

Our Ref: SC
Contact: Sarah Cottam
Tel: 01246 217391
Date: 10 June 2016

Dear Member

Joint ICT Committee

I hereby give you notice that a meeting of the Joint ICT Committee (Annual Meeting) will be held on **Monday, 20 June 2016 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

A G E N D A

1 APPOINTMENT OF CHAIR

To appoint the Chair of the Joint ICT Committee for the ensuing year – (BDC)

2 APPOINTMENT OF VICE-CHAIR

To appoint the Vice-Chair of the Joint ICT Committee for the ensuing year – (DDDC)

3 APOLOGIES FOR ABSENCE

To receive any apologies of absence

4 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.

5 MINUTES OF LAST MEETING

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 30 November 2015. ([Attached](#))

6 APPOINTMENT OF SECRETARY OF THE JOINT ICT COMMITTEE

To appoint the Joint Assistant Director – Governance and Monitoring officer as Secretary of the Joint ICT Committee.

7 APPOINTMENT OF TREASURER OF THE JOINT ICT COMMITTEE

To appoint the Joint Assistant Director – Finance, Revenues and Benefits as treasurer of the Joint ICT Committee.

8 QUARTERLY SERVICE REPORT ON THE JOINT ICT SERVICE

To consider a report on the Joint ICT Service - Nick Blaney - ICT Manager ([Attached](#))

9 BUDGET OUTTURN

To consider a report on the budget outturn and apprenticeship funding - Nick Blaney – ICT Manager ([Attached](#))

10 URGENT BUSINESS

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

11 DATE OF NEXT MEETING

The next meeting of the Joint ICT Committee will be held at 2.00 pm on Monday, 28 November 2016 in the Board Room, Pioneer House, Wingerworth, Chesterfield

JOINT ICT COMMITTEE

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

Minutes of the Meeting of the Joint ICT Committee held in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield on Monday, 30 November 2015 at 2.00 pm

Present:

Bolsover District Council (BDC)

Councillor M Dooley

Derbyshire Dales District Council (DDDC)

Councillor M Ratcliffe
Councillor C Furness
Councillor L Rose

North East Derbyshire District Council (NEDDC)

Councillor J Austen (in the Chair)
Councillor W Armitage
Councillor P R Kerry

Officers:

K Henriksen - DDDC
P Hackett - BDC/NEDDC
N Blaney - BDC/DDDC/NEDDC
S Cottam - NEDDC

13/15 Appointment of Chair for this Meeting

Due to the sad passing of Councillor T Williams, nominations for Chair were sought from NEDDC, to comply with the Committee's Terms of Reference.

RESOLVED – That Councillor J Austen be appointed Chair for the remainder of the ensuing year.

Councillor J Austen, who was now Portfolio Member with Responsibility for Information Technology, E-Information and Asset Management at NEDDC, expressed her thanks to the Committee and thanks to all the hard work that Councillor Trish Williams had done on the Portfolio.

14/15 Apologies for Absence

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

15/15 **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 interests declared at this meeting.

16/15 **Minutes of Last Meeting**

RESOLVED – That the Minutes of the Joint ICT Committee held on 22 June 2015 be approved as a correct record and signed by the Chair, subject to spelling errors on the names of Councillor M Ratcliffe and Councillor C Furness, being corrected.

17/15 **Quarterly Service Report on the Joint ICT Service**

The Committee considered the Quarterly Service Report for the Joint ICT Service for the period July 2015 to September 2015. The level of incoming calls had now stabilised following the impact of the office relocations at North East Derbyshire and Bolsover District in the previous quarter.

There had been a steady reduction in the outstanding calls following periods of long term absences within the Servicedesk Team. 450 outstanding calls had now dropped to 300. All staff had now returned to work and the service was back to normal, from October onwards all targets had now been met over the three partners.

There was a target of 35% for project resource usage but this had recently been higher. Two additional staff funded by BDC and NEDDC were focussed on working on or backfilling work at Bolsover and North East Derbyshire resulting in the overall percentage being inflated.

Work undertaken in relation to the server 2003 migration had 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.

The Committee were advised that key projects were underway. All three partners, the server 2003 migrations was currently taking place.

Bolsover – 2 out of 59 server instances remained, delays in remaining servers was largely due to vendor availability.

Derbyshire Dales – 1 server remained out of the 48 server instances in total.

North East Derbyshire – 34 of 41 migrated, 73 server instances in total. Still awaiting confirmation from Leisure, Licensing and Communications.

Members requested that future reports included total incoming calls to the Servicedesk for the period broken down between staff and Members to aid the Committee in comparing with previous time periods. The ICT Manager

expected the Joint ICT budget to be on target, but was actually underspent at the end of the period. Overall the small underspend was primarily due to the impact of the delay in recruiting to vacant posts in the service.

Staff training and development had progressed as per the 2015/16 Learning and Development Plan. Six monthly reviews were progressing with over 60% complete as of 21 October 2015.

In October 2015 a number of new initiatives were launched:-

- Online security awareness training – mandatory for all staff;
- Online induction for new starters – easier for staff and ICT;
- Ad-hoc user surveys – 36 responses to-date (34 positive and 2 neutral) – survey to be rolled out next week.

The Committee were advised that an internal applicant was successfully appointed to the vacant Senior Technology Officer position and recruitment was currently underway to fill the vacant post.

The current Business Development Manager within the ICT Service had notified of their intention to retire and would be leaving at Christmas. A review of the management responsibilities were currently being undertaken within the Joint ICT Service to ensure it provided the appropriate support to all partners. The advert was due to go external in January 2016, along with two other vacant posts in the service.

The Committee were advised that a briefing note was due to go out to Members regarding external analysis of security checks within the Council. An IT health check took place on an annual basis and was recently undertaken. The ICT Manager was confident that this was being done correctly but could not promise that the Council would not be compromised through the website.

The Security Awareness Training would hopefully be rolled out to all Members shortly.

Members questioned about I-pad scams and irrelevant emails and asked why spam emails were being received on Derbyshire Dales I-pads. The ICT Manager advised that ICT were blocking at least 85,000 spam emails per month so some would inevitably get through. It was important to understand that spam emails could contain malware that could compromise the Council's IT systems.

RESOLVED:-

- (1) That the Joint ICT Committee requests that all future quarterly service reports include a breakdown between staff and Members of all incoming calls to the Servicedesk for that period.
- (2) That the Joint ICT Committee note the quarterly service reports on the Joint ICT Service.

(ICT Manager)

18/15 **Budgets 2016-17**

The budget setting for 2016/17 was now complete and showed an increase of 4.97% due to the increasing staff salaries and grade increments. The partner recharges had changed compared to the previous year.

2015-16 - Recharges

BDC	-	£312,976
DDDC	-	£209,877
NEDDC	-	£571,960

2016-17 - Recharges

BDC	-	£335,809
DDDC	-	£237,990
NEDDC	-	£575,403

RESOLVED – That the Joint ICT Committee noted the budgets for 2016/17.
(ICT Manager)

19/15 **Progress Against 2014-17 ICT Strategy Action Plan**

The Committee considered the progress made against the 2014-17 ICT Strategy Action Plan. Progress had not been made at the pace expected, but there had been progress on each action of the Plan.

The ICT Manager confirmed he was a member of the local CIO Council (Chief Information Officers Council) and the SOCITM (Society of Information Technology Management) and would try to attend at least one conference per year. It seemed at present SOCITM were more focused around health and social care issues.

RESOLVED – That the Joint ICT Committee noted the progress against the 2014-17 ICT Strategy Action Plan.
(ICT Manager)

20/15 **Progress Against 2014 ICT User Survey Action Plan**

The Committee considered progress against the 2014 ICT User Survey Action Plan. The ICT Manager advised that a good response had been received on the ICT User Survey. The User Group was within the Strategic Alliance. Not as much progress had been made as expected, but the Action Plan had been taken through the User Group for feedback.

Staff had reported difficulty in contacting the ICT Section on 3001. The planned action was the implementation of the McFarlane system which monitored calls at North East Derbyshire, the system provided information of calls waiting and also monitored the abandonment rate.

At present laptops were replaced on a four yearly basis, Members questioned on the estimated life of the I-pads. The ICT Manager advised that some I-pads had been in use for 3-4 years, the Apple updates were reasonable and

money was available to replace I-pads when necessary. The batteries faired quite well on the I-pads and the longevity proved better than laptops.

Laptops overall had more storage capacity than an i-pad but it was expected that Members mailboxes would be expanded to accommodate more emails.

RESOLVED – That the Joint ICT Committee noted the progress against the 2014 User Survey Action Plan.

(ICT Manager)

21/15 Urgent Business

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

22/15 Date of Next Meeting

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

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

1. Summary

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

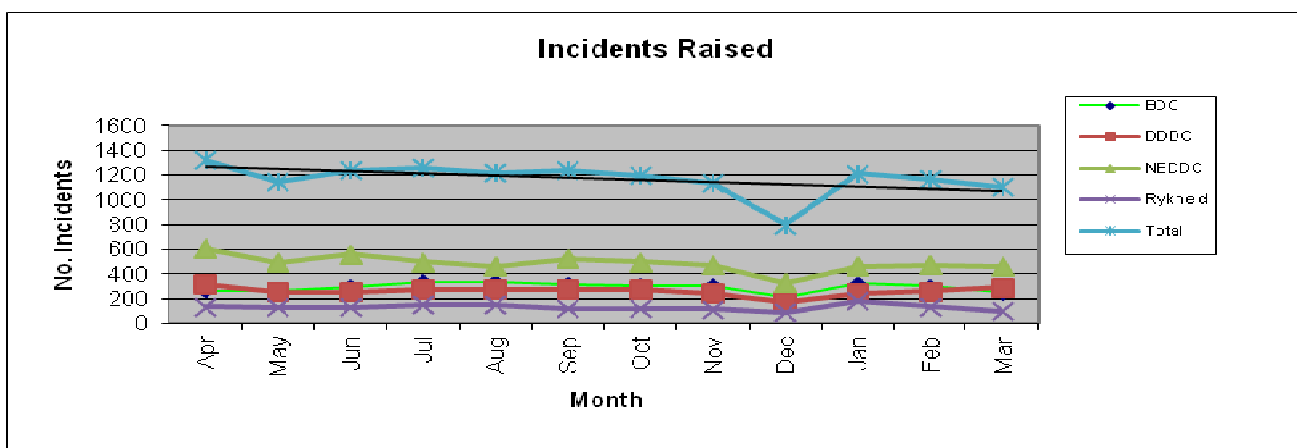
2. Performance

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



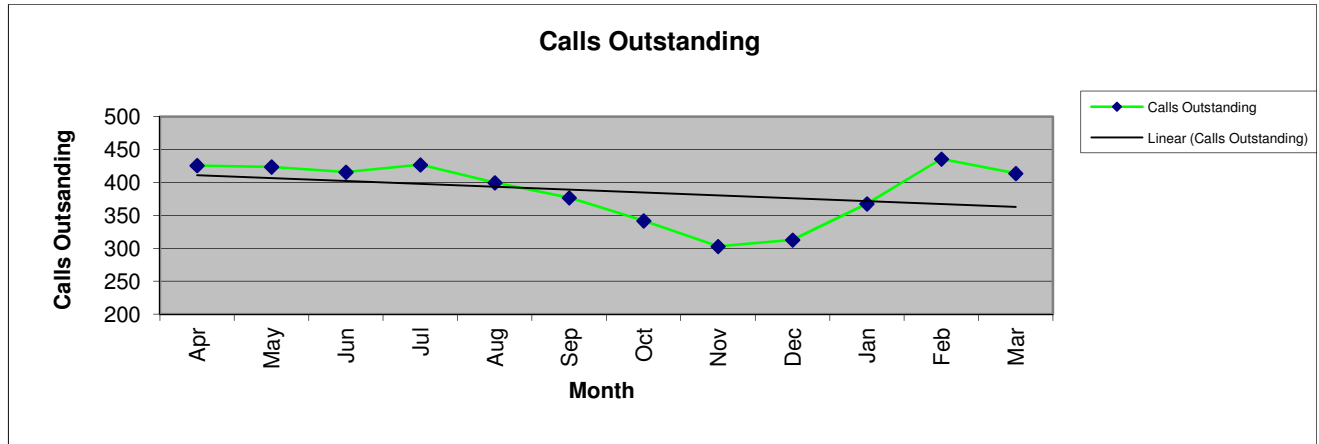
Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk.

Key points to note for the October to December figures are:

- Call levels are largely stable and the decreasing trend seen in the last quarter has continued.
- The trend is both with incidents and service requests, the former implies the stability of our underlying infrastructure is improving.
- Average call per month in 2015-16 were 1168, compared to 1244 in 1276 in 14-15 and 13-14 respectively. However in both these previous years large scale operating system replacement may have resulted in an increase in calls.

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

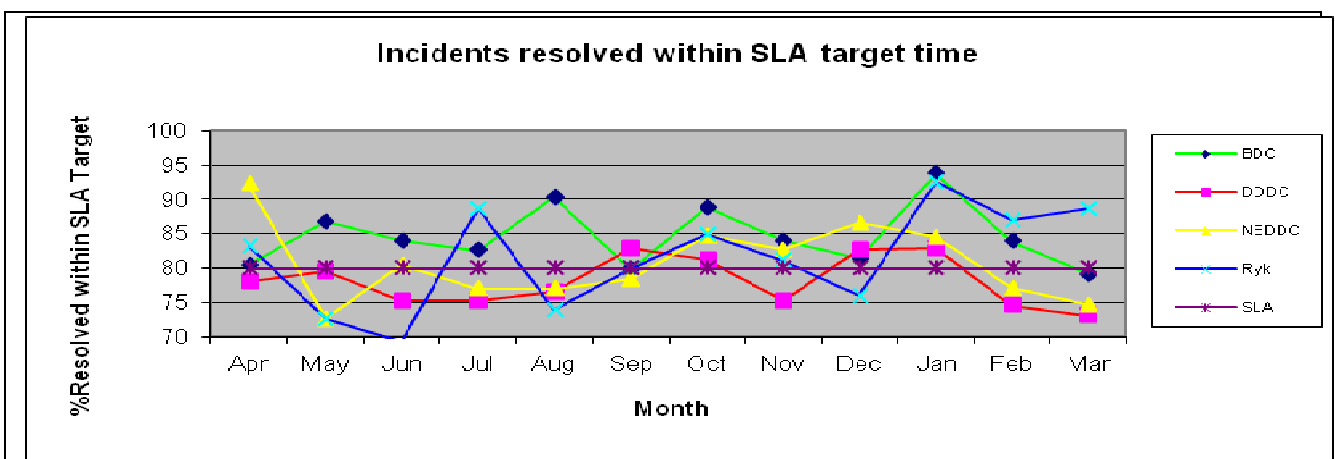
2.1.2 Calls Outstanding



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 October to December figures are:

- There has been a steep rise in outstanding calls this last quarter
- As indicated in the last quarterly report the current vacant posts within Service Desk will impact the figures. As of 11th April the vacant Service Technician post has been filled and recruitment of a an apprentice is underway.
- We would expect to see steady reductions in the volume of outstanding calls through April to June.

2.1.3 Incidents resolved within SLA Target time



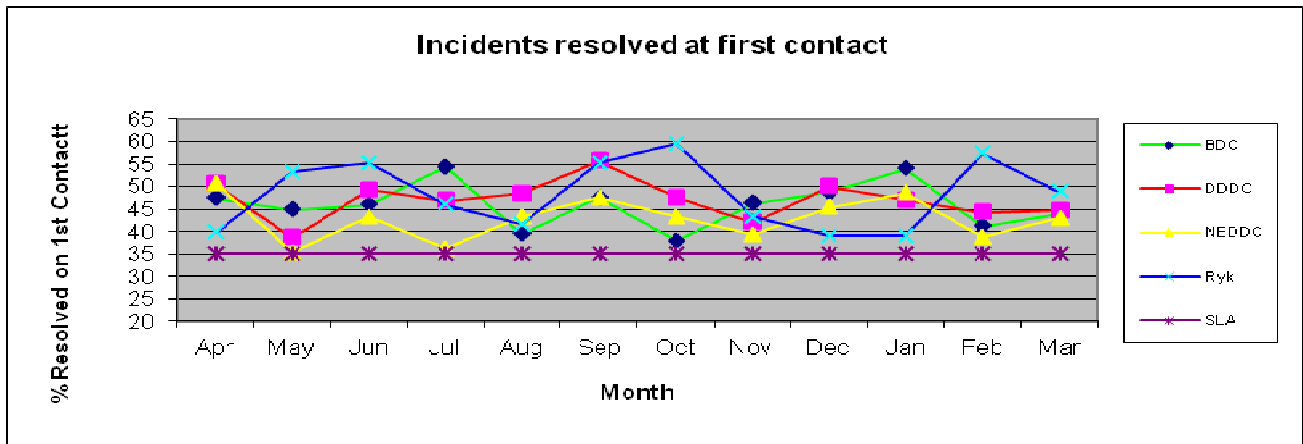
Key points to note:

- There were six breaches in the quarter (out of 12 results).
- The high volumes of outstanding calls and the ongoing staff vacancies are the primary cause of these breaches.

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

- See 2.1.2 for additional information

2.1.4 Incidents resolved on 1st Contact

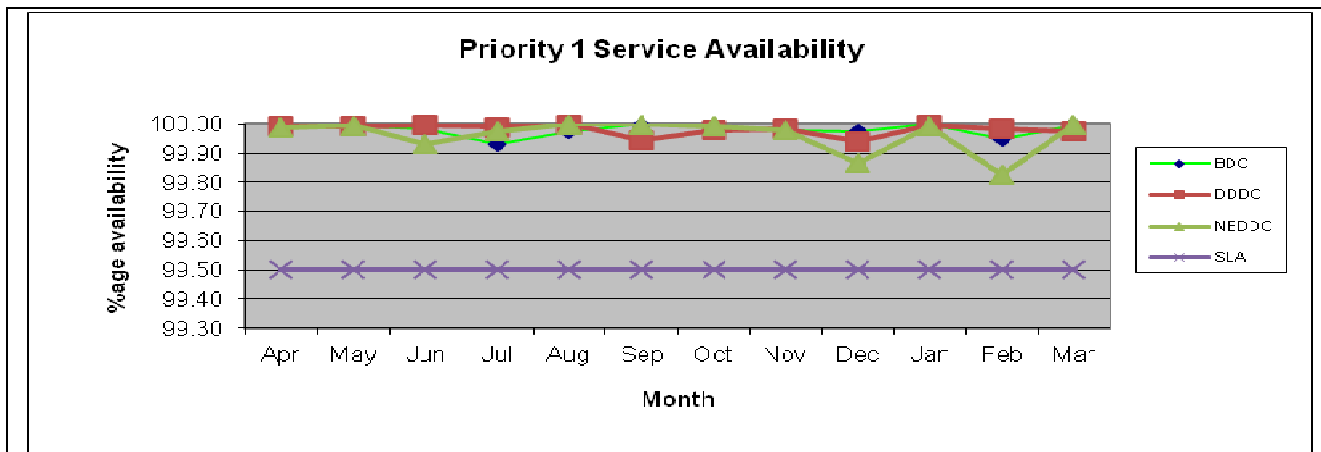


Points to note:

- No breaches in quarter
- It is recommended that the target for this indicator is reconsidered to reflect the ongoing high achievement against this KPI

2.1.3 Priority 1 Service Availability

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



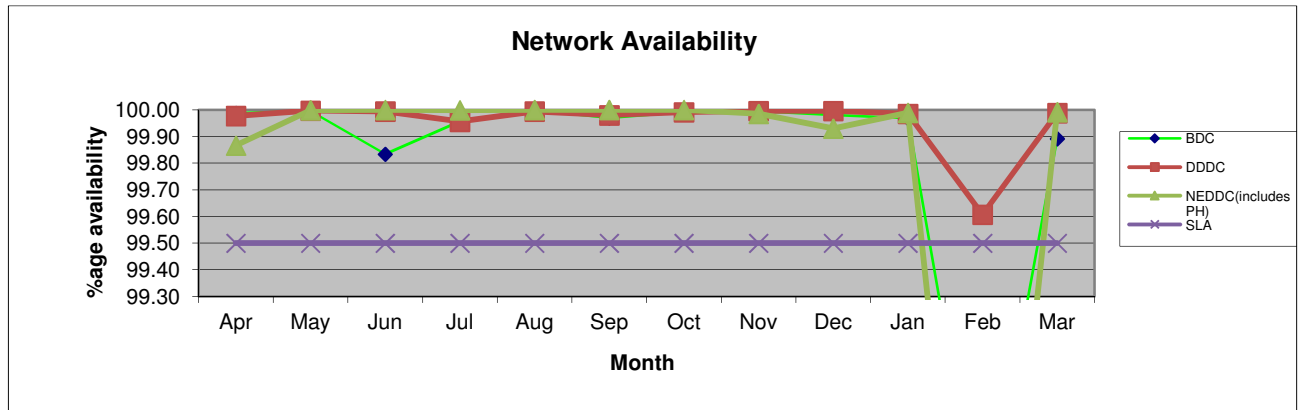
Points to note:

- Whilst no overall SLA breaches occurred in the quarter and figures remained high there is on specific application where a number of short outages have impacted on staff:
 - The print software solution for Derbyshire Dales has repeatedly failed and as yet the underlying root cause has not been identified.

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

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:

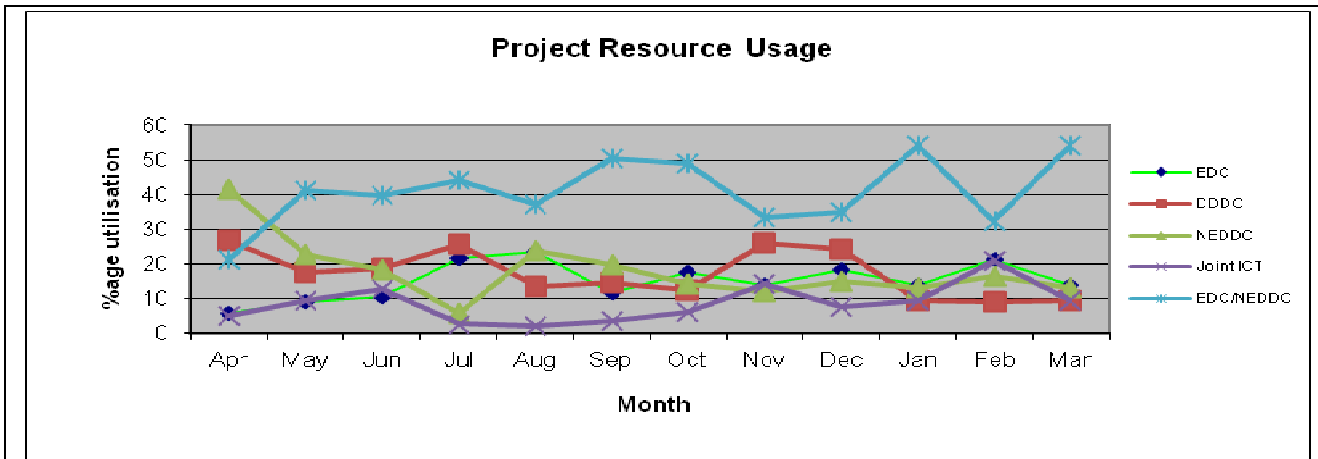
- The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equates to 30 minutes per week;
- A major outage occurred in February due to the severing of the main external data links at Pioneer House. Whilst the cable break took 28 hours to be repaired contingency measures were put in place to mitigate the impacts. Impacts on partners were as follows:
 - All:
 - Loss of internet and external email
 - Alternative internet access provided within 4 working hours
 - Remote access for staff
 - BDC:
 - Loss of telephony, backup solution in place within 1 hour
 - Loss of connectivity to NEDDC based solutions, mainly impacted joint workers
 - Loss of members portal and email synchronisation
 - Derbyshire Dales:
 - Access to Derbyshire Dales systems for Arvato staff
 - Telephony access to Revenues and Benefits for Derbyshire Dales revenues:
 - Alternative arrangements in place within 4 hours
 - NEDDC
 - Loss of all ICT facilities at remote sites (Leisure centres and area housing offices)
 - Loss of external telephony
 - Alternative provision in place within 4 working hours

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

- Loss of members portal and email synchronisation

2.2 Resource utilisation

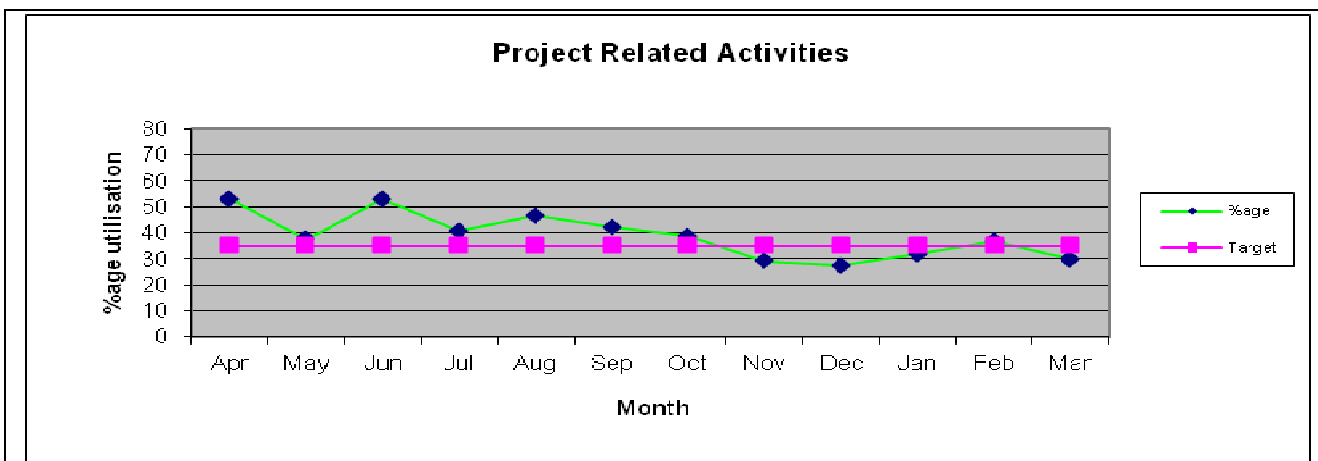
As part of the SLA for the Joint ICT Service utilisation of resource for project related activities are monitored.



Key points to note are:

- Continued focus on Strategic Alliance work during quarter;
- These figures must be somewhat distorted as they represent the contribution from all staff in the Business Development and Infrastructure teams within the joint ICT service. Derbyshire Dales do not contribute to GIS and CIS staff members costs. Excluding GIS and CIS time Derbyshire Dales received 25.9% of the available project resource in the 12 months to the end of March.

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. The Infrastructure and Business Development teams have both been carrying vacant posts throughout the quarter which has negatively impacted the

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

resource allocated to project and change request work as the support load is effectively being spread between fewer staff.

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 to be upgraded, awaiting completion of new Committee Management System

Ingres upgrades

- Awaiting Capita for Housing upgrade

Wide Area Network Tender

- All new links now in place, saving £16 pa

2.2.2 Derbyshire Dales

Audit Commission Action Plan

- Business Continuity requirements to be refined

Pipeline

- Document Management

2.2.3 NEDDC

Server 2003

- Complete

Pipeline

- Wide Area Network replacement

2.2.4 Strategic Alliance

Transformation programme

- Revised workplan approved by SAMT

2.2.5 Joint ICT Service

Shared Disaster Recover

- Solutions under review for 16-17 refresh

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

Laptop refresh 2015-16

- Largely complete

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

3. Budget

3.1 Joint ICT Service Budget - Final Outturn (Period 1-12)

Provisional outturn figures to end of March:

Description	Full Budget	YTD Budget	Actual YTD	Variance
5701 Joint ICT Service	£126,567	£126,567	£143,383	16,816
5702 Infrastructure Section	£436,207	£436,207	£405,812	-£30,395
5733 Service Desk	£350,782	£350,782	£347,821	-£2,961
5736 Business Development	£181,258	£181,258	£171,457	-9,801
Total	£1,094,814	£1,094,814	£1,068,473	-£26,341

Budget figures based on initial budget agreed for year. Outturn is provisional as year end adjustment are not yet complete at time of writing.

Variations:

- 5701
 - Under spends on training, vehicle and general expenses
 - Costs of £10,000 for staff laptop refreshes previously agreed
 - Software maintenance overspent due to 14-15 maintenance contract being paid in 15-16
- 5702
 - Vacant posts since July
- 5733
 - Vacant post since January
- 5736
 - Vacant post since January

Based on the agreed recharging mechanism provisional figures for credits due will be:

- BDC £7,414.99
- DDDC £5,376.20
- NEDDC £13,549.80

4. Cost Saving Plan

Quarterly Report on the Joint ICT Service (January 2016 to March 2016)

An opportunity to restructure our GIS solutions may lead to savings at NEDDC of £1,456 in 2016-17.

Proposals for a new Wide Area Network solution will deliver savings of £18,364 for NEDDC from 2017-18. These savings were gained through a joint procurement with Bolsover and Derbyshire Dales whose savings were noted in the last quarterly report.

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

5. Risk Register

No changes.

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
Reportable breaches				
Non reportable breach			1	
Password reset	9	5	11	7
Advice				
Virus				
False positive	1		2	
Theft of device				
Reported application vulnerability				
Assistance with security awareness training	3	1	9	
Total	13	6	23	7

The two virus reports at NEDDC were considered 'false positives', one was a legitimate file and the second was related to 'spoofed' spam emails whereby it seemed the spam mail was coming from a legitimate source.

The security breach was related to the sharing of passwords by a partner organisation. This was dealt with via the individual concerned.

The virus at BDC was a 'phishing email' reported by a member of staff.

**Quarterly Report on the Joint ICT Service
(January 2016 to March 2016)**

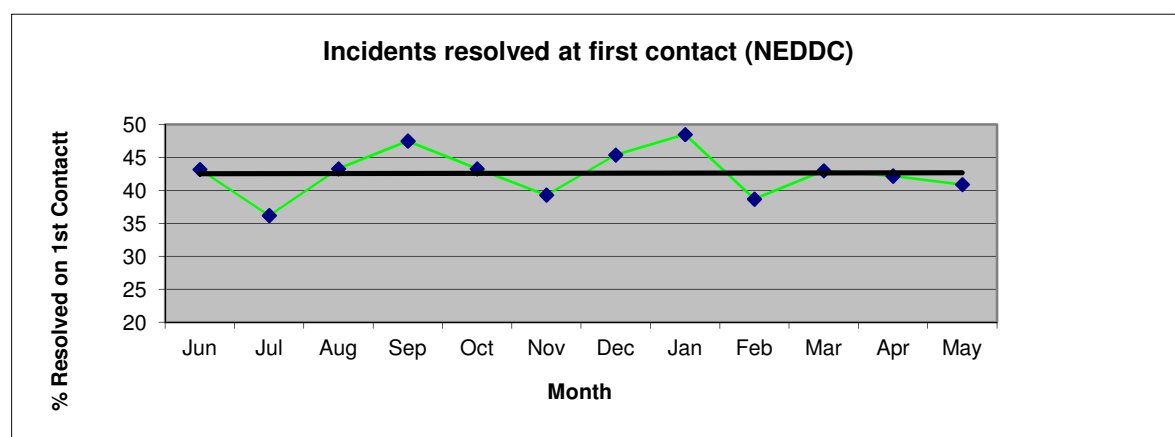
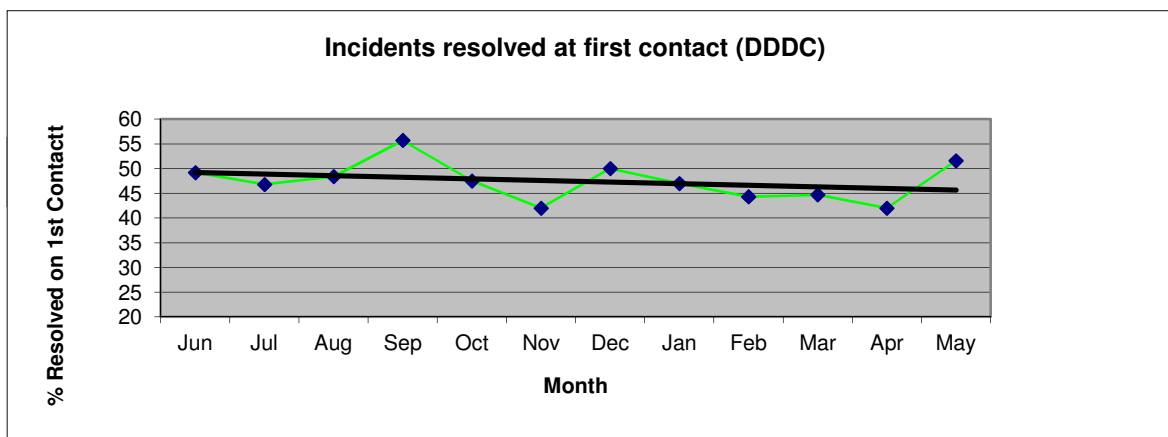
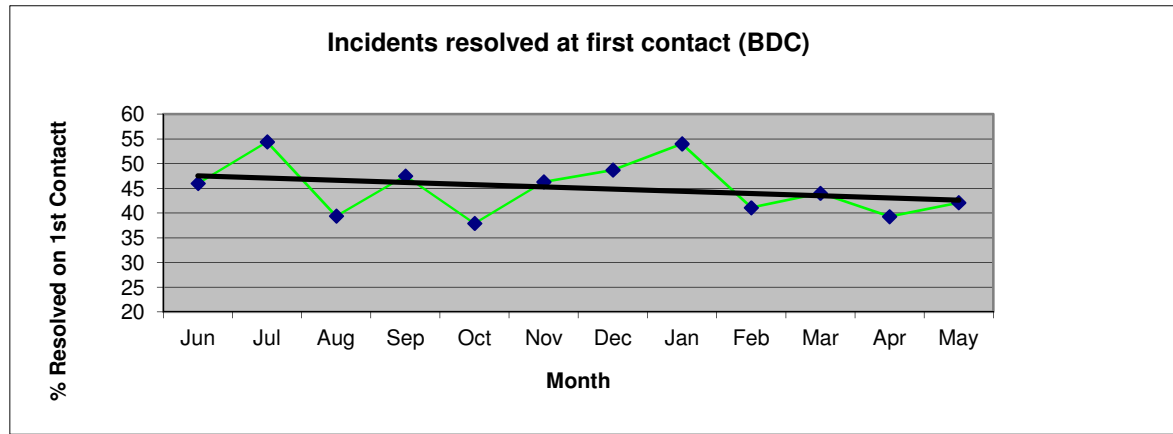
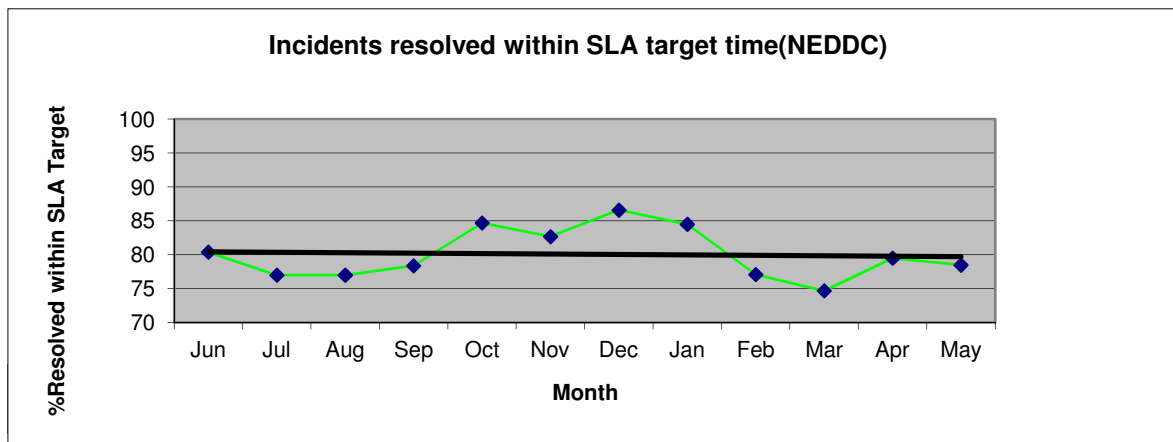
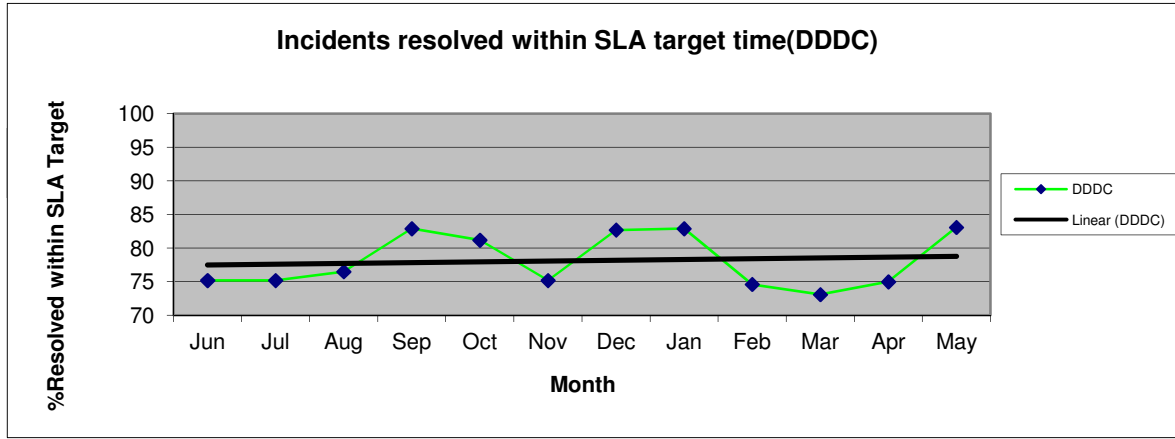
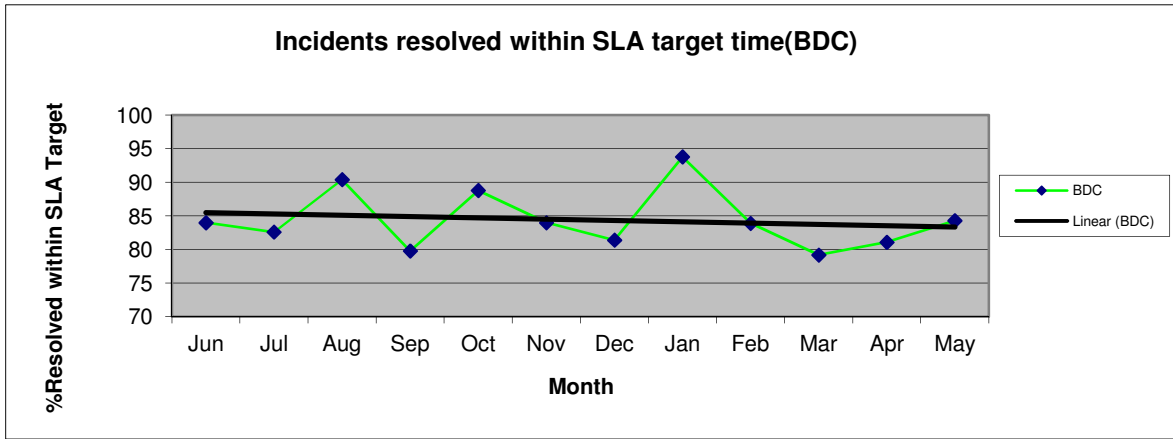
7. Service Development

The full analysis of the 2015 ICT User Survey is now complete. Action plans have been developed for Derbyshire Dales and the Strategic Alliance and these have been reviewed by senior management and the User Groups. Progress will be reported via the User Groups.

The key areas that are being focussed on in 2016 are:

- Performance of equipment and applications;
- Communication around delays for requests;
- Awareness of the scope of the joint ICT Service and the key areas of responsibility.

Three vacant posts have been filled, those of Business Development Manager, Technology Officer and Service Desk Technician. This leaves two current vacancies, Senior GIS Officer and an apprenticeship at Derbyshire Dales.



Joint ICT programme of work 2015

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Target Start/Restart	Target End	BDT and Infrastructure Resource				
Start date 01/04/2016											Orig Est	Rev Est	Act Days	% Comp	Rem Days
1. Bolsover															
BD03	Housing document Management	5 - on hold	. 01/04 No decision yet from Housing. 02/09 Halogen used for historic microfiche. No decision on DMS. No change	03/06/16	Amber	PC	DA	IN	1/4/16	30/9/16	10.0	25.0	14.0	56%	11.0
BD05	Civica payments upgrade(v14)	2 - implementing	Live environment now upgraded. 2 chip & pin PC upgrades remaining	06/06/16	Green	AD	MW	IN	1/2/16	30/6/16	5.0	10.0	7.0	70%	3.0
BD50	Windows 2003 migration	2 - implementing	2 servers remain, SHEFORMS01 (Agendas), SHE-WEBSERVER (Agendas).	05/05/16	Amber	NB	DA	IN	7/5/14	30/6/16	120.0	89.0	87.0	98%	2.0
BD76	Supporting People	3 - awaiting closure report	closure report outstanding	06/06/16	Amber	PC	CP	IN	1/1/16	30/4/16	5.0	10.0	7.5	75%	2.5
BD77	W2_Comino document disposal	2 - implementing	v19.1 installed on test, now testing. Document Disposal training consultancy scheduled complete.	03/06/16	Amber	JF	DA	IN	1/11/15	30/9/16	5.0		3.2	64%	1.8
BD85	Bolsover Contact Centre	3 - awaiting closure report	complete	06/06/16	Green	PH	NB	IN	1/11/15	30/4/16	20.0	10.0	0.6	6%	9.4
BD89	Ingres10s upgrade(Housing)	1 - Scope & Business Case	Going through Year end with V18,3, V19.11 scheuled for 5th June.	03/06/16	Green	DC	DA	IN	1/9/15	30/6/16	10.0		5.2	52%	4.8
BD92	Go! Active website	1 - Scope & Business Case	project brief provided	25/01/16	Green	LH	NBa	BD	1/2/15	30/6/16	15.0		2.8	19%	12.2
BD93	Arc Leisure Expansion	1 - Scope & Business Case	project brief provided	25/01/16	Green	LH	NB	IN	1/1/16	31/3/17	10.0		1.0	10%	9.0
BD94	LLPG improvement schedule 2016-17	2 - implementing		01/03/16	Green	PH	KO	GI	1/4/16	31/3/17	108.0		0.3	0%	107.7
BDCB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KO	BD	1/10/14	31/3/17	10.0		0.0	0%	10.0
BDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	60.0	80.0	0.0	0%	80.0
2. Derbyshire Dales															
DD01	M3 Licensing Online	2 - implementing	Schedule agreed, but behind schedule	06/06/16	Amber	Tbraund	TB	IN	1/4/13	30/9/16	5.0	7.5	6.8	91%	0.7
DD02	INSPIRE implementation	2 - implementing	No ICT involvement	12/11/14	Green	S. Norton	NB	IN	12/11/14	31/3/17	1.0		0.0	0%	1.0
DD03	new Bank	2 - implementing	check with Lynn	06/06/16	Green	KH	MW	IN	1/2/15	30/6/16	5.0		0.0	0%	5.0
DD11	IT transformation service review	2 - implementing		15/10/14	Green	NB	NB	IN	1/10/13	31/3/17	10.0	20.0	14.6	73%	5.4
	document management	1 - Scope & Business Case	approval from CLT for cvporate solution, to committee on 9th June	15/02/16	Green	SC	NB	BD	1/1/16	30/6/16	5.0	1.0	0.0	0%	1.0
	HR forms on line	1 - Scope & Business Case	not progressed as yet	08/06/16	Amber	SC	NB	BD	1/1/15	30/9/16	5.0	1.0	0.0	0%	1.0
DD69	M3 eNgage upgrade	1 - Scope & Business Case	liaise with TBr re pre requisites document	06/06/16	Green	T Braund	RS	IN	1/11/15	30/6/16	5.0		0.1	2%	4.9
DD70	Capita Connect	3 - awaiting closure report	now live	06/06/16	Green	Karen Henrkse	NA	IN	1/11/15	31/3/16	10.0	12.0	9.3	78%	2.7
DDCB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KO	BD	1/10/14	31/3/17	1.0	5.0	0.0	0%	5.0
DDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	33.0	110.0	0.0	0%	110.0
3. North East Derbyshire															
NE48	Cash receipting review	2 - implementing	testing of remaining three interfaces areas	01/04/16	Amber	PH	MW	IN	1/4/13	30/7/16	25.0	85.0	81.5	96%	3.5

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Target Start/ Restart	Target End	BDT and Infrastructure Resource				
											Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date 01/04/2016															
NE95	Total Mobile	1 - Scope & Business Case	Awaiting I. Spencer	03/06/16	Green	IS	DA	IN	1/11/15	31/3/17	10.0		0.0	0%	10.0
NE96	Automated Bank import	1 - Scope & Business Case	Test interface built. Now user testing	05/05/16	Green	DC	MW	IN	25/1/16	30/4/16	6.0		4.3	72%	1.7
NE97	LLPG improvement schedule 2016-2017	2 - implementing		01/03/16	Green	PH	KO	GI	1/4/16	31/3/17	105.0			0%	105.0
NE98	RHL New Financials System	1 - Scope & Business Case	on hold until June (update by PJ)	01/04/16	Green	GB	PL	IN	1/3/16	30/6/16	5.0		4.9	98%	0.1
NE99	WAN 2016	1 - Scope & Business Case	Cabinet has now approved	08/06/16	Green	GB	NB	IN	1/4/16	31/3/17	15.0			0%	15.0
NECB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	BD	1/10/14	31/3/17	5.0		0.0	0%	5.0
NECI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	60.0	54.0	0.0	0%	54.0
4. Joint service															
JS50	Windows 2003 migration	2 - implementing	overall project management	09/01/15	Amber	NB	DA	IN	7/5/14	30/6/16	20.0	31.0	29.8	96%	1.2
JS03	DR Infrastructure replacement	2 - implementing	meeting with nViron and phoenix scheduled	06/06/16	Green	NB	NA	IN	1/6/15	30/10/16	20.0	30.0	26.0	87%	4.0
JS04	Documentation refresh and knowledge transfer	1 - Scope & Business Case	underway	23/07/15	Green	NB	NB	IN	1/6/15	31/3/17	50.0		6.2	12%	43.8
JS05	2015 Laptop Refresh	2 - implementing	handful remaining	06/06/16	amber	NB	MR	IN	1/4/15	30/6/16	60.0	30.0	24.5	82%	5.5
		2 - implementing	64 of 72 deployed, 93%	01/04/16	amber	NB	MR	SD	1/4/15	30/4/16	30.0	2.0	1.0	50%	1.0
JS06	Swivel Remote Access	2 - implementing	only members and vendors remain	01/04/16	Amber	NB	RS	IN	1/4/15	30/6/16	10.0	12.0	11.5	96%	0.5
JS10	2016 Equipment Performance Review	2 - implementing	progress	02/10/15	Green	NB	NA	IN	1/2/16	30/6/16	10.0		0.0	0%	10.0
JS11	UNiform v10 upgrade	1 - Scope & Business Case	in test, some issues	03/02/16	Green	NB	RS	IN	1/1/16	30/8/16	5.0		0.0	0%	5.0
JS11a	Oracle Infrastructure upgrade	1 - Scope & Business Case	project brief	06/06/16	Green	NB	NA	IN	1/6/16	30/7/16	5.0		0.0	0%	5.0
JS12	Visual Studio 2015 migration	1 - Scope & Business Case	Project brief to be written	13/04/16	Green	NB	HB	BD	1/4/16	31/3/17	40.0		0.0	0%	40.0
JS51	Desktop Improvement	1 - Scope & Business Case	in progress	12/04/16	Green	NB	NA	IN	1/4/16	31/12/16	40.0		0.0	0%	40.0
JSCI	Change requests/small projects _ Bus Dev	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	5.0		0.0	0%	5.0
JSCI	Change requests/small projects _ Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	20.0	18.0	0.0	0%	18.0
5. Strategic Alliance															
SA03	new Bank	2 - implementing	awaiting NEDDC Finance	06/04/16	Green	DC	MW	IN	1/1/16	31/3/16	5.0		0.0	0%	5.0
SA14	Consolidation of GIS data - SDW	2 - implementing	External data consolidated. Issues	04/04/16	Amber	LB	KOG	GI	1/4/13	30/7/16	20.0	50.0	39.7	79%	10.3
SA15	Internet GIS	2 - implementing	Going live with new website go live in summer	07/10/15	Amber	LB	KOG	GI	1/10/15	31/3/17	20.0		12.5	63%	7.5
SA19	PCI-DSS	1 - Scope & Business Case	Still waiting for confirmation from finance on NEDDC compliance	09/10/15	Amber	GB	MW	IN	1/2/15	31/3/16	5.0	5.0	0.0	0%	5.0
SA22	Financial Upgrade to version 16	3 - awaiting closure report	complete	06/06/16	Green	DC	NA	IN	1/10/15	30/6/16	7.0		6.5	93%	0.5
SA25	INSPIRE implementation	2 - implementing	Slow progress due to other priorities	12/01/16	Green	PH	KOG	GI	1/7/14	31/12/16	45.0	90.0	14.0	16%	76.0
SA81	Frontier upgrades	1 - Scope & Business Case	progressing	11/02/16	Amber	PH	NA	IN	1/10/15	28/2/16	5.0	9.0	7.4	82%	1.6
SA82	Public WiFi	3 - awaiting closure report	complete	06/06/16	Green	PH	SH	IN	1/1/16	30/4/16	5.0	3.0	1.5	50%	1.5
SA83	Trend Interscan WebSecurity Hybrid	1 - Scope & Business Case	approved but still some doubt over solutions	6/1/1/16	Green	PH	LT	IN	1/1/16	30/9/16	5.0		0.0	0%	5.0
SA84	NEDDC /BDC website replacement	1 - Scope & Business Case	alternative solutions being explored	08/06/16	Amber	JF	NBa	BD	1/3/16	30/5/16	40.0		4.9	12%	35.1

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Target Start/Restart	Target End	BDT and Infrastructure Resource				
											Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date 01/04/2016															
SA191	SELF WORK PROGRAMME	2 - implementing	new processes added to BDC and NEDDC	07/10/15	Green	JF	CG	BD	1/9/15	31/3/17	30.0	60.0	6.6	11%	53.4
SA194	Linking to Capita on line system	5 - on hold	now set up and ready for testing but A.S has	07/10/15	Green	JF	KOG	BD	1/12/15	31/3/16	10.0	4.0	0.0	0%	4.0
SA192	Bulky collection on line	1 - Scope & Business Case	Awaiting LIM upgrade by Firmstep	13/04/16	Green	JF	HB	BD	18/3/16	14/4/16	30.0	20.0	1.0	5%	19.0
SA19	ACHIEVE FORMS/FORMS WORK PROGRAMME	2 - implementing	projects now been itemised	07/10/15	Green	PH	KOG	BD	1/4/14	31/3/16	5.0	407.0	407.0	100%	0.0
SA193	Remaining NE CS Portal forms	2 - implementing	RHL forms outstanding. R. Pope SENDING	11/05/16	Amber	JF	CG	BD	4/1/16	30/9/16	20.0		16.0	80%	4.0
SA85	Web chat	1 - Scope & Business Case	Kick of meeting start June 2016	10/05/16	Green	JF	KOG	BD	1/6/16	31/8/16	6.0		0.0	0%	6.0
SA241	Licensing	3 - awaiting closure report	Final report issued	10/05/16	Green	JF	KOG	BD	1/9/15	30/6/16	20.0		6.6	33%	13.4
SA242	Electoral proceses at NEDDC	5 - on hold	Postponed until after elections - July 2016	10/05/16	Green	JF	KOG	BD	1/8/16	31/12/16	20.0		0.7	4%	19.3
SA243	HR processes (incl. Online Induction, SF1, SF2 etc)	3 - awaiting closure report	all complete	12/01/16	Green	JF	??	BD	1/9/15	30/3/16	20.0	16.0	16.0	100%	0.0
SA244	Debtors and Creditors	2 - implementing	on hold - awaiting J. Foley/D. Clarke	12/04/16	Green	JF	CG	BD	1/6/15	28/2/16	5.0	12.0	10.0	83%	2.0
SA249	Legal processes	1 - Scope & Business Case	spokent to Legal, waiting for service review to complete in November	07/10/15	Green	JF	??	BD	1/3/16	30/9/16	20.0		0.0	0%	20.0
SA248	Leisure Debtors	1 - Scope & Business Case	Need to arrange a meeting with S. Mellor to pick this up again	10/05/16	Green	JF	KOG	BD	1/4/16	31/7/16	30.0		0.0	0%	30.0
SA20	Waste Management system	3 - awaiting closure report	now live	13/04/16	Green	SB	HB	BD	1/4/13	30/4/16	60.0	135.0	135.0	100%	0.0
SA23	Committee Management System	2 - implementing	reviewed with Governance	12/04/16	Green	MK	HB	BD	1/1/15	30/6/16	25.0	135.0	113.0	84%	22.0
SA80	Complaints system	2 - implementing	Amendments to NEDDC system to	13/04/16	Amber	JF	HB	BD	1/10/15	31/12/16	5.0	65.0	62.0	95%	3.0
SACB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KOG	IN	31/3/14	31/3/17	25.0	10.0	0.0	0%	10.0
SACI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	31/3/14	31/3/17	25.0	15.0	0.0	0%	15.0
Project Effort Distribution															
BD	Q1	Q2	Q3	Q4	Total Days										
Days required	169	65	36	36	306										
Availability	100	100	100	100	400	3 people, 213 days each, 3 at 75% of time on projects, one at 50% (BDM)									
Days Over/under committed	-69	35	64	64	94										
Cumulative over/under	-69	-34	30	94											
GI	Q1	Q2	Q3	Q4	Total Days										
Days required	61	60	55	55	231										
Availability	44	44	44	44	176	2 people, 213 days, 1 x 20%, 1 x 60%									
Days Over/under committed	-17	-16	-11	-11	-55										
Cumulative over/under	-17	-33	-44	-55											
IN															
Days required	185	116	99	98	498										
Availability	175	190	190	190	745	12 people, 213 days each, 30% of time on projects									
days Over/Under	-10	74	91	92	247										
Cumulative over/under	-10	64	155	247											
Total(BD+GI+INF)															
Total days needed	415	241	190	189	1035										
Availability	319	334	334	334	1321										
Days over/under	-96	93	144	145	286										
Cumulative over/under	-96	-3	141	286											
											Calendar Days Remaining:				

Joint ICT programme of work 2015

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Target Start/Restart	Target End	BDT and Infrastructure Resource				
Start date 01/04/2016											Orig Est	Rev Est	Act Days	% Comp	Rem Days
1. Bolsover															
BD03	Housing document Management	5 - on hold	. 01/04 No decision yet from Housing. 02/09 Halogen used for historic microfiche. No decision on DMS. No change	03/06/16	Amber	PC	DA	IN	1/4/16	30/9/16	10.0	25.0	14.0	56%	11.0
BD05	Civica payments upgrade(v14)	2 - implementing	Live environment now upgraded. 2 chip & pin PC upgrades remaining	06/06/16	Green	AD	MW	IN	1/2/16	30/6/16	5.0	10.0	7.0	70%	3.0
BD50	Windows 2003 migration	2 - implementing	2 servers remain, SHEFORMS01 (Agendas), SHE-WEBSERVER (Agendas).	05/05/16	Amber	NB	DA	IN	7/5/14	30/6/16	120.0	89.0	87.0	98%	2.0
BD76	Supporting People	3 - awaiting closure report	closure report outstanding	06/06/16	Amber	PC	CP	IN	1/1/16	30/4/16	5.0	10.0	7.5	75%	2.5
BD77	W2_Comino document disposal	2 - implementing	v19.1 installed on test, now testing. Document Disposal training consultancy scheduled complete.	03/06/16	Amber	JF	DA	IN	1/11/15	30/9/16	5.0		3.2	64%	1.8
BD85	Bolsover Contact Centre	3 - awaiting closure report	complete	06/06/16	Green	PH	NB	IN	1/11/15	30/4/16	20.0	10.0	0.6	6%	9.4
BD89	Ingres10s upgrade(Housing)	1 - Scope & Business Case	Going through Year end with V18,3, V19.11 scheuled for 5th June.	03/06/16	Green	DC	DA	IN	1/9/15	30/6/16	10.0		5.2	52%	4.8
BD92	Go! Active website	1 - Scope & Business Case	project brief provided	25/01/16	Green	LH	NBa	BD	1/2/15	30/6/16	15.0		2.8	19%	12.2
BD93	Arc Leisure Expansion	1 - Scope & Business Case	project brief provided	25/01/16	Green	LH	NB	IN	1/1/16	31/3/17	10.0		1.0	10%	9.0
BD94	LLPG improvement schedule 2016-17	2 - implementing		01/03/16	Green	PH	KO	GI	1/4/16	31/3/17	108.0		0.3	0%	107.7
BDCB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KO	BD	1/10/14	31/3/17	10.0		0.0	0%	10.0
BDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	60.0	80.0	0.0	0%	80.0
2. Derbyshire Dales															
DD01	M3 Licensing Online	2 - implementing	Schedule agreed, but behind schedule	06/06/16	Amber	Tbraund	TB	IN	1/4/13	30/9/16	5.0	7.5	6.8	91%	0.7
DD02	INSPIRE implementation	2 - implementing	No ICT involvement	12/11/14	Green	S. Norton	NB	IN	12/11/14	31/3/17	1.0		0.0	0%	1.0
DD03	new Bank	2 - implementing	check with Lynn	06/06/16	Green	KH	MW	IN	1/2/15	30/6/16	5.0		0.0	0%	5.0
DD11	IT transformation service review	2 - implementing		15/10/14	Green	NB	NB	IN	1/10/13	31/3/17	10.0	20.0	14.6	73%	5.4
	document management	1 - Scope & Business Case	approval from CLT for cvporate solution, to committee on 9th June	15/02/16	Green	SC	NB	BD	1/1/16	30/6/16	5.0	1.0	0.0	0%	1.0
	HR forms on line	1 - Scope & Business Case	not progressed as yet	08/06/16	Amber	SC	NB	BD	1/1/15	30/9/16	5.0	1.0	0.0	0%	1.0
DD69	M3 eNgage upgrade	1 - Scope & Business Case	liaise with TBr re pre requisites document	06/06/16	Green	T Braund	RS	IN	1/11/15	30/6/16	5.0		0.1	2%	4.9
DD70	Capita Connect	3 - awaiting closure report	now live	06/06/16	Green	Karen Henrkse	NA	IN	1/11/15	31/3/16	10.0	12.0	9.3	78%	2.7
DDCB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KO	BD	1/10/14	31/3/17	1.0	5.0	0.0	0%	5.0
DDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	33.0	110.0	0.0	0%	110.0
3. North East Derbyshire															
NE48	Cash receipting review	2 - implementing	testing of remaining three interfaces areas	01/04/16	Amber	PH	MW	IN	1/4/13	30/7/16	25.0	85.0	81.5	96%	3.5

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											Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date 01/04/2016															
NE95	Total Mobile	1 - Scope & Business Case	Awaiting I. Spencer	03/06/16	Green	IS	DA	IN	1/11/15	31/3/17	10.0		0.0	0%	10.0
NE96	Automated Bank import	1 - Scope & Business Case	Test interface built. Now user testing	05/05/16	Green	DC	MW	IN	25/1/16	30/4/16	6.0		4.3	72%	1.7
NE97	LLPG improvement schedule 2016-2017	2 - implementing		01/03/16	Green	PH	KO	GI	1/4/16	31/3/17	105.0			0%	105.0
NE98	RHL New Financials System	1 - Scope & Business Case	on hold until June (update by PJ)	01/04/16	Green	GB	PL	IN	1/3/16	30/6/16	5.0		4.9	98%	0.1
NE99	WAN 2016	1 - Scope & Business Case	Cabinet has now approved	08/06/16	Green	GB	NB	IN	1/4/16	31/3/17	15.0			0%	15.0
NECB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	BD	1/10/14	31/3/17	5.0		0.0	0%	5.0
NECI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	60.0	54.0	0.0	0%	54.0
4. Joint service															
JS50	Windows 2003 migration	2 - implementing	overall project management	09/01/15	Amber	NB	DA	IN	7/5/14	30/6/16	20.0	31.0	29.8	96%	1.2
JS03	DR Infrastructure replacement	2 - implementing	meeting with nViron and phoenix scheduled	06/06/16	Green	NB	NA	IN	1/6/15	30/10/16	20.0	30.0	26.0	87%	4.0
JS04	Documentation refresh and knowledge transfer	1 - Scope & Business Case	underway	23/07/15	Green	NB	NB	IN	1/6/15	31/3/17	50.0		6.2	12%	43.8
JS05	2015 Laptop Refresh	2 - implementing	handful remaining	06/06/16	amber	NB	MR	IN	1/4/15	30/6/16	60.0	30.0	24.5	82%	5.5
		2 - implementing	64 of 72 deployed, 93%	01/04/16	amber	NB	MR	SD	1/4/15	30/4/16	30.0	2.0	1.0	50%	1.0
JS06	Swivel Remote Access	2 - implementing	only members and vendors remain	01/04/16	Amber	NB	RS	IN	1/4/15	30/6/16	10.0	12.0	11.5	96%	0.5
JS10	2016 Equipment Performance Review	2 - implementing	progress	02/10/15	Green	NB	NA	IN	1/2/16	30/6/16	10.0		0.0	0%	10.0
JS11	UNiform v10 upgrade	1 - Scope & Business Case	in test, some issues	03/02/16	Green	NB	RS	IN	1/1/16	30/8/16	5.0		0.0	0%	5.0
JS11a	Oracle Infrastructure upgrade	1 - Scope & Business Case	project brief	06/06/16	Green	NB	NA	IN	1/6/16	30/7/16	5.0		0.0	0%	5.0
JS12	Visual Studio 2015 migration	1 - Scope & Business Case	Project brief to be written	13/04/16	Green	NB	HB	BD	1/4/16	31/3/17	40.0		0.0	0%	40.0
JS51	Desktop Improvement	1 - Scope & Business Case	in progress	12/04/16	Green	NB	NA	IN	1/4/16	31/12/16	40.0		0.0	0%	40.0
JSCI	Change requests/small projects _ Bus Dev	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	5.0		0.0	0%	5.0
JSCI	Change requests/small projects _ Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	1/10/14	31/3/17	20.0	18.0	0.0	0%	18.0
5. Strategic Alliance															
SA03	new Bank	2 - implementing	awaiting NEDDC Finance	06/04/16	Green	DC	MW	IN	1/1/16	31/3/16	5.0		0.0	0%	5.0
SA14	Consolidation of GIS data - SDW	2 - implementing	External data consolidated. Issues	04/04/16	Amber	LB	KOG	GI	1/4/13	30/7/16	20.0	50.0	39.7	79%	10.3
SA15	Internet GIS	2 - implementing	Going live with new website go live in summer	07/10/15	Amber	LB	KOG	GI	1/10/15	31/3/17	20.0		12.5	63%	7.5
SA19	PCI-DSS	1 - Scope & Business Case	Still waiting for confirmation from finance on NEDDC compliance	09/10/15	Amber	GB	MW	IN	1/2/15	31/3/16	5.0	5.0	0.0	0%	5.0
SA22	Financial Upgrade to version 16	3 - awaiting closure report	complete	06/06/16	Green	DC	NA	IN	1/10/15	30/6/16	7.0		6.5	93%	0.5
SA25	INSPIRE implementation	2 - implementing	Slow progress due to other priorities	12/01/16	Green	PH	KOG	GI	1/7/14	31/12/16	45.0	90.0	14.0	16%	76.0
SA81	Frontier upgrades	1 - Scope & Business Case	progressing	11/02/16	Amber	PH	NA	IN	1/10/15	28/2/16	5.0	9.0	7.4	82%	1.6
SA82	Public WiFi	3 - awaiting closure report	complete	06/06/16	Green	PH	SH	IN	1/1/16	30/4/16	5.0	3.0	1.5	50%	1.5
SA83	Trend Interscan WebSecurity Hybrid	1 - Scope & Business Case	approved but still some doubt over solutions	6/1/1/16	Green	PH	LT	IN	1/1/16	30/9/16	5.0		0.0	0%	5.0
SA84	NEDDC /BDC website replacement	1 - Scope & Business Case	alternative solutions being explored	08/06/16	Amber	JF	NBa	BD	1/3/16	30/5/16	40.0		4.9	12%	35.1

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											Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date 01/04/2016															
SA191	SELF WORK PROGRAMME	2 - implementing	new processes added to BDC and NEDDC	07/10/15	Green	JF	CG	BD	1/9/15	31/3/17	30.0	60.0	6.6	11%	53.4
SA194	Linking to Capita on line system	5 - on hold	now set up and ready for testing but A.S has	07/10/15	Green	JF	KOG	BD	1/12/15	31/3/16	10.0	4.0	0.0	0%	4.0
SA192	Bulky collection on line	1 - Scope & Business Case	Awaiting LIM upgrade by Firmstep	13/04/16	Green	JF	HB	BD	18/3/16	14/4/16	30.0	20.0	1.0	5%	19.0
SA19	ACHIEVE FORMS/FORMS WORK PROGRAMME	2 - implementing	projects now been itemised	07/10/15	Green	PH	KOG	BD	1/4/14	31/3/16	5.0	407.0	407.0	100%	0.0
SA193	Remaining NE CS Portal forms	2 - implementing	RHL forms outstanding. R. Pope SENDING	11/05/16	Amber	JF	CG	BD	4/1/16	30/9/16	20.0		16.0	80%	4.0
SA85	Web chat	1 - Scope & Business Case	Kick of meeting start June 2016	10/05/16	Green	JF	KOG	BD	1/6/16	31/8/16	6.0		0.0	0%	6.0
SA241	Licensing	3 - awaiting closure report	Final report issued	10/05/16	Green	JF	KOG	BD	1/9/15	30/6/16	20.0		6.6	33%	13.4
SA242	Electoral proceses at NEDDC	5 - on hold	Postponed until after elections - July 2016	10/05/16	Green	JF	KOG	BD	1/8/16	31/12/16	20.0		0.7	4%	19.3
SA243	HR processes (incl. Online Induction, SF1, SF2 etc)	3 - awaiting closure report	all complete	12/01/16	Green	JF	??	BD	1/9/15	30/3/16	20.0	16.0	16.0	100%	0.0
SA244	Debtors and Creditors	2 - implementing	on hold - awaiting J. Foley/D. Clarke	12/04/16	Green	JF	CG	BD	1/6/15	28/2/16	5.0	12.0	10.0	83%	2.0
SA249	Legal processes	1 - Scope & Business Case	spokent to Legal, waiting for service review to complete in November	07/10/15	Green	JF	??	BD	1/3/16	30/9/16	20.0		0.0	0%	20.0
SA248	Leisure Debtors	1 - Scope & Business Case	Need to arrange a meeting with S. Mellor to pick this up again	10/05/16	Green	JF	KOG	BD	1/4/16	31/7/16	30.0		0.0	0%	30.0
SA20	Waste Management system	3 - awaiting closure report	now live	13/04/16	Green	SB	HB	BD	1/4/13	30/4/16	60.0	135.0	135.0	100%	0.0
SA23	Committee Management System	2 - implementing	reviewed with Governance	12/04/16	Green	MK	HB	BD	1/1/15	30/6/16	25.0	135.0	113.0	84%	22.0
SA80	Complaints system	2 - implementing	Amendments to NEDDC system to	13/04/16	Amber	JF	HB	BD	1/10/15	31/12/16	5.0	65.0	62.0	95%	3.0
SACB	Change requests/small projects - Business	2 - implementing	based on 15-16	09/01/15	Green	NB	KOG	IN	31/3/14	31/3/17	25.0	10.0	0.0	0%	10.0
SACI	Change requests/small projects - Infrastructure	2 - implementing	based on 15-16	09/01/15	Green	NB	NB	IN	31/3/14	31/3/17	25.0	15.0	0.0	0%	15.0
Project Effort Distribution															
BD	Q1	Q2	Q3	Q4	Total Days										
Days required	169	65	36	36	306										
Availability	100	100	100	100	400	3 people, 213 days each, 3 at 75% of time on projects, one at 50% (BDM)									
Days Over/under committed	-69	35	64	64	94										
Cumulative over/under	-69	-34	30	94											
GI	Q1	Q2	Q3	Q4	Total Days										
Days required	61	60	55	55	231										
Availability	44	44	44	44	176	2 people, 213 days, 1 x 20%, 1 x 60%									
Days Over/under committed	-17	-16	-11	-11	-55										
Cumulative over/under	-17	-33	-44	-55											
IN															
Days required	185	116	99	98	498										
Availability	175	190	190	190	745	12 people, 213 days each, 30% of time on projects									
Days Over/Under	-10	74	91	92	247										
Cumulative over/under	-10	64	155	247											
Total(BD+GI+INF)															
Total days needed	415	241	190	189	1035										
Availability	319	334	334	334	1321										
Days over/under	-96	93	144	145	286										
Cumulative over/under	-96	-3	141	286											
											Calendar Days Remaining:				

Cost Saving Plan												
Activity	Start	End	Potential savings:				Saving	Year	Status	One off/Rec	Actual saving	Comment
			DDDC	NEDDC	BDC	Joint						
2015-16												
WAN tender:										R		
BDC	01/04/16	31/03/17			14,000		R	2016-17		R	14,000	
DDDC	01/04/16	31/03/17	8,000				R	2016-17		R	8,000	
			8,000	0	14,000	0					22,000	
2016-17												
Removal of Oracle on spatial warehouse	01/04/15	31/03/16		1,000			A	2015-16	Complete	O	1,000	
WAN tender:										R		
NEDDC	01/04/17	31/03/18		18,000			R	2017-18				
Academy interfaces	01/05/16	30/06/15			1,900		A	2016-17	Complete			wrote in house avoiding Capita fees
			0	19,000	1,900	0					1,000	
Saving Legend:												
R - Retained budget												
J - Joint ICT budget												
A - Cost Avoidance												
I - Income												
X - Cost Increase												

Joint ICT Service Area RISK REGISTER as at: 15th October 2015

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
02	Increase in cost of the service	Pressure on partner budgets.	3 x 5 = 15	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. Annual budget review process in place	2 x 5 = 10	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Project resource management and monitoring introduced and refined in 2014. No major conflicts evident thus far	3 x 2 = 6	ICT Manager
06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and low sickness rates. Low turnover rates.	2 x 4 = 8	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
09	Failure to achieve PSN compliance	Loss of access to secure email and key systems for Benefits teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team
10	Insufficient capacity	Unable to delivery key projects for	5 x 3 = 15	Effective prioritisation by	2 x 3 = 6	Joint

Joint ICT Service Area RISK REGISTER as at: 15th October 2015

11	<p>within service to meet business demands</p> <p>Impact of long term sickness absences on service</p>	<p>partners</p> <p>Backlog of service requests and failure to meet KPI's.</p> <p>Conflict in resource demand for projects and changes</p>	<p>5 x 3 = 15</p>	<p>corporate management. Funding considered on a project by project basis</p> <p>Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, reallocate workload across teams. Manage expectations</p>	<p>5 x 2 = 10</p>	<p>Management Team</p> <p>Joint Management Team</p>
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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
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
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.	1 x 4 = 4	ICT Manager

Joint ICT Committee

20 June 2016

Budget Outturn

Report of the ICT Manager

Purpose of the Report

- To appraise the Committee on the 2015-16 budget outturn.

1 Report Details

- 1.1 The Joint ICT Service delivered an under spend of £26,341 against a budget of £1,094,814 for the Financial Year 2014-15. A detailed analysis of the budget outturn is covered in the Quarterly Service Report. Credits have been issued to all partners on the basis of the existing recharging model.
- 1.2 The key factors in the under spends were related to staffing costs. During 2015-16 one member of staff retired and two left for new opportunities. Initial internal recruitment led to three staff gaining promotions into the vacant posts. One post remains unfilled and a small restructure which will lead to recruitment is under way. Inevitable delays have led to the under spend within the financial year.
- 1.3 Refunds have been made to each client of the Joint ICT Service based on the standard recharging mechanism.
- 1.4 Funds set aside from previous under spends are currently being used to fund two apprenticeship positions. The impact of the new apprenticeship levy will be reviewed within each client organisations and it is hoped this will lead to funding of future ICT apprenticeships. The experience within the ICT service has shown us that recruiting apprentices in the 18+ age range provide suitably rounded and confident individuals who can success in a customer focussed environment.

2 Conclusions and Reasons for Recommendation

- 2.1 The Joint ICT Service is now reliant on the additional resource provided through apprentices. Three of our existing service desk team are former apprentices and one has recently been promoted to a Senior Service Desk Technician post.
- 2.2 Given the success of apprenticeships within the ICT Service and the contribution they make to the service we seek Members approval for the ongoing consideration of apprenticeship recruitment in the future.

3 Consultation and Equality Impact

3.1 HR will be fully consulted on any recommendations.

4 Alternative Options and Reasons for Rejection

4.1 The Joint ICT Service does not recruit apprentices in 2017. This option is not recommended for the following reasons:

- A valuable opportunity for a young person to gain high quality workplace experience may be missed.
- This would lead to additional resource pressures on the Service Desk team and jeopardise current service levels.

5 Implications

5.1 Finance and Risk Implications

5.1.1 Existing reserved funds will cover the current apprenticeship posts until March 2017.

5.1.2 At present the implications of the apprenticeship levy which comes into effect from April 2017 are not fully understood. However it is understood any levy can be offset against the recruitment of apprentices. Given the success of apprenticeships we feel we have a strong case to continue taking apprentices within the ICT service.

5.2 Legal Implications including Data Protection

5.2.1 All policy and procedures will be followed with respect to recruitment.

5.3 Human Resources Implications

5.3.1 The Human Resources service within the Strategic Alliance and at Derbyshire Dales would be fully consulted.

6 Recommendations

6.1 That the Committee note the budget outturn.

6.2 That the Committee recommend that the recruitment of ICT Apprenticeships continue.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is an executive decision which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	
District Wards Affected	
Links to Corporate Plan priorities or Policy Framework	

8 Document Information

Appendix No	Title
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Nick Blaney ICT Manager	(01246) 217097