

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 7 FEBRUARY 2022

Present:

Councillor Jeremy Kenyon (Chair)

Councillor Ray Heffer - BDC

Councillor Chris Furness - DDDC

Councillor David Hughes - DDDC

Councillor Garry Purdy - DDDC

Councillor Jeff Lilley - NEDDC

Also Present:

M Broughton

Director of Transformation

K Hanson

Executive Director of Resources - BDC

K Henriksen

Director of Resources - DDDC

N Astle

Joint ICT Service Delivery Manager

A Maher

Senior Governance Officer

JIC/2 Apologies for Absence

5/21-

22

Councillor S Fritchley (BDC), Councillor P Parkin (NEDDC)

JIC/2 Declarations of Interest

6/21-

22

None.

JIC/2 Notes of the Last Meeting

7/21-

22

The notes of the virtual meeting of the Joint ICT Committee, held on 26 October 2021, were agreed as a true record

JIC/2 Quarterly Service Report on the Joint ICT Service (covering Qtr 3) (Oct 2021 to Dec 2021)

8/21-

22

Joint ICT Committee considered the Service Report for Quarter Three of the 2021-2022 financial year (October to December 2021). Member were assisted in this by the Joint ICT Service Delivery Manager, who explained the performance information.

The Joint ICT Service Delivery Manager began by explaining that the number of incidents and service requests raised had remained stable during the Quarter. However, the total number of outstanding calls for the year as a whole continued to be high. In this context, Members were reminded of the significant increase in service requests as a result of the Coronavirus (Covid-19) outbreak, with more staff working from home and requiring assistance from the Joint ICT Service.

Members heard about the current backlog of outstanding calls, or un-met requests for service. Joint Committee recognised that that this could make it difficult to achieve the Service Level Agreement (SLA) targets for the year, as

older calls outside of the SLA targets were resolved. However, during the Quarter the Service Level Agreement for resolving incidents within the target time had been achieved at all of the partner authorities. The 'First Time Fix SLA target had also been exceeded during the Quarter. Members welcomed this.

The report provided information about Service Outages. There had been no 'Priority One' incidents, with the most serious impact on service users or their customers, during the Quarter.–

Joint ICT Committee considered the project work which had taken place and the progress made on specific initiatives.

Members were informed that for Derbyshire Dales District Council the new website for Economic Development aimed at businesses and growth had now gone live. Joint Committee also heard and discussed the Server Room electrical modifications to ensure an un-interruptible power supply that had taken place and the contribution this would make to business continuity.

Members were informed that Phase 2 of the Bolsover District Council Open Housing system was now progressing. Joint Committee also heard about upgrades to various systems. These included improvements to the Revenues and Benefits Service Content Management System.

Joint Committee was informed of various Business Application upgrades which had taken place at North East Derbyshire District Council. These included a Clay Cross Town Development Website and improvements to the Income Management System.

Members thanked the Joint ICT Service Delivery Manager for her contribution. Joint ICT Committee then discussed the performance report. As part of this, Members considered the schedule of projects which the Service was due to carry out.

Members then considered the Joint ICT Service Budget. They noted that this had been underspent for the 2021-2022 financial year as a whole. Joint Committee considered the specific reasons for this and noted that it would be asked to consider how any underspend should be reallocated.

Joint Committee then considered the Savings Plan. Members were reminded that the NEDDC telephony to 'SIP' (Internet telephony) would generate savings, but that further action would be required to achieve these.

RESOLVED - That the Joint ICT Committee noted the Joint ICT Service Report for the period October 2021 to December 2021.

JIC/2 **Exclusion of Public**
9/21-
22 **RESOLVED** -

That the public be excluded from the meeting during the discussion of the following item of business to avoid the disclosure to them of exempt information as defined in Part 1 of Schedule 12A to the Local Government Act 1972 (as

amended by the Local Government (Access to Information) (Variation) Order 2006. [The category of information is stated after each item]

JIC/3 **Response to the Cleveland and Redcar Ransomware Attack**

**0/21-
22**

The report to the Joint ICT Committee highlighted the risk of cyber-attacks to computer systems and the damage which these attacks might have on services. In this context, Members heard about the lessons learned from a cyber-attack which had occurred against Redcar and Cleveland Council's computer systems, the disruption this had caused, as well as the extensive work required to restore those services affected.

Joint Committee heard how ICT Service seeks to protect partner authorities from attack and to ensure business continuity in the event of any disruption. The report highlighted specific security improvements and other actions which had been taken or which were being considered. These included awareness raising about the dangers of cyber-attacks and what users could do to help them from being successful. The report also outlined possible changes to the Joint ICT Service, which would help to increase its overall capacity and resilience.

Members discussed the possible changes to increase the capacity and resilience of the Joint ICT Service. They considered the reasons for the preferred option. They also discussed the costs of the new arrangements to the partner authorities and how these could be met.

At the conclusion of the discussion Joint Committee indicated that it supported the suggested approach and agreed to recommend them to the partner authorities for approval. It also indicated support for the proposed changes to ICT support services for elected Members in Bolsover and North East Derbyshire District Councils.

RESOLVED -

- (1) That Joint ICT Committee recognised the danger of cyber-attack, noted the lessons learned from the attack which had taken place against Cleveland and Redcar Council and welcomed the action taken by the Joint ICT Service to prevent attacks against the partner authorities.
- (2) That Joint ICT Committee endorsed the proposed restructure to increase the overall capacity and resilience of the Joint ICT Service as set out in Paragraph 3.2.1 of the report and recommended these to the partner authorities for consideration and approval.
- (3) That Joint ICT Committee endorsed the proposed arrangements for the provision of ICT support to the elected Members of Bolsover District Council and North East Derbyshire District Council, as specified in the report and recommended these to the partner authorities for consideration and approval.

JIC/3 **Urgent Business (Private)**

**1/21-
22**

None.

