

IT & CUSTOMER SERVICES DIVISION SERVICE PLAN 2002/2003

MONITORING REPORT

SERVICE DESCRIPTION

1.1 The Division is responsible for: -

- Co-ordinating the use of IT and achievement of E-Government Targets
- Support & Maintenance of IT Systems across the Council
- Maintaining the Council computer network and Telecoms Links
- Central Administrative Services including main reception & printing services

ACHIEVEMENTS

- 2.1 The IT & Customer Services Division is still less than 2 years old. In particular the Customer Services unit had to bring together support and administrative staff previously spread across a number of departments. It has been a key achievement for staff in that unit to create an effective team that is endeavouring to meet the support needs of a wide range of divisions.
- 2.2 In the case of IT a key step forward has been taken with the approval of both an IT Strategy and IEG Statement. This has helped to identify the way forward as the Council begins to modernise its computer systems both to address the e-government requirements and also the changing needs of system users.
- 2.3 This work has been supported by a comprehensive review of all council systems to look at whether they are in need of upgrade or replacement. It is also good to note that IT Staff are working closely with managers across the Council when they are considering new systems and to help guide them in their choice from an IT point of view.
- 2.4 Elsewhere IT staff have focussed their efforts in developing the Council website so that it is more attractive to council customers. The next challenge will be to involve managers across the council in using the website to provide a wealth of information on council services.
- 2.5 With this new activity, it is important not to forget the day to day work, that has continued with staff putting in great efforts to maintain systems and ensure that they are running effectively

AREAS FOR IMPROVEMENT

3.1 Over the next year (2002/3) key areas for improvement include

- Reviewing Council Complaints procedures to make it easier for service users to provide feedback on Council Services both positive and negative.
- Preparing for new Council Systems that will better meet the needs of systems users
- Continuing to develop the Council Web-site as a source of information for residents across South Derbyshire
- The IT Division needs to look at how it can encourage members to make greater use of IT
- Implementation of National Land & Property Gazetteer. This will ultimately provide for on-line searches and the potential to notify one central database of a change of address rather than a wide range of bodies as at present.

SERVICE DEVELOPMENTS

4.1 There were no specific service developments included for IT & Customer Services but the Division will play a key role in developing the following:-

- New Financial Information System
- Environmental Health management information system

BUDGET REDUCTIONS

5.1 The IT & Customer Services Division proposed a reduction in staffing within Customer Services, which was accepted.

5.2 This will mean that the division will have less permanent resources to cover for administrative work both within and outside the division. However attempts have been made to ensure that staff within the division work in a flexible way to provide cover for one another.

NEW/EMERGING ISSUES

6.1 There is now a need to review the way the IT and Customer Services Division following the departure of the previous IT & Customer Services Manager. This is clearly an issue that will affect the whole division.

6.2 Elsewhere thinking and guidance on e-government is developing with the first National Strategy produced. The Council will need to look at how this affects its exist IEG statement and preparations for e-government.

- 6.3 The Council has already looked to work closely with other council as a way of introducing new systems in a more cost-effective way. Where appropriate, this approach looks set to continue as we are encouraged to work more closely with other Councils.

REVIEW OF PERFORMANCE

Best Value Reviews

Focus on Years 1 – 3

Review	Completion Date (show revised date in bold italics)	Status and Progress to Date
E-Government	March 04 – Commence March 03	Some baseline work with review of IT systems Preparation of IT Strategy Preparation of IEG Statement
Customer and Reception Services	March 04 – Commence March 03	

Corporate Key Tasks

Ref	Proposed Action	Target	Progress to 31 st March 2002	Revised Target
B1	Implement new Departmental and Service Planning Framework • Produce Service Plan	Nov 01	• Divisional Service Plan produced within agreed timescales – approved by members	Target Met
C2	Improve Communication • Ensure regular meetings with Team Leaders and Managers • Proceed with Managers brainstorming meetings for Service Planning	Mar 02 Nov 01	• Programme of meetings with team leaders to be introduced following appointment of IT Manager • Managers involved in the process of preparing a service plan	Oct 02 Target Met
C4	Establish Training and Development plans for staff • All staff in IT & Customer Services to have a current training and development plan	Mar 02	• PDR interviews completed for all staff within IT & Customer Services by May 2002.	Target Met
D2	E-Government • Implement year 1 IEG action plan • Review & update IEG Statement • Raise awareness of IEG issues	July 02 July 02 Jan 02	• Working towards implementing IEG plan with emphasis on National Land & Property Gazetteer and replacement of key systems with e-government capability.	Sep 02
D4	Develop strategic approach to procurement – Egan principles • IT Consultancy provided for the procurement strategy	Feb 02	• Advice will be provided to the corporate strategy being prepared by the Policy & Best Value Team as required • Advice on IT procurement provided to Divisional Managers as they consider system replacements	Sep 02 Ongoing
E1	Implement Programme of Best Value Reviews • Customer Services • IT Services (E- Government)	Jun 02 Mar 03	• Review delayed and customer services review has been replaced by a more general review looking at customer service across the Council	

Ref	Proposed Action	Target	Progress to 31 st March 2002	Revised Target
F1	Make full use of Citizens Panel Consider use of Citizens panel as part of the Customer Services Best Value review consultation process	Nov 01	Citizens panel will be used as part of reviews but as stated previously these have not been put back	2003
F2	Monitor and review complaints - Provide half yearly reports on complaints - Investigate alternative methods of recording customer complaints and feedback	Ongoing Mar 02	- Reports being submitted to Finance & Management (next report in July) - Review of customer complaints system and information collection	Target Met Oct 02
F4	Improve on current levels of customer satisfaction - Provide quarterly briefing on IT development/progress on IEG matters - Monitor help desk statistics and customer feedback - Investigate methods of training "super users" in departments to perform first line support	Mar 02 Ongoing	- Quarterly briefing on IT issues to be introduced with the appointment of an IT Manager - Training provided to users on GIS systems with the aim of creating more experienced users that can train others.	Nov 02 Ongoing
G2	Implement Absence Management policy - Implement Absence Management Policy - Reduce overall level of absence within the Division	Nov 01 Ongoing	Interviews taking place with staff when trigger points are reached. Absence levels are monitored in line with the policy	Ongoing
L2	Improve Performance Ensure monitoring of national indicators/targets	Ongoing	Assessment of performance against BV157 carried out.	Mar 02

Departmental Key Tasks

Proposed Action	Target	Progress to 31 st March 2002	Revised Target
IT Strategy Review existing IT Strategy with specific regard to E-government	Jan 02	Review of IT systems carried out in Jan/Feb 02 – IT strategy remains to be updated	Jul 02
Replacement of Corporate Server Provision Review the existing system architecture and subject to finance, implement new server capacity	Oct 01 – onwards	Review of systems undertaken – server capacity under review in light of new systems requirements	Ongoing
Replacement of Legacy existing systems provision Investigate existing systems migration and/or development and recommend alternatives	Oct 01 – 2002	Upgrade path for all systems identified as part of systems review.	Feb 02
Implementation of new system solutions, both Mainframe and NT server based Produce in conjunction with customers, requirement specifications, evaluate suppliers, project manage the transition process and provide data migration. Subject to finance, procurement and installation of suitable communications and hardware capacity for the new systems	Oct 01 – 2005	<u>Replacement of Existing Systems</u> - Financial Information System - Revenues & Benefits Systems <u>Update & Upgrade Systems</u> - Land Charges System - Planning System <u>Introduce New Systems</u> - Flare (environmental health) - Land & Property Gazetteer	Oct 03 Jul 03 Jun 02 Aug 02 Sep 02 Aug 02
Internet and Intranet - Evaluate and attend training for selected staff - Design, build and implement the SDDC web site, incorporating customer requirements - Design, build and implement an internal Intranet service, incorporating information currently on public folders - Increase current bandwidth for Internet access	Oct 01 – onwards Feb 01 Nov 2001	- Training provided - Framework for SDDC site create - Editorial team/board created to produce content - Internal Intranet to follow creation of internet - Bandwidth for internet access increased	Target Met May 02 Jan 03

Proposed Action	Target	Progress to 31 st March 2002	Revised Target
Promote the use of IT by Members and officers • Provide Member access to Internet/Intranet • Promote the use of Internet and Internet via educational workshops and training as required	Nov 2001 Dec 01	• Machine with internet access now in place in members room • Presentation made to members about council web-site. Training on internet access outstanding	Target Met
Review existing Telecoms provision • Produce systems specification for revised telecom provision • Review existing contract and consider alternatives, subject to legal considerations • Prepare project plan for implementation	Nov 01 Feb 02 April 02	• Extensive discussion taken place with existing supplier • Revised specification produced • Proposals put forward considered not cost effective under existing agreement and budgets	Target Met
Best Value Review – Customer Services • Re-focus and re-prioritise the service and its work, in conjunction with the BV review and with regard to the changing requirements of other departments • Implement proposals from Best Value review	Nov 01- onwards April 03	• Best Value review to commence in 2003 and focus on e-government preparation and support provided by IT to these plans.	

Service/Ongoing Key Tasks

Task	Timescale	Action Taken
IT Strategy • Review Annually	Annual (January)	Next version to be submitted to Finance & Management in July.
Corporate Server support • On-going support of servers and communications	On-going	Support provided and officers evaluating server replacement needs
Systems Provision and support • Maintenance of Legacy systems in parallel with implementation of replacement systems and tailoring	On-going	Limited maintenance being carried out on legacy systems e.g. Revenues and Benefits in anticipation of their replacement by package solutions
Intranet/Intranet • Maintenance and support of Internet web site and internal Intranet site	On-going	Existing web-site being maintained with additional information placed on a regular basis
Network service • Implement alternative arrangement for internet access • Maintenance of network provision and bandwidth	November 2001 On-going	- Alternative arrangements for internet access have been implemented - Officers monitor speed of connection and usage on a regular basis
Monitoring of Customer Complaints • Investigate other methods of collecting information and feedback	On-going, but reported twice/year	- Next report on customer complaints will be submitted to Finance & Management in July - Existing complaints procedure to be reviewed in the summer
Customer Services – Printing • Turnaround work in time required by customer • Investigate ways to get closer to break-even position in short term	Ongoing March 02	
Customer Services • Re-focussing and reprioritisation of the service and job re-evaluation to take into consideration changing requirements	On-going, in conjunction with the Best Value review	- Structure of IT & Customer Services under review following the departure of the IT Manager. - Report to be submitted to Finance & Management in July

PERFORMANCE INDICATORS AND TARGETS

Best Value Performance Indicators

BVPI No.	Title	Government Target	Target 2002/03 (bold italic if new/revised)	Actual 2001/02	Estimate 2001/02	Target 2000/01	Actual 2000/01	Top Performing District Councils 2000/01
157	The percentage of interactions with the public by type which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods	N/A	30%	21%	21%	N/a	N/a	N/a