

THE HIGHLAND COUNCIL

RESOURCES COMMITTEE – 18 February 2009

Agenda Item	
Report No	

Performance Report for October to December 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 months of October to December 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

Measure	SLA	Unit	THRESHOLDS			2008		
						Oct	Nov	Dec
Client Satisfaction								
Fujitsu Service Scorecard		#	>9	9-7	<7	7.5	7.6	7.6
Financial Statement								
Service Credits (In Month)		£	+ve	0	-ve	£0	£0	£0
Change Management								
Change Requests Received Current Month		#	For Information Only			1,103	1,069	742
Service Desk.								
Calls Received		#	For Information Only			5,300	4,651	3,465
Number Of Incidents Logged		#	For Information Only			2,168	2,505	2,057
Calls Answered Within 20 Seconds	SLA	%	>80%	80%	<80%	90.12%	83.56%	89.93%
Calls Abandoned After 20 Seconds	SLA	%	<3%	3%	>3%	2.32%	5.00%	2.37%
First Line Call Resolution		%	For Information Only			77.70%	81.10%	82.70%
Service Desk Availability	SLA	%	>97%	97%	<97%	100.00%	100.00%	100.00%
Service Desk Interruptions	SLA	#	<4	4	>4	0	0	0
Office / Desktop								
Software Maintenance Agreement		%	100%		<100%	100.00%	100.00%	100.00%
Hardware Support (No. Of Requests)			For Information Only			179	129	124
Software Support (Nr Requests)			For Information Only			156	166	155

Installations SLA Achievement - < 10	SLA	%	100%		<100%	100.00%	100.00%	100.00%
Hardware Maintenance SLA	SLA	%	100%		<100%	100.00%	100.00%	100.00%
E- Mail Availability	SLA	%	>97%		<97%	100.00%	100.00%	99.99%
Telephone Services								
Total Managed Incidents (Target – 70)		#	For Information Only			57	79	70
Total Moves / Changes (Target -100)		#	For Information Only			80	52	41
Total Advice And Guidance Requests (Target – 40)		#	For Information Only			0	0	0
Data Network								
Availability – Class A Site	SLA	%	>99%	99 %	<99%	99.97%	99.96%	99.99%
Availability – Class A Site	SLA	%	>97%	97 %	<97%	99.33%	99.88%	99.98%
Availability – Class A Site	SLA	%	>95%	95 %	<95%	99.79%	99.87%	99.87%
Availability – Class A Site	SLA	%	>95%	95 %	<95%	99.70%	88.50%	99.83%
Service Credits Resulting From Interruptions		£	+ve	0	-ve	0	0	0
Computer Environments								
Availability Unix	SLA	%	>98%	98 %	<98%	100.00%	100.00%	100.00%
Availability NT	SLA	%	>98%	98 %	<98%	99.99%	99.99%	99.99%
Availability Vax (Roads)	SLA	%	>98%	98 %	<98%	100.00%	100.00%	100.00%
Application Support								
Cumulative Usage Days Utilised / Committed		#	For Information Only					
Service Credits 0 Critical System Availability		£	+ve	0	-ve	£0	£0	£0
Service Credits – Critical System Interruptions		£	+ve	0	-ve	£0	£0	£0
Printing								
Files Requested						547	474	351
Non – Conformances		£				3	1	0
% Success Rate		%	>99.9 %		<99%	99.45%	99.79%	100.00%

A very good performance during the reporting period with the majority of services delivered within the service level thresholds. We noted a decrease in December with regard to Change Requests and Incidents logged, mainly due to the holiday period.

Within Desktop, Service Levels performed to agreed levels; no Service Credits were awarded. In December the target for 'call answering' dropped with the actual levels of 'calls abandoned' after 20 seconds rising to 5%. This was due to Service Desk staffing levels.

The number of Severity 1 and 2 incidents increased in December. The cause of poor weather conditions was recorded in 2007 which was assessed and proofed to be recurrent in 2008.

While overall network availability was very high, there were a number of network outages as a result of power outages, mainly due to 'works' at the site and power failures due to poor weather conditions.

In terms of Field Services, full Service Level Agreement (SLA) compliance with desktop incident calls was achieved during this period. The Construction Design Management (CDM) Compliance continues to see extended durations and costs of Requests for Change for new or amended data networking points.

1.2. Complaints

A complaint was raised in December with respect to delays in implementation of the Symposium Upgrade. Symposium is a call centre application supported by BT. Fujitsu Services is reliant on a 3rd party provider (BT) to configure the software and have made several unsuccessful attempts to progress this issue. The Service Delivery Manager from Fujitsu Services is pressing BT for a prompt response and resolution.

1.3. Major Incidents

A major incident was identified with the Job Evaluation project w/c 1 December with regard to the contract printing of the Job Evaluation and Equal Pay letters. Following discussions between the Council and Fujitsu the issues were successfully resolved and all requirements were met.

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.)

A significant reduction in the number of Spam e-mails was reported in the month of November. This was due to a successful operation in America that resulted in a Spam hosting device being taken off-line. The volume of Spam increased in December as criminal elements found new method of operating; this trend is expected to continue.

2008	Oct	Nov	Dec
Incoming E-mail (000s)	6130	3044	4297
% Blocked	86.95	80.92	90.27

1.5. Customer Satisfaction

The table illustrates the Service Performance as submitted by the Information Systems Liaison Officer's Community. During the defined period we noted a slight increase in levels in satisfaction.

Scorecard reflecting the Average Performance for October - December Period

Category	Social Work	TECS	Housing & Property	Planning & Development	ECS	Finance	CEO	Customer Service	Average
Vision & Strategy	7.00	7.23	7.80	8.50	7.13	7.59	7.60	8.50	7.67
Contract & Value	7.00	7.08	7.60	7.75	7.50	7.71	7.20	8.00	7.48
Relationships	7.48	7.34	7.95	8.25	8.13	7.95	8.00	8.25	7.92
Resources	7.30	7.40	7.80	8.00	7.38	7.73	7.85	8.50	7.74
Service	6.00	6.95	7.80	7.50	7.50	7.34	7.25	8.00	7.30
Projects & Change	7.60	6.43	8.00	6.75	7.25	7.74	7.25	8.13	7.40
Satisfied with Fujitsu	7.06	7.07	7.82	7.79	7.48	7.68	7.52	8.23	7.58

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