positive Feedback

Commentary

- Customer satisfaction continues to hover around the 97% mark. A majority of the ‘dis gruntled’ feedback for February is related to lack of updates and tickets not resolved.
- The focus over the next few months will be on ensuring that tickets ‘owned’ and customers are updated regularly.
Activities for the month of February 2018

**Research Excellence**
- Research Grant Bids: 133
- Research Grants Awarded: 41

**Teaching Excellence**
- Logins to QMPLUS: 586,155
- AV Teaching activities Supported: 428
- Videos played: 2,461
- Times within QMPlus: 10,191
- Reported AV Issues: 105
- Supported teaching spaces: 177
- Hours of Q-review: 2,859
- Playbacks: 105

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 22,161

**Public Engagement**
- Guest Wi-Fi: 316 users, 7,082 sessions
- Events Wi-Fi: 548 users, 9,570 sessions

**Growth**
- New desktops/laptops Deployed: 19
- Registered mail accounts: 94,783
- Total staff data stored: 128 terabytes
- Total student data stored: 24.5 terabytes

**Sustainability**
- Pages sent and not printed: 49,570
- New desktops/laptops Deployed: 1
ITS Critical Systems Availability – February 2018

- **MySIS**: 07 Feb – 3h 4m (Ticket No. 167928)
- **Service Desk Telephone**: 13 Feb – 30m (Ticket No. 168327)
- **Power Failure - Charter House Sq.**: 28 Feb – 2h (Ticket No. 169179 Ticket No. 169170)
- **Maths Shared File Store**: 19 Feb – 4m (Ticket No. 168789 Ticket No. 168791 Ticket No. 168792)
- **Managed Windows 8.1**: 05 Feb – 3d 10h (Ticket No. 167580)

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**Feb: 99.3%**

**CYTD: 99.4%**
## Major Incidents – February 2018

<table>
<thead>
<tr>
<th>MI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>167580</td>
<td>Mon 5 Feb 08:00</td>
<td>3d 10h</td>
<td>Managed Windows 8.1 &amp; Shared File store – Intermittent access issues to the shared file store (plus unresponsive windows 8.1 managed machines)</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: The group policy file name path was missing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Group policy objects were removed one by one until the problematic policy was identified and restored</td>
<td></td>
</tr>
</tbody>
</table>

### Graphical representation:

- **ITS 3rd Party**: 3
- **External**: 2
- **ITS**: 1

### Issues by Month:

- **Sep**: 1. ID Card
- **Nov**: 1. Network, 2. Webmail
- **Jan**: 1. Network, 2. Printing
- **Feb**: 1. Managed Windows 8.1
## High Priority Incidents – February 2018

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 167928     | Wed 07 Feb 08:00 | 3h 4m    | **MySIS** – Users unable to access the Student Record system MySIS  
**Cause:** Corrupted Redundant Array of Independent Disks (RAID) configuration, that prevented the SITS Oracle Virtual Machine (VM) to resume service  
**Action:** Manually rebooted the system | Resolved |
| 169170     | Wed 28 Feb 08:00 | 2h       | **Power Failure** – Users unable to access Network Services and Telephones in the John Vane Science Centre Charterhouse square due to a power failure.  
**Cause:** Cause of Power failure Unknown  
**Action:** Estates restored Power, ITS ensured Network switches powered back up | Resolved |
| 165876 165898 167846 167659 | Tue 12 Jan 08:27  | -        | **Email Service** – Users receiving a high number of phishing emails, some of which has been successful, leading to account disablement and black listing  
**Cause:** Users tricked into clicking on links within phishing emails  
**Action:** Force users to change passwords and educate them on the phishing techniques used | Ongoing  |
| 168792 168791 168789 | Mon 19 Feb 15:08  | 4m       | **Shared File Store** – Users in Maths were unable to access the shared file store  
**Cause:** Unknown  
**Action:** Unknown | Resolved |
| 168327     | Mon 13 Feb 08:05  | 30m      | **Service Desk Telephone** – Users were unable to call the Service desk  
**Cause:** Unknown  
**Action:** No Actions Taken, Issue resolved itself | Resolved |
<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>11589</td>
<td>2 Feb</td>
<td>48h</td>
<td><strong>Human Resources File Store (G &amp; J Drives)</strong> – The HR shared G &amp; J drive files store were inaccessible during the Upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>11625</td>
<td>6 Feb</td>
<td>4h</td>
<td><strong>Symplectic Elements Research Repository</strong> – The Research online repository was inaccessible during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11627</td>
<td>7 Feb</td>
<td>1h</td>
<td><strong>Websites hosted on the LAMP Containers</strong> – All websites hosted on the LAMP containers were inaccessible to users during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11689</td>
<td>17 Feb</td>
<td>4h</td>
<td><strong>Ivanti the IT Service Management tool</strong> – Self Service Portal and Web-desk were offline and inaccessible during the maintenance.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11726</td>
<td>15 Feb</td>
<td>2h</td>
<td><strong>FTP access to Edit Websites</strong> – FTP access, and using Dreamweaver or FileZila were unavailable to edit websites. Specifically the FTP.WEB.QMUL.AC.UK and SFTP.WEB.QMUL.AC.UK hosts. T4, Rhythmx, wordpress and Drupal were unaffected.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11709</td>
<td>24 Feb</td>
<td>30m</td>
<td><strong>SITS &amp; MySIS</strong> – Users unable to access SITS and MySIS during maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11809</td>
<td>26 Feb</td>
<td>10m</td>
<td><strong>Network Services</strong> – Loss of network connectivity for students in the Information Technology Labs (ITL)</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11810</td>
<td>27 Feb</td>
<td>10m</td>
<td><strong>Network Services</strong> – Loss of network connectivity for students in the Information Technology Labs (ITL)</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – February 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 17</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>782</td>
<td>2233</td>
<td>1792</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>778</td>
<td>1839</td>
<td>1673</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>85%</td>
<td>87%</td>
<td>86%</td>
<td>▼</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>80%</td>
<td>80%</td>
<td>82%</td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>86%</td>
<td>84%</td>
<td>72%</td>
<td>▼</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>85%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>98%</td>
<td>94%</td>
<td>▼</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>92%</td>
<td>▼</td>
<td></td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3020</td>
<td>5061</td>
<td>3991</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>2983</td>
<td>4441</td>
<td>3599</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>92%</td>
<td>90%</td>
<td>91%</td>
<td>▲</td>
<td></td>
</tr>
</tbody>
</table>

### Highlights

- There were higher tickets volumes in February than expected mainly due to the large number of tickets in relation to the multiple Phishing email attacks and the windows 8.1 policy issue.
- As a result of the continued high ticket volumes, KPIs are beginning to trend downwards.

### Key

- ▲ Improvement over last month and within SLT
- ▼ Deterioration from last month but within SLT
- ▲ Improvement over last month and breaching SLT
- ▼ Deterioration from last month but 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 – February 2018

Incidents SLTs and Volume

Requests SLTs and Volume

- Clearing
- Enrolment period

Target SLT

# Incidents Resolved in SLT

% Incidents Resolved in SLT

Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18

72 74 76 78 80 82 84 86 88 90 92 94 96 98

0 500 1000 1500 2000 2500

# Incidents % SLT

# Requests Resolved in SLT

% Requests Resolved in SLT

Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18

82 84 86 88 90 92 94 96 98 100

0 1000 2000 3000 4000 5000 6000 7000 8000

# Requests % SLT

www.qmul.ac.uk

Queen Mary University of London
## Service Desk Performance – February 2018

### Measure

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 17</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>1498</td>
<td>2954</td>
<td>2822</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>12s</td>
<td>17s</td>
<td>25s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>4%</td>
<td>6%</td>
<td>13%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>68%</td>
<td>60%</td>
<td>58%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>60%</td>
<td>48%</td>
<td>61%</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

### Highlights

- We are reviewing staff numbers on the Service Desk as performance has been impacted following the high ticket volumes generated by the numerous Major and high priority incidents in Jan/Feb.

### 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

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**ITS Ticket Volume**

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Dec 17</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>643</td>
<td>1280</td>
<td>1110</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1967</td>
<td>3633</td>
<td>2957</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>523</td>
<td>987</td>
<td>710</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>639</td>
<td>1292</td>
<td>930</td>
<td>↓</td>
<td></td>
</tr>
</tbody>
</table>
Risk Report – February 2018

Top 5 Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to a number of School Applications not migrated.
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system and intel processor design flaw
- **Phishing** – Risk increased as some accounts had been compromised due to the number of phishing email received.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls. Risk increased by the G21 remediation work

### 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>Feb-18</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>55</td>
<td>1</td>
<td>Down</td>
</tr>
</tbody>
</table>

**Key**

- ↑ Deterioration over last month
- ↓ Improvement from last month
- ⏰ No change from last month
## KPI Trend View – February 2018

<table>
<thead>
<tr>
<th>KPI</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>Jan</th>
<th>Feb</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>96</td>
<td>97</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>91</td>
<td>95</td>
<td>94</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>88</td>
<td>86</td>
<td>78</td>
<td>83</td>
<td>90</td>
<td>89</td>
<td>85</td>
<td>80</td>
<td>86</td>
<td>85</td>
<td>87</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>94</td>
<td>95</td>
<td>96</td>
<td>94</td>
<td>90</td>
<td>94</td>
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<td>89</td>
<td>92</td>
<td>92</td>
<td>90</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>87</td>
<td>87</td>
<td>87</td>
<td>76</td>
<td>81</td>
<td>89</td>
<td>77</td>
<td>78</td>
<td>78</td>
<td>87</td>
<td>85</td>
<td>86</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>92</td>
<td>93</td>
<td>95</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>91</td>
<td>89</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>96</td>
<td>96</td>
<td>93</td>
<td>92</td>
<td>94</td>
<td>96</td>
<td>92</td>
<td>86</td>
<td>87</td>
<td>95</td>
<td>93</td>
<td>96</td>
<td>93</td>
<td></td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>96</td>
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<td>96</td>
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<td>91</td>
<td>97</td>
<td>96</td>
<td>93</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>94</td>
<td>93</td>
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<td>90</td>
<td>93</td>
<td>96</td>
<td>95</td>
<td>93</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>86</td>
<td>88</td>
<td>61</td>
<td>73</td>
<td>85</td>
<td>74</td>
<td>75</td>
<td>73</td>
<td>85</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>92</td>
<td>92</td>
<td>84</td>
<td>79</td>
<td>90</td>
<td>85</td>
<td>82</td>
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### Key
- **B**: Exceeds Goals \( \geq 95\% \)
- **G**: Meets Goals \( \geq 90\% \)
- **A**: Tolerable \( \geq 85\% \)
- **R**: Unacceptable \(< 85\% \)

**_Improvement over last month_**

**_Deterioration from last month_**

**_No change from last month_**

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

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