**RESOURCES SCRUTINY COMMITTEE**

**20 NOVEMBER 2007**

**B. Nicholson, Head of e-government and Information Services**

## 1. Introduction

The following report provides an overview of the operational tasks and development projects undertaken by the IS Unit over the last two months.

## 2. Operational

This includes the day to day requests we receive from the users to solve problems with their IT Systems, typically they are resolved within 4 hours.

### 2.1 Help Desk

This unit deals with the day to problems and queries from users. For the month of October they dealt with and solved 698 incidents and processed 57 service requests (typically ordering consumables).

## 3. Development

This includes minor and major projects that typically take several weeks or months to complete, the type of work can vary from the development of a software package to a departmental or organisational move.

### 3.1 Applications Development

This unit deals with the development and support of software packages, e.g. IBS the Revenues and Benefits software, Orchard the software used by EDH for housing repairs.

Projects for this month include:-

- Supporting People – redevelopment of existing system used to quantify re-charge for services delivered

- Council Tax extract of citizens for populating CRM – loading citizen details (name and address) into the CRM system used in the Customer Services Centre to enable Customer Services Advisors to identify the citizen quickly and effectively

- Database to capture and analyse responses from Equality & Diversity survey.  Data capture web page designed, waiting approval of questionnaire.

- EDH Morrisons Interface – Providing a system to transfer information from the ORCHARD system used by EDH to the IT systems used by Morrisons.

**3.2 Systems and Networks**

This unit deals with the networks that the computers use to communicate with each other, e.g. Staff at EDH Meridian Court using ORCHARD software which is installed in the main computer room at Seaside Lane, e-mail and internet access and telephony.

Projects for this month include:-

- Transfer of Horden pathfinder to Lee House and Healthworks (Seaside Lane) – this involved design and implementation of communication links between these sites and Council Offices in Seaside Lane. Both projects delivered on time and in budget.

- Review of IT Disaster Recovery arrangements.

- Upgrade of IBM AS400 (main computer used for Finance system) – due to the age of this computer it was found that an upgrade was prohibitively costly.

- Additional server procured and installed to provide users and departments with additional storage space for files.

- Customer Services Centre – working very closely with CSC to provide telephony solutions to address issues of telephone queue waiting time.

**3.3 Web site Development**

This unit deals with the day to day operation of the web site and its development.

- Easington website has been recognised as the number one website in the UK from over 400 Local Authority web sites. Each LA website is assessed every month by an organisation called Sitemorse in respect of it accessibility and integrity. Easington was assessed by Sitemorse as the best in the country.

- Easington Youth Forum website – working with the youth Forum to provide them with a website, this is now complete.

- Chester-Le-Street District Council – providing website development services to Chester-le-Street, work complete.

- Murton Parish Council – in initial stages of design and implementation of website for MPC.

- MOSS 2007 (New sharepoint) – see Information management section.

**3.4 Information Management**

- Final stages of Information Management Policy & action plan

- Working with partners in County Durham to pursue common approaches

- MOSS 2007 (New sharepoint) in conjunction with Website team
  - Currently assessing the enhanced version
    - Business Case in production
  - If trial is successful, will pursue a corporate project for:
    - Intranet-based collaborative features
      - Blogs; knowledge management; team sites…
    - Document & Records Management
      - Centralised storage; standards; retention; security; accessibility
  - Speed of implementation for basic applications
  - Other Durham auth's are also trying Sharepoint:
    - Durham City; Chester-le-Street; Durham County…
    - Thus, potential LGR benefits