IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

(2052)
Incidents
87%

(8438)
Requests
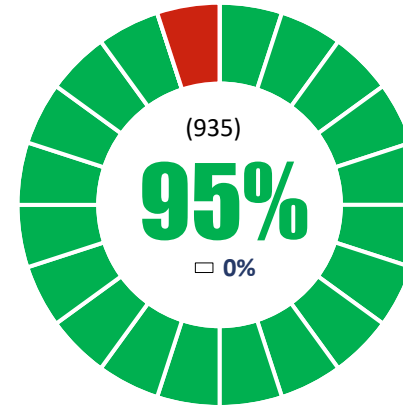**94%**

(2)
P1 Inc.
0%

(99)
P2 Inc.
74%
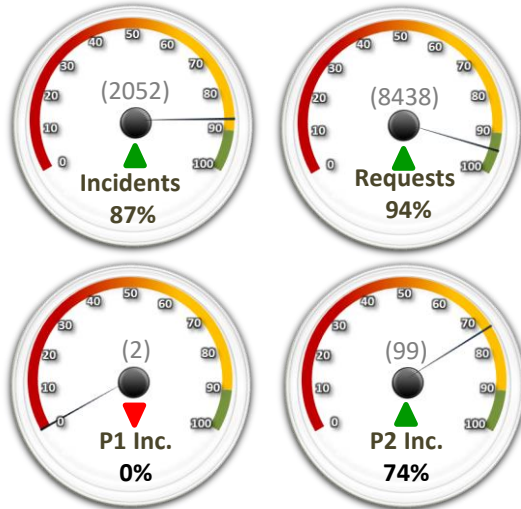
*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes have increased this month as expected following staff & student return from the holiday period. In comparison to the same time last year, ticket volumes are higher, mainly due to AV issues related to MME and the three major incidents.
- There were three major incidents this month, two related to QMplus.
- KPIs are showing signs of improvement as teams close tickets that were raised this month, whilst still focusing on reducing the backlog.
- January enrolment was completed successfully.
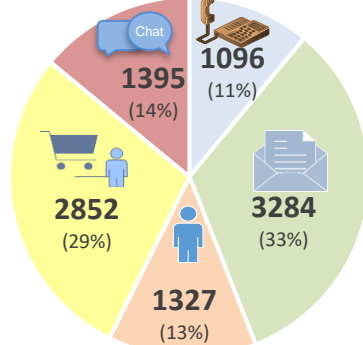
Customer Satisfaction

(935)
95%
0%

3 Major Incident

- QMplus – 06/01 – Unavailable
- FortiClient – 06/01 – VPN Remote access unavailable
- QMplus – 28/01 - Unavailable

Volumes

1096 (11%)

1395 (14%)

3284 (33%)

2852 (29%)

1327 (13%)

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

- Ticket volume across all areas has increased this month due to the return of users after the holiday period.
- Top Request items this month relate to Password Reset, and Desktop Queries.
- Top incident items this month relate to AV issues and QMplus, combined make up 35% of the incident ticket volume this month.

Critical Systems Availability

CYTD
▲ **0.2%**
99.9%

Jan
▲ **0.2%**
99.9%
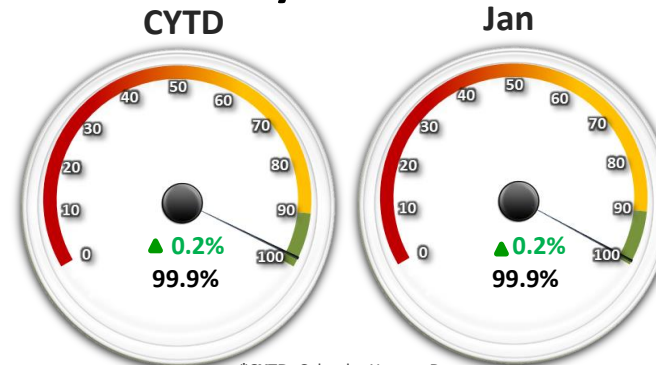
*CYTD: Calendar Year to Date

- Critical systems availability increased this month despite the major incident.
- Most of the incidents were not impacting service availability.

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KPI Trend View

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Move
% Satisfied Customers for Incidents	96	95	95	96	96	94	98	97	91	91	91	92	95	↑
% Satisfied Customers for Requests	95	96	92	97	97	96	96	94	94	92	96	95	95	—
All Incidents Closed By All ITS Depts. Within SLT	95	91	93	88	89	89	84	87	76	67	70	82	87	↑
All Requests Closed By All ITS Depts. Within SLT	97	94	96	95	94	92	94	94	93	90	91	92	94	↑
All Incidents Closed By Site Within SLT	90	82	93	83	83	82	81	86	71	57	64	83	88	↑
All Requests Closed By Site Within SLT	96	94	96	94	94	92	94	94	93	91	91	94	96	↑
Service Desk Incidents Closed Within SLT	99	98	98	98	99	98	96	96	90	89	97	97	98	↑
Service Desk Requests Closed Within SLT	99	99	96	99	99	99	99	99	96	94	100	99	99	—
Service Desk Telephone Response Within SLT	83	93	95	88	85	78	86	89	66	88	97	98	90	↓
All Incidents Closed By Campus Teams Within SLT	88	91	93	88	85	85	78	83	59	46	62	78	79	↑
All Requests Closed By Campus Teams Within SLT	93	93	95	96	96	95	94	95	89	82	80	91	92	↑
Change Management Implementation														—
Service Desk Email Triage	100	100	100	100	100	100	100	100	63	100	100	100	100	—

B	Exceeds Goals	> = 95%	
G	Meets Goals	> = 90%	
A	Tolerable	> = 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

Key

↑ Improvement over last month

↓ Deterioration from last month

— No change from last month

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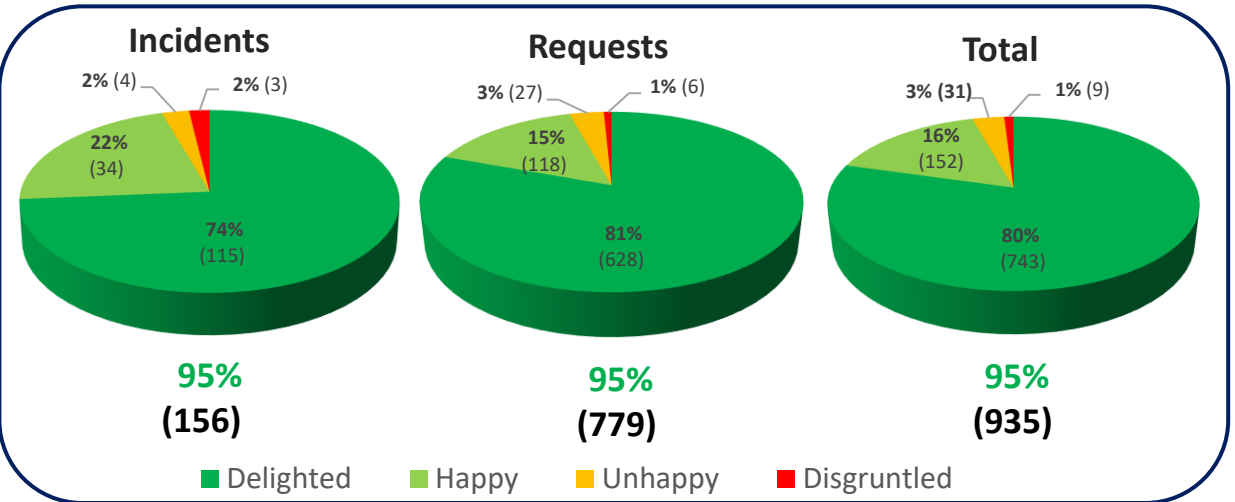University of London

Customer Satisfaction

Customer Feedback

This month we received 935 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 9% (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.

Incidents
- 2% (4)
- 2% (3)
- 22% (34)
- 74% (115)

95%
(156)

Requests
- 3% (27)
- 1% (6)
- 15% (118)
- 81% (628)

95%
(779)

Total
- 3% (31)
- 1% (9)
- 16% (152)
- 80% (743)

95%
(935)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Your response was very prompt and the instructions were easy to follow to get the software running on my laptop! thank you

the audio visual went down again about 10 minutes after the technician left. I rang the help desk again and asked for someone to come back, but they didn't turn up
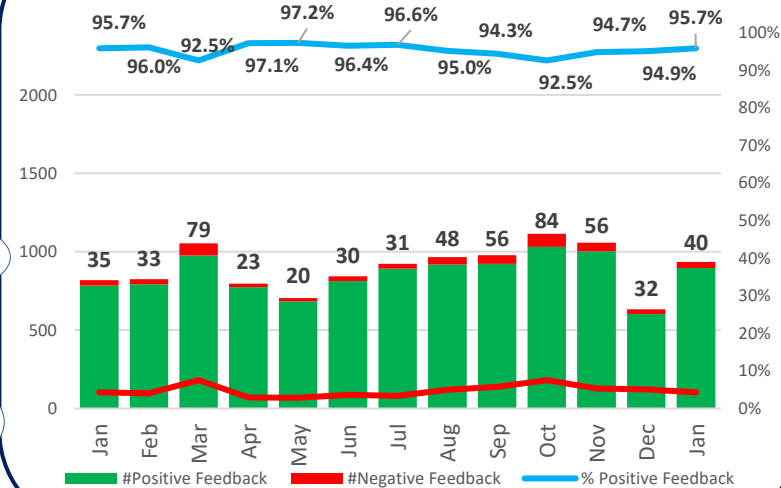
I was asking about alternatives – can you provide a mic?

so helpful with helping me receive access to my account. I really appreciated her patience with me and my poor connection,

I am very grateful that you provided me help and support at my first class this semester. And it is also the first time I have delivered the classes in person at QMUL. I is impressed by your efficiency and kind manner

I have replied. The ticket system is just not working. Replying to the ticket email sometimes adds a note, sometimes it doesn't

Positive Vs Negative

95.7%   92.5%   97.2%   96.6%   94.3%   94.7%   95.7%
96.0%   97.1%   96.4%   95.0%   92.5%   94.9%

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
35	33	79	23	20	30	31	48	56	84	56	32	40

■ #Positive Feedback ■ #Negative Feedback — % Positive Feedback

Commentary

- Customer Satisfaction for this month has remained at our 95% target.
- Feedback this month relate to AV support and tickets being closed without really resolving the issue.
- Comments that were positive relate to speedy response and helpful patient and supportive

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ITS Critical (Gold) Systems Availability

QMplus – Unavailable
Thu 06 Jan – 70m
(Ticket No. **223900**)

QMplus – Unavailable
Fri 28 Jan – 70m
(Ticket No. **225594)**

QMplus – Degraded
Mon 17 – 72m
(Ticket No. **224448)**

Power Outage
Wed 05 Jan – 4h 30m
(Ticket No. **223839**)

Power Outage
Thu 06 Jan – 51m
(Ticket No. **223966)**

Power Outage
Mon 31 Jan – 2h 38m
(Ticket No. **225716)**

Jan: 99.9%
CYTD: 99.9%

Categories: QMPlus, SITS, QReview, IGrasp, Kinetics, SMART, Sierra - LMS, Agresso Finance, HR Systems, Payroll, Telephony, Network infra., Internet links, Data/file storage, Internet access, Printing, Email, User login/Auth., Research, Remote Access/VDI, ApsAnywhere, BlackBoard Colloborate, O365 Teams, Ivanti, OneDrive

Legend: ■ Service Available ■ Degraded Service ■ Service Unavailable ■ Service Unavailable - intermittent network connectivity ■ Power Outage

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Major Incidents

Root Causes

Jan annotation:
1. QM Media
2. Network
3. QM Website
4. MyHR

Sep annotation:
1. QMPlus
2. Network
3. HPC
4. MYSiS

Jan (last) annotation:
1. QMplus
2. FortClient
3. QMplus

Mar annotation:
1. Network
2. Sympa

Oct annotation:
1. QMplus
2. Network

Apr annotation: 1.QMplus

Jun annotation: 1.Telephones

Feb annotation: 1. Network

May annotation: 1. QMplus

Aug annotation: 1.OneDrive

Nov annotation: 1. Turnitin

Oct annotation: 1. Network

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
ITS 3rd Party	2	0				1	0	1	1	1	1	1	3
External	0	0	1					0	0	1	1		
ITS	2	1	1	1	1			0	0	2			

Key

Source of Incident identified to be with 3rd Party Vendor (yellow)

Source of Incident identified to be outside of ITS e.g. power (red)

Source of Incident identified to be within ITS (green)

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Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
223966	Thu 06 Jan 10:17	51m	**FortiClient –** QM staff experienced remote connectivity issues using the FortiClient VPN to access services such as MiCollab. **Cause:** A known bug causes the FortiClient to fill its memory and enter itself into 'conserve mode' which prevents further remote connections through the gateway. **Action:** Issue resolved by rebooting the FortiClient appliance.	Resolved
223900	Thu 06 Jan 10:00	70m	**QMplus –** Staff & students were unable to access QMplus to view or access learning material. **Cause:** QMplus was unable to cope with the surge of students trying to access their exams in QMplus. **Action:** Issue escalated to the vendor who increased the resources, which restored the service.	Resolved
225594	Fri 28 Jan 13:56	49m	**QMplus –** Staff and students were unable to access QMplus to view or prepare course material. **Cause:** Data stored in the cache, known as Moodle Unified Cache (MUC), had become corrupted. **Action:** Issue escalated to the vendor, who purged the cache, to restore the service.	Resolved

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High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
223839	Wed 05 Jan 08:17	4h 30m	**Power Outage (WiFi) –** Users in the BLSA building at Whitechapel were unable to access WiFi services. **Cause:** A power failure in the building caused the network switches to power down. **Action:** Estates were contacted to restore the power, this allowed the network switches to power back up and restart, which led to the restoration of the WiFi service.	Resolved
224448	Mon 17 Jan 7:55	72m	**QMplus –** Some users were unable to access QMplus to view their course learning material. **Cause:** An internal process failure that adds and removes students from the AD user groups. **Action:** Forced update of the user group membership, which restored the access to the service.	Resolved
225716	Mon 31 Jan 07:08	2h 38m	**Power Outage (Internet) –** Users in Queens building at Mile end were unable to access internet services. **Cause:** A power failure in the building. **Action:** Estates were contacted to restore the power, this allowed the network switch to power back up and restart, which led to the restoration of internet services.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
16600	06 Jan	30m	**FortiClient** – Users experienced two short loss of connectivity to the remote VPN access during the maintenance period.	Maintenance	Implemented
16604	31 Jan	50m	**Network –** Users based in the west wing of the Queens building at Mile End experienced brief (10m) interruption to network connectivity during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Nov 21	Dec 21	Jan 22	Trend	Expected Trend
Incidents Raised	-	1851	1124	2052	⬆	⬆
Number of Incidents Resolved	-	2054	1073	1967	⬆	⬆
Incidents Resolved within SLT	90%	70%	82%	87%	⬆ (red)	⬆ (red)
Resolution Time P1	4h	17%	50%	0%	⬇ (red)	⬇ (red)
Resolution Time P2	1 BD	32%	55%	74%	⬆ (red)	⬆ (red)
Resolution Time P3	3 BD	70%	82%	87%	⬆ (red)	⬆ (red)
Resolution Time P4	5 BD	100%	98%	97%	⬇ (green)	▬ (green)
Resolution Time P5	20 BD	100%	100%	100%	▬ (green)	▬ (green)
Requests Raised	-	8026	5128	8438	⬆	⬆
Number of Requests Resolved	-	8269	5219	8124	⬆	⬆
Requests Resolved within SLT	90%	91%	92%	94%	⬆ (green)	⬆ (green)
Reopened tickets	3%	148 (1%)	78 (1%)	98 (1%)	▬ (green)	▬ (green)

Commentary

- Ticket volumes have increased this month as expected following staff & student return from the holiday period.
- Ticket volume are higher In comparison to the same time last year, mainly due to AV issues related to MME and the three major incidents.
- KPIs are showing signs of improvements as teams close tickets that were raised this month, whilst still focusing on reducing the backlog tickets.
- P1 tickets are still raised incorrectly and breaching SLA resulting in a downward trend.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

⬆ (red) Improvement over last month and breaching SLT

⬇ (red) Deterioration from last month but breaching SLT

▬ (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

▬ (white) 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)

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Incident and Requests KPIs

Incidents SLTs and Volume

Requests SLTs and Volume
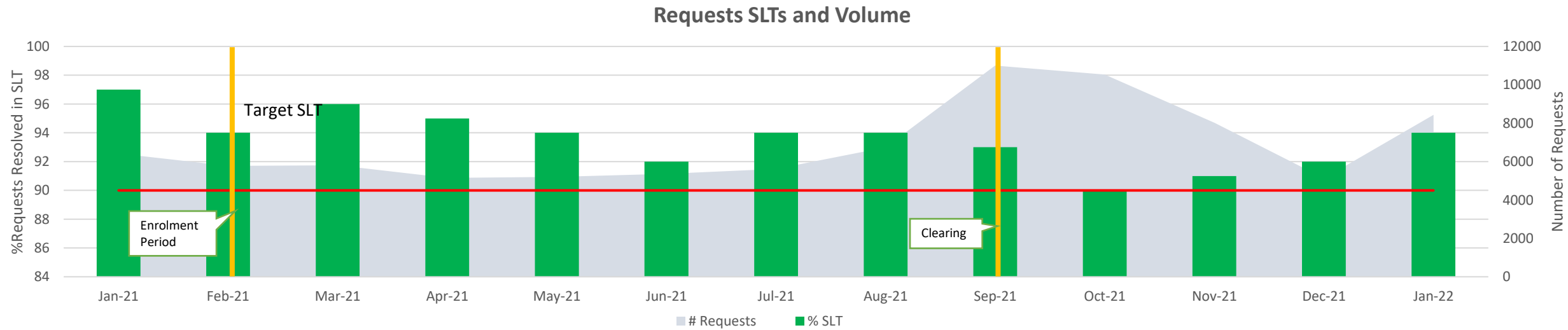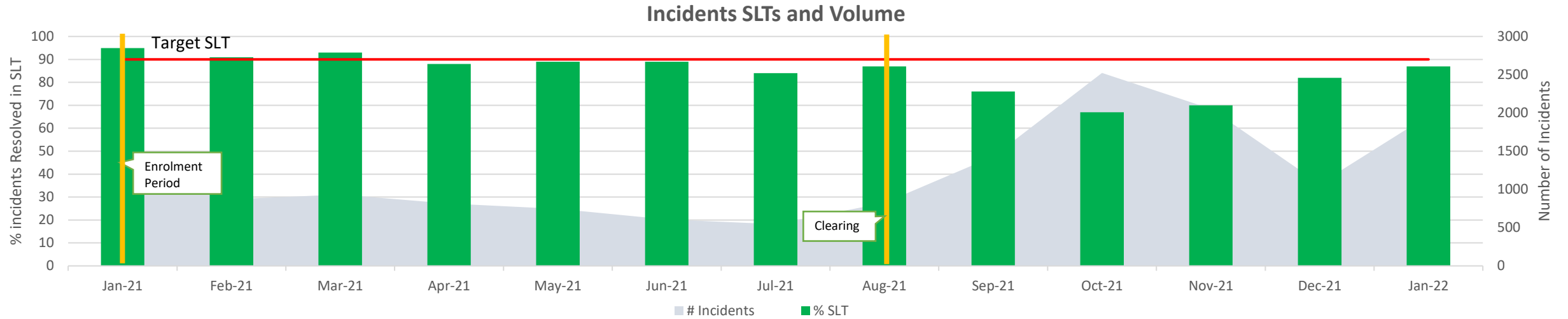
Service Desk Performance

Measure	Target	Nov 21	Dec 21	Jan 22	Trend	Expected Trend
Received Phone Calls	-	1398	761	1413	⬆	⬆
Average Wait Time	25s	11s	11s	19s	⬇ (green)	⬇ (green)
Abandon Rate (Calls)	5%	2.2%	1.7%	9.2%	⬇ (red)	⬇ (green)
FTF (First Time Fix)	75%	73%	81%	85%	⬆ (green)	▬ (green)
FLF (First Line Fix)	75%	59%	62%	70%	⬆ (red)	⬆ (red)
Email Triage	90%	100%	100%	100%	▬ (green)	▬ (green)

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and telephone.

- First Line Fix has improved this month due to the high volume of tickets for password reset as a result of users returning after the Christmas holiday.

- Phone Abandonment rate increased due to the three major incidents this month

- The ticket backlog remains high, however the Service level target for ticket completion remains above 95% this month for the Service Desk.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

⬆ (red) Improvement over last month but breaching SLT

⬇ (red) Deterioration from last month and breaching SLT

▬ (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

▬ (white) 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

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
Ticket Source

ITS Ticket Volume	Nov 21	Dec 21	Jan 22	Trend	Expected Trend
(phone)	1116	481	1096	⬆	⬆
(email)	3210	2108	3284	⬆	⬆
(in person)	1254	844	1327	⬆	⬆
(self-service)	2641	1808	2852	⬆	⬆
(Live Chat)	1284	740	1395	⬆	⬆
(Tech Bar)	0	0	0	—	—

Commentary

- Ticket volume across all areas has increased this month due to the return of users after the holiday period.
- Ticket volumes in comparison to last year are higher, due to AV issues and the major incidents.
- Top Request items this month relate to Password Reset, and Desktop Queries.
- Top incident items this month relate to AV issues and QMplus, combined make up 35% of the incident ticket volume this month.
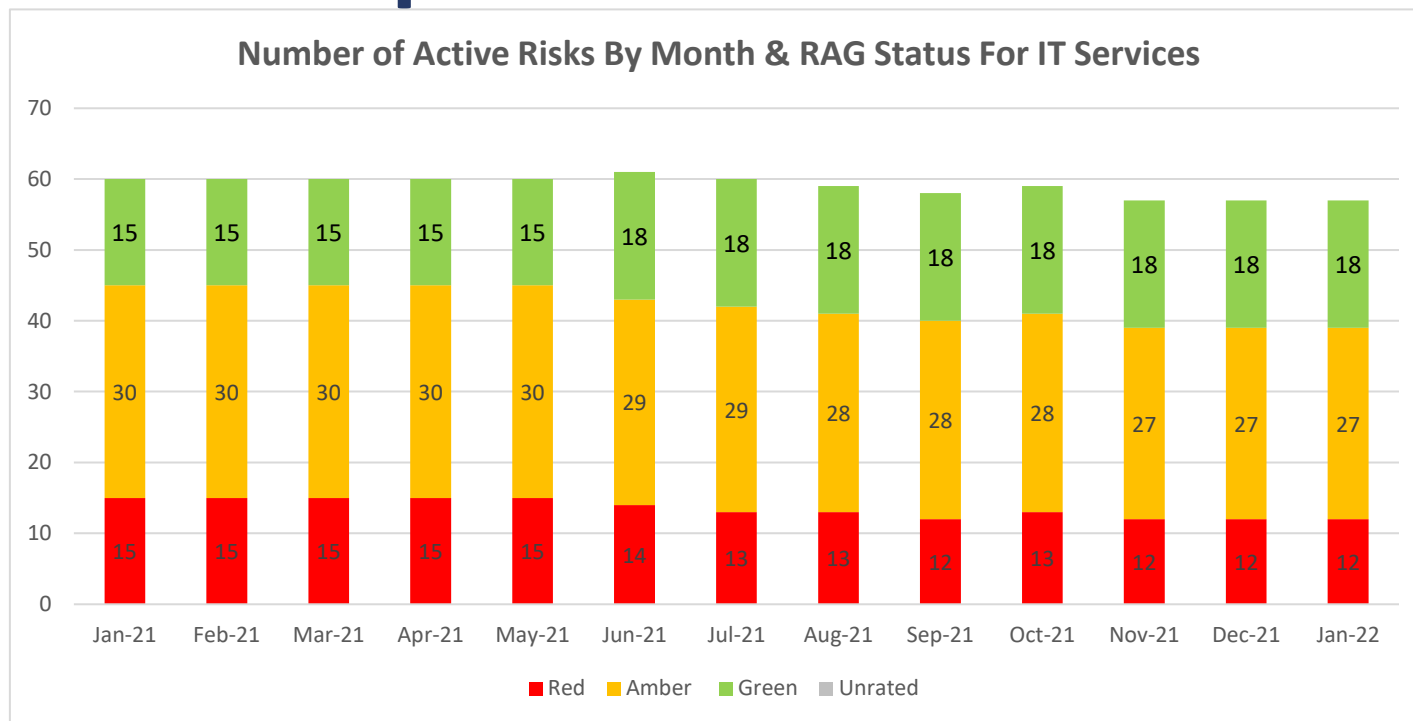
Key

- (green up arrow) Improvement over last month and within SLT
- (green down arrow) Deterioration from last month but within SLT
- (green bar) No change from last month and within SLT
- (red up arrow) Improvement over last month but breaching SLT
- (red down arrow) Deterioration from last month and breaching SLT
- (red bar) No change from last month and breaching SLT
- (white up arrow) Improvement over last month, No SLT assigned
- (white down arrow) Deterioration from last month, No SLT assigned
- (white bar) 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

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Risk Report

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

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
Green	15	15	15	15	15	18	18	18	18	18	18	18	18
Amber	30	30	30	30	30	29	29	28	28	28	27	27	27
Red	15	15	15	15	15	14	13	13	12	13	12	12	12

Legend: ■ Red ■ Amber ■ Green ■ Unrated

New Risk: The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	57	0	▭

Top Risks:

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a table top exercise undertaken to test our response.

- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down

- **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 and continuity plans completed, recovery plans have begun to be documented

- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show an increase in volume of traffic this month

Key

↑ Deterioration 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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