

Our Ref: AM/MD  
Contact: [alan.maher@ne-derbyshire.gov.uk](mailto:alan.maher@ne-derbyshire.gov.uk)  
Tel: 01246 217391  
Date: 10 July 2018

Dear Member

### **Joint ICT Committee**

I hereby give you notice that a meeting of the Joint ICT Committee will be held on **Monday 23 July 2018 at 2.00 pm** in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield, S42 6NG to transact the under mentioned business.

Yours sincerely

Head of Corporate Governance & Monitoring Officer

## **AGENDA**

**1 Appointment of Chair 2018-2019**

**2 Appointment of Vice-Chair 2018-2019**

**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 9 April 2018 - [attached](#)

**6 Report of the ICT Manager**

Quarterly Service Report - [attached](#)

**7 Urgent Business**

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

**8 Date of Next Meeting**

The next meeting of the Joint ICT Committee will be held at 2.00 pm on 1 April 2019 in the Board Room, Pioneer House, Wingerworth, Chesterfield

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**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 Chamber 1, District Council Offices, Mill Lane, Wingerworth, Chesterfield on Monday 9 April 2018 at 2.30 pm**

Present:

**Bolsover District Council (BDC)**

Councillor M Dooley  
Councillor B Watson

**Derbyshire Dales District Council (DDDC)**

Councillor C Furness - Chair  
Councillor M Ratcliffe

**North East Derbyshire District Council (NEDDC)**

Councillor W Armitage  
Councillor P R Kerry

**Officers:**

N Blaney - BDC/DDDC/NEDDC  
S Capes - DDDC  
D Clarke - NEDDC  
D Cairns - NEDDC  
A Maher - NEDDC

**13/17-18 Apologies for Absence**

There was an apology from Councillor A Catt (substitute member – DDDC).

**14/17-18 Declarations of Interest**

Members were 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.

No declarations of interest were submitted at the meeting.

**15/17-18 Minutes of Last Meeting**

**RESOLVED** – That the Minutes of the Joint ICT Committee held on 14 November 2017 be approved as a correct record and signed by the Chair.

## **16/17-18 Quarterly Service Report on the Joint ICT Service – October 2017 to December 2017**

The Committee received the quarterly report on the Joint ICT service (October 2017 – December 2017). This included information about the service performance, the budget and use of resources; as well as progress on key projects, security and the ongoing development of the service. With the agreement of the Chair, the ICT Manager Nick Blaney, updated this information for the period January 2018 – March 2018.

The Committee heard that the number of calls requesting the help of the serviced had increased slightly over the last three months. Members discussed the reasons for this with the ICT Manager. He explained that one of the main drivers for the increase was the pace of service development which had taken place, such as the roll out across Bolsover and North East Derbyshire of Microsoft Office 2013 as well as the deployment of new multifunctional devices (MFDs), laptops and personal computers at Bolsover. These developments tend to generate more service requests, until the changes have bedded in.

The Committee was reminded of some of the development projects that were also in the process of being implemented. These included the installation of a structured cabling system across the Derbyshire Dales Town Hall, which was currently taking place and the ongoing work which to ensure that all new laptops and pcs use the Windows 10 operating system.

Members were told that the number of “outstanding calls”, or requests for services yet to be resolved had risen. This was largely because the planned developments which had taken place had made it more difficult to deal with non-urgent work. Many non-critical requests had had to be put on hold. As much of this development work had been completed, the service could now devote more time to dealing with non-critical tasks. Consequently, the volume of outstanding calls was expected to fall. The Committee welcomed this.

During the discussion Members asked about the impact of the cold weather experienced earlier in the year, especially on Rykneld Homes. It was confirmed that this had not had a significant impact on the overall volume of service requests which had been received.

Members were informed that the Joint ICT budget had continued to underspend and was expected to be about £40,000 below budget for the year as a whole. It was explained that this was primarily due to lower than expected salary costs.

The Committee also heard that no significant new risks had been identified and that there had been no successful attempts made to hack the computer networks serving the three authorities. In this context, Members referred to the problem of spam e-mails, which many now received. The incidence of these e-mails, it was explained, had increased significantly over the last three months across all three authorities.

Spam e-mails, it was argued, were causing Members real problems and there was a fear that they might prevent Members from accessing legitimate e-mails by using up their data allocation.

The Committee made it clear it would like the reasons for the increase in spam e-mails to be investigated, so that hopefully ways could be found to block them from Members' inboxes in the future.

At the conclusion of the discussion the Committee thanked the ICT Manager for his report and the updated information about the performance of the service.

RESOLVED – That the Joint ICT Committee notes the report.

#### Action Point

The Information Communication Technology Manager investigates the reasons for the increase in spam e-mails received by Members.

### **17/17-18 Review of the Committee's Functions, Future Arrangements and Terms of Reference**

The report to the Committee dealt with the future role of the Joint Committee. In particular it asked Members to consider specific changes of the Terms of Reference of the Committee to reflect the consultation and review role that it now had.

The Senior Governance Officer, Donna Cairns, explained that under these proposals, the Committee would cease to be a decision making body in its own right. The Joint Committee would continue to oversee and review the performance of the service, but any operational, policy, financial or other decisions about the service would be recommended to the three local authorities for them to decide on.

Members discussed the report and the specific proposals. There was general agreement that the Committee had a valuable role to play in overseeing the work of the Joint ICT service and this oversight role ought to continue.

The Committee recognised that the Executive Governance arrangements, that operate in Bolsover and North East Derbyshire would oblige the Committee to meet a range of legal obligations if it was to take significant decisions, such as the need to give advance notice and for these decisions to be scrutinized.

Members felt that as the Committee did not usually take significant decisions this was unlikely to be a major problem. In particular, the Committee concluded that it could avoid this from happening by voluntarily agreeing to recommend any issues which required a decision to the three Councils, so that they could decide upon them. Members unanimously supported this approach.

Members recognised the need to keep the remit and Terms of Reference of the Joint ICT Committee under review. There was unanimity that in order to allow

this review to take place when possible changes to other joint arrangements were also being considered, it should take place from May 2019 onwards.

**RESOLVED** –

- (1) That no changes to the Joint ICT Committee's Terms of Reference be recommended to Bolsover, Derbyshire Dales and North East Derbyshire District Councils at this stage.
- (2) That Bolsover, Derbyshire Dales and North East Derbyshire District Councils consider reviewing the Terms of Reference of the Joint Committee following the local government elections in May 2019.

**18/17-18 Urgent Business**

There was no urgent business to be discussed at the meeting.

**19/17-18 Date of Next Meeting**

With the agreement of the Chair, it was:-

**AGREED** – That the next scheduled meeting of the Joint ICT Committee on 30 July 2018 be re-arranged. Members and officers will be informed of the new arrangements.

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**Quarterly Report on the Joint ICT Service  
(April 2018 to June 2018)  
OFFICIAL**

**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.

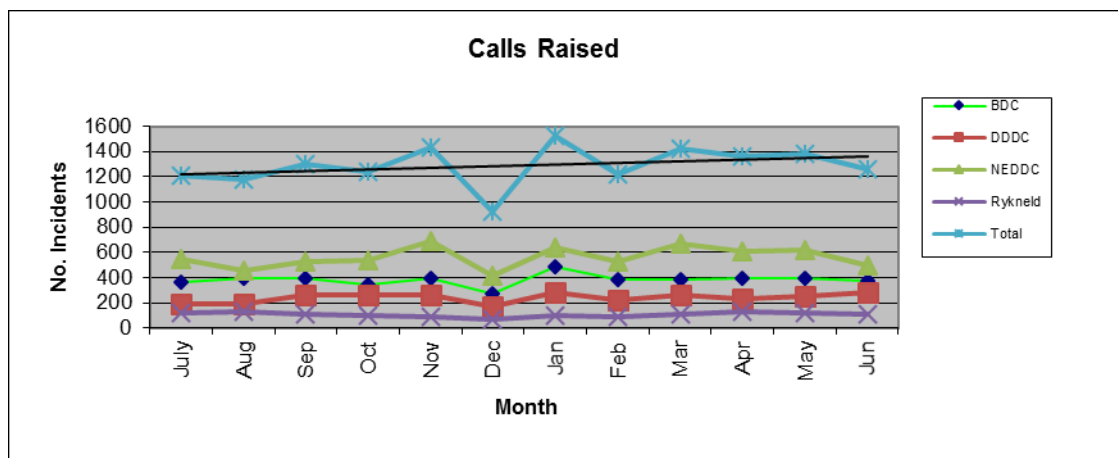
**2. Performance**

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 Calls**



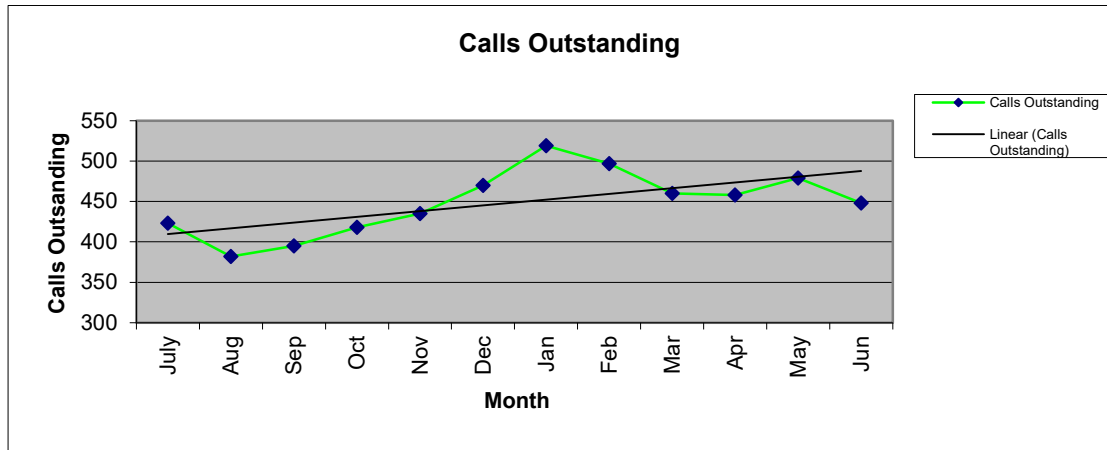
Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk.

Key points to note are:

- The number of incidents has stabilised over the quarter. Ongoing rolling programme of PC and laptop deployments with Windows 10 is likely to keep figures at current levels.

**2.1.2 Calls Outstanding**

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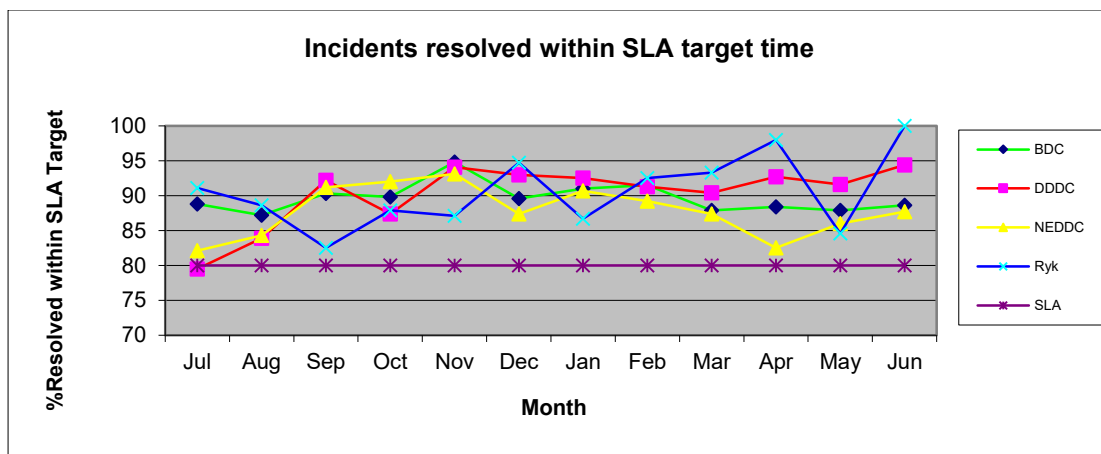
Again whilst not a performance indicator in the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator and the impacts of staff absence on the service.

The breakdown of calls raised by type was not available at time of writing. further breakdown shows calls raise by category.

Key points to note are:

- The level of outstanding Incidents has now started to reduce following ongoing increases through the latter part of 2017

### 2.1.3 Incidents resolved within SLA Target time



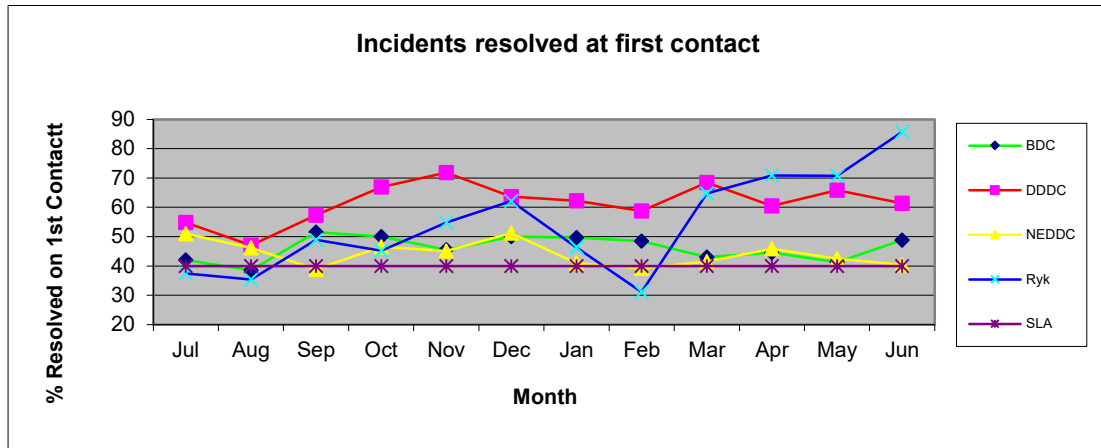
Key points to note:

- There were no breaches in the quarter (out of 12 results).

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



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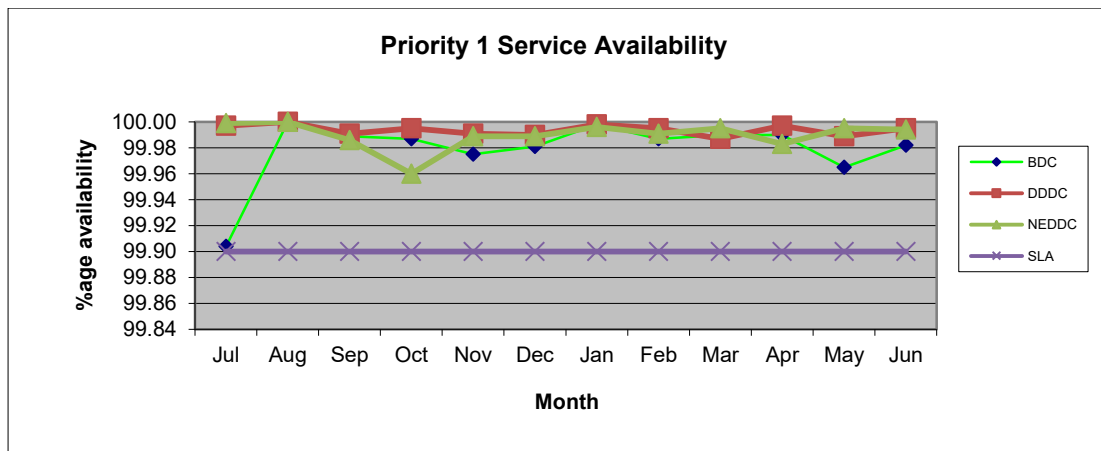


Points to note:

- There were two breaches in the quarter out of 12 results.

### 2.1.5 Priority 1 Service Availability

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



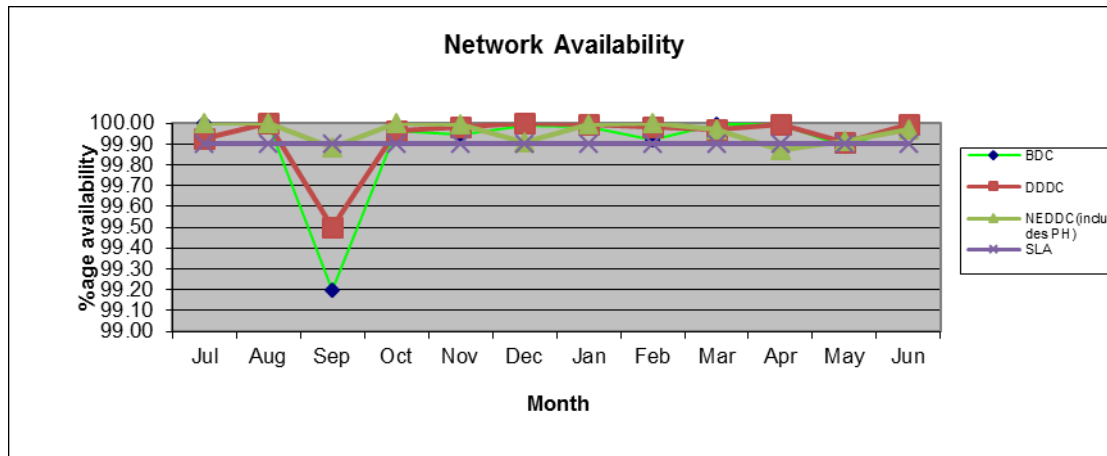
Points to note:

- The SLA target covers availability between 8:00am and 18:00 pm Monday to Friday which equates to 12 minutes per month.
- All services have equal weighting
- No overall or individual service SLA breaches in the quarter

### 2.1.6 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.

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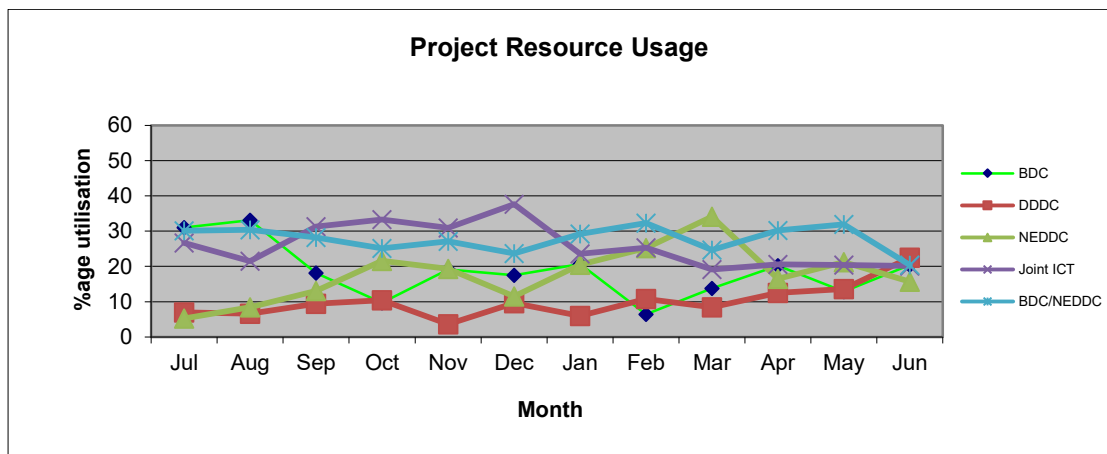


Points to note:

- No weighting is given to individual connections.
- There were two overall monthly SLA breaches in the quarter due to extended outages at the greasworks and wider impact of UPS failure at Eckington Depot.
- A number of individual SLA breaches occurred:
  - 2 hour outage at Sharley Park Leisure Centre due to Openreach issue
  - UPS failure at Eckington Depot affected all north of district sites at NEDDC in April for 2 hours
  - Switch failure at Eckington Depot resulted in 2 hour outage on 25/5
  - Power outage at Killamrsh on 21/5
  - Power outage at Matlock Town Hall resulted in a switch failure
  - 24 hour outage at Pleasley Vale due to openreach network issues

## 2.2 Resource utilisation

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

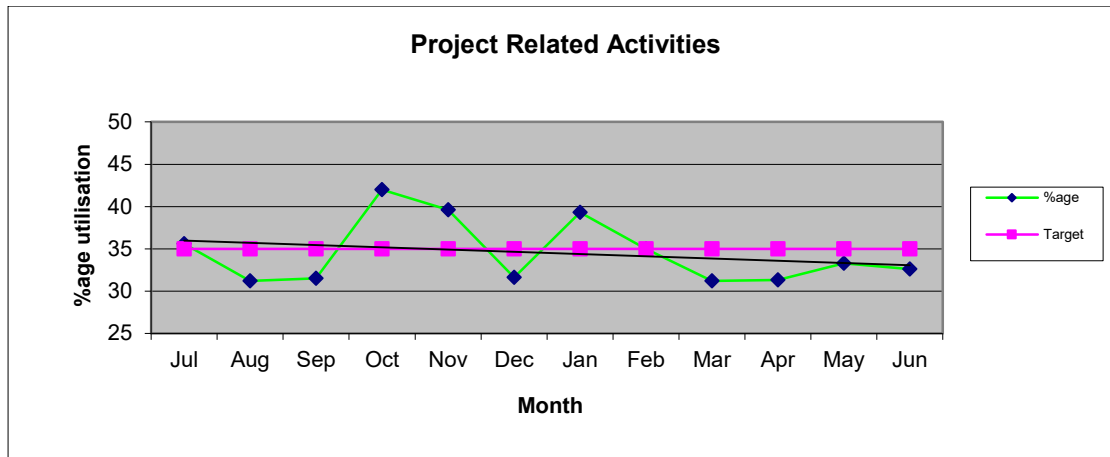


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Key points to note are:

- Significant work in June in migrating to new network data cabling at Matlock Town Hall

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:



The decreasing trend is misleading as there have been periods of extended out of hours project work which align to the peaks on the graph.

## 2.3 Projects

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

### 2.2.1 Derbyshire Dales

#### *Electronic Document Management System*

- Awaiting outcomes from initial deployment in Development Control

#### Town Hall data cabling

- Installation and migration work now complete. Strip out of redundant cabling now started and expected to be complete by 13<sup>th</sup> July.

### 2.2.3 NEDDC

#### *MITEL Unified Communications and Contact Centre Management*

- Deployment of the UC tools ongoing across the Council and is expected to be complete by mid July

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- Contact Centre solution testing currently delayed due to staff shortages in the Contact Centre. Testing and implementation no expected September.

#### 2.2.4 Strategic Alliance

##### *Firmstep GDPR Readiness*

- Work now complete

#### 2.2.5 Joint ICT Service

##### *Bring Your Own Device/Mobile Device Management*

- Two market leading solutions have been tested
- Executive Summary report and options appraisal being produced

##### *Windows 10 deployment*

- Build now ready at all partners. All new laptops and PC's will be deployed with Windows 10
- Procurement budgets in place for 2018-19 for major replacement programme

##### *Virtual Desktop Server replacement*

- Joint tender process complete
- Orders placed for BDC and NEDDC and equipment delivered, commissioning work underway
- Awaiting legal at DDDC for contract details

##### *2008 SQL migration*

- Current database implementations will be unsupported after June 2019
- Migration to later versions commenced

##### *Server 2008R2 migration*

- Current versions will be unsupported after December 2019
- Migration to later versions commenced

##### *2018-19 Infrastructure work programme (not yet started)*

- User Device refresh
- AlwaysOnVPN (remote access)
- Active Directory Review
- Internet Upgrade
- Cyber Essentials Plus (replacement for PSN certificate)
- Gcsx email and PSN decommission
- New Storage systems for BDC

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

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### 3. Budget

#### 3.1 Joint ICT Service Budget – 2017-18 out turn

Description	Full Budget	YTD Budget	Actual YTD	Variance
Employee costs	£1,005,302	£1,005,302	982178	(23,124)
(post budget adjustment)	(£7,203)	(7,203)		
Transport	£16,000	£16,000	£6,276	(£9,724)
Services	£80,250	£80,250	£60,843	(£19,407)
3 <sup>rd</sup> party payments	£300	£300	£8,229	£7,929
Income	(£20,250)	(£20,250)	(£24,773)	(£4,523)
<b>Total</b>	<b>£1,074,399</b>	<b>£1,074,399</b>	<b>£1,025,551</b>	<b>(£48,849)</b>

Variations(>£1,000):

- Salary costs under spend due to:
  - Salary costs adjusted post budget setting.
  - maternity leave
  - Three staff members have procured additional annual leave
- Transport:
  - fuel and oil costs not recharged
  - Car allowances under spend, due to change in T&C's for ex BDC employees
- Services
  - Internet connection recharge budget should have been in '3<sup>rd</sup> party payment, expenses £4k underspent. Some items budgeted in multi year agreements paid up front. No refresh of ICT staff equipment in year.
- Income
  - Recharge for out of hours work not budgeted for

The final outturn was an underspend of £48,849. Based on the recharge principles the amount returned to each partner was:

- BDC £14,107
- DDDC £11,484
- NEDDC £23,257

#### 3.2 Joint ICT Service Budget – Q1 out turn (Period 1-3)

Description	Full Budget	YTD Budget	Actual YTD	Variance
Employee costs	£1,031,915	£257,979	234,375	(£23,604)
Transport	£8,310	£2,078	£941	(£1,137)

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<b>Services</b>	<b>£64,990</b>	<b>£16,248</b>	<b>£36,576</b>	<b>£20,329</b>
<b>3<sup>rd</sup> party payments</b>	<b>£300</b>	<b>£300</b>	<b>£0</b>	<b>(£75)</b>
<b>Internal recharges</b>	<b>£21,000</b>	<b>£5,250</b>	<b>£0</b>	<b>(£5,250)</b>
<b>Depreciation</b>	<b>£1,730</b>	<b>£433</b>	<b>£0</b>	<b>(£433)</b>
<b>Income</b>	<b>(£20,710)</b>	<b>(£5,178)</b>	<b>(£24,117)</b>	<b>(£3,867)</b>
<b>Total</b>	<b>£1,107,535</b>	<b>£276,884</b>	<b>£260,192</b>	<b>(£16,692)</b>

Variations(>£1,000):

- Salary costs under spend due to:
  - Salary costs adjusted post budget setting.
  - maternity leave
  - Two staff members have procured additional annual leave
- Transport:
  - fuel and oil costs not yet recharged
- Services
  - A number of contracts start in April and paid for full year
  - No refresh of ICT staff equipment in year.
- Income
  - Visitor and Business centres charged and paid for full year

No issues with budget so far.

## **4. Cost Saving Plan**

No further savings identified in quarter.

Some saving on wide area network connectivity will be delivered at DDDC, however this is largely driven by the outcomes of the Leisure review and not ICT initiatives.

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

## **5. Risk Register**

Register reviewed and refreshed in September. No further changes.

See [Appendix 4](#).

## **6. Security Report**

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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 April to June 2018 can be seen below. None qualified as a 'serious' breach that required reporting.

<b>Incident Classification</b>	<b>BDC</b>	<b>DDDC</b>	<b>NEDDC</b>	<b>RHL</b>
Reportable breaches				
Non reportable breach	1			
Attempted hack			1	
Advice	1			
Virus				
False positive				
Theft of device				
Reported application vulnerability				
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>

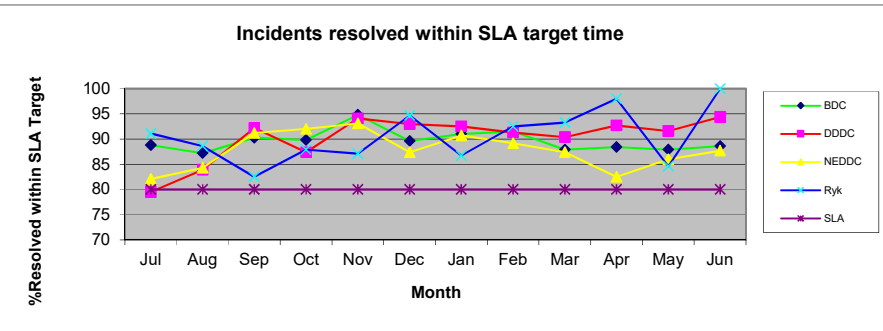
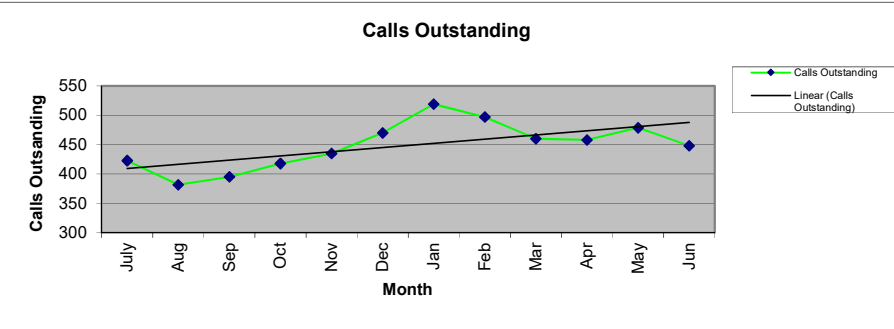
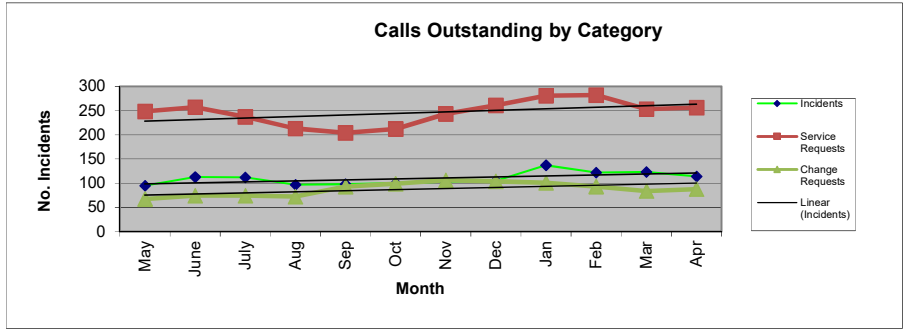
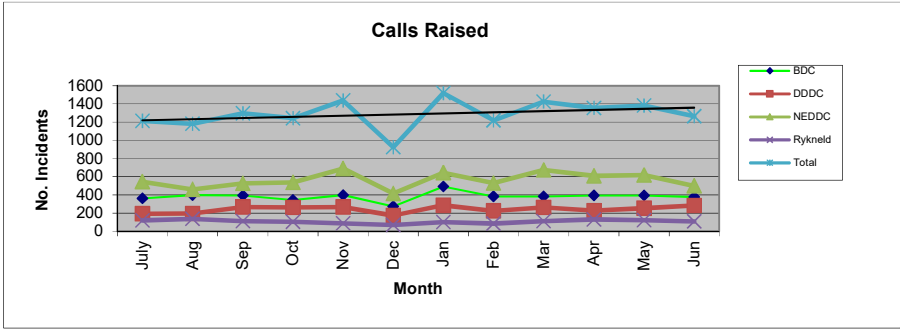
Denial of service attack on shared externally hosted website. Short term impact, additional measures implemented to mitigate.

False positives are items reported incorrectly by our virus products

non reportable breach at BDC related to password sharing. Head of Service dealing with this.

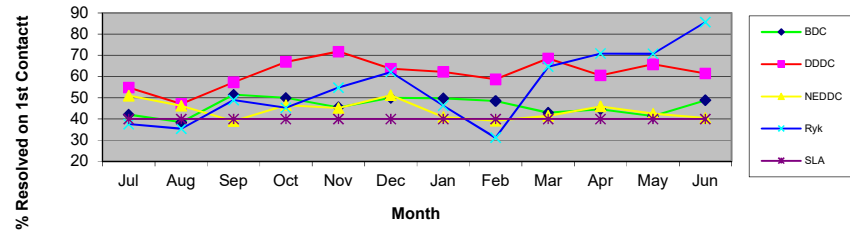
## **7. Service Development**

Following a request for reduced hours a minor restructure of the Projects & Development team has taken place. The changes only impact BDC and NEDDC. The result of this is that all staff in the Joint ICT service are now on NEDDC Terms and Conditions.

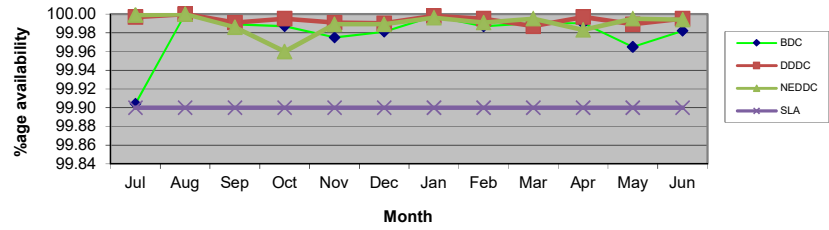


Incidents resolved at first contact

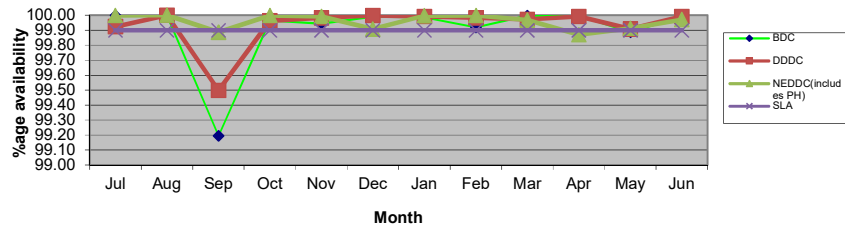




**Priority 1 Service Availability**

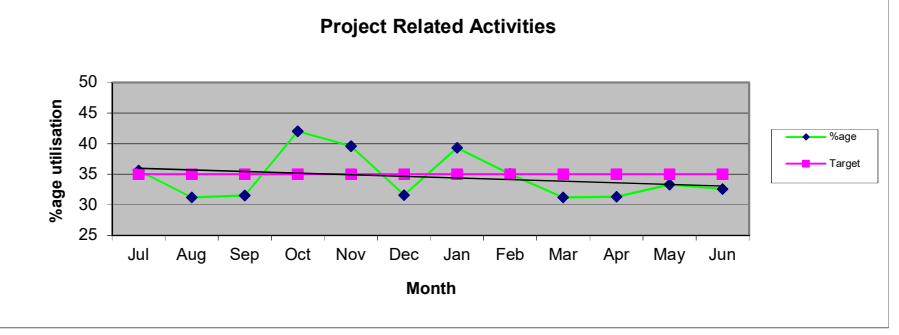
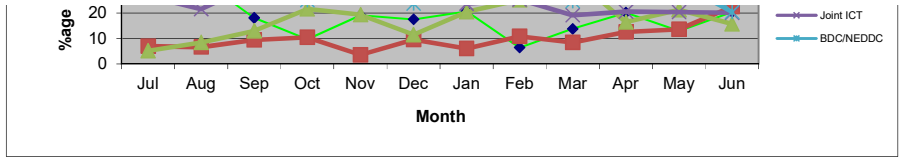


**Network Availability**



**Project Resource Usage**





# Joint ICT programme of work 2015

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spended to date	Target Start/Restart	Target End	BDT and Infrastructure Resource				
Start date 01/04/2018												Orig Est	Rev Est	Act Days	% Comp	Rem Days	
<b>1. Bolsover</b>																	
BD95	Housing Repairs 1st Touch Upgrade	3 - awaiting closure report	Upgrade scheduled for 8th June	04/07/18	Amber	PC	DA	IN			1/7/16	30/6/18	20.0		4.7	24%	15.3
BD17-02	MITEL UC and CCM	3 - awaiting closure report	Awaiting closure report	04/07/18	Green	NB	LT	IN			1/2/17	30/9/17	70.0	140.0	141.4	101%	-1.4
BD17_08	New LSP website	3 - awaiting closure report	Going Live 02/07/2018	04/07/18	Green	P. Brown	HB	BD			1/9/17	31/5/18	25.0	30.0	30.2	101%	-0.2
BD18_01	Capita OPENHousing	2 - implementing	Scoping meeting with Capita due W/C 30/04/18	04/07/18	Green	PC	DA	IN	£500k						3.3		
BD18_02	Shirebrook Contact Centre	2 - implementing	Meeting held to discuss plans and requirements. Awaiting planning and build timetable	04/07/18	Green	GG	NB	IN			1/8/17	31/7/18	5.0		0.1	2%	4.9
BD18_03	CCC system re-write for new management structure	3 - awaiting closure report	Put live 28/06/2018	04/07/18	Green	AD	HB	BD			1/6/18	1/8/18	8.0		7.1	89%	0.9
BD18_05	DEMS Bodycam System	1 - Scope & Business Case	project brief created	04/07/18	Green	PC	SW	IN			1/6/18	31/7/18	5.0		0.5	10%	4.5
BD18_06	Missed Bins Online Reporting	1 - Scope & Business Case	Initial meeting held 28/6/18	04/07/18	Green		KOG	IN							0.0		
BDCB	Change requests/small projects - Business Development	2 - implementing	based on 17-18	03/10/16	Green	NB	KOG	BD			1/4/17	31/3/19	10.0	13.0	0.0	0%	13.0
BDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 17-18	07/10/16	Green	NB	NB	IN			1/4/17	31/3/19	60.0	36.0	0.0	0%	36.0
<b>2. Derbyshire Dales</b>																	
DD11	IT transformation service review	2 - implementing	Project closure report completed	04/07/18	Green	NB	NB	IN			1/10/13	31/3/18	10.0	20.0	16.1	81%	3.9
DD11a	EDRMS	2 - implementing	consultant in place, process reviews progressing, awaiting progress reports	04/07/18	Amber	SC	NA	IN			1/6/17	31/9/18	5.0	15.0	8.2	55%	6.8
DD69	eNgage	2 - implementing	Further updates applied. Licensing team spearheading document creation. With users for development.	04/07/18	Amber	T Braund	TB	IN			1/11/15	30/6/18	5.0	10.0	8.4	84%	1.6
DD17-01	Mayrise Web Integration	2 - implementing	All work completed but limitations with Mayrise do not provide desired solution. Outstanding issues being reviewed.	04/07/18	Amber	C. Orford	NBa	BD			1/3/17	30/4/18	5.0	37.0	41.1	111%	-4.1
DD17-03	Agresso Upgrade 2017	4 - closed	Complete, closure report completed	27/06/18	Amber	K. Henriksen	RG	IN			1/11/17	31/3/18	20.0	16.5	16.0	97%	0.5
DD17_04	Town Hall Data Cabling	2 - implementing	primary and secondary containment largely complete. Most of remaining work will be out of hours.	04/07/18	Green	K. Henriksen	NB	IN			1/12/17	30/5/18	10.0		34.5	345%	-24.5
DD18-01	Leisure Transfer	2 - implementing	audit undertaken with freedom leisure it, project brief produced	04/07/18	Green	A. Watts	NB	IN			1/6/18	31/8/18	5.0		2.6	52%	2.4
DD18_02	Server 2008 Upgrades	2 - implementing	PB received	15/06/18	Green	NB	NA	IN			1/6/18	31/12/19	47.0		0.0	0%	47.0
DD18_03	SQL 2008 Upgrades	1 - Scope & Business Case	Awaiting PB	04/07/18	Green										0.7		
DDCB	Change requests/small projects - Business Development	2 - implementing	based on 15-16	03/10/16	Green	NB	KO	BD			1/4/17	31/3/19	1.0	5.0	0.0	0%	5.0
DDCI	Change requests/small projects - Infrastructure	2 - implementing	based on 12 months to 30/9/16	07/10/16	Green	NB	NB	IN			1/4/17	31/3/19	33.0	103.0	0.0	0%	103.0
<b>3. North East Derbyshire</b>																	
NE95	Capita Total Mobile	1 - Scope & Business Case	Awaiting update from Revenus. No further info yet	14/05/18	Amber	IS	DA	IN			1/7/17	31/9/18	10.0		0.0	0%	10.0
NE98	RHL New Financials System	1 - Scope & Business Case	on hold until April 2019	04/07/18	Amber	GB	PL	IN			1/7/17	30/5/18	5.0	6.0	5.0	83%	1.0
NE17_01	CGBC Cabling Removal	1 - Scope & Business Case	1Gb link in awaiting. Switch purchased. Awaiting survey results from NE	04/07/18	Amber	N. Etches	SH	IN			1/11/18	31/3/18	35.0		0.5	1%	34.5
NE-1702	MITEL UC and CCM	2 - implementing	McCollab rollout progressing for NEDDC. Testing underway for MiCC at NEDDC	04/07/18	Green	NB	LT	IN			1/2/17	30/9/18	70.0	120.0	104.8	87%	15.2
NE_1801	AIM V11 Upgrade	2 - implementing	Test upgrade complete. UAT progressing. Target Live date is 26/09/18	04/07/18	Green	DC	MW	IN			1/2/18	28/9/18	10.0	25.0	18.5	74%	6.5
NE18_02	Missed Bins Firmstep Module	1 - Scope & Business Case	Large amount of work. PB required. Consultancy started.	04/07/18	Green		KOG	BD							5.3		
NE18_03	CCC System Upgrade	2 - implementing	PB produced, work started previously as CR	04/0/18	Green		HB	IN			1/6/18	1/8/18	8.0		0.1		
NECB	Change requests/small projects - Business Development	2 - implementing	based on 18-18	03/10/16	Green	NB	KO	BD			1/10/14	31/3/19	5.0	16.0	0.0	0%	16.0
NECI	Change requests/small projects - Infrastructure	2 - implementing	based on 17-18	07/10/16	Green	NB	NB	IN			1/10/14	31/3/19	60.0	33.0	0.0	0%	33.0
<b>4. Joint service</b>																	
JS04	Documentation refresh and knowledge transfer	2 - implementing	Change requests being raised for documentation updates where knowledge lacking.	04/07/18	Green	NB	NA	IN			1/1/17	31/3/18	50.0	20.0	6.9	35%	13.1

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spent to date	Target Start/ Restart	Target End	BDT and Infrastructure Resource				
Start date 01/04/2018												Orig Est	Rev Est	Act Days	% Comp	Rem Days	
JS12	Visual Studio 2015 migration	2 - implementing	Testing underway	04/07/18	Amber	NB	NBa	BD			1/4/16	31/3/18	40.0		30.0	75%	10.0
JH17_01	NEDDC & DR Server & Storage Refresh	2 - implementing	Work almost complete. Bfp01 to be tidied up and moved before closure report.	04/07/18	Green	NB	NA	IN			1/2/17	28/2/18	43.0	28.0	27.3	98%	0.7
JH17-03	Windows 10 Builds	2 - implementing	BDC, NEDDC and DDDC live. Issues with academy revs. RHL with them	04/07/18	Amber	NB	PL	IN			1/3/17	30/9/17	45.0	75.0	83.7	112%	-8.7
JS17_05	Supportworks Upgrade	2 - implementing	Implementation now underway	04/07/18	Green	NB	MR	SD			1/5/17	30/4/18	10.0	10.0	28.0	280%	-18.0
JS17_07	Mobile Device Manager & BYOD	2 - implementing	Airwatch testing underway as alternative to mobileiron. 6th July trial ends.	04/07/18	Amber	NB	SW	IN			1/4/17	31/12/17	20.0	20.0	21.4	107%	-1.4
JH17-08	2017-18 User Device refresh	2 - implementing	Procurement completed, deployment underway	04/07/18	Green	NB	MR	SD			1/11/17	30/4/18	1.0		0.1	10%	0.9
JH18_01	AlwaysOnVPN	2 - implementing	Project brief produced and work underway. Windows 10 2016 AD CA/FS. On hold	04/07/18	Green	NB	LT	IN			1/1/18	30/6/18	35.0		0.0	0%	35.0
JH18_02	VMWare ESXi 6.5 Upgrade	2 - implementing	Upgrades starting next week.	04/07/18	Green	NB	TB	IN			1/3/18	1/6/18	16.0		11.4	71%	4.6
JH18_04	Server 2008 Upgrades	2 - implementing	Responsibilities assigned.	21/06/18	Green	NB	NA	IN			1/6/18	31/12/19	140.0			0%	140.0
	See SA18_04 for Strategic Alliance				Green												
	See DD18_02 for Derbyshire Dales				Green												
JH18_05	SQL 2008 Upgrades	2 - implementing	Responsibilities assigned.	21/06/18	Green												
	See SA18_05 for Strategic Alliance				Green												
	See DD18_03 for Derbyshire Dales				Green												
JH18_07	VDI Replacement Hardware	1 - Scope & Business Case	Hardware for NEDDC and BDC delivered.	04/07/18	Green	NB	NA	IN			1/3/18	31/10/18	40.0		9.9	25%	30.1
JH18_08	PSN Compliance 2018-2019	2 - implementing	PB created. Work under way.	04/07/18	Green	NB	LT	IN			1/10/17	1/10/19	136.0		7.2	5%	128.8
JSCI	Change requests/small projects - Bus Dev	2 - implementing	based on 17-18	03/10/16	Green	NB	KO	IN			1/4/17	31/3/19	5.0	12.0	0.0	0%	12.0
JSCI	Change requests/small projects - Infrastructure	2 - implementing	based on 17-18	07/10/16	Green	NB	NB	IN			1/4/17	31/3/19	20.0	32.0	0.0	0%	32.0
<b>5. Strategic Alliance</b>																	
SA22	PCI-DSS	1 - Scope & Business Case	Meeting held with key stakeholders. Await DC to progress	04/07/18	Amber	D. Clarke	NB	IN			1/7/17	31/3/18	5.0	5.0	0.7	14%	4.3
SA25	INSPIRE implementation	3 - awaiting closure report	Project closure report to be put together w/c 09/04/18.	04/07/18	Amber	LH	AC	GI			1/7/14	31/3/18	45.0	30.0	24.3	81%	5.7
SA16	Frontier upgrades	1 - Scope & Business Case	Now live. Archive databases onto one server and upgrade to 2012 / move etc.	04/07/18	Amber	LH	NA	IN			1/10/15	31/3/18	5.0	16.0	17.4	109%	-1.4
SA194	Self Online Payment systems	3 - awaiting closure report	First forms taking payments now live (online Bulky collection)	04/07/18	Amber	LH	NB	BD			1/12/15	31/10/17	10.0	10.0	9.1	91%	0.9
SA192	Bulky collection on line	3 - awaiting closure report	NEDDC/BDC - Both live - documentation to complete	04/07/18	Green	LH	HB	BD			18/3/16	9/4/18	30.0	79.0	78.2	99%	0.8
SA242	Electoral processes at NEDDC	6 - cancelled	Removing - part of old transformation prog. Never started.	12/06/18	Amber	LH	KOG	BD			1/8/16	31/12/16	20.0		0.7	4%	19.3
SA249	Legal processes	6 - cancelled	Removing - part of old transformation prog. Never started.	12/06/18	Amber	LH	KOG	BD			1/7/17	30/9/17	20.0	10.0	0.0	0%	10.0
SA16_03	Growth/Business microsites	2 - implementing	BDC live, NEDDC to be cloned. 15/6 - PB is missing. Nba to search through his emails to see if we have a copy anywhere.	04/07/18	Amber	LH	NBa	BD			1/7/17	30/6/17	15.0		12.5	83%	2.5
SA16_06	Revenues Derbyshire Fraud Initiative and Digital Transformation	2 - implementing	Comino training completed. Issues with software with Comino.	04/07/18	Amber	DC	NA	IN			1/1/17	30/4/17	20.0	32.0	33.3	104%	-1.3
SA16_08	Moving In/Out Of District	5 - on hold	Awaiting response from R&B over draft form. Need to chase DC to show her/igo through the form again. 4/7 Contacted AG for update.	04/07/18	Green	LH	NB	BD			1/11/16	31/3/17	5.0		4.1	82%	0.9
SA17_01	Estates IDOX DMS	6 - cancelled	Work complete. Minimal involvement from ICT. Should have been a CR.	04/06/18	Green	M. Broughton	RS	IN	£7,000.00		1/3/17	31/5/17	5.0		0.0	0%	5.0

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spent to date	Target Start/Restart	Target End	BDT and Infrastructure Resource				
Start date 01/04/2018												Orig Est	Rev Est	Act Days	% Comp	Rem Days	
SA17_04	Extranet	2 - implementing	Most ICT work complete. Waiting on HR and Comms re. HR forms before go live can happen	04/07/18	Amber	LH	S. Chambers	BD			13/11/17	30/4/18	40.0		42.5	106%	-2.5
SA18_01	Polling District Boundary Review	4 - closed	Project Closure completed	15/06/18	Amber	NB	AC	BD			30/1/18	31/3/18	6.0		23.9	398%	-17.9
SA18_02	GDPR and the Firmstep Platform	3 - awaiting closure report	Work complete. Awaiting closure	04/07/18	Green	NB	LH	BD			26/2/18	18/5/18	48.5		23.9	49%	24.6
SA18_03	Transformation programme work	1 - Scope & Business Case	Project needs closing and new one set up for new TP	04/07/18	Green	LH	NB	BD			19/3/18	31/3/22	40.0		2.5	6%	37.5
SA18_04	Server 2008 Upgrades	2 - implementing	PB received	04/07/18	Green	NB	NA	IN			1/6/18	31/12/19	93.0		0.8	1%	92.2
SA18_05	SQL 2008 Upgrades	1 - Scope & Business Case	Awaiting PB	04/07/18	Green										0.2		
SACB	Change requests/small projects - Business Development	2 - implementing	based on 17-18	03/10/16	Green	NB	KOG	IN			1/4/17	31/3/19	25.0	56.0	0.0	0%	56.0
SACI	Change requests/small projects - Infrastructure	2 - implementing	based on 17-18	07/10/16	Green	NB	NB	IN			1/4/17	31/3/19	25.0	21.0	0.0	0%	21.0
<b>Project Effort Distribution</b>																	
<b>BD</b>																	
Days required	55	10	7	7	79												
Availability	80	80	80	80	320	2 people, 213 days each, 3.33 at 75% of time on projects, one at 50% (EDM)											
Days Over/under committed	25	70	73	73	241												
Cumulative over/under	25	95	168	241													
<b>GI</b>																	
Days required	0	0	0	0	0												
Availability	53	53	53	53	212	2 people, 213 days, 2 x 50%											
Days Over/under committed	53	53	53	53	212												
Cumulative over/under	53	106	159	212													
<b>IN</b>																	
Days required	244	190	117	107	658	12 people, 213 days each, 30% of time on projects											
Availability	175	190	190	190	745												
Days Over/Under	-69	0	73	83	87												
Cumulative over/under	-69	-69	4	87													
<b>Total (BD+GI+INF)</b>																	
Total days needed	299	200	124	114	737												
Availability	308	323	323	323	1277												
Days over/under	9	123	199	209	540												
Cumulative over/under	9	132	331	540									Calendar Days Remaining:				

Cost Saving Plan												
Activity	Start	End	Potential savings:				Saving	Year	Status	One off/Rec	Actual	
			DDDC	NEDDC	BDC	Joint					saving	Comment
<b>2017-18</b>												
Fixed Lines and calls contract	01/04/17	31/03/18		2,570	3,570		R	2017-18	Complete	R	6,140	DDDC manage their own contract
Fixed lines review	01/04/17	31/03/18		595	5,697		R	2017-18	Complete	R	6,292	
Mobile phone contract	01/04/17	31/03/18		7,200	7,500		R	2017-18	Complete	R	14,700	contract agreed
Micosoft Office	01/04/17	31/03/18		13,200			A	2017-18	Complete	A	13,200	procured in 16-17 to avoid 13% price increase from 1/1/17
PSN aggregation	01/04/17	31/03/18	1,500	1,500	1,500		R	2017-18		R	0	CCS have agreed fixed term for 2 year renewal
Replacment monitoring tool	01/04/17	31/03/18	1,200	3,000	1,800		R	2017-18		R	0	work will not take place to Autum, defer to 18-19 savings
New SIP telephony contract	01/07/17	31/03/18			576		R	2017-18	Complete	R	576	
			<u>2,700</u>	<u>28,065</u>	<u>20,643</u>		<u>0</u>				<u>40,908</u>	
<b>2018-19</b>												
Replacment monitoring tool	01/04/18	31/03/19	1,200	3,000	1,800		R	2018-19		R		risk this may be deferred further year due to resource conflicts
WAN replacement	01/09/18	31/03/19	12,000				R	2018-19		R		primarily driven by Leisure review outcomes, not ICT initiative
			<u>13,200</u>	<u>3,000</u>	<u>1,800</u>		<u>0</u>				<u>0</u>	

## Joint ICT Service Area RISK REGISTER as at: 3<sup>rd</sup> August 2017

### 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 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	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	2 x 3 = 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 relatively low sickness rates. Low turnover rates.	2 x 4 = 8	ICT Manager
10	Insufficient capacity within service to meet business demands	Unable to delivery key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management. Funding considered on a project by project basis	3 x 3 = 9	Joint Management Team

## Joint ICT Service Area RISK REGISTER as at: 3<sup>rd</sup> August 2017

11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's. Conflict in resource demand for projects and changes	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, re allocate workload across teams. Manage expectations	5 x 2 = 10	Joint Management Team
12	Retention of apprenticeship schemes	If apprenticeships not maintained service KPI's will suffer and likely breach. On site staff coverage compromised	5 x 3 = 15	Apprentice reserve funding in place to cover 2017-18 and 2018-19. May look to mainstream budget if future underspends not realised.	4 x 3 = 12	ICT Manager
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multi year agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	ICT Manager

### 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 Service Area RISK REGISTER as at: 3<sup>rd</sup> August 2017

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 key systems for Benefits, electoral registration and contact centres teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team