Executive Summary

KPI & Summary

- Ticket volumes are lower this month as expected due to the run up to Christmas.
- KPIs are improving, however the incorrect assigning of P1 tickets has led to the decrease in the P1 KPI.
- Calls to the Service desk have resumed, face to face support is available by appointment only, however, Online Chats remains the preferred option.
- A review of the Incident Management framework has commenced and work is underway to align with cooperate incident management and Business Continuity

Customer Satisfaction

- Ticket volumes In comparison to December last year are lower due to the Pandemic and the additional closure days.
- With increased focused, ticket backlogs and ‘aged’ tickets continue to decrease
- QMplus and MySIS incidents continue to be high for several months running
- Request for Information was the top Request item this month. Most of which were generated by Chat

Major Incident

- MetaCompliance – Automated email error - 11/12
- MySIS – Performance Issue - 18/12

Critical Systems Availability

- Critical systems availability increased this month despite the two Major Incidents.
- Working from home has identified further critical systems that need to have high availability
## KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>93</td>
<td>95</td>
<td>88</td>
<td>92</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>86</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>93</td>
<td>93</td>
<td>87</td>
<td>95</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>79</td>
<td>86</td>
<td>79</td>
<td>83</td>
<td>87</td>
<td>82</td>
<td>82</td>
<td>88</td>
<td>82</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>90</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>84</td>
<td>90</td>
<td>89</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>94</td>
<td>94</td>
<td>89</td>
<td>94</td>
<td>93</td>
<td>94</td>
<td>95</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>78</td>
<td>78</td>
<td>87</td>
<td>80</td>
<td>80</td>
<td>79</td>
<td>71</td>
<td>88</td>
<td>79</td>
<td>87</td>
<td>86</td>
<td>88</td>
<td>85</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>84</td>
<td>90</td>
<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>93</td>
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<td>88</td>
<td>91</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>↑</td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>96</td>
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<td>99</td>
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<td>96</td>
<td>98</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
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<td>87</td>
<td>85</td>
<td>60</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>68</td>
<td>75</td>
<td>56</td>
<td>54</td>
<td>62</td>
<td>67</td>
<td>62</td>
<td>69</td>
<td>62</td>
<td>76</td>
<td>81</td>
<td>87</td>
<td>94</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>84</td>
<td>86</td>
<td>78</td>
<td>83</td>
<td>67</td>
<td>69</td>
<td>92</td>
<td>95</td>
<td>74</td>
<td>84</td>
<td>91</td>
<td>95</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>79</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
</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
Customer Feedback

This month we received 554 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 12% (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

Thank you yet again for your superb service We are so lucky to have you

Thank you very much for very efficient and friendly service

My email issue has still not been dealt with so why has the call been closed

I have tried to use the chatbot to get support for this, but was waiting for over 20 minutes in the queue (by which time I had to quit to attend a meeting).

Feedback this month

Positive Vs Negative

Commentary

- Customer Satisfaction for this month has met our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around MySIS due to the Major Incident and access issues, including MFA.
# Activities for the month of Dec 2020

## Research Excellence
- **Research Tickets Resolved**: 224
- **Research Grants Awarded**: 118 (up 64)

## Teaching Excellence
- **Logins to QMPLUS**: 71,648 (down)
- **AV Teaching activities Supported**: 93
- **Videos played**: 179,946 (down 13,883)
- **Hours of QMUL review**: 48,703
- **Playbacks**: 13,883 times within QMplus

## Public Engagement
- **Guest Wi-Fi**: 70 users, 616 sessions
- **Events Wi-Fi**: 70 users, 3,868 sessions

## Growth
- **New desktops/laptops Deployed**: 29
- **Active accounts**: Approx. 58,108
- **Total data stored (excl. Research)**: 993.08 terabytes

## International
- **Distance learning (Beijing and Nanchang QMPLUS logins)**: 562,862

## Sustainability
- **Reported AV Issues**: 7
- **Pages sent and not printed**: 13,485
- **Higher Than last month**: 1
- **Lower than last month**: 0
- **No change from last month**: 0
ITS Critical Systems Availability

Dec: 99.4%
CYTD: 99.0%

- **MySIS – Degraded**
  - Fri 18 Dec – 2h
  - (Ticket No. 208856)

- **Network – Whitechapel Degraded**
  - Mon 14 Dec – 6h
  - (Ticket No. 208695)

- **Printing – Degraded**
  - Fri 18 Dec – 4d
  - (Ticket No. 208751)
Major & High Priority Incidents

Root Causes

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Jan</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Feb</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Mar</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Apr</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Jun</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Jul</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 Incidents & 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>
</table>
| 208661    | Fri 11 Dec 10:00 | 2h       | **MetaCompliance** – Staff received two automated emails from MetaCompliance system in error.  
**Cause:** An error occurred due to multiple similar training modules, whilst administering the system to send a targeting email to an individual that led to all staff receiving the automated message.  
**Action:** The Administration portal has been reviewed and tidied up to avoid future errors. | Resolved     |
| 208856    | Fri 18 Dec 12:30 | 6h 30m   | **MySIS** – Users were experiencing issues accessing student record information via SITS and the MySIS web interface.  
**Cause:** Database table, where the logs are written, takes too long to write, this eventually locks the table and results in slow performance.  
**Action:** Restarting the online admission process clears the lock and restores the performance to users. | Resolved     |

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 208751     | Fri 18 Dec 17:45 | 4d       | **Mobility Printing** – Users with non managed windows PC were experiencing printing issues.  
**Cause:** An update on 16th December Mobility Print caused the issue  
**Action:** Escalated to vendor who rolled back the update | Resolved     |
| 208695     | Mon 14 Dec 09:00 | 6h       | **Network** – Users in Empire house White chapel 1st floor were experiencing network problem with the wired network  
**Cause:** The switch configurations have been modified somehow, incorrect Vlan caused the issue  
**Action:** Correct Vlan configured restoring the network | Resolved     |
## 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>
</tr>
</thead>
<tbody>
<tr>
<td>15424</td>
<td>03 Dec</td>
<td>3h</td>
<td>QMRO – Users were unable to access the QMRO during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15426</td>
<td>09 Dec</td>
<td>1h</td>
<td>Direct Access – Users were unable to connect via direct access to services whilst the direct access servers were rebooted during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15416</td>
<td>10 Dec</td>
<td>15m</td>
<td>Web Service – Users were unable to access the collect.collect.qmul.ac.uk web service on for a short period of time (5m) during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15454</td>
<td>11 Dec</td>
<td>30m</td>
<td>Softphone – Users were unable to login to Micollab, however users already logged in experienced limited functionality during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15406</td>
<td>12 Dec</td>
<td>48h</td>
<td>Electrical Power Shutdown – Queens’ Building and Graduate Centre at Mile End experienced a planned electrical shutdown that led to applications that require network or internet access being inaccessible from these buildings during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15467</td>
<td>17 Dec</td>
<td>1h</td>
<td>QMplus – Users were unable to access the QMplus to view any learning material during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1740</td>
<td>1149</td>
<td>646</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1609</td>
<td>1116</td>
<td>597</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>87%</td>
<td>90%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>20%</td>
<td>80%</td>
<td>50%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>83%</td>
<td>74%</td>
<td>79%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>87%</td>
<td>88%</td>
<td>91%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>92%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>71%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>9424</td>
<td>7494</td>
<td>4051</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>9265</td>
<td>7389</td>
<td>3913</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>93%</td>
<td>95%</td>
<td>95%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>210 (2%)</td>
<td>128 (2%)</td>
<td>75 (2%)</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Commentary**

- There were a large number of requests relating to PO closures and requests for information in the run up to Christmas
- QMplus and MySIS incidents continue to be high for several months running
- The incorrect assignment of P1 tickets has led to the decrease in the P1 KPI this month
- Most of the other KPIs are showing improvements.

**Key**

- ![Green Up](image)
  - Improvement over last month and within SLT
- ![Green Down](image)
  - Deterioration from last month but within SLT
- ![Green No Change](image)
  - No change from last month and within SLT
- ![Green Up](image)
  - Improvement over last month and breaching SLT
- ![Green Down](image)
  - Deterioration from last month and breaching SLT
- ![Green No Change](image)
  - No change from last month and breaching SLT
- ![Green Up](image)
  - Improvement over last month, No SLT assigned
- ![Green Down](image)
  - Deterioration from last month, No SLT assigned
- ![Green No Change](image)
  - 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

Incidents SLTs and Volume

Requests SLTs and Volume
# Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td></td>
<td>2053</td>
<td>1232</td>
<td>722</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td></td>
<td>59s</td>
<td>19s</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>55%</td>
<td>22%</td>
<td>10%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>82%</td>
<td>83%</td>
<td>84%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>77%</td>
<td>76%</td>
<td>73%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Commentary
- Calls to the Service desk have resumed, face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Phone wait and abandonment times have improved due to the low number of contacts via phone.
- Ticket volumes via all channels decreased as expected leading up to the Christmas and New Year holiday period.

**Key**
- ![↑](image-url) Improvement over last month and within SLT
- ![↓](image-url) Deterioration from last month but within SLT
- ![➡️](image-url) No change from last month and within SLT
- ![⬆️](image-url) Improvement over last month but breaching SLT
- ![⬇️](image-url) Deterioration from last month and breaching SLT
- ![➡️](image-url) No change from last month and breaching SLT
- ![⬆️](image-url) Improvement over last month, No SLT assigned
- ![⬇️](image-url) Deterioration from last month, No SLT assigned
- ![➡️➡️](image-url) 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

### ITS Ticket Volume

<table>
<thead>
<tr>
<th>Ticket Source</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>[Icon]</td>
<td>834</td>
<td>815</td>
<td>398</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>[Icon]</td>
<td>4094</td>
<td>3121</td>
<td>1874</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>[Icon]</td>
<td>693</td>
<td>479</td>
<td>185</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>[Icon]</td>
<td>2867</td>
<td>2574</td>
<td>1381</td>
<td>↓</td>
<td>↓</td>
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<tr>
<td>[Icon]</td>
<td>2361</td>
<td>1425</td>
<td>673</td>
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<tr>
<td>[Icon]</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

### Trend 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

### Commentary
- Ticket volumes are lower this month as expected due to the run up to Christmas. In comparison to December last year, ticket volumes are lower due to the Pandemic and the additional closure days.
- MySIS and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item this month. Most of which were generated by Chat.

- **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
**New Risk:** The current version of SolarWinds is old and has a vulnerability that can be exploited to compromise our Network Services

**Monthly Risk Stats**

<table>
<thead>
<tr>
<th></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>1</td>
<td>61</td>
<td>0</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Number of Active Risks By Month & RAG Status For IT Services**

**Top Risks:**

- **Security Vulnerabilities** – Pen testing discovered vulnerabilities that can be exploited to gain access to QMUL systems – Plan of action to mitigate vulnerabilities has been initiated
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A project has been initiated to migrate devices to the managed environment
- **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 – training has been provided
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work, recovery plans have begun to be documented
- **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

**Key**

- ↑ Deterioration over last month
- ↓ Improvement from last month
- — No change from last month
Questions about this report, or would you like to know more?

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