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Appendix A – Service Improvement Action Plan

Improvement	Lead Officer	Target Date	Expected Outcome	Resources	Progress Update	Actual Outcome
Build Capacity within the Service Desk	Service Desk Manager	March 2015 March 2016	Efficiency improvements Improved KPI targets Improved customer satisfaction	Staff time	January 2015 – Outstanding calls reduced to 309 Sept 2015 – long term absences now resolved, apprentice recruitment underway. New target of March 2016	
Work within the Local CIO Council and SOCITM to lobby Government and vendors on pragmatic solutions for the public sector	ICT Manager	March 2015	Transformation opportunities	Staff time Travel expenses	Lobbying for clarity on PSN future and gcsx mail via SOCITM Knowledge hub Attended SOCITM 2015 conference	Remaining abreast of issues and developments in the public sector arena.
Quarterly	Business	July 2015	Identify capacity constraints by	Staff time	Now revised	Better visibility

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resource management updates	Development Manager	and ongoing	team		quarterly	of upcoming conflicts in workload
Continued professional development for ICT staff	ICT Manager	April 2011 and annually thereafter	Staff with relevant skills and professional qualifications where appropriate	Staff time £10,000 per annum	Requirements identified for 2014-15. Progress against plan monitored via 121s	.
Maintain compliance with the PSN Code of Connection	ICT Manager	November 2014 and annually thereafter	Ensure compliance at all partners	Staff time	January 2015 - 2014 compliance achieved at all partners. 2015 Compliance achieved for Derbyshire Dales	All partners are currently compliant
Common ICT Policies	ICT Manager	August 2014 March 2016	Common policies based on best practice guidelines	Staff time	Approved at NEDDC and BDC, progressing at Derbyshire Dales. Revised target date	
Introduction of full	Business	March	Improved resource planning	Staff time	Release	

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formal change control	Development manager	2015 March 2016			requests embedded in ways of working. Change Request process still being developed	
Contribution to the Transformation programmes at each partner	Business Development Manager/ ICT Manager	March 2017	Delivery of transformational projects leading to savings and service delivery improvements	Staff time	Significant ICT resource being committed	
Review joint backup solution	ICT Manager	March 2015	Recommendation on common solution	Staff time and targeted expenditure	January 2015 - vRanger solution implemented	High success rate, low admin overhead.
Introduce ad hoc user surveys	Service Desk Manager	December 2014	Ongoing review of performance leading to targeted improvements	Staff time, some consultancy may be required	Being launched in October 2015	1 st survey conducted in October 2015. Out of 36 responses, 34 positive, 2 neutral, none negative. Will run on a

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Introduce telephone call reporting	Service Desk Manager	September 2014	Ability to measure abandoned calls and call wait times to facilitate	Staff time and targeted expenditure	Implemented and being reviewed monthly	Helped shape some ways of working changes in the Service Desk quarterly basis.
Review storage capacity	ICT Manager	August 2014 and annually thereafter	System that is correctly sized to meet business needs	Staff time and targeted investment	Storage capacity currently sufficient, growth monitored	
Disaster recovery tests	ICT Manager	March 2015 January 2016	Full annual test at each partner site	Staff time	New procedures now tested and tests undertaken at all partners. New solution being trialled for NEDDC, testing due November 15	
Migrate to Server 2008 or 2012	ICT Manager	June 2015 November 2015	Ensure supported platforms for server infrastructure at all partners	Staff time and targeted investment	Sep 15 – only a handful now remain – all should be	

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					complete by end of November	



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