Executive Summary – November 2018

KPI & Summary

- Service Levels suffering as a result of loss of staff
- Low number of high priority incidents during November
- ITS has almost completed the in-house Customer Services Management training including, “Working better together and managing through change” for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-December

Customer Satisfaction

- (1160) 97%
  - ▲ 1.0%

Volumes

- There were a large number of requests relating to PO closures on the run up to Christmas
- Email Phishing incidents continue to be high for several months running.
- With increased focused, ticket backlogs and ‘aged’ tickets continue to decrease

Critical Systems Availability

- Critical systems availability increased in November due to the low number of service impacting high priority incidents

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

0 Major Incidents

- No Major Incidents
- No failed changes

Telephone

- Chat
- Email
- In Person
- Self-Service

Chat

- 35
  - (1%)

Email

- 1243
  - (19%)

In Person

- 1014
  - (16%)

Self-Service

- 3169
  - (50%)

35

- (14%)

906

- (16%)

906

- (14%)

3169

- (50%)

Queen Mary University of London
Customer Satisfaction – November 2018

Customer Feedback

This month we received 1160 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 37% (which is well above the usual average of 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

- Helped by two members of staff this morning and they were both extremely helpful and friendly, and did everything they could to resolve my issue. Much appreciated, thank you.

- Please be informed that I still cannot print. I would highly appreciate it if this matter could be resolved as soon as possible.

- Very quickly and expertly done, keeping me informed.

- Sorry to say I was very disappointed with the service provided for this ticket.

- I was very happy with the assistance, phoned back very promptly and talked through the process with great care.

- I haven't received any help regarding this issue. I was referred to the phishing email team but they have not been in contact to let me what I should do regarding my password etc.

Positive Vs Negative

<table>
<thead>
<tr>
<th>Month</th>
<th>Positive Feedback</th>
<th>Negative Feedback</th>
<th>% Positive Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>97.8%</td>
<td>97.7%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Dec</td>
<td>97.4%</td>
<td>97.1%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Jan</td>
<td>97.1%</td>
<td>97.4%</td>
<td>97.4%</td>
</tr>
<tr>
<td>Feb</td>
<td>97.4%</td>
<td>97.1%</td>
<td>97.4%</td>
</tr>
<tr>
<td>Mar</td>
<td>97.9%</td>
<td>97.4%</td>
<td>97.6%</td>
</tr>
<tr>
<td>Apr</td>
<td>98.0%</td>
<td>97.4%</td>
<td>97.6%</td>
</tr>
<tr>
<td>May</td>
<td>97.5%</td>
<td>97.2%</td>
<td>97.3%</td>
</tr>
<tr>
<td>Jun</td>
<td>97.2%</td>
<td>97.5%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Jul</td>
<td>97.0%</td>
<td>97.2%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Aug</td>
<td>97.5%</td>
<td>97.0%</td>
<td>97.5%</td>
</tr>
<tr>
<td>Sep</td>
<td>97.4%</td>
<td>97.2%</td>
<td>97.3%</td>
</tr>
<tr>
<td>Oct</td>
<td>97.5%</td>
<td>97.4%</td>
<td>97.4%</td>
</tr>
<tr>
<td>Nov</td>
<td>97.7%</td>
<td>97.3%</td>
<td>97.4%</td>
</tr>
</tbody>
</table>

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target.

- Training is almost complete for Customer Services Management, working better together and managing through change for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-December.
Activities for the month of November 2018

**Research Excellence**
- Research Tickets Resolved: 130
- Research Grants Awarded: 54
- Research Grant Bids: 236

**Teaching Excellence**
- Logins to QMPLUS: 813,446
- AV Teaching activities Supported: 438
- Videos played: 2,941
- Times within QMplus: 19,531

**Public Engagement**
- Guest Wi-Fi: 355 users, 7,305 sessions
- Events Wi-Fi: 571 users, 11,225 sessions

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 272,211

**Sustainability**
- Reported AV Issues: 103
- Hours of Q-review: Approx. 177
- Videos played: 4,935
- Playbacks: 19,531 times within QMplus

**Growth**
- New desktops/laptops Deployed: 10
- Registered accounts: Approx. 90,923
- Total data stored: 695 terabytes

**Public Engagement**
- Guest Wi-Fi: 355 users, 7,305 sessions
- Events Wi-Fi: 571 users, 11,225 sessions

Note: The information is a summary of activities and achievements for Queen Mary University of London during November 2018.
ITS Critical Systems Availability – November 2018

- HR Systems – Authentication
  - Mon 19 Nov – 1d
  - Tue 27 Nov – 15h
  (Ticket No. 181159)

- Network Services – Charter House Sq.
  - Fri 02 Nov – 4h
  (Ticket No. 180207)

- Email – Mailing Lists
  - Tue 27 Nov – 2h
  - Thu 29 Nov – 2h
  (Ticket No. 181578, 181674)

**Service Available**

**Degraded Service**

**Service Unavailable**

**Power cut**

Nov: 99.6%

CYTD: 99.2%
<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 180207     | Fri 2 Nov 09:30    | 4h       | **Network** – Some users in John Vane Science Centre at Charterhouse Sq. experienced loss of Network connectivity  
**Cause:** The local network switch was unresponsive  
**Action:** The local network switch was restarted        | Resolved   |
| 181159     | Mon 19 Nov 08:40   | 1d       | **HR Systems** – Users experienced access issues to MyHR using Multi-Factor Authentication (MFA)  
**Cause:** External issue (at Microsoft)  
**Action:** Escalated to 3rd party (Microsoft) who resolved the issue | Resolved   |
| 181119     | Mon 19 Nov 11:20   | 1hr      | **Loan Laptop Service** – Users were unable to submit requests to loan laptops  
**Cause:** Unknown  
**Action:** The LapSafe PC used to book laptops was rebooted | Resolved   |
| 181578     | Tue 27 Nov 15:30   | 2h       | **Email** – Users received phishing emails  
**Cause:** Fraudulent emails not caught by SPAM filters  
**Action:** The email address was added to the SPAM list | Ongoing    |
| 181592     | Tue 27 Nov 16:00   | 15hr     | **HR Systems** – Users experienced access issues to MyHR using Multi-Factor Authentication (MFA)  
**Cause:** A DNS issue caused a number of sign in requests to fail at Microsoft  
**Action:** 3rd Party (Microsoft) resolved the DNS issue and rebooted services | Resolved   |
| 181674     | Thur 29 Nov 11:45  | 2h       | **QM mailing list (Sympa)** – Users were unable to manage mailing lists  
**Cause:** Unknown  
**Action:** Restarted the service | Resolved   |
## Planned Maintenance – November 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>12866</td>
<td>2 Nov</td>
<td>2d</td>
<td><strong>MySIS &amp; SITS</strong> – Users were unable to access the student system during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12907</td>
<td>8 Nov</td>
<td>3h</td>
<td><strong>Web Service</strong> – Users were unable to access web pages hosted on the LAMP Container, including the staff directory for up to an hour during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12927</td>
<td>17 Nov</td>
<td>3h</td>
<td><strong>Ivanti</strong> – Users were unable to access both the Ivanti application and the self service portal during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12972</td>
<td>20 Nov</td>
<td>2h</td>
<td><strong>QM-Guest Wi-Fi</strong> – Users experienced two interruptions of 10 minutes during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12926</td>
<td>27 Nov</td>
<td>2h</td>
<td><strong>Research Grant Management System</strong> – Users were unable to access the Worktribe website during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12992</td>
<td>28 Nov</td>
<td>30m</td>
<td><strong>Eduroam Wi-Fi</strong> – Users potentially experienced brief interruptions to service during the maintenance period at St. Bartholomew’s Hospital</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12988</td>
<td>30 Nov</td>
<td>1h</td>
<td><strong>Shared Network</strong> – Users potentially experienced brief interruptions in accessing shared network drives (G and J) for a short period on their managed desktops during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
# ITS Incident and Request KPIs – November 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Nov 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1559</td>
<td>1803</td>
<td>1618</td>
<td>[↓]</td>
<td>[↓]</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1231</td>
<td>1797</td>
<td>1524</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>29%</td>
<td>38%</td>
<td>25%</td>
<td>[↓]</td>
<td>[↑]</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>69%</td>
<td>68%</td>
<td>75%</td>
<td>[↑]</td>
<td>[↑]</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>85%</td>
<td>87%</td>
<td>89%</td>
<td>[↑]</td>
<td>[↑]</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>94%</td>
<td>87%</td>
<td>76%</td>
<td>[↓]</td>
<td>[↑]</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>92%</td>
<td>100%</td>
<td>100%</td>
<td>[—]</td>
<td>[—]</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>9525</td>
<td>7258</td>
<td>4845</td>
<td>[↓]</td>
<td>[↓]</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>8786</td>
<td>7412</td>
<td>4810</td>
<td>[↓]</td>
<td>[↓]</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>94%</td>
<td>91%</td>
<td>86%</td>
<td>[↓]</td>
<td>[↓]</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>204 (2%)</td>
<td>283 (3%)</td>
<td>212 (3%)</td>
<td>[—]</td>
<td>[—]</td>
</tr>
</tbody>
</table>

### Commentary

- There were a large number of requests relating to PO closures on the run up to Christmas
- Email Phishing incidents continue to be high for several months running
- Service Levels suffering as a result of increased activity and loss of staff
- A large number of users reported individual print issues which we don’t believe to be linked

### 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)
Incident and Requests KPIs – November 2018

Requests SLTs and Volume

%Requests Resolved in SLT

Number of Requests


Incidents SLTs and Volume

%Incidents Resolved in SLT

Number of Incidents

### Service Desk Performance – November 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Nov 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>3029</td>
<td>3076</td>
<td>2201</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>25s</td>
<td>15s</td>
<td>13s</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>14%</td>
<td>5%</td>
<td>5%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>90%</td>
<td>68%</td>
<td>58%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>75%</td>
<td>59%</td>
<td>51%</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Nov 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1374</td>
<td>1362</td>
<td>1014</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>3273</td>
<td>3893</td>
<td>3169</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Ticket</td>
<td>4749</td>
<td>2164</td>
<td>578</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Live chat</td>
<td>1480</td>
<td>1490</td>
<td>1127</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>Chat</td>
<td>24</td>
<td>45</td>
<td>35</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- Phone wait and abandonment times remain stable due to the low number of contacts via phone and limited service impacting incident within November.
- With increased focus, ticket backlogs and ‘aged’ tickets continue to decrease.

### Key
- **Green up arrow**: Improvement over last month and within SLT
- **Red down arrow**: Deterioration from last month but within SLT
- **Black up arrow**: Improvement over last month but breaching SLT
- **Black down arrow**: Deterioration from last month and breaching SLT
- **Red and green up arrow**: No change from last month and within SLT
- **Red and green down arrow**: No change from last month and breaching SLT
- **Green up arrow and black line**: Improvement over last month, No SLT assigned
- **Red down arrow and black line**: Deterioration from last month, No SLT assigned
- **Black up arrow and black line**: 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:

- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped.
- **Secure Access to Critical Systems** – Following the implementation of the technical solution for Multi Factor Authentication in August, we are now able to apply it to additional systems.
- **Phishing** – A enhanced protection against SPAM and Phishing email is being applied to all Office 365 mailboxes.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th>Monthly Trend</th>
<th>New Risks</th>
<th>Total Risks</th>
<th>Risks Realised</th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>47</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Key**

- Red: Deterioration over last month
- Green: Improvement from last month
- Unrated: No change from last month
# KPI Trend View – November 2018

<table>
<thead>
<tr>
<th>KPI</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</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>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>85</td>
<td>87</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>88</td>
<td>82</td>
<td>84</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>92</td>
<td>92</td>
<td>90</td>
<td>91</td>
<td>87</td>
<td>86</td>
<td>91</td>
<td>88</td>
<td>89</td>
<td>87</td>
<td>94</td>
<td>91</td>
<td>86</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>87</td>
<td>85</td>
<td>86</td>
<td>84</td>
<td>83</td>
<td>86</td>
<td>84</td>
<td>81</td>
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<td>84</td>
<td>78</td>
<td>81</td>
<td>83</td>
<td>↑</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
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<td>91</td>
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<td>89</td>
<td>86</td>
<td>87</td>
<td>86</td>
<td>87</td>
<td>↑</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>95</td>
<td>93</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>90</td>
<td>96</td>
<td>96</td>
<td>93</td>
<td>95</td>
<td>97</td>
<td>93</td>
<td>98</td>
<td>↑</td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<td>96</td>
<td>93</td>
<td>92</td>
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<td>96</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>96</td>
<td>95</td>
<td>93</td>
<td>86</td>
<td>84</td>
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<td>93</td>
<td>93</td>
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<td>94</td>
<td>86</td>
<td>94</td>
<td>94</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>85</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td>81</td>
<td>88</td>
<td>86</td>
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<td>84</td>
<td>86</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>88</td>
<td>90</td>
<td>88</td>
<td>94</td>
<td>90</td>
<td>93</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Key**

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

- **B** No Failed Changes
- **G** Failed Changes with no impact on Services
- **A** 1 Failed Change which impacted Services
- **R** 2 Failed Changes which impacted Services

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

Queen Mary University of London
Questions about this report, or would you like to know more?

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