Executive Summary – Jul 2018

KPI

- Incident volumes have increased for July due to High Priority Incidents such as the staff printing & email issues and the EECS power failure.
- Agresso PO closure tickets account for a large number of the Service Requests (20%) due to year end.
- Whilst we work to build a more Simple, Safe and Sustainable (3S) IT environment, a DNS migration as part of the DDI project caused users to experience issues sending and receiving emails to external email addresses and internal university mailing list.

Customer Satisfaction

- Critical systems availability has decreased slightly due to the high priority incidents experienced within July such as print, email and the EECS power cut.

Volumes

- Increased tickets logged via phone and in-person due to the high priority incidents within July.
- 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 with a response rate of 20% of the total tickets.

Critical Systems Availability

- There were no Major Incidents within July.
Customer Satisfaction – Jul 2018

Customer Feedback
This month we received 1062 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.

Feedback this month

- Projector would not turn on (and there was no obvious selection for it to turn on), and was not turned on at the time the ticket was closed
- Problem not sorted. No timeframe given to solve problem.
- Your specialist was a paragon of clarity and patience – this couldn’t have been a better experience.
- The ticket was raised at 6pm and was not fixed in time for the 9am lecture the next day.

Positive Vs Negative

- 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 Jul 2018

Research Excellence
- Research Grant Bids: 154
- Research Grants Awarded: 52

Teaching Excellence
- Logins to QMPLUS: 116,098
- AV Teaching activities Supported: 280
- Videos played: 2,038
- Times within QMplus: 3,594

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 81,018

Public Engagement
- Guest Wi-Fi: 330 users, 8,636 sessions
- Events Wi-Fi: 4,295 users, 742,566 sessions

Growth
- New desktops/laptops Deployed: 25
- Registered mail accounts: 95,700
- Total data stored: 667 terabytes

Sustainability
- Pages sent and not printed: 47,995
- New desktops/laptops Deployed: 1
ITS Critical Systems Availability – Jul 2018

Service Available
Degraded Service
Service Unavailable
Power cut

Jul: 99.4%
CYTD: 99.3%
<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 174521     | Mon 02 Jul 10:18 | 2h 49m   | **MyHR** – Annual leave request notifications were not being received by line managers  
**Cause:** All submitted forms were bypassing initial reporting lines  
**Action:** Adjusted the reporting lines to ensure notifications were sent to the line managers | Resolved |
| 174847     | Mon 09 Jul 09:55 | 1h       | **Network Services** – Power failure resulting in Network access issues in EECS  
**Cause:** Power failure impacting air-con units  
**Action:** Estates restored power following which the air-con units were stabilised and Network reinstated | Resolved |
| 174835     | Mon 09 Jul 15:23 | 1d 20h   | **Email** – Some users were intermittently unable to access or view emails in Webmail  
**Cause:** A recent code change inadvertently introduced an error  
**Action:** A code fix was developed and implemented | Resolved |
| 174953     | Fri 13 Jul 08:30 | 1h 10m   | **Email** – Users were experiencing issues sending and receiving emails to external email addresses and internal University mailing lists  
**Cause:** A DNS change meant cloud.qm.ds.qmul.ac.uk couldn't be identified by the mail relays  
**Action:** Disable local resolvers on mail relays to account for the DNS change | Resolved |
| 175192     | Fri 20 Jul 08:10 | 24h      | **Student Printing** – Students were unable to print on some canon printers.  
**Cause:** Canon Network ports were being used by Konica during the Migration from Canon to Konica printers  
**Action:** Completed the migration and replaced the Canon Printers with Konica Printers | Resolved |
| 175222     | Fri 20 Jul 17:32 | 30m      | **Email** – Students were receiving phishing emails  
**Cause:** Phishing attack  
**Action:** Phishing emails were blocked and comms sent to students informing of the phishing email | Resolved |
| 175285     | Tues 24 Jul 08:05 | 3h       | **Staff printing** – Staff were unable to print on managed staff printers  
**Cause:** Windows update caused a conflict  
**Action:** Removed the Windows update and restarted the service | Resolved |
# Planned Maintenance – Jul 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>12352</td>
<td>7 Jul</td>
<td>5h</td>
<td><strong>Library Management System, SITS &amp; Legacy Student System</strong> – Users may have experienced brief interruptions of 15-30m to some services whilst the servers were rebooted</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12297</td>
<td>10 Jul</td>
<td>4h</td>
<td><strong>Web Services (qmul.ac.uk)</strong> – There were no expected interruptions to web services during the migration</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>12266</td>
<td>12 Jul</td>
<td>9h</td>
<td><strong>Network Services</strong> – There was no expected impact to services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12332</td>
<td>12 Jul</td>
<td>1h</td>
<td><strong>Ticket Logging System (Ivanti)</strong> – ITS Users were briefly unable to create new tickets for Knowledge articles and Users were unable to log new Estates tickets (however they were able to view existing tickets and articles)</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12301</td>
<td>16 Jul</td>
<td>1h</td>
<td><strong>Web Content Service (T4)</strong> – Users experienced a brief (10 minute) interruption to the service during which time it was not possible to connect and upload new content</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12420</td>
<td>17 Jul</td>
<td>2h</td>
<td><strong>Network Services</strong> – Users were unable to access Network Services during the power shutdown at Charterhouse Square</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12419</td>
<td>19 Jul</td>
<td>2h</td>
<td><strong>SITS &amp; MySIS</strong> – Users were unable to access SITS and MYSIS during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12393</td>
<td>25 Jul</td>
<td>2h</td>
<td><strong>Network Services</strong> – There were no expected interruptions to users during the migration of DNS, DHCP &amp; IP address management services</td>
<td>Migration</td>
<td>Implemented</td>
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<tr>
<td>12340</td>
<td>26 Jul</td>
<td>3d</td>
<td><strong>MyHR &amp; Resource link</strong> – Users were unable to access MyHR and Webview (Resourcelink) during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12463</td>
<td>27 Jul</td>
<td>1h</td>
<td><strong>Network Services</strong> – Users were unable to access Network Services during the power shutdown at Charterhouse Square</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs – Jul 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>May 18</th>
<th>Jun 18</th>
<th>Jul 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1428</td>
<td>939</td>
<td>1032</td>
<td></td>
<td></td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1389</td>
<td>930</td>
<td>969</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>88%</td>
<td>82%</td>
<td>84%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>50%</td>
<td>78%</td>
<td>57%</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>68%</td>
<td>72%</td>
<td>73%</td>
<td></td>
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<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>89%</td>
<td>82%</td>
<td>83%</td>
<td></td>
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</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>99%</td>
<td>94%</td>
<td>97%</td>
<td></td>
<td></td>
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<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>89%</td>
<td>92%</td>
<td>100%</td>
<td></td>
<td></td>
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<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4027</td>
<td>3791</td>
<td>4802</td>
<td></td>
<td></td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3886</td>
<td>3527</td>
<td>4230</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>91%</td>
<td>88%</td>
<td>89%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>205 (4%)</td>
<td>207 (5%)</td>
<td>186 (4%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Commentary
- Incident volumes have increased for July mainly due to High Priority Incidents such as the staff printing & email issues and the EECS power failure.
- Agresso PO closure tickets account for a large amount of the Service Requests (20%) due to year end.
- KPIs generally trending upwards, however not met due to ITS staff using up leave.

### Key
- ![Improvement](image)
- ![Deterioration](image)
- ![No change](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)

**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)
Service Desk Performance – Jul 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>May 18</th>
<th>Jun 18</th>
<th>Jul 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2326</td>
<td>1949</td>
<td>2283</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>16s</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>6%</td>
<td>7%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>65%</td>
<td>56%</td>
<td>62%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>58%</td>
<td>51%</td>
<td>55%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>May 18</th>
<th>Jun 18</th>
<th>Jul 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>1059</td>
<td>717</td>
<td>944</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>2517</td>
<td>2495</td>
<td>2326</td>
<td>🔻</td>
<td>🔺</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>738</td>
<td>443</td>
<td>522</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Received phone calls</td>
<td>1113</td>
<td>1030</td>
<td>1362</td>
<td>🔺</td>
<td>🔺</td>
</tr>
</tbody>
</table>

Commentary

- Increased tickets logged via phone and in-person due to the high priority incidents within July.
- We are working on enabling the Service Desk to resolve more tickets first time through shift left initiatives.
- Abandonment rate slightly up due to the increase in call volumes and staff using up leave.

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 – Jul 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 expected in Aug 2018)

- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being investigated

- **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** – DDI Project phase 1 is complete. Phase 2 is to address the legacy network routers and switches

**Risk realised**: Whilst we work to build a more Simple, Safe and Sustainable (3S) IT environment, a DNS migration as part of the DDI project caused users to experience issues sending and receiving emails to external email addresses and internal university mailing list.

### Monthly Risk Stats

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>New Risks</strong></td>
<td>5</td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total Risks</strong></td>
<td>32</td>
<td>32</td>
<td>26</td>
<td>25</td>
<td>24</td>
<td>24</td>
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<td>25</td>
<td>27</td>
<td>27</td>
<td>25</td>
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</tr>
<tr>
<td><strong>Risks Realised</strong></td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td>1</td>
<td>1</td>
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</tr>
<tr>
<td><strong>Monthly Trend</strong></td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
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</tr>
</tbody>
</table>

Key

- ↑: Deterioration over last month
- ↓: Improvement from last month
- =: No change from last month
# KPI Trend View – Jul 2018

<table>
<thead>
<tr>
<th>KPI</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>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>96</td>
<td>92</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>------</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>95</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>
<td>98</td>
<td>------</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>84</td>
<td>85</td>
<td>88</td>
<td>82</td>
<td>84</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>92</td>
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<td>91</td>
<td>89</td>
<td>88</td>
<td>90</td>
<td>------</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>89</td>
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<td>78</td>
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<td>85</td>
<td>86</td>
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<td>84</td>
<td>80</td>
<td>81</td>
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</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>93</td>
<td>89</td>
<td>87</td>
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<td>89</td>
<td>89</td>
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</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>96</td>
<td>92</td>
<td>86</td>
<td>87</td>
<td>95</td>
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</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>96</td>
<td>91</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>93</td>
<td>97</td>
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<td>83</td>
<td>93</td>
<td>93</td>
<td>93</td>
<td>------</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>85</td>
<td>74</td>
<td>75</td>
<td>73</td>
<td>85</td>
<td>86</td>
<td>87</td>
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<td>↓</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>85</td>
<td>82</td>
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<tr>
<td>Change Management Implementation</td>
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</tbody>
</table>

## Key
- **B**: Exceeds Goals \( \geq 95\% \)
- **G**: Meets Goals \( \geq 90\% \)
- **A**: Tolerable \( \geq 85\% \)
- **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**
- \(\uparrow\) Improvement over last month
- \(\downarrow\) Deterioration from last month
- ----- No change from last month
Questions about this report, or would you like to know more?

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