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Leeds
CITY COUNCIL

Report of the Chief Officer (ICT)

Member Management Committee

Date: 23RD November 2010

Subject: Report to provide an update on ICT Matters

Electoral Wards Affected:	**Specific Implications For:**
	Equality and Diversity ☐
	Community Cohesion ☐
☐ Ward Members consulted (referred to in report)	Narrowing the Gap ☐

1.0   Purpose Of This Report

1.1   The purpose of this report is to provide a position statement on the ICT projects and services which impact on elected members.

2.0   Background Information

2.1   There are several major ICT initiatives currently underway which affect ICT service provision to elected members. This report provides an update on the delivery of a dedicated Case Management system, the provision of the corporate WiFi service within the Civic Hall and the migration from Lotus Notes to Microsoft Outlook under the Implementing the Collaboration (ICE) project. It also details recent improvements to ICT Service Delivery and provides a summary of recent major incidents.

3.0   Main Issues

      ICT DEVELOPMENTS

3.1   Member Case Management System Deployment

3.1.1   Following User Acceptance Testing by a small number of Members, additional functionality was developed to integrate the Case Management system with the Council's email system. The resulting solution was approved by the Members ICT Reference Group.

3.1.2   Final testing was carried out and the system migrated to the live environment at the end of September before being made available to all Members, upon request, early in October.

3.1.3   Training dates have been organised to train Members in the use of the Case Management system to coincide with the rollout.

3.1.4   A formal review of the usage of the system will take place at the end of October and any emanating issues will be addressed

3.2   <u>Corporate WiFi access within Civic Hall</u>

3.2.1   The corporate wireless service was made available recently within the Group Offices and Committee Rooms in the Civic Hall. The service is to be trialed by the Chair of the Members ICT Reference Group before being offered more broadly to Members.

3.2.2   To take up the service, Members need to have their laptop upgraded with the Council's Virtual Private Network (VPN) client. This upgrade can be delivered via the Drop-in clinic within the Civic Hall.

3.2.3   It is anticipated that this service offering will provide greater flexibility in terms of accessing the Council's network from the Civic Hall both within and between meetings as required.

3.2.4   An additional advantage of the installation of the VPN client is that when logging on to the Council network, using the Council-provided laptop, via an internet access point (e.g. from a hotel), a greater degree of functionality is offered when compared to Vasco token only enabled access.

3.3   <u>Implementing the Collaboration Environment (ICE) Update - Migration to Microsoft</u>

<u>Outlook</u>

3.3.1   The majority of Members have now had their email service migrated from Lotus Notes to Microsoft Outlook. There remains 3 members accounts to transfer to the new system.

3.3.2   The majority of resources (room booking systems etc.) and mail-in databases have also been moved over to Microsoft

3.3.3   ICT Services will need to migrate the 3 outstanding users very shortly as the Lotus Notes email service is no longer supported within Leeds City Council and the Lotus Notes environment will be decommissioned.

3.3.4   It is also worth noting that as part of the migration process a significant number of Members decided to request a PDA (Personal Digital Assistant) for the first time. Around 66% of Members now have a Council-provided PDA.

SERVICE IMPROVEMENTS

3.4   <u>Avaya – Improvements to Service Centre</u>

3.4.1   A telephony system has been introduced into the ICT Service Centre, using the same technology as the Corporate Contact Centre. Since its introduction in May

there has been a huge improvement in performance against the key telephony performance indicators (based on National Industry standards)

3.4.2   The ability to answer calls within 30 seconds has significantly improved and the call abandoned rate is now within targets (7% of all calls).

3.4.3   In mid-September the new system was extended to include to the Service Centre level 2 team in the form of an overflow queue. This further improved the ability of the Service Desk to answer calls at peak times, through the ability to flex the numbers of staff receiving calls.

3.5   Out of Hours Service Improvements

3.5.1   The Network Management Centre staff, who work shifts covering 24 x 7 x 365 (except Saturday evening), have received training to be able to provide first line fix support to Members outside of core hours. This is provided via the Members Support line 24 74866.

3.5.2   During the month of August, 57 calls were received using this service. Further training will be provided to the team as new services are launched, to ensure they have the capability to provide the same level of first line support as offered during the day.

3.6   ICT Drop-In Clinic within Civic Hall

3.6.1   Between 5th July and 20th August a new Drop-in Clinic Service was trialed within the Civic Hall. A team of 3 staff were relocated to operate the service from 09:00 until 12:00am, Monday to Friday. The service is offered on a purely drop-in basis to make it as flexible as possible to both Members and officers who work peripatetically.

3.6.2   During the trial period, 150 calls were raised via this new service, of which 17 were issues relating to Members.

3.6.3   The service offered from the Clinic includes support for issues relating to both laptops and PDAs and is also a useful source of information in terms of the provision of leaflets and user guides to help Members get the best from their devices.

3.6.4   The feedback from those who have used the service has been extremely positive and has resulted in continuing the service on an ongoing basis

3.7   Members Texting Service

3.7.1   At the February meeting of this Committee, Corporate ICT Services was requested to provide notifications by text message to Members advising them of ICT outages and problems which would impact on their ability to use their ICT equipment, particularly when working from home.

3.7.2   Typically this would be in relation to issues affecting the network or portal services, generic problems affecting internet access or issues relating to the email system. This was seen as particularly important as it is not always clear when working in an isolated situation whether the problem being experienced locally is part of a more widespread issue.

3.7.3 In order that Members receive clear messages ICT now offer a service which notifies them, by text, of any generic issue which impacts on their ICT Service availability. Effectively Members receive a text message to their nominated mobile device (either their Council-provided PDA or their own personal mobile phone) which:

a) Advises that there is a technical issue which could impact on ICT service, allowing the Member to discern that there is a generic problem and not something which is specific to them individually (in which case, they should seek assistance in the usual way by means of logging a service desk call), and,

b) Confirms when the problem has been resolved so that they are confident that normal service has been reinstated (or enabling them to conclude that there is a secondary issue for which a service desk call would be the appropriate route to seek assistance).

3.7.4 This service was introduced in July 2010 but initial take-up was relatively low. Following the power outage at the beginning of September, which had a significant impact on all ICT services (and is covered below), the number of Members who subscribed to the service increased dramatically. Around 50% of Members have now nominated the mobile phone number to which such messages should be directed.

3.7.5 Due to this increase in subscribers we are now seeking to extend the service to also provide updates on incidents outside of core support hours.

3.8 **MAJOR INCIDENTS**

3.8.1 Due to a failure within the Cable and Wireless network the Council was without Internet service on 20th August and again briefly on 26th of August. Services have been restored and stable since 26th with the underlying fault identified and fixed. However, as Cable and Wireless are in breach of the Service Level Agreement they have been issued with a service credit notice.

3.8.2 There was a power outage on 2nd September and 6th September that impacted on core services across the Council. A report has been circulated to Members and CLT. ICT will provide a further, verbal update at the meeting.

4.0 Implications For Council Policy And Governance

4.1 There are no implications for Council policy or governance.

5.0 Legal And Resource Implications

5.1 There are no legal or resource implications

6.0 Conclusions

6.1 The projects and services included in this report are designed to provide members with enhanced technical support using established industry best practice processes.

7.0 Recommendations

7.1 Members are asked to note the content of this report.