

Report on	IT Service Plan for October 2022
Date of Meeting	6 October 2022
Reporting Officer	Barry O'Hagan, Head of IT
Contact Officer	Barry O'Hagan, Head of IT

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	To provide an update on the current system and service plan for ICT services
2.0	Background
2.1	IT services are currently working on various aspect of the service plan and projects. The report seeks to highlight the significant projects, decisions, risks, and issues ongoing on that work.
3.0	Main Report
3.1	<p>The Service Plan for 2022-23 is designed to support outcomes associated with the new corporate objectives, the developing digital strategy as well as the impact from new systems and the cyber threats presenting to the organisation.</p> <p>The planned as itemised a total budget for all ICT and GIS services at net £1,461,924 respectively.</p> <p>Planning System: The project is live and ongoing. Additional changes as ordered are ongoing with Idox. Outcomes of the project have been achieved with some efficiencies identified. The planning department together with Idox and are now on track to import the legacy data into the new test system by mid October prior to user acceptance testing (we have already obtained the first cut of data from Dfl).</p> <p>Firewall & Internet access New firewalls are now operational and protecting the organisation with governance reporting usage and key metrics. Deeper Authentication and additional configuration for endpoint management for home workers is currently being tested to align firewall and internet access rules. The general staff internet access rules and policy are currently under review as part of the digital strategy infrastructure theme</p> <p>FFNI Project: Project on track with payments and progress: Final income from grant to be received with October 2022.</p>

Wireless Equipment: Significant lead times on equipment in (up to 2—300 lead days) upgrades and enhancements: Council is experiencing long delivery delays affecting equipment for sites to improve Wi-Fi and other project such as Fleet management.

Other Service Systems Projects: CoreHR & Technology One are both operational with additional management reporting being setup by HR in conjunction with Makodata due to be signed off October.

New Fleet management system : Tracking system now operational with Vehicles being on boarded, Training for tracking in Mid October 2022
Fleet management aspects of the system are currently in user acceptance testing with the fleet manager, Wi-Fi and iPads deployments within the yards are currently underway.

Wide Area Network Replacement

Following the procurement of the WAN by ABC Council, MID Ulster has engaged the supplier and ordered the network equipment within tender (6months Lead). Technical design is to be programmed

Internal Audit

An audit of disaster recover, and business continuity and access review of selected systems is currently underway and will be reported in due course.

Council efforts continue to keep abreast of the risks presented and we regularly assess the capability to meet the challenges ahead. Greater time and resources are now being directed at maintaining our confidentiality, integrity and availability of our systems than ever before.

In particular our effort for the next 6 months will entail;

- Evaluate our digital services capability and resources
- Refine Internet Access and rules
- Digital Infrastructure Implementation
- Complete migration and update servers onto new infrastructure
- Review and test recovery on new Infrastructure
- Support significant service lead Systems replacements
- Wan and Network Design and deployment
- Implement stronger Identity and access controls
- Ongoing Awareness
- End User device management (iPad and Intune)
- Review Policies and Governance

The Challenges

The Council has an ongoing continuous challenge to protect it systems and. Those challenges are becoming more complex, more demanding on staff time and resources to control, manage and monitor. Our corporate and service risk register reflects the current situation facing not just us but is reflective of all organisations that process personal data and operate digital systems.

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: Financial spend is currently on track
	Human: The service is currently under review with additional staff and roles proposed, All job descriptions are to be fine-tuned and evaluated after Council agreement.
	Risk Management: Risk register summary is contained within the service plan and takes account of the increased risk presented by the current climate. The risk register is currently being reviewed with at least the corporate risk to information and system still remaining high. Whilst the pandemic and war in Ukraine are regarded by the National Cyber Security Centre as increasing the attack vector and prevalence generally threat actors seek to take compromise systems for financial gain. The risk for the organisation around the availability of IT staff has also remained high.
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: Considered but screened out
	Rural Needs Implications: Screened out
5.0	Recommendation(s)
5.1	That the Committee notes the report
6.0	Documents Attached & References