

# APPENDIX E

## WAVERLEY BOROUGH COUNCIL

### AUDIT COMMITTEE – NOVEMBER 2009

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#### Title:

**Progress report – implementation of ITIL**

**[Portfolio Holder: Cllr Adam Taylor-Smith]**

**[Wards Affected: All]**

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#### Summary and purpose:

The implementation of ITIL standards within Waverley's IT service is regarded as central to addressing the shortcomings identified in the Audit Commission's reports. The Committee has received overview training in ITIL and has previously received a report from the Head of Customer and Office Services. Progress is being made in implementation and this report brings the Committee up-to-date.

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#### Environmental implications:

There are no direct environmental implications, although environmental issues may be considered as part of the work of Internal Audit.

#### Social / community implications:

ITIL is regarded as a central element of the Council's corporate governance, and as such contributes to the efficient use of the Council's resources and public accountability.

#### E-Government implications:

There are direct e-government implications, in that ITIL processes will be used to prioritise IT developments and projects.

#### Resource and legal implications:

Whilst there are no immediate resource implications arising from this report, the terms of reference and strategy will direct the work of the Internal Audit service.

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#### Introduction

1. The ITIL implementation action project was created as a result of recommendations from the IT Service Management report, System Administration report and System Development report.

## **Progress**

2. Significant progress has been made to meet the audit actions that resulted from the three audit reports, Service Management, System Administration and System Development. A report on all of the ITIL areas is attached at Annexe 1 and outlines the actions taken to meet the audit actions along with a summary of ITIL implementation actions.
3. One action from the System Development audit is recommended for cancellation and is listed in a separate report.
4. The Project Management action is outstanding as it is not only an IT issue. It is now going to be progressed as a Council wide issue.

## **Recommendation**

The actions identified in the three original audit reports have now been implemented and as a result it is recommended that ITIL implementation programme is not required to report back to future Audit Committee meetings.

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## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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