Executive Summary

KPI & Summary

- Overall ticket volumes have increased as expected during start of term.
- Ticket volumes are higher in comparison to the same time last year mainly due to the additional student uptake and 4 major incidents and lecturers needing support with MME.
- The KPI trend is trending down due to a backlog of tickets which has impacted triage and SLT times.
- Service Desk have additional temp staff, once fully trained we should start to see improvements.

Volumes

- Tickets volume across all areas are high, due to the additional uptake of students, support required for lecturers using MME and the 4 major incidents
- Top Request items this month relate to SSPR, desktop account queries and requests for information.
- Top incidents items this month relate to QMplus, AV issues, which combined make up 45% 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.

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

4 Major Incident

- HPC – 07/09 – Apocrita inaccessible
- MySIS – 17/09 – Inaccessible
- Network – 17/09 – Network failure
- QMplus – 27/09 - Inaccessible
# KPI Trend View

<table>
<thead>
<tr>
<th>KPI</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>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Move</th>
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</thead>
<tbody>
<tr>
<td>% Satisfied Customers for Incidents</td>
<td>95</td>
<td>94</td>
<td>86</td>
<td>96</td>
<td>96</td>
<td>95</td>
<td>95</td>
<td>96</td>
<td>94</td>
<td>98</td>
<td>97</td>
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<td></td>
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</tr>
<tr>
<td>% Satisfied Customers for Requests</td>
<td>93</td>
<td>93</td>
<td>87</td>
<td>95</td>
<td>95</td>
<td>96</td>
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<td>96</td>
<td>96</td>
<td>94</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By All ITS Depts. Within SLT</td>
<td>89</td>
<td>87</td>
<td>88</td>
<td>90</td>
<td>95</td>
<td>91</td>
<td>93</td>
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<td>89</td>
<td>84</td>
<td>87</td>
<td>76</td>
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<tr>
<td>All Requests Closed By All ITS Depts. Within SLT</td>
<td>94</td>
<td>93</td>
<td>94</td>
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<td>97</td>
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<td>94</td>
<td>94</td>
<td>93</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Site Within SLT</td>
<td>87</td>
<td>86</td>
<td>88</td>
<td>85</td>
<td>90</td>
<td>82</td>
<td>93</td>
<td>83</td>
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<td>82</td>
<td>81</td>
<td>86</td>
<td>71</td>
<td></td>
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<tr>
<td>All Requests Closed By Site Within SLT</td>
<td>91</td>
<td>93</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>96</td>
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<td>94</td>
<td>94</td>
<td>93</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Desk Incidents Closed Within SLT</td>
<td>97</td>
<td>97</td>
<td>96</td>
<td>98</td>
<td>99</td>
<td>98</td>
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<tr>
<td>Service Desk Telephone Response Within SLT</td>
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<td>80</td>
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<td>86</td>
<td>89</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>All Incidents Closed By Campus Teams Within SLT</td>
<td>76</td>
<td>81</td>
<td>87</td>
<td>94</td>
<td>88</td>
<td>93</td>
<td>88</td>
<td>85</td>
<td>85</td>
<td>78</td>
<td>83</td>
<td>59</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Requests Closed By Campus Teams Within SLT</td>
<td>84</td>
<td>91</td>
<td>95</td>
<td>95</td>
<td>93</td>
<td>93</td>
<td>95</td>
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<td>95</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>Change Management Implementation</td>
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<td>100</td>
<td>100</td>
<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>63</td>
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<tr>
<td>Service Desk Email Triage</td>
<td></td>
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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>
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<td></td>
</tr>
</tbody>
</table>

**Key**
- **B** Exceeds Goals \( \geq 95\% \)
- **G** Meets Goals \( \geq 90\% \)
- **A** Tolerable \( \geq 85\% \)
- **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
Absolutely delighted with such a friendly, helpful and prompt response. Thank you so much!

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

I have one problem – I cannot log on to myHR. It needs to be fixed and AFTER being fixed I need to be informed.

I'm glad you think that my query has been fulfilled, because it hasn't

I have been very happy with IT's help with fixing my laptop. I cannot stress enough how much it helps to get computer issues resolved quickly so we do not fall behind with work.

Closed off, again! Not sorted at all.

I must commend ITS for the patience, clarity and courtesy in helping me unravel some 'glitch' with my password over two consecutive sessions.

Feedback this month

Customer Feedback

This month we received 978 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.

Positive Vs Negative

Customer Satisfaction

Customer Satisfaction for this month dropped slightly below our 95% target.

Feedback this month relate mainly to resolving service requests.

Complaints this month relate to poor ticket handling, tickets closed without solving the issue and communication; no feedback or updates provided.
Activities for the month of Sep 2021

**Research Excellence**
- Research Grants Awarded
- Research Ticket Resolved: ↓196
- Research Grant Bids

**Public Engagement**
- Guest Wi-Fi: ↑164 users, 2,226 sessions
- Events Wi-Fi: 166 users, ↑9,759 sessions

**Teaching Excellence**
- Logins to QMPLUS: 183,150
- AV Teaching activities Supported: ↑256
- Unique Viewers: 3,391
- QMPLUS played entries: 50,156
- Hours of Q-review: 10,431
- Playbacks: 256
- Supported teaching spaces: Approx. 177
- Reported AV Issues: ↑592

**Growth**
- New desktops/laptops Deployed: 107
- Active accounts: Approx. 64,568
- Total data stored (excl. Research): 993.08 terabytes

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

**Sustainability**
- Pages sent and not printed: 19,935
- Higher Than last month

- Lower than last month

- No change from last month
ITS Critical Systems Availability

Sep: 99.5%
CYTD: 99.7%

- **QMplus - degraded**
  - Mon 02 Aug – 1hd
  - (Ticket No. 215223)

- **QMplus - inaccessible**
  - Mon 27 Sep – 50m
  - (Ticket No. 217566)
  - Wed 28 Sep – 2d 6h
  - (Ticket No. REQ/483501)

- **MYSIS – Unavailable**
  - Fri 17 Sep – 3h 15m
  - (Ticket No. 216898)

- **HPC - Inaccessible**
  - Tue 07 Sep – 1h
  - (Ticket No. 216898)

- **Network – Failure**
  - Thu 16 Sep – 18h
  - (Ticket No. 216870)

- **Eduroam Wi-Fi – Degraded**
  - Tue 21 Sep – 37m
  - (Ticket No. 217205)

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  - Tue 21 Sep – 37m
  - (Ticket No. 217205)
Major & High Priority Incidents

**Root Causes**

- **Source of Incident identified to be within ITS**
- **Source of Incident identified to be outside of ITS e.g. power**
- **Source of Incident identified to be with 3rd Party Vendor**

**Key**

- **ITS 3rd Party**
- **External**
- **ITS**

<table>
<thead>
<tr>
<th>Month</th>
<th>ITS 3rd Party</th>
<th>External</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Oct</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Nov</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Dec</td>
<td>2</td>
<td>1</td>
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</tr>
<tr>
<td>Jan</td>
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<tr>
<td>Feb</td>
<td>0</td>
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<tr>
<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>
<td>0</td>
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<tr>
<td>Aug</td>
<td>1</td>
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</tr>
<tr>
<td>Sep</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>MI Number</td>
<td>Date</td>
<td>Duration</td>
<td>Service Affected – Impact</td>
</tr>
<tr>
<td>-----------</td>
<td>------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>216381</td>
<td>Tue 07 Sep 11:30</td>
<td>1h</td>
<td><strong>HPC inaccessible</strong> – Users were unable to access Apocrita Cluster to carry out their Research calculations. &lt;br&gt;<strong>Cause:</strong> An error in a code script that was used for a change to re-assign nodes. &lt;br&gt;<strong>Action:</strong> The error was corrected in the script and re run.</td>
</tr>
<tr>
<td>216898</td>
<td>Fri 17 Sep 11:30</td>
<td>3h 15m</td>
<td><strong>MySIS Unavailable</strong> – Users were unable to access the service to view or amend student data. &lt;br&gt;<strong>Cause:</strong> A configuration changes to a UAT Paupet server was mistakenly carried out on a live server that effected the SITS. &lt;br&gt;<strong>Action:</strong> The change was rolled back on the live server.</td>
</tr>
<tr>
<td>216870</td>
<td>Thu 16 Sep</td>
<td>18h</td>
<td><strong>Network Failure</strong> - Users based in Dept.W experienced a network outage and were unable to access network services. &lt;br&gt;<strong>Cause:</strong> A fault at the Openreach telephone exchange caused a failure on the network link to Dept.W, there was no resiliency for the network link, which meant all network services were unavailable. &lt;br&gt;<strong>Action:</strong> Openreach contacted to rectify the error, which restored the network service.</td>
</tr>
<tr>
<td>217566</td>
<td>Mon 27 Sep 09:00</td>
<td>50m</td>
<td><strong>QMplus Inaccessible</strong> – Users were unable to access the service to view or edit learning material. &lt;br&gt;<strong>Cause:</strong> The QMplus database became overwhelmed by user login attempts because of inefficiencies and missing plugins. &lt;br&gt;<strong>Action:</strong> The 3rd party supplier doubled the database resources and an improvement plan has been put in place.</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>
<tbody>
<tr>
<td>217205</td>
<td>Tue 21 Sep 11:45</td>
<td>37m</td>
<td><strong>Eduroam (WIFI)</strong> – Users in Robin Brook centre Charterhouse Sq. were unable to access wireless network services. <strong>Cause:</strong> A network switch had stopped responding after a power outage at Charter House Sq. <strong>Action:</strong> The network switch was replaced</td>
<td>Resolved</td>
</tr>
<tr>
<td>(REQ) 483501</td>
<td>Wed 28 Sep 12:30</td>
<td>2d 6h</td>
<td><strong>QMplus</strong> – Some students were not being enrolled onto modules in QMplus. <strong>Cause:</strong> A sync between the Moodle and MIS database was not working <strong>Action:</strong> A script was deployed to enrol students that had not been automatically enrolled.</td>
<td>Resolved</td>
</tr>
<tr>
<td>216357</td>
<td>Thu 12 Aug 07:00</td>
<td>4h</td>
<td><strong>MyHR</strong> – QMUL managers were unable to authorise timesheets and sickness absence for their staff. <strong>Cause:</strong> A Windows security patch update was installed that had an adverse impact <strong>Action:</strong> The patch was removed</td>
<td>Resolved</td>
</tr>
<tr>
<td>217320/217308</td>
<td>Wed 22 Sep 13:45</td>
<td>2h</td>
<td><strong>Sierra</strong> – Library staff were unable to access the Library platform services. <strong>Cause:</strong> Unknown, vendor investigated the fix <strong>Action:</strong> The Vendor applied a fix</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>16109</td>
<td>15 Sep</td>
<td>1d</td>
<td>VDI/Appsanywhere – Users were unable to access virtual desktops or remote applications during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16235</td>
<td>20 Sep</td>
<td>1h</td>
<td>VDI/Appsanywhere – Users were unable to access virtual desktops or remote applications during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16217</td>
<td>22 Sep</td>
<td>1h</td>
<td>Direct Access – Users were unable to remotely access the QMUL network during the maintenance period</td>
<td>Maintenance</td>
<td>Implemented</td>
</tr>
<tr>
<td>16255</td>
<td>28 Sep</td>
<td>2h</td>
<td>Mitel – Users were unable to receive calls on the old analogue phones but were able to make calls 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>Jul 21</th>
<th>Aug 21</th>
<th>Sep 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidents Raised</td>
<td>-</td>
<td>595</td>
<td>957</td>
<td>2029</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Number of Incidents Resolved</td>
<td>-</td>
<td>547</td>
<td>822</td>
<td>1430</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Incidents Resolved within SLT</td>
<td>90%</td>
<td>84%</td>
<td>87%</td>
<td>76%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P1</td>
<td>4h</td>
<td>0%</td>
<td>0%</td>
<td>44%</td>
<td>↑</td>
<td>↑</td>
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<tr>
<td>Resolution Time P2</td>
<td>1 BD</td>
<td>50%</td>
<td>81%</td>
<td>57%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Resolution Time P3</td>
<td>3 BD</td>
<td>84%</td>
<td>87%</td>
<td>77%</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>ᵃ⁻</td>
<td>ᵃ⁻</td>
</tr>
<tr>
<td>Resolution Time P5</td>
<td>20 BD</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>ᵃ⁻</td>
<td>ᵃ⁻</td>
</tr>
<tr>
<td>Requests Raised</td>
<td>-</td>
<td>5620</td>
<td>6745</td>
<td>11007</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Number of Requests Resolved</td>
<td>-</td>
<td>5511</td>
<td>6130</td>
<td>9905</td>
<td>↑</td>
<td>↓</td>
</tr>
<tr>
<td>Requests Resolved within SLT</td>
<td>90%</td>
<td>94%</td>
<td>94%</td>
<td>93%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Reopened tickets</td>
<td>3%</td>
<td>104 (1%)</td>
<td>119 (2%)</td>
<td>121 (1%)</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

**Commentary**

- Ticket volumes are much higher in comparison to the same time last, mainly due to the 4 major incidents and the increase in student numbers and issues related to MME.
- KPI is trending down because of the backlog of tickets and ticket management within the teams.
- There has been a higher volume of tickets with shorter SLA (P1, P2) that has contributed to the downward trend.

**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)
## Service Desk Performance

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Jul 21</th>
<th>Aug 21</th>
<th>Sep 21</th>
<th>Trend</th>
<th>Expected Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Phone Calls</td>
<td>-</td>
<td>1160</td>
<td>1279</td>
<td>2658</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>25s</td>
<td>27s</td>
<td>24s</td>
<td>1:24</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>Abandon Rate (Calls)</td>
<td>5%</td>
<td>13%</td>
<td>10%</td>
<td>33%</td>
<td>↓</td>
<td>↑</td>
</tr>
<tr>
<td>FTF (First Time Fix)</td>
<td>75%</td>
<td>83%</td>
<td>83%</td>
<td>86%</td>
<td>↑</td>
<td>-</td>
</tr>
<tr>
<td>FLF (First Line Fix)</td>
<td>75%</td>
<td>60%</td>
<td>67%</td>
<td>73%</td>
<td>↑</td>
<td>↑</td>
</tr>
<tr>
<td>Email Triage</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>63%</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.**
- **Service Desk have been focusing on First line Fix, which has shown improvement this month due to the additional temporary staff to cover enrolment and start of term.**
- **The ticket backlog remain high, ticket triaging has dropped due new staff being trained, this has led to higher average wait times**

### 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 Source</th>
<th>Jul 21</th>
<th>Aug 21</th>
<th>Sep 21</th>
<th>Trend</th>
<th>Expected Trend</th>
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<tbody>
<tr>
<td>FTF</td>
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<tr>
<td>FLF</td>
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<td>3521</td>
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<td>SSPR</td>
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<td>205</td>
<td>1741</td>
<td>🟢</td>
<td>🟢</td>
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<tr>
<td>Desktop Account</td>
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<td>2421</td>
<td>2774</td>
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<tr>
<td>Information Request</td>
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<td>1082</td>
<td>2818</td>
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<td>QMplus</td>
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<td>0</td>
<td>14</td>
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</table>

### Commentary
- Tickets volume across all areas are high, due to the additional uptake of students, support required for lecturers using MME and the 4 major incidents.
- Ticket volumes in comparison to last year are higher this year again due to the major incidents and higher student uptake.
- Top Request items this month relate to SSPR, desktop account queries and requests for information.
- Top incidents items this month relate to QMplus, AV issues, which combined make up 45% 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.

- **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.

### Realised Risk:
The risk of a network failure at Dept.W was realised this month, the site opened with a single fibre link and no resiliency, however, control measures were in place to reduce the impact.

### Monthly Risk Stats

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</table>
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