

Committee(s)	Dated:
Digital Services Sub-Committee	20th March 2020
Subject: IT Division – IT Service Delivery Summary	Public
Report of: The Chamberlain	For Information
Report author: Eugene O’Driscoll, Agilisys Client Director	

Summary

There has been good progress on the COL and COLP PSN remediation activities.

A new, Guest and Public Wi-Fi service is currently going through a phased testing and rollout process with full go live expected before the end of March 2020.

There was a total of 4 P1 and 6 P2 incidents for the City of London Corporation and City of London Police in January 2020. 7 of the incidents were caused by external factors such as supplier works outside of the direct control of Agilisys; only 1 was not resolved within target.

Problem records have been created where appropriate to identify root causes and to manage improvements.

- There was 1 P1 incident for City of London Corporation and 3 for City of London Police.
- There were 3 P2 incidents for the City of London Corporation and 3 for City of London Police.
- 95% of users reported a good or very good experience of the Service Desk.

Public Services Network remediation actions for City of London Corporation and City of London Police are progressing well.

Recommendations

Members are asked to note this report

Main Report

Service levels and exceptions

1. City of London Police (CoLP) P1 incidents

There were 3 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Pronto-Niche link	01:46	Third party to advise	Airwave rebooted the service on their gateways	CoLP IT to review with 3rd party
Network, Pronto reporting	06:35	Security Zone broadcast storm from legacy Bishopsgate switch. Pronto Manager. This in turn caused an OSPF neighbour to go down at Airwave affecting Pronto Manager.	Security Zone switches were restarted and resolved the incident at -6:30. Airwave then re-established the connection to resolve the Pronto Manager outage at 09:35	3rd party supplier relations
Network access (Clearpass)	01:20	Clearpass server dropped off the domain	Clearpass was re-joined to the domain	Problem record created

2. City of London Police P2 Incidents

There were 3 P2 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Codes (Digital Interview Recording)	02:29	Log file size configuration was incorrect	Configuration was corrected so that transactions could be applied and continue to work and upload	Remediation works complete
Email	01:09	Vodafone Gateway was causing emails to queue in Mailmarshal	A workaround was put in place to redirect emails through another gateway, prior to the Vodafone fix	CoLP IT to review with 3rd party
Telephony	04:40	Gamma national outage caused by two fibre breaks in London and Leicester	A workaround was put in place prior to the Gamma fibre fix resolution.	CoLP IT to review with 3rd party

3. City of London (CoL) P1 incidents

There was 1 P1 incident.

Affected Service	Duration	Reason	Resolution	Problem Management plan
Hyms	00:16	The server stopped accepting connections from users. Root cause not identified from logs.	The server was restarted.	Yes.

4. City of London P2 Incidents

There were 3 P2 incidents.

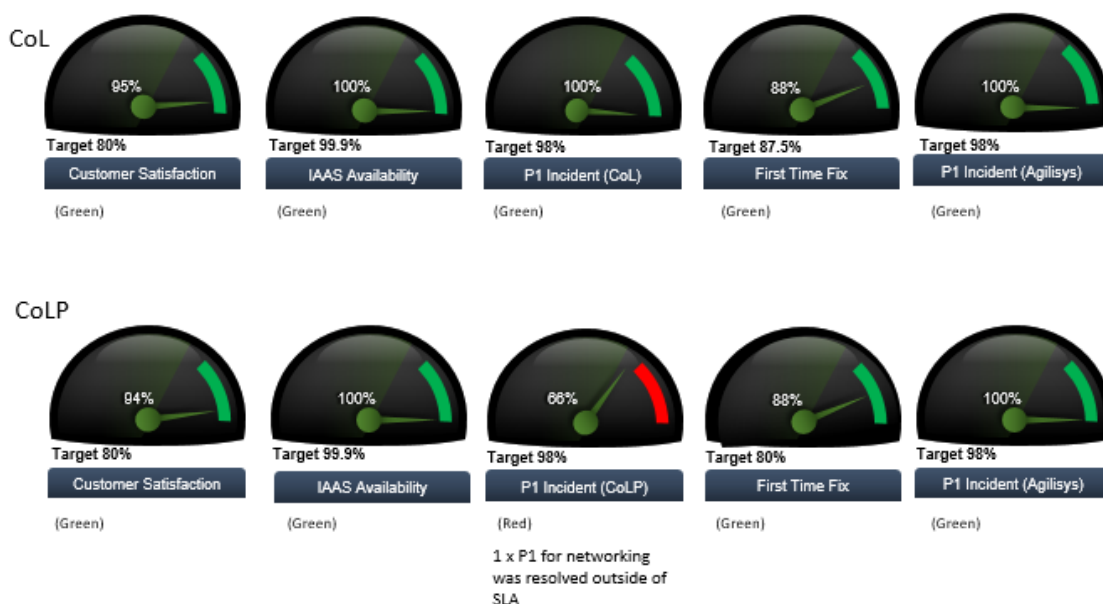
Affected Service	Duration (hh:mm)	Reason	Resolution	Problem Management plan
Public-facing mapping sites.	01:39	The change to implement Cloudflare used caching which prevented the URLs from being accessed	Caching was turned off in Cloudflare.	No.
Libraries Wi-Fi	00:03	A local power failure in Libraries made Wi-Fi briefly unavailable.	No action required from IT; power was restored.	No.
Pubnet at LMA	00:25	Tekpool remote access server became unavailable for new connections.	Tekpool restarted their remote access server.	Yes.

In respect of the Public-facing mapping sites incident, Cloudflare is a new Web Application Firewall service which is now providing additional protection against denial-of-service attacks on the website. The incident above was resolved within target and the Cloudflare implementation was otherwise successful.

In addition to additional security measures, Cloudflare also provides “copies” of our website at various hosts globally, which helps maintain a stable service, but also enables visitors to access the site faster by publishing the “copy” which is closer to their location, in addition to reducing network traffic to the Agilisys datacentre, where our current site is hosted.

5. Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – January 2020



6. Service improvements and highlights

6.1 Police Improvements include:

- Remediation of high and medium priority items in the 2019 IT Health Check (ITHC) progress: 43/52 High complete, 29/38 Medium complete.
- A joint workshop with CoLP and Agilisys is to be held in April to improve support of Pronto-Niche major incidents.

6.2 Corporation improvements include:

- New Service Desk communication templates to users about their requests were implemented in January and received positive feedback from users.
- The Windows Server 2008 programme completed with a minimal number of servers assessed as requiring extended support from Microsoft. Agilisys consolidated the virtual servers onto a reduced number of hosts to reduce CoL's licence costs.
- Reduced number of findings in the 2019 IT Health Check, which was the most comprehensive assessment of the estate ever carried out. IT set itself a challenge to review and remediate all findings including those assessed as low risk or advisory by the auditor and is on track to achieve this.

- Cloudflare security software implemented to reduce risk of denial-of-service attacks against the websites.
- Autopilot and InTune tools being trialled and expected to provide improved management of user devices including for security.
- The new “CityGuest” and “CityPublic” wireless networks are currently being tested at the following sites, in preparation for all COL sites to receive this service by the end of March:
 - Guildhall North Wing
 - Guildhall West Wing
 - Guildhall Library
 - Central Business Library
 - Epping Forest -The Warren
 - DP World
 - City Information Centre
- CityGuest is for guests of the Corporation, for example external meeting attendees or staff from Institutional bodies, COLP etc. Once registered, users will be set up on this server for a prolonged period of time for convenience. This service can be used by COL or personal mobile devices or guest devices.
- CityPublic is a “short lease” service for members of the general public. Which means they will need to register more often (like in a coffee shop.)
- This is a service that customers have been asking for, for a significant period of time, in particular remote sites, where mobile signal or wireless internet is non-existent, such as the Ports and Epping Forest.

7 Partnership improvements include:

- Detailed discussions began in January 2020 to start service transition to the new contract which will complete by end of August.
- The new service will be characterised by:
 - New service management tool
 - Improvements in asset management, change management
 - Increased automation using robotics
 - New user self-service interface with IT services
 - Improved governance model to monitor and develop services
 - Focus on customer satisfaction

2019/20 IT Health Check (ITHC) for Public Service Network (PSN.)

8 City of London Police

The COLP ITHC was carried out by NTA Monitor, an approved PSN Health Check assessor. They grade the vulnerabilities as High, Medium, Low and Information/advisory.

All **High** and **Medium** vulnerabilities must be addressed via remediation to be compliant. Or the risk accepted, typically if the remediation will be delivered by in-flight or planned activity.

A table of the identified vulnerabilities and their remediation activity progress is below:

CoLP IT Health Check – Key Facts – 27 February 2020

Total - 110 (77% complete). 1 High remaining.



Category	Total	Closed	Left	% Left	Red	Amber	Green	Risk Accepted	Comments
High	52	51	1	2%	0	1	0	6	Contract renewal on hold causing delay to remediation
Medium	38	34	4	11%	1	1	2	4	15 closed since last week, 4 left
Low	18		18						
Info	2		2						
Highlights: <ol style="list-style-type: none"> 1. Drive to <u>resolve</u> all high and mediums issues as a priority. 2 highs closed. 51 mediums closed. 2. Only 1 high and 4 mediums left to complete. 3. Medium, Low and Info: This year's focus was high and medium. 									
Challenges: <ol style="list-style-type: none"> 1. Contract renewal for Oracle supplier 2. 1 high outstanding 3. 4 mediums 4. Risks accepted needs to be confirmed by C Tharby and GBH. 									

9 City of London Corporation

The COL ITHC was carried out by MTI, an approved PSN Health Check assessor. They grade the vulnerabilities as Critical, High, Medium, Low and Information/advisory.

All **Critical** and **High** vulnerabilities must be addressed via remediation to be compliant. Or the risk accepted, typically if the remediation will be delivered by in-flight or planned activity.

As the technology environment is more settled following a pause after the transformation programmes, for this year's PSN, COL, Agilisys and Roc have pledged to address all vulnerabilities including medium and low.

We are ahead of schedule for addressing these and will have completed them by 6th March (COL's PSN certificate needs renewing in April.)

A table of the identified vulnerabilities and their remediation activity progress are below:

CoL IT Health Check – Key Facts – 26 February 2020

262 Total - 30 Left (89% complete). 1 Critical, 1 High left.



Category	Total	Closed	Left	% Left	Red	Amber	Green	Risk Accepted	Comments
Critical	3	2	1	33%	1	0	0	0	AVA-01 Patching – Legacy software
High	23	22	1	4%	0	1	0	2 (Citrix)	SW-01 Network Switches – In progress
Medium	162	141	21	13%	0	20	1	17	15 closed since last week, 21 left
Low	57	50	7	12%	0	4	3	5	3 closed since last week, 7 left
Info	17	17	0	0%	0	0	0	1	All completed

Highlights:

1. Drive to resolve all Critical and High issues as a priority. 2 Critical closed. 22 High closed.
2. Only 1 Critical and 1 High left to complete.
3. Medium, Low and Info: Previous year's focus was Critical and High. Closed 141 med, 50 low and 17 info already.

Challenges:

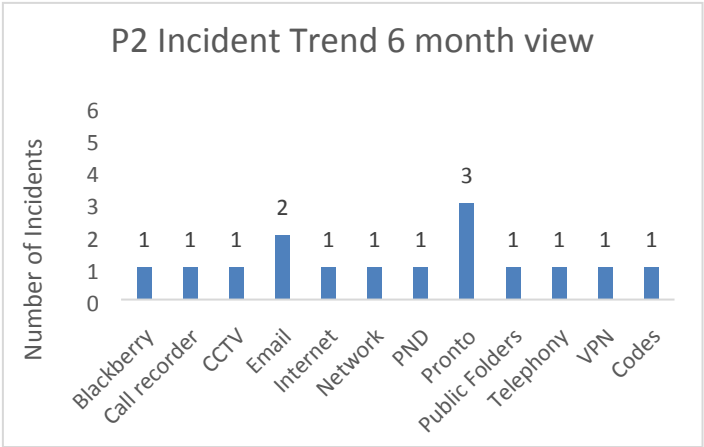
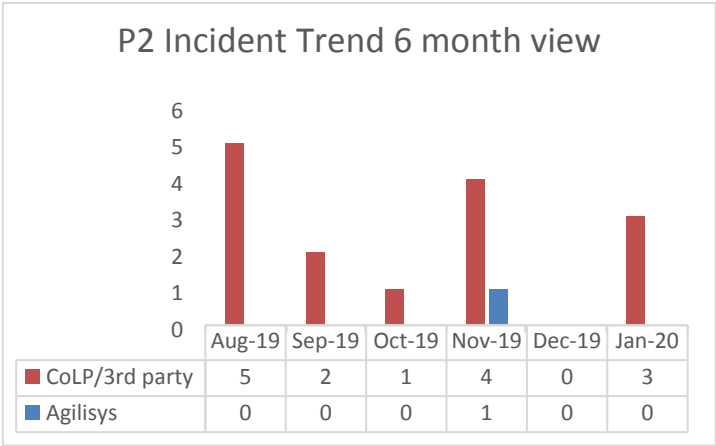
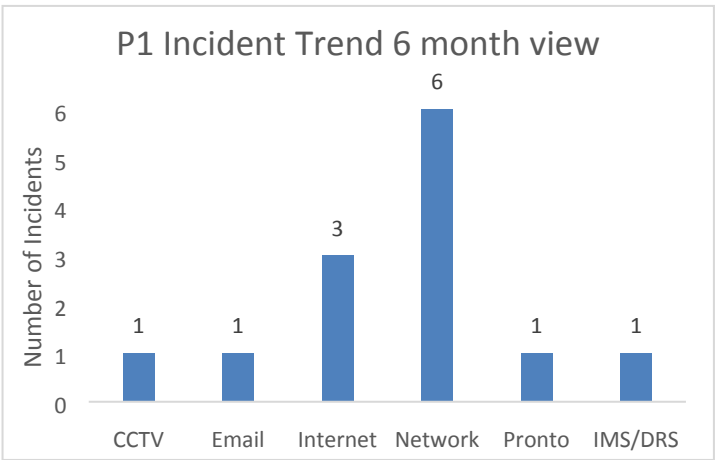
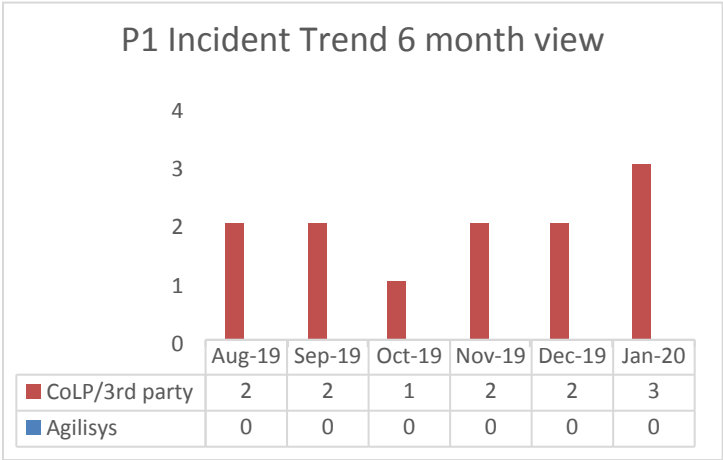
1. Intentional short timeframes. IT Operations teams committed to resolve on time. Many more closed than in previous years.
2. 1 Critical outstanding (AVA-01 – Patch Management). Good progress but patching legacy software is challenging.
3. 1 High outstanding (SW-01 – Networks Roc). Good progress, working with change team, to assure minimal impact.

Appendix 1 – Trend Graphs

CoL Priority Incident trending – 6-month view

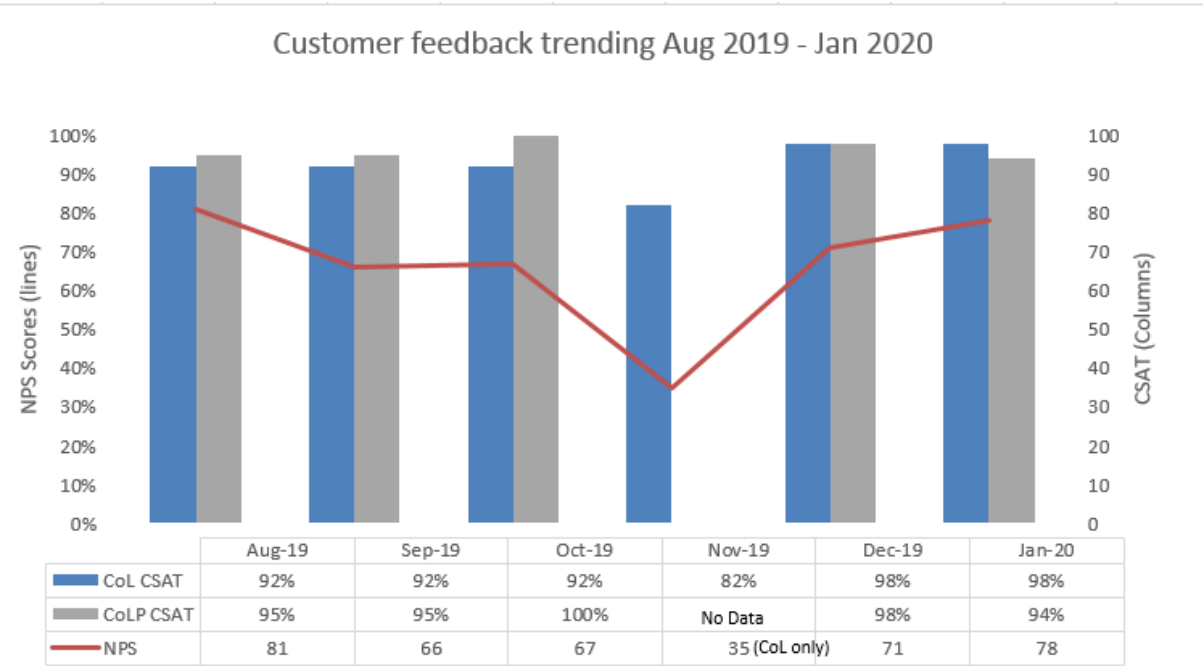


CoLP Priority Incident trending – 6-month view



0 P1 incidents in Agilisys control in 6 months
1 P2 incident in Agilisys control in 6 months

Customer Satisfaction trend – 6-month view



There was no data available for CoLP in November 2019