IT Services
Monthly KPI Report
Executive Summary

**KPI & Summary**

- Overall ticket volumes have decreased this month, however, ticket volumes are higher in comparison to the same time last year, mainly due to the major incident.
- A new IT Services operating model has been proposed and is currently undergoing consultation.
- The service catalogue work to incorporate the new Gold, Silver and Bronze services has been paused, until the requirements have been prioritised.
- The major incident and focus on backlog tickets has led to the KPI trending downwards.

**Volumes**

- Ticket volumes via all channels have increased except the self service, this is attributed to the major incident.
- QMplus, laptop and Eduroam 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.

**Customer Satisfaction**

- Critical systems availability remained the same this month despite the major incident.
- 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

- QMplus – Module Deregistration – 23/05
# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Apr</th>
<th>May</th>
<th>Move</th>
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<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>93</td>
<td>95</td>
<td>96</td>
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<td>96</td>
<td>-</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>94</td>
<td>96</td>
<td>95</td>
<td>95</td>
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<td>96</td>
<td>92</td>
<td>97</td>
<td>97</td>
<td>-</td>
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<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</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>
<td>95</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>89</td>
<td>↑</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>90</td>
<td>94</td>
<td>94</td>
<td>89</td>
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<td>82</td>
<td>93</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>88</td>
<td>93</td>
<td>94</td>
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<td>94</td>
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</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>96</td>
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<td>99</td>
<td>99</td>
<td>97</td>
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<td>Service Desk Telephone Response Within SLT</td>
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<td>93</td>
<td>95</td>
<td>88</td>
<td>85</td>
<td>↓</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>67</td>
<td>62</td>
<td>69</td>
<td>62</td>
<td>76</td>
<td>81</td>
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<td>93</td>
<td>88</td>
<td>85</td>
<td>-</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>69</td>
<td>92</td>
<td>95</td>
<td>74</td>
<td>84</td>
<td>91</td>
<td>95</td>
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<tr>
<td>Change Management Implementation</td>
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<td></td>
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<tr>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<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**

**Legend**
- No Failed Changes
- Failed Changes with no impact on Services
- 1 Failed Change which impacted Services
- 2 Failed Changes which impacted Services
Many thanks for all your help today. I am extremely delighted with the quick and straightforward support I 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.

Customer Feedback
This month we received 703 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
Many thanks for all your help today. I am extremely delighted with the quick and straightforward support I received.

Unfortunately, I am still unable to access MyHR account.

I had wonderful experience and found IT Helpdesk very cooperative, they provided proper solution to my problem well in time.

I’m unsure of what you mean by my request has been fulfilled? I have not been provided with an answer.

Nothing is resolved I still do not have a desk with computer.

Thank you all for making this process as pain free as possible for me! Really appreciate it!

Positive Vs Negative
Requests
Incidents
Total
97%
(618)
96%
(85)
97%
(703)

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Commentary

- Customer Satisfaction for this month has improved to above our 95% target.
- Feedback this month relate mainly to resolving issues quickly and providing the right knowledge.
- Complaints this month like last month, have been due to poor communication whilst handling tickets and explaining why duplicate tickets were closed.
Activities for the month of May 2021

**Research Excellence**
- Research Tickets Resolved: -238
- Research Grants Awarded
- Research Grant Bids

**Teaching Excellence**
- Logins to QMPLUS: 673,915
- Unique Viewers: 11,399
- QMplus played entries: 151,597
- AV Teaching activities Supported: +33
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 49,922
- Playbacks: 33
- Reported AV Issues: -8

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): -596,366

**Public Engagement**
- Guest Wi-Fi: +79 users, +1079 sessions
- Events Wi-Fi: +134 users, +4,270 sessions

**Growth**
- New desktops/laptops Deployed: -35
- Active accounts: Approx. 58,826
- Total data stored (excl. Research): 993.08 terabytes

**Sustainability**
- Pages sent and not printed: +15,193
- Higher Than last month
- Lower than last month
- No change from last month
- New desktops/laptops Deployed: -35
- Active accounts: Approx. 58,826
- Total data stored (excl. Research): 993.08 terabytes
- Reported AV Issues: -8
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

- **QMplus - Module Deregistration**
  - Sun 23 May – 8.5h
  - (Ticket No. 213656)

- **Office365 Email – Degraded**
  - Mon 10 May – 2h
  - (Ticket No. 213324)

May: 99.9%
CYTD: 99.8%
Major & High Priority Incidents

Root Causes

- 1. QMplus
- 2. O365 Teams
- 3. MetaCompliance
- 1. Network
- 2. Printing
- 3. O365
- 1. MyHR
- 2. QMplus
- 3. EECS
- 1. MySIS
- 2. MetaCompliance
- 1. AD
- 2. QMplus
- 1. QM Media
- 3. Network
- 3. QM Website
- 4. MyHR
- 1. Network
- 2. Sympa
- 1. QMplus
- 1. Network
- 1. QMplus

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

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
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<tr>
<td>May</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Jun</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Jul</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Sep</td>
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<td>0</td>
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<td>Oct</td>
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<td>3</td>
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<td>Nov</td>
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<td>Dec</td>
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<td>Jan</td>
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<td>Feb</td>
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<td>Mar</td>
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<td>Apr</td>
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</tr>
<tr>
<td>May</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
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</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>
| 213656    | Sun 23 May 12:37 | 8.5h     | **QMplus** – Students no longer access to modules that they had previously enrolled on modules in QMplus.  
**Cause:** A network glitch caused a failure in uploading the student module registrations information into QMplus, resulting in a large number of students being deregistered from their modules.  
**Action:** A manual upload of the module registration records were carried out by QM and re-synced in QMplus by CoSector the third party vendor. | 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>
| 213324     | Mon 10 May 10:50 | 2h       | **Office365 Email** – Some users were unable to send and receive external email messages on the Web and the mobile email applications (i.e. Exchange Online service).  
**Cause:** A selection of Microsoft infrastructure, responsible for connecting email message attributes to end users was not performing as expected, due to associated cache not fully updating.  
**Action:** Escalated to 3<sup>rd</sup> party support Microsoft who implemented a fix to update the cache in their infrastructure. | 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>15853</td>
<td>7 May</td>
<td>4h</td>
<td><strong>MyHR</strong> – Users were unable to access MyHR and WebView during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15828</td>
<td>10 May</td>
<td>30m</td>
<td><strong>Network</strong> – Users located in Mile End West, Access Block A, were unable to access network services for approx. 5m during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15445</td>
<td>13 May</td>
<td>8h</td>
<td><strong>Co-Tutor</strong> – Users were unable to access the service during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15809</td>
<td>14 May</td>
<td>3d</td>
<td><strong>SITS</strong> – Users were unable to access SITS during the Upgrade period.</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>15874</td>
<td>25 May</td>
<td>2h</td>
<td><strong>i-Grasp</strong> – Users were unable to access i-Grasp for 5m to 10m during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>1515865</td>
<td>14 May</td>
<td>2d</td>
<td><strong>OneDrive</strong> – Users in Finance were unable to access their G drive during the migration of files to OneDrive.</td>
<td>Data Migration</td>
<td>Implemented</td>
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</tbody>
</table>
# ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 21</th>
<th>Apr 21</th>
<th>May 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1009</td>
<td>849</td>
<td>787</td>
<td>down</td>
<td>up</td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>931</td>
<td>814</td>
<td>747</td>
<td>down</td>
<td>down</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>93%</td>
<td>88%</td>
<td>89%</td>
<td>up</td>
<td>down</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>0%</td>
<td>0%</td>
<td>75%</td>
<td>up</td>
<td>up</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>71%</td>
<td>67%</td>
<td>100%</td>
<td>up</td>
<td>up</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>93%</td>
<td>88%</td>
<td>88%</td>
<td>down</td>
<td>down</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>down</td>
<td>down</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>down</td>
<td>down</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>5810</td>
<td>5156</td>
<td>5207</td>
<td>down</td>
<td>down</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>5495</td>
<td>5109</td>
<td>5008</td>
<td>down</td>
<td>down</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>96%</td>
<td>95%</td>
<td>94%</td>
<td>up</td>
<td>up</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>106</td>
<td>(2%)</td>
<td>115</td>
<td>(2%)</td>
<td>84</td>
</tr>
</tbody>
</table>

- **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)

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**Commentary**

- Overall ticket volumes have decreased as expected due to staff taking leave across the bank holiday.
- Ticket volumes are higher in comparison to the same time last year mainly due to the major incident.
- Focus on aged tickets continues, to tackle the backlog of tickets and has led to a drop in the KPI trend.
- P1 KPI is trending poorly because of the major incident and the incorrect assigning of priority tickets this month.
Incident and Requests KPIs

Incidents SLTs and Volume

Requests SLTs and Volume

Incident and Requests KPIs

Queen Mary
University of London
# Service Desk Performance

## 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 decreased because of the focus on back log tickets,
- The FLF has dropped because of the knock on effect of the 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

## Measure

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Mar 21</th>
<th>Apr 21</th>
<th>May 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>878</td>
<td>814</td>
<td>740</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>15s</td>
<td>23s</td>
<td>31s</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>5%</td>
<td>11%</td>
<td>14%</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>79%</td>
<td>78%</td>
<td>81%</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>71%</td>
<td>62%</td>
<td>61%</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>

**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>Mar 21</th>
<th>Apr 21</th>
<th>May 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Phone</td>
<td>583</td>
<td>595</td>
<td>519</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>Email</td>
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<td>2225</td>
<td>2221</td>
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<td>▲</td>
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<tr>
<td>Service Desk</td>
<td>354</td>
<td>392</td>
<td>344</td>
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<td>▲</td>
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<tr>
<td>Laptop</td>
<td>2046</td>
<td>1706</td>
<td>2023</td>
<td>▲</td>
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<tr>
<td>Self Service</td>
<td>1100</td>
<td>881</td>
<td>764</td>
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<td>▲</td>
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<tr>
<td>Tech Bar</td>
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<td>0</td>
<td>0</td>
<td>▼</td>
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</tbody>
</table>

Commentary

- Ticket volumes via all channels have increased except the self service, this is attributed to the major incident.
- QMplus, laptop and Eduroam 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
Top Risks:

- **Silicon Chip shortage** – Global shortage of Silicon chips affecting the delivery of devices for staff across QM in particular the dept W project – Plan of action to mitigate shortage has been initiated to ensure sufficient devices are available.

- **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.

**Monthly Risk Stats**

<table>
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<tr>
<td>New Risks</td>
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<td>Total Risks</td>
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<tr>
<td>Risks Realised</td>
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<td>Monthly Trend</td>
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</table>

**Top Risk:** Global shortage of Silicon chips affecting the delivery of devices for staff across QM working from home and in particular the Dept W project that is due to be open in Sept 2021.
Questions about this report, or would you like to know more?

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