

Committee(s)	Dated:
Digital Services Committee – For Information	11th May 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 reporting period.

Actions have been taken to remediate the intermittent network issue in Guildhall which appear to have improved performance, although investigations are continuing.

Intermittent and varied connectivity and user experience issues continue within COLP, however these are being addressed through the Problem Management process, as outlined in another Committee paper.

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. Performance is measured on a monthly basis therefore for the purposes of this report, the most recent reporting month is March 2023.

Current Position

1. Incident statistics for services under the direct management and control of DITs or DITs Service Management - March 2023

1.1. There were no CoL P1/P2 incidents for Agilisys in March 2023.

The following list are P1 incidents that are under the responsibility of CoL/CoLP DITs or DITs 3rd parties:

- 1.1.1. 1 Incident related to Pronto. Users of the Pronto system were unable to complete search queries and transfer the case to the Niche system. Niche out of hours support engineers deployed a fix to all Users.
- 1.1.2. 1 incident related to Pronto crashing. Reason for outage still under investigation.
- 1.1.3. 1 incident where shared drive performance was slow to load or inaccessible. Services on the file share server were restarted which resolved the issues. Root cause unknown. Problem record created PRB0040301
- 1.1.4. 1 incident where the Pronto/Niche link was not synchronising for users. Await root cause from Motorola.

Key service provider status:

1.2. Since January 2023, SLAs and KPIs are reducing for Agilisys as services transition back in house. Some Agilisys SLAs and KPIs cannot currently be measured via ServiceTeam due to a software bug for which the vendor Provance, is sourcing a fix.

Of those SLA's that can be measured, Agilisys achieved target for this month.

- 1.3. Roc had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.4. Konica had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.5. Daisy Telecom had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.6. BT had 0 P1/P2 incidents reported for City of London/City of London Police in March.

2. Service improvements and highlights

- 2.1.1. Statistics show that the use of the Service Team portal is still the preferred method of contact for users across CoL and CoLP.

Tickets by Origin (from 21/02/23)			
	CoL	CoLP	LC
Phone	1074	920	38
Mail	46	7	1
Web	3483	1908	96
Walk in	85	9	0

2.1.2. There are 3 remaining services which are due to transition back in house from Agilisys on 31st August 2023: Service Management, Service Desk and Security Management.

The transition team continue to move forward with preparations for the transition.

2.1.3. DITS are currently working with London Councils on their Modern Management/Device replacement project.

This involves moving them from legacy technology (AD and SCCM to AAD and InTune), as well as introducing the automatic device build and app deployment process as per the current process adopted in CoL and CoLP.

LC's designs and approach will benefit greatly from the valuable lessons learned from COL and COLP's own projects in the same vein. The project is expected to take 10-12 weeks from start.

This is being delivered by DITS in collaboration with LC, Roc and Consultancy+

Options

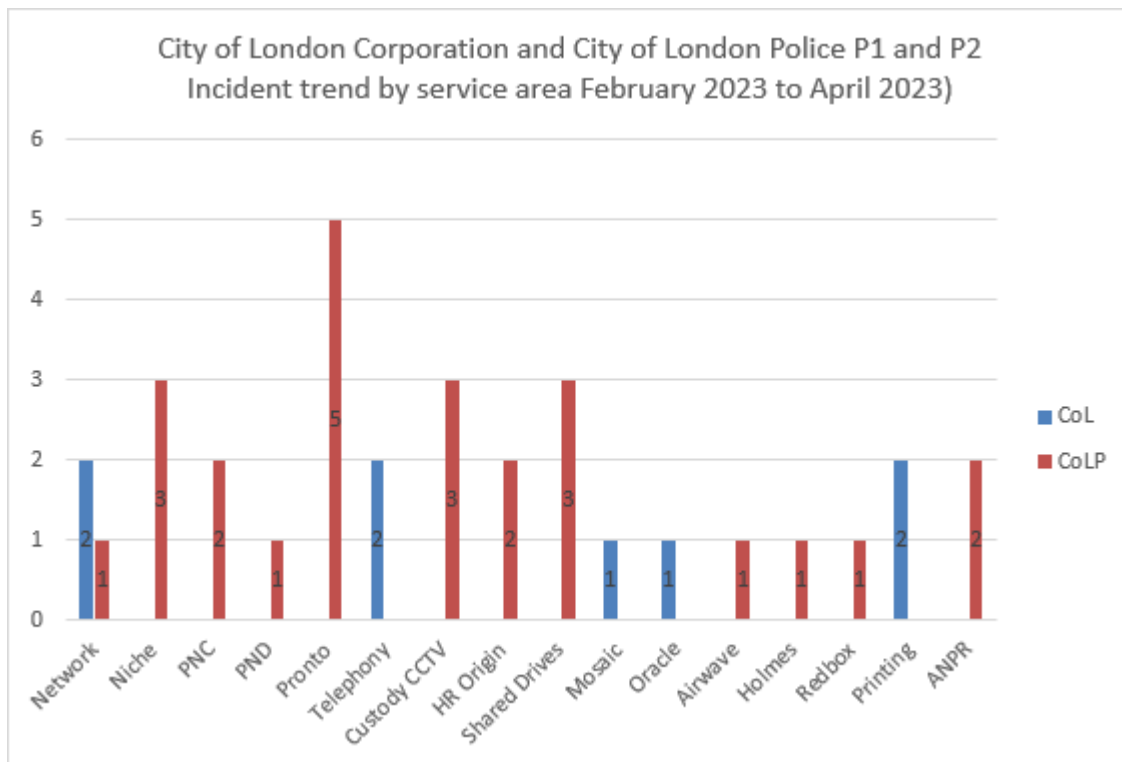
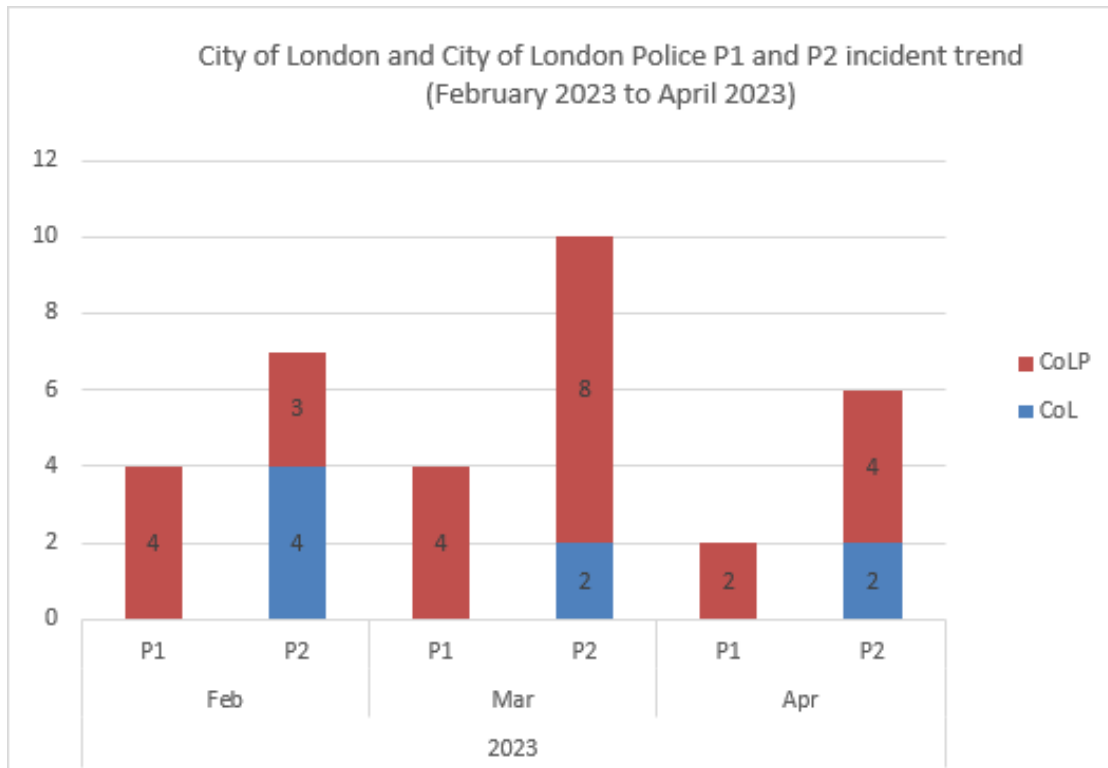
None to advise this reporting period

Proposals

None to advise this reporting period

Key Data

Trend reports and graphs



Corporate and Strategic Implications

None to advise this reporting period

Conclusion

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 GYE/New Street.

Appendices

None

Dawn Polain

Col/CoLP Service Delivery Manager
Digital Information and Technology (DITS)

T: 07895 330693

E: dawn.polain@citiyoflondon.gov.uk