

Scrutiny (Value for Money Council Services) Committee

Scope for Scrutiny Review of ICT Infrastructure and Systems

1. Sub Group Membership:

Previously:

- Cllr Lock
- Cllr A Clarke
- Cllr M Fitzpatrick
- Cllr V Gould

2. Background / Context:

The Scrutiny (Audit and Value for Money Council Services) Committee Members agreed to undertake a review of ICT. A sub-group of the Committee has been made up of the councillors named above to lead the review on behalf of the Committee.

3. What is the purpose of the Review?

To review how effective, resilient, secure and futureproof the Council's internal ICT infrastructure, systems and hardware are.

4. What are the core questions the review is seeking to answer?

The core themes of this review are as follows:

1. To Establish the Current ICT Infrastructure

- a. What is the current internal ICT infrastructure?
- b. What systems are in place now?
- c. Are these systems fit for purpose?

2. To Consider Future Plans and Potential Developments

- a. How does the Council plan to maintain or improve the infrastructure?
- b. Is there a plan for upgrade / replacement of systems, critical components etc?
- c. Are there any ICT processes that could be improved or further automated? (e.g. password reset automation)
- d. What are the challenges faced by the ICT department?

- e. What is Internal Audit's view of ICT? Are recommendations identified being progressed?

3. To Consider the ICT Infrastructure in Relation to the COVID-19 Situation

- a. How has the ICT infrastructure adapted to cope with COVID-19?
- b. What challenges or opportunities has this presented in relation to the ICT infrastructure?
- c. What technology was newly adopted as a result of the pandemic?
 - i. How was that software selected?
 - ii. Is it still fit for purpose given the evolving COVID-19 situation?
- d. What challenges have staff and Members faced, or are facing, in relation to remote working during the COVID-19 situation?

5. Scrutiny approach

The activities to be carried out in order to complete the review may include desktop studies, benchmarking, survey work and discussion with relevant Council representatives.

6. In scope

All internal hardware and ICT systems.

7. Out of scope

External facing ICT systems e.g. websites or social media.

8. What is the timescale?

The subgroup intends to complete the review within the financial year.

9. What evidence / data do you need?

- Operational data
- Financial data
- Other datasets as identified during the course of the review

10. Resources

Who will be interviewed?

- Relevant Council representatives as identified during the course of the review

Are any partner agencies involved?

- None identified at outset of review

