

<b>Committee</b>	<b>Dated:</b>
<b>IT Sub Committee</b>	<b>25 November 2016</b>
<b>Subject:</b> IT Division Service Performance	<b>Public</b>
<b>Report of:</b> IT Division	<b>For Information</b>
<b>Report author:</b> Fay Sutton, Head of Engagement and Communication, IT Division 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.

## Main Report

### Background

1. This report provides an update in relation to IT performance, Service Desk satisfaction relating to calls, and an overview of incidents. The performance data relates to the whole service whether provided by Agilisys, City of London or 3<sup>rd</sup> parties.

### Service Desk Satisfaction

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

**Table 1. User Satisfaction scores**

User Satisfaction	Satisfaction Target	Jun Responses	Jun Satisfaction	Jul Responses	Jul Satisfaction	Aug Responses	Aug Satisfaction	Sep Responses	Sep Satisfaction	Oct Responses	Oct Satisfaction
COL	5.7/7	249	5.72	200	6.03	202	6.09	223	5.79	209	5.78
COLP	5.7/7	100	6.19	68	6.19	70	6.62	51	6.5	88	6.67

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

3. 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 above the target of 5.7 out of 7 for both Service Desks. It should also be noted that in October, the City of London Police Service Desk achieved its highest satisfaction score of 6.67 out of 7. In order to increase the number of responses, Agilisys in partnership with City of London IT are addressing with customers the importance of completing a survey.
4. Appendix 1 presents satisfaction performance trends over the last 12 months and shows that satisfaction has remained consistently on or above the target of 5.7.
5. Table 2 below: shows first time fix by the Service Desk. Although the first time fix is still at an acceptable level we acknowledge that the first time fix performance has dipped over the last three months. This is due to increased levels of P1 & P2 incidents and an increased level of profile related incidents requiring investigation by 2<sup>nd</sup> line teams. Plans to improve will include a document shift left to reduce resolution times and Service Desk working closely with Problem Management to proactively identify reoccurring incidents.

**Table 2. First Time Fix rates**

First Time Fix	May (%)	Jun (%)	Jul (%)	Aug (%)	Sep (%)	Oct (%)
COL	59	63	76	67	61	56
COLP	75	82	84	83	76	69

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

6. Table 3 below, shows for both COL and COLP the percentage of calls abandoned after 60 seconds. The % for September for CoL was due to a high number of users returning from holiday contacting the Service Desk. In addition the P1 and P2 outages resulted in a higher than normal number of calls to the Service Desk. Currently the abandonment rate for November is running ahead of target at 4%

**Table 3. Call Abandonment data**

Measure	Target (%)	Total calls Jun *	Performance Jun (%)	Total calls Jul *	Performance Jul (%)	Total calls Aug*	Performance Aug (%)	Total calls Sep*	Performance Sep %	Total calls Oct*	Performance Oct %
CoL	5	134/3530	4	105/2998	3.0	87/2806	3	214/3184	7	153/2907	5
CoLP	5	91/2148	4	115/2553	4.5	73/1890	4	89/2222	4	70/2028	4

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

## IT Performance

7. The more detailed service data is included in this document:

- a. Appendix 2 – shows the performance of the IT Division to resolve incidents within SLA targets.
- b. Appendix 3 - shows the number of Priority 1 and Priority 2 incidents from June 2016 through to October 2016.
- c. Appendix 4 – shows the Priority 1 incident trends for the last 12 months
- d. Appendix 5 – shows the Priority 2 incident trends for the last 12 months

8. There were in total 18 major incidents (Priority 1) and 12 (Priority 2) incidents during October. It is important to note that **11** of the Priority 1 incidents were connected to one issue at Walbrook Wharf due to an ageing faulty network device. The device has been temporarily replaced with no further outages reported and a new device is planned to be installed on the 21 November.

9. There were two significant outages during October in the Police. These were due to Vodafone issues which resulted in all PSN services being unavailable including external email and then a network outage which impacted Internet access and the PNC system. The Contracts Team are currently working with Vodafone to ensure that support arrangements are in line with business need.

10. Business Applications remained very stable during October with only one application failing, Planning Document Management System, and this was restored very quickly.

11. The IT Division and Agilisys also provided support leading up to and on the day of the Lord Mayor's Show for both the City and City of London Police. IT services were fully operational and no incidents were reported.
12. Significant work has also been undertaken to accommodate the additional 79 staff within Town Clerks. Due to the current ageing infrastructure within the West Wing and current performance issues, further equipment has been ordered to strengthen the network prior to the work planned as part of the Joint Network Refresh Project. This work is due to be completed in early December.

### **Customer Perception**

13. Following comments made at the previous committee, a review is currently being undertaken as to how customer perception is measured.

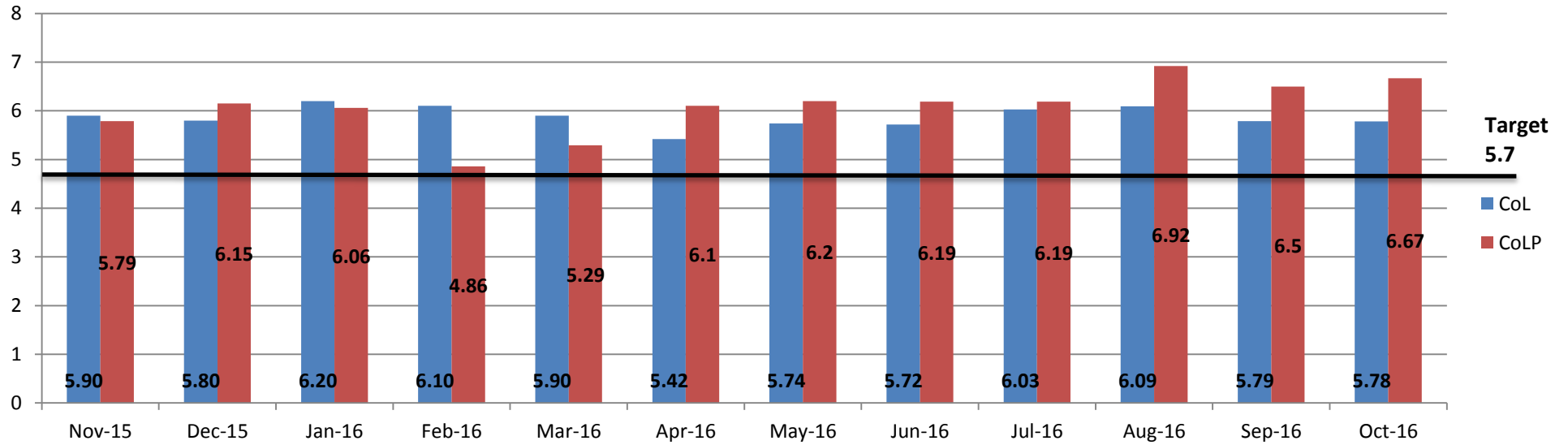
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### Appendix 1 – COL and COLP Service Desk Satisfaction Trends for the last 12 months



## Appendix 2 – IT Performance

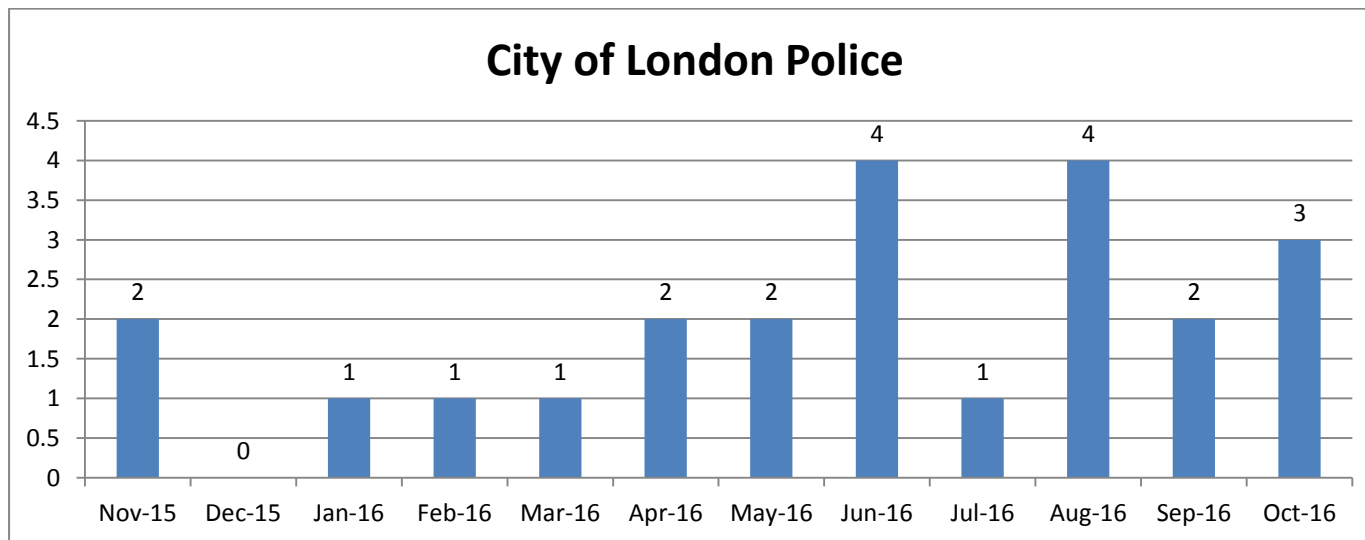
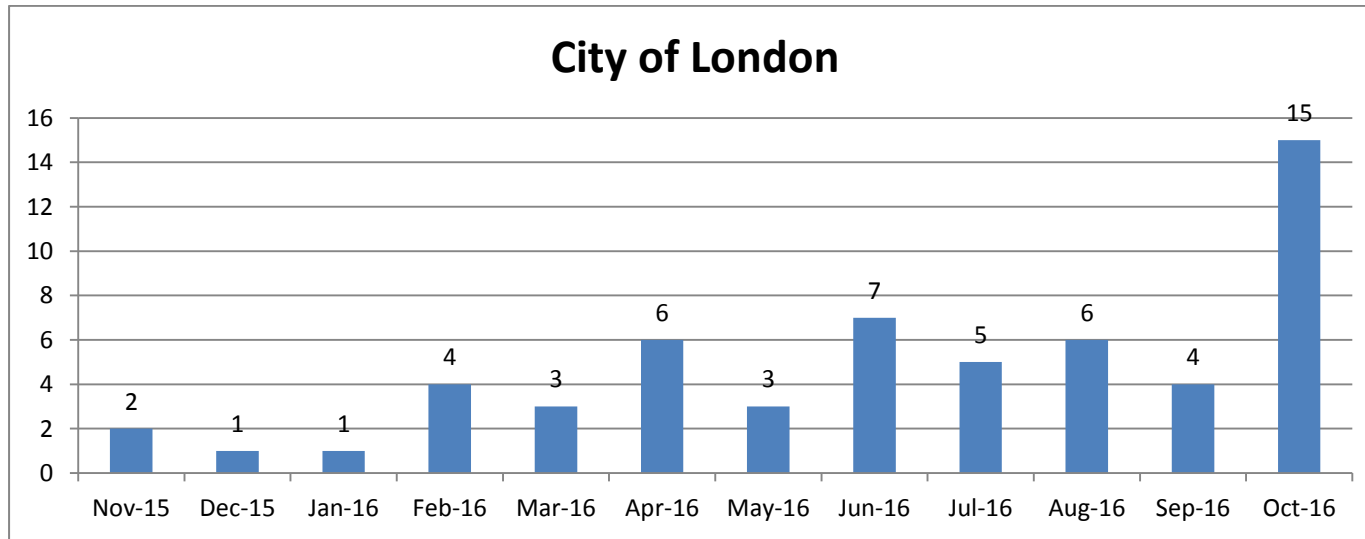
### City of London

Measure	Target (%)	Total Jun	Performance Jun (%)	Total Jul	Performance Jul (%)	Total Aug	Performance Aug (%)	Total Sep	Performance Sep %	Total Oct	Performance Oct %
Incident P1	98	7	86	5	60	6	100	4	100	15	100
Incident P2	98	5	60	11	100	3	100	6	66	5	100
Incident P3	98	25	96	24	83	20	95	11	91	21	100
Incident P4	98	1457	99	1504	100	1282	98	1154	94	1608	98
Incident P5	100	1	100	5	100	1	100	3	100	3	100

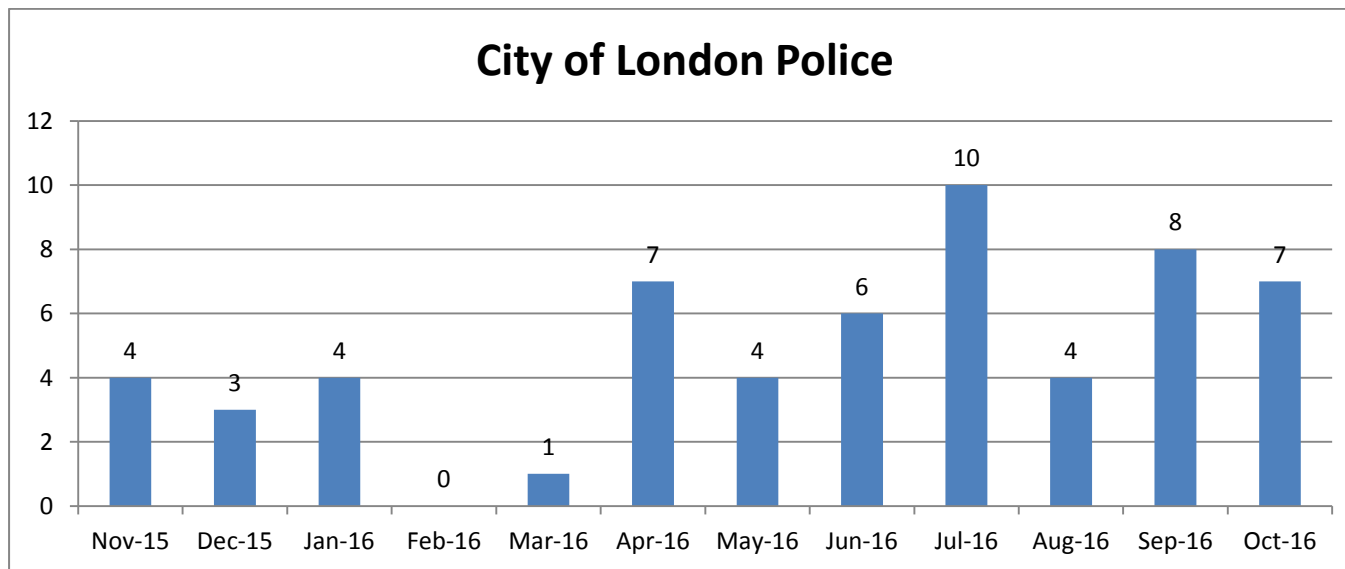
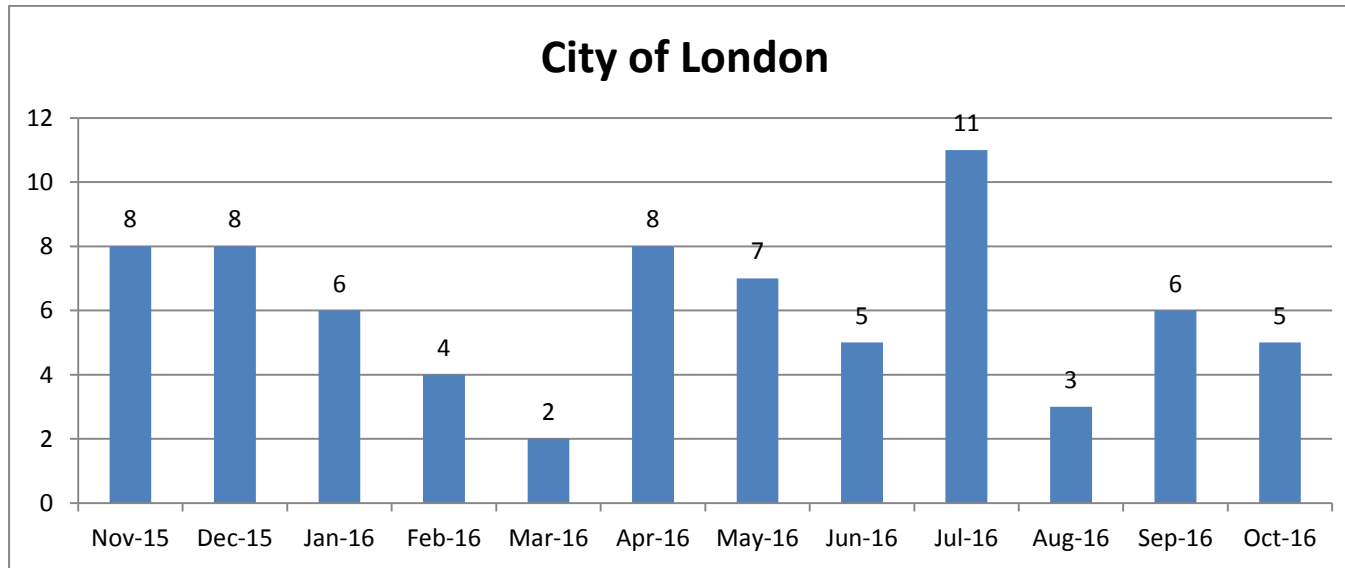
### City of London Police

Measure	Target (%)	Total Jun	Performance Jun (%)	Total Jul	Performance Jul (%)	Total Aug	Performance Aug (%)	Total Sep	Performance Sep %	Total Oct	Performance Oct %
Incident P1	98	4	25	1	0	4	50	2	50	3	0
Incident P2	98	6	66	10	70	4	100	8	50	7	57
Incident P3	98	15	87	16	88	8	100	11	76	28	86
Incident P4	98	731	99	777	97	831	97	703	98	644	96
Incident P5	98	11	100	5	100	13	100	8	100	11	100

### Appendix 3 – Priority 1 Incident Number Trends

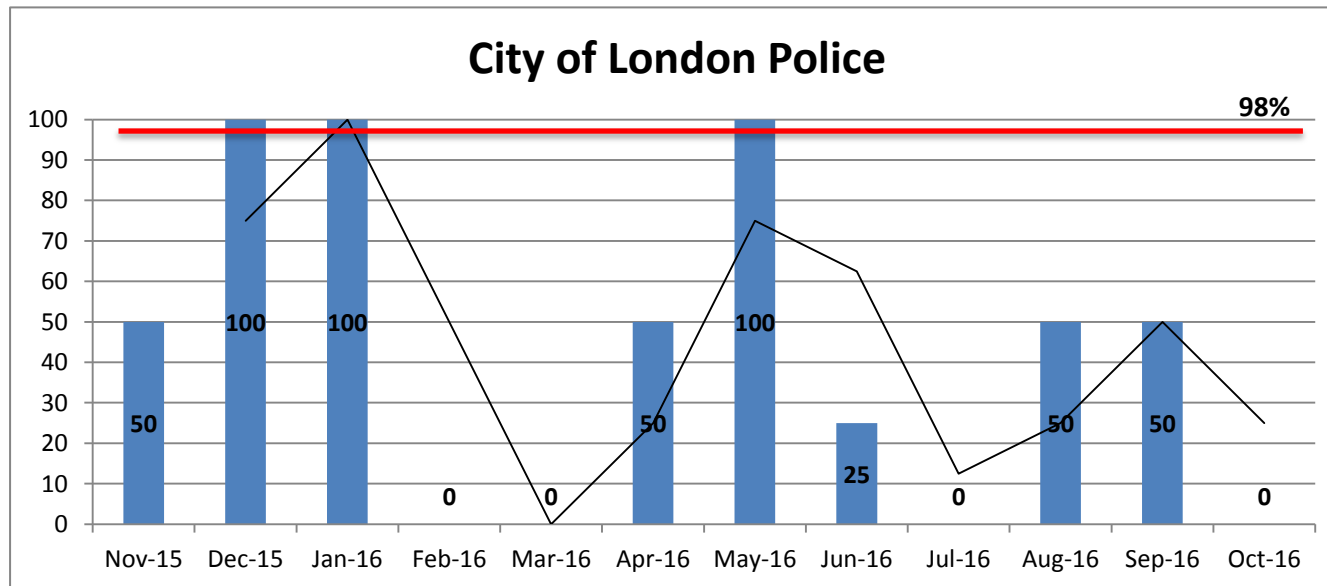
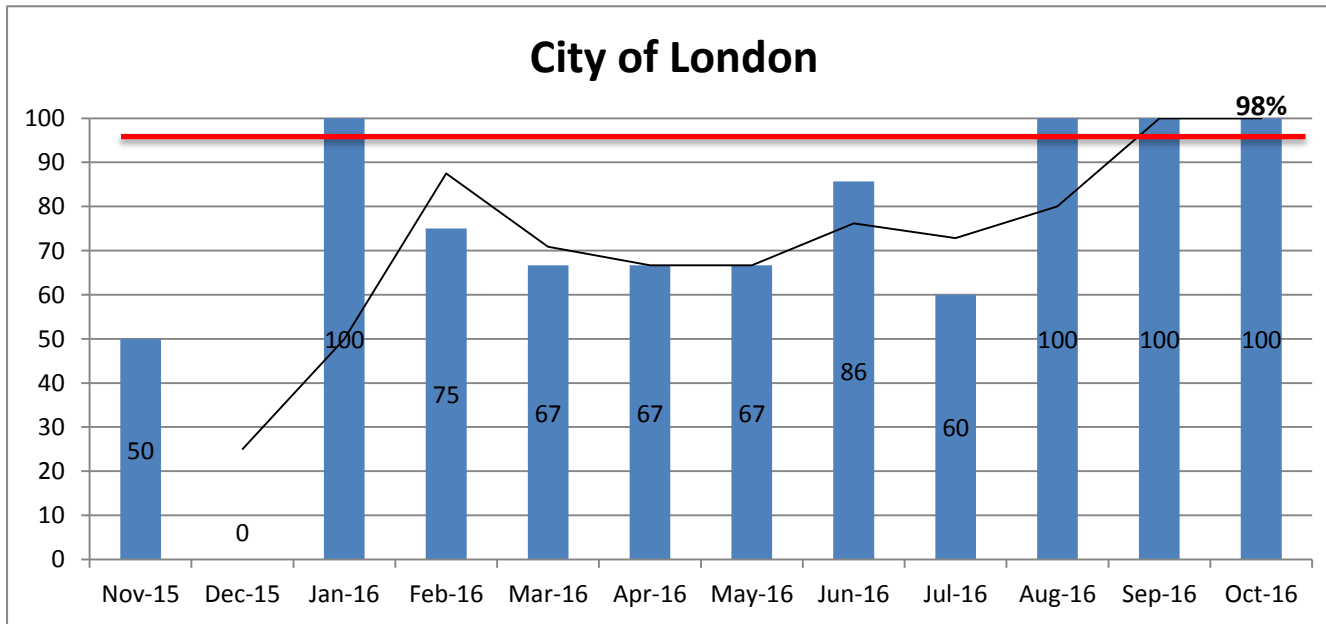


## Appendix 4 – Priority 2 Incident Number Trends





## Appendix 4 – Priority 1 Incident Percentage Trends



## Appendix 4 – Priority 2 Incident Percentage Trends

