

Departmental Quarterly Monitoring Report

Directorate: Policy and Resources

Department: ICT & Support Services

Period: Quarter 3 – 1st October 2011 to 31st December 2011

1.0 Introduction

This monitoring report covers the ICT Services third quarter period up to 31st December 2011. It describes key developments and progress against key objectives and performance indicators for the service.

2.0 Key Developments

A number of key technology developments have occurred within the period and these include:

Windows 7 Rollout (Including Telephony upgrade)

- The upgrade of Grosvenor House (CYP) staff now completed.
- All staff in Rutland House upgraded and project completed.
- Windows 7 Project team vacated Rutland House and moved into Runcorn Town Hall
- Runcorn DOSEC Upgraded
- All users migrated to new e-Mail system (Exchange 2010)
- All users moved off “old” Citrix – and the old servers decommissioned

North West Employers (External Contract)

- Agreed ICT Support contract with North West Employers

Wiltshire County Council (External Contract)

- Wiltshire SharePoint Site live and supported

PCT Extranet

- PCT and GPs agree for Halton ICT to host extranet on SharePoint

ISO 27000

- External consultants Deloitte have undertaken a full ICT Audit (ISO27000 Compliance Audit) of the Councils ICT security and systems

5 Borough Partnership ICT

- ICT Leads from Wigan, Warrington, Halton, St. Helens and Knowsley formed to address cross boundary working
- Live trial of shared network implemented on 1st Floor, Municipal Building
- Server live in Halton Data Centre
- Group formed to address data cleansing across the partnership

Security

- Halton have again passed ICT Security compliance tests for the Code of Connection

Audit Commission

- Assurance Review of ICT undertaken in December

Schools ICT Support

- 14 Schools signed up for ICT SLA from April 2012
- St.Bedes "Live"

HR

- Electronic Car Mileage live
- 3xServers Live for Anite
- HR Scanned all employee records

Care First - Current Position – Children's Teams:

January 2012

- Going Live –EDT Read Only
- Continue to attend CIN Runcorn and Widnes Team Meetings regarding all CareFirst 6 and ICT related issues
- EDT Read Only System build, Train and Go live
- Continue Safeguarding – Analysis of business processes
- Gap analysis of Initial and Core Assessment to begin move towards Social Work Single Assessment based on Government / Local Requirements
- YPT -Develop training guides and process documentation
- Develop YPT outputs
- YPT CareAssess forms to CareFirst 6 Development Meeting (06.01.2012)

- Amendments to YPT system build.
- IWST review incl. performance

Care First - Current Position – Adults:

January 2012

- Going Live – Direct Payments, Performance Management & possibly EDT
- Business processes between Admin and Direct payments team to be standardised to eliminate paper flow between buildings.
- Reconfiguration meetings (9th Jan – then fortnightly) to monitor progress of reconfiguration system build requirements
- Set up regular development meetings with Care Managers to agree system build/ pathways and workflow.
- Meet performance to monitor any impact on team reports/ legislative reporting requirements.
- Meet Finance sections to establish new costing codes required for reconfiguration.
- Identify what role Admin will need in the new structure.
- Review all developments already completed by Social Care IT re: CareAssess forms (i.e. Electronic PIR (Personal Information Record)/SAQ (Self-Assessment Questionnaire)/ Support plan summary/ Outcome focused review.
- Start system build within Dev.
- Train Direct payments on system builds (11th/12th Jan)
- Direct Payment teams – go live.
- Develop VAA for joint system build for EDT (Children and adults).
- EDT training
- EDT – Go Live / support
- DP review – (25th Jan)

3.0 Emerging Issues

The savings targets for both the administrative teams and the technical teams has been met, with over £517'000 pounds worth of staffing removed from the teams and a further £116'000 being brought in to make up the target through a number of income opportunities that are starting to be developed with schools, external service contracts and other income opportunity.

The new version of the financial management system Agresso is intended to go live by the end of January, it must be noted this project delivery has been a result of considerable efforts by the team involved and will bring with it much needed enhancements to the system.

The authorities' emergency centre the "DOSEC" will move into the municipal building by the end of March benefiting from the additional technology available and the new location with its upgraded meeting rooms and enhanced communications suite.

The Schools SLA will go live with 14 schools by the end of March, bringing to these schools an enhanced technical solution that will enable the schools together with ICT services to expand and develop this offering into the future. A forum will be set up for those taking the SLA service in order to maintain and develop this service into one that will grow with the schools administrative and curriculum requirement.

The managed services contract for the delivery of all technical needs for North West Employers will go live on the 31st of March 31st 2012, this 3 year contract will form the base design for any future contracts sought by the department.

Business and service Continuity in line with the disaster recovery planning process has always been a primary focus for the department and will remain so.

In line with detailed planning objectives and a recent desktop review plans to replicate key service applications and data sets will be accelerated and it is intended to start to develop a second data centre using the Runcorn Town Hall facilities that ICT utilise for network equipment at the moment.

This project will reuse and rehouse storage equipment that is due to be decommissioned within the municipal data centre and this equipment will now be developed as a second storage network for business and service continuity purposes. This project is expected to take a number of months to complete due to its complexity but this will start to enhance the current "Halton Cloud Service" that will be part of the department's future strategy.

The Lync telephony system project is due to be rolled out to all user by the end of the next quarter, but given the highly positive acceptance of his system so far by all users involved, enhancements are planned to this service with a Voice activated services trial for call handling within the contact centre due to start in February, together with a trial for Touch Tone payments at the same time.

Windows 7 will continue to be rolled out to all users primarily with laptop devices again supporting the authorities' new flexible working and evolving property strategies.

Care First: - Children's Team:

February 2012

- Going Live –YPT (Young Peoples Team)
- Train YPT
- YPT 'Go live' support to team

March 2012

- Start to identify system processes within Permanence
- Identify Permanence outputs and impact on CIN
- Map Permanence processes to System
- Start system build for Permanence

Care First – Adults Team.

February 2012

- Create new teams within CF6. Assign workers(once agreed)
- Identify security privileges and permissions to system.
- Identify authorization levels for panel.
- Identify any additional electronic forms that need developing (i.e. Panel application, end of worker closure form).
- Identify reporting requirements.
- Sign off 'to be' business process maps and continue development meetings signing off electronic forms once agreed.
- EDT – Go Live / support
- Start documentation of system processes and user guides.
- Identify impact on existing CF5 teams and teams already using CF6.
- Sign off all required triggers and alerts.
- Sign off system process diagrams.
- Continue with system build and development meetings.
- Identify all data cleansing requirement requirements for all open cases.
- Start developing all mandatory reporting requirements.

March 2012

- Test all internal/external referral pathways, triggers, alerts and messaging.
- Start planning all data cleansing requirements (develop automated scripts where possible).
- Plan User Acceptance testing
- Start developing training manuals – complete and sign off.
- Test all mandatory reporting requirements.
- Complete user acceptance testing (UAT) and sign off development.
- Start system set up in Live.
- Copy all developed forms from Dev. to Live.
- Copy complete system builds from Live to Dev. for final testing – of all live open cases.
- Plan training requirements for all users.
- Data cleanse all open cases as Service Events do not exist in CF6 – create activities to alert reviews for existing service users.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	27		26		0		1
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With one exception, relating to the implementation of wide area wireless networking progress remains on track for all key objectives / milestones. Additional details are provided within Appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	8		8		0		0
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All of the remaining objectives / milestones are progressing as planned and therefore do not require reporting by exception at this time

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 presently above target level and addition details are provided within Appendix 2.

5.2 Progress Against 'other' performance indicators

Total	6		6		0		0
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All remaining indicators for the service are performing above target level and therefore do not require reporting by exception at this time.

6.0 Risk Control Measures

During the development of the 2011 -12 Service activities, 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 2011 – 2012.

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 'key' performance indicators

Appendix 3 Financial Statement





Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O1	Constantly evaluate and improve the usability, resilience, control and flexibility of the Council's Data Communications Network Infrastructure



Milestones	Progress Q 3	Supporting Commentary
Voice Over Internet Protocol (VOIP) Services May 2011		Project moving forward to plan with all project deliverables now linked to the Windows 7 programme.
Information Management Governance Group (IMGG) Strategy Development and Implementation May 2012		IMGG developments are to plan with a continuation of this group now in place as a rolling programme of development
Wide area network (WAN) review/upgrade July 2011		Further enhancement to the corporate network and its connectivity strategy will be reviewed in line with the capital strategy and developments will enhance services, with North West Employers becoming part of the corporate network by April 2012
Local area network evaluation July 2011		Enhancements to the wireless networking strategy complimenting the property and flexible working strategies will be implemented as part of the capital strategy in 12/13.
Wide area wireless networking July 2011		No plans at this stage will be developed for such a service due to the costs associated and the provisioning of the capital requirement for higher priority projects.
Cisco Core Switch Replacement July 2011		All Milestones completed as planned.
Tribal Synergy Connect July 2011		
Real time data capture schools June 2011		
CareFirst6 Children in Need (CIN) Teams 1-3 July 2011		
Personalisation CareFirst6 Adults Pilot Role-out July 2011		

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O1 cont'd	Constantly evaluate and improve the usability, resilience, control and flexibility of the Council's Data Communications Network Infrastructure



Milestones	Progress Q 3	Supporting Commentary
Schools Services ICT Review March 2012		Schools services on track with 14 schools accepting the SLA service.
Active Directory Phase 4 March 2012		Project on track with developments to the systems underway
End of Life PC Replacement Phase 4 March 2012		This rolling programme has now changed focus to comply with other council strategies for flexible and agile working and the provision of laptop devices is now a priority within this programme.
Virtual Machines (VM) Ware Phase 5 March 2012		This rolling development programme continues to enable cost effective server solutions for new and emerging application requirements and commercial developments.

Ref	Objective
ICT O2	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust hardware infrastructure






Milestones	Progress Q 3	Supporting Commentary
352 PC & Laptop replacements July 2011		Complete
Virtualisation of a further 40 servers July 2011		Complete

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
ICT O2 cont'd	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust hardware infrastructure





Milestones	Progress Q 3	Supporting Commentary
Desktop virtualisation programme Phase 3 March 2012		Testing will take place to look at the viability of such a solution and will be complete by the end of this period.
Backup Hardware Replacement Phase 3 March 2012		Project in place and to plan, training has been undertaken by key individuals within the associated team.

Ref	Objective
ICT O3	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scalable and robust software platform

Milestones	Progress Q 3	Supporting Commentary
Code of Connection compliance review May 2011		Complete and the new compliance for 12/13 has been achieved.
Corporate wide SharePoint portal Phase 2 August 2011		SharePoint is now in place, with a trial to take place with the insurance team over the coming months, systems in place for linkage with the digital Social Care record requirement
Phase 4 rollout Corporate Service Delivery (CSD) March 2012		CSD continues to be enhanced and maintained to deliver services throughout the council.
ICT Security Strategy review March 2012		The Deloitte review is now complete with a satisfactory review gained
Evaluate, analyse, deploy corporate and directorate process review March 2012		This on-going programme of work currently has just over 100 process reviews in place with additional sub reviews from these main projects





Appendix 1: Progress Against 'key' objectives / milestones



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

Milestones	Progress Q 3	Supporting Commentary
Continuing improvements and enhancements to Corporate Service Delivery (CSD) system- March 2012		Programme on track with linkages to the Intranet and Web under review potentially utilising the SharePoint systems in place.
Continuing workflow implementation- March 2012		Workflow utilising the Halton Cloud, SharePoint and CSD will form the basis of this programme
Improvement and enhancement of all customer interfaces March 2012		The Web project has completely reviewed all aspects of the client facing aspects of the Web site work is now underway to develop new services and link the SharePoint developments within the Intranet to this area over the next 12 months.
Continued development of document management and distribution services March 2012		The Anite trials are in place, SharePoint comparator projects are also in place and a hybrid of the two applications will form a corporate solution – cost evaluation and future sustainability will be a key consideration for each solution.

Appendix 2: Progress Against 'Key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
<u>ITCLI 1</u>	Average availability of the Council's operational servers (%).	100	99	100			Server availability has been maintained at ceiling throughout quarter 3.
<u>ITCLI 2</u>	Average availability of the Councils WAN infrastructure (%).	99.99	99	99.9			One outage due to full building power failure in Grosvenor House was experienced but high levels of service maintained.

Service Delivery							
<u>ITCLI 6</u>	Member Support: % of calls responded to within 1 working day	99	95	99			Members continue to receive high levels of support from the central team.

Appendix 3: Financial Statement

ICT AND SUPPORT SERVICES DEPARTMENT

Revenue Budget as at 31st December 2011

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£'000	£'000	£'000	(Overspend) £'000
<u>Expenditure</u>				
Employees	6,090	4,530	4,357	173
Supplies & Services	896	651	530	121
Computer Repairs & Software	450	422	431	(9)
Communications Costs	235	176	220	(44)
Other Premises	7	7	15	(8)
Other Transport	3	2	0	2
Transfers to Reserves	100	100	100	0
Total Expenditure	7,781	5,888	5,653	235
<u>Income</u>				
Fees & Charges	-3	-2	-2	0
Reimbursements & Other Income	0	0	0	0
Internal Billing	-97	-26	-26	0
SLA to Schools	-148	0	-1	1
Transfers from Reserves	-8	-8	-8	0
Total Income	-256	-36	-37	1
Net Controllable Expenditure	7,525	5,852	5,616	236
<u>Recharges</u>				
Premises	416	312	312	0
Transport	34	26	32	(6)
Asset Charges	1,231	0	0	0
Central Support Services	1,204	902	903	(1)
Support Service Income	-10,310	-7,731	-7,734	3
Net Total Recharges	-7,425	-6,491	-6,487	(4)
Net Department Total	100	-639	-871	232

Comments on the above figures

In overall terms net Departmental expenditure is below the budget profile at the end of quarter three.

With regards to expenditure, employee costs are lower than budget due to a number of vacant posts within the Administrative Services Division. The in-year savings resulting from the vacant posts will contribute towards the Department's 2011/12 staff turnover savings target. The vacant posts will also act as contributions towards the Department's 2012/13 savings proposals.

Spend on supplies & services is also lower than the budget at the end of the quarter. This is due to reduced expenditure on general equipment and furniture which is a result of the

Appendix 3: Financial Statement

current procurement policy whereby surplus furniture made available due to staff leaving is re-allocated wherever possible before any new purchases are made. £100k of this budget has been offered as a one-year 2012/13 budget saving which has been reflected in the figures above.

Computer Repairs and Software expenditure is over budget for the period which in the main relates to cost of providing close circuit television.

At this stage it is anticipated that the overall net Department spending will be within budget at the year end.

Capital Projects as at 31st December 2011

Capital Expenditure	2011/12 Capital Allocation £'000	Allocation to Date £'000	Actual Spend to Date £,000	Total Allocation Remaining £'000
IT Rolling Programme	1,124	562	665	459
Net Expenditure	1,124	562	665	459

Comments on the above figures.

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