

Committee(s)	Dated:
Digital Services Sub-Committee – For Information	5th July 2019
Subject: IT Division – IT Service Delivery Summary	Public
Report of: The Chamberlain	For Information
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Summary

During May customer satisfaction with IT Services that Agilisys support and are responsible for remained high although there was a total of 5 high priority incidents for the City of London Corporation and City of London Police in May. 4 of these were caused by external factors such as supplier failures outside of the direct control of the IT service.

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

- There were **4** P1 incidents for City of London Corporation and **0** for City of London Police.
- There were **0** P2 incidents for the City of London Corporation and **1** 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 **67.6**. Any score over **50** is considered very good.
- **91.5%** of users reported a good or very good experience of the City of London Service Desk – qualitative sampling will be undertaken to understand how to further improve satisfaction of CoL customers.
- **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 were 0 P1 incidents

P2 Incidents

There was 1 P2 incident

Affected Service	Reason	Resolution	Problem Management plan
Network outage	4th floor GYE network outage	UPS was reset to restore power	UPS/power management audit

With regards to the P2 incident for the 4th floor GYE network outage, monitoring indicated that a router was reported as being down which affected one floor of GYE. The uninterrupted power supply unit had to be restarted due to power loss, which re-established the power supply and service.

2. City of London (CoL)

P1 incidents

There were 4 P1 incidents

Affected Service	Reason	Resolution	Problem Management plan
Network services to London Councils, Epping Forest The Warren and Barbican Estate.	The initial outage was due to a fibre break on the BT network affecting 3 POP sites (5x 100Gb circuits). BT repaired the fibre to restore service. The subsequent outages were due to an ARP storm in the BT Open Reach core network following the repair. Total outage time was 20 hours.	BT cleared the ARP storm on their network to permanently restore service by 07:13 on 29th May 2019.	To be discussed at the next CoL/BT service review.

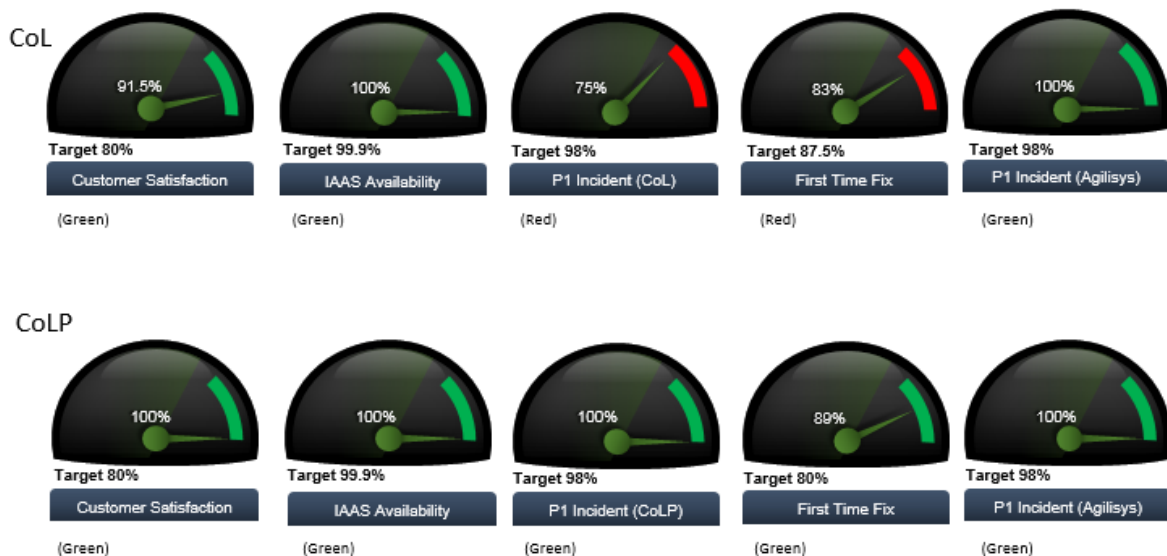
Pubnet at Barbican Library Shoe Lane Library Artizan Library	A 5-minute outage was observed and raised with the supplier.	Service resumed without intervention in City of London.	Incident report provided to CoL IT from 3 rd party supplier.
Gower Epilog	The application was unavailable. This is a known issue for the application.	Services were immediately restarted (outage time <1 minute) to restore service.	Root cause under investigation as part of Problem Management by CoL IT Applications.
Airconditioning failure	No IT services were unavailable, but multiple services were at risk of failure due to overheating equipment in a communications room.	The air-conditioning units were repaired by the Facilities team and temperatures were reduced to safe levels within 1 hour and 20 minutes.	CoL Director of IT engaging with Facilities to highlight the issue, review service levels and improve support model.

P2 Incidents

There were no P2 incidents

Service performance summary is detailed in the dashboard below.

Gauges to monitor performance – May 2019



3. Service improvements

- Agilisys ISO27001 Information Security Management System reaccreditation audit took place in May 2019 for both City of London and City of London Police and was successfully achieved with no actions.
- Senior Officers from the States of Guernsey visited City of London and met business stakeholders from City of London and City of London Police to assist them with their transition to a managed IT service provided by Agilisys. The officers were extremely impressed by the people they met and were very grateful for the time taken to meet them.

4. Police Improvements include:

- Hardware has been replaced on a security zone firewall. This has eliminated unexpected restarts which had adversely affected the Pronto service.
- Improvements are being made to the monitoring and alerting of CoLP systems.

5. Corporation improvements include:

- A Starters, Movers and Leavers tool is being developed by Agilisys to improve all related IT processes associated with user onboarding/offboarding. Requirements gathering workshop planned for mid-June with estimated completion by end of July.
- A DR test is planned for end of June which will test the resilience of the infrastructure under adverse circumstances including partial power failure and loss of connectivity to the internet and to IaaS datacentres. Stage 1 verification processes have already been successful at identifying points of weakness which are being addressed.
- Excellent feedback from London Councils Senior Management at the recent monthly performance meeting, reflecting high level of satisfaction following their IT Transformation project moving to new laptops, implementing office 365 and moving off an aged on-premise estate to the IaaS Cloud..

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