



Information Technology & Information Governance Summary

2012/13

Service Name: Information Technology & Information Governance

Service Contact: Bob Clark

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This document can be made available in a range of languages, on tape, in Braille, large print and in other formats.

For further information please contact 01803 207227.

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Introduction:

Information Communication Technology (ICT) & Information Governance is a central support service providing Information Technology services, Information Governance and Data protection & Records management services to the Council, Council members, Adult Care Trust, and other Joint Working agencies (i.e. Youth Justice); Coroners.

The **ICT Support and Information Governance** services have a major strategic enabling role within the organisation and significantly underpin the majority of Service departments and commissioned services of the Council.

A wide range of technical ICT support services and Information Governance support are offered (see tables below).

The main outcome of the service is to provide an “**Effective and cost efficient ICT support services**” supporting the needs of our Council departments, enabling smarter working and cost effective services.

The main **activities** in achieving this are to:

- Ensure that strategic investment in ICT is focused on delivery of the priorities of the Council
- Ensure that modern Business Systems and processes are adopted to support efficient delivery of the Council’s services, which assist them in reducing their operational costs
- Maximise the benefits from investment in new technologies and techniques;
- Engage with the emerging Government PSN (Public Sector Network), including connectivity to the new Devon Wide Area network in order to exploit further partnership working opportunities.
- Rationalise our computer systems and use common systems wherever possible;
- Improve technologies to support Mobile & flexible working across the council.
- Maximise the use of the Corporate EDRMS system (Electronic Documents & records management) to support the Councils Office Rationalisation Project.
- Provide a high level of Information & data security
- Provide good quality ICT Training to Council staff
- Support the “Green” agenda by implementing energy saving technologies and techniques – i.e. re-use of PC equipment (Desktop thin client strategy).
- Exploit the opportunities arising from Cloud Computing (i.e. the Government’s G-Cloud proposals.)

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ICT Development and Software Support

<p>What is provided?</p>	<p>Business Systems Support The activities undertaken will include a mix of both proactive and reactive elements carried out to ensure the user community experiences minimal downtime. Will include any of the following:-</p> <ul style="list-style-type: none"> • Patching and release management. • Supplier relationship management • Activity monitoring. • Fault diagnosis & problem management • Providing help, guidance and assistance. • Database Administration • Security Administration • Continuity and disaster recovery management <p>Improvement Projects Where possible new requirements will be delivered through packaged solutions. In some instances where this is not possible or it is more cost effective to do so, a solution will be written in-house.</p> <p>The teams provide:</p> <ul style="list-style-type: none"> • Consultancy & Advice. • Programme and Project Management (PRINCE2). • Business process improvement, costs/benefits analysis & Risk analysis. • Stakeholder relationship management. • Capacity & Resource Management. • Systems procurement service to enforce corporate & ICT policies and strategy. • Technical specifications • Research • Solution Architecture • Systems development • Database Design • Systems Testing • Systems integration • Systems porting and migration • Change, configuration and ICT asset management. <p>Other Activities Administration of the £700K software licence budget.</p>
<p>Why is it provided?</p>	<p>Project Development</p> <p>Each team is responsible for delivering new IT solutions that are either required to meet new legislative requirements or to facilitate improvements in the operational efficiency of the service areas. The teams provide a unique mix of business knowledge and technological know how to ensure the Council obtains the most cost effective solutions.</p>

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<p>Who uses the services / what is the demand?</p>	<p>Business Systems Support 43% of effort is in the support of over 150 different lines of business systems, tools, and specialist infrastructure components. With an average of 8.8 systems per person, individuals are also responsible for the many sub-components associated with each application such as the Interfaces, databases, alternative training and testing environments etc that are required to effectively provide a working solution.</p> <p>Improvement Projects The majority of the remaining effort focuses on ICT changes essential to meet the latest legal requirements or on improvements to meet Service demands. There are over 50 projects timetabled. It will not be possible to take on any additional work within the next 12 months without compromising existing delivery schedules.</p>										
<p>How much does it cost to provide?</p>	<p>Staff: Headcount & FTE 18</p> <p>Budget:</p> <table border="1" data-bbox="368 954 1511 1131"> <thead> <tr> <th data-bbox="368 954 708 1055">ICT Services Total Budget</th> <th data-bbox="708 954 932 1055">2009/10 Budget £'000</th> <th data-bbox="932 954 1125 1055">2010/11 Budget £'000</th> <th data-bbox="1125 954 1318 1055">2011/12 Budget £'000</th> <th data-bbox="1318 954 1511 1055">2012/13 Budget £'000</th> </tr> </thead> <tbody> <tr> <td data-bbox="368 1055 708 1131">ICT Development and Software Support:</td> <td data-bbox="708 1055 932 1131">938</td> <td data-bbox="932 1055 1125 1131">954</td> <td data-bbox="1125 1055 1318 1131">822</td> <td data-bbox="1318 1055 1511 1131">777</td> </tr> </tbody> </table>	ICT Services Total Budget	2009/10 Budget £'000	2010/11 Budget £'000	2011/12 Budget £'000	2012/13 Budget £'000	ICT Development and Software Support:	938	954	822	777
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ICT Development and Software Support:	938	954	822	777							
<p>How well are we providing it?</p>	<p>Key achievements:</p> <ul style="list-style-type: none"> • TOR2 integration of systems. • Chip & Pin system • Energy management System • Web site integration with Customer Services System • Web site improvements (eg events; Web cam, new online forms,etc) • Upgrade to Torbay Asset Management System to comply with IFRS (International Financial reporting Standards) • Further roll-out of a Corporate Document management System • Significant changes the Corporate Asset Management System • New Corporate Booking solution • New system procured to streamline Corporate print • New Committee System • New Coroners system • Modifications to the Social care providers payments system • GIS Mapping developments on Website ie Find my nearest. • Connections Offices Queuing system • FOI system tracking 										

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ICT Network Support & Network Operations Support

<p>What is provided?</p>	<p>The Data & Telephone Network Support team are the second line technical support for all voice, data and server network support. This includes specification, configuration and installation of data network circuits; fault analysis and rectification; etc. They also provide the operational control and administration of the Council's central servers (Unix and Windows servers) over the Local Area Network (LAN) and Wide Area Network (WAN).</p> <p>Support activities include:</p> <ul style="list-style-type: none"> • Network security controls • Data Local Area Network (LAN) and Wide Area Network (WAN) support • Infrastructure planning and design • Infrastructure specification and procurement • Remote access support • Telephone system support • Storage Area Network administration • Physical and virtualised servers • Server management • Network technical support to Torbay Care Trust; Economic Development Company; • Project Support • Network monitoring / capacity planning • Data backup technologies • Disaster recovery procedures • Input control (BACS – Payroll, Creditors, SDR's) • Processing (server hardware management) • Data storage and management • Operational scheduling (BACS) • Output preparation and production • Systems administration (email, file & folders) • Security and Control • Archiving and back-up • Disaster Recovery • Mobile phone & iPhone procurement and administration
<p>Why is it provided?</p>	<p>The ICT Network & Operations Support teams provide the technical expertise to support a complex Computer & telephony network infrastructure and to ensure that a high availability, cost effective and quality Network service is provided to the Council.</p>
<p>Who uses the services / what is the demand?</p>	<p>Service Desk Network support calls From 1st April 2011 – 31st March 2012 – 3552 resolved work orders generated by user calls to the ServiceDesk and includes work requests generated by the electronic E Forms on the Intranet.</p> <p>Supporting Technical projects. E.g. Office rationalisation Project; Desk Top Virtualisation, etc (see Network projects for further details)</p> <p>Supporting the Local Area Network (LAN) – sites include Town Hall/Electric</p>

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	<p>House/Library/Union House/Commerce House/Roebuck House/ Tor Hill House/ Pearl Assurance.</p> <p>Supporting the Wide Area Network (WAN) – sites include Oldway/ Paignton Library/Vaughan Parade/ TQY & BXM Harbours/BXM Library/Paignton Old Town Hall/St Kilda/Paignton & Brixham TIC/Bay Tree House/Torquay TRS/Waverly House/Holacombe House/Culverhay/Occombe House/Brookfield House/Hillside/Parkfield House/Link Harbourside/Churston Library/Bishops Place/St Edmonds/Tore Abbey/Coach Station/Torhill Day Centre/Paignton Police Station/Sure Start + various ADSL connected sites.</p> <ul style="list-style-type: none"> • A 1500 user network including front line staff and critical systems • over 35 sites throughout the bay • 250+ servers • Corporate Systems such as e-mail, file storage, • Infrastructure support to CCTV; Traffic signs; street lighting; Urban Traffic Control; Libraries • 30 terra bytes of information. • Corporate Internet connections • 3000+ service desk calls p.a. • Links to other public bodies (NHS) • 1700 telephones; 300+ smartphones/mobiles • Front line contact centre • 500 remote access connections • Support of Security Systems. Ie Antivirus; Access Control. • Disaster recover • Accommodation moves and changes (500 moves over the past year) • Provide emergency response for system failures both in and out of normal hours. • provision of Data and voice communications to the Emergency Planning team when emergencies are invoked • Support of all incoming infrastructure to Council systems including Public Web access, E-mail, phones 														
<p>How much does it cost to provide?</p>	<p>Staff: Staff 8 FTE & headcount of 8</p> <p>Budget: £286k</p>														
<p>How well are we providing it?</p>	<table border="1" data-bbox="368 1688 1366 1778"> <thead> <tr> <th>Title</th> <th>2009/10</th> <th>2010/11</th> <th>2011/12</th> <th>Title</th> <th>2009/10</th> <th>2010/11</th> </tr> </thead> <tbody> <tr> <td colspan="7" style="height: 100px;"></td> </tr> </tbody> </table>	Title	2009/10	2010/11	2011/12	Title	2009/10	2010/11							
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	FSIT010 Data & Telephony moves & changes, within 4 weeks.	85%	90%	90%	91%	90%	91%	
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IT Training & ICT Services Admin

What is provided?	<p>IT Training</p> <p>The IT Training team provides:</p> <ul style="list-style-type: none"> • Developing course content • Delivering Corporate IT courses using Microsoft and bespoke systems • Delivering qualifications based courses • Delivering tailored 1-to-1 surgeries • Administration of qualifications and course bookings • Analysing Training needs • Supporting ICT Service Desk • Maintaining Centre Accreditation with external examination boards/awarding bodies • Marketing and promoting IT Training (internally and externally) • Support and training for elected Members • Devising and delivering a range of flexible learning methods <p>Our Customers benefit directly from this training in that they are adequately equipped/trained to take full advantage of their IT technology in the delivery of their service.</p> <p>ICT Services Admin</p> <ul style="list-style-type: none"> • Administrative support to Executive Head of ICT Services and all of the support units within the service • Performing financial tasks for the department • Closure of end of year accounts for the department • Meeting daily admin and finance deadlines • Maintenance of staffing data and assisting with staff recruitment • Supporting IT Training – course bookings, scheduling, marketing, maintaining admin systems, updating intranet pages, contacting course delegates • Involvement with ICT Improvements, 2007 roll-out, Intranet pages content and maintenance • Purchase card holder • Health & Safety / Equality issues
Why is it provided?	<ul style="list-style-type: none"> • 30+ PC Desktop Corporate non-qualification courses to all the Council's PC users. (Core IT skills) • IT Surgeries. Tailored sessions in response to requests for specific business related training • We provide in the region of 600 courses to some 1600 delegates per annum and 2,000 course places are booked. • ICT 1-to-1 support and tailored training for elected Members <p>Our Customers benefit directly from this training in that they are adequately</p>

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	equipped/trained to take full advantage of their IT technology in the delivery of their service.						
Who uses the services / what is the demand?	<p>IT Training</p> <p>No. of training courses run per year:</p> <ul style="list-style-type: none"> • 2010/11 – 619 • 2011/12 – 607 <p>No. of delegates attending courses per year:</p> <ul style="list-style-type: none"> • 2010/11 – 1,714 • 2011/12 – 1,946 						
How much does it cost to provide?	<p>Staff: 2.5 FTE IT Trainers 0.5 FTE ICT Services Admin</p> <p>Budget: £93k</p>						
How well are we providing it?		2009/10		2010/11		2011/12	
	Title	Target	Actual	Target	Actual	Target	Actual
	Number of courses run per Year	400	585	400	619	400	607
	Number of Delegates attending courses per year	1,600	1,620	1,600	1,714	1,600	1,946
Number of people achieving ICT qualification	70	73	70	43	80	66	

ICT Service Desk

What is provided?	<p>The ICT Service Desk provides the first point of contact for all ICT related support issues from Council Departments and is the direct interface between the Council's IT User's and IT Technical Support Staff.</p> <p>Services offered by the IT Service Desk are:</p> <p>Incident Management</p> <ul style="list-style-type: none"> • Initial analysis of IT issues • Resolution of a wide variety of issues
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	<ul style="list-style-type: none"> • Assignment of incidents to second line technical support • Incident tracking • Production of Analytical and Statistical Reports <p>Crisis Management</p> <ul style="list-style-type: none"> • Information service for IT issues affecting all Council staff • Analysis of recurring Incidents
<p>Why is it provided?</p>	<p>The team, with its broad spectrum of technical ability endeavours to resolve issues, give knowledgeable advice and where necessary to judiciously allocate the incident to the correct area of IT Technical support.</p> <p>The IT Service Desk is the first point of contact for users with problems or queries. They carry out first line problem determination and are responsible for managing the resolution of reported problems affecting service delivery. IT Service Desk staff are trained and certified to nationally recognised levels in IT service management to ensure ongoing high quality service provision. Our “first call fix” target is 75% of all incoming calls. The Service Desk is available during normal business hours, Monday through Friday.</p>
<p>Who uses the services / what is the demand?</p>	<p>Service Desk support calls from 1st April 2011 – 31st March 2012 – 14701 calls logged by the ServiceDesk of which approximately 9500 were resolved at the first point of contact by Service Desk staff.</p> <p>A dedicated support service and home visits for Councillors with IT issues with their council supplied hardware/software.</p> <p>Supporting the NHS ServiceDesk in relation to Torbay Care Trust staff in council buildings using our network.</p>
<p>How much does it cost to provide?</p>	<p>Staff: Full Time Equivalent staff (FTE) 3</p> <p>Budget: £68k</p>

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How well are we providing it?	<p>1st April 2011 – 31st March 2012 14701 calls logged:</p> <ul style="list-style-type: none">● 81% were resolved within SLA timescales of which:<ul style="list-style-type: none">○ 62% were resolved within 0 – 4 hours <p>Key achievements:</p> <ul style="list-style-type: none">● Improvements to Service Desk Workflow system.● Refresh and rollout of Remote access security tokens (600 users)
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PC Support

<p>What is provided?</p>	<p>The PC Support team manages the procurement, maintenance, configuration and installation of the Council's desktop PCs, laptops, Personnel Digital Assistants (PDAs) , Printers , scanners and all other items of workplace based Information Technology.</p> <p>The PC Support team are mobile across all departments and locations of the Council providing support as and when the business requires it.</p> <ul style="list-style-type: none"> • The PC support provide second line technical support for all the councils PC users.(1600 users) Includes PC Desktop hardware/software and peripherals • Procurement and installation of all PC equipment/software & peripherals • Capacity planning and strategic direction for Desktop IT systems. • Will continue to provide PC technical support to Torbay Care Trust; Economic Development Company • Supporting technical projects such as Desktop Virtualisation; Office 2007 roll-out, printer Rationalisation, etc
<p>Why is it provided?</p>	<p>Our users benefit directly from this service, as their Pc equipment is up to date and fully supported, reducing computer "down time" therefore providing direct service benefits to the user.</p>
<p>Who uses the services / what is the demand?</p>	<p>Service Desk support calls for PC Support from 1st April 2011 – 31st March 2012 – 2127 resolved work orders generated by user calls to the ServiceDesk and includes work requests generated by the electronic E Forms on the Intranet.</p> <p>Supporting Technical projects. E.g. Office rationalisation Project; Desk Top Virtualisation, Office 2007 roll-out, etc (see PC Support projects for further details)</p> <p>Servicing Procurement requests - procurement and installation of new PC's, Laptops, Printers, Scanners all other associated peripheral equipment and work generated from ORP, internal IT and other service area project work.</p> <p>Support of peripheral equipment & Pc's over our Local Area Network (LAN) – Town Hall/Electric House/Library/Union House/Commerce House/Roebuck House/ Tor Hill House/ Pearl Assurance.</p> <p>Support of peripheral equipment & Pc's over our Wide Area Network (WAN) – Oldway/ Paignton Library/Vaughan Parade/ TQY & BXM Harbours/BXM Library/Paignton Old Town Hall/St Kilda/Paignton & Brixham TIC/Bay Tree House/Torquay TRS/Waverly House/ Holacombe House/Culverhay/Occombe House/Brookfield House/Hillside/Parkfield House/Link Harbourside/Churston Library/Bishops Place/St Edmonds/Tore Abbey/Coach Station/Torhill Day Centre/Paignton Police Station/Sure Start + various ADSL connected sites.</p>
<p>How much does it cost to provide?</p>	<p>Staff: FTE & headcount of 7</p> <p>Budget: £185k</p>

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How well are we providing it?

Title	2009/10		2010/11		2011/12	
	Target	Actual	Target	Actual	Target	Actual
New PC installations carried out within 4 weeks	90%	84%	90%	90%	90%	100% (1/4)
Microsoft software installed within 2 weeks	90%	93%	90%	100%	90%	100% (1/4)

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Information Governance/Data protection & Records management

<p>What is provided?</p>	<p>Information governance is the focal point within the authority for Data Protection compliance, Information Management, Information Security and Regulation of Investigatory Powers Act, Records Management.</p> <p>Corporate Support for :</p> <ul style="list-style-type: none"> • Data Protection • Information management • Information Security • RIPA Rights to Investigatory Powers Act – is an Act of the Parliament of the United Kingdom, regulating the powers of public bodies to carry out surveillance and investigation, and covering the interception of communications • Websense – Web access monitoring and filtering • NHS Network connectivity compliance • Involvement in Corporate projects which have Information Management implications ie ORP – Office Rationalisation Project
<p>Why is it provided?</p>	<p>Information governance is a framework that enables the Council to:</p> <ul style="list-style-type: none"> • Establish good practice around the handling of information • Promote a culture of awareness and improvement • Comply with legislation and other mandatory standards <p>The need for an Information Governance function is not only operational, commercial, and management orientated, it is also driven by the need for the Council to demonstrate compliance with impacting legislation and therefore limiting demand and/or reducing provision of various elements is not an option.</p>
<p>Who uses the services / what is the demand?</p>	<ul style="list-style-type: none"> • Training of departments, over 200 staff trained in Data Privacy and Information Security in last two years • Data Protection/Information Management request up 50% from two years ago • Office Rationalisation Project – To ensure successful vacant possession from various Council buildings to enable large budgetary savings • Maintenance of on site storage facilities and increase in queries in all areas relating to information management • Policy writing – Creation of Information Security Policies as well as maintenance of current Information Governance policies

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<p>How much does it cost to provide?</p>	<p>Less than £50,000 therefore not disclosed.</p>
<p>How well are we providing it? Key achievements in the last 2 years</p>	<p>Key achievements:</p> <ul style="list-style-type: none"> • New information Security framework and policies • New corporate Storage facility for archive paper records • Assistance in ORP project (Office Rationalisation Project) to advise on Records Management, storage, archiving, destruction. • RIPA processors have been externally inspected and supported. • Robust data breach procedure.

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