

**Table 2**

**BEST VALUE REVIEW OF INFORMATION COMMUNICATIONS TECHNOLOGY (ICT)  
DRAFT IMPLEMENTATION MONITORING SHEET**

<b>Best Value action/target</b>	<b>Responsible officer</b>	<b>Savings to date/ projected</b>	<b>Progress</b>	<b>By when</b>	
				<b><u>Original Date</u></b>	<b><u>Current Estimate</u></b>
Tender of a desktop support contract in summer 2001. The specification of this tender to be targeted at addressing concerns raised by the review as detailed in Hedra findings. New contract to be based on definition of outputs and managed/ monitored/ rewarded accordingly. ICT desktop project to be included in this contract	John Alleyne	* - see footnote	The team has commenced work with the present supplier ITNet with a view to establishing specification for new contract for October/ November. Detailed work is being carried out to determine how best to specify / manage such an outputs based contract when let. An external consultant has been engaged and interviews have been held with key stakeholders. Draft specification is taking shape.	October / November 2001	On Target
The ICT Help Desk to be tendered in separate contract to manage multiple supplier scenario and provide management information for those contracts. The successful contractor to act as “management contractor” to other contracts. Possibilities of links/ advantages of aligning with other Customer Relationship contracts to be considered during the negotiation process. Rationalisation of help desk and support areas to look to free up resources currently tied up in duplication of activity and client management of the existing contracts.	John Alleyne		Negotiations are being held with ITNet to bring current help desk to Hertford from Birmingham whilst addressing failings identified by the review. In so doing we will have established the potential model for the new contract and have it located locally where it can be managed more closely and integrated with other forms of support.	As above	On Target

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HCC to move away from in-house development activity as soon as possible – maximum of three years – by project based introduction of new systems with partner suppliers – e.g. Children, Schools and Families system. This model to also be adopted for other major projects such as financial systems replacement.	Stuart Campbell	N/A	CSF/Adult care system was awarded on this basis and legacy systems are being integrated into this solution and away from in-house developments. Finance / HR systems are also to go out to the marketplace/package solutions. The approach has been shared in seminars with IS managers and their staff.	3 years - ongoing	<b>On target</b>
Corporatisation of infrastructure and corresponding development of IS management role in departments.	Stuart Campbell	N/A	Infrastructure reorganisation took place in March 2001 and IS management roles established in departments at that time.	March 2001	<b>Complete</b>
Examine possibility of introducing partnership contract with independent advisor who does not have an interest in implementation/ business of delivery contracts. Use such a contract to benchmark/ advise on future direction and performance of delivery contractors. Need to agree approach/ relationship with delivery contractors before appointing.	John Alleyne		As described above – we have now engaged an external consultant to perform this role around new PC support contract. We are also working with Cap Gemini to provide independent input to our financial/HR systems tender. We continue to have a relationship with Cranfield Management school in determining best practice etc.	As above / ongoing	<b>Complete / ongoing</b>
All ICT training to be separately coded for appropriate management information.	Stuart Campbell	N/A	This was discussed with Finance Managers for all departments in April 2001 and they are implementing for this current financial year	April 2001	Complete
Corporatisation of ICT training to County Personnel. Optimise use of Computer Based Training	Carole Grimwood	N/A	Gareth Jones seconded from Adult Care to identify current resources and to plan transfers. A report has been produced with target to complete corporatisation by late summer.	April 2002	Ahead of schedule – Autumn 2001

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Roll out European Computer Driver Licence competencies approach to ICT training across the organisation commencing with pilot.	Carole Grimwood		Commenced pilot with Libraries. Three year programme for them. First phase of people now complete (March 2001).	3 year programme	<b>On target</b>
Establishment of Corporate IS / Information and ICT strategies – 3 year rolling basis.	Andrew Robertson / Stuart Campbell / John Alleyne	N/A	Information and IS Strategies now agreed by SMB. ICT strategy at first draft stage – aiming for completion late summer.	Summer 2001	<b>Complete (ICT on target late summer)</b>

In addition to the above, last month saw a week long audit of this review by the inspectorate. We have received their initial feedback and this was very positive at draft stage. There are some issues of debate between us to iron out before the published report but indications are that our score headlines will be at least a) Good service with some areas of excellence – which will be acknowledged and b) Will improve – which is the highest possible score in that category.

\* No significant expenditure has been incurred to date in achievement of these actions. Savings identified in the report are largely non-cashable and arise from service staff spending less time on technology issues ( self help / support / local development). These savings will not be realised until new contracts and training roll-out is complete (3 year programme).