

CYNGOR SIR POWYS COUNTY COUNCIL

**Democratic Services Committee
29 April 2019**

REPORT BY: IT Service Lead Operational Manager / Head of Democratic Services

SUBJECT: Re-Design of ICT Support for Members

REPORT FOR: Decision, Information and Discussion

1. ICT recognise the importance of providing Members with a fast, efficient cost effective ICT Support Service. Currently ICT charge Members 1 x FTE, which is currently used to provide 1 dedicated ICT Support for Members. This model is not cost effective, introduces risk and is not the most efficient way to provide support in ICT's experience. This has been recognised by other service areas including Democratic Services who are required to assist with the support (congress system).
2. In order to ensure that ICT provide Members with a priority service it is proposed to adjust call routing to ensure that Members' calls present to operators first by bypassing the standard call queuing system.
3. To enable ICT to provide the best possible provision and based on the model that has been successfully used for both PTHB and Schools whereby the support is pooled across the service it enables ICT to provide broader support at the same cost and will provide the following benefits.
 - A single point of contact where Members have a team of highly skilled EUS Operators able to offer an increased probability of first time resolution
 - Have access to a wider pool of ICT staff and skill set
 - Reduce risk of single point of failure by only having 1 dedicated member of staff e.g. long term sickness or absence
 - Scalability of workload. Ensuring appropriate workloads for all.
 - Adding additional support when and where it is required e.g. Assigning additional staff on busy days such as Full Council if required
 - Allowing our team to have a wider understanding of the functions that Members provide
 - Enable robust provision for the Congress system and Web Casting as we understand this is becoming more and more popular across the Council e.g. School Governors meetings

RECOMMENDATION	Reason for Recommendation:
That the Committee approves the proposal for the re-design of ICT Support for Members	To improve the ICT support provision for Members

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