Executive Summary

KPI & Summary

- Overall ticket volumes have increased as expected due to the two major incidents and power issues this month.
- Ticket volumes are higher in comparison to the same time last year mainly due to the higher volume of Request tickets.
- A work package has commenced to update the service catalogue and incorporate the new Gold, Silver and Bronze services.
- A schedule of work has been identified to remediate the issues affecting the network resiliency.

Volumes

- Ticket volumes via all channels have increased because of the two major incidents and the increase in SPAM this month.
- Email Spam, Account and Hardware issues were amongst the top issues reported this month.
- Request for Information was the top Request item again this month.

Customer Satisfaction

- Critical systems availability remained the same this month despite the network performance issues.
- 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

2 Major Incident

- Network – intermittent Connectivity – 01/03
- Email – Sympa – 23/03
# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Feb</th>
<th>Mar</th>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>92</td>
<td>92</td>
<td>94</td>
<td>93</td>
<td>95</td>
<td>96</td>
<td>95</td>
<td>94</td>
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<td>96</td>
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<td>-----</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>93</td>
<td>93</td>
<td>87</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>92</td>
<td>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>83</td>
<td>87</td>
<td>82</td>
<td>82</td>
<td>88</td>
<td>82</td>
<td>89</td>
<td>87</td>
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<td>90</td>
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<td>93</td>
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</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>94</td>
<td>94</td>
<td>89</td>
<td>94</td>
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<td>95</td>
<td>97</td>
<td>94</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>80</td>
<td>80</td>
<td>79</td>
<td>71</td>
<td>88</td>
<td>79</td>
<td>87</td>
<td>86</td>
<td>88</td>
<td>85</td>
<td>90</td>
<td>82</td>
<td>93</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>80</td>
<td>87</td>
<td>88</td>
<td>93</td>
<td>94</td>
<td>88</td>
<td>91</td>
<td>93</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>↑</td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>97</td>
<td>99</td>
<td>99</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>98</td>
<td>99</td>
<td>98</td>
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</tr>
<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>60</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</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>91</td>
<td>93</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</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>93</td>
<td>95</td>
<td>↑</td>
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<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>79</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>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>-----</td>
</tr>
</tbody>
</table>

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

**Improvement over last month**

**Deterioration from last month**

**No change from last month**
Customer Satisfaction

Customer Feedback

This month we received 1054 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 16% (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

- I am highly delighted by the high quality of the services he rendered and the standard of his customer care attitude, great level of patience and tolerance to help resolve the email problem.
- Sorry, the above case has not been solved, the agent just sent me information which I think is irrelevant and did not investigate whether the issue was solved or not before closing the ticket.
- Absolutely amazing, so patient and competent. He was incredible. I am so grateful.
- This is not a helpful response. The issue is with outlook and I would expect at least someone to try to resolve the problem rather than refer me to a generic help page, which I have already tried.
- Response was of no help. I would like to send a note of appreciation for the prompt, supportive and useful technical help I received. I am extremely grateful.

Commentary

- Customer Satisfaction for this month has dropped below our 95% target.
- Feedback this month relate mainly to resolving issues quickly and providing the right knowledge.
- Complaints this month like last month, have again centred around Requests being unfulfilled because processes have not been completely followed or IT Services is unable to help with third party services such as zoom and Blackboard collaborate.

Customer Feedback Details

<table>
<thead>
<tr>
<th>Category</th>
<th>Delighted</th>
<th>Happy</th>
<th>Unhappy</th>
<th>Disgruntled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests</td>
<td>92% (934)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents</td>
<td>95% (120)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>93% (1054)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Positive Vs Negative

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

- Mar: 93.6%
- Apr: 94.4%
- May: 95.4%
- Jun: 95.6%
- Jul: 94.2%
- Aug: 95.7%
- Sep: 93.6%
- Oct: 93.7%
- Nov: 87.5%
- Dec: 95.8%
- Jan: 96.0%
- Feb: 96.0%
- Mar: 92.5%

Mar: 941
Apr: 945
May: 957
Jun: 936
Jul: 942
Aug: 957
Sep: 936
Oct: 875
Nov: 958
Dec: 970
Jan: 960
Feb: 960
Mar: 925

Mar: 90%
Apr: 91%
May: 94%
Jun: 95%
Jul: 93%
Aug: 87%
Sep: 96%
Oct: 75%
Nov: 95%
Dec: 95%
Jan: 96%
Feb: 96%
Mar: 93%

Mar: 100
Apr: 100
May: 100
Jun: 100
Jul: 100
Aug: 100
Sep: 100
Oct: 100
Nov: 100
Dec: 100
Jan: 100
Feb: 100
Mar: 100

Mar: 1000
Apr: 1000
May: 1000
Jun: 1000
Jul: 1000
Aug: 1000
Sep: 1000
Oct: 1000
Nov: 1000
Dec: 1000
Jan: 1000
Feb: 1000
Mar: 1000

Mar: 0
Apr: 0
May: 0
Jun: 0
Jul: 0
Aug: 0
Sep: 0
Oct: 0
Nov: 0
Dec: 0
Jan: 0
Feb: 0
Mar: 0
Activities for the month of Mar 2021

Research Excellence
- Research Tickets Resolved: ↑337
- Research Grants Awarded: ▼
- Research Grant Bids: ▼

Teaching Excellence
- Logins to QMPLUS: ↑991,320
- AV Teaching activities Supported: ↑55
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 75,697
- Playbacks: 15,444 times within QMplus

Public Engagement
- Guest Wi-Fi: ↑63 users, 496 sessions
- Events Wi-Fi: 56 users, ↓5,005 sessions

Growth
- New desktops/laptops Deployed: 44
- Active accounts: Approx. 58,574
- Total data stored (excl. Research): 993.08 terabytes

International
- Distance learning (Beijing and Nanchang QMPLUS logins): ↑448,276

Sustainability
- Pages sent and not printed: ↓13,250
- Reported AV Issues: ↑50
- Reported AV Issues Resolved: 337
- AV Issues Reported: 1

Higher Than last month
Lowers than last month
No change from last month
ITS Critical Systems Availability

Mar: 99.9%
CYTD: 99.6%

- **Power Outage - Connectivity**
  - Mon 22 Mar – 2h
  - (Ticket No. 212014)

- **Network - Intermittent Connectivity**
  - Mon 01 Mar – 1.5h
  - (Ticket No. 211360)

- **Email - Sympa**
  - Tue 23 Mar – 1.05h
  - (Ticket No. 212104)
Major & High Priority Incidents

Root Causes

<table>
<thead>
<tr>
<th>Major Incidents</th>
<th>Number of Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Hijack</td>
<td>1</td>
</tr>
<tr>
<td>1. O365 Teams</td>
<td>3</td>
</tr>
<tr>
<td>2. QMplus</td>
<td>1</td>
</tr>
<tr>
<td>3. MetaCompliance</td>
<td>0</td>
</tr>
<tr>
<td>1. Network</td>
<td>2</td>
</tr>
<tr>
<td>2. Printing</td>
<td>0</td>
</tr>
<tr>
<td>3. O365</td>
<td>2</td>
</tr>
<tr>
<td>1. MyHR</td>
<td>1</td>
</tr>
<tr>
<td>2. QMplus</td>
<td>1</td>
</tr>
<tr>
<td>3. EECS</td>
<td>0</td>
</tr>
<tr>
<td>1. MySIS</td>
<td>1</td>
</tr>
<tr>
<td>2. MetaCompliance</td>
<td>1</td>
</tr>
<tr>
<td>1. AD</td>
<td>3</td>
</tr>
<tr>
<td>2. Sympa</td>
<td>0</td>
</tr>
<tr>
<td>1. Network</td>
<td>3</td>
</tr>
</tbody>
</table>

Key

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

Table:

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Apr</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Jun</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Jul</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Aug</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Sep</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Oct</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Nov</td>
<td>2</td>
<td>2</td>
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<tr>
<td>Dec</td>
<td>2</td>
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<tr>
<td>Jan</td>
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<tr>
<td>Feb</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Mar</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Major Incident and 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>
| 211360    | Mon 01 Mar 10:30   | 1.5hr    | Network – Users experienced intermitted network connectivity issues and were unable to access multiple services  
  **Cause:** The intermittent connectivity was caused by the implementation of Change 15659 to upgrade the firmware on the network security devices.  
  **Action:** Roll back the firmware update change restored services. | Resolved     |
| 212104    | Tue 23 Mar 16:00   | 1.05h    | Email (Sympa) – Science & Engineering students were able to send unapproved emails to the science-engineering-all-students@qmul.ac.uk SYMPA mailing list.  
  **Cause:** It is unclear why emails allowed to be sent to the mailing list – investigation ongoing  
  **Action:** The Mail list owners were disabled and set up as moderators as a workaround | Resolved     |

<table>
<thead>
<tr>
<th>HPI Number</th>
<th>Date</th>
<th>Duration</th>
<th>Service Affected – Impact</th>
<th>Status</th>
</tr>
</thead>
</table>
| 212014     | Mon 22 Mar 08:00   | 2h       | Powe Failure – Users were unable to access IT Services because of a power failure in the Library, Garrod, Blizzard and Wingate building.  
  **Cause:** An issue with UKPN caused a loss of power and access to IT Services.  
  **Action:** Escalated to UKPN who restored the power and DNS servers were rebooted to restore service. | Resolved     |
| 211946     | Thu 18 Mar 16:00   | Ongoing  | MyHR – Some users were able to bypass the second layer of security and access their HR account by entering random words into the ‘Memorable information’ field.  
  **Cause:** Unknown  
  **Action:** Escalated to the vendor for investigation and solution. | Ongoing      |
## 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>15679</td>
<td>26 Mar</td>
<td>3d</td>
<td><strong>SITS</strong> – Users were unable to access SITS and MySIS during the upgrade period</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15753</td>
<td>27 Mar</td>
<td>5h</td>
<td><strong>Network</strong> – Two brief outages during the firmware upgrade of the (JISC) Network Fibre router.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15766</td>
<td>31 Mar</td>
<td>4h</td>
<td><strong>MiCollab Softphone</strong> – Some users may have experienced a drop in the call during the upgrade.</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>Jan 21</th>
<th>Feb 21</th>
<th>Mar 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1474</td>
<td>915</td>
<td>1009</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1358</td>
<td>872</td>
<td>931</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>95%</td>
<td>91%</td>
<td>93%</td>
<td>↑</td>
<td>−</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>−</td>
<td>−</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>97%</td>
<td>83%</td>
<td>71%</td>
<td>↓</td>
<td>−</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>94%</td>
<td>92%</td>
<td>93%</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>
<td>6425</td>
<td>5772</td>
<td>5810</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>5943</td>
<td>5644</td>
<td>5495</td>
<td>↓</td>
<td>−</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>97%</td>
<td>94%</td>
<td>96%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>127(2%)</td>
<td>101(2%)</td>
<td>106(2%)</td>
<td>−</td>
<td>−</td>
</tr>
</tbody>
</table>

### Commentary
- Overall ticket volumes have increased as expected due to the two major incidents and power issues this month.
- Ticket volumes are higher in comparison to the same time last year mainly due to the higher volume of Request tickets.
- Focus on aged tickets continues to tackle the backlog of tickets.
- P1 KPI is trending poorly because of the major incident and the incorrect assigning of priority tickets 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 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

Queen Mary
University of London
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jan 21</th>
<th>Feb 21</th>
<th>Mar 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>1227</td>
<td>843</td>
<td>878</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>28s</td>
<td>18s</td>
<td>15s</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>17%</td>
<td>7%</td>
<td>5%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>84%</td>
<td>92%</td>
<td>79%</td>
<td>↓</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>79%</td>
<td>78%</td>
<td>71%</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

- The Service Desk continues to work remotely and is able to take calls. Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.
- Service Desk performance has been improve, however the FTF and FLF have dropped because of the knock on effect of the two 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>Jan 21</th>
<th>Feb 21</th>
<th>Mar 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>706</td>
<td>557</td>
<td>583</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td></td>
<td>2925</td>
<td>2490</td>
<td>2497</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td></td>
<td>133</td>
<td>254</td>
<td>354</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td></td>
<td>1964</td>
<td>1949</td>
<td>2046</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Live Chat</td>
<td>1575</td>
<td>1218</td>
<td>1100</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>

### Commentary
- Ticket volumes via all channels have increased because of increased SPAM and some hardware issues experienced by users along with the two major incidents.
- Email Spam, Account and Hardware issues were amongst the top issues reported this month.
- Request for Information was the top Request item again 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.

### Monthly Risk Stats

<table>
<thead>
<tr>
<th></th>
<th>Monthly Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks Averted</td>
<td>0</td>
</tr>
<tr>
<td>Re-Assigned</td>
<td>0</td>
</tr>
<tr>
<td>New Risks</td>
<td>0</td>
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<tr>
<td>Total Risks</td>
<td>60</td>
</tr>
<tr>
<td>Risks Realised</td>
<td>0</td>
</tr>
</tbody>
</table>

Key:
- ↑ Deterioration over last month
- ↓ Improvement from last month
- No change from last month
Questions about this report, or would you like to know more?

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