TITLE: **ICT AUDIT PROGRESS UPDATE**

Committee: Audit Committee

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Author: Director, Finance

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Contact Officer:
Ian Smith, Director Finance
Ian.smith@eastcambs.gov.uk   01353 616470

1.0   ISSUE

1.1.   To provide Audit Committee members with an update on the progress that the ICT Team are making on recent Audit recommendations.

2.0   RECOMMENDATION(S)

2.1.   Committee are asked to note the report.

3.0   BACKGROUND/OPTIONS

3.1.   Prior to the Audit Committee meeting on the 30th January 2023, Councillor Cane raised a number of questions about the progress being made by the ICT Team in resolving outstanding Audit issues. These were received too late to provide a full response to the meeting and so are detailed here for your information.

3.2.   This report needs to be considered against the on-going staffing issues in the ICT Team, as were reported to Committee at its previous meeting. Staff continue to be away from the office on long term sickness, with one now being on a phased return, which is impacting on the Team's ability to clear the issues as quickly as it and I'm sure Committee, would prefer.

4.0   ARGUMENTS/CONCLUSION(S)

4.1.   The below table provides details of the questions raised prior to the previous meeting and officers response. This shows that actions are being progressed and indeed cleared.

4.2.   As highlighted at the previous meeting, a number of the outstanding issues relate to preparing strategies and plans, which while important, may not be as important to the Team's other priorities, not least ensuring that users have on-going access to the ICT systems they need on a day to day basis. This means that progress on some of these issues has not been at the pace preferred.

4.3.   A number of the questions below, ask which senior manager is taking responsibility for completing the action. As Director with responsibility for ICT, I can assure members that these actions are being constantly reviewed and progressed as other priorities allow.

When will the Incident Management Planning action, overdue since March 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	This has now been drafted and is currently being reviewed before publication. This task would normally have been undertaken by one of the officers who has been on long term sickness.
When will the ICT Strategy, overdue since July 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	As I'm sure Members appreciate, there is an order that the tasks raised by Audit need to be completed and it is intended to start work on the Strategy immediately the Infrastructure renewal plan is completed (see below).
When will the Infrastructure renewal plan, overdue since July 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	Work on the Infrastructure renewal plan is scheduled for March 2023, with the expectation that this will be completed by the end of March.
When will the Public folder action, overdue since June 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	All Service Leads were requested to data cleanse the Public Folders linked to their Service. Confirmation has now been received from all Service Leads that data cleansing has been undertaken and only data required remains. This has resulted in a number of Public Folders being deleted and/or no longer used. This issue is therefore resolved.
When will the Lessons learnt reviews action, overdue since July 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	While a different Audit recommendation to the first issue raised above, this actually requires the same action from the ICT Team to resolve. Please therefore see progress with the Incident Management Plan.
When will the Microsoft support package action, overdue since March 2022, be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	This action has now been completed and Microsoft support is in place.

Can the ICT Manager confirm that the department has adequate resources in place to complete these actions, and those arising for the recent IT Asset Internal Audit as well as renewing contract as required, maintaining API keys and other day-to-day work. If there are sufficient resources, why has so much fallen behind? If there are not sufficient resources what is being done to correct that?	The resource in the team is always being monitored, but as highlighted elsewhere in this report, is being significantly impacted at the moment by two members of the team being on long term sick.

While clearly bringing in temporary support is an option, this would involve significant training on the Council's ICT systems, and while the length of time staff are away is not clear, this has not been progressed. |
| What stage is the tender for hard drive destruction and when will it be complete? Who is leading the tender, what resources have they been given to successfully complete the tender and which senior manager is taking responsibility for this? | All hard drives that needed to be destroyed were so on the 28th February 2023. This issue is therefore complete. |
| Does the tender include destruction of SSDs? | There were no SSD's that needed to be destroyed. |
| Why wasn't the tender process undertaken before the contract expired? What controls are in place to ensure all contracts are re-tendered in good time for the new contract to be in place once the old contract expires? | The Council only creates a small number of hard drives (and other ICT items) to be disposed of and so a tender process takes place on an ad-hoc basis, when there are enough items to dispose of.

The previous contract did not cover the destruction of hard drives, only the hardware. All hard drives are removed from devices and stored securely. Following the last disposal of hardware in August 2022, we had no further equipment needing to be disposed of. |
| Why does this tender not appear on our Tender/Contract Opportunities site? | The value of the work doesn't necessitate this. |
| How do we manage the safe disposal of other equipment which stores data, e.g. phones and tablets? | All devices are wiped and data drives removed and stored. Devices are kept for salvage and to be used in the repair of other devices and then added to the disposal stock. |
| How is data protected in the event of a laptop/phone/tablet/USB drives etc being lost or stolen? | All equipment issued by the ICT Team, including Desktops, laptops, tablets, phones and USB's are encrypted.

The ICT Team also has the ability to remotely erase data from mobile phones. |

Is the software asset register now complete? If not, why has this been delayed when it was due to complete in December 2022, when will it be completed, by whom will it be completed, what resources have they been given to complete the action, and which senior manager is taking responsibility for its completion?	The ICT Team have completed the software register of all corporate software, and are now sourcing information from services for service specific software to ensure that this is also included on the completed register.

5.0 **FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

5.1. There are no financial implications arising from this report.

5.2. An Equality Impact Assessment is not required.

5.3. A Carbon Impact Assessment (CIA) is not required.

6.0 **APPENDICES**

None