

IT Service Review

Findings of The Review Team
29th Oct – 2nd Nov 2007

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Overview

- The Review Team
- Service
- The Objectives
- What we did!
- What we learnt!
- What we are looking to do!
- Any Questions?

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The Review Team

Graeme Sindle (Lead Officer)
Dymphna Aspell (Business Solutions Officer)
David Nunn (Infrastructure Manager)
Alistair Trigg (Project Manager)
Cathie Powell (Corporate Director)
Cllr Simon Ambler (Portfolio Holder)
Cllr Chris Axam (Scrutiny)
Sarah McLaren (Facilitator)
Sue Britchford (Admin Support)

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The Service – Core Functions

- IT Desktop Support
- IT Infrastructure
- Telephony
- Business Solutions
- LLPG

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The Objectives

- Listen to our Stakeholders
- Improve the efficiencies of the Council
- Clarify IT's Responsibilities
- Priorities

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What we did!

- Preparation work
- Meeting with staff - SWOT analysis
 - Customer satisfaction survey
 - ❖ Good results - average 70%

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The Review Week

- Mon (am) - Meeting with internal stakeholders (Support)
- Mon (pm) - Meeting with internal stakeholders (Project Management)
- Mon - evening - Meeting with members
- Tues (am) - Meeting with internal stakeholders (LLPG)
- Tues (pm) – Staff Briefing
- Wed (pm) - Visit to Gosport BC
- Thurs – Reviewed info gathered and agreed outputs
- Fri – Presentation of findings / prepare improvement plan

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What we learnt!

- Good Quality of Service Provided
- Feedback Identified a Number of Themes
- We are stronger than we credit ourselves

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11 Themes Identified

- LLPG
- GIS
- Roles and Responsibilities
- Service Provision
- Training
- Website
- Effective use of Assets
- Strategic Direction
- Telephony
- Value for Money
- Communication

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LLPG

- Top Quartile of Matching Rates
- Corporate Asset
- Process Review led by Business Solutions
- Technical Integration Review
 - ❖ Cost/Benefits analysis
 - ❖ Roadmap

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GIS

- Ownership
- Out of Date Database
- Investing in Bringing up to date
- Identify Corporate requirement
 - ❖ Roadmap
 - ❖ Championing
- Return on Investment

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Effective use of Assets

- Desktop Compatibility Issues
- Housekeeping
 - ❖ email
 - ❖ Shared Drive
 - ❖ Intranet
- Greater use of Technology
- Maximise utilisation of Current Systems
- Home Working
- Access for Members

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Strategic Direction

- Technical Forum
- IT Strategy
 - ❖ Aligned with Corporate Plan
- Business Solutions Workgroup

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Roles & Responsibilities

- Customer Charter
 - ❖ IT supports O/S, Servers & Infrastructure
 - ❖ Service supports the Application

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Service Provision

- Support Hours
 - ❖ Mon – Thurs 08:00 to 17:30
 - ❖ Friday 08:00 to 17:00
- Consistent Approach for Support to all Customers
 - ❖ Talk/remote/visit
- Out of Hours Support
 - ❖ Cost/benefit analysis
- 1:1 with HoS

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IT Training

- Service Role
- Quick Help Guides
 - ❖ Telephony
 - ❖ email
 - ❖ Using Systems

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Website

- Content is the Service's Responsibility
- Structure is IT's Responsibility
- Webmaster Recruitment

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Telephony

- Good System
- Review Leisure Support
- Publish Quick Guide on the Intranet

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Value for Money

- Service provides VFM
- Structured Methodology
 - ❖ Approach
 - ❖ Documentation
- Benchmarking
 - ❖ SOCITM

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Communication

- Covered within the themes
 - ❖ Acknowledge that there is room for improvement

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What we are looking to do!

- Review
 - ❖ LLPG
 - ❖ GIS
- Publish
 - ❖ IT Customer Charter
 - ❖ Quick Guides
- Update GIS & Intranet
- Housekeeping
- Implement Home Working
- Regular Meetings with HoS

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Summary

- Long, tiring but enjoyable week
- We've listened
- We've learnt a lot
- We are improving our Service delivery to help you achieve your Service objectives

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THANK YOU
&
ANY QUESTIONS?

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