

IT at Derby City Council – an Update

SUMMARY

- 1.1 In April 2016 the Council ended its long standing contract with Serco for the provision of IT Services. The Council now manages its own operational IT for the first time in over 15 years.
- 1.2 In May 2017 the Council’s IT team carried out an all-staff IT satisfaction survey to help shape the new service. The findings from this survey were reported to October’s meeting.
- 1.3 The Interim Director of IT will attend the Scrutiny meeting to present results from a second survey carried out in November 2017 along with an updated improvement plan.

RECOMMENDATION

- 2.1 To note the contents of the report and presentation.

REASONS FOR RECOMMENDATION

- 3.1 The Interim Director of IT will present a more detailed analysis to the meeting for discussion.

SUPPORTING INFORMATION

4.1	The Council outsourced its operational IT support for over 15 years until bringing it back in house in April 2016. The first 18 months of the new arrangements were challenging and included:
	<ul style="list-style-type: none"> • The relocation of the Council’s data centre from a hosted service in Birmingham to a hosted service in Bristol. • An organisational review to update the IT operating model to reflect its new responsibilities and to integrate the teams who transferred to DCC under TUPE. • The implementation and configuration of a new IT Service Desk system and user portal. • A refresh of the IT operating model, including a more formal new work request, approval and management process. • A review of the cloud support arrangements put in place at the end of the

	<p>outsource arrangement and the further in-sourcing of IT support to further reduce costs.</p> <ul style="list-style-type: none"> • A review of the IT incident recording and management arrangements. • A focus on strengthening IT security arrangements and on tackling some wide spread system performance issues resulting from a lack of investment in equipment prior to the ending of the outsource contract including the procurement and implementation of a new storage and virtual server platform and a wholesale review of the Council's Wi-Fi arrangements.
4.5	In May 2017 IT Services issued a user satisfaction survey to all IT users across the Council asking them to rate the services they receive from IT and to tell us about any outstanding concerns or issues. 463 staff responded to the survey. This same survey was repeated in November. 238 users responded. The second survey results show a marked increase in user satisfaction.
4.6	Jill Craig, the Interim Director of IT, will attend the meeting to present a summary of the November survey results and to give an update on the IT improvement programme.

OTHER OPTIONS CONSIDERED

5.1 Not applicable.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Olu Idowu Amanda Fletcher Liz Moore Ann Webster, Richard Boneham
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For more information contact: Background papers: List of appendices:	Jill Craig 01332 643254 jill.craig@derby.gov.uk None Appendix 1 – Implications
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IMPLICATIONS

Financial and Value for Money

1.1 None directly arising from this report.

Legal

2.1 None directly arising from this report.

Personnel

3.1 None directly arising from this report.

IT

4.1 IT is the subject of this report.

Equalities Impact

5.1 The IT Team are aware of the need to prioritise IT and telephone concerns if they are reasonable adjustments for disabled employees and they do this.

Health and Safety

6.1 None directly arising from this report.

Environmental Sustainability

7.1 None directly arising from this report.

Property and Asset Management

8.1 None directly arising from this report.

Risk Management and Safeguarding

9.1 There are no risk implications directly arising from this report. Any risks will be around the delivery of the individual items within the improvement plan.

Corporate objectives and priorities for change

10.1 None directly arising from this report.