



meeting      CORPORATE STRATEGY AND COORDINATION SELECT COMMITTEE

date            1 SEPTEMBER 2004

agenda item number

## **REPORT OF THE ASSISTANT DIRECTOR OF RESOURCES (IT)**

### **PROGRESS ON THE CORPORATE ICT BEST VALUE SERVICE REVIEW**

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

1. To provide information to the Select Committee concerning progress on the ICT Best Value service review.

#### **Background**

##### **Service Review**

2. This Service Review formed part of a programme of reviews endorsed by the Best Value Board for 2000/2001. The terms of reference for the review were initially drawn up in December 1999 (changed August 2000) and approved by the Business Services Service Review Group and the Best Value Board in January 2000.

The Best Value Board considered the final report on the 19<sup>th</sup> April 2001.

The Central Services Select Committee considered the findings from the review through an interim report presented on the 8<sup>th</sup> February 2001 and the submission of the final report on the 3<sup>rd</sup> May 2001.

Progress against the Action Plan has been reported through the PIMMS system.

## Implementation of the Action Plan

3. Work has been continuing on the implementation of the Action Plan arising from the service review. All the actions, with one exception have now either been completed, or have been reassigned to other initiatives.
  - Major advances have been achieved in relation to the Corporate Management and Strategic Planning element of ICT within the authority. Through well established links and regular communications throughout the authority a formal mechanism for the reporting of corporate ICT KPI's, based on SOCITM benchmarks has been agreed and implemented. The appointment of a Strategy and Consultancy Manager has strengthened existing good relationships with internal and external partners and has resulted in the completion of an Information Strategy Review, which was reported to ICT Exec in December 2002 and also the creation of a Nottinghamshire wide data model, as part of the Nottingham Portal Project. The ongoing work of the ICT Standards Group augmented by new technology such as the Lotus based Team rooms and Documents stores continues to allow corporate ICT standards and policies to be implement smoothly and effectively.
  - Project Management across the authority has improved significantly with Prince 2 being rolled out across departments and now being included in the Strategic Training and Development Plan. All IT project managers and other appropriate IT staff have been trained to Prince 2 foundation level with specialist Project managers achieving accreditation at Practitioner level or above. Better project control has been achieved though the agreement of project appraisal standards by the ICT Executive who now act as the project board for the ICT Strategy programme. The ICT Executive receives regular progress reports from the appropriate programme managers. A major success is significant improvement in the % of projects being delivered within budget. Initially the target was set at 85% of all projects being delivered within budget however this was re-categorised to reflect SOCITM's KPI 3 which utilises the "**project success index**" incorporating not only **budget** but also **benefits** and **timescale** measurements. As such this was deemed as a more challenging target yet in the latest set of published figures Nottinghamshire achieved an **87%** success rating.
  - Corporate security policies continue to be reviewed and defined and the appointment of an IT Security Manager has contributed to this ongoing progression. A BS7799 Compliance statement has been produced and there is a plethora of draft (awaiting final ratification) IT Policy Statements available on the NCC Intranet.

- Performance improvements are measured and reported through several channels. Internally Key Performance Indicators are reported through the PIMS database and externally performance is measured within the annual SOCITM survey. The authority also benchmarks its ICT KPI's against comparable indicators from the East Midlands Shires Best Practice Group which meet every 2 months. Specific tactical targets to improve performance, such as a reduction in the cost of PC support by 5% or that 84% of Help Desk calls are to achieve restoration of service within agreed time scales have all been met and exceeded.
- The authority has agreed a common set of fault reporting standards across all departments and the introduction of a one-stop fault resolution call centre "Service Desk" as part of the MSS initiative is starting to realise its expected benefits.
- All e-government targets were incorporated into the NIP programme and as such were reported separately. However it is worthy of note that the authority's new look web site was introduced successfully in March 2003.
- Although generally performance against corporate and national benchmarks continues to improve the target to improve internal customer satisfaction to 3.6 has not been realised. Contributory factors include end users not directly realising the benefits of IT initiatives such as the reduction of PC costs. This saving was passed on to the MSS project. Resources IT undertakes two surveys annually, SOCITM's and our internal study, and as a result produces an annual Customer Satisfaction plan.

## **Recommendations**

4. The Select Committee notes the progress towards implementing the approved Service Review action plan.

**S Sankey**  
**Assistant Director of Resources (IT)**

**Equal Opportunity Implications**

Nil

**Personnel Implications**

Nil

**Crime and Disorder Implications**

Nil

**Background Papers available for Inspection**

Nil