



East Cambridgeshire
District Council

Information and Communication Technology (ICT)

Service Delivery Plan 2026 to 2027

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.

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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.

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.

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.

Cost of service

The total cost of the service for 2026 to 2027 £1,391,775

The total predicted income for the service for 2026 to 2027 £45,373 (from support fees to the trading companies and street naming and numbering application fees)

Net budget 2026 to 2027 £1,346,402

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 2026 to 2027	November 2026	Finance and Assets
End of year report 2026 to 2027	March 2027	Finance and Assets
Service Delivery Plan 2027 to 2028	March 2027	Finance and Assets

Information and Communication Technology (ICT) Service Delivery Plan 2026 to 2027

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 2023 to 2027.

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 2025 to 2026	Owner and co-owners
In line with the Hardware and Infrastructure Renewal Plan, obtain, install and configure replacement Backup Solution.	By end of October 2026	New performance measure	ICT Network/System Admin Team Leader
Obtain, configure, and issue user devices as per the Hardware and Infrastructure Renewal Plan	Be end February 2027	New performance measure	ICT Support Team Leader
In line with the Hardware and Infrastructure Renewal Plan, obtain, install and configure replacement Network Switches at The Grange	By end of October 2026	New performance measure	ICT Network/System Admin Team Leader
Actively facilitate and engage with the Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption	Audit ICT Software Register to ensure, contract and licence details are accurate and up to date Cleanse data held on the ICT Team Drives, review of ICT procedures and practices, ensuring best practice, ensuring all documentation is up to date. By February 2027	New performance measure	ICT Manager

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 2025 to 2026	Owner and co-owners
In line with the Hardware and Infrastructure Renewal Plan, obtain, install and configure replacement UPS Unit at Disaster Recovery Site	By End of July 2026	New Performance measure	ICT Network/System Admin Team Leader
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 twice annually	Two rounds on the Phishing exercise have been completed during the financial year, and the results have been provided to Service Leads. A third round is currently in progress.	ICT Support Team Leader ICT Manager
Regularly review higher corporate risks, including: - security and infiltration of the ECDC network - Disaster Recovery Plan - backup of ECDC data - Incident Management Plan - Monitoring Strategy	Minimum annually	Disaster Recovery Plan – updated July 2025 Hardware and infrastructure Plan – Updated December 2025 Incident Management Plan – Updated July 2025 Password Protocol – reviewed July 2025 Patching Protocol - Updated July 2025	ICT Network/System Admin Team Leader ICT Support Team Leader ICT Manager
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 2026	PSN Accreditation awarded May 2025	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 2026	Successful Disaster Recovery Test undertaken weekend of 6 th – 8 th February 2026, lessons learnt and action plan forward to Director Finance for CMT sign off.	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 2025 to 2026	Owner and co-owners																
Close service desk incidents and service requests within the service level agreement (SLA): Incidents Priority 1 – resolution target 4 hours Priority 2 – resolution target 4 hours+ Priority 3 – resolution target 1 day Priority 3 – resolution target 3 days Service Requests Minor – resolution target 3 days Standard – resolution target 5 days Major – resolution target 10 days Bespoke – agreed with user	90%, annually	96.3% closed with Service Level Agreement standards Breakdown for each priority <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>92.30%</td></tr><tr><td>Priority 4</td><td>96.00%</td></tr><tr><td>Standard</td><td>96.30%</td></tr><tr><td>Minor</td><td>97.30%</td></tr><tr><td>Major</td><td>100.00%</td></tr><tr><td>Bespoke</td><td>98.90%</td></tr></table> Information taken 1st April 2025 – 20th February 2026 (all figures based on working hours)	Priority 1	100.00%	Priority 2	100.00%	Priority 3	92.30%	Priority 4	96.00%	Standard	96.30%	Minor	97.30%	Major	100.00%	Bespoke	98.90%	ICT Network/System Admin Team Leader ICT Support Team Leader
Priority 1	100.00%																		
Priority 2	100.00%																		
Priority 3	92.30%																		
Priority 4	96.00%																		
Standard	96.30%																		
Minor	97.30%																		
Major	100.00%																		
Bespoke	98.90%																		
Ensure that internal and external networks and systems are stable and reliable and fit for purpose	Network 99% uptime and systems 99% uptime, annually	Software 99.78% Uptime (10hr 56 lost – Public Access system 6hrs 19 lost – Remote access system for 3rd party access) Network 100% Uptime Information taken 1st April 2025 – 20th February 2026	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	91%	ICT Service and Support Team Leader

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Street Naming and Numbering schemes to be sent to customers within 5 working days of receipt of postcode from Royal Mail	95%, annually	85.6%	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 19 reusable laptops made to Sustainable Tech 4 Good. The donated laptops will be refurbished and disrupted to charities within East Cambridgeshire	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	All redundant equipment sorted, hard disk removed, supplier meeting requirements identified. Collection of redundant equipment arranged (first collection having taken place 9 th February 2026, second collection organised for 3 rd March 2026)	ICT Service and Support Team Leader