

<b>Committee(s)</b>	<b>Dated:</b> 28 <sup>th</sup> March 2018
Digital Services Sub-Committee – For Information	
<b>Subject:</b> IT Division – IT Service Delivery Summary	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
<b>Report author:</b> Matt Gosden – Deputy IT Director	

### **Summary**

IT Service performance was generally very good in January for both the City of London Corporation and City of London Police, with continued high levels of customer satisfaction. Repeat issues for power and telephony were responded to and plans are in place to permanently resolve these. All priority incidents were resolved within targets.

- There were 4 P1 incidents for City of London Corporation and 1 for City of London Police.
- There was 1 P2 incident for the City of London Corporation and 3 for City of London Police.
- The Net Promoter Score average for the City of London Corporation and City of London Police for the last 3 months is 64. Any score over 50 is considered very good.
- 81% 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.

### **Recommendations**

*Members are asked to note this report*

**Main Report**

**Service levels and exceptions**

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

**P1 incidents**

There was 1 P1 incident

Affected Service	Reason	Resolution
Niche	The root cause of the connectivity issue is under investigation by the application 3 <sup>rd</sup> party supplier.	Service restored without intervention.

**P2 Incidents**

There were 3 P2 incidents

Affected Service	Reason	Resolution
Telephony	Hardware failure	The hardware was replaced.
Telephony	3rd party circuit was down	The 3rd party Elite resolved the circuit issue
3rd floor GYE Network	UPS failure	The UPS was by-passed temporarily

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

**P1 incidents**

There were 4 P1 incidents

Affected Service	Reason	Resolution
Gower	Known issue	Application services were restarted.
Website	An external attack on the website, which did not cause any service impact.	The attacker's IP was blocked.
CBIS	A planned change for Network Transformation had an unexpected impact.	A failed change was reversed; it was reviewed and reintroduced successfully without impact.
Printing	A load-balancer failed to respond correctly when a connection was interrupted.	Application services were restarted.

## **P2 Incidents**

<b>Affected Service</b>	<b>Reason</b>	<b>Resolution</b>
Guildhall 5 <sup>th</sup> floor network	Power failure	Power was restored and a faulty UPS device taken out of service,

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. The P1 prevented a denial-of-service attack. The incident was reported to City of London Police Action Fraud as an attack.

The P1 for CBIS was for just over an hour on a Sunday. It was caused by a Network Transformation change that was then reversed, re-planned and re-introduced successfully and without further impact to CBIS.

The P1 for Gower was a brief outage caused by application services hanging. These were restarted within 5 minutes to restore services.

The P1 for printing is under investigation by Konica to identify why the service did not fail-over correctly.

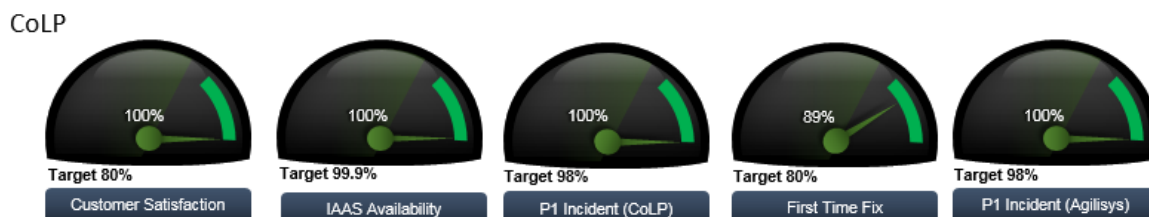
The UPS on the 5<sup>th</sup> floor of Guildhall was taken out of service by CoL Facilities in response to the COL P2.

With regards to the P1 incident for Niche, users were presented with connectivity errors when trying to launch the application. No changes were made in the COLP environment to trigger this, and service restored without intervention at the COLP end of the connection. The supplier was unable to identify a definitive root cause. The IT service is monitoring the service and working with the supplier to diagnose the issue and identify a root cause.

With regards to the two incidents affecting telephony in City of London Police, these circuits are coming to end of life and numbers will be moved to another provider. The UPS device on the 3<sup>rd</sup> floor of GYE was replaced following a temporary by-pass to resume service.

Service performance summary is detailed in the dashboard below.

## Gauges to monitor performance – Jan 2019



### Service improvements








#### 3. City of London Police Improvements include:

- Telephony is moving over to a new IP solution in Summer of 2019
- Improvements are planned to the call logging messaging that is sent to customers after logging a call, and for the duration of the call. The messaging will be clearer and more customer friendly and is designed to improve customer information stored in the system.
- IMS/DRS, a new CCTV solution will be entering into a soft go-live in Spring 2019 to trial support and process.

#### 4. City of London Corporation improvements include:

- The 6 Degrees internet link was discontinued in City of London and all services successfully migrated to use the new BT link.

**Social Responsibility update**

Commitment	Update	RAG status
3 back-end Apprentices (Level 4) Working on COL account.	<ul style="list-style-type: none"> <li>1 started October 2018</li> <li>2 started November 2018</li> </ul>	
Minimum 3 weeks p/year of work experience for 14-18 year olds from deprived boroughs.	<ul style="list-style-type: none"> <li>Week 1 delivered March 2018</li> <li>Week 2 delivered July 2018</li> <li>Week 3 scheduled for March 2019</li> </ul>	
Minimum of 6 weeks work experience for 19+ year olds.	<ul style="list-style-type: none"> <li>6 week placement scheduled for February 2019</li> </ul>	
Two digital inclusion training workshops delivered per year for socially excluded groups p/year.	<ul style="list-style-type: none"> <li>First workshop delivered December 2018</li> <li>Second workshop scheduled for February 2019</li> </ul>	
4 page summary report sharing key findings from Agilisys initiatives to include more women in technology.	<ul style="list-style-type: none"> <li>Report due for submission end January 2019.</li> <li>Follow up workshop to be arranged for Feb 2019.</li> </ul>	
2 visits to schools per year to raise awareness/promote IT careers.	<ul style="list-style-type: none"> <li>First visit completed on 5<sup>th</sup> November 2018.</li> <li>Second visit currently being scheduled for March 2019.</li> </ul>	
Responsible procurement supply chain map covering Lenovo laptop and components.	<ul style="list-style-type: none"> <li>Report presented to in March 2019.</li> <li>Feedback provided from Intel (CPU, chipset) and Samsung (RAM, storage).</li> <li>Further investigations are taking place to provide audit information on Factory working conditions for staff.</li> </ul>	

**Public Services Network (PSN) Certificate**

5. City of London Police achieved their PSN certificate valid till March 2020
6. The City of London Corporation PSN certificate application has been submitted.

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