



Information and Communication Technology (ICT) Service Delivery Plan 2025 to 2026

Overview of the service

Information and Communication Technology (ICT) is vital in enabling the Council's various departments and partner organisations to deliver cost-effective services to the public. The ability of the Council to provide these services relies heavily on a stable, reliable, and accessible ICT infrastructure which is flexible enough to accommodate swift changes in governance, legislation or service model change.

ICT supports business change and development through the implementation of new affordable technologies delivered by astute project management and backed up with the appropriate user training. ICT manages the security and integrity of all the Council's electronic data and holds the information in compliance with regulatory standards.

The service is currently led by the ICT Manager. The ICT service fits with the corporate priority of helping to ensure "a customer driven Council with a can-do attitude and pro-business approach and commercially focussed to ensure financial self-sufficiency for the taxpayer".

Helpdesk

Responsible for first line support of applications, hardware, consumables, staff, and Members across the Council escalating any calls that cannot be resolved at first point of contact through to second/third line support and a successful conclusion.

Other responsibilities include procurement, asset management, reporting, licensing, change management, administration of ICT processing required for staff starting/leaving the authority and supporting the ICT team.

ICT second line support

Responsible for the first/second line support application, staff and Members across the Council escalating any calls that were not resolved at first point of contact by the Help Desk to either the ICT system admin/network management team or the relevant third party support vendor and through to a successful conclusion.

Other responsibilities include application/system administration and development, project management, training and business process re-engineering. Responsible for the availability and maintenance of the Council's spatial information held electronically across the Council's systems.

Street Naming and Numbering (STNN)

Responsible for the administration of the street naming and numbering process to ensure that all properties in the district are officially addressed. Ensuring the legal framework for the operation of the Street Naming and Numbering service is adhered to and that proper protocols for determining official street names and numbers are in place. Other responsibilities include liaising with Councillors (Parish/Town/City/Ward/County), emergency services, Royal Mail, property developers and general public, invoicing, budget management, procurement and policy review. Ensuring accuracy and the completeness of the Local Land and Property Gazetteer (LLPG) feeding into the National Land and Property Gazetteer and liaising with Ordnance Survey.

ICT system admin/network management

Responsible for infrastructure management, system monitoring, information security, network security and compliance, remote access, capacity planning and availability, data backup and restoration, disaster recovery and business continuity.

Also responsible for second/third line support of all hardware applications, staff and Members reported to them via the ICT service desk, escalating any calls as necessary to the relevant third-party support vendor and through to a successful conclusion.

Cost of service

The total cost of the service for 2024 to 2025 £1,246,535

The total income for the service for 2024 to 2025 £76,582 (from support fees to the trading companies and street naming and numbering applications and drawn from reserves)

Net budget 2024 to 2025 £1,169,953

Staffing Information

ICT Manager (1)

ICT Service and Support Team Leader (1)

ICT Support Officers (3)

ICT Helpdesk Advisor (1)

Network/System Admin Team Leader (1)

Network/System Admin Officers (2)

Street Naming and Numbering Officer – part time (0.8)

GIS Officer (1)

Forward planning for Councillors

| Proposed item | Proposed date of decision | Committee |
|------------------------------------|---------------------------|--------------------|
| Half year report 2025 to 2026 | November 2025 | Finance and Assets |
| End of year report 2025 to 2026 | March 2026 | Finance and Assets |
| Service Delivery Plan 2026 to 2027 | March 2026 | Finance and Assets |

Information and Communication Technology (ICT) Service Delivery Plan 2025 to 2026

This Service Delivery Plan describes what ICT service will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council’s strategic outcomes and Corporate Plan 2024 to 2025.

Council’s strategic outcome: Maintain sound finances. Improve systems and practices.

ICT’s strategic objective: Provide a continuing improved ICT service ensuring that maximum efficiency savings are made.

Link to Corporate Plan: Sound financial management.

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|--|----------------------------------|-----------------------------------|---|
| Transfer the Councils IT network from the incumbent supplier to new supplier, ensure minimum impact to users and all services are available after the transfer. Confirm DR failure processes are in place with the new supplier. | By end of September 2025 | New performance measure | ICT Network/System Admin Team Leader ICT Manager |
| Obtain, configure, and issue devices as per the Hardware and Infrastructure Renewal Plan, ensuring all devices using Windows 10 are decommissioned. | By 14 th October 2025 | New performance measure | ICT Support Team Leader |

Council’s strategic outcome: Maintain sound finances. Improve systems and practices.

ICT’s strategic objective: Ensure that the Council’s corporate risks are managed effectively and mitigations are put in place to reduce impact. Maintain the security and resilience of the ICT systems and adhere to regulations.

Link to Corporate Plan: Sound financial management.

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|--|--------------------------------|---|--|
| Conduct Phishing exercise including training to all staff on annual basis. Provide reports to Service Leads on the conclusion of each round of the exercise. | Minimum annually | New performance measure | ICT Support Team Leader |
| Regularly review higher corporate risks, including: <ul style="list-style-type: none">security and infiltration of the ECDC network | Minimum annually | Mobile Phone Acceptable Use Protocol published June 2024 Incident Management Plan reviewed and published | ICT Network/System Admin Team Leader ICT Support Team Leader ICT Manager |

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|--|--|--|--------------------------------------|
| <ul style="list-style-type: none"> Disaster Recovery Plan backup of ECDC data Incident Management Plan Monitoring Strategy | | August 2024 Password Protocol reviewed and published July 2024 Hardware and Infrastructure Renewal Plan reviewed and published December 2024. Patching Policy reviewed and published December 2024 Disaster Recovery Plan reviewed and published February 2025 ICT Monitoring Strategy reviewed and published February 2025 | |
| Ensure the Council is awarded an annual PSN compliance certificate to maintain access to secured services – ensuring all servers remain in support with Microsoft for security | Annual PSN compliance certificate by June 2025 | PSN Accreditation awarded April 2024 | ICT Network/System Admin Team Leader |
| Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt and update the Disaster Recovery Plan following the test | By end of September 2025, or within 1 month of the transfer and DR processes have been confirmed with the supplier | Successful Disaster Recovery Test undertaken weekend of 9 th September 2024. | ICT Manager |

Council’s strategic outcome: Customers are at the heart of everything we do.

ICT’s strategic objective: Ensure a responsive and proactive service is provided to all of our customers.

Link to Corporate Plan: Sound financial management.

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners | | | | | | | | | | | | | | | | |
|---|--------------------------------|--|---------------------|---------|------------|---------|------------|---------|------------|--------|----------|--------|-------|--------|-------|---------|---------|--------|--|
| <p>Close service desk incidents and service requests within the service level agreement (SLA):</p> <p>Incidents</p> <p>Priority 1 – resolution target 4 hours</p> <p>Priority 2 – resolution target 4 hours+</p> <p>Priority 3 – resolution target 1 day</p> <p>Priority 3 – resolution target 3 days</p> <p>Service Requests</p> <p>Minor – resolution target 3 days</p> <p>Standard – resolution target 5 days</p> <p>Major – resolution target 10 days</p> | 90%, annually | <p>97.9% closed within Service Level Agreement Standards</p> <p>Breakdown each priority</p> <table><tr><td>Priority 1</td><td>100.00%</td></tr><tr><td>Priority 2</td><td>100.00%</td></tr><tr><td>Priority 3</td><td>100.00%</td></tr><tr><td>Priority 4</td><td>98.20%</td></tr><tr><td>Standard</td><td>93.70%</td></tr><tr><td>Minor</td><td>99.10%</td></tr><tr><td>Major</td><td>100.00%</td></tr><tr><td>Bespoke</td><td>98.40%</td></tr></table> | Priority 1 | 100.00% | Priority 2 | 100.00% | Priority 3 | 100.00% | Priority 4 | 98.20% | Standard | 93.70% | Minor | 99.10% | Major | 100.00% | Bespoke | 98.40% | <p>ICT Network/System Admin Team Leader</p> <p>ICT Support Team Leader</p> |
| Priority 1 | 100.00% | | | | | | | | | | | | | | | | | | |
| Priority 2 | 100.00% | | | | | | | | | | | | | | | | | | |
| Priority 3 | 100.00% | | | | | | | | | | | | | | | | | | |
| Priority 4 | 98.20% | | | | | | | | | | | | | | | | | | |
| Standard | 93.70% | | | | | | | | | | | | | | | | | | |
| Minor | 99.10% | | | | | | | | | | | | | | | | | | |
| Major | 100.00% | | | | | | | | | | | | | | | | | | |
| Bespoke | 98.40% | | | | | | | | | | | | | | | | | | |

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|--|---|---|---|
| Bespoke – agreed with user | | Information taken 1 st April 2024 – 7 th February 2025 (all figures based on working hours) | |
| Ensure that internal and external networks and systems are stable and reliable and fit for purpose | Network 99% uptime and systems 99% uptime, annually | 100% Uptime on software 99.97% Uptime on hardware - A total of six working hours were lost by two incidents caused by the VPN and DNS issues | ICT Support Team Leader ICT Network/System Admin Team Leader |

Council’s strategic outcome: Safe, vibrant and inclusive communities. Community sustainability.

ICT’s strategic objective: Provide a responsive value for money Street Naming and Numbering service.

Link to Corporate Plan: Social and community infrastructure.

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|--|--------------------------------|-----------------------------------|-------------------------------------|
| Notifications to Royal Mail to be made with 5 working days of receipt of valid street naming and numbering applications | 75%, annually | 76% | ICT Service and Support Team Leader |
| Street Naming and Numbering schemes to be sent to customers within 5 working days of receipt of postcode from Royal Mail | 95%, annually | 93% | ICT Service and Support Team Leader |
| New street names to be adopted/formally objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of valid application | 100%, annually | 100% | ICT Service and Support Team Leader |

Council’s strategic outcome: A clean, green and attractive place.

ICT’s strategic objective: Undertake activities which help to mitigate/adapt to climate change.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

| Performance measure | Target and reporting timescale | Baseline/output from 2024 to 2025 | Owner and co-owners |
|---|---------------------------------------|---|--------------------------------------|
| Donate decommissioned useable laptops (hard drive removed) to local schools and charities | 100% of reuseable laptops, annually | Donations of nine reusable laptops made to two charities. | ICT Network/System Admin Team Leader |
| Disposal of redundant ICT Equipment in accordance with the WEEE regulations including recycling and no land fill discarding | 100% of redundant equipment, annually | Following identification of supplier meeting requirements, all redundant equipment will be collected on 4 th March 2025. | ICT Service and Support Team Leader |