Executive Summary – July 2017

**KPI**
- Despite the large number of Major and High Priority Incidents within July, we were able to meet the overall SLAs for Incidents and Service Request.
- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT.

**Customer Satisfaction**

**Volumes**
- Total number of Incident and Service Requests are down as expected moving into the holiday period.
- Following the implementation of the new Self Service Portal, we are seeing an upward trend on usage.

**Critical Systems Availability**
- Despite the numerous major and high priority incidents in July, the actual total unavailability of critical services was minimal and the overall CYTD availability stable.

**Major Incidents**
1. SITS/MySIS unavailable (01/07)
2. Network connectivity to DC2 (25/07)
3. EECS Network Outage (13/07)
4. Eduroam, PRM and student PCs unavailable (30/07)

**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

**Executive Summary**

- **Customer Satisfaction**
  - 95%

- **Volumes**
  - Incidents: 1230
  - Requests: 3993
  - Phone: 2060

- **Critical Systems Availability**
  - CYTD: 98.9%
  - July: 98.8%

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Customer Satisfaction – July 2017

Customer Feedback
This month we had 962 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 18%.

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

- Many thanks for your help if resolving my password issue so quickly over the phone.
- The problem has not been resolved so I have absolutely no idea why the ticket is closed.
- Very, very unhappy as nobody attended the meeting room to ensure the AV system was working.
- You guys are fantastic... Thanks so much!
- Thankyou for all your hard work, it was much more complicated than it seemed so thankyou for persevering!
- I have gone round in circles and not resolved the problem.

Positive Vs Negative

- Overall customer satisfaction whilst high has dipped just below 95%
- We are currently working on an updated customer satisfaction process that will ensure that all disgruntled feedback is responded to and corrective action taken.
Activities for the month of July 2017

Research Excellence
- Research Grant applications
  - Data will be reported in Aug

Teaching Excellence
- Logins to QMPLUS
  - Data will be reported in Aug
- AV Uptime Days
  - 5847 out of a potential 5880
- Teaching activities supported
  - 333
- Videos played
  - 1,820
- Times within QMPlus
  - 7,126
- Hours of Q-review
  - 2,275 Playbacks

International
- Distance learning (Beijing and Nanchang QMPLUS logins): Data will be reported in Aug

Public Engagement
- Guest Wi-Fi:
  - 278 users
  - 5,264 sessions

- Events Wi-Fi:
  - 5,677 users
  - 837,405 sessions

Growth
- Total staff data stored
  - 222 terabytes
- Registered Users
  - 45,000
- New desktops/laptops Deployed
  - 30
- Supported teaching spaces with AV
  - 280+
- Across sites and buildings

Sustainability
- Data will be reported in Aug
- Pages sent and not printed
ITS Critical Systems Availability – July 2017

SITS/MySIS issues - 1 July 3.5h (Ticket No. 155702)

IVR issues with the Service Desk line x8888 - 31 June 4.5h (Ticket No. 157312)

Intermittent issues with shared file services G: & J: drives - 18 July 1h (Ticket No. 156706)

EECS Network Outage - 14 July 9h (Ticket No. 156474)

Network connectivity to DC2 (ID Check) - 25 July 9h (Ticket No. 156962)

Increased SPAM - 4 July 31.5h (Ticket No. 155843)

Eduroam, PRM and Student PCs unavailable - 31 July 29h (Ticket No. 157298)

Network connectivity to DC2 - 25 July 9h (Ticket No. 156962)

July: 98.8%
CYTD: 98.9%
## MI and Low Yield Report (LYR) – July 2017

<table>
<thead>
<tr>
<th>MI Incidents</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>155702</td>
<td>Fri 1 July – 08:30</td>
<td>3.5h</td>
<td>SITS/MySIS issues – Users were unable to access the system whilst it was unavailable.</td>
<td>Resolved</td>
</tr>
<tr>
<td>156962</td>
<td>Tue 25 July – 00:30</td>
<td>9h</td>
<td>Network connectivity to DC2 – impacting services (such as ID Check) resulted in users being unable to authenticate to IT services</td>
<td>Resolved</td>
</tr>
<tr>
<td>156474</td>
<td>Fri 14 July - 07:00</td>
<td>9h</td>
<td>EECS Network Outage – Impacted users were intermittently unable to connect to the network</td>
<td>Resolved</td>
</tr>
<tr>
<td>157298</td>
<td>Sun 30 July – 13:30</td>
<td>24h</td>
<td>Eduroam, PRM and Student PCs unavailable – Users were unable to use the Wi-Fi service, reset passwords or logon to Student PCs</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LYR Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>155843</td>
<td>Tue 4 July – 08:00</td>
<td>31.5h</td>
<td>Increased SPAM - Users receiving unwanted SPAM emails with malicious links</td>
<td>Resolved</td>
</tr>
<tr>
<td>156401</td>
<td>Thu 13 July – 11:00</td>
<td>4h</td>
<td>GVA Estates Helpdesk System offline – Estates unable to use their Helpdesk system</td>
<td>Both</td>
</tr>
<tr>
<td>156640</td>
<td>Mon 17 July – 17:00</td>
<td>18h</td>
<td></td>
<td>Resolved</td>
</tr>
<tr>
<td>156706</td>
<td>Tue 18 July – 16:00</td>
<td>1h</td>
<td>G: &amp; J: drives - Intermittent issues resulting in users unable to access shared file services</td>
<td>Resolved</td>
</tr>
<tr>
<td>156679</td>
<td>Tue 18 July – 17:00</td>
<td>24h</td>
<td>Remote Desktop Applications - Users could not access Kinetics, Agresso, SITS etc. remotely</td>
<td>Resolved</td>
</tr>
<tr>
<td>156906</td>
<td>Mon 24 July – 12:00</td>
<td>3h</td>
<td>Elements (formerly Publists) - Users were unable to access bibliographic research data during the outage</td>
<td>Resolved</td>
</tr>
<tr>
<td>157312</td>
<td>Mon 31 July – 09:00</td>
<td>4.5h</td>
<td>IVR issues with the IT Service Desk phone line x8888 – Some users were not able to contact the Service Desk via phone</td>
<td>Resolved</td>
</tr>
<tr>
<td>157348</td>
<td>Mon 31 July – 09:00</td>
<td>12h</td>
<td>VDI (remote access) – Users were unable to use the service through certain web browsers</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Planned Maintenance – July 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>10648</td>
<td>5 July</td>
<td>1.3h</td>
<td><strong>QMRO</strong> – Users unable to access research data during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10703</td>
<td>10 July</td>
<td>48h</td>
<td><strong>QMPlus</strong> – Users were able to see data in read only mode during this period</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>10652</td>
<td>5 July</td>
<td>2h</td>
<td><strong>Network (Whitechapel, Abernathy Building - Postal room &amp; Reception)</strong> – No network services were available during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10638</td>
<td>12 July</td>
<td>2h</td>
<td><strong>LAMP Containers maintenance</strong> – Lamp webpages unavailable during the maintenance impacting Staff Directory, E-Learning Unit Website, ITS Wiki, Tutorial Booking System and the &quot;Collect&quot; file sharing service</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10635</td>
<td>11 July</td>
<td>3h</td>
<td><strong>MyHR &amp; WebView</strong> – Both services unavailable during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10694</td>
<td>15 July</td>
<td>30h</td>
<td><strong>EECS and SEMS Network</strong> - The network (both wired and Wi-Fi), EECS website, intranet, printing and IP telephones were unavailable during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10726</td>
<td>25 July</td>
<td>30m</td>
<td><strong>Ivanti (IT Self Service)</strong> – Users unable to log self service tickets or access the portal during this period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10708</td>
<td>20 July</td>
<td>6h</td>
<td><strong>Elements</strong> – Users were unable to access bibliographic research data during this period.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>10755</td>
<td>29 July</td>
<td>12h</td>
<td><strong>Monthly Microsoft Windows Server Patching</strong> – Brief interruptions to Microsoft servers during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10609</td>
<td>27 July</td>
<td>6h</td>
<td><strong>Network Maintenance Charterhouse Sq.</strong> – network connectivity interruptions during this period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – July 2017

#### Highlights
- Total number of Incident and Service Requests are down as expected moving into the holiday period.
- The ‘Incidents closed within SLT’ measure was met despite expecting it to be breached due to being short staffed and experiencing multiple major incidents throughout the month.

#### 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

#### Measure | Target | May 17 | June 17 | July 17 | Trend | Expected Trend
--- | --- | --- | --- | --- | --- | ---
Number of Incidents | - | 1631 | 1270 | 1230 | ↓ | ↓
Incidents Closed within SLT | 90% | 78% | 83% | 90% | ↑ | ↓
Resolution Time P1 | 4h | 50% | 71% | 51% | ↓ | ↓
Resolution Time P2 | 1 BD | 88% | 85% | 85% | | |
Resolution Time P3 | 3 BD | 77% | 82% | 90% | | |
Resolution Time P4 | 5 BD | 83% | 89% | 100% | | |
Resolution Time P5 | 20 BD | 100% | 100% | 100% | | |
Number of Requests | - | 4365 | 4439 | 3993 | ↓ | ↓
Requests Closed within SLT | 90% | 94% | 90% | 94% | ↑ | |

**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 – July 2017

Incidents SLTs and Volume

Requests SLTs and Volume

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## Service Desk Performance – July 2017

### Highlights

- Following the implementation of the new Self Service Portal, we are seeing a upward trend on usage
- The large number of abandoned calls was related to the IVR outage over a day on the Service Desk phones
- 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**

### Table

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>May 17</th>
<th>June 17</th>
<th>July 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2211</td>
<td>2303</td>
<td>2060</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>16s</td>
<td>17s</td>
<td>13s</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>3%</td>
<td>6%</td>
<td>7%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>56%</td>
<td>59%</td>
<td>69%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>56%</td>
<td>56%</td>
<td>61%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>228</td>
<td>223</td>
<td>213</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>1537</td>
<td>1832</td>
<td>1322</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>378</td>
<td>649</td>
<td>805</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>
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</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>Risks Averted</strong></td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>69</td>
<td>0</td>
<td><strong>↓</strong></td>
</tr>
</tbody>
</table>

**Key**

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

<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>June</th>
<th>Jul</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>93</td>
<td>94</td>
<td>96</td>
<td>97</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>97</td>
<td>91</td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>94</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>97</td>
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<td>97</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>86</td>
<td>87</td>
<td>91</td>
<td>87</td>
<td>84</td>
<td>86</td>
<td>88</td>
<td>86</td>
<td>78</td>
<td>83</td>
<td>90</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>84</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>93</td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
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<td>76</td>
<td>81</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>98</td>
<td>90</td>
<td>91</td>
<td>88</td>
<td>92</td>
<td>93</td>
<td>92</td>
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<td>92</td>
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<td>83</td>
<td>93</td>
<td>↑</td>
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<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>96</td>
<td>93</td>
<td>96</td>
<td>95</td>
<td>97</td>
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<td>94</td>
<td>96</td>
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<td>94</td>
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<td>↑</td>
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<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>94</td>
<td>95</td>
<td>98</td>
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<td>96</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>92</td>
<td>95</td>
<td>96</td>
<td>98</td>
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<td>96</td>
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<td>97</td>
<td>94</td>
<td>93</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>89</td>
<td>82</td>
<td>82</td>
<td>81</td>
<td>85</td>
<td>87</td>
<td>86</td>
<td>88</td>
<td>61</td>
<td>73</td>
<td>85</td>
<td></td>
<td>↑</td>
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</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>91</td>
<td>89</td>
<td>91</td>
<td>87</td>
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<td>84</td>
<td>79</td>
<td>90</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%

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

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