

Aberdeenshire Council

Integrated Impact Assessment

C&DS Budget Saving - IT Staffing

Assessment ID	IIA-001013
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Service Reviewers	Colleen Henderson, Michelle Milne
Approved By	Kate Bond
Approved On	Friday December 02, 2022
Publication Date	Friday December 02, 2022

1. Overview

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

C&DS revenue budget 2023/24 savings proposal to reduce permanent IT headcount by 2 FTE. This will require more use of the automated chatbot, improvements to the IT Hub to encourage self-help and further automation and integration with the IT customer service management system.

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.

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

Two Customer Support Analyst posts are being removed from our permanent establishment, reflecting changes in the way that IT customer services are now delivered. This assumes that there will be further increases in the use of the automated chatbot on the IT Hub. This reduces the demand on our Customer Support team as well as delivering a 24x7 service for some IT user queries.

This saving represents a 2% reduction in IT staffing and both posts have been vacant for at least 6 months with no significant impact on our performance and service delivery. ITMT will continue to monitor metrics such as customer service performance to ensure that this permanent reduction in our headcount does not adversely impact on our service delivery or resilience capabilities.