Executive Summary – September 2017

KPI

- The Incident and Service Request KPIs were breached (as expected) mainly due to the large increase in tickets during enrolment and the start of term.

Customer Satisfaction

- 97%

Volumes

- Total number of Incidents and Requests are up which was expected during enrolment and the start of term.
- Continued Upward trend on Self Service Portal & email requests.

Critical Systems Availability

- Availability of critical services and the overall CYTD availability has fallen in September due to the multiple major 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

Executive Summary

- September 2017

Customer Satisfaction

- 97%

Major Incidents

1. PRM Change Failure - 3 days (7/09)
2. CommVault Backup failure - 5 days (11/09)
3. EECS Power cut Godward Sq. - 6 hours (17/09)
4. ID Card Printing - 12 hours (18/09)

Incidents

- 1184
- (1142) CYTD
- (5) Sept

Requests

- 6208
- 3910

Phone

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KPIs:
- Incidents: 85%
- Requests: 95%
- P1 Inc.: 71%
- P2 Inc.: 79%

KPIs:
- Incidents: 85%
- Requests: 95%
- P1 Inc.: 71%
- P2 Inc.: 79%

KPIs:
- Incidents: 85%
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- P1 Inc.: 71%
- P2 Inc.: 79%
Customer Satisfaction – September 2017

Customer Feedback

This month we had 1142 responses providing feedback to incidents and requests logged through the Service Desk equating to an overall response rate of 15%.

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

- Thank you very much! You were very helpful. Even though I was in a terrible rush, you were most kind!
- The IT Service team have been awful and set us back. I raised this ticket over a month ago so as to be prepared for a new staff member.
- My issue is not resolved. I still can not log on as I do not have a password!!
- The problem was resolved promptly. Thank you.
- Thanks so much! You guys were timely and skilled! You saved the lecture today, as images were necessary for it.
- The AV issues are not at all resolved, despite the ticket having been closed.

Positive Vs Negative

- Overall customer satisfaction is high and above 95% despite the low response rate due to the holiday period.
- We are working on an updated customer satisfaction process to ensure all disgruntled feedback is responded to and corrective action taken.

Requests

- 97% (861) Delighted
- 23% (194) Happy
- 1% (9) Unhappy
- 2% (15) Disgruntled

Incidents

- 94% (281) Delighted
- 31% (88) Happy
- 4% (10) Unhappy
- 2% (5) Disgruntled

Total

- 97% (1142) Delighted
- 25% (282) Happy
- 2% (25) Unhappy
- 1% (14) Disgruntled

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Activities for the month of September 2017

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

Teaching Excellence
- Logins to QMPLUS: 280,847
- Videos played: 1,911
- Times within QMPlus: 6,372
- Teaching activities: 456
- Hours of Q-review: 1,768
- Playbacks: 280+

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 30,621

Public Engagement
- Guest Wi-Fi: 337 users, 6,985 sessions
- Events Wi-Fi: 1,293 users, 35,824 sessions

Growth
- 12 New desktops/laptops Deployed
- Total staff data stored: 232 terabytes
- Registered Users: 45,017
- Supported teaching spaces with AV: 280+
- Across sites and buildings: 5

Sustainability
- Pages sent and not printed: 75,221

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<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>159349</td>
<td>Thu 7 Sep – 10:00</td>
<td>3d 9h</td>
<td>PRM Password Reset Service – Unsuccessful change, users unable to change their password or unlock their user accounts.</td>
<td>Resolved</td>
</tr>
<tr>
<td>159312</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>159285</td>
<td>Mon 11 Sep – 09:00</td>
<td>9d</td>
<td>CommVault Back-Up Service – Specific files were unrecoverable during the MI</td>
<td>Resolved</td>
</tr>
<tr>
<td>159560</td>
<td>Sun 17 Sep – 14:30</td>
<td>2d</td>
<td>Power cut Godward Sq. – All IT Services to EECS and surrounding buildings in Godward Sq. were intermittently unavailable</td>
<td>Resolved</td>
</tr>
<tr>
<td>159627</td>
<td>Wed 18 Sep – 09:00</td>
<td>1d</td>
<td>ID Card Printing Service – New ID card users were unable to print</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
# High Priority Incidents – September 2017

<table>
<thead>
<tr>
<th>LYR Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>159586</td>
<td>Mon 18 Sep</td>
<td>8h 30m</td>
<td>Email Outlook – Intermittent access to email via MS Outlook application. Webmail was still operational.</td>
<td>Resolved</td>
</tr>
<tr>
<td>159650</td>
<td>Mon 18 Sep</td>
<td>1d</td>
<td>Email – Users experiencing delays in delivery of emails to QMUL from external email addresses</td>
<td>Resolved</td>
</tr>
<tr>
<td>159814</td>
<td>Wed 20 Sep</td>
<td>1d</td>
<td>Shared File store – Some users experienced issues connecting to the G: and J: Drive</td>
<td>Resolved</td>
</tr>
<tr>
<td>159861</td>
<td>Wed 20 Sep</td>
<td>3h</td>
<td>Resourcelink unavailable – Users unable to access Resourcelink</td>
<td>Resolved</td>
</tr>
<tr>
<td>160002</td>
<td>Fri 22 Sep</td>
<td>1d</td>
<td>Reduced Student Printing Facilities - limited printing facilities for students in the Informatics Teaching Laboratory (ITL).</td>
<td>Resolved</td>
</tr>
<tr>
<td>160046</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>160091</td>
<td>Mon 25 Sep</td>
<td>1d</td>
<td>Network Services – Users in West Smithfield Library and Evans room unable to access network services</td>
<td>Resolved</td>
</tr>
<tr>
<td>160499</td>
<td>Thu 28 Sep</td>
<td>1d</td>
<td>QMPlus – Intermittent loss of service</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
## Planned Maintenance – September 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>10900</td>
<td>4 Sep</td>
<td>5m</td>
<td><strong>Student file storage</strong> – Brief interruption of approximately 5 minutes to student file storage access.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10925</td>
<td>13 Sep</td>
<td>2h</td>
<td><strong>QMPlus</strong> – A potential brief interruption to the service during maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10990</td>
<td>29 Sep</td>
<td>30m</td>
<td><strong>External Wi-Fi Service (Eduroam)</strong> – Brief interruption to Wi-Fi service at Wolfson Building, Charter house Sq.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10824</td>
<td>29 Aug</td>
<td>6d</td>
<td><strong>Eduroam Wi-Fi</strong> – Intermittent interruptions while using Wi-Fi in ITL and Computer Science buildings</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>10976</td>
<td>30 Sep</td>
<td>13h</td>
<td><strong>Microsoft Windows Server</strong> – Potential for 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>
## ITS Incident and Request KPIs – September 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>July 17</th>
<th>Aug 17</th>
<th>Sept 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents resolved</td>
<td>-</td>
<td>1230</td>
<td>974</td>
<td>1184</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Incidents Closed within SLT</td>
<td>90%</td>
<td>90%</td>
<td>89%</td>
<td>85%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>51%</td>
<td>80%</td>
<td>71%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>85%</td>
<td>80%</td>
<td>79%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>90%</td>
<td>89%</td>
<td>85%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>98%</td>
<td>92%</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>Number of Requests resolved</td>
<td>-</td>
<td>3993</td>
<td>4106</td>
<td>6208</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Highlights
- A majority of the KPIs have breached as there was a large increase in tickets due to enrolment and the start of term.

### 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**

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)
Incident and Requests KPIs – September 2017

Incidents SLTs and Volume

Requests SLTs and Volume

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Service Desk Performance – September 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>July 17</th>
<th>Aug 17</th>
<th>Sept 17</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2060</td>
<td>2927</td>
<td>3910</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>13s</td>
<td>13s</td>
<td>29s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>7%</td>
<td>3%</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>69%</td>
<td>74%</td>
<td>86%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>61%</td>
<td>64%</td>
<td>83%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>213</td>
<td>488</td>
<td>2451</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>1322</td>
<td>728</td>
<td>2393</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>805</td>
<td>556</td>
<td>804</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Highlights**

- Increase in volumes across the board specifically related to enrolment.
- There is a positive FTF/FLT increase mainly due to the large number of users who visited the Service Desk in Person and required Eduroam configured or advice on PRM.

**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 – September 2017

Top Risks:

• Security & Resilience of legacy servers and applications not in the Datacentre - Exposure is still high due to School Application Migration project being suspended

• No Overarching Disaster Recovery plan or scheduled DR tests - Some recovery procedures in place - improving

• 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.

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>
</tr>
</thead>
<tbody>
<tr>
<td>Down</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>57</td>
<td>1</td>
</tr>
</tbody>
</table>

Key

👉 Deterioration over last month
👉 Improvement from last month
👉 No change from last month
# KPI Trend View – September 2017

<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>June</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>93</td>
<td>90</td>
<td>93</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></td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>98</td>
<td>97</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>87</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>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>93</td>
<td>95</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>90</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td></td>
<td>—</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
<td>86</td>
<td>87</td>
<td>87</td>
<td>76</td>
<td>81</td>
<td>89</td>
<td>77</td>
<td>78</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>91</td>
<td>88</td>
<td>92</td>
<td>93</td>
<td>93</td>
<td>92</td>
<td>93</td>
<td>95</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>↓</td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>96</td>
<td>93</td>
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<td>94</td>
<td>96</td>
<td>92</td>
<td>86</td>
<td>↓</td>
</tr>
<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>98</td>
<td>96</td>
<td>98</td>
<td>97</td>
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<td>98</td>
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<td>91</td>
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<td>91</td>
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<td></td>
<td>—</td>
</tr>
<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>96</td>
<td>98</td>
<td>98</td>
<td>96</td>
<td>96</td>
<td>97</td>
<td>97</td>
<td>95</td>
<td>97</td>
<td>94</td>
<td>93</td>
<td>97</td>
<td>90</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>82</td>
<td>81</td>
<td>85</td>
<td>87</td>
<td>86</td>
<td>80</td>
<td>88</td>
<td>61</td>
<td>73</td>
<td>85</td>
<td>74</td>
<td>75</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>91</td>
<td>87</td>
<td>89</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>92</td>
<td>84</td>
<td>78</td>
<td>90</td>
<td>85</td>
<td>82</td>
<td></td>
<td>↓</td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

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

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

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