Executive Summary – February 2017

KPI

- Low number of true P1 tickets this month due to re-categorisation of incorrectly raised P1 tickets
- Only 20% of the P2 tickets logged were actual P2 tickets (52)
- Overall KPIs have improved from the previous month

Customer Satisfaction

- 1% increase in Customer Satisfaction (97%)

Volumes

- 29% & 19% respective decrease in Incidents and Service Requests raised compared to February 2016
- Agresso PO requests remain the top Service Request
- KPIs are below target due to a number of posts held back in Student & Staff Services which directly impacts End User Support

Critical Systems Availability

- Excellent availability of critical systems over the month of February (99.9%).
- The Network Services performance issue experienced in Jan was handled as a Major Incident on 1st February

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

Major Incident

- 1 Major Incident
  - The Network Services performance issue experienced in Jan was handled as a Major Incident on 1st February

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Thank you for your help. My question was addressed soon after I raised it and follow-up was effective.

Customer Feedback
This month we had 1376 responses providing feedback to incidents and requests logged through the Service Desk. That is a **24%** response rate overall (out of 5677 tickets resolved).

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
- The overall experience was fantastic, issue was sorted very quickly.
- Yes, very disgruntled -- yet AGAIN the technician did not show. It's beyond a joke.
- This took far too long to deliver
- Thank you for your help. My question was addressed soon after I raised it and follow-up was effective.
- The response was super quick, and the problem solved within hours. Ace work, thanks
- The hardware team said they did not have the keys for GC301's computers

Customer Satisfaction – February 2017

Requests
- 2% (18)
- 70% (697)
- 27% (272)
- 1% (11)

Incidents
- 2% (6)
- 2% (9)
- 33% (124)
- 63% (239)

Total
- 2% (24)
- 1% (24)
- 29% (396)
- 68% (936)

Positive Vs Negative
- 94.2%
- 96.9%
- 96.3%
- 96.5%
- 96.5%

Commentary
- There is continued positive trending over the last few months.
- A large portion of negative feedback is related to users not being updated or tickets being closed without being resolved.
- We will continue to work on the improvements related to the feedback received over the coming months.

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Activities for the month of February 2017

**Internet**
- University Website: 0.6m visits from over 200 countries
- Emails Delivered: 5.77m
- Emails blocked as SPAM: 3m
- Logins to QMPLUS: Approx. 0.6m
- Internet attacks: 42+ million
- Blocked: 42+ million

**Data and usage**
- Total user data stored: 85 terabytes
- Registered Users: 45,000
- Unique Wi-Fi devices: 60,000
- Media Server: 280
- Daily plays: 14,300
- Active Network port: 3m
- Emails blocked as SPAM: 1.7m
- Emails sent: 30,000
- Unique jobs processed: Approx. 61,000
- Pages sent and not printed: Approx. 0.6m
- Pages printed on managed Printers: 330,000
- Requests for PO’s to be closed: 422
- Change requests processed: 221
- Incidents across sites and buildings: 1

**Supporting you**
- Fully managed PCs: 3,600+
- Supported teaching spaces with AV: 280+
- Tickets logged with the Service Desk: Approx. 5,600
- Across sites and buildings: Approx. 5,600

**Supporting Services**
- Copy Shop Pages printed: 330,000
- Unique jobs processed: Approx. 61,000
- Pages printed on managed Printers: Approx. 61,000
- Pages sent and not printed: Approx. 0.6m
- Requests for PO’s to be closed: 422
- Change requests processed: 221
- Incidents across sites and buildings: 1

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February: 99.9%
CYTD: 99.7%
## MI and Low Yield Report (LYR) – February 2017

<table>
<thead>
<tr>
<th>MI</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>147771</td>
<td>Wed 1 Feb – 14:00</td>
<td></td>
<td>Network Services - Network traffic to and outside QMUL – Users unable to access network drives, internet sites &amp; services. This was declared as a major incident on 1st Feb, however a workaround was already in place and any impact to the end user was in January</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

<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>148735</td>
<td>Tue 4 Feb – 14:50</td>
<td>1.5h</td>
<td>QMPlus hub – Users were unable to access the site</td>
<td>Resolved</td>
</tr>
<tr>
<td>148539</td>
<td>Fri 10 Feb – 12:00</td>
<td>4h</td>
<td>Network Services – Loss of connectivity in the John Vane Science Centre - Users unable to access internet sites and services</td>
<td>Resolved</td>
</tr>
<tr>
<td>Change Ticket</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
<td>Reason</td>
</tr>
<tr>
<td>---------------</td>
<td>------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>9779</td>
<td>Thu 2 Feb</td>
<td>15m</td>
<td>Office/Outlook 365 – Users may have briefly experienced login issues until the Windows Servers were rebooted.</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9852</td>
<td>Wed 8 Feb</td>
<td>30m</td>
<td>Telephony Service – Users were unable to access or record Voicemails</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9853</td>
<td>Fri 10 Feb</td>
<td>30m</td>
<td>Managed PCs, VDI, Eduroam – Users may have briefly experienced login issues</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9854</td>
<td>Tue 14 Feb</td>
<td>30m</td>
<td>Managed PCs &amp; Printers, Novell, Unix – Users may have briefly been unable to login</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9855</td>
<td>Thu 16 Feb</td>
<td>30m</td>
<td>Network Services – Users were unable to access internet sites and services</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9834</td>
<td>Fri 17 Feb</td>
<td>66h</td>
<td>SITS &amp; MySIS – Users were unable to access these applications</td>
<td>Upgrade</td>
</tr>
<tr>
<td>9853</td>
<td>Fri 17 Feb</td>
<td>30m</td>
<td>Managed PCs, VDI, Eduroam – Users may have briefly experienced login issues</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9856</td>
<td>Mon 20 Feb</td>
<td>30m</td>
<td>Network Services - Users may have been unable to login at various sites</td>
<td>Maintenance</td>
</tr>
<tr>
<td>9919</td>
<td>Sat 25 Feb</td>
<td>20m</td>
<td>Active Directory, Defender, Bitlocker – Users may have briefly been unable to access systems and services</td>
<td>Maintenance</td>
</tr>
</tbody>
</table>
ITS Incident and Request KPIs – February 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 16</th>
<th>Jan 17</th>
<th>Feb 17</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>-</td>
<td>979</td>
<td>1518</td>
<td>1463</td>
<td>↓</td>
</tr>
<tr>
<td>Incidents Closed within SLT</td>
<td>90%</td>
<td>84%</td>
<td>86%</td>
<td>88%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>92%</td>
<td>87%</td>
<td>100%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>85%</td>
<td>83%</td>
<td>83%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>83%</td>
<td>88%</td>
<td>87%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>93%</td>
<td>88%</td>
<td>98%</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>
</tr>
<tr>
<td>Number of Requests</td>
<td>-</td>
<td>2943</td>
<td>4894</td>
<td>4214</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Closed within SLT</td>
<td>90%</td>
<td>93%</td>
<td>95%</td>
<td>94%</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Highlights**
- Low number of true P1 tickets this month due to re-categorisation of incorrectly raised P1 tickets
- Only 20% of the P2 tickets logged were actual P2 tickets (52)
- Overall KPIs have improved from the previous month

**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 – February 2017

Incidents SLTs and Volume

Requests SLTs and Volume

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## Service Desk Performance – February 2017

### Highlights
- **29% & 19% respective decrease in Incidents and Service Requests raised compared to February 2016**
- Agresso PO requests remain the top Service Request
- KPIs are below target due to a number of posts held back in Student & Staff Services which directly impacts End User Support
- We are continuing to focus on enabling the Service Desk to resolve more at first line (thus increasing the FTF and FLF rate)

### 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

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 16</th>
<th>Jan 17</th>
<th>Feb 17</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>1532</td>
<td>2848</td>
<td>2014</td>
<td>↓</td>
</tr>
<tr>
<td>Answered phone calls</td>
<td>90%</td>
<td>96%</td>
<td>96%</td>
<td>97%</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>12s</td>
<td>14s</td>
<td>10s</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
<td>3%</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>30%</td>
<td>64%</td>
<td>62%</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>45%</td>
<td>59%</td>
<td>53%</td>
<td>↓</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>22</td>
<td>353</td>
<td>238</td>
<td>↓</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>205</td>
<td>877</td>
<td>1153</td>
<td>↑</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>168</td>
<td>370</td>
<td>345</td>
<td>↓</td>
</tr>
</tbody>
</table>
Risk Report – February 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 Risk Stats</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risks Averted</strong></td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Open Risks</strong></td>
<td></td>
<td>53</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>New Risks</strong></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Risks</strong></td>
<td></td>
<td>54</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Risks Realised</strong></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monthly Trend</strong></td>
<td></td>
<td></td>
<td></td>
<td>↓</td>
<td></td>
</tr>
</tbody>
</table>

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**Key**

↑ Deterioration over last month
↓ Improvement from last month
∥ No change from last month
# KPI Trend View – February 2017

<table>
<thead>
<tr>
<th>KPI</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>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>75</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>83</td>
<td>94</td>
<td>96</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>96</td>
<td>96</td>
<td>97</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>90</td>
<td>88</td>
<td>86</td>
<td>90</td>
<td>88</td>
<td>86</td>
<td>87</td>
<td>91</td>
<td>87</td>
<td>84</td>
<td>86</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>79</td>
<td>84</td>
<td>88</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>93</td>
<td>95</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>88</td>
<td>88</td>
<td>80</td>
<td>87</td>
<td>85</td>
<td>89</td>
<td>83</td>
<td>86</td>
<td>87</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>88</td>
<td>91</td>
<td>92</td>
<td>92</td>
<td>92</td>
<td>98</td>
<td>90</td>
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<td>88</td>
<td>92</td>
<td>93</td>
<td>93</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>96</td>
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<td>93</td>
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<td></td>
</tr>
<tr>
<td>Helpdesk Requests Closed Within SLT</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>98</td>
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<td>97</td>
<td>97</td>
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<td></td>
</tr>
<tr>
<td>Helpdesk Telephone Response Within SLT</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>92</td>
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<td>96</td>
<td>96</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>90</td>
<td>86</td>
<td>91</td>
<td>92</td>
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<td>85</td>
<td>87</td>
<td>86</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</td>
<td>93</td>
<td>87</td>
<td>92</td>
<td>94</td>
<td>91</td>
<td>89</td>
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<td>87</td>
<td>89</td>
<td>92</td>
<td>90</td>
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</tr>
</tbody>
</table>

| Change Management Implementation |      |      |      |      |      |      |      |      |      |      |      |      |      |

<table>
<thead>
<tr>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>B  Exceeds Goals  &gt;= 95%</td>
</tr>
<tr>
<td>G  Meets Goals  &gt;= 90%</td>
</tr>
<tr>
<td>A  Tolerable  &gt;= 85%</td>
</tr>
<tr>
<td>R  Unacceptable  &lt; 85%</td>
</tr>
</tbody>
</table>

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

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Email Amit.Patel@qmul.ac.uk
Tel: 020 7882 8976