Tyne & Wear
ICT Partnership

"shared experience, shared knowledge, shared service"

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TWICT

The Tyne and Wear ICT Partnership (TWICT) was established in 2002 and brings together the five Tyne and Wear councils to make the most of the expertise, best practice, learning, skills, experience and developments within our ICT sections and to work together to support shared services.

TWICT collectively:

- Employs and is responsible for the professional development of over 500 ICT Professionals
- Supports around 20,000 computer users in over 1,000 locations
- Influences over £20m of spend on ICT goods and services

Aims

- To grow, share and develop knowledge, experience, skills and professionalism within the ICT community
    - TWICT commissions research from independent consultants and receives presentations on market and policy trends from a number of external agencies.
    - TWICT has established a number of networks (and associated online support systems) to support discussion and knowledge sharing across the councils. These include:
        - ICT Development Managers
        - ICT Security Officers
        - ICT Training Officers
        - Lead Officers on Digital TV
        - Lead Officers on Kiosks
        - Network and Telephony Officers
- To maximise opportunities for jointly procuring ICT goods and services
    - TWICT identifies and establishes framework arrangements enabling councils to save time and money in procurement and gain economies of scale on pricing.
- To develop new, and exploit existing, ICT infrastructure and e-government applications and developments to progress the modernising government agenda.
    - TWICT provides governance, financial, project management and administrative support for joint working ICT projects.
    - TWICT has built on existing initiatives and extended their benefits throughout Tyne and Wear.
- To help shape the use of ICT in the North East for the benefit of the residents, people who work here and those who visit the region.
    - TWICT members participate in related organisations across the Region, such as North East Connects.
    - TWICT has provided research and project management resources to projects funded through SOCITM NE and the North East Centre of Excellence.

Partnership Cultures & Values

TWICT works because partners:

- Are prepared to help each other
- Trust each other, are open and honest
- Value equality
- Clearly communicate with each other
- Are committed to continuous improvement
- Work together for the greater good
- Maintain confidentiality within the partnership

Governance

- Finances
    - Each council has committed to an annual subscription towards the activity costs of the TWICT partnership. In addition, partners commit internal resources to joint projects and to share experience. Associate Members do not pay subscriptions.
    - TWICT has been requested to undertake work on behalf of other bodies and beyond Tyne and Wear, e.g. for SOCITM NE; where this happens it seeks to recover its costs.
- Meetings and Decisions
    - Meetings of TWICT are held monthly, and councils are represented by their ICT manager.
    - Decisions regarding new projects and the allocation of TWICT resources are made at monthly meetings by majority decision of the full partners present at the meeting.
- Operations
    - One of the councils is responsible for providing the secretariat and administrative support services to the partnership, and managing its finances; Gateshead Council is currently fulfilling this role.
    - Joint projects within TWICT are managed according to Prince2 principles with the TWICT board acting as the Project Board. Each project has a Head of ICT assigned as its sponsor, a nominated project manager and regular highlight reports are submitted for review. Project teams are drawn from across the participating councils.
    - Where partners work together to select common suppliers of goods and services, projects are undertaken with the North Eastern Purchasing Organisation (NEPO) and framework agreements are established so all councils in the North East Region can benefit.
    - TWICT funds a full time Partnership Analyst to support its activities.

Associate Members

TWICT has encouraged other local bodies to participate in its activities. These Associate Members attend board meetings but have no voting rights over the allocation of TWICT resources. Current Associate Members are:

- Durham County Council
- NEXUS (Tyne and Wear Passenger Transport Executive)
- Northumberland County Council
- ONE Northeast, the regional development agency for the North East Region.

Regional Linkages

Through its partners and liaison activities of its project managers and partnership analyst, TWICT engages with:

- Local Strategic Partnerships
- Education Authorities and City Learning Centres
- Economic Development
- Community Development
- NE Connects
- North East Regional employers Organisation (NEREO)
- North East Centre of Excellence (NECE)
- Tyne & Wear Efficiency Group
- The North East Improvement Partnership
- North Eastern Purchasing Organisation (NEPO)
- Association of North East Councils
- SOCITM NE
- Newcastle and Sunderland Universities – schools participating in information society and business research

Further Information

- A number of TWICT's successes are described in Appendix 1.
- The structure of each ICT section together with key metrics is documented in Appendix 2.
- The Councils IT hardware, software and partnership profiles are available at the eGovernment Register [1]
- More information along with reports, presentations and research findings are available at www.twict.gov.uk.

[1] http://www.brent.gov.uk/egr.nsf/gpname/Tyne+and+Wear+ICT+&+eGovernment+Partnership

Tyne & Wear
ICT Partnership

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Appendix 1 Examples of Partnership Working and Successes

Cllr John Temple of South Tyneside Council and Rt. Hon. David Miliband MP for South Shields & now Foreign Secretary launch the first TWICT kiosk in March 2004.

In 2004, TWICT successfully bid for £500,000 of Central Government funds for 15 on street kiosks and the development of council and tourism services to sit on them to be accessible from any kiosk regardless of location.

By 2007, this network had grown to over 50 kiosks in Tyne and Wear, with further investments by the councils, Nexus and Connexions Tyne and Wear.

A further 9 kiosks were commissioned in neighbouring Easington district in late 2006, using the NEPO framework contract initiated by TWICT.

TWICT was a finalist in the Local Government Team Category of the inaugural e-Government Excellence Awards which ***' recognise and praise the best in public sector ICT & e-Government'***

The Tyne and Wear Councils and Nexus were invited to be some of the first users of the Digital TV services for councils that were developed by the National Project on Digital TV.

In 2004, 2005/6 and 2006/7, TWICT funded each council's interactive presence on Sky, Telewest, NTL and on mobile phones, providing an additional access channels supporting customer service strategies.

Sunderland Council services reaching out into the living room through digital TV

Recruitment poster from Gateshead Public Service Academy – joint working on recruitment

Building on the successful drawing together of tourism information for the kiosks, South Tyneside, Gateshead and North Tyneside Councils together with NEREO submitted a successful bid to the NECE for funds to develop a job vacancy data exchange protocol. The 2006 JoinedupJobs xml schema has been adopted in work recently commissioned by Personnel colleagues to establish the North East regional job vacancy portal which requires data to be in a common form.

In 2006, TWICT working with Northumberland County Council initiated a NEPO framework contract for desktop printers, giving councils a more cost-effective route to purchase office printers.

http://images.itnmshardware.com/2006/02/17/multifunction_printers_call_the_tune/intro.jpg

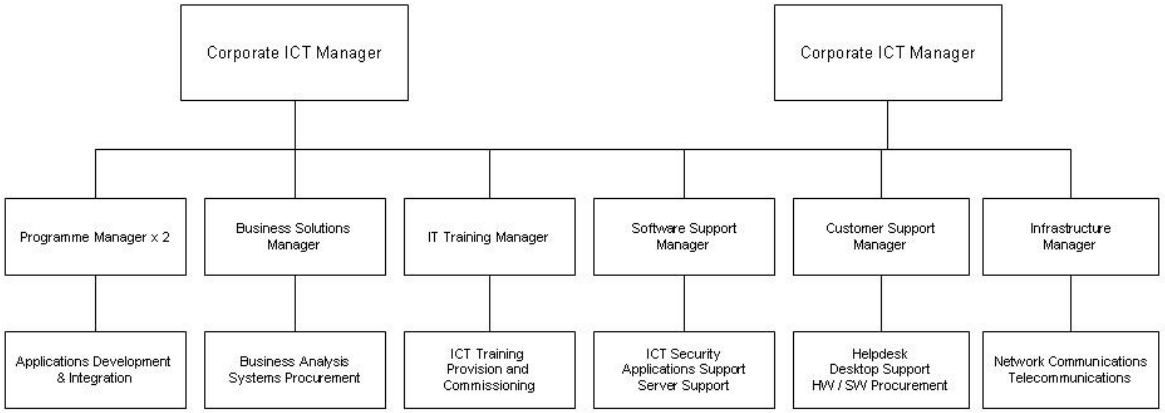
TWICT supported SOCITM NE in identifying requirements for better value internet services for all of the north east councils. SOCITM NE worked with the ADIT to identify suitable suppliers through its framework contracts, with a view to new contracts starting in early 2007. The pricing achieved through the ADIT exercise offers councils options to take higher capacity, lower cost broadband services.

In early 2007, a study was undertaken into the server, desktop PC and other ICT equipment maintenance arrangements in a number of the TWICT partner councils. This study identified proven methods of providing Hardware Maintenance that other councils can include in their own options appraisals when deciding future strategies for hardware maintenance. As a result of the study it is likely that improvements in value for money will be made.

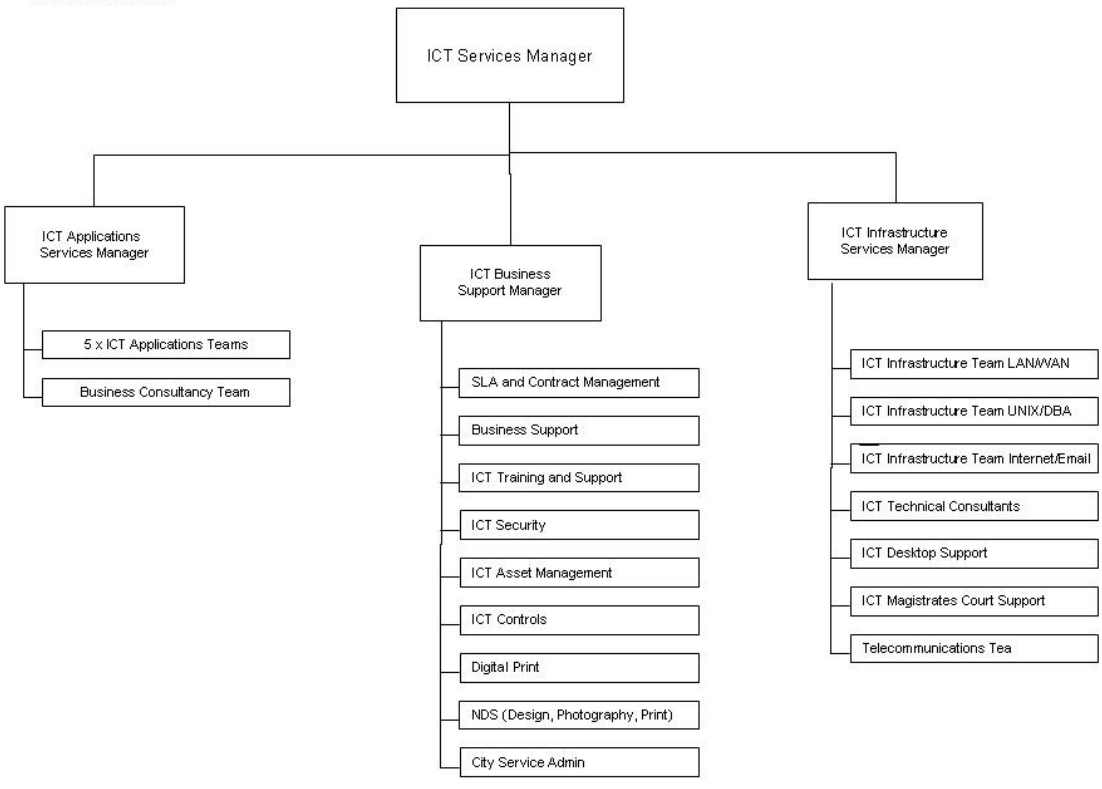
http://www.epgc.com/images/it-class_maintenance.gif

Appendix 2 ICT SERVICE STRUCTURES

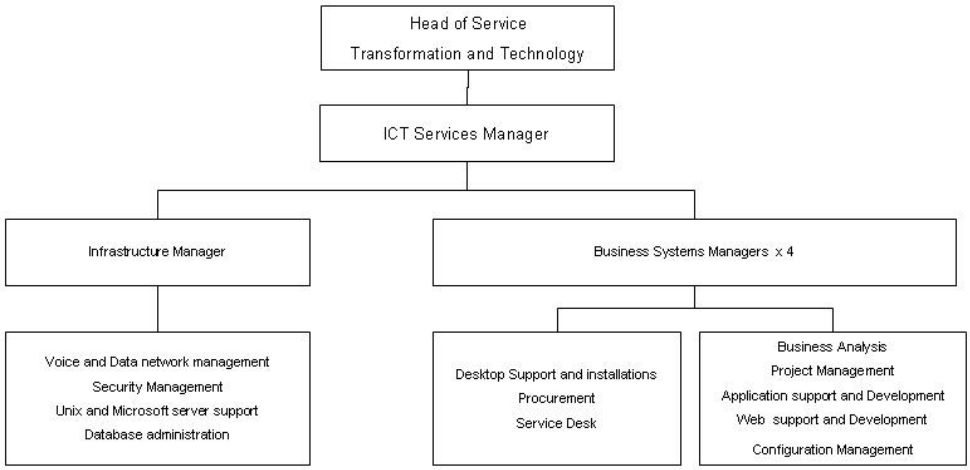
Gateshead



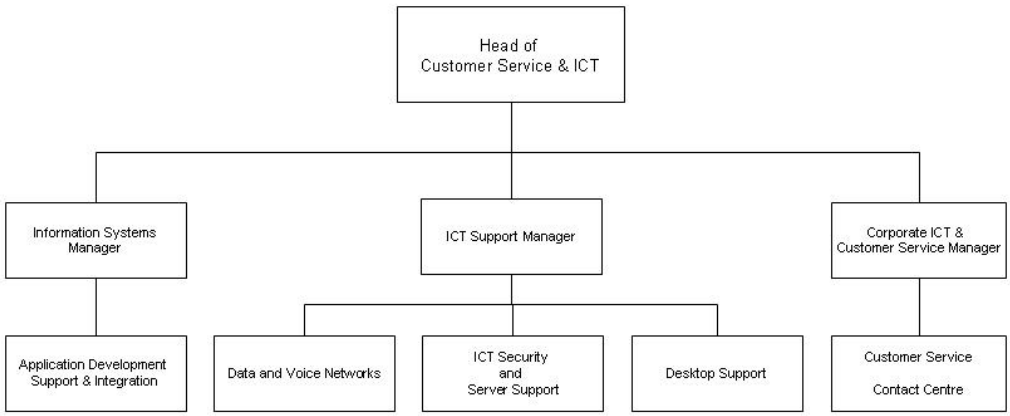
Newcastle

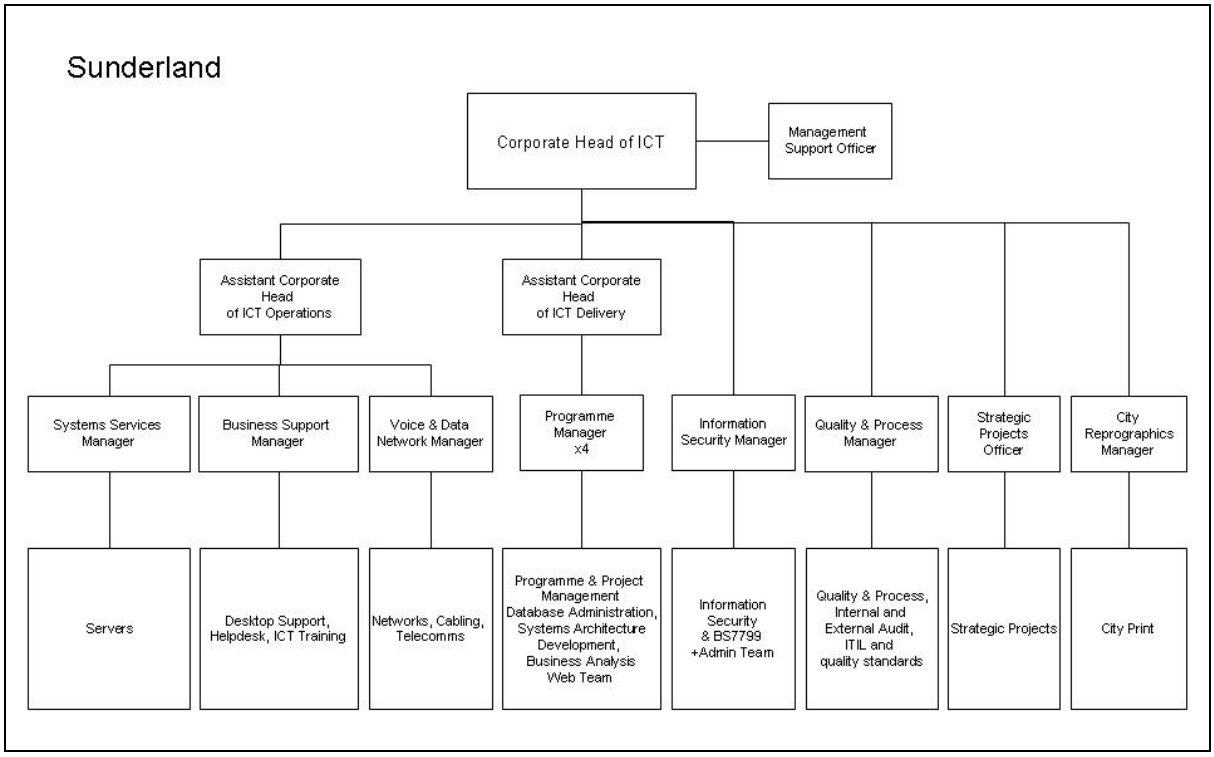


North Tyneside



South Tyneside




Sunderland
Corporate Head of ICT
Management Support Officer
Assistant Corporate Head of ICT Operations
Assistant Corporate Head of ICT Delivery
Systems Services Manager
Business Support Manager
Voice & Data Network Manager
Programme Manager x4
Information Security Manager
Quality & Process Manager
Strategic Projects Officer
City Reprographics Manager
Servers
Desktop Support, Helpdesk, ICT Training
Networks, Cabling, Telecomms
Programme & Project Management Database Administration, Systems Architecture Development, Business Analysis Web Team
Information Security & BS7799 +Admin Team
Quality & Process, Internal and External Audit, ITIL and quality standards
Strategic Projects
City Print

Tyne and Wear ICT Partnership

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www.twict.gov.uk