Executive Summary

KPI & Summary

- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations across IT.
- Service desk staffing levels are being reviewed and agency workers are to be recruited to help manage ticket volumes.
- Work completed to disable inactive IT user accounts that can be exploited by cyber criminals.
- The Journey to Service Excellence (JTSE) action plan has been approved with action owners, this will help to improve specific themes.

Customer Satisfaction

- Critical systems availability remained stable in July due to minimal impacting incidents.
- A number of infrastructure changes were carried out to mitigate against potential service impacting incidents.

Volumes

- Ticket volumes are higher than expected in comparison to this time last year, this is due to the work carried out to disable IT accounts of users who are no longer with QMUL.
- The increase in volume is a result of P3 tickets raised by student and staff requesting IT accounts to remain open.

Critical Systems Availability

- No Major Incidents.
- Critical systems availability remained stable in July due to minimal impacting incidents.
- A number of infrastructure changes were carried out to mitigate against potential service impacting incidents.

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

*KPI: Key Performance Indicator – tickets resolved within month

- **Incidents:** 76%
- **Requests:** 87%
- **P1 Inc.:** 100%
- **P2 Inc.:** 68%

- **Critical Systems Availability:** 99.0%
- **P1 Inc.:** 99.9%
- **P2 Inc.:** 0.0%

- **CYTD:** 97%
- **Jul:** 99.9%

- **0 Major Incidents**
## KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>97</td>
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<td>98</td>
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<td></td>
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</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>84</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>89</td>
<td>87</td>
<td>86</td>
<td>81</td>
<td>79</td>
<td>76</td>
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</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>89</td>
<td>87</td>
<td>94</td>
<td>91</td>
<td>86</td>
<td>91</td>
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<td>86</td>
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<td>87</td>
<td></td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>81</td>
<td>84</td>
<td>78</td>
<td>81</td>
<td>83</td>
<td>83</td>
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<td>85</td>
<td>78</td>
<td>80</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
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<td>86</td>
<td>87</td>
<td>86</td>
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<td>92</td>
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<td>88</td>
<td>85</td>
<td>86</td>
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<td></td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>93</td>
<td>95</td>
<td>97</td>
<td>93</td>
<td>98</td>
<td>95</td>
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<td>Service Desk Requests Closed Within SLT</td>
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<td>97</td>
<td>91</td>
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<td>Service Desk Telephone Response Within SLT</td>
<td>93</td>
<td>94</td>
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<td>94</td>
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<td>89</td>
<td>94</td>
<td>83</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>78</td>
<td>84</td>
<td>75</td>
<td>84</td>
<td>86</td>
<td>85</td>
<td>92</td>
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<td>87</td>
<td>85</td>
<td>83</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>87</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>93</td>
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<td>90</td>
<td>90</td>
<td>89</td>
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<tr>
<td>Change Management Implementation</td>
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</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>100</td>
<td>100</td>
<td>84</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>52</td>
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<td>59</td>
<td>86</td>
<td>98</td>
<td>100</td>
<td>87</td>
<td></td>
</tr>
</tbody>
</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**

---

<!-- Add any additional information or notes here -->
Customer Satisfaction

Customer Feedback
This month we received 990 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 20% (which is the usual average of 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
I am delighted with the rapid response
Really not happy with the way I’m being shunned about this issue
An excellent service.
Thanks for your continued hard work and support.
It took one whole working week for this to be resolved.

Positive Vs Negative

Commentary
- Customer Satisfaction has dropped this month but still remains above the 95% target due to users being unhappy about retaining IT accounts after leaving QMUL
- The Journey to Service Excellence (JTSE) action plan has been approved and actions assigned to owners. This will help to further improve our services
Activities for the month of July 2019

**Research Excellence**
- Research Tickets Resolved: \(\uparrow167\)
- Research Grant Bids: \(\uparrow105\)
- Research Grants Awarded: \(\uparrow50\)

**Teaching Excellence**
- Logins to QMPLUS: \(\downarrow30,794\)
- AV Teaching activities Supported: \(\downarrow272\)
- Videos played: \(\downarrow2,534\)
- Times within QMplus: \(\downarrow2,831\)
- Hours of Q-review: \(502\)
- Playbacks: \(30,794\)
- Logins to QMPLUS: \(30,794\)
- Supported teaching spaces: \(\approx177\)

**Public Engagement**
- Guest Wi-Fi: \(\downarrow290\) users, 5,840 sessions
- Events Wi-Fi: \(6218\) users, \(\uparrow1,051,298\) sessions

**Growth**
- New desktops/laptops Deployed: \(4\)
- Active accounts: \(\uparrow45,207\)
- Total data stored: \(\uparrow735\) terabytes

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): \(\downarrow7,228\)

**Sustainability**
- Pages sent and not printed: \(\uparrow74,076\)
- Improvement over last month
- Deterioration from last month
- No change from last month
ITS Critical Systems Availability

Jul: 99.9%
CYTD: 99.0%

QMplus – Unavailable
Tue 02 Jul – 15m
(Ticket No. 190229)

Network – Unavailable
Fr 19 Jul – 5h 30m
(Ticket No. 190776)
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>Jul</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Sep</td>
<td>1</td>
<td>1</td>
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</tr>
<tr>
<td>Oct</td>
<td>2</td>
<td>1</td>
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</tr>
<tr>
<td>Nov</td>
<td></td>
<td>1</td>
<td>1</td>
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<tr>
<td>Dec</td>
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<td>Jan</td>
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<td>Feb</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
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<td></td>
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<tr>
<td>Jun</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 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>
| 190229     | Tue 02 Jul 14:30 | 15m      | QMplus — Users were unable to access QMplus  
**Cause:** Moodle Cron, which is a Unix program that runs predefined tasks on the server, failed to load  
**Action:** The server was restarted | Resolved     |
| 190776     | Fri 19 Jul 08:30 | 5h 30m   | Network Services — Users in rooms 2.08 to 2.14 in the Abernathy building at Whitechapel were unable to access network services  
**Cause:** A faulty network switch in the Abernathy building  
**Action:** The network switch was replaced | 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>13749</td>
<td>01 Jul</td>
<td>20m</td>
<td><strong>Network Service</strong> - Users were unable to access network services in the Queens building, Temporary building and Scape building during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>13761 13762</td>
<td>08 Jul</td>
<td>1h 40m</td>
<td><strong>Network Service</strong> – Users experienced service interruptions on five consecutive days of up to 20 mins on each day during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13780</td>
<td>09 Jul</td>
<td>6h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>-</td>
<td>13 Jul</td>
<td>6h</td>
<td><strong>Turnitin</strong> – Users were unable to access Turnitin to submit or mark assignments during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13820</td>
<td>13 Jul</td>
<td>2h</td>
<td><strong>MySIS</strong> – Users were unable to access MySIS during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13763 13764</td>
<td>15 Jul</td>
<td>1h 40m</td>
<td><strong>Network Service</strong> – Users experienced service interruptions on five consecutive days of up to 20 mins on each day during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13837</td>
<td>24 Jul</td>
<td>5d</td>
<td><strong>WebView &amp; MyHR</strong> – Users were unable to access MyHR and WebView during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13834</td>
<td>27 Jul</td>
<td>10h</td>
<td><strong>Teaching Service PCs</strong> – Users may have experienced some service interruptions whilst using the teaching service PCs in labs, library, teaching spaces and lecture theatres.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>13872</td>
<td>30 Jul</td>
<td>10m</td>
<td><strong>Network Service</strong> – No service impact</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>Measure</td>
<td>Target</td>
<td>May 19</td>
<td>Jun 19</td>
<td>Jul 19</td>
<td>Trend</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>-------</td>
</tr>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1077</td>
<td>774</td>
<td>919</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1114</td>
<td>761</td>
<td>768</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>81%</td>
<td>79%</td>
<td>76%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td>60%</td>
<td>100%</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>71%</td>
<td>67%</td>
<td>68%</td>
<td>↑</td>
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<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>81%</td>
<td>79%</td>
<td>78%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>95%</td>
<td>100%</td>
<td>83%</td>
<td>↓</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>90%</td>
<td>86%</td>
<td>80%</td>
<td>↓</td>
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<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3980</td>
<td>3594</td>
<td>5116</td>
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</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3964</td>
<td>3502</td>
<td>4675</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>85%</td>
<td>86%</td>
<td>87%</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>168 (3%)</td>
<td>132 (3%)</td>
<td>164 (3%)</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Commentary**

- There is an impact on service levels as a result of sustained activity and resignations of staff across IT.
- Ticket volumes increased in July due to the high number of queries received as a result of the disabling of IT user accounts for staff and students who no longer work or study at QMUL.
- Decommissioning of PRM and the release of Self Service Password Reset (SSPR) have contributed to the volume of tickets to the Service Desk.

**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

Requests SLTs and Volume
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>May 19</th>
<th>Jun 19</th>
<th>Jul 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>2017</td>
<td>1952</td>
<td>2951</td>
<td>↑</td>
<td>↓</td>
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<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>13s</td>
<td>21s</td>
<td>34s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>6%</td>
<td>16%</td>
<td>22%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>59%</td>
<td>58%</td>
<td>64%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>46%</td>
<td>53%</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>98%</td>
<td>100%</td>
<td>71%</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Commentary**

- The Phone abandonment rate and wait time have suffered this month due to staff leave and loss of resources across the Service Desk.
- Some deterioration of service levels is expected this month due to the volume of enquiries received regarding the disabling of IT user accounts.
- We are reviewing the staffing levels with a plan to recruit agency workers.

**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>May 19</th>
<th>Jun 19</th>
<th>Jul 19</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Phone</td>
<td>698</td>
<td>589</td>
<td>791</td>
<td>🟢🟢🟢</td>
<td>🟢🟢🟢</td>
</tr>
<tr>
<td>Email</td>
<td>1815</td>
<td>1961</td>
<td>2372</td>
<td>🟢🟢🟢</td>
<td>🟢🟢🟢</td>
</tr>
<tr>
<td>Live Chat</td>
<td>459</td>
<td>377</td>
<td>471</td>
<td>🟢🟢🔴</td>
<td>🟢🟢🔴</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>1065</td>
<td>1280</td>
<td>1839</td>
<td>🟢🟢🟢</td>
<td>🟢🟢🔴</td>
</tr>
<tr>
<td>Support Ticket</td>
<td>63</td>
<td>50</td>
<td>169</td>
<td>🟢🟢🟢</td>
<td>🟢🟢🔴</td>
</tr>
<tr>
<td>Support Ticket</td>
<td>62</td>
<td>0</td>
<td>0</td>
<td>🟢🟢🟢</td>
<td>🟢🟢🟢</td>
</tr>
</tbody>
</table>

## Commentary

- **Ticket volumes in July** are normally low however there is an increase this month due to the Self Service Password Reset (SSPR) registration and queries received from users whose IT accounts have been marked for disabling.

- The increase in chat volume is due to students contacting the service desk from home regarding the disabling of their student IT user account and requesting it to remain open.

## 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

Realised Risks: A Malware has been identified on several terminals in Engineering, these have been quarantined and the malware contained.

<table>
<thead>
<tr>
<th>Monthly Risk Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks Averted</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

Key:
- ↑: Deterioration over last month
- ↓: Improvement from last month
- ---: No change from last month

Top Risks:
- **Network resilience for legacy firewall and routers** – The legacy network routers and switches have now been virtualised. The resiliency for fibre connections is being deployed via Projects and Change.
- **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** – Microsoft Advanced Threat Protection’s anti spoofing filters – New filters are switched on and successfully blocking spoofing emails.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon.
- **Some Managed Devices unable to back up data** – Users saving data on the C drive unknowingly as the device does not have G or J drive mapped – The Solution has been deployed to all users risk closed.

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

![Graph showing the number of active risks by month and their RAG status. The legend indicates Red, Amber, Green, and Unrated risks. The chart shows a decrease in the number of risks from July 2018 to July 2019.]

![Table for monthly risk statistics with columns for Risks Averted, Re-Assigned, New Risks, Total Risks, Risks Realised, and Monthly Trend. The table shows a decrease in the number of risks from July 2018 to July 2019.]

![Key for risk status indicators: up for deterioration, down for improvement, and no change.]

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

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