Executive Summary

KPI & Summary

- There is an impact on service levels as a result of the two major incidents.
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as the focus on reducing the volume of open ticket takes priority.
- Calls have now resumed on the Service desk, face to face support is available by appointment only, however, Online Chats remains the preferred option.
- Data Quality exercise has begun to clear the Active Directory of redundant data so that it is relevant, up to date and consistent.

Request

Incidents

87%

Requests

95%

P1 Inc.

80%

P2 Inc.

74%

* KPI: Key Performance Indicator – tickets resolved within month

Customer Satisfaction

87%

-6%

Volumes

- Ticket volumes decreased in November, similar to this time last year.
- Email Phishing incidents continue to be high for several months running.
- Account and passwords were amongst the top 10 this month
- Email and self service are most popular form of contact this month because of the reported phishing email and password resets.

Critical Systems Availability

- Critical systems availability increased this month due to the despite the two 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

2 Major Incident

- AD Active Directory – Password Login Failure 02/10
- QMplus – Inaccessible 16/10

Chat
## 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>
<th>Move</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>91</td>
<td>93</td>
<td>95</td>
<td>88</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>
<td>86</td>
<td>↓</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>95</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>↓</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>76</td>
<td>79</td>
<td>86</td>
<td>79</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>
<td>88</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>86</td>
<td>84</td>
<td>90</td>
<td>89</td>
<td>92</td>
<td>90</td>
<td>90</td>
<td>94</td>
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<td>89</td>
<td>94</td>
<td>93</td>
<td>94</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>71</td>
<td>78</td>
<td>78</td>
<td>87</td>
<td>80</td>
<td>80</td>
<td>79</td>
<td>71</td>
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<td>79</td>
<td>87</td>
<td>86</td>
<td>88</td>
<td>↑</td>
</tr>
<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>88</td>
<td>84</td>
<td>90</td>
<td>72</td>
<td>92</td>
<td>87</td>
<td>88</td>
<td>93</td>
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<td>88</td>
<td>91</td>
<td>93</td>
<td>94</td>
<td>↑</td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>93</td>
<td>97</td>
<td>98</td>
<td>98</td>
<td>95</td>
<td>97</td>
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<td>96</td>
<td>↓</td>
</tr>
<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>94</td>
<td>97</td>
<td>97</td>
<td>97</td>
<td>97</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
<td>83</td>
<td>88</td>
<td>87</td>
<td>85</td>
<td>60</td>
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<td>—</td>
<td>—</td>
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<td>—</td>
<td>—</td>
<td>—</td>
<td>80</td>
<td>↑</td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>57</td>
<td>68</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>↑</td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>84</td>
<td>84</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>↑</td>
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<tr>
<td>Change Management Implementation</td>
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<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>94</td>
<td>96</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>
<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

- ↑ Improvement over last month
- ↓ Deterioration from last month
- — No change from last month
Customer Feedback

This month we received 1335 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 15% (which is 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

- Super helpful! Without this assistance I would have had to cancel the class!
- It would be really helpful if you actually addressed the issue raised. The answer provided simply adds to the workload
- Thank you very much for your help. It was excellent efficient and highly professional. Thanks a lot
- Not resolved and I got cut off. Tried to re-connect and was put into a queue for about 10 minutes
- Great service, really satisfied with the service, the person helping was quick to respond and very clear 😊
- Unhelpful response – no real effort put into finding the correct email address for the relevant team.

Customer Satisfaction

46% (97)
86% (211)
87% (1335)
87% (1124)

Positive Vs Negative

- Request tickets, related to teaching.
- There has been an increase in Complaints this month which range from issues with MFA and access issues.

Commentary

- Customer Satisfaction for this month is well below our 95% target.
- Feedback this month relate to the quick responses and fulfilment of mainly Request tickets, related to teaching.
- There has been an increase in Complaints this month which range from issues with MFA and access issues.
Activities for the month of Nov 2020

**Research Excellence**
- Research Tickets Resolved: 387 (↑)
- Research Grants Awarded: 64 (↑)
- Research Grant Bids: 118 (↓)

**Teaching Excellence**
- Logins to QMPLUS: 106,1912 (↓)
- AV Teaching activities Supported: 125 (↑)
- Supported teaching spaces: Approx. 177 (↓)
- Hours of QMPLUS review: 91,407 (↑)
- Videos played within QMplus: 17,748 (↑)
- Times videos played: 346,798 (↑)
- Playbacks: 125 (↑)

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): 593,353 (↑)

**Public Engagement**
- Guest Wi-Fi: 54 users (↓)
- 324 sessions (↑)
- Events Wi-Fi: 30 users (↓)
- 2,868 sessions (↑)

**Growth**
- New desktops/laptops Deployed: 63 (↓)
- Active accounts: Approx. 64,379 (↓)
- Total data stored (excl. Research): 993.08 terabytes (↓)

**Sustainability**
- Pages sent and not printed: 8,663 (↑)
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

Nov: 99.0%
CYTD: 98.9%

- **MySIS Website – Slow Performance**
  - Tue 03 Nov – 20m
  - (Ticket No. 207256)

- **QMplus – Unavailable**
  - Fri 27 Nov – 6h 30m
  - (Ticket No. 208179)

- **AD Acct Password – Failure**
  - Wed 18 Nov – 20m
  - (Ticket No. 207736)

- **AppsAnywhere – Apps Inaccessible**
  - Mon 23 Nov – 2d
  - (Ticket No. 207886)

- **VDI – Wind 10i inaccessible**
  - Tue 24 Nov – 2d
  - (Ticket No. 207957)

- **Network – Connectivity in John Vane**
  - Mon 16 Nov – 2d
  - (Ticket No. 207634)

- **Network – Whitechapel Library**
  - Mon 23 Nov – 1d
  - (Ticket No. 207922)

- **Network Infra.**

- **Internet Links**

- **InterNet access**

- **Printing**

- **Email**

- **User Login/Auth**

- **Research**

- **Remote Access (VDI)**

- **AppsAnywhere**

- **BlackBoard Collaborate**

- **O365 Teams**

- **Ivanti**

- **OneDrive**
## Major & High Priority Incidents

### Root Causes

<table>
<thead>
<tr>
<th>Source of Incident</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS 3rd Party</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>External</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ITS</td>
<td>2</td>
<td>1</td>
<td>1</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>207736</td>
<td>Wed 18 Nov 14:00</td>
<td>20m</td>
<td><strong>Active Directory account password</strong> – Staff reported they were unable to login to various systems such as HRCS, Ivanti, Remote Desktops, Mitel etc&lt;br&gt;&lt;strong&gt;Cause:&lt;/strong&gt; Change 15371 made to the default Domain Policy caused Previous changes that were not completed via Microsoft Advanced Group Policy Management to be removed which affected users with passwords that were 180 days old&lt;br&gt;&lt;strong&gt;Action:&lt;/strong&gt; Add the previous changes to the default domain policy that were lost using the Microsoft Advanced Group Policy Management</td>
<td>Resolved</td>
</tr>
<tr>
<td>208179</td>
<td>Fri 27 Nov 22:05</td>
<td>6h 30m</td>
<td><strong>QMplus</strong> – Students were unable to access QMplus to view learning material.&lt;br&gt;&lt;strong&gt;Cause:&lt;/strong&gt; The group membership in the Active Role Server (ARS) was missing, it is unknown why this happened, investigations are continuing.&lt;br&gt;&lt;strong&gt;Action:** The force rebuild of ARS service on ARS-SRV-501, where the group that students had disappeared, once completed restored access to students.</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>
</table>
| 207256     | Tu 03 Nov 12:40 | 20m      | **MySIS website** – Some users were experiencing performance issues whereby the system was slow to respond.  
**Cause:** An invalid transactions clogging the database, once cleared the website became available  
**Action:** Access the database and clear the transaction that using up processor. | Resolved |
| 207634     | Mon 16 Nov 15:00 | 2d       | **Network** – Some users experienced problems with the network connectivity in the John Vane Science Centre (JVSC) at Charterhouse Square.  
**Cause:** A local power work by estates caused loss of power in a server room  
**Action:** Manually restart the network switches that had failed to reboot on restoration of power in the server room | Resolved |
| 207634     | Mon 23 Nov 09:40 | 1d       | **Network** – Users in the Whitechapel library loss internet and network services on some PC’s, printers and telephone  
**Cause:** Switch 3 had failed likely due to a corrupted OS  
**Action:** Important services were temporarily moved onto Switch 5 as workaround whilst Switch 3 was being fixed. Recovered switch 3 by using recovery software to reload the OS. | Resolved |
| 207886     | Mon 23 Nov 10:15 | 2d       | **AppsAnywhere** – Users were experiencing issues launching apps in AppsAnywhere  
**Cause:** Virtual desktops were getting stuck in maintenance mode after a user logs off resulting in the pool running out of available virtual desktops  
**Action:** The switch was restored from backups. | Resolved |
| 207957     | Tue 24 Nov 11:00 | 2d       | **VDI** – Some users were unable to access Windows 10 virtual desktops  
**Cause:** The Reboot of connection servers caused an issue on the underlying shared ADAM (Idap) database preventing the connection servers from being able to connect to vcenter to perform VM operations  
**Action:** A call with VMware resolved the issue by implementing a complex operation to regenerate the missing config using a dummy vcenter connection. | 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>15269</td>
<td>03 Nov</td>
<td>10m</td>
<td><strong>Network Services</strong> – Users were unable to access Network services during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15360</td>
<td>12 Nov</td>
<td>1h</td>
<td><strong>Direct Access</strong> – Users with managed devices were unable to access the service using direct access during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15402</td>
<td>25 Nov</td>
<td>1h</td>
<td><strong>AppsAnywhere VDI Horizon</strong> – Users were unable to access AppsAnywhere via VDI during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15413</td>
<td>27 Nov</td>
<td>2d</td>
<td><strong>T4 – web Content Manager</strong> - Users were unable to publish updates to the QMUL Webpages 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>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>1540</td>
<td>1740</td>
<td>1149</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1205</td>
<td>1609</td>
<td>1116</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>89%</td>
<td>87%</td>
<td>87%</td>
<td></td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>67%</td>
<td>20%</td>
<td>80%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>80%</td>
<td>83%</td>
<td>74%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>90%</td>
<td>87%</td>
<td>88%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P4</td>
<td>5 BD</td>
<td>100%</td>
<td>92%</td>
<td>100%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>100%</td>
<td>71%</td>
<td>100%</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Requests Raised</td>
<td>-</td>
<td>9056</td>
<td>9424</td>
<td>7494</td>
<td>↓</td>
<td>↓</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>8401</td>
<td>9265</td>
<td>7389</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>94%</td>
<td>93%</td>
<td>95%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>202 (2%)</td>
<td>210 (2%)</td>
<td>128 (2%)</td>
<td>↓</td>
<td>↓</td>
</tr>
</tbody>
</table>

**Commentary**

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus.
- Ticket volumes decreased in November despite the two Major Incidents.
- KPIs are struggling to be met but the trend is changing as improvements are beginning to emerge as the focus on reducing the volume of open ticket takes priority.

**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
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td></td>
<td>2053</td>
<td>1232</td>
<td>⬇</td>
<td>⬆</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td></td>
<td></td>
<td>59s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td></td>
<td>55%</td>
<td>22%</td>
<td>⬆</td>
<td>⬇</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>85%</td>
<td>82%</td>
<td>83%</td>
<td>⬆</td>
<td>⬆</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>80%</td>
<td>77%</td>
<td>76%</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 have now resumed on the Service desk, face to face support is available by appointment only, however the focus remained on dealing with Online Chats.
- First line Fix dropped from last month but remain above the target due to the focus on open tickets.
- First Line Fix improved this month because of the increase of contacts via phone.

### Key
- ![Improvement over last month and within SLT](image)
- ![Deterioration from last month but within SLT](image)
- ![No change from last month and within SLT](image)
- ![Improvement over last month but breaching SLT](image)
- ![Deterioration from last month and breaching SLT](image)
- ![No change from last month and breaching SLT](image)
- ![Improvement over last month, No SLT assigned](image)
- ![Deterioration from last month, No SLT assigned](image)
- ![No change from last month, No SLT assigned](image)

\[FTF = \text{All tickets logged and resolved immediately by either the Service Desk or Campus Customer Support (CCS) team} \]
\[FLF = \text{All tickets resolved by the service desk within SLA without being escalated any further} \]
## Ticket Source

<table>
<thead>
<tr>
<th>ITS Ticket Volume</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>364</td>
<td>834</td>
<td>815</td>
<td>🔻</td>
<td>🔺</td>
</tr>
<tr>
<td>Email</td>
<td>3745</td>
<td>4094</td>
<td>3121</td>
<td>🔻</td>
<td>🔺</td>
</tr>
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### Commentary
- Ticket volumes in November are lower this month similar to that of November last year.
- Password reset (SSPR) requests, account extension and AV faults were among the top issues reported this month.
- Email and self service are most popular form of contact this month because of the reported phishing email and password resets.

### 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

Monthly Risk Stats

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</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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Tel: 020 7882 7152