

## Report to SCDC scrutiny – Summary of the situation with 3C ICT

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### 1. My current view of the current situation with ICT

I have completed my '100 day report', this contains my analysis of 3C ICT and the relationship to the 3 partner Councils. This needs to go through a review process before it can be published; as soon as that has been completed it will be shared.

#### Summary

3 of the key findings are:

- 3C ICT is an **effective** IT service but is still maturing and hampered by legacy
- **Differences** in the three councils add to the workload and detract from the value we can add to you – our councils
- The **shared** vision, strategy and roadmaps are excellent

3 key areas where I would wish to see change:

- Different management of **risk** for delivery, investment & change across the councils & 3C ICT
- An updated **business case** setting us all up for future success
- Converged / **aligned** processes where 3C ICT is the common touch point

### 2. Where you see things being in six months' time

In six months we will have:

Completed key stages of the process reviews shown below

- Incident management process, P1 process vs Major Incident (including critical service requests) –*expect to have reviews complete and amendments made to processes*
- Problem management –*expect formal process to be adopted*
- Service Desk system (Hornbill) – *expect improvements to the processes in the system, improvements to the portal and increased functionality for workflow and reporting/volumetrics*
- Change process – *expect review to be complete and recommendations for changes documented*

All SCDC staff will have been migrated to Council Anywhere IT

### 3. What your short term priorities are

- Ensure project and operational delivery
- Publish and circulate the 100 day report, gather feedback and plan next steps as a partnership with the three councils
- Recruit permanent Deputy Head of IT (Operations)
- Recruit permanent Information Governance Manager
- Set in place sustainable funding for the Digital team
- Complete the build of a project schedule (with input from the three Intelligent Clients) – Note the main priorities have been agreed

### 4. Any timescales for the scheduling of transitioning legacy systems and consolidation of programmes

This forms two parts:

- Part one - completion of the Server Room Consolidation project for which we have a project plan with timescales – expected end of August 2019
- Part two - development of the application lifecycle matrix to show when and which applications need upgrading and replacement. To be done alongside a 'rag' rating of applications – expected Oct 2019