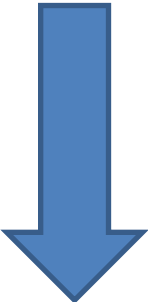
















ICT- End of year report 2018-2019

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	ICT Service and Support Team Leader		<p>* 74% of all tickets</p> <p>* 94.2% of all Priority 1 tickets met the service level agreement of being resolved in 4 hours.</p> <p>“Priority 1” is used when an IT system or service is wholly down/unavailable.</p> <p>The implementation of the new Help Desk Software has meant a change in the data structure and reporting functionality of placing a ticket on hold when waiting for a response from the customer. This has adversely affected this output figure and something we need to consider going forward.</p>
		Continue to offer our customers ICT drop-in sessions - Offer Bi-monthly sessions (every two)	Held every two months.	ICT Service and Support Team Leader		<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>
		Ensure that internal and external networks are stable and reliable and fit for purpose @ 99% uptime	98%	ICT System Admin/Network Team Leader		<p>Network Uptime: 100%</p> <p>Uptime of Applications and Software that were affected by unplanned Maintenance 98.8%</p>

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 that ICT Services maximises possible efficiency savings</p> <p>To create a culture of continual service improvement and positive transformation</p>		<p>Review ICT contracts to help reduce total cost of contracts, whilst ensuring a high level of service Provide a financial savings and present these to Committee. By end of Q4</p>	<p>100% of ICT contracts reviewed</p>	<p>ICT Manager</p>		<p>This element will be carried out as part of the organisation wide application review. This element will be included to 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.</p>
		<p>Complete an organisational wide application review and create a prioritised programme for upgrades and new software. – by end of June 2018</p>	<p>Six month plan of items requiring implementation has been draw up. To be reviewed again in June 2018.</p>	<p>ICT Manager ICT Service and Support Team Leader ICT System Admin/Network Team Leader</p>		<p>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.</p>
		<p>Introduction of Mobile Working (rollout laptops and tablets for site visiting officers) along with generation of bring your own devise policy – end of Q3</p>	<p>New performance Measure</p>	<p>ICT System Admin/Network Officer</p>		<p>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. BYOD policy is currently being addressed, security compliance must be taken into consideration.</p>

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)
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%	ICT Manager		50% of all valid applications from April 2018 have been dealt with within the 10 working day target.
		Adopt new street names within 1 month of receipt of payment.	80%	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.	ICT Manager		Regular one to ones are being held, in preparation for the annual appraisal. All appraisals are booked for March 2019.
		Meet monthly with the ICT Service Delivery Champions.	Monthly meeting	ICT Manager		Regular meetings with the ICT Champions have taken place, and it was agreed at the November 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:	On going	ICT Manager ICT System Admin/Network Team Leader		A review of available software is currently being undertaken of intrusion protection and intrusion detection software to protect our network from cyber-attacks.
		Security and Infiltration of the ECDC Network Disaster Recovery Plan Backup of ECDC Data				A review of the existing Disaster Recovery Plan and Site has commenced 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

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)
Maintain the security and resilience of ICT systems and adhere to regulations						considered and this will be included as part of the Disaster Recovery Plan.
		Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services.	Annual compliance	ICT System Admin/Network Officer		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
		Review of ICT security policies -end of Q4	New performance measure	ICT Manager		The existing ICT Security Policies are currently under review, following an initial review of the ICT Information Security Policy which has highlighted the need for a rewrite to simplify and bring in line with current legislation (e.g GDPR, Data Protection Act 2018 and PSN)
		Review disaster recovery plans and implement DR requirements. By end of Q4	New performance measure	ICT System Admin/Network Team Leader		A review of the existing Disaster Recovery Plan and Site has commenced in January.
		Upgrade all servers to appropriate level to continue to meet PSN requirements and vendor support – end Q4	New performance measure	ICT System Admin/Network Team Leader		All servers currently meet Vendor requirements for the supplied software and meet the PSN requirements