

THE HIGHLAND COUNCIL

RESOURCES COMMITTEE – 3 December 2008

Agenda Item	
Report No	

Performance Report for August and September 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 August and September 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	
						August	September
Client Satisfaction							
Fujitsu Service Scorecard		#	>9	9-7	<7	7.7	7.5
Financial Statement							
Service Credits (In Month)		£	+ve	0	-ve	£100	£150
Change Management							
Change Requests Received Current Month		#	For Information Only			1,010	1,165
Service Desk.							
Calls Received		#	For Information Only			4,893	5,398
Number Of Incidents Logged		#	For Information Only			1,876	2,039
Calls Answered Within 20 Seconds	SLA	%	>80%	80%	<80%	85.80%	88.76%
Calls Abandoned After 20 Seconds	SLA	%	<3%	3%	>3%	3.87%	2.95%
First Line Call Resolution		%	For Information Only			77.80%	74.50%
Service Desk Availability	SLA	%	>97%	97%	<97%	100.00%	100.00%
Service Desk Interruptions	SLA	#	<4	4	>4	0	0
Office / Desktop							
Software Maintenance Agreement		%	100%		<100%	99.30%	100.00%
Hardware Support (No. Of Requests)			For Information Only			162	190
Software Support (Nr			For Information Only			135	146

Requests)							
Installations SLA Achievement - < 10	SLA	%	100%		<100%	100.00	100.00
Hardware Maintenance SLA	SLA	%	100%		<100%	99.4	98.4
E- Mail Availability	SLA	%	>97%		<97%	100.00	100.00
Telephone Services							
Total Managed Incidents (Target – 70)		#	For Information Only			64	68
Total Moves / Changes (Target -100)		#	For Information Only			49	102
Total Advice And Guidance Requests (Target – 40)		#	For Information Only			0	0
Data Network							
Availability – Class A Site	SLA	%	>99%	99%	<99%	99.97%	99.97%
Availability – Class A Site	SLA	%	>97%	97%	<97%	99.96%	99.98%
Availability – Class A Site	SLA	%	>95%	95%	<95%	99.99%	99.83%
Availability – Class A Site	SLA	%	>95%	95%	<95%	99.83%	99.83%
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%	99.99%	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						545	499
Non – Conformances		£				3	7
% Success Rate		%	>99.9%		<99%	99.45%	98.60%

A good performance during August and September with the majority of services delivered within the Service Level thresholds.

Within Desktop, Service Levels failed during the defined period resulting in a total of £250 Service Credits. This is the third consecutive month whereby Service Levels have been breached in this area. No consistent reason for this other than the continual high level of requests, an ageing estate and issues with Fujitsu resources.

The number of Request for Change rose considerably in September with the overall volume of outstanding Requests also rising correspondingly. The monthly reviews held with the Service Delivery Units and IS Client continue to focus on calls that have not yet been assessed 10 days after being logged and calls that have been logged for over 40 days.

At end of September a routine maintenance and health check of the members' laptops was completed, with approximately 70% of the laptops having been checked.

During September preparatory work was undertaken to the Security Manager installation into the CRM suite of applications, a requirement to enable the Service Centre to support the Job Evaluation project.

While overall network availability was very high, there were a number of network outages as a result of power outages, mainly schools. There was an outage in August at a nodal site (Lochaber High School) due to construction work undertaken at the school without consideration or notification of the impact of powering down the school. This impacted various key Council sites in Fort William.

Allness Service Point continued to experience issues with telephony however with remedial actions of reconfiguration of lines and hardware replacement, testing in early September proved successful. The site is being monitored.

A long term but highly intermittent issue of handset failure at the Service Centre at Osprey House was finally diagnosed in August as a capacity issue. The issue has been resolved by upgrading the current 16 channels to 32.

The Construction Design Management (CDM) Compliance does continue to see extended durations and costs of Requests for Change for new or amended data networking points.

During the month of August, Fujitsu Services was audited by the British Standards Institution (BSI). Fujitsu has an organisation wide ISO9001 accreditation for Service Quality and ISO27001 accreditation for Information Security Management. As Highland Council is a major account, all aspects of the Service Delivery to Highland is subject to these rigours and audits. As a result it was confirmed that the Highland Council Service is managed and delivered effectively and that all business controls are in place to maintain IS9001. In addition to ISO9001, it was also confirmed that registration against ISO27001 should also continue.

1.2. Complaints

There were no complaints registered during August and September.

1.3. Major Incidents

There were no major incidents during the defined period.

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	August	September
Incoming E-mail (000s)	6,550	6,056
% Blocked	89.63%	87.41%

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.

Scorecard reflecting the Average Performance for August - September period

Category	Social Work	TECS	Housing & Property	Planning & Development	ECS	Finance	CEO	Customer Service	Average
Vision & Strategy	7.00	6.80	7.80	8.50	7.00	7.70	7.60	8.50	7.60
Contract & Value	7.00	6.20	7.40	7.00	7.50	7.70	7.20	8.00	7.26
Relationships	7.50	6.80	7.65	7.50	8.50	8.10	8.00	8.00	7.75
Resources	7.00	6.60	7.60	8.00	8.00	7.80	7.80	8.50	7.66
Service	5.00	6.50	7.55	8.00	7.75	7.80	7.00	8.00	7.24
Projects & Change	7.00	6.00	7.95	7.00	7.50	8.00	7.00	8.50	7.36
Satisfied with Fujitsu	6.79	6.48	7.65	7.67	7.70	7.72	7.43	8.25	7.46

Signature:

Designation: IS Client Manager

Author: Linda Johnstone, Senior IS Client Officer

Date: Thursday, 13 November 2008