

SERVICE REVIEW OUTCOMES

INFORMATION TECHNOLOGY

DETAILS OF SERVICE

The Information Technology Service Area is part of the Strategic & Corporate Services Department. Its function is to manage Council’s technology requirements including software, hardware and data.

SCOPE OF SERVICES

The IT service area consists of 6.5 EFT positions, with specialist resource requirements obtained externally as needed. Ensuring all council Information Technology Systems continue to operate in accordance with Council’s ICT Strategy and at a standard, which ensures continual improvement in citizens services.

The review includes the overall services provided by the Information Technology Service Area. The following specific areas are addressed

- Communications
- Hardware Infrastructure
- Software Support
- Systems Administration
- Software Desktop Applications (SOE)
- Software Applications
- General User Assistance
- Projects
- Strategy and Policy
- Administration
- IT Management
- IT Management Assistance

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Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2003-04 Budget \$1,645.816	Budget saving of 1.6% (approx \$15,000)	Performance to +/- 5% of budget
Newly identified Cost Standard	Cost per PC (refer to benchmarking reference next page)	\$2,782	Maintain costs +/- 5% of \$2,782.
Quality Standard	Internal customer satisfaction Target average: 70%	71%	75%

Best Value Principle

Actions Taken

Benchmarking

The Information Technology team has benchmarked itself against neighbouring like sized Council's. Due to confidentiality Councils names are not identified. On the major benchmark – Cost per PC – Council compares as follows:

Maroondah	\$2,782
Council 1	\$2,863
Council 2	\$4,842
Council 3	\$6,379
Council 4	\$3,700

Consultation

The Information Technology team conducted a Customer Satisfaction Survey of all staff working within Council. The survey examined a range of aspects from general satisfaction to equipment and staff support, level and quality of information and the level of understanding of Council's management and decision making processes with respect to its IT platform.

- 71% Customer Satisfaction Good or Very Good
- 67% Satisfaction with response time Good or Very Good
- 80% Satisfaction with response

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings and key performance target and results will be placed on Council's community web page for public viewing and will be available from one of our Customer Service Centres.