



**Joint Committee of the London
Boroughs of Brent, Lewisham and
Southwark**
5 March 2019

**Report from the Interim Managing
Director of Shared Service**

Shared ICT Service Update

Wards Affected:	N/A
Key or Non-Key Decision:	N/A
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	N/A
No. of Appendices:	One: <ul style="list-style-type: none">• Shared ICT Services Board Pack
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	Steve Treddinick Interim Managing Director of Shared Service Steve.Treddinick@brent.gov.uk

1.0 Purpose of the Report

1.1 This Report provides an update on the Shared ICT Service.

2.0 Recommendation(s)

2.1 The Shared ICT Service Joint Committee is asked to:

- a) Note the actions being taken in Section 3 – Detail
- b) Note the contents of the Performance Pack as outlined in Section 3 – Detail (Performance) and Appendix A

3.0 Detail

Summary

3.1. Over the period since the Committee met, the number of critical service outages has continued to reduce, this has led to a vastly improved service stability however work continues in this area.

- 3.2. The volume of calls logged has remained consistently high, however the resolution figures continue to be good for Priority 4, Priorities 1,2 & 3 incidents require significant improvements to achieve the Service Level agreements.
- 3.3. Progress has been made in all areas of the Service Improvement Plan, with additional activities planned and in progress for the current period.
- 3.4. An updated governance model was ratified at the Joint Management Board in February 2019.

Service Improvement Plan

- 3.5. The Service Improvement Plan was instigated in August 2018; a number of activities have been completed in Q3 2018/19 these activities are detailed in Appendix A.
- 3.6. In October 2018 the Joint Management Board commissioned an external consultancy company with specific technical skills and knowledge to deliver the following activities:
 - a) A Strategy for the Shared ICT Service
 - b) A Target Operating Model for the Shared ICT Service
 - c) A Technology Roadmap for the Shared ICT Service
 - d) Implementation of the Continual Service Improvement Plan
 - e) Provision of Strategic Leadership via an interim Managing Director, leading to the recruitment of a permanent Managing Director.
- 3.7. The provision of the Target Operating Model will set out a detailed appraisal of the arrangements for the Shared ICT Service going forward as discussed at the previous committee meeting.
- 3.8. This six-month contract is due to complete in end of May 2019 and remains on track to deliver the outcomes specified.

Service Issues

- 3.9. During the last reporting period there were 9 major incidents affecting the services provided, of these the most significant events were two Distributed Denial of Service (DDOS) attacks against the London Borough of Southwark and one against the London Borough of Brent. In order to prevent these issues re-occurring additional technical security controls were implemented and are now functional.
- 3.10. Performance against Priority 1,2 & 3 incidents remain an area of concern and activities in the Service Improvement Plan seek to provide solutions to address these issues. Detailed performance indicators against the agreed Service Level Agreements is included in Appendix A.
- 3.11. Revised change management processes were fully implemented in January 2019 the levels of incidents being logged due to a failed change has dropped significantly due to this change being implemented.

- 3.12. At the joint Management Board in February 2019, a proposed revised governance model was agreed to document the approach for monitoring and decision making, this does not affect the agreed terms of reference detailed in the Inter Authority Agreement. The structure of the agreed governance model is detailed in Appendix A.

Project Updates

- 3.13. Rollout projects for Laptops in the London Boroughs of Brent and Lewisham are ongoing, London Borough of Southwark have completed their pilot and a decision regarding the future direction of travel will be required.
- 3.14. The London Borough of Southwark Data Centre Migration project has experienced significant delays, officers are currently completing an options appraisal to determine the best way forward to bring this project to resolution.
- 3.15. The implementation of the Contact Centre telephony for the London Borough of Southwark has successfully completed, the wider roll out of soft phone telephone for general use is being considered in light of technology changes.
- 3.16. Core network upgrades for the London Borough of Lewisham were completed in December 2018, additional network upgrades across the 3 authorities are in flight, with a completion date of March 2019.

Procurement Updates

- 3.17. The award of a contract for Printing Services was completed in February 2019.
- 3.18. The award of the contract for Microsoft Licencing services for the London Borough of Southwark was completed in February 2019.
- 3.19. A contract register is being completed for all contracts held by the Shared ICT services on behalf of all authorities to enable timely procurement decisions to be made.

4.0 Financial Implications

- 4.1 The financial position for the shared service is currently being agreed by the three authorities, this will be taken through each authorities respective governance for financial closure in this financial year. Final financial positions for the 18/19 financial year will be presented to the next Joint Committee.

5.0 Legal Implications

- 5.1 This report is for noting. Therefore, no specific legal implications arise from the report at this stage.
- 5.2 Brent Council hosts the shared ICT service, pursuant to the Local Government Act 1972, the Local Government Act 2000, the Localism Act 2011 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012. These provisions allow one council to delegate one of its functions to another council as well as allowing two or more councils to discharge their functions jointly with the option of establishing a joint committee.

Joint committees can in turn delegate functions to one or more officers of the councils concerned. Decisions of joint committees are binding on the participating councils. However, subject to the terms of the arrangement, the council retains the ability to discharge that function itself.

6.0 Equality Implications

6.1 No equality implications arising from this report.

7.0 Consultation with Ward Members and Stakeholders

7.1 There are none.

8.0 Human Resources/Property Implications (if appropriate)

8.1 The restructure of the service was completed in June, staffing is currently stable within the service although some of the positions continue to be provided by interim resources.

Report sign off:

PETER GADSDON

Director of Performance, Policy and Partnerships