Your Ref:
Our Ref: SC
Contact: Sarah Cottam
Tel: 01246 217391
Fax: 01246 217442
Date: 12 June 2015

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 22 June 2015 at 2.00 pm** in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield, S42 6NG to transact the under mentioned business.

Yours sincerely

Sarah Stenberg

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

2 APPOINTMENT OF VICE-CHAIR

To appoint the Vice-Chair of the Joint ICT Committee for the ensuing year

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 1 December 2014. **(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   REVIEW OF THE JOINT ICT COMMITTEE TERMS OF REFERENCE, PARTNERSHIP AGREEMENT AND EXIT MANAGEMENT PLAN

To carry out a review of the Joint ICT Committee's Terms of Reference, Partnership Agreement and Exit Management Plan.

9   QUARTERLY SERVICE REPORT ON THE JOINT ICT SERVICE

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

10   BUDGET OUTTURN AND APPRENTICESHIPS

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

11   URGENT BUSINESS

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

12   DATE OF NEXT MEETING

The next meeting of the Joint ICT Committee will be held at 2.00 pm on Monday 30 November 2015 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 a meeting of the Joint ICT Committee held in the Board Room at Pioneer House, Wingerworth, on Monday, 1 December 2014 at 2.00 pm

Present:

Bolsover District Council (BDC)

Councillor D Kelly

Derbyshire Dales District Council (DDDC)

Councillor L Rose (OBE) - in the Chair
Councillor G Stevens (MBE)

North East Derbyshire District Council (NEDDC)

Councillors P R Kerry and P Williams

Officers:

K Henrikson	-	Derbyshire Dales District Council
P Hackett	-	Bolsover District Council/North East Derbyshire District Council
N Blaney	-	Bolsover District Council/North East Derbyshire District Council/Derbyshire Dales District Council
S Cottam	-	North East Derbyshire District Council

Action

12/14   Apologies for Absence

Apologies for absence were received from Councillor G Baxter (MBE) (NEDDC), Councillor A Tomlinson (BDC), Councillor E Watts (BDC) and Councillor B Cartwright (DDDC).

13/14   Declarations of Interest

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

There were no declarations of interest declared at the meeting.

14/14   <u>**Minutes of Last Meeting**</u>

<u>RESOLVED</u> – That the Minutes of the Joint ICT Committee held on 23 June 2014 be approved as a true and correct record and signed by the Chair.

15/14   <u>**Interim Report on the Joint ICT Service (July 2014 to September 2014)**</u>

The ICT Manager presented the interim report on the Joint ICT Service (July 2014 to September 2014).

Key points to note for the July to September figures were:-

- Call volume figures were now stable following the Windows 7 project.

- DDDC incident figures were high, primarily due to the impact of the office moves and the focus being on addressing the backlog of calls.

The ICT Manager summarised the key projects under way that were scheduled to start within the coming three months.

<u>NEDDC</u>

- Windows 7 – three devices remained and were awaiting specialist hardware procurement or business application upgrades.

- Wide Area Network Upgrades – as of 7 July this work was completed following the commissioning of the new link from Dronfield to Eckington Sports Centres.

- Income Management Upgrade – awaiting Capita for dates on the upgrade to version 9.

- PSN Annual Compliance – the annual external health check outcomes were being progressed and the PSN compliance submission was due in December 2014.

- Mill Lane Relocation – all work streams were progressing and the budget position was on target.

<u>DDDC</u>

- Audit Commission Action Plan – business continuity issues were raised at CMT and DCC had committed to a refresh by December 2014.

- IP Stream Replacements – all the new links were now commissioned.

- I-Pad Trial – project scope increased to include CMT, all devices were deployed.

- Windows 7 – only two machines remained which awaited hardware and business application upgrades, additional security hardening was undertaken.

- PSN Annual Compliance – PSN compliance certificates were issued as of the 11 July 2014.

- dalesNET update – work had now commenced with a target completion of December 2014.

BDC

- Windows 7 – three end user machines were outstanding, or awaiting vendor input.

- PSN Annual Compliance – the annual external health check outcomes were being progressed, the PSN compliance submission was due October 2014.

The budget outturns for this period were under budget, mainly due to licensing costs. ICT had negotiated good deals with the vendors.

The ICT Manager advised the Committee that the ICT Service was running at a minimum staff capacity, monitoring of employee learning and development plans were being undertaken both at mainly 1-2-1's and also via quarterly reviews of EDPR Action Plans.

A new service desk rota had been well received by staff, stating it was less stressful than doing five continuous days on phone cover.

RESOLVED – That the interim report on the Joint ICT Service (July 2014 to September 2014) be noted.

16/14   **Project Closure**

The Committee considered a report on complex project closure. Nick Blaney, ICT Manager, advised the Committee of the Windows 7 Complex Project Closure, which ended on 30 June 2014.

During the project 99% of all desktops and laptops were migrated to Windows 7 through the in situ upgrades or VDI rollouts.

An initial target of 8 April was missed, however, on 1 April the Crown Commissioning Service advised of an agreement with Microsoft for extending Windows XP security support until 8 April 2015. A handful of Windows XP machines had been security hardened pending vendor software and hardware solutions. At Saltergate pressures to meet deadlines and the lack of resource resulted in some process failures.

The project was originally identified as a two year project, but due to BDC's relocation to The Arc, meant it started 12 months later than planned. The ICT Manager advised that attempting to complete a significant project as this in such a short timescale put unfair pressures on all members of the ICT Service.

Members noted that there were still issues with the firmstep system and that Environmental Health were not picking complaints up through the Contract Centre. It was advised that ICT were working with the vendor for a project enhancement. This would continue to be monitored.

RESOLVED – That the Committee noted the update on the Complex Project Closure.

17/14   ICT Strategy 2014-2017

The Committee considered a report from Nick Blaney, ICT Manager, on the ICT Strategy 2014-2017.

As of 1 April 2014 the ICT Strategy 2014-2017 was implemented and was the over-arching strategy for all three authorities.

The previous Strategy focused primarily on delivering cost savings, embedding the new Shared Service and delivering the identified technology strategy. The focus of the new Strategy was around the Growth and Transformation Programmes of each authority.

The ICT Manager outlined the Strategy and the key points raised were:-

Emerging Trends and External Influence

Cloud/G Cloud – Government cloud computing is a UK Government programme to promote the government adoption of cloud computing. This was not always cost effective but would be the first point of call when looking for new technology solutions.

Bring or chose your own device

Choose your own device is a prevalent concept. This proposed that

staff should have a wider choice of which device the organisation should provide. The cost and additional support complexity were currently a barrier to promoting a solution such as this.

Open Data

This was a big initiative to make data more widely available. The ICT Manager advised of the transparency agenda coming forward.

Digital by Design/Digital First

This was a Central Government service which had been set up to promote the use of digital as the first choice of delivering transactional services across the public sector. The authority would use, where possible to provide a good digital service. This would be seen through the Communications Team.

The Committee were advised that the ICT Strategy 2014-2017 would go through the committee process for approval and the ICT Manager would report back to the Joint ICT Committee at a later date with an update.

RESOLVED – That the ICT Strategy 2014-2017 be noted.

18/14   **Joint ICT Service Budget 2015-2016**

The Committee considered the Joint ICT Service Budget 2015-2016. Nick Blaney, ICT Manager, advised the Committee that the 1% pay increase was assumed in preparation of the salary figures. Subsequently the pay award proposal was put forward. The Joint Management Team had agreed that any additional salary costs as a result of the pay award would be dealt with in the mid-year budget revisions.

Changes of personnel within the Servicedesk Team did however lead to an overall reduction in salary costs, due to new staff being on a lower scale point within their grade.

In terms of additional income, support services to business centres within both BDC and NEDDC, along with visitor information centres at Derbyshire Dales, had led to increased income. This extra workload had been absorbed within the existing resources.

The budgets for 2015-16 would show an increase of £11,337 (1.05%), compared with the figures from 2014-15. The budget covered management facilities, shared solutions and income, Infrastructure Team, Servicedesk Team and the Business Development Team.

RESOLVED – That the Committee noted the report and approved
the recharges for 2014-15.

19/14   **Urgent Business**

There were no items of urgent business to be discussed at the
meeting.

20/14   **Date of Next Meeting**

The next meeting of the Joint ICT Committee will take place at a
time and date to be confirmed in six months time at Pioneer House,
Chesterfield.

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Joint ICT Mins (1201) 2014/AJD/AH

NORTH EAST DERBYSHIRE DISTRICT COUNCIL, DERBYSHIRE DALES DISTRICT COUNCIL AND BOLSOVER DISTRICT COUNCIL

SHARED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE JOINT COMMITTEE

1   Purpose

This is a Joint Committee of Derbyshire Dales, Bolsover and North East Derbyshire District Councils, established under the provisions of Section 101 (5) of the Local Government Act 1972 and all regulations made thereunder.

The purpose of the Committee is to oversee and provide strategic direction to the provision of shared information and communication technology (ICT) services between North East Derbyshire District Council, Bolsover District Council and Derbyshire Dales District Council.

The Joint Committee will be created by the passing of the necessary resolution by the respective Councils and to the discharge of functions as described in the Committee's Terms of Reference.

2   Membership

The Joint Committee shall comprise 3 named elected members, with provision for substitutes, from each of the respective authorities with full voting rights. The Members shall hold office until each constituent authority's annual meeting and shall be eligible for reappointment.

The Joint Committee shall at its first annual meeting, elect one of its members to be Chair and one of its members to be Vice-Chair. The Chair and Vice-Chair shall, unless they resign or cease to be members of the Joint Committee, continue in office until their successors are appointed.   Each constituent authority shall appoint the offices of Chair and Vice-Chair in turn.

The Proper Officer of each Constituent Authority shall immediately after the appointment of any member of the Joint Committee by that authority, give notice of the name and address of the member appointed to the Secretary of the Joint Committee.

A member of the Joint Committee may resign his/her membership by sending to the Secretary of the Joint Committee a notice in writing of his/her desire to do so and the resignation shall take effect upon the receipt of the notice by the Secretary.

Where a casual vacancy exists on the Joint Committee, the relevant constituent authority shall nominate a replacement member at the earliest opportunity to the Secretary.

3   Notice and Summons to Meetings

The Secretary will send a signed summons to every elected member and officer of the Joint Committee, at least 5 clear days before a meeting. The summons will give the date, time and place of each meeting; specify the business to be transacted, and will be accompanied by such reports as are available.

4   Quorum

The quorum of a meeting of the Joint Committee will be 3 elected members, one from each of the constituent authorities. If, at any part during a meting, a quorum is not present, the meeting will adjourn immediately. Remaining business will be considered at a time and date fixed by the Chair.

5   Voting

Matters will be decided by the Joint Committee by a simple majority of those Councillors voting and present in the room at the time the question was put. The Chair shall take the votes by a show of hand.

If there are equal votes for and against, the Chair may exercise a second or casting vote. There will be no restriction on how the Chair chooses to exercise a casting vote, save that if no second or casting vote is made, the proposal will automatically fail.

6   Appointment of Officers

- The Joint Monitoring Officer of North East Derbyshire District Council shall act as Secretary to the Joint Committee and the position will be appointed to at each annual meeting of the Joint Committee.
- The Joint Assistant Director Resources(Finance and ICT) of North East Derbyshire and Bolsover District Councils shall act as Treasurer to the Joint Committee and the position will be appointed to at each annual meeting of the Joint Committee.
- The Chief Internal Auditor of Derbyshire Dales District Council shall act as Auditor to the Joint Committee

7   Frequency of Meetings

The Joint Committee in addition to its annual meeting, shall meet on at least one other occasion per year and at such other times as may be required.

8   Terms of Reference

8.1   To oversee the management and future development of the Shared ICT Service initiative between North East Derbyshire District Council, Bolsover District Council and Derbyshire Dales District Council

8.2   To receive periodic reports of the Shared Service Joint Management Team

8.3   To undertake dispute resolution between the constituent authorities in accordance with the Partnership Agreement

8.4   To agree the cost structure and manage the financial resources of the shared service(s)

8.5   To consider any requests to increase funding for the Joint Committee in response to any unforeseen increase in costs

8.6   To explore any associated development of joint working between the constituent authorities to other areas of work/service delivery

8.7   To consider and formally approve any amendments to the Service Level Agreement and Partnership Agreement

8.8   To oversee the management of the joint contracting relationship of the shared ICT service partnership

9   Review

The constituent authorities will review the Joint Committee's terms of reference annually.

Agreement for an Information and Communication Technology Shared Service Partnership

**Bolsover District Council
Derbyshire Dales District Council
And North East Derbyshire District Council**

Final version 6th October 2010

THIS AGREEMENT is made the   **day of**   **2010.**

BETWEEN

BOLSOVER DISTRICT COUNCIL of Sherwood Lodge Bolsover Derbyshire S44 6NF ("Bolsover")

and

DERBYSHIRE DALES DISTRICT COUNCIL of Town Hall Matlock DE4 3NN. ("Derbyshire Dales")

and

NORTH EAST DERBYSHIRE DISTRICT COUNCIL of Council House Saltergate Chesterfield Derbyshire S40 1LF..("North East Derbyshire")

PART 1

HISTORY

Derbyshire Dales District Council and North East Derbyshire District Council entered into an agreement ("the old agreement") for the provision of a Joint ICT Service for the 2 Councils on 1st January 2010. Bolsover District Council is now joining the partnership, requiring a review of the old agreement. This agreement supersedes the old agreement save that the provisions relating to transfer of Staff from DDDC to NEDDC shall remain in full force and effect.

1. THE NAME

The Partnership's name is the ICT Shared Service Partnership (and in this agreement it is called 'the Partnership').

2. PARTNER ORGANISATIONS

The parties to this agreement are Bolsover, Derbyshire Dales and North East Derbyshire

3. DURATION OF AGREEMENT

The agreement shall be in place from 1st January 2011 and shall continue until determined by notice. A partner may withdraw from the Partnership following the service, in writing of twelve months notice.

4. DEFINITION OF TERMS

The following terms appear in this Agreement, which are defined below -

- **Client Manager** – the Head of Organisational Development employed by Derbyshire Dales or his successor and the Director of Resources for Bolsover or his successor
- **ICT** – Information and Communication Technology
- **ICT Manager** – the Manager designated by North East Derbyshire to oversee the joint service
- **Joint ICT Service** – the service set up under the terms of this Agreement
- **Joint Management Team** – officers from each of the partners designated from time to time under the Service Level Agreement and authorised to provide and control the shared service.
- **Joint Committee** – is a formal decision making body with an elected membership representative of the constituent partner authorities, the remit of which is to oversee and provide strategic direction to the provision of shared services between North East Derbyshire and Bolsover and Derbyshire Dales.
- **Risk Assessment** – a risk assessment developed, maintained and managed in accordance with the Service Level Agreement.
- **Service Level Agreement** - is a formal agreement entered into by all the partners that describes the services to be provided/delivered and defines and governs service delivery standards and the respective responsibilities of those partners and any annual review.
- **The Joint ICT Business Case** – means the Business Case produced by the Partners and approved by them
- **The partners** - North East Derbyshire, Bolsover and Derbyshire Dales
- **Transfer date** – means the date that Bolsover's employees transfer to North East Derbyshire.
- **Transferring Employees** – means those former employees of Bolsover who have or will become employees of North East Derbyshire under the operation of the Transfer of Undertaking Regulations.
- **The Council** means the full council of each Partner.
- **The Executive** means the Executive or Cabinet of the Partners

Clause headings are for reference only and shall not affect the construction of this Agreement

INCORPORATED DOCUMENTS

This agreement should be read in conjunction with the Service Level Agreement and the Joint ICT Business Case both of which documents form part of this agreement.

5. **OBJECTIVES**

The purpose of the partnership is to provide each of the partners with the Joint ICT Service in accordance with the Service Level Agreement agreed by the partners and appended to this agreement and in so doing to provide savings and improved performance.

The Partnership is responsible to the Joint Committee for the provision of the Bolsover and Derbyshire Dales ICT services by North East Derbyshire

The objectives of the Partnership will be administered and managed in accordance with the provisions the Service Level Agreement and paragraph 6 of this Agreement.

6   LEGAL FRAMEWORK

The Partnership is established under the following provisions: -

Sections 101; 102; 103; 111 and 113 of the Local Government Act 1972 and Section 20 of the Local Government Act 2000 and all other powers enabling the partners to enter into such joint working arrangements

References to statutory provisions shall be construed as references to those provisions as respectively amended or re-enacted or as their application is modified by other provisions (whether before or after the making of this Agreement) from time to time and shall include any provisions of which they are re-enactments (whether with or without modifications)

Reference to Acts shall be construed as references to Regulations and/or other Statutory provisions made thereunder as respectively amended or re-enacted or as their application is modified by other provisions (whether before or after the making of this Agreement) from time to time and shall include any provisions of which they are re-enactments (whether with or without modifications)

7.   TRUST AND GOOD FAITH

In entering into this Agreement the parties recognise that it is impracticable to make provision for every contingency that may arise. The parties intend that this Agreement shall operate between them with fairness and without detriment to their respective interests. If in the course of the performance of this Agreement unfairness to any party is disclosed or anticipated, then the parties shall use all reasonable endeavours to agree such action as may be necessary and fair to remove the cause of the same.

Each party shall do all things necessary or desirable to give effect to this Agreement, providing that any disagreement between them shall be subject to the dispute resolution procedure at part 20 of this Agreement.

8.   AMENDMENTS TO THE AGREEMENT

No amendments shall be made to this Agreement including the Service Level Agreement or the Joint ICT Business Case without the consent of all partners signified by resolution of the Joint Committee.

ADDITIONAL PARTNERS

The Partners will consider any proposal for any other council or public body to become a party to this Agreement. Such proposals will be considered by the Joint Committee, but may only be finally agreed by each Council's full Executive or Council meeting. The

Joint Committee may agree any changes to this Agreement following such final agreement by each full Executive/Cabinet or Council meeting.

9.   GOVERNANCE ARRANGEMENTS

The governance structure with responsibility for leading and delivering the outcomes of the Partnership will be as follows:

9.1   Joint Committee

Governance

Purpose
- To manage the Joint ICT Service partnership
- To make decisions on behalf of the Partnership regarding budgetary control
- To provide strategic direction to the provision of the Joint ICT Service between the partners.
- Quarterly monitoring of the delivery against the Business Case savings. Where there is no meeting of the Joint Committee the quarterly report is to be made to the Joint Management Team.

Membership

Three (3) Elected Members with voting rights from each partner comprising the Partnership.

Frequency of Meetings

The Joint Committee shall meet in addition to its annual meeting, on at least one other occasion per year and at other times as required.

9.2   Joint Management Team

Purpose
- To have day to day responsibility for service provision and review and project prioritisation
- To advise the Joint Committee
- To have responsibility for the organisational structure of the shared service
- Financial Monitoring of the Joint ICT Service.
- To act as the Change Advisory Board for the Joint ICT Service

Membership
- Two named officers of each partner with responsibility for the provision and control of the Joint ICT Service
- One service user representative of each partner

10. RISK MANAGEMENT

An Equality Impact Assessment will be undertaken in accordance with the North East Derbyshire's equality and diversity processes.

The ICT Manager will develop maintain and manage a Risk Register as per the partners risk management framework in relation to the functions of the Joint ICT Service. This Risk Register will be available for inspection and will be reported to the Joint Committee annually and to any other appropriate body within each partner

11. FUNDING ARRANGEMENTS

Funding arrangements are set out in the Service Level Agreement and any changes will require approval by the Joint Committee.

The partners require and will share savings and other benefits from any future development of the partnership.

Joint ICT Service Budget

The Joint ICT Service shall maintain an Operational Budget to which will be charged all costs and income arising from the operation of the Joint ICT Service subject to the terms of this Agreement

Approval of Financial Documents by the Joint Board

For each financial year commencing on the 1st April the ICT Manager shall prepare a Service Delivery Business Plan and Operational Budget for approval by the Joint Committee not later than the 31st December preceding the start of the relevant financial year (or any other date that the Joint Committee may decide)

Content of Financial Documents

In its Operational Budget and Service Delivery Business Plan the Joint ICT Service shall set out the scale of charges proposed for chargeable activities for the forthcoming year and indicative charges for the following 2 years

Partners' Budget Allocations

Each of the partners agrees to make a budgetary allocation into the Joint ICT Service so as to put into effect the above. This allocation is to be paid at times agreed by the Joint Management Team each year.

12. PROCUREMENT

Procedure for procuring and pricing additional services within the agreement will be as determined by the Service Level Agreement.

13. PAYMENTS

Payments shall be made in accordance with the Service Level Agreement.

14. AUDIT ARRANGEMENTS

The parties to the Partnership shall provide each other with sufficient information and access to information to allow the internal and external auditors of each party to carry out their respective duties. This provision includes, but is not restricted to, the setting of any audit programme. Derbyshire Dales will be the lead partner in respect of provisions for internal audit.

15. PERFORMANCE MANAGEMENT

Performance management will be undertaken in accordance with the Service Level Agreement the Business Case and the partners' performance management requirements.

16. INDEMNITIES AND LIABILITIES

All liabilities incurred by the parties under the auspices of the Joint ICT Service in carrying out the ICT services including any continuing obligations and liabilities after termination of this Agreement shall be shared equally between the partners

Where the liability arises solely in relation to the operation of one of the partners involved, termination of the Agreement without the consent of the other partners or termination owing to a substantial breach liability will be determined by the Joint Committee

17. PROVISION FOR SUB-CONTRACTING BY SERVICE HOST

North East Derbyshire shall not substantially sub-contract the service without the express agreement of the Joint Committee or such person or committee properly delegated by them to make such decisions such consent to be in writing.

18. INFORMATION

The partners acknowledge that they have duties and obligations under the Data Protection Act 1998 (DPA), Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004 (EIR), including any amendment, modification or re-enactment, which may require the release of information.

The partners shall assist and cooperate with each other to enable them to comply with any statutory information disclosure provisions (including co-operation and disclosure

in connection with Local Government Ombudsman, Data Protection, and Freedom of Information Act matters)

North East Derbyshire shall co-ordinate all responses to requests for information received under the DPA FOI and/or EIR , or from the Local Government Ombudsman in respect of the Joint ICT Service.

North East Derbyshire, in consultation with the Bolsover and Derbyshire Dales, shall determine the application of any exemption to the release of information under the DPA FOI and/or EIR in response to a request for information

North East Derbyshire shall maintain a register of all requests for information received and place the same on its website.

North East Derbyshire in accordance with the North East Derbyshire's relevant policies shall deal with any appeals relating to the FOI process (this includes any appeal against the initial decision.)

19.   STAFF

19.1   Transfer of Staff

19.1.1 Bolsover shall be responsible for all remuneration benefits entitlements and outgoings in respect of its Transferring Employees up to the Transfer Date.

19.1.2 Bolsover shall indemnify and keep indemnified the North East Derbyshire against all losses incurred by the North East Derbyshire in connection with or as a result of:

Any breach by the Bolsover of its obligations under clause 19.1.1 above, or

Any claim or demand by any Transferring Employee arising out of the employment of any transferring Employee provided that this arises from any act fault or omission of Bolsover prior to the Transfer Date and provided that such claim is not in connection with the Transfer

19.2   Changes to Staffing Structure of the Joint Service

The staffing structure is set out in the Service Level Agreement

If the ICT Manager considers that additional staff are required,(over and above the staffing arrangements approved by the Joint Committee at the date of this Agreement) in order to carry out the functions of the service the ICT Manager shall report to the Joint Committee unless these changes incur no additional costs in which case the ICT Manager will report to the Joint Management Team.

Any additional staff approved by the Joint Committee shall be recruited and employed by North East Derbyshire in accordance with their policies and procedures.

The ICT Manager shall have authority to appoint temporary staff within budget and in accordance with North East Derbyshire's employment procedures.

19.3 ICT Manager

North East Derbyshire, after approval from the Joint Management Team, shall

- Appoint any subsequent ICT Manager
- Dismiss or take any disciplinary action[1] against any ICT Manager

Provided that any appointment or dismissal of any ICT Manager carried out by the North East Derbyshire shall be subject to the procedures for objections to be made under the Local Authorities (Standing Orders) (England) Regulations 2001 [2].

19.4 Other Employees

North East Derbyshire shall be responsible for the function of appointing dismissing and taking disciplinary action against any member of staff of the Joint ICT Service in accordance with the North East Derbyshire's employment policies practices and procedures

19.5 Working Arrangements

Line management of all the Joint ICT Service staff on a day to day basis shall be the function of the ICT Manager. The ICT Manager shall be responsible for setting work duties and standards for the shared service staff to follow

20. DISPUTES

Any dispute or difference arising in respect of the construction, meaning, operation or effect of this Agreement the Service Level Agreement or the Joint ICT Business Case or any of the provisions contained in it in respect of the rights, duties and liabilities of any of the partners shall be referred in the first instance to the Joint Management Team who shall convene to consider the dispute within 14 days of notification of formal notification of its existence.

If the dispute is not substantially resolved to the satisfaction of the partners within 28 days of notification of formal notification of its existence then the dispute shall be referred to the Joint Committee. If the dispute is not substantially resolved to the satisfaction of the partners within 28 days of the Joint Committee considering the same then the procedure below shall be invoked.

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[1] "Disciplinary Action" is defined by the Standing Orders Regulations 2001 (S.I. 2001 no. 3384)as follows: *"disciplinary action" in relation to a member of staff of a local authority means any action occasioned by alleged misconduct which, if proved, would, according to the usual practice of the authority, be recorded on the member of staff's personal file, and includes any proposal for dismissal of a member of staff for any reason other than redundancy, permanent ill-health or infirmity of mind or body, but does not include failure to renew a contract of employment for a fixed term unless the authority has undertaken to renew such a contract;* and in this agreement this definition shall be interpreted in accordance with the host authority's employment policies practices and procedures.
[2] S.I. 2001 no. 3384 Sched. 1 part 2 para. 2

Should any partner decide that they are unable to settle the dispute in connection with this Agreement using the procedure set out above, then the partners will attempt to settle it by mediation in accordance with the CEDR[3] Model Mediation Procedure. Unless otherwise agreed between the partners, the mediator will be nominated by CEDR. The costs of mediation are to be borne equally by the partners. To initiate the mediation a partner must give notice in writing ("ADR notice") to the other partner or partners to the dispute requesting mediation. A copy of the request should be sent to CEDR. The mediation will start not later than 21 working days after the date of the ADR notice.

21. TERMINATION FOR BREACH

Any of the partners may terminate this Agreement in the case of a substantial breach of the terms of this Agreement by one of the other partners. A substantial breach shall be defined as one by which this Agreement would be rendered inoperable and shall be decided in accordance with the Dispute Resolution Procedure set out in clause 20 above.

22 ADMINISTRATIVE ARRANGEMENT

The partners agree that this arrangement is an administrative arrangement between them intended primarily to secure economy and efficiency in the performance of their statutory functions.

23 NO PARTNERSHIP

Nothing in this Agreement the Service Level Agreement or the Joint ICT Business Case, and no action taken under this Agreement the Service Level Agreement or the Joint ICT Business Case, shall create a partnership or establish a relationship of principal and agent between any of the partners or otherwise authorise any partner to bind any other partner for any purpose.

24. NOTICES

Any Notices in relation to this Agreement shall be addressed to the relevant partner at its address given at the beginning of this Agreement.

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[3] Centre for Effective Dispute Resolution International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU Tel +44 (0) 20 7536 6000 Fax +44 (0) 20 7536 6001 E-mail info@cedr.co.uk www.cedr.co.uk Registered in England as Centre for Effective Dispute Resolution Limited number 2422813 Registered Charity number 1060369

AS WITNESS the hands of the Parties hereto the day and year first before written

Signed on behalf of   )
BOLSOVER DISTRICT COUNCIL   )
In the presence of

Signed on behalf of   )
NORTH EAST DERBYSHIRE DISTRICT COUNCIL   )
In the presence of:-   )

Signed on behalf of   )
DERBYSHIRE DALES DISTRICT COUNCIL   )
In the presence of:-   )

Derbyshire Dales District Council, Bolsover District Council and North East
Derbyshire District Council
Joint ICT Service

Draft Exit Management Plan
7 January 2011

BACKGROUND

The Shared Service Partnership Agreement contains mechanisms for ensuring the
joint service can continue to operate to the satisfaction of all parties, including
arbitration as a last resort. It is additionally best practice to develop an Exit
Management Strategy. This should set out the liabilities and responsibilities of
partners up to and after the shared service ending, including support to find a new
provider, dealing with staff, handling licensing and inventory issues, and a host of
other matters necessary to ensure a smooth transition.

This Exit Management Plan sets out a procedure for parties to follow that is fair and
transparent. The guiding principles of the Plan are (1) that there will be equal
treatment so that the Councils are restored to a position of parity should the
Partnership be dissolved, and the Councils share the cost of such dissolution if it is
initiated for reasons of poor performance, but that if it is initiated for strategic reasons
(such as outsourcing as part of a service contract) the party initiating the exit should
bear the costs; (2) that employees will be treated fairly and transparently; and (3)
service levels will be maintained at all times.

Periodic review of the Exit Management Plan will take place to ensure it remains
relevant to the shared service as it develops.

NOTICE OF WITHDRAWAL

The Shared Service Partnership Agreement states in section 3, "a partner may
withdraw from the Partnership following the service, in writing of twelve months
notice."

This Exit Management Plan (a) gives partners an idea of what to consider if they are
contemplating serving notice of withdrawal, and (b) clarifies what must be done
during the twelve months after notice is given.

Expiry of Notice. On the expiry of any such notice under section 3 of the Shared
Service Partnership Agreement, that Agreement shall cease immediately but without
prejudice to any rights or remedies that may have accrued to either party to it.

EFFECTS OF NOTICE

On the taking effect of any such written notice:

Assets and Liabilities. The moveable assets and liabilities relating to the Shared Service Partnership shall be distributed amongst the Councils in accordance with such reasonable method of distribution as will be agreed by the Joint Committee.

Staff and Contracts. In addition to compliance with the law on the Transfer of Undertakings (TUPE), the Council(s) which withdraw from the Shared Service Partnership Agreement shall consider reasonable requests from the other Council(s) for transfer of any employee to the withdrawing Council(s) from any other Council and for the assignment of any contract to any other Council.

In the event that fewer staff are required to carry out the ICT functions of the Councils the method of selection for redundancy in respect of the additional staff shall be decided by North East Derbyshire District Council. The Councils will allocate the cost of making any staff redundant (in the event of those staff not being transferred), together with any associated costs arising from the withdrawal, on the basis of the principles set out at the start of this document.

Payments. All outstanding payments owing under the Shared Service Partnership Agreement shall be paid. In addition, such sums as are necessary to indemnify the Councils in respect of any liabilities or additional costs that they may incur as a result of withdrawal shall be shared equally by the Councils.

TRANSFER PROCESS

The following process is based on the scenario where the Councils are returned to their original, separate positions. If an alternative service delivery model is chosen, the process below should be adapted accordingly:

1   Set up a Formal Project

The same project disciplines that were set up to establish the Partnership would need to be put in place to oversee the dissolution. This would include a joint project team, project plan and timetable with appropriate representation from officers at the Councils.

The Joint Committee would receive regular reports from the joint Project Team advising of progress. Consideration should also be given to the appointment of an independent chair to oversee the dissolution of the Partnership.

2   Engage an Independent Adviser

It is possible that the strong relationships that currently exist may be less harmonious and it may be helpful to have a project manager who is completely independent and offer objective advice and input to resolve potential disputes and ensure the safe delivery of the project. Such an advisor would be

appointed in accordance with the Shared Service Partnership Agreement, and their role would include managing the transition to either separate in-house services or to an alternative provider(s).

3 Consider Timing Issues

It is unlikely that the decision to break up the Partnership will be taken quickly and there should therefore be ample opportunity to arrange an orderly dissolution with adequate lead up time. An agreed wind-up date should be set which doesn't clash with other priorities (for example financial year-end) and should provide for sufficient officer input.

4 Identify the Key Issues

It is essential to quickly identify what may be the critical success factors or problems which need to be overcome. The Project Plan should allow for the legal, human resources, ICT and other issues to be resolved. A dedicated Risk Register for the wind-up of the Partnership should be included. The key issues should include whether to move to separate in-house services or to find an alternative service provider(s).

5 Obtain Member Approval

The Project Team would need to compile a report for the Joint Committee setting out the background and circumstance leading to proposed wind-up of the Partnership, the options that have been considered and a recommendation as the preferred option and the process to be followed.

After consideration by the Joint Committee a further recommendation would be need to be made to each Council for formal approval.

6 Finalise the Handover

There will be a range of practical issues which need to be resolved at the point of handover. These could include:

- staff relocations
- record retention & transfer (paper & electronic)
- ongoing information & data access
- settlement of accounting transactions
- outstanding contractual and licensing liabilities
- payment of accounts
- transfer of assets
- joint contracts with vendors that will outlast the partnership

COMMUNICATIONS PLAN

In addition to staff, a wide internal and external audience would need to be informed. Appropriate notices and announcements would need to be arranged at each stage of the wind-up process. Reputational issues would be key for all partners and all communications would therefore be overseen by the Joint Committee.

TRANSFER OF STAFF

If it is decided to return the Councils to their original position then separate staffing structures would need to be created and re-populated. In addition to physical transfer where required, relevant staff would also need to transfer their employment under TUPE regulations.

It may not be possible or desirable to re-distribute staff between the Councils on an equal basis, for example where posts are now shared. In this situation the parity principle will apply so that for instance there may be an even distribution of the number of senior, intermediate and junior officers.

SEPARATION OF BUDGETS & ASSETS

The Joint Service's operating budget will be disaggregated and an additional fund established to deal with any one-off costs incurred during the Partnership dissolution. An inventory of equipment will also be carried out to determine total asset valuations. In practice this may involve a cash adjustment so that Councils are in the same financial position rather than the assets simply being divided between the Councils on a per-user basis. All assets jointly procured would undergo a risk assessment which includes notional apportionment in the event of an exit.

SHARING OF JOINT COMMITTEE DATA

All archived copies of Joint Committee agendas, minutes and reports will be made available electronically to each Council.

RETURN OF COUNCIL DATA AND DOCUMENTS

All financial and other records, documents, contracts and reports relevant to each Council shall be made available, in electronic format wherever possible.

SEGREGATION OF SHARED NETWORKS & OTHER IT RESOURCES

As part of the ICT element of the Project Plan, arrangements will be made to provide independent ICT resources on behalf of each Council, including systems, data and support.

PROVISION OF CONTINGENT SUPPORT

The Councils will provide ongoing support to the others beyond the termination date to ensure the ongoing access to and transfer of essential information and for audit purposes.

POST-CLOSURE EVALUATION

The Councils will take part in a joint evaluation exercise to cover (1) benefits and problems of the joint service; (2) reasons for cessation and lessons learnt; and (3) the exit management project and lessons learnt.

1. Summary

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

2. Performance

Background data and selected individual partner graphs that support the analysis below can be found in Appendix 1.

2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below. Rykneld Homes are included for completeness although they have no formal involvement in the partnership, an SLA service is provided to them on behalf of North East Derbyshire District Council.

2.1.1   Incidents

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

Key points to note for the January to March figures are:
- Call volumes stable
- Slight dip in February due to half term and shorter month
- Profile is consistent across all partners

2.1.2   Calls Outstanding
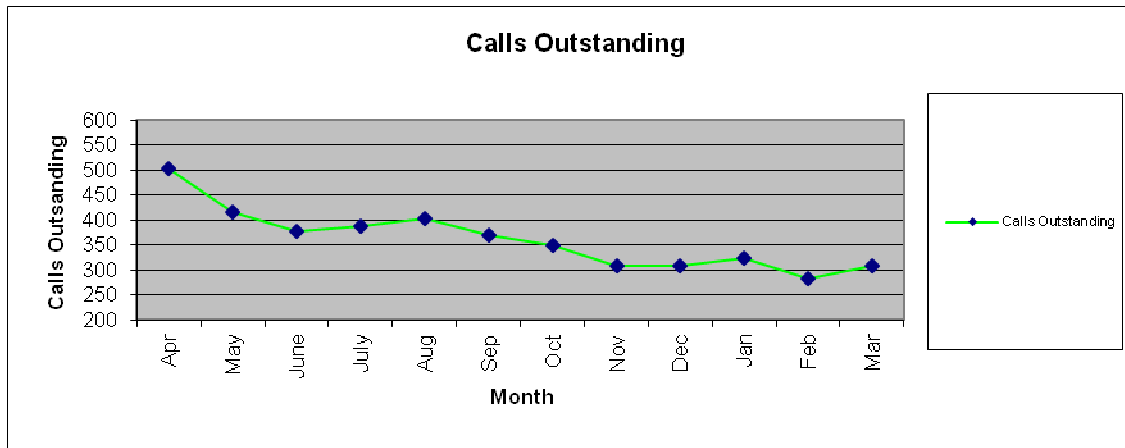
Again whilst not a performance indicator in the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution Performance indicator and the impacts of staff absence on the service. Key points to note for the January to March figures are:
- Call levels stable around the historical minimum level
- Anticipate some impact due to resources being allocated to the Mill Lane relocation for April thru June figures

2.1.1   Incidents resolved within SLA Target time
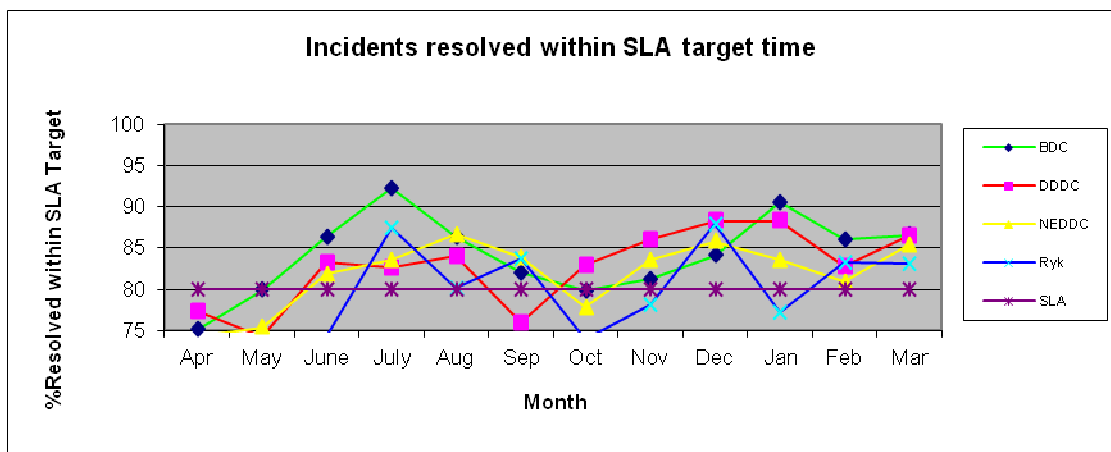
Key points to note:
- All outturns above target with the exception of Rykneld in January
- Rykneld figures impacted by staff absence at the Pioneer House site

2.1.2 Incidents resolved on 1st Contact
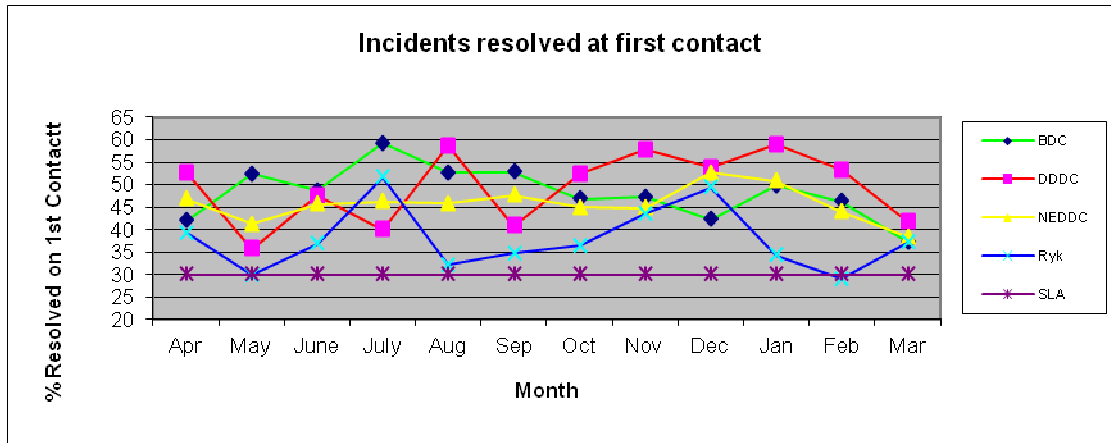
Points to note:
- All outturns above target within the quarter
- Dips seen in March may be a consequence of the new call monitoring solution implemented

2.1.3 Priority 1 Service Availability

This measures the availability of those services deemed critical by each business.
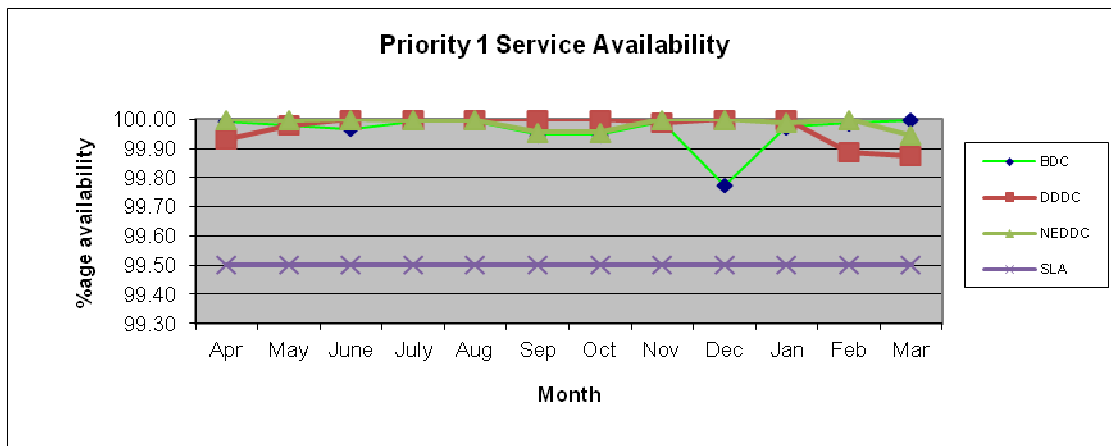
Points to note:
- Figures remain high across all partners
- A number of minor unconnected server outages impacted the March figure at NEDDC
- A core switch issue at Derbyshire Dales impacted the March figure as did a weekend outage of the Public Access solution

2.1.4 Network Availability

This measures the availability of the network connectivity to the main site from remote sites. These are all weighted equally which may result in a disproportionate indication of the actual impact of the loss of a remote connection.
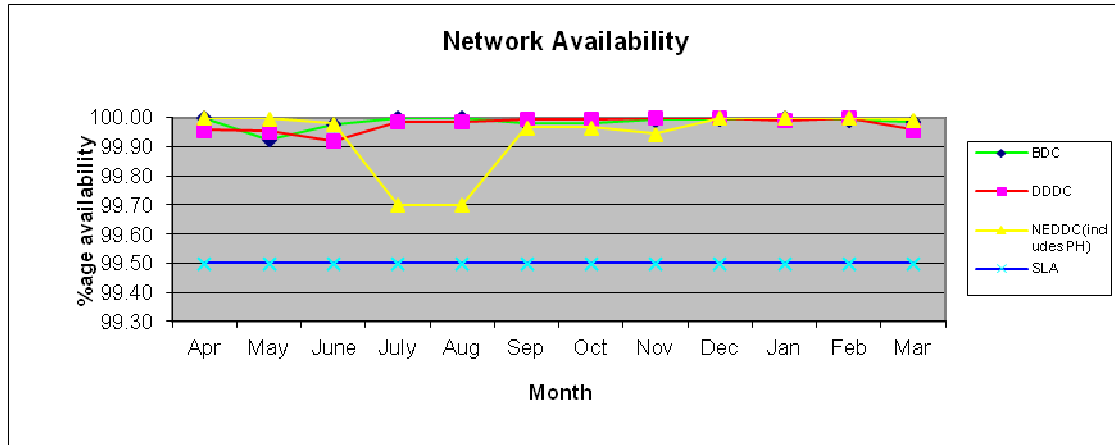
Points to note:
- The SLA target is for 99.5% availability between 8:00am and 18:00 pm Monday to Friday which equates to 30 minutes per week.
- All figures for quarter well above target and high levels of availability achieved

2.2   Resource utilisation

As part of the SLA for the Joint ICT Service utilisation of resource for project related activities are monitored.
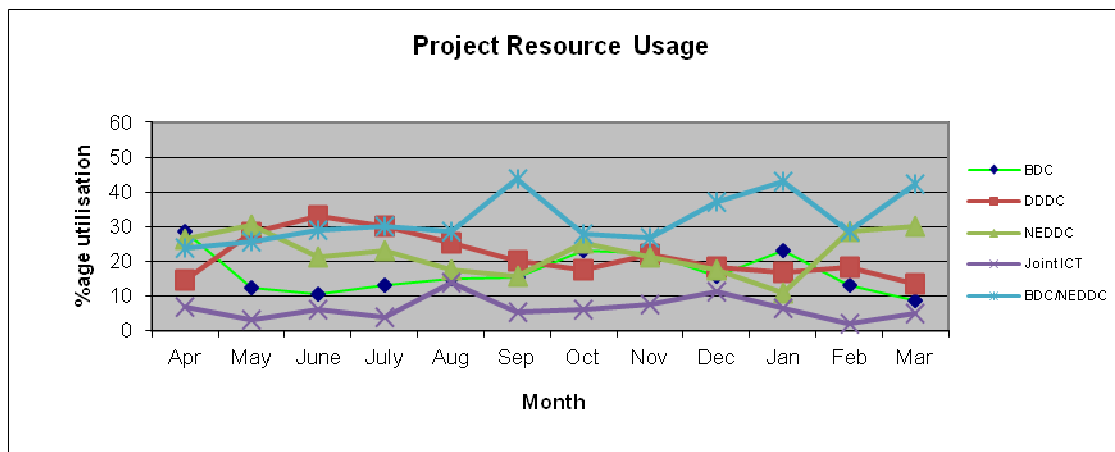
Key points to note are:
- Focus on Strategic Alliance and NEDDC work during quarter, additional resource recruited to cover

As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:
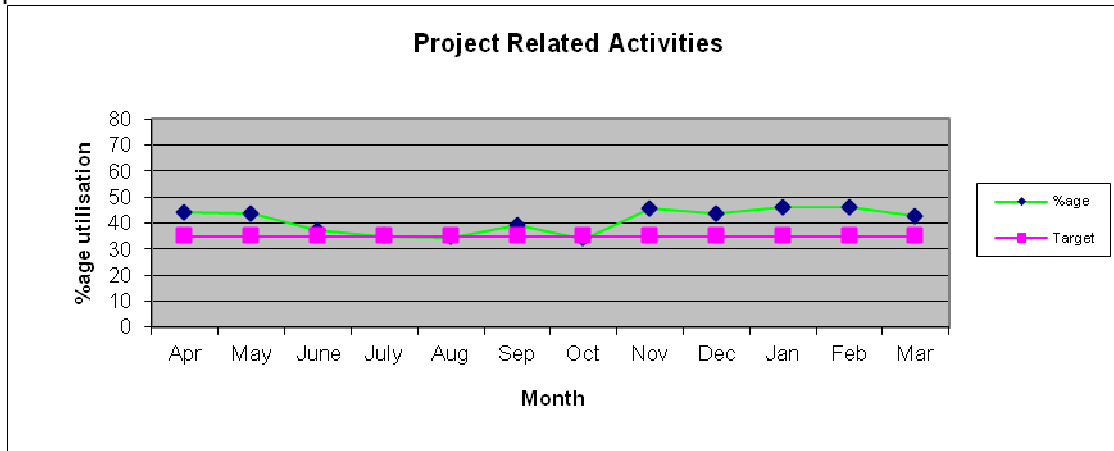
These figures are based upon the resource with the Infrastructure and Business Development Teams, currently increased to18.0. Two additional staff, funded by BDC and NEDDC, are focussed on working on or backfilling for, work for BDC and NEDDC. This has inflated the overall percentage figure undertaken on projects.

Looking forwards project resource pressure eases for the Infrastructure team for the Autumn and Winter. This time will be used to improve documentation, develop knowledge transfer across the team and look at measures to reduce incidents and service requests.

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
- 26 of 42 migrated, 59 server instances in total
- Key risk is Housing mobile solutions (5 servers)

Pipeline projects
- Arc Office moves – July
- Bolsover Contact Centre relocation – September
- Ingres upgrades(Revs&Bens and Housing) – August
- Civica Payments upgrade – September
- Housing Document Management – October
- PSN Annual Compliance - October

2.2.2   Derbyshire Dales

Audit Commission Action Plan
- Awaiting DCC to commence Business Continuity Plan work, expected by end of April 2015

Server 2003
- 20 of 26 migrated, 48 server instances in total
- No significant risk areas

PSN Annual Compliance
- External IT Healthcheck booked
- Submission due in June

2.2.3   NEDDC

Income management upgrade
- Awaiting Capita for live implementation to version 9

Mill Lane relocation
- All workstreams progressing
- Budget position on target

Server 2003
- 24 of 42 migrated, 73 server instances in total
- Licensing and M3 obsolescence key risk areas

2.2.4 Strategic Alliance

Environmental Health Review
- Licensing migration now delayed until April/May

Process Optimisation Programme
- Revised workplan approved by SAMT

2.2.5 Joint ICT Service

Shared Disaster Recover
- Solutions under review

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 June:

Description	Full Budget	YTD Budget	Actual YTD	Variance
5701 Joint ICT Service	£126,774	£126,774	£110,487	-£16,287
5702 Infrastructure Section	£421,074	£421,074	£426,143	£5,069
5733 Service Desk	£352,537	£352,537	£350,963	-£1,574
5736 Business Development	£183,092	£183,092	£179,884	-£3,208
Total	**£1,083,477**	**£1,083,477**	**£1,067,477**	**-£16,000**

Budget figures based on initial budget agreed for year.

Year end adjustments still being processed, final outturn in June

Variations:
- 5701
    - Under spend against training budget of £2.4K
    - £4.4K under spend on general expenses
    - £1K under spend on transport costs
    - £2.5K underspend on software licenses
- 5702
    - Pay increment and non consolidated pay award
- 5733
    - Pay increment and non consolidated pay award
    - Salaries slightly under budget despite pay award, likely budgeting error
- 5736
    - Pay increment and non consolidated pay award
    - Salaries slightly under budget despite pay award, likely budgeting error

Credits have been made to each partner based on the charging model for 2014-15.

4. Cost Saving Plan

From April 2015 the Joint ICT Service will undertake the out of hours upgrades of the Capita Academy Revenues & Benefits systems for Derbyshire Dales and NEDDC. This will realise around £24,000 per annum savings. This is a significant commitment in resource and working unsocialble hours and will be reviewed towards the end of 2015-16 with a view to continuing in 2016-17 and beyond.

Competitive procurements, where possible, of existing contracts are now only succeeding in maintaining cost levels.

Plan can be seen in **Appendix 3**

5.   Risk Register

No changes proposed, last update 15th October 2014.

See **Appendix 4**.

6.   Security Report

The Joint ICT Service maintains a log of all security related incidents, the vast majority of these are low level such as forgotten passwords. Serious breaches of Security would require reporting to the Government Security Organisation, CESG. The breakdown of security incidents for January to March 2015 can be seen below. None qualified as a 'serious' breach that required reporting.

Incident Classification	BDC	DDDC	NEDDC	RHL
Password reset	7	10	14	6
Advice	0	2	0	0
Virus				
False positive				
Lost device				
Reported application vulnerability				
Total	7	12	14	6

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

7.   Service Development

Introduction of the new call monitoring and reporting solution, MacFarlane, took place at the beginning of March. Some initial statistics:
- 1294 calls to the Service Desk from 4th March to the 31st March
- 185 (14.3%) calls were abandoned by the caller
- Average wait time before the caller abandoned was 46 seconds

Quarterly Report on the Joint ICT Service
(January 2015 to March 2015)

- Longest wait time before abandoning call was 8 minutes and 26 seconds
- 1109 calls handled by Service Desk staff
- Average call length was 3 minutes
- Average wait time was 17 seconds
- Longest wait time was 7 minutes and 45 seconds
- Service Desk spent 47 hours and 43 minutes handling telephone based calls.

More detailed information hour by hour is also available. Further analysis of all the data will be undertaken over coming months prior to proposals for the introduction of new performance indicators and any changes to ways of working.

The annual appraisal process within the service has been completed and the learning and development plan developed. Progress against this plan will be monitored through 1 to 1's and 6 month appraisal reviews.

No. Calls

No Incidents raised

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC											360	339	320	365	363	352	329	361	368	268	379	322	310
DDDC	314	364	376	365	380	325	329	219	245	202	313	238	258	350	292	247	291	290	257	214	283	208	165
NEDDC	336	585	506	451	500	488	495	297	456	388	592	407	474	539	458	450	463	472	486	378	435	384	437
Rykneld	107	137	168	166	214	151	162	109	147	122	170	132	119	162	138	103	157	127	140	128	167	144	141
Total	*757*	*1086*	*1050*	*982*	*1094*	*964*	*986*	*625*	*848*	*712*	*1435*	*1116*	*1171*	*1416*	*1251*	*1152*	*1240*	*1250*	*1251*	*988*	*1264*	*1058*	*1053*

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No Incidents Resolved

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC											362	335	328	354	346	366	326	343	385	271	373	326	319
DDDC											333	244	254	327	284	255	322	297	269	211	290	208	154
NEDDC											597	435	463	479	480	442	481	466	505	382	431	384	441
Rykneld											166	139	124	145	142	96	156	125	135	130	149	162	131
Total	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*1458*	*1153*	*1169*	*1305*	*1252*	*1159*	*1285*	*1231*	*1294*	*994*	*1243*	*1080*	*1045*

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Calls Outstanding											*291*	*254*	*256*	*367*	*366*	*359*	*314*	*319*	*304*	*296*	*298*	*284*	*287*

SD
INF
BD

Incidents resolved within SLA target time

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC											94.75	91.34	92.99	88.98	89.02	89.34	82.52	87.8	85.5	85.2	89.3	87.1	93.7
DDDC	97.4	96.9	97.2	94.8	96.94	95.67	95.77	92.45	94.81	94.44	86.49	86.07	92.91	92.97	89.12	76.44	79.5	85.2	85.1	87.7	89	92.3	91.2
NEDDC	88.3	94.6	94.7	92.2	93.83	95.21	93.08	87.37	96.44	96.52	85.43	91.26	86.83	87.06	81.04	77.38	80.2	82.4	85.2	85	82.1	82.8	85.7
Ryk	96.4	96.7	97.9	97.9	96.07	98.05	95.95	92.31	94.53	99.06	85.54	94.34	92.74	93.1	81.69	85.42	80.77	88.8	88.2	83.8	81.2	79.6	81.7
SLA	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*

Incidents resolved at first point of contact

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC											23.2	46.6	54.57	45.48	41.33	45.63	47.55	46.4	44.7	48.7	40.7	46.6	44.2
DDDC	51.1	48.1	48.4	48.1	43.9	45.85	45.49	43.03	41.46	42.59	22.22	38.48	34.65	25.38	30.53	37.78	40.99	36.7	23.4	34.1	31.4	45.9	35.7
NEDDC	42.6	53.3	44.2	45.3	43.76	43.76	42.89	44.16	46.41	43.43	19.26	41.9	41.04	37.58	42.5	35.75	35.76	28.3	33.9	32.2	31.1	37.8	30.4
Ryk	50.4	44.7	47.9	57	46.15	51	51.05	64.13	43.11	50.41	25.9	35.3	44.35	37.93	46.48	45.83	33.97	37.6	47.4	40.31	28.9	43.2	42
SLA	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*

Priority 1 Service Availability

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC												99.99	99.99	99.99	99.96	100.00		99.94	100.00	99.94	99.99	99.53	100.00
DDDC		99.99	100.00	99.81	99.82	99.45	99.78	99.91	99.93	99.91	99.42	99.46	99.81	99.92	99.66	99.96	99.66	99.83	100.00	99.99	99.97	99.97	99.93
NEDDC		100.00	99.99	100.00	99.93	99.98	99.96	99.99	99.89	99.99	100.00	100.00	99.95	100.00	99.99	99.99	100.00	100.00	100.00	100.00	98.88	99.99	100.00
SLA		*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*

Network Availability

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC																		99.89	98.00	99.94	99.91	99.67	99.45
DDDC		99.99	99.98	99.93	99.98	99.91	99.91	99.98	99.96	99.87	99.87	99.2	99.99	99.99	99.95	99.85	99.87	99.91	99.99	98.3	99.31	100.00	99.97
NEDDC(includes PH)		99.99	100.00	100.00	99.98	100.00	100.00	99.99	100.00	99.97	100.00	99.97	100.00	99.96	100.00	99.99	99.99	99.94	100.00	100.00	98.77	100.00	99.98
SLA		*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*	*99.5*

Resource Utilisation

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BDC	14	30	27	36.2	32.9	26	34	27	22	33	43.5	43.8	41.4	39.9	41
DDDC	46	25	38	37.3	37.8	46	38	47	64	44	29	30	15.1	10.6	12.7
NEDDC	10	20	28	22.1	16.3	19	11	12	6	7	15	15.2	5.7	25.1	9.8
Joint ICT	30	25	7	4.3	12.9	7	8	0	2	12	6.3	6.3	3.5	4.6	5.6
BDC/NEDDC	0	1	14	0	0	2	9	14	6	4	6.1	4.7	25.2	18.2	30.8

above split 50/50 between partners

Project Time

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
%age	19.2	28.6	24.6	28.5	32	27.29	25.6	22.36	25	24	25	29.4	37.1	32.6	37.3
Target	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
Hours wkd						2479	1813	1768							

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
279	347	574	411	278	314	285	296	189	844	413	337	418	371	400	444	298	341	317	322	227
194	238	187	177	159	156	197	189	81	211	189	186	211	189	168	202	222	202	225	209	166
538	533	406	429	418	358	466	451	299	499	407	378	450	454	454	599	478	539	540	520	384
153	160	138	108	124	123	154	139	84	148	132	117	164	128	174	202	177	192	165	192	170
1164	*1278*	*1305*	*1125*	*979*	*951*	*1102*	*1075*	*653*	*1702*	*1141*	*1018*	*1243*	*1142*	*1196*	*1447*	*1175*	*1274*	*1247*	*1243*	*947*

13007

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
268	322	537	446	278	287	291	321	177	745	440	348	405	404	387	461	313	312	337	322	251
200	240	174	207	153	156	194	189	84	195	193	178	220	192	154	215	208	197	223	219	160
509	541	382	463	406	349	464	418	313	463	422	401	442	456	425	594	492	520	525	514	370
144	151	143	122	125	113	162	128	85	140	141	114	167	127	161	223	175	180	158	189	173
1121	*1254*	*1236*	*1238*	*962*	*905*	*1111*	*1056*	*659*	*1543*	*1196*	*1041*	*1234*	*1179*	*1127*	*1493*	*1188*	*1209*	*1243*	*1244*	*954*

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
327	*340*	*362*	*295*	*262*	*279*	*283*	*294*	*288*	*420*	*361*	*363*	*358*	*334*	*373*	*316*	*317*	*350*	*344*	*353*	*359*

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
93.7	91.9	92.9	85	85.2	88.9	83.9	86.7	89.8	81.6	83	83.3	86.2	82	87.6	87.2	83.4	87.8	81.6	83.9	84.9
87	86.7	86.2	78.3	86.9	90.4	90.2	85.2	85.7	89.2	82.9	89.3	85	82.3	83.1	83.7	90.9	84.3	81.6	81.3	88.1
87.4	86.1	88.2	81.4	88.9	88	84.5	86.8	85.9	80.6	81.5	82.5	86.9	85.3	87.5	82.3	86	85	83.6	80.9	84.9
88.2	85.4	74.8	77.9	86.4	85	83.3	89.1	78.8	81.4	81.6	87.7	91	92.9	90.1	80.3	84.6	82.2	79.1	79.4	85.5
80	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*	*80*

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
40.3	46.6	51.6	46.4	46.5	45.3	44.5	50.5	55.4	38.5	48	50.3	40.3	48.8	46.8	51	51.8	51.3	45.1	46.6	52
35	34.6	31.6	30.4	50.3	43.6	47.4	48.7	58.3	42.1	49.7	47.2	43.6	54.2	44.8	46.5	52.9	55.8	53.4	57.5	56.9
43.4	35.5	31.7	39.1	36.2	37.8	36.9	36.8	32.9	39.5	37	33.7	41.2	38.8	36.7	38.7	44.7	44	36.8	41.2	49.7
31.3	35.8	28.7	26.2	28.8	29.2	22.8	27.3	22.4	27.9	23.4	28.1	29.3	44.09	46	35.4	34.3	34.4	29.7	24.3	35.3
30	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*	*30*

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.97	100.00	99.77	99.98	100.00	100.00	99.98	99.94	99.96	99.83	99.99	99.73	99.96	99.99	99.97	99.97	99.99	99.98	99.97	99.93	99.87
99.96	99.77	99.97	99.99	100.00	99.98	99.99	99.98	99.97	99.90	99.99	99.99	99.99	99.99	99.97	100.00	99.99	99.94	99.96	99.99	99.86
100.00	99.99	99.92	99.925	100.00	100.00	99.98	99.98	100.00	100.00	99.93	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00
99.5	99.5	99.5	99.5	99.50	99.5	99.5	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.8	99.94	99.3	99.94	99.98	99.68	100.00	99.92	99.89	99.85	99.91	99.94	98.89	99.38	99.49	95.58	98.02	100.00	99.94	100.00	100.00
99.25	100	100	100	100	99.87	99.93	99.98	99.98	98.88	100.00	100.00	99.99	100.00	100.00	99.90	99.93	99.88	100.00	99.99	99.54
99.96	100.00	99.81	99.8	100.00	100.00	99.97	99.78	99.95	100.00	99.73	100.00	99.94	99.98	100.00	99.94	99.94	100.00	100.00	99.97	99.51
99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
26.1	51.6	52.5	57.9	67.7	81.5	68	75	91	64.2	62.4	51.7	49.5	40.8	38.6	47.3	33.4	47.3	33.2	17.3	27.7
8.6	9	5.2	11.8	9.8	3	2	3.1	1.2	12.5	6	8.8	7.4	6.8	14.2	5.2	27.7	20.3	17.4	12.5	18
21.5	5.8	7.8	9.7	9.4	5.8	7	5.2	1	9.5	19.8	29.6	31.6	25.6	30	19.2	26.9	10.4	16.3	32.1	29.3
0.7	5.7	5.2	6.8	1.7	8.6	21	12.9	3.8	4.4	5.5	2.7	1.1	10.8	5.4	16.8	7.2	9	7	2.9	2.4
43	27.9	29.3	13.8	8.1	1.1	2	3.2	2.1	9.4	6.2	7.2	10.4	15.9	11.8	11.5	24.9	13	26.2	35.2	22.6
40	35.5	36.9	37.4	33	45.4	38.6	52.8	74.5	30.1	34.2	28.1	34	28.8	31.7	34.7	41.2	31.4	40.1	50	48.3
35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35

2014

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg
433	377	366	331	258	269	310	287	325	369	350	253	322	303	315	263	266	303
223	218	267	304	196	314	334	312	274	345	305	223	307	297	313	317	251	299
647	510	668	571	483	480	504	449	490	566	501	439	500	439	517	606	492	499
246	195	252	193	185	177	180	132	148	140	109	142	145	103	116	137	133	139
1549	**1300**	**1553**	**1399**	**1122**	**1240**	**1328**	**1180**	**1237**	**1420**	**1265**	**1057**	**1274**	**1142**	**1261**	**1323**	**1142**	**1239**

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg
389	382	339	345	288	278	299	285	330	369	349	269	317	292	314	254	250	301
210	210	242	291	210	305	340	293	303	340	314	238	287	296	319	288	251	298
632	501	597	586	496	492	496	430	490	592	502	424	503	454	518	527	519	496
263	187	227	194	178	190	174	146	135	152	124	127	148	104	118	130	128	140
1494	**1280**	**1405**	**1416**	**1172**	**1265**	**1309**	**1154**	**1258**	**1453**	**1289**	**1058**	**1255**	**1146**	**1269**	**1199**	**1148**	**1234**

2014

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg
426	484	559	502	416	378	388	402	369	350	308	309	323	283	308	426	424	356
						225	234	211	187	149	166	180	145	165	243	262	
						150	154	149	145	134	124	126	120	126	163	142	
						13	14	9	18	25	19	17	18	17	20	20	

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
91.3	83.8	78.8	75.1	79.9	86.3	92.3	86.3	82	79.8	81.2	84.1	90.5	86.1	86.6	80.4	86.8	85.2		83.6
81.4	87.6	82.6	77.3	74.3	83.3	82.6	84	76	82.9	86.1	88.3	88.3	82.8	86.5	78	79.5	83.2		
84	81.8	82.2	74.2	75.4	81.9	83.5	86.7	83.9	77.8	83.5	85.8	83.6	80.9	85.4	92.3	72.7	83.2	83.3	82.5
83.7	84	91.2	73.7	70.8	74.2	87.4	80.1	83.7	74	78.1	87.9	77.2	83.3	83.1	83.3	72.6	80.4		
80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80		

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
59.6	49	38.6	42	52.4	48.6	59.2	52.6	52.8	46.8	47.3	42.2	49.8	46.2	37.3	47.4	44.8	47.9		46.1
41.1	63	52.5	52.6	35.7	47.5	40	58.7	40.8	52.3	57.8	53.8	58.9	53.2	41.9	50.5	38.5	49.5		
46.7	41.1	44.7	46.8	41.3	45.7	46.2	45.8	47.7	45	44.8	52.6	50.8	44	38.4	50.6	35.3	45.6	44.4	43.0
37.6	44.6	43.2	39.2	29.8	36.8	51.7	32.2	34.7	36.4	43.5	49.4	34.3	29	37.1	39.7	53.2	39.8		
30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	35	35	30		

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
99.96	99.88	99.96	99.99	99.98	99.97	99.99	99.99	99.95	99.95	99.99	99.77	99.97	99.99	100.00	99.99	100.00	99.96		99.99
99.98	99.98	99.98	99.93	99.98	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.89	99.87	99.99	99.98		
100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.96	99.96	100.00	100.00	99.99	100.00	99.94	99.99	100.00	99.99	99.98	99.99
99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50			

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
100.00	99.78	99.99	100.00	99.92	99.98	100.00	100.00	99.98	99.99	99.99	100.00	100.00	99.99	99.99	99.99	100.00	99.99		99.99
99.98	100.00	99.96	99.96	99.95	99.92	99.99	99.99	99.99	99.99	100.00	100.00	99.99	100.00	99.96	99.99	100.00	99.98		
99.99	100.00	99.97	100.00	100.00	99.98	99.70	99.70	99.97	99.97	99.95	100.00	100.00	100.00	99.99	99.87	100.00	99.93	100.00	99.93
99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50			

2014   **2015**

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	YTD

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	YTD
31	28.6	23.9	28.5	12.4	10.5	13	14.9	15.2	23.2	22.4	15.6	23	13.1	8.8	5.7	9	14.5	7.4
16.7	17.2	24.7	14.5	28.3	33.1	30	25.2	20.1	17.4	21.9	18.3	16.7	18.2	13.6	26.7	17.5	21.6	22.1
27.7	29	26.8	26.5	30.5	21.1	23	17.6	15.6	25.4	21.4	17.7	10.8	28.7	30.1	41.7	22.8	23.0	32.3
3.6	1.3	3.1	6.7	3.1	6.2	4	13.7	5.5	6.1	7.5	11.3	6.6	1.9	5	4.9	9.6	6.9	7.3
21	23.8	21.5	23.8	25.7	29	30	28.6	43.6	27.8	26.7	37.1	42.9	28.7	42.4	21.1	41.1	33.3	31.1
47	67.5	79.7	44.2	43.7	37.2	35.1	34.6	39.4	34.1	45.7	43.7	46.2	46.1	42.7	53.1	37.5	41.3	45.3
35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35.0	

Incidents Raised

Calls Outstanding

Incidents resolved within SLA target time

Incidents resolved at first contact

Priority 1 Service Availability

Network Availability

Project Resource Usage

Project Related Activities

Incidents resolved within SLA target time(BDC)

Incidents resolved within SLA target time(DDDC)

Incidents resolved within SLA target time(NEDDC)

Incidents resolved at first contact (BDC)

Incidents resolved at first contact (DDDC)

Incidents resolved at first contact (NEDDC)
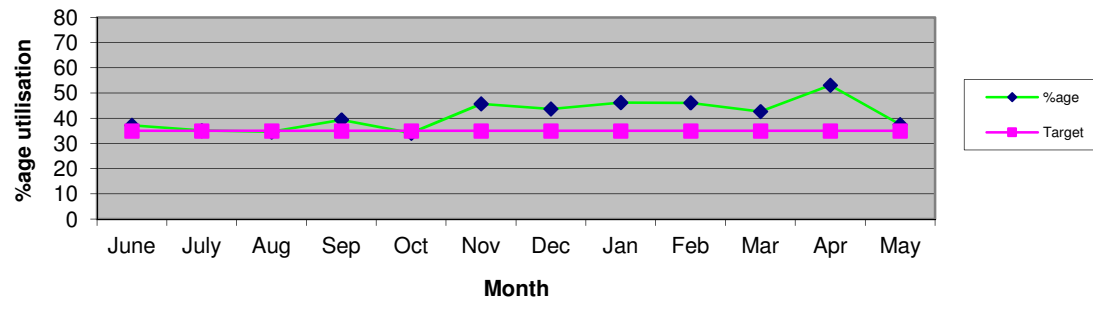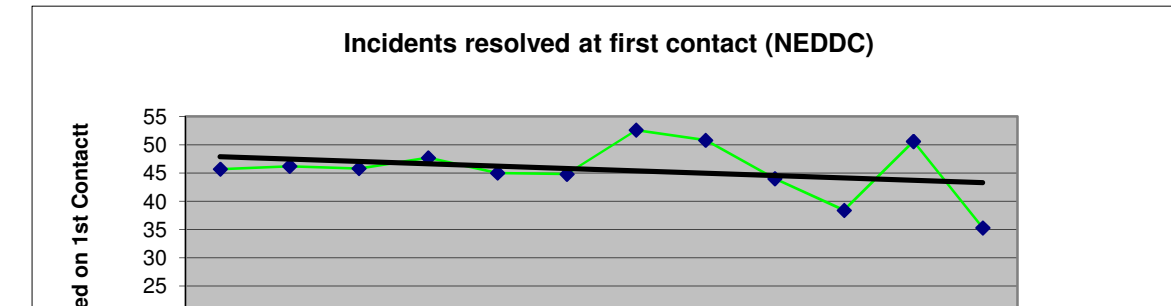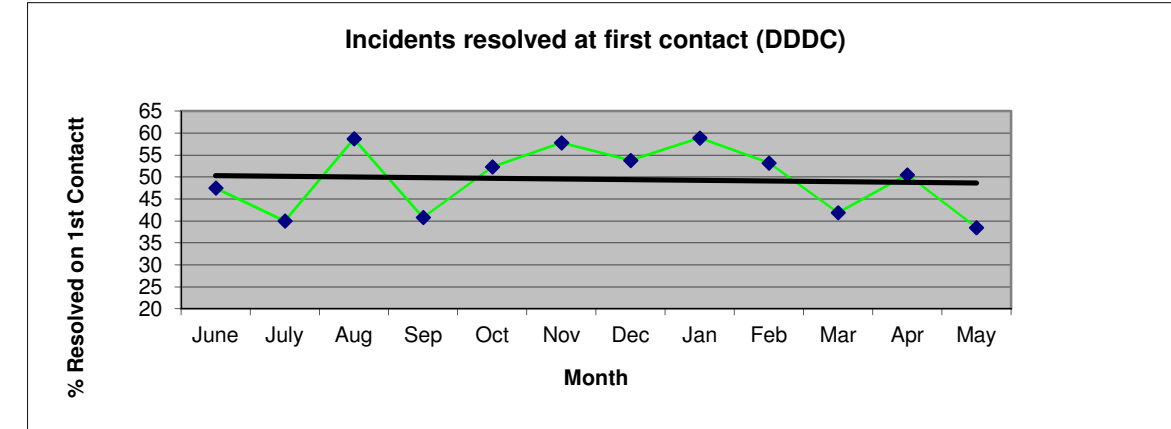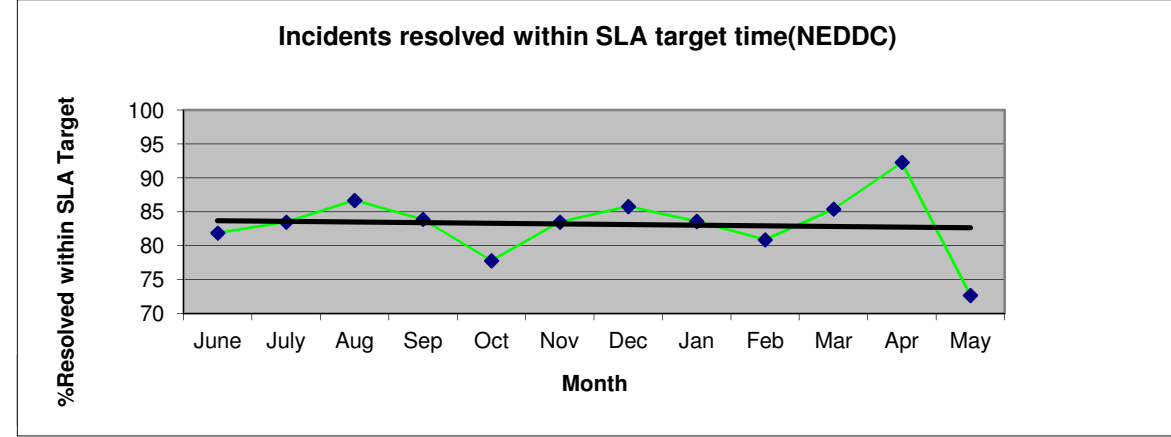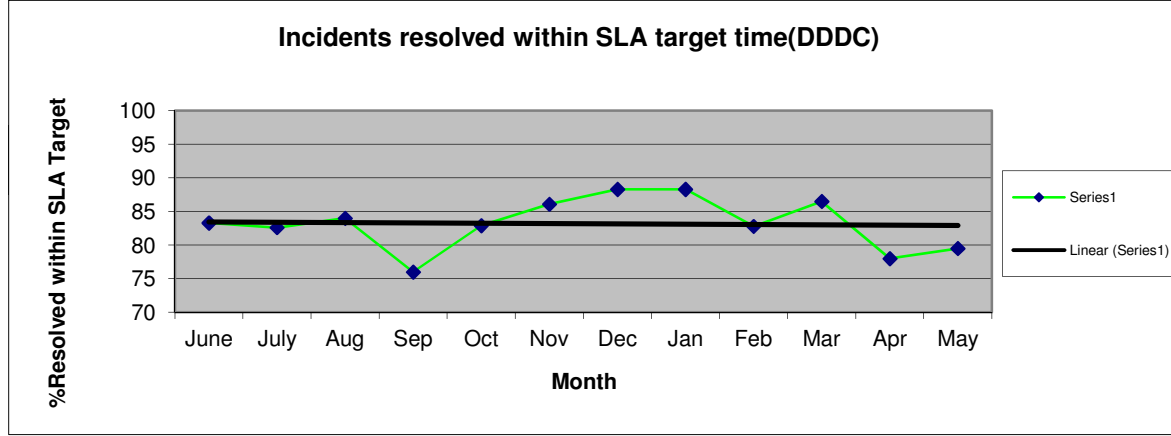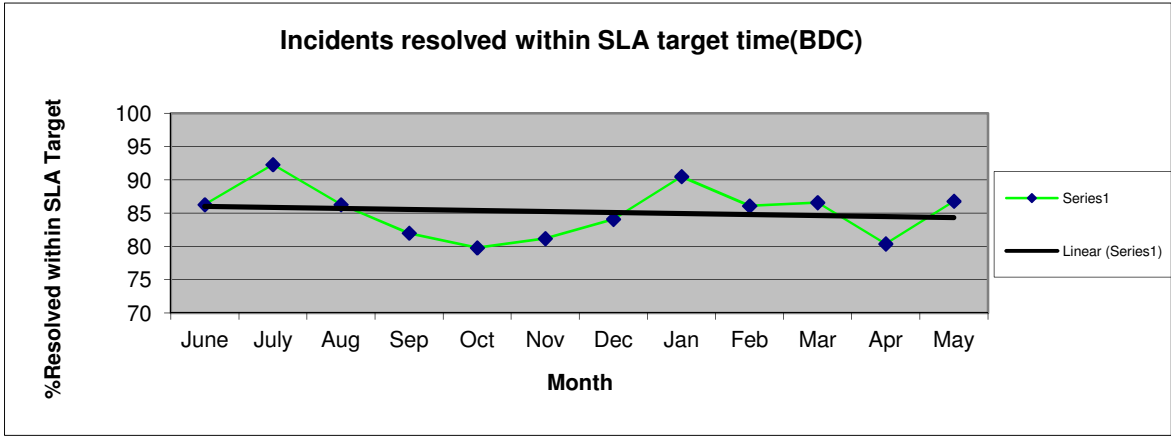
% Resolve 20

June July Aug Sep Oct Nov Dec Jan Feb Mar Apr May

Month

Joint ICT programme of work 2015

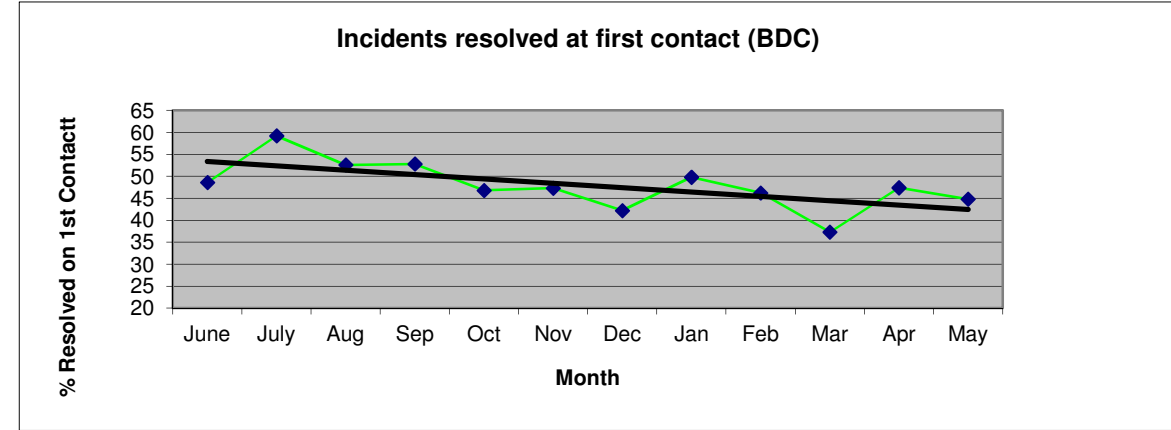| Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spend	Target Start/ Restart	Target End	Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date	01/04/2015																
1. Bolsover																	
BD03	Housing document Management	5 - on hold	22/1 Swordfish demoed on 19/1 but also does not have facility to open Housing system directly, await P. Campbell for review meeting. 01/04 No decision yet from Housing	22/01/15	Amber	PC	DA	IN			3/4/15	30/6/15	10.0	20.0	12.9	65%	7.1
BD04	Automated Payment Machines	2 - implementing	installation planned for August	03/06/15	Green	AD	MW	IN			1/4/15	31/8/15	5.0	0.0	0%	5.0	
BD05	Civica payments upgrade	1 - Scope & Business Case	awaiting funding decision	06/05/15	Green	AD	MW	IN			1/9/15	10/9/15	5.0		0.0	0%	5.0
BD06	Enanced Joomla functionality to include Elections	3 - awaiting closure report	complete	04/06/15	Green	SC	NB	BD			15/4/15	5/5/15	5.0		5.0	100%	0.0
BD13	ARC office moves	2 - implementing	move scheduled for end July	03/06/15	Green	GG	NB	IN			1/6/14	31/7/15	10.0	14.0	7.0	50%	7.0
BD50	Windows 2003 migration	2 - implementing	progressing	04/02/15	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	58.0	64%	32.0
BD76	Supporting People	5 - on hold	DCC have approved in principle, going to members in October, lilely minimal ICT	20/08/14	Amber	PC	NB	IN			3/4/15	31/3/16	5.0	10.0	5.4	54%	4.6
BD77	W2_Comino document disposal	2 - implementing	v18/2 sccheduled to go live 16/6 - preqequiste	03/06/15	Amber	JF	DA	IN			1/1/14	30/4/15	5.0		0.1	2%	4.9
BD84	LLPG improvement schedule 2015-16	2 - implementing	working to new guidelines	04/06/15	Green	PH	KO	GI			1/4/15	31/3/16	34.0		0.0	0%	34.0
BD85	Bolsover Contact Centre relocation	1 - Scope & Business Case	Will relocate by end of September	31/03/15	Green	PH	RC	IN			1/4/15	30/9/15	20.0		0.0	0%	20.0
BD87	Complaints	2 - implementing	amendments to NE again then copying to	04/06/15	Green	JF	HB	BD			19/12/14	31/5/15	10.0	20.0	18.0	90%	2.0
BD88	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	available	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
BD89	Ingres10s upgrade(Housing)	1 - Scope & Business Case	awaiting dates from Capita	03/06/15	Green	DC	DA	IN			1/9/15	31/12/15	10.0		0.0	0%	10.0
BD90	Optitime v5 upgrade	1 - Scope & Business Case	installed and under test	03/06/15	Green	DC	DA	IN			1/5/15	30/8/15	20.0		0.0	0%	20.0
BDCB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	10.0		0.0	0%	10.0
BDCI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	60.0	68.0	0.0	0%	68.0
2. Derbyshire Dales																	
DD01	M3 Licensing	2 - implementing	awaiting decision on NIS quote for web skinning	03/06/15	Amber	Tbraund	TB	IN			1/4/13	30/6/15	5.0	7.0	5.0	71%	2.0
DD02	INSPIRE implementation	2 - implementing		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	Download file format identified. Awaiting test download area to be setup	06/05/15	Green	KH	SW	IN			1/2/15	31/5/15	5.0		0.0	0%	5.0
DD11	IT transformation service review	2 - implementing		15/10/14	Green	NB	NB	IN			1/10/13	31/12/15	10.0	20.0	10.0	50%	10.0
	Clean&Green Mobile Working	1 - Scope & Business Case	will trial Playsafe solution	04/06/15	Green	SC	LB	BD			1/10/13	30/9/15	5.0		1.0	20%	4.0
	document management	1 - Scope & Business Case	likely to remain with Northgate	03/06/15	Green	SC	LB	BD			1/1/15	30/9/15	10.0		0.0	0%	10.0
	HR forms on line	1 - Scope & Business Case	demo of HR21	04/06/15													
	Gladstone Leisure Implementation	2 - implementing	post implementation issues and cash export outstanding. Kiosk installation 10/6. Progressing with cash export production from system (SW)	03/06/15	Green	SC	NB	IN			1/12/14	30/4/15	10.0	15.0	12.0	80%	3.0
DD50	Windows 2003 migration	2 - implementing	Lalpac is key concern	03/06/15	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	54.0	60%	36.0
DD64	Public Access Wifi(Town Hall)	1 - Scope & Business Case	orders placed but delayed due to resource	03/06/15	Green	KH	NB	IN			1/12/14	30/4/15	10.0	5.0	4.3	86%	0.7
DD65	FOI	2 - implementing	with users to test	04/06/15	Green	KB	LB	BD			17/12/14	20/5/15	20.0	25.0	3.0	12%	22.0
DD66	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	test installations in place, Capita issue with	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
DD67	Konica deployment	1 - Scope & Business Case	awaiting project brief	27/05/15	Green	CL	TB	IN			1/6/15	31/7/15	5.0		0.0	0%	5.0
DDCB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	1.0		0.0	0%	1.0
DDCI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	33.0	86.0	0.0	0%	86.0
3. North East Derbyshire																	
NE04	replacement intranet	2 - implementing	delayed implementation	04/06/15	Green	JF	HB	BD			1/2/15	31/7/15	40.0		7.0	18%	33.0
NE94	Ambitions project Coney Green	3 - awaiting closure report	Complete!	02/03/15	Green	JW	MR	SD			4/8/14	28/2/15	7.0	3.0	3.0	100%	0.0
NE17	NEDDC - On Course	2 - implementing	partly live, Issue with member details with XN	03/06/15	Green	LH	RS	IN			1/10/14	30/4/15	5.0	4.0	3.0	75%	1.0
NE33	CPL relocation	2 - implementing	work due to commence mid november	11/11/14	Green	NB	NB	IN			1/10/13	30/5/15	25.0	60.0	57.0	95%	3.0
	Procurement and commissioning	1 - Scope & Business Case	complete	11/11/14	Green	NB	NB	IN			1/10/13	31/3/15	100.0	30.0	17.5	58%	12.5
	relocation (Inf)	1 - Scope & Business Case	complete	11/11/14	Green	NB	NB	IN			3/4/15	30/5/15	125.0	25.0	0.0	0%	25.0
	relocation(SD)	1 - Scope & Business Case	last move 7/6	11/11/14	Green	NB	NB	SD			3/4/15	30/5/15	125.0	75.0	0.0	0%	75.0
NE48	Cash receipting review(inc 8.1&9 upgrade)	3 - awaiting closure report	now live with v9	03/06/15	Green	PH	MW	IN			1/4/13	30/4/15	25.0	89.0	88.0	99%	1.0
NE49	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	installed in test but issue wwith Capita	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
NE50	Windows 2003 migration	2 - implementing	progressing, no significant issues	03/12/14	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	55.0	61%	35.0
NE81	LLPG - Express linking	5 - on hold	on hold until after elections	04/06/15	Amber	PH	KO	BD			1/6/15	31/12/15	20.0		6.7	34%	13.3
NE84	LLPG improvement schedule 2015-2016	2 - implementing	amended guidelines	04/06/15	Green	PH	KO	IN			1/4/15	31/3/16	22.0		0.0	0%	22.0
NE93	Contaminated land	5 - on hold	Working on slowly as part of other projects.	04/06/15	Amber	EH	KO	GI			1/9/15	31/12/15	20.0		6.6	33%	13.4
NE94	NEDDC Leisure Centre Public Wi-Fi	2 - implementing	Orders being placed with FreeRunner	27/03/15	Green	MR	PL	SD			1/4/15	10/4/15	10.0		0.0	0%	10.0
NECB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	5.0		0.0	0%	5.0
NECI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	60.0		0.0	0%	60.0
4. Joint service																	
JS50	Windows 2003 migration	2 - implementing	overall project management	09/01/15	Green	NB	DA	IN			7/5/14	30/6/15	20.0		10.0	50%	10.0
JS02	vRanger backup	2 - implementing	all in place, handover complete. Awaiting documentation and project closure.	31/03/15	Green	NB	RC	IN			1/12/14	30/4/15	20.0	12.0	11.0	92%	1.0
JS03	DR Infrastructure replacement	2 - implementing	awaiting start	06/01/15	Green	NB	RC	IN			3/7/15	30/10/15	20.0		0.0	0%	20.0

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spend	Target Start/ Restart	Target End	BDT and Infrastructure Resource				
													Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date	01/04/2015																
JS04	Documentation refresh and knowledge transfer	1 - Scope & Business Case		01/04/15	Green	NB	NB	IN			1/6/15	31/3/16	50.0		0.0	0%	50.0
JS05	2015 Laptop Refresh	0 - Not Started		01/04/15	amber	NB	MR	SD			1/4/15	31/3/16	60.0		0.0	0%	60.0
JS06	Swivel Remote Access	2 - implementing	Axial install on 15-16/6	03/06/15	amber	NB	RS	IN			1/4/15	30/11/15	10.0		0.0	0%	10.0
JSCB	Change requests/small projects - Business Development	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	1.0		0.0	0%	1.0
JSCI	Change requests/small projects _ Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	20.0	33.0	0.0	0%	33.0
	5. Strategic Alliance																
SA30	EH joint working	2 - implementing	final missing data transfer due 8/6	04/06/15	Amber	PH	LB	BD			1/4/13	30/6/15	100.0	224.0	222.0	99%	2.0
SA03	new Bank	2 - implementing		09/02/15	Green	DC	MW	IN			1/2/15	1/5/15	5.0		0.0	0%	5.0
SA18	Business Centre Strategy	2 - implementing	New infratructure being built	03/06/15	Green	NB	NB	IN			1/4/15	30/6/15	5.0	20.0	12.8	64%	7.2
SA19	Firmstep implementation	2 - implementing	still working on Self	04/06/15	Green	PH	LB	BD			1/4/14	31/3/16	5.0	710.0	284.0	40%	426.0
SA14	Consolidation of GIS data - SDW	2 - implementing	Have been working on this as part of other	04/06/15	Amber	LB	KO	GI			1/4/13	30/7/16	20.0	50.0	24.0	48%	26.0
SA15	Internet GIS	5 - on hold	No progress due to resource issues	04/06/15	Amber	LB	KO	GI			1/10/15	31/3/17	20.0		4.7	24%	15.3
SA18	Dimensions and Horizons in Torex	2 - implementing	testing underway, with Leisure and Finance	06/05/15	Green	LH	RS	IN			1/7/13	31/3/15	10.0	4.0	1.8	45%	2.2
SA20	Waste Management system	2 - implementing	Bolsover left to do	04/06/15	Green	SB	HB	BD			1/4/13	31/12/15	60.0	130.0	97.8	75%	32.2
SA19	PCI-DSS	1 - Scope & Business Case	Still waiting for confirmation from finance on NEDDC compliance	02/04/14	Green	GB	MW	IN			1/10/13	31/7/15	5.0	5.0	0.0	0%	5.0
SA23	Committee Management	2 - implementing	almost complete	04/06/15	Green	MK	AL	BD			1/1/15	31/7/15	25.0	90.0	81.0	90%	9.0
SA24	Process Optimisation	2 - implementing	work programme on target	04/06/15	Green	NB	LB	BD			1/6/14	31/12/15	20.0	213.0	49.8	23%	163.2
SA25	INSPIRE implementation	2 - implementing	publishing basics	04/06/15	Green	PH	KO	GI			1/7/14	31/12/15	45.0	90.0	10.8	12%	79.2
SA26	Laptops & dual screens for Planning at NE/BDC	1 - Scope & Business Case	Guide price within budget, equipment to be	27/03/15	Green	SW	MJR	SD			27/2/15	30/4/15	5.0		0.0	0%	5.0
SACB	Change requests/small projects - Business Development	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	3.0		0.0	0%	3.0
SACI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			31/3/14	31/3/16	25.0	55.0	0.0	0%	55.0

Project Effort Distribution

BD	Q1	Q2	Q3	Q4	Total Days	
Days required	223	197	169	169	758	4 people, 213 days each, 2 100% full time on projects and 2 at 75% of time on projects until q4 then 1 @ 100 and 2 @ 75%
Availability	184	184	184	130	682	
Days Over/under committed	-39	-13	15	-39	-76	
Cumulative over/under	-39	-52	-37	-76		
GI	Q1	Q2	Q3	Q4	Total Days	
Days required	35	38	47	47	167	2 people, 213 days, 40% of time on projects
Availability	44	44	44	44	176	
Days Over/under committed	9	6	-3	-3	9	
Cumulative over/under	9	15	12	9		
IN						
Days required	338	153	105	95	691	12 people, 213 days each, 30% of time on projects
Availability	190	190	190	190	760	
days Over/Under	-148	37	85	95	69	
Cumulative over/under	-148	-111	-26	69		
Total(BD+GI+INF)						
Total days needed	596	388	321	311	1616	
Availability	418	418	418	364	1618	
Days over/under	-178	30	97	53	2	
Cumulative over/under	-178	-148	-51	2		

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	Budget	Spend	Target Start/ Restart	Target End	BDT and Infrastructure Resource				
													Orig Est	Rev Est	Act Days	% Comp	Rem Days
Start date	01/04/2015																
1. Bolsover																	
BD03	Housing document Management	5 - on hold	22/1 Swordfish demoed on 19/1 but also does not have facility to open Housing system directly, await P. Campbell for review meeting. 01/04 No decision yet from Housing	22/01/15	Amber	PC	DA	IN			3/4/15	30/6/15	10.0	20.0	12.9	65%	7.1
BD04	Automated Payment Machines	2 - implementing	installation planned for August	03/06/15	Green	AD	MW	IN			1/4/15	31/8/15	5.0	0.0	0.0	0%	5.0
BD05	Civica payments upgrade	1 - Scope & Business Case	awaiting funding decision	06/05/15	Green	AD	MW	IN			1/9/15	10/9/15	5.0		0.0	0%	5.0
BD06	Enanced Joomla functionality to include Elections	3 - awaiting closure report	complete	04/06/15	Green	SC	NB	BD			15/4/15	5/5/15	5.0		5.0	100%	0.0
BD13	ARC office moves	2 - implementing	move scheduled for end July	03/06/15	Green	GG	NB	IN			1/6/14	31/7/15	10.0	14.0	7.0	50%	7.0
BD50	Windows 2003 migration	2 - implementing	progressing	04/02/15	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	58.0	64%	32.0
BD76	Supporting People	5 - on hold	DCC have approved in principle, going to members in October, lilely minimal ICT	20/08/14	Amber	PC	NB	IN			3/4/15	31/3/16	5.0	10.0	5.4	54%	4.6
BD77	W2_Comino document disposal	2 - implementing	v18/2 sccheduled to go live 16/6 - preqequiste	03/06/15	Amber	JF	DA	IN			1/1/14	30/4/15	5.0		0.1	2%	4.9
BD84	LLPG improvement schedule 2015-16	2 - implementing	working to new guidelines	04/06/15	Green	PH	KO	GI			1/4/15	31/3/16	34.0		0.0	0%	34.0
BD85	Bolsover Contact Centre relocation	1 - Scope & Business Case	Will relocate by end of September	31/03/15	Green	PH	RC	IN			1/4/15	30/9/15	20.0		0.0	0%	20.0
BD87	Complaints	2 - implementing	amendments to NE again then copying to	04/06/15	Green	JF	HB	BD			19/12/14	31/5/15	10.0	20.0	18.0	90%	2.0
BD88	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	available	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
BD89	Ingres10s upgrade(Housing)	1 - Scope & Business Case	awaiting dates from Capita	03/06/15	Green	DC	DA	IN			1/9/15	31/12/15	10.0		0.0	0%	10.0
BD90	Optitime v5 upgrade	1 - Scope & Business Case	installed and under test	03/06/15	Green	DC	DA	IN			1/5/15	30/8/15	20.0		0.0	0%	20.0
BDCB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	10.0		0.0	0%	10.0
BDCI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	60.0	68.0	0.0	0%	68.0
2. Derbyshire Dales																	
DD01	M3 Licensing	2 - implementing	awaiting decision on NIS quote for web skinning	03/06/15	Amber	Tbraund	TB	IN			1/4/13	30/6/15	5.0	7.0	5.0	71%	2.0
DD02	INSPIRE implementation	2 - implementing		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	Download file format identified. Awaiting test download area to be setup	06/05/15	Green	KH	SW	IN			1/2/15	31/5/15	5.0		0.0	0%	5.0
DD11	IT transformation service review	2 - implementing		15/10/14	Green	NB	NB	IN			1/10/13	31/12/15	10.0	20.0	10.0	50%	10.0
	Clean&Green Mobile Working	1 - Scope & Business Case	will trial Playsafe solution	04/06/15	Green	SC	LB	BD			1/10/13	30/9/15	5.0		1.0	20%	4.0
	document management	1 - Scope & Business Case	likely to remain with Northgate	03/06/15	Green	SC	LB	BD			1/1/15	30/9/15	10.0		0.0	0%	10.0
	HR forms on line	1 - Scope & Business Case	demo of HR21	04/06/15													
	Gladstone Leisure Implementation	2 - implementing	post implementation issues and cash export outstanding. Kiosk installation 10/6. Progressing with cash export production from system (SW)	03/06/15	Green	SC	NB	IN			1/12/14	30/4/15	10.0	15.0	12.0	80%	3.0
DD50	Windows 2003 migration	2 - implementing	Lalpac is key concern	03/06/15	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	54.0	60%	36.0
DD64	Public Access Wifi(Town Hall)	1 - Scope & Business Case	orders placed but delayed due to resource	03/06/15	Green	KH	NB	IN			1/12/14	30/4/15	10.0	5.0	4.3	86%	0.7
DD65	FOI	2 - implementing	with users to test	04/06/15	Green	KB	LB	BD			17/12/14	20/5/15	20.0	25.0	3.0	12%	22.0
DD66	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	test installations in place, Capita issue with	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
DD67	Konica deployment	1 - Scope & Business Case	awaiting project brief	27/05/15	Green	CL	TB	IN			1/6/15	31/7/15	5.0		0.0	0%	5.0
DDCB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	1.0		0.0	0%	1.0
DDCI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	33.0	86.0	0.0	0%	86.0
3. North East Derbyshire																	
NE04	replacement intranet	2 - implementing	delayed implementation	04/06/15	Green	JF	HB	BD			1/2/15	31/7/15	40.0		7.0	18%	33.0
NE94	Ambitions project Coney Green	3 - awaiting closure report	Complete!	02/03/15	Green	JW	MR	SD			4/8/14	28/2/15	7.0	3.0	3.0	100%	0.0
NE17	NEDDC - On Course	2 - implementing	partly live, Issue with member details with XN	03/06/15	Green	LH	RS	IN			1/10/14	30/4/15	5.0	4.0	3.0	75%	1.0
NE33	CPL relocation	2 - implementing	work due to commence mid november	11/11/14	Green	NB	NB	IN			1/10/13	30/5/15	25.0	60.0	57.0	95%	3.0
	Procurement and commissioning	1 - Scope & Business Case	complete	11/11/14	Green	NB	NB	IN			1/10/13	31/3/15	100.0	30.0	17.5	58%	12.5
	relocation (Inf)	1 - Scope & Business Case	complete	11/11/14	Green	NB	NB	IN			3/4/15	30/5/15	125.0	25.0	0.0	0%	25.0
	relocation(SD)	1 - Scope & Business Case	last move 7/6	11/11/14	Green	NB	NB	SD			3/4/15	30/5/15	125.0	75.0	0.0	0%	75.0
NE48	Cash receipting review(inc 8.1&9 upgrade)	3 - awaiting closure report	now live with v9	03/06/15	Green	PH	MW	IN			1/4/13	30/4/15	25.0	89.0	88.0	99%	1.0
NE49	Ingres10s upgrade(Revs&Bens)	1 - Scope & Business Case	installed in test but issue wwith Capita	03/06/15	Green	DC	NA	IN			1/5/15	30/7/15	10.0		0.0	0%	10.0
NE50	Windows 2003 migration	2 - implementing	progressing, no significant issues	03/12/14	Green	NB	DA	IN			7/5/14	30/6/15	120.0	90.0	55.0	61%	35.0
NE81	LLPG - Express linking	5 - on hold	on hold until after elections	04/06/15	Amber	PH	KO	BD			1/6/15	31/12/15	20.0		6.7	34%	13.3
NE84	LLPG improvement schedule 2015-2016	2 - implementing	amended guidelines	04/06/15	Green	PH	KO	IN			1/4/15	31/3/16	22.0		0.0	0%	22.0
NE93	Contaminated land	5 - on hold	Working on slowly as part of other projects.	04/06/15	Amber	EH	KO	GI			1/9/15	31/12/15	20.0		6.6	33%	13.4
NE94	NEDDC Leisure Centre Public Wi-Fi	2 - implementing	Orders being placed with FreeRunner	27/03/15	Green	MR	PL	SD			1/4/15	10/4/15	10.0		0.0	0%	10.0
NECB	Change requests/small projects - Business	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	5.0		0.0	0%	5.0
NECI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	60.0		0.0	0%	60.0
4. Joint service																	
JS50	Windows 2003 migration	2 - implementing	overall project management	09/01/15	Green	NB	DA	IN			7/5/14	30/6/15	20.0		10.0	50%	10.0
JS02	vRanger backup	2 - implementing	all in place, handover complete. Awaiting documentation and project closure.	31/03/15	Green	NB	RC	IN			1/12/14	30/4/15	20.0	12.0	11.0	92%	1.0
JS03	DR Infrastructure replacement	2 - implementing	awaiting start	06/01/15	Green	NB	RC	IN			3/7/15	30/10/15	20.0		0.0	0%	20.0

Ref	Project / Scheme	Project Stage	Update	Date of last update	RAG Status	Proj Spon	Proj Man	Team	Budget	Spend	Target Start/ Restart	Target End	BDT and Infrastructure Resource				
Start date	01/04/2015												Orig Est	Rev Est	Act Days	% Comp	Rem Days
JS04	Documentation refresh and knowledge transfer	1 - Scope & Business Case		01/04/15	Green	NB	NB	IN			1/6/15	31/3/16	50.0		0.0	0%	50.0
JS05	2015 Laptop Refresh	0 - Not Started		01/04/15	amber	NB	MR	SD			1/4/15	31/3/16	60.0		0.0	0%	60.0
JS06	Swivel Remote Access	2 - implementing	Axial install on 15-16/6	03/06/15	amber	NB	RS	IN			1/4/15	30/11/15	10.0		0.0	0%	10.0
JSCB	Change requests/small projects - Business Development	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	1.0		0.0	0%	1.0
JSCI	Change requests/small projects _ Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			1/10/14	31/3/16	20.0	33.0	0.0	0%	33.0
	5. Strategic Alliance																
SA30	EH joint working	2 - implementing	final missing data transfer due 8/6	04/06/15	Amber	PH	LB	BD			1/4/13	30/6/15	100.0	224.0	222.0	99%	2.0
SA03	new Bank	2 - implementing		09/02/15	Green	DC	MW	IN			1/2/15	1/5/15	5.0		0.0	0%	5.0
SA18	Business Centre Strategy	2 - implementing	New infratructure being built	03/06/15	Green	NB	NB	IN			1/4/15	30/6/15	5.0	20.0	12.8	64%	7.2
SA19	Firmstep implementation	2 - implementing	still working on Self	04/06/15	Green	PH	LB	BD			1/4/14	31/3/16	5.0	710.0	284.0	40%	426.0
SA14	Consolidation of GIS data - SDW	2 - implementing	Have been working on this as part of other	04/06/15	Amber	LB	KO	GI			1/4/13	30/7/16	20.0	50.0	24.0	48%	26.0
SA15	Internet GIS	5 - on hold	No progress due to resource issues	04/06/15	Amber	LB	KO	GI			1/10/15	31/3/17	20.0		4.7	24%	15.3
SA18	Dimensions and Horizons in Torex	2 - implementing	testing underway, with Leisure and Finance	06/05/15	Green	LH	RS	IN			1/7/13	31/3/15	10.0	4.0	1.8	45%	2.2
SA20	Waste Management system	2 - implementing	Bolsover left to do	04/06/15	Green	SB	HB	BD			1/4/13	31/12/15	60.0	130.0	97.8	75%	32.2
SA19	PCI-DSS	1 - Scope & Business Case	Still waiting for confirmation from finance on NEDDC compliance	02/04/14	Green	GB	MW	IN			1/10/13	31/7/15	5.0	5.0	0.0	0%	5.0
SA23	Committee Management	2 - implementing	almost complete	04/06/15	Green	MK	AL	BD			1/1/15	31/7/15	25.0	90.0	81.0	90%	9.0
SA24	Process Optimisation	2 - implementing	work programme on target	04/06/15	Green	NB	LB	BD			1/6/14	31/12/15	20.0	213.0	49.8	23%	163.2
SA25	INSPIRE implementation	2 - implementing	publishing basics	04/06/15	Green	PH	KO	GI			1/7/14	31/12/15	45.0	90.0	10.8	12%	79.2
SA26	Laptops & dual screens for Planning at NE/BDC	1 - Scope & Business Case	Guide price within budget, equipment to be	27/03/15	Green	SW	MJR	SD			27/2/15	30/4/15	5.0		0.0	0%	5.0
SACB	Change requests/small projects - Business Development	2 - implementing	based on effort ytd	09/01/15	Green	NB	LB	BD			1/10/14	31/3/16	3.0		0.0	0%	3.0
SACI	Change requests/small projects - Infrastructure	2 - implementing	based on effort ytd	09/01/15	Green	NB	NB	IN			31/3/14	31/3/16	25.0	55.0	0.0	0%	55.0

Project Effort Distribution

BD	Q1	Q2	Q3	Q4	Total Days	
Days required	223	197	169	169	758	4 people, 213 days each, 2 100% full time on projects and 2 at 75% of time on projects until q4 then 1 @ 100 and 2 @ 75%
Availability	184	184	184	130	682	
Days Over/under committed	-39	-13	15	-39	-76	
Cumulative over/under	-39	-52	-37	-76		
GI	Q1	Q2	Q3	Q4	Total Days	
Days required	35	38	47	47	167	2 people, 213 days, 40% of time on projects
Availability	44	44	44	44	176	
Days Over/under committed	9	6	-3	-3	9	
Cumulative over/under	9	15	12	9		
IN						
Days required	338	153	105	95	691	12 people, 213 days each, 30% of time on projects
Availability	190	190	190	190	760	
days Over/Under	-148	37	85	95	69	
Cumulative over/under	-148	-111	-26	69		
Total(BD+GI+INF)						
Total days needed	596	388	321	311	1616	
Availability	418	418	418	364	1618	
Days over/under	-178	30	97	53	2	
Cumulative over/under	-178	-148	-51	2		Calendar Days Remaining:

Control Parameters				Guide to complete Control Parameters
Sickness Allocation Per Year	4			Standard allowance for sick leave (per FTE per annum).
Year Start Date	01/04/2014			Start of Year date.
Year End Date	31/03/2015			End of Year date.
Programme Override Date				Default is blank. Only use if required to give a snapshot at a specific date (using current resource).
Programme Date	31/03/2015			Calculated field (Today's date unless outside of Year Start / End dates).
Number of FTE Equivalent Employees in Team 1	17.00			Number of FTE (Full Time Equivalent) employess in Team 1.
Number of FTE Equivalent Employees in Team 2	13.80			Number of FTE employess in Team 2.
Non Working in the Current Year	8			Number of official non- working days: Bank and Public Holidays etc.
Working Days Per Week	5			Number of standard working days per week.
Days in the Year	365			Calculated field - based on dates entered for start and end of year.
Working Days Per Year	253			Calculated field - based on working week, non working days and days in year.
Average Team 1 Salary (inc employment cost)	£35,000			Average Person Salary for Team 1 used for calculating approximate cost of delivery.
Average Team 2 Salary (inc employment cost)	£25,000			Average Person Salary for Team 2 used for calculating approximate cost of delivery.
Team 1 Salary Total	£0			Salary total for Team 1 based upon resource allocation to deliver the programme.
Team 2 Salary Total	#REF!			Salary total for Team 2 based upon resource allocation to deliver the programme.
RAG Status:	Red	Amber	Green	Project status. Note: all Red status projects should be escalated.
Project Stage Categories	0 - Not Started 1 - Scope & Business Case 2 - implementing 3 - awaiting closure report 4 - closed 5 - on hold 6 - cancelled 7 - Not approved			Project stage categories all of which may not be appropriate for every project (Validation List).
Template Version	v2.7	Updated: 02/04/2012	By: D Maycock	Version control of programme template.

Chart & Presentation Parameters	Team 1	Team 2	Combined	Guide to complete Chart & Presentation Parameters
Percentage of Programme Complete	8.2%	#REF!	**#REF!**	Calculated field - based on days worked and days required.
Number of project days required	5250	#REF!	#REF!	Calculated field - based on team data entered in Programme sheet.
Actual number of days worked	433	#REF!	#REF!	Calculated field - based on team data entered in Programme sheet.
Programme Title		Joint ICT programme of work 2015		Title of programme (to appear on main sheet includes financial year).
Programme Chart Title		joint ICT programme of work - Project Achievement		Title of chart (to appear on Report Chart including calculated date).
Team Titles for Programme Chart	ness Development and Infrastruc	Service Desk	Programme Total	Title of teams (to appear on Report Chart & Main Programme).
Chart Data	Joint ICT programme of work 2014/2015 ness Development and Infrastruc 8.2%	Service Desk #REF!	Programme Total #REF! #REF!	Calculated Chart Data.
Colour Scheme - Default is Purple (Blank)	Blue Scheme	Brown Scheme	Green Scheme	

Teams for resource allocation	Business Development	
	Infrastructure	

Bank and Public Holidays in England and Wales	
Financial Years 2011-2015	
New Years Day	03/01/2011
Good Friday	22/04/2011
Easter Monday	25/04/2011
Royal Wedding	29/04/2011
Early May Bank Holiday	02/05/2011
Spring Bank Holiday	30/05/2011
Summer Bank Holiday	29/08/2011
Christmas Day	26/12/2011
Boxing Day	27/12/2011
New Years Day	02/01/2012
Good Friday	06/04/2012
Easter Monday	09/04/2012
Early May Bank Holiday	07/05/2012
Spring Bank Holiday	04/06/2012
Queen's Diamond Jubilee	05/06/2012
Summer Bank Holiday	27/08/2012
Christmas Day	25/12/2012
Boxing Day	26/12/2012
New Years Day	01/01/2013
Good Friday	29/03/2013
Easter Monday	01/04/2013
Early May Bank Holiday	06/05/2013
Spring Bank Holiday	27/05/2013
Summer Bank Holiday	26/08/2013
Christmas Day	25/12/2013
Boxing Day	26/12/2013
New Years Day	01/01/2014
Good Friday	18/04/2014
Easter Monday	21/04/2014
Early May Bank Holiday	05/05/2014
Spring Bank Holiday	26/05/2014
Summer Bank Holiday	25/08/2014
Christmas Day	25/12/2014
Boxing Day	26/12/2014
New Years Day	01/01/2015
Good Friday	03/04/2015
Easter Monday	06/04/2015
Early May Bank Holiday	04/05/2015
Spring Bank Holiday	25/05/2015
Summer Bank Holiday	31/08/2015
Christmas Day	25/12/2015
Boxing Day	28/12/2015

1. Guide to completing the Programme Sheet

1.1 The 'Programme' worksheet (not this one) is largely protected to prevent inadvertent alterations
1.2 Data entry areas are cols: 1-3; 5-8; 10-12; and at 4(cell); 9(row); and 20(cell)
1.3 Sheet can be unprotected using 'Tools/Protection/Unprotect Worksheet'. No password needed
1.4 'Programme' sheet contains example data to give an idea of entries required.

Resources Sections:
9. Resource team: [Text] The name of the Resource Team(s) managing the project
10. Original Estimate: [Number] At the beginning of the programme this column contains the resource estimate for each project in man-days effort
11. Revised Estimate: [Number] During the programme use this column to amend original man-days estimate (if necessary).
12. Actual Days: Enter Actual man-days (use half days if appropriate) against each project
13. % Comp: [Calculation] % of project completed - based on 'Actual' compared to either 'Revised' or 'Original' (if 'Revised' column not used). If figure is **RED** it denotes a project that has overrun from Original Estimate
14. Remaining Days: [Calculation] based on difference between 'Actual' and either 'Revised' or 'Original'

Ref	Project / Scheme	Project Stage	RAG Status	Proj Sponsor	Proj Man	Budget	Spend to date	End Target	Resource Team 1 (e.g. Projects)					Resource Team 2 (e.g. Support)				
									Original Estimate	Revised Estimate	Actual Days	% Comp	Remaining Days	Original Estimate	Revised Estimate	Actual Days	% Comp	Remaining Days
	PROJECT SECTION HEADING #1 (e.g. TECHNICAL)																	
801	**Title of Project No: 1:** A sentence or 2 explaining the nature and scope of the project	Brief updates on current status	Green	AB	ST	£100k		Q3	10		10.0	100%	0.0					
802	**Title of Project No: 2:** A sentence or 2 explaining the nature and scope of the project	Brief updates on current status	Amber	BC	TU	N/A		Aug-08	150	135	88.0	65%	47.0	210		85.0	40%	125.0
803	**Title of Project No: 3:** A sentence or 2 explaining the nature	Brief updates on current status	Green	CD	ST	£60k		Q4	35	30	25.0	83%	5.0	52		30.0	58%	22.0
804	**Title o** A sent nature							Oct-08	180		44.0	24%	136.0	125		33.0	26%	92.0
805	**Title o** A sent nature							Q2	60	73	73.0	**100%**	0.0	5		5.0	100%	0.0

Original Estimate	Revised Estimate		Total ROY	Original Estimate	Revised Estimate		Total ROY
435	428	:Days Required:	188	392		:Days Required:	239
441	441	:Days Available:	243	416		:Days Available:	230
2.2	2.2	:FTE:	2.2	2.0		:FTE:	2.0
6	13	:Surplus/Deficit:	55	24		:Surplus/Deficit:	-9

	Last Updated on:	10/9/08	Calendar Days Remaining:	139

Project Details section
1. Ref column: [Number] Project Reference No:
2. Project / Scheme column: [Text] Enter Name (in Bold) and brief explanation (in normal text) of the project
3. Current Status & RAG Status columns: [Text] Brief update (entered weekly/monthly) on current position of the project, RAG status to indicate Red Amber or Green. All Red status projects should be escalated.
4. Project Section Heading: [Text] Split the table into Programme sections if useful to manage programme reporting
5. Proj Sponsor: [Text] Initials of Project Sponsor (if useful)
6. Proj Man: [Text] Initials of Project Manager (if useful)
7. Budget & Spend to date columns: [Text] Financial budget attached to project '£0k' or 'N/A' if no costs incurred & any spend against budget to date.
8. End Date: [Text] Anticipated end date of the Project

Summary section

15. 'Original', 'Revised 'ROY' columns: [Calculated] Columns contain totals as explained below. 'ROY' = Rest of Year

16. Days Required row: [Calculated] provides total days needed to complete the project - effectively the 'demand'. Figures derived from column totals above. **NB1**. 'Revised' totals are derived from **two hidden columns ('K' and 'R')** used to pick up either the 'Original' or 'Revised' days as appropriate.

17. Days Available row: [Calculated from data in 'Resource Analysis' sheet] Total Resource days available to work on the project - effectively the 'supply'. **NB1**. Orig. / Revised estimates columns are the total resource available at start of programme - hence this is same for both Orig. and Revised columns. **NB2.** Total ROY column is the number of 'supply' days available to complete the project, taking into account the number of days remaining in the financial year (calculated from 'Calendar Days Remaining' cell).

18. FTE: [Calculated from data in 'Resource Analysis' sheet] Figures refer to number of people available in the resource team and includes allowances for A/L; S/L; Training etc. On average there are approx 200 'working' days available (per FTE per year) to work on projects.

19. Surplus/Deficit: [Calculated] These fields (under Orig/Revised Estimates and Total ROY columns) calculates demand versus supply situation regarding days required against days available..

Green figures denote Surplus days are available i.e. more resources (supply) days are available than required to meet the total days required

Red figures denote a Deficit of days i.e. projects need more resource (demand) than is available. In this situation, either a re-prioritisation (re-estimate) of projects are needed or else additional resource needs to be 'supplied' to provide balance.

20. Last Updated On [Date] A **manual entry** (the only one in this section) to denote when the sheet was last updated. Useful as reference

21. Calendar Days Remain: [Calculated] provides the number of working days (estimate) left in the financial year. Used as part of 'Days Available' for 'ROY' column

2. Guide to completing the Resource Analysis Sheet

2.1 Data entry areas are those areas in white (within the table) + the Team 1 & 2 name cells

2.2 The Sheet is protected but can be unprotected using 'Tools/Protection/Unprotect Worksheet'. (No password needed)

2.3 'Resource Analysis' sheet contains example data to give an idea of entries required.

Team 1: Name	Employee days available	Sickness	Annual Leave	Admin, training / other	"Work" days available	% of time: Projects	% of time: Development	% of time: Support	% of time: Service mgt	Total %	Days available	FTE available
Team Member #1	252	5	28	15	204	30.00%	0.00%	5.00%	15.00%	50.00%	61.20	0.30
Team Member #2	252	5	28	15	204	53.00%	40.00%	7.00%	0.00%	100.00%	189.72	0.93
Team Member #3	252	5	28	15	204	53.00%	40.00%	7.00%	0.00%	100.00%	189.72	0.93
Total					612						440.64	2.16
Average Days Per FTE					204.00							
Team 2: Name												
Team Member #1	252	5	28	15	204	20.00%	0.00%	30.00%	50.00%	100.00%	40.80	0.20
Team Member #2	252	5	28	15	204	20.00%	0.00%	30.00%	50.00%	100.00%	40.80	0.20
Team Member #3	252	5	23	15	209	60.00%	0.00%	30.00%	10.00%	100.00%	125.40	0.61
Team Member #4	252	5	23	15	209	0.00%	100.00%	0.00%	0.00%	100.00%	209.00	1.01
Total					826						416.00	2.01
Average Days Per FTE					206.50							

Project Distribution Resource Analysis	Q1	Q2	Q3	Q4	Total Days
Team 1	117	146	48	193	504
Team 2	249	200	25	100	574
Total	366	346	73	293	1078

*Any quarterly total greater than 30% of the whole is highlighted in red.

Resource Analysis tables

1. Team Names: [Text] Name of Resource team(s) used on Projects:

2. Team Member column: [Text] Enter Name of Resource

3. Employee days available and Sickness columns: [Calculated] Figures derived from Control Parameters worksheet

4. Annual Leave: [Number] Enter annual leave days each member is entitled to

5. Admin, Training / Other: [Number] Enter the allowance made for generic admin, training and other days

6. Work days available: [Calculated from previous 4 columns] Number of work days available per person

7. % of time..: [Number] Four (or more if necessary) columns to provide % split of time available to Projects (either 'projects' or 'development') as opposed to non-Project work commitments

8. Total %: [Calculated from all "% time.." columns] Control column to confirm all time accounted for. Figure may be less than 100%, and coloured **RED,** if: a) person starts part way through the year or b) part time worker for full year. In each case a judgement is made in the breakdown of work across the % of time columns

9. Days available: [Calculated] Calculates the days available to work on Projects by each member. Total figure for each team is used to populate the 'Days Available' cells in Programme - see **17** on Programme Guide sheet

10. FTE available: [Calculated] Calculates FTE equivalent of 9 above and provides the figure that populates the 'FTE' cells in Programme sheet see- **18** on Programme Guide sheet

11. Project Distribution Analysis Table: [Calculated] Summarises the resource time allocated to each quarterly period (assumes quarters are used) and gives an indication where over commitment may occur

Revision Notes:
v1-v2.4 March 2011
Establish Base Functionality as outlined in instruction tabs Programme Guide and Resource Guide
The Ref number on the programme was changed in a much earlier release and is made up as follows T-SS-PPPP denoted by T-Strategic Theme i.e. 1 = Efficiency, SS-Service Delivery Plan Reference (this is referenced to aid the updating of Covalent with current status) and finally PPPP-Project or Programme Reference (our
v2.5 August 2011
Non-Woking days are properly calculated in cell C10 of the Control Parameters using the NETWORKDAYS() formula linked to a new tab containing Non-Working Days (this makes for more accurate planning and automates the calculation for the number of non-working days in the year (also serves as a useful reference).
Have added the stage category Deferred splitting this off from stage 6 which was previously Closed / Deferred
Bottom left of the BBSi Programme (within the printed range) I have included an automatic calculation for the KPI status i.e. Qty of Red,Amber,Green etc..
v2.6 December 2011
Modifications over previous releases to the Management area on the Programme tab (columns W - AL) These improve the crude resource planning element and allow the entry of a target start period in addition to the target end, columns AE – AL then use this to spread the effort between the start and end targets to give a more realistic appraisal of the required effort, best way I can illustrate this is by an example of a large project due to be complete in Q4 but we know that the effort required to deliver this means it needs to start in Q2 so instead of the Resource Analysis tab lumping all the effort into Q4 making it look like we were over committed in this
v2.7 April 2012
Included automatic conditional formatting for deferred and closed projects.

Cost Saving Plan			Potential savings:								Actual				
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	One off/Rec	saving	Comment			
2014-15															
INSPIRE publishing	01/04/14	31/03/15					A	2014-15	Scheduled	R		discount on shared procurement of publishing service			
Public Access 2 upgrade	01/07/14	31/12/14	1,000	1,000	1,000		A	2014-15	Scheduled		3,000	savings on joint procurement			
Income generation:															
CGBC Support	01/04/14	31/03/15				3500	I	2014-15	Complete	R	3500	additional income due to increased scope of service			
Tangent Support	01/04/14	31/03/15				2125	I	2014-15	Complete	R	2125	charge increased based on demands for support			
TLC upgrade procurement	01/09/14	31/12/14	1000		1000		A	2014-15	Scheduled	O	2,000	discount on shared procurement of consultancy services			
Common Desktop GIS	01/07/14	30/09/14	2700	200			R	2014-15	Complete	R	2900	drop 4 MapInfo licenses at NEDDC and use two spare BD			
Server Maintenance	01/01/15	31/12/15				700	J	2014-15	Complete	R	700	rationalisation and competative quotations			
			4,700	1,200	2,000	6,325					14,225					
2015-16															
Capita Remote Support	01/04/15	31/03/16	12,000	12,000			R	2015-16	Scheduled	R	24,000	will be saving against departmental budgets			
			12,000	12,000	0	0					24,000					
Saving Legend:															
R - Retained budget															
J - Joint ICT budget															
A - Cost Avoidance															
I - Income															
X - Cost Increase															

0C ArcGIS

Cost Comparison

		Current Costs			# user	cost/user	Possible savings		Comments
Service	Product	NEDDC	DDDC	BDC			2010-11	2011-12	
AD Users		668	330	448					

Software

Service	Product	NEDDC	DDDC	BDC	# user	cost/user	2010-11	2011-12	Comments
AntiVirus	Sophos		8,039		400	20.10		6000	
	Symantec	3499			682	5.13		400	
	F-Secure			3630	520	6.98		1500	Does not have removable media funstioanlity
Audit Tool	Centenniel			2332	500	4.66		2000	Use LANSweeper
	Centenniel	2100			700	3.00		1900	Use LANSweeper
Backup	Legato	4752							
	BackupExec			1352					
Terninal Services	Citrix	0		2090	90				
Certificates		300		247					
Domain Registration	Gradwell			108					
Email Archiving	Enterprise vault			2295	500				
WebFilter	Websense	4752							
			2464						
Spam/Email(Web) Filter	Websense Enterprise		8601		200	43.01		1000	Cost of additional licenses to add yr 1
	MailSweeper			5176	600	8.63			
	IMSS	2700			600	4.50			
ServiceDesk	Hornbill			3124	10	312.40			
	HEAT	4900			13	376.92			
Virtualisation	VizionCore			301	6				
	VizionCore	630			10				
	virtualCenter	798							
	VMWareGold			4999	3				
	VMWareGold	4594			5				
	vKernal	410			10				
2 factor Authentication	CryptoCard			800	100	8.00			
	Cryptocard		?		28				
	PINSafe	906			150	6.04			
CoCo Logging	Argent Gurdian Server	0	0	2100					
SSL-VPN	Juniper			2815	50	56.30			
		3982			150	26.55			
Software Total		**34323**	**19104**	**31369**					

Hardware

Service	Product	NEDDC	DDDC	BDC	# user	cost/user	2010-11	2011-12	Comments
AirCon	Bradley	1304							
RS6000			9,800				9,800		Contracts cancelled
Core Switch S&M	8000m		740						Less cost of BTL HP Support
Disaster Recovery	SunGuard			20000					based on planned changes
Server Maintenance	COM-Com			2312					
	ConcodeInf	1964			20				
	HP	1785			3				
SANs	Dell			1156	1				
	Dell	3492			3				
Tape Library	2e2			883					
	ConcordeInf	396							
backup Disk Array	2e2	600							
Printers	Total graphic Solutions			821					
	Welltec			510					
	Datatrade			305					
	Capita	820							
Firewall	BLOXX			1395					

	Stonegate/nViron	4740		
UPS	KeySource/2BM	6199		
WEEE Disposlas		0	0	345
	Hardware Total	**21300**	**10540**	**27727**

Internet

10Mb Incoming pipe	IPStream		17000		12000
2Mb Incoming Pipe	Easynet SDSL	5800			
2MB Internet/Email Access	BT DIA	6500	7800		1,300
Email access	Demon Business 8Mb Broadband		832		
2MBE1 x 1(inc backup)	Verizon			13776	moving to a 10Mb IA link at 10K
Intrusion Detection	Nessus	716		800	
	Internet Total	**13016**	**25632**	**14576**	

Changes

07/12/2010	Corrected DDDC SD tooL from 1600 to 600
22/10/2010	Added in known savings for AV renewals
02/06/2011	added IDOX consultancy saving
13/101/11	DDDC switch, Uniform u/g and BDC WAN
07/11/2011	Removed 2010-11 savings to separate sheet. Put nominal figures where non currently in pla
10-Nov	DDDC did not beneifit from UNIform u/g saving, given credit against next consultancy instea
05/01/2012	Added shared web site hosting
23/02/2012	Remove IPStream
17/09/2012	Included gateway Security and backup
	Removed 2011-12 savings to separate sheet. Put nominal figures where non currently in pla
08/02/2013	Included additional income generation
20/03/2013	Include ICT Resturcture savings
09/07/2013	full Income generation activities included for 13-14
04/10/2013	added VMWare Joint Procurment savings
	added income from website development
17/04/2014	added increased income for tangent and CGBC
	completed some activities
15/09/2014	added in Capita Remote Support and GIS tools
20/01/2014	added in reduction in server maintenance costs

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Cost Saving Plan														
			Potential savings:						Actual					
Activity	Start	End	DDDC	NEDDC	BDC	Saving	Year	Status	saving	Comment				
Decommission RS 6000	01/01/10	30/09/10	11,000			R	2010-11	Complete	11,000					
Aggregated gcsx link	01/10/10	30/03/11	0	0	0	R/A	2011-12	Failed	0	Barriers to progress				
New Service DeskSolution	01/10/11	30/03/11	600	1,300	800	R/J	2010-11	Complete	2,700	New solution procureed, install asap				
New Audit Tool	01/10/11	30/03/11		1,900	2,200	R	2010-11	Complete	4,100	Solution under review at DDDC				
Replace Argent log tool	28/02/11	31/03/11			2,200	R	2010-11	Complete	2,200	Use in house solution				
			11,600	3,200	5,200				**20,000**					
Saving Legend:														
R - Retained budget														
J - Joint ICT budget														
A - Cost Avoidance														

Cost Saving Plan										
			Potential savings:						Actual	
Activity	Start	End	DDDC	NEDDC	BDC	Saving	Year	Status	saving	Comment
Review AV Products	01/10/10	30/06/11	6,260	2,304	1,902	R/J	2011-12	Complete	10,466	Existing suppliers contacted for 'competative upgrade' quotes
Aggregated gcsx link	01/10/10	30/03/11	0	0	0	R/A	2011-12	Failed	0	Barriers to progress
Intrusion Detection(Nessus)	01/02/11	01/02/11	-200	425	275	R/J/A	2011-12	Complete	500	DDDC using NEDDC FOC at present
Decommission old Switch	01/01/11	31/01/11	700			R	2011-12	Complete	700	
Single EMGWarp Membership	01/04/11	31/03/11	-100	200	200	R/J	2011-12	Complete	300	DDDC gaining benefits from NEDDC Membership
Single SOCITM Membership	01/04/11	31/03/11			300	R/J	2011-12	Complete	300	Do we retain BDC Insight membership?
NA	01/04/11	30/06/11			11,000	A	2011-12	Complete	4,400	New strategy for delivery of SQL DB, CRM benefit initially
Replacement BACS solution	01/08/11	30/11/11			400	R/A	2011-12	Complete	400	Migrate to NEDDC provider
Planning database upgrades	01/07/11	01/08/11		950	950	A	2011-12	Complete	1,900	Joint procurement, DDDC given credit on next consultancy work
Working@Home Renewal	01/09/11		0	500	500	R	2011-12	Complete	1,000	Joint procurement
WAN migration year 1	01/05/11	30/09/11			15,000	R	2011-12	Part	10,000	includes implementation costs
			6,660	4,379	30,527				29,966	
Saving Legend:										
R - Retained budget										
J - Joint ICT budget										
A - Cost Avoidance										

Cost Saving Plan

Activity	Start	End	Potential savings:				
			DDDC	NEDDC	BDC	Joint	Saving
2012-13							
Multi domain certificates	26/05/12	26/05/15	360	360	360		
Penetration Testing - Joint pro	01/05/12	31/05/12	900	900	900		J
Shared wesite hosting	01/02/11	28/02/12	676			676	R/A
WAN migration year 2+	01/05/11	30/09/11			40,000		R
Income generation:							
CGBC Support	01/03/13	31/03/14				2750	I
Tangent Support	01/03/13	31/03/14				3480	I
			1,936	1,260	41,936	6,230	

Year	Status	One off/Re	Actual saving	Comment
2012-13	Complete	O	1,000	approximate as prior certs purchase don 3 year deals an
2012-13	Complete	O	2,700	
2012-13	Complete	R	1,352	Actual saving for BDC
2012-13	Complete	R	40,000	
2013-14	Complete	R	5500	part year
2013-14	Complete	R	6875	part year
			57,427	

d not alwys in budget

Cost Saving Plan												Comment				
			Potential savings:								Actual					
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	One off/Rec	saving	Comment				
2013-14																
Common Backup Solution	01/09/12	31/12/13	0	5,000	600		R	2013-14	Complete	R	4,104					
Common Firewall	01/04/12	31/03/13	0	3,000	5,000		R	2013-14	Complete	R	4,535	Investment secured, implementation underwa				
Common Content filter	01/04/12	31/03/13	2,500	5,000			R	2013-14	Complete	R	12,177					
Common email filter	01/04/12	31/03/13	2,000	0	2,000		R	2013-14	Complete	R		inc in above				
Rationalise Internet Access	01/01/12	31/03/13	4,000	5,000	5,000		R	2013-14	Complete	R	10,800	30/6 - complete				
Common Remote Access	01/03/13	31/03/14	-160	1,000	1,500		J	2013-14	Complete	R	2,340	dependant on VMWare View implementation				
ICT Restructure	01/04/13	31/03/14				7,000	J	2013-14	Complete	R	6,007	assumptions made on final structure revision				
Joint Procurement:																
VDI ELA	30/09/13	30/09/13	9,000	9,000	8,000		A	2013-14	Complete	O	26,000	Joint procurement of virtual desktop licenses				
Income generation:																
CGBC Support	01/03/13	31/03/14				5500	I	2013-14	Complete	R	5500	assumes current staffing levels maintained				
Tangent Support	01/03/13	31/03/14				6875	I	2013-14	Complete	R	6875	assumes current staffing levels maintained				
/ebsite for 'Limestone Journey'	01/11/13	30/11/13				1,500	I	2013-14	Complete		0	did this happen?				
			17,340	28,000	22,100	20,875					78,338					
Saving Legend:																
R - Retained budget																
J - Joint ICT budget																
A - Cost Avoidance																
I - Income																
X - Cost Increase																

y

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

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	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	3 x 2 = 6	ICT Manager
06	Staff retention	High turnover of staff in a service can led 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 within service to meet business demands	Unable to delivery key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management	2 x 3 = 6	Joint Management Team

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

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 Commitee

22nd June 2015

Budget Outturn

Report of the ICT Manager

Purpose of the Report

- To appraise the Committee on the 2014-15 budget outturn..
- To seek approval to utilise existing reserved funds to recruit an Apprentice for 12 months commencing September 2015.

1   Report Details

1.1   The Joint ICT Service delivered an under spend of £16,000 against a budget of £1,083,477 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   In June 2014 the Joint Committee approved the reservation of £12,500 from an underspend in the 2013-14 financial outturn to facilitate the recruitment of a future Apprentice. This money is still available.

1.3   Existing reserved funds were used to allow the recruitment of an Apprentice in 2014-15. This apprenticeship was facilitated by Derbyshire Dales through their apprenticeship scheme, this apprenticeship comes to an end on July 11th. No permanent position is currently available for the apprentice at North East Derbyshire but the experience gained has resulted in the offer of a position at Derbyshire County Council.

1.4   An apprentice has also been recruited through the trainee scheme delivered at Bolsover and North East Derbyshire. This will run until December 2015 and is fully funded outside of the joint ICT Service.

1.5   The Joint ICT Service has now had an apprentice in post for much of the last 4 years. The Service Desk team is now heavily reliant on this resource to maintain service levels.

2   Conclusions and Reasons for Recommendation

2.1   The Joint ICT Service is reliant on the additional resource provided through an apprentice.

2.2   Members have previously supported the recruitment of an apprentice.

2.3   Funds are available to support a 1 year apprentciship starting in 2015.

2.4   Early recruitment of an apprentice will enable sufficient training to be undertaken to allow the recruit to begin to contribute to the service provision.

2.5   The apprenticeship would be facilitated by Derbyshire Dales to enable the recruitment of an 18+ apprentice.

3   Consultation and Equality Impact

3.1   HR will be fully consulted on the recommendations.

4   Alternative Options and Reasons for Rejection

4.1   That the Joint ICT Service takes advantage of the current trainee and apprenticeship scheme underway within the Strategic Alliance. This scheme recruits trainees aged between 16-18, the experience of the joint ICT Service have found these candidates have required significant additional training and mentoring in order to fulfil the key technical and customer service elements of the role. It is felt that recruiting apprentices with further education experience has proved more successful for all parties in recent years.

4.2   The Joint ICT Service does not recruit an apprentice in 2015.. This option is not recommended for the following reasons

4.2.1 A valuable opportunity for a young person to gain high quality workplace experience may be missed.

4.2.2 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

£12,500 held in reserve by North East Derbyshire would be used to fund a future apprentice via the Derbyshire Dales apprenticeship scheme..

5.2   Legal Implications including Data Protection

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

5.3   Human Resources Implications

The Human Resources service at both North East Derbyshire and Derbyshire Dales would be fully consulted.

6 <u>**Recommendations**</u>

6.1   That the Committee note the budget outturn.

6.2   That the Committee approve that £12,500 held in reserve be used to cover the costs of a future apprentice.

6.3   That Derbyshire Dales would facilitate the recruitment and administration of the apprenticeship.