RESOURCES SCRUTINY COMMITTEE

9 DECEMBER 2008

1. Introduction

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

The level of development work for the council has fallen dramatically as a result of the LGR, the main area of work now focuses on EDH.

2. Operational

This includes the day to day requests we receive from the users to solve problems with their IT Systems.

2.1 Help Desk

As well as the normal day to day work the main developments in the Help Desk include the introduction of new processes within the Help Desk, this is as a result of the Best Value Review of Support Services. It involves the introduction of processes as specified in the IT Best Practice framework (ITIL) and includes:-

- Introduction of Service Desk as a SPOC (Single Point of Contact)
- Incident Management
- SLA's (Service Level Agreements)
- Service Targets

Completed in October 2008 on target

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:-

- Development of Archouse Plus CRM module – initial scoping day with Orchard

- EDH Complaints database – development ongoing and data to be transferred from old database

Development work to support LGR includes:-

- Developing interfaces with our systems e.g. Benefits and Council Tax with new single Financial System for new council completed now entering test phase

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.

Development work to support LGR includes:-

- Linking of all networks across County Durham

4. Local Government Review

The workload on the IS Unit related to LGR is starting to increase, the Head of IS is now involved in two workstreams (ICT and Customer Access) and is the Project Manager for the new councils website.