Executive Summary – March 2017

**KPI**
- Low number of P1 and P2 tickets this month
- All KPIs are within target or have improved from the previous month
- Due to a number of posts held back within IT our ability to continue to improve is limited

**Customer Satisfaction**
- 98% Customer Satisfaction CYTD

**Volumes**
- Which total request figures remain the same, Incidents numbers have decreased by 25% compared to the same period last year.
- Agresso PO requests remain the top Service Request

**Critical Systems Availability**
- With the exception of the access issues with MySIS, all critical services had 100% availability throughout the month of March.

**Major Incidents**
- There were no Major Incidents during the month of March.

**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

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Customer Satisfaction

- 98%

Critical Systems Availability

- CYTD 99.7%
- March 99.8%

Major Incidents

- There were no Major Incidents during the month of March.

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Customer Feedback

This month we had 1414 responses providing feedback to incidents and requests logged through the Service Desk. That is a 23% response rate overall (out of 6131 tickets resolved).

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 the help provided for this enquiry. It was very much appreciated

This ticket was marked as fulfilled but has not been fully completed.

This hasn’t been completed. No access to the correct Shared Drive folder as requested, perhaps this email has been sent prematurely?

Excellent, helpful and friendly service. Many thanks for your assistance.

Quick resolution, very happy

Problem is not resolved. Ticket was closed before checking that suggested solution works which it doesn’t

Positive Vs Negative

With our continued focus on Customer Satisfaction we are continuing to realise an increase in the positive feedback figure (97.7% is the highest we have achieved since records began)

Tickets being resolved without confirmation are the highest contributor to negative feedback which we will address.

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Activities for the month of March 2017

Internet
- University Website
  - 0.6m Visitors from over 200 countries
- Internet attacks
  - 47+ million
- Logins to QMPLUS
  - Approx. 0.7m

Data and usage
- Total user data stored
  - 85 terabytes
- Mobile App
  - 7.31m Emails Delivered
  - 94 Downloads
- Mobile App
  - 45,000 Registered Users
- Internet attacks
  - 3m Emails blocked
  - 3m Blocked
- Emails blocked as SPAM
  - 47+ million
- Logins to QMPLUS
  - Approx. 0.7m

Supporting Services
- Change requests processed
  - 0 289
- Media Server
  - 280 Daily plays
- Active Network port
  - 14,300
- Copy Shop
  - 400,000
- Pages printed
  - 432
- Unique jobs processed
  - Approx. 85,000
- Pages printed on managed Printers
  - Approx. 0.7m
- Requests for PO’s to be closed
  - 584
- Pages sent and not printed
  - Approx. 0.7m

Supporting you
- Fully managed PCs
  - 3,600+
- Supported teaching spaces with AV
  - 280+
- Tickets logged with the Service Desk
  - Approx. 6000
- Across sites And buildings
- Approx. 6000
- Supported teaching spaces with AV
  - 280+
- Across sites And buildings

Room for text

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ITS Critical Systems Availability – March 2017

- Intermittent delays accessing MySIS - 13 Mar 23h (Ticket No. 150118)

March: 99.8%
CYTD: 99.7%
## Planned Maintenance – March 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>10047</td>
<td>Wed 8 Mar</td>
<td>2 weeks</td>
<td>Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains</td>
<td>Update</td>
<td>Implemented</td>
</tr>
<tr>
<td>10073</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10029</td>
<td>Sat 18 Mar</td>
<td>4h</td>
<td>LANDesk - Users were unable to access LANDesk during the migration</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>10046</td>
<td>Tue 21 Mar</td>
<td>1h</td>
<td>Telephony Voicemail – Users were unable to record or access voicemail services during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10105</td>
<td>Tue 21 Mar</td>
<td>1h</td>
<td>QM Guest Wi-Fi – Users were unable to access guest Wi-Fi during the maintenance and would not have access to the internet</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9941</td>
<td>Wed 22 Mar</td>
<td>2 weeks</td>
<td>VDI – Users who remained on the old VDI service after the update completed were not able to access the service</td>
<td>Update</td>
<td>Implemented</td>
</tr>
<tr>
<td>9972</td>
<td>Thu 24 Mar</td>
<td>34h</td>
<td>MyHR &amp; Resourcelink (WebView) – Users were unable to access these services during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10101</td>
<td>Sat 25 Mar</td>
<td>12h</td>
<td>Microsoft Windows Services - Users may have briefly experienced login issues until the Windows Servers were rebooted</td>
<td>Patching</td>
<td>Implemented</td>
</tr>
<tr>
<td>10128</td>
<td>Mon 27 Mar</td>
<td>3d</td>
<td>Office/Outlook 365 – Email senders may have received non-delivery reports whilst sending emails to/from unrecognised domains</td>
<td>Update</td>
<td>Implemented</td>
</tr>
<tr>
<td>10084</td>
<td>Tue 28 Mar</td>
<td>1h</td>
<td>Network Services – Users may have briefly been unable to print and access internet services</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10083</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10176</td>
<td>Tue 28 Mar</td>
<td>10m</td>
<td>Network Services – Users in Bancroft building may have briefly been unable to print and access internet services</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>

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Queen Mary University of London
## ITS Incident and Request KPIs – March 2017

### Highlights
- Low number of P1 and P2 tickets this month
- All KPIs are within target or have improved from the previous month
- Due to a number of posts held back within IT our ability to continue to improve is limited

### Key
- ![Improvement over last month and within SLT](Image)
- ![Deterioration from last month but within SLT](Image)
- ![No change from last month and within SLT](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)

**BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)**

### Measure | Target | Jan 17 | Feb 17 | Mar 17 | Trend | Expected Trend
--- | --- | --- | --- | --- | --- | ---
Number of Incidents | - | 1518 | 1463 | 1416 | | |
Incidents Closed within SLT | 90% | 86% | 88% | 88% | | |
Resolution Time P1 | 4h | 87% | 100% | 100% | | |
Resolution Time P2 | 1 BD | 83% | 83% | 87% | | |
Resolution Time P3 | 3 BD | 88% | 87% | 88% | | |
Resolution Time P4 | 5 BD | 88% | 98% | 94% | | |
Resolution Time P5 | 20 BD | 100% | 100% | 100% | | |
Number of Requests | - | 4894 | 4214 | 4715 | | |
Requests Closed within SLT | 90% | 95% | 94% | 95% | | |

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)
Incident and Requests KPIs – March 2017

Incidents SLTs and Volume

Requests SLTs and Volume

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Service Desk Performance – March 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 17</th>
<th>Feb 17</th>
<th>Mar 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2848</td>
<td>2014</td>
<td>2425</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>14s</td>
<td>10s</td>
<td>10s</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>3%</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>64%</td>
<td>62%</td>
<td>63%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>59%</td>
<td>53%</td>
<td>52%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>353</td>
<td>238</td>
<td>281</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>877</td>
<td>1153</td>
<td>1336</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>370</td>
<td>345</td>
<td>412</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

Highlights

- The Service Desk needs to be enabled to fix and fulfill more – this requires documentation, tools/access, automation and transition from 3rd line teams within IT. However, as we are cutting back on Service Desk staff our ability to resolve more first time and through first line is impacted.

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

**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

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>Risks Averted</th>
<th>Re-opened Risks</th>
<th>New Risks this month</th>
<th>Total Open Risks</th>
<th>Risks Realised</th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>2</td>
<td>57</td>
<td>0</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Key**

- ↑: Deterioration over last month
- ↓: Improvement from last month
- ⬠: No change from last month
## KPI Trend View – March 2017

<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>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
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<td>96</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>94</td>
<td>96</td>
<td>97</td>
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<td>97</td>
<td>97</td>
<td>98</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>90</td>
<td>88</td>
<td>86</td>
<td>87</td>
<td>91</td>
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<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>84</td>
<td>88</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>92</td>
<td>96</td>
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<td>93</td>
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<td>95</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>91</td>
<td>89</td>
<td>89</td>
<td>88</td>
<td>88</td>
<td>80</td>
<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
<td>86</td>
<td>87</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>91</td>
<td>92</td>
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<td>92</td>
<td>98</td>
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<td>93</td>
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</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>98</td>
<td>98</td>
<td>96</td>
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<tr>
<td>Helpdesk Requests Closed Within SLT</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>97</td>
<td>98</td>
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</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>86</td>
<td>91</td>
<td>92</td>
<td>89</td>
<td>82</td>
<td>82</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</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: \(< 85\% \)

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

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