SERVICE DESCRIPTION FORM

Department: Corporate Services
Service: ICT Infrastructure Team
Income   **(£000s)** None
Description: The ICT Infrastructure Team is responsible for the development, support and maintenance of the Council's ICT infrastructure to ensure maximum availability and optimum performance; this includes servers, data networks, telephone systems (including mobile telephones) and, desktops/laptops and associated peripherals and software. The team provides a helpdesk facility so that IT problems, queries and requests for change are resolved as quickly as possible. The team is also responsible for the smooth operation of the Council's Data Centre. This covers environmental monitoring to ensure that temperature and humidity are controlled, physical security to ensure protection against the risk of fire and theft and the processing of regular backups to ensure the security and integrity of the data held in the Council's information systems. There is no legal requirement to provide the service. However the ICT Section is responsible for ensuring that the Council meets its obligations with regard to the following ICT related legislation • Computer Misuse Act 1990 - this covers inappropriate access or damage to information systems • Data Protection Act 1998 - in particular ICT is responsible for the registration of information systems and information security • Copyright, Designs and Patents Act 1988 - the most relevant issue here is software licensing Some useful volume information is included below: Number of sites   100 Number of ICT users   14,500 Number of PCs   3,750 Number of laptops   1,325 Number of servers   250 Number of mobile phones   920 Number of Service Desk calls per week   375
Outcomes / impacts: All Council departments now depend heavily on ICT systems to allow them to deliver their services. In terms of Council priorities, the most important aspect of the Infrastructure Team's work is to underpin the Designing Better Services programme to ensure that the expected benefits are realised. Much work has already been done to implement the core ICT infrastructure to enable staff to work more flexibly

Another key area of work is the schools' ICT infrastructure replacement plan. Following previous government guidance on the target ratios of PCs per pupil via the National Grid for Learning (NGFL) initiative, ICT is working with the Education ICT Strategy Group to exceed these targets to support the Curriculum for Excellence. The replacement programme also includes a regular refresh of the network and server infrastructure.

In terms of government expectations, the recently published McClelland Review of ICT Infrastructure in the Public Sector in Scotland re-emphasised the need for shared services and multi-agency working to deliver improved value for money. In this respect, the ICT Section has already adopted national contracts for IT hardware and peripherals. It is also in discussions with Highlands and Islands Enterprise with regard to sharing infrastructure as they embark on the rollout of their Regional Broadband Programme.