

Meeting:	Overview and Scrutiny Committee
Date:	22nd November 2005
Subject:	Harrow IT Services Update Report
Responsible Officer:	Director of Business Transformation
Contact Officer:	Group Manager, ICT
Portfolio Holder:	Finance and Performance Management
Key Decision:	No
Status:	Part I
Enclosures	Harrow IT Services Improvement Plan

Section 1: Summary

Decision Required

None – the report is for information only.

Reason for report

Part of the regular reporting requirement.

Benefits

N/a Report for Update only

Cost of Proposals

N/a Report for Update only

Risks

N/a Report for Update only

Implications if recommendations rejected

N/A

Section 2: Report

1 Capital Projects

As part of the ongoing implementation of the ICT Strategy first published in October 2003 Harrow It Services are continuing to work on and deliver against the action plan. This primarily covers key areas of upgrading the Infrastructure and preparing the platform upon which the Business Transformation Project will be delivered. In addition there are a number of tactical projects that are being progressed in advance of the introduction of the initial BTP projects.

The attached progress reports describe the current status of this programme of works.

2 Key Programme Achievements

- 2.1 The systems used by the Public Realm area have now been replaced. The MVM is now in use at the Depot and related areas in the Civic Centre. The next stage will move Planning, Building Control and Community Safety into the system. These areas have decided to implement the system in their areas in January.
- 2.2 The first phase of the roll out of the HOST project for People First went 'live' on October 31st. Another department will go 'live' on 21st November (HLDT). Most areas will be implemented on the new system by March 2006.
- 2.3 A number of infrastructure projects will be completing within the next few months. All remote sites will have an upgraded connection to the Civic Centre. The re-cabling project is following on from the refurbishment programme.

- 2.4 The first stage of the implementation on the Storage Area Network is nearing completion. Phase 2 is being brought forward to accommodate the BTP project.
- 2.5 The projects being implemented as part of the e-Government programme are in progress. Harrow are on track to meet the target of 100% online service delivery by the end of 2005 as a result of the facilities provided by capital programme funding.
- 2.6 Digital TV is now 'live' as an access channel for Harrow citizens, to service information.

3 IT Improvement Plan

In October of last year Harrow IT Services began the process of implementing an 18 – 24 month improvement plan with the first 3-9 months focusing on the following areas. This plan has been revisited in the light of the BTP project. The plan is attached in the appendices. The plan addresses:

- HITS Structure
- Performance Indicators
- Help Desk
- Services Portfolio Review
- Customer Focus

3.1 HITS Structure

The HITS restructuring process has been re-started and a revised structure has been put forward. Progress has been made with the MMR process and IPADs.

The work already performed on the previous restructure on Job/Role profiles is still valid and will be used.

3.2 Customer Focus

The Customer Focus programme is ongoing with the HITS Tours proving a great success. Additional work and effort is still required.

3.3 Overall Improvement Programme

As part of the Business Transformation Project Capita have committed to improving HITS. Part of this involves the placement of Interim Management to assist the Service Managers. In addition Capita are providing an Interim Head of IT to provide the day-to-day management of the department and to implement their improvement programme.

The Service Level Agreement for the Strategic Partnership (BTP) identifies a number of Key Performance Indicators and Composite Performance Indicators that will be used to measure and monitor the performance an improvements being achieved.

4 Performance Indicators

HITS continues to monitor its activities against a set of Performance Indicators that have been defined as part of the SLA and the annual Service Plan. These are used not only to monitor performance but also to measure and monitor continuous improvement. They also highlight areas that need to be monitored more closely and have the processes and procedures re-engineered.

The latest report is attached as Appendix 3.

5 BVPI 157 – E- Government

Best Value Performance Indicator 157 is a measure of the number of types of interactions between the citizen and the council that are enabled for electronic service delivery as a percentage of those that are capable of electronic delivery. As at 30th October the BVPI 157 score was 87% e-enablement. This is in line with the councils overall e-government target of 100% e-enablement by end of December 2005.

Quarter 2 BVPI Current Score - 87%

We are progressing towards meeting the e-government BVPI157 target (100%).

The areas we are now concentrating on are getting on-line payment facilities established in service departments. These facilities are available and in use, but need to be spread wider. The main effort is needed in Urban Living and People First, which will be addressed over the next few weeks.

The attached report (appendix 4) shows the current status broken down by department.

Section 3: Supporting Information/Background Documents

Appendices:

- Appendix 1** – Service Improvement Plan
- Appendix 2** – Capital Project Progress Report
- Appendix 3** – Performance Indicators
- Appendix 4** – BVPI 157 Scores