City of London Corporation Committee Report

Committee(s): Digital Services Committee	Dated: 23/09/2025
Subject: Digital Information Technology Service (DITS) –Service Delivery Summary	Non-Public report: For Information
This proposal: • 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 July 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.
    .
    July performance figures for CoL and CoLP were:

    CoL: Incident Response 89% Met, Incident Resolve 96% Met
    CoLP: Incident Response 84% Met, Incident Resolve 91% Met

Current Position

2. There were no P1 Incidents reported for CoL during this reporting period which were within the responsibility of DITS Resolver groups.
3. There was 1 P1 incident reported for CoLP during this reporting period which was within the responsibility of DITS.
    This incident was related to the unavailability of Office 365 Apps and was caused by an approved change. The change was amended, and service was restored.
    The Resolution KPI was achieved.

Key service provider status:

4. There were no Priority 1 incidents recorded by Service Providers for this reporting period.

Service improvements and highlights

5. The Service Management function have re-launched a Continual Service Improvement (CSI) Process within DITS.
    All Resolver Teams are encouraged to submit potential service improvements to the CSI Board for review and progression.

6. Work is continuing to review and refine the current Secure Cities Programme (SCP) support model, to better manage the operational service for CoLP.
    A proposal paper has been created and will be available for review by key stakeholders during September.

7. Service Management continue to be engaged with both the Future Network Programme (FNP) and the new Print Services contract. Service Management guidance will be provided throughout the onboarding process for each Supplier.

8. The Service Management team are working closely with the DITS Project Office to ensure that Service Operating Model (SOM) documentation is completed for any new Service which is introduced into the live environment.
    This facilitates the move of services from the project environment into business as usual (BAU), enabling a high level of support and knowledge from go live.

Service Metrics

9. The COL and COLP P4 Resolution KPI continues to be achieved across CoL and CoLP, with a performance KPI of 97% and 95% respectively.

10. P3 Incident performance continues to be a focus for all Resolver Teams and early indications show that performance has improved within CoL for August.

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 pro-actively monitor DITS services and support capabilities to identify areas for improvement. The goal is to ensure that services constantly evolve to improve the overall customer experience.

Appendices

•   Appendix 1 – CoL and CoLP Performance Stats

Dawn Polain
DITS Head of Service Delivery

T: 07895 330693
E: dawn.polain@cityoflondon.gov.uk

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 2025			March 2025			April 2025			May 2025			June 2025			July 2025		
		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%		Total	KPI%	
Service Performance Measure (In House)	Total Incidents (Logged)	473	-		522	-		555	-		470	-		513	-		670	-	
	Total Incidents (Closed)	464	-		510	-		548	-		516	-		490	-		608	-	
	98% of all P1 Incidents responded < 15 minutes	0	-	→	0	-	→	0	-	→	0	-	→	1	100%	↑	0	-	→
	98% of all P2 incidents responded to < 15 minutes	3	0%	↓	0	-	↑	0	-	→	1	0%	↓	1	0%	→	0	-	↑
	95% of all P3 incidents responded to < 2 hours	28	79%	↓	26	81%	↑	18	50%	↓	8	62%	↑	12	42%	↓	15	47%	↑
	95% of all P4 incidents responded to < 8 hours	433	92%	↓	483	93%	↑	530	96%	↑	478	95%	↓	476	90%	↓	588	90%	→
	98% of all P1 Incidents resolved < 2 hours.	0	-	→	0	-	→	0	-	→	0	-	→	1	100%	↑	0	-	→
	98% of all P2 Incidents resolved < 4 hours	3	0%	↓	0	-	↑	0	-	→	1	100%	↑	1	0%	↓	0	-	↑
	90% of all P3 incidents resolved < 8 hours	28	79%	↓	26	81%	↑	18	78%	↓	6	46%	↓	13	77%	↑	15	60%	↓
	90% of all P4 incidents resolved < 5 business days	433	98%	↑	483	97%	↓	430	97%	→	482	96%	↓	606	93%	↓	588	97%	↑

Data does not include COL Revenues, COL Horizon Support, COL CSD Performance & Services Team, COL Mosaic Support, 3 rd parties, CoL Housing Team

CoLP In House Incident Performance

		Executive Performance Metrics | COLP In House											
COLP	**KPI Metrics**	**February 2025**		**March 2025**		**April 2025**		**May 2025**		**June 2025**		**July 2025**	
		Total	KPI %	Total	KPI %	Total	KPI %	Total	KPI %	Total	KPI %	Total	KPI %
Service Performance Measure (In House)	Total Incidents (Logged)	624	-	627	-	632	-	534	-	598	-	516	-
	Total Incidents (Closed)	527	-	684	-	653	-	564	-	575	-	568	-
	98% of all P1 Incidents responded < 15 minutes	0	- →	1	0% ↓	0	- ↑	0	- →	0	- →	1	0% ↓
	98% of all P2 incidents responded to < 15 minutes	2	100% ↑	2	100% →	1	0% ↓	3	0% →	1	100% ↑	2	50% ↓
	95% of all P3 incidents responded to < 2 hours	30	43% ↓	47	70% ↑	39	56% ↓	34	44% ↓	28	57% ↑	52	31% ↓
	95% of all P4 incidents responded to < 8 hours	495	88% ↓	634	88% →	613	89% ↑	527	87% ↓	546	90% ↑	513	90% →
	98% of all P1 Incidents resolved < 2 hours.	0	- →	1	0% ↓	0	- ↑	0	- →	0	- →	1	100% →
	98% of all P2 Incidents resolved < 4 hours	2	100% ↑	2	100% →	1	100% →	3	67% ↓	1	100% ↑	2	100% →
	90% of all P3 incidents resolved < 8 hours	30	77% ↓	47	66% ↓	39	64% ↓	34	59% ↓	28	68% ↑	52	44% ↓
	90% of all P4 incidents resolved < 5 business days	495	98% →	634	95% ↓	613	95% →	527	95% →	546	98% ↑	513	95% ↓