AUDIT COMMITTEE
28 MARCH 2014

ITEM NO. ....

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 prior to the refresh of the strategy.

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 and 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 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

ICT Service Development

6. This priority is about implementing best practice standards and procedures across ICT Services. ICT Services are certified to ISO27001 Information Security Management and ISO9001 Quality Management standards and following external audit by BSI, have successfully retained certification in February. ICT Services also operate a business continuity management system that is compliant with ISO22301.

7. The management systems identified above work on the principle of continual improvement. Improvements identified as a result of the effective operation of these management systems feed into an overall ICT Service Improvement Programme encompassing all improvement activities in ICT Services. These service improvements are managed as an ICT-wide programme and monitored on a monthly basis by the ICT Management Team.

ICT Governance

8. The Systems and Information Governance Group (Chief Officers Board chaired by the Director of Neighbourhood Services and Resources) undertake an ICT Strategy monitoring role. Strategy projects and service related ICT Workplan updates are presented to this group, as are any proposals regarding major ICT projects across the Council. Regular updates on major ICT projects are also given to the Director of Neighbourhood Services and Resources and the Xentrall Executive Board on which he sits.

9. The Council's PSN CoCo (the Government's Public Services Network Code of Connection) submission and associated action plan has been approved by Cabinet Office and certification was achieved on 4 November 2013.

ICT Strategic Architecture

10. Following on from the improvements outlined previously to the Committee, the roll-out of PCs and laptops associated with the Desktop Optimisation Strategy continues across the Council and will be complete by June. The project involves the upgrade or replacement of PCs and laptops, combined with a roll-out of Windows 7 and Office 2010. As well as these visible aspects of the roll-out, there have been significant changes in the infrastructure and enterprise systems which support the end-user environment.

11. Further projects are underway to review the Council's wide area network and telephony systems.

Business Change Programme

12. The Information & Systems Strategy (ISS) has informed the ICT Workplan and this drives projects within the ICT service. As well as the management and monitoring of individual projects, the overall Workplan is monitored on a monthly cycle at the Systems and Information Governance Group. These ICT projects underpin many of the Council's business change activities.

ICT Competent Workforce

13. As part of the Desktop Optimisation Strategy, training (refresher & conversion) has been promoted as part of the Windows 7/Office 2010 roll-out to all ICT users. This allows staff to develop an appropriate level of awareness and skill in these key desktop tools.

14. An on-going comprehensive technical training programme also exists for the ICT teams, as well as middle management training where appropriate.

15. The restructuring of the ICT service successfully took place at the end of 2013.

16. 2013/14 marks the final year for this version of the Council's ICT Strategy and work is underway developing a replacement.

Outcome of Consultation

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