PORTFOLIO HOLDER DECISION NOTICE

INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR PERFORMANCE AND ORGANISATIONAL DEVELOPMENT

TOPIC – IM&T BUSINESS PLAN 2010/11 ONWARDS

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

In accordance with the Procedure Rules, the Corporate Director (Governance), the Chief Executive and the Head of Finance are consulted together with Chairman and Vice Chairman of the Principal Scrutiny Committee and all Members of the relevant Scrutiny Panel (individual Ward Members are consulted separately where appropriate). In addition, all Members are notified.

Five or more of these consulted Members can require that the matter be referred to Cabinet for determination.

Contact Officer:

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Committee Administrator:
Nancy Graham, Tel: 01962 848 235, Email: ngraham@winchester.gov.uk

SUMMARY

Approval is sought to the detailed Business Plan for this Division. The Business Plan sets out the key actions that the Division will undertake over the coming five year period, with SMART (Specific, Measurable, Agreed, Resourced and Timed) targets (both through actions and performance indicators) by which progress will measured and monitored. The Plan also gives additional information about the role of the Division, the resources allocated to it (in terms of both staff and budgets) and the key risks that are being addressed through its work.

Key actions to be undertaken in this Division are:

- To bring IT services In-house and work with Test Valley Borough Council on Shared Services for IT.

- To continue the roll out of Thin Client technology.

- To continue implementation of Electronic Document and Records Management system

- To continue to undertake Business Process Re-engineering working alongside EDRM and mobile working solutions.

- To partner with HCC & other Hampshire Districts on implementation of new Hampshire Wide Area Network and consider other opportunities for Partnership working.

The Head of Division is satisfied that the actions put forward in this Business Plan will work towards the Council's objectives, as set out in the Sustainable Community Strategy 2009-14 and Corporate Business Plan or otherwise ensure that the Council meets the statutory obligations put on it by central Government. Other than where indicated, these actions can be achieved within the resources available. Plans are in place, or will be developed, to ensure that targets shown for key performance indicators can be achieved in the timescales shown

DECISION

That the Business Plan for the IM&T Division be approved as attached at Appendix A.

REASON FOR THE DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

Business Plans form an important part of the Council's performance management process as they set out the key actions for the coming year. The Business Plan put forward for adoption sets out the actions that will best help the Council achieve the outcomes as set out in the Sustainable Community Strategy and meet its statutory obligations within the resources available to it.

The Resources Scrutiny Panel has been consulted on the Business Plan and raised the following issues:

None.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

N/A

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

None.

<u>DISPENSATION GRANTED BY THE STANDARDS COMMITTEE</u>

N/A

Approved by: (signature)   **Date of Decision: 20.04.10**

Councillor Stephen Godfrey - Portfolio Holder for Performance and Organisational Development

IMT Business Plan 2010-2015

1. **Brief Description of the Service and its Purpose**

- Providing advice and support on Information Management and Technology

- Provide help and advice on the transformational agenda

- Managing the Council's IT Managed Service provider

- Provide telecommunications for both office and mobile technology

- Provide a Spatial Mapping Service

- Provide a user friendly address management system

- Provide efficiency to the Council on Business Process reviews

- Provide Corporate Project Office

2. Links between Community strategic priorities and services

Strategic priority	Divisional responsibility
Health and Well Being	Residents are active and a healthy weight. Residents make decisions which help them maintain a healthy lifestyle. Children & young people enjoy health, fulfilling and active lives. Older people enjoy healthy, fulfilling and active lives.
Safe and Strong Communities	There are low levels of anti-social behaviour throughout the District. There are low levels of violent crime. Roads re safe in the District.
Economic Prosperity	Winchester District exploits its reputation as a cultural stronghold, using this as a means to stimulate a modern and creative approach to business. The promise of London 2012 is channelled into local opportunities to enhance the skills and ambitions of those who live in the District
High Quality Environment	The District meets the challenge of climate change. Biodiversity is thriving in the District.
Inclusive Society	People are able to access services and information that meet their needs. People have access to housing that meets their needs. People are active in their community.
Efficient & Effective Council	Identify efficiencies and ensure their delivery. Extend the cope of the Customer Service Centre to improve advice and assistance to residents. Actively manager the Council's physical assets in support of its corporate priorities. Invest in information technology where it will improve our effectiveness. Generate the maximum amount of income from our operations consistent with meeting our other corporate priorities. Work with local communities in the District to help them achieve their aspirations. Optimise the number of strategies produced by the Council and ensure that they are fit for purpose. Support and develop the role of Councillors as community leaders. Devolve powers where this improves the value for money of local services. Assist employees to adopt flexible work patterns to help improve service to our customers.

3.   **Summary of Progress in 2009-2014**

The past year has been very productive and working towards bringing IT services in-house, upgrading software to ensure meeting legislative requirements and improving services to staff.

Mobile solution

Property service

Housing Inspections use the mobile solution for checking Council properties for housing repairs. The system links into the main Housing back office system (Orchard). Building Control surveyors are continuing to use the mobile technology developed last year and includes small improvements to the system.

EDRM (Retriever)

Over 300 members of staff are using the system and over 925,000 documents back scanned, scanned or saved into the system. Work is currently underway with the following divisions Legal, Customer Services, IM&T, Estates and Design and Print.
Customer Services, Payroll. IM&T and Office Support went live during the latter part of 2009 and we have extracted Invoice data from Anite (old Document Management system) and saved into Retriever during January 2010, this enables all relevant staff to find scanned invoices. Building Control will be using the system by end of March 2010.

We have developed a Physical record Management system for Facilities which enables them to manage the storage unit at F2. The system allows departments to request files to be taken or retrieved from F2 and also keeps a record of all documents kept at F2.

Government Connect

Siemens have completed our annual Audit; we have responded to a number of questions raised and are moving forward to become 4.1 compliant. We are waiting for confirmation that we have passed the audit.

Part of our requirements for the audit was to replace a number of switches and upgrade the IOS – this has been completed after a delay caused by the supplier Cisco failing to deliver the switches.

Upgrades

The Technical Developers are currently in the process of moving all SQL applications to SQL 2005 there are two applications waiting to be moved – Retriever and Express (Elections). We have agreed to move Express after the elections.

Revenues system (IWORLD) and Planning, Building Control, Environment system (IDOX) have been upgraded to Oracle 10g as part of ongoing maintenance requirements.

The Revenues server has been moved to the Windows Operating System on virtualised servers and all development and technical requirements are being managed by IM&T developers. There were two reasons for moving to Windows:

1. Solaris servers cost £30,000 - £35,000 and we have found that due to major software upgrades we have had to replace the server every three years.
2. Bringing IT in-house meant that we would lose the development support from Computacenter for Solaris operating system.

Address Management

The Hub or NLPG (National Land & Property Gazateer has been adopted by all Government agencies and the emergency Services as the definitive address database as a result of the work done by the LLPG (Local Land & Property Gazateer) team here at Winchester. We have achieved a 99% match rate with the Valuation office Council tax addresses and 99% match with Commercial Premises addresses.

GIS

A major upgrade has been completed and we have tested running GIS on Thin Client this will enable more staff to move to Thin Client. We have held discussions with Hampshire Constabulary and agreed that they will advise us any Address Intelligence e.g. Commercial premises that have closed or changed hands, buildings that have become unoccupied etc. We have plans to involve the Hampshire Fire and Rescue at a later date.

Disaster Recovery

During w/c 23rd November we carried out a full Disaster Recovery plus a Business Continuity Rehearsal – apart from a few minor issues the testing was very satisfactory.

HPSN

HPSN2 is live with the 2 GB CORE. As part of the Framework agreement we have rolled out new mobile phones through the Premier Network Mobile contract and this went very well. Over 250 phones have been distributed it is anticipated that the savings could amount to 30% of the previous running costs. As part of Government Connect we have advised all staff that have mobile phones that they must be password protected and where data is used they must be encrypted.

Website

We have developed and implemented a new Enforcement and Licensing websites. Some work is being undertaken within Licensing section to ensure the dat6a quality before the site goes live. We have developed and implemented the EQ Services (BERR) website that enables citizens from across the EU to request certain licences on line. This was a government initiative and they set a deadline of going live as 28th December 2009 and this was achieved.

Thin Client

We have deployed over 110 Thin Client devices to a number of divisions and to some home workers. This is part of the 'green agenda', a Thin Client device uses 4 watts of power compared to a PC/laptop of 100 watts. It is planned to roll out another 70 devices across the Council and move more staff and members to work in the Thin Client environment.

Project Office

Project Office is involved in managing a number of corporate projects and they also support other project managers in divisions. The Project Office is responsible for keeping an up to date register of all the current projects.

The projects we are managing at the moment are:

- Retriever – project managing and system design
- Financials system
- Cash system upgrade
- Business Objects Roll Out
- Strategic Housing shared services
- Economic Contract Services – joint working with EHDC for the renewal of the Environment contract
- Flexible Resources Management

We also have involvement in:

- Supporting Customer Service Excellence accreditation
- Assisting West Berkshire with the implementation of TLC

When a new project is being started we go through the project management methodology and documents with the project manager. This involves the project management templates and also the updating of information on Covalent.

A Programme Board meets every 5/6 weeks. We support the Programme Board in arranging the meetings and providing highlight reports for all the projects that are currently in progress.

Business Objects

We have implemented a Corporate reporting tool called Business Objects and have been re-writing reports that in the past staff have used Access databases as a staging post i.e. data extracted from back office systems into Access from where reports written to provide management information. All reports have been reviewed and then written using Business Objects taking data directly from back office systems. To date reports for Building Control, Planning, Enforcement, Landlord services and Revenues have been rewritten for departments. This has meant that a number of Access databases are no longer required.

This is a long term project and where possibly reports will use data directly from Back Office systems, this will save staff time and ensure that management information is more accurate.

Cash Receipting

A major upgrade to the system has been completed due to the software being de-supported and to ensure compatibility with the new financials.

The development team have reviewed the interfaces between Cash Receipting and other back office systems i.e. Orchard (Housing), Revenues (IWorld) and automated them where possible. It has also enabled the team to ensure that documentation is available and maintained using Change Control. Previous versions of the programs were written over ten years ago and have been changed without documentation being amended, which has caused problems in the past.

Financial System Upgrade

The system has been installed in a 'test' environment and is currently being set up. There are a number of teams who are working on developing the new system to our requirements. The project has been delayed due to ensuring that the new processes and procedures meet our requirements and address Audit Recommendations.

Other work completed

IDOX upgrades 7.4b, 7.5 and 7.6 all been completed on time and to budget. TLC 7.6 also completed. IDOX v8.0 is being tested by staff before being implemented on the 'live' system.

Completed audit of all software and hardware used on PCs/laptops and servers to meet Microsoft audit request. We have purchased Asset Manager Software from Microsoft which scans software in use of all equipment.

Continued Server patching to ensure up to date with latest releases

A new Complaints system has been developed and is live and it is planned that the new system for FOI will go live by end of April after staff had had training.

4. **Service Priorities 2009/14**

A) **Significant Areas of Work and Projects for 2010/11**

Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
7	CSC/PROJ/001d	Achieve Customer Service Excellence accreditation for IM&T, Computacentre	**Corporate Outcome -** Building in Customer Excellence		Annual re-assessment following accreditation	31 Aug 2010	31 Aug 2010	Improved services for customers	Paul Wood, Sheila Davidge
4	ENV/PROJ/001bd	Project Management of JWW project	**Corporate Outcome –** developing partnerships to deliver	22 Jan 2010	Start of project	22 Jan 2010	01 Oct 2011	Contract in place by 1/10/11	Sheila Davidge, Lyn Black
					End of project	01 Oct 2011			
9	IMT/IMT/004A	Continue to undertake Business Process Re-engineering working alongside EDRM and mobile working solutions	**Corporate Outcome –** being more efficient	01 Feb 2007	Next review to be agreed	01 Jun 2010	31 Mar 2012	Improved business processes, more efficient way to work.	Sheila Davidge
8	IMT/IMT/005A	Continue implementation of Service Centre including back office integration	**Corporate Outcome -** Building in Customer Excellence	02 Apr 2007	Changes to setup as and when required	10 Mar 2011	31 Mar 2011	Further one stop shop calls and more efficient access to information for the public	Sheila Davidge, Matthew Hill
5	IMT/IMT/011A	Implement Government Connect and roll out	**Corporate Outcome –** Maintaining corporate	03 Mar 2008	V4.1	30 Apr 2010	31 Dec 2010	Improved security of data	Sheila Davidge

Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
		across divisions as necessary	governance		Closure of project	31 Dec 2010		transmission for Benefits data	
1	IMT/PROJ/001A	Consider re-tender of the IT contract & Plan way forward	**Corporate Outcome** – Being more efficient	23 Feb 2009	Staff TUPE	30 Nov 2010	01 Dec 2010	Deliver of IT services maintained and some cost savings	Sheila Davidge
					project closure	01 Dec 2010			
2	IMT/PROJ/002	Continued implementation of Thin Client	**Corporate Outcome** – Being more efficient High Quality Environment -	26 Jan 2009	Roll out ICA client to Landscape	30 Apr 2010	31 Aug 2010	Easier support, less power usage with Thin Client devices, the ability to staff to work from any location with the same desktop	Sheila Davidge, Jane Maughan
					Roll out to Housing - Housing management	30 Apr 2010			
					Roll out to Property services	30 Apr 2010			
					Roll out to other users to be agreed after testing	31 May 2010			
3	IMT/PROJ/003	Continue implementation of electronic document and records management system	Efficient and Effective Council	01 Mar 2007	Detailed milestones and project plan held within project documentation and on Covalent		31 Mar 2011	Less paper within offices and improved sharing of information. Against project plan milestone	Sheila Davidge, Chris Roberts
6	IMT/PROJ/006	Upgrade Orchard Housing system	Efficient and Effective Council	01 Jun 2010	Decision on modules to be purchased	25 Jun 2010	30 Mar 2011	Improved service delivery Improved functionality of Housing system	Sheila Davidge
					Build Virtual server for test environment	16 Jul 2010			
					Install software	30 Jul 2010			

B) Other areas of work (including 'business as usual')

Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
1	IMT/IMT/012	Provision of IT services in-house	Efficient and Effective Council	01 Nov 2010	Monitoring software on servers	01 Nov 2010	31 Mar 2016	Provision of IT services to users requirements	Sheila Davidge
					Help desk implemented	05 Nov 2010			
8	IMT/IMT/013	Continue working with HPSN2 partnership	**Corporate Outcome** – developing partnerships to deliver	01 Feb 2010	New Mobile phone contract	12 Feb 2010	31 Mar 2011		Sheila Davidge
					Chair program Board	17 Feb 2010			
					Board meetings	24 Mar 2010			
					Core network in place	26 Mar 2010			
					Board meetings	28 Apr 2010			
7	IMT/IMT/014	Continue with Street Name & Numbering and implement charging for service once agreed by Legal and Cabinet	Efficient and Effective Council	01 Jan 2010	Agreed Legal can charge	29 Jan 2010	31 Mar 2011	Improved business processes, more efficient way to work. Income stream from SNN charging	Sheila Davidge
					Cabinet Report	16 Mar 2010			
					Advise main users	31 Mar 2010			
					Implement	03 May 2010			
					All NNDR properties verified and updated	30 Jun 2010			
					Amend website				
6	IMT/IMT/015	Provision of Disaster Recovery service for the	Corporate Outcome – maintaining good	18 Feb 2010	Discuss with ADAM	18 Feb 2010	31 Mar 2011	Disaster Recovery system and	Sheila Davidge

Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
		Council	corporate governance		Awaiting decision on shared services	12 Mar 2010		facilities In the event of DR service provision will be available within 3 working days	
					agree with other partners new agreement	26 Mar 2010			
					Framework Agreement drafted	30 Apr 2010			
					Agree next testing date	28 May 2010			
					Framework agreement signed	TBA			
4	IMT/IMT/016	Continued provision of spatial data and matching with Council tax system	Efficient and Effective Council	01 Apr 2010	Continue checking NNDR data	30 Jun 2010	31 Mar 2011	UPRN saved within Iworld system for pulling address data from LLPG	Sheila Davidge
					UPRN saved in IWORLD	30 Nov 2010			
5	IMT/IMT/018	Continued integration of CRM with Back Office Systems	Efficient and Effective Council	01 Apr 2010	Development of integration with IWORLD for showing balances	30 Jun 2010	31 Mar 2011	Enabling CSC to answer and deal with more departmental calls	Sheila Davidge
					Develop and introduce process for reporting major change of circumstances	30 Jun 2010			
3	IMT/IMT/019	Re-writing reports using Business Objects (BOXI)	Efficient and Effective Council	01 Mar 2010	Rewrite Building Control reports	31 Mar 2010	31 Mar 2011	Improving on output from existing legacy	Sheila Davidge

Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
					Rewrite Planning DC reports	31 Mar 2010		systems i.e IDOX and Access reports. Providing new reports on existing data	
					Rewrite Planning enforcement reports	30 Apr 2010			
					Rewrite HA reports	30 Apr 2010			
					Rewrite of Licensing report	30 Apr 2010			
					Rewrite Environment reports	30 Jul 2010			
9	IMT/IMT/020	Further e-payments	**Corporate Outcome** – Building in Customer Excellence	01 Apr 2010	Further Car Parking e-payments	30 Sep 2010	31 Mar 2011	Enabling citizens to pay the Council online Less footprint Improved Income	Sheila Davidge
2	IMT/IMT/021	Provision of IT Help Desk to staff and elected members	Efficient and Effective Council	01 Mar 2010	Investigate software options	30 Apr 2010	31 Mar 2011		Sheila Davidge
					Purchase new system	31 May 2010			
					Implement new system	31 Aug 2010			
2a	IMT/IMT/022	Ensure that the service delivery meets the SLA	**Corporate Outcome** – being more efficient	01 Apr 2010	Monthly monitoring - April	30 Apr 2010	30 Nov 2010	Service meets the SLA	Sheila Davidge
					Monthly monitoring - May	31 May 2010			
					Monthly monitoring - June	30 Jun 2010			
					Monthly monitoring -	30 Jul 2010			

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Priority	Code	What will we do	Why are we doing this?	Planned Start Date	Milestones	Milestones Due Date	Action Due Date	Expected Outcome	Who's Accountable
					July				
					Monthly Monitoring - August	30 Aug 2010			
					Monthly monitoring - September	30 Sep 2010			
					Monthly monitoring - October	29 Oct 2010			
					Closure of monitoring - IT in-house	30 Nov 2010			

5. **Resource Implications**

A) Financial

Divisional Summary

	Subjective Analysis	*Actual 08-09*	*Original 09-10*	*Revised 09-10*	*Budget 10-11*
Expenditure	Employees	435,574	449,745	465,257	605,138
	Premises	7,900	0	0	7,656
	Transport	16,939	18,794	21,359	18,644
	Supplies & Services	542,251	831,073	819,288	761,634
	Third party payments	626,075	574,322	619,134	420,897
	Depreciation & Impairment Losses	226,183	468,263	383,816	383,817
	Expenditure Total	**1,854,921**	**2,342,197**	**2,308,854**	**2,197,786**
Income	Income	(53,002)	(32,440)	(63,440)	(74,440)
	Income (Internal)	(80,561)			
	Income Total	**(133,563)**	**(32,440)**	**(63,440)**	**(74,440)**
Support Services	Support Services	(1,719,582)	(2,309,757)	(2,329,860)	(2,329,860)
Information Management & Technology Total		**1,777**	**0**	**(84,446)**	**(206,514)**

Budget Book Line Summary

	Budget Book Line	*Actual 08-09*	*Original 09-10*	*Revised 09-10*	*Budget 10-11*
	Information Technology	1,777	0	(82,123)	(195,675)
	Telephones	0	0	(2,323)	(4,239)
	Printers & Photocopiers	(0)	0	0	(6,600)
Information Management & Technology Total		**1,777**	**0**	**(84,446)**	**(206,514)**

Budget Book
Detailed

Service	Subjective Analysis	Actual 08-09	Original 09-10	Revised 09-10	Budget 10-11
Information Technology	Employees	435,548	449,745	465,257	605,138
	Premises	7,900	0	0	7,656
	Transport	16,939	18,794	21,359	18,644
	Supplies & Services	321,114	628,433	605,318	556,181
	Third party payments	626,075	574,322	619,134	420,897
	Depreciation & Impairment Losses	223,860	463,619	381,495	381,495
	Support Services	(1,576,656)	(2,103,273)	(2,112,046)	(2,112,046)
	Income	(53,002)	(31,640)	(62,640)	(73,640)
Information Technology Total		**1,777**	**0**	**(82,123)**	**(195,675)**
Telephones	Employees	27	0	0	0
	Supplies & Services	163,631	125,310	152,670	150,753
	Depreciation & Impairment Losses	2,323	4,644	2,321	2,322
	Support Services	(165,981)	(129,154)	(156,514)	(156,514)
	Income	0	(800)	(800)	(800)
Telephones Total		**0**	**0**	**(2,323)**	**(4,239)**
Printers & Photocopiers (MFDs)	Supplies & Services	57,505	77,330	61,300	54,700
	Support Services	23,055	(77,330)	(61,300)	(61,300)
	Income (Internal)	(80,561)	0	0	0
		(0)	**0**	**0**	**(6,600)**
Information Management & Technology Total		**1,777**	**0**	**(84,446)**	**(206,514)**

B) Workforce

KEY EXTERNAL DRIVERS	KEY INTERNAL DRIVERS
Efficiencies Partnerships Transformation agenda	Corporate initiatives & projects (health and safety; equality and diversity; risk) Customer service Performance indicators Sickness and absence, including maternity
WORKFORCE IMPLICATIONS	

Government Requirements
Current structures in place to respond

Partnerships
Discussions with others as opportunities arise

Corporate Initiatives
2010 agenda

Customer Service
Involvement for staff

Performance Indicators
Ensuring targets are met

Sickness and absence
Improved levels of sickness – back on target

Technology
Keeping abreast of technological changes and development planned for mobile working and integration

Transforming Government
Staff resources for completing BPR