Executive Summary

KPI & Summary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and the preparation for clearing.
- The overall KPI trend is improving as the aged tickets stabilise.
- The two day virtual Open Day experienced issues due to the nationwide Virgin Media loss of service and the 3rd party platform issues with its end point firewall.
- Preparation for virtual Clearing is well underway, staff are testing soft phones and defining support levels and escalation paths that can be provided remotely.

Volumes

- Ticket volumes have decreased this month as expected due to staff and students now predominately working from home and staff using up their outstanding leave.
- The main areas tickets were raised in are similar to last month; MyHR, Email and Agresso.

Customer Satisfaction

- 95% satisfaction with a 1% increase.

Critical Systems Availability

- Critical systems availability increased despite the MI which was hosted by 3rd party services and low number of High Priority incidents.
- Working from home has identified further critical systems that need to have high availability.

Major Incident

- Open Day – 3rd party platform -25/06

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

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

*CYTD: Calendar Year to Date
## KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Move</th>
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</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>94</td>
<td>91</td>
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<td>95</td>
<td>88</td>
<td>92</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</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>94</td>
<td>96</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>79</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>—</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td>89</td>
<td>88</td>
<td>86</td>
<td>84</td>
<td>90</td>
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<td>92</td>
<td>90</td>
<td>90</td>
<td>94</td>
<td></td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>80</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
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<td>Service Desk Incidents Closed Within SLT</td>
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<td>69</td>
<td>87</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
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<td>78</td>
<td>61</td>
<td>41</td>
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<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>67</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>89</td>
<td>87</td>
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<td>78</td>
<td>83</td>
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<tr>
<td>Change Management Implementation</td>
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<td></td>
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<tr>
<td>Service Desk Email Triage</td>
<td>100</td>
<td>87</td>
<td>79</td>
<td>58</td>
<td>58</td>
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<td>97</td>
<td>79</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

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

Customer Feedback

This month we received 754 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 16% (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

Thank you. I am very grateful. You are all very kind efficient and extremely helpful.

Your reset of my staff members MyHR account did not work.

Many thanks for the help and assistance this morning...He was very patient and didn't stop until he resolved my query...much appreciated.

When we had live-chat on Friday, the person told me I would be sent a Defender token for my Apple device. Nothing has arrived - So I still have no access to my pc files!

Positive Vs Negative

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 Jun 2020

**Research Excellence**
- Research Tickets Resolved: \(\uparrow607\)
- Research Grants Awarded: \(\uparrow37\)
- Research Grant Bids: \(\uparrow191\)

**Teaching Excellence**
- Logins to QMPLUS: \(\downarrow348,080\)
- AV Teaching activities Supported: \(\uparrow68\)
- Supported teaching spaces: \(\approx177\)
- Hours of Q-review: \(4,294\)
- Videos played: \(\downarrow32,043\)
- Times within QMplus: \(\approx177\)
- Playbacks: \(36,935\)

**Public Engagement**
- Guest Wi-Fi: \(\downarrow13\) users
- 560 sessions
- Events Wi-Fi: \(\downarrow286\) users
- 36,935 sessions

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): \(\downarrow594,409\)

**Sustainability**
- Pages sent and not printed: \(\downarrow2,771\)
- Higher than last month
- Lower than last month
- No change from last month

**Growth**
- New desktops/laptops Deployed: \(87\)
- Active accounts: \(\uparrow62,371\)
- Total data stored (excl. Research): \(924.73\) terabytes

**QMUL IT Services**
- QMUL IT Services logins: \(348,080\)
- Reported AV Issues: \(\uparrow43\)
- Supported AV Issues: \(\downarrow43\)
- Supported teaching spaces: \(\approx177\)
- Hours of Q-review: \(4,294\)
- Playbacks: \(36,935\)
- Videos played: \(87\)
- Times within QMplus: \(\approx177\)
ITS Critical Systems Availability

Jun: 99.9%
CYTD: 99.5%

MyHR - Degraded
Thu 18 Jun – 5h
(Ticket No. 202142)
Major & High Priority Incidents

Root Causes

<table>
<thead>
<tr>
<th></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>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<tbody>
<tr>
<td>ITS 3rd Party</td>
<td>1</td>
<td></td>
<td>2</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
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</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 & 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>
<tbody>
<tr>
<td>N/A</td>
<td>Thu 25 Jun</td>
<td>2d</td>
<td><strong>Open Day 3rdparty Platform Services (Hijack)</strong>—Users were unable to access the virtual open day event</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td>12:00</td>
<td></td>
<td>**Cause:**Virgin Media had a nationwide service failure and Hijack encountered issues with their end point firewall</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> 3rd party engineers resolved the issue.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>202142</td>
<td>Thu 18 Jun</td>
<td>5h</td>
<td><strong>MyHR</strong>—Users were unable to access MyHR off Campus with a non-managed device</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td>08:54</td>
<td></td>
<td><strong>Cause:</strong> Issue with the application proxy</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Action:</strong> Changed the Azure Proxy configuration for MYHR and restarted.</td>
<td></td>
</tr>
</tbody>
</table>
## 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>14988</td>
<td>30 Jun</td>
<td>1h</td>
<td><strong>Telephony</strong> — Users in the following department IT Service Desk, Estates Helpdesk, Careers were unable to make or receive calls to during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14938</td>
<td>18 Jun</td>
<td>2h</td>
<td><strong>SITS Reporting &amp; QMUL Space Management</strong> — User were unable to connect to the SITS reporting facility and the QMUL Space management services.</td>
<td>Upgrade</td>
<td>Implemented</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>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>854</td>
<td>630</td>
<td>564</td>
<td>⬇️</td>
<td>⬇️</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>859</td>
<td>573</td>
<td>580</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>82%</td>
<td>82%</td>
<td>🔺</td>
<td>🔺</td>
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<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>50%</td>
<td></td>
<td>100%</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>92%</td>
<td>55%</td>
<td>63%</td>
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<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>86%</td>
<td>82%</td>
<td>83%</td>
<td>🔺</td>
<td>🔺</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>89%</td>
<td>91%</td>
<td>🔺</td>
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<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>95%</td>
<td>100%</td>
<td>🔺</td>
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<tr>
<td>Requests Raised</td>
<td>-</td>
<td>3932</td>
<td>3343</td>
<td>4372</td>
<td>⬆️</td>
<td></td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3989</td>
<td>3242</td>
<td>3992</td>
<td>⬆️</td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>94%</td>
<td>⬇️</td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>105</td>
<td>84</td>
<td>96</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 continues to decrease this month due to staff taking their outstanding leave annual leave.
- The overall KPI trend is improving as the aged tickets stabilises.

**Key**

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

**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

Incident and Requests KPIs

Clearing

Enrolment Period

Clearing

Enrolment Period
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Jun 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>
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<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>79%</td>
<td>83%</td>
<td>54%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>71%</td>
<td>69%</td>
<td>88%</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 dropped this means that more of the tickets had to be handled by second or third line support
- Where as the first line fix increased as the Service Desk continue to focused on quickly dealing with home working tickets on VDI, access to MyHR and software install.

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>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tbody>
<tr>
<td>Email</td>
<td>3</td>
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<td>0</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>2147</td>
<td>1962</td>
<td>2440</td>
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<td>1596</td>
<td>999</td>
<td>1308</td>
<td>—</td>
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<td>—</td>
</tr>
<tr>
<td>945</td>
<td>855</td>
<td>920</td>
<td>—</td>
<td>—</td>
<td>—</td>
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<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>—</td>
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</tr>
</tbody>
</table>

**Commentary**

- The increase in Phishing email this month contributed to the ticket volume received by email.
- The main areas tickets were raised in are similar to last month; MyHR, 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>4</td>
<td>0</td>
<td>9</td>
<td>56</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

![Number of Active Risks By Month & RAG Status For IT Services](chart.png)

**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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