
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.
Carbon Impact	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 migration of key standalone systems onto the virtualised platform was completed in April 2011 and has significantly increased the resilience and recovery capability of the services supported by them. Migration of the remainder of the systems earmarked for virtualisation continues with a target completion date of December 2011.

Corporate Network

7. The corporate network has been reviewed and key components of the core network have been replaced. Work is now ongoing to provide full resilience and accessibility to sites across the Council.

Data Centre

8. The new data centre has been fully operational since April 2011 and work on the fitting out of the disaster recovery room in Stockton Council's Municipal Buildings is nearing completion. Installation of equipment into the disaster recovery room will begin in October and will be completed by December 2011. The disaster recovery room will further increase resilience and improve our recovery capability in the event of disruption to the data centre.

Flexible, Efficient Mobile and Office Technologies

9. Wireless facilities have been fully tested at a number of locations and the service is now available for implementation.
10. The virtual desktop 'proof of concept' trial has been successfully completed with mainly positive feedback being received from the participants. A pilot is now being planned which will be completed by December 2011. A final decision on whether or not to implement a virtual desktop system will be made early in the new year.

Printer Consolidation

11. The due diligence process is currently being conducted with the identified preferred supplier of the printer consolidation solution. This process will be completed by the end of September 2011 at which time options will be presented to the Council for consideration.

Robust and Secure Information Management

12. Xentrall ICT Services was successful in passing its recertification assessment for ISO27001:2005 the Information Security Management Standard in July 2011.

13. 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 have been implemented across the Council. A number of laptops have been identified that need to be returned to base for updating of encryption and anti-virus protection software and a recall programme is currently underway.
14. A key aspect of the information governance work programme, an information risk management process, has been approved by the Chief Officers Board. The process identifies and assesses information risks together with any remedial actions required to reduce the impact of the risks to acceptable levels. To maximise the effectiveness of the process risk assessments will be carried out on a Service basis, with nominated officers in each Service area responsible for facilitating and coordinating activities across their Service.

Robust Governance Framework

15. ICT Services recruitment to the new structure has been completed, with roles and responsibilities appropriately aligned to the IT Infrastructure Library (ITIL) framework. The new structure together with the ongoing review of key processes and procedures will improve both the governance and performance aspects of ICT service delivery.

Excellence in ICT

16. All ICT staff have successfully completed ITIL foundation level training with designated staff completing intermediate level training on their specialist areas. In addition designated staff are undertaking training in project management, programme management, risk management, and change and problem management.
17. ICT Services are currently undergoing an assessment for certification to the ISO9001 Quality Management standard. The stage 1 audit has been successfully completed, with stage 2 audit scheduled for week commencing 19th September 2011.

Outcome of Consultation

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