

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting: 18 November 2013

PART A	AGENDA ITEM
	9

Title: ICT Service – Update
Report of: Allan Caton – 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 The managed service is now established and the following functions are in place and being monitored:

- TUPE staff from the majority of the on site support team are continuing to share retained knowledge with new members from Capita SIS.
- The purpose built Service Desk in Weybridge is functioning well with 99.79% of calls responded to within SLA. There are Service Desk operators dedicated to the W3R account who log calls on a 24 x 7 basis.
- Regular Change Management meetings are taking place to ensure that changes are documented, risks are assessed and authority for changes obtained prior to changes proceeding.
- The monthly Service Review meetings are taking place to review the analysis of the previous month's data including repeat and priority 1 incidents.
- Problem Management is in place to enable early identification of repeat issues. The resolution database is being constantly updated and known problems are being dealt with in a more timely fashion.
- The network infrastructure is being constantly monitored including communications lines, storage and server availability to enable early recognition of infrastructure issues and future network planning.

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 further the development of the ICT roadmap continue, with the development of the ICT strategy included within this.

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

3.2 **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 the 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 have worked a network redesign to meet the new requirements from the Cabinet Office and we are currently having a dialogue with them to ensure the design meets their specification. Policies and procedures have been created and updated. The impact to all users will be communicated on an ongoing basis.

We have prepared a short term architecture design, required for the 2013 submission, and have held conference calls with the Cabinet Office to discuss it's suitability. Where there are elements of the design that need revisiting we are, as a result of the conference calls, making amendments to the plan to ensure that when it is submitted, the design will meet all of the required criteria.

The longer term solution required by the Cabinet Office is being considered alongside the short term solution to avoid unnecessary work for next years submission.

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.

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

3.2.4 **Management Tools**

Client Team projects, lead and support roles and progress are itemised in Appendix A – IT Client Work Program as requested in September's JSSC. This is a working document and, as such is subject to continual change but provides a snapshot view of ongoing work.

3.3 **Audit Reports**

3.3.1 The 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



Appendix A – IT Client Work Program

Background Papers

None.

Appendix A

IT Client Work Program

Key: Completed Task 
Ongoing or Scheduled Task 

No	Project Area	Milestones	Target Dates	Lead	Support	Priority	RAG Status	Comments/Updates
1	PSN (Public Sector Network)	1. Complete short term requirements for 2013 accreditation	Nov 8	ET	AC	1		1. Includes completion of outstanding IT health check actions, creation of all new policies and procedures, implementation of short term network redesign. (current weekly PSN project meetings)
		2. Finalise long term requirements and put project plan in place for 2014 accreditation.	Q1 2014					2. Definition of user impact for long term design to be created, particularly in relation to unmanaged end user devices
		3. Submit short term design to Cabinet Office for approval	Nov 6					3. Documents and design submitted to Cabinet Office for accreditation or extension to deadline
2	Thin Client improvements	1. Received initial thin client solution document (Complete)		ET	AC	1		Note: this is for an initial short term solution to the current issues with thin client for WBC and TRDC. Longer term solutions need to be established in line with the medium term ICT strategy.
		2. Capita lead identified (complete)						
		3. Detailed proposal including costs and timescales - end Oct	Nov 13					
		4. Estimated timeframe for completion of short term solution - by end of Dec 13	Dec 13					
3	3rd Party Contracts	1. Suppliers contacted to complete questionnaire (Paul Morgan)		ET	AC	1		This work has a number of benefits: Collating all service levels with other suppliers will be fed into the Capita helpdesk system, therefore allowing Capita engineers and the client team to monitor performance of other third party contracts. The collation of this information includes copies of third party contracts, we will therefore be clear what is included within support and what support gaps and risks we have. Centralise spreadsheet of all third party contracts, proactive monitoring of contract review, renewals and potential savings can be identified.
		2. Collate feedback & chase outstanding - Oct - Nov						
		3. Supplier SLA's to be fed into Capita service desk system - Nov-Dec						
4	Budgets and Finance	1. Two meetings held so far with Steve Exton on ICT budgets & one meeting with Howard Hughes (involved throughout transition).		ET	AC	1		1. Awaiting additional information from Capita, where I have asked for proposals with costs for all project workstreams to deliver short term roadmap e.g. Thin client improvements, Enterprise Vault upgrade, Outstanding requirements from due diligence, desktop replacement & refresh, Email server consolidation. Expected end of October for these.
		2. Meeting with Steve Exton and Joanne Wagstaffe on Oct 11						

		3. Budget review complete - end Oct / Early Nov						2. Revenue budget changes currently being reviewed.
5	Project Process mapping	1. Review of initial process - ITSG (early Nov)		ET	AC	1		End to end process required, that should be communicated to all users. This process impacts budget and service planning for both authorities and needs to feed in. Have information on service planning from TRDC, awaiting info from WBC. Agreement required as to what projects need to be monitored and by whom. How projects are prioritised etc.
		2. Agree actions and way forward from ITSG meeting.						
		3. Projected completion - end Dec						
6	Contract Management	Meetings to monitor contract: <ul style="list-style-type: none"> • Monthly service review meetings • Monthly account management • Fortnightly project board • Weekly change control board • ITSG (IT Steering Group) meet every 5 weeks – key role to develop ICT strategy ** In addition to this audit committee, TRDC Management Board, WBC Leadership Team, additional project and roadmap meetings.		ET/AC		1		Other areas include: user service meetings (only in place currently for TRDC), dealing with call and procedure escalations, all procurement (hardware and software), monitoring of all other third party contracts (inc account meetings where required). In addition to this establishing clear processes and procedures for non-contract work e.g. hardware procurement
7	PCI (Payment Card Industry)	Telephone Meeting with Henry Kenyon	2/10/2013	AC	ET	1		Meeting with Henry Kenyon (Capita) and Trevor Grove (Comec) to be arranged for W/C 14/10/2013. Quarterly scans to be commenced Q4 2013
		Separate applications on Servers	Oct/Nov 2013					Workplan for Pause/Resume of call recording submitted 4/11/13
		Present Options for call recording	Oct/Nov 2013					Meeting with Capita SIS and Billy Hall to discuss Oak call recording and the options around it.
		Implement option from above						
8	Purchase Order Processing	Meeting with Billy Hall	1/10/2013	AC	ET	1		Discussed the required process with Billy Hall and Sue Meyrick. Putting together Purchase Order request form for Capita. Begin testing the procedure W/C 14/10/2013
		Agreed procedure with Sue Meyrick	3/10/2013					Jerry Faigrieve checking contractual obligation Nov 13
		Trial new procedure W/C 25/11/2013	W/C 25/11/2013					

9	Application Categories prioritisation	Meeting to finalise Contract Change Notice (CNN) 9/10/2013		AC	ET	1		Meetings on 8th and 9th to finalise the application categories
		Sign off CCN	W/C 11/11/2013					Sign off the changes and append them to the contract
10	Virgin commissioned line	Compile options from Virgin 10/10/2013		AC	ET	1		Options to be looked at including managed service. Prices to be obtained and compared to Capita monitoring levels using existing technology
		Configure Solarwinds to monitor fibre line	W/C 11/11/2013					Position Solarwinds screens in ICT section to enable early notification of a line break.
11	WBC Planning Limehouse replacement	Scoping document completed - to be reviewed by ICT	Complete	AC	ET	2		Currently under review. Review complete – amendments to ITT made and returned to Philip Bylo
12	Data Centre Transfer	1. Project initiation document completed		ET	AC	1		Design documents for the following: High level network design - completed 4th Oct. This has been through a critical review process and a follow up meeting is taking place 9th Oct. Storage design document, inc performance metrics - currently under review. Virtual server design document - under review. All of these documents will feed into an overall solution document.
		2. Design documents completed - end Nov						
		3. Data Centre transfer takes place end Jan, early Feb 2014						
13	Other miscellaneous projects	Various milestones and target dates. Client management team do not project manage, but agree scope and monitor progress through project board meetings.		ET/AC	ET/AC	2		WBC Managed Print Services, TRDC Canon print services, WBC museum telephony, Uniform upgrade (TRDC), TLC reload (TRDC), E-Services (Revs and Bens), Review of remote site links e.g. Batchworth depot etc, Academy revs and bens upgrade, Improvement of QA & Victer (Revs and Bens), Netcall (WBC) & there are others in progress.
14	A) Review WBC Uniform/IDOX B) TRDC CRM Implementation C) Building Control project (WBC)	Various milestones. Agreement of client role within these projects is required.		ET	AC	2		All only just initiated. A) Capita are reviewing the managed services proposal from Idox. B) CRM PQQ reviewed and feedback given. Feedback given to GG on ITT. C) Capita to attend initial meeting 10/10
15	Desktop Refresh	Desktop Definition Document to be drafted by 11/10/2013		AC	ET	1		Meeting with Mike Airey (Capita Programme Manager) 7 th November
		Identify dependencies and links with Thin Client						Thin Client meeting identified elements of desktop

		upgrade					refresh within it.
		Audit desktop operating systems					ESET audit carried out to establish extent of non compliant operating systems
16	Watford Museum Telephony	Meet with SDM and Comec at the museum to assess requirements	Oct 13	AC	ET	2	Visited Museum with Comec and Service Delivery Manager to gather requirements Oct 13
		Request termination period for existing lines					
		Place orders for new lines/equipment and arrange installation					
17	Communications	1. Communications forward plan - agreed by ITSG - 17th Sept		ET	AC	1	Communications in place - articles in Aug & Sept WATs Up & All Aboard. Staff & members 1/4 bulletin currently being drafted. Planned downtime emails being circulated as required.
		2. Communications strategy - Q4					
18	Road Map Projects	<ul style="list-style-type: none"> 1. Enterprise Vault (TRDC email archive upgrade) 2. Email server consolidation 3. Development of ICT strategy 4. Housing keeping and further policy development 5. PSN long term project (to June 2014) 6. Outstanding network recommendations 		NA	NA	NA	Still to be defined, authorised, prioritised and budgets allocated. (A number of these were raised as part of due diligence)