Executive Summary

**KPI & Summary**

- There is an impact on service levels as a result of the number of staff involved with preparation for enrolment and return to campus initiatives.
- Agency staff have been recruited to the Service Desk and additional measures put in place to tackle the volume of unassigned tickets.
- The service Portfolio review has been completed and work is now underway to pull together Business Continuity and Major Incident processes.
- No major Incidents during the clearing period, Service Desk and Campus Customer Support are now preparing for Enrolment.

**Volumes**

- Ticket volumes in August is lower as expected during the clearing period.
- QMplus, Hardware, Email and Phishing were among the top issues reported this month.
- The main areas tickets were raised in are similar to last month.

**Customer Satisfaction**

96% (694) ▲ 1%

**Critical Systems Availability**

- Critical systems availability increased this month due to the low volume of incident tickets.
- Working from home has identified further critical systems that need to have high availability.

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

*KPI: Key Performance Indicator – tickets resolved within month

*CYTD: Calendar Year to Date
## KPI Trend View

<table>
<thead>
<tr>
<th>KPI</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</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>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>95</td>
<td>94</td>
<td>91</td>
<td>93</td>
<td>95</td>
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<td>92</td>
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<td>94</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>97</td>
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<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>—</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>67</td>
<td>77</td>
<td>75</td>
<td>76</td>
<td>79</td>
<td>86</td>
<td>79</td>
<td>83</td>
<td>87</td>
<td>82</td>
<td>82</td>
<td>88</td>
<td>82</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>93</td>
<td>88</td>
<td>86</td>
<td>84</td>
<td>90</td>
<td>89</td>
<td>92</td>
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<td>90</td>
<td>94</td>
<td>94</td>
<td>89</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>71</td>
<td>78</td>
<td>78</td>
<td>87</td>
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<td>80</td>
<td>79</td>
<td>71</td>
<td>88</td>
<td>79</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>88</td>
<td>85</td>
<td>87</td>
<td>88</td>
<td>84</td>
<td>90</td>
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<td>87</td>
<td>88</td>
<td>93</td>
<td>94</td>
<td>88</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>69</td>
<td>87</td>
<td>86</td>
<td>93</td>
<td>97</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<td>97</td>
<td>87</td>
<td>94</td>
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<td>Service Desk Telephone Response Within SLT</td>
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<td>41</td>
<td>62</td>
<td>83</td>
<td>88</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>57</td>
<td>68</td>
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<td>62</td>
<td>69</td>
<td>62</td>
<td>↓</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>87</td>
<td>85</td>
<td>85</td>
<td>84</td>
<td>84</td>
<td>86</td>
<td>78</td>
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<td>69</td>
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<td>95</td>
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<tr>
<td>Change Management Implementation</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>79</td>
<td>58</td>
<td>58</td>
<td>94</td>
<td>96</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>—</td>
</tr>
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</table>

### Key

<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>

- 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

- ↑: Improvement over last month
- ↓: Deterioration from last month
- —: No change from last month

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*Queen Mary University of London*
Customer Satisfaction

Customer Feedback

This month we received 694 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 13% (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

- Fantastic service. Thank you very much for solving our issue today. I can confirm the new teachers now have access to QMplus.
- The PC is still not working properly. There are weird circular discs flashing all along the bottom of the screen.
- Thanks very much for sorting out this problem so quickly and efficiently. Your help and support is absolutely vital to our success.
- This ticket was requested for an action required 3 weeks go. I now need this reverted immediately.
- Thank you as always for your meticulous and highly efficient response.
- I keep telling the it person the link they are sending me dosent have an option for live chat but they still keep sending the same link.

Customer Satisfaction for Requests increased slightly this month, but overall remains above the 95% target.

Feedback this month relate to the quick responses and fulfilment of the tickets.

Complaints received range from issues with hardware not working or delivered on time to issues with access to application.

Commentary

- Customer Satisfaction for Requests increased slightly this month, but overall remains above the 95% target.
- Feedback this month relate to the quick responses and fulfilment of the tickets.
- Complaints received range from issues with hardware not working or delivered on time to issues with access to application.
Activities for the month of Aug 2020

Research Excellence
- Research Grants Awarded: 64 (up)
- Research Grant Bids: 118 (down)
- Research Tickets Resolved: 195 (down)

Research Grants
- Research Grants Awarded: 64
- Research Ticket Resolved: 195

Teaching Excellence
- Logins to QMPLUS: 249,031 (up)
- AV Teaching activities Supported: 86 (up)
- Videos played: 8,477 (up)
- Times videos played: 95,589 times within QMplus
- Supported teaching spaces: Approx. 177 (down)
- Hours of Q-review: 8,004
- Playbacks: 249,031
- Logins to QMPLUS: 249,031

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 17,198 (down)

Public Engagement
- Guest Wi-Fi: 22 users (down), 172 sessions
- Events Wi-Fi: 239 users (down), 19,726 sessions

Sustainability
- Pages sent and not printed: 2,771 (down)
- Higher than last month
- Lower than last month
- No change from last month

Growth
- New desktops/laptops Deployed: 87
- Active accounts: 62,913 (up)
- Total data stored (excl. Research): 978.73 terabytes

Quality
- Total data stored: 978.73 terabytes
ITS Critical Systems Availability

- QMplus - Degraded
  Fri 28 Aug – 1h 30m
  (Ticket No. 203817)

- Power Outage - Charterhouse
  Mon 10 Aug – 45m
  (Ticket No. 203314)

- Email (OWA) - Degraded
  Wed 05 Aug – 4h
  (Ticket No. 203187)

Aug: 99.9%
CYTD: 98.8%
Major & High Priority Incidents

Root Causes

<table>
<thead>
<tr>
<th>Source of Incident</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
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<tbody>
<tr>
<td>ITS 3rd Party</td>
<td>2</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>External</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<tr>
<td>ITS</td>
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<td>1</td>
<td>1</td>
<td>2</td>
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<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
</tbody>
</table>

Key
- Source of Incident identified to be with 3rd Party Vendor
- Source of Incident identified to be outside of ITS e.g. power
- Source of Incident identified to be within ITS
# High Priority Incidents

<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>203187</td>
<td>Wed 05 Aug 11:00</td>
<td>4h</td>
<td>Microsoft Outlook (OWA) – Some users are unable to connect to Outlook on the web (OWA)</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: Unknown</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Issue resolved by Microsoft</td>
<td></td>
</tr>
<tr>
<td>203314</td>
<td>Mon 10 Aug 09:00</td>
<td>45m</td>
<td>Power Outage – Users at Charterhouse Square experienced a power failure and were unable to access any IT services, Network equipment had to be restarted.</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: UK Power Networks had a faulty high voltage cable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: await UK power to repair the cable and restore power</td>
<td></td>
</tr>
<tr>
<td>203817</td>
<td>Fri 28 Aug 07:30</td>
<td>1.30h</td>
<td>QMplus – Users were unable to upload media files to QMplus Media, however users were able to upload videos to Q-Review</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: Kaltura the 3rd party vendor experienced with their proxy machines errors</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Kaltura fixed the proxy machine errors</td>
<td></td>
</tr>
</tbody>
</table>
## Planned Maintenance

<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>15082</td>
<td>08 Aug</td>
<td>1h</td>
<td><strong>Telephony</strong> — Upgrade of memory to address critical performance issues with the clearing telephony services. No impact as service is not live</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15080</td>
<td>10 Aug</td>
<td>1h</td>
<td><strong>Networks</strong> — Exclude Direct Access traffic from IPS, no user impact</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15097</td>
<td>28 Aug</td>
<td>13h</td>
<td><strong>ResourceLink &amp; MyHR</strong> — Users were unable to access MyHR and ResourceLink during the maintenance period.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>564</td>
<td>753</td>
<td>751</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>580</td>
<td>594</td>
<td>723</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>82%</td>
<td>88%</td>
<td>82%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td></td>
<td>50%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>63%</td>
<td>65%</td>
<td>67%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>83%</td>
<td>89%</td>
<td>82%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>91%</td>
<td>75%</td>
<td>88%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td></td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>4372</td>
<td>5433</td>
<td>4630</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>3992</td>
<td>5034</td>
<td>4486</td>
<td></td>
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</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>94%</td>
<td>94%</td>
<td>89%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>96 (2%)</td>
<td>105 (2%)</td>
<td>121 (2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus and virtual clearing.
- Ticket volumes decreased in August as expected due to clearing, number of Major Incidents and queries regarding their laptops.
- The overall KPI trend is improving despite some areas trending downwards, this is due to the staff focus on clearing activities.

**Key**

- ![Up](↑) Improvement over last month and within SLT
- ![Down](↓) Deterioration from last month but within SLT
- ![No Change](↔) No change from last month and within SLT
- ![Up](↑) Improvement over last month and breaching SLT
- ![Down](↓) Deterioration from last month but breaching SLT
- ![No Change](↔) No change from last month and breaching SLT
- ![Up](↑) Improvement over last month, No SLT assigned
- ![Down](↓) Deterioration from last month, No SLT assigned
- ![No Change](↔) No change from last month, No SLT assigned

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)
Incident and Requests KPIs

Incidents SLTs and Volume

Requests SLTs and Volume
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>54%</td>
<td>85%</td>
<td>74%</td>
<td>🔻</td>
<td>🔺</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>88%</td>
<td>75%</td>
<td>60%</td>
<td>🔻</td>
<td>🔺</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>🔺</td>
</tr>
</tbody>
</table>

**Commentary**

- Calls to the Service desk were suspended mid March as Queen Mary moved to home working.
- First time Fix and First Line Fix decreased this month, tickets for QMplus and hardware had to be escalated to 2nd and 3rd line.
- Agency staff have been recruited to address the increase in ticket volume for start of
- Agency and Service Desk staff have been heavily involved in the preparatory work for enrolment

**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
## Ticket Source

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
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<tr>
<td>![Icon]</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>![Icon]</td>
<td>2440</td>
<td>2953</td>
<td>2466</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>![Icon]</td>
<td>0</td>
<td>0</td>
<td>177</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>![Icon]</td>
<td>1308</td>
<td>2045</td>
<td>1579</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>![Icon]</td>
<td>920</td>
<td>1062</td>
<td>1014</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>![Icon]</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>↓</td>
<td></td>
</tr>
</tbody>
</table>

### Commentary

- Ticket volumes in August is lower as expected during the clearing period.
- Email and Phishing and QMplus were among the top issues reported this month.
- The main areas tickets were raised in are similar to last month; QMplus, Email and Agresso with the addition of hardware.

### 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

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

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

### Monthly Risk Stats

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**Key**

- **↑** Deterioration over last month
- **↓** Improvement from last month
- **=** No change from last month

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**Queen Mary University of London**
Questions about this report, or would you like to know more?

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