Executive Summary – January 2017

**KPI**
- Low number of P1 tickets this month however we were below the resolution target due to a wrongly classified ticket breaching SLA
- P2 resolution below target due to low priority tickets wrongly classified as P2 tickets. We are currently looking at options to address this.

**Customer Satisfaction**
- 96% Satisfaction

**Volumes**
- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- 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**
- Availability up from the previous month mainly due to the large amount of unavailability during December (Fire in the Library)

**Major Incidents**
- There were no Major Incidents in January - the Network Services issue was handled as a Major Incident from 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

- 1518 Incidents
- 4894 Requests
- 2848 Calls

- 86% Incidents
- 95% Requests
- 87% P1 Incidents
- 83% P2 Incidents

- (1612) Incidents
- 98.9% Critical Systems Availability
- 99.4%

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Thank you very much for the trouble you took to sort out my Mac problem. I am very grateful indeed.

Customer Feedback

This month we had 1612 responses providing feedback to incidents and requests logged through the Service Desk. That is a **25%** response rate overall (out of 6412 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.

January Feedback

- Fantastic service, really helpful and I learnt a lot and have been able to improve our service so errors like this do not happen again.
- The new password does not work.
- Extremely happy, we called a couple of hours before the event and IT services help and made it work.
- Thank you very much for the trouble you took to sort out my Mac problem. I am very grateful indeed.
- It was great to visit the office and have resolved my issue easily. The staff was very helpful.

Positive Vs Negative

- The number of responses has increased with the rise of ticket numbers resolved in January (25% feedback rate.) The satisfaction level increased slightly but has stayed on an overall 96%
- We will continue to work on the improvements related to the feedback received over the coming months.
Activities for the month of January 2017

Internet
- University Website: 600,000 visitors from over 200 countries
- Internet attacks: 30+ million
- Emails delivered: 6.34 million
- Emails blocked as SPAM: 5.1 million
- Logins to QMPLUS: Approx. 1.4 million

Data and usage
- Total user data stored: 63 terabytes
- Mobile App downloads: 58
- Logins to QMPLUS: Approx. 1.4 million
- Media Server: 300 daily plays
- Active Network port: 14,300
- Unique Wi-Fi devices: 60,000
- Email blocked as SPAM: 5.1 million
- Emails delivered: 6.34 million
- Emails sent and not printed: 0
- Printed pages: Approx. 600,000
- Pages printed on managed printers: Approx. 61,000
- Change requests processed: 387
- Requests for PO’s to be closed: 417
- Copy Shop pages printed: 550,000
- Unique jobs processed: Approx. 61,000

Supporting you
- Fully managed PCs: 3,600+
- Supported teaching spaces with AV: 280+
- Across sites and buildings: Approx. 6500 tickets logged with the Service Desk
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- Across sites and buildings: Approx. 6500 tickets logged with the Service Desk

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ITS Critical Systems Availability – January 2017

January: 99.4%
CYTD: 98.9%

Internet Connectivity Degradation - 4 Jan 4h
Staff Printing issue - 16 Jan 1.5h
Intermittent problems sending and receiving emails - 24 Jan 2h
# MI and Low Yield Report (LYR) – January 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>145967</td>
<td>Wed 4 Jan – 10:00</td>
<td>4h</td>
<td>Network Services - Internet Connectivity Degradation – Users were unable to access internet sites and services.</td>
<td>Resolved</td>
</tr>
<tr>
<td>146738</td>
<td>Mon 16 Jan – 10:00</td>
<td>1.5h</td>
<td>Staff Printing – Users were unable to print documents</td>
<td>Resolved</td>
</tr>
<tr>
<td>147265</td>
<td>Tue 24 Jan – 9:00</td>
<td>2h</td>
<td>Email Service – Users experienced intermittent failure of sending and receiving emails via Outlook</td>
<td>Resolved</td>
</tr>
<tr>
<td>147741</td>
<td>Mon 30 Jan – 10:00</td>
<td>15m</td>
<td>Web Based Applications – Users experienced intermittent issues accessing Web applications including MySIS, QMUL &amp; QMUL Source</td>
<td>Resolved</td>
</tr>
<tr>
<td>147771</td>
<td>Tue 31 Jan – 11:30</td>
<td>8h</td>
<td>Network Services – Users experienced Intermittent issues accessing external Internet sites</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
# Planned Maintenance – January 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>9612</td>
<td>Sat 7 Jan</td>
<td>1h</td>
<td>Windows Server - Student Password &amp; Remote Desktop Services - There was a brief interruption in the ability for ITS Support to reset passwords and view virtual desktops.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9647</td>
<td>Mon 16 Jan</td>
<td>5h</td>
<td>Elements (Publists) – Users were unable to access the application during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9472</td>
<td>Thu 19 Jan</td>
<td>2h</td>
<td>Telephone Services – No user impact was expected</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9746</td>
<td>Sat 21 Jan</td>
<td>15h</td>
<td>Windows Server – Active Directory, Bitlocker, Defender – No user impact was expected</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9604</td>
<td>Tue 24 Jan</td>
<td>2h</td>
<td>QMPlus – Users were briefly unable to Access QMPlus</td>
<td>Update</td>
<td>Implemented</td>
</tr>
<tr>
<td>9749</td>
<td>Sat 28 Jan</td>
<td>12h</td>
<td>Windows Server – Data Centre Services – Brief interruption to any services hosted within DC1</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9757</td>
<td>Sat 28 Jan</td>
<td>15h</td>
<td>Windows Server – Active Directory, Bitlocker, Defender – No user impact was expected</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>9809</td>
<td>Tue 31 Jan</td>
<td>20m</td>
<td>Network Services – Users streaming audio or video may have experienced a brief interruption.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – January 2017

#### Highlights

- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- Low number of P1 tickets this month however we were below the resolution target due to a wrongly classified ticket breaching SLA.
- P2 resolution below target due to low priority tickets wrongly classified as P2 tickets. We are currently looking at options to address this.

#### Key

- Green arrows indicate improvement over last month and within SLT.
- Red arrows indicate deterioration from last month but within SLT.
- Black arrows indicate no change from last month and within SLT.
- Green arrows with a black outline indicate improvement over last month, No SLT assigned.
- Red arrows with a black outline indicate deterioration from last month, No SLT assigned.
- Black arrows with a black outline indicate no change from last month, No SLT assigned.

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

#### Measure | Target | Nov 16 | Dec 16 | Jan 17 | Trend
--- | --- | --- | --- | --- | ---
Number of Incidents | - | 1573 | 979 | 1518 | ↑
Incidents Closed within SLT | 90% | 87% | 84% | 86% | ↑
Resolution Time P1 | 4h | 68% | 92% | 87% | ↓
Resolution Time P2 | 1 BD | 87% | 85% | 83% | ↓
Resolution Time P3 | 3 BD | 87% | 83% | 88% | ↑
Resolution Time P4 | 5 BD | 88% | 93% | 88% | ↓
Resolution Time P5 | 20 BD | 94% | 100% | 100% | —
Number of Requests | - | 5163 | 2943 | 4894 | ↑
Requests Closed within SLT | 90% | 97% | 93% | 95% | ↑

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

Incidents SLTs and Volume

Requests SLTs and Volume

Enrolment period
Clearing
Enrolment period
Enrolment period
Enrolment period
### Service Desk Performance – January 2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 16</th>
<th>Dec 16</th>
<th>Jan 16</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2539</td>
<td>1532</td>
<td>2848</td>
<td>↑</td>
</tr>
<tr>
<td>Answered phone calls</td>
<td>90%</td>
<td>98%</td>
<td>96%</td>
<td>96%</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>9s</td>
<td>12s</td>
<td>14s</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>2%</td>
<td>4%</td>
<td>4%</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>48%</td>
<td>30%</td>
<td>64%</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>49%</td>
<td>45%</td>
<td>59%</td>
<td>↑</td>
</tr>
<tr>
<td>In Person</td>
<td>-</td>
<td>205</td>
<td>22</td>
<td>353</td>
<td>↑</td>
</tr>
<tr>
<td>Emailed tickets</td>
<td>-</td>
<td>574</td>
<td>205</td>
<td>877</td>
<td>↑</td>
</tr>
<tr>
<td>Self Service</td>
<td>-</td>
<td>97</td>
<td>168</td>
<td>370</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Highlights
- Expected increase in volumes from the previous month following the holiday period, opening of the new Graduate Centre and enrolment.
- We are continuing to focus on the FLT and FTF targets and can see the improvements during January.

### 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

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to the School Application Migrations Project being suspended

- **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 - Improving

- **Security Vulnerability** – Enhanced risk due to potential non-effective antivirus 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></th>
<th>Averted</th>
<th>Open</th>
<th>New</th>
<th>Total</th>
<th>realised</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks</td>
<td>19</td>
<td>64</td>
<td>4</td>
<td>68</td>
<td>0</td>
<td>down</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

**Key**

- Deterioration over last month
- Improvement from last month
- No change from last month
# KPI Trend View – January 2017

<table>
<thead>
<tr>
<th>KPI</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>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>95</td>
<td>75</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td></td>
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<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>83</td>
<td>94</td>
<td>96</td>
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<td>97</td>
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<td>96</td>
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<td>96</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>88</td>
<td>90</td>
<td>88</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>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>74</td>
<td>79</td>
<td>84</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>92</td>
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<td>93</td>
<td>95</td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>91</td>
<td>89</td>
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<td>88</td>
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<td>All Requests Closed By Site Within SLT</td>
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<tr>
<td>Helpdesk Incidents Closed Within SLT</td>
<td>98</td>
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<tr>
<td>Helpdesk Requests Closed Within SLT</td>
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<tr>
<td>Helpdesk Telephone Response Within SLT</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>89</td>
<td>90</td>
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<td>86</td>
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<td>92</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</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%

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Questions about this report or you would like to know more?

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