

Cabinet

6 April 2016

ICT Strategy 2016 - 2019



Report of Corporate Management Team

Report of Don McLure, Corporate Director Resources

Cllr Jane Brown, Portfolio Holder for Corporate Services

Purpose of Report

- 1 To advise Cabinet of the ICT Strategy that will cover the three years from April 2016.

Background

- 2 This is an annual iteration of the ICT Strategy. 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 was felt appropriate that a revision be made annually.
- 3 The strategy builds upon the previous strategies and various iterations and will be taken through the Resources Management Team, the Core Group, the Strategic ICT Group, CMT and Cabinet.
- 4 The architecture has also been discussed with the Customer Focus Board and Customer Relationship Management project board.
- 5 The document will be discussed with the Portfolio Holder for Corporate Services.

ICT Strategy

- 6 The ICT Strategy is aimed at all stakeholders who are interested in the technological direction of the Council, including residents, partners, politicians, suppliers, visitors and employees.
- 7 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

- 8 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
- 9 Each of the outcomes is described in a narrative and has attached the related actions from the ICT Services Service Plan as well as useful links to background documentation.
- 10 Whilst the strategy will cover the three year period from April 2016 to March 2019, it will be refreshed each year with actions from the revised ICT Services Service Plan.

Changes

- 11 All sections of the document have been amended. The following are of particular note:
- a) Updating of vision – bringing the wording up to date especially around how the Council is making a fundamental shift in its approach to digital from a passive or reactive approach to a much more leading edge approach
 - b) Introduction of a target operating model – A description of the Council's technology direction and technical architecture.
 - c) Introduction of governance arrangements – A description of how the Council ensures that the ICT resource it has is focused on the greatest need.
 - d) Revision of major change programmes – To bring this section up to date especially around the Accommodation programme, Customer Relationship Management and Data.

Recommendations

- 12 Cabinet is requested to agree the ICT Strategy 2016 – 2019.

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Appendix 1: Implications

Finance

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

Staffing

Staffing structures will 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 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 and ICT Services.

Procurement

None

Disability Issues

None

Legal Implications

None