
ICT STRATEGY – IMPLEMENTATION PROGRESS REPORT

SUMMARY REPORT

Purpose of the Report

1. The ICT Strategy Group is required to report six monthly to the Audit Committee on progress in relation to the implementation of the ICT Strategy.

Summary

2. The ICT Strategy focuses on five key programmes:
 - (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 a robust and secure information management process 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.
3. This report summarises progress on key activities within each of these programmes.

Recommendation

4. It is recommended that progress on the implementation of the ICT Strategy is noted.

Reasons

5. The recommendation is supported to provide the Audit Committee with evidence to reflect on progress in delivery of the Council's ICT Strategy.

**Ian Miles
Head of ICT and Design & Print**

Background Papers

Darlington ICT Strategy 2009-2011

Ian Miles – Extension 157012

S17 Crime and Disorder	There is no specific crime and disorder impact.
Health and Well Being	There is no specific health and well being impact.
Sustainability	Some of the initiatives contained within ICT strategy will help contribute towards the carbon reduction commitments.
Diversity	There is no specific diversity impact.
Wards Affected	All wards are affected equally.
Groups Affected	All groups are affected equally.
Budget and Policy Framework	Financial implications will be considered in the Medium-Term Financial Plan. This report does not affect the policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	The ICT strategy supports the business of the Council in delivering ODPP
Efficiency	There will be efficiency savings generated as a result of implementing the ICT strategy. The introduction of new technology is key to providing efficiency savings within Council Services.

MAIN REPORT

Information and Analysis

Robust Core Architecture

Server Consolidation/Virtualisation

6. The virtualisation programme has been underway since April 2010 and no new physical servers have been purchased since then. Applications are being virtualised in stages, and in accordance with their priority based on the criticality of the services the applications support and deliver. The virtualisation programme is due to be completed by April 2011.

Corporate Network

7. As reported in March, work to review network contracts in both Stockton and Darlington will begin in October 2010.

Data Centre

8. The Data Centre was handed over to Xentrall ICT Services in June 2010 with migration of equipment beginning in July in line with the virtualisation programme. There are a small number of legacy applications for which virtualisation is not an option and in these cases it is planned to move the equipment into the Data Centre by the end of the calendar year. A new disaster recovery room is being commissioned in Municipal Buildings at Stockton. This will replace the existing facility and provide significantly improved resilience and recovery capability. The new room is scheduled to be on line by March 2011.

Flexible, Efficient Mobile and Office Technologies

9. Xentrall ICT Services are currently trialling wireless technologies and ensuring it can be implemented in line with the Government Connect (GCSX) code of connection security requirements. The objective of the trial is to establish potential operational and business benefits of using wireless technology across the Council.
10. The trial will also include exploring the use of a product for supporting home working. This will provide a secure method of mobile working. Both aspects of the trial are due to be completed by the end of the calendar year at which time a report will be submitted to CMT with recommendations.
11. A Desktop Strategy is being developed to support mobile and flexible working taking into account the different requirements and working patterns of individuals and groups of users across the Council.

Printer Consolidation

12. CMTs of both Darlington and Stockton Councils have approved the print consolidation policy and strategy and given permission for the procurement phase of the project to begin. This phase is now underway.

Robust and Secure Information Management

13. Xentrall ICT Services retained its certification to ISO27001:2005 the Information Security Management Standard in August 2010 and is due for its 6 monthly re-assessment in February 2011.
14. Darlington and Stockton Councils have achieved full compliance with version 3.2 of the Government Connect (GCSX) code of connection and are now working toward compliance with version 4.1. The Councils will be audited against this version in June 2011.
15. Software controls for the encryption of laptops and the control and encryption of data held on other removal storage media such as USB memory sticks is currently being rolled out across the Council. The scheduled completion date is November 2010.
16. An information governance work programme has been developed and is currently being implemented, the main activities being:-
 - (a) Employees Guide to Information Security – this was endorsed by JCC in August and a communications and roll-out strategy is now being finalised. Roll-out is scheduled for October 2010.
 - (b) Members Guide to Information Security – the development of a Members Guide is currently being considered
 - (c) Information Security Guide for Schools – a version of the Employees Guide that is suitable for schools is currently being developed.
 - (d) Review of information security policies – policies are being revised and updated in line with a revised format agreed by the Corporate Information Governance Group (CIGG).
 - (e) As a key part of the information governance communications strategy iDarlington is being redesigned to reflect the new Information Governance Framework and associated policies, processes and procedures. In addition information security management training and awareness courses are being designed and will be delivered through the Council's Learning Management System in October / November 2010.

Robust Governance Framework

17. The resource planning model has been tested in two of Xentrall ICT Services' technology teams and is now being rolled out across the remaining teams. The model will significantly improve the management and allocation of resources within ICT.

Excellence in ICT

18. As outlined in the last report, it was agreed that Xentrall ICT Services would adopt best practice standards. A work programme has been developed and is underway for certification to the following standards:-
- (a) IT Infrastructure Library (ITIL v.3) Service Management Framework
 - (b) ISO9001 Quality Management
 - (c) BS25999 Business Continuity Management
 - (d) Customer First/Customer Excellence

Service Management

19. Implementation of the ITIL programme is an important part of improving service delivery and is regularly reviewed throughout the year with monthly meetings of the Programme Board. Xentrall ICT Services are currently focussing on implementing the following key processes:-
- (a) Incident Management
 - (b) Service Request Management
 - (c) Asset & Configuration Management
 - (d) Change Management

Service Management Tools

20. The Assyst and Certero systems for call management and asset and configuration management respectively are established and the Assyst system now includes workflow for all changes to the ICT infrastructure.

Outcome of Consultation

21. There has been no formal consultation in the preparation of this report.