AUDIT COMMITTEE
27 MARCH 2015

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 focusses 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 the main activities within each of these priorities.

Recommendation

4. It is recommended that progress on the implementation of the ICT Strategy be noted.

Reason

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 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

6.   Progress on the themes of the ICT Strategy are described below:

ICT Service Development

7.   All ICT service improvement activities are identified in the ICT Service Improvement Programme and this is managed & monitored by the ICT Management Team, supported by the ICT Process Excellence & 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.

ICT Governance

8.   The Systems and Information Governance Group (Chief Officers Board chaired by the Director of Neighbourhood Services and Resources) undertakes 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.

9.   Since the last update to Members, the Council has been successfully awarded PSN (Public Services Network) certification. ICT have also since passed an external health check audit in relation to on-going monitoring of PSN related activities.

ICT Strategic Architecture

10. Progress has been made on a number of architecture projects during the last six months. These include:

    (a) Successful completion of both the network and telephony procurements.

    (b) Subsequent implementation of new telephony core system with end-user handset roll-out currently taking place.

    (c) Implementation of a new remote device management tool for the ICT Service Desk.

    (d) Implementation of an automated server patching programme to maintain server performance, security and resilience.

    (e) Implementation of email and file archiving systems to release high performance disk capacity.

    (f) Implementation of a server logging tool for security and audit purposes.

    (g) Implementation of a corporate Wi-Fi service throughout the Town Hall, allowing Council and guest devices to remain connected wherever they are.

    (h) Implementation of a new corporate anti-spam/anti-virus management tool to protect the Council from external threats.

    (i) Successful move of the main data centre backup generator as part of the cinema build.

    (j) Successful installation of an automatic backup generator to provide resilience for the backup and disaster recovery site at Stockton.

    (k) Implementation of on-line chat facility for the Service Desk to allow multiple calls to be managed simultaneously.

    (l) Implementation of resilience for incoming and outgoing emails.

    (m) Implementation of resilience for Internet browsing.

Business Development

11. The service based Information and Systems Strategies inform 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.

12. Including the central ICT architecture projects listed above, a further twenty-eight service specific or corporate ICT projects have been completed since the last progress report to this committee.

ICT Competent Workforce

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

14. The ICT service is to pilot an End User Computing team to assist ICT users in their use of ICT. The role of this team will include the on-going day to day support of the end-user and their desktop, but will also encompass an end-user focussed research and development role as well as an advice and guidance service. This to help deliver a "smarter office" across the Council.

Outcome of Consultation

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