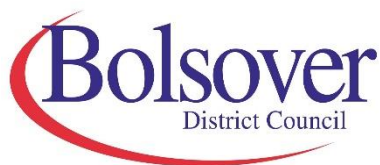


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**North East
Derbyshire**
District Council

Re-issued Agenda Item 6 is an Exempt Item

Our Ref: AB/AJD
Contact: Asher Bond
Tel: 01246 217375
Email: asher.bond@ne-derbyshire.gov.uk
Date: Friday, 28 January 2022

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

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 7 February 2022 at 2.00 pm at Matlock Town Hall, Bank Road, Matlock, DE4 3NN.**

Yours sincerely

Assistant Director of Governance & Monitoring Officer

Members of the Committee

Councillor D Downes	Bolsover District Council
Councillor S Fritchley	Bolsover District Council
Councillor Ray Heffer	Bolsover District Council
Councillor C Furness	Derbyshire Dales District Council
Councillor D Hughes	Derbyshire Dales District Council
Councillor G Purdy	Derbyshire Dales District Council
Councillor J Lilley	North East Derbyshire District Council
Councillor J Kenyon (Chair)	North East Derbyshire District Council
Councillor P Parkin	North East Derbyshire District Council

For further information about this meeting please contact: Asher Bond 01246 217375

AGENDA

1 Apologies for Absence

2 Declarations of Interest

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

3 Minutes of Last Meeting (Pages 4 - 7)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 26 October 2021.

4 Quarterly Service Report on the Joint ICT Service (covering Qtr 3) (Oct 2021 to Dec 2021) (Pages 8 - 32)

Report of the Joint ICT Service Delivery Manager.

5 Exclusion of Public

The Chair to move:-

That the public be excluded from the meeting during the discussion of the following items 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 exempt information is stated after each item].

6 Response to the Cleveland and Redcar Ransomware Attack (Pages 33 - 42)

Report of the Director of Transformation, North East Derbyshire District Council
(Paragraphs 1 and 3)

7 Urgent Business (Private)

To consider any matter that the Chair of the Committee considers should be taken as Urgent Business.

We speak your language



North East
Derbyshire
District Council

Polish

Mówimy Twoim językiem

Romanian

Vorbim limba dumneavoastră

Urdu

ہم آپ کی زبان بولتے ہیں

Chinese

我们会说你的语言



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JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 26 OCTOBER 2021

Present:

Councillor Jeremy Kenyon (Chair)

Councillor Steve Fritchley - BDC
Councillor Chris Furness - DDDC
Councillor Garry Purdy - DDDC

Councillor Ray Heffer - BDC
Councillor David Hughes - DDDC
Councillor Paul Parkin - NEDDC

Also Present:

N Astle	Joint ICT Service Delivery Manager
K Hanson	Executive Director of Resources - BDC
K Henriksen	Director of Resources - DDDC
A Bond	Governance Officer
A Maher	Senior Governance Officer

JIC/1 Apologies for Absence

7/21-

22

Apologies for absence had been received from Councillor Jeff Lilley (NEDDC) and Councillor David Downes (BDC).

JIC/1 Declarations of Interest

8/21-

22

Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

Councillor Parkin informed Committee that he was an employee for Veeam software.

JIC/1 Minutes of Last Meeting

9/21-

22

The Minutes of the Joint ICT Committee, held on the 6 July 2021, were agreed as a true record and signed by the Chair.

JIC/2 Quarterly Service Report - July 2021 to September 2021 (Quarter 2)

0/21-

22

The Joint ICT Service Delivery Manager presented the Quarterly Service Report for Quarter 2 to Committee.

Members heard that the total number of incidents and service requests had remained stable throughout the quarter.

The number of outstanding calls was 30% higher than the previous year. This would have an impact on the SLA (Service Level Agreement) but this was being monitored.

There were no breaches to the SLA at BDC, DDDC or Rykneld. The SLA was breached at NEDDC in July and August. Increased staff were allocated to the NEDDC site to resolve requests that could not be resolved remotely. The SLA was exceeded in September.

Committee heard that there had only been one priority one outage incident in May at BDC.

Joint ICT project time had remained high over the last quarter. Percentage time spent on projects was on average above the 35% target.

Members were informed that employee and travel costs were down due to increased agile working, a vacant post for the senior application development manager and, profiling invoices at different times.

The new joint internet connection would save £4000 per year from 2022/2023 and provide increased bandwidth at a reduced cost.

NEDDC telephony migration to SIP would provide savings on call costs but would require some consultancy costs to migrate.

Enterprise vault email archive had been cancelled and migrated back into exchange. This had provided savings on software maintenance.

Members noted that the Joint ICT Service had been unable to recruit to the 0.5 Servicedesk post after two rounds of recruitment.

RESOLVED – That the service report be noted.

**JIC/2
1/21-
22** **Cyber Security Awareness and Resilience - Redcar and Cleveland Case Study - Presentation**

The Joint ICT Service Delivery Manager delivered a presentation on cyber security that focussed on the Redcar and Cleveland case study.

Committee heard that cyber security had been reclassified as a strategic organisational risk.

The Joint ICT Service were members of the local resilience forum and the Joint Service had a secure area that could be used if access to data and computers was lost.

Committee heard that the Joint ICT Service had put in place gateway security products, firewalls, email content filtering and internet content filtering among other measures in order to reduce the risk of a cyber-attack.

Members had a wide ranging discussion following the presentation. In particular, Members enquired as to the cost of being cyber secure.

The Officer informed Members that there was a £12,000 cost per authority and that this provided an offline air gap and immutable backups for five years

of data.

Members also asked if policies and staff were tested and heard that security awareness training and phishing advice had been distributed to Officers. The Service also held disaster recovery tests on an annual basis. More work was required for staff on the playbooks and incident policies.

Committee also discussed the potential for lost data in the event of a breach and heard that backups were copied onto tape on a daily basis so the maximum delay would be one day.

JIC/2 **Update on Microsoft 365 Project - Verbal Update**

**2/21-
22**

The Joint ICT Service Delivery Manager delivered a verbal update on the Microsoft 365 project.

Members heard that the new internet link had been installed. This would allow for additional bandwidth.

Preparation work had taken place on active directory databases. This would enable the service to synchronise accounts.

The service was currently being trialled by the Joint ICT Service.

Two factor authentication had been set up and mobile device manager had been installed and was being trialled for NEDDC and BDC.

Committee heard that the Joint Service was in the processes of completing a full data impact assessment. They would also be looking at training materials and would work with Governance on this.

Members discussed the update on Microsoft 365. In particular they questioned whether virtual meetings would move onto the Microsoft Teams platform and whether Members and Officers had the necessary equipment. The Officer informed Members that the platform used for virtual meetings was a decision that the Governance department would need to make. There was also a replacement programme in place for equipment that was over a certain age.

Members heard that Governance would be working alongside Members over any potential issues they were having with their equipment and technology.

JIC/2 **Urgent Business**

**3/21-
22**

The Director of Resources for DDDC informed Committee that Directors had been asked to prioritise their systems so if there was a breach, the Joint Service would have a list of priorities of which service to bring online first. They would also be investigating how to carry out essential Council services without access to IT.

Members considered that that the Redcar and Cleveland case study should be circulated to all Council staff.

JIC/2 **Date of Next Meeting**

4/21-

22

The next meeting of the joint ICT Committee will take place on Monday, 7 February 2022 at 2pm at Derbyshire Dales District Council.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

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.

This report covers Quarter 3 (October 2021 to December 2021).

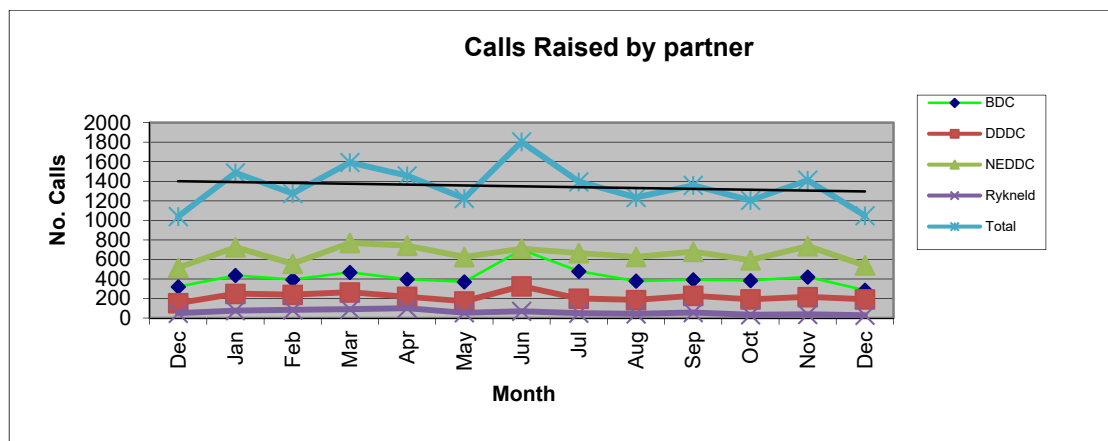
2. Performance

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

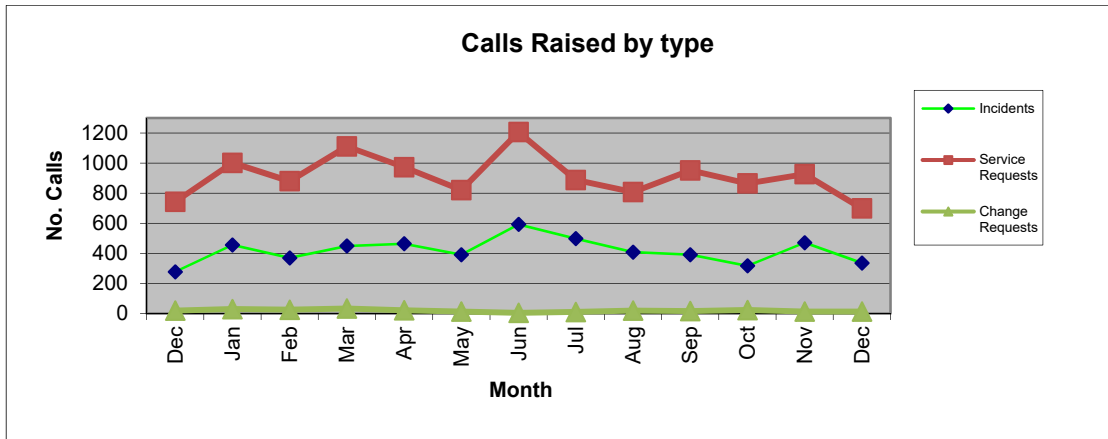
2.1 Support

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. Rykneld Homes are included for completeness although they have no formal involvement in the partnership, an SLA service is provided to them on behalf of North East Derbyshire District Council.

2.1.1 Calls



**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

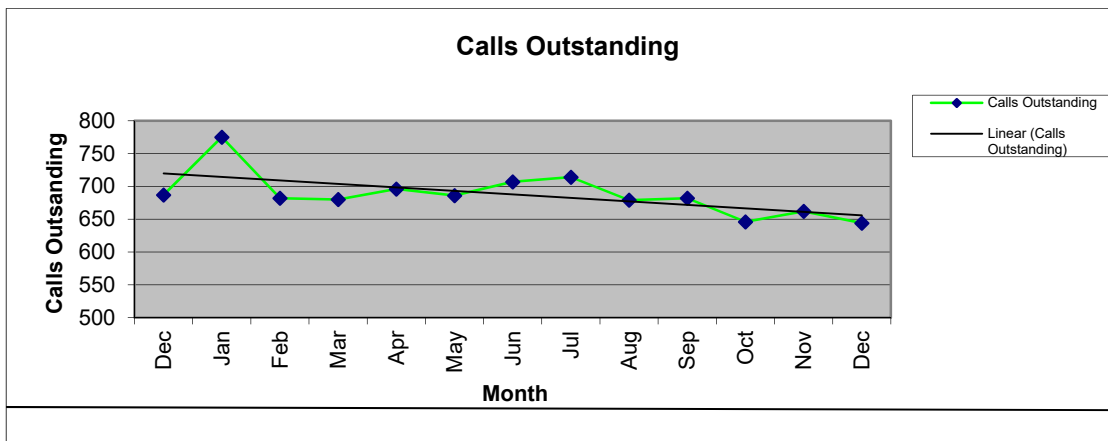


Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk.

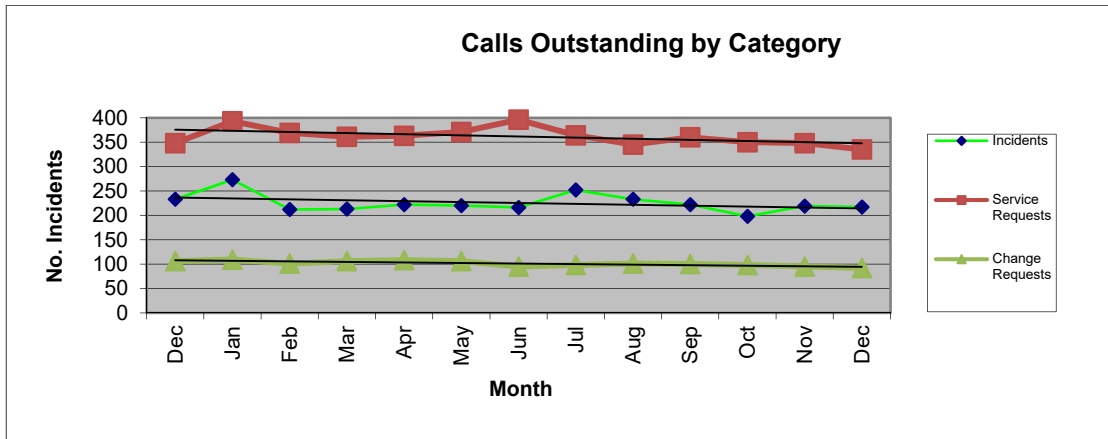
Key points to note are:

- The total number of incidents and service requests raised remained stable throughout quarter two.

2.1.2 Calls Outstanding



**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

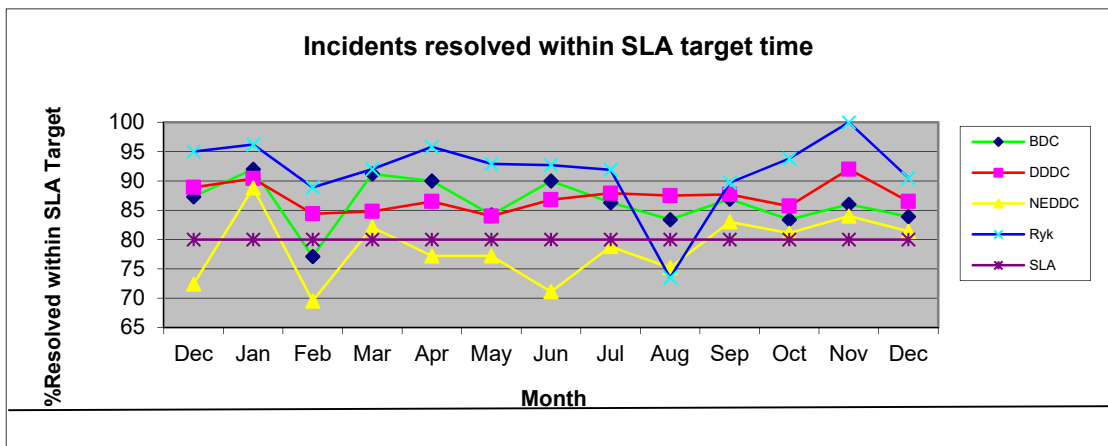


Again whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls, has remained high over the past year.
- The majority of outstanding calls are Service Requests rather than incidents.
- Reducing the number of outstanding calls is likely to take some time and may have some impact on the SLA. As older calls are resolved there will be an increased percentage of calls which will fail the SLA.

2.1.3 Incidents resolved within SLA Target time

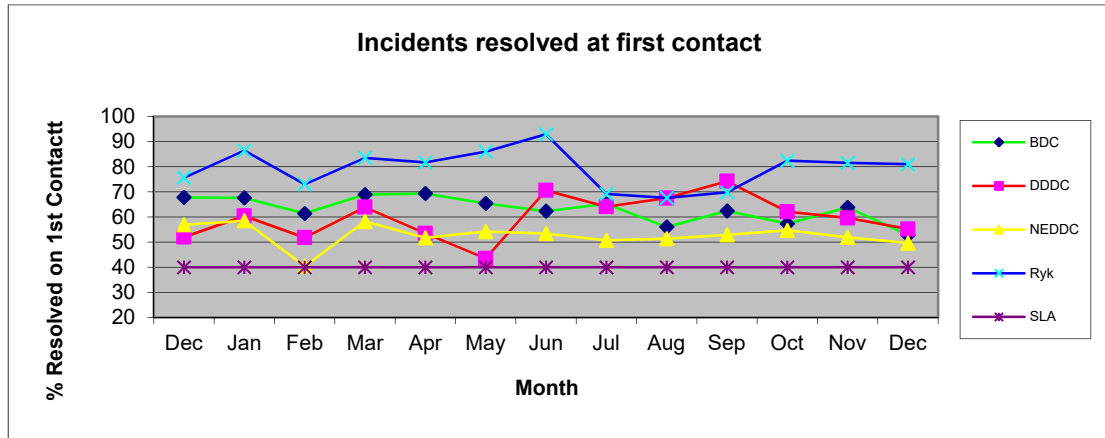


Key points to note:

- The SLA for incidents resolved within target time was achieved at all authorities.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

2.1.4 Incidents resolved on 1st Contact



Key points to note:

- First time fix SLA target exceeded at all authorities over the last quarter.

2.1.5 Outages

The service categorises two types of major outage:

A priority 1 incident either affects a service delivered to customers or has an impact on staff across a number of service areas.

A priority 2 incident affects multiple users of a single system or service area or public-facing system.

In both cases staff are assigned to work on the incident immediately and ICT management are informed automatically.

Following any major incident a report is prepared which includes a root cause analysis, lessons learned and recommendations where applicable.

For this quarter the breakdown of Priority 1 and Priority 2 incidents was as follows:

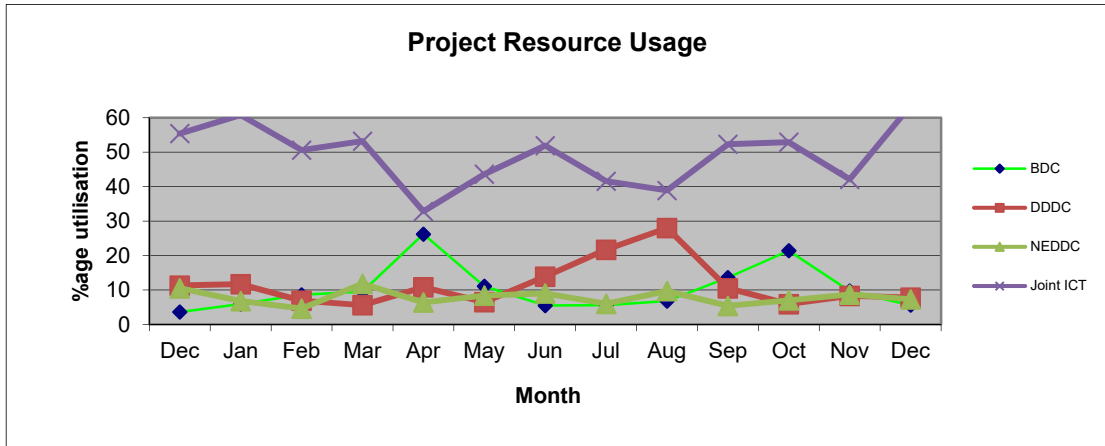
	October	November	December	Q3 Total
Priority 1	0	0	0	0
Priority 2	4	5	5	14
Total	4	5	5	14

There were no priority 1 outages.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

2.2 Resource utilisation

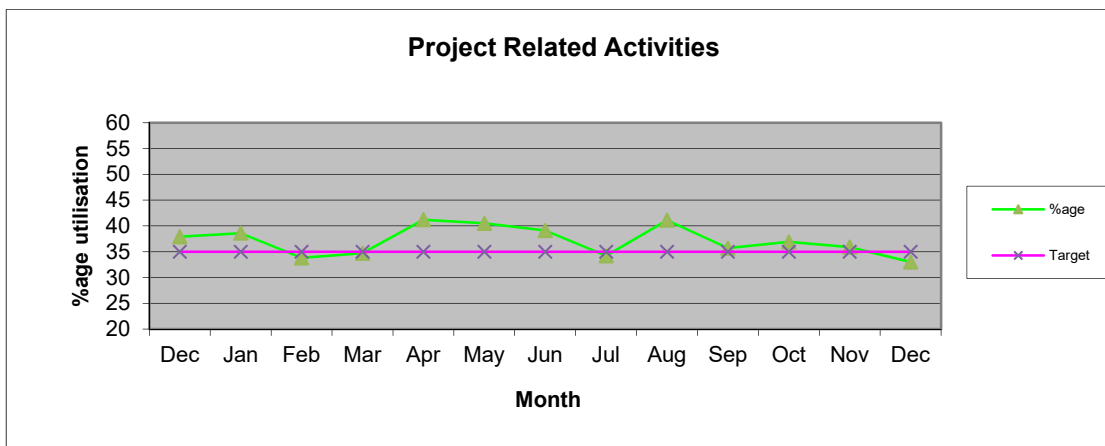
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



Key points to note are:

- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges.
- Percentage time spent on projects was on average above the 35% target during quarter three.

As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:



2.3 Projects

Summarised below are the key projects underway or scheduled to start in the next three months and their status. The full project register can be seen in Appendix 2.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

2.2.1 BDC

- OpenHousing - Phase 2 in progress mobile repairs.
- Rangers System re-write – Now Live
- Server Hardware refresh – Completed
- Jontek Upgrade to Housing Care line equipment
- Comino - Upgrade to Revs and Bens Document Management system

2.2.2 Derbyshire Dales

- Economic Development website creation – Now Live
- Various business application upgrades
- New uninterruptable power supply – server room electrical modifications.

2.2.3 NEDDC

- Various business application upgrades
- Income Management system upgrade
- Clay Cross Town Development Website

2.2.4 Strategic Alliance

- MITEL Multimedia Services / Webchat Complete
- Sip migration (scheduled Q4)
- New Accident reporting system – Now live
- Calendar and MOT Booking System
- Gov Delivery Bin Integrations
- Accident reporting Website - Live

2.2.5 Joint ICT Service

- Microsoft / Office 365 discovery –
 - Active Directory Clean-up and assure AD migration
 - Technical setup
 - Mobile Device Management.
 - ICT testing and Training
 - Data Protection Impact Assessment and Governance
- Website accessibility regulations – Complete
- NCC Cyber Security work – in progress
- Public Services Network accreditation - Cyber Security work
- Major SQL database upgrades
- Immutable and off network backups – In progress.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

3.1 Joint ICT Service Budget – Q3 out turn (Period 1-9)

2021-22 Periods 1-9

Group	Full Budget	Budget YTD	Actual YTD	Variance
1**** Employees	1,016,086	762,171	735,004	-27,167
3**** Transport	5,000	3,755	131	-3,624
4*** Services	256,599	192,583	162,895	-29,688
8*** Depreciation	970	729	728	-1
9*** Income	-20,700	-15,525	-9,900	5,625
Y/E Finance adjustments				
Total	1,257,955	943,713	888,858	-54,855

Variations (>£1,000):

- Employee costs
 - Delays and difficulties recruiting to 0.5 Servicedesk post
- Transport
 - Reduced travel costs due to agile working.
- Services
 - Vacant post and profiling of invoices.
- Income
 - Closure of DDDC visitor centre / invoices raised.

4. Cost Saving Plan

New joint Internet connection will save £4000 per year from 22/23 and will provide increased bandwidth at reduced costs.

NEDDC telephony migration to 'SIP' (Internet telephony) will provide savings on call costs but require some consultancy costs to migrate. TBC

Plan can be seen in Appendix 3

5. Risk Register

Register reviewed and refreshed in Dec.

See Appendix 4.

6. Security Report

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2021 to December 2021)
OFFICIAL**

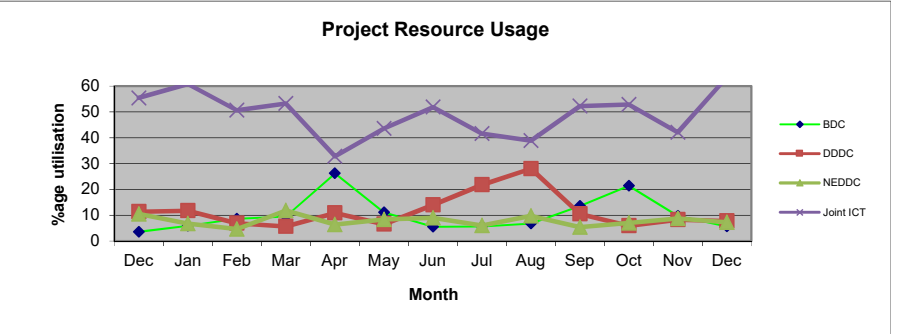
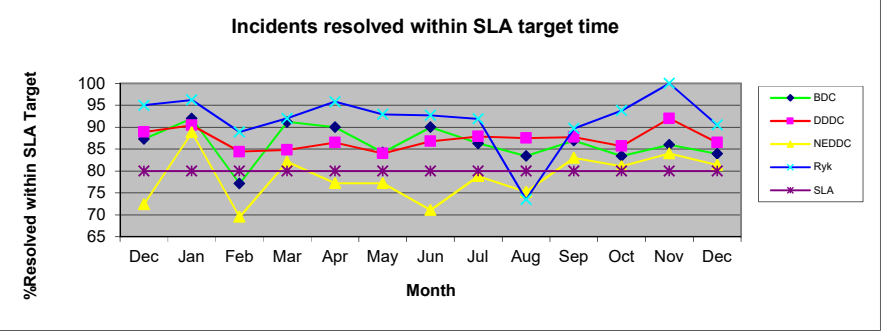
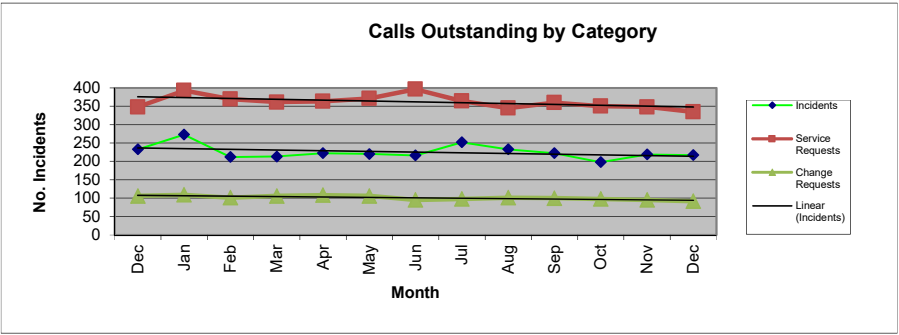
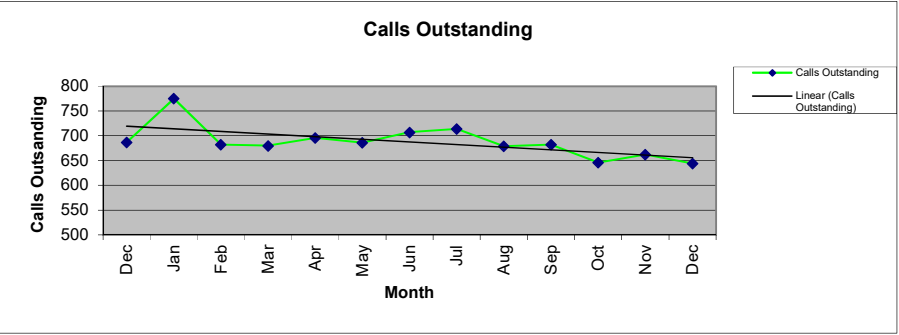
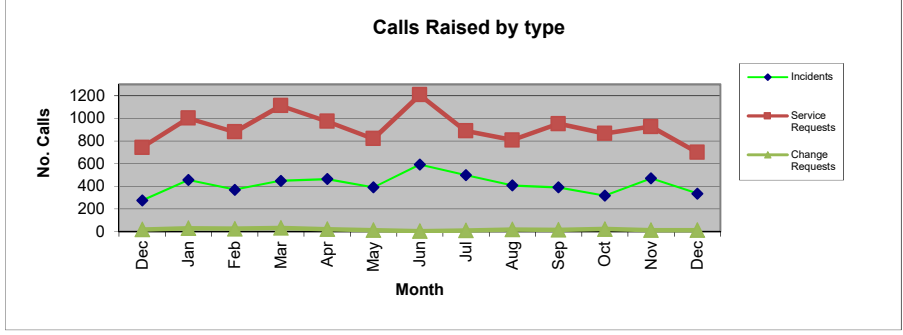
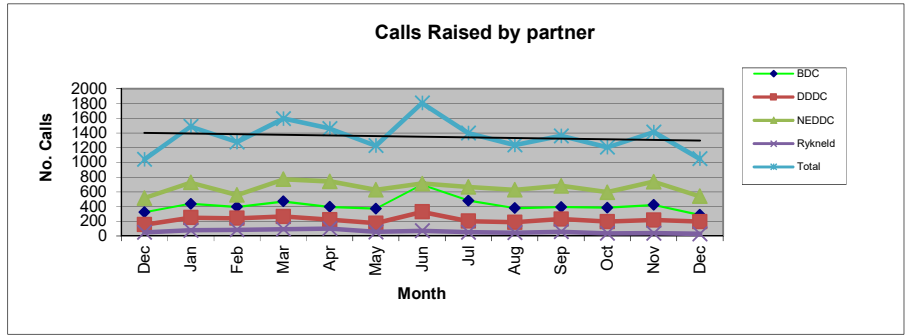
The Joint ICT Service maintains a log of all security related incidents, the vast majority of these are low level such as forgotten passwords. Serious breaches of Security would require reporting to the National Cyber Security Centre. The breakdown of security incidents for this quarter can be seen below. None qualified as a 'serious' breach that required reporting.

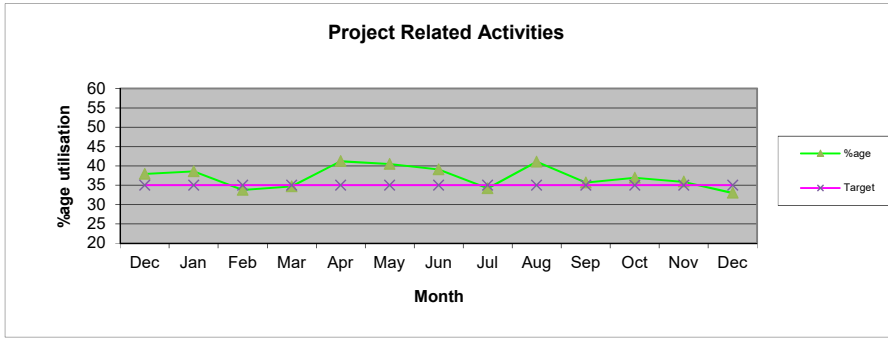
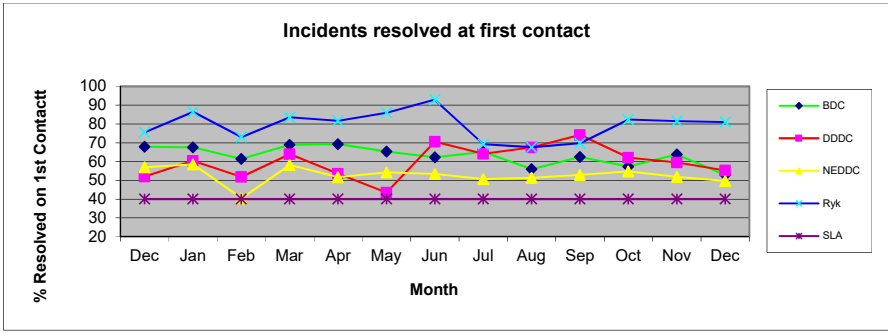
Incident Classification	BDC	DDDC	NEDDC	RHL
Reportable breaches				
Non reportable breach			5	
Attempted hack				
Advice	1		2	
Reported Phishing Emails	4		1	
Virus			1	
False positive				
Theft of device			1	
Website vulnerability				
Reported application vulnerability			1	
Known Ransomware file extension blocked.	1	3	7	
Total	5	3	18	0

- Log4j vulnerabilities mitigated, patching and remediation ongoing however many of these will show up once closed or as Service / change requests.
- Lost iPad / phone and MFA token – Devices wiped/blocked.
- 3rd Party Security Incident – No data impacted
- Virus contained
- Known ransomware files detected and blocked were false positives.

7. Service Development

All Staff trained to CompTIA Security+ or equivalent.





Joint ICT programme of work

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status
Start date		01/04/2021				
1. Bolsover						
BD18_01	Capita OPENHousing	Major system replacement of Academy Housing to OpenHousing system.	Implementing	Phase 1 now live. Phase 2 commencing mobile work, Total Mobile upgraded to the latest version & DBs migrated to SQL 2016. Ipads for testing procured.	26/01/22	Green
BD20_04	Rangers System Re-Write	Re-design of Rangers system to include extra functionality as well as a newer, more stable system via better programming language.	Awaiting closure	Live Dec 2021. Awaiting Project Closure	26/01/22	Amber
BD21_01	Server Hardware Refresh	Server Infrastructure over 5 years old to be replaced	Closed	All work now complete. Project closure done and approved on 2nd November	25/11/21	Amber
BD21_02	Jontek DR Relocation	Upgrade to the housing careline system	Implementing	Waiting for certain schemes to be upgraded and then need to order links. Servers have been replaced.	14/01/22	Green
BD21_08	NLPG Improvement Schedule 21-22	Annual ongoing improvements to property gazetteer as required and defined by GeoPlace	Implementing	Continue to achieve Gold quality status	26/01/22	Green
BD21_12	Comino-Civica Digital 360 upgrade	Upgrade to the Revs & Bens Document Management and workflow application.	Implementing	Test updated on BDIGITAL360 server & User Acceptance Testing phase.	12/01/22	Amber

BD21_09	Change requests 2021-22 - Infrastructure		Implementing		26/01/22	Green
BD21_10	Change requests 2021-22 - Projects & Development		Implementing		26/01/22	Green
2. Derbyshire Dales						
DD11a	EDRMS	Corporate Electronic Document Management system - transformation project to extend its use to different departments	on hold	Minimal ICT input. Whilst not current focus some work is progressing with Legal and in relation to implementation of new Assure system across EH and licensing	19/02/21	Amber
DD19_05	Meritec Relationship Management Inc Whitespace	Phase 1 - Implementation of Meritec Customer Relationship Management . Phase 2 - Integration with Whitespace waste Management system.	Implementing	CRM implemented from an ICT perspective. Additional Scope being added so project kept for reporting.	11/01/22	Amber
DD19_07	AgeUK Migration	Relocation of AGEUK to another office and off the DDDC Domain.	Closed	Closed	17/11/21	Amber
DD20_01	Capita Paye.net	Payment portal being integrated with meritec.	Closed	Project complete.	14/12/21	Red
DD20_05	Info@Work v5.20 Upgrade	Councils Document management system upgrade to continue support	Closed	Due to poorly written software and continuous delays and issues Vendor has agreed to extend support and look to upgrade to stable version later in the year with upgraded office. Project closure approved	14/12/21	Amber

DD20_06	AIM v13 Upgrade and PPM module	Council's Income Management system upgrade - continue support	Implementing	Go Live data put back to May 22 due to lack of resource and knowledge at DDDC and lack of resource at Capita. Testing will continue and knowledge transfer will take place during this phase from SW to Accountancy Team	20/01/22	Amber
DD20_07	Economic Development Website	A new website for Economic Development to aimed at businesses and growth. To be branded and designed specifically to look independent of the Council website.	Awaiting closure	Website live - awaiting project closure approval	14/12/21	Red
DD20_09	GIS Project	Review the current GIS provision within Derbyshire Dales District Council and investigate its future use and requirements. Then dependant on the outcomes, investigate the need to replace existing system/s.	Awaiting project brief	S.Norton is preparing a business case. KOG has been helping with that. Once CLT have agreed, the project is likely to be a requirements assessment, procurement and installation project. 14/12 - still no update. 26/01/22 - No update	26/01/22	Green
DD21_03	Uninterruptable Power Supply 2021/22	Consolidation of smaller 3 end of life UPS's into 1 large 3-phase unit, located in Level 5 server room.	Implementing	Phase 1 Electrical Works now completed. Obtaining prices for replacement UPS units.	26/01/22	Amber
DD21_01	Change Request 2021-22 - Infrastructure		Implementing		26/01/22	Amber
DD21_02	Change Request 2021-22 - Projects and Development		Implementing		26/01/22	Green
3. North East Derbyshire						
NE20_01	RHL MiCollab	Rykneld Homes Telephony application rollout	on hold	Project brief required	19/02/21	Amber

NE20_06	Info@work Upgrade V5.20	Councils Document management system upgrade to continue support	Closed	Due to poorly written software and continuous delays and issues Vendor has agreed to extend support and look to upgrade to stable version later in the year with upgraded office. Project closure approved	14/12/21	Amber
NE20_08	Capita AIM v13	Council's Income Management system upgrade - continue support	Implementing	Still issues with imports and exports. Go live put back to May due to lack of support from Capita	25/01/22	Red
NE21_01	Killamarsh Leisure Centre	Technology to Enable NEDDC to manage the Killamarsh Leisure Centre	Implementing	Will purchase 48 switch for gym equipment . Awaiting building structure changes/installation of gym equipment. Switch and WAN link operational. Public internet operational.	12/01/22	Green
NE21_02	NLPG Improvement Schedule 21-22	Annual ongoing improvements to property gazetteer as required and defined by GeoPlace	Implementing	Achieving gold standard	26/01/22	Green
NE21_06	New Intranet		Closed	Kick off meeting has taken place, Comms drafting spec. Clay Cross Town Development website taking priority. Awaiting PB	26/01/22	Green
NE21_07	CCTD Website	Create a website for the Clay Cross Town Development project	Awaiting project brief	Project brief awaiting approval from MB	26/01/22	Green
NE21_03	Change Request 2021-22 - Infrastructure		Implementing		26/01/22	Green
NE21_04	Change Request 2021-22 - Projects & Development		Implementing		26/01/22	Green

4. Joint service						
J118_13	Active Directory & GPO Review	Work on the configuration of Microsoft domain required before moving to Microsoft 365	Implementing	Work on new OU structure in progress and being rolled out to IT. Non-IT users to be moved next (NE). Work commenced adding additional security elements to the domain. Cleaning up attributes for sync to Azure.	25/01/22	Green
J120_04	Coronavirus work	Non-specific/otherwise uncategorised work for COVID-19 response	Implementing		26/01/22	Amber
J120_13	Disaster Recovery VDI Servers	Virtual desktop servers to provide disaster recovery provision in event of main site loss.	On hold	New Servers Installed and working to provide non-DR compute expansion. DR technical procedures and testing to be started. Awaiting resources	29/06/21	Green
J120_15	Website Accessibility Regulations	Ensuring all websites and web applications adhere to legislation on accessibility including ongoing maintenance and testing	Closed	Project closed	15/12/21	Amber
J120_17	Joomla! and webhost PHP Upgrades	Upgrade of all websites to most recent version of Joomla! And the upgrade of PHP on servers. Ensures security and stability of websites and components.	On hold	All complete except DDDC Members Portal - chased with DDDC on 14/12 to see if they are still planning on getting a replacement. Business Case is approved, report to committee is on 20/1/22	14/12/21	Red

J120_18	2020 Disaster Recovery Testing	Audit require us to test our Disaster Recovery procedures, yearly with user testing to be include biannually.	Awaiting closure	Testing completed at all three authorities. Discussed with internal Audit. Awaiting closure	12/01/22	Amber
J120_19	Open VPN Review	To review the recently impemented openVPN solution and how to effectively make use of the technology.	Implementing	200mb links installed at Clowne and PH. Awaiting LT to build pfsense boxes for testing. Checkpoint Firewall now delivered. Configuration needed. Delayed due to additonal security vulnerabilities taking precedence	22/01/22	Amber
J121_02	SQL Server Upgrades	SQL databases need to be upgraded or moved to maintain support.	Implementing	New servers built, scheduleing work streams. Licences purchased. DB migrations underway.	12/01/22	Green
J121_04	Idox Oracle 19c Upgrades	Application upgrade used by Planning / Enviromental Health - maintain supported version	Awaiting closure	Complete	22/01/22	Amber
J121_08	Project Admin 21-22	General, non-specific project admin/orgnaisation work	Implementing	No PB required	26/01/22	Green
J121_09	Microsoft 365 implementation and rollout	Implementation and rollout of Microsoft 365. Split into 5/6 sub projects.	Implementing	Work now split into various threads. Data Protection, Mobile Device Mangement, Azure Active Directory and Enterprise Apps. Progressing with assistance from the microsoft "Fast track" programme	12/01/22	Green
J121_10	NCC Audit Remediation	Remediation plans for Cyber Securty	Implementing	Remediation plan completed, progressing through plan.	26/01/22	Green

JI21_11	Joomla! Website Upgrades for Security	Patch upgrades to all NED and DDDC websites in order to resolve security issue	Cancelled	Replaced with urgent change requests for websites	15/12/21	Green
JI21_13	PSN Compliance 21-22	Security compliance required to access Public Services Network.	Implementing	Work commenced, NEDDC PC IT Health Check complete. Remediation in progress.	22/01/22	Green
JI21_05	Change Request 2021-22 - Infrastructure		Implementing		26/01/22	Green
JI21_06	Change Request 2021-22 - Projects & Development		Implementing		26/01/22	Green
JI22_01	Immutable & Off Network Backups		Implementing	Procurement in progress, awaiting delivery	29/01/22	Green
5. Strategic Alliance						
SA22	PCI-DSS	To achieve compliance when taking card payments	Implementing	NEDDC -Capita end call solution in progress. Still awaiting XNPAY costs. BDC -mid call solution live. Submission of self assessment forms to be completed.	29/06/21	Red
SA19_10	Modern.gov	Application to provide access committee reports for staff and members	Awaiting closure	live and in use. Project closure needed	24/01/21	Green
SA19_13	Env Health User Account Rationalisation	Improved ways of working for Environmental Health.	On hold	29/40 Machines built and in use. Delayed due to Covid work. No more progress made. Awaiting users to be in the office on a regular basis.	04/10/21	Amber

SA20_01	SIP Migration	Replacement of ISDN telephony which will be unsupported technology in 2025. Improved resilience for BDC and NEDDC and reduced costs for NEDDC	Implementing	Procurement in progress.	22/01/22	Amber
SA20_04	Webchat and Multimedia CCM	Webchat to allow customers to contact Customer services via the council website	Implementing	Live at BDC and NEDDC. Almost Complete	22/01/22	Green
SA20_06	Enterprise Vault Phase Out	Decommission of Email Archiving software no longer required.	Awaiting closure	Closure report.	12/01/22	Amber
SA20_07	Kyocera MFD Deployment	New Multifunctional Device contract. Reduced costs.	Implementing	Fix issues with Paris printing on Kyocera. Still using Konica for Paris printing. Issues with double sided printing, progress made with some documents.	11/01/22	Red
SA18_03	Transformation programme work	All work required of PDM for the Transformation Programme, Leadership Academy, Digital Strategy etc, which isn't registered as another, specific project	Implementing	TGGs continue to take place. Work on leadership academy commencing Jan 22. Digital action plans in place. Revised WFH survey complete	26/01/22	Green
SA20_13	Calendar Booking System Options	Replacement of the in-house developed 'room booking' system at BDC. Looking at potential for MOT bookings and Pest control also.	On hold	Has been on hold due to Covid grant forms taking priority. Draft report prepared but needs reviewing.	09/11/21	Green

SA20_15	MOT Booking System	Online booking and payment system for MOTs. Aimed at Taxi vehicles but available to all. Should be more efficient and reduce no-shows	On hold	Final changes (post testing) being implemented. Multiple changes to original scope are being requested, causing significant delays. SB has requested this is on hold until capacity issues in the teams has improved.	21/09/21	Red
SA21_01	Ask Derbyshire rewrite	Complete rewrite of the Ask Derbyshire consultations website in order to make fully compliant with Accessibility regulations and improve the website overall for customers and the back office staff	Closed	Go live date 11-11-21. Closure approved	13/12/21	Amber
SA21_04	GovDelivery Bin Integrations	Enabling reminders and preempting customer contact. Integration between GovDelivery, SelfService and refUse collections routes to allow auto sign up to bin reminders online and auto allocation of routes to sign ups	Implementing	CR has become project. NEDDC live. BDC Communications have picked this up again. Granicus setting up meeting	26/01/22	Green
SA21_05	Accident Reporting Replacement	Replacement for existing SHE system. Make savings on annual maintenance and better utilise the system by having something more simple and streamlined focussing on accident reporting only	Awaiting closure	Reporting system complete and live replaced the SHE system on 1/10/21. Project closure document created and awaiting approval	10/12/21	Amber
SA21_07	Idox EH Mobile Module (On site)	Mobile working module for Uniform so EH officers working on site have full access	Awaiting project brief	Testing in progress.	29/06/21	Amber

SA21_10	Licensing Connector Self Service integrations	Integration of Idox connectors with self service and contact centre forms to allow info to be passed to the back office and no need for manual processing	Awaiting project brief	Project meeting held, EH to pay for Granicus consultancy. Awaiting cost codes.	26/01/22	Green
SA21_11	LLPG Extract Rewrite	Rewrite of existing reports to C# in order to improve access and efficiency of running and editing	Implementing	Work underway. More complex than originally expected.	26/01/22	Green
SA21_12	Call Recorder Upgrade		Awaiting project brief	Work commenced - awaiting approval	06/09/21	Green
SA21_13	Removal of submission page on forms	Improvement of Self Service and Contact Centre forms. Remove the need for submission buttons and make the process quicker	Implementing	New/Replacement Bin Self Service forms at BDC and NEDDC left to complete, BDC form in draft further integrations required to delete burgundy incomplete requests, once complete and tested copy over to NEDDC and make the required authority changes	26/01/22	Green
SA22_01	RIPA/BOPS	MLUCH funded project for collaborative project to implement a system for reducing invalid planning applications and creating a back office planning system	Scope and planning	Kick off meeting 26/1/22. Onboarding taking place over next month. Project brief needed	26/01/22	Green

SA22_02	Granicus Real-Time reporting	Replacement of Jaspersoft reports for Granucus' new reporting tool which replaces the previous data dumps	Scope and planning	Project brief required	26/01/22	Green
SA21_08	Change Request 2021-22 - Infrastructure		Implementing		26/01/22	Amber
SA21_09	Change Request 2021-22 - Projects & Development		Implementing		26/01/22	Green

Cost Saving Plan												
Activity	Start	End	Potential savings:				Saving	Year	Status	One off/Recurring	Actual saving	Comment
			DDDC	NEDDC	BDC	Joint						
2021-22												
New shared internet connection	14/09/2021	31/03/2022				0	21-22	in progress	R	0	Improved bandwidth provided. Cost neutral 21/22 due to required overlap of both connections during migration savings moved to 22/23	
SIP Migration of ISDN lines	31/12/2021			0	0			scheduled Dec 21	R		Migration cost approx £10k, part year full savings realised 22/23	
			0	0	0	0						
2022-23												
Removal of Enterprise Vault email archive				1,700	1,700		22-23		R		Retention moved into Exchange	
New shared internet connection	01/04/2022	31/03/2023				4,080	22-23		R		Improved bandwidth and additional IP addresses at reduced costs.	
SIP Migration of ISDN lines	01/04/2022	31/03/2023		15,000			22-23		R		Move from ISDN to Internet telephony reduced call charges approx.	
			0	16,700	1,700	4,080						
Saving Legend:												
R - Retained budget												
J - Joint ICT budget												
A - Cost Avoidance												
I - Income												
X - Cost Increase												
One off/Recurring												
O - Recurring												
R- Recurring												

Joint ICT Service Area RISK REGISTER as at: 23rd December 2021

Current Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
01	Cyber security attack which severely impacts ICT systems and data. E.g. Ransomware attack	Reduced service whilst resources are diverted to impacted authority	4x5= 20	The Council works in partnership with a range of partners on its Emergency Planning arrangements to ensure that we operate in line with best practice. Corporate IT systems have been tested against Industry standards for Business Continuity.	4x4 = 16	Joint Management Team / Joint ICT Delivery Manager
02	Increase in cost of the service	Pressure on partner budgets.	3 x 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Project resource management and monitoring introduced and refined in 2014.	2 x 3 = 6	Joint ICT Delivery Manager
06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and relatively low sickness rates. Low staff turnover rates.	2 x 4 = 8	Join ICT Delivery Manager

Joint ICT Service Area RISK REGISTER as at: 23rd December 2021

10	Insufficient capacity within service to meet business demands	Unable to deliver key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management. Funding considered on a project by project basis.	3 x 3 = 9	Joint Management Team
11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's. Conflict in resource demand for projects and changes	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations	5 x 2 = 10	Joint Management Team
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multiyear agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	Joint ICT Delivery Manager
14	Additional resource requirements due to Covid impacting service delivery / SLA	Increasing number of calls logged and outstanding calls. Additional unplanned project work related to Covid and working from home.	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations. Investigate consultancy opportunities and temporary additional resource.	5 x 2 = 10	Joint Management Team

Closed or Mitigated Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity)	Risk Owner
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Joint ICT Service Area RISK REGISTER as at: 23rd December 2021

					Taking into Account Current Controls	
01	Anticipated cost savings not realised	Key benefit to partners not achieved.	3 x 5 = 15	Savings delivered additional actions to be documented and monitored in a Cost Savings Plan	1 x 5 = 5	Joint ICT Delivery Manager
08	Loss of Pioneer House facility	ICT and DR services could not operate from this site	2 x 5 = 10	Staff can work remotely and at partner sites. DR service loss for duration.	1 x 4 = 4	Joint ICT Delivery Manager
07	Comprehensive Spending Review/Grant Settlement	Unexpected reduction in funding would damage ability to deliver service at current levels	3 x 5 = 15	Joint monitoring of performance, budget and risk	2 x 5 = 10	Joint Management Team
09	Failure to achieve PSN compliance	Loss of access to key systems for Benefits, electoral registration and contact centres teams	2 x 5 = 10	Maintain priority within service and maintain resource levels	1 x 5 = 5	Joint Management Team
12	Retention of apprenticeship schemes	If apprenticeships not maintained service KPI's will suffer and likely breach. On site staff coverage compromised	5 x 3 = 15	Funding for full time roles for existing apprentices approved in 2019. Future apprenticeships will be offered when vacancies arise in Service Desk team.	4 x 2 = 8	Joint ICT Delivery Manager

Agenda Item 6

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

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