



### **What is 3C ICT?**

3C ICT is an ICT service shared between Cambridge City (CCC), Huntingdonshire (HDC) and South Cambridgeshire District Councils (SCDC).

### **Why has a shared service been created?**

The main reasons for the shared service are to:

- save money by reducing the overall ICT cost
- improve the service we deliver to customers
- increase resilience.

### **What changes have been made so far?**

A full management team is in place across the three councils and the majority of the remaining roles have been filled. We have advertised externally the remaining vacant posts and will be interviewing in April.

### **Who's who in the new structure?**

The attached organisation chart details the structure, teams and individual roles in the shared service. Please note that the chart shows permanent staff only - a number of the vacant roles are currently being covered by contractors.

### **How will the changes affect Members?**

On a day-to-day level you shouldn't see much of a change and will continue to receive the level of support that you are used to. Some things may look a little different to begin with as the names and responsibilities of some of the teams have changed – for example, some of the services previously provided by the Helpdesk (now called the Service Desk).

Please bear in mind that some staff members have moved, or will be moving, into new roles with new responsibilities and we ask that you support them during their transition. One of the ways you can do this is to call the Service Desk on (01954) 713400 in the usual way, rather than contacting individuals directly.

We will do our utmost to provide an uninterrupted, high level of service and appreciate your patience during the transition period.

### **How will I know who to contact?**

For the time being, please continue to contact the Service Desk. We are reviewing our communication channels and will share the new ways of contacting us when we are in a position to launch the combined 3C Service Desk.

### **Where will 3C ICT staff be located?**

Staff will be located across all three councils so you will still be able to speak to someone in person at South Cambridgeshire Hall if needed.

### **How will I know of any future changes?**

We will keep you fully informed of the progress being made and any changes that may affect the service you receive from 3C ICT. We are working on building a 3C ICT intranet site where we will post updates and information.

### **The Shared Service Catalogue – what is it?**

The service catalogue outlines the key functions that the 3C ICT service will deliver to each of the three councils. Each council has chosen which services they wish to take - for example, web support will be provided to HDC only as CCC and SCDC's websites are supported externally. Each manager now owns sections of the catalogue and is completing their parts. We are aiming to have the next version of the catalogue updated in April.

### **Who are the Intelligent Clients and what do they do?**

Each council has an Intelligent Client who will work closely with the head of service and the 3C ICT management team to help shape the strategy and plan for the shared service. This important role will ensure that the demand for each council is understood and managed appropriately by 3C ICT. The Intelligent Clients are:

- Jonathan James – CCC
- John Taylor – HDC
- Phil Bird – SCDC

### **Who is the Head of Service?**

Dave Lawrence is the interim Head of Service for 3C ICT. Dave brings a vast amount of experience in IT Transformation Programmes which is of great value to support us in building a strong team and implementing the structure that the ICT partnership requires to deliver excellent customer service. Dave's initial focus is on developing new ways of working and identifying the key projects to enable transformation, for example by providing solutions for effective flexible working and digital transformation.

### **New email addresses / branding**

You may have noticed that some staff members now have 3C ICT emails addresses (name.surname@3csharedservices.org). The 3C email domain has been implemented and was rolled out to all 3C ICT staff on 1 April 2016.

A logo for the shared service has been designed and will be used on all documentation and communications. This is also attached for your information.