

THE HIGHLAND COUNCIL
RESOURCES COMMITTEE 15th April 2009

Agenda Item	
Report No	

Performance Report for January to February 2009
Report by Corporate ICT 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 January to February 2009. 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			2009	
						Jan	Feb
Client Satisfaction							
Fujitsu Service Scorecard		#	>9	9-7	<7	7.7	7.6
Financial Statement							
Service Credits (In Month)		£	+ve	0	-ve	£0	£250
Change Management							
Change Requests Received Current Month		#	For Information Only			1,031	1,039
Service Desk.							
Calls Received		#	For Information Only			4,888	4,718
Number Of Incidents Logged		#	For Information Only			3,061	2,858
Calls Answered Within 20 Seconds	SLA	%	>80%	80%	85.97%	85.97%	86.77%
Calls Abandoned After 20 Seconds	SLA	%	<3%	3%	3.77%	3.77%	2.96%
First Line Call Resolution		%	For Information Only			86.50%	80.70%
Service Desk Availability	SLA	%	>97%	97%	100.00%	100.00%	100.00%
Service Desk Interruptions	SLA	#	<4	4	0	0	0
Office / Desktop							
Software Maintenance Agreement		%	100%		<100%	100.00%	99.10%
Hardware Support (No. Of Requests)			For Information Only			145	170
Software Support (Nr Requests)			For Information Only			219	225
Installations SLA Achievement - < 10	SLA	%	100%		<100%	100.00%	100.00%
Hardware Maintenance SLA	SLA	%	100%		<100%	100.00%	100.00%
E- Mail Availability	SLA	%	>97%		<97%	100.00%	99.98%
Telephone Services							
Total Managed Incidents (Target – 70)		#	For Information Only			71	61
Total Moves / Changes (Target -100)		#	For Information Only			77	83
Total Advice And Guidance Requests (Target – 40)		#	For Information Only			0	0

Data Network							
Availability – Class A Site	SLA	%	>99%	99%	<99%	99.84%	99.70%
Availability – Class A Site	SLA	%	>97%	97%	<97%	99.38%	99.33%
Availability – Class A Site	SLA	%	>95%	95%	<95%	98.67%	99.65%
Availability – Class A Site	SLA	%	>95%	95%	<95%	98.79%	99.52%
Service Credits Resulting From Interruptions		£	+ve	0	-ve	£0	£0
Computer Environments							
Availability Unix	SLA	%	>98%	98%	<98%	100.00%	100.00%
Availability NT	SLA	%	>98%	98%	<98%	100.00%	99.99%
Availability Vax (Roads)	SLA	%	>98%	98%	<98%	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
Service Credits – Critical System Interruptions		£	+ve	0	-ve	£0	£0
Printing							
Files Requested						454	583
Non – Conformances		£				1	0
% Success Rate		%	>99.9%		<99%	99.78%	100.00%

A healthy performance for the beginning of the 2009 with majority of Service Levels attained except for a failure within Desktop Software Maintenance, which resulted in service credits of £250 in February.

Further to a question raised at Resources Committee, in February, utilisation and availability data for the Virtual Private Network (VPN), a service for remote and mobile working is being gathered; this reporting will be included in the performance report presented to the next meeting.

1.2. Complaints

A complaint was raised in December in regard to delays in procuring the Symposium Upgrade. The upgrade was to occur in January; however there were further technical problems causing additional postponement. As a result the issue was escalated further with a complaint raised by Fujitsu with their third party supplier and the requested change is now finally progressing.

Three other complaints were raised within the period; the first one mainly with regard to the delay in providing a telecom and data network solution at the Family Resource Centre in Inverness, the second one was related to wrong diagnosis of a site outage, Glenorrin, and the final one connected to the slow response in the provision of a printer/scanner.

1.3. Major Incidents

Within the data network provision ; the THUS network in Skye which provides service to a large amount of depended sites, experienced intermittent problems from year end of 2008 until the end of January 2009. The reasons identified by THUS were movement and moisture in the radio dish. A major incident was raised with THUS providing a resolution plan for addressing the identified problems on the masts at Scoval/Skriaig. The identified work was successfully completed after several attempts were hampered by the weather. Two sites (TECS, R&T Depot and Social work, Taigh na Drochaid) were regressed from THUS provision to Fujitsu provision, these sites will be returned to THUS in April after a reassured stable data network.

On 4 February Inverness experienced a power fluctuation which resulted in the core THUS equipment within the equipment room failing. The service was restored within 3 hours of this major incident being reported. The electricity supply is a council responsibility consequently the provision of an uninterrupted power supply is being assessed by the Council for this core link equipment.

Within the VPN telecom and data room we also experienced a on site power fluctuation; an initial assessment determined the need of a more detailed electrical inspection to ascertain the reason for the power fluctuation. This inspection is being progressed..

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.)

2009	Jan	Feb
Incoming E-mail (000s)	5142	5390
% Blocked	90.17	89.95

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 table shows the Service Performance as submitted by the Information Systems Liaison Officer's Community. The category Service was marked down by TECS and Social Work Services, mainly due to the delay in dealing with logged Request for Changes and within Planning and Development for the management of third party suppliers within the projects arena.

Scorecard reflecting the Average Performance for January - February Period

Category	Social Work	TECS	Housing & Property	Planning & Development	ECS	Finance	CEO	Customer Service	Average
Vision & Strategy	7.00	7.40	7.80	8.50	7.00	7.25	7.65	8.50	7.58
Contract & Value	7.00	7.40	7.60	8.00	7.50	8.00	7.20	8.00	7.56
Relationships	7.00	7.10	7.60	8.50	7.50	8.13	8.00	7.50	7.68
Resources	6.50	7.50	7.80	8.00	7.00	7.38	8.00	8.50	7.52
Service	6.25	6.65	7.50	7.50	7.00	8.00	8.00	7.50	7.29
Projects & Change	8.20	8.00	7.65	6.50	7.00	8.00	8.00	8.50	7.68
Satisfied with Fujitsu	6.99	7.34	7.66	7.83	7.17	7.79	7.81	8.08	7.59

2. Recommendation

2.1 Members are requested to note the report

Signature:

Designation: Corporate ICT Manager

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Date: 24th March 2009