Shropshire Council

Management Report to Audit Committee on Information Technology

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1.0   Summary

This report will provide updates on the following:

1.1   Service Improvement and Compliance
1.2   DR/BC Project
1.3   Infrastructure and Architecture Project
1.4   Digital Transformation

2.0   Recommendations

2.1   The recommendations are that:

2.1.1   The Committee notes the progress in the improvement of Shropshire IT function. In particular, that the improvements continue to be validated through improved audit report outcomes.

3.0   Background

3.1   This report gives an overview of service improvements achieved in 5 months since the last report to Audit Committee. In addition, it includes a brief update on Digital Transformation where these directly impact the ICT Function.

3.2   The Infrastructure and Architecture Project continues to underpin both the business as usual activities (BAU) of the ICT function and all other major projects in the overall digital programme. The appointment of an experienced programme manager to the team has been invaluable in progress of this work and allowed the team to continue to enhance internal capacity to deliver the service improvements and digital transformation.

4.0   Service Improvement and Compliance

4.1   The industry best practice IT management methodology of ITIL is now embedded into the BAU of the ICT Function in addition a new Service Desk solution call Ivanti has gone live, this will help IT manage the infrastructure and support staff more

effectively. The software will enable the team to identify and fix system issues quickly meaning shorter down time for staff and greater productivity in IT, which equals financial savings.

4.2 The new call centre software solution is a market it leader, the advanced functionality will enable us to improve service provision and deliver cost savings. The software in now being used by:-

- The Applications team in IT;
- The Service Desk in IT;
- Revenues and Benefits; &
- Theatre Severn.

The Customer Service Centre (CSC) will be the next location to upgrade to the new solution.

4.3 The much awaited Wi-Fi upgrade programme has started in Shirehall and is Scheduled for completion in mid-March, other buildings will be programmed in after the completion of Shirehall.

4.4 We are pleased to report a continued improvement in audit outcomes. The table below indicated the current position, it should be noted that the data used to produce the 16/17 and 17/18 results will contain outcomes from different audits so it is not a direct comparison just an indication of improved direction of travel.
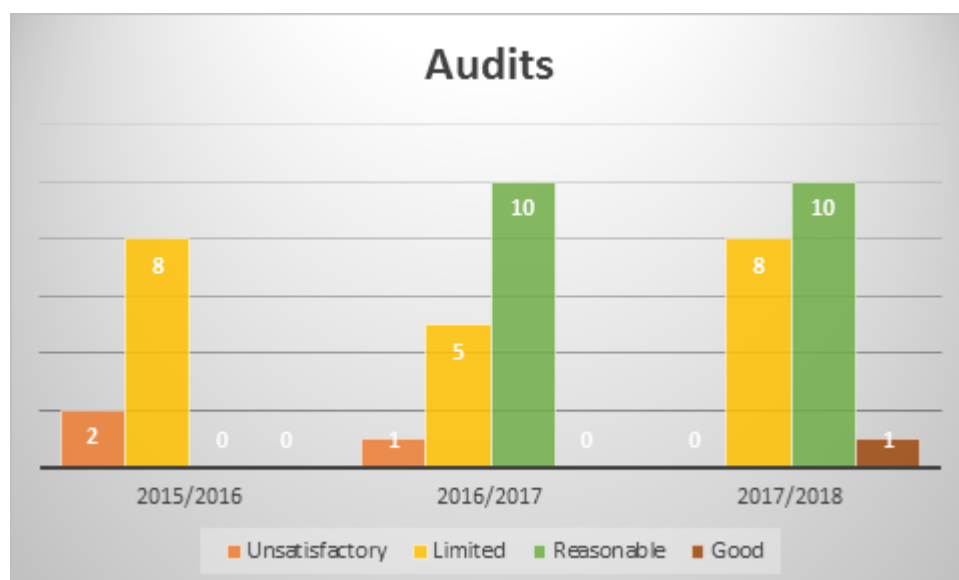
5.0   Disaster Recovery and Business Continuity Project

5.1 The Council's IT Disaster Recovery and Business Continuity has been a cause for concern for at least 5 years, being judged the biggest strategic risk for the council!. Internal Audit have recently carried an audit of our DR/BC capability and I am pleased to report to the committee today that in the draft audit report the outcome is reasonable. To date we have not carried out a live failover to our backup site, we have run failovers in the test environments but not a live.

6.0   Infrastructure and Architecture Project (I&A Project)

6.1   The I&A project is a workstream in its own right but also has a co-ordination function and works across all of the projects in DTP and with BAU activity within IT.

6.2   In this respect the project has 3 priorities, data migration, system integration and application strategy. Appendix 1 is a pictorial representation of the applications strategy it shows how the project team will identify which legacy systems will be prioritised for integration to new platforms.

7.0   Digital Transformation Programme

7.1   The DTP is reported on separately to the committee however, from a governance perspective the following is of note. The Programme and all 4 projects continue to have fully operational board structures. The governance and assurance board has access to all aspects of the programme and reports to the Programme Board at each meeting. By way of example attached appendix 2 is the most recent Governance and Assurance report to board.

8.0   Conclusions

10.1   This report gives highlights of the continued improvement of ICT provision in the council. The amount of activity and hard work for all involved with ICT BAU and Digital Transformation cannot be underestimated. The improvement journey is not easy, the improvements so far have been mostly confined to elements within the scope of the function. To achieve further improvement in certain areas engagement and change within other business areas will be necessary. This will become a focus for some of the future work.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information) None
Cabinet Member (Portfolio Holder) Steve Charmley
Local Member
Conflicts of interest declared by members
Appendices Appendix 1 – Pictogram of Applications Strategy Appendix 2 – Governance and Assurance Board Report