

HDC Initial Equality Impact Assessment Form (EIA1)

Service Area/Section	Change Management / ICT	Persons undertaking the assessment (please also state name of contact officer)	Original assessors: Nathan Applewhite & Rebecca Marriott Amendments made by: Chris James		
Name of policy or function to be assessed	ICT Helpdesk	Date of assessment	Original: 31/03/2010 Amendments: 09/04/2010	New or existing policy	Existing Service
1. Briefly describe the aims, objective or purpose of the policy, or service function.	The ICT Helpdesk aims to provide an efficient first line support service for the Council workforce and Councillors to access ICT systems, facilities and support. The Helpdesk responds to and resolves user queries in order that ICT systems are fit for purpose and our internal customers can complete their day to day work.				
2. Are there any associated objectives of the policy/function?	Respond to all helpdesk calls within 1 hour. Ensure that key systems are available 97% of working hours.				
3. Who is intended to benefit from this policy and in what way?	All HDC employees, Councillors and members of the public.				
4. What outcomes are wanted from this policy/function and for whom?	To ensure that all HDC ICT systems and applications are fully functioning to enable all employees and Councillors to undertake their day to day duties.				
5. How do these outcomes meet or hinder other policies, values, or objectives of HDC?	This service supports the Council in delivering all of its objectives by providing relevant ICT facilities to all service areas delivering both frontline and support services.				
6. What factors/forces could contribute/detract from the intended outcomes?	Failure of elements of the ICT infrastructure could result in the ICT service being unavailable and service areas being unable to deliver their services.				
7. Who are the main stakeholders in relation to this policy?	HDC employees and Councillors.	8. Who implements the policy/function and is responsible for the policy?	ICT service area reporting to ICT Manager.		

9. Are there any concerns that the policy/function could have a differential impact on racial groups?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 			There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact on any racial groups.
10. Are there any concerns that the policy/function could have a differential impact due to gender?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 			There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to gender.
11. Are there any concerns that the policy/function could have a differential impact due to disability?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 			There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to disability. The ICT Helpdesk is accessible through a variety of methods including telephone, email and in person. The ICT Helpdesk can also provide technical support using all of these methods.
12. Are there any concerns that the policy/function could have a differential impact due to sexual orientation?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 			There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to sexual orientation.
13. Are there any concerns that the policy/function could have a differential impact due to age?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 			There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to age.

14. Are there any concerns that the policy/function could have a differential impact due to religious belief?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 	There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to religious belief.		
15. Are there any concerns that the policy/function could have a differential impact due to people having dependants/caring responsibilities?		N	
<ul style="list-style-type: none"> What existing evidence (either presumed or otherwise) do you have for this? 	There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact due to people having dependants/caring responsibilities.		
16. Could any differential impact identified in 9-15 amount to there being the potential for adverse impact in this policy?		N	<p>There is no evidence to suggest that the delivery of the ICT Helpdesk Service has any differential impact on any group.</p> <p>Jobs are prioritised based on urgency, technical complexity and severity of the job.</p> <p>The ICT Helpdesk undertakes regular monthly consultation with its customers and reviews feedback in team meetings in order that any gaps to service can be addressed.</p>
17. Can any adverse impact be justified on the grounds of promoting equality of opportunity for one or more groups or any other reason?		N	
18. Should the policy proceed to a full impact assessment?		N	
19. If no, are there any recommended changes required to the policy to improve it around the equality agenda?	<i>Intentionally blank</i>		

Additional notes/guidance (Policy Officer)	<i>Intentionally blank</i>
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Signed (original completing officer) Rebecca Marriott Date 09/04/2010

Signed (original completing officer) Nathan Applewhite Date 09/04/2010

Signed (amending officer) Chris James Date 09/04/2010

Signed (Head of Service) Beverley Jolly Date