

**To: City Executive Board**

**Date: 7 December 2011**

**Report of: Adrian Orchard, Head of ICT Strategy**

**Title of Report: ICT Strategy**

## **Summary and Recommendations**

**Purpose of report:**

To propose a strategy for the procurement and management of the Council's IT Systems for the forthcoming five years.

**Key decision?**

**Executive lead member: Cllr Ed Turner**

**Policy Framework: Efficient and Effective Council**

**Recommendation(s): That the City Executive Board approve the draft IT Strategy and associated action plan.**

Appendices to report – *Appendix 1 IT Strategy*  
- *Appendix 2 Risks and impacts*

## **Introduction**

1. The previous ICT strategy was finalised in 2009 to cover the period to 2012. Since its completion new circumstances have affected the priorities of the authority. Reductions in funding have triggered internal restructures and a greater drive towards efficiency within the organisation. Equally customer engagement and the means by which we engage is becoming more complex, thus the City's ICT strategy must change to support business need and promote efficient service delivery. It is important that the implementation and development of technology and business information systems prove their value by delivering financial savings and/or enabling business transformation.
2. The aim of this new strategy is to outline how the Council will align its information systems with the strategic priorities of the Council to drive

business improvement, deliver added value, and be an enabler of change. The road map for Telephony and communications will be addressed in a separate strategy document in 2012.

3. The current financial climate has compelled organisations to review their provision of information systems and the value for money provided by their services. In tandem, technology is continuing to advance apace offering both new ways of delivering services, and increasing the number of electronic channels with which we can communicate with our customers and stakeholders.
4. The strategy seeks to provide a roadmap that will enable the Council to harness the benefits of technological innovation whilst at the same time offering improved value for money.

### **Approach**

5. The draft ICT Strategy appended at Annex 1, sets out five core themes for delivery of IT within the Council as follows:

- Establishment of the new City ICT service
- Exploiting new communication channels to broaden citizen access to our services
- Establish new ways of working, both in terms of how Council staff interact with information services, and in their patterns and location of work.
- Preparing our information services to exploit the benefits and cost-savings offered by 'cloud services'
- Managing our information better

6. Underpinning the delivery of these themes will be:

- Strong governance of ICT project prioritisation and expenditure.
- Partnership and collaboration within the public sector
- Data and system security
- Adherence to established service management principles and methodologies
- Sustainability
- Effective Supplier management
- Robust training programmes
- Benchmarking of our services

7. The City ICT team seeks to support frontline business units in delivering their service and corporate objectives. To enable this we ensure that our structure facilitates proactive engagement with business units at varying and appropriate levels. City ICT has representation on the key corporate programme boards and by

adopting the approaches outlined within this strategy will ensure it is a key enabler of programme objectives.

### **Review**

8. Provision of ICT services within Oxford City Council is subject to a process of continual internal review and improvement. A key criterion for any IT based project to commence is its conformance to corporate objectives and this Strategy, and this will be assessed by the ICT Governance Group. More formally the Head of the ICT will produce a report each year outlining progress in achieving the objectives of this strategy.

### **Risk**

9. A risk assessment is attached at Appendix 2

### **Equality**

10. There are no likely equality impacts.

### **Financial Implications**

11. The strategy has been written taking into account the current budget for FY 2011/12 and the indicative budget for the following four years.

### **Legal Implications**

12. None arising from this report

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### **List of background papers:**

**Version number: 1.0**

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