

## **CABINET MEMBERS REPORT TO COUNCIL**

**25th July 2019**

### **CLLR. SARAH BÜTIKOFER - CABINET MEMBER FOR IT**

For the period 1 June 2019 to 30<sup>th</sup> June 2019

#### **1 Progress on Portfolio Matters.**

##### **Service Outage**

The post incident analysis of the significant IT outage has continued with an online survey and reflective learning workshops for stakeholders. These have been designed to capture the issues arising from the outage to provide learning to help prevent and better mitigate future events.

The root cause analysis (attached) from Dell indicates environmental conditions in the data centre (salt air) contributing to the failure of the storage system. As a precaution the data centre environment is now being managed by the full air conditioning system, rather than the evaporative cooling system that was installed some years ago to save energy costs.

IT are now in consultation with the maintainers of the air handling system to identify any improvements and/or risk mitigations we can implement to remove or reduce this risk.

In parallel with this activity, IT are developing a wider action plan to improve the functionality of services available across a range of Disaster Recovery/Business continuity scenarios.

A more detailed report of the outage and issues surrounding it is being prepared and will be made available to members in advance of the Full Council meeting. (Because of the ongoing debrief process it was not possible to publish that item in time for the agenda paper publication.)

The first element of this is the already funded and planned for enhancement to the storage arrangements, to give near real time backups between Cromer and Fakenham.

Work is currently in place to reorganise the Data stored in the system. Whilst this is a necessary precursor to the deployment of the new back up arrangements.

##### **Business as usual updates**

Work has commenced on the IT elements generated by the change of the waste contractor. At this stage liaison is taking place with other authority's IT reps to ensure a consistent joined up approach to supplier and authority IT

arrangements.

In phase – The management reporting system has been configured ready to host the Corporate Plan and reporting against progress when this is ready for publication.

Assure – The Environmental Health (EH) system and associated Business Process reengineering/improvement is continuing with a new version being installed in this period. The resignation of the EH project lead will require some review of work allocations and responsibilities which is likely to result in the transfer of some work to IT staff from service based staff.

Uniform – Work on the planning system continues with the significant project milestone of the test data migration approaching in August. The system has also been upgraded to a new version in this period.

Alongside this an interactive online map has been developed to allow users to identify any planning issues with any area of land they might be interested in developing:

<https://maps.north-norfolk.gov.uk/wmlpublic/Map.aspx?MapName=FindIT>

Open Revenues – The project has begun to re-procure the service software which supports the Revenues and Benefits Service. At this stage system requirements and potential solutions are being collated with a view to moving to re-procurement in the coming months.

An upgrade to the Council Tax self-service system has been commissioned and tested and is ready for service. This is called “Open Portal” and offers an improved user interface and look and feel.

Work has started on the commissioning of an upgraded WiFi network to cover both Cromer and Fakenham offices. This will offer better in office coverage and greater data rates and capacity.

Further Laptops have been deployed replacing desktop PC’s to further improve the ability of officers to work flexibly from anywhere with public or private WiFi coverage.

## **2 Forthcoming Activities and Developments.**

The action plan arising from the analysis of the learning from the recent significant IT outage will be finalised and prioritised to ensure greater resilience against future outages.

IT will procure, install and commission the storage improvements to upgrade the backup facilities between Cromer and Fakenham to allow near real time

replication of data.

Publicise and launch of enhanced Council Tax & Benefits self-service account management system "Open Portal" from Civica.

Further web forms developed for EH covering a variety of service areas including Food Safety re-inspections will go live.

IT will work with Legal to clarify the implications of GDPR and FOI on the requirement for a member constituency case management system.

IT will be concluding the preparations to complete the test data export from the legacy planning system and its subsequent load into the new planning system Uniform.

IT will progress the implementation of the upgrade to the Council's Telephone payments system to allow it to be used for all Council payment types. This will then allow the cessation of taking card payments manually on the phone which is not permitted following changes to the Payments Card Industry (PCI) regulations.

IT will progress the work to develop the requirements/options appraisal for the provision of a free Citizen Mobile App to North Norfolk residents to allow secure one to one customer service and communications.

The Management Information System, In-Phase, will be loaded with the emerging Corporate Plan to allow on-line access and tracking of progress against the objectives contained in it.