

Shadow Dorset Council

Date of Meeting	Shadow Overview and Scrutiny Committee - 7 March 2019
Lead Member	Cllr Simon Tong
Officer	Sue Joyce, Workstream Sponsor
Subject of Report	Shadow Dorset Council ICT Workstream
Executive Summary	<p>On 4 February the Shadow Overview and Scrutiny Committee received the latest Highlight Report for the Shaping Dorset Council Programme.</p> <p>This report provides an update on the ICT workstream and should be read in conjunction with the report on the interim intranet update.</p>
Impact Assessment:	<p>Equalities Impact Assessment:</p> <p>EqlA screening assessments are being undertaken for all relevant work, and full EqlAs will be carried out if the need to do so is identified by the screening process.</p> <p>Use of Evidence:</p> <p>This report is based on evidence from the ICT workstream scope, the project plan, highlight reports and input from ICT lead officers.</p> <p>Budget:</p> <p>There are a number of budget implications associated with ICT workstream, which have been shared with the Interim S151 Officer and included in the budget-setting process.</p> <p>Risk Assessment:</p> <p>The last highlight report identified the overall level of risk to the ICT workstream as red.</p>

	<p>The latest highlight report identified the overall level of risk to the ICT workstream as amber.</p>
	<p>Other Implications:</p> <p>None</p>
Recommendation	That the committee notes progress with the ICT workstream.
Reason for Recommendation	No decisions are required at this time in connection with this report.
Appendices	1. ICT highlight report (22 February 2019)
Background Papers	None
Officer Contact	<p>Name: Karen Perrett Tel: 01305 224283 Email: Karen.Perrett@dorsetcc.gov.uk</p>
Date agreed by Lead Member	26 February 2019

1. Background

- 1.1 The ICT workstream is one of the most technically demanding elements of the LGR Programme, with a broad scope spanning data disaggregation and staff and member ICT provision, and a level of risk that covers both legislative and practical 'day 1' considerations.
- 1.2 The workstream was reporting as red as a result of Social Care data disaggregation and migration issues. Of the nine milestones reported in the last period, six were green, one was amber and two, relating to data migration, were red.
- 1.3 The workstream is currently reporting as amber as a result of the Social Care data disaggregation and migration interim solution being agreed, this solution is in progress and currently reporting as on track. Of the nine milestones reported in this period, eight are green and one is amber (relating to the Social Care data disaggregation, as although on track it is recognised we are working to a tight timeline).

2. Scope

- 2.1 The ICT workstream is broken down into 5 discrete projects to deliver the day 1 requirements, each project has a Technical Lead from one of the current Sovereign Councils, and for the most part each project is being delivered using in-house resource across the Sovereign Councils. The five projects are:
 - 2.1.1 ICT infrastructure that delivers the connectivity and technical capacity required to operate safely and legally.
 - Provide connectivity to enable data and business application sharing on day 1
 - Corporate and public Wifi solution
 - Day one print solution

This project is currently reporting as green.
 - 2.1.2 The required Day 1 applications which are:
 - Local land and property gazetteer and local street gazetteer
 - Elections
 - ModGov
 - Car Parking
 - Cash receipting

This project is currently reporting as green. The convergence of these line of business applications will result in savings of ~£50K in on-going maintenance and support costs for 2019/20.

The majority of services will continue to operate as usual on day 1 using their current line of business applications. ICT will work with service areas to provide the technology and collaboration tools required to support them through transformation.

- 2.1.3 Collaboration tools that will support the new organisation to ensure employees can work together, across sites, systems and networks effectively on day 1.

To ensure the Dorset Council Microsoft environment is delivered by 1st April 2019 it has been necessary to employ a Microsoft Gold Partner to design and deliver the new

environment for Dorset Council. This is being delivered in two stages as outlined below:

Stage 1: Design and deliver the new environment sufficient to the needs of day one so that on day 1:

- One Global address list: A single combined contact list of all users across the existing organisations
- Read access to all calendars: Initially read only and later full access
- One Dorset Council email address @dorsetcouncil.gov.uk
 - Existing outlook systems will continue to be used but will show as a dorsetcouncil.gov.uk address to the user.
 - Login on day one will be the same as day before
- Skype IM facility as a minimum: Instant messaging (chat) and presence

Stage 1 is currently reporting as green.

Stage 2 - build on stage 1 after 1st April to secure Dorset Council operations to provide:

- A Dorset Council consolidated organisation
- A single sign-in to the new organisation
- A seamless user-service
- The technology platform to create the Dorset Council Intranet
- Facility for intranets to be consolidated to a single corporate intranet
- SharePoint and OneDrive consolidation
- the functionality to migrate traditional shared team and personal drives to SharePoint and OneDrive (deliver the digital strategy)

Planning for Stage 2 is currently underway.

2.1.4 Processes and Systems that will support Dorset Council

- a. ICT incident support for all sovereign councils' ICT service desks will remain the same for day 1, using the same contact numbers/other channels as now. Each service desk will continue to support employees and Members of continuing 'legacy' ICT services using their separate (and different) service desk toolsets.
- b. Dorset Council will have a single service desk tool being used across all transitioning ICT teams/functions to support a joined-up approach to managing Dorset Council's new Day 1 ICT services and supporting the convergence of ICT teams and services following Day 1.
- c. After the May Election Dorset Council Members will be provided with a corporately owned, personally enabled device providing assurance that the Members all have a device fit for purpose and allow members the freedom to use the device for wider democratic roles and personal needs.

- d. Provide support, training and induction to balance getting new Members up and running quickly after their election, enabling them to perform their key basic ICT functions, whilst also establishing personalised learning plans and signposting to relevant associated learning support (e-learning, self-help information, training etc) which will over time assist the Member to work increasingly effectively in the new Digital Council.
- e. Consolidate the four existing Microsoft Agreements into a Dorset Council Microsoft Agreement to license the Microsoft products it relies on. Merging into a single agreement will result in ~£92K cost reduction.

This project is currently reporting as green.

2.1.5 Data Disaggregation

To ensure all the data in relevant applications is successfully migrated to BCP with access to support East Dorset transfer on 1st April.

160 applications were identified as potentially needing data migration, after detailed business analysis 70 of these applications were confirmed as needing to have some form of data disaggregation by the 1st April 2019. The majority of these applications are on reporting as on track.

This project is currently reporting as amber as, although there is an agreed Social Care data disaggregation interim solution and is currently on track to deliver, it is acknowledged on both sides that we continue to work to a tight timeline.