



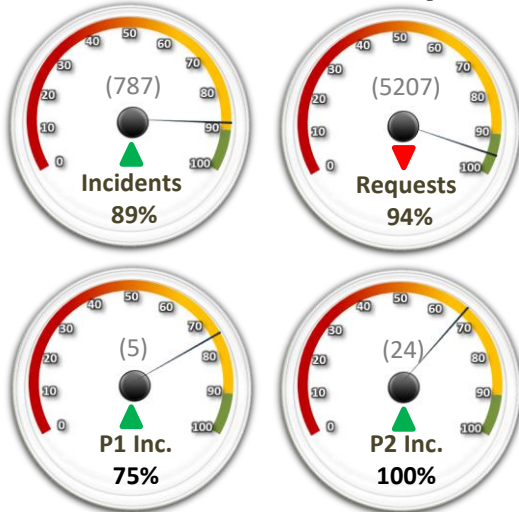
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

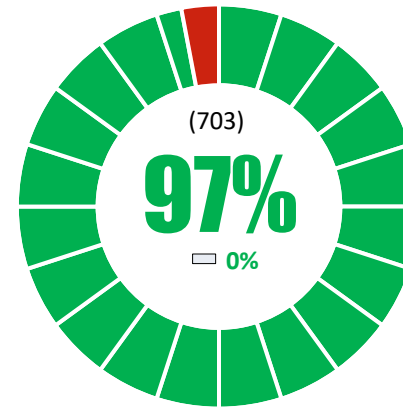
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have decreased this month, however, ticket volumes are higher in comparison to the same time last year, mainly due to the major incident.
- A new IT Services operating model has been proposed and is currently undergoing consultation.
- The service catalogue work to incorporate the new Gold, Silver and Bronze services has been paused, until the requirements have been prioritised.
- The major incident and focus on backlog tickets has led to the KPI trending downwards.

Customer Satisfaction



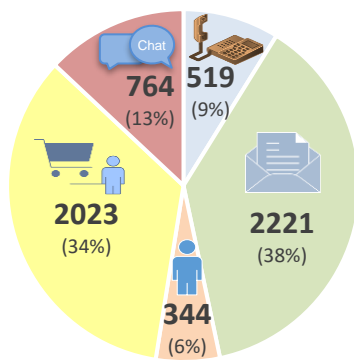
Definitions

- 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 – Module Deregistration – 23/05

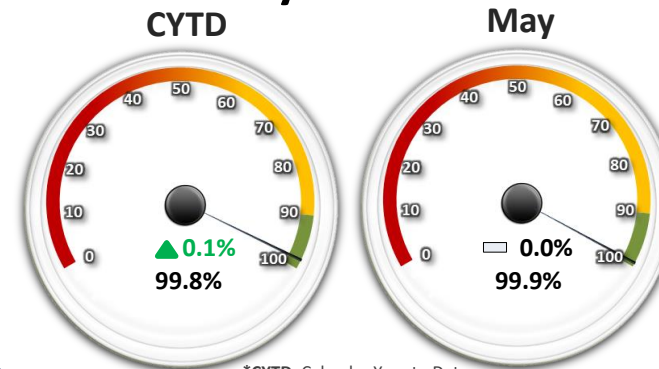
Volumes



Telephone Email In Person Self-Service Chat

- Ticket volumes via all channels have increased except the self service, this is attributed to the major incident.
- QMplus, laptop and Eduroam 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.

Critical Systems Availability



*CYTD: Calendar Year to Date

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

KPI Trend View

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

Customer Satisfaction

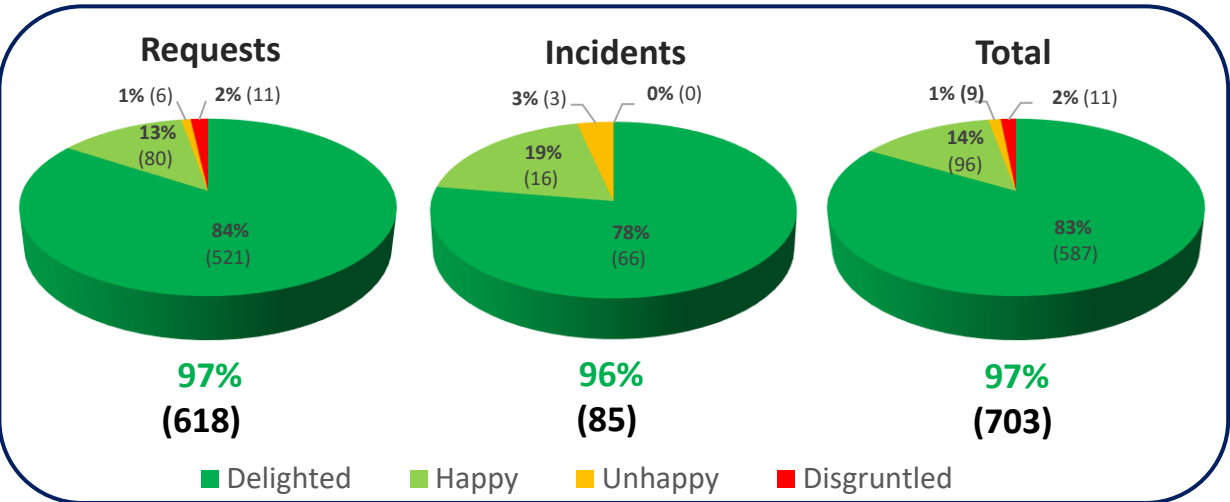
Customer Feedback

This month we received 703 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **11%** (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

Many thanks for all your help today. I am extremely delighted with the quick and straightforward support I received.

Nothing is resolved I still do not have a desk with; computer

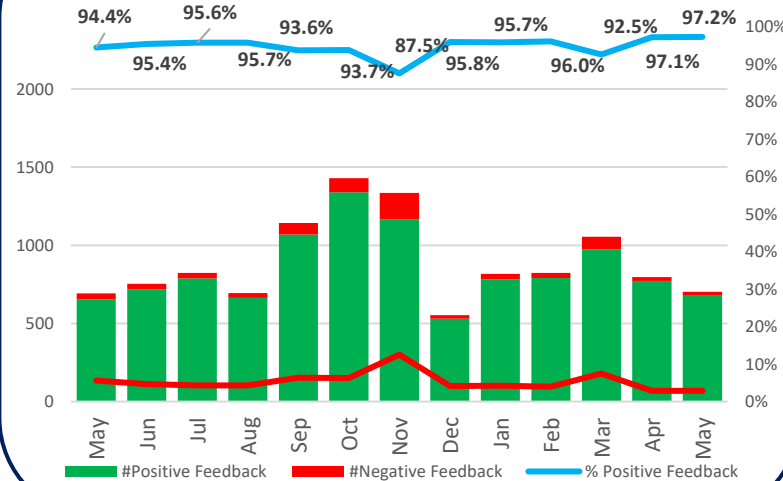
Unfortunately, I am still unable to access MyHR account

Thank you all for making this process as pain free as possible for me! Really appreciate it!

I had wonderful experience and found IT Helpdesk very cooperative, they provided proper solution to my problem well in time

I'm unsure of what you mean by my request has been fulfilled? I have not been provided with an answer

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 been due to poor communication whilst handling tickets and explaining why duplicate tickets were closed

Activities for the month of May 2021

Research Excellence

Research Tickets Resolved

↓ 238



Research Grant Bids



Research Grants Awarded



Public Engagement

Guest Wi-Fi:

↑ 79 users

1079 sessions



Events Wi-Fi:

134 users ↑

4,270 sessions

Teaching Excellence

Logins to QMPLUS

↓ 673,915



AV Teaching activities Supported

↑ 33

Reported AV Issues

↓ 8



Supported teaching spaces

Approx. 177



Hours of Q-review

↓ 49,922

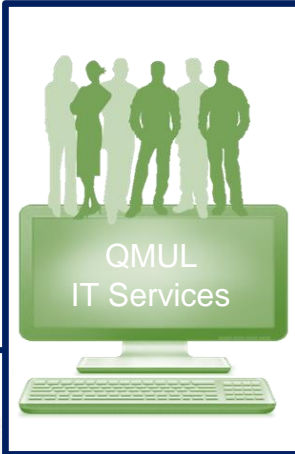
Playbacks

↓ 11,399

Unique Viewers

↓ 151,597

↓ QMplus played entries



Growth



↓ 35

New desktops/laptops Deployed

Approx. 58,826

Active accounts



Total data stored (excl. Research)

993.08 terabytes

International



Distance learning (Beijing and Nanchang QMPLUS logins):

↓ 596,366



Sustainability

↑ 15,193

Pages sent and not printed



1.2 ↑

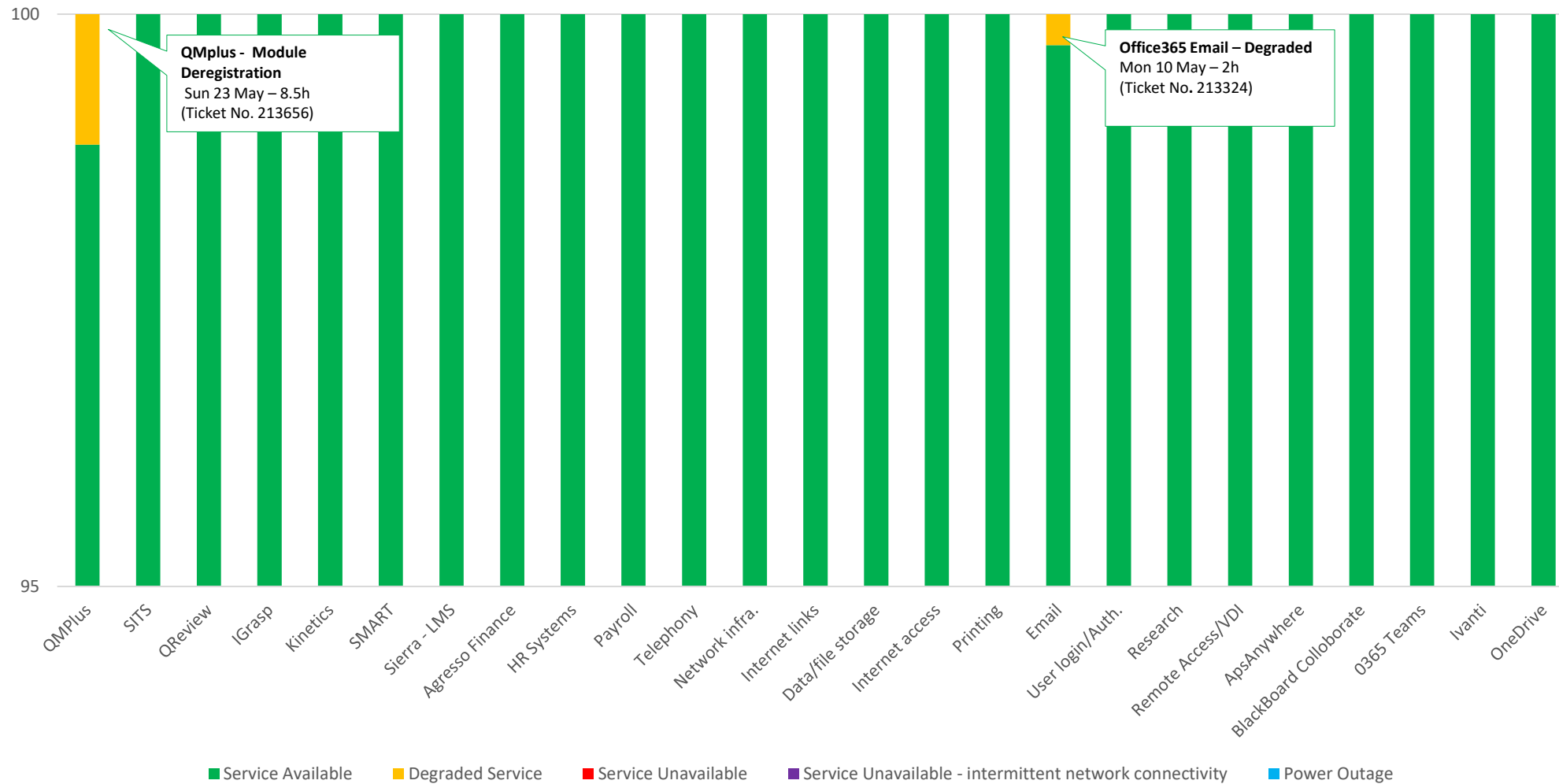


Higher Than last month

Lower than last month

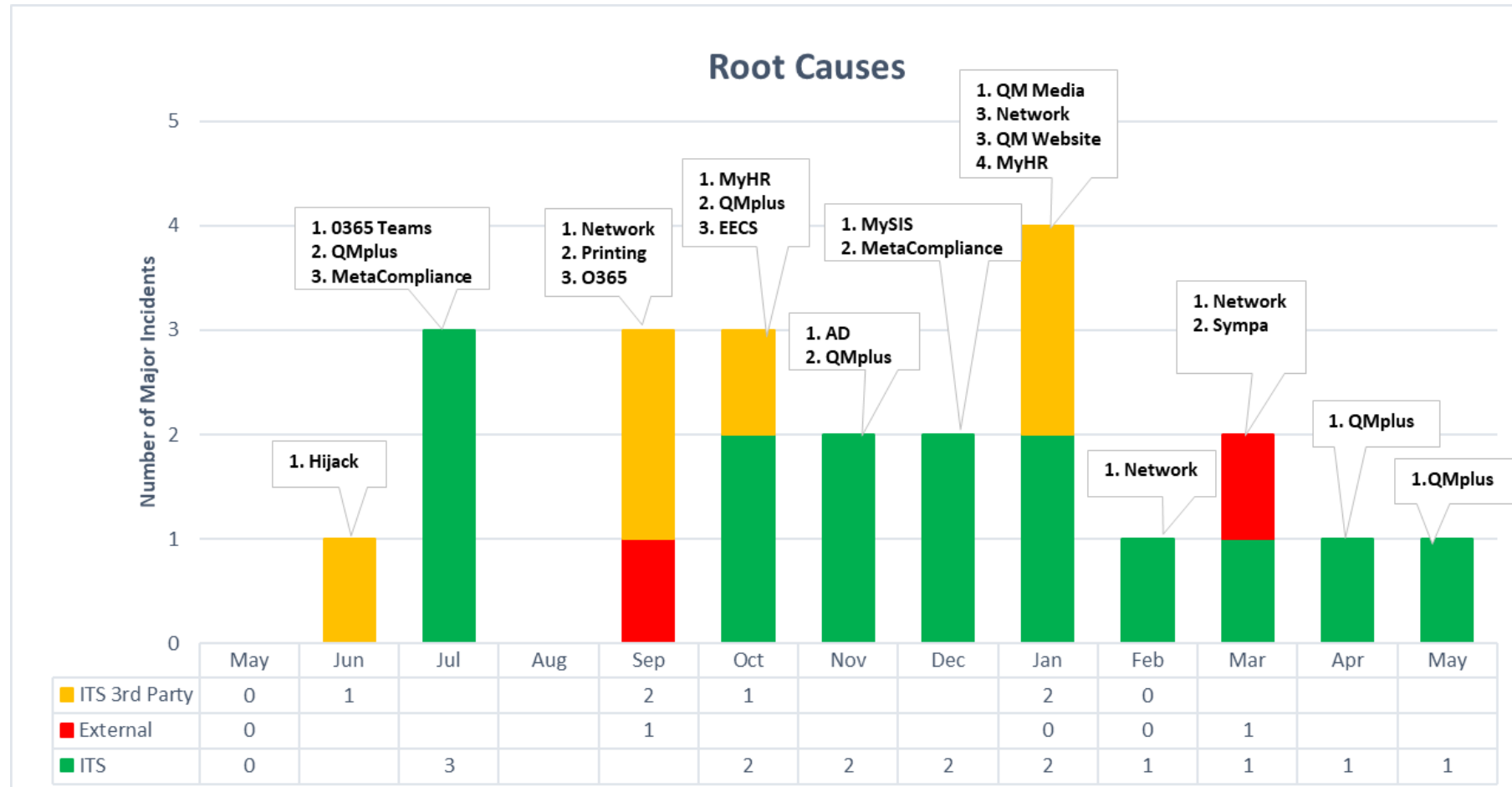
No change from last month

ITS Critical Systems Availability



May: 99.9%
CYTD: 99.8%

Major & High Priority Incidents



Major Incident and High Priority Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
213656	Sun 23 May 12:37	8.5h	<p>QMplus – Students no longer access to modules that they had previously enrolled on modules in QMplus. Cause: A network glitch caused a failure in uploading the student module registrations information into QMplus, resulting in a large number of students being deregistered from their modules. Action: A manual upload of the module registration records were carried out by QM and re-synced in QMplus by CoSector the third party vendor.</p>	Resolved

HPI Number	Date	Duration	Service Affected – Impact	Status
213324	Mon 10 May 10:50	2h	<p>Office365 Email – Some users were unable to send and receive external email messages on the Web and the mobile email applications (i.e. Exchange Online service). Cause: A selection of Microsoft infrastructure, responsible for connecting email message attributes to end users was not performing as expected, due to associated cache not fully updating. Action: Escalated to 3rd party support Microsoft who implemented a fix to update the cache in their infrastructure.</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15853	7 May	4h	MyHR – Users were unable to access MyHR and WebView during the maintenance period.	Maintenance	Implemented
15828	10 May	30m	Network – Users located in Mile End West, Access Block A, were unable to access network services for approx. 5m during the maintenance period.	Maintenance	Implemented
15445	13 May	8h	Co-Tutor – Users were unable to access the service during the maintenance period.	Maintenance	Implemented
15809	14 May	3d	SITS – Users were unable to access SITS during the Upgrade period.	Upgrade	Implemented
15874	25 May	2h	i-Grasp – Users were unable to access i-Grasp for 5m to 10m during the maintenance period.	Maintenance	Implemented
1515865	14 May	2d	OneDrive – Users in Finance were unable to access their G drive during the migration of files to OneDrive.	Data Migration	Implemented










ITS Incident and Request KPIs

Measure	Target	Mar 21	Apr 21	May 21	Trend	Expected Trend
Incidents Raised	-	1009	849	787	↓	↑
Number of Incidents Resolved	-	931	814	747	↓	↓
Incidents Resolved within SLT	90%	93%	88%	89%	↑	—
Resolution Time P1	4h	0%	0%	75%	↑	↑
Resolution Time P2	1 BD	71%	67%	100%	↑	↑
Resolution Time P3	3 BD	93%	88%	88%	—	↓
Resolution Time P4	5 BD	100%	100%	100%	—	—
Resolution Time P5	20 BD	100%	100%	100%	—	—
Requests Raised	-	5810	5156	5207	↓	↓
Number of Requests Resolved	-	5495	5109	5008	↓	↓
Requests Resolved within SLT	90%	96%	95%	94%	↓	↓
Reopened tickets	3%	106 (2%)	115 (2%)	84 (1%)	↑	—

Commentary

- Overall ticket volumes have decreased as expected due to staff taking leave across the bank holiday.
- Ticket volumes are higher in comparison to the same time last year mainly due to the major incident.
- Focus on aged tickets continues, to tackle the backlog of tickets and has led to a drop in the KPI trend.
- P1 KPI is trending poorly because of the major incident and the incorrect assigning of priority tickets this month.

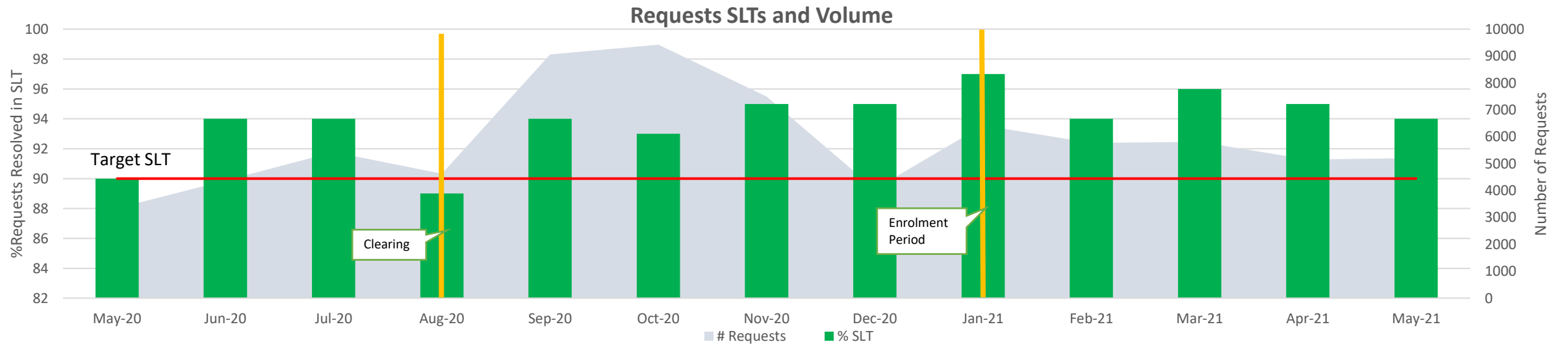
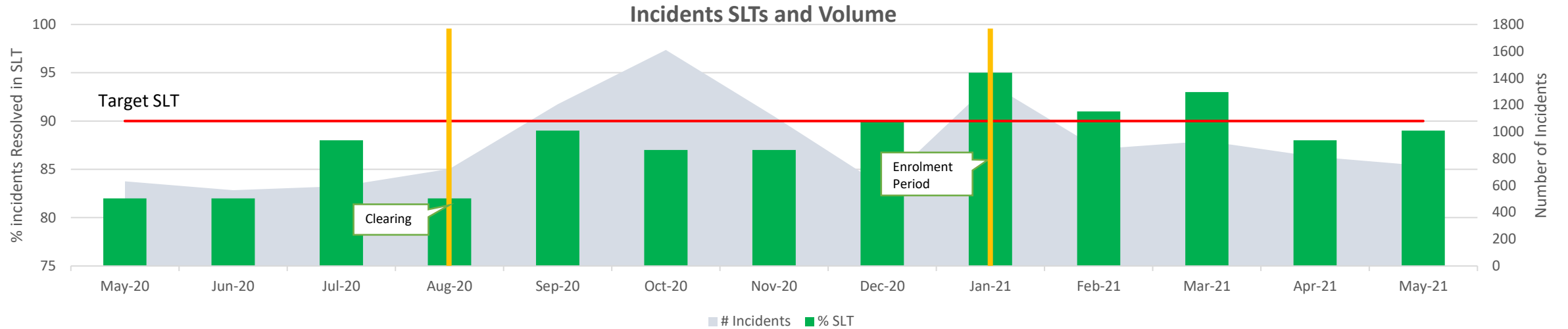
Key

-  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



Service Desk Performance

Measure	Target	Mar 21	Apr 21	May 21	Trend	Expected Trend
Received Phone Calls	-	878	814	740	↓	↑
Average Wait Time	25s	15s	23s	31s	↓	↑
Abandon Rate (Calls)	5%	5%	11%	14%	↓	↓
FTF (First Time Fix)	75%	79%	78%	81%	↑	—
FLF (First Line Fix)	75%	71%	62%	61%	↓	—
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 decreased because of the focus on back log tickets,
- The FLF has dropped because of the knock on effect of the major incidents this month.

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
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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 21	Apr 21	May 21	Trend	Expected Trend
	583	595	519	↓	↑
	2497	2225	2221	↓	↑
	354	392	344	↓	↑
	2046	1706	2023	↑	↑
	1100	881	764	↓	↑
	0	0	0	—	—

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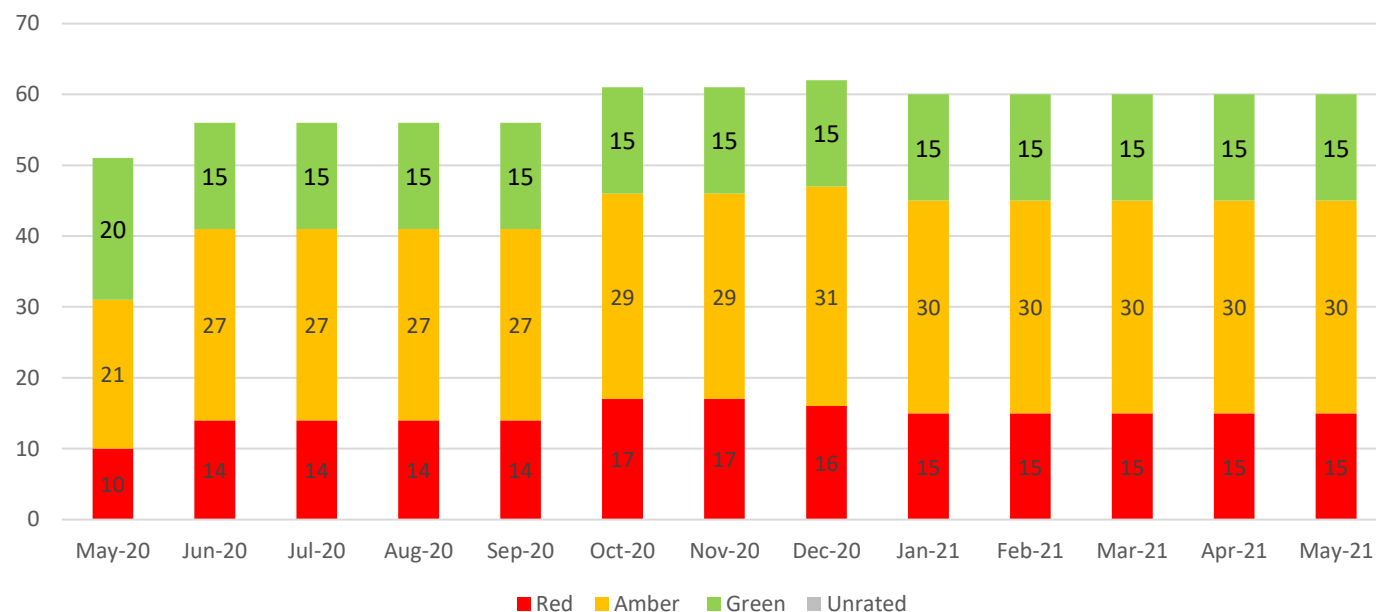
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Risk Report

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



Top Risk: Global shortage of Silicon chips affecting the delivery of devices for staff across QM working from home and in particular the Dept W project that is due to be open in Sept 2021

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	1	60	0	▬

Top Risks:

- Silicon Chip shortage** – Global shortage of Silicon chips affecting the delivery of devices for staff across QM in particular the dept w project – Plan of action to mitigate shortage has ben initiated to ensure sufficient devices are available
- 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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