

# DUNDEE CITY COUNCIL

**REPORT TO:** Personnel and Management Services Committee - 9 December 2002

**REPORT ON:** Merger of IT and Finance Computer Operations Sections.

**REPORT BY:** Director of Personnel and Management Services

**REPORT NO:** 787-2002

## 1 PURPOSE OF REPORT

- 1.1 To recommend the merger of the Finance Department's and Information Technology Division's Computer Operations Sections into a single Computer Operations section within the Information Technology Division.

## 2 RECOMMENDATIONS

It is recommended that the Committee approves:-

- 2.1 the merger of the existing Computer Operations Sections in the Finance Department and the Information Technology Division into one, located within the Information Technology Division.
- 2.2 the establishment of one post of IT Operator, GS3/AP1 (£13,124 - £14,618) and one post of Senior IT Operator, AP2 (£14,984 - £16,217) in the Information Technology Division;
- 2.3 the deletion of the following posts in the Finance Department:-  
1 x Operations Controller, AP5/PO4 (£21,536 - £25,976);  
1 x Senior Computer Operator, AP2 (£14,984 - £16,217);  
1 x Computer Operator, GS1/3 (£9,680 - £13,664);
- 2.4 the early retirement of the present IT Operations Team Leader (ER 5/02) on the grounds of the efficiency of the service on 31 March 2003, in accordance with the Local Government Pension Scheme (Scotland) Regulations 1998, with maximum benefits in accordance with the Local Government (Discretionary Payments and Injury Benefits) (Scotland) Regulations 1998.

## 3 FINANCIAL IMPLICATIONS

- 3.1 These proposals will result in a saving of £29,024 per annum after the deduction of £1,106 per annum for the strain on the Superannuation Fund. There will also be a one off additional superannuation cost of £50,754 in the current financial year

#### 4 LOCAL AGENDA 21 IMPLICATIONS

4.1 None.

#### 5 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 None.

#### 6 BACKGROUND AND PROPOSALS

##### 6.1 Finance Operations Room

At present, the Finance Department has a Computer Operations team on floor 5 of Tayside House to run the Council's payroll systems. The team covers a period from 8.00 a.m. to 6.45 p.m., Monday to Friday, and is staffed as follows:-

<b>Post</b>	<b>Grade</b>
1 x Operations Controller	AP5/PO4
1 x Senior Computer Operator	AP2 *
1 x Computer Operator	GS1/3 *

\* Currently also receiving a 14% shift allowance

##### 6.2 IT Operations Room

The Information Technology Division's Computer Operations team on floor 1 of Tayside House run most of the Council's other systems. The team covers a period from 7.00 a.m. to 10 p.m., Monday to Friday, and is staffed as follows:-

<b>Post</b>	<b>Grade</b>
1 x IT Operations Team Leader	AP5/PO4
2 x IT Shift Leader	AP2/3 *
2 x IT Operator	GS3/AP1 *

\* Currently also receiving a 14% shift allowance

##### 6.3 Merged Operations Room

Following a previous review by the Director of Personnel and Management Services, a system of rotation between the two sections was implemented to help ensure the availability of cover and to raise each section's awareness of the functions of the other.

The departments now agree that the two sections should be merged into one, located in the Information Technology Division on floor 1 of Tayside House, reporting to the IT Manager, Customer Services.

The section will continue to provide the full range of computer operations support services previously provided by both sections. It will also carry out much of the new work involved in the corporate data matching/cleansing exercise, which is required in preparation for the implementation of the new Customer Relationship Management system. This vital element of the Council's ICT strategy will improve customer service by speeding up access to all relevant information, wherever it is held within Council systems. However, it will only be effective if a data matching/cleansing exercise is carried out to ensure that individual customers' records on different systems can be clearly identified as belonging to the same person.

This combination of new and existing work can be achieved with 7 instead of the previous 8 full time posts, provided that all members of the team, including the Team Leader, work shifts. The team should cover the period from 7.00 a.m. to 10.00 p.m., and be staffed as follows:-

<b>Post</b>	<b>Grade</b>	
1 x IT Operations Team Leader	AP5/PO4	(inclusive of shift working)
2 x IT Shift Leader	AP2/3	(+ 14% shift allowance)
1 x Senior IT Operator	AP2	(+ 14% shift allowance)
3 x IT Operator	GS3/AP1	(+ 14% shift allowance)

The present IT Operations Team Leader will be retired early in the interests of the efficiency of the service. The posts in the new section will be filled by matching the remaining staff from the two existing sections, in consultation with the trades unions involved.

## 7 **CONSULTATION**

- 7.1 The Chief Executive, the Director of Finance, the Head of Information Technology, the Director of Support Services and the relevant trades unions have been consulted on this report.

## 8 **BACKGROUND PAPERS**

- 8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

J.C. Petrie  
Director of Personnel and Management Services

27 November 2002