

# Service Plan 2025-26

<b>Directorate</b>	Resources	<b>Name of Corporate Director</b> Julie Lorraine
<b>Division</b>	IT	<b>Name of Director</b> Hemanth Shanthigrama
<b>Service</b>	Business Applications	<b>Paul McHale</b> Head of Service
<b>No. Employees</b>	44	

<b>Last updated:</b>	25/03/2025
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## Instructions:

1. This document is authored and maintained by the Head of Service.
2. Complete sections:
  - A – About the service
  - B – Strategic plan alignment
  - C – Service objectives
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## Section A: About the Service

In brief, outline the services managed and what the service is responsible for.

The LBTH Business application service delivers comprehensive technical support to the entire council, spanning over 100 business applications and systems, including critical ones that manage statutory services. Our responsibilities encompass technical support, product integrity and ownership, data security, and lifecycle management for a diverse portfolio of council business applications.

We are an Application Management Service(AMS) collaborating closely with various stakeholders, teams, and suppliers, we actively develop capabilities tailored to meet the evolving needs of council services.

Working within an ITIL framework the LBTH AMS:

**Application Lifecycle Management (ALM):** oversees the entire lifecycle of applications, from inception to retirement. This includes planning, designing, building, testing, deploying, operating, and optimizing applications to ensure they meet business requirements and deliver value throughout their lifecycle.

**Application Support:** provides ongoing support for applications, including incident management, problem management, and service request fulfilment. This involves diagnosing and resolving issues, restoring service operations, and minimizing disruptions to business processes.

**Change Management** manages changes to applications in a controlled and systematic manner to minimize risks and ensure that changes are implemented smoothly without causing disruptions to services. This includes assessing change requests, evaluating potential impacts, obtaining approvals, and coordinating implementation activities.

**Release and Deployment Management:** coordinates the release and deployment of application updates, patches, and new releases into the production environment while ensuring minimal impact on existing services. This involves planning, scheduling, testing, and deploying releases according to predefined processes and procedures.

**Configuration Management:** maintains accurate and up-to-date configuration information for applications and their components to support effective change and release management processes. This includes documenting configuration items, managing configuration baselines, and controlling changes to configuration items.

**Vendor Management:** manages relationships with application vendors and suppliers to ensure that contractual agreements and service level

agreements (SLAs) are met. This involves monitoring vendor performance, resolving disputes, and driving continuous improvement in vendor services.

**Performance Monitoring and Optimization:** monitors the performance and usage of applications to identify opportunities for optimization and improvement. This includes collecting and analyzing performance data, identifying bottlenecks and inefficiencies, and implementing measures to enhance application performance and scalability.

By fulfilling these responsibilities, an Application Management Service plays a vital role in ensuring the availability, reliability, and performance of applications to support council operations effectively within the ITIL framework.

## Section B: Strategic Plan Alignment

Which of the Strategic Plan priorities is supported by your service? Tick those that apply.

1.	<b>Tackling the cost-of-living crisis</b> with measures including freezing council tax for four years, and additional financial support for residents.	<input checked="" type="checkbox"/>
2.	<b>Providing homes for the future</b> by working with developers and housing associations to deliver a minimum of 1000 social homes for rent each year.	<input checked="" type="checkbox"/>
3.	<b>Accelerating education</b> through a series of learning interventions and financial support, investing in youth services, and increasing opportunities for younger people to go into further education.	<input checked="" type="checkbox"/>
4.	<b>Boosting culture, business, jobs, and leisure</b> with measures including supporting small businesses, start-ups, and markets; creating jobs and training opportunities; and one-hour free parking at our markets.	<input checked="" type="checkbox"/>
5.	<b>Investing in public services</b> for example by bringing outsourced services back into public hands.	<input checked="" type="checkbox"/>
6.	<b>Empowering communities and fighting crime</b> for example by working with the police to have more uniformed officers on the streets.	<input checked="" type="checkbox"/>
7.	<b>Working towards a clean and green future</b> by establishing a Mayor's advisory board to guide our response to climate change and a host of green measures including green heating systems on housing estates and electric vehicle charging.	<input checked="" type="checkbox"/>
8.	<b>A council that listens and works for everyone</b>	<input checked="" type="checkbox"/>
n/a	<b>Other service delivery</b> non-strategic priorities	<input checked="" type="checkbox"/>

## Section C: Service Objectives

List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
1.	Cyber Security	All	Data protection	30/03/25	2026	Ongoing	Paul McHale	
2.	Business Applications Statutory Upgrades	All	Statutory changes to business applications and enhancements.	30/03/25	2026	Ongoing	Paul McHale	Several applications to be upgraded over next 12 months to meet government and service requirements. These will also fix bugs and add benefits.
3.	Automation of manual tasks	All	Enhancements and efficiencies to business processing.	31/03/25	2026	Ongoing	Paul McHale	

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
4.	Implement GFA to Logic Apps	All	More secure and resilient transfer of council data	31/03/2025	30/10/25	Development	Paul McHale	
5.	Housing/Benefits and Finance Year-end	All	Enabling processing of business financial year end.	01/10/25	31/03/26	Planning	Susan Mannix and Laura Lewis	
6.	Service Review	All	Modernise of IT service	31/03/25	01/04/26	Planning	Paul McHale	
7.	Synergy Rehosting and recontract with supplier		Greater Efficiencies by hosting application with supplier. New contract creating great flexibility for the childrens service to make changes.	01/07/25	30/11/25	Planning	Paul McHale	

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
8.	Decommission of Business Objects and Holistix		More secure data by the removal of legacy software	01/04/25	30/10/25	Implementation	Paul McHale	
9.	CSP to EA Migration		Savings and modernisation	01/02/25	30/07/25	Implementation	Bruce Miller	

(insert additional rows to add more objectives)

## Service Plan 2025-26

<b>Directorate</b>	Resources	<b>Enter Corporate Director Name</b> JL
<b>Division</b>	IT	<b>Enter Director Name</b> Hemanth Shanthigrama
<b>Service</b>	IT Transformation Delivery	<b>Enter Head of Service Name</b> Gareth Bedford
<b>No. Employees</b>	12	

<b>Last updated:</b>	19/3/25
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## Section A: About the Service

In brief, outline the services managed and what the service is responsible for.

Delivery of IT-related projects

## Section B: Strategic Plan Alignment

Which of the Strategic Plan priorities is supported by your service? Tick those that apply.

9.	<b>Tackling the cost-of-living crisis</b> with measures including freezing council tax for four years, and additional financial support for residents.	<input type="checkbox"/>
10.	<b>Providing homes for the future</b> by working with developers and housing associations to deliver a minimum of 1000 social homes for rent each year.	<input type="checkbox"/>
11.	<b>Accelerating education</b> through a series of learning interventions and financial support, investing in youth services, and increasing opportunities for younger people to go into further education.	<input checked="" type="checkbox"/>
12.	<b>Boosting culture, business, jobs, and leisure</b> with measures including supporting small businesses, start-ups, and markets; creating jobs and training opportunities; and one-hour free parking at our markets.	<input type="checkbox"/>
13.	<b>Investing in public services</b> for example by bringing outsourced services back into public hands.	<input checked="" type="checkbox"/>
14.	<b>Empowering communities and fighting crime</b> for example by working with the police to have more uniformed officers on the streets.	<input type="checkbox"/>
15.	<b>Working towards a clean and green future</b> by establishing a Mayor's advisory board to guide our response to climate change and a host of green measures including green heating systems on housing estates and electric vehicle charging.	<input type="checkbox"/>
16.	<b>A council that listens and works for everyone</b>	<input type="checkbox"/>
n/a	<b>Other service delivery</b> non-strategic priorities	<input checked="" type="checkbox"/>

## Section C: Service Objectives

List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
10.	Delivery of Projects as listed below:  Civica APP Replacement  Civica Cx Fire Safety Database  Housing Options IT Transformation  TH Changes - inc Connectivity Review (Cellular)	Various	Improvement, Maintainability, Information Security, Improved productivity	Ongoing	Ongoing	Ongoing	Various	

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	RPA for Revs & Bens							
	Telecare End User Replacement (PSTN Switch Off)							
	Parking System Replacement							
	Agresso Modernisation							
	CSP to EA Azure Migration							

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List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	Moving the Data Platform to EA							
	Provision CSC Reports on the Data Platform							
	Copilot Adoption							
	Social Care Transcription							
	Young Tower Hamlets IT							
11.								
12.								
13.								
14.								

(insert additional rows to add more objectives)

## Service Plan 2025-26

<b>Directorate</b>	Enter Directorate Name	<b>Enter Corporate Director Name</b> Julie Lorraine
<b>Division</b>	Enter Division Name	<b>Enter Director Name</b> Hemanth Shanthigrama
<b>Service</b>	Enter Service Name	<b>Enter Head of Service Name</b> Bruce Miller
<b>No. Employees</b>	Enter no. employees in your service	<b>24</b>

<b>Last updated:</b>	DD.MM.YYYY
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## Section A: About the Service

In brief, outline the services managed and what the service is responsible for.

- Management and security of corporate laptop devices
- 2<sup>nd</sup> line support for (most) It laptop queries and help
- Application packaging and management
- The Microsoft Azure cloud and all services and security within
- Microsoft 365 inc. Exchange, Teams, Sharepoint and OneDrive.
- Council wide network infrastructure
- IT Engineering including security of council endpoints, virtual environments, cloud security, etc
- Corporate Telephony
- Library infrastructure

## Section B: Strategic Plan Alignment

Which of the Strategic Plan priorities is supported by your service? Tick those that apply.

17.	<b>Tackling the cost-of-living crisis</b> with measures including freezing council tax for four years, and additional financial support for residents.	<input type="checkbox"/>
18.	<b>Providing homes for the future</b> by working with developers and housing associations to deliver a minimum of 1000 social homes for rent each year.	<input type="checkbox"/>
19.	<b>Accelerating education</b> through a series of learning interventions and financial support, investing in youth services, and increasing opportunities for younger people to go into further education.	<input type="checkbox"/>
20.	<b>Boosting culture, business, jobs, and leisure</b> with measures including supporting small businesses, start-ups, and markets; creating jobs and training opportunities; and one-hour free parking at our markets.	<input type="checkbox"/>
21.	<b>Investing in public services</b> for example by bringing outsourced services back into public hands.	<input type="checkbox"/>
22.	<b>Empowering communities and fighting crime</b> for example by working with the police to have more uniformed officers on the streets.	<input type="checkbox"/>
23.	<b>Working towards a clean and green future</b> by establishing a Mayor's advisory board to guide our response to climate change and a host of green measures including green heating systems on housing estates and electric vehicle charging.	<input type="checkbox"/>
24.	<b>A council that listens and works for everyone</b>	<input type="checkbox"/>
n/a	<b>Other service delivery</b> non-strategic priorities	<input checked="" type="checkbox"/>



## Section C: Service Objectives

List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
15.	CSP to EA, including: <ul style="list-style-type: none"> <li>• Replatform AVD</li> <li>• Deploy new Zscaler gateways</li> <li>• New 2022 DCs</li> </ul>			Jan 25	June / July 25	In Flight		
16.	Win11 Deployment to whole council <ul style="list-style-type: none"> <li>• LAPS (or equivalent) for admin access</li> </ul>			Nov 24	Oct 25	In Flight		

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	<ul style="list-style-type: none"> <li>Windows Hello (biometrics), not necessarily at launch</li> <li>Replace / deploy new HP devices</li> </ul>							
17.	Migration to Teams Phone (Calling) from Mitel MiCollab			April 25	Oct 25			
18.	Replace Palo Alto firewalls in PWG			April 25				

## Section C: Service Objectives

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
19.	Make live new 10Gb circuits in TH			July 25				
20.	Introduce new SD WAN bypass in TH			Sept 25				
21.	Deploy an Azure Communication Service to support: <ul style="list-style-type: none"> <li>• Bulk mailing</li> <li>• Retirement of SMTP AUTH (Sept 25)</li> <li>• Decom of HEX01 (Exchange 2016 EoL Oct 25)</li> </ul>			April 25	Oct 25			

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List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
22.	Virtualisation of Mobility WiFi Infrastructure to Cloud (exit PWG)			TBC				
23.	Move DNS hosting to new supplier from Redcentric (or bring in-house)			TBC				
24.	<u>Explore</u> the replacement of WiFi across the council (except TH) to Cloud hosted (exit PWG)							
25.	<u>Explore</u> virtualising the BT SD WAN							

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	infrastructure in PWG (exit PWG)							
26.	<u>Explore</u> migrating SQL databases from IaaS to Azure SQL / PaaS							
27.	<u>Explore</u> implementing a new council wide Guest WiFi, to replace GovWiFi							
28.	<u>Explore</u> migrating DHCP services for remote offices to local Meraki firewalls (exit PWG)							

## Section C: Service Objectives

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
29.								
30.								
31.								

(insert additional rows to add more objectives)

## Service Plan 2025-26

<b>Directorate</b>	Resources	<b>Enter Corporate Director Name</b> Julie Lorraine
<b>Division</b>	IT	<b>Enter Director Name</b> Hemanth Shanthigrama
<b>Service</b>	Information Security	<b>Enter Head of Service Name</b> Mary Umoh
<b>No. Employees</b>	4	

<b>Last updated:</b>	31/03/2025
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## Section A: About the Service

In brief, outline the services managed and what the service is responsible for.

Ongoing development and delivery of a comprehensive council business-focused strategy for information security. The service is responsible for aligning our security measures with business objectives, ensuring compliance with regulatory requirements, and managing the overall cyber posture of the council. This involves collaboration with vendors, outsourced partners, and internal stakeholders to implement effective security practices and technologies.

### **Strategy:**

- Develop and deliver business-aligned information security strategic objectives.
- Establish and refresh annually a comprehensive information security framework and program.
- Create and report on information security success targets.
- Maintain a yearly information security roadmap aligned with business risk appetite.

### **Risk Management:**

- Conduct periodic information security risk assessments.
- Manage third-party information security risk framework and program.
- Facilitate responses to internal and external security audits and assessments.
- Perform risk assurance reviews and assist in cyber insurance policy assessments.

### **Governance:**

- Provide guidance to CMT, Directors, HOS and Information Asset Owners on information security and risk.
- Develop executive-level security updates and reports for governance purposes.
- Continuous development / improvement of information security policies, standards, and controls.
- Collaborate with the ICO to meet privacy legislation requirements.

### **Operations:**

- Deliver council-wide information security training and awareness programs.
- Maintain an Information Security asset register.
- Develop and test incident response plans and manage incidents effectively.
- Coordinate penetration tests, disaster recovery, and business continuity planning.
- Ensure vulnerability and patch management services meet service levels.
- Oversee the effectiveness of MDR, SIEM, and SOAR services.
- Assist in security risk assessments for applications, infrastructure, and network architecture.

### **Understanding the Business:**

- Develop a deep understanding of the council and partner services.
- Keep abreast of industry, regulatory, and contractual obligations.

### **Regulatory Requirements:**

- Ensure compliance with council policies and regulatory requirements.



## Section B: Strategic Plan Alignment

Which of the Strategic Plan priorities is supported by your service? Tick those that apply.

25.	<b>Tackling the cost-of-living crisis</b> with measures including freezing council tax for four years, and additional financial support for residents.	<input checked="" type="checkbox"/>
26.	<b>Providing homes for the future</b> by working with developers and housing associations to deliver a minimum of 1000 social homes for rent each year.	<input checked="" type="checkbox"/>
27.	<b>Accelerating education</b> through a series of learning interventions and financial support, investing in youth services, and increasing opportunities for younger people to go into further education.	<input checked="" type="checkbox"/>
28.	<b>Boosting culture, business, jobs, and leisure</b> with measures including supporting small businesses, start-ups, and markets; creating jobs and training opportunities; and one-hour free parking at our markets.	<input checked="" type="checkbox"/>
29.	<b>Investing in public services</b> for example by bringing outsourced services back into public hands.	<input checked="" type="checkbox"/>
30.	<b>Empowering communities and fighting crime</b> for example by working with the police to have more uniformed officers on the streets.	<input checked="" type="checkbox"/>
31.	<b>Working towards a clean and green future</b> by establishing a Mayor's advisory board to guide our response to climate change and a host of green measures including green heating systems on housing estates and electric vehicle charging.	<input checked="" type="checkbox"/>
32.	<b>A council that listens and works for everyone</b>	<input checked="" type="checkbox"/>
n/a	<b>Other service delivery</b> non-strategic priorities	<input checked="" type="checkbox"/>

## Section C: Service Objectives

List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for **Status\*** (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.

No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
32.	Common Assessment Framework (CAF) Compliance	All	Support the front-line service to deliver efficiently by ensuring the confidentiality, Integrity and Availability of data.	April 2025	March 2026	Initiation		
33.	Implement Purview to enable DLP and Information Governance Policies	All	As above as well as compliance with regulatory and statutory mandates	June 2025	March 2026	Not yet started besides the initial scans to understand the scope of work required.		
34.	Implement and enforce	All	As above as well as	April 2025	March 2026	In progress	Arron Johnson	

## Section C: Service Objectives

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	adequate supply chain cyber security risk management policy		addressing the internal audit findings for the council's supply chain cyber security audit					
35.	Implement AI Governance	All	Same as no 2	April 2025	October 2025	In progress	Arron Johnson	
36.	IG Functional Review	All	Same as no 3	June 2025	March 2026	Not started.	Mary Umoh	
37.	Achieve Compliance with PSN, DSPT, DWP MOU and any other ad-hoc compliant work	All	Same as no 3	June 2025	December 2025	In progress		

## Section C: Service Objectives

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No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
38.	Infosec BAU work	All	Same as no 3	April 2025	March 2026 and on-going	In progress		
	Migrate SOC (Sentinel) operations from managed service back to TH	All		April 2025	June 2026	In progress	Paul Bendall	

(insert additional rows to add more objectives)

# Service Plan 2025-26

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<b>Division</b>	IT	<b>Hemanth Shanthigrama</b> Director of IT
<b>Service</b>	IT Service Management	<b>Steven Tinkler</b> Head of IT Service Management
<b>No. Employees</b>	10	

<b>Last updated:</b>	19.03.2025
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In brief, outline the services managed and what the service is responsible for.

IT Service Management are a multi-faceted team that is largely responsible for the effective interface between service users from across the council and the wider IT service. One of our main objectives of the service management function is to ensure that users of the IT service receive a continued valued service, particularly when issues arise, and incidents are raised with IT via the IT Service Desk.

The service also provides significant operational support to the wider IT function through the provision of effective internal governance and financial management control. Specifically, IT Service Management concentrates and delivers the following key themes:

- IT Service Experience – Providing a key interface between users of IT services and the effective resolution of incidents and service requests raised via the IT Service Desk Portal and the development and delivery of a Continuous Service Improvement approach. Supported by our strategic service desk partner XMA, the service receives circa 2,500 incidents / service requests each month and currently 99% of incidents raised are fixed within SLA timescales and 88% are fixed first time by the help desk, without the need to escalation to Level 2 resolver groups.
- IT Governance and Financial Management – Providing management oversight of the Key central IT budgets in relation to staffing and the suite of IT service and business application contracts totalling circa £10m. Activities also include maintenance of the IT related risk registers whilst also maintaining key IT related governance policies and arrangements including the General Exceptions Board and Software Advisory Board.
- Strategic Vendor Management - Providing consistent and effective management of the 120+ IT related service and business application contracts that currently value circa £9m. Activities include contract and contractor performance management, contract renewal term negotiations, business / stakeholder interaction / requirement gathering, procurement. and financial risk management. The service also seeks to minimise financial risk management including the risk of in year inflationary increases and enforced and potential detrimental changes to contractual terms and conditions.
- Service Design – Providing an interface to between the service areas of the council and IT to consider service requests that have multiple touch points from across IT. These requests are normally categorised as being too small to be considered a full IT project, requiring dedicated project management funding and resources but too large to be considered as a business-as-usual activity. The Service Design work strand therefore seeks to triage such requests through service engagement and requirements gathering and to formalise the required touch points across IT to formalise the delivery approach.
- IT Asset and Licensing Management – Responsible for the purchase and reconciliation of licenses e.g. Microsoft E5 licenses ensuring that all users / new starters, have the necessary licensed software available to them to

perform their roles. The function also procures and asset management hardware devices including laptops and mobile phone devices.

## Section B: Strategic Plan Alignment

Which of the Strategic Plan priorities is supported by your service? Tick those that apply.

33.	<b>Tackling the cost-of-living crisis</b> with measures including freezing council tax for four years, and additional financial support for residents.	<input type="checkbox"/>
34.	<b>Providing homes for the future</b> by working with developers and housing associations to deliver a minimum of 1000 social homes for rent each year.	<input type="checkbox"/>
35.	<b>Accelerating education</b> through a series of learning interventions and financial support, investing in youth services, and increasing opportunities for younger people to go into further education.	<input type="checkbox"/>
36.	<b>Boosting culture, business, jobs, and leisure</b> with measures including supporting small businesses, start-ups, and markets; creating jobs and training opportunities; and one-hour free parking at our markets.	<input type="checkbox"/>
37.	<b>Investing in public services</b> for example by bringing outsourced services back into public hands.	<input checked="" type="checkbox"/>
38.	<b>Empowering communities and fighting crime</b> for example by working with the police to have more uniformed officers on the streets.	<input type="checkbox"/>
39.	<b>Working towards a clean and green future</b> by establishing a Mayor's advisory board to guide our response to climate change and a host of green measures including green heating systems on housing estates and electric vehicle charging.	<input type="checkbox"/>
40.	<b>A council that listens and works for everyone</b>	<input checked="" type="checkbox"/>
n/a	<b>Other service delivery</b> non-strategic priorities	<input checked="" type="checkbox"/>



Section C: Service Objectives								
List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for <b>Status*</b> (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.								
No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
39.	Exercise effective financial control in respect of the IT Managed contracts relating to service provision and business applications. Key priorities include: proactive management of financial risk in relation to inflationary increases and in-year growth caused by contractor driven changes to contractual terms and conditions. Outcome to further achieve the 1% MTFS savings target on IT contractual spend.	N/A	N/A Activity will meet the MTFS savings target.	1 <sup>st</sup> April 2025	31 <sup>st</sup> March 2026	Business as Usual	Steven Tinkler / Khaled Hussain.	The Vendor Management team have mature and well defined processes to effectively engage with key IT suppliers to manage contracts and continually seek to manage growth risk and remove unnecessary expenditure. This activity will continue in order to achieve the financial savings target set for the 25/26 financial year.
40.	Review and transform the current IT Service Desk provision. To include the procurement of user Support and Level 1 Service Desk and the separate procurement and implementation of a Service Integration Management (SIAM) tool.	N/A	Improved service desk experience and effective resolution of incidents and service requests raised.	1 <sup>st</sup> April 2025	31 <sup>st</sup> March 2025	In Progress	Steven Tinkler / Bruce Miller	Current contract with XMA ends, 31 <sup>st</sup> March 2026. Further with this contract, the Council utilises the Ivanti SIAM tool, which also ends.
41.	Implementation of a redesigned and refreshed IT Service Catalogue, to include updated Bridge content and a comprehensive methodology to request services / support from IT on a prioritised basis.	N/A	Improved and effective interactions with IT leading to improved customer experience.	1 <sup>st</sup> April 2025	30 <sup>th</sup> September 2025	Not Started	Steven Tinkler	
42.	Provision of effective vendor management support for the delivery of key in-year procurements, delivering value for money.	5	Delivery of value for money and service continuity.	1 <sup>st</sup> April 2025	31 <sup>st</sup> March 2026	Business as Usual	Steven Tinkler / Vendor Management	
43.	Complete a review of current ways of working that can inform the provision of cost effective and dynamic offering of	5	This assessment will ensure that staff fitting specific 'work	1 <sup>st</sup> April 2025	30 <sup>th</sup> June 2025	In progress	Steven Tinkler / Service Design / Asset and Licensing Teams.	With the Council's discount with Microsoft ending, a review of licence types allocated to staff

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List all key service objectives for 2025-26. Include timelines, expected outcomes and notes to provide any comments. Use the following options for <b>Status*</b> (Not started, In progress, Complete, Overdue, No longer required, Business as usual). Remember to update this table as and when required.								
No.	Service Objective	Strategic Priority (1-8 or n/a)	Expected Outcome for Service Users	Start Date	Due Date	*Status	Lead	Notes
	IT equipment and licences.		persona's will be supplied IT equipment and licensing that best meet their needs.					is required. In addition, various non Microsoft solutions, like Adobe, have increased their costings, there is need therefore to look at cost effective alternatives. The purchase of new IT kit needs to align with this work to ensure IT equipment aligns with licenses on offer.

(insert additional rows to add more objectives)