

CABINET MEMBERS REPORT TO COUNCIL

24 June 2020

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For the period March 2020 to June 2020

1 Progress on Portfolio Matters.

The primary focus of the IT team has been providing the Home working Capability to facilitate the Council's response to the Covid 19 Pandemic.

This has included rapid enhancements and provision of new facilities across the Council covering all IT work areas from Webform development to Laptop Rollout, network and security upgrades, and applications upgrades and support.

Over 90% of Staff and elected members can now carry out their core role duties at home.

This has included:

- The deployment of 250 laptops and support of a significant number of home systems to allow them to connect securely to the NNDC network and systems.
- Deployment of Web based print & post facilities
- Rapid development and deployment of a number of webforms in support of Covid 19 related processes.
- Construction and publication of multiple website information and support resources.
- Major Upgrades to the network and firewall.
- Configuration and Deployment of 3 Video Conferencing Systems
- Reconfiguration of Service Software (eg Revs & Bens; eFin;) to support remote working.
- Extended hours and weekend user support arrangements.
- Development of a number of Covid 19 related Sharepoint sites and associated data reporting tools in In Phase.

2 Forthcoming Activities and Developments.

The major focus for the next few weeks will be to support the changes needed to allow the recovery phase to operate effectively.

This will include major changes to the infrastructure in the Council Offices to allow the large number of laptops to connect appropriately when used in the Council Offices. It will also need further significant deployment of equipment such as large monitors etc. to allow staff working from home on an ongoing basis to do so efficiently and safely.

The recently commissioned Citizen mobile app will be progressed through this period to the point that it can be demonstrated and tested in mid-late September.

Further applications and web changes will be required to support new ways of working to ensure we retain and embed the positive elements of the shift to more online and transactional services.

We will continue to enhance the Customer Relationship Management System to ensure it supports effective communications with the residents of North Norfolk.

Work will recommence on the commissioning of the new planning system Uniform and work will start on market testing for the replacement and/or update of the HR management System and the Finance System.

3 Meetings attended

Gold Command meetings
County IT liaison meetings