3.1. Summary Table					
Ref	Standard	Proposed action	Timescales	responsibilities	Difficulty 1 easy 10 hard
	ITC Strategy				
1	There is an agreed understanding of how ITC will be used to support the organisation	This Strategy will start the process, which will need strong communications to staff and management in order to inform and seek support. There are training implications	31 03 2008	CL MS ME	7
	Business Engagement				
2	The ITC services manages its relationships will all stakeholders	Establish communications plan, review policies	30 09 07	CL MS ME	2
3	Business changes is actively managed alongside ICT implementation	Seek to obtain corporate impetus to drive forward otherwise efforts will be wasted.	31 03 2008	CL MS ME	7
	Governance				
4	ICT is the subject to robust governance	Governance framework is taking shape - further work is required to complete documentation. Some of the progressing and Excellent objectives are in place	30 09 07	MS ME	3
5	There is a business case approach to ACT investment	Business case methodology used by IT, through procurement Strategy to be established for use in service units	31 10 07	CL	3
	ICT Architecture Management				
6	The ICT service is in control of current Technical Architecture	Substantially complete requiring review and full documentation	30 09 07	MS ME	3
7	The Technical Architecture supports the delivery of priority outcomes	The organisation corporately needs to want these things - ICT is not a barrier but enabler if the will is there - IT has to work on acceptance of this.	31 03 2008	CL MS ME	4
	Configuration, Development and Integration				
8	There is a rigorous and consistent approach to configuration, development and integration activity	generally established, need to review update consolidate	30 09 07	MS	4
	Information Management				
9	The organisation has an information management strategy	Organisation has to make corporate decision to move forward, ICT has considered, can offer solutions	31 03 2008	MS	9
	Information Security				
10	The organisation is planning for compliance to BS7799	Strategy in place providing compliance, also o well into progressing area, review progress.		CL MS ME	1
	Performance Management				
11	The organisation has an ITC performance management framework	Helpdesk project in place to improve service, SLA's will be reviewed against this are currently under review	30 0907	CL MS ME	5
	Strategic sourcing and Supplier Management				
12	There is a strategic approach to ICT sourcing	In process of establishing full details of software systems, which will lead to further improvements	31 03 2008	ME	3
13	Supplier relationships are managed				
	Programme and Project Management				6
14	The organisation has a programme management capability	Not corporately taken on board - systems exist and are available	31 03 2008	CL	4
15	The organisation has a project management capability	IT have -- organisation relatively unaware, included in procurement Strategy	31 03 2008	CL	5
	Skills Management				
16	All employees are given the opportunity to become confident and competent in the use of ITC	In place but more formal approach being implemented	31 03 2008		1
17	ITC staff development is managed	Embodied	inc	CL MS ME	
	Service support				2
18	There is a proactive service delivery model in place	The Strategy will be used to drive this forward	31 03 2008	CL MS ME	7
	Service support				
19	There is a responsive service support model in place resourced to deal with all aspects of ICT	Some elements in place but needs to be expanded.	31 12 07	CL MS ME	5

NOTE - The following sheets provide backup in detail