Executive Summary – May 2019

KPI & Summary

- There is an impact on Service levels as a result of sustained activity and loss of staff due to resignation across IT
- Issues with the number of aged tickets continues into this month
- A potential solution has been identified for those managed devices missing J and G storage drives
- The additional resources and the presence of the Tech Bar have helped achieve a 98% service level for triaging tickets
- The two bank holidays and focus on triaging has added to the impact on service levels
- A plan of action has been drafted to help improve specific themes and will be managed by the Journey to Service Excellence (JTSE) program

Customer Satisfaction

- (984) 97%
- 3%

Volumes

- Ticket volumes continued to drop into this month for all channels as a result of the two bank holiday weekends
- The new Tech Bar is continuing to increase month on month

Critical Systems Availability

- Critical systems availability increased in May following the poor availability in April and minimal service impacting incidents this 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

Customer

1. No Major Incident
2. No Major Incidents
# KPI Trend View – May 2019

<table>
<thead>
<tr>
<th>KPI</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>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>82</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></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>91</td>
<td>88</td>
<td>89</td>
<td>87</td>
<td>94</td>
<td>91</td>
<td>86</td>
<td>91</td>
<td>89</td>
<td>89</td>
<td>89</td>
<td>86</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>84</td>
<td>81</td>
<td>81</td>
<td>84</td>
<td>78</td>
<td>81</td>
<td>83</td>
<td>83</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>92</td>
<td>89</td>
<td>89</td>
<td>86</td>
<td>87</td>
<td>86</td>
<td>87</td>
<td>92</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>88</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>96</td>
<td>96</td>
<td>93</td>
<td>95</td>
<td>97</td>
<td>93</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>93</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>96</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>98</td>
<td>99</td>
<td>95</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>93</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>86</td>
<td>94</td>
<td>94</td>
<td>94</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>89</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>86</td>
<td>79</td>
<td>78</td>
<td>84</td>
<td>75</td>
<td>84</td>
<td>86</td>
<td>85</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>87</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>93</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td>93</td>
<td>90</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>84</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>52</td>
<td>64</td>
<td>59</td>
<td>86</td>
<td>98</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key**

- **B** Exceeds Goals > = 95%
- **G** Meets Goals > = 90%
- **A** Tolerable > = 85%
- **R** Unacceptable < 85%

**Service Desk Email Triage**

- **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

**Move**

- ↑ Improvement over last month
- ↓ Deterioration from last month
- ← No change from last month

*Queen Mary University of London*
Customer Feedback

This month we received 984 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 19% (which is slightly below the usual average of 20% 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

The problem was sorted out remotely very quickly and they also came over to check in person

Ticket closed and Nothing has been done as far as I can see

The problem was sorted out immediately

I was provided with information that means absolutely nothing to me at all. No a clue what it means. My problem has not been addressed at all

Brilliant thank you

No one came!

Customer Satisfaction – May 2019

Positive Vs Negative

Customer Satisfaction has increased this month to well above the 95% target due to the improvement in handling incidents

Customer Services Management handbook has now been made available to all ITS staff. The Journey to Service Excellence program and its action plan is due to be implemented, which will help to further improve our services.
Activities for the month of May 2019

**Research Excellence**
- Research Tickets Resolved: +167
- Research Grant Bids: +135
- Research Grants Awarded: -39

**Teaching Excellence**
- Logins to QMPLUS: 609,544
- AV Teaching activities Supported: +467
- Videos played: 2,891
- Hours of Q-review: 3,882
- Supported teaching spaces: Approx. 177
- Playbacks: +436,118

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): +436,118

**Public Engagement**
- Guest Wi-Fi: 273 users, 4,534 sessions
- Events Wi-Fi: 399 users, 6,881 sessions

**Growth**
- New desktops/laptops Deployed: +10
- Registered accounts: +90,923
- Total data stored: 851 terabytes

**Sustainability**
- Pages sent and not printed: +49,974
  - Improvement over last month: 1/2
  - Deterioration from last month: -
  - No change from last month: -
ITS Critical Systems Availability – May 2019

May: 99.5%
CYTD: 98.6%
Major & High Priority Incidents – May 2019

Root Causes

<table>
<thead>
<tr>
<th>Month</th>
<th>Network</th>
<th>Network</th>
<th>MySIS</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Jun</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Jul</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sep</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Oct</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Jan</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Feb</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Mar</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Apr</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>May</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>HPI Number</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
<td>Status</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| 188357     | Wed 1 May 14:00 | 2d       | Network – Some users on the ground floor of the Robin Brooke Centre were unable to connect to the Internet  
Cause: The DNS lookup was incorrectly redirected  
Action: Restart the DNS lookup process | Resolved   |
| 188412     | Thu 2 May 11:50 | 3h 30m   | Agresso – Users were were unable to purchase goods via the Agresso EMarketplace  
Cause: The vendor (Science Warehouse) were experiencing issues with their IT infrastructure that caused the EMarketplace to be unavailable  
Action: Reported to the vendor to resolve | Resolved   |
| 188685     | Thu 9 May 12:30 | 1h 30m   | Agresso – Users were were unable to search for goods via the Agresso EMarketplace  
Cause: The vendor (Science Warehouse) were experiencing issues with their IT infrastructure that caused the search functionality in the EMarketplace to fail  
Action: Reported to the vendor to resolve | Resolved   |
| 189041     | Mon 20 May 09:40| 12m      | QMplus – Some users experienced performance issues when trying to access QMplus  
Cause: The Application server was overloaded  
Action: ULCC stopped and restarted Apache server | Resolved   |
| 189617     | Fri 24 May 09:00| 14h      | MYYSIS/SID – Users were unable access the Student Information Desk (SID) to log support calls  
Cause: Windows patch update inadvertently closed a port  
Action: Reported to Tribal Cloud Systems the vendor who rolled back the update | Resolved   |
## Planned Maintenance – May 2019

<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>13585</td>
<td>03 May</td>
<td>5h</td>
<td><strong>ResourceLink and MyHR</strong> – Users were unable to access the services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13556</td>
<td>07 May</td>
<td>30m</td>
<td><strong>Network Service</strong> – Users experienced a 5 min outage across a number of web services including websites protected by idcheck and interruption to sending and receiving emails during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13643</td>
<td>20 May</td>
<td>30m</td>
<td><strong>Wireless Service</strong> – Users in Pooley House experienced a brief interruption to the Wi-Fi service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13605</td>
<td>22 May</td>
<td>3h</td>
<td><strong>LAMP Website</strong> – Users were unable to access a number of websites such as the Wiki and Staff Directory during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13659</td>
<td>28 May</td>
<td>10m</td>
<td><strong>Network Service</strong> – Users may have experienced 2 brief interruptions to the network service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13648</td>
<td>30 May</td>
<td>30m</td>
<td><strong>Direct Access</strong> – Users were unable to access G and J drive via their managed devices during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13666</td>
<td>30 May</td>
<td>1h</td>
<td><strong>Wireless Service</strong> – Users were unable to access the internet via the QM Events Wi-Fi service for 10 min during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
### ITS Incident and Request KPIs – May 2019

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 19</th>
<th>Apr 19</th>
<th>May 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1240</td>
<td>1415</td>
<td>1077</td>
<td>📉</td>
<td>📉</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1052</td>
<td>1175</td>
<td>1114</td>
<td>📉</td>
<td>📉</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>86%</td>
<td>81%</td>
<td>📉</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>33%</td>
<td>75%</td>
<td>100%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>76%</td>
<td>81%</td>
<td>71%</td>
<td>📉</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>88%</td>
<td>86%</td>
<td>81%</td>
<td>📉</td>
<td>🟢</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>88%</td>
<td>97%</td>
<td>95%</td>
<td>📉</td>
<td></td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>95%</td>
<td>87%</td>
<td>90%</td>
<td>🟢</td>
<td>🟢</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4607</td>
<td>4212</td>
<td>3980</td>
<td>📉</td>
<td></td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4292</td>
<td>3859</td>
<td>3964</td>
<td>🟢</td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>89%</td>
<td>86%</td>
<td>85%</td>
<td>📉</td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>167 (3%)</td>
<td>139 (3%)</td>
<td>168 (3%)</td>
<td>📉</td>
<td></td>
</tr>
</tbody>
</table>

#### Commentary
- There is an impact on service levels as a result of sustained activity and loss of staff across IT.
- The improvement in triaging of tickets and the two bank holidays has added to the impact on service levels.

#### 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 – May 2019

Incidents SLTs and Volume

Requests SLTs and Volume

Queen Mary
University of London
Service Desk Performance – May 2019

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 19</th>
<th>Apr 19</th>
<th>May 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>2430</td>
<td>2318</td>
<td>2017</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>13s</td>
<td>16s</td>
<td>13s</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>7%</td>
<td>10%</td>
<td>6%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>58%</td>
<td>63%</td>
<td>59%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>52%</td>
<td>54%</td>
<td>51%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>59%</td>
<td>86%</td>
<td>98%</td>
<td>↑</td>
<td>-</td>
</tr>
</tbody>
</table>

Commentary
- The additional resources for triaging have helped to achieve well above the required SLT
- The Phone abandonment rate and wait time have improved largely due to the decrease in volume

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

FTP = 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 – May 2019

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Mar 19</th>
<th>Apr 19</th>
<th>May 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1124</td>
<td>801</td>
<td>698</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Email</td>
<td>2624</td>
<td>2651</td>
<td>1815</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Live Chat</td>
<td>690</td>
<td>626</td>
<td>459</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>1186</td>
<td>1266</td>
<td>1065</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>57</td>
<td>62</td>
<td>↑</td>
<td>–</td>
</tr>
</tbody>
</table>

### Commentary
- Ticket volumes via all channels decreased as expected as a result of the two bank holiday weekends
- The Tech Bar ticket volume is continuing to increase month on 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:**

- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is being deployed
- **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 – Work group has commenced developing a solution to map the drives automatically for users

**New Risks (Top 2):**
1. The QMUL data backups libraries are reaching their capacity

<table>
<thead>
<tr>
<th>Monthly Risk Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risks Averted</strong></td>
</tr>
<tr>
<td>0</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