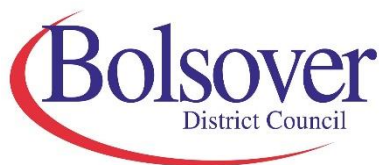


Public Document Pack



**North East
Derbyshire**
District Council

Our Ref: AB/AJD
Contact: Asher Bond
Tel: 01246 217375
Email: asher.bond@ne-derbyshire.gov.uk
Date: Friday, 27 January 2023

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

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 6 February 2023 at 2.00 pm in the Council Chamber**, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Yours sincerely

Assistant Director of Governance & Monitoring Officer

<u>Members of the Committee</u>	
Councillor S Fritchley (Chair) Councillor Ray Heffer Councillor D McGregor Councillor C Furness Councillor D Hughes Councillor G Purdy (Vice-Chair) Councillor J Lilley Councillor J Kenyon	Bolsover District Council Bolsover District Council Bolsover District Council Derbyshire Dales District Council Derbyshire Dales District Council Derbyshire Dales District Council North East Derbyshire District Council North East Derbyshire District Council

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

A G E N D A

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 3 - 4)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 14 November 2022.

4 Quarterly Report on the Joint ICT Service (Quarter 3 - October to December 2022) (Pages 5 - 26)

Report of the Assistant Director of ICT.

5 MS 365 Update

Update from the Assistant Director of ICT.

6 Urgent Business

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

Access for All statement

You can request this document or information in another format such as **large print** or **language** or contact us by:

- **Phone** - [01246 231111](tel:01246231111)
- **Email** - connectne@ne-derbyshire.gov.uk
- **Text** - [07800 00 24 25](tel:07800002425)
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call North East Derbyshire District Council with [Sign Solutions](#) or call into the offices at Wingerworth.
- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888) – a free phone service
- **Visiting** our [offices](#) at Wingerworth – 2013 Mill lane, [S42 6NG](#)

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 14 NOVEMBER 2022

Present:

Councillor Steve Fritchley - BDC (Chair) (in the Chair)

Councillor Ray Heffer - BDC
Councillor David Hughes - DDDC

Councillor Chris Furness - DDDC
Councillor Jeff Lilley

Also Present:

Nicki Astle
A Bond

Assistant Director of ICT
Governance Officer

JIC/1 Apologies for Absence

1/21-

22 Apologies for absence were received from Karen Henrikson, Jayne Dethick, and Councillors P Parkin (NEDDC), G Purdy (DDDC) and D McGregor (BDC).

JIC/1 Declarations of Interest

2/21-

22 There were no interests declared at this meeting.

JIC/1 Minutes of Last Meeting

3/21-

22 AGREED – That the Minutes of the Joint ICT Committee, held on 18 July 2022 be noted.

JIC/1 Quarterly Service Report on the Joint ICT Service

4/21-

22 Committee were updated on the quarterly report of the Joint ICT Service for Quarter 2.

It was noted that the total number of incidents and service requests raised had remained stable throughout the three month period. The total number of outstanding calls had also remained high over the past year, although a slow downward trend could be seen.

Members heard that throughout the Quarter, the service level target of 80% of incidents and service requests being resolved within fix time was achieved at all sites except for Rykneld which had failed in July. This was the first time that fix SLA target had been exceeded at all authorities.

There had been a total of 22 priority two outages during the Quarter. There were no priority one outages.

Members also received an update on the current projects, the budget, the cost saving plan and service development.

Members discussed the report and enquired as to why Rykneld had not met the SLA in July. They heard that because Rykneld didn't log as many calls, it had a larger impact on percentages when one did not meet the SLA.

Committee also discussed maintenance of the iPads and asked if this could be done remotely. They also raised concerns that occasionally work had been lost on the iPads once they had been brought in and updated. They heard that the Joint ICT Service were working on access to onedrive for cloud storage and also a mobile device management system. It was agreed that the Assistant Director of ICT would send out an update on this to Members.

AGREED - That the service report be noted.

JIC/1 Microsoft 365 Progress Update

**5/21-
22**

Members received an update on the progress of the Microsoft 365 update. They heard that a number of sub projects had taken place such as; Onedrive, Microsoft Teams, Cloud Security and many more.

In September 2022, 50 environmental health "champions" had tested the mobile device manager. There had also been training for teams which had received positive feedback. 50 new iPads bought by BDC housing had been put onto the MDM.

Committee were made aware that all authorities would have received the upgrade by February to April 2023 and all Members should have received it by May.

Members discussed machine requirements for the new updates and heard that some older phones may need to be replaced but that this would be done via a replacement roll out call.

It was agreed that a copy of the presentation would be distributed to Members after the meeting.

JIC/1 Urgent Business

**6/21-
22**

There was no urgent business to be considered by the Joint ICT Committee.

JIC/1 Date of Next Meeting

**7/21-
22**

The next meeting of the Joint ICT Committee would be held on Monday, 6 February 2023 at 2.00pm.

Quarterly Report on the Joint ICT Service (Covering Quarter 3, October to December 2022) 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.

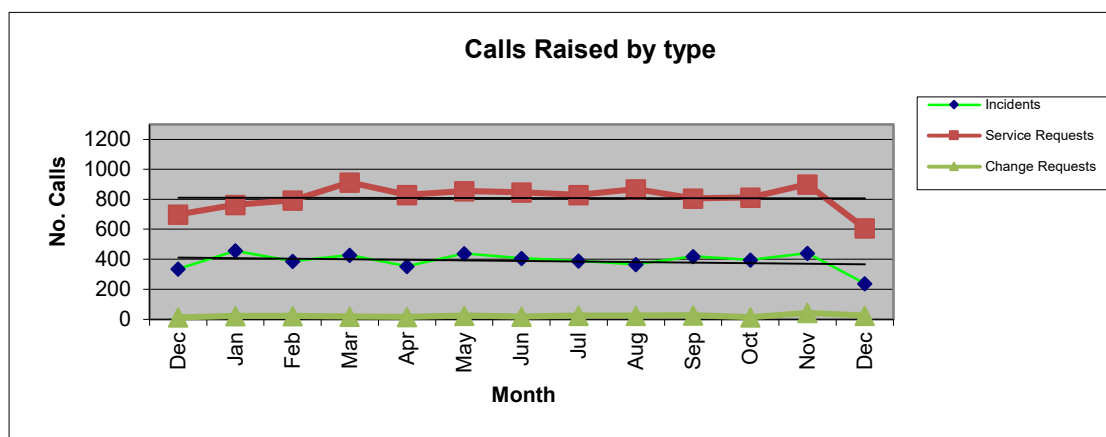
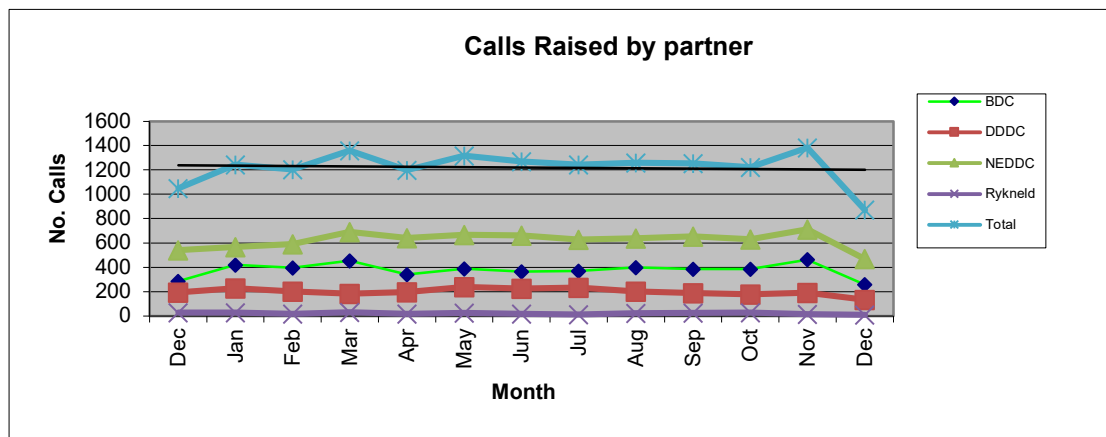
This report covers Quarter 3 of the financial year 2022-2023 (October to December 2022).

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 to December 2022)

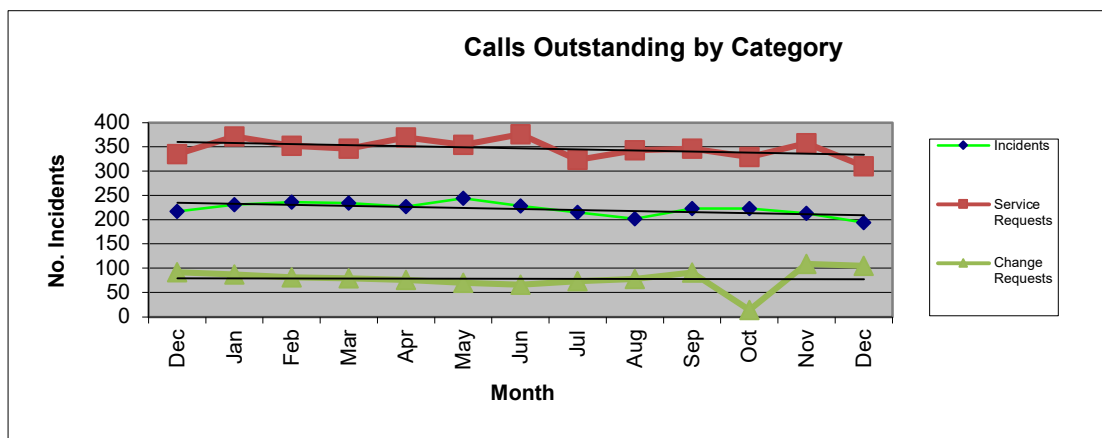
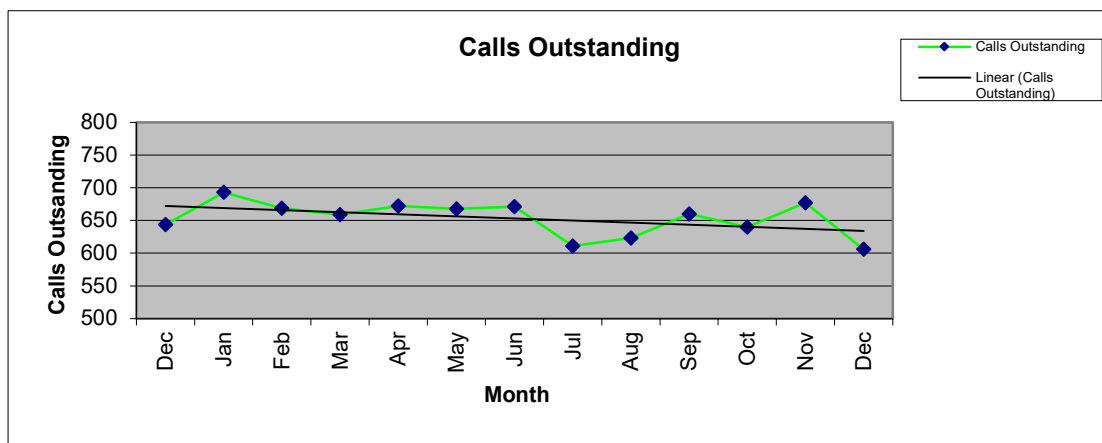
OFFICIAL

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 the last 3 months with a drop in December as expected due to council closure. The majority logged are service requests, rather than incidents.

2.1.2 Calls Outstanding



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 and although a slow downward trend can be seen, the number of outstanding calls has remained far higher than pre-covid and indicate that additional resources may be required to manage the increased demands and reliance on the ICT service since the pandemic.

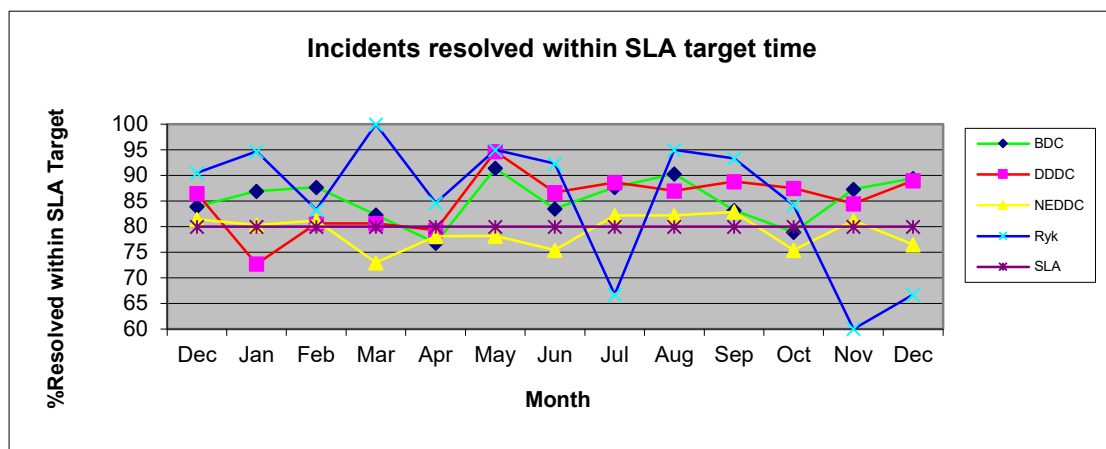
OFFICIAL

Quarterly Report on the Joint ICT Service (Covering Quarter 3, October to December 2022)

OFFICIAL

- The majority of outstanding calls are Service Requests rather than incidents.
- Reducing the number of outstanding calls is having some impact on the SLA. As older calls are resolved there is an increased percentage of calls which fail the SLA.
- No negative user group feedback has been received relating to the increased number of outstanding calls, indicating that these requests may not be of a priority.

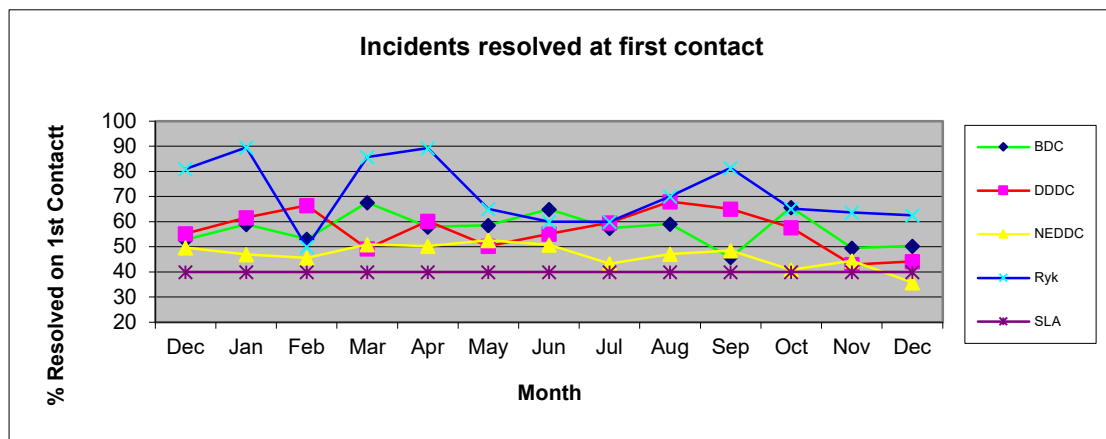
2.1.3 Incidents resolved within SLA Target time



Key points to note:

- BDC was just under the SLA in October at 78.9%
- The SLA failed at NEDDC in October and December.
- DDDC was above target throughout the quarter.
- Current sickness absence and recruitment delays are contributing along with consistently high call volumes.

2.1.4 Incidents resolved on 1st Contact



OFFICIAL

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3, October to December 2022)**

OFFICIAL

Key points to note:

- First time fix SLA target failed at NEDDC.
Again this is likely due to sickness absences, recruitment delays and increased demand on the service.

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:

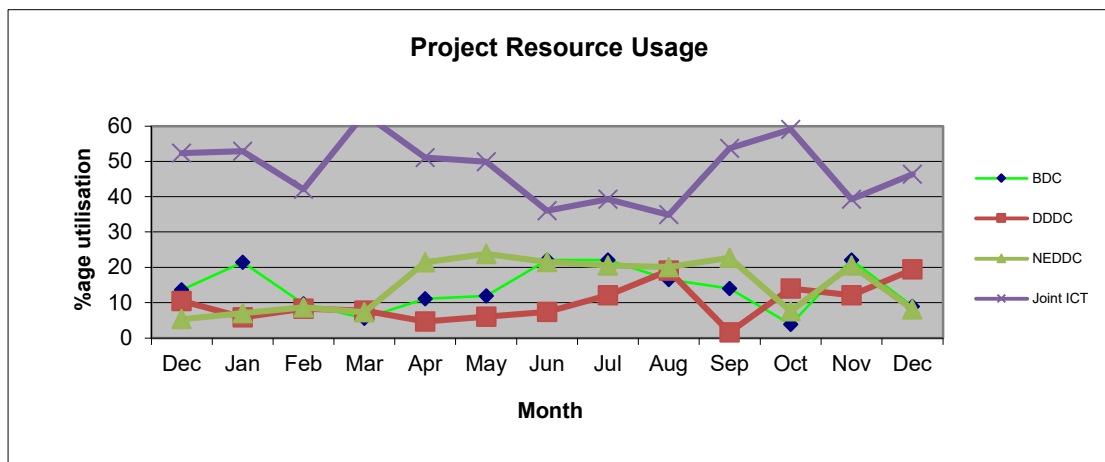
	October	November	December	Q3 22-23 Total
Priority 1	0	0	0	0
Priority 2	6	4	8	18
Total	6	4	8	18

There were no priority 1 outages.

2.2 Resource utilisation

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

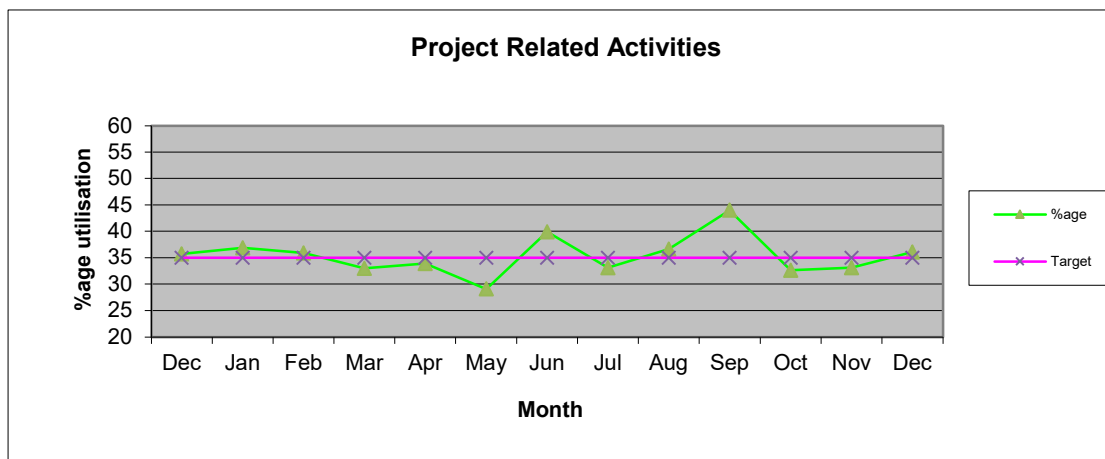
Quarterly Report on the Joint ICT Service (Covering Quarter 3, October to December 2022) OFFICIAL



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, on target at 35% over the last quarter.

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.

2.2.1 BDC

- Open Housing - Phase 2 in progress
- Jontek upgrade to Housing Care line equipment

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3, October to December 2022)
OFFICIAL**

2.2.2 Derbyshire Dales

- Agresso financials software SaaS migration
- Council Tax and Benefits database and server upgrade
- Document Management System Upgrade
- Planning systems upgrade.
- DDDC external Website design and build – going live soon.
- Server and Storage refresh
- Wi-fi provisions

2.2.3 NEDDC

- Council Tax and Benefits database and server upgrade
- Document Management System Upgrade
- Microsoft 365, Teams deployed to all staff by end Feb

2.2.4 Strategic Alliance

- SIP Telephony migration – in progress.
- Freedom of information development
- Complaints system development
- - Microsoft Endpoint Manager (mobile device manager) roll out to mobile phones
 - Microsoft Endpoint Manager (mobile device manager) roll out to staff iPad.
 - Member device enrolment project commencing.

2.2.5 Joint ICT Service

- Microsoft 365
 - BDC / NEDDC - Teams deployed to all staff by end Feb
 - Microsoft Endpoint Manager (mobile device manager) roll out to mobile phones and iPads.
 - Member device enrolment project commencing Feb.
 - DDDC environment build in progress
 - Testing End Feb
- NCC Cyber Security work – in progress, DLUHC funding application submitted.
- Public Services Network accreditation - Cyber Security work ongoing.
- Server 2012 Decommission
- New Web Filters

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3, October to December 2022)
OFFICIAL**

3.1 Joint ICT Service Budget – Q3 out turn (Period 1-9) 2022-2023

Group		Full Budget	Budget YTD	Actual YTD	Variance
1****	Employees	1,120,245	840,298	799,395	-40,903
3****	Transport	4,850	3,641	387	-3,254
4***	Services	261,957	196,605	136,372	-60,233
8***	Depreciation	0	0	0	0
9***	Income	-19,800	-14,850	-14,850	0
Y/E Finance adjustments					
Total		1,367,252	1,025,694	921,304	-104,390

Variations (>£1,000):

- Employee costs
 - Delays and difficulties recruiting to post.
- Transport
 - Reduced travel costs due to agile working.
- Services
 - Vacant post and profiling of invoices.

4. Cost Saving Plan

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

Migration of PSN DNS services from three separate connections to one shared connection in Feb 2023. Saving £2000 per authority per year. Full realisation 23/24.

Plan can be seen in Appendix 3

5. Risk Register

Register reviewed and refreshed in December.

See Appendix 4.

6. Security Report

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.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3, October to December 2022)
OFFICIAL**

Incident Classification	BDC	DDDC	NEDDC
Reportable breaches			
Non reportable breach			
Attempted hack			
Advice		1	2
Reported Phishing Emails		1	1
Virus		3	3
False positive			
Theft of device			
Website vulnerability			
Reported application vulnerability			
Known Ransomware file extension blocked.	4	1	3
Total	4	6	9

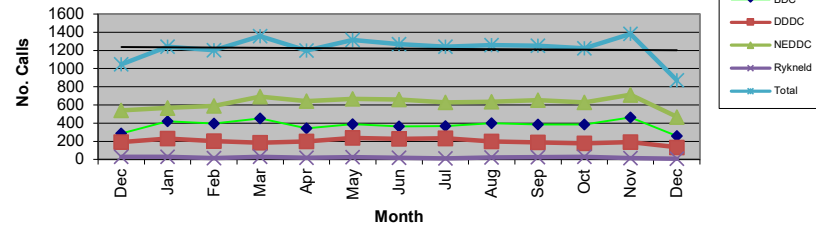
- Virus detected but stopped by endpoint security
- Known ransomware files detected and blocked were false positives.
- Phishing reported and links blocked

7. Service Development

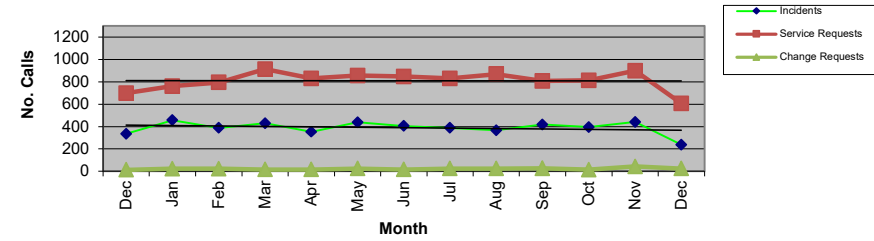
- Technology Officer post recruited internally
- Back fill for Senior Servicedesk interviews imminent
- Additional 12-month temporary resource appointed to assist with the Microsoft 365 roll-out and development of Member ICT.
- Servicedesk Technician vacancy advertised.
- Developer Post re-advertised – looking at alternative options to recruit.
- Management restructure progressing.

APPENDIX 1

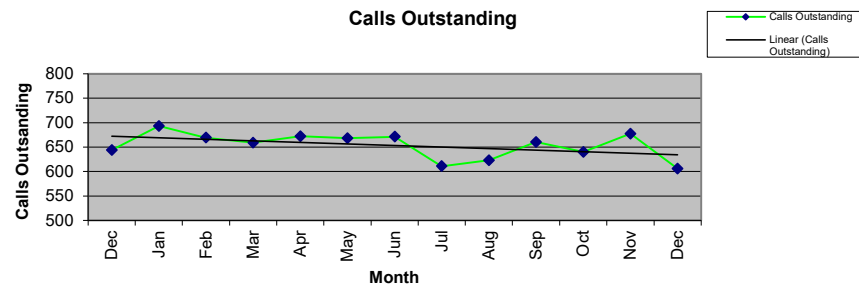
Calls Raised by partner



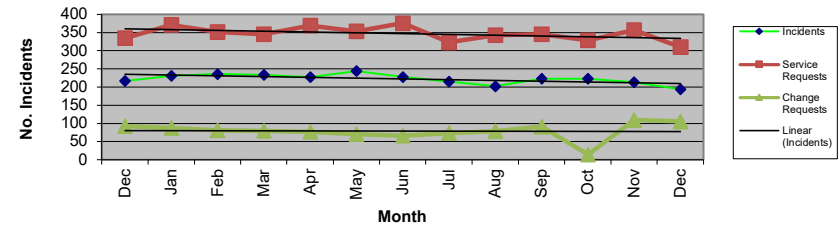
Calls Raised by type



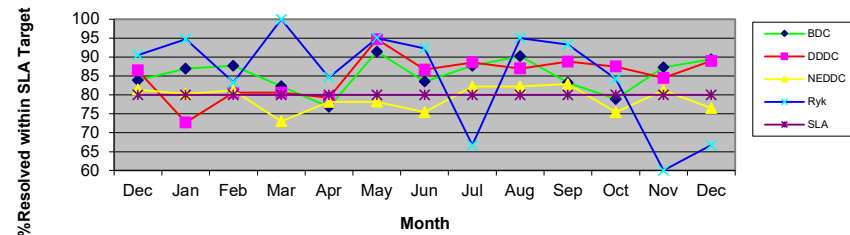
Calls Outstanding



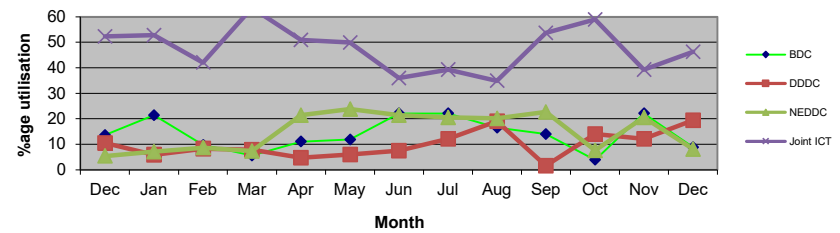
Calls Outstanding by Category

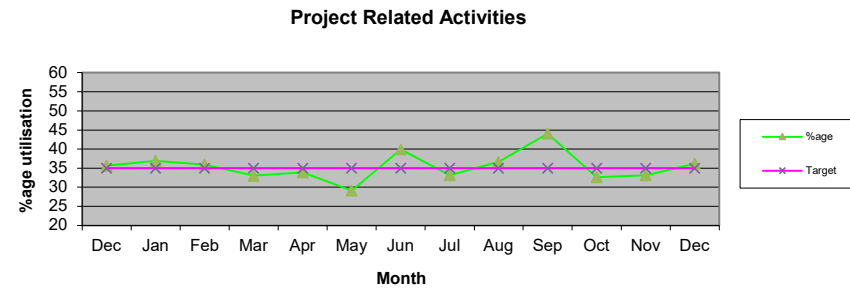
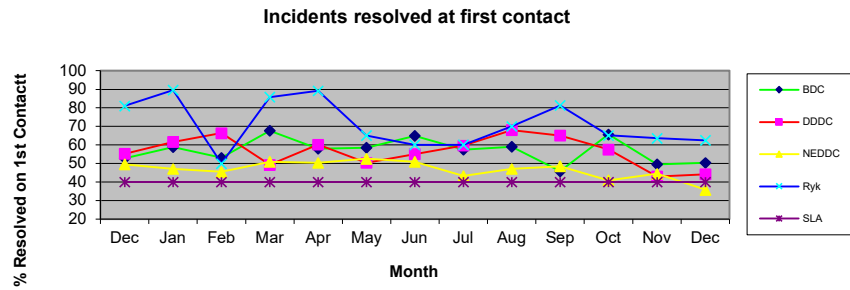


Incidents resolved within SLA target time



Project Resource Usage





Appendix 2 - Joint ICT programme of work

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	STO Lead	Proj Man	Team	Target Start	Target End
Start date 01/04/2022											
1. Bolsover											
BD18_01	Capita OPENHousing	Major system replacement of Academy Housing to OpenHousing system.	Implementing	Phase 1 now live. Phase 2 One DD UAT & Training.	03/01/23	Green	DA	DA	IN	1/4/18	30/4/23
BD21_02	Jontek DR Relocation	Upgrade to the housing careline system	Implementing	SOGEA ordered. DDIs order. Waiting for Openreach visit - Amy to organise with Daisy. Asked for quote for cab. Waiting for certain schemes to be upgraded and then need to order links. Servers have been replaced. In process of quotes for firewall at DR. ISDN have been moved, SOGEA to be installed w/c 23 jan.	19/01/23	Amber	CP	CP	IN	1/4/21	30/4/22
BD21_12	Comino-Civica Digital 360 upgrade	Upgrade to the Revs & Bens Document Management and workflow application.	Implementing	Live upgraded. Issues with duplicate documents & slow indexing. Waiting to be patched from 30.2 to 30.3 to resolve indexing speed. With Revs for testing	03/01/23	Green	NA	DA	IN	20/4/21	31/12/22
BD22_01	Pleasley Vale Activity Booking	Create an online booking and payment system for activities at PV	Awaiting closure	23/9/22 System live and used during school holidays. Project closure needed. Chased W. Carter 19/01/23	23/09/22	Red	KOG	HB	PD	4/2/22	29/4/22
BD22_02	Change Request 2022-23 - Infrastructure		Implementing		19/01/23	Green	NA		IN	1/4/22	31/3/23
BD22_03	Change Request 2022-23 - Projects and Development		Implementing		19/01/23	Green	KOG		PD	1/4/22	31/3/23
BD22_04	NLPG Improvement Schedule 2022-23	Work required to meet and maintain national requirements for data standards, data matching and quality of Property Gazetteer	Implementing	Awaiting agreed schedule from GeoPlace	19/01/23	Green	KOG		PD	1/4/22	31/3/23
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	Green	CL	NA	IN	1/6/17	31/12/22
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.	02/12/22	Green	PW	NA	IN	1/4/19	31/12/22
DD20_06	AIM v13 Upgrade and PPM module	Council's Income Management system upgrade - continue support	Implementing	System is live from July 2022 but ongoing issues since then, some major, some minor. Technically, since the system is no longer in test stage the project could be considered complete. New minor release planned for March 2023 which should fix the most critical of the major issues.	19/01/23	Red	PF	SW	IN	1/9/20	31/12/22
DD22_01	Info@work 5.31 Upgrade	Upgrade to the Corporate document management applications.	Implementing	Pre-Production Environment built by NEC consultancy and is awaiting technical testing. User training to be scheduled and go live dates to be confirmed.	19/01/23	Amber	TB	RG	IN	10/8/20	31/12/22
DD22_02	Change Request 2021-22 - Infrastructure				19/01/23	Green	NA	NA	IN	1/4/22	31/3/23
DD22_03	Change Request 2021-22 - Projects and Development				19/01/23	Green	KOG	KOG	PD	1/4/22	31/3/23
DD22_04	Modern.gov implementation	To replace current Trove committee minute system and Members Portal	Awaiting closure	System in use. Outstanding issues with Corporate services. Project closure needed	19/01/23	Red	NA	SW	IN	1/4/22	31/5/22
DD22_05	New DDDC Website	Full re-write of DDDC website to improve usability and accessibility	Implementing	Go-live scheduled for 23/1/23	19/01/23	Green	KOG	BH	PD	23/5/22	24/2/23
DD22_06	2023 Server & Storage Refresh	Replace the production Server and Storage Hardware as support will end next year.	Awaiting project brief	Project brief awaiting approval	05/10/22	Green	TB	TB	IN	3/10/22	31/09/23

DD22_07	Agresso Cloud Migration	The finance system Agresso is being moved to a SaaS solution.	Awaiting project brief	Project brief awaiting approval	02/12/22	Green		RG	IN	4/10/22	31/1/23
3. North East Derbyshire											
NE20_08	Capita AIM v13	Council's Income Management system upgrade - continue support	Implementing	Upgrade went ahead in May but there are several outstanding issues which need resolving before closing.	19/01/23	Red	DA	PL	IN	2/11/20	1/7/22
NE21_01	Killamarsh Leisure Centre	Technology to Enable NEDDC to manage the Killamarsh Leisure Centre	Awaiting closure	All live/in use. Project Closure needed	19/01/23	Red	CP	CP	IN	1/2/21	22/10/22
NE22_01	Info@work 5.31 Upgrade	Upgrade to the Document Management system used by Revenues & Benefits team.	Awaiting project brief	Project brief needs approval. Still Testing test upgrade. Look to move SQL. Upgrade during consultancy training.	29/09/22	Amber	NA	RG	IN	3/8/22	31/12/22
NE22_02	CGBC Infrastructure	Coney Green Infrastructure refresh. Move to Sip telephony / Network refresh, UPS and server room work.	On hold	PB Approved, awaiting budgets from Business Centre. No response regarding upgrades from business.	30/09/22	Green	NA	SH	IN	1/4/22	1/9/22
NE22_03	Change Request 2021-22 - Infrastructure		Implementing		19/01/23	Green	NA		IN	1/4/22	31/3/23
NE22_04	Change Request 2021-22 - Projects & Development		Implementing		19/01/23	Green	KOG		PD	1/4/22	31/3/23
NE22_05	NLPG Improvement Schedule 2022-23	Work required to meet and maintain national requirements for data standards, data matching and quality of Property Gazetteer	Implementing	On track for Gold level	19/01/23	Green	KOG	CB	PD	1/4/22	31/3/23
NE22_07	Council Chamber Relocation	Solutions for AV equipment for new Council Chamber Room	On hold	Will be revisited March 2023	30/10/22	Green			IN	1/4/22	31/8/23
4. Joint service											

J118_13	Active Directory & GPO Review	Work on the configuration of Microsoft domain required before moving to Microsoft 365	Implementing	Continuing work on structure and attributes at all 3 sites, prioritising NEDDC, BDC and shared AD to assist with M365 rollout project.	18/01/23	Green	TB	MG	IN	1/3/21	31/3/23
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	30/09/22	Green	TB	TB	IN	1/7/20	31/12/22
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.	Closed	Closed	15/12/22	Red	KOG	BH	PD	1/11/20	31/5/21
J120_18	Disaster Recovery Testing 2020	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	TB	TB	IN	1/9/20	1/3/21
J120_19	Open VPN Review	To review the recently implemented openVPN solution and how to effectively make use of the technology.	Implementing	200mb links installed at Clowne and PH. Firewall installed. Connection being tested at NEDDC. Being rolled out to users	30/09/22	Amber	CP	SH	IN	1/11/20	31/2/22
J121_02	SQL Server Upgrades	SQL databases need to be upgraded or moved to maintain support.	Implementing	Agresso (extended support) and Info@work in progress.	30/10/22	Red	DA	DA	IN	4/1/21	12/7/22
J121_09	Microsoft 365 implementation and rollout	Implementation and rollout of Microsoft 365. Split into 5/6 sub projects.	Implementing	Owner training complete. Rollout to BDC & NEDDC Officers in progress.	20/01/23	Amber	TB	NA	IN	1/11/21	1/11/22

JI21_10	NCC Audit Remediation	Remediation plans for Cyber Security	Implementing	Remediation plan completed, progressing through plan.	30/10/22	Green	SH	SH	IN	1/6/21	31/3/23
JI21_13	PSN Compliance 21-22	Security compliance required to access Public Services Network.	Implementing	Work commenced, NEDDC PC IT Health Check complete, NEDDC PSN Submitted May 2022 awaiting response from Assessor. DDDC PC IT Health Check performed June 2022, remediation in progress to be submitted Sept 2022. BDC PC IT Check 10th Oct 2022	30/09/22	Amber	NA	LT	IN	7/10/21	30/6/22
JI22_01	Immutable & Off Network Backups	Backups designed to survive a ransomware attack and allow a clean restore of our ICT environment	On hold	Linux hardened repositories are now live for immutable backup storage, and have been in use for over a month without issue. Virtual tape libraries decommissioned. Tape library delivered and awaiting project time to install.	19/01/23	Amber	NA	TB	IN	10/1/22	31/3/22
JI22_03	Change Request 2022-23 - Infrastructure		Implementing		20/01/23	Green	NA		IN	1/4/22	30/3/23
JI22_04	Change Request 2022-23 - Projects and Development		Implementing		20/01/23	Green	KOG		PD	1/4/22	30/3/23
JI22_05	IE11 Decommission	IE11 is not supported by Microsoft so an alternative is required	Awaiting closure	IE11 disabled via GPO at BDC/DDDC/NEDDC. Policies in place at BDC/DDDC/NEDDC to forward to Edge. Closure needs approving.	16/09/22	Green	CP		IN	4/4/22	31/7/22
JI22_06	Horizon 8 Upgrade	Upgrade to the virtual desktops infrastructure.	Awaiting closure	All sites completed. Closure document to be completed. Follow up task: Decommission DVEDI03 and 04 but requires collaboration with CBC. Simple workaround available if CBC are unable to make necessary changes.	18/01/23	Amber	NA	MG	IN	10/5/22	31/09/2022

JI22_07	Idox DMS 5.2 Upgrades	Upgrades to the document management system used by Planning Environmental Health and estates, to maintain support and provide support for M365 office applications	Implementing	Test completed, live being scheduled	30/10/22	Green	LT	RS	IN		31/3/23
JI22_08	Idox PA 3.4 Live Test Upgrades	Upgrades to the Planning Public access website (public facing) required to maintain support.	Implementing	PA Test Updates performed Aug 2022	05/09/22	Amber	LT	RS	IN	27/7/22	28/9/22
JI22_09	Trend Replacement28.3	Enhanced web filtering security product.	Implementing	Trend Web Security in testing within ICT	30/10/22	Green	LT	RS	IN	1/4/21	31/12/22
JI22_10	Capita Revenues Ingres 11.2	Revenues and Benefits system database upgrades required to maintain support and functionality.	Implementing	NEDDC & DDDC Live on Ingres 11.2. BDC to be scheduled once table archiving completed.	03/01/23	Red	DA	DA	IN	1/8/22	31/12/22
JI22_11	Server 2012 Replacement	Servers running Windows 2012 need to be upgraded before support ends in October 2023	Awaiting project brief	Project brief required	21/10/22	Green	LT	RG	IN	3/10/22	10/10/23
JI22_12	Pioneer House UPS Replacement 22-23	The Uninterrupted Power Supply which is used by all three authorities needs replacing.	Implementing	Order placed with supplier. Awaiting delivery and installation on 18/04	19/01/23	Green	TB	TB	IN	1/11/22	21/1/23
JI22_13	Idox TLC 10.2 upgrades	Upgrade of TLC live and Test at BDC and DDDC	Awaiting project brief	Project brief required	11/11/22	Green	LT	RS	IN		
5. Strategic Alliance											
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.	06/07/22	Amber		HH	SD	13/12/18	28/3/21

SA20_01	SIP Migration	CP/NA to review RFQ and inform Lisa in Legal. Replacement of ISDN telephony which will be unsupported technology in 2025. Improved resilience for BDC and NEDDC and reduced costs for NEDDC	Implementing	Supplier awarded, work on the phone system in progress ready for the transfer Dec.	30/10/22	Amber	NA	SH	IN	1/1/20	1/1/22
SA20_04	Webchat and Multimedia CCM	Webchat to allow customers to contact Customer services via the council website	Awaiting closure	Live at both sites. Awaiting project closure	29/06/22	Red		SH	IN	1/8/20	28/2/23
SA20_06	Enterprise Vault Phase Out	Decommission of Email Archiving software no longer required.	Awaiting closure	Complete - awaiting project closure	07/06/22	Amber	TB	SW	IN	1/2/20	31/4/21
SA20_07	Kyocera MFD Deployment	New Multifunctional Device contract. Reduced costs.	Awaiting closure	Fix issues with Paris printing on Kyocera. Still using Konica for Paris printing.	30/10/22	Red	NA	DA	IN	10/2/20	31/3/21
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	awaiting closure	Live 07/11/2022 NEDDC. Project closure with JR for approval.	02/12/22	Amber	KOG	HB	PD	9/11/20	1/12/22
SA21_07	Idox EH Mobile Module (On site)	Mobile working module for Uniform so EH officers working on site have full access	Implementing	Testing in progress.	30/10/22	Amber		RS	IN	1/3/21	31/3/23
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	Implementing	Final consultancy day 18/1/21. Testing delayed by Licensing but now complete. Granicus copying test to live once Licensing have approved.	20/01/23	Green	KOG	KOG	PD	1/4/22	1/4/23
SA21_11	LLPG Extract Rewrite	Rewrite of existing reports to C# in order to improve access and efficiency of running and editing	On hold	Work underway. More complex than originally expected. Not a priority	27/07/22	Green	KOG	HB	PD	13/12/21	18/2/22

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	Closed	Complete	02/12/22	Amber	KOG		PD	7/10/21	31/5/22
SA22	PCI-DSS	To achieve better compliance when taking card payments	Awaiting closure	NEDDC -Capita end call solution installed. Still awaiting XNPAY costs. BDC -mid call solution live.	30/10/22	Red		NA	IN	1/7/17	31/3/20
SA22_02	Granicus Real-Time reporting	Replacement of Jaspersoft reports for Granicus' new reporting tool which replaces the previous data dumps	On hold	Project brief required. Has been held up by issues at other authorities. Need resource in infrastructure to assist and consultancy from Granicus. Deadline is Dec 2023.	19/01/23	Green	KOG	KOG	PD		
SA22_03	Change Request 2022-23 - Infrastructure		Implementing		20/01/23	Green	NA		IN	1/4/22	31/3/23
SA22_04	Change Request 2022-23 - Projects & Development		Implementing		20/01/23	Green	KOG		PD	1/4/22	31/3/23
SA22_05	Granicus Duplicate Customer Merging	Linking Self Service profiles with Contact Centre records to create one profile/account	Implementing	Work carried out as/when time allows	20/01/23	Green	KOG	VG	PD	1/6/22	1/6/23
SA22_06	Openreach Analogue switch off		On hold	Meeting set with Daisy regarding audit of all analogue lines. Not started yet. SIP migration underway (separate project)	16/09/22	Green	CP		IN	1/3/22	31/3/25
SA22_08	I drive Review and Audit	Full audit, data cleanse and review of GIS data on I drive	Implementing	Establishing current structure and anomalies, duplicates etc	19/01/23	Green	KOG	JD	PD	14/11/22	14/11/23
SA22_09	Accessibility of GovService Forms	Review and amend all online forms to meet Accessibility regulations	Implementing	Work progressing. Silktide shows excellent score however this is deceptive; forms are in iframe which means they can only be	20/12/22	Green	KOG	KOG	IN	24/11/22	24/11/23

Appendix 3 - Cost Saving Plan												
			Potential savings:								Actual	
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	One off/Recurring	saving	Comment
2022-23												
Removal of Enterprise Vault email archive				1,700	1,700			22-23	Complete	R		Retention moved into Exchange
New shared internet connection	01/04/2022	31/03/2023				4,080		22-23	Complete	R		Improved bandwidth and additiional IP addresses at reduced costs.
SIP Migration of ISDN lines	01/03/2023	31/03/2023		0				22-23		R		Move from ISDN to Internet telephony reduced call charges-consultancy costs will remove savings this year - realised 23/24 onwards
PSN DNS 3 connections into one shared	01/02/2023	31/03/2023	330	330	330			22-23		R		Migration to one connection from three - Part Year
			330	2,030	2,030	4,080						
2023-24												
SIP Migration of ISDN lines	01/04/2023	31/03/2024		15,000				23-24		R		Move from ISDN to Internet telephony reduced call charges approx.
PSN DNS 3 connections into one shared	01/04/2023	31/03/2024	2,043	2,043	2,043	0		22-24		R		Migration to one connection from three - Full year
			2,043	17,043	2,043	0						
Saving Legend:												
R - Retained budget												
J - Joint ICT budget												
A - Cost Avoidance												
I - Income												
X - Cost Increase												
One off/Recurring												
O - Recurring												
R- Recurring												

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 31st December 2022

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 rendering access to ICT unavailable for some time.	<ul style="list-style-type: none"> Reduced service whilst resources are diverted to impacted authority 	4x4= 16	<p>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.</p> <p>All authorities have Business Continuity plans in place which identify key risks and mitigation.</p>	4x3= 12	Joint Management Team / AD-ICT
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, hardware, and services 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.	2 x 3 = 6	Assistant Director - ICT

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 31st December 2022

06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	$2 \times 4 = 8$	Current team has high morale and relatively low sickness rates. Low staff turnover rates.	$2 \times 4 = 8$	Join ICT Delivery Manager
10	Insufficient capacity within service to meet business demands	Unable to deliver key projects for partners	$5 \times 3 = 15$	Effective prioritisation by corporate management. Funding considered on a project by project basis.	$3 \times 3 = 9$	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	$5 \times 3 = 15$	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	$5 \times 2 = 10$	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	$5 \times 3 = 15$	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.	$5 \times 3 = 15$	Assistant Director - ICT
14	Additional resource requirements since Covid and new ways of working, impacting service delivery / SLA	Increasing number of calls logged and outstanding calls. Greater reliance and demand on ICT than pre-covid.	$5 \times 3 = 15$	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.	$5 \times 2 = 10$	Joint Management Team

Closed or Mitigated Risks

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 31st December 2022

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
15	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	Assistant Director - ICT
16	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	Assistant Director - ICT
17	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
18	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