

For Publication

**Bedfordshire Fire and Rescue Authority  
Corporate Services Policy and Challenge Group  
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Item No. 11**

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**REPORT AUTHOR: HEAD OF STRATEGIC SUPPORT**

**SUBJECT: ANNUAL ICT SHARED SERVICE USER SURVEY**

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Background Papers: Quarterly Performance Report – ICT Performance Indicators

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Implications (tick ✓):

LEGAL		✓	FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known		OTHER (please specify)	
	New		CORE BRIEF	

*Any implications affecting this report are noted at the end of the report.*

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## PURPOSE

To report the outcome of the annual ICT Shared Service User survey conducted in Q2 2015/16.

## RECOMMENDATION

That Members consider the outcome of the ICT Shared Service User Survey and note the areas of improvement and focus of further analysis.

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### 1. Background

- 1.1 The ICT survey is an opportunity for users to share their views on a number of ICT related subjects including the quality of ICT services, accessibility to ICT support, communications arrangements, expertise, availability of systems and hardware. It provides a snapshot of user perception and assists in planning and targeting areas for improvement.
  - 1.2 The questions are grouped to ascertain an overall user perception of the following areas:
    - A general view of the ICT Shared Service
    - Support and delivery arrangements
    - Performance and availability of ICT systems and support
    - Capability of ICT in supporting the Service
    - Know-how and training
  - 1.3 In 2010 the first ICT user survey was conducted to inform the implementation of the ICT Strategy. A further ICT User Survey was conducted in 2014 to benchmark user opinions following the inception of the ICT Shared Service. This survey is now undertaken annually using a common set of questions and forms part of the ICT performance reporting arrangements.
  - 1.4 The outcomes of past surveys have led to a number of activities including a targeted programme of quarterly on-site ICT support at retained stations, an increase in ICT support availability, improved resilience and targeted interim hardware replacement.
2. ICT Shared Service User Survey 2015

- 2.1 The ICT Shared Service User Survey 2015 was conducted during July and August completing on 4 September 2015.
- 2.2 The survey received 113 responses equating to 19% return of the total user base. Views from both support staff and wholetime operational staff were represented in the returns, however there were no returns received from our retained duty users.
- 2.3 The report attached at Appendix A summarises the scores received to each question asked and a comparison with previous surveys.
- 2.4 This initial analysis of the returns indicates a general positive view of the ICT systems and support and overall improvement on the 2014 survey with the majority of the average scores above or close to the median.

Highlights include communication with the ICT Service Desk, the technical competence of ICT support, and helpfulness.

- 2.5 Areas where the score was under the median include general reliability of ICT systems, the speed of ICT systems, accessibility of the Service Desk and support to the Service's strategic objectives.

### 3. Summary and next steps

- 3.1 Whilst there was a general positive view of ICT it is clear that the reliability and speed of ICT systems is the focus of negative comments. A recent review of the use of ICT at wholetime stations undertaken as part of the Virtual Desktop Infrastructure has identified that the problems lie in the current terminal services technologies. The Virtual Desktop Infrastructure will replace this technology and is expected to improve users' experience in terms of consistency, reliability and speed. Video streaming will be possible giving direct access to training materials on the operational LearnPro system, the versions of the main Office suite of software, for example word, excel, powerpoint, will be consistent negating the need for providing backward compatibility of documents, and software upgrades will be managed centrally avoiding multiplicity of downtime across the service. The roll-out of VDI is expected to begin at the end of December. Wholetime stations are the focus of the first tranche of user migration followed by retained station users. The wider roll out is expected to be completed towards the end of September 2016.

3.2 The detailed analysis of the ICT Survey user comments is now being completed with actions arising from this analysis being incorporated into the ICT Shared Service programme of work. This programme of work has oversight by the ICT Shared Service Board. Additionally the operations of the ICT Shared Service incorporating actions arising from the ICT Survey are reviewed annually as required by the ICT Shared Service Agreement (Schedule 4).

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