JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON WEDNESDAY, 26 JULY 2023

Present:

Councillor David Hughes - DDDC (Chair) (in the Chair)
Councillor Jayne Barry (Vice-Chair)

Councillor Joseph Birkin   Councillor Stephen Reed
Councillor David Bennett - BDC   Councillor Steve Fritchley - BDC
Councillor Clive Moesby - BDC   Councillor Lucy Peacock - DDDC

Also Present:
N Astle   Assistant Director of ICT
K Hanson   Executive Director of Resources - BDC
J McLaughlin   Director of Corporate & Customer Services - DDDC
A Bond   Governance Officer

JIC/1
23-
24

Appointment of Chair

RESOLVED – That Councillor David Hughes (DDDC) be appointed Chair of the Joint ICT Committee for the 2023/24 municipal year.

JIC/2
23-
24

Appointment of Vice Chair

RESOLVED – That Councillor Jayne Barry (NEDDC) be appointed Vice-Chair of the Joint ICT Committee for the 2023/24 municipal year.

JIC/3
23-
24

Apologies for Absence

There were no apologies for absence received at this meeting.

JIC/4
23-
24

Minutes of Last Meeting

RESOLVED – That the Minutes of the Joint ICT Committee, held on 6 February 2023 were noted.

JIC/5
23-
24

Appointment of Secretary of the Joint ICT Committee

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 2023/24municipal year.

JIC/6
23-
24

Appointment of Treasurer for the Joint ICT Committee

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 2023/24 municipal year.

JIC/7
23-
24

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 2023/24 municipal year.

JIC/8
23-
24

An Introduction and Overview of the Joint ICT Service

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 enquired as to what the current primary focus of the service was. They heard that the current focus of the service was utilising the new Microsoft 365 licensing for improvements in security and service. Joint Committee also heard that there were a number of projects being undertaken.

Committee also discussed user feedback groups, recovery time if the service went down and were informed that the service would not be going fully cloud based.

JIC/9
23-
24

Quarterly Service Update - Qtr 4 2022/23 and Qtr 1 2023/24 (January to March & April to June 2023)

Committee received a quarterly service update report that highlighted Quarter Four of the 2022/23 municipal year and Quarter One of the 2023/24 municipal year.

Members heard that the total number of incidents and service requests had remained stable throughout the period but that the total number of outstanding calls had remained high over the past year. In order to help address the backlog of calls and to provide additional resources, two fixed term temporary posts had been created.

Joint Committee were informed that over the six month period, BDC and DDDC on average exceeded the SLA on 80% of incidents and service requests being resolved within the fixed time. NEDDC was under the SLA at an average of 79%.

Members learned that throughout the period there had been a total of 57 Priority Two outages and zero Priority One outages.

Joint Committee discussed the report at length. In particular they discussed issues with the websites, the potential for Committee to undertake an innovative and horizon scanning role for the service, and the legal requirements of the Council in relation to IT. Members also enquired about recruitment and heard that the Joint Service had a number of vacant posts.

It was agreed that the website would be reported on in future as a key issue.

Members considered that it would be useful to have information on what each

Council and departments used within the service and the different ways in which they used them.

The Assistant Director of ICT informed Members that she would provide a glossary of terms to the next meeting.

<u>RESOLVED</u> – That the service report be noted.

JIC/1 023-24   **Urgent Business**

There was no urgent business.

JIC/1 123-24   **Date of Next Meeting**

It was agreed that the next meeting of the Joint ICT Committee would be held at the Offices at BDC on Monday, 2 October 2023 at 2.00pm.