Committee(s)	Dated:
Digital Services Committee – For Information	**4th May 2022**
Subject: DITS – IT Service Delivery Summary	**Public**
Report of: The Chief Operating Officer	**For Information**
Report author: Eugene O'Driscoll, Client Director Matt Gosden – Assistant Director Delivery	

Summary

There was a total of 2 P1 and 10 P2 incidents for the City of London Corporation and City of London Police in March 2022. All of the incidents were caused by external factors such as supplier works and all of them were under the responsibility of 3rd parties and not for the services that Agilisys provide.

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

- There were no P1 incidents and 3 x P2 incidents for the City of London Corporation
- There were 2 x P1 incidents and 7 x P2 incidents for City of London Police.

- **89.1%** of users reported a satisfactory or very satisfactory experience of the City of London Service Desk and **94.54%** 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 P1 incidents**

There were 2 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
ANPR	0:23	A network connectivity failure suspected to be due to vulnerability scanning	Restart of the PNC server and contacting PNC Service Desk to restart our TSAPS services.	Scanning review
Pronto	1:51	Root cause unknown	No intervention required	Problem Management

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

There were 7 P2 incidents, Agilisys recommends a deep dive and is willing to support and assist CoLP on a detailed review of the performance and required improvement of these 3rd parties.

Affected Service	Duration	Reason	Resolution	Problem Management plan
Niche	01:22	Tbc by Niche, Lincs	Restored by Lincolnshire Police Pronto team	Supplier Management
PND	01:21	National Outage	Tbc by Home Office	Supplier Management
Printing	0:33	Tbc	Resolved by Business Systems	Supplier Management
City People	0:50	Tbc by 3rd party Roc	Restored by Roc	Supplier Management
Pronto	4:42	A bug in Motorola software	Restored by Motorola	Supplier Management
PND	1:53	National outage	Restored by Home Office	Supplier Management
Pronto-Niche	08:00	Tbc	Tbc by 3rd party Motorola	Supplier Management

### 3. City of London Corporation P1 incidents

There were no 1 P1 incidents.

4. City of London Corporation P2 Incidents

There were 3 P2 incidents.

Affected Service	Duration	Reason	Resolution	Problem Management plan
Network at Barbican, Museum of London, Guildhall School of Music and Drama, White Lyon Court	04:38	UK Power Network works caused a power outage to a network stack.	UK Power Network restored power.	n/a
Civica	00:18	CoL applications team restarted the Server to resolve an application issue	CoL applications team restarted the Server to resolve an application issue	Problem Management
Mansion House voice services	01:23	Failed change by the network provider Roc	The change was rolled back	Change Management review

Service performance summary is detailed in the dashboard below:
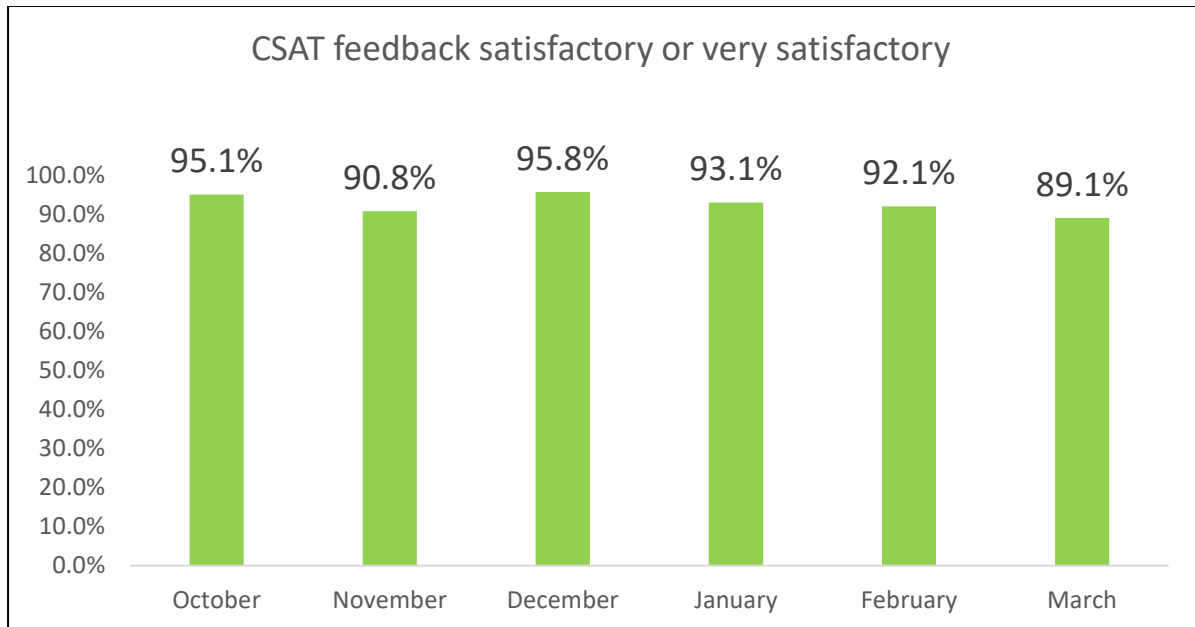
Gauges to monitor performance – March 2022
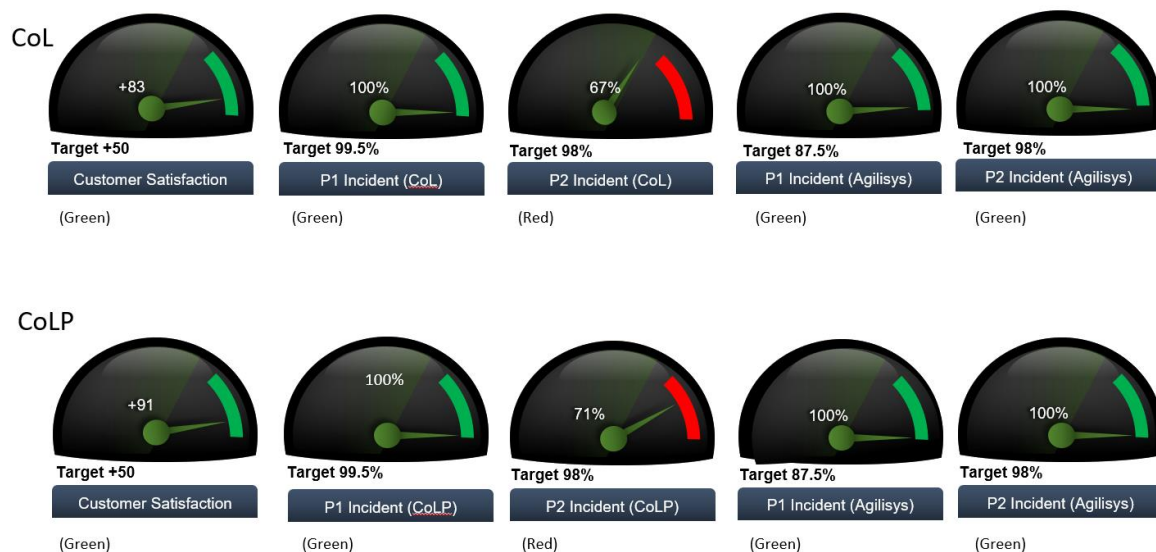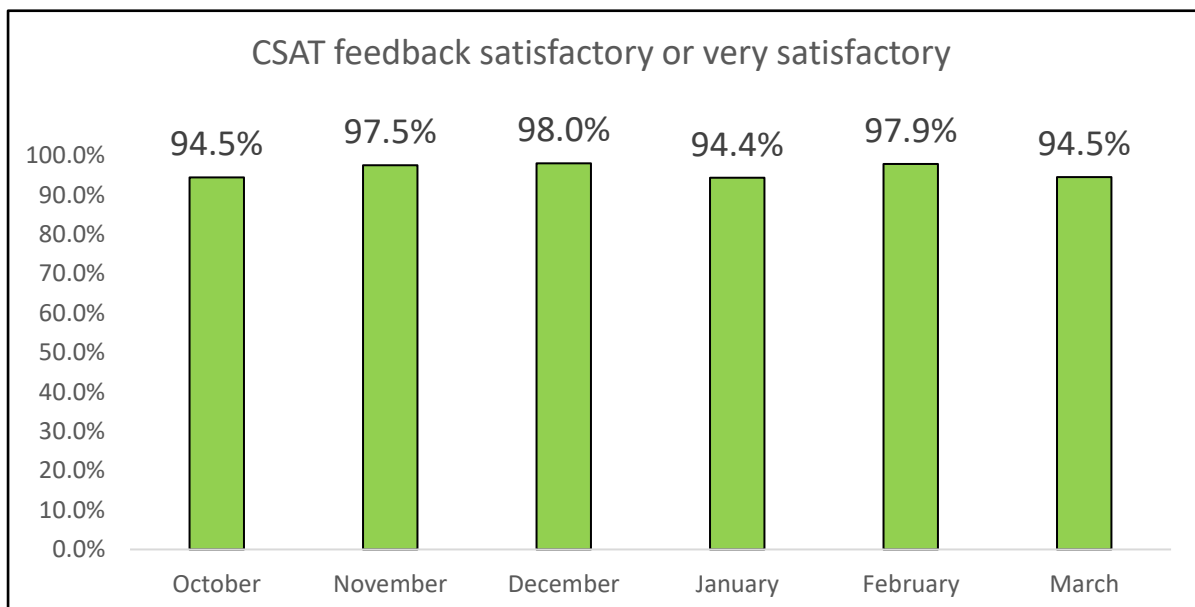
Service improvements and highlights

- The Agilisys and in-house services are stable and reliable
    - **In the last 6 months there have been no P1 or P2 incidents for Agilisys in City of London or City of London Police**
    - External failures from other 3rd parties, particularly in the Police, remain the cause of most outages
    - Customer satisfaction feedback remains above target
    - Agilisys SLA targets are routinely achieved in this period
- 10% reduction in charges from Agilisys from January, built into the contract
- Agilisys is supporting City of London and City of London Police with proposals for:
    - CoL end user device replacement rollout for all users
    - Providing CoL & CoLP with Enterprise Architect resource
    - CoL Microsoft Managed Desktop pilot for 260 users
    - CoLP Azure P2S VPN & MS Tunnelling
    - CoL and CoLP Azure cost optimisation processes
    - CoL deployment of Defender for Endpoint to provide increased security and provide CoL with centralised detailed security insights for all end user devices.
    - CoLP implementation of Azure VPN for laptops to replace AlwaysOn
    - CoLP migration of end user devices to use Protected DNS, one of the NCSC's widely deployed Active Cyber Defence (ACD) capabilities which has been mandated for use by CoLP as part of the NEP DR3 blueprints.

Appendix 1 – Trend Graphs

City of London Corporation Customer Satisfaction

CSAT feedback satisfactory or very satisfactory

Month	Value
October	95.1%
November	90.8%
December	95.8%
January	93.1%
February	92.1%
March	89.1%

City of London Police Customer Satisfaction

CSAT feedback satisfactory or very satisfactory

Month	Value
October	94.5%
November	97.5%
December	98.0%
January	94.4%
February	97.9%
March	94.5%

City of London Corporation (CoL) Priority Incident trending – 6-month view

There were 4 P1 incidents in the last 6 months.

CoL P1 incidents: 6-month trend by month

Month	Incidents
Oct-21	0
Nov-21	0
Dec-21	1
Jan-22	2
Feb-22	1
Mar-22	0

CoL P1 incidents: 6-month trend by service

Service	Incidents
Telephony	4
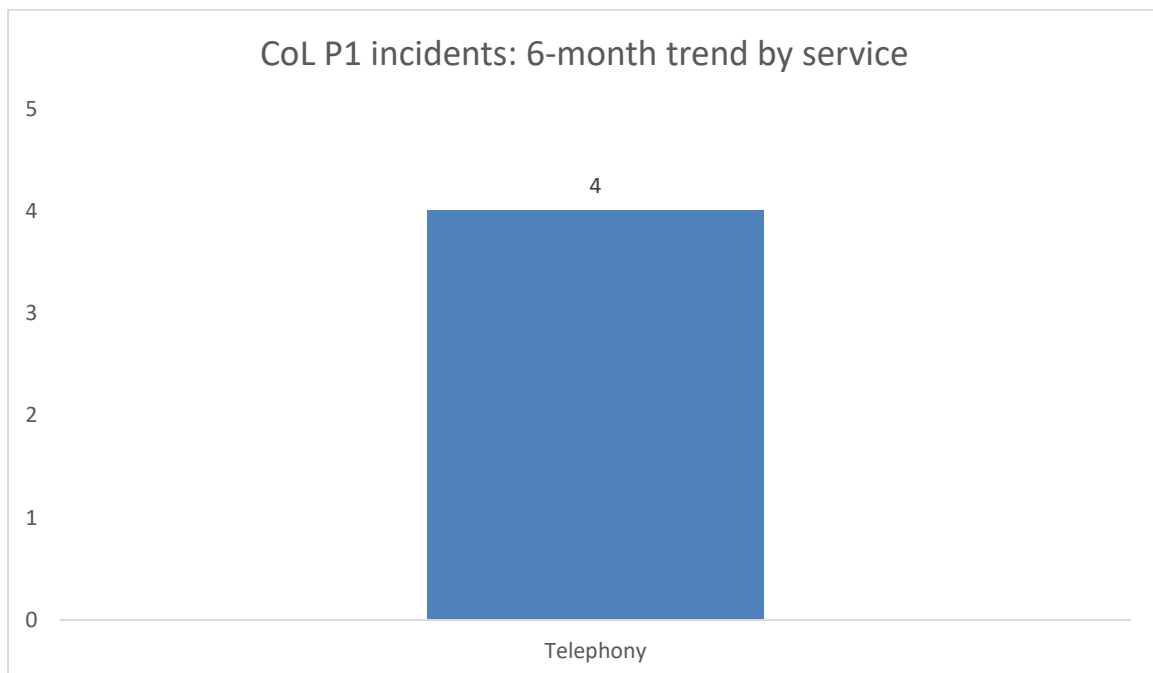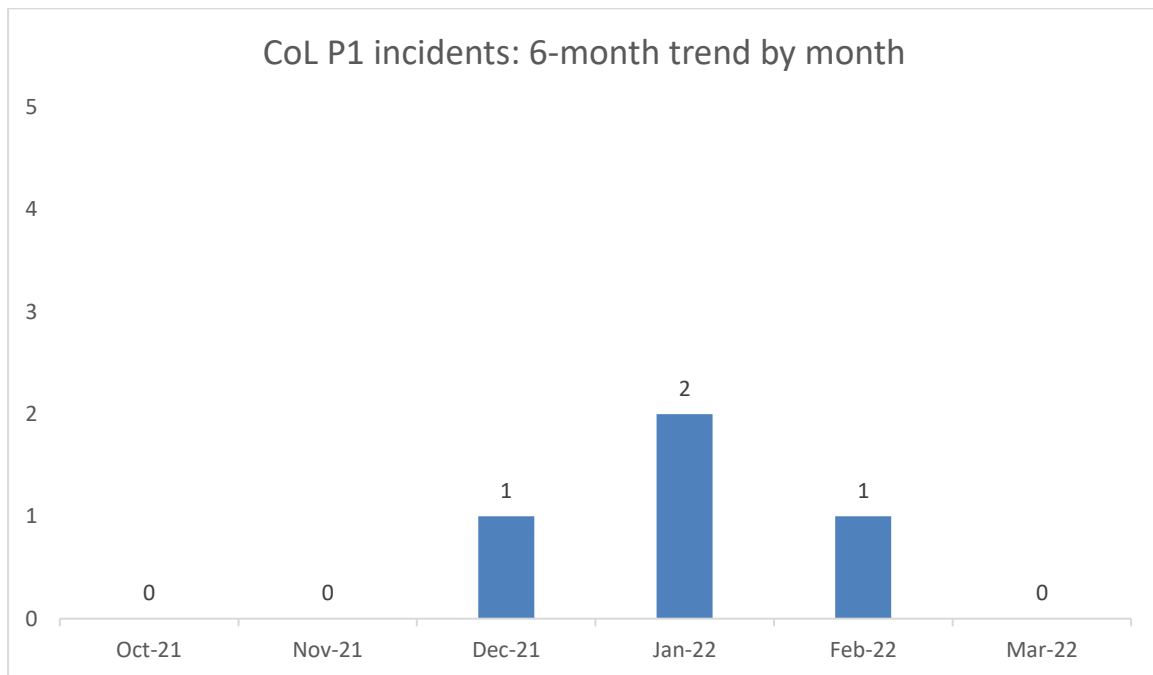
There were 4 P2 incidents in the last 6 months.

CoL P2 incidents: 6-month trend by month

Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
1	1	0	2	0	0

CoL P2 incidents: 6-month trend by service

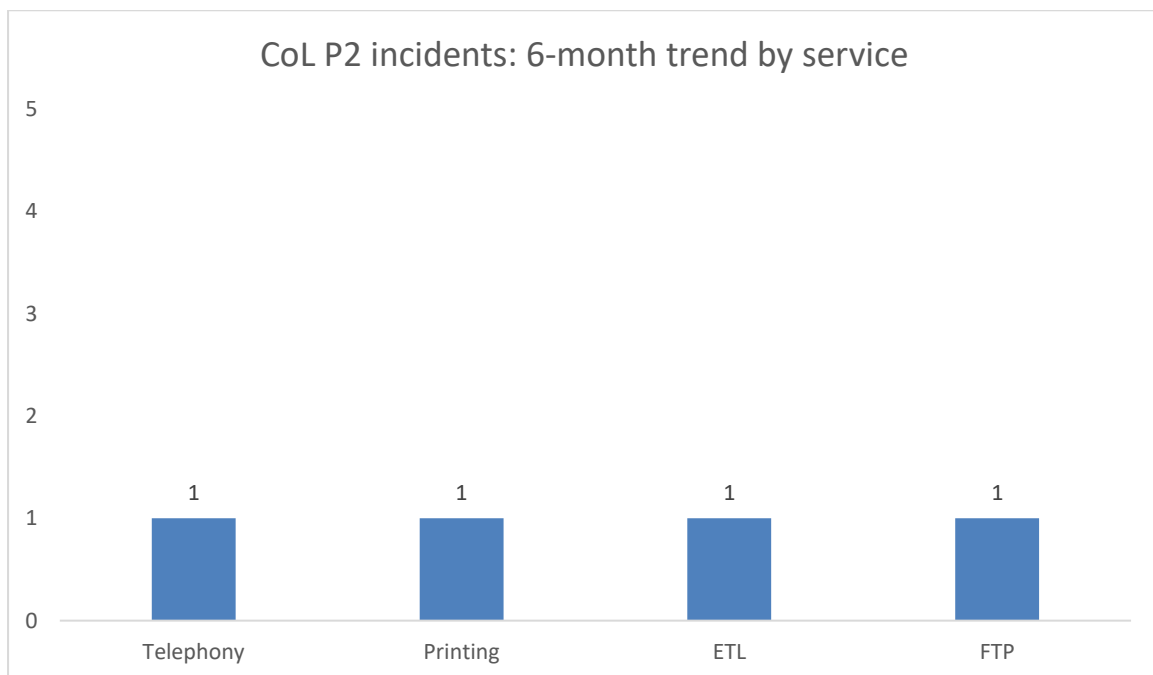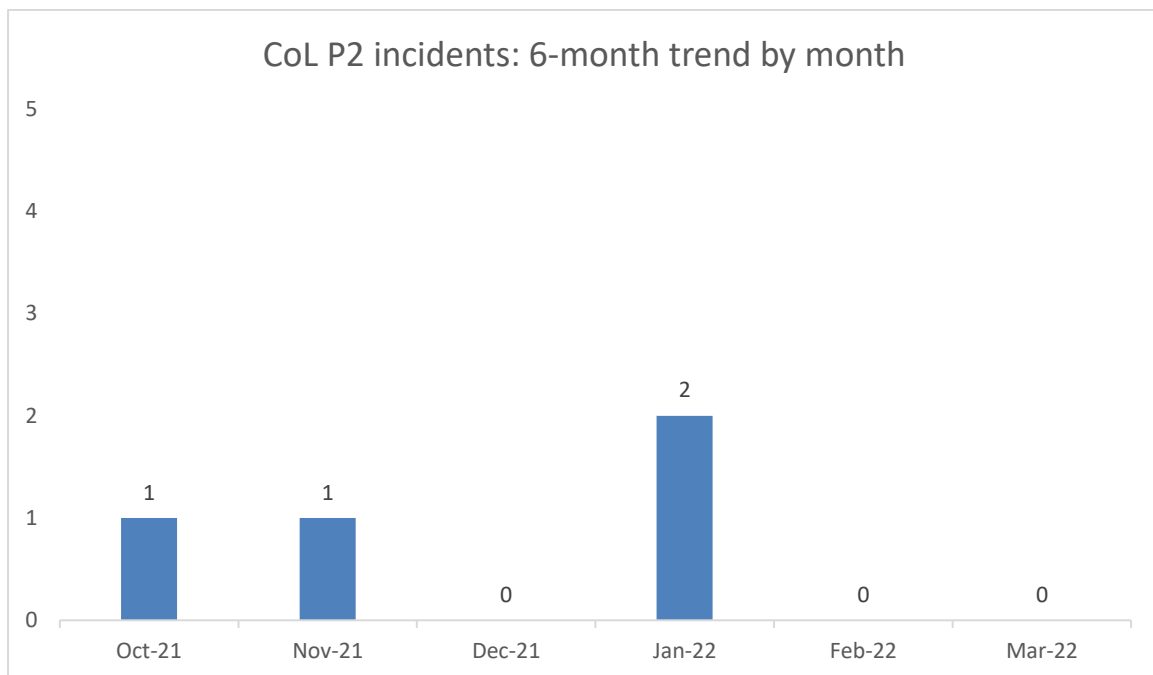| Telephony	Printing	ETL	FTP
1	1	1	1

City of London Police (CoLP) Priority Incident trending – 6-month view

There were 22 P1 incidents in the last 6 months.

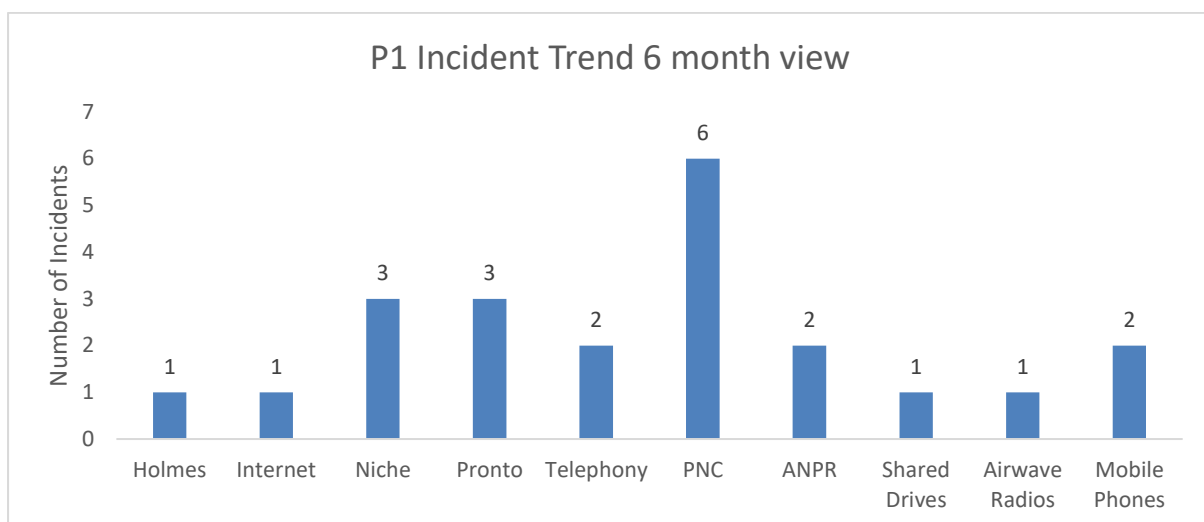## CoLP P1 incidents: 6-month trend by month

Month	Number of incidents
Oct-21	3
Nov-21	4
Dec-21	7
Jan-22	2
Feb-22	4
Mar-22	2

P1 Incident Trend 6 month view

Category	Number of Incidents
Holmes	1
Internet	1
Niche	3
Pronto	3
Telephony	2
PNC	6
ANPR	2
Shared Drives	1
Airwave Radios	1
Mobile Phones	2
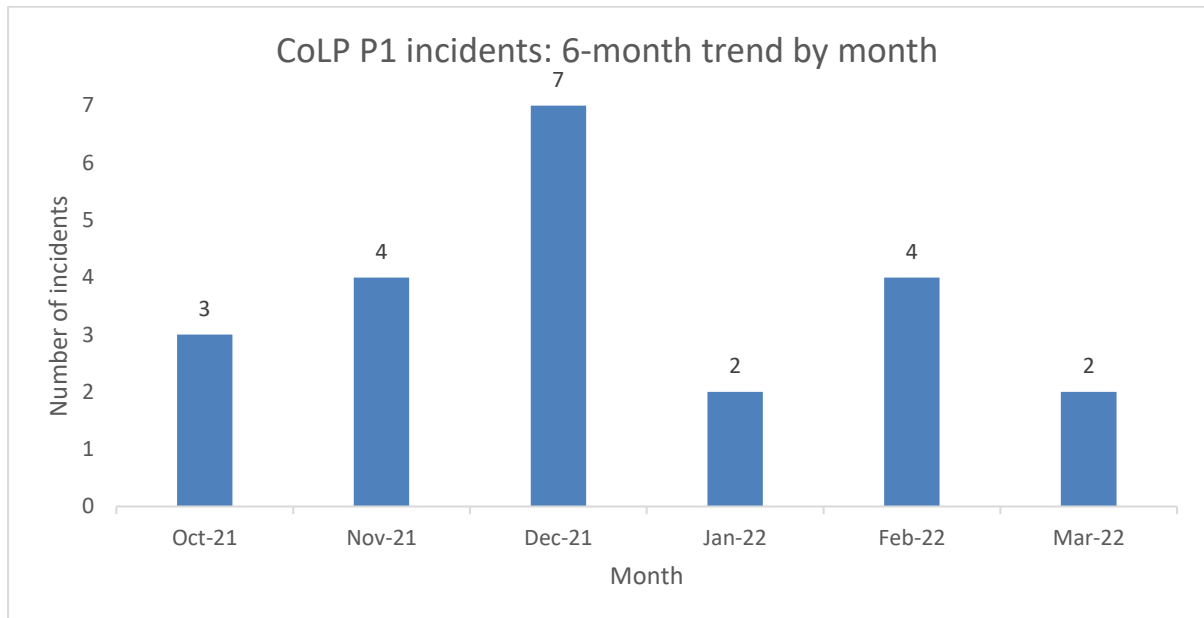
There were 22 P2 incidents in the last 6 months.

CoLP P2 incidents: 6-month trend by month

Number of incidents (y-axis)

Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
4	3	4	1	3	7

Month

P2 Incident Trend 6 month view

Number of Incidents (y-axis)

HR Origin	Network	Niche	PND	Pronto	Telephony	ANPR	Printing	Shared Drives	AoVPN	Evidence	Sharepoint	Redbox	City People
1	4	2	3	3	1	1	1	1	1	1	1	1	1
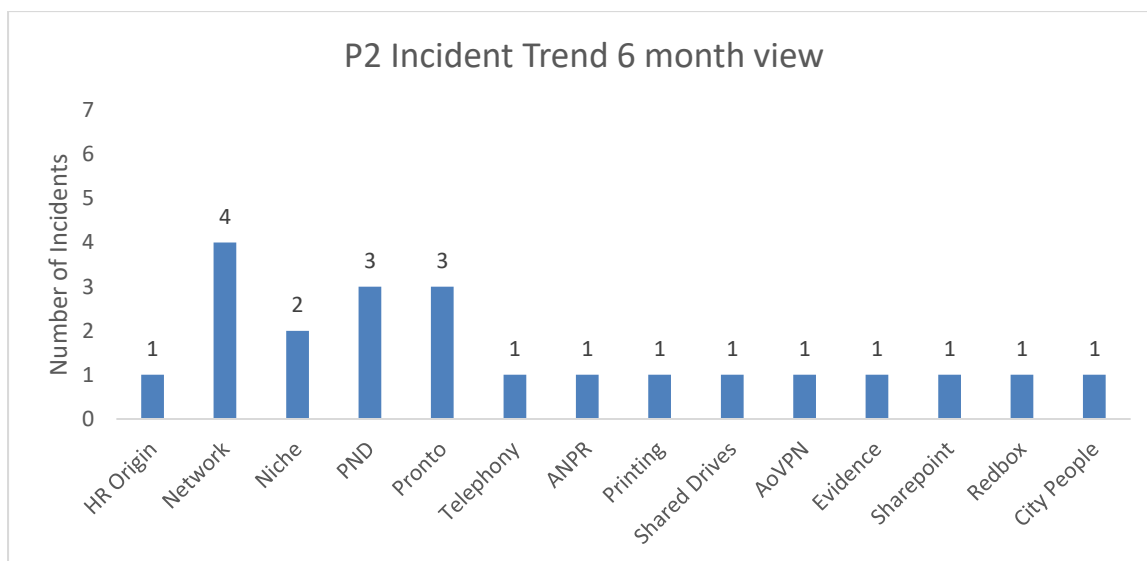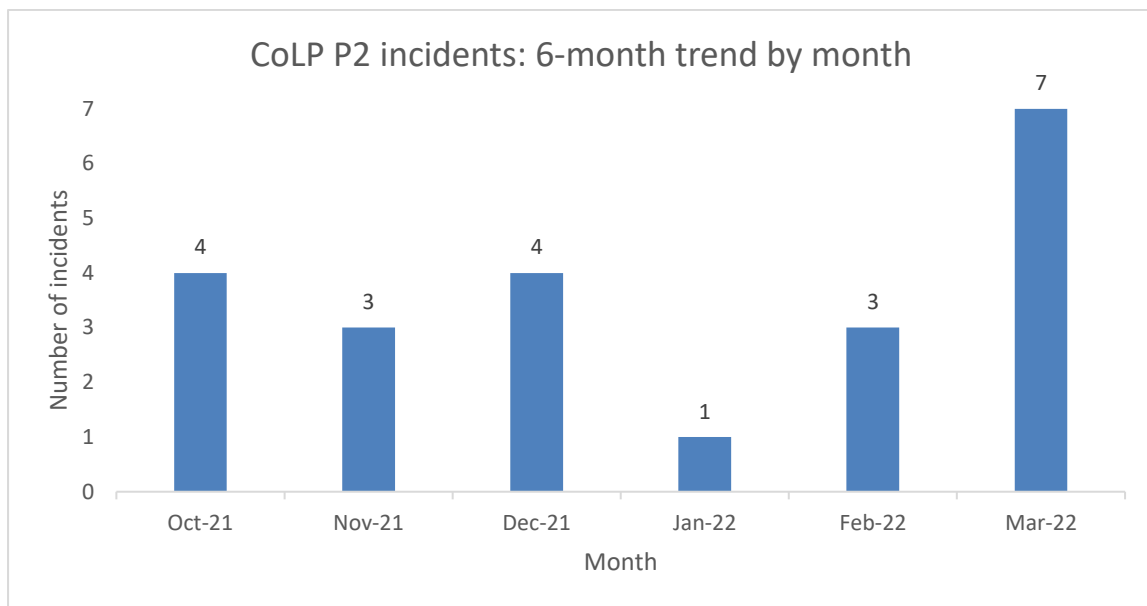
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