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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>19 September 2017</b>
<b>Report By:</b>	<b>Chief Financial Officer</b>	<b>Report No:</b>	<b>FIN/71/17/AP/AMCD</b>
<b>Contact Officer:</b>	<b>Allan McDonald</b>	<b>Contact No:</b>	<b>01475 712098</b>
<b>Subject:</b>	<b>ICT Services Performance Update</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of the report is to update the Committee on the performance of ICT Services.

## **2.0 SUMMARY**

- 2.1 On 20 June 2017 the Committee approved the Council's Digital and ICT Strategies for 2017 – 2020. This report is the first to be presented to the Committee that includes updates on the recently approved Digital and ICT Strategies at Appendices 1 and 2.
- 2.2 The Council continues to look towards new and distinct methods of allowing customers to interact with the Council's Services. Details of the changes to contact methods in the Customer Service Centre are set out in Appendix 3 section 1. The Committee will note that following an initial spike in customers using web forms and the Citizen Mobile app, the usage has steadied to a combined total of 12% of all contacts.
- 2.3 The Servicedesk continues to deliver a high quality service as demonstrated in Appendix 3. There is a challenge to ensure that this is maintained in light of on-going and increasing resource pressures. Following feedback from the Committee, the Service has amended its targets to provide a more robust challenge to the ongoing efficient operation of the ServiceDesk.
- 2.4 The Council has successfully concluded its 2017/18 PSN Connection Compliance process and has been awarded its accreditation certificate until May 2018.

## **3.0 RECOMMENDATIONS**

- 3.1 That the Committee note the Performance Statistics Report statistics and Action Plan updates for the Digital and ICT Strategies.

**Alan Puckrin**  
**Chief Financial Officer**

## **4.0 BACKGROUND**

- 4.1 The Council runs a small and cost effective ICT service which provides support across ICT hardware, software and security. The parameters for this support and how users operate the system are supported by a number of ICT policies which are considered and approved by the Policy & Resources Committee.
- 4.2 ICT Services provides 5 main functions as part of its overall service:
- Servicedesk – Incident Response and Service Request
  - Server and System Support
  - Network and Telecommunications
  - Application Support and Development
  - Project Management
- 4.3 The service provides support from 08:40 – 17:00 (16:30 Friday). And continues to deliver a highly efficient and very cost effective service. The service is consistently benchmarked as one of the lowest spending services per customer/device of all 32 local authorities.
- 4.4 The Public Services Network (PSN) provides connectivity to other public sector bodies including UK Government Departments and agencies and other public sector bodies. As SWAN develops it is envisaged that most Scottish Public Bodies will become members and that this network will become the main route for interconnected services within Scotland. As SWAN will be connected to PSN, compliance certification remains a key requirement for the Council.
- 4.5 On 20 June 2017 the Committee approved the Council's Digital and ICT Strategies for 2017 – 2020.
- 4.6 The Digital Strategy highlights the increase in the use of digital media and services in the everyday lives of the public and the need for the Council to continue to develop its services to ensure that they can be accessed and delivered in the manner which the public expect. It recognises that there are a sizable number of customers within Inverclyde who make limited or no use of digital services and will continue to interact with the Council on a face to face basis or by telephone.
- 4.7 The ICT Strategy supports the Digital Strategy and it details how the Service will deliver the core ICT infrastructure and functions including hardware and software refresh, core systems and system security.

## **5.0 PERFORMANCE**

- 5.1 Despite ongoing budgetary pressures, the ICT Service has continued to meet and exceed Service level targets. Appendices 1 and 2 show the high level performance across a range of targets:
- Servicedesk Incidents
  - Servicedesk Service Requests
  - Internet and Web Access
  - Email
  - PC Refresh
- 5.2 The Servicedesk continues to deliver a high quality service that has been rated highly in Customer Satisfaction exercises. There is a challenge to ensure that this is maintained in light of ongoing resource pressures. The majority of the day to day work that the Service Desk undertakes is in the Schools. With an increasing emphasis on the use of technology in the classroom ICT works closely with QIO colleagues in Education Services to ensure that the service delivers in line with educational priorities.

- 5.3 A Windows 10 upgrade programme within the Secondary School estate required the reallocation of resources from routine ServiceDesk tasks during July. This has resulted in a reduction in the resolution rate of ServiceDesk Incidents and Requests. This reduced level of service continued until the end of August as the programme concluded and additional support was given while the Schools adapted to the new systems.
- 5.4 The ICT Service takes the lead in supporting and coordinating the Digital and ICT Strategies. A corporate approach is ensured by all Directorates being represented on the Digital Access Group which meets 6 weekly with focus on delivery of the approved Action Plans.
- 5.5 Work is ongoing on a number of Business Cases which will help achieve the approved actions.

## 6.0 IMPLICATIONS

### 6.1 Finance

#### Financial Implications:

There are no direct financial implications arising from this report.

#### One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

#### Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

### 6.2 Legal

There are no legal implications arising from this report.

### 6.3 Human Resources

There are no HR implications arising from this report.

### 6.4 Equalities

There was a full equalities impact assessment carried out with the initial Strategy and as such an equalities impact assessment is not required at this time.

### 6.5 Repopulation

There are no repopulation issues arising from this report.

## 7.0 CONSULTATIONS

### 7.1 None

## 8.0 BACKGROUND PAPERS

### 8.1 None

## Appendix 1 – Digital Strategy Action Plan Update

Action		Milestones	Success Criteria	Target Date	Update 18 <sup>th</sup> August 2017	Status
Customer Focus	Provide Improved online Services	<p>Develop a Citizen Self-Service Portal where KANA CRM is linked to the portal &amp; enable citizens to access multiple services via single sign-on.</p> <p>Allow customers to book &amp; pay for services online. Increase the range of services available via Web Self-Service</p> <p>Revise the range of Services available via Inverclyde on-line app.</p> <p>Allow Council Tax administration via the Council website</p> <p>Conduct targeted citizen surveys – design services the way citizens want them to be delivered.</p> <p>Create KANA scripts to gather feedback and promote digital services.</p>	Delivery of extended range of services available.	December 2017	<p>Ongoing engagement with vendors to develop appropriate tools and services.</p> <p>Initial progress indicates Council tax administration and Council Service noticeboard likely to be early implementations</p>	On Track
	Increase customer feedback opportunities to design, improve and promote services. Enable citizens to track and monitor progress of queries, orders, applications etc.	<p>Enable opportunity to allow citizen to rate experiences. Conduct regular citizen surveys to gather feedback.</p> <p>Develop communications plan.</p> <p>Identify and develop digital ambassadors &amp; Customer Service Champions in all Services and provide training to members.</p> <p>Provide training &amp; qualification opportunities for all customer facing staff.</p>	<p>Increased use of Digital Channels.</p> <p>Improved Customer Service &amp; satisfaction</p>	From October 2017	<p>Use of Budget Simulator in Councils Budget Consultation exercise being monitored to be used as a template for improving customer engagement.</p> <p>Customer Services developing action plan in response to customer satisfaction surveys by October 2017.</p>	On Track

Action		Milestones	Success Criteria	Target Date	Update 18 <sup>th</sup> August 2017	Status
Working Practices	Identify and implement agile working opportunities subject to appropriate Business Case	<p>Work with Property Maintenance and Environmental &amp; Commercial Services to identify opportunities.</p> <p>Produce appropriate business cases for Digital Access group consideration &amp; implement If required.</p> <p>Review physical infrastructure – building layouts.</p> <p>Provide staff with full access to information online.</p> <p>Optimise use of existing buildings via appropriate Equipment/Access/Permissions &amp; Hot Desk Facilities.</p>	<p>Delivery of agile working solutions for appropriate staff.</p> <p>Improved access to Council information to all employees</p>	Dec 2018	Engagement with Services has begun to identify suitable projects and opportunities.	On Track
	Review home and Mobile working Policies	Identify opportunities with ECMT	<p>OD&amp;HR to review policies a practices.</p> <p>Improved productivity and employer satisfaction.</p>	<p>March 2018</p> <p>From 2018/19</p>	Head of OD&HR to progress.	On Track
	Develop a range of management and business intelligence reports and a Customer Service dashboard of management information reports.	Define specifications and identify appropriate functions to be offered.	Delivery of a range of reports and information required by services	Dec 2018	Initial set of reports detailing Channel delivery developed. Ongoing engagement to identify and produce reports.	On Track

Action		Milestones	Success Criteria	Target Date	Update 18 <sup>th</sup> August 2017	Status
Infrastructure	Implement an open Data Policy	Develop a clear policy in line with customer expectations and national developments.	Open data policy published and implemented.	Ongoing	Senior Information Risk Officer/ Information Governance Working Group – Draft Policy produced	On Track
	Investigate further systems integration	Engage with suppliers to identify possible system integrations to allow additional services to be available to staff and customers  Develop business case for presentation to Digital Access Group if appropriate.	Further systems become available online.	Ongoing	Engagement with services and suppliers ongoing.  Business Case to be developed by January 2018	On Track
	Consolidate and improve ICT offering in Community Facilities	Identify key access hubs & refresh equipment/improve digital access.	Reduce Digital Exclusion	From March 2018	Audit of current estate (including partners) to be undertaken.	On Track

**Appendix 2 – ICT Strategy Action Plan Update**

<b>Action</b>		<b>Milestones</b>	<b>Success Criteria</b>	<b>Target Date</b>	<b>Update 18<sup>th</sup> August 2017</b>	<b>Status</b>
<b>Service Provision</b>	Continuous Improvement	Review and publish updated SLA Targets	New SLAs agreed and then met.	From June 2017	Updated stage 1 targets incorporated in this month's report. Further development with introduction of updated Service Desk tool	On Track
	Working With Services	Regular engagement with key Services including Education, HSCP and Finance serviced	Deliver objectives in the Digital Strategy	From June 2017	Ongoing engagement with Key Services.	On Track
	Training & Skills Development	Identify training and skills required to support the service	ICT Staff have appropriate skills & knowledge to deliver high quality services	Ongoing	ICT Service Manager is working with team leaders to identify	On Track
<b>Information Security</b>	Network and System Security	Support the Information Governance group in dealing with the individual data management responsibilities of each member of staff.	Corporate approach to data handling and electronic document management.	Ongoing	ICT Service Manager is member of IG Working Group	On Track
	PSN Compliance	Use of industry partners to provide Security Assurance through the Penetration Test & IT Health check process.  Maintain PSN Code of Connection compliance/accreditation	Provision of report and implementation of recommendations  PSN Compliance Certificate	May 2018	PSN Compliance has been accredited for 2017/18	On Track

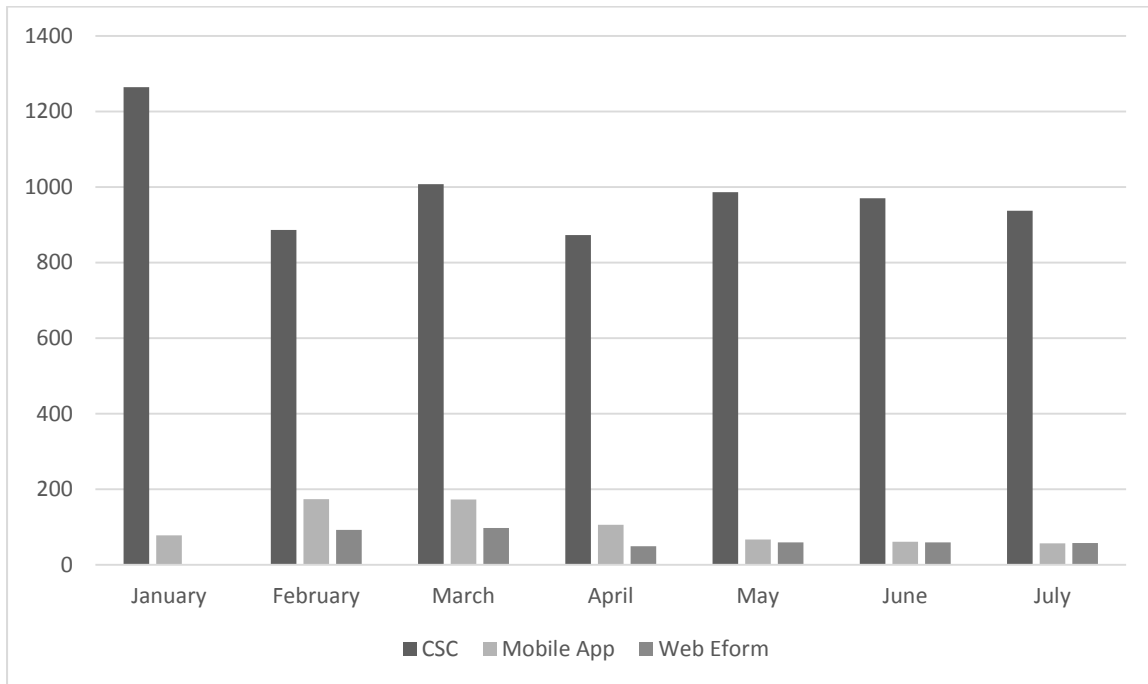
Action		Milestones	Success Criteria	Target Date	Update 18 <sup>th</sup> August 2017	Status
Core Systems	Review Core Systems	<p>Engage with services to review Core Systems.</p> <p>Complete a full Strengths, Weaknesses, Opportunities and Threat (SWOT) review of all core systems</p> <p>Determine if each identified system still provides best value and appropriate functionality.</p> <p>Develop plans for retirement or replacement of existing systems which are no longer sustainable and integrating their functions into other existing Council solutions. Subject to appropriate cost/benefit analysis.</p>	Council Systems are robust, provide best value and appropriate functionality.	April 2018	Key review process identified and supporting processes developed. ICT working in partnership with HSCP to identify suitable replacement for SWIFT	On Track
	Ensure that existing systems are being used effectively	Engage with services to ensure that existing systems are being used effectively. Focussing on collaboration and communication tools including the Cisco telephony systems, Cisco Jabber, JANET Video Conferencing. Evaluate Skype for Business as an alternative client.	Services have access to the tools and functions required to provide effective efficient services to customers and staff.	August 2018	Key review process identified and supporting processes developed.	On Track
Asset management Programme & Procurement	Hardware Refresh programme	Support requirement for children and young people to have access to the appropriate technologies required to support their learning in the curriculum	Equipment remains up to date and fit for purpose.	Ongoing	All school PCs have been upgraded to Windows 10 to support ongoing education requirements. Desktop Refresh programme in corporate services scheduled for Dec17 onwards	On Track
	Supplier management	ICT Service and Corporate Procurement liaise with the major suppliers' account managers on a regular basis via the established Supplier Management Process.	Appropriate level of supplier support and best value.	Ongoing	Supplier engagement ongoing.	On Track
	Cloud Based Services	Investigate migration of services to Cloud based/hosted systems.	Systems delivered efficiently and within appropriate pricing structures	December 2018	Yet to begin	On Track



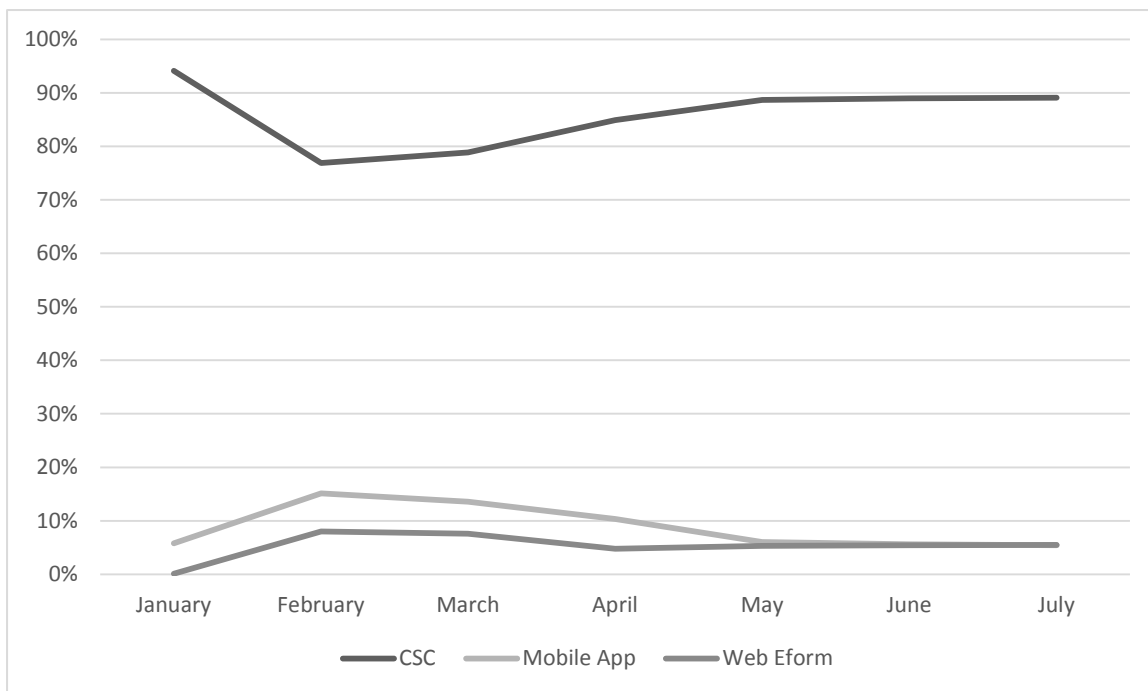
## Appendix 3 – Performance Statistics – 31st July2017

### Section 1 – Channel Shift

#### 1.1 Total Number of Requests by Channel



#### 1.2 Percentage of Requests by Channel – Trend

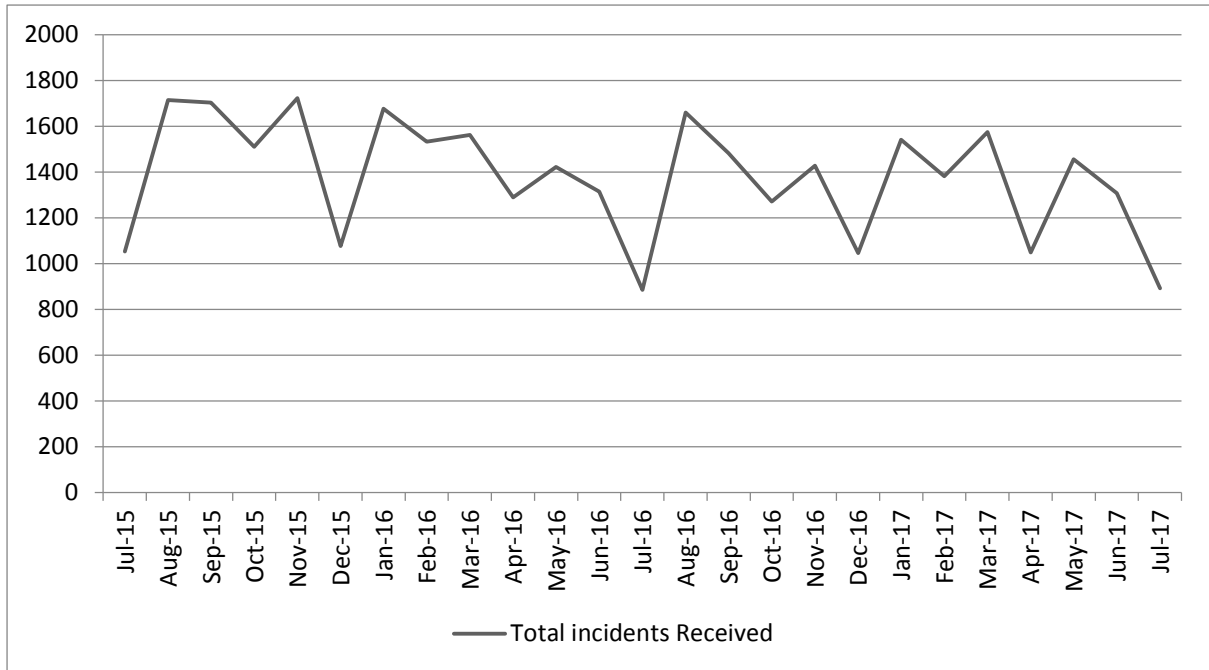


**Note – Figures collated from date of launch of Mobile App**

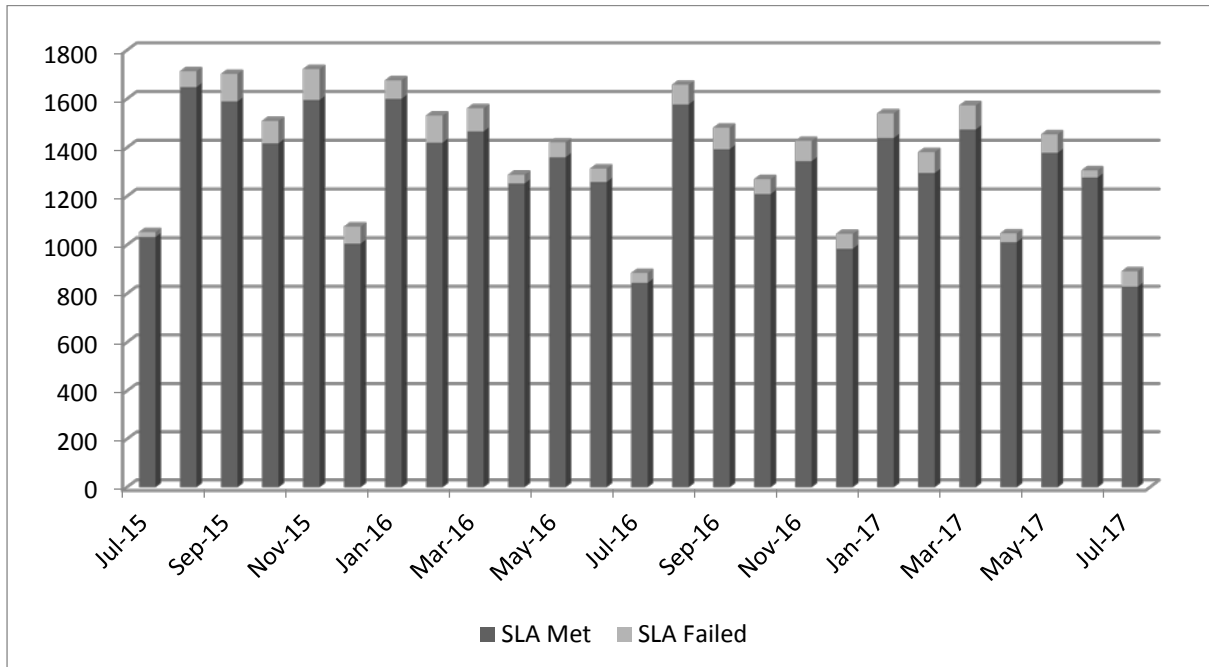
## Section 2 - Servicedesk

### 2.1 Incidents

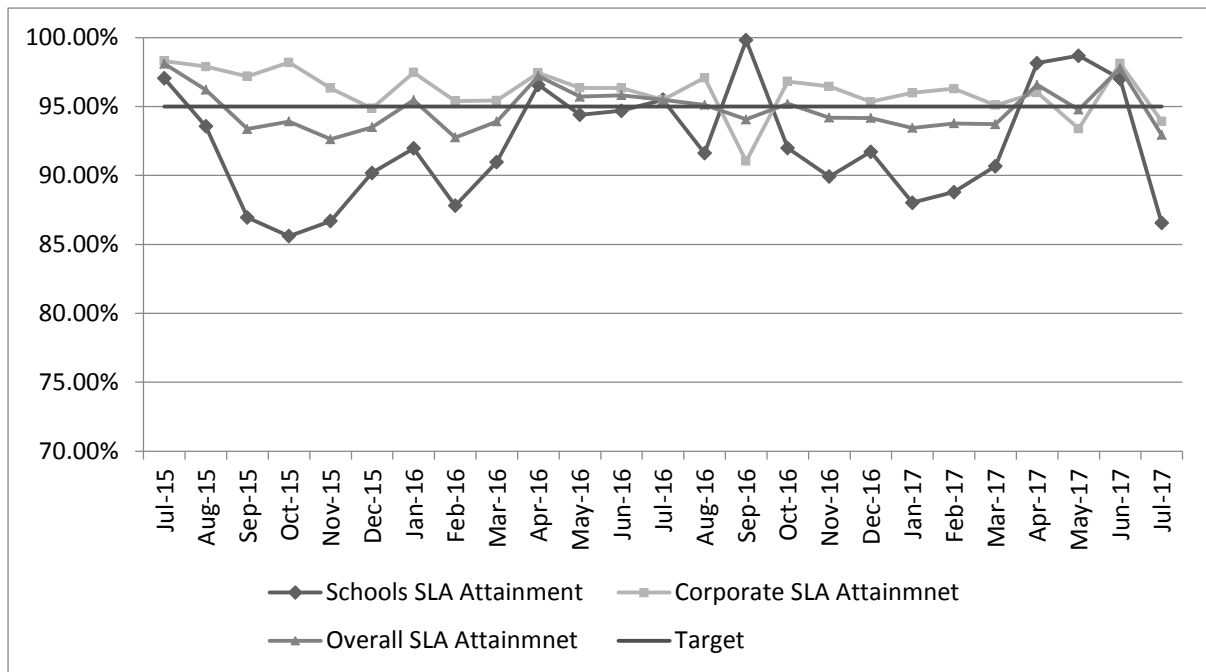
#### Incidents Received



#### 2.1.1 - Incidents Met/Failed within SLA



### 2.1.2 - Monthly Service Level Attainment - Incidents



#### SLA Details

##### VIP Users

Priority	Target Resolution Time
Critical	3 hours
High	4 hours
Normal	7 hours
Low	21 hours
Long Term	No target

##### Standard Users

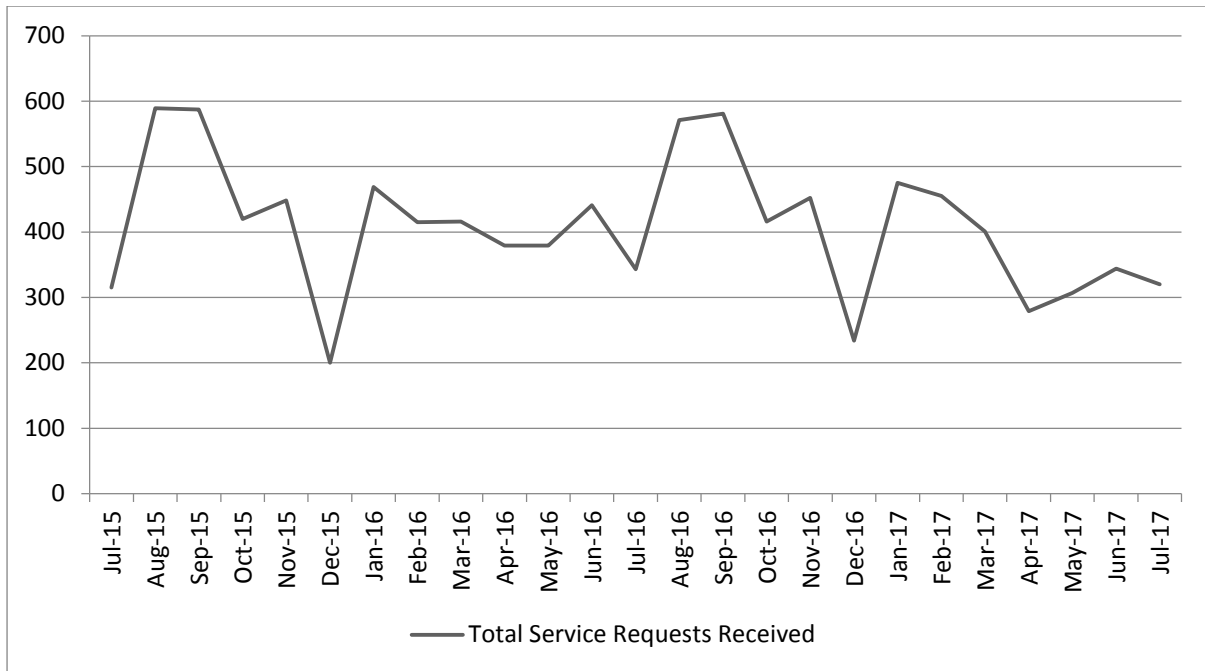
Priority	Target Resolution Time
Critical	4 hours
High	7 hours
Normal	21 hours
Low	35 hours
Long Term	No target

SLA Attainment is 95% of incidents resolved within Target Resolution Time.

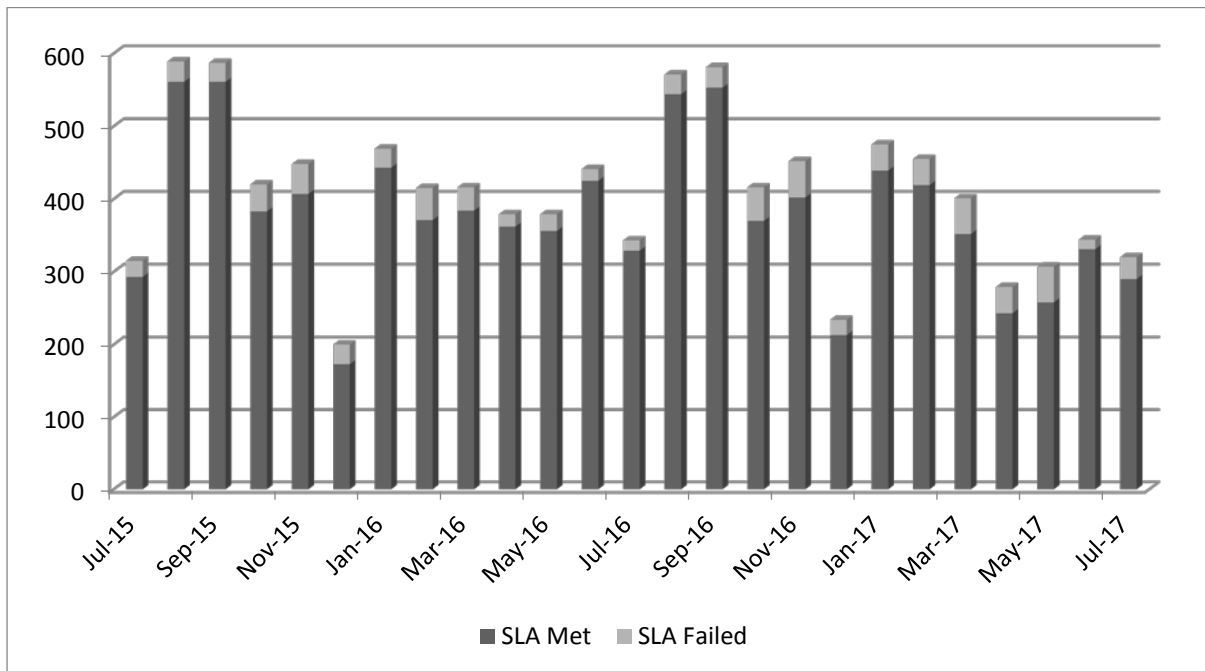
A typical Service request is unlocking a user account or password, software errors, PC faults, PDA, whiteboard and projector issues.

## 2.2 - Service Requests

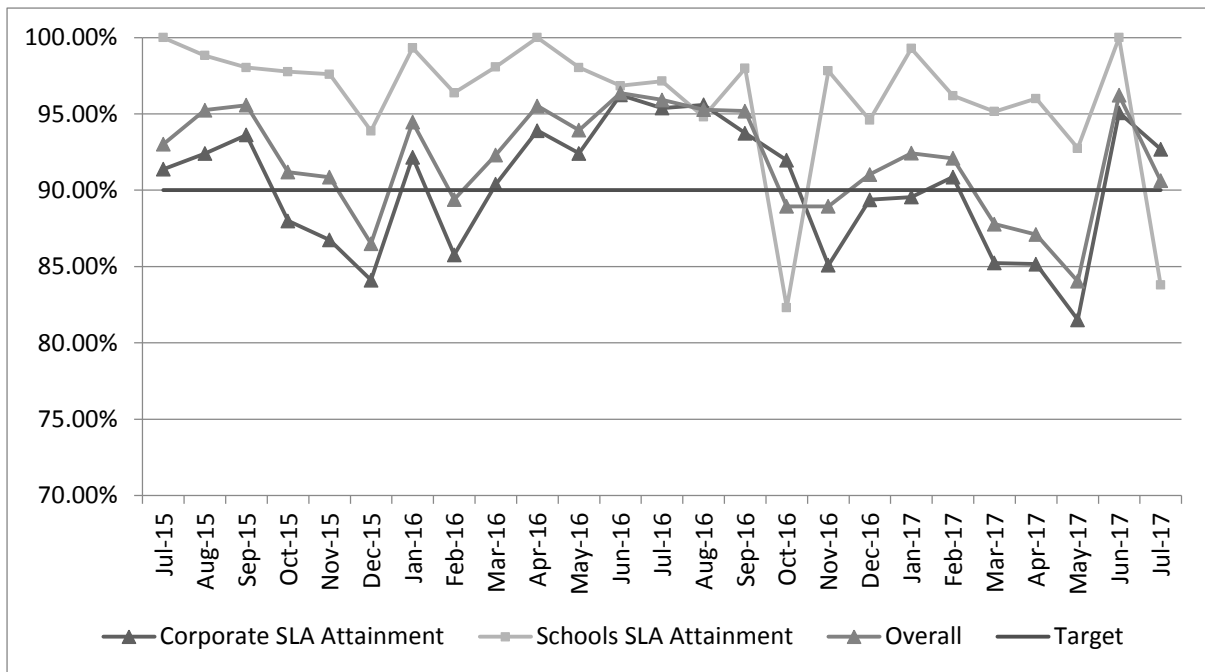
### 2.2.1 - Service Requests Received



### 2.2.2 - Service Requests Met/Failed within SLA



### 2.2.3 - Service Level Attainment – Service Requests



SLA Attainment is 95% of incidents resolved within Target Resolution Time.

A typical Service request is provision of a new user account, a new PC or Laptop, relocation of existing services.

## 2.3 – Highlight Report July 2017

### 2.3.1 – Outstanding Incidents

Application Support	6
Civica	0
Network	1
Server	5
SWIFT Admin	0
Service desk	130
Tech Support Admin	0

### 2.3.2 - Outstanding Service requests

Application Support	12
Civica	2
Network	2
Server	1
SWIFT Admin	7
Service desk	71
Tech Support Admin	1

### 2.3.3 - Calls Assigned still to be actioned

Application Support	5
Civica	2
Network	1
Server	1
SWIFT Admin	4
Service desk	16
Tech Support Admin	0

### 2.3.4 - Password resets

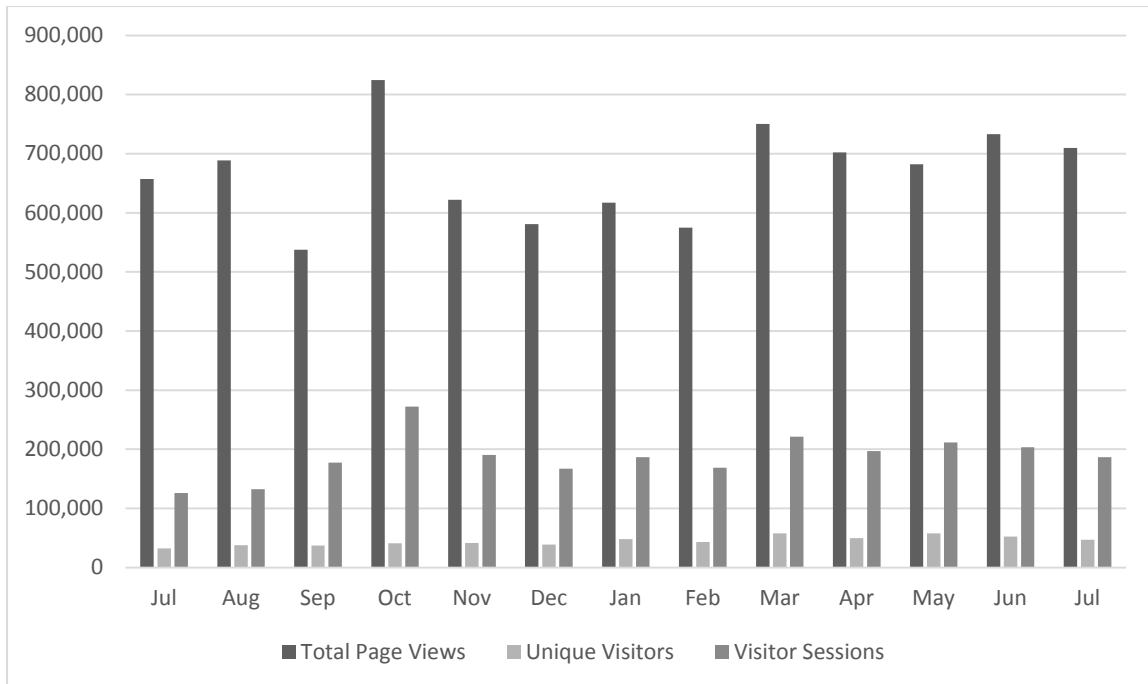
HR21	226
Chris 21	27
SWIFT	55
E-Learning	4
Network Password	52
Sophos Encryption	2
Bright Office	0

A Win10 platform upgrade was completed in all Secondary schools and Craigmarloch. A total of 2540 desktops and laptops were upgraded. Desktop printer rationalisation: 340 various inkjet and laser desktop printers will be replaced with 75 new multifunction devices.

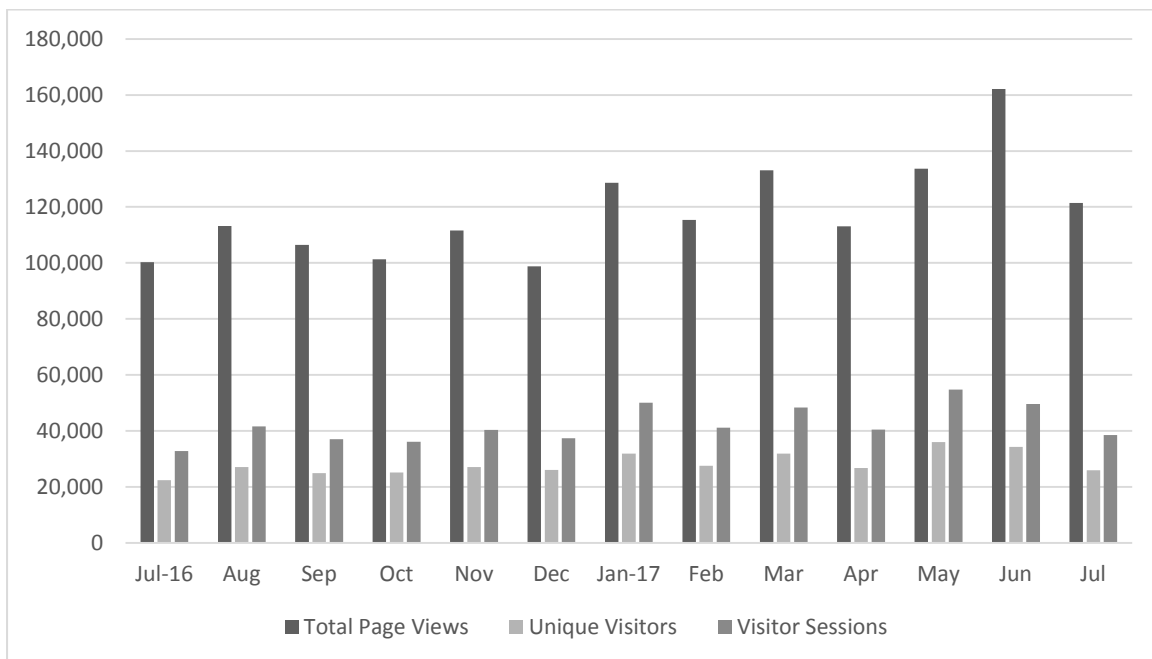
Move of 18 staff from the Business store to the Municipal Buildings. 3 days to complete and ensure that all equipment was connecting to the network and a full inventory was taken.

## Section 2 - Internet and Web Access

### 2.1 - [www.inverclyde.gov.uk](http://www.inverclyde.gov.uk) – Site Log Statistics



### 2.2 – Google Analytics Statistics



**Page View:** A single view of a single web page from an individual visitor to our site.

**Unique Visitor:** Unique IP (web) address to identify our viewers.

**Visitor Sessions:** The number of times a unique visitor returns to view the site after leaving for more than 20mins.

**2.3 - Top 10 Search Terms** – these are the most common terms entered into the Search Bar on the home page:

school holidays
council tax
planning
roads
bus pass
housing
blue badge
grants
annual accounts
catalogue

**2.4 - Top 10 Pages Visited**

/tourism-and-visitor-attractions/victoria-tower-webcam
/education-and-learning/schools/schools-holidays
/council-and-government/contact-us
/pay-it-online
/environment/recycling-and-waste-services/recycling-centres
/environment/roads-lighting/road-works
/jobs-and-careers/apply-for-a-job/essential-recruitment-information
/education-and-learning/schools
/jobs-and-careers

**2.4 – Web Browsing by Device Categories**

