

Appendix A – ICT Strategy Key Action Plan

	Key Action	Measure of Success	Target Date	Responsible
1	Working in partnership, the Council and Northgate Public Services will ensure an effective, efficient and reliable ICT Service is delivered.	Agreed Key Performance Indicators as defined in the Service Level Agreement.	Monthly Report	Northgate Public Services (Head of IT)
2	Ensure continued effective communication across the Council relating to ICT, through monthly reviews and quarterly at the ICT User Group.	Council wide co-ordinated approach to ICT IT User Group Key Performance Indicators Annual Survey Change Management	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
3	Review and update ICT Strategy on a biannual basis.	Current up to date ICT Strategy in place and published on the web site.	September 2013	Northgate Public Services (Head of IT)
4	Ensure a stable fit for purpose ICT infrastructure is in place.	Effective up to date ICT infrastructure in place measured through the agreed Key Performance Indicators. Ensure the most effective use of the ICT infrastructure Annual Survey	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Services Manager)
5	Support of existing ICT Systems, including Interfaces and Maintenance.	IT Service Desk performance measured through the agreed Key Performance Indicators. Improved results from Annual Survey	Monthly Report	Northgate Public Services (IT Systems Manager)
6	An effective ICT Service Desk, complying to the ITIL (IT Infrastructure Library) industry standard	IT Service Desk performance monitored Improved results from Annual Survey	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Services Manager)
7	Processes in place to effectively handle Change Management, including authorisation through a Change Advisory Board.	Change management process followed Change Advisory Board	Monthly Report	Northgate Public Services (Head of IT)
8	Programme management of all the ICT requirements for the council, ensuring solutions integrate appropriately.	Effective delivery of the IT programme across the Council Key Performance Indicators	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)

9	Ensure effective ICT project management, delivering projects on time and to budget.	Effective delivery ICT projects across the Council Key Performance Indicators	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (IT Systems Manager and IT Services Manager)
10	Involvement in the Derbyshire Transformational Partnership, so that savings and efficiencies are achieved through joint working.	Continue working with Derbyshire Transformational Partnership	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
11	Ensure Corporate Application Guidelines are followed.	Application Guidelines strictly followed	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
12	Liaise with the Council and the relevant suppliers to carry out upgrades, following the change process, as and when appropriate.	Systems upgraded as required and to budget	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (IT Systems Manager)
13	Implement the ICT related areas of the Data Quality Strategy.	Data Quality Strategy actions complete.	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
14	Ensure that electronic data sent to our partners is sent securely and is of the required quality.	Suitable mechanisms in place to send data Data quality policies and procedures	Annual Review in March 2012, 2013 & 2014	Northgate Public Services (IT Systems Manager)
15	Project to upgrade all PC's to Office 2010	All PC's upgraded to use Office 2010	March 2013	Northgate Public Services (IT Services Manager)
16	The potential for a project to implement email archiving is to be reviewed during 2011	If project approved an Email archiving solution in place	March 2012	Northgate Public Services (IT Services Manager)
17	Review of Intranet through the Electronic Communications forum.	Replacement Intranet in place	March 2013	Northgate Public Services (IT Services Manager)

18	Project to review and replace the Council's Remote Access solution.	Members and Officers will be consulted around requirements and an agreed programme developed and delivered. Replacement solution in place.	March 2013	Northgate Public Services (IT Services Manager)
19	Ensure LLPG is used as the central property file across the Council.	One central property file in place Change addresses only once	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Systems Manager)
20	Review and replace the server infrastructure	Updated infrastructure in place	March 2012	Northgate Public Services (IT Services Manager)
21	Continue on-going PC Replacement programme.	PC's in place to enable users to fulfil their roles	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Services Manager)
22	Review ICT Security on a monthly basis, taking relevant actions.	Monthly reviews undertaken Compliance with Government Connect code of connection	Monthly. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Services Manager)
23	Annual compliance with the Government Connect Code of Connection requirements.	Secure network available Annual penetration test completed	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (IT Services Manager)
24	Annual compliance with PCI-DSS	Self-Assessment Questionnaire completed	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
25	Review ICT Business Continuity and ICT Disaster Recovery.	Revised and updated plan in place	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)
26	Annual review ICT policies and procedures.	Revised and updated policies and procedures in place.	Annual. Review in March 2012, 2013 & 2014	Northgate Public Services (Head of IT)

