

INFORMATION & COMMUNICATIONS TECHNOLOGY STRATEGY

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1 BACKGROUND

The ICT Strategy and Action plan is presented to the OSC Policy and Performance for consideration, comment and views. If agreed by the OSC it will be forwarded to the Executive for formal approval and implementation.

The purpose of the Strategy is to define the Copeland Borough Council Information & Communications Technology (ICT) Strategy to be used for the next 5 years (with annual review).

It continues to build upon the principles and activities stated in earlier policies and proposals, and places even greater emphasis upon the key messages identified earlier, all of which have relevance to those who have responsibility for directing ICT, be they elected Members, Chief Executives, Heads of Service or other senior managers:

- There must be a real partnership between all those who manage, use and develop IS/IT.
- 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.

Moreover, the ICT Strategy creates the critical link between the Council's Corporate Plans, Central Government initiatives and Information Technology.

CURRENT ACTIVITIES

A number of examples are shown below to give members an indication of what is currently underway:

- 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 next 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.

Attachments: Appendix A ICT Strategy
 Appendix B Action Plan
 Appendix C Link to Corporate Plan
