Digital & Information Services

2017/18 April-February Report

The purpose of this report is to provide the performance results for the Digital & Information Service (DIS) within the following areas :

- ➢ 1. Introduction & Executive Summary
- ➢ 2. Service Operation & Delivery
- ➢ 3. Digital and Information Performance Indicators Scorecard
- ➢ 4. Value for Money & Finance
- ➢ 5. Performance Indicators Scorecard – Customer Feedback High Scores.
- ➢ 6. Performance Indicators Scorecard – Customer Feedback Low Scores.
- ➢ 7. ICT Growth 2015-2018
- ➢ 8.Service Level Management Dashboards (Service Centre and Service Availability Service Level Achievements DIS)
- ➢ 9.Service Level Management Dashboards (Service Achievements) ICT4Leeds
- ➢ 10.Service Level Management Dashboards (Service Achievements) WYJS
- ➢ 11. Conclusion Summary
- ➢ 12. Feedback and Key Contacts -

The role of the service is to ensure that the Council and partners exploit their investment in information, communication and digital technologies.

This report is intended to report the operational performance of the service during the 2017/18. The City Partners are Leeds City Council (LCC), Leeds Teaching Hospital Trust (LTHT), Leeds Clinical Commissioning Group(s), (CCG), Leeds Community Health (LCH), and Leeds York Partnership Foundation Trust (LYPFT). In addition we also support West Yorkshire Joint Services (WYJS), Aspire Group, '1 Adoption' and a large number of Schools under the 'ICT4Leeds' service.

We currently provide day to day support to council and partner staff using Information, Communications and Technology to carry out their job. This includes providing and supporting all hardware, software and infrastructure used across the Council and partners.

Some of our normal activities include:-

- o getting 12,000 computer users switched on and connected to the network each day
- o managing 23,000 telephony connections
- o ensuring 40 million emails get to their destination each year
- o supporting around 500 business applications and software (one of the most diverse set of applications in the country)
- o Keeping the data on our network available, backed up and secure.

2. Service Operation & Delivery – Highlights of Q1 Q2 and Q3.

April/May/June Q1

- The Service Centre has continued a project to add additional security to folder access (in line with current configuration). This will provide the same high level of secure folder access and prevent top level folders being inadvertently moved.
- The Drop In Clinic were involved in supporting the local Election. Then they ensured the smooth transition of new councillors with the provision of their accounts and IT equipment. In order to help new Members to become accustomed to their new IT systems, training was provided where necessary and home visits were arranged if required
- The Drop In Clinic have also been working with the Changing the Workplace team (CTW) and have helped configure bespoke devices where needed; they have offered support to people who needed extra assistance with their new devices.
- The Drop In Clinic and technical teams provided support to teams organising and co-ordinating the European Union (EU) Referendum vote. This involved providing on-call and office based support leading up to and after both the vote and the count.

July/Aug/Sep Q2

- There were 8 Major Incidents during July relating to GCSx Mail, GIS Mapping, LCC & WYJS Network Performance which were all completed with minimal disruption to services. Landline Phones, Libraries Public Access clients, Orchard and BT Internet. In all instances, the root cause of the incident was identified and service restored. The Major Incident for performance issues related to the McAfee security package was closed following a successful update
- 5 Mobile drop-in clinics held at different sites
  - Ongoing TimePlan PC upgrade.
- BSC - Rollout of access to E-Forms
- Multi-Council access to a SharePoint for White Rose. This is a West Yorkshire wide rollout and the work is ongoing

Oct/Nov/Dec Q3

- Support of PSN remediation work
- Continued support of the Office 2013 upgrade
- Upgrade of Modern.Gov
- Annual school account review
- Creation of 100+ student social workers accounts
- Continued support of the Office 2013 upgrade including the last phase of the migration to Assistive Technology users, Aspire staff and Members
- Continued support of the upgrade to SharePoint 2013
- Last phase of Office 2013 roll out – ongoing for Assistive Tech/ Aspire users and Cllrs • Rollout of Noise Tools
- IT solution for the Household Waste Sites
- Avaya One-X Agent Upgraded at the Customer Contact Centre
- Service Centre Manager won Manager Support award at recent Apprenticeship Award event

3. DIS Operational Performance Indicators Scorecard

PI Code	Description	Target	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 Jan/Feb	Narrative
O1	Service / System Availability – SOCITM KPI 15 (%)	99%	99.89	99.70	99.83	99.75	O1, 2, 3, and Jan & February - Availability Shows a consistent figure through Q1 to 3 with little fluctuation over the 3 periods. We do not envisage Q4 to be anything but over the 99% target. The same will be said for Reliability and Maintainability. The scores are a result of ongoing proactive work within the DIS technical teams and are testament to their hard work. I would expect these figures to increase once the full quarter has completed.
O2	Service Reliability - Mean Time Between Service Downtime (average per service)	300 hours	590	573	588.8	598.48	
O3	Service Maintainability - Average time taken to restore a service where downtime occurs - KPI 15	4 hours	00:09	00:17	0:15	0:32	
O4	% Service Desk calls met within Service Level Agreement target	80%	92%	93%	91%	93%	O4, 5, 6 - Service desk call levels are well above the target and are a constant measure of how well the teams respond to the calls. The first time fixes continue to be stable. The calls answered within 30 seconds have been poor for the most part and are as a result of a period of low resourcing caused by a number of leavers. At the end of Q3 additional staff were brought in and are currently learning the ropes. **The improvement seen in the January and February period is proof that we are now heading back in the right direction. This figure is expected to rise further in March and achieve the target set. This KPI will be closely monitored to ensure that progress is maintained.**
O5	% Service Desk calls fixed at first point of contact.	70%	77%	74%	73%	76%	
O6	% Service Desk calls answered within 30 seconds	70%	48%	39%	43.78	61.71	
C1	Average Customer Satisfaction Score (annual survey – all users)	70%	70%	70%	70%	70%	C1, 2, 3 and January & February– Customer Satisfaction Survey. A new Customer Satisfaction survey is being planned for 2018 which will tell us whether our current satisfaction target is accurate or requires raising above the current figure of 70%. Average Satisfaction although well above the target has dropped slightly in terms of the overall scoring in the year to date. DIS receive few complaints and these are always handled efficiently and within agreed corporate processes and timescales.
C2	Average satisfaction with overall service received for an incident (auto) Question 3 (IM3.1) KPI2	70%	96%	93%	92.87	93.54	
C3	% of Customer Complaints where the customer is satisfied with formal response and corrective action(s)	70%	100%	100%	100%	100%	

4. Value for Money - Indicators Scorecard

	Value for Money & Finance	Target	QTR 1	QTR 2	QTR 3	QTR 4 Jan/Feb	Narrative
V1	DIS Small Projects on-time and to-budget	90%	89%	91%	90%	89%	During the year to date there has been a marked increase in the number of small project requests received which accounts for the slight drop in performance. 90% is a challenging target and performance is monitored closely.
V2	DIS efficiency and financial savings (including cost avoidance measures)	£750k per annum	See Qtr. 2	£615k	See Qtr 4	N/A At this time	This report is produced bi-annually with the latest report due again after the financial year end closedown in April. Indications are that efficiency savings will once again top the £1m mark which is well beyond the target set.
V3	% Breakdown of resource time spent on SLA work and Project work	60 /40	70 / 30	70 /30	70/30	70/30	This is an indicative KPI only and reflects the work requests coming into the service. The indications are that vital day to day operational work is preventing more time being spent on important project work for the service, the Council and the wider city partners.
V4	Progress against service income targets (Cumulative)	750k	256k	397k	725k	800k	With one month still to go the service has exceeded the budget target set for service income. This will enable the service to balance the books at the financial year end.

5. Performance Indicators Scorecard - Customer Feedback – High Scores

Upon the resolution of a reported incident to the DIS Service Centre we ask users to complete a short satisfaction survey. Customers are asked to rank their experience with the incident resolution service on a scale of 1 to 7, where 7 is the ranking for excellent performance. We aim to exceed a target of 5 (which equates to our current user satisfaction target) on each of the four questions below:-

Q1 How satisfied were you with the level of customer service received in relation to this incident?

Q2 How satisfied were you with the time taken to resolve this incident?

Q3 Overall how satisfied were you with the way in which the problem was dealt with?

Q4 Outside of this incident how satisfied are you with the services provided by ICT overall?

Below is an analysis of the high end (greatest satisfaction) ranking of the Service Centre Short Survey. It shows the distribution of user's allocations of six and seven scores for each of the survey's four questions (above). The scores for 2016-17 are added for comparison purposes.

2017 / 2018	7 score for Question 1	7 score for Question 2	7 score for Question 3	7 score for Question 4	6 score for Question 1	6 score for Question 2	6 score for Question 3	6 score for Question 4	Surveys completed
Quarter 1 2017-18	84.02%	83.61%	82.92%	62.81%	11.57%	9.78%	10.33%	21.90%	726
Quarter 2 2017-18	65.43%	63.64%	65.15%	50.14%	11.29%	10.06%	9.92%	18.87%	614
Quarter 3 2017-18	66.39%	64.46%	65.98%	50.96%	11.43%	10.19%	10.06%	19.01%	623
2016 / 2017	7 score for Question 1	7 score for Question 2	7 score for Question 3	7 score for Question 4	6 score for Question 1	6 score for Question 2	6 score for Question 3	6 score for Question 4	Surveys completed
Quarter 1 2016-17	77%	75%	77%	51%	15%	13%	14%	29%	480
Quarter 2 2016-17	80%	79%	79%	56%	14%	12%	12%	27%	777
Quarter 3 2016-17	79%	79%	81%	58%	17%	14%	13%	24%	508
Quarter 4 2016-17	81%	81%	82%	59%	13%	11%	11%	24%	880

6. Performance Indicators Scorecard – Customer Feedback – Low Scores

Customer Satisfaction Ratings 1's & 2's ('Very Poor' and 'Poor' scores)

Whenever a customer rates any one or more of the questions in the Service Desk short survey with a score of one or a two, we contact the customer to get a better understanding of why they have such a poor perception. We categorise the areas in which these poor results are associated with and chart them as below.

In total there have been 135 instances where customer provided feedback on their customer experiences.

The category for 'Poor Customer Service' is where the comments returned suggest that the service perceived by the customer has not been as high as we would like, examples of this would be where the customer mentions an issue within the comments relating to the member of service centre they are speaking with and therefore resulting in a perceived unprofessional approach to the call or calls being closed without the customers knowledge without a resolution to their issue. A general hurried attitude during the call or a non-understanding of the service priorities all impact customer perceptions.

The category of 'Unable to contact the user' is also high. This is where the Service Centre cannot make contact with the customer following the survey response.

Tickets closed without a suitable resolution caused a third high category. Further investigations into why tickets are closed prematurely are under consideration.

Performance Pack - Management Analysis- 2017/18					
Categories	Q1	Q2	Q3	Q4 Jan/Feb	Totals
Delay - Printer	0	2	2	1	5
Delay - Sales Team	1	2	0	0	3
Delay - Service Centre	6	8	6	22	42
Delay- User	0	1	1	1	2
Hardware Fault - Laptop	1	1	0	3	5
Hardware Fault - Phone	1	0	0	0	1
Hardware Fault - Desktop	0	0	1	0	1
Software Fault -Academy	0	1	0	1	2
Software Fault -Orchard	1	0	0	0	1
Unable to Contact Customer	8	13	3	4	28
Poor Customer Service	6	6	0	1	13
Delay: Software - Excel	2	0	0	0	2
Delay: Software - Outlook	2	0	2	0	4
Delay: Software- SharePoint	1	0	0	0	1
Delay Supplier	0	0	4	1	5
Other generic	0	0	3	8	11
Other Training	0	0	3	5	8
Totals	29	34	25	47	135

7. ICT Growth (Year on Year) from 2015-17 figures are below with comments.

Description	Category	2015	2016	2017	Change 2016/17	Change 2015/17	Comments
No. of Desktops	Device	6312	5497	4121	↓ 1376	↓ 2191	Expected decrease as we move more to mobile working
No. of Laptops	Device	6389	6226	7337	↑ 1111	↑ 948	Expected increase due to requirements for mobile working
No. of Tablets	Device	310	482	700	↑ 218	↑ 390	Steady increase which is expected to continue as we support fieldworkers
No. of Printers	Device	876	785	837	↑ 52	↓ 39	Expected increase as the final satellite sites are connected to managed print.
No. of Monitors	Device	12071	12021	11100	↓ 921	↓ 971	Expected decrease due to CtW and desk to staff ratio decreasing
No. of Physical Servers	Device	188	177	193	↑ 16	↑ 5	Slight increase due to virtual servers & server moves into the data centre combined with on boarding of new sites.
No. of Virtual Servers	Device	838	765	920	↑ 155	↑ 82	Expected increase utilising virtual servers and storage
No. of Access Tokens	Device	5878	3700	11078	↑ 7378	↑ 5200	Increase in the estate due to CtW sites still rolling out mobile ICT.
No. Bring Your Own Devices (BYOD)	Device	679	3270	3441	↑ 171	↑ 2762	Large increase in the last year promoting BYOD on ICT Online
No. of network devices dongles etc	Device	280	899	347	↓ 552	↑ 67	Slight decrease due to CtW and new ways of working and review of estate
No. of Phones- Landlines	Telephony	14843	14043	1000	↓ 13043	↓ 800	Large Decrease following Skype for Business implementation.
No. of Mobiles	Telephony	13312	10048	10127	↑ 79	↓ 3185	Overall increase as expected, decrease from last year due to estate review
No. of IP desk telephones	Telephony	5340	5340	4099	↓ 1241	↓ 1241	No change from 2015 to 16, as expected decrease next year-Skype for Business
No. of Smart Phones	Telephony	1646	3400	3671	↑ 271	↑ 2025	Large increase 2015 to 16
No. of Sites (Wide Area Network)	Datacom's	600	450	450	↔ 0	↓ 150	Reduction of sites due to rationalisation of Council buildings
No. of data connections	Datacom's	13657	16288	16835	↑ 547	↑ 3178	Increase in devices which have a data connection due to mobile working/CtW
No. of voice connections	Telephony	15000	14109	14082	↓ 3627	↓ 918	Decrease from 2015-16 due to the ceasing of FeatureNet and commencing Enterprise Voice Project.
TB of Storage (TB)	Networks	750TB	1000TB	1000TB	↔ 0	↑ 250TB	Increase in storage caused by more digital working
No. of Staff in ICT	Resource	235	246	246.9	↑ .9	↑ 11.9	Slight Staff increase as expected as we refocus and restructure the service.
No. of Public WIFI Sites	Networks	45	120	120	↔ 0	↑ 75	Large investment in city WI-FI technologies over the last few years across LCC sites and the City Centre.
No. of Operations Incidents - Faults	KPI	76970	63796	72619	↑ 8823	↑ 4351	Expected increase over the 3 years due to increased use of technology by LCC staff.
No. of Change Management /Service Requests	KPI	801	859	901	↑ 42	↑ 100	Significant difference from 2015-16 due to the new way SOCITM report on change management requests this now only refers to actual change requests.
No. of Work Orders/Request Fulfilment	KPI	37910	38121	34673	↓ 3448	↓ 3237	Steady increase over 2015 and 2016. Decreased in 2017.
ICT Satisfaction Survey Score(1-7)	KPI	6.56	6	6.58	↑ 0.58%	↑ 0.2%	Fantastic result from 2012 to 2016. Next survey scheduled for 2018
No. of ICT Small Projects	PPPU	112	100	140	↑ 40	↑ 28	More small project requests received however income received met the target

							set
Budget £m	Finance	24,043	28,058	18,281	↓9,777	↓5762	Budget decrease expected due to austerity and resourcing cuts.
Skype for Business savings	Finance	£76,371	£82,942	£105,164	↑£22,222	↑£28,793	This technology is generating real savings and a true cost avoidance due to the Skype for Business technology.
Skype for Business: Total AV conferences	Operations	4106	6911	8941	↑2030	↑4835	Skype for Business is still being rolled out under Enterprise Voice (EV) these show real savings as above details.

- The overall trend shows that there is still a significant growth in the use of ICT since 2015. Much of this growth is as expected and is likely to continue and grow over the next few years due to increasing reliance on digital technologies, Changing the Workplace and new ways of working.
- The largest area of growth is in the use of mobile technologies and it is now becoming commonplace that Council users of technology are now legitimately using 3 or 4 separate primary and complementary devices from multiple locations.
- Whilst managing the current levels of growth staffing resources have stayed fairly constant over the last 3 or 4 years as has the percentage of ICT budget allocated to the service. It is also interesting that the percentage of overall Council spend on Information Technology is low at 2.6% of overall Council spend. The industry benchmark of total organisational spend on ICT amongst peer organisations is currently around the 4% mark.

8. DIS ICT Service Achievement Report

Service desk	Target	April	May	June	July	August	September	October	November	December	January	February
SLA 01 - % of incoming calls answered within 30 seconds	>= 70%	48.79	46.32	47.85	30.39	45.57	38.69	49.96	42.70	42.27	39.08	84.35
SLA 02 - % of calls queued to an operator but abandoned prior to pickup	<= 7%	7.40	7.59	6.60	21.41	12.16	13.49	16.11	10.82	12.08	15.51	2.95
SLA 03 - % incidents resolved at first point of contact	> = 70%	80.43	80.51	78.92	75.69	78.21	81.22	74.78	81.31	76.19	77.39	80.82
Availability of key services	Target	April	May	June	July	August	September	October	November	December	January	February
Children's Mosaic	99%	100.00	99.93	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 14 - Network Access	99%	100.00	100.00	100.00	100.00	99.81	99.98	100.00	99.39	100.00	100.00	99.64
SLA 15 - Iclipse	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 16 - e-Mail Service	99%	100.00	100.00	100.00	97.33	100.00	99.98	100.00	100.00	100.00	100.00	100.00
SLA 18 - FMS	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 19 - Internet Access	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 20 - Academy CT & Benefits	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.27	100.00
SLA 21 - Leeds City Council Website	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 22 - Network Security PDMZ (Partial de-militarised zone)	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 23 - NetApp File and Data Access	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 24 - Orchard Housing Services	99%	99.47	100.00	100.00	100.00	100.00	100.00	99.51	100.00	98.54	99.69	100.00

SLA 25 - InSite	99%	100.00	100.00	99.84	100.00	100.00	100.00	100.00	100.00	98.79	100.00	100.00
SLA 26 - SAP/HR Payroll	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.76	100.00	100.00	100.00
SLA 27 - Landline Phone Network (Voice)	99%	100.00	73.30	99.13	99.88	100.00	97.25	99.32	99.38	98.85	100.00	100.00
SLA 28 - Mobile Phone Network	99%	100.00	100.00	99.13	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 29 - User's Desktop Environment	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
SLA 30 - ASC Client Information System (CIS)	99%	100.00	99.39	100.00	98.66	99.76	100.00	100.00	100.00	100.00	88.72	100.00
Smart & Mobile Phones & Tablets	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Failure to reach the targets set on KPI's SLA 01 and SLA 02 have now been addressed by the service and performance, particularly in February, has brought these KPI's back in line. The problem was initially caused by particularly high numbers of calls coming into the Service Centre since April and a lack of sufficiently trained Service Centre staff fielding these calls due to a number of experienced Service Centre staff leaving or moving into other DIS roles through secondments/promotions.

The Service Centre are the talent pool for Digital & Information Service and we develop and encourage staff into other roles however there has been a real peak in demand for resource from other areas of DIS to support projects and the timeline for recruitment into Service Centre was not keeping pace with turnover. DIS and HR have now agreed steps to reduce this timeline.

The additional staff that have now been recruited into the Service Centre are undergoing an intensive programme of staff training and progress in terms of overall service performance on the above KPI's is starting to improve significantly.

9. ICT4Leeds Service Achievement Report

Key Performance Indicator (KPI)	Target	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Calls offered		199	277	230	202	97	272	265	273	141	316	159
Calls answered		184	251	215	176	85	245	235	233	124	285	144
Calls abandoned		15	26	15	26	12	27	30	40	17	31	15
Call Abandonment Rate (per month)	No more than 7% of total calls abandoned	7.5%	9.4%	6.5%	12.9%	12.4%	9.9%	11.3%	14.7%	12.1%	9.8%	9.4%
Calls Answered within 30 secs (per month)	70% of calls answered in 30 seconds	63.6%	68.9%	68.9%	43.8%	61.2%	62.1%	42.0%	48.5%	50.8%	54.0%	80.5%
First time fix rate (Incidents) percentage of calls resolved by an operator during the initial call.	50% or more calls to be resolved on first contact	49.25%	43.59%	44.86%	46.67%	40.00%	67.53%	53.93%	58.06%	64.38%	66.67%	62.26%
Number of Incidents		78	121	107	90	17	82	77	82	50	92	53

10. West Yorkshire Joint Services

Service Desk	Target (per Month)	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
SLA 01 - % of incoming calls answered within 30 seconds	>= 70%	49.28	46.32	47.85	30.39	45.57	38.69	57.21	42.70	42.27	39.08	84.35
SLA 02 - % of calls queued to an operator but abandoned prior to pickup	<= 7%	7.36	7.59	6.60	21.41	12.16	13.49	21.40	10.82	12.08	15.51	2.95
SLA 03 - % incidents resolved at first point of contact	> = 70%	80.43	80.47	78.92	78.92	78.37	81.16	74.78	81.31	76.19	77.39	80.85
Incident Management	Target (per Month)	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Critical priority incidents resolved within **2 Working Hours**	>=85%	No Calls	No Calls	No Calls	No Calls	No Calls	No Calls	No Calls	No incidents	No incidents	No incidents	No incidents
High priority incidents resolved within **4 Working Hours**	>=80%	No Calls	No Calls	No Calls	No Calls	No Calls	No Calls	No Calls	No incidents	No incidents	No incidents	No incidents
Medium priority incidents resolved within **8 Working Hours**	>=80%	No Calls	100.0%	100.0%	No Calls	50.0%	100.0%	50.0%	100.00	100.00	100%	95.00
Low priority incidents resolved within **16 Working Hours**	>=80%	93.22%	90.59%	93.94%	98.65%	90.57%	86.96%	82.09%	94.33	91.63	92.19	95.71
WYJS - Total Number of incidents reported in reporting month	N/A	59	86	66	74	55	47	69	75	43	89	87
WYJS - Total Number of Work Orders reported in reporting month	N/A	28	40	49	96	60	53	53	50	71	51	43

11. Conclusion Summary

We are operating in difficult times and "keeping the lights on" (i.e. the daily operational service to customers) is still the main objective of the service.

Demand for DIS services continues to grow and with future growth of new customers "on boarded" onto our services, resources will be an issue particularly as service resources reduce Council wide.

Operational Performance across the service is excellent across many KPI's:-

- General customer feedback is excellent with high scores registered on survey returns.
- Service reliability, availability and durability is good and on a par with peer organisations nationally.
- (Small) ICT Projects are well managed within the service with good practice being followed.
- Call answer and wait times on the Service Desk are improving following recent recruitment. We have recently reviewed the staffing levels on the DIS Service Centre and agreed a streamlined process for bringing new resources in to this team to avoid future temporary resource gaps.
- The successful use of apprentices continues and one of the Service Centre Managers was the winner of the Manager Support Award at the recent Apprenticeship award.

Partner organisations are currently happy with the services provided to them under mutually agreed SLA's.

The service is managing to deliver on its Service Plan with 98% of objectives at Green/Amber status.

Overall the service is going into a year of significant transition with the development and migration to a 'Community Cloud' provision in partnership with City health organisations. This will include migrating Council services to this new platform.

12. Feedback and Key Contacts

Your views are very important to Digital & Information Services. If you have any comments on what you have read in this ICT Performance Progress Summary, or on any service you provide or receive from Digital & Information Services please let us know as follows :-

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