
REPORT TO:	FINANCE & MANAGEMENT	AGENDA ITEM:
DATE OF MEETING:	8th SEPTEMBER 2011	CATEGORY: OPEN DELEGATED
REPORT FROM:	HEAD OF CORPORATE SERVICES	
MEMBERS' CONTACT POINT:	NIGEL GLOSSOP – HEAD OF IT 01283 595703 Nigel.glossop@south-derbys.gov.uk	DOC: T:\TSM\ICT Strategy\ICT Strategy.doc
SUBJECT:	ICT Strategy 2011 TO 2014	REF: NG/ICT Strategy
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 10

1.0 Recommendations

- 1.1 That the updated Information and Communication Technology (ICT) Strategy for 2011/14 and associated Action Plan is considered and approved.
- 1.2 That the Committee delegates responsibility to the Head of Corporate Services to ensure that the ICT Strategy is kept up to date with any necessary minor amendments

2.0 Purpose of Report

- 2.1 To provide details of the key actions arising from the review and update of the Councils Information and Communication Technology (ICT) Strategy.

3.0 Executive Summary

Reasons for an updated ICT Strategy

- 3.1 The Corporate Services Partnership contains an action to develop and publish an updated ICT Strategy for the Council every 2 years. This is in accordance with Council policy.
- 3.2 The previous ICT Strategy, approved by the Committee in March 2009, defined the Council's position at that time and set out the strategic ICT direction for the Council.

Purpose and scope

- 3.3 The purpose of the ICT strategy is to layout the key aspects of the Council's ICT for the next 3 years. It will be used as the basis for defining and funding projects, and as the framework for selecting products and partners.
- 3.4 It is a detailed strategy and encompasses the full range of the ICT service who:
 - Co-ordinate the use of ICT
 - Support and maintain systems and the ICT infrastructure

- Advises on future developments, ensuring the Council keeps pace with technology and utilises it efficiently and effectively
- Deliver ICT Services in partnership, as appropriate
- Provide Telecommunication requirements

3.5 The ICT Strategy is not intended to be a detailed technical document although this is not completely avoided and a glossary is provided at the end setting out an explanation of terms and acronyms.

3.6 The ICT strategy supports the objectives of the Council and the wider community in that it enables the transformation and improvement of services.

Key Areas

3.7 The key areas of the strategy are:

- Main Principals
- Corporate Application Guidelines
- Corporate Applications
- Members, Directorate and Divisional Applications
- Technical Infrastructure
- ICT Security
- ICT Business Continuity
- ICT Procurement
- Data Protection
- Management and Resourcing
- Emerging Technologies

Consultation

3.8 A draft of the ICT Strategy has been circulated to the following for comment:

- All Northgate Public Services staff working in IT at the Council
- Head of Service
- Corporate Management Team

3.9 Subsequently the ICT strategy was updated to incorporate these comments where appropriate.

Review and Update

3.10 Clearly, the ICT strategy will evolve and develop in response to new ICT opportunities and developments. It will therefore be reviewed on a regular basis and at least bi-annually.

3.11 Any minor updates required will be carried out by the Head of Corporate Services, supported by Northgate Public Services as appropriate.

Member ICT Champion

3.12 Member involvement in how ICT is utilised throughout the Council is important, this will be achieved through the Member e-Champion.

3.13 As mentioned there is a fast pace of change within ICT and progress against the ICT Strategy action plan is monitored by the IT User Group. The Member e-Champion will be invited to attend this group and other relevant related ICT groups.

Key Issues and Action Plan

3.14 ICT now sits at the centre of much of the Council's operations. It is also involved in major projects as systems and procedures are changed and upgraded. The Action Plan is also shown at **Appendix A**.

3.15 Its main role is to ensure that the Council has a stable infrastructure; systems are readily available and are protected from outside and malicious interference. Security and standardisation are therefore fundamental considerations.

3.16 The strategy focuses on these points, but besides these core and on-going service requirements there are key issues that will need to be addressed over the coming year to 18 months. These are detailed as separate actions in the Strategy and are:

- Upgrade of Microsoft office to ensure that all members and staff are on the same version
- Procurement of an E-mail management/archiving solution to tackle issues around individual mail box sizes, storage and security of documents.
- Upgrade of the Council's remote access link.

3.17 Alongside these projects, a review of hardware will take place, including virtualisation of desktops and the use of more modern technology. A separate review of the requirements for elected members will also be undertaken. The financial implications are detailed in **Section 5**, below.

Performance Monitoring

3.18 Although the Council is responsible for ICT and holds the main budgets for replacement of hardware and systems, the day to day responsibility for delivering the ICT function rests with Northgate Public Services (NPS). Their performance is managed through the Partnership Agreement and is subject to a suite of KPIs that are monitored through the Operational Board.

Regional Business Centre

3.19 Through the partnership with Northgate, it is likely that the work of other authorities and agencies will be delivered from the Civic Offices in Swadlincote. Indeed, some small scale services have already been transferred into Swadlincote.

3.20 Although this provides benefits, it could also place pressure on the Council's ICT environment. This will be kept under review.

4.0 Detail

4.1 Once considered and approved, the Strategy will be available on the Council's web site. The full strategy is appended to this report and the action plan for implementation is attached at **Appendix A**.

5.0 Financial Implications

- 5.1 The Council's budget for IT is limited and the key projects and developments will need to be managed within these resources. The Council has invested in IT in recent years with a significant amount of funding coming through external grants and partnerships.
- 5.2 These sources are now much more limited. However, the Council will need future investment if it is to keep pace with technology, overcome the current issues and to deliver the key projects identified in the proposed action plan.
- 5.3 Besides the money that is budgeted to pay for licenses, maintenance agreements, telecommunication charges, etc. for current systems and hardware, the Council has a budget of approximately £175,000 per year. This is used to replace/upgrade all hardware and software including servers, switches, etc.
- 5.4 This is used during the year to meet planned and unforeseen expenditure. Around £50,000 per year is set-aside to meet a PC replacement programme. In addition, once every three years approximately £60,000 is used to renew the main license agreement for the Council's main operating system. Current policy allows any under spending from these budgets to be transferred to the IT Reserve.
- 5.5 This Reserve currently amounts to £152,000. This is used to pay for one-off capital costs of major corporate projects such as those identified in this report.
- 5.6 Given the limited external funding now available, Council IT budgets will come under greater pressure. Therefore, the way in which IT is procured will be an important aspect in future replacements.
- 5.7 Any upgrades to departmental systems are examined on a project basis and funding identified separately.

6.0 Corporate Implications

- 6.1 The way in which the Council plans and manages the Information and Communications Technology has a bearing across the complete organisation. The ICT Strategy is a major enabler for the implementation of the Councils Corporate Plan.
- 6.2 The introduction of corporate application guidelines and corporate applications will standardise how Information and Communications Technology is used in the Council.
- 6.3 In practice the majority of the corporate application guidelines and corporate applications are already in place. The strategy formalises the process.

7.0 Community Implications

- 7.1 A key theme of this strategy is contributing to the vision and key aims of the Council, which are largely formulated after consultation with the local community and other stakeholders.