

SCRUTINY PANEL

10 September 2015

OVERVIEW OF IT SERVICES

Report of the Director for Resources

Strategic Aim:	All	
Exempt Information	Appendix A of this report contains exempt information and is not for publication in accordance with Part 1 of Schedule 12A of the Local Government Act 1972.	
Cabinet Member(s) Responsible:	Cllr T C King, Deputy Leader and Portfolio Holder for Places (Development and Economy) and Resources	
Contact Officer(s):	Debbie Mogg, Director for Resources	01572 758358 dmogg@rutland.gov.uk
Ward Councillors	N/A	

DECISION RECOMMENDATIONS

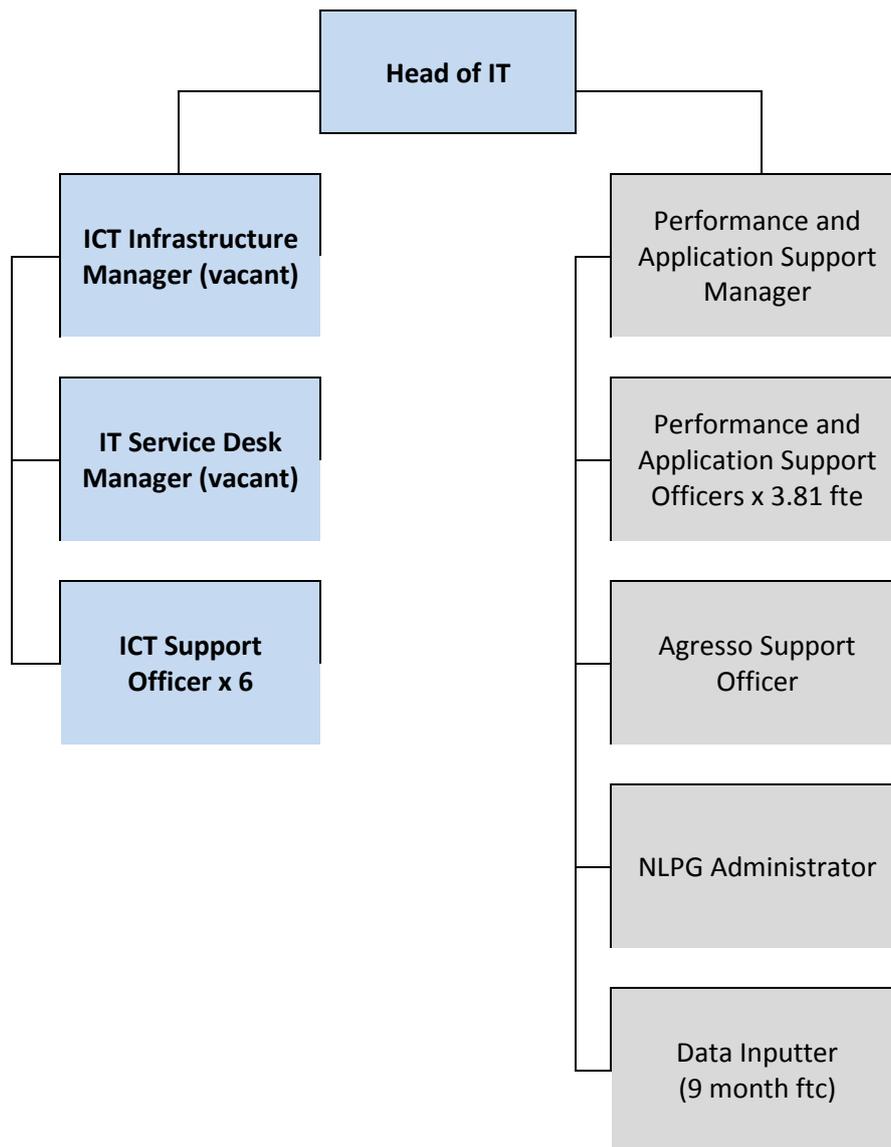
1. That the Panel notes the contents of this report and provides feedback to the Director on a) the proposed actions and b) any areas where further information is required.

1 PURPOSE OF THE REPORT

- 1.1 This report has been prepared at the request of the Resources Scrutiny Panel, following the discussion at a previous meeting about the budget for IT and a willingness to gain a better understanding of how this budget is spent.
- 1.2 It was agreed with the Chair of the Panel that the report would cover the following
 - Information on the team structure;
 - Overview of the services provided and current performance;
 - Overview of the Council's IT Infrastructure, including hardware and software;
 - Analysis of the budget; and
 - Considerations for the future.

2 THE TEAM STRUCTURE

- 2.1 The Head of IT currently has responsibility for two teams, as shown in the structure chart below. This report focuses around the work of the Infrastructure Team, as highlighted in blue.



2.2 The Head of IT has been covered on an interim basis since the previous post holder left in the Autumn of 2014, however a permanent appointment has recently been made and this person is expected to take up post in late October/early November.

2.3 Within the team, there are currently only 4 permanent members of staff, all ICT Support Officers. To cover this shortfall there are four casual ICT Support Officers. One of the first priorities for the new Head of IT will be to address the number of vacancies within the team and ensure that the structure is fit for purpose.

3 SERVICE LEVELS AND PERFORMANCE

3.1 A Service Level Agreement (SLA) is in place which sets out the services that the IT section provide and the performance targets in place. The IT Service Desk operates during the Council's official opening hours and there is an out of hours service in place to deal with major issues such as total failure of the email or remote access systems, or a major problem with the social care case management system.

3.2 All incidents reported to IT are recorded in the Service Desk system and the user is provided with a call reference number. Priorities are assigned as per the table below:

Priority	Target Response	Target Resolution	Description	Affecting	Example
1	30 minutes	4 hours	Critical	Entire Organisation	Key system down e.g. e-mail
2	4 hours	2 working days	Critical/Major	Department	Departmental system down
3	1 working day	4 working days	Major/minor	More than 1 user	Application crash/unusable on one PC
4	2 working days	7 working days	Major/minor	Single user	Intermittent or undefined fault, e.g. does not always pickup headed paper correctly
5	5 working days	None	No Deadline	N/A	Order an item, provide a quote for peripheral, development work. Also all project work

3.3 Performance is monitored within the team and the priority 1 performance is included in the quarterly performance report to members. The table below summarises the performance so far during 2015/16 (up to August)

Priority	Number of calls	SLA met	SLA not met	% target	Actual %
1	1	1	0	100	100
2	9	7	2	90	78
3	114	81	33	90	71
4	2078	1629	449	90	78
5	447	447	0	90	100
Total	2649	2165	484	0	82

3.4 One priority one call has been logged so far during 2015/16, related to an issue affecting members of the public logging onto computers at a local library, this call was closed within SLA target times.

3.5 So far this year 2,649 calls have been logged with the IT Service Desk (a 7% decrease on the same time last year) with 82% of these calls being closed within SLA targets (the same as in 2014/15). Performance throughout 2015/16 has improved, with 90% and 86% of calls resolved within SLA during July and August respectively as works continues to be done with the team to further improve performance. Again, a key priority for the new Head of IT will be to examine how the level of calls can be reduced through training, issuance of further guidance etc

and how the team can be structured and organised to improve response times.

- 3.6 Another key target for the IT section is minimising system downtime. If systems are unavailable to staff or the public it can cause operational difficulties. Behind the scenes, the IT section undertake maintenance and other work to ensure the continuity of key systems. In 2015/16 the Council has experienced downtime of 0% on network and telephones and 0.01% on key systems.
- 3.7 One of the key performance targets for the IT section over the past 6 months has been to ensure compliance with the Public Services Network (PSN) Code of Connection (CoCo). The Council must demonstrate compliance with the CoCo on an annual basis. The Council undertake a CoCo Security Health-Check annually (carried out by accredited third party) to identify any weak compliance positions. Once these have been addressed, the Council complete and return the CoCo for the PSNA (PSN Authority) to assess eligibility to connect. The Council has had its compliance verification activity reviewed and may act and operate as a PSN Customer until 9th March 2016. It may be withdrawn at any time in instances of non-compliance are identified.

4 OVERVIEW OF THE IT INFRASTRUCTURE

SOFTWARE

- 4.1 Our current operating system is Microsoft Windows 7. There are some service areas that have already been upgraded to Windows 8, such as the Library Service. However, we are currently testing Windows 10 within the IT department to inform the decision about when and what to upgrade to corporately.
- 4.2 The Authority operates a wide range of software systems to support the breadth of services provided by the Council. A review of systems was undertaken in 2012/13, resulting in cost reductions. This review is being repeated at present with the aim of rationalising the number of systems where possible. Further information is provided at para 5.5, below.
- 4.3 Traditionally, software systems have been hosted internally. This means that the system and data are physically stored on our network servers within Catmose. Daily and weekly backups are completed and the tapes stored off site. The Council also has an off-site disaster recovery site. This is a site where back up servers are held, so that in the event of a disaster, IT servers can be accessed and IT systems restored. The disaster recovery plan is due to be reviewed by new Head of IT in the next few months (see section 6 below).
- 4.4 Increasingly we are taking the option of software providers hosting systems for us. There is an extra cost for this service but there are greater benefits to the Council through a reduction in server requirements, back up arrangements, and specialist skills within the team.

IT EQUIPMENT (HARDWARE)

- 4.5 At any one time there are just over 1500 devices being supported by the IT department. Currently there are approx. 180 PCs, 250 laptops and 40 tablets. In addition the infrastructure, telephones and mobile device stock is also managed by the team. Over the last 3 years the number of laptops has continued to increase due to more agile ways of working for staff and the installation of Wi-Fi across the

offices.

- 4.6 A recent development has been the provision of tablets to the Senior Management Team and Members. As part of the development of a formal IT Strategy, consideration will be given as to whether tablets are provided to other staff groups, based on need and cost effectiveness.
- 4.7 Our IT software and data is held in two environments, physical servers or virtual servers. A server is a computer that runs 1 or more application/service and serves the needs of other computers on the network. We have 97 servers, 30 of which are physical. The 67 remaining servers are virtual. A virtual server is a server that shares hardware and software resources with other virtual servers. The virtual part simply means that it is not a dedicated server. One physical server can often host multiple virtual servers.
- 4.8 In the past, we have operated a rolling replacement programme for all PCs, laptops and servers. However, we are increasingly finding that the useful lives of such equipment are greater than 4 years so currently equipment is being replaced when they fail, or are no longer suitable for use with the operating system or software systems. For example all machines that operated on Windows XP have recently been rebuilt or replaced.
- 4.9 In May 2015, at the request of the Director for Resources, an internal audit review was undertaken in respect of IT Asset Management. This review provided limited assurance over the adequacy of the controls in place and made a number of recommendations to address these weaknesses. This was reported to the Audit and Risk Committee in June (report 106-2015 refers). A member of the IT Team has been allocated to undertake a full audit of all equipment, and the Head of IT has reviewed the procedures for the control and allocation of assets. This work is due to be complete by the end of September and an update will be provided to the Committee later in the year.

5 ANALYSIS OF BUDGET

- 5.1 The functional budget for Information Technology is shown in the table below.

Cost centre	Budget 2015/16	Explanation of purpose
3102 Head of IT	£92,200	The salary and associated costs of the Head of IT post. For 2015/16 this reflects the additional budget to cover interim costs.
3740 IT Department	£268,700	The salary and associated costs of the IT team.
3820 IT Operational Support	£888,400	The direct costs of IT provision including hardware purchases and maintenance, software licences and professional fees. For 2015/16 £130k is included for the development of the Council's website, although it is likely that this will be carried forward into next

Cost centre	Budget 2015/16	Explanation of purpose
		year. (Para 5.2 gives further detail)
3822 Telecommunications	£70,500	This budget covers the cost of landlines, and some mobile costs. Mobile phone and blackberry costs are recharged to departments across the Council.
5350 Performance & Application Support	£244,200	The salary and associated costs of the Performance & Application Support Team.
TOTAL	£1,564,000	

5.2 The IT Operational Support budget is further broken down as follows

Purchase of hardware	£100,000
Purchase of software	£10,000
Maintenance agreements	£514,500
Professional Fees	£40,000
Internet	£81,600
Website	£130,000
Replacement job evaluation system (one off cost for 2015/16)	£12,300
Total	£888,400

5.3 The Interim Head of IT, supported by the Resources Accountant, has been undertaking a detailed piece of work to analyse the breakdown of the budget as shown below. In addition a full review of all contracts and the annual financial value of these contracts is underway. Based on the work completed so far, it is likely that the categories of the budget, as shown above will require some realignment. For 2016/17 it is envisaged that the IT Operational Support cost centre 3820 will be disaggregated into more cost centres e.g. software, fees etc so that Members can track spend in more detail through quarterly reporting.

5.4 A table listing the maintenance and support costs of the Council's most significant systems is shown at **Exempt Appendix A**.

5.5 Over the next few months, each contract will be reviewed and assigned a RAG (red, amber, green) risk rating based on its annual value, remaining life of contract, number of users, alternative options available etc. The purpose of which will be to produce a systems review/replacement plan for the next 2/3 year period. The team have already identified a small number of opportunities where existing software can be replaced by free, open source software. A new IT service desk system is currently being trialled on this basis.

6 CONSIDERATIONS FOR THE FUTURE

6.1 An IT Strategy needs to be formalised which sets out the future direction of the IT Section and how it will support the Authority over the next 3 years. This must be aligned with the Digital Strategy that is currently being developed. There are a number of areas that require consideration as part of the strategy, including:

- a) Should the Council move away from storing data and systems on physical servers and adopt a cloud based approach. This would mean commissioning an external party to store our data which we would then access via the internet. There are many benefits to this such as improved disaster recovery arrangements, reduction in overheads from servers, the physical space to keep them in etc. The security arrangements would need to be compliant with the standards the Government set for public bodies but many other local authorities are working in this way so we know it is possible.
- b) What equipment should be provided to staff and how do we ensure this meets the requirements of their roles.
- c) What operating system should we be using and when should we upgrade.

6.2 Development of the strategy will be a priority for the new Head of IT during their first 6 months in post.

7 FINANCIAL IMPLICATIONS

7.1 This report provides an overview of the Council's budget in respect of IT. There are no direct implications arising from this report.

8 LEGAL AND GOVERNANCE CONSIDERATIONS

8.1 There are no implications arising from this report.

9 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment (EqIA) has not been completed because this report simply presents information to Members to aid understanding of the Council's IT Services. No decisions are required.

10 BACKGROUND PAPERS

10.1 There are no background papers to the report.

11 APPENDICES

Exempt Appendix A – Appendix A is marked as “Not For Publication” because it contains exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, namely Information relating to the **financial or business affairs** of any particular person (including the authority holding that information).

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.