

Information Services
Service Statement

April 2019



Executive Director: Kelly Angus
Head of Service: Neil Arnold
Lead Member: Cllr Nick Oliver

Service purpose and functions

Purpose:

To provide robust and resilient Information Systems and related infrastructure that supports the Corporate Plan and the Business Service plans.

Primary functions:

Information Services

- Delivery of Digital Programme including Channel Shift and iNorthumberland
- Support of Community Digital Skills development.
- Desktop Support inc Desktop Refresh
- Support for Agile working
- Local area network support
- Wide area network support
- Telephony
- Provision of mobile phones
- Data Centre and Server support
- Cloud Services
- Application Development
- Application Support
- Programme and project management
- Business Analysis and process improvement (LEAN)
- Information security (including PSN and PCI compliance)
- Information Governance (including managing the Councils GDPR programme)
- Performance management and Information Analysis
- IS Strategic advice and guidance
- GIS and the Local land and property gazetteer
- IS Training
- Corporate print service (Including managing external framework)
- Management of the Minolta MFD(printer) fleet.
- ICT support for Schools
- ICT support for third parties

Service Parameters

Key Service Facts and Figures

Core Information Services

- In 2018 we received and resolved 46,800 service desk calls. 48% of these calls were self service requests.
- 95.8% of all calls are resolved within their SLA.
- 42% of calls are regarded as incidents.
- The service desk received over 45,000 telephone calls and answered 65% of them, we also processed 14,000 emails.
- We support network connections to almost 400 locations throughout Northumberland.
- We helped staff with over 5,500 google related questions.
- Completed the the migrated 2900 mobile phone users from Vodafone to EE
- We support over 2000 PC's, 2300 Laptops, 1000 Chrome Devices, 500 tablets and 2,900 mobile phones.
- Every day we scan over 75,000 incoming emails for viruses and inappropriate content and 26000 outgoing. 35% of incoming emails never get through to users as they are spam.
- In addition to the online IT courses and learning resources we have provided over 8000 hours of classroom training to over 5000 delegates in around 50 different locations across the County. We have also provided over 200 hours of floor walking / bespoke training.
- Availability of Superfast Broadband is currently approx. 93.6% (>24Mbps) across Northumberland, compared to 96% nationally. Further plans are being developed which hope to see this rise to approx 97%.
- Take-up of superfast broadband is currently at approx. 59.2% across the County (end of Dec 18), and increase of approx. 9% over the last 12 months.
- Significant activity has been delivered to increase digital skills of residents and businesses across Northumberland. This included a number of STEM events which were able to generate revenue to support the delivery of future activities in addition to the continued work with Code Club including £19k of funding secured from Councillors and the Platten Fund to increase access to Code Clubs in schools across Northumberland. Currently the number of active clubs has risen from 6 to 40 over the last 2 years. Additionally activity has been delivered with older residents to improve their digital skills. A number of business focussed events have also been delivered with partners such as Advance Northumberland and Lloyds Bank aimed at ensuring SME's have the digital skills and understanding needed to grow their businesses and support economic growth in the County.
- The Council were invited to participate in the Government Digital Services Verify pilot projects to deliver online verification for Parking Permits and Concessionary Travel, with the Council held up as an exemplar by GDS for our collaboration with them and other councils.

- The Council has been heavily involved in the development of the Digital Workstream of the North of Tyne Devolution deal, and is currently working with Government to secure funding via the DCMS Local Full Fibre Networks programme to provide full fibre connectivity to public sector sites across the NoT area. This is expected to result in increased availability of fibre broadband connectivity for communities around these public sector sites.
- The Council has also supported the creation of the new North of Tyne Combined Authority via the provision of IT services and support.
- Michelle Williams was awarded “Employees of the Year” and Shanon Johnson was awarded “Outstanding Apprentice of the Year” in the Council Excellence Awards 2018.
- Continues the implementation of the new approach to working at County Hall with hot desk and breakout areas to support agile working.
- The Council retained its Public Service Network (PSN) accreditation in Summer 2018.
- Northgates new Housing System went live in October 2018
- Oracle's Cloud financial systems went live with the first phases in November 2018 and the final phases are due to go live in the Summer of 2019.

Summary of Information Services resources at 1 April 2019:

Function	Number of FTE posts	Staffing expenditure	Non-staffing expenditure	Income
Information and Application Development	49.81	£2.1 m	£1.7m	£0.45m
Infrastructure	50.72	£2.0 m	£2.24m	£2.13m
iNorthumberland	12.5	£0.5 m	£0.12m	£.25m
Records Management, Central Print and Management	7	£0.32 m	£0.01m	£0.003
Totals for Service	120.03	£4.92m	£4.07m	£2.83m

Contribution to the Corporate Plan

Information Services

The service will focus on ensuring that we deliver high quality, reliable and resilient Information Systems to all our users ensuring that they reflect the Corporate Plan by being '**efficient, open and work for everyone**' .

We will focus on providing technology that enables our workforce to work in a more agile and flexible way.

During the life of this statement we will look to significantly enhance the digital offering provided to the Councils customers, giving them access to the majority of our services digitally, whilst significantly improving the efficiency of the organisation.

We will work with all our stakeholders and encourage more of them to engage with us digitally, giving the Council the opportunity to direct its limited resources to its most 'needy' customers.

We will continue to provide support to the organisation to implement and monitor robust Information Governance procedures, ensuring compliance with legislation and working with service areas to improve response times for FOI, EIR and SAR requests whilst also reducing the number of data breach incidents.

We will work with the business community to encourage them to only use our digital channels with an ambition to remove some of the current channels for business users.

We will help to improve the digital and STEM skills of the residents of Northumberland by working with schools and community groups to deliver training and awareness.

We aim to deliver superfast broadband services to 97% of the population of Northumberland and will work with Government and suppliers to increase this number to as close to 100% as possible to meet the national target of 100% full fibre connectivity by 2033 using external funding wherever possible (National voucher schemes, etc).

To supplement the national schemes we will also be offering our own superfast broadband voucher scheme to support the delivery in some of our more geographically challenging communities.

External Validation

Benchmarking

Inspections

PSN – The annual Public Sector Network compliance statement was submitted to the Cabinet Office in September 2018. The submission followed an independent IT health check which this only highlighted a small number of issues to be rectified. The Cabinet Office issued our compliance certificate in December 2018 and is valid until December 2019.

PCI - Payment Card Industry require us to undertake a quarterly review of our network infrastructure and submit a return to World Pay. This is to ensure our security standards and network controls meet the rigorous requirements of PCI Security Standards Council. Without this certification we would not be allowed to process card payments.

LGA open schemas – In response to the LGA request for access to Open data we now have now met requirement to provide open schemas including those for Planning, entertainment licensing and public conveniences.

Socitm Better Connected - Every year Socitm undertake an independent review of all Local Authority websites. The main purpose is to identify best practice and help councils in improving the quality of the online experience for the millions of people who now visit council websites for obtaining information and receiving services. They rate authorities between one and four stars. This year Northumberland's website was awarded two stars in 2018/19..

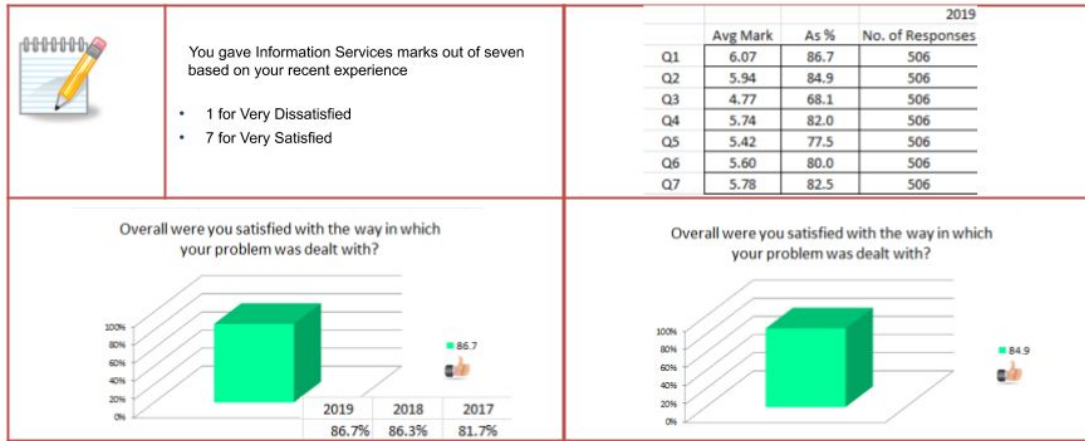
Six monthly satisfaction surveys of service desk users. Every six months the Customer Support manager sends a customer satisfaction survey to users of the service desk.

The surveys have shown a steady increase in customer satisfaction. Below is a copy of the results of the most recent survey.

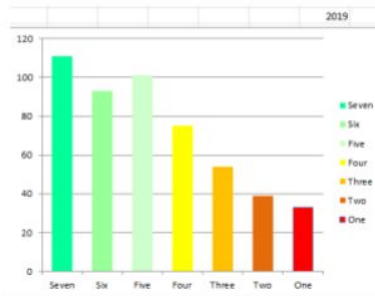
Your opinion

This is what you told us about our services through our questionnaire

We are using this valuable feedback to continuously improve the quality of our service



ICT Systems are generally reliable (7 for Very Satisfied, 1 for Very Dissatisfied)



2019	ICT Systems are generally reliable (7 for Very Satisfied, 1 for Very Dissatisfied)						
Score	Seven	Six	Five	Four	Three	Two	One
Results	111	93	101	75	54	39	33
2019	22%	18%	20%	15%	11%	8%	7%
2018	25%	14%	15%	13%	7%	9%	18%
2017	16%	19%	15%	18%	11%	10%	10%

Results



Question	1	2	3	4	5	6	7
Question 1	8	11	10	28	56	133	260
Overall were you satisfied with the way in which your issue was dealt with?	2%	2%	2%	6%	11%	26%	51%
Question 2	8	13	13	28	70	147	227
Information Services responds to my problems quickly	2%	3%	3%	6%	14%	29%	45%
Question 3	33	39	54	75	101	93	111
ICT Systems are generally reliable	7%	8%	11%	15%	20%	18%	22%
Question 4	8	12	23	54	71	134	204
The support provided by Information Services meets my needs effectively	2%	2%	5%	11%	14%	26%	40%
Question 5	9	16	28	89	78	128	158
Information Services effectively supports the Council's strategic objectives	2%	3%	6%	18%	15%	25%	31%
Question 6	11	16	20	52	98	130	179
Information Services provides me with the information I need when I need it	2%	3%	4%	10%	19%	26%	35%
Question 7	11	12	22	34	78	147	202
Give your overall opinion of the quality of service offered by Information Services	2%	2%	4%	7%	15%	29%	40%
Question 8	4	3	8	33	34	95	188
Give your opinion of the quality of service offered by the IT Techbar located at County Hall	1%	1%	2%	9%	9%	26%	52%

Ongoing – The North East Information Managers group meet on a monthly basis and has representation from all the authorities in the North East. As part of the group's terms of reference from time to time the group conducts best practise and informal benchmarking surveys. These tend to be technically focused with very little quantitative data produced.

Priorities for 2019 - 2021

Priority Area	Key Milestones	Date
<p>1. Delivery of the Digital Programme Inc Channel Shift</p> <p>One of the key priorities for the service is to cContinue the Implementation of the channel shift programme with the focus on the ten priority areas identified in the recent Customer Service review and includes local services and revenue and benefits/customer services.</p> <p>The next twelve months (19/20) will focus on delivering some visible and tangible benefits to customers whilst significantly improving efficiencies in the back office.</p> <p>The changes will include the drive towards channel shift and improving online transactional capabilities alongside working with services to improve efficiency by increasing the adoption of digital working practices. .</p> <p>This includes the ongoing review of the Councils Web offering</p> <p>Delivery of comprehensive digital skills and inclusion activity, including Code Club, digital skills community-based training and digital inclusion support to SMEs working in partnership with Lloyds Bank, AgeUK, etc.</p>	<p>Complete the review and update Digital Strategy to include technology plan, connectivity plans and digital inclusion plan.</p> <p>Delivery of digital skills and inclusion workstream</p>	<p>May 19</p> <p>ongoing</p>
<p>2. iNorthumberland / LFFN</p> <p>Continue to work with suppliers and BDUK to look at options for the delivery of Superfast Broadband to the remaining properties in Northumberland that do not currently have access to superfast speeds.</p> <p>Work with the North of Tyne Combined Authority and DCMS to develop the Local Full Fibre Network</p>	<p>Delivery of superfast broadband to remaining props in Northumberland.</p> <p>Bid accepted by DCMS for the LFFN</p>	<p>ongoing</p> <p>Dec 19</p>

<p>proposition for fibre broadband roll out in Northumberland.</p> <p>Contribute to successful delivery of NoT LFFN programme, connecting public sector sites to full fibre connectivity and encouraging take up of wider benefits to surrounding communities using National and Local Voucher Schemes.</p> <p>Working with DCMS to deploy of fibre broadband to a small number of rural schools in Northumberland as a pilot project.</p> <p>Continue to push developers to ensure superfast broadband availability included in new developments across Northumberland by working closely with Planning team on development of new Core Strategy.</p>	<p>deployment in NoT CA region.</p> <p>Delivery of full fibre connectivity to public sector sites across the North of Tyne CA area.</p> <p>Small number of rural schools have access to fibre broadband.</p> <p>All new properties have fibre broadband access.</p>	<p>Mar 21</p> <p>Sep 19</p> <p>ongoing</p>
<p>3. North of Tyne Devolution / Borderlands Growth Deal</p> <p>Contribute to the development of the themes within the Digital Workstream as part of the North of Tyne Devolution deal.</p> <p>Contribute to the development of Digital elements of Borderlands Growth Deal, focussing on digital connectivity and economic benefits.</p> <p>Ensure alignment of Council, North of Tyne and Borderlands initiatives to avoid duplication / gaps.</p> <p>Provide support for IT services to the new North of Tyne combined authority</p>	<p>Aligned to North of Tyne and Borderlands timelines</p> <p>Joined up / complementary programme of activity across initiatives</p> <p>Aligned to formation of new Combined Authority</p>	<p>ongoing</p> <p>ongoing</p> <p>ongoing</p>
<p>4. Replacement of Local Area Network and WiFi in County Hall and key staff hubs.</p> <p>Aligned to the internal refurbishment of County Hall all the internal IT Infrastructure will be replaced to provide significant improvements in speed and reliability of network and WiFi connections. A programme is also to be put in place to upgrade the infrastructure in other major staff hubs.</p>	<p>Improve reliability and speed off the network and wifi provided in County Hall and other major staff hubs.</p>	<p>June 19</p> <p>To</p> <p>July 21</p>

<p>5. Office 365</p> <p>Completion of the Business pilots for Office 365 and evaluation of results.</p> <p>If no significant issues are identified and subject to member and execs approval then migrate the remaining 4500 users off Google and on to Office 365.</p>	<p>Working with users to identify and issues with moving from Google to Office 365.</p> <p>All users are migrated to Office 365</p>	<p>Sept 19</p> <p>Mid 20</p>
<p>6. Support for new ways of working Inc. VDi/Cloud Services/desktop refresh/mobile computing (Total)</p> <p>To support the organisations aspirations for a more agile workforce it is necessary to implement a simpler desktop environment for users as well as where necessary replacing desktop PC's with laptops or tablets.. This includes virtualisation of the desktop and the review of all relevant policies.</p>	<p>Replacement of desktop and laptops, and where appropriate the deployment of Citrix VDI</p>	<p>ongoing</p>
<p>7. Replacement of the Telephony and Contact Centre solutions.</p> <p>Working with Customers Services and other service users. review the councils telephony and contact centre requirements.</p> <p>Procure a new solution(s) that meets our future needs and implement.</p> <p>This will support the Councils move to agile working</p>	<p>New telephony and contact centre solution in place.</p>	<p>Mar 20</p>
<p>8. Oracle Cloud Applications</p> <p>Completion of the migration of users and payroll to Oracle Cloud Applications.</p> <p>Development of reporting and manager dashboards.</p>	<p>All R12 modules live on Oracle Cloud Services.</p> <p>All managers can see financial management information in real-time via a dashboard.</p>	<p>Aug 19</p> <p>Dec 20</p>

<p>9. PSN accreditation</p> <p>In order to maintain our connections to central government and other public sector organisations undertake an annual accreditation process. The current certification expires in September 2018</p>	<p>IT health check</p> <p>Complete any work identified from check.</p> <p>Submission made to Cabinet Office</p> <p>Certificate issued</p>	<p>Aug 19</p> <p>Sept 19</p> <p>Oct 19</p> <p>Dec 19</p>
<p>10. Review of Corporate applications</p> <p>Continued review of applications, including:</p> <p>Identify, procure and implement a new Adult Social Care system following Northgate's announcement that they are pulling out of the market.</p> <p>Implementation of new Elections system</p> <p>Procurement and implementation of a new committee management system</p> <p>Support and development of Education systems; including Support of SIMS, Schools SLA and Early years - continued development of system to support front and back office functions and childcare providers.</p> <p>Capita One (EMS) - Implement recommendations following report from Best Value Review</p>	<p>Procurement Implement and Go live</p> <p>Procurement Implement and Go live</p> <p>Procurement Implement and Go Live</p> <p>Additional functionality and reporting under development</p> <p>All recommendations are implemented.</p>	<p>May 19 - Apr 21</p> <p>Sep 19 - May 20</p> <p>June 19 Dec 19</p> <p>ongoing</p> <p>Mar 20</p>
<p>11. Service improvement</p> <p>Continuous review of service provision to ensure that we are meeting the needs of the services. This will specifically focus on a review of the process relating to Freedom of Information / EIR and Subject Access Requests.</p>	<p>Review of establishment to ensure IS is able to service the organisations needs</p>	<p>Sep 19</p>

<p>12. Workforce Plan</p> <p>Information Services has a workforce with an age profile dominated by staff over the age of 35. No formal succession planning has been developed. there is a need to create a formal workforce plan to ensure we have a workforce that meets the needs of the users departments</p>	<p>Continued review of Workforce plan.</p>	<p>Ongoing</p>
<p>13. Information Governance and General Data Protection Regulation (GDPR)</p> <p>Continue to support the Council's adherence to the new General Data Protection Regulation (GDPR), including review, development and delivery of comprehensive programme to ensure compliance with legislation NCC.</p> <p>Lead the regular monitoring and enforcement of new IG policies and procedures. Including updating all records management procedures and support staff with training and guidance toolkits.</p> <p>Maintain compliance with NHS Digital Data Security and Protection Toolkit to enable continued access to health datasets.</p>	<p>Monitoring of IG activity to ensure GDPR compliance</p> <p>Continue to review IG processes to ensure efficiency and effectiveness</p> <p>Monitoring and audit of GDPR compliance</p> <p>Meet mandatory requirements and ensure evidence in place to demonstrate compliance</p>	<p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>Mar 20</p>

Performance framework

Measure	Outturn 2016-17	Outturn 2017-18	Outturn 2018-19	Target 2019-20	Target 2020-21
Service desk calls resolved within SLA	94%	94%	96%	96.5%	97%
Google Cloud Applications Availability	99.978%	99.978%	99.978%	99.978%	99.978%
Corporate System Availability (excluding agreed downtime)	89%	89%	90%	91%	92%
Network Availability (BT managed network)	99.1%	98.91%	99.5%	99.7%	99.8%
Percentage of FOIs responded to within 20 days	90.75%	91.40%	76%	90%	95%
Percentage of Subject Access Requests responded to within 30 days	63%	52%	55%	70%	80%
Percentage Availability of Superfast broadband		93%	93.6%	95%	97%
Percentage Take up of Superfast broadband		48%	55%	65%	70%
Number of additional Communities connected to Superfast Broadband outside the contracted delivery targets	-	0	8	10	12