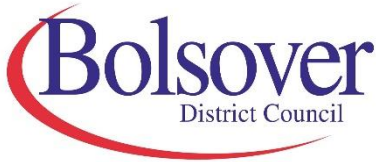


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**North East
Derbyshire**
District Council

Our Ref:
Contact: Torin Fuller
Tel: 01246 217375
Email: Torin.fuller@ne-derbyshire.gov.uk
Date: Friday, 31 January 2025

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

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 10 February 2025 at 2.00 pm at Bolsover District Council**, The Arc, High Street, Clowne, S43 4JY.

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: Torin Fuller 01246 217375

AGENDA

1 Apologies for Absence

2 Minutes of Last Meeting (Pages 4 - 6)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee held on 4 November 2024.

3 Quarterly Report on the Joint ICT Service, Part 1 (Quarter 3 2024-2025)
(Pages 7 - 18)

Report of the 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 7, Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006.

5 Quarterly Report on the Joint ICT Service, Part 2 (Quarter 3 2024-2025)
(Pages 19 - 33)

Report of the Assistant Director of ICT

(Paragraph 7)

6 Date of Next Meeting

The next meeting of the Joint ICT Committee will be advised once the Council's Calendar of Meetings Schedule 2025-26 has been approved.

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, 4 NOVEMBER 2024

Present:

Councillor Jayne Barry (Chair) (in the Chair)

Councillor Joseph Birkin (Vice-Chair)

Councillor Stephen Reed

Councillor David Chapman - DDDC

Councillor Andy Nash - DDDC

Councillor David Bennett - BDC

Councillor David Hughes - DDDC

Also Present:

N Astle

T Fuller

A Bryan

Assistant Director of ICT

Governance Officer

Governance Manager

JIC/1 Apologies for Absence

2/24-

25

Apologies for absence had been received from Councillors S Fritchley and C Moseby.

JIC/1 Minutes of the Last Meeting

3/24-

25

RESOLVED –

That the minutes of the meeting held on 24 June 2024 were approved as a true record.

JIC/1 Joint ICT Quarterly Service Review Report Part 1

4/24-

25

The Committee received a quarterly service update report that highlighted quarter one and quarter two of the 2024/25 financial year. This included statistics on calls received and responded to by the Joint ICT Service, as well as details surrounding the Key Performance Indicators (KPIs); incidents resolved within target time, incidents resolved on first contact, and outages. Committee were also updated on the level of resource utilisation across the Joint ICT service. Overall, the report highlighted that the Joint ICT service was performing positively as the majority of targets were being met. Members heard that this was, in part down to the ICT department now having a full complement of staff.

Committee welcomed the report. Some members sought further information surrounding the length of outstanding calls. It was agreed that this information could be brought to a future meeting. Some members expressed concern that outages appeared to have risen. Committee were reassured that officers did not consider there to be a negative trend and the reasons why certain months had more outages were discussed. In this context, Members heard the steps that had been taken following a recent outage to mitigate against it happening again. It was agreed that more detailed information on outages would be shared at a future meeting.

RESOLVED –

That Committee noted the report.

JIC/1 **Exclusion of Public**

5/24-

25 RESOLVED –

That the public be excluded from the meeting during 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.

JIC/1 **Joint ICT Quarterly Service Review Report Part 2**

6/24-

25

Committee received a quarterly service update report that highlighted quarter one and quarter two of the 2024/25 financial year. This included a detailed update on the budget, cost saving plan and risks.

Committee considered the report. The methods of identifying and reporting scam attempts were discussed. It was requested that all Members receive periodic reminders regarding what to do with phishing emails. It was reported that Bolsover District Council had recently received some cyber security training, and it was suggested that the other two councils received the same.

RESOLVED

That the service report be noted.

JIC/1 **Project Overview and Prioritisation**

7/24-

25

Joint Committee received a verbal update on project overview and prioritisation. This included a detailed update on the Joint ICT programme of work.

Members discussed the feasibility and benefits of consolidating the ICT systems of the three authorities.

RESOLVED

That the update be noted.

JIC/1 **Artificial Intelligence / Process Automation and Planning**

8/24-

25

Committee received a verbal update on the ways in which artificial intelligence was being utilised by the respective councils. The Assistant Director of ICT provided examples, such as the funding that had been received by Bolsover and North East Derbyshire District Councils to look at the automation of certain administrative tasks. The Committee asked for someone from the team involved to present an overview at the next meeting, so the Committee had a better understanding of the work that had been undertaken and why the project had not

progressed further.

Some Members reiterated the point that it would be beneficial for the three authorities to develop a collaborative ICT strategy. In this context, there were questions as to the provisions included in the Joint ICT Terms of Reference.

RESOLVED

1. That the update be noted.
2. That the Terms of Reference be circulated to all Committee members.

JIC/1 Members Devices and Security Restrictions

**9/24-
25**

The Committee received a verbal update on members devices and security restrictions. This included an update on the project that would tackle the issues that Members had raised. Committee members discussed the issues they had been experiencing with the current ICT provision, and possible interim measures.

Some Members felt that it would be a good idea to advise their respective directors on the importance of the project to ensure it was sufficiently resourced.

The Assistant Director of ICT stated that a members' survey was due to be sent out in the near future. This would help to capture the issues that Members were experiencing.

RESOLVED

That the update be noted.

JIC/2 Date of Next Meeting

**0/24-
25**

It was agreed that the next meeting of the Joint ICT Committee would take place on Monday, 10 February 2025 at 1.00pm.

Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

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.

A glossary of terms is provided in **Appendix 5**.

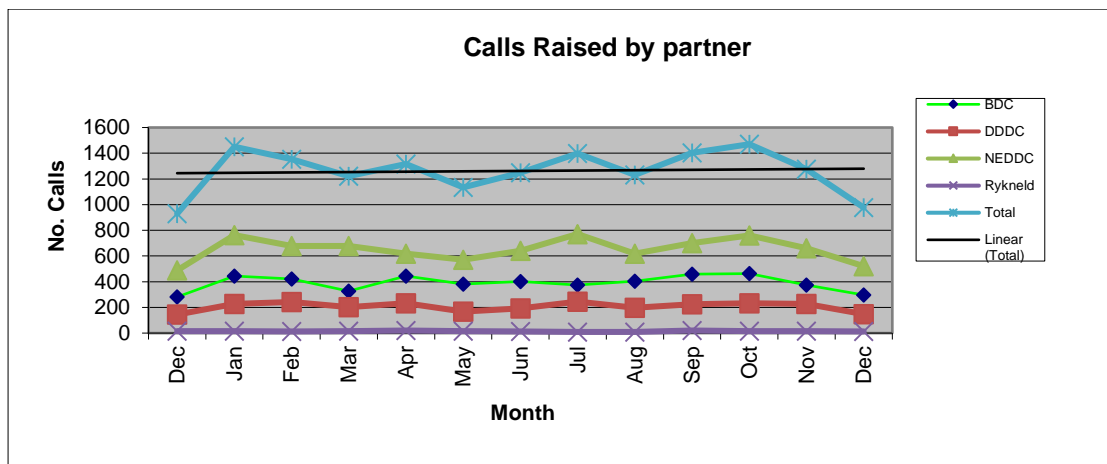
This report covers quarter three of the financial year 2024-2025 (October to December 2024).

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

2.1 Support

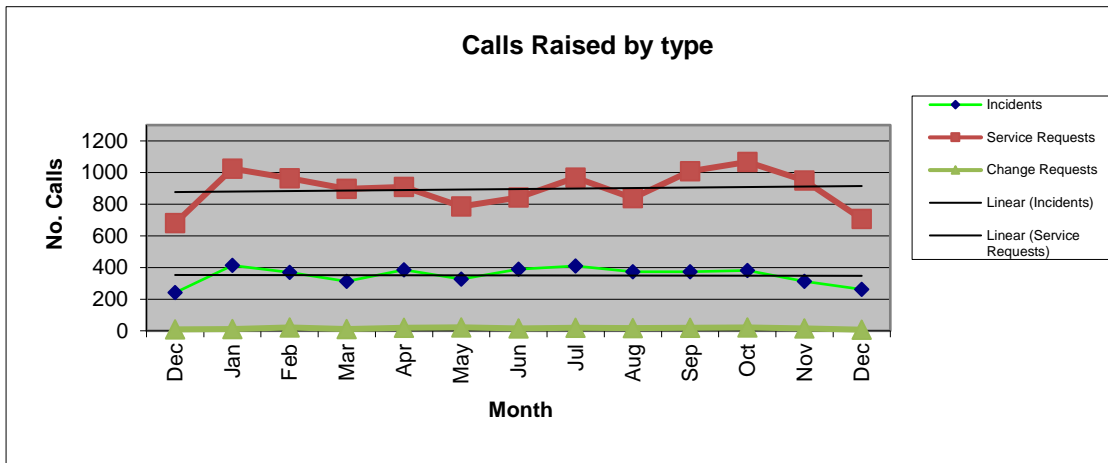
The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below.

2.1.1 Calls



**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarter 3 2024 to 2025)**

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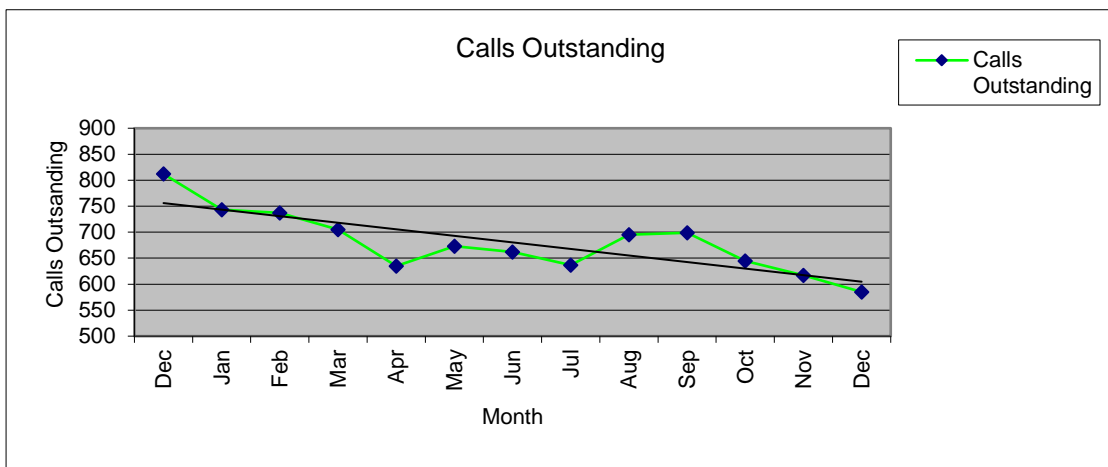


Whilst not a performance indicator, it does indicate the level of demand on the Service Desk.

Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last quarter. These figures are comparable to last year’s figures.
- The majority logged are service requests, rather than incidents.

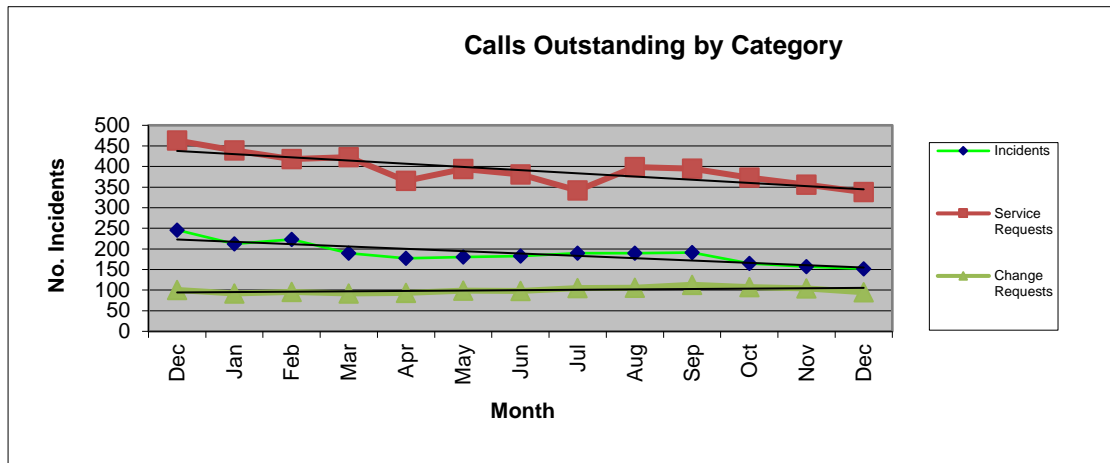
2.1.2 Calls Outstanding



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**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarter 3 2024 to 2025)**

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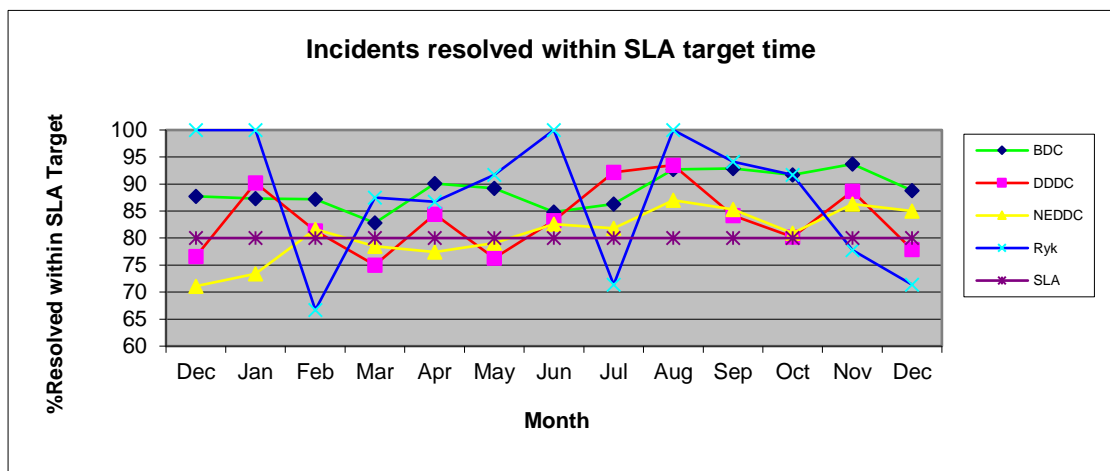


Again, whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls has gradually been reducing, showing a downward trend, likely attributable to improved staffing levels.
- 58% of outstanding calls are service requests rather than incidents. service requests tend to be more complex and often take longer to resolve than incidents. 16% are change requests, these are changed to the environment not covered under service requests, are often internally raised by the ICT department as continuous improvement opportunities and do not have an SLA attached to them and may not be prioritised due to other commitments.

2.1.3 Incidents resolved within SLA Target time.



Key points to note:

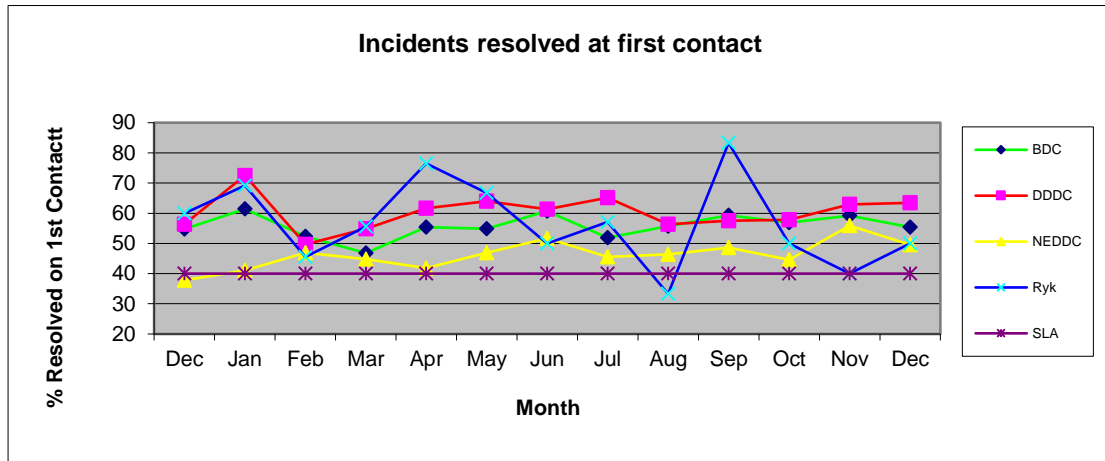
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Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

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- On average over the last quarter all three authorities have exceeded the SLA of 80% of incidents and service requests being resolved within fix time.

2.1.4 Incidents resolved on first contact.



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 quarter.

2.1.5 Outages

The service categorises two types of major outage:

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

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

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

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

For the last 3 months the breakdown of Priority 1 and Priority 2 incidents was as follows:

	October	November	December	Total
Priority 1	0	1	0	1
Priority 2	11	6	8	25
Total	11	7	8	26

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Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarter 3 2024 to 2025)

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Priority 1 outages:

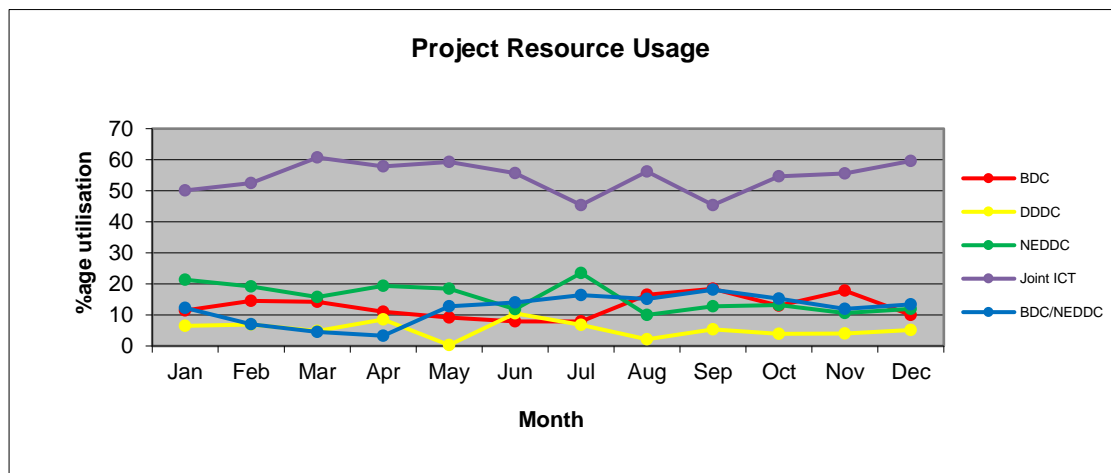
Modern.gov taken down at request of third-party vendor – security issue (false alarm)

Priority 2 outages:

Nothing specific to note most P2 reports were unrelated.

2.2 Resource utilisation

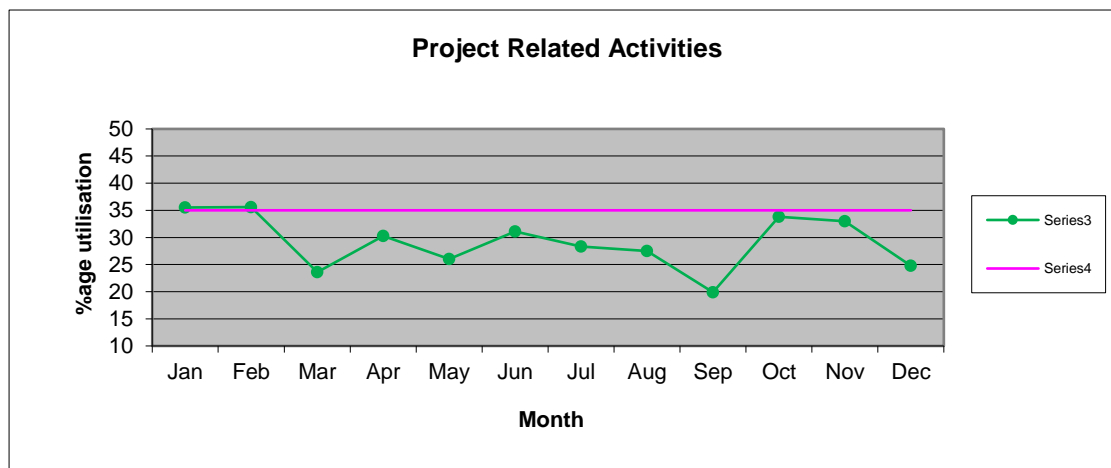
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



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:



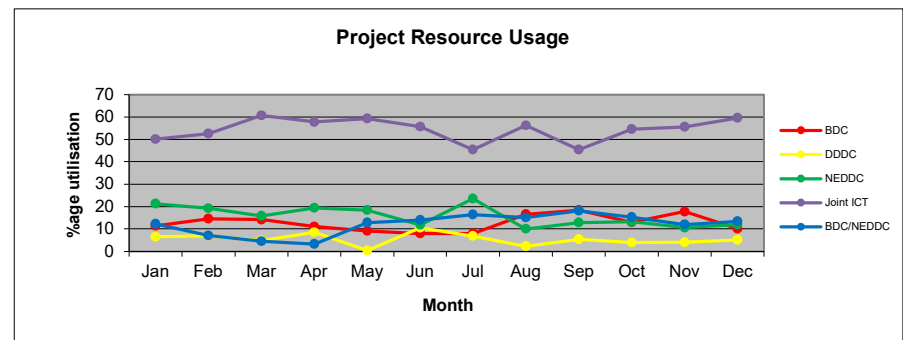
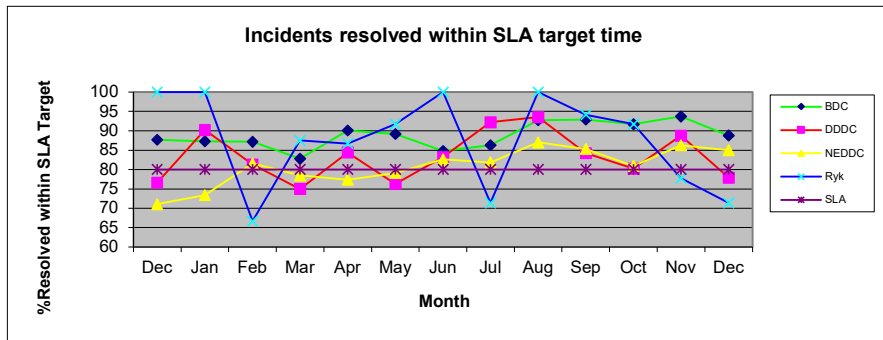
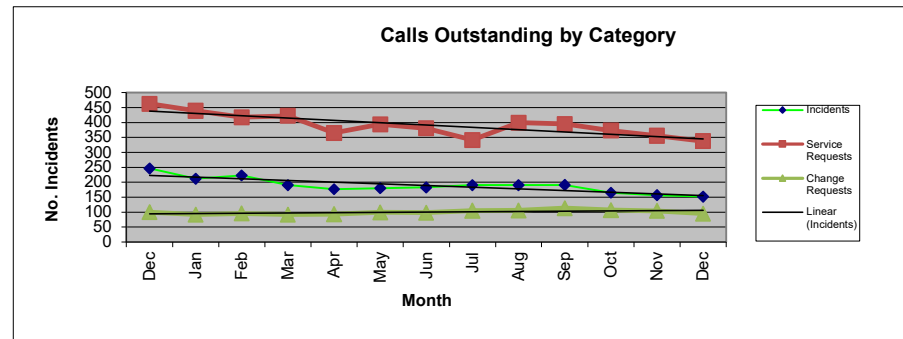
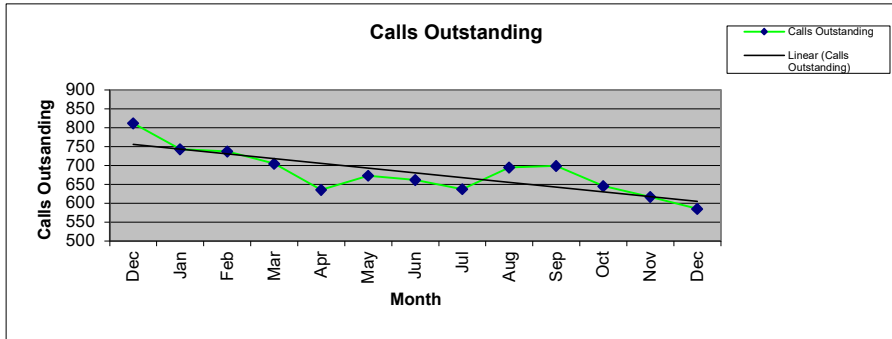
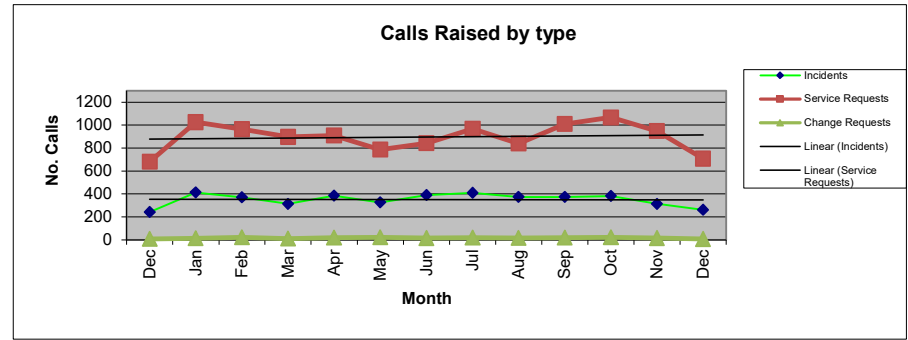
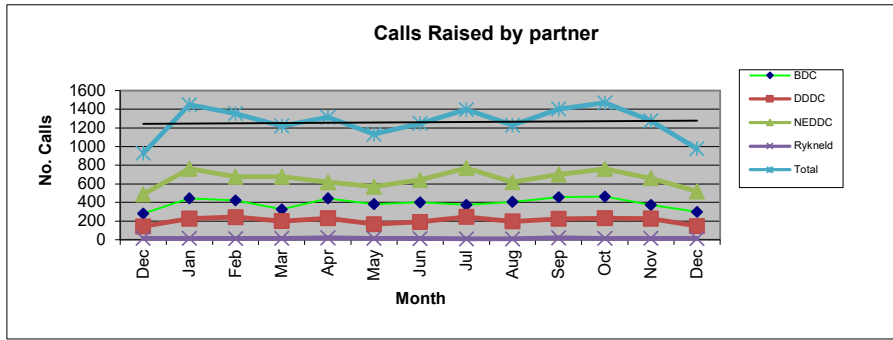
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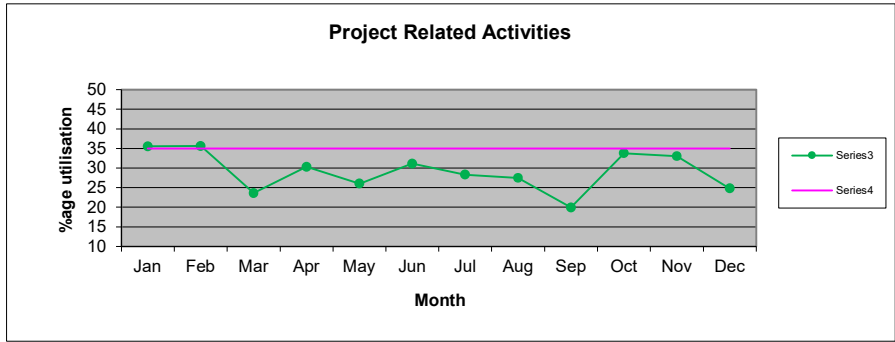
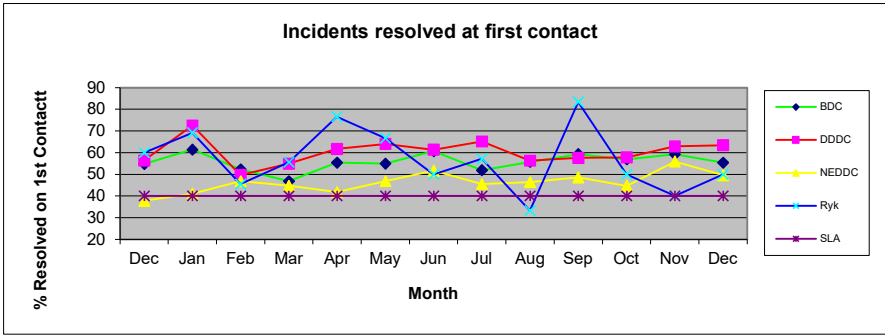
**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarter 3 2024 to 2025)
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- Percentage time spent on projects was on average below the 35% target during the last quarter at 31%.

Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.

APPENDIX 1





Glossary of Terms – Joint ICT Committee

SIP – Session Internet Protocol	Enables telephony over the internet. SIP phones use a technology called Voice over IP (VoIP) to transmit voice data over the internet.
ISDN - Integrated Services Digital Network	A telecommunications technology that enables the transmission of digital data over standard phone lines. It can be used for voice calls as well as data transfers.
ADSL - Asymmetric Digital Subscriber Line	Broadband link for internet access.
WAN – Wide Area Network	A large computer network that connects groups of computers over large distances.
Ransomware	Malware that locks or encrypts data or devices and demands a ransom to unlock or decrypt thm.
Ddos - Distributed Denial of Service	A malicious attempt to disrupt the normal traffic of a targeted server, service or network by overwhelming the target or its surrounding infrastructure with a flood of Internet traffic.
SLA – Service Level Agreement	An agreement between a service provider and a customer. The service provider and the service user agree on specific aspects of the service – quality, availability, and responsibilities.
VPN – Virtual Private Network	A service that enables users to keep their online activity private and secure. It does this by creating a tunnel between the user’s device and the internet where their data is encrypted and routed through a remote server on its way to its destination.
OpenVPN	An open-source VPN protocol known for its robust security and high configuration level. Allows users to connect remotely and access network resources using client certificates.
CAF – Cyber Assessment Framework	A framework developed by the UK’s National Cyber Security Centre. It has been adapted for local government by the Ministry of Housing, Communities and Local Government to improve cyber resilience across the sector.

Glossary of Terms – Joint ICT Committee

Endpoint Manager	Software which protects servers, laptops, Mobile phones and iPad. Also known as anti-virus.
Phishing Emails	Phishing is a common type of cyber-attack that targets individuals through email, text messages, phone calls, and other forms of communication. A phishing attack aims to trick the recipient into falling for the attacker's desired action, such as revealing financial information, system login credentials, or other sensitive information.
LLPG – A Local Land and Property Gazetteer	A Local Land and Property Gazetteer (LLPG) is the central corporate database for all addressing used in an authority.
Malware	Software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system:
GPO – Group Policy Object	A virtual collection of policy settings, security permissions, and scope of management (SOM) that you can apply to users and computers in Active Directory
Immutable	Read only, will not allow deletion until after a specified time.
AD - Active Directory	Is a Microsoft service that provides centralized authentication and authorization to network resources and assists with management and control of security policies.
Exchange Online	Microsoft Exchange Online is a cloud-based messaging platform that delivers email, calendar, contacts, and tasks. Users connect to Exchange Online using apps like Outlook, Outlook on the web, or Outlook mobile app to access email and collaboration functionality, including shared mailboxes, shared calendars and global address lists. It is included in the Microsoft 365 suite of products.
Pioneer House	North East Derbyshire District Council's offices hosting back office

Glossary of Terms – Joint ICT Committee

	ICT team, equipment, disaster recovery and backups.
Civica Financials	Main financials software used by NEDDC and BDC.
CDP Smart	Tool which was used by planning to upload data to central location for planning policy decisions.

Agenda Item 5

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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