Executive Summary

KPI & Summary

- Overall Ticket volumes have decreased following the peak enrolment and new year period in January.
- Ticket volumes are also lower in comparison to the same time last year.
- Service Desk performance has improved because of the lower ticket volume and fewer major incidents this month.
- A schedule of work has been identified to remediate the issues affecting the network resiliency.

Requests: 94%
Incidents: 91%
P1 Inc.: 0%
P2 Inc.: 83%

Volumes

- Ticket volumes via all channels have decreased except for walk in because of device issues.
- Hardware issues and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item again this month.

Critical Systems Availability

- Critical systems availability increased this month because of fewer Major Incidents this month.
- Working from home has identified further critical systems that need to have high availability.

Customer Satisfaction

- Network – intermittent Connectivity – 09/02

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

Customer Satisfaction

96%

Request Item

99.5%
99.9%
0.7%

254 (4%)
1949 (30%)
2490 (38%)
1218 (19%)
557 (9%)

Telephone
Email
In Person
Self-Service
Chat

*KPI: Key Performance Indicator – tickets resolved within month

*CYTD: Calendar Year to Date

# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Jan</th>
<th>Feb</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</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>96</td>
<td>95</td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</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>95</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>95</td>
<td>91</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</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>
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<td>94</td>
<td>95</td>
<td>97</td>
<td>94</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</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>90</td>
<td>82</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>94</td>
<td>88</td>
<td>91</td>
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<td>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>99</td>
<td>99</td>
<td>97</td>
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<td>96</td>
<td>98</td>
<td>99</td>
<td>98</td>
<td>↓</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>85</td>
<td>60</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>80</td>
<td>89</td>
<td>83</td>
<td>93</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</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>88</td>
<td>91</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</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>93</td>
<td>93</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>
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<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>97</td>
<td>79</td>
<td>100</td>
<td>100</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: $\geq 95\%$
- **G** Meets Goals: $\geq 90\%$
- **A** Tolerable: $\geq 85\%$
- **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

**Legend**

- **↑** Improvement over last month
- **↓** Deterioration from last month
- **—** No change from last month
Customer Satisfaction

Customer Feedback
This month we received 824 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

- a great help with this Teams issue, and pursued lots of different avenues of enquiry. The support is very much appreciated!
- The issue hasn’t been resolved I still cannot access MyHR and I don’t have a staff account to access it because I’m a student.
- did not provide the help I needed
- Excellent service, friendly, professional and COVID safe!
- Thank you so much for this.) I am deeply appreciative. I know how much demand there must be for you all in this department.
- My problem hasn’t been solved or attempted to and I still can’t access lectures so why am I even paying for lectures

Positive Vs Negative

- #Positive Feedback
- #Negative Feedback
- % Positive Feedback

Commentary

- Customer Satisfaction for this month just above our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around Requests being unfulfilled because processes have not been completely followed or IT Services is unable to help with third party services such as zoom and Blackboard collaborate
Activities for the month of Feb 2021

Research Excellence
- Research Grants Awarded
- Research Tickets Resolved: 303
- Research Grant Bids

Teaching Excellence
- Logins to QMPLUS: 886,586
- AV Teaching activities Supported: 40
- Supported teaching spaces: Approx. 177
- Hours of QMplus logins: 75,730
- Videos played: 262,135
- Times within QMplus: 15,650
- Total data stored (excl. Research): 993.08 terabytes
- Videos played within QMplus: 15,650 times
- New desktops/laptops Deployed: 62
- Active accounts: Approx. 58,850
- Playbacks: 15,650 times
- Reported AV Issues: 28
- AV Teaching activities Supported: 40

Public Engagement
- Guest Wi-Fi: 37 users 426 sessions
- Events Wi-Fi: 82 users 23,27 sessions

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 156,267

Sustainability
- Pages sent and not printed: 13,250
- New desktops/laptops Deployed: 62
- Active accounts: Approx. 58,850
- Total data stored (excl. Research): 993.08 terabytes
- Reports AV Issues: 28
- Research Tickets Resolved: 303
- Research Grant Bids
ITS Critical Systems Availability

Feb: 99.9%
CYTD: 99.5%

- **Service Available**
- **Degraded Service**
- **Service Unavailable**
- **Service Unavailable - intermittent network connectivity**
- **Power Outage**

**Network - Intermittent Connectivity**
Tue 09 Feb – 2h
(Ticket No. 210740)

**Power Outage - Connectivity**
Wed 10 Feb – 20m
(Ticket No. 210835)

**Power Outage - Connectivity**
Wed 15 Feb – 2d
(Ticket No. 210923)
Major & High Priority Incidents

Root Causes

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

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

1. QMplus
2. BlackBoard
3. Power Outage
4. Email (BCI)

Source of Incident identified to be with 3rd Party Vendor

1. O365 Teams
2. QMplus
3. MetaCompliance

Source of Incident identified to be outside of ITS e.g. power

1. Network
2. Printing
3. O365

Source of Incident identified to be within ITS

1. MyHR
2. QMplus
3. EECs

1. MySIS
2. MetaCompliance

1. AD
2. QMplus

1. QM Media
3. Network
5. QM Website
4. MyHR
## Major Incident and 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>
| 210740    | Tue 09 Feb 07:00 | 2hr      | Network – Users experienced intermitted network connectivity issues and were unable to access multiple services  
**Cause:** The implementation of Change 15607, which was a policy update on the network security devices to allow some network traffic through without security inspection.  
**Action:** Roll back the Policy update. | 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>
| 210835     | Wed 10 Feb 16:40 | 20m      | Powe Failure – Users were unable to access IT Services because of a power failure in Maths and ITL building.  
**Cause:** An issue with UKPN caused a loss of power and access to IT Services.  
**Action:** Escalated to UKPN who restored the power. | Resolved |
| 210923     | Wed 15 Feb 11:00 | 2d       | Powe Failure – Users were unable to access IT Services because of a power failure affecting the Peter Landing building, parts of the Grad Centre and G.E. Jones building (SBCS).  
**Cause:** An issue with UKPN caused a loss of power and access to IT Services.  
**Action:** Escalated to UKPN who restored the power. | 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>15462</td>
<td>06 Feb</td>
<td>4h</td>
<td><strong>HR &amp; Payroll</strong> - ResourceLink Application (Webview, Reporting Services, Impromptu) and MyHR were unavailable during the upgrade period</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15597</td>
<td>10 Feb</td>
<td>4h</td>
<td><strong>Telephones</strong> – Analog phones in emergency and lift were intermittently available during the upgrade.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15611</td>
<td>11 Feb</td>
<td>5h</td>
<td><strong>Electrical Power Shutdown</strong> – Users were unable to access library services from the Mile End library campus during the planned electrical shutdown.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15659</td>
<td>28 Feb</td>
<td>5h</td>
<td><strong>Network</strong> – Two brief outages during the firmware upgrade to the Forcepoint IDS/IPS appliances.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
# ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>646</td>
<td>1474</td>
<td>915</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>597</td>
<td>1358</td>
<td>872</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>90%</td>
<td>95%</td>
<td>91%</td>
<td>🔽</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>50%</td>
<td>100%</td>
<td>0%</td>
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<td>🔽</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>79%</td>
<td>97%</td>
<td>83%</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>91%</td>
<td>94%</td>
<td>92%</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</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>Requests Raised</td>
<td>-</td>
<td>4051</td>
<td>6425</td>
<td>5772</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3913</td>
<td>5943</td>
<td>5644</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>95%</td>
<td>97%</td>
<td>94%</td>
<td>🔽</td>
<td>🔽</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>75 (2%)</td>
<td>127 (2%)</td>
<td>101 (2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- Overall Ticket volumes have decreased following the peak enrolment and new year period in January.
- Ticket volumes are lower this month in comparison to the same time last year.
- Focus on aged tickets continues to tackle the backlog of tickets.
- P1 KPI is trending poorly because of the major incident this 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

**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
# Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>722</td>
<td>1227</td>
<td>843</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>19s</td>
<td>28s</td>
<td>18s</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>10%</td>
<td>17%</td>
<td>7%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>84%</td>
<td>84%</td>
<td>92%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>73%</td>
<td>79%</td>
<td>78%</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**

- The Service Desk continues to work remotely and is able to take calls. Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Service Desk performance has been improved because of the lower ticket volume and fewer major incidents this month.

**Key**

- **↑** Improvement over last month and within SLT
- **↓** Deterioration from last month but within SLT
- **=** No change from last month and within SLT
- **绿色箭头** Improvement over last month but breaching SLT
- **红色箭头** Deterioration from last month and breaching SLT
- **=** No change from last month and breaching SLT
- **绿色箭头** Improvement over last month, No SLT assigned
- **红色箭头** 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>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>398</td>
<td>706</td>
<td>557</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td>1874</td>
<td>2925</td>
<td>2490</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td><strong>Live Chat</strong></td>
<td>185</td>
<td>133</td>
<td>254</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td><strong>Support Bar</strong></td>
<td>1381</td>
<td>1964</td>
<td>1949</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td><strong>Chat</strong></td>
<td>673</td>
<td>1575</td>
<td>1218</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Commentary
- Ticket volumes via all channels have decreased except for walk in because of device issues that may require re-imaging or return of a device for a fix to be applied.
- Hardware issues and QMplus were amongst the top issues reported this month.
- Request for Information was the top Request item again this month. Most of which were generated by Chat.

### 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
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

Top Risk: There are no formal Disaster Recovery or Business Continuity plans that outline the recovery process or regular failover testing to ensure the resilience in place is effective.

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<tr>
<th>Monthly Risk Stats</th>
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<tr>
<td><strong>Risks Averted</strong></td>
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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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