Service Title: Information Technology (ICT)

Manager: Bob Clark & Ian Harrison

Business Unit: Customer Services

Executive Head: Bob Clark

Brief Description of Service:

Information Communication Technology (ICT) & Information Governance is a central support service providing Information Technology services, & Records management services to the Council, Council members, Integrated Care Organisation, and other Joint Working agencies.

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 to provide an "Effective and cost efficient ICT support services" supporting the needs of our Council departments, enabling smarter working and cost effective services.

Services include: ICT Development and Software Support; ICT Network Support & Network Operations Support; ICT Desktop Team & Service Desk Team; ICT Training & ICT Services Admin; Information Governance/Data protection & Records management.

Service provides:-	No of Staff (**FTE)	Employee Direct Costs	Premises	Supplies & Services	Contribut'n to Reserves	IT Licence	Total Expenditure (*ATL)	Fees, Charges & Sales	Govern't Grant Income	Contribut'n from Reserves	Other	Total Income (*ATL)	Net Expenditure (*ATL)
		£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000	£`000
502 Information Technology	35	1,094	0	428	0	683	2,205	-198	0	-230	0	-428	1,777
504 Voice Network	0	0	0	108	0	0	108	-2	0	0	0	-2	106
TOTAL	**35**	**1,094**	**0**	**536**	**0**	**683**	**2,313**	**-200**	**0**	**-230**	**0**	**-430**	**1,883**

Note: *ATL = 'Above the Line' budget is the net budget that an officer is responsible for, which excludes reallocated support services   **FTE = Full Time Equivalent