

Agenda Item	8
Report No	RES/31/22

THE HIGHLAND COUNCIL

Committee: Corporate Resources Committee

Date: 1 December 2022

Report Title: ICT Services – User Satisfaction Performance Survey (SOCITM)

Report By: Depute Chief Executive

1. Purpose/Executive Summary

- 1.1 This report provides Members with an update on the SOCITM User satisfaction Survey undertaken in June 2022 and comparisons with the previous Survey undertaken in March 2020. The intention is to run the survey now annually.
- 1.2 SOCITM is the Society for Innovation, Technology and Modernisation, the professional networking organisation for IT leaders in the Public Sector. One of the services they provide is a benchmarking service that enables public sector organisations to measure performance and drive improvements.
- 1.3 This recent survey is the first undertaken after the transfer of substantial ICT Managed Services from Wipro during the period October 2021 and April 2022. The overall score was 5.0 out of 7, compared to 4.05 out of 7 in the last survey carried out in 2020.
- 1.4 This report reflects on the improvements observed by users during this period and sets a new baseline for in-house ICT provision that the ICT team will now be working towards enhancing through continuous improvement and sustained provision of service.

2. Recommendations

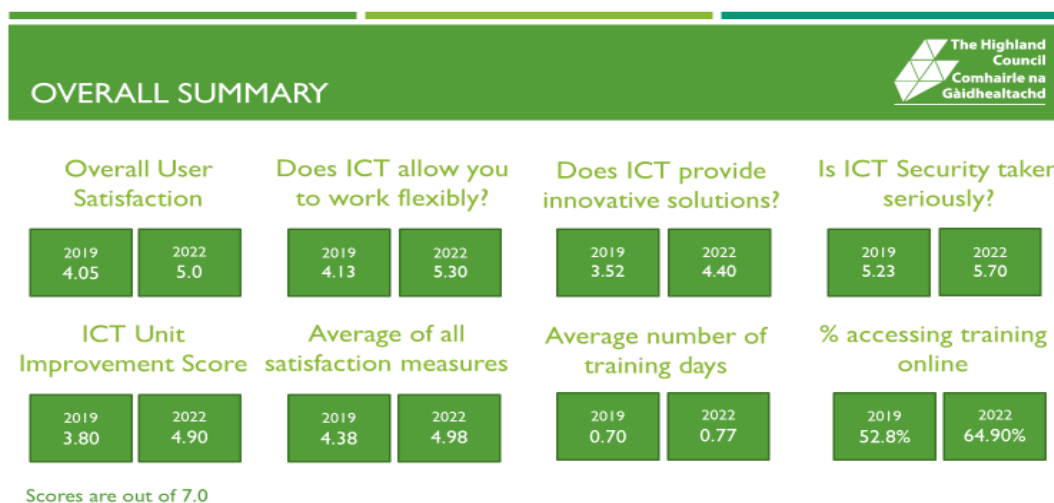
- 2.1 Members are asked to:
 - i. Acknowledge the initial level of service improvement and increase in user satisfaction levels;
 - ii. Note that the ICT team are committed to undertaking further SOCITM benchmarking exercises in the areas of Cost; Performance and Delivery of ICT Services and will report back to members these outcomes over the next 2 years, ensuring that best value is achieved, and performance is scrutinised.

3. SOCITM Customer Satisfaction Survey

- 3.1 The survey was sent out in June 2022 to all staff and teachers with Council computers and email addresses. Analysis of results were then reviewed during Autumn and compared with previous results obtained in 2020.
- 3.2 The previous survey had been undertaken to set a benchmark prior to the take on of Service from Wipro by The Council, and to measure the difference in user opinion after a relatively short period of time. It should be noted that the newly formed ICT Service was in transition and undertaking a significant recruitment exercise at the time the survey was carried out. It should also be noted that Wipro are still providing Data Centre Services to the Council.
- 3.3 The survey covered 35 aspects of the service including communication channels and customer service skills; technical competency of support staff (including diagnosis and ability to fix); reliability of systems; support given to delivery services and work flexibly; fitness for purpose of hardware and software systems and available training.
- 3.4 Benchmarking against other organisations was restricted on this occasion due to the continuing impact of COVID reducing the number of organisations undertaking the survey, however the key element for the ICT team was to understand our position compared to 2020.

4. Survey results and comparison

- 4.1 The number of responses to our online 2022 survey compared to 2020 reduced from 29% (2944) to 17% (1653) and those providing more detailed written responses from 31% (929) to 27% (445).
- 4.2 Our average User satisfaction rating on scale from 0-7, increased from 4.05 in 2019/20 to 5.0 in 2022.



- 4.3 The survey results were further broken down into operational Service delivery headings aligned with Executive Chief Officer responsibility, Highlife Highland and Valuation Joint Board. This identified some differences between Services

expectations and experience of using the ICT Service and these will be followed up with Service management teams to look for improvements that can be introduced. It was noted that some services put more emphasis on communication /training and others on technical skills/ability. Delivery lead times and responsiveness to changing business needs also requires further dialogue and exploration with Service management teams to understand and prioritise activity.

5. Next Steps

- 5.1 A baseline has now been established to measure Customer Satisfaction giving the ability to compare against other organisations but as important to measure our own performance and continuous improvement activities.
- 5.2 The ICT team are committed to Continual Service Improvement utilising the ITIL processes and the further development of Service Improvement Plans.
- 5.3 The results and insight obtained from this survey and further direct engagement with users and Service owners will drive Service Improvement Plans and actions to improve customer satisfaction. Some of this will be tracked through our existing regular Customer satisfaction figures (below) that regularly indicate high levels of satisfaction. Appendix 1 provides additional analysis of the Key areas identified compared with other organisations and our 2020 levels.

Measure	Target Performance								
	Red	Amber	Green	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Description									
% of satisfied customers	80%	85%	90%	95.57%	96.34%	95.85%	94.93%	95.49%	94.80%

- 5.4 Further benchmarking activities will now be progressed by undertaking the following SOCITM exercises, these are expected to be completed by summer 2023.
 - Cost – Examines the financial efficiency of the ICT Service (including expenditure; employee costs; acquisitions; support and Total Cost of ownership)
 - Delivery – Provides insight into the Governance and shape of the ICT Service (including Service Governance; location and staffing numbers/turnover; styles of working and network size).
 - Performance – The relative performance of the ICT Service (including Project Governance and delivery; Service availability and Incident resolution).

Designation: Acting Depute Chief Executive

Date: 11th November 2022

Authors:

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Appendix 1 – Benchmarking high level Comparison

SERVICE IMPROVEMENT MODEL



2019/2020	THC	MIN	MEDIAN	MAX	2022	THC	MIN	MEDIAN	MAX
Communication	50.26%	39.01%	63.36%	83.85%	Communication	60.60%	59.40%	65.70%	68.50%
Effective Staff	56.84%	46.71%	71.03%	85.11%	Effective Staff	68.20%	67.10%	72.50%	75.20%
Efficient first line	62.89%	44.68%	73.48%	88.92%	Efficient first line	71.20%	66.50%	71.20%	75.00%
Fitness for purpose	53.30%	39.80%	63.48%	78.96%	Fitness for purpose	62.00%	61.30%	66.20%	70.90%
Reliable Systems	50.46%	32.97%	66.09%	84.09%	Reliable Systems	65.50%	63.90%	68.50%	73.40%
Support Service Delivery	47.98%	37.93%	62.83%	79.33%	Support Service Delivery	61.10%	60.10%	65.30%	70.30%
Trusted Management	45.44%	36.89%	61.15%	81.66%	Trusted Management	63.90%	59.10%	64.60%	64.50%

KEY DRIVER ANALYSIS – OVERALL TOP 5



2019/20	KEY DRIVER	SCORE	2022	KEY DRIVER	SCORE
1.	Effectiveness of monitoring the ICT unit's performance	0.70	1.	Effectiveness of monitoring the ICT unit's performance	0.69
2.	Communication channels	0.70	2.	Communication channels	0.68
3.	Ability of ICT support staff to fix problems	0.70	3.	Ability of ICT support staff to fix problems	0.69
4.	Responsiveness of ICT staff to changing needs	0.70	4.	The Speed of Response to Requests for Assistance	0.70
5.	ICT staff understanding the users business	0.69	5.	Overall Opinion of the Quality of Service offered by your ICT Service	1

Scores are out of 1.0

KEY DRIVER ANALYSIS

2019/20	KEY DRIVER	SCORE	2022	KEY DRIVER	SCORE
1.	Fitness of purpose of office systems provided	0.48	1.	Fitness of purpose of office systems provided	0.58
2.	Political and senior management commitment	0.51	2.	Political and senior management commitment	0.54
3.	Fitness for purpose of the hardware provided	0.52	3.	Fitness for purpose of the hardware provided	0.60
4.	The quality of training provided	0.53	4.	The quality of training provided	0.50
5.	Downtime	0.55	5.	Downtime	0.52

Scores are out of 1.0