Committees:	Date:
Finance Committee	28 September 2016
Subject: IT Division – Quarterly Update	**Public**
Report of: The Chamberlain	**For Information**
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Summary

There has been a major effort on re-focussing the team around a risk-based approach to the delivery of the IT service.

Work to develop a proposal for IT Sub Committee on the potential contract extension with Agilisys has been on-going. The discussions have been constructive and we will progress over the coming weeks.

Our first workshop with Members from the IT Sub Committee took place over the summer and focussed on the options for contract extension. We are grateful for the input from the Chairman, Deputy Chairman and Deputy Morris.

The core transformation projects have progressed since the last committee and the re-set of the previously named joint network refresh programme (now Network Transformation Programme) is enabling the Division to ensure that the delivered service provides the end-to-end solution the organisation needs for the future. The work will be quantified to a much greater detail and a revised approach to implementation brought back to Members.

The thinking around the next iteration of the IT strategy has started and a draft vision statement   has been created to describe the core themes at a high level. The core themes have been shared with the IT Sub Committee and various Chief Officer meetings.

Work over the summer has also confirmed that we have underinvested in our IT service and that we will need to re-baseline the budget to ensure we can manage the level of risk and change required whilst moving the organisation to an improved IT service operating model.

Recommendation

Members are asked to note the report.

Main Report

Key Performance Indicators

1. **Risk Management.** The work to embed a risk management regime into the IT Division continues with a significant number of risks now identified. The effort has involved building a method of risk capture that we can migrate into the Corporate "Covalent" system over the coming months. We have worked with the risk lead for the organisation as we have established the new approach. A full report on the current risk position has been shared with the IT Sub Committee. The Committee will now receive a regular report on our management of risk to enable Members to track progress.

2. **High Impact Outages.** The number of priority 1 and 2 issues has remained at similar levels to what we have seen over the past 12 months. However, the focus by the team on ensuring the minimal impact to business processes has meant that the disruptive nature of most events has been kept to a minimum. Communication efforts when faults have occurred have also been far more proactive.

3. One significant issue that occurred since the last meeting was the loss of an area of the email system in the Police that is used to engage with external contacts. The impact was contained as a result of significant efforts by the Division and the Police Information Directorate. Reassurances have since been sought and given by Agilisys on adherence to standard change control processes.

4. **IT Budget.** The IT Division is projecting significant spend over the budget that was set for 2016/17. Many factors have led to this position with key elements being additional costs from network connections and licencing, increased storage costs, compliance activities, and additional costs for resources.

5. Along with setting a revised budget, the IT Division are requesting additional funds to allow the teams to focus on lowering significant risk, driving more value from our managed service partnership and funding tactical changes to IT infrastructure that will improve the service for users before the full impact of the transformation programme is realised and help reduce costs in the medium term.

6. Fuller detail of the financial position will be presented in the non-public report provided at this meeting.

7. **Managed Services Partnership with Agilisys.** Work on our approach to the potential extension of the managed service contract with Agilisys has been a key focus over the summer.

8. Building on our first IT Sub Committee Member workshop that considered our approach to the possible extension of the managed service partnership, we will be seeking to create further opportunities for Member workshops.

9. **Engagement between IT Division and the organisation.** The IT Division has been discussing the culture and behaviours of the organisation in relation to the impact it has on the delivery of IT services. Discussions have taken place with the Chamberlain, Town Clerk and Director of HR. The initiative came from thinking about what will be required to bring the organisation up to date and how we can ensure that the change required will be supported across the organisation. The core themes of developing trust and receiving consistent support have been accepted and further work will be done to ensure we create the best environment we can, to support positive change. There will be a meeting with HR in October to maintain momentum on this.

10. **Key Transformation Programmes.** Following a deep-dive into the core requirements of the joint network refresh programme (JNRP) we have recommended a full reset of the approach being taken as the delivered service would not have provided the end-to-end solution the organisation needs. Work is now focussed on a fuller requirement that aims to deliver a full network refresh, and that will align to all known initiatives that are a dependency upon the new network. We are proposing a new title of "Network Transformation Programme" for the work. When we have a complete view of the requirements we will put the revised approach to implementation to Members.

11. **IT Strategy.** The IT Division has been testing some of the core themes for the future direction of IT services over the summer and a draft vision paper that describes the journey for the IT service has been developed. We will continue to build on this thinking and bring back a version that has had appropriate scrutiny to the next IT Sub Committee for Members to consider. We plan to complete a full revised strategy based on this initial thinking by the end of the financial year.

Appendices
None

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