



MEETING : JOINT INFORMATION COMMUNICATION
TECHNOLOGY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 10 DECEMBER 2024
TIME : 6.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

East Herts Council

Councillors B Crystall, J Dumont and V Glover-Ward

Stevenage Borough Council

Councillors C McGrath, L Rosatti and J Thomas

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Disclosable Pecuniary Interests

A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:

- must not participate in any discussion of the matter at the meeting;
- must not participate in any vote taken on the matter at the meeting;
- must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
- if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
- must leave the room while any discussion or voting takes place.

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Visit <https://www.eastherts.gov.uk/article/35542/Political-Structure> for details.

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AGENDA

1. Apologies for Absence

To receive apologies for absence.

2. Chairman's Announcements

3. Declarations of Interest

To receive any Members' declarations of interest.

4. Minutes - 12 December 2023 (Pages 6 - 7)

To confirm the Minutes of the meeting of the Committee held on Tuesday 12 December 2023.

5. IT Partnership Dashboard (Pages 8 - 42)

6. Project Update

7. Invest to Save

8. Exclusion of the Press and Public

To move that under Section 100(A)(4) of the Local Government Act 1972 the press and public be excluded from the meeting during discussion of item 9 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 7 of Part 1 of Schedule 12A of the said Act of the following description:

7. "Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime".

9. Cyber Security Update (Pages 43 - 54)

10. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

Agenda Item 4

STEVENAGE BOROUGH COUNCIL

JOINT INFORMATION COMMUNICATION TECHNOLOGY COMMITTEE MINUTES

Date: Tuesday, 12 December 2023

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

Present: Stevenage Borough Council - Councillors: Loraine Rossati (Chair) and Jeannette Thomas.
East Herts Council – Councillor Joseph Dumont (Vice-Chair).

Start / End Time: Start Time: 6.00pm
End Time: 6.45pm

1 APOLOGIES FOR ABSENCE AND DECLARATION OF INTEREST

Apologies for absence were submitted on behalf of Councillor Richard Henry (Stevenage Borough Council) and Ben Crystall and Vicky Glover-Ward (East Herts District Council).

There were no declarations of interest.

2 MINUTES - 2 OCTOBER 2023

It was **RESOLVED** that the Minutes of the meeting of the Joint Committee held on 2 October 2023 be approved as a correct record and signed by the Chair.

3 URGENT PART I BUSINESS

None.

4 EXCLUSION OF PRESS AND PUBLIC

It was **RESOLVED**:

1. That, under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as described in paragraphs 1 to 7 of Part 1 of Schedule 12A of the Act, as amended by SI 2006 No. 88.

2. That having considered the reasons for the following item being in Part II, it be determined that maintaining the exemption from disclosure of the information contained therein outweighed the public interest in disclosure.

5 PART II MINUTES - 2 OCTOBER 2023

It was **RESOLVED** that the Part II Minutes of the meeting of the Joint Committee held on 2 October 2023 be approved as a correct record and signed by the Chair.

6 SHARED ICT SERVICE - PROJECT UPDATE

The Assistant Director and Chief Technology Officer gave a presentation to the Committee providing an update on ICT proposals.

The Assistant Director and Chief Technology Officer answered a number of Members' questions regarding the presentation.

It was **RESOLVED** that the information contained in the presentation be noted.

7 IT PARTNERSHIP DASHBOARD (APRIL TO NOVEMBER 2023)

The Assistant Director and Chief Technology Officer gave a presentation to the Committee providing on the IT partnership Dashboard for April to November 2023.

The Assistant Director and Chief Technology Officer answered a number of Members' questions regarding the presentation and Members thanked the Assistant Director for the more detailed information.

It was **RESOLVED** that the information contained in the presentation be noted.

8 URGENT PART II BUSINESS

None.

CHAIR

Agenda Item 5

IT Partnership Dashboard for April 2023 to October 2024

Uptime and P1's

Last year, we only tracked P1 and Uptime for the entire IT service, as shown in the table below. This year, we have separated it into Infrastructure, Applications, and Network Infrastructure, with data dating back to April 2023.

	East Herts	Stevenage	
April 2023	100%	100%	
May 2023	100%	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
June 2023	100%	100%	
July 2023	100%	100%	
August 2023	100%	100%	
September 2023	100%	100%	
October 2023	100%	100%	
November 2023	97.50%	97.50%	5 ½ hours of downtime due to the dark fibre being Cut
December 2023	100%	100%	
January 2024	100%	100%	
February 2024	100%	100%	
March 2024	100%	100%	
Total	99.80%	99.0%	The target is 99%

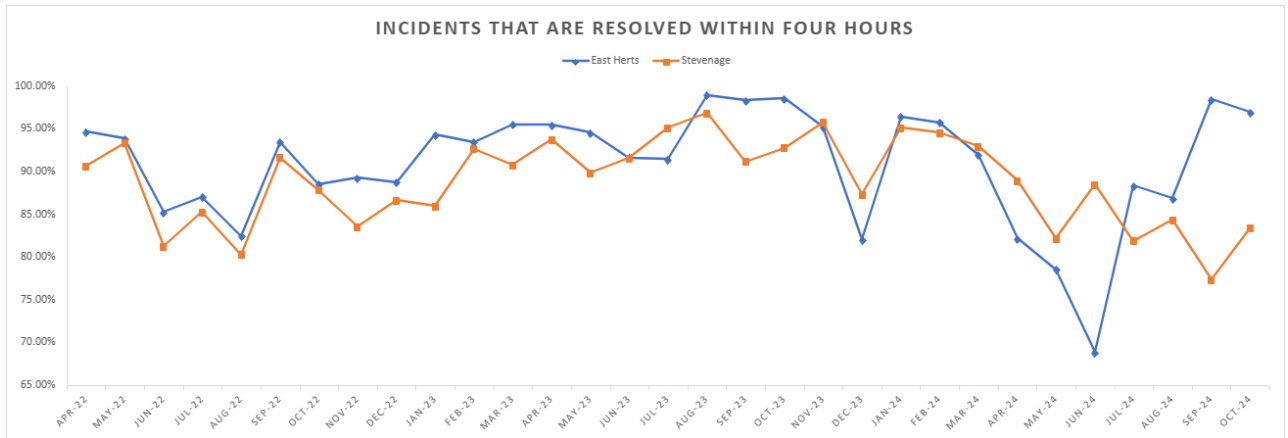
In October 2023, the team migrated from Windows 7, which is expected to prevent the recurrence of the P1 issue encountered in May. The microwave link functioned as intended during the November P1 incident. However, the migration to the new network is still incomplete. The team aims to finalise the migration by the end of the year.

Uptime and P1's for IT infrastructure			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	99%	The target is 99%
Uptime and P1's for IT infrastructure.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%

Uptime and P1's for IT Network infrastructure.			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	97.50%	97.50%	5 ½ hours downtime due to the dark fibre being Cut
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	99.8%	99.8%	The target is 99%

Uptime and P1's for IT Network infrastructure.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	Reports of intermittent Wi-Fi issues were resolved by connecting the majority of staff to public Wi-Fi for the most stable connection.
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	98.6 %	98.6 %	The server storage (pure array) could not make copies of the data due to problems with the network connection.
Oct-24	99.5%	99.5%	There was a 15-minute network disruption on October 2nd and a 40-minute outage on October 21st due to a WiFi installation. This was followed by a 20-minute outage on October 16th because of a switch reboot.
Total	99.7%	99.7%	The target is 99%

Uptime and P1's for IT Applications.			
2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	100%	The target is 99%
Uptime and P1's for IT Applications.			
2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%



	East Herts	Stevenage
Apr-22	94.70%	90.70%
May-22	93.90%	93.40%
Jun-22	85.30%	81.30%
Jul-22	87.10%	85.30%
Aug-22	82.50%	80.30%
Sep-22	93.50%	91.70%
Oct-22	88.60%	87.90%
Nov-22	89.30%	83.60%
Dec-22	88.80%	86.70%
Jan-23	94.40%	86.00%
Feb-23	93.50%	92.70%
Mar-23	95.60%	90.80%
Apr-23	95.50%	93.80%
May-23	94.60%	89.90%
Jun-23	91.70%	91.60%
Jul-23	91.50%	95.20%
Aug-23	99.00%	96.90%
Sep-23	98.40%	91.20%
Oct-23	98.60 %	92.80 %
Nov-23	95.30%	95.80%
Dec-23	82.10%	87.40%
Jan-24	96.50%	95.20%
Feb-24	95.80%	94.60%
Mar- 24	92.00%	93.00%
Apr-24	82.20%	89.00%
May-24	78.60%	82.20%
Jun-24	68.90%	88.50%
Jul-24	88.40%	81.90%
Aug-24	86.90%	84.40%
Sept-24	98.50%	77.40%
Oct-24	97.00%	83.40%

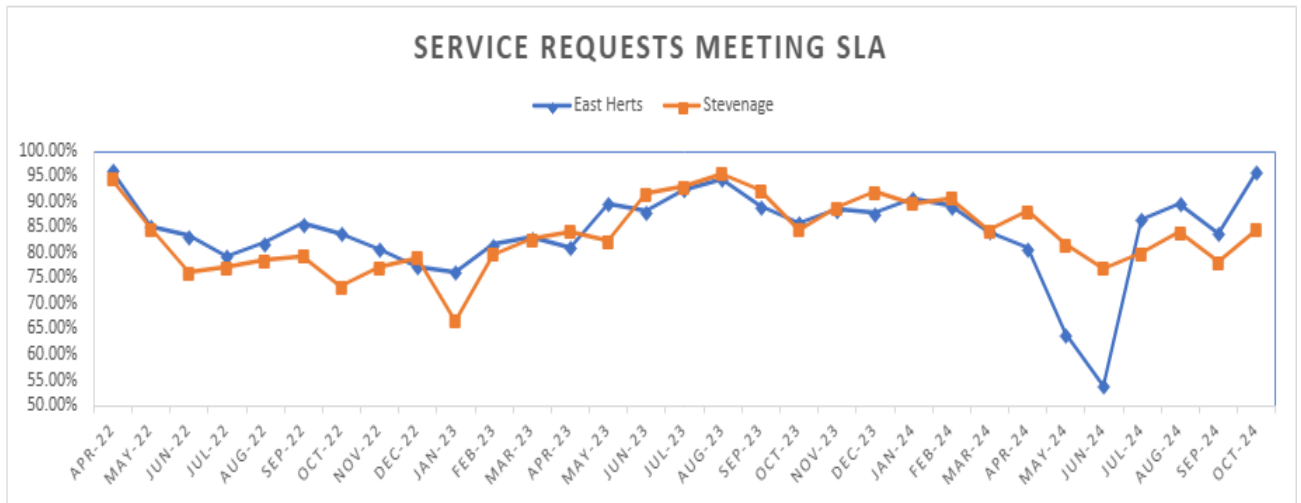
Year on Year	East Herts	Stevenage
April 2022 to March 2023	90.60%	87.53%
April 2023to March 2024	94.25%	93.12%
April 2024 to October 2024	85.79%	83.83%

Between April 2022 and March 2023, East Herts resolved an average of 90.6% of incidents within four hours, while Stevenage resolved 87.53% of incidents within the same timeframe. This resulted in a 3.07% difference between the two councils. From April 2023 to March 2024, East Herts successfully resolved 94.25% of incidents within four hours, while Stevenage resolved 93.11%. This narrowed the gap between the two areas to 1.33%.

Significant improvements were made in incident resolution last year (April 2023 to March 2024). East Herts experienced an increase in their average resolution rate from 90.6% to 94.25%, while Stevenage saw an increase from 87.53% to 93.12%. These improvements stem from efforts to streamline the incident response process, enhance awareness of resolution timelines, and reduce overall resolution times.

Since April 2024, we have observed a decreasing performance for East Herts, culminating in a significant drop to 68.9% in June 2024. There has been some recovery since July, but the percentages have remained below usual levels, averaging in the low 80s. In contrast, Stevenage experienced a decline compared to the previous year, but it was less severe than that of East Hertfordshire. Stevenage has maintained more consistency, with all percentages remaining above 80% and an average likely in the mid-80s. This consistent performance represents a notable shift from previous years, largely due to support for the local elections held in May—the first all-out elections in Stevenage since 1999—and the general election in July.

In the current structure, significant pressure is placed on the service desk starting six weeks before the election date and continuing until the day after the election. This issue has been addressed in the recent restructure. Additionally, we launched a new service desk on April 1st, which has contributed to improvements in performance.



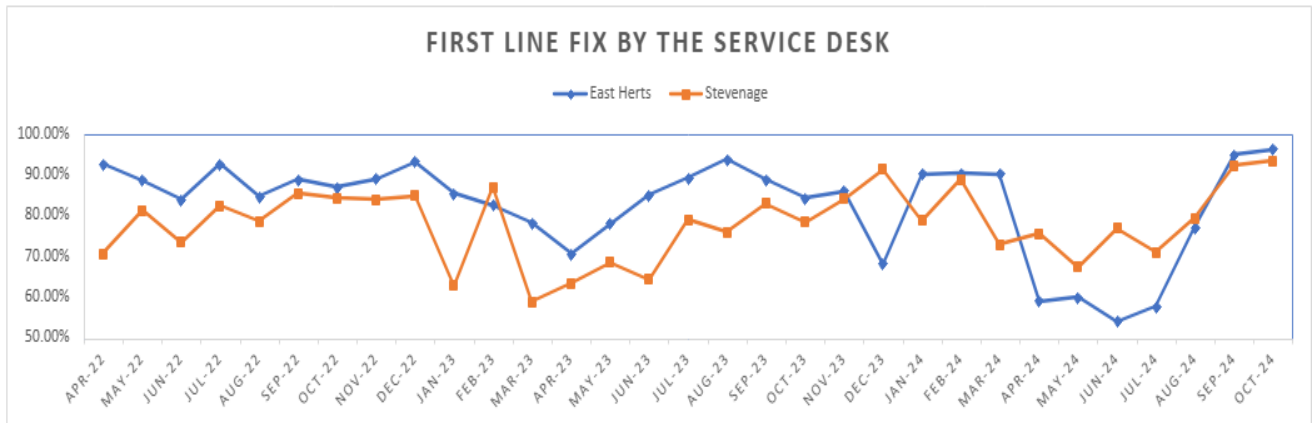
	East Herts	Stevenage
Apr-22	96.40%	94.70%
May-22	85.40%	84.80%
Jun-22	83.50%	76.20%
Jul-22	79.50%	77.20%
Aug-22	82.00%	78.70%
Sep-22	85.90%	79.50%
Oct-22	84.00%	73.50%
Nov-22	80.90%	77.30%
Dec-22	77.40%	79.10%
Jan-23	76.40%	66.70%
Feb-23	81.80%	79.80%
Mar-23	83.10%	82.80%
Apr-23	81.20%	84.30%
May-23	89.90%	82.40%
Jun-23	88.20%	91.80%
Jul-23	92.50%	93.10%
Aug-23	94.70%	95.70%
Sept 23	89.30%	92.40%
Oct 23	86.30%	84.60%
Nov-23	88.70%	88.90%
Dec-23	87.90%	92.10%
Jan-24	90.80%	89.90%
Feb-24	89.30%	90.80%
Mar-24	84.30%	84.50%
Apr-24	81.00%	88.20%
May-24	64.10%	81.70%
Jun-24	54.00%	77.10%
Jul-24	86.70%	80.10%
Aug-24	89.80%	84.20%
Sep-24	83.90%	78.30%
Oct 24	96.00%	84.74%

Year on Year	East Herts	Stevenage
April 2022 to March 2023	83.03%	79.19%
April 2023to March 2024	88.58%	89.21%
April 2024 to October 2024	79.36%	82.05%

East Herts achieved an average SLA attainment rate of 83.03% from April 2022 to March 2023, while Stevenage achieved 79.19%. However, between April 2023 and March 2024, East Herts' SLA attainment rate increased by 5.55% to 88.58%, while Stevenage's increased by 10.2% to 89.21%, narrowing the difference between the two councils to a mere 0.67 percentage points.

Since April 2024, there has been a significant decline for East Herts, particularly in May and June 2024, bringing the average down. Which has recovered in October, but it remained below the previous year's levels, with the average likely in the 70s. Stevenage also shows a decline, but less dramatic than East Herts. It remains more consistent, and the average is likely in the low 80s.

The decline in performance was due to supporting May's local elections, the first all-out elections in Stevenage since 1999, and July's general election. The current setup strains the service desk for six weeks before and just after election day. This has been tackled in the recent restructure. Additionally, launching a new service desk on 1st April with new SLA influenced the improvements.



	East Herts	Stevenage
Apr-22	92.70%	70.70%
May-22	88.70%	81.40%
Jun-22	83.90%	73.60%
Jul-22	92.70%	82.40%
Aug-22	84.70%	78.60%
Sep-22	88.90%	85.50%
Oct-22	87.10%	84.30%
Nov-22	89.20%	84.00%
Dec-22	93.30%	84.90%
Jan-23	85.50%	62.90%
Feb-23	82.70%	87.00%
Mar-23	78.30%	58.90%
Apr-23	70.70%	63.40%
May-23	78.10%	68.50%
Jun-23	85.20%	64.30%
Jul-23	89.40%	79.10%
Aug-23	93.80%	75.90%
Sept 23	88.88%	83.00%
Oct -23	84.40%	78.50%
Nov-23	86.00%	84.20%
Dec-23	68.20%	91.50%
Jan-24	90.20%	78.90%
Feb-24	90.40%	89.00%
Mar -24	90.20%	73.00%
Apr-24	59.00%	75.60%
May-24	60.00%	67.40%
Jun-24	54.00%	77.00%
Jul-24	57.70%	71.00%
Aug-24	77.10%	79.50%
Sept-24	95.10%	92.40%
Oct-24	96.30%	93.47%

Year on Year	East Herts	Stevenage
April 2022 to March 2023	87.31%	77.85%
April 2023 to March 2024	84.62%	77.44%
April 2024 to September 2024	71.31%	79.48%

From April 2022 to March 2023, the percentage of problems resolved on the first attempt in East Herts was 87.31%, while in Stevenage it was 77.85%. This means that there was a difference of 9.46 percentage points between the two councils. From April 2023 to March 2024, the percentage of problems resolved on the first attempt in East Herts decreased to 84.62%, while in Stevenage, it also decreased to 77.44%. This reduced the difference between the two councils to 7.18 percentage points.

Since April 2024, there has been a significant decline in East Herts, with a notable drop in May and June 2024. This has now, but the numbers were still below those of previous years. The average is likely in the low 70s. Stevenage also shows a decline, but it is less dramatic than in East Herts. The performance in Stevenage remains more consistent, with all months above 70%. The average is likely in the mid-70s.

Performance declined due to supporting May's local elections, the first all-out election in Stevenage since 1999, and July's general election. The service desk faces pressure for six weeks around election days, which has been addressed in the recent restructuring. Also, launching a new service desk on 1st April contributed to improvements.

	Number Calls Logged	
	Per Day	Per hour
Apr-22	73	7.3
May-22	73	7.3
Jun-22	70	7.0
Jul-22	65	6.5
Aug-22	65	6.5
Sep-22	76	7.6
Oct-22	85	8.5
Nov-22	63	6.3
Dec-22	59	5.9
Jan-23	65	6.5
Feb-23	54	5.4
Mar-23	42	4.2
Apr-23	48	4.8
May-23	48	4.8
Jun-23	50	5.0
Jul-23	72	7.2
Aug-23	68	6.8
Sep-23	68	6.8
Oct-23	61	6.1
Nov-23	62	6.2
Dec-23	48	4.8
Jan-24	48	4.8
Feb-24	59	5.9
Mar 24	49	4.9
Apr-24	47	4.7
May-24	46	4.6
Jun-24	47	4.7
Jul-24	43	4.3
Aug-24	39	3.9
Sept-24	46	4.6
Oct-24	45	4.5

Change Request

In IT, a change request is a formal proposal to modify some part of our IT infrastructure, application, or network. Since April 1st, we have executed 88 change requests.

	Achieve a 98% success rate for IT infrastructure change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
Total	100%

	Achieve a 98% success rate for application change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
Total	100%

	Achieve a 98% success rate for IT Network change requests.
Apr-24	100%
May-24	100%
Jun-24	100%
Jul-24	100%
Aug-24	100%
Sep-24	100%
Oct-24	100%
Total	100%

Part Two
Email volumes across both councils.

	Total Inbound Email	Total Outbound Email
Apr-23	358,308	233,767
May-23	503,630	116,497
Jun-23	452,303	118,210
Jul-23	266,901	112,914
Aug-23	495,394	116,217
Sep-23	1,108,173	119,947
Oct-23	347,094	121,378
Nov-23	284,369	136,565
Dec-23	212,251	99,785
Jan -24	274,767	131,409
Feb -24	403,864	127,343
Mar-24	363,438	153,871
Apr-24	280,794	135,806
May-24	281,837	137,223
Jun-24	263,622	131,539
Jul-24	295,412	142,374
Aug-24	286,738	132,572
Sept-24	286,996	137,455
Oct-24	300,385.00	146,200.00

Inbound Malware Detected and Stopped	
Apr-23	24
May-23	61
Jun-23	6
Jul-23	16
Aug-23	29
Sep-23	12
Oct-23	22
Nov-23	31
Dec-23	34
Jan -24	13
Feb -24	20
Mar-24	12
Apr-24	16
May-24	11
Jun-24	11
Jul-24	16
Aug-24	14
Sept-24	20
Oct-24	20
Total	388

	Attachment Sandboxed	Unsafe Attachment
Mar-24	46,269.00	7
Apr-24	45,311.00	6
May-24	46,631.00	3
Jun-24	45,511.00	2
Jul-24	50,275.00	7
Aug-24	43,729.00	0
Sept-24	44,518	14
Oct-24	47,265.00	17
Total	369,509.00	56

	Safe Click	Unsafe Click
Mar-24	4,031.00	3
Apr-24	11,318.00	21
May-24	13,343.00	10
Jun-24	13,877.00	34
Jul-24	16,180.00	28
Aug-24	16,390.00	46
Sept-24	17,578.00	36
Oct-24	19,701.00	26
Total	112,418.00	204

We have detected malware three types of malware attacks since April. These attacks include:

1. Trojan:

A Trojan virus is a type of malware that disguises itself as a legitimate download to gain access to sensitive data or systems. Users unknowingly download the software or document, and malicious code is hidden within, attempting to access their data. Trojan Horses are usually disguised as email attachments, free-to-download apps, or files that users are familiar with. However, Trojans can also enter the system or network through links and ads on social media.

2. Phishing:

Phishing emails often impersonate a trusted source, such as a bank, credit card company, shipping company, or social media platform. The recipient is then prompted to click on a link or visit a website where they are asked to provide sensitive information or unknowingly download malware onto their device.

3. Generic Fake Login / Obfus:

Users are sent to a fake login page for a site or system. These malicious HTML attachments use meta refresh to redirect the end-user from an HTML attachment hosted locally to a phishing page hosted on the public internet.

4. URL Reputation Scan

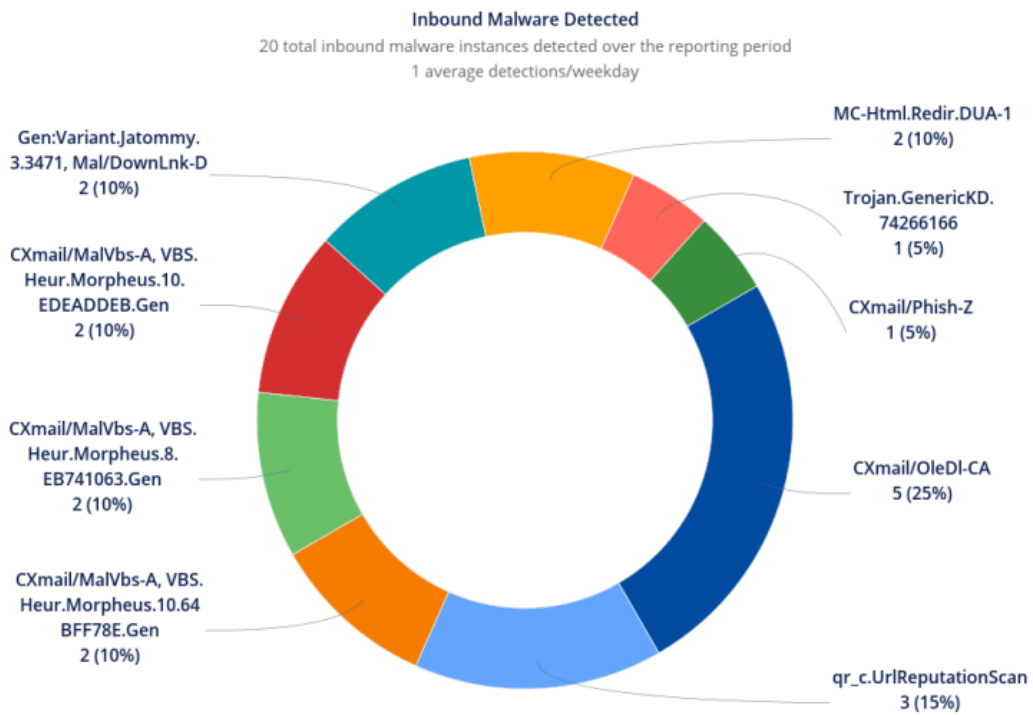
A URL reputation scan is a process used to evaluate the safety and trustworthiness of a website. It checks URLs against databases of known malicious sites and analyses the content for signs of malware, phishing, or other security threats. This helps users avoid potentially harmful websites.

Malware associated with URL reputation scans can occur if a malicious actor creates a fake URL scanning service. These fake services might claim to check URLs for safety but instead infect users' devices with malware when they visit the site or download a file

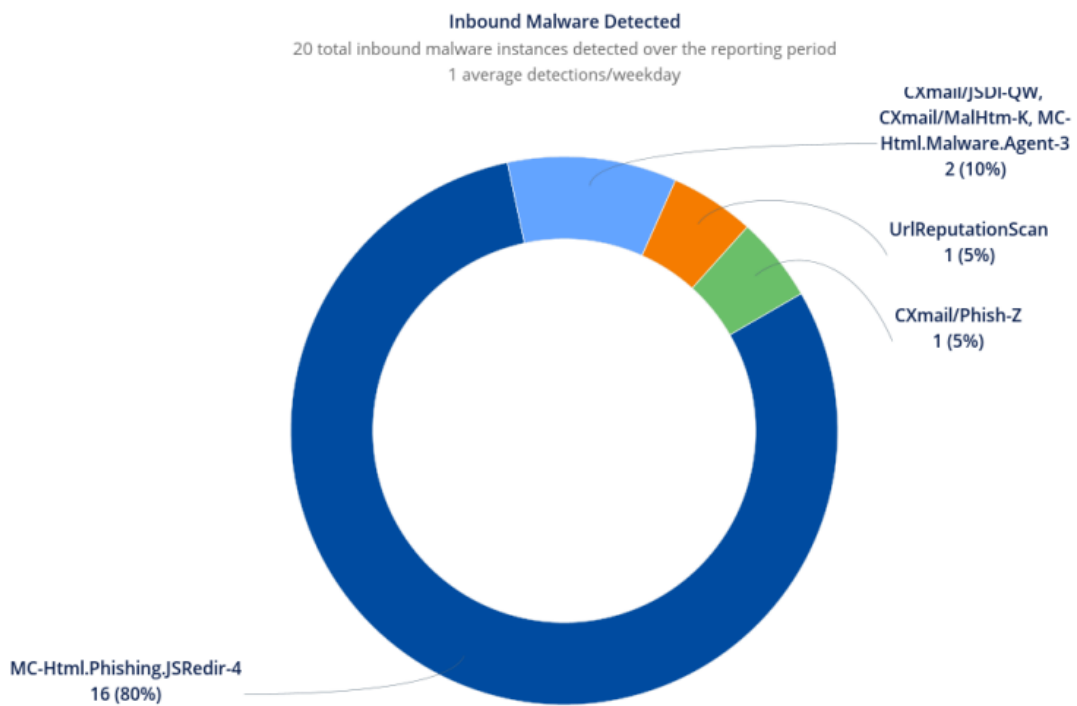
5. Content Classification

Content Classification malware refers to malicious software that uses advanced techniques to classify and categorise content on a target system. This type of malware can analyse files, emails, and other data to identify sensitive information, such as personal details, financial records, or proprietary business information

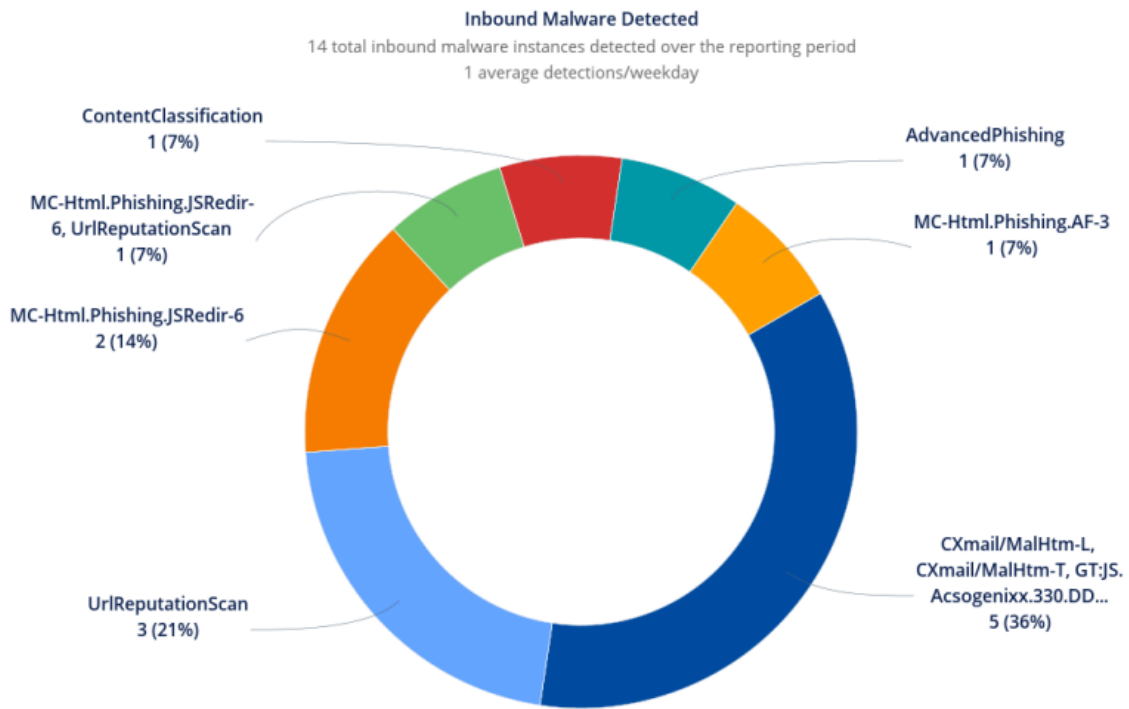
October 2024



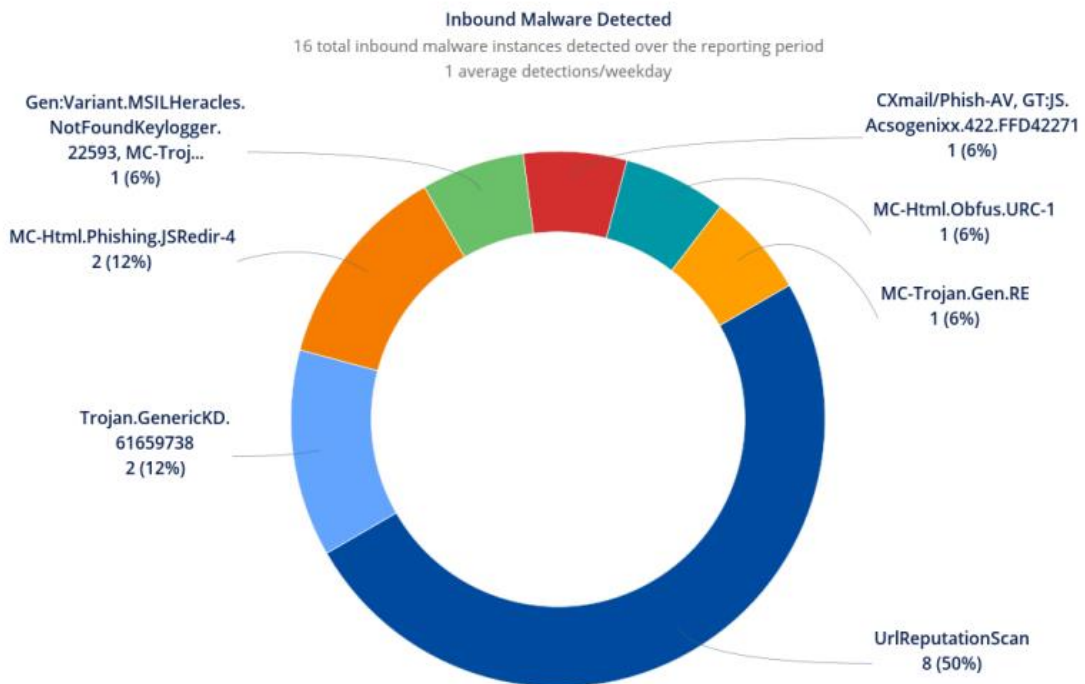
September 2024



August 2024



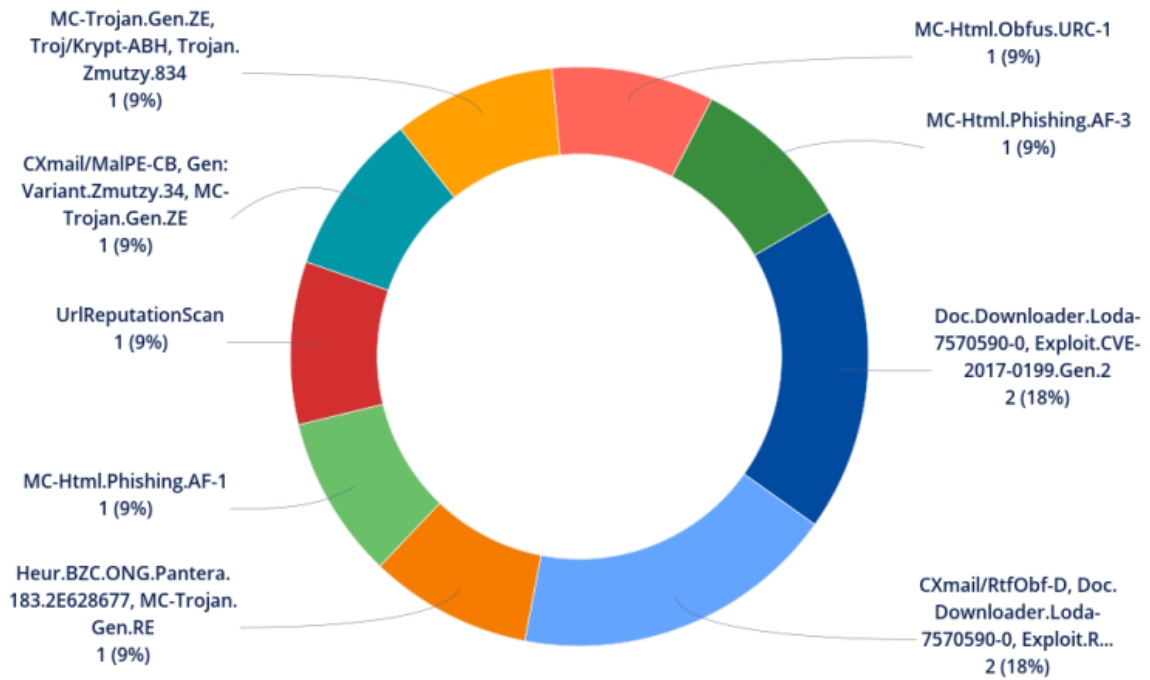
July 2024



June 2024

Inbound Malware Detected

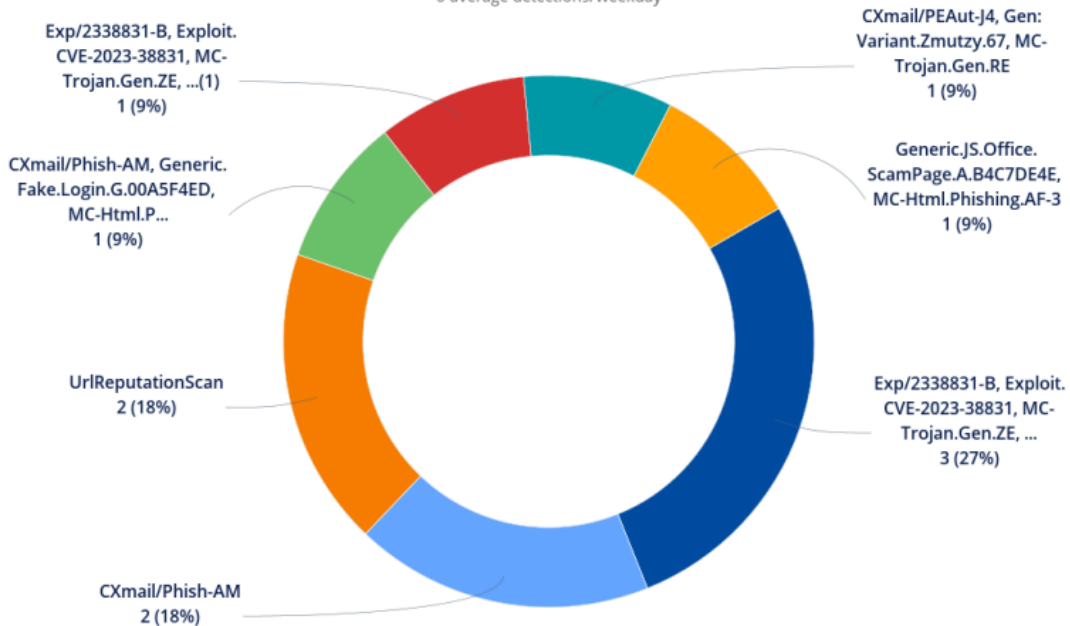
11 total inbound malware instances detected over the reporting period
1 average detections/weekday



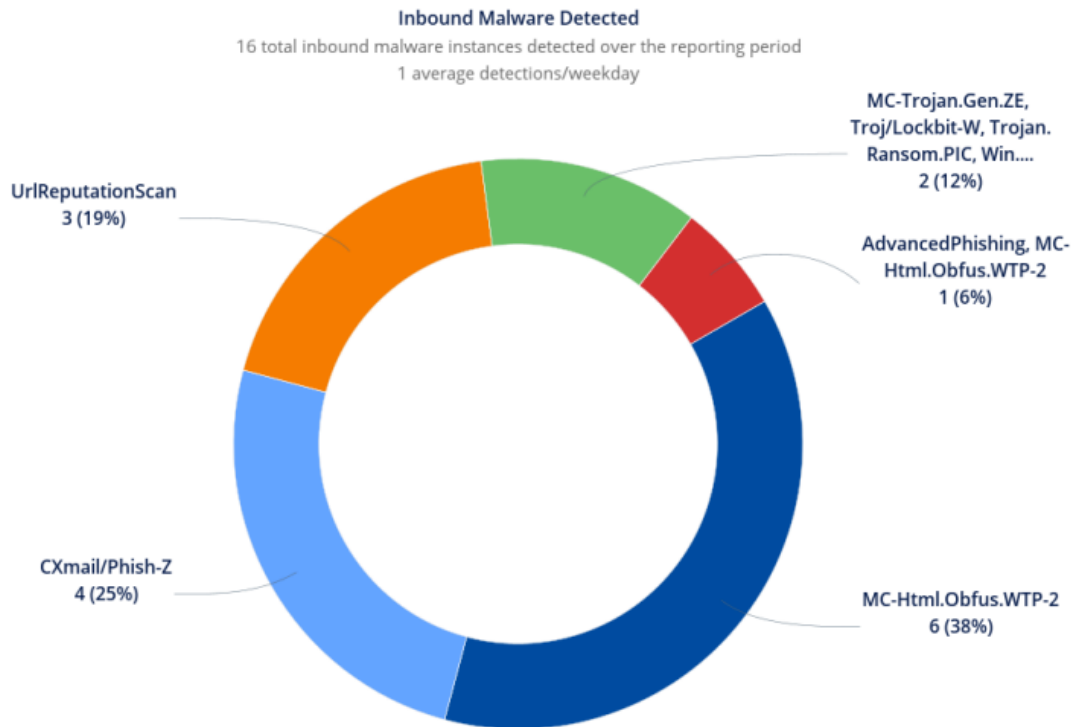
May 2024

Inbound Malware Detected

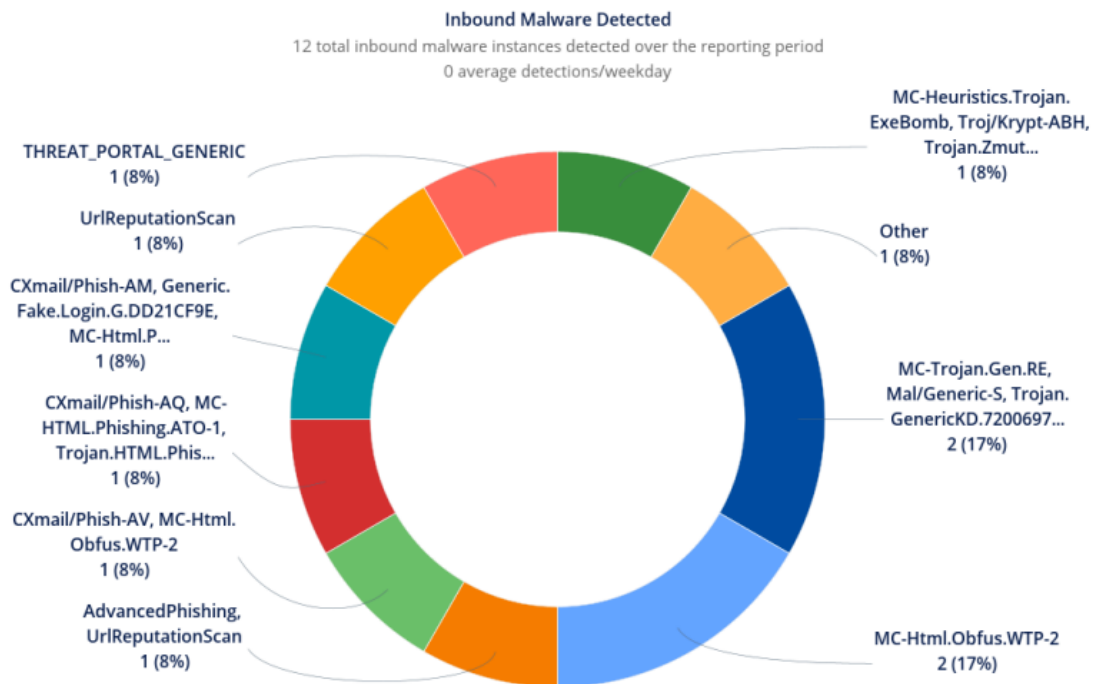
11 total inbound malware instances detected over the reporting period
0 average detections/weekday



April 2024



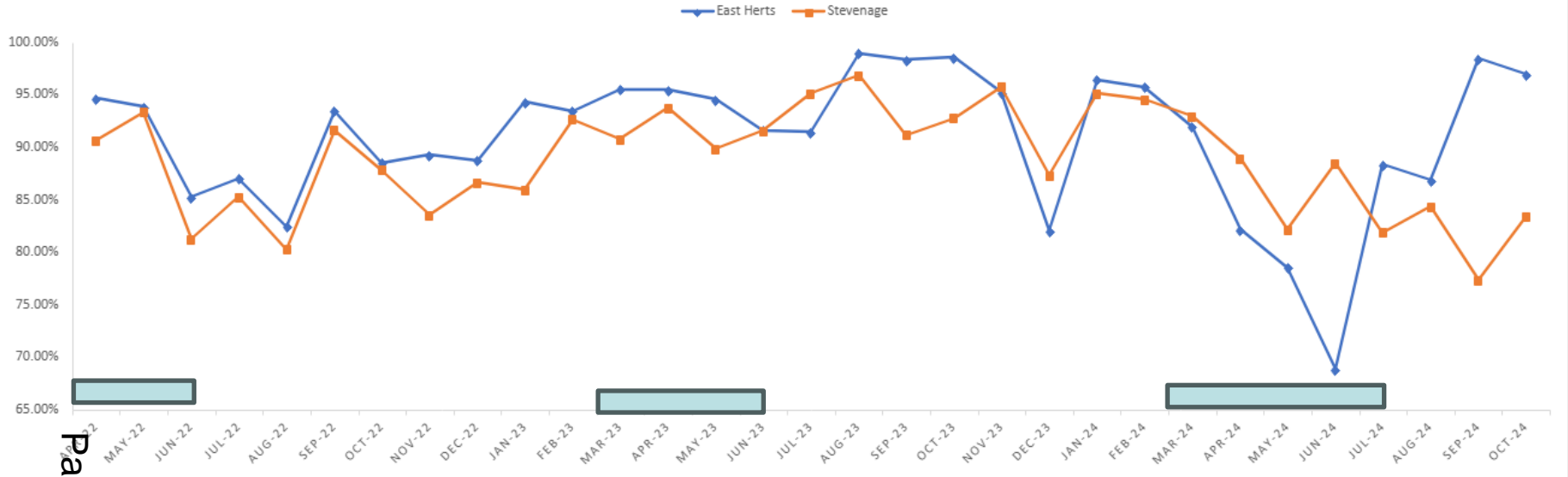
March 2024



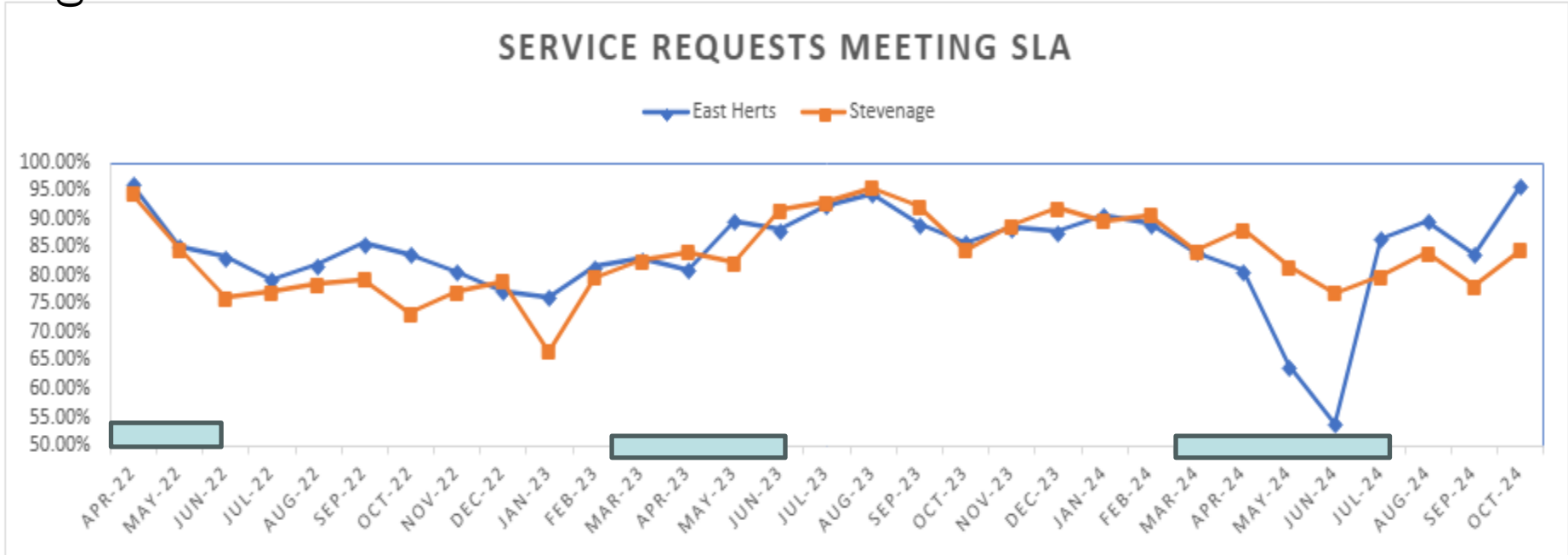
**JOINT INFORMATION
COMMUNICATION
TECHNOLOGY COMMITTEE
INFOMATION MEETING
10th December 2024
Part One**

IT Partnership Dashboard (April 2023 - October 2024)

INCIDENTS THAT ARE RESOLVED WITHIN FOUR HOURS



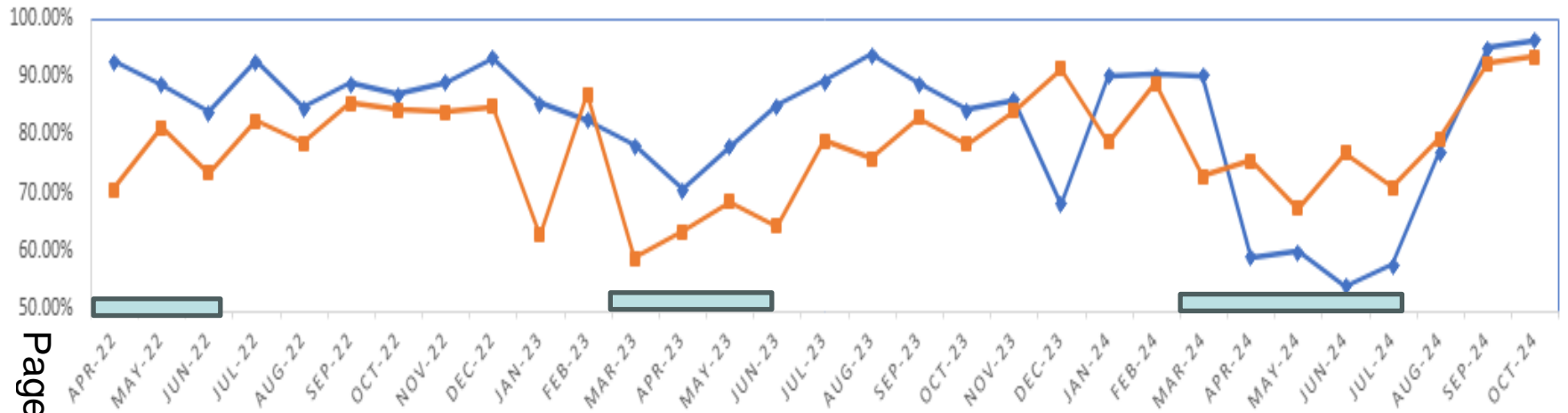
IT Partnership Dashboard (April 2023 - October 2024)



IT Partnership Dashboard (April 2023 - October 2024)

FIRST LINE FIX BY THE SERVICE DESK

East Herts Stevenage



IT Partnership Dashboard (April 2023 - October 2024)

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Uptime and P1's for IT infrastructure 2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	92.30%	17 hours downtime for Widows 7 issue for Housing (150 staff)
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	99%	The target is 99%

Uptime and P1's for IT infrastructure. 2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%

Uptime and P1's for IT Network infrastructure. 2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	97.50%	97.50%	5 ½ hours downtime due to the dark fibre being Cut
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	99.8%	99.8%	The target is 99%

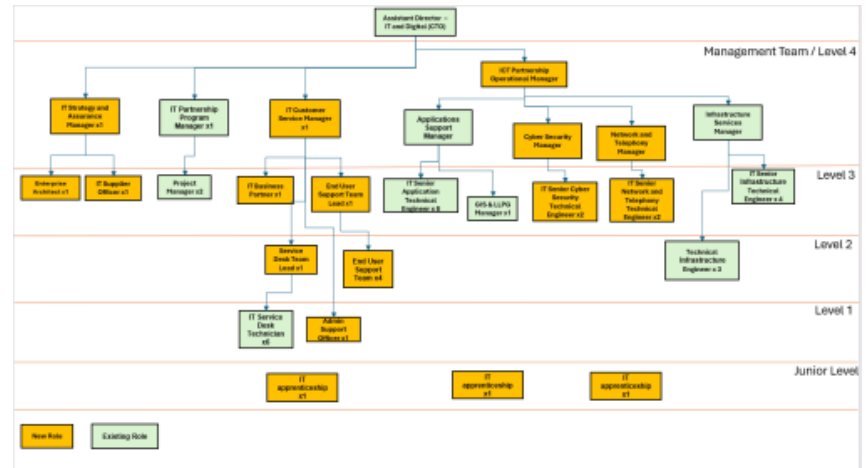
Uptime and P1's for IT Network infrastructure. 2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	Reports of intermittent Wi-Fi issues were resolved by connecting the majority of staff to public Wi-Fi for the most stable connection.
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	98.6%	98.6%	The server storage (pure array) could not make copies of the data due to problems with the network connection
Oct-24	99.5%	99.5%	There was a 15-minute network disruption on October 2nd and a 40-minute outage on October 21st due to a Wi-Fi installation. This was followed by a 20-minute outage on October 16th because of a switch reboot.
Total	99.7%	99.7%	The target is 99%

Uptime and P1's for IT Applications. 2023 / 2024			
	East Herts	Stevenage	
Apr-23	100%	100%	
May-23	100%	100%	
Jun-23	100%	100%	
Jul-23	100%	100%	
Aug-23	100%	100%	
Sep-23	100%	100%	
Oct-23	100%	100%	
Nov-23	100%	100%	
Dec-23	100%	100%	
Jan-24	100%	100%	
Feb-24	100%	100%	
Mar-24	100%	100%	
Total	100%	100%	The target is 99%

Uptime and P1's for IT Applications. 2024 / 2025			
	East Herts	Stevenage	
Apr-24	100%	100%	
May-24	100%	100%	
Jun-24	100%	100%	
Jul-24	100%	100%	
Aug-24	100%	100%	
Sept-24	100%	100%	
Oct-24	100%	100%	
Total	100%	100%	The target is 99%

Socitm Report 2023 Future Operating Model

- New structure went Live on 15th July
- 13 out of the 30 team members have applied for different roles within the new structure.
- The selection process was completed by mid-October. We are now advertising 12 vacancies externally.



Socitm Report 2023 Future Operating Model

IT Strategy and Assurance Team

• **Set up Technical Design Authority**

(A Technical Design Authority (TDA) is a group responsible for ensuring that the technical aspects of projects or programmes align with the overall direction set by the architecture governance board. The TDA reviews and approves technical designs, resolves technical issues, and ensures that implementation occurs within appropriate business timescales. It does not assess the business case for a project but escalates significant concerns to the architecture governance board.)

• **Started to create Design and Enterprise Architecture principles**

Design and Enterprise Architecture principles are guidelines that help organisations create and manage their IT systems and processes in a structured and efficient way. These principles ensure that all technology decisions align with the organisations' overall goals and objectives. They provide a framework for designing, sourcing, and delivering ICT services, supporting transformation programmes, and enhancing staff productivity through agile and flexible working methods.

• **Started to Look at Rationalisation**

- M365 tenancy
- Revenues and Benefits
- HR – Joint Cloud migration has started
- Digital Platform:
- Learning & Development
- Electoral Services

IT Foundation - Completed

- Windows 2008 servers decommissioned
- Windows 7 migration to Windows 10
- New Virtual Desktop Infrastructure
- New Microwave link
- M365 rollout
- New Firewall installed
- New Pure Storage installed

IT Foundation - Ongoing

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- Servers Compute Upgrade – Completed by January 2025
- Wi-Fi and Network Upgrade – Wi-Fi Completed by January 2025
- Windows 2012 servers (12 left) decommissioned - Completed by March 2025
- Windows 11 upgrade – Completed by July 2025
- Telephony - Completed by Summer 2025

Server Compute Replacement.

The server compute is where all our applications and databases are installed.

- The new servers have been installed and configured.
- The last stage is to migrate everything to the new servers.

This is due to be completed by January 2025

Wi-Fi and Network Upgrade

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- New Wi-Fi has been procured from BT
- Installation with completed by the end of December
- New Wi-Fi goes live in December (Will go live Site by site, we run in parallel with the current Wi-Fi)
- Decommissioning of old Wi-fi in February/ March
- Finish Micro-segmentation across the network to be completed by March 20024

Telephony

- Requirements to be approved by December
- Procurement will be from January to April 2025
- Implementation from April 2025 – September 2025

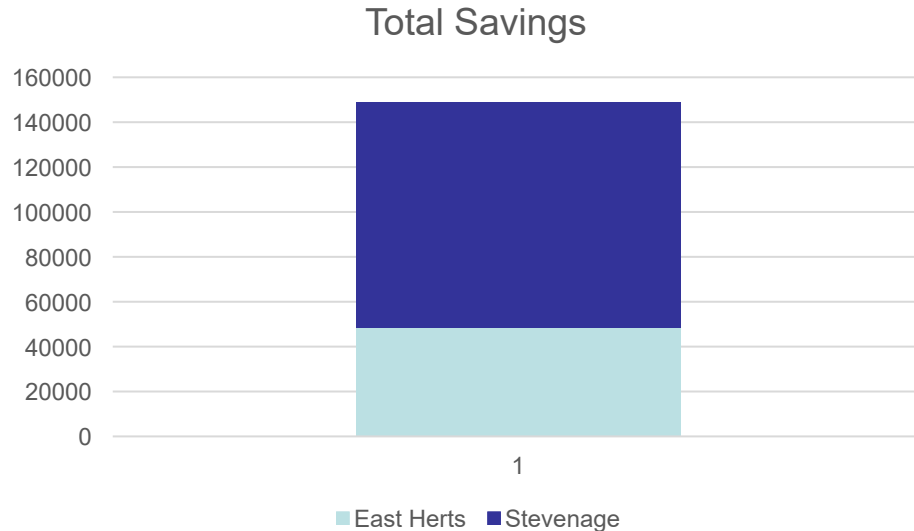
Invest to save

December 2023			
	East Herts	Stevenage	Total
Laptops	£ 25,415.00	£ 29,900.00	£ 55,315.00

March 2024			
	East Herts	Stevenage	Total
Maas360	£12,000.00	£12,000.00	£ 24,000
Printers	£1,320.32	£1,664.32	£2,984.64

October -2024			
	East Herts	Stevenage	Total
Mobile Phones (Over 24 Months)	£7,352.16	£54,481.68	£61,834
Cheque Printing	£2,500.00	£2,500.00	£5,000

Invest to save



East Herts	Stevenage	Total
£48,587.48	£100,546	£149,133.48

Cyber Training

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The screenshot shows the MyCompliance web application interface. The browser address bar displays the URL <https://hertspartnership.metacompliance.com/Main/indexAll>. The page header includes the East Herts and Stevenage logos, a search bar, and a user profile for 'Matt'. A left-hand navigation menu lists various sections: Campaigns, Learning, Policy, Phishing, User Management, Settings, Reporting, Knowledge Base, Product News, and FAQs. The main content area features five large, square tiles with icons and labels: Campaigns, Policy, Learning, Phishing, and Incident. Each tile contains a small image representing its respective category.

The screenshot shows a video player interface. The video content displays a sunset over a field with a logo for 'Compassion Ships' in the center. Below the video player, the text 'Cyber Police Episode 1 - The Takeover' is visible. To the right of the video player, there is a 'Course Contents' panel with two items:

Course Contents		Course Details
100%	Cyber Police Season 1 Episode 1	
✓	Video	Cyber Police Episode 1 - The Takeover 00:08:59
✓	Quiz	Quiz



By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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