Committee(s)	Dated:
Digital Services Committee – For Information	**17th January 2024**
Subject: Digital Information Technology Service (DITS) –Service Delivery Summary	**Public - Report and Appendix 1** **Appendix 2 - Non-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?	N
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Chamberlain	**For information**
Report author: Dawn Polain – Service Delivery Manager, CoL/CoLP	

Summary

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 November 2023.

The services managed by DITS for the City of London (CoL) have maintained their stability however there have been outages within the City of London Police (CoLP) environment. These are addressed further within this report.

As part of the continued service enhancement of the IT Service Management (ITSM) tool we have recently launched an integrated Escalation Management process along with a Knowledge Management Database (KMDB).

Continual Service Improvement (CSI) continues to be a focus for the ITSM tool and there is commitment to develop functionality based on User and Resolver feedback/experience.

Recommendation(s)

No recommendations to advise during this reporting period.

Main Report

Current Position

1. The following list are P1 incidents that are under the responsibility of CoL/CoLP DITS or DITS 3rd parties as of November 2023
   (Please note that a confidential outage has been detailed in Appendix 2)

   - CoLP: A outage occurred affecting the Law Enforcement Community Network (LECN) environment. The root cause was found to reside with Vodaphone. We await the relevant Vodaphone Major Incident Report (MIR).

   - CoLP: There was an outage concerning the critical public care lines 101 and 2222. Daisy identified and resolved the issue. The MIR has been received and the Post Incident Review (PIR) is scheduled.

   Key service provider status:

   - Roc had no P1 incidents reported in September.
   - British Telecom (BT) had no P1 incidents reported for September.
   - Vodaphone/Home Office had one P1 incident (See LECN incident above)

Service improvements and highlights

2. A planned release was implemented to the Digital Services Portal.
   This included the following:

   - Integrated Escalation Management for all 3 organisations.
   - Implementation of a Knowledge Management Database (KMDB)

3. The remaining service yet to be transitioned is the Agilisys Service Desk. This is currently planned for the 1st February 2024.

Service Metrics

4. The Service Management Team continue to monitor the performance of Resolver Teams against the recently introduced Service Metrics which were presented and approved by Members at the last meeting.
   - The current levels of performance against the agreed service metrics needs improvement.
   - The Service Management team are reviewing the data in order to establish areas for improvement.
   - The current performance stats are detailed in Appendix 1.

Options

5. None to advise this reporting period.

Proposals

6. None to advise this reporting period.

Corporate and Strategic Implications

7. None to advise this reporting period.

Conclusion

Work continues to transition the Agilisys Service Desk to an in-house service provision. Further Service Improvements to the ITSM tool continue be reviewed and prioritised for development and implementation. An in depth analysis is underway to identify key areas of improvement which will enable an enhanced performance from in house Resolver teams against agreed Service Metrics.

Appendices

Appendix 1 – Current Performance against Service Metrics
Appendix 2 – Non-public

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