

**Serious Incident Review: Follow-up report to the Accounts,
Audit and Risk Committee**

Recommendation 2

That the Head of Customer Service and Information Systems be provided with brief, monthly written updates on issues, performance, roll-outs, downtime and projects.

Monthly reports are provided to the HCSIS on or around the first of every month, covering service availability, major incidents, changes, helpdesk call stats, capital and operational projects status, operational issues and staff training. The three reports for October – December 2009 are attached as Annex A.

ICT Operations Monthly Report – December 2009

To: Pat Simpson, Head of Customer Services & Information Systems

From: Peter Stuart, Interim ICT Operations Manager

Overall Service Availability: 99.71%

Measurement note. Availability is measured against the 7 Gold Services, on a 10 hour day, 5 day week basis, i.e. the Supported Service Hours.

Different availability models would give a different availability figure for the same loss of service. This is a very simplistic model which gives a “poor” availability figure. E.g. the services are available and used on a 7 day\week basis

Supported Service Hours: 08:00 to 18:00, Monday to Friday

Major Incidents: 1 Hour total downtime

Incident 11850, 2nd Dec: iWorld unavailable for 20 mins, server required a re-boot

Incident 12136, 7th Dec: Exchange unavailable for 10 mins due to a slow system migration

Incident 12433, 15th Dec: 2 hosts failed within minutes of each other causing 20+ servers to migrate impacting many services for a 15 minute period. Call placed with IBM and logs sent, no apparent reason for failure.

Changes

16 changes implemented, including an in-day upgrade of the virtual production environment none requiring roll back or disrupted service availability outside of the specified change window.

Service Desk Calls: Figures from Cherwell Service Desk

Incidents

Calls Raised: 580. New service desk in operation; detailed setup to be completed to allow detailed reporting.

Capital Projects

Service Desk: Go-live 1st December. Self Service go-live early January 2010

San Expansion: Implemented to plan. Work now ongoing, moving data to the right place, mitigating risk against Filestore2 failure 50% completed. Capacity into the DR environment.

Operational Projects

Patching: GCSx requirement:

Continued focus has seen our server environment moved to the latest service pack level, a significant improvement, however a substantial gap still exists in order to comply with the GCSx requirement. To ensure knowledge is shared the primary resource assigned to this has changed from Vish to Andy, awaiting the monthly plan.

Terminal Services:

The new farm is in use by several new Thin users, this approach will continue to be pushed during early 2010

Operational Problems:

None currently reported

Training

None in December

ICT Operations Monthly Report – November 2009

To: Pat Simpson, Head of Customer Services & Information Systems

From: Peter Stuart, Interim ICT Operations Manager

Date: 2nd December 2009

Overall Service Availability: 99.86%

Measurement note. Availability is measured against the 7 Gold Services, on a 10 hour day, 21 day month basis, i.e. the Supported Service Hours. Therefore there are 1470 service hours, of which 2 were lost.

Different availability models would give a different availability figure for the same loss of service. This is a very simplistic model which gives a “poor” availability figure. E.g. the services are available and used on a 31 day per month basis

Supported Service Hours: 08:00 to 18:00, Monday to Friday

Major Incidents:

9th November: iWorld unavailable 08:30 to 10:30, unknown database error caused 13 million rows to be written to a table causing the system to crash.

Changes

21 changes implemented, none requiring roll back or disrupted service availability outside of the specified change window.

Service Desk Calls: Figures from HEAT

Incidents

Open 3rd November: 35

Open 1st December: 25

Calls Raised during November: 744

Capital Projects

Disaster Recovery. Following a 3rd successful test, this time off-site at Covenco, this project and the associated critical corporate risk has been closed.

Service Desk: Go-live date moved out to 1st December due to the degree of 3rd party configuration required. Note: Go live achieved.

San Expansion: Implemented to plan. Work now ongoing, moving data to the right place, mitigating risk against Filestore2 failure and moving capacity into the DR environment.

Operational Projects

Patching: GCSx requirement:

Continued focus has seen our server environment moved to the latest service pack level, a significant improvement; however a substantial gap still exists in order to comply with the GCSx requirement.

Terminal Services:

UAT testing has shown the application and user experience to be good. The service will be made available to capita via the Cisco firewall as of 7th December if they wish to use it.

Operational Problems:

NI14: Customer Services avoidable contact screen. This fails to load properly in some circumstances, investigation continuing. It looks like the new terminal servers solve this issue. Contac centre users will be moved to this new environment during December

Training

Eddie has passed his VMware Certified Person (VCP) exam and attended a vSphere Installation and Configuration course

Staff

Department made aware of forthcoming Members Review

ICT Operations Monthly Report – October 2009

To: Pat Simpson, Head of Customer Services & Information Systems

From: Peter Stuart, Interim ICT Operations Manager

Overall Service Availability: 100%

Service Hours: 08:00 to 18:00, Monday to Friday

Note: The mail service was unavailable for several hours through 2 weekends however weekends are not within the stated service hours.

Major Incidents None

Changes

17 changes implemented, none requiring roll back or disrupted service availability outside of the specified change window.

Service Desk Calls: Figures from HEAT are questionable, new Management Information reporting will be available from the new service desk application

Incidents

Open 30th September: 51

Open 3rd November: 35

Calls Raised during October: 560

Capital Projects Exceptions

Service Desk: Go-live date moved out to 1st December due to the degree of 3rd party configuration required.

San Expansion: Go-live moved to 20th November due to shipment delay and 3rd party resourcing

Operational Project s

Patching: GCSx requirement:

Continued focus on this work stream. 70% of boxes now patched to the 1st October target. 1 weekend not worked at request of business.

Terminal Services:

New "farm" of 2 servers is now available , customer services testing including the NI:14 problem is ongoing. This service will be made available to the Capita contract via the Cisco firewalls during November

Operational Problems:

Mail Service unavailable, during the first 2 weekends of the month. This problem only occurred during the full backup taken at weekends. Problem resolved by updating the backup client and moving the job within the backup schedule.

NI14: Customer Services avoidable contact screen. This fails to load properly in some circumstances, investigation continuing.

Training

Eddie and Martin trying to attend Dell Equallogic courses however they are not being run due to lack of delegates.

Staff

Mid year development plans completed by Infrastructure. Service Desk mid years to be completed in November as previous process was incomplete