

# **Information and Communication Technology Services Delivery Plan**

**2016 - 2017**

## **Overview of Information and Communications Technology Services Delivery Plan**

### **Service Resources:**

Staffing Resources allocated to the ICT Service are as follows:

- 1 x Principal ICT Officer (Support & Information Security) (f/t)
- 1 x ICT Support Officer (Service Desk) (p/t)
- 1 x ICT Service Desk / Administrative Officer (p/t)
- 1 x ICT and Data Support Officer (GIS & STNN) (f/t)
- 1 x ICT and Data Support Officer (p/t)
- 1 x ICT and Data Support Officer (f/t)
- 3 x ICT Technical Support Officer (f/t)

The Council's ICT service delivery champions are Cllrs Mike Bradley and Paul Cox who are to champion the effective and efficient use of ICT and act as critical friends to the ICT Service.

### **Cost of the Service**

The total cost of the Service for 2016/2017 - £607,314

The total income from the Service for 2016/2017- £15,530

### **Service Purpose:**

Information and Communication Technology (ICT) is vital in enabling the Council's various departments and partner organisations in delivering cost-effective services to the public. The ability of the Council to provide these services relies heavily on a stable, reliable and accessible ICT infrastructure which is flexible enough to accommodate swift changes in governance, legislation or service model change.

ICT supports business change and development through the implementation of new affordable technologies delivered by astute project management and backed up with the appropriate user training. ICT manages the security and integrity of all the Council's electronic data and holds the information in compliance with regulatory standards.

As of April 2016 the ICT Service have now taken on the responsibility for providing and maintaining all mobile and fixed line telephony requirements throughout the Council. This was previously managed by Office Services.

### **Service Profile:**

The service is currently led by the Principal ICT Officer (Support & Information Security).

#### **ICT Service Desk**

Responsible for 1<sup>st</sup> line support of applications, hardware, staff and Members across the Council escalating any calls that cannot be resolved at first point of contact through to ICT Technical Support, ICT Support, Web Team or Finance and following through to a successful conclusion.

Other responsibilities include; procurement, asset management, reporting, licensing, change management and administration of ICT processes required for staff starting/leaving the authority.

### ICT and Data Support

Responsible for the 1<sup>st</sup> / 2<sup>nd</sup> line support of applications, staff and Members across the Council escalating any calls that were not resolved at first point of contact by the Service Desk to either the ICT Technical Support team or the relevant 3<sup>rd</sup> party support vendor and through to a successful conclusion.

Other responsibilities include; application / system administration and development, project management, training and business process re-engineering.

### ICT Technical Support

Responsible for 2<sup>nd</sup> / 3<sup>rd</sup> line support of all hardware, applications, staff, and Members reported to them via the ICT Service Desk or Support Officers, escalating any calls as necessary to the relevant 3<sup>rd</sup> party support vendor and through to a successful conclusion.

Other responsibilities include; infrastructure management, information security, network security, remote access, capacity planning and availability, data backup and restoration and business continuity.

### Geographic Information Systems (GIS)

Responsible for the accuracy and completeness of the Local Land and Property Gazetteer (LLPG) feeding into the National Land and Property Gazetteer and liaising with Ordnance Survey . Responsible for the availability and maintenance of the Council's spatial information held electronically across the Councils systems.

### Street Naming & Numbering (STNN)

Responsible for the administration of the street naming and numbering process, to ensure that all properties in the district are officially addressed. Ensuring the legal framework for the operation of the Street Naming and Numbering service is adhered to and that proper protocols for determining official street names and numbers are in place. Other responsibilities include; liaising with Councillors (Parish/Town/City/Ward/County), Emergency Services, Royal Mail, property developers and general public, invoicing, budget management, procurement and policy review.

## Forward Planning for Councillors

*(Are there any dates which you think Service Champions might need to be aware of e.g. committee dates, events linked to outputs etc)*

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
Last Friday of every month	Monthly Transformation Programme updates with Service Delivery Champions	ICT	Cllrs Mike Bradley / Paul Cox	n/a
27.06.2016	Performance Management – Year End Performance	ICT	Mike Bradley / Paul Cox	Regulatory & Support Services Committee
12.07.2016	Transformation Programme and ICT Service Progress Report	ICT	Cllrs Mike Bradley / Paul Cox	Transformation Programme Sub-Committee
26.09.2016	Transformation Programme and ICT Service Progress Report	ICT	Cllrs Mike Bradley / Paul Cox	Transformation Programme Sub-Committee
21.11.2016	Transformation Programme and ICT Service Progress Report	ICT	Cllrs Mike Bradley / Paul Cox	Transformation Programme Sub-Committee
10.01.2017	Transformation Programme and ICT Service Progress Report	ICT	Cllrs Mike Bradley / Paul Cox	Transformation Programme Sub-Committee
16.03.2017	Transformation Programme and ICT Service Progress Report	ICT	Cllrs Mike Bradley / Paul Cox	Transformation Programme Sub-Committee

## How does the Service links with the Corporate Plan?

The Information and Communication Technology Service aligns with a number of priorities within the Corporate Plan. They contribute to providing excellent customer service, providing support to both back office and front services with various ICT requirements.

In addition, the Service has been looking at ways within which they can offer customer better value for money by reviewing all of the IT systems and more efficient ways of working (both in terms of functionality and being more streamlined).

## End of Year Report- Information Communication Technology Services 2015/2016

Deliver an efficient and effective service to Members, staff and partner organisations	Baseline (from previous year if applicable)	Target	Outcome
Close 90% of incidents and requests raised through the ICT Service Desk within their agreed Service Level Agreement (SLA).	90.6%	90%	91.5%
Ensure the Cambridgeshire Public Services Network (CPSN) is available for Council business 99% of the time it is required.	99%	99%	99%
Maintain optimum application performance by ensuring the bandwidth utilisation across the Council's network does not exceed 70% utilisation of the 100Mbps available.	18%	<70%	58% *variance explained below
Ensure the Councils core applications are available to the end users for more than 98% of the time that they are required for any given monitoring period.	98%	98%	97%
<p>Variance</p> <p>*The 70% target is a network threshold target; therefore if the network traffic was to exceed 70% then applications on the Council network could become slow and unusable. So anything below the 70% threshold target figure provides enough network headroom for all the Councils applications to work efficiently.</p>			

Manage the integrity and security of the Councils data and ICT systems	Baseline (from previous year if applicable)	Target	Outcome
Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services.	31/06/2014	31/07/2015	11/12/2015
Ensure an external security audit inspection is carried out by an accredited security company.	31/06/2014	31/06/2015	23/04/2015
Maintain a 100% virus and malware free network.	100%	100%	100%

Create service improvements through the use of Geographic Information Services (GIS) and the Local Land and Property Gazetteer (LLPG)	Baseline (from previous year if applicable)	Target	Outcome
Maintain or improve the quality of the Council's address data by achieving 'National Standard' or above in the monthly East of England Address Improvement Schedule Regional Report.	National Standard	National Standard	Gold Standard **Explanation below
Deliver a web based desktop GIS service throughout the Council.	n/a	31/03/2016	Achieved
Variance **Awarded to authorities that have reached the Gold standard in the Improvement Schedule in March 2016. This award looks to acknowledge Custodians who have achieved the highest level of data quality.			

Provide a responsive, value for money Street Naming & Numbering Service	Baseline (from previous year if applicable)	Target	Outcome
All street numbering schemes will be delivered within 10 working days of receipt of payment.	90%	90%	97%
Adopt new street names within 1 month of receipt of payment.	90%	90%	100%
Replacement street name plates to be erected within 4 weeks of notification.	0%	90%	***0%
Variance ***currently no reporting mechanism in place between Parks, Open spaces and Facilities Services work teams and STNN Officer. We will look to address this during the next reporting period.			

<b>Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT Service</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>	<b>Outcome</b>
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.	100%	100%	50%
Identify relevant staff training and incorporate into personal development plans, ensuring all identified training are completed within the reporting period.	0%	100%	0% ****variance
Meet quarterly with the ICT Service Delivery Champions.	n/a	100%	Achieved
Variance  ****No budget has been identified to meet the ICT technical and support training requirements identified however some of these requirements are now being addressed under the Transformation Programme.			

<b>Maintain or reduce the overall cost of the ICT Service.</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>	<b>Outcome</b>
Review ICT contracts which are due for renewal with a view to reducing or maintaining the total cost of ownership.	Maintain	Maintain	Reduced **** See variance below
Street Naming and Numbering Service will aim to deliver a balanced budget.	n/a	Balanced	Not achieved- *****see variance below
Variance ****ICT spent £21,605.70 less in 2015 than it did in 2014 which attributed to a total £34,820.00 under spend in 2015			
Variance *****Street Naming and Numbering brought an income of £8247.00 but spent £10,995.00 in erecting and replacing new signage leaving a deficit of £2,748.00 for this reporting period.			

## Strategy map



## Service Delivery Plan 2016-2017 Information and Communications Technology Services

Measuring Performance:-

<b>Deliver an efficient and effective service to Members, staff and partner organisations</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
Close 90% of incidents and requests raised through the ICT Service Desk within their agreed Service Level Agreement (SLA).	91.5%	90%
Ensure the Cambridgeshire Public Services Network (CPSN) is available for Council business 99% of the time it is required.	99%	99%
Maintain optimum application performance by ensuring the bandwidth utilisation across the Council's network does not exceed 70% utilisation.	58%	<70%
Ensure the Councils core applications are available to the end users for more than 98% of the time that they are required for any given monitoring period.	97%	98%
Lead the Council in delivering Phase 1 of the Transformation Programme by delivering key projects under the three work streams identified; Channel Shift, New Ways of Working and ICT Transformation.	n/a	100%

<b>Manage the integrity and security of the Councils data and ICT systems</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services.	11/12/2015	01/12/2016
Ensure an external security audit inspection is carried out by an accredited security company.	23/04/2015	30/09/2016
Maintain a 100% virus and malware free network.	100%	100%



<b>Create service improvements through the use of Geographic Information Services (GIS) and the Local Land and Property Gazetteer (LLPG)</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
Maintain or improve the quality of the Council's address data by achieving 'National Standard' or above in the monthly East of England Address Improvement Schedule Regional Report.	GOLD	GOLD
Deliver a GeoStore to manage all the Council's current spatial data and facilitate the use of the Council's spatial data on the Council's website	n/a	28/10/2016

<b>Provide a responsive, value for money Street Naming &amp; Numbering Service</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
All street numbering schemes will be delivered within 10 working days of receipt of payment.	90%	95%
Adopt new street names within 1 month of receipt of payment.	90%	95%
Replacement street name plates to be erected within 4 weeks of notification.	0%	90%

<b>Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT Service</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
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.	0%	outstanding
Meet quarterly with the ICT Service Delivery Champions.	n/a	100%
Highly trained staff to provide more effective and efficient support.		Training as required

<b>Maintain or reduce the overall cost of the ICT Service.</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>
Review ICT contracts which are due for renewal with a view to reducing or maintaining the total cost of ownership.	Maintain	Maintain
Street Naming and Numbering Service will aim to deliver a balanced budget.	n/a	Balanced

## Delivering the service

<b>Performance Measure - Deliver an efficient and effective service to Members, staff and partner organisations</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	Val Cooper - ICT Support Officer (Service Desk).
<b>Output/Outcome(s)</b>	Close 90% of incidents and requests through the ICT Service Desk within their agreed Service Level Agreement (SLA)
<b>Links</b>	ICT Performance Reports.
<b>Source of data</b>	ICT Service Desk.
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	ICT Support Officer (Service Desk).
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Monthly reports created.</li> <li>• Reports reviewed and discussed at team briefs.</li> <li>• Any issues arising from briefs addressed accordingly. Reports circulated as necessary.</li> </ul>
<b>Reporting timescale</b>	Continuously monitored month by month throughout the year.
<b>What resources are needed to ensure success?</b>	n/a.
<b>Are there opportunities for cross-service working?</b>	The Service Desk can be used to deliver service management across HR and Facilities teams if necessary.

<b>Deliver an efficient and effective service to Members, staff and partner organisations</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	n/a
<b>Output/Outcome(s)</b>	Ensure the Cambridgeshire Public Services Network (CPSN) is available for Council business 99% of the time it is required
<b>Links</b>	CPSN performance reports to be published on Intranet
<b>Source of data</b>	CPSN reports from Virgin Media
<b>Frequency of reporting?</b>	Quarterly
<b>Who measures?</b>	Principal ICT Officer
<b>Please list processes briefly</b>	<ul style="list-style-type: none"> <li>• Monitor planned and unplanned downtime notices from Virgin Media Business (VMB)</li> <li>• Review reports from CPSN</li> <li>• Raise issues with CPSN help desk as required</li> <li>• Liaise with VMB to rectify any issues arising</li> <li>• Attend regular CPSN board meetings</li> </ul>
<b>Reporting timescale</b>	Rolling quarterly reports throughout the year.
<b>What resources are needed to ensure success?</b>	n/a
<b>Are there opportunities for cross-service working?</b>	CPSN is a cross agency initiative open to all public and voluntary sectors delivering Wide Area Network / Local Area Network infrastructure and managed services.

<b>Deliver an efficient and effective service to Members, staff and partner organisations</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	ICT Technical Support Officers.
<b>Output/Outcome(s)</b>	Maintain optimum application performance by ensuring the bandwidth utilisation across the Council's network does not exceed 70% utilisation.
<b>Links</b>	Network performance reports to be published to Internet.
<b>Source of data</b>	Various network monitoring reporting tools.
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	Mark Chadwick - Principal ICT Officer.
<b>Please list processes briefly</b>	Create and monitor monthly performance reports and distribute as necessary.
<b>Reporting timescale</b>	Continuously monitored month by month throughout the year.
<b>What resources are needed to ensure success?</b>	Network monitoring software.
<b>Are there opportunities for cross-service working?</b>	

<b>Deliver an efficient and effective service to Members, staff and partner organisations</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	ICT Technical Support Officers.
<b>Output/Outcome(s)</b>	Ensure the Council's core applications are available to the end users for more than 98% of the time for any given monitoring period.
<b>Links</b>	Application Manager. Operations Manager
<b>Source of data</b>	Service Desk; Application Manager; Operations Manager.
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	Mark Chadwick - Principal ICT Officer.
<b>Please list processes briefly</b>	Create and monitor application availability reports and circulate as required.
<b>Reporting timescale</b>	Continuously monitored month by month throughout the year.
<b>What resources are needed to ensure success?</b>	Application monitoring software. IT Service Management software.
<b>Are there opportunities for cross-service working?</b>	

Deliver an efficient and effective service to Members, staff and partner organisations	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	ICT Technical Support Officers.
<b>Output/Outcome(s)</b>	Lead the Council in delivering Phase 1 of the Transformation Programme by delivering key projects under the three work streams identified; Channel Shift, New Ways of Working and ICT Transformation.
<b>Links</b>	
<b>Source of data</b>	Minutes and notes taken from Transformation Meetings and Workgroups. Minutes from meetings with project lead officers and team briefs Transformation Programme Phase 1 Definition and Plan document updated weekly with project progress
<b>Frequency of reporting?</b>	Monthly
<b>Who measures?</b>	Mark Chadwick – Principal ICT Officer
<b>Please list processes briefly</b>	Attend weekly Transformation Programme Management meetings with Foresight Consulting Review actionable items from minutes of meetings Meet with Project Lead Officers to identify issues and rectify as necessary Review and monitor progress of projects assigned to staff and facilitate successful delivery. Update weekly progress in the “Transformation Programme Phase 1 Definition and Plan Document”
<b>Reporting timescale</b>	Continuous weekly monitoring throughout the year
<b>What resources are needed to ensure success?</b>	Regular meetings with Project Leads and Foresight Consulting;  <u>2 New Ways of Working</u> 2.1 Review of Desktop Delivery Options Tim Binstead project lead 2.2 Telephony – Mitel expansion Karen Wright – project lead Mike Rowe – technical lead 2.3 EDRMS (Uniform DMS migration) John Southam – project lead Karen Wright – project assist Mike Rowe – technical lead 2.4 Intranet Hetty Thornton – project lead 2.5 Mobile & Remote Working Tim Binstead – project lead  <u>3 ICT Transformation</u> 3.1 High Level Technical Strategy Project lead – Mark Chadwick supported by ICT Technical Support Team

	<p>3.2 ICT Restructure Project lead – Programme Management Team</p> <p>3.3 End User Training Karen Wright – project lead</p> <p>3.4 Core Infrastructure (storage / compute / DR) Steve Garlinge – project lead</p> <p>3.5 Network Switch Replacement Steve Garlinge – project lead</p> <p>3.6 Firewall Upgrade Steve Garlinge – project lead</p> <p>3.7 Disaster Recovery Site Connectivity Tim Binstead – project lead</p> <p>3.8 Disaster Recovery Plan Tim Binstead – project lead</p> <p>3.9 Server Room Consolidation Mike Rowe – project lead</p> <p>3.10 Application Review Karen Wright – project lead</p>
<p><b>Are there opportunities for cross-service working?</b></p>	<p>Many projects on the Transformation Programme are cross cutting with various services who are being consulted and involved as necessary</p>



<b>Manage the integrity and security of the Council's data and ICT systems</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	Section 151 Officer
<b>Output/Outcome(s)</b>	Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services. 01/12/2016
<b>Links</b>	Link to PSN Compliance Certificate on Intranet Link to PSN site <a href="https://www.gov.uk/government/groups/public-services-network">https://www.gov.uk/government/groups/public-services-network</a>
<b>Source of data</b>	PSN Code Template.
<b>Frequency of reporting?</b>	Annually.
<b>Who measures?</b>	Principal ICT Officer.
<b>Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. PSN Code Template reviewed for any major changes</li> <li>2. Outstanding actions from 2015/16 CoCo submission reviewed and updated accordingly.</li> <li>3. 2016/17 PSN CoCo submission completed and sent to Section 151 Officer for approval.</li> <li>4. Once approved fully signed PSN CoCo docs sent to PSNA for assessment.</li> <li>5. If PSNA have any doubts about the Councils compliance they will request an action plan to be implemented immediately to address their concerns.</li> <li>6. If required put immediate action plan into place to address outstanding concerns that PSNA may have.</li> <li>7. Agree action plan with PSNA and work towards agreed deadlines to meet compliance and attain certification.</li> </ol>
<b>Reporting timescale</b>	2016/17 compliance to be submitted before end of Dec 2016.
<b>What resources are needed to ensure success?</b>	Successful IT Security Health Check Audit carried out by an approved assessor.
<b>Are there opportunities for cross-service working?</b>	Opportunity for buying into sharing penetration testing costs with neighbouring authorities still under discussion.

<b>Manage the integrity and security of the Council's data and ICT systems</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	Delegated ICT Technical Officer
<b>Output/Outcome(s)</b>	Ensure an external security audit inspection is carried out by an accredited security testing company
<b>Links</b>	
<b>Source of data</b>	Service provider will provide comprehensive security report for review and inclusion with PSN CoCo submission.
<b>Frequency of reporting?</b>	Annually.
<b>Who measures?</b>	Principal ICT Officer.
<b>Please list processes briefly</b>	<p>Procure best value services from accredited security solutions provider which meets PSNA requirements to evaluate the Councils security arrangements and procedures and provides a written report and verbal debrief.</p> <ol style="list-style-type: none"> <li>1. Principal ICT Officer sources and procures services to meet PSN requirements.</li> <li>2. Principal ICT Officer delegates the overseeing of the actual works to one of the ICT Technical Team.</li> <li>3. Service provider carries out work remotely and on site shadowed by ICT Technical Officer.</li> <li>4. Daily briefs held to discuss any critical issues found which can be rectified ASAP.</li> <li>5. Service provider delivers comprehensive report flagging any serious issues.</li> <li>6. Service provider de-briefs ICT Technical Officers on their findings and advises on any mitigating action that can be taken to rectify the issues found.</li> </ol> <p>N.B This work acts as an external audit of all systems, applications and infrastructure throughout the Council and delivers a work plan to address any critical issues found thus helping to maintain the integrity and security of the Council's electronic information.</p>
<b>Reporting timescale</b>	Next audit to be completed by end of Sept 2016.
<b>What resources are needed to ensure success?</b>	Budget to fund independent security audit.
<b>Are there opportunities for cross-service working?</b>	

Manage the integrity and security of the Council's data and ICT systems	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	ALL ICT Officers
<b>Output/Outcome(s)</b>	Maintain a 100% virus and malware free network
<b>Links</b>	
<b>Source of data</b>	Security Incident Response Log, Annual IT Security Health Check Report, Endpoint devices security reports.
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	Principal ICT Officer.
<b>Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. Ensure the Councils perimeter network is protected by adequate firewall rules</li> <li>2. Ensure all endpoint devices are adequately secured with anti-virus and anti-malware software</li> <li>3. Ensure all e-mail traffic (sent and received) is scanned for malicious and viral content and block accordingly</li> <li>4. Ensure all Internet web browsing is managed by a robust web content management system.</li> <li>5. Ensure all reported incidents of possible virus threats are fully investigated and if found to be positive the Security Incident Response log is updated and the machine is quarantined and cleaned before allowed back on the network</li> <li>6. Ensure staff are aware of the Councils Information Security Policy Manual</li> <li>7. Ensure only Council supported devices are connected to the network to maintain network security integrity.</li> </ol> <p>N.B this will raise information and security awareness across the council to ensure safe and efficient use of the Council's ICT resource is maintained.</p>
<b>Reporting timescale</b>	Continuous 24/7.
<b>What resources are needed to ensure success?</b>	SMTP Gateway. Network Perimeter Firewall. Server and Desktop anti-virus software.
<b>Are there opportunities for cross-service working?</b>	

<b>Create service improvements through the use of Geographic Information Services (GIS) and the Local and Property Gazetteer (LLPG)</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	GIS Officer
<b>Output/Outcome(s)</b>	Maintain or improve the quality of the Councils address data by achieving 'National Standard' or above in the monthly East of England Address Improvement Schedule Regional Report -GOLD standard-
<b>Links</b>	Authority Address Updates Improvement Schedule Report
<b>Source of data</b>	Street Naming and Numbering; Valuations Office Agency (VOA); Uniform
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	GIS Officer.
<b>Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. Enter latest information as it arrives into Uniform</li> <li>2. Information from Uniform exported automatically every day from LLPG and uploaded to National Land and Property Gazetteer (NLPG)</li> </ol> <p>N.B- This will ensure that the Council maintains a high quality of address data within its Local Land and Property Gazetteer to facilitate efficient collection of business rates and Council Tax and ensure properties are found quickly in emergency situations.</p>
<b>Reporting timescale</b>	Continuous monthly reporting throughout the year
<b>What resources are needed to ensure success?</b>	n/a.
<b>Are there opportunities for cross-service working?</b>	

**Create service improvements through the use of Geographic Information Services (GIS) and the Local and Property Gazetteer (LLPG)**

<b>Owner</b>	Mark Chadwick- Principal ICT Officer
<b>Co owner(s)</b>	SN&N Officer
<b>Output/Outcome(s)</b>	Deliver a GeoStore to manage the Councils current spatial data and facilitate the use of the Councils spatial data on the Councils website
<b>Links</b>	
<b>Source of data</b>	Sub-project under the Transformation Programme for delivering a revised Council website with added mapping functionality
<b>Frequency of reporting?</b>	Monthly
<b>Who measures?</b>	Principal ICT Officer
<b>Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. Plan, Design, Build and Configure the open source GeoServer.</li> <li>2. Identify training and train GIS Officer and ICT Data and Support Officer in managing the GeoServer environment</li> <li>3. Identify what unstructured spatial data is available to be imported into the Geoserver.</li> <li>4. Train users in manipulating layers from Geostore within QGIS application.</li> </ol> <p>N.B This will enable staff to view and create as necessary their own maps by manipulating spatial data that they own and maintain in a web browser environment.</p>
<b>Reporting timescale</b>	Project to be completed by November 2016
<b>What resources are needed to ensure success?</b>	GeoServer administration training QGIS user training (This will give users the ability to view the Council's spatial information on a map on a desktop)
<b>Are there opportunities for cross-service working?</b>	

<b>Provide a responsive, value for money street naming and numbering service.</b>	
<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	Street Naming and Numbering Officer (SN&N).
<b>Output/outcome (s)</b>	All street numbering schemes will be delivered within 10 working days of receipt of payment. 95%
<b>Links</b>	Public Health Act 1925; < <a href="http://www.legislation.gov.uk/ukpga/Geo5/15-16/71">http://www.legislation.gov.uk/ukpga/Geo5/15-16/71</a> >  Town Improvement Clauses Act 1847; < <a href="http://www.legislation.gov.uk/ukpga/Vict/10-11/34">http://www.legislation.gov.uk/ukpga/Vict/10-11/34</a> >  Street Naming and Numbering Policy; <a href="http://www.eastcambs.gov.uk/search/site/street%20naming%20and%20numbering">http://www.eastcambs.gov.uk/search/site/street%20naming%20and%20numbering</a>
<b>Source of data</b>	CRM; Building Regulations applications within Uniform.
<b>Frequency of reporting?</b>	Continual.
<b>Who measures?</b>	SN&N Officer.
<b>What will be done? Please list processes briefly</b>	1. SN&N Officer will regularly monitor Building Regulation applications for the commencement of new developments which may require street numbering services. 2. The SN&N Officer will request payment for services as appropriate (Appendix A of the SN&N Policy document). 3. SN&N Officer will complete the number schedule and inform the relevant parties as listed in Appendix B of the SN&N Policy document 4. The SN&N Officer will ensure monies for services are collected promptly and as appropriate. N.B The SN&N Officer will respond to public requests or enquiries from developers pertaining to the numbering of properties within the Councils district. To ensure all addresses have correct and accurate postal address in accordance with the Town Improvement Clauses Act 1847 and the Public Health Act 1925.
<b>Reporting timescale</b>	As required by public / developer request or monthly checks in Uniform for new developments.
<b>What resources are needed to ensure success?</b>	n/a.
<b>Are there opportunities for cross-service working?</b>	Yes – SN&N service could carry out the same service for all neighbouring authorities.

<b>Provide a responsive, value for money street naming and numbering service.</b>	
<b>Owner</b>	Principal ICT Officer
<b>Co owner(s)</b>	SN&N Officer
<b>Output/outcome(s)</b>	Adopt new street names within 1 month of receipt of payment. 95%
<b>Links</b>	Public Health Act 1925; < <a href="http://www.legislation.gov.uk/ukpga/Geo5/15-16/71">http://www.legislation.gov.uk/ukpga/Geo5/15-16/71</a> >
<b>Source of data</b>	CRM; Building Regulations applications within Uniform.
<b>Frequency of reporting?</b>	As required by public / developer request or monthly checks in Uniform for new developments.
<b>Who measures?</b>	SN&N Officer.
<b>What will be done? Please list processes briefly</b>	The SN&N Officer will respond to public requests or enquiries from developers pertaining to the naming of streets within the Councils' District.  N.B This will ensure the agreed street name is accurately recorded and signed accordingly making sure all relevant services are aware of the new street and that it can be located by emergency services complying with the Public Health Act 1925.
<b>Reporting timescale</b>	Ongoing monthly.
<b>What resources are needed to ensure success?</b>	n/a.
<b>Are there opportunities for cross-service working?</b>	

<b>Provide a responsive, value for money street naming and numbering service.</b>	
<b>Owner</b>	Principal ICT Officer
<b>Co owner(s)</b>	SN&N Officer
<b>Output / Outcome(s)</b>	Replacement street name plates to be erected within 4 weeks of notification. 90%
<b>Links</b>	Public Health Act 1925; < <a href="http://www.legislation.gov.uk/ukpga/Geo5/15-16/71">http://www.legislation.gov.uk/ukpga/Geo5/15-16/71</a> >  Street Naming and Numbering Policy; <a href="http://www.eastcambs.gov.uk/search/site/street%20naming%20and%20numbering">http://www.eastcambs.gov.uk/search/site/street%20naming%20and%20numbering</a>
<b>Source of data</b>	CRM
<b>Frequency of reporting?</b>	Monthly reports
<b>Who measures?</b>	SN&N Officer
<b>What will be done? Please list processes briefly</b>	Respond quickly and effectively to the reports of any incorrect, defaced, missing or badly damaged street name plates. N.B This will Ensure that properties have adequate and accurate street signage to enable quick and efficient location of properties and comply with the Public Health Act 1925.
<b>Reporting timescale</b>	Monthly ongoing
<b>What resources are needed to ensure success?</b>	Parks and Open Spaces Team to erect signage as required
<b>Are there opportunities for cross-service working?</b>	Already working with Parks and Open Spaces team



**Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT service**

<b>Owner</b>	Mark Chadwick - Principal ICT Officer
<b>Co owner(s)</b>	ICT Support Officer (Service Desk)
<b>Output/outcome(s)</b>	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.
<b>Links</b>	
<b>Source of data</b>	Performance against accountabilities, 1:1 meetings carried out monthly throughout the year.
<b>Frequency of reporting?</b>	Annually
<b>Who measures?</b>	Principal ICT Officer
<b>What will be done? Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. Time frame set by HR</li> <li>2. Line managers to book appraisal with staff</li> <li>3. Line manager to issue staff with paperwork to complete</li> <li>4. Paperwork to be completed by appraisee and returned to Line manager</li> <li>5. Appraisal undertaken and comments from line manager added</li> <li>6. Completed documentation agreed by line manager and appraisee and signed off</li> <li>7. Completed appraisal sent to HR</li> </ol>
<b>Reporting timescale</b>	Set by HR
<b>What resources are needed to ensure success?</b>	n/a
<b>Are there opportunities for cross-service working?</b>	

<b>Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT service</b>	
<b>Owner</b>	Principal ICT Officer
<b>Co owner(s)</b>	n/a
<b>Output/outcome(s)</b>	Highly trained staff to provide more effective and efficient support
<b>Links</b>	
<b>Source of data</b>	Personal development plans from previous years appraisals
<b>Frequency of reporting?</b>	Annually
<b>Who measures?</b>	Principal ICT Officer
<b>What will be done? Please list processes briefly</b>	<ol style="list-style-type: none"> <li>1. Personal development plan identified with a mind to what service benefits will be achieved</li> <li>2. Relevant training courses identified</li> <li>3. Budget approval to attend training sought from HR or Management Team as necessary</li> <li>4. Training booked</li> <li>5. Staff member attends training and if applicable completes course exam</li> <li>6. On return to work staff member de-briefs line manager on benefits gained</li> <li>7. Staff member puts new skills to best use</li> </ol>
<b>Reporting timescale</b>	Set by HR
<b>What resources are needed to ensure success?</b>	Training Budget for ICT staff needs to be identified
<b>Are there opportunities for cross-service working?</b>	Working with neighbouring authorities Shadowing ICT staff at neighbouring authorities

<b>Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT service</b>	
<b>Owner</b>	Mark Chadwick- Principal ICT Officer
<b>Co owner(s)</b>	n/a
<b>Output/outcome(s)</b>	Meet quarterly with the ICT Service Delivery Champions
<b>Links</b>	
<b>Source of data</b>	Minutes of previous meetings; ICT Service Delivery Plan; ICT Budget Sheet; Various ICT Performance Reports
<b>Frequency of reporting?</b>	Quarterly
<b>Who measures?</b>	Principal ICT Officer
<b>What will be done? Please list processes briefly</b>	Meet quarterly with Service Delivery Champions and review all operational and strategic issues arising in the previous quarter and set the agenda going forward to the next quarter. N.B Service delivery Champions will develop a better understanding of the service delivered by ICT Service Department. They will act as a critical friend to challenge and promote what we do. They will be able report to the Council on their activities and respond to questions and enquires.
<b>Reporting timescale</b>	Dates to be set with Service Champions
<b>What resources are needed to ensure success?</b>	n/a
<b>Are there opportunities for cross-service working?</b>	

**Maintain or reduce the overall cost of the ICT service**

<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	ICT Support Officer (Service Desk).
<b>Output/Outcome(s)</b>	Review ICT contracts which are due for renewal with a view to reducing or maintaining the total cost of ownership.
<b>Links</b>	Council Procurement Guidelines.
<b>Source of data</b>	ICT Budget Sheet; Agresso; Published Contracts Register.
<b>Frequency of reporting</b>	Annually.
<b>Who measures?</b>	Principal ICT Officer.
<b>Please list processes briefly</b>	<p>3 months prior to any contract coming up for renewal, ICT should test the market to see what value there is in renewing with the current supplier or seek to take on a new supplier at an advantageous price.</p> <ol style="list-style-type: none"> <li>1. ICT Contracts list monitored monthly.</li> <li>2. Where appropriate alternative suppliers approached for comparative pricing.</li> <li>3. New contract brokered as necessary.</li> <li>4. Goods and services procured within Council procurement guidelines</li> <li>5. ICT Contracts List updated.</li> <li>6. N.B This will reduce or maintain the total cost of ownership for all contracts managed by ICT</li> </ol>
<b>Reporting timescale</b>	Continuous as and when contracts come up for review.
<b>What resources are needed to ensure success?</b>	<p>Procurement advice.</p> <p>Legal assistance with drafting contracts.</p>
<b>Are there opportunities for cross-service working?</b>	Procurement advice / services from other authorities.

**Maintain or reduce the overall cost of the ICT service**

<b>Owner</b>	Mark Chadwick - Principal ICT Officer.
<b>Co owner(s)</b>	SN&N Officer.
<b>Output/Outcome(s)</b>	Street naming and numbering service will aim to deliver a balanced budget.
<b>Links</b>	
<b>Source of data</b>	Agresso; Street Naming and Numbering orders and balance spreadsheet.
<b>Frequency of reporting?</b>	Monthly.
<b>Who measures?</b>	Mark Chadwick- Principal ICT Officer.
<b>Please list processes briefly</b>	Ensure where possible that applicable charges for services delivered by the Street Naming and Numbering Officer are appropriately applied and monies are collected in a timely manner. N.B This will deliver a cost neutral service
<b>Reporting timescale</b>	To cover 16/17 Financial Year.
<b>What resources are needed to ensure success?</b>	n/a.
<b>Are there opportunities for cross-service working?</b>	