

Committee(s)	Dated:
Digital Services Committee – For Information	20th September 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?	N
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: Dawn Polain – Service Delivery Manager, CoL/CoLP	

Summary

The usual content of this paper have been expanded to include an overview of our new Service Metrics. Full details are provided within section 2.0.

Services managed by DITS have been largely stable and reliable over the reporting period.

As part of the transition of services into COL, we have introduced new Service Metrics which will be used to monitor, manage and improve our service.

Recommendation(s)

No recommendations to advise during this reporting period.

Main Report

Background

1. This is an overview of the current service provision as managed by DITS. Performance is measured monthly therefore for the purposes of this report, the most recent reporting month is July 2023.

Current Position

2. Incident statistics for services under the direct management and control of DITS or DITS Service Management – July 2023

- 2.1. The following list are P1 incidents that are under the responsibility of CoL/CoLP DITS or DITS 3rd parties in July 2023
- 2.2. One incident related to AoVPN, The Root Cause of this incident is under investigation within Problem Management.
- 2.3. One incident related to PNC Services which were unavailable.
During routine OS server patching and following a reboot, the database connection settings were missing from the PNC application configuration tool.
The incident was resolved when the investigating engineer restored the missing database entries using the PNC configuration tool and then restarted PNC services.
- 2.4. One incident related to PNC where users were unable to connect.
During routine OS server patching and following a reboot, the database connection settings went missing from the PNC application configuration tool.
The issue was resolved when the investigating engineer performed additional remediation steps following the previous day's issue.
- 2.5. One incident related to a network outage. The Root Cause is being investigated by the 3rd party Supplier, Vodaphone.
- 2.6. There were no CoL/CoLP P1 incidents for Agilisys in July 2023.

3. Key service provider status:

- 3.1. Agilisys achieved SLA targets this month
- 3.2. Roc had no P1 incidents reported for July.
- 3.3. BT had no P1 Incidents reported for July.

4. Service improvements and highlights

- 4.1. A planned release was implemented to the Digital Services Portal on 17th August. This included a minor change to the Incident Reporting form where a new Preferred Contact Number can be provided.
- 4.2. There are three remaining services which are due to transition back in house from Agilisys on 31st August 2023; Service Management, Service Desk and Security Management.
- 4.3. The transition team continue to move forward with preparations for the transition and no issues for foreseen.

5. Service Metrics

- 5.1. The Service Management team have created a suite of Service Metrics which are detailed in Appendix 1.

- 5.2. The previous Service Metrics were designed from a Supplier measurement perspective.
- 5.3. For the new metrics we wanted to be able to measure areas of the DITS service which are directly linked to the End User experience.
- 5.4. Hence, we have focussed on measurements which will provide analysis regarding the performance of our internal Resolver teams as well as being able to obtain information regarding levels of Customer Satisfaction within CoL and CoLP.
- 5.5. As the DITS teams are still moving through a period of transition, it has been agreed to trial the metrics for suitability over a period of 3 months. During this time the performance statistics will be analysed, and improvements implemented if required.
- 5.6. After the 3-month trial period, it is intended that the performance dashboard will be presented to Members via the Digital Services Committee and then future monthly performance statistics will then be included in this report.

Options

6. None to advise this reporting period.

Proposals

7. None to advise this reporting period.

Corporate and Strategic Implications

8. None to advise this reporting period.

Conclusion

9. Work continues to transition the remaining services from the Agilisys service provider to an in-house service provision.
10. New Service Metrics have been implemented to monitor the internal DITS Resolver team performance.
11. Service Improvements to the ITSM tool continue be reviewed and prioritised for development and implementation.

Appendices

Appendix 1 - Service Metrics
Appendix 2 – Trend Reports and Graphs

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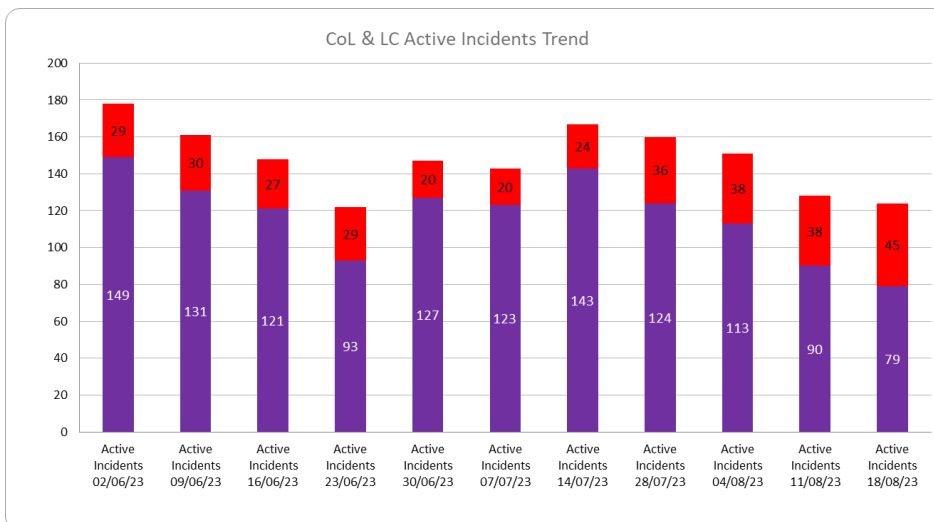
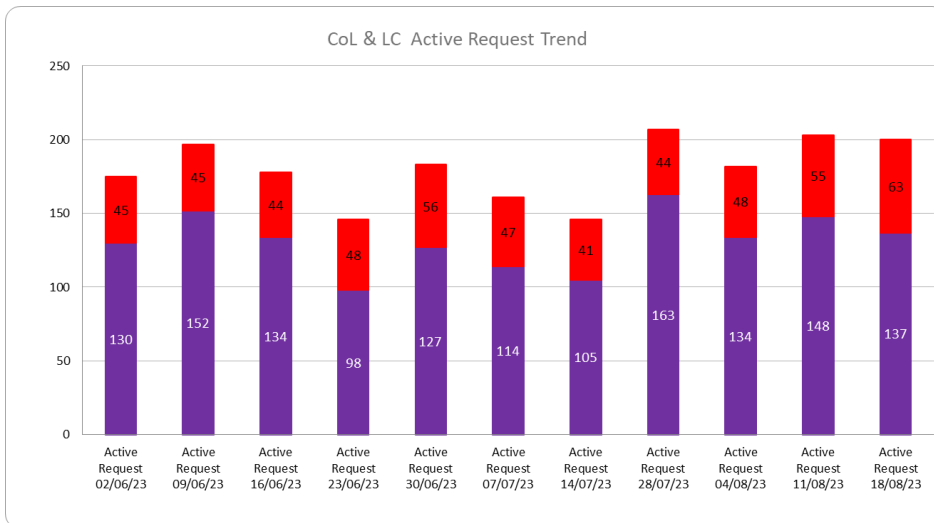
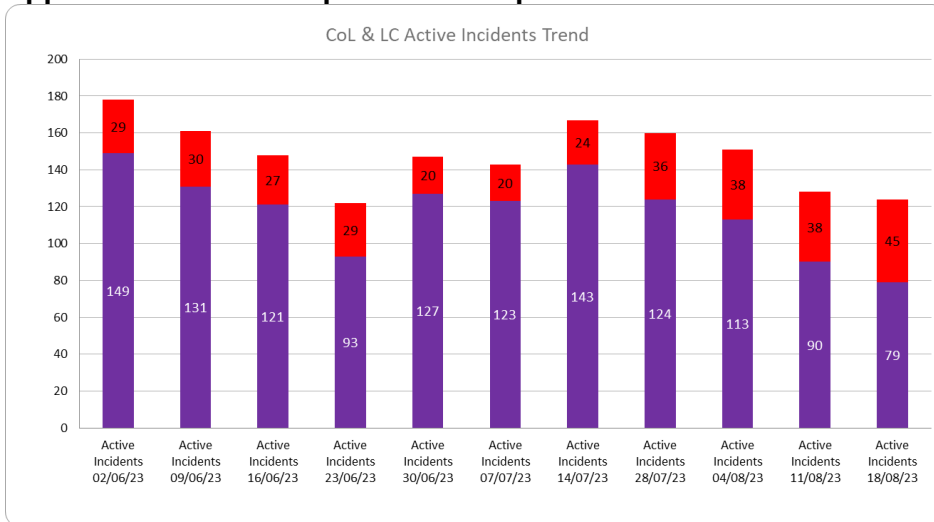
Appendix 1 – Service Metrics

SLA Ref	Measure Description	Volume Metrics / KPI - Targets	Description
SD3	P1 Time to Respond	98% of all P1 Incidents responded < 15 minutes	Rapid response to major technology issues critically impacting the business. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD4	P2 Time to Respond	98% of all P2 incidents responded to < 15 minutes	Rapid response to major technology issues severely impacting the business. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD5	P3 Time to Respond	95% of all P3 incidents responded to < 2 hours	Consistent response to technology issues impacting users. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD6	P4 Time to Respond	95% of all P4 incidents responded to <8 hours	Consistent response to technology issues or impacting users. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
IM1	P1 Time to Resolve	98% of all Priority 1 Incidents resolved < 2 hours.	Time taken to restore service in event of a critical business impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM2	P2 Time to Resolve	98% of all Priority 2 Incidents resolved <4 hours	Time taken to restore service in event of a severe business impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM3	P3 Time to Resolve	90% of all Priority 3 incidents resolved < 8 hours	Time taken to restore service in event of a disruptive user impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM4	P4 Time to Resolve	90% of all Priority 4 incidents resolved <5 business days	Time taken to restore service in event of an inconvenient user impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM10	Aged tickets/ Backlog	Volume of incidents and requests open for over 30 days measured weekly.	Measures service ticket management hygiene and encourages all resolver groups to keep aged tickets low ensuring good/consistent communication with business users. Aged Tickets field on Tickets

			Overview report, criteria is All tickets that are still Active and have Breached the Target Resolution KPI.
SRM1	Acceptance and actioning Service Requests (Standard)	95% accepted and actioned within [5 Business Day]	Time taken to fulfil and close Standard Service Requests To be measured during business hours ensuring a consistent level of service to the business
SRM2	Acceptance and actioning Starter, Mover, Leaver Service Requests (SML)	98% accepted and actioned within [5 Business Days]	SML Requests to be fulfilled within five business days to ensure maximum value and a great joining experience for new users. Tasks of a SML Service Request fulfilled by the resolver teams during business Hours
SD2	Service Desk First Line Fix	>87.50% of all Incidents assigned and 'resolved' by Service Desk Service Requests 'Resolved' and 'Fulfilled' by Service Desk	Targets swift resolution for users to restore service and enable the business to continue operating as required as quickly as possible Pending Service Desk Transition
SD10	Tech Desk - first line fix All Tickets	Measures the % of incidents & request logged and resolved by the Tech Desk in the first interaction. Target < TBA	Measures the volume of walk-up contacts at the tech desk and the efficacy of the on-site support team to resolve issues at first contact Pending Service Desk Transition
SD7	User Satisfaction	Overall satisfaction %	Demonstrates user satisfaction of the service the service received from DITS and an opportunity to acknowledge/recognise an individual Solution: Customer Voice, Planned for Sprint 2
SD11	Complaint and escalation handling	Monthly volume of user escalations and complaints arising from incidents or requests raised via the formal escalation process	Provides service management with visibility of complaints with the service and allows for action to be taken to address root causes and implement CSI initiatives

Note: Reporting capabilities for Service Metrics SD2, SD10, SD7 are still under development with our ITSM Tool Supplier (Provance) and our internal development teams.

Appendix 2 – Trend Reports and Graphs



Col & LC Active Request Trend

