

City of London Corporation Committee Report

Committee(s): Digital Services Committee	Dated: 13 th November 2024
Subject: Digital Information Technology Service (DITS) –Service Delivery Summary	Public report: For Information
This proposal: <ul style="list-style-type: none"> delivers Corporate Plan 2024-29 outcomes 	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
Report author:	Dawn Polain – Head of Service Delivery (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 2024.

The services managed by DITS for the City of London (CoL) have been stable, however we have seen an increase in the number of P1 Incidents reported for the City of London Police (CoLP). Further details regarding these outages are provided within section 1.0 of this report.

Customer Satisfaction levels are high with 89% of CoL and CoLP employees providing a score of 8 or above.

Recommendation(s)

That Members note the report..

Main Report

Background

1. General performance across all CoL/CoLP Incident Response and Resolution KPIs remains positive.

September performance figures for CoL and CoLP were:

CoL: Incident Response 94% Met, Incident Resolve 98% Met

CoLP: Incident Response 85% Met, Incident Resolve 94% Met

Current Position

2. There were no P1 Incidents reported for CoL during this reporting period.

The following P1 Incidents were reported for CoLP during this reporting period. These incidents were within the responsibility of DITS Resolver Groups

- 1.1. Numerous CCTV Issues reported across multiple tickets (50171)
Resolution was to restart the Barracuda Firewalls.

- 1.2. CCTV Data loss (56159)
Resolution was to restart the Barracuda Firewalls.

NB: As a result of these P1s and other reported issues, the Barracuda Firewalls have since been upgraded and performance has improved.

- 1.3. No VPN Connection (57696)
Root cause was found to be due to the removal of the PDNS (scheduled change).
The DNS was set to use a static IP address, which did not update when moving to a new location.
Resolution: A script was created which allowed the remote reset of devices so that the DNS could be set to auto.

- 1.4. WiFi/AoVPN/CCTV latency (58292)
Issues related to the scheduled New Street power down.
Root cause was due to a failure of a breaker switch and failure of back up power with UPS and generator.

- 1.5. In order to resolve the issues that have been observed with the stability of the CCTV system, a Resolver Group has been set up and meets fortnightly to discuss and action improvements.

Key service provider status:

3. Roc had no P1 incidents closed in September
4. British Telecom (BT) reported 1 service affecting P1 incident in September which affected Heathrow Animal Reception Centre (HARC). Service resumed without intervention, and no fault was found during the investigation.

Service improvements and highlights

5. The Service Management team are working with the Project team to ensure that the Configuration Management Database (CMDB) is fully enabled to manage new Configuration Items (CI's) when the new device roll out project commences.
6. A review of CoL/CoLP Critical Applications is currently underway to facilitate the prioritisation of the recovery of applications in the event of a Business Continuity/Disaster Recovery scenario

Service Metrics

7. The Service Management team continue to support the Resolver Teams in the achievement of our KPIs.
A "Best Practice" session is held place monthly where recommendations for better use of our ITSM tool are shared, and where Resolver's also have an opportunity to raise queries concerning the use of the tool.
8. The CoL P4 Resolution KPI continues to be consistently achieved.
The CoLP P4 Resolution KPI has been achieved for the past 6 months.
9. The CoL Standard Service Request KPI was achieved in September (99%).
The CoLP Standard Service Request KPI was also achieved in September (96%).

Options

10. None to advise this reporting period.

Proposals

11. None to advise this reporting period.

Key Data

12. As detailed in Appendix 1

Corporate & Strategic Implications - None

Conclusion

13. The DITS Service Management team continue to monitor our Resolver Teams' Performance and constantly highlight areas for improvement aligned to best practice.

It is intended that this continual effort and support will guide our services towards a state of continual development and refinement.

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	April 2024			May 2024			June 2024			July 2024			August 2024			September 2024		
		Total	KPI %		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%	
Service Performance Measure (In House)	Total Incidents (Logged)	695	-		569	-		586	-		636	-		528	-		540	-	
	Total Incidents (Closed)	743	-		563	-		540	-		674	-		570	-		484	-	
	98% of all P1 Incidents responded < 15 minutes	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 incidents responded to < 15 minutes	10	10%	↓	3	33%	↑	1	100%	↑	0	-	→	0	-	→	0	-	→
	95% of all P3 incidents responded to < 2 hours	171	74%	↓	129	78%	↑	145	76%	↓	92	71%	↓	99	86%	↑	29	83%	↓
	95% of all P4 incidents responded to < 8 hours	562	96%	↑	431	94%	↓	393	96%	↑	582	95%	↓	471	95%	→	455	95%	→
	98% of all P1 Incidents resolved < 2 hours.	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 Incidents resolved < 4 hours	10	60%	↓	3	100%	↑	1	100%	↑	0	-	→	0	-	→	0	-	→
	90% of all P3 incidents resolved < 8 hours	171	76%	↑	129	81%	↑	145	87%	↑	92	75%	↓	99	87%	↑	29	90%	↑
	90% of all P4 incidents resolved < 5 business days	562	97%	↑	431	94%	↓	393	96%	↑	582	97%	↑	471	97%	→	455	98%	↑

CoLP In House Incident Performance

Executive Performance Metrics | COLP In House

COLP	KPI Metrics	April 2024			May 2024			Jun 2024			July 2024			August 2024			September 2024		
		Total	KPI %		Total	KPI %		Total			Total	KPI %			KPI %		Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	818	-	-	767	-	-	832	-	-	746	-	-	679	-	-	911	-	-
	Total Incidents (Closed)	890	-	-	727	-	-	834	-	-	828	-	-	652	-	-	760	-	-
	98% of all P1 Incidents responded < 15 minutes	4	0%	→	1	0%	→	3	0%	→	0	-	↑	0	-	→	4	0%	↓
	98% of all P2 incidents responded to < 15 minutes	13	38%	↑	15	27%	↓	1	0%	↓	3	0%	→	0	-	↑	1	100%	↑
	95% of all P3 incidents responded to < 2 hours	217	53%	↑	180	61%	↑	221	56%	↓	74	32%	↓	46	50%	↑	42	45%	↓
	95% of all P4 incidents responded to < 8 hours	656	83%	↑	531	86%	↑	609	88%	↑	751	86%	↓	595	89%	↑	713	88%	↓
	98% of all P1 Incidents resolved < 2 hours.	4	50%	↑	1	0%	↓	3	0%	→		-	↑	2	-	→	4	0%	↓
	98% of all P2 Incidents resolved < 4 hours	13	69%	↑	15	67%	↓	1	0%	↓	3	33%	↑	9	-	↑	1	0%	↓
	90% of all P3 incidents resolved < 8 hours	217	71%	↑	180	74%	↑	221	81%	↑	74	54%	↓	46	57%	↑	42	62%	↑
	90% of all P4 incidents resolved < 5 business days	656	96%	↑	531	96%	→	609	97%	↑	751	97%	→	595	96%	↓	713	96%	→