IT Services
Monthly KPI Report
Executive Summary

KPI & Summary

- There is an impact on service levels as a result of sustained activity and loss of staff due to resignations on the Service Desk particularly and other areas of IT Services
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as a result of the additional measures previously put in place
- The Journey to Service Excellence (JTSE) action plan has commenced delivery – The Service Portfolio review has begun to define service levels that with our customers
- A programme of work has commenced to improve our Cyber Security – The school of Economics & Finance in collaboration with IT Services has achieved Cyber Security Essentials accreditation

Customer Satisfaction

- (1161) 96% ▲ 1%

Volumes

- Ticket volumes are lower this month due to the industrial strike action and the approaching Christmas period
- The Tech Bar service ended last month, however some tickets were being actioned early this month
- The phone abandonment rate and wait time have improved this month due to lower overall call numbers and triage now under control

Critical Systems Availability

- Critical systems availability increased in November. This is mainly due to the lower volume of incidents raised this month in comparison to last month.

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

Customer Satisfaction

- No Major Incidents

Volumes

- No Major Incidents

Critical Systems Availability

- No Major Incidents

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 Trend View

<table>
<thead>
<tr>
<th>KPI</th>
<th>Nov</th>
<th>Dec</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>
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<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>92</td>
<td>95</td>
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<td>94</td>
<td>95</td>
<td>94</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>98</td>
<td>95</td>
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<td>95</td>
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<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>87</td>
<td>90</td>
<td>89</td>
<td>87</td>
<td>86</td>
<td>81</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>91</td>
<td>89</td>
<td>89</td>
<td>86</td>
<td>85</td>
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<td>93</td>
<td>88</td>
<td>86</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>83</td>
<td>83</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>85</td>
<td>78</td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>87</td>
<td>92</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>88</td>
<td>85</td>
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<td>85</td>
<td>87</td>
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<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>93</td>
<td>95</td>
<td>97</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>97</td>
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<td>97</td>
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<td>90</td>
<td>97</td>
<td>87</td>
<td>94</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>94</td>
<td>94</td>
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<td>96</td>
<td>92</td>
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<td>61</td>
<td>41</td>
<td>62</td>
<td>83</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>86</td>
<td>85</td>
<td>92</td>
<td>88</td>
<td>93</td>
<td>87</td>
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<td>83</td>
<td>76</td>
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<td>64</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>90</td>
<td>93</td>
<td>92</td>
<td>92</td>
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<td>93</td>
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<td>Change Management Implementation</td>
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<td></td>
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<tr>
<td>Service Desk Email Triage</td>
<td>100</td>
<td>100</td>
<td>52</td>
<td>64</td>
<td>59</td>
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<td>87</td>
<td>79</td>
<td>58</td>
<td>58</td>
<td>94</td>
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</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

<table>
<thead>
<tr>
<th><strong>Improve over last month</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deteriorate from last month</strong></td>
</tr>
<tr>
<td><strong>No change from last month</strong></td>
</tr>
</tbody>
</table>
Customer Satisfaction

Customer Feedback
This month we received 1161 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 18% (which is within 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

Great help as always. Sympathetic to my needs, knowledgeable and good screen mirror problem solving. Excellent Service,

Thank you for doing this so quickly

This was bounced around between a lot of people who couldn’t be bothered.

Very helpful and patience while giving instruction

The New starter was without a laptop for weeks on end. The delivery problems of new equipment need to be managed in a better way

Commentary

- Customer Satisfaction has increased this month and is above the 95% target.
- Feedback this month relate to requests or incidents taking too long to be resolved and missed appointments with users.
- The Journey to Service Excellence (JTSE) commenced – the Service Portfolio theme has begun to define Service Levels with our customers

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Activities for the month of Nov 2019

Research Excellence
- Research Tickets Resolved: 185
- Research Grant Bids: 155
- Research Grants Awarded: 34

Teaching Excellence
- Logins to QMPLUS: 791,590
- AV Teaching activities Supported: 598
- Reported AV Issues: 125
- Supported teaching spaces: Approx. 177
- Hours of Q-review: 5,590
- Playbacks: 791,590

International
- Distance learning (Beijing and Nanchang QMPLUS logins): 270,371

Public Engagement
- Guest Wi-Fi: 346 users 5,669 sessions
- Events Wi-Fi: 929 users 20,754 sessions

Growth
- 15 New desktops/laptops Deployed
- Approx. 57,680 Active accounts
- Total data stored: 769 terabytes

Sustainability
- Improvement over last month: 1

Queen Mary
University of London
ITS Critical Systems Availability

Nov: 99.9%
CYTD: 99.2%
Major & High Priority Incidents

Root Causes

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Jan</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Feb</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Mar</td>
<td>1</td>
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<td>Apr</td>
<td>1</td>
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<tr>
<td>May</td>
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<tr>
<td>Jun</td>
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<tr>
<td>Jul</td>
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<tr>
<td>Aug</td>
<td>2</td>
<td>1</td>
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<tr>
<td>Sep</td>
<td>2</td>
<td>1</td>
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</tr>
<tr>
<td>Oct</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nov</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
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</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>
| 195636     | Wed 06 Nov 13:00 | 1h 30m   | **QReview** – Users were unable to access QReview videos via modules in QMplus  
**Cause:** Incorrect URL with a superfluous WWW in the links within the QMplus modules  
**Action:** Amended URL in the modules and removed the WWW prefix  | Resolved |
| 195957     | Wed 13 Nov 11:30 | 35m      | **Internet** – Users in the Engineering building 3rd floor eastside were unable to access the internet  
**Cause:** Unknown  
**Action:** Issue resolved before any action was taken  | Resolved |
| 196148     | Mon 18 Nov 10:45 | 2h 30m   | **Staff Directory** – Users were unable to search for staff contact details in the staff directory  
**Cause:** Unknown  
**Action:** Restarting the Ldap Server restored the service  | Resolved |
| 196237     | Mon 18 Nov 18:30 | 4h       | **MySIS** – Students were unable to access MySIS to view their exam timetables  
**Cause:** The release of the student exam timetable resulted in a high volume of student login attempts trying to access the service at the same time. The servers were unable to cope with the load and failed  
**Action:** Servers restarted, as the volume of login attempts decreased the service returned to normal  | Resolved |
| 196366     | Mon 20 Nov 11:10 | 10m      | **Staff Directory** – Users were unable to search for staff contact details the staff directory  
**Cause:** Unknown  
**Action:** Restarting the Ldap Server restored the service  | 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>14231</td>
<td>09 Nov</td>
<td>48h</td>
<td><strong>Network Services (Power Down)</strong> – Users in Bancroft building were unable to access network services during the electrical power down</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14182</td>
<td>12 Nov</td>
<td>2h</td>
<td><strong>Network Service</strong> – Users in Lincolns Inn Fields were unable to connect to both the wireless and wired network services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14247</td>
<td>15 Nov</td>
<td>1h</td>
<td><strong>Mailing List</strong> – Users were unable to access the SYMPA web interface and experienced short delays in processing emails sent via a mailing list during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td>17 Nov</td>
<td>5h</td>
<td><strong>Network Services (Power Down)</strong> – Users in Wingate building were unable to access network services during the electrical power down</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14251</td>
<td>12 Nov</td>
<td>3h</td>
<td><strong>Print Service</strong> – Users in Lincolns Inn Fields were unable to use the managed printers during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</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>14223</td>
<td>25 Nov</td>
<td>3h</td>
<td><strong>Cognos &amp; Business Alerts Manager</strong> – Users were unable to access Cognos &amp; Business Alerts Manager to run reports during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
</tr>
<tr>
<td>14274</td>
<td>23 Nov</td>
<td>1h</td>
<td><strong>Database</strong> – Users were unable to access the following applications during the maintenance period; Dspace Research Repository, Research publications website (<a href="http://www.researchpublications.qmul.ac.uk">www.researchpublications.qmul.ac.uk</a>), Updates to Staff Directory, Jobs Listing, Barcode, Register System, eCosting Questionnaire, Experts Guide, Fire Risk Assessment, Gifts and, Hospitality, HRCS, PhD Skills Points Database, QM Forms, Recruitment Targets, Risk Register, Staff Time Allocation Survey, Taught Programmes Action Plan</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>14250 14268</td>
<td>23 Nov</td>
<td>2h</td>
<td><strong>Ivanti</strong> – Users were unable to access Ivanti to manage IT Service desk tickets for 30min during the maintenance</td>
<td>Maintenance</td>
<td>Implemented</td>
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<tr>
<td>14297</td>
<td>27 Nov</td>
<td>15m</td>
<td><strong>Network Service</strong> – Users in School of Economics and Finance were unable to connect to both the wireless and wired network services for no more than 5mins during the maintenance period</td>
<td>Maintenance</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>Sep 19</th>
<th>Oct 19</th>
<th>Nov 19</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1595</td>
<td>1794</td>
<td>1305</td>
<td></td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1353</td>
<td>1671</td>
<td>1356</td>
<td></td>
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<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>77%</td>
<td>75%</td>
<td>76%</td>
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<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>40%</td>
<td>14%</td>
<td>33%</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>69%</td>
<td>66%</td>
<td>59%</td>
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<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>78%</td>
<td>76%</td>
<td>77%</td>
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<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>91%</td>
<td>87%</td>
<td>78%</td>
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<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>97%</td>
<td>79%</td>
<td>93%</td>
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<tr>
<td>Requests Raised</td>
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<tr>
<td>Number of Requests Resolved</td>
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<td>7301</td>
<td>4912</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>93%</td>
<td>88%</td>
<td>86%</td>
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<td></td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>251</td>
<td>284</td>
<td>364</td>
<td></td>
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</tr>
</tbody>
</table>

- **Key**
  - Green up arrow: Improvement over last month and within SLT
  - Green down arrow: Deterioration from last month but within SLT
  - Red up arrow: Improvement over last month and breaching SLT
  - Red down arrow: Deterioration from last month but breaching SLT
  - Blue up arrow: Improvement over last month, No SLT assigned
  - Blue down arrow: Deterioration from last month, No SLT assigned
  - Black up arrow: No change from last month and within SLT
  - Black down arrow: No change from last month and breaching SLT

- **BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)**

### Commentary
- There is an impact on service levels as a result of sustained activity and resignations of staff across IT.
- Industrial strike action coupled with the approaching Christmas period have contributed to the low ticket volume this month.
- AV issues and AV support have a high volume of tickets raised this month.
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as a result of the additional measures previously put in place.

### 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

Incident and Requests KPIs

Queen Mary
University of London
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 19</th>
<th>Oct 19</th>
<th>Nov 19</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>4763</td>
<td>3355</td>
<td>2034</td>
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<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>2m</td>
<td>1m</td>
<td>26s</td>
<td></td>
<td></td>
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<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>58%</td>
<td>37%</td>
<td>16%</td>
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<td></td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>89%</td>
<td>78%</td>
<td>58%</td>
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<td></td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>73%</td>
<td>57%</td>
<td>56%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>58%</td>
<td>58%</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Commentary

- The phone abandonment rate and wait time have improved this month due to lower overall call numbers and triage now under control.
- There has been improvements in SLT this month, because of the additional measures previously put in place.
- As the new resources within Service Desk mature the KPI and service levels will begin to improve.

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
- 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>
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<tr>
<th>ITS Ticket Volume</th>
<th>Sep 19</th>
<th>Oct 19</th>
<th>Nov 19</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tbody>
<tr>
<td>[Phone]</td>
<td>1113</td>
<td>1298</td>
<td>957</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>[Email]</td>
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<td>3314</td>
<td>2464</td>
<td>↓</td>
<td>↑</td>
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<tr>
<td>[Live Chat]</td>
<td>4239</td>
<td>1038</td>
<td>698</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>[Self Service]</td>
<td>334</td>
<td>301</td>
<td>109</td>
<td>↓</td>
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<tr>
<td>[Tech Support]</td>
<td>1854</td>
<td>796</td>
<td>44</td>
<td>↓</td>
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## Commentary
- Ticket volumes are lower this month due to the industrial strike action and the approaching Christmas period.
- Ticket volume this month is similar to that of Nov last year.
- The Tech Bar service ended last month, however some tickets were being actioned early 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 – Audit Completed data now being assessed to identify where possible migration to the managed environment
- **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

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**Top Risk:** Cyber security vulnerabilities discovered by external Penetration Testing – Remedial actions implemented and tested successfully

### 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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