

*PART A

Report to: Outsourced Services Scrutiny Panel

Date of meeting: 17 January 2017

Report of: ICT Section Head

Title: ICT Update

1.0 SUMMARY

1.1 This report provides committee members with an update on the current position of ICT services.

2.0 RECOMMENDATIONS

2.1 Committee to note the contents of this report.

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3.0 Background information

Watford Borough and Three Rivers District Council exited the Capita IT Services contract on 30 June 2016. The contract with Amicus IT services commenced on 1 July 2016. The Amicus Service Desk contract is for 2 years, with an optional extension of 2 years.

3.1 ICT Service Model and Management

3.1.1 The current staffing structure can be found in appendix A. This is a blend of permanent and contract staff. This will remain in place until a service restructure is implemented in 2017. This is required to meet the current service model.

3.1.2 The service model for ICT is now mixed, with in-house services combined with third party providers providing the range of required services. This is broadly split as follows:

Amicus ITS	<ul style="list-style-type: none">• Service Desk (incident and problem management)• Server monitoring• Network monitoring• Fault resolution across a number of technologies, including server operating systems, and virtual technologies.• Third party management – related to faults reported by users• Licence management• Change management
W3R IT	<ul style="list-style-type: none">• Infrastructure Management (inc servers, storage, firewalls, security)• Fault resolution• Asset management• Business Applications management (departmental)• Enterprise applications e.g. Exchange• Project management• Contract and Performance Management• Third party management• Communications• Financial Management• Disaster Recovery• IT strategy• Policy and procedures• Management of change and release

Other third parties	<ul style="list-style-type: none"> • These third parties provide a range of support services, some examples of these are as follows: • Applications support and maintenance • Internet Services • Wireless technologies • Disaster Recovery
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3.1.3 There are a range of other IT services that are currently being tendered. For example patching (of servers) and systems and database administration. There are no business change functions or business application support within the internal IT department. This requirement will be considered in line with the restructure in 2017.

3.1.4 The Amicus service desk operates 24*7, 365 days a year. The contracted service levels are as follows:

Call Type	Response Time	Resolution Time	Response Time KPI	Resolution Time KPI
Priority 1 High priority incident, major outage etc.	Immediate	2hrs to fix	99%	95%
Priority 2 Medium priority incident – affecting multiple staff, multiple locations	15 mins	4hrs to fix	98%	95%
Priority 3 Low Priority – single member of staff, non-business affecting	15 minutes	8hrs to fix	98%	95%
Service Requests / Severity 4 Software loads, updates, resource requests, etc.	15 minutes	3 days	98%	95%

Hardware IMAC Request Requires approval from ICT team	15minutes	5 days	95%	95%
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Please note that although this is the contracted service levels with Amicus ITS, this does not reflect onward service levels with other vendors that the Councils contract with e.g. departmental business applications.

In addition to the service levels above Amicus ITS have the following key performance indicators:

- Resolution/closure of 80% of all incidents logged
- 45% first time fix.

3.1.5 In October Amicus closed 59% of total calls whereas W3R IT closed 41% of total calls. This has remained the same in November. Therefore currently Amicus are not meeting their contractual obligations of the resolution of 80% of all incidents logged.

With the incidents that Amicus are closing they have met the service levels stated in 3.1.4 for October and November. These have been reported at 95% in October and 99% in November. The internal IT department are performing below the required service levels at 75% for October and 82% for November. This is being assessed, but this is likely to be reflective of the additional calls being passed from Amicus to the internal IT department.

3.1.6 Monthly service reviews are underway, reviewing performance through the transition period as well as reviewing what effort is required to increase the workload Amicus need to take on in order to meet their service level of resolution of 80% of all incidents logged. Transition of the service desk itself has been extended informally to the end of January 2017. This has been by mutual agreement. Aspects of transition not completed by either Amicus or the W3R internal IT team will be moved into a service improvement plan, and this will be by mutual agreement. A service improvement plan is drafted ready for transition ending at the end of January 2017.

3.1.7 Network services have been procured following the introduction of the Service Desk services with Amicus ITS. The transition deadline for on-boarding all network services, by mutual agreement is April 2017. Amicus ITS is already monitoring a number of devices on our network. The Amicus Network Services contract is for 2 years, with an optional extension of 2 years.

3.2 ICT Technical Transformation

3.2.1 There has been an on-going IT technical transformation programme. This was delayed significantly by the Capita performance issues. In the past 9 months since exiting Capita, the following areas have been invested in and delivered:

- Desktop refresh. Moving from Windows XP devices to Windows 7. Approximately 90% of the estate across Watford Borough and Three Rivers District have been replaced. The remainder of these are currently being progressed.
- In line with the desktop refresh above, where required laptops and/or tablets devices have been rolled out. These have been deployed primarily to senior management and members, as well as where there has been a particular business requirement. For example all staff at Wiggshall Depot required laptops and these have been issued.
- Wi-fi has been rolled out to the entire TRDC estate. It has been rolled out to CSC, Council Chambers and the Amenities Area on the Watford Estate. Watford Leadership team are currently considering rolling this out further.
- Implementation of a CISCO VPN (Virtual Private Network). This allows members of staff to work securely from any location where there is internet access. This will eventually replace the current homeworking solution via Appgate.
- Some additional changes have been made with some network security devices and these continue to be progressed.

3.2.2 The replacement of the end user desktops has had an extremely positive effect. This has removed the reliance on aged thin client technologies, as the devices are now FAT client. This means that software is loaded directly to the machine. Users were suffering continually with the aged thin client technology, where logging on to their machines was exceptionally time consuming and frustrating.

3.2.3 Work continues as a priority on the IT transformation, alongside work on client side projects, application upgrades and the Watford 2020 programme. See Appendix C for a view of the current IT programme. This is currently under review, considering scope, resource requirements and timeframes. Each work stream within the programme includes outstanding audit recommendations where appropriate and changes to PSN (Public Services Network), as well as considerations for improving security across the network where this is relevant.

3.2.4 We will be submitting our Code of Connection for PSN late spring, with a health check currently being scheduled for February 2017. One aspect of the submission includes a design for the Revenues and Benefits database, which requires a particular level of security according to the type of data processed. There is a

project currently in-flight which is moving this database to a more secure part of the network. Currently we do not have a PSN certificate, however we have developed a good relationship with the central government team and they are aware of all parts of the estate requiring remediation and are supportive of plans. I have given an indicative timeframe of December for the overall completion and award of the PSN certificate. Once I have a firmer view of the entire core infrastructure programme I will be able to give a more specific date.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 There are no financial implications within this report.

4.2 **Legal Issues (Monitoring Officer)**

4.2.1 There are no legal implications within this report.

Appendices

Appendix A

Current ICT Service Structure

Appendix B

IT Transformation Programme