Birmingham City Council

Information, Technology and Digital Services (IT&D)

The IT Hub

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The council's Information, Technology & Digital Services (IT&D) has played a crucial role in supporting the council throughout the COVID 19 pandemic. A solution to support council staff with onsite IT support was rapidly introduced in March 2020, with a team set up at a safe council office location and a process to support staff with IT issues.

The following have been deployed from the Hub since March 2020

1981
New Laptops

650
Cascaded Laptops

1174
Headsets

170
Laptop Bags

810
Voice Only
Devices

878
Smartphones

253
MiFi
Devices

1200
Smartphones
home delivered

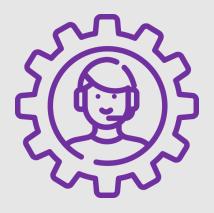## IT Hub Operations since March 2020

40
Average
appointments
handled per day

1000
Appointments
handled by
mid June 2020

5000
Additional
support calls
generated

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