Inverclyde council

Report To:	Policy & Resources Committee	Date:	17th May 2016
Report By:	Chief Financial Officer	Report No:	FIN/55/16/AP/AMCD
Contact Officer:	Allan McDonald	Contact No:	01475 712098
Subject:	ICT Performance Update		

1.0 PURPOSE

1.1 The purpose of the report is to update Committee on the performance of ICT Services and provide updates on a number of projects including the Scottish Wide Area Network. .

2.0 SUMMARY

2.1 ICT 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 has now completed the transition of its Wide Area Network onto SWAN.

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 – 1700 (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 has now been completed and all Council sites are now connected to SWAN.

4.5 MyAccount is a Scottish Government initiative to provide a single account for all citizens to be able to access a wide range of public sector services using only one username and password. ICT Services have begun the process of engaging with The Improvement Service to implement the necessary infrastructure changes required to implement the service.

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 resource reductions due to 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 show 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 remains 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 show 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 remains low and 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. The statistics show that the majority of customers now use mobile devices to access the web services (44% Smartphones, 15% Tablets, 41% Laptops

and Desktops)

5.5 Email. The Council receives an average of just under 500,000 incoming emails each month. The figures in theses tables show the breakdown of legitimate mail against spam messages and mail that contains viruses and malware. The Email Archive system upgrade has now been completed. An upgrade to Microsoft Exchange is now underway. A revised policy for the archiving and deletion of emails will be submitted to Committee following the full implementation of the new system.

5.6 PC Refresh Programme. The Council currently has a five year PC refresh programme. The 2016 Refresh programme, has now begun and is currently scheduled to replace a number of older and smaller monitors with larger, more efficient devices.

5.7 Projects – Appendix 1 summarises progress on the main projects which are being overseen by ICT. The main areas of progress from the last report are Scottish Wide Area network, My Account Scotland, The Complaints Management Process, Council and Schools Online Payments.

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**
There are no HR implications arising from this report.

6.4 **Equalities**

Has an Equality Impact Assessment been carried out?

☐ Yes

[X] 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 – Projects Update

1 - Scottish Wide Area Network (SWAN)

Transition of the Council Wide Area Network to SWAN has now been completed. The first transition occurred on the 7th January, with Circuits in the ICT Data Centre being connected to the new network. 70 sites were transitioned and the project was completed in late March 2016. Formal project review and sign off was completed in April.

ICT Services are now engaging with the SWAN Authority, and the supplier, Capita, to progress use of "Value Added Services" that will become available via the SWAN Contract.

An immediate requirement, identified in particular by staff within the HSCP, is the ability to use Council ICT equipment in other public sector locations.

The Council has indicated its willingness to participate in any early trials of these services.

2 - Digital Access Strategy

2.1 – MyAccount Scotland

An initial discussion around the use of MyAccount Scotland for authentication to online services has begun with the Improvement Service. A full report will be submitted to the Corporate Management Team for discussion with senior officers.

2.2 - Council Website

Following a peak during the winter months, site hit numbers appear to have now stabilised.

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

2.3 - Customer Services – Kana Upgrade

The upgraded 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.

2.4 Complaints management

Corporate Complaints Management will be incorporated into Kana as part of a reorganisation of the complaints handling process. the Complaints System has now been completed with assistance from colleagues from North Ayrshire Council

2.5 – Council Online Payments

An expanded range of online payments have been implemented via the Council Web Site.

Work setting up all of the on-site payment guidance pages, links to offsite portals and covering letters which go out to customers has been completed. The additional online payments went live on the site from Monday 4th April. On line payments include include Council Tax, invoices, NDR, fixed penalty notices, parking fines, housing advances, various planning payments, landlord registration and various licensing payments.

2.6 - Schools Online Payments

ICT Services worked with Education Services and the Improvement Service to develop a business case for a pilot to implement a Schools Online Payment System which has now been approved by the CMT. A Parental Survey was undertaken to provide feedback on whether such a service would be welcomed by parents. The results of the survey indicated a significant majority of respondents (between 87 – 94% of all those who answered the survey) would use an online system to pay for school meals or other school payments.

The project is now progressing to capability and capacity assessment of suppliers with Procurement and Legal Services fully engaged in the process.

2.7 - Email and Email Archiving Upgrade

The Email Archive system upgrade has now been completed. A revised policy for the archiving and deletion of emails will be submitted to Committee following the full implementation of the new system.

2.8 – Video Conferencing

Mobile videoconferencing facilities have been piloted to allow remote attendance at Committee and full Council.
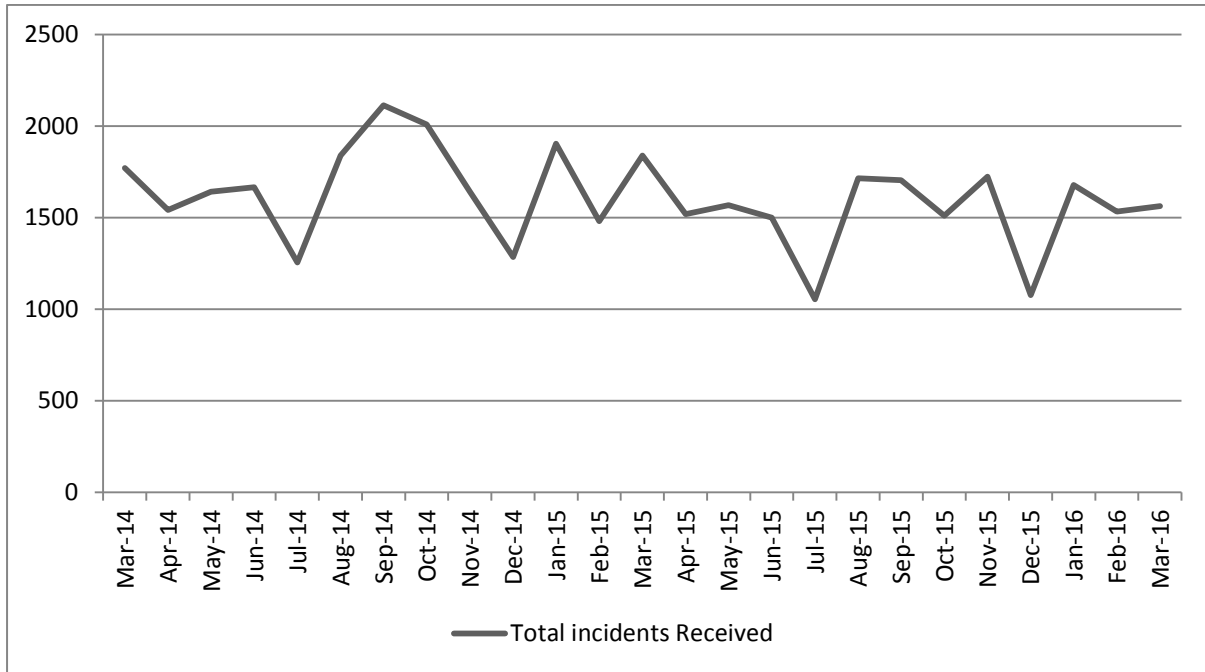
Following increased demand for Video Conferencing a new permanent facility has been established in the Customer Service Centre.

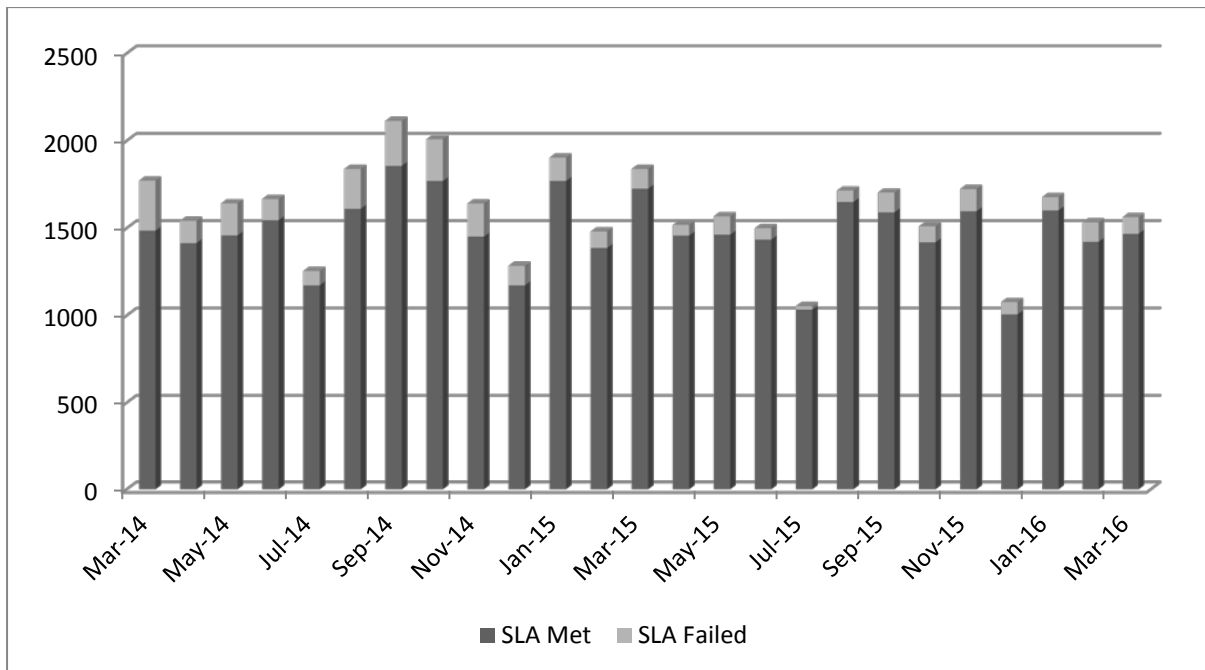# Appendix 2 – Performance Statistics – 2 February 2016
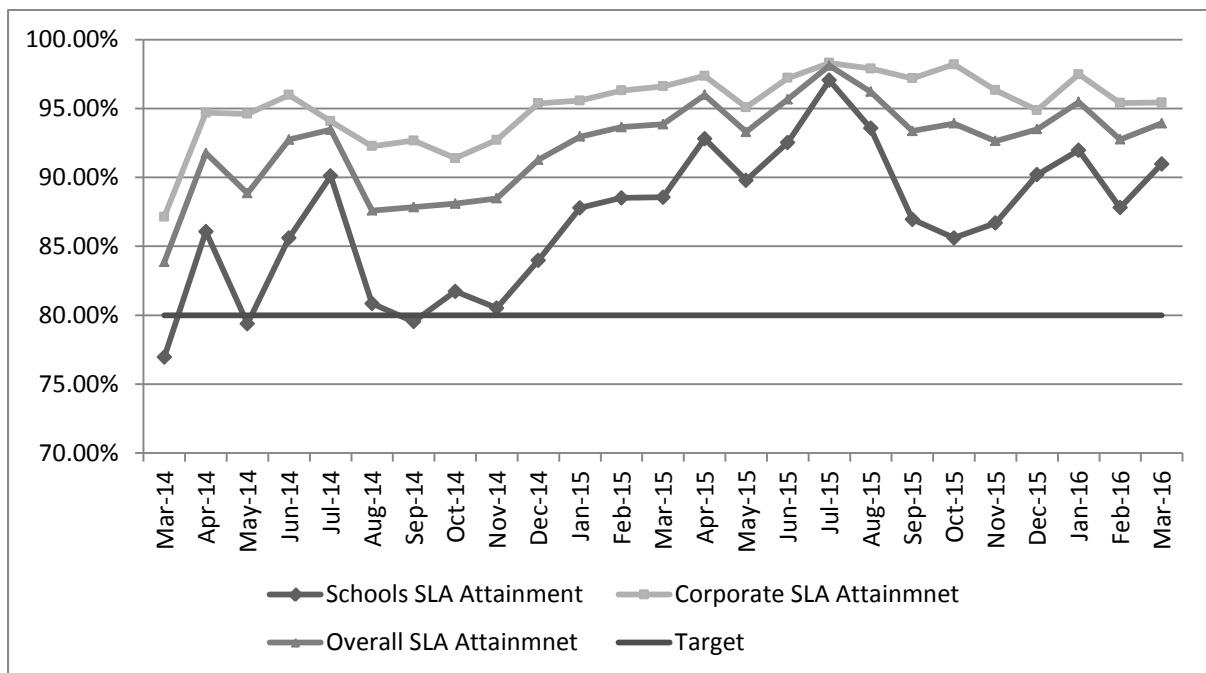
Section 1 - Servicedesk

1.1 Incidents

Incidents Received

Total incidents Received

1.1.1 - Incidents Met/Failed within SLA

SLA Met   SLA Failed

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

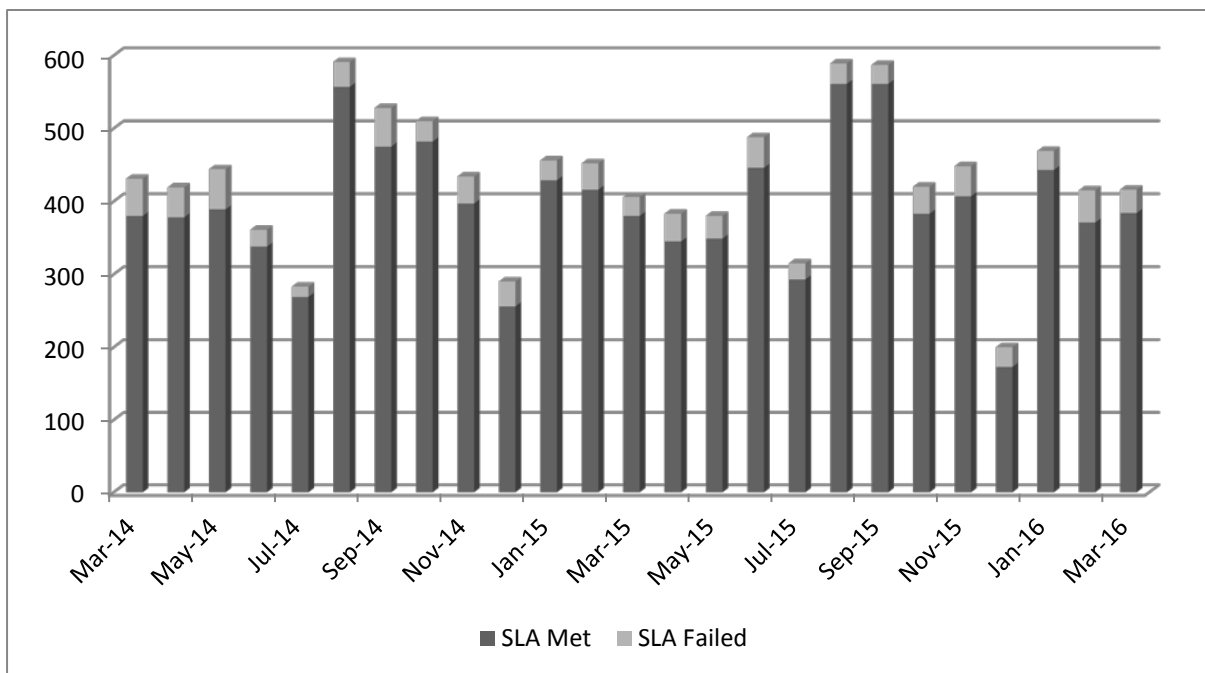SLA Attainment is 80% of incidents resolved within Target Resolution Time.

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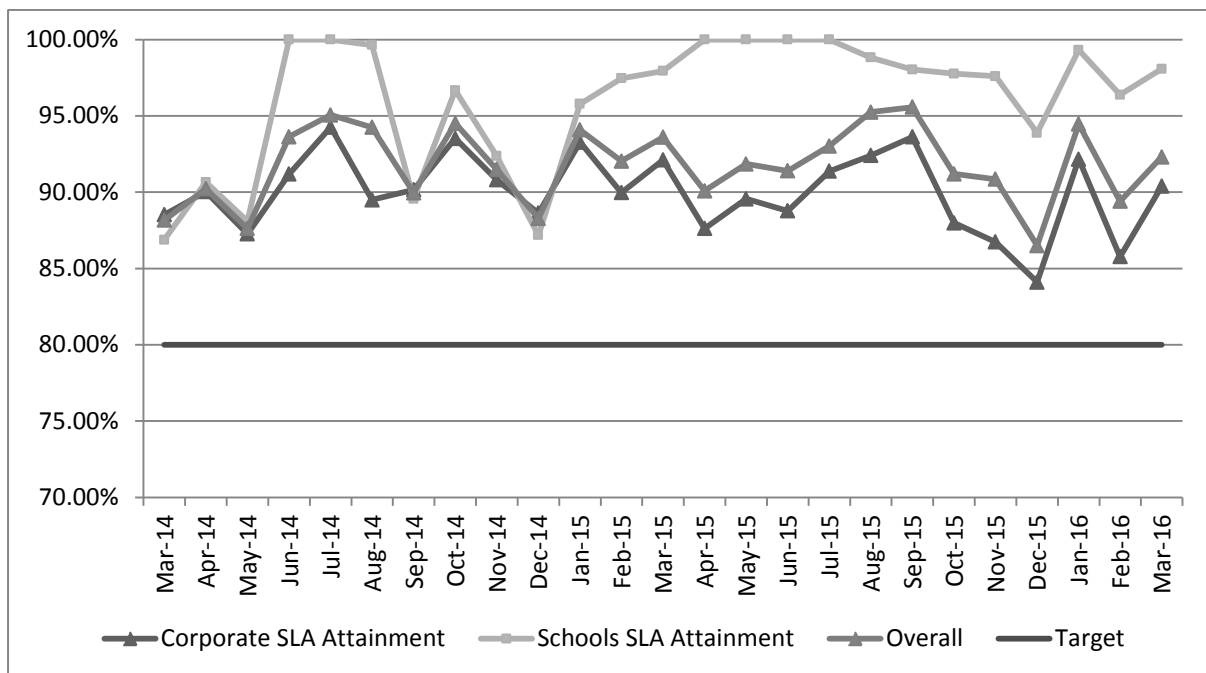
1.2 - Service Requests

1.2.1 - Service Requests Received
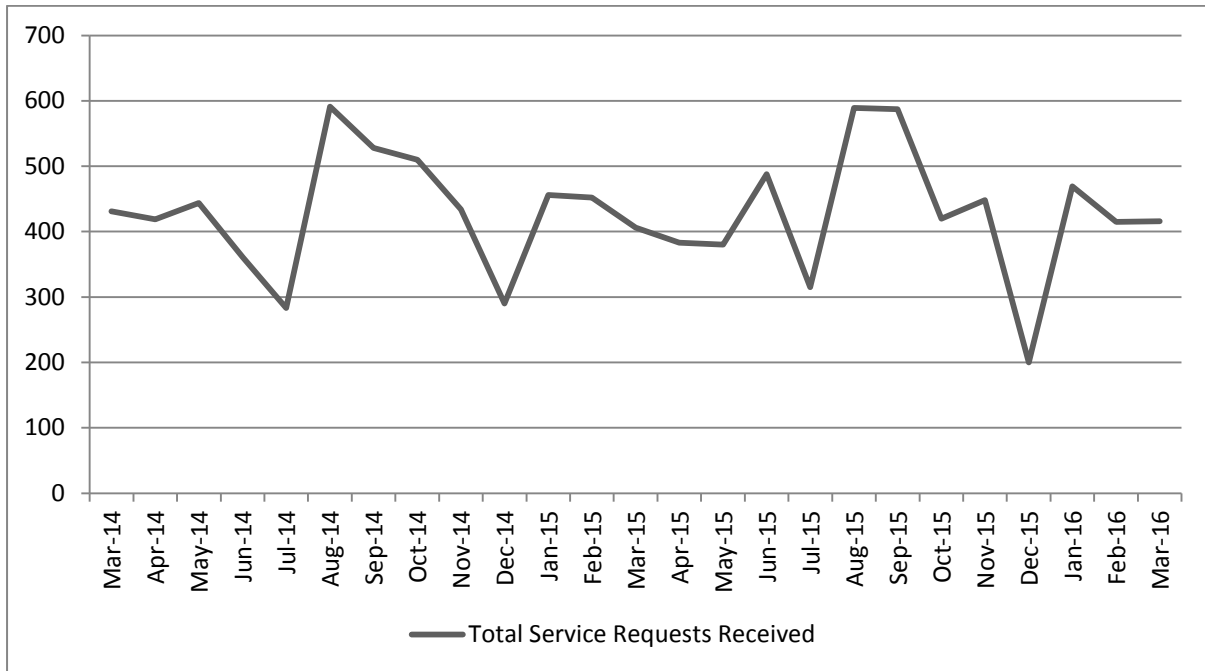
1.2.2 - Service Requests Met/Failed within SLA

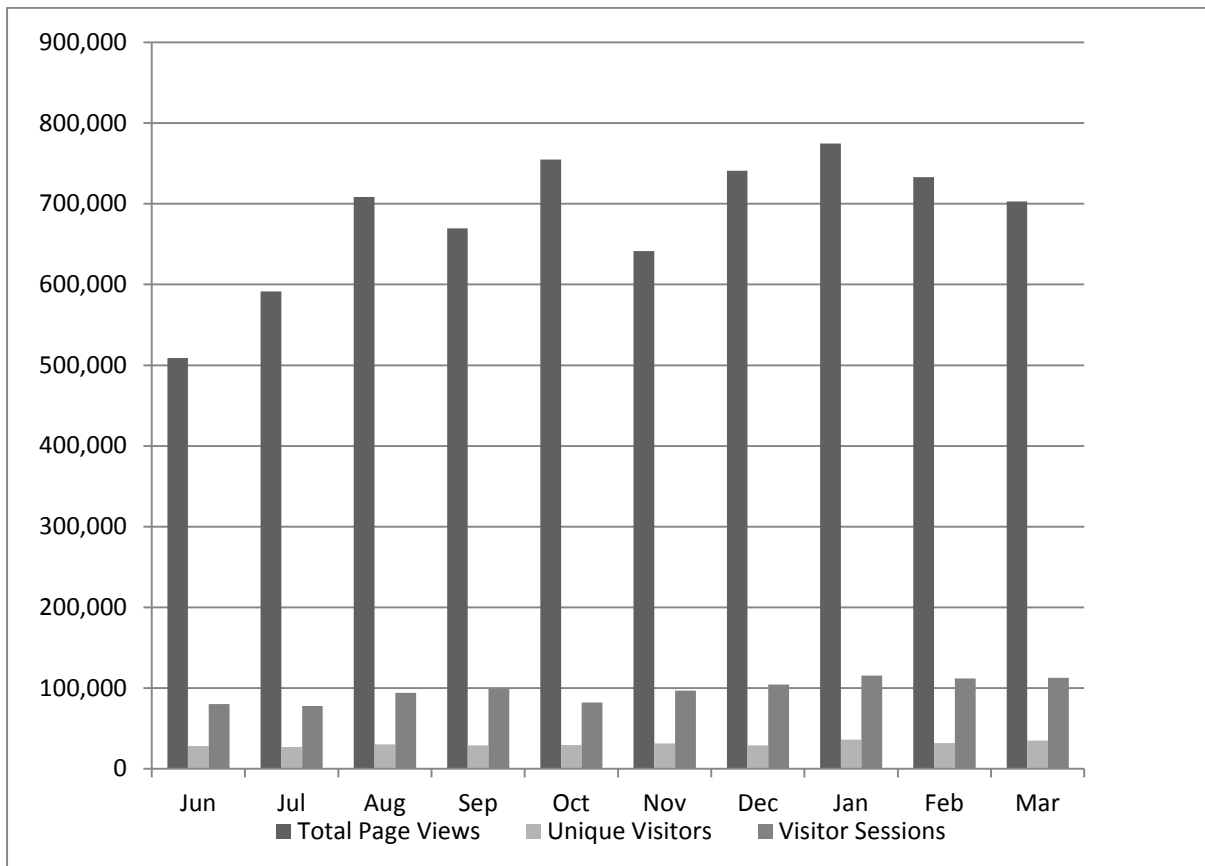**1.2.3 - Service Level Attainment – Service Requests**

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

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Page Views	508,999	591,627	708,289	669,637	754,667	641,444	741,066	774,725	733,030	703,084
Unique Visitors	28,248	26,948	30,336	28,852	29,493	31,555	29,172	36,023	31,802	34,828
Visitor Sessions	80,088	77,765	94,170	98,802	82,340	96,648	104,338	115,384	111,823	112,676

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

Top 25 Pages
Page Title
/education-and-learning/schools/schools-holidays
/search
/council-and-government/contact-us
/environment/recycling-and-waste-services/recycling-centres
/education-and-learning/schools
/environment/recycling-and-waste-services
/jobs-and-careers/apply-for-a-job/essential-recruitment-information
/jobs-and-careers
/environment/recycling-and-waste-services/when-are-my-bins-collected
/forms/ShowForm.asp
/a-to-z/
/health-and-social-care
/council-and-government/council-tax
/council-and-government/council-tax/council-tax-bands
/community-life-and-leisure/libraries
/planning-and-the-environment
/jobs-and-careers/apply-for-a-job
/planning-and-the-environment/planning-applications
/council-and-government/pay-it-online
/planning-and-the-environment/planning-applications/how-to-view-planning-applications
/meetings/
/a-to-z/site/R
/education-and-learning
/forms/
/advice-and-benefits/housing-benefit-and-council-tax-reduction

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

Top Site Search Terms
Search Term
School holidays
Council tax
planning
libraries
publications
Watt library
School holidays 2016
vacancies
blue badge
education policies
birth certificate
Learning services
parking permit
Recycling Large Items
battery park
easter holidays
Easter opening times
Application for TTRO
brown bin collection
Council tax bands
housing
councillor moran's contact details
disability livingallowancemgrants
electoral register
new tenant council tax form

2.4 – Web Browsing by Device Categories

Device Category

14.79%

43.67%

41.53%

■Mobile ■Desktop ■Tablet
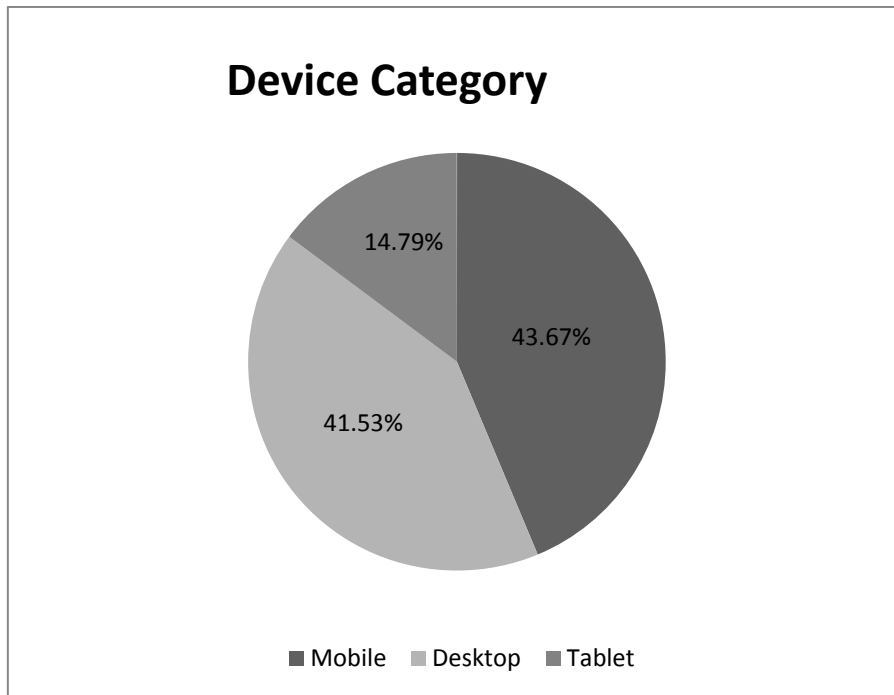
Section 3 - Email

3.1 - Inbound Email Volumes – Yearly Trend
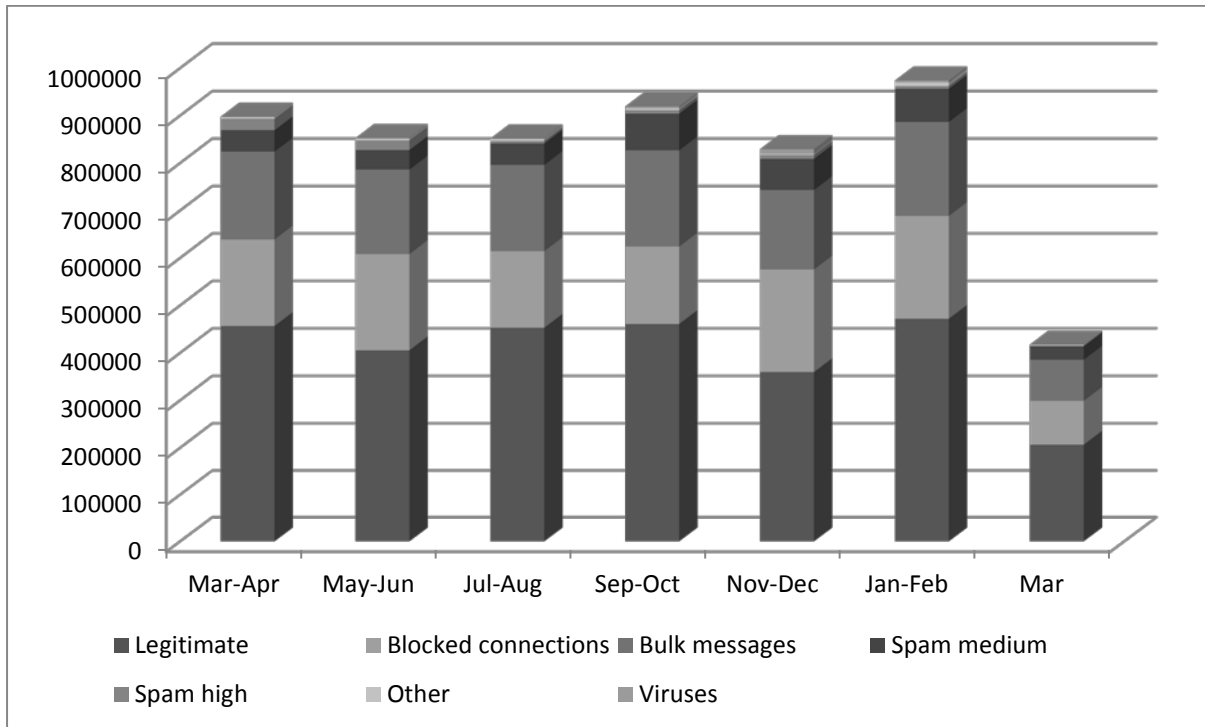
	Mar-Apr	May-Jun	Jul-Aug	Sep-Oct	Nov-Dec	Jan-Feb	Mar
Legitimate	456711	405391	452918	460737	359489	471936	206371
Blocked connections	182222	202731	161313	163076	216204	216471	92414
Bulk messages	185062	178045	181621	202871	167472	197991	86458
Spam medium	45220	41154	45268	77345	65700	70067	28333
Spam high	23936	20418	5114	7165	8031	5794	1742
Other	3536	3338	4204	4066	2265	7285	1327
Viruses	824	1454	1101	3757	10017	4216	665
Totals	897511	852531	851539	919017	829178	973760	417310

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
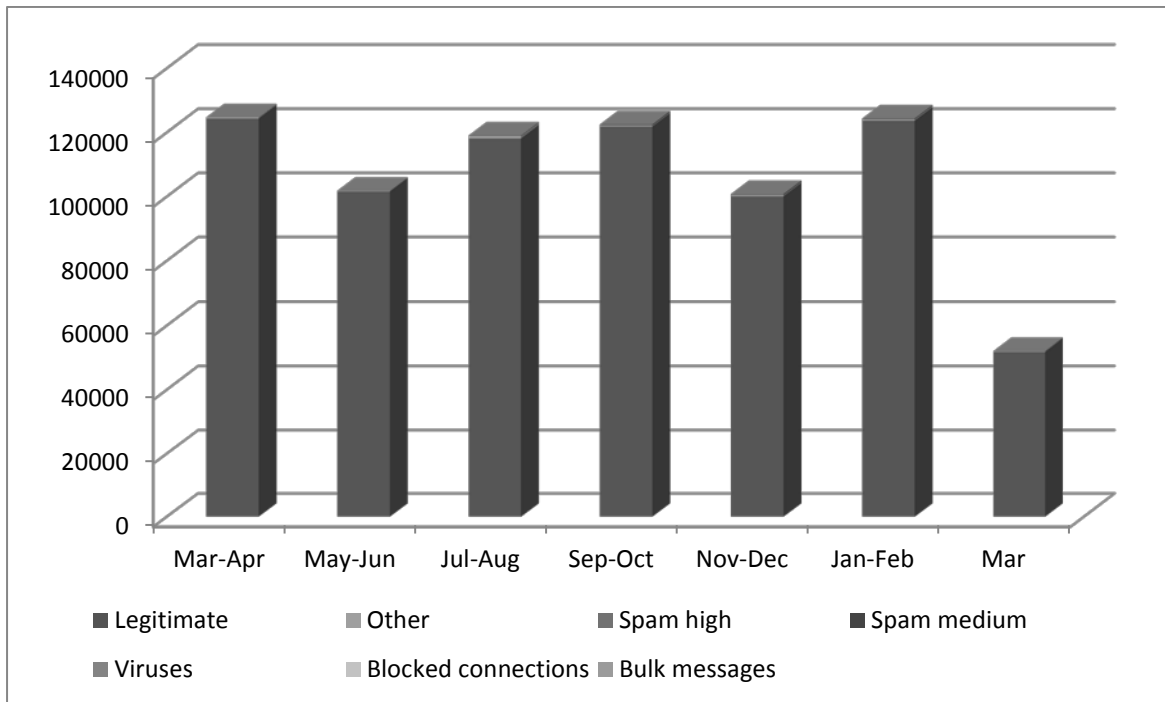
	Mar-Apr	May-Jun	Jul-Aug	Sep-Oct	Nov-Dec	Jan-Feb	Mar
Legitimate	124359	101598	118125	121822	100089	123684	51801
Other	318	204	754	308	340	414	159
Spam high	0	23	76	223	309	122	66
Spam medium	30	12	74	117	77	146	37
Viruses	0	2	0	0	0	0	0
Blocked connections	0	0	0	0	0	0	0
Bulk messages	0	0	0	0	0	0	0
Totals	124707	101839	119029	122470	100815	124366	52063

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, tiles or contents of messages that have similar phrasing to typical bulk or spam emails.

3.3 - Inbound Virus Trend – Last 52 weeks
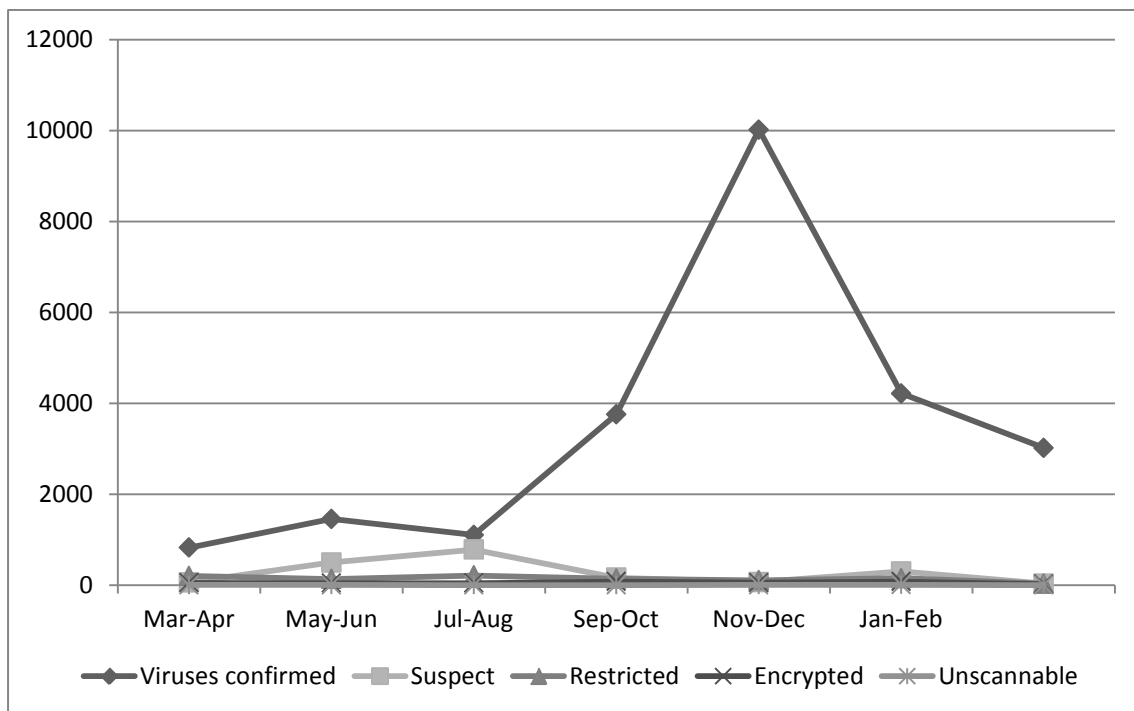
	Mar-Apr	May-Jun	Jul-Aug	Sep-Oct	Nov-Dec	Jan-Feb	Mar-Apr
Viruses confirmed	824	1454	1101	3757	10017	4216	3018
Suspect	60	495	781	162	67	301	33
Restricted	202	134	213	140	106	151	31
Encrypted	51	44	44	79	52	77	23
Unscannable	3	4	2	2	3	6	1

2 Significant attack vectors wereidentified 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.