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**North East
Derbyshire
District Council**

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Date: Monday, 1 June 2026

To: **Members of the Joint ICT Committee**

Please attend a meeting of the Joint ICT Committee to be held on Tuesday, 9 June 2026, at 1.00 pm in Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.

Yours sincerely

A handwritten signature in black ink that reads "Sarah Steenberg".

Assistant Director of Governance and Monitoring Officer

Members of The Committee

Councillor D Bennett
Councillor J Yates
Councillor J Birkin
Councillor S Hobson
Councillor D Nash

Councillor D Hales
Councillor J Barry
Councillor N Baker
Councillor D Hughes

Notice of Meeting to be held in Private

It is intended that part of this meeting will be held in private under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The matters to be considered in private are listed under the heading Private Session. The categories of exempt information that are likely to be disclosed during the discussion of these items, as defined in Part 1 of Schedule 12A to the Local Government Act 1972, are listed below each item.

No representations have been received requesting that these items be open to the public.

A G E N D A

Public Session

8 Quarterly Report of the Joint ICT Service, Part 1 (Pages 4 - 11)

Report of the Assistant Director of ICT.

10 Quarterly Report of the Joint ICT Service, Part 2 (Pages 12 - 28)

Report of the Assistant Director of ICT.

Access for All statement

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- **Visiting** our offices at 2013 Mill Lane, Wingerworth, S42 6NG

Agenda Item 8

Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 4 2025 to 2026)

Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.

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1. Summary

It has been agreed that a quarterly report on Joint ICT Service will be provided to appraise the Joint Management Team and Shared Service Committee on performance, budget, resource utilisation, key projects, security, and ongoing development of the service.

A glossary of terms is provided in Appendix 4.

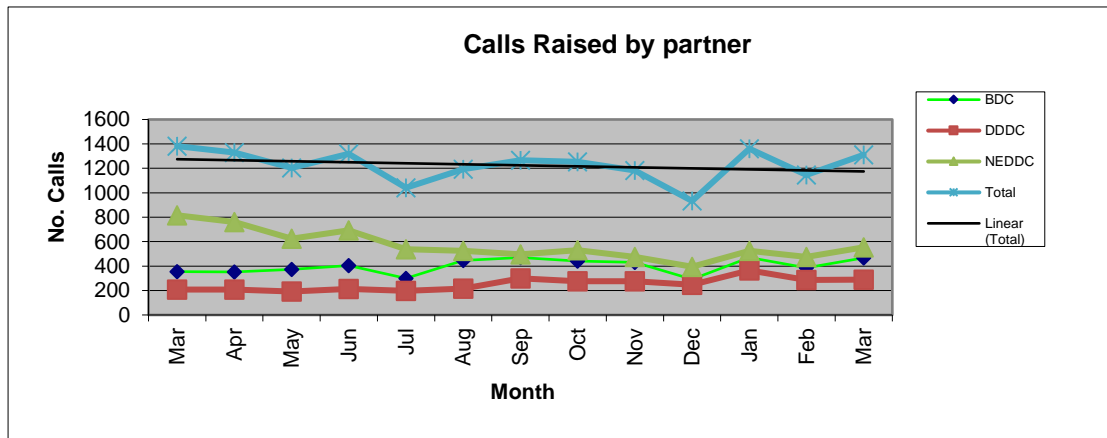
This report covers quarter four of the financial year 2025-2026 (January to March).

Background data and selected individual partner graphs that support the analysis below can be found in Appendix 1.

2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below.

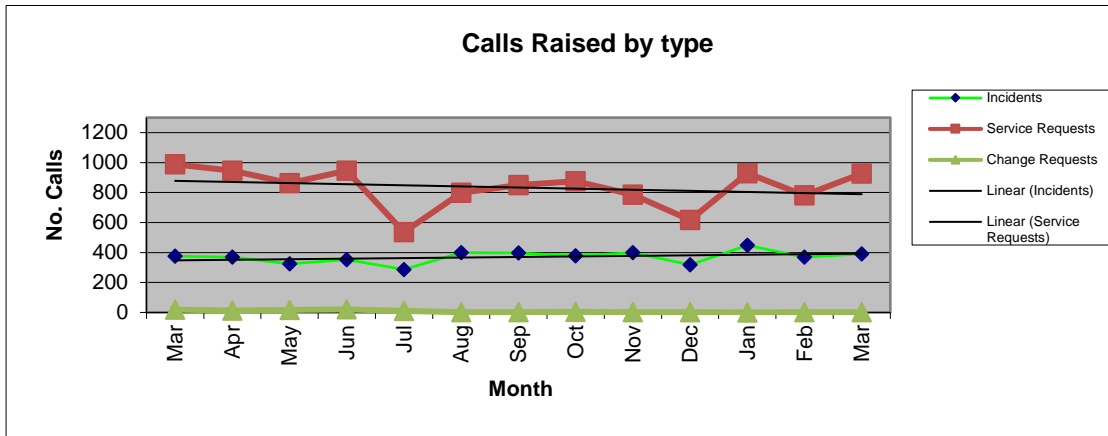
2.1.1 Calls



Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 4 2025 to 2026)

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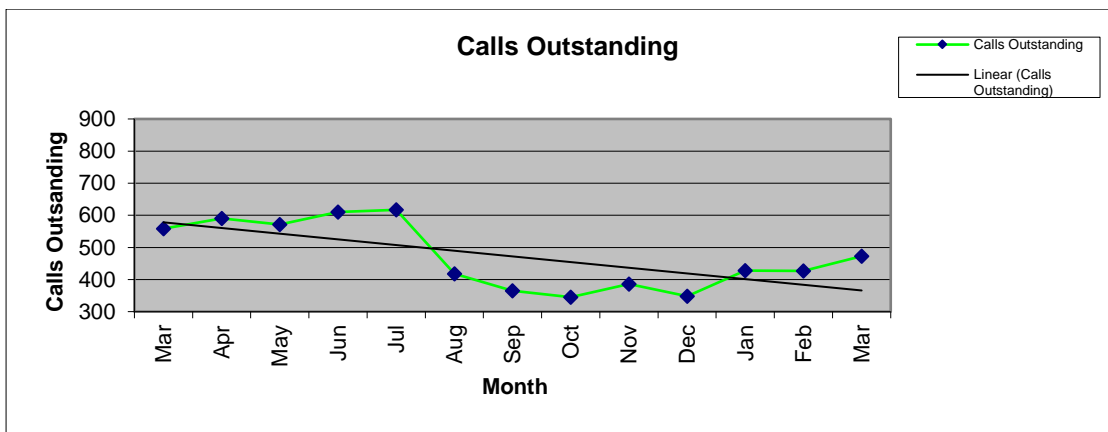


Whilst not a performance indicator, it does indicate the level of demand on the Service Desk.

Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last quarter. These figures are comparable to last year's figures.
- Two thirds of the calls logged are service requests compared to one third incidents.

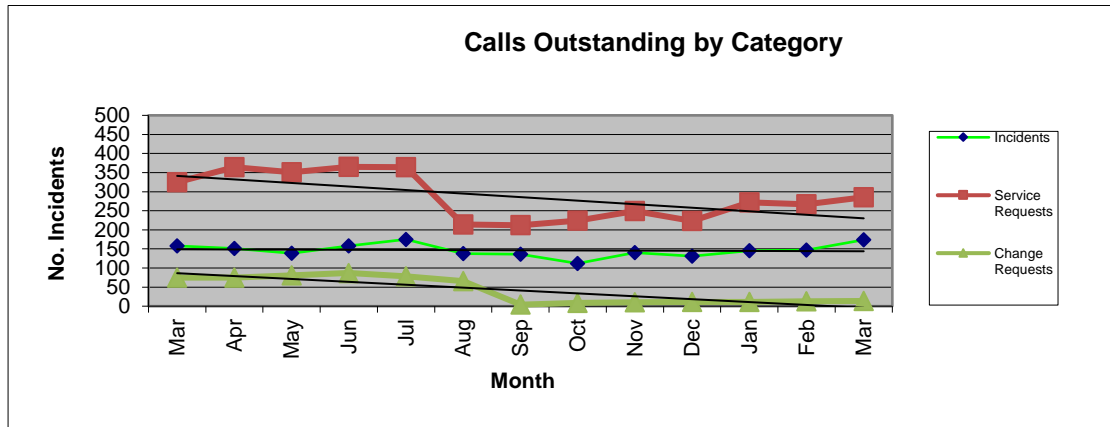
2.1.2 Calls Outstanding



Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 4 2025 to 2026)

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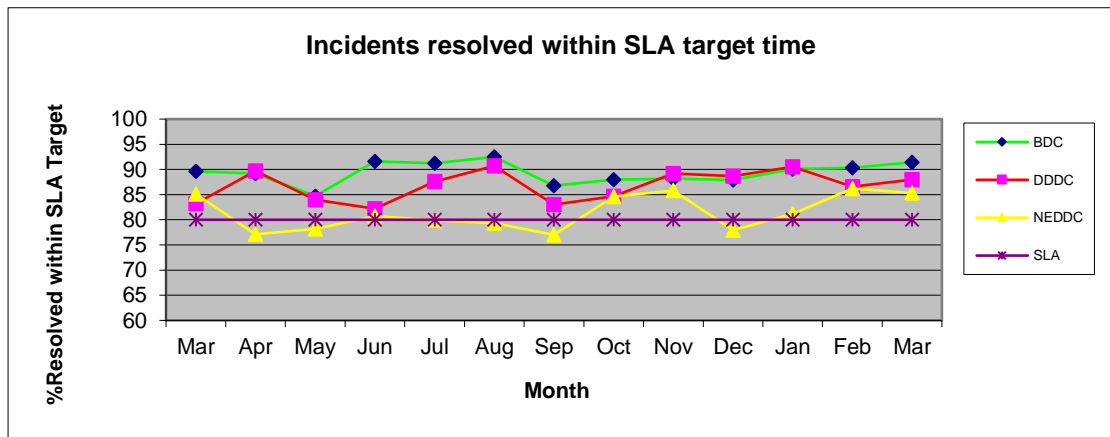


Again, whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls has remained stable.

2.1.3 Incidents resolved within SLA Target time.



Key points to note:

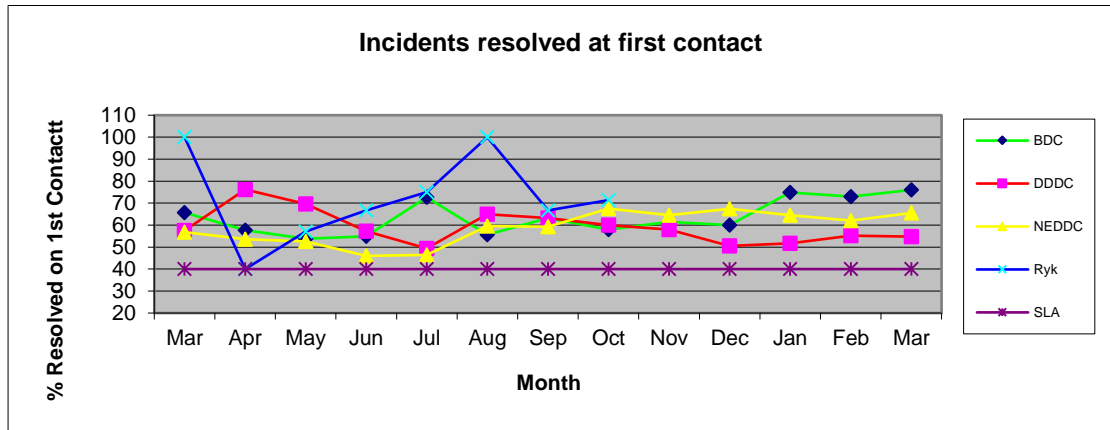
- The 80% target of incidents resolved within SLA time was on average achieved at all three authorities.

2.1.4 Incidents resolved on first contact.

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The service makes continuous improvements to upskill the ServiceDesk staff to enable them to increase first time fixes providing an improved customer experience.

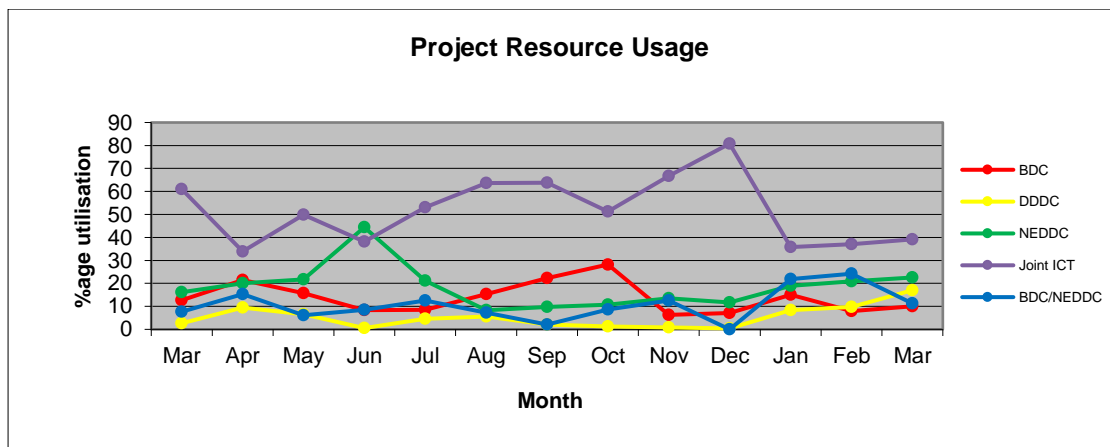
The service has reviewed first-time fixes to look for re-occurring issues which could be automated or reduced, currently no patterns have been identified.

Key points to note:

- First time fix SLA target of 40% of incidents and service requests fixed at first contact was exceeded at all authorities over the last quarter.

2.2 Resource utilisation

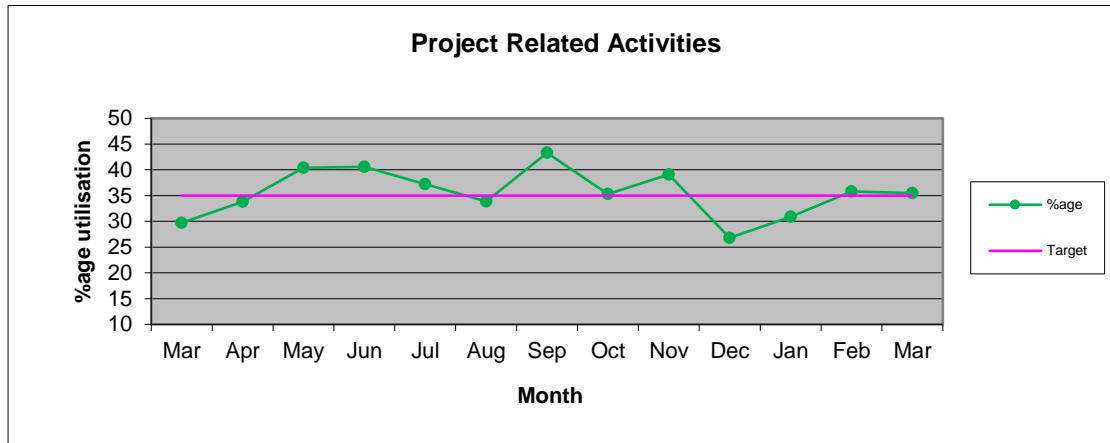
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 4 2025 to 2026)

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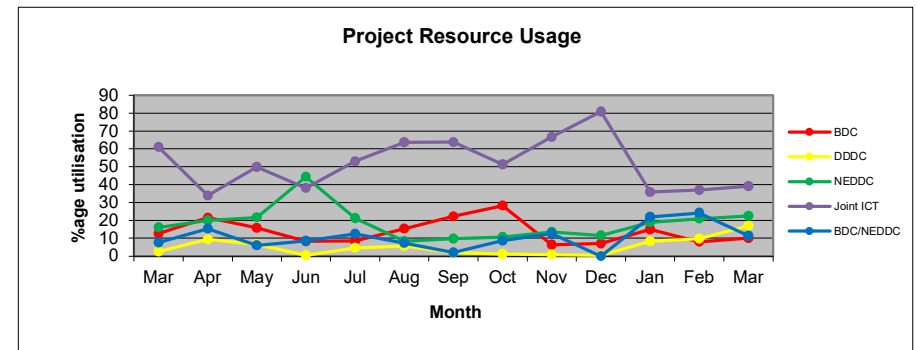
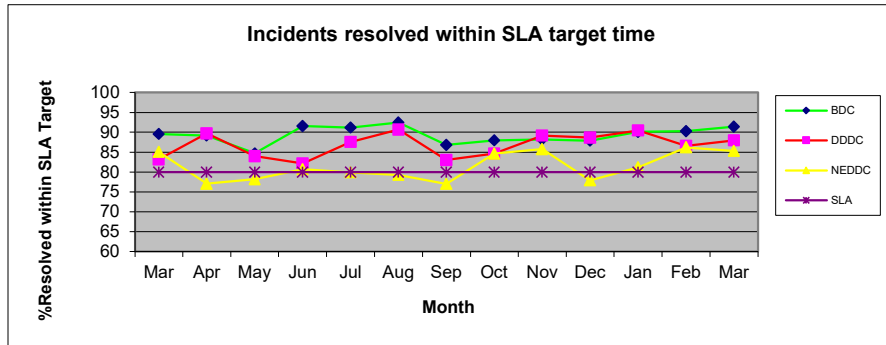
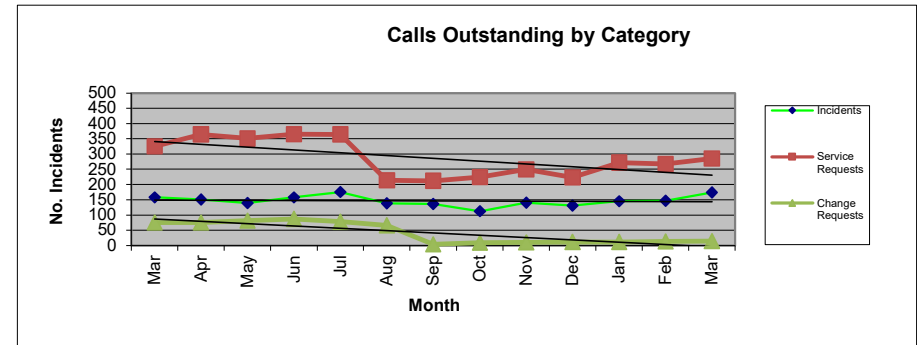
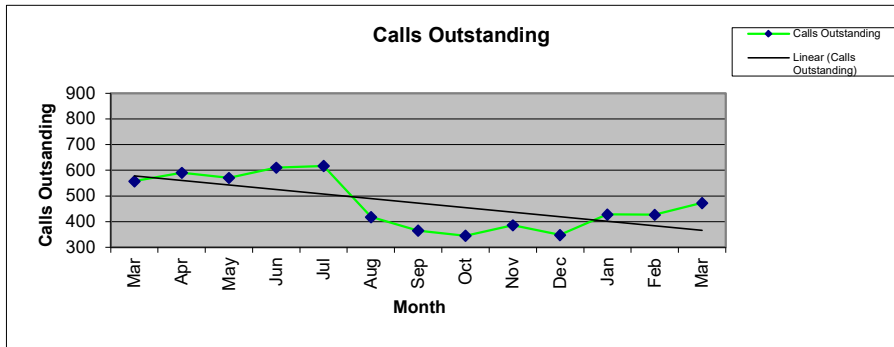
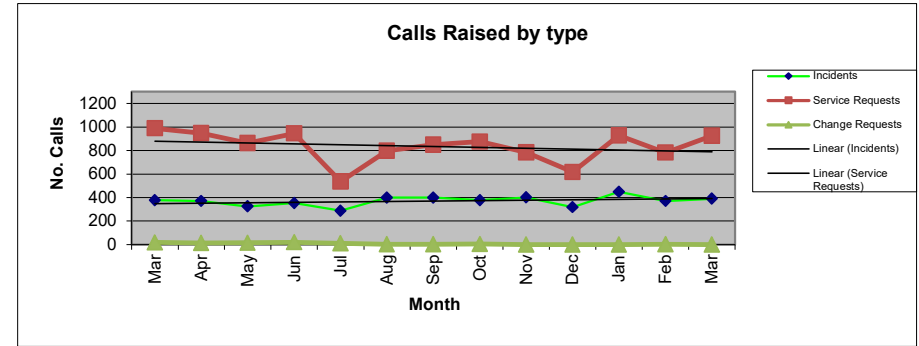
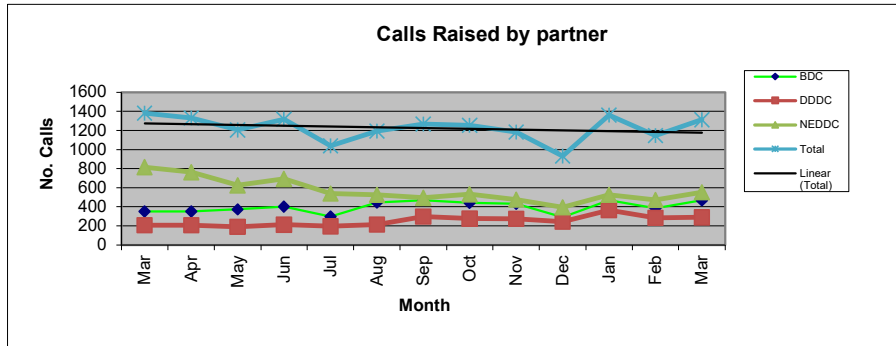
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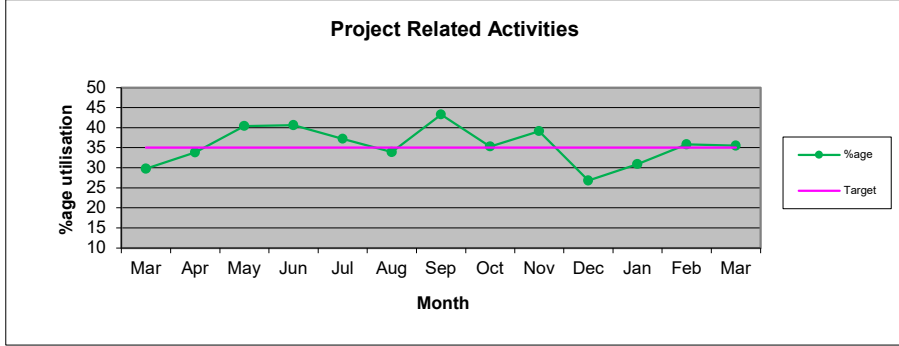
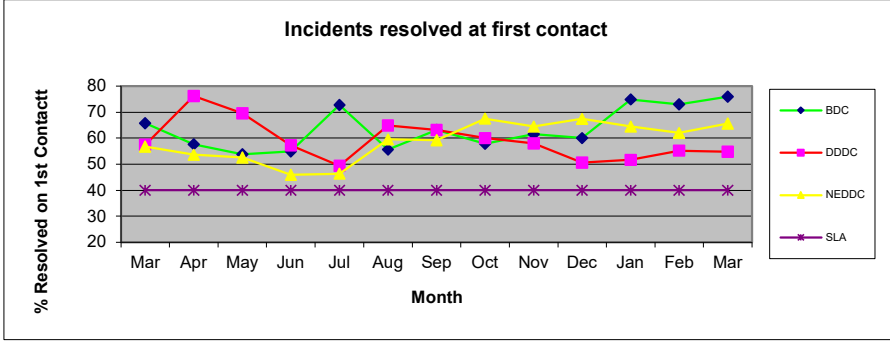


Key points to note are:

- Percentage time spent on projects was below the 35% target at 34% over the quarter.

APPENDIX 1





Agenda Item 10

By virtue of paragraph(s) 3, 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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