

Report

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Report to:	Finance and Information Technology Committee
Date of Meeting:	3 March 2009
Report by:	Executive Director (Finance and Information Technology Resources)

Subject:	National Benchmarking of ICT Service
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ To advise on the outcome of the Society of IT Managers (SocITM) National Benchmarking Exercise.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that any improvement actions are approved and authorised for delivery in the 2009/10 Service Planning cycle.

3. Background

3.1. In 2008 the South Lanarkshire Council IT Service participated in annual SOCITM UK Benchmarking exercise.

3.2. The exercise for 2008 comprised over 100 UK Public Sector Authorities. For organisational reasons the exercise was split over 3 distinct participation groups. South Lanarkshire Council participated in the second participation group along with 29 other Local Authorities including the City of Edinburgh, Scottish Government and Shetland Islands Council.

3.3. South Lanarkshire Council previously participated in this benchmark in 2002.

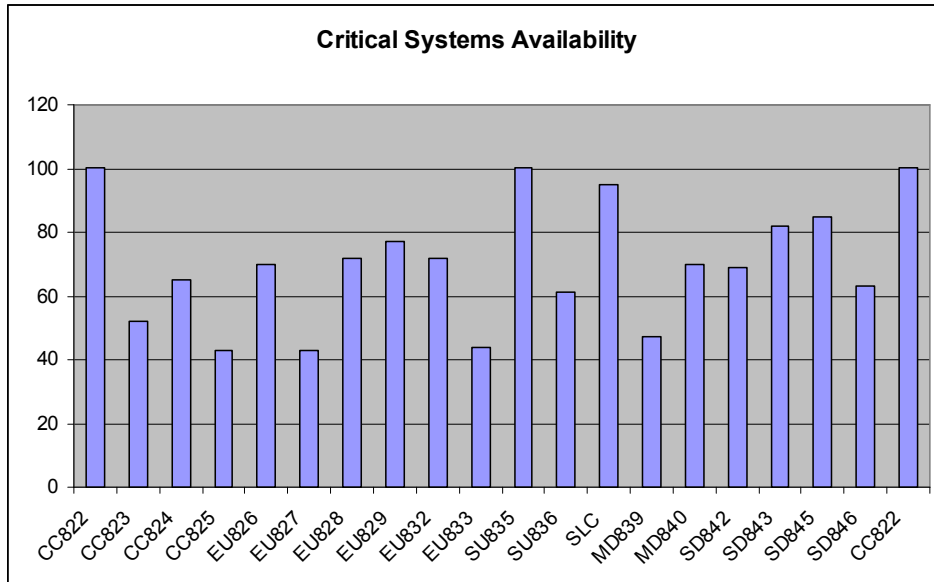
3.4. The primary objectives of the exercise were,

- ◆ to benchmark South Lanarkshire Council IT Service performance against a nationally recognised standard.
- ◆ to identify any appropriate measures necessary to improve performance.
- ◆ to identify any measures that may be appropriate for inclusion in the Council's corporate performance framework.

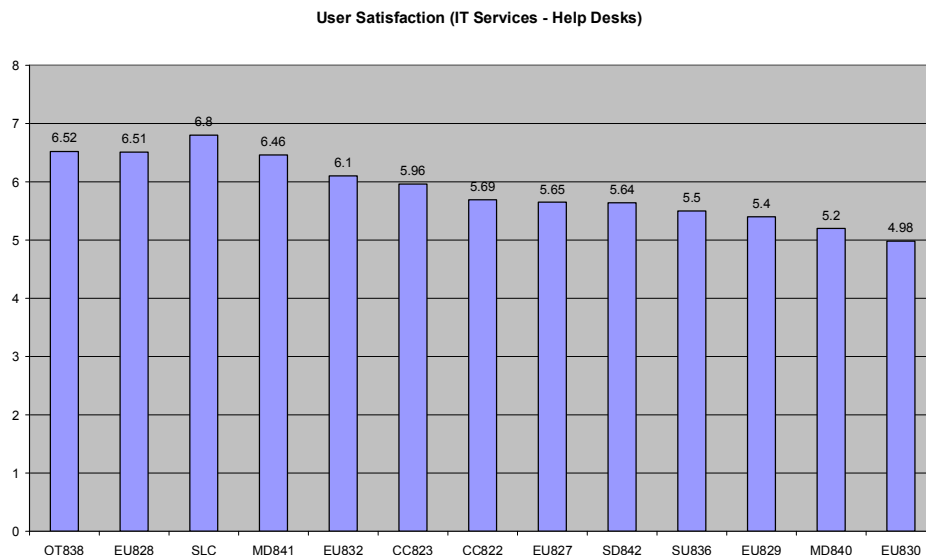
4. Quality of Service

4.1. The quality of service benchmarks comprise a number of indicators covering *User Satisfaction (KPI 1)*, *Incident Resolution (KPI 2)*, *Project Management (KPI 3)* and *Service Availability (KPI 15)*

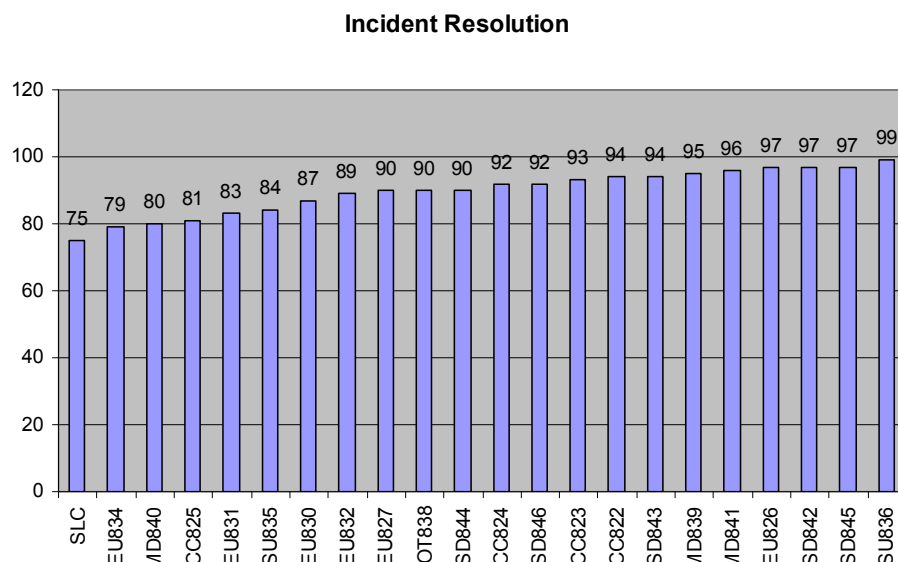
4.2. In overall terms the Council performs well in this area in respect of IT Services, and delivers *best practice* in respect of project management and systems availability.



- 4.3. In respect of User Satisfaction, IT Services concluded a recent survey of ALL Help Desk users, that indicated User Satisfaction at 98% (6.8 on the SOCITM Scale). This exceeded any other participating authority.



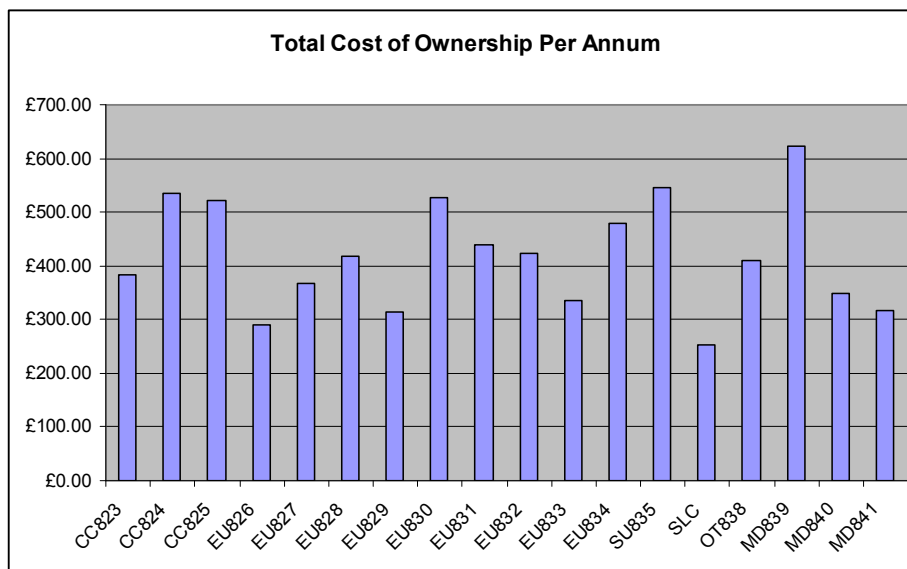
- 4.4. Although performing generally in the upper quartile in respect of incident resolution, there is one aspect of incident resolution where the Council was in the lower quartile.



- 4.5. As an action, IT Services will re-visit the definition and collation of how *Operational Incidents are resolved*.

5. Cost Efficiency of Service

- 5.1. The cost efficiency benchmark covers *Acquisition and Support Costs (KPI 4 and 7)*, *Workstations supported per support specialist (KPI 8)*, *Voice and Data Communications (KPI 17)*, *Total Cost of Ownership for Workstations (KPI18)*.
- 5.2. In overall terms the Council appears in the upper quartile for Cost Efficiency.
- 5.3. This includes having the lowest 'Cost of Ownership' Desktop amongst the participating authorities.



- 5.4. Additionally, the Council displays best practice in having the 2nd cheapest voice connection of the participating authorities.
- 5.5. This is tempered by the fact that connection cost to the Council's *converged* network remains high in comparison to others. Converged networks allow the transmission of *voice* and *data* over the same network.
- 5.6. However this is due to a relatively small number of Council staff using the converged network. This will resolve itself as the number of users on the converged network grows over the next few years. (One network for voice and data rather than two) Therefore no action is required.
- ## 6. Comparison to other Local Authorities
- 6.1. As can be gathered from the summary above, South Lanarkshire Council has much to be proud of in setting areas of best practice in the key areas of cost, user satisfaction, and systems availability.
- 6.2. In broad terms the Council outperformed the other Scottish public sector organisations participating in the survey. A recent report from SOCITM highlights that the SLC result is the "Best ever from a Scottish Council".

- 6.3. Interestingly, the City of Edinburgh, was the most expensive Local Authority in the sample for connection of voice accounts. This despite being outsourced to BT for the provision of these services.

7. Improvement Actions

- 7.1. It is recommended that the definitions of *Incident Resolution* be re-visited. It would also be worth while determining the role of internal Service Level Agreements in this respect as well as the method used to collate and report this PI.
- 7.2. This should be allocated to the Support Services Manager in the financial year 2009/100.

8. Employee Implications

- 8.1. None.

9. Financial Implications

- 9.1. None

10. Other Implications

- 10.1. None

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. There was no requirement to perform an Equality Impact Assessment in relation to this report.
- 11.2. There was no requirement to undertake any consultation in terms of the information contained within this report.

Linda Hardie

Executive Director (Finance and Information Technology Resources)

4 February 2009

Link(s) to Council Actions and Values

- ♦ Accountable, effective and efficient

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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