

Our Ref: SC  
Contact: Sarah Cottam  
Tel: 01246 217391  
Email: [sarah.cottam@ne-derbyshire.gov.uk](mailto:sarah.cottam@ne-derbyshire.gov.uk)

Date: 20 November 2015

Dear Member

### **Joint ICT Committee**

I hereby give you notice that a meeting of the Joint ICT Committee will be held on **Monday 30 November 2015 at 2.00 pm** in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield, S42 6NG to transact the under mentioned business.

Yours sincerely



Assistant Director – Governance and Monitoring Officer

## **AGENDA**

### **1 APPOINTMENT OF CHAIR FOR THIS MEETING**

To appoint a member of North East Derbyshire District Council as Chair for this meeting of the Joint ICT Committee.

### **2 APOLOGIES FOR ABSENCE**

### **3 DECLARATIONS OF INTEREST**

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

### **4 MINUTES OF LAST MEETING**

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee (Annual Meeting) meeting held on 22 June 2015. **(Attached)**

**5 QUARTERLY SERVICE REPORT ON THE JOINT ICT SERVICE**

To consider a report on the Joint ICT Service - Nick Blaney - ICT Manager.

[\(Attached\)](#)

**6 BUDGETS 2016-17**

To consider a report on the budgets 2016-17 - Nick Blaney - ICT Manager.

[\(Attached\)](#)

**7 PROGRESS AGAINST 2014-17 ICT STRATEGY ACTION PLAN**

To consider a report on the 2014-17 ICT Strategy Action Plan – Nick Blaney – ICT Manager - [\(Attached\)](#)

**8 PROGRESS AGAINST 2014 ICT USER SURVEY ACTION PLAN**

To consider a report on the 2014 ICT User Survey Action Plan – Nick Blaney – ICT Manager - [\(Attached\)](#)

**9 URGENT BUSINESS**

To consider any matter that the Chair of the Committee considers should be taken as Urgent Business.

**10 DATE OF NEXT MEETING**

The next meeting of the Joint ICT Committee will take place on a date to be scheduled in 6 months time.

**JOINT ICT COMMITTEE**

(Bolsover District Council, Derbyshire Dales District Council and North East Derbyshire District Council)

**Minutes of the Annual Meeting of the Joint ICT Committee held in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield on Monday 22 June 2015 at 2.00 pm**

Present:

Bolsover District Council (BDC)

Councillor M Dooley

Derbyshire Dales District Council (DDDC)

Councillor M Radcliffe  
Councillor P Slack  
Councillor C Furniss

North East Derbyshire District Council (NEDDC)

Councillor P R Kerry  
Councillor G Griffin-Chappel  
Councillor T Williams (in the Chair)

Officers:

K. Henrickson – DDDC  
P. Hackett – BDC/NEDDC  
N. Blaney – BDC/NEDDC/DDDC  
S. Cottam – NEDDC

**1/15      Appointment of Chair**

RESOLVED – That Councillor T Williams (NEDDC) be appointed Chair for the ensuing year.

**2/15      Appointment of Vice-Chair**

RESOLVED – That Councillor M Dooley be appointed Vice-Chair of the Committee for the ensuing year.

**3/15      Apologies for Absence**

Apologies for absence had been received from Councillor A Syrett (BDC), Councillor J Ritchie (BDC) and Councillor A Catt (DDDC).

**4/15**      **Declarations of Interest**

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

There were no declarations of interest declared at this meeting.

**5/15**      **Minutes of Last Meeting**

RESOLVED – That the Minutes of the Joint ICT Committee held on 1 December 2014 be approved as a correct record and signed by the Chair.

**6/15**      **Appointment of Secretary of the Joint ICT Committee**

RESOLVED – That the Joint Assistant Director – Governance and Monitoring Officer be appointed as Secretary of the Joint ICT Committee.

**7/15**      **Appointment of Treasurer of the Joint ICT Committee**

RESOLVED – That the Joint Assistant Director – Finance and Revenues and Benefits be appointed as Treasurer of the Joint ICT Committee.

**8/15**      **Review of the Joint ICT Committee Terms of Reference, Partnership Agreement and Exit Management Plan**

The Committee were advised that the Joint ICT Committee's Terms of Reference, Partnership Agreement and Exit Management Plan were included for information for the new members appointed to the Joint ICT Committee.

RESOLVED – That the Review of the Joint ICT Committee's Terms of Reference, Partnership Agreement and Exit Management Plan were noted.

**9/15**      **Quarterly Service Report on the Joint ICT Service**

The Committee considered the quarterly report for the period January 2015 to March 2015. For the benefit of the new members of the Committee the purpose of the report was to appraise the Joint Committee on the performance, budget, resource utilisation, key projects, security and the ongoing developments of the service.

Key points to note for incidents raised from the January to March figures were:-

- Core volumes were stable;
- Slight dip in February due to half term and shorter month;
- Profile was consistent across all partners;

With regards to calls outstanding there were 300 calls outstanding.

Key points to note from calls outstanding from the January to March figures were:-

- Core levels were stable around the historical minimum level;
- Anticipated some impact due to resources being allocated to the Mill Lane relocation for April through to June figures;

All items were above target for incidents resolved within SLA target time with the exception of Rykneld Homes in January. Rykneld Homes' figures had been impacted due to staff absences at Pioneer House.

The SLA target for network availability was 99.5% between 8.00 am and 6.00 pm Monday to Friday was situated to 30 minutes per week. All figures for the quarter were well above target and high availability was achieved.

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

Key points to note were:-

- Focus on the Strategic Alliance and NEDDC's work during the quarter and additional resource recruited to cover.

80% of project work was undertaken by the Business Development Team who developed small applications. The major upgrades were undertaken by the Infrastructures Team.

From April 2015, the Joint ICT Service undertook the out of hours upgrades of the Capita Academy Revenues and Benefits Systems for Derbyshire Dales and NEDDC.

This would generate around £24,000 per annum in savings. The introduction of the new call monitoring and reporting solution Macfarlane took place at the beginning of March.

Key points to note were:-

- 1,294 calls to the service desk were received from 4 March to 31 March;
- 185 (14.3%) of calls were abandoned by the caller;
- Average wait time for the caller to abandon was 46 seconds;
- The longest wait time before abandoning calls was 8 minutes and 26 seconds;
- 1,109 calls were handled by the service desk staff;
- Average call length was 3 minutes;
- Average wait time was 17 seconds;
- Longest wait time was 7 minutes and 45 seconds;
- Service desk spent 47 hours and 43 minutes handling telephone based calls.

The Committee were advised that the annual ICT survey had taken place in November to December 2014 and had shown a 90-93 % satisfaction rate from all staff.

RESOLVED – That the Joint ICT Committee noted the quarterly service reports on the Joint ICT Service.

## **10/15 Budget Outturn and Apprenticeships**

The Committee considered the report on the budget outturn and apprenticeship funding. The purpose of the report was to appraise the Committee on the 2014/15 budget outturn and to seek approval to utilise existing reserve funds to recruit an apprentice for 12 months commencing from September 2015.

The Joint ICT service had delivered an underspend of £16,000 against a budget of £1,083,477 for the financial year 2014-15.

Credits had been issued to all partners on the basis of the existing re-charge model of - Derbyshire Dales – 20%, Bolsover District Council – 30%, North East Derbyshire (including Rykneld Homes – 50%).

In June 2014 the Joint ICT Committee – recommended the approval to reservation £12,500 from an underspend in the 2013/14 financial outturn to facilitate the recruitment of a future apprentice. This money was still available.

Existing reserve funds were used to allow the recruitment of an apprentice in the 2014/15. This apprenticeship was facilitated by Derbyshire Dales District Council through their apprenticeship scheme, this apprenticeship was due to come to an end on 11 July 2015. No permanent position was currently available for the apprentice at North East Derbyshire but the experience gained had resulted in the offer of a position at Derbyshire County Council.

An apprentice had also been recruited through the trainee scheme delivered at Bolsover and North East Derbyshire. This would run until December 2015 and was fully funded outside of the Joint ICT service.

The Joint ICT service had now had an apprentice in post for much of the last four years. The service desk team was now heavily reliant on the resource to maintain service levels.

The Committee were advised that members had previously supported the recruitment of an apprentice within the Joint ICT service and the funds were available to support a one year apprenticeship starting in 2015.

The early recruitment of an apprentice would enable sufficient training to be undertaken to allow the recruit to begin to contribute to the service provision, the apprenticeship would have been facilitated by Derbyshire Dales to enable the recruitment of an 18+ apprentice.

RESOLVED –

- (1) That the Joint ICT Committee notes the budget outturn for 2014/15.
- (2) That the Joint ICT Committee recommends approval of £12,500 to be held in reserve to cover the costs of a future apprentice.
- (3) That Derbyshire Dales District Council would facilitate the recruitment and administration of the future apprenticeship.

**11/15**      **Urgent Business**

There was no urgent business to be considered at this meeting.

**12/15**      **Date of Next Meeting**

The next meeting of the Joint ICT Committee would take place at 2.00 pm on Monday 30 November 2015 in the Board Room at Pioneer House, Wingerworth, Chesterfield.

---



## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

### 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

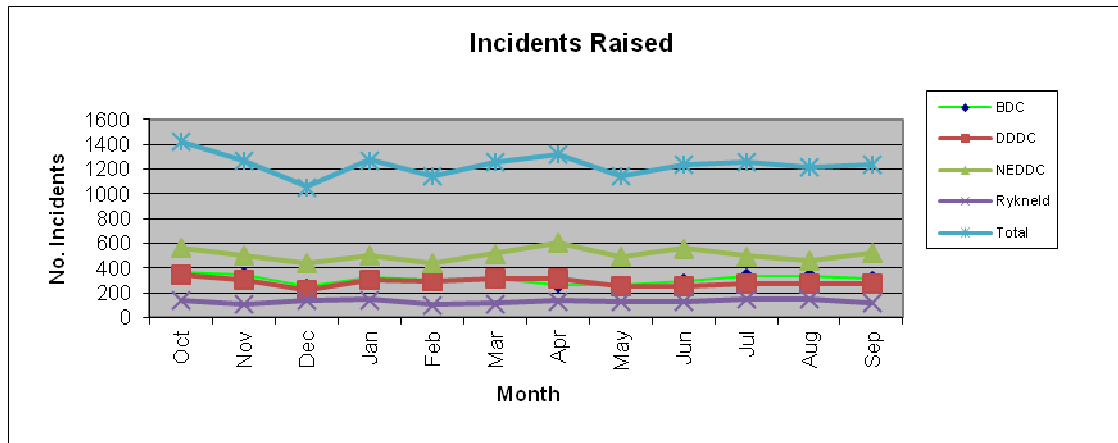
Background data and selected individual partner graphs that support the analysis below can be found in [Appendix 1](#).

#### 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.

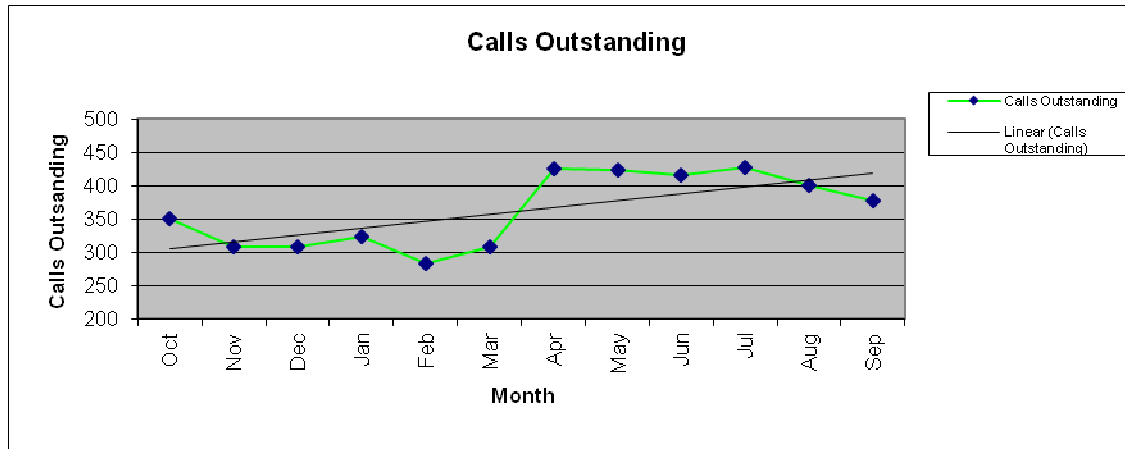


Key points to note for the April to June figures are:

- Level of incoming calls have stabilised following the impact of office relocations at NEDDC and BDC in the previous quarter
- Slight dip in August due to holiday season

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

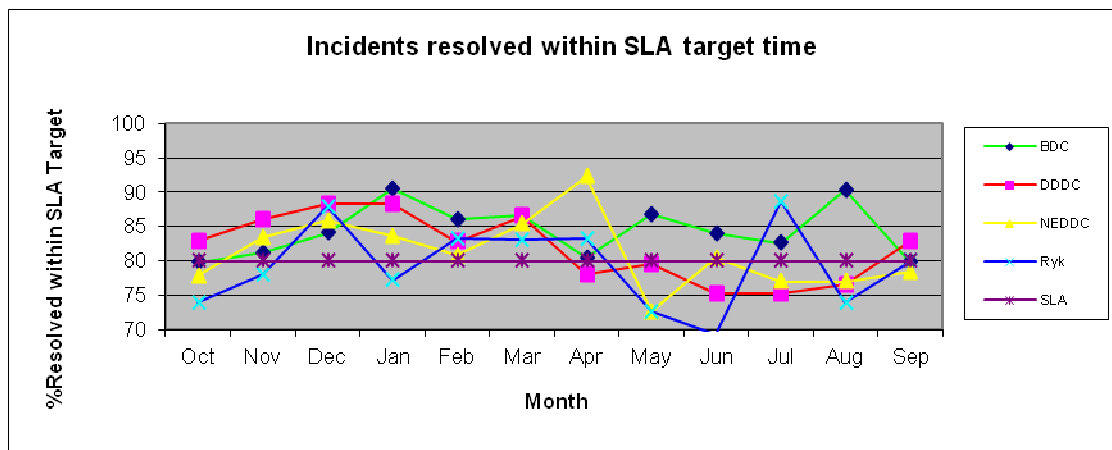
### 2.1.2 Calls Outstanding



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 July to September figures are:

- Steady reduction in the outstanding calls following period of long term absences within the Service Desk.
- Vacant posts with respect to Service Desk Apprentice and Technology Officer in the Infrastructure team have hampered progress to reduce. Recruitment is currently underway for both positions

### 2.1.3 Incidents resolved within SLA Target time

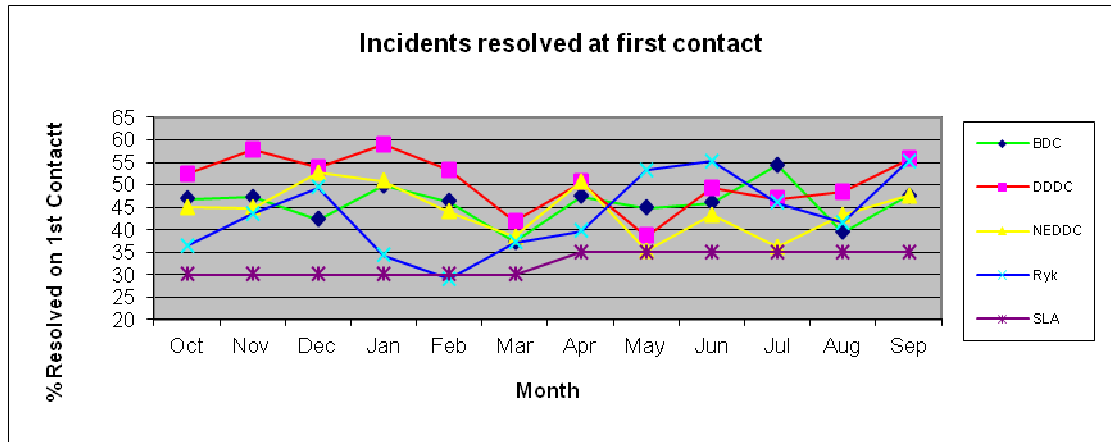


Key points to note:

- 7 monthly breaches out of 12 in quarter, including all three months at North East Derbyshire
- High outstanding call list is the key factor (see 2.1.2)
- Likely to continue to impact figures throughout next quarter

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

### 2.1.4 Incidents resolved on 1<sup>st</sup> Contact

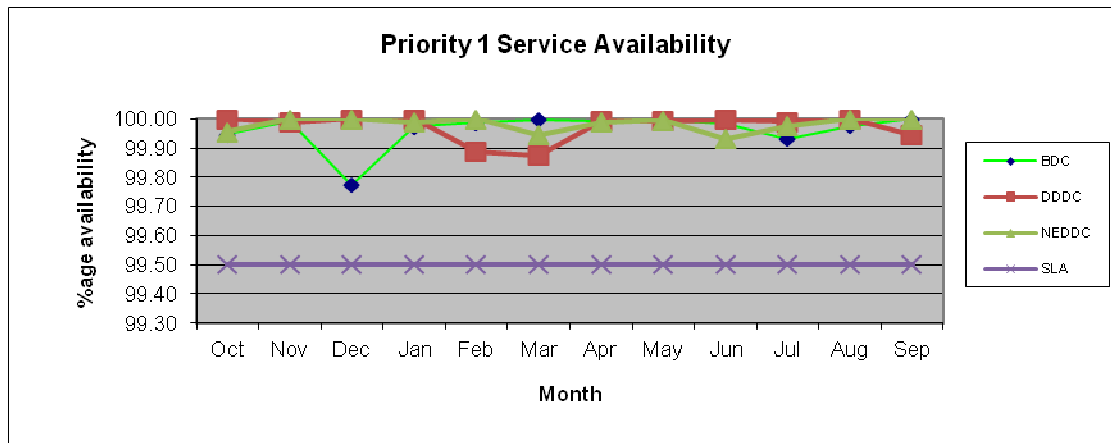


Points to note:

- No breaches in quarter

### 2.1.3 Priority 1 Service Availability

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



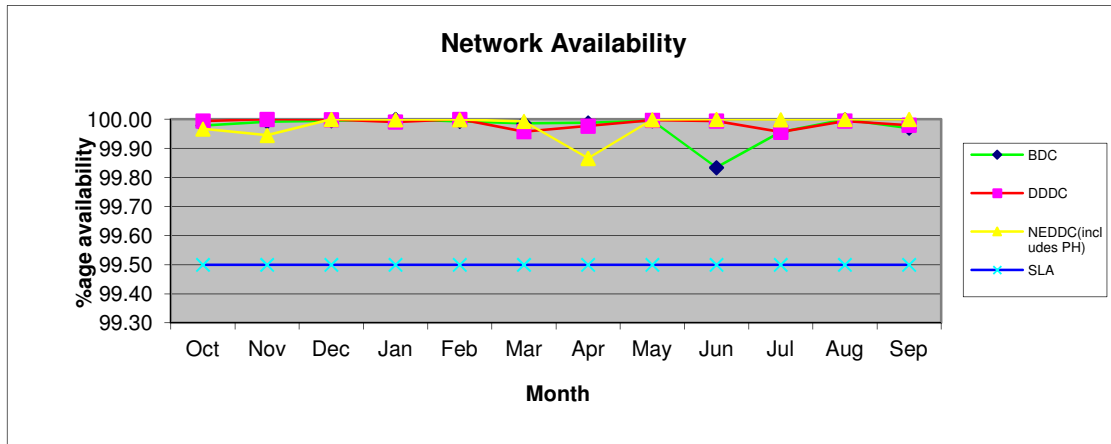
Points to note:

- Figures remain high across all partners
- Significant power outage in Matlock impacted the figures for Derbyshire Dales in September
- Weekend power outages at Clowne impacted the figures for Bolsover in July

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

### 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.

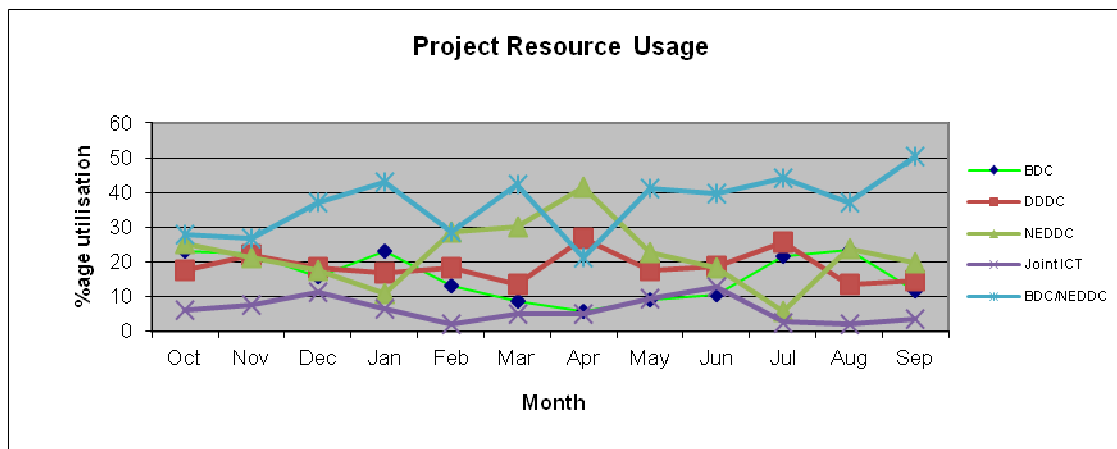


Points to note:

- 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.
- All figures for quarter well above target and high levels of availability achieved

## 2.2 Resource utilisation

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

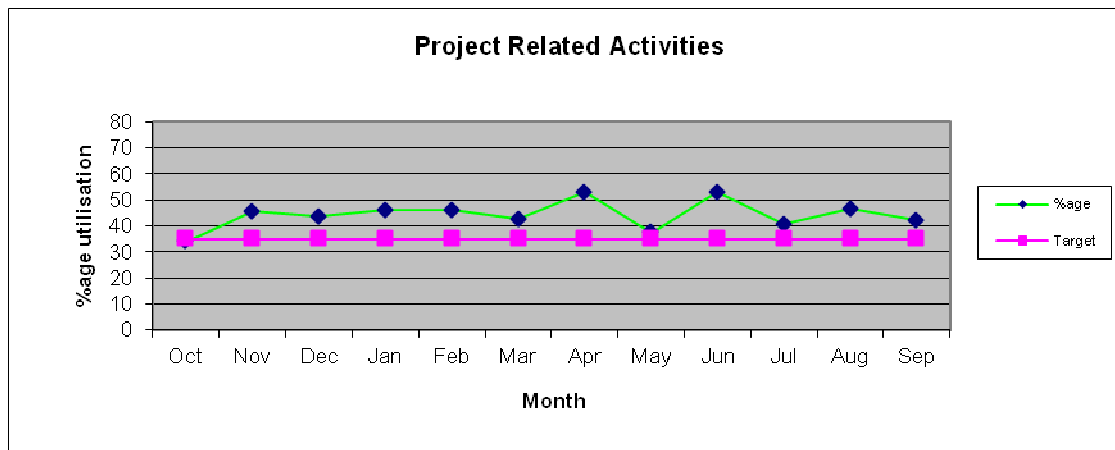


## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

Key points to note are:

- Continued focus on Strategic Alliance work during quarter, additional resource recruited to cover and cost covered by BDC and NEDDC

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 increased to 18.0. Two additional staff, funded by BDC and NEDDC, are focussed on working on or backfilling for, work for BDC and NEDDC. This has inflated the overall percentage figure undertaken on projects.

In addition work undertaken in relation to the Server 2003 migration has been largely undertaken out of normal working hours and overtime recharged to partners. This was to avoid disruption to business systems during the working day.

### 2.3 Projects

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

#### 2.2.1 Bolsover

##### *Server 2003*

- 2 out of 59 server instances remain
- Delays in remaining servers largely due to vendor availability

##### *Ingres upgrades*

- Complete for Academy(Revenues and Benefits)
- Awaiting Capita for Housing

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

### *Wide Area Network Tender*

- Tender process complete and contract awarded
- £14,000 per annum savings from 2016-17

### *Pipeline projects*

- Civica Payments upgrade – December
- PSN Annual Compliance - October

## 2.2.2 Derbyshire Dales

### *Audit Commission Action Plan*

- Awaiting DCC to complete Business Continuity Plan work

### *Server 2003*

- 1 server remains out of 48 server instances in total

### *PSN Annual Compliance*

- Compliance certificate received

### *Mayrise Web Integration*

- Work underway

## 2.2.3 NEDDC

### *Mill Lane relocation – Disaster Recovery*

- Way forward agreed, testing solution based on existing hardware

### *Server 2003*

- 34 of 41 migrated, 73 server instances in total
- Awaiting confirmation from leisure, licensing and communications

### *Ingres 10 upgrades(Academy Revenues and Benefits)*

- Now complete, work undertaken in house,

## 2.2.4 Strategic Alliance

### *Environmental Health Review*

- Licensing data migration now complete, some issues outstanding

### *Process Optimisation Programme*

- Revised workplan approved by SAMT

## 2.2.5 Joint ICT Service

### *Shared Disaster Recover*

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

- Solutions under review for 16-17 refresh

The full project register can be seen in [Appendix 2](#).

### 3. Budget

#### 3.1 Joint ICT Service Budget - Final Outturn (Period 1-6)

Provisional outturn figures to end of June:

Description	Full Budget	YTD Budget	Actual YTD	Variance
5701 Joint ICT Service	£126,567	£63,284	£46,526	-£16,758
5702 Infrastructure Section	£432,207	£218,104	£211,529	-£6,575
5733 Service Desk	£350,782	£175,391	£180,427	£5,036
5736 Business Development	£181,258	£90,629	£92,164	£1,535
<b>Total</b>	<b>£1,094,814</b>	<b>£547,407</b>	<b>£530,646</b>	<b>-£16,761</b>

Budget figures based on initial budget agreed for year.

Variations:

- 5701
  - Pioneer House recharge not yet processed
  - Internet access not yet due
  - DR recharges not yet processed
- 5702
  - Vacant posts since July
- 5733
  - Full years employee insurances applied
  - Overtime payments yet to be recharged
- 5736
  - Full year employee insurances applied

Overall it is anticipated that there will be a small underspend primarily due to the impact of the delay in recruiting to vacant posts.

### 4. Cost Saving Plan

A tender process was undertaken to provide wide area network provision for Bolsover District Council as the initial three year agreement is coming to an end. The tender was undertaken using a government framework and support by the procurement partnership with Chesterfield Royal Hospital. Provision to extend the contract to Derbyshire Dales and NEDDC was also part of the

## Quarterly Report on the Joint ICT Service (July 2015 to September 2015)

tender. The tender exercise will relaise savings of £14,000 per annum for BDC and £8,000 for Derbyshire Dales.

Plan can be seen in [Appendix 3](#).

### 5. Risk Register

No revisions in quarter

See [Appendix 4](#).

### 6. Security Report

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 2015 can be seen below. None qualified as a 'serious' breach that required reporting.

Incident Classification	BDC	DDDC	NEDDC	RHL
Password reset	15	9	8	13
Breach		1		1
Advice			1	
Virus				
False positive				
Theft of device			2	
Reported application vulnerability				
<b>Total</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>14</b>

Security breach at DDDC was in relation to password sharing. Discussed with Manager

Security breach at RHL was in relation to a wireless access point being relocated without reference to ICT. This resulted in exposing the internal network to external devices.

Two thefts occurred in relation to laptops at NEDDC, one from the boot of a locked car and once from a store room. The former was fully encrypted and the latter had yet to be deployed. Data Protection officer and police were informed.

A 'false positive' is an automated security alert received within ICT that proves to be unfounded.



**Quarterly Report on the Joint ICT Service  
(July 2015 to September 2015)**

## **7. Service Development**

Training and staff development has progressed as per the 2015-16 Learning and Development Plan. Six monthly reviews are progressing with over 60% complete as of the 21<sup>st</sup> October.

In October a number of new initiatives have been launched:

- On line Security Awareness Training – mandatory for all staff
- On line induction for new starters
- Ad hoc User Surveys

An internal applicant was successfully appointed to a vacant Senior Technology Officer position which has created a vacancy for a Technology Officer position and recruitment is currently underway to fill this post.

The current Business Development Manager within the ICT Service has notified their intention to retire and will be leaving at Christmas. A review of the management responsibilities is currently being undertaken within the Joint ICT Service to ensure it provides the appropriate support to the partners growth and transformation agendas.

## Agenda Item No 6

		Original Budget 2015-16	Budget 2016-17	Change		
5734		537916	525733	-12183	2% S&M increase assumed	
Joint ICT:						
5701		126567	131656	5089	1.5% salary and grade increments	
5702		436207	448916	12709	1.5% salary and grade increments	
5733		350782	379809	29027	1.5% salary, grade increments and apprentice costs	
5736		181258	188821	7563	1.5% salary and grade increments	
		<b>1094814</b>	<b>1149202</b>	<b>54388</b>		
				<b>4.97%</b>	<i>Increase</i>	
GIS Officer Costs			69094		2 GIS officers + 2/5 of employee expenses for 5736	
Remaining Costs			1080108			
			<b>1149202</b>			
3 partner recharge:						
	Recharge	Users	%age			
	BDC	356	28.73%	310346		
	DDDC	273	22.03%	237990		
	NEDDC	610	49.23%	531772	excludes ICT staff	
		<b>1239</b>		<b>1080108</b>		
2 partner recharge:						
			%age			
	BDC	356	36.85%	25463.21	Is this valid? Gut feel from GIS team is workload is pretty much split 50/50	
	NEDDC	610	63.15%	43630.79		
		<b>966</b>		<b>69094</b>		
Partner Recharges						
		2015-16	<b>2016-17</b>		excluding 5734 recharge items(DR Hosting)	
	BDC	£312,976	<b>£335,809</b>	29%	does not include Tangent charge (£9000)	
	DDDC	£209,877	<b>£237,990</b>	21%	does not include VIC charg(£2,550)	
	NEDDC	£571,960	<b>£575,403</b>	50%	includes BDC Env Health staff, does not include CGBC charge (£9000)	
		<b>£1,094,813</b>	<b>£1,149,202</b>			
	Env Health		<b>£48,107.47</b>		51 staff including licensing	
	Rykneld		<b>£199,032.87</b>		211 staff	

OFFICIAL

**Appendix A – Service Improvement Action Plan**

<b>Improvement</b>	<b>Lead Officer</b>	<b>Target Date</b>	<b>Expected Outcome</b>	<b>Resources</b>	<b>Progress Update</b>	<b>Actual Outcome</b>
Build Capacity within the Service Desk	Service Desk Manager	March 2015 March 2016	Efficiency improvements Improved KPI targets Improved customer satisfaction	Staff time	January 2015 – Outstanding calls reduced to 309 Sept 2015 – long term absences now resolved, apprentice recruitment underway. New target of March 2016	
Work within the Local CIO Council and SOCITM to lobby Government and vendors on pragmatic solutions for the public sector	ICT Manager	March 2015	Transformation opportunities	Staff time Travel expenses	Lobbying for clarity on PSN future and gcsx mail via SOCITM Knowledge hub Attended SOCITM 2015 conference	Remaining abreast of issues and developments in the public sector arena.
Quarterly	Business	July 2015	Identify capacity constraints by	Staff time	Now revised	Better visibility

OFFICIAL

# Joint ICT Service – ICT Strategy 2014-17 Action Plan

OFFICIAL

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
resource management updates	Development Manager	and ongoing	team		quarterly	of upcoming conflicts in workload
Continued professional development for ICT staff	ICT Manager	April 2011 and annually thereafter	Staff with relevant skills and professional qualifications where appropriate	Staff time £10,000 per annum	Requirements identified for 2014-15. Progress against plan monitored via 121s	.
Maintain compliance with the PSN Code of Connection	ICT Manager	November 2014 and annually thereafter	Ensure compliance at all partners	Staff time	January 2015 - 2014 compliance achieved at all partners. 2015 Compliance achieved for Derbyshire Dales	All partners are currently compliant
Common ICT Policies	ICT Manager	August 2014 March 2016	Common policies based on best practice guidelines	Staff time	Approved at NEDDC and BDC, progressing at Derbyshire Dales. Revised target date	
Introduction of full	Business	March	Improved resource planning	Staff time	Release	

OFFICIAL

# Joint ICT Service – ICT Strategy 2014-17 Action Plan

OFFICIAL

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
formal change control	Development manager	2015 March 2016			requests embedded in ways of working. Change Request process still being developed	
Contribution to the Transformation programmes at each partner	Business Development Manager/ ICT Manager	March 2017	Delivery of transformational projects leading to savings and service delivery improvements	Staff time	Significant ICT resource being committed	
Review joint backup solution	ICT Manager	March 2015	Recommendation on common solution	Staff time and targeted expenditure	January 2015 - vRanger solution implemented	High success rate, low admin overhead.
Introduce ad hoc user surveys	Service Desk Manager	December 2014	Ongoing review of performance leading to targeted improvements	Staff time, some consultancy may be required	Being launched in October 2015	1 <sup>st</sup> survey conducted in October 2015. Out of 36 responses, 34 positive, 2 neutral, none negative. Will run on a

OFFICIAL

# Joint ICT Service – ICT Strategy 2014-17 Action Plan

OFFICIAL

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
Introduce telephone call reporting	Service Desk Manager	September 2014	Ability to measure abandoned calls and call wait times to facilitate	Staff time and targeted expenditure	Implemented and being reviewed monthly	Helped shape some ways of working changes in the Service Desk quarterly basis.
Review storage capacity	ICT Manager	August 2014 and annually thereafter	System that is correctly sized to meet business needs	Staff time and targeted investment	Storage capacity currently sufficient, growth monitored	
Disaster recovery tests	ICT Manager	March 2015 January 2016	Full annual test at each partner site	Staff time	New procedures now tested and tests undertaken at all partners. New solution being trialled for NEDDC, testing due November 15	
Migrate to Server 2008 or 2012	ICT Manager	June 2015 November 2015	Ensure supported platforms for server infrastructure at all partners	Staff time and targeted investment	Sep 15 – only a handful now remain – all should be	

OFFICIAL

# Joint ICT Service – ICT Strategy 2014-17 Action Plan

OFFICIAL

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
					complete by end of November	



OFFICIAL

## 2014 ICT User Survey - Action Plan – last update 23/10/15

Agenda Item No 8

Taking on board the results and comments the following action plan has been produced:

Findings/ Comments	Planned Actions	Target Date	Lead Officer	Progress Update	Actual Outcome
Staff have noted that it is often difficult to contact ICT on 3001	Implement MacFarlane call monitoring  Further promotion of self service and email for non urgent issues and requests  Contact vendor regarding single sign on for Self Service	Feb 2015  Feb 2015  Mar 2015	MR  MR  MR	Total calls answered & abandoned has increased from Mar to July: 1294 to 1661.  Await outcomes of call monitoring  Now working for all Authorities, to be publicized soon!	
Whilst a significant number of staff noted that their performance of their equipment/network had improved there are still many who	Laptop replacement programme commences in 2015-16 Financial year with a 4 year replacement cycle  Mill Lane relocation should deliver	Mar 2016  Apr	MR/NB	TOs working on laptop build, SSDTs to be point of contact on Service Desk for rollout	



## 2014 ICT User Survey - Action Plan – last update 23/10/15

Findings/ Comments	Planned Actions	Target Date	Lead Officer	Progress Update	Actual Outcome
are experiencing issues	improved network performance for NEDDC through deployment of new equipment  Review VDI and PC deployment in main offices with a view to redistribute distribute higher specification PC's to 'power users'.	2015  Mar 2016	NB  NB	(date TBC).  Part of planning process	
Consistency of Staff Knowledge	Increase awareness of the ICT Service teams and how calls are allocated and escalated  Review existing ICT skills matrices and progress knowledge transfer as required. Monitor through EDPR and 121's.	Mar 15  Apr 15	NB  NB/MR /LB	Learning and Development plans completed  ICT Self-Support & Training options now on intranets. Some take-up at BDC.	
Non ICT Staff training	Publicise the Microsoft Office on line training	Feb 2015	MR	ICT Self-Support & Training options now on intranets. Some take-up at BDC &	

## 2014 ICT User Survey - Action Plan – last update 23/10/15

Findings/ Comments	Planned Actions	Target Date	Lead Officer	Progress Update	Actual Outcome
	Staff to raise all IT training needs(including Business Applications) via the annual appraisal process	Mar 2015	NB	DDDC.  Raised at SAMT, QPR and User group meetings	
Further improve communication regarding outstanding calls	Review internal process for call management  Review SA and DDDC customer service standards and how we apply to ICT Service	Apr 2015  Jun 2015	MR/NB /LB  MR/NB /LB	Process now published  Initial review underway	
Access to sites other than base location	Produce guidance on flexible working	Apr 2015	MR	No progress	