

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Corporate Services

Corporate & Efficient Governance Committee: 24 June 2009

Subject: National Shared Services Diagnostics Pathway Project (SSD) – Information Technology (IT) Estate Analysis Opportunities

1. Purpose

- 1.1** The purpose of this report is to provide a progress update on the Information Technology (IT) Estate Analysis Opportunities aspect of National Shared Services Diagnostics Pathway Project (SSD).

Background

- 2.1** The analysis of Councils IT Estate was instigated as an extension to the National Shared Services Diagnostic Pathway Project which analysed all Council services.
- 2.2** The data gathering carried out during National Shared Services Diagnostic Pathway Project identified applications across the council which support each of the Council's business processes.
- 2.3** The analysis of Councils IT Estate involved investigation, interviews and discussions with all Council departments and expected to highlight "departmental" rather than "corporate wide" solutions and possible opportunities for application consolidation.

Review Objectives

- 2.4** The objectives of the IT Estate review were to:
- 2.4.1** Identify Strategic and Service Specific Opportunities where IT Applications need to be developed to enable future change
- 2.4.2** Provide a view of the current applications landscape and its usage through the council services and
- 2.4.3** Provide a view of the current landscape including the infrastructure with opportunities where the infrastructure will require enhancement to support the business application needs.

Review Scope

- 2.5** The scope of the IT review included exploring opportunities for IT enabled change but did not cover a detailed review all of the applications.

Review Framework

- 2.6 The architecture framework used for the review was modelled on Society of IT Managers (SOCITM) review framework and focussed on following areas:
 - 2.6.1 Channels – mechanisms used by Internal and External users to access Council Services.
 - 2.6.2 Service Applications – core applications that deliver the business functionality.
 - 2.6.3 Shared Applications – common corporate applications, such as Financials, procurement and Human Resources (HR).
 - 2.6.4 Application Support Tools – common tools used in the support of the applications e.g. Knowledge, Information Viewing (i.e. Geographical Information Systems (GIS)) and Management Information Decision Tools.
 - 2.6.5 Common Infrastructure – Common infrastructure used by all applications e.g. Security, Application Integration, Workflow.
 - 2.6.6 Infrastructure – the hardware and IT management platform on which the applications reside e.g. Servers, Networks, PCs.

Review Outcome

- 2.7 The action plan initially identified fifty two (52) IT opportunities across the Council's IT Estate, which was reduced to forty nine (49) following consolidation of duplicate opportunities.
- 2.8 The outputs from the review identified action required, potential benefits, suggested next steps and service responsible, for each opportunity.

3. Main Issues

- 3.1 Council's Information & Communication Technology (ICT) service undertook an initial assessment of the 49 actions.
- 3.2 The review identified 22 ICT specific opportunities, 13 corporate or shared opportunities and 14 service specific.
- 3.3 ICT service in discussion with the relevant user department focussed initially on Quick Win category of which there were five and the progress on each of these is as follows

Quick Win Opportunities

- 3.4** ACTION: Maintenance for Flare Environment Health (EH) & Trading Standards(TS) management information systems - currently these are operated as two distinct systems and incur two separate annual maintenance payments; the proposed opportunity is to merge the systems giving an estimated saving of £7-8k per annum on the annual maintenance payments paid from LARS revenue budget.

RESOLUTION: The 2009/10 LARS service plan includes an action to plan the merger of the EH and TS Flare systems by 31/3/ 2010 and have a project plan in place.

- 3.5** ACTION: Upgrades to the Council's Document Management system are currently carried out within working hours which is estimated as lost productivity for 100+ staff for ½ day corporate wide. Based on average earning of £10 per hour for ½ days down time for 100 staff **totals to** £5000 per upgrade. Based on two upgrades per year, the annual estimated productivity loss is £10,000.

RESOLUTION: The supplier of the Council's current document management system, Civica have confirmed that an out of hours service to carry out upgrades can be provided at a cost of £500 per event plus internal ICT resource overtime costs to support the upgrade process.

ICT, in conjunction with supplier Civica will schedule future upgrades during out of hours periods.

- 3.6** ACTION: The opportunity is documented as follows: 'Current Anti Virus protection measures are not being managed effectively, a virus outbreak may result in desktop engineers having to visit every PC. Implementation of E-Policy Orchestrator software would address this potential issue. The result of this would be a potential saving on the desktop engineers' time, increased protection and smoother running of the infrastructure'. The recommendation is that engineers' time should be assigned to implement this.

RESOLUTION: This opportunity has already been actioned during the recent virus incident and with all Council PC's now having the required software installed. Work to install this software on Council mobile devices e.g. laptops, hand held devices etc is underway.

- 3.7** ACTION: The current McAfee Antivirus licence arrangement is for 'Gold' support at an annual cost of £16,225 per annum. The opportunity identified from the ICT analysis exercise was to 'investigate if this could be reduced to Silver or Bronze support at a reduced cost'. A second action identified was to investigate if the current McAfee antivirus licence also protects council devices against other malicious forms of attack such as 'spyware'.

RESOLUTION: McAfee Antivirus license provider has confirmed that only a 'Gold' level support service is available. They have also confirmed that protection from other malicious 'spyware' is not included as part of the contract and additional software would be required. ICT are currently investigating costs and available budget.

- 3.8** ACTION: All Local Authorities connecting to Government Security Network (GSX) are required to comply with Code of Connection. The Code states that connected networks “should” have scanning software for Anti Virus from two vendors. The action is to investigate options to introduce a Anti Virus software from a second vendor.

RESOLUTION: The annual GSX accreditation process has been completed successfully for 2009 using the existing set up and therefore no further action is required at this stage. ICT will continue to assess changes in the Code of Connect guidance and take appropriate action when required.

ICT Specific and Corporate Opportunities

- 3.9** Further investigation and assessment of the ICT specific and corporate wide opportunities is underway. ICT will develop a plan specifying which opportunities can be progressed during 2009/10 and which in subsequent years. Once finalised these actions will then be recorded and progress monitored using the Council’s Covalent Performance Management system.

Departmental Specific Opportunities

- 3.10** The action list of opportunities allocated against each department will be distributed for further investigation within the relevant service department.

4. Personnel Issues

- 4.1** Existing resources corporate wide will be required to action the opportunities identified within the IT Estate Analysis

5. Financial Implications

- 5.1** It is expected that many of the opportunities will not require additional finance although financial implications of each opportunity will be identified during further investigation and would be basis of separate reports.

6. Risk Analysis

- 6.1** There is a risk that IT assets will continue to be deployed and utilised departmentally rather than corporately with potential for duplicate systems, practices, effort, license costs etc. Implementing many of the opportunity identified will raise awareness throughout the Council and reduce the likelihood of duplication.

7. Conclusions and Officers’ Recommendations

- 7.1** Committee is asked to note the progress of the SSD IT analysis outcomes.

7.2 Committee is asked to note that future progress will be reported through Performance & Efficient Governance Committee via Covalent Performance Management System reports.



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Date: 5 June 2009

Ward Affected: **None**

Appendices: **None**

Background Papers: **National Shared Services Diagnostics Pathway Project (SSD)**
– Information Technology (IT) Estate Analysis Opportunities

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