



Reference: FOI4187

Request:

I am looking at how IT is measured in councils from business point of view.

1. A strategic statement if one exists of what IT is supposed to deliver to the organisation. This may be something like "the purpose of IT is to xyz"

Please see link to the digital strategy which is on the Authority website: <https://my.northtyneside.gov.uk/category/616/digital-strategy>

2. The top 3 Key performance indicators. This would generally be Server uptime, Number of help desk calls closed, surveys etc.

Incidents resolved within SLA, target 95%

Business system availability in core hours, target 99.75%

Customer satisfaction, target 92.5%

3. How the KPI's have been performing against these indicators for the last 12 months tabulated

Incidents resolved in SLA, Business system availability, Customer satisfaction

AUG 2020 97.27% 100.00% 99.22%

SEP 2020 96.06% 100.00% 99.23%

OCT 2020 95.53% 100.00% 99.51%

NOV 2020 97.80% 99.38% 98.86%

DEC 2020 96.48% 100.00% 99.26%

JAN 2021 96.24% 100.00% 99.26%

FEB 2021 96.74% 99.97% 97.98%

MAR 2021 94.28% 100.00% 98.22%

APR 2021 96.65% 99.90% 99.00%

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MAY 2021 94.99% 100.00% 98.84%

JUN 2021 97.15% 99.92% 99.05%

JUL 2021 96.94% 100.00% 99.26%

4. How many KPI's do you have for IT in total

8

5. If your IT is outsourced, who is it Outsourced too and beginning and end date of contract.

The Council outsourced several its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum.