Our Ref: AM/MD
Contact: alan.maher@ne-derbyshire.gov.uk
Tel: 01246 217391
Date: 2 November 2018

Dear Member

Joint ICT Committee- Annual General Meeting – 12 November 2018

I hereby give you notice that a meeting of the Joint ICT Committee will be held on **Monday 12 November 2018 at 2.00 pm in the Council Chamber, Bolsover District Council Offices, The Arc, Clowne, Chesterfield** to transact the under mentioned business.

Yours sincerely

Sarah Steuberg

Head of Corporate Governance & Monitoring Officer

A G E N D A

1 Appointment of Chair

To appoint the Chair of the Joint ICT Committee (NEDDC) for the ensuing year.

2 Appointment of Vice-Chair

To appoint the Vice-Chair of the Joint ICT Committee (BDC) 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 23 July 2018 - **attached**

6 Appointment of Secretary of the Joint ICT Committee

To appoint the Joint Head of Corporate Governance and Monitoring Officer of BDC/NEDDC (or nominee) as Secretary of the Joint ICT Committee for the ensuing year.

7 Appointment of Treasurer of the Joint ICT Committee

To appoint the Finance Manager of BDC/NEDDC (or nominee) as Treasurer of the Joint ICT Committee for the ensuing year.

8 Appointment of Auditor of the Joint ICT Committee

To appoint the Chief Internal Auditor of Derbyshire Dales (or nominee) as Auditor of the Joint ICT Committee for the ensuing year.

9 Terms of Reference of the Joint ICT Committee

To consider the Terms of Reference (ToR) of the Joint ICT Committee so that the Committee can propose amendments to them, if appropriate, as part of the NEDDC/BDC and other constitutional review processes – **attached**

10 Exclusion of the Public

The Chair to move:-

That the public be excluded from the meeting during the discussion of the following item of business to avoid the disclosure to them of exempt information as defined in Paragraphs 1 & 3, Part 1 of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

11 Joint ICT Service – Future Resourcing

To consider a report of Nick Blaney – Joint ICT Manager on the Joint ICT Service Desk Future Resourcing – **attached**

(Paragraphs 1 & 3)

12 Re-admission of the Public

The Chair to move:-

That the public be re-admitted to the meeting.

13 Joint ICT Service – Quarterly Performance Report

To consider a report of Nick Blaney – Joint ICT Manager on the Quarterly Performance of the Service - **attached**

14 Urgent Business

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

16 Date of Next Meeting

The next meeting of the Joint ICT Committee will be held on 1 April 2019 at 2.00 pm in the Board Room, Pioneer House, Wingerworth, Chesterfield.

JOINT ICT COMMITTEE

(Bolsover District Council, Derbyshire Dales District Council and North East Derbyshire District Council)

Minutes of the Annual Meeting of the Joint ICT Committee held in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield on Monday 23 July 2018 at 2.00 pm

Present:

Bolsover District Council (BDC)

Councillor S Fritchley
Councillor D McGregor

Derbyshire Dales District Council (DDDC)

Councillor C Furness
Councillor M Ratcliffe

North East Derbyshire District Council (NEDDC)

Councillor W Armitage
Councillor P R Kerry
Councillor J Lilley

Officers:

Karen Henriksen – Head of Resources (DDDC)
Nick Blaney – Joint ICT Manager
Alan Maher – Governance Officer (NEDDC)

1/18-19 Apologies for Absence

Apologies were received from Dawn Clarke, Head of Finance – Revenues and Benefits, Councillor A Catt – Derbyshire Dales District Council.

2/18-19 Governance

The Governance Officer, Alan Maher suggested that the Annual Meeting of the Committee be held on 12 November 2018. At this meeting, Members would be asked to appoint the Chair and Vice-Chair, as well as the officers who would serve as Secretary, Treasurer and Auditor to the Joint Committee.

The Committee supported the suggested date of the Annual Meeting.

3/18-19 Declarations of Interest

Members were 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 of the agenda and withdraw from the meeting at the appropriate time.

No declarations of interest were submitted at the meeting.

4/18-19 Minutes of Last Meeting

RESOLVED – That the Minutes of the Joint ICT Committee held on 9 April 2018 be approved as a correct record.

Further to Minute 16/17-18, the Joint ICT Manager, Nick Blaney explained that the number of spam e-mails received across the three authorities had grown substantially. These had been targeted at a range of users, not just elected Members. Advice had been provided to assist members in dealing with spam e-mails. The Committee welcomed this.

Further to Minute No 17/17-18 the Committee noted that it agreed to carry out a consultative role during the current local government year. It would do this by continuing to oversee the performance of the service and in particular, by receiving and discussing reports on the service from the Joint ICT Manager. The Committee would also be able to make recommendations to the three Councils on any issues which required them to take decisions about the operation of the Joint Service.

5/18-19 Quarterly Service Report

The Committee considered the latest quarterly service report. This included information about how the service was performing against a range of targets, expenditure against the budget and the use of resources. It also included information about what progress had been made on key projects, ICT security as well as on the ongoing development of the service.

The Committee was assisted by the Joint ICT Manager, Nick Blaney. He began by explaining that the sharp increase in calls to the service had now stabilised. Members were reminded that the increase in calls to the service had been driven by the introduction of new ICT systems and equipment, which in turn had generated more requests of assistance from their users.

Although these systems are now bedding-in, the number of calls to the service, he explained, was likely to remain at or about the current levels. This was because of the rolling programme of PC and laptop deployments with Windows 10, which the service was continuing to deliver.

Nick Blaney went on to point out that because of the more stable position - the service had been able to reduce its backlog of work. In this context, Members were informed that the number of 'outstanding calls' that it still had to deal with – or in other words those requests for assistance which had not yet been resolved - had begun to fall. Members welcomed this.

The report to Committee set out information of the specific development projects which the service continues to be involved with. These included the introduction of an electronic document management system at Derbyshire Dales Council, which had now been partially deployed. The service was also deploying a new Contact Centre Solution system for North East Derbyshire. This was expected to be implemented in September 2018.

Members were told about a project to enable Council e-mail and calendars to be accessed through personal mobile devices such as mobile phones. The Committee discussed this project at length. There was a consensus that Members at all three authorities should be able to access Council e-mails in this way. The Committee was told that two 'market leading' solutions had been tested and that an Executive Summary and Options Appraisal were in the process of being produced. Members supported this approach and asked to be apprised of future developments.

Members considered the information on how the service had resolved incidents – and especially how it provided support to ensure that priority service for the partner organisations continued to operate. Members were pleased to hear that there had been no breaches of the Service Level Agreements (SLA) target for this priority support during the quarter.

The report made it clear that there had been several disruptions to network availability. Most of these disruptions had been caused by power 'outages' when the electricity supply was disrupted. The Committee discussed the problem of outages and the risk-management, contingency arrangements, which are in place across the three authorities to try and minimise the possible impact and disruption to core business processes.

The Committee then considered the Joint ICT budget. Members were informed that since the last meeting it had continued to be underspent. The financial year outturn had been £48k below budget. These underspent funds, it was explained, had been returned to the partner organisations.

Members discussed the ongoing financial position of the Joint ICT Service. What became clear from the discussion was that there was little scope to achieve further significant savings from rationalising the infrastructure for delivering ICT services. The Committee hoped that additional savings might be possible if greater integration of business processes could be achieved.

The Committee was keen that this approach should also cover the business processes which support elected Members in the three authorities.

The Committee was told that a new Joint ICT Strategy was in the process of being developed. Members recognised that this Strategy would provide the platform upon which to assess whether business process integration could be achieved.

At the conclusion of the meeting, Members made it clear that in addition to the existing methods of providing electronic copies of agendas and accompanying

papers for the Joint ICT Committee, they would like to receive these papers as a single PDF document. They felt that it would easier to navigate a single document on tablet computers. The Governance Officer agreed to investigate this and to make the necessary changes subject to any technical constraints.

The Committee also discussed the future venues for its meetings. Members emphasised that they would like to hold its meetings in all three authorities. They were also keen to ensure that the venues for future committee meetings were accessible and had working hearing loop systems. In this context, it was agreed that the Governance Officer should seek to hold the proposed Annual General Meeting of the Committee at the Bolsover Council offices in Clowne.

7/18-19 Urgent Business

There was no urgent business to be discussed at this meeting.

8/18-19 Date of Next Meeting

The next meeting of the Joint ICT Committee was scheduled for 12 November, 2018 Annual General Meeting (provisional).

The meeting finished at 11.10 am.

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Joint ICT Mins 0723

Agenda Item No 9

Bolsover and North East Derbyshire District Councils

Joint ICT Committee

12 November 2018

Joint ICT Committee Terms of Reference

Report of the Monitoring Officer (NEDDC and BDC)

This report is public

Purpose of the Report

- To enable Members to consider the Terms of Reference (ToR) of the Joint Committee and to propose amendments to them, if appropriate, as part of the NEDDC/BDC and other constitutional review processes.

1 Report Details

1.1 Both the North East Derbyshire District Council (NEDDC) and Bolsover District Council's Standards Committees have decided that as part of their annual review of the Constitution to review the Terms of Reference of the Joint ICT Committee. The intention was that any changes agreed by the three Councils to the Terms of Reference of the Joint Committee should be implemented from the beginning of the new municipal year, in May 2019.

1.2 As a first step, the NEDDC Standards Committee has requested that the Joint ICT Committee review its existing ToR and to recommend what changes, if any, it thinks ought to be made.

1.3 The Joint ICT Committee's Terms of Reference were last considered by the Joint Committee on Monday 9 April 2018. The Joint Committee did not feel that it was necessary to revise the ToR at that time, as the Committee agreed to continue in their role of providing oversight of the ICT service, referring back to each authority any issues requiring decisions.

1.4 The minutes of the 9 April 2018 meeting, along with the Joint Committee's current Terms of Reference, are appended to the report as Appendix 1 and 2.

2 Conclusions and Reasons for Recommendation

2.1 To ensure that the Joint Committee continues to have appropriate constitutional arrangements to carry out is role in overseeing the joint ICT service and to enable

the Joint Committee to contribute to the constitutional review process for reviewing its Terms of Reference.

3 Consultation and Equality Impact

3.1 No applicable

4 Alternative Options and Reasons for Rejection

4.1 The Joint Committee could delay further consideration of its Terms of Reference until the new municipal year, which it originally agreed to do in April 2018. This is not now recommended as the NEDDC Standards Committee hopes to make all other constitutional changes at Annual Council in May 2019. It is likely that the other Councils will adopt a similar approach and timescale.

5 Implications

5.1 Finance and Risk Implications

5.1.1 None

5.2 Legal Implications including Data Protection

5.2.1 None specific at this time

5.3 Human Resources Implications

5.3.1 None

6 Recommendations

6.1 That the Joint ICT Committee considers its current Terms of Reference and to recommend to the NEDDC and BDC Standards Committees what changes, if any it thinks should be made.

6.2 That the Joint Committee's recommendations to the NEDDC and BDC Standards Committees be communicated to the Monitoring Officer at Derbyshire Dales District Council.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: *BDC: Revenue - £75,000* ☐ *Capital - £150,000* ☐ *NEDDC: Revenue - £100,000* ☐ *Capital - £250,000* ☐ ☑ *Please indicate which threshold applies*	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	N/A
Has the relevant Portfolio Holder been informed	N/A
District Wards Affected	None
Links to Corporate Plan priorities or Policy Framework	Demonstrating Good Governance

8 Document Information

Appendix No	**Title**
Appendix 1	Minutes of the Joint ICT Committee – 9 April 2018
Appendix 2	Terms of Reference of the Joint ICT Committee
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	

Report Author	**Contact Number**
Nicola Calver, Governance Manager (BDC and NEDDC)	

JOINT ICT COMMITTEE

(Bolsover District Council, Derbyshire Dales District Council and North East Derbyshire District Council)

Minutes of the Meeting of the Joint ICT Committee held in Chamber 1, District Council Offices, Mill Lane, Wingerworth, Chesterfield on Monday 9 April 2018 at 2.30 pm

Present:

Bolsover District Council (BDC)

Councillor M Dooley
Councillor B Watson

Derbyshire Dales District Council (DDDC)

Councillor C Furness - Chair
Councillor M Ratcliffe

North East Derbyshire District Council (NEDDC)

Councillor W Armitage
Councillor P R Kerry

Officers:

N Blaney - BDC/DDDC/NEDDC
S Capes - DDDC
D Clarke - NEDDC
D Cairns - NEDDC
A Maher - NEDDC

13/17-18 Apologies for Absence

There was an apology from Councillor A Catt (substitute member – DDDC).

14/17-18 Declarations of Interest

Members were 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.

No declarations of interest were submitted at the meeting.

15/17-18 Minutes of Last Meeting

RESOLVED – That the Minutes of the Joint ICT Committee held on 14 November 2017 be approved as a correct record and signed by the Chair.

16/17-18 Quarterly Service Report on the Joint ICT Service – October 2017 to December 2017

The Committee received the quarterly report on the Joint ICT service (October 2017 – December 2017). This included information about the service performance, the budget and use of resources; as well as progress on key projects, security and the ongoing development of the service. With the agreement of the Chair, the ICT Manager Nick Blaney, updated this information for the period January 2018 – March 2018.

The Committee heard that the number of calls requesting the help of the serviced had increased slightly over the last three months. Members discussed the reasons for this with the ICT Manager. He explained that one of the main drivers for the increase was the pace of service development which had taken place, such as the roll out across Bolsover and North East Derbyshire of Microsoft Office 2013 as well as the deployment of new multifunctional devices (MFDs), laptops and personal computers at Bolsover. These developments tend to generate more service requests, until the changes have bedded in.

The Committee was reminded of some of the development projects that were also in the process of being implemented. These included the installation of a structured cabling system across the Derbyshire Dales Town Hall, which was currently taking place and the ongoing work which to ensure that all new laptops and pcs use the Windows 10 operating system.

Members were told that the number of "outstanding calls", or requests for services yet to be resolved had risen. This was largely because the planned developments which had taken place had made it more difficult to deal with non-urgent work. Many non-critical requests had had to be put on hold. As much of this development work had been completed, the service could now devote more time to dealing with non-critical tasks. Consequently, the volume of outstanding calls was expected to fall. The Committee welcomed this.

During the discussion Members asked about the impact of the cold weather experienced earlier in the year, especially on Rykneld Homes. It was confirmed that this had not had a significant impact on the overall volume of service requests which had been received.

Members were informed that the Joint ICT budget had continued to underspend and was expected to be about £40,000 below budget for the year as a whole. It was explained that this was primarily due to lower than expected salary costs.

The Committee also heard that no significant new risks had been identified and that there had been no successful attempts made to hack the computer networks serving the three authorities. In this context, Members referred to the problem of spam e-mails, which many now received. The incidence of these e-mails, it was explained, had increased significantly over the last three months across all three authorities.

Spam e-mails, it was argued, were causing Members real problems and there was a fear that they might prevent Members from accessing legitimate e-mails by using up their data allocation.

The Committee made it clear it would like the reasons for the increase in spam e-mails to be investigated, so that hopefully ways could be found to block them from Members' inboxes in the future.

At the conclusion of the discussion the Committee thanked the ICT Manager for his report and the updated information about the performance of the service.

RESOLVED – That the Joint ICT Committee notes the report.

Action Point

The Information Communication Technology Manager investigates the reasons for the increase in spam e-mails received by Members.

17/17-18 Review of the Committee's Functions, Future Arrangements and Terms of Reference

The report to the Committee dealt with the future role of the Joint Committee. In particular it asked Members to consider specific changes of the Terms of Reference of the Committee to reflect the consultation and review role that it now had.

The Senior Governance Officer, Donna Cairns, explained that under these proposals, the Committee would cease to be a decision making body in its own right. The Joint Committee would continue to oversee and review the performance of the service, but any operational, policy, financial or other decisions about the service would be recommended to the three local authorities for them to decide on.

Members discussed the report and the specific proposals. There was general agreement that the Committee had a valuable role to play in overseeing the work of the Joint ICT service and this oversight role ought to continue.

The Committee recognised that the Executive Governance arrangements, that operate in Bolsover and North East Derbyshire would oblige the Committee to meet a range of legal obligations if it was to take significant decisions, such as the need to give advance notice and for these decisions to be scrutinized.

Members felt that as the Committee did not usually take significant decisions this was unlikely to be a major problem. In particular, the Committee concluded that it could avoid this from happening by voluntary agreeing to recommend any issues which required a decision to the three Councils, so that they could decide upon them. Members unanimously supported this approach.

Members recognised the need to keep the remit and Terms of Reference of the Joint ICT Committee under review. There was unanimity that in order to allow this review to take place when possible changes to other joint arrangements were also being considered, it should take place from May 2019 onwards.

RESOLVED –

(1) That no changes to the Joint ICT Committee's Terms of Reference be recommended to Bolsover, Derbyshire Dales and North East Derbyshire District Councils at this stage.

(2) That Bolsover, Derbyshire Dales and North East Derbyshire District Councils consider reviewing the Terms of Reference of the Joint Committee following the local government elections in May 2019.

18/17-18 Urgent Business

There was no urgent business to be discussed at the meeting.

19/17-18 Date of Next Meeting

With the agreement of the Chair, it was:-

AGREED – That the next scheduled meeting of the Joint ICT Committee on 30 July 2018 be re-arranged. Members and officers will be informed of the new arrangements.

JOINT ICT COMMITTEE

NORTH EAST DERBYSHIRE DISTRICT COUNCIL DERBYSHIRE DALES DISTRICT COUNCIL AND BOLSOVER SHARED SERVICE

1 Purpose

This is a Joint Committee of Bolsover, Derbyshire Dales 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 services between North East Derbyshire District Council, Bolsover and Derbyshire Dales District Councils.

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 meeting, 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 Assistant Director of Governance of North East Derbyshire/Bolsover District Council *(or nominee)* shall act as Secretary to the Joint Committee and the position will be appointed to at each annual meeting of the Joint Committee.
- The Finance Manager of North East Derbyshire/Bolsover District Council *(or nominee)* 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 and the position will be appointed to at each annual meeting of 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 Service initiative between the Service Host and Client authorities.

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 service partnership

9 Review

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

Quarterly Report on the Joint ICT Service
(July 2018 to September 2018)
OFFICIAL

1. Summary

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

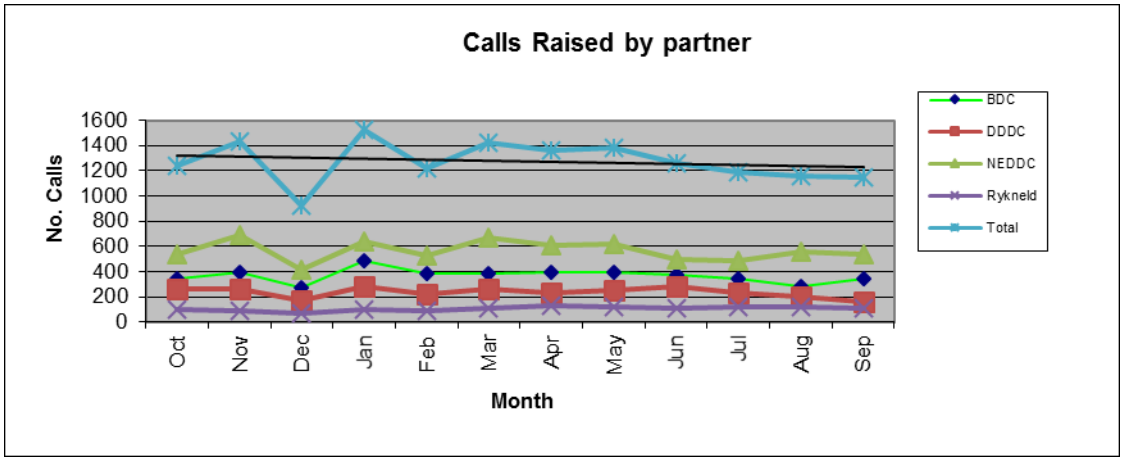
2. Performance

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

2.1 Support

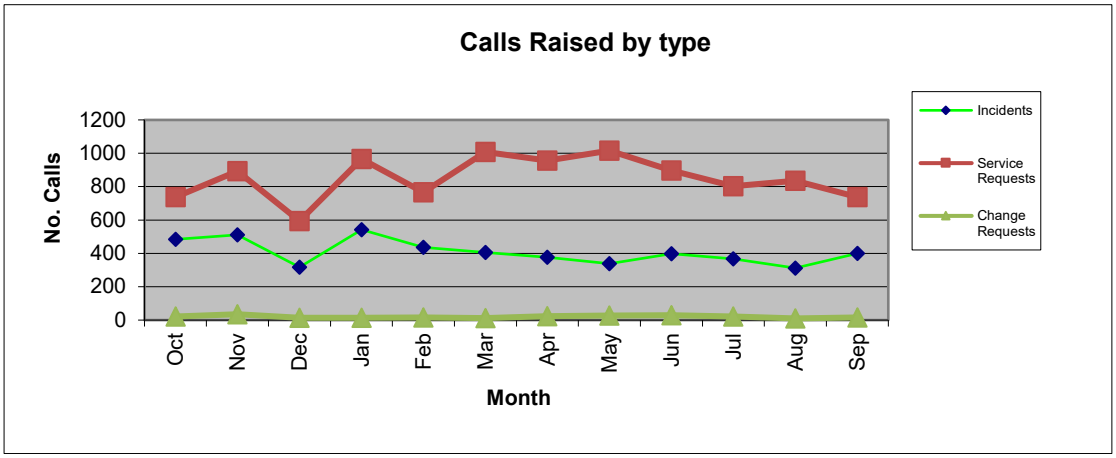
The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below. Rykneld Homes are included for completeness although they have no formal involvement in the partnership, an SLA service is provided to them on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

2.1.1 Calls



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

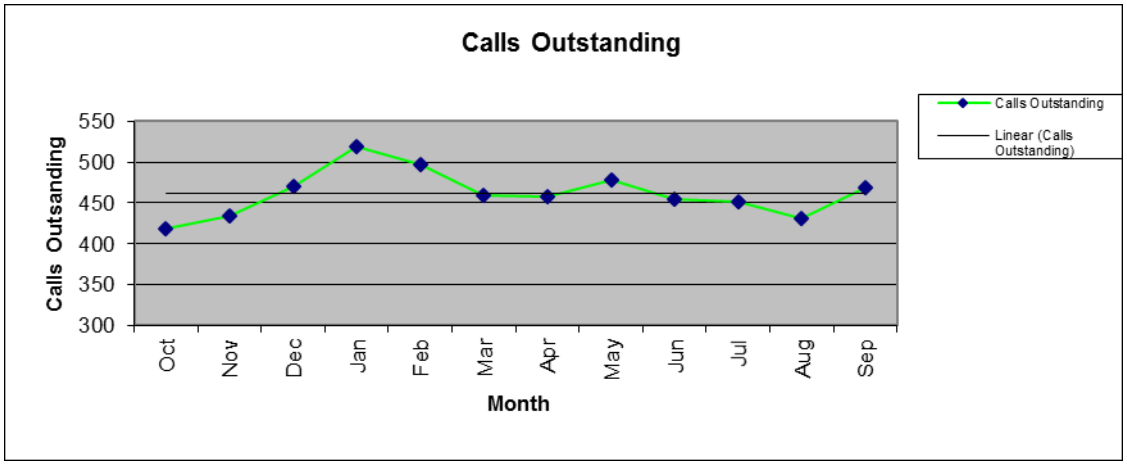
The same figures but by type of call:



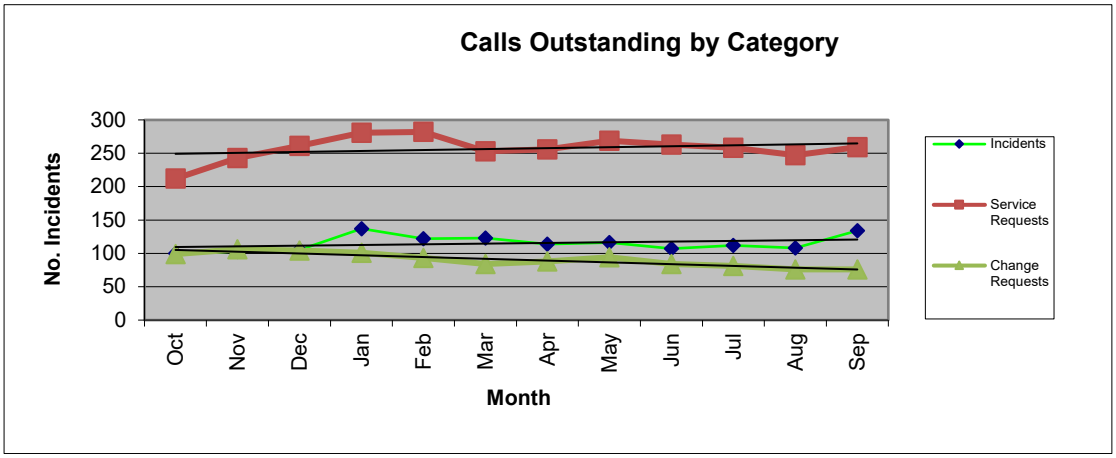
Key points to note are:

- The number of incidents has stabilised over the quarter. Ongoing rolling programme of PC and laptop deployments with Windows 10 is likely to keep figures at current levels.

2.1.2 Calls Outstanding



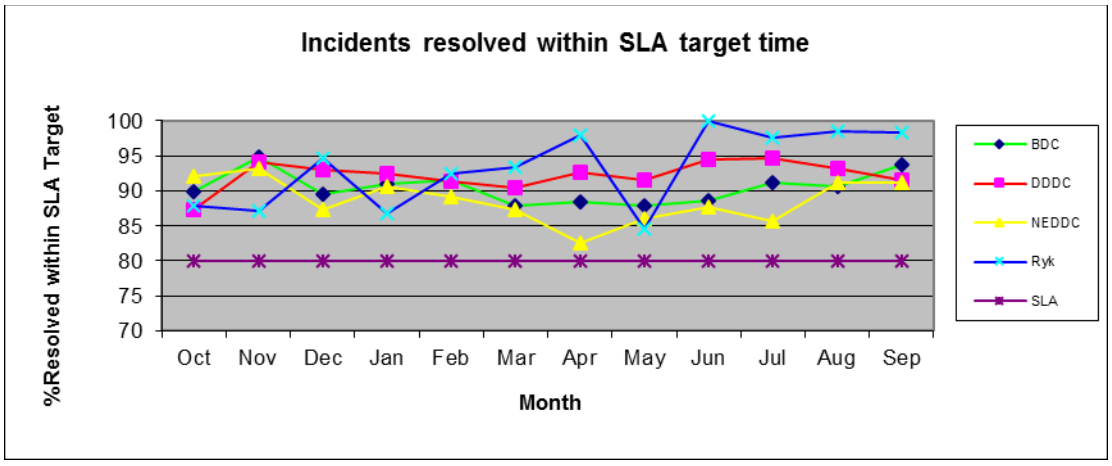
Again whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator and the impacts of staff absence on the service.



Key points to note are:

- Figures have largely stabilised. Return from maternity absence has assisted in the reduction of outstanding change requests.

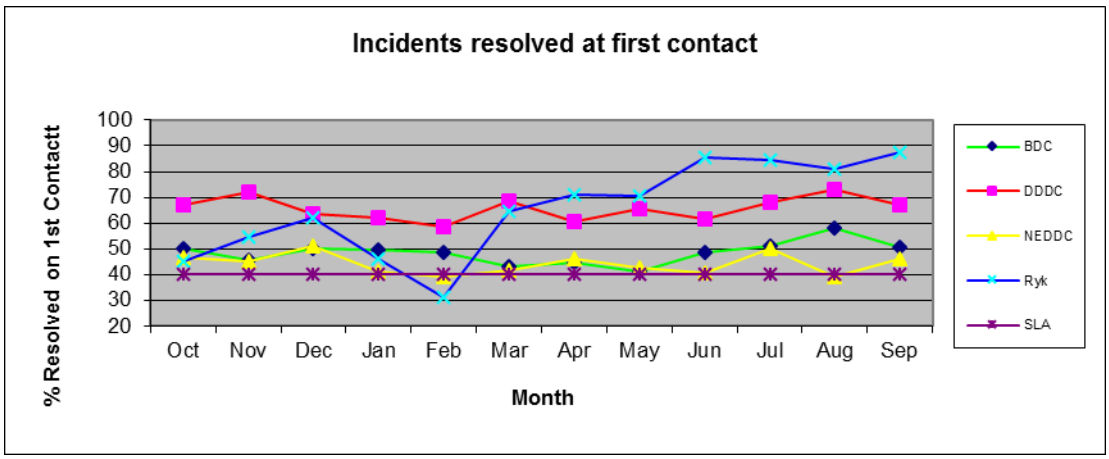
2.1.3 Incidents resolved within SLA Target time



Key points to note:

- There were no breaches in the quarter (out of 12 results).

2.1.4 Incidents resolved on 1st Contact

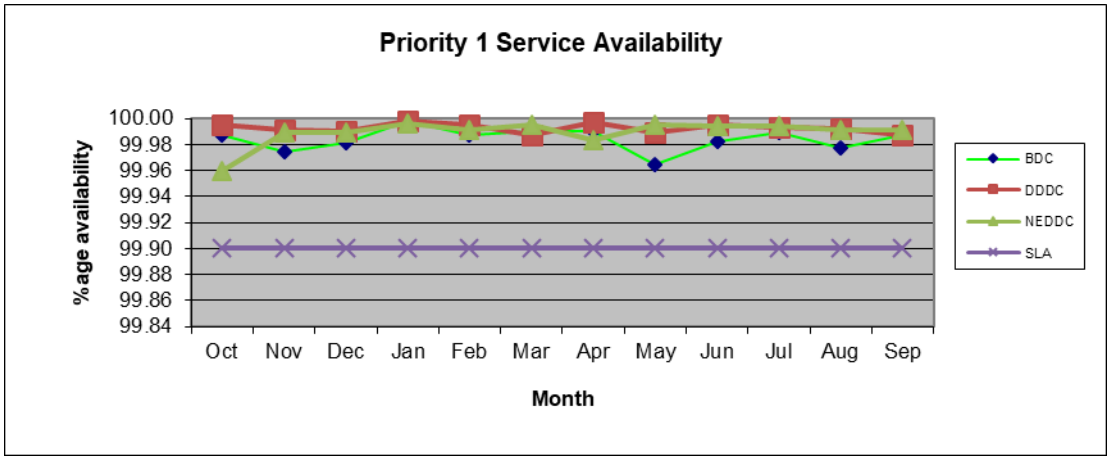


Points to note:

- There was one minor breach in the quarter out of 12 results.

2.1.5 Priority 1 Service Availability

This measures the availability of those services deemed critical by each business.

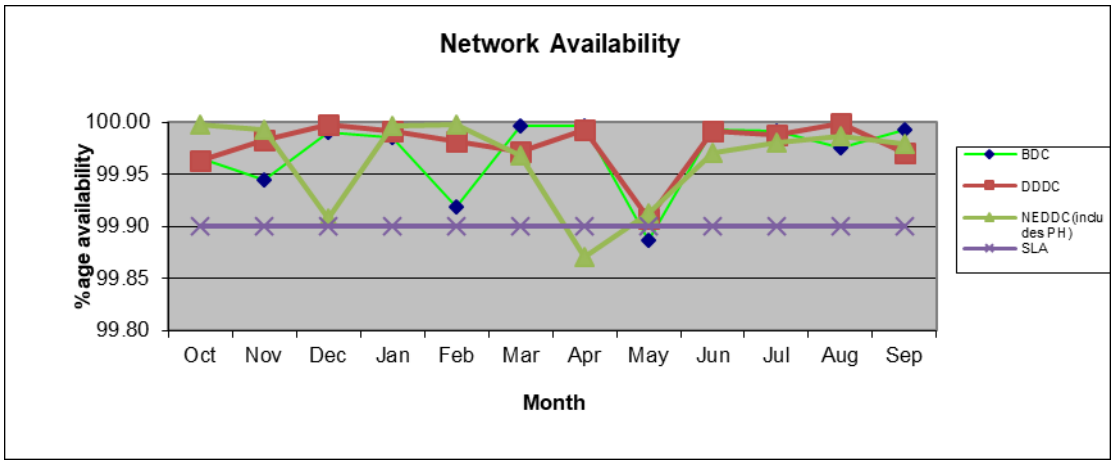


Points to note:

- The SLA target covers availability between 8:00am and 18:00 pm Monday to Friday which equates to 12 minutes per month.
- All services have equal weighting
- No overall service SLA breaches in the quarter
- There were two individual service breaches in the quarter:
    - Public Access for BDC was unavailable for a total of 1 Hour and 45 minutes over two outages on the 6th and 8th August
    - The main file server at DDDC was unavailable for 50 munites on the 14th September

2.1.6 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.

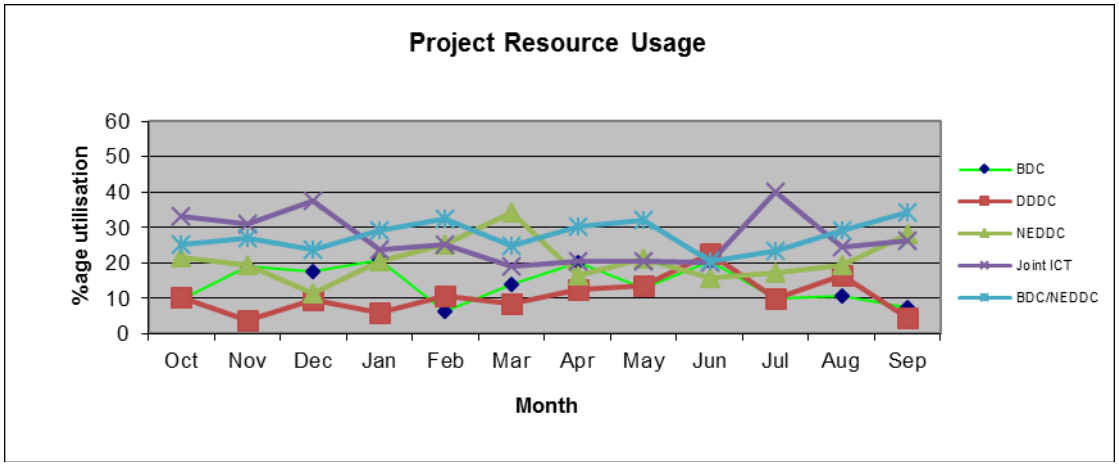


Points to note:

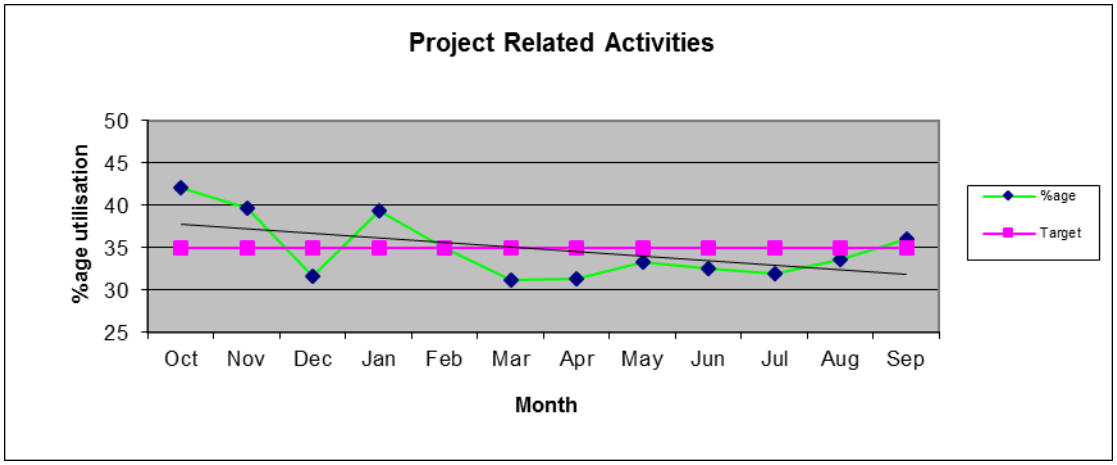
- No weighting is given to individual connections.
- There were no overall breaches over the quarter out of 9 results
- There were three individual service breaches, all at NEDDC:
    - A 2 ½ hour outage at Eckington Depot on 1/7 due to a switch failure
    - In August and September intermittent issues with the secondary internet line led to outages totalling 1 hour 45 minutes

2.2 Resource utilisation

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



As a measure of how much time is spent on project related work within the Project & Development and Infrastructure teams the following graph is provided:



The decreasing trend is misleading as there have been periods of extended out of hours project work which align to the peaks on the graph.

2.3 Projects

Summarised below are the key projects underway, scheduled to start in coming three months and their status.

2.2.1 Derbyshire Dales

Electronic Document Management System

- Awaiting outcomes from initial deployment in Development Control

Town Hall data cabling

- Project complete

Assure upgrade(Env Health)

- Templates now complete, await meeting with project manager for next steps

2.2.3 NEDDC

MITEL Unified Communications and Contact Centre Management

- Deployment of the UC tools ongoing across the Council and is complete
- Contact Centre solution testing at NEDDC now underway

2.2.4 Strategic Alliance

2.2.5 Joint ICT Service

Bring Your Own Device/Mobile Device Management

- SAMT and DDDC CLT have determined this should not proceed at this stage due to lack of demand and high setup costs.

Windows 10 deployment

- Build now ready at all partners. All new laptops and PC's will be deployed with Windows 10
- Procurement will commence this quarter

Virtual Desktop Server replacement

- Now live at BDC and NEDDC
- DDDC due to go live on 3/10

2008 SQL migration

- Current database implementations will be unsupported after June 2019
- Migration to later versions commenced
- SQL 2016 licenses procured for DDDC and NEDDC

Server 2008R2 migration

- Current versions will be unsupported after December 2019
- Migration to later versions commenced
- Server 2016 licenses procured for all partners

Gcsx email and PSN decommission

- SAMT and CLT have approved proposed approach
- PSN connectivity still required for DWP systems access

2018-19 Infrastructure work programme (not yet started)

- User Device refresh
- AlwaysOnVPN (remote access)
- Active Directory Review
- Internet Upgrade
- Cyber Essentials Plus (replacement for PSN certificate)
- New Storage systems for BDC

The full project register can be seen in **Appendix 2**.

3. Budget

3.2 Joint ICT Service Budget – Q1 out turn (Period 1-6)

Description	Full Budget	Budget YTD	Actual YTD	Variance
Employee costs	**£1,031,915**	**£515,958**	**518,322**	**£2,365**
Transport	**£8,310**	**£4,155**	**£2,269**	**(£1,886)**
Services	**£64,990**	**£32,495**	**£53,177**	**£20,682**
3rd party payments	**£300**	**£150**	**£0**	**(£150)**
Internal recharges	**£21,000**	**£10,500**	**£0**	**(£10,500)**
Depreciation	**£1,730**	**£865**	**£865**	**(£0)**
Income	**(£20,710)**	**(£10,355)**	**(£11,700)**	**(£1,345)**
Total	**£1,107,535**	**£553,768**	**£562,933**	**£9,166**

Variations(>£1,000):

- Salary costs over spend due to:
  - Post budget setting adjustments and some overtime yet to be recharged
- Transport:
  - fuel and oil costs not yet recharged
- Services
  - A number of contracts start in April and paid for full year
  - No refresh of ICT staff equipment in year thus far.
- Internal recharges
  - Cost of Pioneer House yet to be recharged
- Income
  - Visitor and Business centres charged and paid for full year

No issues with budget so far.

3.2 Joint ICT Service Budget – 2019-20 provisional

Description	2018-19 Budget	2019-20 Budget	Variance
Employee costs	**£1,031,915**	**£1,067,989**	**£36,074**
Transport	**£8,310**	**£6,310**	**(£2,000)**
Services	**£64,990**	**£86,890**	**£21,900**
3rd party payments	**£300**	**£0**	**(£300)**
Internal recharges	**£21,000**		**(£21,000)**
Depreciation	**£1,730**	**£1,730**	**£0**
Income	**(£20,250)**	**(£21,860)**	**(£1,610)**
Total	**£1,107,535**	**£1,141,059**	**£66,660**

Overall the budget has increased by 3%
Variations(>£1,000):

- Salary costs:
  - Pay award for 19-20.

  - Staff progressing through scale points
  - Staff moving from BDC terms and conditions to NEDDC, largely balanced by reduce transport costs through loss of essential car user allowances
- Transport:
  - Reduced car allowances following transfer of staff from BDC terms and conditions and loss of essential car user allowance
- Services
  - Now includes the pioneer house internal recharge
- Income
  - Recharge for out of hours work not budgeted for

- Based on the number of ICT users at each partner the provisional recharge for 2019-20 will be:

	Cost	Users
BDC	£388,450 (£351,191)	375 (365)
DDDC	£234,096 (£242,384)	251 (274)
NEDDC	£494,773 (£513,960)	572 (613)

BDC includes 31 joint staff with NEDDC. NEDDC figures includes 194 RHL staff and 114 joint staff with BDC. Joint staff charges are split 50/50 between BDC and NEDDC.

4. Cost Saving Plan

No further savings identified in quarter.

Some savings in relation to the Public Service Network connection charges for 2019-20 may be realised due to the removal of services such as secure mail but budget has been retained pending confirmation.

Plan can be seen in **Appendix 3**.

5. Risk Register

Register reviewed and refreshed in September. No further changes.

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 National Cyber Security Centre,

NCSC. The breakdown of security incidents for April to June 2018 can be seen below. None qualified as a 'serious' breach that required reporting.

Incident Classification	BDC	DDDC	NEDDC	RHL
Reportable breaches				
Non reportable breach			1	
Attempted hack				
Advice				
Virus				
False positive				
Theft of device			1	
Reported application vulnerability	1			
Total	**1**	**0**	**2**	**0**

False positives are items reported incorrectly by our virus products

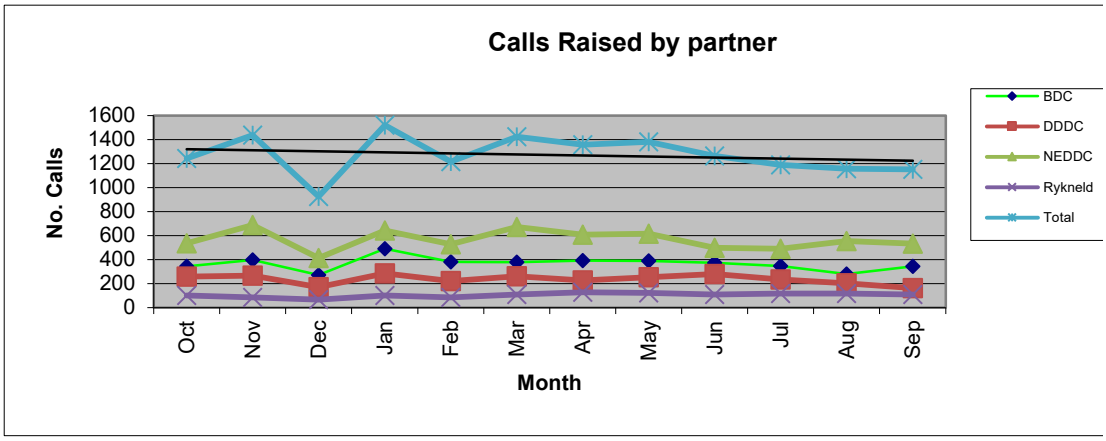
Cctv equipment vulnerability at Tangent business centre. Device removed pending replacement.

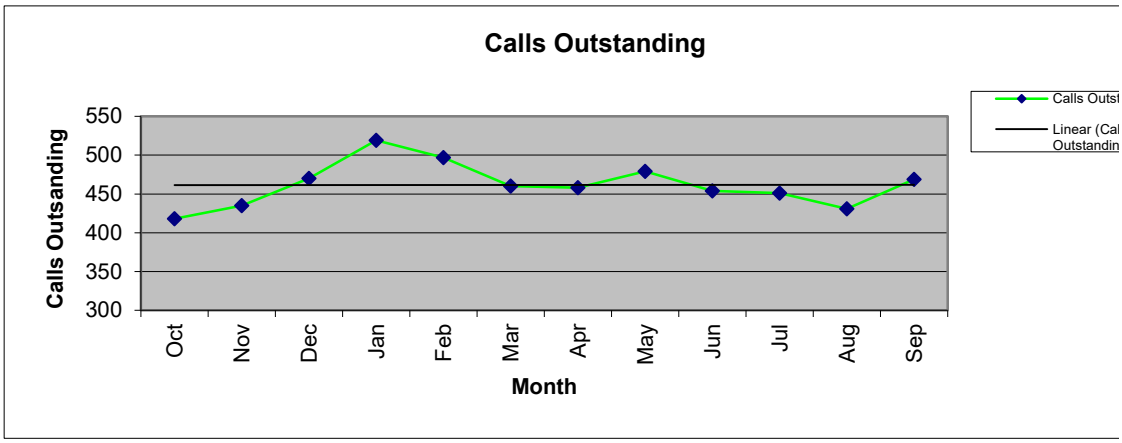
NEDDC Mobile phone lost or stolen. Device encrypted.

non reportable breach at NEDDC related to password sharing. Head of Service dealing with this.

7. Service Development

Two temporary Service Desk Technician Posts have been created to be filled by existing apprentices. These posts are funded from the apprentice reserve and run until October 2019. These will allow us to resource our major user device replacement programmes and Windows 10 deployment and also provide opportunities for existing apprentices to gain further valuable experience.


Calls Raised by partner
No. Calls
1600
1400
1200
1000
800
600
400
200
0
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Month
BDC
DDDC
NEDDC
Rykneld
Total


Calls Outstanding
Calls Outsanding
550
500
450
400
350
300
Oct
Nov
Dec
Jan
Feb
Mar
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Month
Calls Outsi
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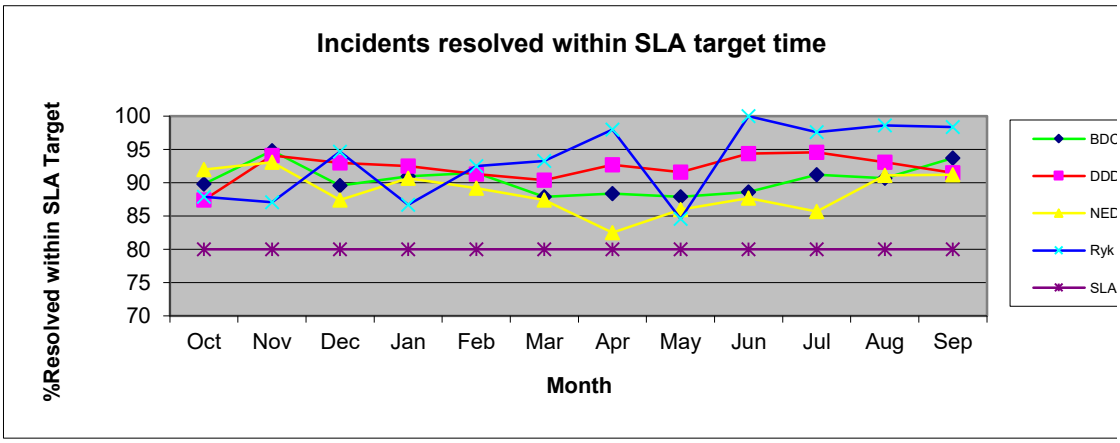
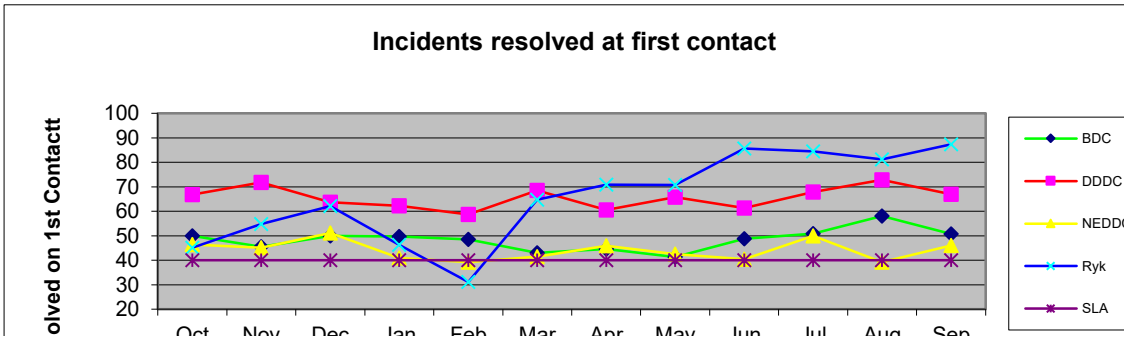
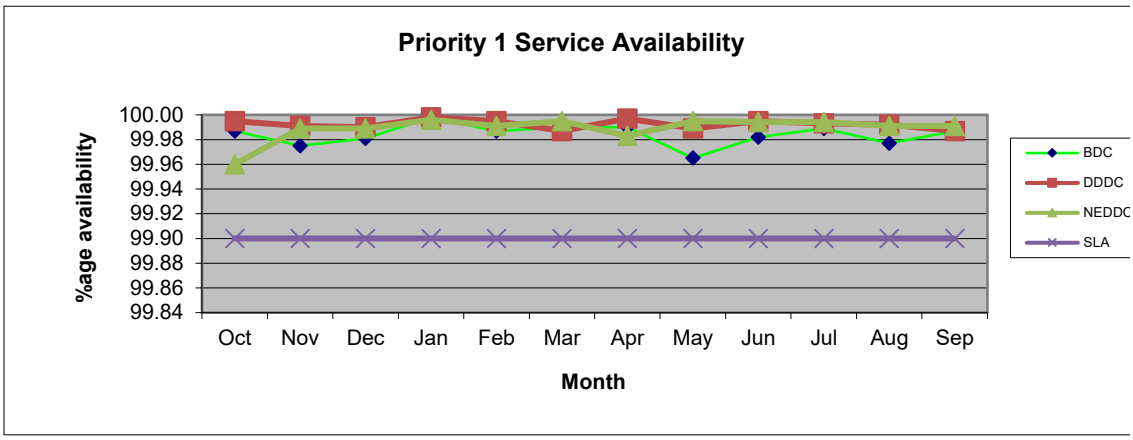
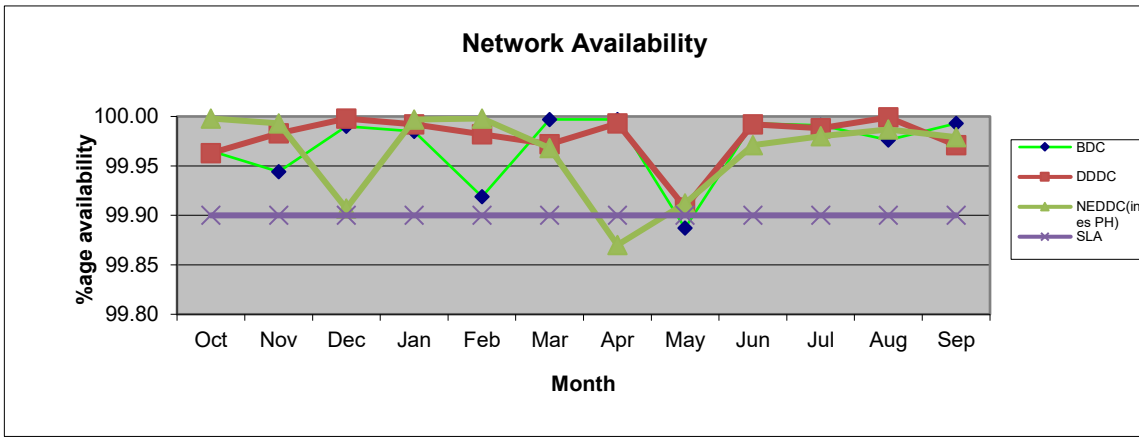
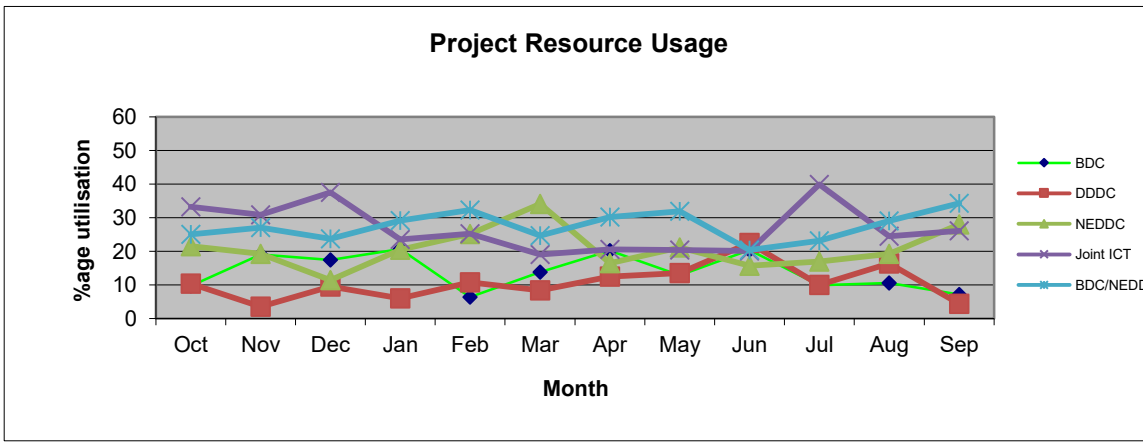

Incidents resolved within SLA target time
%Resolved within SLA Target
100
95
90
85
80
75
70
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Month
BDC
DDC
NED
Ryk
SLA

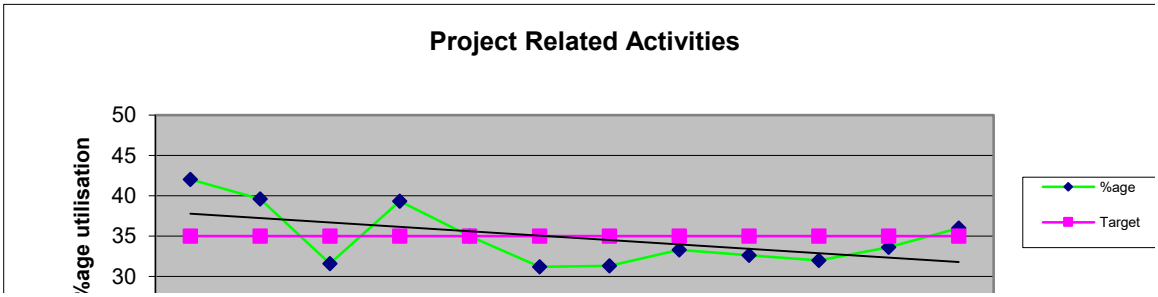

Incidents resolved at first contact
olved on 1st Contactt
100
90
80
70
60
50
40
30
20
BDC
DDDC
NEDD
Ryk
SLA

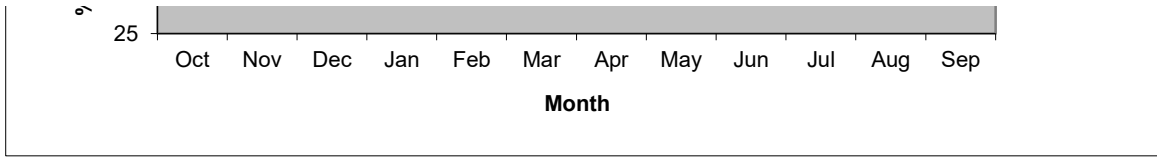
% Res
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
Month


Priority 1 Service Availability
%age availability
100.00
99.98
99.96
99.94
99.92
99.90
99.88
99.86
99.84
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
Month
BDC
DDDC
NEDDC
SLA


Network Availability
%age availability
100.00
99.95
99.90
99.85
99.80
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
Month
BDC
DDDC
NEDDC(in
es PH)
SLA


Project Resource Usage
%age utilisation
60
50
40
30
20
10
0
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
Month
BDC
DDDC
NEDDC
Joint ICT
BDC/NEDI


Project Related Activities
%age utilisation
50
45
40
35
30
%age
Target


%
25
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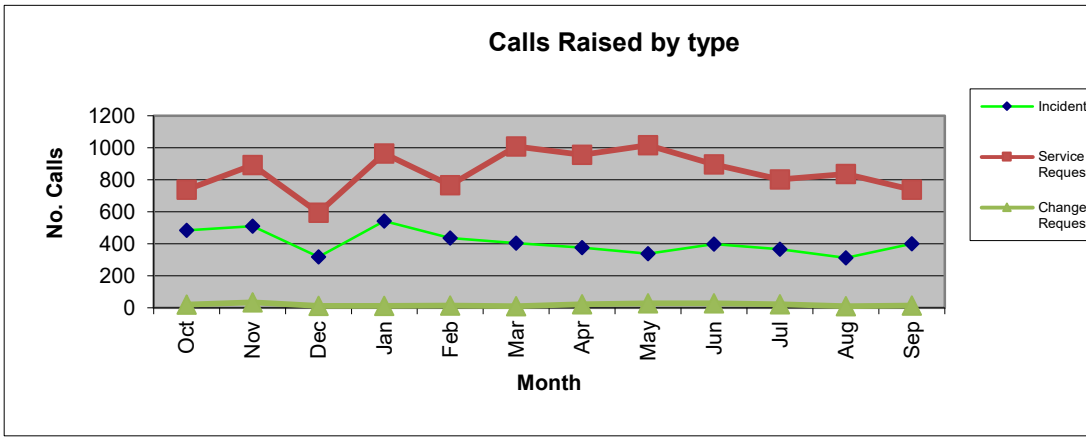
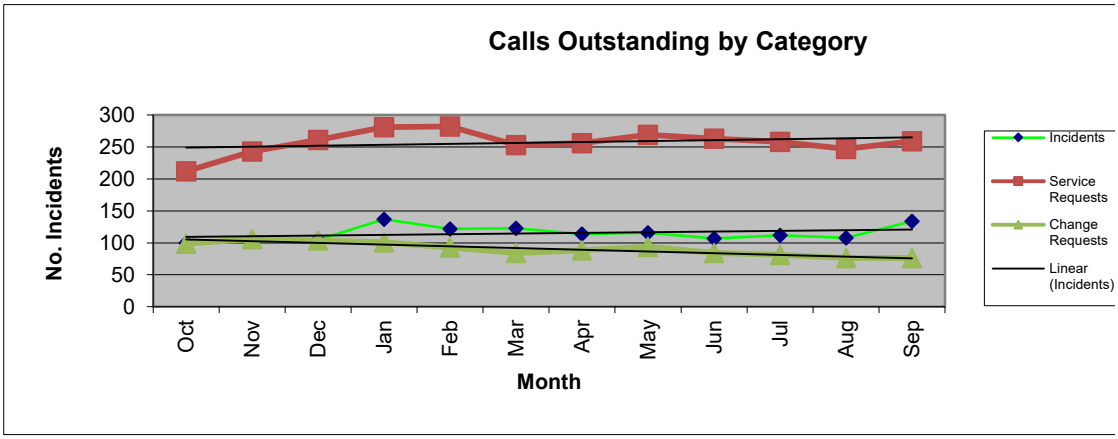
Sep
Month


Calls Raised by type
No. Calls
1200
1000
800
600
400
200
0
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Month
Incident
Service Reques
Change Reques


Calls Outstanding by Category
No. Incidents
300
250
200
150
100
50
0
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Month
Incidents
Service Requests
Change Requests
Linear (Incidents)

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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

Cost Saving Plan																			
			Potential savings:								Actual								
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	One off/Rec	saving	Comment							
2017-18																			
Fixed Lines and calls contract	01/04/17	31/03/18		2,570	3,570		R	2017-18	Complete	R	6,140	DDDC manage their own contract							
Fixed lines review	01/04/17	31/03/18		595	5,697		R	2017-18	Complete	R	6,292								
Mobile phone contract	01/04/17	31/03/18		7,200	7,500		R	2017-18	Complete	R	14,700	contract agreed							
Micosoft Office	01/04/17	31/03/18		13,200			A	2017-18	Complete	A	13,200	procured in 16-17 to avoid 13% price increase from 1/1/17							
PSN aggregation	01/04/17	31/03/18	1,500	1,500	1,500		R	2017-18		R	0	CCS have agreed fixed term for 2 year renewal							
Replacment monitoring tool	01/04/17	31/03/18	1,200	3,000	1,800		R	2017-18		R	0	work will not take place to Autum, defer to 18-19 savings							
New SIP telephony contract	01/07/17	31/03/18			576		R	2017-18	Complete	R	576								
			2,700	28,065	20,643	0					40,908								
2018-19																			
Replacment monitoring tool	01/04/18	31/03/19	1,200	3,000	1,800		R	2018-19		R	0	deferred to 19-20 due to resource constraints							
WAN replacement	01/09/18	31/03/19	12,000				R	2018-19		O	8,310	primarily driven by Leisure review outcomes, not ICT initiative. This years saving							
VDI Server replacement	01/04/18	30/10/18	2,000	2,000	3,000		A	2018-19		O	7,000	estimated savings through joint procurement							
			15,200	5,000	4,800	0					15,310								
			33,100	38,065	30,819	0					72,104								
2019-20																			
Replacment monitoring tool	01/04/19	31/03/20	1,200	3,000	1,800		R	2018-19		R	0								
WAN replacement	01/04/19	31/03/20	12,000				R	2018-19		R	10,000	full annual saving.							
			13,200	3,000	1,800	0					10,000								
Saving Legend:																			
R - Retained budget																			
J - Joint ICT budget																			
A - Cost Avoidance																			
I - Income																			
X - Cost Increase																			
One off/Recurring																			
O - Recurring																			
R- Recurring																			

Joint ICT Service Area RISK REGISTER as at: 1st October 2018

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 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	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. No major conflicts evident thus far	2 x 3 = 6	ICT Manager
06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and relatively low sickness rates. Low staff turnover rates.	2 x 4 = 8	ICT Manager
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. Funding considered on a project by project basis	3 x 3 = 9	Joint Management Team

Joint ICT Service Area RISK REGISTER as at: 1st October 2018

11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's. Conflict in resource demand for projects and changes	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, re allocate workload across teams. Manage expectations	5 x 2 = 10	Joint Management Team
12	Retention of apprenticeship schemes	If apprenticeships not maintained service KPI's will suffer and likely breach. On site staff coverage compromised	5 x 3 = 15	Apprenticeship reserve funding will be exhausted by October 2019. Will need to consider options for 19-20 and beyond,.	4 x 3 = 12	ICT Manager
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multi year agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	ICT Manager

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 Service Area RISK REGISTER as at: 1st October 2018

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 key systems for Benefits, electoral registration and contact centres teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team