
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 August 2012 when subject to a continual assessment audit. ICT are also arranging certification audits to the Business Continuity Management System standard, but this has been delayed as the British Standard undergoes conversion to an International Standard (ISO22301). As a consequence, auditors have to be retrained/recertified before assessing organisations. We now anticipate that this process will be completed by December.
7. The improvement activities which support the above certifications form part of an overall ICT Service Improvement Programme framework which encompasses all improvement activities in ICT. Change Management has been of particular success, with new procedures bedded in across the service which ensure that planned changes to the production environment are robustly vetted before being actioned.

ICT Governance

8. The Chief Officers Board (COB) undertake an ICT Strategy monitoring role. Strategy projects and service related workplan updates are presented to COB, as are any proposals regarding major projects across the Council e.g. Printer Consolidation. Regular updates are also given to the Director of Resources and the Xentrall Executive Board on which he sits.

ICT Strategic Architecture

9. A number of projects form an overall programme to improve the Council's underpinning ICT strategic architecture and many of these are complete e.g. data centre, backup/DR facility, virtual servers & resilient networks. More recently, a new firewall infrastructure has been implemented as part of a larger programme of improving the performance and resilience of the firewall and Internet infrastructure. A new internal network has been installed in Central House and this project is now focussing on the Town Hall. Also, a secure wireless service is now available and able to be deployed where there is a need. The print consolidation project is progressing well, with the installation of central servers/systems and initial multi-function print devices in Stockton as a pilot. Central House and the Town Hall will have devices installed in October. A comprehensive communication and training programme accompanies the roll-out process.
10. As reported previously, a significant amount of work is on-going in the development of a new domain to which all ICT users will be migrated. 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 the user's desktop. Another aspect of this work is the assessment and trialing of desktop technologies other than PCs.

Business Change Programme

11. 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. For example this has happened in both Social Care and Housing reviews.

ICT Competent Workforce

12. An ICT user survey is to be undertaken to gain a measure as to levels of awareness, competency and confidence in the use of ICT systems. This will be scheduled to avoid clashing with the main Darlington employee survey which is to take place in October. Improvements will be identified as a result of this survey and will form part of the overall ICT Service Improvement Programme.
13. As part of the new domain work mentioned earlier, a comprehensive on-line training resource will be promoted as part of the Windows/Office/Exchange roll-out to ICT users. This will allow staff to develop an appropriate level of awareness and skill in these key desktop tools. This will no doubt form a significant element of any improvement programme resulting from the competency survey.
14. 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.
15. Technical training is targeted to those requiring training as a result of new technology, new projects, upgrades and refresh programmes.

Outcome of Consultation

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