Review of ICT

MATT CANTERFORD- ASSISTANT DIRECTOR, CHIEF TECHNOLOGY OFFICER

Stevenage
BOROUGH COUNCIL

Loraine Rossati

Labour

Title: Executive Member - Culture, Leisure and Information Technology

Party: Labour & Co-operative

Ward: Old Town

Other councillors representing this Ward:

- **Jim Brown**
- **John Duncan**

Jeannette Thomas

Labour

Title: Deputy Leader of the Council - Executive Member - Housing and Housing Development

Party: Labour & Co-operative

Ward: Pin Green

Other councillors representing this Ward:

- **Lin Martin-Haugh**
- **Maureen McKay**

Planning & Growth
Cllr Vicky Glover-Ward

Corporate Services
Cllr Joseph Dumont

Leader of the Council
Cllr Ben Crystall

ICT Joint Committee

- Helen Standen - Interim Chief Executive
- Clare Fletcher -Strategic Director (CFO)
- Matt Partridge - Chief Executive
- Matt Canterford - Assistant Director and Chief Technology Officer

Conor McGrath

Labour

Title: Cabinet Member - Stronger Communities

Party: Labour & Co-operative

Ward: Bedwell

Other councillors representing this Ward:

- **Nazmin Chowdhury**
- **Ellie Plater**

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Joint ICT Service Potted History

- 2012 - Joint ICT Service was set up
- June 2019 - Review of Shared IT Services complete by 31 Ten
- 2020 - Covid 19 Demand on the IT Services increased by 350%
- February 2022 - Review of Shared IT Services – Feb 2022 complete by Socitm Advisory

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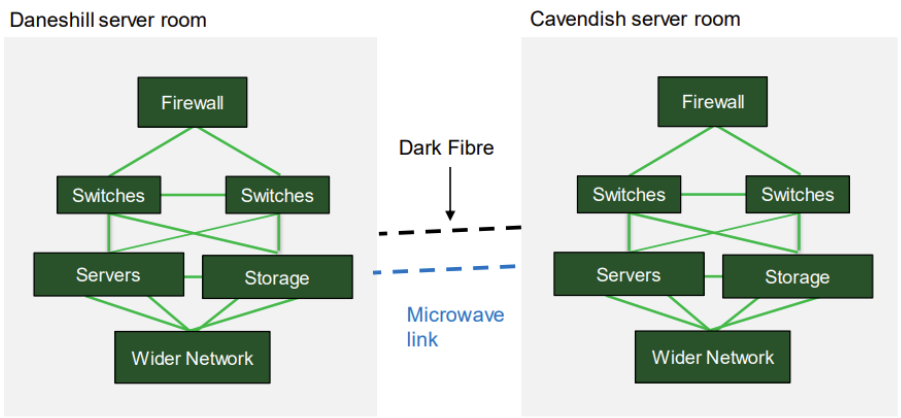
Technical Debt

- Windows 2008 servers decommissioned
- Windows 7 migration to Windows 10
- New Virtual Desktop Infrastructure
- New Microwave link
- M365 rollout
- New Firewall
- New Pure Storage
- Servers Compute Upgrade
- Wi-Fi and Network Upgrade
- Telephony - Upgrade



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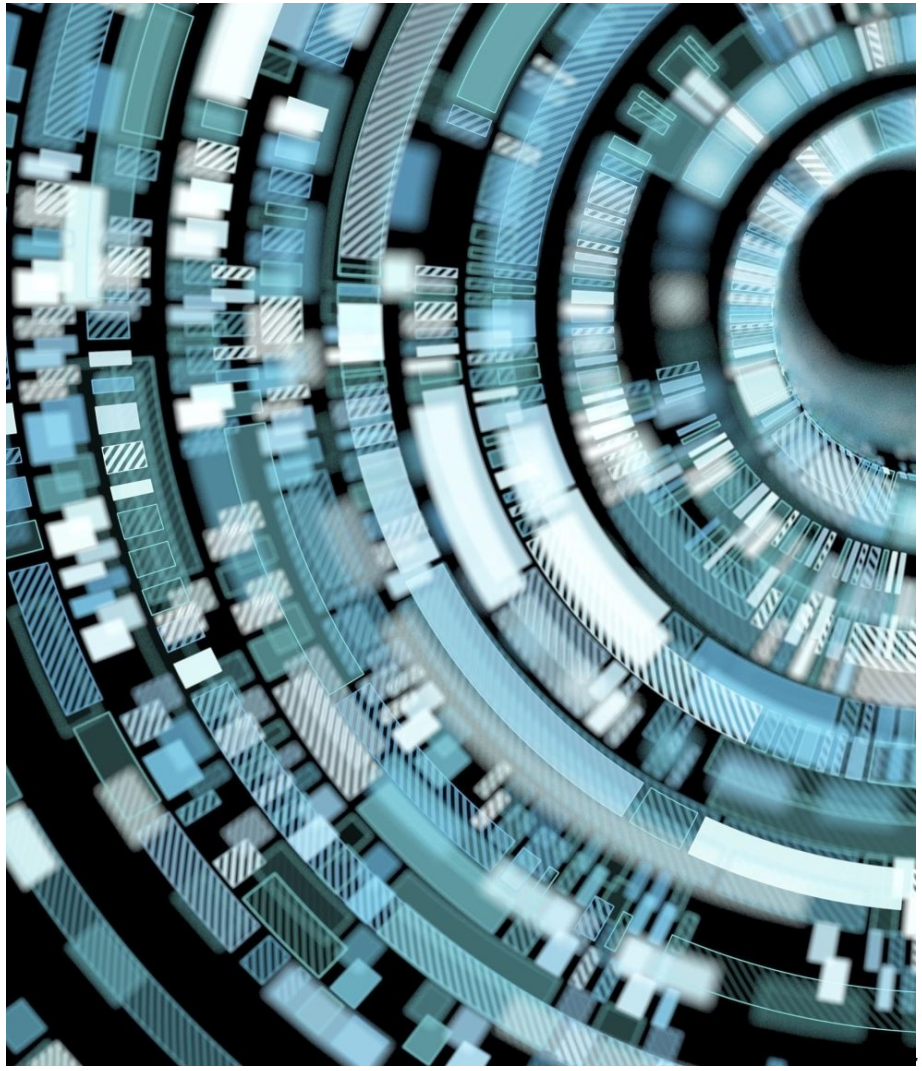
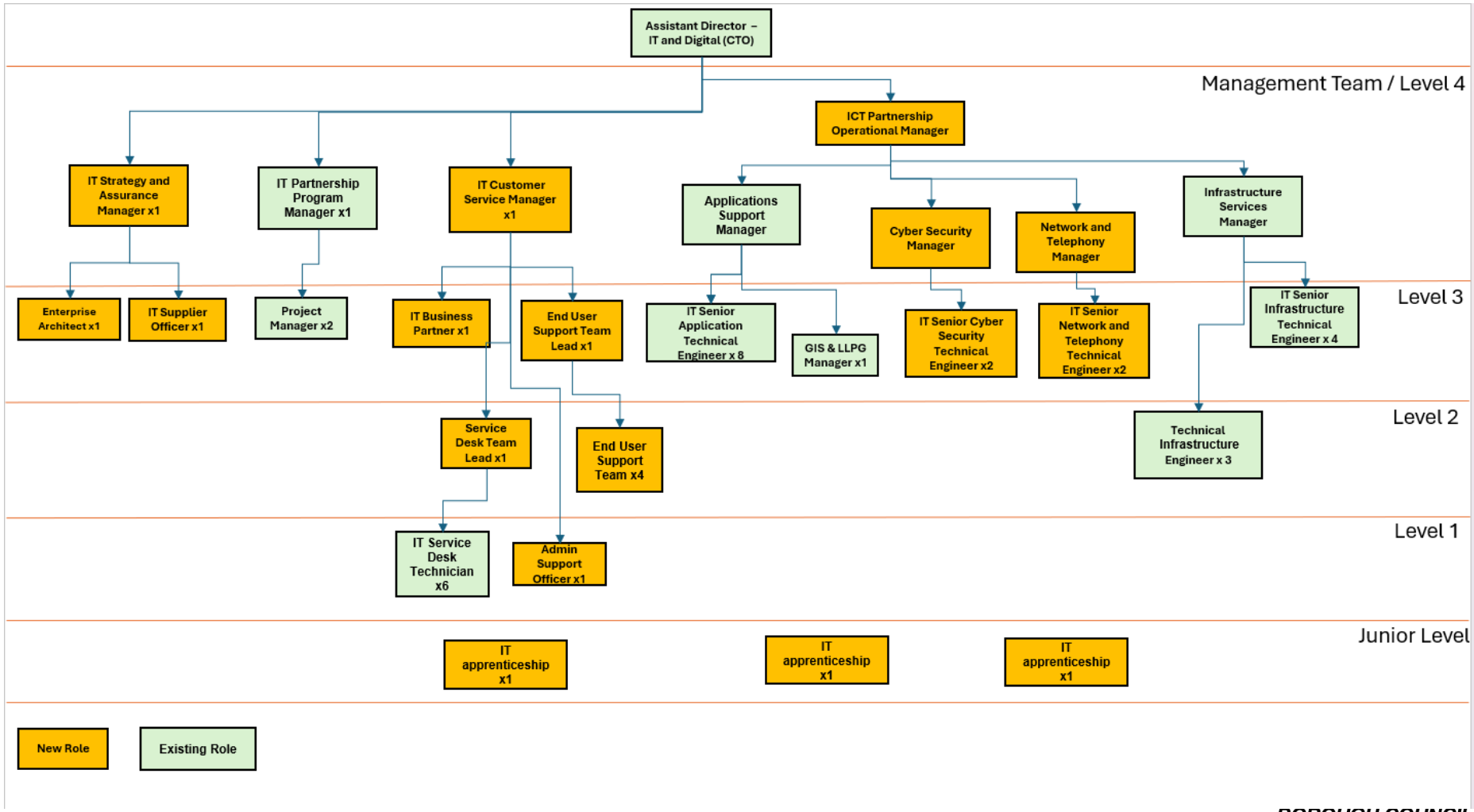
Joint IT Service Operating Model

- East Herts District Council and Stevenage Borough Council commissioned SOCITIM Advisory to design the Future Operating Model for the Joint IT Service
- The model has the capacity and capabilities to deliver Joint IT Strategy, Council Plans, Day-to-day operations and ongoing system maintenance and development, Support in refreshing their core IT services to support current and future development, as well as transformation projects
- In October 2023, the Joint Information Communication Technology Committee agreed to invest £629,795 over the next two years and aim to fill all roles in the new structure by March 2026



New Structure



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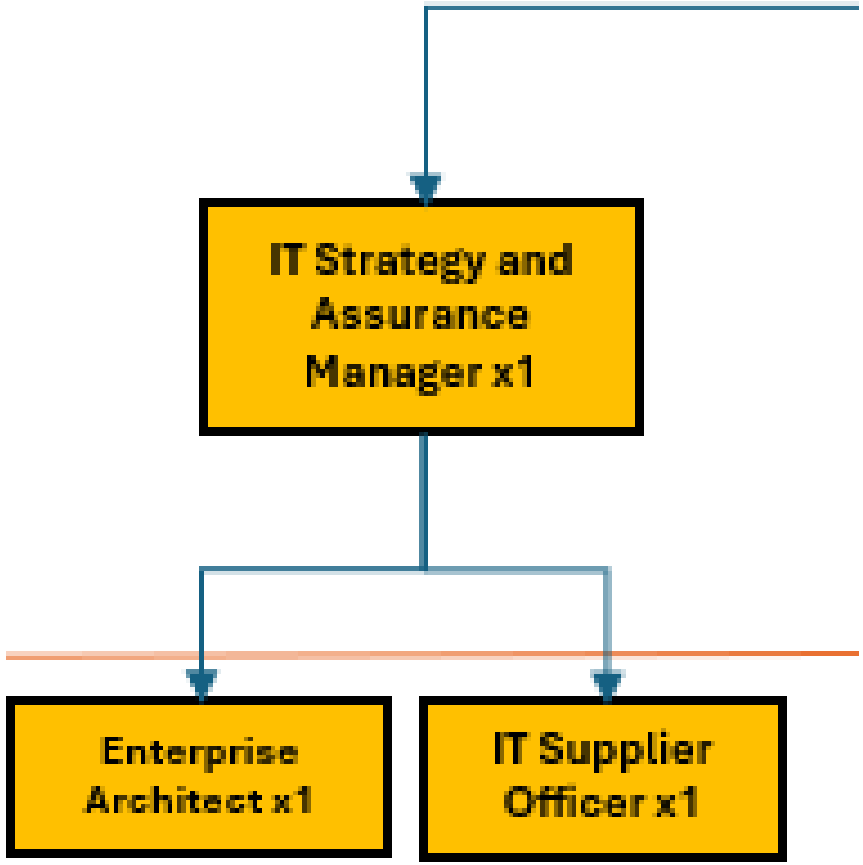
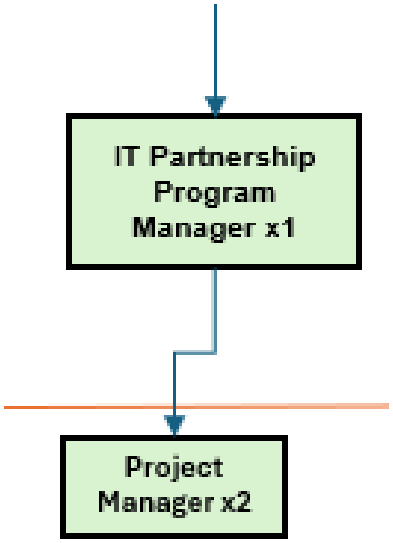
IT Strategy and Assurance

- The IT Strategy and Assurance team oversees strategic alignment and service design capabilities.
- The team leads the governing body that ensures technical decisions match business goals and best practices.
- The team supports the development of strategy and policy, including data engineering and enhanced supplier management capabilities.



ICT Programme Management Office

- Acts as the central nervous system for IT projects within Stevenage Borough Council and East Herts District Councils.
- Oversees the entire project lifecycle, from initial feasibility studies to implementation and ongoing support.
- Ensures projects are aligned with the overall ICT strategy, resources are effectively allocated, and best practices are followed to deliver successful IT initiatives that drive business value for both councils.



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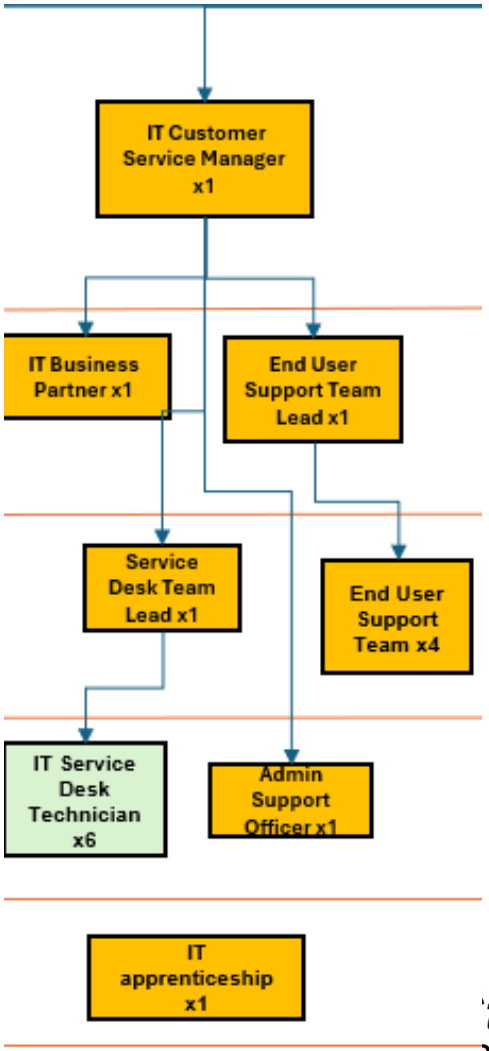
IT Customer Service

- Ensure users receive prompt, professional, and knowledgeable support.
- Build positive and productive relationships with IT users.
- Manage interface between customers and IT Service for efficient and effective operations.



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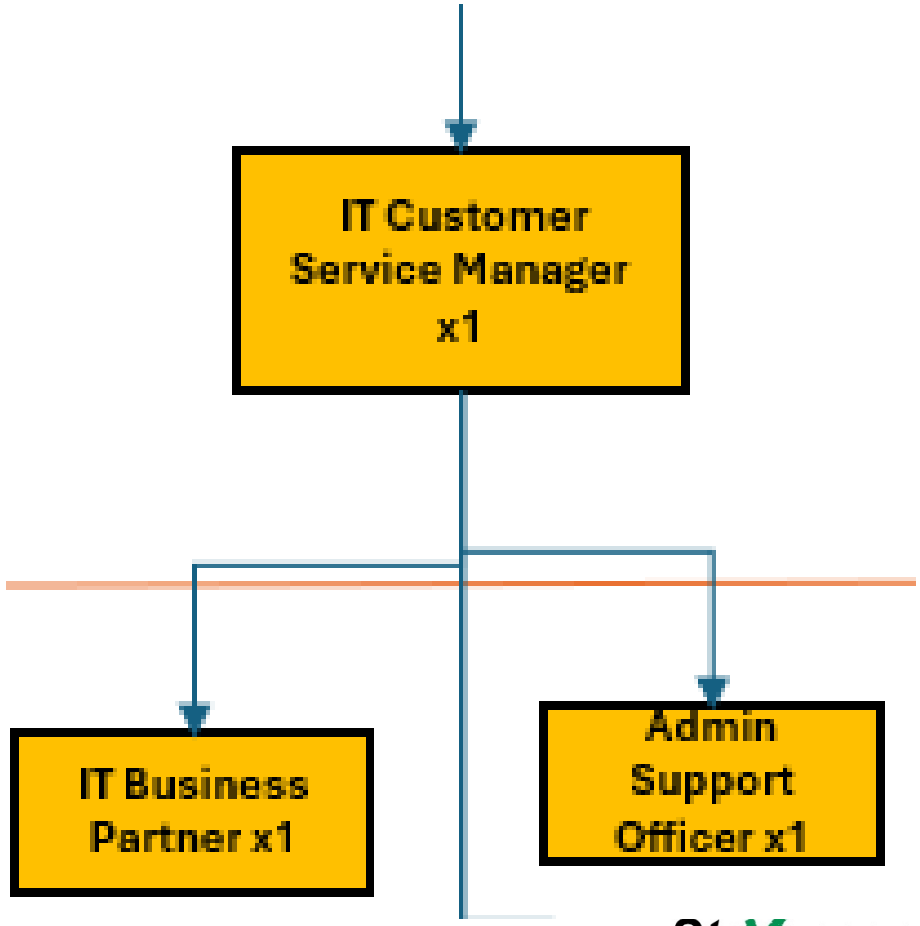
The IT Business Partner

- Acts as a liaison between business units and IT department
- Understands operational and developmental needs of business
- Collaborates with business to determine how IT can support needs
- Evaluates demand, identifies requirements, streamlines areas
- Proactively scans horizon to support council strategies aligned with IT strategy
- Aligns IT strategies with business objectives, identifies opportunities for technological advancements and ensures seamless communication between technical and non-technical stakeholders



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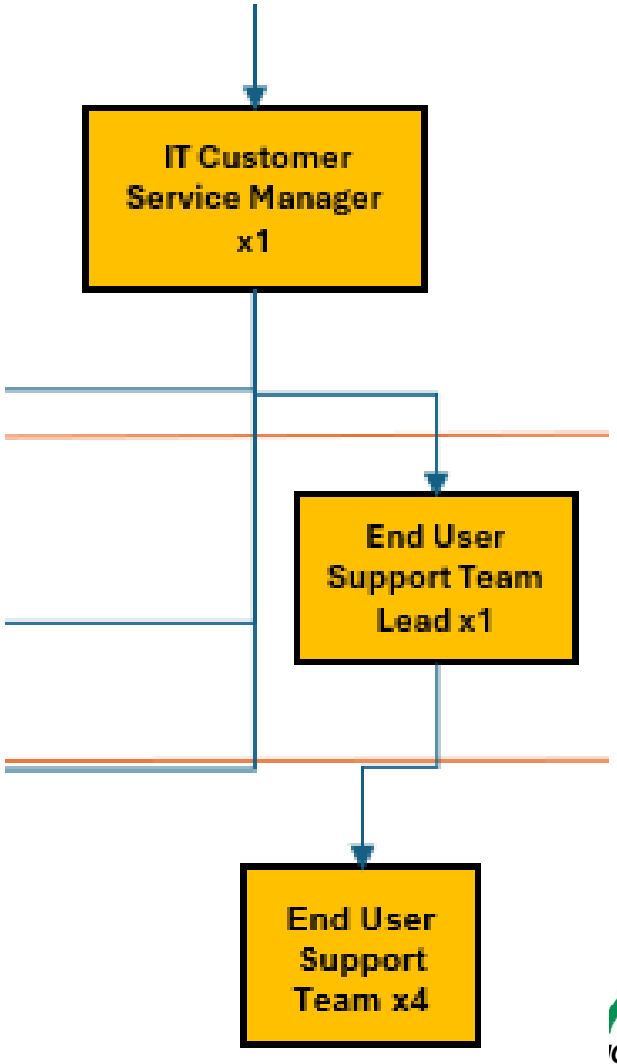
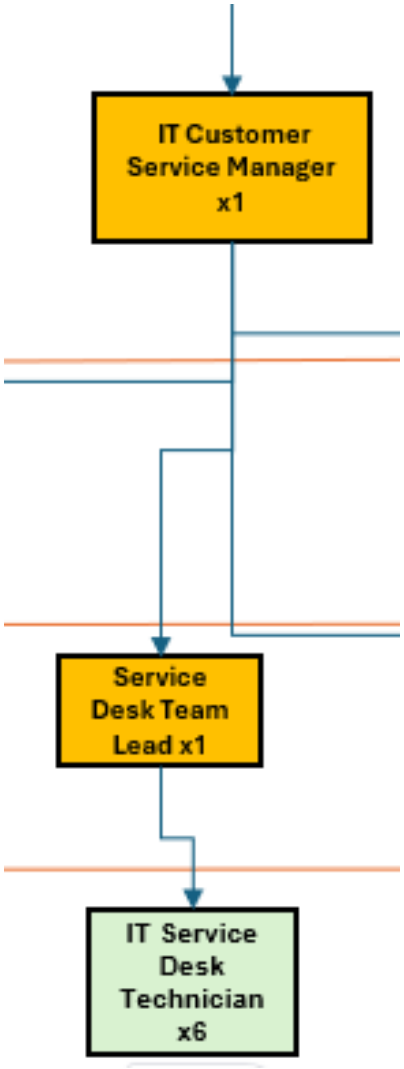
ICT End-User Support Team

- Provides technical assistance and support to end-users
- Ensures technical issues are addressed effectively and promptly
- Delivers high-quality customer service



ICT Service Desk

- The ICT Service Desk is the main point of contact for ICT support.
- It resolves user issues and offers technical guidance.
- It serves both Stevenage Borough Council and East Herts District Councils.



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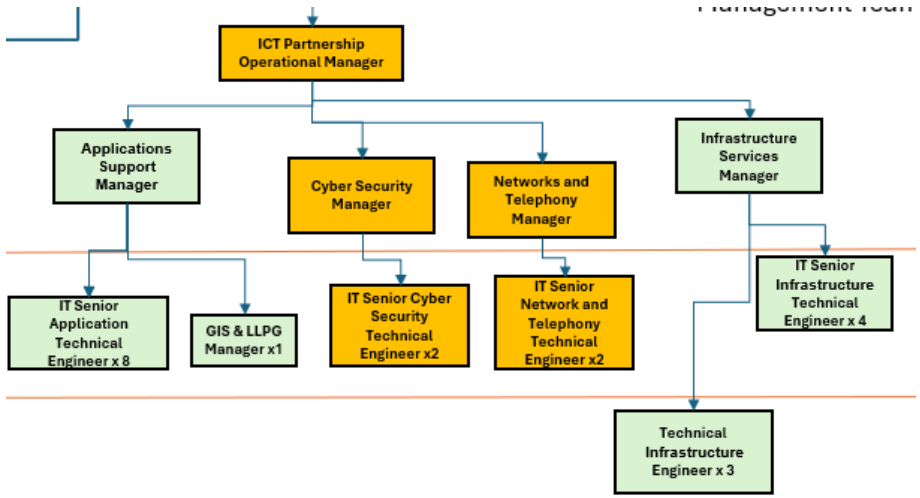
ICT Operations Service

- Applications Support, Cyber Security, Networks and Telephony, and Infrastructure teams
- Ensure availability, security, and performance of IT systems, networks, Telephony, and applications
- Support development and maintenance of IT strategy, policies, procedures, and best practices



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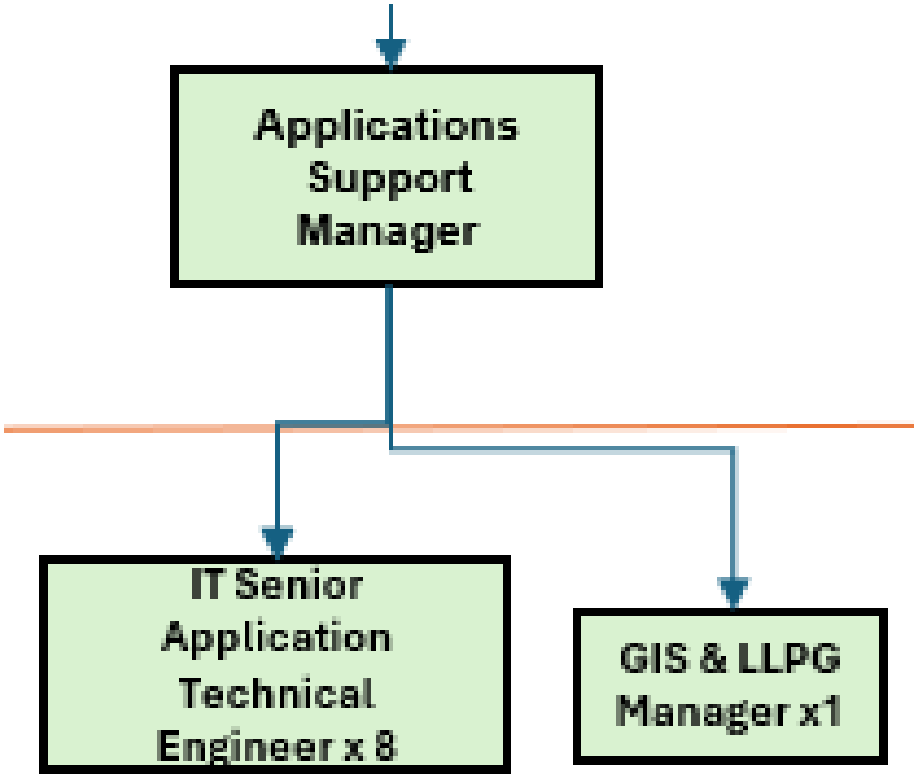
ICT Applications Support

- The Applications Support team provides technical support and maintains software applications.
- The team develops and implements support policies and procedures.
- They troubleshoot and resolve application issues and manage the support process.
- They stay up to date with the latest application technologies and trends.
- The team provides guidance to users on new application features and functionality.
- They work with software suppliers to identify and resolve application bugs.



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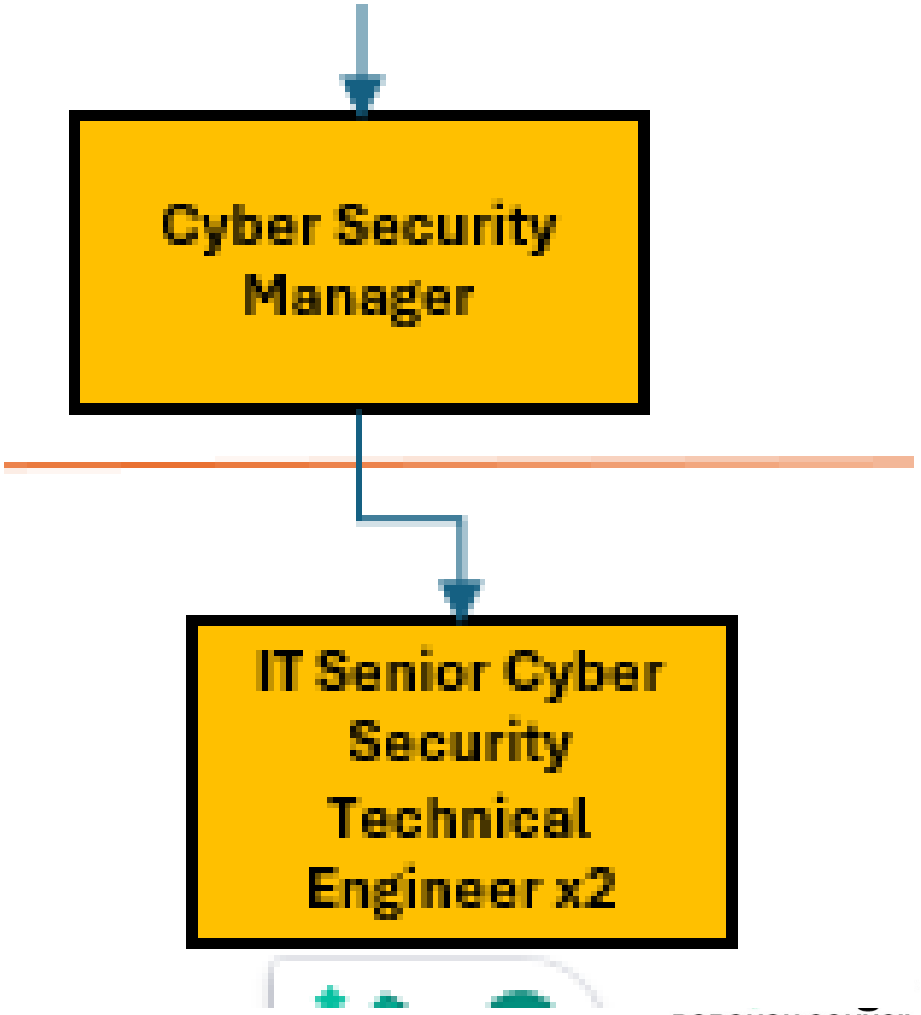
Cyber Security

- Ensuring security of council's IT
- Evaluating new and existing projects for security risks
- Implementing firewalls, data protection controls, patching, encryption, and vulnerability scanning
- Achieving compliance with regulations and standards



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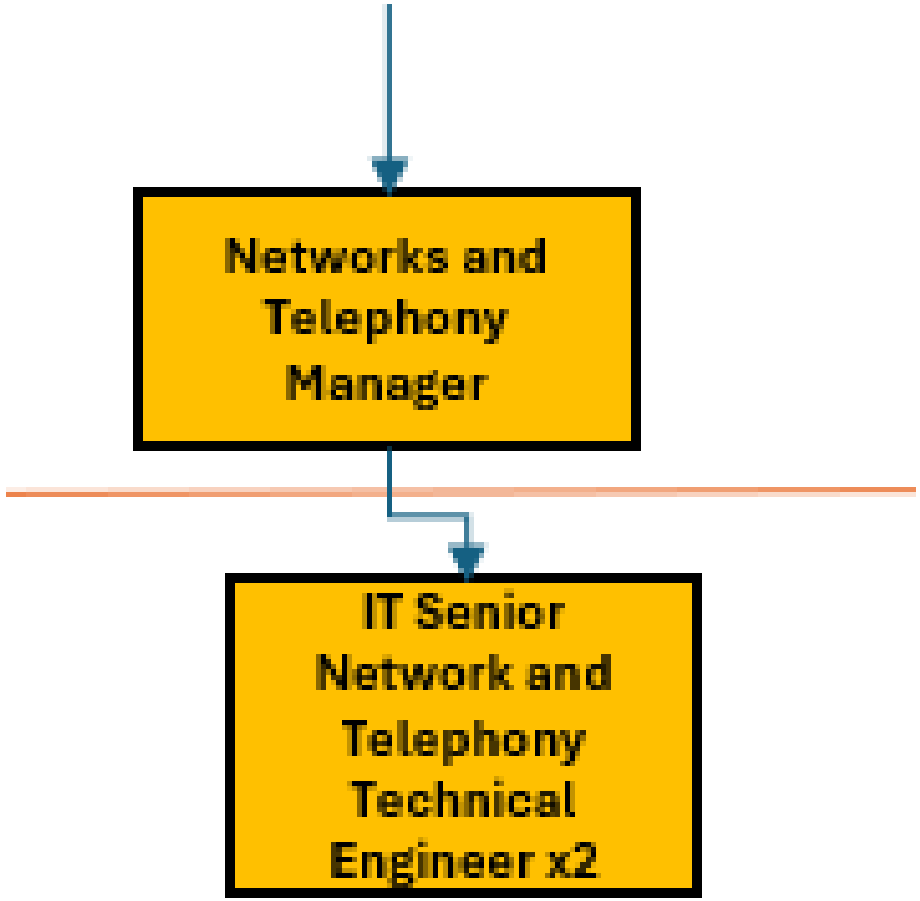
ICT Network and Telephony

- Oversee design, implementation, management and maintenance of network infrastructure and telephony systems.
- Develop and implement network and telephony strategies to support council objectives.
- Monitor network and telephony performance and provide technical support to users.
- Ensure compliance with all relevant network and telephony regulations.



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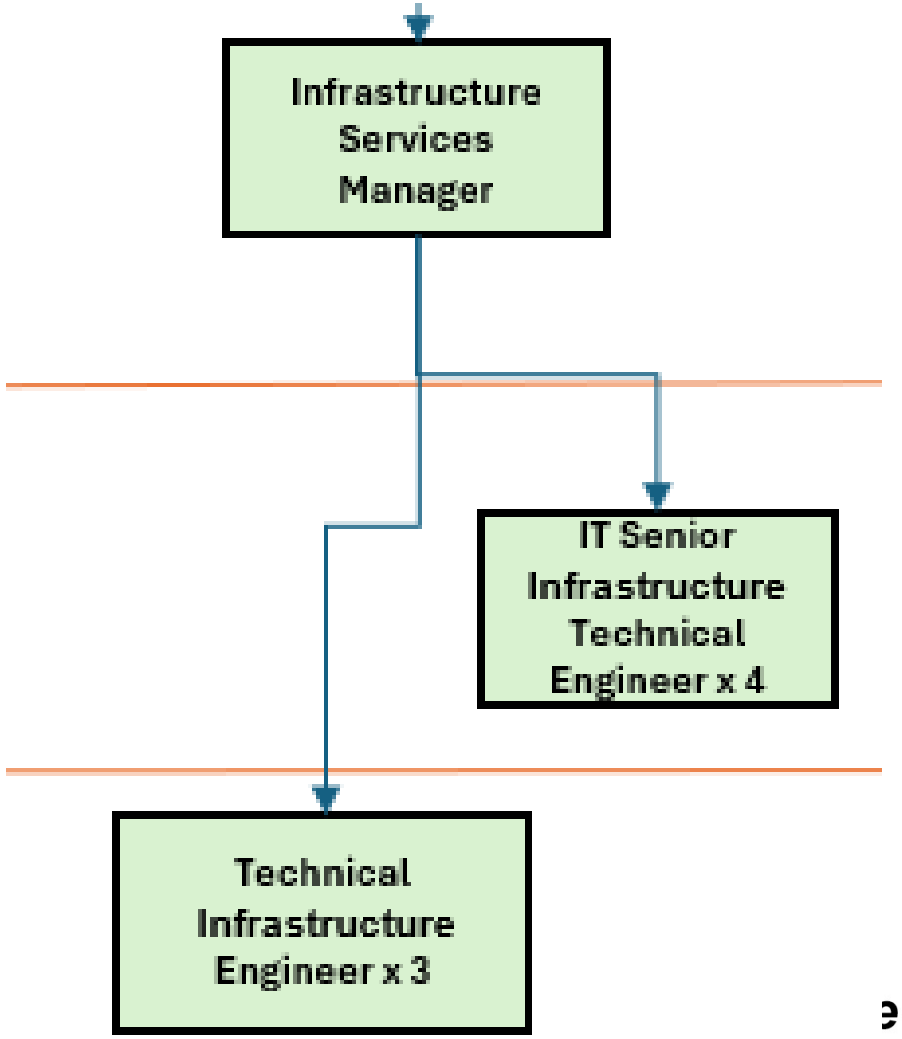
ICT Infrastructure

- The infrastructure team plans, designs, implements, and manages Microsoft products for Stevenage Borough Council and East Herts District Councils.
- They ensure the reliability, security, usability, availability, and performance of the IT infrastructure.
- The team provides support to users, troubleshoots issues, and develops and implements support policies and procedures.



Uptime

Uptime and P1's for IT infrastructure		
2023 / 2024		
	Stevenage	
Apr-23	100%	
May-23	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
Jun-23	100%	
Jul-23	100%	
Aug-23	100%	
Sep-23	100%	
Oct-23	100%	
Nov-23	100%	
Dec-23	100%	
Jan-24	100%	
Feb-24	100%	
Mar-24	100%	
Total	99%	The target is 99%
Uptime and P1's for IT infrastructure.		
2024 / 2025		
	Stevenage	
Apr-24	100%	
May-24	100%	
Jun-24	100%	
Jul-24	100%	
Aug-24	100%	
Total	100%	The target is 99%

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ICT Changes

	Achieve a 98% success rate for IT infrastructure change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Total	100%

	Achieve a 98% success rate for IT Network change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Total	100%

	Achieve a 98% success rate for application change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Total	100%

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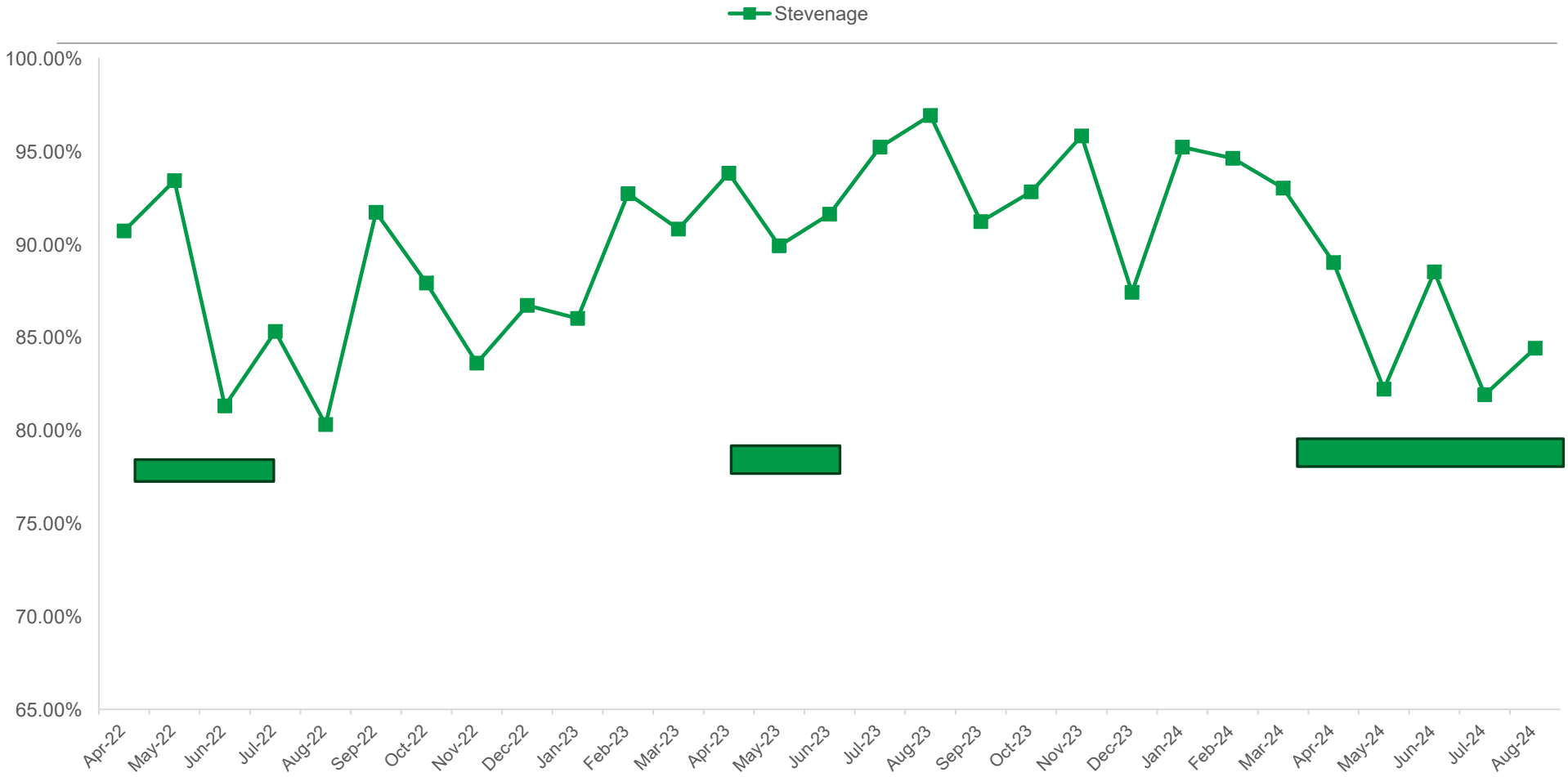
INCIDENTS THAT ARE RESOLVED WITHIN FOUR HOURS



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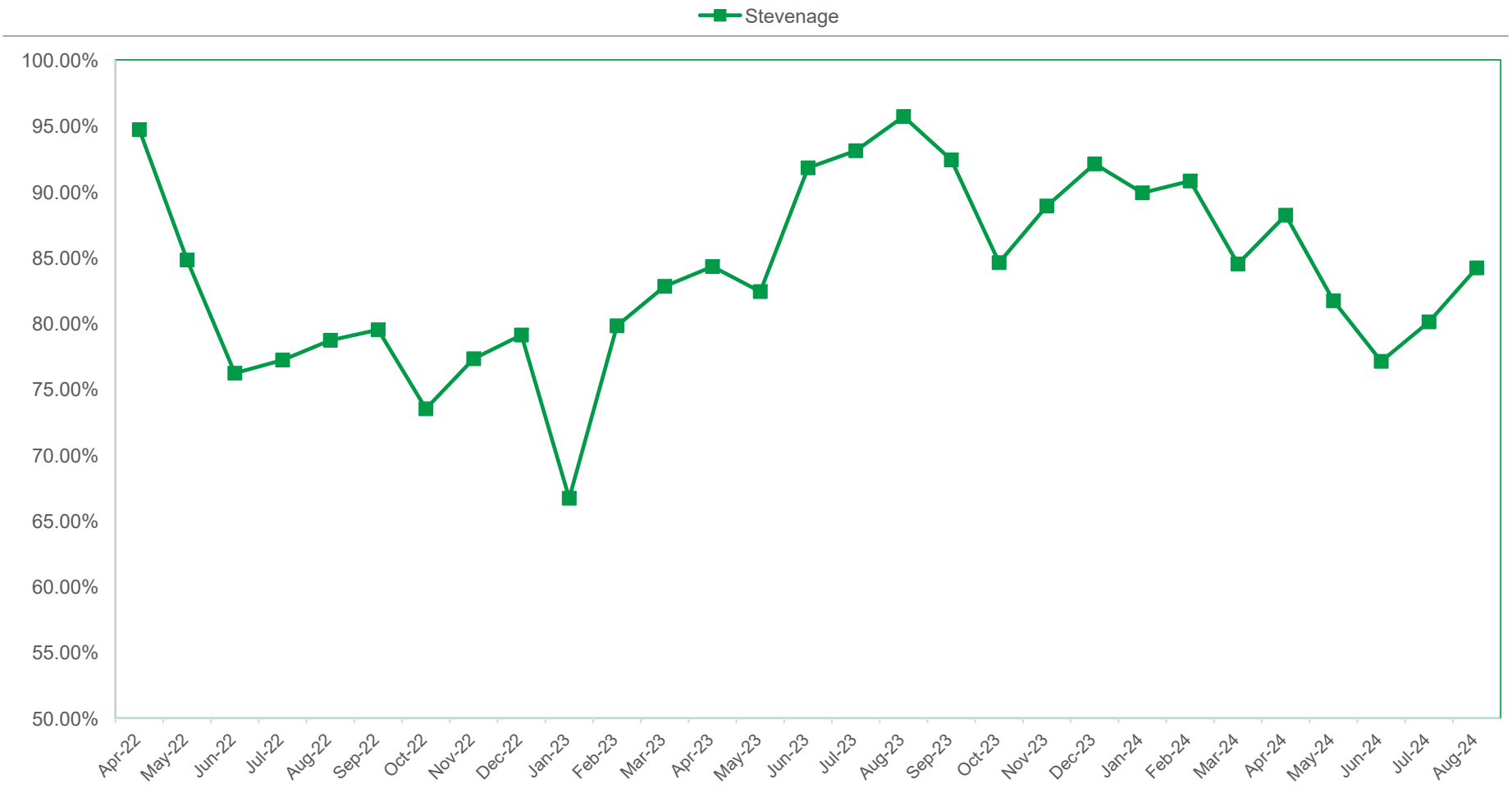
SERVICE REQUESTS MEETING SLA



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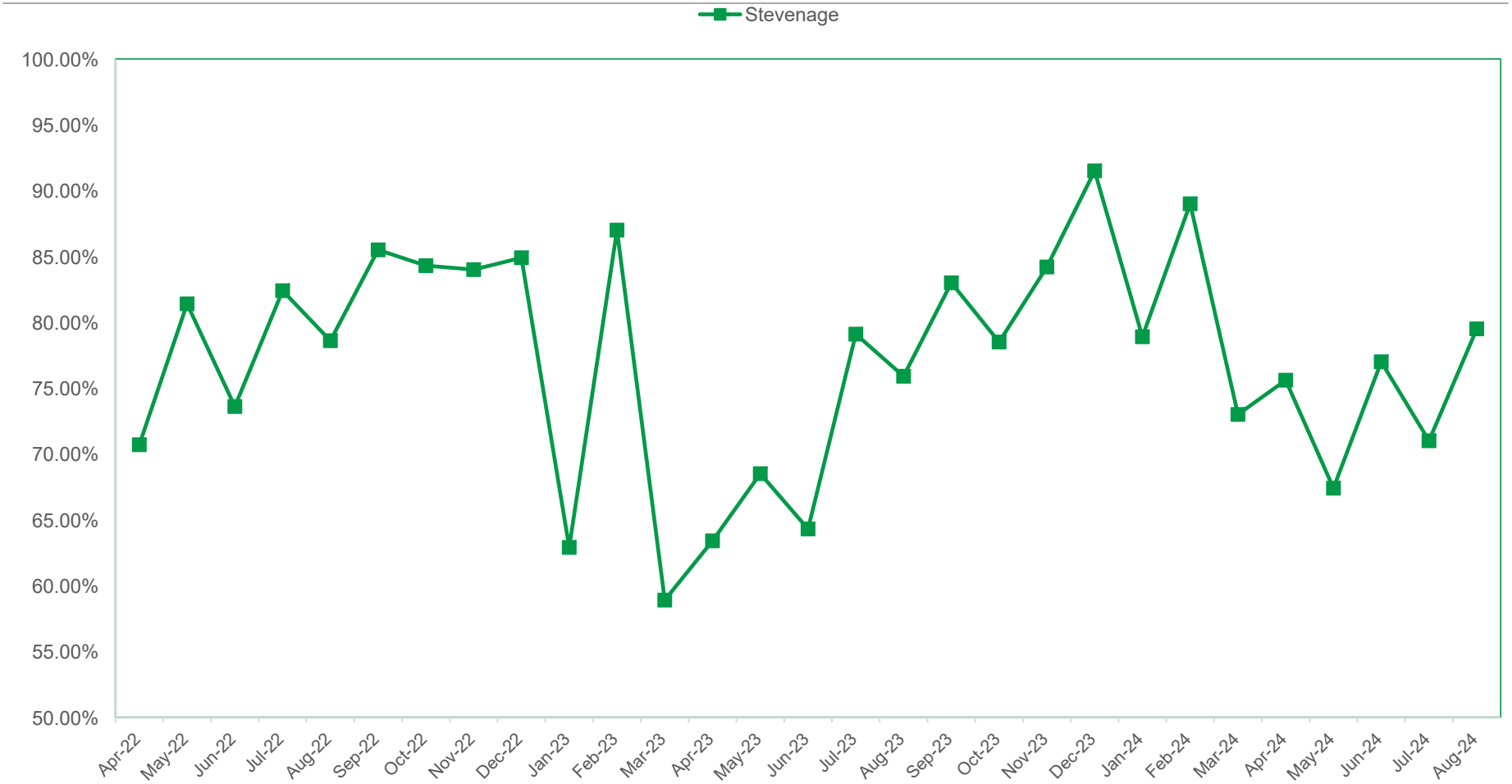
FIRST LINE FIX BY THE SERVICE DESK



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Number of Service Desk Calls

	Number Calls Logged	
	Per Day	Per hour
Apr-22	73	7.3
May-22	73	7.3
Jun-22	70	7.0
Jul-22	65	6.5
Aug-22	65	6.5
Sep-22	76	7.6
Oct-22	85	8.5
Nov-22	63	6.3
Dec-22	59	5.9
Jan-23	65	6.5
Feb-23	54	5.4
Mar-23	42	4.2
Apr-23	48	4.8
May-23	48	4.8
Jun-23	50	5.0
Jul-23	72	7.2
Aug-23	68	6.8
Sep-23	68	6.8
Oct-23	61	6.1
Nov-23	62	6.2
Dec-23	48	4.8
Jan-24	48	4.8
Feb-24	59	5.9
Mar-24	49	4.9
Apr-24	47	4.7
May-24	46	4.6
Jun-24	47	4.7
Jul-24	43	4.3
Aug-24	39	3.9
Sep-24	0	0.0

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Any Questions