
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.

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 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

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. The majority of these activities relate to internal ICT procedures and standards which ultimately deliver improvements to the services ICT users receive.

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 successfully passed PCI (Payment Card Industry) ICT health checks and also the ICT service has been successfully re-certified to both the ISO9001 Quality Management System and ISO27001 Information Security Management standards. With the latter being the updated version of the standard.

ICT Strategic Architecture

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

- (a) Completion of the telephony system roll-out across all users, with exception of the Contact Centre which is planned for later this year.
- (b) Further deployment of corporate Wi-Fi services to Council offices.
- (c) Commencement of the renewal of the Council's ICT network.
- (d) Finalising the implementation of a new mobile laptop/tablet connectivity solution.
- (e) On-going procurement exercise for a new mobile carrier for the Council's mobile phones.

- (f) Completion of the rollout of Internet Explorer 11 and Google Chrome Internet browsers to all PCs and laptops.

Business Development

- 11. The service based Information & Systems Strategies inform the ICT Workplan and this drives customer projects within the ICT service. As well as the management and monitoring of individual projects, the overall ICT Workplan is monitored on a monthly cycle at the Systems and Information Governance Group (as described in paragraph 8 above). These ICT projects underpin many of the Council's business change activities.
- 12. As well as the central ICT architecture projects listed above, a further ten service specific 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 piloting an End User Computing service to assist ICT users in their use of ICT. The role of this small group includes the on-going day to day support of the end-user and their desktop, but also encompasses an end-user focussed research and development role as well as an advice and guidance service. As part of this approach two demonstration days have been held in the Town Hall and Central House and both were well received. The visit to all desktops as part of the Internet browser roll-out mentioned earlier also gave a general opportunity to assist ICT users as each office was visited in turn. The overall aim is 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.