1 MELTON BOROUGH COUNCIL ICT STRATEGY – EXECUTIVE SUMMARY

1.1 Scope

1.1.1 The ICT Strategy identifies the business drivers; the current status of the ICT service; and the core strategy for meeting the Council's needs over the next three years.

1.2 Business Drivers

1.2.1 ICT is fundamental to delivery of the Council's Aims and Improvement objectives; the National context; individual and partnership service aims; and the opportunities offered by advances in technology and information management.

1.3 The current status of ICT in the Council

1.3.1 The ICT service is predominantly an operational service. It supports the core infrastructure and delivers ICT services to meet the day-to-day operational needs of the Council at a reasonable overall cost and to a reasonable standard.

1.3.2 MBC has invested in a good technical infrastructure of enterprise quality. The components meet, and in some cases exceed that expected in a relatively small District Council. The Council can now consider different approaches to the delivery of its ICT Services, including managed, out-sourced and Cloud based services.

1.3.3 The Council has a single network deployed across its premises, shared with partners. This is a true 'shared service' network for the multi-tenanted occupancy of Parkside.

1.3.4 The Council's Applications portfolio consists of business systems that support day-to-day operations in all operational areas of activity. These systems are Oracle based with database administration delivered from the ICT Service.

1.3.5 The portfolio includes enabling applications such as EDRMS, GIS and CRM. These applications deliver additional functionality to the business systems but have not yet been exploited to integrate data corporately. Operational Information remains largely silo based. Access to information within each operational area is reasonably comprehensive, but broader requirements require access to multiple information systems largely via a manual exercise.

1.3.6 Having made its current investment in infrastructure, MBC should maximise its return. Greater business benefits could be achieved, through more developed use of applications and technologies, particularly around support to flexible working and ways in which customers can communicate with the Council.

1.4 The Aim – Service Transformation

1.4.1 The goal is to deliver easy access to multi-agency services via a single point of contact, with services available and delivered via a range of access channels.

1.4.2 The Council will design and build new business processes to provide significantly enhanced service delivery, adopting best practice from the private sector and elsewhere in the public sector. Innovative and state of the art technology will be introduced where this leads to service transformation and enhanced service delivery.

1.5 Resilience

1.5.1 The transformation of access alone will not deliver the desired improvements in service delivery to the customer. The whole process of delivering a service to the customer must be transformed and re-engineered to fully exploit the improvements in service delivery that technology can enable.

1.5.2 As service-driven change progresses, the ICT Service will work with the Services and the Change Team to assess how existing facilities can be used more effectively, reducing (and eliminating where possible), duplication of application functionality and information holdings.

1.6 Customer Care

1.6.1 The ICT Service has concentrated on providing a strategically designed infrastructure and must now change its focus to delivery of customer-focused services. To create a firm basis for the future the roles of Systems Owners, Expert Users and Systems Administrators have recently been defined.

1.6.2 The citizen wants easy access to quality services when they need them. It is our intention to engage our partners to invest in technology that can enable real joined-up working.

1.6.3 The Council's proposed transactional website will link to detailed information in back-office systems, providing high-quality access to services and information via all fixed and mobile channels and in all necessary locations.

1.7 Performance

1.7.1 The ICT infrastructure provides key components linked together using web services in a flexible architecture allowing components to be removed, added and replaced with little or no impact on service delivery.

1.7.2 A formal Service Level Agreement (SLA) now sets expectations of the ICT services and timescales, and will provide the basis for performance management. It will underpin any changes to the way in which ICT is delivered, becoming the key baseline to measure the service provided.

1.8 Respect

1.8.1 The ICT Service will communicate with end users so that they understand the full potential of the ICT infrastructure, applications and information available to them. ICT will develop its understanding of customers' and partners' business needs, improve its quality of delivery and offer greater choice to its customers.

1.9 Flexibility

1.9.1 ICT has shown flexibility in dealing with the issues arising after the fire and in the planning and occupation of Parkside. Pro-active identification of areas where ICT can help with service improvement, joined-up operation and cross-cutting information use will demonstrate the future flexibility of the ICT Service.

1.9.2 Every organisation working to achieve improved public sector outcomes in the local area could usefully access the Council's infrastructure, subject to security and resilience constraints, whether a small voluntary organisation or large public sector body.

1.10 The Outcome – ICT as a strategic enabler

1.10.1 In responding to the Council's strategic aims to be **'a well-run Council that improves places and supports people'**, the Council intends to share and fully utilise its information assets for the benefit of its citizens, communities and businesses.

1.10.2 With appropriate intelligence, derived from well-managed information, early transitions in people's lives can be identified and addressed, avoiding the need for more expensive and reactive services at a later date.

1.10.3 Enabling technologies, such as Geographic Information Systems (GIS), Electronic Data Management (EDM) and Customer Relationship Management (CRM) can be exploited to bring information together, ensure its consistency and availability, and provide intelligence to guide, underpin and facilitate early intervention

1.10.4 Information management is key to this, as sharing protocols and formal data standards are required, and the Council must work closely with its partners to share information, within the confines of the appropriate legislation, to build information intelligence systems that can actively enhance citizens' lives.

1.10.5 The Council has defined a programme of work that will extend the use of the enabling technologies across the Council and into shared use with partners, in support of its strategic aims. The ICT Service will support and facilitate the programme and actively participate in the projects defined within it.