



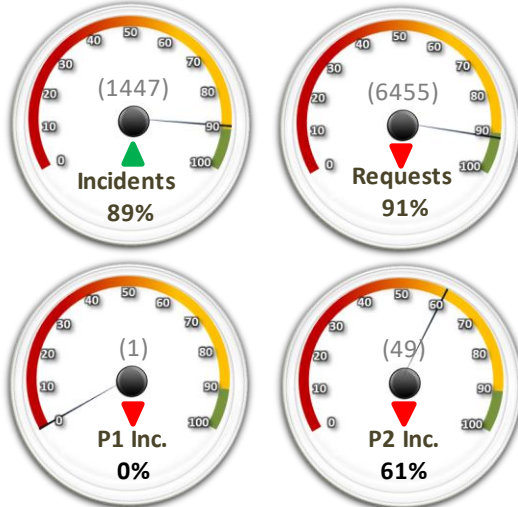
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IT Services

Monthly KPI Report

Executive Summary

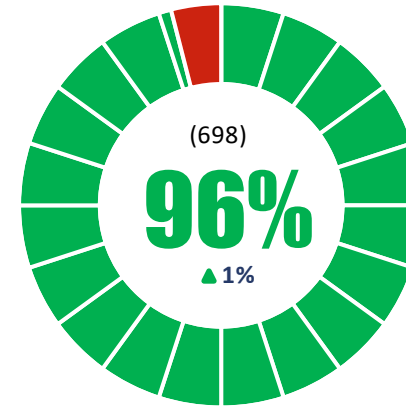
KPI & Summary



*KPI: Key Performance Indicator – tickets resolved within month

- Ticket volumes across all areas decreased this month as expected due to the Easter period.
- Ticket volume are higher in comparison to the same time last year, mainly due to the two major incidents.
- P1 tickets trending down as a result of the two major incidents and the incorrect ticket assigning.
- This has also affected the First Line Fix and First Time Fix, which has dropped this month.

Customer Satisfaction



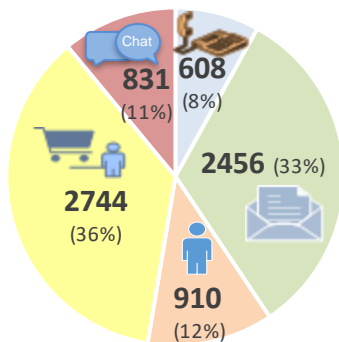
Definitions

- 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

- IDCheck – 12/04 – Unavailable
- Micollab – 13/04 – Inaccessible

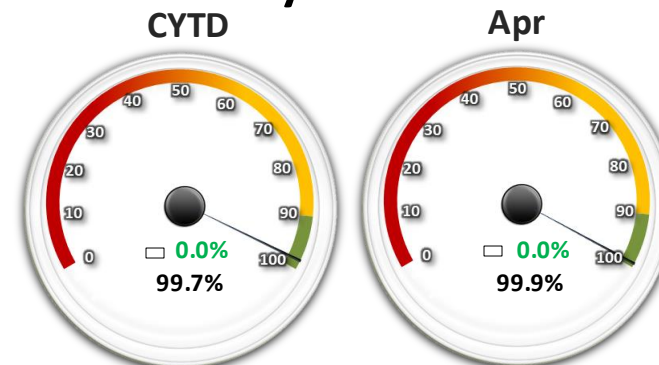
Volumes



■ Telephone ■ Email ■ In Person ■ Self-Service ■ Chat

- Ticket volumes across all areas decreased this month as expected due to the Easter period.
- Top Request items this month relate to Agresso PO Closure, Password Resets and Request for Information.
- Top incident items this month relate to AV issues, Hardware and QMplus together makes up 35% of tickets.

Critical Systems Availability*



*CYTD: Calendar Year to Date

Critical systems availability remained the same as last month.

- Due to the authentication failure major incident, a number of services suffered a degradation of service i.e. QMplus, Agresso etc,

KPI Trend View

| KPI | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | Move |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| % Satisfied Customers for Incidents | 96 | 96 | 94 | 98 | 97 | 91 | 91 | 91 | 92 | 95 | 94 | 88 | 94 | ↑ |
| % Satisfied Customers for Requests | 97 | 97 | 96 | 96 | 94 | 94 | 92 | 96 | 95 | 95 | 95 | 96 | 96 | ▬ |
| All Incidents Closed By All ITS Depts. Within SLT | 88 | 89 | 89 | 84 | 87 | 76 | 67 | 70 | 82 | 87 | 83 | 86 | 89 | ↑ |
| All Requests Closed By All ITS Depts. Within SLT | 95 | 94 | 92 | 94 | 94 | 93 | 90 | 91 | 92 | 94 | 94 | 94 | 91 | ↓ |
| All Incidents Closed By Site Within SLT | 83 | 83 | 82 | 81 | 86 | 71 | 57 | 64 | 83 | 88 | 81 | 84 | 84 | ▬ |
| All Requests Closed By Site Within SLT | 94 | 94 | 92 | 94 | 94 | 93 | 91 | 91 | 94 | 96 | 96 | 95 | 93 | ↓ |
| Service Desk Incidents Closed Within SLT | 98 | 99 | 98 | 96 | 96 | 90 | 89 | 97 | 97 | 98 | 97 | 99 | 99 | ▬ |
| Service Desk Requests Closed Within SLT | 99 | 99 | 99 | 99 | 99 | 96 | 94 | 100 | 99 | 99 | 99 | 99 | 99 | ▬ |
| Service Desk Telephone Response Within SLT | 88 | 85 | 78 | 86 | 89 | 66 | 88 | 97 | 98 | 90 | 94 | 93 | 95 | ↓ |
| All Incidents Closed By Campus Teams Within SLT | 88 | 85 | 85 | 78 | 83 | 59 | 46 | 62 | 78 | 79 | 74 | 77 | 79 | ↑ |
| All Requests Closed By Campus Teams Within SLT | 96 | 96 | 95 | 94 | 95 | 89 | 82 | 80 | 91 | 92 | 93 | 92 | 89 | ↓ |
| Change Management Implementation | | | | | | | | | | | | | | ↓ |
| Service Desk Email Triage | 100 | 100 | 100 | 100 | 100 | 63 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | ▬ |

| | | |
|----------|---------------|---------|
| 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 |

Key

| | |
|---|-------------------------------|
| ↑ | Improvement over last month |
| ↓ | Deterioration from last month |
| ▬ | No change from last month |

Customer Satisfaction

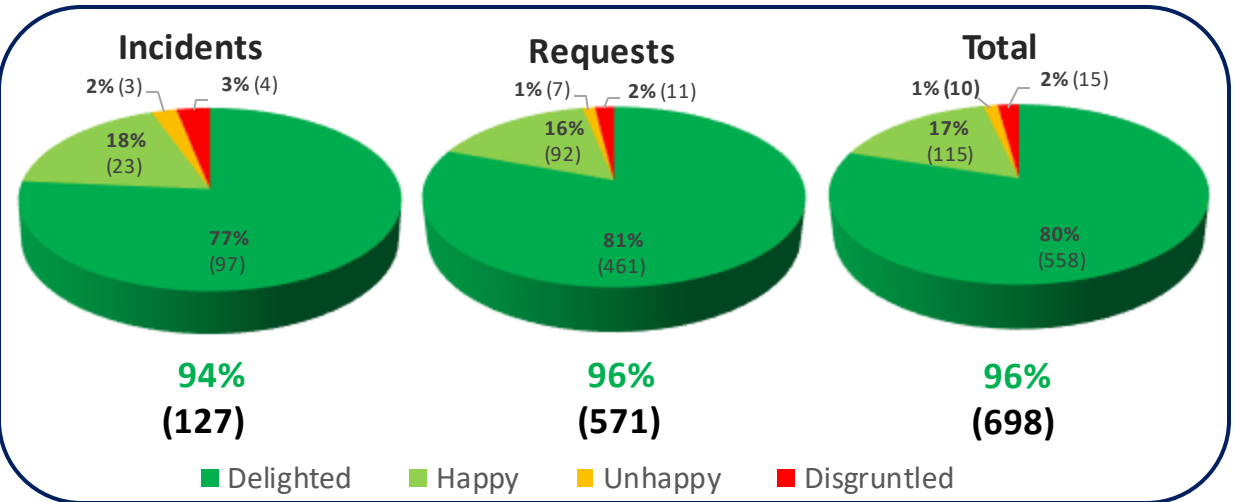
Customer Feedback

This month we received 698 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of 9% (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

very efficiently and effectively resolved all the issues I flagged up. I am very grateful.

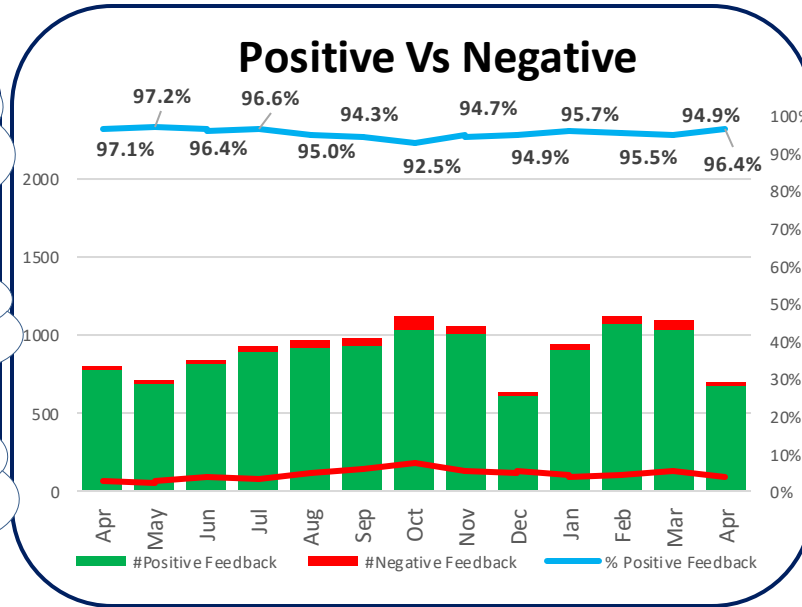
I raised this ticket on the 1st of December 2021. It has taken nearly 4 months to complete. I had to email IT helpdesk numerous times with little to no response.

The only reason that the issue is now "resolved" is that the lectures are over

Amazing help from the whole team on this issue, thanks so much for resolving it!

Really helps having assistance close at hand - running courses when speakers are at home and having difficulties

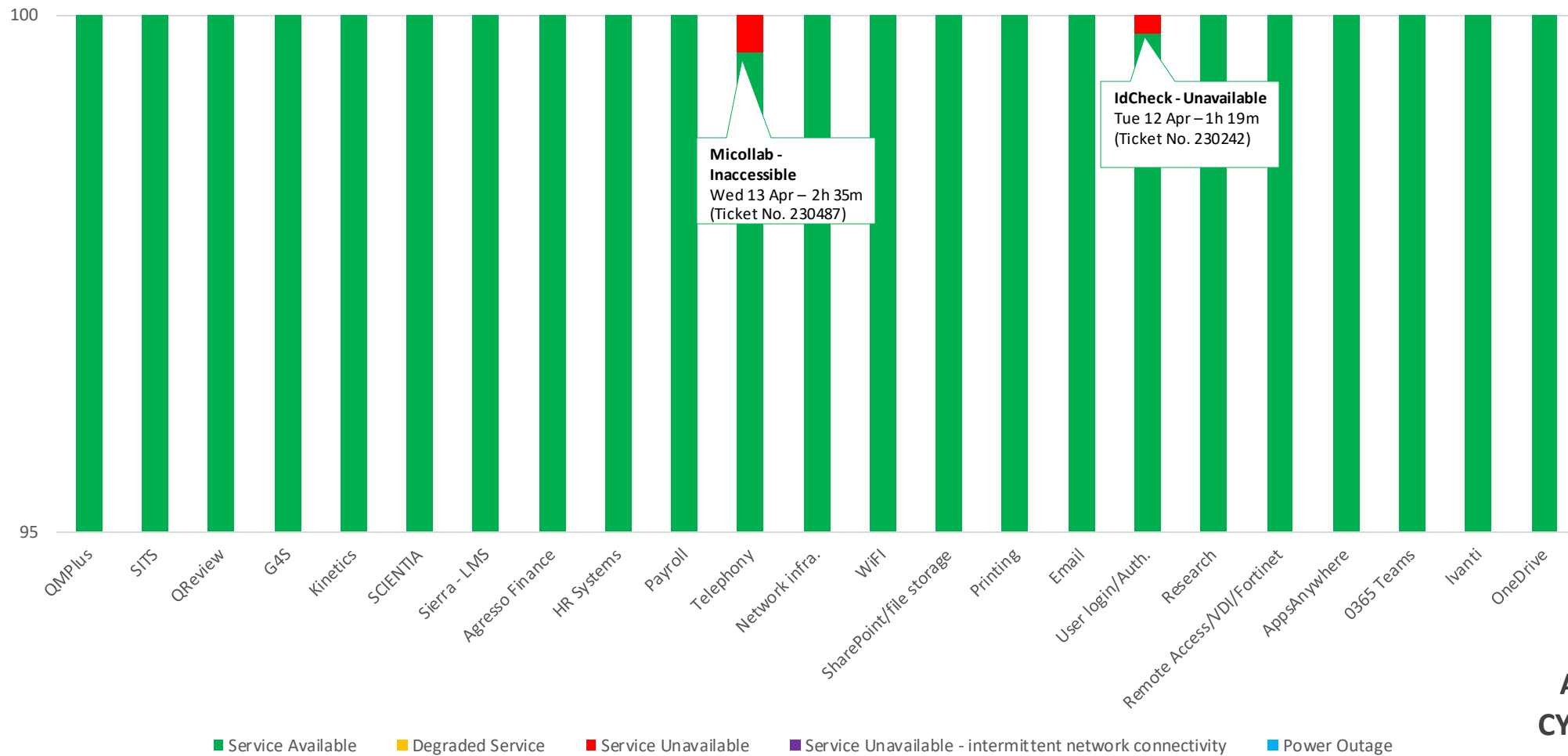
Considering QMUL is based at numerous sites it is very difficult when to ask staff to attend Mile End for basic IT services.



Commentary

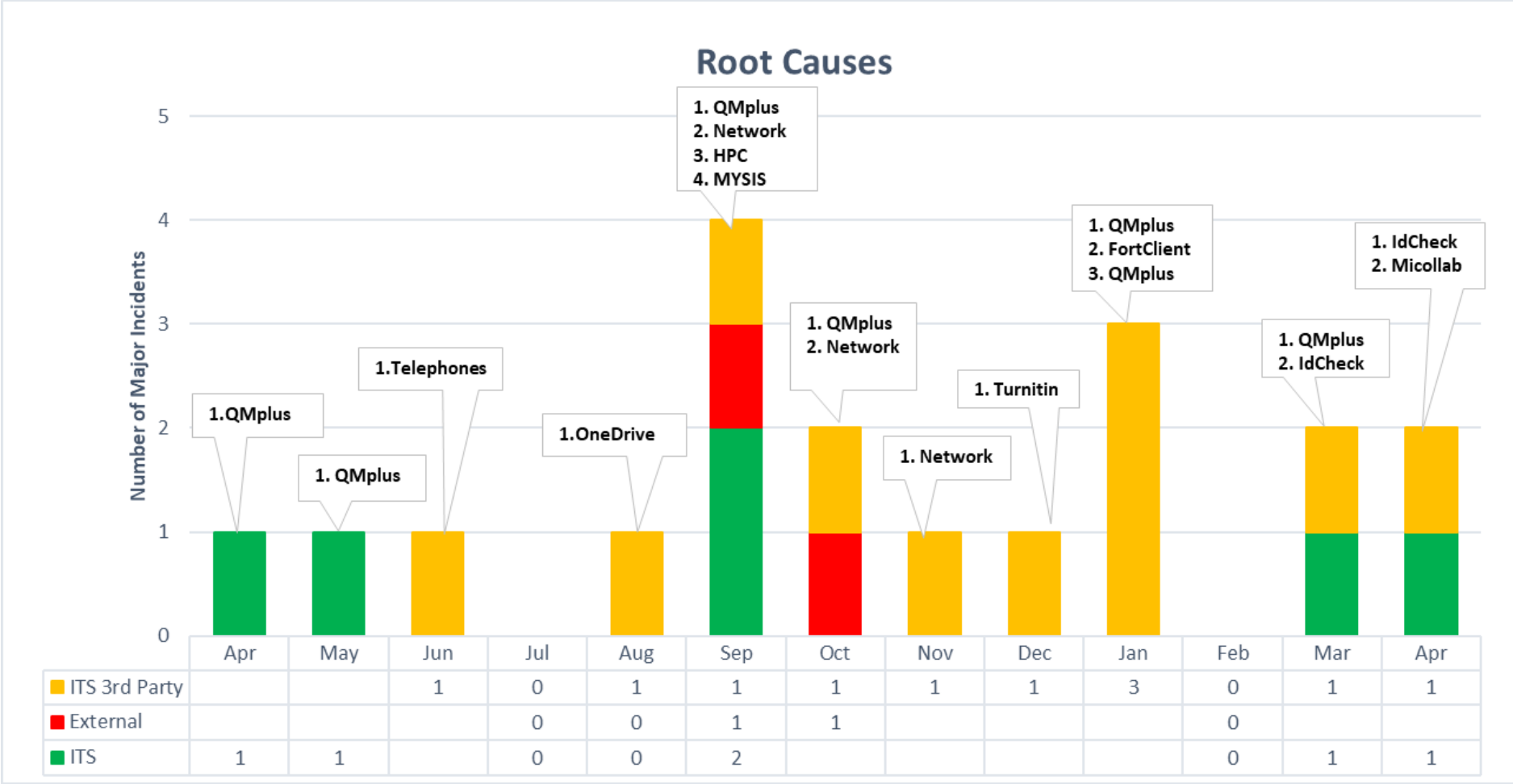
- Customer Satisfaction for this month is above our 95% target.
- Feedback this month relate to onsite AV support and tickets being closed unsatisfactorily.
- Comments that were positive relate to speedy response, helpful, patient and supportive

ITS Critical (Gold) Systems Availability



Apr: 99.9%
CYTD: 99.7%

Major Incidents



Major Incidents

| MI Number | Date | Duration | Service Affected – Impact | Status |
|-----------|---------------------|----------|---|----------|
| 230242 | Tue 12 Apr 13:14 | 1h 19m | IdCheck – Services that utilise IdCheck for authentication such as QMplus, Canvass etc. were inaccessible. Cause: The security certificates for Linux servers were not updated as part of a change to update window security certificates. Action: Linux servers were updated with the new Security certificate. | Resolved |
| 230487 | Wed 13 Apr 17:00 | 2h 35m | Micollab – Staff were unable to access the service to make or receive phone calls. Cause: The vendor made a change to the system without checking with QM . Action: The change was rolled back. | Resolved |

High Priority Incidents

| HPI Number | Date | Duration | Service Affected – Impact | Status |
|------------|---------------------|----------|---|----------|
| 229722 | Mon 4 Apr 12:15 | 1d | Network – Users experienced slow performance when accessing and using functionality within the QMplus. Cause: Firewall/VPN changes caused firewall issues at Whitechapel for some BCI users Action: Rolled back the change made to the Firewall VPN | Resolved |
| 229958 | Thu 7 Apr 10:00 | 1h 45m | PowerBI – Users were unable to login to the Power BI reporting portal to view dashboards. Cause: A Change – 16852 for firewall was changed. Action: New specific rules were put in place to enable the BIR connection for the two servers that were affected | Resolved |
| 230160 | Mon 11 Apr 12:00 | 10d | Firefox Web Browser – firefox browser users were unable to access their login to MYHR website to view their HR records. Cause: A Change - 16772A was implemented to upgrade MyHR which was not completed in time. Action: Once the change was completed the service was available. | Resolved |
| 230825 | Mon 25 Apr 08:15 | 4h | Network – Some users in the Alex Wing Dental building at Whitechapel were unable to Network Services. Cause: A power outage and a faulty UPS caused network services to down Action: A restart of the UPS restored the network service. | Resolved |
| 230939 | Wed 27 Apr 09:46 | 3h | Appraisal – Users were unable to access the appraisal system to view or update their Appraisal. Cause: Unknown Action: Workaround deployed. | Resolved |

ITS Incident and Request KPIs

| Measure | Target | Feb 22 | Mar 22 | Apr 22 | Trend | Expected Trend |
|-------------------------------|--------|-------------|-------------|-------------|-------|----------------|
| Incidents Raised | - | 1945 | 1886 | 1447 | ↓ | ↓ |
| Number of Incidents Resolved | - | 1933 | 1832 | 1524 | ↓ | ↓ |
| Incidents Resolved within SLT | 90% | 83% | 86% | 89% | ↑ | ↓ |
| Resolution Time P1 | 4h | 0% | 50% | 0% | ↓ | ↓ |
| Resolution Time P2 | 1 BD | 62% | 68% | 61% | ↓ | ↓ |
| Resolution Time P3 | 3 BD | 83% | 86% | 89% | ↑ | ↑ |
| Resolution Time P4 | 5 BD | 100% | 100% | 98% | ↓ | — |
| Resolution Time P5 | 20 BD | 100% | 100% | 100% | — | — |
| Requests Raised | - | 8685 | 9136 | 6455 | ↓ | ↓ |
| Number of Requests Resolved | - | 8537 | 8600 | 6486 | ↓ | ↓ |
| Requests Resolved within SLT | 90% | 94% | 94% | 91% | ↓ | ↓ |
| Reopened tickets | 3% | 127 (1%) | 135 (1%) | 101 (1%) | — | — |

Commentary

- Ticket volumes have dropped this month, due to staff taking leave for the Easter period.
- Ticket volume are higher In comparison to the same time last year, mainly due to the two major incidents
- KPIs are trending downwards this month due to the two major incidents and staff taking up leave for the Easter Break.
- P1 tickets trending down as a result of the two major incidents and the incorrect ticket assigning.

Key

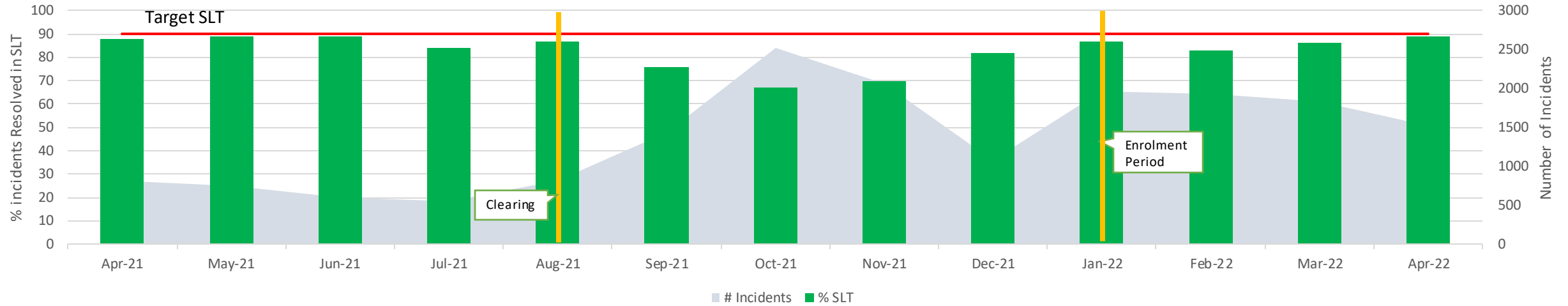
- ↑ Improvement over last month and within SLT
- ↓ Deterioration from last month but within SLT
- No change from last month and within SLT
- ↑ Improvement over last month and breaching SLT
- ↓ Deterioration from last month but breaching SLT
- No change from last month and breaching SLT
- ↑ Improvement 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)

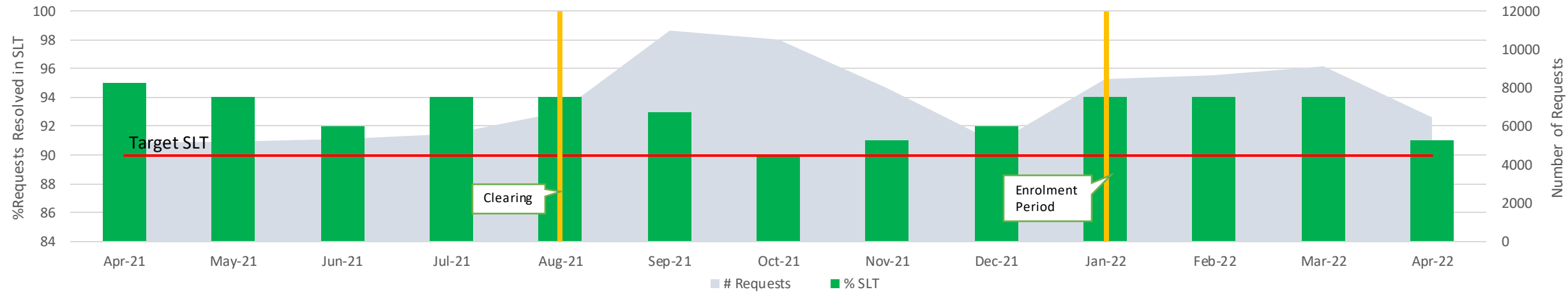
NOTE: All volumes on this slide include ITS resolved tickets only (not including E-Learning and Library)

Incident and Requests KPIs

Incidents SLTs and Volume



Requests SLTs and Volume












Service Desk Performance

| Measure | Target | Feb 22 | Mar 22 | Apr 22 | Trend | Expected Trend |
|----------------------|--------|--------|--------|--------|-------|----------------|
| Received Phone Calls | - | 1374 | 1364 | 1070 | ↓ | ↓ |
| Average Wait Time | 25s | 14s | 13s | 15s | ↓ | ↑ |
| Abandon Rate (Calls) | 5% | 5% | 6% | 4% | ↑ | ↑ |
| FTF (First Time Fix) | 75% | 71% | 80% | 76% | ↓ | — |
| FLF (First Line Fix) | 75% | 68% | 66% | 63% | ↓ | ↑ |
| Email Triage | 90% | 100% | 100% | 100% | — | — |

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats and Telephone.
- First Line Fix and First Time Fix has dropped has this month due to the two major incidents.
- 50% of incidents raised had been escalated from the Service Desk to 2nd & 3rd line, contributing to the drop in FLF.
- The Service level target for ticket completion for the Service Desk remains above 95% 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
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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

| ITS Ticket Volume | Feb 22 | Mar 22 | Apr 22 | Trend | Expected Trend |
|--|--------|--------|--------|-------|----------------|
|  | 1071 | 977 | 608 | ↓ | ↓ |
|  | 3271 | 3533 | 2456 | ↓ | ↓ |
|  | 1552 | 1501 | 910 | ↓ | ↓ |
|  | 2995 | 3337 | 2744 | ↓ | ↓ |
|  | 1235 | 1295 | 831 | ↓ | ↓ |
|  | 0 | 0 | 0 | — | — |

Commentary

- Ticket volumes across all areas decreased this month as expected due to the Easter period.
- Top Request items this month relate to Agresso PO Closure, Password Resets and Request for Information, which were mainly reported by Self Service and email.
- Top incident items this month relate to AV issues, Hardware and QMplus together makes up 35% of tickets.

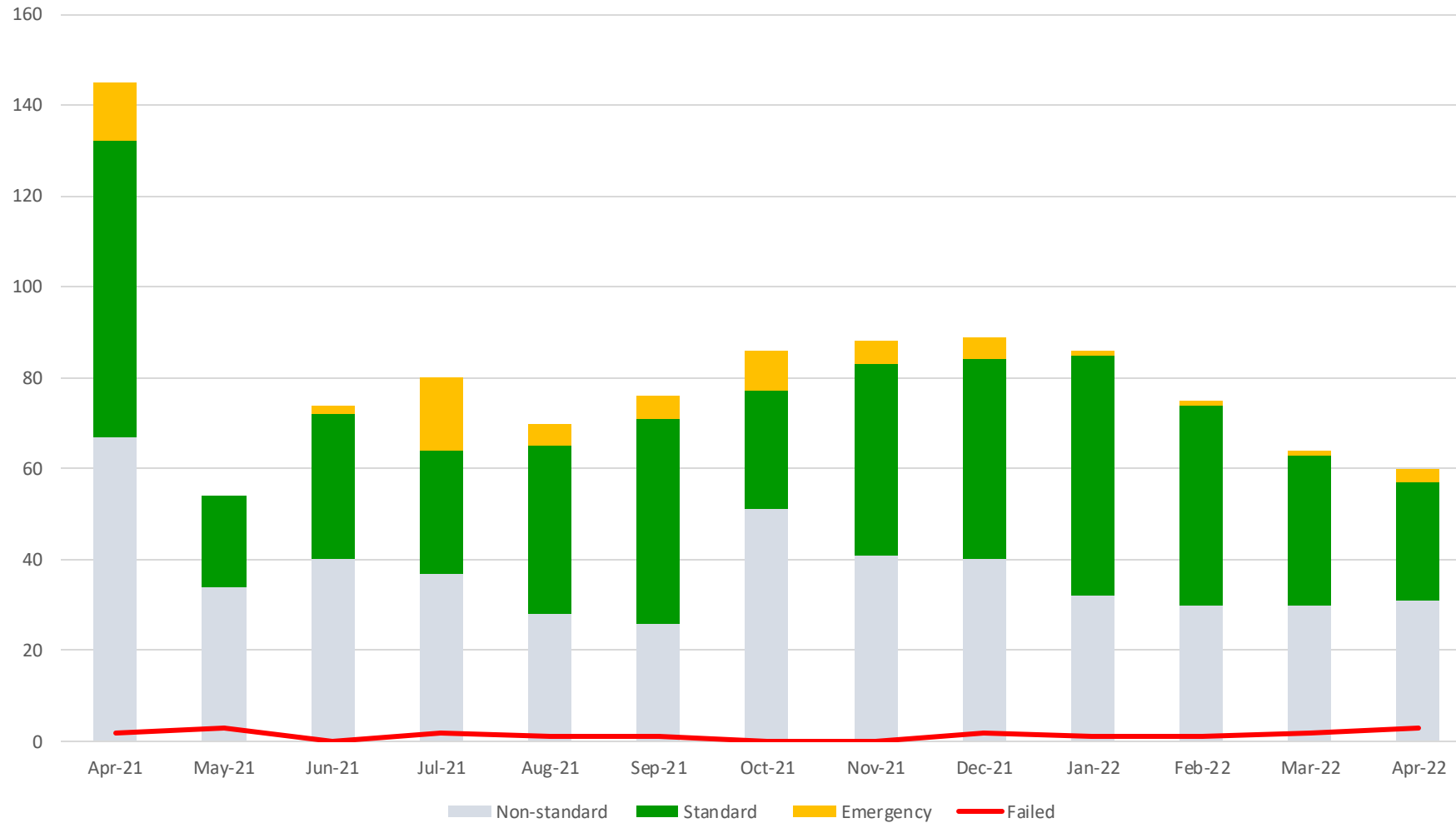
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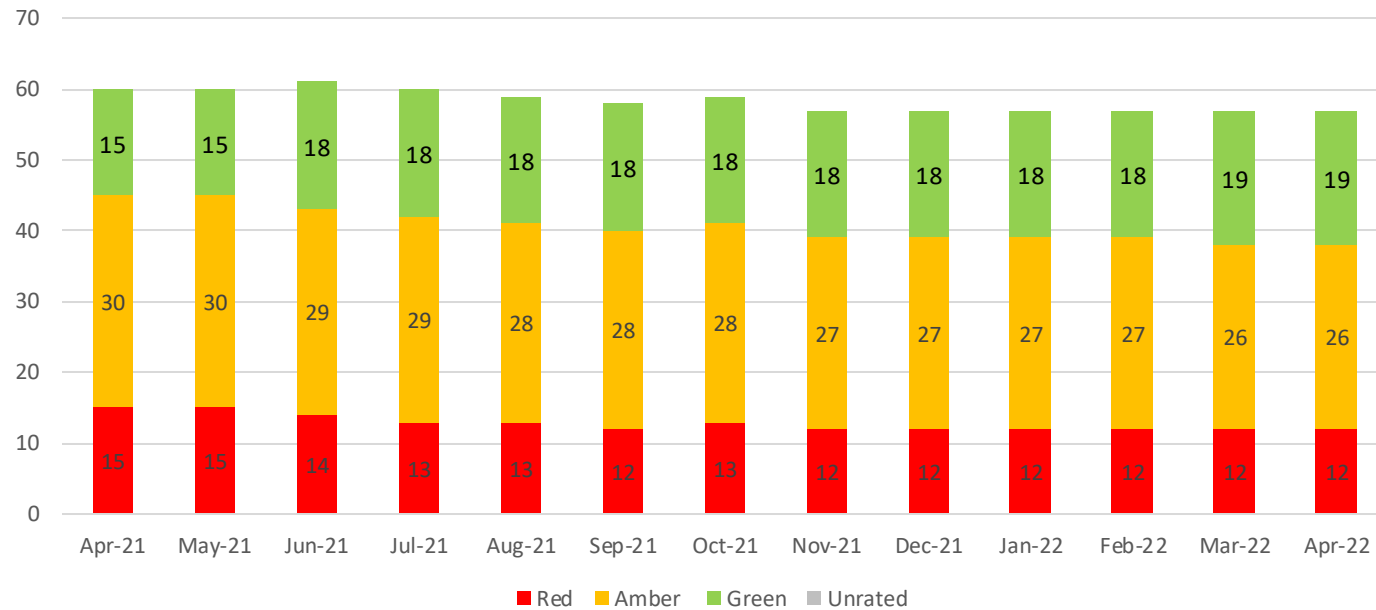
Change Requests



- 1 – 16772, changes made to the firewall caused access issues to PowerBI dashboards (229958)
- 2 - A change to firewall/VPN caused a connection failure with BCI (Inc/229722)
- 3 – An upgrade to the Firefox browser resulted in user bookmarks disappearing (inc/229958)

Risk Report

Number of Active Risks By Month & RAG Status For IT Services



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.

Monthly Risk Stats

| Risks Averted | Re- Assigned | New Risks | Total Risks | Risks Realised | Monthly Trend |
|---------------|--------------|-----------|-------------|----------------|---------------|
| 0 | 0 | 0 | 57 | 0 | ▬ |

Top Risks:

- **Cyber Security** – Protect, respond or recover from security incidents caused by Malware or hackers exploiting vulnerabilities in our IT systems to corrupt or steal data - SOC SIEM is in place and a tabletop exercise undertaken to test our response.
- **Legacy and Unmanaged devices** – Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited – A Self managed policy is being finalised as part of a project to bring this risk down
- **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 and continuity plans completed, 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 an increase in volume of traffic this month

Key

- ↑ Deteriation over last month
- ↓ Improvement from last month
- ▬ No change from last month



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Additional Internal Reports

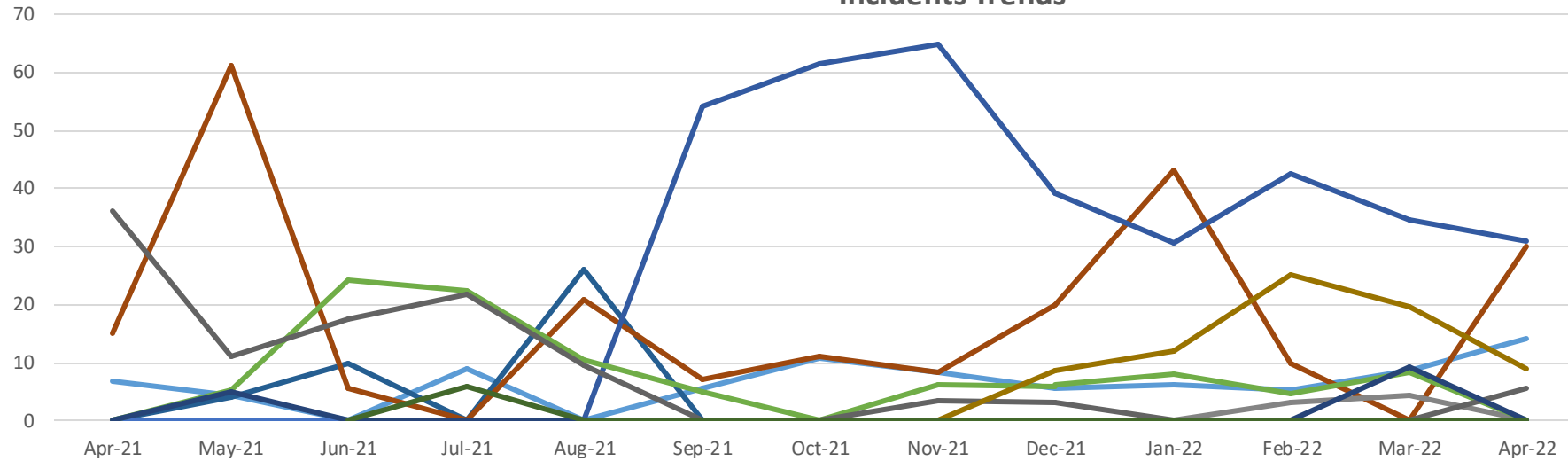
Top 10 Incident and Service Request Types

| Incident Category | Total Logged | Percentage Logged | Percentage of Total Logged |
|---|--------------|-------------------|----------------------------|
| AV Technical issues - AV Hardware Fault | 200 | 30.9 | 10.6 |
| Application (M-Q) - QMPlus | 74 | 11.4 | 5.1 |
| Application (M-Q) - QMPlus - Unable to Login | 64 | 9.9 | 4.4 |
| AV Technical issues - MME Room Issue | 58 | 9.0 | 4.0 |
| Hardware - Desktop PC | 58 | 9.0 | 4.0 |
| Application (M-Q) - QMPlus - Application Internal Error | 57 | 8.8 | 3.9 |
| Hardware - Desktop PC - Broken | 38 | 5.9 | 2.6 |
| Application (A-E) - Ezproxy | 36 | 5.6 | 2.5 |
| Hardware - Monitor | 32 | 4.9 | 2.2 |
| Accounts and Passwords - SSPR - Unable to login | 30 | 4.6 | 2.1 |

| Request Category (Service Item) | Total Logged | Percentage Logged | Percentage of Total Logged |
|--|--------------|-------------------|----------------------------|
| Agresso 2 / Purchase Orders / Close PO | 380 | 17.0 | 5.9 |
| SSPR Registration | 311 | 13.9 | 4.8 |
| Request for Information | 274 | 12.2 | 4.2 |
| Software Query | 256 | 11.4 | 4.0 |
| User Account / Extension | 226 | 10.1 | 3.5 |
| Move or Install Laptop or Desktop | 215 | 9.6 | 3.3 |
| Desktop / Account / Other | 173 | 7.7 | 2.7 |
| Desktop / Account / Query | 144 | 6.4 | 2.2 |
| CCS/Hardware/CMDB | 130 | 5.8 | 2.0 |
| Network / Query | 130 | 5.8 | 2.0 |

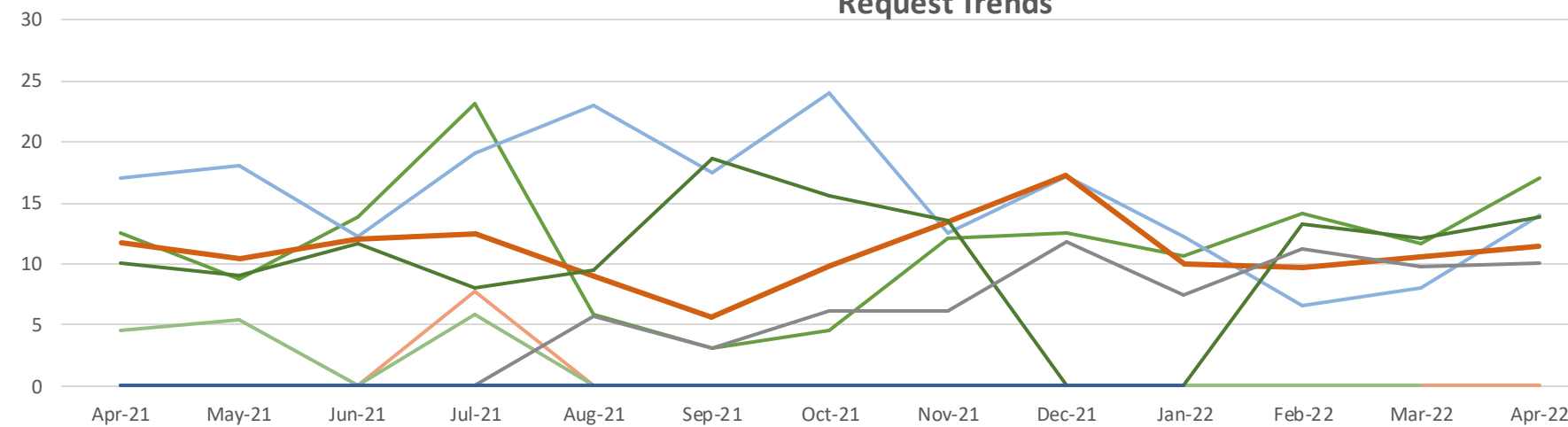
Top Incident and Service Request Types Trending

Incidents Trends



- Hardware - Desktop PC
- Printing - Staff Printing (Konica)
- Email - Security - Phishing/SPAM
- Application (M-Q) - QMPlus
- Application (M-Q) - MyHR/ResourceLink
- AV Technical issues - AV Hardware Fault
- Email - Outlook
- Printing - Student Printing
- MS Teams
- Hardware - Laptop
- Application (A-E) - Ezproxy
- Audio Visual - MME Room issue
- Network - Eduroam
- Application (A-E) - Agresso

Request Trends

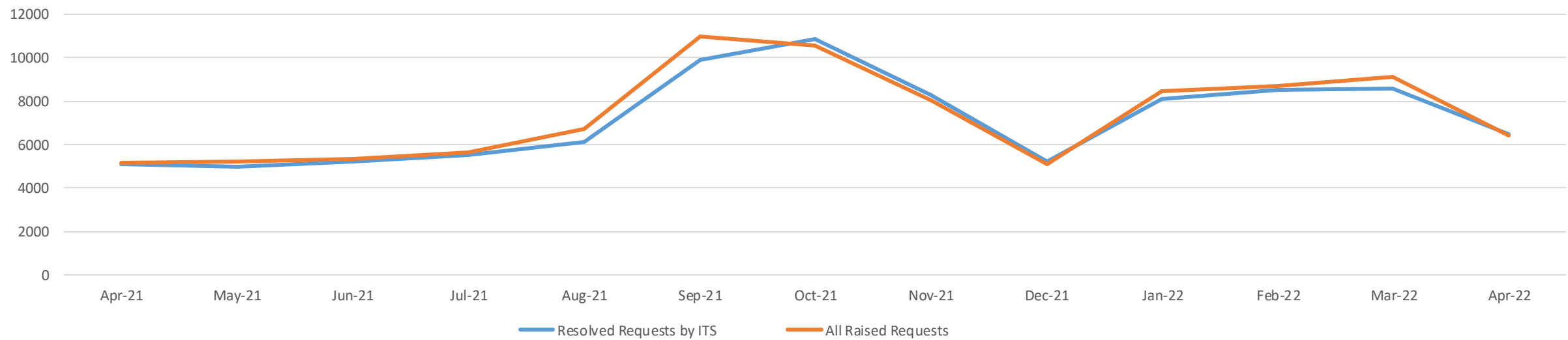
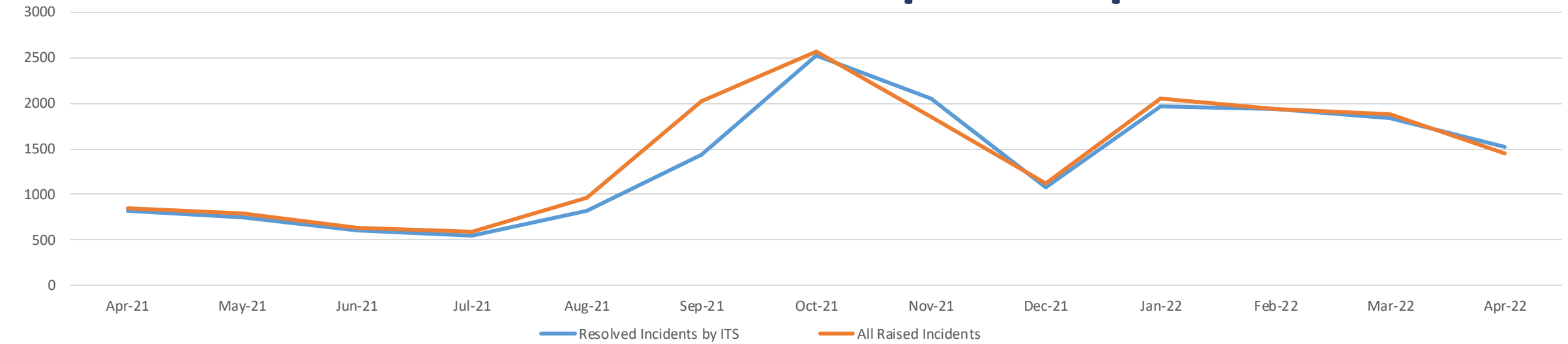


- Agresso 2 / Purchase Orders / Close PO
- Technician Attendance
- Desktop / Account / Query
- MyHR / User Access / Password reset
- Agresso 6 / Query
- Desktop / Account / New
- Network/Add/Change/Remove/Move
- Software Query
- SSPR Registration
- User Account Extension
- Remote Access/VDI










Incident and Request Aged Report Over 30 days

| | Apr 21 | May 21 | Jun 21 | Jul 21 | Aug 21 | Sep 21 | Oct 21 | Nov 21 | Dec 21 | Jan 22 | Feb 22 | Mar 22 | Apr 22 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Infrastructure - Incidents | 8 | 14 | 22 | 18 | 15 | 22 | 29 | 26 | 36 | 26 | 35 | 28 | 34 |
| Applications - Incidents | 19 | 18 | 14 | 19 | 19 | 22 | 34 | 43 | 44 | 40 | 37 | 23 | 19 |
| Student and Staff Services - Incidents | 0 | 1 | 4 | 5 | 5 | 10 | 65 | 93 | 102 | 56 | 60 | 24 | 18 |
| Research and Teaching - Incidents | 7 | 5 | 7 | 9 | 13 | 15 | 17 | 7 | 2 | 1 | 3 | 1 | 2 |
| Project team change - incidents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Incidents | 34 | 38 | 47 | 51 | 52 | 69 | 145 | 169 | 184 | 123 | 135 | 76 | 73 |
| Infrastructure - Requests | 49 | 58 | 69 | 79 | 82 | 73 | 104 | 83 | 118 | 68 | 69 | 81 | 97 |
| Applications - Requests | 31 | 45 | 53 | 46 | 61 | 93 | 123 | 130 | 155 | 130 | 107 | 97 | 102 |
| Student and Staff Services - Requests | 62 | 40 | 60 | 84 | 89 | 128 | 266 | 208 | 289 | 201 | 219 | 266 | 259 |
| Research and Teaching - Requests | 23 | 25 | 21 | 34 | 42 | 45 | 51 | 36 | 24 | 16 | 22 | 20 | 20 |
| Project team change - Requests | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Total Requests | 165 | 168 | 203 | 243 | 274 | 339 | 544 | 457 | 586 | 415 | 417 | 464 | 482 |

ITS Incidents and Service Requests Open vs Closed







Ticket Handling KPIs

| | Feb | Mar | Apr |
|--|--|--|--|
| Average Incident Response Time Average time for first action on ticket (does not minus hold statuses and non business hours) |  |  |  |
| Average Request Response Time Average time for first action on ticket (does not minus hold statuses and non business hours) |  |  |  |
| Average Incident Resolution Time by Priority P1 (4h), P2 (1BD), P3 (3BD), P4 (5BD), P5 (20BD) Average of ticket from logging through to resolution (does not minus hold statuses and non business hours) | P1 = 5m P2 = 4d P3 = 8d P4 = 8d P5 = 4d  | P1 = 7h P2 = 3d P3 = 5d P4 = 2d P5 = 1d  | P1 = 5d P2 = 7d P3 = 7d P4 = 5d P5 = 9d  |
| Average Request Resolution Time by Priority Average of ticket from logging through to resolution (does not minus hold statuses and non business hours) | SR 15m = 0 SR1hr =10h SR 4h = 5h SR 10h = 9d SR2d = 1d SR3d = 4d SR5d = 3d SR10d = 7d SR20d = 5d | SR 15m = 0 SR1hr = 1d SR 4h = 3h SR 10h = 3d SR2d = 1d SR3d = 3d SR5d = 3d SR10d = 6d SR20d = 8d | SR 15m = 0 SR1hr =15h SR 4h = 5h SR 10h =7d SR2d = 1d SR3d = 5d SR5d = 4d SR10d = 10d SR20d = 9d |

Ticket Handling KPIs (cont.)

| | Feb | Mar | Apr |
|---|--|--|---|
| Average incident Resolution Time by Category Average of ticket from logging through to resolution (does not minus hold statuses and non business hours) | Accts = 3d Apps = 10d AV = 2d Email = 5d Hardware = 3d Printing = 3d Managed Service = 1d Software = 1d Phone = 9d Network = 2m | Accts = 3d Apps = 9d AV = 2d Email = 14d Hardware = 6d Printing = 3d Managed Service = 1d Software = 10d Phone = 2d Network = 15d | Accts = 9d Apps = 9d AV = 4d Email = 3d Hardware = 4d Printing = 6d Managed Service = 0d Software = 3d Phone = 3d Network = 8d |
| Average Request Resolution Time by Type Average time to resolution for top level categories (does not minus hold statuses and non business hours) | Apps = 4d Acct = 1d AV = 3d Lapp, Desk, Access = 8d Agresso = 1d | Apps = 3d Acct = 1d AV = 4d Lapp, Desk, Access = 5d Agresso = 2d | Apps = 4d Acct = 1d AV = 3d Lapp, Desk, Access = 14d Agresso = 4d |
| Number of Re-Opened Incidents Incidents re-opened following resolution | 1 = Less than 1% of total resolved | 3 = Less than 1% of total resolved | 3 = Less than 1% of total resolved |
| Number of Re-Opened Requests Requests re-opened following resolution | 126 = (1% of total resolved) | 132 = (1% of total resolved) | 98 = (1% of total resolved) |
| Functional Escalation Tickets escalated beyond the Service Desk (e.g. CCS or Applications) | Incidents = 1267 Requests = 1678 | Incidents = 1025 Requests = 1968 | Incidents = 745 Requests = 1538 |

Ticket Handling KPIs (cont..)

| | | Feb | Mar | Apr |
|---|--|--|---|---|
|  | Ticket Bounce Rate Tickets reassigned to the Service Desk from 2 nd or 3 rd line teams | Incidents = 61 Requests = 184 | Incidents = 50 Requests = 266 | Incidents = 64 Requests = 174 |
|  | Self-help Usage Views of the Self-help pages on the ITS Site | 17,034 Views 15% of total views | 16,968 Views 13% of total views | 14,148 Views 14% of total views |
|  | Total Open Incidents Total outstanding Incidents at the end of the month | 357 - Open Tickets 72 - Development Services 274 - Platform & services 11 - Research 0 - Projects & Change | 289 - Open Tickets 64 - Development Services 222- Platform & services 3 - Research 0 - Projects & Change | 240 - Open Tickets 72 - Development Services 160- Platform & services 8 - Research 0 - Projects & Change |
|  | Total Open Service Requests Total outstanding Service Requests at the end of the month | 1273 - Open Tickets 264 - Development Services 959 - Platform & Services 50 - Research 0 - Projects & Change | 1343 - Open Tickets 288 - Development Services 1021 - Platform & Services 30 - Research 4 - Projects & Change | 1263 - Open Tickets 282- Development Services 944 - Platform & Services 33 - Research 4 - Projects & Change |



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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



Queen Mary
University of London