

I.T. SERVICE AND CONTRACTOR

1 SUMMARY

- 1.1 I.T. (information technology) is of vital importance to the efficient and effective running of the Council's business. Officers will make a presentation to the Committee about the I.T. service, its contribution to the Authority, and how the service is provided by the I.T. contractor, Vivista.

2 INTRODUCTION

- 2.1 As part of its agreed work programme this Committee will monitor the service provided by Vivista, and representatives from Vivista have been invited to attend the next meeting on 14 October 2003.
- 2.2 In preparation, at this meeting of the Committee, officers will present details about the I.T. service, the key systems that enable the provision of Council services, and the responsibilities of Vivista in providing that service.
- 2.3 The implementation of technology is also important in delivering e-government, and in particular the target set by the government that all contacts between the Council and citizen that can be delivered electronically, are done so in this manner by the end of 2005.
- 2.4 Copies of the presentation will be made available to Members.

3 RISK IMPLICATIONS

Strategic and Information Risk

- 3.1 The Council needs to maintain and develop its I.T. service because of the importance of information technology to the overall efficient and effective delivery of Council services.

A failure of the I.T. service could lead to disruption to the provision of essential Council services.

4 RESOURCE IMPLICATIONS

- 4.1 The cost of maintaining and developing the I.T. service makes considerable demands on the Council's budget.

5 RECOMMENDATION

- 5.1 That the Committee considers the presentation by officers, in preparation for the attendance by representatives of Vivista at the next meeting of the Committee.

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Background Papers:

None

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