

Impact Assessment of: ICT Operational Services
Service/ Directorate: Corporate ICT/Resources
Date Completed: 12 September 2008
Lead Officer: Karen Brocklesby

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Andrew Byrom	Leeds City Council/Corporate ICT	Service Delivery Manager
Karen Brocklesby	Leeds City Council/Corporate ICT	Impact Assessor/Service User
Denise Ramsden	Leeds City Council/Corporate ICT	Service User/Member of Enablement Group
Peter King	Leeds City Council/Corporate ICT	Service User/Member of Enablement Group
Tom Kipling	Leeds City Council/Corporate ICT	Service User/Member of Enablement Group

Brief description of policy/ service:

The aim of the ICT Operational Services is to support the ICT Infrastructure to Leeds City Council. The team ensures availability of all key council systems via continuous monitoring of the infrastructure. The team also provides ICT support to Leeds City Council staff via the ICT Service Desk.

Brief account of how the impact assessment was carried out:

The assessment was carried out through a meeting with Andrew Byrom (Service Delivery Manager) and Karen Brocklesby (ICT Service User).

A number of documents and feedback were considered in the fact finding stage:-

Corporate ICT Service Plan
Corporate ICT Quarterly Performance Report
SOCITM User Survey
Monthly Service Pack (figures/KPI's)

The draft document was then emailed to ICT staff who attend the Enablement Staff Group for their comments.

It was agreed that for the purpose of this assessment it was unnecessary to involve employees outside of ICT as all Leeds City Council staff have recently had the opportunity to express their views about the ICT Service via the SOCITM User Survey.

Brief description of any adverse affects found:

The impact assessment team identified lack of adequate resourcing and funding as a potential barrier.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
N/A		

Contacts for further information:

Karen Brocklesby – Corporate ICT

Date published on Council Website:

28 November 2008