

## INFORMATION COMMUNICATION AND TECHNOLOGY STRATEGY

**EXECUTIVE MEMBER:** Deputy Leader Councillor A Holliday  
**LEAD OFFICER:** Mrs S Bamforth, Head of Finance and Business  
Development  
**REPORT AUTHOR:** Mr C A Lloyd, Business Development Manager

### **Summary and Recommendation:**

This Report provides Executive with the Information Communication and Technology Strategy and Action Plan for this Council, it recommends that Executive approves the Information Communication and Technology Strategy and endorses the Action Plan, and asks Executive to note the monitoring proposals.

## 1. INTRODUCTION

- 1.1. The ICT Strategy and Action plan is presented to Executive for formal approval and implementation
- 1.2. These documents have been considered by the IT Subgroup and the Overview and Scrutiny Committee in March 2007 (Policy and Performance), with recommendations that they are approved by the Executive.
- 1.3. The Strategy sets out the aims for the Council over the forthcoming 5 years (with annual review), and the Action Plan sets out the activities to be undertaken to complete the Strategy.

## 2. ARGUMENT

- 2.1. The National e-Service Delivery Standards have been used as a reference point to guide officers in the preparation of the Council's Strategy.
- 2.2. The Strategy aims to recognise the key drivers that affect the Council and to provide efficient and flexible means of responding to these.
- 2.3. key areas covered by the Strategy are:
  - Establishing and defining levels of Service Support and Delivery
  - Ensuring the skills available match need, managing these.

- Engaging with all areas of the Council business
- Managing all IT Projects, linking with Service units.
- Engaging with and managing Suppliers
- Establishing a positive and robust Governance regime
- Setting and maintaining an appropriate level of Information security
- Managing Information, records, audit, access , retention etc
- Development and integration of Council systems etc
- Providing the necessary ICT Architecture – Computers, servers, handheld devices, printers, cabling etc.

2.4. The ICT Strategy develops earlier policies and proposals, and reinforces the key messages identified earlier, all of which have relevance to those who have responsibility for directing ICT, be they elected Members, Chief Executive, Heads of Service or other Senior Managers:

- There must be a real partnership between all those who manage, use and develop Information Systems/Information Technology.
- ICT must be an integral part of the Council's business planning process.
- There must continue to be a strategic view of the way technology is applied across the organisation.
- The ICT organisation must continue to have real influence within the organisation.
- The delivery of IS/IT must offer, and be seen to offer, value for money.
- There must be a commitment to develop the right IS/IT skills for all employees.
- The risks associated with IS/IT must be properly managed.
- The value from IS/IT must be measured.

2.5. Moreover, the ICT Strategy creates the critical link between the Council's Corporate Plans (see Appendix C), Central Government initiatives and Information Technology.

- 2.6. The IT Subgroup has agreed to meet regularly on a monthly basis to review IT matters and to discuss and monitor progress with the Strategy Action plan with reports to be forwarded to the OSC (P& R) on a quarterly basis.

### **3. BACKGROUND INFORMATION**

- 3.1 A number of examples are shown below to give members an indication of current activities which all contribute to the strategy:
- Helpdesk project underway to completely review and improve governance, performance, obtain statistics and improve monitoring.
  - Project underway to obtain information from Service units about software systems (there are approx 25); contracts, numbers of users, licences and maintenance agreements. This information will be catalogued in ICT, with costs to be reviewed and ICT support properly identified.
  - Policy Unit is leading review of Website to determine how it can be improved for the future, ICT will involve in this and implement any proposed changes.
  - The full suite of servers in the computer room have been reviewed and consolidated over the last months.
  - A back up suite of servers has been installed in the computer room at Moresby to increase resilience.
  - The telephone system at The Copeland Centre has been 'extended to Moresby so all calls between the two offices will be internal. As a result of installing a high duty link it is now possible for information to come in/go out from either Whitehaven or Moresby (useful in the event of a local failure).
  - All office computers have been installed onto a single new domain, with standard build and remote fixes available for certain software problems. Some Member laptops have also been put onto this domain. More will be added in the net financial year.
  - I T is heavily involved in the project to install the new Financial Management System, the E-Forms Project (creating forms for use on the website for a range of services), the new Concessionary Travel Project which has just gone on line, Mileage Calculator a travel expenses claim project.

#### **4. CONCLUSIONS**

- 4.1 The ICT Strategy replaces the previous Strategy which has now been overtaken by developments; the new Strategy follows National criteria principles, reviews the Council's current position and provides an action plan to enable the Council to reach the nationally established level of service. It also provides for continual review against future developments and changes in ICT provision.
- 4.2 Executive is also asked to note the Action Plan monitoring proposal through the IT Subgroup and OSC.

#### **5. FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)**

- 5.1 Existing resources will be deployed to implement the Strategy and Action Plan.

#### **6. PROJECT AND RISK MANAGEMENT**

- 6.1 There are no project and risk management issues at this stage.

#### **7. IMPACT ON CORPORATE PLAN**

- 7.1.1 The ICT Strategy and Action Plan are both essential components aimed at supporting the Corporate Plan and improving the effectiveness of Council activities.

#### **List of Appendices**

Appendix A – ICT Strategy.

Appendix B – Action Plan.

Appendix C - 5 Year Plan Contributions - IT involvement

**List of Background Documents:** Project files, correspondence

**List of Consultees:** Portfolio Holder, Corporate team, Management Group, IT Subgroup.

#### **CHECKLIST FOR DEALING WITH KEY ISSUES**

Please confirm against the issue if the key issues below have been addressed. This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

Impact on Crime and Disorder	No issues
Impact on Sustainability	No issues
Impact on Rural Proofing	No issues
Health and Safety Implications	No issues
Impact on Equality and Diversity Issues	No issues
Children and Young Persons Implications	No issues
Human Rights Act Implications	No issues

Please say if this report will require the making of a Key Decision No.