Appendix B: telent ICT Service Desk Performance Report 2008-2009 (CFO/255/09)

Reporting Period: **April 2008 to March 2009**
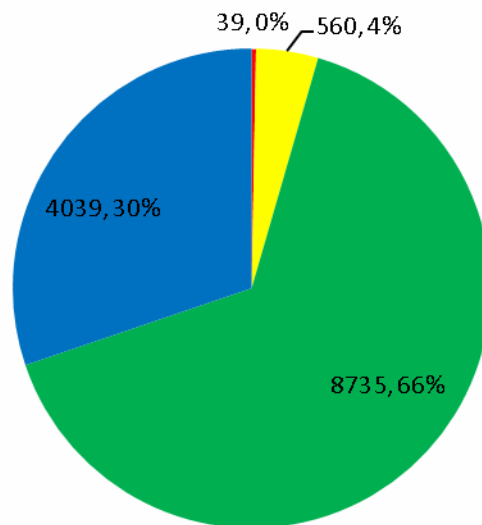
Key:
Priority 1: Service Affecting Incidents. 2 hr Response, 4 hr Restore (Contractual)
Priority 2: Service Affecting Incidents. 2 hr Response, 8 hr Restore (Contractual)
Priority 3: Non Service Affecting Incidents. 24 Working hrs Response, 5 working days Restore
Service Requests: Service Requests, no SLA

Author   Matthew Richards

Signature: _____

Date: _____

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

INTRODUCTION

The monthly telent ICT Service Desk Performance Report is provided to enable telent and Merseyside Fire and Rescue Service to review the Service Delivery of ICT to Merseyside Fire, against the Service Delivery standard detail in the MFRS Service Provision Agreement dated September 2001.

Telent provide monthly performance statistics detailing the performance criteria over the previous month.
If telent fail to meet the Service Levels during the service period, telent provide an outline action plan within 10 working days following the review meeting.

In the event that telent fail to perform the Services so that the average response times and/ or average restoration times are greater than the agreed Service Levels, then following a written request from MFRS , telent will award with service credits.

Appendix B: telent ICT Service Desk Performance Report 2008-2009 (CFO/255/09)

SERVICE MEASURES & TARGETS:

Please find below the monthly performance report submission for April 2008 to March 2009

Incident Statistics: Apr 08 to Mar 09
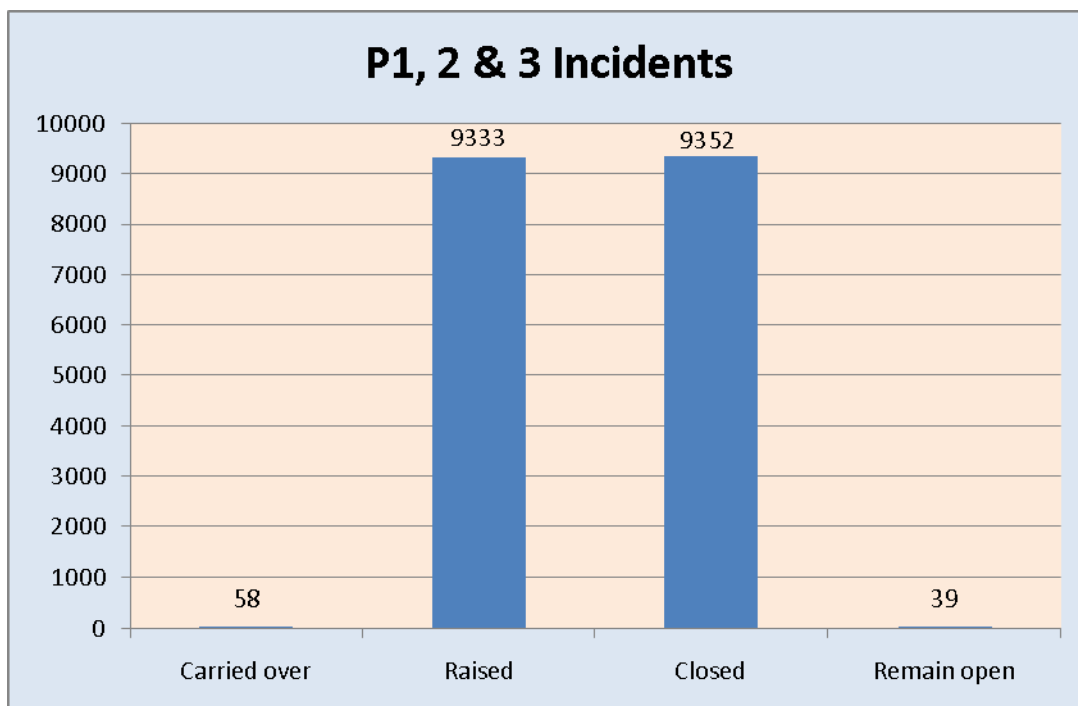
Priority 1, 2 and 3 Incidents
58 Incidents were carried over from March 2008
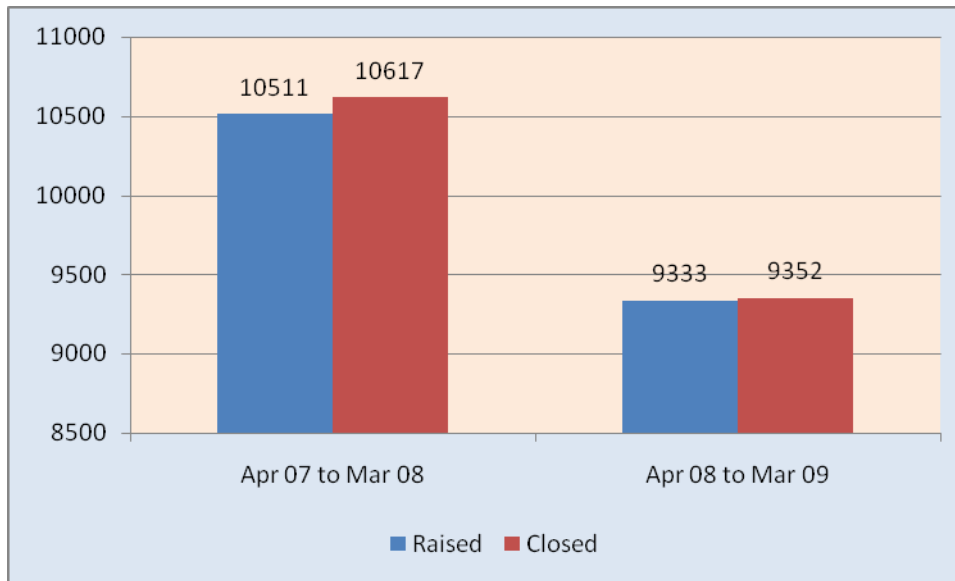**9333** Incidents were raised
9352* Incidents closed
39 Incidents remain open at end of year

*323 No Fault Found, 230 User Error & 9 Training

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)
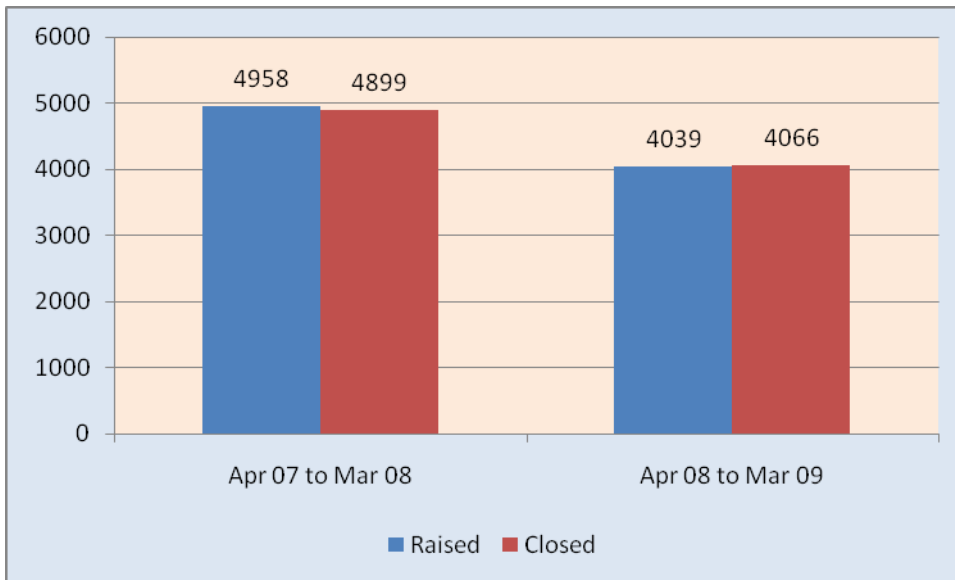

Service Request Statistics: Apr 08 to Mar 09

85 Incidents were carried over from March 2008
4039 Incidents were raised
4066 Incidents closed
**58** Incidents remain open at end of year

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

Service Requests chart:
- Carried over: 85
- Raised: 4039
- Closed: 4066
- Remain open: 58

Raised / Closed comparison chart:
- Apr 07 to Mar 08 — Raised: 4958, Closed: 4899
- Apr 08 to Mar 09 — Raised: 4039, Closed: 4066
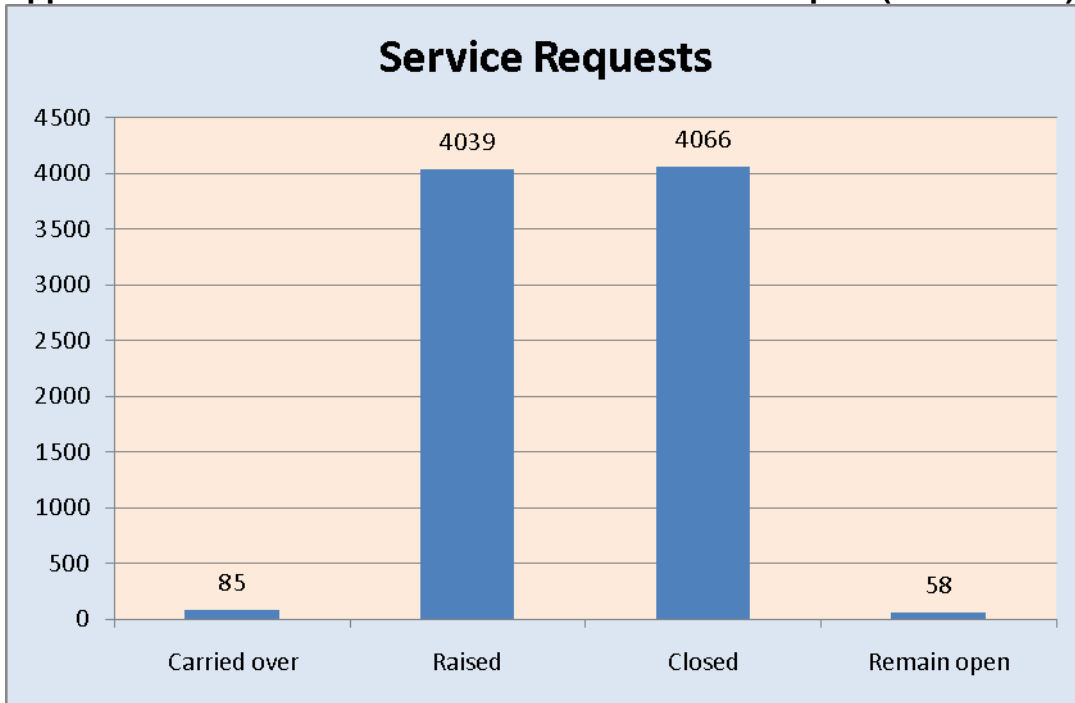
Appendix B: telent ICT Service Desk Performance Report 2008-2009 (CFO/255/09)

SLA Failure Statistics: Apr 08 to Mar 09
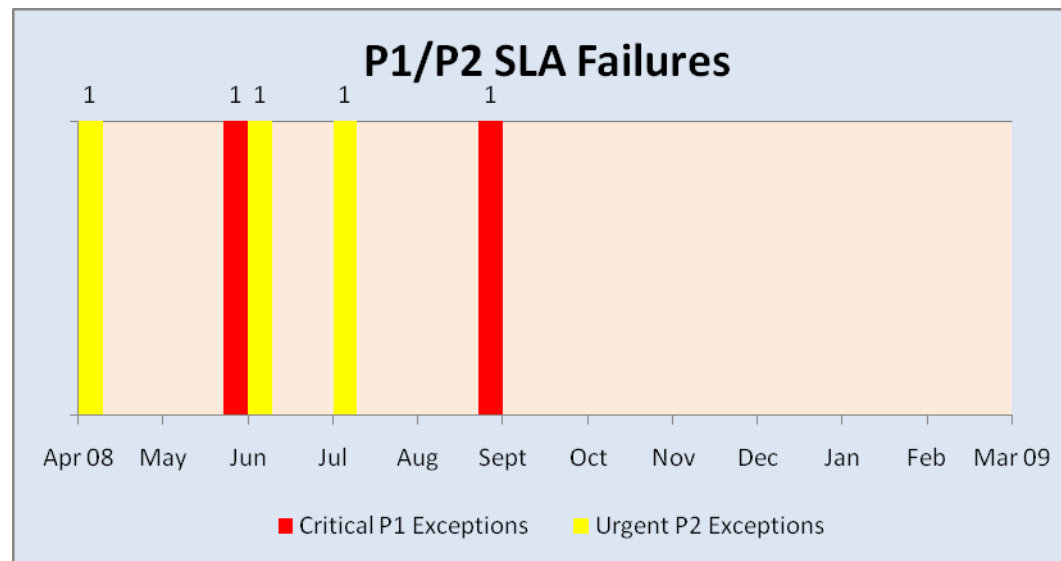
April
SR800475105 – Line down at Billinge. Channel 3 affected. Total Outage = **23 hrs 15 mins**. With telent for 4 mins. BT for 23 hrs 11 mins.

June
SR800480543 – Loss of primary 999's at MACC Derby Road. Total Outage = **4hrs 42mins**. With telent 57mins. BT 3hrs 45mins.
SR800480181 – 2mb Link down to Speke Workshops. Total Outage = **33hrs 2mins**. With telent 39mins. Virgin Media 32hrs 23mins.

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

July

SR800481405 – 2MB network link down W5 West Kirby. Total Outage = **19 hrs 26 mins**. With telent 2 mins. Virgin Media 19 hrs 24 mins.

September

SR800485931 – All 2mb links to Wirral Fire Stations down. **Total Outage = 8hrs 59 mins.** With telent = 10 mins. Virgin Media = 8 hrs 49 mins.
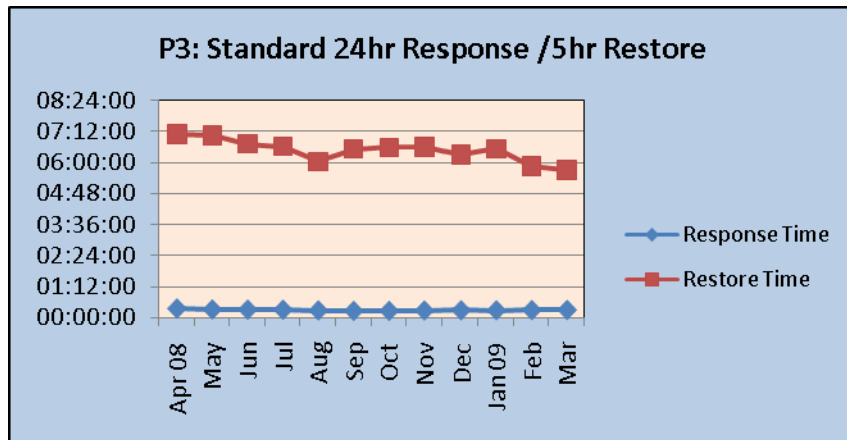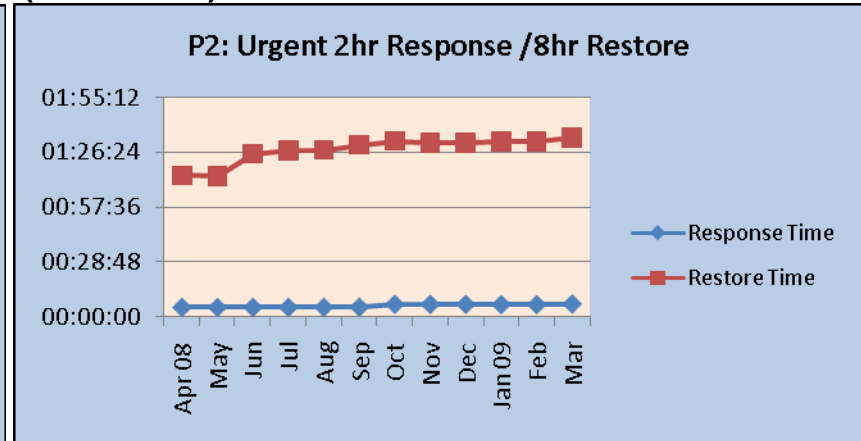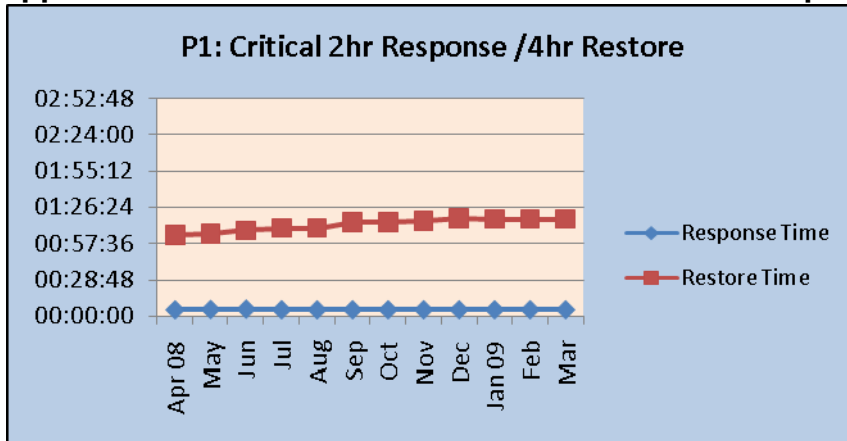
Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

Monthly Rolling Average; Response and Restore Times: Apr 08 to Mar 09

PRIORITY 1												
Rolling Average	**Apr 08**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan 09**	**Feb**	**Mar**
Response Time	00:05:00	00:05:16	00:05:36	00:05:02	00:05:00	00:05:04	00:05:04	00:05:03	00:05:04	00:05:04	00:05:05	00:05:05
Restore Time	01:04:02	01:05:05	01:07:50	01:09:39	01:09:40	01:14:06	01:14:06	01:15:17	01:17:34	01:16:58	01:16:42	01:16:42
PRIORITY 2												
Rolling Average	**Apr 08**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan 09**	**Feb**	**Mar**
Response Time	00:05:00	00:05:00	00:05:00	00:05:00	00:05:03	00:05:08	00:06:39	00:06:36	00:06:35	00:06:29	00:06:28	00:06:48
Restore Time	01:14:07	01:13:46	01:25:37	01:27:17	01:27:38	01:30:23	01:32:26	01:31:14	01:31:28	01:32:13	01:32:05	01:34:11
PRIORITY 3												
Rolling Average	**Apr 08**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan 09**	**Feb**	**Mar**
Response Time	00:21:19	00:19:16	00:18:52	00:18:32	00:17:04	00:16:06	00:16:03	00:16:51	00:17:24	00:17:18	00:17:45	00:18:11
Restore Time	07:05:35	07:02:22	06:42:28	06:36:18	06:01:06	06:30:10	06:34:05	06:35:26	06:17:02	06:31:18	05:49:46	05:40:42

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

P1: Critical 2hr Response /4hr Restore

P2: Urgent 2hr Response /8hr Restore

P3: Standard 24hr Response /5hr Restore

Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)
Key Performance Indicators: Apr 08 to Mar 09

	Service Management	Target
1	% of total incidents responded to within agreed support targets	90%
2	% of total incidents restored within agreed support targets	90%
3	% Service Desk first line incident fix	70%

KPI	Apr 08	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 09	Feb	Mar	Average
1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2	100%	100%	100%	100%	100%	100%	100%	98.2%	100%	100%	100%	100%	100%
3	85%	81%	77%	84%	83%	71%	79%	80%	86%	84%	84%	86%	82%
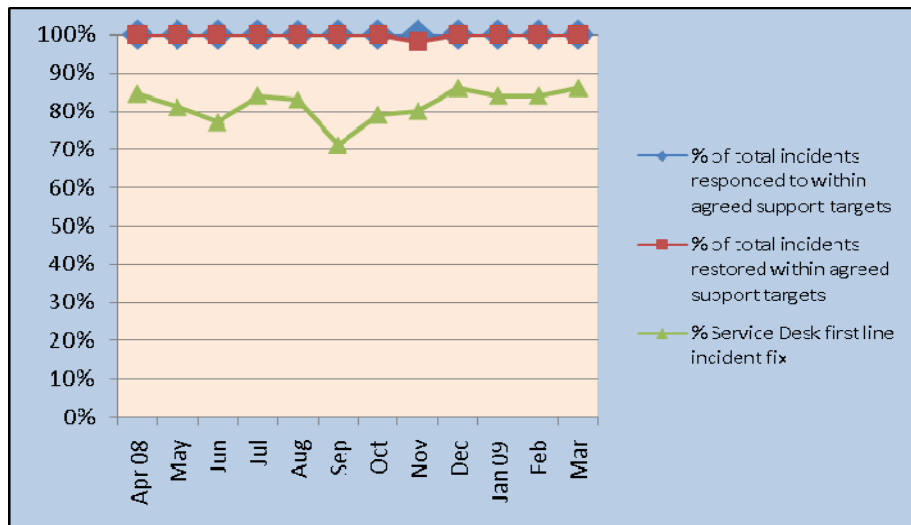
Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)
KPI 3: % Service Desk First Line Incident Fix

| KPI 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Average
Apr 07 to Mar 08	n/a	n/a	n/a	74.5%	88.0%	82.5%	89%	77%	76%	82%	76%	75%	80%
Apr 08 to Mar 09	85%	81%	77%	84%	83%	71%	79%	80%	86%	84%	84%	86%	82%
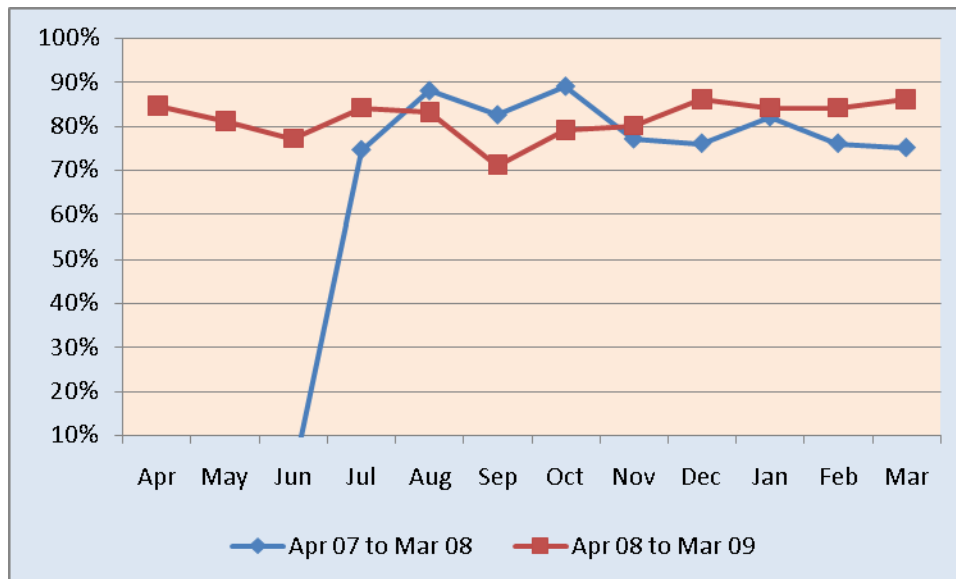
Appendix B: telent ICT Service Desk Performance Report 2008-2009 (CFO/255/09)

Service Requests: Apr 08 to Mar 09

Service Requests raised through ICT Request Forms process:

Month	Hardware	Software	Rejected	Total
Apr	16	75	0	91
May	14	61	1	76
Jun	18	62	2	82
Jul	7	58	0	65
Aug	4	36	0	40
Sept	17	45	0	62
Oct	18	42	0	60
Nov	16	30	0	46
Dec	19	58	0	77
Jan 09	14	46	0	60
Feb	17	49	1	67
Mar	28	57	0	85
Total:	188	619	4	811

ICT Requests Apr 08 to Mar 09
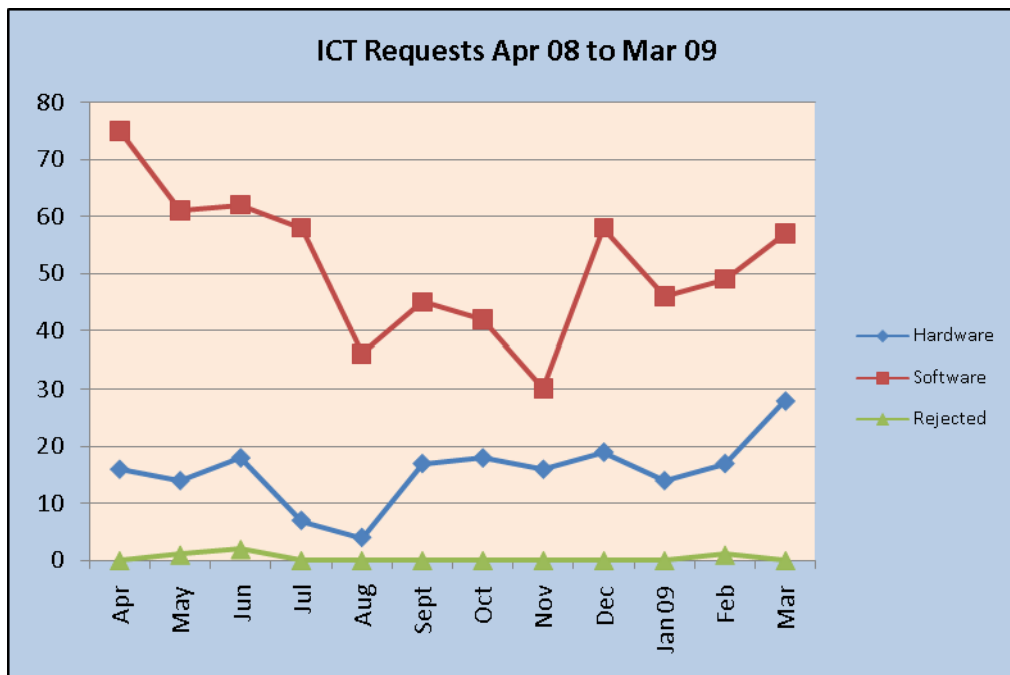
Appendix B: telent ICT Service Desk Performance Report (CFO/255/09)

Total number of Service Requests raised:

Month	Request Form	SR's	Total
Apr 08	91	357	448
May	76	268	344
Jun	82	211	293
Jul	65	337	402
Aug	40	196	236
Sept	62	259	321
Oct	60	312	372
Nov	46	222	268
Dec	77	203	280
Jan 09	60	302	362
Feb	67	261	328
Mar	85	300	385
Total	811	3228	4039