

Information/Discussion Paper

Overview & Scrutiny – 30th November 2015

Progress review on the implementation of the ICT strategy which came out of the ICT review in 2012/13

This note contains the information to keep Members informed of matters relating to the work of the Committee, but where no decisions from Members are needed

1. Why has this come to scrutiny?

- 1.1 Members have requested an update on the progress of the ICT infrastructure upgrade strategy, which was a product of the ICT commissioning review undertaken in 2012/13.

2. Summary of the Issue

- 2.1 An Overview and Scrutiny task group was set up in July 2012 to assess whether the current ICT service was resilient and fit for purpose and to help define the outcomes for the ICT commissioning exercise which was about to initiate.

- 2.2 In November they reconvened to review the aftermath of the ICT virus and satisfy themselves that all the necessary actions had been put in place.

- 2.3 The task group supported many of the findings of the ICT review carried out in 2011 but through their recommendations highlighted a number of areas which needed to be addressed. These included:

- difficulties with resources and staff morale and the task group recommended that Senior Leadership Team (SLT) ensure the necessary strategic lead is given to the service and its staff
- disaster recovery must be reviewed to ensure the best long-term option is adopted
- councillors ICT facilities must be addressed as part of the ICT review

All the recommendations of the task group were accepted by Cabinet and input into the outcomes of the ICT commissioning review.

The overall ambition for ICT was:

A modern, in touch and innovative ICT service, which is an integral part of the business that understands and responds to the complex needs of the Council and its partners enabling delivery of services in innovative, effective and efficient ways.

3. Summary of evidence/information

The following table provides an update for each of the recommendations identified by the ICT Scrutiny Task Group in their report of September 2012.

ICT STG recommendations	Position statement – November 2015
<p>i. the Senior Leadership Team ensure the necessary strategic lead is given to the service and its staff.</p>	<p>Complete; A shared ICT service between Cheltenham and Forest of Dean was established in 2013. Forest of Dean District Council adopted the lead position. A Joint Monitoring and Liaison Group (JMLG) was set up to provide the necessary overview and strategic lead to the programme/service. As a result of the emerging 2020 Vision programme, late 2014 saw the creation of a secondary group tasked specifically with ICT strategy. This group, the ICT Leadership Board consists of representation from CBC, FoDDC, WODC, and CDC. CBH attend as a client representative for CBH, UBICO and Cheltenham Trust. The ICT Leadership Board has been pivotal to the delivery of the alignment and stabilisation work, necessary for a proposed 4-way ICT shared service.</p>
<p>ii. a long-term ICT infrastructure investment plan is put in place as part of the current budget cycle and as an essential element to support the ICT commissioning review.</p>	<p>Complete; CBC Cabinet agreed the investment proposals laid out in the 2012 ICT Review business case. An ICT programme was initiated to manage and deliver the strategy. Additional funding was approved by Council in July 2015 to support further ICT infrastructure upgrade</p>

	work which is now almost complete.
iii. the impact of GO, and other IT applications on the council's current ICT infrastructure, and network performance, be reviewed and fully understood as part of the ICT commissioning review.	Complete; The redesigned ICT infrastructure has been scaled to an appropriate level to deal with the current customer base, while factoring in future 2020 Vision aspirations. Works are underway to decommission the standalone legacy infrastructure that currently hosts the GO ERP solution. The new infrastructure will be the same as is used for all other business applications. Thereby benefiting from improved resilience and performance.
iv. the impact of the council's accommodation strategy on any decisions regarding expenditure (or delay in expenditure) on ICT infrastructure are fully understood	Complete; A significant proportion of the ICT capital investment made to date is transferable in the event a decision is made to vacate the Municipal Offices. The only investment not recoverable is the works in relation to the wide area network data circuits.
v. the cost and operational impact of the requirements of Government Connect should be assessed by the Director of Resources and if significant then the Cabinet Member should consider making higher representations to government.	Complete; The Cabinet Office has relaxed their previously resource intensive compliance process. A successful joint submission was made by CBC and FoDDC for 2015 with no requirement for consultancy services. The partnership working which has arisen due to 2020 vision has resulted in the sharing of knowledge and expertise and further alignment of infrastructure which will facilitate a simplified approach and sharing of the cost of achieving future PSN accreditation.
vi. the options for disaster recovery should be reviewed in discussion with our GO partners to ensure the best long-term solution is adopted as part of the commissioning review and the council continues to review and enhances its plans on an ongoing basis.	Ongoing; The ICT Shared Service has undertaken an exercise with the support of external consultancy services to define and implement a set of DR/BC policies and procedures. This exercise was undertaken collaboratively with partners. Deliverables included a DR strategy, scorecard, invocation plan and recovery plan. A schedule of live business

	<p>application recovery tests is also undergoing planning.</p> <p>From a technology standpoint, recent works include the implementation of reciprocal DR infrastructure at CBC, FoDDC, CDC and WODC. This will provide the foundation for business system recovery opportunities at any of the partner sites.</p>
vii. requirements for members ICT support are fully specified as an outcome from the commissioning review and that any services offered to members are fully compliant with data security requirements relating to Government Connect.	Complete; Section 4.9 of the ICT infrastructure upgrade strategy. The ICT shared service provides hardware in the form of iPads, the software needed to allow the use of personal devices and the secure access to Council systems. All of which are compliant with the data security requirements relating to the PSN Code of Connection.
viii. the roll out of remote working facilities to all members should be progressed with a view to offering all members this option by end of November 2012 and ensure necessary support facilities are put in place.	Complete; All members have been issued with security access and tokens when required for remote working. The rollout was underpinned with a face to face training program.
ix. the options of providing Wi-Fi to members and the public in the Municipal Offices is progressed	Complete; A guest Wi-Fi service is now available at the Municipal Offices. Users are required to register to use the service. Full instructions are provided when the hotspot is selected from the user device.
x. the Democratic Services Manager should be requested to contact all members giving them the opportunity to raise any concerns they may have with the revised members ICT provision in the context of the Members Allowance Scheme which can then be forwarded to the IRP if these are of a significant level.	Members raised a number of issues with the IRP and they made a recommendation to Council, which was agreed, that the basic allowance should be increased by £100 per annum to cover the cost of their home working facilities.

4. Next Steps

The committee may wish to identify any further areas they wish to follow up.

Background Papers	2012_12_11_CAB_ICT Review Business Case 1-00Report 2012_12_11_CAB_ICT Review Business Case 1-00AppA 2012_12_11_CAB_ICT Review Business Case 1-00AppB Security Task Group Report – ICT Review (Sep 2012)
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Scrutiny Function	Overview & Scrutiny Committee