

Equality Impact Assessment

Name of project/proposal

TT19 - IT Services

Contact name

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Department

Corporate Services

Date to be published on Hantsweb

29 Sep 2017

Purpose for project/proposal

IT Services will need to make a number of productivity and efficiency savings to deliver Transformation to 2019 budget reduction targets, as well as mitigate against the loss of income from two public sector partners in Hampshire. The programme of work will include a mix of operating model changes, technology shift and contract renegotiation. The key initiatives within the programme can be summarised as follows:

- Channel Shift frontline IT support. Significantly more automation and self-service (currently around 35%), reducing or even removing telephone support
- Improve asset management capability to increase re-utilisation and reduce over-purchasing
- Reduce levels of support for non-critical Line of Business (LOB) applications.
- Re-design of account management and consolidation of IT support for schools
- Project portfolio capped at £3m of internal IT resource
- Reduced support for the inception of new projects
- Review standby and out-of-hours arrangements
- Replace long-term contractors with Permanent staff
- Procure new backup solution
- Reduce back-up retention from 90 to 30 days in line with industry standard
- Move email infrastructure (MS exchange) into the cloud
- Move Disaster Recovery to the cloud
- Consolidate server technology
- Transition the Data Centre to be remotely managed
- Decommission redundant technologies (e.g. HantsFile)
- Review Desktop delivery model
- Renegotiate / Re-tender HPSN contract
- Conduct review and renegotiation of software contracts

Consultation

Has engagement or consultation been carried out? Yes

No specific consultation has been carried out for this proposal, however the County Council has carried out a major consultation later this year, on a range of options for finding further budget savings, including setting council tax, using reserve and making changes to the way in which services are delivered, which may mean reducing or withdrawing certain services.

When decisions are made to pursue options, further specific consultation may be undertaken with stakeholders on the detailed options where required and appropriate.

Statutory considerations

Impact

Age None

Disability None

Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None
Other policy considerations	
Poverty	None
Rurality	None
Other factors	None
If other please describe	

Geographical impact All Hampshire

Have you identified any medium or high impact?*

Yes

No

This is an internal Corporate Resources project, aimed at improving the efficiency and effectiveness of IT services, and will not directly impact upon the residents of Hampshire. Any impact to staff will be managed according to HR policy.

Final decision date

Final decision date due

22 Sep 2017

Decision to be made by

Executive Member