IT Services

Monthly KPI Report

Executive Summary

KPI & Summary

(595) Incidents 84%
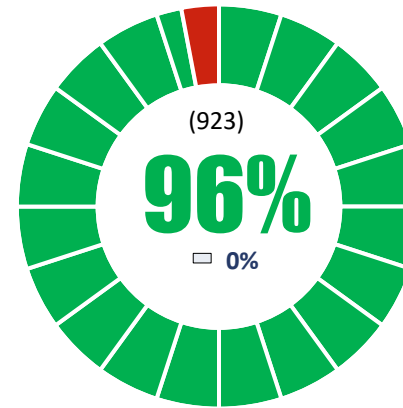
(5620) Requests 94%

(0) P1 Inc. 0%

(13) P2 Inc. 50%
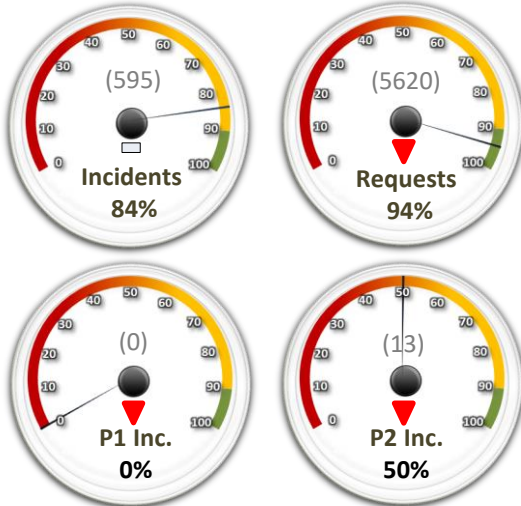
*KPI: Key Performance Indicator – tickets resolved within month

- Overall ticket volumes have decreased as expected during the summer period, with staff taking annual leave and students enjoying their holidays.
- Ticket volumes are lower in comparison to the same time last year mainly due to a lower volume of incidents and no major incident this month.
- The KPI trend is trending downwards due to the impact of low staff caused by the Voluntary Redundancy, annual leave and conflicting priorities with Projects, MME, year end and preparation for Clearing is starting to take affect.
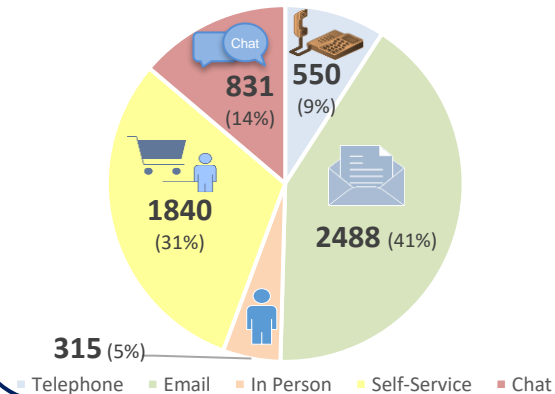
Customer Satisfaction

(923)

96%

0%

<u>0</u> Major Incident

- No Major Incidents this Month

Volumes

- 831 (14%) Chat
- 550 (9%)
- 1840 (31%)
- 315 (5%)
- 2488 (41%)

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

- Ticket volumes have increased via all channels except phones and self service due to a lower presence on site as a result of the holiday period.
- Ezproxy, laptop and MyHR were again amongst the top issues reported this month.
- Agresso purchase order closures was the top Request item because of Year End followed by Desktop Accounts.

Critical Systems Availability

CYTD

0.0%
99.8%

Jul

0.1%
99.7%
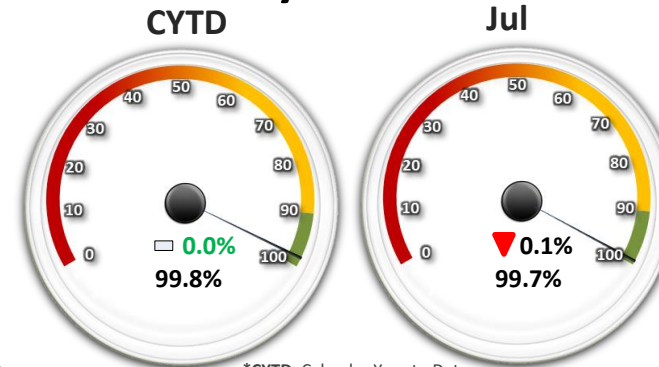
*CYTD: Calendar Year to Date

- Critical systems availability dipped slightly this month because of the power outage and issues with wireless printing.
- Working from home has identified further critical systems that need to have high availability.

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KPI Trend View

KPI	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Move
% Satisfied Customers for Incidents	95	96	95	94	86	96	96	95	95	96	96	94	98	⬆
% Satisfied Customers for Requests	95	95	93	93	87	95	95	96	92	97	97	96	96	▬
All Incidents Closed By All ITS Depts. Within SLT	88	82	89	87	88	90	95	91	93	88	89	89	84	⬇
All Requests Closed By All ITS Depts. Within SLT	94	89	94	93	94	95	97	94	96	95	94	92	94	⬆
All Incidents Closed By Site Within SLT	88	79	87	86	88	85	90	82	93	83	83	82	81	⬇
All Requests Closed By Site Within SLT	94	88	91	93	94	94	96	94	96	94	94	92	94	⬆
Service Desk Incidents Closed Within SLT	99	99	97	97	96	98	99	98	98	98	99	98	96	⬇
Service Desk Requests Closed Within SLT	99	99	99	99	99	99	99	99	96	99	99	99	99	▬
Service Desk Telephone Response Within SLT					80	89	83	93	95	88	85	78	86	⬆
All Incidents Closed By Campus Teams Within SLT	69	62	76	81	87	94	88	91	93	88	85	85	78	⬇
All Requests Closed By Campus Teams Within SLT	95	74	84	91	95	95	93	93	95	96	96	95	94	⬇
Change Management Implementation														▬
Service Desk Email Triage	100	100	100	100	100	100	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

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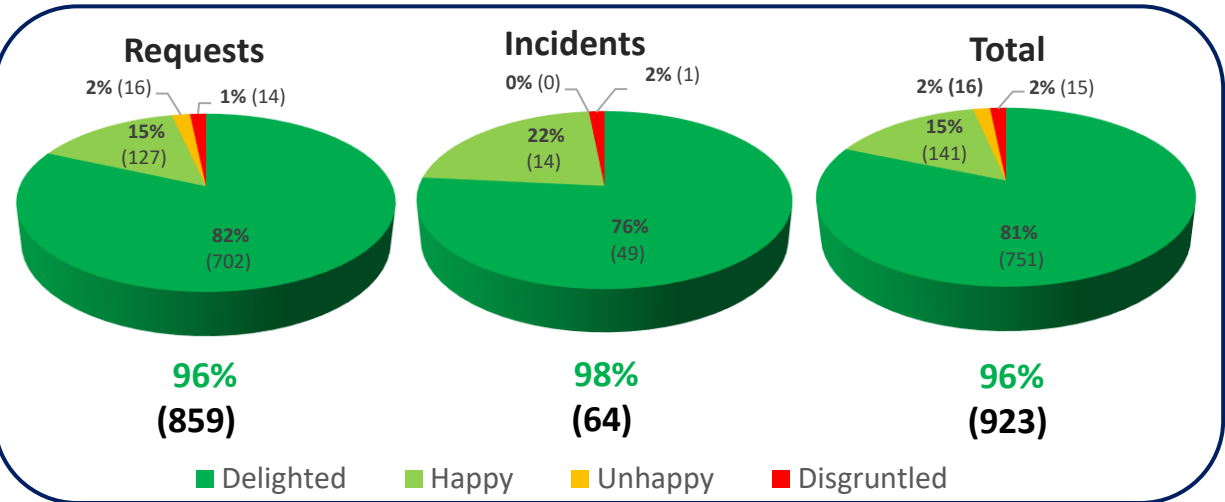University of London

Customer Satisfaction

Customer Feedback

This month we received 923 responses providing feedback on incidents and requests logged through the Service Desk - equating to an overall response rate of **15%** (which is the below the average 18% received).

You can email your feedback by selecting one of the following links on your resolution email;

<u>Delighted</u>   <u>Happy</u>   <u>Un-Happy</u>   <u>Disgruntled</u>

We value all feedback as ultimately it helps us to continually improve the service(s) we provide.

Requests

2% (16)   1% (14)
15% (127)
82% (702)

96%
(859)

Incidents

0% (0)   2% (1)
22% (14)
76% (49)

98%
(64)

Total

2% (16)   2% (15)
15% (141)
81% (751)

96%
(923)

■ Delighted   ■ Happy   ■ Unhappy   ■ Disgruntled

Feedback this month

I have received a very kind, quick, and useful help which solved the issue in just five minutes, also double checking with me that everything worked fine. Thank you so much for your help

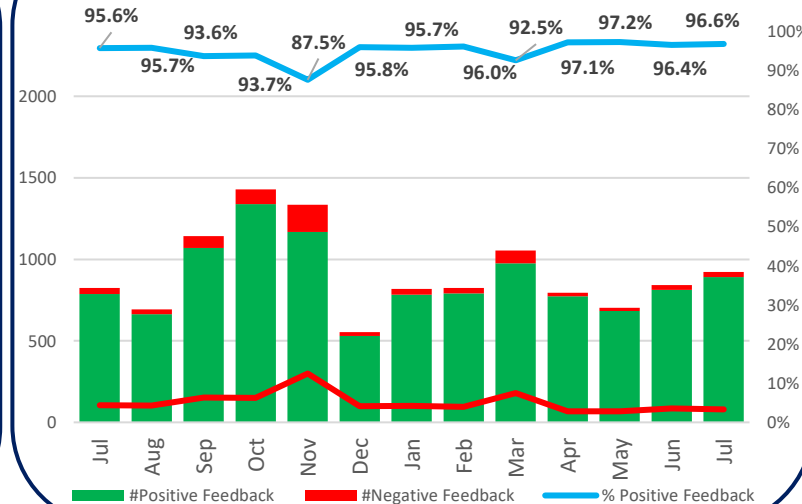*This was not resolved and I keep being asked to raise a new ticket for this request.*

. Many thanks - resolved in record time! I really appreciate it.

You replaced the battery, but in doing so you broke the screen. The screen is now cracked and it's not displaying properly

I am afraid that what the computer says and what the system actually allows are two different things I cannot book on MYHR portal for the days I work

Such a quick response when a solution was vital.

Positive Vs Negative

95.6%   93.6%   87.5%   95.7%   92.5%   97.2%   96.6%
95.7%   93.7%   95.8%   96.0%   97.1%   96.4%

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

■ #Positive Feedback   ■ #Negative Feedback   ─ % Positive Feedback

Commentary

- Customer Satisfaction for this month remains above our 95% target with no change from last month.

- Feedback this month relate mainly to resolving service requests on account issues.

- Complaints this month like last month, have been due to poor communication whilst handling tickets

Activities for the month of July 2021

Research Excellence

Research Tickets Resolved
⬆ **208**

Research Grant Bids

Research Grants Awarded

Public Engagement

Guest Wi-Fi:
⬆ **119 users**
1713 sessions

Events Wi-Fi:
153 users ⬇
7,86 sessions

Teaching Excellence

Logins to QMPLUS
⬇ **183,150**

AV Teaching activities Supported
⬆ **126**

Reported AV Issues
⬆ **11**

Supported teaching spaces
Approx. **177**

3,391
Unique Viewers ⬇
50,156
⬆ QMplus played entries

QMUL IT Services

Hours of Q-review
10,431 ⬆
Playbacks

Growth

82 ⬇
New desktops/laptops Deployed

Approx. **59,983** ⬆
Active accounts

Total data stored (excl. Research)
993.08 terabytes

International

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

Sustainability

⬆ **19,935**
Pages sent and not printed

⬆ Higher Than last month
⬇ Lower than last month
▭ No change from last month
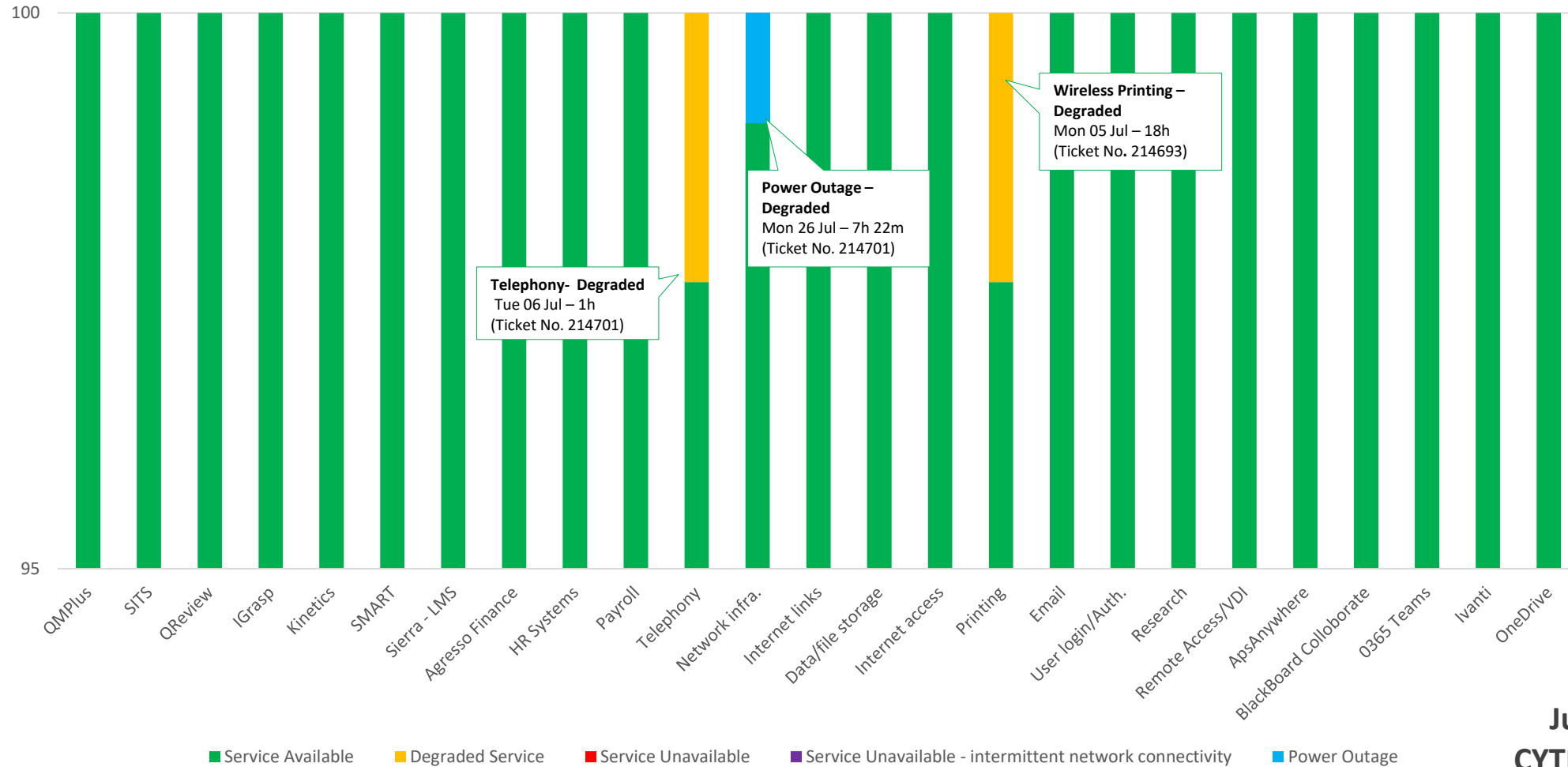
1.5 ⬆

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Major & High Priority Incidents
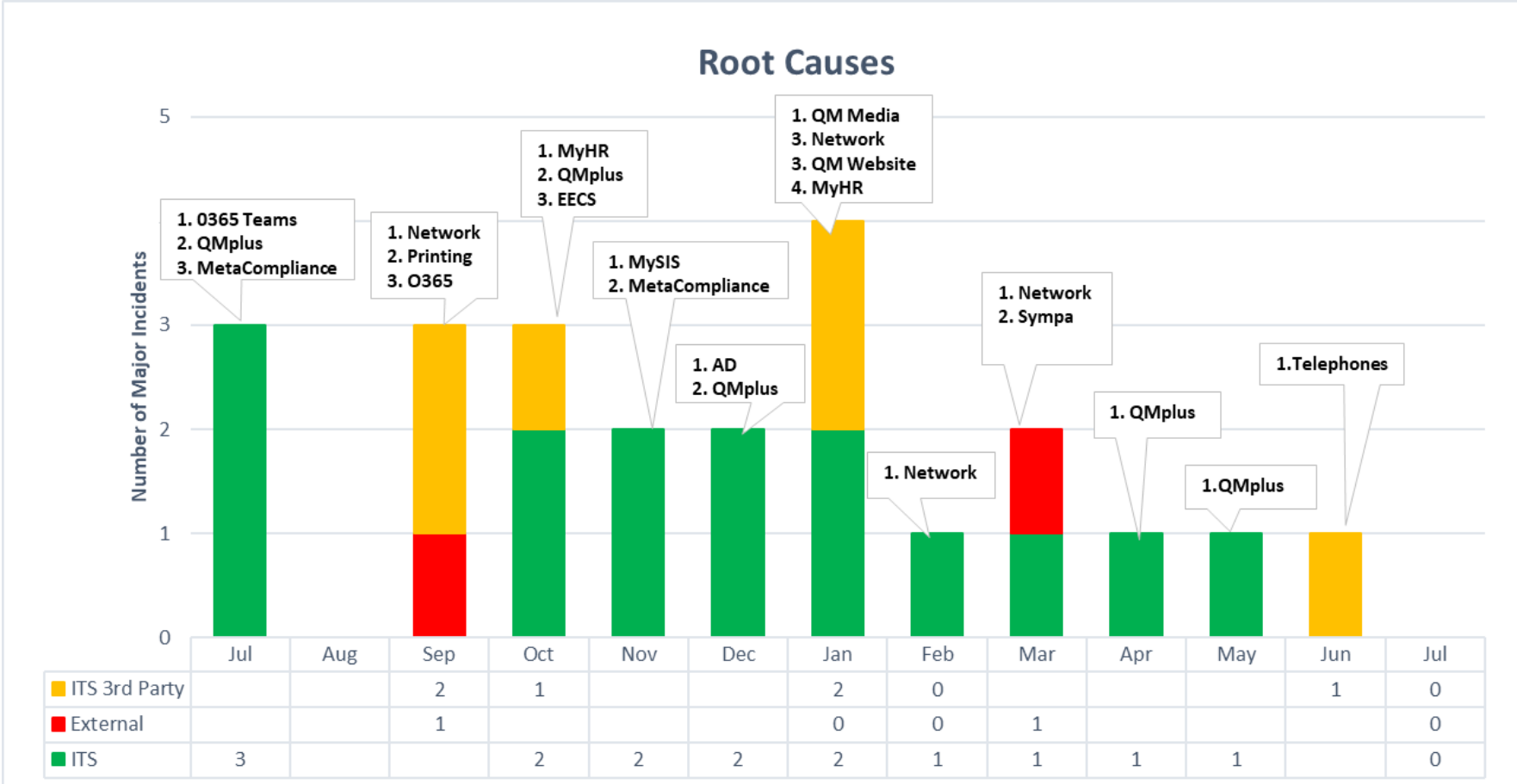
High Priority Incidents

HPI Number	Date	Duration	Service Affected – Impact	Status
214693	Mon 5 Jul 15:54	18h	**Wireless Printing –** Users in the Mile End Library were unable to print via the wireless printers. **Cause:** The print spooler had been disabled due to the Printnightmare vulnerability reported by Microsoft **Action:** Microsoft provided a patch which was implemented and the print spooler re-enabled	Resolved
214701	Tue 06 Jul 12:00	1h	**Telephone –** Calls internally and externally to the Service Desk were not being received. **Cause:** The IVR Servers were unresponsive. **Action:** Escalation to Britannic, the third party vendor, who restarted the services resulting in calls being received by the Service Desk	Resolved
215077	Mon 26 Jul 09:00	7h 22m	**Network (Power Failure) –** Users in Pooley house, ITL and Geography building were unable to access network services. **Cause:** A power failure at Mile End caused the network switch to stop responding **Action:** On restoration of power, the switch was restarted, restoring the network service.	Resolved

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Planned Maintenance

Change Ticket	Date	Duration	Service Affected – Impact	Reason	Status
15993	02 Jul	10m	**Printing –** Some users were unable to print after the change was implemented. The print spooler was re-enabled to those impacted.	Maintenance	Implemented
15956	07 Jul	1h	**Direct Access –** Remote access was unavailable to direct access users, new connections were not possible and existing connections were lost, whilst the servers were rebooted during the maintenance period.	Maintenance	Implemented
16013 - 16019	08 Jul	3h	**Printing –** Microsoft deployed Security Patches, Some users were unable to print during the installation of the Security patches.	Maintenance	Implemented
15919	10 Jul	4h	**Network –** No impact to network services at Whitechapel except a brief 10-15m interruption to the emergency and lift phones in Whitechapel during the maintenance period.	Maintenance	Implemented
15970	13 Jul	3h	**QMplus –** Users were unable to access QMplus and QMplus Hub sites during the maintenance period.	Maintenance	Implemented
16027	13 Jul	1h	**IP Phones –** Some groups of users may experience several short outages and will not be able to make or receive calls during the maintenance period.	Maintenance	Implemented
15910	22 Jul	4d	**MyHR and ResourceLink (WebView) –** Users were unable to access MyHR and ResourceLink during the upgrade period.	Upgrade	Implemented
-	30 Jul	9h	**Power Outage –** Users in the Robin Brooks building were unable to access all IT Services during the Estates power outage.	Maintenance	Implemented

ITS Incident and Request KPIs

Measure	Target	May 21	Jun 21	Jul 21	Trend	Expected Trend
Incidents Raised	-	787	632	595	⬇ (white)	⬇ (white)
Number of Incidents Resolved	-	747	606	547	⬇ (white)	⬇ (white)
Incidents Resolved within SLT	90%	89%	89%	84%	⬇ (red)	⬆ (red)
Resolution Time P1	4h	75%	50%	0%	⬇ (red)	⬆ (red)
Resolution Time P2	1 BD	100%	84%	50%	⬇ (red)	⬆ (red)
Resolution Time P3	3 BD	88%	89%	84%	⬇ (red)	⬇ (red)
Resolution Time P4	5 BD	100%	100%	100%	▬ (green)	▬ (green)
Resolution Time P5	20 BD	100%	0%	0%	▬ (green)	▬ (green)
Requests Raised	-	5207	5360	5620	⬆ (white)	⬇ (white)
Number of Requests Resolved	-	5008	5225	5511	⬆ (white)	⬇ (white)
Requests Resolved within SLT	90%	94%	92%	94%	⬆ (green)	⬇ (green)
Reopened tickets	3%	84 (1%)	113 (2%)	104 (1%)	⬇ (green)	▬ (green)

Commentary

- Overall ticket volumes have decreased as expected during the summer period, with staff taking annual leave and students enjoying their holidays.
- Ticket volumes are lower in comparison to the same time last year mainly due to a lower volume of incidents.
- KPI is trending poorly because of backlog tickets as a result of conflicting priorities, taking an average 4-8 days to resolve.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

⬆ (red) Improvement over last month and breaching SLT

⬇ (red) Deterioration from last month but breaching SLT

▬ (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

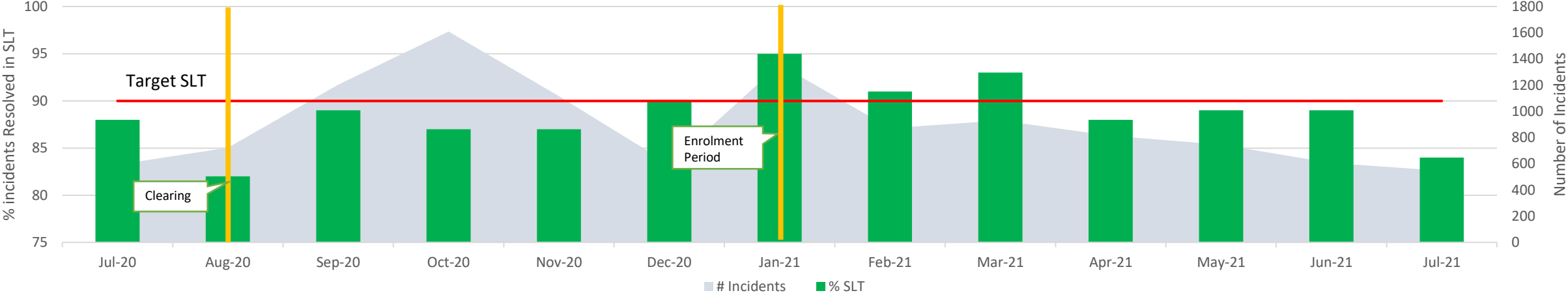⬇ (white) Deterioration from last month, No SLT assigned

▬ (white) No change from last month, No SLT assigned

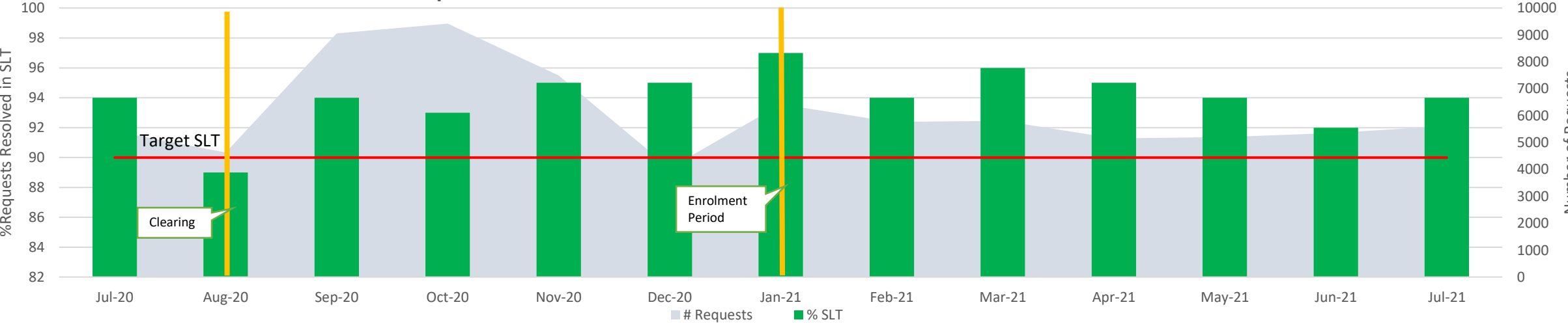BD = Business Day (Mon – Fri, 8am to 6pm excluding weekends, bank holidays and College closure periods)

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

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Incident and Requests KPIs

Service Desk Performance

Measure	Target	May 21	Jun 21	Jul 21	Trend	Expected Trend
Received Phone Calls	-	740	170	1160	⬆ (white)	⬆ (white)
Average Wait Time	25s	31s	22s	27s	⬇ (red)	⬆ (green)
Abandon Rate (Calls)	5%	14%	22%	13%	⬆ (red)	⬇ (green)
FTF (First Time Fix)	75%	81%	79%	83%	⬆ (green)	▬ (green)
FLF (First Line Fix)	75%	61%	62%	60%	⬇ (red)	▬ (green)
Email Triage	90%	100%	100%	100%	▬ (green)	▬ (green)

Commentary

- Face to face support is available by appointment only, however the focus remains on dealing with Online Chats.

- Staff numbers are low due to leave and the voluntary redundancy has impacted the First line Fix dropping slightly this month.

- Due to year end, the Service Desk have been busy closing Purchase Order Requests, having a knock on effect on backlog tickets.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

▬ (green) No change from last month and within SLT

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⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

▬ (white) 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

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Ticket Source

ITS Ticket Volume	May 21	Jun 21	Jul 21	Trend	Expected Trend
☎ (Phone)	519	622	550	⬇	⬇
@ (Email)	2221	2326	2488	⬆	⬆
(Walk-up/Desk)	344	341	315	⬇	⬇
(Self service)	2023	1808	1840	⬆	⬆
Live Chat	764	731	831	⬆	⬆
TECH BAR	0	0	0	—	—

Commentary

- Ticket volumes have increased via all channels except phones and self service due to a lower presence on site as a result of the holiday period.

- Tickets via Email remain high because of the service requests for Agresso purchase order closures, which was the top Request item along with Desktop Accounts this month.

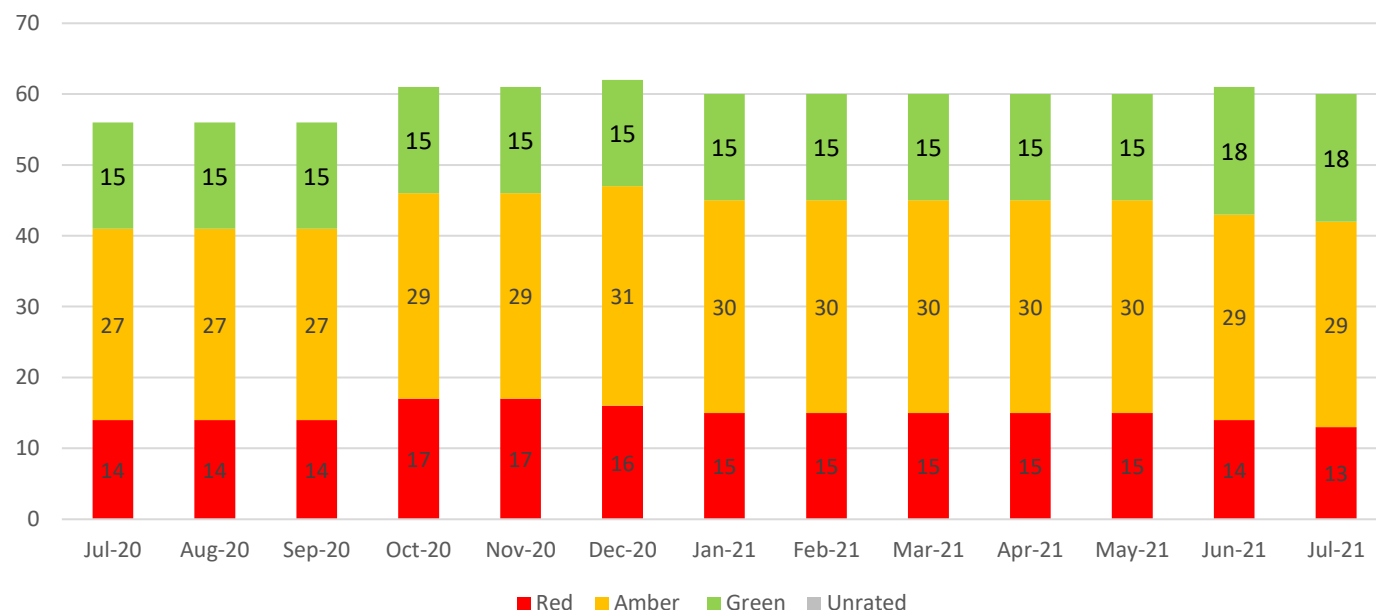- Ezproxy, laptop and MyHR were again amongst the top issues reported this month.

Key

⬆ (green) Improvement over last month and within SLT

⬇ (green) Deterioration from last month but within SLT

— (green) No change from last month and within SLT

⬆ (red) Improvement over last month but breaching SLT

⬇ (red) Deterioration from last month and breaching SLT

— (red) No change from last month and breaching SLT

⬆ (white) Improvement over last month, No SLT assigned

⬇ (white) Deterioration from last month, No SLT assigned

— (white) 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
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Risk Report

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

Month	Red	Amber	Green
Jul-20	14	27	15
Aug-20	14	27	15
Sep-20	14	27	15
Oct-20	17	29	15
Nov-20	17	29	15
Dec-20	16	31	15
Jan-21	15	30	15
Feb-21	15	30	15
Mar-21	15	30	15
Apr-21	15	30	15
May-21	15	30	15
Jun-21	14	29	18
Jul-21	13	29	18

Legend: ■ Red ■ Amber ■ Green ■ Unrated

Top Risk: The under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security framework

Monthly Risk Stats

Risks Averted	Re- Assigned	New Risks	Total Risks	Risks Realised	Monthly Trend
1	0	0	59	0	⬇

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

Key

⬆ Deteriation over last month

⬇ Improvement from last month

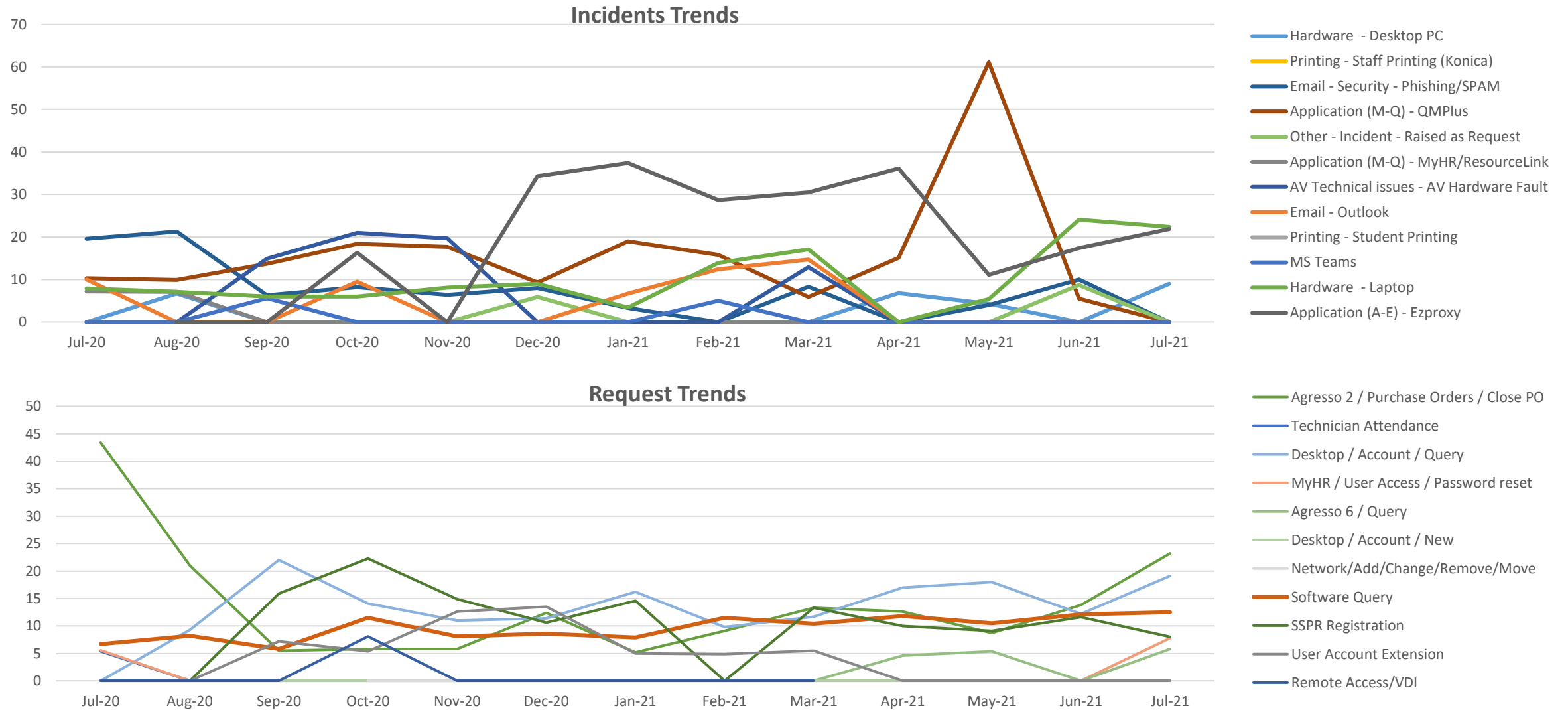▭ No change from last month

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Additional Internal Reports

Top 10 Incident and Service Request Types

Incident Category	Total Logged	Percentage Logged	Percentage of Total Logged
Application (A-E) - Ezproxy	44	21.9	7.4
Hardware - Laptop	27	13.4	4.5
Application (M-Q) - MyHR/ResourceLink - Unable to Login	27	13.4	4.5
Hardware - Laptop - Broken	19	9.5	3.2
Hardware - Desktop PC	18	9.0	3.0
Software - Other	14	7.0	2.4
Application (R-Z) - SITS/ MySIS - Unable to Login	14	7.0	2.4
Printing - Staff Printing (Other) - Unable to print	13	6.5	2.2
Application (M-Q) - MyHR/ResourceLink	13	6.5	2.2
Application (A-E) - Agresso - Application Internal Error	12	6.0	2.0

Request Category (Service Item)	Total Logged	Percentage Logged	Percentage of Total Logged
Agresso 2 / Purchase Orders / Close PO	521	23.2	9.3
Desktop / Account / Other	294	13.1	5.2
Software Query	280	12.5	5.0
Request for Information	237	10.5	4.2
SSPR Registration	180	8.0	3.2
MyHR / User Access / Password reset	175	7.8	3.1
(blank)	157	7.0	2.8
Desktop / Account / Query	144	6.4	2.6
Agresso 6 / Query	131	5.8	2.3
Network / Query	129	5.7	2.3

Top Incident and Service Request Types Trending

Incidents Trends

Legend:
- Hardware - Desktop PC
- Printing - Staff Printing (Konica)
- Email - Security - Phishing/SPAM
- Application (M-Q) - QMPlus
- Other - Incident - Raised as Request
- Application (M-Q) - MyHR/ResourceLink
- AV Technical issues - AV Hardware Fault
- Email - Outlook
- Printing - Student Printing
- MS Teams
- Hardware - Laptop
- Application (A-E) - Ezproxy

Request Trends

Legend:
- 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

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Incident and Request Aged Report Over 30 days

	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Infrastructure - Incidents	21	23	30	22	17	16	10	11	16	8	14	22	18
Applications - Incidents	28	15	18	12	10	8	3	5	9	19	18	14	19
Student and Staff Services - Incidents	28	4	1	5	3	5	2	0	0	0	1	4	5
Research and Teaching - Incidents	7	8	11	6	3	6	4	2	8	7	5	7	9
Project team change - incidents	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incidents	**84**	**50**	**60**	**46**	**33**	**35**	**19**	**18**	**33**	**34**	**38**	**47**	**51**
Infrastructure - Requests	116	104	89	58	46	49	39	68	109	49	58	69	79
Applications - Requests	97	54	67	52	45	49	53	39	36	31	45	53	46
Student and Staff Services - Requests	318	163	61	41	32	69	58	39	41	62	40	60	84
Research and Teaching - Requests	23	31	39	23	9	9	12	18	20	23	25	21	34
Project team change - Requests	1	1	1	0	0	0	0	1	1	0	0	0	0
Total Requests	**555**	**353**	**257**	**175**	**132**	**176**	**162**	**165**	**207**	**165**	**168**	**203**	**243**

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Change Requests
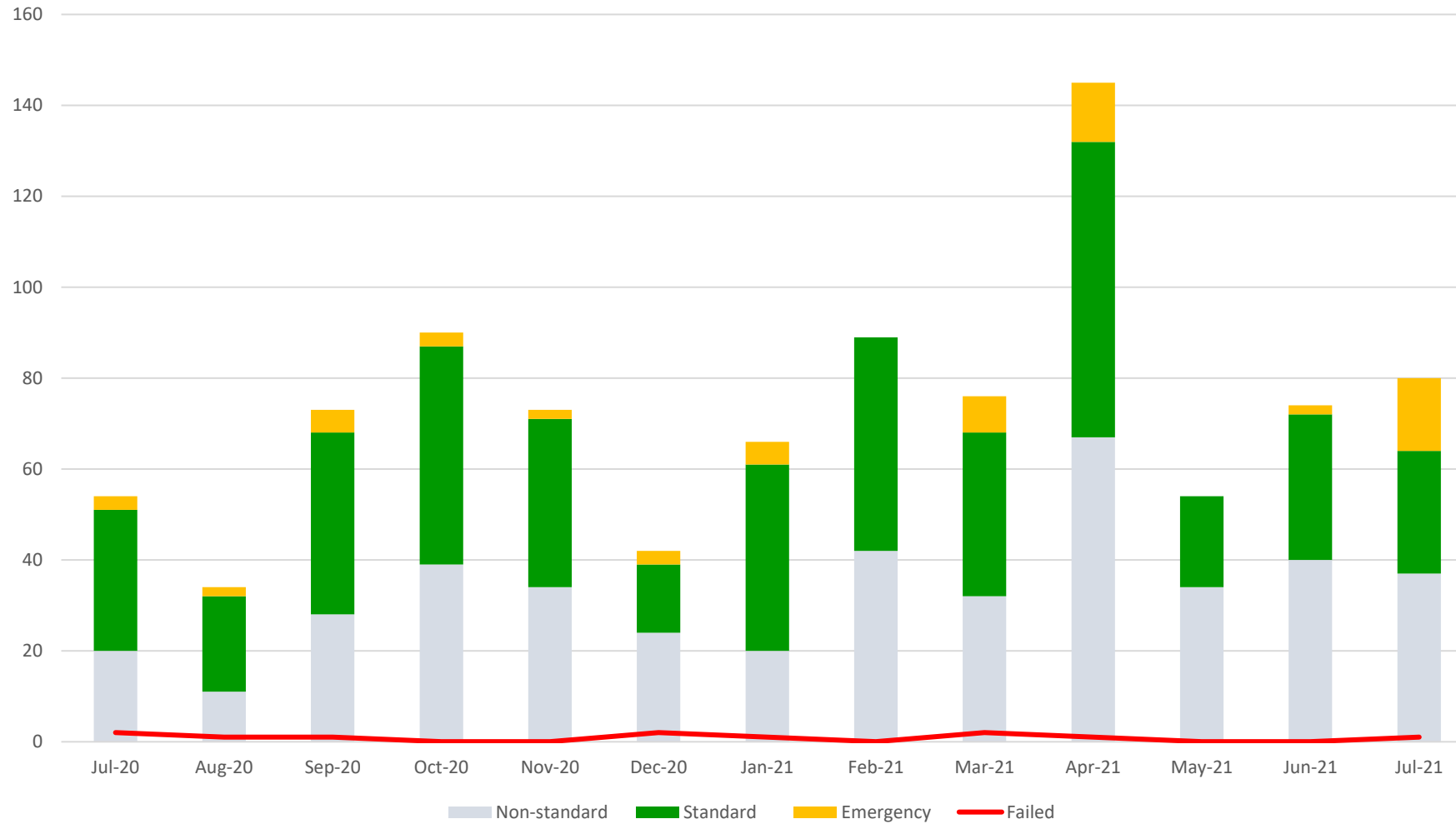
High Volume of Emergency Changes - There was a large number of Emergency changes this month, due to the IP phone testing in preparation for Clearing, there was also a number of changes raised for the MS Patch for the Print vulnerability.
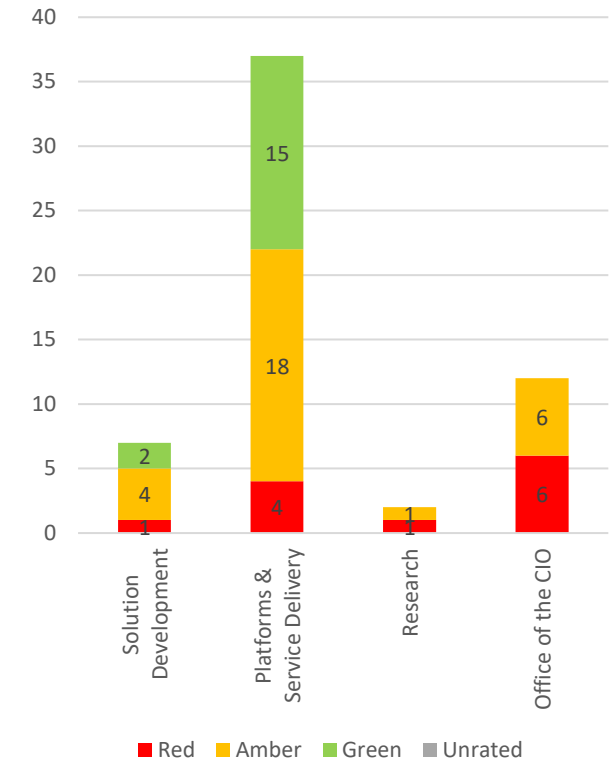
ITS Incidents and Service Requests Open vs Closed
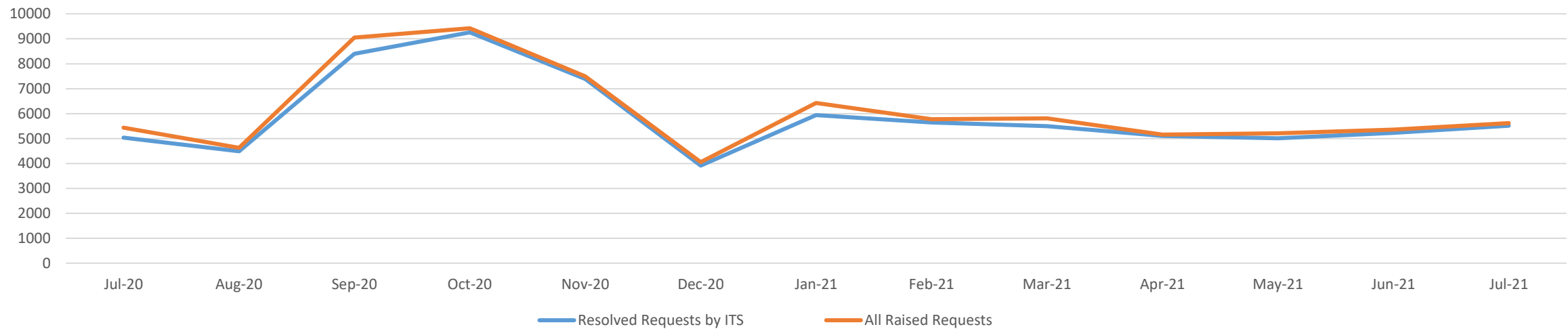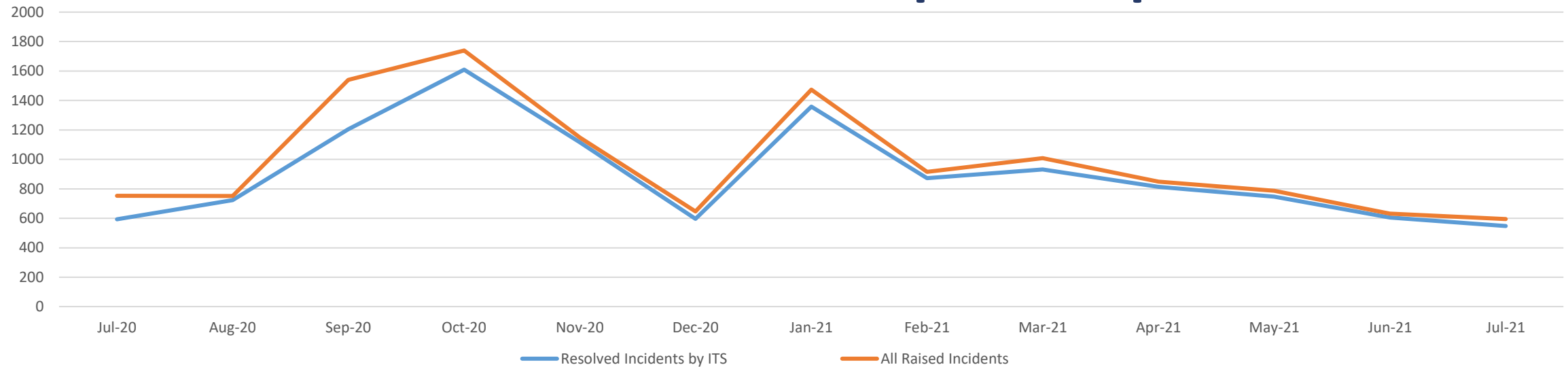
Risk Report

Ref	Risks	Rating	Progress
IT022	Under resourced information Security team may struggle to manage cyber security incidents and deliver the Information Security	(Red)	↑
IT070	Phishing emails used by hackers to gain access to QMUL user accounts COVID 19 has increased the likelihood –	(Red)	↑
IT071	Using 3rd party collaboration & cloud services that may not be secure or safe to view sensitive information could result in a possible information security incidents	(Red)	▭
AP051	Publically accessible User access portal with no password generation control to ensure users use strong passwords to access Agresso	(Red)	▭
IT030	Lack of clarity on how and when systems are to be recovered due to No Overarching Disaster Recovery plan or scheduled DR tests	(Red)	▭
IT063	Legacy hardware and unmanaged devices that are on the IT Network may introduce vulnerabilities that can be exploited	(Red)	▭
IT064	Vulnerabilities identified by Pen testing that could be exploited to obtain access to QMUL systems.	(Amber)	▭

IT Service Risk Profile

Solution Development: Red 1, Amber 4, Green 2
Platforms & Service Delivery: Red 4, Amber 18, Green 15
Research: Red 1, Amber 1
Office of the CIO: Red 6, Amber 6

Key: ■ Red ■ Amber ■ Green ■ Unrated

Key

↑ Deteriation from last month

↓ Improvement from last month

▭ No change from last month

Ticket Handling KPIs

	May	Jun	
Average Incident Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)	1d	1d	1d
Average Request Response Time Average time for first action on ticket (does not minus hold statuses and non business hours)	1d	1d	1d
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 = 2d P2 = 26m P3 = 6d P4 = 16d P5 = 3m	P1 = 4d P2 = 9d P3 = 4d P4 = 2h P5 = 0	P1 = 0d P2 = 8d P3 = 7d P4 = 2d P5 = 0d
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 = 2m SR 4h = 6h SR 10h = 18h SR2d = 30m SR3d = 4d SR5d = 3d SR10d = 5d SR20d = 8d	SR 15m = 0 SR1hr = 3d SR 4h = 5h SR 10h = 6h SR2d = 3d SR3d = 5d SR5d = 4d SR10d = 6d SR20d = 9d	SR 15m = 0 SR1hr = 7d SR 4h = 5h SR 10h = 4d SR2d = 7d SR3d = 4d SR5d = 4d SR10d = 6d SR20d = 10d

Ticket Handling KPIs (cont.)

	May	Jun	Jul
Average incident Resolution Time by Category Average of ticket from logging through to resolution (does not minus hold statuses and non business hours)	Accts = 2d Apps = 5d AV = 2d Email = 12d Hardware = 0d Printing = 5d Managed Service = 0d Software =16d Phone = 5d Network = 7d	Accts = 4d Apps = 9d AV = 5d Email = 10d Hardware = 2d Printing = 1d Managed Service = 0d Software = 0d Phone = 10d Network = 3d	Accts = 2d Apps = 2d AV = 19h Email = 1d Hardware = 3d Printing = 2d Managed Service = 0d Software = 4d Phone = 5d Network = 1d
Average Request Resolution Time by Type Average time to resolution for top level categories (does not minus hold statuses and non business hours)	Apps = 5d Acct = 1d AV = 8d Lapp, Desk, Access = 9d Agresso = 0d	Apps = 5d Acct = 1d AV = 5d Lapp, Desk, Access = 6d Agresso = 3d	Apps = 4d Acct = 1d AV = 5d Lapp, Desk, Access = 7d Agresso = 2d
Number of Re-Opened Incidents Incidents re-opened following resolution	1 = Less than 1% of total resolved	0 = Less than 1% of total resolved	0 = Less than 1% of total resolved
Number of Re-Opened Requests Requests re-opened following resolution	83 = (2% of total resolved)	113 = (2% of total resolved)	104 = (2% of total resolved)
Functional Escalation Tickets escalated beyond the Service Desk (e.g. CCS or Applications)	Incidents = 381 Requests = 1438	Incidents = 341 Requests = 1418	Incidents = 336 Requests = 1469

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Ticket Handling KPIs (cont..)

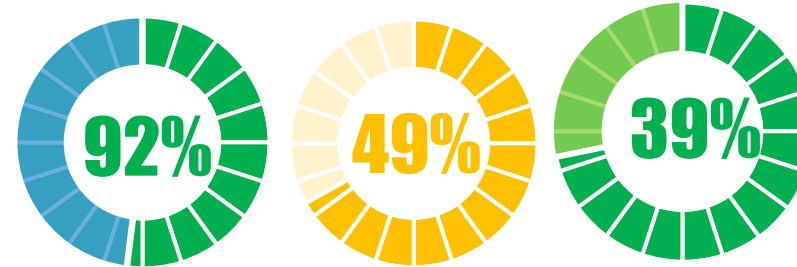|		May	Jun	Jul
	Ticket Bounce Rate Tickets reassigned to the Service Desk from 2nd or 3rd line teams	Incidents = 33 Requests = 190	Incidents = 36 Requests = 189	Incidents = 26 Requests = 183
	Self-help Usage Views of the Self-help pages on the ITS Site	10,861 Views 10% of total views	11,371 Views 12% of total views	13,248 Views 14% of total views
	Total Open Incidents Total outstanding Incidents at the end of the month	151 - Open Tickets 75 - Development Services 67 - Platform & services 9 - Research 0 - Projects & Change	134 - Open Tickets 38 - Development Services 86 - Platform & services 10 - Research 0- Projects & Change	189 - Open Tickets 41 - Development Services 126 - Platform & services 22 - Research 0 - Projects & Change
	Total Open Service Requests Total outstanding Service Requests at the end of the month	825 - Open Tickets 247 - Development Services 545 - Platform & Services 33 - Research 0 - Projects & Change	825 - Open Tickets 179 - Development Services 604 - Platform & Services 42 - Research 0 - Projects & Change	906 - Open Tickets 208 - Development Services 640 - Platform & Services 58 - Research 0- Projects & Change

DRAFT SLIDE
Cyber Security

Pen Testing

96 Critical	220 High	1091 Medium	81 Low	3 Patched

Last Pen test Scan :

Vulnerability

5 Critical	5 High	5 Medium	5 Low	5 Patched

Last Vulnerability scan :

User Accounts

92% Enabled Research Student
49% Enabled Student
39% Enabled Staff

Number of Virus Attack Blocked

Month	Value
Nov	1611
Oct	2826
Sep	7195

(axis: 0, 2000, 4000, 6000, 8000)

Number of Spam Blocked

Month	Value
Nov	6790903
Oct	6113785
Sep	6103186

(axis: 5500000, 6000000, 6500000, 7000000)
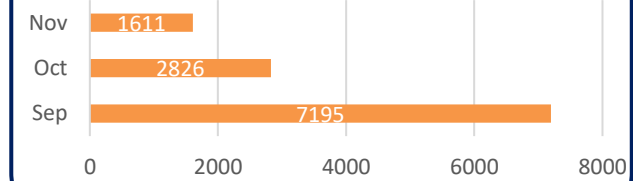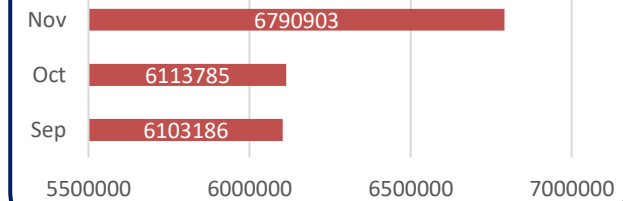
Improvements	Oct	Nov	Dec
Pen Test			
MetaCompliance			
KPMG Audit			
WAF			

Security Issues	Impact	Progress
Ransomware – SEMS Domain Controller compromised	🟥	⬇
Phishing Covid 19	🟥	⬆
ITS Status Page Hacked	🟩	⬇

Security Threats	Threat level
Cyber Security resources	🟥
Vulnerabilities in the unmanaged estate	🟥
Phishing, 3rd Party collaboration	🟥
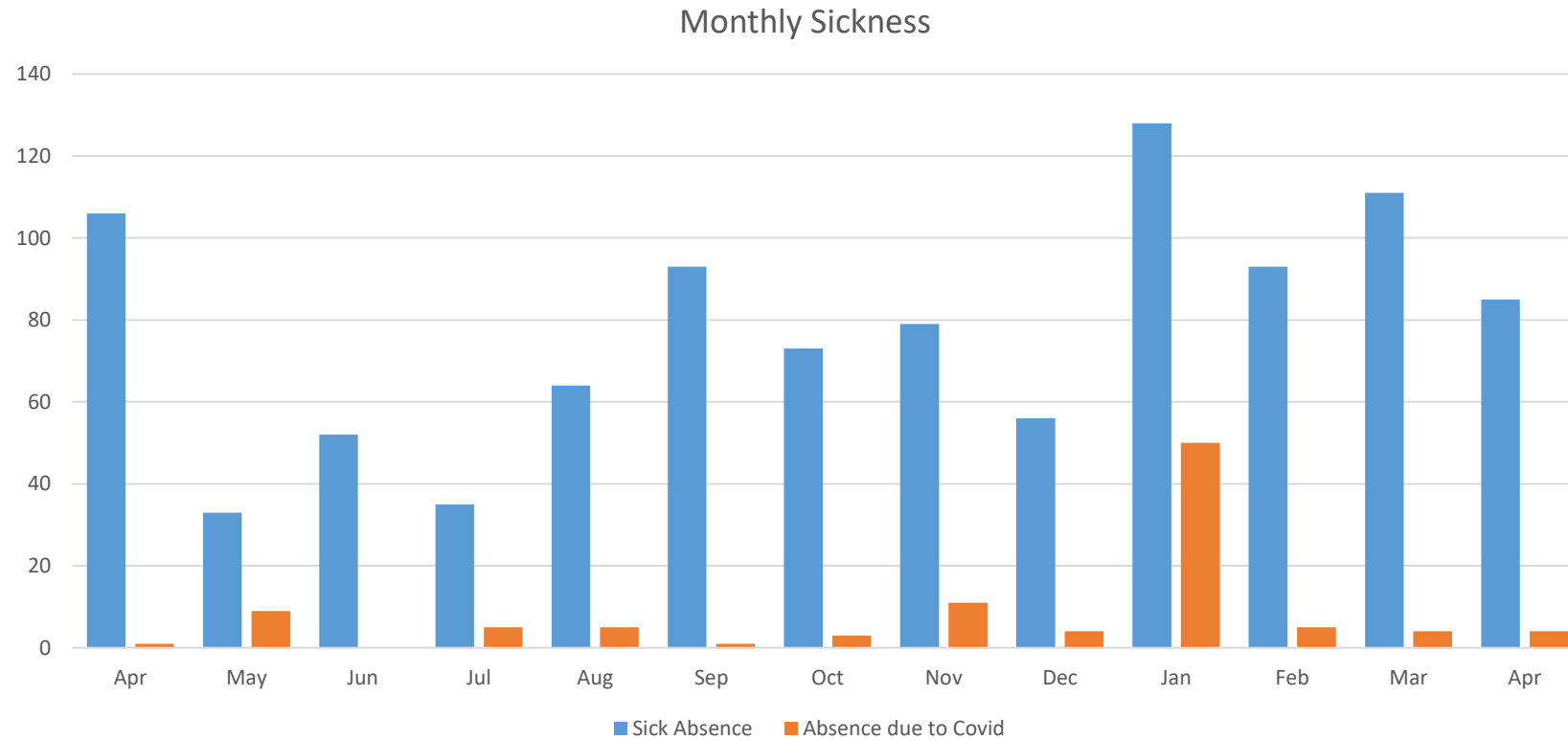
	Oct	Nov	Dec
Unidentified Devices on the network			
Intrusion Attempts			
Security Incidents			
Mean Time to Detect			
Mean Time to Resolve			
Mean Time to Contain			

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Questions about this report, or would you like to know more?

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