

## Information and Communication Technology (ICT) service end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Review all software licenced to ensure it is being actively utilised and is relevant to the needs of the business; remove and cancel any subscriptions for unrequired software	Sound financial management	By end of March 2023, annually	New performance measure	ICT Manager	Software has been reviewed during the year at time of renewal, software is checked for modules/product licence and number required. Reductions in remote access and virtual meeting licences have been implemented.
Complete an organisation wide software, hardware and infrastructure review and create a prioritised programme for upgrades and replacements	Sound financial management	By end of June 2022, annually	New performance measure	ICT Manager	Hardware and infrastructure review has commenced with hardware and infrastructure replacement schedule in progress.
Attend Team Meetings and meet with Service Leads to establish business requirements; help, assist and advise on how to move new initiatives forward	Sound financial management	As required, annually	New performance measure	ICT Manager	Due to resources, only informal meetings have taken place. Meetings are planned with Democratic Services for the running of the forthcoming elections.
Action a staff and member survey of the ICT service to establish how the service is performing; consider and implement improvements/changes where necessary	Sound financial management	By end of December 2022,	New performance measure	ICT Manager	Staff and member survey circulated 30 January 2023. Survey has now finished and the responses will be analysed and actions considered.
Close Service Desk incidents and service requests within the standards detailed within the Service Level Agreement	Sound financial management	90%, annually	74% of all tickets 94.2% of Priority 1 tickets	ICT Service and Support Team Leader	94% of all tickets have been closed within Service Level Agreements standards. Information taken from the installation of the new Helpdesk software on 17 October 2022 until 7 February 2023.

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Using the Helpdesk incidents, establish common issues, generate and publish 12 support documents (How to Guides) for users to be able develop their IT Knowledge	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	100%, annually	New performance measure	ICT Service and Support Team Leader	12 How to Guides have been published within the Helpdesk portal for all staff to use.
Ensure that internal and external networks and systems are stable and reliable and fit for purpose	Sound financial management	Network at 99% uptime and systems at 99% uptime, annually	100% network uptime; 98.8% application and software on planned downtime	ICT System Admin/Network Team Leader	Network uptime 99.6%, systems uptime 99.77% (all figures based on working hours).
Review current ICT Helpdesk software with a view to change to better improve the ICT service and improve the ICT helpdesk functionality, configure software and rollout to staff	Sound financial management Minimise bureaucracy, duplication and ensure efficiency and transparency across Council services	By end of December 2022, annually	New performance measure	ICT and Service Support Team Leader	New helpdesk software installed and went live on 17 October 2022.
Notifications to Royal Mail to be made within 5 working days of receipt of payment and valid street naming and numbering applications	Social and community infrastructure	75%, annually	69.5%	ICT Service and Support Team Leader	69.47%
Street Naming and Numbering schemes to be sent to customer with 5 working days of receipt of postcode from Royal Mail	Social and community infrastructure	95%, annually	92.5%	ICT Service and Support Team Leader	97.78%

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<b>New street names to be adopted/formally objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of receipt of full payment and valid application</b>	Social and community infrastructure	100%, annually	100%	ICT Service and Support Team Leader	84.3% - 1 Scheme missed target
<b>Undertake all staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off; training needs identified and new accountabilities set</b>	Sound financial management	100%, annually	All appraisals booked for March 2019	ICT Manager	All appraisals booked for March 2023.
<b>Regularly review higher corporate risks, including:</b> <ul style="list-style-type: none"> <li>• security and infiltration of the ECDC network</li> <li>• Disaster Recovery Plan</li> <li>• backup of ECDC data</li> <li>• Incident Management Plan</li> <li>• Monitoring Strategy</li> </ul>	Sound financial management	Minimum annually, annually	<p>A review of the available software is currently being undertaken on intrusion protection and intrusion detection software to protect our network from cyber-attacks.</p> <p>A review of the existing Disaster Recovery Plan and Site commenced in January.</p> <p>ICT have identified that a programmed test of recovery needs to be considered as part of the Disaster Recovery Plan.</p>	ICT System Admin/Network Team Leader	<p>A test of disaster recovery took place in September 2022, using the Disaster Recovery Plan.</p> <p>In January 2023, ICT Monitoring and Restoration Testing Strategy along with an ICT routine checks spreadsheet was introduced to confirm our monitoring and restoration processes and is being used by the team to record checks.</p> <p>Monitoring software has been tested, installed and configured to monitor elements of the network.</p> <p>Incident Management Plan has been drafted and is currently being editing for final publication.</p>
<b>Ensure the Council is awarded an annual PSN compliance certificate to maintain access to secured services – ensuring all servers remain in support with Microsoft for security</b>	Sound financial management	Annual PSN compliance certificate, annually	The annual Audit of the Council systems has taken place, the report indicated no severe issues and only 13 high risk, all have been remedied and a full pass of the annual PSN Compliance has been awarded.	ICT System Admin/Network Team Leader	<p>The annual Audit of the Council systems has taken place, the report indicated 38 critical issues and 86 high issues. These issues are being addressed and we currently have 12 critical issues and 16 high issues remaining.</p> <p>6 servers operating systems have been upgraded and 19 servers operating systems are in progress.</p>

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Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt and update the Disaster Recovery Plan following the test	Sound financial management	By end of September 2022, annually	New performance measure	ICT System Admin/Network Leader	A successful disaster recovery test was carried out in September 2022, where one licencing issue and some active directory settings were highlighted.
Review endpoint security solution to meet current cyber threats, implement suitable solution	Sound financial management	By end of March 2023, annually	New performance measure	ICT System Admin/Network Leader	Endpoint security solution has been renewed.
Undertake activities which help to mitigate/adapt to climate change	Cleaner, greener East Cambridgeshire	To contribute to the implementation of the Council's Climate and Environment Action Plan	New performance measure	Cross-council Activity	Attended Service Leads meeting where this was discussed. Physical server transferred to Virtual.