East Northamptonshire Council

**Transformation Committee
4th September 2019**

ICT Update

Purpose of report

To provide members with an update on progress with delivery and implementation of the ICT Transformation Programme

1.0   Background

1.1   In October 2016 the Council approved an implementation programme for an ICT Transformation with the objective of moving the business systems and infrastructure forward to a new level of operation. This summary report provides an update on the progress of the programme in terms of what has been delivered and the key areas to be delivered during the remainder of 2019/20.

1.2   During 2018/19 significant progress was made in both the business applications area and the underpinning infrastructure. The focus in 2018 (Phase 1 of the Programme) was to establish a new Government accredited data centre with Crown Hosting, implement a new wide area network across sites, progress an applications rationalisation approach and re-design the IT Service.

1.3   This report provides a further update on progress made on the delivery of the ICT Transformation Programme.

2.0   Phase 2 and Phase 3 of the ICT Transformation Programme

2.1   The focus since Autumn 2018 has been primarily on delivering Phase 2 of the programme. Progress has been made in the following areas:

•   Recruiting to ensure the team is sufficiently resourced to implement the IT Strategy and support the IT systems to deliver services (following high level of vacancies in 2018/19)
•   Identifying and delivering required training to staff
•   Securing resources for Phase 2 and 3 of the programme (Capital Programme Update report (June 2018) and Draft Outturn 2018/19 Report (May 2019) to Finance and Performance Sub Committee
•   Remediation and stabilisation of the new systems and infrastructure
•   Continuing migration of applications to the new data centre.
•   Deployment of a new common remote working solution (Citrix) for BCW
•   New wi-fi network installed and undergoing testing at ENC and BCW
•   New switches and 75% of new cabling installed at ENC
•   Review and purchase of new licences for both ENC and BCW

2.2   It is anticipated that Phase 2 will be primarily completed by October 2019.

2.3   There has also been significant progress with the end user computing phase of the programme (Phase 3). The following has been achieved to date:

- Data discovery undertaken on establishing personas and equipment/device requirements for both ENC and BCW
- Purchase of first batch of new devices – 200 laptops for BCW and ENC
- Windows 10 build and deployment on new laptops with rollout of 75% to date at ENC
- Purchase of mobile device management software (linked to licences)
- Review of options for a new mobile phone contract

2.4 The next steps for phase 3 are to complete the data discovery on the remaining personas which will then inform what remaining equipment/devices need to be purchased.

2.5 For mobile telephones, officers are currently reviewing policies to ensure they are up to date to reflect modern working practices and are suitably aligned for any contract that we enter into.

2.6 Programmes by their nature are open to change and restructure. This is especially important in light of the impending local government reform in Northamptonshire to ensure our systems remain fit for purpose beyond 2021. Therefore, the programme and objectives are under constant review.

2.7 In addition to the aforementioned improvement to the councils IT infrastructure the other key projects the IT team have delivered are outlined below:

- Installation and migration of Capita system for BCW and ENC Revenue & Benefits shared service into new data centre environment
- Installation of Document Management System (test environment)
- Transfer of IDOX solutions to hosted solution
- Transfer of Capita payment solution to cloud based solution
- Upgrades of core applications software to latest versions and patch updates (Capita, Uniform, Intranet)
- Installation of new version of service desk

2.8 It is fair to say that a significant amount of progress has been made due to the continuing effort and endeavours of the team. Activity is set to remain high going forward as progress continues with the transformation projects as well as delivering business as usual. This is necessary to ensure the council can deliver its services efficiently and effectively but also in a safe, secure environment.

3.0 Equality and Diversity Implications

3.1 This report is for information only. Therefore, an equality impact assessment is not required.

4.0 Privacy Impact Implications

4.1 This report is for information only. Therefore, an equality impact assessment is not required.

5.0 Legal Implications

5.1 There are no legal implications arising from this report.

6.0   Risk Management

6.1   There is risk register for the programme which is reviewed and updated on a regular basis.

6.2   It is evident nationally that IT security risks are on the increase and this is reflected on the National Risk Register. The only way to mitigate against this risk is through continuous investment in IT.

6.3   The quality, consistency and resilience of the council's ICT infrastructure is more important than ever before in order to support front line and support services. For example in Planning Services, the move to paperless working (through the digitisation of historic data and records) and its accessibility and the processing of planning applications through the Uniform system means that the Development Management service is fully reliant on the fully operational ICT Infrastructure. Essentially, when the ICT infrastructure is not working, the Development Management service becomes unable to deliver its key services to customers. It is important that the ICT infrastructure improvements work effectively up to and beyond the transition to the new unitary authority.

7.0   Resource and Financial Implications

7.1   There are no direct resource or financial implications arising from this update. However, it should be noted that there is the potential for cost pressures to arise due to the nature of the work being progressed. The financial position of the programme is being regularly kept under review. Any financial impact will be reported to Finance and Performance Sub Committee accordingly.

7.2   The confirmation by the Secretary of State that the new unitary council will commence from April 2021 means the council needs to carefully consider the financial implications on the 2020/21 budget with respect to IT. It is important the councils IT infrastructure and systems continue to be invested in ahead of unitary and that any investment is congruent with the aims of achieving a seemless transition to a new council, as well as providing a safe IT environment for the councils activities. It maybe that this investment is best to be accelerated and incurred during 2019/20. To this end it is recommended that the Committee endorse this approach and request the Finance and Performance Sub Committee to favourably consider any requests for additional IT investment in the current financial year and as part of next years budget planning.

8.0   Constitutional Implications

8.1   The report does not have any constitutional implications.

9.0   Implications for our Customers

9.1   Following implementation of the programme, there are expected to be benefits to customers due to the services operating with more efficient systems and infrastructure in place as well as updated equipment and devices staff are operating from.

10.0   Corporate Outcomes

10.1   This proposal contributes to the following Corporate Outcomes.

- **High Quality Service delivery** – Delivering an improved service

- **Effective Management –** Mitigating risk of failure of IT equipment on which delivery of services are dependant on
- **Staff and councillors with the right knowledge, skills and behaviours –** Investing in training and development of staff and councillors to ensure they have the right skills and knowledge in the use of IT equipment and processes

11.0 Recommendations

11.1 The Committee is recommended to:

1) Note the progress in delivering the IT Strategy Phases 2 and 3.

   (Reason –To ensure ongoing progress with implementation of the ICT Transformation Programme)

2) To support the continued investment in the councils IT infrastructure as set out in paragraph 7.2 of the report.

   (Reason – To ensure the councils IT infrastructure is stable and fit for purpose ahead of Local Government Organisation)

Legal	Power:
	Other considerations:
Background Papers: ICT Strategy (October 2016)	
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CFO 23/08/19	**MO** 27/08/19	**CX** 26/08/19