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Committee(s)	Dated:
IT Sub-Committee – For Information	2 nd November 2018
Subject: IT Division – IT Service Delivery Summary	Public
Report of: The Chamberlain	For Information
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Summary

IT Service performance has been good for both the City of London Corporation and City of London Police.

- There were no P1 incidents for the Police, but there were 3 P1 incidents for the Corporation.
- There were 3 P2 incidents for the Police and 7 P2 incidents for the Corporation.
- The Net Promoter Score average for the City of London Corporation for the last 3 months is 65. Any score over 50 is considered very good.
- 93% of users who completed the customer satisfaction survey following contact with the City of London Service Desk reported a good or very good experience.
- 100% of users reported a good or very good experience of the City of London Police Service Desk.
- City of London IT have instigated a piece of work to clearly define roles, responsibilities and SLAs for power resilience and management and to perform an audit of the Uninterrupted Power Supply (UPS) in the estate to provide recommendations and options for replacement and ongoing support.

Recommendations

Members are asked to note this report

Main Report

Service levels and exceptions

1. City of London Police (CoLP)

P1 incidents

None to Report

P2 Incidents

There were 3 P2 incidents

Affected Service	Reason	Resolution
Blackberry Outage	Blackberry was unavailable for approaching 29 hours due to a 3 rd party Virgin Media Cisco router being down due to a Power Failure	Power restored. Router issue resolved.
Network outage GYE	A Power Failure caused the network and wifi to be unavailable to GYE 4 th floor for just over 3 hours	Failed UPS, Field implemented a temporary solution by plugging the switch into an extension lead, facilities resolved the underlying fault with the UPS.
Pronto not loading data into Niche	3 rd party high memory utilisation caused intermittent performance issues when uploading from Pronto to Niche for a period of 7:50 hours.	3rd Party - Airwaves resolved the issue; the Pronto Hub Web Service was restarted reducing the Java Platform RAM usage and bringing the memory utilisation into a safe range.

2. City of London (CoL)

P1 incidents

There were 3 P1 incidents

Affected Service	Reason	Resolution
City People	City People was unavailable for 2 hours and 39 minutes due to a fault in a switch in the laaS datacenter. The switch was taken out of service. This was resolved outside of SLA as it was not a complete failure that would have triggered an automatic failover, and hence took time to investigate and diagnose.	Device Replaced
Internet access and remote site connectivity	Air conditioning failure in GJR (8 hours, 30min) All network services in Barbican Estate Office and Barbican Library e.g.	Air conditioning repaired

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	phones, email, intranet, internet were unavailable.	
Gower	Gower was unavailable (1 hour 1 min)	Application restarted

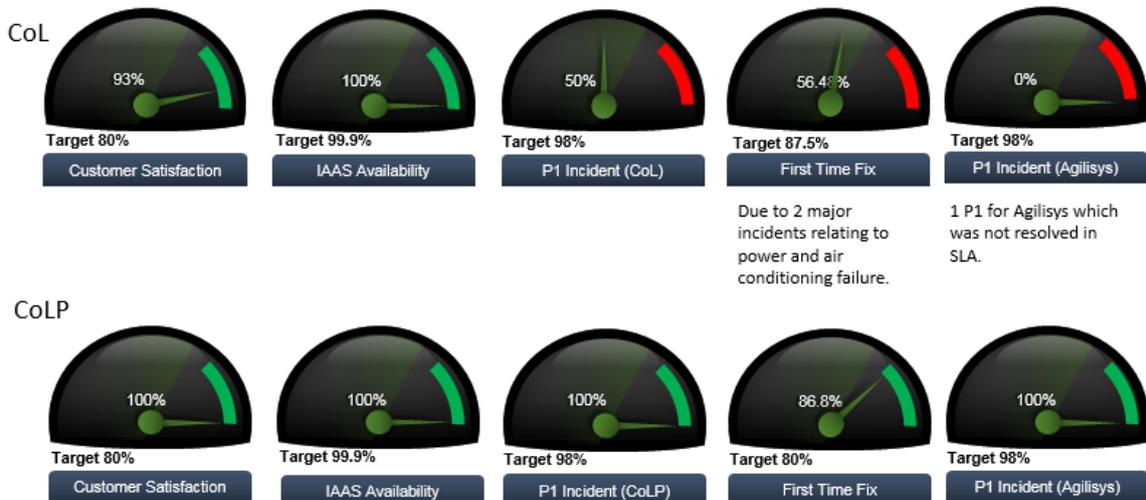
P2 Incidents

There were 7 P2 incidents

Affected Service	Reason	Resolution
COTAG (Card Entry Management System) failure	Network transformation	3 rd party ACE Migrated to new infrastructure
COL website	Website DDoS attack (1 hour); website was intermittently unavailable	Automatic systems diagnosed the attack and blocked the source
Outlook at London Councils	London Councils Outlook (8 hours 6 min); users were unable to access on-prem Exchange but were able to access O365.	Servers LCFS2 and LCFSP2 were up and running, however they required a further reboot to resolve the outlook connectivity problem
Public Network at Artizan Library	Pubnet was unavailable at Artizan Street Library (2 hours 28 min)	Tekpool resolved by making a configuration change.
Main telephone number for HARC	HARC phone lines (0 hours 25 min); incoming calls on the main line not working, outgoing calls were working.	Power restored to failed UPS
Outlook at London Councils	London Councils Outlook (1 hour 6 min) Users were unable to access on-prem Exchange but were able to access O365.	A firewall policy was added to allow RDS servers to route out via the proxy
Internet access and remote site connectivity	Air conditioning system issues in GJR Datacentre.	AC device repaired.

3. With regards to the P1 Incident (CoL) the breach was due to the GJR Datacentre Air conditioning failure. The completion of the GJR exit programme in December will remove the reliance on this air conditioning system.
4. With regards to the First Time Fix although Agilisys brought in additional staff into the Service Desk to cope with the unusually high number of calls due to the serious impact of the air conditioning failure this impacted the ability to fix calls on the phone. The service contract for the air conditioning and SLA will be reviewed with the CoL Facilities Management team.
5. With regards to the P1 Incident for Agilisys there was only 1 P1 for the month quicker triage and diagnostics will prevent a reoccurrence.
6. Service performance summary is detailed in the dashboard below.

Gauges to monitor performance – Sept 2018



Service improvements

7. Police Improvements include:

- CoLP are reviewing a proposal from Agilisys for a contract change to add Blackberry support to the 24/7 critical applications list.
- CoLP are reviewing a proposal from Agilisys for a contract change to bring MS SQL into 24/7 support for ANPR, PNC and Blackberry applications.
- Agilisys are recommending to CoLP that the Holmes application (required by the Casualty Bureau for managing major incidents) is added into the Critical Applications list to ensure 24 x 7 support and Agilisys are also reviewing a request from CoLP to provide 24/7 support for Pronto accounts.

8. Corporation:

- A kick off meeting was held in September to begin planning on options for Agilisys to provide a proof of concept on migrating data/services/Applications from our compute and storage environment IaaS to an Azure platform.
- Critical data from the storage network in London Metropolitan Archive was migrated to IaaS, removing the risk posed by aged and unstable hardware.
- A review of the Memorandum of Understanding between the Chamberlains (IT) and City Surveyor is underway and will include an updated policy for the management of Communications rooms, an agreed SLA for their power provision and environmental controls.
- IT in discussion with Facilities to scope the installation of additional, resilient power in key Communications rooms including upgrading Uninterruptable Power Supply (UPS) where required.

Other Service Improvements

9. The managed service contract between for 24x7 Network monitoring and support for the City of London and City of London Police with Freedom/Agilisys/Roc went live on the 1st of September.
10. Agilisys was successfully recertified to ISO27001 in City of London and City of London Police. This is the widely recognised standard for the Information Security Management Systems.

Outlook Cached Addresses

11. There was an issue reported to IT that Members were stilling getting documents from Officers sent to the private email address and not their City of London Corporation email address. The update on this issue is detailed below:
 - The Outlook's Auto-complete feature is designed for the convenience of sending an email. It uses an internal Outlook algorithm to scan the Global Address List (GAL) and the user's contacts and any manually typed address and makes suggestions when the user starts typing.
 - This can be switched off completely, however not selectively, for example it cannot be restricted to only internal Corporation addresses.
 - For most outlook users the feature is convenient and saves the requirement of looking up email addresses for regular contacts.
 - The impact of turning this feature off would give the user only the ability to select from GAL or contacts and not type in a name and have Outlook complete it for them. There are 3rd party utilities which will clear external addresses from autocomplete on a schedule e.g. daily, weekly etc. These would incur a cost though and an added layer of complexity on top of Outlook, which we would not recommend unless it can be restricted to a small number of users.
 - IT have enabled a warning enabled - if a user has an external email address in the To/CC/BCC box, Outlook will warn them of this.
 - This issue is best managed by regular communications to staff who have most contact with Members to make them aware and ask them to consciously select the Members email details from the GAL.

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