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

East Herts Council

Stevenage BOROUGH COUNCIL
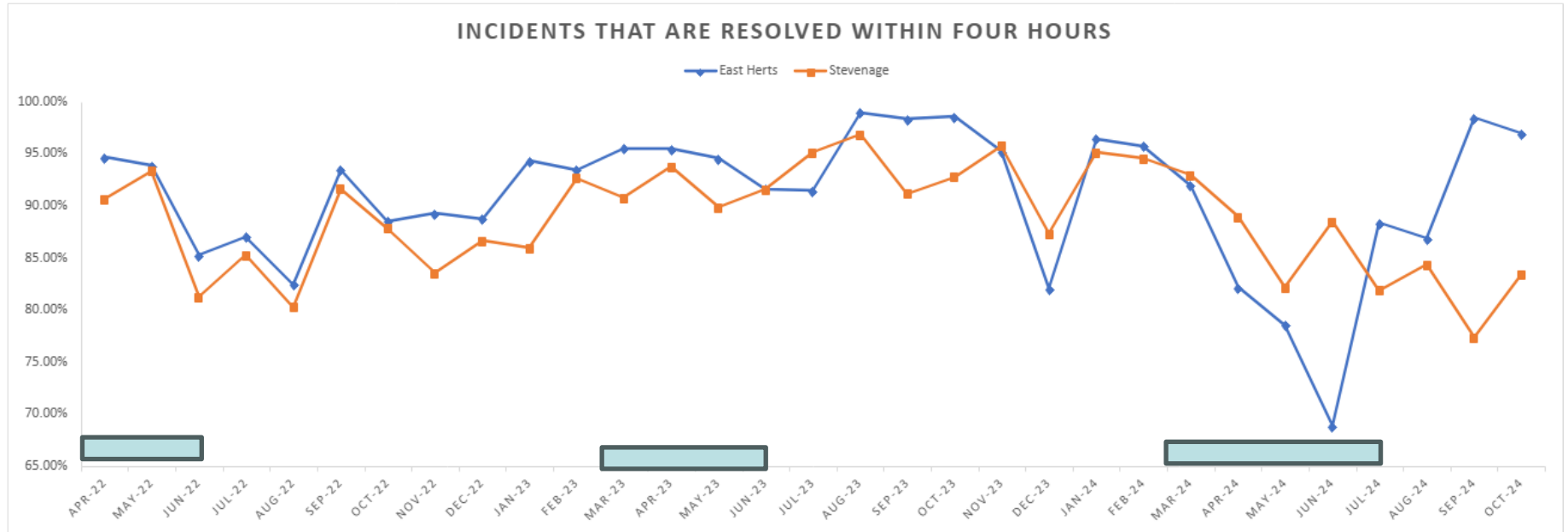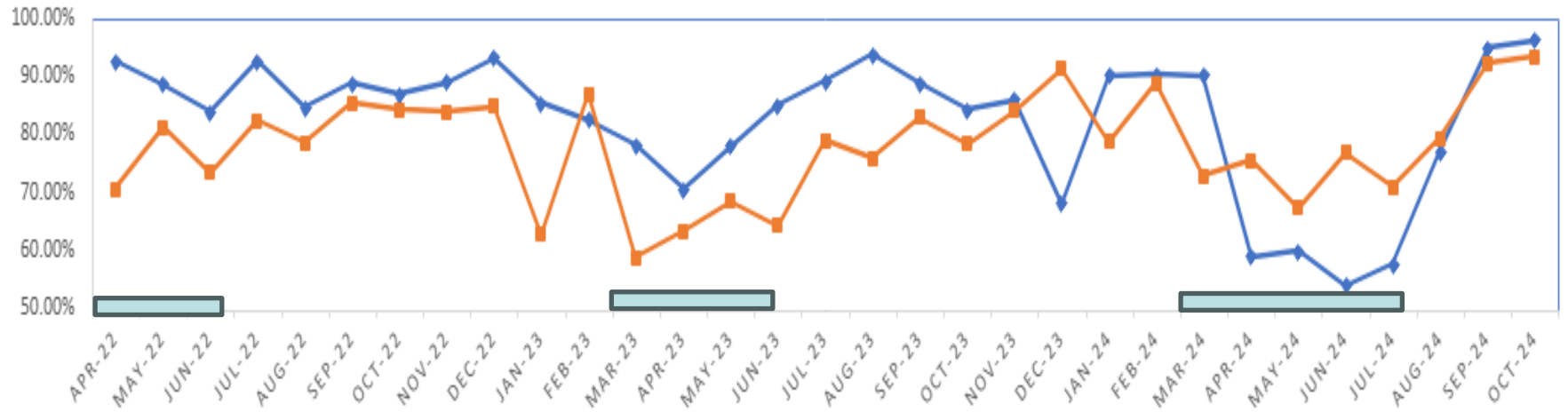
IT Partnership Dashboard (April 2023 - October 2024)

IT Partnership Dashboard (April 2023 - October 2024)

SERVICE REQUESTS MEETING SLA
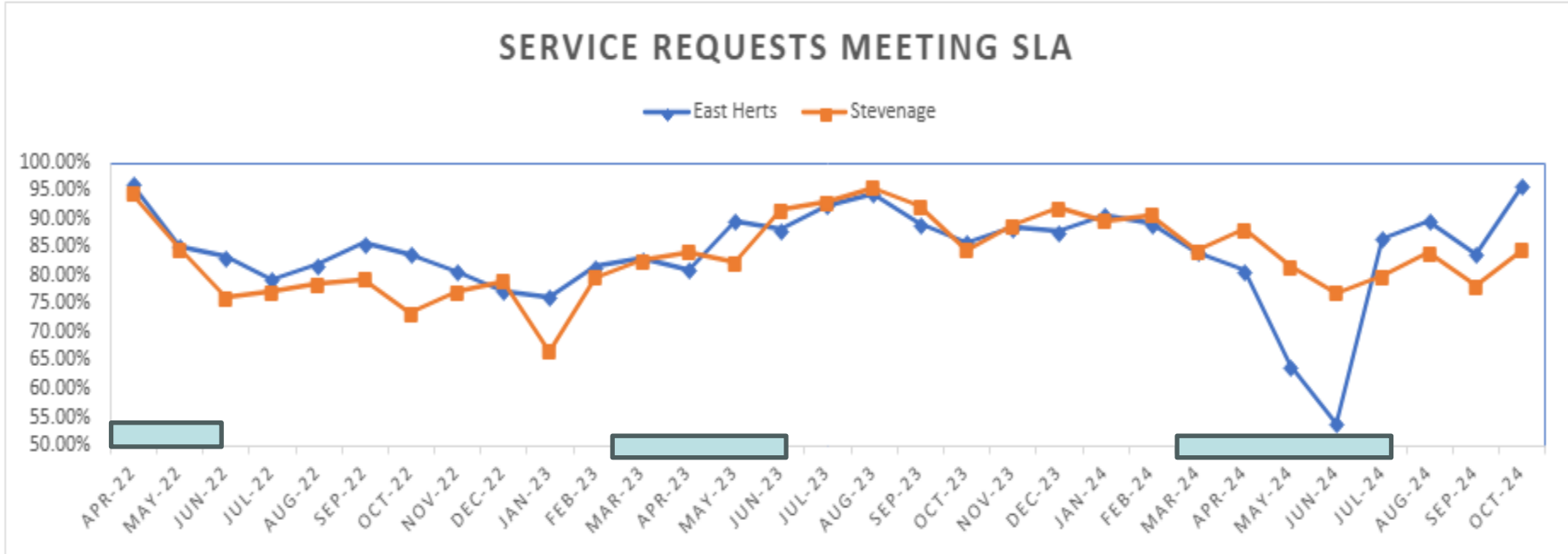
IT Partnership Dashboard (April 2023 - October 2024)

FIRST LINE FIX BY THE SERVICE DESK

IT Partnership Dashboard (April 2023 - October 2024)

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%

East Herts Council

Stevenage BOROUGH COUNCIL

- 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.
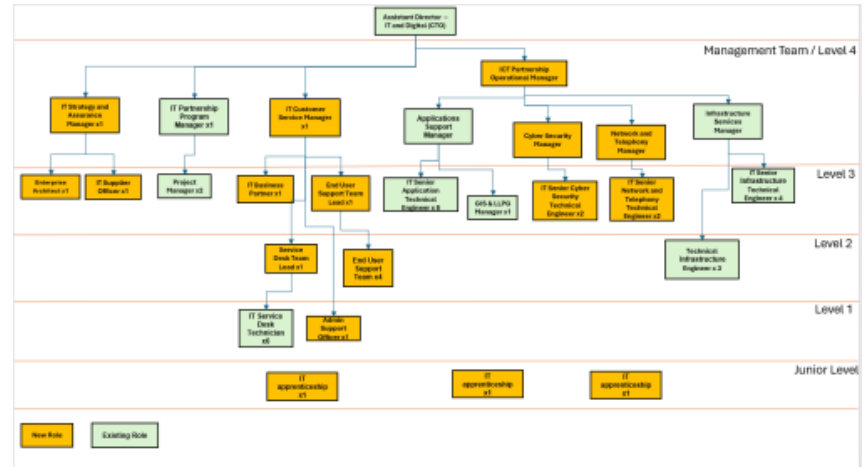
IT Strategy and Assurance Team

- **Set up Technical Design Authority**

  (A Technical Design Authority (TDA) is a group responsible for ensuring that the technical aspects of projects or programmers' 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 programmers', 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

- 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

- 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

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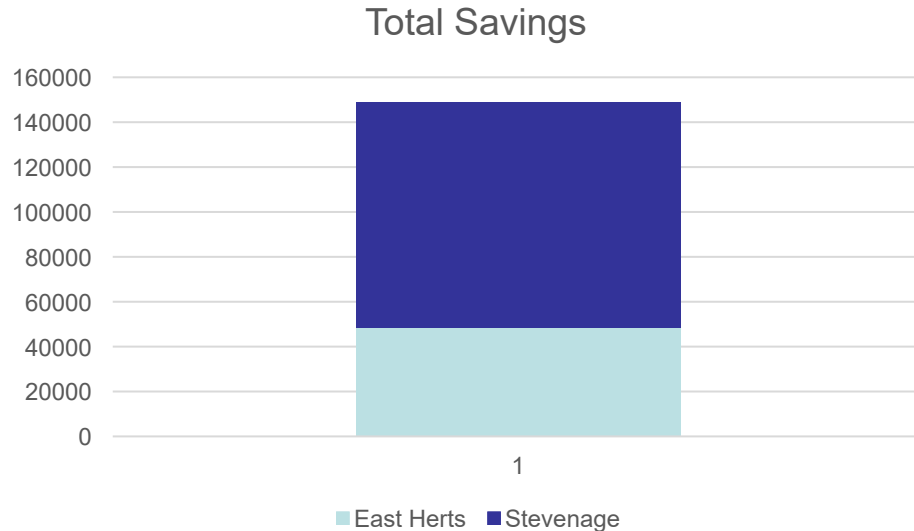
East Herts	Stevenage	Total
£48,587.48	£100,546	£149,133.48

Cyber Training