**Executive Summary – June 2017**

**KPI**
- Incidents 83% (1270)
- Requests 90% (4439)
- P1 Inc. 71% (7)
- P2 Inc. 85% (108)

- Whilst a majority of the incident targets have not been met, we are on a positive upward trend from the previous month.
- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT.

**Customer Satisfaction**
- 97% (1157)

**Volumes**
- Incidents 1270
- Requests 4439
- Phone 2303

- The number of phone calls to the Service Desk increased within June largely due to the Major Incidents.
- Incident and Service Request volumes remain steady leading up to the holiday period.

**Critical Systems Availability**
- **CYTD**
  - 0.1% ▲ 98.9%
- **June**
  - 3.4% ▲ 99.7%

- The Quick response to Major Incidents and the handling of P1 incidents overall increased the availability of services over the last month.

**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

**3 Major Incidents**
- Power cut on Bancroft Rd impacting EECS
- MySIS/SITS unavailable for all users
- Research High Performance Computing (Apocrita) unavailable

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Customer Feedback

This month we had 1157 responses providing feedback to incidents and requests logged through the Service Desk. That is a 20% response rate overall. The reduction is related to the positioning of the feedback links in the resolution emails sent out.

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, query resolved in 2 mins

I am not happy about the customer service for a number of reasons

It took just under 2 MONTHS to activate a port. I have not waited for IT and have used a splitter. I am so annoyed about this...

Brilliant and efficient.

Thank you very much for sorting this so quickly. It was an excellent service.

No one attended this exam so this ticket was not fulfilled.

Positive Vs Negative

Commentary

- Overall customer satisfaction is remaining above the 97% mark
- Increase of 1.3% compared to June 2016
- Feedback response rate back to usual levels (20%) following the feedback request layout being restored to the previous version.

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Commentary

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Activities for the month of June 2017

### Research Excellence
- Research Grant applications
  - Data will be reported in July
- RGMS to go Live
  - Data will be reported in July

### Teaching Excellence
- Logins to QMPLUS
  - **Approx. 0.13m**
- Videos played
  - **1963**
  - **7993 times within QMPlus**
- AV issues
  - **31**
- Teaching room Assistance
  - **251**
- Hours of Q-review
  - **1500 Playbacks**

### International
- Distance learning (Beijing and Nanchang QMPLUS logins):
  - **140,000**

### Public Engagement
- Guest Wi-Fi:
  - **325 users**
  - **7711 sessions**
- Events Wi-Fi:
  - **2582 users**
  - **121153 sessions**

### Growth
- Total staff data stored
  - **156 terabytes**
- New desktops/laptops Deployed
  - **59**
- Registered Users
  - **45,000**
- Supported teaching spaces with AV
  - **280+**
  - Across sites and buildings

### Sustainability
- Approx. 51,055
  - Pages sent and not printed which saved 4 trees this month
  - (28 so far in 2017)

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ITS Critical Systems Availability – June 2017

- MySIS/SITS unavailable - 26 June 7h (Ticket No. 155386)
- QMPlus Hub - 13 June 1h (Ticket No. 154925)
- Telephony connection issues at Lincoln's Inn Fields - 21 June 2h (Ticket No. 155253)

June: 99.7%
CYTD: 98.9%
# MI and Low Yield Report (LYR) – June 2017

## MI Incidents

<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>155074</td>
<td>Fri 16 June – 11:30</td>
<td>2h</td>
<td>Power cut EECS – All IT Services – Users in Bancroft Rd were unable to access IT services.</td>
<td>Resolved</td>
</tr>
<tr>
<td>155385</td>
<td>Sun 25 June – 08:30</td>
<td>2h</td>
<td>High Performance Computing (Apocrita Cluster) – Users were unable to access the service for their Research projects</td>
<td>Resolved</td>
</tr>
<tr>
<td>155386</td>
<td>Sun 26 June – 08:30</td>
<td>7h</td>
<td>MySIS/SITS – Users were unable to access student records</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

## LYR Ticket

<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>154925</td>
<td>Tue 13 June – 11:30</td>
<td>1h</td>
<td>QMPlus Hub – Users were unable to access QMPlus Hub following planned maintenance</td>
<td>Resolved</td>
</tr>
<tr>
<td>155253</td>
<td>Wed 21 June – 11:30</td>
<td>2h</td>
<td>Telephony Service – Users were unable to make or receive calls at Lincoln’s Inn Fields</td>
<td>Resolved</td>
</tr>
<tr>
<td>155313</td>
<td>Thu 22 June – 07:50</td>
<td>2h</td>
<td>IT Self Service Portal – Users were unable to login to the Self Service portal and Analysts were unable to log or update tickets</td>
<td>Resolved</td>
</tr>
<tr>
<td>Change Ticket</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
<td>Reason</td>
</tr>
<tr>
<td>---------------</td>
<td>--------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>N/A</td>
<td>3 June</td>
<td>9h</td>
<td>Telephony and Network Services – Users in the Blizard may have experienced service outages</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10539</td>
<td>6 June</td>
<td>10m</td>
<td>QM-Guest wireless service – Short interruption to users who had not been authenticated on the Quest Wi-Fi service</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10535</td>
<td>13 June</td>
<td>3h</td>
<td>QMPlus Hub – Users unable to access QMPlus Hub</td>
<td>Upgrade</td>
</tr>
<tr>
<td>10498</td>
<td>14 June</td>
<td>2h</td>
<td>Wireless Network service - Users unable to access the wireless network.</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10565</td>
<td>15 June</td>
<td>15m</td>
<td>Analogue Telephony Service – Users at Charterhouse Square unable to make or receive calls</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10499</td>
<td>15 June</td>
<td>30m</td>
<td>Wireless network Service maintenance - Users at various locations except Mile End will be unable to access the Wi-Fi service</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10600</td>
<td>19 June</td>
<td>2h</td>
<td>Network Services – Users in John Vane and St Martin’s Le Grand were unable to access network services</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10575</td>
<td>21 June</td>
<td>4h</td>
<td>LANDesk – Users unable to access LANDesk to raise or read tickets</td>
<td>Upgrade</td>
</tr>
<tr>
<td>10605</td>
<td>24 June</td>
<td>12h</td>
<td>Microsoft Windows monthly Patching – Users may have been momentarily unable to access some services hosted the Datacentre</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10555</td>
<td>25 June</td>
<td>12h</td>
<td>SITS &amp; MySIS - Users experiencing intermittent service availability</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10606</td>
<td>29 June</td>
<td>1h</td>
<td>VDI – Users unable to remote access into applications</td>
<td>Maintenance</td>
</tr>
</tbody>
</table>
### Highlights

- Whilst a majority of the incident targets have not been met, we are on a positive upward trend from the previous month.
- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT.

### 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

### Notes:

- 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)

### ITS Incident and Request KPIs – June 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Apr 17</th>
<th>May 17</th>
<th>June 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>-</td>
<td>1098</td>
<td>1631</td>
<td>1270</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Incidents Closed within SLT</td>
<td>90%</td>
<td>86%</td>
<td>78%</td>
<td>83%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td>50%</td>
<td>71%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>87%</td>
<td>88%</td>
<td>85%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>87%</td>
<td>77%</td>
<td>82%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>93%</td>
<td>83%</td>
<td>89%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Number of Requests</td>
<td>-</td>
<td>3194</td>
<td>4365</td>
<td>4439</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>96%</td>
<td>94%</td>
<td>90%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
</tbody>
</table>
Incident and Requests KPIs – June 2017

Incidents SLTs and Volume

% Incidents Resolved in SLT

Number of Incidents

Requests SLTs and Volume

% Requests Resolved in SLT

Number of Requests

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Queen Mary
University of London
## Service Desk Performance – June 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Apr 17</th>
<th>May 17</th>
<th>June 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>1954</td>
<td>2211</td>
<td>2303</td>
<td>🟢 развития</td>
<td>🟢 развития</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>13s</td>
<td>16s</td>
<td>17s</td>
<td>🟡 ухудшение</td>
<td>🟢 развитие</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>5%</td>
<td>3%</td>
<td>6%</td>
<td>✅ стабильность</td>
<td>✅ стабильность</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>61%</td>
<td>56%</td>
<td>59%</td>
<td>🟢 развитие</td>
<td>🟡 ухудшение</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>56%</td>
<td>56%</td>
<td>✅ стабильность</td>
<td>✅ стабильность</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>212</td>
<td>228</td>
<td>223</td>
<td>🟡 ухудшение</td>
<td>🟢 развитие</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>1010</td>
<td>1537</td>
<td>1832</td>
<td>🟢 развитие</td>
<td>🟢 развитие</td>
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<tr>
<td>Self Service</td>
<td>-</td>
<td>263</td>
<td>378</td>
<td>649</td>
<td>🟢 развитие</td>
<td>🟢 развитие</td>
</tr>
</tbody>
</table>

### Highlights
- The number of phone calls to the Service Desk increased within June largely due to the Major Incidents
- Incident and Service Request volumes remain steady leading up to the holiday period

### Key
- 🟢 🟢 🟢: Improvement over last month and within SLT
- 🟡 🟡 🟡: Deterioration from last month but within SLT
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- 🟢 🟢 🟢: 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 – June 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.

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**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></td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>73</td>
<td>0</td>
<td>Down</td>
</tr>
</tbody>
</table>
# KPI Trend View – June 2017

<table>
<thead>
<tr>
<th>KPI</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>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>94</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></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
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<td>94</td>
<td>97</td>
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<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>90</td>
<td>88</td>
<td>86</td>
<td>87</td>
<td>91</td>
<td>87</td>
<td>84</td>
<td>86</td>
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<td>86</td>
<td>78</td>
<td>83</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>87</td>
<td>84</td>
<td>92</td>
<td>96</td>
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<td>90</td>
<td></td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>88</td>
<td>88</td>
<td>80</td>
<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
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<td>87</td>
<td>76</td>
<td>81</td>
<td></td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>92</td>
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<td>90</td>
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<td>93</td>
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<td>92</td>
<td>88</td>
<td></td>
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<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
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<td>93</td>
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<td>Helpdesk Requests Closed Within SLT</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>92</td>
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<td>61</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
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<td>91</td>
<td>89</td>
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<td>Change Management Implementation</td>
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</table>

<table>
<thead>
<tr>
<th>Key</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Exceeds Goals  &gt; = 95%</td>
</tr>
<tr>
<td>G</td>
<td>Meets Goals     &gt; = 90%</td>
</tr>
<tr>
<td>A</td>
<td>Tolerable       &gt; = 85%</td>
</tr>
<tr>
<td>R</td>
<td>Unacceptable    &lt; 85%</td>
</tr>
</tbody>
</table>

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

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