

Committee: Scrutiny 2
Date: 6 July 2005
Agenda Item No: 5
Title: BV157
Author: Adrian Webb (01799) 510421

Summary

1. This report provides an update on the BV157 Performance Indicator, which requires that all council services must be available electronically by 31 December 2005.

Background

2. At the end of 2003/04 the Council had achieved 61.7% of the target and was progressing towards the requirement of 90% by 31 March 2005.
3. In June 2004 the IT Section was restructured and the staff split between two Executive Managers. The responsibility for BV157 transferred to the Programme Office managed by John Mercer. The staffing for this team consisted of an Executive Manger, three full time established posts and one long-term contractor.
4. The work towards BV157 continued and as at the end of September the completed figure stood at 66.9%. However, between September and November 2004 all of the established staff left the Council and the long-term contractor was absent on sick leave for three months from October. Two short-term contract staff were employed, for a six month period, from October to ensure the BV157 work did not stop.
5. Following a further restructuring and a recruitment drive, new staff came in to the team during January 2005. Whilst considerable work was done during the period October to March to try and recover the situation, the net effect was a final year BV157 of 77.3% compared to the target of 90%.
6. As part of the annual Performance Indicator review, a revised set of targets for BV157 were agreed as shown below:

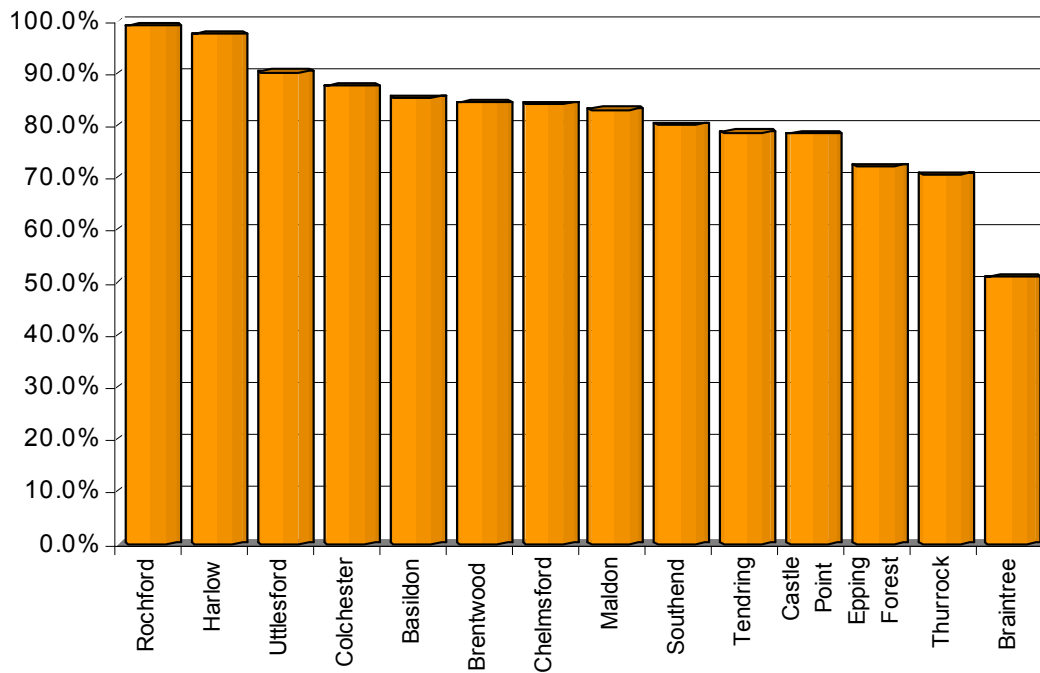
June 2005	83%
September 2005	93%
December 2005	100%
March 2006	100%

7. Significant work has been undertaken during the first quarter of 2005/06 and the completed figure as at the end of June is 90.1%.
8. There remain 64 interactions still to achieve. These can be broken down in to the following BV157 standard headings:

Applications for services	21
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Booking venues, resources & courses	4
Collecting revenue	1
Consultation	2
Paying for goods & services	5
Procurement	1
Providing access to community, professional or business networks	3
Providing benefits & grants	2
Providing Information	19
Regulation (such as issuing licences)	6

9. The work undertaken during the first quarter of the current year has resulted in this council being one of the leading Essex authorities on BV157. The graph below uses the most recent comparable data and shows that Uttlesford lies 3rd in Essex.



Conclusion

10. It is expected that the BV157 target of all services available electronically by 31 December 2005 will be achieved.

Committee: IT WORKING GROUP
Date: 13 July 2005
Agenda Item No: 8
Title: COUNCILLOR SUPPORT DESK CALLS
Author: Adrian Webb (01799) 510421

Introduction

- 1 At the last meeting of the Group, Members requested an update on Councillor Support Desk calls.

Background

- 2 The current support desk information (SDI) system has been in use since 1 April 2004. This system was written and developed in-house to meet the precise needs of the Support Desk staff.
- 3 Where support desk calls were easily fixed during the initial telephone call they were not always logged on to the SDI system, as this process tended to take longer than resolving the call itself. However, since 1 April a concerted effort has been made to log all calls.
- 4 Another area that has not been logged on to the SDI system is the initial installation and first time using of the councillor broadband system. This was a specific project and teething problems, be it system or user, were passed directly to the officer responsible for the installation.
- 5 Attached, as Appendix One, is a breakdown of support desk calls received and logged for 2004/05. During this period the support desk received 143 calls from a total of 35 Councillors.

Current Position

- 6 For the first quarter of 2005/06 the Support Desk has logged 43 calls from Councillors. A summary by Councillor is shown in Appendix One and a full breakdown is available as Appendix Two.
- 7 A number of the calls relate to the need to reset RSA cards as they have been logged out. Equally a number of calls are in respect of Outlook type problems. The introduction of the new Member remote access should resolve the Outlook issues.
- 8 There are currently two support desk calls outstanding, one is a problem with Outlook and the other is a specific issue being experienced by Cllr Bowker whereby the IT problem has been resolved but there has now arisen a more general support issue.

Appendix One

Support Desk Calls – summary

	Number of Support Desk Calls 2004/05	Number of Support Desk Calls April – June 2005
Cllr A Dean	27	4
Cllr Artus	1	1
Cllr Baker	2	0
Cllr Bayley	5	0
Cllr Bowker	6	3
Cllr Cant	2	1
Cllr Cheetham	6	2
Cllr Clarke	1	0
Cllr C M Dean	2	0
Cllr Copping	2	0
Cllr Down	1	0
Cllr Foley	3	2
Cllr Freeman	1	0
Cllr Godwin	1	0
Cllr Gregory	3	0
Cllr Hibbs	2	1
Cllr Hicks	2	1
Cllr Hughes	4	2
Cllr Jones	4	0
Cllr Lelliott	1	0
Cllr Lemon	6	1
Cllr Loughlin	13	6
Cllr Marchant	1	0
Cllr Menell	3	0
Cllr Morson	11	7
Cllr Pedder	1	0
Cllr Row	9	2
Cllr Savage	6	3
Cllr Schneider	1	0
Cllr Sell	7	3
Cllr Silver	2	2
Cllr Tealby-Watson	1	0
Cllr Thawley	2	0
Cllr Wattebot	2	0
Cllr Wilcock	2	1
	143	43

Appendix Two

Support Desk calls April – June 2005 – Detailed

CallID	UserID	Analyst	CallDetails
5727	cilradean	paulf	<p>*** Call created by paulf at 2005/04/26 11:24. On Tuesday 26/04/2005 at 11:25, paulf added: Can't access webpages. Getting stopped by Siteminder. Outlook okay. On Tuesday 26/04/2005 at 11:25, paulf added: Reset token. ***Call closed by paulf at 2005/04/26 11:25.</p>
5739	cilradean	waynec	<p>*** Call created automatically at: 2005/04/26 22:40 Subject: Off-line working I cannot get my system to synchronise and work off-line since the problems on Monday. I have tried both at home and here now in the office. I shall not be on line again before Saturday.</p> <p>Councillor Alan Dean Leader of the Council Member for Stansted Mountfitchet Uttlesford District Council Tel: +44 (0)1799 510 405 Mobile: +44 (0) 7710 105 824</p> <p>*** Call transferred to alastair by nickyf at 2005/04/27 08:38. On Wednesday 27/04/2005 at 11:03, alastair added: E-mail sent to Alan Dean asking him to contact Wayne to arrange for Wayne to have the laptop so he can look at the problem On Tuesday 10/05/2005 at 12:39, alastair added: Wayne is still awaiting for the laptop to be brought in *** Call transferred to waynec by alastair at 2005/05/16 14:19. On Thursday 26/05/2005 at 16:45, waynec added: User no longer having problem ***Call closed</p>

5920	cllradean	maxl	<p>*** Call created by maxl at 2005/05/09 15:04. On Monday 09/05/2005 at 15:05, maxl added: outlook sync problem - reconfigured ***Call closed by maxl at 2005/05/09 15:05.</p>
6557	cllradean	alastair	<p>*** Call created by alastair at 2005/06/13 11:05. On Monday 13/06/2005 at 11:06, alastair added: problem connecting to RSA On Monday 13/06/2005 at 11:10, alastair added: fault was with his wireless connection. rebooted wireless connection point connected OK ***Call closed by alastair at 2005/06/13 11:10.</p>
6422	cllrartus	waynec	<p>*** Call created by alastair at 2005/06/06 16:27. On Monday 06/06/2005 at 16:27, alastair added: Could you please replace his laptop as it has stopped working *** Call transferred to waynec by alastair at 2005/06/06 16:28.</p>
5705	cllrbowker	alastair	<p>*** Call created by alastair at 2005/04/25 14:22. On Monday 25/04/2005 at 14:23, alastair added: Setup Laptop and install updates On Thursday 28/04/2005 at 09:00, alastair added: laptop set up and ready to go (new image done) ***Call closed by alastair at 2005/04/28 09:01.</p>
5665	cllrbowker	alastair	<p>*** Call created by alastair at 2005/04/22 09:02. On Friday 22/04/2005 at 09:05, alastair added: Home call to Cllr Bowker to set On Friday 22/04/2005 at 14:30, alastair added: swapped out PC and moved mail accross ***Call closed by alastair at 2005/04/22 14:30.</p>

6615	cllrbowker	alastair	<p>*** Call created by alastair at 2005/06/15 10:35. On Wednesday 15/06/2005 at 10:35, alastair added: Update UDC address book on his laptop On Wednesday 15/06/2005 at 14:37, alastair added: Need to speak to Jane McKie to find out who is going to update the file</p>
5597	cllrkant	waynec	<p>*** Call created by paulf at 2005/04/18 16:57. On Monday 18/04/2005 at 16:59, paulf added: Having recurrent problems logging onto internet/mail. Token was disabled but is now okay. She is getting an unable to load page error and is also having trouble picking up her mail. She is also concerned that the system is running too slowly. *** Call transferred to waynec by paulf at 2005/04/18 16:59. On Thursday 26/05/2005 at 16:30, waynec added: Have shown user an ew way to login all seems much better now ***Call closed by waynec at 2005/05/26 16:30.</p>
5668	cllrcheetham	waynec	<p>*** Call created by paulc at 2005/04/22 09:32. On Friday 22/04/2005 at 09:34, paulc added: cllr Cheetham is frequently getting error message when trying to open attachments in email "error in transmission". She advised this seems to be happening more and more now. Advised Wayne who is investigating *** Call transferred to waynec by paulc at 2005/04/22 09:34. On Friday 27/05/2005 at 12:16, waynec added: Paul sorted problem out ***Call closed by waynec at 2005/05/27 12:16.</p>
5717	cllrcheetham	paulc	<p>*** Call created by paulc at 2005/04/26 09:19. On Tuesday 26/04/2005 at 09:20, paulc added: Cllr Cheetham is unable to access her email. This is being investigated On Tuesday 26/04/2005 at 09:31, paulc added: Advised prob is now resolved ***Call closed by paulc at 2005/04/26 09:31.</p>

5913	cllrfoley	alastair	<p>*** Call created by alastair at 2005/05/09 11:32. On Monday 09/05/2005 at 11:33, alastair added: problem connecting to members site On Monday 09/05/2005 at 11:54, alastair added: able to connect Ok but keeps opening an e-mail He will be bringing it in this afternoon On Monday 09/05/2005 at 15:30, alastair added: seems ok when using lthelpdesk RSA and from a page with the correct URL ***Call closed by alastair at 2005/05/09 15:30.</p>
6580	cllrfoley	maxl	<p>*** Call created by maxl at 2005/06/14 10:35. On Tuesday 14/06/2005 at 10:35, maxl added: unable to login to site minder - the token doesnt appear to be locked out. advised to retry, worked okay ***Call closed by maxl at 2005/06/14 10:35.</p>
5551	cllrhibbs	alastair	<p>*** Call created by alastair at 2005/04/15 08:37. On Friday 15/04/2005 at 08:43, alastair added: Setup and configure new laptop to replace On Friday 15/04/2005 at 14:21, alastair added: PC setup he will call next week to arrange collection ***Call closed by alastair at 2005/04/15 14:21.</p>
5923	cllrhicks	waynec	<p>*** Call created by maxl at 2005/05/09 16:11. On Monday 09/05/2005 at 16:11, maxl added: RSA token has gone dead. needs replacement. Will be at Council Offices on Friday, so could we get this set up by then? *** Call transferred to waynec by maxl at 2005/05/09 16:12. On Wednesday 11/05/2005 at 13:21, waynec added: new token setup contacted user waiting for him to get back to me for best method of delivery On Thursday 26/05/2005 at 16:32, waynec added: Done ***Call closed by waynec at 2005/05/26 16:32.</p>

5780	cllrhughes	alastair	<p>*** Call created by alastair at 2005/04/28 13:45. On Thursday 28/04/2005 at 13:45, alastair added: When will I be able to access my council e-mail. My computer says that either the MS exchange server is down or the HTTP service has been disabled by an administrator. Cllr B Hughes On Thursday 28/04/2005 at 16:24, alastair added: Cllr Hughes has called back and reports that all is working OK ***Call closed by alastair at 2005/04/28 16:24.</p>
6552	cllrhughes	paulf	<p>*** Call created by maxl at 2005/06/13 09:35. On Monday 13/06/2005 at 09:37, maxl added: Reported that members of the public are unable to access the cemetery searches database. Could you please look into this matter, Paul. *** Call transferred to paulf by maxl at 2005/06/13 09:37. On Monday 13/06/2005 at 10:04, paulf added: Problem due to ongoing Forms problem, awaiting update. ***Call closed by paulf at 2005/06/13 10:04.</p>
5907	cllrlemon	alastair	<p>*** Call created by paulc at 2005/05/09 09:50. On Monday 09/05/2005 at 10:12, paulc added: Cllr Lemon was unable to connect to the internet. Reset his router and can now connect although unable to connect to members page. *** Call transferred to alastair by paulc at 2005/05/09 10:12. On Monday 09/05/2005 at 11:57, alastair added: Will try to connect after lunch as going out On Monday 09/05/2005 at 14:39, alastair added: Cllr Lemon has called back and he is able to pick up his e-mail ***Call closed by alastair at 2005/05/09 14:40.</p>

5639	cllrloughlin	alastair	<p>*** Call created by alastair at 2005/04/20 12:04. On Wednesday 20/04/2005 at 12:05, alastair added: Unable to access web mail On Wednesday 20/04/2005 at 12:05, alastair added: Token locked out reports 3 bad pins On Wednesday 20/04/2005 at 12:06, alastair added: Page is still unable to be displayed passed fault to Wayne ***Call closed by alastair at 2005/04/20 12:06.</p>
5946	cllrloughlin	alastair	<p>*** Call created by alastair at 2005/05/10 16:29. On Tuesday 10/05/2005 at 16:53, alastair added: resized the inbox bar on the left asked how to resize it back ***Call closed by alastair at 2005/05/10 16:53.</p>
6403	cllrloughlin	alastair	<p>*** Call created by paulc at 2005/06/06 09:59. On Monday 06/06/2005 at 10:01, paulc added: Cllr Loughlin is having probs trying to get into her webmail. She can log in ok but seems to be getting some type of error popup and no emails are being displayed. Please contact her on 01279 812346. Passing to Alastair to advise. *** Call transferred to alastair by paulc at 2005/06/06 10:01. On Monday 06/06/2005 at 11:14, alastair added: Cllr Loughlin had lost the subject bars in outlook, talked her through putting them back on ***Call closed by alastair at 2005/06/06 11:14.</p>
5864	cllrloughlin	alastair	<p>*** Call created by alastair at 2005/05/05 09:25. On Thursday 05/05/2005 at 09:27, alastair added: RSA card locked On Thursday 05/05/2005 at 09:28, alastair added: Unlocked the RSA card able to log on OK ***Call closed by alastair at 2005/05/05 09:28.</p>

5580	cllrroughlin	alastair	*** Call created by alastair at 2005/04/18 12:21. On Monday 18/04/2005 at 12:22, alastair added: Question about the cost of staying online ***Call closed by alastair at 2005/04/18 12:24.
6458	cllrroughlin	alastair	*** Call created by alastair at 2005/06/08 09:11. On Wednesday 08/06/2005 at 09:12, alastair added: problems logging in to outlook On Wednesday 08/06/2005 at 09:13, alastair added: logged in OK after a reboot ***Call closed by alastair at 2005/06/08 09:13.
6769	cllrmorson	alastair	*** Call created by alastair at 2005/06/27 09:00. On Monday 27/06/2005 at 09:01, alastair added: rsa card in next token mode On Monday 27/06/2005 at 09:01, alastair added: reset card ***Call closed by alastair at 2005/06/27 09:01.
5299	cllrmorson	maxl	*** Call created by maxl at 2005/04/04 10:12. On Monday 04/04/2005 at 10:12, maxl added: login difficulties (siteminder) ***Call closed by maxl at 2005/04/04 10:12.
5491	cllrmorson	alastair	*** Call created by nickyf at 2005/04/13 10:06. On Wednesday 13/04/2005 at 10:07, nickyf added: Having problems logging in to read his email. He's on 01279 850209. *** Call transferred to Service Desk Team by nickyf at 2005/04/13 10:07. *** Call transferred to alastair by alastair at 2005/04/13 11:24. On Wednesday 13/04/2005 at 11:25, alastair added: RSA card locked out 3 bad pins ***Call closed by alastair at 2005/04/13 11:25.

5629	cllrmorson	alastair	<p>*** Call created by alastair at 2005/04/20 08:48. On Wednesday 20/04/2005 at 08:49, alastair added: Unable to connect to webmail On Wednesday 20/04/2005 at 08:50, alastair added: Token in next token mode ***Call closed by alastair at 2005/04/20 08:50.</p>
6451	cllrmorson	alastair	<p>*** Call created by alastair at 2005/06/07 14:22. On Tuesday 07/06/2005 at 14:23, alastair added: rsa card in next token mode On Tuesday 07/06/2005 at 14:23, alastair added: reset token ***Call closed by alastair at 2005/06/07 14:23.</p>
6033	cllrmorson	alastair	<p>*** Call created by alastair at 2005/05/16 09:35. On Monday 16/05/2005 at 09:36, alastair added: RSA token locked On Monday 16/05/2005 at 09:36, alastair added: reset token ***Call closed by alastair at 2005/05/16 09:36.</p>
6366	cllrmorson	maxl	<p>*** Call created by maxl at 2005/06/02 09:28. On Thursday 02/06/2005 at 09:29, maxl added: Unable to connect to Councillor's extranet - web site appears to be down from externally. ***Call closed by maxl at 2005/06/02 09:37.</p>
6075	cllrow	maxl	<p>*** Call created by maxl at 2005/05/17 10:49. On Tuesday 17/05/2005 at 10:50, maxl added: (call from yesterday) RSA account locked out - reenabled token ***Call closed by maxl at 2005/05/17 10:50.</p>

5908	cllrrow	paulc	<p>*** Call created by paulc at 2005/05/09 10:14. On Monday 09/05/2005 at 10:15, paulc added: Cllr Roe is unable to connect to the members page/login. Getting error "page can not be displayed". Investigating On Monday 09/05/2005 at 10:19, paulc added: Restarted PC as WWW1 has been disconnected. Now connected ok ***Call closed by paulc at 2005/05/09 10:19.</p>
6023	cllrsavage	waynec	<p>*** Call created by alastair at 2005/05/13 16:19. On Friday 13/05/2005 at 16:23, alastair added: Cllr Savage is unable to connect to Outlook on his laptop I have checked his RSA card (OK) he has reset the router and tried logging off/out of Outlook and back in. However he is still unable to connect and send and recieve mail using Outlook. Could you please call him back ASAP 01223 890677 *** Call transferred to waynec by alastair at 2005/05/13 16:26. On Friday 27/05/2005 at 12:08, waynec added: User ok now. ***Call closed by waynec at 2005/05/27 12:08.</p>
5903	cllrsavage	alastair	<p>*** Call created by paulc at 2005/05/09 09:27. On Monday 09/05/2005 at 09:34, paulc added: cllr Savage is unable to connect to the members page. He is getting error "Unable to display page". He can connect to other pages on the internet. 0207 0896897 *** Call transferred to alastair by paulc at 2005/05/09 09:34. On Monday 09/05/2005 at 09:40, alastair added: Site minder web page unable to be displayed On Monday 09/05/2005 at 11:24, alastair added: working OK ***Call closed by alastair at 2005/05/09 11:24.</p>

5723	cllrsavage	paulc	<p>*** Call created by paulc at 2005/04/26 10:02.</p> <p>On Tuesday 26/04/2005 at 10:03, paulc added: Cllr Savage is still having probs trying to get into his webmail. When entering his passcode he is being asked for the passcode again, seems stuck in loop. Please advise.</p> <p>On Tuesday 26/04/2005 at 10:56, paulc added: Message left for cllr to call helpdesk. Looks like prob is with his laptop. Will need to bring into office whan able.</p> <p>***Call closed by paulc at 2005/04/26 10:56.</p>
5849	cllrSELL	paulc	<p>*** Call created by paulc at 2005/05/04 10:39.</p> <p>On Wednesday 04/05/2005 at 10:42, paulc added: cllr Sell called as unable to access his mail. Advised due to websvr 1 being upgraded with new drives. SShould be back shortly</p> <p>***Call closed by paulc at 2005/05/04 10:42.</p>
6407	cllrSELL	alastair	<p>*** Call created by alastair at 2005/06/06 11:36.</p> <p>On Monday 06/06/2005 at 11:37, alastair added: Unable to log onto e-mail</p> <p>On Monday 06/06/2005 at 11:37, alastair added: Token in next token mode</p> <p>***Call closed by alastair at 2005/06/06 11:37.</p>
5985	cllrSELL	alastair	<p>*** Call created by alastair at 2005/05/12 13:11.</p> <p>On Thursday 12/05/2005 at 13:12, alastair added: RSA Card in next token mode</p> <p>***Call closed by alastair at 2005/05/12 13:12.</p>
5592	cllrsilver	maxl	<p>*** Call created by maxl at 2005/04/18 16:23.</p> <p>On Monday 18/04/2005 at 16:24, maxl added: unable to access the internet - resetting the router fixed the problem</p> <p>***Call closed by maxl at 2005/04/18 16:24.</p>

6770	cllrsilver	waynec	<p>*** Call created by alastair at 2005/06/27 09:01. On Monday 27/06/2005 at 09:06, alastair added: unable to connect to the internet seems to be trying to dial rather than connect using ADSL. I have tried to talk him through changing his settings but I am unable to talk him through this as he is on his own PC and has some odd settings !!! *** Call transferred to waynec by alastair at 2005/06/27 09:06. On Wednesday 29/06/2005 at 16:36, waynec added: System ok now and reinstalled printer driver for his own printer think it was a lekmark 1020,. which now works but told him we only offer limited support for peoples own computers. ***Call closed by waynec at 2005/06/29 16:36.</p>
6637	cllrwilcock	alastair	<p>*** Call created by alastair at 2005/06/16 10:21. On Thursday 16/06/2005 at 10:21, alastair added: RSA Card locked On Thursday 16/06/2005 at 10:22, alastair added: unlocked card ***Call closed by alastair at 2005/06/16 10:22.</p>