

IT Partnership Dashboard for April 2023 to December 2025 – Part One

IT Infrastructure Uptime and P1 Incidents.

IT infrastructure comprises the fundamental components and resources that underpin IT services and operations. It serves as the backbone, facilitating the functionality of technology. These elements are crucial for operating various systems, including websites, email services, complex business applications, and data storage. Uptime for IT infrastructure denotes the percentage of time during which the IT infrastructure is accessible for use. This metric is essential in assessing reliability, as it reflects how consistently IT services are available without interruption. High uptime indicates minimal downtime.

This provides a comprehensive review of the performance of the IT infrastructure for the period spanning April 2023 through December 2025. The principal focus of this document is the analysis of system uptime and the management of Priority 1 (P1) incidents. The established operational objective is the maintenance of a minimum 99% uptime across all core services.

Performance Analysis: 2023 – 2024

Throughout the fiscal year of 2023-2024, the overall performance of the IT infrastructure was robust. An uptime of 100% was realised at the East Herts site, while the Stevenage site achieved 99% uptime, thereby fulfilling the departmental objective.

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%

A significant P1 incident occurred in May 2023 at the Stevenage site, resulting in 17 hours of system downtime for 150 personnel within the Housing department. The causation was attributed to a legacy Windows 7 vulnerability. Following this event, corrective measures were implemented by the IT department, culminating in 100% uptime for both sites for the remaining period of the year. The effectiveness of this recovery serves to underscore the competence of the personnel in the resolution of critical system failures.

Performance Analysis: 2024 – 2025

The subsequent fiscal year was characterized by an exceptional degree of operational stability. A consistent 100% uptime was maintained at the East Herts site throughout the year, while the Stevenage site achieved an uptime of 99.83%. The sole reported P1 incident, which occurred in March 2025, involved a minor SBC Pool VDI issue that was resolved in less than 20 minutes. This outcome serves as a clear demonstration of the department's capacity for proactive monitoring and expeditious incident response.

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%	
Sep-24	100%	100%	
Oct-24	100%	100%	
Nov-24	100%	100%	
Dec-24	100%	100%	
Jan-25	100%	100%	
Feb-25	100%	100%	
Mar-25	100%	99.83%	20 mins SBC Pool VDI Issue
Total	100%	100%	The target is 99%

Current Performance Challenges: 2025 - 2026

The present reporting period has been marked by a series of operational challenges.

Uptime and P1's for IT infrastructure.			
2025 / 2026			
	East Herts	Stevenage	
Apr-25	99.73%	100%	EHC Only - Desk phones and ZC offline
May-25	95.85%	95.85%	Applications unavailable - printing unavailable - some users cannot reauthenticate once disconnected from Hosted Desktop
Jun-25	91.19%	91.19%	Users unable to login - FSLogix Error
Jul-25	97.17%	97.17%	Users unable to login - FSLogix Error
Aug-25	99.84.0%	99.84.0%	VDI system detected overrun of a stack-based buffer
Sep-25	98.8%	98.8%	FSLogix Profile Issue
Oct-25	99.1%	99.42.0%	
Nov-25	100%	100%	
Dec-25	100%	100%	
Jan-26			
Feb-26			
Mar-26			
Total	97.44%	97.57%	The target is 99%

May 1, 2025: Applications Unavailable

Incident Description: A P1 incident was recorded on May 1, 2025, impacting both East Herts and Stevenage. This event precipitated the unavailability of applications and precluded users from reauthenticating from their Hosted Desktops, leading to a significant reduction in uptime to 95.85% at both locations. The incident further extended to encompass issues with printing services and user reauthentication for certain Hosted Desktop users.

Root Cause: To help explain what happened, a blade server is housed together in a single chassis and work as the backbone for running many of our online services and virtual desktops.

These blade servers rely on accurate timekeeping, which they get by regularly synchronising their internal clocks with a central reference called the domain controller. The domain controller not only manages secure access but also acts as the official time source for all connected computers on our network. If a server's clock is out of sync with the domain controller, it can cause major problems—especially for logging in and verifying user identities.

In this case, one of our blade servers lost its time synchronisation with the domain controller. This meant that the affected blade's internal clock gradually drifted away from the official network time. As a result, some users had trouble reauthenticating or accessing services because their computers could no longer reliably prove to the system who they were. This is similar to trying to enter a building with a badge that's set to the wrong time—if the system can't verify the time, it might not let you in, even if you have the right credentials.

Remedial Actions: After identifying the root cause, the blade servers' time was resynchronized, and normal service was restored. The investigation revealed the importance of having a resilient external time synchronization system. Although there are no current issues with the setup, it has been identified as a potential cyber risk since many IT environments in the UK rely on the same external time source. Steps are being taken to ensure an alternative time source is available in case the primary one becomes compromised.

June 25 and July 2, 2025: FSLogix Errors

Incident Description: On June 25 and July 2, 2025, difficulties were encountered by a subset of VDI desktop users who were unable to access their profiles. This issue randomly impacted less than 50% of VDI users on the first date and less than 25% on the second, affecting both East Herts and Stevenage sites. It is to be noted that all other systems, including the network, laptops, and Microsoft 365 services, remained fully operational during these events.

Root Cause: We identified the root cause: permissions had unexpectedly been removed from user profile folders on some of our servers that store VDI user data. These folders are essentially individual digital workspaces, and without the correct permissions, users could not access their personalised settings and files. This issue occurred on two of our four servers on Tuesday 24th June, and the other two of the four servers on Tuesday 1st July.

Crucially, we immediately conducted a full scan of our network as soon as the issue first appeared to determine if it had been a cyberattack. This was definitively ruled out.

Remedial Actions: The technical team collaborated with Microsoft to investigate the issue. Initially, Microsoft did not identify any problems in the log files. Over two weeks, several hotfixes and updates were installed as part of the investigation. The source of the problem was eventually traced to a new version of FSLogix, which included updated Group Policy templates that were not fully compatible with the existing configuration. This update, released by Microsoft, resulted in conflicts that caused the initial issue and subsequent issues affecting approximately 40 users:

- Daily sign-in prompts for Microsoft applications such as OneDrive, Teams, and Outlook
- TPM (Trusted Platform Module) errors

Such issues can occur when new features or updates are deployed by Microsoft without advance notice or documentation, as seen with the FSLogix case. Additionally, the restore and recovery process was reviewed and improved; while the initial restoration took around six hours, it can now be completed in less than an hour.

IT Network Infrastructure Uptime and P1 Incidents

IT Network infrastructure consists of the hardware, software, and services that enable computers and devices to connect and communicate. This includes components such as routers (to direct traffic between networks), switches (to connect devices within a network), firewalls (for security), cables (such as Ethernet and fibre optic), and wireless access points. Uptime for IT Network infrastructure refers to the percentage of time that the network and its components – including routers, switches, and firewalls – are fully operational and available for devices to connect and communicate. It is a measure of the reliability and accessibility of the network, which impacts productivity and the ability to access IT resources.

This provides a detailed review of the IT network infrastructure performance for the period of April 2023 through December 2025, with a particular focus on network uptime and the management of Priority 1 (P1) incidents. The IT department's operational objective is to maintain a minimum of 99% uptime across all core network services.

Performance Analysis: 2023 – 2024

For the fiscal year 2023-2024, the IT network infrastructure demonstrated a robust level of performance, achieving a total uptime of 99.8% for both East Herts and Stevenage sites, thus exceeding the 99% target.

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%

A significant P1 incident occurred in November 2023, which impacted both sites, resulting in 5.5 hours of downtime. This was attributed to a fibre cut. Despite this

incident, the department's quick response and subsequent remediation efforts ensured that the annual uptime target was met.

Performance Analysis: 2024 - 2025

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%	
Sep-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	99.46%	99.46%	
Nov-24	100%	100%	
Dec-24	100%	100%	
Jan-25	99.7%	99.7%	CAV Wi-Fi Internet connection down / Virgin outage nationally - circuits down - resolution Failover to DHH internet connection
Feb-25	99.9%	100%	10 mins Network Lost on ZC/Desk Phones (Wallfields Only)
Mar-25	99.98%	99.03%	
Total	99.81%	99.73%	The target is 99%

The fiscal year 2024-2025 was characterized by a few notable incidents that impacted overall network stability. The East Herts site concluded the year with an uptime of 99.81%, and the Stevenage site with 99.73%, both of which are just shy of the 99% target.

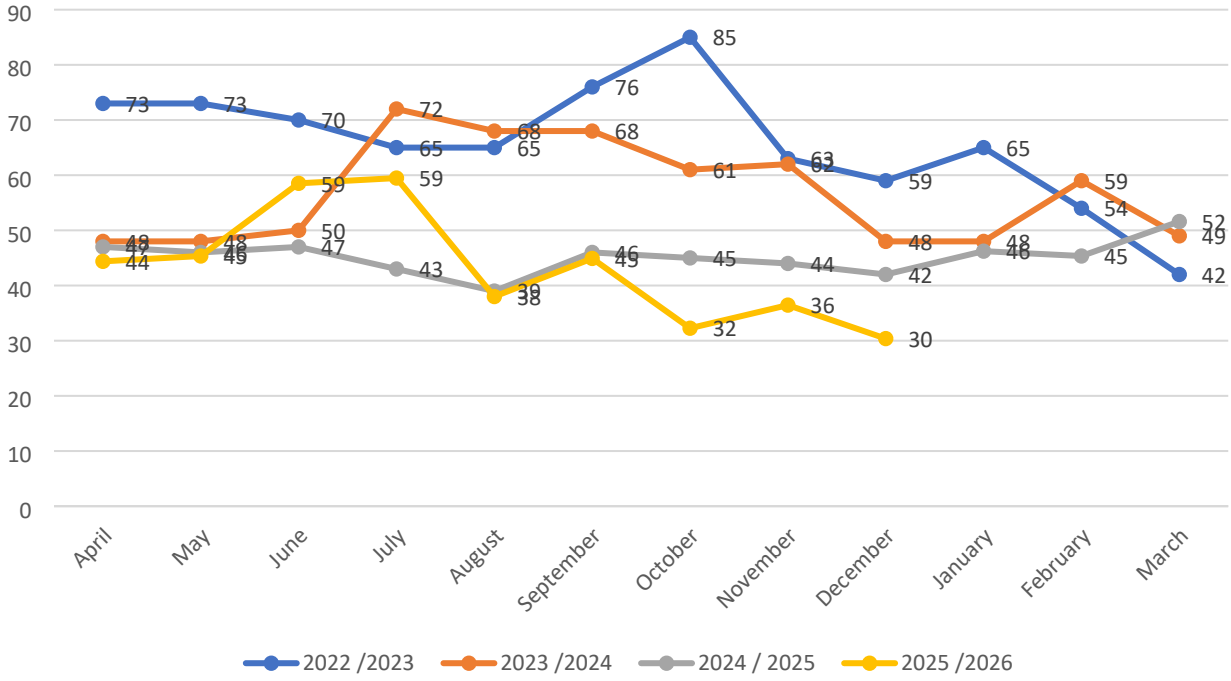
- In April 2024, reports of intermittent Wi-Fi issues were addressed by connecting the majority of staff to public Wi-Fi for a more stable connection, a temporary workaround that was put in place.
- A server storage issue (pure array) in September 2024 prevented the creation of data copies due to network connectivity problems, which resulted in a dip in uptime to 98.6% for East Herts and 98.6% for Stevenage.
- In January 2025, a CAV Wi-Fi internet connection outage, stemming from a national Virgin circuit issue, caused a brief period of downtime before a failover to the DHH internet connection was successful.
- In February 2025, a 10-minute network loss on ZC/Desk Phones at the Wallfields site was recorded, impacting the uptime for East Herts and Stevenage at 99.9% and 99.03% respectively.

Current Performance: 2025 – 2026

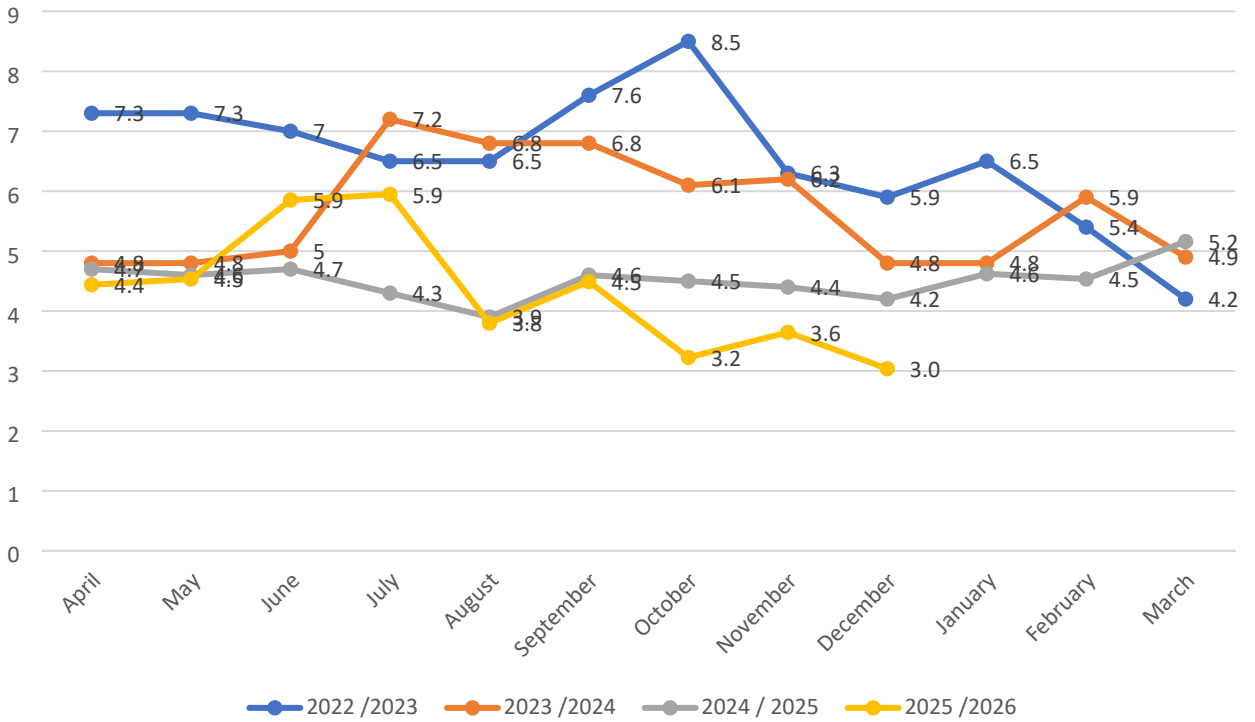
Despite the 150-minute outage in September 2025 at the East Herts site due to an unplanned change by BT to the new Wi-Fi system—a disruption later attributed to human error—the sites have remained on target for 100 percent uptime for the current reporting period. A formal complaint was raised regarding this incident. Overall, network infrastructure performance from April to December 2025 has been robust and stable.

Uptime and P1's for IT Network infrastructure.			
2025 / 2026			
	East Herts	Stevenage	
Apr-25	100%	100%	
May-25	100%	100%	
Jun-25	100%	100%	
Jul-25	100%	100%	
Aug-25	100%	100%	
Sep-25	98.9%	100%	
Oct-25	100%	100%	
Nov-25	100%	100%	
Dec-25	100%	100%	
Jan-26			
Feb-26			
Mar-26			
Total	100%	100%	The target is 99%

NUMBER CALLS LOGGED PER DAY



NUMBER CALLS LOGGED PER HOUR



The number of calls logged per day, and the number of calls logged per hour. The data covers the period from April 2022 to December 2025. These metrics are crucial for assessing the efficiency and workload of the Service Desk and for ensuring that support services are aligned with the organisation's needs.

Performance Analysis: 2022 - 2023

During the 2022-2023 period, the Service Desk recorded an average of 63 calls logged per day, with a corresponding average of 6.3 calls logged per hour. The peak months for call volume were October, with 85 calls per day, and September, with 76 calls per day. The lowest volume was recorded in March, with 42 calls per day. This data suggests a consistent, albeit fluctuating, level of demand for Service Desk support throughout the year.

Performance Analysis: 2023 - 2024

The 2023-2024 period showed a notable decrease in call volume compared to the previous year. The average number of calls logged per day dropped to approximately 55, while the average number of calls logged per hour decreased to 5.5. The highest volume was observed in July, with 72 calls per day, and September and August, both with 68 calls per day. This reduction in call volume may indicate improved system stability or increased efficiency in user self-service.

Performance Analysis: 2024 - 2025

The trend of decreasing call volume continued into the 2024-2025 period. The average number of calls logged per day was approximately 46, and the average number of calls logged per hour was 4.6. The highest volume occurred in March, with 52 calls per day. The consistent reduction in calls over a three-year period is a positive indicator of an overall more stable IT environment.

Current Performance: 2025 - 2026

For the current reporting period from April to December 2025, the call volume has continued its downward trajectory, notwithstanding a temporary mid-year surge. The average number of calls logged per day during this nine-month period fell to approximately 43, with a corresponding average of 4.3 calls per hour. While June and July 2025 saw a peak of 59 calls per day, the latter half of the year showed significant improvement, most notably in December 2025, when the Service Desk recorded its lowest volume to date with only 30 calls per day. This represents a substantial 49% reduction in demand compared to December 2022, which saw 59 calls per day, highlighting the long-term success in stabilising the IT environment and optimising support efficiency across the service.

Incidents that are resolved within four hours

Over the entire period of April 2022 to December 2025, East Herts has demonstrated a slightly higher average incident resolution rate within four hours compared to Stevenage. The East Herts average is approximately **91.2%**, while the Stevenage average is approximately **87.9%**. Both sites showed a similar pattern of performance improvement in the 2023-2024 fiscal year, followed by a decline in 2024-2025.

Year on Year	East Herts	Stevenage
April 2022 to March 2023	90.60%	87.53%
April 2023to March 2024	94.25%	93.12%
April 2024to March 2025	88.63%	83.23%
April 2025 to March 2026	91.36%	87.54%

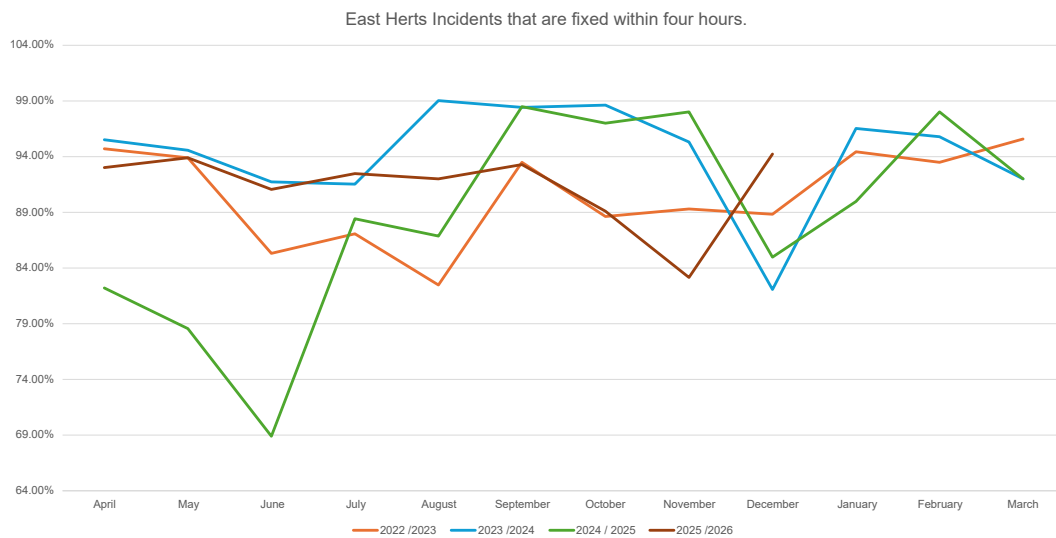
Year-by-Year Performance

A year-by-year comparison reveals the following trends:

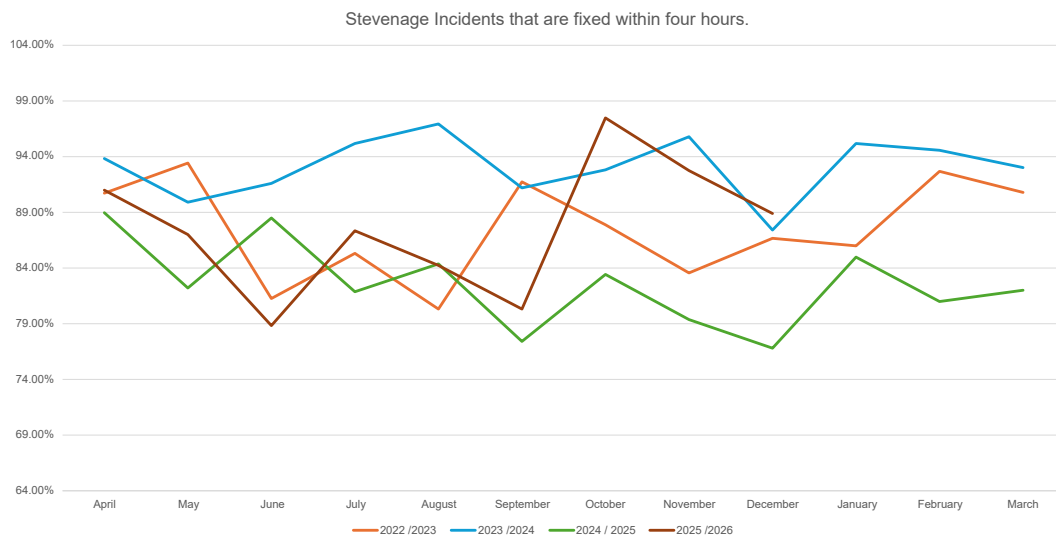
- 2022-2023: The East Herts site averaged a resolution rate of approximately 90.60%, which was higher than the Stevenage average of 87.53%.
- 2023-2024: Both sites experienced a significant improvement in performance. The East Herts achieved an average of 94.25%, while the Stevenage improved to 93.12%.
- 2024-2025: A decline in performance was observed at both councils. East Herts' average resolution rate fell to approximately 88.63%, and Stevenage's average experienced a more significant drop to approximately 83.23%.
- 2025-2026 (Partial Year): The East Herts is currently averaging 91.36%, while the Stevenage is averaging 87.54%.

The decline observed in 2024-2025 was directly linked to an organisational restructure and challenges in filling new Service Desk positions due to volatile employment market conditions. Staffing levels were not fully met until January, resulting in limited resources which temporarily affected resolution times.

The improved performance observed in the current period of 2025-2026 is a direct result of the new structure becoming fully operational. The team is now fully staffed and is demonstrating an improved capability to meet the demands of the service, ensuring that the IT Partnership continues to deliver best value for both authorities.



The resolution of incidents within four hours at East Herts has shown fluctuations over the reporting period. In the 2022-2023 fiscal year, the average resolution rate was approximately 90.60%. This figure improved to an average of 94.25% in 2023-2024, demonstrating enhanced efficiency. However, in the 2024-2025 fiscal year, the average rate declined to approximately 88.63%. The performance in the current reporting period of 2025-2026 shows a mixed but resilient trend: while consistent performance was seen in April (93.00%) and May (93.89%), the latter half of the year experienced volatility, with a dip to 83.13% in November. Crucially, the service demonstrated a strong recovery in December, achieving a rate of 94.26%, which brings the year-to-date average to 91.36%.



The Stevenage site's performance has followed a similar, though more pronounced, pattern of fluctuation. The average resolution rate for the 2022–2023 fiscal year was approximately 87.53%, which saw a significant improvement to 93.12% in 2023–2024. In the 2024–2025 fiscal year, the average resolution rate experienced a decline to approximately 82.59%. The current reporting period for 2025–2026 reflects a volatile but recovering trend; while the year began steadily with rates of 91.00% in April, performance dipped significantly to 78.81% in June. However, the service demonstrated a strong resurgence in the third quarter, achieving a peak of 97.48% in October and 92.74% in November, before stabilising at 88.88% in December.

Service Requests meeting Service Level Agreements (SLAs)

Over the entire period of April 2022 to December 2025 for both the East Herts and Stevenage. Meeting SLAs is a critical metric for assessing the efficiency and effectiveness of the IT support function and for ensuring that user needs are addressed in a timely and consistent manner.

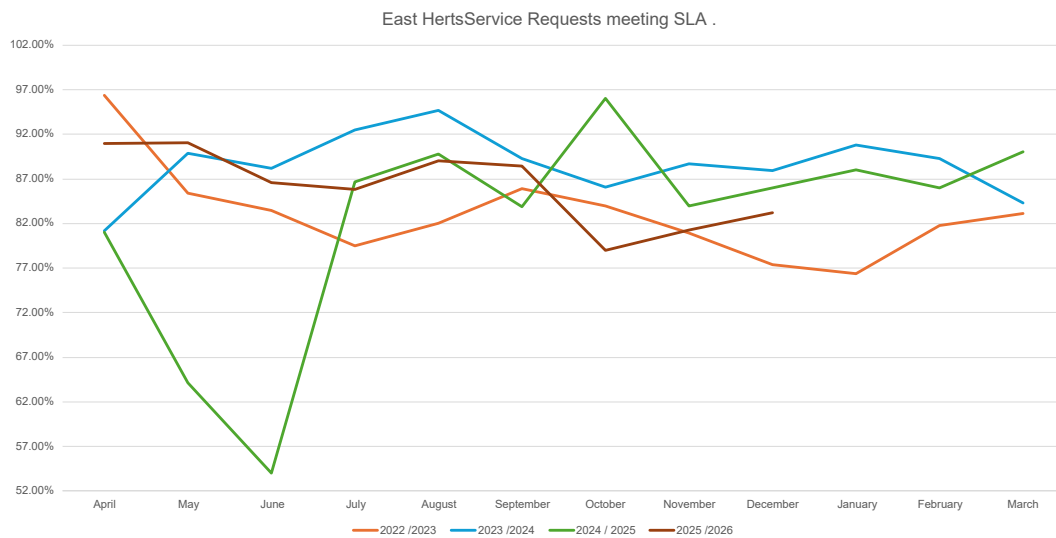
Year on Year	East Herts	Stevenage
April 2022 to March 2023	83.03%	79.19%
April 2023 to March 2024	88.58%	89.21%
April 2024 to March 2025	82.46%	82.89%
April 2025 to March 2026	86.15%	85.94%

Year-on-Year Performance Comparison

A year-on-year comparison of service request performance reveals the following trends:

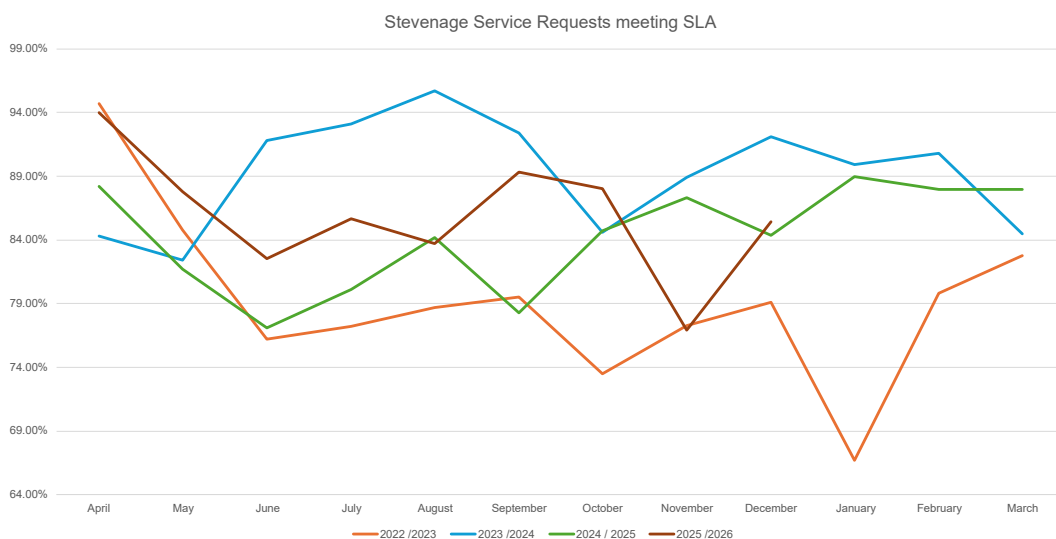
- 2022-2023: The East Herts achieved an average SLA compliance rate of 83.03%, which was slightly higher than the Stevenage site's average of 79.19%.
- 2023-2024: Both sites experienced significant improvement. The East Herts average rose to 88.58%, while the Stevenage site's average increased to 89.21%, surpassing East Herts.
- 2024-2025: A decline in performance was observed at both councils. The East Herts average fell to 82.46%, and the Stevenage average decreased to 82.89%.
- 2025-2026 (Partial Year): Both councils are showing a strong recovery. East Herts is currently averaging 86.15% and Stevenage is averaging 85.94%.

The data indicates a cyclical performance pattern over the reporting period. Both East Herts and Stevenage demonstrated a notable improvement in SLA compliance from the 2022-2023 fiscal year to 2023-2024. This was followed by a corresponding decline in performance during the 2024-2025 period. This decline can be directly attributed to a combination of factors, including the two elections, a departmental restructure, and challenges in filling new service desk positions due to employment market conditions. These staffing challenges were not resolved until January, which impacted the team's capacity to meet service level agreements. The current data for 2025-2026 shows a positive turnaround, with both sites on a trajectory to regain the high-performance levels seen in 2023-2024. With the new structure now fully staffed, have been effective in restoring stability and improving performance.



The performance of East Herts in meeting service request SLAs has shown variability over the past three fiscal years. In the 2022-2023 fiscal year, the average SLA compliance rate was approximately 83.0%. This performance saw an improvement in 2023-2024, with the average rate increasing to approximately 89.5%. However, in the 2024-2025 fiscal year, the average compliance rate declined to approximately 82.5%, largely impacted by a significant dip in the first quarter.

The current reporting period for 2025-2026 shows a positive start with some subsequent fluctuation. The year-to-date average stands at 86.15%. The year began strongly with rates of 91.00% in April and 91.07% in May, before stabilising in the summer with 86.55% in June and 85.81% in July. While there was a dip to 79.01% in October, the service ended the year with a slight recovery to 83.23% in December.



The Stevenage performance has followed a similar pattern, reflecting broader organisational trends. The average SLA compliance rate for 2022–2023 was approximately 79.2%. This rate saw a notable improvement in 2023–2024, reaching an average of 89.2%. Similar to East Herts, the 2024–2025 fiscal year was characterised by a decline, with the average compliance rate dropping to approximately 84.3%. The current reporting period for 2025–2026 shows a strong start and general resilience; the year began with a high of 94.00% in April, followed by a period of stabilisation where rates fluctuated between 82% and 89%. Although there was a dip to 76.94% in November, the service quickly recovered to 85.46% in December, resulting in a healthy year-to-date average of 85.94%.

Service Desk First-Line Fix Rate

This detailed analysis of the IT Service Desk's performance in resolving incidents at the first point of contact, known as the "first-line fix rate." This metric is a key indicator of the efficiency and capability of the frontline support team. The data covers the period from April 2022 to December 2025 for both the East Herts and Stevenage.

Year on Year	East Herts	Stevenage
April 2022 to March 2023	87.31%	77.85%
April 2023to March 2024	84.62%	77.44%
April 2024to March 2025	78.18%	82.05%
April 2025 to March 2026	95.82%	95.83%

Year-by-Year Performance Comparison

A year-on-year comparison of the first-line fix rates reveals the following trends:

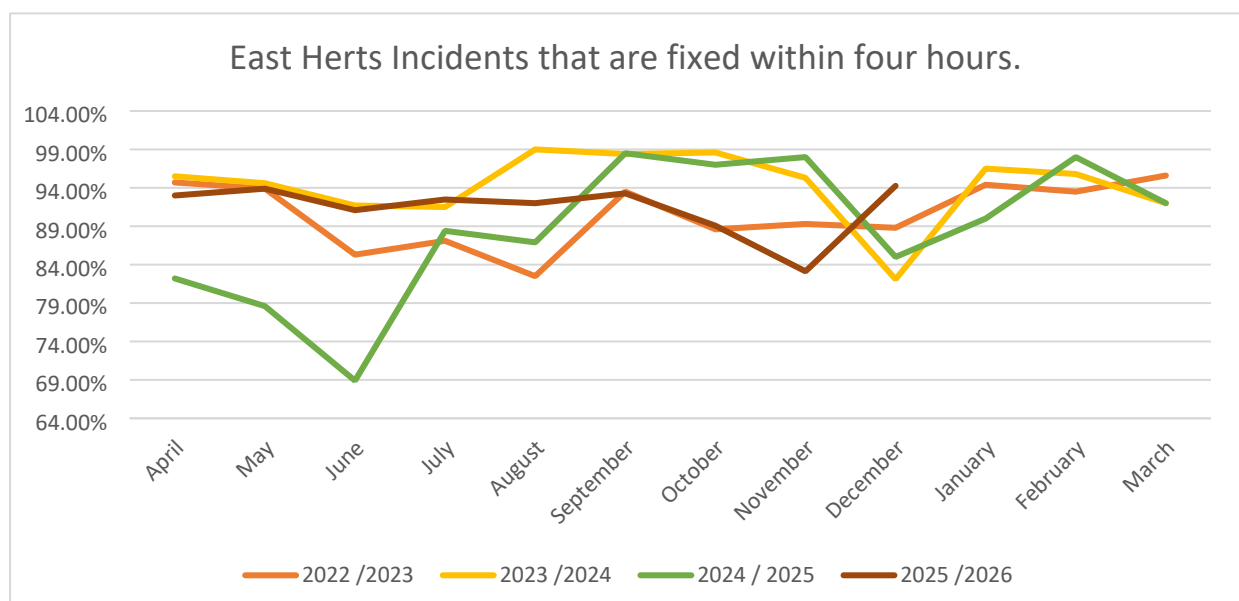
- April 2022 to March 2023: The East Herts site's average resolution rate was 87.31%, which was notably higher than the Stevenage site's average of 77.85%.
- April 2023 to March 2024: The East Herts site experienced a decline to 84.62%, while Stevenage also saw a slight decrease to 77.44%.
- April 2024 to March 2025: A significant shift occurred in this period. The East Herts site's performance declined to 78.18%, while the Stevenage site's performance improved to 82.05%.
- April 2025 to March 2026 (Partial Year): Both sites have shown a remarkable recovery, with East Herts achieving an average of 95.82% and Stevenage at 95.83%

Summary of Year-on-Year Performance

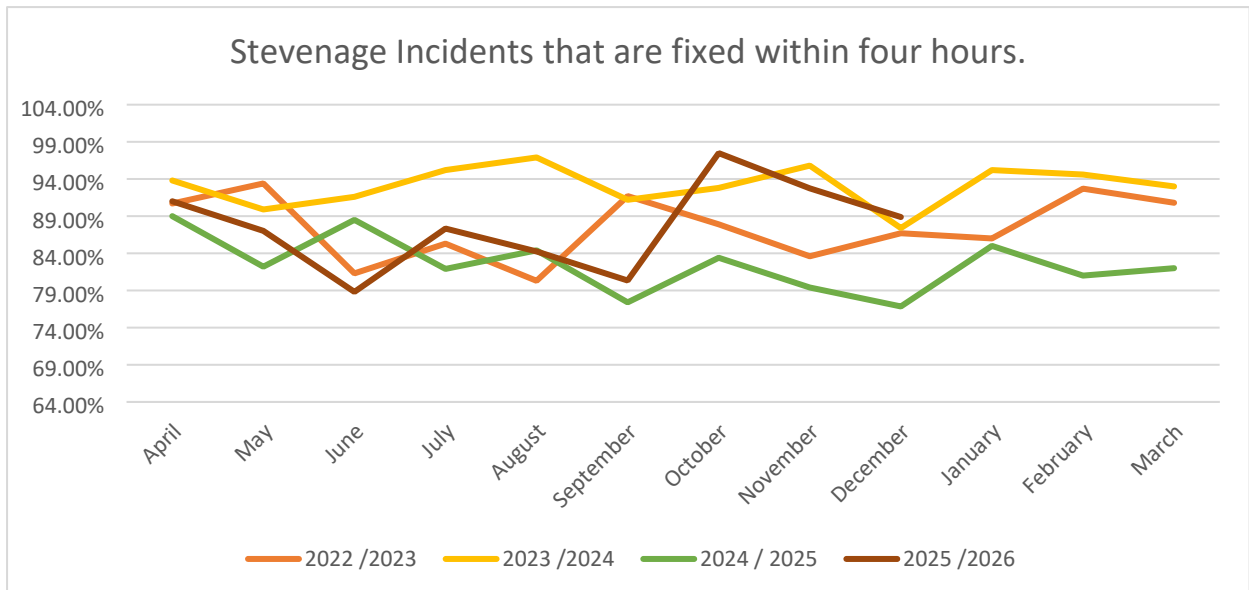
The data show a fluctuating performance trend over the three-year period, with a clear decline in the first-line fix rate for both councils during the 2024-2025 fiscal year. This decline can be attributed to a combination of factors, including the two elections, a departmental restructure, and challenges in filling new Service Desk

positions due to employment market conditions. These staffing challenges were not fully resolved until January.

The data for the current fiscal year (2025-2026), however, shows a significant and positive reversal of this trend. The substantial increase in performance observed from April 2025 onwards is a direct result of the new organisational structure being fully implemented. The new End User Compute team, positioned above the Service Desk team, has enhanced the overall efficiency and frontline resolution capabilities, allowing the Service Desk to focus on first-line fixes. The average first-line fix rates for East Herts and Stevenage have not only recovered but have surpassed the performance levels of all previous years.



The first-line fix rate for East Herts has shown significant fluctuations over the reporting period, reflecting both historical challenges and a strong recent recovery following the bedding-in of the new service structure. In the 2022–2023 fiscal year, the average rate stood at 90.60%, followed by a peak of 94.25% in 2023–2024, before declining to 88.63% during the 2024–2025 period of restructuring. However, the current 2025–2026 reporting year shows a significant return to form, with a nine-month average of 91.36% across the period from April to December. This performance is highlighted by a peak of 94.26% in December 2025, demonstrating that the fully staffed team is now effectively optimising resource allocation and significantly improving the service's ability to resolve issues on the first call.



The Stevenage performance has followed a similar, albeit more complex, pattern. The average first-line fix rate for 2022–2023 was 87.53%. This rate saw a notable improvement in 2023–2024, reaching an average of 93.12%. However, a decline was observed in 2024–2025, with the average rate falling to 82.59%. The current reporting period for 2025–2026 reflects a stabilising recovery, with a year-to-date average of 87.54%. While the summer months presented challenges—specifically a dip to 78.81% in June—the latter part of the year has demonstrated significant resilience. The data shows a strong rebound with rates reaching 97.48% in October and 92.74% in November, indicating that the team is successfully regaining its capability to resolve issues on the first call following the mid-year slump.

Members are requested to note the update report.