

## Scrutiny Board (Strategy and Resources) – Actions from 29th November 2017- Updated 7<sup>th</sup> March 2018

### Update on the replacement case management system (replacing Siebel), including members access.

The Siebel CRM system was decommissioned in October 2017 and replaced by an in-house developed SharePoint system - Corporate Case Management (CCM). Historical data is not now accessible via Siebel, but is accessed via another in-house system known as ARC.

The new corporate case management system (CCM) is being used to record information in replacement to Siebel for Democratic Services.

When working with the Service Leads in both Democratic Services and Chief Executives office they were asked to provide the details of all those colleagues who would need access and Councillors were not listed. We believe this was an internal decision within the service areas. In relation to the historical Siebel data contained in ACR, the service lead asked that the same staff with access to CCM should have access to ACR.

If it is decided that Councillors need access to CCM and/or ACR then this can be arranged quickly by staff within Democratic Services, who will also be able to provide the necessary system training. Following notification by the Democratic Service system lead, DIS, for our part, will ensure that the necessary system changes are processed in a timely manner.

### Service Desk Performance – average waiting time on telephone calls

DIS take calls to 3 separate lines..... Councillor Line, ICT4Leeds Line and Leeds CC line

Month	Calls taken within SLA (30Secs)	Leeds CC Average call wait	Councillors Average call wait	ICT4Leeds Average call wait
Apr-17	49%	01:08	00:40	00:31
May-17	46%	01:14	00:35	00:33
Jun-17	48%	01:18	00:26	00:42
Jul-17*	30%	03:20	00:45	01:06
Aug-17*	46%	02:05	00:54	00:39
Sep-17*	76%	02:14	00:32	00:36
Oct-17*	57%	04:00	00:24	01:05
Nov-17	42%	02:13	00:44	01:02
Dec-17	42%	02:05	00:17	01:04
Jan- 18	39%	02:39	00:38	01:01
Feb-18	84%	00:30	00:18	00:24

During the period April to December 2017 we lost 9 staff (due to internal promotion, projects, new work and leaving the authority). This was coupled with a year on year increase of 15% in call volumes as well as taking on new duties to facilitate staff leaving under the Council's Early Leavers Initiative (ELI).

We have had 8 new members of staff start within the Service Centre on 15th January 2018. The statistics for January, and particularly in February in the main report and in the table above are now much more in line with both customer and DIS service requirements. The DIS service is expecting further rises in standards and performance in this area as these new staff better integrate within the Service Centre and help to raise performance levels further.

### **Performance targets – short briefing on SOCITM standards**

Society of Information Management (SOCITM) is aimed at services across the public and independent sectors that wish to assess how well their corporate services are performing compared with those in similar organisations. It provides the benefits to share best practice to improve and offers five key areas of review these being: Costs, Performance, Estate, Digital and Customer Satisfaction. The programme is entitled SOCITM Improve.

Leeds chose to take up a review of **Costs, Performance** and **Estate**.

Improve **costs**: this features,

- Device acquisition & support costs
- Staff & training costs
- Revenue & capital expenditure
- Network costs

Improve Performance features,

- Incident resolution and Availability.
- Project delivery and performance
- Governance
- User Satisfaction

Improve Estate features,

- Numbers & locations of devices
- Staff turnover & training
- Network details

The best practice standards which DIS have adopted in our SLA's are set by SOCITM. These performance standards are based on the performance levels of participating organisations within the UK who participate in various national benchmarking exercises who provide performance data against a series of industry based national KPI's. From this large data source SOCITM Data Analysts then set 'Upper', 'Middle' and 'Lower Quartile' target ranges which ICT organisations benchmark their services against. DIS set our own service performance targets against the 'Upper Quartile' levels (targets for best performing organisations to achieve).