

ICT performance briefing

Governance and Resources Scrutiny Commission
19 January 2017

1. Context

The Governance and Resources Scrutiny Commission have requested to review the performance monitoring arrangements for a number of the Council's services and have asked the following specific questions relating to the ICT service:

1. What information the Council holds about the performance of this service area?
2. How does the Cabinet Member assess the risks and what information is used to identify potential performance issues from the monitoring information available?
3. What information is used by the service area to improve the performance of the service?

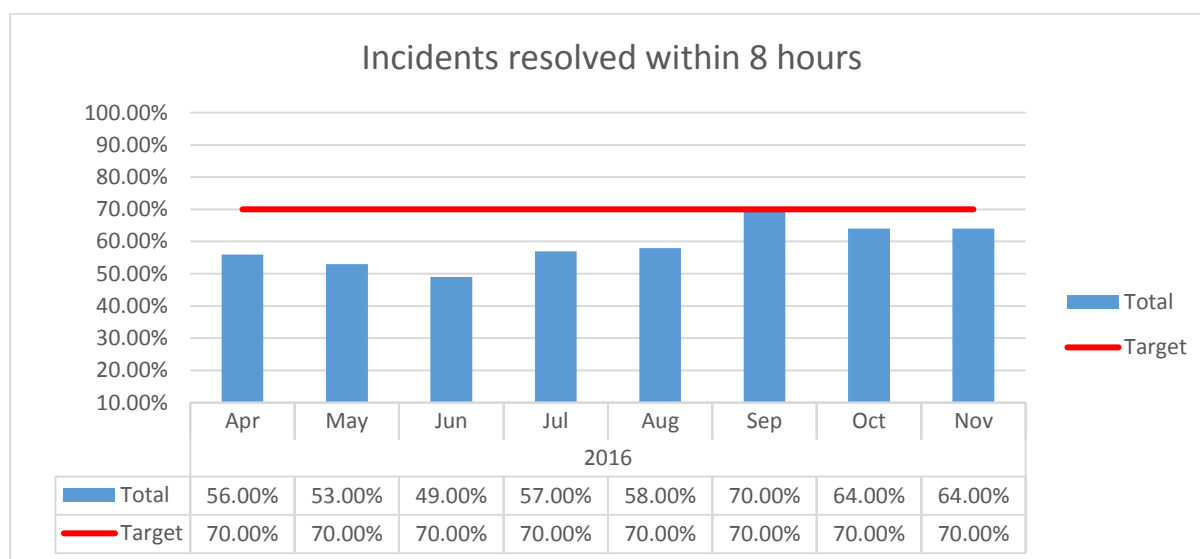
The performance areas they have selected to review at this meeting are listed below.

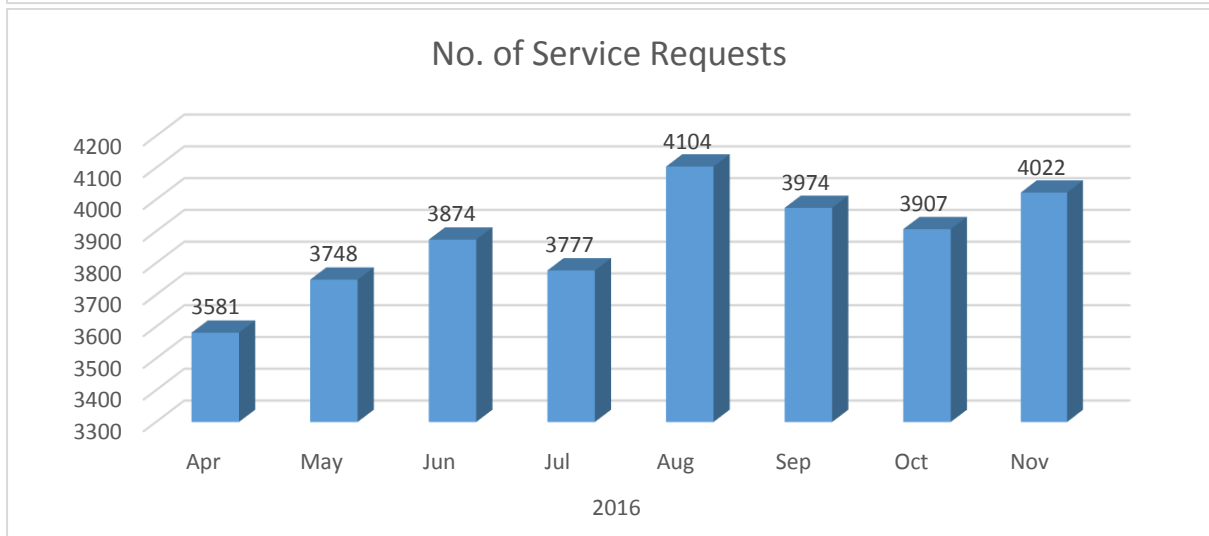
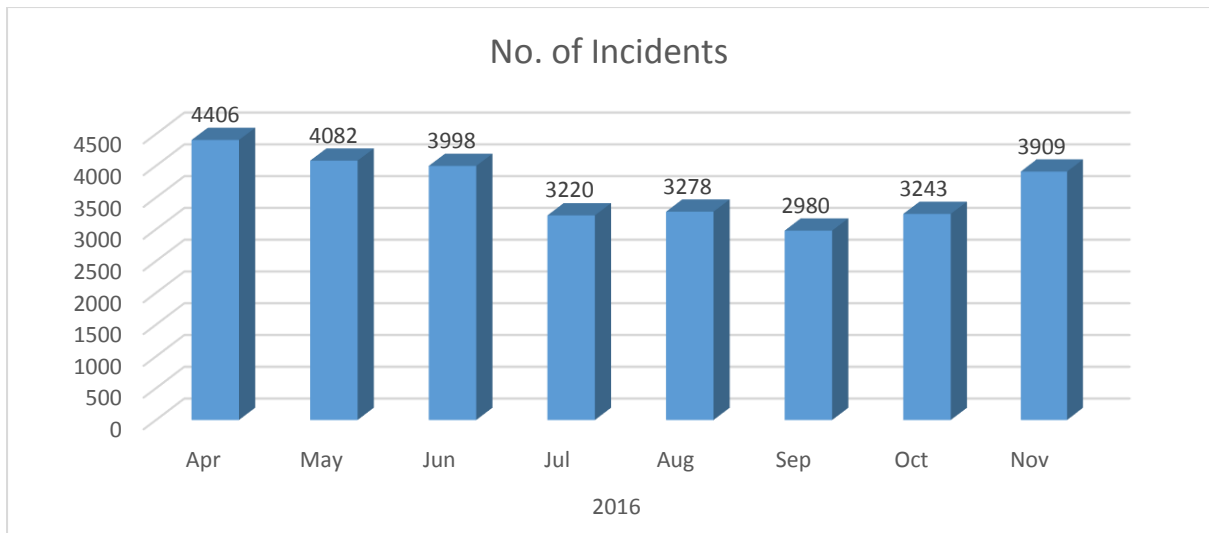
- a) FR ICT 17, 17a & 17b - ICT incidents resolved within 8 hours, number of incidents, number of service requests
- b) FR ICT 18a, 18b, 18c – % of FOIs answered within 20 days, number of FOIs, outstanding number of FOIs
- c) FR ICT 19a, 19c - % of DPA requests answered within 40 day, number of outstanding DPAs

2. Information the Council holds about the performance of the ICT service

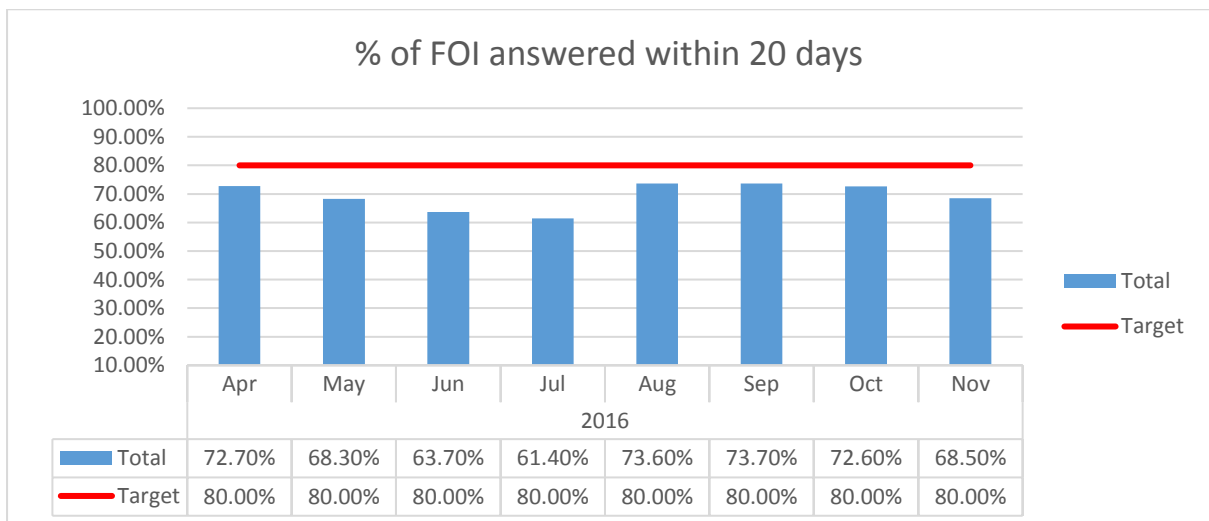
The following details have been extracted from the Council's performance management system (Covalent) relating to the identified performance indicators.

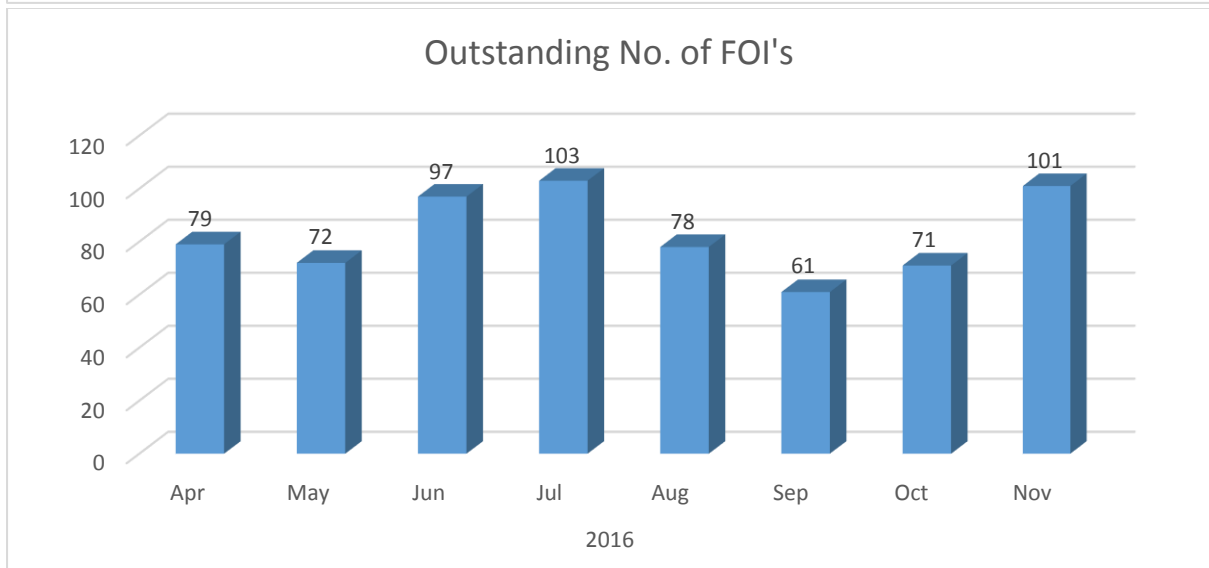
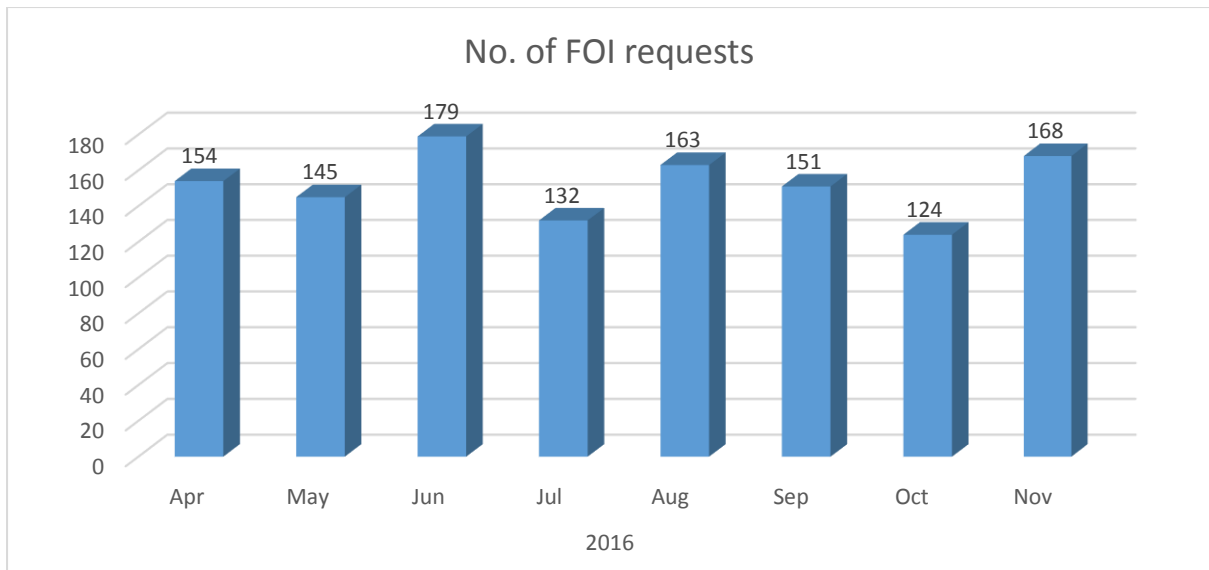
FR ICT 17, 17a & 17b - ICT incidents resolved within 8 hours, number of incidents, number of service requests



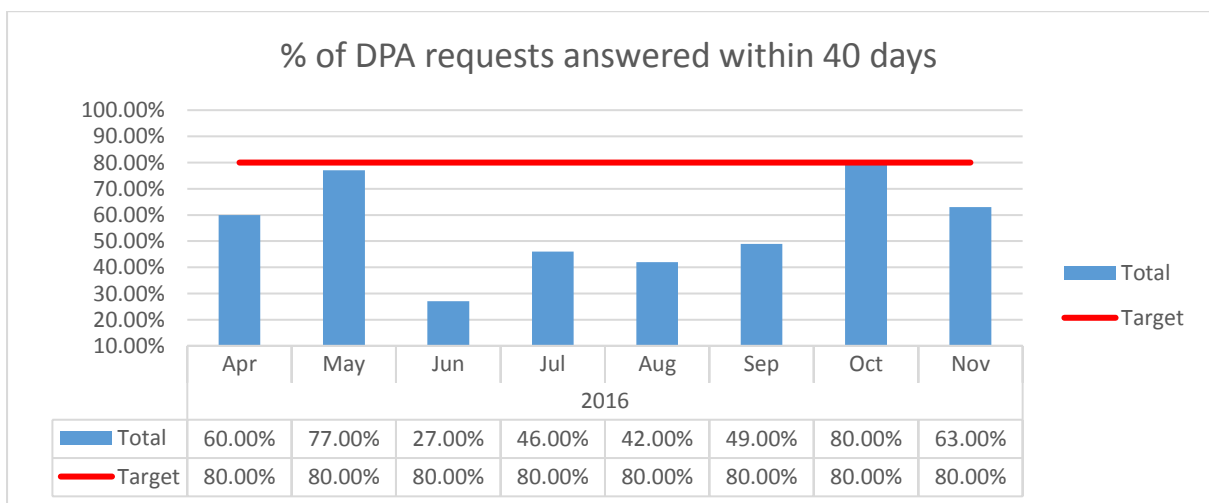


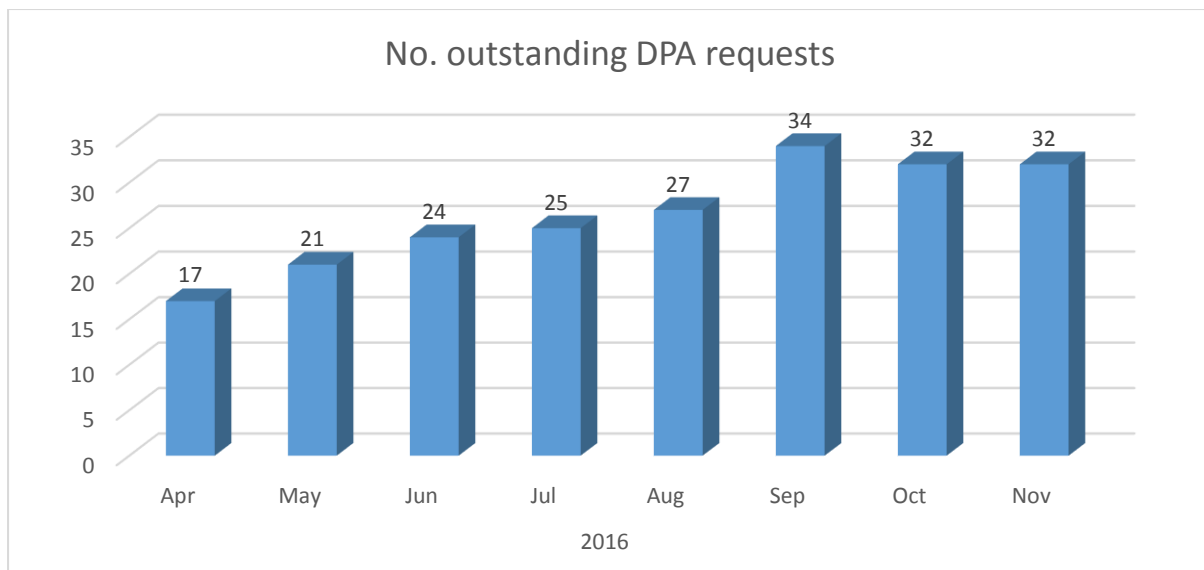
FR ICT 18a, 18b, 18c – % of FOIs answered within 20 days, number of FOIs, outstanding number of FOIs
(note: these relate to all Council services, not just the ICT division)





*FR ICT 19a, 19c - % of DPA requests answered within 40 day, number of outstanding DPAs
(note: these relate to all Council services, not just the ICT division)*





3. Portfolio lead assessment of risks and information is used to identify potential performance issues

Following the Mayoral election in September 2016 it has been confirmed that ICT will remain in the Mayor's portfolio. Regular 2 to 1 review meetings for the Mayor, Group Director Finance & Resources and Director of ICT are scheduled which will include updates on:

- strategic development of the service and the ICT division's contribution to the Council's initiatives
- service performance and risk management

The Director of ICT proposes to review the performance monitoring in place for the service to ensure that Performance Indicators are effectively tracking the service's strategic contribution to the Council's ambitions for Hackney. For example, this could include tracking adoption of modern mobile and collaboration technology by users of the Council's systems and regular tracking of satisfaction (including internal users and resident satisfaction with online services).

4. Information used by the service area to improve the performance of the service

Incident and request management performance

Workloads within the ICT service are managed using the LANDesk service management system and each incident / request is assigned to a queue so that a specific team are responsible for managing the response. These can be reassigned where input is required from another team, ensuring clear accountability and consistent monitoring of performance. Each queue owner (normally a team leader or senior specialist) has access to a dashboard which allows them to monitor the performance of their queue in 'real time' and identify incidents / requests which require management intervention.

The ICT Divisional Management Team review the service's performance on a fortnightly basis using dashboard reporting and trend analysis based on live information from the service management system, including:

- open incidents (responses to faults) and requests (eg orders for new accounts and equipment)
- incidents and requests that are over a week old
- closure of incidents and requests per week
- incidents and requests which have been reopened (this indicates where these haven't been closed to the user's satisfaction)
- incidents and requests with multiple reassignments (this indicates where these might be stuck in the system and require management intervention)
- (work is in progress to add tracking of escalations and new starter requests to this dashboard as these have been highlighted by users as priority areas for monitoring)

This monitoring process is used to identify key trends and ensure that more detailed review and intervention takes place where needed. Examples of areas that are currently being reviewed as priorities by the Divisional Management Team include:

- the performance of the MFD print and copy service
- the processes for management of joiners, movers and leavers
- the process for users to escalate incidents or requests where they are unsatisfied with the service performance
- improvements to the user experience for self-service access to report incidents and requests

Further work is planned to introduce monthly user satisfaction surveys (asking for satisfaction feedback from 10% of users who have had incidents or requests closed in the previous month). This will provide the ICT division with enhanced user insight and will further contribute to the service's ability to provide a high quality and responsive service.

FOI and DPA (Subject Access Request) performance

FOI and DPA (Subject Access Request) performance is reviewed by the Council's Information Governance Group, which meets quarterly. These relate to requests to all areas of the Council, not just the ICT division.

The Information Governance Group has introduced an enhanced escalation process to ensure that FOI and DPA requests that are approaching the response deadline are escalated to the appropriate Directors for urgent attention.

The Information Management team (part of the ICT division) are also reviewing their processes for managing FOI and DPA requests to identify opportunities for faster and more efficient processing of these requests by service staff responsible for providing responses.