

## City of London Corporation Committee Report

<b>Committee(s):</b> Digital Services Committee	<b>Dated:</b> 30 <sup>th</sup> January 2025
<b>Subject:</b> Digital Information & Technology Service (DITS) –Service Delivery Summary	<b>Public report:</b> For Information
<b>This proposal:</b> <ul style="list-style-type: none"><li>delivers Corporate Plan 2024-29 outcomes</li></ul>	Providing Excellent Services
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	N/A
<b>Report of:</b>	The Chamberlain
<b>Report author:</b>	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 December 2024.

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

### Recommendation(s)

That Members note the report.

### Main Report

#### Background

1. General performance across all CoL/CoLP Incident Response and Resolution KPIs remains positive.  
December performance figures for CoL and CoLP were:

CoL: Incident Response 92% Met, Incident Resolve 98% Met  
CoLP: Incident Response 89% Met, Incident Resolve 97% Met

### **Current Position**

2. There was 1 x P1 Incidents reported for LC during this reporting period.
  - 2.1 Cannot connect to the Network (66078)  
Resolution was due to a faulty Juniper switch which was bypassed.
- 3 There were 2 x P1 Incidents reported for CoLP during this reporting period which were within the responsibility of DITS Resolver groups.
  - 3.1 Control Room CCTV (66777)  
Synergy software was restarted on Desktops. This resolved the issue.
  - 3.2 Control Room Incoming calls not working (64703)  
Root cause was due to the Mitel 3300 being unreachable. LAN port was disconnected, and device was reachable again. Post Incident Review scheduled for mid-January.

### **Key service provider status:**

4. Roc had 1 x CoLP P1 incident closed in December.  
Root cause was found to be power disruption to a Firewall.

### **Service improvements and highlights**

5. The Service Management team continue to work 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. Suggested improvements to the ServiceTeam ITSM tool continue to be reviewed and prioritised. Our supplier, Provance maintain their support and guidance in order for us to continually move forward with development.

### **Service Metrics**

7. The CoL P4 Resolution KPI was achieved by all DITS Resolver groups in December, resulting in an overall performance figure of 99%  
The CoLP P4 Resolution KPI continues to be achieved and was 98% in December.
8. The CoL Standard Service Request KPI was achieved in December (97%).  
The CoLP Standard Service Request KPI was also achieved in December (96%).

## **Options**

9. None to advise this reporting period.

## **Proposals**

10. None to advise this reporting period.

## **Key Data**

11. As detailed in Appendix 1

## **Corporate & Strategic Implications - None**

## **Conclusion**

12. The DITS Service Management team continue to work with Resolver Teams to improve performance and levels of Customer Satisfaction.  
It is intended to review all areas of support in 2025 to identify further areas for continuous improvement.

## **Appendices**

- Appendix 1 – CoL and CoLP Performance Stats

## **Dawn Polain**

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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	July 2024		August 2024		September 2024		October 2024		November 2024		December 2024	
		Total	KPI%	Total	KPI%	Total	KPI%	Total	KPI%	Total	KPI%	Total	KPI%
Service Performance Measure (In House)	Total Incidents (Logged)	636	-	528	-	540	-	549	-	520	-	353	-
	Total Incidents (Closed)	674	-	570	-	484	-	673	-	613	-	419	-
	98% of all P1 Incidents responded < 15 minutes	0	-	0	-	0	-	0	-	0	-	1	0%
	98% of all P2 incidents responded to < 15 minutes	0	-	0	-	0	-	1	100%	1	0%	1	100%
	95% of all P3 incidents responded to < 2 hours	92	71%	99	86%	29	83%	35	63%	21	76%	26	88%
	95% of all P4 incidents responded to < 8 hours	582	95%	471	95%	455	95%	637	94%	591	92%	391	92%
	98% of all P1 Incidents resolved < 2 hours.	0	-	0	-	0	-	0	-	0	-	1	100%
	98% of all P2 Incidents resolved < 4 hours	0	-	0	-	0	-	1	100%	1	100%	1	100%
	90% of all P3 incidents resolved < 8 hours	92	75%	99	87%	29	90%	35	66%	21	76%	26	88%
	90% of all P4 incidents resolved < 5 business days	582	97%	471	97%	455	98%	637	97%	591	97%	391	99%

CoLP In House Incident Performance

Executive Performance Metrics | COLP In House

COLP	KPI Metrics	July 2024			August 2024			September 2024			October 2024			November 2024			December 2024		
		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	746	-	-	679	-	-	911	-	-	1005	-	-	806	-	-	554	-	-
	Total Incidents (Closed)	828	-	-	652	-	-	760	-	-	1107	-	-	827	-	-	592	-	-
	98% of all P1 Incidents responded < 15 minutes	0	-	↑	0	-	→	4	0%	↓	2	0%	→	0	-	↑	2	0%	↓
	98% of all P2 incidents responded to < 15 minutes	3	0%	→	0	-	↑	1	100%	↑	1	100%	→	0	-	↑	1	100%	→
	95% of all P3 incidents responded to < 2 hours	74	32%	↓	46	50%	↑	42	45%	↓	52	44%	↓	60	53%	↑	28	61%	↑
	95% of all P4 incidents responded to < 8 hours	751	86%	↓	595	89%	↑	713	88%	↓	1052	81%	↓	767	92%	↑	561	91%	↓
	98% of all P1 Incidents resolved < 2 hours.		-	↑	2	-	→	4	0%	↓	2	0%	→	0	-	↑	2	50%	↓
	98% of all P2 Incidents resolved < 4 hours	3	33%	↑	9	-	↑	1	0%	↓	1	100%	↑	0	-	↑	1	100%	→
	90% of all P3 incidents resolved < 8 hours	74	54%	↓	46	57%	↑	42	62%	↑	52	62%	→	60	68%	↑	28	75%	↑
	90% of all P4 incidents resolved < 5 business days	751	97%	→	595	96%	↓	713	96%	→	1052	96%	→	767	98%	↑	561	98%	→