

Committee	Dated:
IT Sub Committee – For Information	30 September 2016
Subject: IT Division Service Performance	Public
Report of: Chamberlain	For Information
Report author: Fay Sutton, Change and Engagement Lead Eugene O’Driscoll, Agilisys Service Director	

Summary

This report provides Members with an update on the performance of the IT Service for the City of London Corporation and City of London Police.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. The IT Division provides an IT Service for the City Corporation and City of London Police. Part of this service is operated by a Managed Service Provider, Agilisys Ltd. This report provides an update on performance in relation to Service Desk performance and satisfaction, incidents and customer perception. The performance data relates to the whole service whether provided by In-House staff or Agilisys.

Service Desk Satisfaction

2. Table 1 below, provides user satisfaction results for both the COLP and COL IT Service Desks. The table shows the aggregated scores, and in parenthesis, the number of responses.

Table 1. User Satisfaction scores

User Satisfaction	Satisfaction Target *	June	July	August
COL	5.7	5.72 (249)	6.03 (200)	6.09 (202)
COLP	5.7	6.19 (100)	6.19 (68)	6.62 (70)

**Questionnaire target is based on a scale of 1 to 7, with 7 being the most satisfied.*

- Every time a Service Desk call is resolved, the user is sent a survey to assess their satisfaction with the service and resolution provided. It is pleasing to report that satisfaction levels continue to be high for both Service Desks. However, the number of responses has reduced over the last three months. This is going to be addressed with communication on both Intranets to remind users about the importance of their feedback in identifying areas for improvement.
- Table 2 below, shows that the number of calls fixed at first point of call has increased in both June and July, but dipped slightly in August. The Service Desk are continuing to work with the second line support teams to document more processes and train Service Desk agents to enable them to resolve more queries. It is hoped that this will result in a further improvement in September. The definition for this target has changed and therefore no target data is shown in the table. Now that there is a period of performance data available, a target will need to be agreed.

Table 2. First Time Fix rates

First Time Fix*	May (%)	June (%)	July (%)	August (%)
COL	59.0	63.0	76.0	67.4
COLP	75.1	81.8	84.2	83.1

**The percentage of calls which were resolved by Service Desk agents at first call.*

- In the past, customers have complained about the time they have had to wait for calls to be answered by a Service Desk agent and many were forced to abandon their call. Table 3 below, shows that for both the COL and COLP the percentage of calls abandoned after 60 seconds has reduced over the last few months and both are now well within the target of 5%.

Table 3. Call Abandonment data

Measure*	Target (%)	June	July	August
City of London	5	3.8 (134/3530)**	3.03 (105/2998)**	3.1 (87/2806)**
City of London Police	5	4.2 (91/2148)**	4.5 (115/2553)**	3.5 (73.1890)**

**Percentage of calls that are abandoned by the customer after 60 seconds*

***Number of calls (No. calls abandoned/total No. of calls to Service Desk)*

Service Desk Performance

- The more detailed service data is included in the appendices at the end of this report. Appendix 1 shows the performance of the IT Division to resolve incidents within SLA targets. Appendix 2 shows the number of Priority 1 and Priority 2 incidents from May 2015 through to August 2016.

7. The number of Priority 1 and Priority 2 incidents remains high, particularly in COLP. The most significant outage being the deletion of public folders in the Police. This took over 170 hours to resolve and had a significant business impact. Details of the outage and its cause are addressed in the General IT Update Report presented within this meeting by the Head of IT.
8. There were 16 major incidents (Priority 1) and 28 Priority 2 incidents during July and August. Reviewing the cause of these incidents, a number of themes have emerged.
9. There are an increasing number of incidents relating to ageing equipment and infrastructure. The lack of investment which is a major contributor to these outages is now being addressed by the Network and Desktop Transformation programmes. Due to the age of this equipment it is becoming more difficult to source spare parts or retain staff with the required skills. As a result, the time taken to resolve incidents is extended and often causes them to fall outside of SLA targets.
10. A significant number of calls are as a result of 3rd Party faults, for example, power failures and fibre-optic cable breaks. Whilst these are out of the control of the Division, the Contracts Team is working with the 3rd Parties to ensure they meet their resolutions times, and where appropriate tighten up SLAs. This is particularly relevant in the Police who work 24/7. A review of all contracts is currently taking place to ensure the current support arrangements align with business need.
11. In recent months, there have been a number of incidents relating to inadequately planned changes. Significant work has been undertaken to improve the review of changes, and only changes which can demonstrate robust testing plans, rollback processes, and well managed communications with the business to minimise business impact are approved. This work now seems to be paying off as there has been a significant reduction in the number of incidents relating to changes during July and August.
12. An area which is being addressed is incidents relating to poor monitoring. There were 4 incidents in July which related to servers failing due to disks reaching capacity. The IT Division are looking at ways of strengthening the monitoring of the network, so issues are identified much earlier and appropriate remedial action taken.
13. Finally, there are a handful of business applications which are unstable and require regular reboots to resolve connection problems. Discussions are ongoing with suppliers to try and resolve these issues and the Business Partners are working with departments to find more robust and stable alternatives.
14. Whilst every effort is made to reduce the number of incidents, it is inevitable that there will be outages, planned or unplanned. Therefore considerable effort has been applied into reviewing and improving the communication before and during outages. Predominately, greater focus is being put on business impact and providing the business with as much notice as possible to plan for downtime and

implement business continuity arrangements. Both COL and COLP internal communications teams are helping with publicising downtime, and greater use of the texting facility is being made so users that are away from the office are informed of incidents sooner. Finally, maintenance windows are being agreed with both organisations to allow regular updates to the infrastructure with minimal disruption to the business.

Customer Perception

15. The IT Division have a focus group of users in the City Corporation and the City of London Police that they interview every quarter to gauge their perception of the IT Service. The focus group is made up of a representative from every department and the Directorates in the Police. The group does not include the institutional departments or London Councils. The group are asked to rate the performance of the IT Services and the results can be seen in Appendix 3. The graphs represent the most important services, as decided by the focus groups, with those of highest priority to the left.
16. The highest level of dissatisfaction is with the email and desktop services. Most users are still experiencing delays and freezing within Outlook, and desktops are still operating slower than is considered acceptable. These issues are being addressed by the corporate Desktop Refresh Project (EUDR).
17. Concerns are still being raised with IT Business Partners and by Senior Leaders that the results from this survey are still not a true reflection of the perception of the IT Service. Further work is going to be undertaken to identify a more regular and more inclusive survey to understand customer perception better.

Recommendation

18. Members are asked to note the report.

Appendices

- Appendix 1 - Service Desk Performance
- Appendix 2 – Incident Trends
- Appendix 3 – Customer Perception

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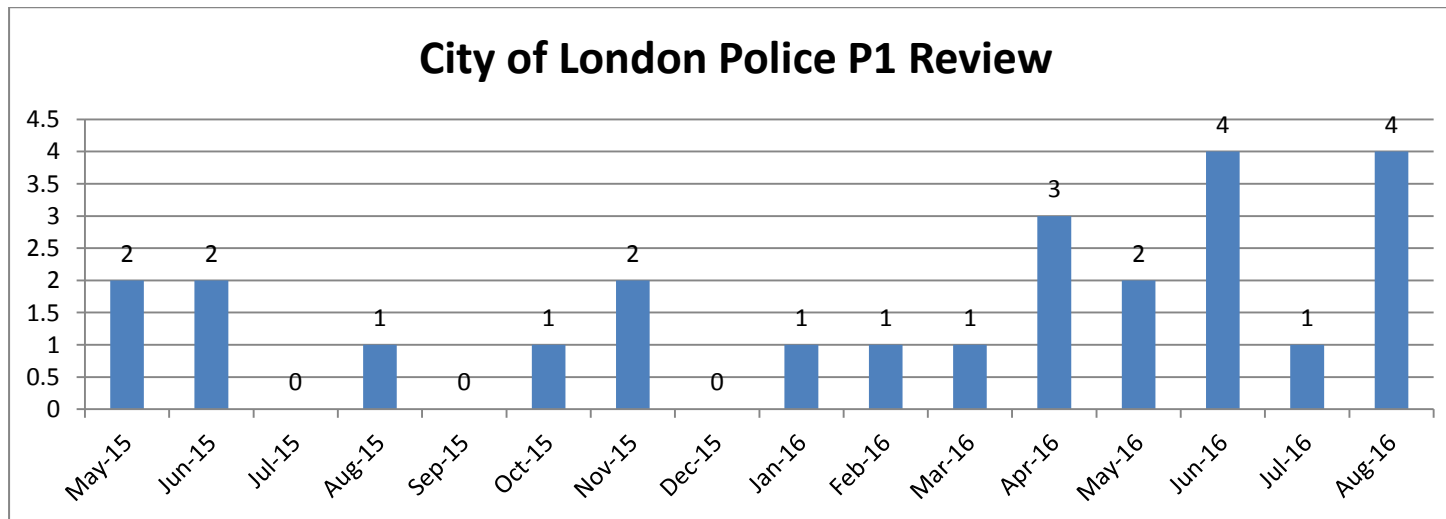
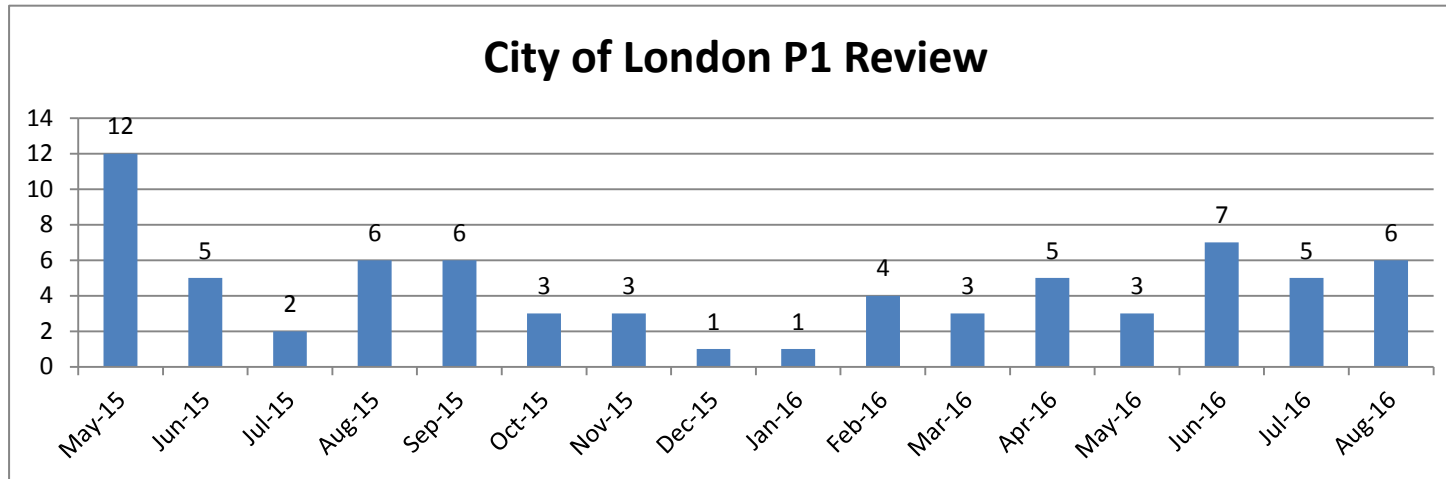
E: Eugene.O'Driscoll@cityoflondon.gov.uk

Appendix 1 - Service Desk Performance

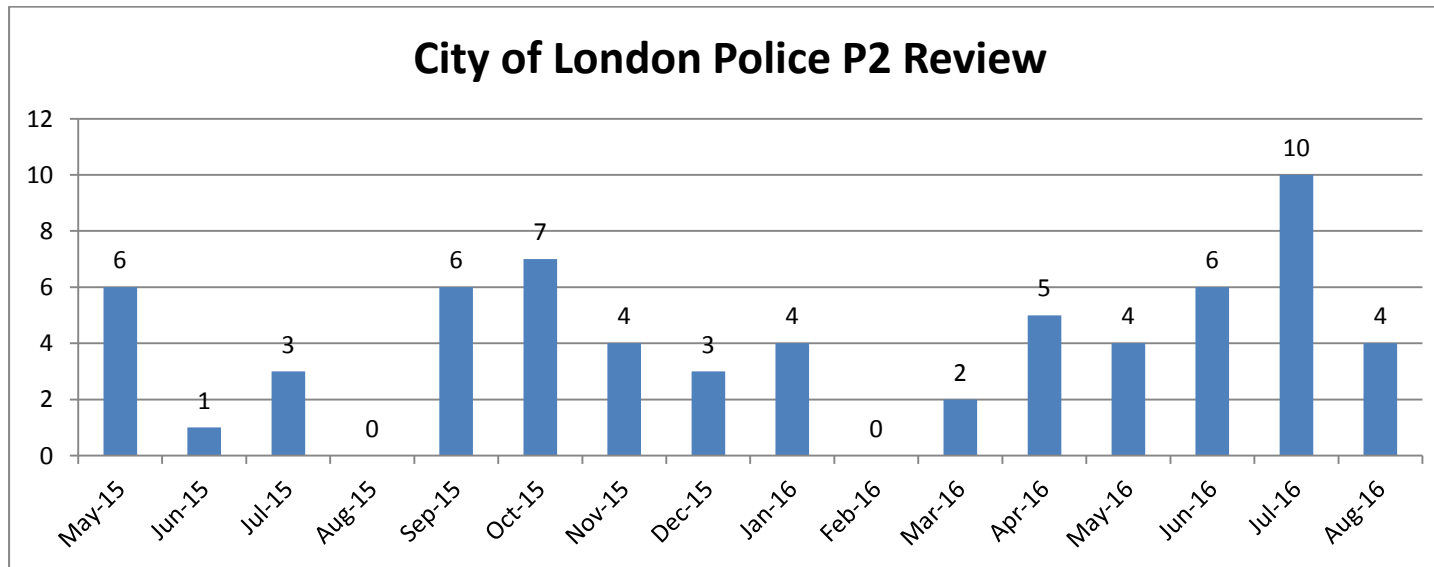
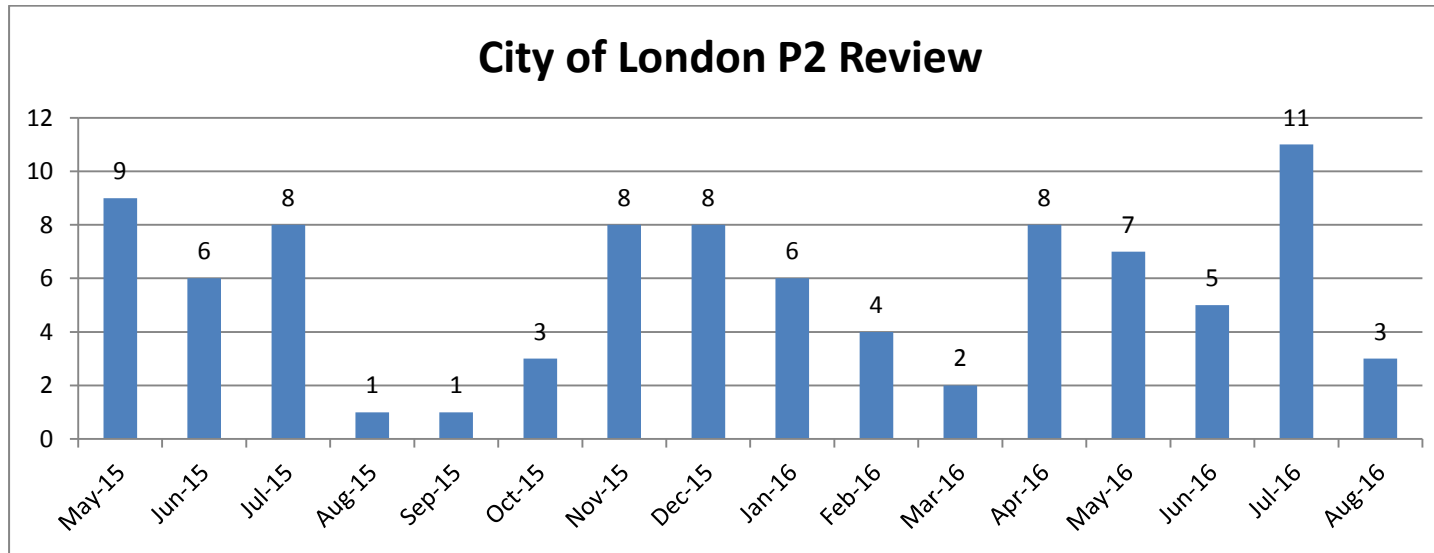
COL Measure	Target (%)	Total June	Performance June (%)	Total July	Performance July (%)	Total August	Performance August (%)
Incident P1 (2 hr fix)	98	7	85.7	5	60	6	100
Incident P2 (6 hr fix)	98	5	60	11	100	3	100
Incident P3 (8 hr fix)	98	25	96	24	83	20	95
Incident P4 (2 day fix)	98	1457	99	1504	100	1282	98
Incident P5 (6 day fix)	100	1	100	5	100	1	100

COLP Measure	Target (%)	Total June	Performance June (%)	Total July	Performance July (%)	Total August	Performance August (%)
Incident P1 (2 hr fix)	98	4	25	1	0	4	50
Incident P2 (6 hr fix)	98	6	66.7	10	70	4	100
Incident P3 (8 hr fix)	98	15	86.7	16	87.5	8	100
Incident P4 (2 day fix)	98	731	98.9	777	96.65	831	97.11
Incident P5 (6 day fix)	98	11	100	5	100	13	100

Appendix 2 – Priority Incident Trends

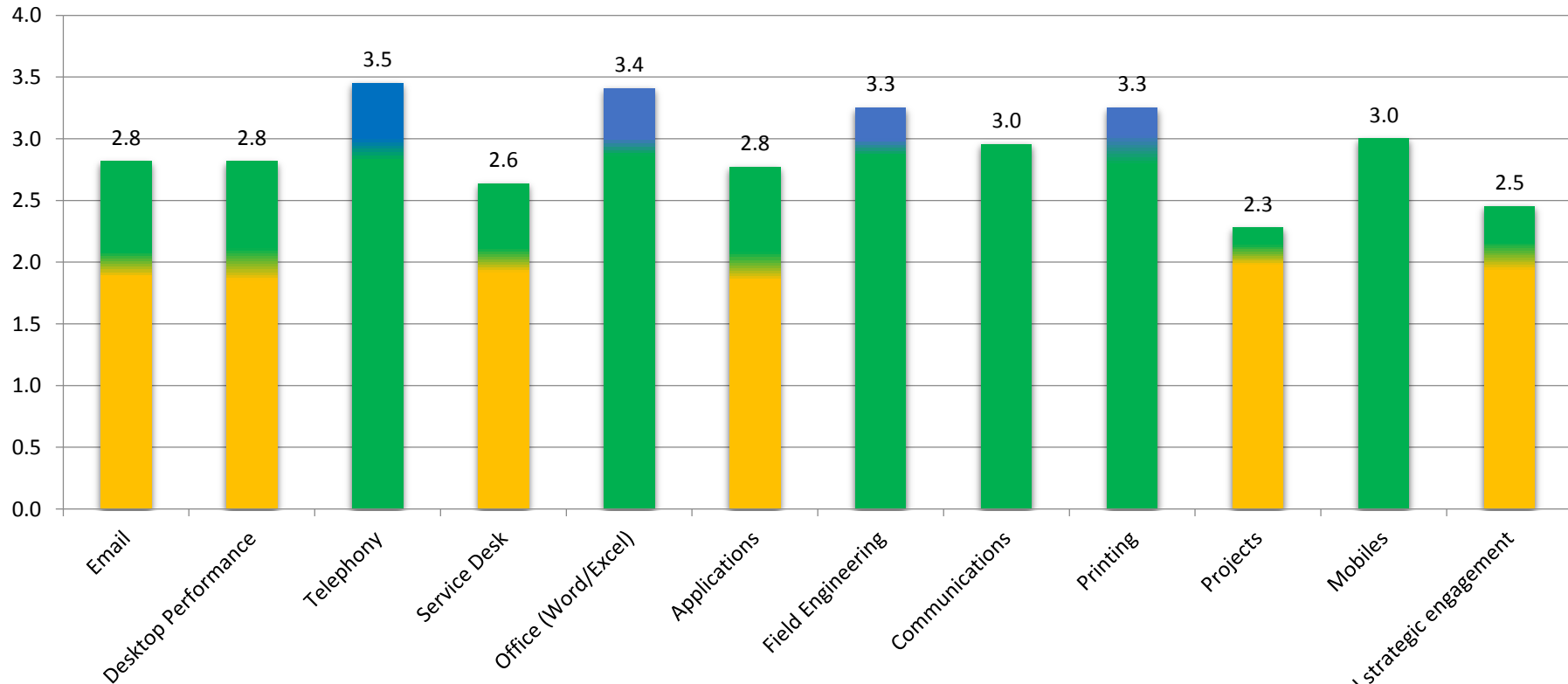


Appendix 2 – Priority Incident Trends cont.



Appendix 3 – Customer Perception

City of London

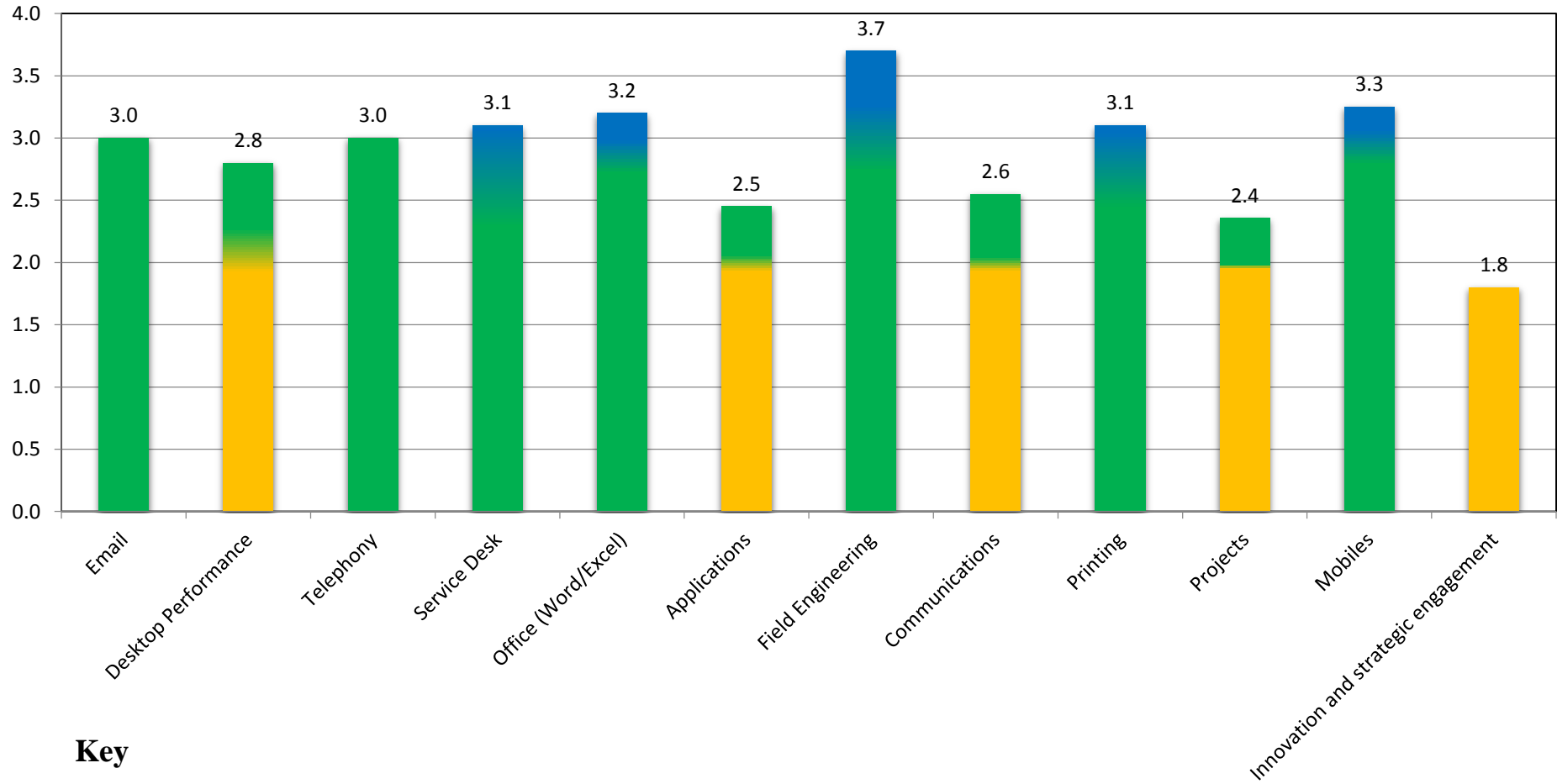


Key



Appendix 3 – Customer Perception cont.

City of London Police



Key

