

| | |
|---|--------------------------------------|
| Committee(s) | Dated: |
| Digital Services Sub-Committee – For Information | 3rd September 2021 |
| Subject: IT Division – IT Service Delivery Summary | Public |
| Report of: The Chief Operating Officer | For Information |
| Report author: Eugene O'Driscoll, Client Director Matt Gosden – Deputy IT Director | |

Summary

There was a total of 3 P1 and 5 P2 incidents for the City of London Corporation and City of London Police in June. All 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 1 for City of London Police.
- There were 2 x P2 incidents for the City of London Corporation and 3 for City of London Police.
- **94%** of users reported a satisfactory or very satisfactory experience of the City of London Service Desk and **92.31%** 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 was 1 P1 incident

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|------------------|----------|--|-------------------------------|-------------------------|
| Internet | 02:00 | Fortinet firewall spiked in memory usage to 86%. | ROC restarted New St firewall | Problem Management |

2. City of London Police P2 Incidents

There were 3 P2 incidents

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|------------------|----------|-------------------------------|------------------------------------|-------------------------|
| BoBo/HR | 02:43 | Root cause to be confirmed | Resolved by Capita | Supplier Management |
| Emails from PNN | 05:42 | Root cause to be confirmed | Resolved by restarting MailMarshal | Problem Management |
| Printing | 09:28 | Terminal server cluster issue | Resolved by Konica | Problem Management |

3. City of London (CoL) P1 incidents

There were two P1 incidents

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|-----------------------|----------|---|---|-------------------------|
| Internet access | 01:07 | Root cause to be confirmed | Barracuda device was restarted | Supplier Management |
| Network and telephony | 23:50 | An underground electricity cable faulted on high voltage network, causing an area wide power cut. | Power was restored and services brought back up | Supplier Management |

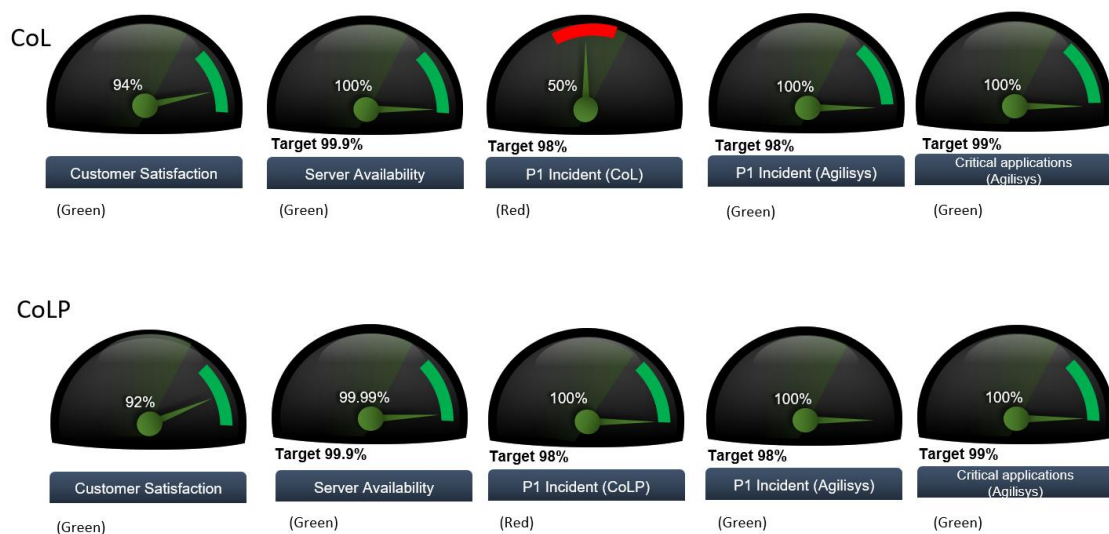
4. City of London P2 Incidents

There were no P2 incidents

| Affected Service | Duration | Reason | Resolution | Problem Management plan |
|---------------------|----------|---|---------------------------------------|-------------------------|
| Registrars' website | 30:58 | CoL change | Change was reversed | Change Management |
| City People | 00:44 | Application services stopped unexpectedly | Services were restarted on the server | Problem Management |

Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – June 2021



Service improvements and highlights

- Improvements were made to the Digital Services (self-service) Portal. The IT team will be championing its use within the business in September.
- Processes for Starters, Movers and Leavers under review in both City of London Police and City of London Corporation to improve performance
- The PSN Healthcheck has been completed the IT team are working through the plan to remediate the issues identified.

Eugene O'Driscoll
Client Services Director Agilisys
Eugene.odriscoll@cityoflondon.gov.uk

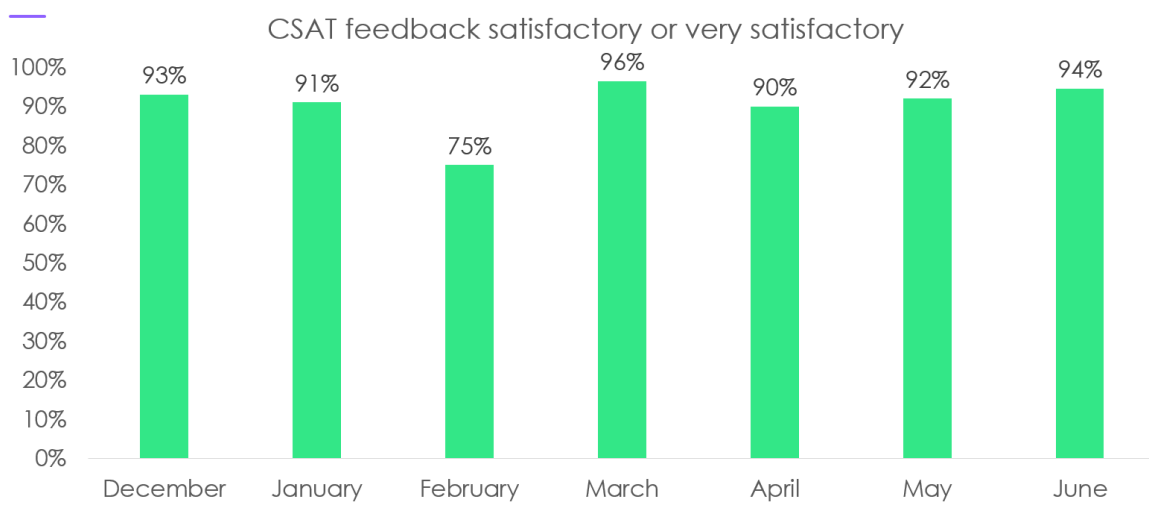
Matt Gosden
Deputy IT Director
Matt.Gosden@cityoflondon.gov.uk

Appendences

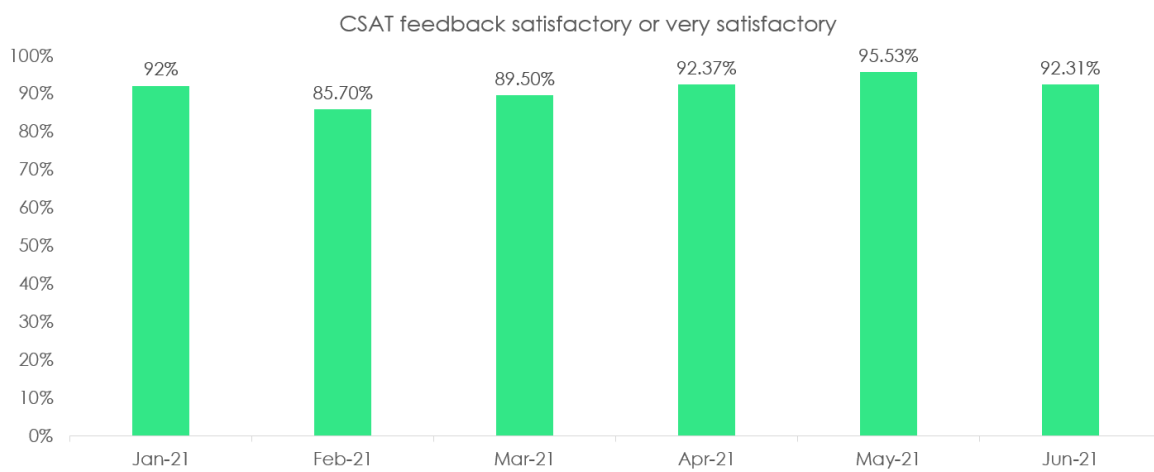
Appendix 1 – Trend Graphs

Appendix 1 – Trend Graphs

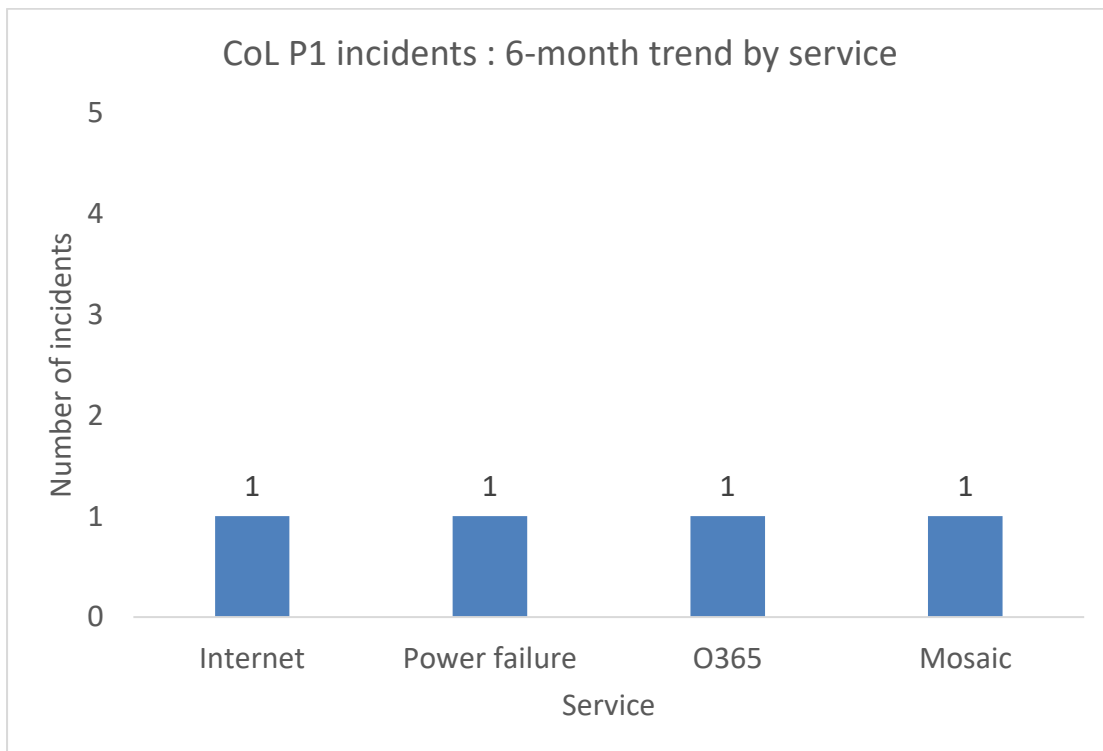
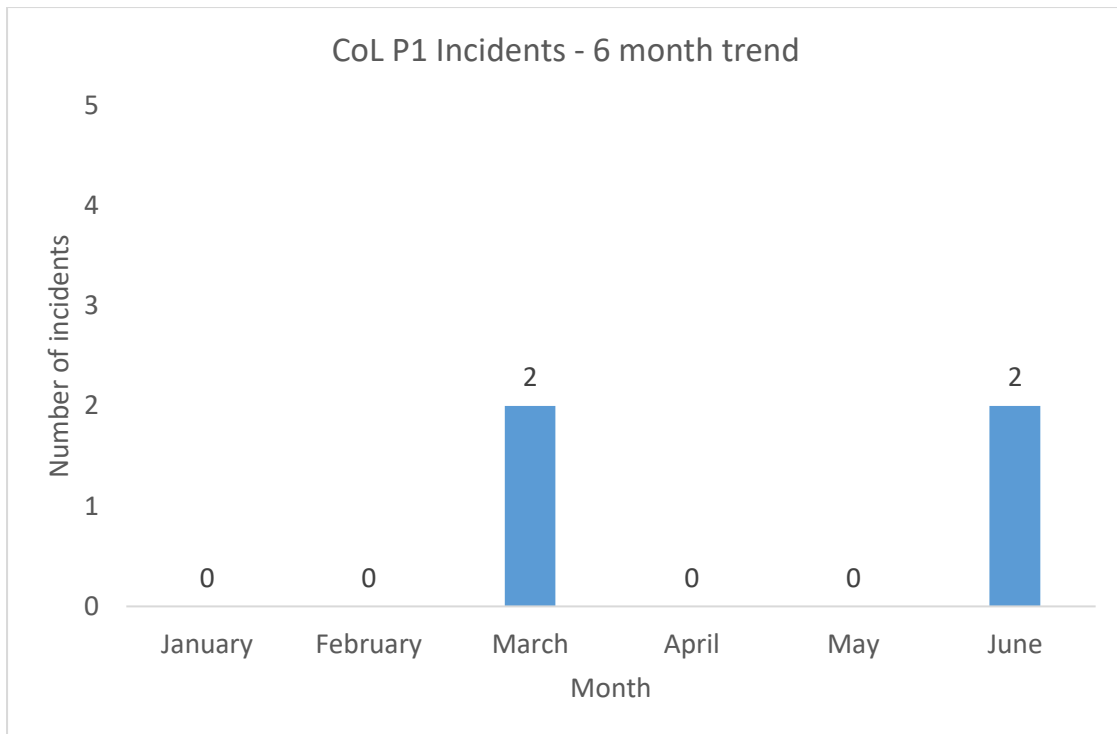
CoL Customer Satisfaction

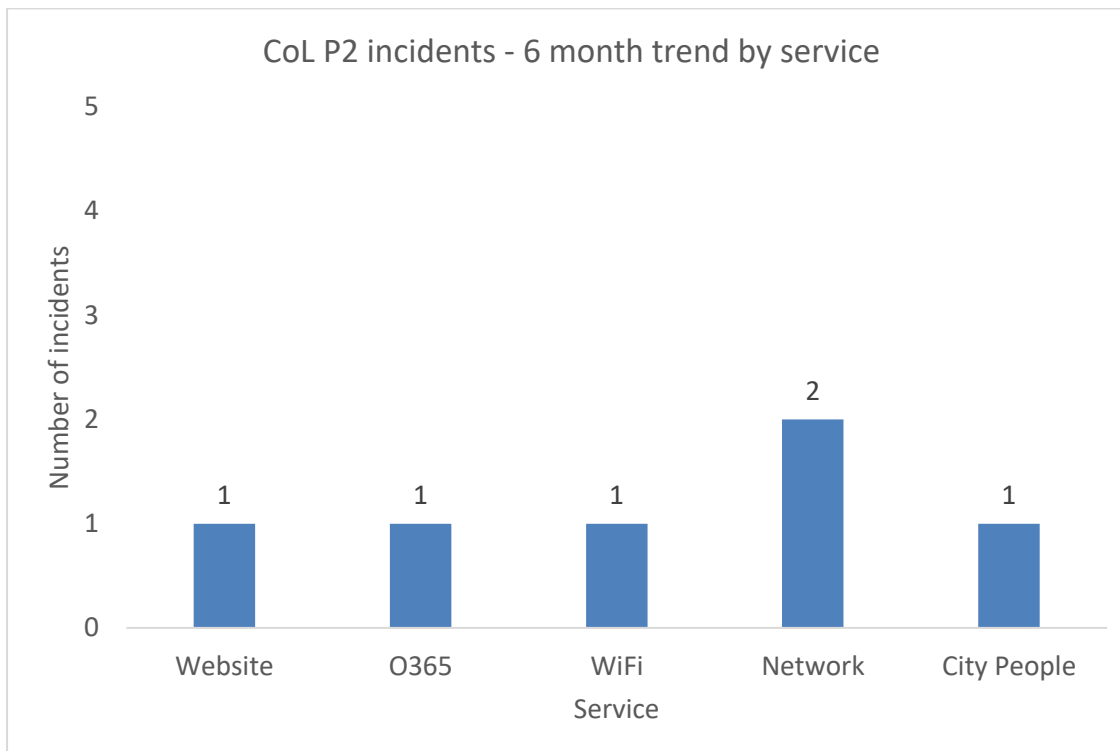
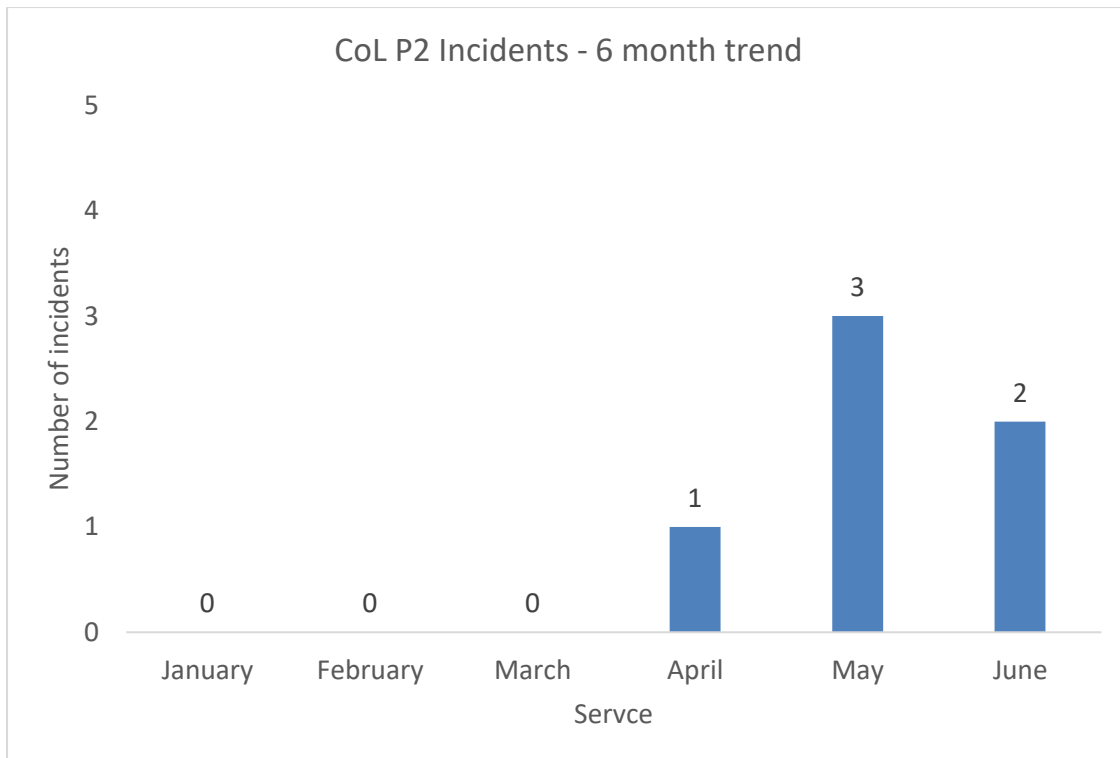


CoLP Customer Satisfaction



CoL Priority Incident trending – 6-month view





CoLP Priority Incident trending – 6-month view

