

Report to the Finance and Performance Management Cabinet Committee



**Epping Forest
District Council**

Date of meeting: 22 September 2008

Portfolio: Corporate Support Services & ICT

Subject: Review of ICT Service – Update on Previous Report

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Democratic Services Officer: Gary Woodhall - (01992 - 56 4470)

Recommendations/Decisions Required:

- 1. To note the contents of the Addendum to the Capita – ICT Review; and**
- 2. To agree that no further assessment is required and the previous report recommendations be implemented.**

Executive Summary:

During the presentation to this Committee on the 16 June of the Capita – ICT Review, the Corporate Support Services & ICT Portfolio Holder requested clarification on the differences between ITIL v2 and ITIL v3. As requested, Capita have now returned an addendum to the original report (attached).

Reasons for Proposed Decisions:

As highlighted in the attached addendum, the areas covered by the review have not materially changed and consequently, the use of ITIL v2 has made no significant differences that impact on the original report findings.

Other Options for Action:

As the addendum reports that the difference in versions has no material impact on the original report, no other course of action is necessary.

Report:

1. The initial review was commissioned during the transition between v2 and v3. Capita used v2, as it was considered that v3 had not yet 'bedded in'. ITIL v3 adopts the same framework as its predecessor, but is more refined in some areas. Table 2 of the addendum highlights these areas and re-iterates that these were already covered within the fundamentals of v2.
2. The refinements within ITIL v3 impact more on the ICT service as it continues to develop and comply with the original review. As all appropriate ICT staff received training in v3, all relevant points within the addendum will be considered at the appropriate point in the ITIL implementation life-cycle.

Resource Implications:

No changes to those already highlighted in the previous report.

Legal and Governance Implications:

None.

Safer, Cleaner, Greener Implications:

None.

Consultation Undertaken:

None.

Background Papers:

None.

Impact Assessments:

No equalities impacts.

No additional risk management impacts.