

REVIEW:	ICT SERVICES	
Committee:	Strategic Monitoring Committee	Chair: Councillor WLS Bowen
Lead support officer:	Geoff Cole – Interim Head of Information, Technology & Customer Services	

SCOPING

Terms of Reference

This review covers

- To revisit the scrutiny review of ICT Services completed in December 2006 and establish:
 - progress of the key corporate systems and projects, including the corporate network replacement project
 - progress of security incidents and resultant actions in period.
 - progress of disaster recovery plans.
 - progress of performance against key performance indicators
 - update regarding the “Value for Money” aspect of ICT service provision
- To review progress against the executive’s action plan (published in March 2007) in response to the above.
- To make recommendations regarding the future direction of ICT services and possible improvements in the wider use of IT Technology to support improved outcomes in the county.

Desired outcomes

- To ensure that the ICT Service is providing value for money, and make recommendations to the executive as appropriate.
- To ensure that performance of the ICT service is improving, and make recommendations to the executive as appropriate.
- To ensure that the ICT service is fit for purpose to improve outcomes in the county, and make recommendations to the executive as appropriate.

Key questions

- To establish progress made against the executive action plan, service plan, and other improvement/action plans since December 2006.

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree scope	April 2008
Assess currently available information	April 2008
Undertake publicity of the review, set option	28.04.08 S.M.C.
Final confirmation of interviews of witnesses	April/May 2008
Carry out programme of interviews	May 2008
Reference visit to another like authority	???
First draft report	Early June
Final analysis	Mid June
Recommendations	Late June
Present Final report to Strategic Monitoring Committee	16.07.08 S.M.C.

Members	Support Officers
Councillors WLS Bowen (Chairman)	<p>Geoff Cole, Interim Head of Information, Technology, & Customer Services</p> <p>Sandra Dallimore, Technical Services Manager</p> <p>Richard Beavan Pearson, Performance Improvement Manager</p> <p>Audrey Harris, Corporate & Customer services Accountant</p> <p>Sarah Thraves, ICT Support Analyst</p>