East Cambridgeshire
District Council

Information and Communication Technology (ICT) half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Install, configure and implement Core Network Switch, replacing existing reaching end of life.	By end of May 2024	Target completed Core Network switch replaced and configured. Completed by 2nd June. Delayed caused to original date of work clashing with payroll run (where staff needed to work out of hours)
Install, configure and implement Storage Access Network (SAN), replacing existing reaching end of life	By end of October 2024	Target exceeded Storage access Network installed, configured and data migrated both at The Grange and DR Site August 2024
Install, configure and Implement 4No Virtual Host servers for the virtual environment, replacing existing servers reaching end of life.	By end of October 2024	Target on track Replacement of Virtual Hosts programmed to commence 1st – 18th October 2024.
Regularly review higher corporate risks, including: • **security and infiltration of the ECDC network** • **Disaster Recovery Plan** • **backup of ECDC data** • **Incident Management Plan** • **Monitoring Strategy**		Target on track Hardware and Infrastructure Renewal Plan reviewed and published May 2024. Mobile Phone Acceptable Use Protocol published June 2024 Patching Policy Reviewed – and software changes currently being updated to reflect. Password Protocol reviewed and published July 2024 Incident Management Plan

Performance measure	Target and reporting timescale	Half year update
		currently being reviewed.
Ensure the Council is awarded an annual PSN compliance certificate to maintain access to secured services – ensuring all servers remain in support with Microsoft for security	Annual PSN compliance certificate, annually	Target on track PSN Health check programmed for November 2024. Submission to be made March 2025.
Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt and update the Disaster Recovery Plan following the test	By end of September 2024, annually	Target completed Disaster Recovery Test took place 6th – 8th September 2024. Disaster Recovery Documents updated.
To work on the delivery of the Digital Planning Government funded project, by reviewing, cleansing and updating GIS data held on the corporate system managed by ICT, and create plans as needed . To support use of GIS and mapping corporately, and specifically in Planning in the medium term, by identifying corporate spatial layers and layer owners across all services and provide ongoing technical support to refresh and update GIS mapping	By end of March 2025	Target on track 2 of the 4 layers required to be published as part of the terms of the ODP funding were published by end of May 2024. Work on-going with the Planning Department for the remaining 2 layers to be published.
Close service desk incidents and service requests within the service level agreement (SLA): Incidents Priority 1 – resolution target 4 hours Priority 2 – resolution target 4 hours+ Priority 3 – resolution target 1 day	90% Annually	Target exceeded End of September shows 97.8% completed within SLA

Performance measure	Target and reporting timescale	Half year update
Priority 3 – resolution target 3 days Service Requests Minor – resolution target 3 days Standard – resolution target 5 days Major – resolution target 10 days Bespoke – agreed with user		
Ensure that internal and external networks and systems are stable and reliable and fit for purpose	Network 99% uptime and systems 99% uptime, annually	Target exceeded 100% Uptime on software 99.9005% Uptime on hardware - A total of 6 working hours were lost by two incidents caused by the VPN and DNS
Notifications to Royal Mail to be made with 5 working days of receipt of valid street naming and numbering applications	75%, annually	Target off track 71% - this is due to the workload of street naming and numbering requests
Street Naming and Numbering schemes to be sent to customers within 5 working days of receipt of postcode from Royal Mail	95% annually	Target off track 71% - this is due to the workload of street naming and numbering requests
New street names to be adopted/formally objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of valid application	100% annually	Target on track All new street names have been formally adopted or objected to within 1 calendar month
Donate decommissioned useable laptops (hard drive removed) to local schools and charities	100% of reuseable laptops, annually	Target on track 3 useable laptops have been donated to a local charity. Work ongoing to identify further useable laptops and charities.

Performance measure	Target and reporting timescale	Half year update
Disposal of redundant ICT Equipment in accordance with the WEEE regulations including recycling and no land fill discarding	100% of redundant equipment, annually	Not yet started Work to begin on disposal shortly.