



ICT Update for COSP

Strategy Delivery / Business Website /

App Development

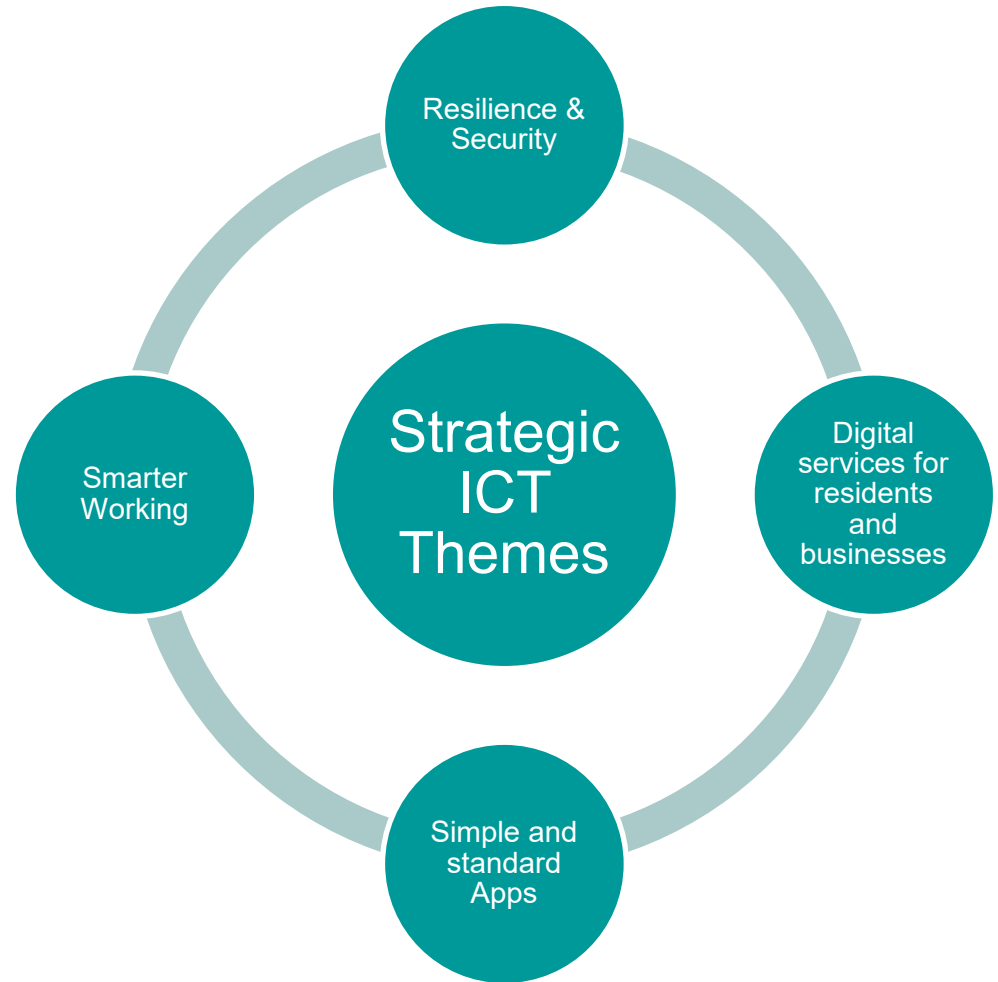
24 June 2021

Rob Beere

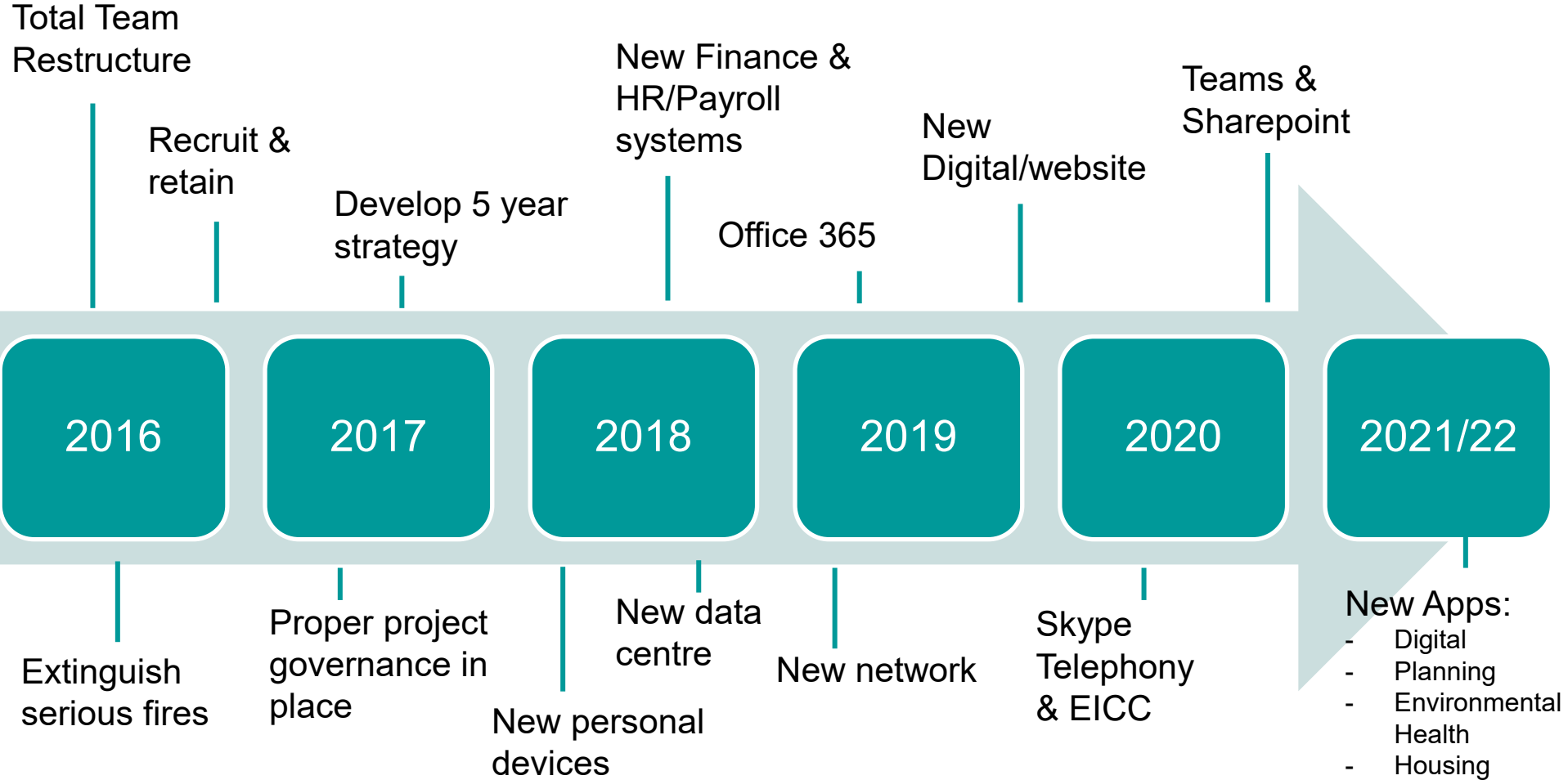
Reminder: ICT Strategy 2017-2022

Four Key Themes

- Resilience & Security
- Digital services for residents and businesses
- Simple and standard applications
- Smarter working



Making it happen: NFDC's ICT Journey



Delivered Since Last Report in Nov 2020: Resilience & Security

- We have completed the configuration of our failover solution between our primary and secondary data centres (Gosport and ATC respectively).
- This means that in the event of a catastrophic failure of our primary data centre at Gosport we would be able to continue by ‘failing over’ to our secondary centre at ATC.
- Once the ‘new normal’ is established, we will be conducting a full disaster recovery test over a weekend during the autumn of 2021. This is not something to rush and requires very careful planning and agreement from all council services in case of unintended consequences (ie not able to fail back to Gosport).
- Future work to keep NFDC’s ICT software and hardware current and effective will be handled as ‘Business as Usual’ from the annual Resilience and Security budget to ensure that NFDC systems remain stable, up to date, and secure from cyber-attacks.

Delivered Since Last Report in Nov 2020: Digital Services

- There were a number of NFDC peripheral websites running on older, unsupported versions of Goss software (eg H&L, Safer New Forest) and these have been updated onto newer software. Forestnet will be migrated in 2021/22 once it is clear on requirements for new intranet.
- Progress has been made on optimising the new website, and research into potential vendors for further Digital services.
- Much focus on back office systems for Operations and Waste Management with workshops to explore the scope and functions required.
- We are on track to launch further Digital services in 21/22.

Delivered Since Last Report in Nov 2020: Simple & Standard Applications

- Project RS (Regulatory Services) is the replacement of the large and complex Acolaid application for Planning and Environmental Health. This has proceeded through requirements gathering to the procurement phase with day-long demonstrations from each potential vendor happening during June 2021. We are aiming to go live with the new application early in 2022.
- Housing Management System (HMS) is the replacement of the large Orchard application for Housing. The business case for replacement has been prepared and potential vendors' solution are being assessed. We are aiming to go live in mid 2022.
- A new system called Truckfile has been implemented in MLD workshop to improve the management of NFDC's vehicles.
- A project to replace the Telecare system which manages Careline and CCTV is being progressed over the next 12-18 months.

Delivered Since Last Report in Nov 2020: Smarter Working

- Microsoft Teams was implemented for all conference calls in January 2021 to replace Skype conferencing. This has been a gamechanger for the quality of conferencing during the pandemic and has facilitated collaboration with external organisations.
- NFDC devices have been offered to all members and have been issued to more than 50%. These have enabled smoother working during the pandemic for those members whose own devices were struggling. As far as possible members enjoy the same IT experience and features as officers to ensure consistent and equitable working.
- A new mobile phone contract including new smart phones for staff was procured between January and June 2021. This will improve smart working for all staff and in particular should make operational / housing maintenance staff more able to communicate with the rest of the organisation.
- We are working on implementing Microsoft Teams for all external phone calls into and from the council. This should be live by end of 2021
- We are working on Teams Collaboration, currently in ICT pilot phase. As well as smaller, but no less useful apps Office 365 such as Forms, Lists, Planner.
- Finally, we have a large multi-phased project to implement Microsoft SharePoint to replace Meridio for document management and record keeping and to enable better collaboration and sharing of documents across council officers and services. The first phase of this is in the process of going live now and subsequent phases will go live during the remainder of 2021 and into 2022.

Financial Summary

Updated Position - June 21

	Actuals to 31/03/2021	Budget 2021/22	Budget 2022/23	Total	Original Budget
	£000	£000	£000	£000	£000
Resilience & Security	191	130	0	321	300
Digital services for residents and businesses	57	223	120	400	400
Simple and standard applications	41	325	250	616	750
	289	678	370	1337	1450
Smarter Working	614	170	54	838	750
	903	848	424	2175	2200

Last but not Least: Business As Usual

- We didn't want to finish this report without making reference to the day to day ICT services which help so much to keep the council functioning. This has never been more evident than during the pandemic when officers and members are so dependent upon their devices, applications and the network.
- Some highlights:
 - The ICT Hub at ATC has provided a drop off / pick up / resolution point for all of NFDC and has been resourced every day in person throughout the pandemic.
 - The ICT Service Desk has been on line remotely every day and resolves in the region of 1,000 tickets every month, with normally more than 80% resolved on first contact.
 - The ICT Infrastructure team has ensured our Data Centre servers and network connections are maintained. They also have worked to ensure that end user devices are fixed/replaced/re-built when any staff or members have problems. ICT Infrastructure staff have ensured the VPN (which enables NFDC staff to connect seamlessly from home) is optimised by restarting it regularly and improving it with new releases throughout the pandemic.
 - The ICT Applications team has supported and updated our applications, both to keep them current and to add new functions.. New features have been added to virtually every application in the last year, covering everything from the website to finance to GIS. This team also works closely with our project managers to ensure that new applications will integrate with existing applications. The decoupling of H&L systems has been managed by this team to ensure that Freedom Leisure are able to pick up ICT services fully from 1 July.
 - Finally the ICT Security team has ensured that NFDC stay safe and secure from cyber attacks of all kinds. They proactively plan strategies to help us avoid being compromised, such as training modules for staff and new protection software at our boundaries, and also respond rapidly to incidents and attacks, such as phishing or ransomware emails.

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