

Committee(s)	Dated:
Digital Services Committee	22nd November 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?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: The Chief Operating Officer	For Information
Report author: Dawn Polain – Service Delivery Manager, CoL/CoLP	

Summary

This is an overview of the current service provision as managed by DITS. Performance is measured monthly therefore for the purposes of this report, the most recent reporting month is September 2023.

The services managed by DITS have maintained their stability, and efforts to develop newly transitioned services are progressing positively.

The transition of Service Management and Security Management have completed with clearly defined roles and responsibilities defined within the Service Management team.

As part of our services enhancements, a customer feedback solution was launched in October. This solution has been integrated into our IT Service Management (ITSM) tool, allowing DITS to gather valuable feedback from customers. We are actively following up with our customers on their feedback to address any specific concerns and improve their overall experience.

Recommendation

Members to note the report.

Main Report

Current Position

1. Incident and problem statistics for services under the direct management and control of DITS or DITS Service Management – September 2023
2. The following list are P1 incidents that are under the responsibility of CoL/CoLP DITS or DITS 3rd parties as of September 2023:
3. CoL: An Incident was raised following multiple reports related to inaccessibility to critical services including, but not limited to, MS Outlook and Teams. This was caused by a Service Desk agent who erroneously removed E5 Licenses from CoL user group. Measures have been implemented to prevent future recurrence.
4. CoLP: Incidents related to AoVPN are now being handled by Problem Management. Several fixes were identified and reviewed following a workshop with technical teams and the problem is now being monitored.
5. CoLP: One Pronto Synchronisation incident occurred and was resolved by our third-party supplier, Motorola.
6. CoLP: Two incidents related to PNC Services which were unavailable to users;
 - One was related to database outage.
 - One was related to a Vodafone circuit failure.

Key service provider status:

7. Agilisys Service Desk are reporting on the newly defined metrics, and an upward trend in their performance can be observed since the new ITSM tool went live.
8. Roc had no P1 incidents reported in September.
9. BT had no P1 incidents reported for September.

Service improvements and highlights

10. A planned release was implemented to the Digital Services Portal and the ITSM October. This included the following:
 - Customer Satisfaction Survey for all three organisations.
 - Five new service requests forms.
 - Improvements to the leavers form.
 - Fixed bugs and defects.
11. The remaining service yet to be transitioned is the Agilisys Service Desk currently planned for the 1st February 2024.

Service Metrics

12. The Service Management team have created a suite of Service Metrics which are detailed in Appendix 2.
13. As the DITS teams are still moving through a period of transition, it has been agreed to trial the metrics for suitability over a period of 3 months. We continue to analyse the performance statistics focussing on accuracy.
14. After the 3-month trial period, it is intended that the performance dashboard will be presented to Members via the Digital Services Committee and then future monthly performance statistics will then be included in this report.

Options

15. None to advise this reporting period.

Proposals

16. None to advise this reporting period.

Corporate and Strategic Implications

17. None to advise this reporting period.

Conclusion

18. Work continues to transition the Agilisys Service Desk to an in-house service provision.
19. New Service Metrics have been implemented to monitor the internal DITS Resolver team performance.
20. Further Service Improvements to the ITSM tool continue be reviewed and prioritised for development and implementation.
21. We continue with the proactive approach to customer engagement following their feedback

Appendices

- Appendix 1 – Positive feedback from our customers
- Appendix 2 – Data Analysis
- Appendix 3 – Performance Metrics

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Appendix 1 – Customer Feedback

"I had excellent service, I was dealt with promptly and it was explained how my issue would be resolved and the timescale." CoLP Customer

*"Really appreciate the rapid response from Neil Abbott, superb work on this and kept me working".
CoL Customer"*

"They assisted with my request, with polite positive attitude and had my computer up and running in no time. Absolutely brilliant." CoL Customer

Appendix 2 – Data Analysis

Source: Service Team (ITSM)

Date Ranges: 21/02/2023 – 13/10/2023

Total Tickets: 11,013+7970 (CoL/LC + CoLP)

Total CoL/LC Tickets Raised/Resolved– Incidents + Request

Total Tickets Service Requests and Incidents: 11,013

- The table demonstrates the total volume of raised/resolved tickets.
- This is then further analysed to see which tickets were initiated within/outside business hours

These figures are based on the following data fields extracted from Service Team:

- 'Raised On'
- 'Actual Resolution Date (Ticket Service Metrics)'

Total Tickets Raised	Volume	%
Business Hours (08:00:00) Monday-Friday	10,630	96
Out of hours (18:00:00) inc. Weekend and Bank holiday	383	4

Total Tickets Resolved	Volume	%
Business Hours (08:00:00) Monday-Friday	10,755	98
Active	184	1.4
Out of hours (18:00:00) inc. Weekend and Bank holiday	74	0.6

Total CoLP Tickets Raised/Resolved - Incidents + Requests

Total Tickets: 7970

The pivot tables shown display the total volume of raised/resolved tickets. This is then further analysed to see which tickets were raised within/outside business hours.

These figures are based on the following data fields:

- 'Raised On'
- 'Actual Resolution Date'

Notes:

- Active Tickets - Refers to a ticket being 'Active', on 'Hold' or considered 'Aged' with no resolution yet

Total Tickets Raised	Volume	%
Business Hours (08:00:00) Monday-Friday	7162	90
Out of hours (18:00:00) inc. Weekend and Bank holiday	808	10

Total Tickets Resolved	Volume	%
Business Hours (08:00:00) Monday-Friday	7469	94
Active	291	4
Out of hours (18:00:00) inc. Weekend and Bank holiday	210	2

Appendix 3 – Performance Metrics

SLA Ref	Measure Description	Volume Metrics / KPI - Targets	Description
SD3	P1 Time to Respond	98% of all P1 Incidents responded < 15 minutes	Rapid response to major technology issues critically impacting the business. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD4	P2 Time to Respond	98% of all P2 incidents responded to < 15 minutes	Rapid response to major technology issues severely impacting the business. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD5	P3 Time to Respond	95% of all P3 incidents responded to < 2 hours	Consistent response to technology issues impacting users. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
SD6	P4 Time to Respond	95% of all P4 incidents responded to <8 hours	Consistent response to technology issues or impacting users. Initial Investigation and Prioritisation and assigned service KPI Target Response /Response Breach field on SLO Performance report can be used to get the %
IM1	P1 Time to Resolve	98% of all Priority 1 Incidents resolved < 2 hours.	Time taken to restore service in event of a critical business impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM2	P2 Time to Resolve	98% of all Priority 2 Incidents resolved <4 hours	Time taken to restore service in event of a severe business impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM3	P3 Time to Resolve	90% of all Priority 3 incidents resolved < 8 hours	Time taken to restore service in event of a disruptive user impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM4	P4 Time to Resolve	90% of all Priority 4 incidents resolved <5 business days	Time taken to restore service in event of an inconvenient user impacting incident Resolution Breach field on SLO Performance report can be used to get the %.
IM10	Aged tickets/ Backlog	Volume of incidents and requests open for over 30 days measured weekly.	Measures service ticket management hygiene and encourages all resolver groups to keep aged tickets low ensuring good/consistent communication with business users. Aged Tickets field on Tickets

			Overview report, criteria is All tickets that are still Active and have Breached the Target Resolution KPI.
SRM1	Acceptance and actioning Service Requests (Standard)	95% accepted and actioned within [5 Business Day]	Time taken to fulfil and close Standard Service Requests To be measured during business hours ensuring a consistent level of service to the business
SRM2	Acceptance and actioning Starter, Mover, Leaver Service Requests (SML)	98% accepted and actioned within [5 Business Days]	SML Requests to be fulfilled within five business days to ensure maximum value and a great joining experience for new users. Tasks of a SML Service Request fulfilled by the resolver teams during business Hours
SD2	Service Desk First Line Fix	>87.50% of all Incidents assigned and 'resolved' by Service Desk Service Requests 'Resolved' and 'Fulfilled' by Service Desk	Targets swift resolution for users to restore service and enable the business to continue operating as required as quickly as possible Pending Service Desk Transition
SD10	Tech Desk - first line fix All Tickets	Measures the % of incidents & request logged and resolved by the Tech Desk in the first interaction. Target < TBA	Measures the volume of walk-up contacts at the tech desk and the efficacy of the on-site support team to resolve issues at first contact Pending Service Desk Transition
SD7	User Satisfaction	Overall satisfaction %	Demonstrates user satisfaction of the service the service received from DITS and an opportunity to acknowledge/recognise an individual
SD11	Complaint and escalation handling	Monthly volume of user escalations and complaints arising from incidents or requests raised via the formal escalation process	Provides service management with visibility of complaints with the service and allows for action to be taken to address root causes and implement CSI initiatives