Report to the Resources Select Committee

Date of meeting: 12 April 2016

SCRUTINY

Epping Forest District Council

Portfolio:	**Technology & Support Services**
Subject:	**Information and Communications Technology (ICT) Update**
Responsible Officer:	**David Newton (01992 564580).**
Democratic Services Officer:	**Adrian Hendry (01992 564246).**

Recommendations/Decisions Required:

 To note the progress on ICT projects for 2015/2016.

Executive Summary:

Work on projects within the ICT Strategy for 2013/2018 is still on-going and this report gives an update of progress to-date. Overall projects are on track and progressing well, in line with expectations. Previous years have seen ICT concentrated on implementing new systems to facilitate mobile and flexible working. This year we have been concentrating on fine tuning these systems and consolidating the processes required. Changes in the way we use the systems has also impacted on the way we licence these products and a lot of time has been spent liaising and negotiating with our suppliers to ensure we are correctly licenced for their products. In the future, most products will only be available as software as a service (SaaS) which will again change the way we use and pay for our software.

Reasons for Proposed Decision:

The terms of reference of the panel include – 'to monitor and review progress on the implementation of all major ICT systems'.

Other Options for Action:

Members' could ask for further detailed information on any of the schemes summarised on the following pages.

Report:

1. BACS electronic payment system replacement

Project description: The Bankers' Automated Clearing Services (BACS) is the system which processes the council's electronic payments such as Direct Debits. The system required replacement in order to comply with stricter banking security regulations.

Situation Report: Compliance deadlines were achieved and payments to suppliers and residents were unaffected.

2. UPS (Uninterruptable Power Supply) replacement

Project description: The provision of UPS (Uninterruptable Power Supply) units are required to provide back-up power to our servers and network switches in the event of power failure.

Situation Report: Both servers and switches are sensitive to power fluctuations and need to be protected. In the event of short term power failures, the UPS devices will enable services such as telephony to continue to function until such time as the generator kicks in or power is restored. The Civic Offices rollout has been completed. Remote sites will be completed early in the new financial year.

3. PC Remote management tools

Project description: The Systems Centre Configuration Manager (SCCM), which is a remote management product, was required to enable software installations and upgrades, both locally and remotely.

Situation Report: This system has already saved considerable time by removing the requirement of having to return a unit to base for essential upgrades. This system has been fully deployed but needs further development to fully automate the patching element of software. It is anticipated that this will be achieved by June 2016

4. Replacement Service Desk System

Project description: Following the merging of the ICT and Facilities Management departments, a replacement service desk was required to incorporate the running of both support functions within the same system.

Situation Report: The system live date has been delayed until May 2016 for ICT, with Facilities Management following towards the end of the financial year 2016/2017. This system will not only give benefits for internal customers, for example by improving self-service functionality, it will also allow for more efficient use of support staff across the two teams, and more efficient management of specialist staff.

5. VPN Replacement

Project description: Upgrade to the current Virtual Private Network (VPN) solution to provide a more usable solution for staff and members

Situation Report: An upgraded version has successfully been installed which along with increased stability, replaces the physical key tokens with a software equivalent, reducing the number of transactions required, and improving the user experience.

6. Set up off site servers for disaster recovery.

Project description: Set up telephony and storage area network (SAN) functionality at a remote facility to enable telephony resilience and data replication.

Situation Report: All Servers are now on-line and data transfer is currently under testing. The project has been delayed due to connectivity issues and a major modification to improve the initial solution. Completion is now scheduled for July 2016.

7. Development of a mobile planning system

Project description: Improved mobile working functionality within the planning department.

Situation Report: Following a recent demonstration of the Northgate Mobile working solution for Building Control (BC), ICT approached the supplier regarding the potential for a similar solution for Development Management and Planning Enforcement. This upgrade is capable of transforming the way Development Management officers can work when out of the office – with or without mobile connectivity. Northgate were planning to launch this product during this year, but required business input into the design process – EFDC ICT and Development Management working in partnership will provide this business input. The system will enable officers to work on site, and also to remotely update back office systems, for Officer's with casework it also offers the potential to change their work patterns as case load and visit details can be picked up from home in the morning – removing the need to attend the office to collect work.

This means that the Development Management mobile working application will be designed to ensure it meets the needs of the teams in that area. The application will be Android based. This opportunity to simultaneously transform the way that Development Management works, and also being a key stakeholder in the design of the new application is an exciting and major opportunity for the council. Once the Development Management project is underway it is proposed to introduce the systems into Building Control as well.

8. Unmanned Aerial Vehicle (UAV)

Project description: Following a report to Cabinet the council has agreed to purchase an Unmanned Aerial Vehicle (UAV) under the 'Invest To Save' scheme. The report highlighted many areas where cost savings can be achieved through innovative technical solutions (such as various aerial surveys, 3D modelling and surveillance uses) and savings to officer time, along with potential for income generation by selling services, photos and videos.

Situation Report: ICT GIS staff will fly the 'drone' and will receive CAA approved training and accreditation, with the council obtaining CAA 'Permission for Aerial Work' approval. Technology in this field is evolving extremely quickly, with technology costs falling and benefits rising. By purchasing this solution the council has positioned itself to be at the forefront of these developments, taking advantage of the income generation and cost saving benefits this will bring.

9. Gazetteer Integration (2016-008), Capita Academy, Northgate OHMS

Project description: Links to the Corporate Gazetteer need to be implemented for all property based systems not currently linked (Estates; Council Tax; NNDR; Housing; Electoral Registration)

Situation Report:
This project has been severely delayed due to Waste Management project taking priority.
The project is due to restart in April 2016, with completion scheduled for March 2017.

Resource Implications:

The proposed ICT Work Programme and resource requirements are presented to Cabinet each year.

Legal and Governance Implications:

None

Safer, Cleaner and Greener Implications:

None

Consultation Undertaken:

Liaison and presentations to Leadership Team.

Background Papers:

ICT Strategy – 2013/2018

Impact Assessments:

Risk Management

All projects are assessed on an individual basis and a risk capture sheet is contained within the latest ICT Business Plan.

Due Regard Record

This page shows **which groups of people are affected** by the subject of this report. It sets out **how they are affected** and how any **unlawful discrimination** they experience can be eliminated. It also includes information about how **access to the service(s)** subject to this report can be improved for the different groups of people; and how they can be assisted to **understand each other better** as a result of the subject of this report.

S149 Equality Act 2010 requires that due regard must be paid to this information when considering the subject of this report.

Date / Name	Summary of equality analysis
21/03/16 **David Newton**	The projects within this report will impact on both employees and the public The two groups impacted by the strategy are members of staff and people with disabilities. (Public in terms of online service via the website, staff in terms of new technology). Mitigation is in place for both of these areas, a training needs analysis is carried out for new starters, and one to one coaching is available to them if required (and to existing staff). We will also ensure that suitable hardware and software solutions (e.g. Jaws) are tested and available to staff members with disabilities that require them In terms of online service provision, the Website Development Board continues to oversee the development of the website and collate any feedback received, which is then fed back into the design of the site. The move to put more services online helps make information more available to all groups, and accessible to those with mobility issues, or who are unable to access our services in normal hours. (In particular the online booking form supplements telephone bookings and as such is an enhancement of service for those with a hearing impairment.) The projects will also offer benefits by increasing the scope for flexible/remote working by staff, which will assist those with Caring responsibilities.