

## Cabinet

15 April 2015

ICT Strategy 2015 - 2018



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### **Report of Corporate Management Team** **Don McLure, Corporate Director Resources** **Cllr Jane Brown, Portfolio Holder for Corporate Services**

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#### **Purpose of Report**

1. To present to Cabinet the proposed ICT Strategy that will cover the three years period April 2015 to March 2018.

#### **Background**

2. This is the third iteration of the ICT Strategy since Local Government Review. Due to the rapid changes in the ICT market, in particular the rise of consumer digital technologies and the need to define better the Council's ICT architecture, it is timely to review the strategy from April 2015.
3. The strategy builds upon the two previous strategies and has been widely consulted upon with members, internal stakeholders across the Council, customers, partners and external stakeholders and their valued feedback has been taken into account.
4. The proposed ICT architecture has also been through the same stakeholder consultation process.

#### **ICT Strategy**

5. The ICT Strategy is therefore aimed at all stakeholders who are interested in the technological direction of the Council, including residents, partners, members, suppliers, visitors and employees.
6. The strategy sets out our ambition to help deliver the vision, as well as the technological direction of the Council. It reflects the authority's overall strategic objectives and core values and links closely with other strategies and the Council Plan's themes. It makes it clear how ICT Services will:
  - a. Support the Council to achieve its Altogether Better themes
  - b. Use technology to be an Altogether Better Council
7. The strategy will achieve this by delivering on five key outcomes:
  - a. A focus on Durham

- b. Better technology
  - c. Better Engagement
  - d. Better People
  - e. Better Processes
8. Each of the outcomes is set out in a narrative and has attached the related actions from the ICT Service Plan as well as useful links to background documentation.
9. Whilst the strategy will cover the three year period from April 2015 to March 2018, it will be refreshed each year on a three year rolling programme basis with actions from the updated annual ICT Service Plan.

**Recommendations**

10. Cabinet is requested to agree the ICT Strategy 2015 - 2018.

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## **Appendix 1: Implications**

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### **Finance**

Financial implications will be included in individual projects. MTFP savings objectives are included in the Strategy.

### **Staffing**

Staffing structures will continuously reflect our strategic direction

### **Risk**

This report is to mitigate the risk of significant ICT systems failure

### **Equality and Diversity / Public Sector Equality Duty**

None

### **Accommodation**

The Office Accommodation Programme (2) forms part of the strategy

### **Crime and disorder**

None

### **Human rights**

None

### **Consultation**

Consultation on the strategy has been undertaken with Members, Heads of Services, Directors, officers, customers, partners and ICT Services.

### **Procurement**

None

### **Disability Issues**

None

### **Legal Implications**

None