Committee(s)	Dated:
Digital Services Committee – For Information	**22nd March 2023**
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 Discussion**
Report author: Eugene O'Driscoll – Agilisys Client Director. Dawn Polain – Service Delivery Manager, COL/CoLP	

Summary

The majority of services managed by DITS have been stable and reliable over the last 3 months.

However there has been an intermittent issue related to the network connectivity within Guildhall and GYE/New Street.
At present it is believed that the issues are not connected but investigations into the root cause for each is continuing.

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 - January 2023

1.1. There were no P1/P2 incidents for Agilisys in January 2023. The following list are P1 and P2 incidents that are under the responsibility of CoL/CoLP DITs or DITs 3rd parties:

1.1.1.   1 incident affecting application shortcuts disappearing from the desktop/quick access bar due to a Microsoft Defender vulnerability error. This affected multiple MS customers. MS deployed a new update and shortcuts were restored. Some non-MS shortcuts had to be manually setup. This impacted CoL and CoLP.

1.1.2.   1 incident affecting CoL on premise LAN users due to a London BT exchange outage.

1.1.3.   1 incident impacting MS apps (Outlook, Teams, SharePoint and OneDrive) within CoL due to a Microsoft routing change. The change was reversed and the issue was resolved.

1.1.4.   2 incidents affecting the CoLP HR Origin Self service portal and BOBO, which was resolved by the 3rd party Capita.

1.1.5.   4 x incidents impacting PNC/ANPR. The root cause is unknown and is being investigated as part of Problem Management.

1.1.6.   1 incident affecting Pronto-Niche where the data did not synchronise between the two systems. This was resolved by Motorola (Airwave).

1.1.7.   1 incident where PNC was not accessible via Niche. An interface was not working at Lincs Police.

1.1.8.   1 incident affecting a Livescan connection at Bishopsgate Custody. The connection was restored by the 3rd party supplier.

1.1.9.   Incidents related to Network connectivity in Guildhall are under investigation.

1.1.10. Reported issues with Network connectivity in GYE/New Street continue to be investigated.

1.2.   Total outage time for services managed by DITS was 3 days, 1 hr and 30 minutes (mostly in the Livescan connection incident).

1.3.   Key service provider status:

1.4.   Since January 2023, SLAs and KPIs are reducing for Agilisys as services transition back in house. Agilisys now report on 'service targets', all of which were met.

1.5.   Roc had 0 P1/P2 incidents reported for City of London/City of London Police in January.

1.6.   Konica had 0 P1/P2 incidents reported for City of London/City of London Police in January.

1.7.   Daisy had 0 P1/P2 incidents reported for City of London/City of London Police in January.

1.8.   BT had 1 P1 incident reported for City of London in January.

2. Service improvements and highlights

2.1. Agilisys have successfully transferred the following services to CoL/P management since the last report:

2.1.1. Cloud server management (31/01/2023)
2.1.2. Systems/End User Computing including device patching and packaging of applications (31/01/2023).
2.1.3. ITSM tool (31/01/2023)
2.1.4. Configuration Management (31/01/2023)

2.2. From 31st January most technical services shall be operated directly by the DITs team and its 3rd party suppliers. Agilisys services from 31st January will continue to be provided for Service Desk, Security Management, Account and Service Management functions until the 31st August 2023.
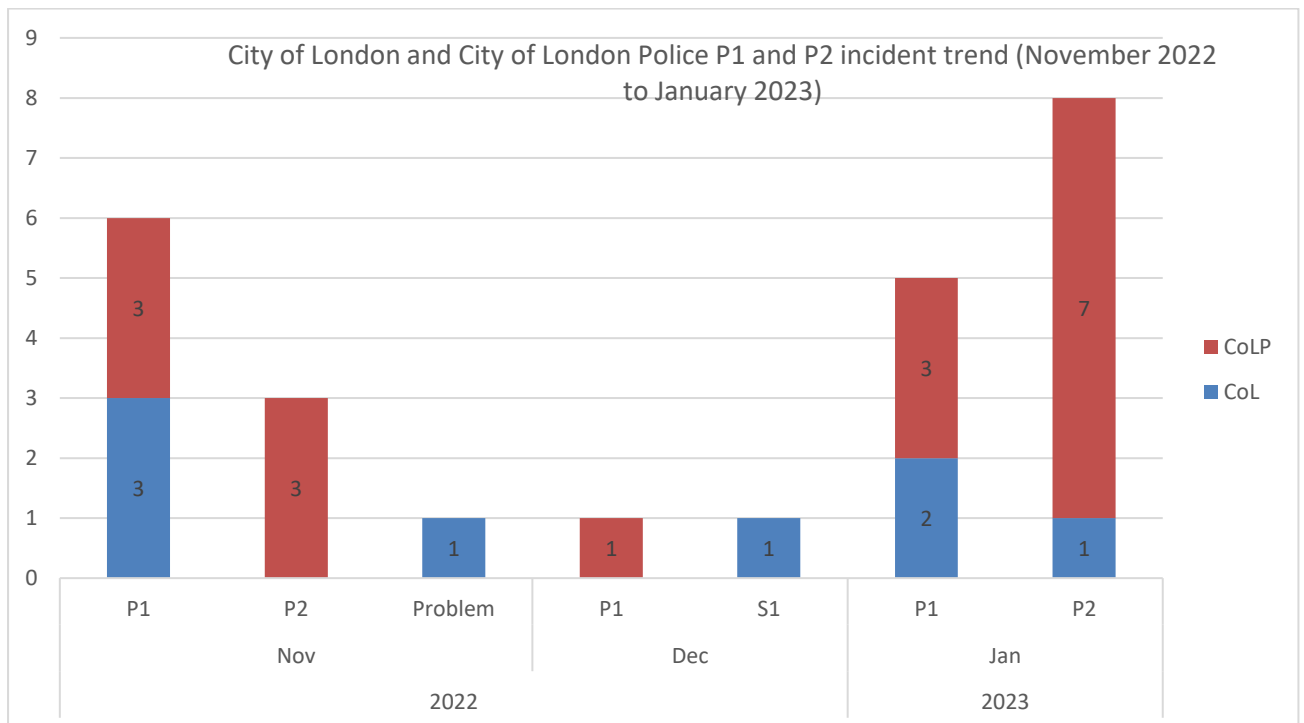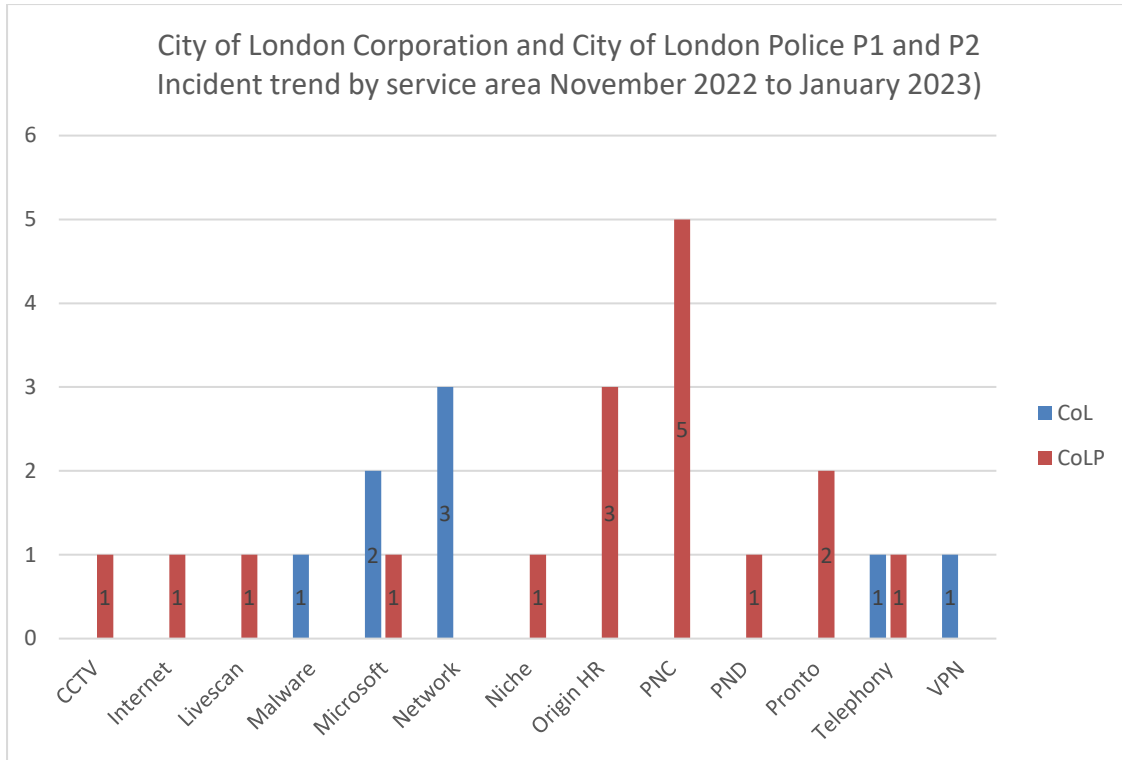
Options

None to advise this reporting period

Proposals

None to advise this reporting period

Key Data

Trend reports and graphs

City of London and City of London Police P1 and P2 incident trend (November 2022 to January 2023)

City of London Corporation and City of London Police P1 and P2 Incident trend by service area November 2022 to January 2023)

Service Area	CoL	CoLP
CCTV		1
Internet		1
Livescan		1
Malware	1	
Microsoft	2	1
Network	3	
Niche		1
Origin HR		3
PNC		5
PND		1
Pronto		2
Telephony	1	1
VPN	1	

Corporate and Strategic Implications

None to advise this reporting period

Conclusion

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

Work continues to establish a root cause for the intermittent network connectivity issues being experienced in Guildhall and GYE/New Street.

Appendices

None

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