Committee(s)	Dated:
Digital Services Sub-Committee – For Information	**11th September 2020**
Subject: IT Division – IT Service Delivery Summary	**Public**
Report of: The Chamberlain	**For Information**
Report author: Eugene O'Driscoll, Client Director	

Summary

There was a total of 6 P1 and 3 P2 incidents for the City of London Corporation and City of London Police in July. These incidents were caused by external factors such as third-party supplier work and changes outside the direct control of Agilisys.

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

- There was **1** P1 incident for City of London Corporation and **5** for City of London Police.

- There were **2** P2 incidents for the City of London Corporation and **1** for City of London Police.

- **88%** of users reported a good or very good experience of the City of London Service Desk and **100%** of users reported the same for 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 4 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Pronto-Niche	01:30	The root cause is unknown. This is currently with Problem Management.	No action was taken. Service was restored without any intervention from Agilisys and Airwave.	Problem record
Telephony	Out of Core Hours (OCH) 01:21	To be advised by 3rd party Daisy	This was resolved by 3rd party Daisy	Supplier management
Internet	OCH 0:55	No action was taken, other than the temporary workaround	The service was failed over to CP5-Barra01 CP8-Barra01	Problem record
Pronto-Niche	OCH 1:08	Both production servers at 3rd party Airwave-Motorola stopped responding	3rd party Airwave-Motorola restarted the production servers	Problem record
PNC	0:55	CP5/8 interfaces were inaccessible	Reset of the Stif Replacement Gateway	Problem record

2. **City of London Police P2 Incidents**

   There were 2 P2 incidents

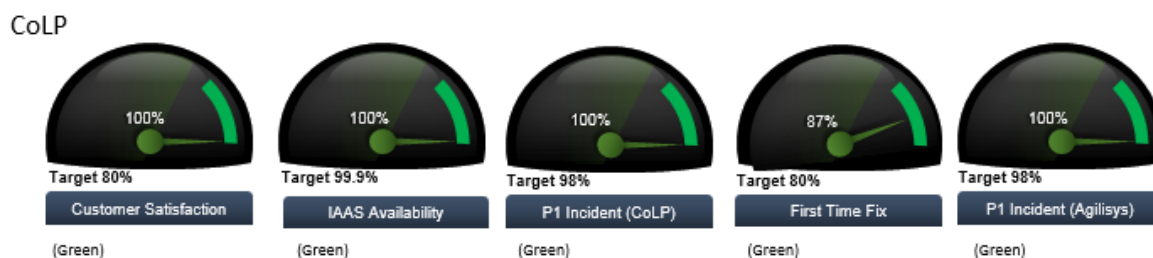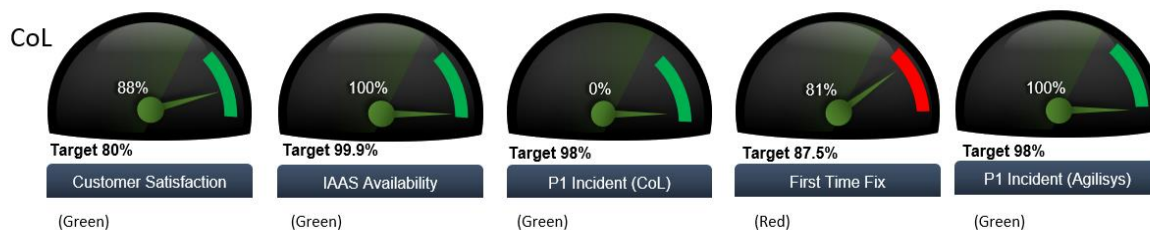| Affected Service	Duration	Reason	Resolution	Problem Management plan
Internet/Email	02:41	During a New St shut down change, internet and email were impacted. This was caused by routing issues.	As services were bought back up, internet/email was restored.	Change Management

3. City of London (CoL) P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Network drives	00:35	Fault in the Microsoft Azure platform	Rectified without intervention	Problem record

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4. City of London P2 Incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Service Desk telephones	04:40	3rd party line fault	Resolved by 3rd party	No
Internet access for onsite users (not affecting workers at home)	04:27	Azure migration issue	PAC file reload	No

Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – July 2020

CoL

88%	100%	0%	81%	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)	(Green)	(Red)	(Green)

CoLP

100%	100%	100%	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)	(Green)	(Green)	(Green)

5. Service improvements and highlights

Partnership improvements include:

The 2020 contract with Agilisys begins in October with the launch of the new Digital Services Portal to change the way users interact with IT to include:

- a single point of contact for all IT- related calls and requests
- real-time case tracking – no more chasing calls and references
- an 'IT Service Catalogue' for common requests and software
- access to knowledge, support and self-help guidance

Infrastructure from IaaS and on-premises in Guildhall were successfully migrated to the Microsoft Azure cloud in almost 30 complex moves (111 Servers) with very little impact on users. This has been a very successful project.

Subject to the signing of the Agilisys Solutions Proposal CoLP Azure migration will begin in September.

City of London Police Improvements include:

Discussions are under way to improve communications and messaging to users using alternative methods of delivery.

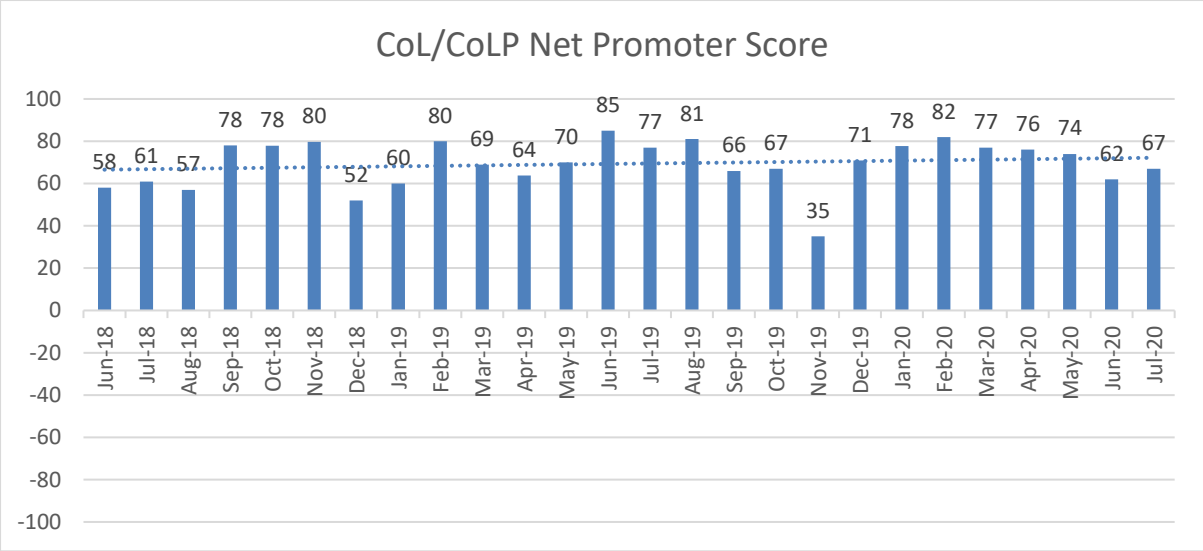### Corporation improvements include:

Agilisys is supporting the transition of Oracle support, Training and Project services to the Corporation in September. Additionally, planning is underway to transition Office 365, SQL, Sharepoint and legacy networking services by February 2021.

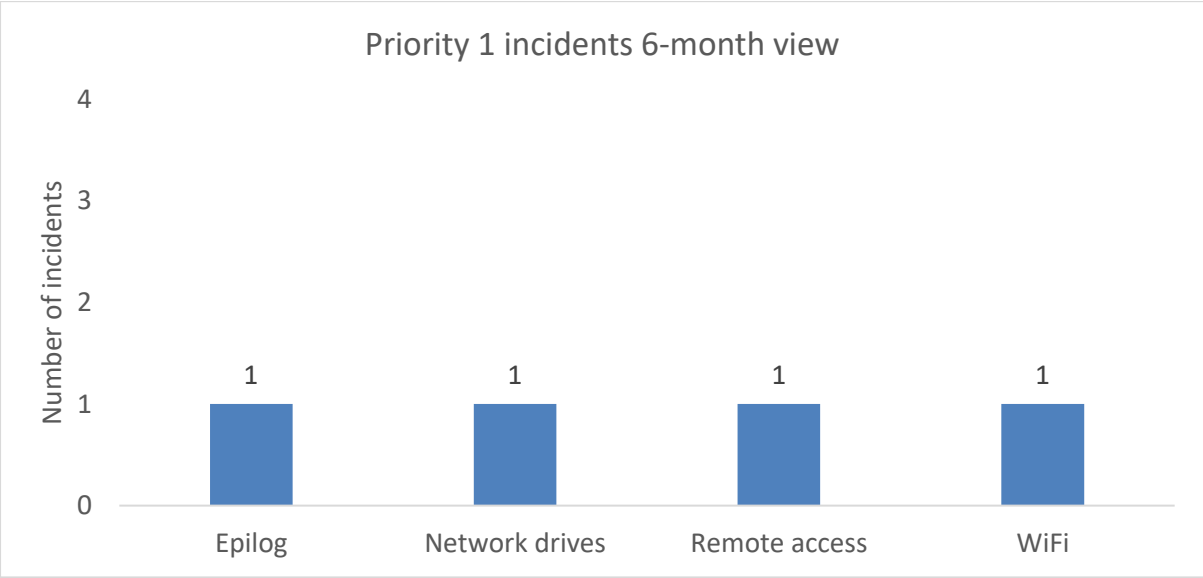## 6. Public Services Network Accreditation

The annual Public Service Network Accreditation required for public sector organisations connecting to Government systems has been completed and signed off for another year which was more difficult this year with the increased workload following COVID for the IT Division.

Appendix 1 – Trend Graphs

CoL and CoLP Net Promoter Score (scores above 50 are 'very good').

CoL/CoLP Net Promoter Score

Month	Score
Jun-18	58
Jul-18	61
Aug-18	57
Sep-18	78
Oct-18	78
Nov-18	80
Dec-18	52
Jan-19	60
Feb-19	80
Mar-19	69
Apr-19	64
May-19	70
Jun-19	85
Jul-19	77
Aug-19	81
Sep-19	66
Oct-19	67
Nov-19	35
Dec-19	71
Jan-20	78
Feb-20	82
Mar-20	77
Apr-20	76
May-20	74
Jun-20	62
Jul-20	67

CoL Priority Incident trending – 6-month view

Priority 1 incidents 6-month view

Number of incidents

February	March	Apr	May	June	July
2	3	0	1	0	1

Priority 1 incidents 6-month view

Number of incidents

Epilog	Network drives	Remote access	WiFi
1	1	1	1

No P1 incidents for Agilisys in the last 6 months

Priority 2 incidents 6-month view

Number of incidents

February	March	Apr	May	June	July
4	1	0	0	1	2

Priority 2 incidents 6-month view

No P2 incidents for Agilisys in the last 6 months.

CoLP Priority Incident trending – 6-month view

P1 Incident Trend 6 month view

	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
CoLP/3rd party	5	3	3	4	2	5
Agilisys	0	0	0	0	0	0

P1 Incident Trend 6 month view

Number of Incidents

Email	Holmes	Internet	Network	Pronto	Telephony	VPN	PNC	IMS/DRS
2	1	1	4	6	1	2	2	2

P2 Incident Trend 6 month view

	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
CoLP/3rd party	1	5	2	2	1	1
Agilisys	0	0	0	0	0	0

P2 Incident Trend 6 month view

HR Origin	Internet	Network	VPN	Storm	Charter
2	5	1	4	1	1