

To: City Executive Board
Date: 11 June 2015
Report of: Head of Business Improvement
Title of Report: ICT Strategy 2015-2018

Summary and Recommendations

Purpose of report: To seek approval for a new ICT Strategy and its implementation.

Key decision: Yes

Executive lead member: Councillor Brown, Executive Board Member for Customer and Corporate Services

Policy Framework: None

Recommendation: That the City Executive Board approves the new ICT Strategy 2015 – 2018.

Appendices attached

Appendix 1 – ICT Strategy 2015-2018
Appendix 2 – Risk Register

1. Summary

The new ICT strategy provides the City Executive Board with the proposed direction of travel for the Council's ICT function. The strategy highlights the key areas of work for ICT to ensure our infrastructure and ICT capability can deliver the Council's future requirements to support effective and efficient Council services.

2. Background

The Council's current ICT strategy is based on four key themes;

- Establishing a new corporate ICT service
- Citizen access
- New ways of working
- Preparation for new technology options – cloud computing

The existing strategy is now out of date and the ICT service has delivered the work plan set out in the strategy.

3. ICT Strategy 2015 – 2018

The new strategy takes these themes to the next level of implementation.

The roadmap in the new strategy focuses on

- Rationalisation of our core applications and exploiting their use
- End to end customer focused technical solutions to improve the customer experience and deliver savings
- Roll out of mobile working solutions to meet business need together with a refresh of flexible user devices to meet changing business needs
- Implementation of a converged telephony solution
- Replacement and development of a new ICT Infrastructure partner(s)

The strategy sets out a number of ICT Principles to be used to guide and direct ICT investment and development decisions.

The ICT Strategy also includes a number of underpinning strategies –

- Information Management Strategy
- ICT Security Strategy
- Digital Strategy

4. Legal Issues

There are no known legal issues. The procurement of a new infrastructure supplier is being carried out in accordance with the Public Procurement Regulations 2015.

The current partnership agreement with the County Council comes to a natural end in March 2016.

5. Financial Issues

The delivery of the strategy will be managed within existing budgets and agreed funding for specific projects. This excludes the funding for sub projects with the Application Rationalisation project which will be subject to individual business cases and bids for funding where appropriate.

The ICT Strategy has been formulated to ensure that the savings agreed in the MTFS are delivered.

6. Environmental Impact

There are no specific environmental impacts however the increase in capability to work in a more mobile and flexible way will reduce the Council's carbon footprint.

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