
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

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|----------------------------------|---|
| 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.
8. The ICT Service Improvement Programme has also been informed by the outcomes of recent national benchmarking exercises with SOCITM (The Society for IT Management) and CIPFA.

ICT Governance

9. 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.

10. Since the last update to Members, the Council has been successful in retaining PSN certification, which allows the Council to connect to the Government's national secure Public Service Network. Certification involves undertaking IT health checks every six months with external auditors and there is a compliance programme of works associated with this.

ICT Strategic Architecture

11. Progress has been made on a number of architecture projects during the last six months, many of which take place behind the scenes. These include:
 - (a) On-going development of the new telephony system for the Contact Centre which goes live this month.
 - (b) Further deployment of corporate Wi-Fi services to Council offices.
 - (c) Continuing roll-out of a new ICT network across the Council.
 - (d) Implementation of a new more flexible and secure means connecting mobile laptops and tablets to the Council's IT systems.
 - (e) On-going procurement exercise for a new mobile carrier for the Council's mobile phones, tablets and laptops.
 - (f) Implementation of a new web filtering system.
 - (g) Implementation of a new email encryption tool.

Business Development

12. 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 9 above). These ICT projects underpin many of the Council's business change activities.
13. As well as the central ICT architecture projects listed above, a further six service specific and corporate projects have been completed since the last progress report to this committee.

ICT Competent Workforce

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

15. The pilot of the End User Computing service to assist ICT users in their use of ICT has been well received. 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, which includes demonstration days. The overall aim of this initiative is to help deliver a “smarter office” across the Council.

Outcome of Consultation

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