| Committee(s) | Dated: |
|---|---|
| Digital Services Sub-Committee – For Information | **16th November 2020** |
| **Subject:**<br>IT Division – IT Service Delivery Summary | **Public** |
| **Report of:**<br>The Chamberlain | **For Information** |
| **Report author:**<br>Eugene O'Driscoll, Client Director and Matt Gosden Deputy IT Director | |

## Summary

There was a total of 7 P1 and 4 P2 incidents for the City of London Corporation and City of London Police in September. 9 of the incidents were caused by external factors such as supplier works outside of the direct control of Agilisys.

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

- There were 5 x P1 incident for City of London Corporation and 3 for City of London Police.

- There were 2 x P2 incidents for the City of London Corporation and 1 for City of London Police.

- **90%** of users reported a good or very good experience of the City of London Service Desk and **100%** of users reported the same for the City of London Police Service Desk.

## 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 |
|---|---|---|---|---|
| Holmes | 01:25 | The root cause of this 3rd party outage is unknown | Holmes cloud service was restored by the 3rd party | Supplier management |
| Pronto | 07:37 | Failed Websocket layer connection between Pronto and Niche. | Services were restarted by 3rd party Airwave/Motorola | Problem record |
| Pronto | 02:00 | Failed Websocket layer connection between Pronto and Niche. | Services were restarted by 3rd party Airwave/Motorola | Problem record |

2.  **City of London Police P2 Incidents**

    There was 1 P2 incident

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|---|---|---|---|---|
| Blackberry | 14:45 | Construction company caused fibre damage to 3rd party Virgin Media cabling. | 3rd party Virgin Media replaced fibres | Supplier management |

### 3. City of London (CoL) P1 incidents

There were 5 P1 incidents

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|---|---|---|---|---|
| Orchard | 00:34 | Memory leak within licence management software consumed server resources. | Agilisys disabled the licence management agent withdrew it from service. | Completed |
| Azure | 08:32 | Microsoft data centre failure caused by a cooling plant issue. | Microsoft repaired the cooling fault and returned the data centre to operation. | Microsoft internal plan |
| Pubnet | 03:02 | Failed change by the supplier in which an incorrect DNS setting was applied. | The 3rd party corrected the DNS setting. | n/a |
| Office365 | 00:19 | An error when preparing a planned change caused users to be unable to access Microsoft Office. | The error was corrected immediately. | Completed |
| Tower Bridge network (power failure) | 00:41 | Tower Bridge telephony and network were unavailable during a planned power outage. This was not communicated to IT in advance. | CoL restored power under planned works. | n/a |

### 4. City of London P2 Incidents

There were 2 P2 incidents

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|---|---|---|---|---|
| Oracle receipts approval | 00:30 | Microsoft known issue affecting access to Office365 prevented Oracle from processing receipts. | Agilisys implemented a workaround to permanently resolve this | Completed |
| On-site users (20) access to Office365 | 00:18 | Change to configure Autopilot blocked access to Microsoft Office365 for 20 users. | The change was reversed | Replan |

Service performance summary is detailed in the dashboard below:



Gauges to monitor performance – September 2020

### 5. Security incidents in October

- In addition to the IT Security Director's report regarding security breaches of Members' user accounts, Agilisys received from the National Cyber Security Centre a notification of suspicious activity originating from a device in the City of London. The activity was relevant to malware known as 'Qakbot' which is used by criminals to infect organisations with software to encrypt data and hold it to ransom.

- Within 30 minutes the Agilisys investigation team identified the device and applied the relevant security protocols to disable it and arrange for its recovery. The team confirmed there were no other malware issues in the CoL estate and further investigation provided information used to block access to malicious external servers.

- The Service Desk sent an advisory email to all users to encourage vigilance when opening emails with attachments.

- Whilst the response to this incident was very prompt and effective, Agilisys has made recommendations to the Corporation about improvements that can be made to its security model:

    a) Upgrading end user licensing to provide access to enhanced security tools and features designed to:

    - Prevent data leakage protection
    - Ensure apps are secure
    - Automatically detect and respond to threats
    - Provide protection against phishing attacks
    - Provide attack-based threat intelligence

b) Investing in up to date security orchestration tooling (latest best-of products are referred to as Security Orchestration Automated Response (SOAR)). These products combine information from different sources to provide a holistic security view of activity with alerting and response when suspicious activity is detected.

## 6. Members Support

- During September the Team deal with over 60 calls; these were predominantly service requests relating to Microsoft applications (26 relating to Teams); there were a small number of password resets requested (3); three calls related to mobile telephony and two for printing; a number of Members required new equipment and this was ordered and sent directly to their homes.

- The majority of the calls met the three days resolution times excepting those for the delivery of equipment from third party suppliers.  There are two outstanding calls at the time of this report relating to the merging of calendars, for which we are awaiting the Member in question to test and one for the Lord Mayor's Appeal Team.  The introduction of MFA for Members at the end of October due to an increase in the number of security incidents has meant a spike in calls to the Team.

- Since the recess, the Technology Support Team have streamed 78 Committee meetings to Thursday 22nd October.

- The Team are providing weekly online training sessions 'Building Confidence for Virtual Meetings' and will continue to do so until Christmas.

- Other projects for the Team include the provision of the AV facilities in the Corporate and Officer meeting rooms at the Guildhall.

## Service improvements and highlights

### 7. City of London Police Improvements include:

- Lessons learned has been conducted in regards a Niche upgrade where some users were unable to access Niche.  This should help to improve future upgrades.
- Pronto outages due to large attachments being downloaded on receipt of tasks and briefings has been eliminated.  Problem management worked with engineers to identify the root cause of these regular outages, and a change in working practice has prevented a reoccurrence.

### 8. Corporation improvements include:

- At the request and in Partnership with Microsoft, Agilisys and CoL are publishing a Case Study that will be shared by Microsoft on the successful Agilisys Cloud migration from IaaS to Azure for the Corporation.

- Conditional access policies were applied to Members' user accounts to improve security.
- Steps taken to improve security on laptops by enforcing weekly restarts which are essential to triggering and completing patching.
- Microsoft Azure Information Protection Unified Labelling client trialled and moved to implementation to support information protection by enabling users to classify documents according to the sensitivity of the content.

9. **2020 Contract status**:

- The Corporation awarded a new 3 to 5-year contract to Agilisys in December 2019.
- Between February and August Agilisys and CoL & CoLP IT worked on the detailed contract schedules to get to a position ready for contract signature on September 1st.
- Agreement has been reached on most of the detail regarding the services that will be delivered.
- 2 key subjects remain to be resolved:
  - **ServiceNow**
    - Shared or separate Instance
    - Automated assurance for new users
    - Datacentre currently outside of the UK which will be resolved 01/11/20
  - **Pensions**
    - Understand and agree on the position for any pension deficient risk to Agilisys for CoL staff that were part of the TUPE process to Agilisys in 2012.
- Agilisys and CoL will meet during November 2020 to jointly work through these issues in order to get to a position for contract signature.

**Eugene O'Driscoll**                                    **Matt Gosden**
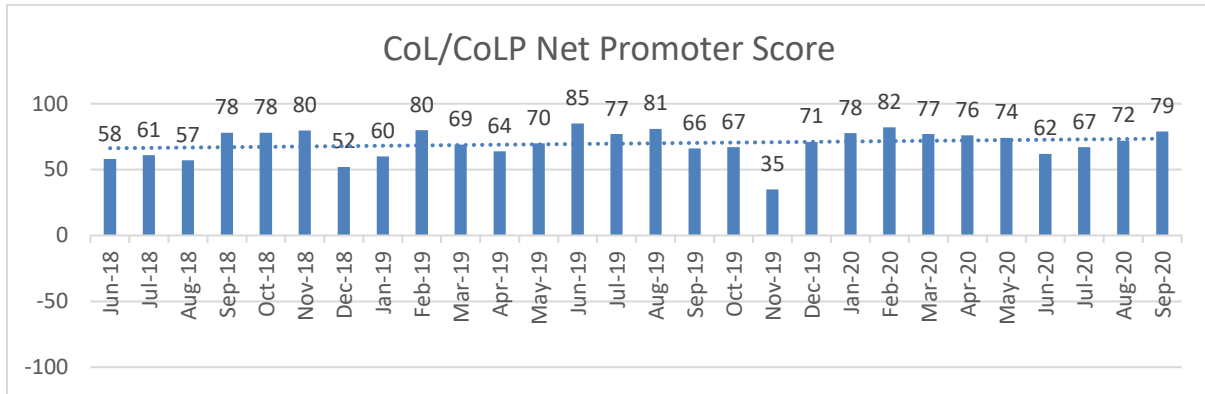
Eugene.O'Driscoll@cityoflondon.gov.uk          Matt.Gosden@cityoflondon.gov.uk

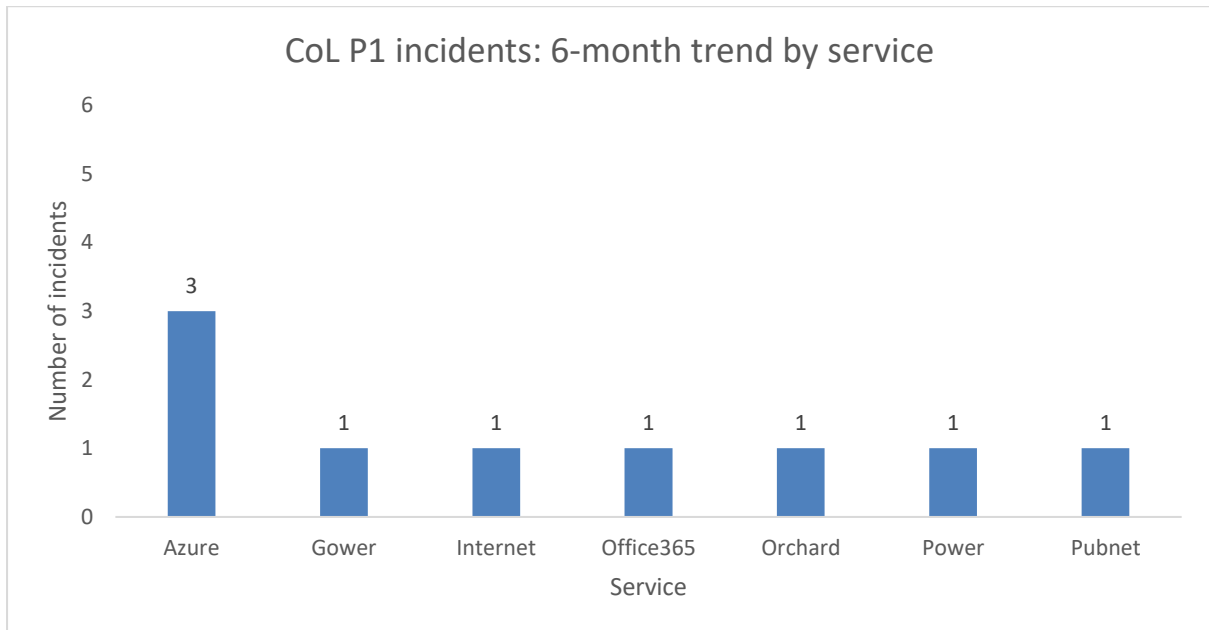**07557 150 020**                                        **07714 746 996**

## Appendix 1 – Trend Graphs

## CoL and CoLP Net Promoter Score (scores above 50 are 'very good').



CoL/CoLP Net Promoter Score

## CoL Priority Incident trending – 6-month view

### CoL P1 incidents: 6-month trend by month



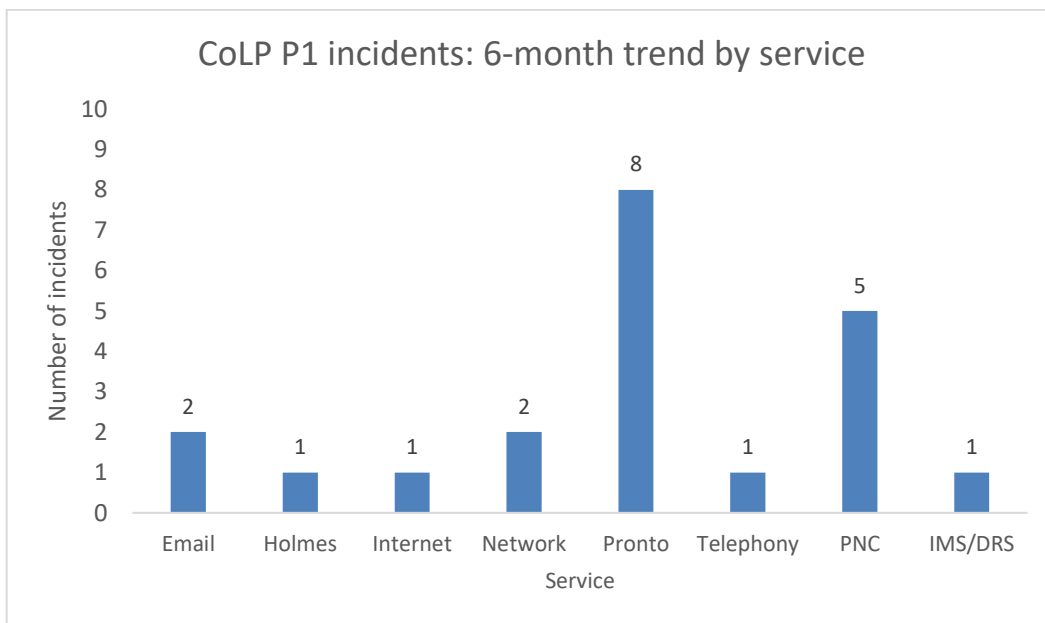### CoL P1 incidents: 6-month trend by service
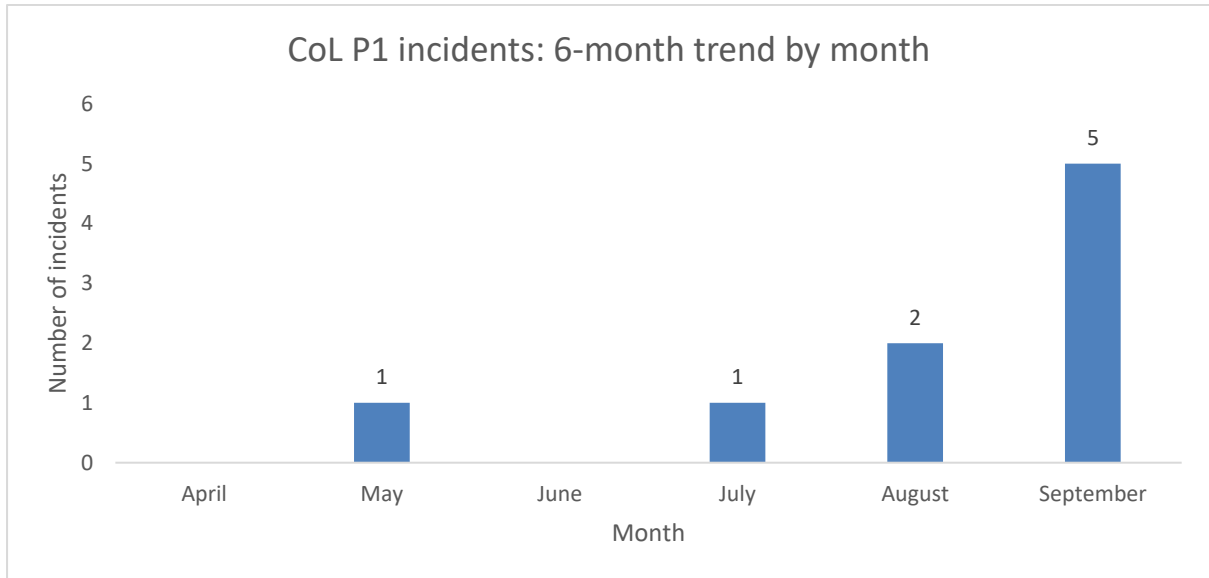


2 P1 incidents for Agilisys in the last 6 months (total outage time of 53 minutes).

## CoL P2 incidents: 6-month trend by month
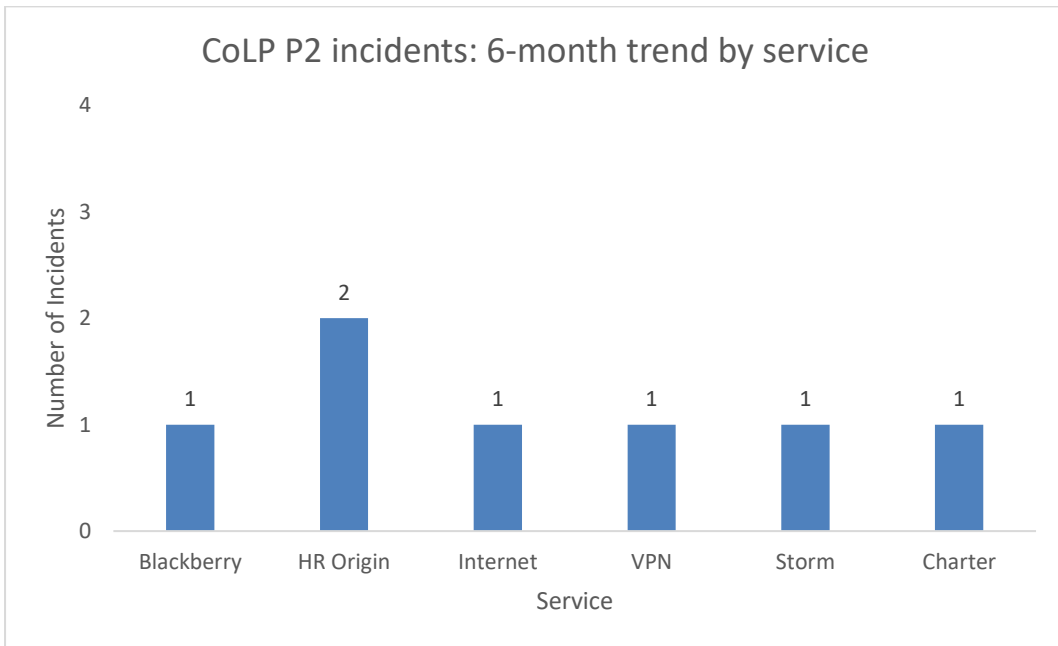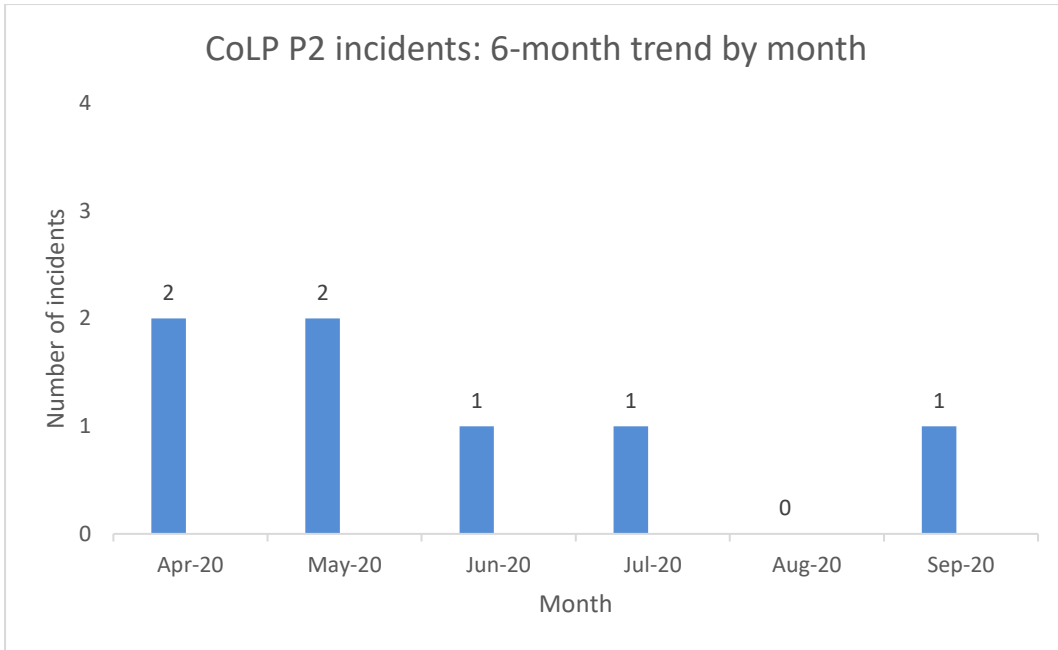


## CoL P2 incidents: 6-month trend by service
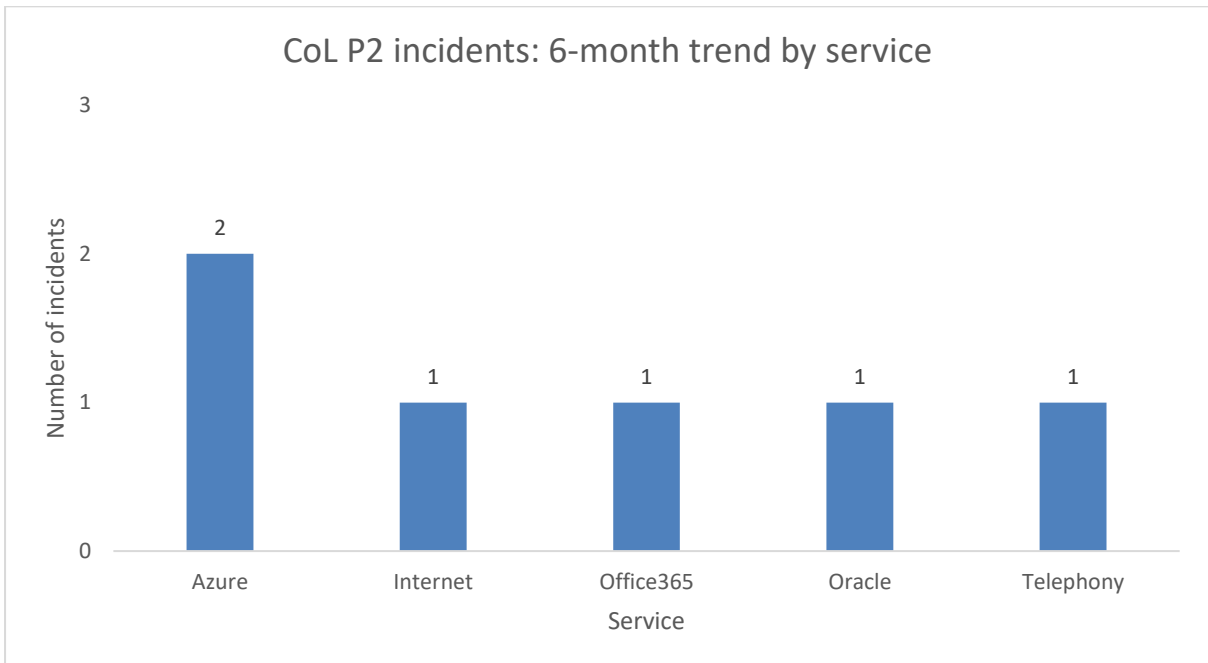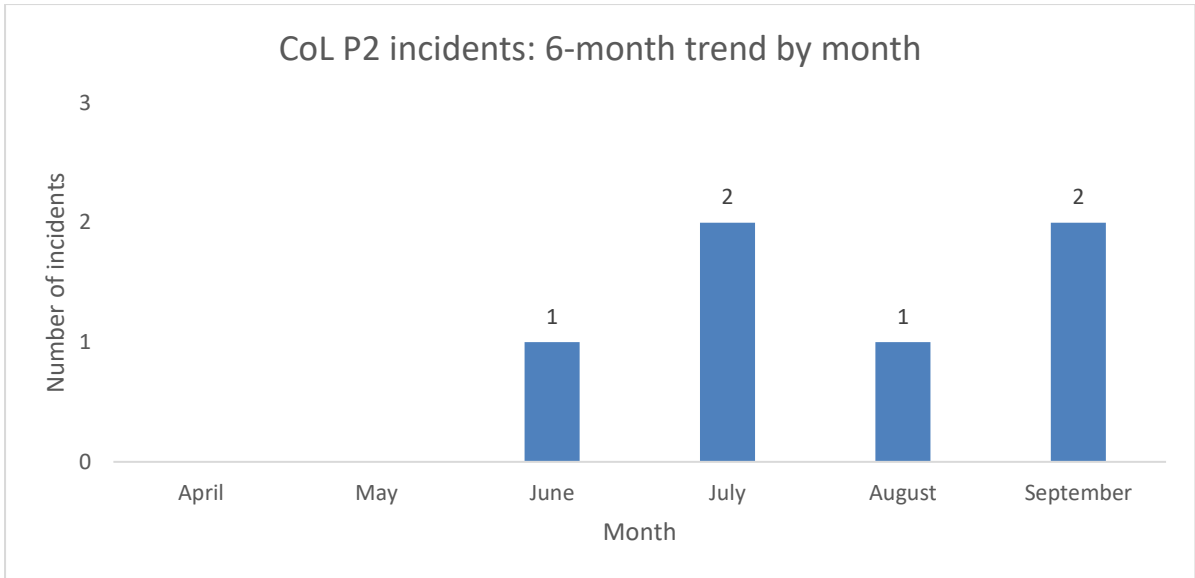


No P2 incidents for Agilisys in the last 6 months.

# CoLP Priority Incident trending – 6-month view

## CoLP P1 incidents: 6-month trend by month

Number of incidents

| Month | Incidents |
|-------|-----------|
| Apr-20 | 3 |
| May-20 | 4 |
| Jun-20 | 2 |
| Jul-20 | 5 |
| Aug-20 | 4 |
| Sep-20 | 3 |

## CoLP P1 incidents: 6-month trend by service

Number of incidents

| Service | Incidents |
|---------|-----------|
| Email | 2 |
| Holmes | 1 |
| Internet | 1 |
| Network | 2 |
| Pronto | 8 |
| Telephony | 1 |
| PNC | 5 |
| IMS/DRS | 1 |

No P1 incidents for Agilisys in the last 6 months.

## CoLP P2 incidents: 6-month trend by month



## CoLP P2 incidents: 6-month trend by service



No P2 incidents for Agilisys in the last 6 months.