

Committee(s)	Dated:
Digital Services Committee – For Information	12th July 2022
Subject: Digital Information Technology Service –Service Delivery Summary	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	8, 9, 10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: The Chief Operating Officer	For Information/Discussion
Report author: Matt Gosden – Assistant Director, Delivery.	

Introduction

1. The format of the Digital Information and Technology Services report

1.1. The previous style and focus of the Service Delivery Summary Report to Committee was written for a different time, for a different group of Members:

1.1.1. When the overall service delivered to our customers was not performing as well, so demanded greater scrutiny.

1.1.2. When many parts of the technology estate had not been improved or modernised, leading to significant performance and reliability issues across a greater number of service areas within our portfolio.

1.1.3. Prior to a clear definition of what constitutes a “Critical Service” in terms of service delivery and support was documented.

2. Over time, the report has become less relevant to how the service is delivered and performs and therefore:

2.1. Has become a defacto Agilisys performance report, where Agilisys also reported on some services which are not part of their contract or do not fall under the direct control of the DITs team. For example, where the business may have sourced a separate support contract.

- 2.2. Hasn't invited healthy discussion about issues that Members are interested in with our Service Committee and is typically for information only.
- 2.3. Has not focused on the high-level service and trends/patterns across all service areas, both under the purview of DITs and beyond.
- 2.4. Described the Priority 1 and Priority 2 incidents, the cause/remediation (technical) detail behind them and the support partner responsible for the relevant service. Rather than the strategic issues that services and contracts like these typically lead to for our customers.
- 2.5. Did not include some of the information Members have asked to see, as per feedback received in the last Digital Committee.

3. Therefore, the Chief Operating Officer is recommending a new format of Service Summary report, in the following style.

- 3.1. The following report aims to improve on the current Service Report and invite Members to comment and feedback.
- 3.2. The main body of the report is an evolution of the former Service Reports toward the aims outlined above. We expect the development of the new style report to be iterative as we receive comments from Members.
- 3.3. Following the reorganisation brought by the Target Operating Model changes to the DITS service offering, future reports will include an update on the new Information Management service, once it is fully established with capacity, expertise and with fresh policies and guidance.

Recommendations

Members are asked to note this report and provide feedback on the new style of report.

The main report – Service Summary for May 2022:

4. Incident statistics for services under the direct management and control of DITs or DITs Service Management* - May 2022

- 4.1. Services managed by DITS have been stable and reliable over the last 3 months.
- 4.2. P1 and P2 incidents in May included:
 - 4.2.1. A 19-minute loss of access to network drives in City of London Police. The incident was resolved within the agreed resolution times and the root cause is under investigation;
 - 4.2.2. A 77-hour network outage at Artizan Street Library. The incident was caused by a power failure and was not resolved within the agreed resolution times.
 - 4.2.3. A 3-hour outage to landlines to the Police Control Room. The incident was caused by an error installing an adapter and was not resolved within the agreed resolution times.
- 4.3. Total outage time for services managed by DITS was 81 hours and 12 minutes. Much of this outage time was overnight in Artizan Street Library and impact on users was less than the outage time suggests.
- 4.4. Key service provider status:
- 4.5. DITS in-house services; These are typically application support related and the last remaining on-premise servers. These services remained stable.
- 4.6. Agilisys continued to meet all 36 of its SLAs and with just 19 minutes of outage time in May. The Agilisys Service Desk received customer satisfaction scores of 92.5% in City of London Service Desk and 95% in City of London Police;
- 4.7. Roc had 0 P1/P2 incidents reported for City of London/City of London Police in May. For COLP the ITHC remediation work is nearing completion with positive feedback received from IMS. For COL, all legacy 205 Access Points in the Barbican library have been replaced with the 305 models.
- 4.8. Konica achieved a First Time Fix rate of 100% against a target of 95% and had an Uptime of 99.86% against a target of 97%. The Response time for May was 284 mins which is slightly below the 240 mins target.
- 4.9. Daisy had 0 P1/P2 incidents reported for City of London in May. There was 1 P1 incident reported for City of London Police which affected outgoing and incoming calls via the Control Room. The Incident was resolved within SLA and the root cause is awaited. There were no P2 Incidents raised for COLP.
- 4.10. BT reported 0 Service Affecting Incidents in May for COL/COLP with 100% availability. However, Connectivity issue at Artizan St which was treated as a P2 by DITS. The root cause was related to a power failure and as such was resolved by Facilities contractors.
- 4.11. Microsoft continue to provide a stable service in relation to Storage, Computing and Tooling Services.

5. Incident statistics for services not under direct ownership / control of DITs or DITs Service Management – May 2022

- 5.1. Services managed outside of DITs have seen recurring incidents, notably for Pronto, PNC and Niche. These three services are used 24/7 by operational police officers for crime reporting and management and a failure of these services poses a significant risk to the Force and the public.
- 5.2. The applications are hosted by the Home Office and East Midlands Police Force and are consumed by all forces in the country. The City of London Police has support agreements in place with its suppliers which may not align to business expectations for stability or performance.
- 5.3. There were 3 P1 incidents and 6 P2 incidents with a total outage time of 96 hours and 37 minutes, 55 hours of which were related to a single incident for Pronto.

6. *In a broad sense, Technology services fall into three categories:

- 6.1. Those which were instigated by DITs and where DITs own the contract and relationship and were responsible for the implementation of that service e.g Agilisys, Roc Technologies, Microsoft. And therefore have a more direct ability to manage the service. DITs is the strategic owner of such services.
- 6.2. Those which were instigated by the business. Where the business owns the contract/relationship and where DITs had a lesser role in the implementation and to some degree, the ability to manage the service; by needing to contact the service providers' Service Desk to raise incidents and requests. E.g the Building Management Systems services. The business is the strategic owner for such services.
- 6.3. Those which were instigated by the business. Where the business retains ownership of the relationship, but where the service was onboarded into mainstream BAU support upon implementation and therefore incident/request tickets are raised with the DITs Service Desk.

7. What triggers a Priority 1 or Priority 2 incident/response?

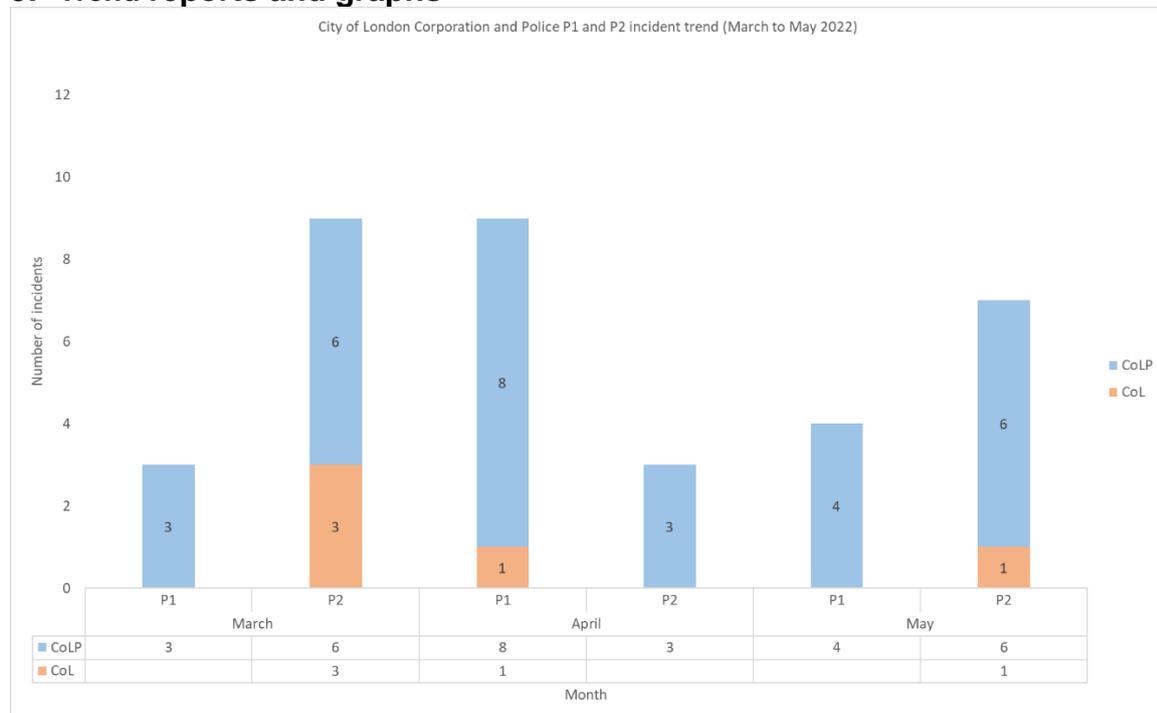
- 7.1. Whether an application or service is owned by the DITs team or the business, A P1 incident is a general outage of an application or service that has been designated as being critical to the organisation, and is anticipated to impact the organisation's business activities.
- 7.2. We believe the risk assessments for business applications and services have not been robust enough in the past and will be reviewing over the next quarter to build a set of recommendations focusing on (a) resilience by design, and (b) service support models

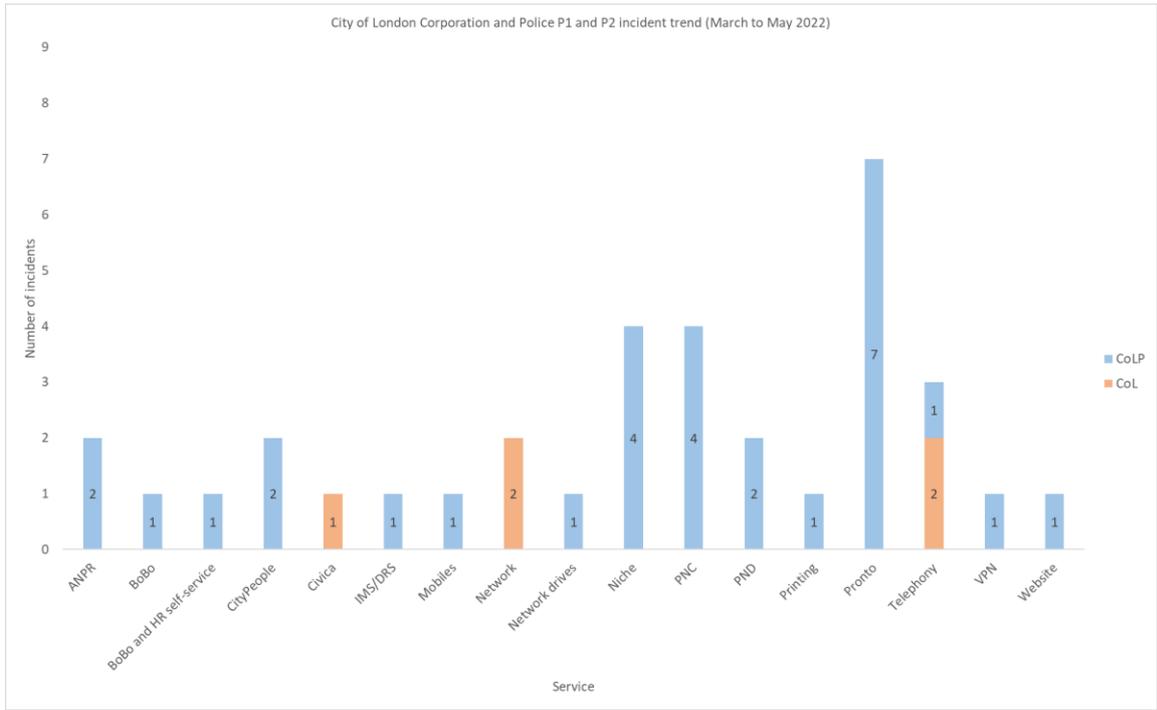
8. Service improvements and highlights

- 8.1. DITs managed, or service managed Services have been stable and reliable over the last 3 months
- 8.2. A 10% reduction in charges from Agilisys was built into the contract and has applied since January 2022.
- 8.3. Agilisys have provided a Programme Director resource to manage the ERP Programme at reduced cost to the Corporation.
- 8.4. Agilisys supported City of London and City of London Police to successfully implement:

- 8.5. COL end user device replacement rollout for all users, using the new, light-touch / automated Just-in-time device preparation process utilising Microsoft Autopilot;
- 8.6. COL and COLP Azure cost optimisation processes;
- 8.7. COL deployment of Defender for Endpoint to provide increased security and provide COL with centralised detailed security insights for all end user devices;
- 8.8. COLP implementation of Azure VPN for laptops to replace Always On VPN (AoVPN);
- 8.9. 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 blueprint.
- 8.10. Improvements to the automated reminder service for the compliance of mobile devices. We now regularly have less than 3-4 devices which are not up to date within a fortnight of a new version of IOS being released, with the same automated reminder measures being proposed in COLP.
- 8.11. Multifactor Authentication is now mandatory in COL, removing the previous high risk of end users not having this in place
- 8.12. Unsafe links has been implementing – ensuring that emails containing phishing links are now far less likely to make it to the COL recipient.
- 8.13. Information management – the (IM) new IM service is in development following the TOM, but a soft launch of the service has already removed the use of the W drive in favour of Sharepoint in the cloud. The next file storage area to be tackled will be the Departmental drives.
- 8.14. Once developed, the IM team will produce guidance and information on best practice processes, behaviours and technologies to improve the Corporation's management of its information.

9. Trend reports and graphs





End of report.