Joint Committee

Shared ICT Services Performance Pack

Quarters 1 & 2 2019

Performance Management

Shared ICT Services

Key Performance Indicators

The Inter Authority Agreement (IAA) defines the Service Level Agreement as follows:

| Definition of Severity and Service Level Agreement			
Priority	**Description**	**Example**	**Target**
P1	An incident that results in the unavailability of or significant degradation to an IT service used by the entire council or The unavailability or significant degradation of a service impacting upon a whole department, a significant number of users or an entire site or an unavailability or degradation of a critical business application/service.	• Entire corporate service (eg: email, internet access) unavailable. • Network unavailable to an entire department or larger site) • Critical application offline or suffering degradation such as to be virtually unusable • A virus outbreak • Unavailability or degradation of service which has a critical business impact (eg: unable to run payroll, unable to meet legal requirements, impacting upon safeguarding)	• Resolve 95% within 4 working hours
P2	An incident that results in either unavailability or degradation of a service which, whilst material, does not meet the threshold for a P1.	• Non-critical business application unavailable or degraded • Network problem affecting smaller site or a small number of users	• Resolve 95% within 8 working hours
P3	An incident that results in a partial loss of service or functionality with no or limited business impact and for which a workaround is available.	• A printer or PC is not working but an alternative is available • The business system functionality is impaired but application is still usable • Issue affecting a single user	• Resolve 80% within 2 working days
P4	Standard (Catalogue) Service request	• Request for standard service or catalogue item	• 80% within SLA for request type

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Shared ICT Services

Year / Month	Failed SLA	Met SLA	Grand Total	Met SLA %
2018	**12**	**39**	**51**	**76%**
Sep	2	5	7	71%
Oct	2	12	14	86%
Nov	5	10	15	67%
Dec	3	12	15	80%
2019	**14**	**60**	**74**	**81%**
Jan		10	10	100%
Feb		4	4	100%
Mar	2	6	8	75%
Apr	4	9	13	69%
May	1	9	10	90%
Jun	1	10	11	91%
Jul	4	8	12	67%
Aug	2	4	6	67%
Grand Total	**26**	**99**	**125**	
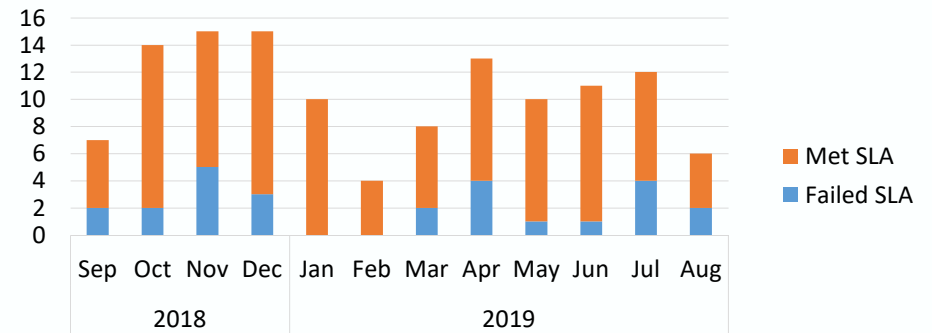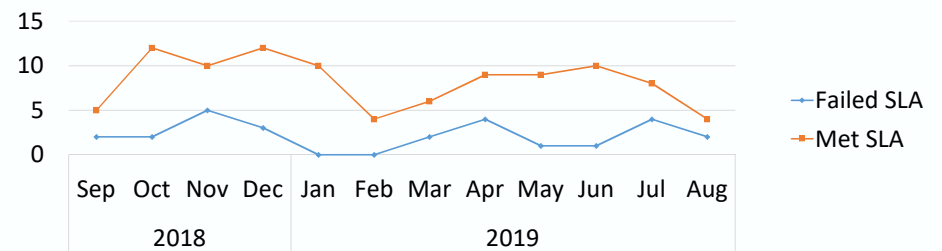
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Shared ICT Services

| Reference	Summary	Organisation Affected	Date Logged	Date Resolved
IN00391317	Civic Centre Compellent SAN Storage Operating System Major Incident	Brent, Lewisham and Southwark	30/04/2019	2019-05-08
IN00390317	Proxy Server error when opening IE	Lewisham	29/04/2019	2019-05-01
IN00379672	WiFi down at Bournmouth and Camberwell Road offices	Brent	03/04/2019	2019-04-05
IN00379641	WIFI down at in several Brent buildings	Brent	03/04/2019	2019-04-05
IN00400947	No phones or computers at Granville	Brent	21/05/2019	2019-05-23
IN00416589	Network down at Eros house	Lewisham	26/06/2019	2019-06-28
IN00430080	LBL - ResourceLink is unavailable, Server restart required: For RLLIVE	Lewisham	25/07/2019	2019-07-26
IN00426186	LBS: Users unable to login / Sessions Freezing / Sessions Disconnecting	Southwark	17/07/2019	2019-07-25
IN00421751	LBB - Mortuary at Northwick park hospital - Network	Brent	08/07/2019	2019-07-09
IN00418404	LBS: LBS-WEB-01 web lookups not working due to return traffic being not being received.	Southwark	01/07/2019	2019-07-03
IN00440602	WYSE boxes not working	Lewisham	16/08/2019	2019-08-21
IN00440018	LBL: Network down in Laurence House, Lewisham. Also affecting other sites.	Lewisham	15/08/2019	2019-08-19

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Year / Month	Failed SLA	Met SLA	Total	Met SLA %
2018				
Sep	28	43	71	61%
Oct	21	35	56	63%
Nov	20	49	69	71%
Dec	10	26	36	72%
2019				
Jan	17	50	67	75%
Feb	13	19	32	59%
Mar	15	20	35	57%
Apr	97	258	355	73%
May	98	183	281	65%
Jun	108	121	229	53%
Jul	24	69	93	74%
Aug	17	20	37	54%
Grand Total	**468**	**893**	**1361**	
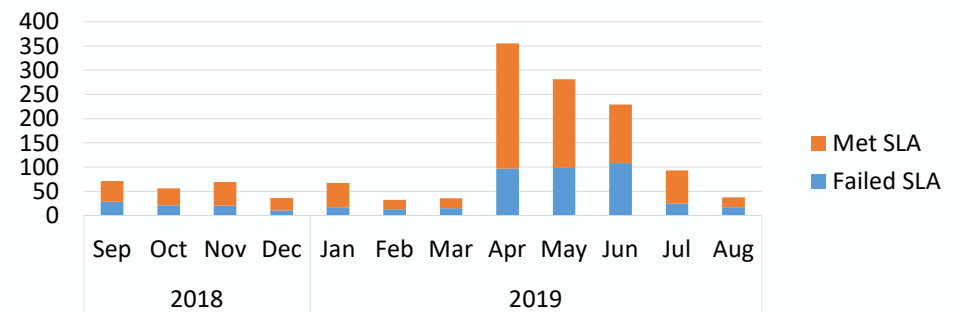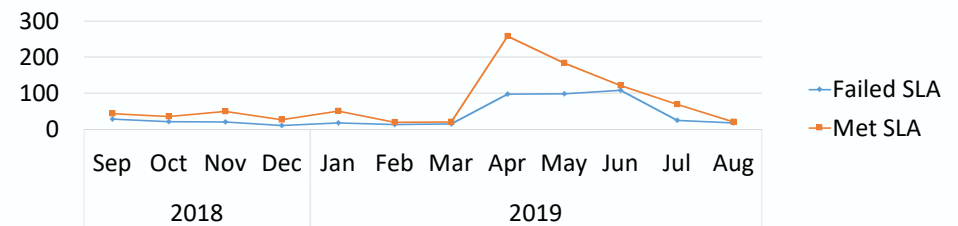
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Year / Month	Failed SLA	Met SLA	Total	Met SLA %
2018				
Sep	943	3018	3961	76%
Oct	1177	2743	3920	70%
Nov	811	2925	3736	78%
Dec	735	2120	2855	74%
2019				
Jan	1338	2844	4182	68%
Feb	1007	2214	3221	69%
Mar	916	2303	3219	72%
Apr	1541	2453	3994	61%
May	1623	1847	3470	53%
Jun	1159	2002	3161	63%
Jul	1486	2332	3818	61%
Aug	1249	2121	3370	63%
Grand Total	**13985**	**28922**	**42907**	

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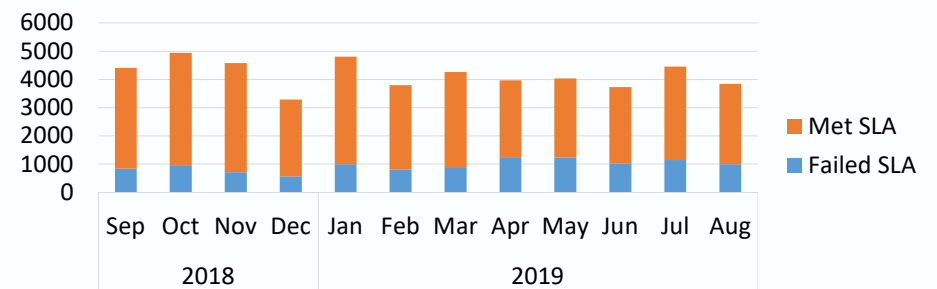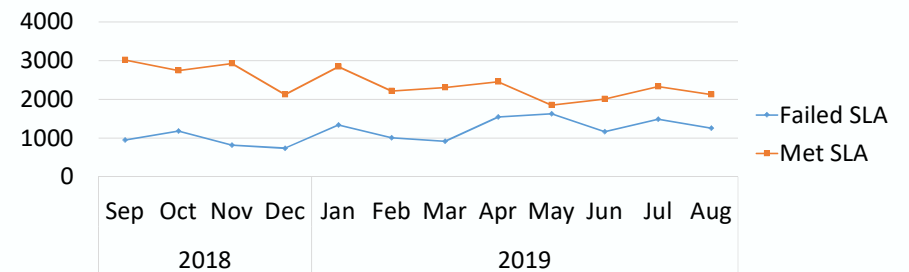
KPI IR-03 Priority 4 Incident Restoration   80%

Year / Month	Failed SLA	Met SLA	Total	Met SLA %
2018				
Sep	280	1802	2082	87%
Oct	313	2238	2551	88%
Nov	360	1886	2246	
Dec	253	1502	1755	86%
2019				
Jan	330	1765	2095	84%
Feb	344	2166	2510	86%
Mar	406	2775	3181	87%
Apr	397	2698	3095	87%
May	472	2643	3115	85%
Jun	320	2512	2832	89%
Jul	354	2198	2552	86%
Aug	238	1446	1684	86%
Grand Total	**4067**	**25631**	**29698**	

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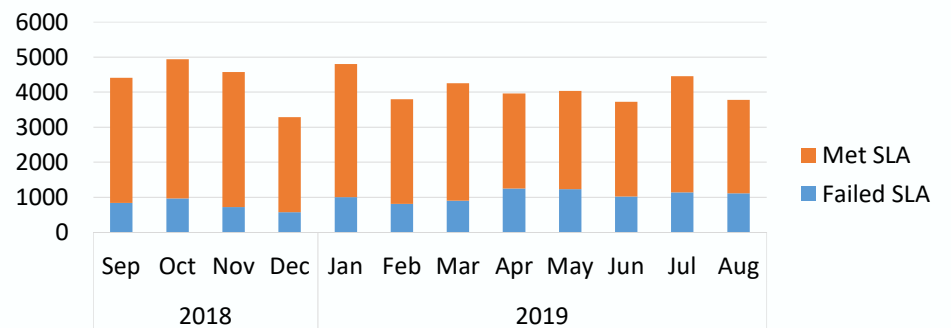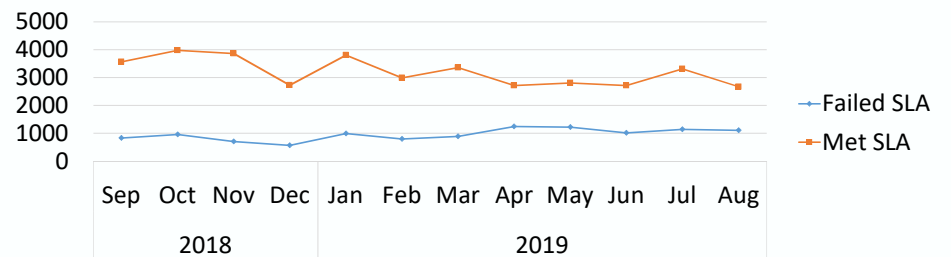
E2E-01 (1) Corporate & Critical Services Availability 99%

Service	% Avail
Desktop Service	LBL - 100 LBS - 100 LBB – 100
Telephony	8x8 VO - 100 8x8 VCC – 99.97 8x8 Datacentres -100
Internet Access	LBL/LBB - 100 LBS - 99.96
Remote Access	LBL – 100 LBS – 100 LBB – 100
Printing	LBL – 100 LBS - 100 LBB - 100

Please note: All availability figures and mechanisms of measurement are currently being reviewed by the service.

- Desktop Services are provided by Quest/RDS (LBL, Citrix (LBS) and Direct Access (LBB).
- Internet Access for LBL/LBB is via links from Brent/Croydon DCs, LBS is via link from Tooley Street.
- Remote Access for LBL is via Pulse, LBS via Citrix, LBB via Direct Access.
- Printing is via Equitrac for LBL, LBS and LBB but three different environments.
- LBL Laurence House suffered a core switch failure on 15/8/2019 from 6.50am - 8.05am which affected the Catford Campus sites network access, although the infrastructure and application services reported here were unaffected
- LBS suffered an Internet access outage on 1st August following failed planned work on the Internet links at Tooley Street
- LBS also suffered system access issues on 9th (Friday) and 12th (Monday) August due to a Virgin MPLS outage although all underlying systems were up and running

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Shared ICT Services

E2E-01 (2) Corporate & Critical Services Availability 99%

Corporate Systems	%Avail
Email	LBL - 100 LBS – 100 LBB – 100
Web Site	LBL – 99.93 LBB – 99.98 LBS - 99.99
Sharepoint	99.97 (Q2)
Office 365	99.97 (Q2)
Intranet	99.97 (Q2)
ERP	LBB – 99.61
CRM	LBL – 100 LBB – 99.97 (Q2)

- Online services such as O365, Sharepoint availability figures are published quarterly by Microsoft - only Q2 figures are currently available.
- Intranet site availability is for those sites hosted online

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E2E-01 (3) Corporate & Critical Services Availability 99%

Departmental Systems / Services	Application	%Avail
Planning	Acolaid/IDOX	LBB - 100 LBL – 99.98
Revs & Bens	Northgate	LBB - 99.91
Housing	Northgate	LBB – 100
Education	Tribal/Synergy	LBL Synergy Parent Portal – 95.84 LBB Synergy Parent Portal – 99.99
Adults	LBB Mosaic	LBB - 100
Adults	LBL LCS	LBL - 100
Children	LBB Mosaic LBL LCS	LBB – 100 LBL - 100
Libraries	Netloan	LBB – 99.99
ACD	*	

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INF-01 & INF-02 Backup

PKI	Description	Service Level	Actual %
Percentage of backups successfully completed at the agreed frequency	Total number of backups successfully completed daily divided by the total number of backups to be completed in a calendar month.	**98%**	LBL/LBB - 81.4 LBS – 93.48
Percentage of backups that have failed three times their agreed frequency	Consecutive backup sets that have failed 3 times	**-**	**-**

- LBL/LBB backup solution is Commvault.
- LBS backup solution is Netbackup