ICT Audit Briefing

24th March 2021

Where have we come from?

- A challenging 2020 for our community and the Council, with ICT challenges at the start of this year too

- Many of these challenges pre date Covid-19, but are now more important than ever

- Progress on the improvement works but with a crucial months ahead

- There has been a big shift in ways of working which puts additional focus on ICT

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Where we are now

Building the right foundations

New network

Resilience (microwave)

Security

New desktop

- Products bought
- Team in place
- Technical changes well underway but not complete
- Crucial for better services for residents, productivity, Smarter Working

Supporting Smarter Working

Ways of working and equipment

Microsoft 365

Windows 10

Committees, Video & Meeting rooms

Improving for Customers

Digital services

Website and online services

Improving productivity

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Improving our response

- Adapting for the home-working environment – better diagnosis involving key users, senior management

- Proactive communications

- Service desk, self-service requests, password resets

- ICT have a major incident virtual team

Providing Member support

- Rolled out laptops in summer 2020 to those who requested one

- Virtual committees live

- Feb 2021 service desk call to check in on kit & training needs –

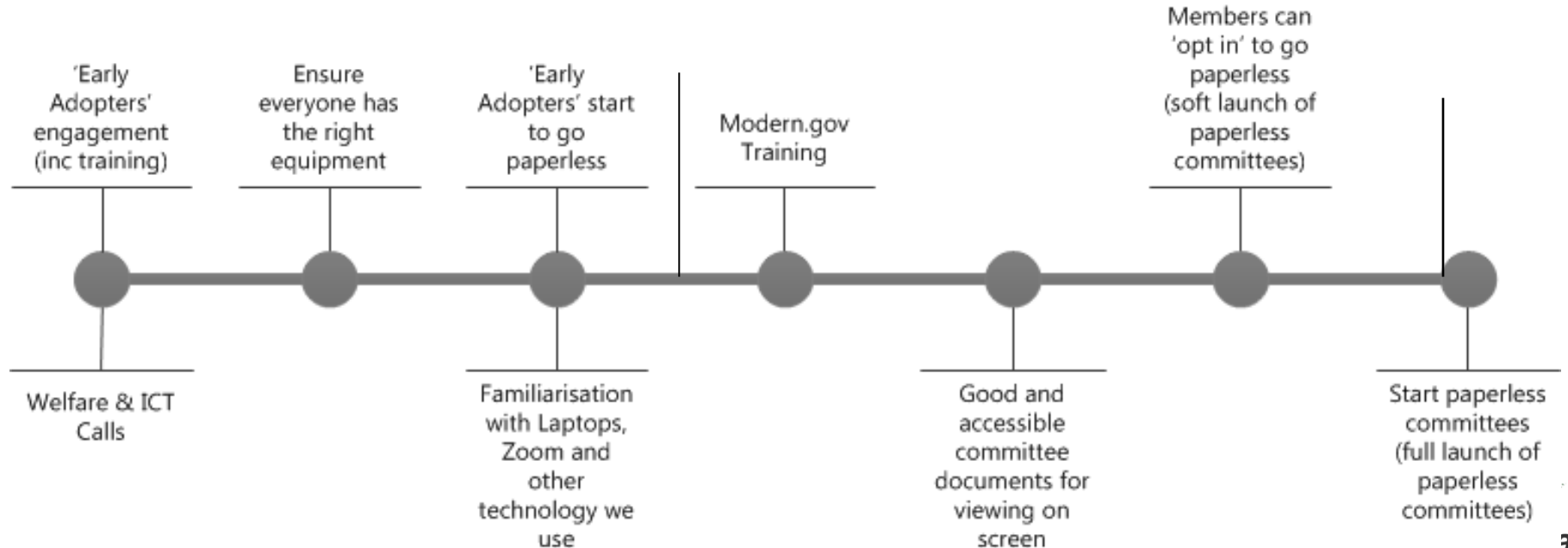- Helping to see how we can support move to digital committees

Future plans:

- Monthly check in call with Members Services – issues referred to ICT where needed

- 1:1 ICT troubleshooting

- Training & support for key changes with plenty of notice
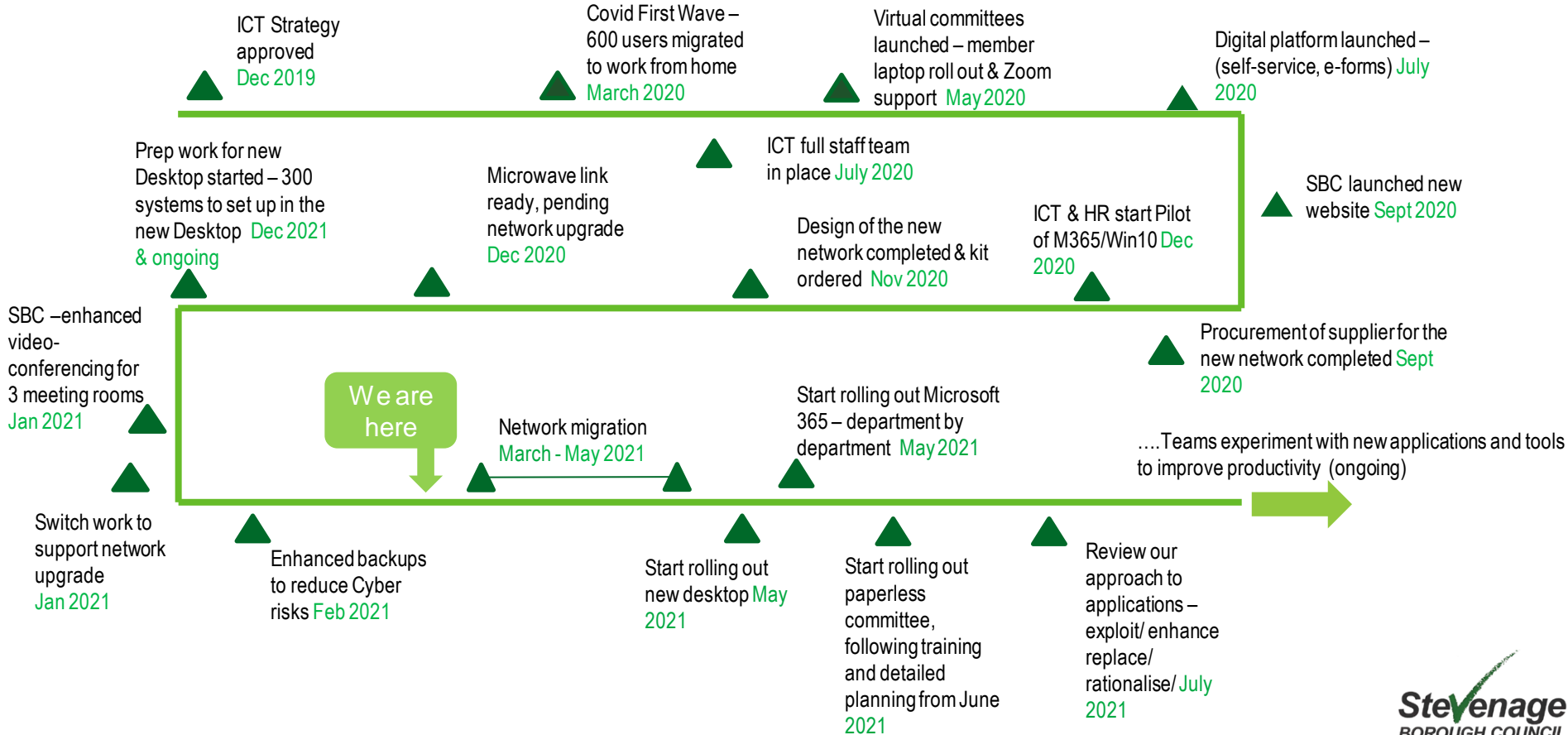
- Regular ICT satisfaction survey

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Supporting members with digital committees

April 2021

From June 2021 & once full plan completed

'Early Adopters' engagement (inc training)

Ensure everyone has the right equipment

'Early Adopters' start to go paperless

Modern.gov Training

Members can 'opt in' to go paperless (soft launch of paperless committees)

Welfare & ICT Calls

Familiarisation with Laptops, Zoom and other technology we use

Good and accessible committee documents for viewing on screen

Start paperless committees (full launch of paperless committees)

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A busy year for ICT & Digital

ICT Strategy approved Dec 2019

Covid First Wave – 600 users migrated to work from home March 2020

Virtual committees launched – member laptop roll out & Zoom support May 2020

Digital platform launched – (self-service, e-forms) July 2020

Prep work for new Desktop started – 300 systems to set up in the new Desktop Dec 2021 & ongoing

Microwave link ready, pending network upgrade Dec 2020

ICT full staff team in place July 2020

Design of the new network completed & kit ordered Nov 2020

ICT & HR start Pilot of M365/Win10 Dec 2020

SBC launched new website Sept 2020

SBC –enhanced video-conferencing for 3 meeting rooms Jan 2021

Procurement of supplier for the new network completed Sept 2020

We are here

Network migration March - May 2021

Start rolling out Microsoft 365 – department by department May 2021

….Teams experiment with new applications and tools to improve productivity (ongoing)

Switch work to support network upgrade Jan 2021

Enhanced backups to reduce Cyber risks Feb 2021

Start rolling out new desktop May 2021

Start rolling out paperless committee, following training and detailed planning from June 2021

Review our approach to applications – exploit/ enhance replace/ rationalise/ July 2021

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Some of the changes that are coming
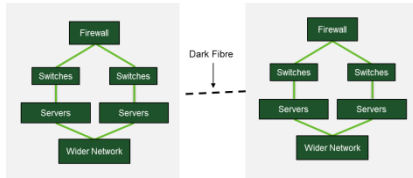
The Network

Final stages of this project are underway. Servers, switches and a new network have been bought and the stages are being prepared. This will go live in **May 2021** giving a much more stable platform for users.
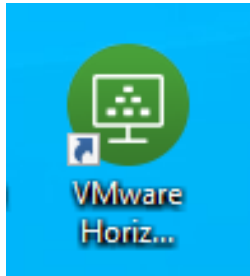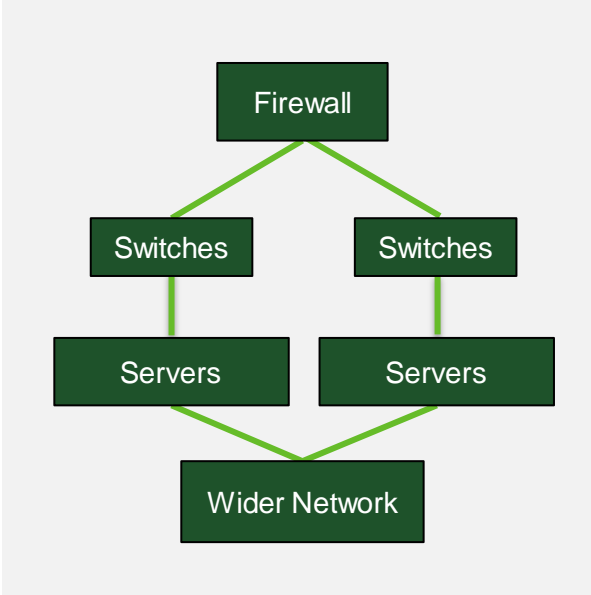

The desktop

This is how users log in and access their systems – i.e. how they connect to the network in office or from home. The new hosted desktop will allow us to use updated and improved tools like Windows 10, and better security. This will go live in **June / July 2021**.

The ageing network has been a factor in recent disruption…

Daneshill server room

Firewall

Switches　　Switches

Servers　　Servers

Wider Network

Dark Fibre

Cavendish server room

Firewall

Switches　　Switches

Servers　　Servers

Wider Network

Single Points of Failure

Dark fibre damage would cause serious disruption

Limited connectivity

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Our new network upgrade will improve this.. …

Daneshill server room
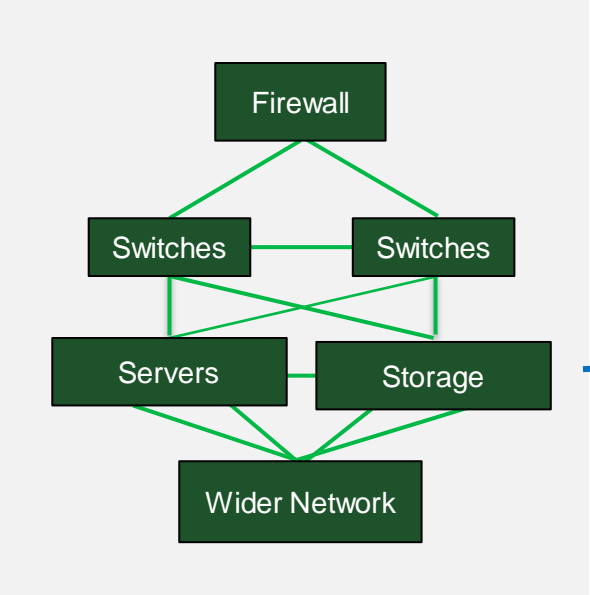
Cavendish server room
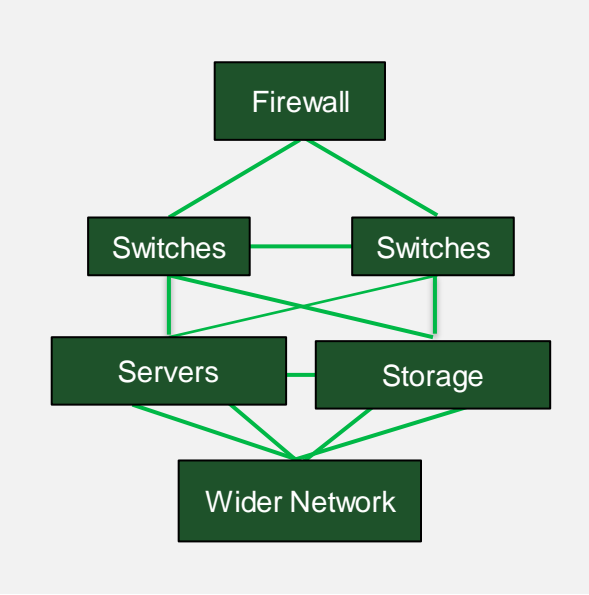
Dark Fibre
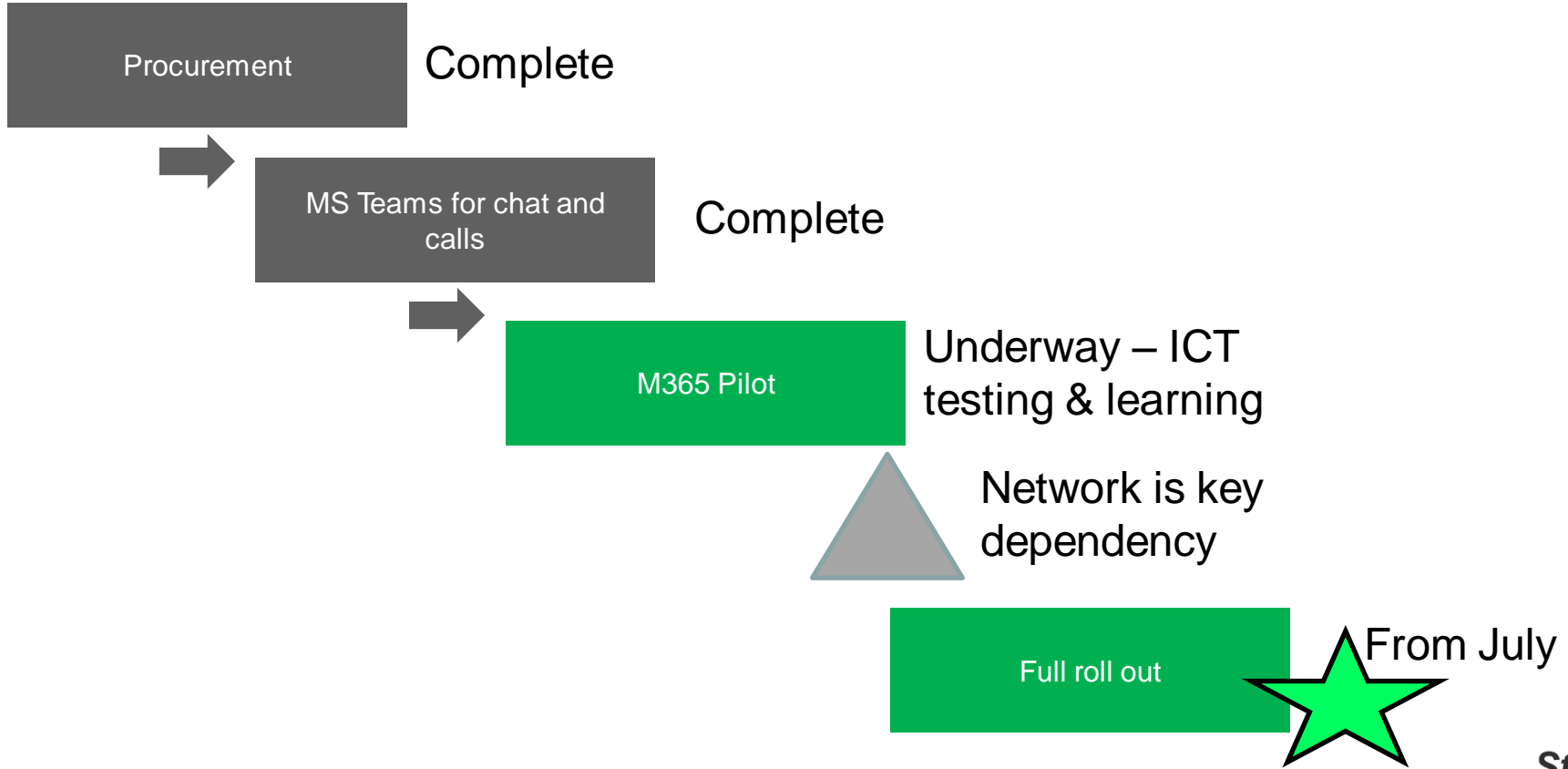
Microwave link

Single Points of Failure - 99% REMOVED

Limited connectivity - REMOVED

New network to be in place from April/ May 2021

Moving to a new network

Procurement — Complete

Design — Complete

Set up — Jan – March

Weekend work -
- 8th/ 9th Jan
- 13th/ 14th March

Migration — March – April

Service by service
- Out of hours where possible

Network live — May

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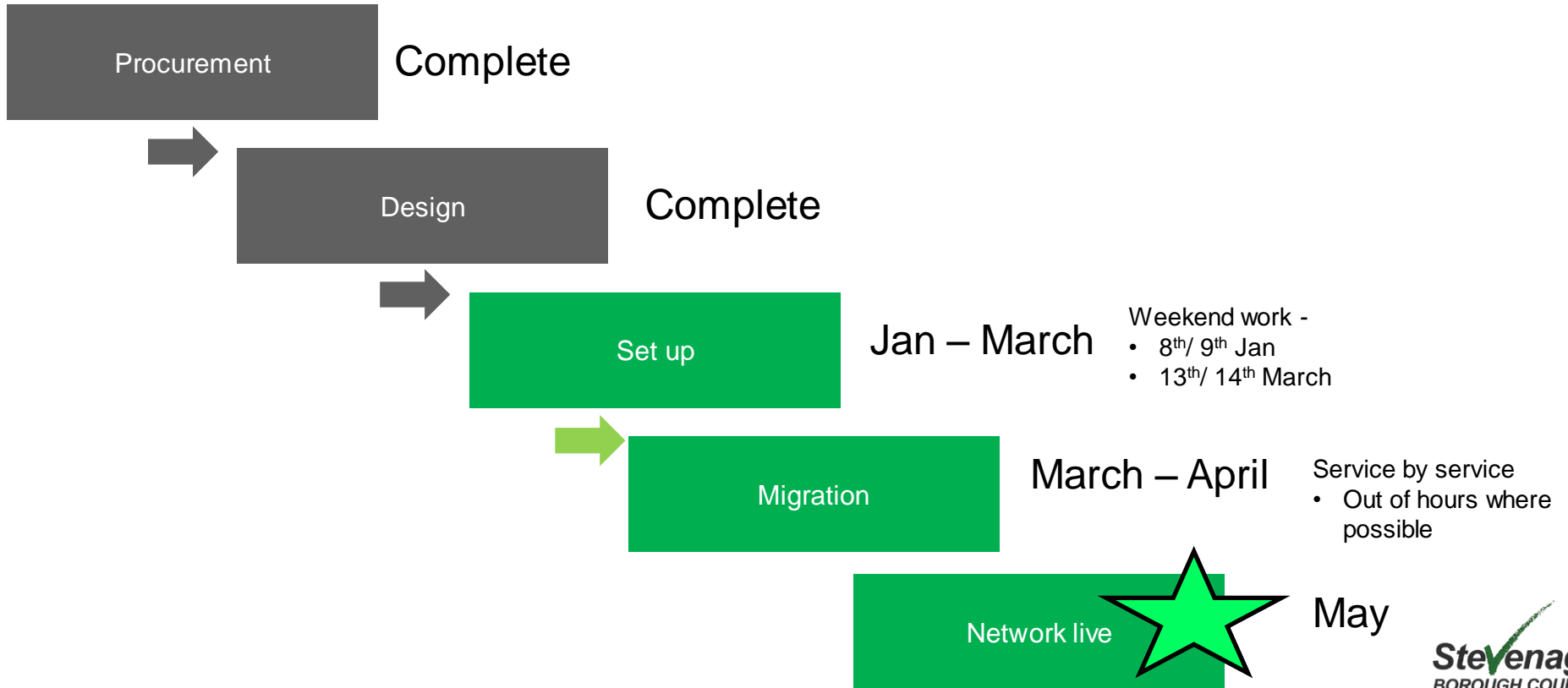
Putting in place new tools - Microsoft 365 & new desktop

Procurement — Complete

MS Teams for chat and calls — Complete

M365 Pilot — Underway – ICT testing & learning

Network is key dependency

Full roll out — From July

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Enabling self-service
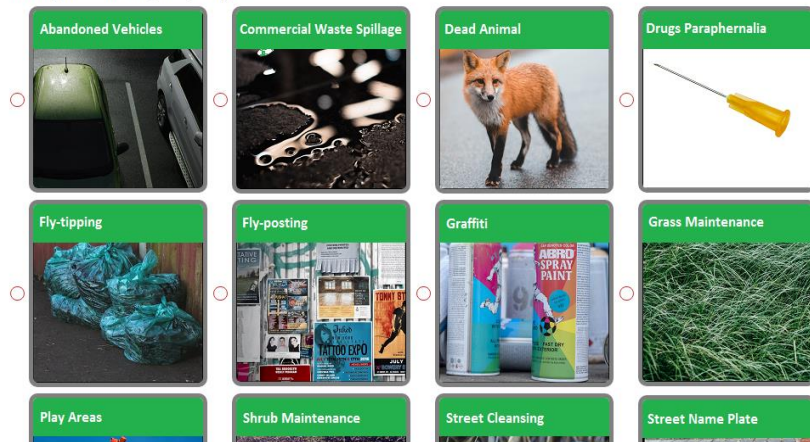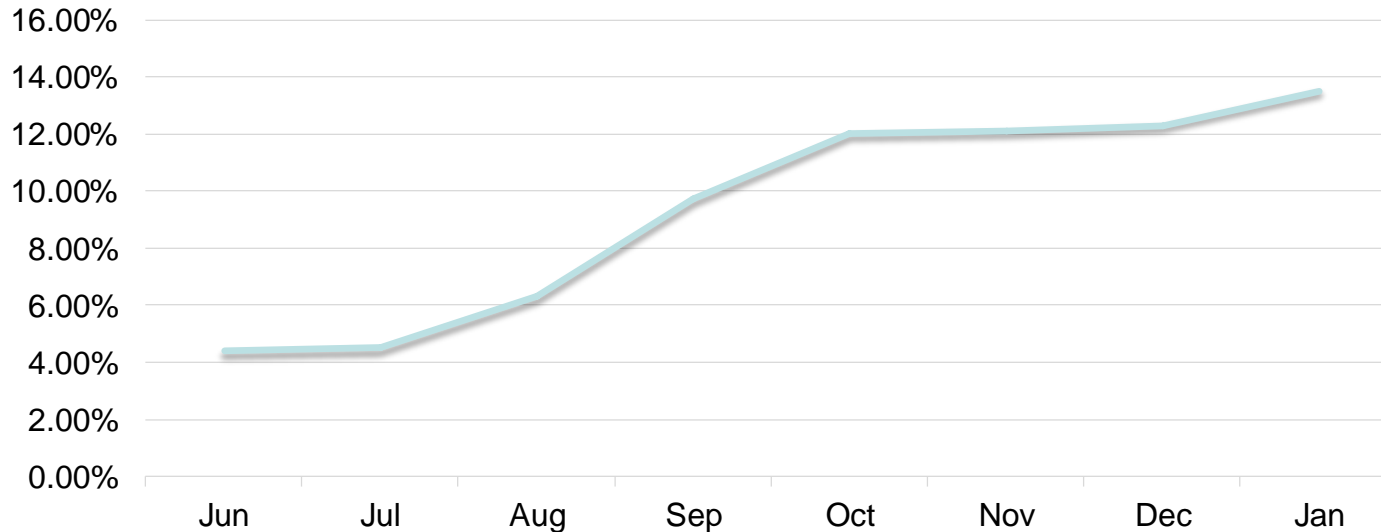

- Improving online services via a 'digital platform' to provide more services via self-service for those who choose to use it

- New functionality to follow including **– Your Say** (complaints logging and tracking)

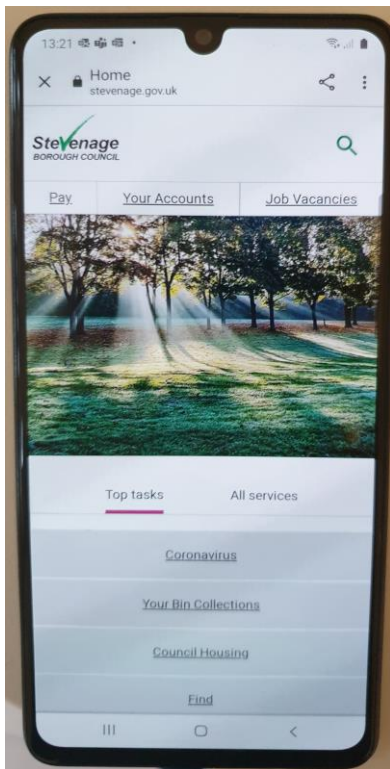- **Housing Online** – 2,300 sign ups by December 2020

Extending digital services

% of digital platform reports logged online June 2020 – Jan 2021

- 70+ daily reports via Digital Platform

- A tool for those who choose to self-serve

- CSC providing other support

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Empowered customers – Website

Launched in September 2020
- ✓ Mobile responsive
- ✓ Cloud hosted (stays up if our network is down)
- ✓ More secure
- ✓ Accessible to meet government standards
- ✓ Content refreshed to make it user friendly
- ✓ More reliable

- 93% accessibility score
- Rated excellent by SOCITM benchmark (in the top 50 councils)
- More work in progress to improve look and feel such as the search function and transactions
- Feedback and improvement – seeking views from members and customers

What next ?

- Finalising vital upgrades and embedding the new foundations

- Using digital tools and processes to help improve productivity and by doing protect vital front line services

- Working to improve processes for customers via website and including complaints

- Getting the best from new tools like Microsoft 365 – many additional features to improve productivity e.g. workflow, collaboration tools

- Reducing some of our 300+ systems where possible = easier to support, less chance of customer failures and save money