

22nd March 2021

Agenda Item: 8

## **REPORT OF THE SERVICE DIRECTOR, FINANCE, INFRASTRUCTURE AND IMPROVEMENT**

### **TECHNOLOGY UPDATE**

#### **Purpose of the Report**

1. To brief Members on the work being done, and planned to be completed, in ICT over the next 12 months so Members are aware of what activities are happening and the improvements that can be expected.

#### **Information**

2. The report aims to brief Members on how the work and investment in new technology is enabling the Authority to deliver more transformation and resilience of service delivery. How we are planning to do more and some of the successes of recent months.

##### **Day Care and Home-Based Care portals**

3. The last report, over a year ago, explained about the two new portals which went live in 2020. These have been operating but not to fullest extent they could. Covid changed the way we had to operate. However there have been more updates to the portals and they will be used to a greater and more integrated way and be in full operation before the end of March 2021.

##### **One Drive Rollout**

4. All users who log in to the NCC network have always had an H: or Home drive. This is being replaced and is due to complete by summer 2021. The migration has been to use Microsoft One drive, not only does this allow us to use functionality we pay for in the Microsoft licencing but brings resilience benefits and allows users data to be accessed from any device they log in with.

##### **Wide Area Network Replacement**

5. An update on the Wide Area Network (WAN) was presented to the last sub-committee but for completeness it is mentioned here to say that the roll out from Virgin Media Business to MLL as providers is ongoing and due for completion in the next few months.

### **Hybrid Meetings**

6. As part of the investing in Nottinghamshire work, we have been developing solutions to provide hybrid meetings (on site and Teams remote). This technology will be installed in Council office sites to allow a mixed mode of working with staff at home and on site being able to meet and interact in a more effective way and without all having to look into their laptops. This work is also looking at an effective room, space and shared working area booking system. The timeline for this is currently still working to the Autumn potential re-occupation dates which have been provisionally mentioned.

### **Partner Printing**

7. Work is ongoing to deliver printing capability in partner locations so NCC staff can print whilst on partner sites and vice versa. This solution is tested and ready to be rolled out.

### **User Equipment Replacement**

8. Some of the user laptops rolled out under the Smarter Working Programme begin to go end of life in the Autumn 2021 as they were the first to be given to users. This programme has proven to be invaluable in enabling flexible working and will need to be maintained if we are to achieve the Investing in Nottinghamshire objectives. This piece of work will require the appropriate funding bid to be put in place and will require ICT to maintain the existing user device support model, such as the swap out service.

### **Unified Telephony Tender**

9. Work is ongoing to go to tender for an integrated telephony solution for all council sites including contact centres. This will be based on Microsoft 365 (M365) with video conferencing. The existing solution of using Skype for business is being deprecated by Microsoft and uses old technology.

### **Continued Cloud Migration**

10. ICT is working on moving more systems and applications to the Cloud both as Web application migrations for citizens and staff to access but also by building virtual servers solutions in Microsoft Azure, which mimic our existing setup thereby making migration very simple, fast and at much lower cost and risk.

### **Covid Tracking Application**

11. The 'Coviz' tracking application was a successful collaboration between NCC, Nottingham City Council and Notts Health. It was developed in house by NCC ICT developers and has been a great help to the teams tracking Covid contacts.

### **Covid Volunteer Hub**

12. The volunteer hub was another fast-paced delivery brought about by Covid but has now developed into a much more generic volunteer co-ordination systems which can be used by other parties as well as NCC.

### **Other Options Considered**

13. This is an update paper and as such, no other options have been considered.

### **Reason/s for Recommendation/s**

14. The report is for information only.

## **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That Members of the Improvement and Change Sub Committee agree to receive further update reports on the work ICT is doing to improve service area delivery and efficiency as shown in this report.

**Nigel Stevenson**

**Service Director, Finance, Infrastructure and Improvement**

**For any enquiries about this report please contact:**

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## **Constitutional Comments**

16. Pursuant to the Nottinghamshire County Council Constitution this committee has the delegated authority to both receive this report and to make the recommendations contained within it. (GR 4/3/21)

## **Financial Comments**

17. There are no specific financial implications arising directly from this report. (KRP 4/3/21)

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

## **Electoral Division(s) and Member(s) Affected**

- All