



To: North East Derbyshire, Derbyshire Dales and
Bolsover District Councils Shared Service
(ICT) Joint Committee

Your Ref:
Our Ref: AB/JICTSM
Contact: Miss Alison Bluff
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Date: 7th June 2013

Dear Councillor

Please attend a meeting of the above Shared Service (ICT) Joint Committee to be held on **Monday 17th June at 10am in the ICT Suite at Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NT.**

Yours sincerely

Chief Executive Officer

AGENDA

<u>Item No.</u>		<u>Page No.</u>
1.	<u>The Model Code of Conduct</u>	
	Members are requested to declare the existence and nature of any personal and/or prejudicial interest in any matter arising from this agenda and to withdraw from this meeting at the appropriate time.	
2.	Apologies for Absence (if any)	
3.	<u>Minutes of Previous Meeting</u>	
	To approve as a correct record the attached Minutes of the meeting of the Shared Service (ICT) Joint Committee held on 17 th January 2013.	1 to 8

4. **Quarterly Service Report – January to March 2013**

To consider the attached report covering the Quarterly Service Review, including the current budget position for 2012/13.

9 to 17

4.1 Performance Statistics

18 to 19

4.2 Cost Savings Plan

20

4.3 Risk Register as at 29th April 2013.

21 to 22

5. **Urgent Items**

To consider any other matter which the Chair of the Joint Committee is of the opinion should be considered as a matter of urgency.

6. **Date of Next Meeting**

The date of the next meeting of the Joint ICT Services Committee will be held on **Monday 2nd December 2013 at 10 am @ Pioneer House, Wingerworth.**

JOINT ICT COMMITTEE

Minutes of a meeting of the Joint ICT Committee (North East Derbyshire District Council, Derbyshire Dales District Council and Bolsover District Council) held at Pioneer House, Wingerworth, on Thursday 17th January 2013 at 1000 hours.

PRESENT:-

Bolsover District Council (BDC):

Councillors A. F. Tomlinson (Chair) and D. Kelly
G. Bagnall (Joint Assistant Director Resources)
A. Bluff (Democratic Services Officer)

North East Derbyshire District Council (NEDDC):

Councillors P. Williams, P.R. Kerry and G. Baxter (MBE)
N. Blaney (ICT Manager)

Derbyshire Dales District Council (DDDC):

Councillor B. Cartwright and G. Stevens

13/12. DECLARATIONS OF INTEREST

There were no declarations of interest made.

14/12. APOLOGIES

Apologies for absence were received on behalf of Councillors D. McGregor (BDC), L. Rose (DDDC), and Officers S. Capes (Head of Organisational Development DDDC).

15/12. MINUTES – 2ND JULY 2012

Moved by Councillor G. Baxter, seconded by Councillor P. Kerry
RESOLVED that the minutes of a Joint ICT meeting held on 2nd July 2012 be approved as a true record.

16/12. QUARTERLY SERVICE REVIEW JUNE TO OCTOBER 2012

The ICT Manager presented a Service Review report for the period June to October 2012. Updates for November and December 2012 were also presented on screen to the meeting.

JOINT ICT COMMITTEE

The report provided information on the four Key Performance Indicators (KPI's) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners. Rykneld Homes were included for completeness, though they have no formal involvement in the Partnership as NEDDC provided a separate SLA to them.

Incidents Raised

Though not a performance indicator, the report provided details of the number of incidents raised with the Service Desk, which gave a picture for the level of demand on the Service Desk and the impact of the extension to the joint service.

There had been a drop in the number of calls which was partly due to drop in summer demand and a return to levels seen before the Exchange email upgrades at NEDDC and BDC.

ICT had worked to reduce the number of outstanding calls which had significantly reduced to around 270 following a peak of 350 in June 2012. The figure had stayed around the 270 mark but had increased during the Christmas period and since.

The number of calls over 3 months old had also reduced by a third to 62.

Incidents resolved within SLA Target time

The SLA target is 80% of all calls to be resolved within the target time – this had been breached on three occasions during the period.

Due to staff absences in March through to July 2012, a significant deterioration in results could be seen for July. A separate report had been produced in respect of this.

It was noted that targets had been met for all partners in each of the previous three months and a continuing convergence of results could be seen.

Incidents resolved at first contact.

The SLA target is 30% of all calls to be resolved at first point of contact; this had been breached on five occasions during the period and all related to Rykneld Homes.

Further work was being undertaken to establish the negative trend for Rykneld Homes and initial feedback indicated a different mix and type of issues were raised by Rykneld. User advice was often dealt with by the Rykneld Business Support Team and 'User Champions' work

JOINT ICT COMMITTEE

Priority 1 Service Availability

Priority 1 Service Availability measures the availability of those services deemed critical by each business.

The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equates to 30 minutes per week. SLA targets had been met in the period for all partners. A dip in the June figure for Bolsover was due to an air conditioning failure in the computer room at Sherwood Lodge and this 'knocked out' all IT provision for a few hours.

A slight dip in NEDDC figures for June/July was due to an intermittent fault with a switch connecting servers to storage and this had now been replaced.

Network Availability

Network Availability measures the availability of the network connectivity to the main site from remote sites. These are all weighted equally which may result in a disproportionate indication of the actual impact of the loss of a remote connection.

The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equated to 30 minutes per week. The SLA target was met for all partners with exception of Bolsover in June, as described above; issues at Kissingate Leisure Centre and Pleasley Vale were the cause. Kissingate Leisure Centre, now known as Shirebrook Leisure Centre, was no longer on BDC's network and faulty equipment at Pleasley Vale had since been replaced. The June/July dip for NEDDC was a result as described above*.

Resource Utilisation

As part of the new SLA for the extended Joint ICT Service, utilisation of resource for project related activities are monitored.

It was noted that a significant amount of time was being spent on Project Horizon and this demand would continue until the end of January 2013. As a result it was likely that demand at both NEDDC and DDDC would remain low. It was further noted that due to the high level of demand at BDC, backfill resource for Service Desk personnel and payment for overtime was being funded by BDC.

Project Related Activities

The report provided a graph which gave details of how much time was spent on project related work within the Business Development and Infrastructure teams.

JOINT ICT COMMITTEE

Projects

NEDDC:-

- Disaster Recovery Test – this had been undertaken and largely successful. Poor engagement from user community. An action plan had been created to address the issues found.
- Code of Connection - Annual PC-IT Health successful. New PSN code of connection required for forthcoming submissions.
- Server and storage refresh at NEDDC – new storage systems implemented. Installation of new servers underway.
- PC Refresh – complete.

Derbyshire Dales:-

- Server and storage refresh – one server remains, rebuild of remaining server underway. The ICT Manager gave an update to the meeting and advised that this was now complete.
- Section 106 Database – system live, await reporting requirements. The ICT Manager further advised the meeting that this was also now complete and would be deployed to BDC in the near future.
- Audit Commission Action Plan – Disaster Recovery Test completed successfully, follow up actions being undertaken.
- IP Stream Replacement – alternative solution will be required by March 2014.

Bolsover:-

- Housing Mobile Working – ICT work complete, planned repairs not fully live as yet.
- Civica Budget Monitoring – ICT work complete. Project now on hold.
- Civica Managed Service – cash receipting system – compliance re card payments. Implementation rescheduled for October 2013.
- Project Horizon (relocation from Sherwood Lodge) – significant resource commitments. Main staff relocation took place between 21st December and 31st December 2012. Residual activities through to March 2013.

Strategic Alliance:-

- Joint domain – complete.

Joint ICT Service:-

- Video Conferencing – internal links in place, await demand before setting up external links. Project closed.
- Shared Disaster Recovery - Amber Valley Borough Council and Peak District National Park Authority now replicating data, project to be closed.
- Gateway Security Products – procurements placed. Implementation underway. Moved to a common set of products – saved £40k per annum.

JOINT ICT COMMITTEE

Members raised questions in relation to spam. The ICT Manager advised Members that it was impossible to stop all spam - some would always slip through the security firewalls.

Councillor Tomlinson stated that he wished to pay thanks to all ICT staff for their work on Project Horizon and their efforts over the Christmas period regarding the telephone problems. He added that the Council was very grateful for how this had been sorted. Councillor Kelly echoed Councillor Tomlinson's sentiments. The ICT Manager replied that he would pass these thanks on to his staff.

17/12. BUDGET

The report provided details of the Joint ICT Budget Outturn for April 2012 to September 2012.

Employee insurance for the full year charge had been allocated to the budget and this had added £5,000 to the Year to Date expenditure.

18/12. COST SAVING PLAN

The ICT Manager reported that there was minimal opportunity for any future savings as significant savings (£40k) had been made over the last year's joint working.

Key change made:- The new joint back up solution would provide some cost savings but the key benefits are a fully supported, flexible fit for purpose back up system. Details regarding the cost saving plan was attached as appendix 2 to the report.

19/12. SERVICE DEVELOPMENT PLAN

A trial was underway within Service Desk and staff were being rotated three out of five weeks to work from their preferred site. This was expected to result in reduced transport costs. All service desk staff would still be required to be on both call logging and the mobile engineer rota as well as backfilling at other sites when required.

Councillor Tomlinson noted that it was good that the Council could accommodate staff to be able to do this. Councillor Williams agreed and added especially when the weather was inclement as of late.

JOINT ICT COMMITTEE

Technology Roadmaps had been presented to management and the user group at Derbyshire Dales, the IT Strategy Working Group at BDC and directorate meetings at NEDDC and BDC. Initial feedback had been positive. The ICT Manager added that this highlighted the Windows 7 deployment.

20/12. RISK REGISTER

The ICT Manager reported that the Risk Register had been reviewed by Joint Management in September 2012 and no real changes had been made to it. The Risk Register was attached as appendix 3 to the report.

21/12. BUDGET 2013/14

Budget movements from 2012/13:-

Employee costs; Key changes:-

- Retirement of a Senior Technology Officer (Nov 2012)
- Notice of retirement of a Technology Officer (June 2013)
- Loss of funding for ICT apprentice (Feb 2013)
- Changes in distribution of Pension Service deficits

The ICT department had taken advantage of available funding for two apprentices over the last two years and the ICT Manager stated that these two motivated, high quality apprentices had been heavily relied upon by the department.

A short discussion took place.

It was suggested to look at the possibility of surplus funding streams being diverted to fund the apprentices and it was requested that the Joint Assistant Director of Resources look into this and would report back to the next meeting in June.

A staff consultation was underway regarding proposals for changes to the structure to mitigate the impact on capacity and service delivery. Key changes are;

- A new Technology Officer post
- Re-designation of the Training Officer post as a Service Desk Technician

JOINT ICT COMMITTEE

- Unfreezing of the Senior Service Desk Technician post
- All vacant posts arising from internal recruitment to posts would be reappointed

The ICT Manager reported that final approval was awaited on this structure.

User Counts; the report included a table which provided information on recharging partners.

There was an ongoing issue at NEDDC and BDC of managers failing to notify ICT of leavers such as agency staff, placement students and external partners. Further steps were being explored to eliminate this.

There were two exceptions to the standard recharging model as two members of staff worked exclusively on the GIS system on behalf of BDC and NEDDC and the costs for this service was paid for by the partners.

Proposed recharges for 2013 / 2014 were detailed in the report.

Moved by Councillor A.F. Tomlinson, seconded by Councillor G. Baxter
RESOLVED that (1) the report be noted,

(2) the budget and recharges for 2013-14 be approved.

22/12. SLA PERFORMANCE REPORT

The Service Level Agreement report provided more detailed analysis of performance and the mitigating actions taken or required to be addressed.

It was noted that though there had been dips, there was still an over all upward trend for all partners.

Impact of Sickness Absence;

The Service Desk team had been hit by three separate periods of extended or long term sickness absence during the early part of 2012 and a graph showing the increase in outstanding calls during that period was provided in the report. A rise from an average of around 290 outstanding calls to in excess of 350 outstanding calls was seen during the period. It was however noted, that relatively low uptake of annual leave over the summer, particularly within the service desk team, had helped reduce the number of outstanding calls.

A short discussion took place regarding the sickness absence figures.

Moved by Councillor A.F. Tomlinson, seconded by Councillor D. Kelly

JOINT ICT COMMITTEE

RESOLVED that (1) the unusual sickness absence pattern being the major contributing impact on service level performance be acknowledged,

(2) the unfreezing of the Senior Service Desk Technician post is supported as described in Minute 21/12 above,

(3) the immediate recruitment to the post within the Service Desk team, following a recent resignation effective from 7th October 2012 is supported,

(4) the ICT Manager consider the resourcing levels both within the Service Desk and across the Joint ICT Service when putting forward the staffing budget for 2013-14.

(Joint ICT Manager

23/12. INTERNAL AUDIT REPORT FOR ICT SERVICE DESK DATED 23RD AUGUST 2012

The Joint ICT Manager presented a report in relation to an internal audit undertaken on the service desk in August 2012.

As this was the first audit on the Service Desk, there were no previous recommendations to consider.

The Joint ICT Manager stated that he was pleased with the results of the audit and would like to note thanks to Mike Rush.

The conclusion of the audit was that the reliability of internal controls operating in the area reviewed was assessed as good with a few minor recommendations. Three recommendations had been made and these had been discussed with the Service Desk Manager.

Moved by Councillor A.F. Tomlinson, seconded by Councillor G. Baxter

RESOLVED that the Internal Audit report for the ICT Service Desk be received.

Future dates of the Joint ICT Committee were agreed as being;

Monday 17th June 2013 at 10am at Pioneer House and
Monday 2nd December 2013 at 10am at Pioneer House.

All three Councils to be notified of the above dates and times.

The meeting concluded at 1110 hours.

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

1. Summary

It has been agreed that a quarterly report on Joint ICT Service will be provided to appraise the Joint Committee on performance, budget, resource utilisation, key projects, security and ongoing development of the service.

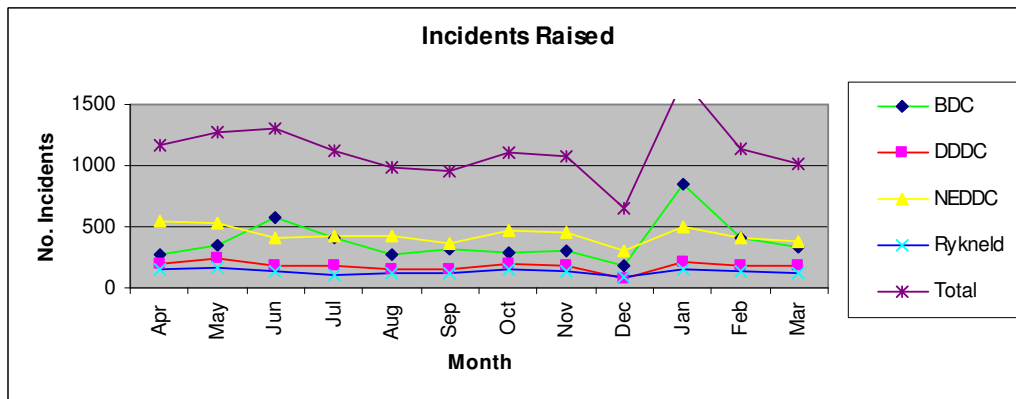
2. Performance

Background data and selected individual partner graphs that support the analysis below can be found in Appendix 1.

2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below. Rykneld Homes are included for completeness although they have no formal involvement in the partnership, an SLA service is provided to them on behalf of North East Derbyshire District Council.

2.1.1 Incidents

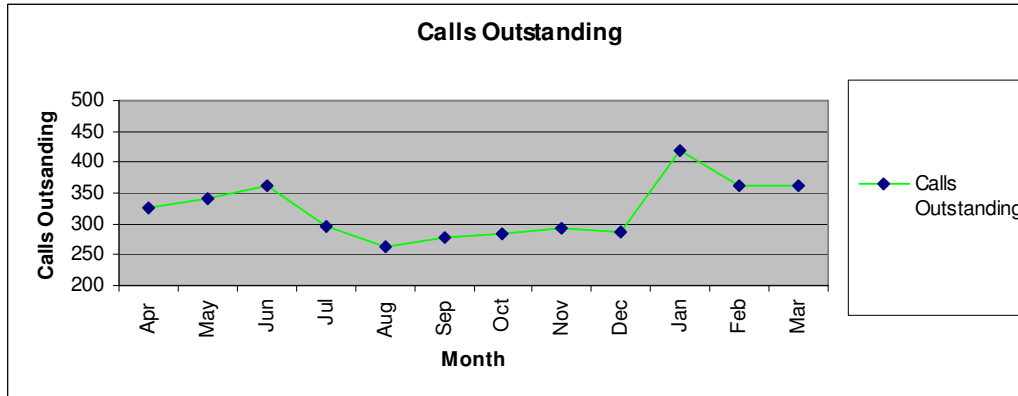


Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk and the impact of the extension to the joint service. Key points to note for the January to March figures are:

- Extremely high figure for December of 1543 incidents following the Clowne relocation
- A return to usual call levels by March

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

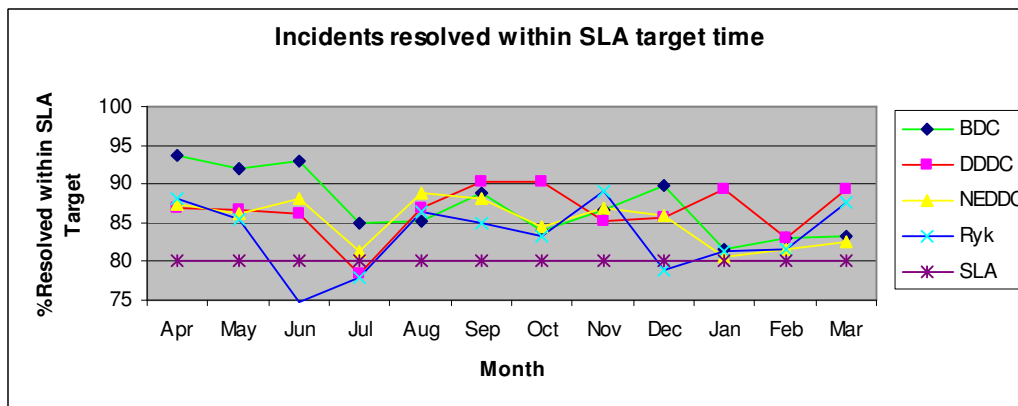
2.1.2 Calls Outstanding



Again whilst not a performance indicator in the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution Performance indicator and the impacts of staff absence on the service. Key points to note for the January to March figures are:

- A very large number of incidents were handled in January and February dealing with post Clowne relocation issues.
- Disappointing figures for March although a significant number of outstanding calls, around 25, are related to a common issue with the BDC telephony system
- By mid April when this report was written outstanding call levels had not yet shown a decrease

2.1.1 Incidents resolved within SLA Target time



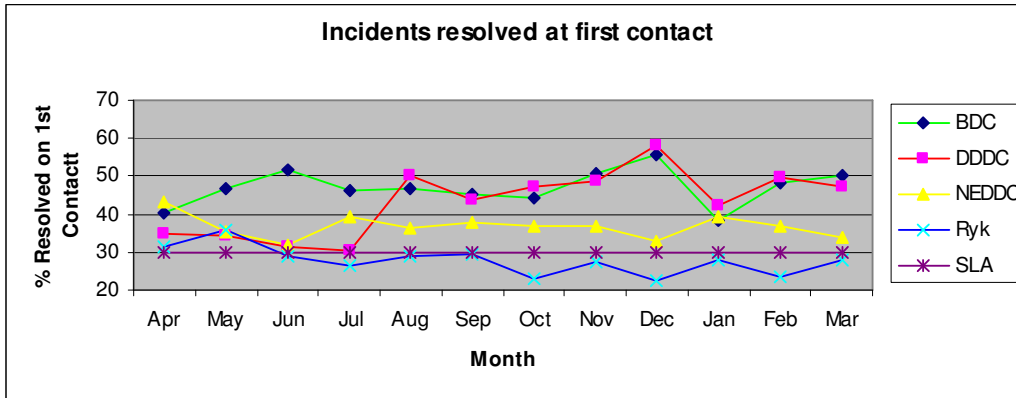
Key points to note:

- The SLA target is for 80% of all calls to be resolved within the target time.
- There have been no breaches of the SLA target during this period but the outturns for BDC and NEDDC have been very close to the target over this period

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

- All results dipped for February largely due to the impact of the Clowne relocation and the high volume of calls in January as a result of the relocation

2.1.2 Incidents resolved on 1st Contact

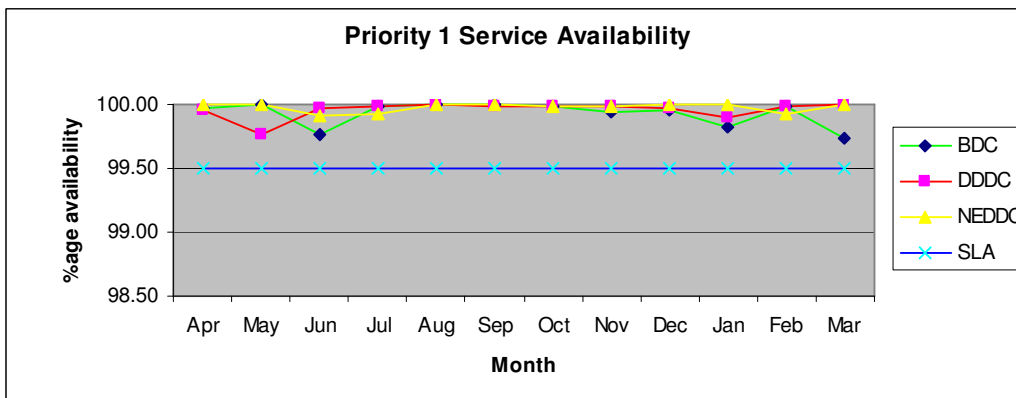


Points to note:

- The SLA target is for 30% of calls to be resolved at first point of contact.
- A dip in results was seen in January, particularly at BDC and DDDC this is primarily as a result of the extremely high volume of calls received which led to more calls being passed to allow the Service Desk to deal with incoming calls
- Rykneld Homes figures show a degree of consistency and this has been discussed with Rykneld who are comfortable with the explanations provided. We anticipate these levels will continue.

2.1.3 Priority 1 Service Availability

This measures the availability of those services deemed critical by each business.



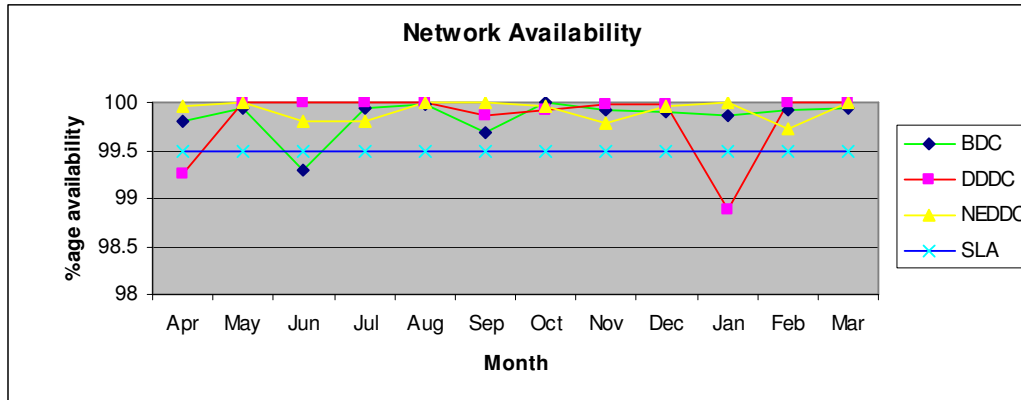
Points to note:

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

- The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equates to 30 minutes per week.
- Figures for January and March at Bolsover were impacted due to outages to the public facing servers following changes to power supply.
- .In January at Derbyshire Dales an outage occurred following issues with the main data store on the Storage Area Network.

2.1.4 Network Availability

This measures the availability of the network connectivity to the main site from remote sites. These are all weighted equally which may result in a disproportionate indication of the actual impact of the loss of a remote connection.



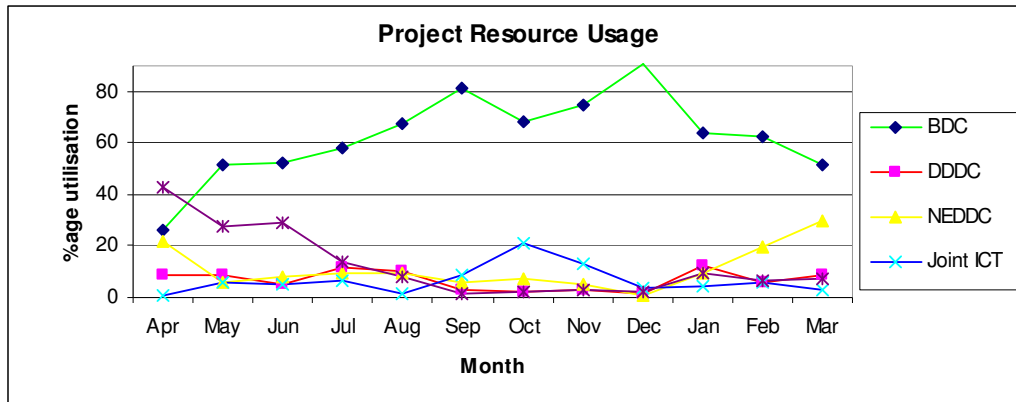
Points to note:

- The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equates to 30 minutes per week.
- The SLA breach for Derbyshire Dales in January was solely due to the loss of the BT Infrastructure at Ashbourne TIC which took 3 days for BT to resolve.
- The dip in the NEDDC figure for February was due to a power outage at Saltergate and delays in re-establishing the external links from that site.

2.2 Resource utilisation

As part of the new SLA for the extended Joint ICT Service utilisation of resource for project related activities are monitored

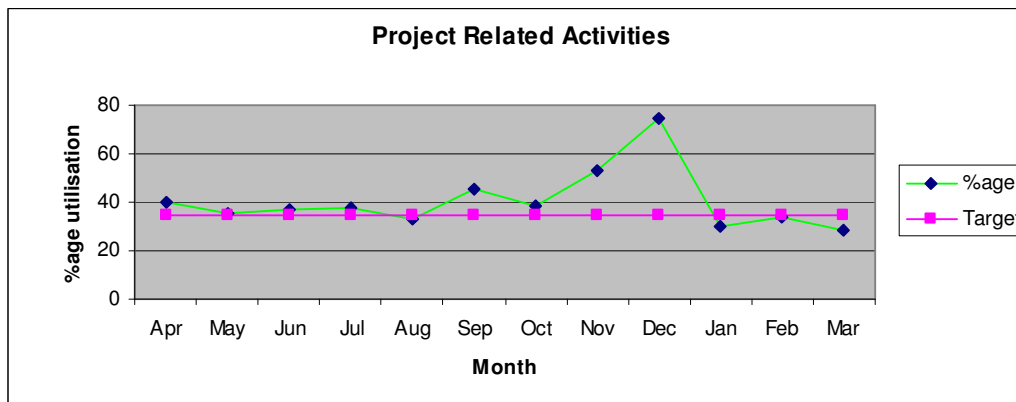
Quarterly Report on the Joint ICT Service (January 2013 to March 2013)



Key points to note are:

- Ongoing work related to Project Horizon(Clowne relocation) has meant that BDC figures have continued to remain high..
- The key Joint ICT Project was in relation to the new backup solution and gateway security projects.
- Office 2007/10 rollouts and Exchange 2010 at Derbyshire Dales along with the further work on the Gateway Security and shared Internet access will figure in the February and March figures

As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:



These figures are based upon the resource with the Infrastructure and Business Development Teams, currently 14.4 FTE due to a vacant post which is now filled from 1st May but reducing to 15.0 FTE from July 2013 due to retirement. Our target is 35% of resource devoted to Project and Change Request related work, figures higher than that will impact on essential house keeping and the provision of 2nd line support for fault resolution.

Following very high figures through October to December which were also distorted by out of hours work figures have returned to just below usual levels

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

during January to March. A backlog of support, housekeeping and administrative tasks built up in the previous quarter have depressed figures.

2.3 Projects

Summarised below are the key projects underway, scheduled to start in coming three months and their status.

2.2.1 NEDDC

Windows 7

- Work started on costed proposals and deployment methods

Saltergate office rationalisation

- Office moves started in April

Office 2007 rollout

- Application integration testing to start

Northgate CRM Cessation

- Migrating Complaints scripts to in house solution underway

2.2.2 Derbyshire Dales

Audit Commission Action Plan

- DR Test completed successfully, follow up actions being undertaken

IPStream Replacement

- BT have proposed a solution, final costings awaited
- Alternative solution will be required by March 2014.

Office 2007/10 Rollout

- Application integration testing underway

Exchange Migration

- Deferred until Office rollout complete to reduce impact on staff

Windows 7

- Work started on costing proposals and deployment methods

2.2.3 Bolsover

Project Horizon(relocation from Sherwood Lodge)

- Ongoing residual activities largely complete, technical issue remain with telephony solution

Office 2007/10 rollout

**Quarterly Report on the Joint ICT Service
(January 2013 to March 2013)**

- Deferred till summer

Windows 7

- Work started on costed proposals and deployment methods

Pipeline projects (Neighborhoods)

- Fleet Management Solution – minimal ICT involvement
- Academy Housing and Comino upgrades – by May
- Optitime(Mobile Working) v5 upgrade – funding for resource will be available
- eCINS(Offender Mgt) – external hosting – no ICT Service involvement
- Supporting people – autumn 2013

2.2.4 Strategic Alliance

Environmental Health Review

- Progressing with migration planning and upgrades
- EH will pay for additional implementation resources funded through vacant Transformation Office post

2.2.5 Joint ICT Service

Gateway Security products

- 6 out of 9 NEDDC DMZ(public facing systems) systems migrated
- Derbyshire Dales DMZ's deferred until Network refresh complete

New PSN Code of Connection

- Detailed Gap Analysis work underway
- Information Assurance and Governance has wider impacts than just ICT

A new project register has been developed to assist with resource management.

3. Budget

3.1 Joint ICT Service Budget Outturn (2012-13)

Provisional outturn to end of March:

Description	Full Budget	YTD Budget	Actual YTD	Variance
5701 Joint ICT Service	£104,660	£104,660	£103,577.70	-£1,082.30
5702 Infrastructure Section	£479,195	£479,195	£459,082.26	-£20,112.74

**Quarterly Report on the Joint ICT Service
(January 2013 to March 2013)**

5733 Service Desk	£342,707	£342,707	£327,754.57	-£14,952.43
5736 Business Development	£218,225	£218,225	£216,247.86	-£1,977.14
Total	£1,144,787	£1,144,787	£1,106,662.39	-£38,124.61

Budget figures based on initial budget agreed for year.

Variations:

- 5701 – Training budget underspend
- 5702 – vacant post for 5 months, expenses underspends
- 5733 – Senior post frozen, filled temporarily by Technician post at lower grade. Vacant post for 1 month
- 5736 – expenses budgets underspent

The Joint Management Team have agreed that an Apprentice post will be funded from the 2012-13 underspend. The cost for this is anticipated to be £11,500.

On the basis of the agreed recharging mechanism the following credits will be made:

BDC	£7,896.86
DDDC	£5,609.81
NEDDC	£13,117.94

The final budget position is not yet confirmed and the above figures should be used for any 2012-13 budget provisions.

4. Cost Saving Plan

Work is underway at NEDDC and Derbyshire Dales to migrate to the new Internet link which should be complete by June.

Restructure savings added.

Plan can be seen in Appendix 2

5. Risk Register

Reviewed by Joint Management Team. See Appendix 3.

6. Security Report

Quarterly Report on the Joint ICT Service (January 2013 to March 2013)

The Joint ICT Service maintains a log of all security related incidents, the vast majority of these are low level such as forgotten passwords. Serious breaches of Security would require reporting to the Government Security Organisation, CESG. The breakdown of security incidents for January to March 2013 can be seen below. None qualified as as a 'serious' breach that required reporting.

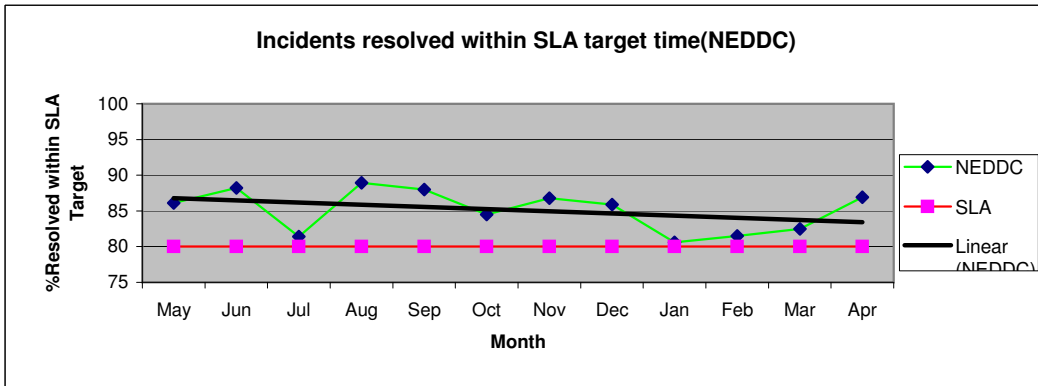
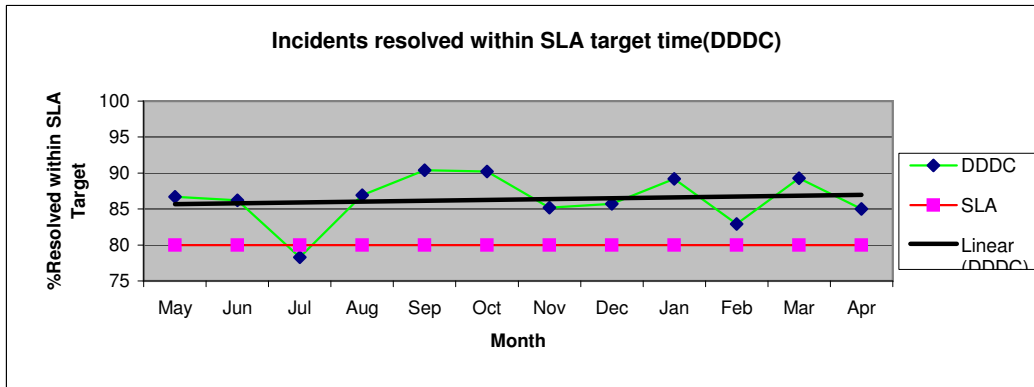
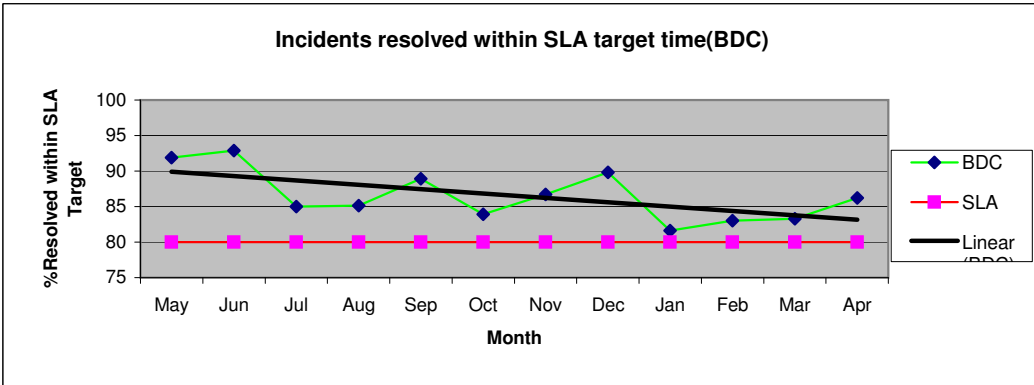
Incident Classification	BDC	DDDC	NEDDC	Rykneld
password	9	1	13	4
web attack		1		
certificate error		1		
gcsx error			1	
theft				2
permissions				1
Total	9	3	14	7

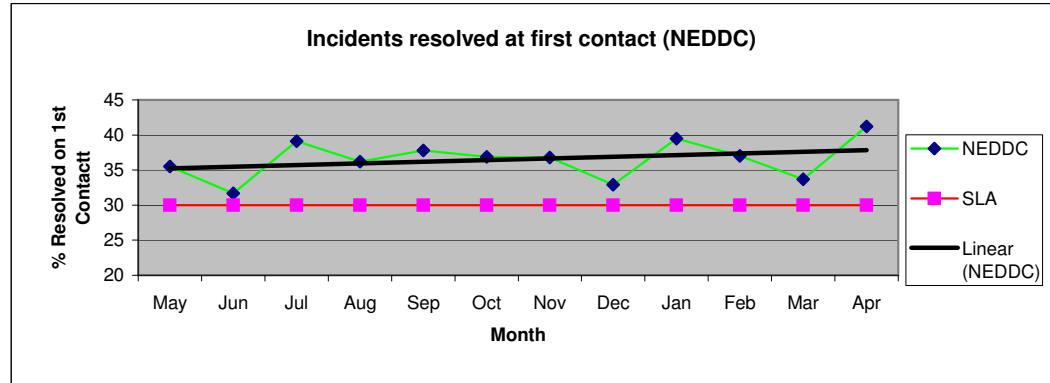
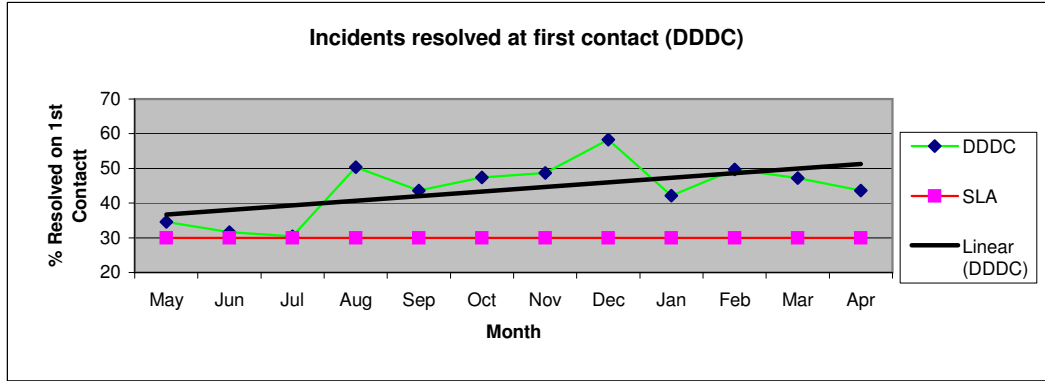
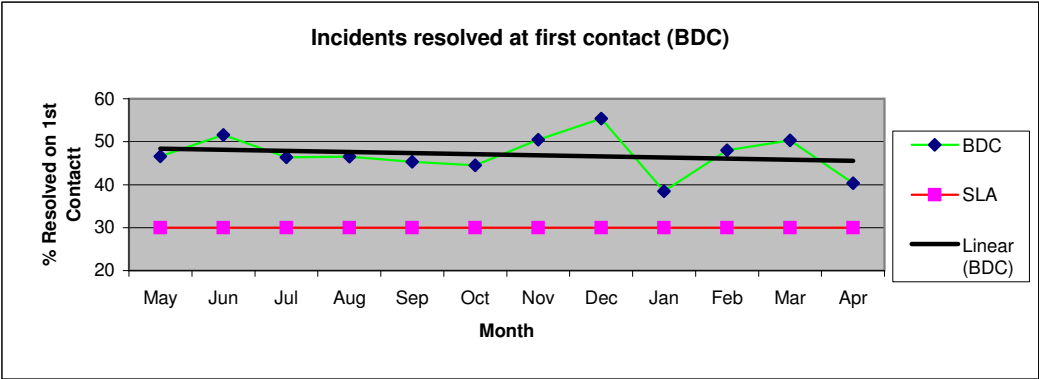
The web attack proved to be a false notification, the PC was scanned and no issues found.

The theft also proved to be a false alarm as the devices were subsequently found in a drawer.

7. Service Development

The ICT restructure is largely complete with final appointments to be made in late April or early May.





Cost Saving Plan												
Potential savings:												
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	Actual saving	Comment	
2012-13												
Multi domain certificates	#####	#####	360	360	360			2012-13	Complete	1,000	approximate as prior certs purchase don 3 year deals and not always in budg	
Penetration Testing - Join	#####	#####	900	900	900		J	2012-13	Complete	2,700		
Shared wesite hosting	#####	#####	676		676		R/A	2012-13	Complete	1,352	Actual saving for BDC	
WAN migration year 2+	#####	#####			40,000		R	2012-13	Complete	40,000		
Income generation:												
CGBC Support	#####	#####					2750	I	2013-14	Complete	5500	part year
Tangent Support	#####	#####					3480	I	2013-14	Complete	6875	part year
			1,936	1,260	41,936	6,230				45,052		
2013-14												
Common Backup Solution	#####	#####	0	5,000	600		R	2013-14	Complete	4,104		
Common Firewall	#####	#####	0	3,000	5,000		R	2013-14	In progres	4,535	Investment secured, implementation underway	
Common Content filter	#####	#####	2,500	5,000			R	2013-14	Complete	12,177		
Common email filter	#####	#####	2,000	0	2,000		R	2013-14	Complete		inc in above	
Rationalise Internet Acces	#####	#####	4,000	5,000	5,000		R	2013-14	In progres	10,800		
Common Remote Access	#####	#####	-160	1,000	1,500		J	2013-14	Planned		dependant on VMWare View implementation	
ICT Restructure	#####	#####					7,000	J	2013-14	Complete	6,007	assumptions made on final structure revision
Income generation:												
CGBC Support	#####	#####					5500	I	2013-14	Complete	5500	assumes current staffing levels maintained
Tangent Support	#####	#####					6875	I	2013-14	Complete	6875	assumes current staffing levels maintained
			8,340	19,000	14,100	19,375				49,998		
Saving Legend:												
R - Retained budget												
J - Joint ICT budget												
A - Cost Avoidance												
I - Income												

Joint ICT Service Area RISK REGISTER as at: 29th April 2013

Current Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
01	Anticipated cost savings not realised	Key benefit to partners not achieved.	3 x 5 = 15	Savings delivered additional actions to be documented and monitored in a Cost Savings Plan	1 x 5 = 5	ICT Manager
02	Increase in cost of the service	Pressure on partner budgets.	3 x 4 = 12	Savings being realised by partners, strong governance in place	1 x 5 = 5	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 5 = 5	Exit Strategy drafted, strong governance in place	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reassessment of SLA's required.	3 x 5 = 15	Reduction of SLA targets and withdrawal of aspects of the service	2 x 5 = 10	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Introduce project resource monitoring from 1/1/11	4 x 2 = 8	ICT Manager
06	Staff retention	High turnover of staff in a service can led to drops in productivity and service levels	1 x 3 = 3	Current team has high morale and low sickness rates . Low turnover rates.	2 x 3 = 6	ICT Manager
07	Comprehensive Spending Review/Grant Settlement	Unexpected reduction in funding Would damage ability to deliver service at current levels	3 x 5 = 15	Joint monitoring of performance, budget and risk	2 x 5 = 10	Joint Management Team
08	Loss of Pioneer House facility	ICT and DR services could not operate from this site	2 x 5 = 10	Staff can work remotely and at partner sites. DR service loss for duration.	2 x 4 = 8	ICT Manager

Joint ICT Service Area RISK REGISTER as at: 29th April 2013

Closed or Mitigated Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
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