

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (PERFORMANCE AND GROWTH)

3C LEGAL, ICT AND BUILDING CONTROL SHARED SERVICES ANNUAL REPORTS 2019/20 AND PARTNERSHIP AGREEMENT RENEWAL

- 4.1 The Panel received a report on the 3C Legal, ICT and Building Control Shared Services Annual Performance 2019/20 and Partnership Agreement Renewal at its meeting on 8th July 2020.
- 4.2 A Member raised a concern over how the Council maximised the benefit it gets from the ICT products, particularly global products such as the Office 365 suite. It was explained that the Council has little influence over development of global products, however the Transformation team and the intelligent client, work with Council services to understand business needs, and ensure that they are able to maximise the benefits from these powerful tools. This approach means that services do not have to be technology experts but are supported to use the tools that can make them both more efficient and more effective.
- 4.3 A comment was made that the decisions on investment in the ICT service by HDC are showing their value and worth, particularly in the way that services have been able to work largely as normal during the Covid-19 pandemic.
- 4.4 Concern was raised over the resilience of the Council as it is now ever more reliant on IT. The question was asked how would the Council cope if the IT system failed? The Panel was reassured that the Council have disaster recovery arrangements in place, that steps have been taken to strengthen the resilience arrangements and that the plans are constantly reviewed. It was noted that before digitisation a risk was still present but it sat elsewhere, e.g. in irreplaceable sets of paper files. Following digitisation the risk of complete loss of data is very low, but we must recognise that risk profiles change alongside process change, and we keep such issues under review.
- 4.5 A comment was raised whether governance is going to be robust enough to adapt to working with potential new partners. Members were reassured that the governance arrangements are robust enough and that there is little appetite to bring new full Shared Service Members into the partnership, therefore expansion would likely involve delivery of services under contract.