

SIP 2009/2010 finance and ICT Services






Appendix 1


Report Type: Action Report

Generated on: 19th November 2009




Rows are sorted by Action Code & Title.


Action Status	
 Completed	 Assigned; In Progress
 Unassigned; Check Progress; Not Started	 Overdue
 Cancelled	

Theme: Accountancy								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
FICT09SIP_1.1	National Outcome 15 – Service Priority 1.1 – Improve Budget monitoring process – “Our Public Services are high quality, continually improving, efficient and responsive to local people’s needs”	1. Develop a risk based approach to budget monitoring.	1. Budget headings classified as high, medium and low risk. 2. Workload reprioritized to reflect level of risk to Council. 3. Budget Monitoring service specification revised.	1. 31/03/2009 2. 30/04/2009 (proposed revision to timescale 31/10/2009) 3. 30/06/2009 (proposed revision to timescale 30/11/2009)		60% Overall 100% 0% 80%	Quarter 2 update - 1. Complete 2. & 3. These actions were due in April and June 2009 respectively but due to conflicting priorities in Quarter 1 2009/10 with DBS, slippage has occurred and revised timescales proposed. The revised timescale for completion of these priorities is proposed as October and November 2009 respectively. 3. Budget Monitoring service spec reviewed; thrust of revision at top level agreed with CFO and revision underway.	Principal Accountant


Theme: Accountancy

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
				Overall Priority timescale – 31/03/2010		36% Overall		
FICT09SIP_1.2	National Outcome 15 – Service Priority 1.2 – Contribute to Designing Better Services Project– “Our Public Services are high quality, continually improving, efficient and responsive to local people’s needs”	1. Ensure staff kept briefed about progress 2. Timetable and prioritise work accordingly 3. Provide information requested by Project Team / Project Board	1. Accurate financial information provided for 'As is'. 2. Options costed 3. Method of monitoring savings agreed. 4. Other information / work supplied as requested.	1. 31/03/2010 2. 31/03/2010 3. 31/03/2010 4. 31/03/2010		43% 43% 10% 50%	Quarter 2 update - 1. Customer Services & Workforce Deployment now also complete: 3 out of 7. 2. Customer Services & Workforce Deployment now also complete: 3 out of 7. 3. The process for monitoring savings has been discussed but until the projects have been implemented the method of monitoring savings cannot be finalised. 4. All info supplied therefore 50% at end Q2	Principal Accountant


Theme: Internal Audit

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer	
FICT09SIP_2.1	National Outcome 15 – Service Priority 2.1 – Internal Audit Assurance– “Our Public Services are high quality, continually improving, efficient and responsive to local people’s needs”	1. Optimise capacity of audit team to deliver internal controls assurance in 2009/10	1a. Audit - Align audit plan to Council Priorities and Risks	1a. 30/04/2009		50% Overall	Quarter 2 update - Complete	Team Leader (Audits)	
			1b. Audit - Ensure sufficient coverage to inform controls assurance statement	1b. 31/03/2010		100%			50%
			2a. Designing Better Services - Provide information to support design phase work	2a. 31/03/2010		50%			50%
			2b. Designing Better Services - Validate higher risk areas of the programme	2b. 31/03/2010		50%			50%
			3a. Governance - Contribute to the Council’s annual governance statement	3a. 31/05/2009		100%			50%
			3b. Governance - Develop assurance statement for senior officers	3b. 31/05/2009		50%			50%
			4. Service Improvement - Investigate the case for introducing bespoke audit software	4. 31/12/2009		5%			5%


Theme: Internal Audit

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
FICT09SIP_2.1	National Outcome 15 – Service Priority 2.2 – Risk Management – “Our Public Services are high quality, continually improving, efficient and responsive to local people’s needs”	1. Continue to strengthen the risk management infrastructure and further integrate risk management into the Council’s decision making processes and service delivery.	1. Awareness of Risk Management increased by delivering series of introductory /refresher courses for managers. 2. Risk Management training delivered to all head teachers 3. CMT & Departmental Management Teams supported in the maintenance of risk registers to a more formal timetable. 4. Build links with partners (e.g., NHS) in order to strengthen risk management in partnerships (e.g. MCH&SCP and Community Planning part.	1. 31/03/2010 2. 31/07/2009 3. 31/03/2010 4. 31/03/2010		Overall Priority timescale – 31/03/2010 22% Overall 0% 60% 0% 50%	Quarter 2 update - 1. Not part of programme for second quarter 2. Consideration is being given to taking this forward in a different way given the generic risks apparently faced by schools. Under consideration with Educational Services. 3. Not part of programme for second quarter 4. Work undertaken to support development of Community Planning risk register	Team Leader (Audits)

Theme: ICT

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
				Overall Priority Timescale – 31/03/2010		42% Overall		
FICT09SIP_3.1	National Outcome 15 – Service Priority 3.1 - Implement the Best Value Review Improvement Plan – “Our Public Services are high quality, continually improving, efficient and responsive to local people’s needs”	1. The Best Value Review Improvement Plan for the ICT Service was approved at Policy and Resources Committee on 9 December 2008. This service improvement is to implement the Improvement Plan.	1. Review ICT staffing structure.	30/09/2009		100%	Quarter 2 update - 1. Following consultation with staff the revised staffing structure was reported to and approved by Policy and Resources Committee on 22 September 2009. The structure was formally introduced within ICT on Monday 26 th October.	Head of ICT Services
			2. Improve ICT Security	30/09/2009		100%	2. The revised ICT Security Policy was published in January 2009 and an ICT Security role identified and included within the restructuring proposals approved at Policy & Resources Committee on 22 September 2009. With regard to awareness raising some work has been undertaken with the Council's Records Manager to reinforce the need for information security within all Council processes and specific guidance is being provided to all services within the Council where required. Security processes have been reviewed and amended to meet audit requirements and the procurement of an enhanced secure remote access facility has been completed. Enhanced security for remote access to the Council's ICT facilities will be key in the implementation of the mobile and flexible working theme of the Designing Better Services programme.	
			3. Establish a Web Team	30/09/2009		100%	3. The review of the ICT staffing structure reported to Policy &	


Theme: ICT

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			4. Develop a short-term ICT Strategy	31/03/2010		0%	Resources Committee on 22 September 2009 included a recommendation to establish a dedicated web team within ICT. The web team is now in place and working towards developing a short term action plan. 4. Due to commence in Quarter 3.	
			5. Improve asset management planning	31/03/2010		0%	5. Due to commence in Quarter 3.	
			6. Improve partnership working with the Service Departments	31/03/2010		0%	6. The ICT Section will be fully committed to implementing the DBS programme to the exclusion of other work normally included in the ICT action plan of new developments. Improved partnership working with the service departments will be achieved by close liaison between service managers, ICT and DBS business analysts tasks with identifying detailed requirements and carrying out process mapping to improve processes.	
			7. Improve end-user skills in the service departments	31/03/2010		0%	7. The ICT Section will be liaising closely with the Training Section to identify the ICT training needs of all staff as a result of the implementation of DBS.	
				Overall Priority Timescale – 31/03/2010		90% Overall		ICT Team Leader (Support)
FICT09SIP_3.2	Refresh and Improve the Schools ICT Infrastructure	A Schools ICT Strategy Group has been established to identify the current and future requirements and priorities for the refresh and development of all ICT facilities in schools. Implementation of the outcomes from the group will start in 2009-10.	1. Review priorities from ICT Strategy Group 2. Agree priorities from ICT Strategy Group 3. Report to Committee	30/04/2009 31/05/2009 30/06/2009		100% 100% 95%	1. Complete 2. Complete 3. A committee report has been prepared and circulated for consultation with the Strategy Group. The report has not yet been submitted to Committee.	

Theme: ICT

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			4. Implement the Schools ICT Infrastructure rollout plan	31/03/2010		68%	4. The ICT Strategy Group agreed a number of priorities that would improve the ICT infrastructure in schools. This included replacing PCs, servers, network equipment, telephone systems and implementing additional wireless solutions. To minimise disruption to the schools, a significant replacement programme took place during the summer holidays. There are still a significant number of primary school rollouts scheduled for the remainder of the year but most of the other infrastructure projects have been completed.	


Theme: ICT

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
				Overall Priority Timescale – 28/02/2010		71% Overall		ICT Team Leader (Development)
FICT09SIP_3.3	Provide project management and ICT support and advice to the DBS programme	ICT staff will work closely alongside the DBS team during the detailed design stage to provide ICT support and advice on all projects contained within the DBS programme. ICT will take a lead role on the Workflow/Document Management and Development of Intra/Internet projects.	1. Managing Customer Services 2. Workflow and Document Management 3. Development of Intra/Internet 4. Workforce Scheduling/Mobile ICT 5. Flexible Working 6. Time Recording 7. Operational Support 8. Property	30/09/2010 31/12/2009 31/01/2010 31/07/2010 31/10/2009 28/02/2010 31/12/2009 31/10/2009		100% 70% 100% 100% 100% 100% 20% 50%	1. Complete 2. Good progress is being made towards the completion of the business case for December 2009. 3. ICT support and advice on aspects of the development of the intra/internet business case is complete. The actual development of the intra/internet services will likely go hand in hand with the development of the Lagan Customer Relationship Management system. 4. ICT support and advice on aspects of the development of Workforce Scheduling/Mobile ICT business case is complete. 5. ICT support and advice on aspects of the development of the Flexible Working business case is complete. 6. Aspects of this project were considered within the Workforce scheduling/Flexible working theme and as such no additional work has been identified at this time. 7. ICT continues to provide support and advice towards developing the business case for this project including reviewing the feasibility for simplifying and standardising the application systems currently in use. 8. ICT continues to provide support and advice towards developing the business case for this project. A significant area of the work includes	


Theme: ICT

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			9. Facilities Management	31/12/2009		20%	the relocation of the computer suite within the former Aldi building. 9. ICT continues to provide support and advice towards developing the business case for this project.	
			10. Procurement	30/06/2010		100%	10. ICT support and advice for the development of the detailed design for the procurement theme is complete. The procurement business case was reported to committee on 22 September 2009.	
			11. Internal Recharging	31/01/2010		100%	11. Aspects of this project were considered within the procurement theme and as such no additional work was identified for this project at this time.	
			12. Vehicle Utilisation	31/01/2010		0%	No ICT work has been identified within this project to date.	



Theme: Payments

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
FICT09SIP_4.1	Procurement	Continue with the Corporate Development of Procurement	1. To provide the Council with the tools for "Advanced Procurement" across the organisation :- a) Develop measure of Procurement Efficiency Savings b) Embed Moray Procurement Initiative (Strategy) c) Improve Procurement Practices (Operational) 2. Impact of Designing Better Services (DBS) Project on plan - Project Design mandate agreed and signed off by Board 3. DBS Implementation 4. Implementation	Overall Priority Timescale – 31/03/2010 30/06/2009 31/03/2010 31/03/2010 30/06/2009 31/03/2009 31/03/2010		32% Overall	a. Categorisation complete, contract priorities under review and new DBS timetable b. Priority will change as a result of the DBS project c. BPI's developing to reflect compliance; the DBS structure will improve central control and therefore the compliance. 2. Full review and SIP amendment to be carried out to reflect the approved DBS project 3. Full review and SIP amendment to be carried out to reflect the approved DBS project 4. Full review and SIP amendment to be carried out to reflect the approved DBS project	Payments Manager

Theme: Revenues

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
				Overall Priority Timescale – 31/03/2009		41% Overall		Revenues Manager
FICT09SIP_5.1	General Improvement to services	1. Upgrade the Revenues Systems to a windows environment	1. More Staff/User Friendly System	31/03/2010		0%	1. A decision has been taken to postpone the introduction of a windows environment until sometime during 2010/11. The outcome of the Nosla project and DBS will influence if or when it occurs.	
		2. Testing and implementing software to improve systems and meet legislative requirements	2. Service Meets legislative requirements	31/03/2010		25%	2. Software releases have been issued, tested and installed where appropriate	
		3. Identifying and implementing measures to simplify access to services	3. More on-line service provision	31/10/2009		0%	3. The implementation of on-line forms will be delayed until appropriate software is available to complement the introduction of the newly acquired Lagan systems. The DBS project will effectively control the timetable for introduction.	
		4. Review and update service policies	4. Improved clarity on service expectation	31/03/2010		75%	4. Policies in relation to recovery of benefit overpayments and write off of benefit overpayments will be presented to appropriate committee in November 2009.	
		5. Review and update communication arrangements with customers and staff	5. Feedback on service provision/improved staff engagement	31/12/2009		50%	5. Draft customer survey data prepared and propose to commence surveys during next quarter.	
		6. Benchmarking service	6. Better context to current performance	31/03/2010		40%	6. Data requirements have been specified, returns currently being received for analysis during third quarter.	
		7. Self-Assessment for Benefit Service	7. Minimal External Audit recommendations	31/08/2009		100%	7. The outcomes from the assessment have been agreed and appropriate actions documented. All details have been presented and approved by Policy and resources committee.	

Theme: Revenues

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
				Overall Priority Timescale – 31/01/2010		63% Overall		Revenues Manager
FICT09SIP_5.2	Customer Services Theme	Support the Customer Services theme of the DBS programme through involvement: on the Theme Board, at workshops and assistance with the mandate and detailed design.	<ol style="list-style-type: none"> 1. Design Mandate approved by DBS Board 2. Detailed Design approved by DBS Board 3. Commence implementation of new Customer Service arrangements 	<p>30/06/2009</p> <p>31/10/2009</p> <p>31/01/2010</p>		<p>100%</p> <p>90%</p> <p>0%</p>	<p>1. Complete</p> <p>2. Contributed to the draft detailed design document prepared.</p> <p>3. Due to commence once detailed design document has been completed and approved.</p>	
				Overall Priority Timescale – 31/10/2009		75% Overall		Revenues Manager
FICT09SIP_5.3	Shared Service Development	A feasibility study for a Shared Revenues Service was completed in December 2008. Following a recent change in the timetable for Local Income Tax, the shared service would be feasible. The partner Council are considering how to take this forward with the potential for a request for further support from the Scottish Government.	<ol style="list-style-type: none"> 1. Prepare a bid document to the Government 2. Further involvement in developing a process to take the project forward to implementation. 	<p>31/05/2009</p> <p>31/10/2009</p>		<p>90%</p> <p>60%</p>	<p>1. Draft bid document prepared for Finance Directors to approve before submission.</p> <p>2. Review of cost analysis underway and measures being drawn up regarding cost and benefit distribution.</p>	