

## **APPENDIX 1**

Sue Essler  
Head of ICT  
London Borough of Bromley  
Civic Centre  
Stockwell Close  
Bromley  
BR1 3UH

16 February 2010

Our Ref: LBB/ICT/JT

Dear Sue,

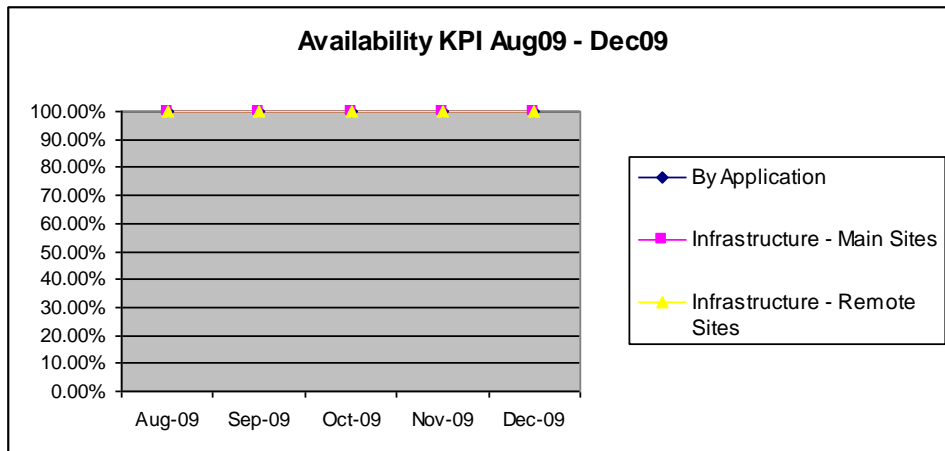
As we approach the next Executive and Resources PDS meeting where the ICT service will be reviewed, we want to take this opportunity to write to you with Liberata's assessment of the current performance of this vital service that we provide to London Borough of Bromley (LBB).

We will be looking at the performance of each service and highlight some of the initiatives we have been making since the last report in August 2009.

### **Availability**

Since the last report the system and software applications availability measure, which reflects the resilience of the core infrastructure, has continued to be high. We have consistently achieved 'Service Excellence' levels of performance against contracted SLAs as highlighted in the chart on the next page.

We recently experienced some issues with the 'Carefirst' system which have been investigated and addressed. Whilst the system is currently stable, a plan of action is in place and delivered against to ensure the system continues to be stable. The importance of having a stable and resilient solution is recognised by all parties involved.



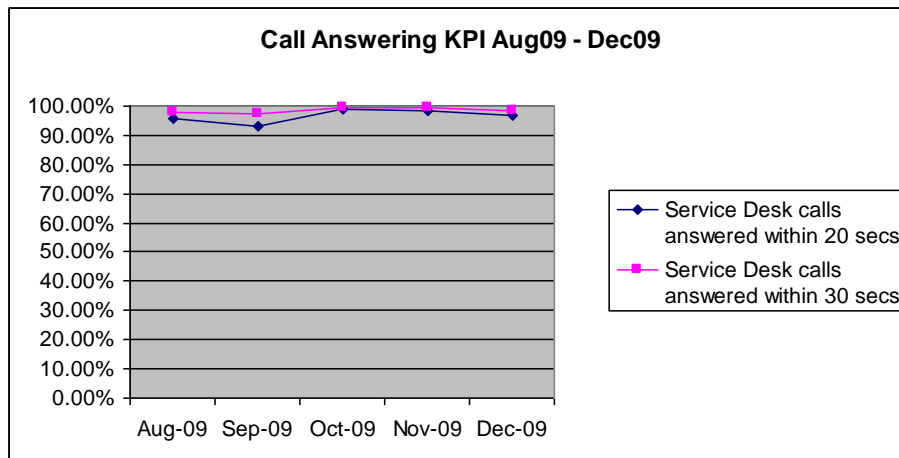
### **Citrix Improvement**

As reported previously there have been performance and printing issues with the existing service. These issues cannot be resolved as Citrix is no longer supporting the version of software that is in use at LBB. We have been working in conjunction with Citrix and LBB to deliver a new, upgraded solution. We are currently in the testing phase and the project is on target to be completed at the end of March.

Since the last report we have been working through various actions with the objective to stabilise the current Citrix service and control the associated printing issues. Improvements have been made and recognised with regards to the stability of the service, reduced logon times, and a significant reduction of the Citrix related printing issues.

### **Helpdesk performance**

We have consistently achieved 'Service Excellence' levels against the call answering targets since the last report. Early indications suggest this level of performance continues into January 2010. We are constantly reviewing the resource levels within the Helpdesk to ensure we achieve sustained performance levels.



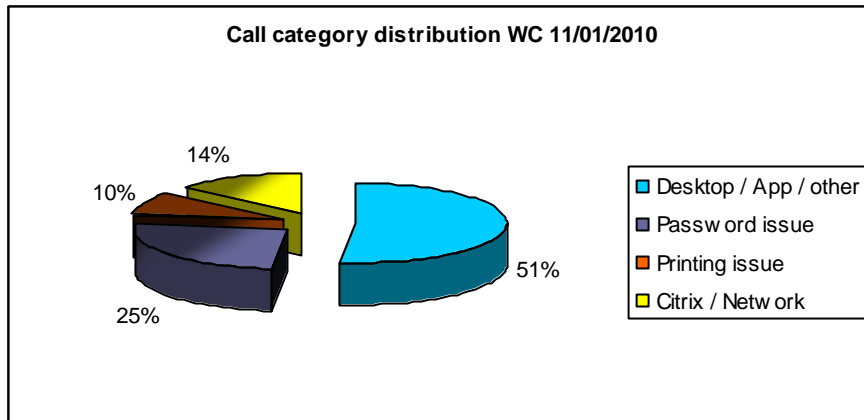
There has been a marked improvement regards Administration requests which started this reporting period at the base level of service. Following process improvements made as part of Liberata's participation in the Workforce Administration stream of Bromley's One Way Programme, performance has reached service excellence levels for November and December. Again this is set to be a sustainable level.

We are continuing to undertake the enhanced call analysis which enables us to provide LBB with a more in-depth and trend analysis of the different call categories (the categories covering Desktop & Application, Printing issues, Password issues and Citrix / Network).

It is evident from this analysis that Citrix printing is no longer the primary issue, while issues relating to reliability and accessibility of Citrix have declined significantly following the improvement programme implemented over the past months.

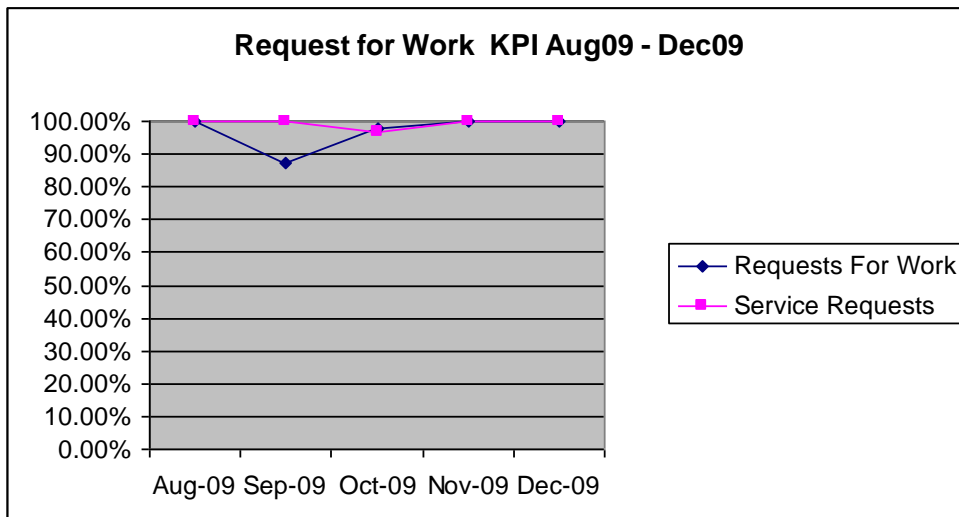
The call statistics from the most recent week available at the time of writing, are shown in the graph 'Call category distribution wc 11/01/2010' on the next page.

Furthermore we are very pleased to report that we have continued to achieve 'Service Excellence' on first-time fixes which has been a consistent trend throughout the year.



### Requests For Work

The performance on Requests for Work (RFWs) has overall been relatively stable over the reporting period, recovering from a 'blip' in September. Improvements have been made to the monitoring and reporting of this function, enabling action to be rapidly taken as and when required.

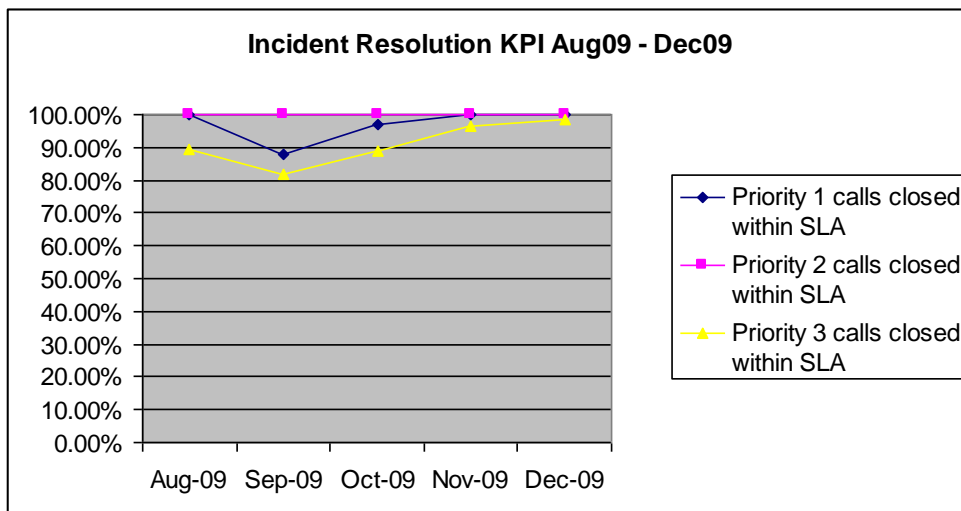


The performance on Service Requests (SRs) has remained stable with current performance levels reaching 'Service Excellence' again and we are sustaining this into January's results.

### Incident Management – P1/P2 calls

The Priority 1 call performance has achieved 'Service Excellence' in November and December, following September and October's dip. The Priority 2 calls continue to be stable at the 'Service Excellence' level.

Priority 3 calls have been at 'Service Excellence' levels for the last two months. This recovery from poor performance over the summer period is as a result of organisational improvements providing concentrated focus on this and other areas. Sustaining this level of performance is a key objective for the future.



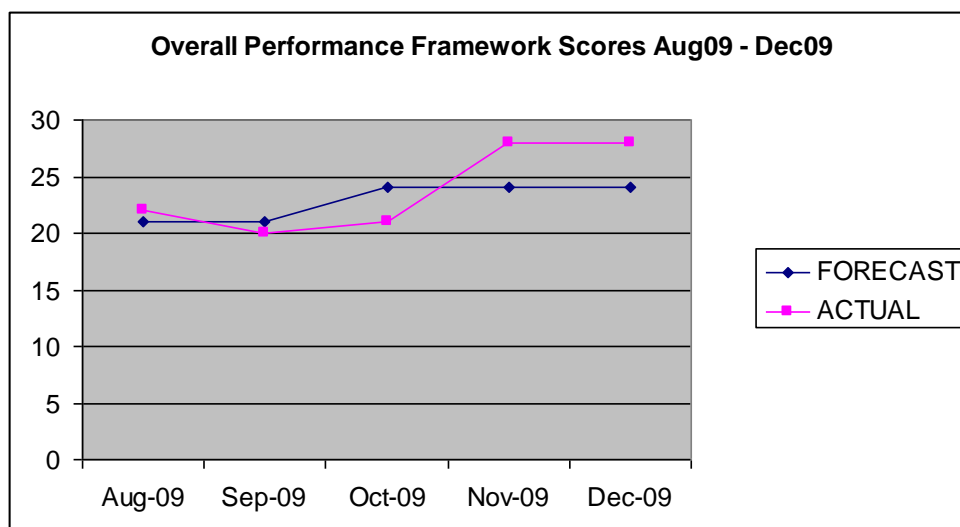
### Customer Satisfaction Survey

Over the reporting period customer satisfaction scores for incidents and RFWs have again shown sustained 'Service Excellence' levels of achievement which is consistent with the performance over the year.

The survey covering incidents has returned a score of 5.26 out of 6 when averaged over the year to date, while the RFW survey has returned 4.98 out of 6.

## Overall Performance Scores

As demonstrated in the underneath graph, we have made steady improvement in the overall performance during this reporting period. From below forecast scores in September and October to now achieving, and sustaining, the maximum score of '28' for November and December. Early indications also suggest that January will continue to see the forecast being exceeded.



This steady and improved performance has been partly attributable to continued detailed analysis of trends and an improved level of reporting and monitoring.

We are continuing to monitor and analyse the performance on a daily basis in order to instigate all necessary actions to keep the service meeting or exceeding the targets.

## Delivering LBB's ICT Roadmap

We continue to work in partnership with LBB in delivering ICT Roadmap projects and are working on the Year 3 Roadmap activities as part of the ongoing ICT Strategy.

Beyond the Exchange 2007 project, the main priority has been to progress the design and implementation of the upgraded Citrix farm. The project to upgrade to Citrix XenApp 5.1 will bring the Citrix infrastructure back under manufacturer support and will be

implemented with full consideration for the roadmap requirements.

Other projects include replacement of the existing SAN infrastructure to an upgraded system with improved resilience and larger available storage capacity. This is scheduled for completion during April.

### **Building a sustainable ICT service**

Liberata's efforts have been geared to ensuring a sustainable service by building a foundation from which to further improve performance during 2009/10 and beyond.

In that regard, we made significant changes to our delivery organisation through the following initiatives:

- Enhanced integration with the wider Liberata's ICT teams
- Increased the local permanent resource pool.
- Reorganised the operational team structure. This included creating a new management role focussing specifically on the day to day operational service.
- We introduced an 'Engineers Code of Conduct' in order to support improvements in our daily interactions with our customers.

These initiatives have yielded encouraging results and we expect to see a sustained performance as demonstrated in the last quarter. We continue to look for ways to improve the services provided, work together with LBB and its team and ensure responding rapidly should there be any issues.

We trust that this letter conveys the spirit of our commitment and determination to delivering services that both Bromley and Liberata can be proud of.

Yours sincerely,

Janine Tjassens  
Regional Director