Executive Summary

KPI & Summary

- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations
- Overall the KPI trend has improved despite the major incident and high number of AV tickets this month
- A malware had been detected that impacted the user accounts in the SEMS domain. Remedial action was deployed to contain and quarantine the malware.
- ITS has been working with SEMS to manage the incident, users are being migrated onto safe working space on the managed service.

Volumes

- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Jan last year. The main areas tickets were raised in are; QMPlus, Print, Passwords and AV.
- The Major Incident contributed to the increased number of calls received as users were contacting the Service Desk to have their passwords reset

Customer Satisfaction

- Critical systems availability dropped this month due to the Major Incident and network issues caused by a known CISCO bug.
<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>95</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>94</td>
<td>91</td>
<td>93</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>90</td>
<td>89</td>
<td>87</td>
<td>86</td>
<td>81</td>
<td>79</td>
<td>76</td>
<td>67</td>
<td>77</td>
<td>75</td>
<td>76</td>
<td>79</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>89</td>
<td>90</td>
<td>89</td>
<td>86</td>
<td>85</td>
<td>86</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>88</td>
<td>86</td>
<td>84</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td>80</td>
<td>74</td>
<td>69</td>
<td>69</td>
<td>71</td>
<td>78</td>
<td>78</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>88</td>
<td>85</td>
<td>86</td>
<td>89</td>
<td>88</td>
<td>85</td>
<td>87</td>
<td>88</td>
<td>84</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>93</td>
<td>95</td>
<td>97</td>
<td>91</td>
<td>69</td>
<td>87</td>
<td>86</td>
<td>93</td>
<td>97</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>97</td>
<td>98</td>
<td>99</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>91</td>
<td>90</td>
<td>97</td>
<td>87</td>
<td>94</td>
<td>97</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>89</td>
<td>94</td>
<td>83</td>
<td>78</td>
<td>61</td>
<td>41</td>
<td>62</td>
<td>83</td>
<td>88</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>87</td>
<td>85</td>
<td>83</td>
<td>76</td>
<td>67</td>
<td>64</td>
<td>58</td>
<td>57</td>
<td>68</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>92</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td>90</td>
<td>90</td>
<td>89</td>
<td>87</td>
<td>85</td>
<td>85</td>
<td>84</td>
<td>84</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>52</td>
<td>64</td>
<td>59</td>
<td>86</td>
<td>98</td>
<td>100</td>
<td>87</td>
<td>79</td>
<td>58</td>
<td>58</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td></td>
</tr>
</tbody>
</table>

**Key**

- **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

- **Up** Improvement over last month
- **Down** Deterioration from last month
- **No Change** No change from last month
Customer Satisfaction

Customer Feedback

This month we received 1053 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 18% (which is the usual average of 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

Very efficient and quick to solve my problem. Couldn’t be happier with the technicians.

I have put disgruntled because no one showed up to assist.

I think this was dealt with in the wrong way. This should have been an incident, not a request.

Very delighted with the quality of service and time it took for request to be fulfilled.

Thanks for letting me know and thank you to the team for their help. The event went incredibly well and the setup of AV was seamles.

Hello,

Could you please re-open the case as the issue still unsolved?

Positive Vs Negative

Customer Satisfaction has increased this month and remains above the 95% target.

Feedback this month relate to requests or incidents not being fully resolved and poor attendance to help fix issues.

The IT Service Management tool replacement project has commenced – As part of the project the Service Portfolio review has begun to help define Service Levels with our customers.

Requests

97% (927)

Requests

Incidents

95% (126)

Total

97% (1053)

Delighted Happy Un-Happy Disgruntled

#Positive Feedback #Negative Feedback % Positive Feedback

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

0 500 1000 1500 2000

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan

98.1% 97.4% 97.5% 97.2% 95.6% 97.2%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan

98.1% 97.4% 94.4% 96.4% 95.1% 97.3%
Activities for the month of Jan 2020

**Research Excellence**
- Research Tickets Resolved: **174** (Up)
- Research Grant Bids: **155**
- Research Grants Awarded: **34**

**Teaching Excellence**
- Logins to QMPLUS: **527,464**
- AV Teaching activities Supported: **387**
- Videos played: **2,855**
- Times within QMplus: **17,070**
- Hours of Q-review: **4,872**
- Playbacks: **527,464**
- Supported teaching spaces: **Approx. 177**

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): **282,610**

**Public Engagement**
- Guest Wi-Fi: **308 users** (Up) 4,825 sessions
- Events Wi-Fi: **334 users** (Down) 10,838 sessions

**Growth**
- New desktops/laptops Deployed: **12**
- Active accounts: **61,087** (Up)
- Total data stored (excl. Research): **854 terabytes** (Up)

**Sustainability**
- Pages sent and not printed: **61,098**
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

Jan: 98.2%
CYTD: 98.2%
## Major & High Priority Incidents

<table>
<thead>
<tr>
<th>MI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 197956    | Tue 21 Jan 17:30 | 10d      | **SEMs Domain** – Users in SEMS were affected by a malware that prevented them from accessing their local network domain  
**Cause:** RYUK malware had infected the SEMS Domain controller  
**Action:** All SEMS user passwords were reset and devices re-imaged onto the managed service | Ongoing  |

### Root Causes

The root causes of the incidents are categorized as follows:

- **Network 2. QMplus**
- **MySIS 2. QReview**
- **Email 2. Network**

The chart below illustrates the number of major incidents per month and category:

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Feb</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>May</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Jan</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
## 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>
</table>
| 197537     | Wed 08 Jan 15:00 | 4h       | **Print** – Students were unable to print wirelessly and experienced intermittent printing issues on the wired connection  
**Cause:** Print servers were unable to cope with the student printing demands during peak periods  
**Action:** No Action taken                                                                                                         | Resolved  |
| 198098     | Fri 24 Jan 10:00 | 4h       | **Network Services** – Users in the Arts1, G.O. Jones, Francis Bancroft, LAW building and EECS experienced intermittent access to Network Services  
**Cause:** A failed standard change 14478 included a procedure to select a Vlan range incorrectly  
**Action:** Change was rolled back and the standard change instructions changed                                                                 | Resolved  |
| 198188     | Tue 28 Jan 08:30 | 20m      | **Network Services** – The Admissions team on the 2nd floor temp building Mile End were unable to access network services  
**Cause:** A bug in the firmware that causes connectivity issues  
**Action:** Restarting the Network switch (workaround)                                                                                   | Resolved  |
| 198219     | Fri 28 Jan 12:40 | 20m      | **ID Check** – Users were unable to access QMplus to view study material  
**Cause:** ID Check server was down  
**Action:** The server was restarted                                                                                                    | Resolved  |
# 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>14394</td>
<td>11 Jan</td>
<td>2h</td>
<td><strong>SPSS, ARcGis, Mathematca, Matlab</strong> – Users were unable to access the services listed due to maintenance work being carried out on the servers that’s host the licences for these specialist software.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14409</td>
<td>14 Jan</td>
<td>3h</td>
<td><strong>QMRO</strong> – Users were unable to access QMRO during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14429</td>
<td>20 Jan</td>
<td>3h</td>
<td><strong>SID Helpdesk</strong> – Users were unable to raise enquiries in SEC Online (Student Enquiry Centre) and SIS Support (Data Quality Team/Student Records) during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14408</td>
<td>21 Jan</td>
<td>2h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus during the upgrade period</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>14451</td>
<td>31 Jan</td>
<td>30m</td>
<td><strong>Direct Access</strong> – Users were unable to access the QMUL network remotely during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
## ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 19</th>
<th>Dec 19</th>
<th>Jan 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1305</td>
<td>662</td>
<td>1028</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1356</td>
<td>688</td>
<td>792</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>76%</td>
<td>79%</td>
<td>86%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>33%</td>
<td>100%</td>
<td>50%</td>
<td>↓</td>
<td>—</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>59%</td>
<td>66%</td>
<td>65%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>77%</td>
<td>80%</td>
<td>87%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>78%</td>
<td>80%</td>
<td>100%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>93%</td>
<td>100%</td>
<td>100%</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>5116</td>
<td>3551</td>
<td>5624</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>4912</td>
<td>3832</td>
<td>4790</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>86%</td>
<td>84%</td>
<td>90%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>264 (5%)</td>
<td>94 (2%)</td>
<td>100 (2%)</td>
<td>↑</td>
<td>—</td>
</tr>
</tbody>
</table>

### Commentary
- There is an impact on service levels as a result of sustained activity and resignations of staff across IT
- Ticket volumes have increased as expected following the holiday period
- Overall the KPI trend has improved despite the major incident and high number of AV tickets this month
- The P2 KPI is slightly down whilst the P1 KPI is really low this month—two P1 tickets were logged one of which was breached.

### 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

Incidents SLTs and Volume

Requests SLTs and Volume

Enrolment Period

Clearing

Enrolment Period

Enrolment Period
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 19</th>
<th>Dec 19</th>
<th>Jan 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>2034</td>
<td>1345</td>
<td>2446</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>26s</td>
<td>21s</td>
<td>22s</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>16%</td>
<td>12%</td>
<td>13%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>58%</td>
<td>45%</td>
<td>60%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>56%</td>
<td>46%</td>
<td>54%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
<td>↓</td>
<td>↑</td>
</tr>
</tbody>
</table>

Commentary

- The phone abandonment rate and wait time have slightly dropped this month due to the high number of contacts via phone.
- The major Incident contributed to the increased number of calls received as users were contacting the Service Desk to have their passwords reset.
- A new Service Desk Manager has joined the team to cover the secondment of staff to the Service Portfolio project.

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>Nov 19</th>
<th>Dec 19</th>
<th>Jan 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Support</td>
<td>957</td>
<td>592</td>
<td>1070</td>
<td>🔄↑</td>
<td>🔄↑</td>
</tr>
<tr>
<td>Email Support</td>
<td>2464</td>
<td>1675</td>
<td>2700</td>
<td>🔄↑</td>
<td>🔄↑</td>
</tr>
<tr>
<td>Support Desk</td>
<td>698</td>
<td>541</td>
<td>615</td>
<td>🔄↑</td>
<td>🔄↑</td>
</tr>
<tr>
<td>QMPlus Support</td>
<td>1995</td>
<td>1273</td>
<td>1979</td>
<td>🔄↑</td>
<td>🔄↑</td>
</tr>
<tr>
<td>Chat Support</td>
<td>109</td>
<td>111</td>
<td>204</td>
<td>🔄↑</td>
<td>🔄↑</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>44</td>
<td>1</td>
<td>0</td>
<td>🔄↓</td>
<td>🔄↓</td>
</tr>
</tbody>
</table>

Commentary

- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period
- Ticket volume this month is similar to that of Jan last year. The main areas tickets were raised in are; QMPlus, Print, Passwords and AV.
- AV issues and AV support have a high volume of tickets again this month

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 – Vulnerabilities have been patched
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – Malware detected in SEMs remedial actions have been deployed
- **Network resilience for legacy firewall and routers** – The legacy network routers and switches have now been virtualised. The resiliency for fibre connections is being deployed via Projects and Change
- **No Overarching Disaster Recovery plan or scheduled DR tests** – Business Impact Assessments started as part of the business continuity work
- **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** – Microsoft Advanced Threat Protection’s anti spoofing filters – New filters are switched on and successfully blocking spoofing emails.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks Averted</td>
<td>19</td>
<td>18</td>
<td>23</td>
<td>26</td>
<td>19</td>
<td>19</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>21</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Re-Assigned</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>New Risks</td>
<td>20</td>
<td>20</td>
<td>25</td>
<td>25</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>21</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Total Risks</td>
<td>54</td>
<td>54</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Risks Realised</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Monthly Trend</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
<td>↑</td>
</tr>
</tbody>
</table>

**Key**

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

Top Risk: malware detected in SEMS, remedial actions deployed to contain and mitigate the malware, users are being migrated onto the secure managed service for a more secure and resilient service.
Questions about this report, or would you like to know more?

Contact: Shelim Miah  
Risk & Governance Management – IT Services  
Email Shelim.Miah@qmul.ac.uk  
Tel: 020 7882 7152