| Committee(s)<br>Digital Services Committee | Dated:<br>13th May 2024 |
|---|---|
| **Subject:**<br>Digital Information Technology Service (DITS) –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?** | No |
| **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:**<br>The Chamberlain | **For Information** |
| **Report author:**<br>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 March 2024.

The services managed by DITS for the City of London (CoL) have been stable.

KPI performance across CoL and CoLP continues to improve but focus is maintained on achievement of KPIs across all targets.

## Recommendation(s)

Members are asked to note the report.

**Main Report**

**Current Position**

1. The following are P1 incidents that are under the responsibility of CoL/CoLP DITS or DITS 3rd parties as of March 2024

1.1. CoLP: An outage occurred affecting the Police National Computer (PNC). Service was restored. PNC do not advise us on the root cause/resolution.

1.2. CoLP: Two P1s were raised on consecutive days as Android Users were unable to sync and search via Pronto. The issue was caused by a change implemented by Motorola.

1.3. CoLP: Users of PNC were receiving a HTE connection failure when uploading PNC records or when printing from Niche. The issue was resolved by PNC. The root cause is unknown.

**Key service provider status:**

2. Roc had one P1 incident reported in March where CoLP users were unable to log onto shared on site desktop machines. The root cause was identified as a proxy policy change which should have had no impact to services. The change was reversed, and accessibility was restored. A case has been opened with Fortinet and remains under investigation.

3. British Telecom (BT) had one P1 incident reported in March for the Lammas Green Estate (CoL) where connectivity was lost. The root cause was identified as an issue with the BT core service.

**Service improvements and highlights**

4. Work has commenced to review the DITS Starter, Mover, Leaver process.

**Service Metrics**

5. Although KPI performance is continuing to improve across CoL and CoLP, focus remains on assisting all Resolver teams to achieve the targeted KPIs. The Service Management team are taking a number of actions to improve this situation:

5.1. A number of "deep dive" sessions by Resolver Group have been arranged to identify areas for process improvement.

5.2. Teams are being encouraged to resolve tickets rather than pass back to the Service Desk for resolution. This will reduce overall resolution timelines.

5.3. High Priority tickets (P1/P2) are being verified against the agreed Priority classification table. Where appropriate, tickets are being downgraded to the correct Priority.

5.4. Tickets which have a system generated Priority are being reviewed and a change has been implemented to allow manual re-prioritisation.

5.5. System generated Priority classifications are being reviewed for accuracy in line with the Critical Application and Services table.

6. The current performance stats are detailed in Appendix 1.

**Options**

7. None to advise this reporting period.

**Proposals**

8. None to advise this reporting period.

**Corporate and Strategic Implications**

9. None to advise this reporting period.

**Conclusion**

10. Work continues to improve the monthly performance of our in-house Resolver teams against the agreed Service Metrics.

**Appendices**

Appendix 1 – Current Performance against Service Metrics

**Dawn Polain**
CoL/CoLP Service Delivery Manager
Digital Information and Technology (DITS)

T: 07895 330693 E: dawn.polain@cityoflondon.gov.uk

**Appendix 1 – Current Performance against Service Metrics**

COL/LC In House Incident Performance

| Executive Performance Metrics | COL/LC In House | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CoL/LC | KPI Metrics | October 2023 | | | November 2023 | | | December 2023 | | | January 2024 | | | February 2024 | | | March 2024 | | | |
| | | Total | | | Total | KPI % | | Total | KPI % | | Total | KPI % | | Total | KPI % | | Total | KPI% | | |
| Service Performance Measure (In House) | Total Incidents (Logged) | 551 | | | 436 | - | | 248 | - | | 499 | - | | 719 | - | | 816 | - | | |
| | Total Incidents (Closed) | 694 | | | 543 | - | | 309 | - | | 397 | - | | 726 | - | | 842 | - | | |
| | 98% of all P1 Incidents responded < 15 minutes | 2 | 0% | ↓ | 2 | 0% | ⇒ | 0 | - | | 0 | - | | 0 | - | | 0 | - | - | |
| | 98% of all P2 incidents responded to < 15 minutes | 8 | 12% | ↑ | 18 | 6% | ↓ | 3 | 0% | ↓ | 5 | 60% | ↑ | 6 | 33% | ↓ | 10 | 40% | ↑ | |
| | 95% of all P3 incidents responded to < 2 hours | 154 | 52% | ↑ | 148 | 61% | ↑ | 76 | 57% | ↓ | 95 | 60% | ↑ | 130 | 52% | ↓ | 226 | 79% | ↑ | |
| | 95% of all P4 incidents responded to < 8 hours | 545 | 93% | ↑ | 438 | 93% | ⇒ | 230 | 92% | ↓ | 297 | 91% | ↓ | 590 | 87% | ↓ | 606 | 95% | ↑ | |
| | 98% of all P1 Incidents resolved < 2 hours. | 2 | 50% | ↑ | 2 | 0% | ↓ | 0 | - | | 0 | - | | 0 | - | | 0 | - | | |
| | 98% of all P2 Incidents resolved < 4 hours | 8 | 37% | ↑ | 18 | 38% | ↑ | 3 | 33% | ↓ | 5 | 80% | ↑ | 6 | 50% | ↓ | 10 | 80% | ↑ | |
| | 90% of all P3 incidents resolved < 8 hours | 154 | 57% | ↑ | 148 | 72% | ↑ | 76 | 65% | ↓ | 95 | 66% | ↑ | 130 | 68% | ↑ | 226 | 70% | ↑ | |
| | 90% of all P4 incidents resolved < 5 business days | 545 | 90% | ↓ | 438 | 91% | ↑ | 230 | 97% | ↑ | 297 | 94% | ↓ | 590 | 93% | ↓ | 606 | 94% | ↑ | |

# CoLP In House Incident Performance

| | | Executive Performance Metrics \| COLP In House | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **COLP** | **KPI Metrics** | **October 2023** | | | **November 2023** | | | **December 2023** | | | **January 2024** | | | **February 2024** | | | **March 2024** | | |
| | | Total | KPI % | | Total | KPI % | | Total | KPI % | | Total | KPI % | | Total | KPI % | | Total | KPI % | |
| **Service Performance Measure (In House)** | **Total Incidents (Logged)** | 367 | - | - | 396 | - | - | 319 | - | - | 408 | - | - | 731 | - | - | 694 | - | - |
| | **Total Incidents (Closed)** | 348 | - | - | 389 | - | - | 271 | - | - | 398 | - | - | 867 | - | - | 663 | - | - |
| | **98% of all P1 Incidents responded < 15 minutes** | 2 | 0% | → | 4 | 0% | → | 8 | 0% | → | 4 | 0% | → | 1 | 0% | → | 5 | 0% | → |
| | **98% of all P2 incidents responded to < 15 minutes** | 12 | 8% | ↑ | 12 | 17% | ↑ | 11 | 0% | ↓ | 17 | 12% | ↑ | 30 | 9% | ↓ | 21 | 10% | ↑ |
| | **95% of all P3 incidents responded to < 2 hours** | 85 | 36% | ↑ | 117 | 29% | ↓ | 73 | 30% | ↑ | 135 | 27% | ↓ | 151 | 38% | ↑ | 160 | 39% | ↑ |
| | **95% of all P4 incidents responded to < 8 hours** | 249 | 71% | ↑ | 256 | 76% | ↑ | 179 | 80% | ↑ | 242 | 64% | ↓ | 151 | 74% | ↑ | 476 | 75% | ↑ |
| | **98% of all P1 Incidents resolved < 2 hours.** | 2 | 0% | → | 4 | 0% | → | 8 | 0% | → | 4 | 0% | → | 1 | 0% | → | 5 | 0% | → |
| | **98% of all P2 Incidents resolved < 4 hours** | 12 | 50% | ↑ | 12 | 50% | → | 11 | 0% | ↓ | 17 | 18% | ↑ | 18 | 45% | ↑ | 21 | 57% | ↑ |
| | **90% of all P3 incidents resolved < 8 hours** | 85 | 46% | ↑ | 117 | 49% | ↑ | 73 | 38% | ↓ | 135 | 43% | ↑ | 120 | 51% | ↑ | 160 | 46% | ↓ |
| | **90% of all P4 incidents resolved < 5 business days** | 249 | 71% | ↓ | 256 | 76% | ↑ | 179 | 87% | ↑ | 242 | 75% | ↓ | 99 | 83% | ↑ | 475 | 88% | ↑ |