Executive Summary – October 2017

**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

- **96%**

### Critical Systems Availability

- **Oct**
  - Availability of critical services and the overall CYTD availability has fallen in October due to the multiple major incidents.

### Volumes

<table>
<thead>
<tr>
<th></th>
<th>Sep</th>
<th>Oct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1311</td>
<td>1543</td>
</tr>
<tr>
<td>Email</td>
<td>2393</td>
<td>4599</td>
</tr>
<tr>
<td>Support</td>
<td>2451</td>
<td>1690</td>
</tr>
<tr>
<td>Helpdesk</td>
<td>804</td>
<td>1150</td>
</tr>
</tbody>
</table>

- Increase in volumes across the board specifically related to, Major Incidents, Eduroam Configuration, PO closures and PRM Requests.
- The Increase is also related to the inclusion of all ITS tickets in the volumes and not just those that were raised by the IT Service Desk.

### KPI

- **To align ourselves with industry best practice, we have amended the way in which we calculate the KPIs which whilst impacts the trending and results for the month negatively, is a more accurate representation of what was achieved.**

- **Incidents**
  - **(2001)**
  - **80%**
- **Requests**
  - **(7061)**
  - **89%**
- **P1 Inc.**
  - **(14)**
  - **43%**
- **P2 Inc.**
  - **(221)**
  - **67%**

### Major Incidents

- QMPlus Performance degradation – 1D (09/10)
- Network Services unavailable – 2H (11/10)
- Email Services failure – 1D 7H (15/10)
- QMPlus Performance degradation – 2D (23/10)
- Print Service failure – 2D (25/10)
Customer Satisfaction – October 2017

Customer Feedback

This month we had 1489 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 16%.

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

- Quick and tidy work.... Thanks!
- Still waiting for the screen to arrive - event starts in 30 seconds!
- This seems very much more complicated than it needs to be.
- Excellent. Help was swiftly sorted
- I called the helpdesk the day before the event as I hadn’t heard back about this ticket, apart from seeing it had been ‘scheduled’ in the online ticket queue
- I appreciate your fast cooperation for this matter. I am very satisfied with the IT services. It was fast and perfect.

Commentary

- Overall customer satisfaction is high with a good response rate in relation to the total number of tickets resolved.
- We are working on an updated customer satisfaction process to ensure all disgruntled feedback is responded to and corrective action taken.
Activities for the month of October 2017

**Research Excellence**
- Research Grant applications
  - Data will be reported when available
- RGMS to go Live
  - Data will be reported when available

**Public Engagement**
- Guest Wi-Fi:
  - 317 users
  - 7,329 sessions
- Events Wi-Fi:
  - 706 users
  - 10,460 sessions

**Teaching Excellence**
- Logins to QMPLUS
  - 791,272
- AV Teaching activities Supported
  - 639
- Supported teaching spaces
  - 280+
- Videos played
  - 2,298
- Times within QMPlus
  - 16,390

**International**
- Distance learning
  - (Beijing and Nanchang QMPLUS logins):
  - 220,242

**Sustainability**
- 75,221 Pages sent and not printed
- 5

**Growth**
- 30 New desktops/laptops Deployed
- 45,000 Registered Users
- Total staff data stored
  - 254 terabytes

**Teaching Excellence**
- Report AV Issues
  - 212
- Hours of Q-review
  - 3,566
- Playbacks
  - 16,390 times within QMPlus
ITS Critical Systems Availability – October 2017

Oct: 97.3%
CYTD: 98.7%
<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>161124</td>
<td>Mon 09 Oct – 10:00</td>
<td>1d</td>
<td>QMPlus – Users experiencing slow performance and intermittent access.</td>
<td>Resolved</td>
</tr>
<tr>
<td>161294</td>
<td>Wed 11 Oct – 09:00</td>
<td>2h</td>
<td>Network Services – All users in EECS, parts of Lincoln’s field and Mile End were unable to use Network Services.</td>
<td>Resolved</td>
</tr>
<tr>
<td>161569</td>
<td>Sun 15 Oct – 01:32</td>
<td>1d 7h</td>
<td>Email Services – Student and staff were unable to access Webmail to send or receive emails</td>
<td>Resolved</td>
</tr>
<tr>
<td>162215</td>
<td>Mon 23 Oct – 10:17</td>
<td>2d 13m</td>
<td>QMPlus – Users experiencing slow performance and intermittent access</td>
<td>Resolved</td>
</tr>
<tr>
<td>162322</td>
<td>Wed 25 Oct – 13:00</td>
<td>2d 42m</td>
<td>Print Service – Printers unavailable in some locations including Malta</td>
<td>Resolved</td>
</tr>
<tr>
<td>LUR Ticket</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
<td>Status</td>
</tr>
<tr>
<td>------------</td>
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<td>------------------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>160713</td>
<td>Mon 02 Oct – 15:30</td>
<td>5h</td>
<td><strong>Print Service</strong> - Students unable to print from Konica printers in the Libraries</td>
<td>Resolved</td>
</tr>
<tr>
<td>160907</td>
<td>Wed 04 Oct – 13:30</td>
<td>3h 40m</td>
<td><strong>Network Services (Power cut)</strong> – Unable to access Network services in Beaumont Court (Mile End Campus) due to the power loss</td>
<td>Resolved</td>
</tr>
<tr>
<td>160887</td>
<td>Wed 04 Oct -14:20</td>
<td>5d 2.5h</td>
<td><strong>QMPlus</strong> – Accessing webpages and loading the site and was slow</td>
<td>Resolved via Major Incident</td>
</tr>
<tr>
<td>161294</td>
<td>Wed 11 Oct – 09:00</td>
<td>5h</td>
<td><strong>Research IT</strong> – Unable to access Research services, Eduroam and GIT Hub</td>
<td>Resolved</td>
</tr>
<tr>
<td>161403</td>
<td>Thur 11 Oct - 23:00</td>
<td>12h</td>
<td><strong>Student Timetabling</strong> – Intermittent access to student timetabling.</td>
<td>Resolved</td>
</tr>
<tr>
<td>161569</td>
<td>Mon 16 Oct – 08:00</td>
<td>3h</td>
<td><strong>Email Service</strong> – Unable to access email via the Outlook Web Access (OWA) login page.</td>
<td>Resolved</td>
</tr>
<tr>
<td>161773</td>
<td>Tues 17 Oct –11:46</td>
<td>2d 5h</td>
<td><strong>Room Bookings</strong> – Intermittent access issues to the room bookings website</td>
<td>Resolved</td>
</tr>
<tr>
<td>161941</td>
<td>Thur 19 Oct – 09:30</td>
<td>5h 15m</td>
<td><strong>Events Wi-Fi</strong> – Unable to access or use the Events Wi-Fi</td>
<td>Resolved</td>
</tr>
<tr>
<td>162177</td>
<td>Tues 24 Oct – 08:40</td>
<td>1h 48m</td>
<td><strong>Print Service</strong> – Students unable to print from the Konica printers in QMUL libraries</td>
<td>Resolved</td>
</tr>
<tr>
<td>162591</td>
<td>Mon 30 Oct – 09:30</td>
<td>7h 10m</td>
<td><strong>Shared File Store</strong> – Users unable to access the SEMS shared file store</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Planned Maintenance – October 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>10894</td>
<td>10 Oct</td>
<td>3h</td>
<td><strong>Network Services</strong> – Brief interruption to Network Services of between 5 - 30 minutes during the maintenance period at Mile End</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11056</td>
<td>19 Oct</td>
<td>6h</td>
<td><strong>Elements (Online Research)</strong> – Users unable to publish research work</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>11119</td>
<td>24 Oct</td>
<td>30m</td>
<td><strong>Elements (Online Research)</strong> – Users unable to publish research work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11124</td>
<td>26 Oct</td>
<td>5h</td>
<td><strong>Password Reset Manager (PRM)</strong> – Unavailable to reset passwords over the internet</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11125</td>
<td>26 Oct</td>
<td>15m</td>
<td><strong>Library Service</strong> – Brief interruption to some library services, Dental Manager Scientia, Ivanti/LANDesk, Elements/Publists, Sentry Juno and Pharos during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>ULCC</td>
<td>27 Oct</td>
<td>10m</td>
<td><strong>QMPlus</strong> – A brief interruption to the service during maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11139</td>
<td>28 Oct</td>
<td>2h</td>
<td><strong>Network Service</strong> – Brief interruption of approximately 30sec to Network Services during the maintenance period in Arts One &amp; France House.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>11097</td>
<td>28 Oct</td>
<td>12h</td>
<td><strong>Microsoft Windows Server</strong> – Brief interruptions of approximately 5 minutes to some services while Microsoft Windows servers in the Datacentre's reboot</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## Highlights

- To align ourselves with industry best practice, we have amended the way in which we calculate the KPIs which whilst impacts the trending and results for the month negatively, is a more accurate representation of what was achieved.

## 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)

## ITS Incident and Request KPIs – October 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Aug 17</th>
<th>Sept 17</th>
<th>Oct 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>974</td>
<td>1184</td>
<td>2001</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1322</td>
<td>1426</td>
<td>1917</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>89%</td>
<td>85%</td>
<td>80%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>80%</td>
<td>71%</td>
<td>43%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>80%</td>
<td>79%</td>
<td>67%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>89%</td>
<td>85%</td>
<td>81%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>98%</td>
<td>92%</td>
<td>83%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4106</td>
<td>6208</td>
<td>7061</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4882</td>
<td>6899</td>
<td>7002</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>95%</td>
<td>95%</td>
<td>89%</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

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

Incidents SLTs and Volume

Requests SLTs and Volume
## Service Desk Performance – October 2017

### Measure | Target | Aug 17 | Sept 17 | Oct 17 | Trend | Expected Trend
--- | --- | --- | --- | --- | --- | ---
Received phone calls | - | 2927 | 3910 | 3320 | ↓ | ↓
Average Wait Time | 25s | 13s | 29s | 21s | ↓ | ↓
Abandon Rate (calls) | 5% | 3% | 10% | 7% | ↓ | ↓
FTF (First Time Fix) | 75% | 74% | 86% | 73% | ↓ | ↓
FLF (First Line Fix) | 75% | 64% | 83% | 65% | ↓ | ↓

### ITS Ticket Volume

| ITS Ticket Volume | Sept 17 | Oct 17 | Trend | Expected Trend |
--- | --- | --- | --- | ---
|  | 1311 | 1543 | ↓ | ↓ |
| | 2393 | 4599 | ↑ | ↑ |
| | 2451 | 1690 | ↑ | ↑ |
| | 804 | 1150 | ↑ | ↑ |

### Highlights
- Increase in volumes across the board specifically related to, Major Incidents, Eduroam Configuration, PO closures and PRM Requests.
- The Increase is also related to the inclusion of all ITS tickets in the volumes and not just those that were raised by the IT Service Desk.

### 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 – October 2017

Top 5 Risks:

- Security & Resilience of legacy servers and applications not in the Datacentre - Exposure is still high due to a number of School Applications not migrated.
- No Overarching Disaster Recovery plan or scheduled DR tests - Some recovery procedures in place.
- 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. Risk increased by the G21 remediation work.

Monthly Risk Stats

<table>
<thead>
<tr>
<th></th>
<th>Risks Averted</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></td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>58</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 – October 2017

<table>
<thead>
<tr>
<th>KPI</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>June</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>97</td>
<td>91</td>
<td>95</td>
<td>94</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</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>95</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>95</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>83</td>
<td>90</td>
<td>89</td>
<td>85</td>
<td>80</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>92</td>
<td>97</td>
<td>93</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>96</td>
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<td>95</td>
<td>89</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</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>81</td>
<td>89</td>
<td>77</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>88</td>
<td>92</td>
<td>93</td>
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<td>88</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>↑</td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>94</td>
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<td>Helpdesk Requests Closed Within SLT</td>
<td>96</td>
<td>98</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>98</td>
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<td>93</td>
<td>97</td>
<td>90</td>
<td>93</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</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>73</td>
<td>85</td>
<td>74</td>
<td>75</td>
<td>73</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>87</td>
<td>89</td>
<td>92</td>
<td>90</td>
<td>90</td>
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<td>92</td>
<td>84</td>
<td>79</td>
<td>90</td>
<td>85</td>
<td>82</td>
<td>86</td>
<td>↑</td>
</tr>
<tr>
<td>Change Management Implementation</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 \(< 85\% \)

Key:
- ↑ Improvement over last month
- ↓ Deterioration from last month
- — No change from last month

020 7882 8888 | www.its.qmul.ac.uk
Questions about this report, or would you like to know more?

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