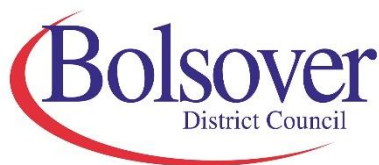


# Public Document Pack



**North East  
Derbyshire**  
District Council

Our Ref: AB/AJD  
Contact: Asher Bond  
Tel: 01246 217375  
Email: [asher.bond@ne-derbyshire.gov.uk](mailto:asher.bond@ne-derbyshire.gov.uk)  
Date: Tuesday, 18 July 2023

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

Please attend a meeting of the Joint ICT Committee to be held on **Wednesday, 26 July 2023 at Derbyshire Dales District Council, Town Hall, Bank Road, Matlock, DE4 3NN at 2.00 pm.**

Yours sincerely

**Assistant Director of Governance & Monitoring Officer**

<b><u>Members of the Committee</u></b>	
Councillor J Barry Councillor J Birkin Councillor S Reed Councillor D Bennett Councillor S Fritchley (Chair) Councillor C Moesby Councillor D Hughes Councillor D Chapman Councillor L Peacock	North East Derbyshire District Council North East Derbyshire District Council North East Derbyshire District Council Bolsover District Council Bolsover District Council Bolsover District Council Derbyshire Dales District Council Derbyshire Dales District Council Derbyshire Dales District Council

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

## **A G E N D A**

### **1 Appointment of Chair**

To appoint the Chair of the Joint ICT Committee for the 2023-24 Municipal Year.

### **2 Appointment of Vice Chair**

To appoint the Vice Chair of the Joint ICT Committee for the 2023-24 Municipal Year.

### **3 Apologies for Absence**

### **4 Minutes of Last Meeting (Pages 4 - 5)**

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 6 February 2023.

### **5 Appointment of Secretary of the Joint ICT Committee**

To appoint a Secretary of the Joint ICT Committee for the 2023-24 Municipal Year.

### **6 Appointment of Treasurer for the Joint ICT Committee**

To appoint a Treasurer of the Joint ICT Committee for the 2023-24 Municipal Year.

### **7 Appointment of Auditor for the Joint ICT Committee**

To appoint an Auditor of the Joint ICT Committee for the 2023-24 Municipal Year.

### **8 An Introduction and Overview of the Joint ICT Service**

### **9 Quarterly Service Update - Qtr 4 2022/23 and Qtr 1 2023/24 (January to March & April to June 2023) (Pages 6 - 30)**

### **10 Urgent Business**

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

### **11 Date of Next Meeting**

The next meeting of the Joint ICT Committee will take place on Monday, 2 October 2023 at 2.00 pm.

### **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](mailto: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, 6 FEBRUARY 2023**

#### **Present:**

Councillor Garry Purdy – DDDC (Vice-Chair) (in the Chair)

Councillor Ray Heffer - BDC  
Councillor David Hughes - DDDC  
Councillor Jeremy Kenyon

Councillor Chris Furness - DDDC  
Councillor Jeff Lilley

#### **Also Present:**

Nicki Astle	Assistant Director of ICT
J McLaughlin	Director of Corporate & Customer Services - DDDC
A Maher	Interim Governance Manager
A Bond	Governance Officer

#### **JIC/1 Apologies for Absence**

**8/22-**

**23** Apologies for absence were received from Jayne Dethick, Karen Hanson and Councillor S Fritchley (BDC).

#### **JIC/1 Declarations of Interest**

**9/22-**

**23** There were no interests declared at this meeting.

#### **JIC/2 Notes of Last Meeting**

**0/22-**

**23** RESOLVED – That the notes of the Joint ICT Committee, held on Monday 14 November 2022 be approved as a true and accurate record.

#### **JIC/2 Quarterly Report on the Joint ICT Service (Quarter 3 - October to December 2022)**

**1/22-**

**23** Joint ICT Committee received the report for quarter three on the Joint ICT Service.

Members noted that the total number of outstanding calls had remained high over the past year and that additional resources may be required to manage this increased demand.

Committee heard that there had not been any priority one outages throughout the quarter and that there had been 18 priority two outages.

Members were informed that NEDDC telephony migration to 'SIP' (internet telephone) would provide savings on call costs but would incur some consultancy costs to migrate. Migration of PSN DNS services from three separate connections into one shared connection in February 2023 would save £2000 per authority per year.

Committee received the security report, as contained within the report, and heard that there had been a total of nine security incidents at NEDDC, six at DDDC and four at BDC. It was noted that more sophisticated attacks were being picked up but that this was impacting on resources.

Members gave thanks to the Joint ICT Service for their superb work on the new website for DDDC.

Members discussed the report at length and noted that at this time, Microsoft SharePoint would not be rolled out. Members of the Committee also enquired into what had caused the outages at DDDC and heard that it had been caused by the exchange database. It was also noted that extra staff had been recruited in order to assist with the extra workload as a result of the Microsoft 365 project.

Members discussed the role of the Committee and its function and focus. It was considered that further discussions on this should be held at the next annual meeting.

RESOLVED – That the service report be noted.

**JIC/2**  
**2/22-**  
**23**

**MS 365 Update**

Members received an update on the progress of the Microsoft 365 update. They heard that major outages had minimised the available resources and caused delays on the progress for DDDC. The rollout for staff at NEDDC and BDC should be completed by the end of February.

Members heard that the new systems would be ready for Members after the main induction process following on from the elections in May.

Committee discussed the phased nature of the update to Microsoft 365, the importance of good audio quality for telephony and resilience in the face of cyber-attacks. Members were made aware that appropriate resilience policies were in place but that it would not always be possible to restore all data.

Committee also raised concerns over the reliance on large technology companies.

**JIC/2**  
**3/22-**  
**23**

**Urgent Business**

It was agreed that the next meeting of the Joint ICT Committee would be held at the Offices at DDDC.

## Quarterly Report on the Joint ICT Service (Covering Quarter 4 2022-2023 & Quarter 1 2023-2024) (January to March & April to June 2023) 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.

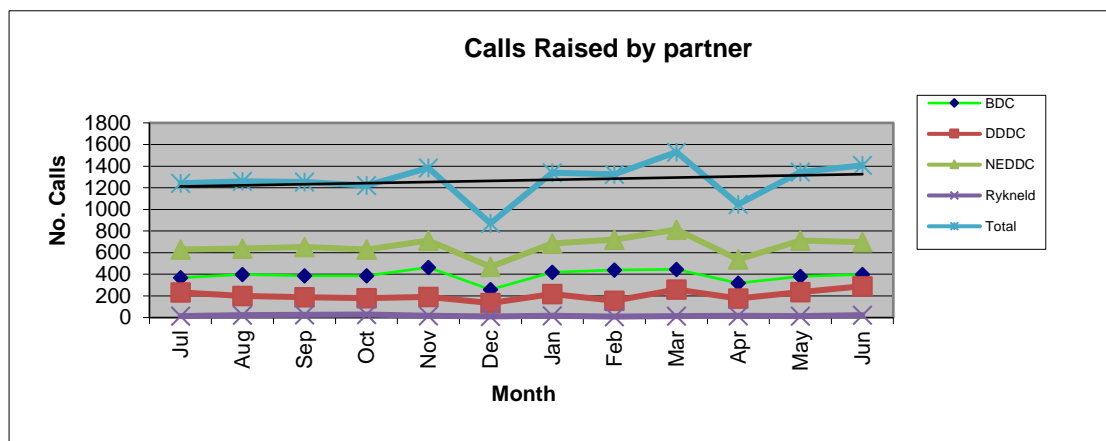
This report covers both Quarter 4 of the financial year 2022-2023 (January to March 2023) and Quarter 1 of the financial year 2023-2024 (April to June 2023).

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

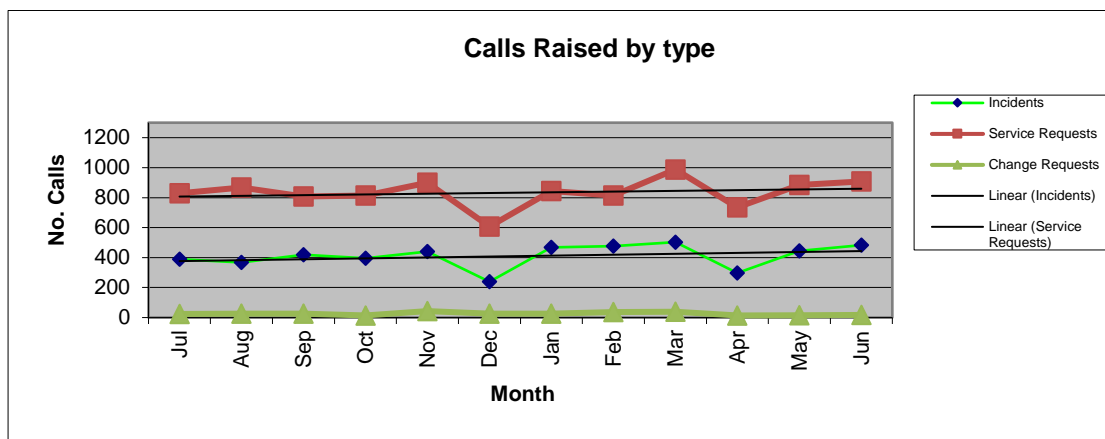
### 2.1 Support

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 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
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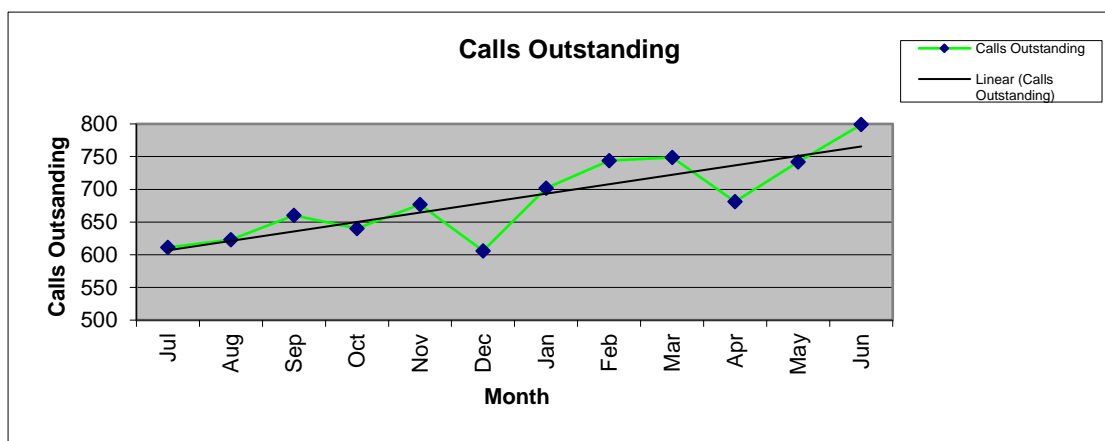


Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk.

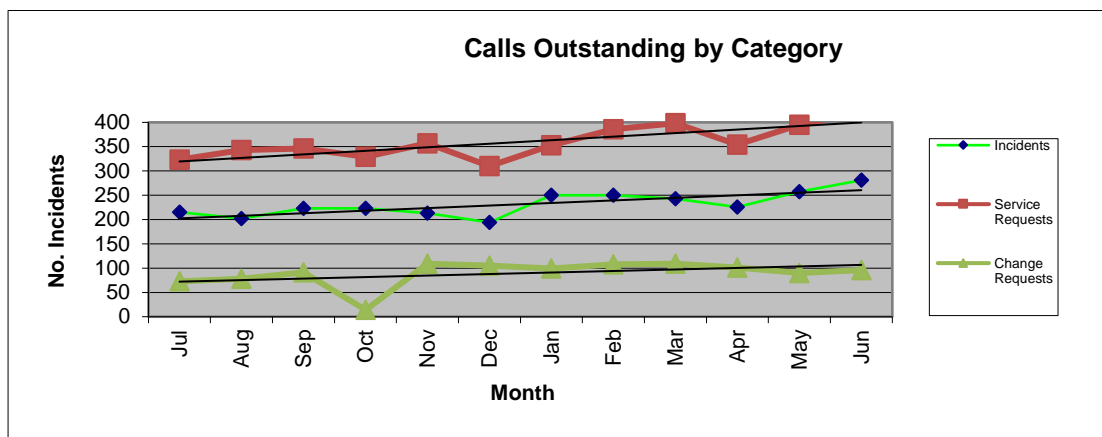
Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last 6 months. These figures are comparable to last year's figures, unlike previous years where the figures were much higher.
- On average the service has received 1270 incidents and service requests per month.
- The majority logged are service requests, rather than incidents.

### 2.1.2 Calls Outstanding



**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
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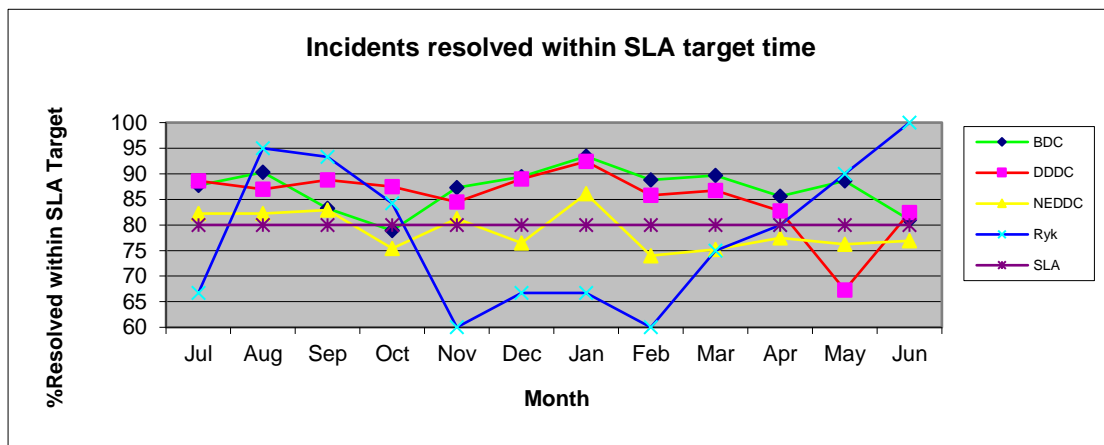
Again, whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls has remained high over the past year.
- Most outstanding calls are Service Requests rather than incidents. Service requests tend to be more complex and often take longer to resolve than incidents. Preventative measures have been put in place to reduce incidents, for example we have over 1850 alerts in place, enabling us to often fix issues before the end user is impacted.
- Reducing the number of outstanding calls is taking some time and has had a negative impact on achieving the SLA. As older calls are resolved there is an increased percentage of calls which fail the SLA.
- To help address this backlog of calls and to provide additional resource for major projects such as the rollout of M365, we have recently created two fixed term temporary posts utilising underspends from previous years budgets. Unfortunately, due to long term and short-term sickness, vacancies, and internal recruitments it may take some time before we see the full benefit of this.
- Despite this, 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

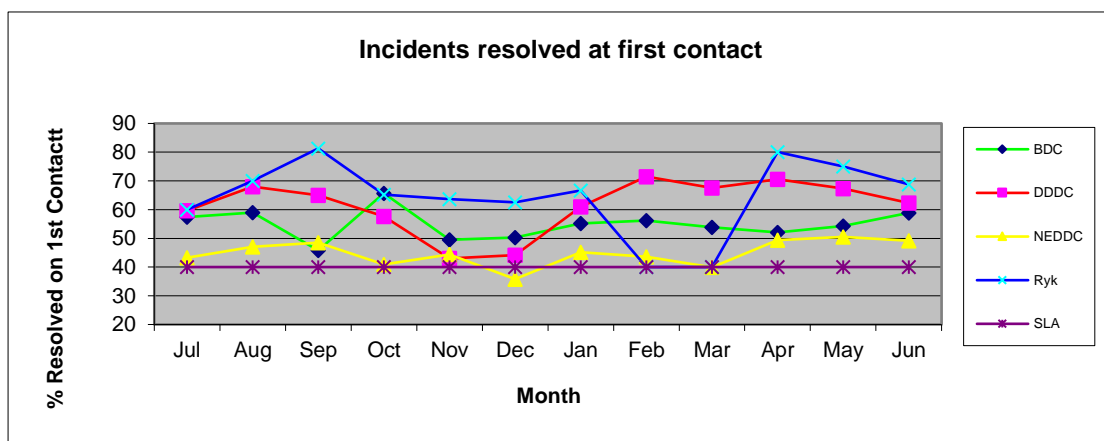
**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
OFFICIAL**



**Key points to note:**

- Over the 6-month period BDC (87%) and DDDC (85%) on average exceeded the SLA of 80% of incidents and service requests being resolved within fix time. However, NEDDC came under the SLA at an average of 79%.
- Investigations into reasons behind the SLA failures have been done, the closure of the outstanding calls is having some impact, we have also implemented additional queue management processes to help monitor the calls.
- To help address this backlog of calls and to provide additional resource for major projects such as the rollout of M365, we have recently created two fixed term temporary posts utilising underspends from previous years budgets. Unfortunately, due to long term and short-term sickness, vacancies, and internal recruitments it may take some time before we see a reduction in outstanding calls.

**2.1.4 Incidents resolved on 1<sup>st</sup> Contact**



**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
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Key points to note:

- First time fix SLA target of 40% of incidents and service requests fixed at first contact was on average exceeded at all authorities over the last 6 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 the last 6 months the breakdown of Priority 1 and Priority 2 incidents was as follows:

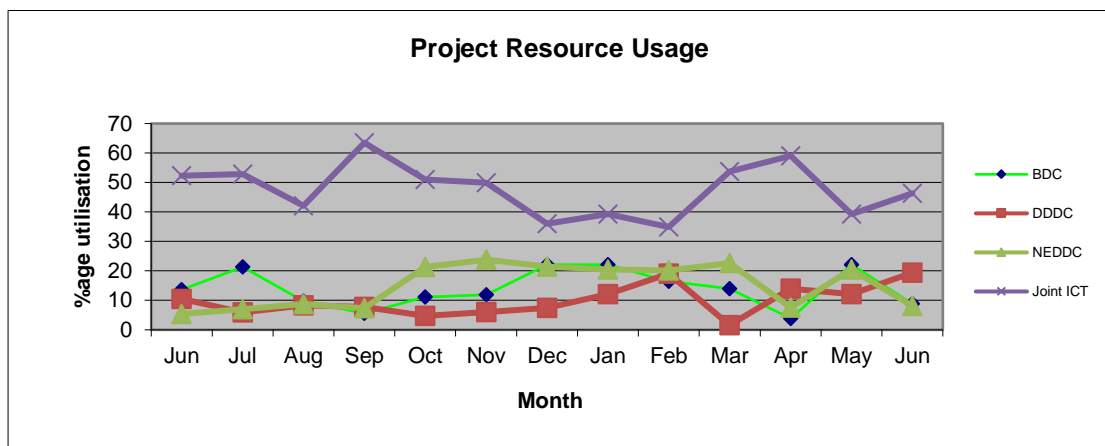
	Jan.	Feb.	March	April	May	June	6 month total
Priority 1	0	0	0	0	0	0	0
Priority 2	12	15	10	9	8	3	57
<b>Total</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>57</b>

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.

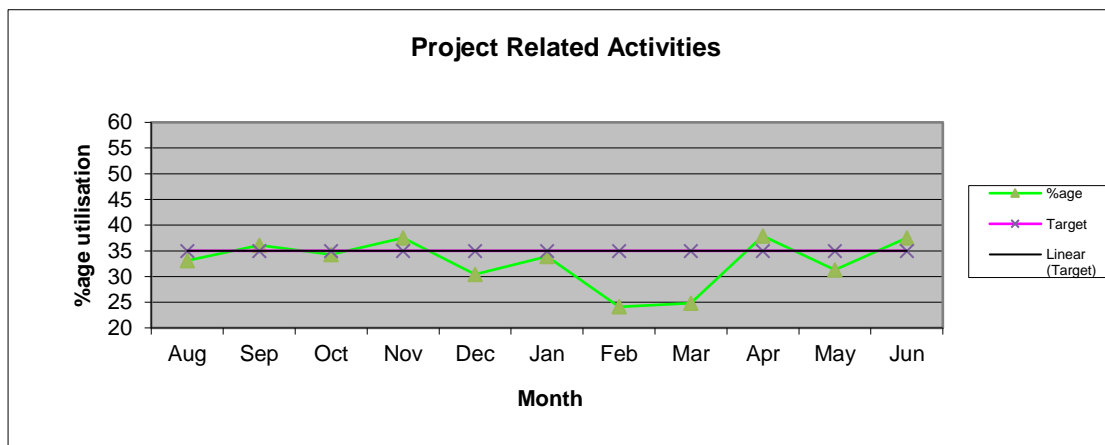
**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
OFFICIAL**



Key points to note are:

- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges and major projects impacting all three authorities.
- Percentage time spent on projects was on average below the 35% target during the last 6 months at 33%.

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 4 2022-2023 & Quarter 1 2023-2024)  
(January to March & April to June 2023)  
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**2.2.2 Derbyshire Dales**

- Planning systems upgrade - Complete
- DDDC external Website design and build – Complete
- Public Wi-fi improvements – complete
- Agresso financials software SaaS migration - Complete
- Server and Storage refresh
- Document Management System Upgrade

**2.2.3 NEDDC**

- Document Management System Upgrade
- Legal Case Management System
- Server and Storage refresh
- New Council Chamber AV

**2.2.4 Strategic Alliance**

- SIP Telephony migration
- Freedom of information development
- Complaints system development

**2.2.5 Joint ICT Service**

- Microsoft 365
  - Teams deployed to all staff.
  - Microsoft Endpoint Manager (mobile device manager) roll out to staff mobile phones and iPads.
  - Member device enrolment project – in progress 50% complete
  - Member device options project – progressing.
    - Mailbox migration to Exchange online
    - New Cloud backup implementation
    - New Cloud Mail filters
- ISDN and ADSL 2025 Switch off
- Cyber Treatment Plan - progressing, £75k DLUHC funding received.
- Public Services Network accreditation - Cyber Security work ongoing.
- Server 2012 Decommission
- New Web Filters
- Defender Endpoint Manager Rollout
- Core Switch refresh

**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
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### **3.1 Joint ICT Service Budget – Q4 out turn (Period 1-12) 2022-2023**

**2022-2023 Periods 1-12**

<b>Group</b>	<b>Full Budget</b>	<b>Budget YTD</b>	<b>Actual YTD</b>	<b>Variance</b>
1**** Employees	1,120,245	1,120,245	1,058,985	-61,260
3**** Transport	5,170	5,170	1052	-4,118
4*** Services	261,637	261,637	234,339	-27,298
8*** Depreciation	0	0	0	0
9*** Income	-19,800	-19,800	-19,800	0
Y/E Finance adjustments				
<b>Total</b>	<b>1,367,252</b>	<b>1,367,252</b>	<b>1,274,576</b>	<b>-92,676</b>

Variations (>£1,000):

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

The proportional underspend of £82,244 has been put into a reserve for the 2023-2024 financial year. Some of this will be used for additional temporary resource to reduce the backlog of work.

### **3.2 Joint ICT Service Budget – Q1 out turn (Period 1-3) 2023-2024**

**2023-2024 Periods 1-3**

<b>Group</b>	<b>Full Budget</b>	<b>Budget YTD</b>	<b>Actual YTD</b>	<b>Variance</b>
1**** Employees	1,169,424	292,356	266,394	-25,962
3**** Transport	5,244	1,311	329	-982
4*** Services	301,320	75,330	60,118	-15,212
8*** Depreciation	0	0	0	0
9*** Income	-19,800	-4,950	0	4,950
Y/E Finance adjustments				
<b>Total</b>	<b>1,456,188</b>	<b>364,047</b>	<b>326,841</b>	<b>-37,206</b>

Variations (>£1,000):

- Employee costs

**Quarterly Report on the Joint ICT Service  
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(January to March & April to June 2023)  
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- Recruitment Delays
- Transport
  - Reduced travel costs due to agile working / fuel recharged throughout the year.
- Services
  - Vacant post and profiling of invoices.
- Income
  - Business/Visitor Centre Income recharged throughout the year.

## **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

Plan can be seen in Appendix 3

## **5. Risk Register**

This risk register focuses on risks within the Joint ICT service, additionally each authority has its own strategic and operational risk registers which ICT contribute to.

Register reviewed and refreshed in June.

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.

<b>Incident Classification</b>	<b>BDC</b>	<b>DDDC</b>	<b>NEDDC</b>
Reportable breaches			
Non reportable breach			
Attempted hack			
3rs Party Cyber Incident		2	1
Advice			5

**Quarterly Report on the Joint ICT Service  
(Covering Quarter 4 2022-2023 & Quarter 1 2023-2024)  
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Reported Phishing Emails	3	2	5
Virus	1	5	10
False positive			
Loss / Theft of device			2
Website vulnerability			
Reported application vulnerability			2
Known Ransomware file extension blocked.	3	3	14
<b>Total</b>	<b>7</b>	<b>12</b>	<b>39</b>

- All Viruses contained.
- Lost Mobiles
- 3<sup>rd</sup> Party Capita Cyber Breach
- Known ransomware files detected and blocked were false positives.
- Phishing training sent out.

## **7. Service Development**

Vacant Servicedesk mobile engineer post recruited awaiting start date.

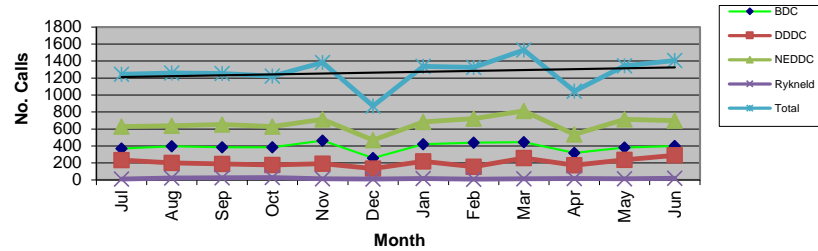
Fixed 12-month Servicedesk post recruited awaiting start date.

Vacant Technology officer post recruitment in progress.

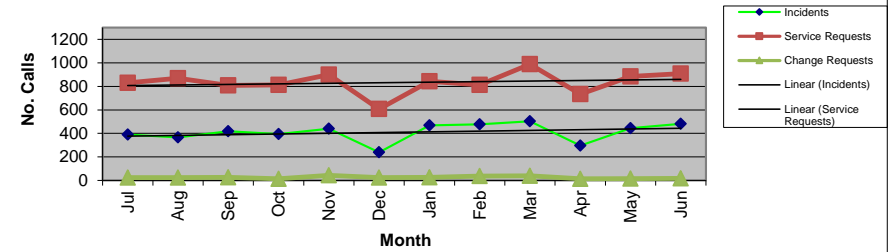
Tech team manager post recruitment in progress.

## APPENDIX 1

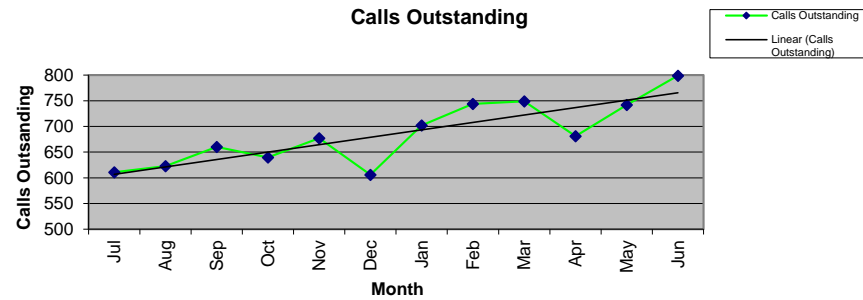
### Calls Raised by partner



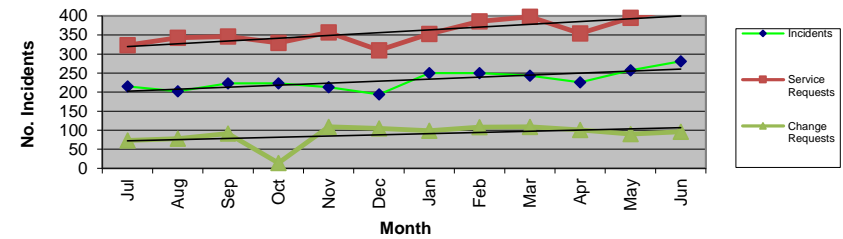
### Calls Raised by type



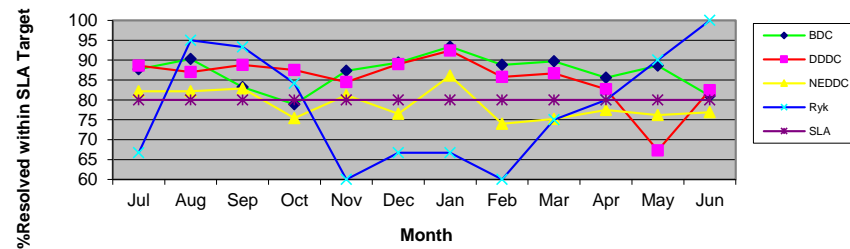
### Calls Outstanding



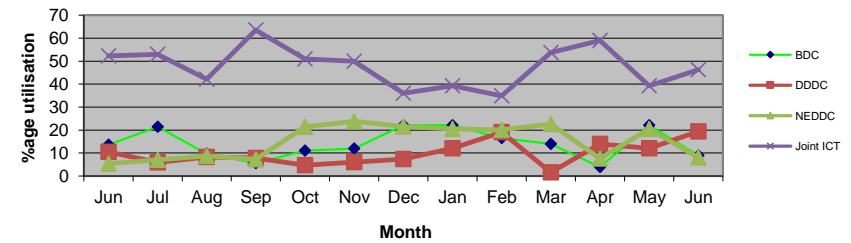
### Calls Outstanding by Category

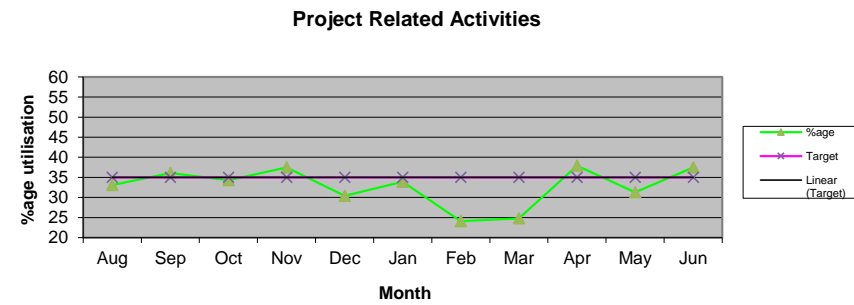
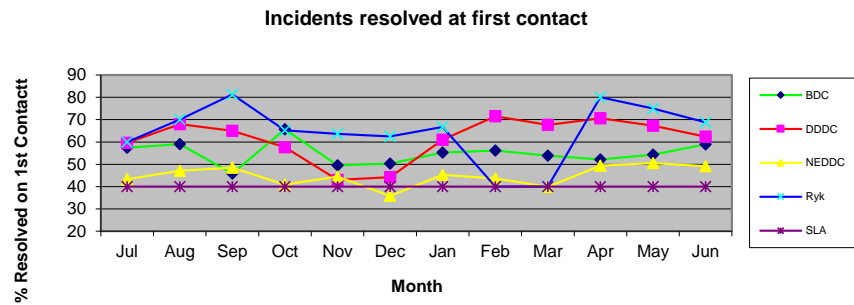


### Incidents resolved within SLA target time



### 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	BDT and Infrastructure Resource			
Start date 01/04/2022												Orig Est	Rev Est	Act Days	% Comp
<b>1. Bolsover</b>															
BD18_01	<a href="#">Capita OPENHousing</a>	Major system replacement of Academy Housing to OpenHousing system.	Implementing	Phase 1 now live. Phase 2 One DD UAT & Training.	23/01/23	Green	DA	DA	IN	1/4/18	30/4/23	40.0	180.0		0%
BD21_02	<a href="#">Jontek DR Relocation</a>	Upgrade to the housing careline system	Implementing	DR move completed. Teleworker phone at site. Follow up meeting with Jontek to be organised by Amy for analogue to digital upgrade. Will check PB to see if this was included or if it needs to be separate so this can be closed.	23/07/07	Amber	CP	CP	IN	1/4/21	30/4/22			20.3	
BD21_11	<a href="#">Business Centre Support</a>		Implementing		24/04/23	Green									
BD21_12	<a href="#">Comino-Civica Digital 360 upgrade</a>	Upgrade to the Revs & Bens Document Management and workflow application.	Implementing	Live upgraded. Issues with duplicate documents & slow indexing. Wating to be patched from 30.2 to 30.3 to resolve indexing speed. With Revs for testing	23/01/23	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	Closed	23/9/22 System live. Closure report completed 16/1/23	16/01/23	Red	KOG	HB	PD	4/2/22	29/4/22	26.0		28.5	110%
BD22_02	Change Request 2022-23 - Infrastructure		Closed	Complete	21/04/23	Red	NA		IN	1/4/22	31/3/23	14.0		14.1	101%
BD22_03	Change Request 2022-23 - Projects and Development		Closed	Complete	21/04/23	Red	KOG		PD	1/4/22	31/3/23	78.0	85.0	104.2	123%
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	Closed	Closed	07.06.23	Green	KOG	CB	PD	1/4/22	31/3/23	25.0		3.6	14%
BD23_01	Change Request 2023-2024 - Infrastructure		Implementing		06/07/23	Green	NA	NA	IN	1/4/23	31/3/24	13.0		3.6	27%
BD23_02	Change Request 2023-2024 - Projects and Development		Implementing		06/07/23	Green	KOG	KOG	PD	1/4/23	31/3/24	74.0		20.7	28%
BD23_03	NLPG Improvement Schedule 2023-2024		Awaiting project brief		21/04/23	Green	KOG	CB	PD	1/4/23	31/3/24				

BD23_04	Dragonfly Requests	Additional Work to migrate Dragonfly.	Implementing		21/04/23	Green	NA	NA	ALL	N/A	N/A			4.6	
BD23_05	Local Land Charges Programme	Migration of Land Charges to HMLRC	Scope and planning	Prep work has started but project brief can't be put together until we have a migration plan from HMLRC. Discovery meeting taking place Sept 2023	06/07/23	Green	KOG	KOG	PD					1.0	
<b>2. Derbyshire Dales</b>															
DD11a	<a href="#">EDRMS</a>	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	<a href="#">Meritec Relationship Management - Inc Whitespace</a>	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	25.0	30.0		0%
DD20_06	<a href="#">AIM v13 Upgrade and PPM module</a>	Council's Income Management system upgrade - continue support	Awaiting closure	Closure Report to follow.Ongoing issues persist but waiting for DDDC resource to test Rel 27, but constrains over staffing there so will complete closure and deal with Rel 27 as an RR	07/07/23	Red	KH	SW	IN	1/9/20	31/12/22	20.0		49.9	250%
DD22_01	<a href="#">Info@work 5.31 Upgrade</a>	Upgrade to the Corporate document management applications.	Implementing	User Testing almost complete. Potential Go-Live dates being discussed for Mid August 2023	07/07/23	Amber	TB	RG	IN	10/8/20	31/8/23	20.0		32.2	161%
DD22_02	Change Request 2021-22 - Infrastructure		Closed	Complete	21/04/23	Green	NA	NA	IN	1/4/22	31/3/23	32.0		41.3	129%
DD22_03	Change Request 2021-22 - Projects and Development		Closed	Complete	21/04/23	Green	KOG	KOG	PD	1/4/22	31/3/23	7.0		8.4	120%
DD22_04	<a href="#">Modern.gov implementation</a>	To replace current Trove committee minute system and Members Portal	Awaiting closure	System in use. Outstanding issues with Corporate services. Will close off and deal with issues separately	07/07/23	Red	NA	SW	IN	1/4/22	31/5/22	5.0		8.1	161%
DD22_05	<a href="#">New DDDC Website</a>	Full re-write of DDDC website to improve usability and accessibility	Closed	Complete	06/06/23	Green	KOG	BH	PD	23/5/22	24/2/23	70.0		71.0	101%
DD22_06	<a href="#">2023 Server &amp; Storage Refresh</a>	Replace the production Server and Storage Hardware as support will end next year.	Awaiting project brief	Project brief awaiting approval	07/07/23	Green	TB	TB	IN	3/10/22	31/09/23	40.0		2.1	5%

DD22_07	<a href="#">Agresso Cloud Migration</a>	The finance system Agresso is being moved to a SaaS solution.	Awaiting closure	Now live in Cloud environment, Project closure required (SW)	07/072023	Amber		RG	IN	4/10/22	31/1/23		30.0		28.2	94%
DD23_01	Change Request 2023-2024 - Infrastructure				07/07/23	Green	NA	NA	IN	1/4/23	31/3/24		33.0		4.0	12%
DD23_02	Change Request 2023-2024 - Projects and Development				07/07/23	Green	KOG	KOG	PD	1/4/23	31/3/24		7.0		0.0	0%
DD23_03	<a href="#">Revenues and LLPG linking</a>	Linking the reveues system with the LLPG to address data quality issues and identify rateable properties	Scope and planning	Initial meetings held. Scope being established	06.07.23	Green	KOG	KOG	PD							
<b>3. North East Derbyshire</b>																
NE20_08	<a href="#">Capita AIM v13</a>	Council's Income Management system upgrade - continue support	Implementing	Still ongoing issues but system is LIVE so may be better to submit closure report and deal with issues separately	06/07/23	Red	DA	SW	IN	2/11/20	1/7/22		7.0		39.2	560%
NE21_01	<a href="#">Killamarsh Leisure Centre</a>	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		16.0		18.8	118%
NE21_05	Business Centre Support		Implementing			Green										
NE22_01	<a href="#">Info@work 5.31 Upgrade</a>	Upgrade to the Document Management system used by Revenues & Benefits team.	Awaiting project brief	Project brief awaiting approval	07/07/23	Amber	TB	RG	IN	3/8/22	30/6/23		20.0		25.5	128%
NE22_02	<a href="#">CGBC Infrastructure</a>	Coney Green Infrastructure refresh. Move to Sip telephony / Network refresh, UPS and server room work.	On hold	Firewall ordered. Scott to progress project when back from leave. PB Approved, awaiting budgets from Business Centre. No response regarding upgrades from business.	23/07/07	Green	NA	SP	IN	1/4/22	1/9/22				0.7	
NE22_03	Change Request 2021-22 - Infrastructure		Closed	Complete	24/04/23	Green	NA		IN	1/4/22	31/3/23		22.0		20.5	93%
NE22_04	Change Request 2021-22 - Projects & Development		Closed	Complete	24/04/23	Red	KOG		PD	1/4/22	31/3/23		60.0		82.7	138%
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	Closed	Project complete	06/06/23	Green	KOG	CB	PD	1/4/22	31/3/23		25.0		4.6	18%

NE22_07	<a href="#">Council Chamber Relocation</a>	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		1.1	3%
NE23_02	<a href="#">NEDDC Joomla! 4 Upgrade</a>	Rebuild website on Joomla! 4	Implementing	NEDDC website due to go live 10/7/23	06.07.23	Green	BH	BH	PD	27/2/23	30/6/23	35.0		31.7	91%
NE23_03	<b>Change Request 2023-2024 - Infrastructure</b>		Implementing		06.07.23	Green	NA	NA	IN	1/4/23	31/3/24	21.0		5.0	24%
NE23_04	<b>Change Request 2023-2024 - Projects and Development</b>		Implementing		06.07.23	Green	KOG	KOG	PD	1/4/23	31/3/24	65.0		19.7	30%
NE23_05	NLPG Improvement Schedule 2023-2024		Awaiting project brief		06.07.23	Green	KOG	CB	PD	1/4/23	31/3/24				
NE23_06	<a href="#">Clay Cross Active - New Leisure Centre Build</a>		Awaiting project brief	Switch quotes obtained. Awaiting info from Chris Mills. Project brief and specification required	25/04/23	Green	CP	JH	IN					0.9	
<b>4. Joint service</b>															
J118_13	<a href="#">Active Directory &amp; GPO Review</a>	Work on the configuration of Microsoft domain required before moving to Microsoft 365	On hold	On hold due to other workload priorities but is required for further progress on some M365 Project threads.	07/07/23	Green	TB	MG	IN	1/3/21	31/3/23	200.0		21.0	10%
J120_13	<a href="#">Disaster Recovery VDI Servers</a>	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	07/07/23	Amber	TB	TB	IN	1/7/20	31/12/22	17.0		10.2	60%
J120_18	<a href="#">Disaster Recovery Testing 2020</a>	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	07/07/23	Amber	TB	TB	IN	1/9/20	1/3/21	35.0		23.9	68%

Ji20_19	<a href="#">Open VPN Review</a>	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. MiCollab issue now resolved so deploying to more end users at NEDDC. BDCHSOovpn pfSense box now being configured.16/02/2023 Both BDC and NEDDC new HSO links are	16/02/23	Amber	LT	LT	IN	1/11/20	31/2/22	55.0		N/A	
Ji21_02	<a href="#">SQL Server Upgrades</a>	SQL databases need to be upgraded or moved to maintain support.	Implementing	BDC - Keyfax with Capita - DA. Icon DBs - PL. DDDC Agresso (extended support) and Info@work in progress - RG. NEDDC - Info@work - RG. AIM - PL, Tranman - RS	23/01/23	Red	DA	DA	IN	4/1/21	12/7/22	70.0		53.9	77%
Ji21_09	<a href="#">Microsoft 365 implementation and rollout</a>	Implementation and rollout of Microsoft 365. Split into 5/6 sub projects.	Implementing	Teams, Office and MDM live at all three authorities. Further threads for other features ongoing. Member rollout in progress.	07/07/23	Amber	TB	NA	IN	1/11/21	1/11/22	300.0		285.4	95%
Ji21_10	<a href="#">NCC Audit Remediation</a>	Remediation plans for Cyber Security	Implementing	Remediation plan completed, progressing through plan. LAPS, krbtgt ticket passwords rotated. 16/02/2023 These are being looked at when resources allow.	23/01/23	Green	LT	LT	IN	1/6/21	31/3/23	230.0		13.1	6%
Ji21_13	<a href="#">PSN Compliance 21-22</a>	Security compliance required to access Public Services Network.	Closed		16/02/23	Amber	NA	LT	IN	7/10/21	30/3/23	246.0		203.5	83%
Ji22_01	<a href="#">Immutable &amp; Off Network Backups</a>	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.	07/07/23	Amber	NA	TB	IN	10/1/22	31/3/22	30.0		19.9	66%
Ji22_03	Change Request 2022-23 - Infrastructure		Closed		21/04/23	Green	NA		IN	1/4/22	30/3/23	65.0		35.6	55%
Ji22_04	Change Request 2022-23 - Projects and Development		Closed		21/04/23	Red	KOG		PD	1/4/22	30/3/23	8.0	14.0	18.2	130%
Ji22_05	<a href="#">IE11 Decommission</a>	IE11 is not support by Microsoft so an alternative is required	Awaiting closure	Closure needs approving.	16/09/22	Green	CP		IN	4/4/22	31/7/22	7.0		5.5	79%
Ji22_06	<a href="#">Horizon 8 Upgrade</a>	Upgrade to the virtual desktops infrastructure.	Awaiting closure	Closure Report done - Awaiting Approval	06/07/23	Amber	NA	MG	IN	10/5/22	31/09/2022	51.0		23.9	47%
Ji22_07	<a href="#">Idox DMS 5.1 Upgrades</a>	Upgrades to the document management system used by Planning Enviromental Health and estates, to maintain support and provide support for M365 office applications	Awaiting closure	Complete	07/07/23	Green	TB	RS	IN		31/3/23	3.0		2.3	77%
Ji22_08	Idox PA 3.4 Live_Test Upgrades. Closure required	Upgrades to the Planning Public access website (public facing) required to maintain support.	Closed	Complete	27.4.23	Amber	TB	RS	IN	27/7/22	28/9/22	3.0		1.1	37%

JI22_09	<a href="#">Trend Replacement28.3</a>	Enhanced web filtering security product.	Implementing	Trend Web Security in testing within ICT 16/02/2023 AzureAD now being used issues raised with vendor	07/07/23	Green	LT	RS	IN	1/4/21	31/12/22	47.0		23.7	50%
JI22_10	<a href="#">Capita Revenues Ingres 11.2</a>	Revenues and Benefits system database upgrades required to maintain support and functionality.	Awaiting closure	NEDDC & DDDC Live on Ingres 11.2. BDC to be scheduled once table archiving completed.	23/01/23	Red	DA	DA	IN	1/8/22	31/12/22	20.0		28.3	142%
JI22_11	<a href="#">Server 2012 Replacement</a>	Servers running Windows 2012 need to be upgraded before support ends in October 2023	Implementing	Spreadsheet detailing the Servers individuals need to upgrade has been produced and individuals have been allocated their tasks. Follow-ups on progress occur at the weekly Tec Team Meetings	07/07/23	Green	LT	RG	IN	3/10/22	10/10/23	120.0		16.2	14%
JI22_12	Pioneer House UPS Replacement 22	The Uniterupted Power Supply which is used by all three authroties needs replacing.	Closed	Project complete	21/04/23	Green	TB	TB	IN	1/11/22	21/1/23	5.0		1.1	22%
JI22_13	Idox TLC 10.2 upgrades	Upgrade of TLC live and Test at BDC and DDDC	Closed	Complete	23/03/23	Green	TB	RS	IN					2.4	
JI23_01	Cyber Security	Ongoing work to ensure protection and resilience against cyber attacks	Implementing	Mobile Endpoint for laptops / Defender for endpoints. PSN certification and remedition. Cyber Treatment Plan.	07/07/23	Green	LT	LT	IN	N/A	N/A			49.1	
JI23_02	Change Request 2023-2024 - Infrastructure		Implementing		06.07.23	Green	NA	NA	IN	1/4/23	31/3/24	48.0		5.4	
JI23_03	Change Request 2023-2024 - Projects and Development		Implementing		06.07.23	Green	KOG	KOG	PD	1/4/23	31/3/24	10.0		2.5	
JI23_04	Projects Admin 2023-2024		Implementing		06.07.23	Green	KOG	KOG	PD	1/4/23	31/3/24	10.0		3.1	
JI23_05	<a href="#">UniMap Web Implementation</a>	Installation of UniMap Web and setup of mapping and constraints for the Idox Uniform systems	Scope and planning	Installation dates set for Aug/Sept 2023. Project brief required. May need seprate project for the setup of mapping and the installation itself.	06.07.23	Green		KOG		2/5/23	1/11/23	49.0		0.6	
5. Strategic Alliance															

SA19_13	<a href="#">Env Health User Account Rationalisation</a>	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. Awaiting users to be in the office on a regular basis.	06/07/22	Amber		HH	SD	13/12/18	28/3/21	17.0		2.6	15%
SA20_01	<a href="#">SIP Migration</a>	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	Issues with current SIP Addresses allocated by Gamma. To be reconfigured by Gamma 19 July. If it goes well, testing and migration will follow. Gamma changes made. Networking for MBGs to be completed and then testing. Supplier awarded work on the	23/07/07	Red	CP	CP	IN	1/1/20	1/1/22	11.0	25.0	25.4	102%
SA20_04	<a href="#">Webchat and Multimedia CCM</a>	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	34.0		63.5	187%
SA20_06	Enterprise Vault Phase Out	Decommission of Email Archiving software no longer required.	Closed	Complete	15/03/23	Amber	TB	SW	IN	1/2/20	31/4/21	6.5		13.2	203%
SA20_07	<a href="#">Kyocera MFD Deployment</a>	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	20.0	30.0	26.4	88%
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	Closed	Complete	05.07.23	Amber	KOG	HB	PD	9/11/20	1/12/22	28.0	55.0	56.0	102%
SA21_07	<a href="#">Ibox EH Mobile Module (On site)</a>	Mobile working module for Uniform so EH officers working on site have full access	Implementing	Testing in progress.	07/07/23	Amber		RS	IN	1/3/21	31/3/23	3.0		0.0	0%
SA21_10	<a href="#">Licensing Connector Self Service Integrations</a>	Integration of Ibox 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	All ready to go live - waiting on EH to confirm	06.07.23	Red	KOG	KOG	PD	1/4/22	1/4/23	5.0	7.5	11.4	152%
SA21_11	<a href="#">LLPG Extract Rewrite</a>	Rewrite of existing reports to C# in order to improve access and efficiency of running and editing	Awaiting closure	New ADO to revisit this project. Close project and start again	06.07.23	Green	KOG	HB	PD	13/12/21	18/2/22	26.0		11.2	43%
SA22	<a href="#">PCI-DSS</a>	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_02	<a href="#">Granicus Real-Time reporting</a>	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 moved to 2024.	06.07.23	Green	KOG	KOG	PD							1.5	
SA22_03	Change Request 2022-23 - Infrastructure		Implementing		21/04/23	Red	NA		IN	1/4/22	31/3/23		15.0			16.1	107%
SA22_04	Change Request 2022-23 - Projects & Development		Implementing		21/04/23	Green	KOG		PD	1/4/22	31/3/23		110.0			89.8	82%
SA22_05	<a href="#">Granicus Duplicate Customer Merging</a>	Linking Self Service profiles with Contact Centre records to create one profile/account	Implementing	Work carried out as/when time allows	06.07.23	Green	KOG	VG	PD	1/6/22	1/6/23		25.0			1.9	8%
SA22_06	<a href="#">Openreach Analogue switch off</a>		On hold	Waiting to sign Daisy contract. Another meeting organised. A few sites have been migrated - Pleasley Vale, Clowne gym, Pleasley ODAC, DDDC wifi. Testing Phoneline+. Will move broadband links to Daisy SOGEA once contract in place. Meeting	23/07/07	Green	CP	SP	IN	1/3/22	31/3/25		30.0			11.3	38%
SA22_08	<a href="#">I drive Review and Audit</a>	Full audit, data cleanse and review of GIS data on I drive	Implementing	Initial review almost complete. Need to review cleansing process.	06.07.23	Green	KOG	JD	PD	14/11/22	14/11/23		104.0			51.2	49%
SA22_09	<a href="#">Accessibility of GovService Forms</a>	Review and amend all online forms to meet Accessibility regulations	Implementing	Work progressing. Silktime shows excellent score however this is deceptive; forms are in iframe which means they can only be tested manually. Working on accessibility as new forms are created.	06.07.23	Green	KOG	KOG	IN	24/11/22	24/11/23		40.0			7.6	19%
SA23_01	Change Request 2023-2024 - Infrastructure		Implementing		06.07.23	Green	NA	NA	IN	1/4/23	31/3/24		11.0			0.3	2%
SA23)02	Change Request 2023-2024 - Projects and Development		Implementing		06.07.23	Green	KOG	KOG	PD	1/4/23	31/3/24		105.0			12.0	11%

Appendix 3 - Cost Saving Plan												
			Potential savings:							Actual		
Activity	Start	End	DDDC	NEDDC	BDC	Joint	Saving	Year	Status	One off/Recurring	saving	Comment
<b>2022-23</b>												
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 additional 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						
<b>2023-24</b>												
SIP Migration of ISDN lines	01/04/2023	31/03/2024		10,000				23-24		R		Move from ISDN to Internet telephony reduced call charges approx - part Yr
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	12,043	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: 30<sup>th</sup> June 2023

### 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"> <li>Reduced service whilst resources are diverted to impacted authority</li> </ul>	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: 30<sup>th</sup> June 2023

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 post Covid with new ways of working more heavily reliant on ICT impacting service delivery / SLA	Increasing number of calls logged and outstanding calls. Greater reliance and demand on ICT than pre-covid. More staff roles requiring access to ICT.	$5 \times 3 = 15$	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: 30<sup>th</sup> June 2023

<b>Risk UID</b>	<b>Risk</b>	<b>Consequences</b>	<b>Gross Risk (Probability x Severity)</b>	<b>Mitigating Actions</b>	<b>Net Risk (Probability x Severity) Taking into Account Current Controls</b>	<b>Risk Owner</b>
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