



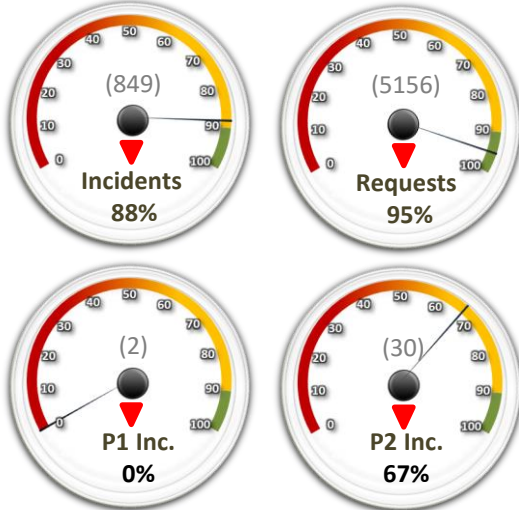
Queen Mary  
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# IT Services

Monthly KPI Report

# Executive Summary

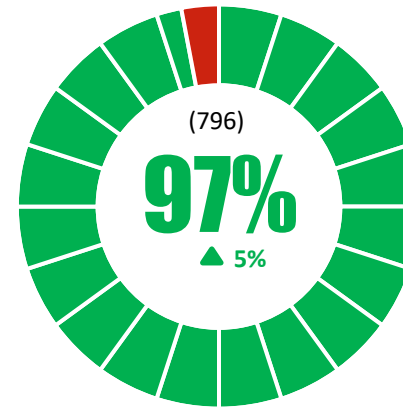
## KPI & Summary



\*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have decreased as expected due to the easter holidays.
- Ticket volumes are higher in comparison to the same time last year mainly due to the higher volume of Request tickets.
- The E-Learning unit are now part of IT Services & have joined the Development Solutions team.
- work package has commenced to update the service catalogue and incorporate the new Gold, Silver and Bronze services.
- The KPI is trending downwards, whilst the Customer Satisfaction remains high (97%).

## Customer Satisfaction



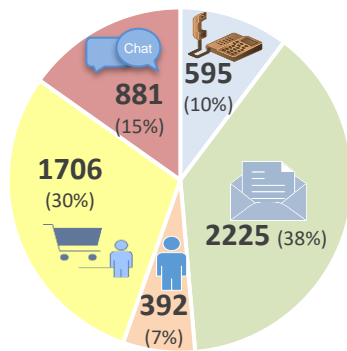
### Definitions

- 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

## 1 Major Incident

- QMplus – Inaccessible – 21/04

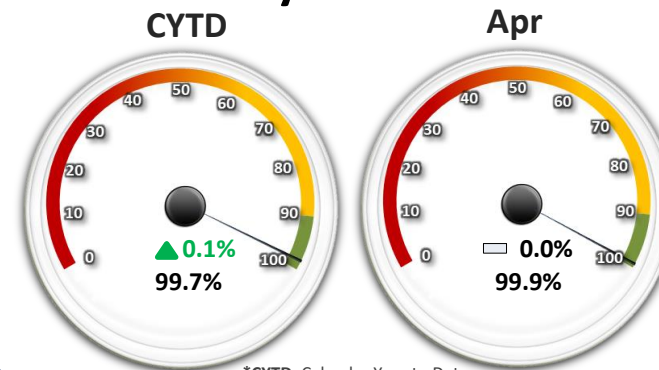
## Volumes



■ Telephone ■ Email ■ In Person ■ Self-Service ■ Chat

- Total ticket volumes were low for April which is linked to the Easter Bank holiday.
- QMplus, telephone and hardware issues were amongst the top issues reported this month.
- Request for Information was the top Request item again this month.

## Critical Systems Availability



\*CYTD: Calendar Year to Date

- Critical systems availability remained the same this month despite the QMplus major incident.
- Working from home has identified further critical systems that need to have high availability.

# KPI Trend View

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Move
% Satisfied Customers for Incidents	92	94	93	95	96	95	94	86	96	96	95	95	96	↑
% Satisfied Customers for Requests	94	94	96	95	95	93	93	87	95	95	96	92	97	↑
All Incidents Closed By All ITS Depts. Within SLT	87	82	82	88	82	89	87	88	90	95	91	93	88	↓
All Requests Closed By All ITS Depts. Within SLT	90	90	94	94	89	94	93	94	95	97	94	96	95	↓
All Incidents Closed By Site Within SLT	80	79	71	88	79	87	86	88	85	90	82	93	83	↓
All Requests Closed By Site Within SLT	87	88	93	94	88	91	93	94	94	96	94	96	94	↓
Service Desk Incidents Closed Within SLT	97	96	97	99	99	97	97	96	98	99	98	98	98	▬
Service Desk Requests Closed Within SLT	98	98	99	99	99	99	99	99	99	99	99	96	99	↑
Service Desk Telephone Response Within SLT		▬	▬	▬	▬	▬	▬	80	89	83	93	95	88	↓
All Incidents Closed By Campus Teams Within SLT	62	67	62	69	62	76	81	87	94	88	91	93	88	↓
All Requests Closed By Campus Teams Within SLT	67	69	92	95	74	84	91	95	95	93	93	95	96	↑
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	100	100	100	100	100	100	100	▬

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

<b>B</b>	No Failed Changes
<b>G</b>	Failed Changes with no impact on Services
<b>A</b>	1 Failed Change which impacted Services
<b>R</b>	2 Failed Changes which impacted Services

**Key**

↑	Improvement over last month
↓	Deterioration from last month
▬	No change from last month

# Customer Satisfaction

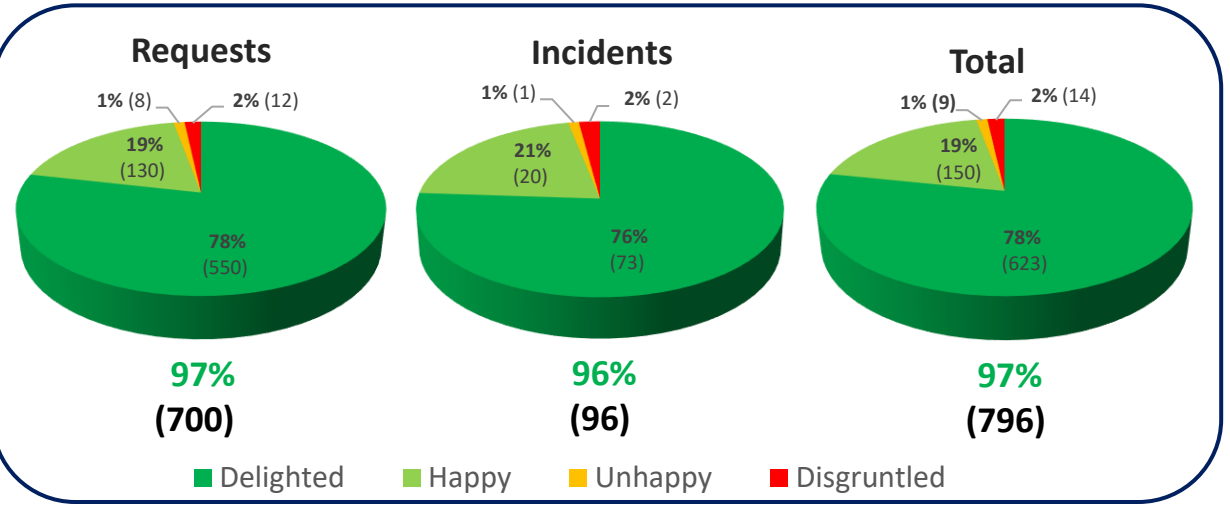
## Customer Feedback

This month we received 796 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **13%** (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

*I would like to thank you very much for solving my IT issue. He has a lovely manner and was very patient with me.*

*Dear Sirs, I am shocked! My query was- how do I download the recorded lectures? Your answer- speak to your lecturers.*

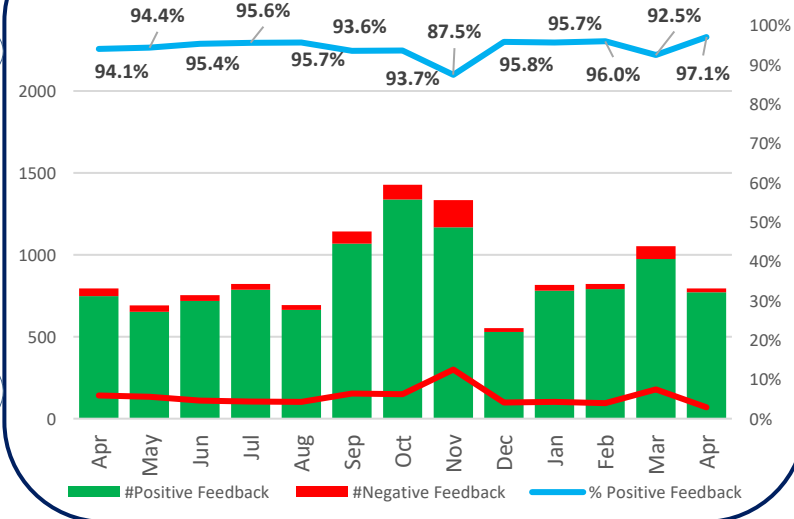
*This hasn't resolved my issue, just passed me on to someone else.*

*Excellent service, sorted my issue out within minutes, thank you*

*Thank you so much for your helpful reply and for resolving this issue*

*I only wanted to know if this service could help me to set up my desktop phone (so it was a yes/no answer), and the call handler kept me hanging on until I gave up and hung up.*

## Positive Vs Negative



## Commentary

- Customer Satisfaction for this month has improved to above our 95% target.
- Feedback this month relate mainly to resolving issues quickly and providing the right knowledge.
- Complaints this month like last month, have again centred around Requests being unfulfilled because processes have not been completely followed or IT Services is unable to help with third party services such as zoom and Blackboard collaborate

# Activities for the month of Apr 2021

## Research Excellence

Research Tickets Resolved

↓ 240



Research Grant Bids

—

Research Grants Awarded

—



## Teaching Excellence

Logins to QMPLUS

↓ 769,056



AV Teaching activities Supported

↓ 15

Reported AV Issues

↓ 21



Supported teaching spaces

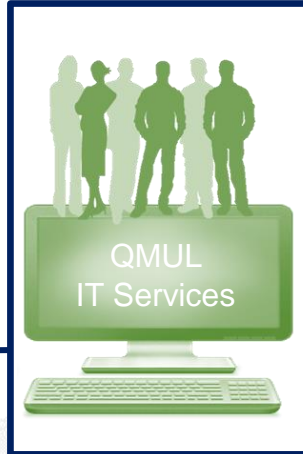
Approx. 177 —

↓ 22,804

Videos played

↑ 170,469

times within QMplus



Hours of Q-review

↓ 54,458

Playbacks

## International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ 707,346



## Public Engagement

Guest Wi-Fi:

↓ 53 users

542 sessions



Events Wi-Fi:

↑ 105 users

5,496 sessions

## Growth



↓ 37

New desktops/laptops Deployed



Total data stored (excl. Research)

993.08 terabytes

Approx. 58,826

Active accounts



↑

## Sustainability

↓ 7,308

Pages sent and not printed



1 —

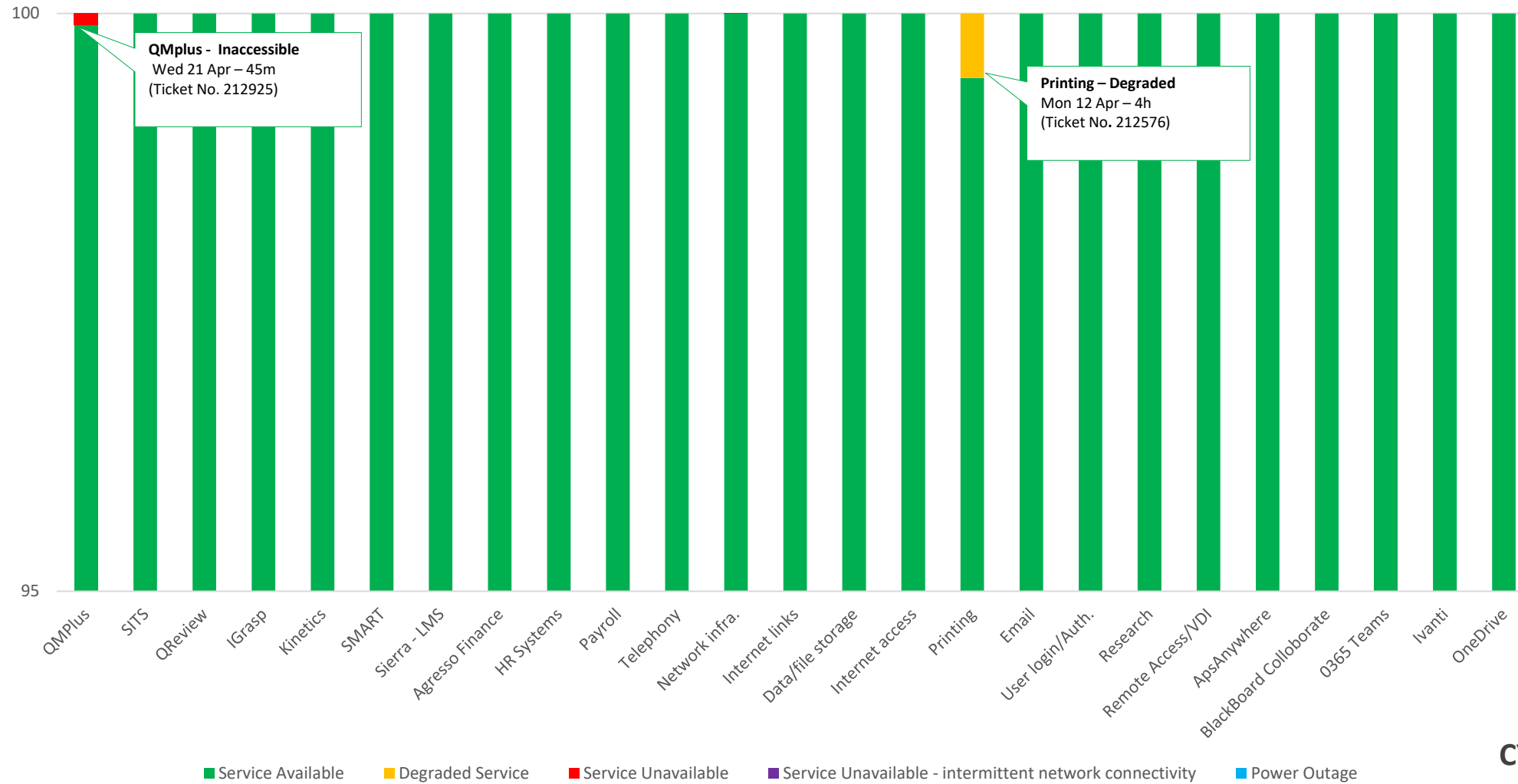


Higher Than last month

Lower than last month

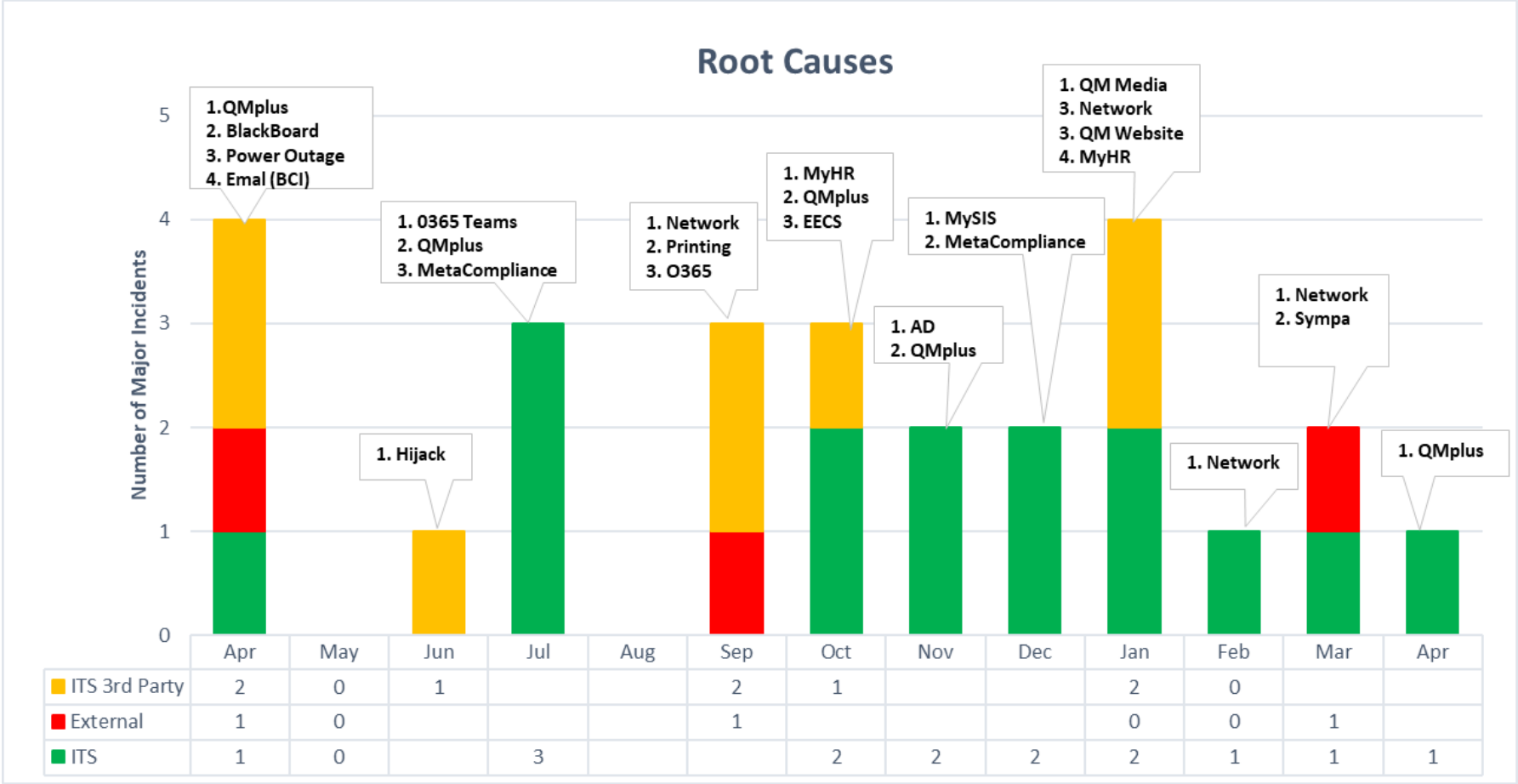
No change from last month

# ITS Critical Systems Availability



**Apr: 99.9%**  
**CYTD: 99.7%**

# Major & High Priority Incidents



# Major Incident and High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
212925	Wed 21 Apr 14:30	45m	<p><b>QMplus</b> – Users were unable to login to QMplus to view or access learning material.</p> <p><b>Cause:</b> A change 15714 implemented a widget that caused the timetabling server to overload impact users access.</p> <p><b>Action:</b> The widget was turned off and timetabling server restarted restoring the services.</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
212576	Mon 12 Apr 11:30	4h	<p><b>Printing</b> – Users were unable to scan , copy or print in some parts of the campus.</p> <p><b>Cause:</b> Unknown</p> <p><b>Action:</b> Escalated to 3<sup>rd</sup> party support who restarted the Papercut application service on both application servers starting with the server in passive mode (Mps-app-001), which fixed the issue.</p>	Resolved



# Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15767	10 Apr	8h	<b>Telephony</b> – Users were unable to make or receive calls during the upgrade period. Emergency and Security numbers have been diverted to mobile phones.	Upgrade	Implemented
15794	19 Apr	2h	<b>Electrical Testing</b> – Users were unable to access the John Vane Science Centre, Charterhouse Square during the electrical testing.	Maintenance	Implemented
15813	19 Apr	30m	<b>QMplus</b> – Users were unable to access QMplus during the maintenance period.	Maintenance	Implemented
15817	21 Apr	30m	<b>Network</b> – Users in the Fogg building, Mile End were unable to access network services including Wi-Fi, internet or telephony during the maintenance period.	Maintenance	Implemented
15790	28 Apr	4h	<b>Kinetics</b> – Users were unable to access Kinetics during the maintenance period	Maintenance	Implemented
15807	28 Apr	2h	<b>i-Grasp</b> – Users were unable to access i-Grasp during the maintenance period.	Maintenance	Implemented










# ITS Incident and Request KPIs

Measure	Target	Feb 21	Mar 21	Apr 21	Trend	Expected Trend
Incidents Raised	-	915	1009	849	↓	↓
Number of Incidents Resolved	-	872	931	814	↓	↓
Incidents Resolved within SLT	90%	91%	93%	88%	↓	—
Resolution Time P1	4h	0%	0%	0%	—	↑
Resolution Time P2	1 BD	83%	71%	67%	↓	↓
Resolution Time P3	3 BD	92%	93%	88%	↓	↓
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	5772	5810	5156	↓	↓
Number of Requests Resolved	-	5644	5495	5109	↓	↓
Requests Resolved within SLT	90%	94%	96%	95%	↓	↓
Reopened tickets	3%	101 (2%)	106 (2%)	115 (2%)	—	—

## Commentary

- Overall ticket volumes are lower this month due to the easter holidays.
- Ticket volumes are similar in comparison to the same time last year mainly even though there were more Major incidents last April.
- Focus on aged tickets continues to tackle the backlog of tickets.

## Key

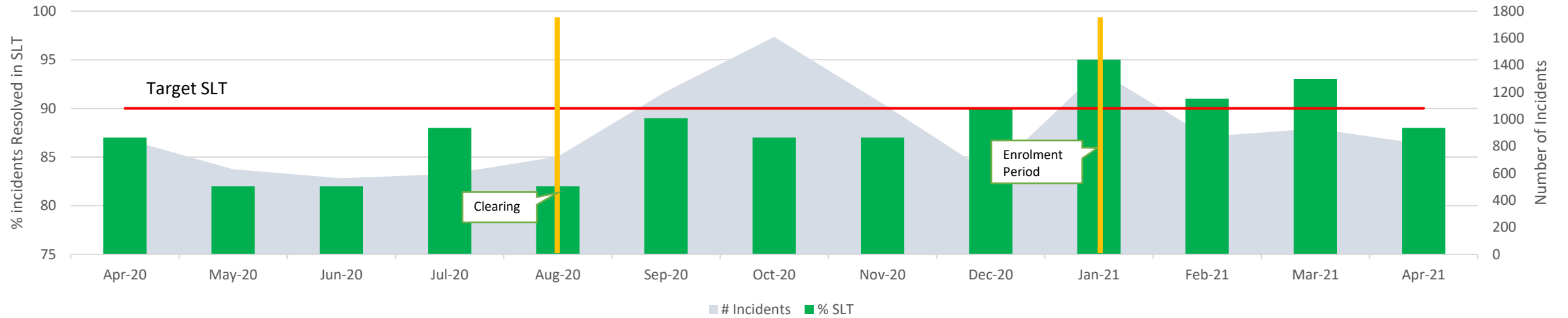
-  Improvement over last month and within SLT
-  Deterioration from last month but within SLT
-  No change from last month and within SLT
-  Improvement over last month and breaching SLT
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BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

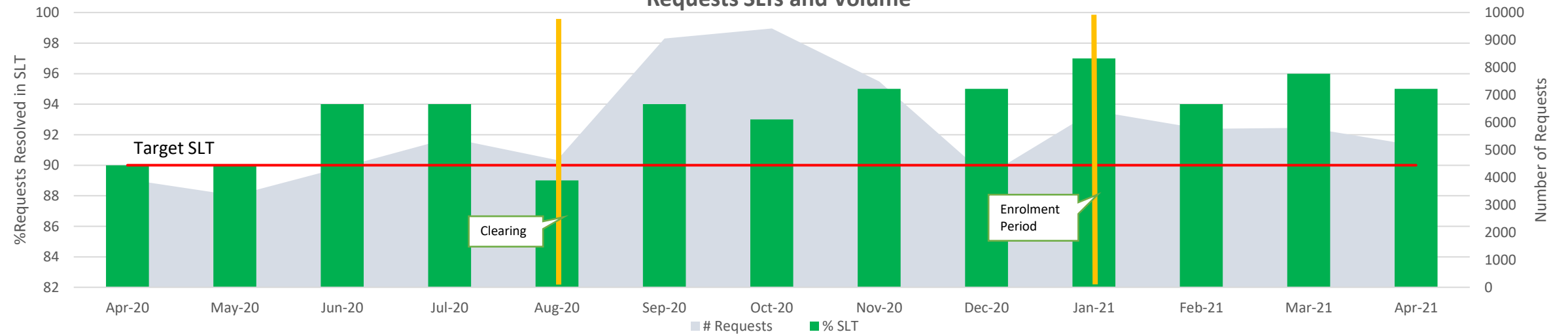
**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

# Incident and Requests KPIs

## Incidents SLTs and Volume



## Requests SLTs and Volume












# Service Desk Performance

Measure	Target	Feb 21	Mar 21	Apr 21	Trend	Expected Trend
Received Phone Calls	-	843	878	814	↓	↑
Average Wait Time	25s	18s	15s	23s	↓	↑
Abandon Rate (Calls)	5%	7%	5%	11%	↓	↓
FTF (First Time Fix)	75%	92%	79%	78%	↓	—
FLF (First Line Fix)	75%	78%	71%	62%	↓	—
Email Triage	90%	100%	100%	100%	—	—

## Commentary







- The Service Desk continues to work remotely and is able to take calls. Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Service Desk performance has been improving, however the FTF and FLF have dropped because of the knock on effect of the major incidents this month.

### Key

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**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

ITS Ticket Volume	Feb 21	Mar 21	Apr 21	Trend	Expected Trend
	557	583	595	↑	↑
	2490	2497	2225	↓	↑
	254	354	392	↑	↑
	1949	2046	1706	↓	↑
	1218	1100	881	↓	↑
	0	0	0	—	—

## Commentary

- There is a mix of ticket volumes via all channels this is because of the QMplus major incident.
- QMplus, telephone and Hardware issues were amongst the top issues reported this month.
- Request for Information was the top Request item again this month. Most of which were generated by Chat.

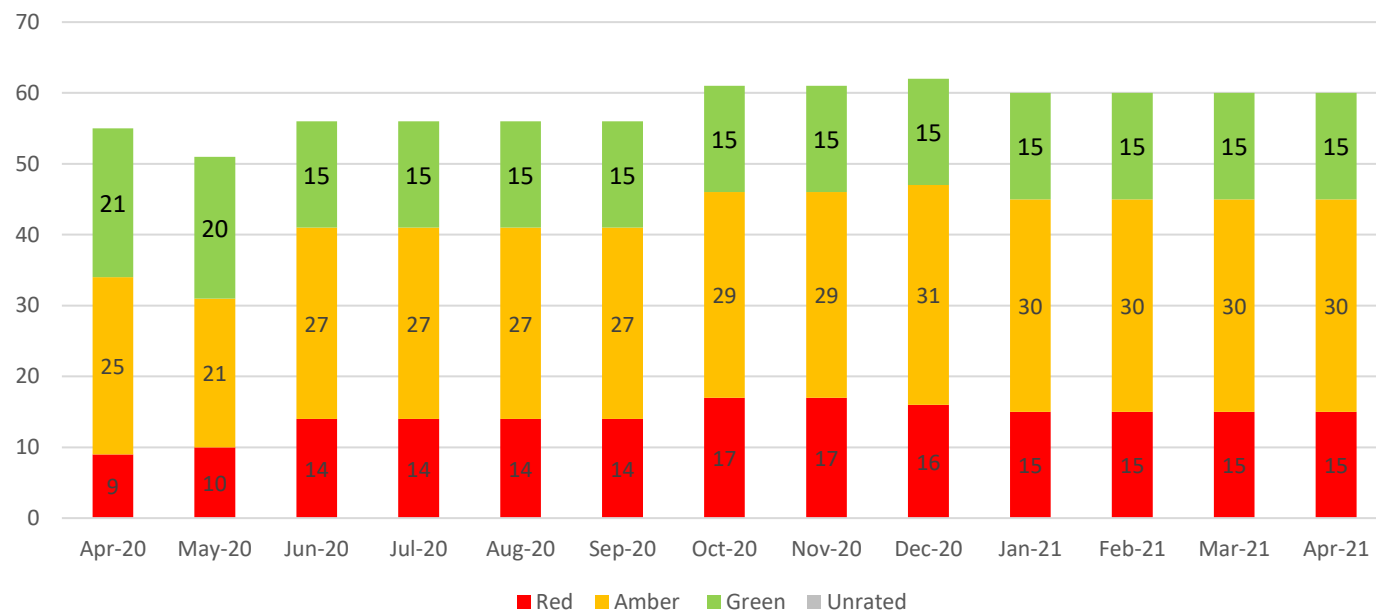
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# Risk Report

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



**Top Risk:** There are no formal Disaster Recovery or Business Continuity plans that outline the recovery process or regular failover testing to ensure the resilience in place is effective.

## Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	60	0	▬

## 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

## Key

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ▬ No change from last month



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

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