Executive Summary – May 2018

KPI

- KPIs (whilst breaching) are trending upwards due to the focus on ticket management.
- The recently recruited additional contractors on the Service Desk are having a positive impact.
- (DDI) The project to simplify the DNS structure has resulted in some service outages.
- A large number of file store migrations are now complete.

Customer Satisfaction

- 99.3% CYTD
- 99.5% May

Volumes

- Tickets volumes have increased due to high priority incidents experienced during the month and the additional volume associated with the exam period.
- There were a large number of tickets relating to printing issues.
- The Self Service Portal is now consistently the 2nd highest used contact method.

Critical Systems Availability

- There was a decrease in the critical systems availability within May due to the numerous high priority incidents experienced.

1 Major Incident

- Intermittent availability of MySIS, MyHR, Agresso & Ivanti (10/05)

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 – May 2018

Customer Feedback
This month we received 1114 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 98% which is the usual average 20% received.

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 your reassuring replies to my queries.
I am certainly delighted with the results.
Very friendly and extremely helpful.
Thanks for the quick help and friendly response!
Thanks very much, straight forward and dealt with very quickly.
I think it is a rather pathetic excuse, and that you think a printout from such a thing needs to cost extra.
What is going on?! Nobody is attempting to make contact nor resolve this properly.

Positive Vs Negative

Commentary
- A majority of the ‘disgruntled’ feedback for May is related to lack of updates to the customer and tickets not resolved.
- We are creating a Customer Services Management document which should help in standardising processes and improve the Service provided by all teams within IT Services.
Activities for the month of May 2018

**Research Excellence**
- Research Grant Bids: 120
- Research Grants Awarded: 39

**Teaching Excellence**
- Logins to QMPLUS: 569,941
- AV Teaching activities Supported: 333
- Videos played: 2,789
- Times within QMplus: 12,754

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 353,097

**Public Engagement**
- Guest Wi-Fi: 340 users, 7,870 sessions
- Events Wi-Fi: 390 users, 6,308 sessions

**Sustainability**
- Pages sent and not printed: 56,408
- New desktops/laptops Deployed: 39
- Registered mail accounts: 95,729
- Total data stored: 159 terabytes

**Growth**
- Logins to QMPLUS: 39
- Videos played: 95,729
- Times within QMplus: 12,754
- Total data stored: 159 terabytes

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

May: 99.5%
CYTD: 99.3%

- **QMplus, MySIS, MyHR, Ivanti & Agresso**
  - Thu 10 May – 1h 12m (Ticket No. 172714)

- **QMUL Websites**
  - Fri 04 May – 5m (Ticket No. 172459)
  - Tue 08 May – 20m (Ticket No. 172499)
  - Wed 30 May – 24h (Ticket No. 173147)

- **Research**
  - Thu 17 May – 1dh 4h 30m (Ticket No. 173059)
  - Wed 02 May – 6h (Ticket No. 172401)

- **Email**
  - Fri 04 May – 4h (Ticket No. 172427)

Service Available | Degraded Service | Service Unavailable | Power cut
--- | --- | --- | ---
Green | Orange | Red | Blue

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## Major Incidents – May 2018

<table>
<thead>
<tr>
<th>MI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>172714</td>
<td>Thu 10 May 14:24 1h 12m</td>
<td>QMplus, MySIS, MyHR, Ivanti &amp; Agresso – Users experienced Intermittent access to these services</td>
<td>Resolved</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Cause:</strong> The Global Traffic Management system (GTM) was identifying services as offline in both Datacentres</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> Removed DC2 from the configuration in the GTM</td>
<td></td>
</tr>
</tbody>
</table>

QMplus, MySIS, MyHR, Ivanti & Agresso – Users experienced Intermittent access to these services

Cause: The Global Traffic Management system (GTM) was identifying services as offline in both Datacentres

Action: Removed DC2 from the configuration in the GTM
# High Priority Incidents – May 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>
| 172401     | Wed 02 May 09:00 | 6h       | **Network Services (Research)** – Users unable to access Research Data held in the Research Datacentre  
Cause: A circuit was ceased in error by the 3rd party fibre provider for Janet  
Action: Janet are investigating | Resolved |
| 172427     | Fri 04 May 12:38 | 4h       | **Email** – Impacted user inboxes reached their storage limit  
Cause: Phishing email  
Action: Blocked offending email account and expunged all sent emails | Resolved |
| 172459     | Fri 04 May 16:40 | 5m       | **QM Websites** – ITS Wiki, ID Check, QMplus and Library websites were inaccessible  
Cause: Misconfiguration of the AD server to use Umbrella for its own DNS lookups  
Action: Correctly configured the AD server DNS lookups | Resolved |
| 172499     | Tue 08 May 10:24 | 20m      | **QM Websites** – Users were unable to access impacted QMUL webpages  
Cause: New DNS format causing DNS entries to no longer resolve for hpc.qmul.ac.uk  
Action: The DNS script was modified to accept the new format for entries | Resolved |
| 172996     | Wed 16 May 11:43 | Ongoing  | **Labview** – Users unable to access the application  
Cause: The Labview licence had expired  
Action: PO Raised and sent to Vendor to renew licence | Resolved |
| 173059     | Thu 17 May 10:26 | 1d 4h 30m | **Research** – Emails rejected from the HPC cluster  
Cause: Unknown  
Action: Modified Exchange Online connectors to prevent rate-limiting of internal mail | Resolved |
| 173468     | Wed 30 May 08:40 | 24h      | **QMUL Websites** – Some users were unable to access QMUL websites and web services such as QMplus and MySIS off campus.  
Cause: Change ticket 12186 to migrate DNS data (QMW.ac.uk) from berries to Infoblox  
Action: Re-configured the DNS | Resolved |
# Planned Maintenance – May 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>12038</td>
<td>2 May</td>
<td>1h</td>
<td><strong>DSpace</strong> – Users were unable to access the Library of online Research material</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>12052</td>
<td>10 May</td>
<td>30m</td>
<td><strong>Eduroam</strong> – Users prompted to accept certificates to authenticate on the network</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12081</td>
<td>15 May</td>
<td>1h</td>
<td><strong>Web Services</strong> – Any website or application that had a URL with the prefix <a href="https://webapps2.is.qmul.ac.uk/">https://webapps2.is.qmul.ac.uk/</a> such as jobs website, worktribe etc. was unavailable during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>12121</td>
<td>15 May</td>
<td>1h</td>
<td><strong>QMplus and QMplus Hub</strong> – Users were unavailable to access QMplus for 30m during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11924</td>
<td>20 Apr</td>
<td>48h</td>
<td><strong>Shared Filestore (G&amp;J Drive)</strong> – Users in the following areas were unable to access personal and shared folders during the migration: Office of the Principal, Advice &amp; Counselling, Careers, L&amp;D, Library and SMD and SU</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>12137</td>
<td>21 May</td>
<td>2h</td>
<td><strong>Network Services</strong> – No impact to services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12110</td>
<td>22 May</td>
<td>30m</td>
<td><strong>DSpace</strong> – Users were unable to access the Library of online Research material</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12113</td>
<td>22 May</td>
<td>4h</td>
<td><strong>Kinetics</strong> – Users were unable to access the service during the maintenance period</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>12142</td>
<td>22 May</td>
<td>2h</td>
<td><strong>Network Services</strong> – No impact to services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11927</td>
<td>27 May</td>
<td>48h</td>
<td><strong>Shared Filestore (G&amp;J Drive)</strong> – Users in the following areas were unable to access personal and shared folders during the migration: SBCS, EECS, SEMS, Mathematical Sciences, Materials Research Institute, Physics, Astronomy and Maths</td>
<td>Migration</td>
<td>Implemented</td>
</tr>
<tr>
<td>12186</td>
<td>29 May</td>
<td>2h</td>
<td><strong>Network Services</strong> – No impact to services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs – May 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 18</th>
<th>Apr 18</th>
<th>May 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1484</td>
<td>1300</td>
<td>1428</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1429</td>
<td>1145</td>
<td>1389</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>84%</td>
<td>85%</td>
<td>88%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>86%</td>
<td>33%</td>
<td>50%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>79%</td>
<td>78%</td>
<td>68%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>84%</td>
<td>85%</td>
<td>89%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>97%</td>
<td>74%</td>
<td>99%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>89%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3875</td>
<td>3601</td>
<td>4027</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3707</td>
<td>3577</td>
<td>3886</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>86%</td>
<td>91%</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- KPIs (whilst breaching) are trending upwards due to the focus on ticket management.
- The recently recruited additional contractors on the Service Desk are having a positive impact.

### 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

**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 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 18</th>
<th>Apr 18</th>
<th>May 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2683</td>
<td>2379</td>
<td>2326</td>
<td>▼</td>
<td></td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>22s</td>
<td>22s</td>
<td>16s</td>
<td>▶</td>
<td>▶</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>15%</td>
<td>16%</td>
<td>6%</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>55%</td>
<td>64%</td>
<td>65%</td>
<td>▶</td>
<td>▶</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>53%</td>
<td>57%</td>
<td>58%</td>
<td>▶</td>
<td>▶</td>
</tr>
</tbody>
</table>

### Commentary

- Tickets volumes have increased due to high priority incidents experienced during the month and the additional volume associated with the exam period.
- There were also a large number of tickets relating to printing issues.
- The Self Service Portal is now consistently the 2nd highest used contact method.

### 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 low as most if not all applications have been migrated (awaiting confirmation).

- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place, DR testing is being scoped and scaled.

- **Security Vulnerability – Multi Factor Authentication not in use to access all critical services.**

- **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. G21 remediation work completion expected soon.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th>Risk</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>Averted</td>
<td>0</td>
<td>0</td>
<td>55</td>
<td>1</td>
<td>—</td>
</tr>
</tbody>
</table>

**Key**

- ![Up Arrow](#) Deterioration over last month
- ![Down Arrow](#) Improvement from last month
- ![Equal](#) No change from last month
## KPI Trend View – May 2018

<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>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>92</td>
<td>95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>98</td>
<td>97</td>
<td>95</td>
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<td>95</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>84</td>
<td>85</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>94</td>
<td>90</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>89</td>
<td>92</td>
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<td>90</td>
<td>91</td>
<td>87</td>
<td>86</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</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>86</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>91</td>
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<td>92</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>92</td>
<td>94</td>
<td>96</td>
<td>92</td>
<td>86</td>
<td>87</td>
<td>95</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>96</td>
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<td>92</td>
<td>90</td>
<td>90</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>97</td>
<td>94</td>
<td>93</td>
<td>97</td>
<td>90</td>
<td>93</td>
<td>96</td>
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<td>86</td>
<td>84</td>
<td>83</td>
<td>93</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>61</td>
<td>73</td>
<td>85</td>
<td>74</td>
<td>75</td>
<td>73</td>
<td>85</td>
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<td>81</td>
<td>88</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>84</td>
<td>79</td>
<td>90</td>
<td>85</td>
<td>82</td>
<td>86</td>
<td>88</td>
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<td>94</td>
<td>90</td>
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<td></td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Key**

- **B** Exceeds Goals  \( \geq 95\% \)
- **G** Meets Goals  \( \geq 90\% \)
- **A** Tolerable  \( \geq 85\% \)
- **R** Unacceptable  \(< 85\% \)
- **No Failed Changes**
- **Failed Changes with no impact on Services**
- **1 Failed Change which impacted Services**
- **2 Failed Changes which impacted Services**

- **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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Tel: 020 7882 8976