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Date:	Friday, 4 November 2022	

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

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 14 November 2022 at 2.00 pm on the Zoom Meeting Platform.** Access credentials to the meeting will be sent to you separately.

Yours sincerely

Sarah Stenberg

Assistant Director of Governance & Monitoring Officer

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

A G E N D A

1   <u>**Apologies for Absence**</u>

2   <u>**Declarations of Interest**</u>

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   <u>**Minutes of Last Meeting**</u> (Pages 3 - 5)

To approve as a correct record the Minutes of the meeting held on 18 July 2022.

4   <u>**Quarterly Service Report on the Joint ICT Service**</u> (Pages 6 - 27)

Report of the Joint ICT Service Delivery Manager.

5   <u>**Microsoft 365 Progress Update**</u>

Update from the Joint ICT Service Delivery Manager.

6   <u>**Urgent Business**</u>

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

7   <u>**Date of Next Meeting**</u>

The next meeting of the Joint ICT Committee will take place on Monday, 6 February 2023 at 2.00 pm.

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JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 18 JULY 2022

Present:

Councillor Steve Fritchley - BDC (Chair) (in the Chair)
Councillor Garry Purdy - DDDC (Vice-Chair)

Councillor Ray Heffer - BDC   Councillor Chris Furness - DDDC
Councillor Jeff Lilley - NEDDC

Also Present:

J Dethick   Director of Finance and Resources & (Section 151 Officer)
K Hanson   Executive Director of Resources - BDC
K Henriksen   Director of Resources - DDDC
Nicki Astle   Joint ICT Service Delivery Manager
A Bond   Governance Officer

JIC/1 **Appointment of Chair**
/22-
23   RESOLVED – That Councillor Steve Fritchley (BDC) be appointed Chair of the Joint ICT Committee for the 2022/23 municipal year.

JIC/2 **Appointment of Vice Chair**
/22-
23   RESOLVED – That Councillor Gary Purdy (DDDC) be appointed Vice-Chair of the Joint ICT Committee for the 2022/23 municipal year.

JIC/3 **Apologies for Absence**
/22-
23   Apologies for absence had been received from Councillors D McGregor (BDC), P Parkin (NEDDC) and J Kenyon (NEDDC).

JIC/4 **Minutes of Last Meeting**
/22-
23   It was noted that the Executive Director of Resources (BDC) had been in attendance at the last meeting of the Joint ICT Committee and that Councillor D Downes (BDC) had not been in attendance.

RESOLVED – That subject to the above clarification, the Minutes of the Joint ICT Committee, held on the 7 February 2022 were approved as an accurate record.

JIC/5 **Appointment of Secretary of the Joint ICT Committee**
/22-
23   RESOLVED – That the Assistant Directors Governance and Monitoring Officers for Bolsover District Council and North East Derbyshire District Council be appointed as Secretary of the Joint ICT Committee for the 2022/23 municipal year.

JIC/6 /22- 23   <u>**Appointment of Treasurer for the Joint ICT Committee**</u>

<u>RESOLVED</u> – That the Section 151 Officers for Bolsover District Council and North East Derbyshire District Council be appointed Treasurer to the Joint ICT Committee for the 2022/23 municipal year.

JIC/7 /22- 23   <u>**Appointment of Auditor for the Joint ICT Committee**</u>

<u>RESOLVED</u> – That the Internal Audit Consortium Manager, Derbyshire Dales District Council, be appointed as Auditor to the Joint ICT Committee for the 2022/23 municipal year.

JIC/8 /22- 23   <u>**Quarterly Service Report of the Joint ICT Service (covering Quarter 4 2021- 22 & Quarter 1 2022-23)**</u>

Committee received a quarterly service update report that highlighted Quarter Four of the 2021/22 municipal year and Quarter One of the 2022/23 municipal year.

Members heard that the total number of incidents and service requests raised had remained stable throughout the previous six months. When compared with the average for the previous year, the number of incidents and service requests raised was down by 13.7%. The majority of these were services requests, rather than incidents.

The Joint ICT Service Delivery Manager explained that the total number of outstanding calls had remained high over the past year but a slow downward trend could be seen. Reducing the number of outstanding calls would take time and was impacting on the SLA but no negative user group feedback had been received that related to the increased number of outstanding calls.

Committee noted that throughout the six month period, BDC and DDDC on average exceeded the SLA on 80% of incidents but NEDDC came under the SLA at 77.2%. Investigations into reasons behind these SLA failures were undertaken and it was noted that the closure of outstanding calls was having a negative impact on this. An additional queue management system had also been implemented to help monitor calls. Recruitment of the 0.5 Servicedesk post would also help to reduce call volumes.

Members heard that throughout the Quarter Four 2021/22 there had been a total of 21 priority two outages. For the Quarter One 2022/23 there had been a total of 16 priority two outages. There were no priority one outages for either quarter.

It was stated that Joint ICT project time remained high over the last quarter as all authorities were facing similar challenges. Percentage time spent on projects was on average above the 35% target during the last six months at 36%.

Members noted that there had been an under-spend of £84,990 that had been put into a reserve for the 2022/23 financial year. This would be used for additional security related projects and investment into the rollout of Microsoft

365 project.

The Officer informed Members that the NEDDC telephony migration to 'SIP' (Internet telephony) would provide savings on all costs but would require some consultancy costs to migrate.

Committee heard that there had been a total of 18 security incidents at BDC, 12 at DDDC, and 31 at NEDDC. There had not been any serious breaches that required reporting.

A £15,000 cyber security specialist training grant had been awarded from LGA.

Members praised the work that had been undertaken by the Joint ICT Service, especially the work that had been done to websites such as the DDDC site.

RESOLVED – That the service report be noted.

JIC/9 /22- 23 **Urgent Business**

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

JIC/1 0/22- 23 **Date of Next Meeting**

The next meeting of the Joint ICT Committee would be held on Monday, 10 October 2022 at 2.00 pm.

Quarterly Report on the Joint ICT Service
(Covering Quarter 2, July to September 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.
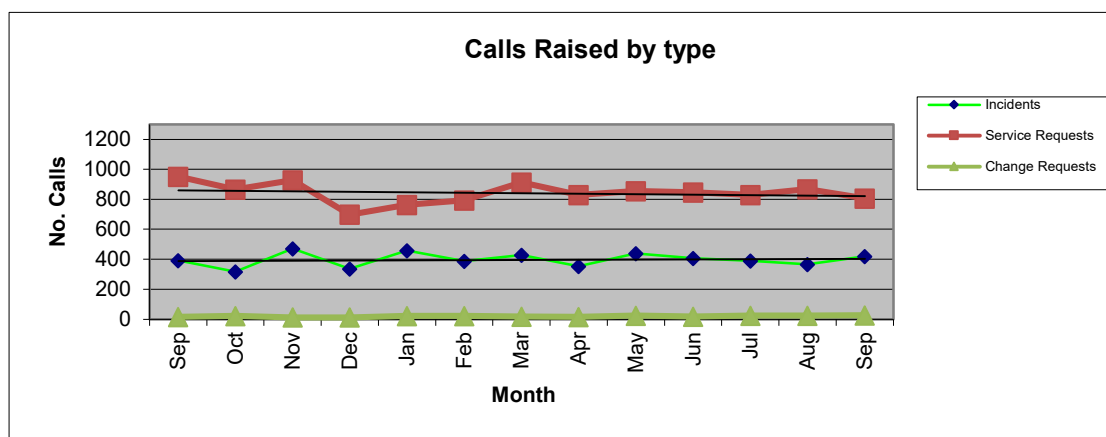
This report covers Quarter 2 of the financial year 2022-2023 (July to September 2022).

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

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. The majority logged are service requests, rather than incidents.

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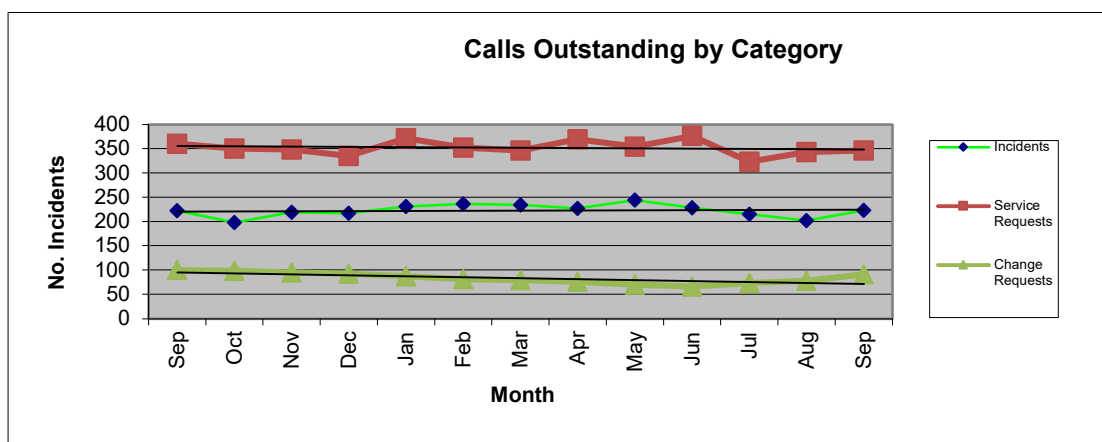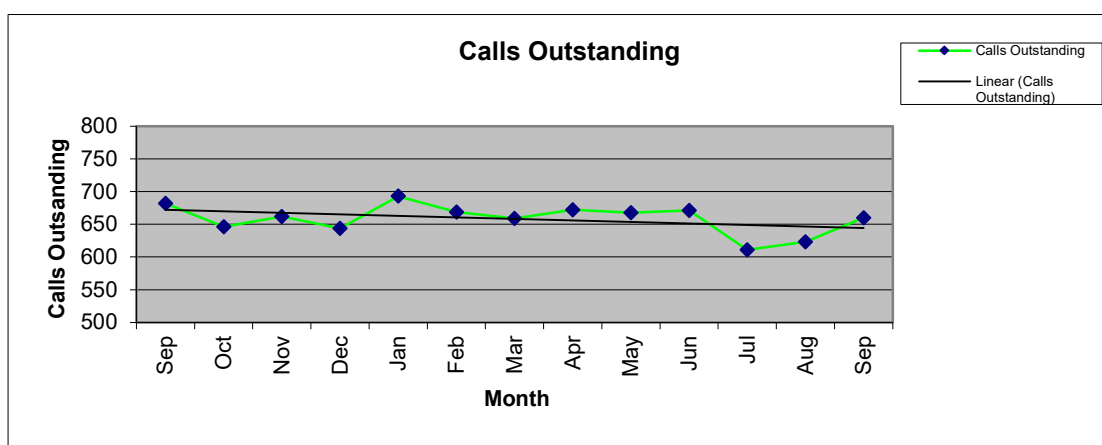
Again whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:
- Total number of outstanding calls, has remained high over the past year, although a slow downward trend can be seen.
- The majority of outstanding calls are Service Requests rather than incidents.

- Reducing the number of outstanding calls is likely to take some time and 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
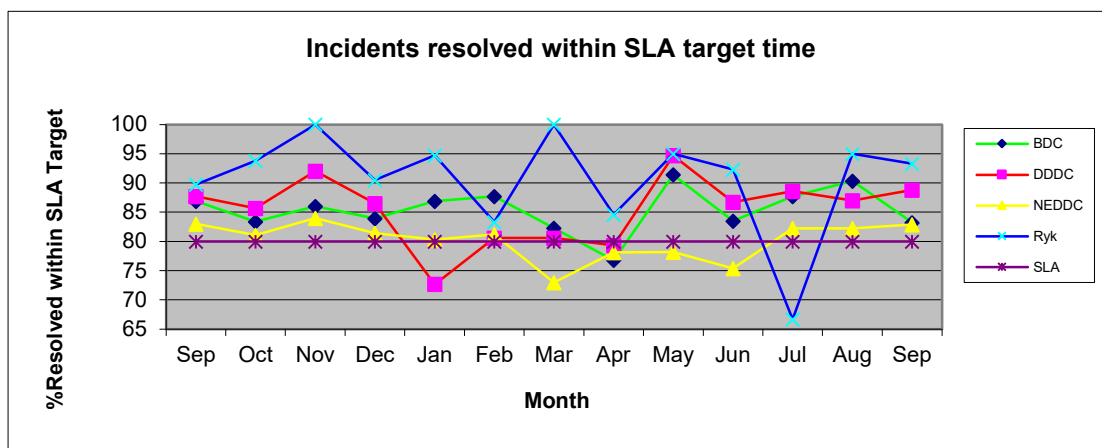
Key points to note:
- Over the 3 month period the service level target of 80% of incidents and service requests being resolved within fix time was achieved at all sites, except for Rykneld homes which failed in July.

2.1.4 Incidents resolved on 1st Contact

Key points to note:
- First time fix SLA target exceeded at all authorities over the last 3 months.

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.

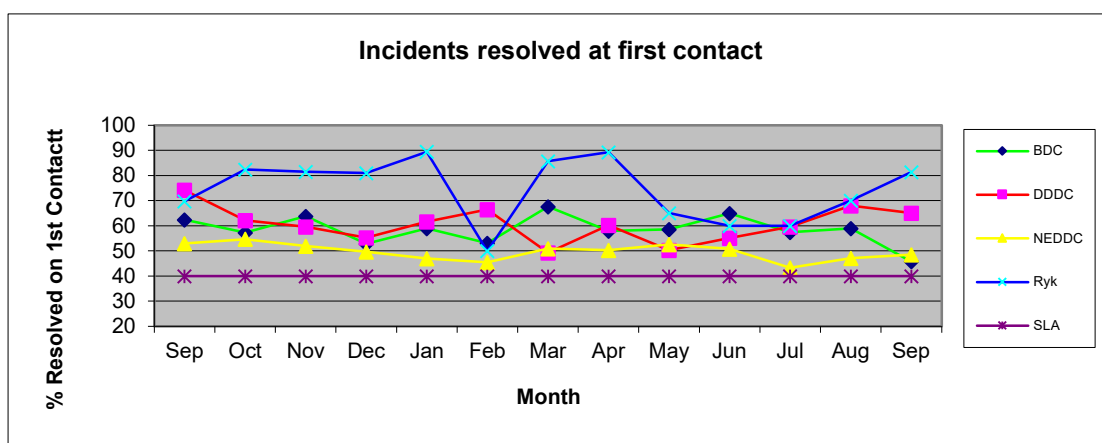In both cases staff are assigned to work on the incident immediately and ICT management are informed automatically.

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:

	July	August	September	**Q2 21-22 Total**
Priority 1	0	0	0	**0**
Priority 2	7	9	6	**22**
Total	**7**	**9**	**6**	**22**

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.
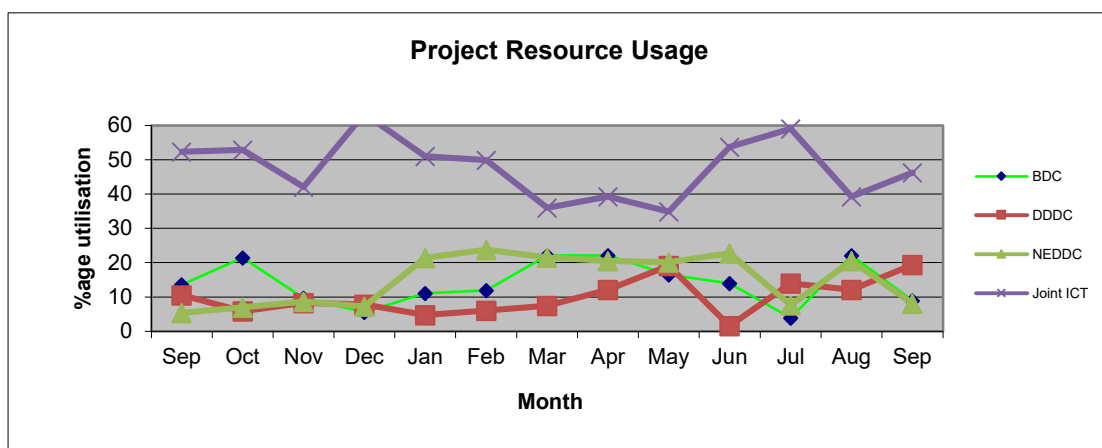
Key points to note are:
- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges.
- Percentage time spent on projects was on average, just under target at 34% over the last quarter, but on target for the 12-month Period.

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:
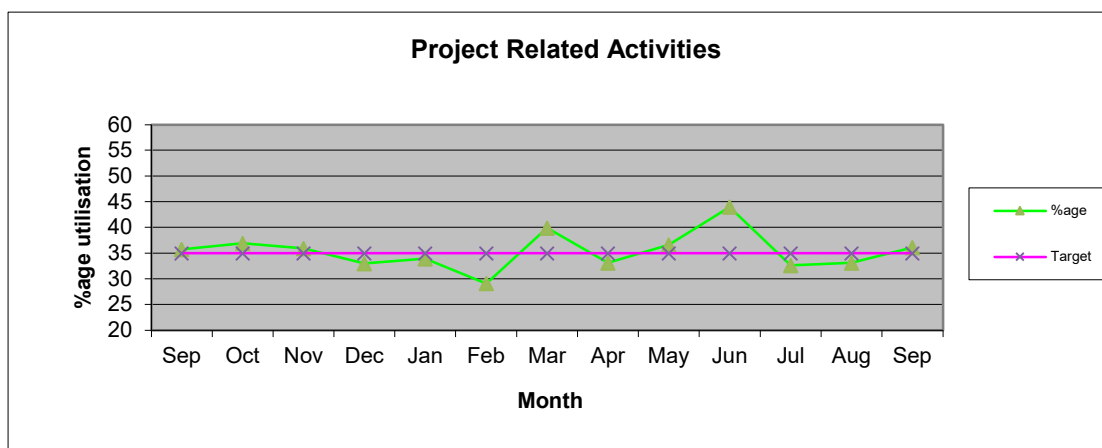
2.3   Projects

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 mobile repairs, 50 iPad deployed using Mobile device management.
- Jontek upgrade to Housing Care line equipment

2.2.2 Derbyshire Dales

- Several major business application upgrades
- Modern.gov implementation – in progress.
- DDDC external Website design and build – in progress
- Server and Storage refresh
- Agresso financials software SaaS migration

2.2.3 NEDDC

- Several major business application upgrades
- New intranet

2.2.4 **Strategic Alliance**

- Sip migration – scheduled
- Freedom of information development

2.2.5 **Joint ICT Service**

- Microsoft / Office 365 discovery –
    - Environmental Health trail complete.
    - BDC / NEDDC Officer roll-out timetable in progress Nov-March
    - DDDC environment build January.
- NCC Cyber Security work – in progress
- Public Services Network accreditation - Cyber Security work ongoing.
- Major SQL database upgrades
- Server 2012 Decommission.
- Hypervisor Upgrades

3.1 Joint ICT Service Budget – Q4 out turn (Period 1-12) 2021-2022

2022-23 Periods 4-6

Group		Full Budget	Budget YTD	Actual YTD	Variance
1****	Employees	1,059,118	529,773	503075	-26,698
3****	Transport	5,000	2,506	134	-2,372
4***	Services	268,315	134,421	116,854	-17,567
8***	Depreciation	720	180	120	-60
9***	Income	-19,800	-9,900	-9,900	0
Y/E Finance adjustments					
	Total	**1,313,353**	**656,980**	**610,283**	**-46,697**

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 September.

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.

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

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

7.   Service Development

- AD-ICT post appointed. Restructuring now in progress.
- NEDDC and BDC Members ICT support now transferred to Joint ICT service.
- Recruitment to vacant post in progress.
- The recruitment of additional temporary resource in progress to assist with the Microsoft 365 roll-out.

APPENDIX 1

Calls Raised by partner

No. Calls (0–1600) by Month (Sep–Sep)

Legend: BDC, DDDC, NEDDC, Rykneld, Total

Calls Raised by type

No. Calls (0–1200) by Month (Sep–Sep)

Legend: Incidents, Service Requests, Change Requests

Calls Outstanding

Calls Outsanding (500–800) by Month (Sep–Sep)
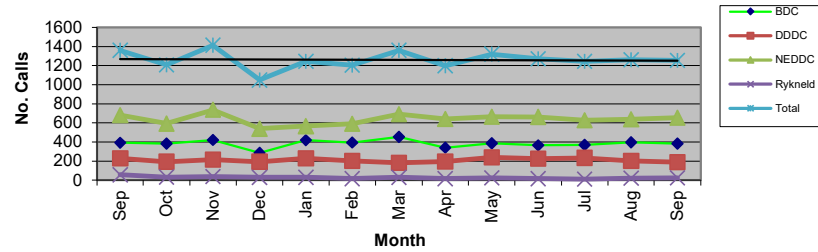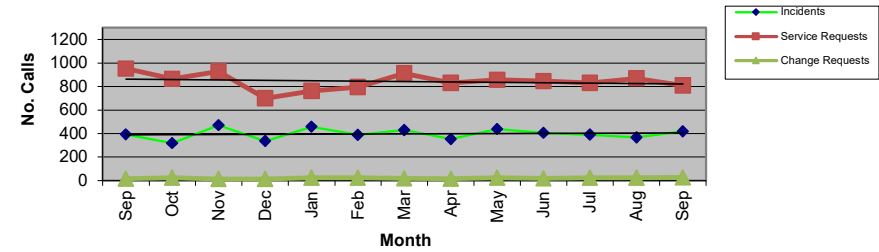
Legend: Calls Outstanding, Linear (Calls Outstanding)
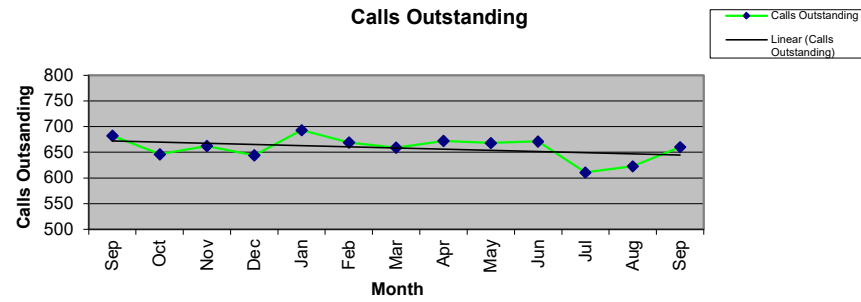
Calls Outstanding by Category

No. Incidents (0–400) by Month (Sep–Sep)

Legend: Incidents, Service Requests, Change Requests

Incidents resolved within SLA target time

%Resolved within SLA Target (65–100) by Month (Sep–Sep)

Legend: BDC, DDDC, NEDDC, Ryk, SLA
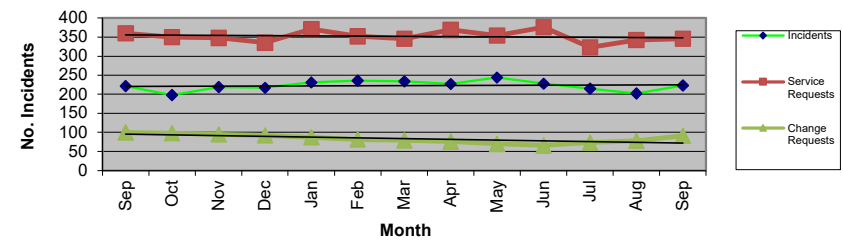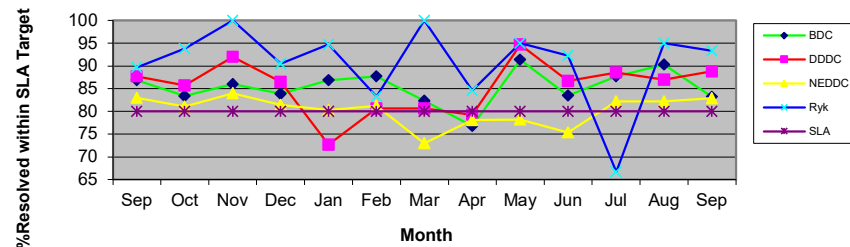
Project Resource Usage

%age utilisation (0–60) by Month (Sep–Sep)

Legend: BDC, DDDC, NEDDC, Joint ICT

Incidents resolved at first contact

Project Related Activities
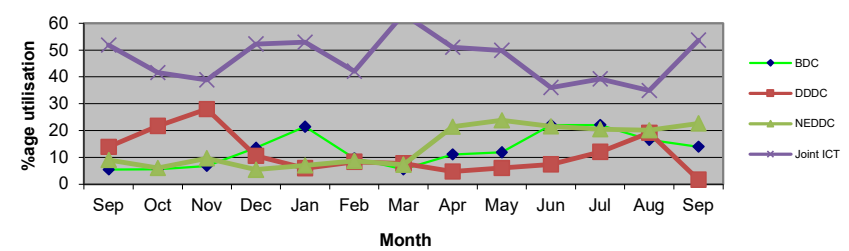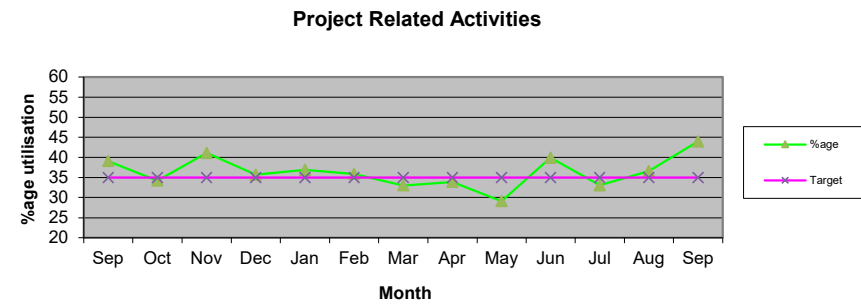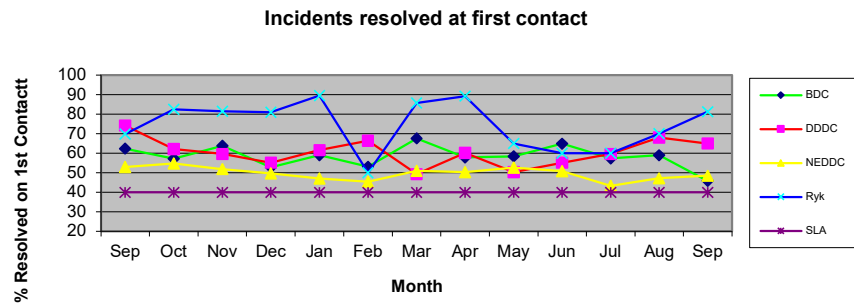
Appendix 2 - Joint ICT programme of work

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	STO Lead	Proj Man	Team	Target Start	Target End	BDT and Infrastructure Resource			
												Orig Est	Rev Est	Act Days	% Comp
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 commencing mobile work, Online Applications UAT. Electrical certificates & Gas Servicing. Ipads on MDM.	03/11/22	Amber	DA	DA	IN	1/4/18	30/4/23	40.0	180.0	162.7	90%
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.	16/09/22	Amber	CP		IN	1/4/21	30/4/22			15.6	
BD21_12	Comino-Civica Digital 360 upgrade	Upgrade to the Revs & Bens Document Management and workflow applciation.	Implementing	Live upgraded. Issues with duplicate documents & slow indexing. Wating to be patched from 30.2 to 30.3 to resolve indexing speed.	29/06/22	Green	NA	DA	IN	20/4/21	31/12/22	15.0		12.8	85%
BD22_01	Pleasley Vale Activity Booking	Create an online booking and payment system for activities at PV	Awaiting closure	System live and used during school holidays. Project closure needed	23/09/22	Red	KOG	HB	PD	4/2/22	29/4/22	26.0		28.5	110%
BD22_02	**Change Request 2022-23 - Infrastructure**		Implementing		23/09/22	Green	NA		IN	1/4/22	31/3/23	14.0		9.6	69%
BD22_03	**Change Request 2022-23 - Projects and Development**		Implementing		23/09/22	Green	KOG		PD	1/4/22	31/3/23	78.0		41.1	53%
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	23/09/22	Green	KOG		PD	1/4/22	31/3/23	25.0		1.7	7%
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	5.0		0.0	0%
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.	06/07/22	Green	PW	NA	IN	1/4/19	31/12/22	25.0	30.0	24.7	82%

ID	Name	Description	Status	Comments	Date	RAG				Start	End					%
DD20_06	AIM v13 Upgrade and PPM module	Council's Income Management system upgrade - continue support	Implementing	Go Live data 30/06/22 - 01/07/22. Some minor issues noted and agreed to be carried forward to LIVE. However, no major showstoppers and system will transition from onsite to cloud commencing evening of 29th when old system shut down.	29/06/22	Green	PF	SW	IN	1/9/20	31/12/22	20.0			23.9	120%
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.	Closed	Project Closed. Closure report produced.	06/07/22	Amber	TB	TB	IN	1/9/21	31/3/22	7.0			4.8	68%
DD22_01	Info@work 5.31 Upgrade	Upgrade to the Corporate document management applications.	Implementing	Work scheduled Nov	29/09/22	Green	TB	RG	IN						0.0	
DD22_02	Change Request 2021-22 - Infrastructure				23/09/22	Green	NA		IN	1/4/22	31/3/23	32.0			19.2	60%
DD22_03	Change Request 2021-22 - Projects and Development				23/09/22	Green	KOG		PD	1/4/22	31/3/23	7.0			3.9	56%
DD22_04	Modern.gov implementation	To replace current Trove committee minute system and Members Portal	Implementing	System in use. Outstanding issues with Corporate services	29/06/22	Green	NA	SW	IN	1/4/22	31/5/22	5.0			8.1	161%
DD22_05	New DDDC Website	Full re-write of DDDC website to improve usability and accessibility	Implementing	Work has started on agreed structure.	23/09/22	Green	KOG	BH	PD	23/5/22	24/2/23	70.0			32.0	46%
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	40.0				0%
DD2_07	Agresso Cloud Migration	The finance system Agresso is being moved to a SaaS solution.	Awaiting project brief	Project brief awaiting estimates and approval				RG	IN							
	3. North East Derbyshire															
NE20_01	RHL_MiCollab	Rykneld Homes Telephony application rollout	Cancelled	PROJECT Cancelled	19/02/21	Amber		SH	IN	6/2/20	15/4/20	66.0			2.7	4%
NE20_08	Capita AIM v13	Council's Income Management system upgrade - continue support	Awaiting closure	Upgrade went ahead in May. Still a few outstanding actions and closure report required	30/09/22	Green		PL	IN	2/11/20	1/7/22	7.0			36.3	518%
NE21_01	Killamarsh Leisure Centre	Technology to Enable NEDDC to manage the Killamarsh Leisure Centre	Implementing	All equipment installed and running for live date.	30/10/22	Green	CP	CP	IN	1/2/21	22/10/22	16.0			16.4	102%

ID	Project	Description	Status	Update	Date	RAG				Start	End	Budget		Actual	%
NE21_07	CCTD Website	Create a website for the Clay Cross Town Development project	Closed		27/07/22	Amber	KOG	BH	PD	15/11/21	18/3/22	35.0		35.1	100%
NE22_01	Info@work 5.31 Upgrade	Upgrade to the Document Management system used by Revenues & Benefits team.	Scope and planning	Still Testing test upgrade. Look to move SQL. Upgrade during consultancy training.	29/09/22	Green	NA	RG	IN					18.3	
NE22_02	CGBC Infrastructure	Coney Green Infrastructure refresh. Move to Sip telephony / Network refresh, UPS and server	On hold	PB Approved, awaiting budgets from Business Centre. No response regarding upgrades from	30/09/22	Green	NA	SH	IN	1/4/22	1/9/22			0.0	
NE22_03	Change Request 2021-22 - Infrastructure		Implementing		23/09/22	Green	NA		IN	1/4/22	31/3/23	22.0		7.9	36%
NE22_04	Change Request 2021-22 - Projects & Development		Implementing		23/09/22	Green	KOG		PD	1/4/22	31/3/23	60.0		20.5	34%
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	Waiting for copy of agreed schedule from GeoPlace	23/09/22	Green	KOG	CB	PD	1/4/22	31/3/23	25.0		1.5	6%
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	32.0		0.0	0%
	4. Joint service														
JI18_04	**Server 2008 Upgrades**		2 - implementing	Agresso & Info@work scheduled & extended support.	02/10/22	Red				1/6/18	31/12/19	0.0		0.0	
	See SA18_04 for Strategic Alliance					Green									
	See DD18_04 for Derbyshire Dales					Green									
JI18_13	Active Directory & GPO Review	Work on the cofiguration of Microsoft domain required before moving to Microsoft 365	Implementing	Environmental health users are able to be synced with Azure AD for M365 pilot testing to continue for BDC and NEDDC. Continuing work on structure and attributes at all 3 sites, prioritising NEDDC, BDC and shared AD to assist with M365 rolout project.	21/09/22	Green	TB	MG	IN	1/3/21	31/3/23	200.0		18.9	9%
JI20_04	**Coronavirus work**	Non-specific/otherwise uncategorised work for COVID-19 reponse	Closed		26/01/22	Green		NA	IN	15/3/20	NA	50.0	100.0	106.0	106%
JI20_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	1/720	31/12/22	17.0		10.2	60%

ID	Project	Description	Status	Detail	Date	RAG				Start	End		Budget		Actual	%
JI20_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.	Awaiting closure	Project closure needed	22/09/22	Red	KOG	BH	PD	1/11/20	31/5/21		40.0		8.8	22%
JI20_18	Disaster Recovery Testing 2020	Audit require us to test our Disaster Recovery procedures, yearly with user testing to be include biannually.	Closed	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		35.0		23.9	68%
JI20_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. 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		55.0		14.7	27%
JI21_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	Green	DA		IN	4/1/21	12/7/22		70.0		49.8	71%
JI21_04	Idox Oracle 19c Upgrades	Application upgrade used by Planning / Enviromental Health - maintain supported version	Awaiting closure	Complete	22/01/22	Green	DA	RS	IN	1/5/21	30/6/21		20.0		9.2	46%
JI21_09	Microsoft 365 implementation and rollout	Implementation and rollout of Microsoft 365. Split into 5/6 sub projects.	Implementing	Env Health trialed. Training plan developed. Rollout to BDC & NEDDC Officers in progress.	30/10/22	Green	TB	NA	IN	1/11/21	1/11/22		300.0		108.0	36%
JI21_10	NCC Audit Remediation	Remediation plans for Cyber Secuirty	Implementing	Remediation plan completed, progressing through plan.	30/10/22	Green	SH	SH	IN	1/6/21	31/3/23		230.0		12.9	6%
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	Green	NA	LT	IN	7/10/21	30/6/22		246.0		161.1	65%
JI22_01	Immutable & Off Network Backups		Implementing	Linux hardened repositories are now live for immutable backup storage, and have been in use for over a month without issue. Virtual tape libraries decommisioned. tape	30/10/22	Green	NA	TB	IN	10/1/22	31/3/22		30.0		19.9	66%
JI22_03	Change Request 2022-23 - Infrastructure		Implementing		23/09/22	Green	NA		IN	1/4/22	30/3/23		65.0		20.0	31%
JI22_04	Change Request 2022-23 - Projects and Development		Implementing		23/922	Green	KOG		PD	1/4/22	30/3/23		8.0		5.9	74%

ID	Name	Description	Status	Notes	Date	RAG			Type	Start	End				%
JI22_05	IE11 Decommission	IE11 is not support 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.	16/09/22	Green	CP		IN	4/4/22	31/7/22	7.0		5.2	74%
JI22_06	Horizon 8 Upgrade	Upgrade to the virutal desktops software.	Implementing	All pre-requisite work done. DDDC upgraded to latest Horizon 8 + DEM (2206). NEDDC and BDC Horizon 8 work scheduled. MJR + SD working on removing iGELs from service. iGels and older clients do work with Horizon 8. To-Do: Final upgrade on NEDDC and BDC. Cleanup work. Fault-find CBC access issues on new connection servers.	26/10/22	Green	NA	MG	IN	10/5/22	31/09/2022	51.0		12.7	25%
JI22_07	Idox DMS 5.2 Upgrades	Upgrades to the document management system used by Planning Enviromental Health and estates, to maintain support and provide support for M365 office applications	Scope and planning	Test completed, live being scheduled	30/10/22	Green	LT	RS	IN		31/3/23	3.0		0.0	0%
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	Green	LT	RS	IN	27/7/22	28/9/22	3.0		1.1	37%
JI22_09	Trend Replacement	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	47.0		20.2	43%
JI22_10	Capita Revenues Ingres 11.2	Revenues and Benefits system database upgrades required to maintain support and functionality.	Implementing	Test clones in progress. Upgrade to test in progress.	30/10/22	Green	DA	DA	IN	1/8/22	31/12/22	20.0		0.0	0%
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		RG	IN		1/10/23				
JI22_12	Pioneer House UPS Replacement 22-23	The Uniterupted Power Supply which is used by all three authroties needs replacing.	Implementing	Approved.	01/11/22	Green	TB	TB	IN	1/11/22	21/1/23	5.0			
5. Strategic Alliance															
SA19_13	Env Health User Account Rationalisation	Improved ways of working for Enviromental Health.	On hold	29/40 Machines built and in use.Delayed due to Covid work. No more progress made. Awating users to be in the office on a regular basis.	06/07/22	Amber		HH	SD	13/12/18	28/3/21	17.0		5.4	32%

ID	Project	Description	Status	Notes	Date	RAG				Start	End					%
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		11.0	25.0	22.3	89%
SA20_04	Webchat and Multimedia CCM	Webchat to allow customers to contact Customer services via the counicl website	Awaiting closure	Live at both sites	29/06/22	Red		SH	IN	1/8/20	28/2/23		34.0		63.5	187%
SA20_06	Enterprise Vault Phase Out	Decommision of Email Archiving software no longer required.	Closed	Complete	07/06/22	Amber	TB	SW	IN	1/2/20	31/4/21		6.5		13.2	203%
SA20_07	Kyocera MFD Deployment	New Multifunctional Device contract. Reduced costs.	Closed	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		20.0	30.0	26.4	88%
SA18_03	Transformation programme work	All work required of PDM for the Ttransformation Programme, Leadership Academy, Digital Strategy etc, which isn't registered as another, specific project	Closed	To be removed as a project. Following transformation autid outcomes, digital transformation work to be recorded as CRs or individual projects	27/07/22	Green		KOG	PD	19/3/18	31/3/22		40.0	120.0	80.8	67%
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	Implementing	Was on hold from Sep 2021 to August 2022. NEDDC project underway again - with users for entering exisying bookings into new system	20/09/22	Amber		KOG	PD	9/11/20	1/12/22		28.0	48.0	48.2	100%
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		3.0		0.0	0%
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. Order placed. Awaiting start dates. LIM server upgrade completed 20/7/22	23/09/22	Green	KOG	KOG	PD						0.8	
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	26.0		11.2	43%

ID	Name	Description	Status	Comment	Date	RAG				Start	End		Budget		Actual	%
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	Awaiting closure	Awaiting project closure	23/09/22	Amber	KOG		PD	7/10/21	31/5/22		15.0		11.9	79%
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		5.0	20.0	50.2	251%
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	Project canned	27/07/22	Green	KOG	KOG	PD	1/1/22			104.0		3.9	4%
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. Has been held up by issues at other authorities. Account meeting required	23/09/22	Green	KOG	KOG	PD						1.5	
SA22_03	Change Request 2022-23 - Infrastructure		Implementing		23/09/22	Amber	NA		IN	1/4/22	31/3/23		10.0		9.8	98%
SA22_04	Change Request 2022-23 - Projects & Development		Implementing		23/09/22	Green	KOG		PD	1/4/22	31/3/23		110.0		44.1	40%
SA22_05	Granicus Duplicate Customer Merging	Linking Self Service profiles with Contact Centre records to create one profile/account	Implementing	Project brief approved. Work started	23/09/22	Green	KOG	VG	PD	1/6/22	1/6/23		25.0		1.9	8%
SA22_06	Openreach Analogue switch off		On hold	Meeting set with Daisy regarding audit of all anologue lines. Not started yet. SIP migration underway (separate project)	16/09/22	Green	CP		IN	1/3/22	31/3/25		30.0		0.7	2%

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 bandwith and addiitonal IP addresses at reduced costs.
SIP Migration of ISDN lines	01/02/2023	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	01/02/2023	31/03/2023	2,000	2,000	2,000	2,000		22-23		R		Migration to one connection from three - Full year
			2,000	17,000	2,000	2,000						
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: 30th September 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.	• Reduced service whilst resources are diverted to impacted authority	4x4= 16	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. All authorities have Business Continuity plans in place which identify key risks and mitigation.	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

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
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	Assistant Director - ICT
14	Additional resource requirements due 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 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

Appendix 4 - Joint ICT Service Area RISK REGISTER as at: 30ᵗʰ September 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