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 new focus on reducing the volume of aged tickets has resulted in the overall KPI trend dropping.
- The increase in Phishing email this month contributed to the ticket volume received by email.
- A Project is underway to deliver Clearing virtually this year, ensuring that staff are able to take calls and offer placements securely from home but also provide a support network that can resolve any issues 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, QMplus and Agresso.

**Critical Systems Availability**
- Critical systems availability increased this month due to no P1s and the low number of incidents.
- Working from home has identified further critical systems.

**Customer Satisfaction**
- 0 Major Incident
  - There was no Major Incidents this month.
  - KPI: Key Performance Indicator – tickets resolved within month.
  - CYTD: Calendar Year to Date.

**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 Trend View

<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>96</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>94</td>
<td>91</td>
<td>93</td>
<td>95</td>
<td>88</td>
<td>92</td>
<td>92</td>
<td>94</td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</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>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>81</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>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>85</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>88</td>
<td>86</td>
<td>84</td>
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<td>89</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>78</td>
<td>80</td>
<td>74</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>71</td>
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<td>87</td>
<td>80</td>
<td>80</td>
<td>79</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>85</td>
<td>86</td>
<td>89</td>
<td>88</td>
<td>85</td>
<td>87</td>
<td>88</td>
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<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>↑</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>95</td>
<td>97</td>
<td>91</td>
<td>69</td>
<td>87</td>
<td>86</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<td>97</td>
<td>91</td>
<td>90</td>
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<td>98</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>94</td>
<td>83</td>
<td>78</td>
<td>61</td>
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<td>88</td>
<td>87</td>
<td>85</td>
<td>60</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>85</td>
<td>83</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>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>90</td>
<td>89</td>
<td>87</td>
<td>85</td>
<td>85</td>
<td>84</td>
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<td>Change Management Implementation</td>
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<tr>
<td>Service Desk Email Triage</td>
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<td>100</td>
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<td>79</td>
<td>58</td>
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<td>95</td>
<td>97</td>
<td>79</td>
<td>100</td>
<td>100</td>
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</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
Customer Satisfaction

Customer Feedback

This month we received 693 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 14% (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.

Customer Feedback

Requests

- Delighted: 94% (582)
- Happy: 20% (120)
- Unhappy: 2% (11)

Incidents

- Delighted: 94% (111)
- Happy: 29% (32)
- Unhappy: 3% (3)

Total

- Delighted: 94% (25)
- Happy: 22% (152)
- Unhappy: 2% (14)

Feedback this month

- I am grateful for your time and patients in sorted out my IT issues.
- This absolutely hasn't been fulfilled!
- This is not what I've asked for now I can't access my email
- Very helpful and professional. Patient during the remote access and clear in giving instructions
- Absolutely delighted. Thank you all so much. This is really much appreciated. I can now wokr fully from home which is such a relief.
- Total waste of time. IT and procurement have really disappointed me. This is at least my third interaction on this ticket and nothing has happened.

Positive Vs Negative

- Total waste of time. IT and procurement have really disappointed me. This is at least my third interaction on this ticket and nothing has happened.

Customer 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 May 2020

**Research Excellence**
- Research Tickets Resolved: 301 (↑)
- Research Grant Bids: 191 (↑)
- Research Grants Awarded: 37 (↑)

**Teaching Excellence**
- Logins to QMPLUS: 628,914 (↑)
- AV Teaching activities Supported: 68 (↑)
- Videos played: 6,713 (↑)
- Times within QMplus: 37,552 (↑)
- Hours of Q-review: 9,608 (↑)
- Playbacks: 68 (↑)
- Total data stored (excl. Research): 946 terabytes (↑)

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 790,858 (↑)

**Public Engagement**
- Guest Wi-Fi: 30 users (↑)
- 706 sessions
- Events Wi-Fi: 348 users (↑)
- 36,473 sessions

**Growth**
- New desktops/laptops Deployed: 87 (↑)
- Active accounts: 62,075 (↑)
- Total data stored (excl. Research): 946 terabytes (↑)

**Sustainability**
- Pages sent and not printed: 2,771 (↓)
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

May: 99.7%
CYTD: 99.4%

Email - Inaccessible
Wed 29 Apr – 5d
(Ticket No. 201857)
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>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 201383     | Wed 13 May 19:42 | 21h      | **Webmail** – Users experienced issues accessing Webmail via the Firefox browser  
**Cause:** Issue was within Microsoft’s infrastructure  
**Action:** Microsoft resolved the issue, users were able to access webmail after clearing the cache on the browser | Resolved |
| 201857     | Wed 29 Apr 09:00 | 5d       | **Email** – Users in BCI were unable to access emails via the outlook desktop application  
**Cause:** The BCI managed Windows clients configuration disallows logins to Office 365 from Office 2016 apps but allows outlook log ins, the configuration started blocking Outlook sign ins as well.  
**Action:** Workaround deployed to change the settings to allow logins using the QMUL credentials (but not any other personal Microsoft accounts), instead of disallowing all logins |          |
## 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>14739</td>
<td>01 May</td>
<td>15m</td>
<td><strong>Network</strong> – Users were unable to access VDI, Direct Access, Agresso, AppsAnywhere, IDCheck, ADFS, SIS, SYM, Ivanti, Elements, MyHR, Scientia, Campus M, Resourcelink, Webview for 15 mins during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14841</td>
<td>08 May</td>
<td>1h</td>
<td><strong>VDI and AppsAnywhere</strong> – Users were unable to access VDI and AppsAnywhere during the maintenance window</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14848</td>
<td>12 May</td>
<td>1d</td>
<td><strong>MyHR &amp; Webview</strong> – Users were unable to access MyHR and Webview during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14887</td>
<td>26 May</td>
<td>2d</td>
<td><strong>Resourcelink</strong> – Users were unable to access WebView and MyHR during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14560</td>
<td>28 May</td>
<td>4h</td>
<td><strong>Elements</strong> – Users were unable to access Elements during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14869</td>
<td>29 May</td>
<td>2h</td>
<td><strong>SITS and MySIS</strong> – Users were unable to access SITS and MySIS 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>Mar 20</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>997</td>
<td>854</td>
<td>630</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>850</td>
<td>859</td>
<td>573</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>83%</td>
<td>87%</td>
<td>82%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td>50%</td>
<td></td>
<td></td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>65%</td>
<td>92%</td>
<td>55%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>84%</td>
<td>86%</td>
<td>82%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>80%</td>
<td>100%</td>
<td>89%</td>
<td>↓</td>
<td>↑</td>
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<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>95%</td>
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<tr>
<td>Requests Raised</td>
<td>-</td>
<td>5419</td>
<td>3932</td>
<td>3343</td>
<td>↓</td>
<td>↑</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>5055</td>
<td>3989</td>
<td>3242</td>
<td>↓</td>
<td>↑</td>
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<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>92%</td>
<td>90%</td>
<td>90%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>123 (2%)</td>
<td>105 (2%)</td>
<td>84 (2%)</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 have decreased this month as expected due to staff and students now predominately working from home and staff using up their outstanding leave.
- The new focus on reducing the volume of aged tickets has resulted in the overall KPI trend dropping.

### 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

- Target SLT
- Clearing Period
- Enrolment Period

Requests SLTs and Volume

- Target SLT
- Clearing Period
- Enrolment Period

*Legend:*
- # Incidents
- % SLT
- # Requests
- % SLT
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 20</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>1718</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>56s</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>39%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>71%</td>
<td>79%</td>
<td>83%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>67%</td>
<td>71%</td>
<td>69%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>79%</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 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 Source</th>
<th>Mar 20</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call</td>
<td>584</td>
<td>3</td>
<td>0</td>
<td>💪🏻</td>
<td>💪🏻</td>
</tr>
<tr>
<td>Email</td>
<td>3060</td>
<td>2147</td>
<td>1962</td>
<td>💪🏻</td>
<td>💪🏻</td>
</tr>
<tr>
<td>Chat</td>
<td>417</td>
<td>11</td>
<td>0</td>
<td>💪🏻</td>
<td>💪🏻</td>
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<tr>
<td>Live Chat</td>
<td>1650</td>
<td>1596</td>
<td>999</td>
<td>🟠📈</td>
<td>🟠📈</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>626</td>
<td>945</td>
<td>855</td>
<td>💪🏻</td>
<td>🔺</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</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, QMplus and Agresso

### Key

- **Improvement over last month and within SLT**
- **Deterioration from last month and 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

### Monthly Risk Stats

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</tr>
</thead>
<tbody>
<tr>
<td>Risks Averted</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>51</td>
<td>0</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Re-Assigned</td>
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**Top Risk:** Phishing and Using 3rd party cloud services that may not be secure or safe to view sensitive information that could result in a possible information security incidents

**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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