

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
29 September 2021
Our ref: 7614749

Thank you for your request received on 1 September 2021, for the following information:

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'

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

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

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

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

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and it is attached/ the answers to your questions are below

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'

The council's digital strategy is currently being refreshed. In the meantime, the key purpose of the IT service is to ensure a customer focused support function within IT that delivers security, flexibility and reliability.

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

- Critical System Availability
- User Satisfaction
- Incident Resolution

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

- Critical System Availability: Has been met and exceeded
- User Satisfaction: Met and improvement has been made
- Incident Resolution: Has been met and due to further improvements to infrastructure and devices this is improving

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

We have 3 KPI's and 3 PI's.

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

Our IT is outsourced to Capita, September 2013 - August 2023.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information

Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.