Executive Summary – May 2017

Key Performance Indicators (KPIs)
- Incidents: 1631 (78%)
- Requests: 4365 (94%)
- P1 Incidents: 88% (158)
- P2 Incidents: 96%

Customer Satisfaction
- Satisfaction: 96%
- Incidents: 727

Volumes
- Incidents: 1631
- Requests: 4365
- Phone: 2211

Critical Systems Availability
- CYTD
  - Incidents: ▼0.7 %
  - Requests: 98.8%
- May
  - Incidents: ▼2.4 %
  - Requests: 96.3%

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

2 Major Incidents
- Unrestricted access to Blizard Institute File Share
- Ransomware threat to QMUL

As expected, the trend for a majority of the Incidents and Service Requests KPIs was down compared to the previous month due to the number of resources and time spent managing and resolving the Ransomware Major Incident. (P5 and Service Requests were largely unaffected)

There was a large increase in Incidents and Service Requests within May due to the 2 Major incidents
- Whilst there was an increase in the number of telephone calls received, we were able to meet targets for both Abandoned calls (3%) and call pick up times (16 seconds)

The main impact on the Service loss was caused by the actions undertaken to prevent the ransomware threat. All other services were unaffected
Customer Feedback

This month we had 727 responses providing feedback to incidents and requests logged through the Service Desk. That is a 12% 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

- Really fast response and resolution! Thanks!
- Thank you for dealing with the problems on my computer despite there being so many urgent requests in the last ten days.
- This is a complete shambles - after all this time, the reply is to send the laptop back to me and my colleague to contact Lenovo?
- Sorry, I cannot seem to find a reply to my help desk ticket! Please reopen this ticket.
- Brilliant service, so quick. Totally understood my request. Thanks a million
- Thanks you very much for all your help (and with a smile )

Positive Vs Negative

- Overall customer satisfaction has dropped slightly mainly due to the delays in resolving tickets during may where we experienced the Ransomware Major Incident.
- The Lower number of feedback over this and the previous month was due to us moving the feedback links to lower in the resolution emails – this has been amended.

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Activities for the month of May 2017

Research Excellence
- Research Grant applications
  - 196 costings completed
- Grant applications submitted in RGMS
  - £30m in 69 submitted costings

Teaching Excellence
- Logins to QMPLUS
  - Approx. 0.6m
- AV technical issues;
  - 23
- Teaching room Assistance/Support
  - 32
- Hours of Q-review
  - 2195
- Playbacks

International
- Distance learning (Beijing and Nanchang QMPLUS logins):
  - 400,000

Public Engagement
- Guest Wi-Fi:
  - 303 users with 4830 sessions
- Events Wi-Fi:
  - 403 users with 4856 sessions

Growth
- Total staff data stored
  - 156 terabytes
- New desktops deployed
  - 39
- Supported teaching spaces with AV
  - 280+
- Across sites and buildings

Sustainability
- Approx. 85,000
- Pages sent and not printed which saved 9 trees

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ITS Critical Systems Availability – May 2017

- Increased spamming of some QMUL Office365 mailboxes - 17 May 60h (Ticket No. 153733)
- Unrestricted access to Blizard Institute File Share - 2 May 5h (Ticket No. 152588)
- Issue logging into Student PCs – slow response - 17 May 1h (Ticket No. 153501)

May: 96.3%
CYTD: 98.8%
<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>152588</td>
<td>Tue 2 May  – 11:30</td>
<td>5h</td>
<td>Unrestricted access to Blizard Institute File Share - Blizard uses could not access their files as a precautionary measure</td>
<td>Resolved</td>
</tr>
<tr>
<td>153206</td>
<td>Sun 14 May – 18:45</td>
<td>210h</td>
<td>Ransomware threat to QMUL - Users on un-managed machines &amp; Win8 or below were unable to login to their machines or access any files/services</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>153501</td>
<td>Wed 17 May – 09:30</td>
<td>1h</td>
<td>Issue logging into Student PCs – Users experience a slow response when logging onto Student PCs</td>
<td>Resolved</td>
</tr>
<tr>
<td>153733</td>
<td>Wed 17 May – 14:00</td>
<td>60h</td>
<td>Increased spamming of some QMUL Office365 mailboxes – Users received increased SPAM emails in their inbox during this period</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
# Planned Maintenance – May 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>10322</td>
<td>9-11 &amp; 13 May</td>
<td>2h each day</td>
<td>Essential Maintenance Oracle Database Servers – Any associated services would’ve been inaccessible</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10333</td>
<td>Tue 23 May</td>
<td>1h</td>
<td>Microsoft Windows Server Patching – Users may have experienced connectivity issues to associated services during the reboot</td>
<td>Patching</td>
<td>Implemented</td>
</tr>
<tr>
<td>10466</td>
<td>Sat 27 May</td>
<td>12h</td>
<td>Monthly Microsoft Windows Server Patching - Users may have experienced connectivity issues to associated services during the reboot</td>
<td>Patching</td>
<td>Implemented</td>
</tr>
<tr>
<td>10450</td>
<td>Sat 27 May</td>
<td>1h</td>
<td>LANDesk maintenance – Users unable to log into self service</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10399</td>
<td>Tue 23 May</td>
<td>2h</td>
<td>Maintenance on the QM-Guest wireless service – Non-authenticated users unable to use the service during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – May 2017

**Highlights**

- As expected, the trend for a majority of the Incidents and Service Requests was down compared to the previous month due to the number or resources and time spent managing and resolving the Ransomware Major Incident.

- P5 and Service Requests were largely unaffected to the longer SLAs associated with them.

#### Measure | Target | Mar 17 | Apr 17 | May 17 | Trend | Expected Trend
--- | --- | --- | --- | --- | --- | ---
Number of Incidents | - | 1416 | 1098 | 1631 | 🔺 | 🔺
Incidents Closed within SLT | 90% | 88% | 86% | 78% | 🔻 | 🔻
Resolution Time P1 | 4h | 100% | 100% | 50% | 🔻 | 🔻
Resolution Time P2 | 1 BD | 87% | 87% | 88% | 🔺 | 🔻
Resolution Time P3 | 3 BD | 88% | 87% | 77% | 🔻 | 🔻
Resolution Time P4 | 5 BD | 94% | 93% | 83% | 🔻 | 🔻
Resolution Time P5 | 20 BD | 100% | 100% | 100% | - | -
Number of Requests | - | 4715 | 3194 | 4365 | 🔺 | 🔺
Requests Closed within SLT | 90% | 95% | 96% | 94% | 🔻 | 🔻

**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

**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)
Service Desk Performance – May 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 17</th>
<th>Apr 17</th>
<th>May 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2425</td>
<td>1954</td>
<td>2211</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>11s</td>
<td>13s</td>
<td>16s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>3%</td>
<td>5%</td>
<td>3%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>63%</td>
<td>61%</td>
<td>56%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>52%</td>
<td>51%</td>
<td>56%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>281</td>
<td>212</td>
<td>228</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>1336</td>
<td>1010</td>
<td>1537</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>412</td>
<td>263</td>
<td>378</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

Highlights

- The Service Desk needs to be enabled to fix and fulfil more – this requires documentation, tools/access, automation and transition from 3\(^{rd}\) 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
- 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

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

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 antivirus software / system. (Mitigated)

- **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>Monthly Trend</th>
<th>Total Risks</th>
<th>New Risks</th>
<th>Re-Assigned</th>
<th>Risks Mitigated</th>
<th>Risks Realised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up</td>
<td>76</td>
<td>4</td>
<td>8</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Key

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

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

### Change Management Implementation

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

**Key**
- Improvement over last month
- Deterioration from last month
- No change from last month
Questions about this report, or would you like to know more?

Contact: Amit Patel  
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