

REVIEW:	ICT SERVICES	
Committee:	Strategic Monitoring Committee	Chair: Councillor B.F. Ashton
Lead support officer:	Julie Holmes – Head of Service, Corporate and Customer Services	

SCOPING

Terms of Reference

This review covers

- Report on the progress of the corporate network replacement project.
- Report on the progress of the key corporate systems and projects.
- Report on the progress of security incidents and resultant actions in period.
- Report on the progress of disaster recovery plans.
- Report on the progress of performance against key performance indicators such as network uptime, helpdesk calls logged/resolved/outstanding, number of unique visitors to the website, etc.

Desired outcomes

- For the ICT Service funding arrangements to be fully examined in an open and transparent way (subject to confidentiality).
- Following the review to advise the Cabinet Member for Corporate and Customer Services and Human Resources on the most appropriate framework for sustaining an effective ICT Service for Herefordshire Council and those partners it supports.
- To consider how best to balance both the need for robust Corporate security and disaster recovery procedures with the delivery of the Authority's broad service objectives.
- To consider following the review advice to the Cabinet Member for Corporate and Customer Services and Human Resources on the wider benefits or otherwise of the ICT Service to the people of Herefordshire.

Key questions

- Consider what means of measurement can be used to judge the success or otherwise of the ICT Service.
- By examination of the individual benchmark reports recently produced into both the client satisfaction and infrastructure of the ICT Service to identify those improvement opportunities.
- To consider the views of those users of the Service on the future direction of the ICT Service.

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree scope	September 2005
Assess currently available information	January 2006
Undertake publicity of the review, set option	January 2006
Final confirmation of interviews of witnesses	January 2006
Carry out programme of interviews	February 2006
Interim report	February 2006
Final analysis	End February 2006
Recommendations	March 2006
Present Final report to Strategic Monitoring Committee	March 2006

Members	Support Officers
BF Ashton (Chair) WLS Bowen, KG Grumbley, TM James, Ms AM Toon	TBC