

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Sub-Committee – For Information	<b>26<sup>th</sup> March 2021</b>
<b>Subject:</b> IT Division – IT Service Delivery Summary	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
<b>Report author:</b> Eugene O'Driscoll, Client Director Matt Gosden, Deputy IT Director	

### **Summary**

There was a total of 2 P1 and 3 P2 incidents for the City of London Corporation and City of London Police in January. 5 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 0 x P1 incident for City of London Corporation and 2 for City of London Police.
- There were 0 x P2 incidents for the City of London Corporation and 3 for City of London Police.
- **91%** of users reported a good or very good experience of the City of London Service Desk and **92%** 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 2 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
PNC	7:00	An erroneous Suspension Date entry in the PNC database	The suspension date in the database table that was stopping users accessing the SRG was amended.	Supplier management
Email	5:42	Fibre break in BT primary circuit. Additionally, a lack of redundancy on the Pre-Fix list on the Bishopsgate routers which prevent the required routes being advertised, so the service did not failover.	BT Openreach engineer re-spliced the fibre cable.	Supplier management

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

There were 3 P2 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Network performance	27:20	Under problem management investigation	This was resolved by Roc by restarting the SonicWall firewalls	Problem record
Network access control (Clearpass)	03:07	Clearpass dropped off the domain	Domain admin rights were restored and Clearpass was re-joined to the domain	Problem record
Network performance	23:51	Under problem management investigation	This was resolved by Roc by restarting the SonicWall firewalls	Problem record

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

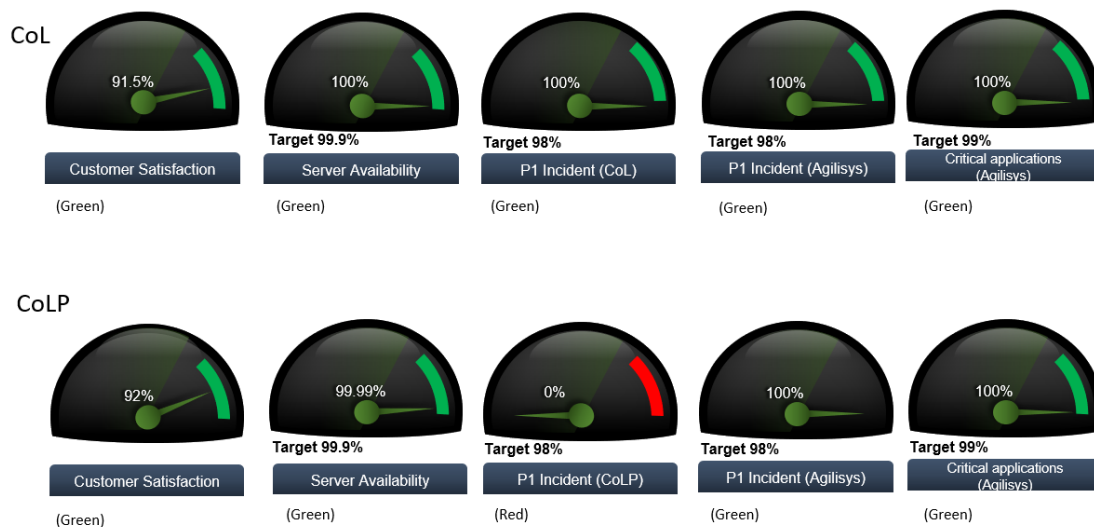
There were no P1 incidents

### 4. City of London P2 Incidents

There were no P2 incidents

Service performance summary is detailed in the dashboard below:

#### Gauges to monitor performance – January 2021



#### Service improvements and highlights

- The contract between the Corporation and Agilisys went live on the 1<sup>st</sup> January. This is a new 3-year agreement to deliver services to the Corporation, London Councils and City of London Police.
- Services began operation from 1st January with a seamless transition including the new SLA's and KPI's. Various Governance Boards E.g. Service, Cloud, Commercial have been held with CoL/CoLP IT.
- The new IT Service Management Tool, ServiceNow, began operation on 1st March as a soft launch to allow the team to resolve any issues within the first 1-2 weeks. Use of the self-service tool has been higher than in the previous Support works tool. The aim will be to get to 90% self-service.
- Additional functionalities and capabilities to the ServiceNow tool are planned to provide incremental improvements over the next 3-9 months, including improved self service and automation.

- The City of London Police Modernisation Programme is nearing completion. There have been challenges resulting in high call levels to the Service Desk and additional agents have been brought in during this critical period.
- A new escalation process for City of London Police users was implemented in February.

## **Authors**

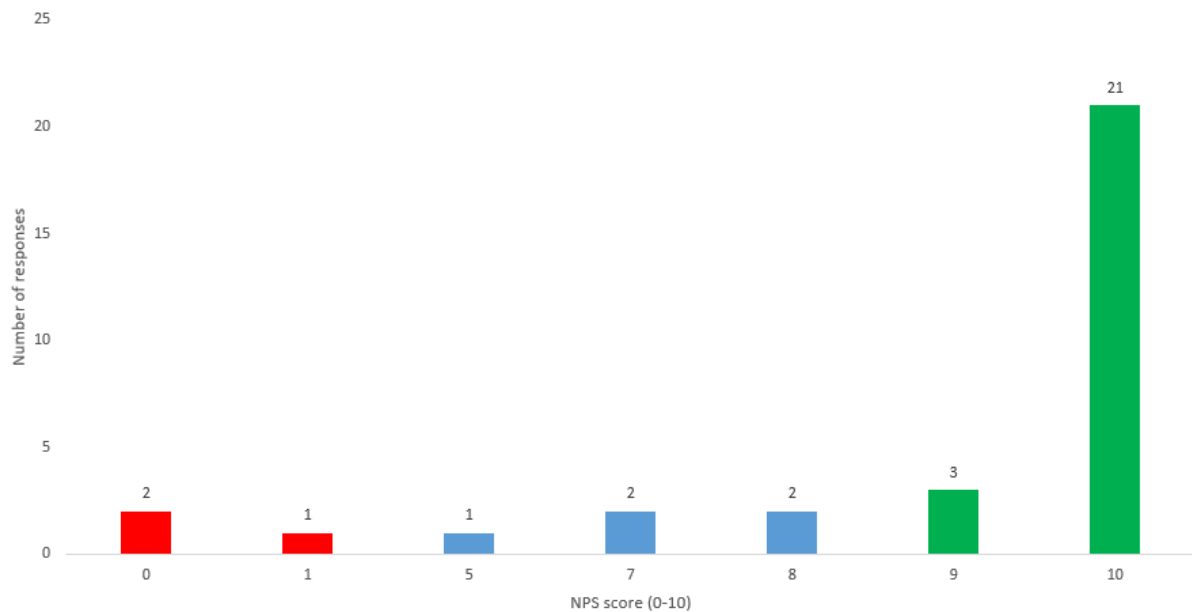
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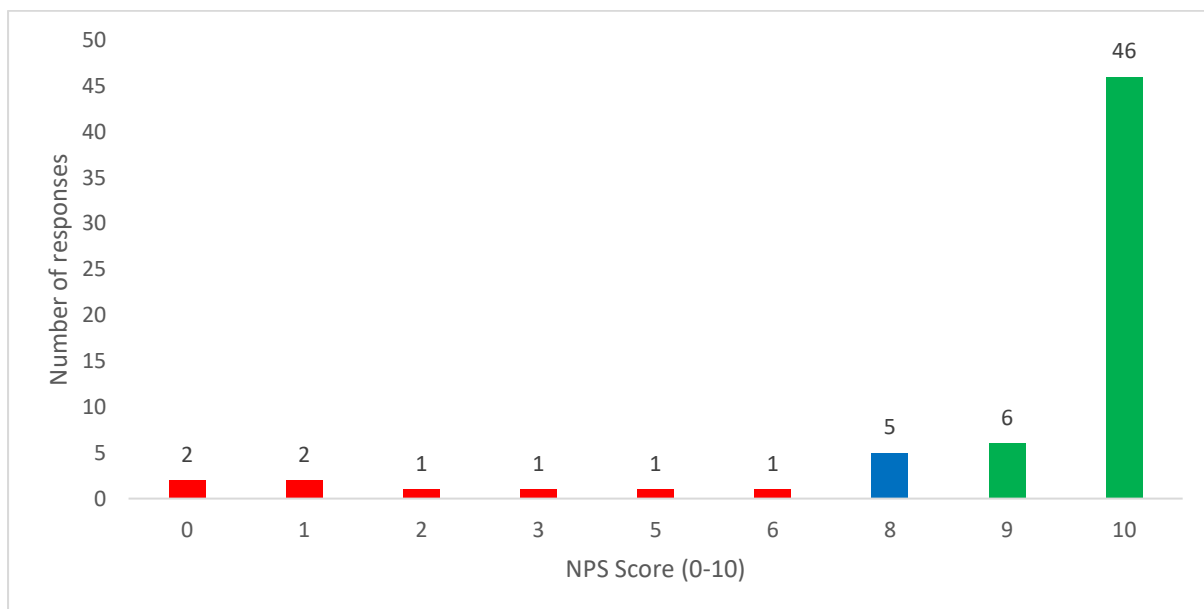
Appendices – Appendix 1 Trend Graphs

## Appendix 1 – Trend Graphs

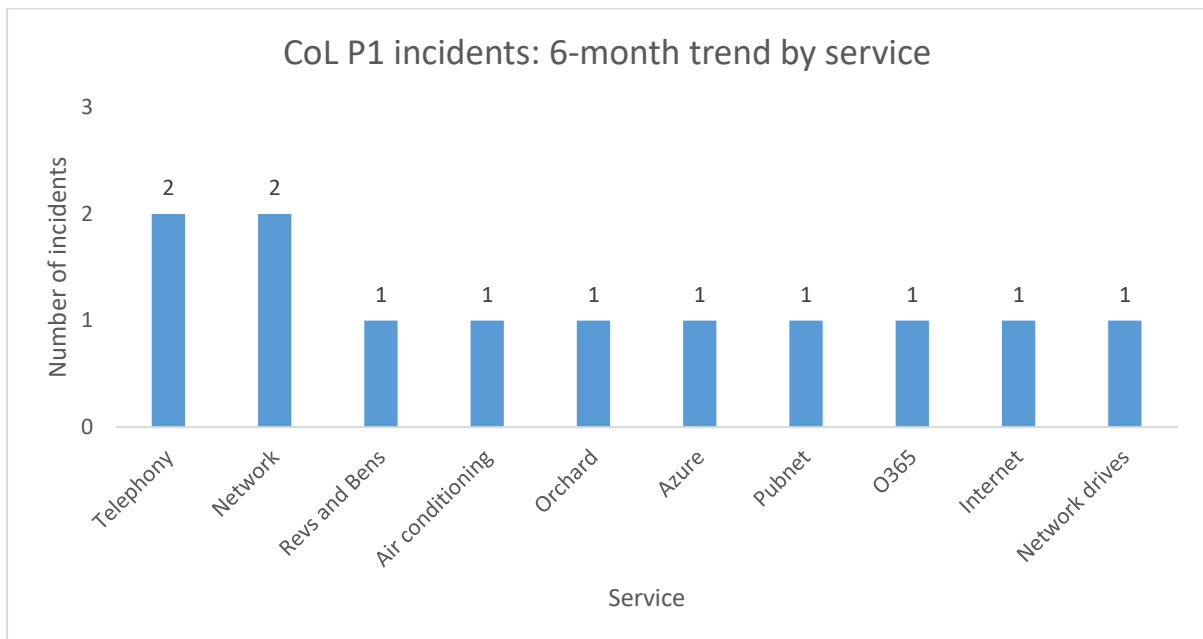
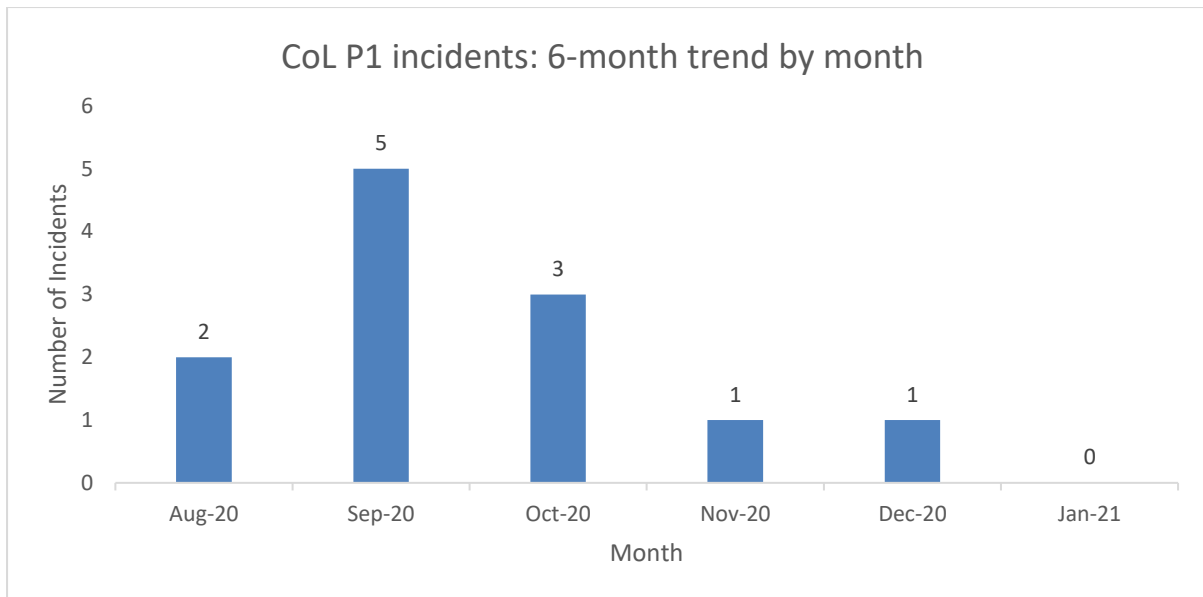
### CoL Net Promoter Score



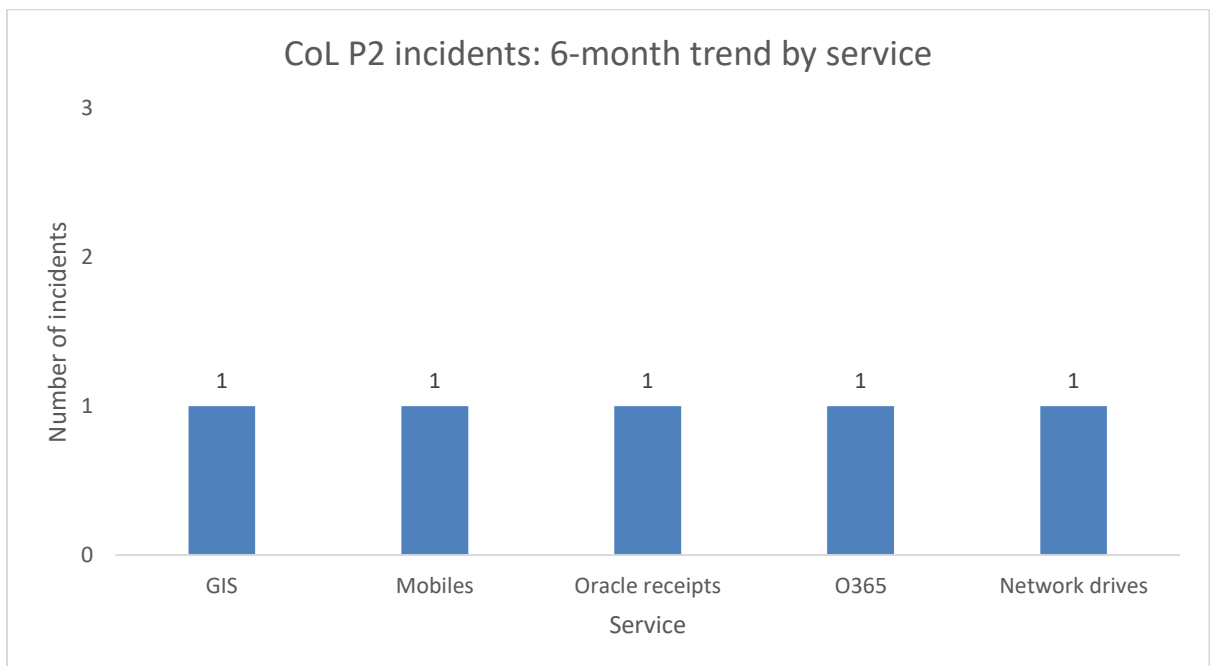
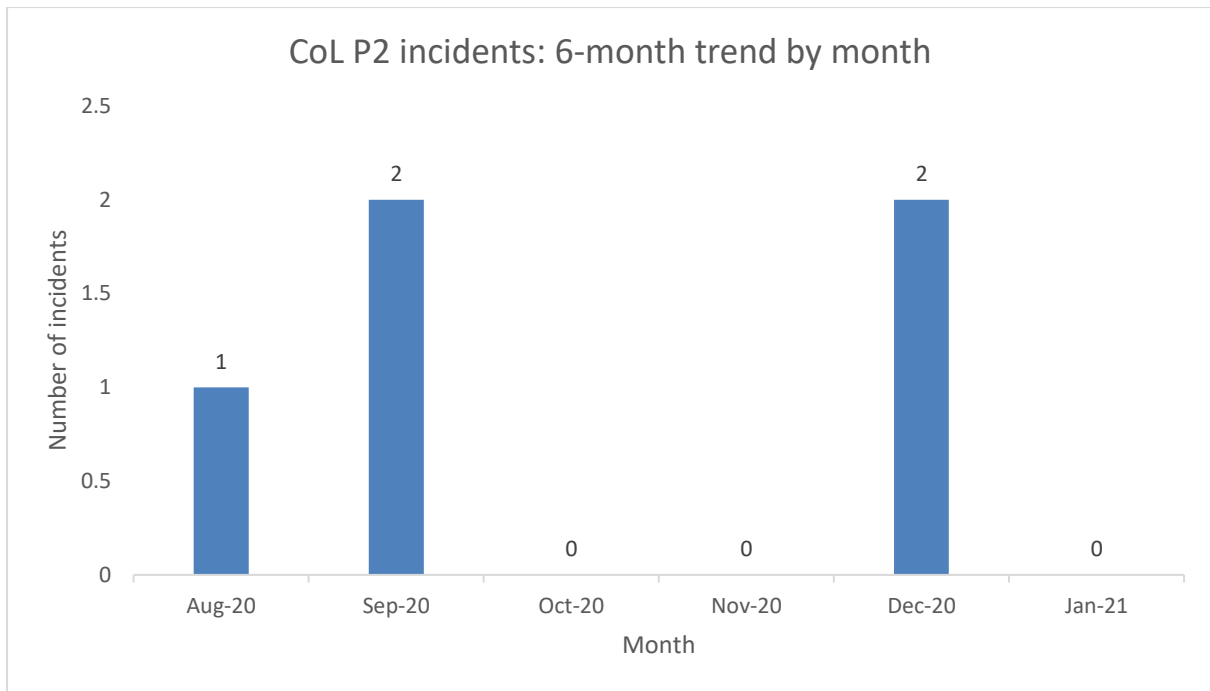
### CoLP Net Promoter Score



### CoL Priority Incident trending – 6-month view

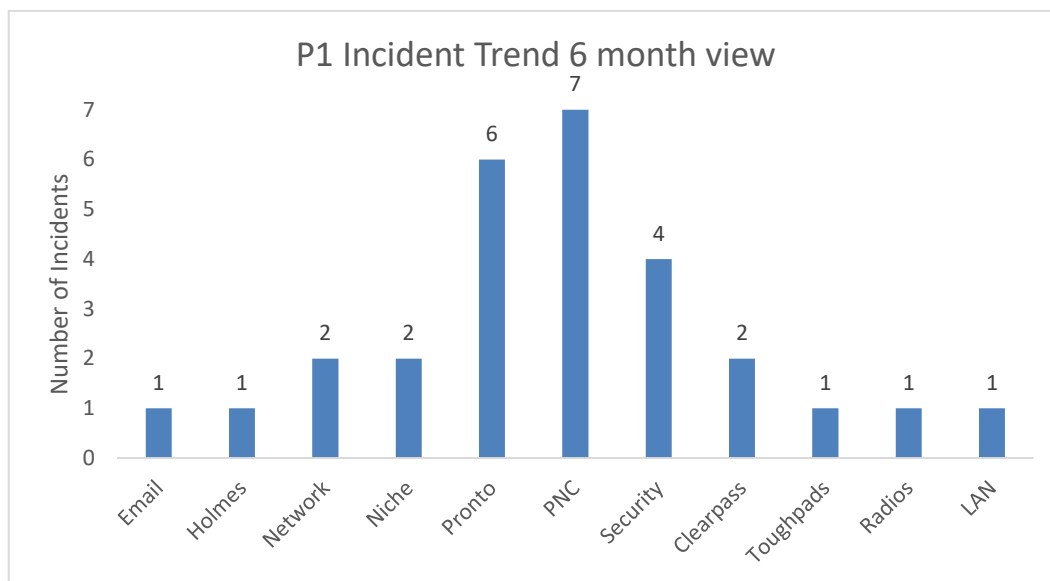
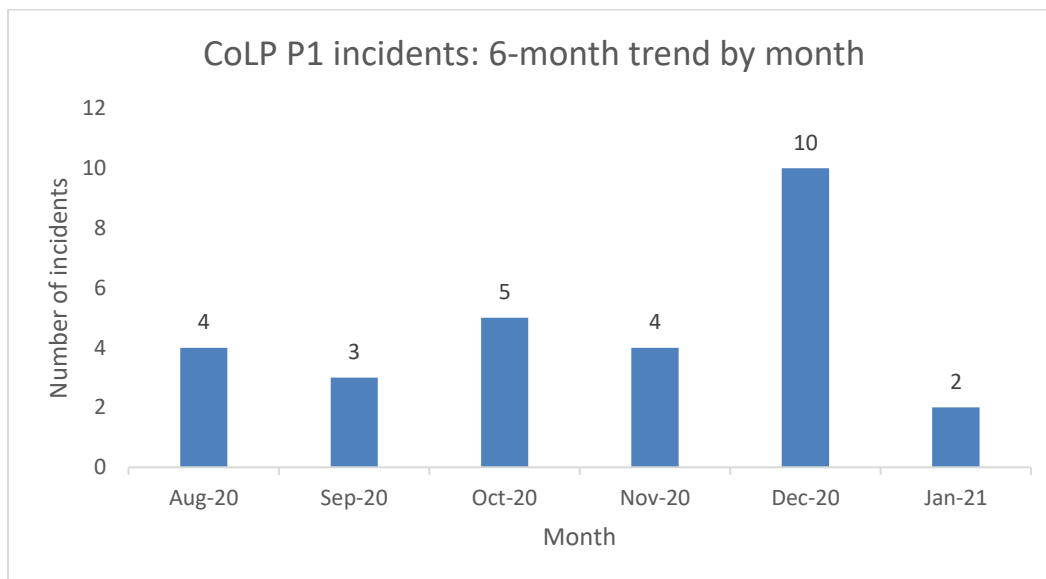


1 P1 incident for Agilisys in the last 6 months.



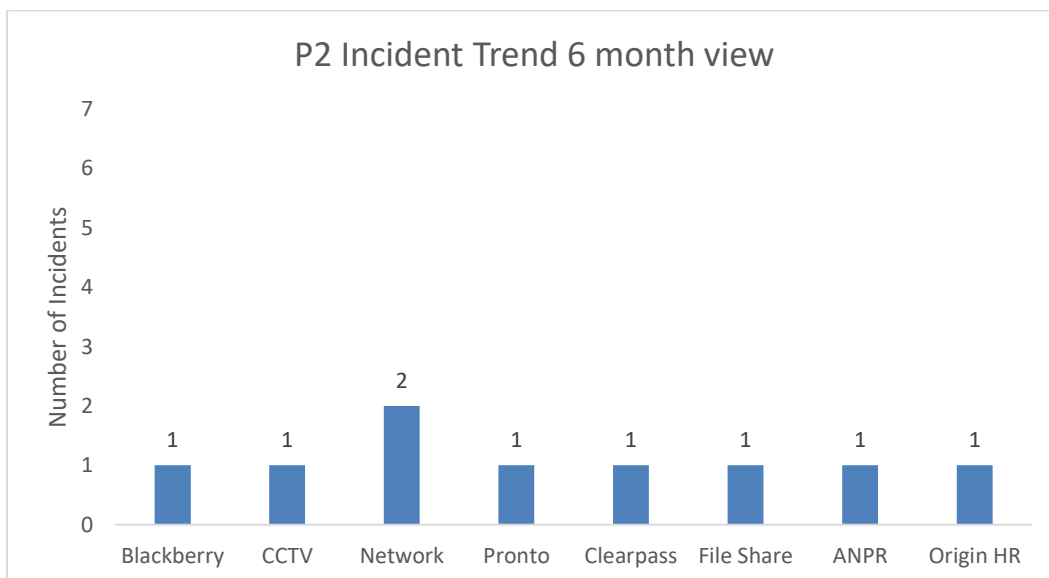
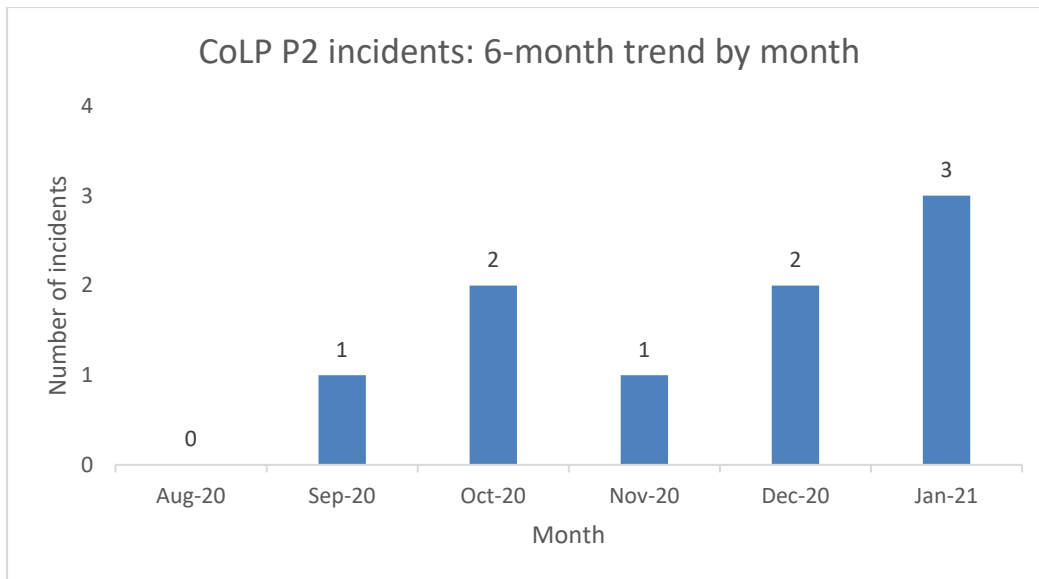
No P2 incidents for Agilisys in the last 6 months.

## CoLP Priority Incident trending – 6-month view



1 P1 incident for Agilisys in the last 6 months.





No P2 incidents for Agilisys in the last 6 months.