Corporate Services Scrutiny Board
9 October 2017

Report of the Chief Executive

ITEM 5

IT at Derby City Council – an update

SUMMARY

1.1 In April 2016 the Council ended its long standing contract with Serco for the provision of IT Services. The Council now manages its own operational IT for the first time in over 15 years.

1.2 In May 2017 the Council's IT team carried out an all-staff IT satisfaction survey to help shape the new service. The Interim Director of IT will attend the Scrutiny meeting and present the survey findings along with details of the resultant improvement plan.

RECOMMENDATION

2.1 To note the contents of the report and presentation.

REASONS FOR RECOMMENDATION

3.1 The Interim Director of IT will present a more detailed analysis to the meeting for discussion.

SUPPORTING INFORMATION

4.1 Until 2016 the Council had a long history of outsourcing its operational IT support arrangements, most recently with Serco. The contract with Serco ended in 2016 when services were brought back in house. This meant that, for the first time in over 15 years Council staff were responsible for the direct delivery and management of the Council's IT infrastructure including PC support, servers, the data centre, the voice and data network and services and associated security.

4.2 Having largely completed the successful transition, the IT Director who oversaw the exiting of the Serco arrangements left the authority in the Summer of 2016 and Derby City Council appointed an Interim Director to oversee the completion of the work and to start a dialogue with Nottingham City Council about a potential Shared Service model.

4.3   The priority of the Interim Director between November 2016 and May 2017 was to complete the transition from Serco which included:

- The relocation of the Council's data centre from a hosted service in Birmingham to a hosted service in Bristol.
- An organisational review to update the IT operating model to reflect its new responsibilities and to integrate the Serco teams who transferred to DCC under TUPE.
- A refresh of the IT operating model, including a more formal new work request, approval and management process.
- A review of the cloud support arrangements put in place to support the Serco move and the further in-sourcing of IT support to further reduce costs.
- A focus on strengthening IT security arrangements and on tackling some wide spread system performance issues resulting from a lack of investment in equipment prior to the ending of the Serco relationship.

4.5   In May this year, IT Services issued a user satisfaction survey to all IT users across the Council asking them to rate the services they receive from IT and to tell us about any outstanding concerns or issues. Users were also asked to comment on the major systems that they use. 463 staff responded to the survey. The responses surfaced a lot of frustrations across the Council with the IT services they receive. Since July the IT division have been driving forward a major improvement programme in response to the issues raised.

4.6   Jill Craig, the Interim Director of IT, will attend the meeting to present a summary of the survey results and to outline the improvement programme and its current status.

OTHER OPTIONS CONSIDERED

5.1   Not applicable.

This report has been approved by the following officers:

Legal officer	Olu Idowu
Financial officer	Amanda Fletcher
Human Resources officer	Liz Moore
Estates/Property officer	
Service Director(s)	
Other(s)	Ann Webster, Richard Boneham

For more information contact:	Jill Craig 01332 643254 jill.craig@derby.gov.uk
Background papers:	None
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial and Value for Money

1.1   None directly arising from this report.

Legal

2.1   None directly arising from this report.

Personnel

3.1   None directly arising from this report.

IT

4.1   IT is the subject of this report.

Equalities Impact

5.1   The IT Team are aware of the need to prioritise IT and telephone concerns if they are reasonable adjustments for disabled employees and they do this.

Health and Safety

6.1   None directly arising from this report.

Environmental Sustainability

7.1   None directly arising from this report.

Property and Asset Management

8.1   None directly arising from this report.

Risk Management and Safeguarding

9.1   There are no risk implications directly arising from this report. Any risks will be around the delivery of the individual items within the improvement plan.

Corporate objectives and priorities for change

10.1   None directly arising from this report.