

City of London

DITS Shared Services Agreement

Description of Technology Services delivered to
City of London Police



City Corporation

Version 1.1

1st May 2022

Contents

1.	Introduction	3
2.	Externally Sourced Services	3
2.1	Managed Services – Agilisys Ltd.....	3
2.2	Wide Area Network Services – British Telecom Ltd.....	3
2.3	Local Area Network Services – Roc Technologies.....	3
2.4	Managed Print Services – Konica Ltd.....	4
2.5	Mobile Telecommunications – O2.....	4
2.6	Microsoft Azure and Licensing services – Phoenix Ltd	4
3.	Services from the Internal Team.....	4
3.1	Service Strategy.....	4
3.2	Service Management	4
3.2.1	ITIL Framework	6
3.2.2	Capability Maturity Model Integration (CMMI).....	9
2.3	Contract Management.....	9
3.4	Finance Management	10
3.5	Capacity Management	10
3.6	IT Operations Management.....	10
3.7	Applications Support.....	11
3.8	Project and Programme Management	11
3.9	Infrastructure Support	12
3.10	Mobile Communications and Operational Device Support	13
3.	Service Charges	14
4.	Service Performance Management	14
5.	Appendices.....	16
	Appendix 1 - Extract of Key SLAs for regular reporting	16
5.1	Managed Services (Agilisys) SLA	16
5.2	Wide Area Network Services (BT) SLA	16
5.3	Local Area Network Services (ROC) SLA.....	17
	Appendix 2 – Roles Dedicated and Shared	18
	Appendix 3 – Governance and Reporting.....	19

1. Introduction

The Digital, Information and Technology Services division (DITS) is an enabling service section within the Chief Operating Officer's Department of the City of London Corporation (CoL). DITS provides a wide range of technology services to the core service departments of the Corporation, the City of London Police (CoLP), and a limited range of services to the Institutional Departments.

This document describes the Shared Services Agreement covering all IT related services delivered to the City of London Police. In essence, these services comprise two main areas; Services provided by contracts with 3rd Parties (Externally Sourced Services), managed by DITS on behalf of CoLP. Services provided by CoL staff either exclusively via dedicated staff, or via staff supporting services for all parts of the organisation (Services from the Internal Team).

2. Externally Sourced Services

2.1 Managed Services – Agilisys Ltd

Scope:

Service Desk – direct to CoLP staff via Intranet Self-Service Portal, and telephone.

- Hours of service (core service) Mon-Fri, 8am to 6pm (exc. public holidays)
- Hours of service (out of hours) for Critical Services only

Service Management – via DITS Shared Services

End User Compute – via DITS Shared Services

Field Services – direct to CoLP staff

Infrastructure Management (Cloud compute and storage) – via DITS Shared Services

Database (SQL) Management – via DITS Shared Services

Term: January 2021 to 31st August 2023 (option to extend for up to 24 months)

2.2 Wide Area Network Services – British Telecom Ltd

Scope:

Communications links between sites and Internet services – via DITS Shared Services.

Each site has an appropriately sized and resilient link to on premises, cloud and internet-based services.

Currently based on MPLS technology with newer Software Defined (SD WAN) links being introduced where appropriate to service needs.

Term: To 31st August 2023 (no further extension possible)

2.3 Local Area Network Services – Roc Technologies

Scope:

Management and support of networks within buildings – via DITS Shared Services.

Provides management of secure LAN (including Wi-Fi) systems and HPE/Aruba hardware. Additions and changes chargeable according to Rate Card. Onsite engineers included in the contract with other roles part of a shared service from Roc's Network Operations Centre.

Term: New contract with Roc Technologies to start 2nd February 2022 to end Jan 2024 (option to extend for 12 months)

2.4 Managed Print Services – Konica Ltd

Scope:

Provision and support of multi-function printers/scanners/copiers – via DITS Shared Services.

Term: Expires – To end September 2022 with option to extend for a further 2 years

2.5 Mobile Telecommunications – O2

Scope:

Provision of mobile telephones and voice/data tariffs.

Term: Expires – 25/06/2022 with option to extend for 1 year

2.6 Microsoft Azure and Licensing services – Phoenix Ltd

Scope:

Provision of Microsoft Enterprise Licenses, cloud-based, hosted and managed compute and data storage services within a secure, resilient, and highly scalable managed environment.

Term: Expires – Enterprise Licence Agreement 31/01/2023

Azure Cloud Services 20/11/2022 with possible extension to be confirmed to 30/06/2024

3. Services from the Internal Team

3.1 Service Strategy

Service Description (Outcomes):

To assess the service offerings and capabilities, of the internal and externally sourced services as well as current and potential market spaces in order to develop a strategy to serve the division's customers. Once the strategy has been defined, Strategy Management for DITS is also responsible for ensuring the implementation of the strategy.

Deliverables (Outputs):

- Annual Services Strategy Document and Improvements Plan
- Presentations by the Director of DITS at CoLP governance boards quarterly
- Integration with Committee Reports to support Capital bids

3.2 Service Management

Service Description (Outcomes):

The Service Management function is responsible for the efficient and effective delivery of services to the CoLP business.

The scope includes in house services as well as those provided by external suppliers. For in house services, Service Management oversees the provision of the Service as well as the efficiency of the delivery using metrics obtained through the ITSM toolset. For services provided by 3rd party suppliers, Service Management participates in regular reviews with each Supplier to monitor performance and to ensure adherence to Service Level Agreements.

The Service Management function also facilitates and encourages collaborative working across internal departments to ensure IT processes are known and understood.

Service Management also works to identify Service Improvement opportunities in the services provided to the CoLP business.

It can also identify requirements for new services and processes and depending on the scale, will work with the in house PMO office to raise a request for a new project. Once a project has been completed, Service Management will work with PMO to ensure a smooth handover into delivery.

Where appropriate, Service Management also corresponds directly with Departmental contacts to address issues related to the Service.

Deliverables (Outputs):

- Management of 3rd party supplier performance (SLA achievement, Risks etc)
- Management of Internal resolver group performance via ITSM toolset metrics
- Provide Service Management support during a Major Incident and review and sign off a Major Incident Report following resolution.
- Represent the CoLP team on all ITIL process management calls i.e., Problem Management.
- Attend the Change Advisory Board (CAB) as required.
- Provide management of the Continual Service Improvement (CSI) process and the creation of monthly metrics to Senior Management.
- Creation of Operating Level Agreements (OLAs) between internal departments
- Provision of Management Information from the ITSM toolset as required
- Management of the IT policy framework.
- Provide oversight and approval for Non-Standard Service requests (NSR)
- Manage the Service Management Resolver Queue within the ITSM toolset.

OLA: Monthly SLA reports to CoLP IT Strategy Board or other Governance to be specified

Example report



CoLP%20Service%20Performance%20Dat

3.2.1 ITIL Framework

The Service Management provision adheres to the ITIL framework wherever it is deemed that that the practices would benefit and support the delivery of IT services.

Below are the 34 ITIL 4 Management practices

General Management Practices	Service Management Practices	Technical Management Practices
Architecture management	Availability management	Deployment management
Continual improvement	Business analysis	Infrastructure & Platform management
Information security management	Capacity & Performance management	Software development & management
Knowledge management	Change control	
Measurement & reporting	Incident management	
Organisational change management	IT asset management	
Portfolio management	Monitoring & event management	
Project management	Problem management	
Relationship management	Release management	
Risk management	Service catalogue management	
Service financial management	Service configuration management	
Strategy management	Service continuity management	
Supplier management	Service design	
Workforce & talent management	Service desk	
	Service request management	
	Service validation & testing	

The following ITIL practices are well established within CoL/CoLP.

Service Desk

The ITIL definition of a Service Desk is “To capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for users”.

Currently the Service Desk within CoL/CoLP is provisioned via our Third Party Supplier, Agilisys.

Incident Management

The ITIL definition of Incident Management is “To minimize the negative impact of incidents by restoring normal service operation as quickly as possible”.

Incident Management is facilitated through use of the current ITSM toolset, ServiceNow. Agilisys performance is monitored and managed via the Service Level Agreements detailed under Appendix 1.

Internal team performance is also monitored and managed via ServiceNow through the adoption of targets based on historic performance.

Governance and reporting for Incident Management is detailed in Appendix 3

Problem Management

The ITIL definition of Problem Management is “To reduce the likelihood and impact of incidents by identifying causes of incidents as well as managing workarounds and known errors”.

Each Third Party Supplier invokes Problem Management where necessary and the practice is facilitated via the ITSM toolset.

Governance and reporting for Problem Management is detailed in Appendix 3

Service Configuration Management

The ITIL definition of Service Configuration Management is “ To ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available”.

The Configuration Management Database (CMDB) forms part of the ITSM toolset and is managed by Agilisys.

Governance and reporting for Configuration Management is detailed in Appendix 3.

Knowledge Management

The ITIL definition of Knowledge Management is “ To maintain and improve the effective, efficient, and convenient use of information and knowledge across the organization”.

CoL/CoLP utilise the Knowledge Management Database (KMDB) within the ITSM toolset, ServiceNow.

Access is provided to all Users but the ability to post articles is restricted.

The KMDB is designed to reduce the number of Service Desk contacts through providing information which would enable a User to be self sufficient in the resolution of some Incidents/Service Requests.

Change Control

The ITIL definition of Change Control is “To maximize the number of successful changes by ensuring that risks have been properly assessed through to managing the change schedule”.

Change Control within CoL/CoLP is currently managed by Agilisys.

Other CoL/CoLP suppliers who are engaged in the implementation of Changes within the CoL/CoLP environment are required to participate in the existing process.

Governance and reporting for Change Control is detailed in Appendix 3.

Service Catalogue Management

The ITIL definition of Service Catalogue Management is “To provide a single source of consistent information on all services and service offerings and to ensure that it is available to the relevant audience”.

The current Service Catalogue within CoL/CoLP is provisioned via the ITSM toolset and is managed and maintained by Agilisys.

The Service Catalogue provides information relating to the current Software and Hardware provisions available to Users and provides an automated capability to fulfil requests relating to Software/Hardware needs.

Service Request Management

The ITIL definition of Service Request Management is “To support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner”.

Items selected from the current Service Catalogue are designated as Standard Service Requests (SSR) and are subject to SLA.

Non chargeable NSRs are fulfilled via the Service Desk without need for referral to Service Management for assessment.

NSR’s which are deemed to be chargeable or project related are referred to Service Management and/or PMO for review and agreement/rejection.

Simple or recurrent NSRs are assessed are reviewed monthly between CoL/CoLP and Agilisys for inclusion within the Service Catalogue.

The agreed NSR process is detailed here.



Criteria_for_NSR_acceptance v1.3.pdf

Monitoring and Event Management

The ITIL definition for Monitoring and Event Management is “ To systematically observe services and service components as well as record and report selected changes of state identified as events”.

The CoL/CoLP LAN/WAN infrastructure is monitored via our 3rd party suppliers.

Any changes in availability or state are recorded and incidents are captured within the Supplier ITSM toolsets.

All Incidents are managed via the Incident Management process and the data is reviewed in the monthly Supplier Service Reviews.

Service Level Management

The ITIL definition of Service Level Management is “To set clear business-based targets for service levels and to ensure that delivery of services is properly monitored and managed against them”.

CoL/CoLP have contracted Service Level Agreements with all Suppliers (see Appendix 1).

Governance and reporting for Service Level Management is detailed in Appendix 3.

Continual Improvement

The ITIL definition of Continual Improvement is “To align practices and services with changing business needs through the ongoing improvement of products, services, and practices”.

A Continual Improvement Review Board operates within CoL/CoLP .

Representatives from the CoL/CoLP internal teams along with Suppliers are invited to attend a monthly review where potential improvements can be reviewed, assessed for urgency and either approved or declined for implementation.

Governance and reporting for Continual Improvement is detailed in Appendix 3.

CoL/CoLP also benefit from many of the other ITIL practices listed above but some would be currently at a slightly lower level of maturity.

3.2.2. Capability Maturity Model Integration (CMMI)

As part of their contractual commitment, Agilisys completed a Capability Maturity Model Integration (CMMI) assessment in 2020.

This review was intended to demonstrate the current maturity levels of all ITIL practices currently delivered into CoL/CoLP from the Agilisys managed service. .

The results from this assessment has been included below.



CMMI%20Report_v0
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The intention would be that this exercise should be repeated to assess the Agilisys current position in terms of the maturity of services delivered but possibly also expanded to include the CoL/CoLP internal team performance against ITIL practices (where relevant).

2.3 Contract Management

Service Description (Outcomes):

Externally Sourced Services managed to ensure outcomes of contracts are delivered.
Performance managed to meet SLAs, service data reviewed and shared with CoLP

stakeholders. Service issues escalated as necessary to minimise any adverse impact on services. Benefits and other obligations listed in contracts are delivered.

Deliverables (Outputs):

OLA: Monthly SLA reports to CoLP IT Strategy Board or other Governance to be specified

Quarterly supplier review update reports

3.4 Finance Management

Service Description (Outcomes):

To manage the service's budgeting, accounting and charging requirements.

Deliverables (Outputs):

OLA: Monthly budget review including savings report to the Finance meeting with the CoLP Finance Director

3.5 Capacity Management

Service Description (Outcomes):

To ensure that the capacity of services and the infrastructure is able to deliver the agreed service level targets in a cost effective and timely manner. The Capacity Management process considers all resources required to deliver the service, and plans for short-, medium- and long-term business requirements.

Deliverables (Outputs):

OLA: Capacity Plan reviewed annually and quarterly

Capacity Reports on Azure consumption and use of MS licences

3.6 IT Operations Management

Service Description (Outcomes):

IT Operations Management (ITOM) refers to the administration of all technology components and application components within an organization. This includes the provisioning of infrastructure, capacity management, cost-control activities, performance and security management and availability management for all infrastructure and assets.

ITOM is ultimately responsible for ensuring that all services and applications are stable and available for use by the business, and that activities to support this are co-ordinated and controlled in an effective manner.

ITOM either provides direct management, or provides oversight and co-ordination of 3rd parties, in the following key service areas:

- Cloud Infrastructure Management
- Application Management
- Server Infrastructure Management
- Network Infrastructure Management
- Technical Facilities Management

- Endpoint Management
- Service Continuity Management

Deliverables (Outputs):

OLA: Monthly summary of commercial meetings with Agilisys

Monthly IT Security report

3.7 Applications Support

Service Description (Outcomes):

This service area co-ordinates and carries out the activities for the deployment, operation and optimisation of line-of-business applications. These services may incorporate those activities required for internally hosted, cloud-hosted or software-as-a-service (SaaS) applications.

Deliverables (Outputs):

- Provide subject-matter expertise to the design and build phases of the application life cycle, including that relating to capacity and availability.
- Deploy applications to internal or cloud infrastructure as part of planned project activities.
- Monitor application services for capacity and availability, and log/resolve as appropriate.
- Triage and troubleshoot incidents raised by application users.
- Respond to service requests logged by application users.
- Log, manage and co-ordinate resolution of incidents with 3rd-party application vendors and providers.
- Plan, manage and co-ordinate application changes and upgrades in conjunction with the application owners, 3rd parties and internal teams.
- Respond to security incidents as required and resolve or co-ordinate with vendors as appropriate.

OLA: Monthly Shared Services Infrastructure and Applications performance and updated report

3.8 Project and Programme Management

Service Description (Outcomes):

The PMO Office is responsible for the management of the DITS Project process. Shared resources are provided to assist with the review of new Project requests that are aligned to the CoLP strategy. Once approved and subject to capacity, PMO will provide resourcing for the design, plan and cost of implementation based on set requirements. The CoLP PMO works alongside the Corporate Programme Office (CPO) in setting priorities and managing demand.

Deliverables (Outputs):

- Subject to its approval at the PMO Meeting, allocation of Project Management resources as per business priorities.

- Subject to its approved at the PMO Meeting, allocation of Technical Architect resources as per business priorities.
- Provision of weekly project & programme updates, identification of RAG status, and highlighting known Risks, Issues and Actions.
- Storing and auditing of project documentation
- Provide Administrative assistance to Boards and PMO Board members if required
- Requesting and management of SCRs with LAN/WAN provider ROC.
- Non-Standard Service Requests (NSRs) – manage, allocate and co-ordinate resolution of all NSRs logged via the Self-Service Portal.
- Liaising with external recruitment agencies for specialist contract skillsets

OLA: Monthly tracker for pipeline and output from Change Authority Board

- OO to be reviewed, discussed and decision made at PMO within 10 days of submission
- Project updates for live projects to be provided every fortnight (10 working days)
- Resource Allocation – Once resources assigned, business sponsor to be contacted within 5 working days to discuss project request.
- Project status update to be provided within 5 working days if requested by Business Sponsor. (for projects that currently do not have resources assigned)
- Monthly/Bi-Monthly reports provided for CoLP Stakeholders outlining various key metrics
 - Number of OOs Submitted. Categorized by Department.
 - Number of Projects Live
 - Changes in RAG Status
 - Changes in Scope
 - Projects approaching end date
 - Additions/reductions to managed service/transition to Live
 - Projects Closed
 - Any issues/lessons learned for Force to consider and Recommendations from PMO if applicable.

OLA: Monthly projects and programmes update and resource tracker

3.9 Infrastructure Support

Service Description (Outcomes):

This service area co-ordinates and carries out the activities for the deployment, operation and optimisation of on-premises and cloud infrastructure. This internal service area is directly responsible for all on-premises server and storage hardware, as well as all EUC, LAN, WAN and Network security services supporting segregated networks.

In addition, this service area is responsible for all on-premises virtualisation technology and certain cloud infrastructure components, including mobile VPN connectivity and SD-WAN deployment for custody and public realm CCTV.

Deliverables (Outputs):

- Provide subject-matter expertise to the design and build phases of the application life cycle, including that relating to capacity and availability.

- Deploy server, storage and network infrastructure to internal or cloud environments as part of planned project activities.
- Monitor infrastructure services for faults, capacity and availability, and log/resolve as appropriate.
- Respond to service requests logged by internal or project teams.
- Log, manage and co-ordinate resolution of incidents with 3rd-party hardware vendors and service providers.
- Plan, manage and co-ordinate infrastructure changes and upgrades in conjunction with the application owners, 3rd parties and internal teams.
- Respond to security incidents as required and resolve or co-ordinate with vendors as appropriate.

OLA: Monthly SLA and Service Performance reports.

Monthly average resolution of incidents via Agilisys Service Desk assigned to the team – 65%

3.10 Mobile Communications and Operational Device Support

Service Description (Outcomes):

The Mobile Communications service area provides support and maintenance services for mobile phones (smartphones), Airwave services and body-worn video solutions. Activities managed and carried out by this service area ultimately ensure that staff and officers in the organisation receive a sufficient level of support for the operational devices they rely on for their day-to-day work.

Deliverables (Outputs):

- Mobile Device support including.
- Configuration and issuing of mobile data capability
- Ordering, auditing, set-up and wipe, management and reporting
- Security updates and device patching
- Upgrades, network changes, repairs and unlocking
- Ad-hoc/specialist support for Covert and Counter Terrorist operations.
- Airwave Radio support including.
- Handheld and vehicle radios, docking stations and back-end management systems.
- Allocation, installation, troubleshooting, administration, upgrades and coverage testing.
- Ad-hoc/specialist support for Covert and Counter Terrorist operations.
- Body Worn Camera support including.
- Ordering, auditing, set-up, management and reporting
- Deployment and management of device docks and upload processes
- Device Repairs

OLA: Monthly Service performance report

3. Service Charges

Service	Provider	Basis of Charge	Annual Charge	Notes
DITS Shared Services	City of London Corporation	Apportioned Overhead Calculation	Variable 22/23 will be £333,400.00	
Service Management and Support including Infrastructure support & Telephony	Agilisys	Agreed Contract Costs and Rate Card	£1.410m	2022/23 FY – as the contract stands Currently
Azure Storage & Compute	Phoenix Software	Consumption Based	£640,000	IT Only, excluding SCP based on current consumption
Local Area Network Support	RoC	Agreed Contract Costs and Rate Card	£343,905.44	Mgd Service Only - 01/02/22 – 31/01/23 With current kit list
Wide Area Network Support	BT	Agreed Contract Costs and Rate Card	£155,000	With Current site list
COLP Internal IT Team	COL	Staffing Cost	£1,057,000	As per Current Dedicated Team
Telephony Support	Daisy	Mitel Hardware	£20,000	On Current Platform
Telephony Hosting	Daisy	Externally Hosted Platform	£45,000	On Current System

**Remainder of IT Budget managed by COL includes contracts owned by COLP – IMS/Voice recording/MS Enterprise Agreements/Small Software Agreements etc – need to work out how to show this or not.

4. Service Performance Management

The Digital, Information and Technology Service will present a Monthly Service Report to the COLP IT Strategy Board, which will provide a summary of the service performance against the SLAs listed in the Appendices.

In the event that the service fails to meet an agreed SLA the remediation process is laid out as follows;

- Any failed metric will be reported and discussed with COLP to identify key issues and agree appropriate mitigations to ensure measurable monthly improvement towards target.

- Where an individual SLA target is not met 3 times within a 12-month period, a formal Remediation Plan will be discussed and agreed with COLP.
- If there is a further instance of failed performance against the same individual SLA target following completion of the Remediation Plan within a 12-month period;
 - the Remediation Plan will be reviewed and updated;
 - Alternative service delivery approaches/routes may be considered;
 - Digital Services Committee Members are advised of the issue.

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5. Appendices

Appendix 1 - Extract of Key SLAs for regular reporting

5.1 Managed Services (Agilisys) SLA

REF	Service Level Description	Service Level Agreement Threshold	Proposed Service Level Agreement Threshold
1	Priority 1 Time to Restore	Priority 1 Incidents resolved within 2 hours.	98%
2	Priority 2 Time to Restore	Priority 2 Incidents resolved within 4 hours	98%
3	Ticket Resolution	All logged tickets with Service Desk to be resolved within SLA	90%
4	Customer Service Fulfilment	Customer Satisfaction	90%
5	SD telephone abandon calls	Service Desk – Abandoned Calls	3%
6	SD telephone call answering	Service Desk calls answered within 20 seconds	82.5%
7	Aged tickets	Service Desk tickets < 1 month old.	90%
8	Escalations	Tickets for Service Desk which were escalated	3%
9	Reopened tickets	Tickets for Service Desk which were reopened	95%

NB: These SLA's have been revised in line with the agreed reduction in Agilisys provided managed services through to contract termination in August 2023.

Ahead of contract termination a new SLA structure will be agreed for all in house services and this OLA will be updated accordingly.

5.2 Wide Area Network Services (BT) SLA

SLA Category	Service Level Description	Supplier	Service Level Agreement Threshold	Service Credit Weighting	Service Level Agreement Calculation
Incident Management	Time to Respond	BT	2 hours	10-100%	Varies depending on type of connection and level of resilience
Incident Management	Time to Fix	BT	5 hours	10-100%	Varies depending on type of connection and level of resilience

5.3 Local Area Network Services (ROC) SLA

SLA Category	Service Level Description	Supplier	Service Level Agreement Threshold	Service Credit Weighting	Service Level Agreement Calculation
Service Desk	Service Request	Freedom	90% of standard service requests completed in 12 working hours	2.5%-5%	Mon -Fri 8am – 6pm (excl. public holidays)
Service Desk	Service Request	Freedom	90% Service Requests logged on Change Management system and receipt confirmed in 24 hours	2.5% - 5%	
Incident Management	Outage Notification	Freedom	98% of Outages notified within 10 mins of occurrence		Severity 1 and 2 – Service Hours 24/7/365 all others are Mon -Fri 8am – 6pm (excl. public holidays)
Incident Management	Severity 1 Resolution	Freedom	98%	2.5% - 10%	Service Hours 24/7/365
Incident Management	Severity 2 Resolution	Freedom	98%	2.5% - 10%	Service Hours 24/7/365
Incident Management	Severity 3 Resolution	Freedom	96%	n/a	Mon -Fri 8am – 6pm (excl. public holidays)
Incident Management	Severity 4 Resolution	Freedom	96%	n/a	Mon -Fri 8am – 6pm (excl. public holidays)
Incident Management	Severity 1 & 2 Updates	Freedom	95%	n/a	Service Hours 24/7/365
Infrastructure	Back-ups	Freedom	98%	2.5% - 5%	Device configuration backed-up on weekly basis

Appendix 2 – Roles Dedicated and Shared

Role	Allocated %	Comments
CoLP Budget Recharged Roles		
Head of CoLP IT	100%	Awaiting MFS
Police IT Operations Manager	100%	
Snr Infrastructure & Network Analyst	100%	
Snr Infrastructure & Network Analyst	100%	
Infrastructure & Network Analyst	100%	
Infrastructure & Network Analyst	100%	<i>GV recruiting - assumed MFS the same as other roles</i>
Snr Network Analyst (Mobile Comms)	100%	
Snr Network Analyst (Mobile Comms)	100%	
Oracle D/B Administrator	100%	
SharePoint Analyst	100%	
Solutions Architect	100%	
Project Manager	100%	
Engagement Lead	100%	<i>Vacant role change to BP</i>
Solutions Architect	100%	<i>Awaiting MFS</i>
Sub Total	£979,000	
CoL Funded Roles (dedicated)		
Police IT Contracts Manager	100%	Awaiting MFS
Sub Total	£78,000	
Shared Services Roles Charged to CoLP		
IT Director	20%	
Asst Director Delivery	20%	
Asst Director Change and Assurance	20%	
Asst Director Digital and Information	20%	
Head of Business Performance & Finance	50%	
Security and Information Architect	20%	Not in Post Currently
Enterprise Architect	50%	<i>Contractor - awaiting MFS</i>
Senior Project Manager	Charge to Projects	this role is being charged to projects
PMO Manager	50%	
PMO Apprentice	50%	
Capacity & Configuration Manager	40%	<i>Vacant</i>
Service Delivery Manager	40%	
Sub Total	£333,400	
Grand Total	£1,390,400	

Appendix 3 – Governance and Reporting

Report	Issuer	Frequency	Recipients	Purpose
Incident /Service SLA reporting (forms part of Service Review Pack)	All Third Party Suppliers	Monthly	Service Delivery Manager SLT Business and Engagement Manager Head of IT Business Management & Performance	To review performance against SLA targets
Internal Team Incident/ Service Request Reports	CoL/CoLP Service Delivery Manager	Monthly	SLT	To ascertain how improvements can be achieved, ie through better use of ITSM tool processes, more resource etc .
Continual Service Improvement (CSI) status	CoL/CoLP Service Delivery Manager	Monthly	SLT	To review improvements and agree priorities and implementation timelines.
Problem Management Report	Agilisys Problem Manager (CoL/CoLP)	Monthly	Service Delivery Manager IT Operations Manager (CoLP) Deputy IT Director	To review the efforts to manage current Problem records and to agree resolutions, workarounds or known errors
Change Agenda	Agilisys Change Manager	Weekly	Change Approval Board	To review forthcoming changes and to review the implementation of previous changes
Configuration Management Status Report	Agilisys Service Delivery Manager	Monthly	Service Delivery Manager IT Operations Manager (CoLP) Deputy IT Director	To review the current status of the CMDB (accuracy and completeness)
LAN/WAN/Telephony Availability Reports (forms part of Service Review Pack)	Third Party Suppliers	Monthly	Service Delivery Manager IT Operations Manager (CoLP) Deputy IT Director Business and Engagement Manager Head of IT Business Management & Performance	To review performance against SLA targets
NSR/SSR data (forms part of Service Review Pack)	Agilisys Service Delivery Manager	Monthly	Service Delivery Manager IT Operations Manager (CoLP) Deputy IT Director Business and Engagement Manager	To review the number of NSR's which are eligible for conversion to SSR

			Head of IT Business Management & Performance	
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