Executive Summary – March 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%

**KPI**
- Incidents: 84%
- Requests: 87%
- P1 Inc.: 86%
- P2 Inc.: 79%

**Volumes**
- Overall ticket volumes have decreased (as expected) from the previous months due to fewer reports of SPAM issues and service impacting high priority incidents.
- We investigating web chat support as an additional channel to contact the Service Desk.

**Critical Systems Availability**
- Service availability impacted in March due to the MySIS performance issues and QMplus outage.
- No service impacting failed changes for the first time in several months.

**3 Major Incidents**
- QMplus Unavailable (01/03)
- Network Outage (09/03)
- MySIS Performance Issues (12/03)
Customer Satisfaction – March 2018

Customer Feedback

This month we had 963 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.

Requests

- **98% (700)** Delighted
- **72% (500)** Happy
- **1% (10)** Unhappy
- **1% (10)** Disgruntled

Incidents

- **96% (263)** Delighted
- **28% (75)** Happy
- **2% (5)** Unhappy
- **2% (4)** Disgruntled

Total

- **97% (963)** Delighted
- **26% (256)** Happy
- **71% (679)** Unhappy
- **1% (10)** Disgruntled

Feedback this month

- It was done efficiently and explained to me clearly why there was a fault
- I raised this request on 5 Jan, chased it several times and I’m now over 2 months later getting another request saying that I have to raise a new ticket?
- Thank you for acting on my request. I am sorry but I was made to feel like a child that had no idea what I was talking about.
- Very, very happy! Thank you very much!
- I had to chase to get this solved and it’s first posted over 3 weeks ago
- Great service with a smile, as always.

Positive Vs Negative

- **97.7%** 97.2% 97.3% 96.6% 97.8% 97.4% 97.1%

Commentary

- Customer satisfaction continues to hover around the 97% mark. A majority of the ‘disgruntled’ feedback for March 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 March 2018

Research Excellence

- Research Grant Bids: 199
- Research Grants Awarded: 70

Teaching Excellence

- Logins to QMPLUS: 683,229
- AV Teaching activities Supported: 428
- Videos played: 2,460
- Times within QMPlus: 10,546

International

- Distance learning (Beijing and Nanchang QMPLUS logins): 190,810

Public Engagement

- Guest Wi-Fi: 263 users, 7,204 sessions
- Events Wi-Fi: 744 users, 14,284 sessions

Sustainability

- New desktops/laptops Deployed: 36
- Total staff data stored: 132 terabytes
- Total student data stored: 27 terabytes
- Pages sent and not printed: 63,795

- Reported AV Issues: 112
- Hours of Q-review: 2,600
- Playbacks: 428
- Registered mail accounts: 95,218

QMUL IT Services

- 132 terabytes
- 27 terabytes

www.qmul.ac.uk

Queen Mary University of London
ITS Critical Systems Availability – March 2018

Mar: 98.3%
CYTD: 99.0%

- **QMplus**
  - 01 Mar – 2h 18m (Ticket No. 169289)
- **MySIS**
  - 12 Mar – 3h 30m (Ticket No. 169871 & 169869)
  - 19 MAR – 2h 30m (Ticket No. 170211)
- **Network Services**
  - 9 Mar – 30m (Ticket No. 169170, 169179 & 169985)
- **Non-IT Managed Printing**
  - 22 Mar – Ongoing (Ticket No. 170414)
Major Incidents – March 2018

Cause of Major Incidents

- **1. Power cut**
- **2. Power cut**
- **1. QMPlus**
- **2. QMPlus**
- **3. Printing**
- **1. Network**
- **2. Webmail**
- **1. Network**
- **2. Printing**
- **1. Managed Windows 8.1**
- **1. QMplus**
- **1. Network Outage**
- **2. MySIS**

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Oct</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Mar</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>MI Number</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
</tr>
<tr>
<td>-----------</td>
<td>------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 169289    | Thu 01 Mar 11:25 | 2h 18m | **QMplus** – Users unable to access QMplus  
**Cause:** Power failure in ULCC’s Data Centre  
**Action:** Monitored ULCC restoration of service and ensured QMUL was prioritised as services were resumed | Resolved   |
| 169170    | Fri 9 Mar 11:17  | 30m     | **Network Services** – Users unable to access any QMUL network services  
**Cause:** A component (Supervisor Module) of the Nexus 7k in Maths Building failed causing a network outage (there was no resiliency)  
**Action:** Manually restarted the network switch | Resolved   |
| 169985    | Mon 12 Mar 11:07 | 3h 30m | **MySIS** – Users experienced slow and intermittent access to MySIS  
**Cause:** The system was unable to cope with the number of students trying to access the system at the same time  
**Action:** Increased the Central Processing Unit (CPU) to enable it to handle the load | Resolved   |
## High Priority Incidents – March 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>
| 169833     | Mon 12 Mar 08:00 | 2d 5h    | **QM-Events Wi-Fi** – Users unable to access the QM-Events Wi-Fi  
**Cause:** A faulty Firewall appliance caused the network switch to freeze  
**Action:** Replaced the Firewall                                        | Resolved  |
| 169767     | Wed 14 Mar 10:00 | 1d       | **Skype** – Intermittent access issues connecting to Skype for business.  
**Cause:** PC configuration  
**Action:** Updated the configuration on the impacted PCs                | Resolved  |
| 170211     | Mon 19 Mar 08:00 | 2h 30m   | **MySIS** – Users unable to access MySIS  
**Cause:** The security certificate had expired  
**Action:** Renewed the certificate                                      | Resolved  |
| 170414     | Tue 22 Mar      | -        | **Print** – Users unable to print on non-IT managed printers  
**Cause:** Non-IT managed printers in a offline state (unknown why)  
**Action:** Delete the and re-install print configurations on users PC or restart of the server | Ongoing   |
# Planned Maintenance – March 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>11785</td>
<td>2 Mar</td>
<td>2d 17h</td>
<td><strong>SITS &amp; MySIS</strong> – Users were unable access MySIS &amp; SITS during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>11848</td>
<td>6 Mar</td>
<td>1h</td>
<td><strong>Internet Service</strong> – The internet was unavailable for twelve-minutes during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11817</td>
<td>8 Mar</td>
<td>4h</td>
<td><strong>Elements/Publists</strong> – The Research online repository had limited functionality during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11820</td>
<td>8 Mar</td>
<td>2h</td>
<td><strong>Eduroam Wi-Fi</strong> – There was no Service Impact during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11855</td>
<td>13 Mar</td>
<td>3h</td>
<td><strong>Self managed Network (DHCP Migration)</strong> - There was no Service Impact during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11857</td>
<td>14 Mar</td>
<td>3h</td>
<td><strong>Managed Network (DHCP Migration)</strong> – There was no Service Impact during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11879</td>
<td>23 Mar</td>
<td>3d 10h</td>
<td><strong>MyHR &amp; Resourcelink (WebView)</strong> – Users were unable to access MyHR during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11853</td>
<td>24 Mar</td>
<td>6h</td>
<td><strong>SITS MySIS &amp; Library Systems</strong> – Users were unable to access MySIS and Library systems during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11898</td>
<td>26 Mar</td>
<td>4h</td>
<td><strong>Network Services</strong> – Network Services were unavailable in the John Vane building at Charterhouse Square during the estates power shutdown tests</td>
<td>Estates Power tests</td>
<td>Complete</td>
</tr>
<tr>
<td>11930</td>
<td>27 Mar</td>
<td>2h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus for 5mins during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – March 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Mar 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>2233</td>
<td>1792</td>
<td>1484</td>
<td>⬇</td>
<td>⬇</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1839</td>
<td>1673</td>
<td>1429</td>
<td>⬇</td>
<td>⬇</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>86%</td>
<td>84%</td>
<td>⬇</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>80%</td>
<td>82%</td>
<td>86%</td>
<td>⬆</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>84%</td>
<td>72%</td>
<td>79%</td>
<td>⬆</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>87%</td>
<td>87%</td>
<td>84%</td>
<td>⬇</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>98%</td>
<td>94%</td>
<td>97%</td>
<td>⬆</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>92%</td>
<td>100%</td>
<td>⬆</td>
<td></td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>5061</td>
<td>3991</td>
<td>3875</td>
<td>⬇</td>
<td></td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4441</td>
<td>3599</td>
<td>3707</td>
<td>⬆</td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>90%</td>
<td>91%</td>
<td>87%</td>
<td>⬇</td>
<td></td>
</tr>
</tbody>
</table>

**Highlights**

- Overall ticket volumes have decreased (as expected) from the previous months due to fewer reports of SPAM issues and service impacting high priority incidents.
- A majority of the KPIs are trending downwards (and breaching) due to the resourcing issues within numerous teams in IT and the lengthy strike action in March.

**Key**

- ![Improvement over last month and within SLT](green_up)
- ![Deterioration from last month but within SLT](red_down)
- ![No change from last month and within SLT](green_no_change)
- ![Improvement over last month and breaching SLT](green_up_red)
- ![Deterioration from last month but breaching SLT](red_down_red)
- ![No change from last month and breaching SLT](green_no_change_red)
- ![Improvement over last month, No SLT assigned](green_up_blue)
- ![Deterioration from last month, No SLT assigned](red_down_blue)

**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)
Incident and Requests KPIs – March 2018

Incidents SLTs and Volume

Number of Incidents

% incidents Resolved in SLT

Target SLT

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

Requests SLTs and Volume

Number of Requests

% Requests Resolved in SLT

Target SLT
### Service Desk Performance – March 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Mar 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2954</td>
<td>2822</td>
<td>2683</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>17s</td>
<td>25s</td>
<td>22s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>6%</td>
<td>13%</td>
<td>15%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>60%</td>
<td>58%</td>
<td>55%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>48%</td>
<td>61%</td>
<td>53%</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Jan 18</th>
<th>Feb 18</th>
<th>Mar 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>1280</td>
<td>1110</td>
<td>835</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>3633</td>
<td>2957</td>
<td>2844</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>987</td>
<td>710</td>
<td>659</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Received phone calls</td>
<td>1292</td>
<td>930</td>
<td>965</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 strike action and the high ticket volumes in the previous months generated by the numerous Major and high priority incidents.
- We investigating web chat support as an additional channel to contact 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 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
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>March 2018</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>54</td>
<td>1</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Key**

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ⬇ No change from last month
## KPI Trend View – March 2018

<table>
<thead>
<tr>
<th>KPI</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>Mar</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>96</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</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>98</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>86</td>
<td>—</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>95</td>
<td>96</td>
<td>94</td>
<td>90</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>89</td>
<td>92</td>
<td>92</td>
<td>90</td>
<td>91</td>
<td>87</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</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>
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<td>86</td>
<td>84</td>
<td>83</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>93</td>
<td>95</td>
<td>92</td>
<td>88</td>
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<td>89</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>91</td>
<td>89</td>
<td>92</td>
<td>87</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</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>90</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>98</td>
<td>98</td>
<td>96</td>
<td>94</td>
<td>96</td>
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<td>96</td>
<td>93</td>
<td>92</td>
<td>90</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>94</td>
<td>93</td>
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<td>96</td>
<td>95</td>
<td>93</td>
<td>86</td>
<td>84</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</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>81</td>
<td>↓</td>
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<td>92</td>
<td>84</td>
<td>79</td>
<td>90</td>
<td>85</td>
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<tr>
<td>Change Management Implementation</td>
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</tbody>
</table>

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

### Move
- **↑** 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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