



# **CONTRACT REVIEW PERFORMANCE PACK INFORMATION SERVICES**

# Service Performance Summary

The IT service contract has performed well since 2018, regularly meeting KPI's.

The Council has invested in making improvements to the service and introduced robust staff feedback mechanisms to ensure improvements are focused where they will have greatest impact. Satisfaction with the service has improved following implementation of these improvement plans. Fewer incidents are raised by staff and major incidents impacting the council's performance have reduced.

Good working relationships have enabled greater flexibility, to ensure the best outcomes for the council and service users are achieved.

Mitigating the impact of cyber security attacks is an increasing challenge and robust interventions coupled with increased staff awareness have been prioritised.

Leading an integrated approach to digital development that delivers security, flexibility and reliability will be a key success factor moving forward.

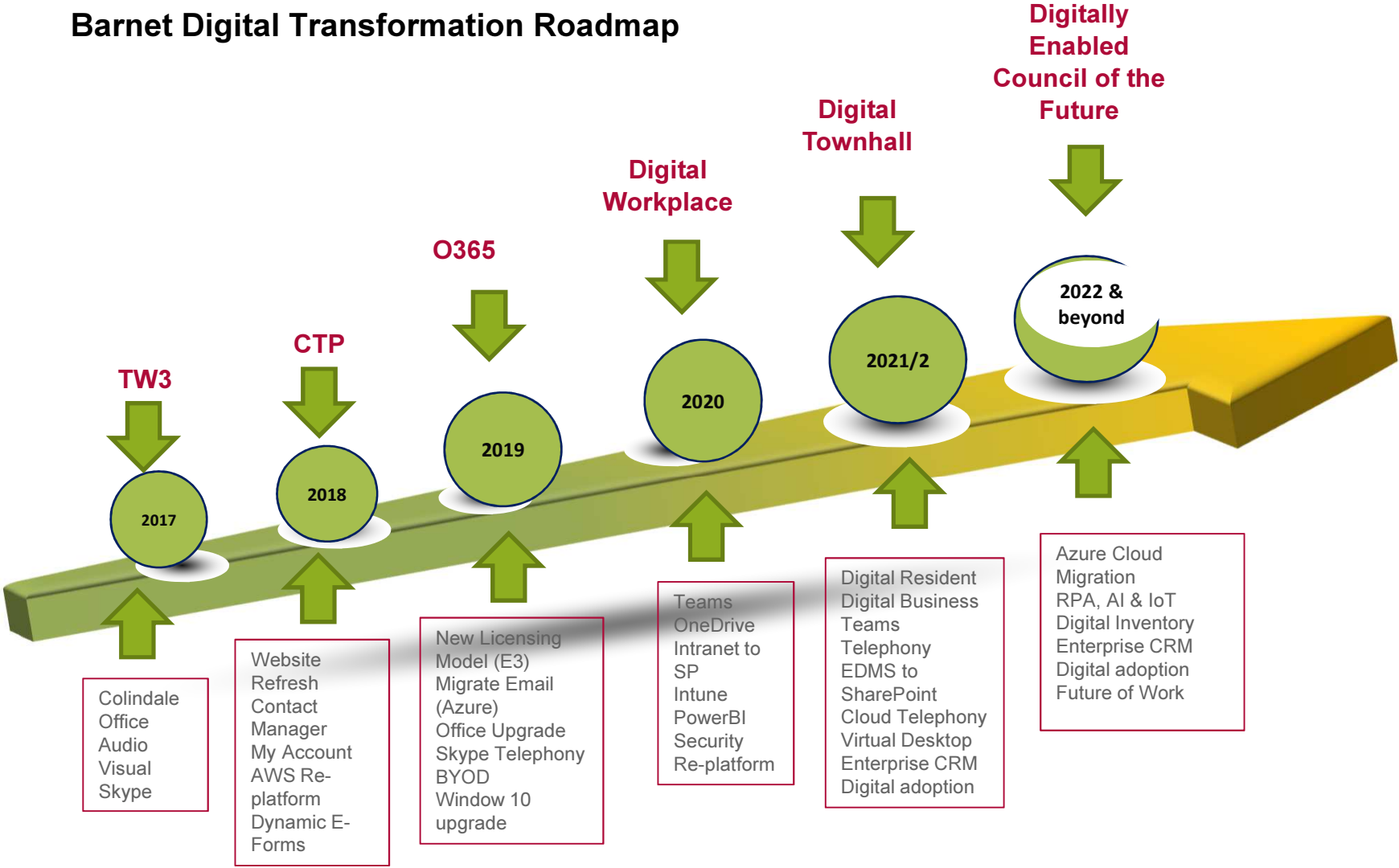
The service has been commended for its response in supporting the council to move quickly to home-working during the pandemic and was recognised for this support at the recent staff awards.

## Key Figures 2018 - 2021

	2018/19	2019/20	2020/21
<b>Management Fee</b> (as per Financial Model 2013)	7,699,984	5,334,721	5,294,566
<b>Indexation (cumulative)</b>	530,763	482,537	570,506
<b>Change Request</b>	641,970	892,003	617,244
<b>Total</b>	<b>8,872,717</b>	<b>6,709,261</b>	<b>6,482,316</b>
<b>Special Projects</b>	3,466,274	2,154,758	2,031,055

# Service Journey (Including Achievements) 2018 – March 2021

## Barnet Digital Transformation Roadmap



# Service Journey (Including Achievements) 2018 – March 2021

Key service achievements during the period;

- Reduced number of incidents by 33%
- Volume of major incidents reduced by 70%
- Over 1800 system changes in last 3 years
- Password resets reduced by 79%
- Resource profile has adapted to reflect current demand and service needs
- Improved senior staff retention

Year	Incident numbers	Major Incidents	System Changes	Password resets
2018/19	20,444	80	607	8,458
2019/20	21,359	37	499	2,319
2020/21	13,881	24	722	1,696

# Performance to Date – KPIs Annual Outturn

KPI Number	KPI Description	2018/19		2019/20		2020/21	
		Target	Result	Target	Result	Target	Result
	Information Systems	Target	Result	Target	Result	Target	Result
IS KPI 13	Critical System Availability	99.5%	99.93%	99.5%	99.91%	99.5%	99%*
IS KPI 14	User Satisfaction-IT	3.79	3.12	Revised methodology – see slides 7-10			
IS KPI 15	Incident resolution	95%	93%	95%	95%	91%**	92.2%

IS KPI 14: A service improvement plan was implemented to respond to the feedback from the Annual User-Satisfaction survey. This included using a broader survey from Socitm, an industry leading I.T organisation with public sector focus.

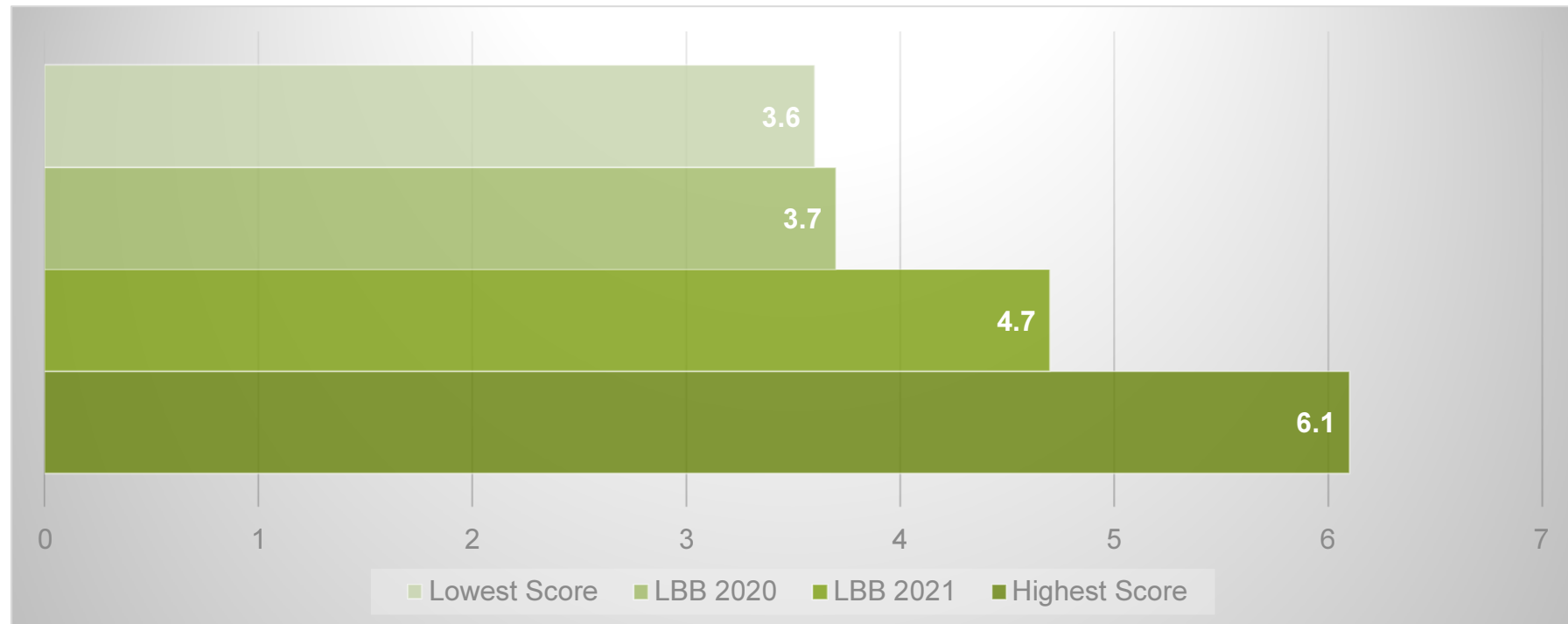
In 2020/21 the results of the Socitm survey improved from 3.7 out of 7 (2019/20) to 4.7 out of 7 (2020/21). These improvements can be attributed to a tailored improvement plan based on customer feedback.

\* Due to the impact of cyber attack on a third-party provider

\*\* Target reduced to reflect increase in demand due to people working from home during the pandemic

# Annual Socitm Survey

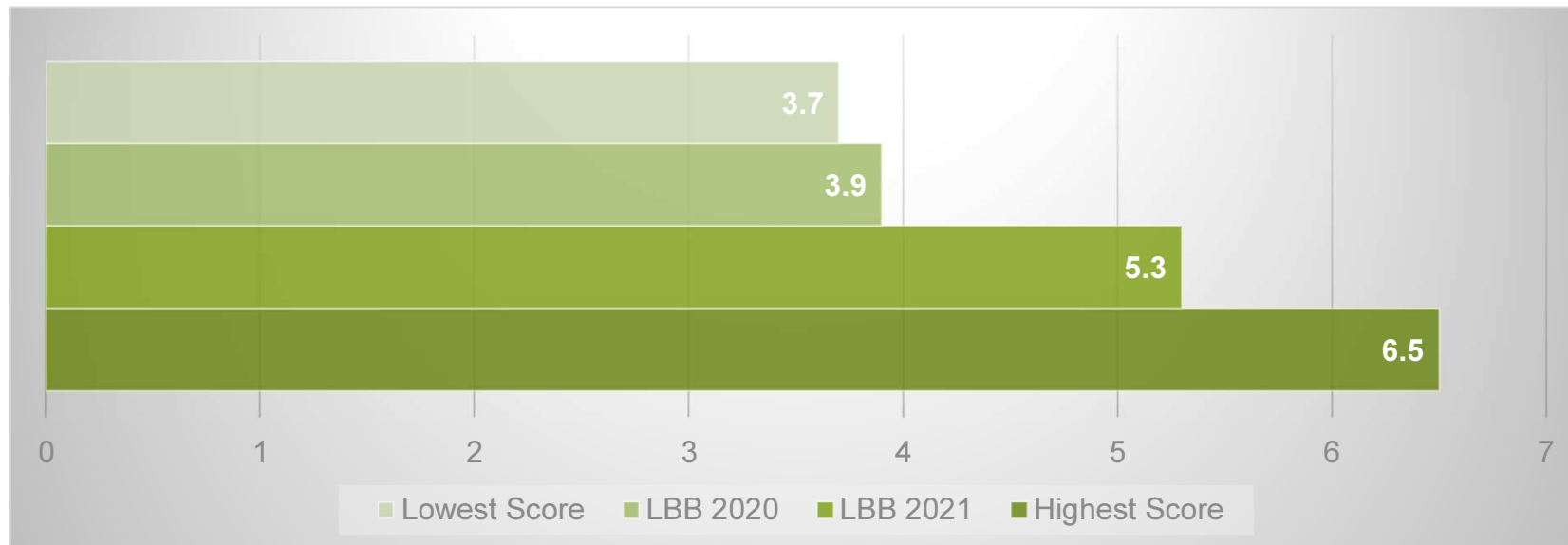
## Overall User Satisfaction Score



In 2019/20, Socitm were engaged to lead on a broad survey of the IT service. The results are compared to a material cohort of other Local Authorities, which complete the same survey.

In 2020/21, the survey reported a significant improvement in the service, from over 500 respondents. This was as a result of a tailored improvement plan to respond to the feedback arising from the previous survey.

## How well does the ICT provided in your organisation allow you to work flexibly?



The results of this question showed a marked leap year on year, jumping from 3.9/7 to 5.3/7. Whilst the capability to work remotely has existed for some time, many more colleagues experienced remote working for the first time during 2020.

During the initial months, several improvements were made to the remote working experience, with increases in Network bandwidth and technical adjustments to support the increased volume of colleagues working from home.



## How well does the ICT Service provide innovative solutions to changing business needs?



The improvement in the survey links to the modernisation of the desktop experience with the deployment of MS Teams and other Apps - as well as supporting the Covid-19 response with items like Vulnerability Hub App.

The user champion model is also acting as conduit to gather feedback and share ideas/ innovations that are helping support future changes.

# How seriously do you think ICT security is taken in your organisation?



Whilst IT security has always been a priority and promoted by both IT and across the Authority, over the past year a broader range of communication channels have been used, “Yammer”, “First Team”, “ServiceNow”, “IntraNet” and have been vital in getting the profile of the subject raised and increasing awareness amongst colleagues, which can be attributed to the improvement in views being fed back.