



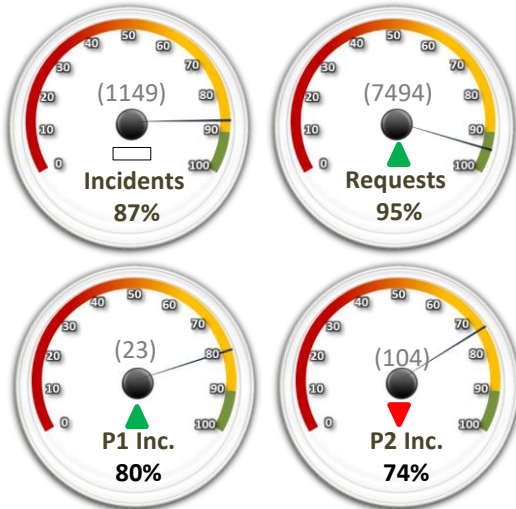
Queen Mary
University of London

IT Services

Monthly KPI Report

Executive Summary

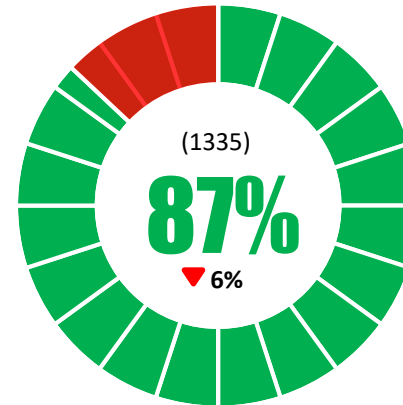
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- There is an impact on service levels as a result of the two major incidents.
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as the focus on reducing the volume of open ticket takes priority.
- Calls have now resumed on the Service desk, face to face support is available by appointment only, however, Online Chats remains the preferred option.
- Data Quality exercise has begun to clear the Active Directory of redundant data so that it is relevant, up to date and consistent

Customer Satisfaction



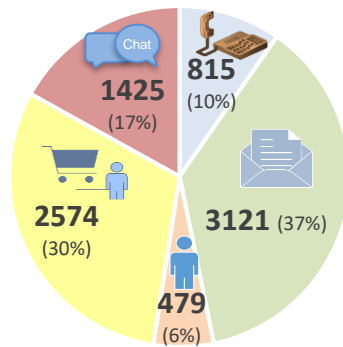
Definitions

- 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

2 Major Incident

- AD Active Directory – Password Login Failure 02/10
- QMplus – Inaccessible 16/10

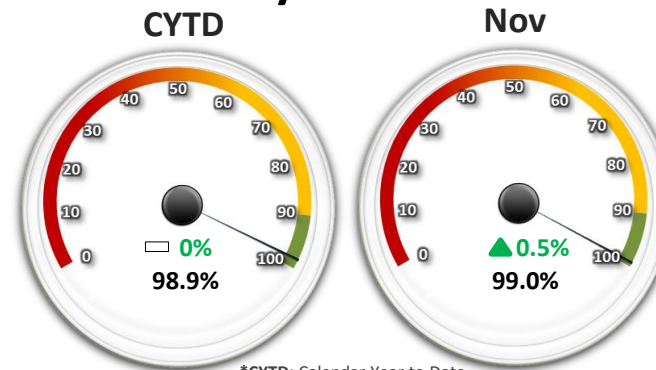
Volumes



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

- Ticket volumes decreased in November, similar to this time last year.
- Email Phishing incidents continue to be high for several months running.
- Account and passwords were amongst the top 10 this month
- Email and self service are most popular form of contact this month because of the reported phishing email and password resets.

Critical Systems Availability



*CYTD: Calendar Year to Date

- Critical systems availability Increased this month due to the despite the two Major Incidents.
- Working from home has identified further critical systems that need to have high availability

KPI Trend View

KPI	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Move
% Satisfied Customers for Incidents	91	93	95	88	92	92	94	93	95	96	95	94	86	↓
% Satisfied Customers for Requests	97	98	97	95	93	94	94	96	95	95	93	93	87	↓
All Incidents Closed By All ITS Depts. Within SLT	76	79	86	79	83	87	82	82	88	82	89	87	88	↑
All Requests Closed By All ITS Depts. Within SLT	86	84	90	89	92	90	90	94	94	89	94	93	94	↑
All Incidents Closed By Site Within SLT	71	78	78	87	80	80	79	71	88	79	87	86	88	↑
All Requests Closed By Site Within SLT	88	84	90	72	92	87	88	93	94	88	91	93	94	↑
Service Desk Incidents Closed Within SLT	93	97	98	98	95	97	96	97	99	99	97	97	96	↓
Service Desk Requests Closed Within SLT	94	97	97	97	97	98	98	99	99	99	99	99	99	▬
Service Desk Telephone Response Within SLT	83	88	87	85	60	▬	▬	▬	▬	▬	▬	▬	80	↑
All Incidents Closed By Campus Teams Within SLT	57	68	75	56	54	62	67	62	69	62	76	81	87	↑
All Requests Closed By Campus Teams Within SLT	84	84	86	78	83	67	69	92	95	74	84	91	95	↑
Change Management Implementation														↓
Service Desk Email Triage	94	96	95	97	79	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

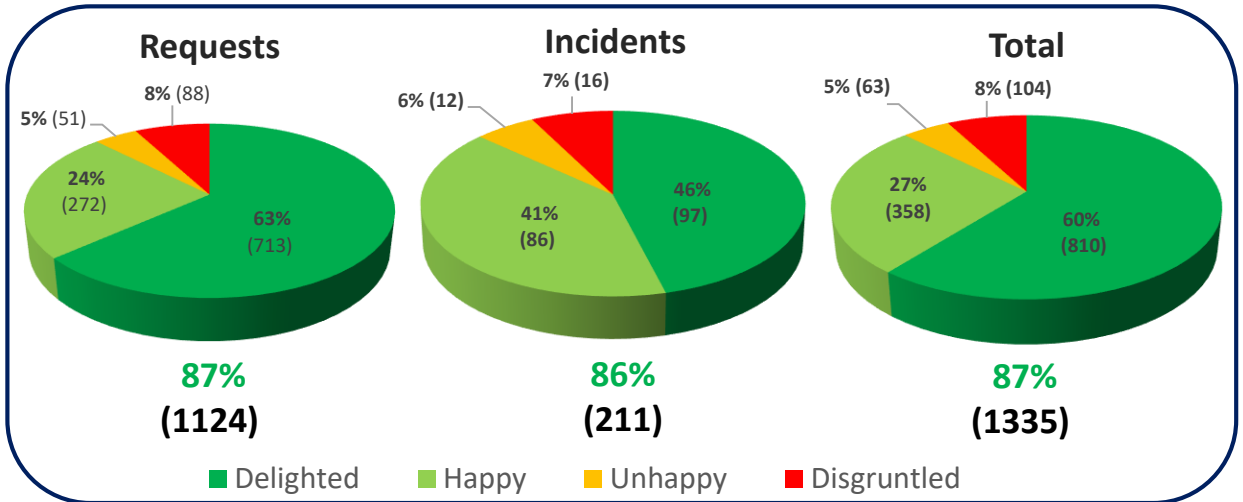
Customer Feedback

This month we received 1335 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **15%** (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

Super helpful! Without this assistance I would have had to cancel the class!

Not resolved and I got cut off. Tried to re-connect and was put into a queue for about 10 minutes.

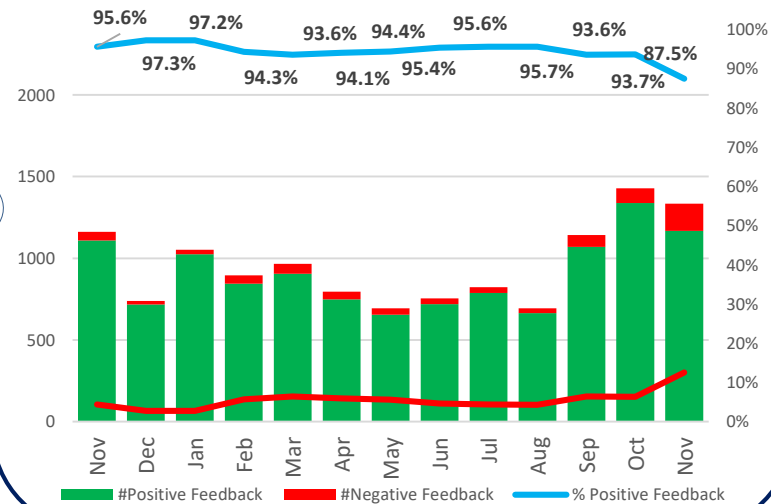
It would be really helpful if you actually addressed the issue raised. The answer provided simply adds to the workload

Great service, really satisfied with the service, the person helping was quick to respond and very clear 😊

Thank you very much for your help. It was excellent efficient and highly professional Thanks a lot

Unhelpful response – no real effort put into finding the correct email address for the relevant team.

Positive Vs Negative

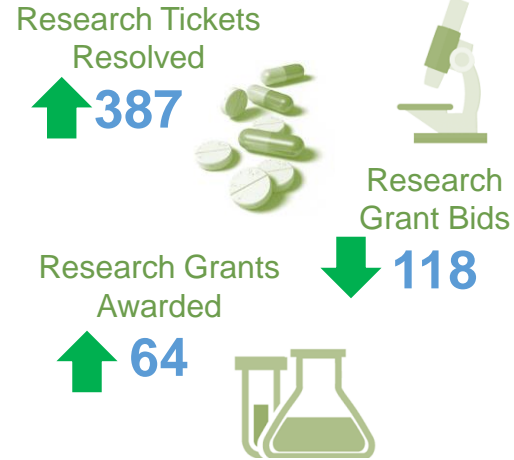


Commentary

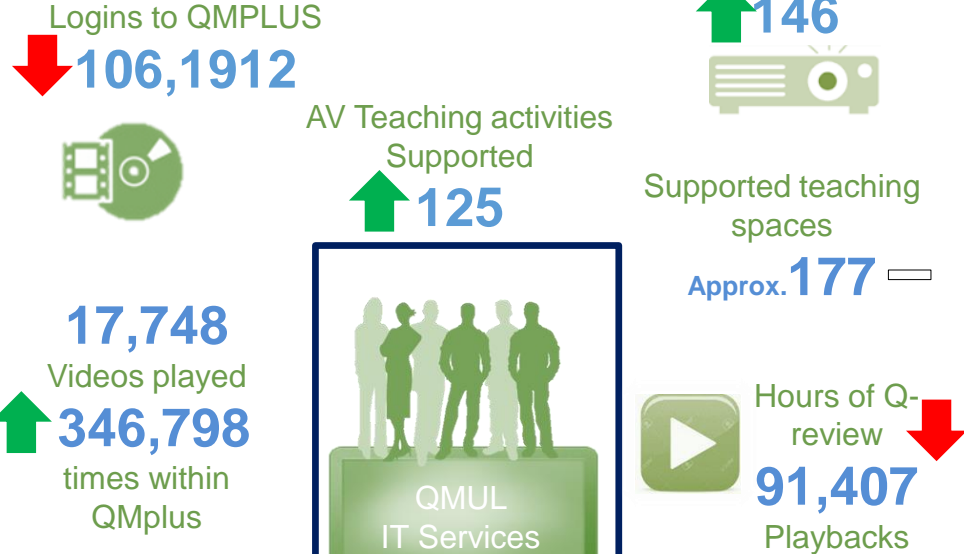
- Customer Satisfaction for this month is well below our 95% target.
- Feedback this month relate to the quick responses and fulfilment of mainly Request tickets, related to teaching.
- There has been an increase in Complaints this month which range from issues with MFA and access issues.

Activities for the month of Nov 2020

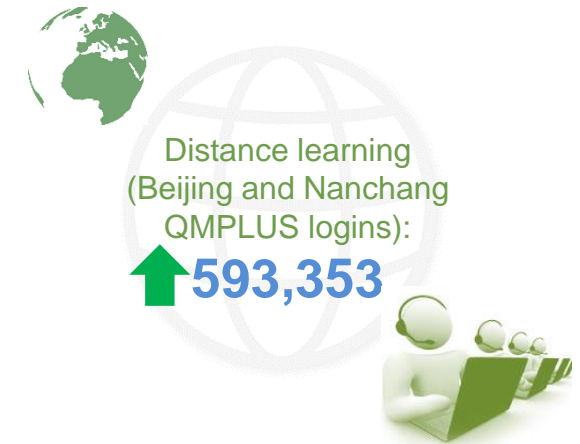
Research Excellence



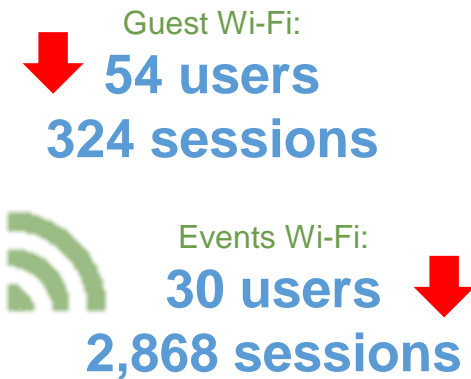
Teaching Excellence



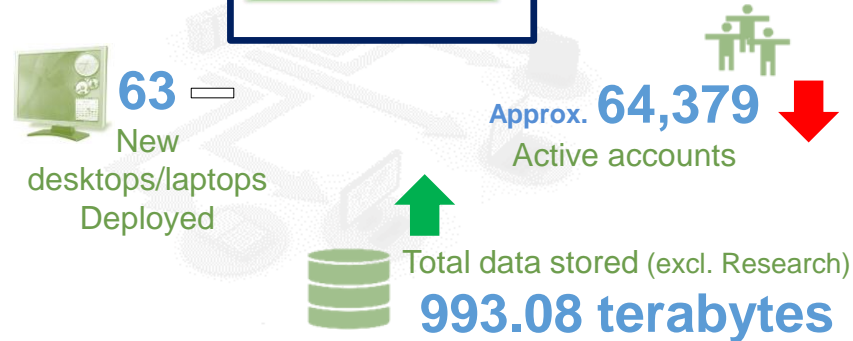
International



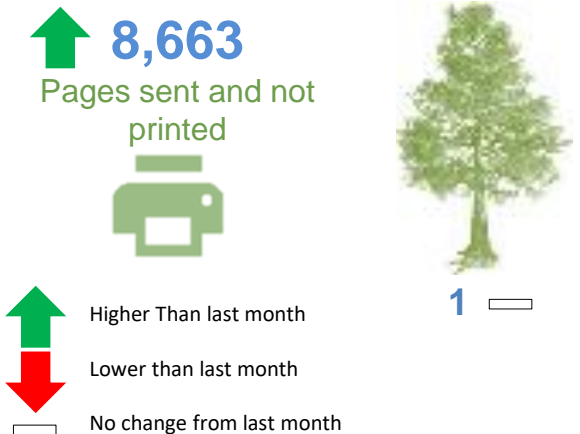
Public Engagement



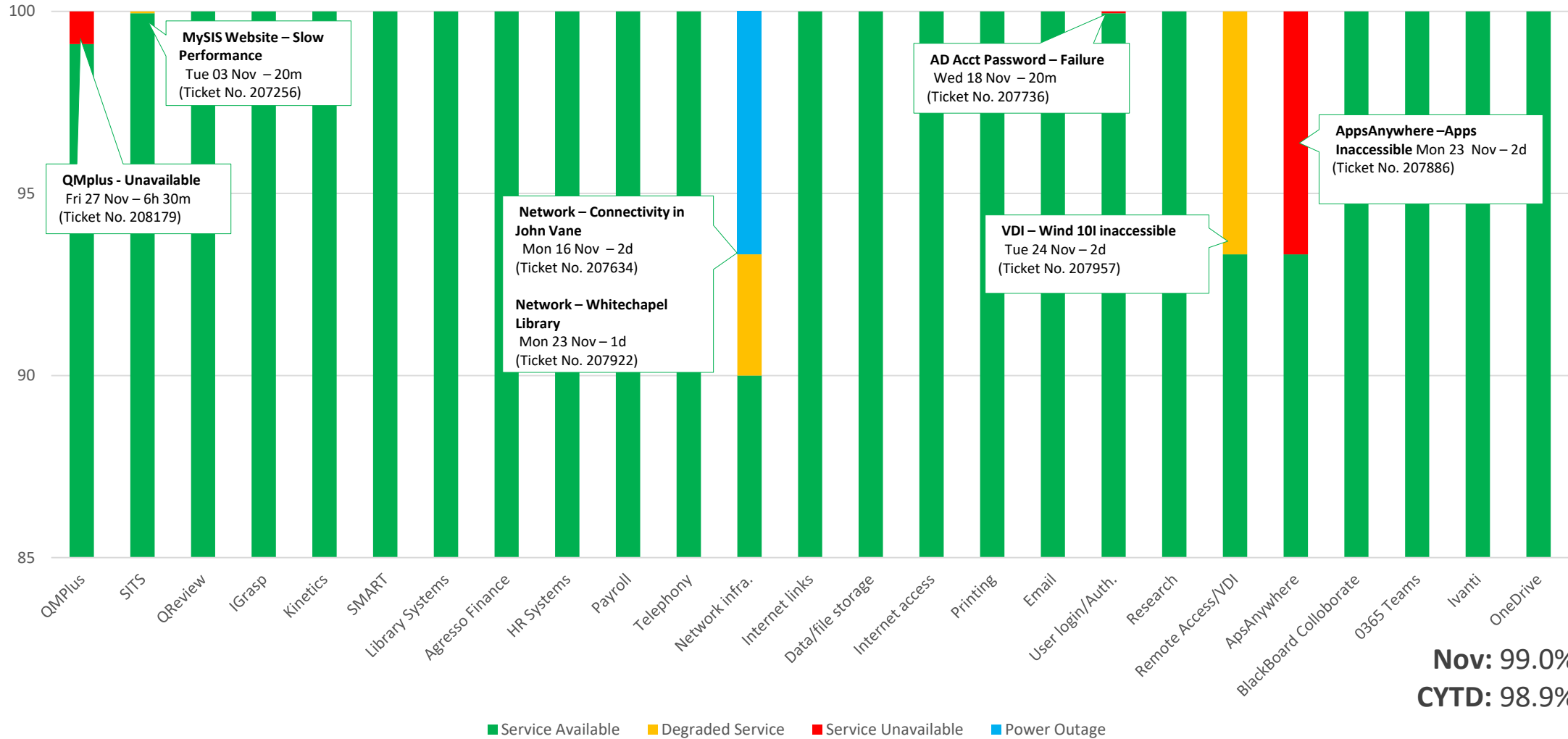
Growth



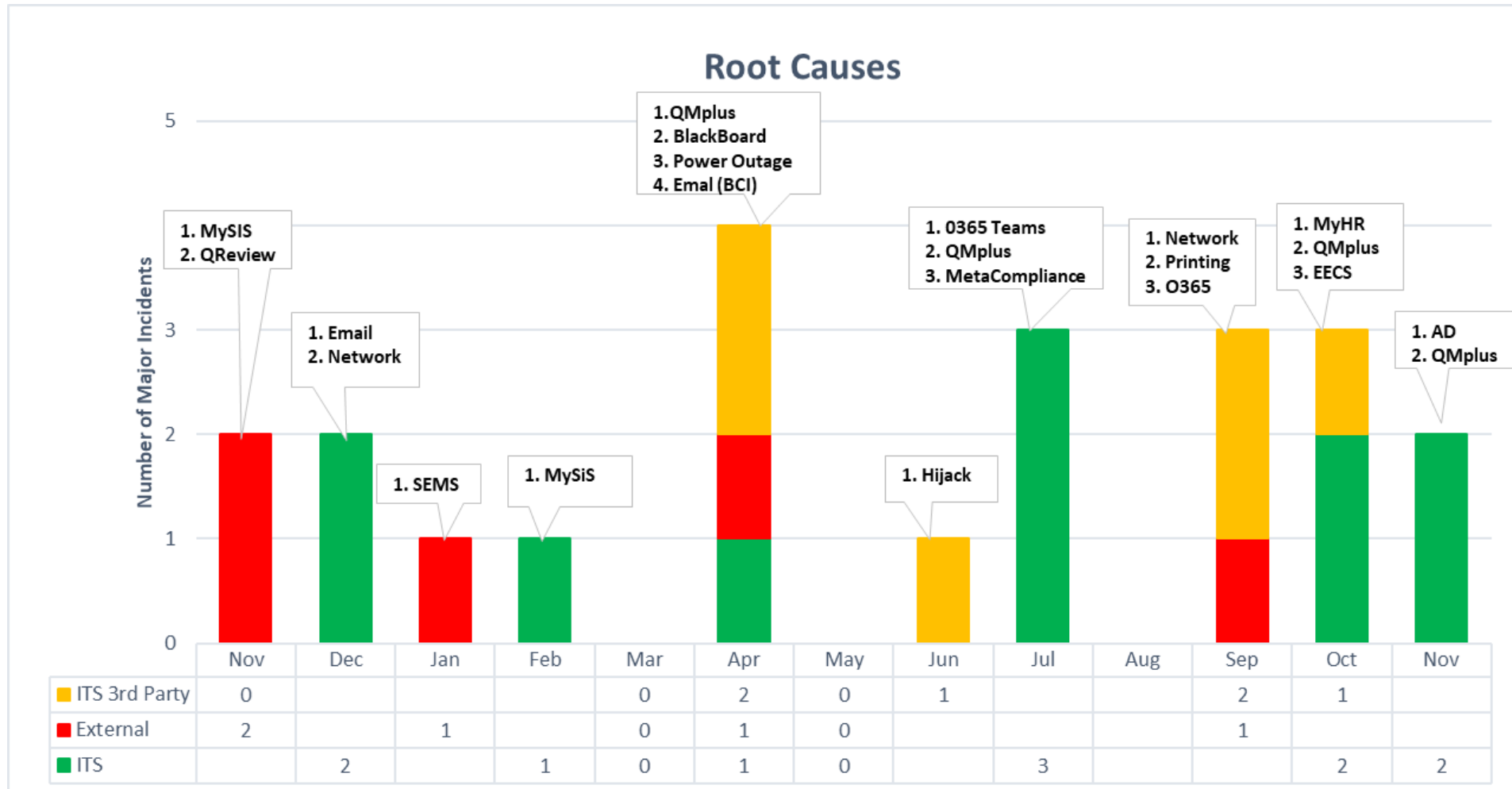
Sustainability



ITS Critical Systems Availability



Major & High Priority Incidents



Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
207736	Wed 18 Nov 14:00	20m	<p>Active Directory account password – Staff reported they were unable to login to various systems such as HRCS, Ivanti, Remote Desktops, Mitel etc</p> <p>Cause: Change 15371 made to the default Domain Policy caused Previous changes that were not completed via Microsoft Advanced Group Policy Management to be removed which affected users with passwords that were 180 days old</p> <p>Action: Add the previous changes to the default domain policy that were lost using the Microsoft Advanced Group Policy Management</p>	Resolved
208179	Fri 27 Nov 22:05	6h 30m	<p>QMplus – Students were unable to access QMplus to view learning material.</p> <p>Cause: The group membership in the Active Role Server (ARS) was missing, it is unknown why this happened, investigations are continuing.</p> <p>Action: The force rebuild of ARS service on ARS-SRV-501, where the group that students had disappeared, once completed restored access to students.</p>	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
207256	Tu 03 Nov 12:40	20m	<p>MySIS website – Some Users were experiencing performance issues whereby the system was slow to respond.</p> <p>Cause: An invalid transactions clogging the database, once cleared the website became available</p> <p>Action: Access the database and clear the transaction that using up processor.</p>	Resolved
207634	Mon 16 Nov 15:00	2d	<p>Network – Some users experienced problems with the network connectivity in the John Vane Science Centre (JVSC) at Charterhouse Square.</p> <p>Cause: A local power work by estates caused loss of power in a server room</p> <p>Action: Manually restart the network switches that had failed to reboot on restoration of power in the server room</p>	Resolved
207634	Mon 23 Nov 09:40	1d	<p>Network – Users in the Whitechapel library loss internet and network services on some PC's, printers and telephone</p> <p>Cause: Switch 3 had failed likely due to a corrupted OS</p> <p>Action: Important services were temporarily moved onto Switch 5 as workaround whilst Switch 3 was being fixed. Recovered switch 3 by using recovery software to reload the OS.</p>	Resolved
207886	Mon 23 Nov 10:15	2d	<p>AppsAnywhere – User were experiencing issues launching apps in AppsAnywhere</p> <p>Cause: Virtual desktops were getting stuck in maintenance mode after a user logs off resulting in the pool running out of available virtual desktops</p> <p>Action: The switch was restored from backups.</p>	Resolved
207957	Tue 24 Nov 11:00	2d	<p>VDI – Some user were unable to access Windows 10 virtual desktops</p> <p>Cause: The Reboot of connection servers caused an issue on the underlying shared ADAM (ldap) database preventing the connection servers from being able to connect to vcenter to perform VM operations</p> <p>Action: A call with VMware resolved the issue by implementing a complex operation to regenerate the missing config using a dummy vcenter connection.</p>	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15269	03 Nov	10m	Network Services – Users were unable to access Network services during the maintenance period	Maintenance	Implemented
15360	12 Nov	1h	Direct Access – Users with managed devices were unable to access the service using direct access during the maintenance period.	Maintenance	Implemented
15402	25 Nov	1h	AppsAnywhere VDI Horizon – Users were unable to access AppsAnywhere via VDI during the maintenance period	Maintenance	Implemented
15413	27 Nov	2d	T4 – web Content Manager - Users were unable to publish updates to the QMUL Webpages during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Sep 20	Oct 20	Nov 20	Trend	Expected Trend
Incidents Raised	-	1540	1740	1149	↓	↓
Number of Incidents Resolved	-	1205	1609	1116	↓	↑
Incidents Resolved within SLT	90%	89%	87%	87%	—	↑
Resolution Time P1	4h	67%	20%	80%	↑	↑
Resolution Time P2	1 BD	80%	83%	74%	↓	↑
Resolution Time P3	3 BD	90%	87%	88%	↑	↑
Resolution Time P4	5 BD	100%	92%	100%	↑	↑
Resolution Time P5	20 BD	100%	71%	100%	↑	↑
Requests Raised	-	9056	9424	7494	↓	↑
Number of Requests Resolved	-	8401	9265	7389	↓	↑
Requests Resolved within SLT	90%	94%	93%	95%	↑	↑
Reopened tickets	3%	202 (2%)	210 (2%)	128 (2%)	—	—

Commentary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus.
- Ticket volumes decreased in November despite the two Major Incidents.
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as the focus on reducing the volume of open ticket takes priority.

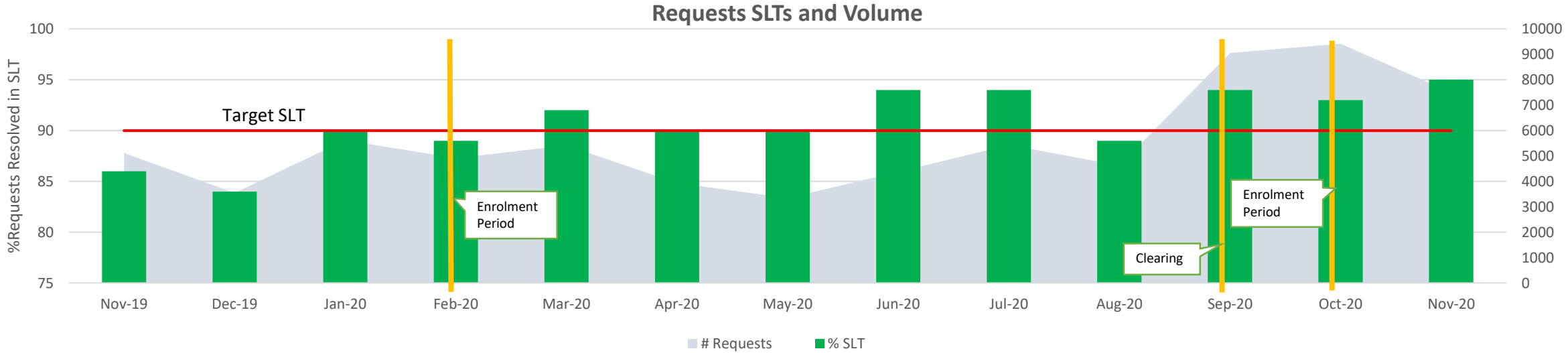
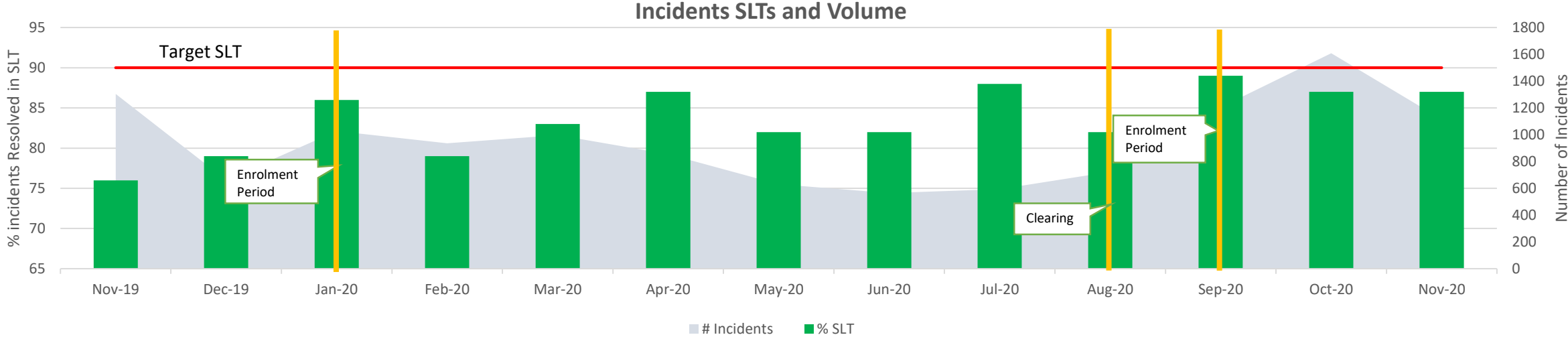
Key

- ↑↑ 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	Sep 20	Oct 20	Nov 20	Trend	Expected Trend
Received Phone Calls	-	—	2053	1232	↓	↑
Average Wait Time	25s	—	—	59s	—	—
Abandon Rate (Calls)	5%	—	55%	22%	↑	↓
FTF (First Time Fix)	75%	85%	82%	83%	↑	↑
FLF (First Line Fix)	75%	80%	77%	76%	↓	↑
Email Triage	90%	100%	100%	100%	—	↑

Commentary







- Calls have now resumed on the Service desk, face to face support is available by appointment only, however the focus remained on dealing with Online Chats.
- First line Fix dropped from last month but remain above the target due to the focus on open tickets.
- First Line Fix improved this month because of the increase of contacts via phone

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	Sep 20	Oct 20	Nov 20	Trend	Expected Trend
	364	834	815	↓	↑
	3745	4094	3121	↓	↑
	895	693	479	↓	↑
	2443	2867	2574	↓	↑
	2882	2361	1425	↓	↑
	12	0	0	—	—

Commentary

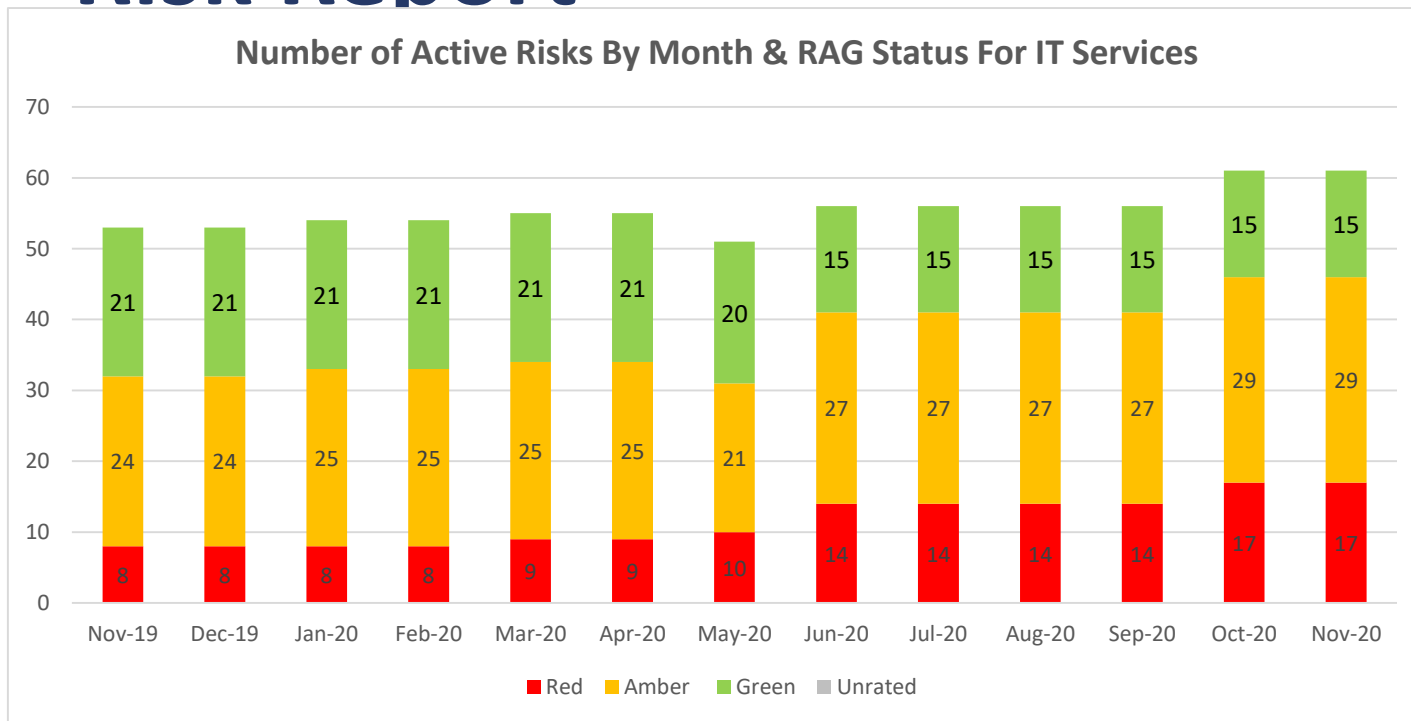
- Ticket volumes in November are lower this month similar to that of November last year.
- Password reset (SSPR) requests, account extension and AV faults were among the top issues reported this month.
- Email and self service are most popular form of contact this month because of the reported phishing email and password resets.

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
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Risk Report



Top Risk: Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information

Monthly Risk Stats					
Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
0	0	0	61	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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