

Key Decision Required	No	In the Forward Plan	No
------------------------------	-----------	----------------------------	-----------

CABINET

18 MAY 2018

REFERENCE REPORT FROM THE FORMER SERVICE DEVELOPMENT AND DELIVERY COMMITTEE

A.1 DEMONSTRATION OF THE COUNCIL'S NEW IT SYSTEMS

(Report prepared by Mark Westall and Katie Sullivan)

BACKGROUND

At its final meeting held on 4 April 2018 the former Service Development and Delivery Committee received a demonstration from the Council's Head of IT and Corporate Resilience (John Higgins) and IT Support Officer (Dan Pobjoy) on how to use Skype for Business and also how to use the Council's Self-Service Portal (Kiosk).

The Skype for Business demonstration included how to use instant messaging, how to share a document, making a phone call and a video call.

The Self-Service Portal demonstration provided Members with information on how to use the portal to register to vote and to submit information for queries relating to Housing, Licensing, Benefits, Council Tax and other inquiries.

Members were given the opportunity to ask questions throughout the demonstrations.

Following on from the demonstrations the Head of IT and Corporate Resilience gave the Committee a presentation on the Council's IT systems, Past, Present and Future.

The presentation covered the following areas:

- (1) The Council's Secure Data Storage;
- (2) Corporate Cisco Council Network (Voice & Data) Evolution;
- (3) Strategic Operational Investments;
- (4) Strategic Communications Investments;
- (5) Self-Service Portals (Kiosks);
- (6) Strategic IT Investment Programme Financial Analysis;
- (7) Digital Transformation Programme; and
- (8) Front-Office System Investment.

Following on from the presentation Members were given the opportunity to ask questions which were responded to by the Head of IT and Corporate Resilience and the Portfolio Holder for Finance and Corporate Resources (Councillor G V Guglielmi) who was also in attendance.

The Chairman thanked the Head of IT and Corporate Resilience, the IT Support Officer and the Portfolio Holder for Finance and Corporate Resources for the

information that they had provided.

COMMITTEE RECOMMENDATIONS AND COMMENTS TO CABINET

It was **AGREED** that the Committee **COMMENTS TO CABINET** that:

“the Committee would like to express their support for the excellent progression and changes with regards to the Council’s IT systems which were beneficial for all.”

PORTFOLIO HOLDER’S COMMENTS AND RECOMMENDATIONS TO CABINET

Comments

The Finance and Corporate Resources Portfolio Holder would like to thank the former Service Development and Delivery Committee for its support with regards to the progression and changes in respect of the Council’s IT systems. Together with the Head of IT and Corporate Resilience, I would be very pleased to attend a future meeting of the new Resources and Services Overview and Scrutiny Committee, to give a further update on the progress of the second tranche of IT investment, at the appropriate time.

Recommendations to Cabinet

That Cabinet notes and welcomes the support of the former Service Development and Delivery Committee in this matter.