

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Committee – For Discussion	<b>25<sup>th</sup> January 2023</b>
<b>Subject:</b> Digital Information Technology Service –Service Delivery Summary	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	8, 9, 10
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> The Chief Operating Officer	<b>For Discussion</b>
<b>Report author:</b> Eugene O’Driscoll – Agilisys Client Director. Dawn Polain – Service Delivery Manager, COL/CoLP	

### **Summary**

Services managed by DITS have been stable and reliable over the last 3 months. No IT outages were experienced over the Christmas and New Year Period

### **Recommendation(s)**

No recommendations to advise during this reporting period

### **Main Report**

#### **Background**

This is an overview of the current service provision as managed by DITS.

#### **Current Position**

#### **1. Incident statistics for services under the direct management and control of DITs or DITs Service Management - December 2022**

1.1. P1 and P2 incidents in December included:

- 1.1.1. 1 incident affecting DCCS files which were affected by malware. No files were lost or believed to have been exfiltrated from the CoL environment. The source of the malware was removed and files restored from backup for complete confidence.
- 1.1.2. 1 incident for CoLP Control Room telephony which was resolved by the 3<sup>rd</sup> party, Daisy.
- 1.1.3. 1 incident for Service Desk telephony in CoL and CoLP which was resolved by the 3<sup>rd</sup> party, 8x8.
- 1.2. Total outage time for services managed by DITS was 11 days and 30 minutes (mostly in the DCCS files incident).
- 1.3. Key service provider status:
- 1.4. DITS in-house services had 1 P1 (Security) incident in December related to a security incident in City of London.
- 1.5. Agilisys continued to meet all 36 of its SLAs. There was 1 outage for Service Desk telephony in December.
- 1.6. Roc had 0 P1/P2 incidents reported for City of London/City of London Police in December.
- 1.7. Konica had 0 P1/P2 incidents reported for City of London/City of London Police in December.
- 1.8. Daisy had 1 P1 incident reported for City of London Police in December which affected calls via the Control Room.
- 1.9. BT had 0 P1/P2 incidents reported for City of London/City of London Police in December.
- 1.10. Microsoft & Agilisys Cloud services continue to provide a stable service in relation to Storage, Computing and Tooling Services.

## **2. Incident statistics for services not under direct ownership / control of DITs or DITs Service Management – December 2022**

- 2.1. There were no P1 or P2 incidents reported for City of London/City of London Police in December.

## **3. Service improvements and highlights**

- 3.1. Agilisys services which have successfully transferred to CoL/P management since the last report:
  - 3.1.1. Field Engineering (30/09/2022)
  - 3.1.2. Telephony (31/10/2022)
  - 3.1.3. SQL database (CoL, 30/09/2022; CoLP 31/12/2022)
- 3.2. Agilisys services which will transfer to CoL/P management by the end of January:

- 3.2.1. Cloud server management (31/01/2023)
- 3.2.2. End User Computing including device patching and packaging of applications (31/01/2023).
- 3.2.3. ITSM tool (31/01/2023)
- 3.2.4. Configuration Management (31/01/2023)

3.3. From 31<sup>st</sup> January most technical services shall be operated directly by the DITS team and its 3<sup>rd</sup> party suppliers. Agilisys services from 31<sup>st</sup> January will continue to be provided for Service Desk, Account and Service Management functions until the 31<sup>st</sup> August 2023.

3.4. At the request of DITS, Agilisys have extended the provision of an Enterprise Architect resource until March 2023 to assist DITS in the implementation of their IT Strategy.

3.5. A Proposal is being reviewed by DITS from Agilisys on the implementation of a Modern Management solution for London Councils in Q1 2023.

### **Options**

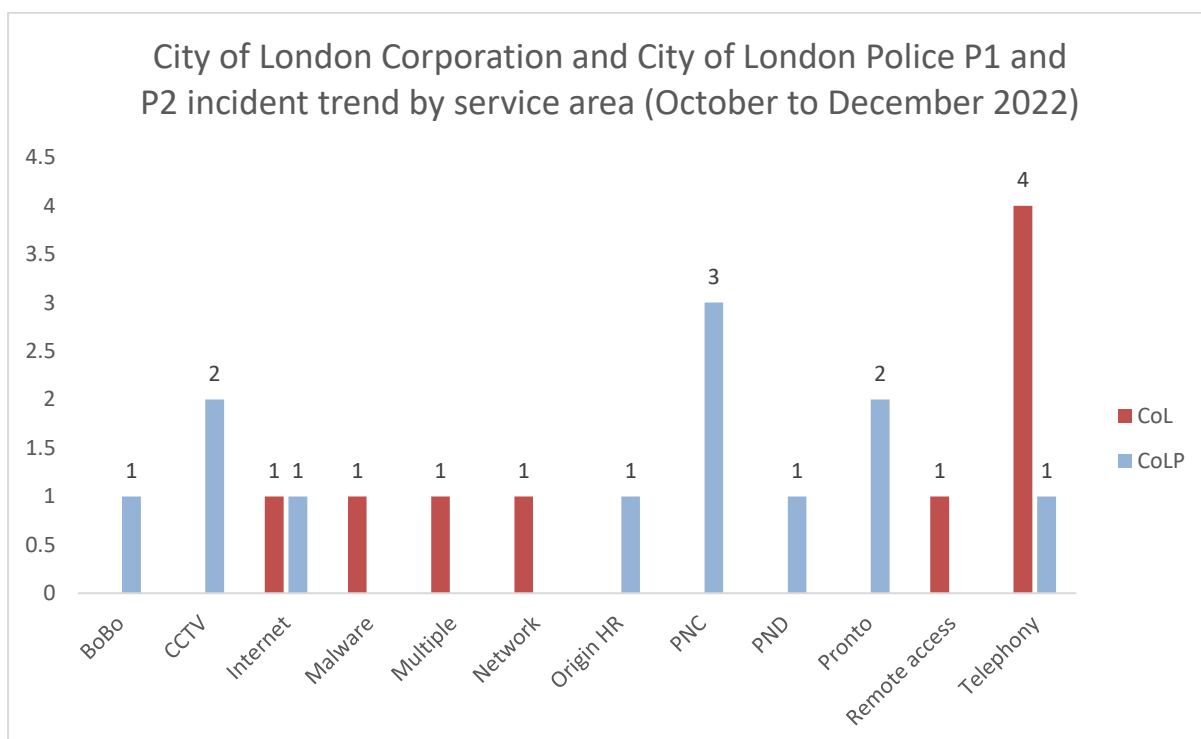
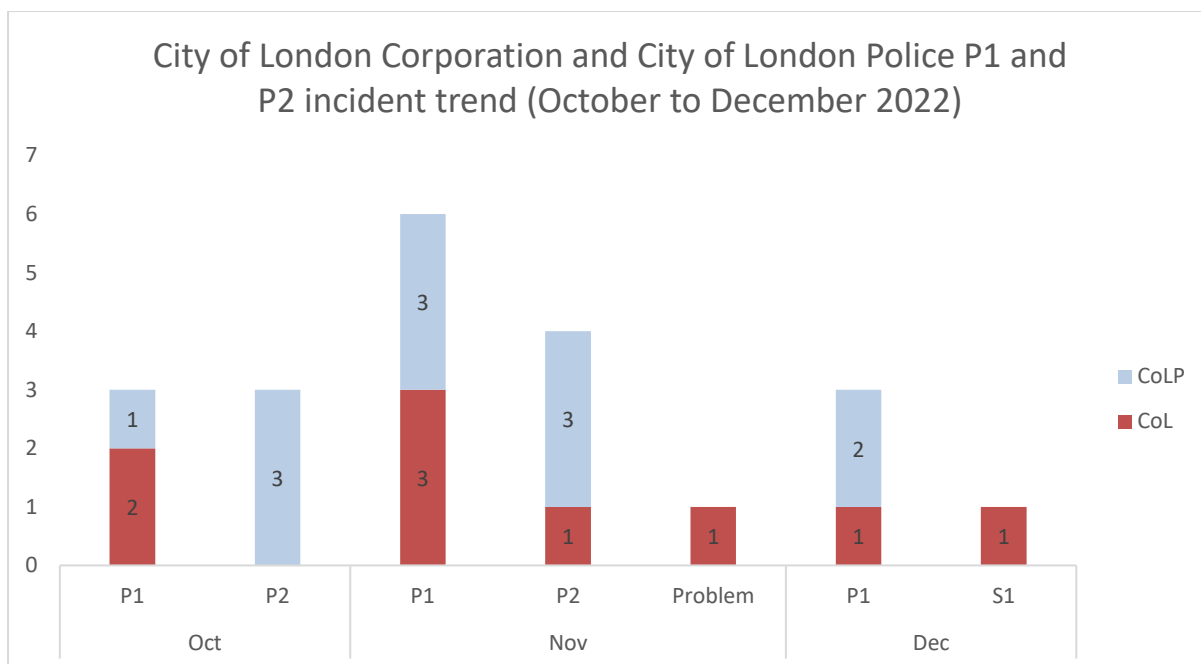
None to advise this reporting period

### **Proposals**

None to advise this reporting period

### **Key Data**

Trend reports and graphs



## Corporate and Strategic Implications

None to advise this reporting period

## **Conclusion**

DITS managed services continue to be stable.

Work continues on transitioning managed services from the Agilisys service provider to an in house service provision.

## **Appendices**

None

## **Dawn Polain**

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