
Report of the Director of Resources and Housing

Report to Scrutiny Board (Strategy and Resources)

Date: 22nd March 2018

Subject: Digital Information Service (DIS) Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

This report provides members with a summary of performance information relating to the Digital & Information Services (DIS) covering the period April – February 2017/18. The paper also provides an update on actions arising from the previous performance report presented to the Board in November 2017

Recommendations

Members are recommended to:

- Consider and comment on the performance information and follow up actions.
- Use the performance information provided to determine areas for further scrutiny work to support improvement over the coming year.

1. Purpose of this report

- 1.1. This report provides members with a summary of performance information relating to Digital & Information Services (DIS) covering the period April – February 2017/18.
- 1.2. The paper also provides an update on actions arising from the DIS's previous performance report presented to the Board in November 2017
- 1.3. The report gives Scrutiny Board members information to inform decision making around identifying areas for further scrutiny work to support improvement across council outcomes, priorities and values.

2. Background information

- 2.1. The role of the DIS is to ensure that the council fully exploits its investment in information, communication and digital technologies. The DIS provides day to day support to all council staff using information, communications and technology to carry out their job. The DIS aims to ensure that the right solutions are in place to meet service needs and that they meet the right standards in relation to information security and governance. The DIS ensures that data is supported within the council's network and that where relevant it can be safely shared between applications, stakeholders and third party organisations. Details of the DIS's performance can be seen in Appendix 1 and progress against the follow up actions in Appendix 2.

3. Main issues

- 3.1. Full details of DISs performance against their priorities can be seen in Appendix 1 which contains details of:
 - Service Operation & Delivery highlights of quarters 1 to 3 (2017/18)
 - DIS Operational Performance Indicators Scorecard (to February 2018)
 - Value for Money - Indicators Scorecard
 - Performance Indicators Scorecard - Customer Feedback (High and Low scores)
 - ICT Growth (Year on Year) from 2015-17
 - DIS ICT Service Achievement Report
 - ICT4 Leeds Service Achievement Report
 - West Yorkshire Joint Services
- 3.2. Appendix 2 provides an update on:
 - The replacement case management system (replacing Siebel), including members access.
 - Service Desk Performance – average waiting time on telephone calls
 - Performance targets – short briefing on SOCITM standards

4. Corporate Considerations

4.1. Consultation and Engagement

- 4.1.1. This is an information report and as such consultation and engagement does not apply.

4.2. Equality and Diversity / Cohesion and Integration

- 4.2.1. This is an information report, rather than a decision report and so due regard is not relevant. It is noted that a report on Equality performance is due to be reported to the Strategy & Resources Scrutiny Board in March 2018.

4.3. Council policies and the Best Council Plan

- 4.3.1. This report brings to Scrutiny Board (Strategy & Resources) a performance update on progress against services that support the delivery of the council's Best Council Plan. The Best Council Plan itself forms part of the council's budget and policy framework.

4.4. Resources and value for money

- 4.4.1. Effectively monitoring and managing performance helps ensure that resources continue to be appropriately deployed. There are no other financial implications from this report.

4.5. Legal Implications, Access to Information and Call In

- 4.5.1. This report is an information update providing Strategy & Resources Scrutiny Board with a summary of performance for selected portfolio areas within its remit and is not subject to call in.

4.6. Risk Management

- 4.6.1. There are no specific risks associated with this performance report. However, it is noted that performance results may be linked to the corporate risks that could impact on the delivery of the Best Council Plan. The following corporate risks are linked to performance information included in this report (all of which are led by the DIS):
- **Major ICT Failure** - Risk that council services are disrupted due to frequent and/or prolonged ICT failures.
 - **Major cyber-incident** - Risk to citizens, council and city as a result of digital crime, process failure or peoples actions.
 - **Information management and governance** - Risk of harm to individuals, partners, organisations, third parties and to the council as a result of non-compliance with information governance legislation and industry standards.

5. Conclusions

- 5.1. The report provides details of performance for the DIS for the period April to February 2017/18.

6. Recommendations

- 6.1. Members are recommended to:
- Use the performance information provided by DIS to determine areas for further scrutiny work to support improvement over the coming year.
 - Note the updated performance reporting timetable.