Executive Summary – September 2018

KPI & Summary
- Enrolment and start of term has been a success with only one major Incident experienced (which only had localised impact to LIF)
- Online Chat Implemented as a contact method to the Service Desk and is available 24/7
- A pilot of enhanced protection against SPAM and Phishing emails is currently in place within IT Services (and Genomics at their request)
- Customer Satisfaction is continuing to trend well above the 95% target
- Service Levels suffering as a result of increased activity and loss of staff

Customer Satisfaction
- 97% (1305)
- ▼ 1.0%

Volumes
- Large increase (50%) to ticket volumes as expected during enrolment and start of term.
- Large volume of tickets relating to PRM and account queries.
- Almost half of all tickets were logged in person during enrolment and start of term at the Service Desk, Octagon or Library.

Critical Systems Availability
- Critical systems availability decreased in September due to the high priority incidents experienced relating to QReview, Elements and email/network 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

1 Major Incidents
- Network Failure at LIF (03/09)
Customer Satisfaction – September 2018

Customer Feedback

This month we received 1305 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 12% (which is well below 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

- Very helpful, Friendly, Prepared to listen and solve a complicated enquiry. Polite, Well spoken and clear to understand.
- I haven’t received any communication from you guys on updating the windows OS on my PC. How is this resolved?
- Response time was very quick. The analyst was outstanding, he took time to explain what he was doing and why.
- Screen did not work properly. Technician advised that room had a known dodgy VGA cable. If this is the case then presumably something should have been done about it.

Positive Vs Negative

- #Positive Feedback
- #Negative Feedback
- % Positive Feedback

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- We have finalised the Customer Services Management Document that we have referred to over the previous months and the training sessions for all of IT Services will begin in November
### Activities for the month of September 2018

#### Research Excellence
- Research Tickets Resolved: 145
- Research Grant Bids: 232
- Research Grants Awarded: 35

#### Teaching Excellence
- Logins to QMPLUS: 312,157
- AV Teaching activities Supported: 399
- Videos played: 2,779
- Times within QMplus: 11,990

#### International
- Distance learning (Beijing and Nanchang QMPLUS logins): 42,328

#### Public Engagement
- Guest Wi-Fi: 332 users, 5,320 sessions
- Events Wi-Fi: 1,528 users, 66,168 sessions

#### Sustainability
- Report AV Issues: 99
- Hours of review: 2,768
- Playbacks: 312,157
- Videos played: 11,990 times within QMplus
- Supported teaching spaces: Approx. 177
- AV Teaching activities Supported: 399
- Total data stored: 692 terabytes
- New desktops/laptops Deployed: 15
- Registered mail accounts: Approx. 107,919
- Pages sent and not printed: 70,389

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ITS Critical Systems Availability – September 2018

- **SITS**
  - Tue 07 Aug – 13m
  - (Ticket No. 175725)

- **QReview**
  - Mon 24 Sep – 1d
  - (Ticket No. 177723) (Ticket No. 177702)

- **Power Cut - Network Services**
  - Sat 1st Sep – 2d 9h
  - (Ticket No. 172714)

- **Email**
  - Fri 21 Sep – 4d
  - (Ticket No. 177636) (Ticket No. 177633)

- **Elements**
  - Thu 20 Sep – 2d
  - (Ticket No. 177552)

- **Sep**: 98.3%
- **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>
<tbody>
<tr>
<td>176724</td>
<td>Thu 6 Sep 10:45</td>
<td>-</td>
<td><strong>QReview</strong> – Users were unable to make or receive calls on Mitel 5207 handsets</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Cause:</em> Unknown</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Impacted users were provided with loan handsets</td>
<td></td>
</tr>
<tr>
<td>176970</td>
<td>Mon 10 Sep 10:00</td>
<td>2h 40m</td>
<td><strong>VDI</strong> – VDI homeworking solution was inaccessible</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Cause:</em> A network port had gone down due to a process crashing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Rebooting the server brought the port back online and allowed connections to establish</td>
<td></td>
</tr>
<tr>
<td>177202</td>
<td>Thu 13 Sep 11:00</td>
<td>1h</td>
<td><strong>SITS</strong> – Students were unable to complete enrolment</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Cause:</em> JavaScript error</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> The JavaScript code was edited</td>
<td></td>
</tr>
<tr>
<td>177552</td>
<td>Thu 20 Sep 12:45</td>
<td>2d</td>
<td><strong>Elements</strong> – Elements (Research Information Management System) was unavailable</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Cause:</em> Connectivity to the elements database was lost</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Patch downloaded and re-indexed</td>
<td></td>
</tr>
<tr>
<td>177636</td>
<td>Fri 21 Sep 14:00</td>
<td>4d</td>
<td><strong>Email</strong> – User accounts were compromised and used to circulate phishing emails</td>
<td>Resolved</td>
</tr>
<tr>
<td>177633</td>
<td></td>
<td></td>
<td><em>Cause:</em> Account compromised</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Disabled account and reset passwords</td>
<td></td>
</tr>
<tr>
<td>177694</td>
<td>Mon 24 Sep 15:00</td>
<td>5d</td>
<td><strong>Ivanti</strong> – Users experienced poor performance when accessing self-service portal.</td>
<td>Resolved</td>
</tr>
<tr>
<td>177039</td>
<td></td>
<td></td>
<td><em>Cause:</em> insufficient capacity on the shared database server</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Migrated the Ivanti database to a dedicated server</td>
<td></td>
</tr>
<tr>
<td>177723</td>
<td>Mon 24 Sep 12:41</td>
<td>1d</td>
<td><strong>QReview</strong> – Failed to record lectures</td>
<td>Resolved</td>
</tr>
<tr>
<td>177702</td>
<td></td>
<td></td>
<td><em>Cause:</em> Unknown</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><em>Action:</em> Restart QReview appliance from the lecture room</td>
<td></td>
</tr>
</tbody>
</table>
Planned Maintenance – September 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>12583</td>
<td>4 Sep</td>
<td>2h</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>12581</td>
<td>05 Sep</td>
<td>2h</td>
<td><strong>Kinetics Bed &amp; Breakfast website</strong> – Users were unable to access the website during the upgrade.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>12552</td>
<td>5 Sep</td>
<td>20m</td>
<td><strong>Network Security</strong> – Users may experience two very brief unnoticeable interruptions to Internet based services.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12687</td>
<td>18 Sep</td>
<td>1m</td>
<td><strong>Managed Desktop (L drive)</strong> – Users were unable to access L drive as servers were rebooted.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12713</td>
<td>25 Sep</td>
<td>30m</td>
<td><strong>Ivanti, Scientia and Elements</strong> – Users were unable to access Ivanti, Scientia and Elements during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>12727</td>
<td>29 Sep</td>
<td>2h</td>
<td><strong>Ivanti</strong> – Users were unable to access Ivanti and the Ivanti self service portal during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs – September 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jul 18</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1032</td>
<td>1024</td>
<td>1559</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>969</td>
<td>931</td>
<td>1231</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>84%</td>
<td>86%</td>
<td>84%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>57%</td>
<td>80%</td>
<td>29%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>73%</td>
<td>78%</td>
<td>69%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>83%</td>
<td>86%</td>
<td>85%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>97%</td>
<td>93%</td>
<td>94%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>97%</td>
<td>92%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4802</td>
<td>4481</td>
<td>9525</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4230</td>
<td>4364</td>
<td>8786</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>89%</td>
<td>87%</td>
<td>94%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>186 (4%)</td>
<td>183 (3%)</td>
<td>204 (2%)</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- Large increase (50%) to ticket volumes as expected during enrolment and start of term
- Large volume of tickets relating to PRM and account queries
- 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 – September 2018

Requests SLTs and Volume

% Requests Resolved in SLT

Target SLT

Enrolment period

Number of Requests


% SLT

80 85 90 95 100

75

Requests SLTs and Volume

Incidents SLTs and Volume

% Incidents Resolved in SLT

Target SLT

Enrolment period

Number of Incidents


% SLT

74 76 78 80 82 84 86 88 90 92

Incidents SLTs and Volume

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### Service Desk Performance – September 2018

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jul 18</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2283</td>
<td>2313</td>
<td>3029</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>15s</td>
<td>15s</td>
<td>25s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>7%</td>
<td>6%</td>
<td>14%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>62%</td>
<td>55%</td>
<td>90%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>55%</td>
<td>51%</td>
<td>75%</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary

- High volume of phone calls received mainly due to enrolment and start of term.
- Almost half of all tickets were logged in person during enrolment and start of term at the Service Desk, Octagon or Library.
- FTF & FLF has increased largely due to PRM, WIFI and account queries that we were able to address/fix immediately.

### Key

- **Up**: Improvement over last month and within SLT
- **Down**: Deterioration from last month but within SLT
- **Green**: No change from last month and within SLT
- **Red**: Improvement over last month but breaching SLT
- **No Change**: Deterioration from last month and breaching SLT
- **Improvement**: No change from last month, No SLT assigned
- **Deterioration**: Improvement over last month, No SLT assigned
- **No Change**: Deterioration from last month, No SLT assigned
- **No Change**: 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.

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Jul 18</th>
<th>Aug 18</th>
<th>Sep 18</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>944</td>
<td>861</td>
<td>1374</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Email</td>
<td>2326</td>
<td>2784</td>
<td>3273</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Live Chat</td>
<td>522</td>
<td>516</td>
<td>4749</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Live Chat</td>
<td>1362</td>
<td>1223</td>
<td>1480</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Chat</td>
<td>-</td>
<td>-</td>
<td>24</td>
<td>New</td>
<td>New</td>
</tr>
</tbody>
</table>
Risk Report – September 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 currently being trialled with 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

<table>
<thead>
<tr>
<th>Monthly Trend</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>0</td>
<td>0</td>
<td>3</td>
<td>46</td>
<td>0</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Key**

- ▲: Deterioration over last month
- ◀: Improvement from last month
- ■: No change from last month

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## KPI Trend View – September 2018

<table>
<thead>
<tr>
<th>KPI</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>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>97</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>98</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></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>82</td>
<td>84</td>
<td>86</td>
<td>84</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>95</td>
<td>89</td>
<td>92</td>
<td>92</td>
<td>90</td>
<td>91</td>
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<td>88</td>
<td>89</td>
<td>87</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>78</td>
<td>78</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>
<td>81</td>
<td>84</td>
<td>78</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>91</td>
<td>89</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>89</td>
<td>89</td>
<td>86</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>86</td>
<td>87</td>
<td>95</td>
<td>93</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>96</td>
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<td>95</td>
<td>97</td>
<td></td>
<td></td>
<td>↑</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<td>91</td>
<td>97</td>
<td>96</td>
<td>93</td>
<td>92</td>
<td>90</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>96</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>90</td>
<td>93</td>
<td>96</td>
<td>95</td>
<td>93</td>
<td>86</td>
<td>84</td>
<td>83</td>
<td>93</td>
<td>93</td>
<td>94</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>75</td>
<td>73</td>
<td>85</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td>81</td>
<td>88</td>
<td>86</td>
<td>79</td>
<td>78</td>
<td>84</td>
<td>75</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
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<td>86</td>
<td>88</td>
<td>90</td>
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<tr>
<td>Change Management Implementation</td>
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</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

- **↑** Improvement over last month
- **↓** Deterioration from last month
- 

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

Contact: Amit Patel
Head of Service Management – IT Services
Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976