ARTICLE NO: 2A

MEMBERS UPDATE 2011/12

CORPORATE OVERVIEW &
SCRUTINY COMMITTEE

Article of:	**Director of Transformation**
Issue 1	**June 2011**
Relevant Portfolio Holder	**Councillor D. Westley**
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SUBJECT: BENCHMARKING THE ICT SERVICE

District Wide Interest

1.0   PURPOSE OF ARTICLE

1.1   To inform Members of the findings of the ICT Services benchmarking exercise.

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2.0   BACKGROUND

2.1   During 2007 the ICT Service completed an exercise to benchmark the ICT Service using the Society of Information Technology Managers (SOCITM) benchmarking service. The survey looked at the performance, resourcing and cost of the service. Twenty-six local authorities participated in the exercise (including eight district councils).

2.2   To ensure that the ICT Service is continuing to provide an efficient and effective service that provides value for money, the benchmarking exercise was undertaken again in September 2010, with the results being published in December 2010. Thirty-one local authorities participated (including eleven district councils) over two surveys during 2010, with the results collated. Whilst, there are a small sample of district councils, we were not able to find out the names of all those participating, but we were able to identify that there was a mixture of sizes of district councils. However, we have given ratios, e.g.

ICT staff to users, as well as absolute numbers, in a number of measures, therefore allowing meaningful conclusions to be drawn from the results.

3.0   SURVEY RESULTS

3.1   The ICT Service strive to get value for money on all purchases, with the Office of Government Commerce (OGC) buying power used extensively in purchasing hardware, software and voice and data networking. Purchasing of goods and services takes place using the Council's tendering and quotation procedures, with ICT Services working closely with the Council's Procurement and Project Manager as well as with other local authorities to achieve economies of scale.

3.2   A selection of the results are listed below. The figures are based on costs in 2009/10. A more detailed breakdown of results is listed in Appendix A.

a)   The ICT Service had the second highest level of service availability with an index rating of 93% against a median of 78%. This rating is calculated based on up-time of a range of systems together with network availability.

b)   The acquisition cost of PCs was £474 (including 3 years maintenance and setup costs by ICT Support) against a median cost of £510.

c)   The acquisition cost of a laptop was £426 (including 3 years maintenance and setup costs) against a median cost of £632. The specification for PCs and laptops varied slightly across councils resulting in minor price anomalies, however, the Council's specification for both PCs and laptops were of a high level.

d)   The cost of supporting a workstation was £119 compared with a median figure of £144.

e)   The ICT technical support staff supported nearly double the number of workstations for a district council, supporting 278 against a median figure of 144.

f)   The annual cost of ownership of a laptop was the lowest of the district councils with a cost of £327 against a median of £446. The annual cost of ownership of a PC was the second lowest of the district councils with a cost of £339 against a median of £401.

g)   The cost of a connection to the voice network was £139 against a median of £134. This figure is likely to be slightly higher due to the number of satellite offices from Derby Street being on the internal switchboard. Further improvements are planned in the next 12 months which should result in a reduction of voice network costs.

h)   The cost of a connection to the data network is £101 against a median of £117.   Improvements and savings have been made over the last 12

months and it is expected that further significant savings will be made over the next couple of years.

i) The survey indicates that high investment in ICT Services is seen as top quartile. The Council's ICT spend is around the median figure with the percentage of the Council's revenue budget spent on ICT at 9.23%, slightly higher than the median figure of 9.18%. The investment in ICT per user and per workstation supported is slightly below the median figure.

j) The Council scored less well on the measure of ratio of users to printer supported, having the lowest ratio of 2 users to each printer against a median ratio of 8.4:1. A tender exercise was undertaken in 2009 to look at the replacement of existing printer infrastructure with multi-functional device (MFD) printers, thus reducing the number of printers required. The results of the tender were inconclusive at the time and savings difficult to identify due to lack of printing statistics. It is understood that the printer infrastructure be reviewed following the results of the survey.

k) The Council had the highest ratio of ICT staff to users of the district councils surveyed, with a ratio of 1:50 against a median of 1:38.

l) The User Satisfaction measure (KPI 1) was included in the survey for authorities who had completed the SOCITM user satisfaction survey in 2009 and 2010. We last completed the user satisfaction survey in 2008. For comparison purposes the Council's 2008 KPI 1 measure of 5.46 (out of 7) was top quartile in the 2008 survey and also in the new survey. The median figure in the new survey was 5.14 (out of 7).

4.0 CONCLUSIONS

4.1 The benchmarking of the ICT Service survey suggests that the Council fares well in terms of investment in technology with computer hardware being purchased at low cost. In comparison to other local authorities in the survey, the ICT Service supports more staff and workstations per ICT specialist than the other district councils surveyed.

4.2 The overall conclusion of the survey suggests that in comparison to other authorities taking part in the survey, ICT Services provide an efficient and effective high quality service that offers value for money to the Council.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 There are no financial or resource implications relating to this report.

6.0 COMMUNITY STRATEGY/SUSTAINABILITY IMPLICATIONS

6.1 There are no community strategy or sustainability implications relating to this report.

7.0   RISK ASSESSMENT

7.1   The evaluation of feedback from the ICT benchmarking exercise will enable ICT Services to assist the Council to deliver on its commitment of ensuring that local services offer the best possible value.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this report.

Equality Impact Assessment

There is no evidence from an initial assessment of an adverse impact on equality in relation to the quality target groups.

Appendices

Appendix A   Benchmarking the ICT Service results

Benchmarking the ICT Service

Measure	West Lancs	Median	Notes
Service Desk hours per week	50	47	
KPI 15 - weighted index of service availability	93%	78%	
Cost of PC (including procure and install)	£474	£510	The standard specification of PCs vary across authorities, therefore they will be minor price anomalies
Cost of laptop (including procure and install)	£426	£632	The standard specification of laptops vary across authorities, therefore they will be minor price anomalies
KPI 7 - support costs per workstation	£119	£144	
KPI 8 - workstations supported per support specialist	278	144	
KPI 17 - cost per voice connection	£139	£134	
KPI 17 - cost per data connection	£101	£117	
Cost of mobiles as % of total ICT spend	2.3%	2.5%	
KPI 18 - total cost of ownership per PC per annum	£339	£401	
KPI 18 - total cost of ownership per laptop per annum	£327	£446	
Ratio of users per printer supported	2:1	8.4:1	This was the lowest ratio of users to printers in the survey
% revenue budget spent on ICT	9.23%	9.18%	Top quartile indicates high spending
KPI 14 - investment in ICT per user	£2,665	£2,695	As above
ICT spend per workstation supported	£2,874	£3,003	As above
KPI 90 - investment in ICT by head of population	£16	£16	As above
Ratio of users per ICT staff	50:1	38:1	
Cost per ICT staff	£38,235	£40,023	
KPI 1 - User Satisfaction (score out of 7)	5.46 (in 2008)	5.14	