Minute

Asset Management Sub-committee

Thursday, 31 May 2018, 10:30.

Council Chamber, Council Offices, School Place, Kirkwall.

Present

Councillors W Leslie Manson, Norman R Craigie and Robin W Crichton.

Clerk

- Hazel Flett, Senior Committees Officer.

In Attendance

- Gillian Morrison, Executive Director of Corporate Services.
- Hayley Green, Head of IT and Facilities.
- Colin Kemp, Corporate Finance Senior Manager.
- Graeme Christie, Estates Manager.
- Kenny MacPherson, ICT Service Manager (for Items 1 to 3).
- Jill Macadam, Solicitor.

Observing

- Gwyn Evans, Facilities Manager (for Items 3 to 8).
- Elizabeth Dennison, Asset Management Surveyor.

Apologies

- Councillor Steven B Heddle.
- Councillor John A R Scott.
- Councillor Graham L Sinclair.
- Councillor James W Stockan.

Declarations of Interest

- No declarations of interest were intimated.

Chair

- Councillor W Leslie Manson.

1. Disclosure of Exempt Information

The Sub-committee noted the proposal that the public be excluded from the meeting for consideration of Items 5 to 7, as the business to be discussed involved the potential disclosure of exempt information of the classes described in the relevant paragraphs of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973 as amended.

2. Information Technology Capital Replacement Programme

After consideration of a report by the Executive Director of Corporate Services, copies of which had been circulated, and after hearing a report from the Head of IT and Facilities, on the motion of Councillor Robin W Crichton, seconded by Councillor Norman R Craigie, the Sub-committee:

Resolved, in terms of delegated powers:

2.1. That the Information Technology Capital Replacement Programme for 2018 to 2019, together with the indicative programme for 2019 to 2020, attached as Appendix 1 to this Minute, to be funded from the allocation of £420,000 per annum within the approved capital programme, be approved.

2.2. That powers be delegated to the Executive Director of Corporate Services, in consultation with the Head of Finance, to adjust the two year programme, referred to at paragraph 2.1 above, as variations arose in order to maximise use of the annual capital allocation.

3. Digital Strategy 2018 to 2020

After consideration of a report by the Executive Director of Corporate Services, copies of which had been circulated, the Sub-committee:

Noted:

3.1. That the Digital Strategy, approved by Council in March 2017, had been reviewed to ensure that it continued to be appropriate in meeting the Council's priorities and objectives.

3.2. That the review had confirmed that the Digital Strategy remained sound, with only very minor changes required.

3.3. Progress made with implementing the Digital Strategy, as detailed in the updated Delivery Plan 2018 to 2020, attached as Annex 2 to the report by the Executive Director of Corporate Services.

On the motion of Councillor W Leslie Manson, seconded by Councillor Robin W Crichton, the Sub-committee resolved to **recommend to the Council**:

3.4. That the updated Digital Strategy 2018 to 2020, attached as Appendix 2 to this Minute, be approved.

4. Exclusion of Public

On the motion of Councillor W Leslie Manson, seconded by Councillor Robin W Crichton, the Sub-committee resolved that the public be excluded for the remainder of the meeting, as the business to be considered involved the disclosure of exempt information of the classes described in the relevant paragraphs of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973 as amended.

5. Change Review – Property Asset Management

Under section 50A(4) of the Local Government (Scotland) Act 1973, the public had been excluded from the meeting for this item on the grounds that it involved the disclosure of exempt information as defined in paragraphs 2, 6 and 9 of Part 1 of Schedule 7A of the Act.

After consideration of a report by the Executive Director of Corporate Services, copies of which had been circulated, and after hearing a report from the Head of IT and Facilities, the Sub-committee:

Resolved to **recommend to the Council** what action should be taken in respect of the Change Review on Property Asset Management.

The above constitutes the summary of the Minute in terms of the Local Government (Scotland) Act 1973 section 50C(2) as amended by the Local Government (Access to Information) Act 1985.

6. Property at Hatston Industrial Estate, Kirkwall

Under section 50A(4) of the Local Government (Scotland) Act 1973, the public had been excluded from the meeting for this item on the grounds that it involved the disclosure of exempt information as defined in paragraphs 2, 6 and 9 of Part 1 of Schedule 7A of the Act.

After consideration of a report by the Executive Director of Corporate Services, copies of which had been circulated, and after hearing a report from the Estates Manager, the Sub-committee:

Resolved, in terms of delegated powers, what action should be taken with regard to property at Hatston Industrial Estate.

The above constitutes the summary of the Minute in terms of the Local Government (Scotland) Act 1973 section 50C(2) as amended by the Local Government (Access to Information) Act 1985.

7. Property at Hatston Industrial Estate, Kirkwall

Under section 50A(4) of the Local Government (Scotland) Act 1973, the public had been excluded from the meeting for this item on the grounds that it involved the disclosure of exempt information as defined in paragraph 2 of Part 1 of Schedule 7A of the Act.

After consideration of a report by the Executive Director of Corporate Services, copies of which had been circulated, and after hearing a report from the Estates Manager, the Sub-committee:

Resolved in terms of delegated powers, what action should be taken with regard to property at Hatston Industrial Estate.

The above constitutes the summary of the Minute in terms of the Local Government (Scotland) Act 1973 section 50C(2) as amended by the Local Government (Access to Information) Act 1985.

8. Conclusion of Meeting

At 11:50 the Chair declared the meeting concluded.

Signed: L Manson.

Information Technology Capital Replacement Programme 2018 to 2019

Project Name	Activity	Reason	Sub Total	Total
Desktop Replacement.	Replace End User Desktop Infrastructure (Corporate and Schools).	Annual programme to ensure desktop/laptop end-user equipment is up to date in Council and schools.	£72,000	£72,000
Datacentre Replacements.	Replacement of Blade and Storage Infrastructure.	To remove an IT System from Blade and Storage Infrastructure that is no longer supported.	£10,000	£172,000
	Replacement of Virtualisation Services.	The main datacentre hosting services is reaching end of support lifetime and lacks some capabilities essential for effective continuous delivery of service.	£40,000	
	Replacement of Data Storage and SAN.	Replacement of Data Storage Devices.	£80,000	
	Failures and Emergency Replacements.	Allocation to replace failures not able to be repaired and any systems that fail future audit requirements.	£42,000	
Server Replacements.	Replacement of Services and Systems running Windows 2008R2 and Windows 2012/2012R2.	A large number of systems in the environment run on services which have been built with the Windows 2008 and Windows 2012 operating system that reaches end of support lifetime in 2020. This is to fund their replacement.	£30,000	£30,000
Local Area Network Replacements.	Replacement of Cisco Access and Distribution Switches.	A large number of the Council's network switches do not meet the essential security criteria identified by the independent cybersecurity audits for PSN and require replacement with more secure technology.	£40,000	£40,000

Project Name	Activity	Reason	Sub Total	Total
Wide Area Network Replacements.	Replacement of Firewalls.	Replacement of the older firewalls with the objective of improving resilience and failover in internet and Cloud connections.	£50,000	£82,000
	Replacement of External Edge Switches.	Replacement of older switches at external edge of network to improve cybersecurity.	£8,000	
	Replacement of Wide Area Links.	Replacements and upgrades of radio connections on masts and fibre optic links that connect the Council sites. This will cover improvements across the isles, mainland and towns.	£24,000	
Telecoms Replacements.	Replacement of Phone Systems.	Replacement of telephone systems that are outdated ahead of BT's planned withdrawal of ISDN and PSTN.	£24,000	£24,000
Total				£420,000

Information Technology Capital Replacement Programme 2019 to 2020

Project Name	Activity	Reason	Sub Total	Total
Desktop Replacement.	Replace End User Desktop Infrastructure (Corporate and Schools).	Annual programme to ensure desktop/laptop end-user equipment is up to date in Council and schools.	£72,000	£72,000
Datacentre Replacements.	Replacement of Externally Facing "DMZ" Datacentre Infrastructure.	Currently, public facing IT systems are hosted on hardware that lacks in resilience and failover. It is also reaching end of support lifetime. An infrastructure fault would impact important services.	£40,000	£102,000
	Failures and Emergency Replacements.	Allocation to replace failures not covered by repaired and any systems that fail future audit requirements.	£42,000	
	Replacement of Data Storage and SAN.	Replacement of Data Storage Devices.	£30,000	
Server Replacements.	Replacement of Services and Systems running Windows 2008R2 and Windows 2012/2012R2.	A large number of systems in the environment run on services which have been built with the Windows 2008 and Windows 2012 operating system that reaches end of support lifetime in 2020. This is to fund their replacement.	£30,000	£30,000
Local Area Network Replacements.	Replacement of Cisco Access and Distribution Switches.	A large number of the Council's network switches do not meet the essential security criteria identified by the independent cybersecurity audits for PSN and require replacement with more secure technology.	£40,000	£40,000

Project Name	Activity	Reason	Sub Total	Total
Wide Area Network Replacements.	Replacement of Cybersecurity Monitoring Proxy Systems.	All Council network traffic is passed through filtering and monitoring technology that no longer meets the capacity demands and lacks resilience, so a failure of equipment effectively ceases all operations.	£48,000	£96,000
	Replacement of Wide Area Links.	Replacements and upgrades of radio connections on masts and fibre optic links that connect the Council sites. This will cover improvements across the isles, mainland and towns.	£48,000	
Telecoms Replacements.	Replacement of Phone Systems.	Replacement of telephone systems that are outdated ahead of BT's planned withdrawal of ISDN and PSTN.	£80,000	£80,000
Total				£420,000

Digital Strategy: 2018 to 2020

1. Purpose

1.1.

This strategy provides a framework for Orkney Islands Council to better help people meet their needs as they access the Council's services through digital channels. The strategy is framed to recognise the changing expectations of people over time as digital technology and opportunities advance.

1.2.

This strategy supports and contributes to improved outcomes for communities as outlined in the Council Plan strategic priorities of Connected Communities, Caring Communities, Thriving Communities and Quality of Life.

1.3.

The strategy supports and contributes to improved outcomes for communities as outlined in the Local Outcomes Improvement Plan priority of Strong Communities and Living Well.

1.4.

This Digital Strategy is led by the Senior Management Team, in the recognition that services lead innovation, supported by technological solutions provided either nationally or locally through the Council's IT Strategy.

1.5.

We will take a Digital First approach: this reflects the need to offer services to the public via a number of means whilst allowing us to reduce costs. A Digital First approach will not mean that services can only be accessed digitally. The Council remains committed to ensuring that its services are accessible to all residents.

1.6.

Over time, face-to-face and telephone contact will reduce naturally and this will lower the overall cost of service delivery by the Council. This will be achieved through the introduction of new "digital channels" including more online forms.

1.7.

Digital First will improve the experience of users, especially those saying they want ways to engage digitally with the Council. It will enable Council services to be accessed from anywhere (via the internet), when required, and in the way our customers want.

1.8.

Digital First will allow information to be collected in a digital format providing useful business information to support the planning of services and their delivery.

1.9.

When considering whether a service or function should be digitised, there will need to be a robust business case. This will be scrutinised carefully to make sure that any cost reductions are achievable.

1.10.

Digital First will be achieved by:

- Engaging with people (including Orkney residents, visitors and our staff) to understand how services can be preserved and sustained, made more efficient and/or improved.
- Redesigning our services to meet these people's needs, as they are now, and as they might change over time.
- Using technology to reduce the cost of people's access to services, and to reduce the costs to the Council of providing them.
- Working together with our community planning partners and national partners such as the Scottish and UK Governments to adopt successful innovation introduced by other organisations.
- Continuing to make appropriate use of social media where that is how people want to communicate with us.
- Ensuring that our policies appropriately reflect the importance of Digital First to improve the way we deliver services, and communicate with people.

2. Outcomes - What Success Will Look Like

2.1. Customer Focus

2.1.1.

Services will be well designed, offered over a number of different channels and available on demand.

2.1.2.

Guidance and support will be available for customers.

2.1.3.

Digital services will be adapted to meet the needs of customers based on customer feedback.

2.1.4.

Digital services will become, over time, the preferred way of working with the Council for the majority of our customers.

2.2. Digital Workforce

2.2.1.

Leaders within the Council will understand the benefits of digital services and actively seek the introduction of such services, supporting the delivery of new or re-designed services.

2.2.2.

The working environment for our elected members and staff will develop and change, allowing them to focus on the actual delivery of services to customers as opposed to the process of delivery.

2.3. Infrastructure and Systems

2.3.1.

Systems will be reliable, safe, secure and usable when and where needed.

2.3.2.

A choice of channels will be available for customers to access services through.

2.3.3.

Over time, all internal data and systems will be digital wherever appropriate.

2.3.4.

Systems will be resilient. We will ensure that personal information is always kept secure and is as accurate as possible.

2.3.5.

Systems and processes will be efficient. We will reduce the costs per transaction across all our services.

3. How Will We Do It

3.1. Customer Focus

We will implement a Customer Services Platform (CSP):

- To help us improve the effectiveness and efficiency of how we interact with our customers.
- To be a single point of contact for all customer requests.
- To enable customers to access Council services online.
- To allow the joining up of services.

3.2. Digital Workforce

3.2.1.

We will change our business practices and make sure that adequate training is provided to all relevant staff.

3.2.2.

These new practices will improve the effectiveness and efficiency of how we work, and also make appropriate cost savings over the medium term.

3.3. Infrastructure and Systems

3.3.1.

We will review our IT and communications infrastructure.

3.3.2.

We will improve the reliability and usability of core and critical systems, such as data storage and processing, network links within and between Council sites, email and printing.

3.3.3.

We will continue to develop systems that support our key business processes.

4. Governance and Reporting

4.1.

Following approval by the Council, this strategy will be reviewed annually by the Asset Management Sub-committee, to ensure that it continues to be aligned to other Council objectives and priorities.

4.2.

The Executive Director of Corporate Services will ensure that the Senior Management Team, in the form of the Information Services Programme Board, considers reviews of this strategy in conjunction with any review of the Council's IT Strategy.

4.3.

The Information Services Programme Board will ensure that suitable management arrangements are in place to implement this strategy.

4.4.

The Executive Director for Corporate Services will draw up a delivery plan, to implement this strategy. The delivery plan will be co-ordinated with the work of the Modernising IT Change Review, and will be updated as necessary (in consultation with the Information Services Programme Board), with progress against the plan reported to the Information Services Programme Board every three months. The delivery plan will contain initiatives and projects, some of which will be managed within the Change Programme.