

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 14 NOVEMBER 2022

Present:

Councillor Steve Fritchley - BDC (Chair) (in the Chair)

Councillor Ray Heffer - BDC
Councillor David Hughes - DDDC

Councillor Chris Furness - DDDC
Councillor Jeff Lilley

Also Present:

Nicki Astle Assistant Director of ICT
A Bond Governance Officer

JIC/1 Apologies for Absence

1/21-

22

Apologies for absence were received from Karen Henrikson, Jayne Dethick, and Councillors P Parkin (NEDDC), G Purdy (DDDC) and D McGregor (BDC).

JIC/1 Declarations of Interest

2/21-

22

There were no interests declared at this meeting.

JIC/1 Minutes of Last Meeting

3/21-

22

AGREED – That the Minutes of the Joint ICT Committee, held on 18 July 2022 be noted.

JIC/1 Quarterly Service Report on the Joint ICT Service

4/21-

22

Committee were updated on the quarterly report of the Joint ICT Service for Quarter 2.

It was noted that the total number of incidents and service requests raised had remained stable throughout the three month period. The total number of outstanding calls had also remained high over the past year, although a slow downward trend could be seen.

Members heard that throughout the Quarter, the service level target of 80% of incidents and service requests being resolved within fix time was achieved at all sites except for Rykneld which had failed in July. This was the first time that fix SLA target had been exceeded at all authorities.

There had been a total of 22 priory two outages during the Quarter. There were no priority one outages.

Members also received an update on the current projects, the budget, the cost saving plan and service development.

Members discussed the report and enquired as to why Rykneld had not met the SLA in July. They heard that because Rykneld didn't log as many calls, it had a larger impact on percentages when one did not meet the SLA.

Committee also discussed maintenance of the iPads and asked if this could be done remotely. They also raised concerns that occasionally work had been lost on the iPads once they had been brought in and updated. They heard that the Joint ICT Service were working on access to onedrive for cloud storage and also a mobile device management system. It was agreed that the Assistant Director of ICT would send out an update on this to Members.

AGREED - That the service report be noted.

JIC/1 **Microsoft 365 Progress Update**

**5/21-
22**

Members received an update on the progress of the Microsoft 365 update. They heard that a number of sub projects had taken place such as; Onedrive, Microsoft Teams, Cloud Security and many more.

In September 2022, 50 environmental health "champions" had tested the mobile device manager. There had also been training for teams which had received positive feedback. 50 new iPads bought by BDC housing had been put onto the MDM.

Committee were made aware that all authorities would have received the upgrade by February to April 2023 and all Members should have received it by May.

Members discussed machine requirements for the new updates and heard that some older phones may need to be replaced but that this would be done via a replacement roll out call.

It was agreed that a copy of the presentation would be distributed to Members after the meeting.

JIC/1 **Urgent Business**

**6/21-
22**

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

JIC/1 **Date of Next Meeting**

**7/21-
22**

The next meeting of the Joint ICT Committee would be held on Monday, 6 February 2023 at 2.00pm.