
















ICT- Service Delivery Plan 2019/2020

Six month Update

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or Output (at 6 month stage)
<p>Ensure a responsive and proactive service is provided to all of our customers</p>	<p>Delivering a financially sound and well-managed Council</p>	<p>Close 90% of Service desk incidents and service requests within the Service level agreement</p>	<p>74% of all tickets 94.2% of Priority 1 tickets</p>	<p>ICT Service and Support Team Leader</p>		<p>82.94% off all tickets 100% of all Priority 1 tickets met the service level agreement in 4 hours "Priority 1" is used when an IT system or service is wholly down/unavailable.</p>
		<p>Continue to offer our customers Bi monthly ICT drop-in sessions</p>	<p>The re-introduction of the Drop in Sessions commenced in October following the staffing restructure and recruitment.</p> <p>Drop in Session have taken place in October, December 2018 and March 2019 with a further session planned for April.</p>	<p>ICT Service and Support Team Leader</p>		<p>Drop in Sessions have been held; 2nd May 2019 1st August 2019 With an additional session planned for 5th November 2019</p>
		<p>Ensure that internal and external networks and systems are stable and reliable and fit for purpose Network - @ 99% uptime Systems - @99% uptime</p>	<p>100% Network Uptime 98.8% Application and Software Unplanned Downtime</p>	<p>ICT System Admin/Network Team Leader</p>		<p>100% Network Uptime. 98% Application and Software Unplanned Downtime.</p> <p>The "Public Access" system (Planning Applications online) has been experiencing intermittent downtime and slowness. We have been, and continue to be, in contact with the suppliers regarding the issue. There is also a system upgrade and server migration in the pipeline.</p>
		<p>Assist and support all departments when ICT Software/hardware is required, renewed or replaced, ensuring that it is</p>	<p>New Performance Measure</p>	<p>ICT Manager</p>		<p>The ICT Team are involved with the Trees Team, Facilities Team and East Cambs Street Scene regarding new/replacement software for an outdated Tree Access database, Car Park</p>
<p>Ensure that ICT Services maximises possible efficiency savings</p>						

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		fit for business and adds value for money.				Management Software and Asset Management Software including live vehicle location tracking.
To create a culture of continual service improvement and positive transformation		Complete an organisational wide application review and create a prioritised programme for upgrades and new software. – by end of Q1	Not completed on time due to capacity issues	ICT Manager		Work is planned to commence in November
		Attend Team Meetings and meet with Service Leads to establish business requirements. Help, assist and advise on how to move new initiatives forward	New performance measure	ICT Manager		Due to the current project commitments this has not been achieved. As existing projects close, attendance at Team Meetings can be arranged.
Provide a responsive, value for money Street Naming & Numbering Service		Royal Mail to be notified within 5 working days of receipt of payment and valid street naming and numbering application	New Performance measure	ICT Service and Support Team Leader		67% of notifications were carried out in 5 days
		Street Naming and Numbering schemes to be sent to customer with 5 working days of receipt of postcode from Royal Mail	New Performance Measure	ICT Service and Support Team Leader		76% of schemes were sent to applicants within 5 days
		Adopt/Object new street names within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of receipt of full payment and valid application	100%	ICT Service and Support Team Leader		100% of all notifications to applicants were sent to customer with 1 month of receipt of name on valid applications advising of Adoption or Objection to road name
Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT Service		To undertake 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.	All appraisals booked for March 2019.	ICT Manager		Appraisals are not due until February/March 2020, however regular one to ones are held both between the ICT Manager and Team Leaders, and between Team Leaders and their staff.

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<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.</p>		<p>To regularly review higher level corporate risks, including:</p> <p>Security and Infiltration of the ECDC Network Disaster Recovery Plan Backup of ECDC Data</p>	<p>A review of available software is currently being undertaken of 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>	<p>ICT System Admin/Network Team Leader</p>		<p>A review of the existing Disaster Recovery process has been carried out, highlighting major recovery time issues. Following presentation to the Director Operations a new Disaster Recovery centre is to be resourced. Work will commence on the new centre following the migration of the firewall and network to new suppliers beginning of November.</p> <p>A new Disaster Recovery Plan can then be drawn up based on the new Disaster Recovery Setup. (This will be completed by end March 2020).</p> <p>Daily backups are maintained by the Council stored both locally and offsite.</p>
<p>Maintain the security and resilience of ICT systems and adhere to regulations</p>		<p>Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services- ensuring all servers remain compliant and in support with Microsoft for security updating.</p>	<p>The Annual Audit of the Council Systems has taken place, the report indicated no Severe issues, and only 13 high risk, all have been remedy and a full pass of the annual PSN Compliance has been awarded</p>	<p>ICT System Admin/Network Team Leader</p>		<p>63% of all servers operating on Microsoft 2008 have been upgraded. Of the remaining 37%, 33% will become redundant following the Go-Live of the replacement payment system. 25% will be replaced with following Public Access upgrade.</p> <p>The remaining 42% have been planned to upgraded before the end of December 2019.</p> <p>Quotations for the annual PSN Audit will commence in December 2019.</p> <p>Regularly security checks are being carried out on a weekly basis.</p> <p>All Microsoft Security updates released since April 2019 have</p>

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						been applied to all servers and PC's (this includes Tablets and laptops)
		Rewrite ICT Information Security Policies to ensure compliance with current regulations and simplify for staff and members – end of Q1	New performance measure	ICT Manager ICT Service and Support Team Leader ICT System Admin/Network Team Leader		Due to project commitments the Information Security Policy is only now under review and being re-written, in addition this has highlighted a number of further Policies that require reviewing.
		Review disaster recovery plans with recommendations by end of Q1 Implement approved DR requirements. By end of Q4	New performance measure	ICT System Admin/Network Team Leader		A proposed Disaster Recovery review was carried out and a proposal presented to Director – Operations in June. The proposed new Disaster Recovery setup will commence following the migration of the Firewall and Network to new suppliers beginning of November 2019
		Review and install an Intrusion Prevention System and Intrusion Detection System to allow the ICT Team to monitor and give an internal overview of the entire network and systems to help highlight and prevent intrusions at first point of entry alongside the firewall, system errors and server failures, improving the security of the network and allowing the team to be proactive and ensuring compliance with GDPR and Data Protection Act 2018 . By end of Q2	New performance measure	ICT System Admin/Network Team Leader		This has been delayed due to the migration of new firewall and network as part of the Cambridgeshire partnership – a number of security monitoring tools can be utilised. Following the migration these can be fully assessed.