Inverclyde council

AGENDA ITEM NO: 6

Report To:	**Policy & Resources Committee**	**Date:**	**31 January 2017**
Report By:	**Chief Financial Officer**	**Report No:**	**FIN/05/17/AP/AMcD**
Contact Officer:	**Allan McDonald**	**Contact No:**	**01475 712098**
Subject:	**ICT Services Performance Update**		

1.0 PURPOSE

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

2.0 SUMMARY

2.1 ICT 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 as demonstrated in Appendix 2. 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 and this will be developed further as part of the Council's Digital Access Strategy.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee note 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 1 April 2016.

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.

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 Servicedesk Incidents. These tables show the 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 and Interactive Whiteboard bulb replacements. The Servicedesk responds to, on average, over 1500 incidents per month of which it resolves almost 95% of calls within agreed SLA levels against an SLA target of 80%.

5.3 Servicedesk Service Requests. These tables also show the 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 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 almost 90% 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 approximately 500,000 incoming emails each month. The figures in these 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 OTHER ISSUES

6.1 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.

6.2 Officers are working on a refreshed ICT & Digital Access Strategy which will be informed by discussions with the Improvement Service and all Directorates and Services to include a review of Service Level Agreements (SLAs) and Service Provision and provide an approach to delivering digital services to the Council and its customers. The report will be presented before the summer recess.

6.3 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 commissioned an external review of remote access in order to make improvements to the service during 2017.

7.0 IMPLICATIONS

7.1 Finance

There are no direct costs arising from this report.

Financial Implications:

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					

7.2 Legal

There are no legal implications arising from this report.

7.3 Human Resources

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

7.4 Equalities

Has an Equality Impact Assessment been carried out?

☐	Yes	See attached appendix
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.

7.5 **Repopulation**

There are no repopulation issues arising from this report.

10.0 LIST OF BACKGROUND PAPERS

10.1 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 are 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.

As we progress with the roll out of complex on line customer processes we will implement the MyAccount solution. There are service requests which require diarised bookings and payments hence the requirement for identification and authentication.

We have had initial engagement with the Improvement Service to tap into similar work they have been doing nationally and to leverage any resources they may be able to provide. A workshop will be hosted early in 2017 and the outputs from this will aid in the development of the 2017/20 Digital Access Strategy.

2.2 -Customer Services – Kana Upgrade

Web Self Service Portal (SSP) is ready to be launched. 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. The introduction of the new SSP has allowed a streamlining of some back office processes which has made them more efficient.

Citizen Mobile is an app for mobile devices which offers similar functionality to the Self Service Portal. This provides 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. Included are Abandoned Vehicles, Dog Fouling, Fly Tipping, Graffiti, Potholes, Rubbish Collection and Street Cleaning.

An analysis highlighting the public take up of the app will provided once a reasonable period of time has passed.

2.3 -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 (Clydeview Academy, Inverclyde Academy, St Mary's, St Ninian's).

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

System was launched mid-September to allow for schools to return from summer break and local training to be delivered.

Feedback to date is that solution has been well received and indications are of a desire to roll out further across school estate.

2.4 Remote Access

Background

Further recent connectivity issues have prompted ICT to bring forward the review of our remote access solution. Due to Aventail support being paid up to July 2017 previous reports had informed of a review of overall solution being implemented next summer. This 3rd party, independent review will now commence January 2017. An initial meeting has already taken place with a suitable supplier (SERIC) and they have been asked to analyse our existing solution with a view to improvement or potential replacement.

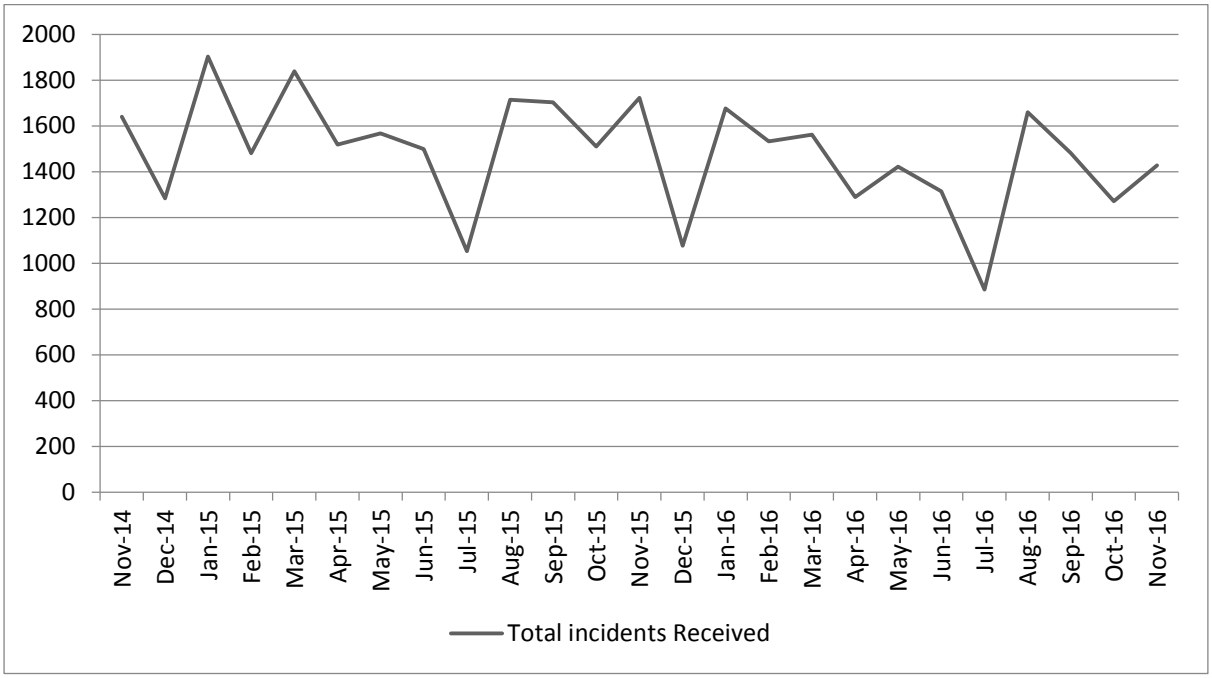
The Council has used a version of Aventail for Remote Access since 2006 when it was procured to replace a number of separate access systems. Since 2011 Dell has owned the product and has rebranded it Dell SonicWall Secure Remote Access (SRA). The system is used in both Corporate and Education Networks.

Appendix 2 – Performance Statistics – 31st January 2017

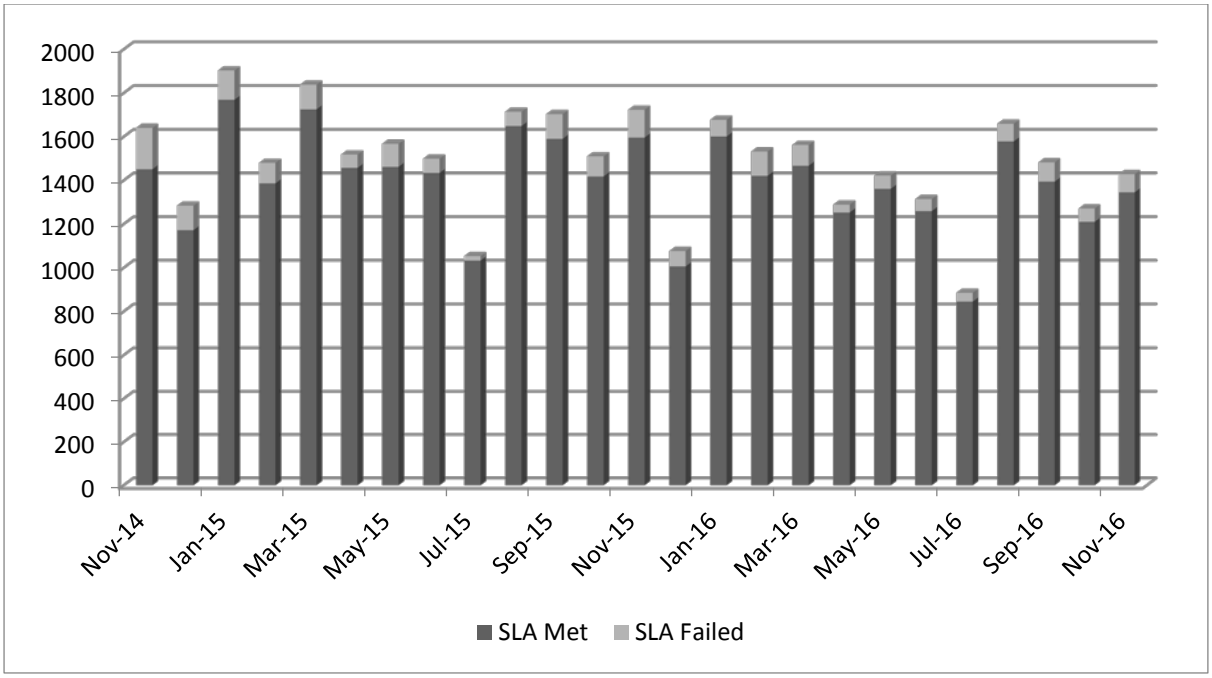
Section 1 - Servicedesk

1.1 Incidents

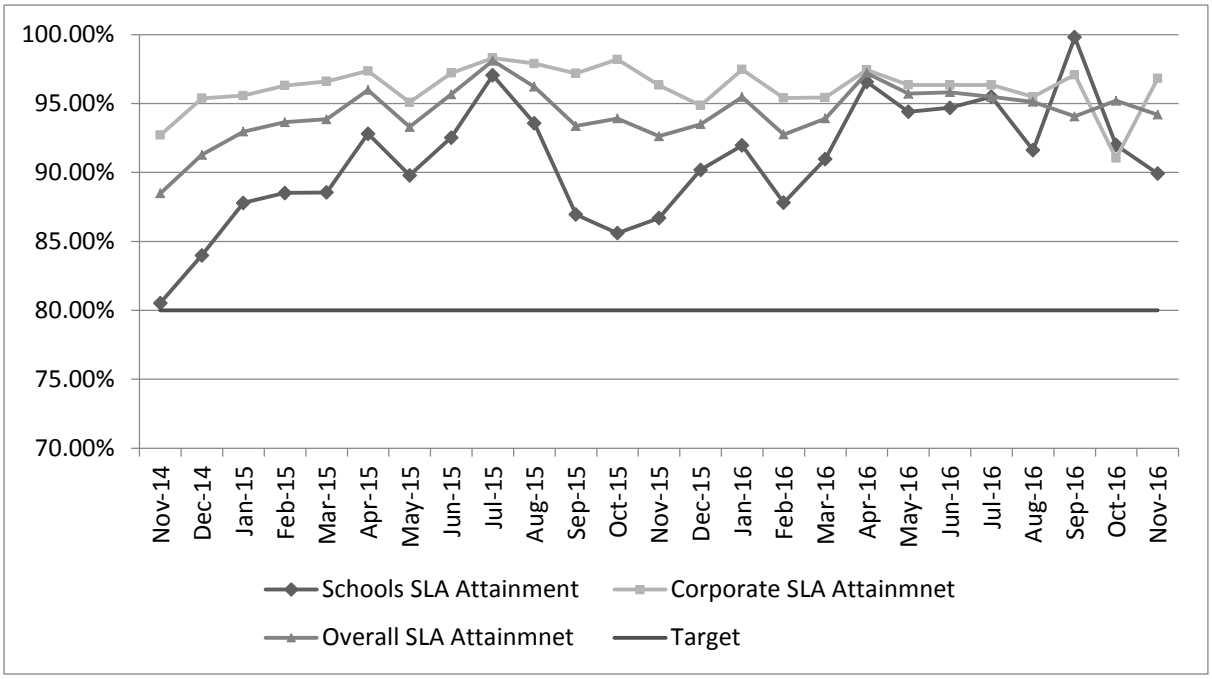
Incidents Received



1.1.1 - Incidents Met/Failed within SLA



1.1.2 - Monthly Service Level Attainment - Incidents



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

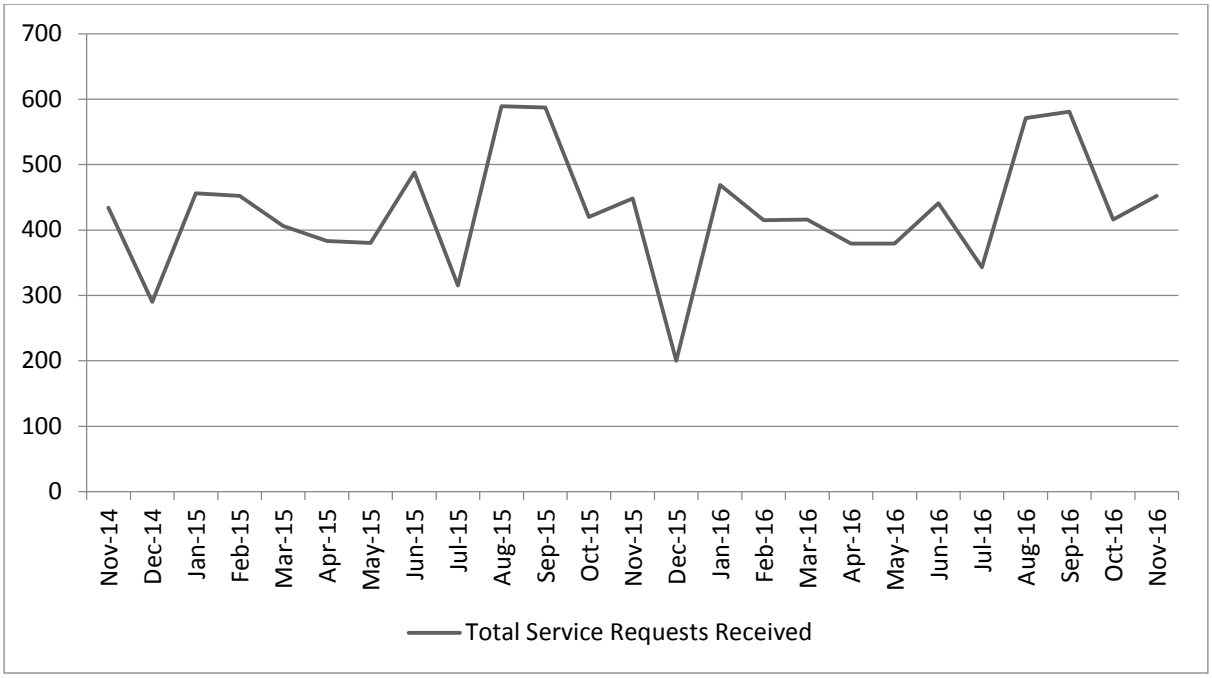
Priority	Target Resolution Time
Critical	4 hours
High	7 hours
Normal	21 hours
Low	35 hours
Long Term	No target

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

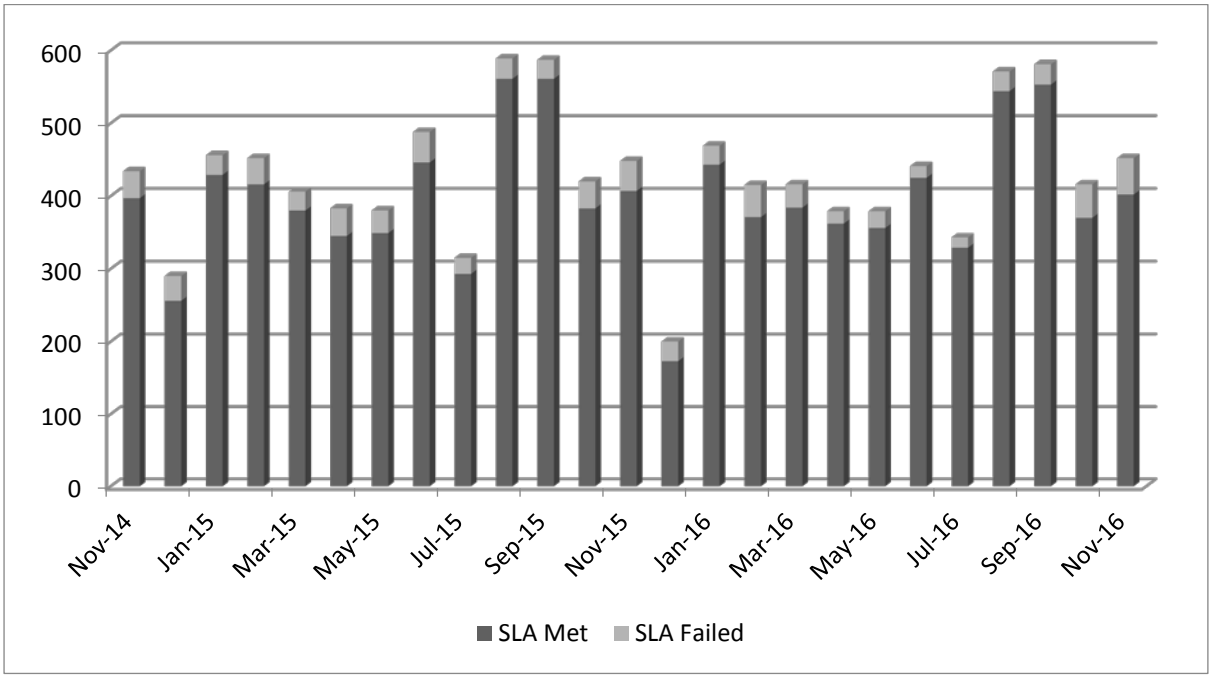
A typical Service request is unlocking a user account or password, software errors, PC faults, PDA, whiteboard and projector issues.

1.2 - Service Requests

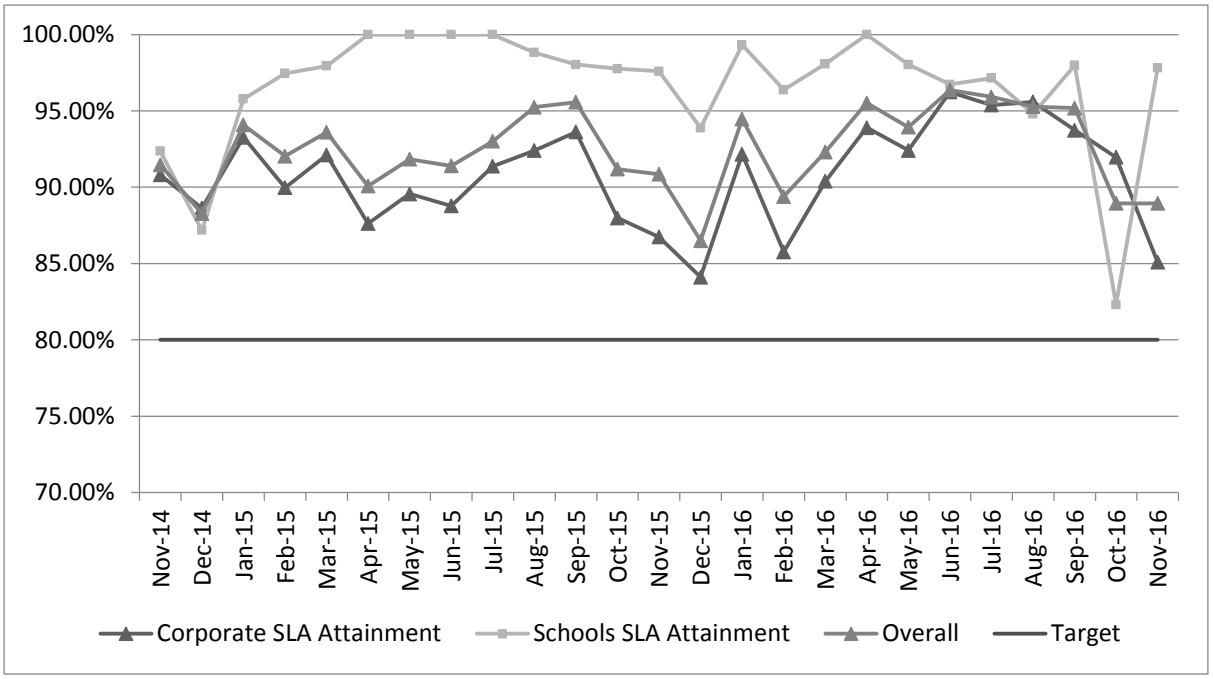
1.2.1 - Service Requests Received



1.2.2 - Service Requests Met/Failed within SLA



1.2.3 - Service Level Attainment – Service Requests

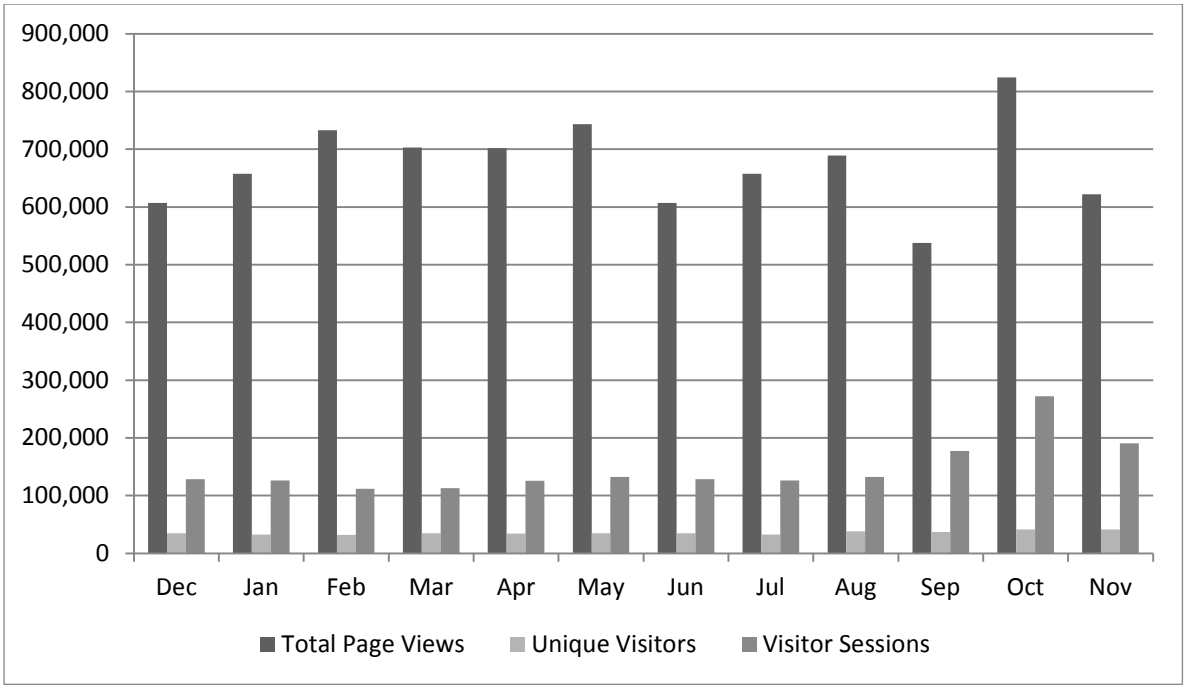


SLA Attainment is 80% of incidents resolved within Target Resolution Time.

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



	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Total Page Views	606,734	657,450	733,030	703,084	701,748	743,166	606,734	657,450	688,863	537,464	824,539	621,768
Unique Visitors	34,715	32,270	31,802	34,828	34,116	34,439	34,715	32,270	37,800	36,913	41,081	41,216
Visitor Sessions	128,388	126,062	111,823	112,676	125,892	132,517	128,388	126,062	132,382	177,439	272,255	190,632

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

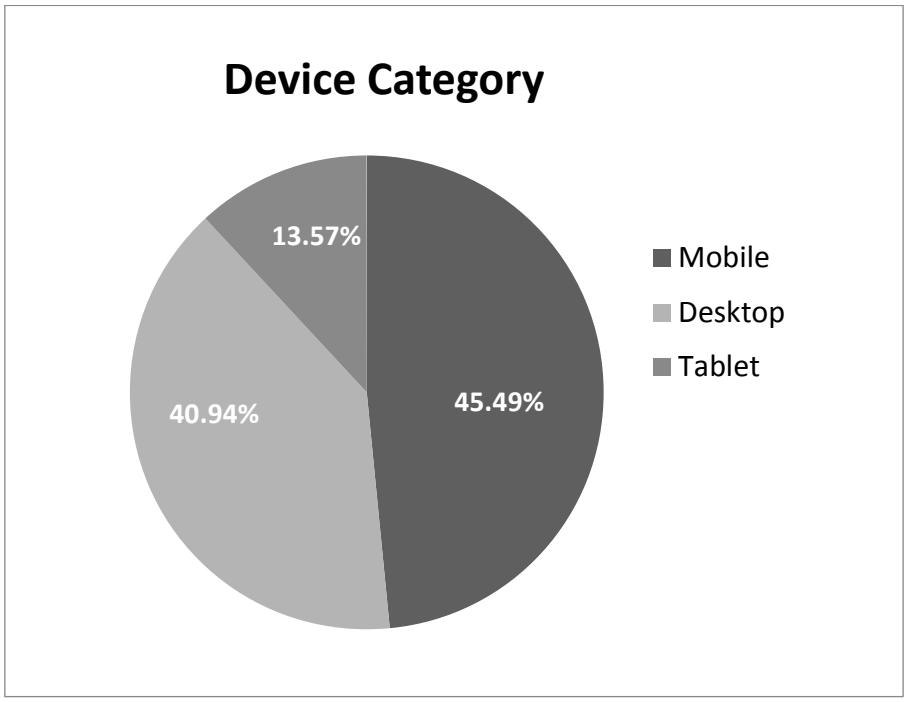
Unique Visitor: Unique IP (web) address to identify our viewers.

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

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

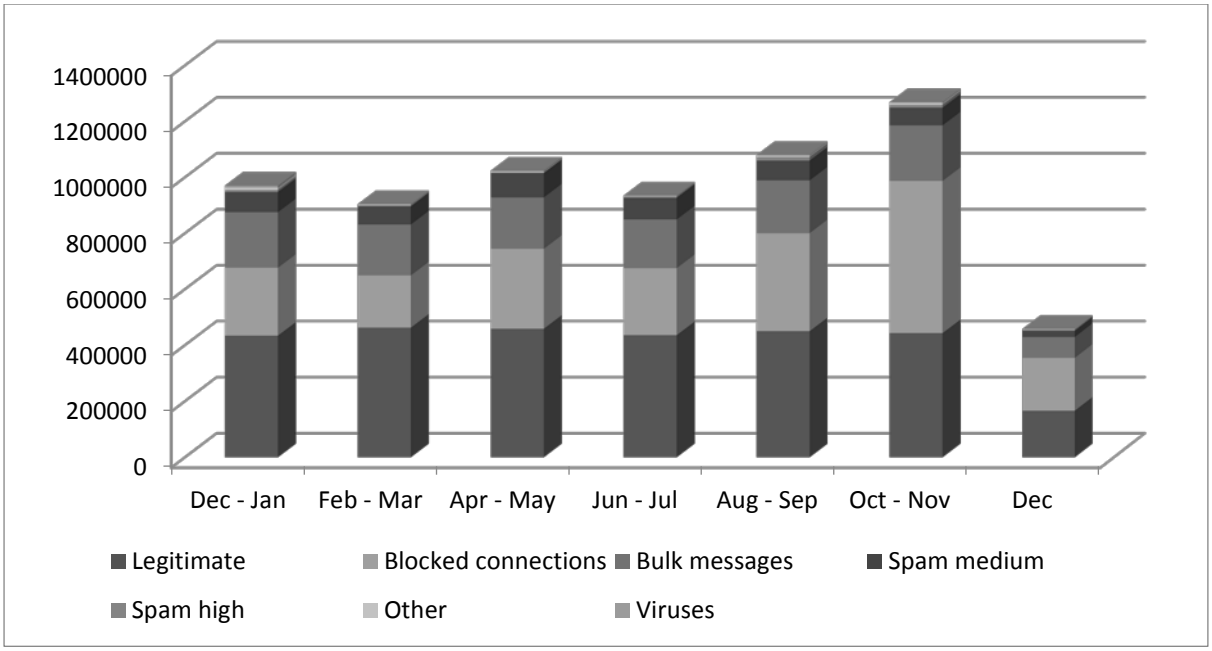
Top Site Search Terms
Search Term
Fireworks
Christmas
Christmas lights
council tax
school holidays
Christmas lights switch on
education
planning
Libraries
chief executive

2.3 – Web Browsing by Device Categories



Section 3 - Email

3.1 - Inbound Email Volumes – Yearly Trend



	Dec - Jan	Feb - Mar	Apr - May	Jun - Jul	Aug - Sep	Oct - Nov	Dec
Legitimate	434300	462887	458813	436011	450259	443153	166282
Blocked connections	242256	186393	285438	239156	350026	543809	188307
Bulk messages	198602	181933	183704	174060	188434	198504	74514
Spam medium	72561	65145	87163	77696	71418	63565	22508
Spam high	7043	3663	2103	4612	12330	9922	4199
Other	8419	1520	1985	1141	4862	7086	1492
Viruses	6993	2762	4472	2072	2453	2481	836
Totals	1031469	976499	906599	844917	850696	943335	343959

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

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

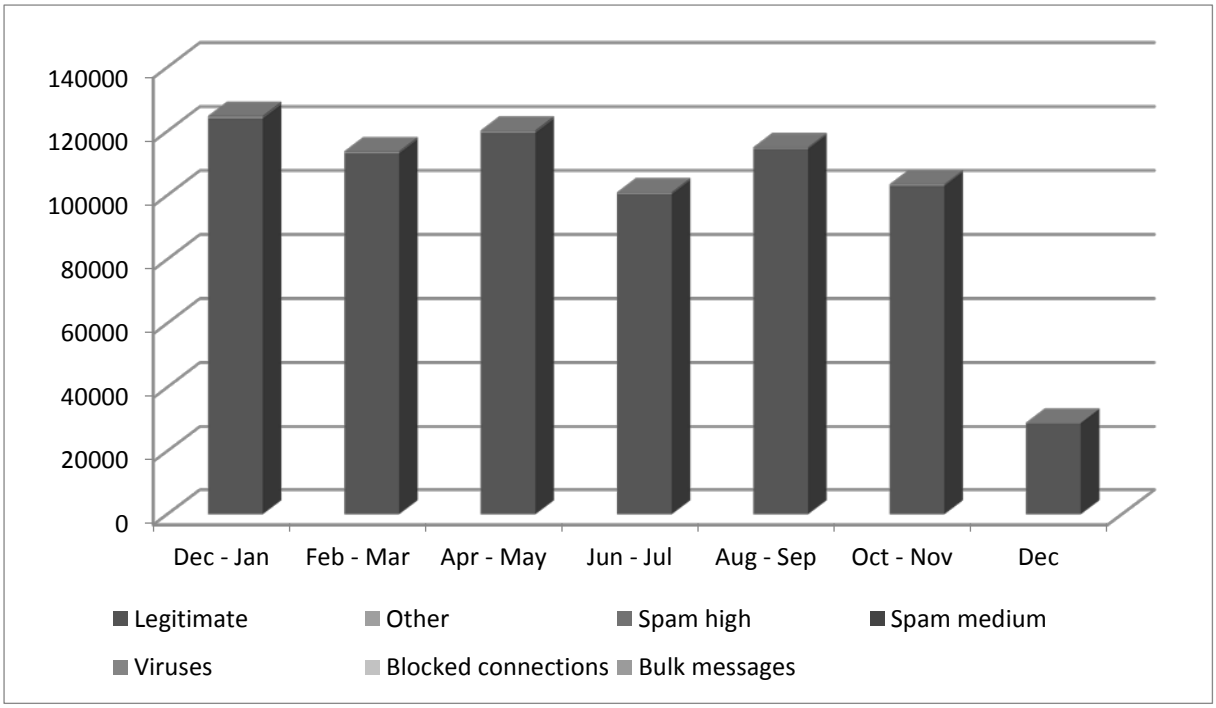
Spam medium – messages with a medium probability rating of being Spam – a message is forwarded to recipient asking if the email is to be released.

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 – Yearly Trend



	Dec - Jan	Feb - Mar	Apr - May	Jun - Jul	Aug - Sep	Oct - Nov	Dec
Legitimate	124089	113173	119607	100404	114539	102999	28793
Other	419	332	317	261	275	313	105
Spam high	146	125	259	187	84	66	21
Spam medium	127	108	91	85	105	84	20
Viruses	0	0	0	0	0	0	0
Blocked connections	0	0	0	0	0	0	0
Bulk messages	0	0	0	0	0	0	0
Totals	124781	113738	120274	100937	115003	103462	28939

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.

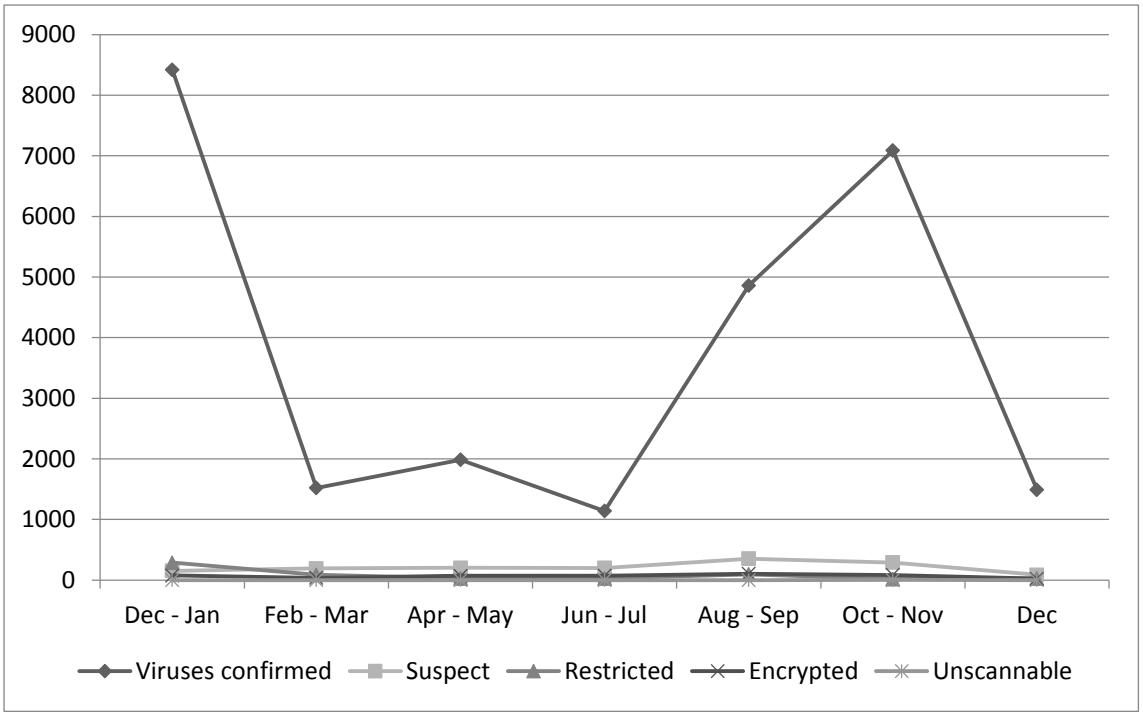
Spam high – messages identified as being with a high probability rating of being Spam – automatically quarantined.

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



	Dec - Jan	Feb - Mar	Apr - May	Jun - Jul	Aug - Sep	Oct - Nov	Dec
Viruses confirmed	8419	1520	1985	1141	4862	7086	1492
Suspect	154	194	203	202	354	292	87
Restricted	289	87	29	29	94	19	29
Encrypted	77	38	71	74	106	84	24
Unscannable	1	1	0	1	1	2	0

2 Significant attack vectors wereidentified during Quarter 3 of 2015 that have resulted in a significant increase in emails infected with malware being detected and blocked by Anti-Virus Software:

Dridex is a strain of malware designed to eavesdrop on victim's computers in order to steal personal information such as usernames and passwords, with the ultimate aim of breaking into bank accounts and siphoning off cash.

CryptoRansomWare – A series of virus and malware which try to infect and then encrypt the data on PCs and across networks. Files are encrypted and are only unencrypted when a bitcoin ransom is provided a code is provided in return to allow files to be accessed again.

Reports that arrests have been made in Cyprus regarding the Dridex attack, which may have a positive impact on the number of infected emails being sent.