

Committee(s)	Dated:
Digital Services Committee – For Information	19 July 2023
Subject: Digital Information Technology Service –Service Delivery Summary	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	8, 9, 10
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: The Chief Operating Officer	For information
Report author: Eugene O’Driscoll – Agilisys Client Director. Dawn Polain – Service Delivery Manager, COL/CoLP	

Summary

The majority of services managed by DITS have been stable and reliable over the reporting period.

Intermittent and varied connectivity and user experience issues continue within COLP, however these are being addressed through the Problem Management process.

Recommendation(s)

No recommendations to advise during this reporting period.

Main Report

Background

This is an overview of the current service provision as managed by DITs. Performance is measured on a monthly basis therefore for the purposes of this report, the most recent reporting month is May 2023.

Current Position

1. Incident statistics for services under the direct management and control of DITs or DITs Service Management - May 2023

1.1. There were no CoL P1/P2 incidents for Agilisys in May 2023.

The following list are P1 incidents that are under the responsibility of CoL/CoLP DITs or DITs 3rd parties:

1.1.1. 1 Incident related to Pronto. Users of the Pronto system were unable to create occurrences. Data was also unable to be transferred to the Pronto system.

The root cause was due to a network outage at a Virgin Media site

1.1.2. 1 incident related to Pronto/Niche synchronisation

SQL database at Airwaves had stopped processing user reports due to a fault, which caused a backlog of records waiting to be uploaded to the Pronto database. This was resolved by 3rd party Airwave

1.1.3. 1 incident where PNC was not available and showed as a failed log in.

Reason for outage is still under investigation.

1.1.4. 1 incident where PNC was not available and was displaying a 'not connected' error message

Root cause unknown.

Key service provider status:

1.2. Since January 2023, SLAs and KPIs are reducing for Agilisys as services transition back in house.

Some Agilisys SLAs and KPIs cannot currently be measured via ServiceTeam due to a software bug. The fix for this was implemented on 24th June.

Of those SLA's that can be measured, Agilisys achieved target for this month.

1.3. Roc had 1 P1 incident reported for City of London/City of London Police in May.

This related to an intermittent network fault but it transpired that the root cause was not related to the ROC services. The call was therefore closed without ROC intervention.

1.4. Konica had 0 P1/P2 incidents reported for City of London/City of London Police in May.

1.5. Daisy Telecom had 0 P1 reported for City of London/City of London Police in May.

There were a number of P2 incidents raised but these related to planned project work and are therefore not subject to SLA

1.6. BT had 1 P1/P2 incidents reported for City of London/City of London Police in May but

this was closed in the month of June and therefore full details will appear in the next report.

2. Service improvements and highlights

2.1.1. A planned release was implemented to the Digital Services Portal on 24th June. This included various bug fixes as well as enhancements to the

Portal and to the Resolver application.

2.1.2. The Service Management team are working on refining our Service Metrics in line with services which are now provided/to be provided in house.

2.1.3. There are 3 remaining services which are due to transition back in house from Agilisys on 31st August 2023; Service Management, Service Desk and Security Management.
The transition team continue to move forward with preparations for the transition.

2.1.4. The Service Management team continue to work with Resolver Groups to improve overall ticket management within the Digital Service Portal

Options

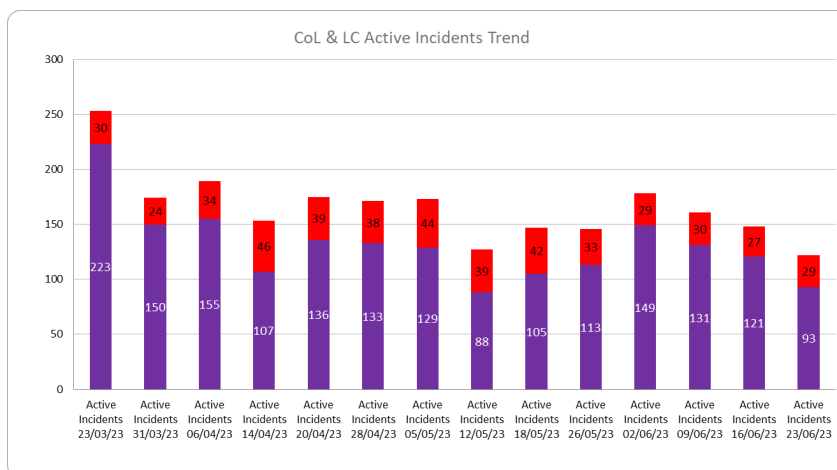
None to advise this reporting period

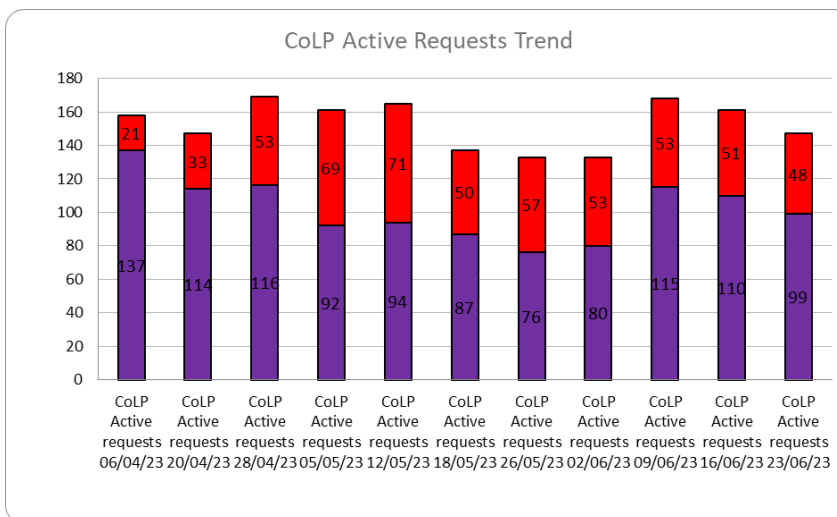
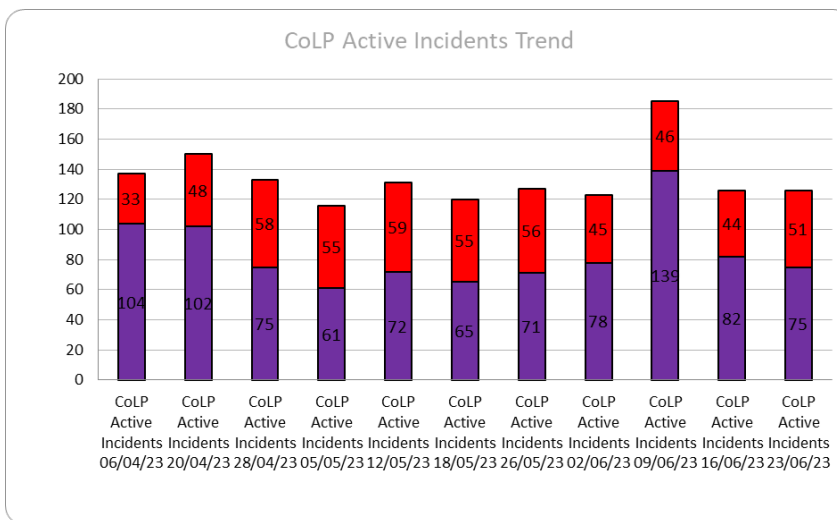
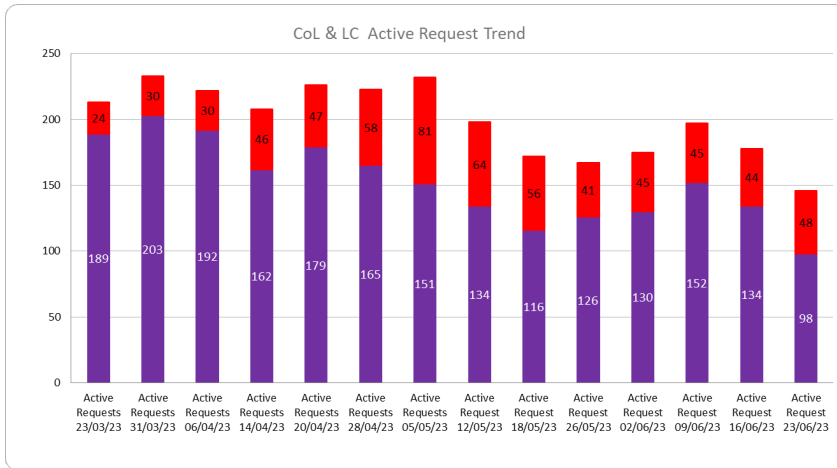
Proposals

None to advise this reporting period

Key Data

Trend reports and graphs





Corporate and Strategic Implications

None to advise this reporting period

Conclusion

Work continues on transitioning managed services from the Agilisys service provider to an in house service provision.

There continues to be a high focus on the intermittent connectivity issues within CoLP, Progress is managed via twice weekly Problem Management reviews.

Appendices

None

Dawn Polain

Col/CoLP Service Delivery Manager
Digital Information and Technology (DITS)

T: 07895 330693

E: dawn.polain@citiyoflondon.gov.uk