

## **Terms of Reference for Joint Audit and Scrutiny Panel**

- Councillors:**
- 1. To collate and channel feedback from party members regarding the ICT service and present these to the task group for discussion and agree such action as necessary.*
  - 2. To provide feedback on areas of the service that may require additional focus post election 2011 and to hear proposals from the ICT service to meet Councillor's/Members specific needs. (NB this to include an overview of technology opportunities currently under investigation/available in market – and to include telephony, ICT and any additional technology requirements not yet identified. Also worth capturing any ICT needs for Member rooms/Committee rooms at this stage for completeness).*
  - 3. To consider and acknowledge current policies and procedures pertaining to the service and make recommendations on behalf of all councillors in order to maintain a secure, controlled and sustainable environment in which they can receive ICT services.*
  - 4. To recognise the financial challenges that the public sector are under and to actively consider and promote alternative delivery mechanisms*
- Member Services:** *To enable and facilitate workshops – to provide background information on Member support costs and to determine affordability of proposals. Also to benchmark service wants/needs against other Local Authorities' ICT provision to determine if requirements are reasonable/affordable – (this against a backdrop of providing more for less where possible) Also, to ensure our Charter Mark plus obligations are not compromised in process, and to provide guidance and advice on evaluation of Member requirements. NB Requirements to be assessed on a 'must/should/could' basis.*
- ICT Client/support:** *To provide ICT representation for all operational activities. To provide costs of current ICT service. To provide an overview of alternative technologies available, and to assist with benchmarking activities. To provide an overview of the potential service model post Steria – and an overview of industry 'hot topics' such as Security, Carbon Reduction, Self Service benefits which may influence proposals – together with any supporting information on any connectivity challenges, such as poor broadband or 3G coverage etc etc.*
- Outcomes** *Provision of paper on current scope and cost of support service, and to include a minimum of 3 options for future service provision, including self provision (i.e a Member allowance for broadband/hardware/phone), cost of as is service and other alternatives, together with issues/risks of each option.*