Executive Summary

KPI & Summary

- Ticket volumes have decreased this month as we approach the Christmas period.
- Ticket volume are higher in comparison to the same time last year, mainly due to high volume of AV issues related to MME.
- The ticket backlog remains high, however the Service level target for ticket completion is above 95% this month for the Service Desk.
- Service Desk have focused on closing backlog tickets which has meant First Line Fix has dropped this month.

Volumes

- Ticket volume across all areas has decreased except self service, this is due to the major incident
- Top Request items this month relate to SSPR, and software queries.
- Top incidents items this month relate to AV issues, which combined make up 30% of the incident ticket volume this month.

Customer Satisfaction

- Critical systems availability increased slightly this month despite the major incident.
- Most of the incidents were performance impacting.
<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>86</td>
<td>96</td>
<td>96</td>
<td>95</td>
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<td>91</td>
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<tr>
<td>% Satisfied Customers for Requests</td>
<td>87</td>
<td>95</td>
<td>95</td>
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<td>93</td>
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<td>92</td>
<td>96</td>
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<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>88</td>
<td>90</td>
<td>95</td>
<td>91</td>
<td>93</td>
<td>88</td>
<td>89</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>94</td>
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<td>All Incidents Closed By Site Within SLT</td>
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<td>86</td>
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<td>94</td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
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<td>98</td>
<td>99</td>
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<tr>
<td>Service Desk Requests Closed Within SLT</td>
<td>99</td>
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<td>Service Desk Telephone Response Within SLT</td>
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<td>89</td>
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<td>66</td>
<td>88</td>
<td>97</td>
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<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>87</td>
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<td>88</td>
<td>91</td>
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<td>59</td>
<td>46</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>95</td>
<td>95</td>
<td>93</td>
<td>93</td>
<td>95</td>
<td>96</td>
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<td>Change Management Implementation</td>
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<tr>
<td>Service Desk Email Triage</td>
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<td>100</td>
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<td>100</td>
<td>100</td>
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<td>100</td>
<td>100</td>
<td>63</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
Thank you very much for addressing my query so quickly and for explaining how you addressed my problem.

Customer Feedback

This month we received 1058 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 8% (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

- Equipment was not set up for lecture in Draper’s lecture theatre (most weeks it is not) Anticipating this, an IT expert was requested to be present for the start of the lecture. No one was there.
- My case was treated as a larger problem, rather than simply as a one-off individual fix. That is excellent. Thank you.
- The response is simply that the ticket will be closed. No explanation about any action taken. Very poor communication.
- Can you please not complete the ticket unless it is actually completed. This happens so many times.
- I am very satisfied with this service because I received your reply in an hour. What is more, the problem has been solved only once. I would like to give this service full marks.

Customer Satisfaction

- Customer Satisfaction for this month has increased to our 95% target.
- Feedback this month relate mainly to AV support and tickets being closed without really resolving the issue.
- Comments that were positive relate to speedy response and good customer service.

Positive Vs Negative

- % Positive Feedback:
  - Incidents: 91% (204)
  - Requests: 96% (854)
  - Total: 95% (1058)

Commentary

- #Positive Feedback: 1058
- #Negative Feedback: 1058
- % Positive Feedback: 95.8%
Activities for the month of Nov 2021

**Research Excellence**
- Research Tickets Resolved: 377
- Research Grants Awarded
- Research Grant Bids

**Teaching Excellence**
- Logins to QMPLUS: 183,150
- AV Teaching activities Supported: 214
- Unique Viewers: 3,391
- QMplus played entries: 50,156
- Hours of Q-review: 10,431
- Playbacks: 214
- Total data stored (excl. Research): 993.08 terabytes

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

**Public Engagement**
- Guest Wi-Fi: 195 users, 2,646 sessions
- Events Wi-Fi: 350 users, 15,772 sessions

**Growth**
- New desktops/laptops Deployed: 98
- Active accounts: Approx. 65,476
- Total data stored (excl. Research): 993.08 terabytes

**Sustainability**
- Pages sent and not printed: 19,935
- Higher Than last month: 3.5
- Lower than last month
- No change from last month
ITS Critical Systems Availability

QMplus

QMplus - Inaccessible
Mon 04 Oct – 1h 35m
(Ticket No. 227566)

Power Outage
Thu 04 Nov – 8h
(Ticket No. 221090)

Power Outage
Mon 22 Nov – 4h 45m
(Ticket No. 222117)

Network – Failure
Thu 11 Nov – 20m
(Ticket No. 221496)

MyHR - Degraded
Thu 04 Nov – 1d
(Ticket No. 222110)

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Thu 04 Nov – 1d
(Ticket No. 222110)

November: 99.7%
Cumulative Year to Date: 99.7%
Major & High Priority Incidents

Root Causes

**Key**

- **Orange** 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>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
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<tr>
<td>Nov</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Dec</td>
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<td>Jan</td>
<td>0</td>
<td>1</td>
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<tr>
<td>Feb</td>
<td>0</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
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<td>Jun</td>
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<td>Jul</td>
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<td>Aug</td>
<td>1</td>
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<td>1</td>
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<tr>
<td>Sep</td>
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<td>Oct</td>
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<td>2</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
# 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>
</table>
| 221496    | Thu 11 Nov 13:10 | 20m      | **Network Failure** - Users in Dept. W experienced intermittent network connectivity issues when trying to access network services.  
**Cause:** Openreach reported that there was a network fibre disturbance on the network link from Whitechapel to Dept.W  
**Action:** Issue resolved itself, however the Issue was escalated to Exponential for Openreach to investigate. | Resolved |
# 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>221090</td>
<td>Thu 04 Nov</td>
<td>8h</td>
<td><strong>Power Outage (All IT Services)</strong> – Users in EECS who are based in the Peter Landin building were unable to access IT Services. Cause: A power failure in the building. Action: Estates contacted UPN to restore the power after which the network switch was restarted.</td>
<td>Resolved</td>
</tr>
<tr>
<td>221110</td>
<td>Thu 04 Nov</td>
<td>1d</td>
<td><strong>MyHR</strong> – Some users were unable to access MyHR from unmanaged devices. Cause: Security certificate had expired. Action: The security certificates were updated in Azure.</td>
<td>Resolved</td>
</tr>
<tr>
<td>221217</td>
<td>Fri 05 Nov</td>
<td>10m</td>
<td><strong>QMplus</strong> – Users experienced intermittent performance and access issues. Cause: The QMplus database was unable to process the high volume of users accessing the service. Action: The issue resolved itself as the QMplus databases eventually processed the access demands of users.</td>
<td>Resolved</td>
</tr>
<tr>
<td>222117</td>
<td>Mon 22 Nov</td>
<td>4h 45m</td>
<td><strong>Power Outage (All IT Services)</strong> – Users based in Ifor Evans in Mile End were unable to access Eduroam. Cause: A power failure in the building caused one of the network switches to fail. Action: Estates were contacted to restore the power after which the network switch was restarted.</td>
<td>Resolved</td>
</tr>
<tr>
<td>222077</td>
<td>Mon 22 Nov</td>
<td>2h</td>
<td><strong>CCTV</strong> – Estates Security control room at Mile End were experiencing issues viewing the QM CCTV. Cause: The CCTV server was unresponsive. Action: The Server was restarted.</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>16347</td>
<td>09 Nov</td>
<td>3h</td>
<td><strong>Kinetics</strong> – Users were unable to access Kinetics during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16371</td>
<td>10 Nov</td>
<td>4h</td>
<td><strong>iGrasp</strong> – Users were unable to access i-GRasp (back &amp; front offices) for about 10 minutes during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16408</td>
<td>11 Nov</td>
<td>15m</td>
<td><strong>Telephone (Analogue)</strong> – Users experienced a 10 min interruptions to analogue telephone services during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16438</td>
<td>23 Nov</td>
<td>1h</td>
<td><strong>QMplus/QReview</strong> – Users were unable to access QMplus, QReview or any service that uses Shibboleth to authenticate during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16456</td>
<td>30 Nov</td>
<td>1h</td>
<td><strong>Direct Access</strong> – Staff members using Direct Access were unable to login, whilst existing users lost connectivity during the reboot of servers during the maintenance period.</td>
<td>Maintenance</td>
<td>Implemented</td>
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</table>
# ITS Incident and Request KPIs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 21</th>
<th>Oct 21</th>
<th>Nov 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>2029</td>
<td>2567</td>
<td>1851</td>
<td>↓</td>
<td>↓</td>
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<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>1430</td>
<td>2523</td>
<td>2054</td>
<td>↓</td>
<td>↓</td>
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<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>76%</td>
<td>67%</td>
<td>70%</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>44%</td>
<td>17%</td>
<td>17%</td>
<td>-</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>57%</td>
<td>35%</td>
<td>32%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>77%</td>
<td>68%</td>
<td>70%</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>
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<td>11007</td>
<td>10537</td>
<td>8026</td>
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<td>↓</td>
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<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>9905</td>
<td>10849</td>
<td>8269</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>93%</td>
<td>90%</td>
<td>91%</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>121 (1%)</td>
<td>157 (1%)</td>
<td>148 (1%)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Commentary**

- Ticket volumes have decreased this month as we approach the Christmas period.
- Ticket volume are higher in comparison to the same time last year, mainly due to high volume of AV issues related to MME.
- KPIs are struggling but improvements are emerging as focus on reducing the volume of open ticket takes priority. However, this has led to the increased feedback of; tickets being closed without being resolved
- Despite having one major incident this month, several P1 tickets had been raised which were not P1, a couple were still outstanding from last 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
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Sep 21</th>
<th>Oct 21</th>
<th>Nov 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>2658</td>
<td>2129</td>
<td>1398</td>
<td>↓</td>
<td>↑</td>
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<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>1:24</td>
<td>21s</td>
<td>11s</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>33%</td>
<td>11%</td>
<td>2.2%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>86%</td>
<td>72%</td>
<td>73%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>73%</td>
<td>67%</td>
<td>59%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>63%</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.
- Service Desk have focused on closing backlog tickets which has meant First Line Fix has dropped this month.
- The ticket backlog remains high, however the Service level target for ticket completion is 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>Sep 21</th>
<th>Oct 21</th>
<th>Nov 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1598</td>
<td>1630</td>
<td>1116</td>
<td>🔻</td>
<td>🔻</td>
</tr>
<tr>
<td>Email</td>
<td>3521</td>
<td>4876</td>
<td>3210</td>
<td>🔻</td>
<td>🔻</td>
</tr>
<tr>
<td>Live Chat</td>
<td>1741</td>
<td>1716</td>
<td>1254</td>
<td>🔻</td>
<td>🔻</td>
</tr>
<tr>
<td>Chat</td>
<td>2774</td>
<td>2579</td>
<td>2641</td>
<td>🔺</td>
<td>🔻</td>
</tr>
<tr>
<td>Tech Bar</td>
<td>2818</td>
<td>1817</td>
<td>1284</td>
<td>🔻</td>
<td>🔻</td>
</tr>
<tr>
<td>Total</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Commentary

- Ticket volume across all areas has decreased except self-service, this is due to the major incident.
- Ticket volumes in comparison to last year are higher, due to the AV and MME support, however tickets via chat were higher last year.
- Top Request items this month relate to SSPR, and software queries.
- Top incidents items this month relate to AV issues, which combined make up 30% 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:

▪ **Under Resourced Information Security team** – An under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework – Recruitment campaign ongoing, two team members recruited so far.

▪ **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 completed as part of the business continuity work, 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 a low 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.

<table>
<thead>
<tr>
<th>Monthly Risk Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risks Averted</td>
</tr>
<tr>
<td>2</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?

Contact: Shelim Miah
Risk & Governance Management – IT Services
Email Shelim.Miah@qmul.ac.uk
Tel: 020 7882 7152