

Committee(s)	Dated:
IT Sub-Committee – For Information	21st June 2018
Subject: IT Division – IT Service Delivery Summary	Public
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Summary

There was a total of 5 P1 incidents and 7 P2 incidents across City of London Corporation (CoL) and City of London Police (CoLP) in May. The majority of these were resolved within the expected time, though three of the P2 incidents, relating to London Councils and Pubnet took significantly longer to resolve, because of technical challenges and the response times from 3rd parties.

CoL IT and Agilisys are reviewing the critical applications list to ensure that it remains relevant to business needs, and improves targeted responses from 3rd parties, outside of Agilisys, notably in respect of power management and 3rd party application owners.

88% of CoLP users and 96% of CoL users who completed the customer satisfaction survey following contact with the City of London & City of London Police Service Desks, reported a good, or very good, experience. This is against a target of 80%.

CoL initiated an additional new measure of customer satisfaction in June; The Net Promoter Score (NPS) asks users to score the degree to which they would recommend the IT service to their colleagues. Positive feedback (promoters) are offset by negative feedback (detractors) to gain a Net Promoter score, which can be used to measure trends in user satisfaction and the impact of service improvement activities. The first report for the NPS will be available in early July.

Agilisys presented a GDPR-compliance proof of concept software solution to City of London Corporation (CoL) which allows IT to deal with subject access requests and right to be forgotten requests. This is being reviewed by CoL.

Main Report

1. Service levels and exceptions (See Appendix A and B attached)

a) P1 incidents

There were 0 P1 incidents in City of London Police

There were 5 P1 incidents in City of London Corporation

- Internet access was unavailable for 10 minutes because of a power failure
- Telephony was impacted for 1 hour because of a power failure
- An error made in a planned change affected network availability in the North Wing for 1 hour
- Cotag application (this manages ID Card verification) outage for 30 minutes
- M3 (System used by Environmental Services) database sessions were locked for up to 1 hour because of index processes running

b) P2 incidents

There were 3 P2 incidents for City of London Police

- 2 power failures caused outages to the network at Snow Hill and Wood Street stations for a total of 3.5 hours.
- A planned change to move servers within New Street unexpectedly impacted users in New Street and Bishopsgate stations for 1 hour.

There were 4 P2 incidents for City of London

- File shares in London Councils were unavailable due to a corrupted database.
- 3rd party network failures caused two outages of Pubnet in Barbican totalling 24 hours.
- A BT circuit failure caused an outage of Pubnet in LMA for almost 48 hours.

2. Service Improvements

The City of London Service Operating Model transitioned successfully into live service in April and performance is being closely monitored by Corporation IT. Performance in the first two months against many new deliverables has been very good and is driving positive behaviours for continuous service improvement.

Agilisys began providing SharePoint support in City of London Police in June. Initially this will support the existing aged SharePoint installation, and Agilisys has provided a solution proposal to upgrade this to a modern environment in line with City of London Police strategy.

Agilisys will be providing support for Direct Access, and services supporting Niche and Pronto in City of London Police from July.

A proposal to move London Councils to the cloud environment will be presented to London Councils Management on the 20th June. Follow up meetings to consider the approach and next steps have been planned.

Corporation IT approved an improved model from Agilisys for capacity planning which will give a full 6-month forward view of capacity requirements in the cloud.

3. Service Dashboard

Following the contract extension, the IT Division have implemented a richer set of Key Performance Indicators (KPI's). A summary of May 18 performance is detailed in the table below and trends can be seen on page 4.

KPI Measure	May	Target	Comments
Customer Satisfaction	88%	80%	Achieved
Calls answered within 20 seconds	86%	85%	New KPI implemented in May
Application Availability Agilisys	100%	99%	Achieved
Application Availability CoL	99.8%	99.97%	Close to target
First Time Fix	81%	87.5%	Improving 77% April 81% May
Telephony Availability	99.8%	99.5%	Achieved
Internet Availability	100%	99.9%	Achieved
Calls abandoned	2%	2%	Achieved
IAAS Availability	100%	99.9%	Achieved
Network Availability	99.99%	99.50	Achieved
P1 Incident CoL	100%	98%	Achieved
P1 incident Agilisys	100%	98%	Achieved

Appendices

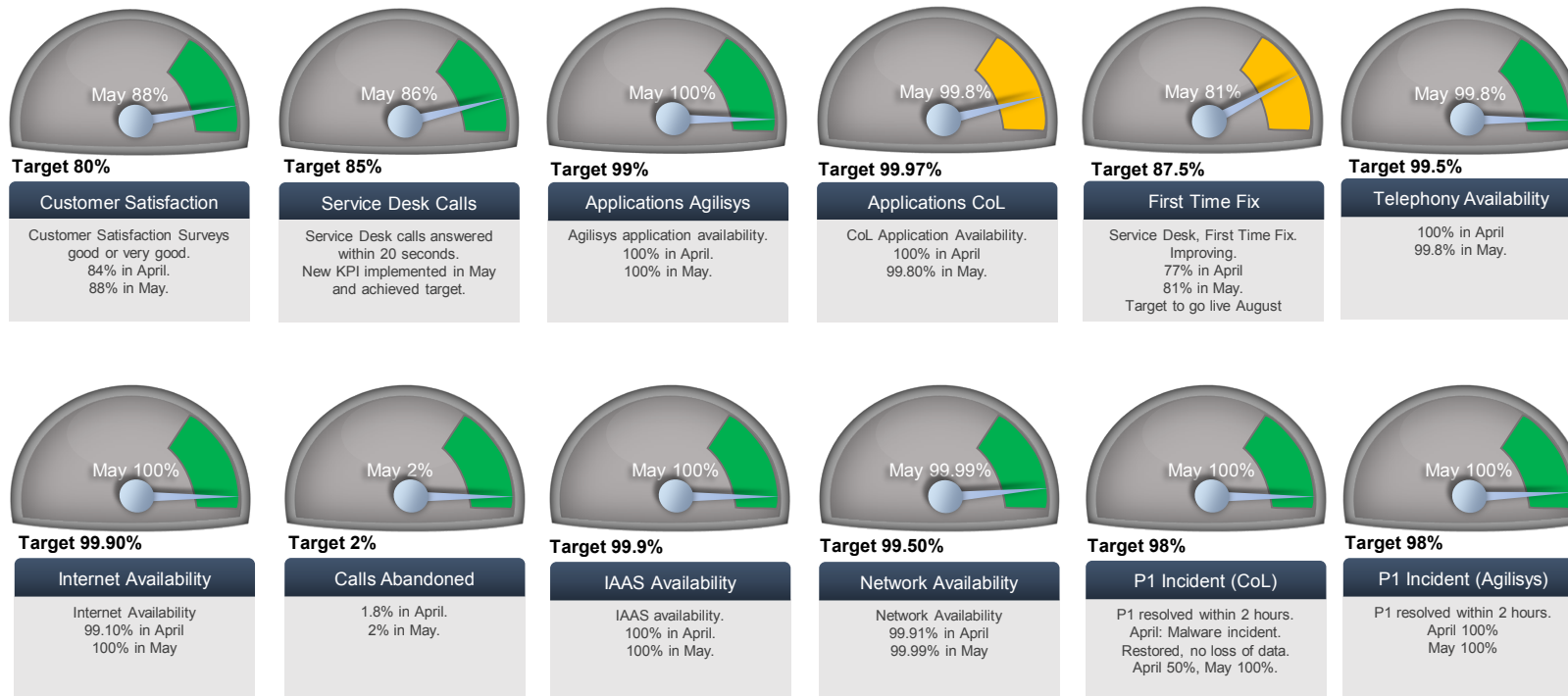
Figure 1: Dashboard

Appendix A: Trend graph for customer satisfaction

Appendix B: Trend graphs for P1 and P2 incidents

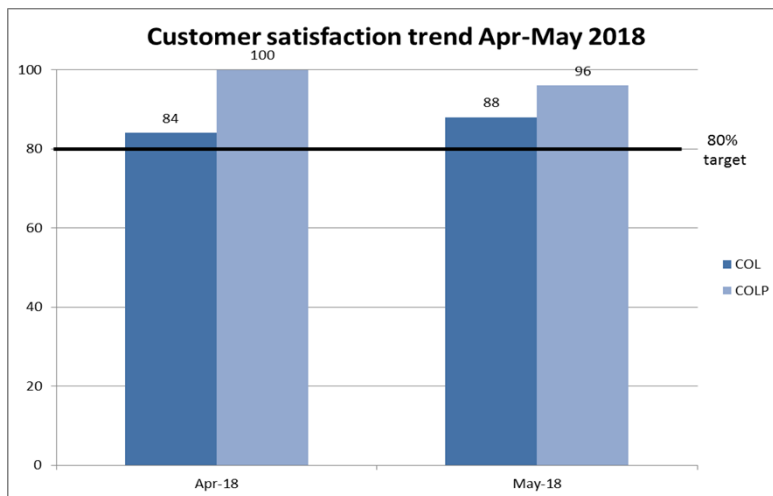
Figure 1 – Dashboard Gauges

Performance Dashboard



Appendix A: Trend graph for customer satisfaction

New measurement and targets from April: Part of the new Service Operating Model.



Appendix B: Trend graphs for P1 and P2 incidents

