

South Ayrshire Council

**Report by Head of Service – Finance and ICT
to Leadership Panel
of 27 November 2018**

Subject: ICT Structure Review

1. Purpose

1.1 The purpose of this report is to seek approval for a restructure of the ICT function as the final stage of structural recommendations from the 2015 SOCITM ICT Service Review, the revised ICT operating model described in the ICT Strategy 2017-20, and the interim ICT structure put in place in June 2017.

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 approves the restructure as set out in paragraph 4, specifically:

- (i) update the ICT management structure such that the new Service Lead - ICT Enterprise Architecture and Service Lead - ICT Operations posts both report directly into the Head of Service - Finance and ICT, while the ICT Service Delivery Manager reports into the Service Lead – ICT Operations;**
- (ii) consolidate 4 ICT Operations teams (Servers, End-User, Corporate Applications, Finance and IMS) into two teams (Infrastructure, Applications);**
- (iii) the current Education Service ICT Technicians located in secondary schools are incorporated into the central ICT Service, and along with additional resources relocated from County Buildings, provide combined support services to all nearby primary/ secondary schools and council facilities from each secondary school; and**
- (iv) increase overall permanent staff numbers by 14 FTE to deliver the new ICT operating model supported by 11 temporary posts to be activated when required to support the on-going programme of ICT capital works.**

3. Background

3.1 A review of the Council's ICT Service was completed by SOCITM in August 2015, and the report's recommendations were endorsed by the Leadership Panel in September 2015. Key recommendations pertaining to this report were to:

- develop an organisational structure for ICT that is designed to support a new operating model and functions;
- agree a resource plan (including the required skills) to deliver the priority ICT projects on behalf of the transformation agenda;
- establish a governance structure with a clearly defined framework that facilitates change;
- map out the high level information management needs of the directorates; and
- establish Service Management processes within ICT.

3.2 An updated ICT Strategy 2017-2020 was presented and approved by Leadership Panel in March 2017. The strategy addressed all areas of the SOCITM report, with specific details and actions around:

- People objectives: Structure and resources, Skills and knowledge, and Culture.
- Process objectives: Governance and decision-making; IT Service management; and Procurement and asset management.
- Technology objectives: Digital services platform; Information, reporting and analytics; End-user computing; System consolidation and cloud.

3.3 A report was presented to Leadership Panel in March 2017, and its recommendations approved an interim structure that:

- Restructured the 3rd tier ICT manager with posts for ICT Enterprise Architect, ICT Operations Manager and ICT Service Delivery Manager;
- Established a dedicated team and appropriate resources to support the Oracle e-business system (Finance, Procurement, Payables, HR and Payroll);
- Established a dedicated team to support end-user equipment (PC's, Laptops, Tablets, Smart Phones, Smart Panels, Printers, etc.);
- Moved the web support team from public affairs to ICT; and
- Temporarily moved the ICT Service to report to the Digital Transformation Manager to oversee establishing the appropriate structure, processes and technology defined in the ICT Strategy and the SOCITM recommendations.

3.4 The ICT Strategy 2017-2020 and the ICT Restructure approved in March 2017 both highlighted the expectation that a further restructure of the service would be required to support the new operating model and intended programme of ICT development, although this required the new ICT management structure to be in place to help define the changes needed.

4. Proposals

- 4.1 The following proposals are presented in order to put in place the final required changes to the ICT staffing structure. The general basis and justification for the proposed ICT changes are as follows:
- 4.1.1 An increase of ICT staff is required to deliver operational ICT workloads plus the committed 8-year ICT capital programme. The existing ICT revenue budget will be used exclusively for business-as-usual operations and support activities, while the capital budget used for upgrading and refreshing the council's technology.
 - 4.1.2 Since the capital programme has an 8-year outlook, additional staff needed for the rolling development programmes can be justified as permanent, while those needed for specific projects can only be justified as temporary.
 - 4.1.3 By separating capital works from revenue-funded activities, projects can be appropriately resourced and prioritised without undermining critical ICT operational tasks. Operational activities include providing support to users, as well as hardware and software maintenance such as upgrades and patching for cyber security, resilience and business continuity.
 - 4.1.4 Critical operational functions requiring new internal ICT resources are: regular cyber-security monitoring and audits, database administration for business systems, and ICT service advisory functions for People and Place directorates.
 - 4.1.5 The 8 secondary schools currently have one ICT technician each, while 40 primary schools share 2 technicians, and the 80 corporate sites share 4 technicians. The equity of the current arrangements, added to the inefficiency of staff travelling long distances between primary schools or corporate sites needs to be addressed with a restructured and regionalised helpdesk support function.
 - 4.1.6 Most technical teams currently have quite flat structures, with experienced engineers and analysts reporting to a Team Leader. To enable better internal development and career progression within the teams, good practice would have fewer team leaders each with multiple smaller teams. The smaller teams would be made up of the core of experienced engineers and analysts, with one or more trainee or technical officer posts, and all supervised by a senior technical specialist.

4.2 The proposed changes to structures are provided in section 4.2.1 below and, where required, further detail surrounding a specific change is referenced and provided in [Appendix 1](#).

4.2.1 ICT Overall Service Management Structure

The current interim ICT operating structure as shown in [Appendix 2.1](#) was approved in March 2017. It was approved recognising that a further restructure of the service was required to enable delivery of the revised ICT strategy and ICT development works defined in the council's capital programme. In order to achieve this requirement it is proposed that:

- (i) The ICT Service transitions from reporting to the Service Lead – Digital Transformation into 'Business as Usual' under the Head of Service – Finance and ICT;
- (ii) The ICT service is split into 2 separate functions each reporting to the Head of Finance and ICT:
 - Enterprise Architecture (Technology Plan/ Build); and
 - ICT Operations (ICT Support/ Service);
- (iii) The Information Management team, currently reporting into the ICT operations manager, is moved into the Enterprise Architecture function in line with their Plan/ Build focus and re-named as the Digital Services team, reporting to the Service Lead – Enterprise Architecture;
- (iv) The ICT Support/ Service functions are consolidated under a single role: Service Lead – ICT Operations, with the ICT Service Delivery Manager and other ICT operational coordinators/ team leaders - reporting into this new post;
- (v) The 4 separate ICT operations teams (Server Support, End-User Computing, Corporate Applications, and IMS and Finance) are consolidated into 2 new teams (ICT Infrastructure and Enterprise Applications) reporting to the Service Lead – ICT Operations (further detail provided in [Appendix 1 section 1.1](#));
- (vi) The Business Systems team (providing support for Oracle e-Business System), and the Voice and Data Comms team both remain structurally unchanged at this time reporting to the Service Lead – ICT Operations;
- (vii) The current team of 8 technicians that manage ICT in secondary schools (as shown in [Appendix 2.2](#)) are consolidated into the existing corporate ICT technical support and helpdesk function, to provide consistent and equitable support services across all secondary schools, primary schools and corporate facilities (further detail provided in [Appendix 1 section 1.2](#));

(viii) The introduction of a number of new posts to deliver required specific service functions (further detail provided in [Appendix 1 section 1.3](#)); and

(ix) The introduction of a number of temporary posts to facilitate the ICT development works defined in the council's capital programme (further detail provided in [Appendix 1 section 1.4](#)).

4.2.2 The revised structures resulting from the above proposed changes are shown in [Appendix 3](#) as follows:

- [Appendix 3.1](#) – high level ICT organisation structure;
- [Appendix 3.2](#) – detailed Enterprise Architecture team; and
- [Appendix 3.3](#) – detailed ICT Operation team.

4.3 ICT Staffing Resource impact - [Appendix 4](#) provides full detail of the impact of the proposed changes by grade and post. The overall summarised impact in post numbers, funding source and grades is shown in Table 1 to 3 below:

Table 1 - Current staffing resource

	FTE	Cost £m	Funding source			Total £m
			Revenue £m	Capital £m	Transformation £m	
Permanent ICT	55	2.676	2.253	0.310	0.113	2.676
Permanent Education	8	0.286	0.286	-	-	0.286
Temporary	7	0.407	-	-	0.407	0.407
Total	70	3.369	2.539	0.310	0.520	3.369

Table 2 - Proposed staffing resource

	FTE	Cost £m	Funding source			Total £m
			Revenue £m	Capital £m	Transformation £m	
Permanent ICT	77	3.624	2.544	1.057	0.023	3.624
Temporary	11	0.571	-	0.393	0.178	0.571
Total	88	4.195	2.544	1.450	0.201	4.195

Table 3 – Structure changes by grade

Job Role	Job Level	Current FTE			Proposed FTE			Increase/ (decrease)
		Perm	Temp	Total	Perm	Temp	Total	FTE
Admin	4-6	4	-	4	1	-	1	(3)
Technical Officer	7-8	11	1	12	18	-	18	6
Technical Specialist	9-10	31	2	33	35	7	42	9
Supervisor, Senior Specialist	11-12	7	1	8	15	2	17	9
Team Leader, Coordinator	13-14	8	2	10	6	2	8	(2)
Service Lead	15-16	2	-	2	2	-	2	-
Digital Transformation Lead	CO	-	1	1	-	-	-	(1)
Total		63	7	70	77	11	88	18

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 The cost of the proposals contained in section 4 above, based on 2018 prices inclusive of on costs, is as follows:

Table 4 - cost implications

	Current £	Proposed £	Increase/ (decrease) £
Cost	3.369	4.195	0.826
<i>Funded by</i>			
Revenue	2.539	2.544	0.005
Capital	0.310	1.450	1.140
Transformation	0.520	0.201	(0.319)
	3.369	4.195	0.826

- 6.2 The overall staffing revenue cost has increased by £0.005m, with recharges to capital increasing significantly to reflect the change in the operating model and intended programme of ICT capital development works.
- 6.3 Two of the additional posts (Database Administrators - DBA) bring in-house technical functions currently delivered through certain call-off contracts and are expected to deliver £0.020m revenue savings per year from 2019/20 once the internal capability is established. An additional advantage of having internal DBA capability will also deliver incremental savings to other business systems projects, rather than paying for ad-hoc services as is currently the case.
- 6.4 The Transformation budget still has funds to meet the transformation spend identified in this proposal (continuing £0.201m p/y) for the next 2 years.
- 6.5 An overall revenue saving of £0.015m is anticipated from 2019/20, based on 6.1 to 6.3 above however it is anticipated that the new operating model will result in further revenue savings within hardware and software contract costs. Work is ongoing in relation to this and identified savings will be brought forward as part of the Council's annual budget setting process.

7. Human Resources Implications

- 7.1 As in previous exercises, every effort is being made to maximise employment opportunities, safeguard jobs and minimise any compulsory displacement of staff. As part of this process, expressions of interest have been sought for voluntary severance across the whole ICT service.
- 7.2 Job descriptions have been updated for all current ICT roles, and new ones developed for the new roles. The grades of new posts have been determined by the Council's job evaluation scheme.
- 7.3 The terms of the Council's Managing Change policy will apply, as appropriate, including considerations for redeployment of displaced employees to suitable alternative jobs.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

- 8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

- 8.2.1 Failure to address the issues raised in the ICT Service Review undermines the Council's strategic goals and ability to deliver effective, efficient, resilient and compliant technology services.

9. Equalities

- 9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as [Appendix 5](#).

10. Sustainable Development Implications

- 10.1 **Considering Strategic Environmental Assessment (SEA)** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

11. Options Appraisal

- 11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

- 12.1 The matters referred to in this report contribute to the Council strategic objective of 'Effective Leadership that Promotes Fairness' and within that to the outcome 'Ensure the Council is structured to make the best use of resources', and 'Create an ambitious and innovative culture where staff are empowered to work with communities, delivering responsive and customer-focused services'.

13. Results of Consultation

- 13.1 There has been no public consultation on the contents of this report.
- 13.2 Consultation has taken place with Councillor Peter Henderson, Portfolio Holder for Resources and Performance, and the contents of this report reflect any feedback provided.
- 13.3 There has been considerable consultation with Trade Union representatives and employees affected by the proposals since April 2018. Every effort has been made to accommodate comments and changes that have been requested. However, in relation to the proposed changes to ICT and School Technicians, despite considerable dialogue and consultation, the employee group remains dissatisfied with some of the practical implications.

14. Next Steps for Decision Tracking Purposes

- 14.1 If the recommendations above are approved by Members, the Head of Finance and ICT will ensure that all necessary steps are taken to ensure full implementation of the decision within the following timescales, with the completion status reported to the Leadership Panel in the 'Council and Leadership Panel Decision Log' at each of its meetings until such time as the decision is fully implemented:

<i>Implementation</i>	<i>Due date</i>	<i>Managed by</i>
New ICT structure in place	31 March 2019	Head of Finance and ICT

Background Papers **Report to Leadership Panel (Special) of 30 September 2015 – [ICT Service Review](#)**

Report to Leadership Panel of 14 March 2017 - [ICT Strategy 2017-2020](#)

Report to Leadership Panel of 14 March 2017 - [ICT Staffing Changes and Restructure](#)

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Date: 23 November 2018

ICT Structural Changes - Additional Detailed Information

1.1 Consolidate ICT Operations Teams

It is proposed to consolidate 4 separate ICT operations teams (Server Support, End-User Computing, Corporate Applications, and IMS and Finance) into 2 teams (ICT Infrastructure and Enterprise Applications). The specific elements of the change are:

1.1.1 Delete the 4 current Team Leader posts:

- Team Leader (Server Support and Development) (Level 13);
- End User Computing Team Leader (Level 13);
- Team Leader (Corporate Applications) (Level 13); and
- Team Leader (IMS and Finance) (Level 13).

1.1.2 Create 2 new Coordinator posts:

- Coordinator (ICT Infrastructure) (Level 13); and
- Coordinator (Enterprise Applications) (Level 13).

1.1.3 Create 3 working teams in ICT Infrastructure with clear separation of duties, and each supervised by a senior engineer:

- Senior DevOps Engineer – Data Centre (Level 11);
- Senior DevOps Engineer – Desktop Management (Level 11); and
- Senior DevOps Engineer – Device Management (Level 11).

1.1.4 Create 3 working teams in Enterprise Applications with clear separation of duties, and each supervised by a senior analyst:

- Senior DevOps Analyst – Service Applications (Level 11);
- Senior DevOps Analyst – Enterprise Applications (Level 11); and
- Senior Database Administrator (Level 11).

1.1.5 The Business Systems team (providing support for Oracle e-Business System), and the Voice and Data Comms team both remain structurally unchanged at this time.

1.2 Consolidate Education and Corporate ICT Technicians

It is proposed that the current team of 8 technicians that manage ICT in secondary schools are consolidated into the existing corporate ICT technical support and helpdesk function, to provide consistent and equitable support services across all secondary schools, primary schools and corporate facilities. Key elements of the change are:

- 1.2.1 Delete all current corporate and education support Senior technician/ technician/ assistant posts:
- 2 Helpdesk Assistant posts (Level 4);
 - 6 ICT Technician posts (Level 7);
 - 2 Senior ICT Technician posts (Level 8); and
 - 6 PC Technician posts (Level 9).
- 1.2.2 Create new posts for the function:
- 1 Technical Support and Helpdesk Supervisor (Level 11);
 - 8 Support Engineer posts (Level 9); and
 - 9 Helpdesk Technician posts (Level 7).
- 1.2.3 Establish 9 support centres (based in the 8 secondary schools plus County Buildings), each with 1 support engineer and 1 helpdesk technician (except Queen Margaret Academy which shares the Belmont and Kyle Academy's support engineers), and each responsible for the local secondary school, and the surrounding primary schools and corporate facilities.
- 1.2.4 The support function is split into 2 support teams – Ayr North and Ayr South, each with a Technical Support and Helpdesk Supervisor.

1.3 ***Additional permanent ICT Delivery Resources***

Other new posts to deliver specific functions are described as follows:

- 1.3.1 ICT Security Officer (1 post at Level 8) – supporting the substantial additional workload of cyber security reviews, monitoring and project work to meet new regulations and compliance.
- 1.3.2 Programme Support Officer (1 post at Level 7) – as the ICT capital investment programme gather pace the ongoing work to coordinate project activities, programme reporting and budget monitoring will be a continuing requirement.
- 1.3.3 Web Developer (1 post at Level 10). The Digital Services Platform project business case included an ongoing requirement for an additional web development resource for the project as service processes are moved from the existing web site and intranet onto the new platform.
- 1.3.4 Data Base Administrator (1 senior post at Level 11 and one experienced specialist at Level 10). This function is currently outsourced to external service providers. By providing the function internally, the costs will be reduced, and resources will be flexible to enable delivery of critical database management functions for both business-as-usual and new projects.

- 1.3.5 System Officer (2 posts at Level 9). These Oracle e-Business system support posts are currently temporary, and have not been able to be filled since first approved in 2017. The ongoing workload in Oracle development and support makes it clear that the posts are needed on a permanent basis, and the lack of permanency has been one reason for not being able to attract talented staff into the post.
- 1.3.6 ICT Service Advisor (2 posts at Level 11). These posts will be responsible for managing the ICT and business relationship with the People and Place directorates, attending Service Team meetings, acting as a single point of contact for major queries, initiatives and problems, and ensuring the right ICT expertise is engaged to provide technology guidance and support for service-focused initiatives.

1.4 ***Temporary ICT Capital Investment delivery resources***

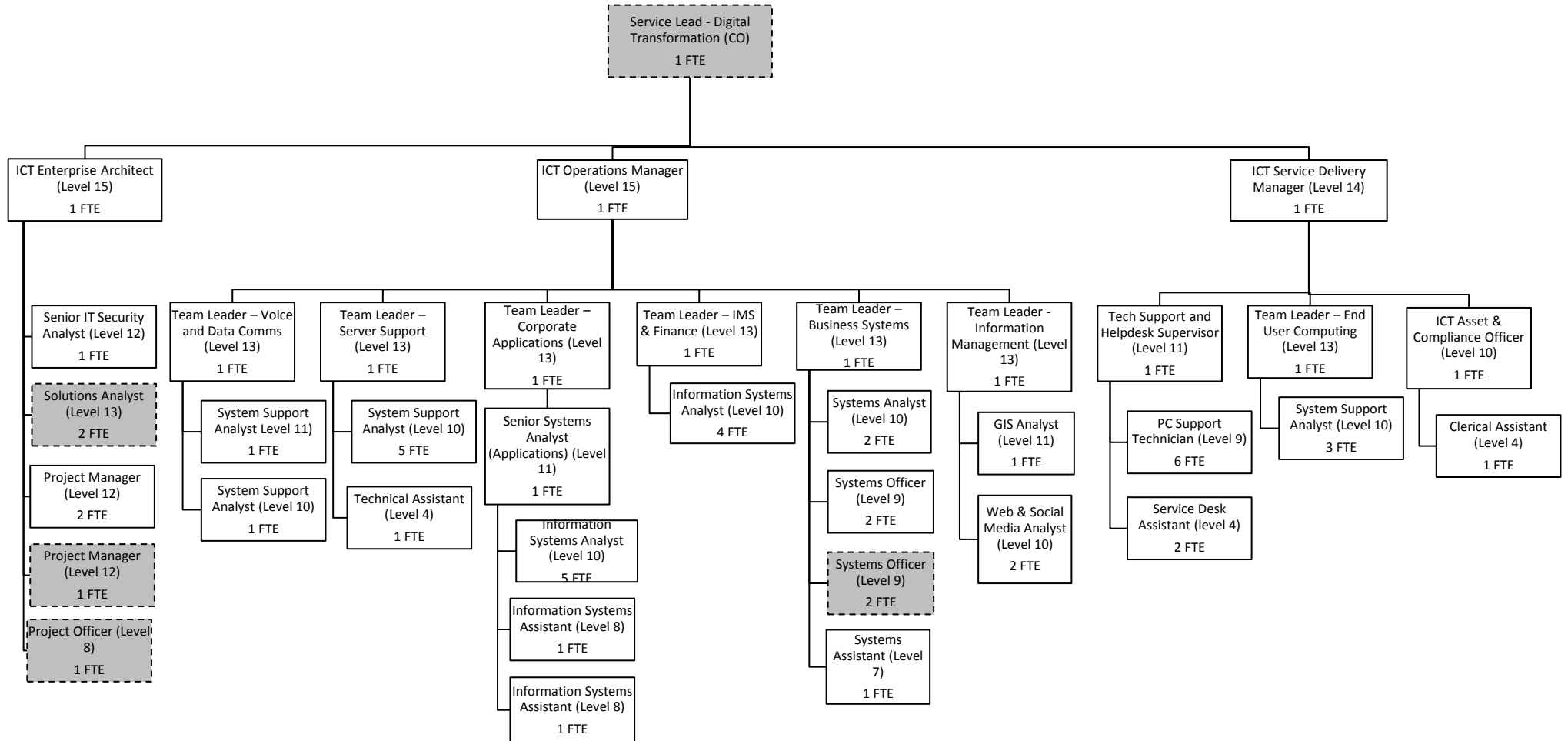
- 1.4.1 As part of the 2018-19 budget the Council approved a significant eight year capital investment programme which contained circa £43.2m of ICT capital development works over the period 2018-19 to 2025-26. In order to ensure this investment in ICT development works is achieved it is necessary to ensure that the ICT workforce is appropriately resourced. The programme of capital works can be defined as:
- a regular rolling replacement programme for end user devices and infrastructure (such as pc's and server storage) and a regular rolling renewal or upgrade of current business applications and systems; and
 - specific investment in new or improved infrastructure and systems (such as the Wide Area Network) to improve council stability and performance.
- 1.4.2 The resourcing of the different types of activity, in terms of staffing, requires a combination of permanent staff being in posts, which are recharged to capital on an annual basis to meet the regular rolling programme of replacement, plus the ability to increase temporary staffing on an irregular basis as new short to medium term projects are developed and initiated.
- 1.4.3 The current eight year ICT capital investment programme has been analysed to establish the requirements for additional permanent staffing resources and temporary resources. The permanent staffing resources to meet the rolling replacement programme have already been considered and included in prior sections of the restructuring report. The following temporary resources are considered necessary to fulfil the current assessment of irregular capital project resourcing requirements over the eight year period:

- Enterprise Architecture - Solutions Analyst (2 Posts at Level 13);
- Project Manager (2 posts at Level 12);
- Web Developer (1 post at Level at Level 10);
- Voice and Data Comms- DevOps Engineer (1 post at Level 10);
- ICT Infrastructure – DevOps Engineer (3 posts at Level 10); and
- Enterprise Applications - DevOps Analyst (2 posts at Level 10).

1.4.4 The temporary positions will only be activated and filled as and when the capital investment programme requires it.

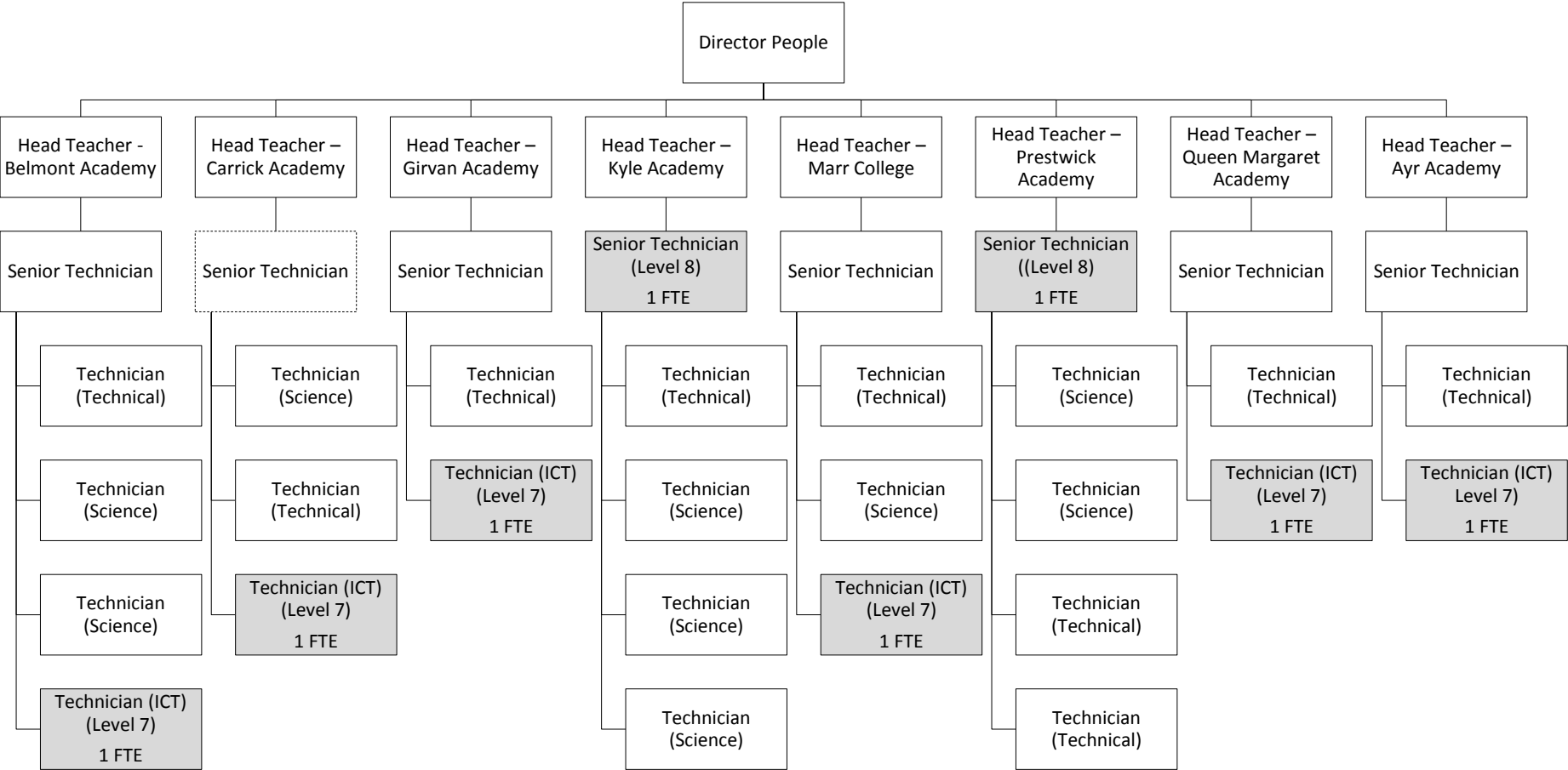
Appendix 2.1 Current ICT Organisation Structure - 62 FTE (55 Permanent FTE and 7 Temporary FTE)

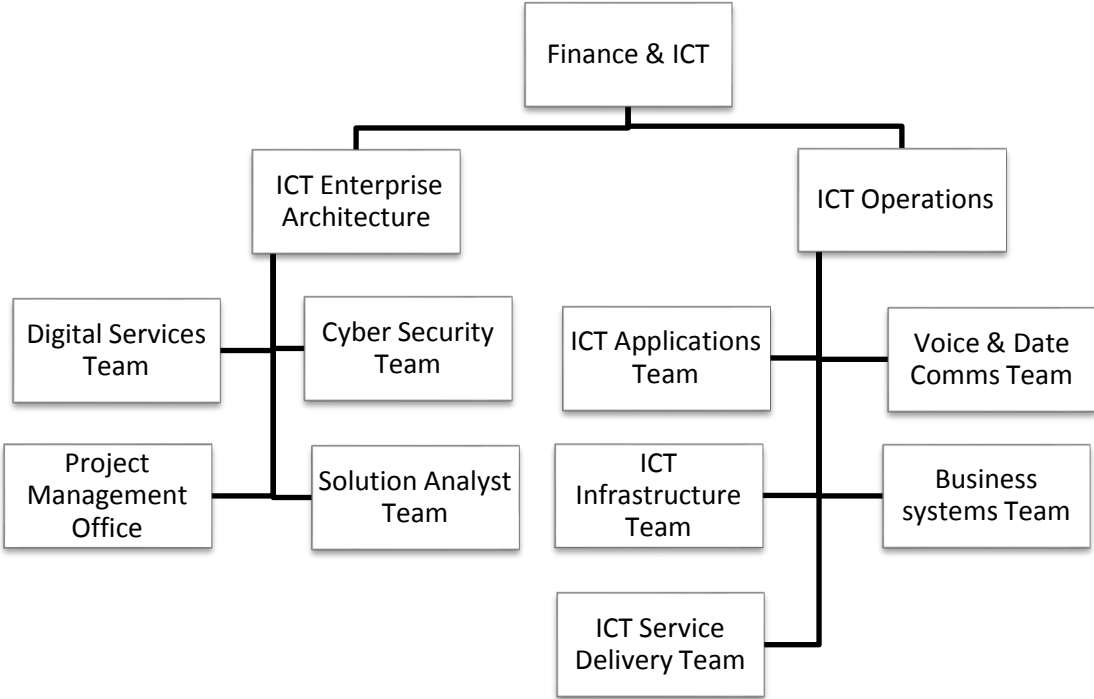
(Note: Shaded blocks indicate temporary posts)



Appendix 2.2 Current ICT Technicians (Education 8 FTE) Organisation Structure

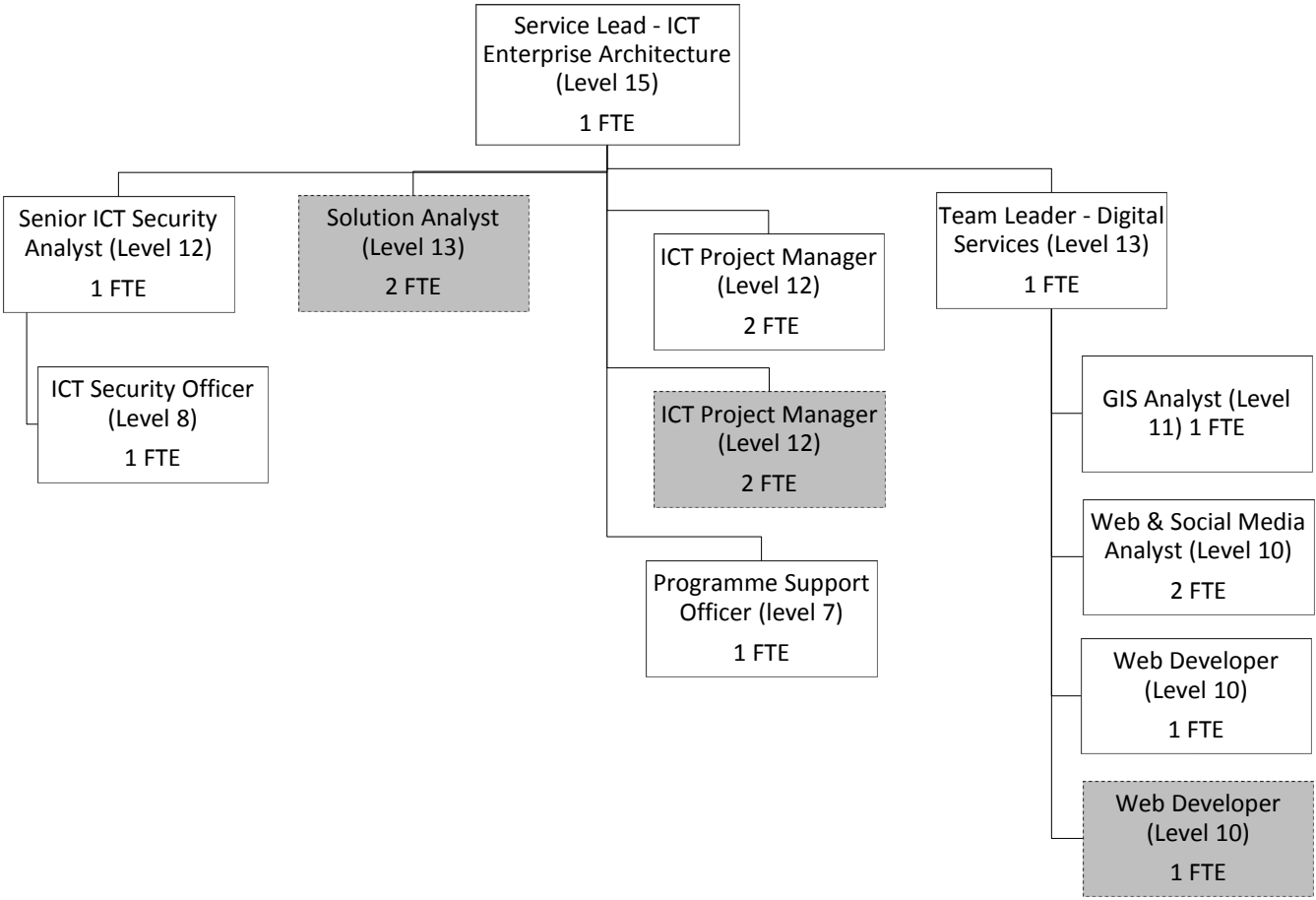
(Note: Shaded blocks indicate relevant posts transferring)



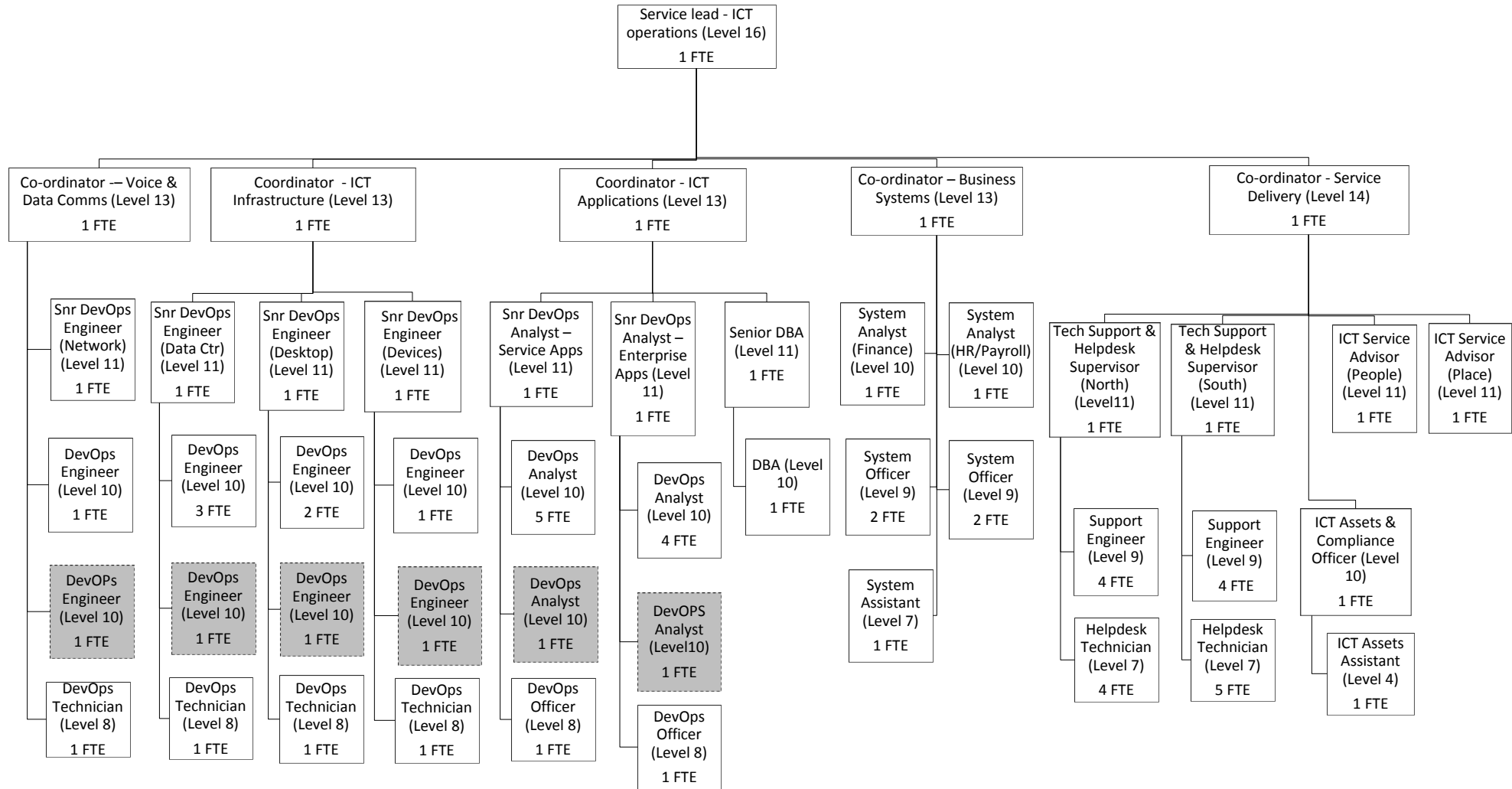


Appendix 3.2 Proposed ICT Enterprise Architecture 16 FTE (11 Permanent and 5 Temporary)

(Note: Shaded blocks indicate temporary posts)



Appendix 3.3 Proposed ICT Operations 72 FTE (66 Permanent and 6 Temporary)
 (Note: Shaded blocks indicate temporary posts)



Impact by Post and Grade

	Current			Proposed		
	Job Title	FTE	Narrative	Job Title	FTE	Narrative
CO	Digital Transformation Manager (Temp)	1	Delete post			
Level 16				Service Lead - ICT Operations	1.0	Updated Job Description , Title and Job evaluation grade
Level 15	ICT Enterprise Architect	1.0	Updated Title	Service Lead - ICT Enterprise Architecture	1.0	Updated Title
	ICT Operations Manager	1.0	Updated Job Description , Title and Job evaluation grade			
Level 14	ICT Service Delivery Manager	1.0	Updated Title	Co-ordinator - Delivery Manager	1.0	Updated Title
Level 13	ICT Solution Analyst (Temp)	2.0	No Change	ICT Solution Analyst (temp)	2.0	No Change
	Team Leader - Information Management	1.0	Updated Job Description & Title	Co-ordinator - Digital Services	1.0	Updated Job Description & Title
	Team Leader - Voice and Data Comms	1.0	Updated Job Description & Title	Co-ordinator - Voice and Data Comms	1.0	Updated Job Description & Title
	Team Leader – Business Systems	1.0	Updated Job Description & Title	Co-ordinator - Business Systems	1.0	Updated Job Description & Title
	Team Leader - Server Support	1.0	Delete post			
	Team Leader - End User Computing	1.0	Delete post			
	Team Leader – Corporate Applications	1.0	Delete post			
	Team Leader – IMS & Finance	1.0	Delete post			
				Co-ordinator - ICT Infrastructure	1.0	New Post
				Co-ordinator - ICT Applications	1.0	NewPost
Level 12	Senior security Analyst	1.0	No Change	Senior Security analyst	1.0	No Change
	Project Manager	2.0	No Change	Project Manager	2.0	No Change
	Project Manager (Temp)	1.0	No Change	Project Manager (Temp)	1.0	No Change
				Project Manager (Temp)	1.0	New post
Level 11	GIS Analyst	1.0	No change	GIS Analyst	1.0	No Change
	System Support Analyst	1.0	Updated Title	Senior DevOps Engineer (Network)	1.0	Updated Title
	Senior Systems Analyst (Applications)	1.0	Updated Title	Senior DevOps Analyst (Applications)	1.0	Updated Title
	Technical Support and Helpdesk Supervisor	1.0	Updated Job Description & Title	Technical Support and Helpdesk Supervisor (North)	1.0	Updated Job Description & Title
				Technical Support and Helpdesk Supervisor (South)	1.0	New Post
				ICT Service Adviser (People)	1.0	New Post
				ICT Service Adviser (Place)	1.0	New Post
				Senior DevOps Engineer (Data Centre)	1.0	New Post
				Senior DevOps Engineer (Desktop Management)	1.0	New Post
				Senior DevOps Engineer (Device Management)	1.0	New Post
				Senior DevOps Analyst (Enterprise Apps)	1.0	New Post
				Senior Database Administrator	1.0	New Post

	Current			Proposed		
	Job Title	FTE	Narrative	Job Title	FTE	Narrative
Level 10	Web Developer and Social Media Analyst	2.0	Updated Title	Web and Social Media Analyst	2.0	Updated Title
				Web Developer	1.0	New post
				Web Developer (Temp)	1.0	New post
	System Support Analyst	1.0	Updated Job Description & Title	DevOps Engineer (Network)	1.0	Updated Job Description & Title
	System Support Analyst	6.0	Updated Job Description & Title	DevOps Engineer (Infrastructure)	6.0	Updated Job Description & Title
	System Support Analyst	2.0	Delete post			
				DevOps Engineer (Temp)	4.0	New Post
	Information Systems Analyst	9.0	Updated Title	DevOps Analyst	9.0	Updated Title
				DevOps Analyst (Temp)	2.0	New Post
	System Analyst	1.0	Updated Title	Systems Analyst (Finance)	1.0	Updated Title
	System Analyst	1.0	Updated Title	Systems Analyst (HR & Payroll)	1.0	Updated Title
				Database Administrator	1.0	New Post
	ICT Assets & Compliance Officer	1.0	No change	ICT Assets & Compliance Officer	1.0	No change
Level 9	Systems Officer	2.0	No change	Systems Officer	4.0	No change
	Systems Officer (Temp)	2.0	Delete posts			
	PC Support Technician	6.0	Delete posts			
				Support Engineer	8.0	New Posts
Level 8	Project Assistant (Temp)	1.0	Delete Post			
				ICT Security Officer	1.0	New Post
	Senior ICT Technician (Education)	2.0	Transfer posts from Education & Delete			
	Information Systems assistant	2.0	Updated Title	DevOps Officer	2.0	Updated Title
				DevOps Technicians	4.0	New Posts
Level 7	ICT Technician (Education)	6.0	Transfer posts from Education & Delete			
				Programme Support Officer	1.0	New Post
				Helpdesk Technician	9.0	New Post
	Systems Assistant	1.0	No change	Systems Assistant	1.0	No change
Level 4	Technical Assistant	1.0	Delete Post			
	Service Desk Assistant	2.0	Delete Posts			
	Clerical assistant	1.0	Updated Title	ICT Asset Assistant	1.0	Updated Title
Total		70.0			88.0	
Variance				Total increase	18.0	
	Permanent	63.0		Permanent	77.0	
	Temporary	7.0		Temporary	11.0	
	Total FTE	70.0		Total FTE	88.0	

South Ayrshire Council Equalities Scoping Template

1. Policy details

Policy Title: ICT Restructure	Lead Officer- Tim Baulk
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2. Which communities, groups of people, employees or thematic groups do you think will be, or potentially could be, impacted upon by the implementation of this policy? Please indicate whether these would be positive or negative impacts

Community, Groups of People or Themes	Negative Impacts	Positive impacts
The whole community of South Ayrshire	-	-
People from different racial groups, ethnic or national origin.	-	-
Women and/ or men (boys and girls)	-	-
People with disabilities	-	-
People from particular age groups for example Older people, children and young people	-	-
Lesbian, gay, bisexual and heterosexual people	-	-
People who are proposing to undergo, are undergoing or have undergone a process to change sex	-	-
Pregnant women and new mothers	-	-
People who are married or in a civil partnership	-	-
People who share a particular religion or belief	-	-
Thematic Groups: Health, Human Rights, Rurality and Deprivation.	-	-

3. Do you have evidence or reason to believe that the policy will support the Council to:

General Duty and other Equality Themes	Level of Negative and/ or Positive Impact (high, medium or low)
Eliminate discrimination and harassment faced by particular communities or groups	Low impact
Promote equality of opportunity between particular communities or groups	Low impact
Foster good relations between particular communities or groups	Low impact
Promote positive attitudes towards different communities or groups	Low impact
Increase participation of particular communities or groups in public life	Low impact
Improve the health and wellbeing of particular communities or groups	Low impact
Promote the human rights of particular communities or groups	Low impact
Tackle deprivation faced by particular communities or groups	Low impact

4. Summary Assessment

Is a full Equality Impact Assessment required? (A full EIA must be carried out on all high and medium impact policies)		YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Rationale for decision: This report advises the Panel of the proposed restructure of ICT Services. Their decision on this has no specific equality implications.			
Signed :	Tim Baulk	Head of Service	
Date:	6 November 2018	Copy to equalities@south-ayrshire.gov.uk	