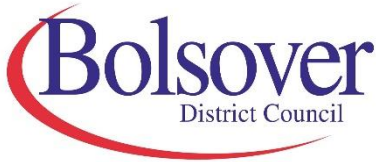


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**North East
Derbyshire**
District Council

Our Ref: NE-H/AJD
Contact: Amy Bryan
Tel: 01246 217391
Email: amy.bryan@ne-derbyshire.gov.uk
Date: Friday, 25 October 2024

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

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 4 November 2024 at 1.00 pm at Derbyshire Dales District Council**, Town Hall, Bank Road, Matlock, DE4 3NN.

Yours sincerely

Assistant Director of Governance & Monitoring Officer

Members of the Committee

Councillor J Barry (Chair)	North East Derbyshire District Council
Councillor J Birkin (Vice-Chair)	North East Derbyshire District Council
Councillor S Reed	North East Derbyshire District Council
Councillor D Bennett	Bolsover District Council
Councillor S Fritchley	Bolsover District Council
Councillor C Moesby	Bolsover District Council
Councillor D Chapman	Derbyshire Dales District Council
Councillor D Hughes	Derbyshire Dales District Council
Councillor D Nash	Derbyshire Dales District Council

For further information about this meeting please contact: Amy Bryan 01246 217391

AGENDA

1 Apologies for Absence

2 Minutes of the Last Meeting (Pages 4 - 6)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 24 June 2024.

3 Joint ICT Quarterly Service Review Report Part 1 (Pages 7 - 14)

Report of the Joint Assistant Director of ICT

4 Exclusion of Public

The Chair to move:-

That the public be excluded from the meeting during the discussion of the following item(s) of business to avoid the disclosure to them of exempt information as defined in Paragraph 3, Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006.

5 Joint ICT Quarterly Service Review Report Part 2 (Pages 15 - 29)

Report of the Joint Assistant Director of ICT

(Paragraph 3)

6 Project Overview and Prioritisation

Verbal Update

(Paragraph 3)

7 Artificial Intelligence / Process Automation and Planning

Verbal Update

(Paragraph 3)

8 Members Devices and Security Restrictions

Verbal Update

(Paragraph 3)

9 Date of Next Meeting

The next meeting of the Joint ICT Committee will take place on Monday, 10 February 2025 at 2.00 pm.

Access for All statement

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- **Phone** - [01246 231111](tel:01246231111)
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- **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, 24 JUNE 2024

Present:

Councillor Jayne Barry (Chair) (in the Chair)

Councillor Joseph Birkin (Vice-Chair)

Councillor David Hughes - DDDC
Duncan Haywood - BDC

Councillor Andy Nash - DDDC
Councillor Steve Fritchley - BDC

Also Present:

Nicki Astle

Assistant Director of ICT

K Hanson

Chief Executive - BDC

J McLaughlin

Director of Corporate & Customer Services - DDDC

N Ellis-Hall

Temporary Senior Governance Officer

JICT/ Appointment of Chair

1/24-

25

RESOLVED – That Councillor Jayne Barry (NEDCC) be appointed Chair of the Joint ICT Committee for the 2024/25 municipal year.

JICT/ Appointment of Vice Chair

2/24-

25

RESOLVED – That Councillor Joseph Birkin (NEDDC) be appointed Vice-Chair of the Joint ICT Committee for the 2024/25 municipal year.

JICT/ Apologies for Absence

3/24-

25

Apologies for absence had been received from Councillor David Bennett (BDC), Councillor David Chapman (DDDC), and Councillor Clive Moesby (BDC). Councillor Duncan Heywood attended in his place.

JICT/ Minutes of the Last Meeting

4/24-

25

RESOLVED – That the Minutes of the Joint ICT Committee, held on 11 April 2024 were noted.

JICT/ Appointment of Secretary of the Joint ICT Committee

5/24-

25

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 2024/25 municipal year.

JICT/ Appointment of Treasurer for the Joint ICT Committee

6/24-

25

RESOLVED -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 2024/25 municipal year.

JICT/ 7/24-25 **Appointment of Auditor for the Joint ICT Committee**

RESOLVED - That the Internal Audit Consortium Manager, Derbyshire Dales District Council, be appointed as Auditor to the Joint ICT Committee for the 2024/25 municipal year.

JICT/ 8/24-25 **Quarterly Report of the Joint ICT Service: Quarter Four, 2023-24 - PART ONE**

Joint Committee received an overview of the Joint ICT Service. This included the roles and purpose of the service as well as SLAs (Service Level Agreements) and an outline of the teams working within the Service.

Members discussed the Joint ICT Service and received information on what the current primary focus of the service was. The Joint ICT Committee also heard that there were a number of projects being undertaken. Members requested clarification on particular areas of work, and how project time was calculated.

Committee also discussed user feedback groups, and issues with ICT across the service. Mitigations were discussed to prevent website attacks, predominantly in NEDCC but would be rolled out across the other areas.

JICT/ 9/24-25 **Exclusion of Public**

RESOLVED – That the public be excluded from the meeting during the discussion of the following item(s) of business to avoid the disclosure to them of exempt information as defined in Part 1 of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

JICT/ 10/24-25 **Quarterly Report of the Joint ICT Service: Quarter Four 2023-24 - PART TWO**

Committee received a quarterly service update report that highlighted Quarter Four of the 2023/24 municipal year.

Members heard that the total number of incidents and service requests had remained stable throughout the period and that the total number of outstanding calls had begun to gradually decrease over the last quarter. In order to help address the backlog of calls and to provide additional resources, two fixed term temporary posts and one part time permanent post had been recruited to.

Joint Committee were informed that over the six-month period, BDC and DDDC on average exceeded the SLA on the number of incidents and service requests being resolved within the fixed time. NEDDC was under the SLA. However, the majority were service requests and not incidents.

Members learned that throughout the period there had been a total of 20 Priority Two outages and 5 Priority One outages.

Joint Committee discussed the report at length. In particular they discussed the

number of issues which had been resolved on first contact, time taken to resolve incidents, issues with the websites, and utilising underspends from previous years' budget to assist with call backlogs and project work.

The Assistant Director of ICT informed Members that she would be discussing the report with Service Managers.

RESOLVED – That the service report be noted.

Introduction to Artificial Intelligence

Committee received a presentation around Artificial Intelligence (AI). This explained what AI entailed, and what it can be used for. Gen AI was discussed, and examples of where AI is used were provided. The benefits and risks of AI was covered and, how AI was being implemented within Joint ICT Service was shared.

Members requested clarification around cost savings in the future. Statistics on customer satisfaction were explored and Members asked for clarification around risks, bias, and discrimination. Additionally, Members discussed how the Council could harness AI for improvements. It was shared that this information would be taken to Service Managers.

Members suggested carrying out an AI Pilot in a controlled environment. Furthermore, Members discussed data control, and the risks around this. Members recommended an impact assessment on AI, exploring the risks, and how to control them. It was highlighted that the Committee could request this to be explored through a piece of work.

Members asked if staff at the Council could use AI on Council equipment, it was confirmed that there was some availability. Examples were provided of where AI was being used by colleagues.

Action – To be discussed at the next meeting.

JICT/ Date of Next Meeting

11/2

4-25

It was agreed that the next meeting of the Joint ICT Committee would be held at Derbyshire Dales District Council on Monday, 4 November 2024 at 1.00pm.

Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 1 & Quarter 2 2024 to 2025)

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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.

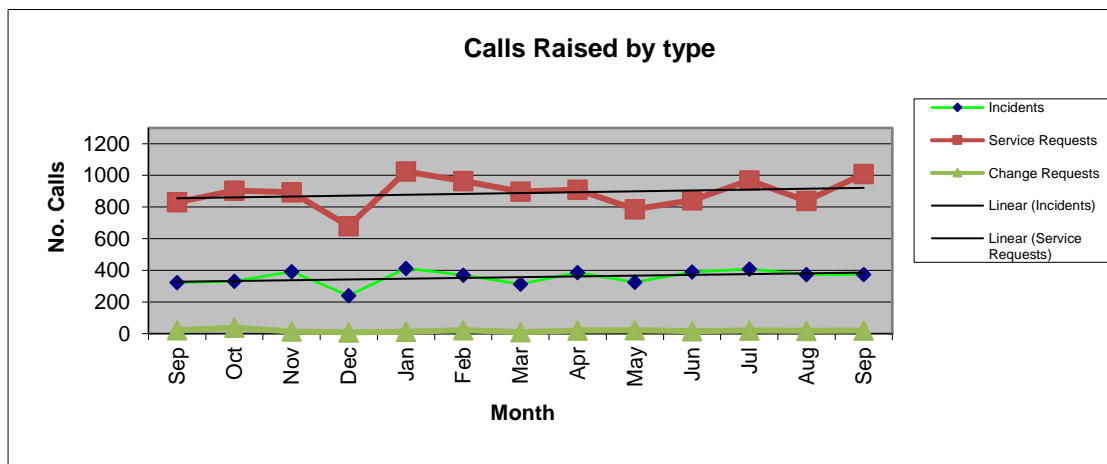
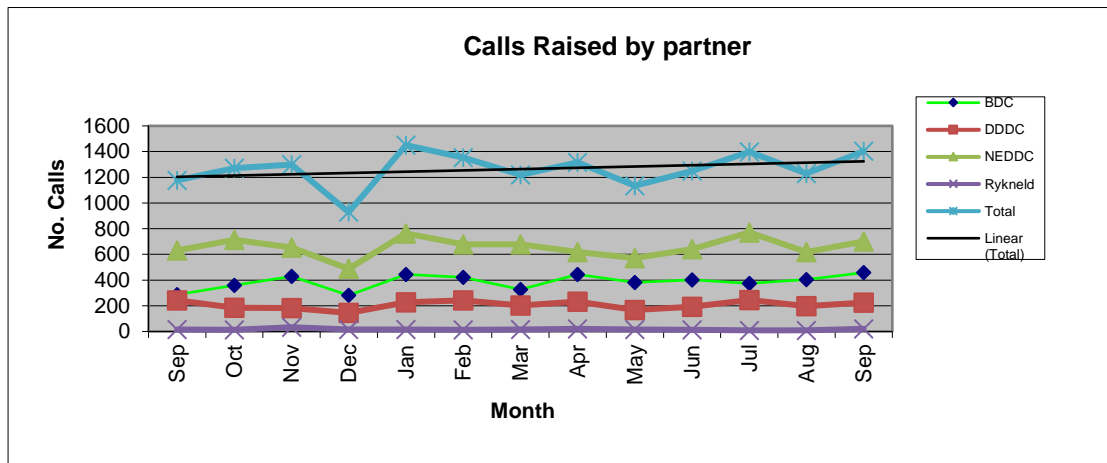
This report covers the first two quarters of the financial year 2024-2025 (April to September 2024).

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.

2.1.1 Calls



Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 1 & Quarter 2 2024 to 2025)

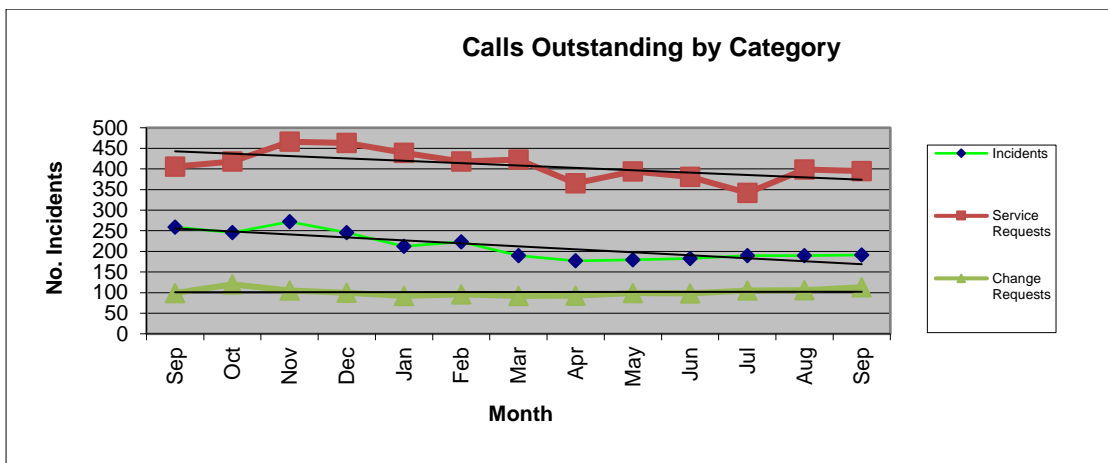
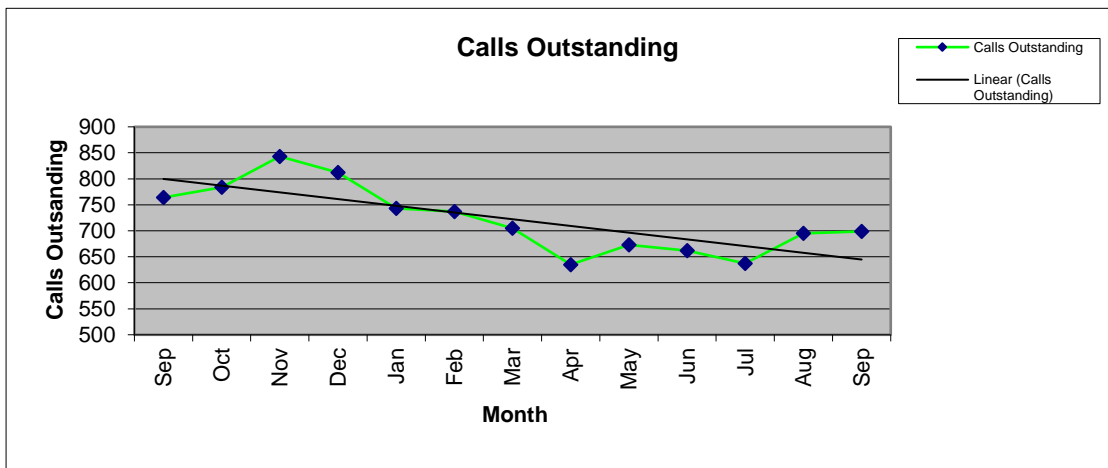
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Whilst not a performance indicator, it does indicate the level of demand on the Service Desk.

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.
- On average the service has received 1288 incidents and service requests per month, only marginally higher than the last quarter.
- 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:

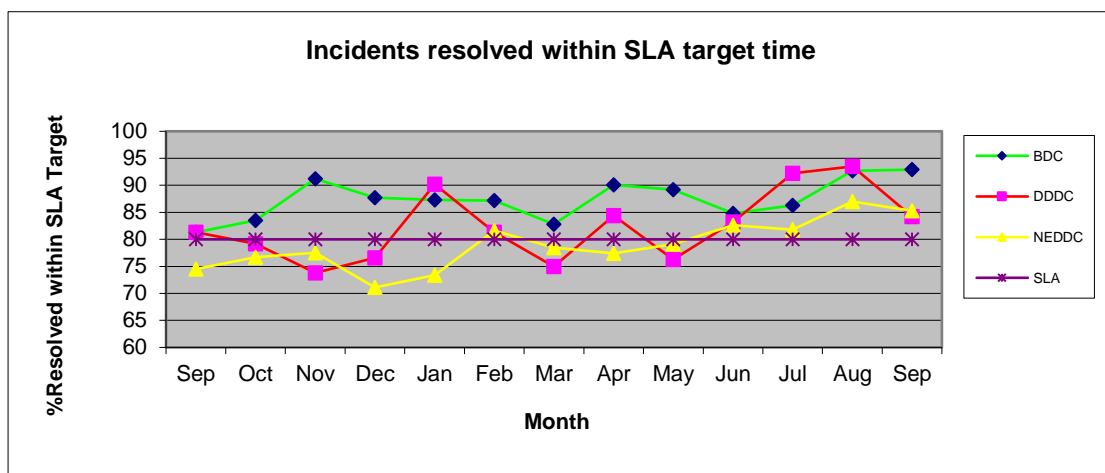
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Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 1 & Quarter 2 2024 to 2025)

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- Total number of outstanding calls reduced during the first 4 months, but has increased during August and September, possibly due to the holiday period.
- Most outstanding calls are service requests rather than incidents. service requests tend to be more complex and often take longer to resolve than incidents.
- Despite these outstanding calls, minimal 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:

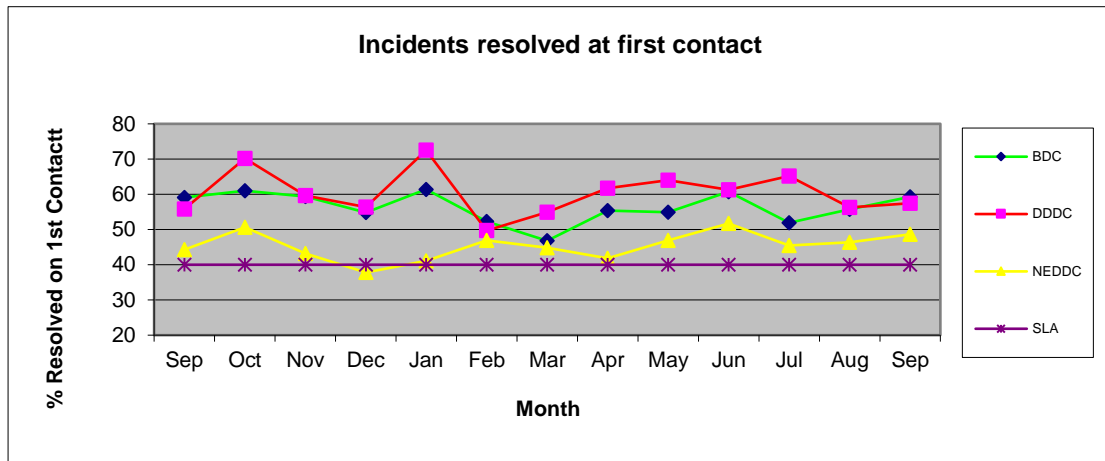
- On average over the last 6-month period all three authorities exceeded the SLA of 80% of incidents and service requests being resolved within fix time.
- As expected, a full complement of staff and the appointment of fixed term temporary posts, has had a positive impact on the number of incidents and service requests which have been resolved within target time.

2.1.4 Incidents resolved on 1st Contact.

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**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarter 1 & Quarter 2 2024 to 2025)**

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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 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:

	April	May	June	July	August	Sept	Total
Priority 1	0	0	0	0	0	2	2
Priority 2	13	11	10	0	1	16	51
Total	13	11	10	0	1	18	53

Priority 1 outages:

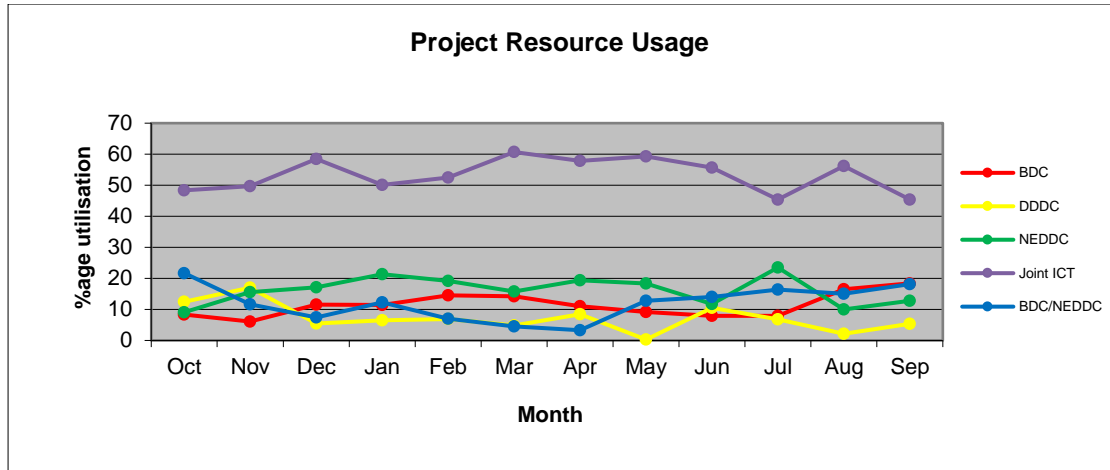
Short outages on the file server due to space being rapidly used up.
Faulty cable on a virtual server host.

**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarter 1 & Quarter 2 2024 to 2025)**

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2.2 Resource utilisation

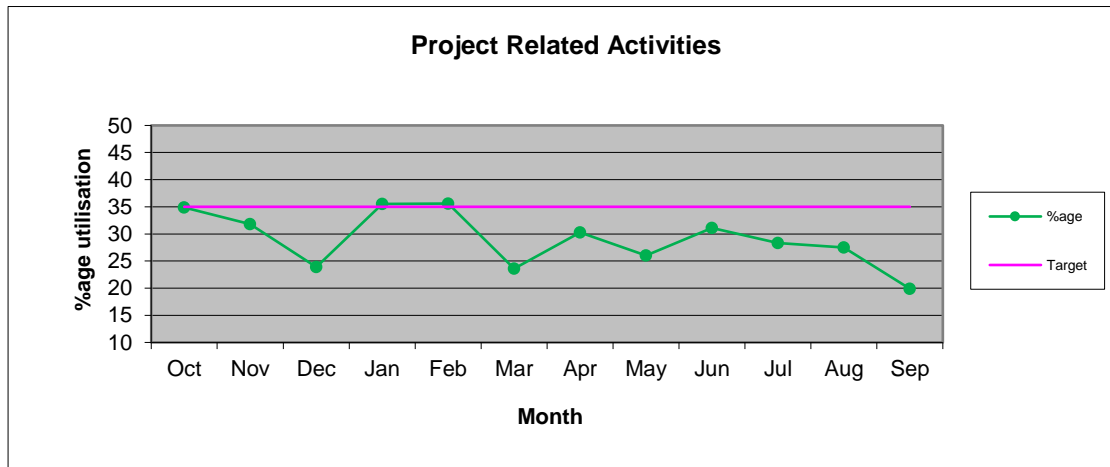
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



Key points to note are:

- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges and major projects impacting all three authorities.

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:

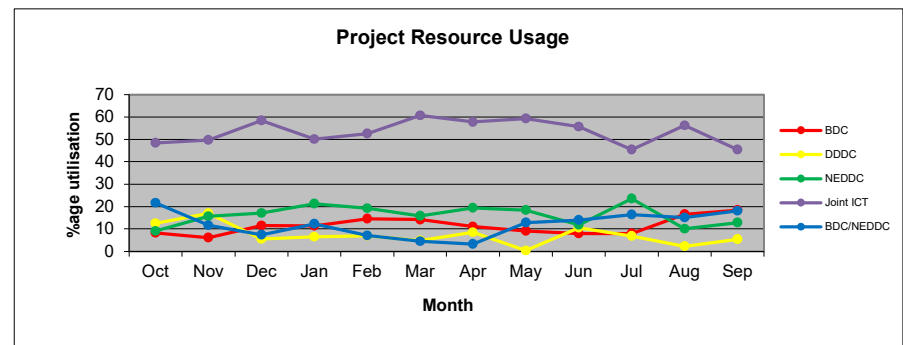
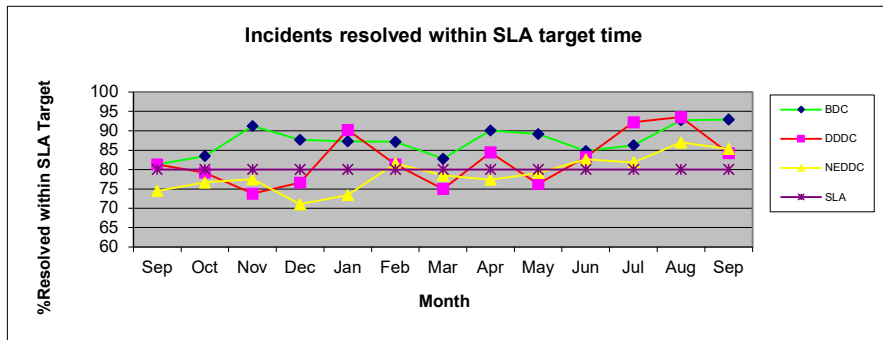
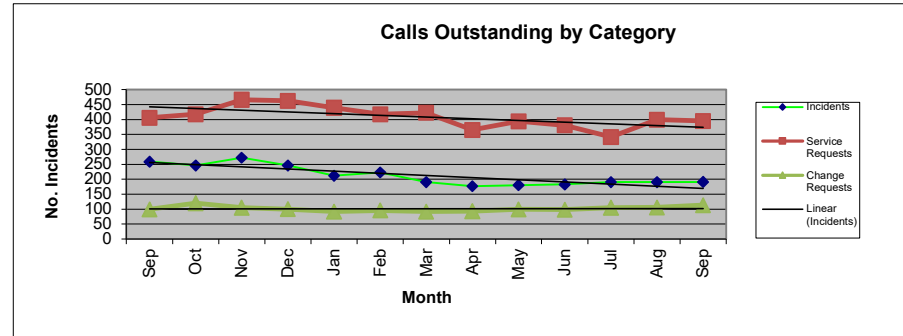
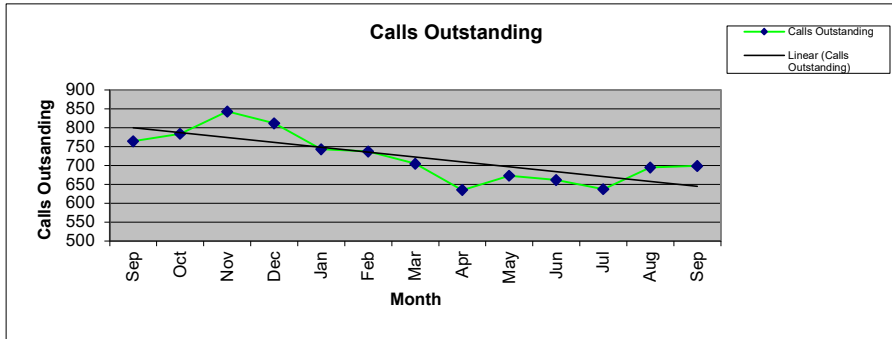
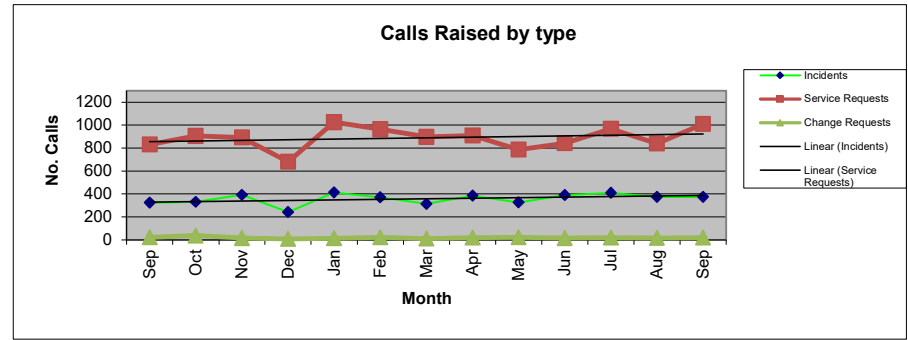
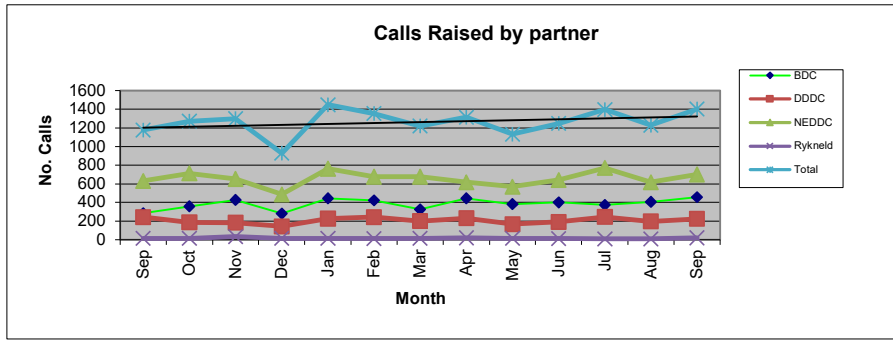


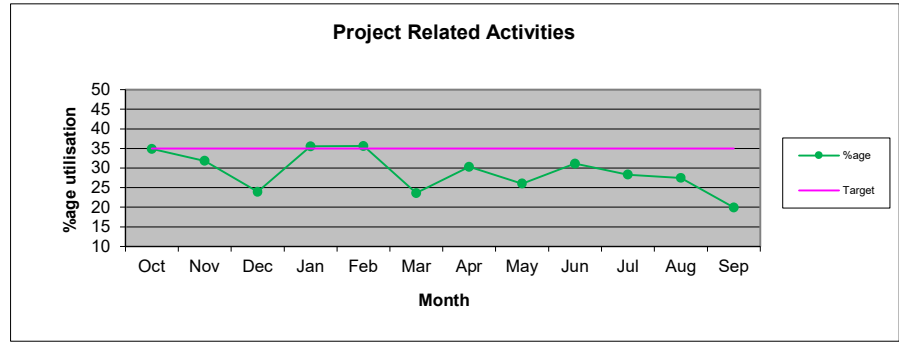
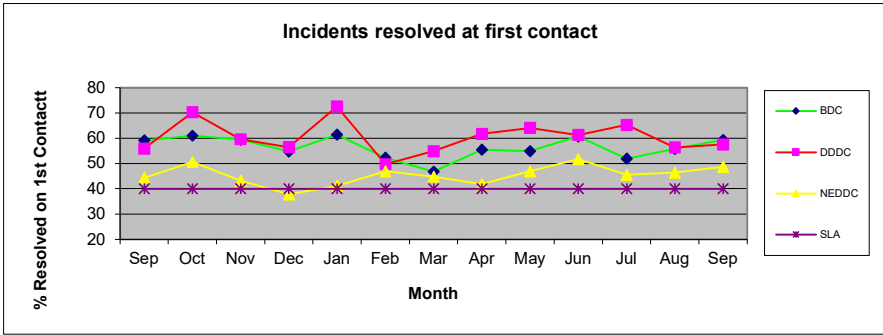
- Percentage time spent on projects was on average below the 35% target during the last 6 months at 29%.
- This reduction is likely due to the technical team’s focus being re-directed to address several security vulnerabilities released over the last few months.

Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 1 of Schedule 12A of the Local government Act 1991.

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APPENDIX 1





Agenda Item 5

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

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