

## **JOINT ICT COMMITTEE**

### **MINUTES OF MEETING HELD ON MONDAY, 8 FEBRUARY 2021**

#### **Present:**

Councillor Chris Furness (Chair) DDDC

Councillor Steve Fritchley - BDC  
Councillor Garry Purdy - DDDC  
Councillor Nick Whitehead - NEDDC

Councillor Ray Heffer - BDC  
Councillor Kevin Tait - NEDDC

#### **Also Present:**

Nicki Astle	Joint ICT Service Delivery Manager
M Broughton	Joint Head of Transformation and Organisation
K Henriksen	Head of Resources - DDDC
A Bond	Governance Officer
K O’Gorman	Projects and Development Manager
A Maher	Senior Governance Officer
M E Derbyshire	Members ICT & Training Officer

#### **JIC/21 Apologies for Absence** **/20-21**

Apologies for absence were received from Councillors David Hughes (DDDC) and Jeff Lilley (NEDDC).

#### **JIC/22 Declarations of Interest** **/20-21**

No Declarations of Interest were submitted.

#### **JIC/23 Minutes of the last meeting** **/20-21**

The Minutes of the Meeting, held on 5 October 2020 were agreed as a true record.

#### **JIC/24 Quarterly Report of the Joint ICT Service - Quarter 3 (2020/21)** **/20-21**

The Joint ICT Committee considered the Service Report. This covered the third quarter of the financial year – October to December 2020. Members were assisted in this by the Joint ICT Service Delivery Manager, who explained the performance information.

The Joint ICT Service Delivery Manager explained that there had been 275 more requests or incidents a month compared with last year, this was due to additional demands caused by the Covid-19 pandemic.

The number of outstanding calls had remained consistently high since March last year and most of these were for service requests rather than incidents. The high volume of outstanding calls would have a negative effect on the service meeting its Service Level Agreements (SLA). As older calls were

resolved there would be an increased percentage of calls which fail the SLA.

The Joint ICT Committee was informed that there had been 22 priority 2 outages and no priority 1 outages, this was down from the last quarter.

The Joint ICT Service Delivery Manager explained that Joint ICT Project Time remained high over the last quarter. The percentage of time that had been spent on projects was on average 38.6% above the 35% target during quarter three.

As well as this, the Joint ICT Committee heard that transport costs had reduced as a result of the Covid-19 pandemic, and the tender in progress for the new joint internet connection would deliver cost savings of £2935 per year and yield improved internet bandwidth when it comes into effect in September 2021.

The Joint ICT Committee then discussed the report. In particular, Members inquired as to why there had been a large drop in Incidents Resolved within SLA target time for Derbyshire Dales District Council in May 2020. The Joint ICT Service Delivery Manager informed Members that she would interrogate the numbers and report back to them.

Members also discussed the adoption of the Microsoft Office 365 system and its compatibility with existing tablet and other devices issued to Councillors. They heard of the ongoing work that would take place to ensure smooth transition.

Members also requested a percentage breakdown for the additional 275 requests that had been received a month when compared with last year.

There was further discussion around the reduced travel costs as a result of the Covid-19 pandemic. Members heard that due to the fact a majority of meetings were now happening virtually, there was less travel between sites and an increase in remote working. This was forecast to save roughly £60,000 for Bolsover District Council. Due to the forecast savings, and reduced emissions, Members discussed the possibility of continuing remote meetings in the future.

The Joint ICT Committee applauded the determination and efficiency of the Joint ICT Service, and their demanding work during the current Covid-19 pandemic.

#### RESOLVED

- (1) That the Joint ICT Committee noted the Joint ICT Service Report for the period October to December 2020.
- (2) That the Committee receive further details explaining the reasons why a high volume of incidents failed the SLA for the Derbyshire Dales District Council in May 2020.

- (3) That the Committee receive further detail explaining the additional 275 requests received a month when compared to the same period in prior years.

**JIC/25 /20-21 Coronavirus (Covid-19): Additional and Current Demands on the Service**

Members received an update from the Joint ICT Service Delivery Manager in relation to the additional and current demands on the service due to the Covid-19 pandemic.

The Joint ICT Service Delivery Manager informed Members that for all authorities the Joint ICT Service had; developed Mid-term conferencing solutions, guidance and policies in relation to Zoom. Tendered additional network links. Provisioned and installed new internet links. Provisioned and implemented the replacement of security products. And, began implementing Microsoft 365.

In addition to this, various measures were put in place for home working such as security configurations, installing additional applications on virtual desktops, implementing a VPN solution, procuring, building and configuring additional laptops, headsets, and softphones etc.

For North East Derbyshire and Bolsover District Councils, the Joint ICT Service; assisted Governance with iPad rebuilds and app installations. Provided assistance for telephony diverts at business centres. Setup cameras in council chambers and the streaming solution. Set up equipment for the Covid support helpline. Developed online forms for the Covid grant applications. Installed MiCollab Webchat. Configured softphones for home working.

The Committee heard that for the Derbyshire Dales District Council, the Joint ICT Service; reconfigured iPads and performed app installations. Assisted with the procurement of the new Cloud Telephony solutions and technical rollout.

Furthermore, the Joint ICT Service assisted the North East Derbyshire District Council in the Corona virus vaccination centres.

The Joint ICT Committee then applauded and commended the work that had been carried out by the Joint ICT Service.

Members discussed the time scale for the implementation of Office 365, and when Members from the Derbyshire Dales District Council could expect to have access to the programme, as well as whether Zoom would remain the preferable option for virtual meetings or if a move to Microsoft Teams was being considered.

The Joint ICT Service Delivery Manager informed Members that the Team were unable to provide an implementation time scale as they were still in the process of assessing the volume of work that needed to be completed. They would be able to provide a time scale as soon as this assessment was completed.

With regards to the platform for virtual meetings, the Joint Committee heard that Corporate Services and the Governance Team would closely assess both Zoom and Microsoft Teams and make a decision on which one to take forward.

RESOLVED – That the Joint ICT Committee noted the update from the Joint ICT Service Delivery Manager.

**JIC/26**    **Urgent Business**  
**/20-21**

The Joint ICT Committee discussed the proposed campaign to highlight the danger of phishing emails and identified any Members who would benefit from additional security training.

The Joint Committee heard that due to the emergence of the Covid-19 pandemic at the time, and the need to prioritise workloads and resources, the proposed phishing awareness email had not yet been sent. However, the Joint ICT Service did send the Action Fraud newsletter to the Communication Team.

In addition to this, Members discussed any potential security breaches to the service. The Joint ICT Service Delivery Manager informed Members that they were not at liberty to publicly discuss any potential breaches, but they could confirm that the Service was regularly tested for vulnerabilities by an external provider.

**JIC/27**    **Date and Time of the Next Meeting**  
**/20-21**

The date and time of the next meeting to be agreed by Governance with Members.