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| Committee(s) | Dated: |
| IT Sub Committee – For Information | 26 May 2017 |
| Subject: IT Performance – Member Update | Public |
| Report of: The Chamberlain | For Information |
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Summary

Performance in City of London in March was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

Performance in City of London Police in March was also high, with sustained contractual compliance and very high customer satisfaction. A higher than usual number of P2s had a limited business impact and was caused by repeat issues under investigation by suppliers.

Customer satisfaction with City of London and City of London Police Service Desks remains high and feedback from users achieved scores in excess of 90% each month. The Service Desks resolve over 75% of all calls and consistently ensure that calls are answered within target.

The challenges in City of London Police arising from the Westminster terrorism incident were dealt with effectively and earned high praise from all stakeholders. Security training in February was followed up with additional security training software across Agilisys.

Recommendation(s)

Members are asked to:

- *Note the report.*

Service levels and exceptions

Service level compliance in both City of London and City of London Police remains very high, and all contractual targets for Agilisys were met with the exception of 1 P3 incident in City of London Police.

P1 and P2 incidents

The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months. Performance in City of London Corporation (CoL) was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

Performance in City of London Police (CoLP) was also high, with very high customer satisfaction as indicated by Help Desk response. A higher than usual number of P2s had a very limited business impact and was caused by issues with just 2 services which are under investigation by suppliers. This represents a significant improvement since March 2016 when there were 4 P1 incidents which affected service to users.

There was P1 incident for telephony in City of London Police which was caused by a failure of 3rd party power equipment. There were no P1 incidents in City of London.

There was a higher than usual number of P2 incidents in City of London Police in March. These mostly related to repeat issues for printing and ANPR which are being resolved with the suppliers. The impact in each case is very limited as they mostly occur out of core business hours and there are workarounds in place to restart the services quickly. In both cases the suppliers have recommended application upgrades which are being tested and scheduled.

There were two power failures that caused loss of service at Snow Hill police station.

| March 2017 | Target % | P1 numbers | P1 % against target (Agilisys) | P2 numbers | P2 % against target (Agilisys) |
|-------------------|-----------------|-------------------|---------------------------------------|-------------------|---------------------------------------|
| CoL | 98 | 0 | 100 | 2 | 100 |
| CoLP | 98 | 1 | 100 | 13 | 100 |

Performance and Service improvements

- Contract extension discussions begin in May between Agilisys and City of London/ City of London Police. Both parties intend to make the most of the opportunity to align contract with users' expectations and service needs.
- New Self-service portal demonstrated to COL IT will provide an improved 24/7 platform for raising support tickets and Service requests for use in City of London Police. Launch timings to be confirmed.
- Contract Change Notices agreed for 24/7 Service Desk for City of London. CCN for City of London Police under review prior to agreement.

- Contract Change Notices agreed for GOOD in City of London and Direct Access in City of London Police to the Critical Applications and Services lists.
- Agilisys held the first Community Forum for City of London and City of London Police to engage with other Agilisys customers and to hear about market direction. Innovation discussions in City of London Police
- Agilisys ISO27001 security audits to be carried out on 2nd and 4th May in City of London and City of London Police.
- Increased focus on security patching and including non-Microsoft products (e.g. Java) into standard processes in May.

Testimonials

City of London Police:

- The terrorism incident in Westminster on 22nd March was handled by the Metropolitan Police. The City of London Police supported the Met by setting up a 'Casualty Bureau' – a dedicated team - to manage the flow of evidence and reports, and their collation into the centralised application used for managing major policing incidents ('HOLMES'). It was essential that the Casualty Bureau was established quickly and efficiently, as vital evidence was being collected and needed to be processed. Agilisys set up the Casualty Bureau and worked through the night to support the users. After an intense 48 hours the Home Office and Police established a longer term investigation team outside of the City and the Casualty Bureau stepped down. Feedback from the business was extremely positive.
- Detective Chief Superintendent Paul Barnard took the time to provide some feedback to IT: "This has been a model response in very trying and testing circumstances, supporting us all in providing a platform to the CB Team to deliver an exceptional policing service. The support provided to us with long hours, running a new Holmes system live and with the eyes of the world on the UK was superb. You stepped up."

City of London:

- "Vastly improved service - as helpdesk were able to edit an intranet phonebook listing instantly - as opposed to several days wait for this to be actioned which I experienced a couple of years ago." Matt Ellis
- "Really fast, effective and efficient, very refreshing!!!" Bernadette McGloin
- "They dealt with my issue immediately as they do on most occasions. Brilliant service, keep up the good work." Graham Catton

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