

# **Overview and Scrutiny Committee**

## **TABLED DOCUMENTS**

**DATE: Tuesday 8 December 2020**

### **Agenda - Part I**

- 7. UPDATE ON THE IMPLEMENTATION OF NEW IT SERVICES (Pages 3 - 18)**

Presentation

### **Agenda - Part II**

**Nil**


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# Update on the Implementation of New IT Services

**8 December 2020**


<b>Sep 2019</b>	Cabinet approves Re-commissioning and Re-procurement of the ICT Support Services Contract
<b>April 2020</b>	Decision to proceed with the transition rather than extend existing contract
<b>Sep 2020</b>	Complete W10/Office365 deployment (main phase)
<b>Oct 2020</b>	End of outsource contract which has been in place since April 2015
<b>Nov 2020</b>	<b>New IT Service live</b>
<b>Dec 2020</b>	Conclude restructure/TUPE staff consultations
<b>Oct 2021</b>	Complete migration to cloud

# Planned service model




**Council ICT Team**  
 Take control and accountability for ICT service; Own operational processes; Lead on governance, assurance & escalation; New requirements gathering; Project oversight and management; Hold the vision.

**End User Services**



**Service Desk**  
 Single point of contact for end users; Provides self help info and multi-channel contact; Targets first-time-fix; Monitor, manage and coordinate suppliers day-to-day;



**End User Computing**  
 Support of laptops, desktops, corporate devices, and peripherals; Deal with desktop Operating System and software deployment to end user devices.



**ITSM Service Tooling & Implementation**  
 Ticketing and configuration management; Manages handoff between suppliers; Software tool owned and managed by Harrow ICT team.

SETUP PARTNER



**Local Area Networking & WiFi**  
 Office WiFi & LAN; Network services (DNS, DHCP, WiFi Certs, Firewall, Monitoring); Public access networks in Council buildings.



**Connectivity & Communications**  
 Cloud Telephony for staff and call center; Unified Comms & Conferencing; WAN between Offices; Uplinks to internet, PSN and other connectivity;

POSSIBLY JOINED PENDING FRAMEWORK CHANGES



**Hosting, Server & Application Maintenance**  
 Manage servers in on-prem DC and cloud; Migration to cloud; Responsible for server OS, common server functions, and maintenance of Line of Business apps.



**Mobile**  
 Mobile telephony device provision, with voice and mobile data provision and management.

POSSIBLY JOINED PENDING FRAMEWORK CHANGES

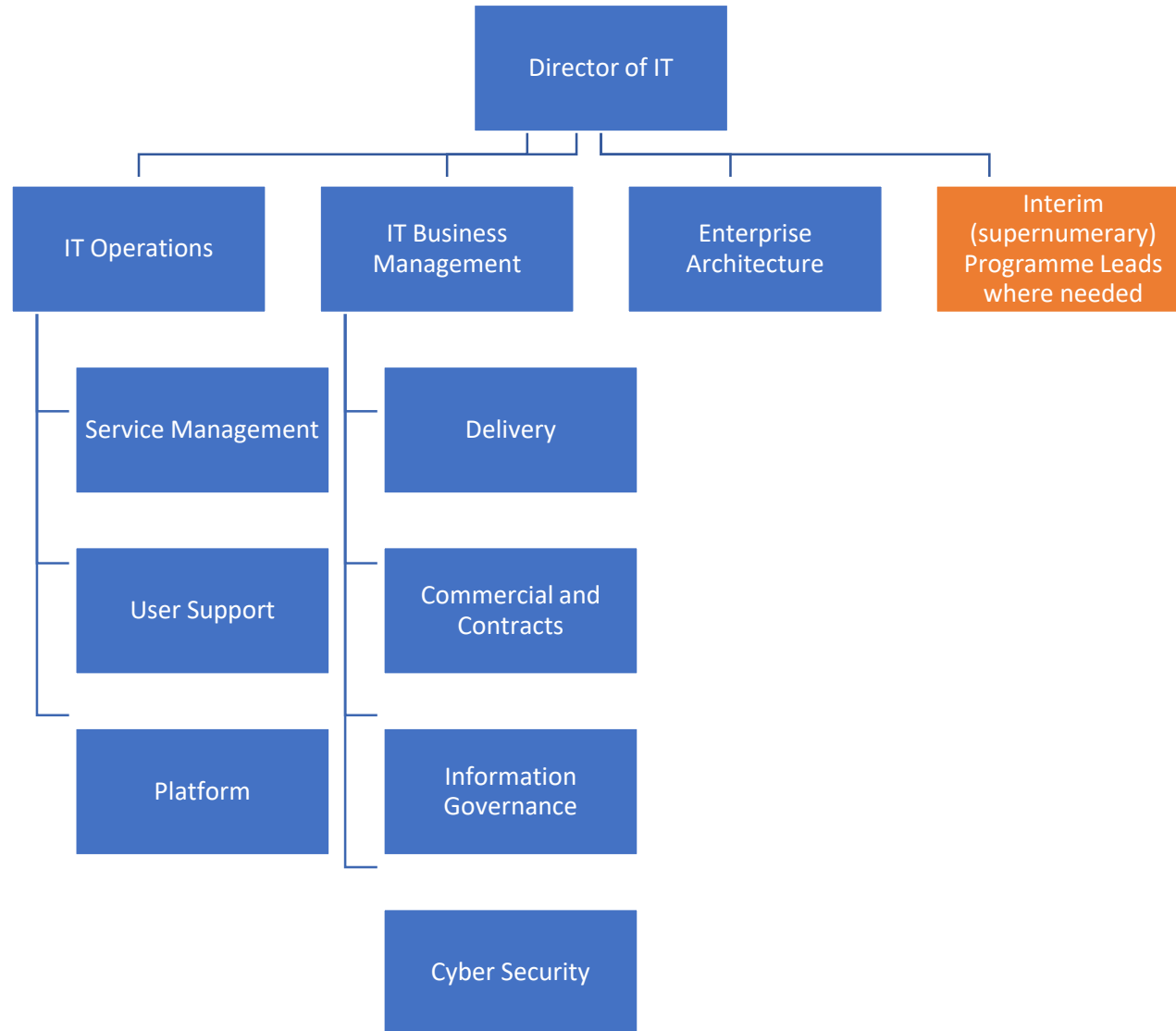


**Print**  
 Provision and physical maintenance of office and specialist printers throughout Council; Management of print queue & billing; Provision of consumables.

XEROX EXTENSION

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# New clientside structure



## ITSM

ServiceNow / Supplier Management / Contracts / BRM

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End User Services	Hosting / AMS	WAN	LAN	Telephony	Mobile	Print
Design Monochrome Consultancy	Version 1	Virgin Media Business	Virgin Media Business	8x8	O2	Xerox
In-House End User Compute	Data Centre MS Azure Cloud Migration	MPLS	Civic 1 not upgraded	Contact Centre	Pooled Mobile phone and data service	Replacement printers delayed due Covid
Out-Source Service Desk			Main hub to be New Depot	Payment Processing		
				Users		

# ServiceNow Customer Portal is Live



Harrow Council

[Back to Internal](#)

[My Tickets](#) ▾

Catherine Little1

## Hello Catherine

How can we help you today?



### Report an Issue

Contact support,  
something is broken



### Request something

Browse the catalogue for  
services and items you need



### Knowledge centre

Browse and search for articles  
& FAQs, rate or submit feedback



**MY OPEN CASES**

[View all](#)

No records to display

**NEWS**

[View all](#)

▶ Getting Started with Serv ...[read more](#)

**42% of Incidents raised via the Portal**

**64% of Requests raised via the Portal**



## **2628 Incident tickets**

88% incidents closed

57% of the closed tickets were FTF (First Time Fix)

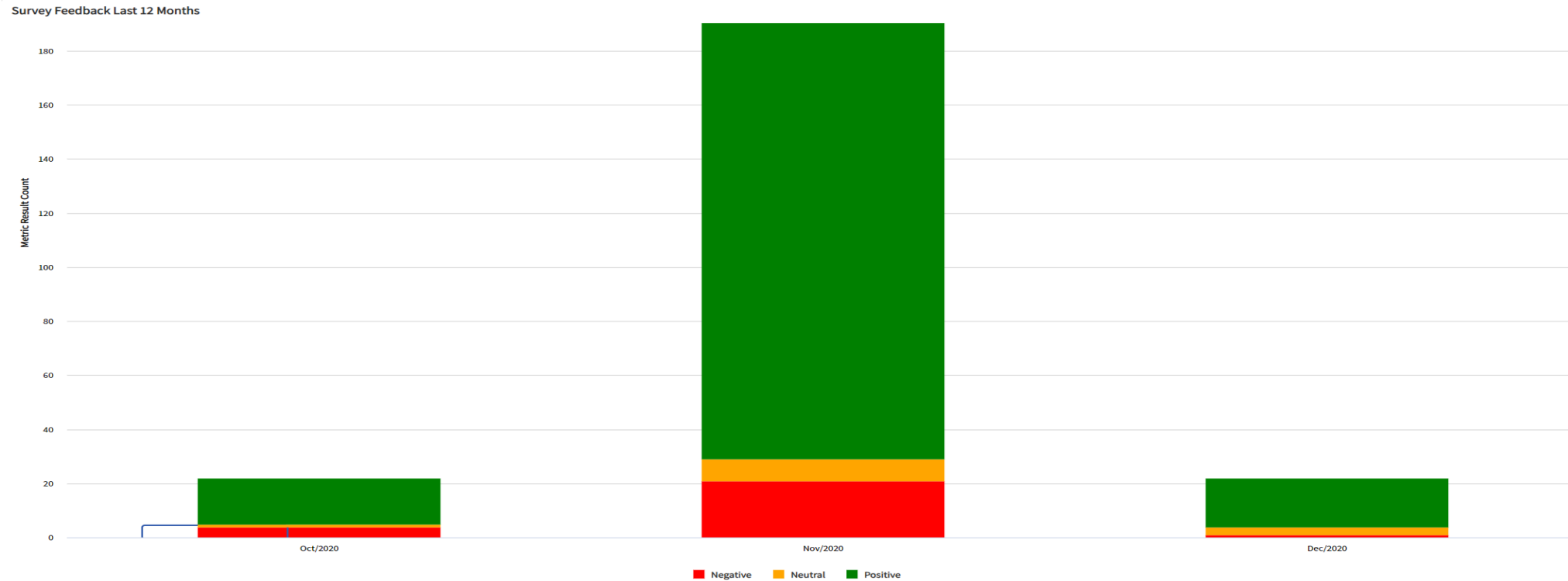
## ◦ **649 Request tickets**

49% requests closed

**ALL** negative CSAT responses are followed up in person!

# Customer Satisfaction (November) – 90.14%

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- *Thank you again for your support, patience and time*
- *Jai Nandha resolved the issue promptly and kept me informed.*
- *Thanks for assisting with the issue and the prompt responses. Much appreciated!*

- *You were brilliant, excellent. I very much appreciate your help*
- *Excellent service by Nikesh Kerai*
- *Good service, happy helpful staff. Thank you*

- 2000 Surface Pro/Surface Go devices deployed
- 2000 email/storage accounts migrated to O365
- 170 Applications packaged
- Covid secure processes
- Virtual meetings, Member rollout
- Adoption Support

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O<sub>2</sub>



- Final phase – desktops
- New telephony options to replace Cisco solution

# Adoption of New Ways of Working

## Microsoft 365 Usage Executive Summary

[Click for Usage Overview](#)

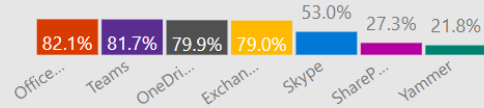
### Adoption

October 2020 Active User %  
**82.1%**

October 2020 Active and Enabled Users  
**1,940 of 2,363**

### Usage

October 2020 Active User %



### Mobility

Apps	UserCount
Outlook	1884
OutlookMobile	738
Web	122
Mobile	7

### Communication

October 2020 Active Users



### Collaboration

October 2020 Total Files in OneDrive

**9.6M**

October 2020 Total Files in SharePoint

**516.1K**

12

### Exchange

October 2020 Active User %  
**79.0%**

October 2020 Mailbox Count  
**2,000**

### OneDrive

October 2020 Active Sites  
**1,869**

October 2020 Active Users  
**1875**

### Teams

October 2020 Active Users  
**1,919**

October 2020 Active User %  
**81.7%**

### Yammer

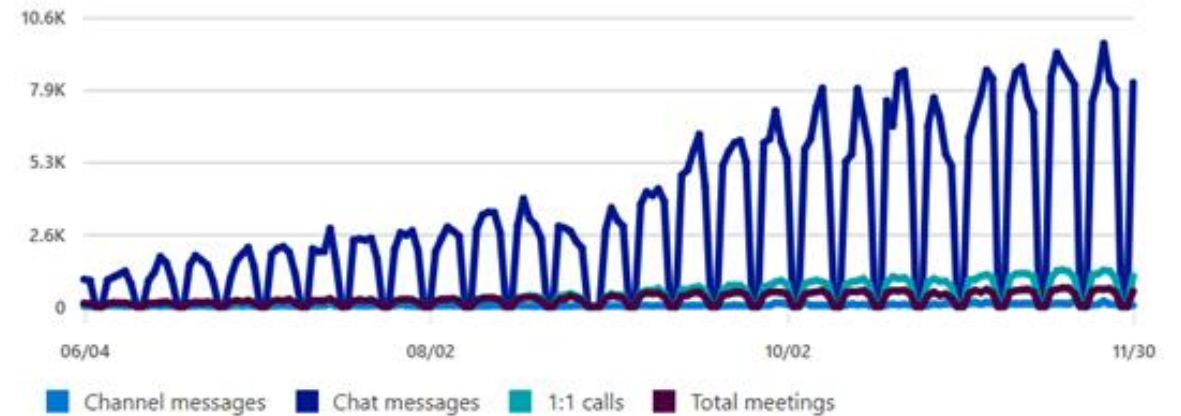
October 2020 Active Users  
**155**

October 2020 Active User %  
**21.8%**

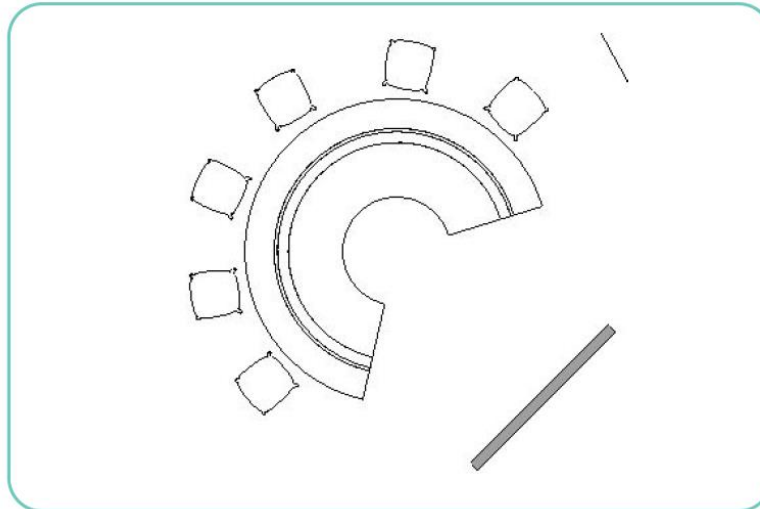
## Teams Usage

[Export](#) [All users](#)

Number of activities by type for total users



- Continue to develop new IT service and user adoption
- Migrate shared file/application storage, Sharepoint and remaining email services to O365
- Launch new Intranet site, alongside other O365 communications channels
- 13 ● Develop proposals for Forward Drive site, deploy corporately
- Support culture change, increase productivity



- Continue to move legacy departmental applications to “evergreen” “SaaS” platforms (Legal, Planning, Housing)
- Move core Council network and hosting services to public cloud, where necessary, fully decommission Civic1 datacentre
- Further develop Dynamics F&O strategic capabilities: Data intelligence, Employee and Customer self-service
- Address significant operation and cyber risk

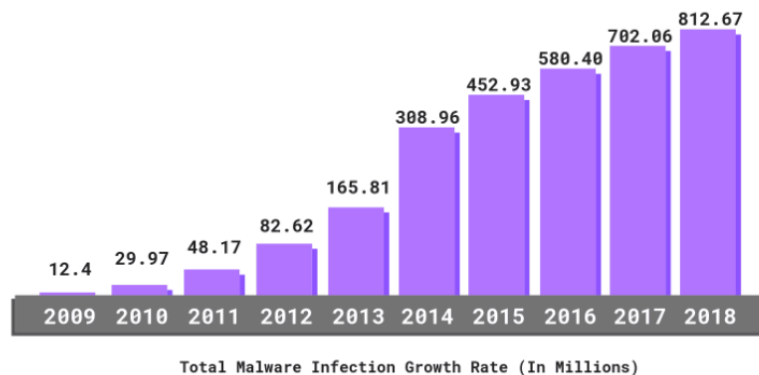
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# Cybersecurity - Heightened Threat level

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- Hackney core services still disrupted after 2 months, Sopra hit
- Legacy on-premise systems more vulnerable than cloud
- Standard protections and PSN compliance in place (caveat)
- Increasing # threat actors and availability of zero day variants



Redcar cyber-attack 'cost council £10.4m'

5 August



NEWS

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Technology

London's Hackney Borough Council hit by hack attack

13 October

Hackney

Menu

Technical problems

Due to technical problems, you may experience difficulty accessing online services, such as One Account and payments today. We're trying to fix this ASAP

Visitors to the council's website were greeted with this message

London's Hackney Council says it has been hit by "a serious cyber-attack" which is affecting its IT systems.

Services may be "unavailable" and people should only contact the council if

- Ransomware awareness communications
- Cybersecurity training
- Business Continuity exercise for critical services (currently underway):

**Scenario: The Data Centre is attacked. The outage lasts for 4-weeks. Cloud email and Teams are available. Mosaic, Northgate Housing, SAP are not available. The Contact Centre is not able to take calls, but there is a fall-over Website onto which we can post content.**

- Key Considerations for services:
  - What data would it be useful to have access to in this scenario (client list extract etc)?
  - How will you communicate with your most critical service users?
  - How will payments to providers/service users be made if SAP is completely down?



- New network penetration tests undertaken
- Admin account access audited and strengthened
- Data backup inc offsite tape arrangements strengthened
- Reviewing options to accelerate cloud move
- Reviewing options for network detection and response solution
- Heightened vigilance of the perimeter and dmz areas including changes
- Microsoft Security Assessment review

# Questions