

IT Services

FRMs Customer Report

Prepared by: Sophia Eglin, Beth Prescott, Agi Jankowska, August 2023

Contents

Content

[Keep in touch with your FRM's](#)

[Key upcoming dates](#)

[The ITS Ideas Forum](#)

[PGR Devices: Updated Policy and Process](#)

[e-Recruitment system launch updates](#)

[AV Updates and Improvements](#)

[Training – Teach your first session workshop](#)

[Q-Engage – Learner Engagement Analytics](#)

[QMPlus – new features](#)

[New CPD Training Platform](#)

[New Degree Apprenticeships system](#)

[QM App \(Campus M\)](#)

[KPIs and Major Incident Reports](#)

[Service Information – Escalations, Device Policy](#)




Click on the hyperlink to navigate to the topics page

Keep in touch

Visit the FRM ITS Communications Site

<https://qmulprod.sharepoint.com/sites/FRMITSCommunicationsPoint>

Whose who

 <p>Agnieszka Jankowska Head Of Change And Student Experien...</p>	 <p>Sophia Eglin Faculty Relationship Manager Humanities and Social Sciences</p>	 <p>Beth Prescott Faculty Relationship Manager Faculty of Medicine and Dentistry</p>
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Key updates –August 2023

Key upcoming dates

Date	Change	Further information
14 September	The new e-recruitment system is live!	E-Recruitment slide
Semester 1	As part of the Identity Access Management project, we hope to ensure that everyone has access to the right systems, buildings, services, assets and facilities, at the right time and for the length of time they need it. This summer some changes will be implemented to streamline the process for staff leavers. More information and exact dates will be shared in due course.	
19-21 September	Teach Your First Workshop training sessions taking place	Teach Your First workshop training session slide
7 – 8 October	Elements Service unavailable: from 7th Oct 2023 @14:00 - 14:40 and 8th Oct @10:00 - 10:40 (information has been shared with Deans and Directors of Research, HoS and managers of Schools/Institutes, Doctoral College, JRMO)	
Mid-October	New CPD training platform is due to go live	New CPD Training Platform slide

For the status of all ITS projects, you can view these on [PowerBi](#).

The ITS Ideas Forum

ITS have launched a new process for the submission of Ideas to the Ideas Forum. We hope this new process will provide a more streamlined and effective means to share new ideas with us.

If you have a problem a technical solution could help solve, software that doesn't support your current needs, or an idea about a piece of software which could support your needs, then the ITS Ideas Forum is here to help.

The ITS Ideas Forum consists of experts from across all areas IT Services and is here to help provide anyone with a problem or an idea the next steps to provide a solution.

To pitch an idea or a problem to the ITS Ideas Forum, reach out to your Faculty Relationship Manager who will be able to provide support with submitting your idea to the forum.

Further information about the Ideas Forum can be found here:

<https://qmulprod.sharepoint.com/sites/FRMITSCommunicationsPoint/SitePages/Ideas-Forum.aspx>



PGR Devices: Updated policy and process

All Postgraduate Researchers (including FMD Researchers from 23/24) are now entitled to a Queen Mary funded device.

A **new dedicated mailbox** (ITS-PGR-DevicesProject@qmul.ac.uk) has been created to support the ordering and provisioning of PGR devices.

Schools/Institutes are required to **submit a list of PGR students** joining to this mailbox and to specify the device type from the standard device list. A template has been created and shared with contacts in Schools/Institutes to use for these requests.

PGRs will be eligible for a Dell Option C as standard (please see our device policy and specifications in the appendix and [here](#) for more information). Please note, PGR students are eligible for **device only and that devices will be managed as standard**.

If the requirement from a PGR is for an Option D, W, X or mRDS device no checklist will be required.

If the requirement is for a self-managed device, then the self-managed process for staff (checklist) needs to be followed – see the Exceptions section of [this webpage](#) for more information.

Each device should last the length of the PGR course.

PGR devices can be requested by approved hardware requestors or by staff members working with PGR students (Supervisors/Research Managers/PGR admin staff.)

More information about PGR Devices will be available on [this webpage](#) in due course.

New eRecruitment system is live

Queen Mary's eRecruitment system is now live!

From 14 September the new system is accessible to all staff. New recruitment tasks can now be started in eRecruitment.

The new system will streamline the recruitment process and address recognised difficulties with iGrasp. Those involved in the recruitment process should find the process much more intuitive and efficient and those applying for roles should find the process much smoother and speedier – allowing us to attract talent more easily.

Further information, including what this change means for recruiting managers, and how to access the system can be found here: <https://connected.qmul.ac.uk/services/professional-services-transformation/project-updates/e-recruitment/>

AV Updates and Improvements

The AV Task Force are continuing to work at looking at issues around AV provisioning and use in teaching and other spaces to improve experience for both our students and our educators.

This summer, ITS are carrying out a full refresh of 17 rooms across our campuses. Some of this work is complete and some is on track for completion by the start of semester 1. These rooms are listed in the table below.

Campus	Building	Room	Work progress	Completion date
West Smithfield	Robin Brook Centre	DCR	Complete	Complete
		Patterson Ross	Complete	Complete
		SR6	Complete	Complete
		Boyle	Complete	Complete
		Bainbridge	Complete	Complete
		SR5	In progress	September 24
		SR7	In progress – final checks	September
		SR8	In progress – final checks	September
Mile End	People's Palace	PP1	Complete	Complete
		PP2	Complete	Complete
	Engineering	G2	In progress	September 29
		G2A	In progress	September 22
	Francis Bancroft	David Sizer	Complete	Complete
	GO Jones	GO Jones LT	Complete	Complete
Whitechapel	Blizard	Perrin LT	Complete – snags being checked	Complete
	Innovation Building	Clark Kennedy	Complete	Complete

The quality of kit has been refreshed in these spaces which will mean higher quality images and sound for teaching (no functionality has been removed). Some of these rooms have now been MME enabled. We do not expect this to impact how educators use the spaces aside from improving the experience for both our educators and our students.

Table correct as of 19.09

Training – Teach Your First Session workshop

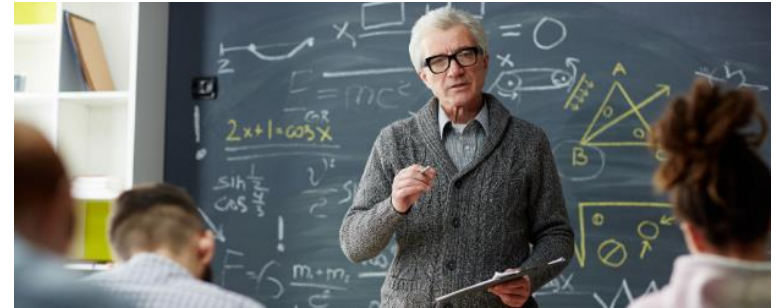
Queen Mary Academy is offering training in September for new and returning teaching assistants.

The Teach Your First Session workshop programme has been coordinated in liaison with Schools and Institutes.

School and Institute based sessions are now fully booked but Queen Mary Academy are also delivering Faculty-based sessions to cover general content and invite participants to learn from and with TA/PGR educators in related discipline. The workshop aims to support learning outcomes in relation to lesson planning, feedback provision, active learning, educator roles and classroom practice.

Faculty-based workshops will take place in Department W between 19 and 21 September. TA's are encouraged to book this themselves via the [CPD booking system](#). Please follow the hyperlinks below to book.

- [HSS: Tuesday 19 September 0930-1330](#)
- [S&E: Wednesday 20 September 0930-1330](#)
- [FMD: Thursday 21 September 1300-1700](#)



Q-Engage – Learner Engagement Analytics (LEA)

Find out how Queen Mary is using LEA to help all learners reach their full academic potential.

Queen Mary Academy have resources available on [this webpage](#) including:

- **LEA Principles**
- **Policies and Governance**
- **Community of Practice** – to join the Community of Practice for LEA please contact qmacademy@qmul.ac.uk.



QMPlus - new features are available

QMPlus was upgraded on 29 August and new features have been released!

To find out more about the new features which are now available, including a video of the Top 10 new features please visit this page: <https://elearning.qmul.ac.uk/learning-applications/qmplus/qmplus-upgrades/2023-upgrade/>

New CPD Training Platform

CPD Training is a new learning management system which will be used across Queen Mary to record and monitor continued professional development activities for staff and PGR students. The system should go live mid-October.

This new system will also be a central point to access development activities including mandatory online training for staff.

The new system has a greater range of functionality and benefits for everyone who use it.

To find out more about the new system and how it will benefit you and your teams, please view up to date information on [this page](#).

If you have any questions please contact LMSProject@qmul.ac.uk



Degree apprenticeship system updates

The Degree apprenticeship project board are pleased to announce that they have a new Degree Apprenticeship solution ‘Smart Assessor’

- Reduces the strategic risk by increasing compliance, and ease of compliance with ESFA rules and Ofsted expectations.
- Enables QMUL to quality assure our Degree Apprenticeships provision more efficiently and effectively.
- Reduces considerably the administrative burden on the central Degree Apprenticeships team, as well as Schools and Faculties.

Training and feedback is currently underway for the new platform rollout and this will be rolled out in small stages to different programmes from September 2023/24



QM App (Campus M)

Queen Mary's mobile app 'QMUL' is available as an app for Android (version 2.3.3 or higher) and iOS (version 6.0 and above) devices. Just search for 'QMUL' in your app store. You can also use the web app for other mobile devices, laptops, desktop PCs and Macs via most browsers.

You can access the web app at www.qmul.ombiel.co.uk

'QMUL' is a tool that allows you to access comprehensive information and resources from Queen Mary – directly to your device, anytime, anywhere.

We have also now started a large-scale push of the QM App mobile attendance facility which is available to Schools and Institutes who use and maintain Scientia timetables.

For more information on the QM App and how to access via your web browser or download onto your phone please click here: <https://www.its.qmul.ac.uk/services/students/mobile-app/>



View for Staff



View for Students

KPIs and MI Reports

Executive Summary – August 2023

High Impact/Major Incidents August 2023

MyHR: Some users reported “sign-in” message pop-up and unable to login

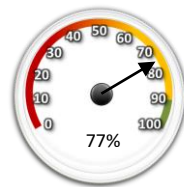
Mitel: Calls not coming through to early Clearing hotline

Customer Satisfaction

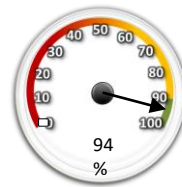


Incidents and Service Requests

All ticket Average SLA Met



Incident



Top 5 Requests

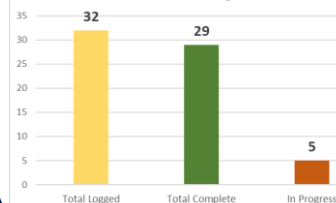
Definitions

KPI: Key Performance Indicator

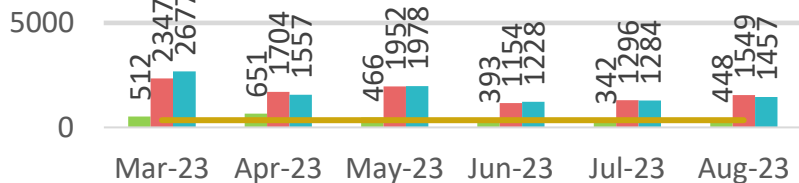
MI: Major Incident

P1: Priority 1 Incident (High)

ITS Escalations August 2023

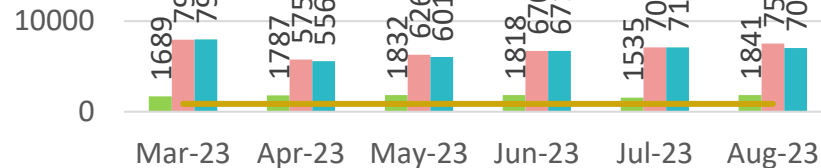


Incidents



- Open Incidents
- Incidents Logged
- Incidents Resolved
- Open Incidents Target (350)

Requests



- Open Requests
- Requests Logged
- Requests Resolved
- Open Requests Target (850)

Customer Satisfaction August 2023

Customer Feedback

This month we received 817 responses providing feedback on incidents and requests logged through the Service Desk –

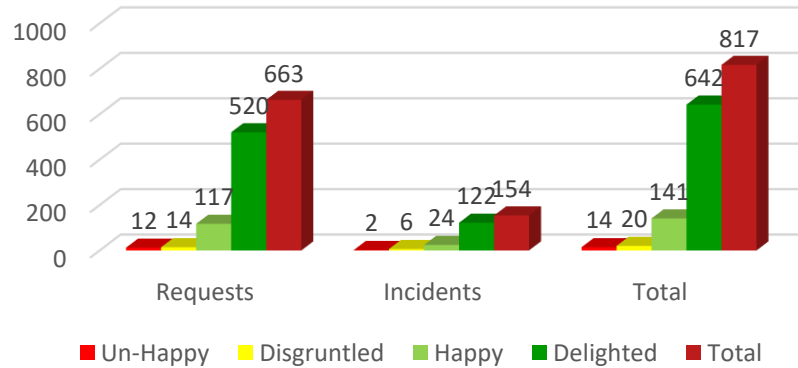
Happy and Delighted Responses Incidents **95%**

Happy and Delighted Responses Service Requests **96%**

Total Satisfaction **96%**

Un-Happy Disgruntled Happy Delighted

Customer Satisfaction Breakdown



Feedback this month

Most common Positives and most common Negatives quotes

- I'd like to commend Sergiu for all his help in finally resolving this issue.
- Please pass my thanks onto Nil – Super friendly support
- Thank you very much for your very prompt and patient help

- Can you please re-open this ticket. The issue has not been resolved.
- This request was not satisfactorily responded too.
- Live chat was useful and solved the issue, but my ticket was not responded to in almost a month.

Major Incidents March 2023 – August 2023





MI No.	Date	Duration	Service Affected – Impact	Status
251642	Mon 13th March 2023 09:34	6hrs 32m	<p>AVD: iGEL terminals unable to login to Azure Virtual Desktop at the IoT</p> <p>Cause: DigiCert SHA-2 Secure Server CA intermediate root CA, which had expired. The iGEL OS however already includes the valid CA, but the first root CA it referred to was the one included in the Citrix Workspace client, which was the wrong CA. Client Devices advised this is a bug in the code.</p> <p>Action: The Citrix Workspace client was incorrectly referring to the root CA (Certificate Authority), which had expired. The resolution was to delete this root CA. This resulted in the iGEL OS then automatically referring to the correct (valid) CA, which does not expire until 22/09/2030.</p>	Resolved
251661	Mon 13th March 2023 08:55	30hrs 20m	<p>MySIS: Proxy error - server could not handle the requests. Intermittent access to the sign-in page. Error during login. Disconnecting during sessions.</p> <p>Cause: Config setting changed in Tomcat. A change was made to the Tomcat config files during the SITS upgrade (Change 17635) as per Tribal instructions, switching the protocol from AJP to HTTP (a requirement of the SITS upgrade)</p> <p>Action: Tomcat configuration files amended. These configuration files had been changed during the SITS upgrade over the weekend.</p>	Resolved
255693	Sun 14th May 2023 01:06	248hrs 49m	<p>EECS Infrastructure: Files and Datasets and Configurations deleted on 12+ Servers EECS-hosted infrastructure, EECS-managed desktops and the Computational Teaching cluster (hub.comp-teach.qmul.ac.uk) are currently unavailable.</p> <p>Cause: Leaver access issue.</p> <p>Action: Data recovery from backups.</p>	Resolved
257851	Wed 28 th Jun 2023 07:30	2hrs	<p>Telephony Service Desk and Switchboard: Service Desk 8888 and Switchboard 5555 calls failing.</p> <p>Cause: Errors found reported in the Primary PGW controller logs. RCA continues. ITS Telephony team is working with Britannic and Mitel and looking at error logs.</p> <p>Action: The controller was rebooted out of hours on 28/06 at 21:30 approx.). No further errors are being reported by the controller.</p>	Resolved
259639	8 th Aug 2023 13:32	1hr 12m	<p>Mitel: Calls not coming through to early Clearing hotline.</p> <p>Cause: As a result of the update to Mitel.</p> <p>Action: Removing path gateways. Trunk gateways now also acting as path gateways.</p>	Resolved

High Priority Incidents March 2023 - August 2023

HPI Number	Date	Duration	Service Affected – Impact	Status
254298	Sat 22nd May 2023 10:22	17hrs 43m	<p>MyHR: Staff unable to access MyHR – Error 404.</p> <p>Cause: Patches were deployed to the production environment a week before servers scheduled restart.</p> <p>Action: Servers were rebooted manually to complete the patching sequence and restore functionality.</p>	Resolved
258545	Fri 14 th July 2023 06:52	2hrs 46 mins	<p>Agresso: Security Certificate Error when logging into Agresso. Warning message is displayed advising that “Your connection isn’t private”</p> <p>Cause: Agresso certificate not updated. OV certificates take a maximum of 30 minutes for JISC to issue. EV certificates take 2-3 hours and require additional Manager approval. Ticket was assigned on the day of expiry.</p> <p>Action:</p>	Resolved
260544	Tue 29 th Aug 2023 08:00	2hrs 2m	<p>MyHR: Some users reported “sign-in” message pop-up and unable to login.</p> <p>Action: Restart of the server</p>	Resolved

Service Information

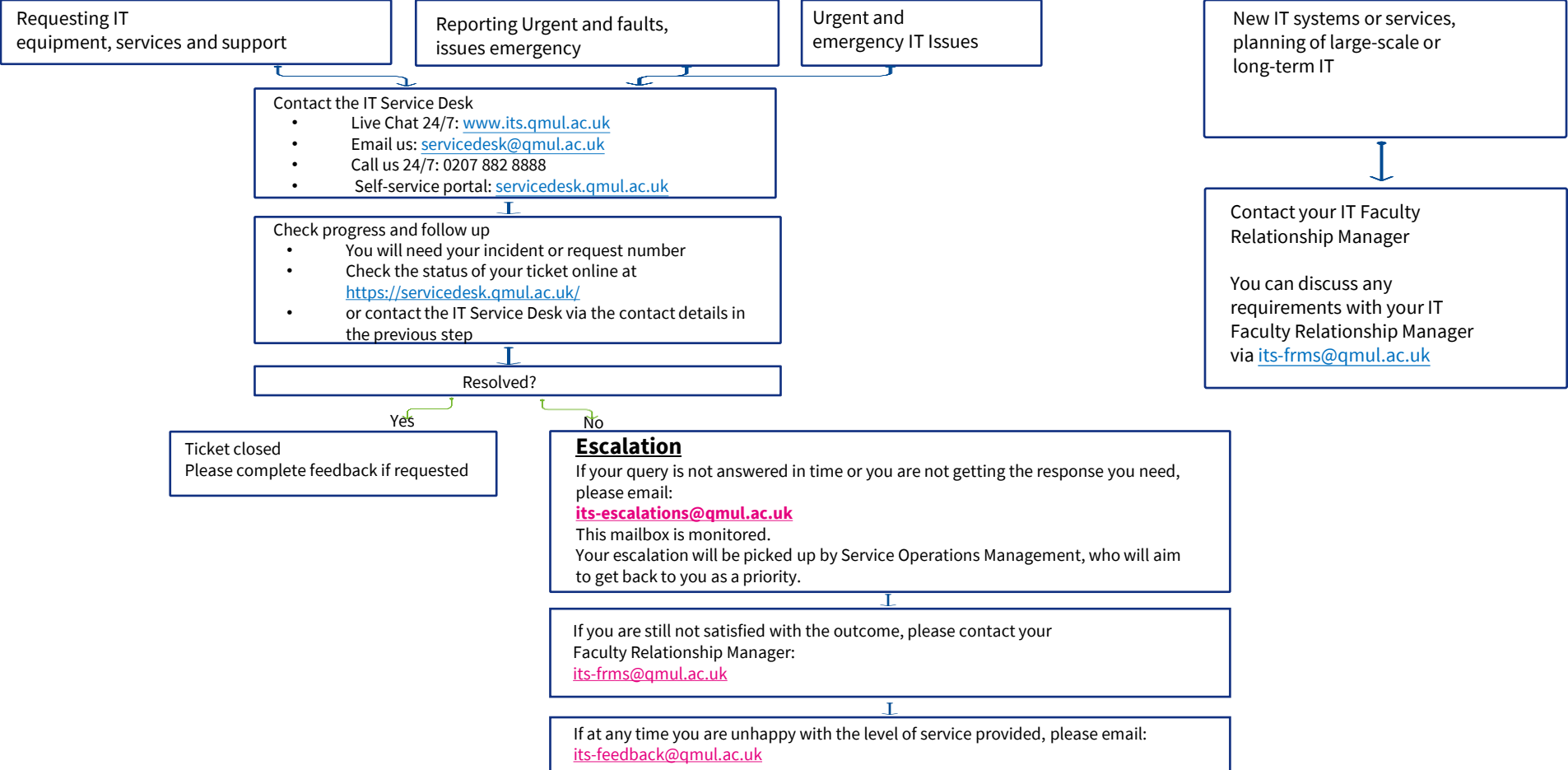
Service Desk is the 1st point of contact for all ITS related enquiries

Live Chat 	Telephone 	Ticket System 	Email 
<p>its.qmul.ac.uk</p>	<p>020 7882 8888</p>	<p>servicedesk.qmul.ac.uk</p>	<p>servicedesk@qmul.ac.uk</p>
<p>Best for:</p> <ul style="list-style-type: none"> ✓ Asking questions ✓ Reporting problems 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ Reporting a Problem – something isn’t working, forgotten password, lost files, slow Wi-Fi etc. 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ When a response or support is not required straight away ✓ Where you want to support a query with visual evidence, e.g., screen grab
<p>Why?</p> <p>We can ask questions Remote access to your PC We can agree next steps straight away if further support is required</p>	<p>Why?</p> <p>Multi-skilled team Over 65% issues resolved during first call We can ask questions We could agree next steps with you straight away</p>	<p>Why?</p> <p>You have a record of your enquiry You can track progress You can provide detail</p>	<p>Why?</p> <p>We can ask questions Remote access to your PC We can agree next steps straight away if further support is required</p>

ITS Escalations here: <https://www.its.qmul.ac.uk/support/helpdesk/escalation/>

IT Services Escalation Process





Escalations Mailbox

Purpose

This process is to enable the customer to escalate any items they feel have not met the required service standards through the Incident or Request ticket process.

Requirements

Ivanti ticket reference number.

Criteria

- Service Desk were unable to resolve the issue
- Service Failures
- Poor Service for Tickets
- Delays in response/resolution
- Unsatisfactory resolution

Mailbox Name

its-escalations@qmul.ac.uk

Feedback Mailbox

Purpose

This process is to enable the customer to feedback on the service they have received from IT Services via the raising of an Incident or Service Request to help improve our service provision.

Requirements

Ivanti ticket reference number.

Criteria

- Feedback on Service Desk ticket management
- Feedback on general ITS Service
- Positive or Negative feedback

Mailbox

its-feedback@qmul.ac.uk

VS

Please do not escalate directly to the ITS Lead Team.

IT Services

Device Policy guidance

Full policy and guidance can be found here: <https://www.its.qmul.ac.uk/services/service-catalogue-items/desktop-and-mobile-computing/hardware-procurement-and-disposal/>

Prepared by: IT Services | Date: September, 2023

Device Policy

A refreshed Device Policy is here <https://www.its.qmul.ac.uk/media/its/service-desk/ITS-Computing-Device-Policy-v1.7.pdf> .
It applies to all staff and PGR students of Queen Mary who have access to and use the University's information systems, whether on-premise or remotely.

Please use the Self-Service Catalogue channel to request hardware.

- By default, this will be a managed mobile device (laptop) to allow for remote working
- To ensure a safe and secure working environment, we will provide managed devices
- Managed environments exist for Windows, Linux and Mac*, but your role may preclude these options
- IT Services recommend a model that fits colleagues' role
- One person, one device
- IT Services will fund up to £1,300 (inc. VAT) costs of any non-standard devices – the School/Institute pays the remainder

* Mac device requests will be assessed on an individual basis

Laptop bundle - Staff

Standard device =
5 working days

Non Standard device =
90 working days

Role Type	Professional Service Staff	Teaching and/or Research staff	Non Permanent	Maximum Timeline
Dell Bundle Type A	✓	✓	✓	5 Working Days
Dell Bundle Type B	✓	✓	✓	5 Working Days
Dell Bundle Type C	✓	✓	✓	5 Working Days
Dell Bundle Type D	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Apple Mac Book Air Type W	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Apple Mac Book Pro Type X	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Non-Recommended Device	Device Checklist Approval	Device Checklist Approval	✗	90 Working Days

- The request for PEP must be raised by a Requestor on the IT Equipment Authorisers List, Anybody can raise the request when the department or research grant pays for the device,
- Checklist Approval – 10 Days by Service Management Office
- ITS will fund up to £1,300
- Non-Standard Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time
- Self-Managed Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time

Laptop bundle - PGR

Standard device =
20 working days

Non Standard device =
90 working days

Role Type	PGR (HSS, S&E & FMD) PHD	Maximum Timeline
Dell Bundle Type A	✓	20 Working Days
Dell Bundle Type B	✓	20 Working Days
Dell Bundle Type C	✓	20 Working Days
Dell Bundle Type D	✓	20 Working Days
Apple Mac Book Air Type W	✓	20 Working Days
Apple Mac Book Pro Type X	✓	20 Working Days
Non-Recommended Device	Device Checklist Approval	90 Working Days

PGR students in all faculties are now eligible for a QM funded device.

This is currently available for incoming 1st years students in the 2023/24 academic year and students from S&E and HSS who were 1st years in the 2022/23 academic year.

Please see table to left for eligibility

There are different SLA on PGR and staff devices – please see [Staff Devices](#) for more details.

- The request for PEP must be raised by a Requestor on the IT Equipment Authorisers List, Anybody working with PGR students is eligible to request a device,
- Checklist Approval – an additional 10 Days may be needed to assess checklist devices by Service Management Office
- ITS will fund within the PGR allocated budgets set by the university
- Non-Standard Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time
- Self-Managed Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time

PEP – PC Recommended Personal Equipment Package



Laptop Purchase – Option A

Recommended for All

- Windows
- 14" Screen
- 12th Gen Intel® Core™ i5 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 256 GB Hard Drive
- Weight: 1.2 kg



Laptop Purchase – Option B

Recommended for All

- Windows
- 15.6" Screen
- 12th Gen Intel® Core™ i5 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 256 GB Hard Drive
- Weight: 1.59 kg



Laptop Purchase – Option C

Recommended for All

- Windows/Linux
- 14" Screen
- 12th Gen. Intel® Core™ i7 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 512 GB Hard Drive
- Weight: 1.2 kg



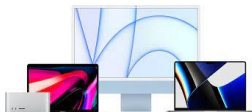
Laptop Purchase – Option D

Available to All – Checklist Form and Approval Required

- Windows/Linux
- 14" Screen Enhanced Graphics
- 12th Gen. Intel® Core™ i7
- Nvidia GeForce MX550 Discrete Graphics w/Thunderbolt
- 16 GB Memory
- 1 TB Hard Drive
- Weight: 1.49 kg

- The above Models are held in stock and can be delivered within 5 working days
- Non-Recommended and Self-Managed Device Quote – Contact the [IT ServiceDesk](#) | **Up to 90 working days delivery time from the point of ordering**
- Please note the specification may change due to improvements agreed with the supplier or due to circumstances beyond our control.

PEP – Apple Recommended Personal Equipment Package



MacBook Purchase – Option W

Available to All – Checklist Form and Approval Required

- MacBook Air 13-inch
- Apple M2 chip with 8-core CPU
- 7-core GPU
- 512GB SSD Hard Drive
- 16GB RAM
- Space Grey



MacBook Purchase – Option X

Available to All – Checklist Form and Approval Required

- MacBook Pro 13-inch
- Apple M2 chip with 8-core CPU
- 10-core GPU
- 512GB SSD Hard Drive
- 16GB RAM
- Space Grey



Other non-Recommended Devices

Varied

Requirements to be submitted to FRMs in the first instance – **DO NOT REQUEST PURCHASE BEFORE** speaking to FRMs to review the request.

APPLE DEVICES ONLY

Some apps are not supported by Apple's operating system.

QMUL Apple Mac's are provided with the following default software. · MS Office, including Teams, Outlook, Powerpoint, OneNote, Excel, & Word · Horizon · Firefox · Chrome · RDS client · SPSS 27 · Endnote · Emacs · Mitel Micollab client · Adobe apps - individual licences must be acquired from Business Support.

- Approved b/case is required to proceed with order for Apple devices
- Non-Recommended and Self- Managed Device Quote – Contact the [IT ServiceDesk](#) | **Up to 90 working days delivery time from the point of ordering**
- Please note the specification may change due to improvements agreed with the supplier or due to circumstances beyond our control