Committee:	IT Working Group	Agenda Item
Date:	14 October 2009	**5**
Title:	Staffing and Workload	
Author:	Nicola Wittman, ICT Manager	Item for Information
	01799 510413	

Summary

1. This report is to advise Members of the current position with regards to staffing and highlights some key projects.

Recommendations

2. The report is noted.

Background Papers

None

Situation

3. Staffing numbers are almost back to full quota. The vacancy for the infrastructure Analyst has been filled internally. The second line technical support analyst has just started a two year secondment to the Electronic Documents Records Management (EDRM) team. Her post is now being advertised externally (2 year fixed term).

4. The problem with the finance linked ordering system has been resolved in the new Financial Information System release which is going live in the next few months. The ordering system itself will go live 1 April 2010.

5. The asset management software is installed and is being configured by the accounts team.

6. The new network project will start in January. It will be subject to a tender exercise. The replacement network will be voice as well as data making office moves easier. Break points will be identified to enable the council to potentially rent out parts of the building.

7. The blackberry devices have been delivered and are being configured. A number have been sent out in test. We intend to roll them out in November to staff and council members.

8. A new room booking system has been developed and is now live.

9. Microsoft carried out a licencing audit. This involved a software audit and license evaluation which lasted over a month and involved two members of staff working full time on the project.

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10. Resolved the communication issues at Great Dunmow Library. The problem was in the way ECC had cabled our area. UDC staff re-cabled and resolved the problem.

11. A New Service desk system is being evaluated. The new system will be ITIL (Information Technology Infrastructure Library) compliant which is the IT industry standard for service management. It will include customer feedback and self service modules. Five staff will undertake the ITIL qualification.

12. The £80,000 of savings from the Revenues and Benefits partnership have been indentified.

13. We have been advised that the Air conditioning units in the server room use a coolant which is not allowed to be refilled after 31st December 2009. We are currently awaiting 3 quotes.

14. The housing repairs staff are being relocated to Newport Depot. New cabling is required as are changes to the telephone system.

15. Discussions have taken place regarding Portacabins in the refuse collection centre yard. We have met with BT Open reach regarding broadband connections and Global Crossing for telecoms. A solution has been suggested and will need to be in place by 1st December 2009.

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