REPORT TO THE COUNCIL MEETING OF 30 JULY 2012

Meeting:	**Council**
Date:	**30th July, 2012**
Subject:	**ICT Strategy**
Report of:	**Chris James, ICT Project Lead Officer – Transformation**
Portfolio Holder:	**Paul Dann**
Status:	**For approval**

1   Purpose Report

1.1   To obtain approval for the ICT Strategy

2   Recommendations:

2.1   Review the ICT Strategy and the Strategic Plan (an appendix within the ICT Strategy document itself) and agree to its adoption.

3   Summary of Reasons for the Recommendations

3.1   The ICT Strategy lays out our approach to make ICT the enabler for strategic change needed to underpin the Transformation Programme the authority has embarked upon. Working towards the objectives set out within the ICT Strategy document will result in a more agile and responsive ICT Service.

4   Impact on Communities

4.1   The improved ICT service envisaged would enable officers and councillors to deliver a more effective and efficient service to our customers.

5   Key Facts

5.1   The strategy is based upon four main objectives;

5.1.1   To make the ICT service a strategic enabler aligned with HDC's vision and agreed priorities

5.1.2   To enable HDC to change how it does things to improve both its efficiency and the quality/range of customer services

5.1.3   To enable HDC to make the best use, and obtain the maximum business benefit from, the use of ICT

5.1.4   To provide a robust, reliable and resilient infrastructure for the delivery of ICT services

6   Legal Issues

6.1   A range of suppliers will be involved in the provision of technical solutions, so locally determined procurement rules will apply and advice will continue to be sought from the relevant parties (e.g. Welland Procurement Unit). At this stage, there are no further legal issues to consider.

7   Resource Issues

7.1   Resourcing the work required to deliver the elements of the Strategic Plan is detailed within the ICT Strategy and will be met by a combination of: secondments (with associated backfilling of the temporarily vacant posts), buying in professional services from suppliers as well as maximising the input from internal resource (utilising effective project planning, scheduling and knowledge transfer).

8   Equality Implications

8.1   As previously noted this is covered within a previously considered report on the Transformation Programme. However, there are no equality implications anticipated from the adoption of the ICT Strategy. As previously noted the expectation is that the implementation of the items within the Strategic Plan will deliver a more effective and efficient service to our customers. Equality implications are also covered within a previously considered report on the Transformation Programme as a whole.

9   Impact on the Organisation

9.1   The potential impact of what is proposed within the strategy is significant; the ICT Strategy provides a roadmap for the ICT department and how it delivers the ICT Service. The recommended changes to improve ICT governance will ensure that the delivery of the Strategic Plan items is monitored and that the ICT Strategy evolves over time to incorporate necessary changes.

        Key deliverables to the users of the ICT Service will be:
        • Expanded and developed infrastructure and services to support smart/flexible working; addressing current councillor remote access issues around usability and the equipment used
        • Security measures employed that are appropriate to the data in use and a "lighter touch" where possible
        • An updated more flexible, easy to manage desktop solution and upgraded office productivity software
        • The ability to support remote connectivity from an expanded range of equipment; wherever possible making our services accessible irrespective of the equipment in use

- A new, flexible, telephony system better equipped to support flexible working; enabling voice and data communications to converge and run over a single network infrastructure

10   Community Safety Implications

10.1 *None arising from this report.*

11.   Carbon Management Implications

11.1 *None arising from this report.*

12.   Risk Management Implications

12.1 Risks associated with the ICT Workstream of the Transformation Programme (of which the ICT Strategy is part) are recorded, monitored and mitigated against. The risks are reviewed regularly and recorded within the highlight reports produced. It is also worth noting that outside assistance and guidance from SOCITM (the Society of Information Technology Management) was received in the creation of the ICT Strategy.

13   Consultation

13.1 The ICT Strategy document was constructed in consultation with the ICT Workstream of the Transformation Programme (at their fortnightly meetings), the Transformation Board (a draft strategy was an appendix to an ICT Report at the meeting of 20th April, 2012), Councillor ICT User Group meetings, and workshops and 1:1s (with officers and councillors).

14   Options Considered

14.1 It is acknowledged that the ICT Service needs to evolve from its current position into one where it can readily support the Council and its officers, acting as an enabler. A coherent plan for developing the service over the next few years is essential to realise this. Progress against the items within the Strategic Plan will be monitored and the Strategy itself will also evolve as required. There is no doubt that a strategy document is required and one that has been created by incorporating feedback from stakeholders lends it added relevance.

15   Background Papers

15.1 *Transformation Board (of April 20th, 2012) minutes and the "Transformation Programme – ICT Workstream progress to date" report and appendices; all of which are available on CMIS.*

Previous report(s): *None*
Information Issued Under Sensitive Issue Procedure: ~~Y~~*/N*
Ward Members Notified: *Y/N – N/A*

Appendices: *list any appendices here including title and filename in brackets (e.g. Performance Data 2010 (perfdata.doc).*

A.   ICT Strategy (7792 ITSTRAT 2.0.pdf)