**Report to Corporate Overview and Scrutiny**

**19 February 2014**

**ICT Strategy 2013/16**

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## Report of Phil Jackman, ICT Services

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### Purpose of Report

1. To advise Corporate Issues Overview and Scrutiny Committee of the background to the ICT Strategy that will cover the three year period from April 2013, in advance of a presentation to the Committee.

### Background

2. The current ICT Strategy was agreed in April 2013. It has been circulated widely and has been the subject of members' seminars in November 2013, and can be found on the Council's website at http://content.durham.gov.uk/PDFRepository/201316_ICT_strategy_.pdf

3. The ICT Strategy is aimed at anyone who is interested in the technological direction of the Council, including residents, partners, politicians, suppliers, visitors and employees.

4. It describes 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. ICT Services will:

   (a) Support the Council to achieve its Altogether Better themes

   (b) Use technology to be an Altogether Better Council

5. The strategy will achieve this by delivering in five outcomes:

   (a) A focus on Durham

   (b) Better technology

   (c) Better Engagement

   (d) Better People

   (e) Better Processes

6. Each of the outcomes is described in a narrative and has attached the related actions from the ICT Services Service Plan.

7.  Whilst the strategy will cover the three year period from April 2013 to March 2016, it will be refreshed each year with actions from the revised ICT Services Service Plan.

8.  The ICT Service Plan is developed through the prioritisation process which involves representatives from each of the service groupings.

9.  The presentation will be given by Phil Jackman, Head of ICT, who will provide members of the committee with the following information:
    - Overview of ICT Services
    - Overview of ICT range of functions and management team
    - Core strategy aims
    - ICT Improvement projects for the County and Council.

**Recommendations**

10. Members are requested to note the content of the presentation on the Council's ICT Strategy.

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## Appendix 1:  Implications

**Finance**

Financial implications will be included in individual projects

**Staffing**

Staffing structures will reflect our strategic direction

**Equality and Diversity**

None

**Accommodation**

None

**Crime and disorder**

None

**Human rights**

None

**Consultation**

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

**Procurement**

None

**Disability Discrimination Act**

None

**Legal Implications**

None