Commitments towards our Vision

East Cambridgeshire District Council

ICT- 2018-2019 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)
Ensure a responsive and proactive service is provided to all of our customers	Delivering a financially sound and well-managed Council	Close 90% of Service desk incidents and service requests within the Service level agreement	89.8% until end of December 2017	Karen Wright - ICT Manager		74% The implementation of the new Help Desk Software has meant a change in the reporting functionality which does not consider non-working hours/days. The system has removed the function of placing a ticket on hold when waiting for a response from the customer. This has adversely affected this output figure. Improved reporting functionality is planned during the next 6 months to provide more accurate results for the end of year.
		Continue to offer our customers ICT drop-in sessions - Offer Bi-monthly sessions (every two)	held every two months.	Karen Wright – ICT Manager		Due to staff shortages these have not been delivered at the start of the financial year. However Drop In sessions were re-started in October with next sessions booked for December, February and April.
		Ensure that internal and external networks are stable and reliable and fit for purpose @ 99% uptime	98%	Karen Wright – ICT Manager		Network Uptime: 100% Uptime of Applications and Software that were affected by unplanned Maintenance 99.2%
Ensure that ICT Services maximises possible efficiency savings		Review ICT contracts to help reduce total cost of contracts, whilst ensuring a high level of service	100% of ICT contracts reviewed	Karen Wright – ICT Manager		This element will be carried out as part of the organisation wide application review. This element will be included to

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		Provide a financial savings and present these to Committee. By end of Q4				establish the current status of both hardware and software contracts and Services requirements. However due to the current capacity limitations this measure won't be completed until next year, which will also give the service the opportunity to review any cost savings.
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 June 2018	Six month plan of items requiring implementation has been draw up. To be reviewed again in June 2018.	Karen Wright – ICT Manager		Due to the priorities required by the business, this project is only now commencing. The ICT Team are currently working on identifying all software and versions to help identify any unsupported software and all those in need of upgrade. All software will be identified and a programme of updates or replacement software will be drawn up.
		Introduction of Mobile Working (rollout laptops and tablets for site visiting officers) along with generation of bring your own devise policy – end of Q3	New performance Measure	Tim Binstead – ICT Technical Officer		All visiting officers have now received a mobile device, with mobile app delivered to Building Control. Planning, Planning Enforcement and Licensing ordered and awaiting date of delivery from supplier.
Provide a responsive, value for money GIS and Street Naming & Numbering Service		All street numbering schemes delivered within 10 working days of receipt of payment.	80%	Karen Wright– ICT Manager		51% of all valid applications from April 2018 have been dealt with within the 10 working day target. 100% of all valid applications received from October 2018 have met the 10 working day target. This follows a focused effort with new working procedures put in place.

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		Adopt new street names within 1 month of receipt of payment.	80%	Karen Wright– ICT Manager		100% - All new road names have been adopted within 1 calendar month.
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 to take place during March 2019.	Karen Wright– ICT Manager		Regular one to ones are being held, in preparation for the annual appraisal.
		Meet monthly with the ICT Service Delivery Champions.	Monthly meeting	Karen Wright– ICT Manager		Regular meetings with the ICT Champions have taken place, and it was agreed at the last meeting for these to be Bi-monthly.
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including: Security and Infiltration of the ECDC Network Disaster Recovery Plan Backup of ECDC Data	On going	Karen Wright– ICT Manager		A review of available software is currently being undertaken of intrusion protection and intrusion detection software to protect our network from cyber-attacks. A review of the existing Disaster Recovery Plan and Site is planned to commence in January. The team carry out a daily check to ensure the backup of ECDC data has been successful. ICT have identified that a programmed test of recovery needs to be considered and this will be included as part of the Disaster Recovery Plan.

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Maintain the security and resilience of ICT systems and adhere to regulations		Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services.	Annual compliance	Mike Rowe ICT Technical Officer		Quotes have been obtained and supplier awarded. The PSN Audit will take place during December 2018.
		Review of ICT security policies -end of Q4	New performance measure	Mike Rowe ICT Technical Officer		The existing ICT Security Policies are currently under review.
		Review disaster recovery plans and implement DR requirements. By end of Q4	New performance measure	Steve Garlinge ICT technical officer		A review of the existing Disaster Recovery Plan and Site is planned to commence in January.
		Upgrade all servers to appropriate level to continue to meet PSN requirements and vendor support – end Q4	New performance measure	ICT Technical Team		All servers currently meet Vendor requirements for the supplied software. The PSN Audit is taking place during December, once report has been received an update rollout plan will be devised for any server identified in the report.

Name of Service Delivery Champion	Cllrs Cox and Bradley
Comment from Service Delivery Champion: Cllr Bradley- ICT has turned the corner and is now on a stable footing. Still some way to go but credit to the team which is meeting the challenge but still need another 6 months to resolve some key issues. The service is now fit for purpose and providing the council with modern infrastructure. So that we now have an empowered mobile work force that is efficient and able to do their jobs without ICT restrictions! A lot of credit has to go to Karen and the rest of the team for rising to challenge!	