
ICT STRATEGY – IMPLEMENTATION PROGRESS REPORT

SUMMARY REPORT

Purpose of the Report

1. The Chief Officer's Board (COB) 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 strategic priorities:
 - (a) ICT Service Development
 - (b) ICT Governance
 - (c) ICT Strategic Architecture
 - (d) Business Change Programme
 - (e) ICT Competent Workforce and Members
3. This report summarises progress on key activities within each of these priorities.

Recommendation

4. It is recommended that progress on the implementation of the ICT Strategy be 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 2011 - 2013

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

ICT Service Development

6. This priority is about implementing best practice standards and procedures across ICT Services. ICT Services are certified to ISO 27001 Information Security Management and ISO9001 Quality Management standards and have successfully retained certification in February 2012 when subject to a continual assessment audit. ICT are also arranging certification audits to BS25999 Business Continuity Management System standard and anticipate that this process will be completed in May 2012.
7. The improvement activities which support the above certifications are part of an overall ICT Service Improvement Programme framework.
8. In addition, the restructure of the ICT service earlier in 2011/12 has meant a number of new working methods are being used in the delivery of the ICT service, one being the new Service Desk, which is a technically competent help desk facility aimed at resolving incidents and closing calls at point of contact.

ICT Governance

9. In reflection of the new senior management structure and associated groups within the Council, the Chief Officers Board (COB) are now undertaking the role previously carried out by the ICT Strategy Group. Strategy project and workplan updates are presented to COB as are any proposals regarding major projects across the Council. With all service representation, this wider group has a number of advantages over the previous group structure.

ICT Strategic Architecture

10. A number of projects form an overall programme to improve the Council's underpinning ICT strategic architecture. To date, this has included the building of the new data centre at Darlington and backup facilities at Stockton. Also, the virtualisation of servers and the implementation of resilient network links between the two Councils. In addition, work is continuing on many aspects of internal security and resilience in compliance with the Code of Connection for the Government's secure network (GCSx) which is soon to be replaced by PSN (Public Services Network).
11. Linked to the Code of Connection activities is work underway to create a new domain to which all ICT users will be migrated commencing early 2012/13. This will be the platform for rolling out Windows 7, Office 2010 and Exchange 2010 to all ICT users as part of the desktop strategy which considers how to improve delivery of ICT services to users desktop. In addition, successful trials of virtual desktops have taken place within Stockton. This technology offers an alternative to the PC for the desktop.
12. Network improvements are already underway within the main Council buildings and higher capacity resilient connections are also being installed. The Council's firewall security and

protection systems are also currently being upgraded and being made more resilient. Secure wireless access facilities have been proven and are now available.

13. A TelePresence facility (high-end video conferencing) has been installed in the Town Hall which allows conferencing to external organisations. Similar facilities also exist within Stockton and Redcar Councils.

Business Change Programme

14. The ICT service has representation on the Council's Transformation programme. Through this an overview of the overall programme is gained and appropriate input can be given. Specific projects and LEAN activities can involve representatives from ICT and this gives a wider understanding of the benefits technology can bring to a service and this can be integrated into any improvement programmes.

ICT Competent Workforce

15. A user survey is to be undertaken to gain a measure as to levels of awareness, competency and confidence in the use of ICT systems. An improvement programme will result from this. A comprehensive on-line training resource exists which will be promoted as part of the Windows/Office/Exchange roll-out in the coming months. This will allow all users of ICT to develop an appropriate level of awareness and skill in these key desktop tools. This will form a significant element of any improvement programme resulting from the competency survey.
16. A comprehensive training programme exists for the ICT team. This is a combination of professional and technical training. All the ICT team are trained to Foundation level in ITIL (a service management framework for ICT). Key team members are also trained to higher levels of specific service levels of ITIL. Those involved in projects are certified to Prince2 foundation standards and those leading projects to practitioner level.
17. Technical training is targeted to those requiring training as a result of new technology, new projects, upgrades and refresh programmes.

Outcome of Consultation

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