

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Sub-Committee – For Information	<b>28<sup>th</sup> May 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 8 P1 and 1 P2 incident for the City of London Corporation and City of London Police in March. 6 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 2 x P1 incidents for City of London Corporation and 6 for City of London Police.
- There were 0 x P2 incidents for the City of London Corporation and 1 for City of London Police.
- **98.13%** of users reported a satisfactory or very satisfactory experience of the City of London Service Desk and **96.23%** 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
Clearpass	02:49	Clearpass dropped off the domain	Domain admin rights were restored and Clearpass was re-joined to the domain	Addressed under CoL IT Supplier management
Clearpass	01:04	Clearpass dropped off the domain	Domain admin rights were restored and Clearpass was re-joined to the domain	Addressed under CoL IT Supplier management
Office/Email	5:10	Over subscription of Office licences	Licence renewal	Addressed under S/M/L Process review
Pronto PNC Query Civica Error	05:22	Motorola PNC database size exceeded	Temporary increase in size. Permanent fix being worked on by Motorola/Civica	Addressed under CoL IT Supplier management
Shared Drives	01:12	Windows 10/InTune cannot map to legacy drives. A script runs when a user logs on and every hour. The script was not running correctly.	The script was restored to an original version	Addressed under Change management
Shared Drives	00:37	The backup had taken a snapshot overnight filling up the disk space	The snapshot was removed from the server	Addressed under Backup Process review

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

There was 1 P2 incident

Affected Service	Duration	Reason	Resolution	Problem Management plan
Printing	8:56	A firewall rule change resulted in blocked traffic	Resolved by 3rd party Konica and Azure with a firewall rule change	Addressed under CoL IT Supplier management

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

There were two P1 incidents in March

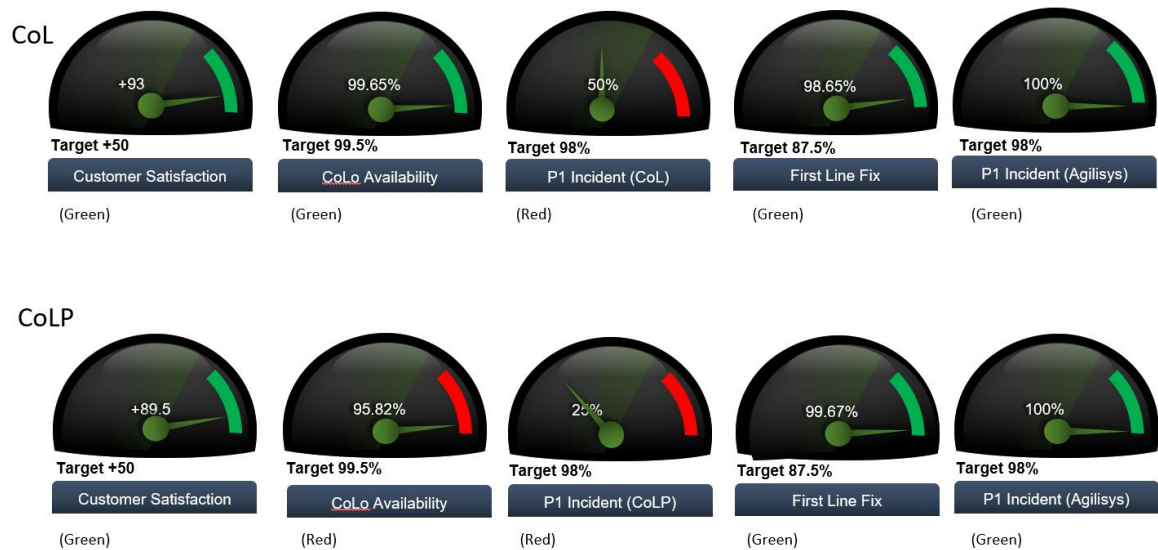
Affected Service	Duration	Reason	Resolution	Problem Management plan
Mosaic	48:00	Under investigation by Serverlec.	Serverlec VPN was restarted.	Addressed under CoL IT Supplier management
Microsoft Teams calls from the public	01:18	Microsoft change impacting services worldwide	Resolved by Microsoft	N/A

### 4. City of London P2 Incidents

There were no P2 incidents in March

Service performance summary is detailed in the dashboard below:

#### Gauges to monitor performance – March 2021



## **Service improvements and highlights**

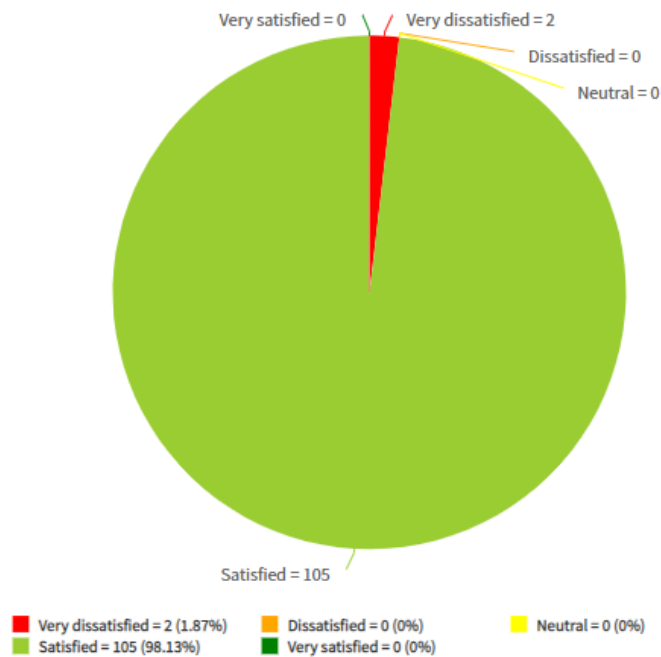
- As part of an agreed plan work continues to develop the new IT Service Management Tool, ServiceNow. Use of the self-service tool has been higher than in the previous Support works tool with the aim to get to 90% self-service.
- The City of London Police Modernisation Programme is nearing completion. As expected, following such a large and complex Programme of work there have been a higher number of calls being raised to the Service Desk, additional agents have been brought in to manage the call volumes. Since the last DSSC the number of calls has reduced considerably with an expectation that there will be a return to normal levels by the end of May.

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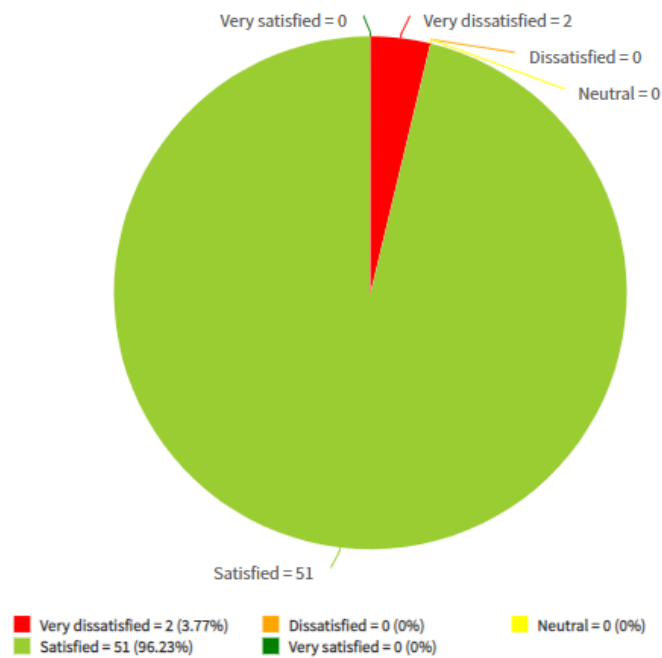
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## Appendix 1 – Trend Graphs

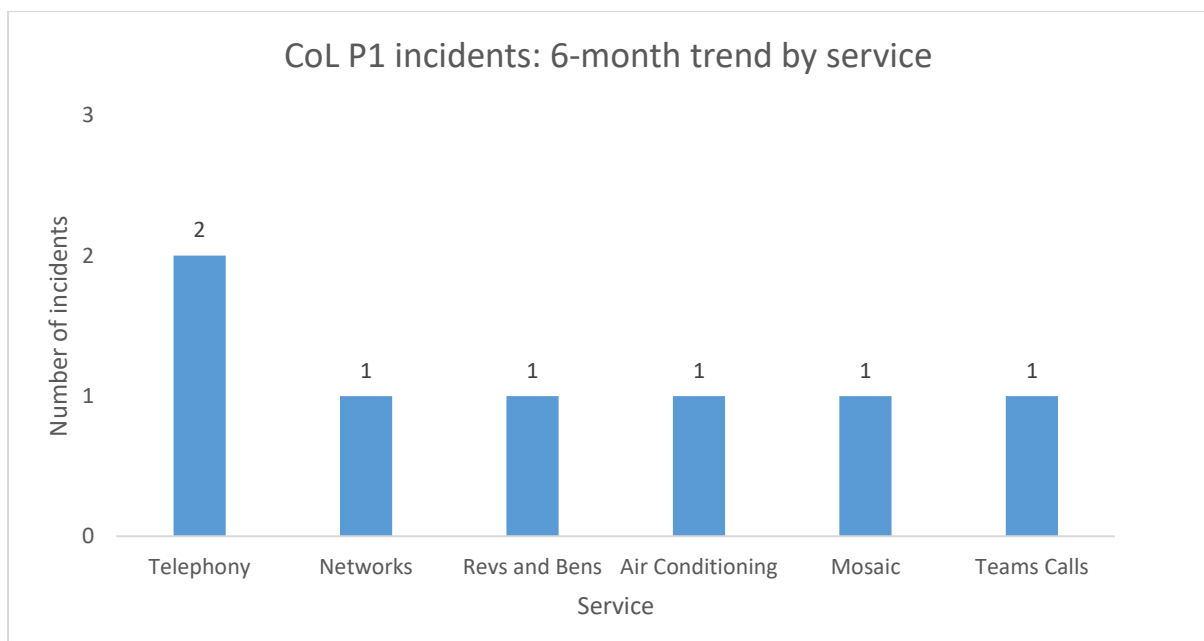
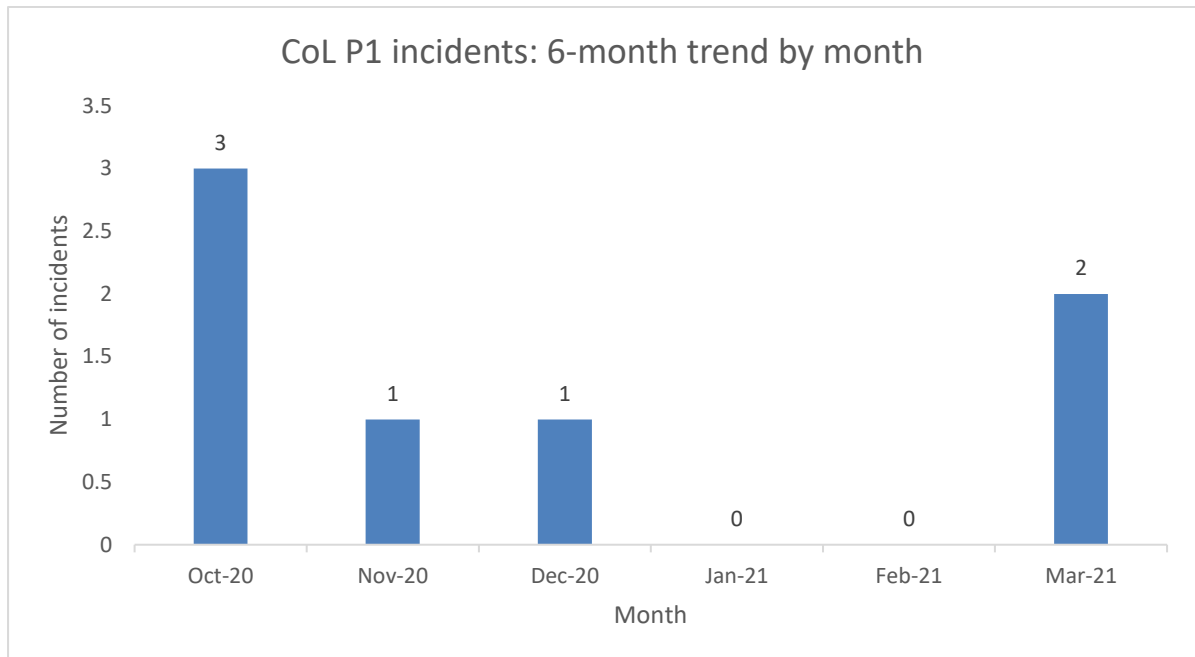
### CoL Customer Satisfaction

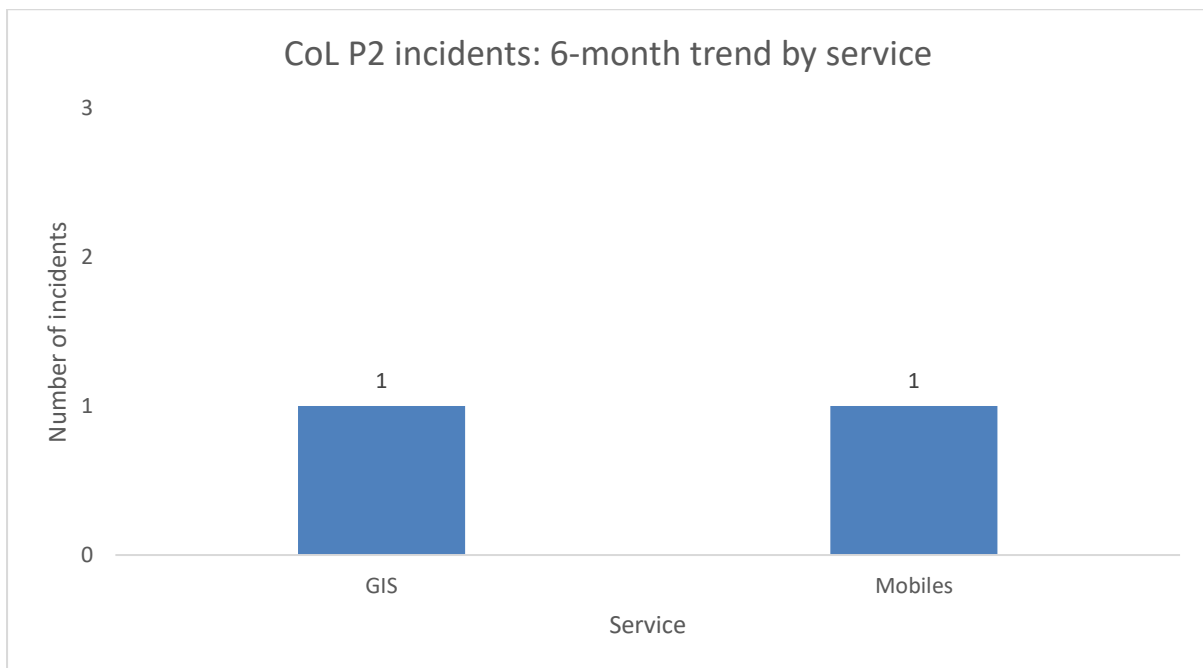
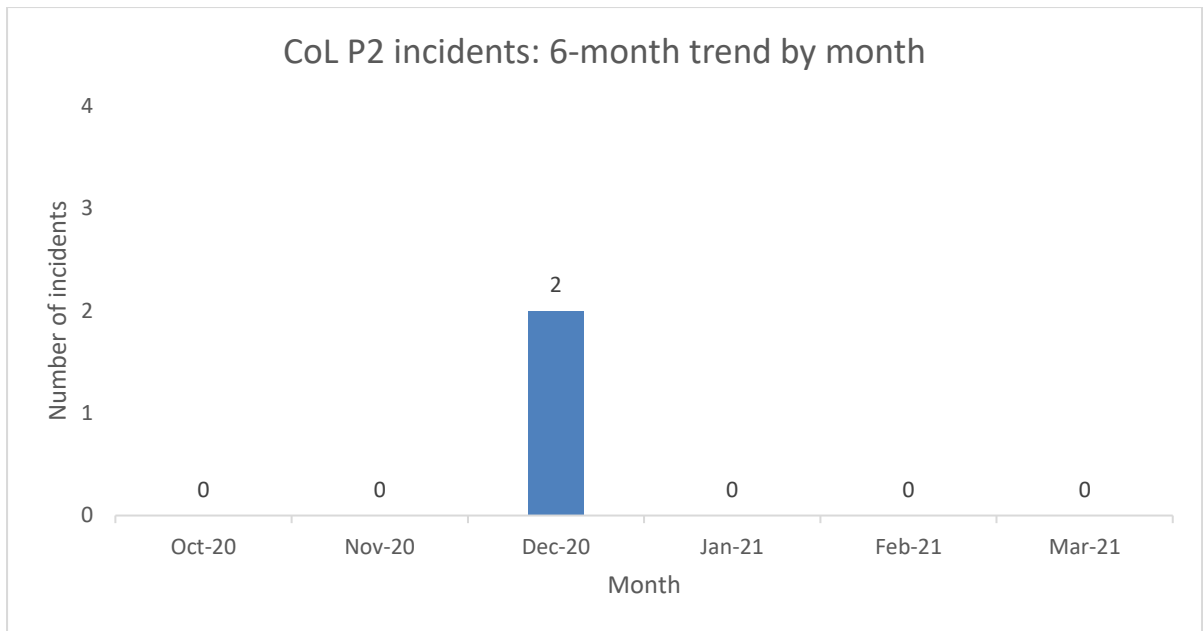


### CoLP Customer Satisfaction



## CoL Priority Incident trending – 6-month view





## CoLP Priority Incident trending – 6-month view

