

<b>Board:</b>	<b>Date(s):</b>
Information Systems Sub Committee	23 <sup>rd</sup> September 2014
<b>Subject:</b> Chief Technology Officer Update	<b>Public</b>
<b>Report of:</b> Chamberlain	<b>For Information</b>
<b><u>Summary</u></b>	
<p>This report provides Members with an update on the City's managed IS service contract, PSN accreditation and work with City Police.</p> <p><b>Managed Service Contract</b></p> <p>A major incident affecting the Guildhall data centre resulted in the loss of service over a 19-hour period. Agilisys staff worked through the night to ensure 98% of services were recovered by 08:00 the morning. Following this event a major incident review is being completed, for presentation to the Summit Group.</p> <p>Unrelated to the incident above we have also seen over the past two months an increase in escalated calls and quality of service issues. We have escalated these with Agilisys and are working positively together to address them.</p> <p><b>Public Service Network</b></p> <p>The City continues to work with the Cabinet Office to review and progress Public Service Network (PSN) accreditation.</p> <p><b>City Police Collaboration</b></p> <p>CoL and CoLP IS teams are now meeting and working closely together. This includes work on the joint network and service design.</p> <p>Work to accommodate the short-term hosting of the Police Know Fraud service has been largely completed. The service is expected to be relocated into the Guildhall data centre in late September.</p> <p><b>Audit Report – Cemeteries &amp; Crematorium ICT Review</b></p> <p>The Internal Audit report on ICT service to the City of London Cemetery has been reviewed jointly with the department and good progress is being made to address the recommendations.</p> <p>This report should be read in conjunction with the IS Programme Update which details the latest status for key IS projects including those covered within this report.</p> <p><b>Recommendation</b></p> <p>That the report be received.</p>	

## **Main Report**

1. This report provides Members with an update on the City's managed IS service contract, Public Service Network (PSN) accreditation and work with City Police.

### **Managed Service Contract**

2. There has been a noticeable increase in the number of incidents and escalations over the past month. In addition, there have been aspects of project planning, delivery and attention to detail that fall short of expectations. By way of balance, there have been many examples of excellent service, as noted in the section below on the Agilisys response to the major outage in the City's main computer room in mid-July and the response to a number of urgent requirements.
3. The City and Agilisys teams continue to work closely together to understand and address the reasons for these matters and this work forms part of our shared commitment to continual service improvement. The resource requirement for technical project managers is one area under review. Once considered, a proposal to improve and fund this in the future will be brought to Committee for consideration.
4. As reported at the last meeting of this Committee, a failure to recruit to the City's Supplier Relationship Manager (SRM) post remains an issue with a further recruitment cycle failing to identify any candidates for interview. The on-going failure to recruit is a risk, currently mitigated by assigning existing experienced in-house resource to cover.
5. The first annual Agilisys performance and service improvement report is reported separately to this Committee.
6. In response to a question raised at the last meeting of this Committee a table providing an overview of the contracted service level agreement for the Agilisys contract has been included as Appendix A of this report.

### **Guildhall Data Centre – Major Outage**

7. A major outage of IS services occurred on 23<sup>rd</sup> July 2014. This followed the detection of smoke in the main City data centre with resulted in an automatic complete power shutdown.
8. London Fire Brigade attended the scene and declared it safe prior to City Surveyor's and IS staff being granted access to restore services.
9. Agilisys staff worked through the night, with many staff working more than 24 hours, to ensure that the majority of services were recovered by 8am the following morning. A small number of sites and services were impacted by hardware failures or other issues which required longer to rectify. Work to resolve these continued over the next few days and full restoration was complete on the 28<sup>th</sup> July.
10. Reviews of this incident have taken place with attendees including the Security & Contingency Planning team and representatives from most departments. Whilst the response team and process worked well there are a numbers of areas of improvement and these will be detailed in the major incident report.

## **Public Service Network (PSN)**

11. As noted at the last meeting of this Committee, 'The City's PSN accreditation was approved in January 2014 with a renewal due in June 2014.... however the City's June submission had been rejected and remediation was being progressed'.
12. A meeting with the PSN accreditation team took place on 27<sup>th</sup> August 2014. At this meeting the City presented its short term remediation plan which consists of an extension to the current PSN enclave. This was considered by the assessors but has subsequently been rejected. We are continuing to work closely with the assessor to agree the actions to be taken.
13. The City is already planning to replace some areas of IS infrastructure which do not meet current PSN security requirements. These include the Corporate Property Management System, which will be replaced as part of the Oracle R12 programme, and the WiFi service, the Gateway 4 report for this replacement project being approved by Project Sub-Committee in July 2014.
14. We will return to this Committee in due course with a report detailing the plans for full PSN accreditation of the City's network and IS infrastructure and an assessment of the impact and cost of this to the organisation. This work will facilitate not only our long-term PSN compliance but provide also the underpinning security assurance required to support more joined up working and secure sharing of data with the City Police.

## **Joint Working with City Police**

15. Work with City Police continues both at a strategic and technical level with teams working closely together on joint projects.
16. The Guildhall Yard East project is progressing well. A report including budget approval request were considered and approved at the 2<sup>nd</sup> September Project Sub-Committee meeting.
17. The City IS and procurement teams continue to assist the Economic Crime department with both the on-going delivery and management of the existing Know Fraud system and the tender for its replacement.
18. Part of this engagement has seen the City undertake the short-term, up to 15 months, hosting of the existing Know Fraud service with the service due to be relocated to the City's main data centre with effect from October 2014. The data centre environment has required some alteration to accommodate the enhanced security requirements of this service. The cost of the required works is expected largely to be offset by a reduction in hosting charges by Serco – who continue to be responsible for all aspects of support and maintenance of the service. This exercise will also reduce dependency on Serco during the migration to a new provider and should yield further reduction in risk and potentially the cost of migration.

## **Audit Report – Cemeteries & Crematorium ICT Review**

19. At the last meeting of this Committee Members raised concern at the contents of an Internal Audit report into IS services at the City's cemetery & crematorium.
20. The audit report has been reviewed. It contains eight recommendations; four considered amber and requiring a response within three-months, four rated green and requiring a response within six months.
21. All recommendations are clear, understood and we believe good progress is being made to implement them with City IS and Open Spaces officers working closely together and in conjunction with Gower who are suppliers of the Epilog software. Actions taken include; agreement of appropriate processes with the supplier, Gower, to record, escalate and resolve issues, to improve change control, to monitor the SLA appropriately and to improve data integrity.
22. A copy of the audit report is available should Members wish to receive a copy. The lead officer for this service will continue to update Internal Audit who maintain responsibility for monitoring the response to their report recommendations.

### **Contact:**

*Chris Anderson*

Chris.anderson@cityoflondon.gov.uk

## Appendix A

### Overview of City / Agilisys contracted Service Level Agreement

Critical Performance Indicator	Description	SLA target	Loss of service Tolerance
Corporate & Critical Service availability	Total availability as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime. Any significantly degraded service that effectively renders a service unusable, counts as unavailability.	<b>99.0%</b>  Time measured for each service according to agreed hours of availability. Target covers average of all services on defined list.	For a typical service with support hours between 8am and 6pm, Monday to Friday.  <b>2.17 hours per month</b>
Data Centre LAN availability	Total Data Centre LAN availability as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime.	<b>99.95%</b>  Measured 24/7.	Excluding permitted maintenance.  <b>4.4 hours per year</b>
Internet Access availability	Total Internet Access availability as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime. Any significantly degraded service that effectively renders service unusable counts as unavailability.	<b>99.95%</b>  Measured 24/7	Excluding permitted maintenance.  <b>4.4 hours per year</b>
Corporate Network Availability	Corporate Network Availability including LAN, WAN, Firewalls, as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime	<b>99.95%</b>  Measured 24/7	Excluding permitted maintenance.  <b>4.4 hours per year</b>
Corporate Telephony Availability	Total Corporate Telephony Availability as measured by the agreed monitoring tools divided by the total number of hours in the calendar month excluding agreed maintenance downtime	<b>99.95%</b>  Measured 24/7	Excluding permitted maintenance.  <b>4.4 hours per year</b>