

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 £'000	Premises £'000	Supplies & Services £'000	Contribut'n to Reserves £'000	IT Licence £'000	Total Expenditure (*ATL) £'000	Fees, Charges & Sales £'000	Govern't Grant Income £'000	Contribut'n from Reserves £'000	Other £'000	Total Income (*ATL) £'000	Net Expenditure (*ATL) £'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