Report by Cabinet Member for ICT, Education and Achievement

ICT Services.

1.0 Review of 2008-09

The Herefordshire Council ICT Service provides essential Information Technology and Communications support across council, schools and other partner organisation. The priority areas that have been the focus of efforts in 2008-09 include:

- Operational Support and maintenance:
  - 2,700 users; 2,500 desktops supported.
  - circa 25,000 support calls logged on IT helpdesk (87% resolved within SLA), over 32,000 calls received with an abandonment rate of 2.7%.
  - 20 websites proactively managed and supported, over 100 websites hosted.
  - Over 200 database applications hosted.
  - All Herefordshire Schools supported with varying levels of service uptake from full ICT support to Broadband provision only.
  - 2 major data centres (Plough Lane and Thorn).

- Support for Herefordshire Connects
  - Frameworki, new Social Care System, replacing the previous CLIX.
  - Data migration from legacy to new systems.
  - Design and implementation of technical environments.
  - Connects Technical Evaluation including Document Management, Performance and Risk Management, back-office (HR/Payroll/Finance), and integration systems.
  - Upgrade of the CRM system, done entirely by in-house staff, the first LA in the UK to upgrade to the new version of the SAP CRM system.

- Delivery of the ICT Strategy
  - PC Standardisation.
    A rolling programme to replace PCs across the authority. A new contract negotiated with Dell has achieved 30% reduction in basic cost for PCs and laptops for the authority and schools, resulting in cost avoidance savings of £1.25m over 5 years.

  - Virtualisation.
    Reconfiguring the servers to use them more efficiently by running multiple applications across multiple servers. This results in greater resilience for systems. In addition there is a substantial reduction in carbon emissions from the data centre hardware, contributing 100 tonnes CO_2 reduction towards the authorities 180 tonne target. This

has also resulted in cost avoidance savings of circa £200k.

- o Secure email - This is a requirement mandated by central government and will provide a secure means of transferring confidential sensitive information between government organisations. The connection will initially be used by approximately 50 staff working in Revenues & Benefits, the roll out will then continue in line with central government requirements.

- o Positional Accuracy for map data
  Increasing the accuracy of the mapping data we have, providing more mapping services via the web,

- Support for Directorate IT projects, e.g.
  - o Safer Walking Systems – (Adult Social Care).
    A system to give confidence to clients with early stage Dementia to walk around without the fear of getting lost. A GPS tracking device is given to the clients, connected to an alarm and backup call centre.

  - o CASPA - SEN assessment, (Children & Young People)
    CASPA is a monitoring tool that will be used to monitor pupils achievements that have special educational needs. Data is submitted annually to CASPA, where they compare with other LA and provide feedback.

  - o Hanwell environmental monitoring, (Environment & Cultural –Heritage Services)
    Hanwell is used in Heritage Services to monitor temperature and relative humidity at a number of their sites. This was an upgrade to the existing system that would allow more accurate monitoring.

  - o Surveillance software (Environment & Culture - Community Protection)
    The use of surveillance equipment within the Community Protection Team, so that they can monitor activities, such as fly tipping in the community.

  - o Electoral Registration (Legal and Democratic)
    This was to replace the existing Electoral Registration system that was running out of support from the supplier. The new system, supplied by Halarose, will provide a better support model to the Authority.

  - o Improved Broadband for schools (Children's and Young People)
    Increasing the internet bandwidth connection to all high schools and many of the county's primary schools. In addition a reduction in network charges amounting to over £120k.

- Maintaining and Improving Standards, e.g.
  - o Implementation of the ICT Scrutiny Report by members of SMC.

- o Successful revalidation of ISO9001 (quality standard) across ICT.
- o Successful revalidation of ISO27001 (Information Security) across ICT and Modern Records Service.
- o Maintenance of the top performing West Midlands local authority websites in the Sitemorse independent benchmarking league table to date and in the top ten of over 460 local authorities for all except 2 months.
- o Implementation and monitoring of recommendations following internal and external audit reports.

2.0 Priorities for 2009-10

- Support for Herefordshire Connects
  - o Social Care – Frameworki, Phase 2
  - o Integration Performance Management (across HPS)
  - o Integrated Environment and Regeneration system
  - o Integrated Support Systems for back-office (HR, Finance, Procurement)
  - o Electronic Records and Document Management Systems
  - o Technical Integration of connects systems

- Delivery of the major ICT Strategy projects
  - o Refurbishment of Plough Lane Data Centre
  - o Tender and contract award(s) for replacement for Community Network
  - o Encryption for laptops and other devices
  - o Replacement for IT helpdesk (joint with NHS ICT Services)
  - o Refresh of Technology Strategy

- Support for other HC and HPS initiatives
  - o Integrated ICT Services across HC and NHS
  - o Support for other services as part of shared services programme
  - o Support for Accommodation Strategy

- Implementing better IT governance arrangements to improve coordination and prioritisation of the various IT Programmes and requirements across the Authority.

- Maintaining and Improving Standards & Services
  - o Successful revalidation of ISO 9001 and ISO27001 standards

- o Conducting a wide-ranging customer satisfaction survey across the authority
- o Improve outcomes in the annual CIPFA Value for Money Audits
- o Ongoing implementations of SMC ICT Review
- o Improved Information Searching though Intranet
- o Provide customers to a wider range of skills through integration of teams with NHS ICT (and also provide wider access to NHS customers thorough council teams).

3.0 Key Items going to Cabinet in 2009-10

- Report on Community Network Review retendering

- Report on Plough Lane Data Centre Refurbishment

- Report on progress of other ICT strategy projects

4.0 Areas for Scrutiny attention.

The current SMC ICT review is wide-ranging and covers almost all aspects of ICT, however, a review of joint working with the NHS is an area which scrutiny may wish to focus on in the coming year.