

ICT REPORT

Audit Committee

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Introduction

Audit committee have requested an update on

- the outsourcing arrangements for ICT, including how data protection issues are reviewed.
- how Public Health has integrated with Plymouth's ICT Services.

Delt Shared services

The establishment of a new joint venture company to share ICT across public sector partners.

The Partners considering joining together at this time are:

- East Devon District Council
- Exeter City Council
- N.E.W. Devon Clinical Commissioning Group
- Plymouth City Council
- Teignbridge District Council

PCC is committed to making DELT work for the benefit of all partners. PCC has put substantial cost, resource and leadership effort into the work so far and intends to proceed with bringing a DELT capability into operation as rapidly as it makes sense to do so

Why Shared services?

- Reduce costs
- Support economic growth
- Reduce risk
- Improve service delivery
- Promote health and well being
- Drive the transformation agenda

How?

- Integrated service desk
- Combined data centres and infrastructure
- Consolidation of applications
- Pooling of resources and technical capabilities
- Growing the business in the future with the introduction of new partners

Timetable and stages

The business case for Delt Shared services is currently going through each of the 5 partners approval process which spans August – October. Plymouth is due to go to cabinet in October.

Due diligence and Implementation planning outputs October to April

- Includes PCC preparing for new ways of working in a DELT environment, including structured and governed ICT demand management
- Completion of Service catalogues and agreement of business SLAs
- Identification of final budgets and staff to transfer
- Confirmed retained client resources and operating model
- Confirm assets to transfer

Go live

- Transfer staff, assets and budgets
- Start physical contract novation's
- Period of stability before commencing rationalisation

Data protection update

- Information governance is taken seriously and both Health and the Council have to meet information governance standards. This is supported by the information governance tool kit which enforces data protection act considerations on each partner.
- Where there is colocation of staff data is only shared by agreement.

Public health Integration

- Public Health was successfully migrated to Windsor House and integrated on the Council ICT Infrastructure within the agreed timescales and under the agreed budget, with all staff utilising the same ICT equipment as Plymouth City Council staff.
- The move was 'seamless' from an 'end user perspective' with no loss of services or facilities. A small amount of 'on the day' snagging was undertaken which was to be expected with a complex project/move of this nature.
- The success of the migration was due to early Customer engagement, detailed business analysis, the use of a formal project management with clearly defined roles of the supplier (PCC ICT), customer and Stakeholder (Public Health), the project included mandatory training before migration
- Public health are now establishing agreements with their health partners to allow data sharing to take place