CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 000160
Date   19 May 2016

Training for Staff

Request:
I am contacting you on this day to request that you inform me about the current spending on training for members of staff. As a citizen of this councils jurisdiction I believe that the current spending maybe excessive and that there may be cheaper alternative ways to spend money as a council to improve knowledge of its staff.

1.   Are there plans to upgrade the councils IT Software or infrastructure in the coming year?
      Yes, there is an ongoing programme of hardware and system upgrades and refreshes to ensure the Council remains up-to-date and able to take advantage of the latest innovations from system providers.

2.   Could you please inform me of any planned or in progress IT Projects that may require training to individuals or teams on the councils staff?
      The Council is in the process of delivering Business Intelligence capability which requires an understanding of the tools and the dashboards being delivered. To support Business Intelligence data quality improvements are being undertaken utilising appropriate tools for which a detailed understanding is required.

      A new Customer Engagement solution has recently been implemented with further development planned enabling the solution to support many services across the Council. As the solution is made available in each service there is likely to be training requirements.

      Mobile and Agile working will be a key focus during the next 12 months with the introduction of mobile working devices, Microsoft Office 365, Unified Communications and a greater reliance on mobile apps. Support for the introduction of these productivity tools is expected.

      Significant upgrades to the Council's Social Care and Revenues and Benefits solutions due to Universal Credit and other implications are expected during the next 12 months, introducing new functionality, which is likely to require training. The Council's Enterprise Resource Planning solution is scheduled for a version upgrade during the next 12 months with new functionality and new ways of working being introduced.

      Supporting the introduction of the upgrades or releases of new functionality are

potential improvements to the supporting IT infrastructure with potentially the adoption of technology advances in Cloud computing and security which may require the upskilling of some technical staff.

Internal training capability will be used to deliver some of the business change training for some of the projects and Computer Based Training (CBT) will be used for some of the technical aspects. There may be a requirement for some more formal training but nothing has been identified at present.

3. How do you obtain training for you staff and project needs? And how much was spent on acquiring this training?
Training is identified as a business need and included in workforce plans. A business case is written and approval is sought from our Senior Executive Board. The relevant procurement processes are then followed.

In the previous Financial Year the following training was undertaken:
Bytes Software Services – UNIX Fundamentals training £2,797
Bytes Software Services – QlikView Training £28,286

4. Is there currently any IT training that has been planned for future dates, if the that is the case can I please have information relating to the training purchased?
Agilisys Limited – Debt Manager Training £37,500
Microsoft – Visual Studio Team Services – free
QA - Fast Track: Learn Microsoft Dynamics CRM 2015 / CRM Online in 5 Days - £8,552
QA - Installing and Deploying Microsoft Dynamics CRM 2016 - £4,138

5. Will you please provide me with an up to date organisational chart for the councils IT department?
Attached.

6. Could you provide me with the details of the managers – IT or otherwise – that would handle training and employee development plans?
This is an individual service managers responsibility across the organisation.

7. Can you please provide me information of the budget you have allocated for Technical training for the current financial year? **(April 2016 – March 2017)**
The council has a centralised training budget and as such, does not have a dedicated allocated amount for technical training. Training across the organisation is identified based upon business priority. The centralised training budget is £440,000 for 2016-17.

8. Have you obtained any quotations or prices for Training for the upcoming financial year?
Other than the training identified in the response to Question 4 no other training requirements has been identified for the current Financial Year although as identified in Question 2 there may be further training requirements identified but there are no firm plans or quotes at the time of this response.

9. Have you purchased a skills licence with any training company for the upcoming year?
No

10. If so what was the company it was purchased from and what was the total value of the Skills License?
n/a

11. What is the current amount spent on the obtained Skills Licence?
n/a

12. If you haven't already purchased a Skills license, would you consider doing so in the near future?
n/a

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- ICT Head of Service
  - Customer Support Manager
    - Service Support
      - Client Support
      - Service Desk
    - Production Support
    - ICT Change, Data Centre & Asset Management
  - Applications and ICT Contracts Manager
    - Business Applications Support
  - Enterprise Manager