

Departmental Quarterly Monitoring Report

Directorate: Policy and Resources

Department: ICT & Support Services

Period: Quarter 1 – 1st April 2011 to 30th June 2011

1.0 Introduction

This monitoring report covers the ICT Services first quarter period up to 30th June 2011. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which symbols have been used to reflect progress is explained within Appendix 6.

2.0 Key Developments

The Members ICT rollout has been a successful project with all but 9 users now moved over to the new Netbook devices and the new improved version of Citrix Zen App. The remaining 9 users will need to transfer to the new service by the 31st August 2011 as the Old Service will have to be switched off at this point, otherwise this will incur substantial additional costs and compliance issues if not removed by this date.

Care First 6 is now 'Live' within the Children in Need Service with a detailed rollout plan agreed for all other service users over the coming months.

The "Lync" telephony System is now 'Live' and has passed through the test period, the rollout to the Administrative Support Service will take place mid-August 2011 followed by a rollout to the Children's teams in September 2011 to coincide with the rollout of Windows 7 and Office 2010.

All staff have now settled into the new offices within the Municipal Building and the new ways of working have focused upon flexibility and the greater use of technology. These changes have started to enable this flexible work space to prove its objective. This includes the removal of all paper files throughout the service and enables effective changes to the working arrangements such as home working and the greater integration of all teams within the services.

Halton People into Job's are now fully security compliant and in a position to secure the A4E contract following the considerable amount of work undertaken by the ICT security and operational teams to enable compliance with the strict guidelines issued for the use of technology and data management within this area.

3.0 Emerging Issues

Projects such as the rollout of Windows 7, Office 2010 and the implementation of SharePoint will inevitably bring with it some training challenges over the coming months, as well as, a large number of positive and welcomed changes to the way we work; including the way in which we deal with and control documents, email and the flow of information throughout the authority. Together, this solution will enable efficiencies to be generated through changes to service solutions and surrounding process in many areas.

Training plans are currently being developed to encompass how all of these solutions form a fully integrated suite of user driven systems and data management solutions.

CoCo (Code of Connection) reassessment is with us again and a considerable effort is underway to retain compliance and improve upon existing policies and the subsequent communication of these policies.

The development of the new Agresso financial management solution has now started with an October 2011 Target date for rollout.

Schools are now starting to come on line with new network and PC support services, and plans for the upgrade of network services allowing faster internet speeds are underway also a number of additional chargeable services are being planned.

Health integration: - Working arrangements are being progressed with Knowsley and St. Helens councils allowing connectivity between the authorities and the health partners enabling improvements to operational needs and working toward reducing the multi system requirements that are in place at the moment for many of the care workers across each of the authorities. This will be a long term project but connectivity, and the development of secure options for data integration is a major step forward in this area and one that has taken a number of years to develop.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	27		26		1		0
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Service objectives are moving forward to plan with a positive performance on all but one of the objectives, and the need to reallocate resource has delayed the implementation of the virtualisation objective for the desktop environment, but, the Citrix developments surrounding the rollout of Zen App have supported any immediate requirement and removed any impact this may have had. Further information can be found in Appendix 1.


4.2 Progress against 'other' objectives / milestones

Total	9		9		0		0
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All other objectives/milestones for the Department are on track to be achieved and are therefore not being reported by exception at this time.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	3		3		0		0
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All 'Key' Performance indicators are presently on track to achieve annual targets; additional information can be found within Appendix 2.

5.2 Progress Against 'other' performance indicators

Total	6		6		0		0
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All other performance indicators for the Department are on track to be achieved and are therefore not being reported by exception at this time.

6.0 Risk Control Measures

During the Development of the 2011-12 Service activity, the service was required to undertake a risk assessment of all Key Service objectives.

Where a Key service objective has been assessed and found to have an associated 'High' risk, progress against the application of this risk treatment measures will be reported in quarters 2 and 4

7.0 Progress against high priority equality actions

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2011 – 2012.

8.0 Data quality statement

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

9.0 Appendices

Appendix 1 Progress Against 'key' objectives / milestones





Appendix 2 Progress against 'key' performance indicators

Appendix 3 Financial Statement











Appendix 4 Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O1	Constantly evaluate and improve the usability, resilience, control and flexibility of the Council's Data Communications Network Infrastructure





Milestones	Progress Q 1	Supporting Commentary
Voice Over Internet Protocol (VOIP) Services May 2011		Microsoft Lync has been installed and is in use by ICT and members of Admin Services. The use of VOIP provides a means by which telephone calls can be made via the PC. The system has the potential to reduce longer term telephony costs for the authority and will be rolled out over the course of the next year.
Information Management Governance Group (IMGG) Strategy Development and Implementation May 2011		The IMGG is responsible for the authorisation process for Information Governance and Security policies that links into the ICT Strategy Board and provides overall strategic guidance and direction to Information Governance, Security, Risks and Incidents. Within the last quarter the IMGG has been part of the approval process for the now published Acceptable Use Policy, Information Security Leaflet, Information Security Incident Management Policy, Information Security Risk Policy, Information Governance Handbook and involvement with the Information Governance Team taking over the coordination of the Freedom of Information requests. There are already another three policies that are currently being reviewed by the IMGG which will be published within the coming months.
Wide area network (WAN) review/upgrade July 2011		The reconfiguration of the WAN so that Quality of Service (QoS) is enabled for the new telephony system has been completed. We are currently in discussions with Telecoms Providers about increasing our Internet Bandwidth capacity
Local area network evaluation July 2011		Cisco Edge Network Switch replacement capital bid successful. The switches have been ordered, delivered and are being installed in a rolling programme in support of the Authority Wide Telephony System (Microsoft Lync)

Appendix 1: Progress Against 'key' objectives / milestones

Wide area wireless networking July 2011		Evaluations of options taking place in order to provide a cost effective Wireless Wide Area Network. A trial wireless network between Municipal Building and The Waterloo Centre has been installed for the Mersey Gateway Team
Cisco Core Switch Replacement July 2011		A replacement programme for the Core Switch has been initiated, equipment purchased and installed. This has been completed.
Tribal Synergy Connect July 2011		The development of additional modules within Synergy Connect and improved import data routines will be completed in July 2011
Real time data capture schools June 2011		Automated data collection currently takes place on a weekly basis. The acceleration towards real time daily capture is under review whilst the new import processes to Tribal Synergy Connect are being implemented.
CareFirst6 Children in Need (CIN) Teams 1-3 July 2011		CF6 'live' in CIN Widnes from 6 June 2011 and anticipated go live for CIN Runcorn on 21 July 2011.
Personalisation CareFirst6 Adults Pilot Role-out July 2011		My Life personalisation portal went live 28 April 2011.
Schools Services ICT Review March 2012		The fully integrated ICT services for schools were introduced in March 2011 – the buyback service for schools is being enhanced from March 2012 with the aim of 40% of schools buying the full service from April 2012.
Active Directory Phase 4 March 2012		The Group Policy for Windows 7 has been completed and is being rolled out to members of ICT Services and this is anticipated to be completed the end of Q1 2011/12. The policy will then be rolled out with the Corporate deployment of Windows 7.
End of Life PC Replacement Phase 4 March 2012		This is an on-going project utilising the Accucheck Asset Management software to enable out of warranty PC's and Laptop's to be replaced as part of this programme.
Virtual Machines (VM) Ware Phase 5 March 2012		There are now over 240 operational servers that have been virtualised and further opportunities are being explored to carry on this programme.






Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O2	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust hardware infrastructure

Milestones	Progress Q 1	Supporting Commentary
352 PC & Laptop replacements July 2011		This is the on-going replacement of PC's and Laptops as part of the ICT Capital Replacement Programme. The replacement programme has been profiled against the Windows 7 rollout plan so that disruption to users is minimised
Virtualisation of a further 40 servers July 2011		Further opportunities are being explored to carry on the programme of server virtualisation resulting in significant cost and carbon savings for the Authority.
Desktop virtualisation programme Phase 4 March 2012		Work has not yet started activities have been integrated into work plans, but are resource dependent and subject to competing priorities.
Backup Hardware Replacement Phase 3 March 2012		Plans have been written and a capital bid submitted for the funds to purchase the necessary equipment for the Hardware Replacement.





Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O3	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust software platform

Milestones	Progress Q 1	Supporting Commentary
Code of Connection compliance review May 2011		Code of Connection Compliance Documentation has been submitted and we are awaiting the results of that submission.
Corporate wide share point portal Phase 2 August 2011		SharePoint is 'live' in a pilot mode within ICT Services with further deployment opportunities being explored. Links with the Corporate Electronic Document Record Management System (EDRM) Project have been established.
Phase 4 rollout Corporate Service Delivery (CSD) March 2012		CSD is being used within HDL, The Contact Centre, Planning, Communities, CYP, ICT and the Intranet. The new ICT Structure and Strategies will inevitably offer opportunities for its further deployment to provide efficiency improvements such as the currently being developed 'I Want HR' portal.
ICT Security Strategy review March 2012		The plans have had to be re-profiled as a result of the resource required to support security compliance associated with the Halton People Into Jobs project, and key milestones remain on target.
Evaluate, analyse, deploy corporate and directorate process review March 2012		On-going both as individual initiatives and as part of the on-going Efficiency Programme.





Appendix 1: Progress Against 'key' objectives / milestones



Ref	Objective
ICT 04	The implementation of a range of new corporate wide facilities including Web services, records & document management, business process workflow, corporate desktop portal.

Milestones	Progress Q 1	Supporting Commentary
Continuing improvements and enhancements to Corporate Service Delivery (CSD) system- March 2012		Work continues on developing CSD to meet requirements identified by end users completing work requests, client liaison meeting and business process re-engineering. For example, CSD now incorporates a replacement for the ICT Service Desk resulting in revenue saving for the Authority. Future developments include document management and CSD Web / Halton Online.
Continuing workflow implementation- March 2012		Workflows are developed as needed. Workflows exist relating to CSD and 'I Want IT'. These workflows will be developed further as required. Future workflows will be developed around 'I Want Admin' and 'I Want HR' where a requirement is identified.
Improvement and enhancement of all customer interfaces March 2012		Work has commenced on the 'I Want HR' portal along with the continuing development of the existing 'I Want IT' and 'I Want Admin' portals. Plans are in place to bring services currently available in CSD to the main Council website.
Continued development of document management and distribution services March 2012		Services requests for this have been rolled into a Corporate Electronic Document Record Management System (EDRM) as part of the Efficiency Programme. ICT Services are contributing towards the delivery of this Workstream headed up by the Divisional Manager, Revenues and Benefits.

Appendix 2: Progress Against 'Key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
<u>ITCLI 1</u>	Average availability of the Council's operational servers (%).	100	99	100			No problems were encountered in this Quarter for the major Council Systems
<u>ITCLI 2</u>	Average availability of the Councils WAN infrastructure (%).	99.99	99	100			High levels of availability are being maintained which allows consistent delivery of services

Service Delivery							
<u>ITCLI 6</u>	Member Support: % of calls responded to within 1 working day	99	95	99			New devices have now been issued to a number of Members following a successful trial. The rollout has gone well.

Appendix 3: Financial Statement

ICT AND SUPPORT SERVICES DEPARTMENT

Revenue Budget as at 30th June 2011

	Annual Budget	Budget to Date	Actual to Date	Variance to Date	Actual including Committed Expenditure
	£'000	£'000	£'000	(Overspend) £'000	£'000
<u>Expenditure</u>					
Employees	6,121	1,559	1,519	40	1,525
Supplies & Services	1,067	167	143	24	325
Computer Repairs & Software	450	113	134	(21)	339
Communications Costs	135	34	68	(34)	68
Other Premises	7	0	0	0	0
Other Transport	3	1	0	1	0
Total Expenditure	7,783	1,874	1,864	10	2,257
<u>Income</u>					
Fees & Charges	-3	-1	-5	4	-5
Reimbursements & Other Income	-60	0	-1	1	-1
Internal Billing	-97	-5	-5	0	-5
SLA to Schools	-110	-1	-1	0	-1
Total Income	-270	-7	-12	5	-12
Net Controllable Expenditure	7,513	1,867	1,852	15	2,245
<u>Recharges</u>					
Premises	190	48	48	0	48
Transport	34	9	10	(1)	10
Asset Charges	1,231	0	0	0	0
Central Support Services	1,106	276	276	0	276
Support Service Income	-9,935	-2,483	-2,484	1	-2,484
Net Total Recharges	-7,374	-2,150	-2,150	0	-2,150
Net Department Total	139	-283	-298	15	95

Comments on the above figures

In overall terms net Departmental expenditure is slightly under the budget to the end of quarter 1.

With regards to expenditure, employee costs are lower than budget due to vacant posts that exist within the Administrative Services Division. The in-year savings resulting from these vacant posts will be used as a contribution towards the Department's 11/12 staff turnover savings target. They will also be used as a contribution towards the Department's 12/13 savings target.

Appendix 3: Financial Statement

Spend on supplies & services is also lower than the budget at the end of quarter 1. This is due to reduced expenditure on general equipment and furniture which is a result of the current Procurement policy which is in place to utilise surplus furniture due to staff leaving and relocations before new purchases are made.

Computer Repairs and Software expenditure is over budget for the period which in the main relates to cost of providing close circuit television and also prepaid 10/11 maintenance contracts. Work is ongoing to compile a definitive ICT contracts register.

Communications costs are in excess of the budget due to delays in reducing the Council's broadband width has resulted in a 10.11 saving item not being fully achieved. This is being offset through the spend reduction in equipment and office furniture.

With regards to income, fees and charges are slightly in excess of budget due to the volume of new account charges being made during the first quarter.

At this stage it is anticipated that the overall net Department spending will be in line with the budget by the year end.

ICT AND SUPPORT SERVICES

Capital Projects as at 30th June 2011




Capital Expenditure	2011/12 Capital Allocation £'000	Allocation to Date £'000	Actual Spend to Date £,000	Total Allocation Remaining £'000
IT Rolling Programme	1,124	187	121	1,003
Net Expenditure	1,124	187	121	1,003

Comments on the above figures.

It is expected that the full allocation will be spent by the financial year end.




Appendix 4: Explanation of Use of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an intervention or remedial action taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.