

AGENDA ITEM NO. x

Minutes of the meeting of the Transformation Programme Sub-Committee held in
The Council Chamber, The Grange, Nutholt Lane, Ely on Tuesday
10th January 2017 at 4:30pm

P R E S E N T

Councillor Anna Bailey (Chairman)
Councillor Sue Austen
Councillor Mike Bradley
Councillor Lisa Stubbs
Councillor Jo Webber

OTHERS PRESENT

Andy Radford – Director, Resources
Mike Rowe – ICT Technical Officer
Adrian Scaites-Stokes – Democratic Services Officer
Annette Wade – Customer Services Manager

25. PUBLIC QUESTION TIME

There were no questions received from members of the public.

26. APOLOGIES

No apologies were received.

27. DECLARATIONS OF INTEREST

There were no declarations of interest.

28. MINUTES

It was resolved:

That the Minutes of the meeting held on 23rd November 2016 be confirmed as a correct record and be signed by the Chairman.

29. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

30. TRANSFORMATION PROGRAMME – PHASE 2

The Sub-Committee considered a report, reference R172 previously circulated, that proposed a Phase 2 to the Council's Transformation Programme, reflecting on corporate priorities, staff and financial resources.

The Director, Resources, advised the Sub-Committee not all of Phase 1 had been completed yet. Since the previous meeting, the Council's ICT manager had left, meaning that resources needed to be focussed on completing Phase 1. This also meant that the proposed Phase 2 would be 'lighter' than had been expected. Regarding Phase 1, some pleasing progress had been made with the telephony project, though there was a delay with the disaster recovery and firewall project. The EDRMS system had problems due to the issue over redacted information. This should be resolved next week as a priority.

As the Principal ICT Officer had left, progress was being made to find a replacement. Consequently the re-structure of the IT department would not be undertaken while the post was vacant. However, the current roles and job descriptions of the current staff were being looked at to ensure they reflected current roles and responsibilities.

For Phase 2, as shown in paragraph 4.3 of the report, security issues had been raised by Members at the previous meeting of the Sub-Committee. External testing had been done to check whether the Council's systems were secure, otherwise the Government would not allow the Council to link to its websites. Generally the security systems were good but there were still areas of concern which would be addressed via an Action Plan. This was a high priority issue and the most critical issues would be resolved by the end of January.

The mobile phone contract was due to end in May, so consideration was being made for future provision and to make savings. Regarding the website, online services were progressing, though not as quickly as wanted, but further enhancements to the Council's website would be made. The ambitious desktop 'refresh' had been deferred to March and would require time and funding to complete.

The anticipated costs for funding these projects was shown in the report and all projects would come within existing budgets or from savings. This excluded the intranet and payroll systems which would need additional funding.

Councillor Sue Austen questioned the job details and salary for the replacement Principal ICT Officer. In response, the Director, Resources, explained that the previous post commanded a salary of around £45K, whereas the new one would be a pay grade higher. This would be to reflect the additional responsibilities around the transformation programme and managing change. The job title would be 'Business Change Manager' and would require a different skill set to the previous post.

Councillor Mike Bradley thought that an important part of that role was as a data and information manager. With regard to the figures shown on page 7 of the report, these were difficult to understand as they appeared not to add up. It was to be hoped that savings could be used to pay for the new Human Resources and Payroll system proposed.

The Director, Resources, noted that the savings had been listed and totalled. The proposals had been presented for approval and, if agreed, solutions would

be brought back to the Sub-Committee, or Regulatory and Support Services Committee, for approval to proceed.

The ICT Technical Officer advised the Sub-Committee that a lot of security measures had been put in place but there was still a lot to do on password security. One idea would be to lengthen the passwords that staff had to use. In the future two forms of authentication might be needed to access the Council's systems. So far concentration had been on securing the overall system, which was still ongoing. Staff personal passwords were being checked to ensure they were secure. The IT team would procure the right tools to properly test the systems for potential breaches.

The Director, Resources, stated that the priorities had been worked through, to demonstrate continuous improvement, so the Government would allow access. The biggest risk last year had been the server, but this had been sorted out.

Councillor Sue Austen had received queries from ward members about reports in the newspapers and questioned whether the security arrangements were good. The Director, Resources, revealed that risk assessments were done based on how far into the Council's systems external testing could go. The ICT Technical Officer explained that most issues related to low risk issues. The aim was to secure the highest risk issues and make it as difficult as possible for incursions to occur.

In respect of EDRMS, Councillor Anna Bailey expressed her concerns that there had also been a major problem for the Planning department in particular over the publication of sensitive material, and non-publication of some documents, on the website. This had been disruptive and had been caused by recent upgrades to the system.

The Director, Resources, stated that lessons had been learnt regarding the problems after the upgrade, as concerns had not been raised initially until the problems arose. The problem came about when the supplier had picked up the wrong information, the non-redacted data, in error. They were currently resolving the issues and the Council wanted to use them as some of their other systems were also being used, which was why they had been selected. The ICT Technical Officer thought the main issue related to communication to and from the supplier. They had not informed the Council exactly what they intended to do.

It was resolved:

- (i) That the progress on delivering Phase 1 of the Transformation Programme be noted;
- (ii) That the proposed Phase 2 of the Transformation Programme, for the projects set out in para 4.3, be approved.

31. **FORWARD AGENDA PLAN**

The Sub-Committee received a copy of the Forward Agenda Plan, which had been previously circulated.

It was resolved:

That the Forward Agenda Plan be noted.

32. **EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**

It was resolved:

That the press and public be excluded during consideration of agenda item number 9 because it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item there would be disclosure to them of exempt information of Categories 1, 2 and 3 Part 1 Schedule 12A to the Local Government Act 1972 (as Amended).

33. **EXEMPT MINUTES**

It was resolved:

That the Exempt Minutes of the meeting held on 23rd November 2016 be confirmed as a correct record and be signed by the Chairman.

The meeting closed at 5:06pm.