Inverclyde council

Report To:	**Policy & Resources Committee**	**Date:**	**20th September 2016**

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Report By:	**Chief Financial Officer**	**Report No:**	**FIN/94/16/AP/AMcD**
Contact Officer:	**Allan McDonald**	**Contact No:**	**01475 712098**
Subject:	**ICT Services Performance Update**		

1.0 PURPOSE

1.1 The purpose of the report is to update Committee on the performance of ICT Services and provide updates on a number of projects.

2.0 SUMMARY

2.1 ICT continues to deliver a high level of service despite increasing demand from users and the reduction in resources. It has a range of ongoing projects listed in Appendix 1 that will improve reliability and delivery of services and is working with a number of services to identify opportunities to implement new ways of working and drive efficiencies.

2.2 The Servicedesk continues to deliver a high quality service that has rated highly in Customer Satisfaction exercises. There is a challenge to ensure that this is maintained in light of on-going and increasing resource pressures. The majority of the day to day work that the servicedesk undertakes is in the Schools. With an increasing emphasis on the use technology in the classroom ICT works closely with QIO colleagues in Education Services to ensure that the service delivers in line with educational priorities.

2.3 The Council has begun the process to utilise the Scottish National MyAccount Service to authenticate citizens for online services being implemented as part of the Council's Digital Access Strategy

2.4 Following recent service issues ICT has completed a review of current Remote Access provisions.

3.0 RECOMMENDATIONS

3.1 That the Committee note and comment on the performance detailed in the report and supporting appendices.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

4.1 As part of the ongoing restructure of the Council's Services. ICT Services became part of Finance Services on 1st April 2015.

4.2 ICT Services provides 5 main functions as part of its overall service:

- Servicedesk – Incident Response and Service request
- Server and System Support
- Network and Telecommunications
- Application Support and Development
- Project Management

4.3 The service provides support from 08:40 – 17:00 (16:30 Friday) and delivers a highly efficient and very cost effective service as evidenced by SOCITM Benchmarking where the service is consistently benchmarked as one of the lowest spending services per customer/device of all 32 local authorities.

4.4 MyAccount is a Scottish Government initiative to provide a single account for all citizens to be able to access a wide range of public sector services using only one username and password. Following Committee approval ICT Services have begun the process of engaging with the Improvement Service to implement the necessary infrastructure changes required to implement the service.

4.5 The Council has used a version of Aventail for Remote Access since 2006 when it was procured to replace a number of separate access systems. Since 2011 Dell has owned the product and has rebranded it Dell SonicWall Secure Remote Access (SRA). The system is used in both Corporate and Education Networks. Following recent service and reliability issues, ICT has completed a review of the system and provided a summary of the options and current course of action at Section 2.7 of Appendix 1.

5.0 PERFORMANCE

5.1 ICT Services provides a range of functions critical to the ongoing delivery of services to staff, pupils and customers of the Council. Despite ongoing budgetary pressures, ICT Services has continued to meet and exceed Service level targets. Appendices 1 and 2 show the high level performance across a range of targets:

- Servicedesk Incidents
- Servicedesk Service Requests
- Internet and Web Access
- Email
- PC Refresh
- Projects Update

5.2 <u>Servicedesk Incidents</u>. These tables show a steady number of Incidents being received by the servicedesk on a month by month basis. The number of calls that fail to be resolved within the agreed Service Levels remain low and the overall Service Levels remains well above the current 80% target. An incident is defined as an issue that impacts directly on the ability of a member of staff, a team or service to continue to perform their job. Common examples are PC failures, Application errors, Interactive Whiteboard bulb replacements.

The Servicedesk responds to, on average, over 1500 incidents per month of which it resolves 93.45% of calls within agreed SLA levels against an SLA target of 80%.

5.3 Servicedesk Service Requests. These tables also show a steady number of Service Requests being received by the servicedesk on a month by month basis. The number of requests that fail to be resolved within the agreed Service Levels remain low and the overall remains well above the current 80% target. A Service request is defined as an additional requirement. Common examples are additional network points or equipment, office moves or the provision of a bespoke application.

The Servicedesk receives, on average, over 400 service requests per month of which it resolves 92.67% of requests within agreed SLA levels against an SLA target of 80%.

5.4 Internet and Web Access. This report shows the number of visitors to the main Council website www.inverclyde.gov.uk. It shows an improvement in the number of pages being visited since the website was refreshed in May 2015. These enhanced statistics detail the way the site is being used and by which type of device.

5.5 Email. The Council receives an average of just under 500,000 incoming emails each month. The figures in theses tables show the breakdown of legitimate mail against spam messages and mail that contains viruses and malware.

5.6 PC Refresh Programme. The Council currently has a five year PC refresh programme. Phase 1 of the 2016 Refresh programme, has now been completed and 1830 older and smaller monitors have been replaced with larger, more efficient LED widescreen devices.

6.0 IMPLICATIONS

6.1 **Finance**

Financial Implications:

There are no direct costs arising from this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

6.2 **Legal**

There are no legal implications arising from this report.

6.3 **Human Resources**

As per the 2016/17 budget, a restructure has been approved which will deliver a £23,000 saving.

6.4 **Equalities**

Has an Equality Impact Assessment been carried out?

| | Yes

| X | No   This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

Repopulation

6.5 There are no repopulation issues arising from this report.

7.0 CONSULTATIONS

7.1 None

8.0 BACKGROUND PAPERS

8.1 None

Appendix 1 – Projects Update

1 - Scottish Wide Area Network (SWAN)

Following final transition of the Council Wide Area Network to SWAN, ICT Services continue to engage with the SWAN Authority, and the supplier, Capita, to progress use of "Value Added Services" that will become available via the SWAN Contract.

Areas currently being pursued by the Council is the implementation of the ability to use Council ICT equipment in other public sector locations and conversely, allowing other public bodies access via our own wireless network. The implementation of a secure email relay service between SWAN members and other public bodies such as the Criminal Justice and Policing sector.

The Council has indicated its willingness to participate in any early trials of these services.

2 - Digital Access Strategy

2.1 – MyAccount Scotland

Committee has given approval for the Council to use MyAccount as the authentication method for Council online services. The Council is now beginning the "on-boarding" process to become a participant in the scheme.

2.2 - Council Website

Following a peak during the winter months, site numbers appear to have now stabilised.

Further developments such as Schools Online Payments and Customer Self Service and additional online payments should drive more traffic to the site.

A major update to the Content Management System has been completed. Custom workflow has been delivered. Configuration and testing is continuing. A meeting with core web team members to "walk through" the new features and agree testing parameters has been held.

An updated Intranet server has been deployed. There is an opportunity to refresh the current Intranet site Icon following the deployment of a new server. Early discussions with colleagues in Corporate Comms and the core web team indicate an interest in reviewing the current provision and establishing further enhancements. Corporate Communications are currently canvassing opinions from staff on what functionality and content would be required.

2.3 - Customer Services – Kana Upgrade

Web Self Service Portal (SSP) has been implemented. Training in the product has now been delivered to ICT and CSC Staff. A number of services offered by Roads, Transport and Waste Collection have been identified as suitable pilots and will be accessible from the main council website. Engagement with Services has begun to identify potential services to be delivered and identify any changes to working practices to accommodate the new system. A small lnumber of services will be identified to form part of a "soft launch" of the new forms. It is anticipated that the service will go live in Octover 2017.

Employee Mobile is an app for mobile devices which enables council officers to be notified, take ownership and expedite cases logged in the KANA system. There have been initial discussions with a number of services to implement pilot projects. ICT Services are also looking at implementing an element of this system for its technicians. At present there is limited investment from services in deploying this tool.

Citizen Mobile is an app for mobile devices which offers similar functionality to the Self Service Portal. This will provide another route to services for citizens. The app takes advantage of the GPS positioning and camera technology inherent in the devices to capture rich and accurate data to attach to the case created in KANA system. Development of the app has been completed and is being tested by ICT Services. Services to be include at go-live are being agreed at a series of planning meetings between Ict and interested Services. Publication in the Apple App Store and Android play Store is anticipated towards the end of September.

A members briefing is planned to demonstrate the services prior to public launch.

2.4 Complaints management

Corporate Complaints Management will be incorporated into Kana as part of a reorganisation of the complaints handling process. The Complaints System has now been completed with the cooperation of colleagues from North Ayrshire Council.

A number of outstanding tasks are now required to be completed to deliver the final process configuration in KANA:

•   Eform to be reviewed and changes made

•   Scripting to be reviewed and changes made

•   Work queues to be defined

•   Users, groups and recipients to be defined

•   Reports to be defined

The Complaints Management Steering Group will "sign-off" the system and agree on an implementation timetable.

2.5 – Council Online Payments

An expanded range of online payments have been implemented via the Council Web Site.

Work setting up all of the on-site payment guidance pages, links to offsite portals and covering letters which go out to customers has been completed. The additional online payments went live on the site from Monday 4th April. These include Council Tax, invoices, NDR, fixed penalty notices, parking fines, housing advances, various planning payments, landlord registration and various licensing payments.

2.6 - Schools Online Payments

Following a capability and capacity assessment of suppliers with Procurement and Legal Services, a supplier has been appointed.

The project has been initiated and pilot schools have been identified.

Training was delivered towards the end of August and is to be followed by implementation of initial payment items.

Planned go live date of mid-September to allow for schools to return from summer break and local training to be delivered.

2.7 Remote Access

Background

Following two significant recent events that had resulted in loss of remote access to Council Service for Home and Mobile Workers (including access to Council Emails from Smartphones), ICT has conducted a review into alternatives for the current provision.

The council has used a version of Aventail for Remote Access since 2006 when it was procured to replace a number of separate access systems. Since 2011 Dell has owned the product and has rebranded it Dell SonicWall Secure Remote Access (SRA). The system is used in both Corporate and Education Networks.

Aventail was chosen as it provides a range of services in a single appliance that are normally provided by separate services. It allowed a unified approach to be used by staff and suppliers with a requirement to access internal network services remotely.

It provides the following services:

• Remote Access/VPN

• Two Factor Authentications (2FA)

• Portal/Remote Web Access – allows staff on NHS sites to access council network securely

• Mobile Device Access and Security (Smartphone and PDA access to email primarily)

Currently there are:

Corporate

• 471 VPN Users (Laptops and tablets),

• 11 Home Workers,

• 145 Portal Users

• 255 Mobile Device users

- 63 Suppliers

Education

- 83 VPN Users (Laptops and tablets),

- 8 Suppliers

Configuration

The council has a single device deployed for Education Services and two devices to provide a level of contingency for Corporate Users: 1 is located in the Data Centre and one at our DR Site at Newark.

Performance and Reliability

In the ten years since Aventail was deployed it has been secure with a very high level of availability, however there have been three significant periods of service disruption:

Due to bug in a scheduled upgrade, in December and January 2013/14 it was necessary for ICT Staff to intervene daily to resolve a significant number of access and performance issues. This resulted in loss of access for end-user clients.

At the start of 2016 a client upgrade (the software that sits on laptops and desktops) caused significant issues for users. This caused several weeks of intermittent disruption.

In August 2016 a hardware failure on the corporate device resulted in a loss of service and required a replacement device to be shipped from the supplier as part of the support agreement.

There have also been three recent issues that appeared to be Aventail related (i.e. remote access was unavailable) but that were subsequently identified as being separate issues. In April 2016 a JANET related Security issue restricted internet access to our network, a Windows server issue that arose over a weekend prevented access to remote services and an intermittent internet access issue on the Education Scotland provided Service resulted in some users being unable to access the device.

Potential Replacement Services

As at the original time of procurement there is no direct replacement of Aventail available therefor any replacement project would require a number of separate services or devices to be purchased:

Remote Access/VPN & Authentication Services

Cloud Based: A number of cloud based services are now available to procure via the Government Digital Marketplace.

The pricing is on a per user per month basis and vary dependent on the range of additional services required.

Hardware Based - A physical device such as an additional McAfee Enterprise firewall could be purchased. A 2FA Solution would be needed in addition to this – a cloud based solution could be procured.

Portal – The Aventail Portal is basic and provides limited functionality – the most obvious solution would be to extend the Councils existing Citrix Platform to allow a full rich desktop service. This has previously been discussed with HSCP who requested a review of current solutions – Although the cost of infrastructure would not be excessive, licensing costs would rise significantly.

Outcome

The relatively low ongoing costs and historical stability of the Aventail platform makes migration to a new platform look an expensive step.

The Council has fully paid support for the current device until July 2017. ICT will monitor stability and performance and review the situation make a recommendation based on the requirements at that time.
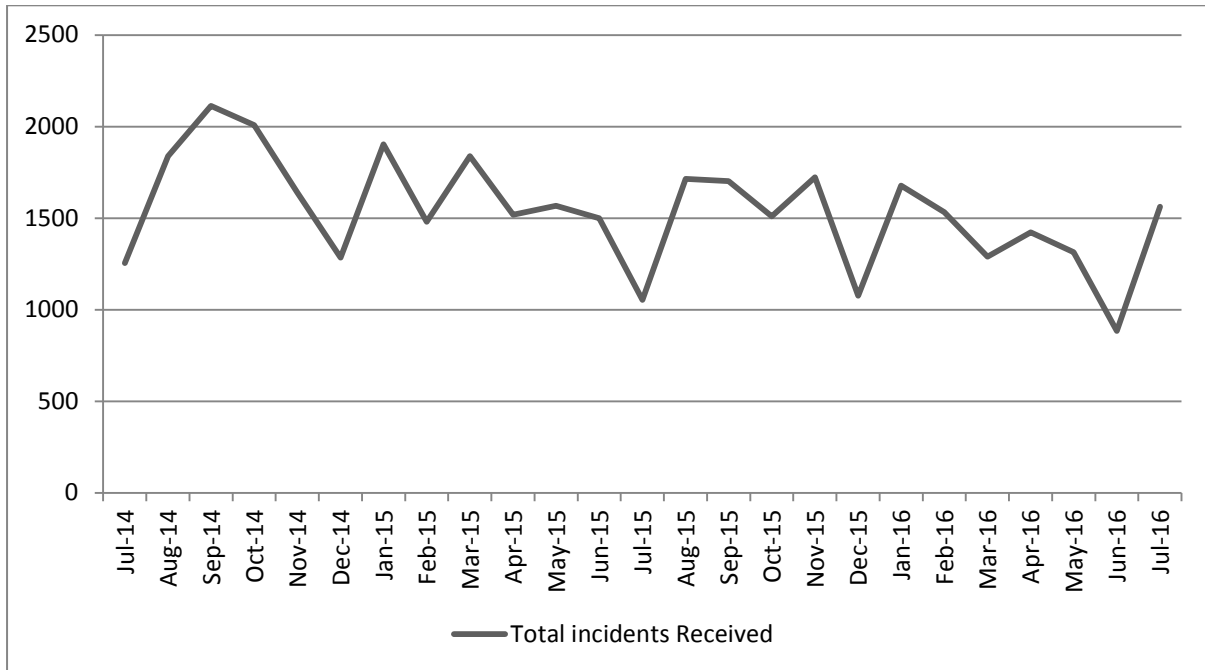
Additionally the service has implemented a text alerting service to advise of any issues with remote access and will use this to provide updates and information if any future issues arise.

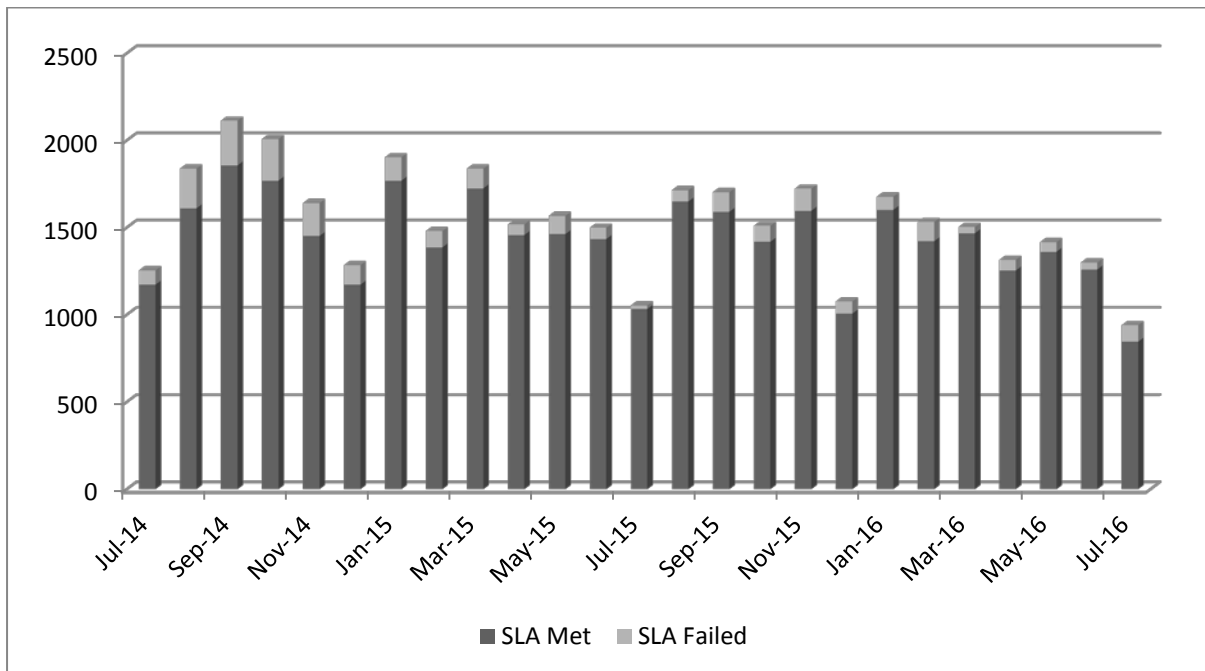# Appendix 2 – Performance Statistics – August 2016
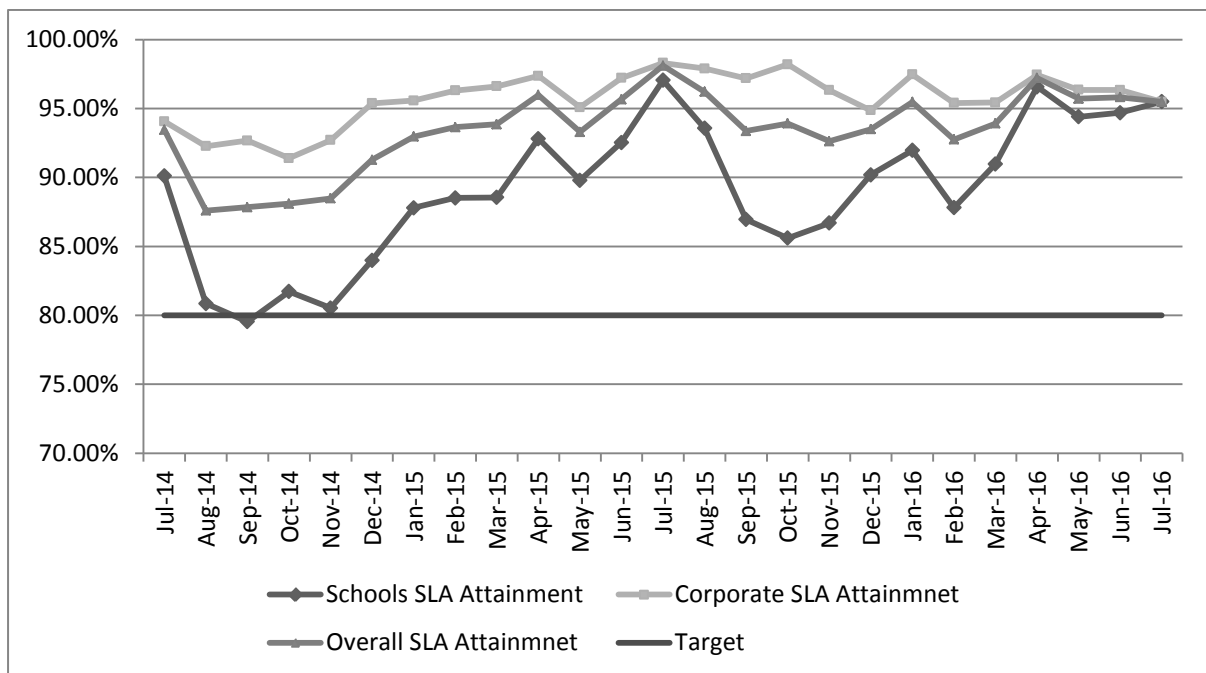
Section 1 - Servicedesk

1.1   Incidents

Incidents Received

1.1.1 - Incidents Met/Failed within SLA

1.1.2 - Monthly Service Level Attainment - Incidents

Legend: Schools SLA Attainment — Corporate SLA Attainmnet — Overall SLA Attainmnet — Target

SLA Details

VIP Users

Priority	Target Resolution Time
Critical	3 hours
High	4 hours
Normal	7 hours
Low	21 hours
Long Term	No target

Standard Users

Priority	Target Resolution Time
Critical	4 hours
High	7 hours
Normal	21 hours
Low	35 hours
Long Term	No target

SLA Attainment is 80% of incidents resolved within Target Resolution Time.
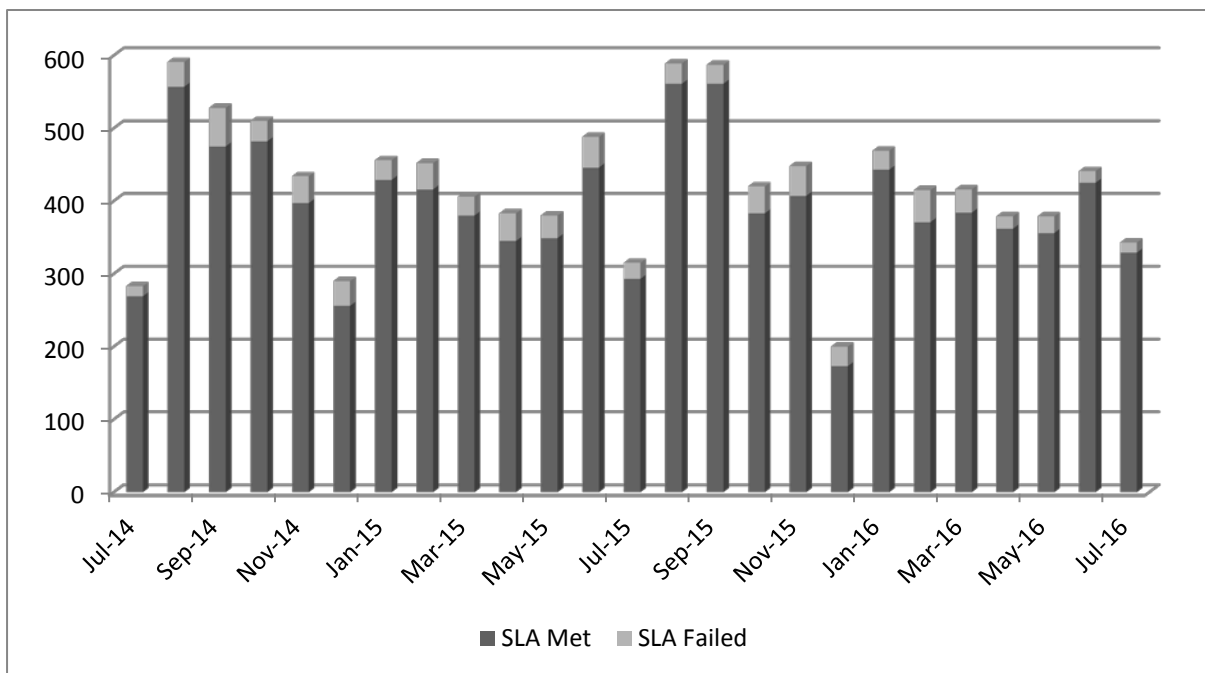
A typical Service request is unlocking a user account or password, software errors, PC faults, PDA, whiteboard and projector issues.
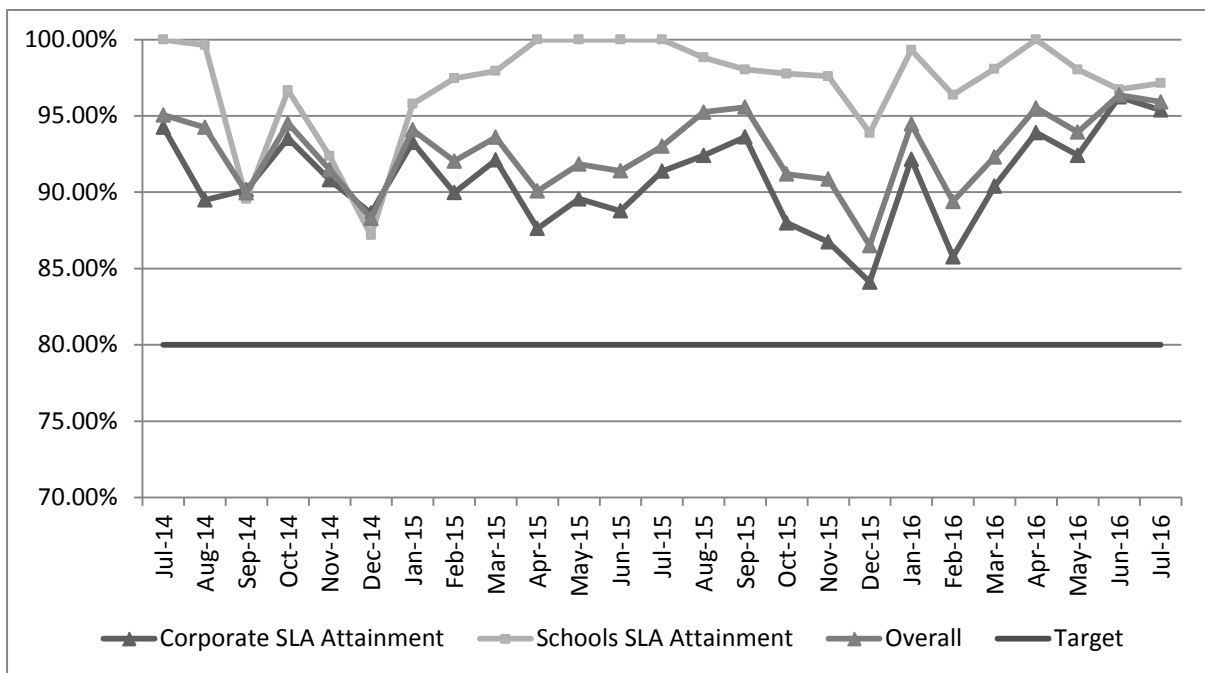
1.2 - Service Requests

1.2.1 - Service Requests Received
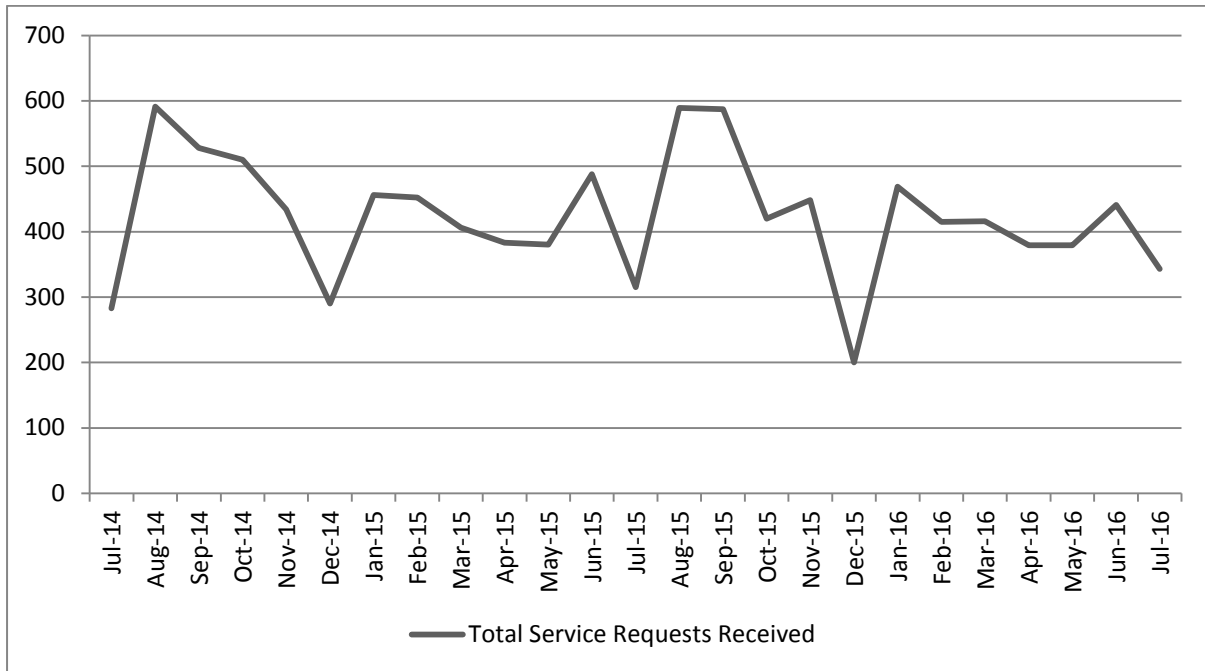
1.2.2 - Service Requests Met/Failed within SLA

**1.2.3 - Service Level Attainment – Service Requests**

SLA Attainment is 80% of incidents resolved within Target Resolution Time.

A typical Service request is provision of a new user account, a new PC or Laptop, relocation of existing services.

Section 2 - Internet and Web Access

2.1 - www.inverclyde.gov.uk – Site Statistics

Refreshed website launched May 15 – Figures for April 15 are Pre-Launch
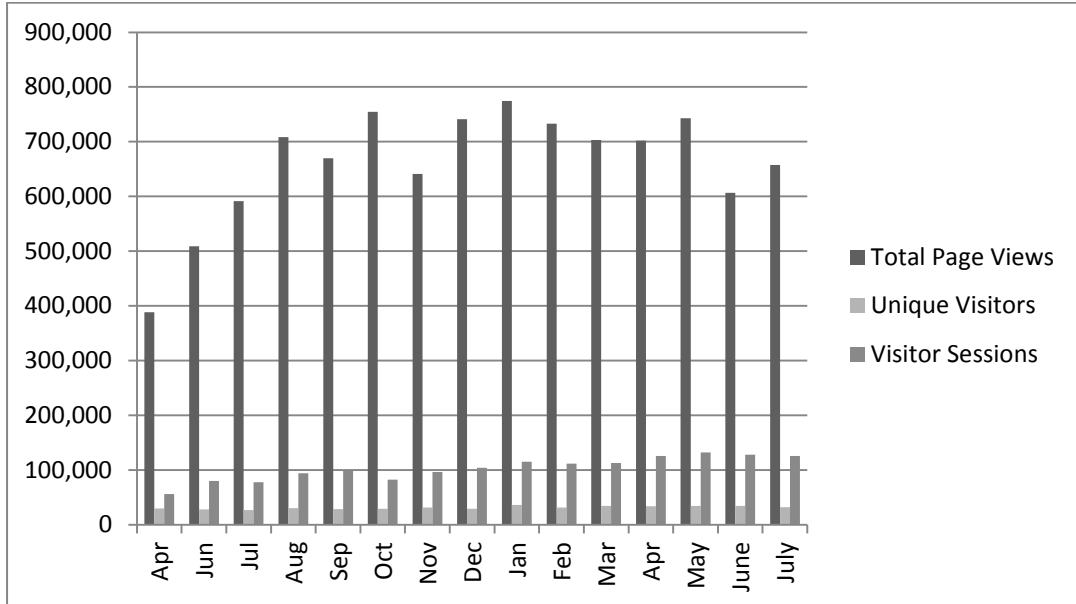
	Feb	Mar	Apr	May	June	July
Total Page Views	733,030	703,084	701,748	743,166	606,734	657,450
Unique Visitors	31,802	34,828	34,116	34,439	34,715	32,270
Visitor Sessions	111,823	112,676	125,892	132,517	128,388	126,062

Page View: A single view of a single web page from an individual visitor to our site.

Unique Visitor: Unique IP (web) address to identify our viewers.

Visitor Sessions: The number of times a unique visitor returns to view the site after leaving for more than 20mins.

2.2 - Most Popular Pages Visited

Page
/tourism-and-visitor-attractions/victoria-tower-webcam
/education-and-learning/schools/schools-holidays
/search
/council-and-government/contact-us
/jobs-and-careers/apply-for-a-job/essential-recruitment-information
/environment/recycling-and-waste-services/recycling-centres
/jobs-and-careers
/education-and-learning/schools
/pay-it-online
/forms/
/jobs-and-careers/apply-for-a-job
/a-to-z/
/health-and-social-care
/community-life-and-leisure/libraries
/environment/recycling-and-waste-services
/planning-and-the-environment
/council-and-government/council-tax
/planning-and-the-environment/planning-applications/how-to-view-planning-applications
/planning-and-the-environment/planning-applications
/council-and-government/council-tax/council-tax-bands
/tourism-and-visitor-attractions/victoria-tower-webcam
/education-and-learning/schools/schools-holidays
/search
/council-and-government/contact-us
/jobs-and-careers/apply-for-a-job/essential-recruitment-information
/environment/recycling-and-waste-services/recycling-centres
/jobs-and-careers
/education-and-learning/schools
/pay-it-online
/forms/
Certain pages such as A-Z lists, the search page etc. have been removed so that only primary content pages are shown.

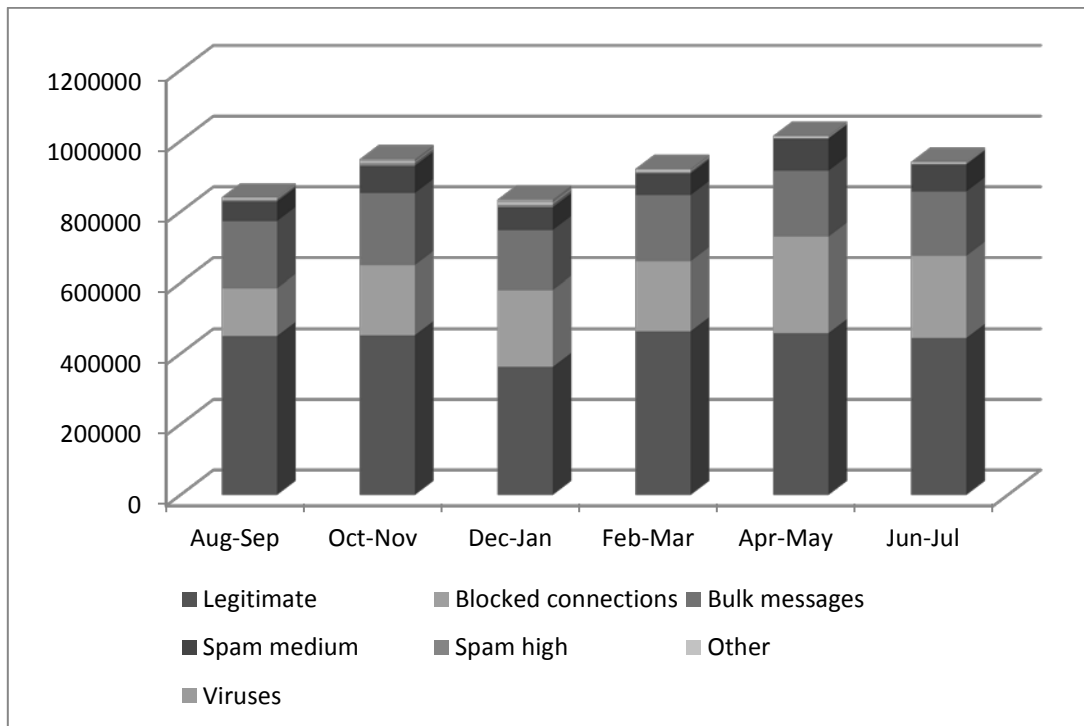**2.3 - Top 10 Search Terms –** these are the most common terms entered into the Search Bar on the home page:

School holidays
planning
council tax
Bus pass
vacancies
chief executive
blue badge
bins
Jobs
business rates

2.4 – Web Browsing by Device Categories

Device Category

- Mobile
- Desktop
- Tablet

13.57%
45.49%
40.94%
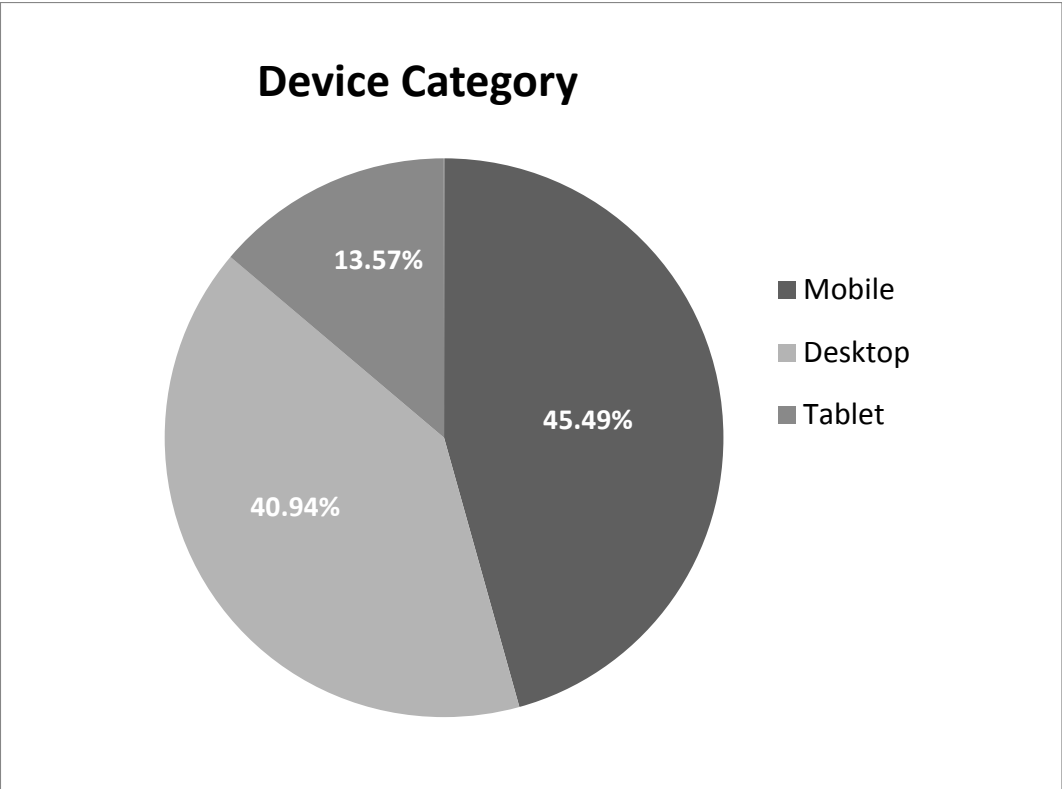
Section 3 - Email

3.1 - Inbound Email Volumes – Yearly Trend

	Aug-Sep	Oct-Nov	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul
Legitimate	450259	452667	362764	463843	458559	444794
Blocked connections	134265	196442	217070	196190	270908	230285
Bulk messages	189110	203674	168446	186990	186434	182236
Spam medium	55430	77451	64570	61629	90939	76352
Spam high	5691	7718	7992	4947	2238	2941
Other	4430	3613	5087	4417	3348	3325
Viruses	1329	6680	8269	2773	2288	909
Totals	840514	948245	834198	920789	1014714	940842

Blocked connections – sources identified as being nodes where spam originates.

Bulk messages – messages with multiple recipients, usually marketing type emails

Spam medium – messages with a medium probability rating of being Spam – a message is forwarded to recipient asking if the email is to be released.

Spam high – messages identified as being with a high probability rating of being Spam – automatically quarantined.

Other – offensive or racist language, inappropriate content.

Virus – messages containing malicious software designed to disrupt system use or create a data breach.

3.2 - Outbound Email Volumes
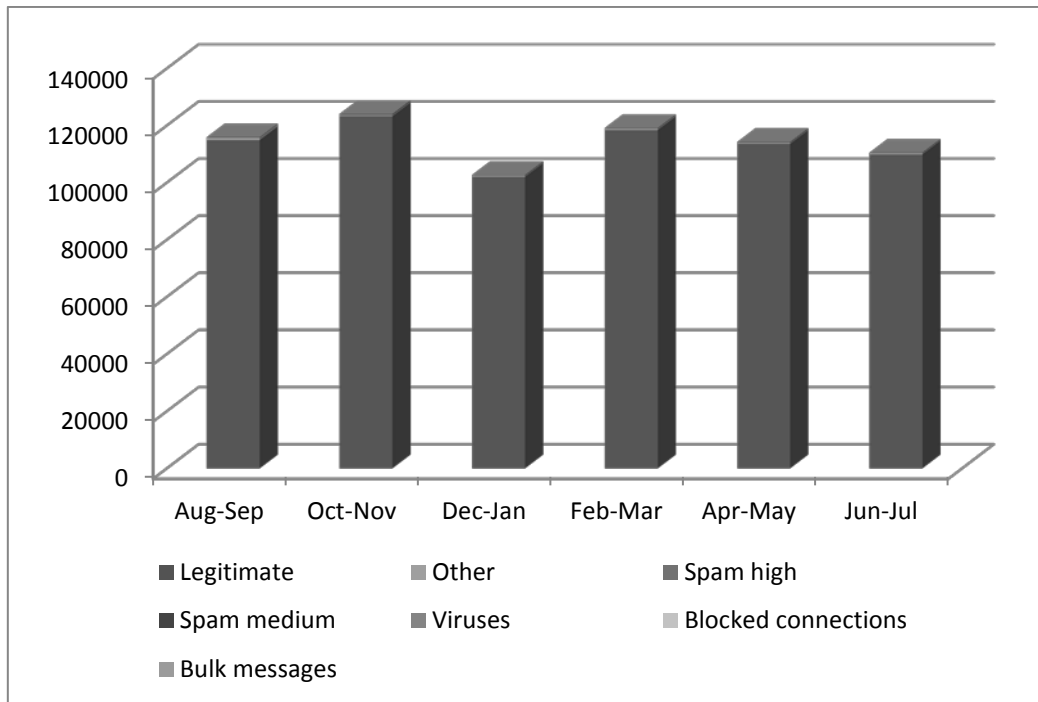
	Aug-Sep	Oct-Nov	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul
Legitimate	114904	123259	102051	118436	113586	109907
Other	780	348	296	419	293	299
Spam high	106	289	227	115	290	201
Spam medium	98	110	88	134	75	95
Viruses	0	0	0	0	0	0
Blocked connections	0	0	0	0	0	0
Bulk messages	0	0	0	0	0	0

Spam medium – messages with a medium probability rating of being Spam – a message is forwarded to recipient asking if the email is to be released.

Spam high – messages identified as being with a high probability rating of being Spam – automatically quarantined.

Other – offensive or racist language, inappropriate content.

Virus – messages containing malicious software designed to disrupt system use or create a data breach.

Note. The majority of irregular messages detected are false positives. Legitimate reports containing potentially offensive language, tiles or contents of messages that have similar phrasing to typical bulk or spam emails.

3.3 - Inbound Virus Trend – Last 52 weeks
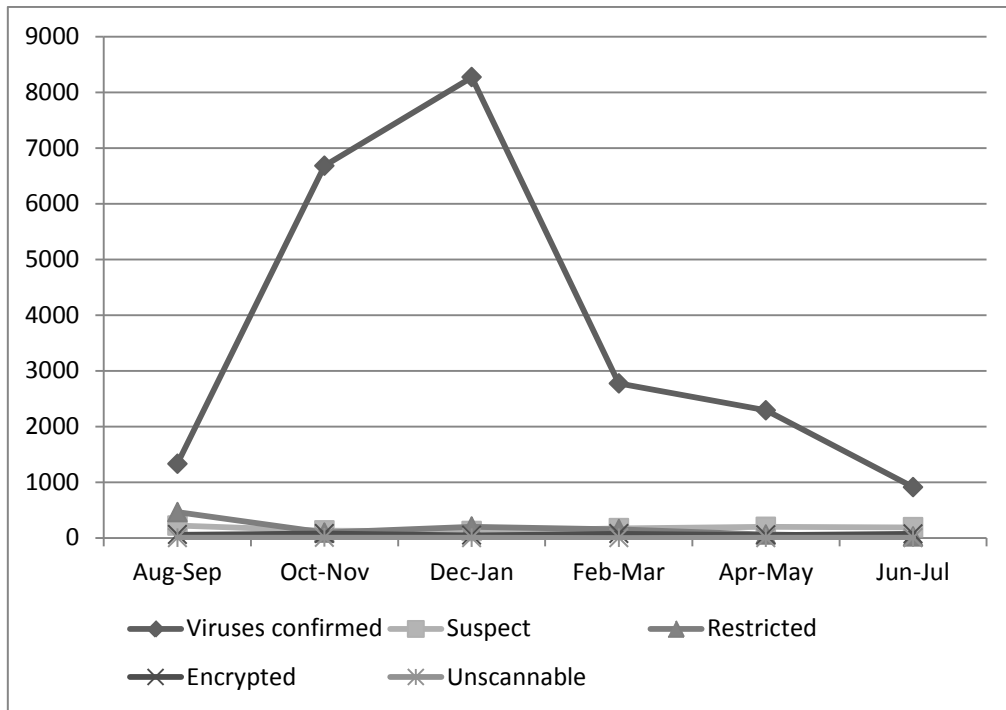
	Aug-Sep	Oct-Nov	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul
Viruses confirmed	1329	6680	8269	2773	2288	909
Suspect	220	131	120	171	196	190
Restricted	463	95	201	153	59	25
Encrypted	58	76	44	75	51	71
Unscannable	3	6	2	0	1	1