



# ICT Application Support Team Plan 2015/16

Team Manager: **Nick Wheeler**  
Service Plan: Resources  
Date signed off: 29/05/2015  
Signed off by: **David Vining**

# Contents

---

Team Overview.....	3
Our Contribution to Service Plan priorities 2014/15 .....	4
Our Team Plan 2015/16.....	6

---

## Team Overview – ICT Application Support

---

ICT Application Support team undertakes a number of key roles for the Council. The team provides ICT support services to all departments within the Council and manages the diverse technological needs of a forward thinking and constantly evolving Authority.

### **The Team's broad functions are:**

---

- Provide assistance with ICT components of departmental service strategies;
- Negotiate ICT Service Level Agreements;
- Senior ICT representative on project teams;
- Understand the customer's business to help identify operational improvements using ICT;
- Engage with customers to communicate ICT initiatives that will improve service provision;
- Develop long term relationships with customers;
- Identification of efficiency opportunities using ICT services / technology;
- Co-ordinate and expedite ICT services;
- Evaluate technical solutions to support changes in service delivery
- Implementation of new applications
- Patch and upgrade applications to ensure that they are running at their optimum performance and they comply with PSN security requirements
- Database administration
- Production, implementation and maintenance of application interfaces
- Daily investigation and resolving of incidents logged via the ICT Service Desk with regards to issues with applications.
- Procurement and Implementation of new applications.
- Management of geographical data and applications (GIS)
- Management of the Local Land and Property Gazetteer (LLPG)
- Management of the Local Street Gazetteer (LSG)
- Provide support for the products within the Oracle E-Business Suite:
  - Accounts payable
  - Accounts Receivables
  - General Ledger
  - Oracle CRM
  - Oracle Financials

- Oracle HRMS
- Oracle Procurement
- Technical support for the Council's Internet site
- Technical support for the StaffNet
- Technical support for OneVale Contact Centre's Knowledgebase
- The development of web applications and eForms

## Our Contribution to Service Plan priorities 2014/15

---

Our contribution to the Service Plan priorities last year:

- The team have contributed to and supported a variety of collaborative projects such as the Regionalising Regulatory Services project and Regional Adoption Service project (Service Objective 2). ICT resources have sat on the respective project boards and contributed to the ICT strategies of the new services and project managed the implementation of a variety of technical solutions, e.g. joining up of network infrastructures to allow shared service staff access to systems hosted in partner authorities, provided newly branded websites, provided newly branded email addresses, provided access to systems such as TimeWare, Oracle, Direct Time, Vale Website, Vale's e-Learning resources. All the above work allowed a transparent transition of staff from participating authorities to the Vale as host authority and ensured that all staff were paid correctly and on time.
- The team have contributed to the extension of the Councils use of digital channels, e.g. mobile applications, social media, etc., by managing the associated projects and providing technical support and knowledge to the implementation team (Service Objective 1). ICT resources have sat on a number of project boards and have contributed to the technical aspects of the Connecting With Our Customer, and Customer Relations strategies. ICT resources have project managed a number of related projects e.g. mobile application implementation pilot, eForm integration with Oracle CRM, providing mobile friendly websites, and have either implemented or contributed to the implementation of these projects. All the above work contributed to the migration of customers to online services therefore providing the authority with service delivery savings.

- The team have contributed to the services Public Service Network (PSN) accreditation by identifying and removing system vulnerabilities (Service Objective 3). This is a vast amount of work which will be ongoing – without which accreditation would be lost. Accreditation allows the authority secure access to other secure public sector services across the PSN such as the DWP.
- The team have contributed to the setting up of a pilot webcasting service which enables our customers to have remote/digital access to Planning Committee meetings by managing the implementation project and by carrying out the technical implementation (Service Objective 3). ICT resources project managed the implementation of this pilot and also 'drive' the cameras during Planning Committee meetings enabling the transparency of the democratic Planning process.
- The team have contributed to the introduction of a new online system to allow customers to register their interest to speak at Planning Committee meetings by building an online electronic form which is available 24 x 7 on the council's website (Service Objective 3). ICT resources project managed the implementation of this initiative and built the electronic online form that is used to register to speak enabling greater public access to the democratic Planning process.
- The team have supported many work experience placements in the last 12 months (CL15). We created a work schedule which essentially gives the student 3hrs access to each facet of the ICT service throughout the week. Feedback from schools has been very positive and demand for placements is currently exceeding capacity.

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		Residents are confident in accessing our services and are engaged with their local community.						
<b>Objective 1:</b>		To increase the number of customers who use the lowest cost, most appropriate method for their enquiry.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
RS/A093 (CL2)	Expand the range of services available via mobile apps for promoting and increasing self-service transactions.	Increased take up of self-service transactions. Reduction in transaction costs by channel.	High	David Esseen	01/04/2015	30/11/2015	2 existing FTE's for 3 weeks	
	Continue to manage the ABAVUS mobile application pilot and report back performance.	Measure a trend increase in the number of times the mobile application has been downloaded and the number of service requests that have been logged via the mobile application	High	David Esseen / Sean Powell	01/04/2015	31/11/2015	2 existing FTE's for 3 weeks	
RS/A095 (CL3)	Develop the website and further enhance	Increased customer satisfaction.	High	David Esseen	01/04/2015	31/03/2016	3 existing FTE's for 20 weeks	

	<b>corporate channels to promote access to news and information about the Council and improve the overall customer experience.</b>	<b>Increased availability and take up of self-service options via the website and mobile apps.</b>						
	Create new online functionality as dictated by the Customer Relations Project Board.	All Customer Relations Project Board requirements are actioned.	Medium	David Esseen / Sean Powell	01/04/2015	31/03/2016	2 FTE's for 5 weeks	
	Deliver service-based web design services.	Service-based web presence is quality and fit for purpose.	Medium	David Esseen / Sean Powell / Beccy Hazell	01/04/2015	31/03/2016	2 FTE's for 5 weeks	
	Upgrade Content Management System (CMS) to latest version to ensure all the latest functionality is available and system bugs are fixed.	All websites hosted on the CMS a fully functioning following the upgrade and any technical issues have been fixed.	High	David Esseen / Sean Powell	01/07/2015	31/07/2015	2 FTE's for 2 weeks	

<b>Service Outcome 1:</b>		Residents are confident in accessing our services and are engaged with their local community.						
<b>Objective 2:</b>		To deliver seamless services to our customers by working in partnership and engaging our residents in decision-making and service improvement.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
RS/A038 (CL6)	Develop and introduce protocols to increase public engagement and participation in the Council's meetings	Increased opportunities for public speaking and involvement at scrutiny and Planning Committee meetings and improved content on the website.	High	David Esseen	01/04/2015	30/03/2016	1 FTE for 1 week	
	Roll out webcasting of other Council meetings following pilot if Council resolve to do so.	Further meeting are streamed live on the internet and the number of viewers increases.	High	Sean Powell	01/04/2015	30/03/2016	1 FTE for 5 weeks	
	Provide additional online methods of allowing public to engage with the democratic process.	More public engagement with Council meetings.	Medium	Sean Powell	01/04/2015	30/03/2016	1 FTE for 1 week	



<b>Service Outcome 2:</b>		The Vale community benefits from the Council's sound and transparent decision-making through effective management of resources.						
<b>Objective 3:</b>		To optimise our resources, exercise robust financial management to provide effective relevant services and facilities.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
RS/A101	Implement PCI compliance action plan (and maintain PSN compliance)	We maintain our PSN compliance and meet requirements to become PCI compliant.	Medium	Debbie Hole	01/04/2015	30/09/2015	2 FTE's for 4 weeks	
	Replace all existing electronic forms to mitigate any potential security vulnerabilities using new and supported technology.	All eForms are secure and pass vulnerability testing and PSN regulations.	High	David Esseen	01/04/2015	30/06/2016	1 FTE for 10 weeks	
	Replace all payment eForms using the Paris eForm toolkit to mitigate any potential security vulnerabilities using new and supported technology.	All eForms are secure and pass vulnerability testing and PSN and PCI regulations.	High	David Esseen / Beccy Hazell	01/04/2015	31/03/2016	2 FTE's for 10 weeks	
	Undertake an audit of payment card systems.	Protect against any security breaches and maintain service / business continuity	High	Debbie Hole	01/04/2015	31/03/2016	1 FTE for 1 week	

	Perform any PSN and PCI related mitigation work as vulnerabilities are encountered.	No High or Medium vulnerabilities on the network to maintain compliance.	High	Kevin Lewis / David Esseen / Dave Roberts / Curtis Allen	01/04/2015	31/03/2016	4 FTE's for 2 weeks	
	Undertake maintenance of the Local Land and Property gazetteer and Local Street Gazetteers.	Maintain Gold Standard for LSG and NSG.	Medium	Anthony Tarrant / Sarah Morris	01/04/2015	31/03/2016	2 FTE for 2 weeks	
	Support all software applications used within the Council as per service level agreements.	Systems are available within office hours at least 98% of the time or as agreed in individual service level agreements.	High	All	01/04/2015	31/03/2016	20 FTE's for 2 weeks	
	Provide ICT Account Management function to the Business and act as an escalation point for any unresolved or urgent ICT issues.	Communications with the business is maintained and customer satisfaction levels remain high.	High	Nick Wheeler	01/04/2015	31/03/2016	1 FTE for 1 week	
	Provide various database development and support services as	Maintenance of legacy and new Access, SQL and Oracle Apex	Medium	Kevin Lewis / Dave Roberts	01/04/2015	31/03/2016	4 FTE's for 2 weeks	

	required by the business.	databases provided and maintained to support business needs and to avoid external development and support costs.						
<b>RS/A102 (CL4)</b>	<b>Support the delivery of the regionalisation of Regulatory Services across the three local authorities.</b>	<b>Implementation of a regionalised service that is cost-effective and sustainable into the longer term.</b>	<b>High</b>	<b>Nick Wheeler</b>	<b>01/04/2015</b>	<b>31/03/2016</b>	<b>10 FTE's for 10 weeks</b>	
	Participate in Project and Management Board meetings in the capacity of ICT Stream Lead and ICT Project Manager.	ICT Stream tasks are clearly planned, managed and implemented.	High	Nick Wheeler / Tommy O'Neill	01/04/2015	31/03/2016	2 FTE's for 2 weeks	
	Project Manage tasks related to the ICT Stream.	Provide full Project Management services.	High	Tommy O'Neill	01/04/2015	31/03/2016	1 FTE for 40 weeks	
	Implementation of a new SRS website.	Phased delivery of a website to provide 24hr x 7days access to SRS services online.	High	Dave Esseen / Sean Powell / Beccy Hazell	01/08/2015	01/11/2015 (Phase I) TBC (Phase II)	3 FTE's for 2 weeks	
	Complete a software application audit to ascertain a baseline	Consolidate applications which will provide	High	Tommy O'Neill	01/07/2015	01/11/2015	2 FTE's for 1 week	

	in terms of what systems SRS currently uses across the three geographic locations.	efficiencies in terms of the cost of software licences and support.						
<b>RS/A104</b>	<b>Undertake migration of data to new servers.</b>	<b>All data is securely transferred to the new servers.</b>	<b>Medium</b>	<b>Kevin Lewis</b>	<b>01/04/2015</b>	<b>31/03/2016</b>	<b>1 FTE's for 3 weeks</b>	
	Migrate data and software from servers running unsupported operating systems.	All data and software migrated to servers running supported operating systems therefore maintaining PSN compliance.	High	Kevin Lewis / Curtis Allen / Dave Esseen	01/04/2015	30/06/2016	3 FTE's for 3 weeks	
<b>RS/A114</b>	<b>Co-ordinate a review of income generation opportunities within ICT.</b>	<b>We are able to quantify income generation and opportunities within ICT.</b>	<b>High</b>	<b>Nick Wheeler</b>	<b>01/04/2015</b>	<b>31/03/2016</b>	<b>1 FTE for 5 days</b>	
	Participate in the Reshaping Services agenda to enable the ICT Service to be delivered in the most cost effective and efficient manner whilst achieving budget savings required.	ICT Service continues to support the organisation as a whole and facilitates corporate reshaping initiatives.	High	Nick Wheeler	01/04/2015	31/03/2016	5 FTE's for 10 weeks	