IT Services
Monthly KPI Report
Executive Summary

KPI & Summary

- Ticket volumes have increased this month as expected following staff & student return from the holiday period. In comparison to the same time last year, ticket volumes are higher, mainly due to AV issues related to MME and the three major incidents.
- There were three major incidents this month, two related to QMplus.
- KPIs are showing signs of improvement as teams close tickets that were raised this month, whilst still focusing on reducing the backlog.
- January enrolment was completed successfully.

Volumes

- Ticket volume across all areas has increased this month due to the return of users after the holiday period.
- Top Request items this month relate to Password Reset, and Desktop Queries.
- Top incident items this month relate to AV issues and QMplus, combined make up 35% of the incident ticket volume this month.

Customer Satisfaction

- 95% 0%

Critical Systems Availability

- Critical systems availability increased this month despite the major incident.
- Most of the incidents were not impacting service 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

3 Major Incident

- QMplus – 06/01 – Unavailable
- FortiClient – 06/01 – VPN
- Remote access unavailable
- QMplus – 28/01 - Unavailable
<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>96</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>94</td>
<td>98</td>
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<td>95</td>
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<td>↑</td>
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<tr>
<td>% Satisfied Customers for Requests</td>
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<td>92</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>95</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>89</td>
<td>89</td>
<td>84</td>
<td>87</td>
<td>76</td>
<td>67</td>
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<td>82</td>
<td>87</td>
<td>↑</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>97</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>92</td>
<td>94</td>
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<td>90</td>
<td>91</td>
<td>92</td>
<td>94</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>90</td>
<td>82</td>
<td>93</td>
<td>83</td>
<td>83</td>
<td>82</td>
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<td>57</td>
<td>64</td>
<td>83</td>
<td>88</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>94</td>
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<td>92</td>
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<td>91</td>
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<td>96</td>
<td>↑</td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>99</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>99</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
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<td>99</td>
<td>96</td>
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<td>Service Desk Telephone Response Within SLT</td>
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<td>93</td>
<td>95</td>
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<td>88</td>
<td>97</td>
<td>98</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>88</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td>83</td>
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<td>62</td>
<td>78</td>
<td>79</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>93</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>96</td>
<td>95</td>
<td>94</td>
<td>95</td>
<td>89</td>
<td>82</td>
<td>80</td>
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<td>↑</td>
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<td>Change Management Implementation</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Email Triage</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>63</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</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
Customer Feedback

This month we received 935 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 95% (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

- Your response was very prompt and the instructions were easy to follow to get the software running on my laptop! thank you.
- I was asking about alternatives – can you provide a mic?
- I am very grateful that you provided help and support at my first class this semester. And it is also the first time I have delivered the classes in person at QMUL. I is impressed by your efficiency and kind manner.
- the audio visual went down again about 10 minutes after the technician left. I rang the help desk again and asked for someone to come back, but they didn’t turn up.
- I have replied. The ticket system is just not working. Replying to the ticket email sometimes adds a note, sometimes it doesn’t.
- so helpful with helping me receive access to my account. I really appreciated her patience with me and my poor connection.

Customer Satisfaction

Customer Feedback for this month has remained at our 95% target.

Feedback this month relate to AV support and tickets being closed without really resolving the issue.

Comments that were positive relate to speedy response and helpful patient and supportive.

Positive Vs Negative

- #Positive Feedback
- #Negative Feedback
- % Positive Feedback

Commentary

- Customer Satisfaction for this month has remained at our 95% target.
- Feedback this month relate to AV support and tickets being closed without really resolving the issue.
- Comments that were positive relate to speedy response and helpful patient and supportive.

Incidents

- 95%
- (156)

Requests

- 95%
- (779)

Total

- 95%
- (935)
Activities for the month of Jan 2021

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

**Teaching Excellence**
- Logins to QMPLUS: 183,150
- AV Teaching activities Supported: 214
- Unique Viewers QMUL IT Services: 3,391
- QMplus played entries: 50,156
- Hours of Q-review: 10,431
- Playbacks: 183,150

**Public Engagement**
- Guest Wi-Fi: 168 users, 1,149 sessions
- Events Wi-Fi: 168 users, 4,210 sessions

**Growth**
- New desktops/laptops Deployed: 98
- Active accounts: Approx. 66,774
- Total data stored (excl. Research): 993.08 terabytes

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 44,531

**Sustainability**
- Pages sent and not printed: 19,935
- Reported AV Issues: 505
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical (Gold) Systems Availability

QMplus – Unavailable
Thu 05 Jan – 70m
(Ticket No. 223900)

QMplus – Unavailable
Fri 28 Jan – 70m
(Ticket No. 225594)

QMplus – Degraded
Mon 17 – 72m
(Ticket No. 224448)

Power Outage
Wed 05 Jan – 4h 30m
(Ticket No. 223839)

Power Outage
Thu 06 Jan – 51m
(Ticket No. 223966)

Power Outage
Mon 31 Jan – 2h 38m
(Ticket No. 225716)

Jan: 99.9%
CYTD: 99.9%
**Major Incidents**

**Root Causes**

<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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<tbody>
<tr>
<td>ITS 3rd Party</td>
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<td>0</td>
<td></td>
<td></td>
<td>1</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>
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<tr>
<td>External</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>ITS</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></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
## 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>
<tbody>
<tr>
<td>223966</td>
<td>Thu 06 Jan 10:17</td>
<td>51m</td>
<td><strong>FortiClient</strong> – QM staff experienced remote connectivity issues using the FortiClient VPN to access services such as MiCollab. <strong>Cause:</strong> A known bug causes the FortiClient to fill its memory and enter itself into ‘conserve mode’ which prevents further remote connections through the gateway. <strong>Action:</strong> Issue resolved by rebooting the FortiClient appliance.</td>
<td>Resolved</td>
</tr>
<tr>
<td>223900</td>
<td>Thu 06 Jan 10:00</td>
<td>70m</td>
<td><strong>QMplus</strong> – Staff &amp; students were unable to access QMplus to view or access learning material. <strong>Cause:</strong> QMplus was unable to cope with the surge of students trying to access their exams in QMplus. <strong>Action:</strong> Issue escalated to the vendor who increased the resources, which restored the service.</td>
<td>Resolved</td>
</tr>
<tr>
<td>225594</td>
<td>Fri 28 Jan 13:56</td>
<td>49m</td>
<td><strong>QMplus</strong> – Staff and students were unable to access QMplus to view or prepare course material. <strong>Cause:</strong> Data stored in the cache, known as Moodle Unified Cache (MUC), had become corrupted. <strong>Action:</strong> Issue escalated to the vendor, who purged the cache, to restore the service.</td>
<td>Resolved</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>
<tbody>
<tr>
<td>223839</td>
<td>Wed 05 Jan 08:17</td>
<td>4h 30m</td>
<td><strong>Power Outage (WiFi)</strong> – Users in the BLSA building at Whitechapel were unable to access WiFi services. Cause: A power failure in the building caused the network switches to power down. Action: Estates were contacted to restore the power, this allowed the network switches to power back up and restart, which led to the restoration of the WiFi service.</td>
<td>Resolved</td>
</tr>
<tr>
<td>224448</td>
<td>Mon 17 Jan 7:55</td>
<td>72m</td>
<td><strong>QMplus</strong> – Some users were unable to access QMplus to view their course learning material. Cause: An internal process failure that adds and removes students from the AD user groups. Action: Forced update of the user group membership, which restored the access to the service.</td>
<td>Resolved</td>
</tr>
<tr>
<td>225716</td>
<td>Mon 31 Jan 07:08</td>
<td>2h 38m</td>
<td><strong>Power Outage (Internet)</strong> – Users in Queens building at Mile end were unable to access internet services. Cause: A power failure in the building. Action: Estates were contacted to restore the power, this allowed the network switch to power back up and restart, which led to the restoration of internet services.</td>
<td>Resolved</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>16600</td>
<td>06 Jan</td>
<td>30m</td>
<td><strong>FortiClient</strong> — Users experienced two short loss of connectivity to the remote VPN access during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16604</td>
<td>31 Jan</td>
<td>50m</td>
<td><strong>Network</strong> — Users based in the west wing of the Queens building at Mile End experienced brief (10m) interruption to network connectivity 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 21</th>
<th>Dec 21</th>
<th>Jan 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1851</td>
<td>1124</td>
<td>2052</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>2054</td>
<td>1073</td>
<td>1967</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>70%</td>
<td>82%</td>
<td>87%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>17%</td>
<td>50%</td>
<td>0%</td>
<td>↓</td>
<td>↓</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>32%</td>
<td>55%</td>
<td>74%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>70%</td>
<td>82%</td>
<td>87%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>98%</td>
<td>97%</td>
<td>↓</td>
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<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>8026</td>
<td>5128</td>
<td>8438</td>
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<td>↑</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>8269</td>
<td>5219</td>
<td>8124</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>91%</td>
<td>92%</td>
<td>94%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>148 (1%)</td>
<td>78 (1%)</td>
<td>98 (1%)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Commentary**

- Ticket volumes have increased this month as expected following staff & student return from the holiday period.
- Ticket volumes are higher in comparison to the same time last year, mainly due to AV issues related to MME and the three major incidents.
- KPIs are showing signs of improvements as teams close tickets that were raised this month, whilst still focusing on reducing the backlog tickets.
- P1 tickets are still raised incorrectly and breaching SLA, resulting in a downward trend.

**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

**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

Enrolment Period

Clearing

Queen Mary
University of London
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Nov 21</th>
<th>Dec 21</th>
<th>Jan 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>1398</td>
<td>761</td>
<td>1413</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>11s</td>
<td>11s</td>
<td>19s</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>2.2%</td>
<td>1.7%</td>
<td>9.2%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>73%</td>
<td>81%</td>
<td>85%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>59%</td>
<td>62%</td>
<td>70%</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
- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and telephone.
- First Line Fix has improved this month due to the high volume of tickets for password reset as a result of users returning after the Christmas holiday.
- Phone Abandonment rate increased due to the three major incidents this month.
- The ticket backlog remains high, however the Service level target for ticket completion remains above 95% this month for the Service Desk.

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 21</th>
<th>Dec 21</th>
<th>Jan 22</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1116</td>
<td>481</td>
<td>1096</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Email</td>
<td>3210</td>
<td>2108</td>
<td>3284</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Live Chat</td>
<td>1254</td>
<td>844</td>
<td>1327</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Chat</td>
<td>2641</td>
<td>1808</td>
<td>2852</td>
<td>↑</td>
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<tr>
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<td>1395</td>
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<td>FTF</td>
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### Commentary
- Ticket volume across all areas has increased this month due to the return of users after the holiday period.
- Ticket volumes in comparison to last year are higher, due to AV issues and the major incidents.
- Top Request items this month relate to Password Reset, and Desktop Queries.
- Top incident items this month relate to AV issues and QMplus, combined make up 35% of the incident ticket volume 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:**

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a table top exercise undertaken to test our response.

- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down.

- **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 and continuity plans completed, recovery plans have begun to be documented.

- **Phishing** – Covid 19 phishing emails have increased – New filters are switched on and successfully blocking spoofing emails. The Spam filters show an increase in volume of traffic this month.

**New Risk:** The EECS network routers are at risk of failure due to obsolete and out of date hardware and software, which is no longer supported, leading to service outages for EECS users.

### Monthly Risk Stats

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

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