

## Departmental Quarterly Monitoring Report

**Directorate:** Policy and Resources

**Department:** ICT & Support Services

**Period:** Quarter 2 – 1<sup>st</sup> July 2011 to 30<sup>th</sup> September 2011

### 1.0 Introduction

This monitoring report covers the ICT Services second quarter period up to 30<sup>th</sup> September 2011. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which the traffic light symbols and direction of travel indicators have been used to reflect progress is explained within the Appendix of the covering report.

### 2.0 Key Developments

#### **CAREFIRST 6 PROJECT:**

##### **Children's Directorate**

The Main Children In Need (CIN) teams are now 'Live' together with the Integrated Services Team (IST) and Systems are bedding in well.

CF6 Development groups have been restarted to ensure progress with developing the remaining team builds as well as acting as a change control resource for 'Live' systems.

The Integrated Working Support Team (IWST) are due to go 'Live' on 27th October 2011; with the Emergency Duty Team (EDT) Systems build currently in development; it will form a joint build with the Communities Directorate.

The Young People's Team (YPT) development is due to start during November 2011. The Safeguarding Team's business processes are due to be mapped during November 2011. However, the Permanence, Adoption and Fostering Teams and Children's Centres have not yet been scheduled.

## **Communities Directorate**

Duty Function within ALD (Adults Learning Disabilities) / PSD (Physical Sensory Disabilities) together with Community Bridge Builders are now 'Live'.  
The externally hosted 'Personalisation Portal' is now 'Live'.

Care Arrangers are now 'Live' and their business processes are currently being reviewed. The 'Positive Behaviour Support Service' is also 'Live' with growth within the team resulting in on-going training.

EDT (Emergency Duty Team) systems build is currently in development, this will be a joint build with the Children's Directorate.

Direct Payment is in the System Build stage, this is currently with Finance for any data cleansing requirements and due to go 'live' by the end of October 2011.

The Adult Hospital Teams are undergoing business process development supported by documented and mapped processing. This is estimated to go 'Live' during December 2011.

Halton Supported Housing has had their new system built with a demo due to take place on 5th October 2011. The estimated 'Go Live' date is due for the end of October 2011.

The CF6 builds for the Integrated Assessment Teams (including online self-assessment functionality) / Complex Care are still dependent upon the outcomes of the on-going remaining teams within Communities which are yet to be scheduled.

## **General – CF6**

The latest version of Carefirst (v6.10.1.1) is currently being tested within a Development environment. Meetings are currently underway to discuss the possibility of starting the CareFinancials Implementation Project in parallel to CF6.

Social Care IT based development Helpdesk continues to offer first line support to all Carefirst/ICS users (approx. 650).

## **Information Governance**

We are currently enhancing the Freedom of Information (FOI) system and for records management, and also looking at this being deployed within SharePoint. We have put together a records management survey (still at draft stage) which is intended to go out to all directorates to complete within 2011. Council Privacy Notes are completed and awaiting approval from the ICT Strategy Board. We are also reviewing records retention policy documentation.

### **Tribal Synergy – Pupil Database**

Free School Meals (FSM) are currently trialling sending the weekly FSM reports via email to schools rather than sending hardcopies via the school courier, this will make the process more efficient and provide savings.

We are looking into a new standard reporting tool for all Synergy Users that will deliver savings and allow sharing of reports between ourselves and Synergy Users. We are in the process of moving over from PAF files to LLPG with regard to address matching on Synergy; this again will deliver savings and is currently being trialled in the Synergy 'Live' environment. Synergy Systalk is in the final stages of testing, moving away from the previous importing tool. Systalk does not require incoming files from schools to be formatted and can simply be imported as soon as the files arrive, making the process more efficient with a view to moving towards real time imports rather than weekly.

### **Administrative Support Services**

Corporate storage for all documentation is being developed based at Picow Farm and Moor Lane depot's – this will form a combined RMU (Records Management Unit) based within the Admin Support Service.

This is a large piece of work being undertaken to centralise all storage at Picow Farm Depot and Moor Lane but this will result in the unit being used as storage for all none personal data items. Filing cabinets are being transferred from Rutland House and Runcorn Town Hall. All cabinets and boxes are being logged to enable easy retrieval.

The basement at Grosvenor House has to be emptied and the above will enable the basement at RTH to be used as a combined RMU for Children's and Communities.

50 staff from within the Administration teams are now enrolled on NVQ's, mostly within the subject areas of Business administration and Customer service. The training is being provided by a company called SISCO at no cost to the Authority.

## **3.0 Emerging Issues**

ICT Services in conjunction with the Efficiency Programme have identified potential cash saving in enabling the public to move channels from manned telephone payments to an automatic telephone system. It will soon be possible to pay the majority of council bills (Council Tax for example) via a touch phone. This system (ATT – Automated Touch Tone), will be installed and running by the end of October 2011.

The new Lync Telephony solution will realise real cash savings in the order of £60K as we are able to release leased circuits to various buildings, replacing them with telephony over the network that is owned by HBC. It is planned that all staff will be on Lync by April 1st 2012.

The Intranet based mileage system is being trialled within ICT services this month (September 2011) with a view to going live in December 2011. This will represent substantial savings in courier, paper and resource costs with the (virtual) removal of the green paper forms.

### **Web Site**

A considerable amount of analysis has been undertaken over the last 3 months to define and breakdown the areas of development within the corporate web site, this work is now complete and is now fully supported by the directorates and members with phase 2 of the process aimed at updating all content within the site over the next quarter (October 2011 to December 2011). Staffing issues have hindered progress but plans are being put in place to rectify this issue.

New search facilities will also be embedded within the site enabling simpler and more accurate access to the data held within. This project is expected to start by the end of October 2011 following the completion of the procurement process.

### **Home Computing Salary Sacrifice:**

The completion of the salary sacrifice scheme for Home Computer and Tablet devices is currently under negotiation, with an expected start date of late October 2011, subject to successful financial, legal completion. Further information will be released to all staff and members over the coming weeks.



## **4.0 Service Objectives / milestones**

### **4.1 Progress against 'key' objectives / milestones**

<b>Total</b>	<b>27</b>		<b>26</b>		<b>0</b>		<b>1</b>
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Service objectives are moving forward to plan with a positive performance on all but one of the objectives. 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	8		8		0		0
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All 'other' objectives / milestones are presently on track to achieve annual targets; additional information can be found within Appendix 2.

## 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 3.

### 5.2 Progress Against 'other' performance indicators

Total	6		6		0		0
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All performance indicators support the levels of work undertaken to achieve these results in line with the considerable array of major projects underway at the moment. Presently all 'other' Performance Indicators are on track to achieve annual targets and more information can be found in Appendix 4.

## 6.0 Risk Control Measures

During the development of the 2011 -12 Service activities, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were identified for the service.

## 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 'other' objectives / milestones
- Appendix 3 Progress against 'key' performance indicators
- Appendix 4 Progress against 'other' performance indicators
- Appendix 5 Financial Statement

**Appendix 1: Progress Against 'key' objectives / milestones**

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

Milestones	Progress Q 2	Supporting Commentary
Voice Over Internet Protocol (VOIP) Services <b>May 2011</b>		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 <b>May 2011</b>		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 <b>July 2011</b>		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 <b>July 2011</b>		Cisco Edge Network Switch replacement capital bid successful. The switches are now installed as part of the rolling programme in support of the Authority Wide Telephony System (Microsoft Lync)

## Appendix 1: Progress Against 'key' objectives / milestones

Milestones	Progress Q 2	Supporting Commentary
Wide area wireless networking <b>July 2011</b>		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 testing is now underway.
Cisco Core Switch Replacement <b>July 2011</b>		All Milestones completed as planned.
Tribal Synergy Connect <b>July 2011</b>		
Real time data capture schools <b>June 2011</b>		
CareFirst6 Children in Need (CIN) Teams 1-3 <b>July 2011</b>		
Personalisation CareFirst6 Adults Pilot Role-out <b>July 2011</b>		
Schools Services ICT Review <b>March 2012</b>		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. 8 Schools have accepted the service to date with a target of 35 by the end of 2012.
Active Directory Phase 4 <b>March 2012</b>		The formal rollout of Windows 7, Office 2010 and Lync is now underway with a target date for completion of April 2012.
End of Life PC Replacement Phase 4 <b>March 2012</b>		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 <b>March 2012</b>		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 2	Supporting Commentary
352 PC & Laptop replacements <b>July 2011</b>		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 <b>July 2011</b>		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 3 <b>March 2012</b>		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 <b>March 2012</b>		Plans have been written and a capital bid accepted for the funds to purchase the necessary equipment for the Hardware Replacement.





**Appendix 1: Progress Against 'key' objectives / milestones**

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

Milestones	Progress Q 2	Supporting Commentary
Code of Connection compliance review <b>May 2011</b>		Code of Connection Compliance Documentation has been submitted and accepted by GCSX – the authority is now compliant for a further 12 months.
Corporate wide share point portal Phase 2 <b>August 2011</b>		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) <b>March 2012</b>		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 <b>March 2012</b>		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 <b>March 2012</b>		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 2	Supporting Commentary
Continuing improvements and enhancements to Corporate Service Delivery (CSD) system- <b>March 2012</b>		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- <b>March 2012</b>		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 <b>March 2012</b>		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 <b>March 2012</b>		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 'other' objectives / milestones**

Ref	Objective
<i>ICT O5</i>	<i>Improve service efficiency and improvement through the use of Business Process Re-engineering</i>



Milestones	Progress Q 2	Supporting Commentary
<i>Deliver business transformational projects identified by the corporate Efficiency programme <b>March 2012</b></i>		This work is on-going in line with corporate efficiency and existing ICT work programmes.

Ref	Objective
<i>ICT O6</i>	<i>Evolve, improve and redevelop customer contact and reactive fix services, access channels and availability.</i>


Milestones	Progress Q 2	Supporting Commentary
<i>Conduct a Satisfaction survey for ICT &amp; Support Services <b>March 2012</b></i>		The survey is currently being planned. As part of the Windows 7 Rollout a satisfaction survey is carried out following the completion of each user upgrade, this will form the basis of the overall survey upon completion of the project. This approach will enable the department to gather a full record of all users' comments rather than a limited percentage response.
<i>Further Development of I Want IT portal <b>March 2012</b></i>		New services are constantly being added to the 'I Want IT' portal and this is being developed in conjunction with 'I Want Admin' and 'I Want HR'.
<i>Further Implementation of enhanced ICT Service Desk <b>March 2012</b></i>		The ICT Service Desk has been developed and is now in the final stages of testing. The migration is being planned against the roll out of Windows 7 to ensure that the service remains responsive.

**Appendix 2: Progress Against 'other' objectives / milestones**

Ref	Objective
ICT 07	<b><i>Maintain the continuity of service delivery by ensuring that the Council's telephony services are fit for purpose and meet the needs of the Council and its stakeholders</i></b>


Milestones	Progress Q 2	Supporting Commentary
<i>Procure and implement new systems / working arrangements by <b>March 2012</b></i>		The installation of Microsoft Lync is now live within ICT Services and some elements of Admin Services. There is a plan in place to roll out to the rest of the Authority over the coming months. The use of Voice Over Internet Protocol (VOIP) technology should have a significant longer-term benefit in respect of telephony costs and the Councils Accommodation and Flexible Working strategies.
<i>100 User Trial Live in Municipal Building <b>May 2011</b></i>		This has been completed.

Ref	Objective
ICT 08	<b>Constantly evaluate and improve the delivery of administrative services across the Council's Corporate and Directorate requirement through the use of business re-engineering</b>

Milestones	Progress Q 2	Supporting Commentary
<i>Deliver administrative transformational projects <b>March 2012</b></i>		The development of the 'I Want Admin' has been completed and is now live. Once customer feedback has been reviewed further developments can be planned.





**Appendix 2: Progress Against 'other' objectives / milestones**



Ref	Objective
ICT 09	Satisfy the administrative needs of the Council's Corporate and Directorate requirement by providing a well trained, efficient and effective administrative shared service

Milestones	Progress Q 2	Supporting Commentary
<i>Implement, monitor and review learning plans for the staff in the Admin Shared Service <b>March 2012</b></i>		Working in partnership with Corporate Training and Halton College 50 members of Admin Services will commence an NVQ in Business Administration in September 2011.

**Appendix 3: Progress Against 'Key' performance indicators**







Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
<b>ITCLI 1</b>	Average availability of the Council's operational servers (%).	100	99	100			No problems were encountered in this Quarter for the major Council Systems
<b>ITCLI 2</b>	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							
<b>ITCLI 6</b>	Member Support: % of calls responded to within 1 working day	99	95	98			All devices have now been issued to Members following a successful trial. The rollout has gone well and all members are now accessing the new Xen App Citrix area







**Appendix 4: Progress Against 'Other' performance indicators**

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
ITCLI 3	% Of all calls received that were resolved at the Help Desk.	73	65	81			The successful completion of the restructuring of ICT Services has seen a new emphasis placed on first point of contact problem resolution. This has paid dividends with a large increase in the number of calls resolved at first point of contact.
ITCLI 4	% Of all responsive repairs completed within 2 working days.	91	80	95			An extremely positive result again justifying the ICT restructure and emphasis on using industry standard I.T. Infrastructure Library (ITIL) practices in developing the new ICT Service Desk.
ITCLI 5	School Support SLA: % of calls responded to within <u>agreed</u> target*.						An excellent result again showing the Value of the restructure and the continuing use of industry standard ITIL practices
	Priority 1	100	85	100			
	Priority 2	100	90	100			
	Priority 3	100	95	100			
	Priority 4	100	100	100			



**Appendix 4: Progress Against 'Other' performance indicators**

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
<b>Service Delivery / Quality</b>							
ITCL1 7	% E-mail accounts set-up within 3 working days of receipt.	90	80	94			Email remains on target and has seen little change to the service delivery with the implementation of the .GCSX secure email services.
ITCL1 8	Average working days from order to completion of a new PC	11	10	6			Stock availability has resulted in this improvement.
ITCL1 9	Average working days from delivery to completion of a new PC	5	5	5			New PC Build has now been developed and this is back on target.

## Appendix 5: Financial Statement

### ICT AND SUPPORT SERVICES DEPARTMENT

#### Revenue Budget as at 30<sup>th</sup> September 2011

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£'000	£'000	£'000	(Overspend) £'000
<b><u>Expenditure</u></b>				
Employees	6,142	3,066	2,940	126
Supplies & Services	1,066	479	399	80
Computer Repairs & Software	450	285	360	(75)
Communications Costs	135	68	186	(118)
Other Premises	0	0	0	0
Other Transport	3	1	0	1
<b>Total Expenditure</b>	<b>7,796</b>	<b>3,899</b>	<b>3,885</b>	<b>14</b>
<b><u>Income</u></b>				
Fees & Charges	-3	-1	-1	0
Reimbursements & Other Income	-60	0	-1	1
Internal Billing	-97	-10	-17	7
SLA to Schools	-110	0	0	0
<b>Total Income</b>	<b>-270</b>	<b>-11</b>	<b>-19</b>	<b>8</b>
<b>Net Controllable Expenditure</b>	<b>7,526</b>	<b>3,888</b>	<b>3,866</b>	<b>22</b>
<b><u>Recharges</u></b>				
Premises	197	95	95	0
Transport	34	17	22	(5)
Asset Charges	1,231	0	0	0
Central Support Services	1,106	553	553	0
Support Service Income	-9,935	-4,965	-4,965	0
<b>Net Total Recharges</b>	<b>-7,367</b>	<b>-4,300</b>	<b>-4,295</b>	<b>(5)</b>
<b>Net Department Total</b>	<b>159</b>	<b>-412</b>	<b>-429</b>	<b>17</b>

#### Comments on the above figures

In overall terms net Departmental expenditure is slightly below budget to the end of quarter 2.

With regards to expenditure, employee costs are lower than budget due to a number of vacant posts within the Administrative Services Division. The in-year savings resulting from these vacant posts will contribute towards the Department's 2011/12 staff turnover savings target. The vacant posts will also contribute towards the Department's 2012/13 savings proposal.

Spend on supplies & services is also lower than the budget at the end of the quarter. This is due to reduced expenditure on general equipment and furniture which is a result of the current procurement policy whereby surplus furniture made available due to staff leaving is re-allocated wherever possible before any new purchases are made. Part of this budget has been offered as a one-year budget saving for 2012/13.

## Appendix 5: Financial Statement

Computer Repairs and Software expenditure is over budget for the period which in the main relates to cost of providing close circuit television.

Communications costs are in excess of the budget due to delays in reducing the Council's broadband width, which has resulted in a 2010/11 saving item not being fully achieved. However it is anticipated that this will be implemented during the remainder of the year.

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

### **Capital Projects as at 30<sup>th</sup> September 2011**

<b>Capital Expenditure</b>	<b>2011/12 Capital Allocation £'000</b>	<b>Allocation to Date £'000</b>	<b>Actual Spend to Date £,000</b>	<b>Total Allocation Remaining £'000</b>
IT Rolling Programme	1,124	562	223	901
<b>Net Expenditure</b>	<b>1,124</b>	<b>562</b>	<b>223</b>	<b>901</b>

### **Comments on the above figures.**

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