1. SUMMARY

1.1 This report highlights progress with the major IS/IT developments currently being undertaken within Bromley and reports a set of key statistics (KPIs) covering the performance of the Council’s contractor, Liberata, and other base statistics. It is a joint report by the Director of Resources and Liberata.

2. RECOMMENDATIONS

2.1 The Committee are requested to note the information contained within the report.
3. COMMENTARY

Core Services

3.1 Whilst core services continue to meet basic service levels, this is taking substantial effort by LBB and Liberata staff in proactively managing the contract. Significant work has also been undertaken to address some long-standing issues, with the aim of securing improved service levels for the longer term. Achievements include implementation of a new back up facility that will substantially reduce the risk of data loss; commissioning of a back up Internet link to remove the current single point of failure; consolidation of the service development work undertaken over the last 6 months etc. This work is continuing, led jointly by LBB and Liberata.

3.2 It is however, disappointing that the level of customer satisfaction has reduced in the last quarter and that the full set of monitoring figures were unable to be provided due to staffing issues. This highlights a more general concern that officers have regarding the extent to which staff resources are being stretched.

3.3 Officers have met recently with Liberata’s newly appointed Chief Executive and we are pleased to report that Liberata have re-stated their continued commitment to ensuring the Council enjoys a high quality ICT service. An improvement plan is now being drawn up with Liberata.

Infrastructure Development and Project Work

3.4 In the previous report, officers highlighted issues on several aspects of these activities. Officers have continued to escalate issues in the discussions with Liberata referred to above, and the assurance obtained from Liberata to resolving them has been noted, including the injection of additional resource. However, Liberata are in a period of changing personnel and stability of staffing and roles is essential to maintaining, let alone improving, delivery of project-based work. It is expected that by the time of this meeting Liberata’s local resource base should be at its new, increased, level.

3.5 KPI’s and their Presentation

3.6 It has been previously acknowledged that the statistics presented give a too narrow view of the contract and the form of presentation of these figures leaves room for improvement. Previously (and indeed for the statistics presented with this report in Appendix 2) the emphasis has been on measuring the contractors performance as opposed to the ‘end-to-end’ service measurement that is largely what users, and indeed members, are concerned with. Work has been ongoing with Liberata to broaden the range of KPI’s and some changes have been introduced, notably the end-to-end measurement of service availability for the Council’s main line of business systems. This exercise has been helped by direct input of members through two current working parties, the IT working group and the ‘Reporting’ working group. Key changes to KPI’s are intended to come into operation from 1st January 2006.

3.7 We have also taken note of the benchmarking statistics collected by SOCITM and it is our intention to participate in an exercise with that organisation to compare our performance with other local authorities.

3.8 We aim to conclude this series of enhancements such that measurement of the new KPI’s can commence in January 2006 and hence be reported to members for the period January to April 2006.
3.9 We have also noted the contribution made by members through the IT Working Group on the presentation of figures and the need to express more figures in graphical format. The extent to which this has been possible so far has been restricted by the limited amount of historic data but now we have reached 5 ‘quarters’ in terms of this progress report we have been able to produce worthwhile graphs to show the trends with many of the KPI’s. It is hoped these give a clearer picture of overall performance. We will continue to develop this method of displaying figures as more historic data is accumulated.

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