Executive Summary

KPI & Summary

- Ticket volumes are higher this month as expected and similar to that of previous years.
- There were four major incidents this month that contributed to the ticket volumes.
- Incident KPIs are positively trending following the Christmas and New Year period and despite the major incidents.
- The network connectivity major incident has renewed focus on fail over testing and resiliency on our critical services.

Volumes

- Ticket volumes via all channels increased as expected following the Christmas and New Year holiday period
- The Focus on aged tickets has reduced the backlog of tickets.
- Network and QMplus were amongst the top issues reported this month because of the four major incidents.

Customer Satisfaction

- 95% satisfaction rate

Critical Systems Availability

- Critical systems availability decreased this month because of the four Major Incidents.
- 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

4 Major Incident

- QMUL Website – Certificate revocation - 15/01
- QM Media – Certificate revocation - 21/01
- MyHR – Certificate revocation – 21/01
- Network – intermittent Connectivity – 28/01

*CYTD: Calendar Year to Date
# KPI Trend View

<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>88</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>86</td>
<td>96</td>
<td>96</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>95</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
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<td>93</td>
<td>87</td>
<td>95</td>
<td>95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>79</td>
<td>83</td>
<td>87</td>
<td>82</td>
<td>82</td>
<td>88</td>
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<td>90</td>
<td>95</td>
<td></td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>90</td>
<td>89</td>
<td>92</td>
<td>90</td>
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<td>94</td>
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<td>97</td>
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<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>78</td>
<td>87</td>
<td>80</td>
<td>80</td>
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<td>86</td>
<td>88</td>
<td>85</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>90</td>
<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>94</td>
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<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>97</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>98</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>87</td>
<td>85</td>
<td>60</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>75</td>
<td>56</td>
<td>54</td>
<td>62</td>
<td>67</td>
<td>62</td>
<td>69</td>
<td>62</td>
<td>76</td>
<td>81</td>
<td>87</td>
<td>94</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>86</td>
<td>78</td>
<td>83</td>
<td>67</td>
<td>69</td>
<td>92</td>
<td>95</td>
<td>74</td>
<td>84</td>
<td>91</td>
<td>95</td>
<td>95</td>
<td>93</td>
<td></td>
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<tr>
<td>Change Management Implementation</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>95</td>
<td>97</td>
<td>79</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<td>100</td>
<td>100</td>
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</tr>
</tbody>
</table>

**Key**
- **B**: Exceeds Goals  \( \geq 95\% \)
- **G**: Meets Goals  \( \geq 90\% \)
- **A**: Tolerable  \( \geq 85\% \)
- **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

- **B**: Improvement over last month
- **G**: Deterioration from last month
- **A**: No change from last month
Thank you so much for the assistance. It was really quick and helpful.

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.

Customer Feedback

This month we received 818 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 11% (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.

Feedback this month

- Thank you so much for the assistance. It was really quick and helpful.
- This is no help at all.
- You have closed my ticket without checking with me first.
- I keep repeating that in personal ‘services’ are unacceptable and don’t resolve this.
- I love you people.
- My experience was very good, the person on the phone was patient, and very nice! Yours sincerely.
- I’m still having problems logging in to the re-enrolment site, please help! I have tried with chrome, safari and firefox, and it still does not work, so its not a server problem.

Customer Satisfaction

- Positive Vs Negative
- Total
- Requests
- Incidents

Commentary

- Customer Satisfaction for this month has met our 95% target.
- Feedback this month relate mainly to the quick responses and fulfilment of Request tickets.
- Complaints this month have centred around access to services due to the Major Incidents.

Requests: 95% (690) 77% (534) 18% (125) 2% (11)
Incidents: 96% (128) 70% (90) 27% (34) 3% (4)
Total: 95% (818) 70% (624) 20% (159) 3% (11)
Activities for the month of Jan 2021

**Research Excellence**
- Research Tickets Resolved: 195
- Research Grants Awarded
- Research Grant Bids

**Public Engagement**
- Guest Wi-Fi: 35 users, 574 sessions
- Events Wi-Fi: 64 users, 4,073 sessions

**Teaching Excellence**
- Logins to QMPLUS: 83,326
- Support for AV Teaching activities: 70
- Hours of QMplus review: 67,440
- Videos played: 243,760
- Times within QMplus: 16,353

**Sustainability**
- Reported AV Issues: 2
- Pages sent and not printed: 13,250
- Higher than last month
- Lower than last month
- No change from last month

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 133,291

**Growth**
- New desktops/laptops deployed: 74
- Active accounts: 58,804
- Total data stored (excl. Research): 993.08 terabytes

**Queen Mary University of London**
ITS Critical Systems Availability

Jan: 99.2%
CYTD: 99.2%

QM Media – Degraded
Thu 21 Jan – 14h
(Ticket No. 209756)

MyHR – Degraded
Thu 21 Jan – 14h
(Ticket No. 209787)

Network - Intermittent Connectivity
Thu 28 Jan – 11h
(Ticket No. 21055)

QMUL Website & Web services – Degraded
Fri 15 Jan – 2d
(Ticket No. 209542)

Internet (Website) – Degraded
Mon 18 Jan – 2h
(Ticket No. 209354)

Printing – Degraded
Mon 18 Jan – 4d
(Ticket No. 209369)

Blackboard – Degraded
Mon 18 Jan – 4d
(Ticket No. 209660)
Major & High Priority Incidents

Root Causes

- **Source of Incident identified to be with 3rd Party Vendor**: Yellow
- **Source of Incident identified to be outside of ITS e.g. power**: Red
- **Source of Incident identified to be within ITS**: Green

**Key**

- **1. QMplus**
- **2. BlackBoard**
- **3. Power Outage**
- **4. Email (BCI)**

<table>
<thead>
<tr>
<th>Source of Incident</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>
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</thead>
<tbody>
<tr>
<td>ITS 3rd Party</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
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<td>2</td>
<td>2</td>
<td>2</td>
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<tr>
<td>External</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td></td>
<td>1</td>
<td></td>
<td>2</td>
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<tr>
<td>ITS</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td></td>
<td>3</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

- **Source of Incident identified to be with 3rd Party Vendor**: Yellow
- **Source of Incident identified to be outside of ITS e.g. power**: Red
- **Source of Incident identified to be within ITS**: Green
## Major 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>
| 209542    | Fri 15 Jan 09:00 | 2d       | **QMUL Website & Web Services** – Users experienced browser errors when accessing QMUL Websites and Web Services.  
*Cause:* Jisc’s supplier Digicert revoked a security certificate without notice. These certificates provide assurance to users that QM’s websites are secure.  
*Action:* The vendor Digicert issued a new security certificate to be installed on QM servers. | Resolved |
| 209756    | Thu 21 Jan 09:00 | 14hr     | **QM Media** – Users were unable to access lecture recorded videos in QMplus. Not all users were affected, some users were able to view videos by using different browsers.  
*Cause:* Kaltura the 3rd party vendor could not locate the private key (encrypted key code) to create a CSR file that allowed them to update the SAN certificates.  
*Action:* The vendor eventually located the Private key from the previous installation, A CSR file was created and the certificate updated. | Resolved |
| 209787    | Thu 21 Jan 12:00 | 14hr     | **MyHR** – Users were unable to access MyHR. Not all users were affected, some users were able to gain access by using different browsers.  
*Cause:* The certificates held in Azure for MyHR were missed during the annual certificate update exercise in December. It was believed the certificates were updated along with the suit of certificates in the F5 Load balancers.  
*Action:* The certificate was reformatted into a compatible version and then updated in Azure. | Resolved |
| 21055     | Thu 28 Jan 09:14 | 11hr     | **Network** – Users experienced intermittent network connectivity issues.  
*Cause:* The fibre patch cables were damaged by a contractor and the service resiliency had failed because of a dormant fault.  
*Action:* Jisc replaced the damaged fibre patch cable, investigations into the resilience issue are still ongoing. | Resolved |
## 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>209369</td>
<td>Mon 11 Jan 09:22</td>
<td>1d</td>
<td><strong>Printing Service</strong> – Users were unable to scan documents via the HP Printers.</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: The MAPDB database cache files had become corrupt.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Escalated to vendor who applied a fix</td>
<td></td>
</tr>
<tr>
<td>209660</td>
<td>Mon 18 Jan 09:00</td>
<td>4d</td>
<td><strong>Blackboard Collaborate</strong> – Users experienced issues accessing some sessions and recordings</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: An update that Blackboard implemented on system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Escalate to Blackboard Collaborate, who fixed the fault</td>
<td></td>
</tr>
<tr>
<td>209354</td>
<td>Mon 18 Jan 09:00</td>
<td>2h</td>
<td><strong>Internet</strong> – Users were automatically directed to an NHS website when accessing a particular site.</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cause: Cached cookies causing browsers to redirect back to NHS sites</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Action: Clearing the browser cache/cookie resolved the issue</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>15466</td>
<td>09 Jan</td>
<td>4h</td>
<td><strong>SCCM</strong> – Campus Support and Service Desk were unable to re-image or deploy software during the maintenance period.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15528</td>
<td>15 Jan</td>
<td>4h</td>
<td><strong>Web Based Services– Certificate</strong> - No impact during the change period. Emergency change implemented to resolve incident ticket 209542</td>
<td>Emergency</td>
<td>Implemented</td>
</tr>
<tr>
<td>15515</td>
<td>20 Jan</td>
<td>90m</td>
<td><strong>Web Service</strong> – The reboot of servers resulted in users being unable to access the collect.collect.qmul.ac.uk web service for a short period of time (5m) during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15546</td>
<td>23 Jan</td>
<td>2d</td>
<td><strong>Electrical Power Shutdown</strong> – Users were unable to access library services from the Mile End library campus during the planned electrical shutdown.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15577</td>
<td>28 Jan</td>
<td>5m</td>
<td><strong>Network</strong> – An update to the access rules on the Forcepoint IDS/IPS appliances to exempt HTTPS traffic from state-tracking and deep inspection to resolve incident 21055</td>
<td>Emergency</td>
<td>Implemented</td>
</tr>
<tr>
<td>15579</td>
<td>29 Jan</td>
<td>10m</td>
<td><strong>Network</strong> – An update to update the access rules on the Forcepoint IDS/IPS appliances to disable the exemption for HTTPS traffic previously applied in in CHA/15577.</td>
<td>Emergency</td>
<td>Implemented</td>
</tr>
</tbody>
</table>
# ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1149</td>
<td>646</td>
<td>1474</td>
<td></td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1116</td>
<td>597</td>
<td>1358</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>87%</td>
<td>90%</td>
<td>95%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>80%</td>
<td>50%</td>
<td>100%</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>74%</td>
<td>79%</td>
<td>97%</td>
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<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>88%</td>
<td>91%</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</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>
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<td>4051</td>
<td>6425</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>7389</td>
<td>3913</td>
<td>5943</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>95%</td>
<td>95%</td>
<td>97%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>128 (2%)</td>
<td>75 (2%)</td>
<td>127 (2%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- All incident KPIs are positively trending coming out of the Christmas and New Year period.
- Focus on aged tickets has reduced the backlog of tickets.
- Ticket volumes have increased as expected following the holiday period.
- Despite the four Major incidents, the P1 KPI is trending unexpectedly well, this however, may be due to the poor categorisation of P1 incident tickets.

**Key**

- **Green Up Arrow**: Improvement over last month and within SLT
- **Green Down Arrow**: Deterioration from last month but within SLT
- **Red Down Arrow**: No change from last month and within SLT
- **Green Up Arrow**: Improvement over last month and breaching SLT
- **Red Down Arrow**: Deterioration from last month but breaching SLT
- **Red Down Arrow**: No change from last month and breaching SLT
- **Green Up Arrow**: Improvement over last month, No SLT assigned
- **Red Down Arrow**: Deterioration from last month, No SLT assigned
- **Red Down Arrow**: 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

% incidents Resolved in SLT

Target SLT

Enrolment Period

Clearing

Requests SLTs and Volume

% Requests Resolved in SLT

Target SLT

Enrolment Period

Clearing
# Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>1232</td>
<td>722</td>
<td>1227</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>59s</td>
<td>19s</td>
<td>28s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>22%</td>
<td>10%</td>
<td>17%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>83%</td>
<td>84%</td>
<td>84%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>76%</td>
<td>73%</td>
<td>79%</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 have resumed, face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Ticket volumes via telephone have increased as expected coming out of Christmas and the New Year holiday period.
- Phone wait and abandonment times have deteriorated due to the number of major incidents 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
### Ticket Source

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>815</td>
<td>398</td>
<td>706</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Email</td>
<td>3121</td>
<td>1874</td>
<td>2925</td>
<td>↑</td>
<td>↓</td>
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<tr>
<td>Helpdesk</td>
<td>479</td>
<td>185</td>
<td>133</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Network</td>
<td>2574</td>
<td>1381</td>
<td>1964</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>QMplus</td>
<td>1425</td>
<td>673</td>
<td>1575</td>
<td>↑</td>
<td>↑</td>
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<td>Live Chat</td>
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<td></td>
<td></td>
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<tr>
<td>Helpdesk Bar</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
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</tr>
</tbody>
</table>

### Commentary

- Ticket volumes via all channels increased as expected coming back from the Christmas and New Year holiday period.
- Network and QMplus were amongst the top issues reported this month because of the four major incidents.
- Request for Information was the top Request item this month. Most of which were generated by Chat.

### 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:** There are no formal Disaster Recovery or Business Continuity plans that outline the recovery process or regular failover testing to ensure the resilience in place is effective.

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</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>60</td>
<td>0</td>
<td>−</td>
</tr>
</tbody>
</table>

**Key**

- ↑ Deterioration over last month
- ↓ Improvement from last month
- No change from last month
Additional Internal Reports
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