

# City of London Corporation Committee Report

<b>Committee(s):</b> Digital Services Committee	<b>Dated:</b> 10/07//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>• <b>delivers Corporate Plan 2024-29 outcomes</b></li></ul>	<b>Providing Excellent Services</b>
<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 May 2025.

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

## Recommendation(s)

No recommendations to advise during this reporting period.

## **Main Report**

### **Background**

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

May performance figures for CoL and CoLP were:

CoL: Incident Response 94% Met, Incident Resolve 95% Met

CoLP: Incident Response 84% Met, Incident Resolve 93% Met

### **Current Position**

- 2 There were no P1 Incidents reported for CoL/CoLP during this reporting period which were within the responsibility of DITS Resolver groups.

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

4. Barracuda experienced 1 x P1 incident which affected CoLP  
77370 – User reports that cameras were down in the Control Room  
Resolution – Barracuda restarted the VPN tunnel
5. No other Priority 1 incidents recorded by Service Providers for this reporting period.

### **Service improvements and highlights**

6. 90% of CoL/CoLP Users scored DITS with a Customer Satisfaction score of >8 in May.
7. Service Management continue to support CoLP SCP CCTV to enable a stable service. Work is continuing to review and refine the current Support Model to better support the SCP operational service.
8. Service Management have supported the evaluation and moderation of bids submitted for the Future Network Programme (FNP).
9. KPI performance across all Priorities continues to be monitored by the Service Management team, and areas for improvement have been highlighted to Resolver Groups.

### **Service Metrics**

10. The COL and COLP P4 Resolution KPI continues to be achieved across CoL and CoLP, with a performance KPI of 96% and 95% respectively.

11. Resolver Teams have been requested to focus on the P3 Incident performance as improvement is required in this area.  
The DITS Service Management team chair twice weekly KPI review sessions with all Resolvers, and particular attention will be levied against the P3 target until an improvement can be reported.

### **Options**

12. None to advise this reporting period.

### **Proposals**

13. None to advise this reporting period.

### **Key Data**

14. As detailed in Appendix 1

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

### **Conclusion**

15. The DITS Service Management team continue to support Resolver Teams in order to improve KPI performance figures.

The team is also continuing to evaluate the effectiveness of our ITIL processes, and it is expected that a revised Release Management and Continual Service Improvement process will soon be introduced to complement our existing ITIL functions.

### **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	December 2024			January 2025			February 2025			March 2025			April 2025			May 2025		
		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%	
Service Performance Measure (In House)	Total Incidents (Logged)	353	-		509	-		473	-		522	-		555	-		470	-	
	Total Incidents (Closed)	419	-		441	-		464	-		510	-		548	-		516	-	
	98% of all P1 Incidents responded < 15 minutes	1	0%	↓	0	-	↑	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 incidents responded to < 15 minutes	1	100%	↑	0	-	→	3	0%	↓	0	-	↑	0	-	→	1	0%	↓
	95% of all P3 incidents responded to < 2 hours	26	88%	↑	37	84%	↓	28	79%	↓	26	81%	↑	18	50%	↓	8	62%	↑
	95% of all P4 incidents responded to < 8 hours	391	92%	→	404	95%	↑	433	92%	↓	483	93%	↑	530	96%	↑	478	95%	↓
	98% of all P1 Incidents resolved < 2 hours.	1	100%	↑	0	-	→	0	-	→	0	-	→	0	-	→	0	-	→
	98% of all P2 Incidents resolved < 4 hours	1	100%	→	0	-	→	3	0%	↓	0	-	↑	0	-	→	1	100%	↑
	90% of all P3 incidents resolved < 8 hours	26	88%	↑	37	92%	↑	28	79%	↓	26	81%	↑	18	78%	↓	6	46%	↓
	90% of all P4 incidents resolved < 5 business days	391	99%	↑	404	96%	↓	433	98%	↑	483	97%	↓	430	97%	→	482	96%	↓

## CoLP In House Incident Performance

### Executive Performance Metrics | COLP In House

COLP	KPI Metrics	December 2024			January 2025			February 2025			March 2025			April 2025			May 2025		
		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %		Total	KPI %	
Service Performance Measure (In House)	Total Incidents (Logged)	554	-	-	634	-	-	624	-	-	627	-	-	632	-	-	534	-	-
	Total Incidents (Closed)	592	-	-	633	-	-	527	-	-	684	-	-	653	-	-	564	-	-
	98% of all P1 Incidents responded < 15 minutes	2	0%	↓	0	-	↑	0	-	→	1	0%	↓	0	-	↑	0	-	→
	98% of all P2 incidents responded to < 15 minutes	1	100%	→	1	0%	↓	2	100%	↑	2	100%	→	1	0%	↓	3	0%	→
	95% of all P3 incidents responded to < 2 hours	28	61%	↑	51	63%	↑	30	43%	↓	47	70%	↑	39	56%	↓	34	44%	↓
	95% of all P4 incidents responded to < 8 hours	561	91%	↓	581	92%	↑	495	88%	↓	634	88%	→	613	89%	↑	527	87%	↓
	98% of all P1 Incidents resolved < 2 hours.	2	50%	↓	0	-	↑	0	-	→	1	0%	↓	0	-	↑	0	-	→
	98% of all P2 Incidents resolved < 4 hours	1	100%	→	1	0%	↓	2	100%	↑	2	100%	→	1	100%	→	3	67%	↓
	90% of all P3 incidents resolved < 8 hours	28	75%	↑	51	78%	↑	30	77%	↓	47	66%	↓	39	64%	↓	34	59%	↓
	90% of all P4 incidents resolved < 5 business days	561	98%	→	581	98%	→	495	98%	→	634	95%	↓	613	95%	→	527	95%	→