

# Aberdeenshire Council

## Integrated Impact Assessment

### IT staff savings

Assessment ID	IIA-001763
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Service Reviewers	Michelle Milne
Approved By	Kate Bond
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# 1. Overview

This document has been generated from information entered into the Integrated Impact Assessment system.

Proposal to reduce staffing level in IT by up to 10 FTEs as part of a contribution to combined Business services savings.

During screening 0 of 10 questions indicated that detailed assessments were required, the screening questions and their answers are listed in the next section. This led to 0 out of 5 detailed impact assessments being completed. The assessments required are:

In total there are 0 positive impacts as part of this activity. There are 0 negative impacts, all impacts have been mitigated.

A detailed action plan with 0 points has been provided.

This assessment has been approved by [kate.bond@aberdeenshire.gov.uk](mailto:kate.bond@aberdeenshire.gov.uk).

The remainder of this document sets out the details of all completed impact assessments.

## 2. Screening

Could your activity / proposal / policy cause an impact in one (or more) of the identified town centres?	No
Would this activity / proposal / policy have consequences for the health and wellbeing of the population in the affected communities?	No
Does the activity / proposal / policy have the potential to affect greenhouse gas emissions (CO2e) in the Council or community and / or the procurement, use or disposal of physical resources?	No
Does the activity / proposal / policy have the potential to affect the resilience to extreme weather events and/or a changing climate of Aberdeenshire Council or community?	No
Does the activity / proposal / policy have the potential to affect the environment, wildlife or biodiversity?	No
Does the activity / proposal / policy have an impact on people and / or groups with protected characteristics?	No
Is this activity / proposal / policy of strategic importance for the council?	No
Does this activity / proposal / policy impact on inequality of outcome?	No
Does this activity / proposal / policy have an impact on children / young people's rights?	No
Does this activity / proposal / policy have an impact on children / young people's wellbeing?	No

## 3. Impact Assessments

Children's Rights and Wellbeing	Not Required
Climate Change and Sustainability	Not Required
Equalities and Fairer Scotland Duty	Not Required
Health Inequalities	Not Required
Town Centre's First	Not Required

## 4. Justification

Customer Support (up to 8 FTE) – Options to accommodate the reduced staffing levels include removing IT Service Desk phone channel; removing on-site support option for schools during exams; increasing the number of school devices which are unsupported due to age; stopping in-house repairs with services paying the direct costs to a third-party; reduced performance against SLAs such as an initial ticket response time particularly at busy times (generally after school holidays).

Data & Servers (up to 3 FTE) – Services would need to pay third party costs for system and database upgrades and maintenance currently undertaken by in-house IT teams, increasing the likelihood of system downtime and security risks if funding isn't available; reduced performance with customer tickets taking longer to resolve.

Infrastructure (up to 2 FTE) – Extended delivery time for Next Generation Network project, increasing the risk of network failures and security breaches as more of the network will remain on legacy hardware beyond the end-of-support date in 2025; reduced performance with customer tickets taking longer to resolve.

Application Development (up to 1 FTE) – Remove school websites service, leaving schools and/or central ECS, to manage schools websites without IT support; stop supporting most legacy in-house applications, increasing the risk of system downtime and related service delivery disruption; reduced performance with customer tickets taking longer to resolve.

Service Delivery & Security (up to 1 FTE) – Reduced performance with customer tickets such as shared mailbox and software packaging requests taking longer to resolve

It is expected that most, if not all, of the offered 10 FTE could be achieved through vacancy management and voluntary severance but there may be a need for a small number of compulsory redundancies to get to this figure in a short timeframe. There would very likely need to be some degree of re-skilling / re-training to get the right staffing levels in the right areas for the future. Obviously this would impact the team's overall capacity and service levels for some time as any new structure bedded in.

Whilst these reductions may result in decreased customer satisfaction and increased complaints/negative feedback, particularly from schools and an increase in risk to availability and security they do not directly impact on any of the areas assessed as part of the IIA.