Executive Summary

**KPI & Summary**

- There is an impact on service levels as a result of the number of staff involved with preparation for Clearing and the new technology being tested.
- Preparation for virtual Clearing is well underway, staff are testing soft phones and defining support levels and escalation paths that can be provided remotely.
- Ticket volumes in July are normally low however there is an increase this month due to the number of major Incidents.
- Preparation work to expand MFA to all Office 365 Applications.

**Customer Satisfaction**

- Critical systems availability decreased this month due to the high number of Major Incidents.
- Working from home has identified further critical systems that need to have high availability.

**Volumes**

- Ticket volumes increased in July due to the high number of Major Incidents and queries.
- The main areas tickets were raised in are similar to last month; MyHR, QMplus, Email and Agresso.

**Critical Systems Availability**

- Critical systems availability decreased this month due to the high number of Major Incidents.
- Working from home has identified further critical systems that need to have high 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

*KPI: Key Performance Indicator – tickets resolved within month

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*CYTD: Calendar Year to Date

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- O365 Teams – Unable to access 03/07
- MetaCompliance – Email Error 09/07
- QMplus – Performance 14/07
<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>94</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>82</td>
<td>94</td>
<td>93</td>
<td>94</td>
<td>93</td>
<td>95</td>
<td>▼</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>93</td>
<td>94</td>
<td>96</td>
<td>96</td>
<td>95</td>
<td>▼</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>76</td>
<td>67</td>
<td>77</td>
<td>75</td>
<td>76</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>▲</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>88</td>
<td>86</td>
<td>84</td>
<td>90</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>94</td>
<td>94</td>
<td>—</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>74</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>71</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>▲</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>89</td>
<td>88</td>
<td>85</td>
<td>87</td>
<td>88</td>
<td>84</td>
<td>90</td>
<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>94</td>
<td>▲</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>91</td>
<td>69</td>
<td>87</td>
<td>86</td>
<td>93</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>95</td>
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<td>99</td>
<td>▲</td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>91</td>
<td>90</td>
<td>97</td>
<td>87</td>
<td>94</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>99</td>
<td>99</td>
<td>—</td>
<td></td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>78</td>
<td>61</td>
<td>41</td>
<td>62</td>
<td>83</td>
<td>88</td>
<td>87</td>
<td>85</td>
<td>60</td>
<td>—</td>
<td>—</td>
<td>—</td>
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<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>76</td>
<td>67</td>
<td>64</td>
<td>58</td>
<td>57</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>▲</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>89</td>
<td>87</td>
<td>85</td>
<td>85</td>
<td>84</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>▲</td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>87</td>
<td>79</td>
<td>58</td>
<td>58</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>97</td>
<td>79</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 \(< 85\% \)

**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 15% (which is 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

- Very helpful & patient..... despite 90 minutes plus duration of our chat! Managed to solve the primary issue.
- Actually ‘Livid’ rather than just disgruntled as this issue has still not been resolved. We have paid for a software package that is still not working.
- As always, wonderful service, spent a lot of time assisting me and all works well!
- This is frustrating, why is the ticket closed if the issue is not solved?
- very helpful. It solved my problem and advised me how to prevent it in the future too.
- The initial responses were both rude and dismissive. I feel that a few more seconds of reading the initial request may have provided help rather than a dismissive incorrect referral to the wrong department.

Commentary

- Customer Satisfaction for incidents increased slightly this month, but overall remains below the 95% target.
- Feedback this month relate to delays in responding and requests not being met to the satisfaction of the customer. Issues range from access and delivery of hardware.
Activities for the month of Jul 2020

**Research Excellence**
- Research Tickets Resolved: 264
- Research Grant Bids: 191
- Research Grants Awarded: 37

**Teaching Excellence**
- Logins to QMPLUS: 174,786
- Videos played: 5,497
- Supported AV Teaching activities: 68
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 4,087
- Videos played: 38,602 times within QMplus

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 48,592

**Public Engagement**
- Guest Wi-Fi: 34 users, 245 sessions
- Events Wi-Fi: 264 users, 28,174 sessions

**Growth**
- New desktops/laptops Deployed: 87
- Active accounts: Approx. 62,913
- Total data stored (excl. Research): 924.73 terabytes

**Sustainability**
- Pages sent and not printed: 2,771
- No change from last month
## ITS Critical Systems Availability

<table>
<thead>
<tr>
<th>System</th>
<th>Status</th>
<th>Date/Duration</th>
<th>Ticket No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>QMplus</td>
<td>Degraded</td>
<td>Tue 14 Jul – 16h 30m</td>
<td>202728</td>
</tr>
<tr>
<td>MyHR</td>
<td>Degraded</td>
<td>Tue 14 Jul – 1h</td>
<td>202722</td>
</tr>
<tr>
<td>Ivanti</td>
<td>Degraded</td>
<td>Mon 06 Jul – 16d</td>
<td>202459</td>
</tr>
<tr>
<td>0365 Teams</td>
<td>Degraded</td>
<td>Fri 03 Jul – 45m</td>
<td>202427</td>
</tr>
</tbody>
</table>

**Service Availability**

- **Jul:** 94.0%
- **CYTD:** 98.7%

![Diagram showing service availability and degraded periods for different systems.](image-url)
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
# Major & High Priority Incidents

<table>
<thead>
<tr>
<th>MI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>202526</td>
<td>Thu 09 Jul 12:00</td>
<td>9h 30m</td>
<td>MetaCompliance - Cyber Security Awareness – All registered users received an email from the online portal in error. Cause: An error during the administration of the portal led to the email being sent to all registered users as opposed to an individual user. Action: Investigations identified the preventative and training measures for the administration of the portal</td>
</tr>
<tr>
<td>202427</td>
<td>Fri 03 Jul 12:15</td>
<td>45m</td>
<td>MS Teams – Users on Campus were unable to access MS Teams and Skype. Cause: Change 14997 to rectify MS Teams Audio issues for users onsite inadvertently blocked all MS Teams and Skype traffic. Action: Change Rolled back</td>
</tr>
<tr>
<td>202728</td>
<td>Tue 14 Jul 18:00</td>
<td>16h 30m</td>
<td>QMplus – Some users experienced performance issues and certain features within QMplus may not have been available. Cause: Outstanding issues that had not been rectified from the QMplus upgrade Change 15004 Action: Resolved as part of the post Change implementation testing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>202459</td>
<td>Mon 06 Jul 12:55</td>
<td>16d</td>
<td>Ivanti – Users were unable to raise Request tickets via the self-service portal in Ivanti. Cause: The service catalogue items had disappeared from a directory in Ivanti. Action: Escalated to 3rd Party support, who wrote a script on the database to recreate the catalogue</td>
</tr>
<tr>
<td>202722</td>
<td>Tue 14 Jul 4:00</td>
<td>1h</td>
<td>MyHR – Users were unable to access MyHR off Campus with a non-managed device. Cause: Issue with the azure proxy. Action: Restarted Service.</td>
</tr>
</tbody>
</table>

Status: 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>14971</td>
<td>02 Jul</td>
<td>30m</td>
<td><strong>Telephony</strong> — Testing for clearing preparation. No impact to the users during the</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>maintenance period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15006</td>
<td>13 Jul</td>
<td>1h</td>
<td><strong>Multi Factor Authentication (MFA) for Office 365 Apps</strong> — User in Professional Services</td>
<td>Update</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>on unmanaged devices, including mobiles, were prompted for MFA by apps like Outlook,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Teams, OneDrive, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14917</td>
<td>05 Jun</td>
<td>2h</td>
<td><strong>SITS</strong> — Users were unable to access SITS 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>May 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>630</td>
<td>564</td>
<td>753</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>573</td>
<td>580</td>
<td>594</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>82%</td>
<td>82%</td>
<td>88%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>55%</td>
<td>63%</td>
<td>65%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>82%</td>
<td>83%</td>
<td>89%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>89%</td>
<td>91%</td>
<td>75%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3343</td>
<td>4372</td>
<td>5433</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3242</td>
<td>3992</td>
<td>5034</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>90%</td>
<td>94%</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>84 (2%)</td>
<td>96 (2%)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Commentary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and the preparation for clearing.
- Ticket volumes increased in July due to the high number of Major Incidents and queries regarding their laptops.
- The overall KPI trend is improving as the aged tickets stabilises.

### 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
- **↑↓**: Improvement over last month, No SLT assigned
- **↓↑**: Deterioration from last month, No SLT assigned
- **↑↓↓**: Improvement over last month, No SLT assigned
- **↓↑↑**: Deterioration 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 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>83%</td>
<td>54%</td>
<td>85%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>69%</td>
<td>88%</td>
<td>75%</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 were suspended mid March as Queen Mary moved to home working.
- First time Fix increased this month, tickets for PO closure and reports of phishing were quickly completed.
- Some deterioration of First Line Fix is expected this month due to the volume of enquiries received.

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

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 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>─</td>
<td>─</td>
</tr>
<tr>
<td>Email</td>
<td>1962</td>
<td>2440</td>
<td>2953</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Live Chat</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>─</td>
<td>─</td>
</tr>
<tr>
<td>Self service</td>
<td>999</td>
<td>1308</td>
<td>2045</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>855</td>
<td>920</td>
<td>1062</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF</td>
<td>0</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 number of major Incidents.
- Email and Phishing were among the top issues reported this month. The MI – email sent in error contributed to this.
- Ticket volume received by email was up due to the Self service function not being available in Ivanti.
- The main areas tickets were raised in are similar to last month: MyHR, QMplus, Email and Agresso

### 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 – 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

**New Risk:** Poor due diligence before contracting third Party and technology vendors that supply services to Queen Mary to establish their cyber security posture, resiliency and business continuity

### 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>4</td>
<td>0</td>
<td>9</td>
<td>56</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Key**

- ![Deterioration over last month](image)
- ![Improvement from last month](image)
- ![No change from last month](image)
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