



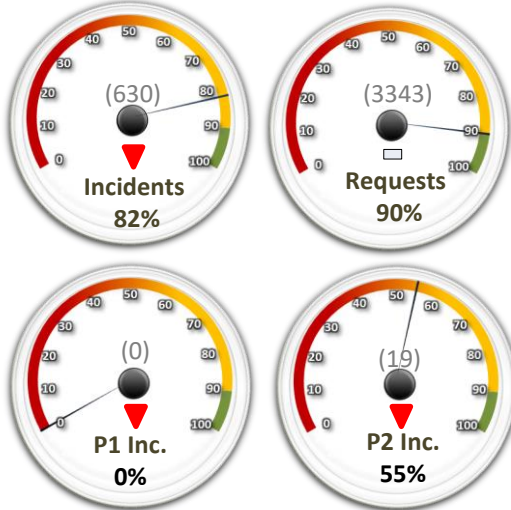
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

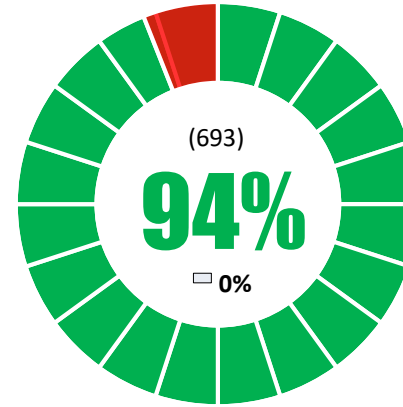
KPI & Summary



- 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

*KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction



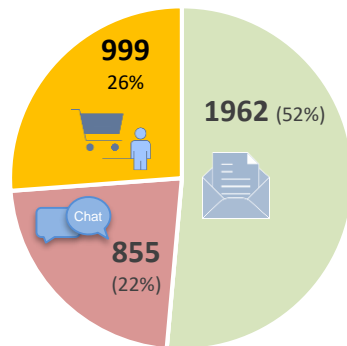
Definitions

- 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

0 Major Incident

- There was no Major Incidents this month

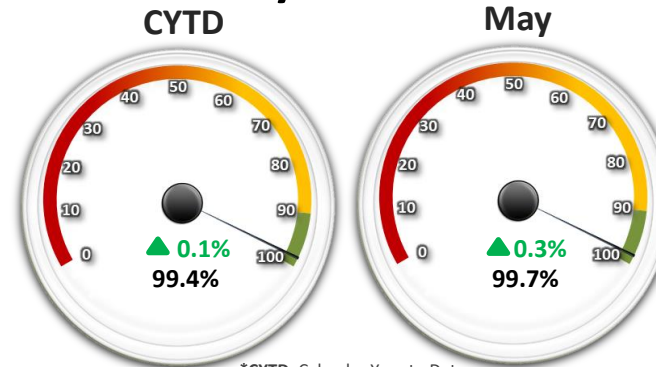
Volumes



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

- 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



*CYTD: Calendar Year to Date

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

KPI Trend View

KPI	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Move
% Satisfied Customers for Incidents	95	96	95	94	95	94	91	93	95	88	92	92	94	↑
% Satisfied Customers for Requests	98	98	98	97	95	95	97	98	97	95	93	94	94	▬
All Incidents Closed By All ITS Depts. Within SLT	81	79	76	67	77	75	76	79	86	79	83	87	82	↓
All Requests Closed By All ITS Depts. Within SLT	85	86	87	88	93	88	86	84	90	89	92	90	90	▬
All Incidents Closed By Site Within SLT	78	80	74	69	69	69	71	78	78	87	80	80	79	↓
All Requests Closed By Site Within SLT	85	86	89	88	85	87	88	84	90	72	92	87	88	↑
Service Desk Incidents Closed Within SLT	95	97	91	69	87	86	93	97	98	98	95	97	96	↓
Service Desk Requests Closed Within SLT	95	97	91	90	97	87	94	97	97	97	97	98	98	▬
Service Desk Telephone Response Within SLT	94	83	78	61	41	62	83	88	87	85	60	▬	▬	▬
All Incidents Closed By Campus Teams Within SLT	85	83	76	67	64	58	57	68	75	56	54	62	67	↑
All Requests Closed By Campus Teams Within SLT	90	90	89	87	85	85	84	84	86	78	83	67	69	↑
Change Management Implementation														↑
Service Desk Email Triage	98	100	87	79	58	58	94	96	95	97	79	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

Customer Satisfaction

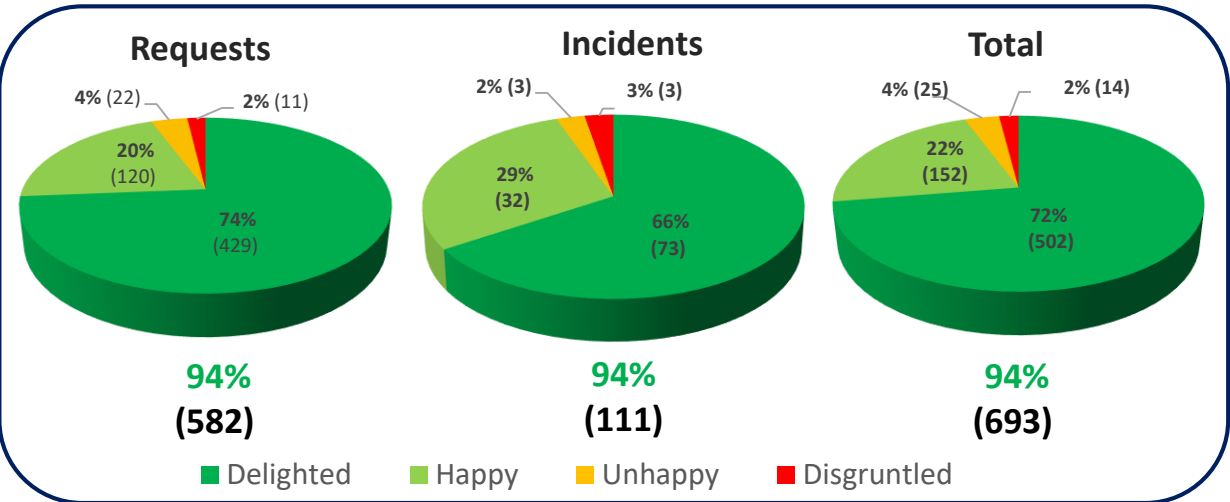
Customer Feedback

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 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 am grateful for your time and patients in sorted out my IT issues.

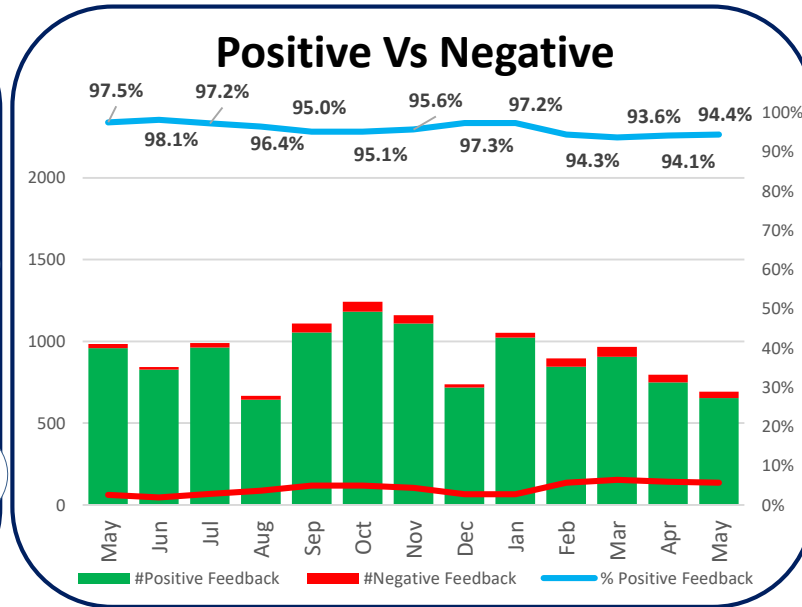
This absolutely hasn't been fulfilled!

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 work 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.



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



Public Engagement

Guest Wi-Fi:

↑ 30 users

706 sessions



Events Wi-Fi:

348 users ↑

36,473 sessions

Teaching Excellence

Logins to QMPLUS

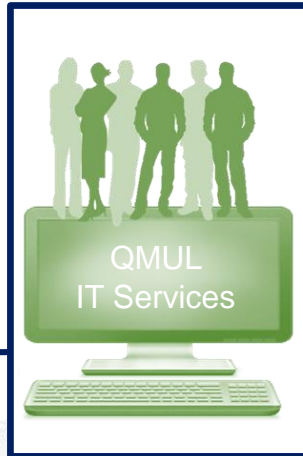
↑ 628,914



AV Teaching activities Supported

↑ 68

6,713 Videos played
↑ 37,552 times within QMplus



Reported AV Issues

↑ 43



Supported teaching spaces

Approx. 177 =



Hours of Q-review

9,608 ↓
Playbacks

Growth



87 ↑
New desktops/laptops Deployed

Approx. 62,075 ↑
Active accounts



↑
Total data stored (excl. Research)
946 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↑ 790,858



Sustainability

↓ 2,771

Pages sent and not printed



0 ↓



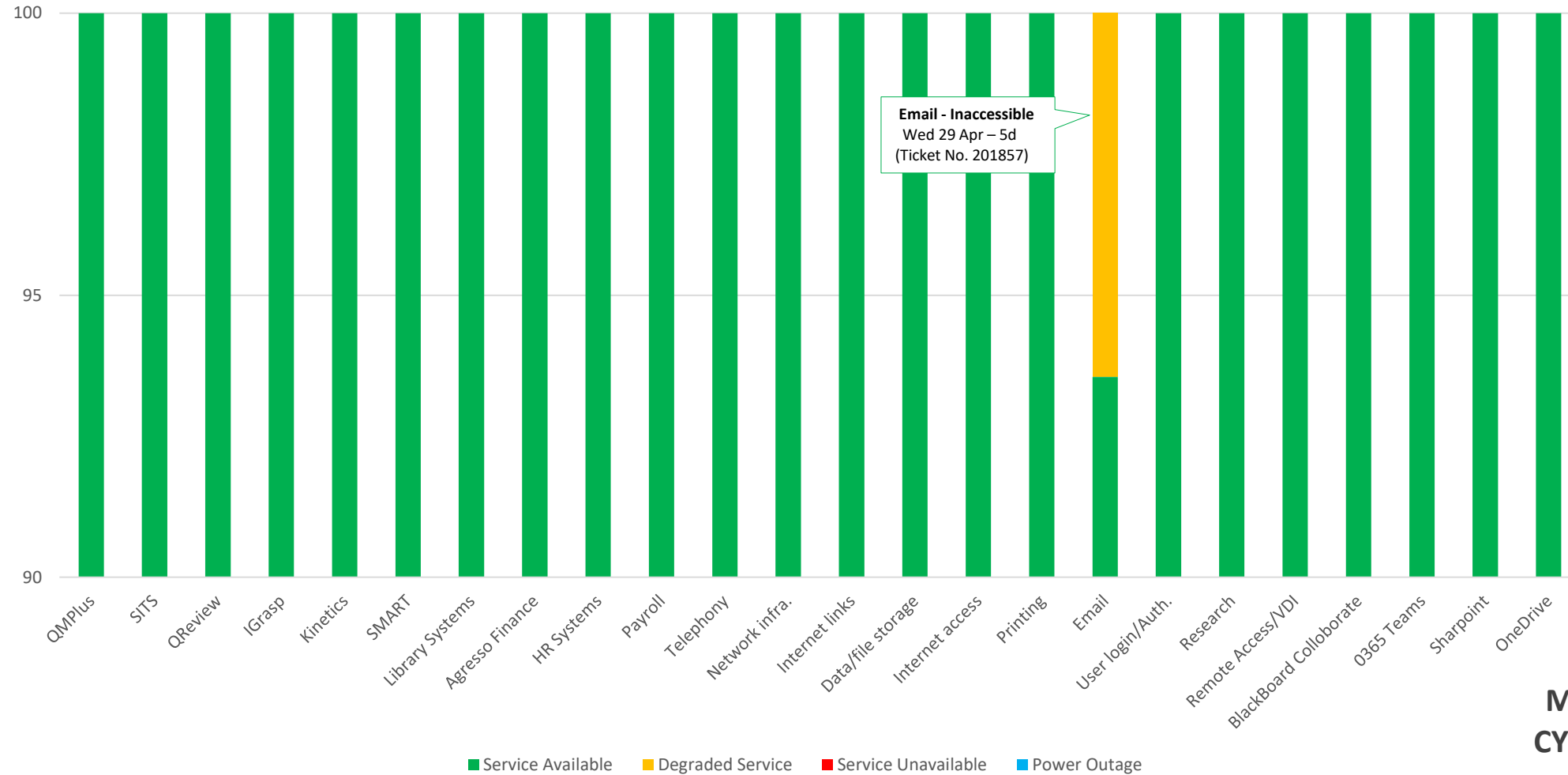
Higher Than last month

Lower than last month

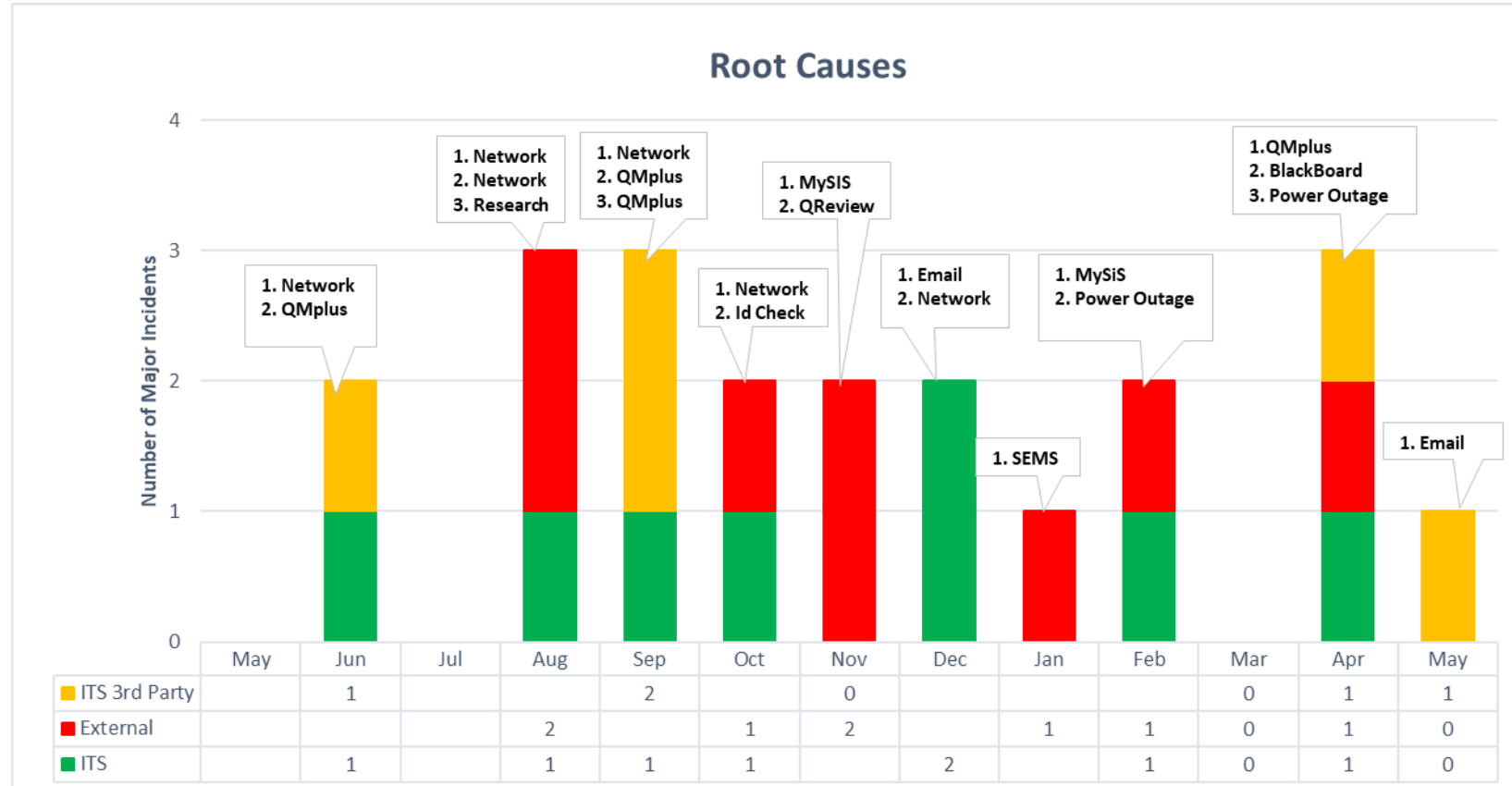


No change from last month

ITS Critical Systems Availability



Major & High Priority Incidents



Major & High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
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

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
14739	01 May	15m	Network – 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.	Maintenance	Implemented
14841	08 May	1h	VDI and Appsanywhere – Users were unable to access VDI and Apsanywhere during the maintenance window	Maintenance	Implemented
14848	12 May	1d	MyHR & Webview – Users were unable to access MyHR and Webview during the maintenance period.	Maintenance	Implemented
14887	26 May	2d	Resourcelink – Users were unable to access Webview and MyHR during the maintenance period.	Maintenance	Implemented
14560	28 May	4h	Elements – Users were unable to access Elements during the maintenance period.	Maintenance	Implemented
14869	29 May	2h	SITS and MySIS – Users were unable to access SITS and MySIS during the maintenance period.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Mar 20	Apr 20	May 20	Trend	Expected Trend
Incidents Raised	-	997	854	630	↓	↓
Number of Incidents Resolved	-	850	859	573	↓	↑
Incidents Resolved within SLT	90%	83%	87%	82%	↓	↑
Resolution Time P1	4h	100%	50%	—	↓	—
Resolution Time P2	1 BD	65%	92%	55%	↓	↑
Resolution Time P3	3 BD	84%	86%	82%	↓	↑
Resolution Time P4	5 BD	80%	100%	89%	↓	↑
Resolution Time P5	20 BD	100%	100%	95%	↓	—
Requests Raised	-	5419	3932	3343	↓	↑
Number of Requests Resolved	-	5055	3989	3242	↓	↑
Requests Resolved within SLT	90%	92%	90%	90%	—	—
Reopened tickets	3%	123 (2%)	105 (2%)	84 (2%)	↓	—

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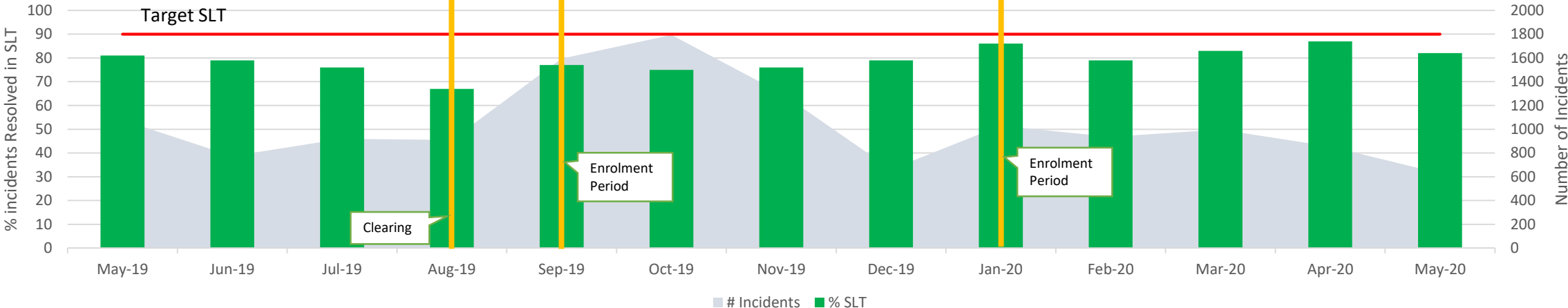
Key

- 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)

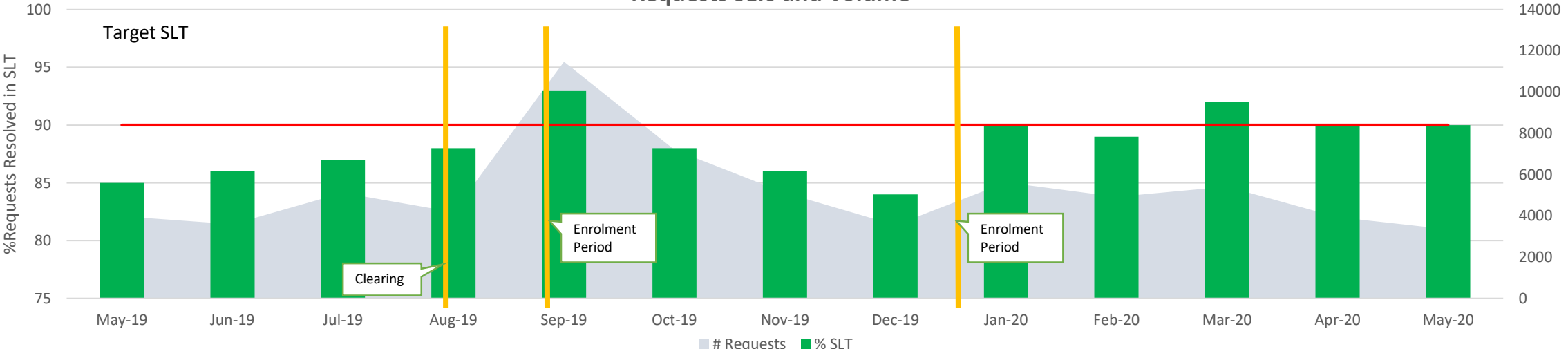
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume












Service Desk Performance

Measure	Target	Mar 20	Apr 20	May 20	Trend	Expected Trend
Received Phone Calls	-	1718	—	—	—	—
Average Wait Time	25s	56s	—	—	—	—
Abandon Rate (Calls)	5%	39%	—	—	—	—
FTF (First Time Fix)	75%	71%	79%	83%	↑	—
FLF (First Line Fix)	75%	67%	71%	69%	↓	↑
Email Triage	90%	79%	100%	100%	—	↑

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.

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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	Mar 20	Apr 20	May 20	Trend	Expected Trend
	584	3	0	↓	↓
	3060	2147	1962	↓	↓
	417	11	0	↓	↓
	1650	1596	999	↓	↑
	626	945	855	↓	↑
	0	0	0	—	—

Commentary

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- The main areas tickets were raised in are similar to last month; MyHR, QMplus and Agresso

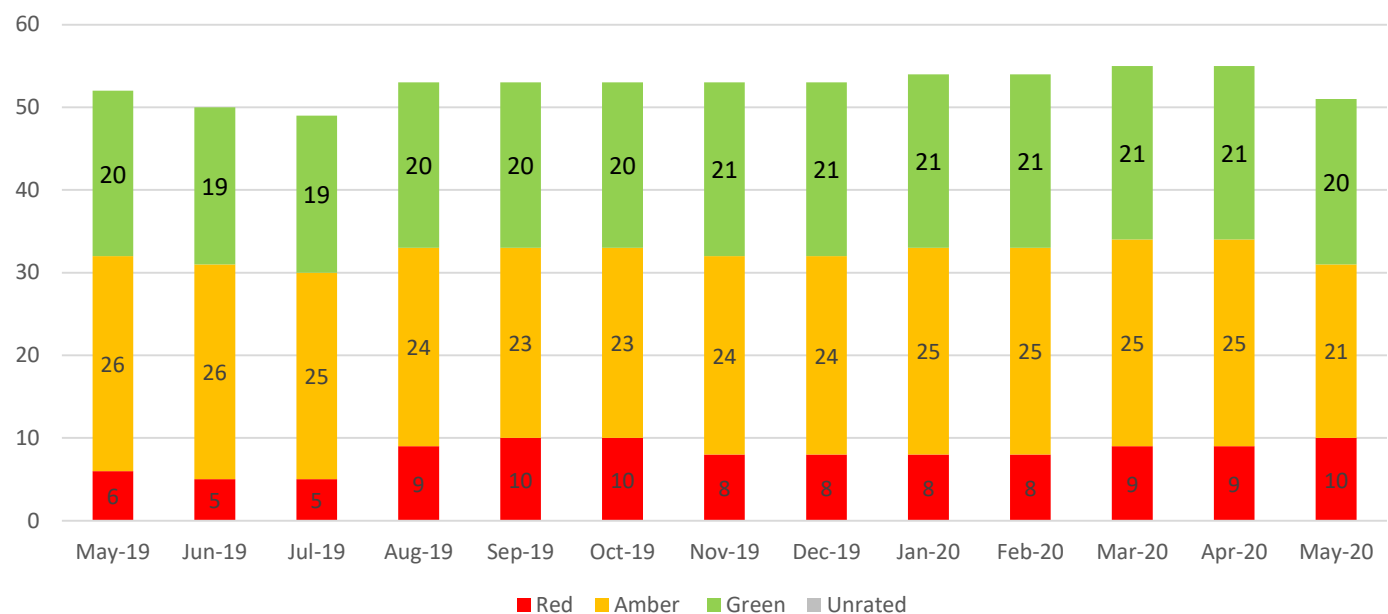
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Risk Report

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



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

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
5	0	1	51	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



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

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