

Scrutiny Committee - 16<sup>th</sup> July 2009

## 10. SLA and working relationships with Third party organisations

*Executive Portfolio Holder:* David Recardo Theme Advisor - E Government  
*Director:* Rina Singh Corporate Director - Communities  
*Lead Officer:* Roger Brown – Technical Support Manager, e-Government and Technology  
*Contact Details:* roger.brown@southsomerset.gov.uk or (01935) 462632

### Purpose of the Report

To update members on the ICT support arrangements with third party organisations such as Yeovil and Chard Town Councils, and issues around Government Connect.

### Action Required

Members defer the detailed review of the ICT support arrangements with third party organisations until after the implications of Government Connect have been fully assessed and discussed with the affected organisations.

### Background

At the April 2008 Scrutiny Committee meeting Councillor Robin Munday advised that as Theme Adviser for E-Government, he had been tasked with reviewing SSDC's IT provision and support to outside bodies. During his initial investigations he found discrepancies in relation to SLA's and the provision, storage and maintenance expectations of both parties and requested the Committees assistance in resolving them.

### Report

The relationship between SSDC and these organisations goes back over many years and the SLA's have not been kept in line with the support and security related requirements of either organisation.

The requirements for SSDC to comply with the requirements of Government Connect needs to be assessed in relation to the ongoing support of such third party organisations and discussed with them in order that members can be fully advised of the implications of continued support.

The assessment of the Government Connect requirements will be completed by the end of October 2009. This will include discussions with those external organisations as to any new security arrangements that need to be in place and whether they are able and willing to carry these out. A report will then be brought to Scrutiny Committee to summarise those discussions in preparation for a review of SLA arrangements.

**Background Papers:** *Minutes of a meeting of the Scrutiny Committee held on Tuesday 8<sup>th</sup> April 2008*

---