Executive Summary

KPI & Summary

- There were no major incidents this month, however ticket volumes overall have increased this month due to an increase in requests for PO closures.
- In comparison to the same time last year, ticket volumes are much higher, mainly due to AV issues related to MME.
- KPIs are trending downwards due to the higher volume of tickets this month impacting the teams focus on tackling backlog tickets.
- A vendor has been engaged to help capture the data required to automate frequent Request tickets received by the Service Desk.

Volumes

- Ticket volume across all areas has decreased this month except in Face to Face due to more staff & students on Campus.
- Top incident items this month relate to AV issues which alone make up 35% of tickets.
- Top Request items this month relate to Agresso PO Closures and Password Resets,

Customer Satisfaction

- Critical systems availability dropped this month despite no major incident this month.
- Power failures led to Network connectivity issues, which impacted the service availability.

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

Chat
<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>95</td>
<td>95</td>
<td>96</td>
<td>96</td>
<td>94</td>
<td>98</td>
<td>97</td>
<td>91</td>
<td>91</td>
<td>91</td>
<td>92</td>
<td>95</td>
<td>94</td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>96</td>
<td>92</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td>92</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>95</td>
<td>―</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Deps. Within SLT</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>89</td>
<td>89</td>
<td>84</td>
<td>87</td>
<td>76</td>
<td>67</td>
<td>70</td>
<td>82</td>
<td>87</td>
<td>83</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Deps. Within SLT</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>92</td>
<td>94</td>
<td>94</td>
<td>93</td>
<td>90</td>
<td>91</td>
<td>92</td>
<td>94</td>
<td>94</td>
<td>―</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>82</td>
<td>93</td>
<td>83</td>
<td>83</td>
<td>82</td>
<td>81</td>
<td>86</td>
<td>71</td>
<td>57</td>
<td>64</td>
<td>83</td>
<td>88</td>
<td>81</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td>92</td>
<td>94</td>
<td>94</td>
<td>93</td>
<td>91</td>
<td>91</td>
<td>94</td>
<td>96</td>
<td>96</td>
<td>―</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>99</td>
<td>98</td>
<td>96</td>
<td>96</td>
<td>90</td>
<td>89</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>99</td>
<td>96</td>
<td>99</td>
<td>99</td>
<td>99</td>
<td>99</td>
<td>96</td>
<td>94</td>
<td>100</td>
<td>99</td>
<td>99</td>
<td>99</td>
<td>99</td>
<td>―</td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>93</td>
<td>95</td>
<td>88</td>
<td>85</td>
<td>78</td>
<td>86</td>
<td>89</td>
<td>66</td>
<td>88</td>
<td>97</td>
<td>98</td>
<td>90</td>
<td>94</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td>83</td>
<td>59</td>
<td>46</td>
<td>62</td>
<td>78</td>
<td>79</td>
<td>74</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>89</td>
<td>82</td>
<td>80</td>
<td>91</td>
<td>92</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>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>63</td>
<td>100</td>
<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%

**Improvement over last month**: Green arrow
**Deterioration from last month**: Red arrow
**No change from last month**: Grey arrow
Julian was first class and very patient with me when fixing my issue which was really appreciated. Thank you again.

I don’t understand why these accounts are being switched off whilst students are still working!! This process needs to change.

Very happy with the service. Very fast and answered all my questions and solved all my issues.

No, that’s not accurate. You were unable to resolve the issue and you should be honest about it. I now have to rerecord my lecture because the equipment was not working.

Amazing that you followed up - super happy with this service.

After such a long wait for such a serious problem it would have been nice to have had more of an explanation, possibly even a call.

Customer Feedback

This month we received 1120 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 10% (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

Customer Feedback for this month has remained at our 95% target.

Feedback this month relate to AV support and tickets being closed unsatisfactorily.

Comments that were positive relate to speedy response, helpful, patient and supportive.

Customer Satisfaction

This month we received 1120 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 10% (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

Customer Feedback for this month has remained at our 95% target.

Feedback this month relate to AV support and tickets being closed unsatisfactorily.

Comments that were positive relate to speedy response, helpful, patient and supportive.
Activities for the month of Feb 2022

**Research Excellence**
- Research Tickets Resolved: 270
- Research Grants Awarded: 38,165
- Research Grant Bids: 359

**Teaching Excellence**
- Logins to QMPLUS: 183,150
- AV Teaching activities Supported: 359
- Unique Viewers: 3,391
- QMplus played entries: 50,156
- Hours of Q-review: 10,431
- Playbacks: 359

**Public Engagement**
- Guest Wi-Fi: 199 users, 2,313 sessions
- Events Wi-Fi: 322 users, 5,806 sessions

**Growth**
- New desktops/laptops Deployed: 103
- Active accounts: 63,665
- Total data stored (excl. Research): 993.08 terabytes

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 44,531

**Sustainability**
- Pages sent and not printed: 38,165
- Higher Than last month: 4.5
- Lower than last month: No change from last month

**QMUL IT Services**
- Unique Viewers: 50,156
- QMplus played entries: 183,150
- Reported AV Issues: 447
- Related AV Issues: 447
- Research Tickets Resolved: 270
- Research Grants Awarded: 38,165
- AV Teaching activities Supported: 359
- Unique Viewers: 3,391
- QMplus played entries: 50,156
- Hours of Q-review: 10,431
- Playbacks: 359
- New desktops/laptops Deployed: 103
- Active accounts: 63,665
- Total data stored (excl. Research): 993.08 terabytes
-Pages sent and not printed: 38,165
- Higher Than last month: 4.5
- Lower than last month: No change from last month

**QMUL**
ITS Critical (Gold) Systems Availability

Feb: 99.2%
CYTD: 99.6%
Major 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
## High Priority Incidents

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 226950     | Wed 16 Feb 13:40 | 4d       | **WiFi** — Users at the Mile End hospital were unable to access network services wirelessly.  
**Cause:** Estates Contractors had accidentally dislodged the network switch power lead.  
**Action:** Firmly pushing the Network switch lead plug back in brought the switch back up. | Resolved |
| 227643     | Mon 28 Feb 07:20 | 2h 10m   | **Ignite Softphones** — The Service Desk analysts were unable to make or receive calls.  
**Cause:** SQL Server used by Ignite Server, had failed to restart after an update.  
**Action:** Manually restarted the server. | Resolved |
| 227769     | Mon 28 Feb 16:20 | 1d       | **Power Outage (Internet)** — Some users were unable to login to MYHR to view their HR records.  
**Cause:** A change CHA 16735 - [IAM] Reclassify TAs', Demonstrators' and Stu Ambassadors' accounts from STAFF to STUDENTS was implemented by QM, which caused the issue.  
**Action:** The Change was rolled back. | Resolved |
<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>16604</td>
<td>01/02/03</td>
<td>50m</td>
<td><strong>Network</strong> – Users in East wing of Queens building at Mile End, Malta, Whitechapel, Charter House SQ. experienced a brief (10m) interruption to network connectivity during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16604</td>
<td>31 Jan</td>
<td>50m</td>
<td><strong>Network</strong> – Users based in the west wing of the Queens building at Mile end experienced brief (10m) interruption to network connectivity during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16644</td>
<td>05 Feb</td>
<td>30m</td>
<td><strong>FortiClient VPN</strong> – Users experienced two short drop in connectivity whilst using the remote access solution (FortiClient) to access IT Services remotely.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16689</td>
<td>08 Feb</td>
<td>1h</td>
<td><strong>Direct Access</strong> – Users were unable to access services remotely using Direct Access during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16659</td>
<td>11 Feb</td>
<td>3d</td>
<td><strong>MySIS/SITS</strong> - Users were unable to access MySIS/SITS to view or update Student records during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16716</td>
<td>15 Feb</td>
<td>2h</td>
<td><strong>QMplus</strong> - Users were unable to access QMplus to view or update Learning material or course modules during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16758</td>
<td>23 Feb</td>
<td>2h</td>
<td><strong>Network</strong> - QM Staff Users in Mile End Hospital were unable to connect to the QM network during the upgrade.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>16738</td>
<td>25 Feb</td>
<td>2d</td>
<td><strong>Managed Desktop Service</strong> - Maths managed desktop users were unable to access IT Services 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>Dec 21</th>
<th>Jan 22</th>
<th>Feb 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1124</td>
<td>2052</td>
<td>1945</td>
<td>↓</td>
<td>←</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1073</td>
<td>1967</td>
<td>1933</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>82%</td>
<td>87%</td>
<td>83%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>50%</td>
<td>0%</td>
<td>0%</td>
<td>←</td>
<td>←</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>55%</td>
<td>74%</td>
<td>62%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>82%</td>
<td>87%</td>
<td>83%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>98%</td>
<td>97%</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>5128</td>
<td>8438</td>
<td>8685</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>5219</td>
<td>8124</td>
<td>8537</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>92%</td>
<td>94%</td>
<td>94%</td>
<td>←</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>78 (1%)</td>
<td>98 (1%)</td>
<td>127 (1%)</td>
<td>←</td>
<td>←</td>
</tr>
</tbody>
</table>

**Commentary**

- Ticket volumes have increased this month due to an increase in requests for PO closures as we draw closer to the end of financial year.
- Ticket volume is higher in comparison to the same time last year, mainly due to AV issues related to MME.
- KPIs are trending downwards due to the higher volume of tickets this month impacting the teams focus on tackling backlog tickets.
- No P1 tickets raised this month, however the volume of tickets reopened this month has been higher this month contributing to the downward 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 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

Incidents SLTs and Volume

% incidents Resolved in SLT

# Incidents

Number of Incidents

Target SLT

Clearing

Enrolment Period

Incident and Requests KPIs
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Dec 21</th>
<th>Jan 22</th>
<th>Feb 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>761</td>
<td>1413</td>
<td>1374</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>11s</td>
<td>19s</td>
<td>14s</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>1.7%</td>
<td>9.2%</td>
<td>5%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>81%</td>
<td>85%</td>
<td>71%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>62%</td>
<td>70%</td>
<td>68%</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
- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and Telephone.
- First Line Fix and First Time Fix have both dropped this month due to a high volume of 2nd and 3rd line incidents tickets for Hardware and QMplus.
- Phone Abandonment rate has improved due to no major incidents this month.
- The ticket backlog remains high, however the Service level target for ticket completion for the Service Desk remains above 95% this month.

### Key
- **Improvement over last month and within SLT**: Green up arrow
- **Deterioration from last month but within SLT**: Red down arrow
- **No change from last month and within SLT**: No change
- **Improvement over last month but breaching SLT**: Green up arrow
- **Deterioration from last month and breaching SLT**: Red down arrow
- **No change from last month and breaching SLT**: No change
- **Improvement over last month, No SLT assigned**: Green up arrow
- **Deterioration from last month, No SLT assigned**: Red down arrow
- **No change from last month, No SLT assigned**: No change

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 21</th>
<th>Jan 22</th>
<th>Feb 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Telephone Icon]</td>
<td>481</td>
<td>1096</td>
<td>1071</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>[Email Icon]</td>
<td>2108</td>
<td>3284</td>
<td>3271</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>[Service Desk Icon]</td>
<td>844</td>
<td>1327</td>
<td>1552</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>[AV Issues Icon]</td>
<td>1808</td>
<td>2852</td>
<td>2995</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>[Live Chat Icon]</td>
<td>740</td>
<td>1395</td>
<td>1235</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>[Tech Support Icon]</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Commentary**

- Ticket volume across all areas decreased slightly this month except in Face to Face due to more staff & students on Campus and Self Service.
- Top Request items this month relate to Agresso PO Closures and Password Resets, which contributes to the increase in Self Service tickets.
- Top incident items this month relate to AV issues which alone make up 35% of tickets.
- Hardware issues and QMplus, are amongst the top 3 incident tickets 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 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:

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a table top exercise undertaken to test our response.

- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down.

- **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 and continuity plans completed, recovery plans have begun to be documented.

- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show an increase in volume of traffic this month.

**New Risk:** The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

**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>Feb-22</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>57</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**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?

Contact: Shelim Miah  
Risk & Governance Management – IT Services  
Email Shelim.Miah@qmul.ac.uk  
Tel: 020 7882 7152