

ICT & Digital Update

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Finance and Corporate Services Scrutiny Board

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Topics we will be covering:

- Our position with Open Data
- Staffing: Recruitment, retention and use of agency staff.
- How we handle Customer Feedback for ICT & Digital
- How we work with/benchmark against peer organisations
- Role of the Council with regards to Cyber Security for the public



About open data

Insight
Intelligence

“Supporting open data and innovation” is an aim of the Digital Coventry strategy.

Insight leads on open data.

Progress regularly reported to Information Management Strategy Group.



Open data in Coventry

Progress to date



Open data part of the Council's information and statistics hub.

Performance data published on GitHub.

GitHub



Coventry is on the West Midlands Open Data Forum steering group.



Next steps

Explore regional approaches to develop a data and intelligence hub across the West Midlands – potential to bring about new markets and economic growth.

Cultural transformation to encourage and enable the publishing of service level data; creation of a publication schedule, reducing time taken to respond to FOIs etc.



Staffing: Recruitment, retention and use of agency staff



ICT & Digital = 100 FTE



In the last year we have used 3 contractor resources. 2 to provide additional capacity on project work and 1 to provide a specialist skill set to cover sickness within the service



We are currently recruiting to one of our graduate posts. This is fixed term for 2 years and we have had great success in the past with previous graduates now undertaking senior roles within ICT



We are just coming to the end of the current cohort of 6 apprentices within ICT. All have either found an opportunity within or outside the council to continue their careers in ICT. Two new apprentices will be joining us over the next few weeks



We work closely with our suppliers when implementing new projects or technologies to provide joint resource



Challenges include:

- Very buoyant IT jobs market
- Market rates

These are tackled by:

- The exciting and varied technology we use
- Development opportunities to get involved in a lot of transformational work



In the past 12 months we have had 10 people leave ICT. 3 were apprenticeships coming to an end, 5 were temporary contracts coming to an end, only 2 were due to people finding other employment. We have had 5 new starters – 2 into permanent posts and 3 into fixed term contract posts

How we handle customer feedback within ICT & Digital



3 x ICT Strategy Delivery Managers who proactively work with departments to develop ICT roadmaps for their areas and are the main strategic liaison between ICT & Service areas



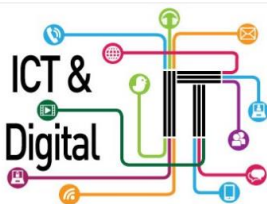
3 x ICT Service Delivery Managers who are the first point of escalation for any operational ICT issues. This provides 24 hours on-call service.



We run user surveys for specific applications, the most recent being the Mitel Unified Communications (telephony) platform. The results of this are driving the future strategy for the platform



We run a series of “pop-up” service desks where some of our support staff sit within a service area or team to be on hand for any ICT support queries that may come up. Whilst they are within the service they carry on with their general service desk duties.



Through our MyServiceDesk self service portal we give people access to an email address for feedback and escalations which is monitored by our Service Desk team and Service Delivery Managers.



We have a key group of customers who we use to test changes and provide feedback on their experience. This is especially important around the line of business systems we use and how they work with the core ICT infrastructure.



We have launched the “Ask About IT” online forum where we encourage users to post “how do I” type questions or post tips and hints. This is open for anybody to post a question and answer – not just ICT & Digital colleagues



From January 2018 we will be launching a more formal and periodic approach to customer feedback and service improvement. This will most likely be in the form of a customer satisfaction survey early in the new year.

How we work with/benchmark against peer organisations







...and many more

Role of the Council with regards to Cyber Security for the public

For the past 12 months we have been engaging with a student studying of a Masters degree as part of Warwick Manufacturing Group at Warwick University. He has produced a research paper entitled “Securing your Digital Future – A solution for Coventry City Council”.

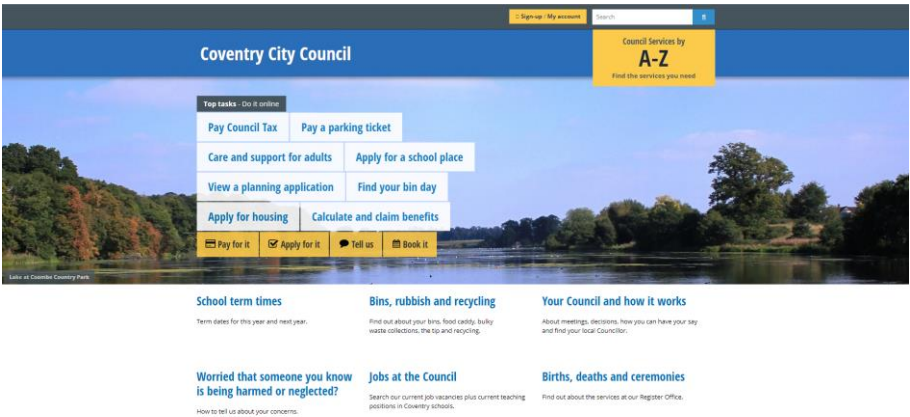
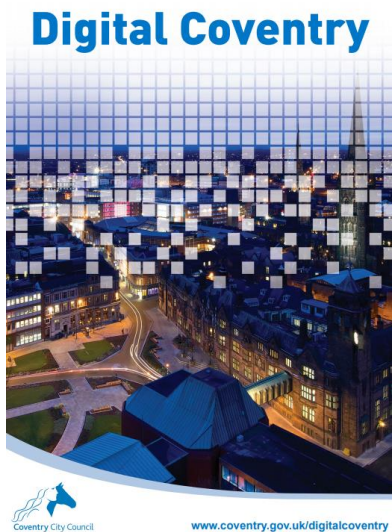
This was an in-depth research project and we are working through the output. However, one of the stand-out figures comes from part of the research which interviewed members of the public (114 interviewees) looking at cyber awareness and attitudes of Coventry citizens both at work and home.

“80% of the respondents believed that CCC should take some responsibility to protect society from cybercrime. 14% believed it should be the police and local government, whereas 6% claimed it is the responsibility of central government”¹

So, what will our approach be....

1: Dennis Scott – Securing your Digital Future – A solution for Coventry City Council
- A best practice Information Security Research Paper – September 2017

Promotion & Partnership



Thank you

Any questions?