

## IT Partnership Dashboard for April 2023 to October 2024

### Uptime and P1's

Last year, we only tracked P1 and Uptime for the entire IT service, as shown in the table below. This year, we have separated it into Infrastructure, Applications, and Network Infrastructure, with data dating back to April 2023.

	East Herts	Stevenage	
April 2023	100%	100%	
May 2023	100%	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
June 2023	100%	100%	
July 2023	100%	100%	
August 2023	100%	100%	
September 2023	100%	100%	
October 2023	100%	100%	
November 2023	97.50%	97.50%	5 ½ hours of downtime due to the dark fibre being Cut
December 2023	100%	100%	
January 2024	100%	100%	
February 2024	100%	100%	
March 2024	100%	100%	
<b>Total</b>	<b>99.80%</b>	<b>99.0%</b>	<b>The target is 99%</b>

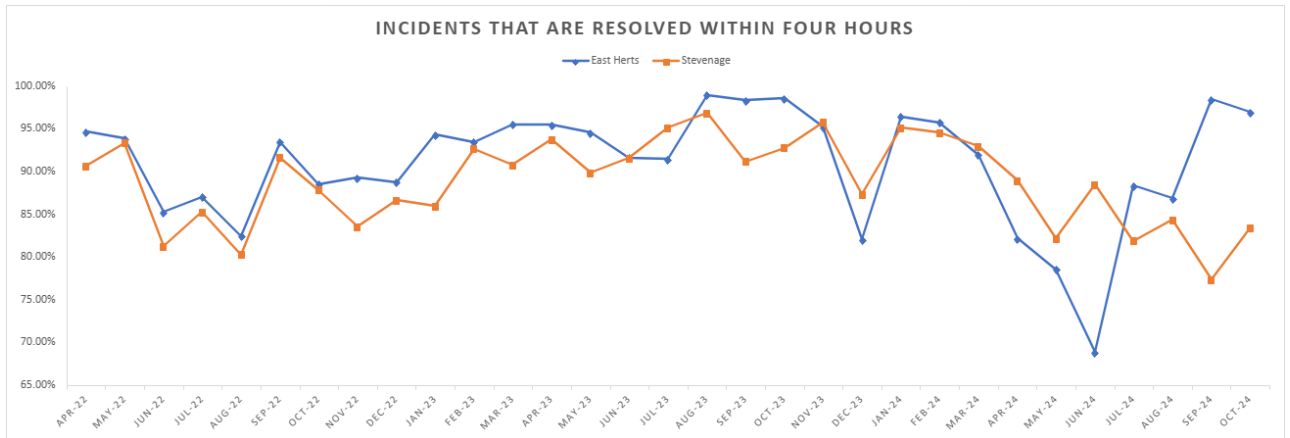
In October 2023, the team migrated from Windows 7, which is expected to prevent the recurrence of the P1 issue encountered in May. The microwave link functioned as intended during the November P1 incident. However, the migration to the new network is still incomplete. The team aims to finalise the migration by the end of the year.

Uptime and P1's for IT infrastructure			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	99%	The target is 99%
Uptime and P1's for IT infrastructure.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%

Uptime and P1's for IT Network infrastructure.			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	97.50%	97.50%	5 ½ hours downtime due to the dark fibre being Cut
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	99.8%	99.8%	The target is 99%

Uptime and P1's for IT Network infrastructure.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	Reports of intermittent Wi-Fi issues were resolved by connecting the majority of staff to public Wi-Fi for the most stable connection.
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	98.6 %	98.6 %	The server storage (pure array) could not make copies of the data due to problems with the network connection.
Oct-24	99.5%	99.5%	There was a 15-minute network disruption on October 2nd and a 40-minute outage on October 21st due to a WiFi installation. This was followed by a 20-minute outage on October 16th because of a switch reboot.
Total	99.7%	99.7%	The target is 99%

Uptime and P1's for IT Applications.			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	100%	The target is 99%
Uptime and P1's for IT Applications.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%



	East Herts	Stevenage
Apr-22	94.70%	90.70%
May-22	93.90%	93.40%
Jun-22	85.30%	81.30%
Jul-22	87.10%	85.30%
Aug-22	82.50%	80.30%
Sep-22	93.50%	91.70%
Oct-22	88.60%	87.90%
Nov-22	89.30%	83.60%
Dec-22	88.80%	86.70%
Jan-23	94.40%	86.00%
Feb-23	93.50%	92.70%
Mar-23	95.60%	90.80%
Apr-23	95.50%	93.80%
May-23	94.60%	89.90%
Jun-23	91.70%	91.60%
Jul-23	91.50%	95.20%
Aug-23	99.00%	96.90%
Sep-23	98.40%	91.20%
Oct-23	98.60 %	92.80 %
Nov-23	95.30%	95.80%
Dec-23	82.10%	87.40%
Jan-24	96.50%	95.20%
Feb-24	95.80%	94.60%
Mar- 24	92.00%	93.00%
Apr-24	82.20%	89.00%
May-24	78.60%	82.20%
Jun-24	68.90%	88.50%
Jul-24	88.40%	81.90%
Aug-24	86.90%	84.40%
Sept-24	98.50%	77.40%
Oct-24	97.00%	83.40%

Year on Year	East Herts	Stevenage
April 2022 to March 2023	90.60%	87.53%
April 2023to March 2024	94.25%	93.12%
April 2024 to October 2024	85.79%	83.83%

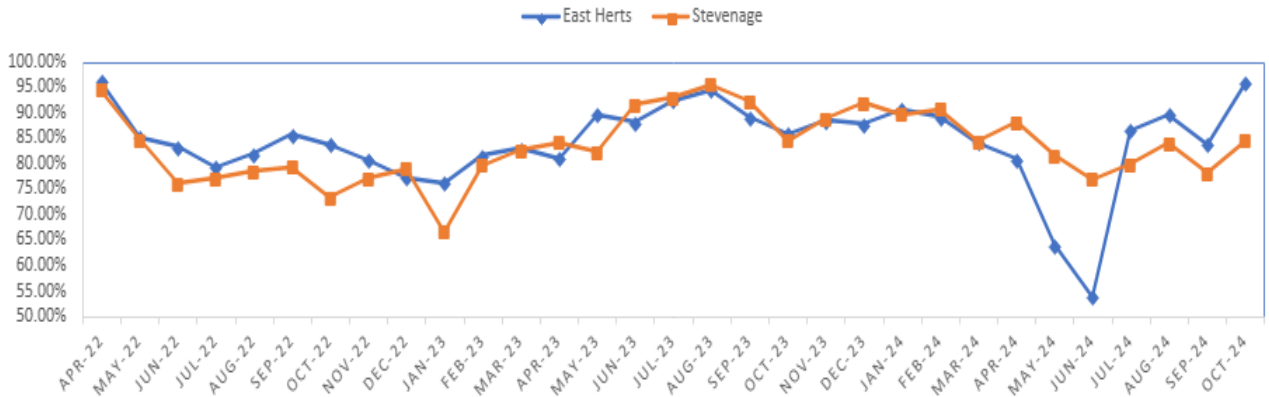
Between April 2022 and March 2023, East Herts resolved an average of 90.6% of incidents within four hours, while Stevenage resolved 87.53% of incidents within the same timeframe. This resulted in a 3.07% difference between the two councils. From April 2023 to March 2024, East Herts successfully resolved 94.25% of incidents within four hours, while Stevenage resolved 93.11%. This narrowed the gap between the two areas to 1.33%.

Significant improvements were made in incident resolution last year (April 2023 to March 2024). East Herts experienced an increase in their average resolution rate from 90.6% to 94.25%, while Stevenage saw an increase from 87.53% to 93.12%. These improvements stem from efforts to streamline the incident response process, enhance awareness of resolution timelines, and reduce overall resolution times.

Since April 2024, we have observed a decreasing performance for East Herts, culminating in a significant drop to 68.9% in June 2024. There has been some recovery since July, but the percentages have remained below usual levels, averaging in the low 80s. In contrast, Stevenage experienced a decline compared to the previous year, but it was less severe than that of East Hertfordshire. Stevenage has maintained more consistency, with all percentages remaining above 80% and an average likely in the mid-80s. This consistent performance represents a notable shift from previous years, largely due to support for the local elections held in May—the first all-out elections in Stevenage since 1999—and the general election in July.

In the current structure, significant pressure is placed on the service desk starting six weeks before the election date and continuing until the day after the election. This issue has been addressed in the recent restructure. Additionally, we launched a new service desk on April 1st, which has contributed to improvements in performance.

### SERVICE REQUESTS MEETING SLA



	East Herts	Stevenage
Apr-22	96.40%	94.70%
May-22	85.40%	84.80%
Jun-22	83.50%	76.20%
Jul-22	79.50%	77.20%
Aug-22	82.00%	78.70%
Sep-22	85.90%	79.50%
Oct-22	84.00%	73.50%
Nov-22	80.90%	77.30%
Dec-22	77.40%	79.10%
Jan-23	76.40%	66.70%
Feb-23	81.80%	79.80%
Mar-23	83.10%	82.80%
Apr-23	81.20%	84.30%
May-23	89.90%	82.40%
Jun-23	88.20%	91.80%
Jul-23	92.50%	93.10%
Aug-23	94.70%	95.70%
Sept 23	89.30%	92.40%
Oct 23	86.30%	84.60%
Nov-23	88.70%	88.90%
Dec-23	87.90%	92.10%
Jan-24	90.80%	89.90%
Feb-24	89.30%	90.80%
Mar-24	84.30%	84.50%
Apr-24	81.00%	88.20%
May-24	64.10%	81.70%
Jun-24	54.00%	77.10%
Jul-24	86.70%	80.10%
Aug-24	89.80%	84.20%
Sep-24	83.90%	78.30%
Oct 24	96.00%	84.74%

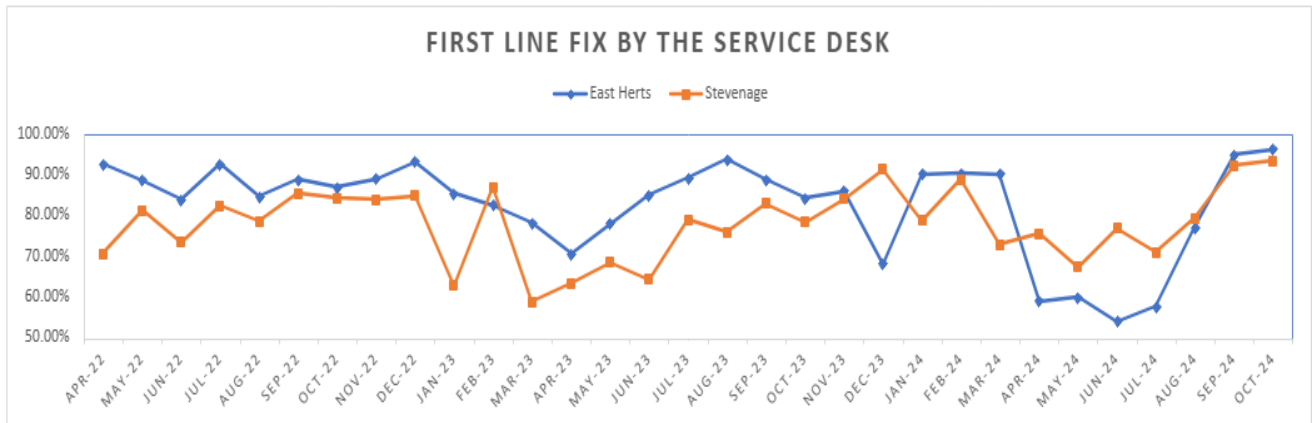
Year on Year	East Herts	Stevenage
April 2022 to March 2023	83.03%	79.19%
April 2023to March 2024	88.58%	89.21%
April 2024 to October 2024	79.36%	82.05%

East Herts achieved an average SLA attainment rate of 83.03% from April 2022 to March 2023, while Stevenage achieved 79.19%. However, between April 2023 and March 2024, East Herts' SLA attainment rate increased by 5.55% to 88.58%, while Stevenage's increased by 10.2% to 89.21%, narrowing the difference between the two councils to a mere 0.67 percentage points.

Since April 2024, there has been a significant decline for East Herts, particularly in May and June 2024, bringing the average down. Which has recovered in October, but it remained below the previous year's levels, with the average likely in the 70s. Stevenage also shows a decline, but less dramatic than East Herts. It remains more consistent, and the average is likely in the low 80s.

The decline in performance was due to supporting May's local elections, the first all-out elections in Stevenage since 1999, and July's general election. The current setup strains the service desk for six weeks before and just after election day. This has been tackled in the recent restructure. Additionally, launching a new service desk on 1st April with new SLA influenced the improvements.





	East Herts	Stevenage
Apr-22	92.70%	70.70%
May-22	88.70%	81.40%
Jun-22	83.90%	73.60%
Jul-22	92.70%	82.40%
Aug-22	84.70%	78.60%
Sep-22	88.90%	85.50%
Oct-22	87.10%	84.30%
Nov-22	89.20%	84.00%
Dec-22	93.30%	84.90%
Jan-23	85.50%	62.90%
Feb-23	82.70%	87.00%
Mar-23	78.30%	58.90%
Apr-23	70.70%	63.40%
May-23	78.10%	68.50%
Jun-23	85.20%	64.30%
Jul-23	89.40%	79.10%
Aug-23	93.80%	75.90%
Sept 23	88.88%	83.00%
Oct -23	84.40%	78.50%
Nov-23	86.00%	84.20%
Dec-23	68.20%	91.50%
Jan-24	90.20%	78.90%
Feb-24	90.40%	89.00%
Mar -24	90.20%	73.00%
Apr-24	59.00%	75.60%
May-24	60.00%	67.40%
Jun-24	54.00%	77.00%
Jul-24	57.70%	71.00%
Aug-24	77.10%	79.50%
Sept-24	95.10%	92.40%
Oct-24	96.30%	93.47%

Year on Year	East Herts	Stevenage
April 2022 to March 2023	87.31%	77.85%
April 2023to March 2024	84.62%	77.44%
April 2024 to September 2024	71.31%	79.48%

From April 2022 to March 2023, the percentage of problems resolved on the first attempt in East Herts was 87.31%, while in Stevenage it was 77.85%. This means that there was a difference of 9.46 percentage points between the two councils. From April 2023 to March 2024, the percentage of problems resolved on the first attempt in East Herts decreased to 84.62%, while in Stevenage, it also decreased to 77.44%. This reduced the difference between the two councils to 7.18 percentage points.

Since April 2024, there has been a significant decline in East Herts, with a notable drop in May and June 2024. This has now, but the numbers were still below those of previous years. The average is likely in the low 70s. Stevenage also shows a decline, but it is less dramatic than in East Herts. The performance in Stevenage remains more consistent, with all months above 70%. The average is likely in the mid-70s.

Performance declined due to supporting May's local elections, the first all-out election in Stevenage since 1999, and July's general election. The service desk faces pressure for six weeks around election days, which has been addressed in the recent restructuring. Also, launching a new service desk on 1st April contributed to improvements.

	Number Calls Logged	
	Per Day	Per hour
Apr-22	73	7.3
May-22	73	7.3
Jun-22	70	7.0
Jul-22	65	6.5
Aug-22	65	6.5
Sep-22	76	7.6
Oct-22	85	8.5
Nov-22	63	6.3
Dec-22	59	5.9
Jan-23	65	6.5
Feb-23	54	5.4
Mar-23	42	4.2
Apr-23	48	4.8
May-23	48	4.8
Jun-23	50	5.0
Jul-23	72	7.2
Aug-23	68	6.8
Sep-23	68	6.8
Oct-23	61	6.1
Nov-23	62	6.2
Dec-23	48	4.8
Jan-24	48	4.8
Feb-24	59	5.9
Mar 24	49	4.9
Apr-24	47	4.7
May-24	46	4.6
Jun-24	47	4.7
Jul-24	43	4.3
Aug-24	39	3.9
Sept-24	46	4.6
Oct-24	45	4.5

## Change Request

In IT, a change request is a formal proposal to modify some part of our IT infrastructure, application, or network. Since April 1st, we have executed 88 change requests.

	Achieve a 98% success rate for IT infrastructure change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
<b>Total</b>	<b>100%</b>

	Achieve a 98% success rate for application change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
<b>Total</b>	<b>100%</b>

	Achieve a 98% success rate for IT Network change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
<b>Total</b>	<b>100%</b>

**Part Two****Email volumes across both councils.**

	Total Inbound Email	Total Outbound Email
Apr-23	358,308	233,767
May-23	503,630	116,497
Jun-23	452,303	118,210
Jul-23	266,901	112,914
Aug-23	495,394	116,217
Sep-23	1,108,173	119,947
Oct-23	347,094	121,378
Nov-23	284,369	136,565
Dec-23	212,251	99,785
Jan -24	274,767	131,409
Feb -24	403,864	127,343
Mar-24	363,438	153,871
Apr-24	280,794	135,806
May-24	281,837	137,223
Jun-24	263,622	131,539
Jul-24	295,412	142,374
Aug-24	286,738	132,572
Sept-24	286,996	137,455
Oct-24	300,385.00	146,200.00

Inbound Malware Detected and Stopped	
Apr-23	24
May-23	61
Jun-23	6
Jul-23	16
Aug-23	29
Sep-23	12
Oct-23	22
Nov-23	31
Dec-23	34
Jan -24	13
Feb -24	20
Mar-24	12
Apr-24	16
May-24	11
Jun-24	11
Jul-24	16
Aug-24	14
Sept-24	20
Oct-24	20
<b>Total</b>	<b>388</b>

	Attachment Sandboxed	Unsafe Attachment
Mar-24	46,269.00	7
Apr-24	45,311.00	6
May-24	46,631.00	3
Jun-24	45,511.00	2
Jul-24	50,275.00	7
Aug-24	43,729.00	0
Sept-24	44,518	14
Oct-24	47,265.00	17
<b>Total</b>	<b>369,509.00</b>	<b>56</b>

	Safe Click	Unsafe Click
Mar-24	4,031.00	3
Apr-24	11,318.00	21
May-24	13,343.00	10
Jun-24	13,877.00	34
Jul-24	16,180.00	28
Aug-24	16,390.00	46
Sept-24	17,578.00	36
Oct-24	19,701.00	26
<b>Total</b>	<b>112,418.00</b>	<b>204</b>

We have detected malware three types of malware attacks since April. These attacks include:

### **1. Trojan:**

A Trojan virus is a type of malware that disguises itself as a legitimate download to gain access to sensitive data or systems. Users unknowingly download the software or document, and malicious code is hidden within, attempting to access their data. Trojan Horses are usually disguised as email attachments, free-to-download apps, or files that users are familiar with. However, Trojans can also enter the system or network through links and ads on social media.

### **2. Phishing:**

Phishing emails often impersonate a trusted source, such as a bank, credit card company, shipping company, or social media platform. The recipient is then prompted to click on a link or visit a website where they are asked to provide sensitive information or unknowingly download malware onto their device.

### **3. Generic Fake Login / Obfus:**

Users are sent to a fake login page for a site or system. These malicious HTML attachments use meta refresh to redirect the end-user from an HTML attachment hosted locally to a phishing page hosted on the public internet.

### **4. URL Reputation Scan**

A URL reputation scan is a process used to evaluate the safety and trustworthiness of a website. It checks URLs against databases of known malicious sites and analyses the content for signs of malware, phishing, or other security threats. This helps users avoid potentially harmful websites.

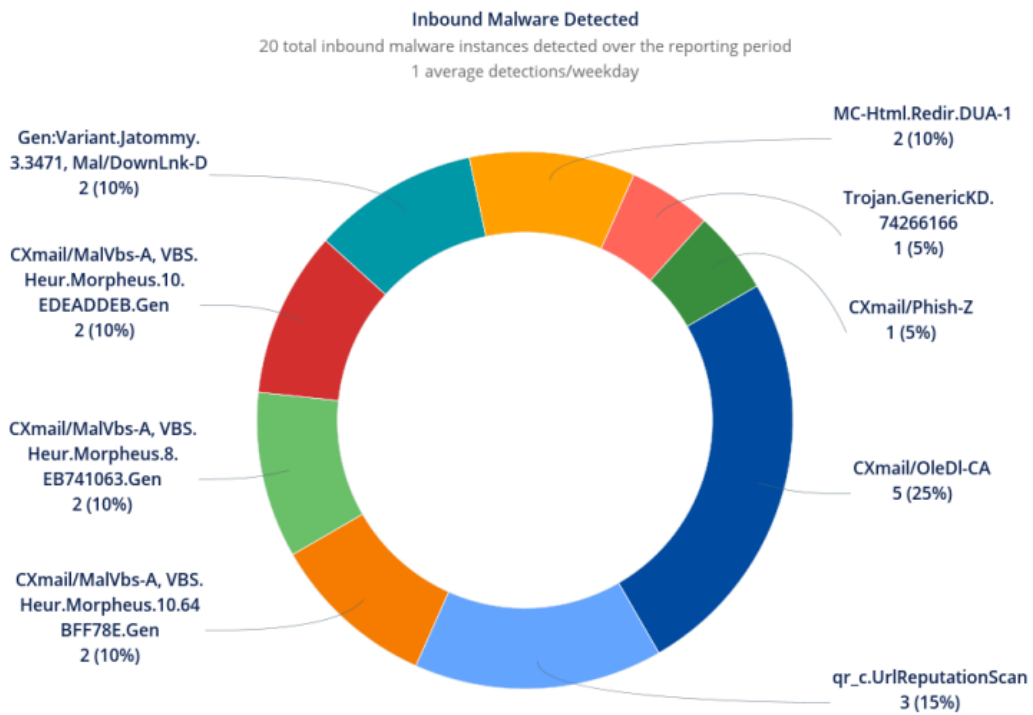
Malware associated with URL reputation scans can occur if a malicious actor creates a fake URL scanning service. These fake services might claim to check URLs for safety but instead infect users' devices with malware when they visit the site or download a file

### **5. Content Classification**

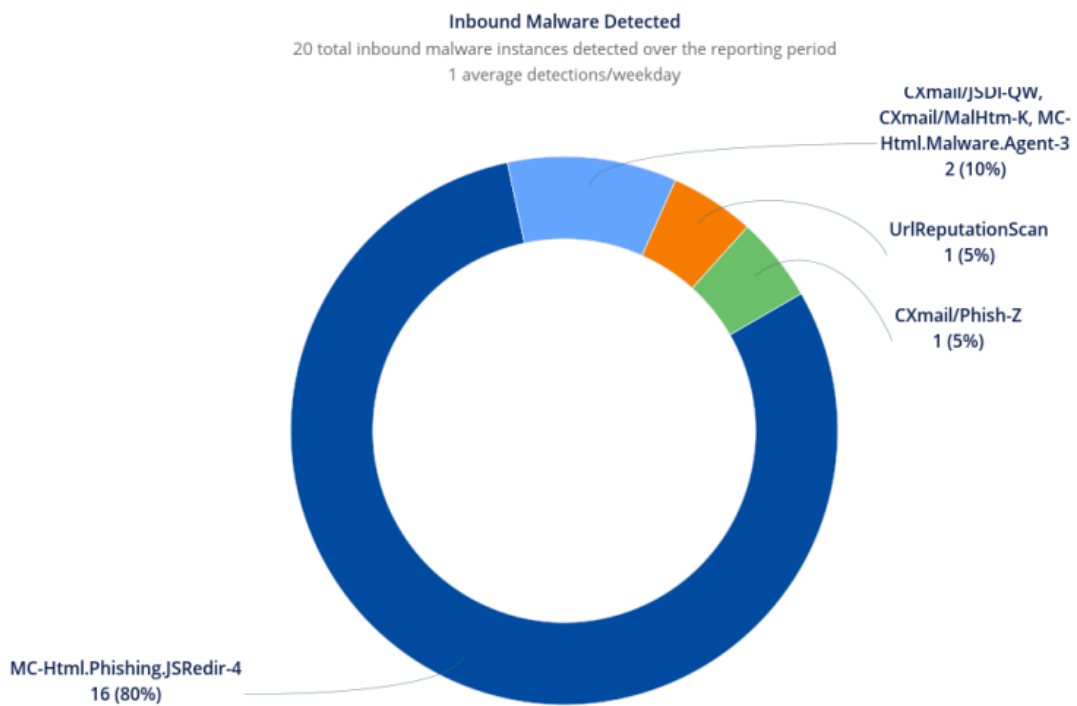
Content Classification malware refers to malicious software that uses advanced techniques to classify and categorise content on a target system. This type of malware can analyse files, emails, and other data to identify sensitive information, such as personal details, financial records, or proprietary business information



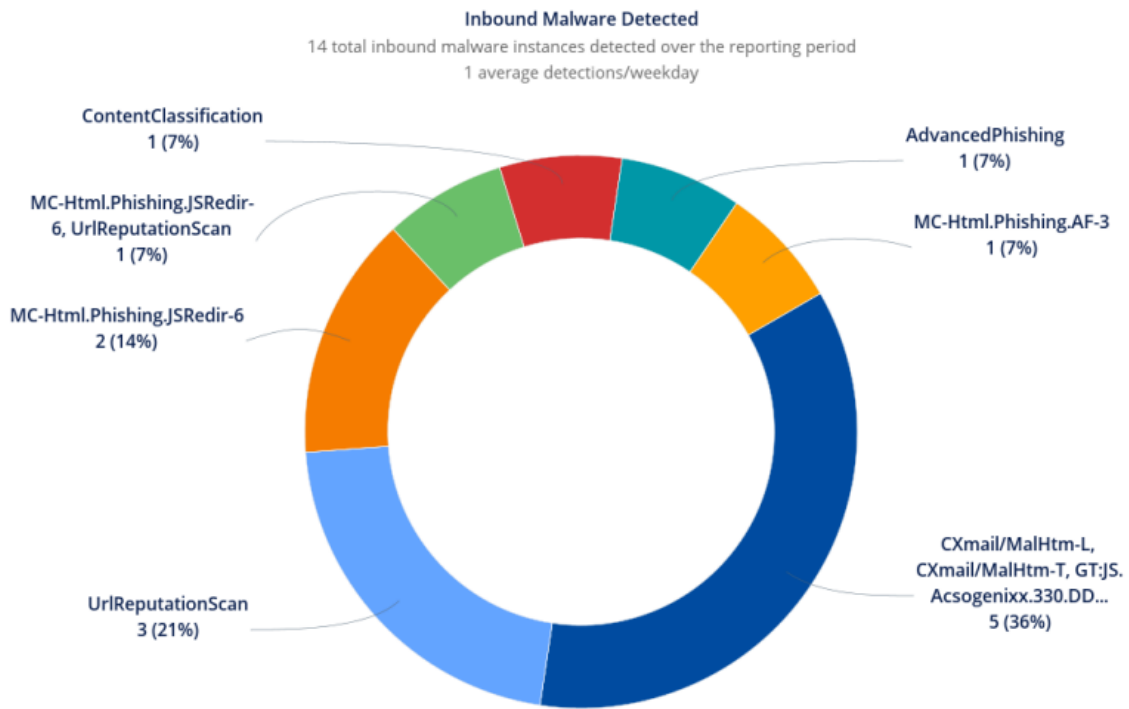
## October 2024



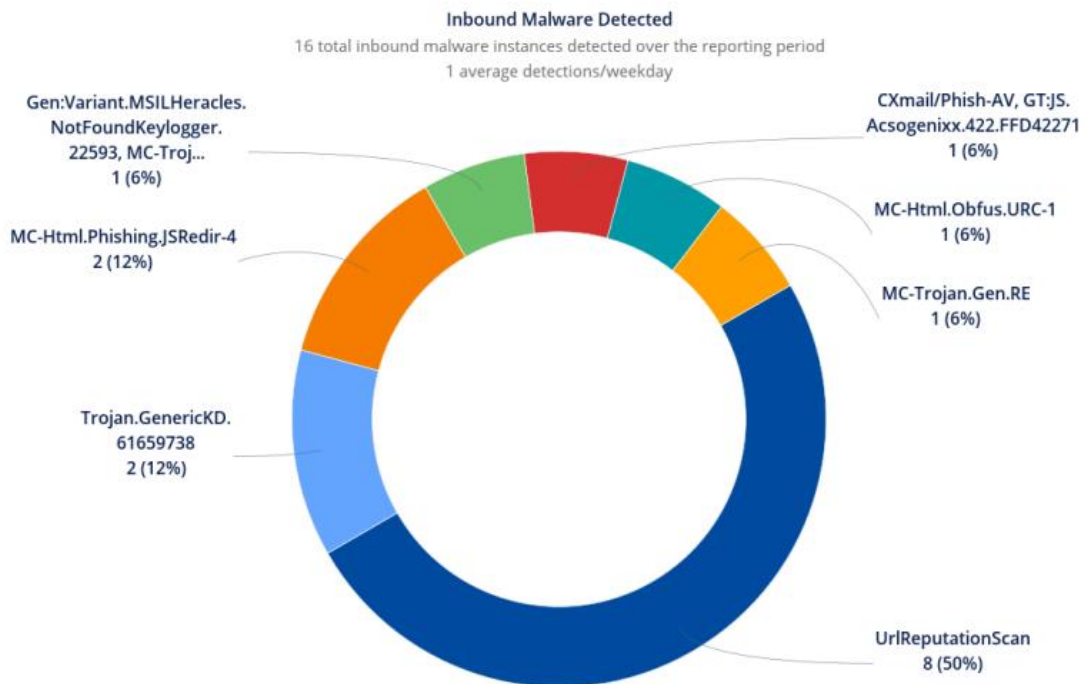
## September 2024



## August 2024



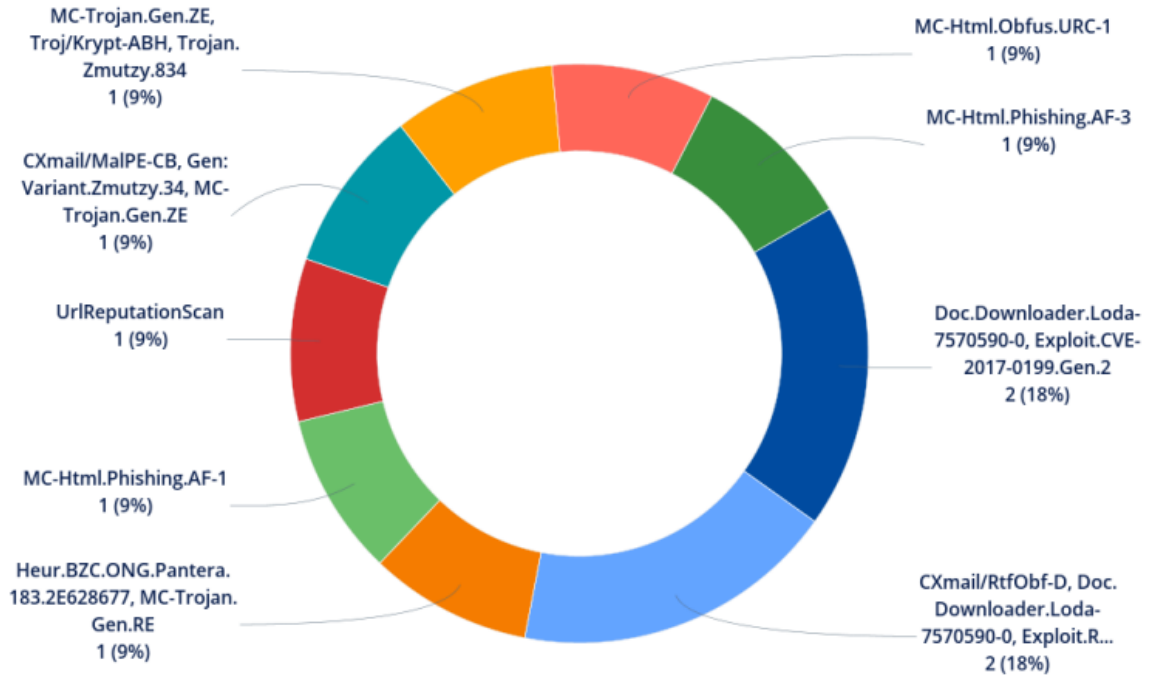
July 2024



June 2024

### Inbound Malware Detected

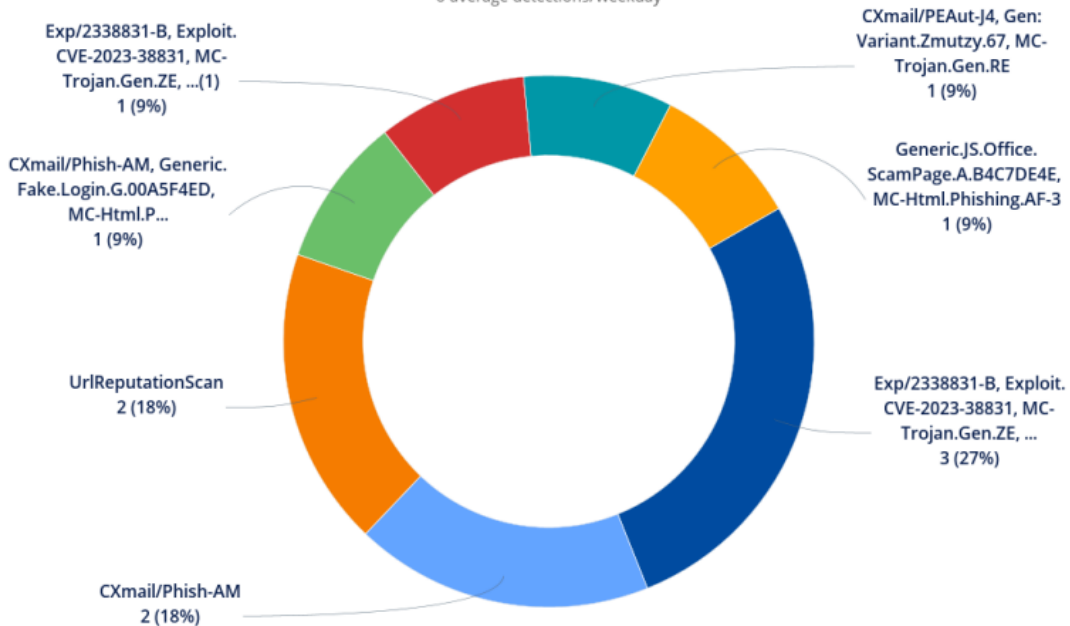
11 total inbound malware instances detected over the reporting period  
1 average detections/weekday



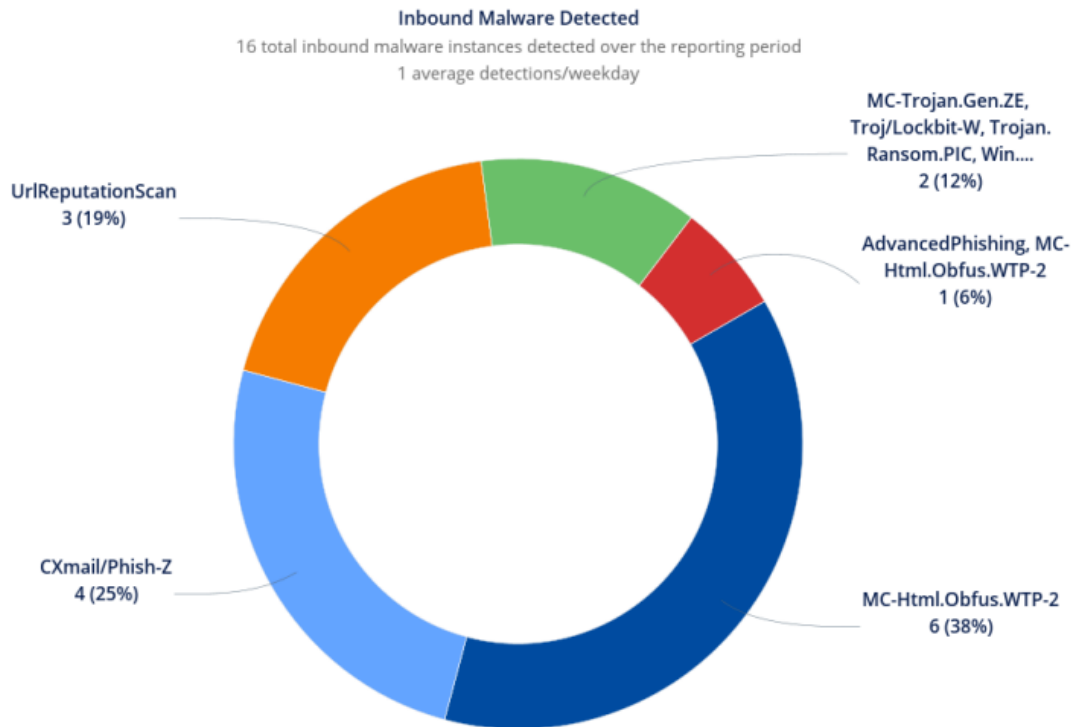
May 2024

### Inbound Malware Detected

11 total inbound malware instances detected over the reporting period  
0 average detections/weekday



## April 2024



## March 2024

