

**POLICY FINANCE & ADMINISTRATION COMMITTEE**

**3 JULY 2012**

**REPORT OF HEAD OF CENTRAL SERVICES**

**ICT STRATEGY**

**1.0 PURPOSE OF REPORT**

1.1 The purpose of this report is to seek Member approval to the ICT Strategy for the period 2012-2015.

**2.0 RECOMMENDATIONS**

**2.1 It is recommended that the ICT Strategy for 2012-15 and the supporting aspirational SLA are approved.**

**3.0 KEY ISSUES**

3.1 The ICT Strategy is the document that sets the context for the Council's use and development of ICT over the next three years. It replaces the previous ICT Strategy that was approved in 2007.

3.2 The ICT Strategy has been produced following consultation and workshop sessions involving Management Team and all Services.

3.3 The revised and updated strategy is attached for consideration and approval. The aim of the strategy is not to give detailed technical information, but to provide Members with a framework with which to support ICT project considerations for the medium term.

3.4 The ICT Strategy is supported by an ICT Development Policy, ICT Technical Guidelines and an ICT Service Level Agreement. Copies of the ICT Development Policy and ICT Technical Guidelines are available in the Members Room.

3.5 The ICT Development Policy details how developments will be managed and the level of resources that can be allocated to them. The ICT Technical Guidelines details the preferred technology and systems.

3.6 The ICT Service Level agreement has been developed as an initial statement of the aspirations of the Council's users of ICT. It is not a description of the service levels currently provided.

**4.0 POLICY AND CORPORATE IMPLICATIONS**

4.1 As shown in section 1 of the attached document, the ICT Strategy is an overarching strategy within the Council's Corporate Policy Framework.

**5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

5.1 The ICT Strategy has no direct financial or other resource implications. However, the Financial implications of specific projects will need to be assessed when those projects are being considered.

**6.0 LEGAL IMPLICATIONS/POWERS**

6.1 The Legal implications of specific projects will need to be assessed when those projects are being considered.

## 7.0 **COMMUNITY SAFETY**

7.1 Community Safety is a key priority for the Council and the ICT Strategy supports the projects within the associated Priority Action Plan.

## 8.0 **EQUALITIES**

8.1 An equalities impact assessment has been completed for the ICT Strategy. The ICT Strategy has been amended following the impact assessment. The issue related to the principle of standardisation of end user devices. Where special needs arise an adjustment will be made to the standard. A number of issues relating to the website have also been identified which have been passed to Customer Services for action.

## 9.0 **RISKS**

9.1 Local Government and the environment within which it operates is one of constant change and uncertainty. The ICT Strategy attempts to set a baseline that will enable the Council to respond effectively to change when it happens. It identifies, at a strategic level, the stable platform on which the Council's ICT service is built and allows the Council to respond to future service and community needs in a flexible but controlled manner.

9.2 New technologies are emerging constantly. The ICT Strategy provides a baseline against which new opportunities can be assessed and harnessed, in a way that minimises risk to the Council's 'business as usual'.

9.3 The ability of the Council to implement the strategy is limited by the availability of resources both financial and people. The Council is reliant upon a number of key suppliers for software and the availability of their staff to make changes and to implement new functionality. The Council also has limited internal ICT resources both in terms of numbers and skill levels. This impacts the amount of business change that can be implemented.

## 10.0 **CLIMATE CHANGE**

10.1 The ICT Strategy describes an infrastructure that recognises the need to control the Council's carbon footprint. All new equipment is considered in the light of its sustainable use and sourcing.

10.2 The ICT Strategy recognises the need to reduce the use of paper in the office environments.

## 11.0 **CONSULTATION**

11.1 Management Team all Heads of Service have been involved in finalising the ICT Strategy document.

## 12.0 **WARDS AFFECTED**

12.1 To varying degrees, all wards are affected by the Council's ICT Strategy.

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Appendices: ICT Strategy 2012-15, ICT Service Level Agreement

Background Papers: ICT Development Policy, ICT Technical Guidelines 2012

Reference: