ITEM NO. ....

ICT STRATEGY

**Responsible Cabinet Member – Councillor Stephen Harker,
Efficiency & Resources Portfolio**

Responsible Director – Paul Wildsmith, Director of Corporate Services

SUMMARY REPORT

Purpose of the Report

1.   To present the refreshed ICT Strategy 2009/11 to Cabinet for approval.

Summary

2.   Members will recall that the original ICT Strategy was approved by Cabinet in September 2007 as part of the Leading Edge organisational development programme. Following the formation of Xentrall Shared Services, now is a timely point to review and refresh the ICT Strategy to take into account the wide ranging programme of improvements to be delivered by the new service.

3.   The refreshed ICT Strategy is **attached**.

Recommendation

4.   It is recommended that Cabinet :-

   (a)   approve the refreshed ICT Strategy;

   (b)   note the potential resourcing implications of the ICT Strategy when reviewing the Council medium term financial plan.

   (c)   give delegated powers to the Director of Corporate Services to make minor adjustments to the ICT Strategy, in conjunction with the Cabinet Member for Efficiency and Resources.

Reasons

5.   The recommendations are supported as a clear, integrated and achievable ICT Strategy is critical in supporting both the Council's current and future service delivery aims and aspirations.

Paul Wildsmith
Director of Corporate Services

S17 Crime and Disorder	The decision will not have an impact on Crime and Disorder.
Health and Well Being	The decision will not have an impact on Health and Wellbeing.
Sustainability	Elements of the ICT Strategy will have a positive impact through reduced energy use by the new corporate architecture proposed.
Diversity	The decision will not have an impact on Diversity.
Wards Affected	This decision will not affect any wards.
Groups Affected	The decision will not have an impact on any groups.
Budget and Policy Framework	The report does not recommend any changes to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	In respect of the call-in process, this is not classed as an urgent decision.
One Darlington: Perfectly Placed	This decision will not have a direct impact on the objectives of the Sustainable Community Strategy, however the ICT Strategy will have a key role in supporting elements of the Sustainable Community Strategy.
Efficiency	The projects contained within the ICT Strategy support the Council's ongoing efficiency programme.

MAIN REPORT

Introduction

6. Members will recall that the original ICT Strategy was approved by Cabinet in September 2007 as part of the Leading Edge organisational development programme. At that point in time, the Xentrall Shared Services partnership with Stockton-on-Tees Borough Council had not been approved by Cabinet and therefore did not exist.

7. As a result of the formation of the partnership, the ICT Strategy has been reviewed and refreshed to reflect the wide ranging programme of improvements being delivered by Xentrall ICT Services. This has allowed the ICT Strategy to be not only a more focussed and straight forward document, but also gives a clear programme of objectives and activities.

Refreshed ICT Strategy

8. The refreshed ICT Strategy is attached. In outline the ICT Strategy aims to deliver on a number of fronts and encompasses the themes of the original strategy:-

    (a) To enable a mobile workforce through the use of appropriate technology
    (b) To provide real-time access to information at the point it is needed
    (c) To facilitate the secure sharing of information with our partners in the joint delivery of services
    (d) To have the ability to re-configure services according to demand
    (e) To maximise the use of property assets through a more strategic use of technology
    (f) To make efficient use of ICT resources
    (g) To demonstrate improvement and the potential for future capacity when under scrutiny
    (h) Improving citizen satisfaction with Council services
    (i) Improving employee satisfaction with the Council workplace

9. To achieve these aims, there are five key delivery programmes described in the strategy, which are:

    (a) The delivery of a robust core architecture on which to deliver ICT services

    (b) The provision of flexible and efficient mobile and office based technologies

    (c) The implementation of robust and secure information management processes and systems

    (d) The management of a robust governance framework for ICT projects and investments

    (e) The advancement of standards and procedures within ICT, with the aim of delivering excellent services

10. In describing the delivery programmes, the strategy gives an indication of where resources and investments are required to progress the various projects which make up this programme. Where a business case or strategy is being or yet to be developed, these will contain detailed funding and option appraisals within each review and associated recommendations. As can be seen in section 6 of the strategy, the majority of these projects are either already funded or a subject to a business case which it is believed will be either cost neutral or deliver savings. The main area where an additional investment is likely to be required is in regard to the Council's network and telephony infrastructure. A "health check" is currently being undertaken in this area to assess what risks are present and the options available to the Council, with associated indications of costs which will need to be considered when reviewing the MTFP.

11. The ICT Strategy also provides an overview of the delivery schedule associated with each element of the programme. Progress is to be monitored by the ICT Strategy Group and forms a key part of the groups own work programme. From time to time there may be a need to make minor amendments to the strategy and therefore delegation is requested to the Director of Corporate services in consultation with the Cabinet Member for efficiency and resources to make minor amendments.