

City of London Corporation Committee Report

Committee(s): Digital Services Committee	Dated: 15/05/2025
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 March 2025.

The services managed by DITS for the City of London (CoL) and City of London Police (CoLP) have been stable, although investigation into the ongoing CCTV issues is continues.

Recommendation(s)

That Members note the report.

Main Report

Background

1. General performance across all CoL/CoLP Incident Response and Resolution KPIs remains consistent with previous months.

March performance figures for CoL and CoLP were:

CoL: Incident Response 93% Met, Incident Resolve 97% Met
CoLP: Incident Response 87% Met, Incident Resolve 93% Met

Current Position

- 2 A P1 is declared when one of the following occur:
 - 2.1 A critical production system is unavailable
 - 2.2 A fatal errors and/or substantive data loss has occurred
 - 2.3 An issue is substantially impactful to multiple business units
 - 2.4 A major component to a service is not available
- 3 There were no Priority 1 (P1) Incidents reported for CoL during this reporting period which were within the responsibility of DITS Resolver groups.
- 4 There was 1 x P1 Incident reported for CoLP during this reporting period which was within the responsibility of DITS Resolver groups.
 - 4.1 72466 – PNC within Niche not working. A reboot of the server resolved the issue

Key service provider status:

4. Wavenet/Daisy experienced 2 x P1 incidents across Col and CoLP in March.

CoL - 73543 - Cirrus Contact centre outage.
Resolution – A messaging component was reset.

CoLP - 72615 – Service Desk phone line unavailable.
Resolution – Call closed by COLP engineer with no action. Meeting arranged with Wavenet SDM to improve this process flow.
5. Barracuda experienced 1 x P1 incident which affected CoLP
71889 – No access to Synergy – CCTV affected.
Resolution – Barracuda completed a full Root Cause Analysis (RCA) and established that the issue was due to a failure of the T-box devices to recognise a temporary licence extension. A further licence extension was implemented with the correct configuration and this issue was resolved.
Barracuda have implemented measures which prevent any reoccurrence of a similar issue.
6. Jenoptik experienced 1 x P1 incident which affected CoLP
73406 – ANPR NAS Data Failure
Resolution: Information awaited from 3rd party.

Service improvements and highlights

7. The Service Management team are working with the COLP Device refresh team and Service Team Application support, to ensure that all new/replacement devices which are deployed as part of the CoLP device refresh have all relevant

details recorded in the Configuration Management Database (CMDB)
Most fields are transferred automatically from Intune to the CMDB on a daily basis, however the Warranty information and the Assigned User field do not form part of this automatic data transfer.

To ensure that this information is recorded, the team have arranged for a weekly manual upload of this information

8. Service Management continue to support CoLP SCP CCTV to ensure a stable service.

Work to refine and adapt the SCP Support Model is ongoing.

Service Metrics

9. The CoL P4 Resolution KPI was achieved by all DITS Resolver groups in March, resulting in an overall performance figure of 97%

The CoLP P4 Resolution KPI continues to be achieved and was 95% in March.

10. The CoL Standard Service Request KPI was achieved in December (97%).

The CoLP Standard Service Request KPI was also achieved in December (96%).

Options

11. None to advise this reporting period.

Proposals

12. None to advise this reporting period.

Key Data

13. As detailed in Appendix 1

Corporate & Strategic Implications - None

Conclusion

14. The DITS Service Management team continue to review current processes to ensure that they are fit for purpose.

The team are also currently reviewing additional ITIL processes which would benefit the DITS service and will be looking to implement these additional processes in the coming months.

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	October 2024			November 2024			December 2024			January 2025			February 2025			March 2025		
		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%	
Service Performance Measure (In House)	Total Incidents (Logged)	549	-		520	-		353	-		509	-		473	-		522	-	
	Total Incidents (Closed)	673	-		613	-		419	-		441	-		464	-		510	-	
	98% of all P1 Incidents responded < 15 minutes	0	-	→	0	-	→	1	0%	↓	0	-	↑	0	-	→	0	-	→
	98% of all P2 incidents responded to < 15 minutes	1	100%	→	1	0%	↓	1	100%	↑	0	-	→	3	0%	↓	0	-	↑
	95% of all P3 incidents responded to < 2 hours	35	63%	↓	21	76%	↑	26	88%	↑	37	84%	↓	28	79%	↓	26	81%	↑
	95% of all P4 incidents responded to < 8 hours	637	94%	↓	591	92%	↓	391	92%	→	404	95%	↑	433	92%	↓	483	93%	↑
	98% of all P1 Incidents resolved < 2 hours.	0	-	→	0	-	→	1	100%	↑	0	-	→	0	-	→	0	-	→
	98% of all P2 Incidents resolved < 4 hours	1	100%	→	1	100%	→	1	100%	→	0	-	→	3	0%	↓	0	-	↑
	90% of all P3 incidents resolved < 8 hours	35	66%	↓	21	76%	↑	26	88%	↑	37	92%	↑	28	79%	↓	26	81%	↑
	90% of all P4 incidents resolved < 5 business days	637	97%	↓	591	97%	→	391	99%	↑	404	96%	↓	433	98%	↑	483	97%	↓

CoLP In House Incident Performance

Executive Performance Metrics | COLP In House

COLP	KPI Metrics	October 2024			November 2024			December 2024			January 2025			February 2025			March 2025		
		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	1005	-	-	806	-	-	554	-	-	634	-	-	624	-	-	627	-	-
	Total Incidents (Closed)	1107	-	-	827	-	-	592	-	-	633	-	-	527	-	-	684	-	-
	98% of all P1 Incidents responded < 15 minutes	2	0%	→	0	-	↑	2	0%	↓	0	-	↑	0	-	→	1	0%	↓
	98% of all P2 incidents responded to < 15 minutes	1	100%	→	0	-	↑	1	100%	→	1	0%	↓	2	100%	↑	2	100%	→
	95% of all P3 incidents responded to < 2 hours	52	44%	↓	60	53%	↑	28	61%	↑	51	63%	↑	30	43%	↓	47	70%	↑
	95% of all P4 incidents responded to < 8 hours	1052	81%	↓	767	92%	↑	561	91%	↓	581	92%	↑	495	88%	↓	634	88%	→
	98% of all P1 Incidents resolved < 2 hours.	2	0%	→	0	-	↑	2	50%	↓	0	-	↑	0	-	→	1	0%	↓
	98% of all P2 Incidents resolved < 4 hours	1	100%	↑	0	-	↑	1	100%	→	1	0%	↓	2	100%	↑	2	100%	→
	90% of all P3 incidents resolved < 8 hours	52	62%	→	60	68%	↑	28	75%	↑	51	78%	↑	30	77%	↓	47	66%	↓
	90% of all P4 incidents resolved < 5 business days	1052	96%	→	767	98%	↑	561	98%	→	581	98%	→	495	98%	→	634	95%	↓