AUDIT COMMITTEE
26 SEPTEMBER 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 has been re-written for the 2014-2016 period and continues to focus on five strategic priorities:

    (a) ICT Service Development
    (b) ICT Governance
    (c) ICT Strategic Architecture
    (d) Business Development
    (e) ICT Competent Workforce

3. This report summarises progress on key activities within each of these priorities as well as appending a copy of the new 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 2014 - 2016

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 wellbeing 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

6. The ICT Strategy has been rewritten for the 2014 – 2016 period. Work was undertaken with services in the development of the new strategy and this was agreed by the Systems and Information Governance Group earlier this year. The new strategy is **attached** and can be seen that it continues to follow the general themes laid down by the previous strategy. Also, as well as a general progress update on activities from the previous strategy and continuation of the original five main strategic themes, this new strategy also outlines six key principles which will be applied when considering any new technology related initiatives. These key principles can be summarised as:

    (a) Place technology at the core of service transformation and apply value for money tests
    (b) Empower services and individuals using appropriate technologies and skills
    (c) Migrate services on-line and design these end-to-end for efficiency
    (d) Review, rationalise and exploit existing ICT assets to gain maximum value
    (e) Adopt a corporate approach for similar multiple service ICT requirements
    (f) Make ICT the enabler for business

7. Progress on the main five continuing themes of the ICT Strategy are described below.

ICT Service Development

8. All ICT service improvement activities are identified in the ICT Service Improvement Programme and this is managed and monitored by the ICT Management Team, supported by the ICT Process Excellence and Planning Officer. This group reviews

the progress and priorities of this extensive and continual programme which is resourced through a combination of business as usual activities and planned projects within ICT.

9. Since progress was last reported to this Committee, the ICT Service has migrated to the new version of the Information Security Standard (ISO 27001:2013) and was successfully audited by BSI in July.

ICT Governance

10. The Systems and Information Governance Group (Chief Officers Board chaired by the Director of Resources) continue to undertake an ICT Strategy monitoring role as well as overseeing and approving the ICT Workplan, which covers all service based and corporate ICT projects. As well as this forum, 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.

11. The Council's PSN (Public Services Network) certification passed an external health check audit process earlier this year and this forms part the Council's annual re-submission exercise taking place in August.

ICT Strategic Architecture

12. The Desktop Replacement project has been completed. This large-scale programme of works has comprised of the more visible desktop "swap-out" or upgrade element of this project, supported by more complex central architecture work being undertaken behind the scenes. Although large-scale and complex, this project has been a major success.

13. An encryption service is now available to those services needing to email sensitive or personal information outside of the Council and a document protective marking system is being trialled before a wider roll-out is undertaken.

14. Further projects are also underway to renew the Council's wide area network and telephony systems. These are currently at procurement stage with implementation commencing later this year. As well as improvements in resilience, the telephony system in particular will provide new services to office based staff who are currently using analogue telephones.

Business Development

15. 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.

16. Including the Desktop Replacement project mentioned above, a further twenty one service specific or corporate ICT projects have been completed since the last progress report to this committee.

ICT Competent Workforce

17. Refresher & conversion training has been promoted as part of the desktop roll-out project.

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

Outcome of Consultation

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