

MEETING	Corporate Scrutiny Committee
DATE	15th January, 2015
SUBJECT	Efficiency savings initiative C25 – dissolution of the out of hours IT support provision
PURPOSE	To ventilate risks related to the dissolution of the service that might have adverse affect on some Gwynedd residents
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Background

1. The Finance Department has put forward a number of saving initiatives, including “C25 - dissolution of the out of hours IT support provision” bringing £39,450 worth of savings to be delivered fully in 2015/16.
2. This initiative is described as follows:

“The IT service has a provision to provide extended support outside of the core office hours to Council services that are dependant on IT systems within these extended hours, services such as Libraries, Leisure Centres and Care workers. The scheme has a rota of three staff members with differing skills and are on-call outside of the office hours, which includes weekends and statutory holidays, resulting in 24-7-365 support for technical issues.”
3. The introduction of this saving initiative is not without it’s risks as no support will be provided for any IT activity outside of the Council’s core hours. These being 18:00 – 08:00 on week days, 18:00 on Friday evening to 08:00 on Monday morning over the weekend, extending to 18:00 on Thursday evening to 08:00 on Tuesday morning over the Easter holidays.
4. Although the Council offices are closed, a number of Council officers will continue to serve the public, and are dependant on IT systems and infrastructure. The loss of IT provision due unforeseen problems ranges from the inconvenient to critical.
5. Even though that the services are dependant on IT systems, losing the service for an evening, or even a whole weekend for a service such as the Libraries or the Leisure Centres would be inconvenient, however it wouldn’t be life threatening. There are procedures in place to come to terms with the lost of service, although not ideal and could mean that there would be a restriction in service to the public.
6. On the other hand, the loss of IT systems for the Care service could have a more serious impact. The teams that work within these services deal with fragile and vulnerable people who need an immediate and informed response. The

platform for this response is the supporting IT system, and responding to a situation without access to information within the system could pose a threat to the wellbeing of Council staff and/or clients. The incorrect decision could be made as conclusions are made on historical rather than current information and it could endanger Council staff through failing to prepare them for dangerous situations such as visiting a property with known threats, such as a client with known threatening behaviour or the presence of a dangerous animal.

7. The reliability of the care systems are good, and the instances where the systems have been unavailable due to technical issues are scarce. However, even though the probability of losing the system is low, the consequences could be serious, posing a real threat to the health and wellbeing to the Council's staff and residents. The situation intensifies over the weekend and periods of statutory holidays, as the window for possible outages are extended. These risks need to be evaluated as part of accepting this initiative.