

# Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

OFFICIAL

## 1. Summary

It has been agreed that a quarterly report on Joint ICT Service will be provided to appraise the Joint Management Team and Shared Service Committee on performance, budget, resource utilisation, key projects, security, and ongoing development of the service.

A glossary of terms is provided in **Appendix 5**.

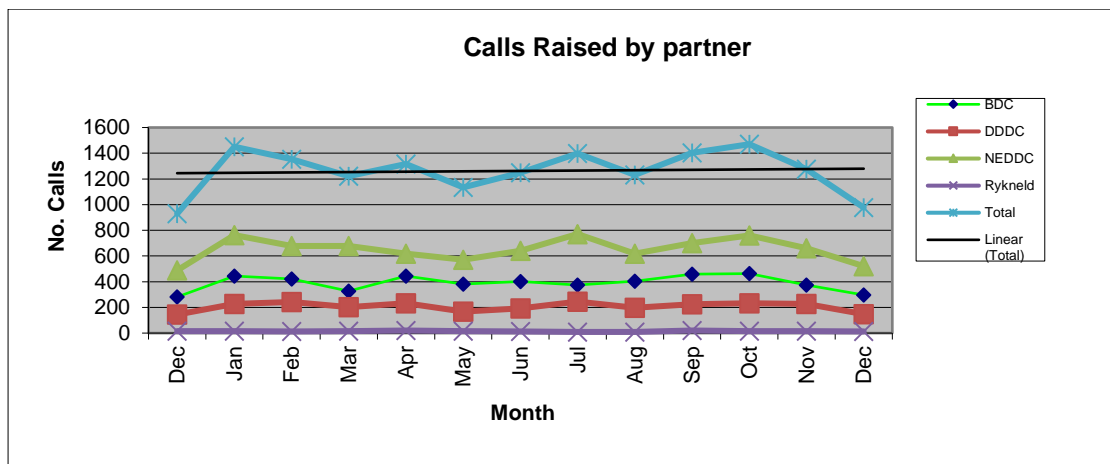
This report covers quarter three of the financial year 2024-2025 (October to December 2024).

Background data and selected individual partner graphs that support the analysis below can be found in **Appendix 1**.

## 2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below.

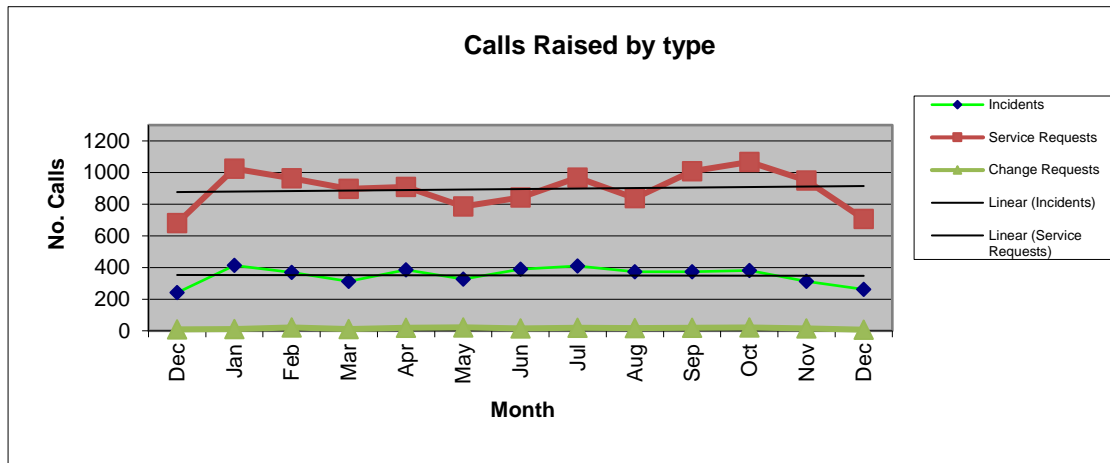
### 2.1.1 Calls



OFFICIAL

## Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

OFFICIAL

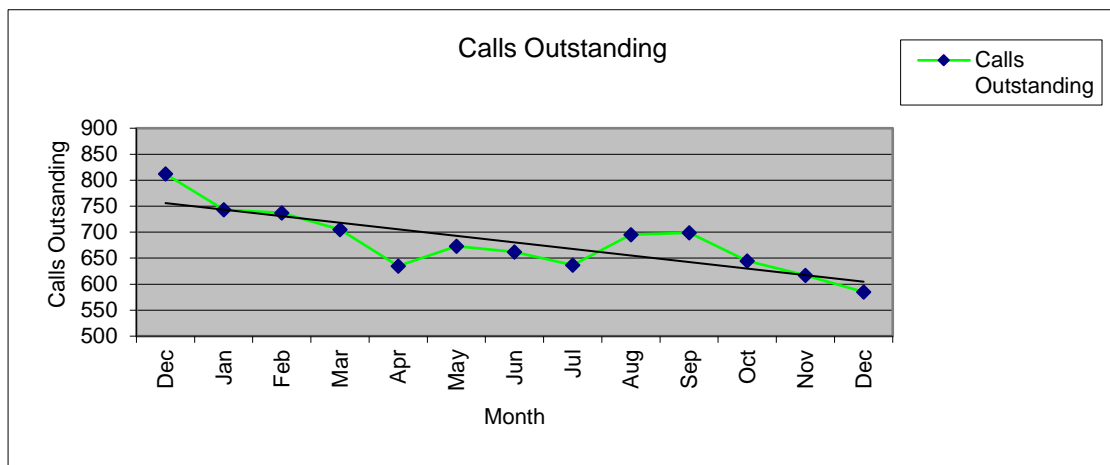


Whilst not a performance indicator, it does indicate the level of demand on the Service Desk.

Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last quarter. These figures are comparable to last year's figures.
- The majority logged are service requests, rather than incidents.

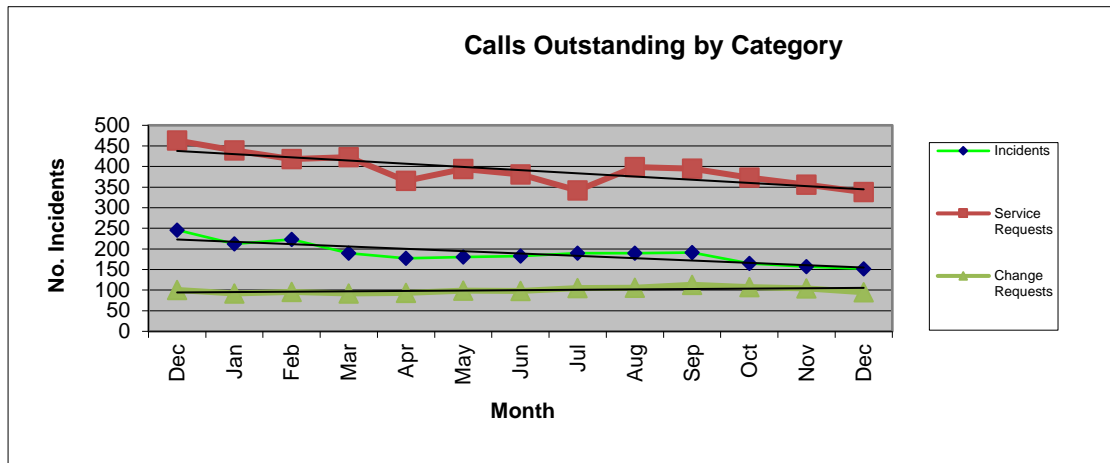
### 2.1.2 Calls Outstanding



OFFICIAL

**Quarterly Report on the Joint ICT Service – Part 1  
(Covering Quarter 3 2024 to 2025)**

OFFICIAL

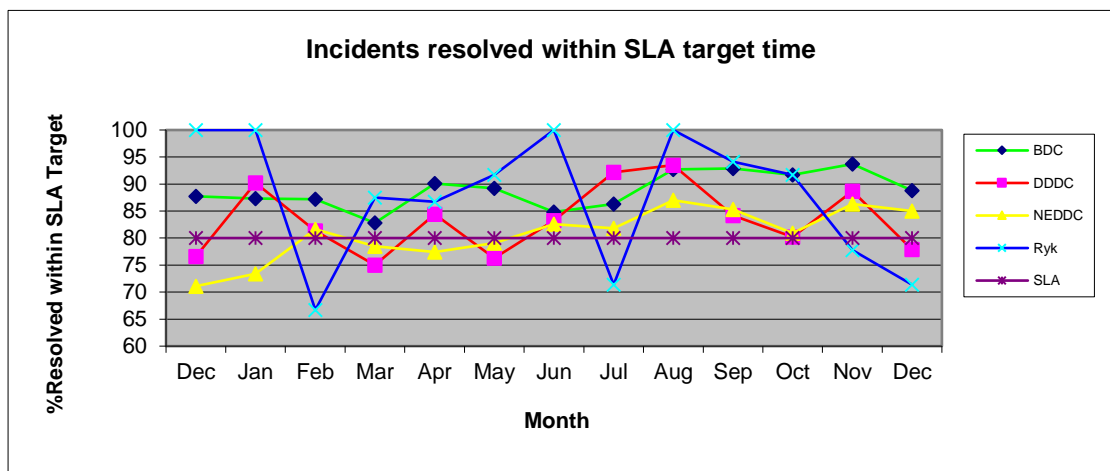


Again, whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls has gradually been reducing, showing a downward trend, likely attributable to improved staffing levels.
- 58% of outstanding calls are service requests rather than incidents. service requests tend to be more complex and often take longer to resolve than incidents. 16% are change requests, these are changed to the environment not covered under service requests, are often internally raised by the ICT department as continuous improvement opportunities and do not have an SLA attached to them and may not be prioritised due to other commitments.

2.1.3 Incidents resolved within SLA Target time.



Key points to note:

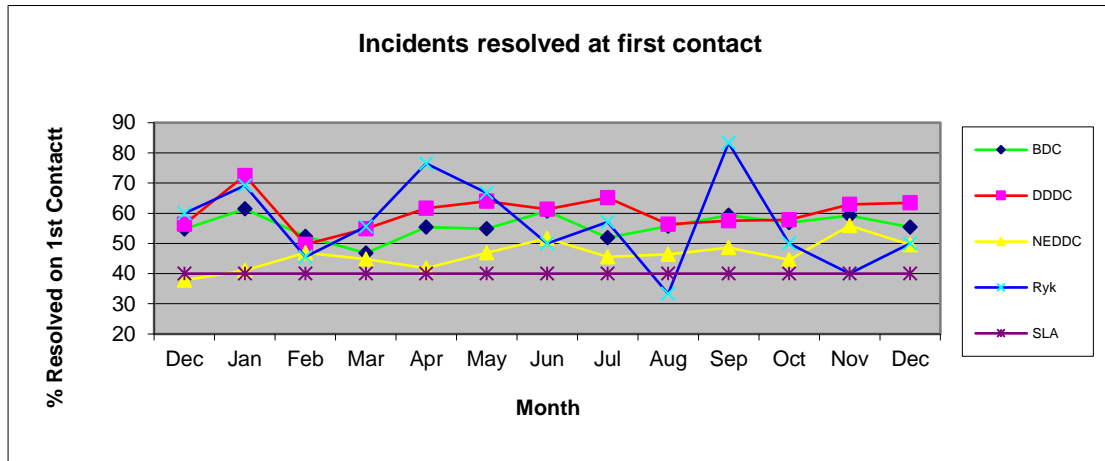
OFFICIAL

## Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

OFFICIAL

- On average over the last quarter all three authorities have exceeded the SLA of 80% of incidents and service requests being resolved within fix time.

### 2.1.4 Incidents resolved on first contact.



#### Key points to note:

- First time fix SLA target of 40% of incidents and service requests fixed at first contact was exceeded at all authorities over the last quarter.

### 2.1.5 Outages

The service categorises two types of major outage:

A priority 1 incident either affects a service delivered to customers or has an impact on staff across a number of service areas.

A priority 2 incident affects multiple users of a single system or service area or public-facing system.

In both cases staff are assigned to work on the incident immediately and ICT management are informed automatically.

Following any major incident, a report is prepared which includes a root cause analysis, lessons learned and recommendations where applicable.

For the last 3 months the breakdown of Priority 1 and Priority 2 incidents was as follows:

	October	November	December	Total
Priority 1	0	1	0	1
Priority 2	11	6	8	25
<b>Total</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>26</b>

OFFICIAL

# Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

OFFICIAL

Priority 1 outages:

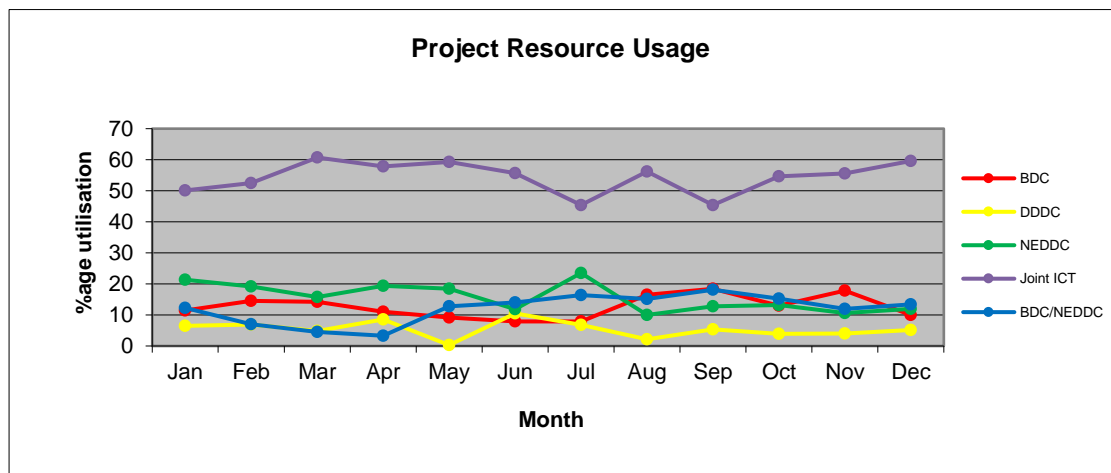
Modern.gov taken down at request of third-party vendor – security issue (false alarm)

Priority 2 outages:

Nothing specific to note most P2 reports were unrelated.

## 2.2 Resource utilisation

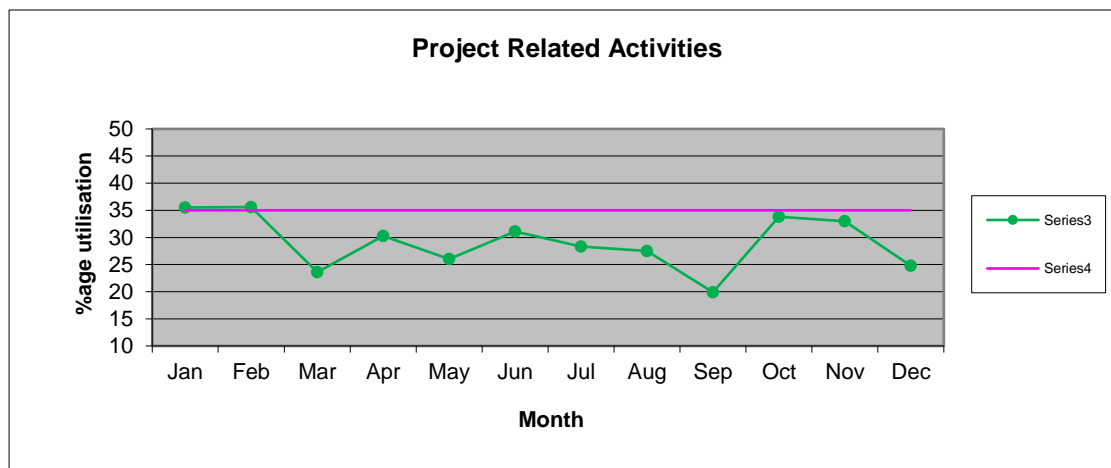
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



Key points to note are:

- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges and major projects impacting all three authorities.

As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:



OFFICIAL

**Quarterly Report on the Joint ICT Service – Part 1  
(Covering Quarter 3 2024 to 2025)**

OFFICIAL

- Percentage time spent on projects was on average below the 35% target during the last quarter at 31%.

Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.

OFFICIAL