

## **High Level Assessment of ICT**

### **1. What we want to achieve**

The Council has the ambition and desire to provide high performing efficient public services. This objective can be achieved by maximising our existing technology and also by introducing new systems and infrastructure.

ICT will be one of the enablers for the Council to become increasingly “smarter and more efficient” in service delivery. Investment in this area will bring many benefits including a reduction in operating costs, smarter mobile and flexible working, integrated services and a document management system allowing the council to become ‘paper lite’. Both Staff and Councillors will be able to work flexibly using any device and the idea of ‘one person- one desk’ will go.

This approach will allow a reduction of office space (50% achieved by some councils) The cost of service delivery will also decrease as transactions will shift towards the more cost effective Council web site. The web will remain at the centre of all council interaction with its customers, with customer intelligence being used to target services more efficiently. The Council will continue to receive enquiries on a range of public services but its changing role will mean more signposting of customers to our partners and service providers including the voluntary sector.

Staff will be able to exploit and utilise the technology along with streamlined business processes – processes designed for self service, and for efficient delivery providing further internal savings.

### **2. The existing ICT Gap**

Harborough DC already has a number of important ICT components in place. (This includes server virtualisation, a transactional web site, document management system etc.) Other essential components are there, but are waiting to be fully exploited. However the need for renewal and modernisation has been identified and there are a number of steps to take to embrace the programme of transformation.

We need to be introducing:

- A strategic overview of ICT within the authority needs to be produced.
- A corporate-strength flexible working technology platform needs to be deployed

We need to be upgrading & modernising

- Our skills & knowledge
- Our resilience
- The network infrastructure
- The server Operating Systems
- Exchange Server
- Desktop Operating Systems and software

We need to be reviewing

- Security levels to allow greater ease of use - but still ensuring compliance to current standards.
- Our existing systems particularly CRM and Document Management.

### **3. What the ICT Team will do**

## APPENDIX K

The existing ICT Team is providing a service that is functioning well at operational level regarding maintenance and support. Although it is making good progress in implementing many of the elements which will help to ensure a cost-efficient ICT service for the future the team is limited in terms of capacity for progressing much of the major new project work which will be resource intensive. (*Source : SOCITM ICT Review – Harborough District Council - dated October 2011*)

There are some elements of the transformation programme where the ICT Team have the skills, knowledge and relationships with existing suppliers to deliver some of the individual technical items detailed within the transformational programme. This includes work on the Microsoft server, network infrastructure and working with our existing suppliers such as Idox on the further development of document management.

However, to deliver the larger technical items within the programme then there will be a requirement to buy in the expertise through consultancy. This consultancy would not be from a single individual as there are many different strands to the different business solutions. Consultants from individual technology providers will need to be engaged to deliver these items. However the ICT Team will require time and resource to support, shadow and consequently obtain knowledge of the technologies implemented. There are clear opportunities to develop the role of the team by widening its skill base. The team will also have the opportunity to be more innovative which will enable a culture of continuous improvement

A Programme Manager would be required to coordinate and deliver the overall transformational programme assisted by the in house ICT expertise.