Committee(s)	Dated:
Digital Services Committee – For Information	**22nd September 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**
Report author: Matt Gosden – Assistant Director, Delivery.	

Introduction

1. **As described in the last Digital Services Committee, the old format of the Digital Information and Technology Services report has been replaced by this format of report with the aim of making it less Agilisys-specific and more about the whole service offered to our customers.**

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

3. **By way of a reminder, Technology services fall into three categories:**

    3.1. 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.

    3.2. 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.

    3.3. Those which were instigated by the business, but where the service was onboarded into mainstream BAU DITS support upon implementation and therefore incident/request tickets are raised with the DITS Service Desk. For

example, Niche? Civica Housing. The business is the strategic owner for these services.

3.4. NB: There are nuances within the above scenarios for different services. In all of the high-level scenarios above, DITS have a responsibility to ensure access to and availability of these services from our Corporate devices and networks. And of course, where these services are Critical, DITS (through Agilisys) would manage any major incident. However, this aims to describe some of the challenges of delivering technology services in a complex environment.

Recommendations

Members are asked to note this report.

<u>The main report – Service Summary for August 2022:</u>

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

4.1. Services managed by DITS have been stable and reliable over the last 3 months.

4.2. P1 and P2 incidents in August included:

   4.2.1. 1 incident affecting access to email in City of London Police for 44 minutes. The incident was resolved within the agreed resolution times.

4.3. Total outage time for services managed by DITS was 44 minutes.

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 and had no P1 or P2 incidents in August.

4.6. Agilisys continued to meet all 36 of its SLAs and with no service outages in August.

4.7. Roc had no P1/P2 incidents reported for City of London/City of London Police in August.

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%.

4.9. Daisy had no P1/P2 incidents reported for City of London in August. 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 August for COL/COLP.

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 – August 2022**

5.1. Services managed outside of DITS have seen recurring incidents, notably for PNC and HR Origin which accounted for 8 out of 9 incidents in August. The 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. There were 4 P1 incidents and 4 P2 incidents with a total outage time of 51 hours and 11 minutes.

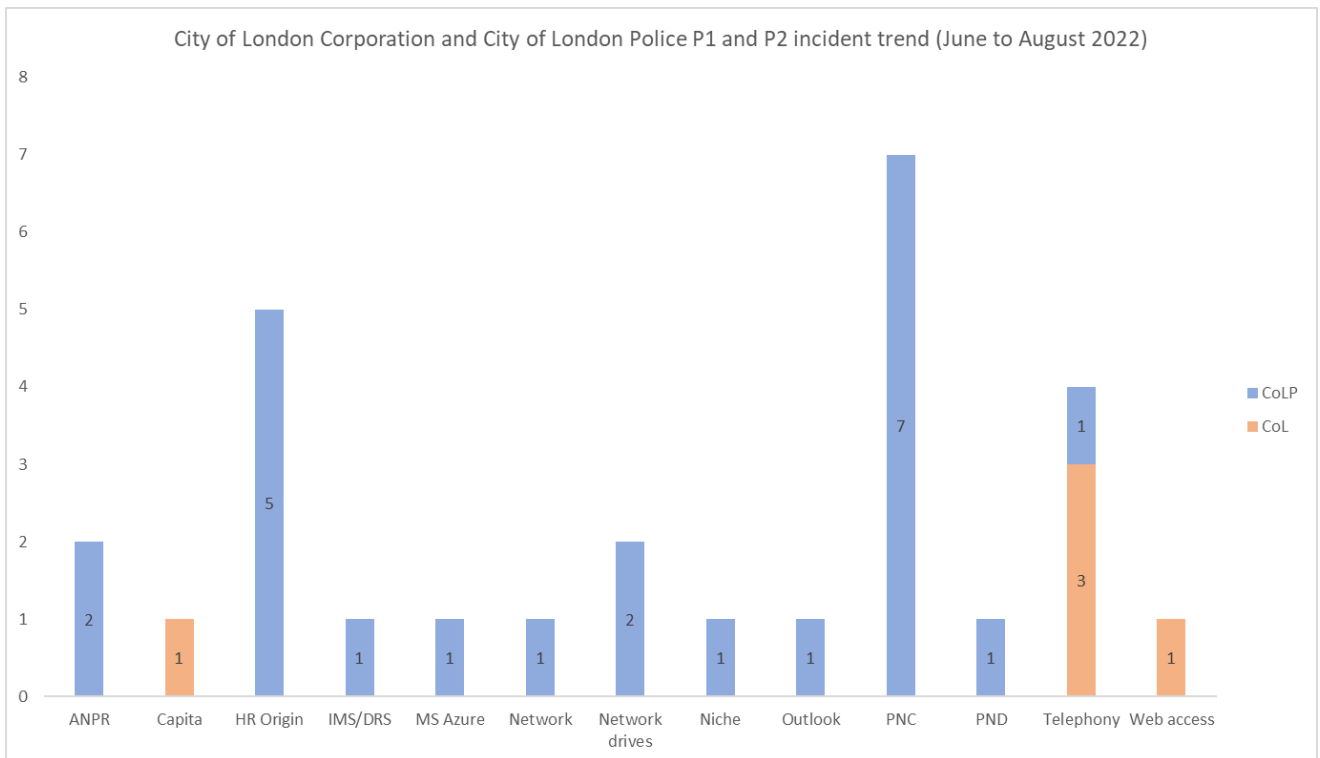6. **Service improvements and highlights**

6.1. The annual COL Public Services Network (PSN) IT Health Check (ITHC) started the w/c 3rd Sept. The Penetration test is expected to take 2 weeks and will be followed by the usual Vulnerability report.

6.2. Agilisys continues to support City of London and City of London Police's future plans to deliver most services internally and has initiated a phased transition of Agilisys services which will start in September 2022.

6.3. Agilisys presented a view of its future Cloud service offering in September.

6.4. Agilisys provided 24 hours of Field Engineering support for City of London Corporation and Police events for operation London Bridge.

7. **Trend reports and graphs**

City of London Corporation and City of London Police P1 and P2 incident trend (June to August 2022)

	June		July		August	
	P1	P2	P1	P2	P1	P2
CoLP	6	2	3	3	5	4
CoL		1	3	1		

City of London Corporation and City of London Police P1 and P2 incident trend (June to August 2022)

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