

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting: 23 September 2013

PART A	AGENDA ITEM
	7

Title: ICT SERVICE - UPDATE
Report of: Emma Tiernan – ICT Client Manager

1. **SUMMARY**
 - 1.1 This report provides an update on the ICT Service Provision.
2. **RECOMMENDATION**
 - 2.1 That the report be noted.

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Approved by:
Joanne Wagstaffe – Finance Director

3.0 DETAILED PROPOSAL

3.1 Managed Service Update

3.1.1 Since service commencement on 20 May there has been a 3 month period of bedding the ICT service in. This period has meant the following activities have been taking place:

- Capita training for all TUPE staff, setting performance objectives and clarity around new processes and procedures for managing the ICT service.
- Migration of Service Desk to a purpose-built Customer Service Centre, which has given users the ability to log calls 24 x 7. There is a team of dedicated agents for W3R Users and there is monitoring in place for response & call pick up to improve service.
- Change Management is in place, ensuring that any changes to the service or infrastructure are documented, risk assessed and approved
- Incident & Service Request Management processes are in place, meaning that all calls & SR's are logged and reported on. Detailed analysis is now available to ensure that any repeat incidents are passed to Problem Management and reports are available to highlight where main issues occur enabling Capita and W3R to put in suitable measures to resolve them
- Problem Management is in place, where the aim is to capture & resolve repeat incidents, identify root causes and resolutions put in place as quickly as possible. 'Problems' are dealt with by a remote Capita team, with a large variety of skills
- Infrastructure management, in order to proactively monitor servers, storage and networks with the aim of identifying issues before they impact the user. This also enables Capita to start to build patterns of use, data growth and infrastructure weaknesses, with a longer term objective of maximising system availability

3.1.2 The following meetings are currently taking place to monitor and deliver the managed service:

- Monthly service review meetings
- Monthly account management
- Fortnightly project board
- Weekly change control board
- ITSG (IT Steering Group) meet every 5 weeks

3.1.3 Meetings to initiate the development of the ICT roadmap have begun, with the development of the ICT strategy included within this.

A communications strategy is in the process of being created, however initial communications to educate users around aspects of the new ICT service have begun. E.g. Escalation procedures, service level agreements.

3.1.4 The Capita Management team consist of the following:

Service Delivery Manager:

- Dedicated to the W3R account
- Manages day to day service delivery, including the team, processes and

client management liaison

Account Manager:

- Dedicated day to day client contact for all commercial and contractual issues
- Escalation point for any service delivery issues
- Key interface to Programme & Project Managers
- Access to CSIS Senior Management

Regional Account Director:

- Support and escalation point for Account Manager
- Overall responsibility for W3R account via Account Manager
- Direct access to CSIS and CAPITA senior management

3.1.5 Emma Tiernan returned from maternity leave on 5 August 5 2013 and Paul Morgan left the Council on 13 September.

3.2 **Project Work**

3.2.1 **PSN (Public Services Network):**

This has been previously known as GSI (or GCSX) and has been in place since 2009. This is a secure and trusted network over which the Councils transfer various pieces of information and data to other trusted public sector organisations e.g. DWP.

For a number of reasons Cabinet Office has imposed a zero tolerance approach to any public sector organisation who has not met all conditions required for accreditation. In previous years local authorities have been able to evidence “works in progress” in order to meet accreditation status. This has now changed.

Cabinet Office has increased the number of conditions required of local authorities to reach accreditation. They have also increased the level of security required in certain areas of the network.

We are working on a network redesign to meet the new requirements from the Cabinet Office. Policies and procedures are being created and updated. The impact to all users will be communicated in due course and the short term timeframe to meet accreditation is end of Oct 2013.

3.2.3 **Data Centre:**

Planning and design works to move the W3R estates to the Capita data centre are underway. Timeframes are currently being negotiated with Capita and an additional third party, BT, who are providing wide area network links. Currently the timeframe is early to mid Q4.

All disaster recovery and business continuity plans will be risk assessed and revised in parallel to the data centre planning and migration.

3.3 **Audit Reports**

3.3.1 The September Audit Committee reports have been updated with the position on all outstanding recommendations. These recommendations have been built into the consolidated projects list under review by ITSG.

4. **IMPLICATIONS**

4.1 **Policy**

4.1.1 The recommendations in this report are within the policies of the Joint Committee, Three Rivers District Council and Watford Borough Council.

4.2 **Financial**

4.2.1 There are no changes to the budget or the efficiency gains already agreed by the Joint Committee, Three Rivers District Council or Watford Borough Council as a result of this report.

4.3 **Legal Issues** (Monitoring Officer)

4.3.1 None specific to this report.

4.4 **Risk Management and Health & Safety**

4.4.1 There are no risks associated with the decision members are being asked to take, i.e. to note this report

4.5 **Equalities, Staffing, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services**

4.5.1 None specific.

Appendices

None

Background Papers

None.