

THE HIGHLAND COUNCIL

RESOURCES COMMITTEE – 1 October 2008

Agenda Item	
Report No	

Performance Report for July 2008
Report by IS Client Manager

SUMMARY

The report summarises the performance of the Partnership Agreement between Highland Council and Fujitsu Services for the provision of Information and Communication Systems (ICT) and highlights its major activities during the defined month July 2008. The Partnership is currently in its 11th year and represents an annual value of £9.6 m.

1. SERVICE DELIVERY

1.1. Performance against Contractual Service Levels

						2008
Measure	SLA	Unit	THRESHOLDS			JUL
Client Satisfaction						
Fujitsu Service Scorecard		#	>9	9-7	<7	7.3
Financial Statement						
Service Credits (In Month)		£	+ve	0	-ve	£150
Change Management						
Change Requests Received Current Month		#	For Information Only			1,019
Service Desk.						
Calls Received		#	For Information Only			4,704
Number Of Incidents Logged		#	For Information Only			1,929
Calls Answered Within 20 Seconds	SLA	%	>80%	80%	<80%	93.48
Calls Abandoned After 20 Seconds	SLA	%	<3%	3%	>3%	1.35
First Line Call Resolution		%	For Information Only			78.10
Service Desk Availability	SLA	%	>97%	97%	<97%	100.00
Service Desk Interruptions	SLA	#	<4	4	>4	0
Office / Desktop						
Software Maintenance Agreement		%	100%		<100%	100.00
Hardware Support (No. Of Requests)			For Information Only			169
Software Support (Nr			For Information Only			165

Requests)						
Installations SLA Achievement - < 10	SLA	%	100%		<100%	100.00
Hardware Maintenance SLA	SLA	%	100%		<100%	98.80
E- Mail Availability	SLA	%	>97%		<97%	99.99
Telephone Services						
Total Managed Incidents (Target – 70)		#	For Information Only			68
Total Moves / Changes (Target -100)		#	For Information Only			67
Total Advice And Guidance Requests (Target – 40)		#	For Information Only			0
Data Network						
Availability – Class A Site	SLA	%	>99%	99%	<99%	99.79
Availability – Class A Site	SLA	%	>97%	97%	<97%	99.83
Availability – Class A Site	SLA	%	>95%	95%	<95%	99.38
Availability – Class A Site	SLA	%	>95%	95%	<95%	98.08
Service Credits Resulting From Interruptions		£	+ve	0	-ve	0
Computer Environments						
Availability Unix	SLA	%	>98%	98%	<98%	100.00
Availability NT	SLA	%	>98%	98%	<98%	100.00
Availability Vax (Roads)	SLA	%	>98%	98%	<98%	100.00
Application Support						
Cumulative Usage Days Utilised / Committed		#	For Information Only			
Service Credits 0 Critical System Availability		£	+ve	0	-ve	0
Service Credits – Critical System Interruptions		£	+ve	0	-ve	0
Printing						
Files Requested						709
Non – Conformances		£				1
% Success Rate		%	>99.9%		<99%	99.86

A very good performance during July with the majority of services delivered within the Service Level Agreement thresholds.

Service Desk performance for July was excellent with 94% of calls answered within 20 seconds and the first time fix rate at 78%.

Service Credits of £150 incurred during the month largely due to a combination of staff illness and annual leave in the Field Service team which meant the available resource had to be focussed on areas with larger volumes of calls. This resulted in 2 Desktop calls in more remote areas failing

target.

The Construction Design Management (CDM) Compliance continues to have a large impact on call durations. It is estimated that 1 to 2 hours are spent by desktop engineers in creating plans as part of the initial site surveys as site plans for Highland Council properties are not always available.

During the month there were two major faults with the core infrastructure, the first one was related to the Core Virtual Private Network switch in Headquarters which locked up, this mainly affected home workers and webmail users. This fault was resolved by power cycling the unit. Further investigations were unable to precisely identify reason for the lock up. Secondly, the Internet Service was interrupted due to a breakage in the THUS fibre at Inverness College. With this outage lasting over a day, a proposal is being considered to build in resilience into our network internet infrastructure and avoid future similar faults.

1.2. Complaints

One complaint was logged during July related a broadband provision within TEC services. This has now been resolved and this escalation process reviewed and adapted accordingly.

1.3. Major Incidents

Three major Incidents occurred during the defined period.

The first incident relates to the Golspie Service Point telephony provision. After several attempts to diagnose the incident, BT escalated the fault. A temporary solution was put in place to resolve the problem.

The second incident relates to a problem with the printing from Alness Housing Building Maintenance. The problem started following a printer replacement whereby the system prints could no longer be produced. The problem was passed between different Fujitsu teams without being resolved. The issue has been escalated and Fujitsu Problem management is finding a solution to the problem.

The final incident involved poor performance of the Housing database caused by the user limit being exceeded. This was resolved by reloading the server however the root cause is still under investigation.

1.4. E-mail filtering

The table below illustrates the percentage of the total number of incoming e-mail which has been blocked being identified as SPAM. (SPAM refers to unsolicited or electronic junk mail.)

2008	Jul
Incoming E-mail (000s)	6,295
% Blocked	84.05%

1.5. Customer Satisfaction

The IS Client ensures that the Council's IS/IT partner delivers services in accordance with agreed procedures and that agreed SLA targets are achieved. The below table shows the Service Performance as submitted by the Information Systems Liaison Officer's Community. No scores were submitted by TEC Services for July.

Social Work Service marked the performance down mainly because of unresolved issues with the third party supplier OLM which was the main reason for dissatisfaction.

Scorecard reflecting the Average Performance for the July period

Category	Social Work	TECS	Housing & Property	Planning & Development	ECS	Finance	CEO	Average
Vision & Strategy	7.00	N/A	7.80	8.50	7.00	7.70	7.60	7.60
Contract & Value	7.00	N/A	7.20	7.00	7.00	7.70	7.20	7.18
Relationships	7.60	N/A	7.50	7.50	7.00	8.00	8.00	7.60
Resources	7.40	N/A	7.40	8.00	7.00	8.00	7.80	7.60
Service	(5.00)	N/A	7.30	8.00	7.00	7.70	7.00	7.00
Projects & Change	7.00	N/A	7.80	7.50	7.00	7.70	7.00	7.33
Satisfied with Fujitsu	6.83	N/A	7.50	7.75	7.00	7.80	7.43	7.39

Signature:

Designation: Head of E-Government

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