Committee(s)	Dated:
Digital Services Sub-Committee – For Information	**30th May 2019**
Subject: IT Division – IT Service Delivery Summary	**Public**
Report of: The Chamberlain	**For Information**
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Summary

The overall service performance was good during the period with good levels of satisfaction being reported.

There was a total of 13 incidents for the City of London Corporation and City of London Police in March. This is higher than usual, although 9 of these were caused by external factors such as supplier failures outside of the direct control of the IT service.

Response and resolution times were within expected timelines for most incidents, with the exception of the telephony controller failure, the Tower Bridge network and the Mosaic issue, which each required extensive work from the 3rd parties to resolve.

Problem records have been created where appropriate to identify root causes and to manage improvements.

- There were **2** P1 incidents for City of London Corporation and **2** for City of London Police.

- There were **6** P2 incidents for the City of London Corporation and **3** for City of London Police.

- The Net Promoter Score average for the City of London Corporation/City of London Police for the last 3 months is **69.67**. Any score over **50** is considered very good.

- **90%** 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.

PSN accreditation sign off has been completed for the City of London Corporation for another 12 months. This is the end of result of 6 months of remediation work following the IT health check and penetration testing provided by an independent consultancy last year

Recommendations

Members are asked to note this report

Service levels and exceptions

City of London Police (CoLP)

1. **P1 incidents**

    There were 2 P1 incidents

Affected Service	Reason	Resolution	Problem Management plan
Niche	Niche change to move to new infrastructure.	Change was reverted by Lincolnshire Police (3rd party supplier).	None required
GYE Network	The secondary Clearpass server stopped computers from authenticating because of a certificate error.	All traffic was pointed via the switches to the primary Clearpass server until the certificate error was cleared.	None required

2. **P2 Incidents**

    There were 3 P2 incidents

Affected Service	Reason	Resolution	Problem Management plan
Telephony	Vodafone accidentally performed a premature soft cease of the circuit, having agreed to postpone cessation until 31st May.	Vodafone reconnected the circuit.	None required
ASC Call recorder	AC power supply failure.	The server was failed-over to use its secondary power supply; the faulty power supply was replaced.	Problem record created.
Telephony	The Mitel 3300 telephony controller was unresponsive.	The Mitel 3300 controller was restarted.	Project underway to transfer to new technology

3. P1 incidents

There were 2 P1 incidents

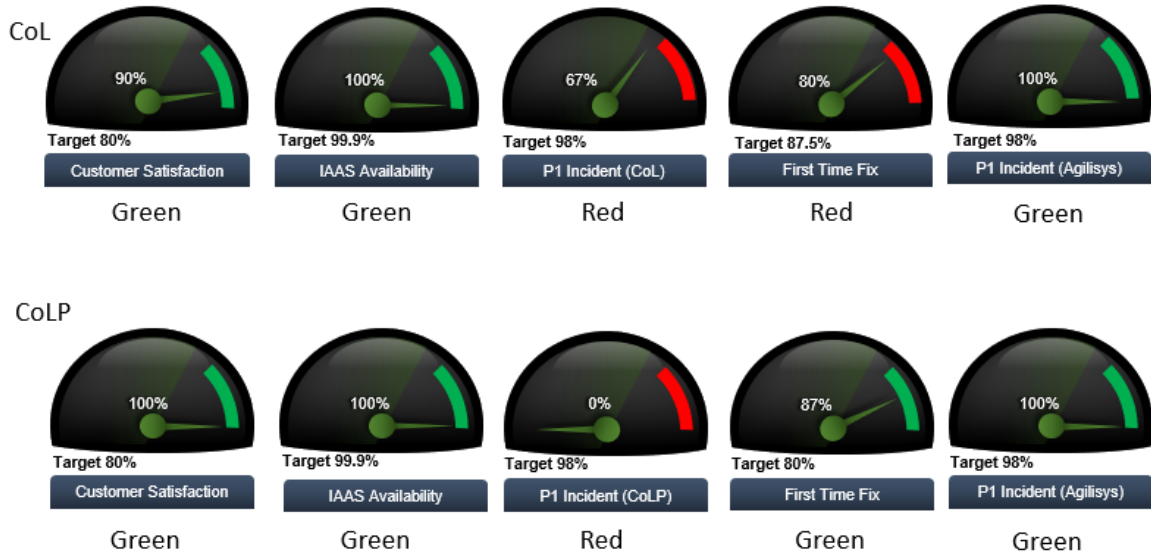| Affected Service	Reason	Resolution	Problem Management plan
Mosaic	Incorrect settings on the supplier's network equipment did not match the local environment.	Firewall timeout values were changed at both ends of the connection. This issue is unlikely to recur.	None required
City of London public website	Monitoring detected a significant increase in suspicious traffic to the City of London public website.	Once verified that the source of the traffic was unknown and unauthorised, the source was blocked. A Problem record has been raised to identify opportunities to identify and repel attacks earlier.	Problem record created.

4. P2 Incidents

There were 6 P2 incidents

Affected Service	Reason	Resolution	Problem Management plan
Guildhall 5th floor network	A failed UPS device caused a loss of connectivity for users on the 5th floor of Guildhall	The UPS was removed from service.	None required
Telephony	22 numbers in the West Wing were unavailable when a telephony controller failed.	The telephony controller was rebuilt by the supplier. This issue is unlikely to recur.	Project underway to transfer to new technology
Tower Bridge network	A BT line fault caused a loss of connectivity for users in Tower Bridge	Line fault was repaired by BT	None required
Internet access	Some users were unable to access the internet.	IIS reset on the PAC file server restored service. A Problem record has been raised to identify opportunities to identify a root cause.	Problem record created.
Pubnet	Pubnet was unavailable in Guildhall and City Libraries	Resolved by Tekpool. A Problem record has been raised to manage improvements in the 3rd party service.	Problem record created.
Telephony	There was static noise on Guildhall Art Gallery lines.	Re-seated fibre connections. This issue is unlikely to recur.	None required

5. Service performance summary is detailed in the dashboard below.

Gauges to monitor performance – March 2019

CoL

90%	100%	67%	80%	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)
Green	Green	Red	Red	Green

CoLP

100%	100%	0%	87%	100%
Target 80%	Target 99.9%	Target 98%	Target 80%	Target 98%
Customer Satisfaction	IAAS Availability	P1 Incident (CoLP)	First Time Fix	P1 Incident (Agilisys)
Green	Green	Red	Green	Green

Service improvements

6. Police Improvements include:

- Improvements have been made to Solarwinds monitoring tool to reduce and refine alerting.

- Contacts have been reviewed and revised to ensure that support staff have the correct authorisation to log calls with key 3rd party suppliers.

- A review is underway of the critical applications list to ensure that the list meets support for essential applications and services is current.

7. Corporation improvements include:

- London Councils began its migration of servers to IaaS where they will benefit from a more secure and stable environment.

- A change freeze was implemented to successfully support teams working on intensive year-end financial processes.

- Very low number of user escalations, just **1.9%** of open Service Desk contacts were escalated by users.

- Agilisys ISO27001 Information Security Management System reaccreditation audit took place 23rd & 24th April 2019.

8. Customer Satisfaction

- End users in City of London and City of London Police consistently report a very high level of satisfaction when they contact the Agilisys Service Desk, exceeding industry best practice and greatly exceeding local government averages.

- A benchmark of Agilisys customers show the City of London Corporation and City of London Police reporting amongst the highest levels of customer satisfaction when compared to other Agilisys Customers.

PSN Update

9. The City of London Corporation has now received it's PSN accreditation for another 12 months following remediation of required health-check issues and our plan for resolving two outstanding issues by June 19.

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