TO: **RESOURCES SCRUTINY COMMITTEE - 13th AUGUST 2002**

SUBJECT: **PROGRESS REPORT ON ICT SERVICE PLAN**

FROM: **ICT SERVICES**

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1   **PURPOSE OF REPORT**

1.1   The committee has requested a report on progress of the ICT elements of the Corporate Management service plan.

2   **BACKGROUND**

2.1   Appendix A details the elements of the Corporate Management Service Plan 2002-2004 that relate to ICT Services.

2.2   Appendix B details the progress that have taken place for each action.

2.3   ICT Services will now be delivering all the Council's E-government work. Until June this was jointly undertaken with ITNET as part of the Open Door project. The vast majority of the work being undertaken by the development staff is involving new technology with the ensuing learning curve.

2.4   Some of the developments that are being worked on have involved us in using this technology for the first time:-

  S   modular version of the web site
  S   interactive forms for the web site
  S   on-line public register using information from a back office system
  S   replication of Oracle database over an ISDN line to kiosks.

2.5   A major project that has arisen out of the E-government /ICT action plan for 2002/3, that was approved by the Executive in April, is the implementation of Microsoft's E-mail system. This will include moving our desktop network infrastructure to Microsoft's active directory (which includes the file and print services) and was an action for review this year in the ICT Strategy. This will involve the network and desktop teams in several months work.

3   **OUTCOME REQUIRED**

3.1   To note progress on the ICT element of the Corporate management Service Plan.

BACKGROUND PAPERS
Nil

Areas in District Affected: Nil

Executive Portfolio Area and Holder: Corporate and Strategic Leadership -
Councillor Crowther

For further information about this report please contact:

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Appendix A

CORPORATE MANAGEMENT - SERVICE PLAN 2002 - 2004 ACTION PLAN			
Topic	**Action**	**When**	**Who**
ICT	Determine the cost of extending the hours of cover for external support contracts	2002	ICT Services Manager
	Examine the effect on staff contracts for out of hours support	2002	ICT Services Manager
	Determine the level of resilience required in the network and servers	2002	Systems Development Manager and Network and Communications Manager
	Write, implement and test a disaster recovery plan	2003	ICT Services Manager
	Ongoing support and development of the web site	ongoing	Systems Development Manager
	Implementation and support of kiosks	ongoing	Systems Development Manager
	Ongoing support and development of CRM including back office integration	ongoing	Systems Development Manager
	Explore the costs and benefits of introducing IP telephony	2002	Network and Communications Manager
ICT continued	Customer Care 1 Survey	2002	ICT Services Manager

CORPORATE MANAGEMENT - SERVICE PLAN 2002 - 2004 ACTION PLAN			
Topic	**Action**	**When**	**Who**
	2 Consultation 3 Review helpdesk service	2002 2002	ICT Services Manager Technical Support Manager

Appendix B

ICT Services - SERVICE PLAN 2002 - 2004 Progress to Date		
Action	**Progress**	**When**
Determine the cost of extending the hours of cover for external support contracts	no action	2002
Examine the effect on staff contracts for out of hours support	Under review as part of single status	2002
Determine the level of resilience required in the network and servers	Enterprise monitoring software has been implemented to forecast problems with servers. A networked backup device for servers is being implemented as part of the email project to ensure integrity of backups and facilitate recovery. Any new servers will have built in resilience eg disks.	2002
Write, implement and test a disaster recovery plan	Internal work groups have been set up for Contingency Planning and Risk management. The ICT Services Manager is on both of these groups. Formal disaster recovery procedures are often supplied by external companies. Discussions with one DR company have taken place to ascertain the typical costs involved. Indicative prices are in the region of £23,000 per annum.	2003
Ongoing support and development of the web site	The programs operating the Web Site have been re-written to allow future developments to be undertaken more quickly. Maintenance and	ongoing

ICT Services - SERVICE PLAN 2002 - 2004 Progress to Date		
Action	**Progress**	**When**
	support has been made easier as the number of programs has been reduced by 75%. The site is being developed to ensure it meets the international web site standards for accessibility. The first implementation of interactive forms is complete (Council Tax). The first public register (planning) will be available during August which has involved accessing information from a back office system.	
Implementation and support of kiosks	The web site and the kiosks share a common database. Automatic replication of this database to the kiosks is under development. Investigations have taken place to incorporate data from WCC >s website onto WDC kiosks.	Ongoing
Ongoing support and development of CRM including back office integration	ITNET are implementing the latest version of the CRM software (Siebel). Currently we are developing the routines for call handling scripts and integration to the back office for housing repairs.	ongoing
Explore the costs and benefits of introducing IP telephony	report to Resources Scrutiny elsewhere on the agenda	2002
Customer Care 1 Survey	The IT helpdesk was relaunched in May as part of the new monthly ICT news pages that are being	2002

ICT Services - SERVICE PLAN 2002 - 2004 Progress to Date		
Action	**Progress**	**When**
2 Consultation 3 Review helpdesk service	published on the Intranet. A customer satisfaction service is due to be carried out in conjunction with SOCITM later on in the year.	