Executive Summary – January 2019

**KPI & Summary**
- The IT Service Desk are experiencing delays in triaging tickets as a result of loss of staff.
- Incident KPIs are positively trending following the Christmas and New Year period - Service Requests are slightly down.
- ITS has almost completed the in-house Customer Services Management training including, “Working better together and managing through change” for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers.

**Customer Satisfaction**
- 0 Major Incidents
  - No major Incidents

**Volumes**
- Contacts to the Service Desk via Web Chat is continuing to increase month on month.
- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period.
- The Phone abandonment rate increased largely due to the increased volume.

**Critical Systems Availability**
- Critical systems availability decreased in January due to the extended email and print issues however (with both) there were full time work arounds available.
Customer Satisfaction – January 2019

Customer Feedback

This month we received 1102 responses providing feedback to incidents and requests logged through the Service Desk - equating to an overall response rate of 18% (which is slightly below the usual average of 20% 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

- 98% (856) Delighted
- 1% (6) Un-Happy
- 1% (5) Disgruntled

Incidents

- 95% (246) Delighted
- 2% (5) Happy
- 2% (5) Un-Happy

Total

- 98% (1102) Delighted
- 20% (219) Happy
- 1% (10) Un-Happy
- 1% (11) Disgruntled

Feedback this month

- Thank you - not sure why the instructions did not work when I tried by myself but you had the solution. very grateful
- My request took 6 days to be acknowledged by which time we sorted the problem
- Despite this being reported as fulfilled, no AV technician turned up?
- Thank you for quickly fixing this - and supplying a useful explanation, too.
- As always the Service Desk was a model of wisdom, patience and help
- The issue hasn’t been resolved so should be kept open!

Positive Vs Negative

<table>
<thead>
<tr>
<th>Month</th>
<th>#Positive Feedback</th>
<th>#Negative Feedback</th>
<th>% Positive Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Feb</td>
<td>1500</td>
<td>50</td>
<td>97.2%</td>
</tr>
<tr>
<td>Mar</td>
<td>1400</td>
<td>60</td>
<td>96.1%</td>
</tr>
<tr>
<td>Apr</td>
<td>1300</td>
<td>70</td>
<td>94.6%</td>
</tr>
<tr>
<td>May</td>
<td>1200</td>
<td>80</td>
<td>93.3%</td>
</tr>
<tr>
<td>Jun</td>
<td>1100</td>
<td>90</td>
<td>90.9%</td>
</tr>
<tr>
<td>Jul</td>
<td>1000</td>
<td>100</td>
<td>90.0%</td>
</tr>
<tr>
<td>Aug</td>
<td>900</td>
<td>110</td>
<td>88.2%</td>
</tr>
<tr>
<td>Sep</td>
<td>800</td>
<td>120</td>
<td>83.3%</td>
</tr>
<tr>
<td>Oct</td>
<td>700</td>
<td>130</td>
<td>81.6%</td>
</tr>
<tr>
<td>Nov</td>
<td>600</td>
<td>140</td>
<td>76.9%</td>
</tr>
<tr>
<td>Dec</td>
<td>500</td>
<td>150</td>
<td>75.0%</td>
</tr>
<tr>
<td>Jan</td>
<td>400</td>
<td>160</td>
<td>70.6%</td>
</tr>
</tbody>
</table>

Commentary

- Customer Satisfaction is continuing to trend well above the 95% target
- Training is almost complete for Customer Services Management, working better together and managing through change for all ITS Staff. The ultimate goal is to enable all staff to provide a consistent, excellent, seamless end-to-end service to our customers. Expected competition is mid-February 2019.
Activities for the month of January 2019

**Research Excellence**
- Research Tickets Resolved: 159
- Research Grants Awarded: 53
- Research Grant Bids: 168

**Teaching Excellence**
- Logins to QMPLUS: 726,828
- AV Teaching activities Supported: 455
- Videos played: 3,354
- Times within QMplus: 13,992
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 3,119
- Playbacks: 13,992 times within QMplus

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 235,022

**Public Engagement**
- Guest Wi-Fi: 241 users, 4,207 sessions
- Events Wi-Fi: 485 users, 8,154 sessions

**Growth**
- New desktops/laptops Deployed: 13
- Registered accounts: Approx. 90,923
- Total data stored: 695 terabytes

**Sustainability**
- Pages sent and not printed: 38,931
- Tree: 1/2
ITS Critical Systems Availability – January 2019

Jan: 88.4%
CYTD: 88.4%

Service Available
Degraded Service
Service Unavailable
Power cut

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

Email – Searching issues
Thu 03 Jan – 8d
(Ticket No. 182756)

Email – Connection to email clients
Tue 24 Jan – 4d
(Ticket No. 183826)

IT Service Desk Ext. - 8888
Mon 28 Jan – 3h
(Ticket No. 184001)

Network Services – Power cut Garrod Building
Thu 174 Jan – 20m
(Ticket No. 183418)

Printing – Staff Wireless
Wed 02 Jan – 2d
(Ticket No. 182708)

Printing – Staff Wireless
Wed 23 Jan – 1d
(Ticket No. 183765)

Printing – Staff Wireless
Tue 15 Dec – 3d
(Ticket No. 183316)
<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 182708     | Wed 2 Jan 10:00 | 2d       | **Printing** – Staff were unable to print on the wireless print service  
Cause: The wireless print service (EveryonePrint) licences were not updated  
Action: A temporary Licence was applied | Resolved |
| 182756     | Thu 3 Jan 09:00 | 8d       | **Email** – Impacted user outlook search results displayed emails as unread and with the sender name missing  
Cause: The Exchange online patch had adverse impact  
Action: Escalated to the vendor (Microsoft) to resolve | Resolved |
| 183316     | Tue 15 Jan 14:00 | 3d       | **QMplus** – Users experienced intermittent slow loading of pages  
Cause: An update deployed to the assessment and information block in QMplus  
Action: Uninstalled the update | Resolved |
| 183642     | Mon 21 Jan 14:20 | 1d       | **EECS Websites** – Users unable to access their intranet webpages  
Cause: The proxy web server failed  
Action: Replaced the faulty hardware | Resolved |
| 183765     | Wed 23 Jan 09:20 | 1d       | **Printing** – Staff were unable to print on the wireless print service  
Cause: Invalid Licence key entered for the permanent wireless print service (EveryonePrint) licences  
Action: Permanent EOP Licences installed with valid licence key | Resolved |
# High Priority Incidents – January 2019

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>183826</td>
<td>Tue 24 Jan 09:30</td>
<td>4d</td>
<td><strong>Email</strong> – Some users experienced connection and access issues to email via Outlook and other email clients  &lt;br&gt; <strong>Cause:</strong> Vendor (Microsoft) IT infrastructure Fault  &lt;br&gt; <strong>Action:</strong> Hardware replace by the Vendor</td>
<td>Resolved</td>
</tr>
<tr>
<td>184001</td>
<td>Mon 28 Jan 08:00</td>
<td>3h</td>
<td><strong>Phones</strong> – Users were unable to contact the IT Service Desk using ext. 8888  &lt;br&gt; <strong>Cause:</strong> Interactive Voice Response (IVR) ports failure  &lt;br&gt; <strong>Action:</strong> The impacted IVR ports were reinstated</td>
<td>Resolved</td>
</tr>
<tr>
<td>183418</td>
<td>Thu 17 Jan 09:20</td>
<td>20m</td>
<td><strong>Network</strong> – Users at Whitechapel (Garrod building) were unable to access network services  &lt;br&gt; <strong>Cause:</strong> A fuse tripped due to power outage  &lt;br&gt; <strong>Action:</strong> Network switches were restarted on power restoration</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
# Planned Maintenance – January 2019

<table>
<thead>
<tr>
<th>Change Ticket</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Reason</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown</td>
<td>5 Jan</td>
<td>8h</td>
<td><strong>Turnitin</strong> – Students were unable to submit assignments and Staff were unable to mark them through Turnitin during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13114</td>
<td>15 Jan</td>
<td>2h</td>
<td><strong>QMplus &amp; QMplus Hub</strong> – Users were unable to access QMplus and QMplus Hub during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13122</td>
<td>16 Jan</td>
<td>2d</td>
<td><strong>Co-Tutor</strong> – Staff were unable to access Co-Tutor to manage student progression during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>13148</td>
<td>17 Jan</td>
<td>30m</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus and QMplus Hub during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
# ITS Incident and Request KPIs – January 2019

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 18</th>
<th>Dec 18</th>
<th>Jan 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1618</td>
<td>845</td>
<td>1578</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1524</td>
<td>831</td>
<td>1389</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>88%</td>
<td>87%</td>
<td>90%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>25%</td>
<td>71%</td>
<td>75%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>75%</td>
<td>67%</td>
<td>85%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>89%</td>
<td>88%</td>
<td>90%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>76%</td>
<td>89%</td>
<td>98%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4845</td>
<td>3025</td>
<td>4984</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4810</td>
<td>3058</td>
<td>4553</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>86%</td>
<td>91%</td>
<td>89%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>212 (3%)</td>
<td>122 (3%)</td>
<td>197 (3%)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Commentary**

- Service Levels suffering as a result of increased activity and loss of staff. Delays are being experienced in the triaging of tickets by the Service Desk.
- All incident KPIs are positively trending coming out of the Christmas and New Year period - Service Requests are slightly down.
- Ticket volumes have increased as expected following the holiday period.

**Key**

- ![Green Up](Image) Improvement over last month and within SLT
- ![Green Down](Image) Improvement over last month and breaching SLT
- ![Red Up](Image) Deterioration from last month but within SLT
- ![Red Down](Image) Deterioration from last month but breaching SLT
- ![Red](Image) No change from last month and within SLT
- ![Red](Image) No change from last month and breaching SLT
- ![Not Assigned](Image) Improvement over last month, No SLT assigned
- ![Not Assigned](Image) Deterioration from last month, No SLT assigned
- ![Not Assigned](Image) 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)
Request SLTs and Volume

- Target SLT
- # Requests
- % SLT
- Enrolment period
- Clearing
- Enrolment period

Incident SLTs and Volume

- Target SLT
- # Incidents
- % SLT
- Enrolment period
- Clearing
- Enrolment period

www.qmul.ac.uk
QMUL
@QMUL
Queen Mary University of London
### Service Desk Performance – January 2019

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 18</th>
<th>Dec 18</th>
<th>Jan 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>-</td>
<td>2201</td>
<td>1340</td>
<td>2573</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>13s</td>
<td>15s</td>
<td>15s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>8%</td>
<td>↓</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>58%</td>
<td>67%</td>
<td>59%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>51%</td>
<td>59%</td>
<td>54%</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Nov 18</th>
<th>Dec 18</th>
<th>Jan 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received phone calls</td>
<td>1014</td>
<td>858</td>
<td>1222</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>3169</td>
<td>1676</td>
<td>2722</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (calls)</td>
<td>578</td>
<td>548</td>
<td>1058</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>1127</td>
<td>697</td>
<td>1433</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>35</td>
<td>23</td>
<td>78</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

### Commentary
- Contacts to the Service Desk via Web Chat is continuing to increase month on month.
- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period.
- The Phone abandonment rate increased largely due to the increased volume.

### 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.
## Risk Report – January 2019

### Top Risks:
- **Network resilience for legacy firewall and routers** – The update and removal of legacy network routers and switches along with resiliency for fibre connections is due to be scoped.
- **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** – Enhanced protection against SPAM and Phishing email has been applied to all Office 365 mailboxes.
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Meetings held to discuss and arrange DR testing. Scheduling is being worked upon.

### Key
- ![arrow_up](up.png): Deterioration over last month
- ![arrow_down](down.png): Improvement from last month
- ![equal](equal.png): No change from last month

### New Risk:
If the outstanding deliverables from the IT Transformation Programme are not delivered or resolved, IT Services will not be able to provide the level of service that was initially specified.

<table>
<thead>
<tr>
<th>Monthly Risk Stats</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Risks Averted</td>
<td>6</td>
<td>0</td>
<td>1</td>
<td>42</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Re-Assigned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Risks</td>
<td></td>
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<td></td>
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<tr>
<td>Total Risks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risks Realised</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Trend</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Queen Mary University of London
### KPI Trend View – January 2019

<table>
<thead>
<tr>
<th>KPI</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td>97</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>97</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>87</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>88</td>
<td>82</td>
<td>84</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>90</td>
<td>91</td>
<td>87</td>
<td>86</td>
<td>91</td>
<td>88</td>
<td>89</td>
<td>87</td>
<td>94</td>
<td>91</td>
<td>86</td>
<td>91</td>
<td>89</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>86</td>
<td>84</td>
<td>83</td>
<td>86</td>
<td>84</td>
<td>81</td>
<td>81</td>
<td>84</td>
<td>78</td>
<td>81</td>
<td>83</td>
<td>83</td>
<td>86</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>89</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>92</td>
<td>89</td>
<td>89</td>
<td>86</td>
<td>87</td>
<td>86</td>
<td>87</td>
<td>92</td>
<td>89</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>96</td>
<td>93</td>
<td>90</td>
<td>90</td>
<td>96</td>
<td>96</td>
<td>93</td>
<td>95</td>
<td>97</td>
<td>93</td>
<td>98</td>
<td>98</td>
<td>95</td>
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</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>93</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>95</td>
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<td>96</td>
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<td>97</td>
<td>98</td>
<td>97</td>
<td>↓</td>
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<td>Service Desk Telephone Response Within SLT</td>
<td>93</td>
<td>86</td>
<td>84</td>
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<td>93</td>
<td>93</td>
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<td>94</td>
<td>92</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>88</td>
<td>81</td>
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<td>79</td>
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<td>84</td>
<td>75</td>
<td>84</td>
<td>86</td>
<td>85</td>
<td>92</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>88</td>
<td>94</td>
<td>90</td>
<td>93</td>
<td>93</td>
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<td>87</td>
<td>90</td>
<td>93</td>
<td>92</td>
<td>↓</td>
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</tbody>
</table>

#### Change Management Implementation

<table>
<thead>
<tr>
<th>B</th>
<th>Exceeds Goals</th>
<th>&gt; = 95%</th>
</tr>
</thead>
<tbody>
<tr>
<td>G</td>
<td>Meets Goals</td>
<td>&gt; = 90%</td>
</tr>
<tr>
<td>A</td>
<td>Tolerable</td>
<td>&gt; = 85%</td>
</tr>
<tr>
<td>R</td>
<td>Unacceptable</td>
<td>&lt; 85%</td>
</tr>
</tbody>
</table>

#### Key
- **↑**: Improvement over last month
- **↓**: Deterioration from last month
- **---**: No change from last month

**No Failed Changes**
- B
- G

**Failed Changes with no impact on Services**
- A
- R

**1 Failed Change which impacted Services**
- A
- R

**2 Failed Changes which impacted Services**
- A
- R

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

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