Executive Summary – October 2018

KPI & Summary

- Whist there is an increase in the number of incidents logged there is a 15% decrease compared to the same period last year
- Service Levels suffering as a result of increased activity and loss of staff
- Training has begun on 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

Volumes

- Phone wait and abandonment times have stabilised in October following the high volume received during enrolment and start of term
- Contacts via live chat are continuing to increase following the soft launch in September
- Large volume of requests relating to desktop account queries, password resets and PO closures

Customer Satisfaction

- Critical Systems Availability decreased in October due to the high priority incidents experienced relating to QMplus, MyHR, Print and Email Services

Critical Systems Availability

- Critical Systems Availability decreased in October due to the high priority incidents experienced relating to QMplus, MyHR, Print and Email Services

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 despite being in a period of significant change
Customer Satisfaction – October 2018

Customer Feedback

This month we received 1706 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 19% (which is about 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

Words cannot express my delight in the work performance of this Technician.

The initial ticket was closed with a very poor reasoning behind it

This does not have anything to do with my request which was not about logging in. My request, which I made very clearly, was to have someone help me set up a new laptop!!!

Thank you for dealing with my problem correctly and swiftly!

Positive Vs Negative

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

Training has begun on 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 October 2018

**Research Excellence**
- Research Tickets Resolved: 231
- Research Grants Awarded: 35
- Research Grant Bids: 232

**Teaching Excellence**
- Logins to QMPLUS: 890,153
- AV Teaching activities Supported: 448
- Reported AV Issues: 205
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 5,158

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 197,150

**Public Engagement**
- Guest Wi-Fi: 372 users, 6,153 sessions
- Events Wi-Fi: 1,017 users, 13,314 sessions

**Growth**
- 4 New desktops/laptops Deployed
- Approx. 107,919 Registered mail accounts
- Total data stored: 778 terabytes

**Sustainability**
- 70,883 Pages sent and not printed
- 1

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

QMPlus
Tue 02 Oct – 2d
(Ticket No.178294)
(Ticket No.178727)
(Ticket No.178357)

HR Systems
Wed 03 Oct – 3h
(Ticket No. 178464)

Power Cut -Network Services
Mon 15 Oct – 1h
(Ticket No. 179144)
(Ticket No. 179154)

Tue 30 Oct – 1h
(Ticket No. 180058)

Email
Wed 24 Oct – 6h
(Ticket No. 179669)
(Ticket No. 178488)

Printing
Tue 09 Oct – 1h
(Ticket No. 178886)

Thu 11 Oct – 8d
(Ticket No. 179020)

CyTD: 99.1%

Oct: 98.1%
Major & High Priority Incidents – October 2018

Root Cause

<table>
<thead>
<tr>
<th>Root Cause</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
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<tbody>
<tr>
<td>1. Power cut</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
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<td>2</td>
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<tr>
<td>2. Power cut</td>
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<td>3. Printing</td>
<td>1</td>
<td>1</td>
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<td>4. QMPlus</td>
<td>1</td>
<td>1</td>
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<td>1</td>
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<tr>
<td>5. Managed Windows 8.1</td>
<td>1</td>
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<td>1</td>
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<td>1</td>
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<td>6. Network</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td>1</td>
<td>1</td>
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<tr>
<td>7. Network Outage</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td>1</td>
<td>1</td>
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<td>8. MySIS</td>
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<td>1</td>
<td>1</td>
<td>1</td>
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</tr>
</tbody>
</table>

Legend:
- **Yellow**: ITS 3rd Party
- **Red**: External
- **Green**: ITS
# High Priority Incidents – October 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>
| 178294     | Tues 02 Oct 10:30 | 2d       | **QMplus** – Random email notifications sent to staff from QMplus relating to student assignments submitted in error  
**Cause:** Users mistakenly clicking on a button that incorrectly enrolled them on to modules  
**Action:** Staff unenrolled from modules, guidance issued & working on making buttons clearer with the supplier (Synergy) | Resolved |
| 178727     | Tues 02 Oct 12:20 | 2h       | **QMplus** – Users experienced performance issues the service took time to load  
**Cause:** Memory being used up by the timetable widgets  
**Action:** Removed the timetable widgets | Resolved |
| 178357     | Wed 03 Oct 13:00  | 3h       | **HR Systems** – MyHR had a tab missing that holds information on direct reports  
**Cause:** Unknown  
**Action:** Escalated to 3rd party who resolved the issue | Resolved |
| 178464     | Tues 09 Oct 13:00 | 1h       | **Student Wireless Printing** – Students were unable to print using the wireless eprinting service  
**Cause:** Unknown  
**Action:** Restart of servers | Resolved |
| 178886     | Thu 11 Oct 11:30  | 8d 3h    | **Student Wireless Printing** – Students were unable to print using the wireless eprinting service  
**Cause:** Java Script applications were unsupported on the student wireless printing  
**Action:** Upgraded software to the latest version | Resolved |
<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 179144-179154 | Mon 15 Oct 08:53 | 1h       | **Network Services** – Users in John Vane Ground Floor Charter House Square had no Internet or telephones  
**Cause**: Power failure during the weekend of 14th Oct which led to the network switch failing to load correctly  
**Action**: The network switch was reloaded | Resolved  |
| 179222      | Tue 16 Oct 9:15 | -        | **QM mailing list (Sympa)** – Users received emails in error from test-list@qmul.ac.uk  
**Cause**: User error  
**Action**: Took the list offline to prevent emails being circulated | Ongoing   |
| 179669-178488 | Wed 24 Oct 11:50 | 6h       | **Email** – Users received phishing emails  
**Cause**: Fraudulent emails not caught by SPAM filters  
**Action**: The email address was added to the SPAM list | Ongoing   |
| 180058      | Tue 30 Oct 18:00 | 14h      | **Network Services** – Users in Fog building had no network services or telephones  
**Cause**: Power failure  
**Action**: Power restored at 8:00am, network restored at 8:15am | Resolved  |
<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>12694</td>
<td>2 Oct</td>
<td>2h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus and QMplus Hub during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12816</td>
<td>11 Oct</td>
<td>30m</td>
<td><strong>Network</strong> – No Network interruptions</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12765</td>
<td>11 Oct</td>
<td>1h</td>
<td><strong>Shibboleth</strong> – Users experienced a five minute outage during the maintenance period affecting authentication to: Co-Tutor, QMplus, Library journals &amp; the e-resources proxy, HR appraisals and the Worktribe Research Grant Management System</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12780</td>
<td>12 Oct</td>
<td>1h</td>
<td><strong>QM-Events Wi-Fi</strong> – The service was unavailable for up to 10 minutes during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12737</td>
<td>17 Oct</td>
<td>1h</td>
<td><strong>Network</strong> – No network interruptions</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12833</td>
<td>18 Oct</td>
<td>1h</td>
<td><strong>Rhythmyx</strong> – Users were unable to access Rhythmx for web editing</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12712</td>
<td>19 Oct</td>
<td>2d</td>
<td><strong>Power Down</strong> – No Services available at Mile End for the Graduate Centre, Great Hall, Queens and Engineering building during the planned power down</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12828</td>
<td>20 Oct</td>
<td>4h</td>
<td><strong>SITS &amp; MySIS</strong> – Users were unable to access SITS and MySIS during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12871</td>
<td>24 Oct</td>
<td>1h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12856</td>
<td>27 Oct</td>
<td>1h</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>12904</td>
<td>30 Oct</td>
<td>1h</td>
<td><strong>Wi-Fi</strong> – Residences in Stocks Court East were unable to access their wireless service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs – October 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1024</td>
<td>1559</td>
<td>1803</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>931</td>
<td>1231</td>
<td>1797</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>86%</td>
<td>84%</td>
<td>85%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>80%</td>
<td>29%</td>
<td>38%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>78%</td>
<td>69%</td>
<td>68%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>86%</td>
<td>85%</td>
<td>87%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>93%</td>
<td>94%</td>
<td>87%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>97%</td>
<td>92%</td>
<td>100%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4481</td>
<td>9525</td>
<td>7258</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4364</td>
<td>8786</td>
<td>7412</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>94%</td>
<td>91%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>183 (3%)</td>
<td>204 (2%)</td>
<td>283 (3%)</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary

- Whilst there is an increase in the number of incidents logged there is a 15% decrease compared to the same period last year.
- Large volume of requests relating to desktop account queries, password resets and PO closures.
- Service Levels suffering as a result of increased activity and loss of staff.

### 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 – October 2018

Requests SLTs and Volume

- Target SLT
- Enrolment period
- Clearing

Incidents SLTs and Volume

- Target SLT
- Enrolment period
- Clearing
## Service Desk Performance – October 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2313</td>
<td>3029</td>
<td>3076</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>15s</td>
<td>25s</td>
<td>15s</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>6%</td>
<td>14%</td>
<td>5%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>55%</td>
<td>90%</td>
<td>68%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>75%</td>
<td>59%</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Oct 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>861</td>
<td>1374</td>
<td>1362</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>2784</td>
<td>3273</td>
<td>3893</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>516</td>
<td>4749</td>
<td>2164</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>1223</td>
<td>1480</td>
<td>1490</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>-</td>
<td>24</td>
<td>45</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- Phone wait and abandonment times have stabilised in October following the high volume received during enrolment and start of term.
- Contacts via live chat are continuing to increase following the soft launch in September.
- FTF and FLF has decreased largely due to the reduction in account and Eduroam configuration requests.

### 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
Risk Report – October 2018

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 pilot of enhanced protection against SPAM and Phishing email is being trialled within IT Services (and Genomics at their request).

- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon.

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### Monthly Risk Stats

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</thead>
<tbody>
<tr>
<td>Risks Averted</td>
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<td>24</td>
<td>24</td>
<td>24</td>
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<td>27</td>
<td>27</td>
<td>27</td>
<td>25</td>
<td>21</td>
<td>22</td>
<td>22</td>
<td></td>
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<tr>
<td>New Risks</td>
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<td>23</td>
<td>25</td>
<td>22</td>
<td>21</td>
<td>18</td>
<td>17</td>
<td>17</td>
<td>18</td>
<td>17</td>
<td>21</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Total Risks</td>
<td>48</td>
<td>47</td>
<td>49</td>
<td>46</td>
<td>48</td>
<td>45</td>
<td>44</td>
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<td>45</td>
<td>42</td>
<td>43</td>
<td>43</td>
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<tr>
<td>Re-Assigned</td>
<td>15</td>
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<td>13</td>
<td>12</td>
<td>12</td>
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<td>12</td>
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<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Risks Realised</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Monthly Trend</td>
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### Key

- ▲  Deterioration over last month
- ▼  Improvement from last month
- □  No change from last month
## KPI Trend View – October 2018

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<th>Aug</th>
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</tbody>
</table>

### Change Management Implementation

- **B** Exceeds Goals \( \geq 95\% \)
- **G** Meets Goals \( \geq 90\% \)
- **A** Tolerable \( \geq 85\% \)
- **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

### Key

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

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Queen Mary University of London

www.qmul.ac.uk
Questions about this report, or would you like to know more?

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Tel: 020 7882 8976