

CABINET MEMBERS REPORT TO COUNCIL

25 June 2019

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For the period 1 April 2019 to 31 May 2019

1 Progress on Portfolio Matters.

The rollout of IT equipment and services for members has largely been completed and attention will now turn to the commissioning and further development of the ModernGov member support system.

Support for the elections process, including the refresh of the web based results map was completed successfully.

The application of a significant number of software patches and updates to servers, desktops and laptops has taken place to ensure their security and availability. These patches are issued on an ongoing basis by software vendors such as Microsoft, Adobe etc. They range from minor functionality improvements and or “bug” fixes to urgent mandatory updates to address security or reliability problems discovered in their software. The application of these patches is required to retain our connection to the “Public Sector Network (PSN) in order to exchange information securely with other Public Sector partners such as the DWP.

Web forms to support the digitisation of the Building Control process have gone live and a number of forms supporting the Business Process Re-engineering(BPR) in Environmental Health(EH) have been released to users for final testing.

An account management system for the management of Garden Waste services and the payments relating to them has been developed and has gone live. This builds on the work done to transfer the billing from Kier to the Council last year to provide a sustainable Customer Management System allowing for changes to service on an individual customer basis.

Work has continued on the implementation of the new Service software systems “Assure” in EH and “Uni-Form” in Planning.

In the case of the Planning system significant effort has been deployed in cleansing and extracting many years of data from the current system in preparation for importing into the new system.

Additionally, an interactive Planning design guide to support consultation has gone live:

<https://designguide.north-norfolk.gov.uk/>

This model can also be used as the basis for future interactive consultation activities.

The cash receipting system has also had a major upgrade during this period.

2 Forthcoming Activities and Developments.

The wireless network at Cromer and Fakenham will be replaced as the current system is end of life. This will improve the coverage, speed and security of the Council's wireless network.

Work on implementing the scheduled improvements to the data storage infrastructure will be undertaken. This will improve the reliability and resilience of the storage arrangements in Cromer and at the DR site in Fakenham.

Remaining servers will be upgraded to ensure they are on a secure and supported version of the operating system.

Further webforms will be developed and deployed in support of the EH BPR and other service areas.

Work will continue on the implementation of the Management Reporting System : "InPhase" specifically the emerging corporate plan will included.

Work will commence in the IT elements generated by the change of the waste contractor. This will be a significant project which will need to be delivered in line with the Waste Contract procurement process. This will mean that IT resources to support other activities will be limited during the implementation phase between October 2019 and May 2020.

Following the systems outage on the 11th June 2019, a report on which has been submitted to Cabinet, an analysis of the root causes and the resultant service unavailability is under way. This will form the basis of an action plan designed to reduce the risk of such outages in the future and to provide a greater level of resilience to high priority services. Work on any urgent changes to resilience arrangements will be undertaken, immediately with a more comprehensive medium and long term improvement plan to follow. Initial review of Revenues & Benefits business processes will be undertaken, specifically looking to improve the timeliness and effectiveness of handling customer contacts.