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| Committee | Dated: |
| IT Sub Committee | 20 January 2017 |
| Subject: IT Division Service Performance | Public |
| Report of: The Chamberlain | For Information |
| Report author: Fay Sutton, Change & Engagement Lead Eugene O'Driscoll, 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.

The current service trend is positive and there has been a marked reduction in serious issues since the last IT Sub Committee.

Although the trend is positive the 3rd party consultancy we are procuring in partnership with City Procurement will assist the IT Division in improving the measures we use and ensure we track the most impactful elements of the service.

Recommendation(s)

Members are asked to:

- Note the report.

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 3rd parties.

Service Desk Satisfaction

2. Every time a Service Desk call is resolved, the user is sent a survey to assess their satisfaction with the service and resolution provided. Table 1 below: shows user satisfaction results for both the CoLP and CoL IT Service Desks. Appendix 1 provides a trend analysis for the last 12 months.

- Performance during November and December for both CoL and CoLP has improved since the summer months and survey response numbers have returned to the levels reported earlier in the year. The trend analysis shows that performance has consistently been above the target of 5.7.
- The Agilisys Service Desk Manager has continued to work very closely with IT Business Partners and business representatives to resolve outstanding calls and in particular aged calls. The Service Desk Manager also makes regular visits to the City and spends time with customers discussing any issues and ideas for service improvement. This has been well received by the business and call numbers have been reducing. Numbers have also been reduced due to the perception improvement work undertaken by the Agilisys Service Desk Manger.

Table 1. User Satisfaction scores

| User Satisfaction | Satisfaction Target | Aug Responses | Aug Satisfaction | Sep Responses | Sep Satisfaction | Oct Responses | Oct Satisfaction | Nov Responses | Nov Satisfaction | Dec Responses | Dec Satisfaction |
|-------------------|---------------------|---------------|------------------|---------------|------------------|---------------|------------------|---------------|------------------|---------------|------------------|
| COL | 5.7/7 | 202 | 6.1 | 223 | 5.8 | 209 | 5.8 | 207 | 6.2 | 167 | 6.0 |
| COLP | 5.7/7 | 70 | 6.6 | 51 | 6.5 | 88 | 6.7 | 125 | 6.8 | 65 | 6.9 |

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

- Table 2 below: shows first time fix rates by the Service Desk. There has been a significant push to train service desk agents to resolve more jobs at first call and it is pleasing to note the significant improvement in performance. This has been achieved by the Service Desk team working with other support teams to improve the First Time Fix (FTF) calls within SLA and improved customer satisfaction due to quicker turnarounds on calls.

Table 2. First Time Fix rates

| First Time Fix | Jun (%) | Jul (%) | Aug (%) | Sep (%) | Oct (%) | Nov (%) | Dec (%) |
|----------------|---------|---------|---------|---------|---------|---------|---------|
| COL | 63 | 76 | 67 | 61 | 56 | 73 | 73 |
| COLP | 82 | 84 | 83 | 76 | 69 | 79 | 86 |

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. IT performance during November and December has been very stable and this is reflected in the improved abandonment rate performance. Due to the low number of major incidents this has improved the abandoned rate and further incidents have been avoided due to the purchase by the Corporation and replacement by Agilsys of the ageing network equipment in the West Wing and Walbrook Wharf ahead of the Network Transformation project.

Table 3. Call Abandonment data

| Measure | Target (%) | Total calls Aug* | Performance Aug (%) | Total calls Sep* | Performance Sep % | Total calls Oct* | Performance Oct % | Total calls Nov* | Performance Nov (%) | Total calls Dec* | Performance Dec (%) |
|---------|------------|------------------|---------------------|------------------|-------------------|------------------|-------------------|------------------|---------------------|------------------|---------------------|
| CoL | 5 | 87/2806 | 3 | 214/3184 | 7 | 153/2907 | 5 | 125/2637 | 5 | 58/1995 | 3 |
| CoLP | 5 | 73/1890 | 4 | 89/2222 | 4 | 70/2028 | 4 | 52/1914 | 3 | 56/1957 | 3 |

* 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:
- Appendix 1 – COL and COLP Service Desk Satisfaction Trends for the last 12 months
 - Appendix 2 – IT Performance
 - Appendix 3 – Priority 1 Incident Number Trends
 - Appendix 4 – Priority 2 Incident Number Trends
 - Appendix 5 – Priority 1 Incident Percentage Trends
 - Appendix 6 – Priority 2 Incident Percentage Trends
8. Appendix 2 shows the number of incidents reported and the percentage resolved within the SLA targets. As previously stated, November and December have been very stable months. This has been partially helped by a change freeze over the Christmas period. There have been only 4 P1's in the last two months compared to 18 in October alone. Three of the P1's have been as a result of issues with known unstable business applications and one due to hardware failure. There has also been additional proactive monitoring implemented e.g. for GOOD. The Service Desk test connectivity four times a day, with the monitoring team in parallel continuing to monitor the server.

9. The number of P2s has remained constant, but resolution performance has improved with all incidents resolved within SLA times for both CoLP and CoL. The most significant incident was an outage at Golden Lane Housing Estate, over 25 hours, due to a Virgin Media fault.
10. Appendices 3 and 4 provide trend figures for the last twelve months for the number of Priority 1 and Priority 2 incidents. Whilst there has been a significant reduction in incidents in the last two months, the instability of the current network infrastructure cannot guarantee this trend will continue. Performance in October 2016, being examples of one network failure causing 11 Outages. However, the improvements in change management and network monitoring have ensured that preventable incidents/outages have reduced significantly.
11. Appendices 4 and 5 provide trend figures for the last twelve months for the percentage of Priority 1 and Priority 2 incidents resolved within SLA targets. Over the last five months, the resolution performance for City of London has been, bar one month, at 100% for both Priority 1 and Priority 2 incidents. So whilst we are unable to control outages due to ageing kit, faults are being resolved in a timely manner and thus limiting business impact. However, the performance in the Police has not been so consistent, with only half being resolved within SLA targets. This is due to the fact that whilst the SLA target for Agilisys is at 98% the contract agreement that the Police and the Corporation have with other third parties such as Vodafone, Virgin etc is not 98% and therefore they are sometimes missing this target but often meet their contractual SLA.

Customer Perception

12. Consultants are being commissioned to assist with the implementation of new IT strategy and part of their remit will be to look at performance measures to improve the monitoring of performance. Customer perception will be a key measure and they will be tasked to develop an approach that reflects the current feeling of users and not incur significant staff time in analysing or collecting.
13. Agilisys will continue to carry out the 1-1 user perception surveys with the Corporation and Police nominated users. Agilisys will also continue to provide respondents with feedback on the survey results and how they will be used to improve performance.

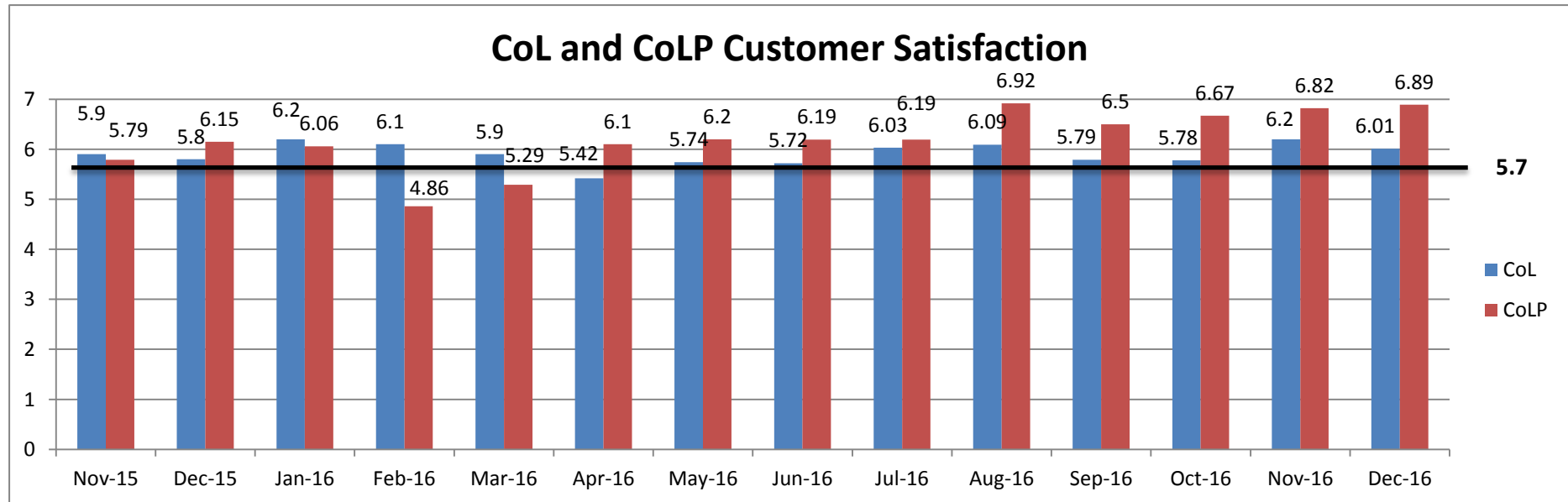
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Appendix 1 – COL and COLP Service Desk Satisfaction Trends for the last 12 months



Appendix 2 – IT Performance

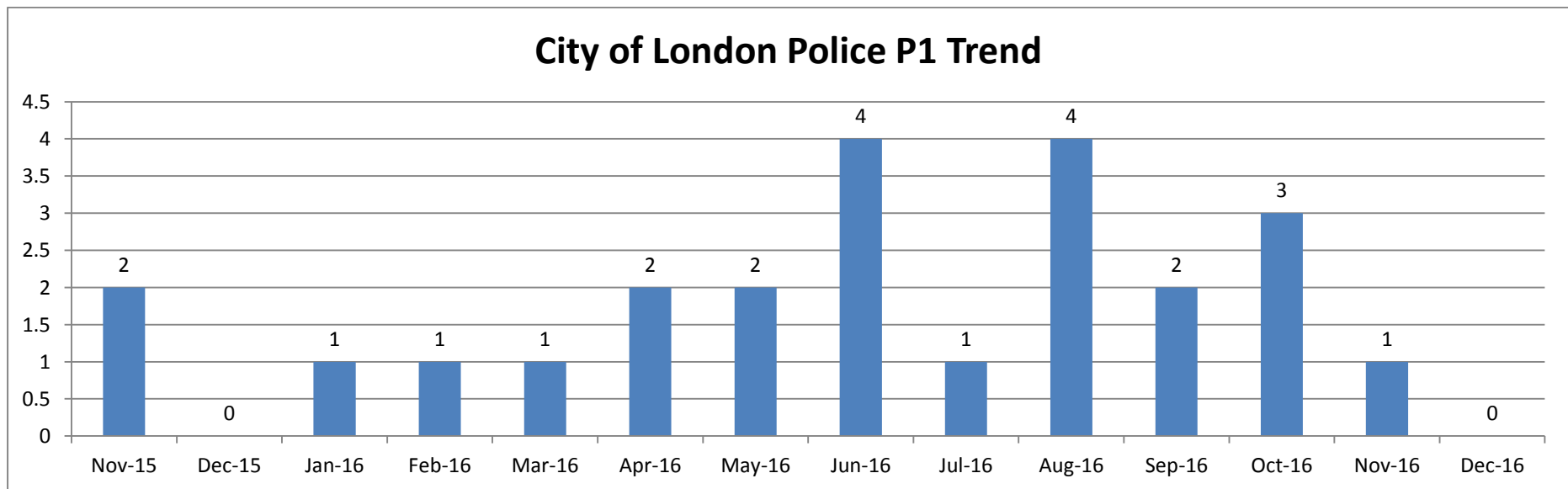
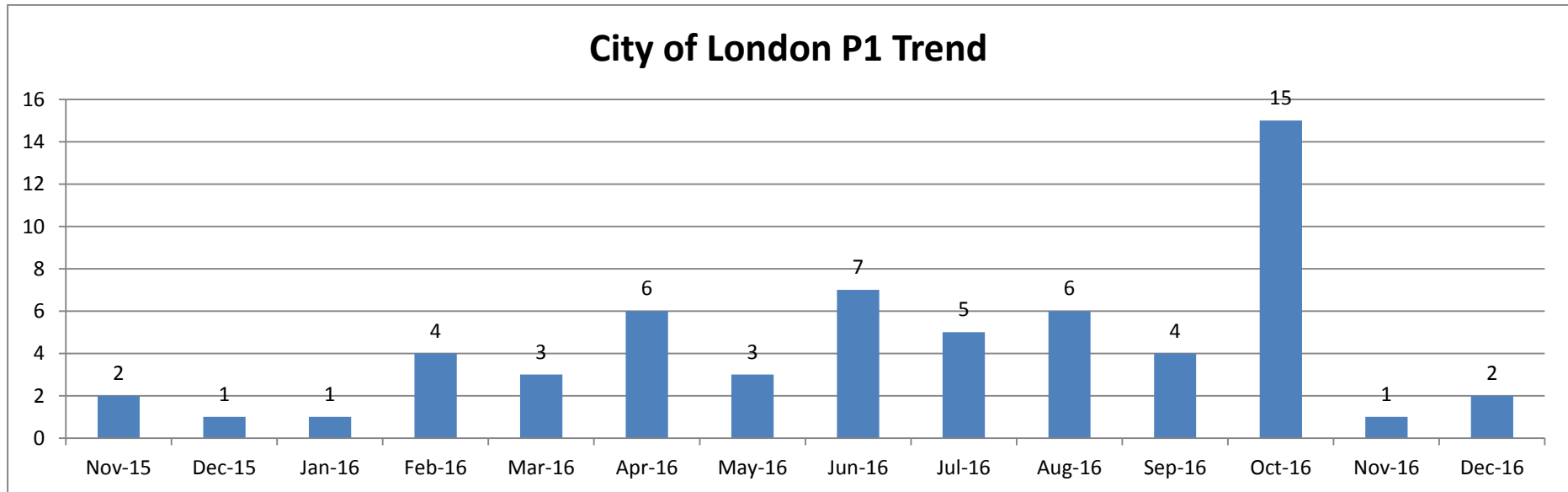
City of London

| Measure | Target (%) | Total Aug | Performance Aug (%) | Total Sep | Performance Sep % | Total Oct | Performance Oct % | Total Nov | Performance Nov % | Total Dec | Performance Dec % |
|-------------|------------|-----------|---------------------|-----------|-------------------|-----------|-------------------|-----------|-------------------|-----------|-------------------|
| Incident P1 | 98 | 6 | 100 | 4 | 100 | 15 | 100 | 1 | 100 | 2 | 100 |
| Incident P2 | 98 | 3 | 100 | 6 | 67 | 5 | 100 | 5 | 100 | 3 | 100 |
| Incident P3 | 98 | 20 | 95 | 11 | 91 | 21 | 100 | 8 | 71 | 11 | 100 |
| Incident P4 | 98 | 1282 | 98 | 1154 | 94 | 1608 | 98 | 1230 | 96 | 923 | 97 |
| Incident P5 | 100 | 1 | 100 | 3 | 100 | 3 | 100 | 4 | 75 | 1 | 100 |

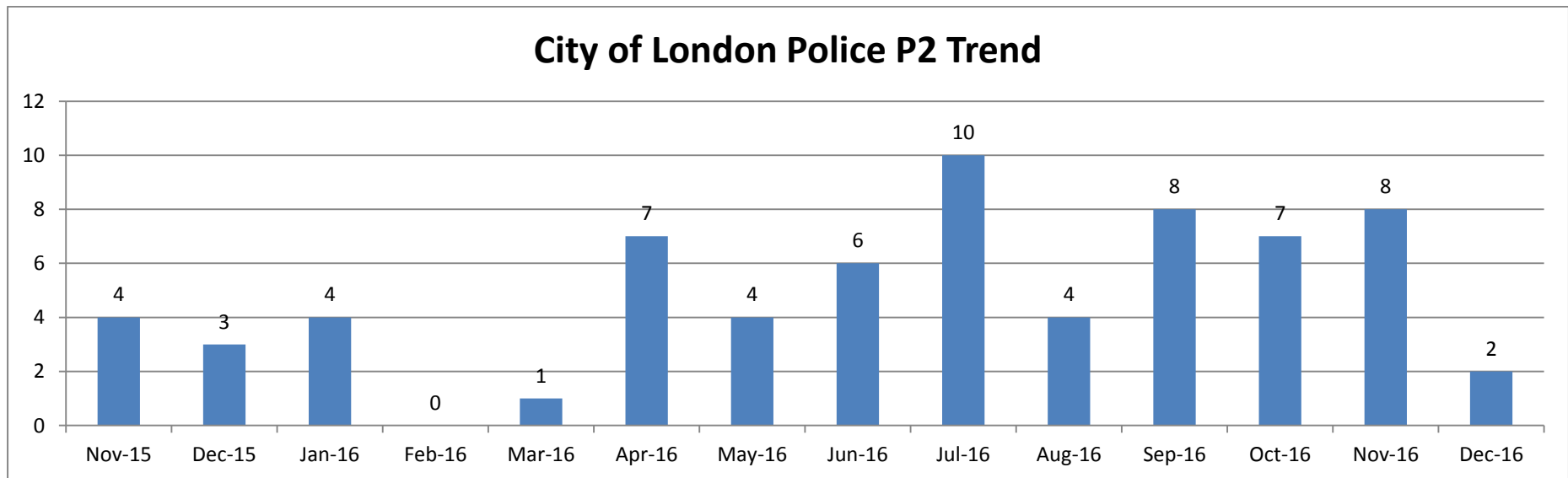
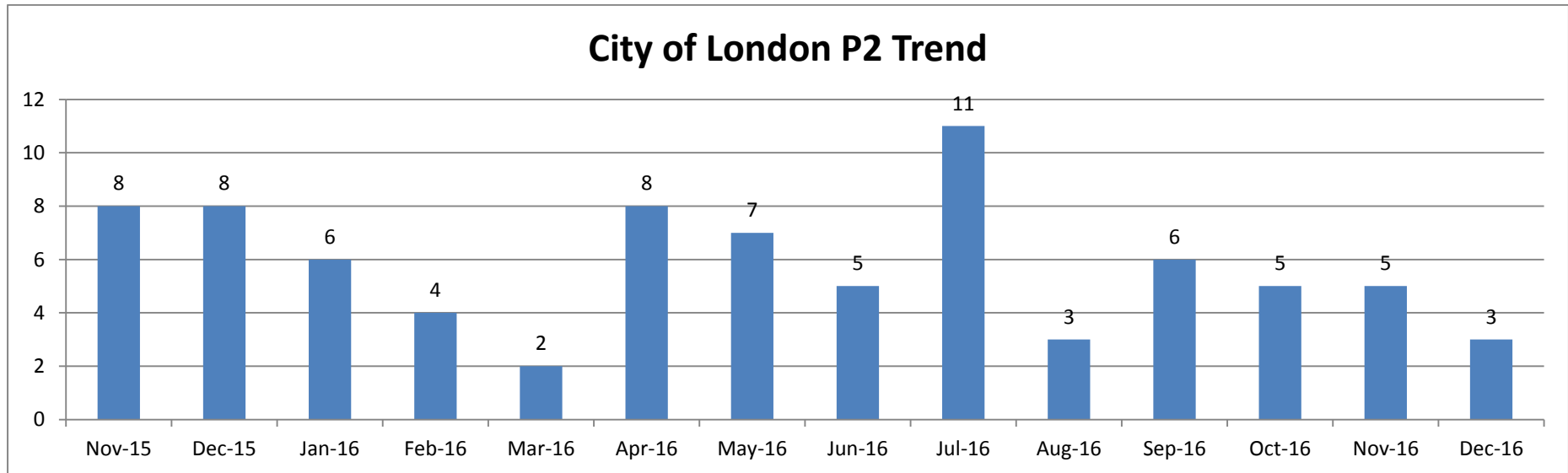
City of London Police

| Measure | Target (%) | Total Aug | Performance Aug (%) | Total Sep | Performance Sep % | Total Oct | Performance Oct % | Total Nov | Performance Nov % | Total Dec | Performance Dec % |
|-------------|------------|-----------|---------------------|-----------|-------------------|-----------|-------------------|-----------|-------------------|-----------|-------------------|
| Incident P1 | 98 | 4 | 50 | 2 | 50 | 3 | 0 | 1 | 100 | 0 | 100 |
| Incident P2 | 98 | 4 | 100 | 8 | 50 | 7 | 57 | 8 | 100 | 2 | 100 |
| Incident P3 | 98 | 8 | 100 | 11 | 76 | 28 | 86 | 57 | 91 | 26 | 92 |
| Incident P4 | 98 | 831 | 97 | 703 | 98 | 644 | 96 | 783 | 98 | 885 | 99 |
| Incident P5 | 98 | 13 | 100 | 8 | 100 | 11 | 100 | 11 | 100 | 13 | 100 |

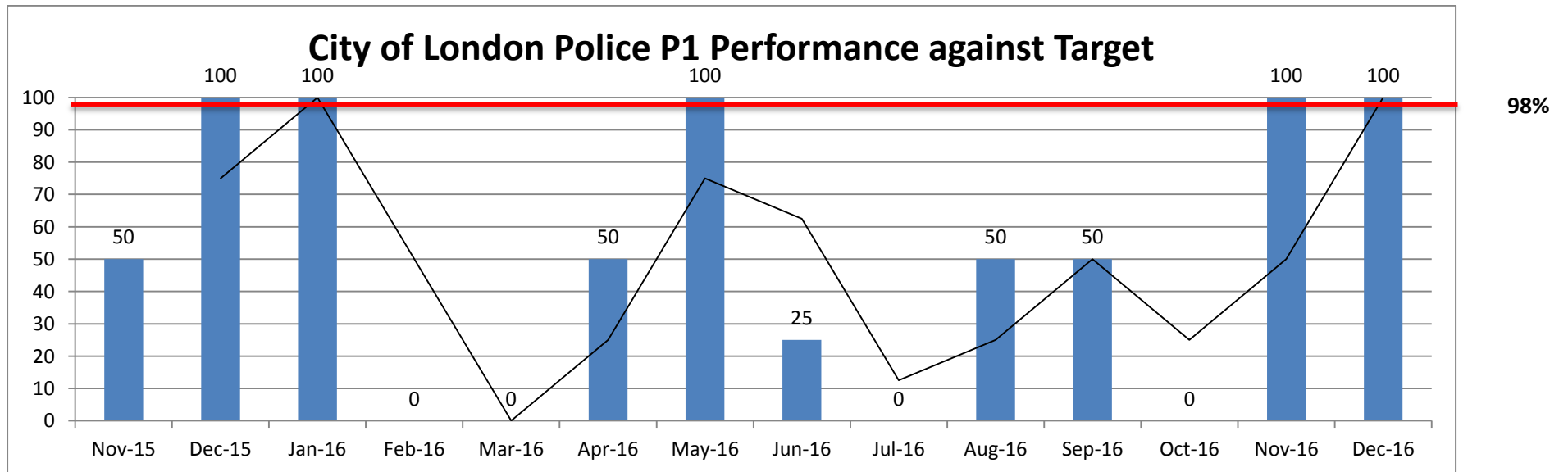
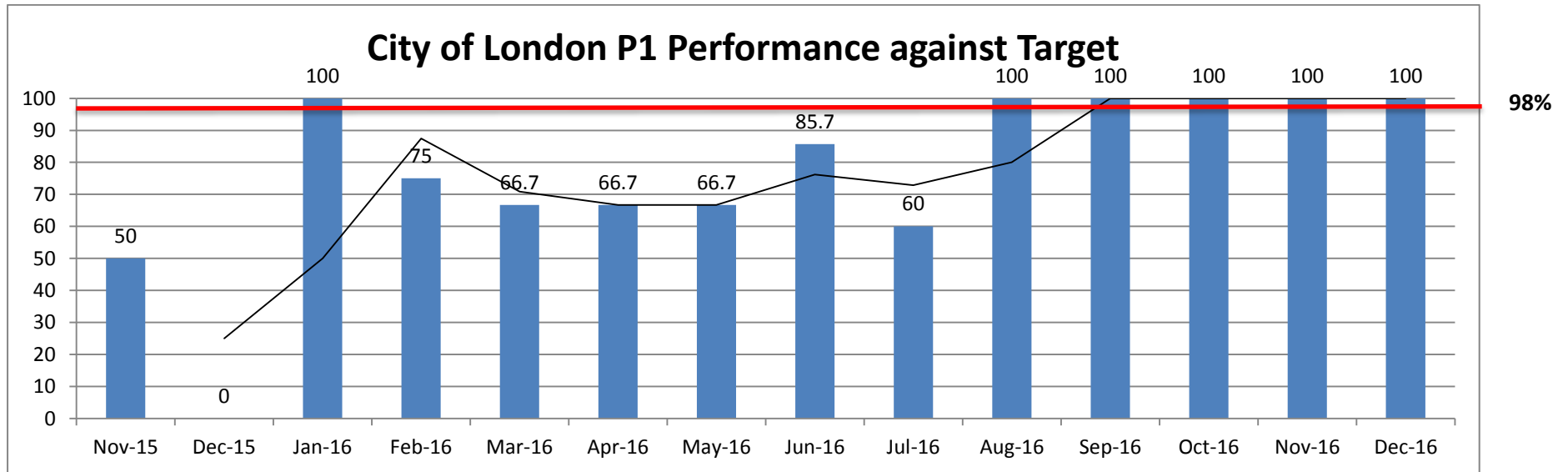
Appendix 3 – Priority 1 Incident Number Trends



Appendix 4 – Priority 2 Incident Number Trends



Appendix 5 – Priority 1 Incident Percentage Trends



Appendix 6 – Priority 2 Incident Percentage Trends

