Briefing Note for Scrutiny Committee 19th January, 2015
Cabinet Member for Working Environment and Support Services

1. Gazetteer Services

1.1. The Local Land & Property Gazetteer that holds records of all properties (buildings and land) now has 53,820 records. This ensures that all council services and national organisations use a consistent address for Mid Devon properties.

1.2. This is achieved by matching all property information throughout the council and with the national hub. Our standard for matching is at GOLD standard, the highest standard. This information is also supplied to Fire and Rescue services.

1.3. There is a national initiative called INSPIRE requiring us to publish all Environmental information. This needs to be completed by March 2015. We are on target to meet this date.

2. Land Charges

2.1. Property searches are routinely turned around in one day. This generates an income of over £100k per year, this is an indication of a livelier property market

2.2. Street Naming and Numbering is maintained on a daily basis. The next large scale development expected is for the Farleigh Meadow proposals.

3. ICT Services

3.1. The web site is being replaced and is in draft form. Online forms in their simplest format will be available on the new web site. The complicated integration of these forms into the business systems (back office) will take some months of work to complete to make it properly digital.

3.2. The new ICT Service Desk system is LIVE. It will continue to be developed over the next six months. This system holds all requests for support and services for ICT. It records actions taken to resolve calls. It enables self-service for users with a Frequently Asked Questions section.

3.3. The Payment Kiosk has been installed in reception. The customers who have used it to pay bills are satisfied. As yet there has been no formal launch

3.4. The Council's intranet site called Phoenix Portal built using Sharepoint has successfully been upgraded. This has also been extensively restructured to be more reflective of ways of working rather than on an organisational basis.

3.5. ModernGov is a software system for Member Services that also integrates with Express (Elections) and will change and streamline the committee processes, handling of agendas and accompanying reports. It is anticipated that the next administration will have the ability to go paperless. Member services are now using the system. There will be a pilot for members sometime in January to April.

3.6. The Corporate system used for property related information called Uniform now has version 10 available. Version 10 will be put through the test system before releasing to the LIVE environment. No dates have been scheduled yet.

3.7. Total Land Charges (TLC) has been upgraded in preparation for the reporting on environmental information, known as Con29, changes next year. The Con29 forms are used as part of the land charge property searches.

3.8. Lalpac (Licencing) has now been upgraded. The work will start soon on implementing new forms over the next few months as there is a plan to make Licencing paperless.

3.9. The Time and Attendance system called Wintime needs to be upgraded in the New Year as the underlying system is no longer supported by the supplier.

3.10. The Projector has been replaced in the Exe Room
3.11. **HR System**
    3.11.1. eRecruitment is being built in the HR system and due for testing shortly. This is used for applying for council jobs online.
    3.11.2. Similarly the Learning and Development module is being built. This will save time and improve management and reporting as at the moment HR maintain Learning and Development records and requests with many spreadsheets.
    3.11.3. The electronic payslip element will become available via email for office based staff ie those with email addresses.
3.12. **Digital Transformation**
    3.12.1. There is extensive work being scheduled to enable the move to using digital or online channels. Some this work includes existing ICT planned work such as the review and replacement of the telephone system and the replacement web site.
    3.12.2. New work is the implementation of enabling the council to send text messages to customers' mobiles (SMS). There will be a corporate pilot for this as well as the Housing trials for SMS. This is the beginning of unified communications work where channels such as voice (telephone/mobile) text, email can all be merged.

4. Future ICT Work

4.1. There is a programme of new work that extends to 2016. This includes further Digital Transformation work as well as planned upgrades and replacements that are necessarily forced upon us by suppliers updating their own technology and systems.
4.2. Document Management needs to be implemented more widely into additional services. Electronic documents are necessary for digital transformation and to enable mobile working.
4.3. Printer replacements are to be scheduled for Planning and Print room
4.4. **Infrastructure** –
    4.4.1. There are about twelve servers still running old operating systems (2003) which need to be upgraded before April 2015. There is likely to be some impact as the business systems are migrated.
    4.4.2. Some switches (connecting floors and locations to the main server room) need to be replaced due to age and obsolescence.
    4.4.3. Citrix needs to either be replaced or upgraded. This software is used for delivering systems to the desktop and for remote access in a secure manner.
    4.4.4. Outlook email needs to be migrated to the new Exchange 2013 email server.
    4.4.5. The council's connections to the Public Service Network (PSN) (Government Secure Network) will have to start the annual round of IT Health Checks. This is to ensure that all appropriate security measures are in place and being used to keep not just our but also government systems safe and secure.. The Code of Compliance submission has to be completed mid May. This is not just a technical exercise but includes staff and members adhering to government requirements and physical security measures.

5. Performance

- Total number of ICT Service Desk Calls this year - 5997
- % Calls Resolved within Agreed Timescale (SLA) – averaging 82%
- Customer Satisfaction averaging 9.7 out of 10
- System up-time averaging at 100%
- ICT Services budget has some internal variations but nothing untoward. The only exception will be the additional recruitment of a Web Developer Analyst to meet the increasing demand for web service delivery.
- We have now reached a total of 682 FOI requests for the year, of these requests, about 97% were answered within the 20 day time limit.

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