Committee(s)	Dated:
Digital Services Sub-Committee – For Information	**4th February 2019**
Subject: IT Division – IT Service Delivery Summary	**Public**
Report of: The Chamberlain	**For Information**
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Summary

IT Service performance was generally very good in December for both the City of London Corporation (CoL) and City of London Police (CoLP), though there was a small number of priority incidents with external causes that could not have been predicted, and which took longer than expected for 3rd parties to resolve.

- There were 3 P1 incidents for City of London Corporation and 3 for City of London Police.

- There were no P2 incidents for the City of London Corporation and 1 for City of London Police.

- There were no IT outages over the Christmas and New year period in City of London Corporation and just one for City of London Police which was resolved.

- The Net Promoter Score average for the City of London Corporation and City of London Police for the last 3 months is 60. Any score over 50 is considered very good.

- 84% of users who completed the customer satisfaction survey following contact with the City of London Corporation 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.

- The City of London Police and city of London Corporation annual PSNP and PSN readiness assessments were carried out in June and November 2018 respectively. This identified some areas of work required to maintain accreditation. The majority of these have been completed and mitigation statements are being prepared for PSN discussion with the accreditors.

Recommendations

Members are asked to note this report

Main Report

Service levels and exceptions

1. **City of London Police (CoLP)**

   P1 incidents

   There were 3 P1 incidents

Affected Service	Reason	Resolution
Pronto	CoLP firewall fault prevented users from logging in to Pronto.	Firewall clusters were restarted.
Pronto	Pronto supplier Airwave server fault prevented Pronto clients from synchronising	Airwave restarted the servers
PNC	Software configuration issue during Vodafone planned maintenance	Vodafone reversed the change

   P2 Incidents

   There was 1 P2 incident

Affected Service	Reason	Resolution
O2 data services	O2 data services were unavailable due to a software fault in the O2 environment	Resolved by O2

2. **City of London Corporation (CoL)**

   P1 incidents

   There were 3 P1 incidents

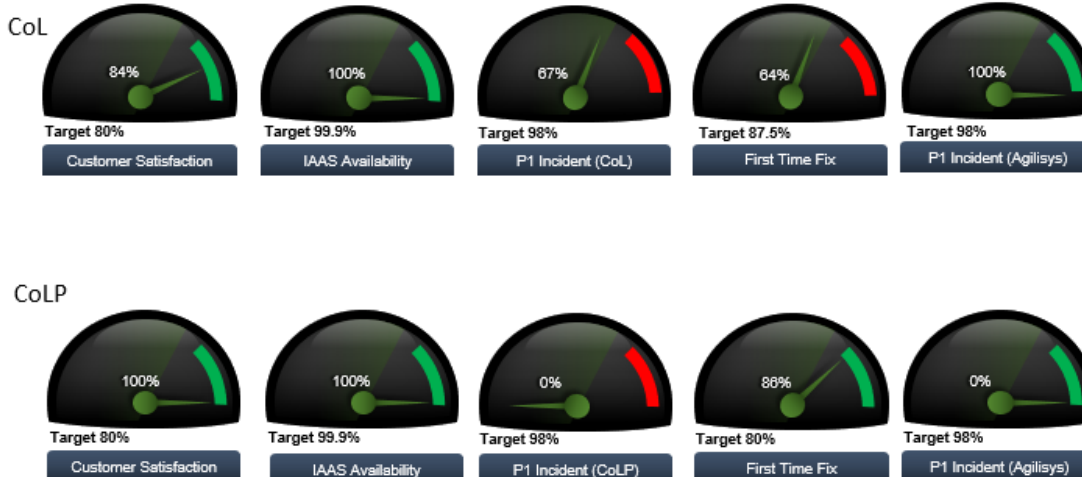| Affected Service	Reason	Resolution
X250 laptops	A Microsoft security update prevented this laptop model from working.	The laptops were reconfigured or rebuilt; to avoid future issues the devices will be replaced in 2019.
Internet access	Internet access was disrupted during a planned change outside of core business hours.	The change was halted and reversed, with no impact on users during business hours.
COL public website	Monitoring detected a significant increase in suspicious traffic to the CoL public website.	Once verified that the source of the traffic was unknown and unauthorised, the source was blocked.

P2 Incidents

None to report

With regards to the P1 incident for Lenovo X250 laptops in City of London Corporation, the incident was caused by a correct software release from Microsoft that required an engineer visit to each computer to rectify. The X250 laptops use older components that carry an increased risk of incompatibility with future software releases and this model will be retired from service in 2019.

With regards to the P1 incident for the City of London Corporation public website, it should be noted that IT monitoring and response processes were effective such that the website was fully available at all times with no degradation of service. Sudden and sustained increases in traffic can be signs of an attack on the websites, either to consume system resources to deny service to legitimate users (Denial-of-service attack) or to hack the website to gain unauthorised access. The incident was reported to City of London Police Action Fraud as an attack.

With regards to the two incidents affecting Pronto in City of London Police, suppliers have been engaged to investigate and improve firewall reliability. A detailed review meeting will be held with the suppliers to focus on ensuring service stability.

Service performance summary is detailed in the dashboard below.

Gauges to monitor performance – Dec 2018

CoL

84%	100%	67%	64%	100%
Target 80%	Target 99.9%	Target 98%	Target 87.5%	Target 98%
Customer Satisfaction	IAAS Availability	P1 Incident (CoL)	First Time Fix	P1 Incident (Agilisys)

CoLP

100%	100%	0%	86%	0%
Target 80%	Target 99.9%	Target 98%	Target 80%	Target 98%
Customer Satisfaction	IAAS Availability	P1 Incident (CoLP)	First Time Fix	P1 Incident (Agilisys)

Service improvements

3. City of London Police Improvements include:

   - Improvements to process have been made for handling P1 and P2 incidents for Pronto and Niche.

   - There has been a steady decline in incidents reported by remote access (VPN) users. This is due to a client upgrade, production of a user guide and targeted assistance to customers to ensure correct use and installation.

   - Agilisys proposals for enhanced support for Microsoft SQL, IMS/DRS and Blackberry have been presented to the City of London Police and are awaiting sign-off.

   - A proposal from Agilisys for an upgrade to City of London Police's Sharepoint implementation is awaiting approval.

4. City of London Corporation improvements include:

   - Agilisys demonstrated new tools for user self-service which will improve compliance with policies for the processing of new starters and of leavers.

   - The City of London Corporation's very successful Desktop Transformation programme was extended to London Councils. 80% of the London Councils team is now working with new Windows 10 laptops and supporting technologies. Feedback from the users has been very positive, indicating a smooth transition. Further work is planned for services currently operating on an unstable local infrastructure, which will be migrated to the IaaS environment. This will enable the organisation to realise benefits associated with its accommodation strategy in 2019.

   - A proposal was presented by Agilisys to migrate storage for both the Corporation and Police from the Agilisys IaaS platform to a multi-cloud, multi-provider solution managed by Agilisys. This will maintain the current high-quality service provision and reduce costs for the organisation.

5. Transformation success – reduced number of incidents reported to Service Desk.

   The blue lines in the graph below represents the number of incidents reported to the City of London Corporation Service Desk each month in 2018.

   There has been a 60% reduction in the number of incidents reported, from a high of almost 1600 incidents in January 2018 to a low of 250 in December 2018.

   This is an important success indicator for the Desktop Transformation project, which transformed the user experience, and supports the high rates of reported user satisfaction.

Incidents reported to City of London Service Desk in 2018
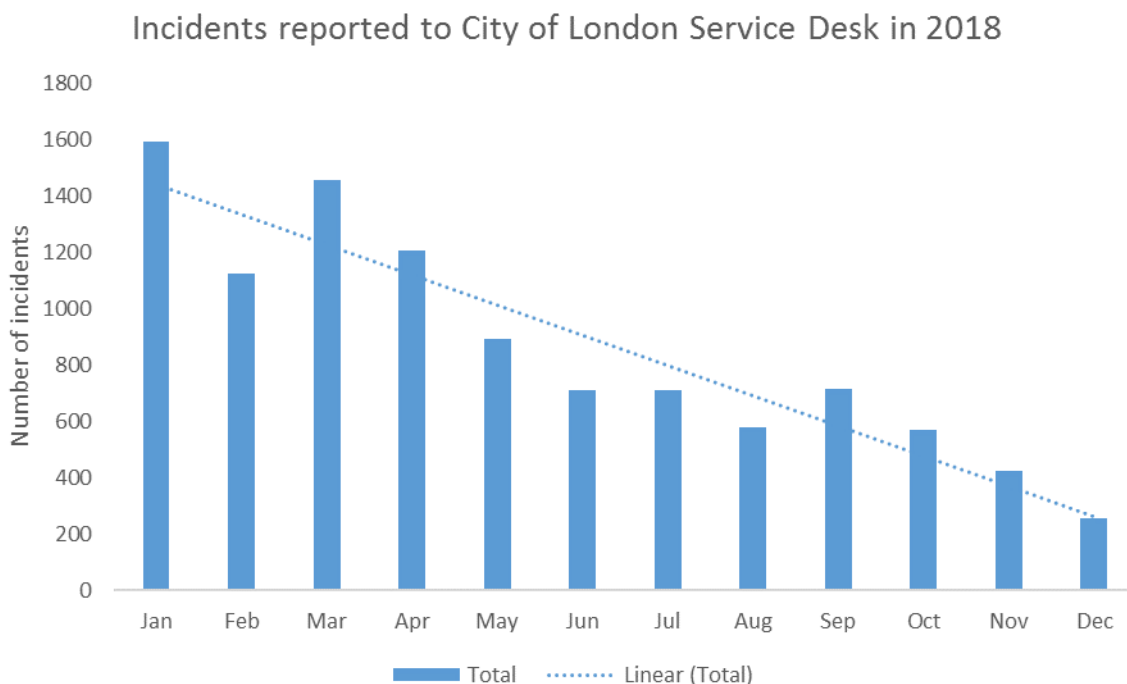
Public Services Network (PSN) Accreditation

6. The City of London Corporation needs to renew our PSN annually to remain connected to National Government IT systems such as those provided by the Department of Work and Pensions. To do this our IT security systems and processes need to be reviewed annually though a third party consultancy.

7. The IT Security review (IT Security Healthcheck) was completed in June18 for CoLP and November 18 for CoL.

8. The actions for CoLP have been remediated and the PSNP submission is now ready.

9. PSN actions for CoL are being remediated prior to submission in February 19 to obtain PSN accreditation sign off.

10. At point of writing this report any critical actions are on track for completion prior to submission.

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