

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.
