

Committee(s)	Dated:
Digital Services Sub-Committee – For Information	24th January 2020
Subject: IT Division – IT Service Delivery Summary	Public
Report of: The Chamberlain	For Information
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Summary

There was a total of 2 P1 and 9 P2 incidents for the City of London Corporation and City of London Police in November. 8 of these incidents were caused by external factors such as supplier works outside of the direct control of Agilisys.

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

- There were 0 P1 incidents for City of London Corporation and 2 for City of London Police.
- There were 4 P2 incidents for the City of London Corporation and 5 for City of London Police.
- 82.5% of users reported a good or very good experience of the 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 2 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
PNC/Internet	05:15	Following planned domain controller shutdown, there was an issue with the automatic failover of the Barracuda device.	TBA at the time of this report.	Problem record created.
Network (Clearpass)	08:33	Clearpass server dropped off the domain	Clearpass was re-joined to the domain	Problem record created.

2. City of London Police P2 Incidents

There were 2 P2 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Internet	18:15	Wood Street Barracuda (proxy server) hardware failure	A group policy was changed to reroute traffic through the New Street Barracuda CP8-Barra01	Barracudas to be removed under the CoLP Modernisation programme.
VPN Stonesoft	00:31	The Service had stopped responding	The service was restarted	N/A
Public Folders	01:41	CP8-DAG01 was shut down without a full assessment of impact as part of a Change	Firewall changes	Post power shutdown review
External outgoing Emails	47:22	An Interface was disabled. (Not related to New St shutdown).	Resolved by 3rd party Vodafone	CoLP IT to review with 3rd party
Network - Wood St/Snow Hill	01:15	Forescout server was powered up, but not switched on following a New Street power down. Part of a change.	Forescout server was switched on	Post power shutdown review

3. City of London (CoL) P1 incidents

There were no P1 incidents

4. City of London P2 Incidents

There were 4 P2 incidents

Affected Service	Duration (hh:mm)	Reason	Resolution	Problem Management plan
Laptop connectivity	176:00	A change to update Lumension security software was misconfigured by a supplier.	Most issues resolved after a device restart, but a number required manual intervention to clean up the updated installation.	MI report and review carried out. Testing group to be expanded and given more structure.
Gower Epilog	00:07	Cemetery database unavailable	Database server was restarted	Existing
Slowness accessing the internet	06:19	A domain controller in Guildhall was not processing authentication attempts when accessing the internet.	The web proxy server was directed to authenticate with an alternative domain controller in IaaS. The domain controller was restarted.	The physical server is under monitoring to see if there has been any lasting damage from power outages and overheating that might explain its performance.
London Councils public Wi-Fi	17:15	Resolved without intervention	O2 reported no action was taken	Service review meeting

- In respect of the incident for laptop connectivity, a supplier configured a system upgrade package for the Lumension system, which manages USB port access controls. This was not part of the regular Windows patching cycle. The system upgrade consequently sent an upgrade package to each user computer in the environment. Pre-release testing, supplier guidance and user testing did not indicate an expected noticeable impact on users.
- Approximately 7% of users found that their devices were not responsive during the update. This resolved when the users restarted their computers, which completed the application installation. The Lumension upgrade was not successful for a further 3% of users, whose devices were left in an unusable state until engineering teams visited to reconfigure them to apply a 5-minute fix. This could not be applied remotely, and users reported issues over several days in which they made their devices available to engineers. Additional resources were brought in to assist with the process.

7. A major incident review meeting was held between Agilisys and the IT division. Key outputs included:

- Improved management communications during incidents
- Larger and structured user testing group will be formed to minimise the risk of repeat incidents
- User test results will be detailed and documented to inform decisions to deploy updates.
- In addition to a wider testing base for changes, updates and patches, CoL and Agilisys are developing improvements in how updates are carried out toward a more evergreen model. Where lower risk updates are delivered automatically, allowing the IT Team to focus on the higher risk, or more significant changes where an issue would cause unacceptable business impact.

Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – November 2019

CoL



CoLP



Service improvements and highlights

8. Police Improvements include:

- Remediation of high and medium priority items in the 2019 IT Health Check (ITHC) progress: 38/52 High complete, 21/38 Medium complete.

- The Desktop modernisation programme team has moved to New Street and has entered the high-level design stage.

9. Corporation improvements include:

- New Service Desk communication templates to users about their requests were approved by the Business Users Group and implemented. These provide more relevant information and a more modern presentation to users.
- Server 2008 upgrade programme under way and on target to complete by mid-January. Very few exceptions identified that will require extended support from Microsoft past this date.

Guildhall Justice Room Exit Plan

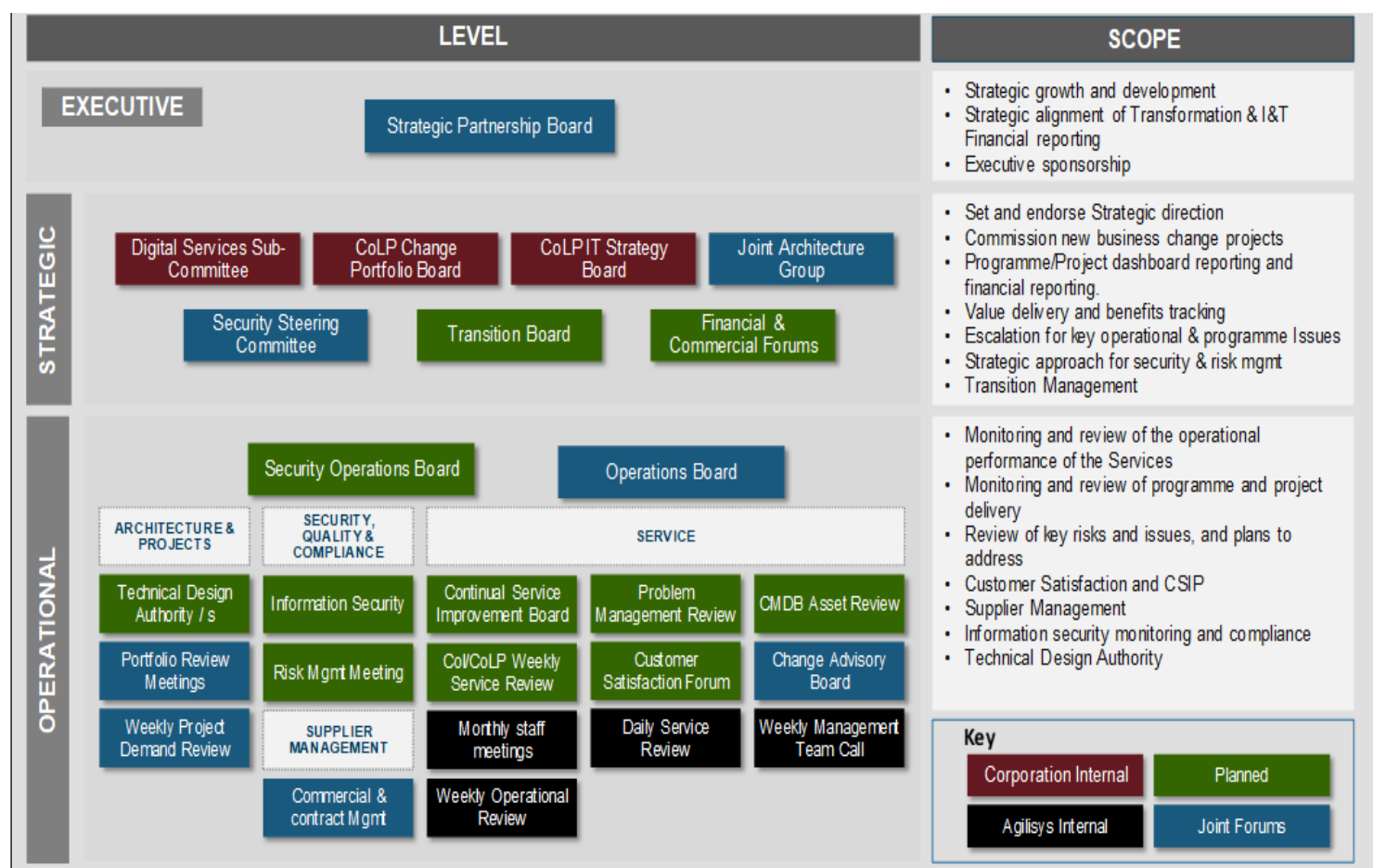
10. The Chairman of DSSC requested an update on the plan the IT Division has in place to exit from one communications room in Guildhall Justice Room (GJR)

- Agilisys has provided a plan to the CoL IT team to complete the exit of technical equipment from the GJR basement.
- Subject to agreement, work will begin in January 2020 and is planned to complete by end of June. This is a large piece of work with multiple suppliers and complexities.
- This Technical Equipment Room has suffered from multiple failures of air conditioning and power supply and migrating equipment to more robust environments will remove the associated risks.
- CoL's IT Division and Agilisys have prioritised this work and Agilisys will manage all suppliers who have equipment in the room. The completion date will be dependent on the migration of the Spatial system, which CoL is planning to complete by the end of June 2020.

PROJECTS	Jan	Feb	Mar	Apr	May	Jun
Systems ready for decommissioning						
Systems ready for decommissioning – with BT line dependency						
Systems ready for decommissioning – with network dependency						
Spatial system migration & decommissioning						
Project scoping						
Application discovery						
Migration delivery						
System stabilisation & decommissioning						
Active systems scoping & relocation						
Project scoping						
Estimate system relocation						
Review/revisions						
Final approval/closure						

11. Partnership improvements include:

- City of London named Agilisys as the preferred bidder for IT Services from September 2020.
- Detailed discussions begin in January 2020 to start service transition which will complete by end of August.
- The new service will be characterised by:
 - New service management tool
 - Improvements in asset management, change management
 - Increased automation using robotics
 - New user self-service interface with IT services
 - Improved governance model to monitor and develop services

New CoL IT and Agilisys Governance Model for 2020

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Appendices

Appendix 1 – CoL and CoLP P1 and P2 Trend Graphs

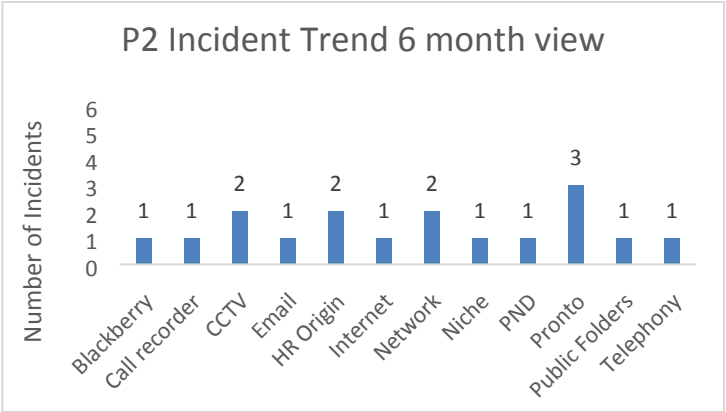
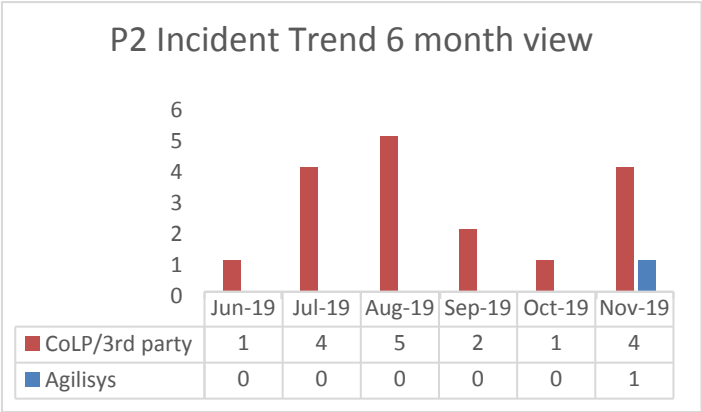
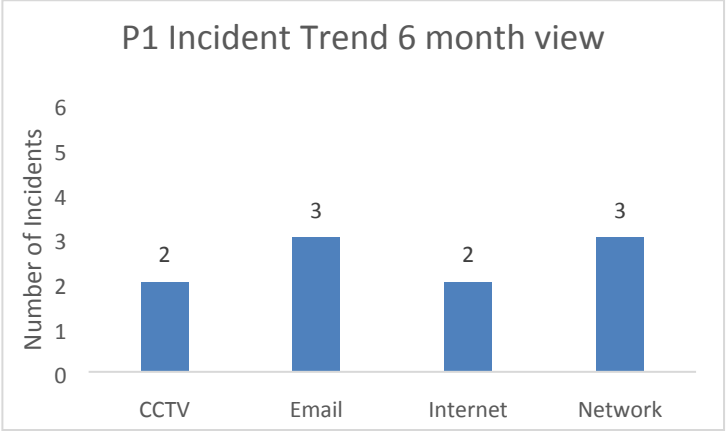
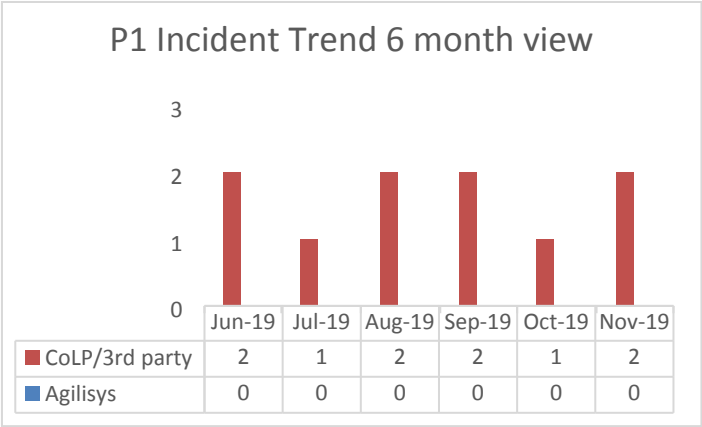
Appendix 1 – Trend Graphs

CoL Priority Incident trending – 6-month view



3 P1 incidents for Agilisys in 6 months
2 P2 incidents for Agilisys in 6 months

CoLP Priority Incident trending – 6-month view



0 P1 incidents in Agilisys control in 6 months
1 P2 incident in Agilisys control in 6 months