IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

(1740) **Incidents** 87%

(9424) **Requests** 93%

(7) **P1 Inc.** 20%

(101) **P2 Inc.** 83%
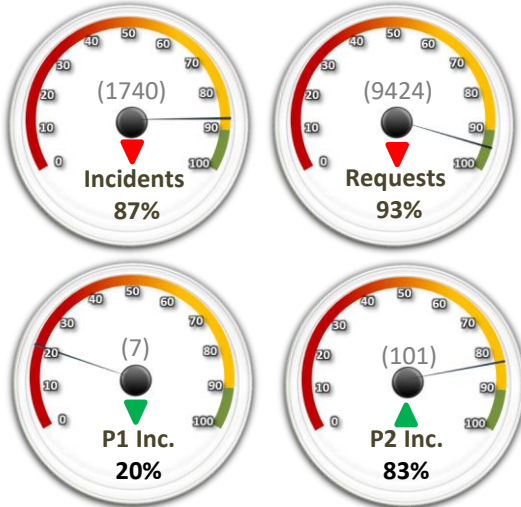
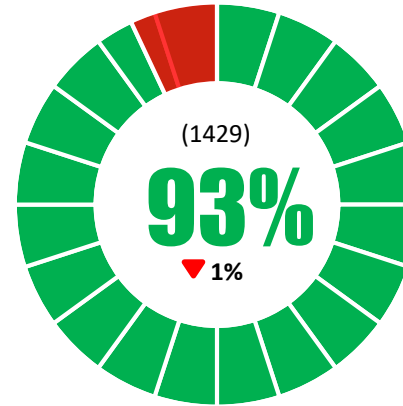***KPI:** Key Performance Indicator – tickets resolved within month

- There is an impact on service levels as a result of the three major incidents, MFA roll out .
- The overall KPI is trending down partly due to the focus on closing down aged tickets and the effort involved in reducing the volume of open ticket
- Calls to the Service desk were gradually introduced in October, however the drive remains to keep the Online Chats as the preferred option.
- MFA has been rolled out to the rest of QM which has resulted in an increase of ticket volume for password resets and SSPR registration
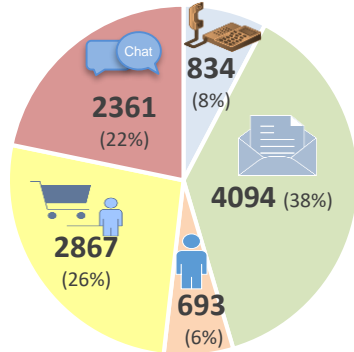
Customer Satisfaction

(1429)

93%

▼ 1%

<u>3</u> Major Incident

- MyHR – Leave Management 02/10
- EECS - Network 12/10
- QMplus – Unavailable 16/10

## Volumes

834 (8%)

2361 (22%)

4094 (38%)

2867 (26%)

693 (6%)

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

- Ticket volumes increased in October as expected due to the roll out of MFA and the three Major Incidents.
- MFA has led to an increase in 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.

Critical Systems Availability

CYTD

0%
98.9%

Oct

▼ 1.1%
98.5%
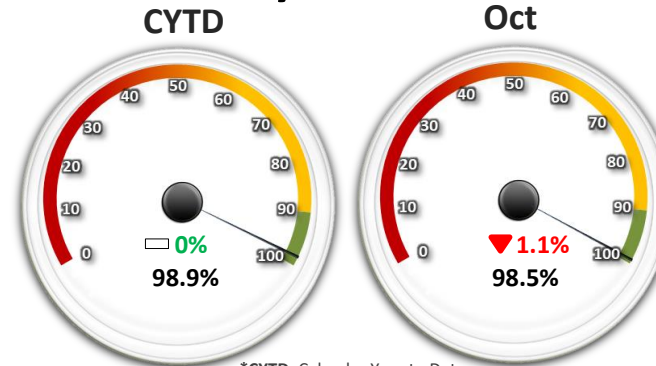
*CYTD: Calendar Year to Date

- Critical systems availability decreased this month due to the Three major incidents.
- Working from home has identified further critical systems that need to have high availability

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KPI Trend View

KPI	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Move
% Satisfied Customers for Incidents	94	91	93	95	88	92	92	94	93	95	96	95	94	↓
% Satisfied Customers for Requests	95	97	98	97	95	93	94	94	96	95	95	93	93	—
All Incidents Closed By All ITS Depts. Within SLT	75	76	79	86	79	83	87	82	82	88	82	89	87	↓
All Requests Closed By All ITS Depts. Within SLT	88	86	84	90	89	92	90	90	94	94	89	94	93	↓
All Incidents Closed By Site Within SLT	69	71	78	78	87	80	80	79	71	88	79	87	86	↓
All Requests Closed By Site Within SLT	87	88	84	90	72	92	87	88	93	94	88	91	93	↑
Service Desk Incidents Closed Within SLT	86	93	97	98	98	95	97	96	97	99	99	97	97	—
Service Desk Requests Closed Within SLT	87	94	97	97	97	97	98	98	99	99	99	99	99	—
Service Desk Telephone Response Within SLT	62	83	88	87	85	60		—	—	—	—	—	—	—
All Incidents Closed By Campus Teams Within SLT	58	57	68	75	56	54	62	67	62	69	62	76	81	↑
All Requests Closed By Campus Teams Within SLT	85	84	84	86	78	83	67	69	92	95	74	84	91	↑
Change Management Implementation														↓
Service Desk Email Triage	58	94	96	95	97	79	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

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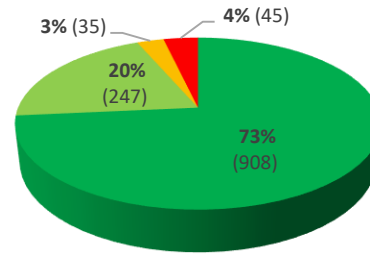
Customer Satisfaction

Customer Feedback

This month we received 1429 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **13%** (which is the below the average 18% received).

You can email your feedback by selecting one of the following links on your resolution email;
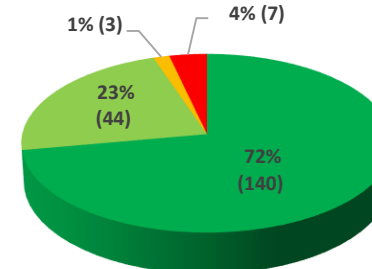
Delighted   Happy   Un-Happy   Disgruntled

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.
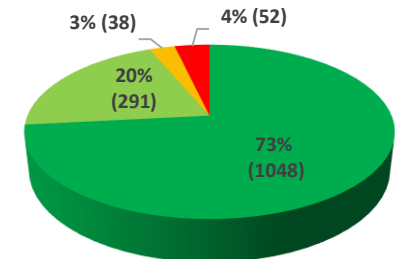
Requests

3% (35)   4% (45)
20% (247)
73% (908)

93%
(194)

Incidents

1% (3)   4% (7)
23% (44)
72% (140)

94%
(1235)

Total

3% (38)   4% (52)
20% (291)
73% (1048)

93%
(1429)

■ Delighted ■ Happy ■ Unhappy ■ Disgruntled

Feedback this month

Very clear instructions- problem quickly solved and I now know what to do if it happens again

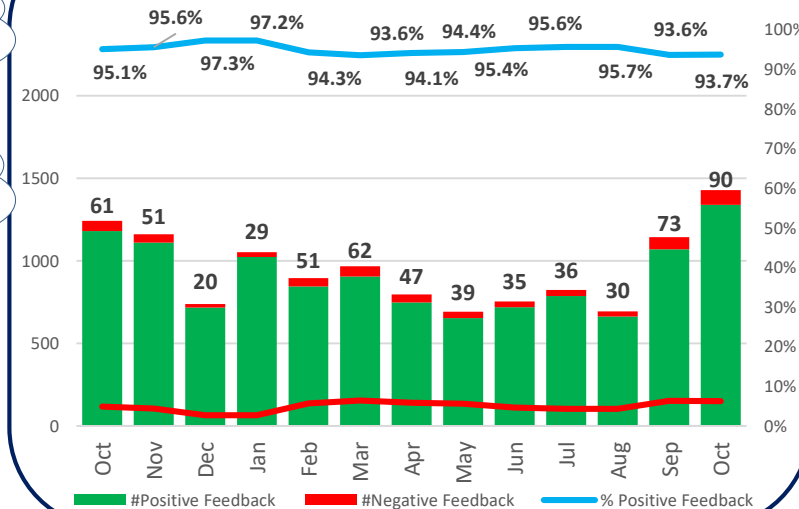*Hi, what do you mean by "the issue has been resolved". I am puzzled by the bland reply*

The query was very poorly managed and the information shared I feel was not even read to understand

As always a fantastic, efficient and humane response.

incredibly helpful and always follows up until he is certain the problem is resolved

Problem not resolved - still can't access my account because I don't have a mobile phone for a text

Positive Vs Negative

95.6%   97.2%   93.6%   94.4%   95.6%   93.6%
95.1%   97.3%   94.3%   94.1%   95.4%   95.7%   93.7%

Month	Value
Oct	61
Nov	51
Dec	20
Jan	29
Feb	51
Mar	62
Apr	47
May	39
Jun	35
Jul	36
Aug	30
Sep	73
Oct	90

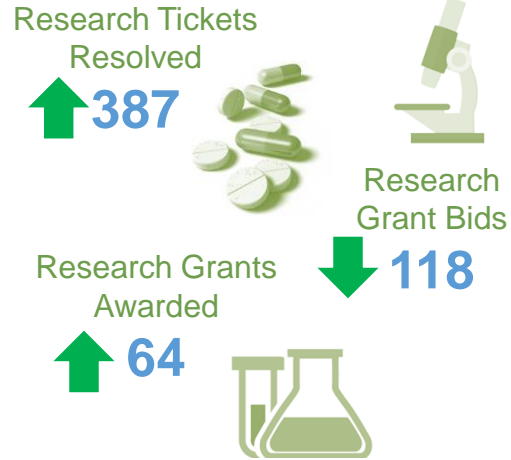■ #Positive Feedback ■ #Negative Feedback ━ % Positive Feedback
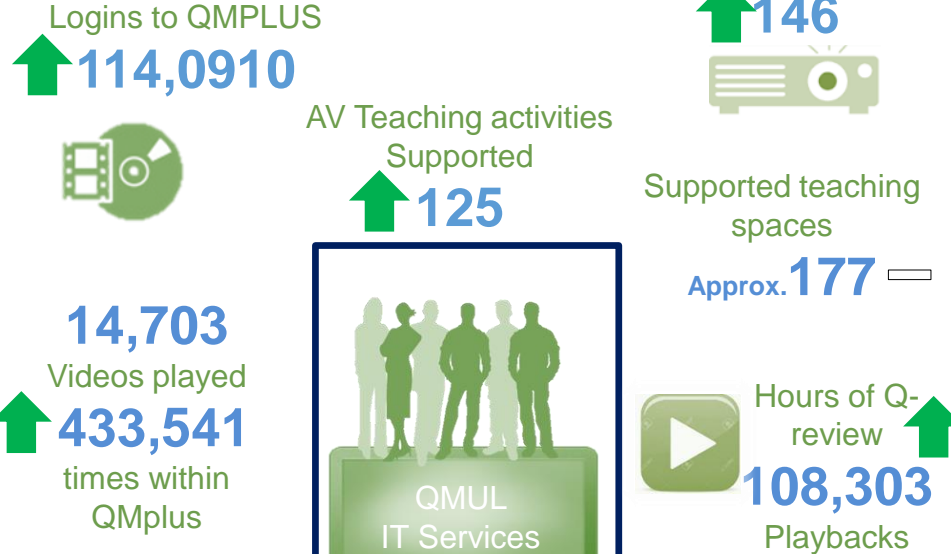
Commentary

- Customer Satisfaction for Incidents decreased slightly this month, and remains below the 95% target.

- Feedback this month relate to the quick responses and fulfilment of the tickets for account access.

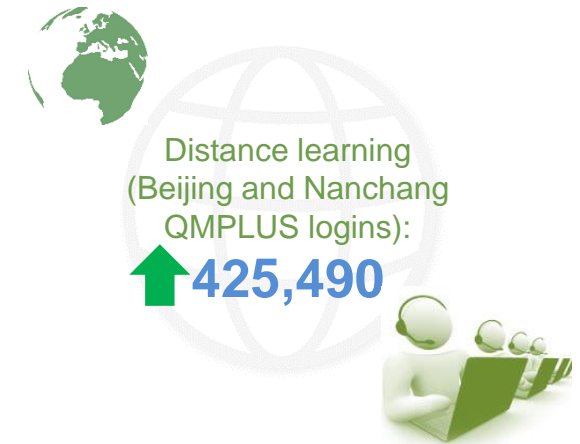- Complaints received range from issues with MFA and in depth accounts and applications issues.

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Activities for the month of Oct 2020

Research Excellence

Research Tickets Resolved
↑ **387**

Research Grant Bids
↓ **118**

Research Grants Awarded
↑ **64**

Public Engagement

Guest Wi-Fi:
↑ **58 users**
504 sessions

Events Wi-Fi:
42 users ↓
15,04 sessions

Teaching Excellence

Logins to QMPLUS
↑ **114,0910**

AV Teaching activities Supported
↑ **125**

14,703
Videos played
↑ **433,541**
times within QMplus

Reported AV Issues
↑ **146**

Supported teaching spaces
Approx. **177** ▭

Hours of Q-review ↑
108,303
Playbacks

QMUL IT Services

Growth

63 ▭
New desktops/laptops Deployed

Approx. **74,089** ↓
Active accounts

Total data stored (excl. Research) ↑
993.08 terabytes

International

Distance learning (Beijing and Nanchang QMPLUS logins):
↑ **425,490**

Sustainability

↑ **13,815**
Pages sent and not printed

1 ↑

↑ Higher Than last month

↓ Lower than last month

▭ No change from last month

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ITS Critical Systems Availability

QMplus - Unavailable
Tue 16 Oct – 2h
(Ticket No. 206256)

Agresso - Connection
Thu 01 Oct – 1h 40m
(Ticket No. 205757)

MyHR – leave Management
Fri 02 Oct – 10d
(Ticket No. 205649)

EECS – Unavailable
Mon 12 Oct – 1h
(Ticket No. 206013)

Outlook - Access
Thu 01 Oct – 20h
(Ticket No. 205413)

Email - Phishing
Fri 28 Sep – 5h
(Ticket No. 206675)

Legend:
- 🟩 Service Available
- 🟨 Degraded Service
- 🟥 Service Unavailable
- 🟦 Power Outage

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

Oct: 98.5%
CYTD: 98.9%

Major & High Priority Incidents
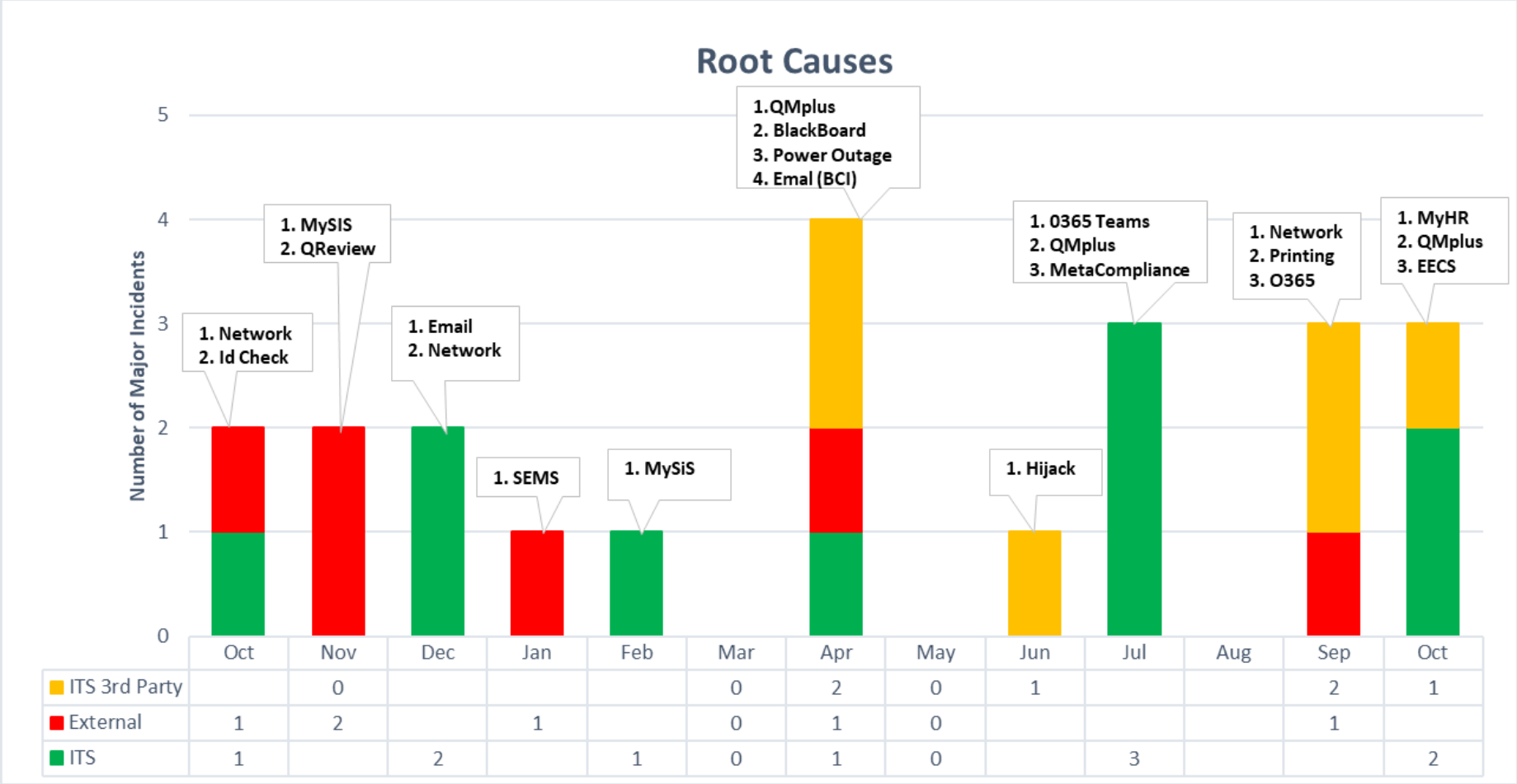
Major Incidents

MI Number	Date	Duration	Service Affected – Impact	Status
205649	Fri 02 Oct 09:00	10d	**MyHR Leave Management**– Staff were unable to book annual leave via MyHR as the functionality was unable. **Cause**: During the upgrade of MyHR the 3rd party vendor Zellis converted the leave booking format from days to hours and removed the carry over leave, it is unclear if this was due to a human error, software bug or unexpected/corrupt data. **Action:** Zellis developed two script to recreate the leave entitlement and restore the carry over leave.	Resolved
206013	Mon 12 Oct 20:00	1h	**EECS Network Services** – EECS Staff were unable to access services remotely via the EECS network **Cause**: A change was made to connect an EECS HPE Vlan to a CISCO switch that was not configured for connection **Action:** The change was rolled back – the EECS HPE Vlan was disconnected from the Cisco switch and reverted back to its original state	Resolved
206256	Fri 16 Oct 09:08	2h	**QMplus** – Users were unable to access QMplus to view learning material. **Cause**: Poor internal communication during an upgrade lead to duplicating an update process step that overloaded the web servers and caused QMplus to be inaccessible **Action:** 3rd party vendor CoSector cleared and e-configured where the Moodle cache memory was held and restarted the update process step	Resolved

High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
205413	Thu 01 Oct 08:30	20h	**Outlook Webmail** – Some Users were unable to access outlook on the web but were able to access their emails via the outlook desktop client. **Cause:** The issue was caused by a recent configuration update to components that route user requests **Action:** Microsoft rolled back the update	Resolved
205757	Wed 07 Oct 11:50	1h 40m	**Agresso** – Some users experienced issues with connectivity to the Agresso web system **Cause:** A redirect to the new updated url was not working as expected **Action: T**he web link used to access the Agresso web system was updated.	Resolved
206675	Tue 22 Oct 15:00	1d	**Email** – Some users received phishing emails claiming to be from IT Services asking them to provide their credentials. **Cause:** The email did not contain a url or sent from a black listed mail account, which allowed it to slip through our filtering system. **Action: T**he switch was restored from backups.	Resolved

Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15227	06 Oct	3h	**QMplus** – Users were unable to access QMplus during the upgrade	Upgrade	Implemented
15255	07 Oct	2d	**MyHR** – Users were unable to access the service during the maintenance period	Maintenance	Implemented
15234	08 Oct	2h	**iGrasp** – Users were unable to access the service during the maintenance period.	Maintenance	Implemented
15265	10 Oct	2d	MyHR - staff will be unable to access MyHR service during the maintenance period	Maintenance	Implemented
15258	15 Oct	2h	**Ivanti** - Users were unable to access the self service portal to raise tickets during the maintenance period	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	Aug 20	Sep 20	Oct 20	Trend	Expected Trend
Incidents Raised	-	751	1540	1740	⬆ (white)	⬇ (white)
Number of Incidents Resolved	-	723	1205	1609	⬆ (white)	⬆ (white)
Incidents Resolved within SLT	90%	82%	89%	87%	⬇ (red)	⬆ (red)
Resolution Time P1	4h	50%	67%	20%	⬇ (red)	⬆ (red)
Resolution Time P2	1 BD	67%	80%	83%	⬆ (red)	⬆ (red)
Resolution Time P3	3 BD	82%	90%	87%	⬇ (red)	⬆ (red)
Resolution Time P4	5 BD	88%	100%	92%	⬇ (green)	⬆ (green)
Resolution Time P5	20 BD	94%	100%	71%	⬇ (green)	⬆ (green)
Requests Raised	-	4630	9056	9424	⬆ (white)	⬆ (white)
Number of Requests Resolved	-	4486	8401	9265	⬆ (white)	⬆ (white)
Requests Resolved within SLT	90%	89%	94%	93%	⬇ (green)	⬆ (green)
Reopened tickets	3%	121 (2%)	202 (2%)	210 (2%)	▬ (green)	▬ (green)

Commentary

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus.
- Ticket volumes increased in October as expected due to the roll out of MFA and the three Major Incidents.
- The overall KPI trend is down due to the focus on closing down aged tickets and reducing the volume of open ticket which has affected the SLA.

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
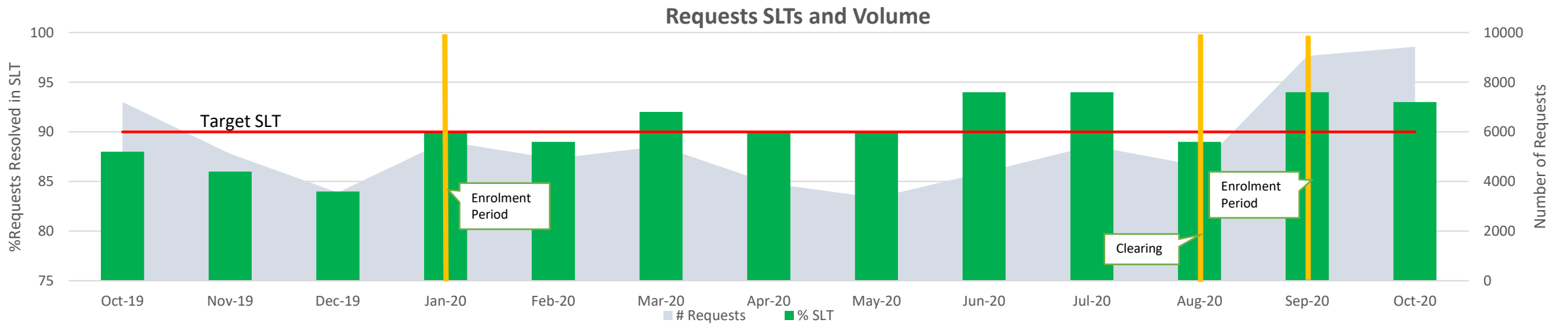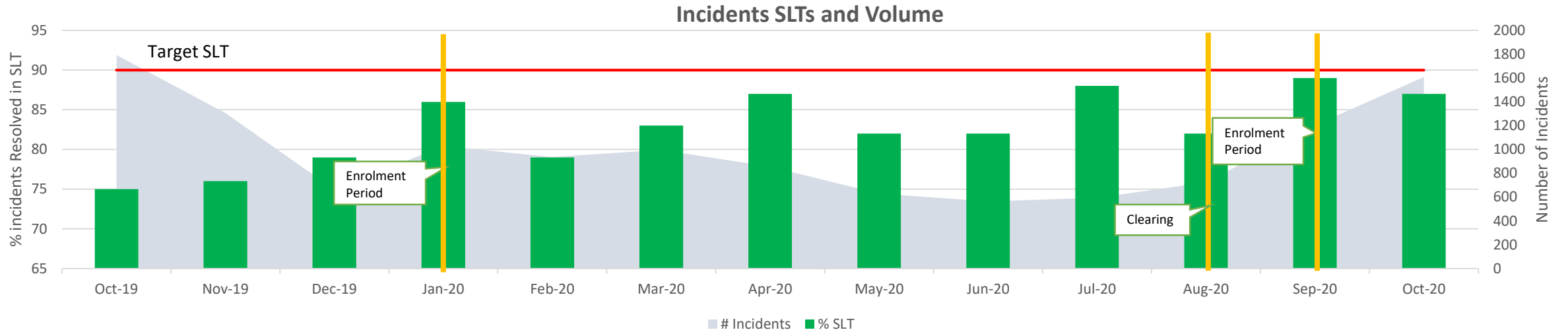
Service Desk Performance

Measure	Target	Aug 20	Sep 20	Oct 20	Trend	Expected Trend
Received Phone Calls	-			2053		⬆
Average Wait Time	25s					
Abandon Rate (Calls)	5%			55%		⬇
FTF (First Time Fix)	75%	74%	85%	82%	⬇	⬆
FLF (First Line Fix)	75%	60%	80%	77%	⬇	⬆
Email Triage	90%	100%	100%	100%	—	⬆

Commentary

- Calls to the Service desk were gradually introduced in October, however the focus remained on dealing with Online Chats.
- First time Fix and First Line Fix have dropped from last month but remain above the target due to the focus on closing aged tickets.
- A number of the tickets from the Major incident, MFA and Phishing had to be dealt with by 3rd line which impact the FLF and FTF

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
- ⬇ Deterioration from last month and 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

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	Aug 20	Sep 20	Oct 20	Trend	Expected Trend
☎ (phone)	12	364	834	⬆	⬆
@ (email)	2466	3745	4094	⬆	⬆
(walk-up/desk)	177	895	693	⬇	⬆
(self service kiosk)	1579	2443	2867	⬆	⬆
Live Chat	1014	2882	2361	⬇	⬆
TECH BAR	4	12	0	⬇	—

Commentary

- Ticket volumes in October are higher as expected due to enrolment and the start of term.
- MFA has led to an increase in 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

⬆ (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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Risk Report

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

Month	Red	Amber	Green
Oct-19	10	23	20
Nov-19	8	24	21
Dec-19	8	24	21
Jan-20	8	25	21
Feb-20	8	25	21
Mar-20	9	25	21
Apr-20	9	25	21
May-20	10	21	20
Jun-20	14	27	15
Jul-20	14	27	15
Aug-20	14	27	15
Sep-20	14	27	15
Oct-20	17	29	15

Legend: ■ Red ■ Amber ■ Green ■ Unrated
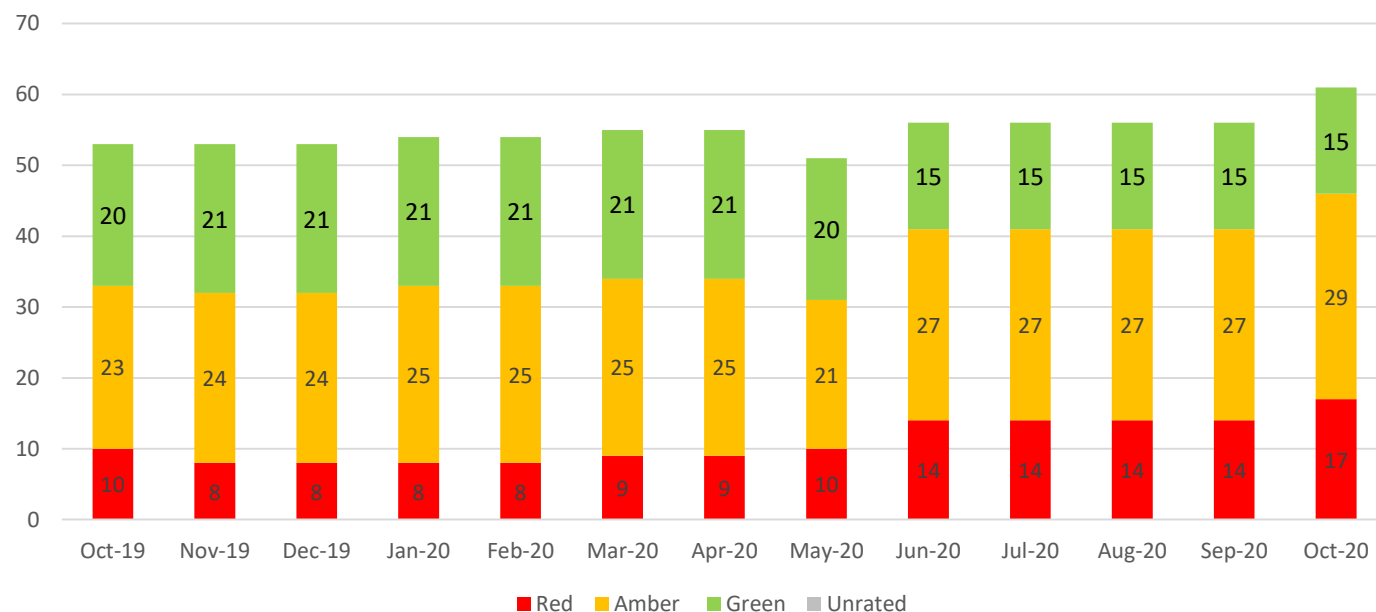
Top Risk: Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information

Monthly Risk Stats

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

↑ (red) Deterioration over last month

↓ (green) 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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