

**NORTH LANARKSHIRE COUNCIL**

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**FILE/DOCUMENT NAME**

<b>Source</b>	DIRECTOR OF FINANCE
<b>Destination</b>	CHIEF EXECUTIVE
<b>Subject</b>	APPOINTMENT OF BUSINESS SYSTEMS MANAGER AND PRODUCTION SERVICES MANAGER FOR I.T. SERVICES
<b>Committee Submission</b>	
<b>Date</b>	24 AUGUST 1995
<b>My Ref</b>	JM/EMcC/NL34
<b>Your Ref</b>	
<b>Distribution</b>	File

I refer to my memorandum of 4 August and now submit further details of the I.T. Services Division structure in support of the recommendation contained in that memorandum to the effect that the Council proceed with urgency to the appointment of the Business Systems Manager and Production Services Manager.

In order to create an effective I.T. Services function for North Lanarkshire, the appointment of two senior managers to head the Business Systems Unit and the Production Services Unit is crucial to progress and should be pursued at the earliest opportunity.

- I.T. is critical to the establishment and development of almost all of the service Departments of North Lanarkshire. It is essential that processing and support services are planned, prepared and ready to be operational from 1 April 1996.
- I.T. Services for North Lanarkshire will be created from resources largely outwith the Districts making up the North Lanarkshire Authority, i.e. approximately 42 staff will be transferred from the wholly centralised Information Technology Department of Strathclyde Region. These staff will not transfer until April 1996 and many, including senior staff, will be seconded back into the I.T. transition support groups for a period of time thereafter.
- The information technology skills, expertise and management capabilities required for a large organisation such as North Lanarkshire are in short supply. It is important that this Authority acquires those scarce resources which will help North Lanarkshire provide quality services from its inception.

The I.T. Services function in North Lanarkshire is likely to contain 70-75 staff transferred from the aggregating Districts and disaggregating Strathclyde Region. This complement does not include staff employed by McDonnell Douglas Information Systems Ltd who currently provide an I.T. service to Motherwell District Council through a facilities management contract.

It is considered that this total pool of resource available to North Lanarkshire equates closely to the number of staff required to provide adequate I.T. services to the Authority and to achieve self-sufficiency at the end of the transitional arrangements. The correct mix of skills, expertise and numbers will not be in place in the early stages of I.T. Services operation but a rebalance of the numbers of people working in the two Units will occur progressively as computing is distributed more throughout the new Authority and demand for new systems development grows.

The Business Systems Unit of I.T. Services will initially contain 30-35 mainly professional systems development staff. These resources are always in demand and this Authority will look for significant achievements by this group. However, a major proportion of the effort from the systems teams is required purely for maintenance and support of existing applications and could account for 20-25 of the systems teams staff.

The Departments of North Lanarkshire Council will undoubtedly require new or enhanced integrated application systems and it is almost certain that the initial complement of staff with their various types and levels of skills and knowledge will not be sufficient to meet demand.

The Business Systems Unit is structured initially in such a way that it can readily be adjusted in preparation for C.C.T.. The Client Services section will come out of the Units structure and report directly to the Head of I.T. Services with the remainder of the Unit becoming the contractor for applications systems development and maintenance.

The Production Services Unit of I.T. Services will initially contain 35-40 staff who will bring a variety of skills and capabilities ranging from telecommunications specialists, mainframe computer operators, systems software engineers to general clerical assistants.

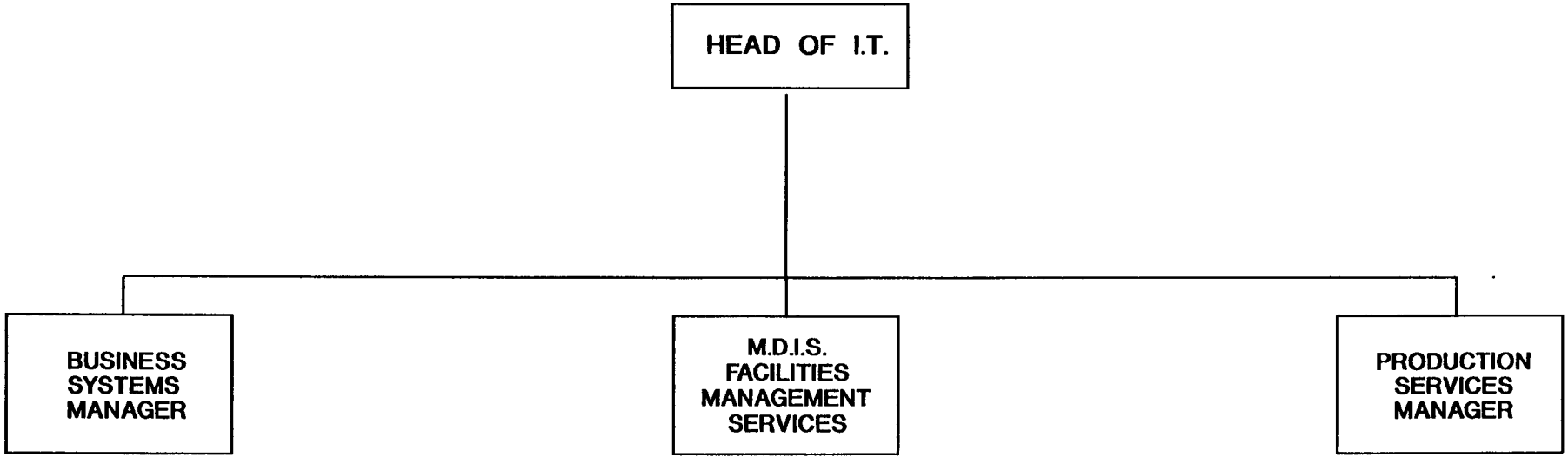
A number of the services provided and supported by this Unit are absolutely essential to the day-to-day running of services by the Departments of North Lanarkshire Council. The data network, central computer processing and print production services must continue to operate and be properly amended or enhanced to ensure continuity of service through the transition in April 1996 and beyond.

It is not possible to be definitive about full structures, numbers of staff and services provided by North Lanarkshire I.T. Services due to some uncertainties at this stage, viz

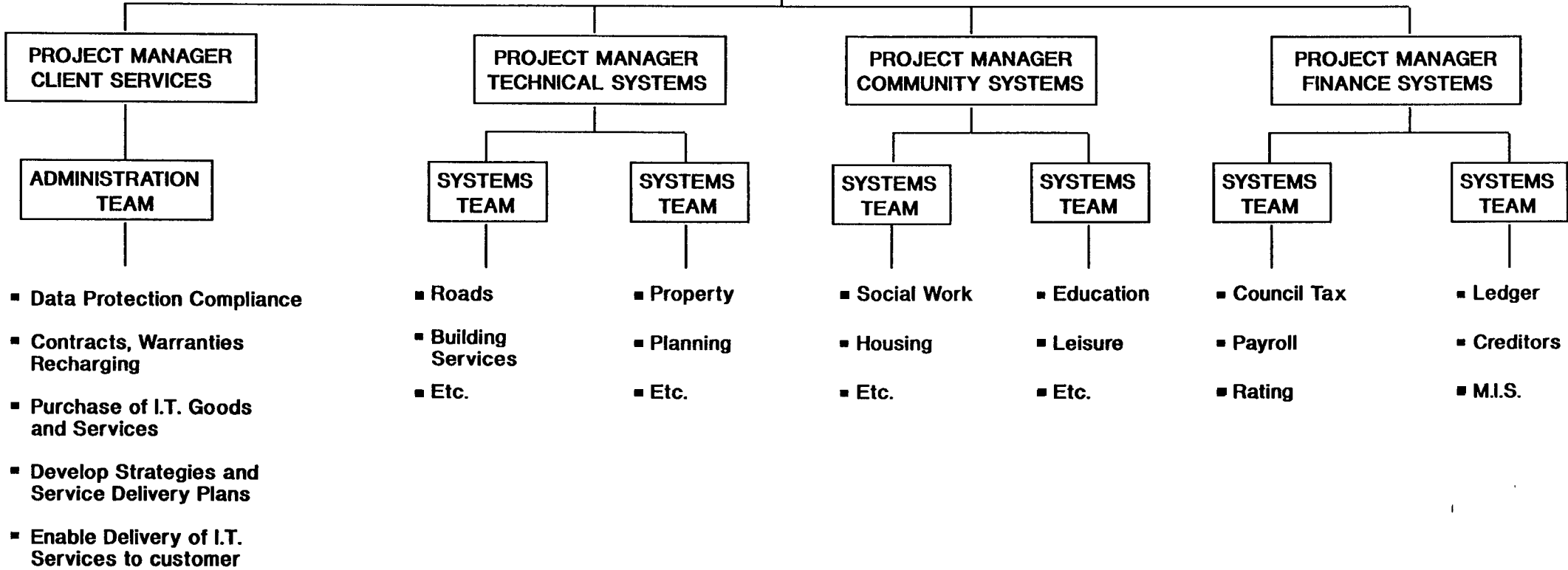
- (1) The secondment of North Lanarkshire I.T. staff into transitional arrangements and when they become available to this Authority.
- (2) The range of services to be provided by in-house resources requires clarification of the on-going role of McDonnell Douglas Information Systems Ltd within North Lanarkshire.
- (3) The I.T. service is very much demand-led by the Departments of the Authority.

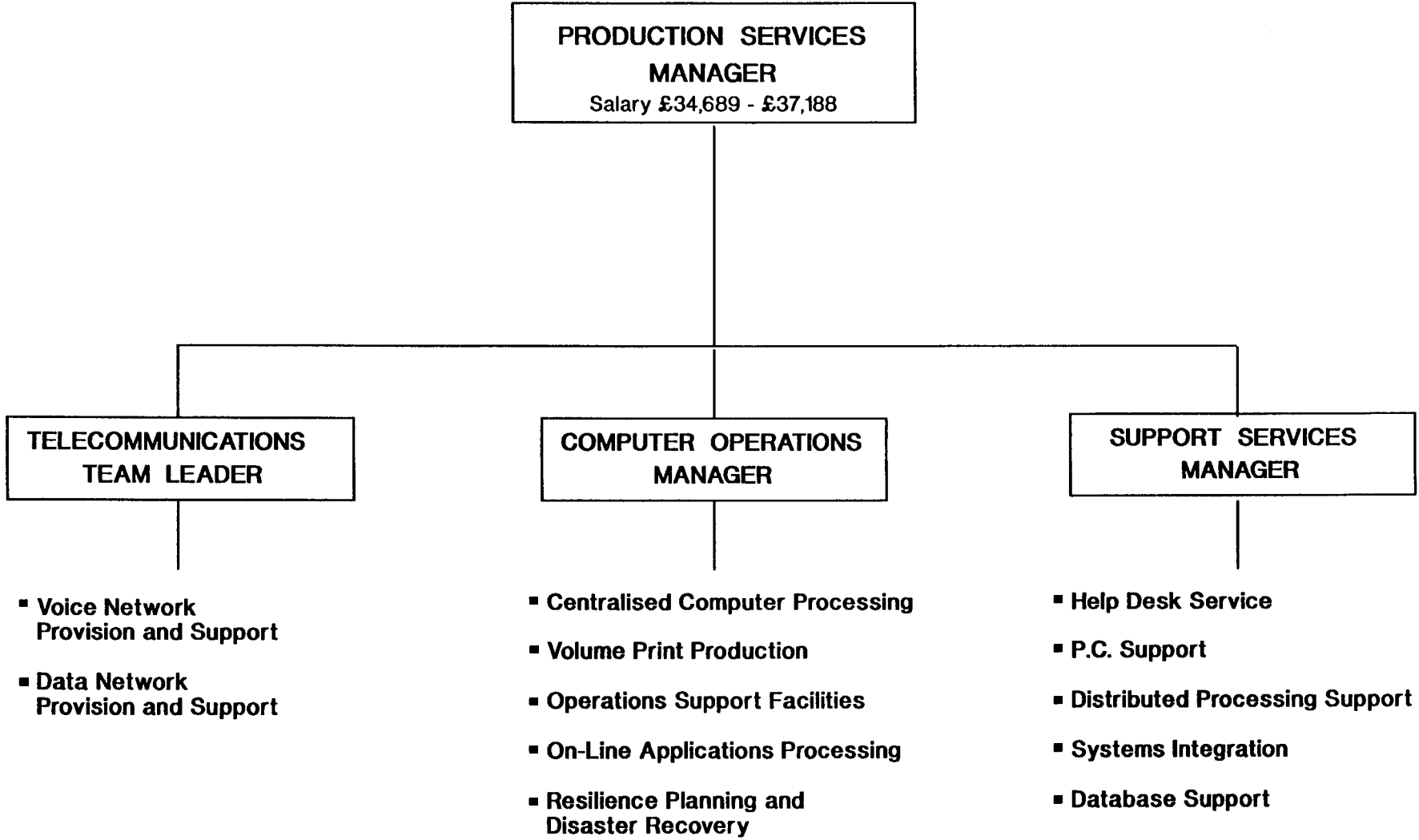
Irrespective of the outcome of these very important and significant issues, it is still vital that the Authority acquires the two Unit Managers for I.T. Services to cope with the many and complex problems which must be faced now and to work in conjunction with the new service departments of North Lanarkshire to ensure that the required I.T. Services and support are in place for April 1996.

A handwritten signature in black ink, consisting of several stylized, overlapping loops and lines.



**BUSINESS SYSTEMS  
MANAGER**  
Salary £37,188 - £39,828





## JOB DESCRIPTION

<u>JOB TITLE:</u>	BUSINESS SYSTEMS MANAGER
<u>DEPARTMENT:</u>	INFORMATION TECHNOLOGY SERVICES
<u>RESPONSIBLE TO:</u>	HEAD OF INFORMATION TECHNOLOGY SERVICES
<u>SALARY:</u>	£37,188 - £39,828

### Main Functions:

- (1) Responsible to the Head of I.T. Services for the provision of an applications systems service to the Departments of North Lanarkshire Council.
- (2) To provide and manage an Account Management function which will act as principal contact and focus for all customers of I.T. Services.
- (3) To develop the level of service from the Business Systems Unit with due regard to improving cost effectiveness and the capability of the operation.
- (4) Deputise for the Head of I.T. Services.

### Job Activities:

- (1) In conjunction with the Departments of the Council develop I.T. strategy in support of the particular service.
- (2) Provide application systems to meet the needs of Council Departments.
- (3) Ensure that all application systems are adequately and properly maintained and supported.
- (4) Analyse and evaluate the impact of I.T. products and services on the Council's business activities.
- (5) Provide advice, guidance and assistance to all Council Departments, and undertake the duties required, with regard to compliance with the Data Protection Act legislation.
- (6) Responsible for the specification of requirements, tendering and evaluation of package software solutions.
- (7) Provide the planning and control of I.T. projects.
- (8) Keep abreast of I.T. policy and practice and monitor performance regularly to ensure that the Council policies and programmes are being met.

- (9) Assist in the preparation and implementation of a service plan for I.T. Services which will review needs, requirements and objectives for the service over a fixed period and set out a forward programme of key tasks and performance targets for all aspects of the service.
- (10) Undertake such duties and responsibilities as may be required in terms of the Health and Safety at Work Act, 1974.
- (11) Advise on and ensure the appropriate provision of training on I.T. applications for the Departments of the Council.
- (12) Enable the complete I.T. service provision to Council Departments through the Account Management function.
- (13) Responsible to the Head of I.T. Services for the allocation of work, and the quality thereof, together with the general supervision of all employees under their control.
- (14) Set standards and guidelines with regard to the work of the Business Systems Unit whilst fostering skills development and the use of best practice.
- (15) To carry out such other appropriate duties and responsibilities as are required by the Head of I.T. Services from time to time.



## JOB DESCRIPTION

<u>JOB TITLE:</u>	PRODUCTION SERVICES MANAGER
<u>DEPARTMENT:</u>	INFORMATION TECHNOLOGY SERVICES
<u>RESPONSIBLE TO:</u>	HEAD OF INFORMATION TECHNOLOGY SERVICES
<u>SALARY:</u>	£34,689 - £37,188

### Main Functions:

- (1) Responsible to the Head of I.T. Services for the provision and support of a central processing and distributed processing service to the Departments of North Lanarkshire Council.
- (2) To provide and support the data and voice communications networks of the Council.
- (3) To provide for a full support service for the users of I.T. within the Council in terms of problem solving, fault rectification and advice both during and, where necessary, outwith office hours.

### Job Activities:

- (1) Responsible for the effective and efficient administration of central computer processing and printing.
- (2) Provide for the maintenance and support of all computer-related hardware and associated operating software.
- (3) Planning, enhancement and integrity of cost effective and efficient voice and data networks for the Council's use.
- (4) Management of a Help Desk service which provides a single point of contact for fault reporting and escalation together with advice and information.
- (5) Arrange and enable the services to design, acquire, install, commission and support the infrastructure required when I.T. is introduced to Council Department sites.
- (6) Maintain security and risk management strategies including disaster recovery and contingency planning.
- (7) Responsible to the Head of I.T. Services for the allocation of work and the quality thereof, together with the general supervision of all employees under their control.
- (8) Undertake such duties and responsibilities as may be required in terms of the Health and Safety at Work Act 1974.

- (9) Provide advice, guidance, conformance testing and validation of hardware and software products.
- (10) Assist in the preparation and implementation of a service plan for I.T. Services which will review needs, requirements and objectives for the service over a fixed period and set out a forward programme of key tasks and performance targets for all aspects of the service.
- (11) Set standards, guidelines and working practices with regard to the Production Services Unit while fostering skills development and the use of best practice.
- (12) Formulate a framework and maintain a plan for the replacement of computer-related hardware, software and ancillary equipment.
- (13) Maintain a liaison with manufacturers and suppliers of Information Technology to ensure that North Lanarkshire Council is constantly aware of the most recent technology developments and research information.
- (14) Assist in the preparation of the Department of I.T. Services Training and Development Plan to ensure that staff receive the direction and training necessary for the effective running of the Department.
- (15) To carry out such other appropriate duties and responsibilities as are required by the Head of I.T. Services from time to time.

**NORTH LANARKSHIRE COUNCIL**

**INFORMATION TECHNOLOGY SERVICES**

**BUSINESS SYSTEMS MANAGER**

**SALARY: £37,188 - £39,828**

The Business Systems Manager will be responsible for the provision of a business applications systems development, implementation, maintenance and support service to meet the needs of the Council, its Members and Service Departments. Also to provide and manage an Account Management function which will act as principal contact and focus for all clients of I.T. and enable the provision of all I.T. services to North Lanarkshire Council.

The postholder will deputise for the Head of I.T. Services as required.

Applicants should be suitably qualified and have significant management experience whilst operating at a senior level in local government or a new town.

**NORTH LANARKSHIRE COUNCIL**

**INFORMATION TECHNOLOGY SERVICES**

**PRODUCTION SERVICES MANAGER**

**SALARY: £34,689 - £37,188**

The Production Services Manager will be responsible for the provision and support of a central processing and distributed processing service to meet the needs of the Council, its Members and Service Departments. Also to provide and support telecommunications services throughout the Council and to ensure that a full problem-solving, fault rectification and advice service is available both during, and where necessary, outwith normal working hours.

Applicants should be suitably qualified and have significant management experience whilst operating at a senior level in local government or a new town.

## BUSINESS SYSTEMS MANAGER

**Salary: £37,188 - £39,828**

Responsible to the Head of I.T. Services for the provision of applications systems development, implementation, maintenance and support. Also for the provision and management of an Account Management function which will act as principal contact and focus for all customers of I.T. and will arrange and enable I.T. service provision on behalf of customers.

The postholder will deputise for the Head of I.T. services.

- In partnership with user departments develop I.T. strategy for that particular service.
- Provide applications systems to meet the needs of Council departments.
- Analyse and evaluate the impact of I.T. products and services on the Council's business activities.
- In conjunction with users, implement selected systems solutions.
- Undertake the duties required to comply with the Data Protection Act.
- Provide for applications systems maintenance and support.
- Responsible for the specification of requirements, tendering and evaluation of package software solutions.
- Responsible to the Head of I.T. services for the allocation of work, and the quality thereof, together with the general supervision of all employees under their control.
- Advise on and ensure appropriate provision of training on I.T. applications for user departments.
- Advise on potential areas of information processing application in consultation with Council departments.
- Provide the planning and control of I.T. projects.
- Enable the complete I.T. service provision to Council departments through the Account Manager's function.

## PRODUCTION SERVICES MANAGER

Salary: £34,689 - £37,188

Responsible to the Head of I.T. Services for the provision and support of all central processing and distributed processing hardware and associated operating software. Also for the provision and support of a full range of communication services in both voice and data.

- Ensure the provision of cost effective and efficient voice and data networks for the Council's use.
- Plan and administer the communications systems.
- Manage a Help Desk service which provides a single point of contact for fault reporting and escalation or advice and information.
- Provide for maintenance and support of all computer-related hardware and associated operating software.
- Arrange and enable the services to design, acquire, install, commission and support the infrastructure (hardware and software) required when I.T. is introduced to Council Department's sites.
- Provide advice, guidance, conformance testing and validation of hardware and software products.
- Responsible to the Head of I.T.Services for the allocation of work and the quality thereof, together with the general supervision of all employees under their control.
- Maintain security and risk management strategies including disaster recovery and contingency planning.
- Responsible for the effective and efficient administration of central computer processing and printing.
- Formulate a framework and maintain a plan for the replacement of computer-related hardware, software and ancillary equipment.