AUDIT COMMITTEE
1 APRIL 2011

ITEM NO. ....

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 heath 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 has been completed and work is ongoing to virtualise the remainder of the systems that have been earmarked for migration. The virtualisation programme is scheduled for completion in the summer.

Corporate Network

7. As reported in September 2010 work to review the network contracts in Darlington and Stockton is continuing as part of the wider infrastructure review.

Data Centre

8. The data centre is now fully operational. Work is continuing on the fitting out of the disaster recovery room in Municipal Buildings and should be available for commissioning in Q2 of 2011. All data is being replicated between Darlington and Stockton providing robust recovery facilities and increased resilience.

Flexible, Efficient Mobile and Office Technologies

9. A wireless trial has been successfully completed and is being tested in a number of locations. An implementation strategy and associated roll-out plan is currently being developed.

10. Data is being collated on the use of desktops to inform and support the development of the Desktop Strategy. A virtual desktop 'proof of concept' trial is currently being undertaken involving around 40 desktops across the Councils.

Printer Consolidation

11. Two suppliers have been identified and evaluation of their solutions is underway at both Darlington and Stockton Councils. Subject to successful evaluation it is expected to award the contract in June 2011.

Robust and Secure Information Management

12. Xentrall ICT Services retained its certification to ISO27001:2005 the Information Security Management Standard in February 2011 and is due for its full recertification assessment 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 continues to be rolled out across the Council.

14. The overarching information governance risk comprises the key components of information management, namely records management, data handling, data quality and information sharing. An information governance work programme has been developed to address the need for appropriate controls to be embedded and consistently applied across services. Delivery of the work programme continues and whereas previously it was driven by a Corporate Information Governance Group (CIGG), following the Council restructure, this role is now to be carried out by the Chief Officers Board (COB).

Robust Governance Framework

15. A review of the ICT Services structure has been completed and the process of recruitment is nearing completion. The new structure better reflects the governance requirements as set out in the IT Infrastructure Library (ITIL) framework and is designed to 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. A work programme has been developed for certification to the following standards.

   a)   ITIL Service Management Framework
   b)   ISO9001 Quality Management
   c)   BS25999 Business Continuity Management

Outcome of Consultation

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