



Information and Communication Technology (ICT) half year report 2023 to 2024

Performance measure	Target and reporting timescale	Half year update
Review the Virtual Environmental and Storage Infrastructure, both hardware and software, to enable replacement/renewals to be sourced between 1 January and 31 March 2024	By end of December 2023, annually	Review underway, with results to be assessed at beginning of November, with solution being identified and tendering process to begin during December 2023.
Complete organisation wide hardware and infrastructure review and create Infrastructure Renewal Plan and present to management	By end of June 2023, annually	Completed April 2023.
Regularly review higher corporate risks, including: <ul style="list-style-type: none">• security and infiltration of the ECDC network• Disaster Recovery Plan• backup of ECDC data• Incident Management Plan Monitoring Strategy	Minimum annually, annually	Disaster Recovery Plan tested in September 2023; minor amendments be carried out. Monthly backup tests undertaken of files, data, emails and servers and daily backup checks are undertaken. Incident Management Plan due for review March 2024. Monitoring strategy due for review January 2024
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	Annual PSN compliance certificate, annually	PSN Accreditation awarded May 2023

Performance measure	Target and reporting timescale	Half year update
<p>Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt and update the Disaster Recovery Plan following the test</p>	<p>By end of September 2023, annually</p>	<p>Successful Disaster Recovery Test undertaken weekend of 8th September 2023.</p>
<p>Close service desk incidents and service requests within the service level agreement (SLA):</p> <p>Incidents</p> <p>Priority 1 – resolution target 4 hours</p> <p>Priority 2 – resolution target 4 hours</p> <p>Priority 3 – resolution target 1 day</p> <p>Priority 3 – resolution target 3 days</p> <p>Service Requests</p> <p>Minor – resolution target 3 days</p> <p>Standard – resolution target 5 days</p> <p>Major – resolution target 10 days</p> <p>Bespoke – agreed with user</p>	<p>90%, annually</p>	<p>Currently 98.13%</p>
<p>Ensure that internal and external networks and systems are stable and reliable and fit for purpose</p>	<p>Network 99% uptime and systems 99% uptime, annually</p>	<p>Currently Network Uptime 99.99% Systems Uptime 99.93</p>
<p>Notifications to Royal Mail to be made with 5 working days of receipt of valid street naming and numbering applications</p>	<p>75%, annually</p>	<p>Currently 88%</p>
<p>Street Naming and Numbering schemes to be sent to customers within 5 working days of receipt of postcode from Royal Mail</p>	<p>95%, annually</p>	<p>Currently 87% (caused by annual leave of the STNN Officer)</p>

Performance measure	Target and reporting timescale	Half year update
<p>New street names to be adopted/formally objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of valid application</p>	<p>100%, annually</p>	<p>One scheme only requiring new street names, but due to the complexity of the site and communications between Parish Council and developer the target was not meet.</p>
<p>Undertake all staff appraisals with time frame set by HR ensuring all staff complete documentation to enable feedback and sign off; training needs identified and new accountabilities set</p>	<p>100%, annually</p>	<p>Appraisal will be booked in accordance with HR Timetable at year end.</p>
<p>Transfer remaining physical server to the Virtual Environment</p>	<p>100%, annually</p>	<p>Server transferred to virtual environment and physical server decommissioned 4th September 2023</p>
<p>Support users to reduce printing across the Council by providing tips and tricks guidance around printing and publishing within the Helpdesk portal</p>	<p>As required, annually</p>	<p>Documents have been produced by other sections and published on the intranet, eliminating the need for further documentation to be provided from ICT. We remain available to support users as necessary.</p>