

## Departmental Quarterly Monitoring Report

**Directorate:** Resources

**Department:** ICT & Support Services

**Period:** Quarter 3 – 1<sup>st</sup> October to 31<sup>st</sup> December 2010

### 1.0 Introduction

This monitoring report covers the ICT Services third quarter period up to period end 31<sup>st</sup> December 2010. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which symbols have been used to reflect progress is explained within Appendix 6.

### 2.0 Key Developments

A number of key technical developments are nearing completion forming the new and upgraded platform for the installation of the new Microsoft Lync Telephony technologies, the introduction of new desktop operating systems, and Microsoft Office 2010 platforms, this together with further changes will allow greater levels of remote support solutions and technology upgrades.

The tenders for this new “Lync” telephony solution was completed in December 2010 forming the starting point for the distribution of the Unified Communications Solutions; with a Microsoft Gold Certified Partner; Digital IP, winning the tender.

The administrative teams continue to support the authority strengthened by positive feedback from both our clients and the teams in relation to the new flexible service structures and service levels.

### 3.0 Emerging Issues

The proposals for the removal of the old and inflexible analogue telephone system that the authority uses at the moment are now underway. There will be a 100 user trials of the new system which is due to be installed by the beginning of March 2011 with a ‘go live’ at the end of March 2011; this will coincide with the ICT staff moves back to the 1<sup>st</sup> floor of the municipal buildings.

This trial is expected to be undertaken over a three month period to complete any remedial changes within the solution. It is expected that by the 2<sup>nd</sup> quarter 11/12 a role out of this solution together with upgrades to desktop devices allowing for Windows 7 and Office 2010 to be released will take place with the new telephony solution role out.

Upgrades of the current email systems are also underway together with Active Directory upgrades to bring the authority up to the latest levels of Microsoft technologies in order to exploit the flexibility that this new Unified Communications Solution brings. This will lead to increased efficiencies and form the platform for other projects such as document management and the release of Share Point 2010 Services later in the year.

Members will also be given the opportunity of choosing to use a new and more flexible technology platform using the latest remote access services “Zen App” and utilising the latest Netbook desktop devices, allowing increased mobile working opportunities.

The role out of these devices will be promoted in January 2011 with completion of the project expected to be throughout February 2011.

#### 4.0 Service Objectives / milestones

##### 4.1 Progress against ‘key’ objectives / milestones

<b>Total</b>	<b>19</b>		18		1		0
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All projects have or are progressing within plan and are expected to realise their results on target with the exception of the Desktop Virtualisation programme due to delays in recruitment to a key support role. Additional details are provided within Appendix 1.

##### 4.2 Progress against ‘other’ objectives / milestones

<b>Total</b>	<b>2</b>		1		0		1
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One target ICT07 will not be achieved this quarter but is likely to be completed during quarter 4 when a new contract will be agreed and implemented. Further details are provided 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 on track to achieve annual target. Details are provided within Appendix 3.

### 5.2 Progress Against 'other' performance indicators

Total	9		8		1		0
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A change in PC Manufacturer has resulted in some uncertainty over one of the targets. This situation has improved from last quarter as a new supplier has been secured via the Due North procurement system. Details are provided within Appendix 4.

## 6.0 Risk Control Measures

During the development of the 2010 -11 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were identified.

## 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 2010 – 2011.

## 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 6 Explanation of use of symbols

**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 3	Supporting Commentary
Active Directory Phase 3 <b>March 2011</b>		This phase of the rollout of Active Directory will enable Group Policy and the lock down and securing of PC's and Workstations for Windows 2003 Server. Initial work on Group Policy for Windows 7 begun.
End of Life PC Replacement Phase 3 <b>March 2011</b>		PCs continue to be replaced with those that are out of warranty. The bulk of this project is complete.
VM Ware Phase 4 <b>March 2011</b>		This phase of VMware involved the upgrading of 10 physical VMware servers to the latest version which supports 200 virtual servers. This project has now been completed.
Wide area network review/upgrade <b>March 2011</b>		The wide area network has been reviewed. An upgrade is planned to allow the reconfiguring of the WAN so that Quality of Service (QoS) is enabled for the forthcoming new telephony system. This was completed in January 2011.
Local area network evaluation <b>March 2011</b>		Cisco Edge Network Switch replacement capital bid successful. On target for completion. Order for kit has been placed, awaiting delivery and installation.
Wide area wireless networking <b>March 2011</b>		Evaluation of options taking place in order to provide a cost effective Wireless wide area network.
Introduction of Voice Over Internet Protocol (VOIP) Services <b>March 2011</b>		VOIP has been installed and is being tested as a proof of concept. Funding had been agreed in Q2, a tender was issued and the contract has been awarded. The use of VOIP provides a means by which telephone calls can be made via the PC. Although there will be initial cost implications the system has the potential to reduce longer term telephony costs for the authority. The project also supports the

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

		concept of Agile Working across a reduced physical estate and increased operational efficiencies.
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Ref	Objective
ICT O2	<b>Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust hardware infrastructure</b>

Milestones	Progress Q 3	Supporting Commentary
352 PC & Laptop replacements <b>March 2011</b>		This is on target for March 2011. This work forms part of the ICT Capital Maintenance Programme
Virtualisation of a further 40 servers <b>March 2011</b>		This is on target.
Desktop virtualisation programme Phase 3 <b>March 2011</b>		Although work has not yet started activities have been integrated into the 2010 – 11 work plans, but are resource dependent and subject to competing priorities.

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 3	Supporting Commentary
Corporate wide SharePoint portal Phase 2 <b>March 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 (EDRM) Project have been established.

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

Phase 3 rollout Customer Service Delivery (CSD) <b>March 2011</b>		CSD is being used within HDL, Planning, H&C, CYP, ICT and on the Intranet. The new ICT Structure and Strategies will inevitably offer opportunities for its further deployment to provide efficiency improvements.
ICT Security Strategy review <b>March 2011</b>		With the restructure complete and staff in place, this piece of work has now commenced.
Code of Connection compliance review <b>March 2011</b>		HBC has received full compliance for Code of Connection 4.1 in June 2010
Evaluate, analyse, deploy corporate and directorate process review <b>March 2011</b>		Ongoing both as individual initiatives and as part of the on-going Efficiency Programme.

Ref	Objective
ICT 04	<b>The implementation of a range of new corporate wide facilities including Web services, records &amp; document management, business process workflow, corporate desktop portal.</b>

Milestones	Progress Q 3	Supporting Commentary
Continuing improvements and enhancements to CSD system- <b>March 2011</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 the corporate Major Incident Management System (MIMS) and future developments include document management and CSD Web / Halton Online.
Continuing workflow implementation- <b>March 2011</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 2011</b>		Work has commenced on two new phases of the Corporate Desktop Portal with 'I Want Admin' which went live in November 2010, and 'I

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

		Want HR' now in development alongside continuing development of the existing 'I Want IT' portal.
Continued development of document management and distribution services <b>March 2011</b>		Services requests for this have been rolled into a EDRM system 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
<b>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>

Milestones	Progress Q 3	Supporting Commentary
<i>Procure and implement new systems / working arrangements by <b>September 2010</b></i>		New contract has now been agreed with a specialist provider. The system will initially be implemented and tested for staff relocating to the refurbished floor of Municipal Building during quarter 4 period.

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

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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<b>Corporate Health</b>							
<b><u>ITCLI 1</u></b>	Average availability of the Council's operational servers (%).	99.43	99	99.54			High levels of availability are being maintained.
<b><u>ITCLI 2</u></b>	Average availability of the Councils WAN infrastructure (%).	99.89	99	99.99			Again high levels of availability are being maintained which allows consistent and uninterrupted delivery of services / workloads.

<b>Service Delivery</b>							
<b><u>ITCLI 6</u></b>	Member Support: % of calls responded to within 1 working day	100	95	99			The successful rollout of Active Directory has seen the improvement in performance promised last quarter. New devices and ways of working are also currently being trialed.

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

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery / Quality							
ITCL1 8	Average working days from order to completion of a new PC	9	10	12	?		Change in PC Manufacturer has resulted in this target being missed. This situation has improved from last quarter as a new supplier has been secured via the Due North procurement system

## Appendix 5: Financial Statement

### ICT AND SUPPORT SERVICES

#### Revenue Budget as at 31<sup>st</sup> December 2010

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b><u>Expenditure</u></b>					
Employees	5,928	4,415	4,197	218	4,620
Supplies & Services	993	768	803	(35)	1,021
Computer Repairs & Software	465	465	448	17	506
Communications Costs	191	147	177	(30)	177
<b>Total Expenditure</b>	<b>7,577</b>	<b>5,795</b>	<b>5,625</b>	<b>170</b>	<b>6,324</b>
<b><u>Income</u></b>					
Sales	-2	-2	-1	(1)	-1
Reimbursements	0	0	-17	17	-17
Internal Billing	-97	-40	-35	(5)	-35
SLA to Schools	-97	0	0	0	0
<b>Total Income</b>	<b>-196</b>	<b>-42</b>	<b>-53</b>	<b>11</b>	<b>-53</b>
<b>Net Controllable Expenditure</b>	<b>7,381</b>	<b>5,753</b>	<b>5,572</b>	<b>181</b>	<b>6,271</b>
<b><u>Recharges</u></b>					
Premises	247	185	182	3	183
Transport	60	45	42	3	42
Asset Charges	1,142	0	0	0	0
Central Support Services	1,218	913	913	0	913
Support Service Income	-9,953	-7,439	-7,439	0	-7,439
<b>Net Total Recharges</b>	<b>-7,286</b>	<b>-6,296</b>	<b>-6,302</b>	<b>6</b>	<b>-6,301</b>
<b>Net Department Total</b>	<b>95</b>	<b>-543</b>	<b>-730</b>	<b>187</b>	<b>-30</b>

#### Comments on the above figures

In overall terms spending is below the budget to the end of the third quarter.

With regards to expenditure, employee costs are lower than budget due to vacancies and delays in filling posts earlier in the year within the Administrative Services Division. ICT Services also has some vacant posts however the Department has recently been reviewed as part of Wave 2 of the Efficiency Programme and it is anticipated that budgetary savings will be realised as part of the 2011/12 budget setting process.

In overall terms spending is £187,000 below the net Departmental budget to date and is expected to be similarly below budget by year-end. This will contribute towards the £0.5m underspend target which has been set for the Resources Directorate.

## Appendix 5: Financial Statement

### ICT AND SUPPORT SERVICES

#### Capital Projects as at 31<sup>st</sup> December 2010

<b>Capital Expenditure</b>	<b>2010/11 Capital Allocation</b>	<b>Allocation To Date</b>	<b>Actual Spend To Date</b>	<b>Total Allocation Remaining</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
IT Rolling Programme	1,324	647	572	75
<b>Net Expenditure</b>	<b>1,324</b>	<b>647</b>	<b>572</b>	<b>75</b>

#### Comments on the above figures.

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

## Appendix 6: Explanation of Use of Symbols

Symbols are used in the following manner:

<b>Progress</b>		<b><u>Objective</u></b>	<b><u>Performance Indicator</u></b>
<b>Green</b>		Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
<b>Amber</b>		Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
<b>Red</b>		Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an intervention or remedial action taken.</i>

### **Direction of Travel Indicator**

Where possible performance measures will also identify a direction of travel using the following convention

<b>Green</b>		<i>Indicates that performance <b>is better</b> as compared to the same period last year.</i>
<b>Amber</b>		<i>Indicates that performance <b>is the same</b> as compared to the same period last year.</i>
<b>Red</b>		<i>Indicates that performance <b>is worse</b> as compared to the same period last year.</i>
<b>N/A</b>		<i>Indicates that the measure cannot be compared to the same period last year.</i>