



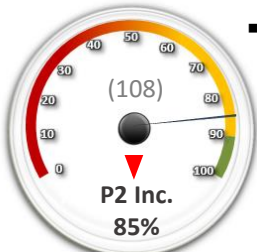
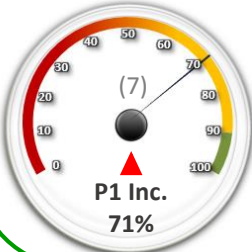
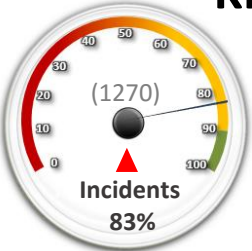
Queen Mary

University of London

IT Services

Executive Summary – June 2017

KPI



- Whilst a majority of the incident targets have not been met, we are on a positive upward trend from the previous month.
- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT

Customer Satisfaction



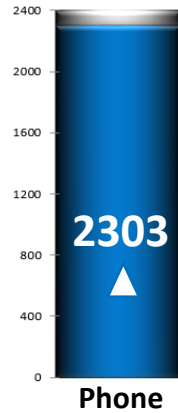
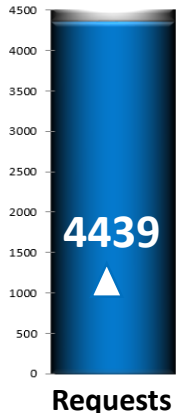
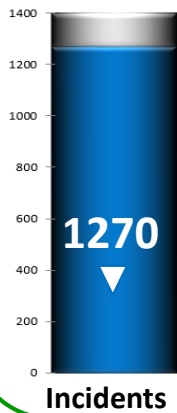
Definitions

- 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

3 Major Incidents

- Power cut on Bancroft Rd impacting EECS
- MySIS/SITS unavailable for all users
- Research High Performance Computing (Apocrita) unavailable

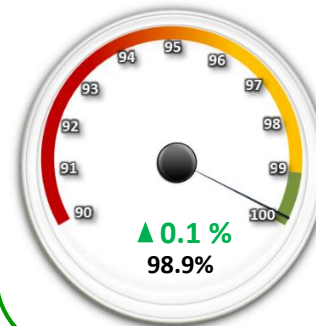
Volumes



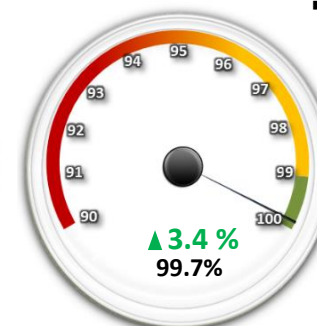
- The number of phone calls to the Service Desk increased within June largely due to the Major Incidents
- Incident and Service Request volumes remain steady leading up to the holiday period

Critical Systems Availability

CYTD



June



- The Quick response to Major Incidents and the handling of P1 incidents overall increased the availability of services over the last month.

Customer Satisfaction – June 2017

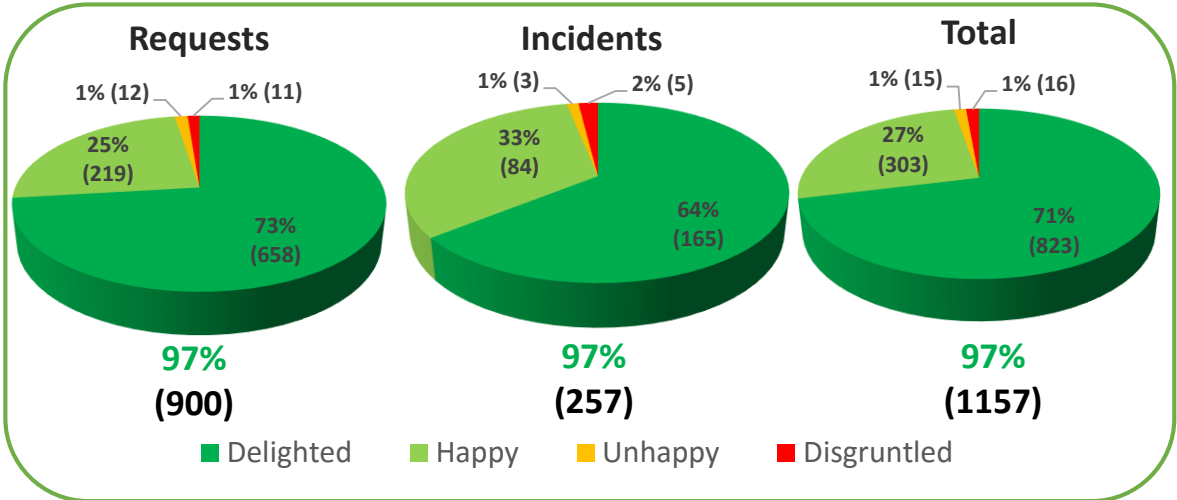
Customer Feedback

This month we had 1157 responses providing feedback to incidents and requests logged through the Service Desk. That is a **20%** response rate overall. The reduction is related to the positioning of the feedback links in the resolution emails sent out.

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, query resolved in 2 mins

I am not happy about the customer service for a number of reasons

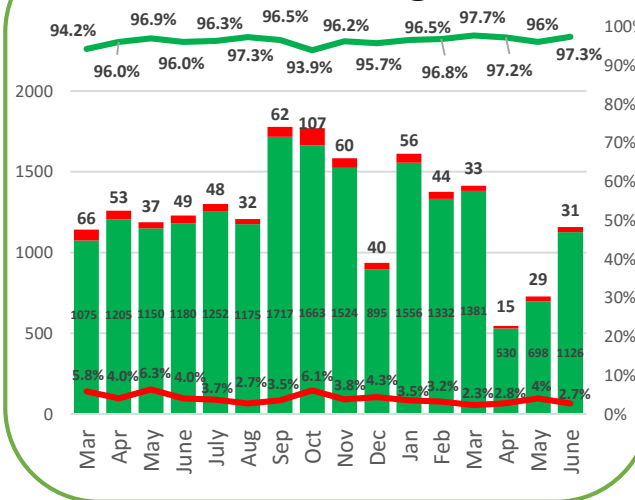
It took just under 2 MONTHS to activate a port. I have not waited for IT and have used a splitter. I am so annoyed about this...

Brilliant and efficient.

Thank you very much for sorting this so quickly. It was an excellent service.

No one attended this exam so this ticket was not fulfilled.

Positive Vs Negative



Commentary

- Overall customer satisfaction is remaining above the 97% mark
- Increase of 1.3% compared to June 2016
- Feedback response rate back to usual levels (20%) following the feedback request layout being restored to the previous version.



Activities for the month of June 2017

Research Excellence

Research Grant applications
Data will be reported in July



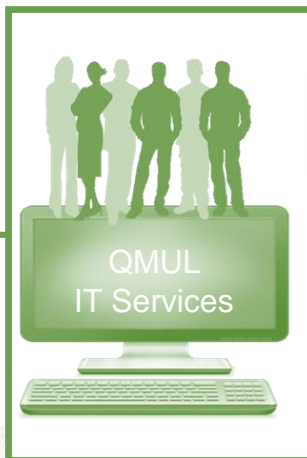
RGMS to go Live
Data will be reported in July

Teaching Excellence

Logins to QMPLUS
Approx. 0.13m



1963
Videos played
7993
times within QMPlus



AV issues

31



Teaching room Assistance

251



Hours of Q-review
1500
Playbacks

International

Distance learning (Beijing and Nanchang QMPLUS logins):
140,000



Public Engagement

Guest Wi-Fi:
325 users
7711 sessions



Events Wi-Fi:
2582 users
121153 sessions

Growth



59
New desktops/laptops Deployed

Total staff data stored
156 terabytes



45,000
Registered Users



Supported teaching spaces with AV
280+
Across sites and buildings

Sustainability

Approx. 51,055
Pages sent and not printed which saved 4 trees this month (28 so far in 2017)





ITS Critical Systems Availability – June 2017



June: 99.7%
CYTD: 98.9%



MI and Low Yield Report (LYR) – June 2017

MI Incidents	Date	Duration	Service Affected – Impact	Status
155074	Fri 16 June – 11:30	2h	Power cut EECS – All IT Services – Users in Bancroft Rd were unable to access IT services.	Resolved
155385	Sun 25 June – 08:30	2h	High Performance Computing (Apocrita Cluster) – Users were unable to access the service for their Research projects	Resolved
155386	Sun 26 June – 08:30	7h	MySIS/SITS – Users were unable to access student records	Resolved

LYR Ticket	Date	Duration	Service Affected – Impact	Status
154925	Tue 13 June – 11:30	1h	QMPlus Hub – Users were unable to access QMPlus Hub following planned maintenance	Resolved
155253	Wed 21 June – 11:30	2h	Telephony Service – Users were unable to make or receive calls at Lincoln's Inn Fields	Resolved
155313	Thu 22 June – 07:50	2h	IT Self Service Portal – Users were unable to login to the Self Service portal and Analysts were unable to log or update tickets	Resolved



Planned Maintenance – June 2017

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
N/A	3 June	9h	Telephony and Network Services – Users in the Blizzard may have experienced service outages	Maintenance	Implemented
10539	6 June	10m	QM-Guest wireless service – Short interruption to users who had not been authenticated on the Quest Wi-Fi service	Maintenance	Implemented
10535	13 June	3h	QMPlus Hub – Users unable to access QMPlus Hub	Upgrade	Implemented
10498	14 June	2h	Wireless Network service - Users unable to access the wireless network.	Maintenance	Implemented
10565	15 June	15m	Analogue Telephony Service – Users at Charterhouse Square unable to make or receive calls	Maintenance	Implemented
10499	15 June	30m	Wireless network Service maintenance - Users at various locations except Mile End will be unable to access the Wi-Fi service	Maintenance	Implemented
10600	19 June	2h	Network Services – Users in John Vane and St Martin’s Le Grand were unable to access network services	Maintenance	Implemented
10575	21 June	4h	LANDesk – Users unable to access LANDesk to raise or read tickets	Upgrade	Implemented
10605	24 June	12h	Microsoft Windows monthly Patching – Users may have been momentarily unable to access some services hosted the Datacentre	Maintenance	Implemented
10555	25 June	12h	SITS & MySIS - Users experiencing intermittent service availability	Maintenance	Implemented
10606	29 June	1h	VDI – Users unable to remote access into applications	Maintenance	Implemented



ITS Incident and Request KPIs – June 2017

Measure	Target	Apr 17	May 17	June 17	Trend	Expected Trend
Number of Incidents	-	1098	1631	1270	↑	↑
Incidents Closed within SLT	90%	86%	78%	83%	↑	↑
Resolution Time P1	4h	100%	50%	71%	↑	↑
Resolution Time P2	1 BD	87%	88%	85%	↓	↑
Resolution Time P3	3 BD	87%	77%	82%	↑	↑
Resolution Time P4	5 BD	93%	83%	89%	↑	↑
Resolution Time P5	20 BD	100%	100%	100%	—	—
Number of Requests	-	3194	4365	4439	↑	↑
Requests Closed within SLT	90%	96%	94%	90%	↓	↓

Highlights

- Whilst a majority of the incident targets have not been met, we are on a positive upward trend from the previous month.
- Despite there being numerous Priority 1 incidents within June, we were able to resolve a majority within SLT

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
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- No change from last month, No SLT assigned

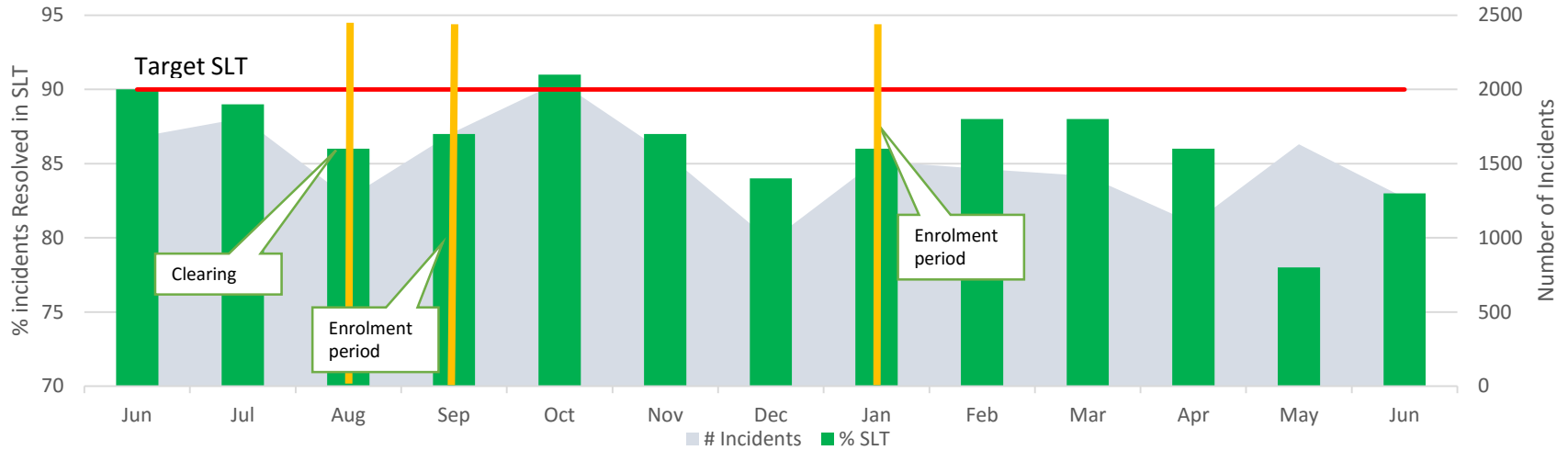
BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

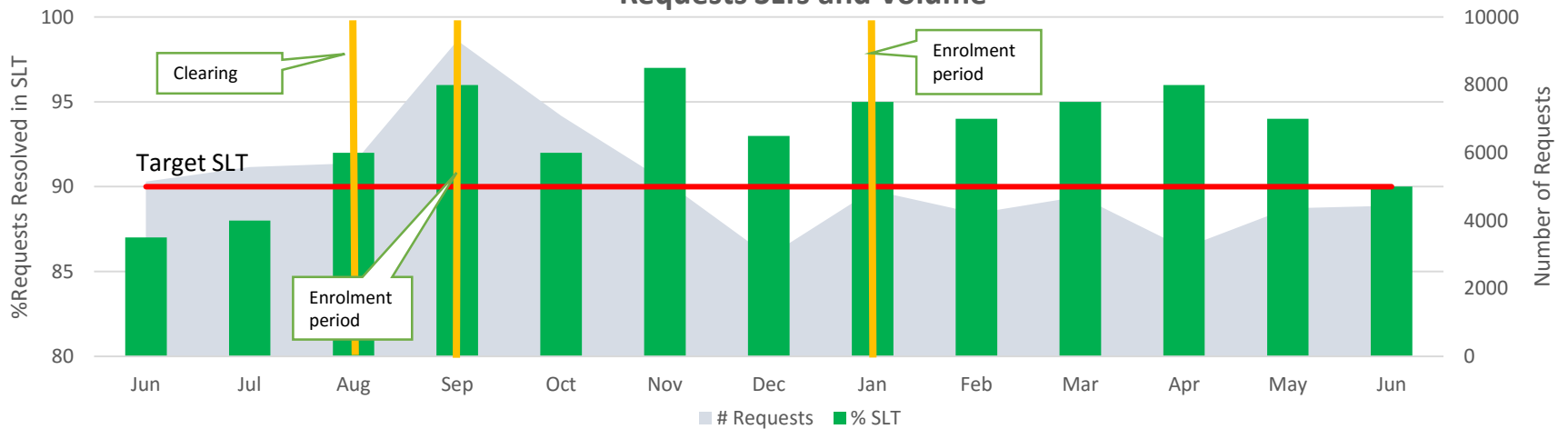


Incident and Requests KPIs – June 2017

Incidents SLTs and Volume



Requests SLTs and Volume





Service Desk Performance – June 2017

Measure	Target	Apr 17	May 17	June 17	Trend	Expected Trend
Received phone calls	-	1954	2211	2303	↑	↑
Average Wait Time	25s	13s	16s	17s	↓	↑
Abandon Rate (calls)	5%	5%	3%	6%	↓	↑
FTF (First Time Fix)	75%	61%	56%	59%	↑	—
FLF (First Line Fix)	75%	51%	56%	56%	—	—
In Person	-	212	228	223	↓	↑
Emailed tickets	-	1010	1537	1832	↑	↑
Self Service	-	263	378	649	↑	↑

Highlights

- The number of phone calls to the Service Desk increased within June largely due to the Major Incidents
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Key

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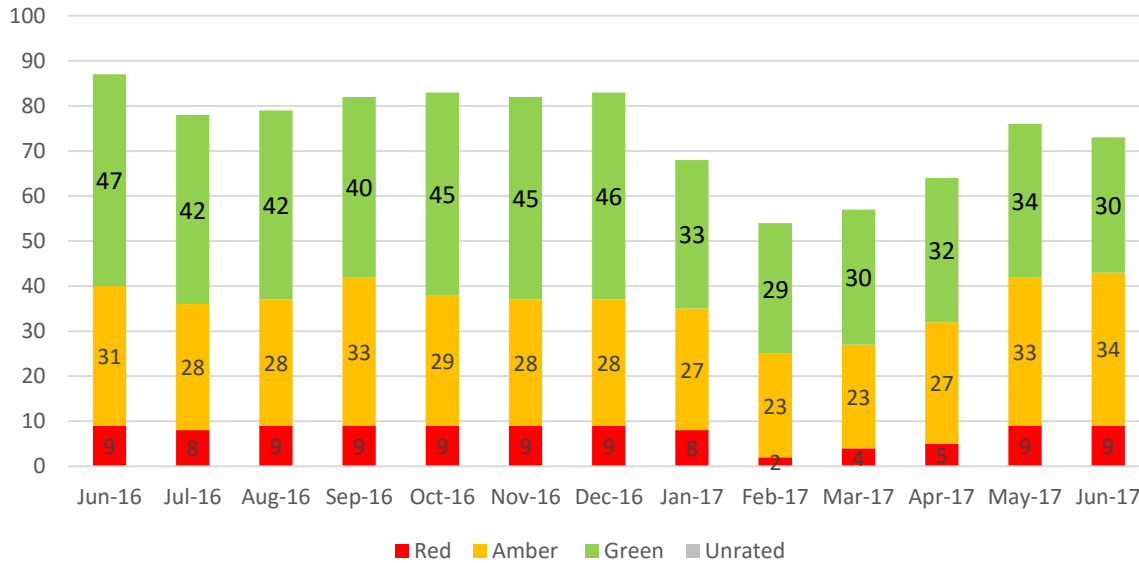
FTF = All tickets logged and resolved immediately by either the Service Desk or (Campus Customer Support (CCS) team

FLF = All tickets resolved by the service desk within SLA without being escalated any further



Risk Report – June 2017

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



Monthly Risk Stats					
Risks Averted	Re-Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
3	0	4	73	0	↓

Top Risks:

- **Security & Resilience of legacy servers and applications not in the Datacentre** - Exposure is still high due to School Application Migration project being suspended
- **No Overarching Disaster Recovery plan or scheduled DR tests** - Some recovery procedures in place - improving
- **Local Backup procedures and failing legacy hardware** – Inconsistent backup procedures for legacy systems and legacy hardware
- **Security Vulnerability** – Enhanced risk due to potential non-effective anti-virus software / system.
- **Network resilience for legacy firewall and routers** – No resilience in some core network nodal rooms that host legacy routers and firewalls.

Key

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



KPI Trend View – June 2017

KPI	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Move
% Satisfied Customers for Incidents	94	94	96	93	90	93	94	94	96	97	98	95	97	↑
% Satisfied Customers for Requests	97	97	94	97	96	97	96	97	97	98	97	97	97	▬
All Incidents Closed By All ITS Depts. Within SLT	90	88	86	87	91	87	84	86	88	88	86	78	83	↑
All Requests Closed By All ITS Depts. Within SLT	87	84	92	96	92	97	93	95	94	95	96	94	90	↓
All Incidents Closed By Site Within SLT	88	88	80	87	85	89	83	86	87	87	87	76	81	↑
All Requests Closed By Site Within SLT	92	98	90	91	88	92	93	93	92	93	95	92	88	↓
Helpdesk Incidents Closed Within SLT	98	96	93	96	95	97	96	94	96	96	93	92	94	↑
Helpdesk Requests Closed Within SLT	98	94	95	98	96	98	97	97	97	98	98	96	94	↓
Helpdesk Telephone Response Within SLT	98	92	95	96	98	98	96	96	97	97	95	97	94	↓
All Incidents Closed By Campus Teams Within SLT	92	89	82	82	81	85	87	86	90	86	88	61	73	↑
All Requests Closed By Campus Teams Within SLT	94	91	89	91	87	89	92	90	90	92	92	84	79	↓
Change Management Implementation														

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

Key

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



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

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