

## **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.

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### **14/14 Minutes of Last Meeting**

RESOLVED – 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 Interim Report on the Joint ICT Service (July 2014 to September 2014)**

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.

#### NEDDC

- 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.

#### DDDC

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

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- 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.

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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

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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.

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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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