ICT Unit will work closely with HR and service units to identify and define an clear ICT training path as a minimum all staff should work towards a recognised basic level of achievement such as the European Computer Driving License.

An ICT training programme will be established together with the necessary hardware/software resources to provide on-line capability. This will be to address both ICT skills and user skills. Acquisition of expert ICT skills will generally utilise external training organisations.

Training is linked to priority outcome G18 which requires the development of an e-skills training programme.

Further work will be undertaken to close the skills gap of ICT staff so as to remove the reliance on just one or two key individuals.

A register of skills will be established and a succession-planning exercise will take place to ensure that CBC is not unduly exposed.

Structured ICT staff professional development. A competency framework has been put in place to help ICT staff develop their skills to meet the needs of the organisation. Personal development planning and recruitment are based on the competency framework and will provide evidence for succession planning.

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ICT will maintain and control the current Technical Architecture, continue to document and lead with industry standard technology.

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The current Configuration Management process and strategy needs to be documented and the current configuration library made accessible to all relevant ICT staff.

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An Information Governance Officer role needs to be established.

A standard approach towards documentation (including the provision of Corporate Templates) needs to be defined and promulgated across CBC.

An Information Classification Systems needs to be defined and agreed, including the levels of classification, their marking and their handling/disposal.

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A pro-active stance will be taken in achieving conformance to and certification of the standard.

The formal role of CBC Information Security officer will be established that will be responsible for establishing and enforcing standards to meet the BS7799 Criteria, including an awareness programme and an Incident Handling process.

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SLA's will be defined, agreed and monitored for prioritised ICT Helpdesk calls.

Server utilisation statistics will be regularly collated and published and used to anticipate application and website overload.

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A new ICT Procurement strategy and process/procedure will be developed and published.

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Formalise the Prince 2 Methodology for CBC.

Education to be provided to ensure that all Project Managers understand the principles of Prince 2.

A Programme Office will be established to coordinate all projects and to ensure that the Project Management Methodology is adhered to.

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Continue to develop and publish the necessary policies, processes and procedures appertaining to Information Security.
Drive forward a Document (paper and electronic) standard and classification scheme.

Ref	Standard	Proposed action	Timescales	responsibilities
	3.1. Summary Table			
	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
	Business Engagement			
2	The ITC services manages its relationships will all stakeholders	Establish communications plan, review policies	30 09 07	CL MS ME
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
	Governance			
4	ICT is the subject to robust governance	Governance framwork is taking shape - further work is required to complete documentation. Some of the progressing and Execllent objectives are in place	30 09 07	MS ME
5	There is a business case approach to ICT investment	Business case methodology used by IT, through procurment Strategy to be established for use in service units	31 10 07	CL JL
	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
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
	Configuration, Development and Integration			
8	There is a rigorous and consistent approach to configuration, development and integration activerty	generally estblished, need to review update consolidate	30 09 07	MS
	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
	Information Security			
10	The organisation is planning for compliance to BS7799	Stategy in place providing compliance, also well into progressing area, review progress.		CL MS ME
	Performance Management			
11	The organisation has an ITC performance management framework	Helpdesk project in place to improve servie, SLA's will be reviewed against thisare currently under review	30 0907	CL MS ME
	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
13	Supplier relationships are managed			
	Programme and Project Management			
14	The organisation has a programme management capability	Not corporately taken on board - systems exist and are available	31 03 2008	CL
15	The organisation has a project management capability	IT have -- organisation relatively unaware, included in procurement Strategy	31 03 2008	CL
	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 inplemented	31 03 2008	
17	ITC staff development is managed	Embodied	inc	CL MS ME
	Service support			
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
	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