

Report

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Report to:	Finance and Information Technology Resources Committee
Date of Meeting:	14 February 2012
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	IT Service Centre Implementation
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ obtain approval for the implementation of a revised structure within Information Technology (IT) Services
- ◆ obtain approval to re-grade 3 FTE permanent posts

2. Recommendation(s)

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

- (1) that 13 FTE permanent posts from existing teams within IT Services be matched into the IT Service Centre,
- (2) that 3 FTE permanent Grade 1 Level 4 posts be re-graded to Grade 2 Level 1 in recognition of additional tasks,
- (3) to note that the management structure will be reviewed as part of ICT service review in 2012/2013.

3. Background

- 3.1. As part of a report to the Performance and Review Scrutiny Forum on 26 October 2010, approval was given for IT Services to proceed with a project to implement an IT Service Centre. This was in response to the Resource's desire for streamlined processes relating to 'commoditised' IT services such as ordering a new computer or logging a request for help.
- 3.2. The creation of a Service Centre provides a centralised single point of contact for 'commoditised' IT services, with fulfilment taking place at the Service Centre along with the associated asset and billing control. This approach is in line with industry best practice and provides opportunities to deliver improved customer service.
- 3.3. Consultation has taken place with all teams within IT Services, selected Resource employees, other public sector organisations and suppliers to define the exact mix of services to be delivered and staffing required in line with Council requirements and industry best practice.

4. Current Status

- 4.1. Having completed the consultation exercise, the project team has recommended the implementation of the IT Service Centre in a 2 phase approach.

- 4.2. Phase 1 sees the implementation of the IT Service Centre team incorporating all activities currently carried out by the IT Help Centre and a defined set of activities carried out by Technology Services. Phase 1 is scheduled for completion in April 2012.
- 4.3. Phase 2 sees the development, implementation and rollout of self-service tools to Resource employees to allow council employees to log their own support calls and requests for service. It will include a self-help facility to assist staff resolve their own IT questions and issues. This phase incorporates a defined set of activities currently carried out by the Business Systems Group. Phase 2 is scheduled for completion in October 2012.

5. Employee Implications

- 5.1 It is proposed that 13 posts will be matched into the IT Service Centre from existing teams across IT Services, over the 2 phases of the project. In line with the Collective Matching Agreement, employees will be matched into the IT Service Centre on their current grade based on the tasks they perform.
- 5.2 A revised matrix of Service Centre tasks has been created and all tasks have previously been evaluated.
- 5.3 It is also proposed that 3 FTE permanent Help Centre Operator posts (currently Grade 1 Level 4) be redesignated as Trainee Service Centre Engineer, and be re-graded, in order to reflect the increased remit and responsibilities of the role, as set out below. These tasks have previously been evaluated.
- 5.4 The 3 Help Centre Operators would initially transfer into the Service Centre in their current post with regrading to Trainee Service Centre Engineer being applied at a point in the future following assessment of competence in accordance with the Competence Initiative.

Post Title	Number of posts	Grade/SCP	Hourly Rate	Cost per post (salary and on costs)	Total Cost (salary and on costs)
Current Help Centre Operator	3	Grade 1 Level 4 SCP 27-30	£9.10 - £9.51	£22,106	£66,320
Proposed Trainee Service Centre Engineer	3	Grade 2 Level 1 SCP 31-34	£9.65 - £10.10	£23,129	£69,389
Potential increased cost					£3069

- 5.5 Existing management arrangements will continue and future arrangements will be considered during the review of IT Services in 2012/2013.

6. Financial Implications

- 6.1. The costs of £3,069 will be met from existing IT Services budgets.

7. Other Implications

- 7.1. There are a number of operational risks associated with the implementation of the IT Service Centre model. These are being formally managed by the project team and reported, via the IT senior management team, to the ICT Programme Board. A risk assessment has been undertaken in respect of the proposals and is recorded in the project risk register.
- 7.2. There are no implications for sustainability in terms of the information contained in this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. An equality impact assessment has been completed and the service will be monitored to ensure that there is no adverse impact as a result of these service developments.
- 8.2. Consultation with trade union representatives has been undertaken and discussions are ongoing.

Paul Manning

Executive Director (Finance and Corporate Resources)

28 December 2011

Link(s) to Council Values/Improvement Themes/Objectives

- Accountable, effective and efficient

Previous References

- None

List of Background Papers

- National Diagnostic – ICT Services report to the Performance and Review Scrutiny Forum dated 26 October 2010.

Contact for Further Information

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

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