

REPORT

To: POLICY & RESOURCES (FINANCE & CUSTOMER SERVICES) SUB-COMMITTEE		Subject: E-GOVERNMENT & SERVICE DEVELOPMENT – OPERATIONAL REVIEW
From: HEAD OF E-GOVERNMENT & SERVICE DEVELOPMENT		
Date: 21 February, 2008	Ref: IG/JMcC	

1. Introduction

1.1 The E-Government & Service Development (EGASD) structure was approved by Committee in March 2007 and, following the development of the Customer Services Strategy, and greater clarity on the responsibilities of the Customer Services team, some amendments to the structure are necessary. In addition, the retiral of a member of staff within a technical support area of ICT has prompted a review and merging of responsibilities within that area.

2. Background

2.1 The E-Government and Service Development division within Finance & Customer Services has responsibility for Customer Services, Business Change and the Corporate ICT Service. The recently approved draft Customer Services Strategy presents the case for building the Council's Customer Services capability and placing responsibility for the management and implementation of the Strategy with the Customer Services Manager. This includes the ongoing development of key customer contact channels including the Customer Contact Centre.

2.2 Moving to the Production Services team within EGASD, there has historically been a split in responsibilities between two key technical platforms – our 'Unix' environment and our 'Desktop' environment. In the current structure there are two managers looking after these areas. The recent retiral of one of these managers has presented the opportunity to review the responsibilities within these areas. The key technologies these managers had responsibility for have been converging in recent years and it is no longer practical to maintain entirely separate teams. The intention therefore is to blend the teams within one management structure, and to ensure appropriate training to create a multi skilled team able to support our entire technical enterprise environment. In addition, some of the more routine aspects of the UNIX Manager's role will be transferred to our Service Delivery Partner, Steria to be delivered from within our existing contract.

3. Proposals

Customer Services

3.1 Following the creation of the Customer Services Team within EGASD and to ensure consistent management of the Council's key customer contact channels, the Customer Services Manager will assume day to day responsibility for the management of the staff and resources in the Customer Contact Centre. Responsibility for the technical support and future significant technology development (e.g. Computer Telephony Integration, disaster recovery arrangements etc) will remain with the Production Services Manager. This change does not result in any amendment to existing grades.

Production Services

- 3.2 Following the retirement of the current incumbent, the post of Unix Manager (NLC 13 £32,640 - £39,357) will be deleted.
- 3.3 The Desktop Services Manager post will be redesignated Enterprise Services Manager with no change to the existing grade of NLC 13: £32,640 - £39,357.
- 3.4 The Senior Unix Support Officer (NLC 11: £27,165 – £33,474) will be redesignated and regraded Senior Support Officer (NLC 12: £29,232 - £35,904) and will report to the Enterprise Services Manager.

Service Delivery Partner – Steria

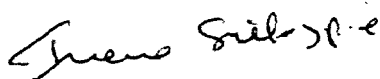
- 3.5 Our Service Delivery Partner – Steria will take on routine UNIX support, to be delivered from within the current contract at an additional cost of £15,000 per annum.

4. Corporate Considerations

- 4.1 The proposals set out in this report result in a reduction in the E-Government & Service Development establishment of one post. These amendments to the Service structure result in a net saving of £30,420 which will be utilised to support the implementation of the Customer Services Strategy.
- 4.2 For the purposes of comparison, the maximum spinal points have been used for both current and proposed grades in determining the overall financial position. A summary of the changes is included at Appendix 1.
- 4.3 It is acknowledged that the Council is currently engaged in a job evaluation exercise using the nationally approved scheme. All reference to grading in this report is based on the grading structure developed under the job evaluation proposals. The proposals within this report will further reduce the number of red circles arising from the introduction of job evaluation by one.
- 4.4 The proposals contained within this report have been the subject of consultation with the Head of Human Resources and the appropriate Trade Union representatives prior to submission to Committee.

5. Recommendations

- 5.1 It is recommended that: -
 - The structural changes to the Finance & Customer Services establishment be approved and in so doing note the revised staffing levels and annual savings of £30,420 to be utilised in the implementation of the Customer Services Strategy.
 - The report be referred to the Policy and Resources (Human Resources) Sub Committee for consideration.



Head of E-Government & Service Development

For further information please contact Irene Gillespie on tel. ext.2532.

OPERATIONAL REVIEW OF E-GOVERNMENT SERVICE DEVELOPMENT

POST	CURRENT			PROPOSAL			CHANGES		
	NO	GRADE	SALARY	NO	GRADE	SALARY	POST STATUS	SALARY MOVEMENT	RED CIRCLE CASH CONSERVATION
Unix Manager	1	NLC13	£39,357				deleted	-£39,357	
Senior Unix Support Officer	1	NLC11	£33,474	1	NLC12	£35,904	Reconfigured	£2,430	N/A
On Costs	2		£72,831	1		£35,904		-£36,927	
Seria Costs			£16,751			£8,258		-£8,493	
Totals			£89,582			£59,162		£15,000	
								-£30,420	
								Variance	-£30,420