
Report To:	Policy & Resources Committee	Date:	2 February 2016
Report By:	Chief Financial Officer	Report No:	FIN/16/16/AP/AMCD
Contact Officer:	Allan McDonald	Contact No:	01475 712098
Subject:	ICT Services Performance & PSN Update		

1.0 PURPOSE

- 1.1 The purpose of the report is to update Committee on the performance of ICT Services, provide updates on a number of projects including the Scottish Wide Area Network and report on the Public Services Network (PSN) Compliance Process.

2.0 SUMMARY

- 2.1 ICT continues to provide a high level of service despite increasing demand from users and the reduction in resources. It has a range of ongoing projects that will improve reliability and delivery of services and is working with a number of services to identify opportunities to implement new ways of working and drive efficiencies.
- 2.2 The Servicedesk continues to deliver a high quality service that has rated highly in Customer Satisfaction exercises. There is a challenge to ensure that this is maintained in light of ongoing and increasing resource pressures. The majority of the day to day work that the servicedesk undertakes is in the Schools. With an increasing emphasis on the use technology in the classroom, ICT works closely with QIO colleagues in Education Services to ensure that the service delivers in line with educational priorities.
- 2.3 The Scottish Wide Area Network (SWAN) is a single public services network for the use of all public service organisations within Scotland. It is being delivered through a framework contract with Capita IT Enterprise Services. More than 4,600 sites will be connected to the initial network including schools, council offices, hospitals, GP surgeries, and pharmacies. The Council is now transitioning its Wide Area Network onto SWAN.
- 2.4 The Council has successfully concluded its 2015/16 PSN Connection Compliance process and has been awarded its accreditation certificate until November 2016.

3.0 RECOMMENDATIONS

- 3.1 That the Committee note the performance detailed in the report and supporting appendices.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

- 4.1 As part of the ongoing restructure of the Council's Services. ICT Service became part of Finance Services on 1st April 2015.
- 4.2 ICT Services provides 5 main functions as part of its overall service:
- Servicedesk – Incident Response and Service request
 - Server and System Support
 - Network and Telecommunications
 - Application Support and Development
 - Project Management
- 4.3 The service provides support from 08:40 – 17:00 (16:30 Friday) and delivers a highly efficient and very cost effective service as evidenced by SOCITM Benchmarking where the service is consistently benchmarked as one of the lowest spending services per customer/device of all 32 local authorities.
- 4.4 The Scottish Wide Area Network (SWAN) is a single public services network for the use of all public service organisations within Scotland. The transition process is now underway and is scheduled to be completed by late February 2016 when all Council sites will be connected to SWAN.
- 4.5 The Public Services Network (PSN) provides connectivity to other public sector bodies including UK Government Departments and agencies and other public Sector bodies. As SWAN develops it is envisaged that most Scottish Public Bodies will become members and that this network will become the main route for interconnected services within Scotland. As SWAN will be connected to PSN, compliance certification remains a key requirement for the Council.

5.0 Performance

- 5.1 ICT Services provides a range of functions critical to the ongoing delivery of services to staff, pupils and customers of the council. Despite ongoing budgetary pressures, ICT Service has continued to meet and exceed Service level targets. Appendices 1 and 2 show the high level performance across a range of targets:
- Servicedesk Incidents
 - Servicedesk Service Requests
 - Internet and Web Access
 - Email
 - PC Refresh
 - Projects Update
- 5.2 Servicedesk Incidents. These tables shows a steady number of Incidents being received by the servicedesk on a month by month basis. The number of calls that fail to be resolved within the agreed Service Levels remain low and the overall Service Levels remain well above the current 80% target. An incident is defined as an issue that impacts directly on the ability of a member of staff, a team or service to continue to perform their job. Common examples are PC failures, Application errors, Interactive Whiteboard bulb replacements.
- 5.3 Servicedesk Service Requests. These tables also shows a steady number of Service Requests being received by the servicedesk on a month by month basis. The number of requests that fail to be resolved within the agreed Service Levels remain low and the overall remains well above the current 80% target. A Service request is defined as an additional requirement. Common examples are additional network points or equipment, office moves or the provision of a bespoke application.
- 5.4 Internet and Web Access. This report shows the number of visitors to the main council website www.inverclyde.gov.uk. It shows an improvement in the number of pages being visited since

the website was refreshed in May 2015. These enhanced statistics detail the way the site is being used and by which type of device.

- 5.5 Email. The Council receives an average of just under 500,000 incoming emails each month. The figures in these tables show the breakdown of legitimate mail against spam messages and mail that contains viruses and malware.
- 5.6 PC Refresh Programme. The Council currently has a five year PC refresh programme. This table shows the number of devices refreshed in each of the last five years. From 2016/17 a six year refresh programme is being introduced. The 2016 Refresh programme is scheduled to begin following the conclusion of the SWAN Transition Programme.

6.0 IMPLICATIONS

6.1 Finance

Financial Implications:

There are no direct costs arising from this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

6.2 Legal

There are no legal implications arising from this report.

6.3 Human Resources

As per the 2016/17 budget, a restructure has been approved which will deliver a £23,000 saving while improving management and delivery capacity.

6.4 Equalities

Has an Equality Impact Assessment been carried out?

Yes

No

This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

Repopulation

6.5 There are no repopulation issues arising from this report.

7.0 CONSULTATIONS

7.1 None

8.0 BACKGROUND PAPERS

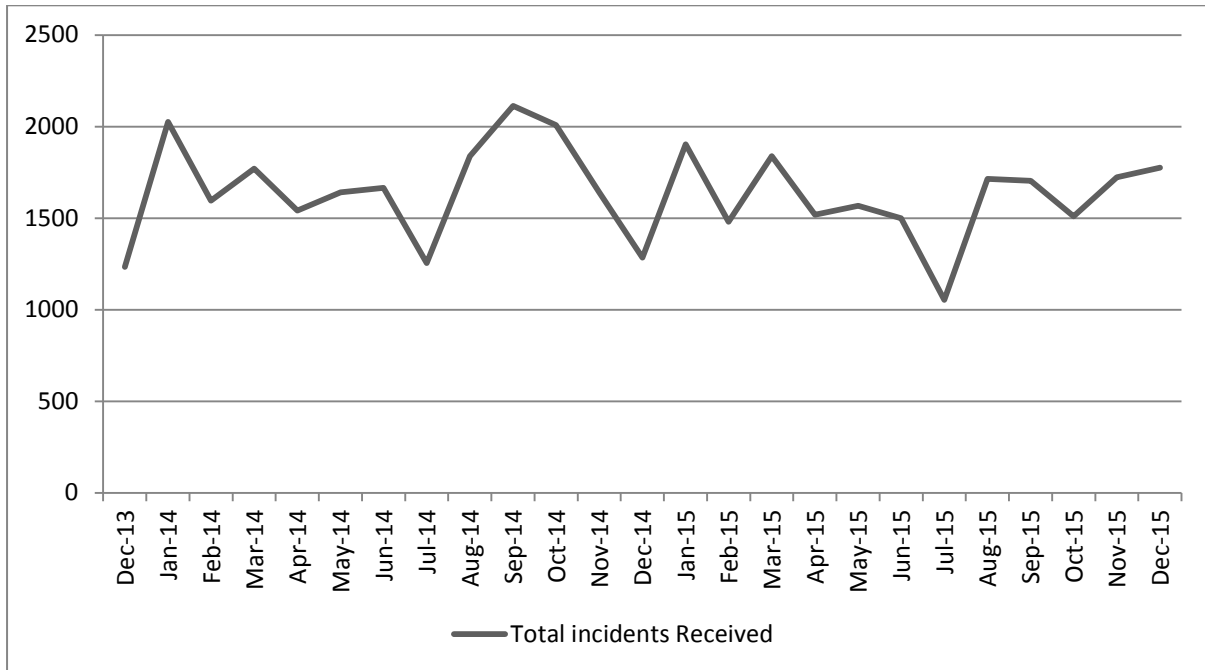
8.1 None

Appendix 1 – Performance Statistics – 2 February 2016

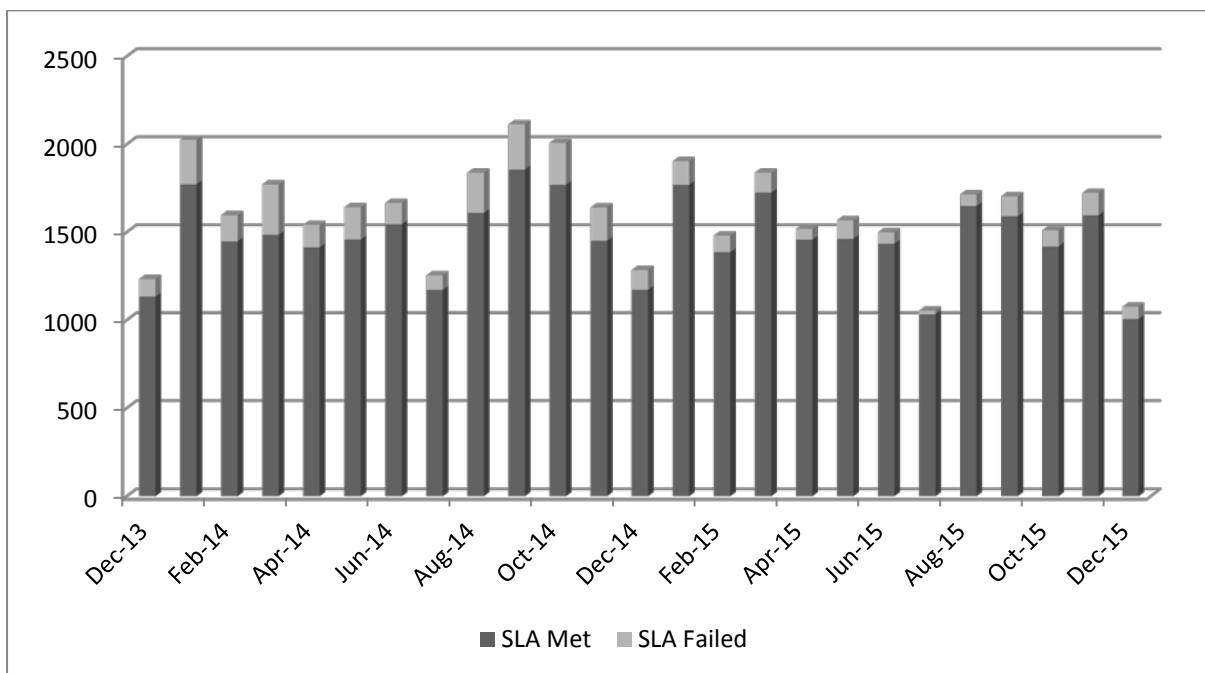
Section 1 - Servicedesk

1.1 Incidents

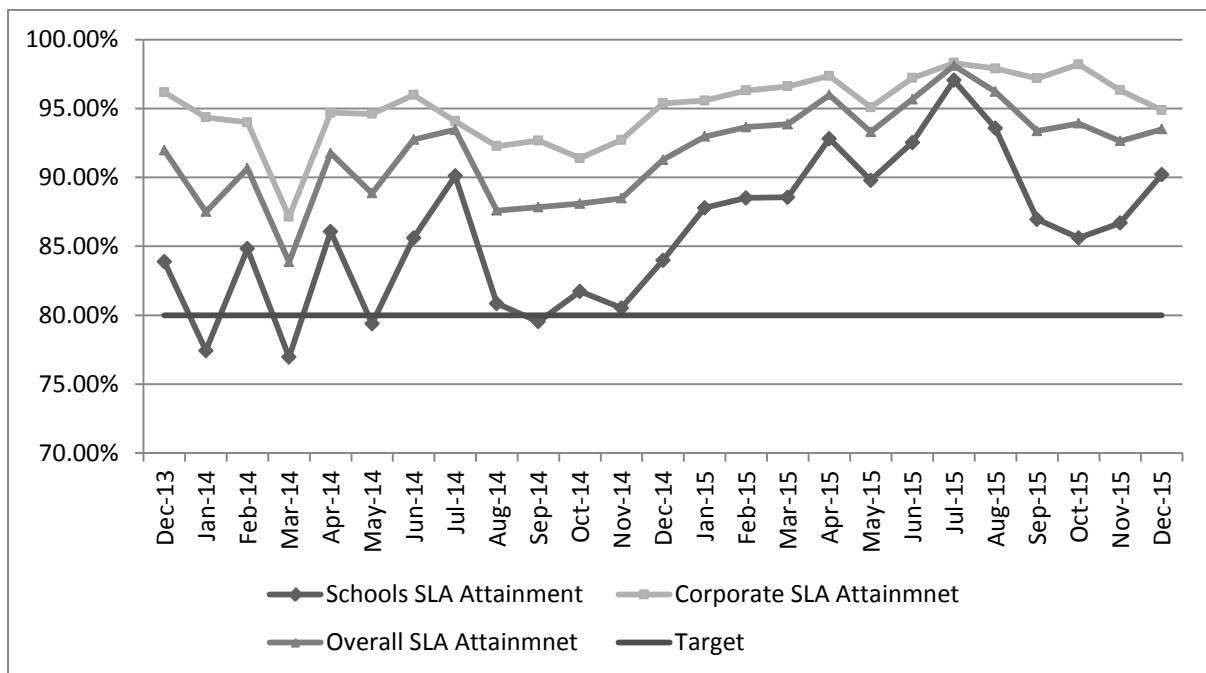
Incidents Received



1.1.1 - Incidents Met/Failed within SLA



1.1.2 - Monthly Service Level Attainment - Incidents



SLA Details

VIP Users

Priority	Target Resolution Time
Critical	3 hours
High	4 hours
Normal	7 hours
Low	21 hours
Long Term	No target

Standard Users

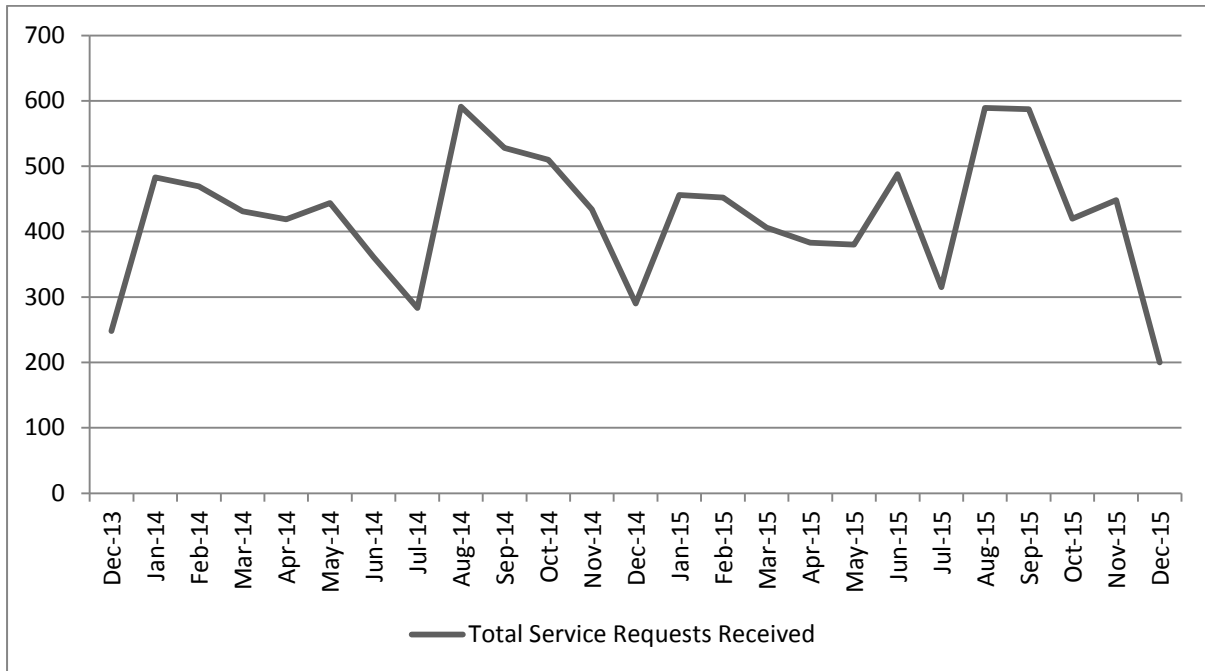
Priority	Target Resolution Time
Critical	4 hours
High	7 hours
Normal	21 hours
Low	35 hours
Long Term	No target

SLA Attainment is 80% of incidents resolved within Target Resolution Time.

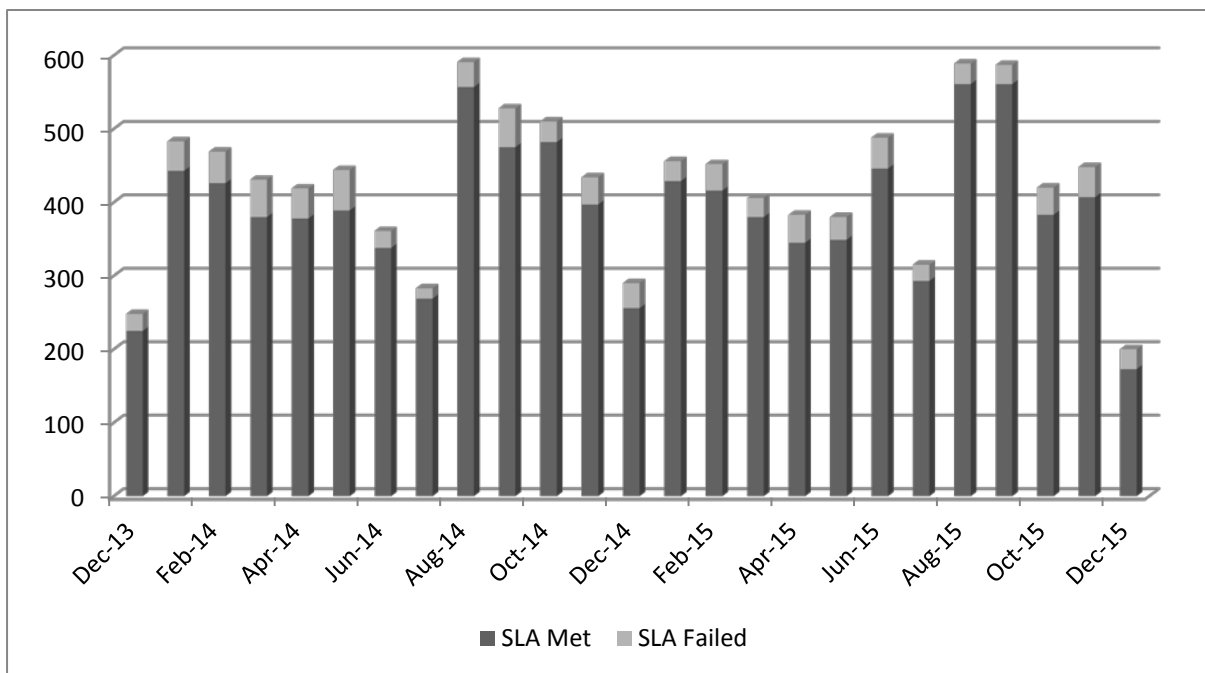
A typical Service request is unlocking a user account or password, software errors, PC faults, PDA, whiteboard and projector issues.

1.2 - Service Requests

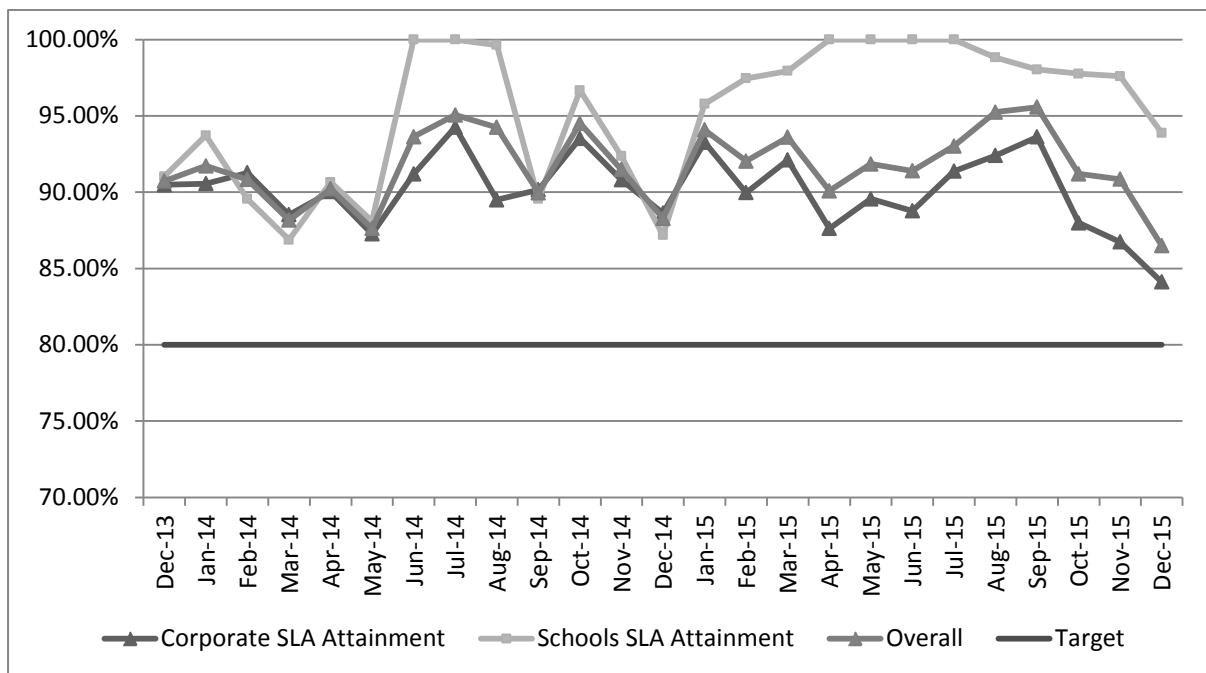
1.2.1 - Service Requests Received



1.2.2 - Service Requests Met/Failed within SLA



1.2.3 - Service Level Attainment – Service Requests



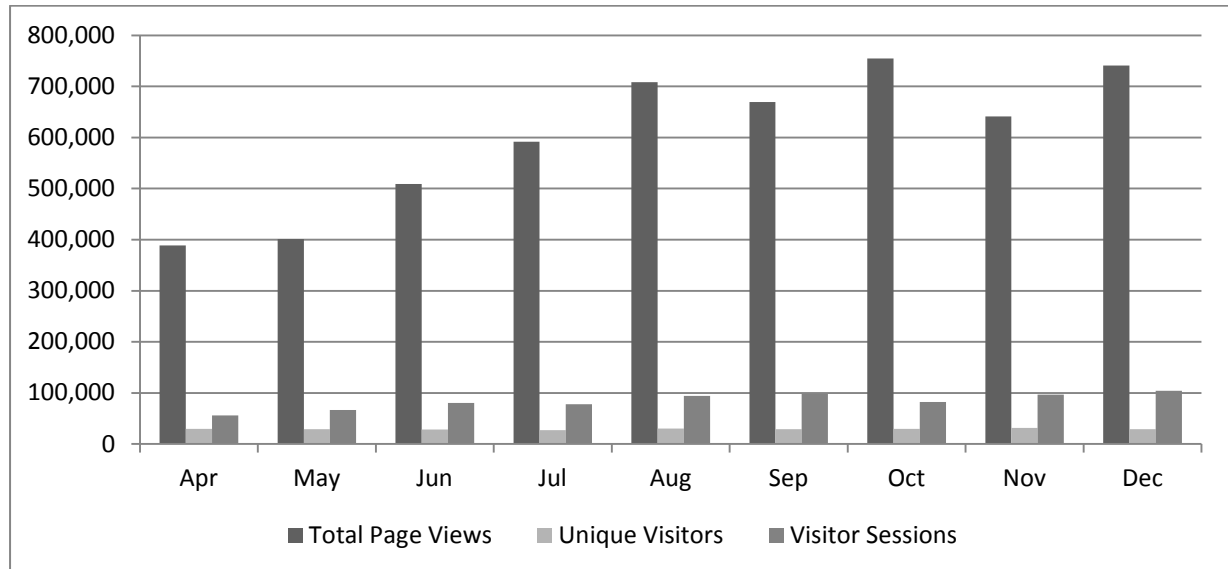
SLA Attainment is 80% of incidents resolved within Target Resolution Time.

A typical Service request is provision of a new user account, a new PC or Laptop, relocation of existing services.

Section 2 - Internet and Web Access

2.1 - www.inverclyde.gov.uk – Site Statistics

Refreshed website launched May 15 – Figures for April 15 are Pre-Launch



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Page Views	388377	401122	508999	591627	708289	669637	754667	641444	741066
Unique Visitors	29781	29101	28248	26948	30336	28852	29493	31555	29172
Visitor Sessions	55928	66811	80088	77765	94170	98802	82340	96648	104338

Page View: A single view of a single web page from an individual visitor to our site.

Unique Visitor: Unique IP (web) address to identify our viewers.

Visitor Sessions: The number of times a unique visitor returns to view the site after leaving for more than 20mins.

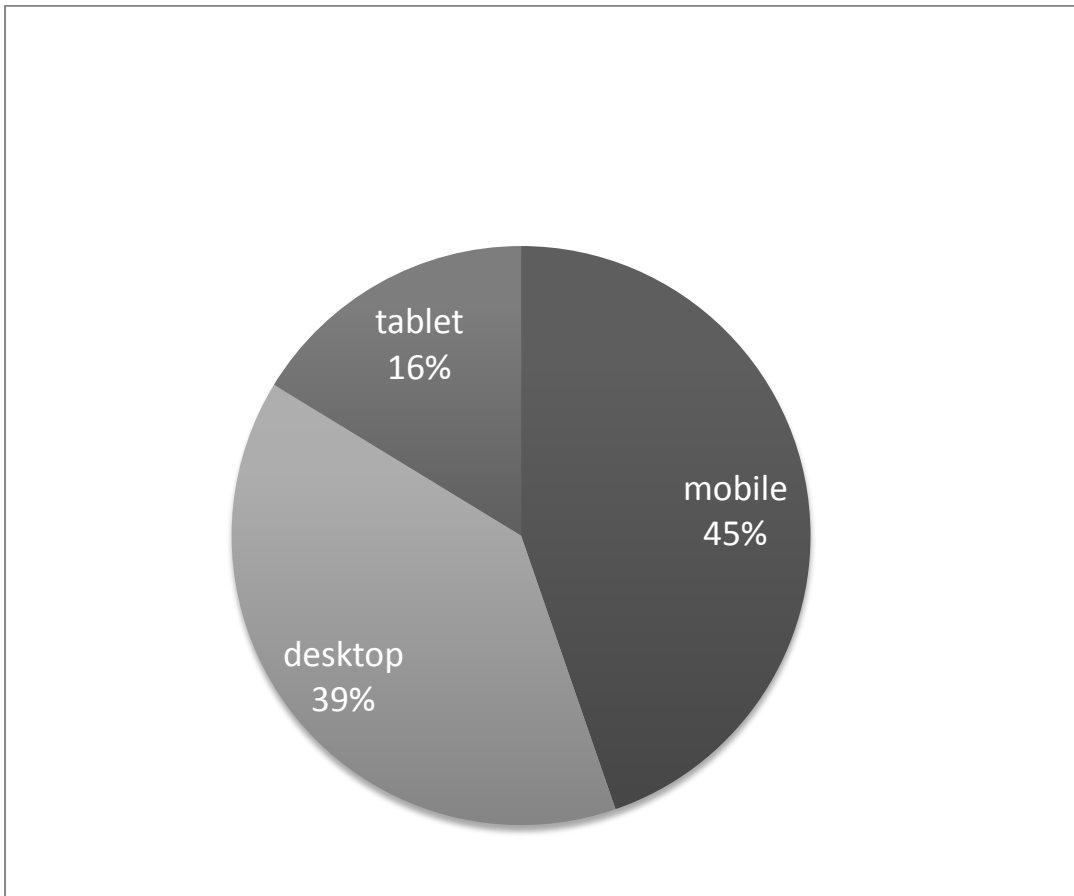
2.2 - Most Popular Pages Visited

Page	Pageviews
/tourism-and-visitor-attractions/victoria-tower-webcam	12992
/education-and-learning/schools/schools-holidays	4910
/environment/recycling-and-waste-services/recycling-centres	2474
/council-and-government/contact-us	2090
/environment/recycling-and-waste-services/when-are-my-bins-collected	2083
/environment/recycling-and-waste-services	2005
/education-and-learning/schools	1298
/forms	1259
/advice-and-benefits/winter	1157
/environment/recycling-and-waste-services/winter-information-2015	914
/jobs-and-careers	858
/jobs-and-careers/apply-for-a-job/essential-recruitment-information	816
/community-life-and-leisure/libraries	736
/health-and-social-care	694
/events	669
/council-and-government/council-tax	636
/council-and-government/pay-it-online	540
/committee-meetings	485
/council-and-government/pay-it-online/paying-your-council-tax	474
/environment/roads-lighting/road-works	466
/planning-and-the-environment/planning-applications/how-to-view-planning-applications	440
/jobs-and-careers/apply-for-a-job	421
/planning-and-the-environment	411
/environment/recycling-and-waste-services/general-information-about-bin-collection-and-recycling-services	400
/planning-and-the-environment/planning-applications	375
/advice-and-benefits/housing-benefit-and-council-tax-reduction	365
/council-and-government/council-tax/council-tax-bands	353
/education-and-learning	336
/environment/roads-lighting/parking-inverclyde/penalty-charge-notice-pcn	334
/community-life-and-leisure/libraries/catalogue-and-my-account	307
Certain pages such as A-Z lists, the search page etc. have been removed so that only primary content pages are shown.	

2.3 - Top Search Terms – these are the most common terms entered into the Search Bar on the home page:

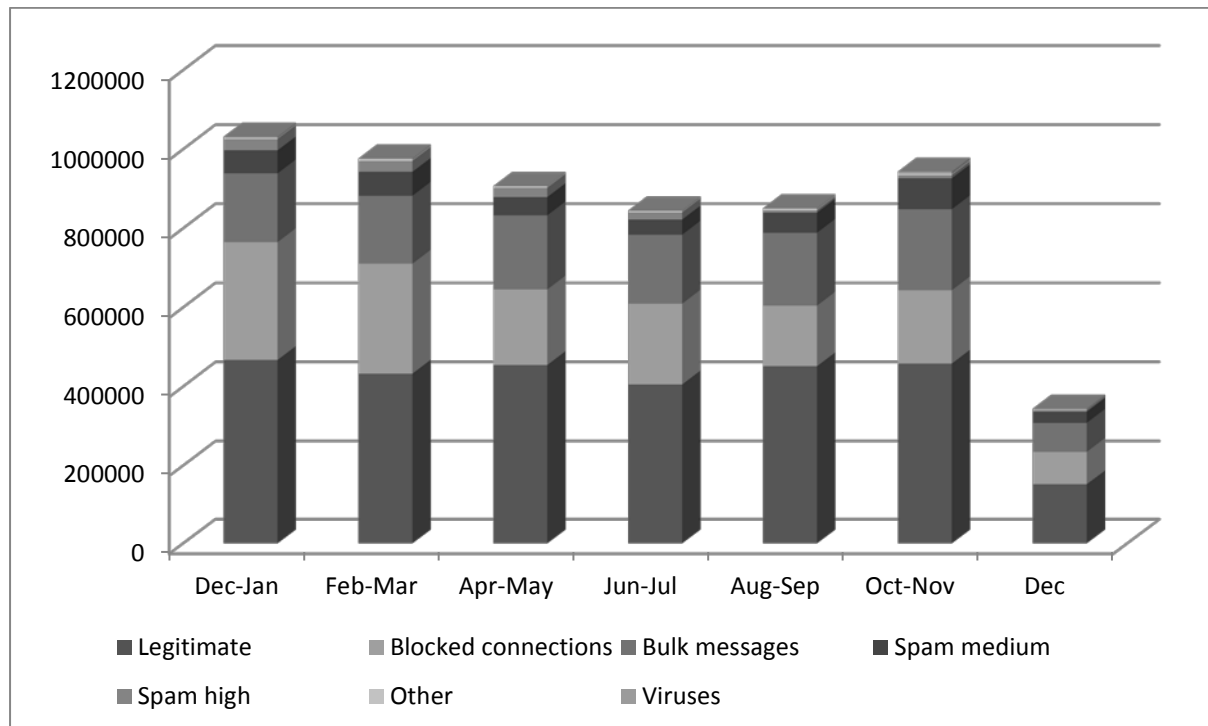
School holidays
Council tax
Bin collection
Christmas bin collection
Planning
Refuse collection
Parking
Jobs
Recycling
Vacancies
Chief executive
Christmas

2.4 – Web Browsing by Device Categories



Section 3 - Email

3.1 - Inbound Email Volumes – Yearly Trend



	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul	Aug-Sep	Oct-Nov	Dec
Legitimate	467162	432543	454348	405179	451245	458053	151765
Blocked connections	297711	277855	190897	204157	153105	185383	82711
Bulk messages	173919	171801	187484	174417	184279	204797	73417
Spam medium	58351	60657	46193	38485	51106	78427	28190
Spam high	28290	27312	23309	17859	5359	7460	3885
Other	3233	4489	3690	3202	4245	4123	973
Viruses	2803	1842	678	1618	1357	5092	3018
Totals	1031469	976499	906599	844917	850696	943335	343959

Blocked connections – sources identified as being nodes where spam originates.

Bulk messages – messages with multiple recipients, usually marketing type emails

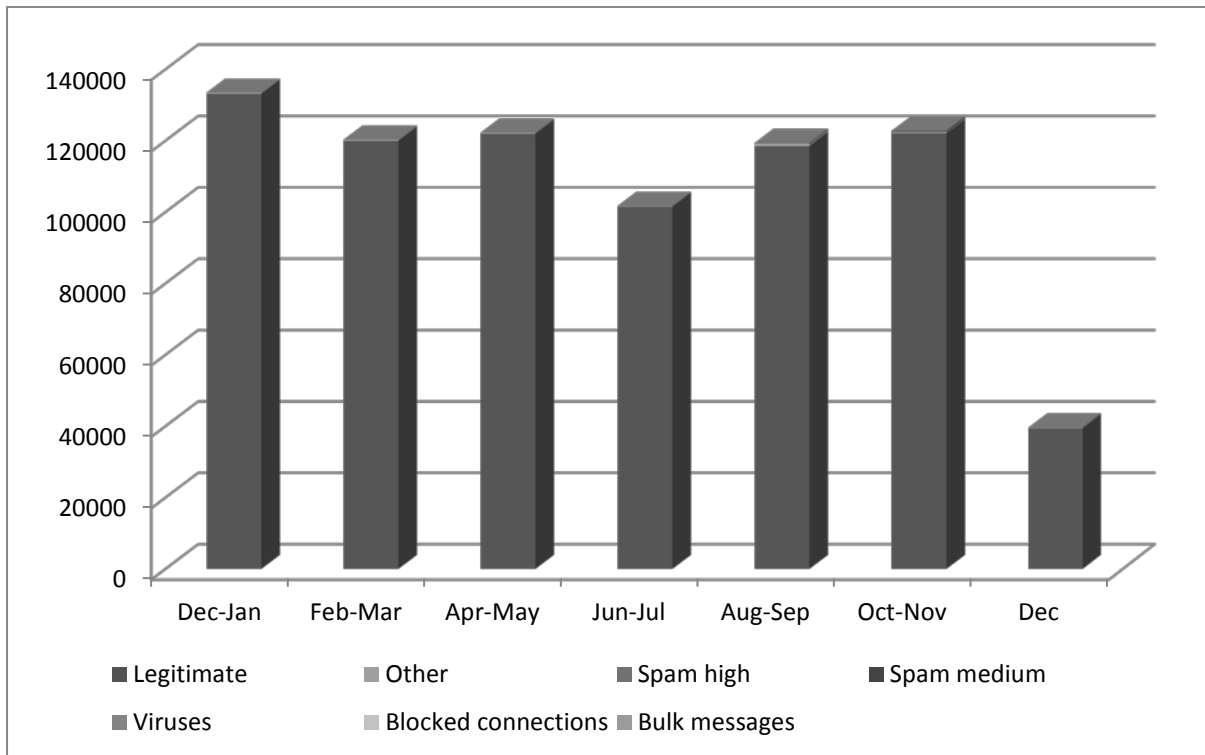
Spam medium – messages with a medium probability rating of being Spam – a message is forwarded to recipient asking if the email is to be released.

Spam high – messages identified as being with a high probability rating of being Spam – automatically quarantined.

Other – offensive or racist language, inappropriate content.

Virus – messages containing malicious software designed to disrupt system use or create a data breach.

3.2 - Outbound Email Volumes



	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul	Aug-Sep	Oct-Nov	Dec
Legitimate	133126	119932	121932	101478	118450	122040	39338
Other	339	330	310	201	777	336	126
Spam high	1	0	0	34	81	286	187
Spam medium	11	21	21	18	78	118	21
Viruses	0	0	0	2	0	0	0
Blocked connections	0	0	0	0	0	0	0
Bulk messages	0	0	0	0	0	0	0
Totals	133477	120283	122263	101733	119386	122780	39672

Spam medium – messages with a medium probability rating of being Spam – a message is forwarded to recipient asking if the email is to be released.

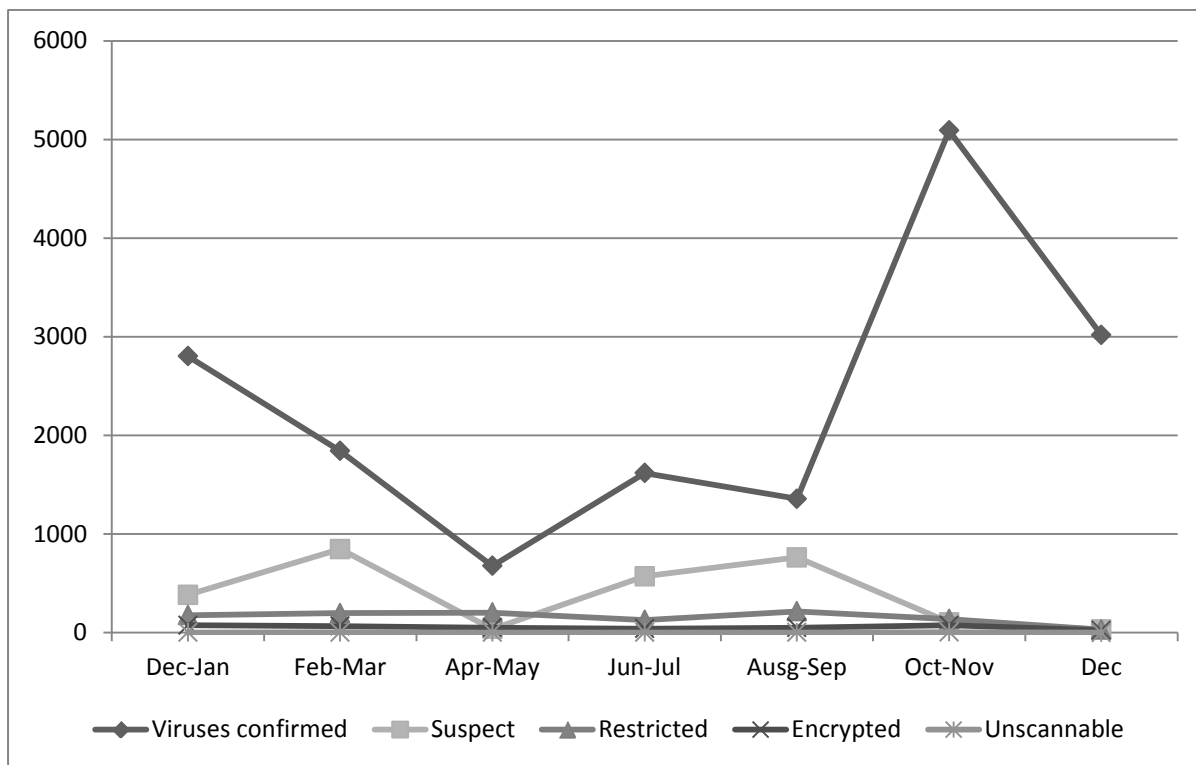
Spam high – messages identified as being with a high probability rating of being Spam – automatically quarantined.

Other – offensive or racist language, inappropriate content.

Virus – messages containing malicious software designed to disrupt system use or create a data breach.

Note. The majority of irregular messages detected are false positives. Legitimate reports containing potentially offensive language, titles or contents of messages that have similar phrasing to typical bulk or spam emails.

3.3 - Inbound Virus Trend – Last 52 weeks



	Dec-Jan	Feb-Mar	Apr-May	Jun-Jul	Aug-Sep	Oct-Nov	Dec
Viruses confirmed	2803	1842	678	1618	1357	5092	3018
Suspect	384	847	38	572	763	105	33
Restricted	178	198	204	128	216	138	31
Encrypted	76	67	51	41	51	76	23
Unscannable	3	4	2	2	3	6	1

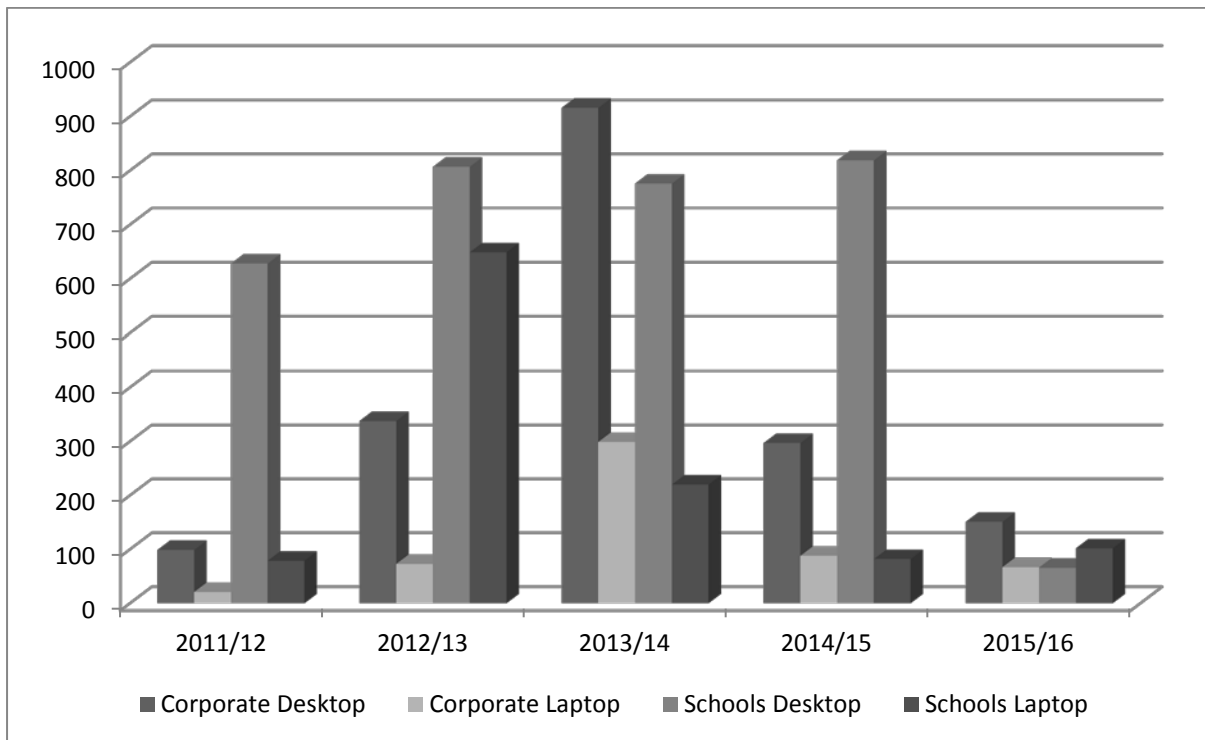
2 Significant attack vectors have been identified during Quarter 3 of 2015 that have resulted in a significant increase in emails infected with malware being detected and blocked by Anti-Virus Software:

Dridex is a strain of malware designed to eavesdrop on victim's computers in order to steal personal information such as usernames and passwords, with the ultimate aim of breaking into bank accounts and siphoning off cash.

CryptoRansomWare – A series of virus and malware which try to infect and then encrypt the data on PCs and across networks. Files are encrypted and are only unencrypted when a bitcoin ransom is provided a code is provided in return to allow files to be accessed again.

Reports that arrests have been made in Cyprus regarding the Dridex attack, which may have a positive impact on the number of infected emails being sent.

Section 4 - PC Refresh programme



Year	2011/12	2012/13	2013/14	2014/15	2015/16
Corporate Desktop	99	338	916	297	151
Corporate Laptop	21	73	299	88	67
Schools Desktop	628	807	776	819	66
Schools Laptop	79	649	220	82	102

Appendix 2 – Projects Update

1 - Scottish Wide Area Network (SWAN)

Transition of the Council Wide Area Network to SWAN has now begun. The first transition occurred on the 7th January, with Circuits in the ICT GMB Data Centre being connected to the new network.

The ICT Service Delivery Manager has been coordinating the project with SWAN, Capita IT Services and representatives from each site.

The current projected completion date for the transition to SWAN is the 23rd February 2016.

2 - Public Service Network (PSN)

The PSN Code of Connection Compliance accreditation process has now been completed for 2015/16.

A full audit of ICT Security, the IT Health Check & Network Penetration Test, completed by a third party Security Consultant in September 2015. A number of recommendations were produced and implemented by ICT.

The reaccreditation documentation was submitted to the UK Cabinet Office in October 2015. Following review the Council was awarded its PSN connection compliance certificate for 2015/2016 in November 2015.

During the process it was noted that some of the Council ICT Security Policies were due for refresh, including the Acceptable Use of Information Security (the AUP) and this has been referred to the Information Governance Security Steering Group.

3 - Digital Access Strategy

3.1 - Council Website

As previously reported the refreshed website was launched in May 2015.

Following a request from Committee, ICT Services met with a number of elected members to provide an overview of the design and functionality of the new site.

Site numbers continue to rise, following a modest increase immediately after the refreshed site was launched we are now seeing month on month usage continue to grow, with almost double the number of page views and visitor sessions now being recorded. The number of unique visitors remains relatively stable however, which would seem to indicate that those who use the website are using it more, and that the council may need to assess how to promote the use more widely within the community.

Information from search requests and page visits show that by far the most popular information being looked at by visitors to the sites are regarding information on Schools (holidays in particular) and Refuse Collection and Recycling.

Mobile devices including tablets now account for over 60% of all visits. Mobile phone visits increased almost 111% in December. Visits from tablet users rose over 243% in the same period. Desktop visits decreased by around 4% further highlighting the overall trend towards mobile devices.

Further developments such as Schools Online Payments and Customer Self Service and additional online payments should drive more traffic to the site.

3.2 - Customer Services – Kana Upgrade

The upgrade Kana Customer Services systems went live on 31st August 2015 .

Initial work to implement the Self Service Portal (SSP) has been instigated and is progressing well. A number of services offered by Roads, Transport and Waste Collection have been identified as suitable pilots and will be accessible from the main council website.

Employee Mobile is an app for mobile devices which enables council officers to be notified, take ownership and expedite cases logged in the KANA system. There have been initial discussions with a number of services to implement pilot projects. ICT Services are also looking at implementing an element of this system for its technicians.

Citizen Mobile is also an app for mobile devices which offers similar functionality to the Self Service Portal. This will provide another route to services for citizens. The app takes advantage of the GPS positioning and camera technology inherent in the devices to capture rich and accurate data to attach to the case created in KANA system.

3.3 - EDRMS

The Corporate Electronic Document Management System is now well established in Revenues and Benefits and the HSCP. Further opportunities are being explored in OD, HR & Communications. This project continues to drive efficiency opportunities for service and, dependent on appropriate value for money tests being achieved, could be further deployed across other Council Services.

As part of this process a review of network storage is being undertaken.

3.4 - Schools Online Payments

ICT Services are working with Education Services and the Improvement Service to develop a business case to implement a Schools Online Payment System. A Parental Survey is being undertaken to provide feedback on whether such a service would be welcomed by parents.

3.5 - Secure GCSX Mail

A contract for the provision of a new Secure Email facility has been agreed with Vodafone UK. All staff with a requirement for Secure Email facilities have now been migrated to the new service and the old service was decommissioned in December 2015

3.6 - Email and Email Archiving Upgrade

The Email Archive system upgrade has now been completed. The project to upgrade to the latest version has been implemented. External partners are working with ICT Services and have designed a

replacement solution. A revised policy for the archiving and deletion of emails will be submitted to Committee following the full implementation of the new system.

3.7 - Council Chambers Facilities

ICT have implemented Corporate Wi-Fi within the chambers to allow members and staff to connect laptops and other council supplied mobile devices to the Council Network.

Mobile videoconferencing facilities have been piloted to allow remote attendance at Committee and full Council. A live session is scheduled in early 2016.