Executive Summary – March 2016

KPI

The total number of Incidents and Requests resolved within SLT has continued to increase since the start of the year.

Continued decrease in P1 incidents resolved within the SLT is still due to the ticket not being marked as resolved when the actual issue is fixed.

Customer Satisfaction

94.2%

Critical Systems Availability

CYTD

March

0.05%

Overall critical systems availability continues to increase month on month with a small increase of 0.1% in March bringing up the CYTD to 99.75%

Major Incidents

Agresso and Kinetics were both unavailable for a total of 2 hours from 2pm on Wednesday 30th March. The root cause is being investigated.

Volumes

Decrease in Incidents and Requests this month is mainly due to the long bank holiday weekend.

As the telephony issues that impacted the Service Desk in the previous month were resolved, we saw the number of phone call received go back to normal levels.

Volumes

Incidents

Requests

Phone

1883

4945

2640

Incidents

Requests

Phone

Critical Systems Availability

99.75%

99.9%

99.9%

0.1%
Customer Feedback

From March 2016 onwards, we have changed the main way we collect feedback from our customers. You can now email your feedback by selecting one of the following links on your resolution email:

- **Delighted**
- **Happy**
- **Un-Happy**
- **Disgruntled**

In the first month we had 1141 responses which equates to an above industry average response rate of 16%. We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

**Requests**

<table>
<thead>
<tr>
<th>Category</th>
<th>Delighted</th>
<th>Happy</th>
<th>Unhappy</th>
<th>Disgruntled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests</td>
<td>34.4%</td>
<td>59.9%</td>
<td>3.0%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Requests</td>
<td>94.3% (712)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents</td>
<td>3.9% (15)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3.1% (35)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Incidents**

<table>
<thead>
<tr>
<th>Category</th>
<th>Delighted</th>
<th>Happy</th>
<th>Unhappy</th>
<th>Disgruntled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents</td>
<td>40.2%</td>
<td>53.9%</td>
<td>3.9%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Incidents</td>
<td>94% (363)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>36.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th>Category</th>
<th>Delighted</th>
<th>Happy</th>
<th>Unhappy</th>
<th>Disgruntled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>94.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>57.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Positive Vs Negative

- **94.2% (1075)** positive
- **5.8% (66)** negative

- "My request was addressed promptly, the analyst was very competent and kind"
- "Delighted with the service – thank you"
- "Textbook example of how things should be done"
- "It took 2 months to complete my request!"
- "My ticket was closed without the issue being fixed!"
- "Why has a duplicate ticket been logged?"
Activities for the month of March 2016

Internet of things

University Website
600,000
Visitors from over 200 countries

Blocked
28.2 million
Internet attacks

Logins to QMPLUS
Approx. 1.4 million

Supporting you

3,682
Fully managed PCs

(incorporating teaching PCs)

280
Supported teaching spaces with AV

Across sites and buildings

7,300
Tickets logged with the Service Desk

Mobile App
6.28 million
Emails Delivered

74
Downloads

Data and usage

Total user data stored
63 terabytes

45,000
Registered Users

60,000
Unique Wi-Fi devices

Media Server
300
Daily plays

Approx. 6.33 million
Emails blocked as SPAM

6.28 million
Emails Delivered

Approx. 28.2 million
Internet attacks

Approx. 1.4 million
Logins to QMPLUS

Supporting Services

Change requests processed
400+

1
Major Incident

Copy Shop
301,000
Pages printed

343
Unique jobs processed

Approx. 200,000
Pages printed on managed Printers

Approx. 60,000
Pages sent and not printed

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Queen Mary
University of London
March: 99.9%
CYTD: 99.75%
<table>
<thead>
<tr>
<th>MI Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected</th>
<th>Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>123955</td>
<td>30-MAR-2016</td>
<td>2h</td>
<td>Agresso/Kinetics webpage/Jobs webpage</td>
<td>All users of the application</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Low Yield Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected</th>
<th>Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>120815</td>
<td>04-MAR-2016</td>
<td>30m</td>
<td>Student Printing issues</td>
<td>Mile End Library printers</td>
<td>Resolved</td>
</tr>
<tr>
<td>122604</td>
<td>17-MAR-2016</td>
<td>1h</td>
<td>Telephony connection issues</td>
<td>Whitechapel, Mile End, West Smithfield and Charterhouse Square locations</td>
<td>Resolved</td>
</tr>
<tr>
<td>121748</td>
<td>14-MAR-2016</td>
<td>2h</td>
<td>Dental Institute Wi-Fi unavailable</td>
<td>Whitechapel Dental Institute</td>
<td>Resolved</td>
</tr>
<tr>
<td>120403</td>
<td>02-MAR-2016</td>
<td>3.5h</td>
<td>Intermittent Internet/Outlook &amp; Telephony issues</td>
<td>All users</td>
<td>Resolved</td>
</tr>
<tr>
<td>Change Ticket</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected</td>
<td>Reason</td>
<td>Status</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
<td>----------</td>
<td>----------------------------------------------------------------------------------</td>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>6876 &amp; 6877</td>
<td>Tuesday 8(^{th}) March from 05:00 to 07:00</td>
<td>2d</td>
<td>IT Services is upgrading and enhancing the Wi-Fi service across all main campuses</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>6651</td>
<td>Sunday 6(^{th}) March from 06:00 to 12:00</td>
<td>6h</td>
<td>CampusM</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>6915</td>
<td>Saturday 12(^{th}) March from 11:00</td>
<td>8-10h</td>
<td>QMUL Mailing List Service, SYMPA</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>6865</td>
<td>Thursday 10(^{th}) March from 07:00 to 08:00</td>
<td>1h</td>
<td>Network</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>6913</td>
<td>From Monday 21(^{st}) March 17:00 to Thursday 24(^{th}) March 18:00</td>
<td>3d</td>
<td>MyHR</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>6950</td>
<td>Tuesday 15(^{th}) March from 08:00 to 11:00</td>
<td>8h</td>
<td>QMRO and Ppublists</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>7043</td>
<td>Monday 21(^{st}) March from 07:00 to 08:30</td>
<td>1.5h</td>
<td>Network</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>7014</td>
<td>Tuesday 22(^{nd}) March at 19:00</td>
<td>10m</td>
<td>Telephony</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>7079</td>
<td>Wednesday 30(^{th}) March from 18:00 to 20:00</td>
<td>2h</td>
<td>Telephony</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 16</th>
<th>Feb 16</th>
<th>Mar 16</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>-</td>
<td>2561</td>
<td>2050</td>
<td>1883</td>
<td>↓</td>
</tr>
<tr>
<td>Incident Closed within SLT</td>
<td>90%</td>
<td>88%</td>
<td>88%</td>
<td>90%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>78%</td>
<td>57%</td>
<td>52%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>92%</td>
<td>87%</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>95%</td>
<td>95%</td>
<td>98%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>92%</td>
<td>93%</td>
<td>96%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests</td>
<td>-</td>
<td>4716</td>
<td>5201</td>
<td>4945</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>74%</td>
<td>79%</td>
<td>84%</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Highlights

- The decrease in the total number of Incidents and Requests logged this month is mainly due to the long bank holiday weekend.
- Continued decrease in P1 incidents resolved within the SLT is still due to the ticket not being marked as resolved when the actual issue is fixed by the resolving team.

### Key

- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- Neutral 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

BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)
Incident and Requests KPIs (past 13 months)

Incidents SLTs and Volume

- Target SLT
- Power failure - Mile End
- Enrolment period

Requests SLTs and Volume

- Target SLT
- Enrolment period

Incident and Requests KPIs (past 13 months)

- Target SLT
- Power failure - Mile End
- Enrolment period

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Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 16</th>
<th>Feb 16</th>
<th>Mar 16</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>3115</td>
<td>2512</td>
<td>2640</td>
<td>↑</td>
</tr>
<tr>
<td>Answered phone calls</td>
<td>90%</td>
<td>96%</td>
<td>98%</td>
<td>97%</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25 secs</td>
<td>13s</td>
<td>11s</td>
<td>13s</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate</td>
<td>5%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>↑</td>
</tr>
<tr>
<td>*First Contact Fix - Incidents</td>
<td>75%</td>
<td>48%</td>
<td>37%</td>
<td>32%</td>
<td>↓</td>
</tr>
<tr>
<td>In Person (Incidents)</td>
<td>-</td>
<td>268</td>
<td>190</td>
<td>45</td>
<td>↓</td>
</tr>
<tr>
<td>Emailed tickets (Incidents)</td>
<td>-</td>
<td>2167</td>
<td>2807</td>
<td>2046</td>
<td>↓</td>
</tr>
<tr>
<td>Self Service (Incidents)</td>
<td>-</td>
<td>195</td>
<td>348</td>
<td>221</td>
<td>↓</td>
</tr>
</tbody>
</table>

Highlights

- All Service Desk SLTs are stable and tracking within SLT since the start of the year aside from the First Time Fix rate which has continued to decrease. For March this is mainly related to us implementing the ability to select the source type for Requests as well as Incidents thus increasing the number of tickets included in the First Time fix Calculation.

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
- *First Contact Fix – Incidents logged either via phone or in person
Risk Report

Number of Active Risks By Month & RAG Status For IT Services

Top Risks:
- Security & Resilience of legacy servers and application not in the Datacentre
- Uncertainty around ability to recover from random backup failures in the Datacentre
- No Overarching Disaster Recovery plan or scheduled DR tests.

Decrease in Risk trend from last month due mainly to the review meetings/workshops held

Monthly Risk Stats

<table>
<thead>
<tr>
<th>Risks Averted</th>
<th>Open Risks</th>
<th>New Risks</th>
<th>Total Risks</th>
<th>Risks Realised</th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>85</td>
<td>3</td>
<td>88</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Key

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ■ No change from last month
<table>
<thead>
<tr>
<th>KPI</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</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>92</td>
<td>87</td>
<td>84</td>
<td>95</td>
<td>88</td>
<td>92</td>
<td>92</td>
<td>95</td>
<td>89</td>
<td>78</td>
<td>95</td>
<td>75</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>93</td>
<td>96</td>
<td>89</td>
<td>99</td>
<td>96</td>
<td>92</td>
<td>94</td>
<td>85</td>
<td>98</td>
<td>91</td>
<td>98</td>
<td>83</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts Within SLT</td>
<td>75</td>
<td>78</td>
<td>84</td>
<td>87</td>
<td>81</td>
<td>81</td>
<td>83</td>
<td>84</td>
<td>82</td>
<td>87</td>
<td>88</td>
<td>88</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts Within SLT</td>
<td>74</td>
<td>75</td>
<td>78</td>
<td>79</td>
<td>74</td>
<td>77</td>
<td>80</td>
<td>78</td>
<td>80</td>
<td>72</td>
<td>74</td>
<td>79</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>80</td>
<td>85</td>
<td>90</td>
<td>91</td>
<td>88</td>
<td>88</td>
<td>88</td>
<td>88</td>
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<td>91</td>
<td>91</td>
<td>89</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>81</td>
<td>80</td>
<td>86</td>
<td>87</td>
<td>80</td>
<td>84</td>
<td>89</td>
<td>86</td>
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<td>79</td>
<td>85</td>
<td>88</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>90</td>
<td>90</td>
<td>97</td>
<td>99</td>
<td>98</td>
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<td>97</td>
<td>94</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>80</td>
<td>82</td>
<td>87</td>
<td>96</td>
<td>93</td>
<td>86</td>
<td>96</td>
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<td>91</td>
<td>88</td>
<td>95</td>
<td>98</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>95</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>94</td>
<td>93</td>
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<td>98</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>79</td>
<td>79</td>
<td>79</td>
<td>87</td>
<td>82</td>
<td>84</td>
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<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>94</td>
<td>89</td>
<td>91</td>
<td>94</td>
<td>94</td>
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<td>93</td>
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</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

**Key**

- **B**: Exceeds Goals  ≥ 95%
- **G**: Meets Goals  ≥ 90%
- **A**: Tolerable  ≥ 85%
- **R**: Unacceptable  < 85%

- **↑**: Improvement over last month
- **↓**: Deterioration from last month
- **—**: No change from last month
Questions about this report or you would like to know more?

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