

CABINET MEMBERS REPORT TO COUNCIL

23 September 2020

COUNCILLOR SARAH BÜTIKOFER CABINET MEMBER FOR CORPORATE SERVICES & STRATEGY (IT)

For the period June 2020 to September 2020

1 Progress on Portfolio Matters.

Support for remote working users is still consuming a significant amount of IT resource.

A number of Web Forms, Analytics and Reporting systems have been delivered to support the allocation of Covid19 relief grants and other Covid19 related response activities

The Environmental Health System has been upgraded as a part of the ongoing technology refresh of the “M3” system to the “Assure” system

The contract for the Council’s asset management system “Concerto” has been re-let.

The contract for the provision of Mobile Phone and Data services has been let to a new supplier. Costs are broadly in line with the old contract but the Council will have increased data allowances.

The Finance system elements that deal with cash handling and receipting has been upgraded.

A number of obsolete servers have been upgraded to the current standard

2 Forthcoming Activities and Developments.

The Council’s three year Microsoft Enterprise Agreement ends in December. The abolition of the Central Government negotiated discounts would have resulted in significantly higher costs for the Council. Officers have been working closely with County IT to access the discounts they have access to which should mitigate any cost increases

Work has restarted to deliver the infrastructure and data necessary for the new Planning system “Uniform” go live which is scheduled for this December.

A new GIS Based Protected Tree Register will be launched to coincide with

the Uniform go live. This will replace the existing textual based system with an interactive map of all protect trees in the District

The HR System Contract will be re-let and any resultant changes will be implemented.

The bandwidth upgrade between Cromer and Fakenham will be commissioned following an extended wait for the service provider to upgrade their internal networks to support the Councils requirements. This will allow the long, planned, enhancement of the data backup facilities which will significantly improve our ability to maintain services and in the speed of recovery from outages in the Cromer offices.

The integration of the Councils' online payments facilities will be moved from Capita to Gov.Pay this will result in some cost savings and an improved level of customer services.

Work will continue to enhance the facilities in the Cromer Offices to accommodate a variety of home/office based working arrangements and patterns.

The integration with Serco IT systems following the waste contract change of service providers; will continue to allow online reporting of missed bin collections and other Waste related issues directly to Serco without requiring NNDC officer intervention will go live in October.

3 Meetings attended

A recently reinvigorated Norfolk IT Managers forum held a successful on-line meeting to share best practice and knowledge. Regular future meetings are planned.