

Committee(s) Digital Services Committee	Dated: 24 th July 2024
Subject: 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?	N
If so, how much?	N
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: The Chamberlain	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 May 2024.

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

Customer Satisfaction levels are high with 88% of CoL and CoLP employees providing a score of 8 or above.

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 CCTV where cameras were shutting off and lagging was experienced by Users. The root cause was found to be faulty hardware which was replaced.

Key service provider status:

2. Roc had no P1 incidents reported in May
3. British Telecom (BT) had no P1 incidents reported in May.

Service improvements and highlights

4. Work continues to improve the DITS Starter, Mover, Leaver (SML) process. The team are working with CoLP HR colleagues to ensure that process changes are aligned. The intention will be to have all SML processes revised by the end of September 2024.
5. Enhancements have been made to the Major Incident Management process to ensure that actions from Major Incidents are tracked through to resolution.

In addition, a WhatsApp group of senior DITS management has been created for the Service Desk to alert when there is a Major Incident both in core hours and out of hours.

6. The Service Management team are pro-actively managing a number of ongoing Problems within the CoLP environment. In particular, the introduction of the latest version of Teams has led to a number of issues which are receiving a high level of focus. DITS colleagues are working collaboratively with CoLP Stakeholders to identify a root cause as quickly as possible.
7. Work continues to improve our in house IT Service Management tool, ServiceTeam. Monthly reviews are scheduled with Resolvers to identify potential enhancements and Users are also invited to share improvement ideas directly to the Digital Services Portal Inbox.

Service Metrics

8. Twice weekly “scrums” are taking place for CoL and CoLP Resolvers to ensure that all Resolver Teams are managing tickets in line with Service Metrics. The sessions are proving to be a success and we are seeing a steady improvement in performance as a result.
9. For May, the Service Management team undertook an exercise to verify that all P2 tickets logged, were accurately reported in the Monthly Performance stats. The exercise established that for CoL, only 3 tickets were eligible for inclusion, and this resulted in a 100% achievement against the P2 resolution SLA.
10. The CoL P4 Resolution KPI has been achieved consistently for the past 6 months. The CoLP P4 Resolution KPI has been achieved for past 2 months. These improvements can be attributed to the “scrums” as mentioned in point 8 above.
11. The CoLP Standard Service Request KPI was achieved in May.

12. Within CoLP, out of 767 tickets logged in May, the DITS team received only 2 escalations. Both of these were managed at Level 1 by the Service Desk.

Within CoL, out of 569 tickets logged in May, the DITS team received 0 escalations

Options

13. None to advise this reporting period.

Proposals

14. None to advise this reporting period.

Corporate and Strategic Implications

15. None to advise this reporting period.

Conclusion

16. DITS are committed to working in an environment of Continual Service Improvement. Potential improvements are consistently being identified and implemented to ensure that our services meet the expectations and needs of our business.

Appendices

CoL and CoLP Performance Stats.

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Appendix 1 – Current Performance against Service Metrics

COL/LC In House Incident Performance

Executive Performance Metrics COL/LC In House																
CoL/LC	KPI Metrics	December 2023		January 2024		February 2024		March 2024		April 2024		May 2024				
		Total	KPI %	Total	KPI %	Total	KPI %	Total	KPI %	Total	KPI%	Total	KPI%			
Service Performance Measure (In House)	Total Incidents (Logged)	248	-	499	-	719	-	816	-	695	-	569	-			
	Total Incidents (Closed)	309	-	397	-	726	-	842	-	743	-	563	-			
	98% of all P1 Incidents responded < 15 minutes	0	-	0	-	0	-	0	-	0	-	0	-			
	98% of all P2 incidents responded to < 15 minutes	3	0%	5	60%	6	33%	10	40%	10	10%	3	33%			
	95% of all P3 incidents responded to < 2 hours	76	57%	95	60%	130	52%	226	79%	171	74%	129	78%			
	95% of all P4 incidents responded to < 8 hours	230	92%	297	91%	590	87%	606	95%	562	96%	431	94%			
	98% of all P1 Incidents resolved < 2 hours.	0	-	0	-	0	-	0	-	0	-	0	-			
	98% of all P2 Incidents resolved < 4 hours	3	33%	5	80%	6	50%	10	80%	10	60%	3	100%			
	90% of all P3 incidents resolved < 8 hours	76	65%	95	66%	130	68%	226	70%	171	76%	129	81%			
	90% of all P4 incidents resolved < 5 business days	230	97%	297	94%	590	93%	606	94%	562	97%	431	94%			

CoLP In House Incident Performance

Executive Performance Metrics | COLP In House

COLP	KPI Metrics	December 2023			January 2024			February 2024			March 2024			April 2024			May 2024		
		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	319	-	-	408	-	-	731	-	-	694	-	-	818	-	-	767	-	-
	Total Incidents (Closed)	271	-	-	398	-	-	867	-	-	663	-	-	890	-	-	727	-	-
	98% of all P1 Incidents responded < 15 minutes	8	0%	→	4	0%	→	1	0%	→	5	0%	→	4	0%	→	1	0%	→
	98% of all P2 incidents responded to < 15 minutes	11	0%	↓	17	12%	↑	30	9%	↓	21	10%	↑	13	38%	↑	15	27%	↓
	95% of all P3 incidents responded to < 2 hours	73	30%	↑	135	27%	↓	151	38%	↑	160	39%	↑	217	53%	↑	180	61%	↑
	95% of all P4 incidents responded to < 8 hours	179	80%	↑	242	64%	↓	151	74%	↑	476	75%	↑	656	83%	↑	531	86%	↑
	98% of all P1 Incidents resolved < 2 hours.	8	0%	→	4	0%	→	1	0%	→	5	0%	→	4	50%	↑	1	0%	↓
	98% of all P2 Incidents resolved < 4 hours	11	0%	↓	17	18%	↑	18	45%	↑	21	57%	↑	13	69%	↑	15	67%	↓
	90% of all P3 incidents resolved < 8 hours	73	38%	↓	135	43%	↑	120	51%	↑	160	46%	↓	217	71%	↑	180	74%	↑
	90% of all P4 incidents resolved < 5 business days	179	87%	↑	242	75%	↓	99	83%	↑	475	88%	↑	656	96%	↑	531	96%	→