## Executive Summary

### KPI & Summary

- There is an impact on service levels as a result of the three major incidents, MFA roll out.
- The overall KPI is trending down partly due to the focus on closing down aged tickets and the effort involved in reducing the volume of open ticket.
- Calls to the Service desk were gradually introduced in October, however the drive remains to keep the Online Chats as the preferred option.
- MFA has been rolled out to the rest of QM which has resulted in an increase of ticket volume for password resets and SSPR registration.

### Volumes

- Ticket volumes increased in October as expected due to the roll out of MFA and the three Major Incidents.
- MFA has led to an increase in 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.

### Critical Systems Availability

- Critical systems availability decreased this month due to the Three major incidents.
- Working from home has identified further critical systems that need to have high availability.

### Customer Satisfaction

- MyHR – Leave Management 02/10
- EECS - Network 12/10
- QMplus – Unavailable 16/10

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**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

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*KPI: Key Performance Indicator – tickets resolved within month*
# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
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<tr>
<td>% Satisfied Customers for Incidents</td>
<td>94</td>
<td>91</td>
<td>93</td>
<td>95</td>
<td>88</td>
<td>92</td>
<td>92</td>
<td>94</td>
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</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>95</td>
<td>97</td>
<td>98</td>
<td>97</td>
<td>95</td>
<td>93</td>
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<td>95</td>
<td>95</td>
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<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>75</td>
<td>76</td>
<td>79</td>
<td>86</td>
<td>79</td>
<td>83</td>
<td>87</td>
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<td>89</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
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<td>86</td>
<td>84</td>
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<td>All Requests Closed By Site Within SLT</td>
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<tr>
<td>Service Desk Incidents Closed Within SLT</td>
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<td>93</td>
<td>97</td>
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<td>All Incidents Closed By Campus Teams Within SLT</td>
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<td>68</td>
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<td>56</td>
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<td>67</td>
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<td>69</td>
<td>62</td>
<td>76</td>
<td>81</td>
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<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>85</td>
<td>84</td>
<td>84</td>
<td>86</td>
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</table>

<table>
<thead>
<tr>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improvement over last month</td>
</tr>
<tr>
<td>Deterioration from last month</td>
</tr>
<tr>
<td>No change from last month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KPI</th>
<th>B</th>
<th>G</th>
<th>A</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>Exceeds Goals</td>
<td>Meets Goals</td>
<td>Tolerable</td>
<td>Unacceptable</td>
</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>≥ 95%</td>
<td>≥ 90%</td>
<td>≥ 85%</td>
<td>&lt; 85%</td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>No Failed Changes</td>
<td>Failed Changes with no impact on Services</td>
<td>1 Failed Change which impacted Services</td>
<td>2 Failed Changes which impacted Services</td>
</tr>
</tbody>
</table>
Customer Satisfaction

Customer Feedback
This month we received 1429 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 13% (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

- Very clear instructions - problem quickly solved and I now know what to do if it happens again
- The query was very poorly managed and the information shared I feel was not even read to understand
- Incredibly helpful and always follows up until he is certain the problem is resolved
- Hi, what do you mean by "the issue has been resolved"? I am puzzled by the bland reply
- As always a fantastic, efficient and humane response.
- Problem not resolved - still can't access my account because I don't have a mobile phone for a text

Request feedback: 1429 responses
- 93% Delighted (194)
- 73% Happy (908)
- 4% Un-Happy (45)
- 3% Disgruntled (35)

Incident feedback: 1429 responses
- 94% Delighted (1235)
- 72% Happy (908)
- 4% Un-Happy (45)
- 1% Disgruntled (3)

Total feedback: 1429 responses
- 93% Delighted (1429)
- 73% Happy (1048)
- 4% Un-Happy (142)
- 3% Disgruntled (38)

Positive Vs Negative

- Customer Satisfaction for Incidents decreased slightly this month, and remains below the 95% target.
- Feedback this month relate to the quick responses and fulfilment of the tickets for account access.
- Complaints received range from issues with MFA and in depth accounts and applications issues.
Activities for the month of Oct 2020

**Research Excellence**
- Research Tickets Resolved: $\uparrow 387$
- Research Grants Awarded: $\uparrow 64$
- Research Grant Bids: $\downarrow 118$

**Teaching Excellence**
- Logins to QMPLUS: $\uparrow 114,091$
- AV Teaching activities Supported: $\uparrow 125$
- Hours of QMPLUS review: $108,303$
- Total data stored (excl. Research): $993.08$ terabytes
- Videos played: $14,703$
- Times within QMplus: $433,541$
- Supported teaching spaces: Approx. $177$

**International**
- Distance learning (Beijing and Nanchang QMPLUS logins): $425,490$
- Pages sent and not printed: $13,815$

**Public Engagement**
- Guest Wi-Fi: $58$ users, $504$ sessions
- Events Wi-Fi: $42$ users, $15,04$ sessions

**Growth**
- New desktops/laptops Deployed: $63$
- Active accounts: Approx. $74,089$

**Sustainability**
- Higher Than last month
- Lower than last month
- No change from last month
ITS Critical Systems Availability

- **Oct: 98.5%**
- **CYTD: 98.9%**

- **QMplus - Unavailable**
  Tue 16 Oct – 2h  
  (Ticket No. 206256)

- **Agresso - Connection**
  Thu 01 Oct – 1h 40m  
  (Ticket No. 205757)

- **EECS – Unavailable**
  Mon 12 Oct – 1h  
  (Ticket No. 206013)

- **Outlook - Access**
  Thu 01 Oct – 20h  
  (Ticket No. 205413)

- **Email - Phishing**
  Fri 28 Sep – 5h  
  (Ticket No. 206675)

- **QMplus**
  - Connection
  - Unavailable

- **Agresso**
  - Connection
  - Unavailable

- **EECS**
  - Unavailable

- **Outlook**
  - Access

- **Email**
  - Phishing

- **QMplus**
  - Connection
  - Unavailable

- **Agresso**
  - Connection
  - Unavailable

- **EECS**
  - Unavailable

- **Outlook**
  - Access
Major & High Priority Incidents

Root Causes

1. MySIS
2. QReview

1. SEMS

1. Network
2. Id Check

1. Email
2. Network

1. MySIS

1. Hijack

1. O365 Teams
2. QMplus
3. MetaCompliance

1. Network
2. Printing
3. O365

1. MyHR
2. QMplus
3. EECs

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></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>
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<th>Jul</th>
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## 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>205649</td>
<td>Fri 02 Oct 09:00</td>
<td>10d</td>
<td><strong>MyHR Leave Management</strong> – Staff were unable to book annual leave via MyHR as the functionality was unable. Cause: During the upgrade of MyHR the 3rd party vendor Zellis converted the leave booking format from days to hours and removed the carry over leave, it is unclear if this was due to a human error, software bug or unexpected/corrupt data. Action: Zellis developed two script to recreate the leave entitlement and restore the carry over leave.</td>
<td>Resolved</td>
</tr>
<tr>
<td>206013</td>
<td>Mon 12 Oct 20:00</td>
<td>1h</td>
<td><strong>EECS Network Services</strong> – EECS Staff were unable to access services remotely via the EECS network Cause: A change was made to connect an EECS HPE Vlan to a CISCO switch that was not configured for connection Action: The change was rolled back – the EECS HPE Vlan was disconnected from the Cisco switch and reverted back to its original state</td>
<td>Resolved</td>
</tr>
<tr>
<td>206256</td>
<td>Fri 16 Oct 09:08</td>
<td>2h</td>
<td><strong>QMplus</strong> – Users were unable to access QMplus to view learning material. Cause: Poor internal communication during an upgrade lead to duplicating an update process step that overloaded the web servers and caused QMplus to be inaccessible Action: 3rd party vendor CoSector cleared and e-configured where the Moodle cache memory was held and restarted the update process step</td>
<td>Resolved</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>
| 205413     | Thu 01 Oct 08:30 | 20h      | **Outlook Webmail** – Some Users were unable to access outlook on the web but were able to access their emails via the outlook desktop client.  
**Cause:** The issue was caused by a recent configuration update to components that route user requests  
**Action:** Microsoft rolled back the update | Resolved |
| 205757     | Wed 07 Oct 11:50 | 1h 40m   | **Agresso** – Some users experienced issues with connectivity to the Agresso web system  
**Cause:** A redirect to the new updated url was not working as expected  
**Action:** The web link used to access the Agresso web system was updated. | Resolved |
| 206675     | Tue 22 Oct 15:00 | 1d       | **Email** – Some users received phishing emails claiming to be from IT Services asking them to provide their credentials.  
**Cause:** The email did not contain a url or sent from a black listed mail account, which allowed it to slip through our filtering system.  
**Action:** The switch was restored from backups. | 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>
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<tbody>
<tr>
<td>15227</td>
<td>06 Oct</td>
<td>3h</td>
<td>QMplus – Users were unable to access QMplus during the upgrade</td>
<td>Upgrade</td>
<td>Implemented</td>
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<tr>
<td>15255</td>
<td>07 Oct</td>
<td>2d</td>
<td>MyHR – Users were unable to access the service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
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<tr>
<td>15234</td>
<td>08 Oct</td>
<td>2h</td>
<td>iGrasp – Users were unable to access the service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15265</td>
<td>10 Oct</td>
<td>2d</td>
<td>MyHR - staff will be unable to access MyHR service during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>15258</td>
<td>15 Oct</td>
<td>2h</td>
<td>Ivanti - Users were unable to access the self service portal to raise tickets during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
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# ITS Incident and Request KPIs

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<tr>
<th>Measure</th>
<th>Target</th>
<th>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tr>
<td>Incidents Raised</td>
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<td>751</td>
<td>1540</td>
<td>1740</td>
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<tr>
<td>Number of Incidents Resolved</td>
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<td>723</td>
<td>1205</td>
<td>1609</td>
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<td>↑</td>
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<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>82%</td>
<td>89%</td>
<td>87%</td>
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<td>↑</td>
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<td>Resolution Time P1</td>
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<td>50%</td>
<td>67%</td>
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<td>Resolution Time P2</td>
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<td>82%</td>
<td>90%</td>
<td>87%</td>
<td>↓</td>
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<td>Resolution Time P4</td>
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<td>88%</td>
<td>100%</td>
<td>92%</td>
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<td>↑</td>
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<td>Resolution Time P5</td>
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<td>100%</td>
<td>71%</td>
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<td>Requests Raised</td>
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<td>Number of Requests Resolved</td>
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<td>4486</td>
<td>8401</td>
<td>9265</td>
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<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>89%</td>
<td>94%</td>
<td>93%</td>
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<td>↑</td>
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<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>121 (2%)</td>
<td>202 (2%)</td>
<td>210 (2%)</td>
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**Commentary**

- There is an impact on service levels as a result of the remote working requirements for the Coronavirus.
- Ticket volumes increased in October as expected due to the roll out of MFA and the three Major Incidents.
- The overall KPI trend is down due to the focus on closing down aged tickets and reducing the volume of open ticket which has affected the SLA.

**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

**NOTE:** All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

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

Incidents SLTs and Volume

Requests SLTs and Volume

Enrolment Period

Clearing
Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2053</td>
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<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>-</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>-</td>
<td>-</td>
<td>55%</td>
<td>-</td>
<td>↓</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>74%</td>
<td>85%</td>
<td>82%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>60%</td>
<td>80%</td>
<td>77%</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>
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</tbody>
</table>

Commentary

- Calls to the Service desk were gradually introduced in October, however the focus remained on dealing with Online Chats.
- First time Fix and First Line Fix have dropped from last month but remain above the target due to the focus on closing aged tickets.
- A number of the tickets from the Major incident, MFA and Phishing had to be dealt with by 3rd line which impact the FLF and FTF

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>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Trend</th>
<th>Expected Trend</th>
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</thead>
<tbody>
<tr>
<td>Call</td>
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<td>364</td>
<td>834</td>
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<td>↑</td>
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<tr>
<td>Email</td>
<td>2466</td>
<td>3745</td>
<td>4094</td>
<td>↑</td>
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<tr>
<td>Self Service</td>
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<td>895</td>
<td>693</td>
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<tr>
<td>Live Chat</td>
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<td>2443</td>
<td>2867</td>
<td>↑</td>
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<tr>
<td>Technology Help</td>
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<td>2361</td>
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<tr>
<td>Help Desk</td>
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**Commentary**

- Ticket volumes in October are higher as expected due to enrolment and the start of term.
- MFA has led to an increase in 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**

### Definitions

- **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>

**Top Risk:** Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information

### 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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