Decision Maker:  **Resources Portfolio Holder**

Date:  **4th November 2008**

Decision Type:  Non-Urgent Executive Non-Key

**TITLE:**  INFORMATION SYSTEMS - MONITORING REPORT

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Chief Officer:  Paul Dale, Director of Resources

Ward:

1. **Reason for report**

A progress report on the performance of ICT support and operations delivered through Liberata is provided on a regular basis for the Portfolio Holder. This report covers the period August to September 2008. A letter from Vijay Chandiramani, Liberata’s Client Director gives his overview of performance during this period (Appendix 1). The report also presents an update on major projects.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to note the information contained in this report.
Corporate Policy

Existing policy: The provision of a high quality ICT infrastructure within the Council will assist it meet and maintain its objective of being an excellent Council within the Building a Better Bromley strategy.

________________________________________________
Financial
1. N/A
2. <please select>
3. Budget head Information Systems
4. Total budget for this head £5.9m

Staff
1. Number of staff (current and additional) – Not applicable
2. If from existing staff resources, number of staff hours – Not applicable

Legal
1. No statutory requirement or Government guidance
2. Call-in is not applicable:

Customer Impact

Estimated number of users/beneficiaries (current and projected) - Information Systems underpin the provision of services to all LBB customers.
3. **COMMENTARY**

This report summarises the performance of the Council’s ICT support and operations delivered through Liberata, for the period August to September 2008. The report also includes an update on progress with major infrastructure projects.

3.1 **Service Performance**

The Portfolio Holder will recall that as part of the agreement for the contract extension, Liberata produced a performance framework for the ICT service, giving forecast values for the Key Performance Indicators (KPI’s). The KPI’s translate percentage service levels into a series of scores from minus 2 (below default level) to plus 2 (service excellence). Appendix 2 shows the total scores achieved since April 2007, together with the actual vs. forecast performance. The maximum score possible each month is 30 (+2 x 15).

In August the actual performance indicator was in line with forecast values, however the figures for September are very disappointing with an actual score of 7 against the forecast value of 19. The Liberata Client Director provides background to the drop in performance in his letter (Appendix 1). The request for work (RFW) and Service Referral (SR) figures reflect the issues with Liberata resources which LBB staff continue to monitor closely. Liberata have assured the Council that additional resources are now available, however this will be evidenced in the performance indicators from October onwards.

When looking at the average vs. forecast scores, positives to note are the First Time Fix scores – an actual average of 2 against a forecast of 1.25, and system availability at both main and remote sites with an actual average of 2 against a forecast value of 1. Whilst not yet reflected in the performance framework, the graph for percentage of helpdesk calls answered in <20 and <30 seconds (contained in Appendix 1) does indicate continuing improvement in the answering of calls.

Councillors had previously requested information on the unavailability of systems and the number of calls from Councillors received by the Helpdesk. A graph on the unavailability of systems is attached at Appendix 3 giving a breakdown by individual systems. However it is recognised that this information taken in isolation does not provide a true end to end picture of the user experience, for example a particular system may be running but if the user cannot access that system due to issues at their site or network problems then, for that user the system is unavailable. At present it would be a considerable manual task to compile that information for all of the sites, and hence provide an accurate assessment of the impact of downtime on business units. Liberata and LBB staff are investigating the use of automated monitoring tools in order that this information can be generated and included within the monthly monitoring report.

The detail of calls to the helpdesk made by Councillors during August and September is attached as Appendix 4.

3.2 **Major Incidents**

It is customary in these reports to include details of major incidents occurring during the reporting period. A major incident is defined as a priority 1 incident where it is obvious at an early stage that a resolution before the 8 hour deadline is unlikely. There was one major incident during this reporting period on August 15th, where a power outage triggered the emergency generator, however the power then came on causing the generator to shut down correctly however the power then went off/on in rapid succession whilst the generator was
shutting down which caused the generator to stay down. The uninterruptible power supplies supporting the servers and network switches in the data centre enabled all of the hardware to be shut down and then brought back on line in a controlled manner, with no damage to systems. This did have an impact on the business with 3.5 hours lost across all users. The property division have undertaken further tests on the generator to prevent this happening again.

Whilst not a major incident, during the period 27/8/09 until 02/09/08 there were problems with the exchange of emails between LBB and Liberata. This occurred as bulk emails from Liberata triggered the security monitoring on the LBB spam filtering (Webroot), operated by Synetrix, our Internet Service Provider. This resulted in the Webroot software automatically placing the 2 Liberata mimecast servers into a severely restricted security group, which enforced more security checks and hence “throttled” the mail connections allowed through. As the Liberata servers were trying to send continuously but the synetrix servers were only allowing very few emails through, the queue was such that it prevented the majority of emails from getting through.

3.3 Infrastructure Projects

3.3.1 Connection to Government Secure Extranet (GCSx)

As previously reported to Portfolio Holder, the DWP have mandated the use of GCSx from April 2009. LBB have received the gap analysis on the remedial activities that need to be undertaken in order to comply with Code of Connection requirements, mainly around network re-configuration and are working with Liberata to ensure that the necessary works are delivered in sufficient time.

3.3.2 Upgrade to Exchange 2007

Microsoft are currently undertaking a supportability and sustainability review of the detailed design for the Exchange implementation. Liberata/LBB will incorporate any of their recommendations into the implementation. The project is still on schedule to complete by 31st March 2009.

3.3.3 Virtualisation Project (phase 1) and Implementation of SQL 2005 Cluster

The detailed design and project plan has been completed. Subject to the approval by the Executive at their meeting on 3rd November for the release of Capital Monies, phase 1 of the virtualisation project and the full implementation of the SQL cluster will complete in March 2009.

Appendices

Appendix 1: Letter from Liberata Client Director.

Appendix 2: Performance Framework

Appendix 3: System unavailability chart.

Appendix 4: Councillor Calls to Helpdesk

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