JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 18 JULY 2022

Present:

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

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

Also Present:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

365 project.

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

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

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

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

RESOLVED – That the service report be noted.

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

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

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

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