Executive Summary

**KPI & Summary**

- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working due to the Coronavirus.
- Overall KPI trend has continued to improve as home working become the norm.
- Two new Assistant Directors have joined IT Services and a Third is to join mid May. Together they will help deliver the Digital Workplace Programme and the enabling plans.
- There is a new focus on reducing the volume of aged tickets in our IT ticketing system.
- QMplus has no been migrated to the cloud which will provide better stability and scalability in the coming months.

**Volumes**

- The three Major Incidents this month contributed to the ticket volume received by email mainly raised out of hours.
- Chat has continued to increase as users have found this service accessible and productive.
- The main areas tickets were raised in are similar to last month; VDI, MyHR and Laptop software.

**Critical Systems Availability**

- Critical systems availability decreased this month due to the three Major Incidents.
- Working from home has identified further critical systems.

**Customer Satisfaction**

- 94% of tickets resolved within month.

**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

**3 Major Incident**

- Power Outage – 11/04 – Network and EECS unavailable
- Blackboard Collaborate – 20/04 - Inaccessible
- QMplus – 25/04 – Modules inaccessible
# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</th>
<th>Apr</th>
<th>May</th>
<th>Jun</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>Mar</th>
<th>Apr</th>
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<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>92</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>94</td>
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<td>% Satisfied Customers for Requests</td>
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<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>81</td>
<td>79</td>
<td>76</td>
<td>67</td>
<td>77</td>
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<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>85</td>
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<td>All Incidents Closed By Site Within SLT</td>
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<td>74</td>
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<td>All Requests Closed By Site Within SLT</td>
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<td>Service Desk Incidents Closed Within SLT</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
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<td>90</td>
<td>90</td>
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<td>97</td>
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</table>

**Key**

- **B**: Exceeds Goals ($\geq 95\%$)
- **G**: Meets Goals ($\geq 90\%$)
- **A**: Tolerable ($\geq 85\%$)
- **R**: Unacceptable ($< 85\%$)

Improvement over last month
Deterioration from last month
No change from last month

- **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
Customer Satisfaction

Customer Feedback

This month we received 796 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 16% (which is the below the average 18% 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

Many thanks indeed for the help and it is very timely during this unprecedented pandemic in our life.

This has not been resolved so it shouldn’t be fulfilled!
Prior to working from home, MS Projects was not installed on my laptop.

I was impressed with how fast and efficiently my problem was dealt with. Really satisfied that my problem was solved.

My line manager needs to provide my phone number to IT services. This is an extremely inefficient service.

I know you are all very busy, but you have still managed a very quick response and resolution.

I have to ask my line manager to make the request on my behalf. I’m a programme convener and line manager to a team of teachers. Disappointed that this is

Positive Vs Negative

Requests

- 94% (685) Delighted
- 20% (140) Happy
- 3% (22) Un-Happy
- 3% (17) Disgruntled

Incidents

- 92% (111) Delighted
- 21% (23) Happy
- 4% (4) Un-Happy
- 3% (4) Disgruntled

Total

- 94% (796) Delighted
- 20% (163) Happy
- 3% (22) Un-Happy
- 3% (26) Disgruntled

Commentary

- Customer Satisfaction for requests increased slightly this month, but overall remains below the 95% target.
- Feedback this month relate to delays in responding to requests for access and set up of MFA, MyHR and remote working.
- The IT Service Management tool replacement project has is on hold.
# Activities for the month of Apr 2020

## Research Excellence
- Research Tickets Resolved: 194 (←)
- Research Grant Bids: 81 (↓)
- Research Grants Awarded: 31 (↓)

## Public Engagement
- Guest Wi-Fi: 13 users (↓)
- 712 sessions
- Events Wi-Fi: 274 users (↓)
- 20,570 sessions

## Teaching Excellence
- Logins to QMPLUS: 611,771 (↓)
- Videos played: 6,306 (↓)
- Times within QMplus: 43,134 (↓)
- AV Teaching activities Supported: 4 (↓)
- Reported AV Issues: 0 (↓)
- Supported teaching spaces: Approx. 177 (↓)
- Hours of QMPLUS review: 10,458 (↑)
- Playbacks: 611,771 (↑)
- Logins to QMPLUS: 611,771 (↑)
- Videos played: 6,306 (↑)
- Total data stored (excl. Research): 923 terabytes (↑)
- New desktops/laptops Deployed: 87 (↑)
- Active accounts: Approx. 61,809 (↑)

## International
- Distance learning (Beijing and Nanchang QMPLUS logins): 565,972 (↓)

## Sustainability
- Pages sent and not printed: 31,009 (↑)
- New desktops/laptops Deployed: 0.5 (↓)
- Higher than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

Apr: 99.4%
CYTD: 99.3%

- **QMplus** – Degraded
  - Sat 25 Apr – 4h 30m
  - (Ticket No. 200380)

- **MySIS** – Inaccessible
  - Thu 02 Apr – 1h
  - (Ticket No. 200380)

- **Power Outage – EECS Services Unavailable**
  - Sat 11 Apr – 12h
  - (Ticket No. 200566)

- **Blackboard Collaborate** – Inaccessible
  - Mon 20 Apr – 3d
  - (Ticket No. 200718)
  - (Ticket No. 200726)

- **QMplus** – Degraded
  - Sat 25 Apr – 4h 30m
  - (Ticket No. 200380)
Major & High Priority Incidents

### Root Causes

- **1. Network**
- **2. QMplus**
- **3. Research**
- **1. Network**
- **2. QMplus**
- **3. QMplus**
- **1. MySIS**
- **2. QReview**
- **1. QMplus**
- **2. BlackBoard**
- **3. Power Outage**

<table>
<thead>
<tr>
<th>Month</th>
<th>1. MySIS</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
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<tr>
<td>Apr</td>
<td>1</td>
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</tbody>
</table>

### Number of Spam Blocked

- **Apr**: 8770831
- **Mar**: 8044226
- **Feb**: 5250281

**Key**
- **Source of Incident identified to be with 3rd Party Vendor**
- **Source of Incident identified to be outside of ITS e.g. power**
- **Source of Incident identified to be within ITS**
# Major & High Priority Incidents

<table>
<thead>
<tr>
<th>MI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>MI 200718</td>
<td>Mon 20 Apr 11:30</td>
<td>3d</td>
<td><strong>Blackboard Collaborate &amp; Turnitin</strong> – Users were unable to access Virtual classrooms via QMplus using Blackboard Collaborate. &lt;br&gt; <strong>Cause:</strong> ULCC omitted a required restart as part of a change they carried out that morning &lt;br&gt; <strong>Action:</strong> Escalated to ULCC investigate and restart of the web server</td>
<td>Resolved</td>
</tr>
<tr>
<td>MI 200726</td>
<td>Sat 11 Apr</td>
<td>3d</td>
<td><strong>Power Outage</strong> – Some EECS users were unable to remote access to EECS services &lt;br&gt; <strong>Cause:</strong> Network Switches were unable to restart automatically because of the tripped power breakers &lt;br&gt; <strong>Action:</strong> The tripped power breakers were restored by security which allowed the Network Switches to reboot</td>
<td>Resolved</td>
</tr>
<tr>
<td>MI 200933</td>
<td>Sat 25 Apr</td>
<td>4h 30m</td>
<td><strong>QMplus</strong> – Student were unable to access modules they had been enrolled on in QMplus &lt;br&gt; <strong>Cause:</strong> Enrolment mapping file failed to upload automatically &lt;br&gt; <strong>Action:</strong> Manual upload of the enrolment mapping file</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

<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>HPI 200380</td>
<td>Thu 02 Apr 07:45</td>
<td>1h</td>
<td><strong>MySIS</strong> – Users were unable to access MySIS. &lt;br&gt; <strong>Cause:</strong> A network change 14618 to the Vlan on the DC firewall &lt;br&gt; <strong>Action:</strong> Change was rolled back</td>
<td>Resolved</td>
</tr>
<tr>
<td>HPI 200386</td>
<td>Thu 02 Apr 09:41</td>
<td>20m</td>
<td><strong>Jobs Listings, Costing Questionnaire, QMPlus Enrolment Mappings &amp; PHD Skills Point Database</strong> – Users were unable to access these services and more that were hosted on several unresponsive Tom Cat servers. &lt;br&gt; <strong>Cause:</strong> A network change 14618 to the Vlan on the DC firewall &lt;br&gt; <strong>Action:</strong> Change was rolled back</td>
<td>Resolved</td>
</tr>
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## Planned Maintenance

<table>
<thead>
<tr>
<th>Change Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Reason</th>
<th>Status</th>
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<tbody>
<tr>
<td>14618</td>
<td>01 Apr</td>
<td>1h 30m</td>
<td><strong>Network</strong> – Users were unable to access Active Directory, Ivanti (LANDesk), Cognos, SITS, Apache, Shibboleth, Symphony, SITS and QMRO for 15 mins during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14711</td>
<td>04 Apr</td>
<td>9h</td>
<td><strong>MyHR and Webview Resourcelink</strong> – Users were unable to access MyHR and Webview Resourcelink during the maintenance window</td>
<td>Maintenance</td>
<td>Implemented</td>
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<tr>
<td>14735</td>
<td>04 Apr</td>
<td>5h</td>
<td><strong>SITS</strong> – Users were unable to access SITS during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
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<tr>
<td>14618</td>
<td>06 Apr</td>
<td>1h 30m</td>
<td><strong>Network</strong> – Users were unable to access Active Directory, Ivanti (LANDesk), Cognos, SITS, Apache, Shibboleth, Symphony, SITS and QMRO for 15 mins during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
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<tr>
<td>14670</td>
<td>08 Apr</td>
<td>1h 30m</td>
<td><strong>Network</strong> – Users were unable to access Docker services, LAMP, Ivanti (LANDesk), PowerBI, Q-Review, Agresso, Kinetics, Alterx and Cohort for 15 mins during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
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</table>
# Planned Maintenance

<table>
<thead>
<tr>
<th>Change Ticket</th>
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<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Reason</th>
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<tr>
<td>14671</td>
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<td><strong>Network</strong> – Users were unable to access Library-DMS and Q-Pulse for 15 mins during the maintenance period.</td>
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<td>14770</td>
<td>17 Apr</td>
<td>30m</td>
<td><strong>Staff Directory</strong> – Users were unable to access the staff directory update website update.dir.qmul.ac.uk during the maintenance period.</td>
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<td>14787</td>
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<td><strong>QMplus</strong> – Users were unable to access Qmplus to view study material during the maintenance period.</td>
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<td>14800</td>
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<td><strong>Direct Access</strong> – Users with managed devices were unable to connect via direct access for services remotely during the maintenance period.</td>
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## ITS Incident and Request KPIs

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<th>Mar 20</th>
<th>Apr 20</th>
<th>Trend</th>
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<tr>
<td>Incidents Raised</td>
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<td>997</td>
<td>854</td>
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<td>Number of Incidents Resolved</td>
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<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>79%</td>
<td>83%</td>
<td>87%</td>
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<td>Resolution Time P1</td>
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<td>50%</td>
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<td>Resolution Time P2</td>
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<td>89%</td>
<td>92%</td>
<td>90%</td>
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<td>Reopened tickets</td>
<td>3%</td>
<td>77 (1%)</td>
<td>123 (2%)</td>
<td>105 (2%)</td>
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**Commentary**

- There is an impact on service levels as a result of continued ransomware mitigation in SEMS and remote working requirements for the Coronavirus.
- Ticket volumes have decreased this month as expected due to the Easter break and staff and students now predominately working from home.
- Overall KPI trend continues to improve as home working becomes the norm.
- There is a new focus on reducing the volume of aged tickets that have been on the system for a while.

**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).
# Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Feb 20</th>
<th>Mar 20</th>
<th>Apr 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td></td>
<td>1976</td>
<td>1718</td>
<td></td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>25s</td>
<td>56s</td>
<td></td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>14%</td>
<td>39%</td>
<td></td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>59%</td>
<td>71%</td>
<td>79%</td>
<td>↑</td>
<td>—</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>53%</td>
<td>67%</td>
<td>71%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>97%</td>
<td>79%</td>
<td>100%</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- Calls to the Service desk were suspended mid March as QMUL moved to home working.
- First time Fix increased this month as the Service Desk focused on quickly dealing with home working tickets on VDI, access to MyHR and software install.

### 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
**Ticket Source**

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Feb 20</th>
<th>Mar 20</th>
<th>Apr 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>875</td>
<td>584</td>
<td>3</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Email</td>
<td>2493</td>
<td>3060</td>
<td>2147</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Incident Log</td>
<td>582</td>
<td>417</td>
<td>11</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Incident Log</td>
<td>1682</td>
<td>1650</td>
<td>1596</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Chat</td>
<td>125</td>
<td>626</td>
<td>945</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Service Ticket Bar</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- The Service Desk began operating remotely mid March.
- The three Major Incidents this month contributed to the ticket volume received by email mainly raised out of hours.
- Chat has continued to increase as users have found this service accessible and productive.
- Ticket volumes via telephone decreased as the Service Desk were unable to take calls whilst working remotely.
- The main areas tickets were raised in are similar to last month; VDI, MyHR and Laptop software.

**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

Top Risks:

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Vulnerabilities have been patched
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Malware detected in SEMs remedial actions have been deployed
- **Information Security** – Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information could result in a possible information security breach
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work
- **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** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show a low volume of traffic this month

### Monthly Risk Stats

<table>
<thead>
<tr>
<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>0</td>
<td>0</td>
<td>0</td>
<td>54</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

### Key

- ![Up Arrow](#) Deterioration over last month
- ![Down Arrow](#) Improvement from last month
- ![Horizontal Bar](#) No change from last month
Questions about this report, or would you like to know more?

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