

## 2014 ICT User Survey - Action Plan – last update 23/10/15

Agenda Item No 8

Taking on board the results and comments the following action plan has been produced:

Findings/ Comments	Planned Actions	Target Date	Lead Officer	Progress Update	Actual Outcome
Staff have noted that it is often difficult to contact ICT on 3001	Implement MacFarlane call monitoring  Further promotion of self service and email for non urgent issues and requests  Contact vendor regarding single sign on for Self Service	Feb 2015  Feb 2015  Mar 2015	MR  MR  MR	Total calls answered & abandoned has increased from Mar to July: 1294 to 1661.  Await outcomes of call monitoring  Now working for all Authorities, to be publicized soon!	
Whilst a significant number of staff noted that their performance of their equipment/network had improved there are still many who	Laptop replacement programme commences in 2015-16 Financial year with a 4 year replacement cycle  Mill Lane relocation should deliver	Mar 2016  Apr	MR/NB	TOs working on laptop build, SSDTs to be point of contact on Service Desk for rollout	

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are experiencing issues	improved network performance for NEDDC through deployment of new equipment  Review VDI and PC deployment in main offices with a view to redistribute distribute higher specification PC's to 'power users'.	2015  Mar 2016	NB  NB	(date TBC).  Part of planning process	
Consistency of Staff Knowledge	Increase awareness of the ICT Service teams and how calls are allocated and escalated  Review existing ICT skills matrices and progress knowledge transfer as required. Monitor through EDPR and 121's.	Mar 15  Apr 15	NB  NB/MR /LB	Learning and Development plans completed  ICT Self-Support & Training options now on intranets. Some take-up at BDC.	
Non ICT Staff training	Publicise the Microsoft Office on line training	Feb 2015	MR	ICT Self-Support & Training options now on intranets. Some take-up at BDC &	

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	Staff to raise all IT training needs(including Business Applications) via the annual appraisal process	Mar 2015	NB	DDDC. Raised at SAMT, QPR and User group meetings	
Further improve communication regarding outstanding calls	Review internal process for call management Review SA and DDDC customer service standards and how we apply to ICT Service	Apr 2015 Jun 2015	MR/NB /LB MR/NB /LB	Process now published Initial review underway	
Access to sites other than base location	Produce guidance on flexible working	Apr 2015	MR	No progress	