

## **SCHEDULE 6c**

### **OPERATIONAL MANAGEMENT GROUP**

#### **TERMS OF REFERENCE**

#### **1. Establishment of an Operational Management Group**

1.1. The Operational Management Group shall be formed of representatives from the London Boroughs of Brent, Lewisham and Southwark and the Shared Technology Service Senior Leadership Team.

#### **2. Purpose and function**

2.1. The London Boroughs of Brent, Lewisham and Southwark have established the Joint Committee and Joint Management Board to discharge executive functions on behalf of the three boroughs, in so far as they relate to joint activities or areas of common concern in relation to the provision of ICT infrastructure and related supporting services. To assist the Joint Management Board, the Operational Management Group shall:

- a) be accountable to the Joint Management Board for decisions taken in the provision of the Shared Technology Service and shall cause to be prepared monitoring report(s) to coincide with each periodic meeting of the Joint Management Board and shall undertake the following functions of the Councils as set out in a written agreement between the Councils and referred to in these Terms of Reference as the Shared Technology Service Agreement (the Agreement),
- b) be responsible for implementing the strategic decisions made by the Joint Committee and Joint Management Board, oversight and day-to-day monitoring of the Shared Technology Service and in particular reviewing and managing adherence to the objectives set in the Performance Management Framework,
- c) review and monitor a Risk Register for all aspects of the Shared Technology Service operations,
- d) be responsible for any matter relating to the Shared Technology Service not specifically reserved to the Joint Committee, Joint Management Board or any Council, and not specifically managed by the Shared Technology Service Senior Leadership Team.

2.2. The governance arrangements provide flexibility so that the role and remit of the Operational Management Group can be added to or amended over time.

2.3. Meetings of the Operational Management Group shall be online, or rotated between the offices of each of the Councils as required,

### **3. Business to be transacted**

3.1. Standing items for each meeting of the Operational Management Group will include the following:

- Apologies for absence
- Minutes of the Last Meeting
- Operational, service and programme delivery updates
- Financial and other reports from the Managing Director of the Shared Technology Service
- Shared Service development
- Significant risk and issues
- Agree business for the Joint Management Board
- Joint communications plan
- Review service plans and budgets.

3.2. The Chair may vary the order of business and take urgent items as required at his/her discretion. The Chair should inform the Appointed Partners of the Operational Management Group prior to allowing the consideration of urgent items.

### **4. Membership**

4.1. The Councils shall each appoint a representative of the sovereign IT service, such as the Head of IT, as the Appointed Partner to the Operational Management Group to act as the Council's representative in all matters detailed within this Agreement and to exercise the decision making power delegated to him or her. Each Council should also appoint a named substitute/s to attend in the event their Appointed Partner is absent.

### **5. Chair**

5.1. The Chair of the Operational Management Group shall be the Managing Director of the Shared Technology Service.

### **6. Quorum**

6.1. Quorum for meetings of the Operational Management Group will be one Appointed Partner from each Council, in addition to available members of the Shared Technology Service Senior Leadership Team.

## **7. Voting**

- 7.1. Regardless of the number of officers in attendance the Councils will have only one vote each on any matter exercised by their respective Appointed Partners and one vote for the Shared Technology Service exercised by the Managing Director or authorised representative, and the intention is that decision making will be by consensus; and if unanimous agreement cannot be reached on any matter it may be referred to the internal dispute resolution provisions (see section 11).
- 7.2. The Chair of the Operational Management Group does not hold a second or casting vote.
- 7.3. Other members of the Shared Technology Service Senior Leadership Team will also be required to attend meetings although will not have a vote save where the Managing Director of Shared Technology Services has so authorised them to vote as their representative.

## **8. Venue**

- 8.1. The venue for Operational Management Group meetings shall be online, or rotated between Councils or as otherwise agreed.

## **9. Frequency**

- 9.1. Unless otherwise agreed by the Councils the Operational Management Group meetings will be held once every month.

## **10. Administration**

- 10.1. Administrative support for the meetings of the Operational Management Group will be provided by the Shared Technology Service.
- 10.2. The Managing Director of the Shared Technology Service shall ensure that members of the Operational Management Group are sent papers for meetings (including but not limited to an agenda and minutes of the previous meeting) not less than two Business Days before the date of such meeting.
- 10.3. All decisions of the Operational Management Group shall be recorded in writing by the Managing Director of the Shared Technology Service and a copy of the record provided to all members of the Operational Management Group.

## **11. Dispute Resolution**

- 11.1. Any dispute that arises as a result of these Terms of Reference shall be dealt with in accordance with Clause 17 of the Shared Service Agreement.

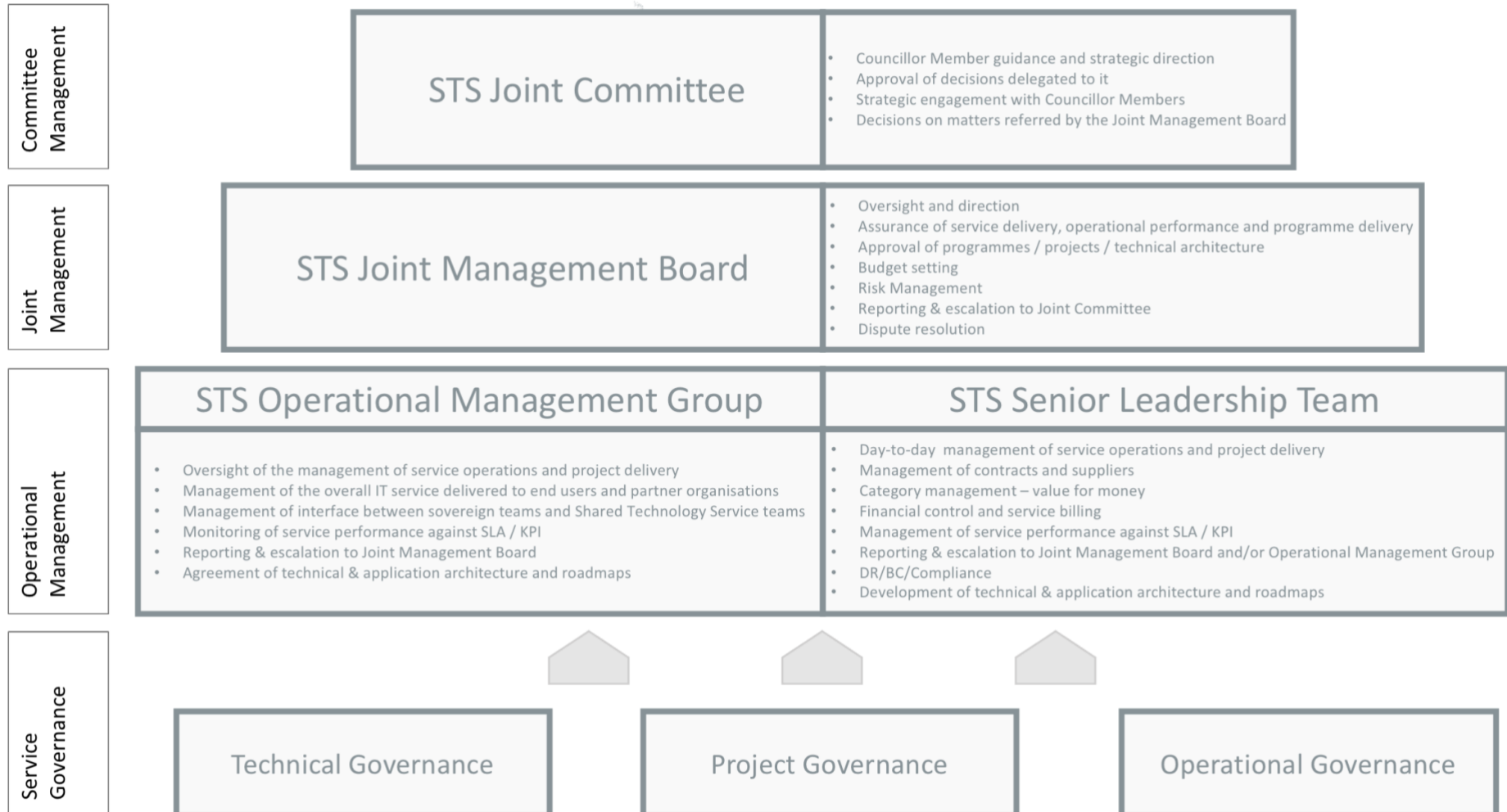


## SHARED TECHNOLOGY SERVICE OPERATIONAL MANAGEMENT GROUP

<b>Officer Attendees</b> (Officers authorised to exercise delegated powers)	<b>Frequency:</b>	Every month (or as agreed)
<b>Brent:</b> Head of IT <b>Lewisham:</b> Head of IT <b>Southwark:</b> Head of IT <b>Shared Technology Service:</b> Managing Director	<b>Venue:</b>	Online, or as agreed by Chair
	<b>Receives reports from:</b>	Shared Technology Services Senior Leadership Team
	<b>Reports to:</b>	Joint Management Board
<b>Terms of Reference</b>	<b>Agenda</b>	
<ul style="list-style-type: none"> <li>• Management of service operations and project delivery</li> <li>• Management of the overall IT service delivered to end users and partner organisations</li> <li>• Management of interface between sovereign teams and Shared Technology Service teams</li> <li>• Monitoring of service performance against SLA / KPI</li> <li>• Reporting &amp; escalation to Joint Management Board</li> <li>• Agreement of technical &amp; application architecture and roadmaps</li> <li>• Review performance and delivery (transitional activities, operational, projects, programmes) to assure service meets business requirements including: quality, time, cost.</li> <li>• Oversight of financial management and annually to agree and recommend budget for the Shared Technology Service</li> <li>• Review risks, issues, data security and business continuity (including audit activities).</li> <li>• Forum to highlight areas and initiatives of common interest.</li> <li>• Review and recommend for approval contracts and purchases in accordance with the procurement protocol defined with the Inter-Authority Agreement.</li> <li>• Preparation and submission of Committee and Cabinet reports if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Review matters arising and actions</li> <li>• Operational, service and programme delivery</li> <li>• Review financial and other reports from the Managing Director of Shared Technology Services.</li> <li>• Significant change approvals</li> <li>• Shared Service development progress</li> <li>• Significant Risks / Issues</li> <li>• Agree the business for the Joint Management Board</li> <li>• Joint Communications Plan</li> <li>• Review and recommend service plan</li> <li>• Review and recommend budget</li> </ul>	



## Overview of Shared Technology Service Governance Arrangements



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| <ul style="list-style-type: none"> <li>Oversight of the management of service operations and project delivery</li> <li>Management of the overall IT service delivered to end users and partner organisations</li> <li>Management of interface between sovereign teams and Shared Technology Service teams</li> <li>Monitoring of service performance against SLA / KPI</li> <li>Reporting &amp; escalation to Joint Management Board</li> <li>Agreement of technical &amp; application architecture and roadmaps</li> </ul> | <ul style="list-style-type: none"> <li>Day-to-day management of service operations and project delivery</li> <li>Management of contracts and suppliers</li> <li>Category management – value for money</li> <li>Financial control and service billing</li> <li>Management of service performance against SLA / KPI</li> <li>Reporting &amp; escalation to Joint Management Board and/or Operational Management Group</li> <li>DR/BC/Compliance</li> <li>Development of technical &amp; application architecture and roadmaps</li> </ul> |
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