

Joint ICT Service – ICT Strategy 2011-2013 Action Plan

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Document History

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Revision History

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Revision date	Ver	Summary of Changes	Author	Changes marked
25/11/13	1.0	Extracted from updates Joint ICT Strategy 2011-13	Nick Blaney	No

Approvals

This document requires the following approvals.
Signed approval forms are filed in the project/documentation files.

Name	Signature	Title	Date of Issue	Version
		Joint Management Team		
		ICT Shared Service Committee		

Distribution *This document has been distributed to:*

Name	Title	Date of Issue	Version
	Joint Management Team	12/04/11	0.2
	Shared Service Committee Joint ICT Service Staff at all service partners via intranets	22/3/2011	0.1

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Appendix A – Service Improvement Action Plan

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
Delivery against Cost Savings Plan	ICT Manager	March 2012	Cost savings through consolidation, replacement and economies of scale	Staff time and targeted expenditure	£8K savings on anti virus, some software replaced with cost free or low cost alternatives	A total of £60,000 one off savings through joint procurement. Total accumulated revenue savings realised(2010-11 to 2013-14) of £223,500. Annual savings of £126,500 against 2009-10 baseline.
Regular service review meetings with Heads of Service and partner client managers	ICT Manager	Ongoing	Allowing service improvements to be clearly measured and communicated to each department.	Staff time	Monthly meetings with client manager undertaken. Quarterly involvement in partner Directorate	Embedded as standard way of working. Good governance acknowledged by Internal Audit

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
					meetings.	
Continue involvement with Derbyshire Transformation Partnership	Business Development Manager	Ongoing	To help develop shared and joint working practices amongst the partnership as well as to bring economies of scale through joint procurements	Staff time Contribution to partnership	Representation on Board and Officer group	Transformation Board disbanded in 2012. Now engage via SCR CIO Forum, Local CIO Council and through SOCTIM. Leading to positive sharing of ideas and solutions as well as a voice to lobby central government and vendor communities.
Review of support contracts	ICT Manager	Ongoing	To ensure value for money and pursue cost saving opportunities	Staff time	Ongoing reviews as part of annual renewals	All contracts reviewed and savings established through co-termination,

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
						rationalisation of products or renegotiation.
Continued professional development for ICT staff	ICT Manager	April 2011 and annually thereafter	Staff with relevant skills and professional qualifications where appropriate	Staff time	Requirements identified for 2011, 2012.	2013 learning and Development plans agreed with staff. Now monitored through monthly 121's.
Annual training offer	Business Development Manager	June 2011	To ensure ICT tools are utilised to maximise efficiency and productivity	Staff time	Output from Winter ICT Survey	No formal training now on offer by ICT due to lack of uptake. Access to Microsoft e_learning for Office communicated.
Compliance with the Government Code of Connection	ICT Manager	August 2011 and annually thereafter	Ensure compliance at all partners	Staff time		Full compliant at all partners.
Common ICT Policies	ICT Manager	August 2011	Common policies based on best practice guidelines	Staff time	Progressing common policies	Policies approved at NEDDC and

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
					approval at BDC and NEDDC. Due to be fully approved by March 2014. Format equivalent to DDDC.	BDC and adopted in August 2014. Will take forward to DDDC, on which the revised policies were based, in 2015.
Common naming conventions	ICT Manager	March 2012	Efficiencies gained through common easy to understand conventions for user accounts and equipment	Staff time		Coming naming standards for users and equipment now in place.
Review external connectivity	ICT Manager	May 2012	Reduce the number of external links in use by partners	Staff time and targeted investment		New wide area networks in place at all partners. This has led to improved capacity and lower cost.
Introduction of change control	Business Development	March 2012	Improved resource planning	Staff time	Release requests	Service Request,

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
	manager				embedded in ways of working. No progress on 'Request for Change' process	Standard Change and Change Request process introduced in September 2014.
Develop telephony strategy	ICT Manager	March 2012	Recommendation of telephony roadmap and approval of expenditure	Staff time and investment	Scheduled for December 2013	
Rationalisation of existing Security products	ICT Manager	March 2012	To reduce complexity and cost	Staff time and targeted investment		New joint gateway security products in place at all partners. This has realised cost savings for all partners and simplified management for the Joint ICT Service.
Review backup strategy	ICT Manager	March 2012	Recommendation on common solution	Staff time and targeted expenditure		New joint Backup solution in

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
						place for all partners. This has provided cost and efficiency savings to partners and the Joint ICT Service respectively.
Annual review of mobile communications	ICT Manager	March 2012 and yearly thereafter	Report to partners	Staff time	This is now the responsibility of the Procurement departments.	
Review storage capacity	ICT Manager	August 2012 and annually thereafter	System that is correctly sized to meet business needs	Staff time and targeted investment	Reviewed and upgraded at NEDDC and BDC. In investment plan for DDDC	Fit for purpose storage systems in place
Disaster recovery tests	ICT Manager	June 2011	Assurance that DR plans are viable for each partner	Staff time	NEDDC and DDDC tests completed in 2012. BDC scheduled for December	Successful tests at NEDDC and DDDC

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Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
					2013.	
Migrate to new desktop environment based on Windows 7	ICT Manager	December 2013	Ensure supported desktop for staff	Staff time and targeted investment	Funding secured and progressing towards a March 2014 deadline.	Project fully completed in June 2015.
Migrate to Server 2008 or 2012	ICT Manager	December 2012	Ensure supported platforms for server infrastructure at all partners	Staff time and targeted investment	New deadline of June 2015, actions identified and being tackled on an opportunistic basis.	Formal project started in April 2014, progressing to plan.