Committee(s) Digital Services Committee	Dated: 5th September 2024
Subject: Digital, Information and Technology Service (DITS) – Service Delivery Summary	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Providing Excellent Services
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: 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 July 2024.

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

Customer Satisfaction levels remain high at 73% 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. There were no CoL or CoLP P1 Incidents reported for July which were within the support responsibility of DITS Resolver teams.

Key service provider status:

2. Roc had no P1 incidents closed in July.

3. British Telecom (BT) reported 1 P1 incident in July which affected the Cemetery and Crematorium. The outage lasted approximately 36 minutes, but no fault was found during the investigation, and then service resumed. At the time of writing, discussion is ongoing with BT into the root cause.

Service improvements and highlights

4. The Service Management team are reviewing our Configuration Management Database (CMDB) service metrics to provide enhanced assurance around data integrity and completeness.

5. The Change Management team are working with Resolvers to ensure that any change to the CoL or CoLP Infrastructure is reviewed and considered for approval at the Change Advisory Board. This has resulted in an increase in the numbers of Changes logged for July.

6. The Service Management team are reviewing all Resolver Groups in ServiceTeam to ensure that Group members remain valid and correct.

Service Metrics

7. The Service Management team are continuing to review all P1 and P2 calls logged to ensure that they have been given the correct priority during initial triage. The team are also ensuring that only calls which fall within the responsibility of DITS Resolvers are reported in the monthly performance metrics. As a result of this pro-activity, the team have been able to report zero P1 and P2 calls for CoL in July, and zero P1 calls for CoLP.

8. The CoL P4 Resolution KPI has been achieved consistently for the past 6 months.
The CoLP P4 Resolution KPI has been achieved for the past 4 months.

9. The CoLP Standard Service Request KPI was achieved in July (92%) and the CoLP Starter Mover Leaver KPI achieved 100% for the same reporting period.

Options

10. None to advise this reporting period.

Proposals

11. None to advise this reporting period.

Corporate and Strategic Implications

12. None to advise this reporting period.

Conclusion

13. 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

- Appendix 1 - 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	February 2024			March 2024			April 2024			May 2024			June 2024			July 2024		
		Total	KPI %		Total	KPI %		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%	
Service Performance Measure (In House)	Total Incidents (Logged)	719	-		816	-		695	-		569	-		586	-		636	-	
	Total Incidents (Closed)	726	-		842	-		743	-		563	-		540	-		674	-	
	98% of all P1 Incidents responded < 15 minutes	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 incidents responded to < 15 minutes	6	33%	↓	10	40%	↑	10	10%	↓	3	33%	↑	1	100%	↑	0	-	→
	95% of all P3 incidents responded to < 2 hours	130	52%	↓	226	79%	↑	171	74%	↓	129	78%	↑	145	76%	↓	92	71%	↓
	95% of all P4 incidents responded to < 8 hours	590	87%	↓	606	95%	↑	562	96%	↑	431	94%	↓	393	96%	↑	582	95%	↓
	98% of all P1 Incidents resolved < 2 hours.	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 Incidents resolved < 4 hours	6	50%	↓	10	80%	↑	10	60%	↓	3	100%	↑	1	100%	↑	0	-	→
	90% of all P3 incidents resolved < 8 hours	130	68%	↑	226	70%	↑	171	76%	↑	129	81%	↑	145	87%	↑	92	75%	↓
	90% of all P4 incidents resolved < 5 business days	590	93%	↓	606	94%	↑	562	97%	↑	431	94%	↓	393	96%	↑	582	97%	↑

CoLP In House Incident Performance

Executive Performance Metrics | COLP In House

COLP	KPI Metrics	February 2024			March 2024			April 2024			May 2024			Jun 2024			July 2024		
		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total			Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	731	-	-	694	-	-	818	-	-	767	-	-	832	-	-	746	-	-
	Total Incidents (Closed)	867	-	-	663	-	-	890	-	-	727	-	-	834	-	-	828	-	-
	98% of all P1 Incidents responded < 15 minutes	1	0%	→	5	0%	→	4	0%	→	1	0%	→	3	0%	→	0	-	↑
	98% of all P2 incidents responded to < 15 minutes	30	9%	↓	21	10%	↑	13	38%	↑	15	27%	↓	1	0%	↓	3	0%	→
	95% of all P3 incidents responded to < 2 hours	151	38%	↑	160	39%	↑	217	53%	↑	180	61%	↑	221	56%	↓	74	32%	↓
	95% of all P4 incidents responded to < 8 hours	151	74%	↑	476	75%	↑	656	83%	↑	531	86%	↑	609	88%	↑	751	86%	↓
	98% of all P1 Incidents resolved < 2 hours.	1	0%	→	5	0%	→	4	50%	↑	1	0%	↓	3	0%	→	0	-	↑
	98% of all P2 Incidents resolved < 4 hours	18	45%	↑	21	57%	↑	13	69%	↑	15	67%	↓	1	0%	↓	3	33%	↑
	90% of all P3 incidents resolved < 8 hours	120	51%	↑	160	46%	↓	217	71%	↑	180	74%	↑	221	81%	↑	74	54%	↓
	90% of all P4 incidents resolved < 5 business days	99	83%	↑	475	88%	↑	656	96%	↑	531	96%	→	609	97%	↑	751	97%	→