

Committee(s)	Dated:
Digital Services Sub-Committee – For Information	4th November 2021
Subject: IT Division – IT Service Delivery Summary	Public
Report of: The Chief Operating Officer	For Information
Report author: Eugene O'Driscoll, Client Director and Matt Gosden Deputy IT Director	

Summary

There was a total of 3 P1 and 2 P2 incidents for the City of London Corporation and City of London Police in September 2021. 4 of the incidents were caused by external factors such as supplier issues outside of the direct control of Agilisys.

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

- There was 1 x P1 incident for City of London Corporation and 2 P1s for City of London Police.
- There were 0 x P2 incidents for the City of London Corporation and 2 for City of London Police.
- **93.75%** of users reported a satisfactory or very satisfactory experience of the City of London Service Desk and **98.53%** 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
Network Drives	00:20	The root cause is unknown	TBA as shared drives became available without any engineer intervention	Addressed under CoLP IT Problem management
Mobiles	01:26	Cached log files filled up disk space	Disk extended and server restarted	Addressed under CoLP IT Problem management

2. City of London Police (CoLP) P2 Incidents

There were 2 P2 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Pronto forms	00:50	TBA by 3 rd party Motorola	TBA. Resolved by 3 rd party Motorola	Addressed under CoL IT Supplier management
Network	04:54	UPS failure	UPS test function was used as a workaround	N/A

3. City of London (CoL) P1 incidents

There was 1 P1 incident in September

Affected Service	Duration	Reason	Resolution	Problem Management plan
London Councils network	14:37	Virgin Media experienced an outage	Virgin Media reported that no action was taken to restore service	Addressed under CoL IT Supplier management

4. City of London P2 Incidents

There were no P2 incidents in September

Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – September 2021



Service improvements and highlights

- Work continues between HR, CoLP IT and Agilisys on the Starters-Movers-Leavers process to review and streamline the process at City of London Police.
- Agilisys assisted CoL and CoLP IT to relaunch the IT Digital Services Portal, where users can log their incidents and requests online. This is part of the commitment by CoL & CoLP It to achieve a 90% Channel Shift.
- Following a Business Support survey at CoLP, a commitment has been made on improving call management by issuing a resolver guide and working with CoL and CoLP IT on end user knowledge base and FAQs to set expectations and raise awareness on IT services.

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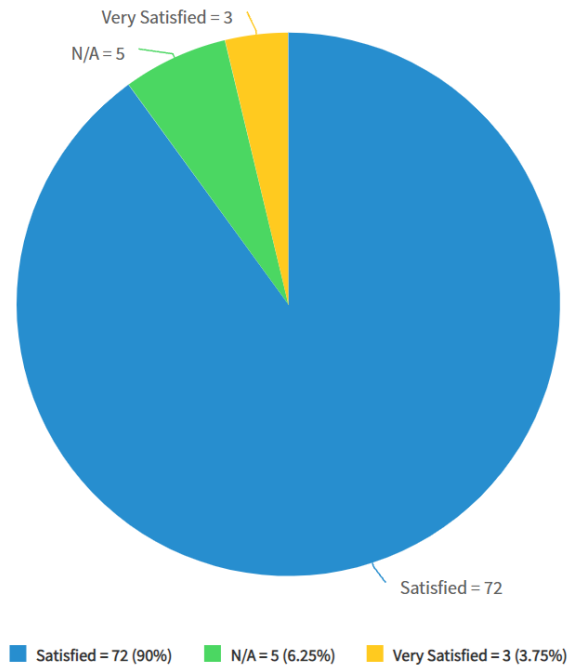
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Appendices

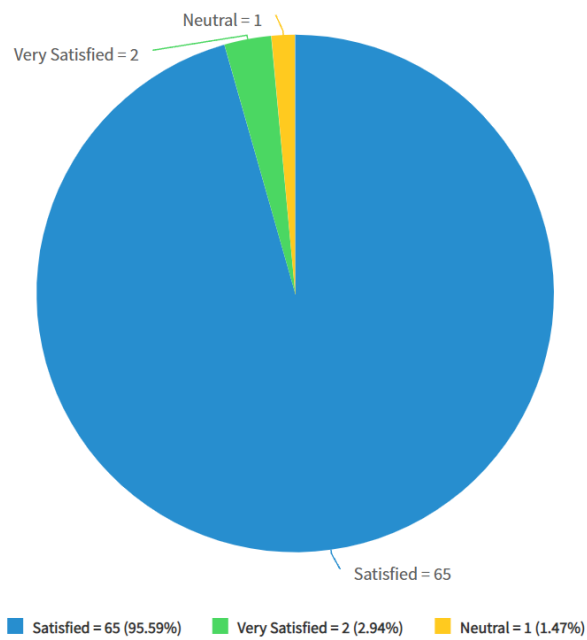
Appendix 1 – Trend Graphs

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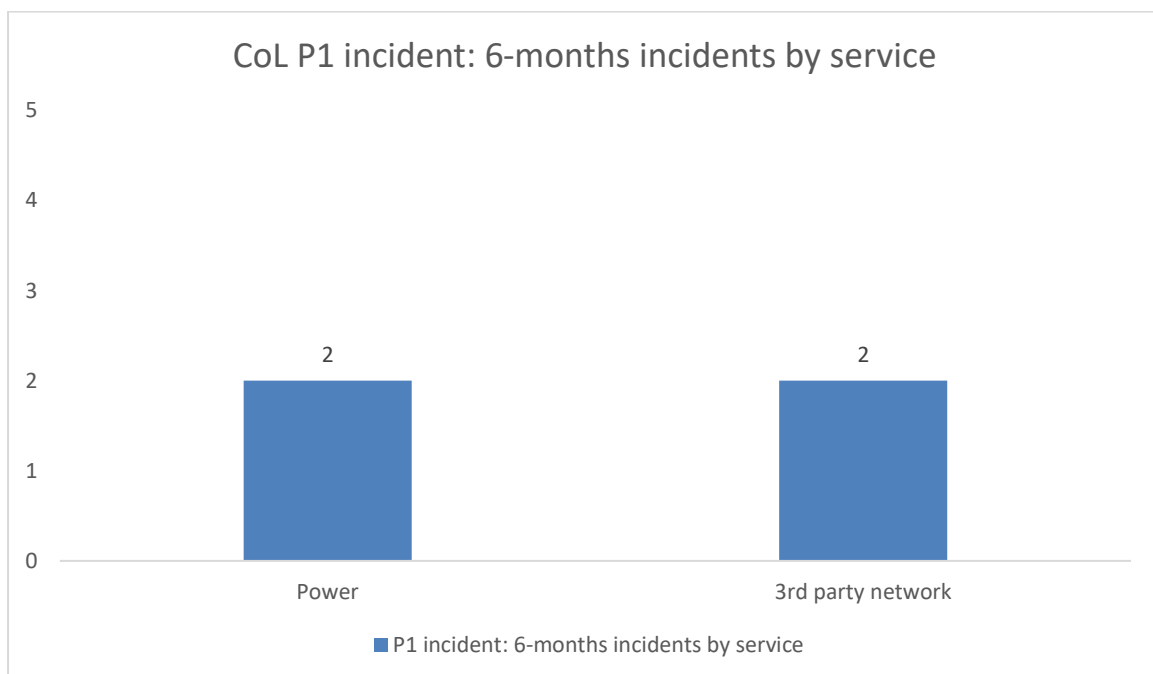
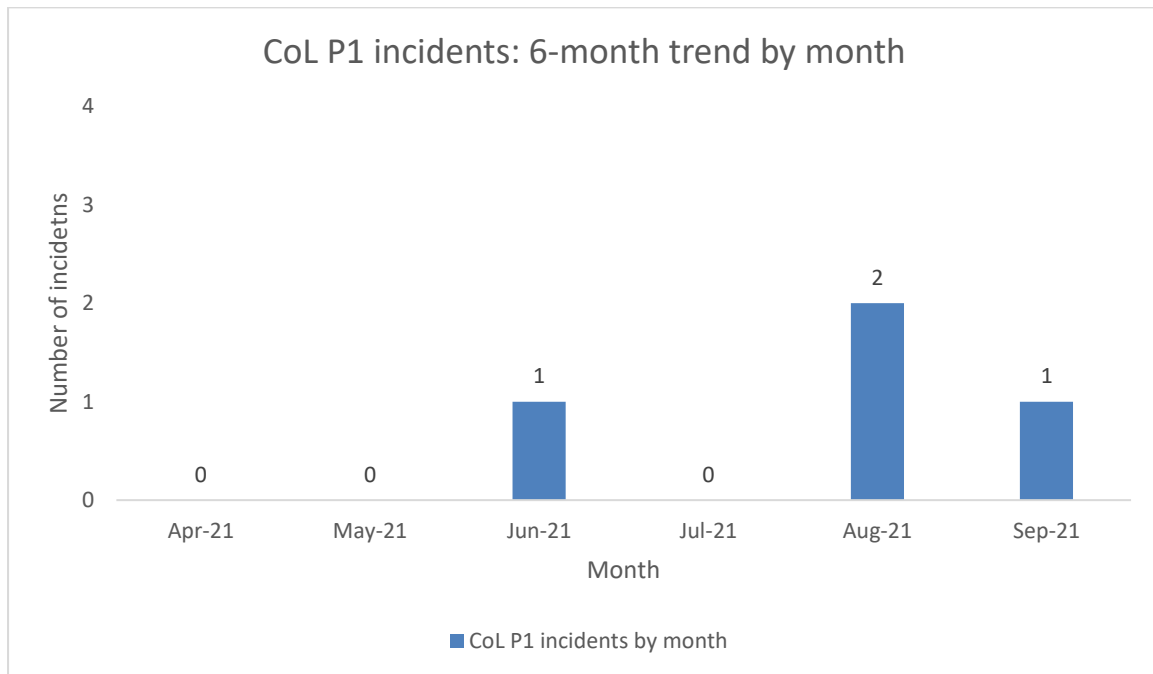
CoL Customer Satisfaction

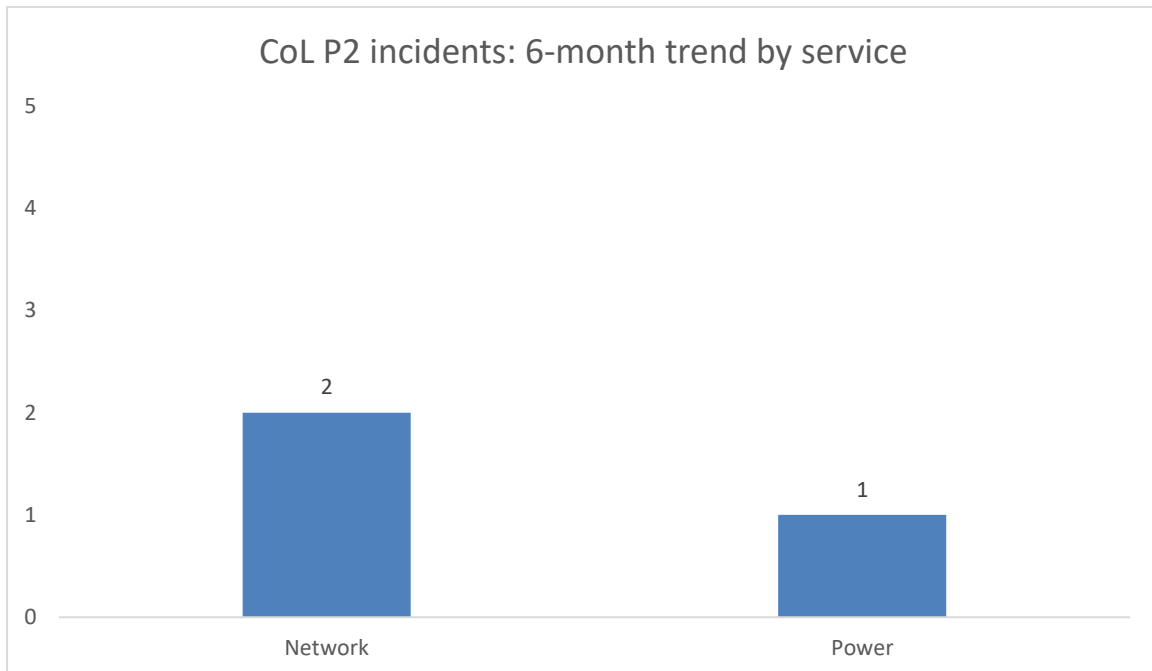
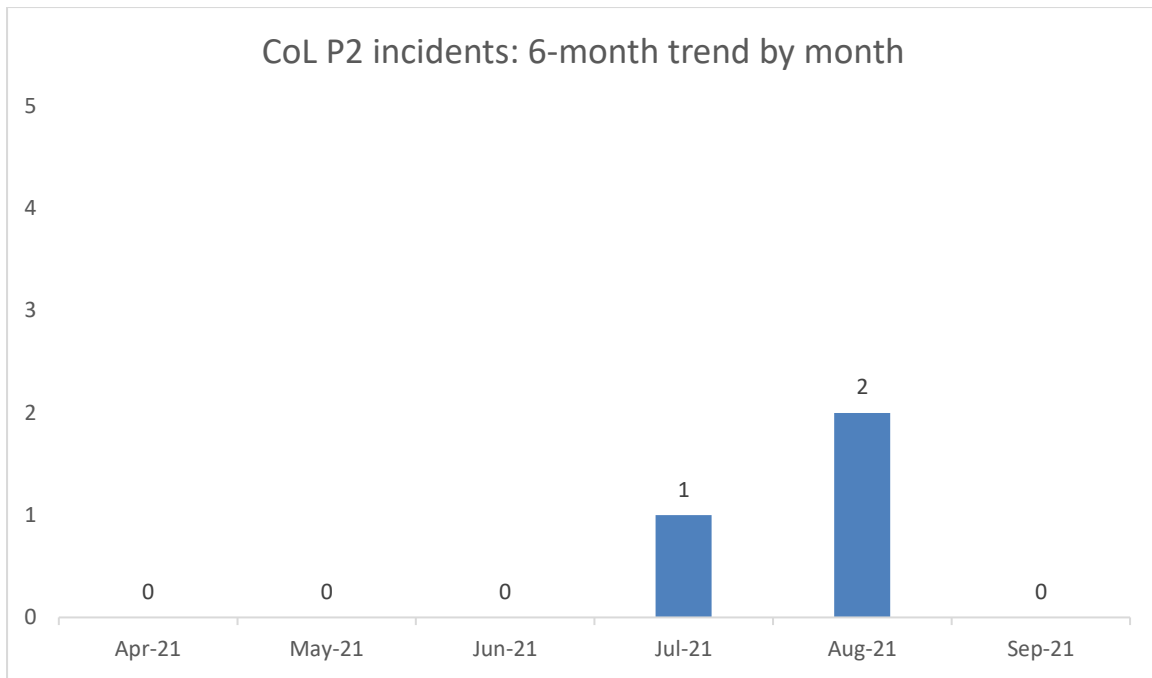


CoLP Customer Satisfaction



CoL Priority Incident trending – 6-month view





CoLP Priority Incident trending – 6-month view

