

JOINT ICT COMMITTEE

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

PRESENT:-

Bolsover District Council (BDC):

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

North East Derbyshire District Council (NEDDC):

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

Derbyshire Dales District Council (DDDC):

Councillor B. Cartwright and G. Stevens

13/12. DECLARATIONS OF INTEREST

There were no declarations of interest made.

14/12. APOLOGIES

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

15/12. MINUTES – 2ND JULY 2012

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

16/12. QUARTERLY SERVICE REVIEW JUNE TO OCTOBER 2012

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

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

Incidents Raised

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

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

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

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

Incidents resolved within SLA Target time

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

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

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

Incidents resolved at first contact.

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

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

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Priority 1 Service Availability

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

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

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

Network Availability

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

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

Resource Utilisation

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

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

Project Related Activities

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

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Projects

NEDDC:-

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

Derbyshire Dales:-

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

Bolsover:-

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

Strategic Alliance:-

- Joint domain – complete.

Joint ICT Service:-

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

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

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

17/12. BUDGET

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

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

18/12. COST SAVING PLAN

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

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

19/12. SERVICE DEVELOPMENT PLAN

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

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

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

20/12. RISK REGISTER

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

21/12. BUDGET 2013/14

Budget movements from 2012/13:-

Employee costs; Key changes:-

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

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

A short discussion took place.

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

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

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

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

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

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

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

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

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

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

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

22/12. SLA PERFORMANCE REPORT

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

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

Impact of Sickness Absence;

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

A short discussion took place regarding the sickness absence figures.

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

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

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

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

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

(Joint ICT Manager

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

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

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

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

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

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

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

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

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

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

The meeting concluded at 1110 hours.